

# ESET Tech Center

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## ESET is blocking a website I know to be safe—I want to exclude it (6.x)

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<https://support.eset.com/kb5893>

### Issue

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A website that you know to be safe is being blocked by Web Access Protection


#### I am a Home user

### Solution

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

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

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. [Open ERA Web Console](#).
2. Click **Admin**  → **Policies**. Select the applicable master policy, click the gear icon and then select **Edit**.



**Figure 1-1**

3. Expand **Settings** → **Web and Email** → **Web access protection** → **URL Address Management** and then click **Edit**



**Figure 1-2**

4. Select **List of addresses excluded from checking** and click **Edit**.



**Figure 1-3**

5. Click **Add**.



**Figure 1-4**

6. Type the URL address into the blank field and click **OK**.



**Figure 1-5**

7. In the **Edit list** window, click **Save**.



**Figure 1-6**

8. In the **Address list** window, click **Save**.



**Figure 1-7**

9. Click **Finish**.



**Figure 1-8**

The blocked website is now accessible.

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## Exclude websites on individual client workstation

1. Open the ESET Endpoint Security or ESET Endpoint Antivirus. [Open my ESET product](#).
2. Press the **F5** key to open Advanced setup.
3. Expand **Web and Email** → **Web access protection** → **URL Address Management** and then click **Edit** next to Address list.



**Figure 2-1**

4. Select **List of addresses excluded from checking** and click **Edit**.



**Figure 2-2**

5. Click **Add**.

1. Type the URL address into the blank field and click **OK**.



**Figure 2-3**

2. In the **Edit list** window, click **OK**.



**Figure 2-4**

3. In the **Address list** window, click **OK**.



**Figure 2-5**

4. In the **Advanced setup** window, click **OK**.



## Figure 2-6

The blocked website is now accessible.

Tags  
ERA 6.x