

POWERSEARCH Basic Tech Support

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General Errors:

Cannot print listings but other apps can print (Windows Vista or 7)

Right click on PowerSearch shortcut icon. Under "compatibility", make sure check for "Run as Administrator" is unchecked.

Record out of range

Fatal Error CX00005... when trying to search/download

Internal inconsistency error

End of file encountered

Run Powersearch then click "System Maintenance" then click "Reindex Public Listings".

Table is in use

Reason: Temporary files cannot be deleted.

Solution: Double-click "My Computer", in address bar type "%temp%" and delete all the files there. **Make sure you are in the temp folder! This is a temporary solution so he has to do it regularly when the problem re-appears. Somehow his account don't have permission to delete those files.**

*Note: If you cannot see Address bar, click view, toolbars then **tick** Address Bar. If still cannot see, click view, toolbars then **untick** Lock The Toolbars.*

Download Error:PS3 xxxxxx.zip or CVX xxxxxx.zip

Click on "Download Listings" then Click "Configure Proxy Server", then Click "Retrieve proxy settings from Internet Explorer settings", Click "ok" then "Save" and "Exit".

Not a Table/DBF or Index does not match table

Run Powersearch then click "System Maintenance" then click "Repair DBF"

Dyna zip/unzip error

Check and update to latest PowerSearch program version if need be. Try again.

File already exists error when download listings

May be caused because PowerSearch is installed in Program Files folder.

Solution: cut and paste 'hiwire' folder into root directory (i.e. C:\)

Could not determine serial number

Could not determine subscription date

Use our account to check if the serial number is valid.

If serial number not entered into account, enter and upload serial number

Go to "Configure Proxy Server" -> "Retrieve proxy information from Internet Explorer settings"-> it will say no proxy is required for this PC -> click ok, save then exit. Then Download Listings again.

Else could be problem with firewall

Disable firewall or

Configure firewall to grant c:\hiwire\powersearch3\powsrch.exe full access.

Common firewalls:

Norton Internet Security

Trend Security

Zone Alarm or Zone Lab

Windows Security Alert

Unable to update cursor (Windows Vista or 7)

Cause: After installing, running Powersearch caused this error.

Solution: Right-click on Powersearch3 icon and click on "Run as Administrator". This needs to be done once only. Then run Powersearch as usual.

If using **Windows XP**, go to C:\Hiwire, right click on it and select "properties", then unselect "read only" and apply to subfolders and files. If still cannot, could be because no administrator rights. Right click "run as administrator" then key in password.

In **Windows XP Pro**, the Administrator account is not listed on the login screen, unless it's the only account on the machine. You can still log into it, though ... by rebooting into 'Safe Mode'. Press **F8** when Windows begins to boot, and you'll be given a list of boot options, one of which is 'Safe Mode'. Select that, and the 'Administrator' account will appear on the login screen.

From here it's easy. Once you've signed in as 'Administrator':

- Right-click on **My Computer**

- Click on **Manage**
- Expand **Local Users and Groups**
- Click on **Groups**
- Double click on **Administrators**
- Click on **Add**
- Enter the account name on this machine that you want to assign administrative privileges to.
- **OK** your way back out.

Now reboot your machine normally, and the account you selected should now have administrative access.

Foxpro support library not found

Cause: They probably copied from CDROM but some system dll files are not copied.

Solution: Ask him to install from CDROM instead of copying.

403 Forbidden

Cause: During download, Windows Vista denies access to Internet by other applications.

Solution: Right click on Powersearch3 icon and click "Run as administrator".

Socket Error #11004

Cause: DNS problem/ internet connection problem

Solution: Make sure the address you are trying to connect to is typed correctly.

- Click on "change internet access to dyna" under Configure Proxy Server in Download Listings window.

- If you are trying to connect with a domain name try with its IP number instead. (ping the domain name from command prompt to get its IP address.)

- Make sure your firewall, anti-virus or any other security program is not blocking the connection or port the program is using.

404 File Not Found

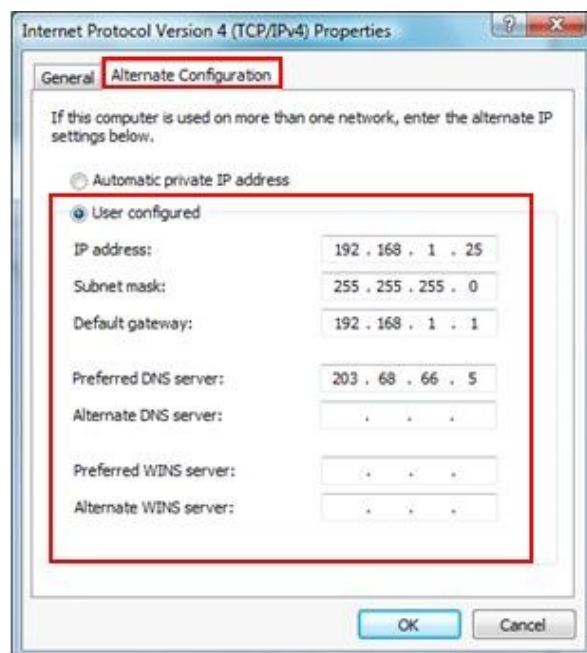
Cause: No internet access. Eg. Starhub cable modem did not pay subscription or terminated.

Starhub cable modem don't pay also can go to yahoo.com and gov.sg sites.

Solution: Try access www.google.com

If no access- need to get internet working first.

For Windows Vista and using starhub connection, double click on Network Connections icon on bottom right screen. Then click on View Status. Next, click on Internet Protocol Ver 4. Click Properties. Change DNS server 203.116.1.78 (preferred) and 203.116.254.150 (alternate).



Download Fail Error 10060

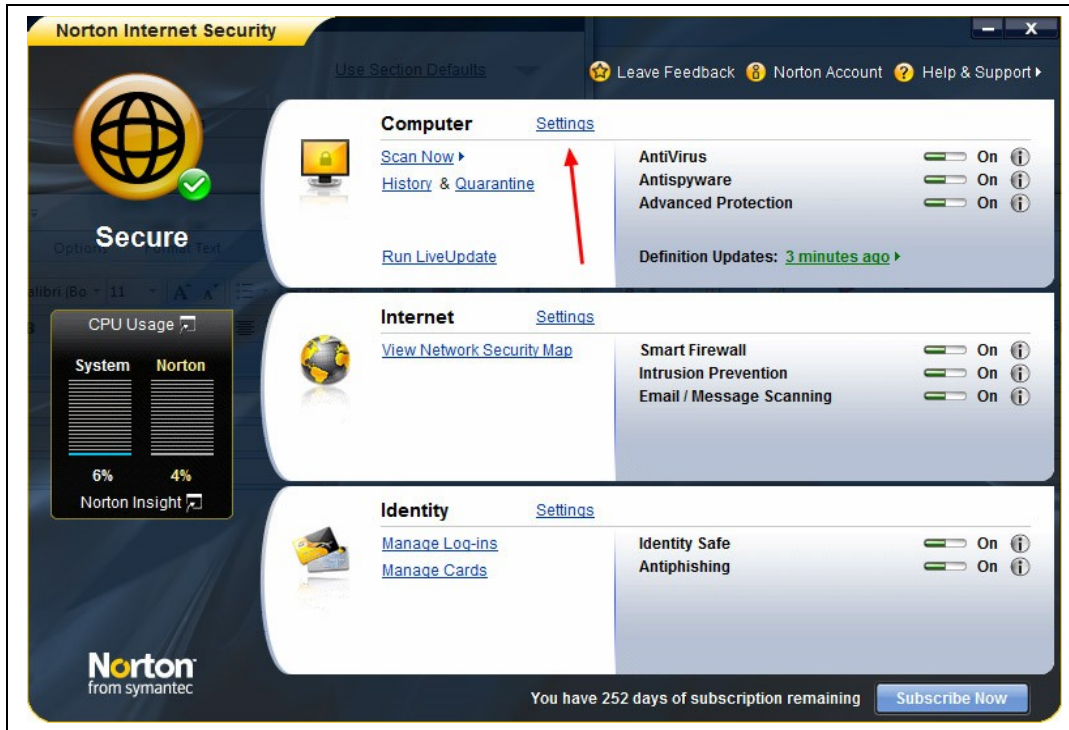
Cause: Due to Internet connection or Firewall.

Solution: Change internet access to Dyna. If still cannot, need to add program to Firewall settings to allow access.

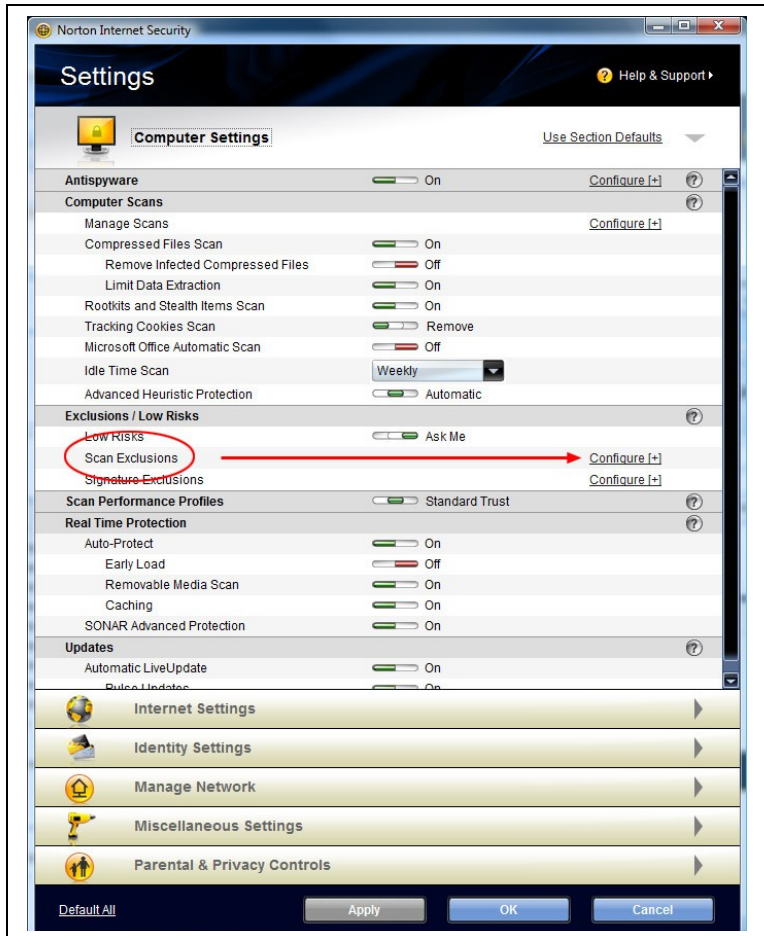
(Norton 2009) Run Command Fail

Instructions for configuring Norton 2009

- Start Norton Internet Security (2009 Version)
- Click on Computer -> Settings

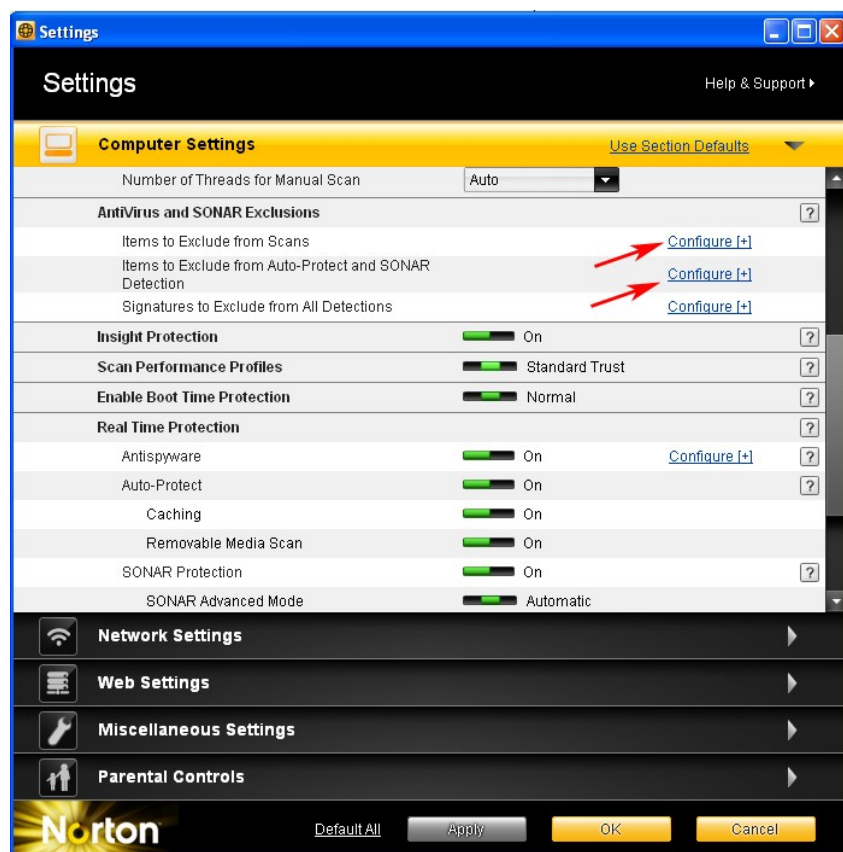


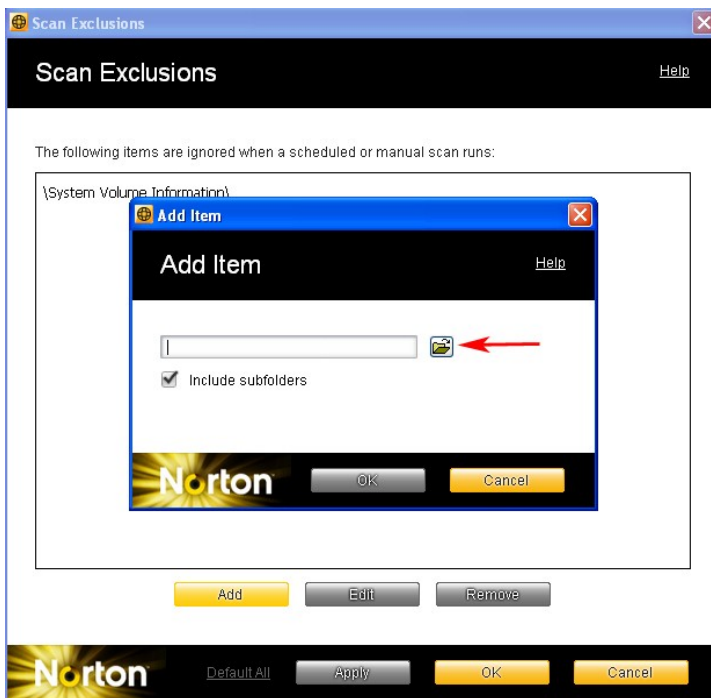
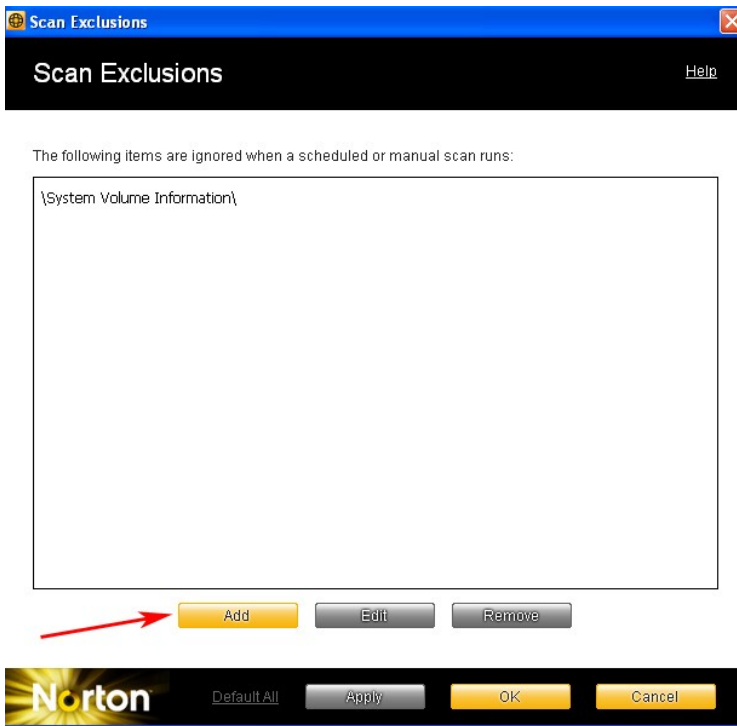
- Under Exclusions/Low Risks
- Click on Scan exclusions -> Configure

