ESET Tech Center

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

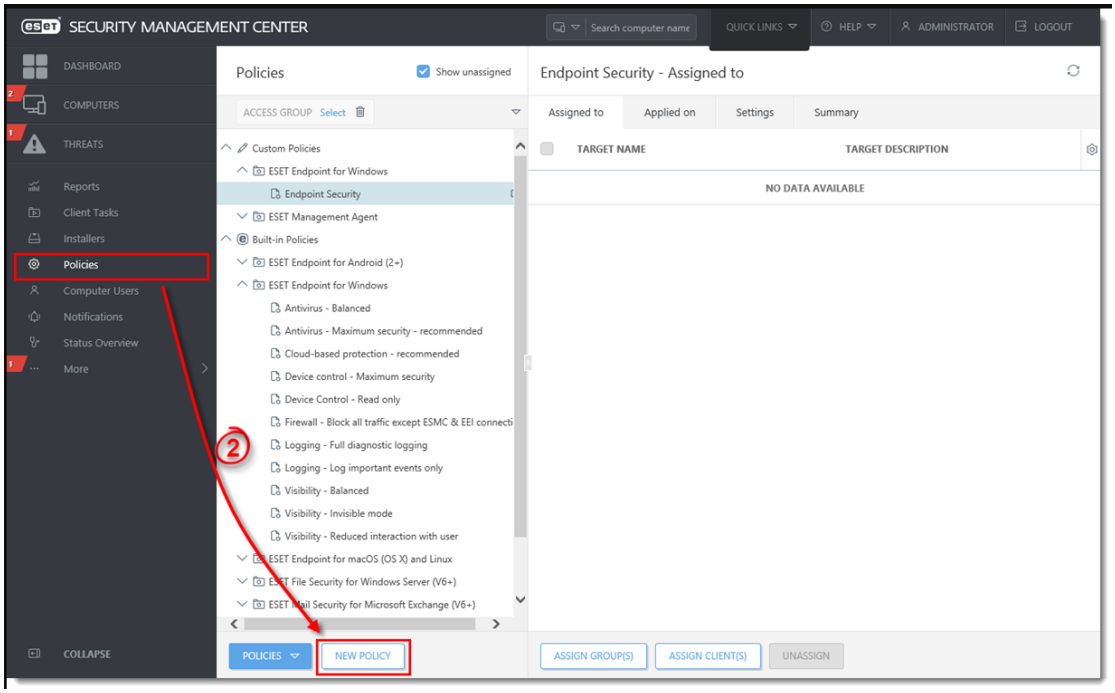
If you are unable to connect to another computer or device, such as a printer on your network, you can add these devices to the trusted range of IP addresses defined on the computer you are trying to connect from.

