How to check and temporarily stop firewall software

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DESCRIPTION

The following procedure is intended for troubleshooting purposes only. If firewall software is found to be the cause of TechTOOLS not operating correctly, please refer the problem to the local system coordinator for additional support, and possible firewall re-configuration.

PROCEDURE

Many popular personal firewall utilities show a status indicator icon on the system tray located at the bottom, right corner of the screen.

- Position the mouse cursor over each of the icons momentarily to reveal if any personal firewall utility is running.
- Some of these utilities allow the user to "right click" on the icon, and select options to temporarily stop or disable the personal firewall service.
- If the user has difficulty determining if a personal firewall utility is running, or has trouble temporarily disabling it, refer him to the system coordinator.

Online URL: https://kb.a.fcawitech.com/article/how-to-check-and-temporarily-stop-firewall-software-399.html