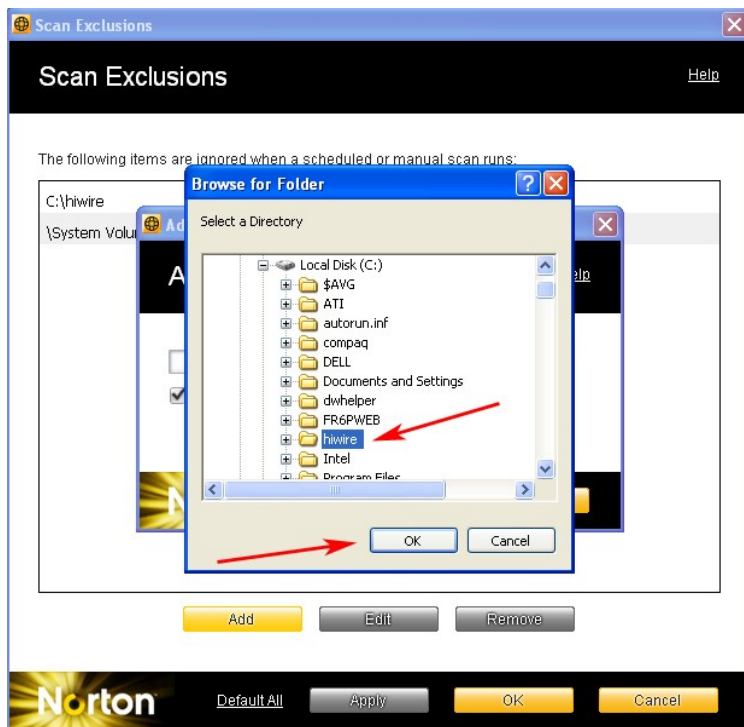


- Click Add button under Scan Exclusions
- Enter "**c:\hiwire**" then click "OK"
- Place checkmark in checkbox for "Include subfolders" if not already checked off
- Click Apply, OK
- Click Add button under Real-time / Auto-protect exclusions
- Enter "**c:\hiwire**" then click "OK"
- Place checkmark in checkbox for "Include subfolders" if not already checked off
- Click Apply, OK

Norton Internet Security 2011





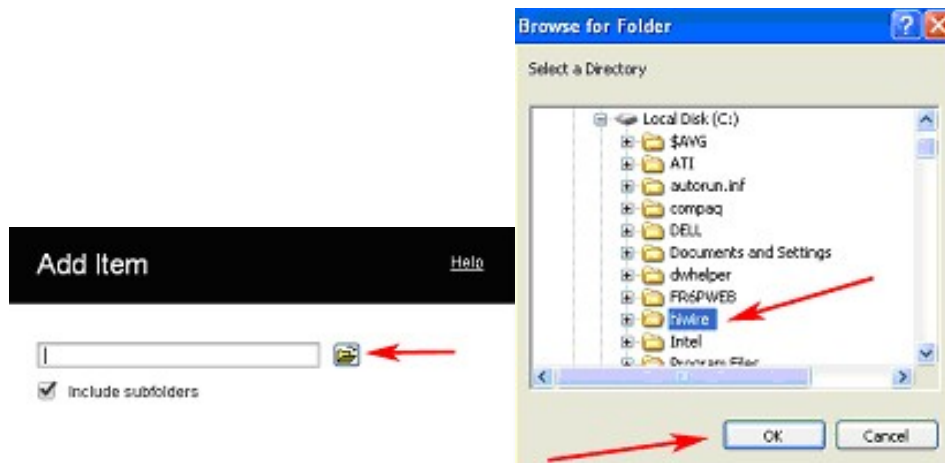
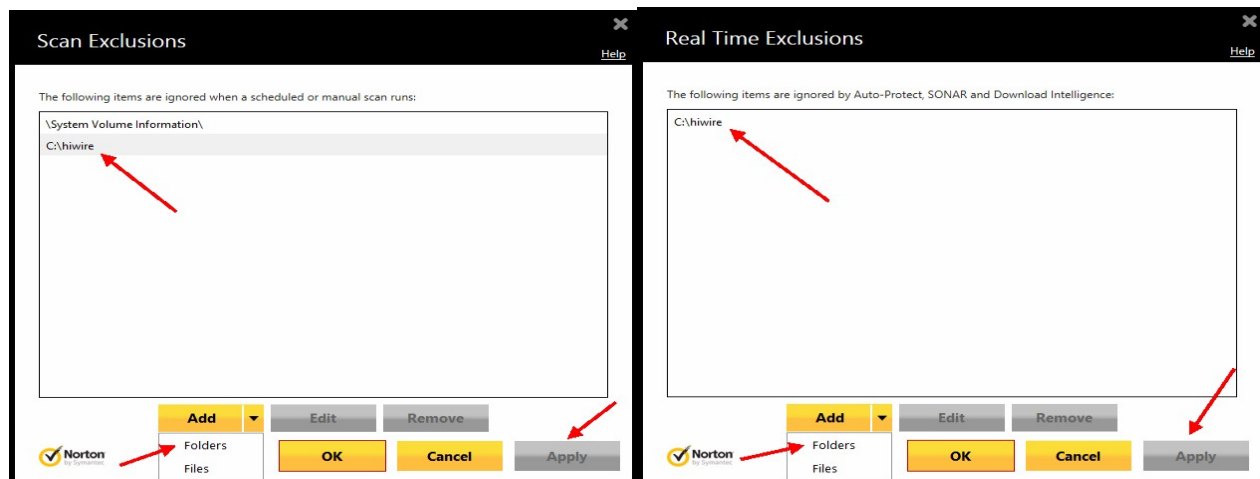
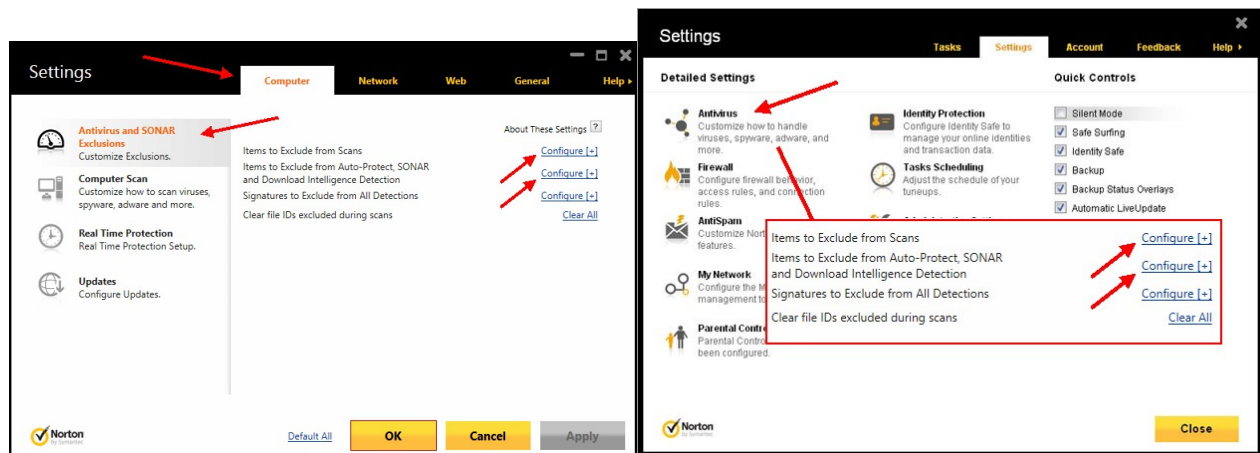
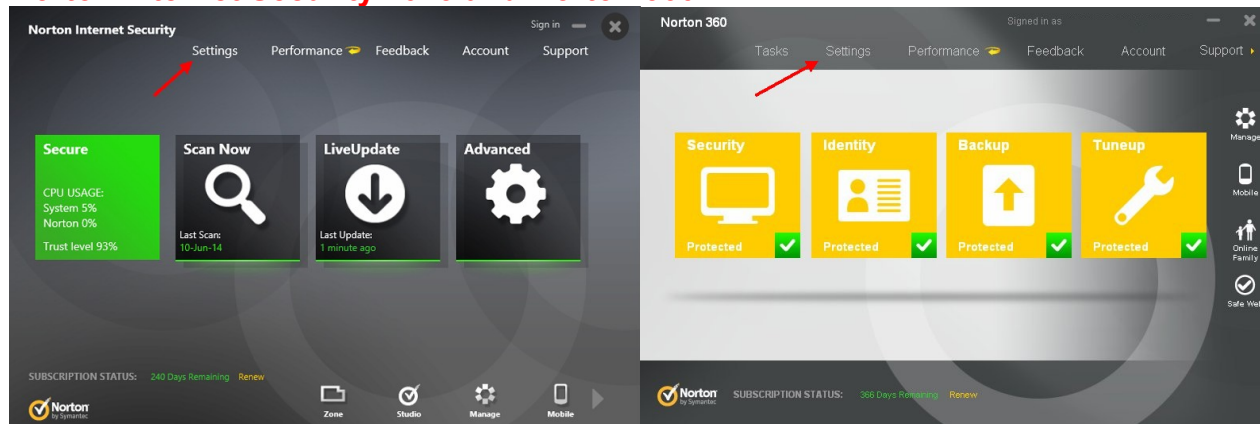


****ALSO REPEAT similar steps for “AUTO_PROTECT and SONAR Exclusions”**

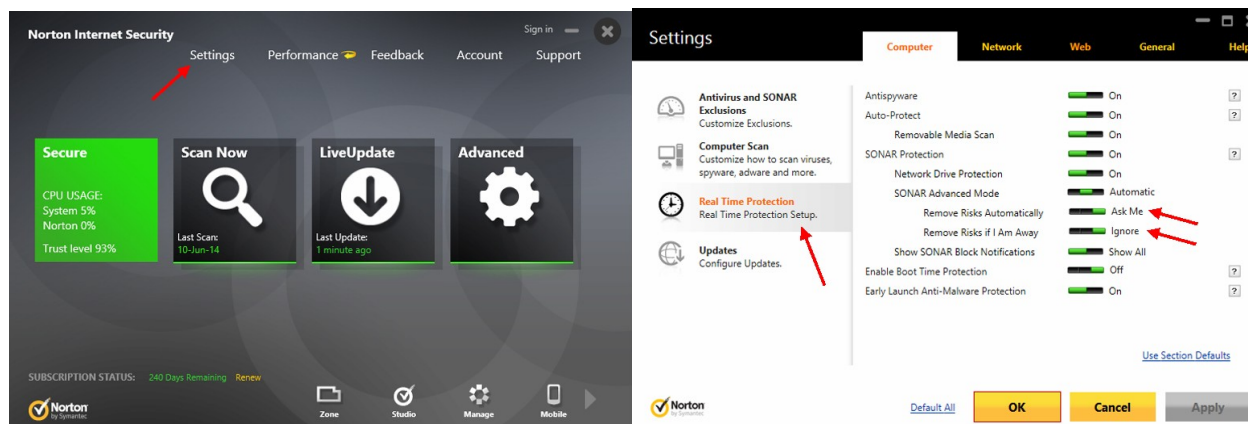


**** If certain files, such as powersrch3.exe, is missing, locate and open c:\hiwire\PowerSearch3\renewapp.exe then key in “3PS” for code. Then click “Update Program Now”.**

Norton Internet Security 2013 and Norton 360



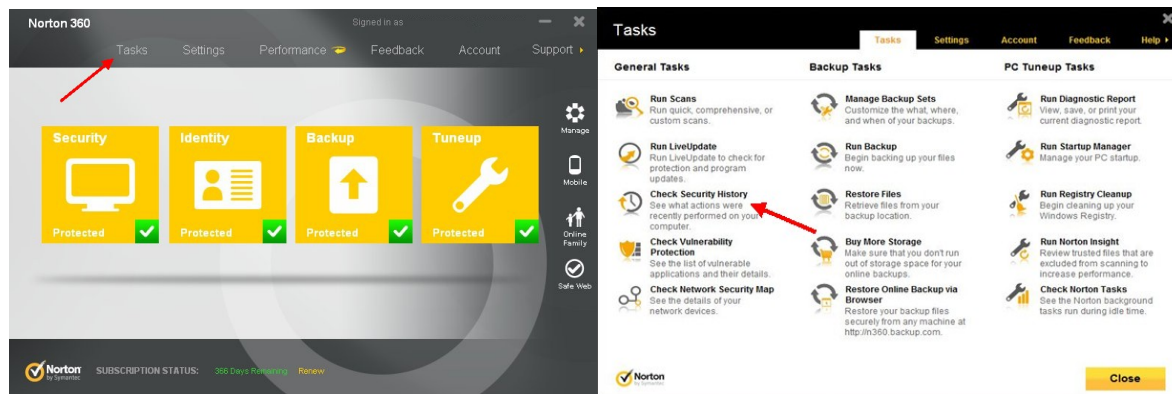
Go back to main page and click on “Real Time Protection”



