

# Technical Note

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Product: Private Wire Client 3.3

Subject: PW Client on Windows XP

## Description:

The PW Client isn't functioning right on WinXP.

## Possible scenarios:

1. When trying to open a secure connection (with a PW Client from a PC running Win XP) through a modem a "Page can't be display" message appears and there is no password prompt.
2. When trying to access network computer an error message appears and you cannot access the network computers.

## Cause:

Windows XP has a feature similar to internal firewall. If this feature is activated, the PW Client will not work.

When connecting from the Client PC through a Modem (To RAS), the networking (properties) is defined by default to enable the internal firewall, causing a failure in the PW Client execution.

When working from the Client PC through a network card (LAN), the default configuration of Windows XP is to disable the internal firewall and thus will not cause any problems unless it's enabled manually.

## Solution:

- 1) Right click on "My Network Places" from your desktop, and then Choose "Properties".
- 2) Right click you modem/lan` connection, and then Choose "Properties".
- 3) Choose the "Advanced" folder.
- 4) Un-mark the check box stating: "Protect my computer and network by limiting or preventing access to this computer from the Internet".
- 5) Press "OK".