

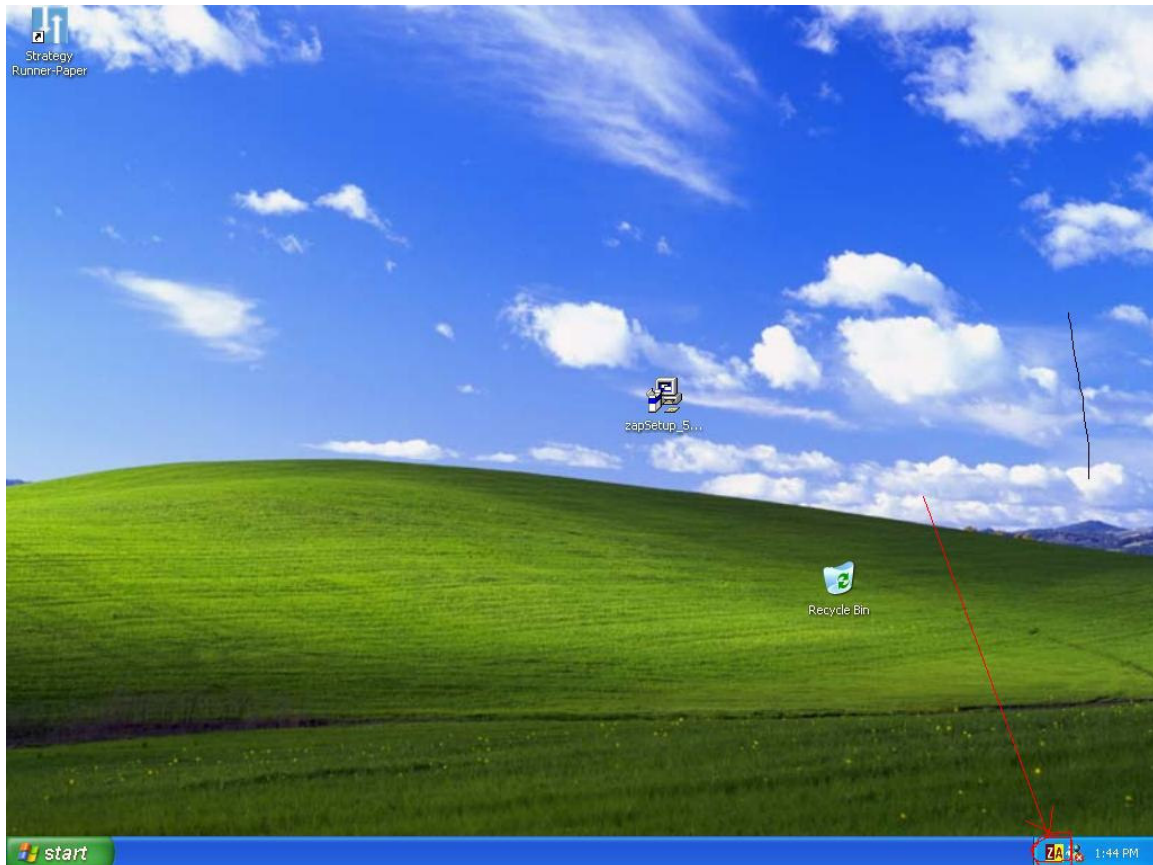
Console Firewall Troubleshooting Guide

ZoneAlarm firewall

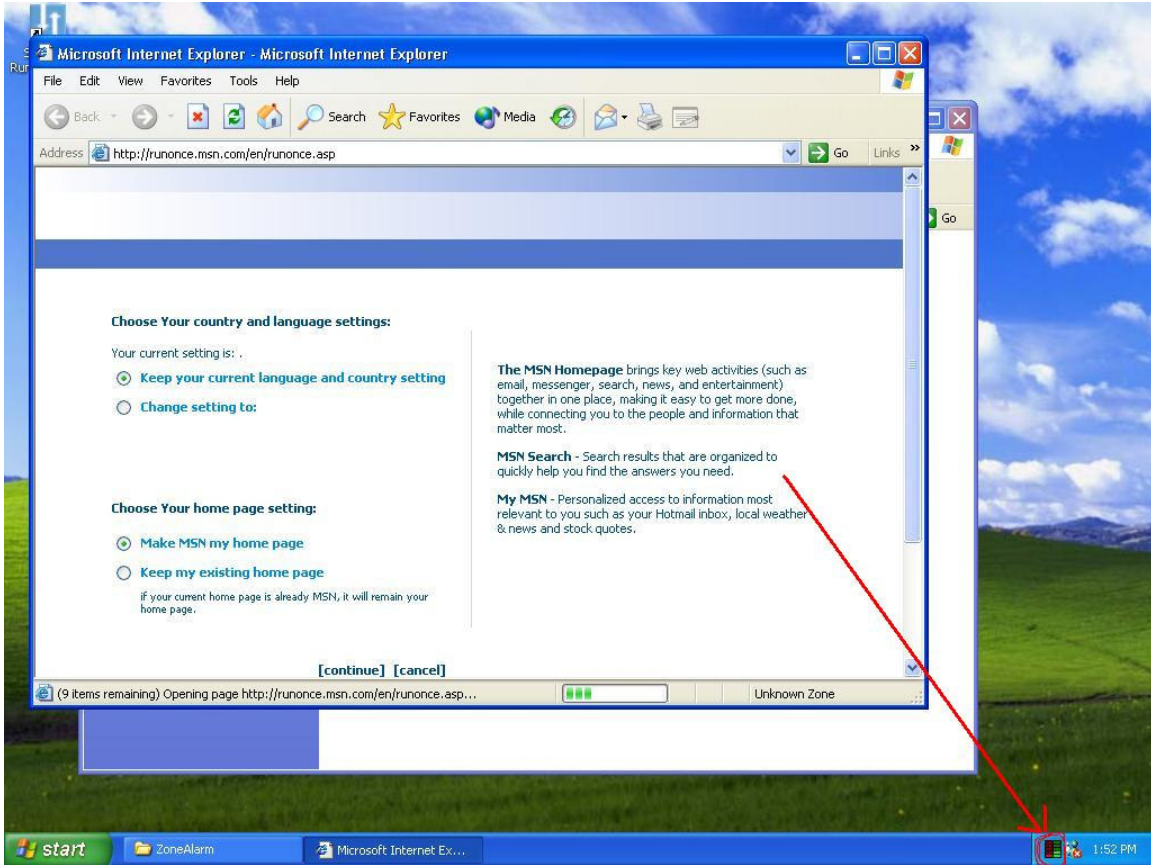
In order to identify that user has ZoneAlarm firewall running you need to look at tray area (near computer clock).

There are two possible icons for ZoneAlarm depending on its state.