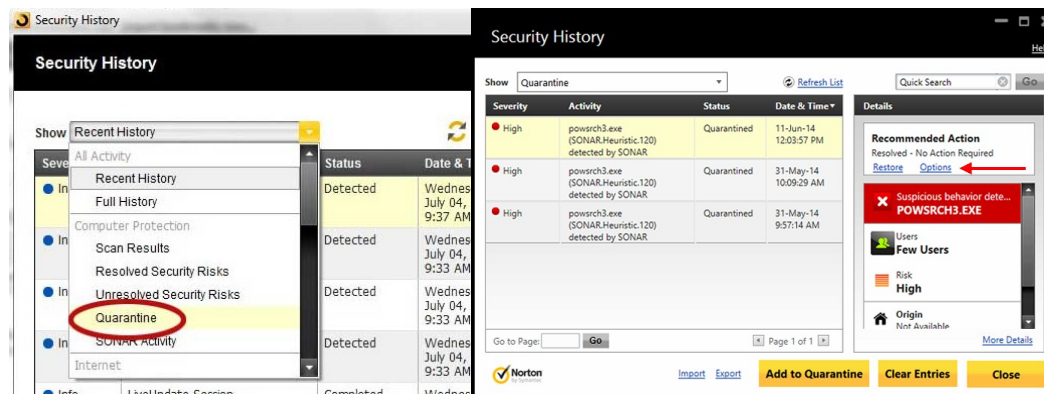
Go back to the main page of Norton Internet Security and click on “Advanced”

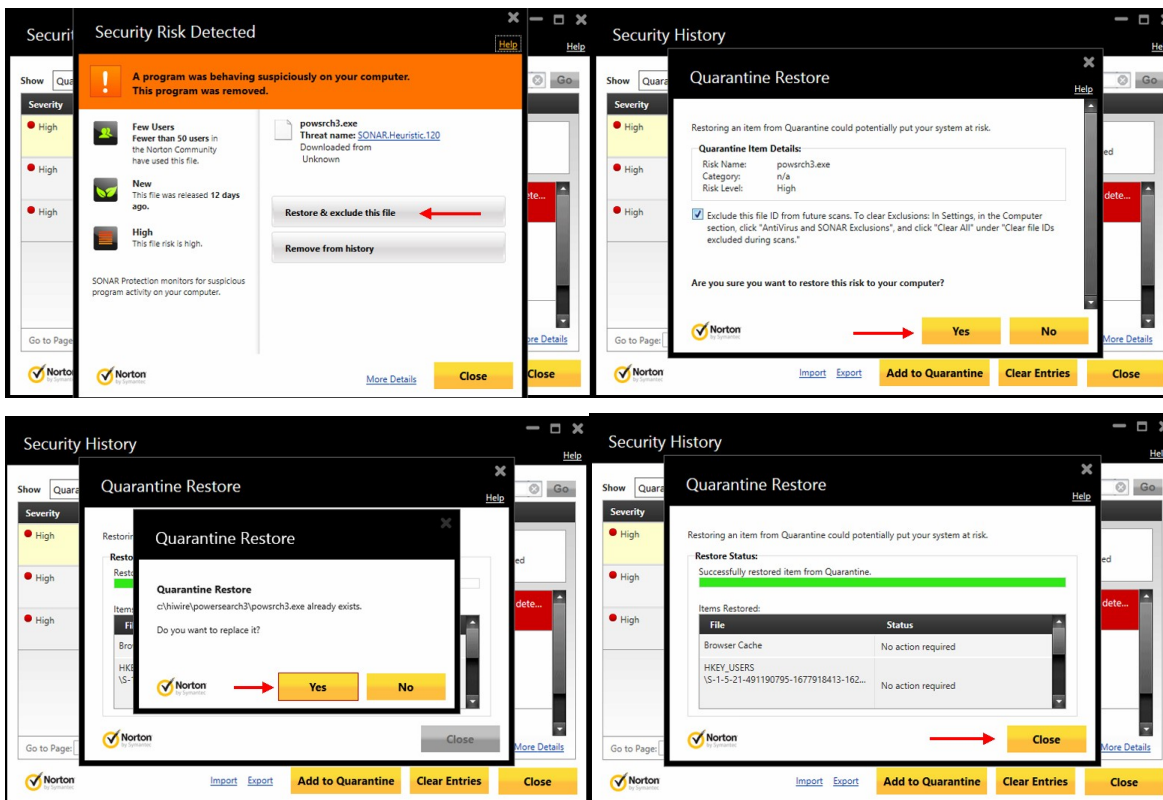


Go back to the main page of Norton 360 and click on “Tasks”



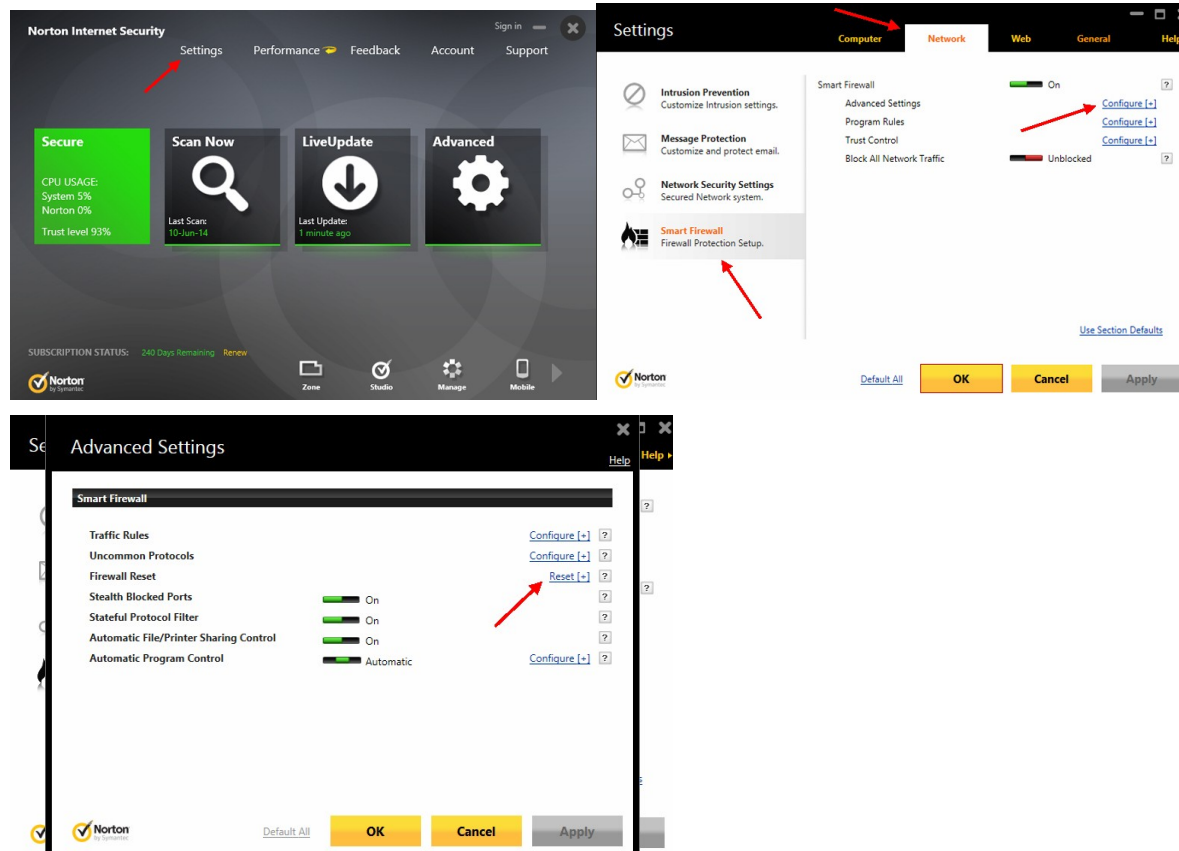
For both follow these steps: (Make sure the “Show” field is “Quarantine”)



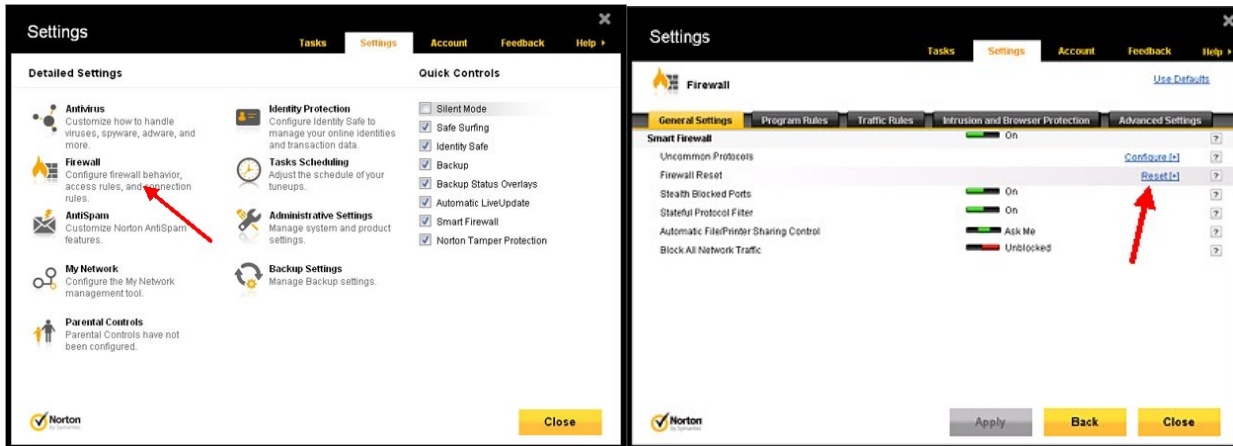


****Additional Steps If Still Face Problems (e.g. no internet access):**

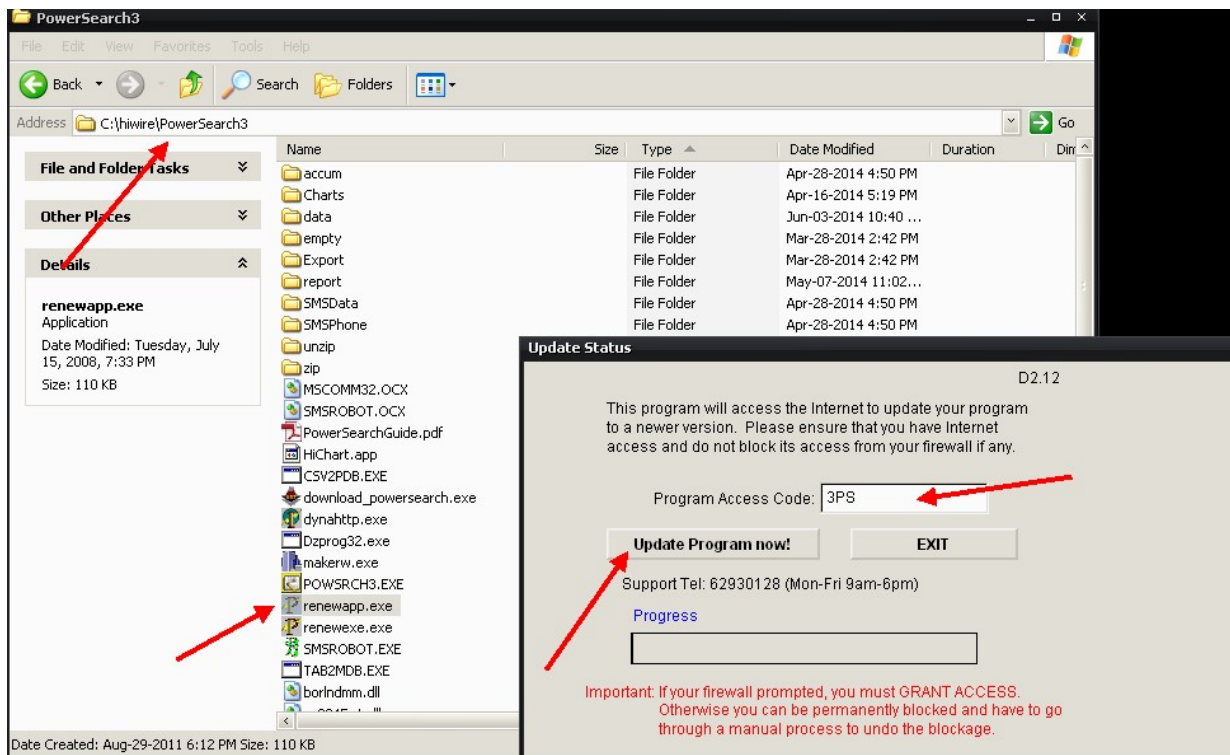
Norton Internet Security:



Norton 360:

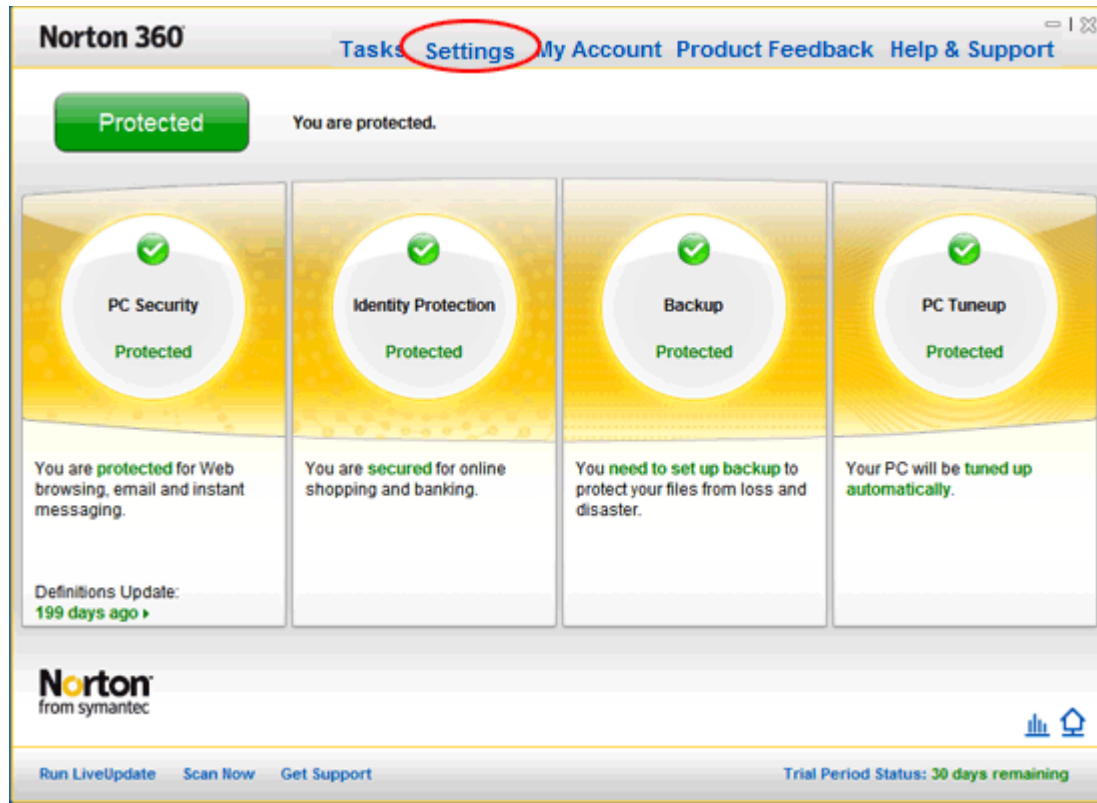


**** If certain files, such as powsrch3.exe, is missing, locate and open c:\hiwire\PowerSearch3\renewapp.exe then key in “3PS” for code. Then click “Update Program Now”.**



