Authentication Failed

HeritageQuest Online was unable to confirm that you are an authorized user, because the "referring URL" was missing or invalid.

HeritageQuest Online uses the referring URL to verify that you are accessing the product through an authorized institution. Your browser normally transmits the referring URL automatically.

The most common reasons for the referring URL to be missing or invalid, and the actions you can take to correct the problem, are as follows:

- **Your previous session may have expired.**
  
  **Solution:** Go back to your institution's Web site and access HeritageQuest Online again to start a new session.

- **Your computer may be running a personal firewall (or other security software) that blocks your browser from transmitting the referring URL.**

  **Solution:** Configure your personal firewall to prevent it from blocking the referrer information. To do this, some firewalls may require you to mark HeritageQuest Online as a trusted site. If so, specify both of the following sites:

  - heritagerquestonline.com
  - umi.com

  Specific instructions for configuring several popular firewalls can be found by clicking the following links (which will take you to the vendor's Web site):

  - Norton Internet Security™ and Norton Personal Firewall™
    - 2003 and 2004
  - Norton Internet Security™ and Norton Personal Firewall™
    - 2002 and earlier

- **You may have tried to access HeritageQuest Online via a browser bookmark, or by typing the HeritageQuest Online URL in your browser's "address" box.**

  **Solution:** Access HeritageQuest Online by clicking the appropriate hyperlink on your institution's Web site. Do not bookmark or manually enter the HeritageQuest Online URL.
Passing referrer information to specific Web pages in Norton Internet Security and Norton Personal Firewall

Some Web pages require referrer information before allowing you to view their page. If you want to allow referrer information to pass to a particular Web page, you must create a rule for it.

STEP 1  Print this document

We suggest that you print this page before you start.

STEP 2  To create a rule that permits referrer information

1  Open Norton Internet Security or Norton Personal Firewall.

2  Do one of the following:
   - In Norton Internet Security or Norton Personal Firewall 2003: Click Options > Internet Security, and then click the Web Content tab.
   - In Norton Internet Security or Norton Personal Firewall 2004 or newer: Double-click Privacy Control, and then click Advanced.

3  In the bottom of the Advanced window, click Add Site.

4  In the New Site/Domain box, type the name of the site that you want to receive the referrer information, and click OK.

5  Click the name of the new site.

6  On the Global Settings tab, under the Information about visited sites section, uncheck Use default settings.

7  Click Permit.

8  Click OK to close the Options window.

Technical Information:

Additional information

For more details about referrer information, see the "Referrer field" entry in the document Dictionary of Norton Internet Security and Norton Personal Firewall terms.

Available Translations:

--choose a language--

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Was this solution helpful to you?

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No

If any information was unclear, or the information you were seeking was not provided, please let us know. Your feedback will help us improve this service.

NOTE: Comments entered here will NOT receive a personal email response.

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