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Document ID:2005060109394636

Last Modified:06/01/2005

Cannot access SoftBank HAWKS Baseball Broadband TV after installing Norton Internet Security

Situation:

After installing Norton Internet Security, you are unable to view SoftBank HAWKS Baseball Broadband TV.

Solution:

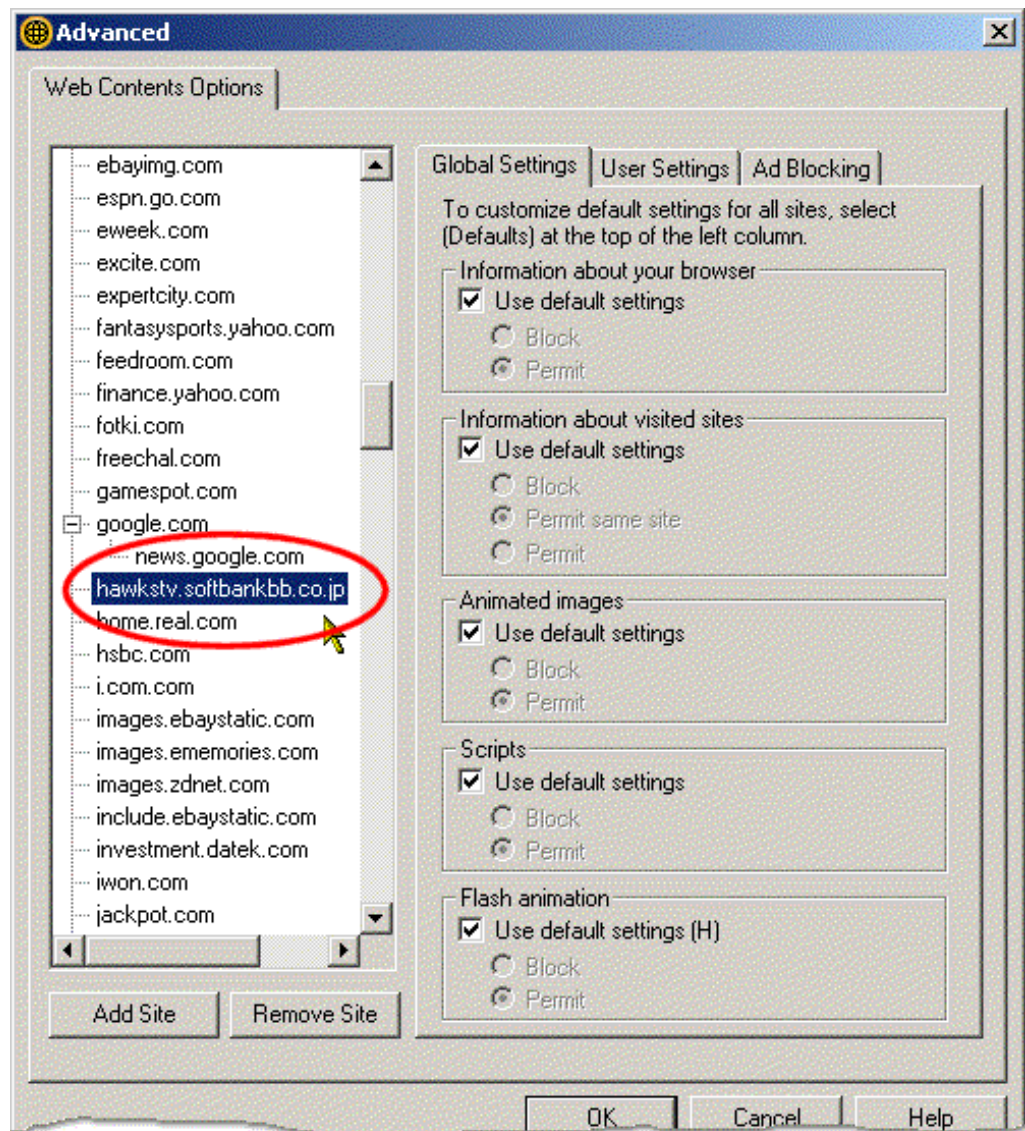
In reported cases, this problem is caused when the Ad Blocking feature in Norton Internet Security is configured to prevent the SoftBank HAWKS Baseball Broadband TV window from displaying. To fix the problem, you must configure Norton Internet Security to allow the window to display.