Norton 360

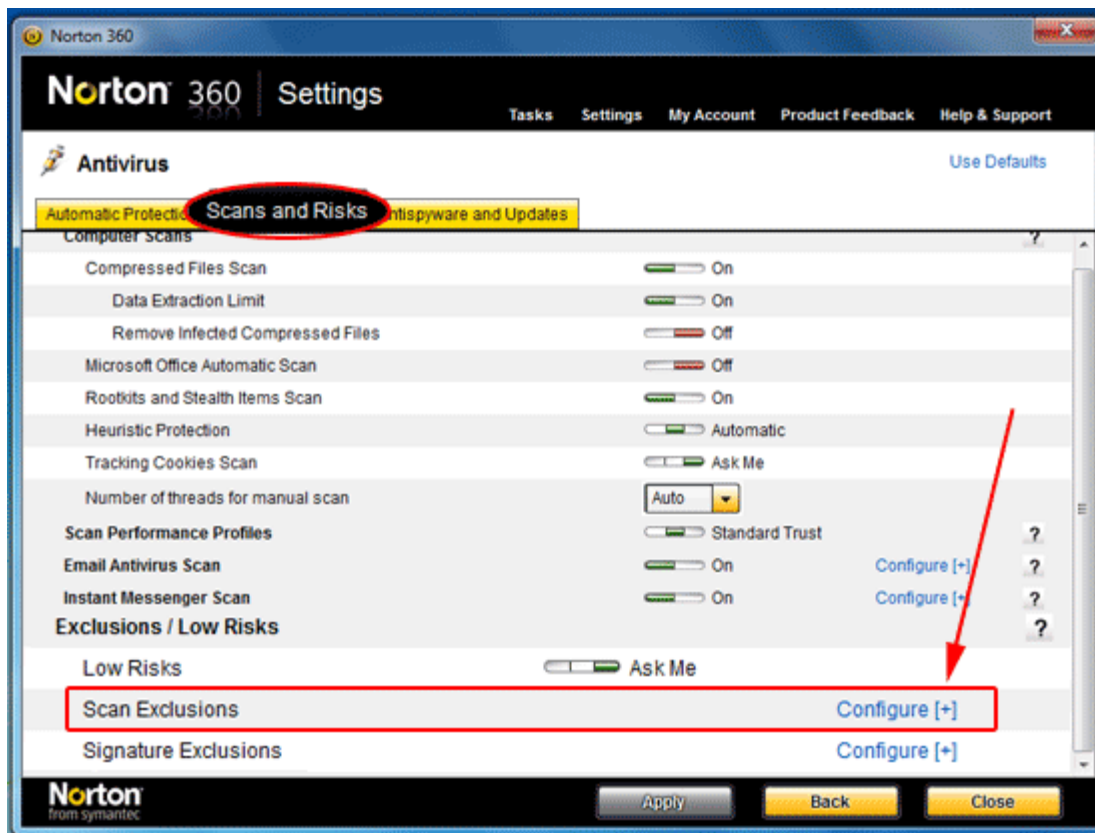
1. Open the Norton 360 Control Panel. Select “Settings”.



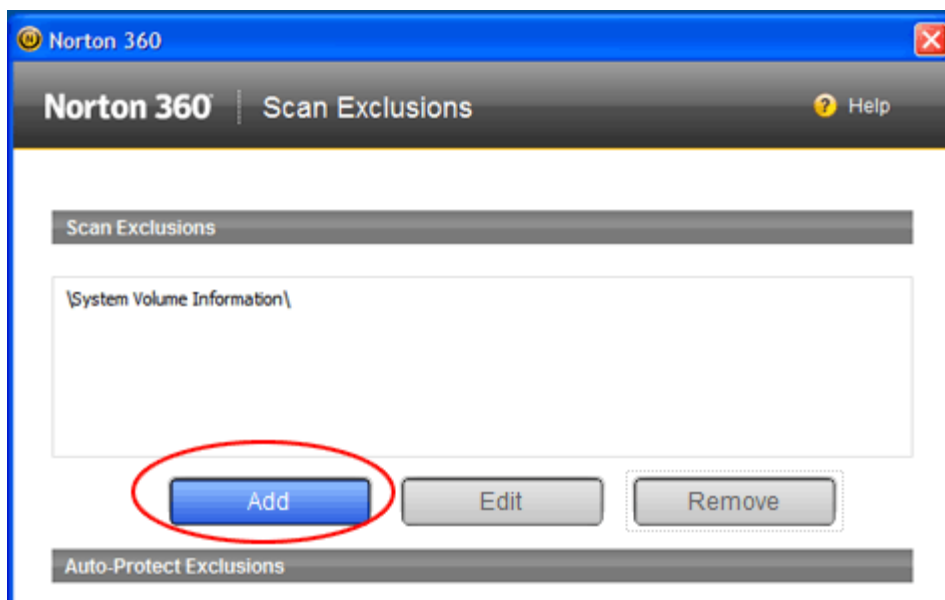
2. Select “Antivirus”.

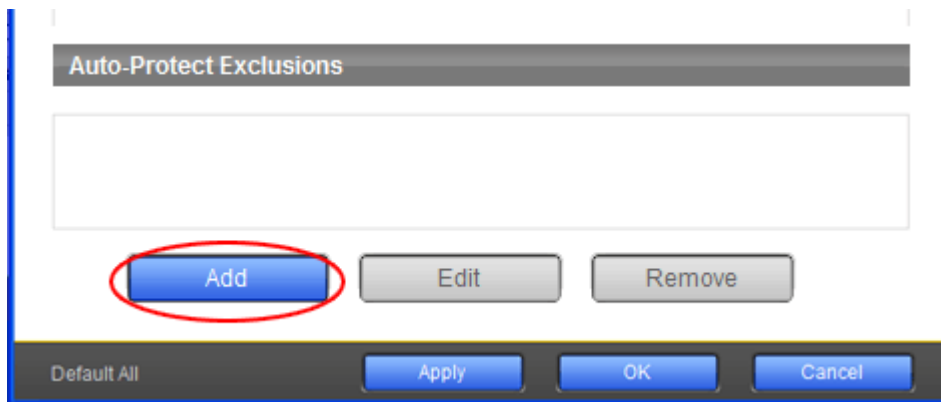
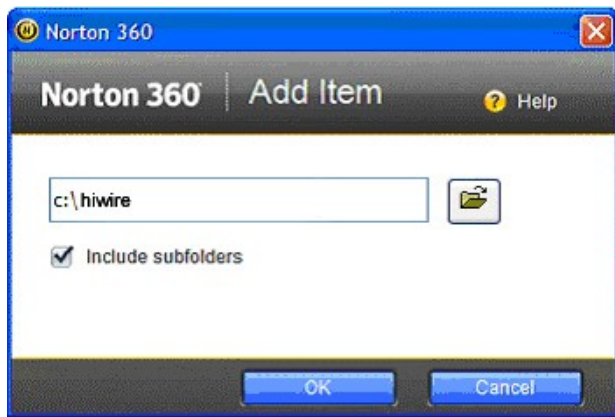


3. In the Antivirus Settings window, select the “Scans and Risks” tab. There are two options under **Exclusions / Low Risks**. You will configure both of these. Next to **Scan Exclusions**, click the “Configure [+]”.



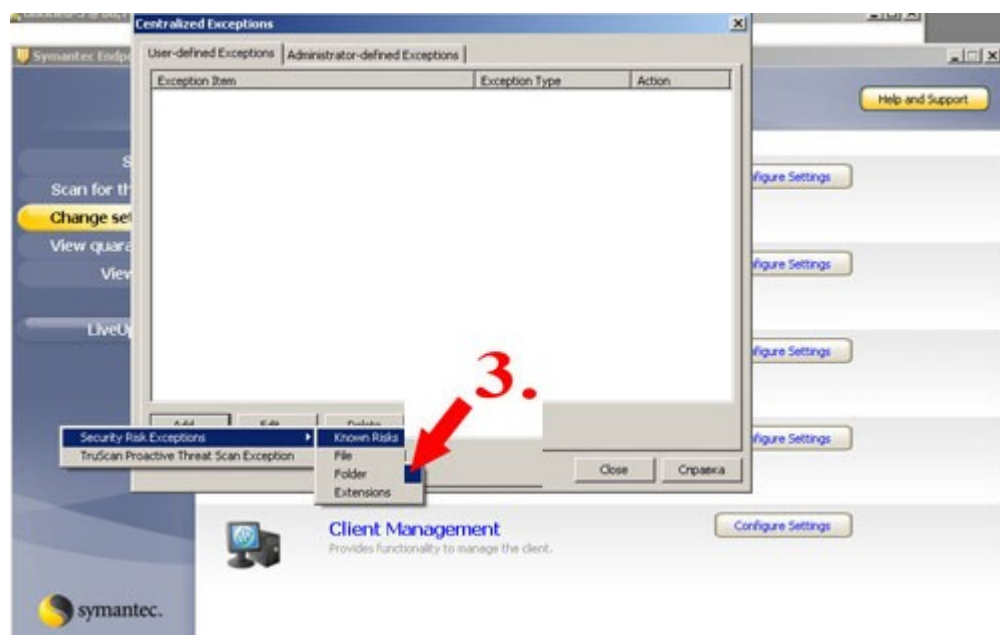
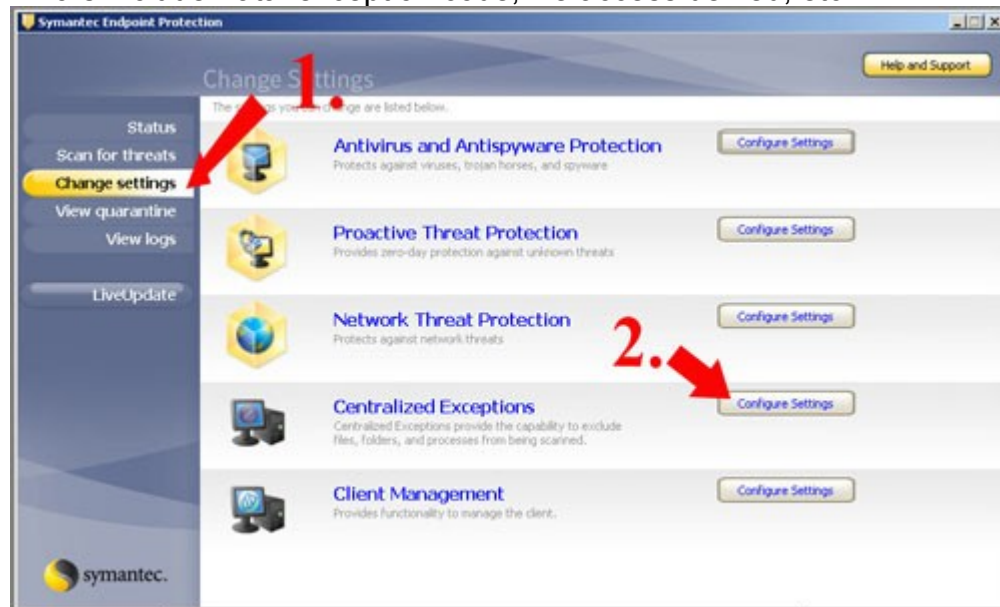
****Can be labeled as “Items to exclude from scan”. Also need to “ADD” to “Items to exclude from auto-protection and sonar detection”**





Norton Endpoint

Errors include Fatal exception code, file access denied, etc.



Click ADD then choose FOLDER under security Risk Exceptions
Then, Browse and select HIWIRE folder to ADD

Norton Sonar Problem / Run Command Fail

This sonar issue was reported as a big problem as seen here
http://community.norton.com/norton/board/message?board.id=nis_feedback&thread.id=80654

Anyway I found a suggestion by another software vendor "pc pandora"
(<http://www.pcpandora.com/help/av/norton/#nortonInternetSecuritySonar>)

- Open Norton Internet Security
- Click Settings in the Computer section
- Scroll down to Exclusions
- Click Configure for Signature Exclusions
- Click Add
- Select Spyware, Download_PowerSearch and click Add
- Click OK to save your changes
- Click OK again to close the Settings screen
- Close Norton

If Norton had quarantine/deleted our "download_powersearch" file:

- Open Norton Internet Security
- Click Quarantine
- Select the "Download_PowerSearch file detected by Norton Sonar. Click More Details at the bottom right
- Click Options at the bottom
- Click Restore This File
- IMPORTANT! First un-check "Exclude this risk from future scans" and then re-check it. This is to overcome an apparent bug in Sonar settings based on our testing. If you do not specifically un-check then re-check the option the file will not be excluded properly and will simply be detected again.
- Click Yes
- Wait for the process to complete
- Close all Norton screens

Instructions for configuring Norton 360

1. Start Norton 360.
2. Click Settings.
3. Click Virus and Spyware Protection.
4. Click File Exclusions tab.
5. Under Which disks, folders, or files to exclude from risk scanning, click New.
6. Select the **hiwire** folder (default is **c:\hiwire**) and click OK.
7. Under Which disks, folders, or files to exclude from Auto-Protect scanning, click New.
8. Select the same folder that you excluded in line 6 and click OK.
9. Click Close.

