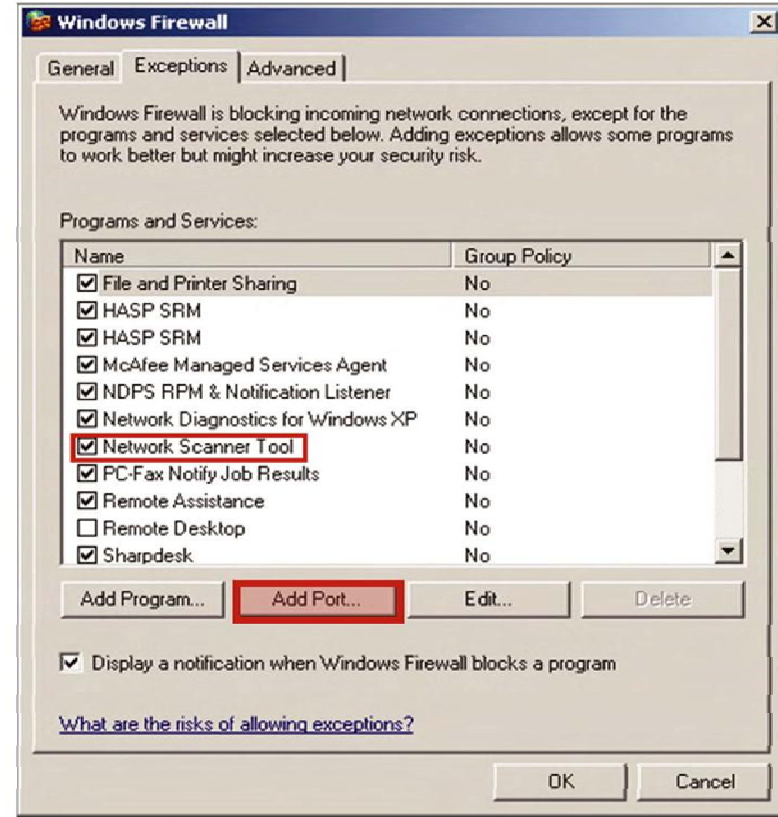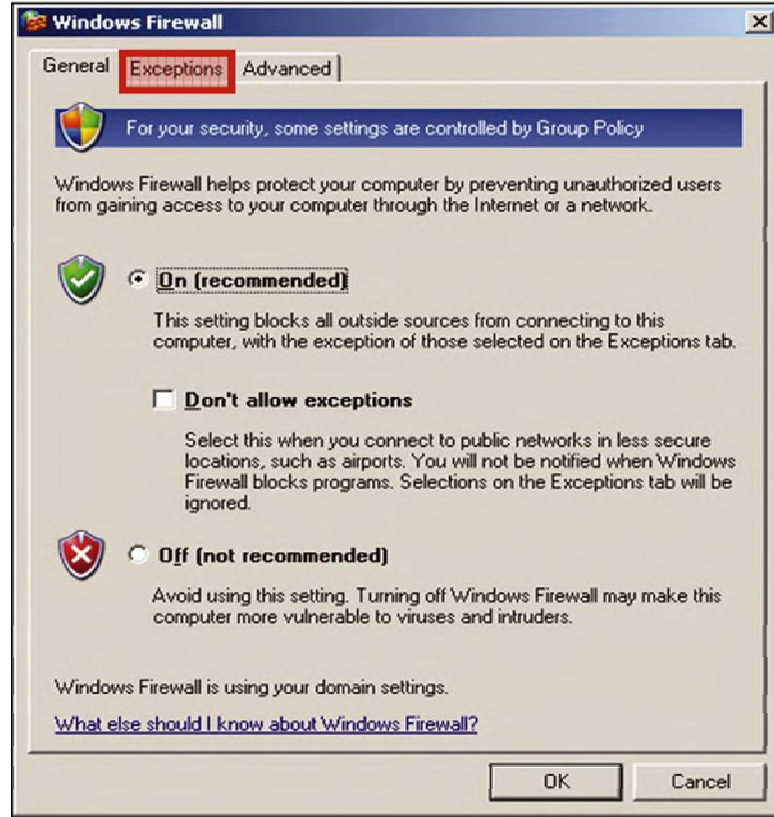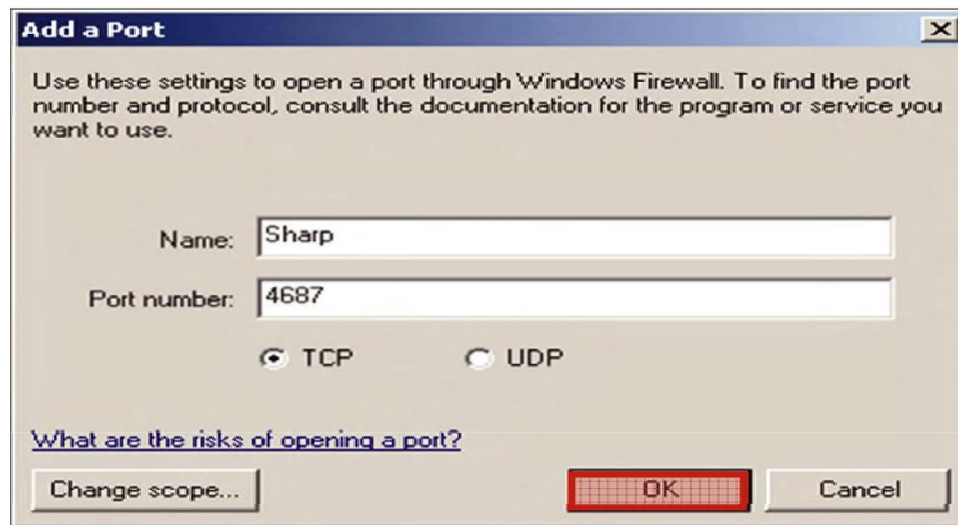# CHECKING THE FIREWALL SETTINGS