To configure Norton Internet Security to allow SoftBank HAWKS Baseball Broadband TV

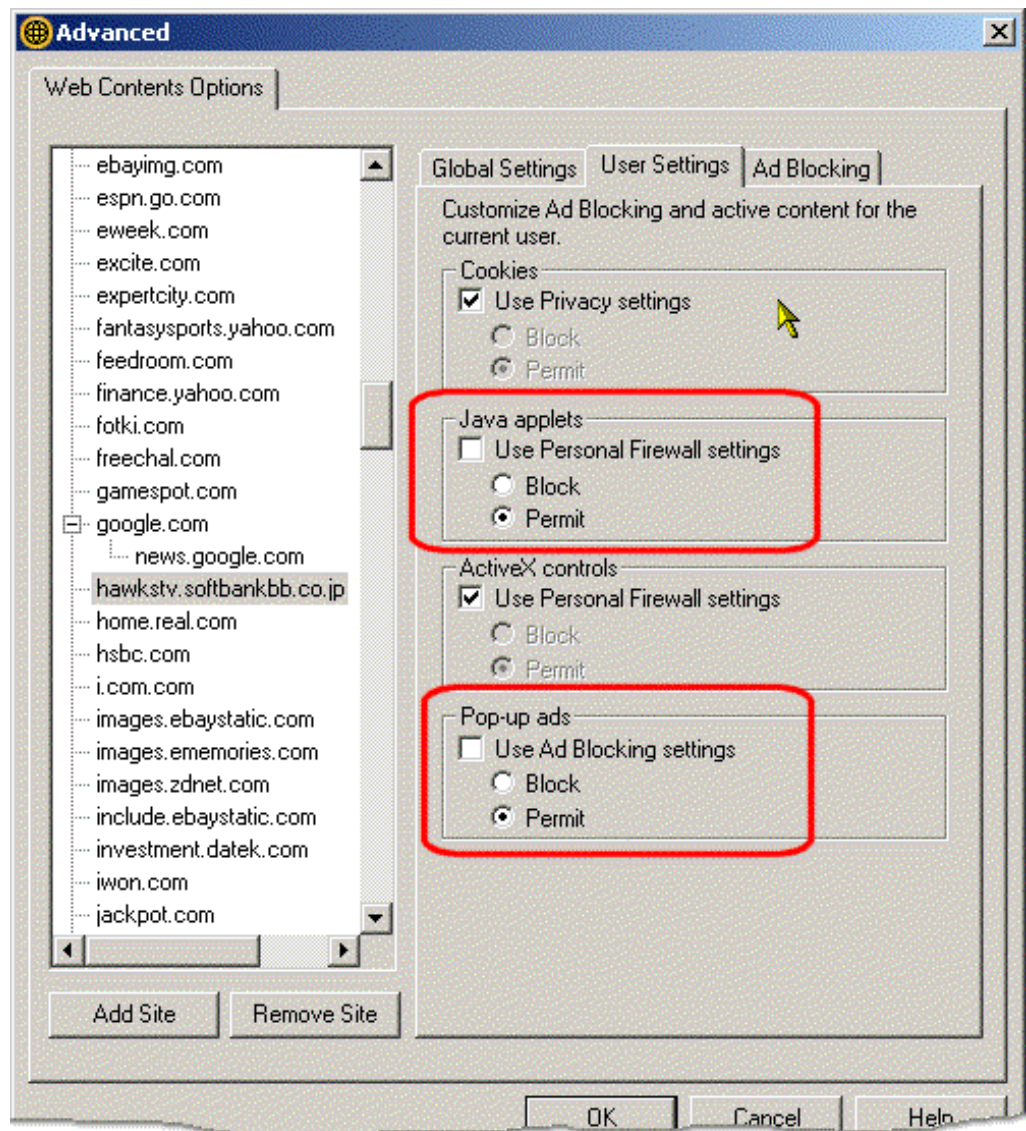
1. Open Norton Internet Security.
2. In the main program window, double-click **Privacy Control**.
3. In the Privacy Control window, click **Advanced**.
4. In the Advanced window, in the lower-left corner, click **Add Site**.
5. In the New Site/Domain window, type the following, and then click **OK**:

hawkstv.softbankbb.co.jp

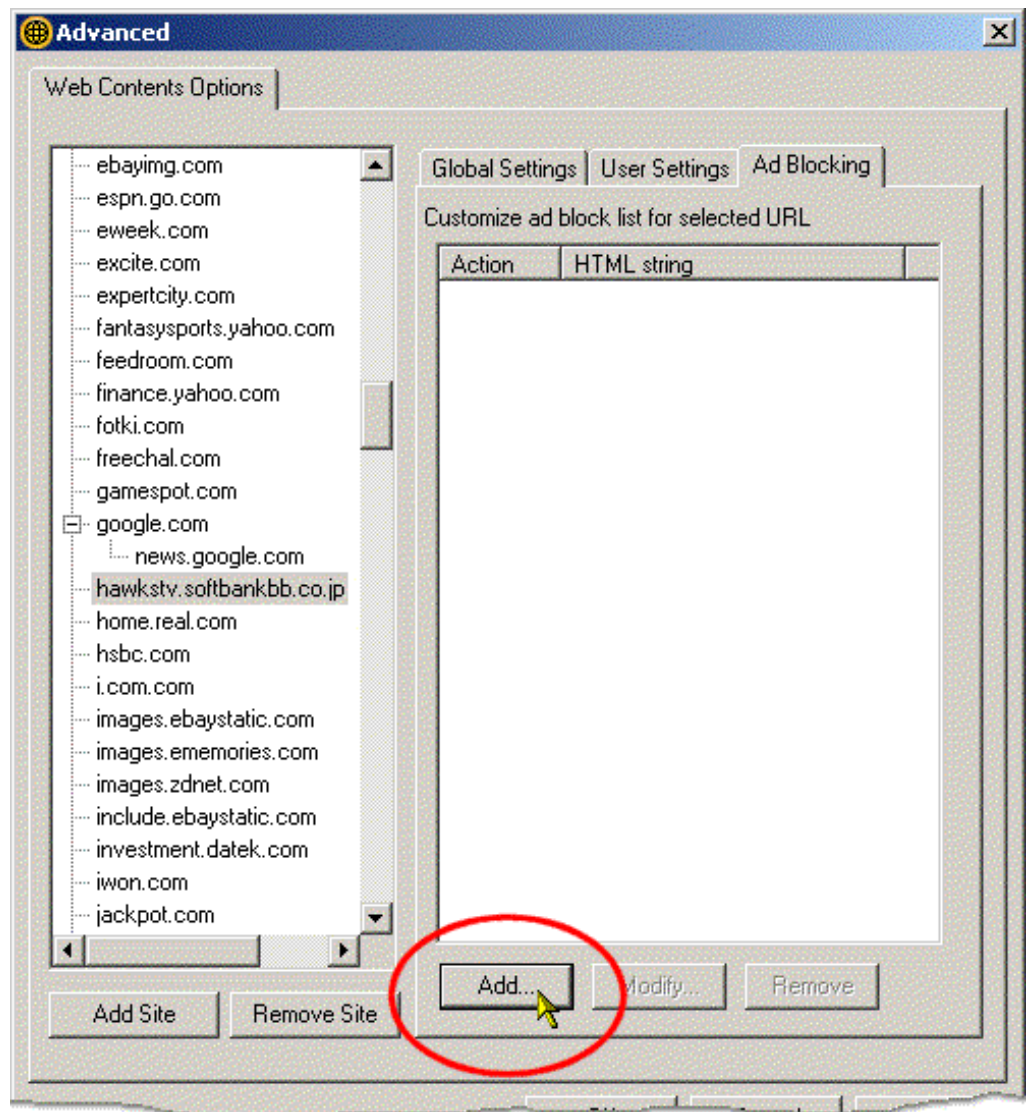
After clicking OK, make sure that the new site appears and is highlighted in the column on the left side of the window, as shown in the following image:



6. On the User Settings tab, under Java applets, uncheck **Use Personal Firewall settings**, and then click **Permit**.
7. Under Pop-up ads, uncheck **Use Ad Blocking settings**, and then click **Permit**.
8. After completing steps 6 and 7, you should see a picture similar to the following:



9. On the Ad Blocking tab, in the right pane, click **Add**, as shown in the following image:



10. In the Add new HTML string window, click **Permit**, then type the following and click **OK**:

/ad/

11. On the Ad Blocking tab, click the **Add** button, as shown in step 9.

12. In the Add new HTML string window, click **Permit**, then type the following and click **OK**:

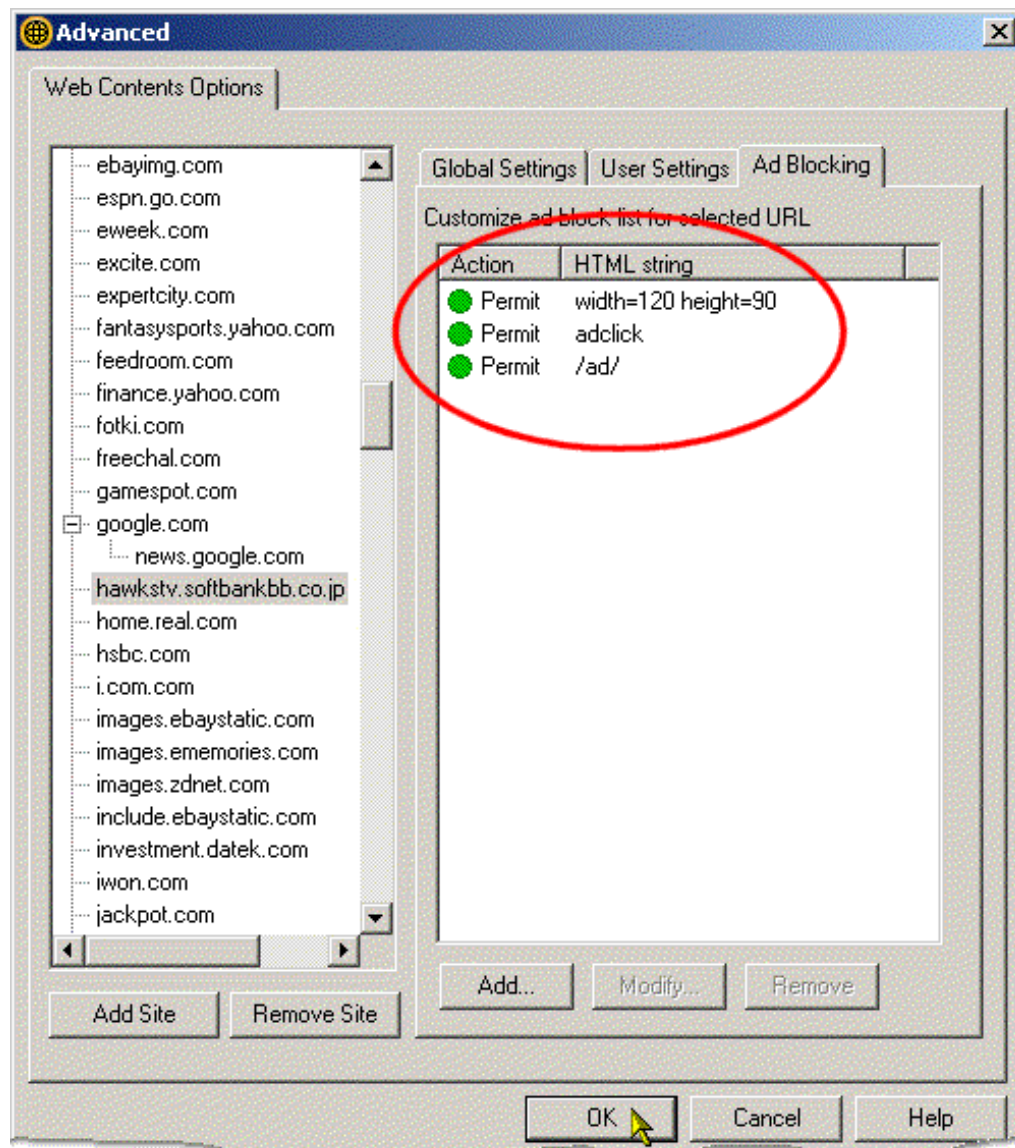
adclick

13. On the Ad Blocking tab, click the **Add** button, as shown in step 9.

14. In the Add new HTML string window, click **Permit**, then type the following and click **OK**:

width=120 height=90

15. After completing steps 9 through 14, the Advanced window should look similar to the following image:



16. Click **OK** to close the Advanced window, and then click **OK** to close the Privacy Control window.



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<input type="radio"/> Yes	
<input type="radio"/> No	
<input type="radio"/> Maybe, need to test	
<input type="radio"/> None of the above	

Product(s): Norton Internet Security 2004 7.0, Norton Internet Security 2005 8.0, Norton Internet Security 2005 AntiSpyware Edition 8.2
Operating System(s): Windows 98, Windows 98SE, Windows 2000, Windows XP Home Edition, Windows XP Professional Edition, Windows Me
Date Created: 06/01/2005

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