

ESET Tech Center

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Add a trusted IP address to allow connection to a network device such as a computer or printer in ESET Security Management Center (7.x)

Anish | ESET Nederland - 2022-08-19 - [Comments \(0\)](#) - [ESET Security Management Center](#)

Issue

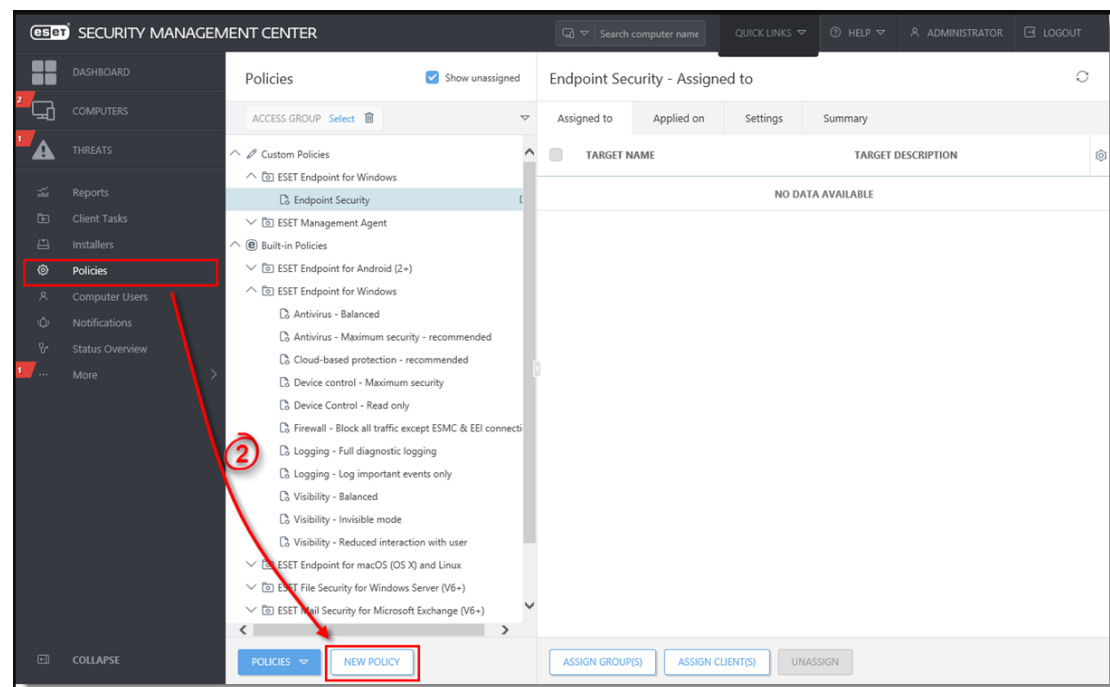
If you are unable to connect to another computer or device, such as a printer on your network, you can add these devices to the trusted range of IP addresses defined on the computer you are trying to connect from.

Solution

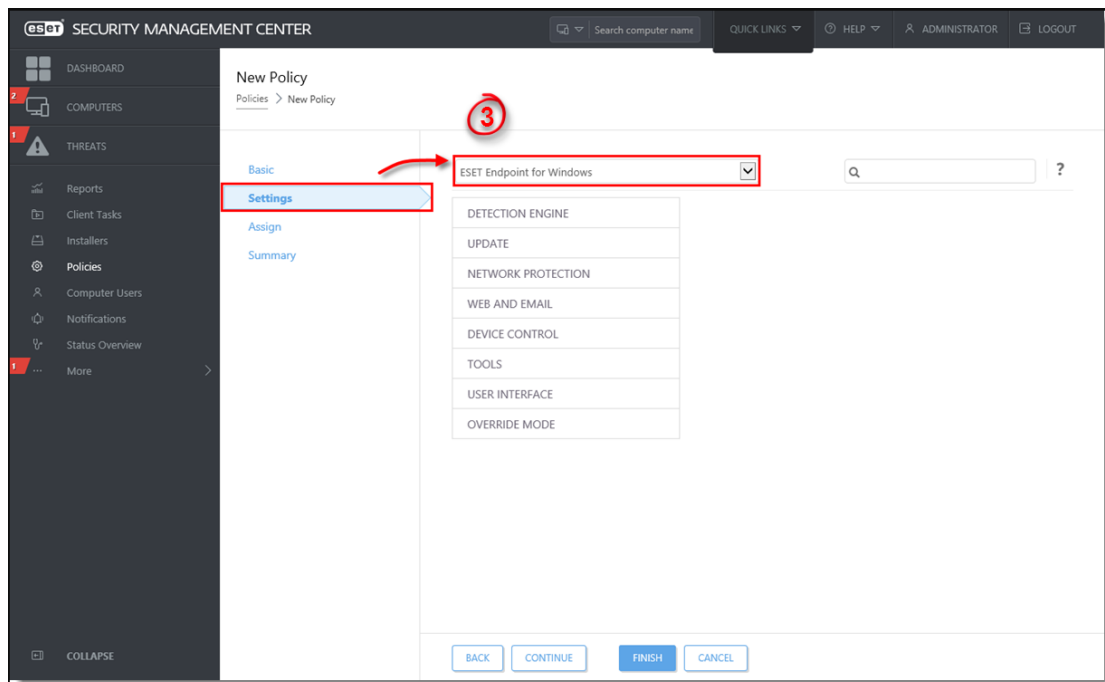
Endpoint users: [Perform these steps on individual client workstations](#)