Solution

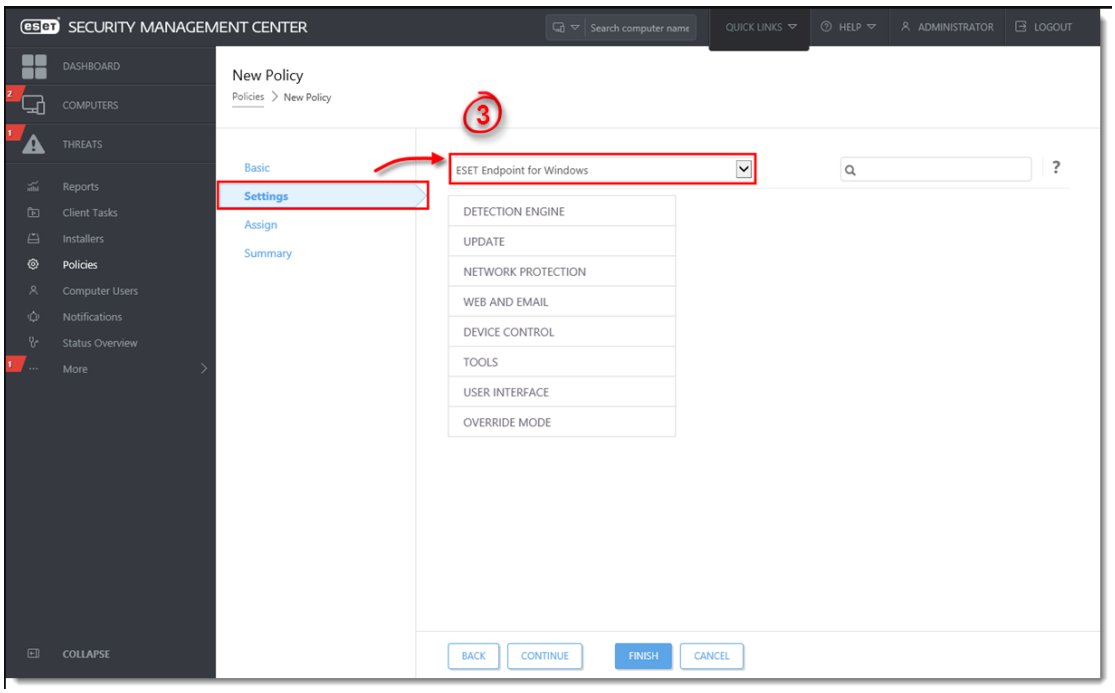
Endpoint users: Perform these steps on individual client workstations

Home users: View instructions to resolve this issue in your ESET home product

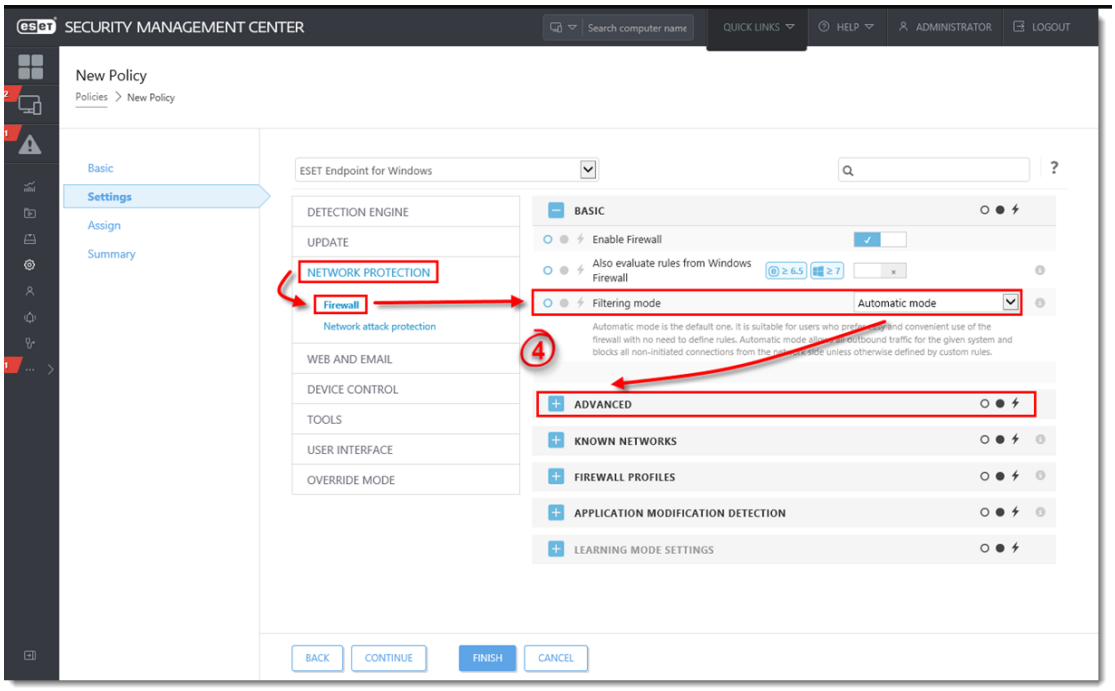
1. Open ESET Security Management Web Console (ESMC Web Console) in your web browser and log in.
2. Click **Policies** → **New Policy** (or **Policies** → **Edit** to edit an existing policy).



