

Ref: FAQ0098

Made By: AB 15/07/15

Version: 1.0

Title – Establish HWMOnline connection

(Issue 1)

How to ensure you have an internet connection to HWMOnline for data download and upload

Customers should only require a standard internet connection for the Internet Explorer browser. This can then be tested as follows –

The current link for PermaNet+ data connections is <u>https://www.hwmonline.com/api/</u> which is entered into the "Connections" menu.

If you follow that link, you will see the normal HWMOnline login page. This confirms the download path.

Customer Login
mit
b

To test that the data upload link is available, enter

<u>https://www.hwmonline.com/api/httpmessagereceiver.ashx</u> into IE and you will see a blank page with just the words "error: no data". This verifies the connection to the data service, the error is returned because you've not sent any data with your message request.



error: no data

If the customer sees these two messages, then PermaNet+ download and remote commanding should work.

If not then you would will need to get your $\ensuremath{\mathsf{IT}}$ people to investigate.



It maybe that they have to make the HWMOnline sites a Trusted Site in IE by following the below routine -

When you are visiting the HWM Online site, in Internet Explorer Go to Tools and Internet Options and the Security tab – you should see below –

	Inte	met Options	.5 10
Seneral Ser	ourity Privacy Co	ntent Connection	s Programs Advanced
Select a zor	to view or change	security settings.	
	6	1	0
Interne	Local Intranet	Trusted sites R	stes
Ir	ternet		1 :
e re	is zone is for Intern cept those listed in stricted zones.	et websites, trusted and	3425
Security	evel for this zone		
Allowed	levels for this zone:	Medium to High	
þ	Medium-high - Appropriate fo - Prompts before content - Unsigned Activ	r most websites e downloading pote eX controls will not	ntally unsafe be downloaded
Env	ble Protected Mode	(requires restarting	(Internet Explorer)
		Custom level	Default ievel
		Reset all zo	nes to default level
	1	-	
		UK	Cancel Accil

Click on Trusted Sites and select the Sites button

	inte	met Options		7
Seneral Security	Privacy Co	ntent Connections	Programs	Advanced
Select a zone to	view or change	security settings.	(- m)	
	a	1	0	
Internet	Local intranet	Fluened rates R	estricted sites	
Trust	ed sites		-	
This zo trust n your fi	ne contains web of to damage yo es.	isites that you our computer or	ster	
Security level	for this zone			
Allowed level	is for this zone:	Al		
	stium Prompts before ontent Unsigned Activ	e downloading poter eX controls will not i	ntially unsafe be downloaded	
Enable I	rotected Mode	(requires restarting	Internet Explo	rer)
	0.000	Custom level	Defaultie	vel
		Reset of zor	es to default le	nel
		Jun 103	A.2.54	100
		UK I	Jancel	ADDITY

You should now see <u>https://www.hwmonline.com</u> in the 'Add this website to the zone' box Click 'Add' and it will move to Websites box as below



Ref: FAQ0098

Version: 1.0

Title – Establish HWMOnline connection

Made By: AB 15/07/15

(Issue 1)



Then select Close

When you return to the website you should see an error message



Select 'No'

Document History:

Edition	Date of Issue	Modification	Notes
1st	15/07/15	Release	