

Use ESET Security Management Center (7.x) to disable endpoint firewall

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Issue

You need to disable the ESET Firewall for troubleshooting purposes

Solution

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

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.

ESET Security Management Center (ESMC) 7 User Permissions

This article assumes that your ESMC user has the correct access rights and permissions to perform the tasks below.

If you are still using the default Administrator user, or you are unable to perform the tasks below (the option is grayed out), see the following article to create a second administrator user with all access rights (you only need to do this once):

- [Create a second administrator user in ESET Security Management Center 7.x](#)

[View permissions needed for least privilege user access](#)

1. [Open ESET Security Management Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **Policies** → **New Policy**.


To edit an existing policy, select the policy that you want to modify and click the gear icon  → **Edit**.



Figure 1-1

Click the image to view larger in new window

1. Type a name for the new policy in the **Name** field.



Figure 1-2

Click the image to view larger in new window

1. Click the **Settings** section and select **Endpoint for Windows**.
2. Click **Network Protection → Firewall**.
3. Expand the **Basic** section and click the slider bar next to **Enable Firewall** to disable it.



Figure 1-3

Click the image to view larger in new window

1. Expand the **Assign** section, click **Assign**, select the client that the policy will be applied to and then click **OK**.



Figure 1-4

Click the image to view larger in new window

1. The policy will be applied on the client computer and then you can start troubleshooting.
2. When you have finished troubleshooting, open the policy you created above, click the slider bar next to **Enable Firewall** to re-enable it and then click **Finish**.



Figure 1-5

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Use Override mode in ESET Security Management Center

ESET Endpoint version 6.5 and later include an Override mode option. When Override mode is switched on from ESMC Web Console, a user on a client machine can change the settings in the installed ESET Endpoint product, even if the settings were locked by another policy. After the changes have been configured on the client machine, the configuration can be requested and saved as a new policy that can be applied on other computers.

[Click for more information about Override mode.](#)