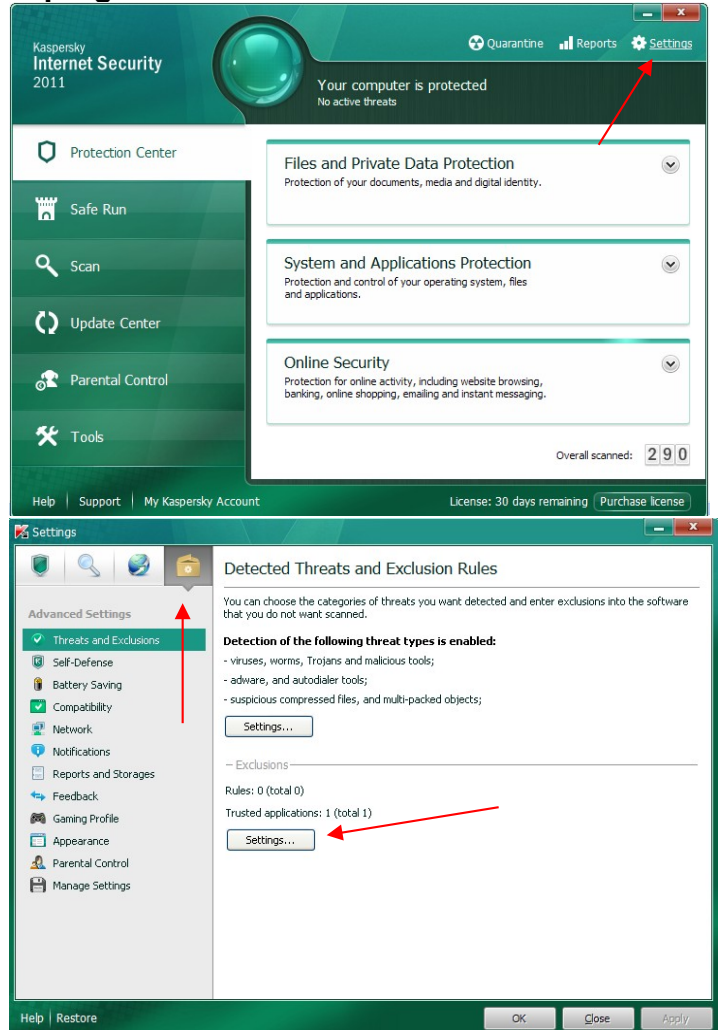
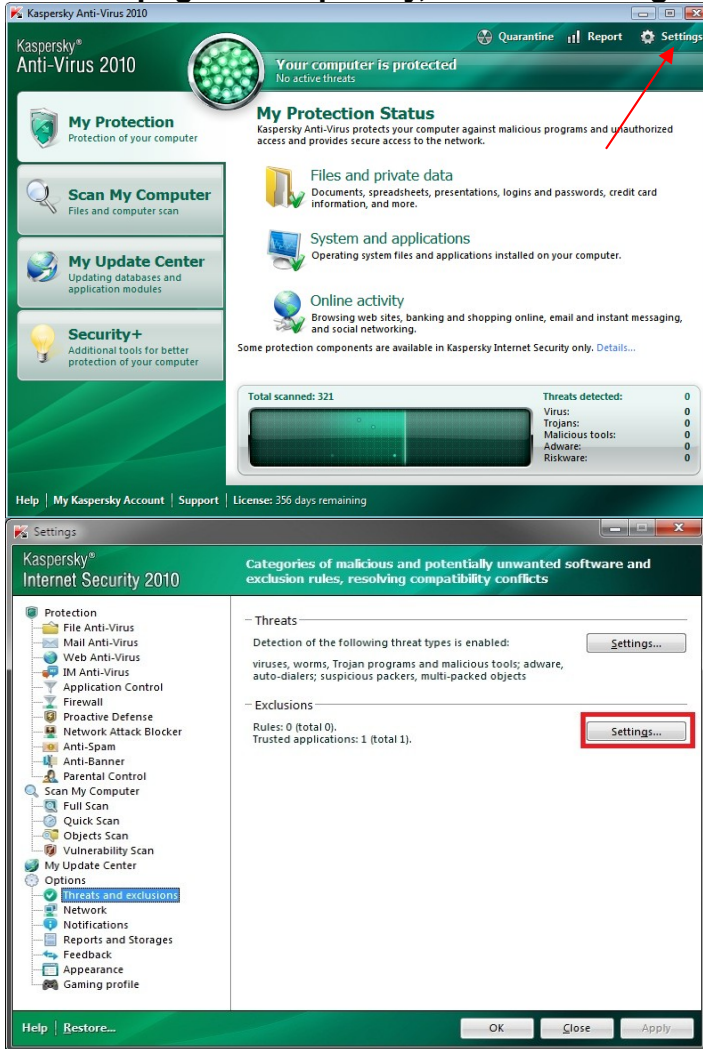
If Norton Sonar had quarantine/deleted our "download_powersearch" file:

- Open Norton Internet Security
- Click Quarantine
- Select the "Download_PowerSearch file detected by Norton Sonar. Click More Details at the bottom right
- Click Options at the bottom
- Click Restore This File
- IMPORTANT! First un-check "Exclude this risk from future scans" and then re-check it. This is to overcome an apparent bug in Sonar settings based on our testing. If you do not specifically un-check then re-check the option the file will not be excluded properly and will simply be detected again.
- Click Yes
- Wait for the process to complete
- Close all Norton screens

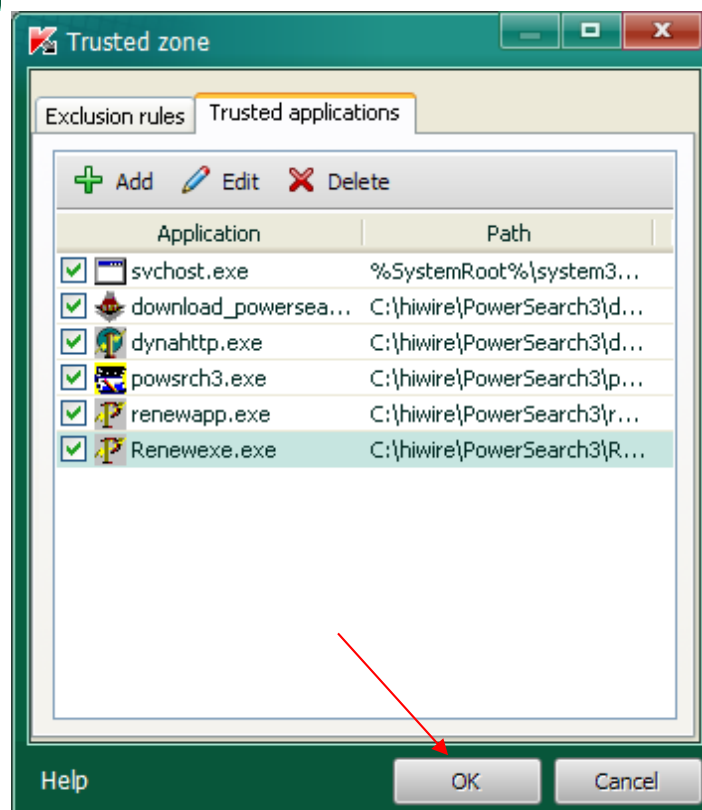
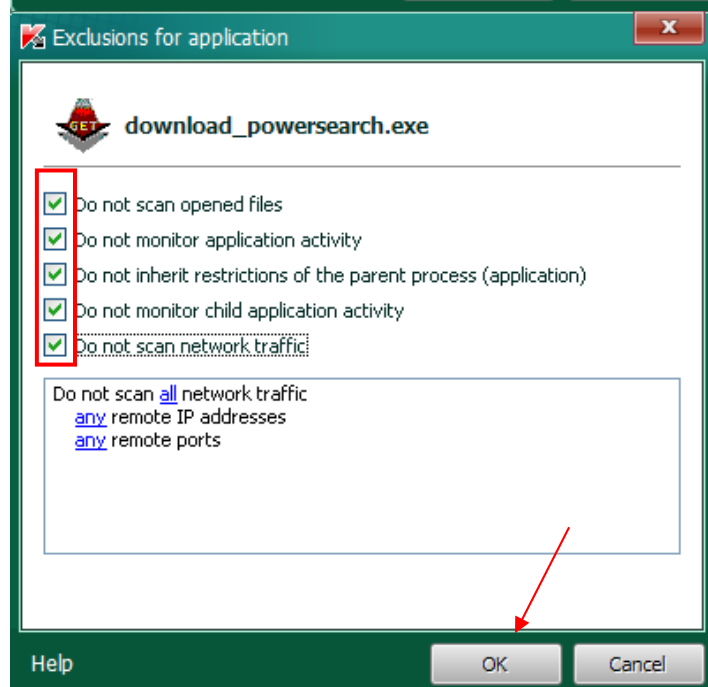
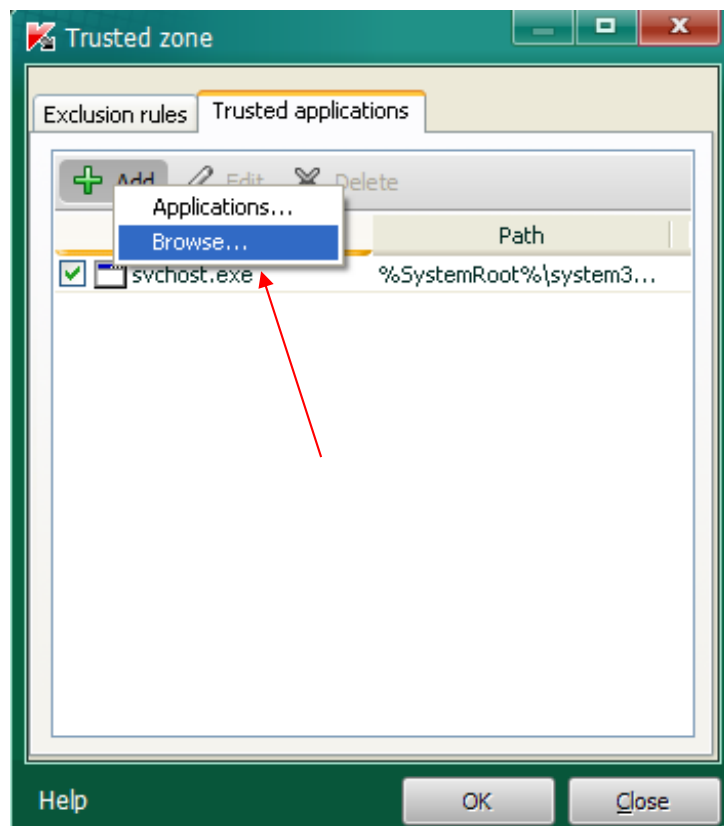
**** After excluded from Norton scans, locate and open
c:\hiwire\PowerSearch3\renewapp.exe then key in "3PS" for code. Then click "Update
Program Now".**

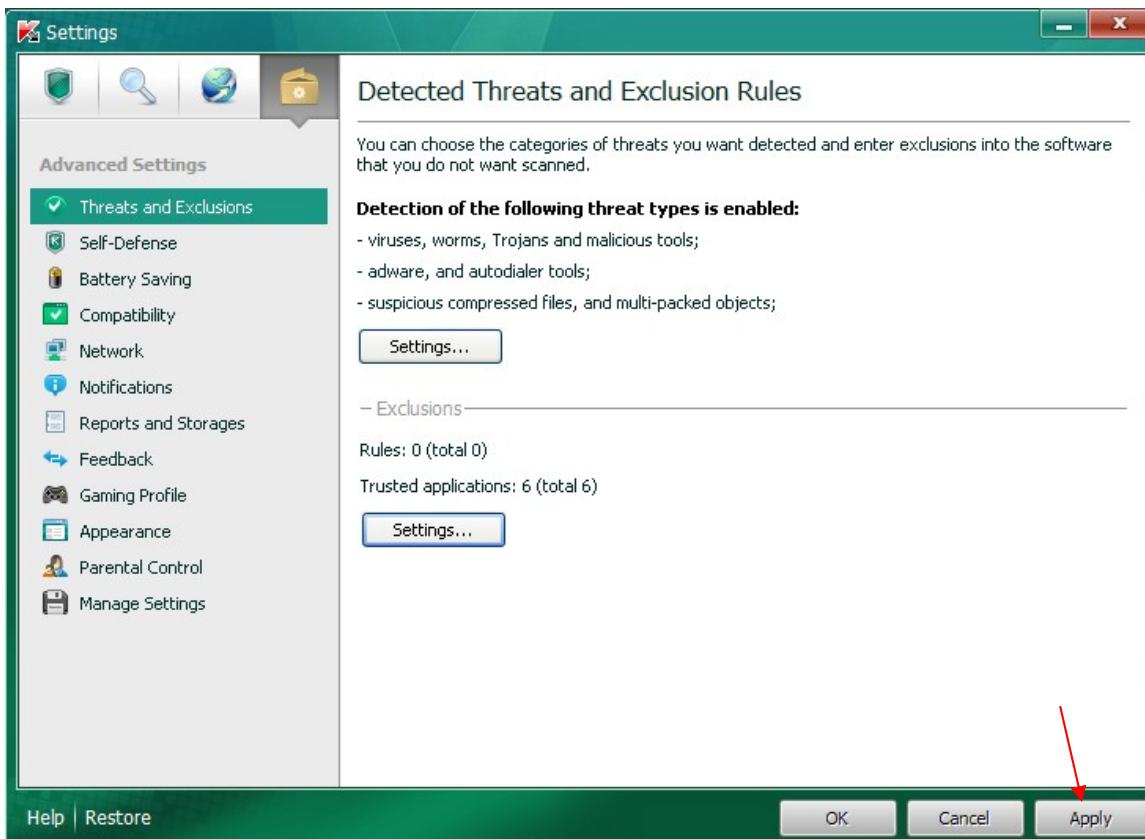
Kaspersky Internet Security (2010 or 2011) (File access denied)

on main page of Kaspersky, click on settings on top right corner



Open the tab **Trusted applications** and add these files: (except svchost.exe)

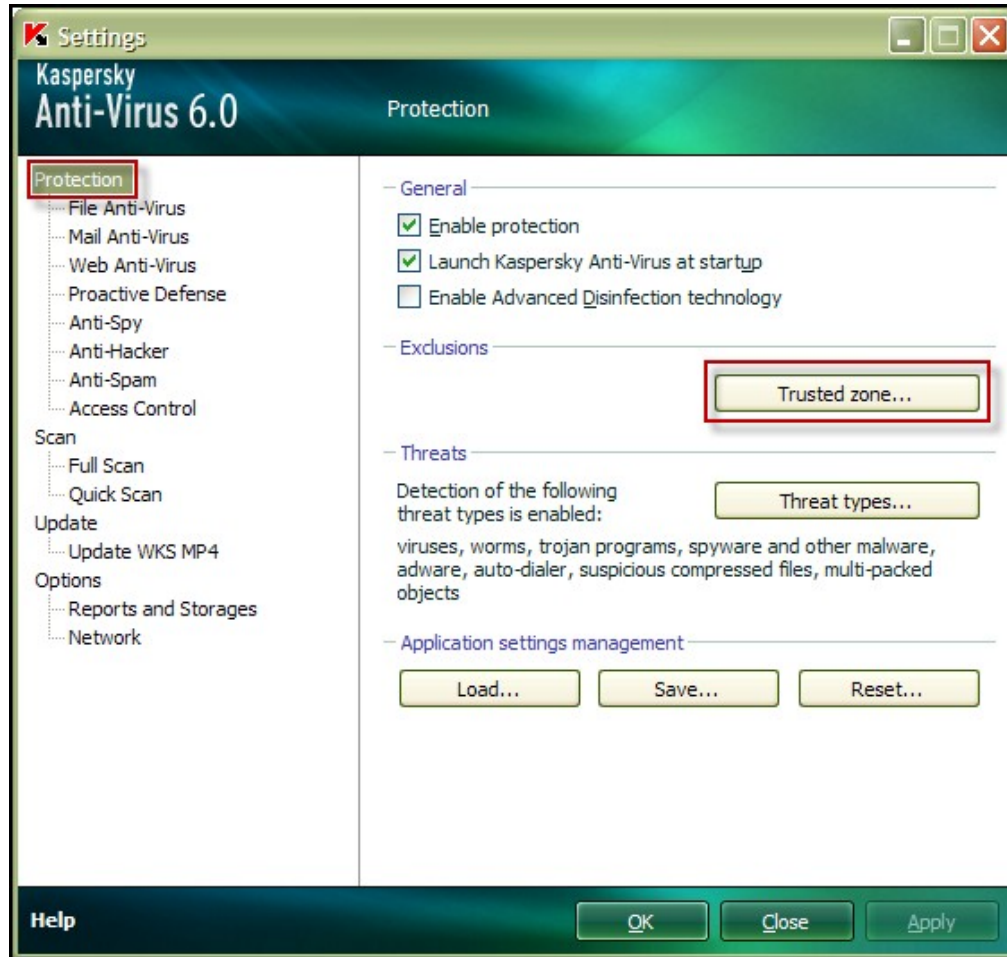




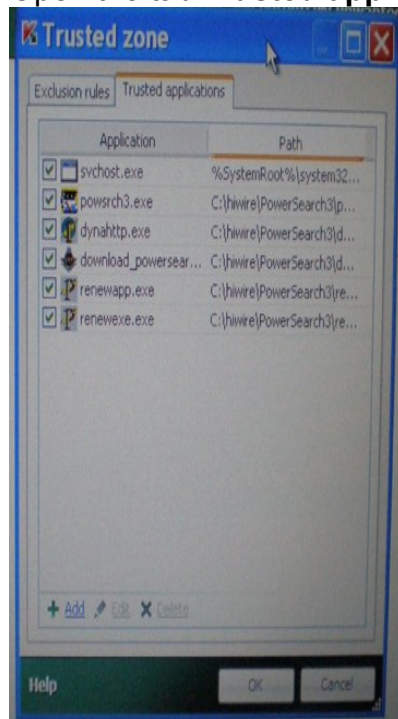
Kaspersky Anti-Virus (Run Command Fail)

Open **Kaspersky Anti-Virus** and click **Settings**.

