Firewall and Port Settings

If you're having trouble accessing the shares and accounts that have been created on your MSS II your firewall settings could be the problem.

The firewalls job is to protect your network against intrusion from hackers by blocking and monitoring data ports. Ports are nothing more than lines that allow data to pass through to your computer, the internet, or computers on other networks. Your firewall, whether it is software type or hardware type, has the ability to enable/disable or set rules and conditions on the data lines coming into and out of your network.

When you install a router on your home network the routers firewall should be enabled by default. (this is a hardware firewall)

Windows Firewall is enabled by default on most computers, especially laptops.

When you install virus software it will generally install with all the options, so it's very likely that your virus software's firewall is enabled.

It's ok to turn off your Window's firewall and, your virus software's firewall if your router's firewall is enabled.

If your internet service provider offers free virus software, go get it, and load it on all your systems, you are paying for the service.

Your internet service provider can help you with your virus software settings, and they may insist that they can't help you unless all the virus software features are enabled.

The problem with enabling all virus software features is that it can cause slow performance or loss of communication between the devices, shares, and accounts on your network.

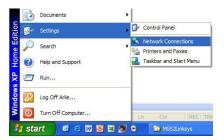
The reason we have software firewalls is because laptops can be moved outside of your routers hardware firewall, contract a virus from some other network, and then be reconnected to your homes network inside the firewall ultimately infecting the rest of the computers on your network.

OK so what do I need to do?

If your system is being protected by your routers firewall you need to disable both Windows and your Virus software Firewall or set the rules in the exceptions pages.

The MSS II software uses UDP ports 4301 or 4302
The MSS II also has data ports Http 80, TCP, UDP/137, NetBIOS Name Service, TCP, UDP/139 NetBIOS Name Service, TCP/445 Microsoft DS Active Directory, and UDP/445 Microsoft DS SMB File Sharing.

Click on Start> go to Settings > and select> Network Connections.



When the Network Connections window opens click on the Change windows firewall settings Icon.



Currently the firewall is on.

Turn it off and run the Maxtor Manager to see if it discovers your MSS II on the network. If the Maxtor Manager finds the MSS II the Windows firewall is part of your problem and you need to add the MSS II to the Windows firewall exceptions list.

If the Maxtor Manager was unable to find the Maxtor Shared Storage, the Windows firewall may be only half of your problem.

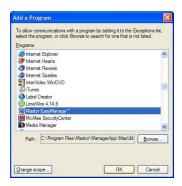
In either case make sure the MSS II is part of the Windows firewall exceptions list and leave the Windows firewall disabled for now, and keep reading below.



In most cases the MSS II software adds itself into the exceptions list as Maxtor EasyManage as you can see by the entry in the window. If you don't see it in the list click on the add program button.



When the add program window displays find the Maxtor EasyManage software highlight it and click OK, and it will add it to the exceptions list.



If you need to add TCP and UDP ports, manually click on the Add Port button



When the Add Port window displays, you can start adding port exceptions one at a time. Add the port numbers exactly as they are displayed, and when you name them, give them a name you can identify with. This makes it easier to uncheck them later if needed.



Type in the name, port number, select the appropriate radio knob, and click OK. The MSS II software uses UDP ports 4301 or 4302

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Every time you add a port to the Windows exceptions list, re-run the Maxtor Manager to discover your MSS II.

Once the MSS II is discovered you can stop adding ports to the exceptions list.

These same operations and exceptions also apply to your Virus Software.

This information is supplied only as a courtesy if you need help with exceptions contact your ISP or the virus software manufacturer for help.



Currently the firewall is on.

Turn it off and run the Maxtor Manager to see if it discovers your MSS II on the network. **Do not turn off any of your virus, adware, or, malware detection options.**

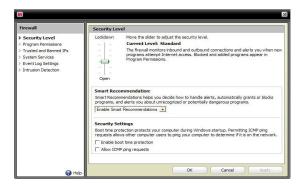
If the Maxtor Manager finds the MSS II, your Virus Software's firewall is part of your problem and you need to add the MSS II to your Virus Software's firewall exceptions list.

If the Maxtor Manager was unable to find your MSS II you may have another virus software and firewall enabled. (99% of the time your Router's firewall is not the problem.)

Go to Windows Control Panel and open Add or Remove Programs. After the list builds check the names of all the programs that load at startup and un-install any virus software's or firewalls that you aren't familiar with.

After you have verified that your system has only one virus software installed, or removed any virus software that isn't part of your normal protection package, open your virus software's administration page by clicking the icon in your system tray.

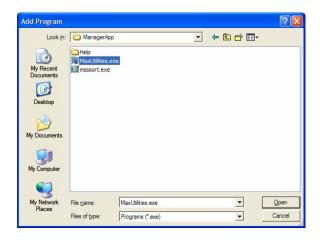
After the administration page opens look for an option that allows you to change the security level, and select program permissions.



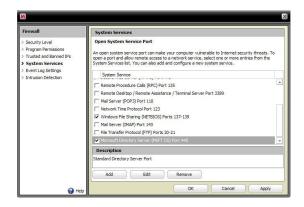
Select the program permissions option and look for the Maxtor EasyManager in the exceptions list. If you don't see Maxtor EasyManager in the list click on the **Add Blocked Program** button.



Add the MaxUtilities.exe file to the exceptions list. The file can generally be found in the Windows program files folder named Maxtor



If you need to add port exceptions click on **System Services.** Adding a check mark to the box will allow access to the ports.



Your virus software should offer the same port numbers as Windows. The MSS II software uses UDP ports 4301 or 4302

After you have entered your port exceptions and your MSS II you can re-enable your Windows firewall and your virus software's firewall.