When there is no internet traffic the icon looks like that:



When there is some internet activity the icon looks like that:



In order to access the settings you need to double click on the tray icon. When you do that you should see the following screen:



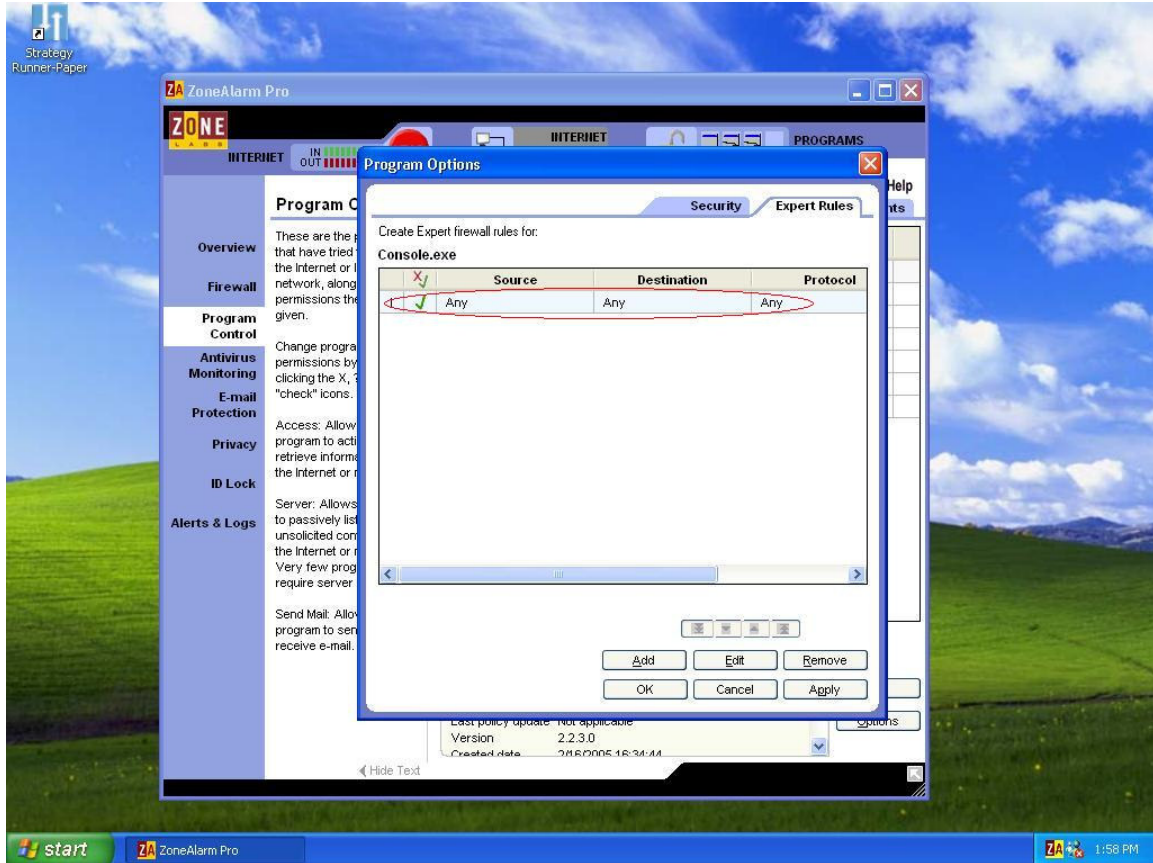
Please Click on “Program Control” (Highlighted on the picture).

