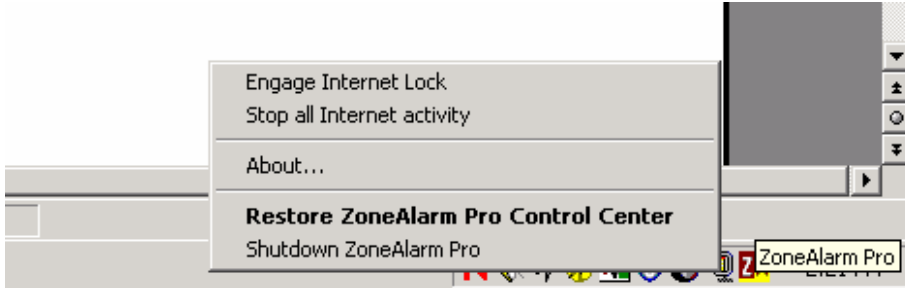
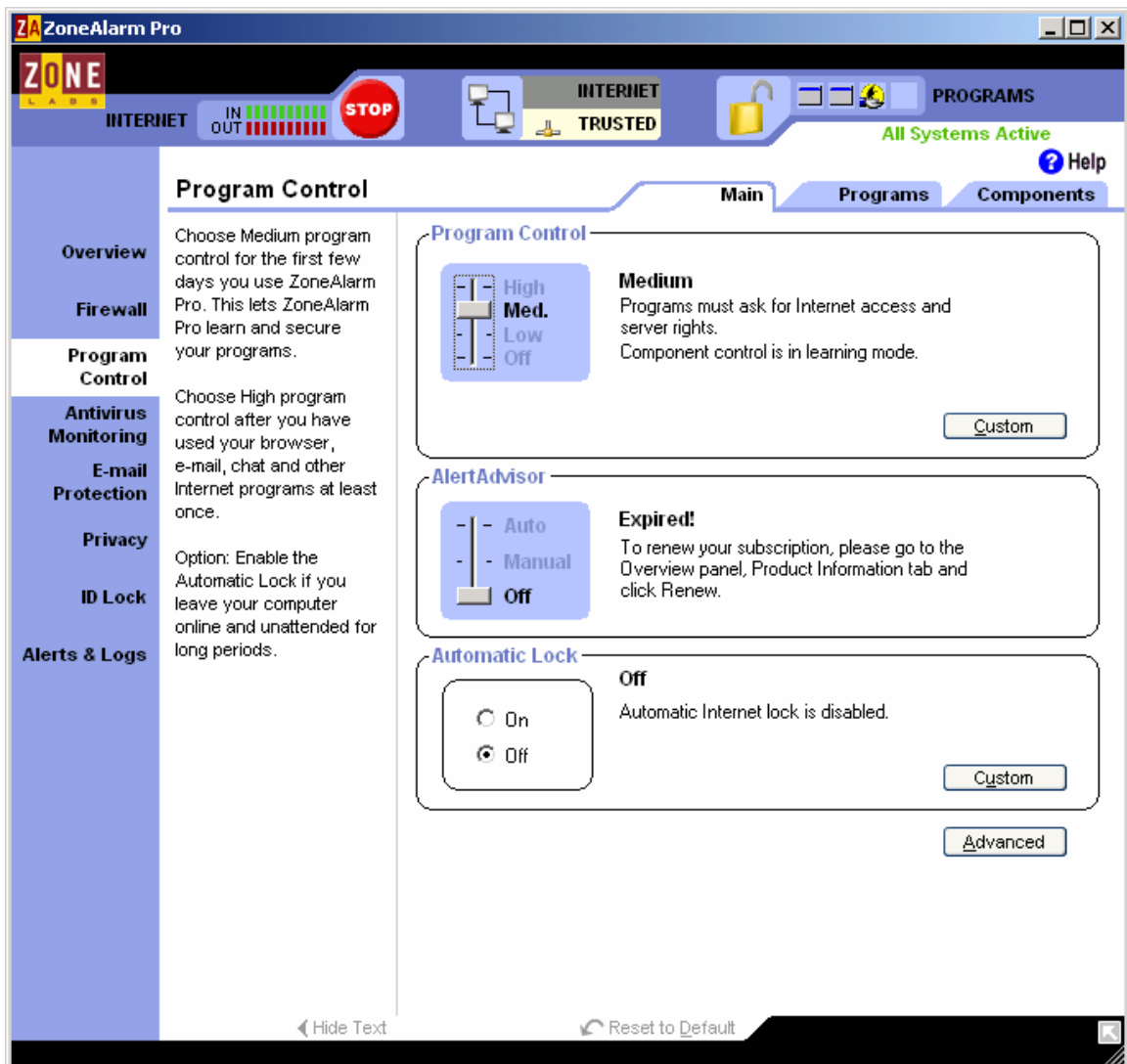


Zone Alarm Pro is blocking ESP Online.

1. Open ZoneAlarm Pro. Right Click on the icon, ZA(in red and yellow) and select Restore ZoneAlarm Pro Control Panel.



2. Click on Program Control on the left hand side.



- Click on the second tab, Programs in the center of the screen.

ZoneAlarm Pro

INTERNET IN OUT STOP

INTERNET TRUSTED

PROGRAMS All Systems Active

Program Control

Overview: These are the programs that have tried to access the Internet or local network, along with the permissions they were given.

Firewall

Program Control: Change program permissions by left clicking the X, ? and "check" icons.

