

Website Searching Issues?

Our Website is hosted by American Eagle ([ROC Commerce Ecommerce Development](#))

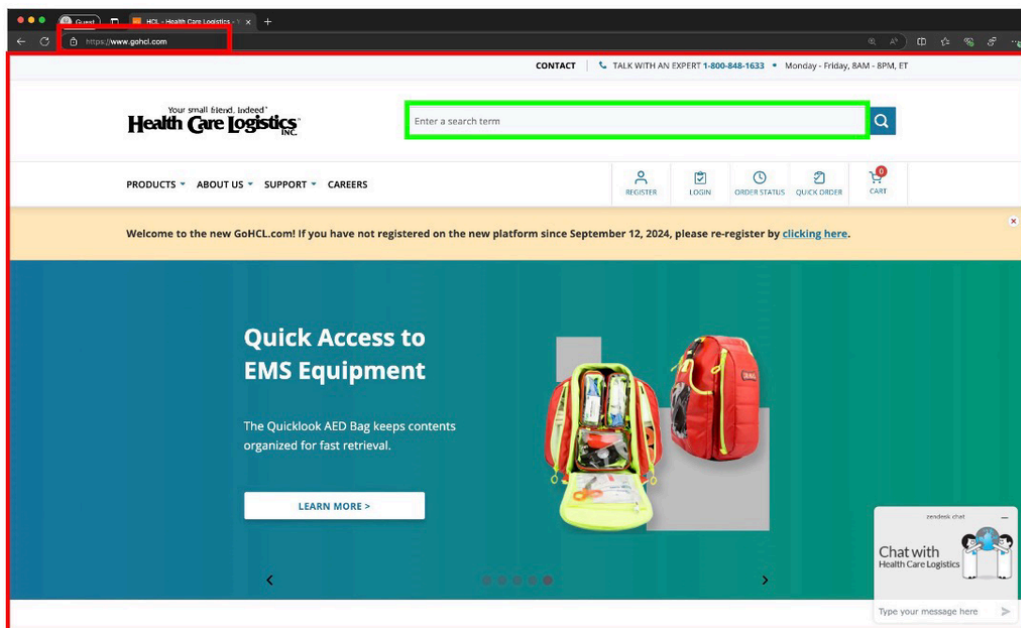
American Eagle uses 2 websites to power the [gohcl.com](https://www.gohcl.com) site.

Site 1: <https://www.gohcl.com>

Site 2: <https://healthcarelogistics.searchapi-na.hawksearch.com>

Red = Main Site - <https://www.gohcl.com>

Green = Search Site - <https://healthcarelogistics.searchapi-na.hawksearch.com>



If a customer runs into a Search issue, however the mainpage shows up just fine.

This indicates that the main page <https://www.gohcl.com> is accessible from the Customers network.

The Search issue (website blocked on the network) will look like the image below.

If the Mainpage <https://www.gohcl.com> is accessible but the error below is shown, this indicates that the customers network is currently blocking the Search site: <https://healthcarelogistics.searchapi-na.hawksearch.com>



How to fix?

Since the traffic coming from the customers side and its blocked there, the customer (hospital, pharmacy, etc) will need to get their IT staff to whitelist the following website:

- <https://healthcarelogistics.searchapi-na.hawksearch.com>

Once the site has been added to the customers Web Filter, the issue should be resolved.