Once there click on “Programs” TAB.
Look up Console.exe in the list of programs.



Make sure there are no red X signs next to it.
All tabs should be either question mark or the V sign.
If there are any X signs please change them to V signs.
In order to do that, just click on the X sign and select “Allow” in the drop down list that appears.
Now right click on the Console.exe and select “Options”.

In the form that appears, click on “Expert Rules” TAB.



If there are rules listed please delete them.

In order to do that, right click on every rule and select “Remove”.

Click OK to close the form.

After you made all the changes just close the ZoneAlarm configuration window.

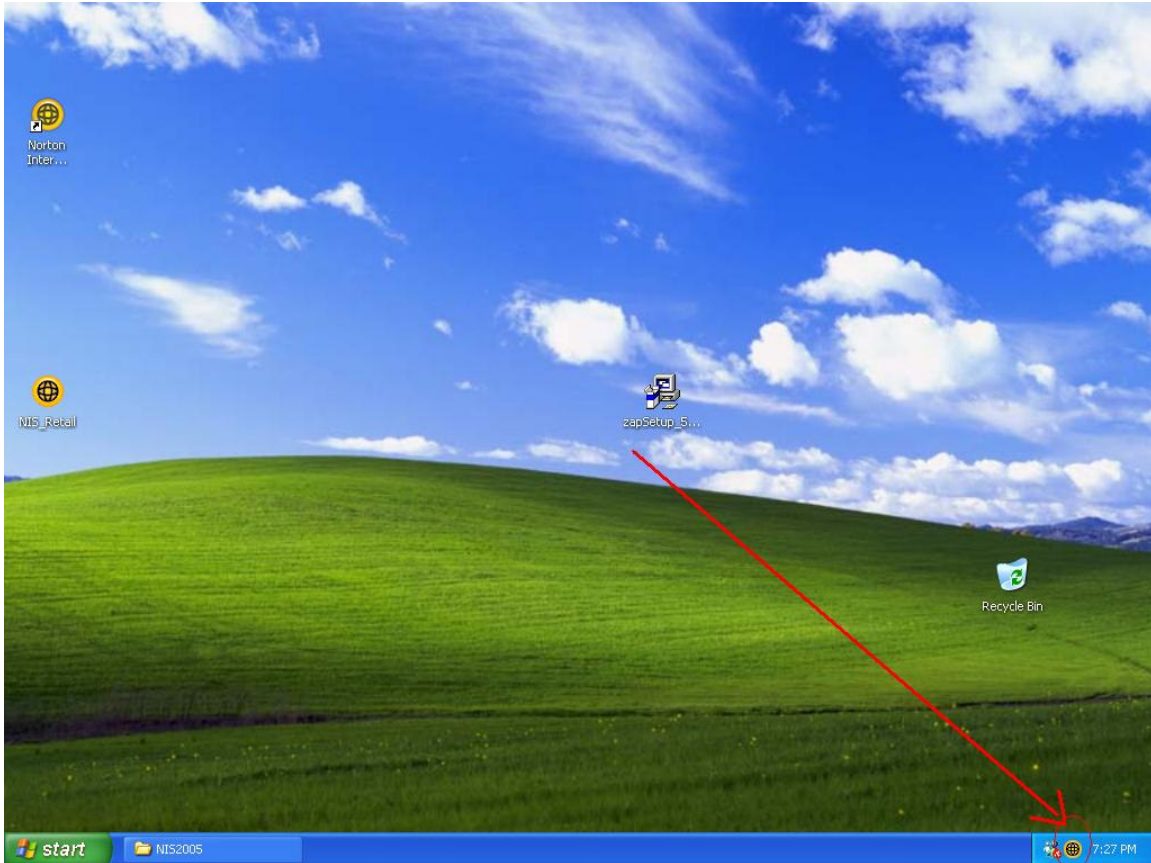
There is no OK button to press and the changes should take effect immediately.

