

Issue

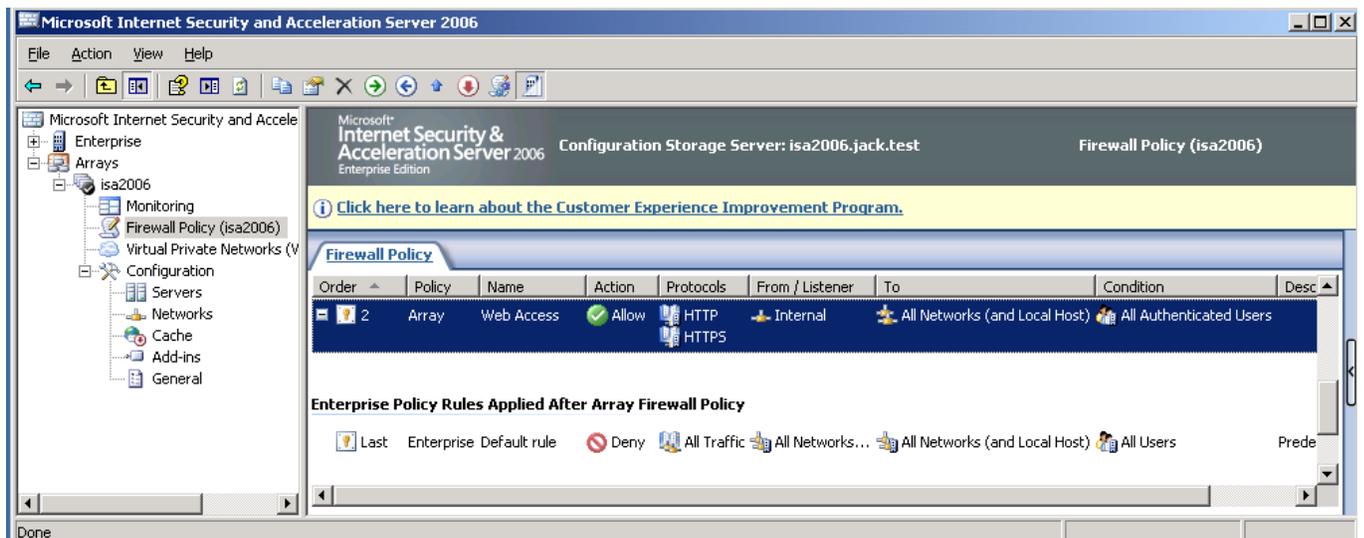
You cannot login to the PMWupload application and a "Check your internet connection" error is displayed when you run the application on a network that uses a proxy server with integrated windows authentication enabled ie. ISA 2004 and ISA 2006

Cause

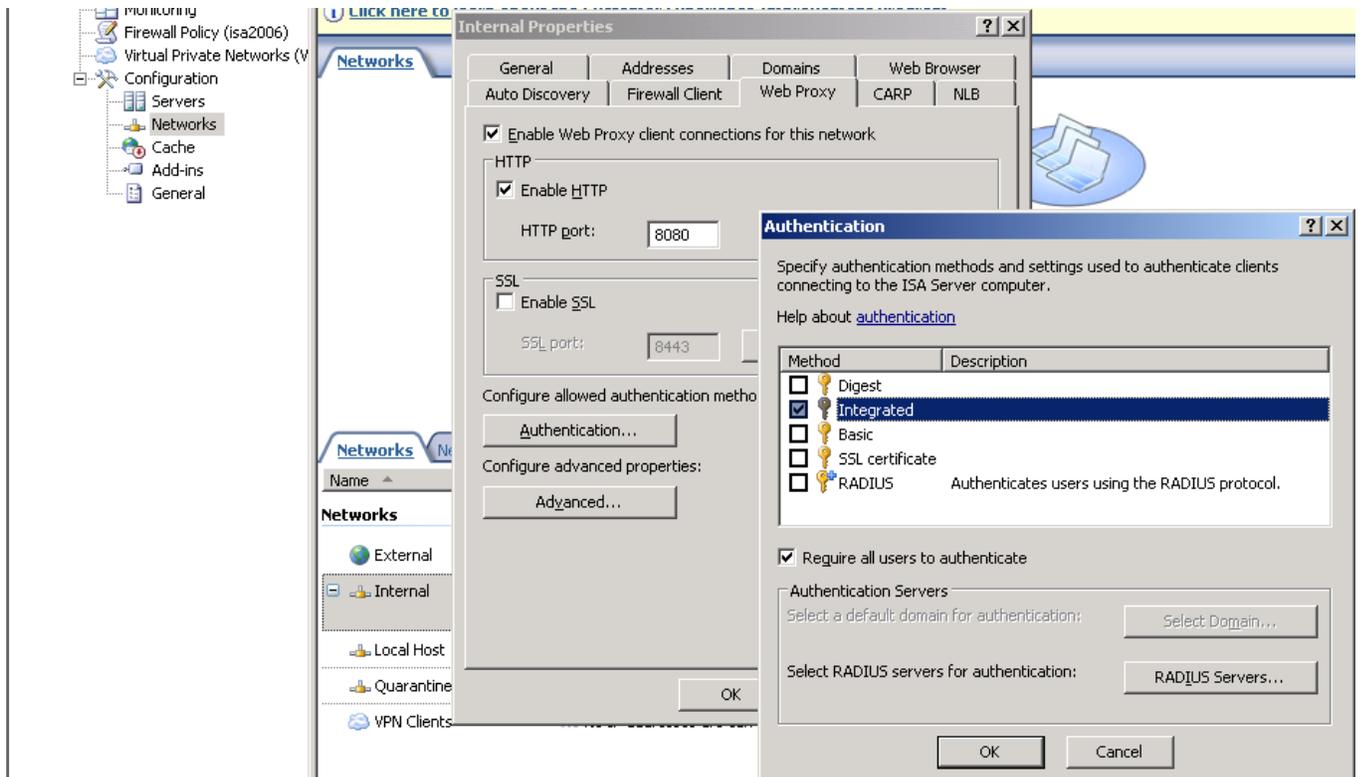
When using the "Save options" or "Run and upload now" options in PMWupload, the application uses .net webservice to connect to the site <http://www.bluehills.co.uk/websevice/ExternalServices.asmx>. This will fail if a proxy server has been setup to only allow authenticated users to connect to the internet.

