CHECKING THE FIREWALL SETTINGS

Windows XP

- 1. Click Start > Settings > Control Panel
- 2. Double-click on Windows Firewall
- 3. Click the Exceptions tab.
- 4. Verify that the Network Scanner Tool is listed and checked. Click the "Add Port..." button.

隊 Windows Firewall 🔀	🕼 Windows Firewall 🗙
General Exceptions Advanced Image: Second stress of the second	General Exceptions Advanced Windows Firewall is blocking incoming network connections, except for the programs and services selected below. Adding exceptions allows some programs to work better but might increase your security risk. Programs and Services:
	Name Group Policy
🕑 🤄 🖸 n (recommended)	✓ File and Printer Sharing No
This setting blocks all outside sources from connecting to this computer, with the exception of those selected on the Exceptions tab.	HASP SRM No
	HASP SRM No
	McAfee Managed Services Agent No
Don't allow exceptions	✓ NDPS RPM & Notification Listener No
	✓ Network Diagnostics for Windows XP No
Select this when you connect to public networks in less secure locations, such as airports. You will not be notified when Windows	✓ Network Scanner Tool
Firewall blocks programs. Selections on the Exceptions tab will be	PC-Fax Notify Job Results No
ignored.	Remote Assistance No
	Remote Desktop No
© Off (not recommended)	Sharpdesk No
Avoid using this setting. Turning off Windows Firewall may make this computer more vulnerable to viruses and intruders.	Add Program Add Port Edit Delete
Windows Firewall is using your domain settings. What else should I know about Windows Firewall?	Display a notification when Windows Firewall blocks a program What are the risks of allowing exceptions?
OK Cancel	OK Cancel

Windows XP (continued)

- 5. Type Sharp in the Name field
- 6. Type 4687 (for Sharpdesk 3.2 & 3.3) in the port number field.
- 7. Select TCP and click the "OK" button.
- 8. Click "OK."
- 9. Send a test scan. If the scan fails, you may have another firewall blocking the scans.

Add a Port	×
Use these settings number and protoc want to use.	to open a port through Windows Firewall. To find the port ol, consult the documentation for the program or service you
Name:	Sharp
Port number:	4687
	TCP C UDP
What are the risks	of opening a port?
Change scope	OK Cancel

How do I determine if there's a firewall blocking the scans?

You can temporarily disable the firewall suspected of blocking the scans by disabling the service. Depending on the firewall, (i.e., Norton, Trend Micro, McAfee, AVG, etc.), you may be able to right-dick the icon on the system tray and temporarily disable It. Be aware, that you may not have sufficient permissions to do this and may need to consult with your I.T. Administrator. Another way to disable the service is to right-dick My Computer/Computer > Manage > Services & Applications > Services: Disable any service associated with the suspected firewall. Send a test scan. If the scan is received successfully then an exception will need to be created to allow access to port 4687 (TCP) and/or Network Scanner Tool and/or Sharpdesk. Remember to re-enable the services when finished testing. If the scan fails, there may be a firewall in place that may require assistance from the network administrator. They have access to firewalls on routers, managed switches, etc.

Windows 7

- 1. Click Start > Control Panel.
- 2. Click on System and Security.
- 3. Click Allow a program through Windows Firewall.



- 4. Click Change settings
- 5. Check the Network Scanner Tool box.

llowed programs and features:		
Name	Home/Work (Private)	Public
iSCSI Service		
Key Management Service		
Media Center Extenders		
Netlogon Service		
Network Discovery		
Vetwork Scanner Tool		
Performance Logs and Alerts		
Remote Assistance		
Remote Desktop		
Remote Event Log Management		
Remote Scheduled Tasks Management		
Remote Service Management		
	Details	Remov

- 6. Click "OK".
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