

An application can't reach the Internet - can I fix this?

When this problem arises it can give the false impression that ZoneAlarm is not compatible with a particular application. Actually, ZoneAlarm just needs to know that you trust the program.

Many programs interact with the Internet, and occasionally the ZoneAlarm firewall may deny an interaction if it doesn't recognize the program. Typically ZoneAlarm asks you before denying, but sometimes people automatically approve the "Deny" and don't realize it.

If you think an application you trust may be blocked from the Internet, first find out whether ZoneAlarm is blocking it by doing this:

1. Turn ZoneAlarm off by right-clicking the ZoneAlarm system tray icon and choosing **Shutdown**.
2. Run the blocked program again. If it works correctly when ZoneAlarm is off, ZoneAlarm is probably blocking the program's access

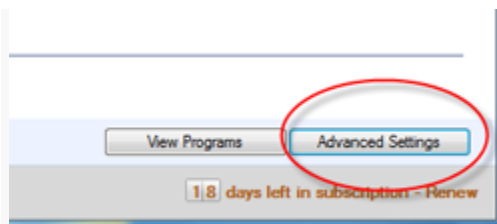
If ZoneAlarm *is* blocking it, and this is a program you trust, you can restore its Internet access.

To give the application Internet access:

1. In ZoneAlarm, select **Computer**.
2. Select **Application Control | Settings**.



3. Click **Advanced Settings**.



4. Click **View Programs**, then select the program and give it Access by clicking and choosing **Allow** from the popup menu..