Select the section **Protection** and click the button **Trusted zone**.



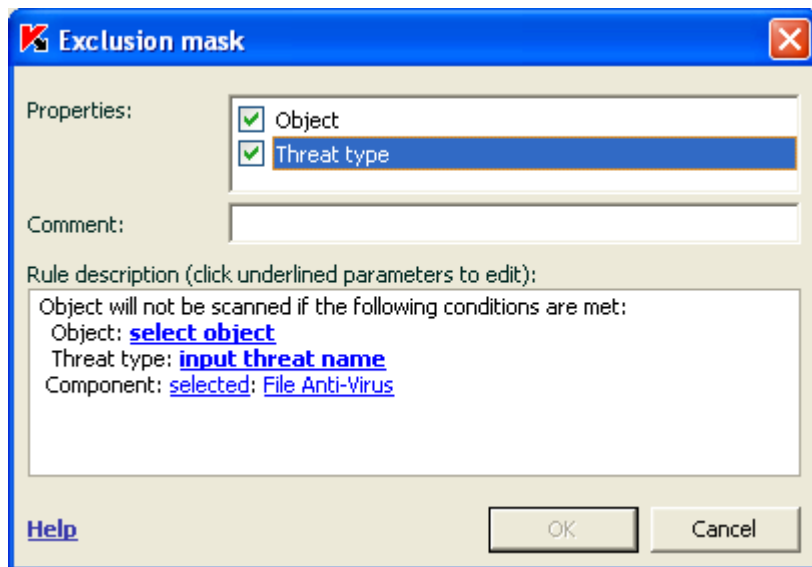
Open the tab **Trusted applications** and add these files: (except svchost.exe)



OR try this method:

Open the tab **Exclusion rules** and click **Add** to add a new exclusion:

- in the window **Exclusion mask** check the box **Object** and check the box **Threat type** (to exclude the threat regardless of file location).



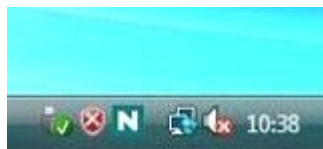
click the link [input threat type](#) (or [object](#) if the box **Object** is checked)

- then select C:\hiwire and add
- also select all threat types to exclude

NORMAN SECURITY

Procedure

1. Right click the N icon to open a list of actions

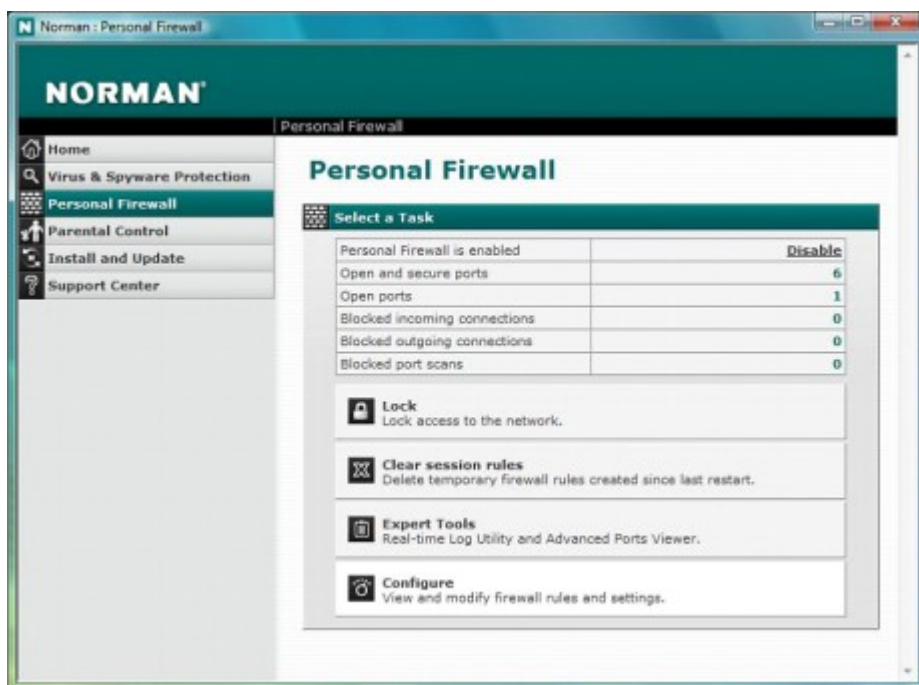


2. Choose **Norman Security Suite**:

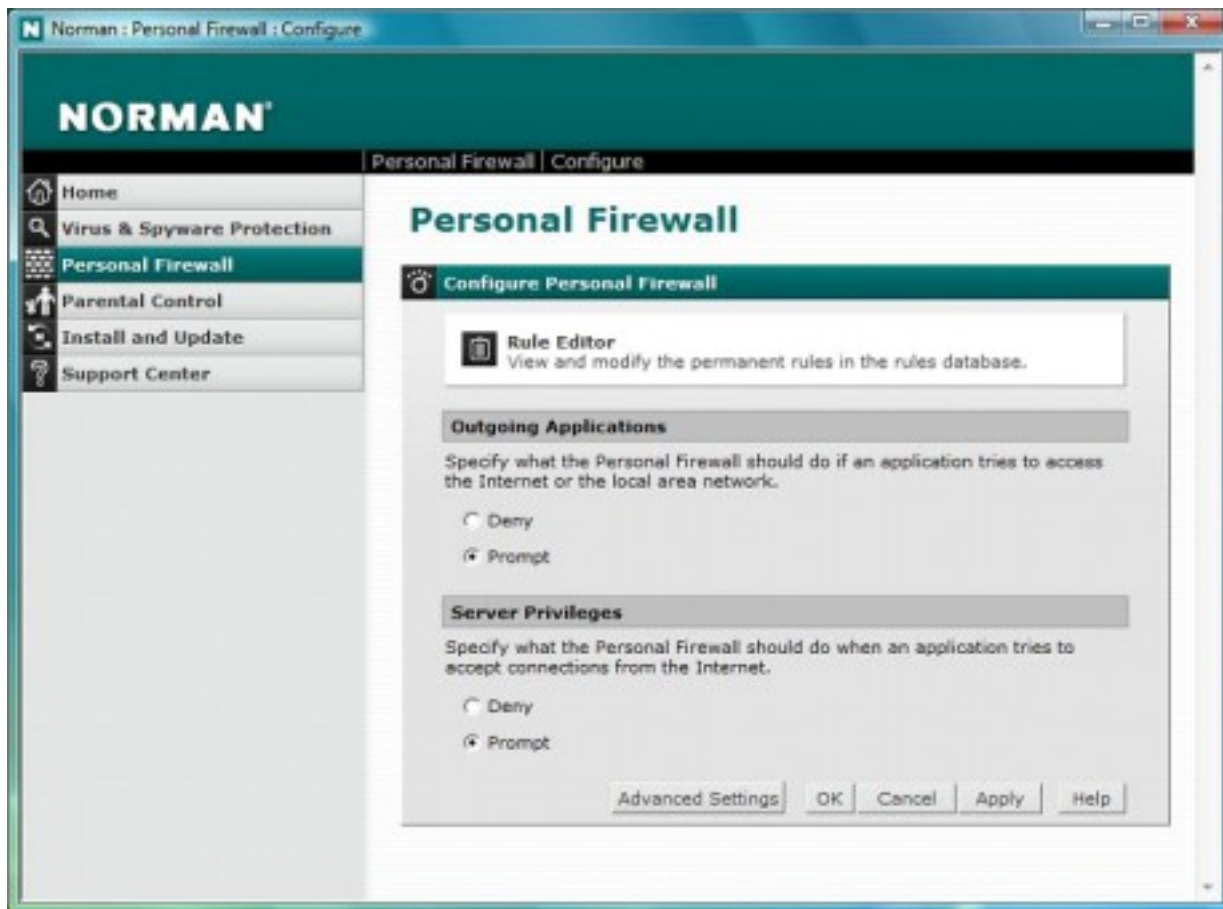


3. Click the **Personal firewall** button, you can find this button at the left hand side of the Security Suite window

4. Click on the big gray **Configure** button at the bottom of the window (with the: **View and modify firewall rules and settings** description)



5. Click the **Rule editor** button.



After clicking the button a wizard will appear

6. Select **I want to modify or delete an existing rule** radio button

7. Click **Next** button



8. Select the application that seems to cause the problem

9. Click **Next** button

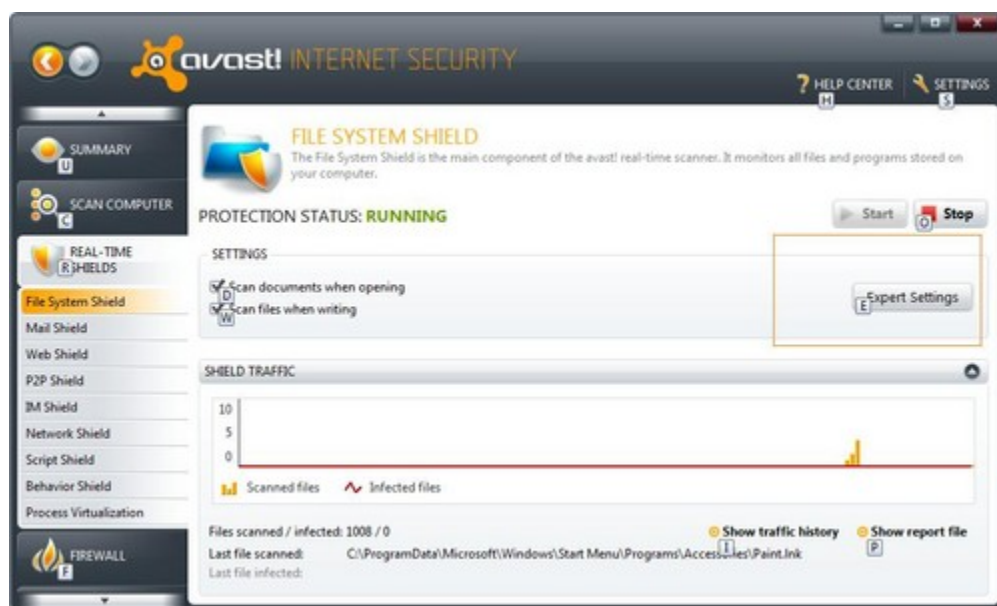


10. Select the **Change rule to allow** radio button, after that click the **Finish** button.

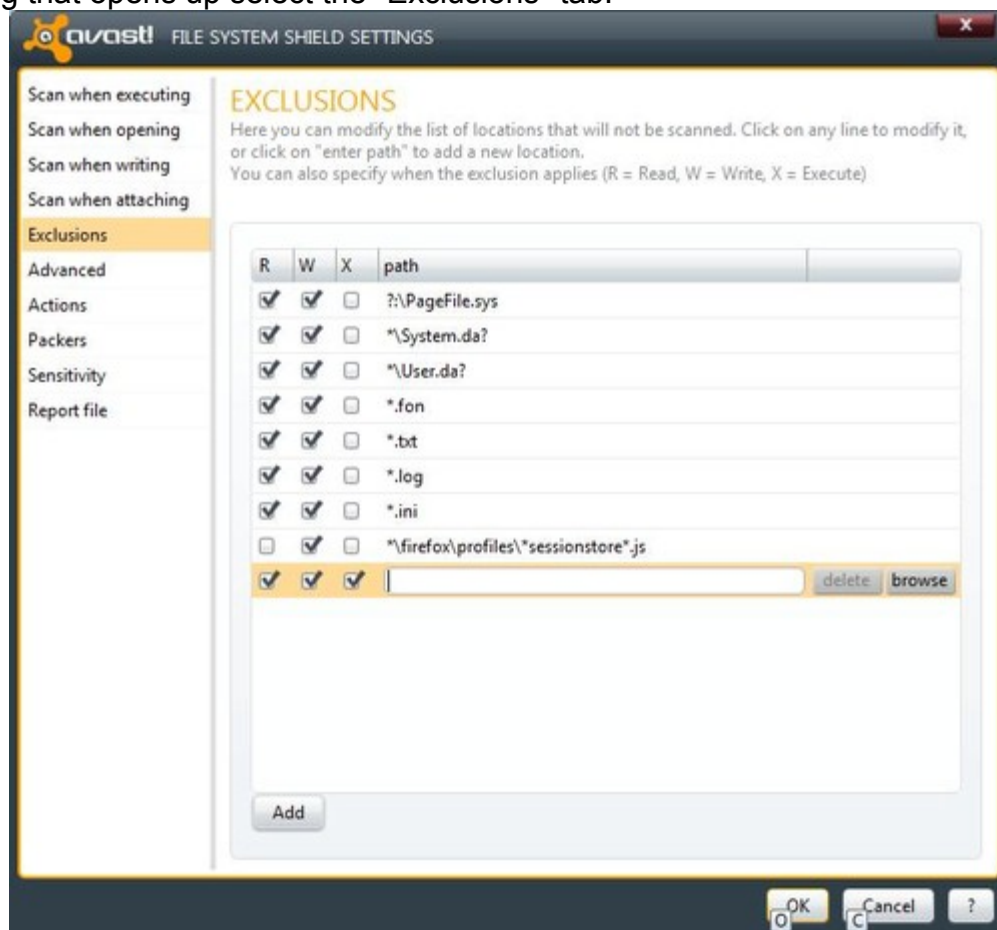
The selected application is now free to access the Internet.