Example:

A rule in MS ISA Server 2006 specifies that HTTP and HTTPS sites from the internal network are allowed if the user is authenticated.



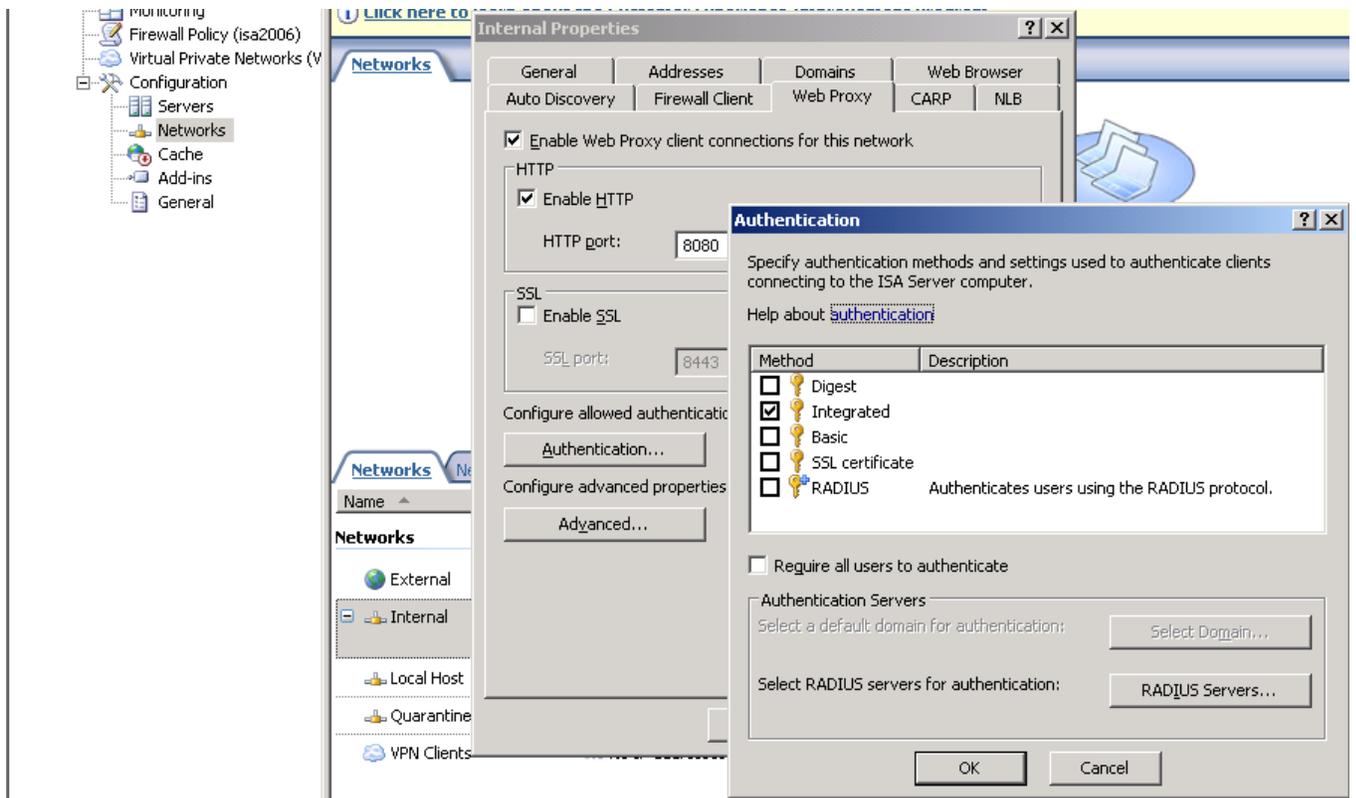
The "require all users to authenticate" option on the Webproxy tab of the internal network is switched ON



Workaround

Turn off the "require all users to authenticate" option if it is on.

This is located at Configuration > Networks > Internal > Web Proxy > Authentication



Create a new rule under Firewall Policy with the below options, substituting "XP-VM-32" with the computer object where PMWupload is installed. (You may need to create this object in ISA server)

