

MEDIADISK 2006

Error help sheet - Problem with accessing Web Server (access denied HTTP/403)

May 2007

CISION 

Some clients may be able to download Mediadisk 2006, but when they try to install it, the following error message is displayed (Figure 1).

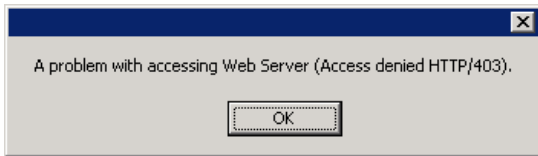


Figure 1

To resolve this, initially ensure that the site's firewall is allowing bi-directional access to the IP address 213.52.222.167. This may need to be configured by your IT department or your external support contractors.

If the IP address for the Mediadisk 2006 web service server is clear, then the problem is being caused because Mediadisk 2006 is not aware of a network proxy server.

Setting proxy authentication details for Mediadisk 2006

Some networks may utilise a proxy server when using the Internet. Sometimes this can cause problems with access for Mediadisk 2006 software, especially if authentication is used on that server. Mediadisk 2006 provides a utility that enables you to configure your system to allow for this. To run the utility program, on each PC that you wish to run Mediadisk, complete the following steps:

1. Locate and double-click the following file:

C:\Program Files\Cision Ltd\Mediadisk 2006\Proxy Configuration.exe

The **Proxy Server Configuration** window will be displayed. Initially, all input boxes will be blank (Figure 2).

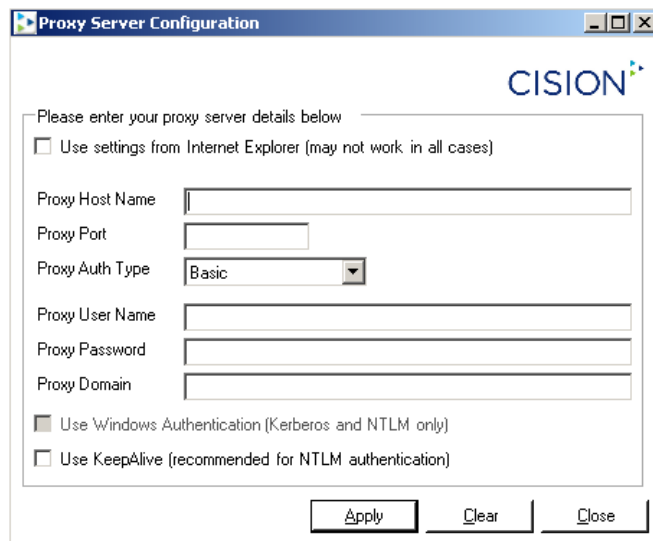


Figure 2

You can choose to set the proxy details manually, use Windows authentication, or pick up the details using your Internet browser. Each method is described below. If you do not know the details of the proxy server, you will need to talk to your IT Department. They will be able to either supply the information or enter the details for you.

Using Internet Explorer

It may be possible to see information about the proxy servers using Internet Explorer.

Depending how the network policy have been applied it may not be possible to see these details. The following screen will have options missing, in which case you will need to speak to your IT Department or contact IT support who will either supply the information or enter the details for you.

1. Open your Internet Explorer and select **Tools, Internet Options** from the menu bar to display the **Internet Options** window.
2. Click the **Connections** tab.
3. Click the **LAN Settings** button (Figure 3).

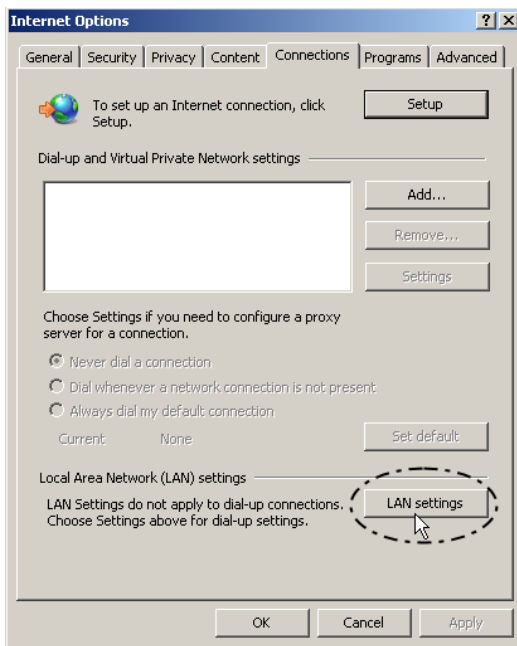


Figure 3

4. The **Local Area Network (LAN) Settings** window will be displayed. Enter the relevant details in the **Proxy Server** section and click the **OK** button (Figure 4). Then click the **OK** button to close the **Internet Options** window.