AVAST INTERNET SECURITY

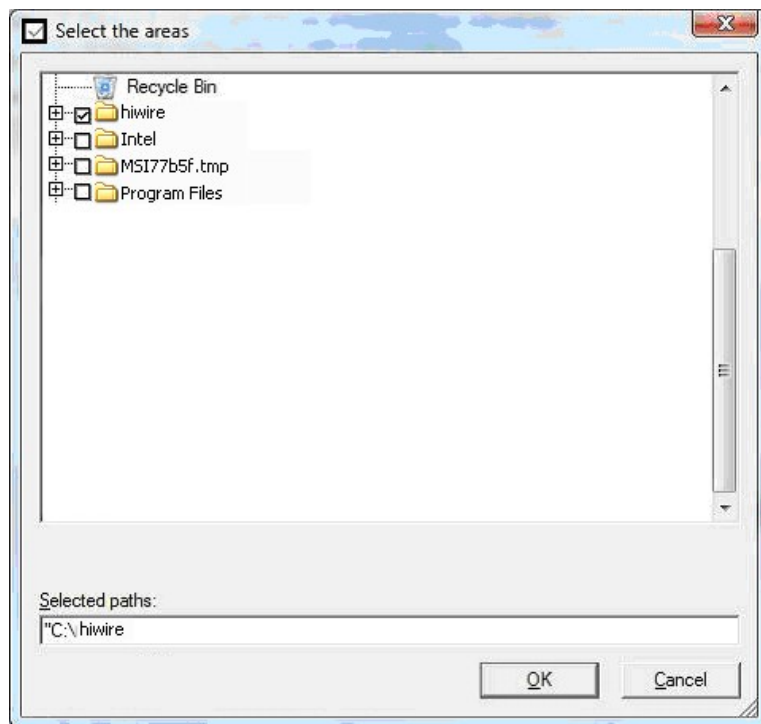
- Open Avast (Double Click on the Avast icon in the system tray)
- Select the Real-Time Shields tab
- In the right pane click on the "Expert Settings" button



In the dialog that opens up select the "Exclusions" tab.

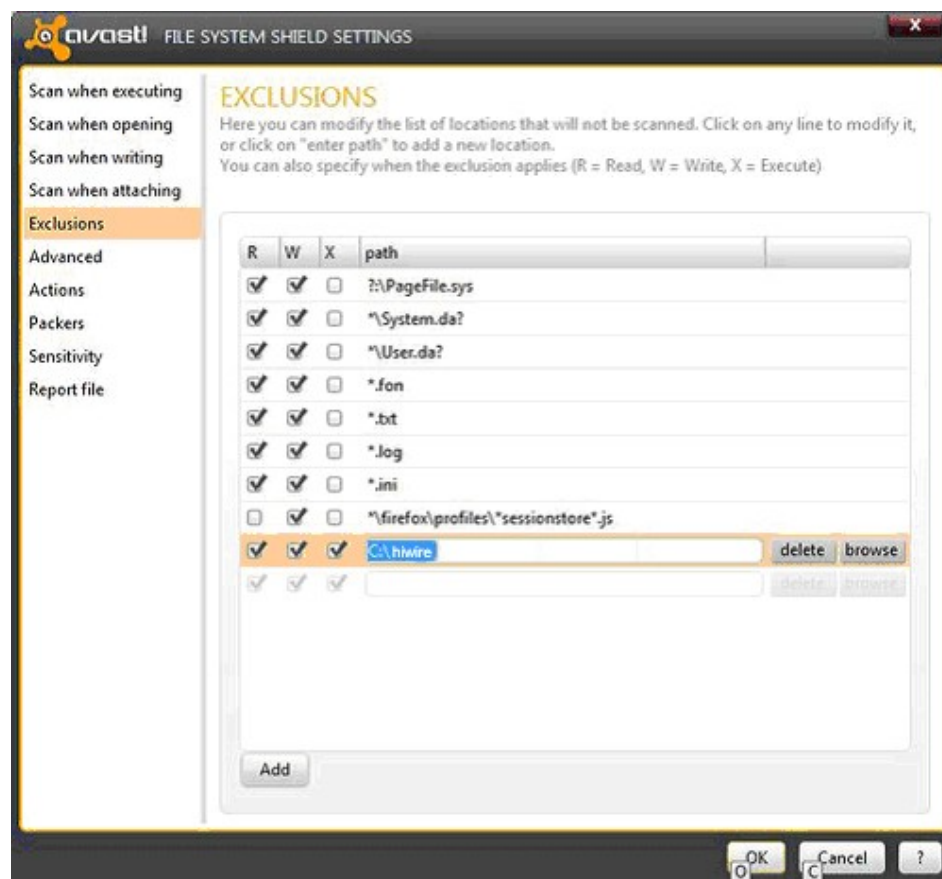


In the right pane, (on an empty line) click on the Browse button and select the folder of your choice.



There are several other options that can be activated: that is, in what circumstances the exclusions shall be applied (Read, Write, Execute...etc)

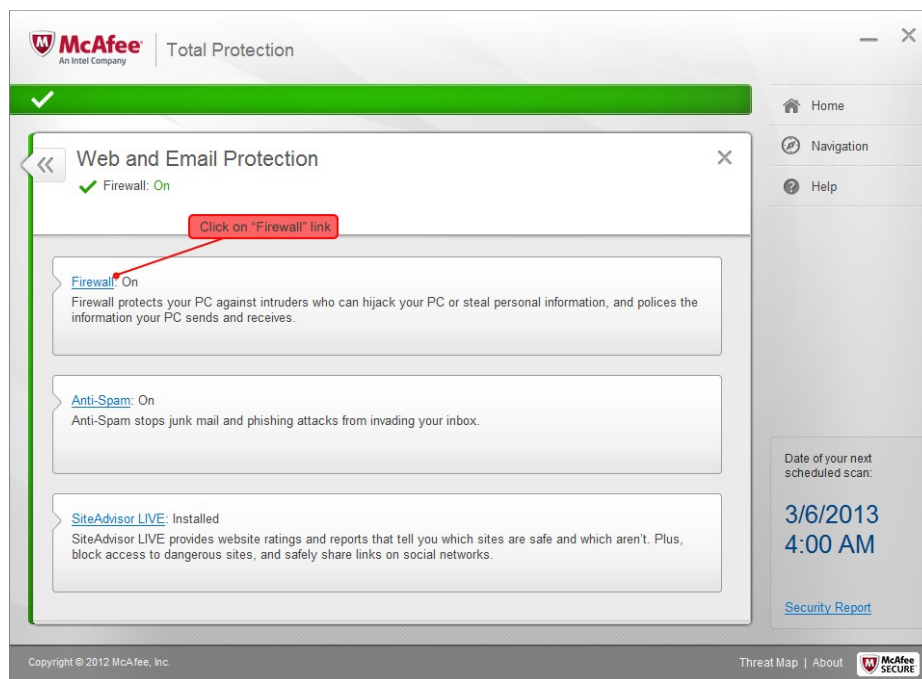
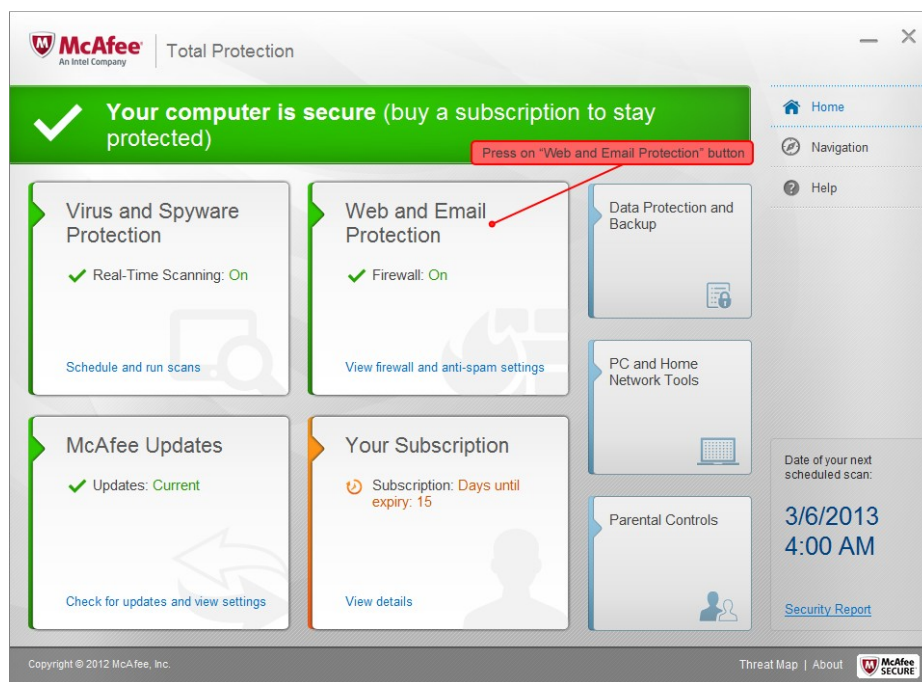
Finally click on the "Add" button. (Note that a new line shall then be available for you to add another exclusion)

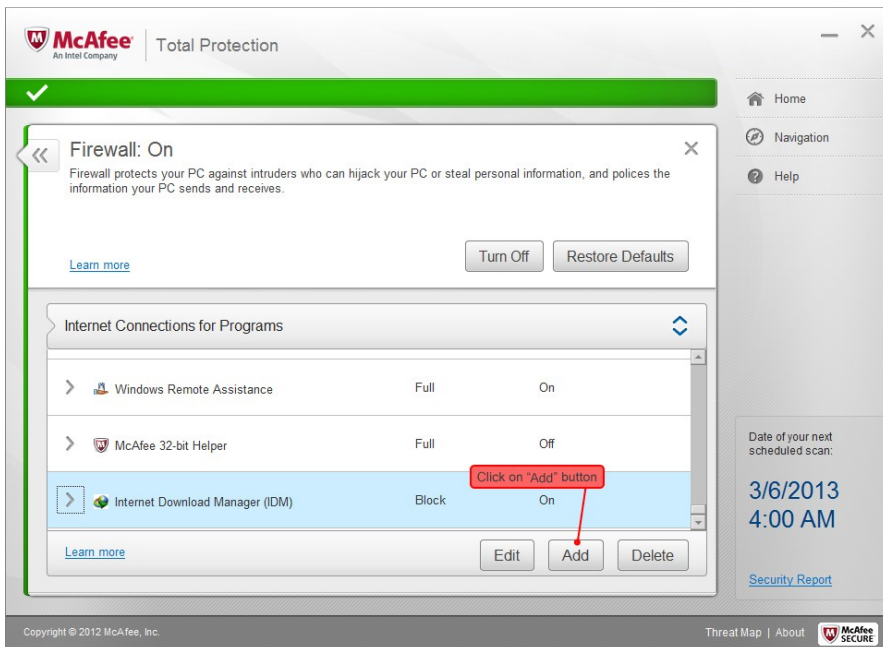
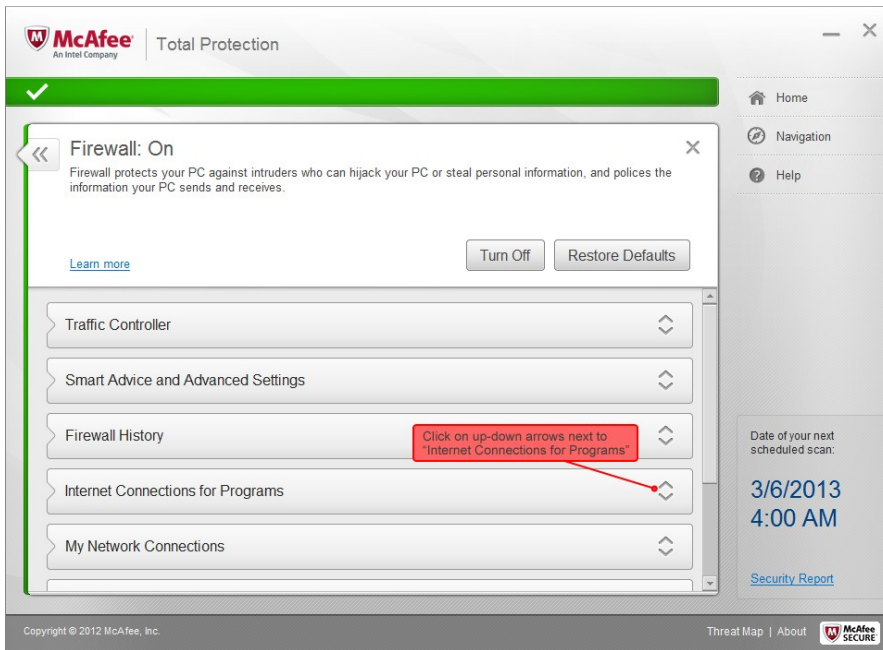


AVG Internet Security

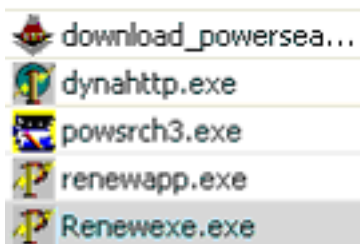
1. Open your *AVG program*.
2. From the **Options** menu, select **Advanced settings**.
3. In the left pane, select **Exceptions**.
4. In the right pane, click **Add exception**.
5. In the drop-down menu, select exception type - **File** or **Folder**.
6. Browse to the file or folder that you want to exclude.
7. Select whether you want to apply the exception also for other AVG components.
8. Click **OK** to save details of the exception.
9. Click **OK** again to save the settings.

