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

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (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
Once these permissions are in place, follow the steps below.

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** → **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**

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



**Figure 1-2**

4. Expand the **Settings** section and select **Endpoint for Windows**.

5. Click **Personal Firewall**.

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 **Assign** section, click **Add Computers**, select the client for the policy and then click **OK**.



**Figure 1-4**
**Click the image to view larger in new window**

8. The policy will be applied on the client computer and then you can start troubleshooting.

9. When you have finished troubleshooting, open the policy you created above, click the slider bar next to **Enable Personal**

**firewall** to re-enable it and then click **Finish**.



**Figure 1-5**
**Click the image to view larger in new window**

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## Using Override Mode in ESET Remote Administrator

ESET Endpoint version 6.5 includes an Override mode option. When Override mode is switched on from ERA 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.

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## In ESET Endpoint Security

1. Open ESET Endpoint Security. Open my ESET product.

2. Press **F5** to access Advanced setup.

3. Click **Firewall**, click the slider bar next to **Enable Firewall** to disable it and then click **OK**.



**Figure 2-1**

4. When you have finished troubleshooting or testing, repeat steps 1-3 to re-enable the Firewall and then click **OK**.



**Figure 2-2**

- Tags
- EES 6.x
- Endpoint