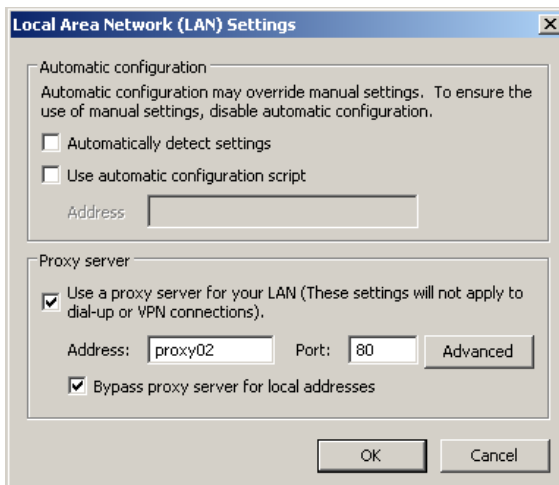


Figure 4

5. Redisplay the **Proxy Server Configuration** window and click to display a tick in the **Use settings from Internet Explorer**. Selecting this option will disable all other input boxes in the window (Figure 5).

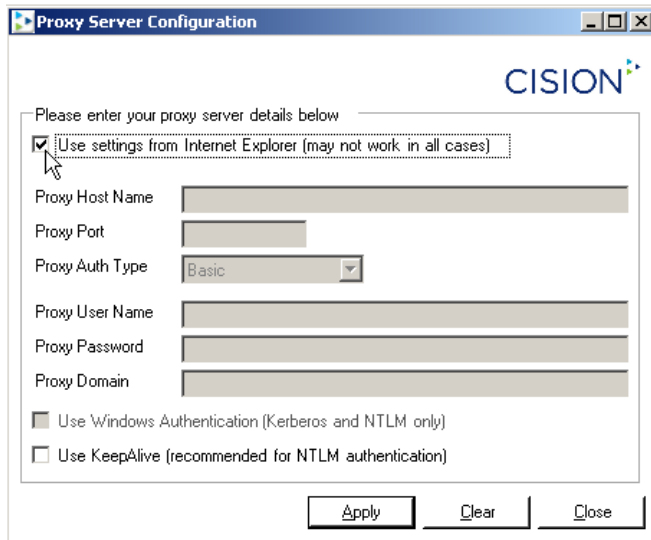


Figure 5

6. Click the **Close** button, and then click the **Yes** button in the resulting **Question** window.
7. Run Mediadisk 2006 to pick up the proxy details and connect to the Internet.

Please note that even though Internet Explorer provides the details sometimes this option does not work. If that is the case, try using the details provided in Internet Explorer with the Windows Authentication method that is described below.

Using Windows Authentication

1. Locate and double-click the following file:

C:\Program Files\Cision Ltd\Mediadisk 2006\Proxy Configuration.exe

2. The **Proxy Server Configuration** window will be displayed. Type the proxy server (host) name into the **Proxy Host Name** input box.
3. Type the number of the port that the proxy server uses for HTTP traffic into the **Proxy Port** input box. The proxy host details can be either its name or IP address.
4. Click the drop-down arrow next to **Proxy Auth Type** and select *NTLM* or *Kerberos*.
5. Tick the check box next to **Use Windows Authentication (Kerberos and NTLM only)**. The rest of the fields will become disabled. If using NTLM, it is also recommended that you select the **Use KeepAlive** check box (Figure 6).

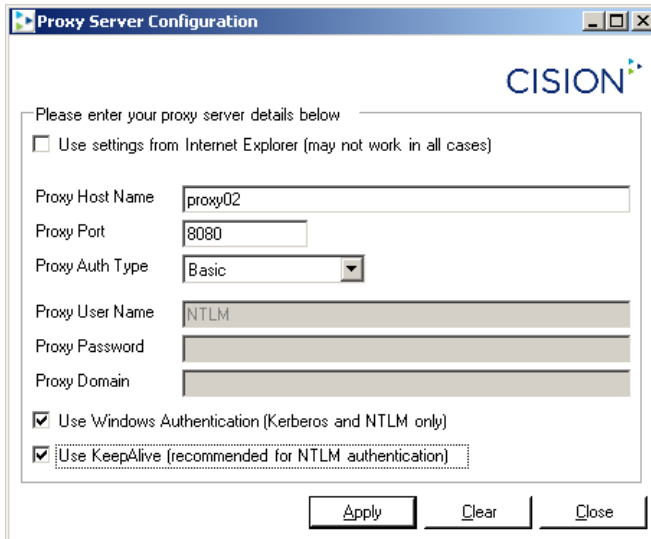


Figure 6

6. Click the **Close** button and then click the **Yes** button in the **Question** window.
7. Run Mediadisk 2006 to pick up the proxy details and connect to the Internet.

