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)

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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: <u>View instructions to resolve this issue in your ESET home product</u>

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

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

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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**.

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

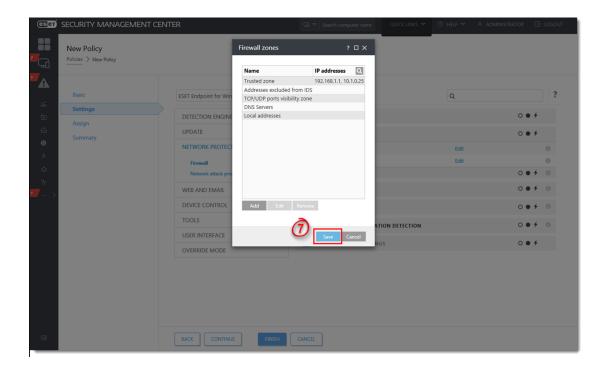
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6.Type the trusted IP adress(es) in the **Remote computer address** field and click **OK**.

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		? 🗆 X
Name	Trusted zone	
Description	The actual trusted zone is computed from these adresses and adresses specified in networks marked as home or office	$\langle \rangle$
Remote computer address (IPv4, IPv6, range, mask)	192.168.1.1, 10.1.0.25	↔ 6
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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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