Home users: [View instructions to resolve this issue in your ESET home product](#)

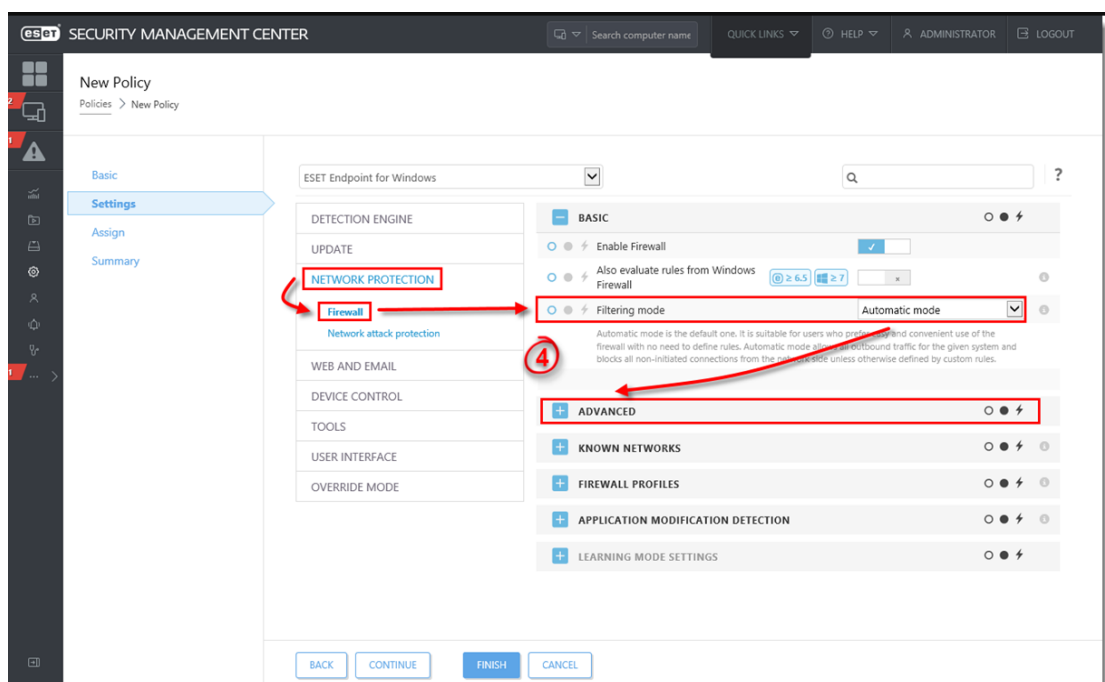
1. [Open ESET Security Management Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **Policies** → **New Policy** (or **Policies** → **Edit** to edit an existing policy).