Manually

1. Locate and double-click the following file:

C:\Program Files\Cision Ltd\Mediadisk 2006\Proxy Configuration.exe

2. The **Proxy Server Configuration** window will be displayed. Type the proxy server (host) name into the **Proxy Host Name** input box.
3. Type the number of the port that the proxy server uses for HTTP traffic into the **Proxy Port** input box. The proxy host details can be either its name or IP address.
4. Click the drop-down arrow next to **Proxy Auth Type** and select *Basic*, *Digest*, *Kerberos* or *NTLM* (Figure 7).

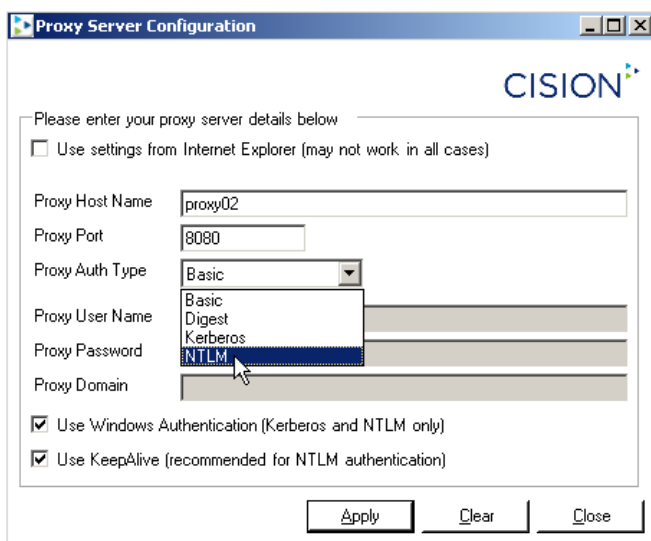


Figure 7

5. Type your user name, password and the domain name. If using *NTLM*, it is recommended the **Use KeepAlive** option also be ticked.

It may be that your company has strict rules on how the Internet is accessed and a special account might need to be set up.

If you are not sure of the details of your username and/or proxy domain name in Windows, these can be found by pressing the **Ctrl & Alt & Del** keys together. The **Windows Security** window will be displayed and the domain and user name will be shown in the following format **DOMAIN NAME\user name**. For example, *John Doe* is logged in a **COMPANYNAME\jdoe**

John Doe is logged on as **COMPANYNAME\jdoe**

If by any chance no Windows Security screen is shown and the Task Manager is displayed instead, this means the computer has no password to log in and there is no user name set. In such a case it is unlikely that a Windows account would work with the proxy server.

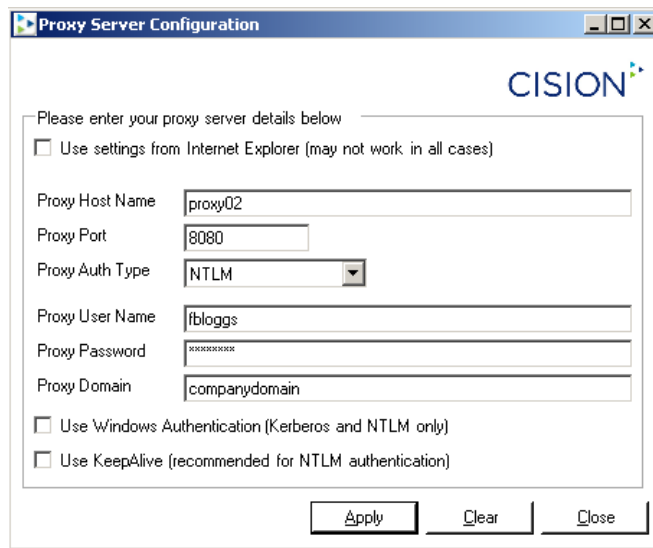


Figure 8

6. Click the **Close** button and then click the **Yes** button in the **Question** window.
7. Run Mediadisk 2006 to pick up the proxy details and connect to the Internet.