McAfee Internet Security

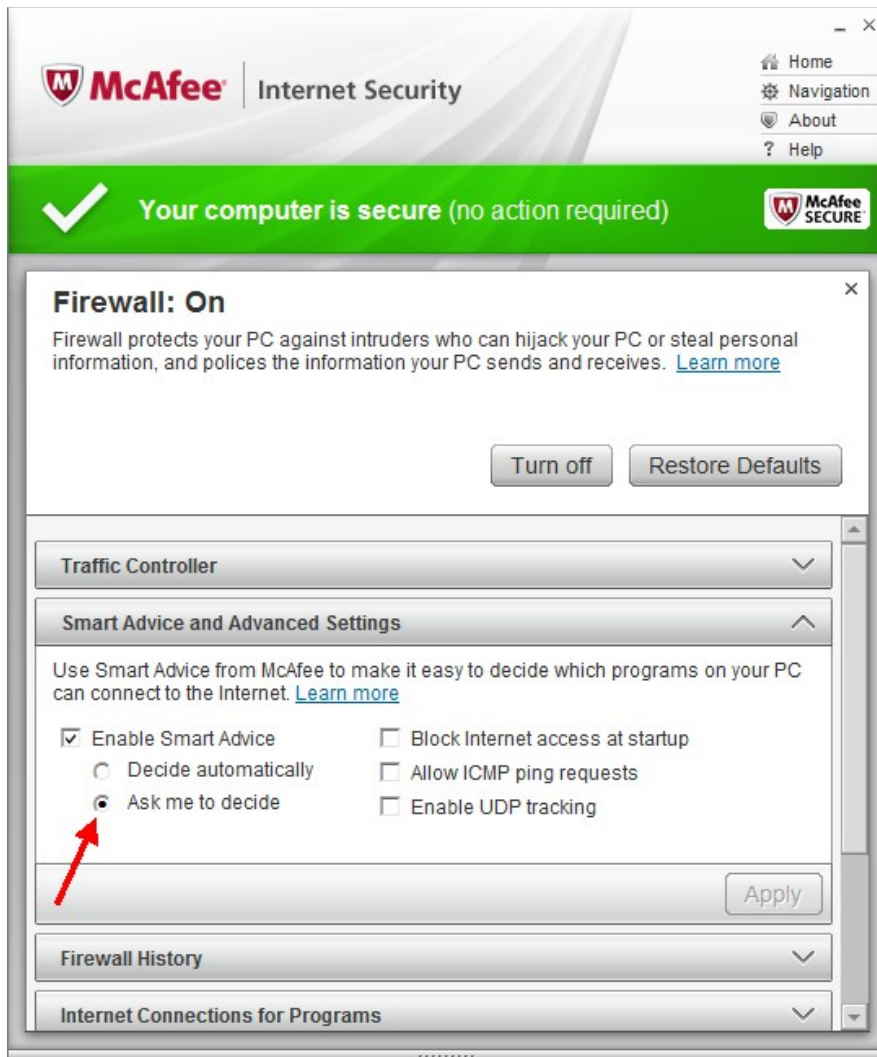




Add these files and set 'ACCESS' to 'FULL' and Net Guard to 'OFF':



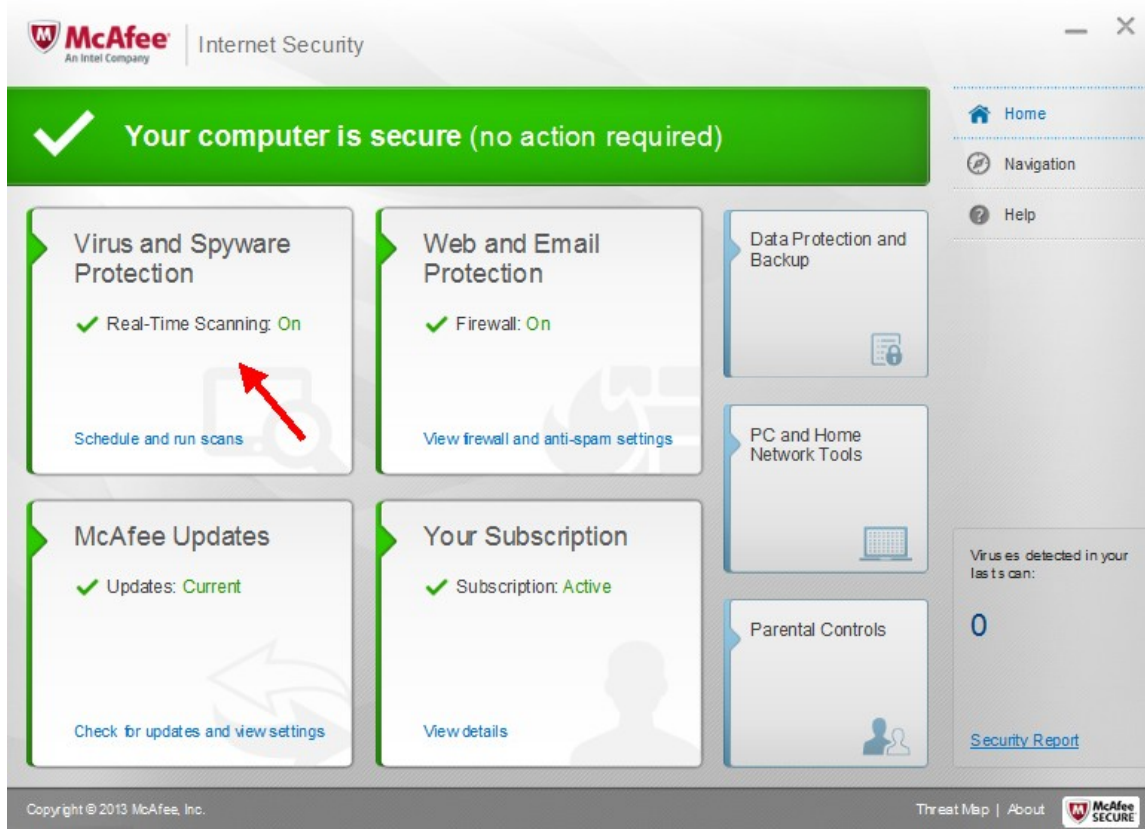
After this, go back to main page, then click on “Web and Email Protection”, select “Firewall”, select “**Smart Advice and Advance Settings**”. Change “Decide automatically” to “Ask me to decide”.



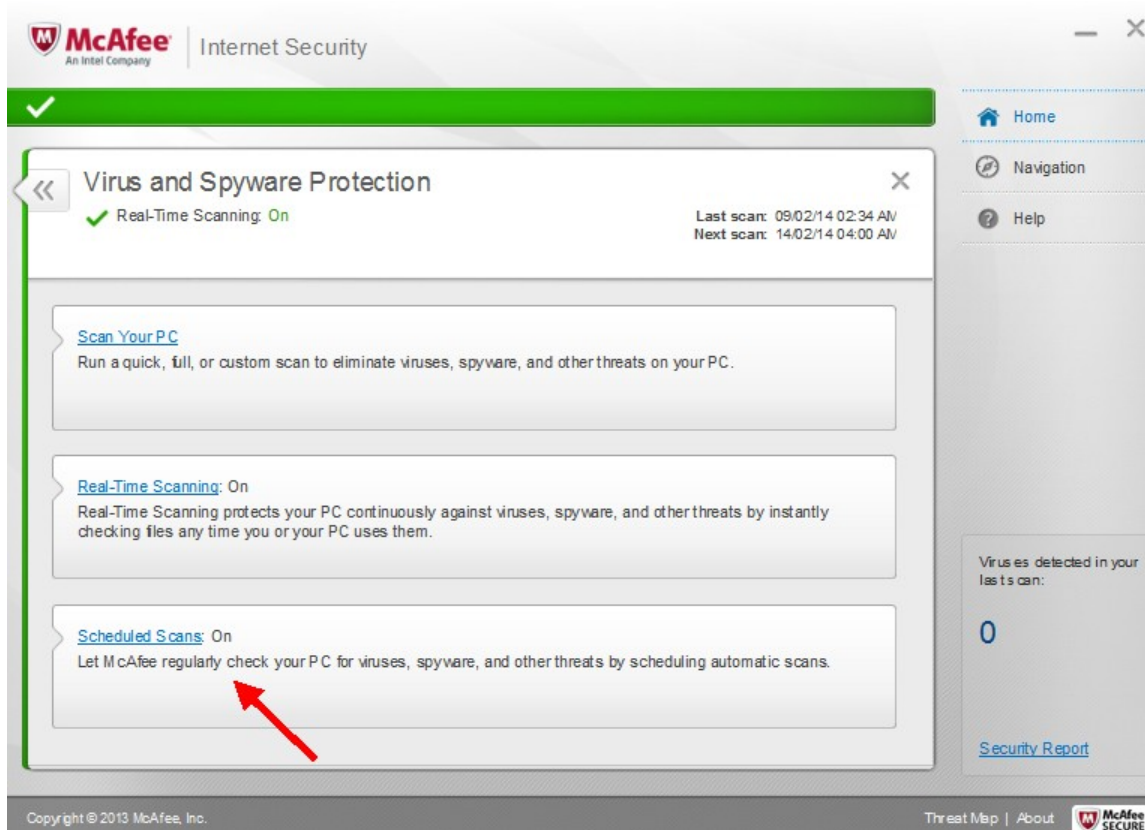
Then transfer whatever files that are missing. (eg. rawlist.dbf).via Teamviewer.

ADDITIONAL STEPS NEEDED TO RESOLVE ERROR:

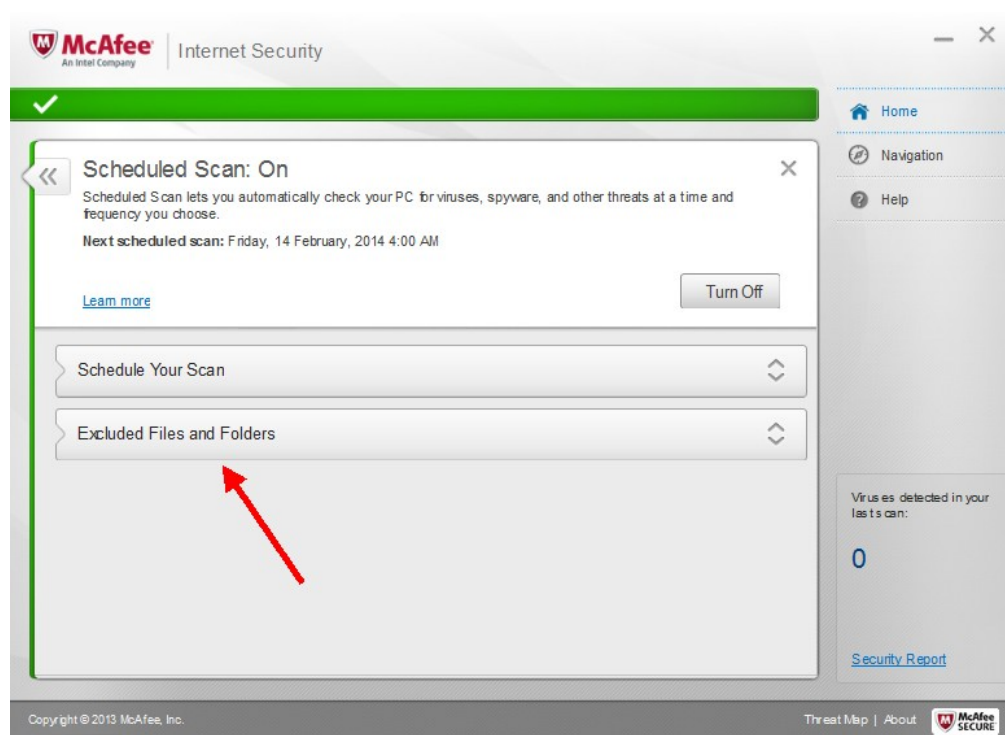
1. Click on “Virus and Spyware Protection”.



2. Click on “Scheduled Scans”.

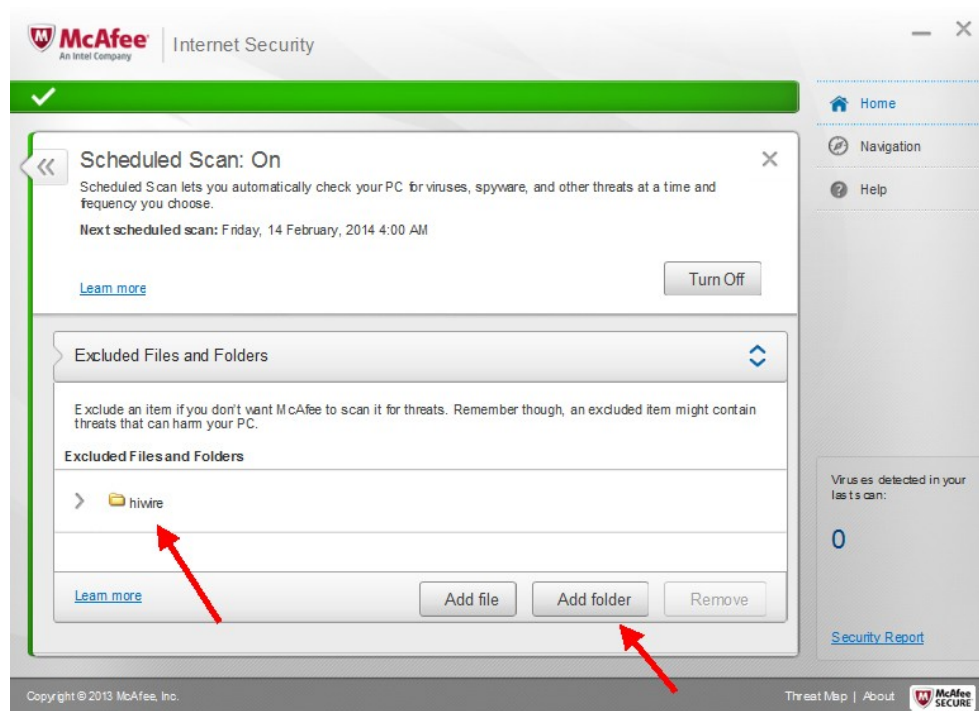


3. Click on “Excluded Files and Folders”.



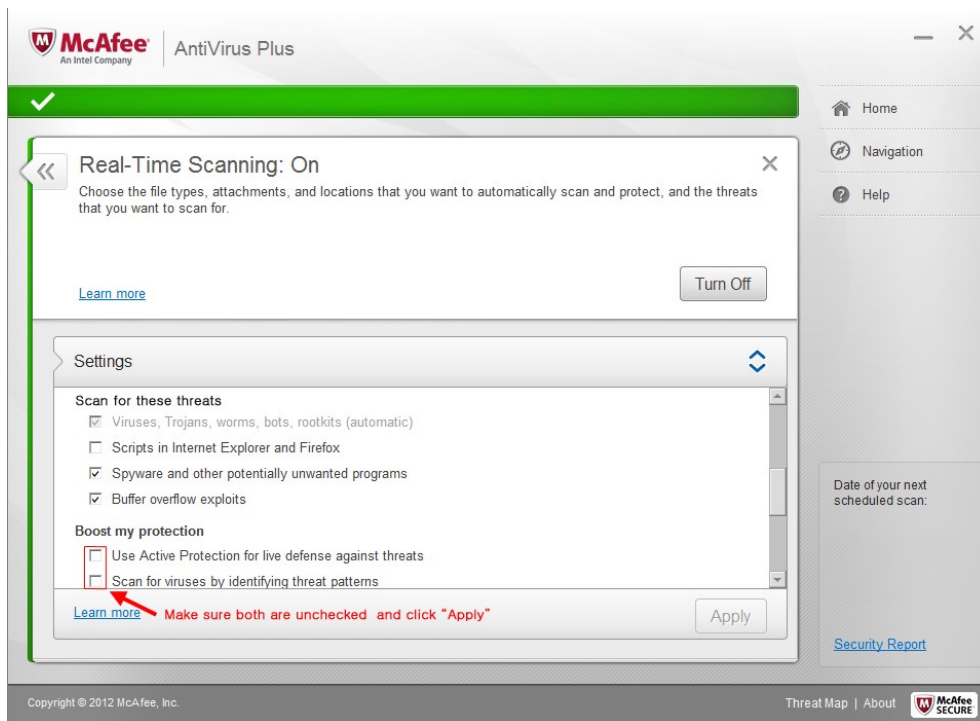
4. Click on “Add folder” and browse to C:\hiwire and add folder to the list.

**** Also need to click “Add file”, browse to C:\hiwire\PowerSearch3\data\ and add **rawlist.cdx**, **rawlist.dbf** and **rawlist.fpt**.**



After this is done, **MUST** restart computer.

If you are still facing problems after the above steps (i.e. “File access denied” error), do this:



- Click on “Virus and Spyware Protection”.
- Click on “Real Time Scanning”.
- Make sure both boxes under “Boost my protection” are unchecked and click “Apply”.
- Restart your computer.