Norton Internet Security Firewall

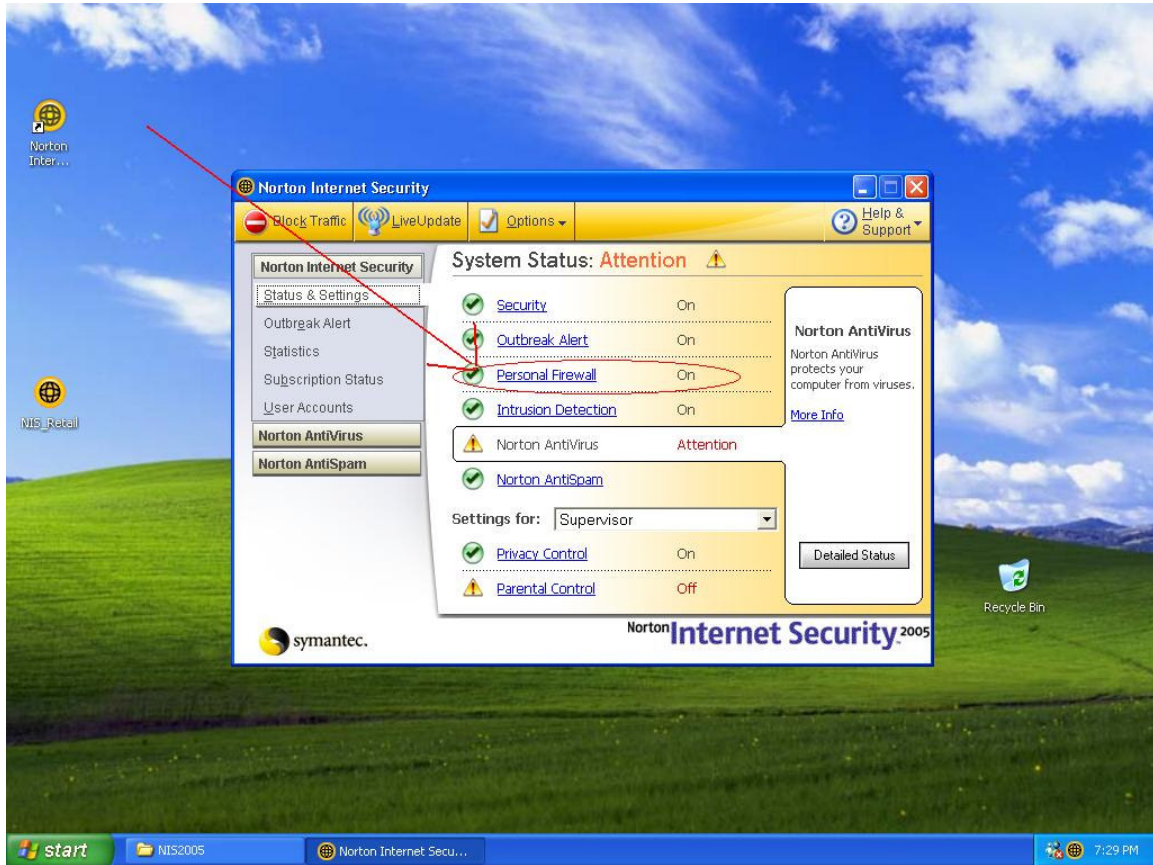
In order to identify that user has Norton Internet Security firewall running you need to look at tray area (near computer clock).