Antivirus Monitoring

E-mail Protection: Access: Allows a program to actively retrieve information on the Internet or network.

Privacy

ID Lock

Alerts & Logs: Server: Allows a program to passively listen for unsolicited contact from the Internet or network. Very few programs require server rights. Send Mail: Allows a program to send and receive e-mail.

Active	Programs	Access		Server		Send Mail	Lock
		Trusted	Internet	Trusted	Internet		
	AolCInst	?	?	?	?	?	
	AolCInUn	?	?	?	?	?	
	AolCInUn	?	?	?	?	✓	
	Client Server Runti...	?	?	?	?	?	
	COM Surrogate	X	X	X	X	X	
	DrWatson Postmort...	?	?	?	?	?	
	ESP Online	✓	✓	?	?	?	
	ESP Online	X	X	X	X	?	
	Framework Service	✓	✓	?	?	?	
	Generic Host Proce...	✓	✓	✓	X	X	
	GoToMeeting	?	?	?	?	?	
	GoToMeeting	✓	✓	?	?	?	
	GoToMeeting	?	?	?	?	?	
	GoToMeeting	?	?	?	?	?	
	GoToMeeting	?	?	?	?	?	
	ICQLite	✓	✓	?	?	X	

Entry Detail

Product name

File name: D:\AOL80\setup80.exe

Policy: Automatically configured

Last policy update: 4/12/2005 10:11:18

Version: 8.00.000

Created date: 3/27/2003 8:15:06

Buttons: Add, Options

Hide Text

- Locate ESP Online in the list.

ZoneAlarm Pro

ZONE INTERNET IN OUT STOP

INTERNET TRUSTED

All Systems Active

Program Control

Overview
These are the programs that have tried to access the Internet or local network, along with the permissions they were given.

Firewall

Program Control
Change program permissions by left clicking the X, ? and "check" icons.

Antivirus Monitoring

E-mail Protection
Access: Allows a program to actively retrieve information on the Internet or network.

Privacy

ID Lock

Alerts & Logs
Server: Allows a program to passively listen for unsolicited contact from the Internet or network. Very few programs require server rights.
Send Mail: Allows a program to send and receive e-mail.

Active	Programs	Access		Server		Send Mail	Lock
		Trusted	Internet	Trusted	Internet		
	AolClnst	?	?	?	?	?	
	AolClnUn	?	?	?	?	?	
	AolClnUn	?	?	?	?	✓	
	Client Server Runti...	?	?	?	?	?	
	COM Surrogate	X	X	X	X	X	
	DrWatson Postmort...	?	?	?	?	?	
	ESP Online	✓	✓	?	?	?	
	ESP Online	X	X	X	X	?	
	Framework Service	✓	✓	?	?	?	
	Generic Host Proce...	✓	✓	✓	X	X	
	GoToMeeting	?	?	?	?	?	
	GoToMeeting	✓	✓	?	?	?	
	GoToMeeting	?	?	?	?	?	
	GoToMeeting	?	?	?	?	?	
	GoToMeeting	?	?	?	?	?	
	ICQLite	✓	✓	?	?	X	

Entry Detail

Product name
File name: D:\AOL80\setup80.exe
Policy: Automatically configured
Last policy update: 4/12/2005 10:11:18
Version: 8.00.000
Created date: 3/27/2003 8:15:06

Buttons: Add, Options

Hide Text

5. Make sure that every instance of ESP Online has a green check box all the way through the list. If it does not click on the red X and select the green check box.

ZoneAlarm Pro

ZONE INTERNET IN OUT **STOP** INTERNET TRUSTED **PROGRAMS** All Systems Active **Help**

Program Control

Main **Programs** **Components**

Overview

Firewall

Program Control

Antivirus Monitoring

E-mail Protection

Privacy

ID Lock

Alerts & Logs

These are the programs that have tried to access the Internet or local network, along with the permissions they were given.

Change program permissions by left clicking the X, ? and "check" icons.

Access: Allows a program to actively retrieve information on the Internet or network.

Server: Allows a program to passively listen for unsolicited contact from the Internet or network. Very few programs require server rights.

Send Mail: Allows a program to send and receive e-mail.

Active	Programs	Access		Server		Send Mail	
		Trusted	Internet	Trusted	Internet		
	AolClnst	?	?	?	?	?	
	AolClnUn	?	?	?	?	?	
	AolClnUn	?	?	?	?	✓	
	Client Server Runti...	?	?	?	?	?	
	COM Surrogate	X	X	X	X	X	
	DrWatson Postmort...	?	?	?	?	?	
	ESP Online	✓	✓	?	?	?	
	ESP Online	✓	✓	✓	✓	✓	
●	Framework Service	✓	✓	?	?	?	
	Generic Host Proce...	✓	✓	✓	X	X	
	GoToMeeting	?	?	?	?	?	
	GoToMeeting	✓	✓	?	?	?	
	GoToMeeting	?	?	?	?	?	
	GoToMeeting	?	?	?	?	?	
	GoToMeeting	?	?	?	?	?	
	ICQLite	✓	✓	?	?	X	

Entry Detail

Product name: ESP Online

File name: C:\Program Files\Old ESPOnline\ESPOnline.exe

Policy: Manually configured

Last policy update: Not applicable

Version: 1.3.0.14

Created date: 12/9/2004 8:50:22

[Hide Text](#)

Framework Service connecting to Internet.