

ESET Tech Center

Knowledgebase > Legacy > Disable the Personal Firewall in ESET Endpoint Security (6.x)

Disable the Personal Firewall in ESET Endpoint Security (6.x)

Ondersteuning | ESET Nederland - 2017-12-05 - Comments (0) - Legacy

<https://support.eset.com/kb3716>

Issue

You need to disable the ESET Firewall for troubleshooting purposes

Solution

Disabling the Firewall can expose you to threats

Unless you have been instructed by ESET technical support to disable the Firewall, we recommend that you leave the Firewall enabled.

If you do not use ESET Remote Administrator to manage your network

[Perform these steps on individual client workstations.](#)

In ESET Remote Administrator

Permissions changes in ESET Remote administrator 6.5 and later

Before proceeding, please note important changes to user access rights and permissions in the latest versions of ESET

Remote Administrator.

[View
Permissions
Changes](#)

[View
permissions
s](#)
Once
e
the
se
per
mis
sion
s
are
in
plac
e,
foll
ow
the
ste

ps
bel
ow.

1. Open
ESE
T
Re
mot
e
Ad
min
istr
ato
r
We
b
Con
sol
e
(ER
A
We
b
Con
sol
e)
in
you
r
we
b
bro
wse
r
and
log
in.
[Op
en](#)

[ER](#)
[A](#)
[We](#)
[b](#)
[Con](#)
[sol](#)
[e.](#)

2. Click **Admin**

→

Pol
icie
s →

Ne
w
Pol
icy.

To edit an existing policy, select the policy that you want to modify

and
click
the
gear
r
ico
n 

→

**Edi
t.**



**Fig
ure
1-1
Clic**

**k
the
ima
ge
to
vie
w
lar
ger
in
ne
w
win
do
w**

3. Typ
e a
na
me

for
the
ne
w
poli
cy
in
the
the
**Na
me**
fiel
d.



**Fig
ure
1-2**

4. Exp
and
the
the
**Set
tin
gs**
sec
tion
and
sel
ect
**En
dp
oin
t
for
Wi
nd
ow
s.**
5. Clic
k **P**

**ers
on
al
Fir
ew
all.**

6. Expand the **Basic** section and click the slider bar next to **Enable Personal firewall** to disable it.



**Figure
1-3**

Click the image to view larger in new window

7. Expand the **Assignment** section, click **Add Computers**, select the client

for
the
poli
cy
and
the
n
cl
ic
k **O**
K.



**Fig
ure
1-4
Clic
k
the
ima
ge
to
vie
w
lar
ger
in
ne
w
win
do
w**

8. The
poli
cy
will
be

applied on the client computer and then you can start troubleshooting.

9. When you have finished troubleshooting, open the policy you

create
d
above,
click
the
slider
bar
next
to
**En
abl
e
Per
so
nal
fire
wal
l**
to
re-
ena
ble
it
and
the
n
click **Fi
nis
h.**



**Fig
ure
1-5
Clic**

**k
the
ima
ge
to
vie
w
lar
ger
in
ne
w
win
do
w**

Usi
ng
Ov
err
ide
Mo
de
in
ES
ET
Re
m
ot
e

Ad mi nis tra tor

ESE

T

End
poi
nt
ver
sion

6.5

incl
ude
s an

Ove
rrid

e

mo
de

opti
on.

Wh
en

Ove
rrid

e

mo
de

is

swit

ched
don
from
m
ERA
We
b
Con
sole
, a
use
ron
a
clie
nt
ma
chi
ne
can
cha
nge
the
sett
ings
in
the
inst
alle
d
ESE
T

End
poi
nt
pro
duc
t,
eve
n if
the
sett
ings
wer
e
lock
ed
by
ano
ther
poli
cy.
Afte
r
the
cha
nge
s
hav
e
bee
n
con
figu

red
on
the
the
client
machine,
the
configuration
can
be
requested
and
saved
as a
new
policy
that
can
be
applied
on
oth

er
co
mp
uter
s.

[Clic
k
for
mor
e
info
rma
tion
abo
ut
Ove
rrid
e
mo
de.](#)

[In
ES
ET
En
dp
oin
t
Se
cu](#)

rit
y

1. Open ESET Endpoint Security. [Open my ESET I product.](#)
2. Press **F5** to access Advanced setup.
3. Click **Firewall**, click

k
the
slid
er
bar
nex
t
to
**En
abl
e
Fir
ew
all**
to
dis
abl
e it
and
the
n
cl
ic
k **O
K.**



**Fig
ure
2-1**

4. Wh
en
you
hav
e
fini
she
d
tro
ubl

esh
ooti
ng
or
test
ing,
rep
eat
ste
ps
1-3
to
re-
ena
ble
the
Fire
wall
and
the
n
cl
ic
k **O**
K.



**Fig
ure
2-2**

Tags

EES 6.x

Endpoint