There is only one possible icon for that application:

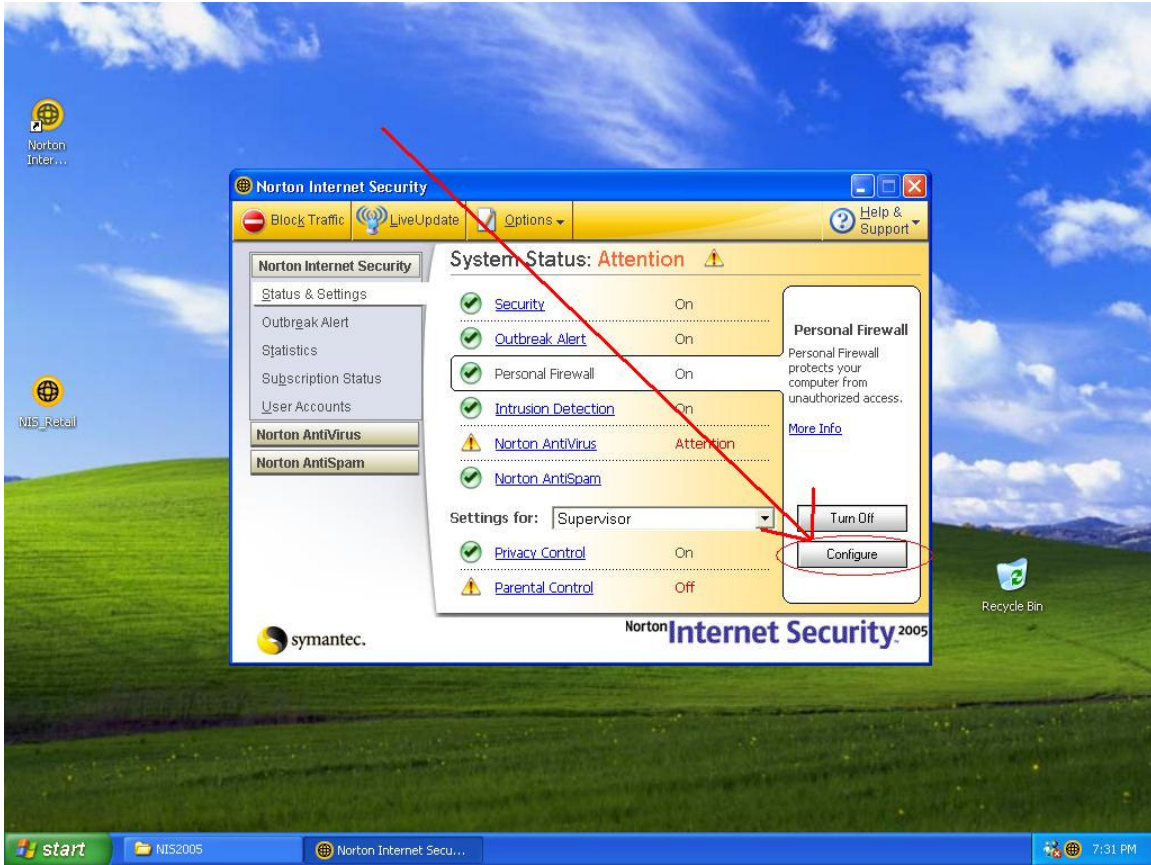
In order to access the settings you need to double click on the tray icon (highlighted).



