

Authentication Failed

HeritageQuest Online was unable to confirm that you are an authorized user, because the "referring URL" was missing or invalid.

HeritageQuest Online uses the referring URL to verify that you are accessing the product through an authorized institution. Your browser normally transmits the referring URL automatically.

The most common reasons for the referring URL to be missing or invalid, and the actions you can take to correct the problem, are as follows:

- **Your previous session may have expired.**

Solution: Go back to your institution's Web site and access HeritageQuest Online again to start a new session.

- **Your computer may be running a personal firewall (or other security software) that blocks your browser from transmitting the referring URL.**

Solution: Configure your personal firewall to prevent it from blocking the referrer information. To do this, some firewalls may require you to mark HeritageQuest Online as a trusted site. If so, specify both of the following sites:

- heritagequestonline.com
- umi.com

Specific instructions for configuring several popular firewalls can be found by clicking the following links (which will take you to the vendor's Web site):

- [Norton Internet Security™ and Norton Personal Firewall™ 2003 and 2004](#)
- [Norton Internet Security™ and Norton Personal Firewall™ 2002 and earlier](#)

- **You may have tried to access HeritageQuest Online via a browser bookmark, or by typing the HeritageQuest Online URL in your browser's "address" box.**

Solution: Access HeritageQuest Online by clicking the appropriate hyperlink on your institution's Web site. Do not bookmark or manually enter the HeritageQuest Online URL.



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Passing referrer information to specific Web pages in Norton Internet Security and Norton Personal Firewall

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Some Web pages require referrer information before allowing you to view their page. If you want to allow referrer information to pass to a particular Web page, you must create a rule for it.

STEP 1 Print this document

We suggest that you print this page before you start. [PRINT](#)

STEP 2 To create a rule that permits referrer information

- 1 Open **Norton Internet Security** or **Norton Personal Firewall**.
- 2 Do one of the following:
 - . In Norton Internet Security or Norton Personal Firewall 2003: Click **Options** > **Internet Security**, and then click the **Web Content** tab.
 - . In Norton Internet Security or Norton Personal Firewall 2004 or newer: Double-click **Privacy Control**, and then click **Advanced**.
- 3 In the bottom of the Advanced window, click **Add Site**.
- 4 In the New Site/Domain box, type the name of the site that you want to receive the referrer information, and click **OK**.
The site name appears in the left frame of the Options window.
- 5 Click the name of the new site.
- 6 On the Global Settings tab, under the Information about visited sites section, uncheck **Use default settings**.
- 7 Click **Permit**.
- 8 Click **OK** to close the Options window.

Technical Information:

Additional information

For more details about referrer information, see the "Referrer field" entry in the document [Dictionary of Norton Internet Security and Norton Personal Firewall terms](#).

Available Translations:

--choose a language--

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 No

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Operating System(s): Windows 98, Windows 98 SE, Windows Me, Windows 2000, Windows XP Home Edition, Windows XP Professional Edition

Product(s): Norton Internet Security 2003 6.0, Norton Internet Security 2004 7.0, Norton Internet Security 2005 8.0, Norton Internet Security Professional 2003, Norton Internet Security Professional 2004 7.0, Norton Personal Firewall 2003 6.0, Norton Personal Firewall 2004 7.0, Norton Personal Firewall 2005 8.0, Norton Internet Security 2005 AntiSpyware Edition 8.2