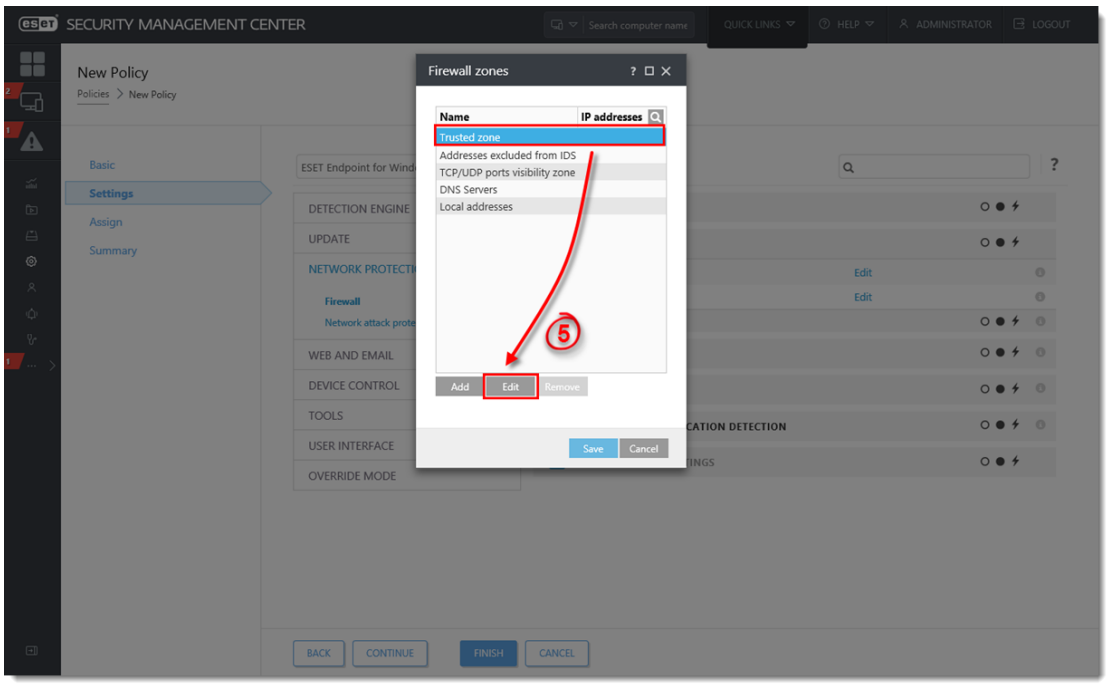
3. Click **Settings** and select **ESET Endpoint for Windows** from the product drop-down menu.



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**.

