

**If access to CaDiLaC Online has been blocked due to “internal server error” (i.e. Norton Firewall protections will not allow access via javascript and referring URLs), the following procedures will rectify the problem.**

For patrons using **Norton Personal Firewall 2003/2004**, please follow these steps in order to allow JavaScript and referral addresses to pass through properly:

1. Double click the Norton Personal Firewall icon in the task tray on the task bar.
2. At the top of the window, click the "OPTIONS" button.
3. Click the "Web Content" tab.
4. Click the "ADD SITE" button in the lower left.
5. Type in CaDiLaC Online web domain address: cdlc.org and click the "OK" button.
6. Ensure that the newly entered domain address is highlighted in the left pane. If not, click it once to highlight it in blue.
7. Click the "Global Settings" tab on the right side of the window.
8. Proceed by clicking the checkbox that says "Use default settings", allowing you to set each option to Permit.
9. Click on the "User Settings" tab on the right side of the window.
10. Proceed by clicking every checkbox that says "Use Privacy Settings", allowing you to set each option to Permit.
11. Click on the "Ad-Blocking" tab on the right side of the window.
12. Click the "Add" button, select Permit and add CaDiLaC Online web domain address as the HTML string. Then click "OK" to save this rule.
13. You might need to close your browser or clear your cache to access the web site properly after applying these changes.
14. Log back in to CaDiLaC Online and proceed with searching/requesting.

For patrons using **Norton Internet Security 2003/2004**, please follow these steps in order to allow JavaScript and referral addresses to pass through properly:

1. Double click the Norton Internet Security icon in the task tray on the task bar.
2. At the top of the window, click the "OPTIONS" button. If you are using the Professional version you should select the "Internet Security Professional" option.
3. Click the "Web Content" tab.
4. Click the "ADD SITE" button in the lower left.
5. Type in CaDiLaC Online web domain address: cdlc.org and click the "OK" button.
6. Ensure that the newly entered domain address is highlighted in the left pane. If not, click it once to highlight it in blue.
7. Click the "Global Settings" tab on the right side of the window.
8. Proceed by clicking the checkbox that says "Use default settings", allowing you to set each option to Permit.
9. Click on the "User Settings" tab on the right side of the window.
10. Proceed by clicking every checkbox that says "Use Privacy Settings", allowing you to set each option to Permit.
11. Click on the Ad-Blocking tab on the right side of the window.
12. Click the "Add" button, select Permit and add CaDiLaC Online web domain address as the HTML string. Then click "OK" to save this rule.
13. You might need to close your browser or clear your cache to access our web site properly after applying these changes.
14. Log back in to CaDiLaC Online and proceed with searching/requesting.

For guests using Norton **Personal Firewall 2002 or version 4.0**, please follow these steps in order to allow referral addresses to pass through properly:

1. Double click the Norton Personal Firewall icon in the task tray on the task bar.
2. At the top of the window, click the "OPTIONS" button.
3. Click the "ADVANCED OPTIONS" button
4. Under the web tab (which displays by default), click the "ADD SITE" button in the lower left.
5. Type in CaDiLaC Online web domain address: cdlc.org and click the "OK" button.
6. Ensure that the CaDiLaC Online web domain address is highlighted in the left pane. If not, click it once to highlight it in blue.
7. Proceed by clicking the checkbox that says "Use these rules for "[newly entered CaDiLaC Online address]"
8. In the bottom right portion of the privacy tab in the "Browsing Privacy" section, select Permit in the drop down menu under Referrer
9. Click the "OK" button, then click "OK" again to close these two windows.
10. Finally, close the Norton Personal Firewall window by clicking the "x" button in the upper-right corner.
11. Log back in to CaDiLaC Online and proceed with searching/requesting.

For guests using Norton **Internet Security 2002 or version 4.0**, please follow these steps in order to allow referral addresses to pass through properly:

1. Double click the Norton Internet Security icon in the task tray on the task bar.
2. At the top of the window, click the "OPTIONS" button.
3. Click the "ADVANCED OPTIONS" button
4. Under the web tab (which displays by default), click the "ADD SITE" button in the lower left.
5. Type in CaDiLaC Online web domain address: cdlc.org and click the "OK" button.
6. Ensure that the CaDiLaC Online web domain address is highlighted in the left pane. If not, click it once to highlight it in blue.
7. Click the PRIVACY tab on the right side of the window.
8. Proceed by clicking the checkbox that says "Use these rules for "[newly entered CaDiLaC Online address]"
9. In the bottom right portion of the privacy tab in the "Browsing Privacy" section, select Permit in the drop down menu under Referrer.
10. Click the "OK" button, then click "OK" again to close these two windows.
11. Finally, close the Norton Internet Security window by clicking the "x" button in the upper-right corner.
12. Log back in to CaDiLaC Online and proceed with searching/requesting.