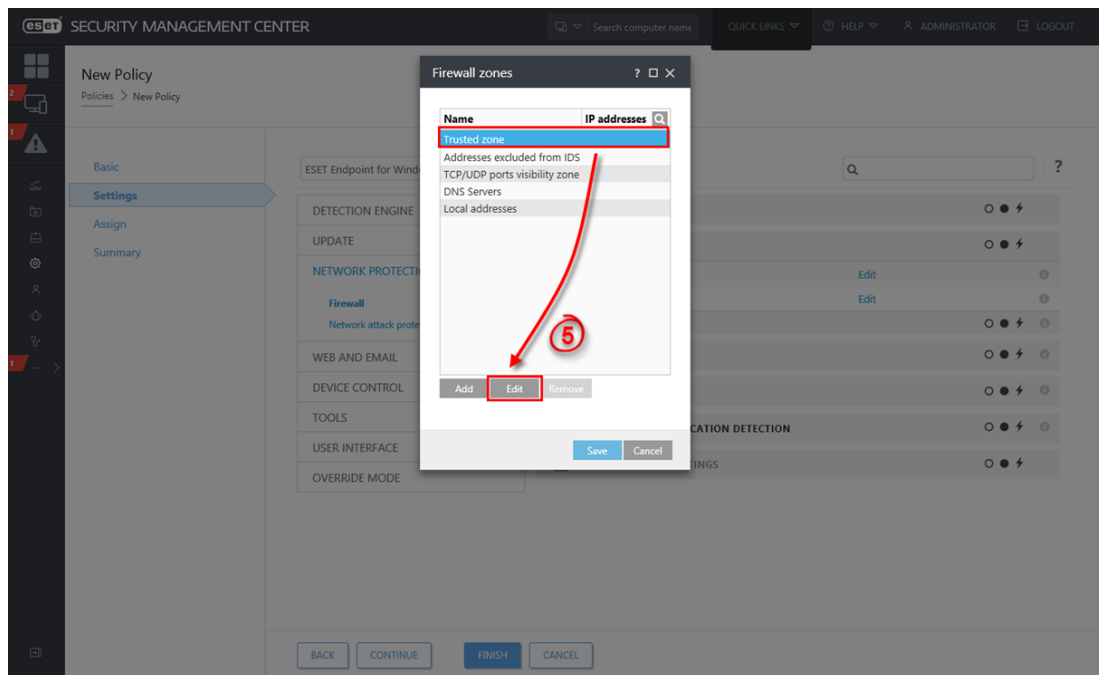
3. Click **Settings** and select **ESET Endpoint for Windows** from the product drop-down menu.



4. Click **Network Protection**, select **Firewall**, select **Automatic mode** from the **Filtering mode** drop-down menu and then click **Advanced** and click **Edit** next to **Zones**.



5. Select **Trusted zone** and click **Edit**.



6. Type the trusted IP address(es) in the **Remote computer address** field and click **OK**.



Multiple IP addresses

Use commas to separate multiple IP addresses, for example: 192.168.1.5, 10.1.0.99, 10.1.0.0/255.255.0.0

Edit zone

Name

Trusted zone

Description

The actual trusted zone is computed from these addresses and addresses specified in networks marked as home or office

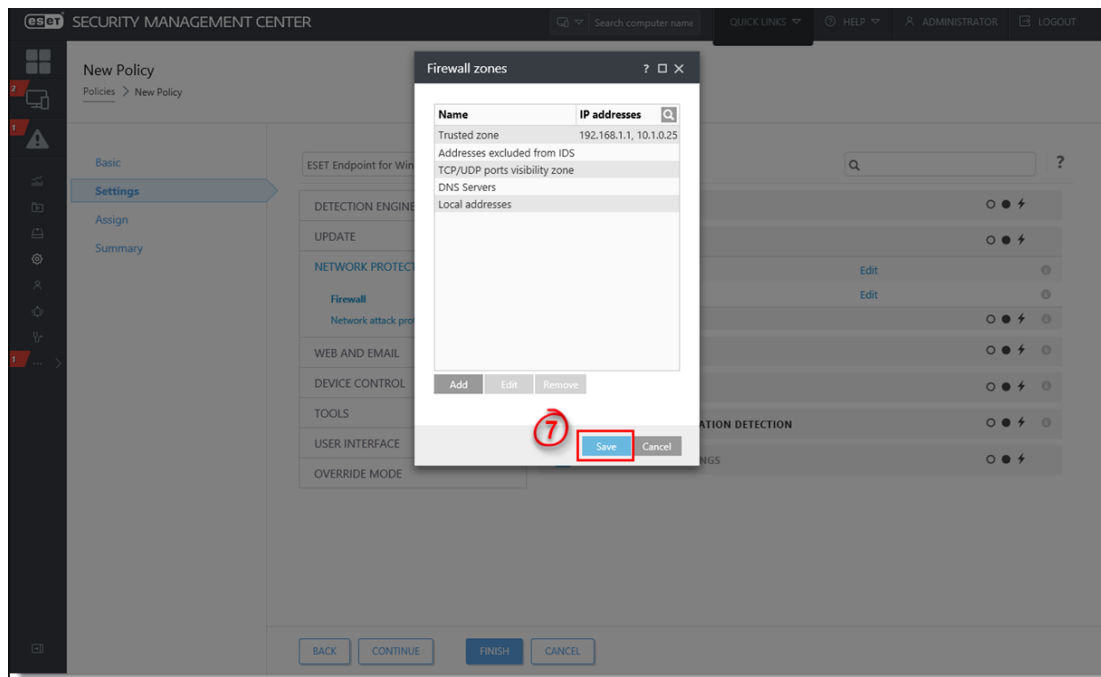
Remote computer address (IPv4, IPv6, range, mask)

192.168.1.1, 10.1.0.25

6

OK

7. Click **Save** and assign the policy to the designated host or group. The IP addresses used below are examples; you must enter the actual IP address of the computer/device that you are connecting to.



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