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.

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.
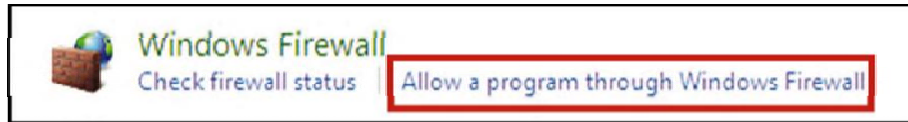

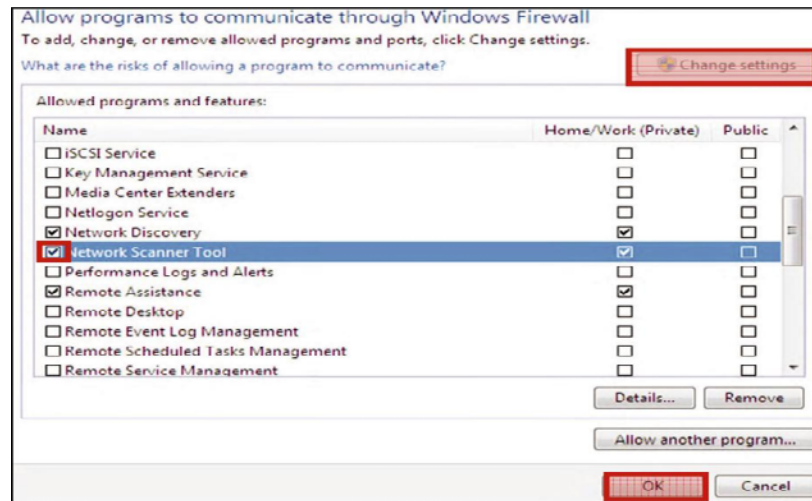### How do I determine if there's a firewall blocking the scans?

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-click 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-click 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.

6. Click "OK".
7. Send a test scan. If the scan fails, you may have another firewall blocking the scans.

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-click 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-click 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.