

Unblock a safe website on an endpoint using ESET PROTECT (8.x - 10.x) or ESET PROTECT Cloud

Mitch | ESET Nederland - 2023-01-13 - [Reacties \(0\)](#) - [ESET PROTECT Cloud](#)



Issue

- A website that you know to be safe is being blocked by Web Access Protection.
- Exclude a web address from being reported by Web Access Protection
- Allow access to a known safe website.

Solution

1. [Open ESET PROTECT or ESET PROTECT Cloud Web Console](#) in your web browser and log in.
2. Click **Policies** and select the ESET product for the desired policy.



1. Right-click the policy name and select **Edit**.



1. Click **Settings** → **Web and Email** and click **Web access protection**.

Address list ? □ ×

🔍

List name	Address types	List description
List of allowed addresses	Allowed	
List of blocked addresses	Blocked	
List of addresses excluded from content scan	Found malware is ignored	

Add Edit Remove

Add a wildcard (*) to the list of blocked addresses to block all URLs except those included in a list of allowed addresses.

Save Cancel

1. Expand **URL Address Management** and click **Edit**.

Edit list ? □ ×

Address list type Found malware is ignored ▾

List name List of addresses excluded from

List description

List active

Notify when applying

Logging severity ⓘ ≥ 6.6 None ▾

Address list

1. Select **List of addresses excluded from content scan** and click **Edit**.



1. Click **Add**.

Edit list ? □ ×

Address list type Found malware is ignored ▾

List name List of addresses excluded from

List description

List active

Notify when applying

Logging severity ▾

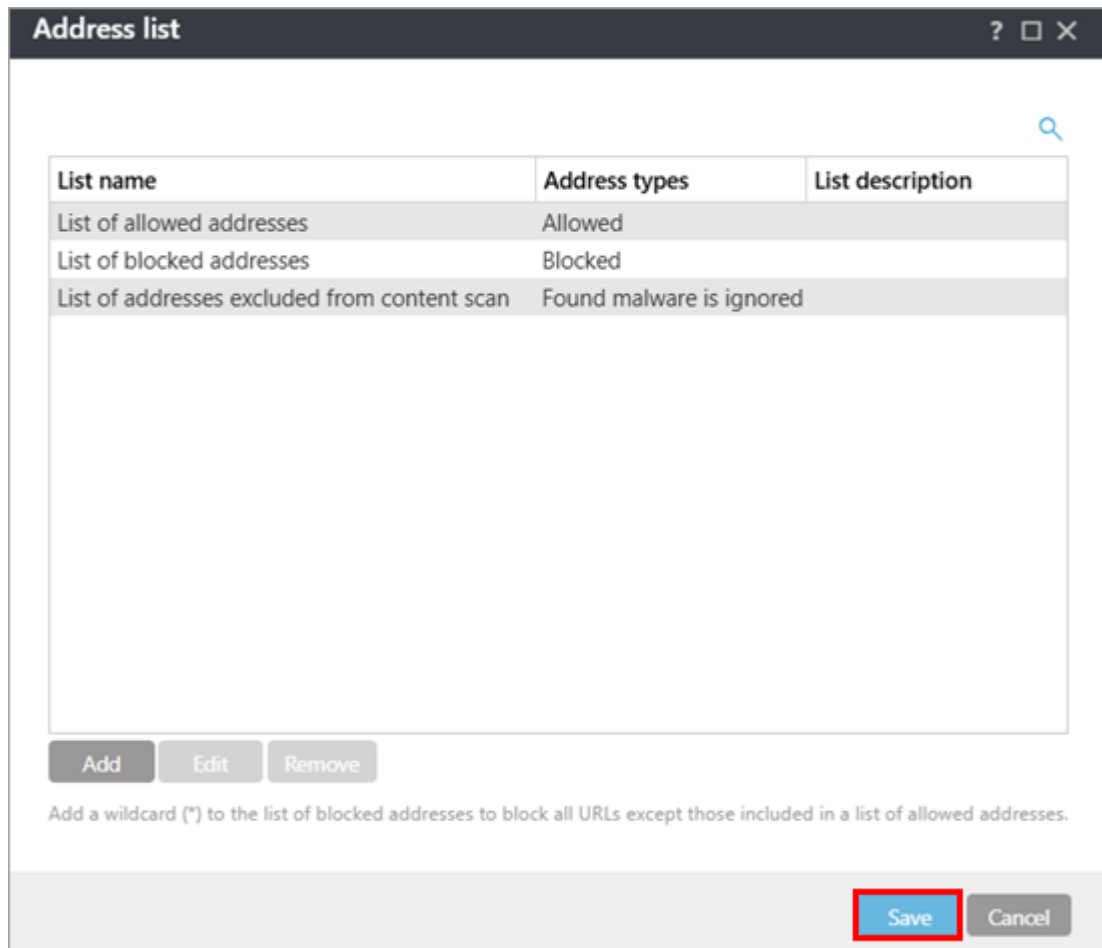
Address list

eset.com

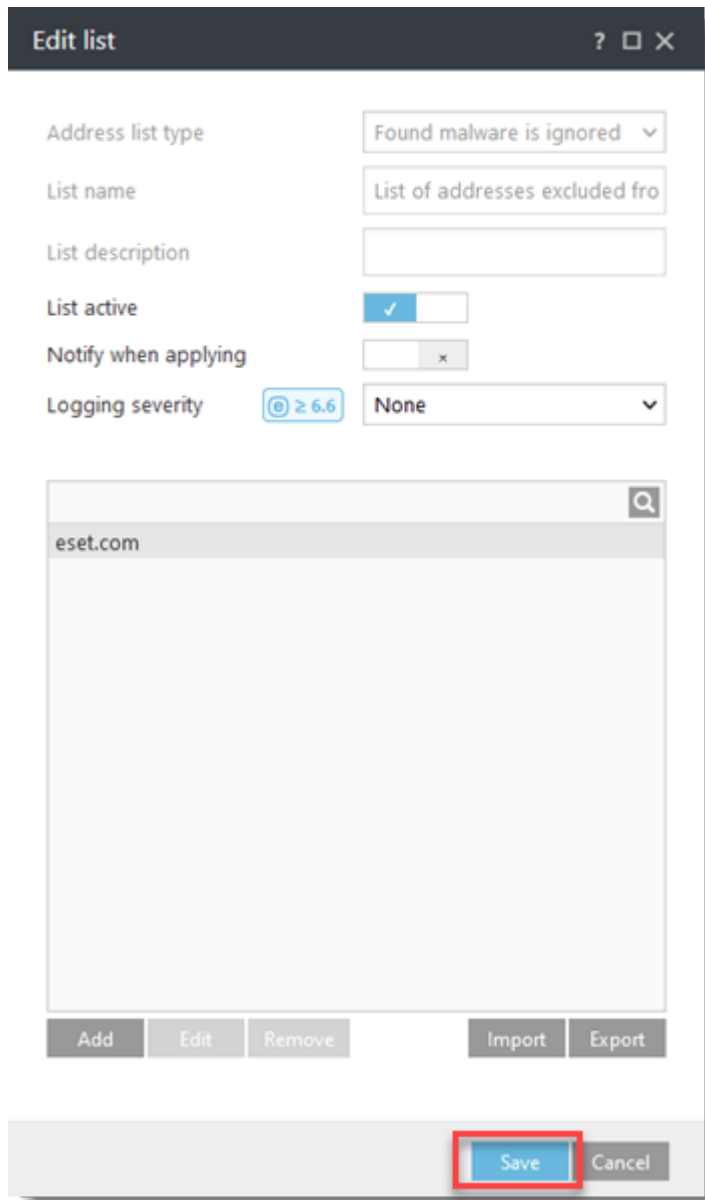
Add Edit Remove Import Export

Save Cancel

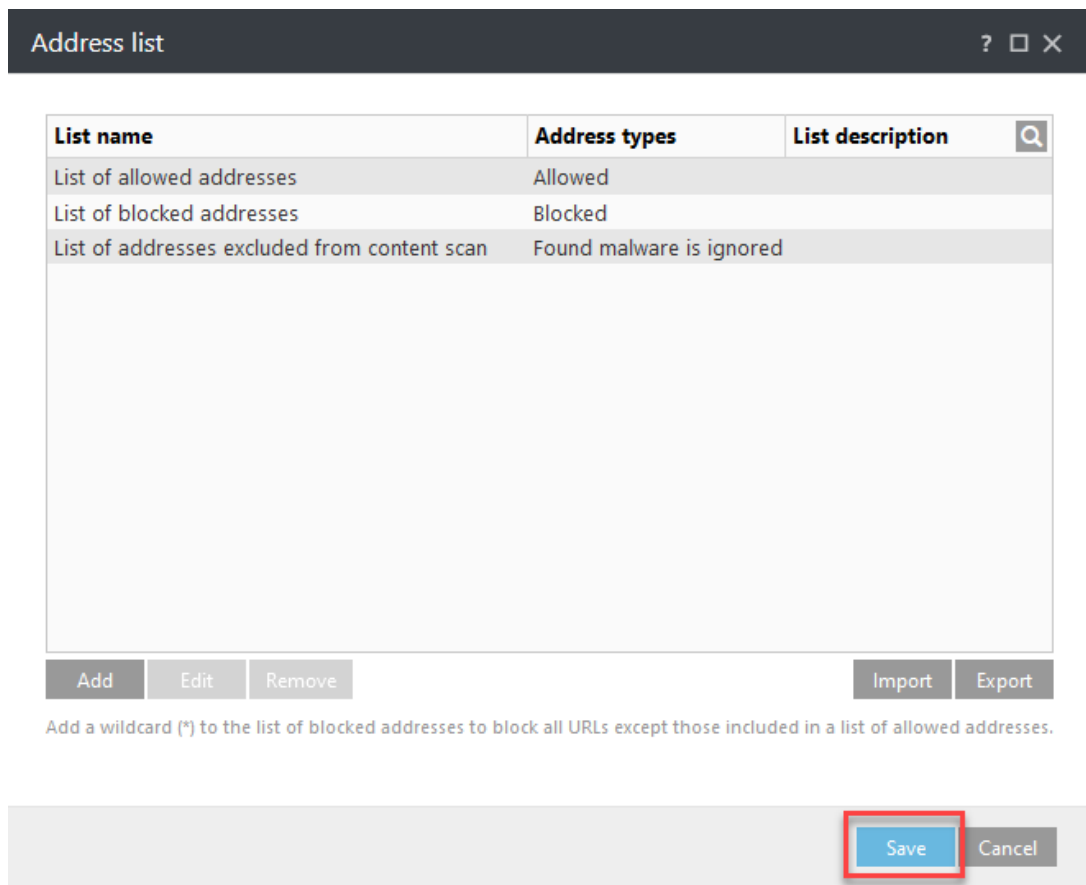
1. Type the URL address into the blank field and click **OK**.



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



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



1. Click **Finish**. The blocked website is now accessible.

