

FAQ: Firewalls

Certain firewall settings or software programs can prevent access to third-party databases. Please check with your network administrator or IT department, if applicable, or your PC for a firewall program.

Click on the following firewall program names to see corresponding solutions:

Norton Personal Firewall 2002
Norton Personal Firewall 2003
Norton Personal Firewall 2004 & 2005 / Norton Internet Security 2004 & 2005
Norton Personal Firewall 2006 / Norton Internet Security 2006
Zone Alarm Pro Firewall version 5.x
Watchguard Firewall Settings
CA Internet Security suite and CA Personal Firewall

Norton Personal Firewall 2002

Instructions taken from: Symantec

1. Open NIS
2. Click options
3. Click Internet Security (or personal firewall)
4. Click Advance Options
5. Click the Web Tab
6. Click Add Site (a new site/domain box appears)
7. Enter the name of the site (see below for our database sites)
8. Click the name of the new site
9. Click the Privacy Tab
10. Check the "use these rules for..." box.
11. Change the Referer from "Block" to "Allow".
12. Click Apply, and then click ok.
13. Click OK to close the Options window.

Hill on-line database addresses:

www.hillsearch.org
mddi.dnb.com
mddi2.dnb.com
proquest.umi.com
www.netlibrary.com
netlibrary.com
infoweb.newsbank.com
search.epnet.com
academic.marketresearch.com
infotrac.galegroup.com
find.galegroup.com
www.selectory.com

Norton Personal Firewall 2003

NPF 2003 is much easier to configure for HillSearch access than NPF 2002. To use HillSearch while running Norton Personal Firewall 2003, follow these instructions:

1. Open Norton Personal Firewall

2. Click on Status & Settings
3. Click on Privacy Control
4. Click on Configure
5. Select Custom Level
6. UNCHECK "Enable Browser Privacy"

Norton Personal Firewall 2004 & 2005 / Norton Internet Security 2004 & 2005

1. Open NIS or NPF.
2. Double-click Privacy Control, and then click Advanced.
3. Enter the name of the site that you want to receive the referrer information and click OK. In this example, it will be <www.symantec.com>. The site name appears in the left frame of the Options window.
4. Click the name of the new site.
5. Click the Global Settings tab.
6. In the "Information about visited sites" section, clear "Use default settings."
7. Click Permit.
8. Click OK to close the Options window.

Norton Personal Firewall 2006 / Norton Internet Security 2006

1. Open NIS or NPF.
2. Double-click Privacy Control, and then click Advanced.
3. Enter the name of the site that you want to receive the referrer information and click OK. In this example, it will be <www.symantec.com>. The site name appears in the left frame of the Options window.
4. Click the name of the new site.
5. Click the Global Settings tab.
6. In the "Information about visited sites" section, clear "Use default settings."
7. Click Permit.
8. Click OK to close the Options window.

Zone Alarm Pro Firewall version 5.x

http://www.hillsearch.org/resources/ZoneAlarmv5_2_3_2005.pdf

Watchguard Firewall Settings

Change the Web Proxy settings to enable "client connection information":
Go to HTTP Service settings.
Uncheck "Remove Client Connection Information."
Change the Watchguard info to the following:

Watchguard Firebox 700:

Two settings need to be opened up (UNCHECKED) in the configuration mode for the HTTP Proxy.

Go to Settings tab

UNCHECK Require Safe content type

UNCHECK Remove Client Connection Information

Watchguard Firebox 1000:

Two settings need to be opened up (UNCHECKED) in the configuration mode for the HTTP Proxy.
Go to Properties Tab,
Click on SETTINGS
UNCHECK Remove Client Connection Information
Go to Settings Tab
UNCHECK Require Safe content type

CA Internet Security suite and CA Personal Firewall

1. Right-click on the shield icon in your system tray
2. Hover over CA Personal Firewall
3. Disable.

If you encounter technical issues, browse the Help topics for solutions or contact the Hill Library. Call (877) 700-4455, (651) 265-5500, or fill out a [**feedback form**](#).

- If you contact us, please provide as much information as possible:
 - Which database or Web page is generating the problem?
 - What kind of an error message are you receiving?
 - Which operating system are you using (Windows XP, Windows Vista, Mac OSX)?
 - Which browser are you using (Internet Explorer, Firefox, etc.)?
 - What kind of an Internet connection are you using (dial-up, Cable, DSL, etc.)?
 - Do you have any network or PC firewalls?
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