# **ESET Tech Center**

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Use ESET Remote Administrator to configure an ESET Endpoint Security deployment to prevent loss of network connectivity (6.x)

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https://support.eset.com/kb5847

## Issue

Prevent loss of internet connectivity on client computers due to firewall settings when deploying ESET Endpoint Security

# Solution

# I. Edit Firewall rules in ESET Remote Administrator

- 1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. <u>How do I open ERA Web</u> <u>Console?</u>
- 2. Click Admin  $\ge$   $\rightarrow$  Policies  $\rightarrow$  New Policy.
- 3. In the **Basic** section, type in a **Name** and an optional **Description**.

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#### Figure 1-1

- 4. Expand **Settings** and select **ESET Security Product for Windows** from the drop-down menu.
- 5. Click **Personal Firewall**, expand **Basic** and then click **Edit** next to **Rules**.

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#### Figure 1-2

## Click the image to view larger in new window

6. Click **Show built in (predefined) rules** and deselect the check boxes next to **Block incoming NETBIOS requests** and **Block incoming RPC requests**.

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### Figure 1-3

7. Click **OK** and continue to part II below.

II. Add the IP range/subnets to the Personal firewall prior to deploying ESET Endpoint Security

 In the Personal Firewall → Basic section, click Edit next to Zones.

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#### Figure 2-1

#### Click the image to view larger in new window

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

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#### Figure 2-2

3. In the **Remote computer address** field, add your IPv4 and Remote IP addresses, ranges, masks and subnets (for example, any VPN networks and all subnets inside your network), and then click **OK**.

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#### Figure 2-3

4. Click **Save**. Once the system checks in to ERA with the new settings, you can deploy ESET Endpoint Security to your network.

Tags EES ERA 6.x