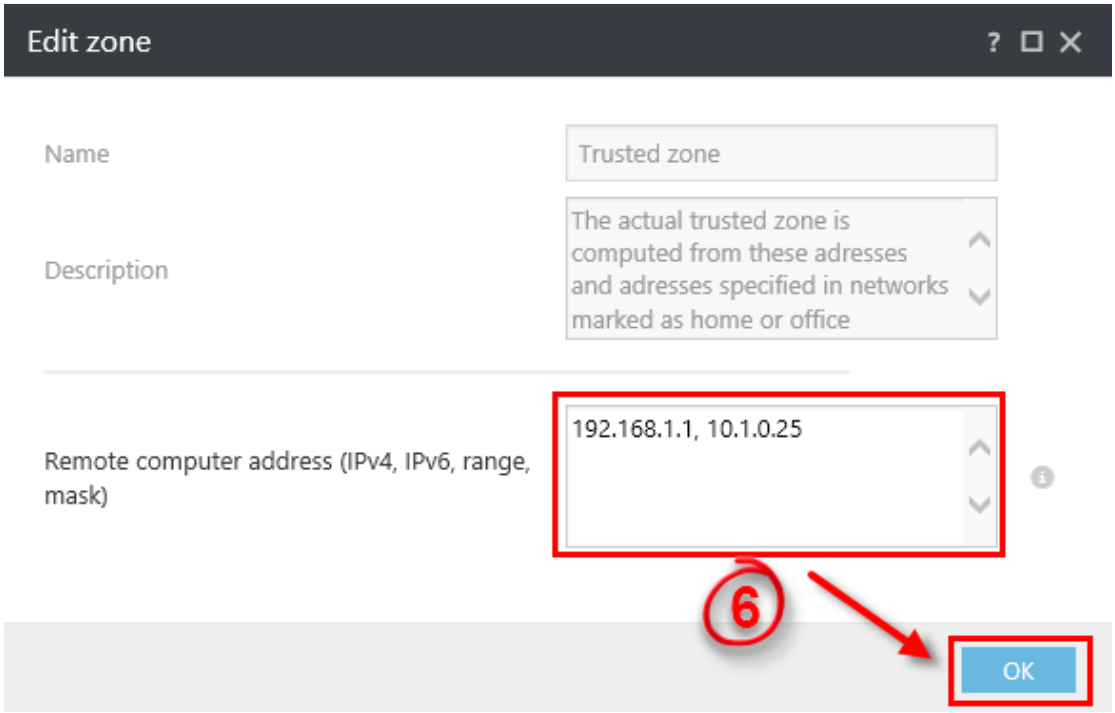


5. Select **Trusted zone** and click **Edit**.

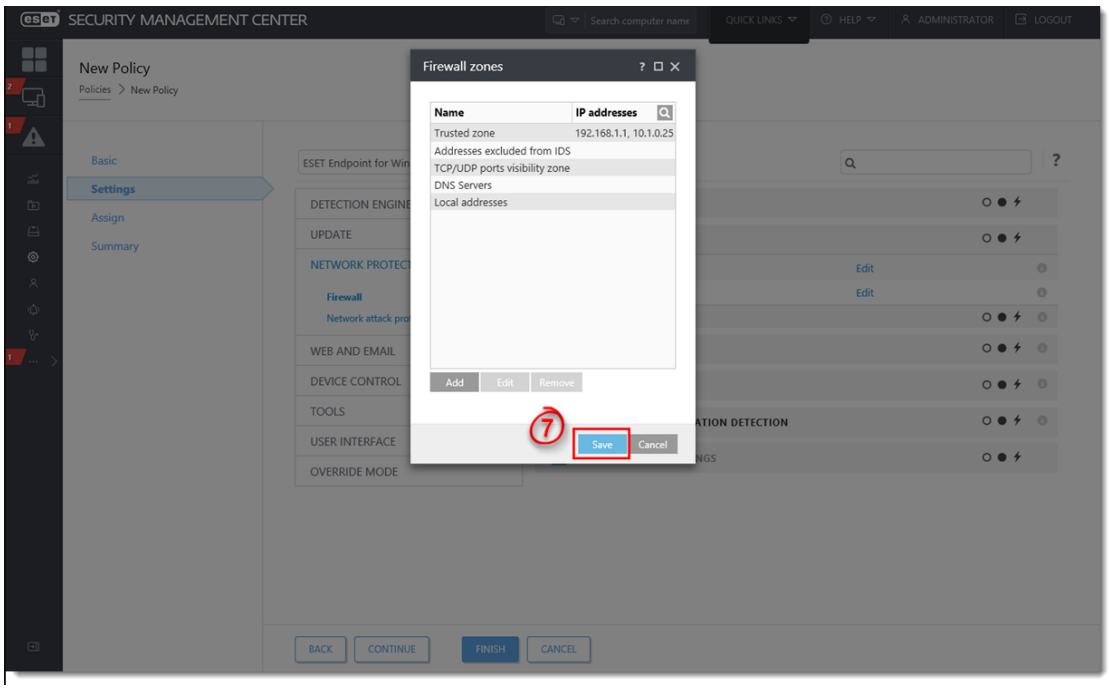


6.Type the trusted IP adress(es) in the **Remote computer address** field and click **OK**.

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



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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