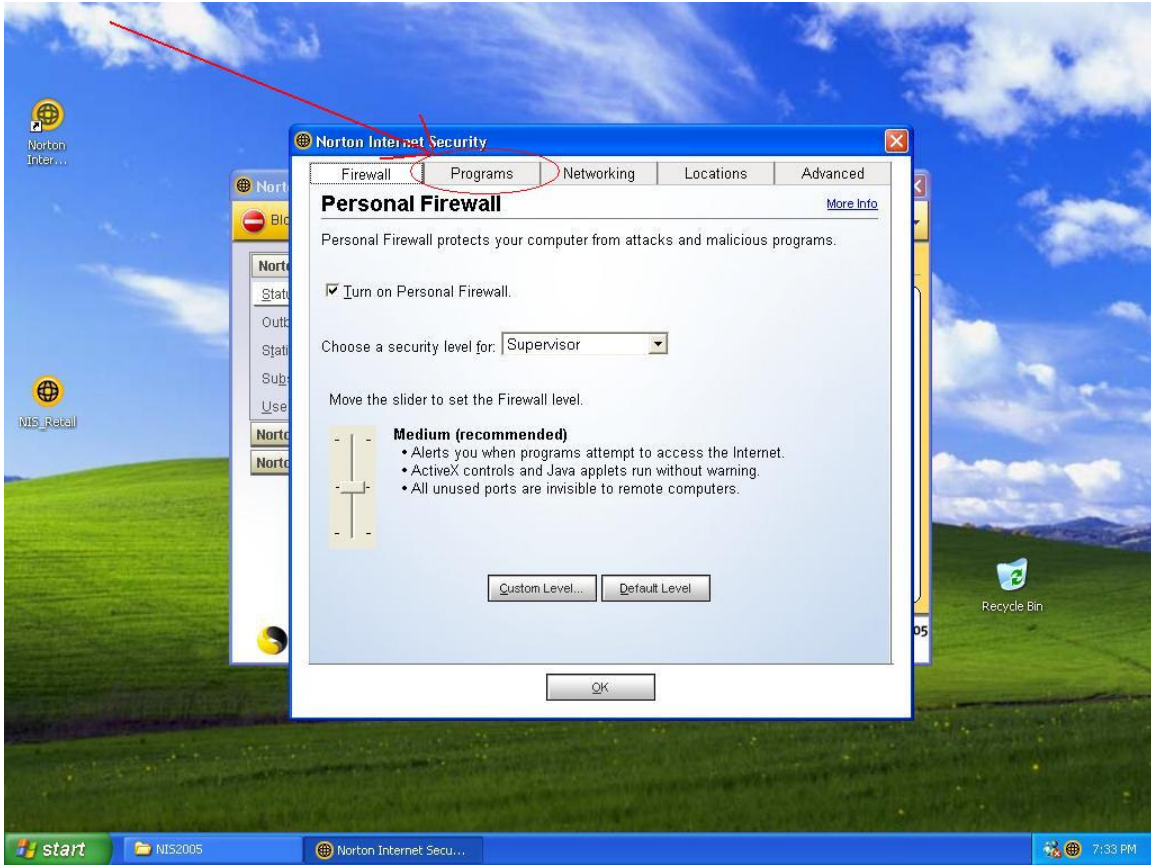
When you do that you should see the following screen:
Click on “Personal firewall” (highlighted on the picture).



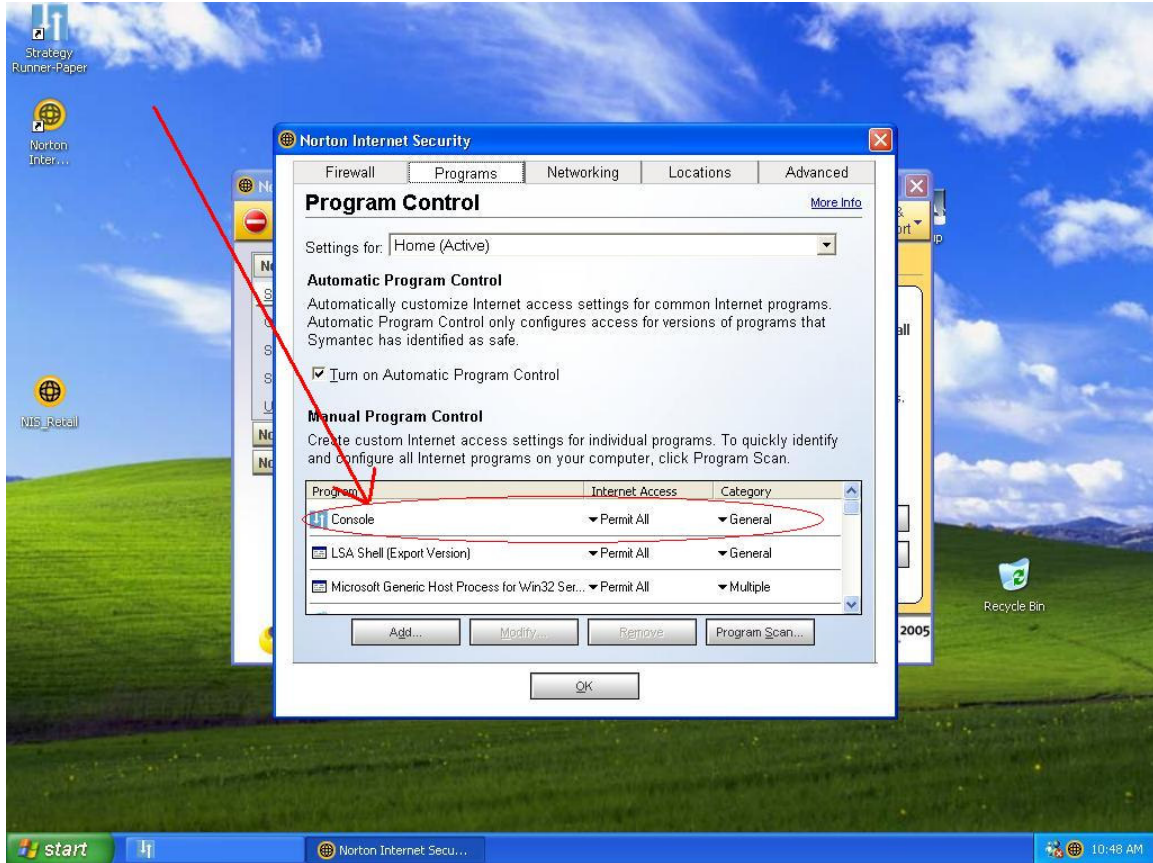
Click on “Configure” button that appears (highlighted on the picture).



