



## Accessing the Internet via the Hawkes Learning Systems Courseware

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The Hawkes Learning Systems courseware connects to [www.hawkeslearning.com](http://www.hawkeslearning.com) to process lesson certificates, curriculum, and online tests. In order for this process to work properly, a connection to the Internet must be established using Internet Explorer. If you encounter problems connecting to the Internet via the Hawkes software please review the following guidelines and troubleshooting steps.

### 1. Connect to the Internet prior to starting the Hawkes courseware.

When our software starts it checks to see if there is an internet connection. If not, all internet features of the software will be disabled. If you have a high speed connection via a DSL or cable modem then you are already connected.

### 2. Verify that you have entered the correct HLS Course ID.

The HLS Course ID uniquely identifies your school's online grade book on our website; it is *not* your license number, your access code, or your section name. If you don't know your HLS Course ID, ask your instructor or anyone at Hawkes Learning Systems.

### 3. Configure the software firewall to permit the Hawkes Learning Systems courseware access to the Internet.

Does your computer have a software firewall such as Norton or McAfee? Firewalls are designed to treat unrecognized programs harshly, denying access to the Internet unless the program is manually added to an approved list of internet-enabled applications.

#### **Hawkes Learning Systems programs that need access the Internet:**

- TOC.EXE (or Table of Contents)
- DISP.EXE
- ALGCOM.EXE (or HLS Courseware Common EXE)
- MENU.EXE (for Instructor version only)
- EXAMB.EXE (for Instructor version only)

#### **Norton Internet Security:**

1. Double-click the **Norton Internet Security icon** in the system tray (a green or gold globe).
2. Double-click **Personal Firewall**.
3. On the Programs tab, locate each of the Hawkes Learning Systems applications (see list below).
4. Change the permission level to **Permit All**

#### **McAfee products:**

1. Open the McAfee icon in the Windows system tray (a capital M?), point to **Personal Firewall**, then select **Internet Applications**.
2. On the Internet Applications page, locate the Hawkes Learning Systems applications (see list below).
3. Click **New Allowed Application** to allow the application full internet access.

#### 4. Reset Internet Explorer settings.

Our software uses Internet Explorer to connect to our website. Firefox, AOL, and other browsers currently do not support the ability for applications to launch our website with encrypted data.

Internet Explorer 6 users: reset the settings by following these steps:

1. Open Internet Explorer.
2. From the **Tools** menu choose **Internet Options**.
3. Click the **Programs** tab.
4. Click the button called **Reset Web Settings**.
5. Uncheck the option to reset your home page, then click **Yes**.
6. Click **OK** and close Internet Explorer.

Internet Explorer 7 users: reset the settings by following these steps:

1. Open Internet Explorer.
2. From the **Tools** menu choose **Internet Options**.
3. Click the **Advanced** tab.
4. Click the **Reset** button, then click the **Reset** button again on the next screen.
5. Click **OK** and close Internet Explorer.

#### 5. Reinitialize the files used by Windows Update

We discovered a link between the proper functioning of Internet Explorer and the files used by Windows Update.

1. Download to your Desktop folder the FixWindowsUpdate script found at:  
[www.hawkeslearning.com/downloads/other/FixWindowsUpdate.zip](http://www.hawkeslearning.com/downloads/other/FixWindowsUpdate.zip)
2. Open the ZIP file. If you can't open the ZIP file, download a ZIP viewer such as one found at [www.winzip.com](http://www.winzip.com)
3. Double-click on the FixWindowsUpdate.cmd file and follow the prompts.

#### 6. Still can't connect?

Please call our Tech Support team for additional troubleshooting steps.

- Email: [support@hawkeslearning.com](mailto:support@hawkeslearning.com)
- Phone: 843.571.2825