Click on "Programs" TAB that appears.



You should see a form with a list of programs with their permissions:

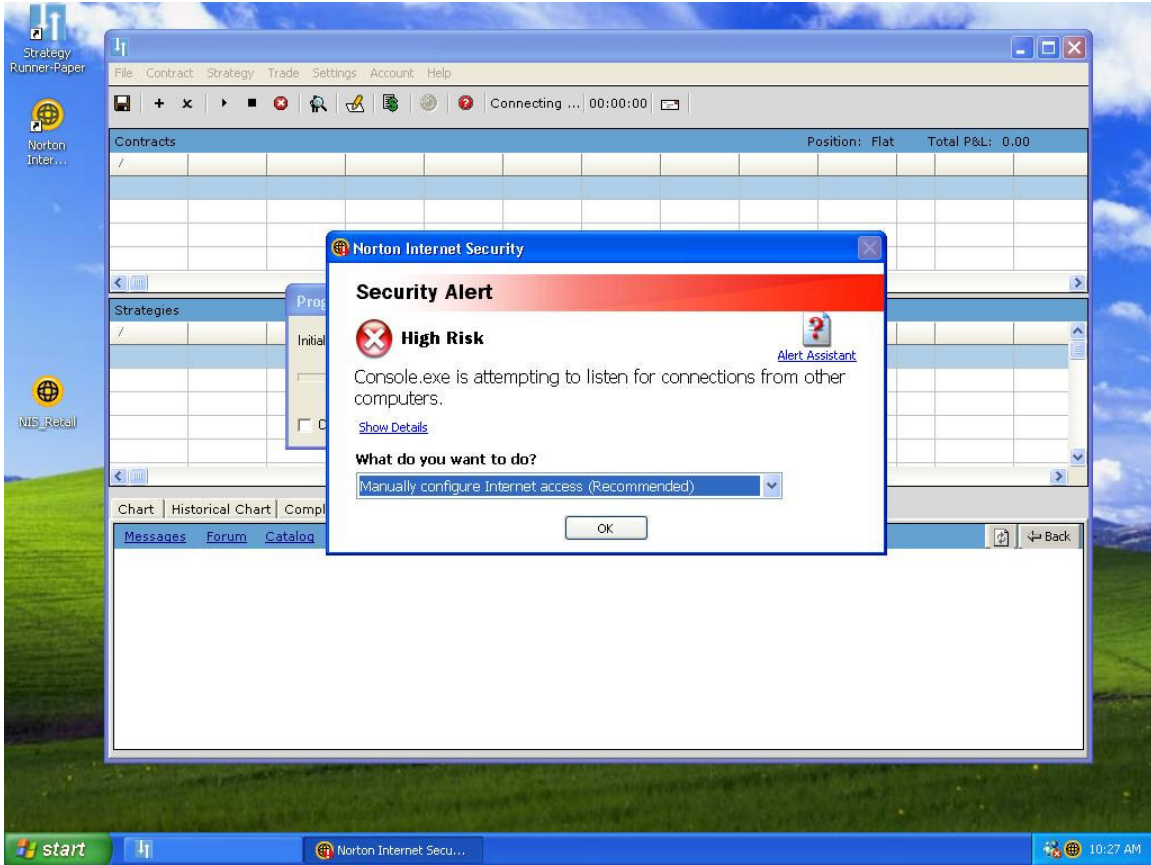


Locate every instance of Console in the list and remove it by selecting the row and clicking the “Remove” button.

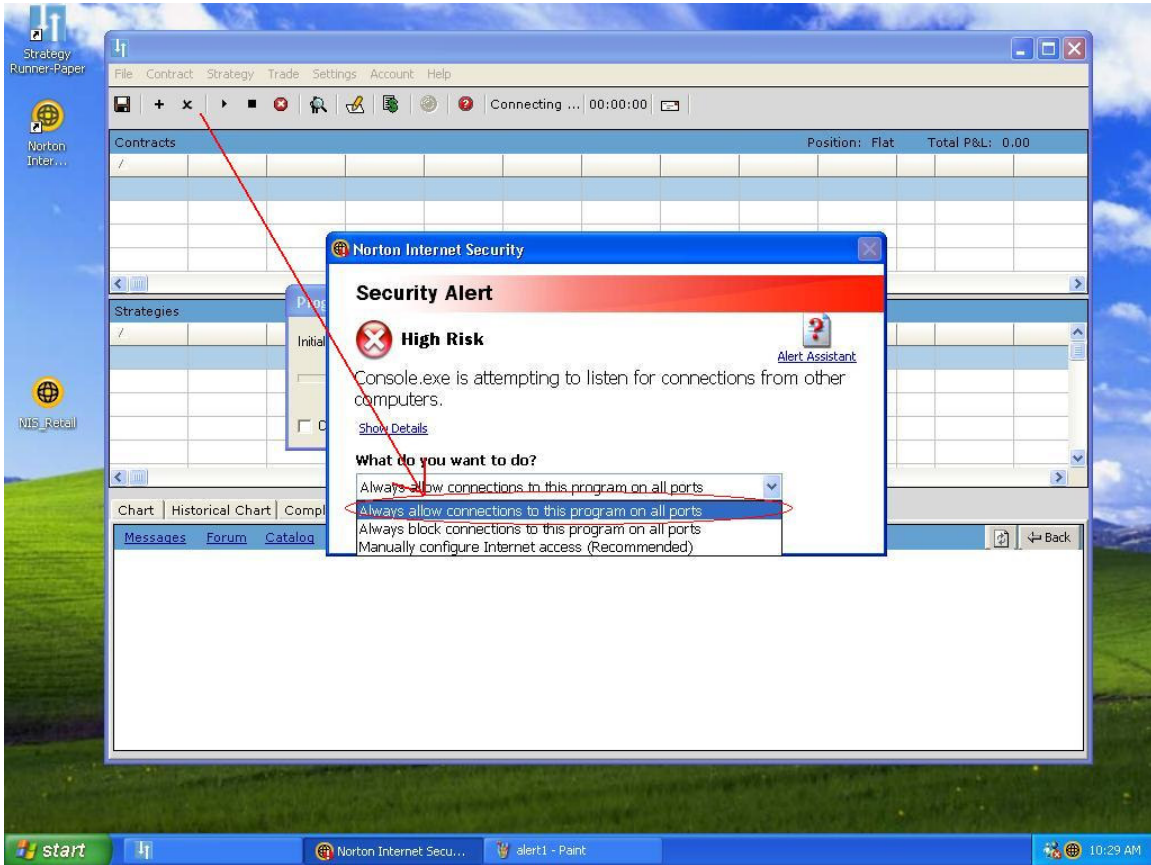
After you are done, click OK to close the form and close firewall window afterwards.

Make sure client has the latest version of Console (If not he should download and install it).

Run Console and wait until Firewall starts showing popup windows:



Click on the dropdown list to select “Always allow connections for this program on all ports”



Click OK to close the popup.

Repeat these steps for every alert window that will appear.

Now Console should be able to connect to the server and function normally.