

## WK3 - How to add explicit firewall rule for WK3 Server

This applies to Windows 7/Vista

### Problem

This guide relates to Watchkeeper 3 (Network Version). On installation, Watchkeeper makes firewall entries automatically on the 'server' computer. In some instances, a firewall problem can arise where Watchkeeper Client traffic is blocked, quoting "TCP Error Code 10060" as per example below:



### Solution

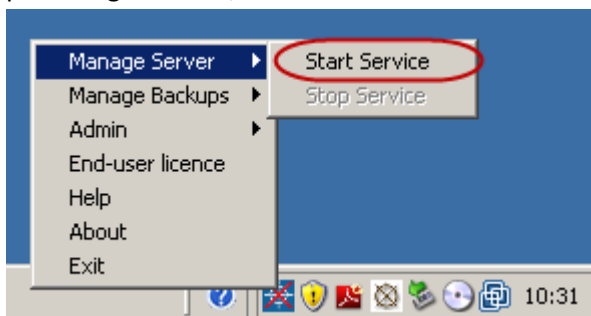
On the computer running Watchkeeper 3 Server, login as an administrator

#### **Check that WK3 Server is running:**

- 1) Firstly please verify that the WK3 Service is running. This is possible by viewing the Watchkeeper 3 Server System Tray Icon:



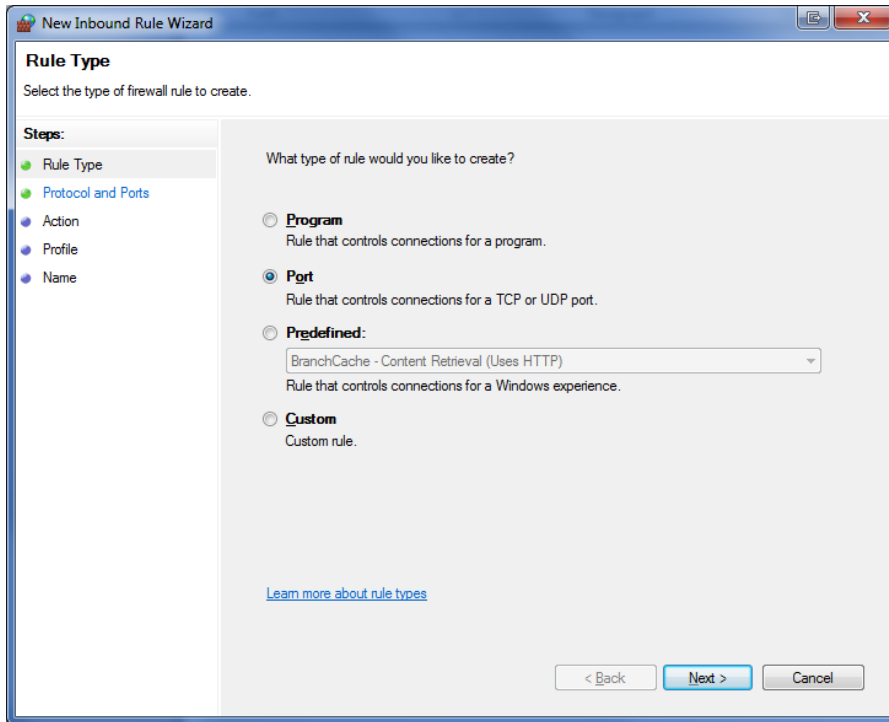
- 2) The example above is how the icon should appear. If the icon has a red cross through it, then please right-click it, choose MANAGE SERVER->START SERVICE



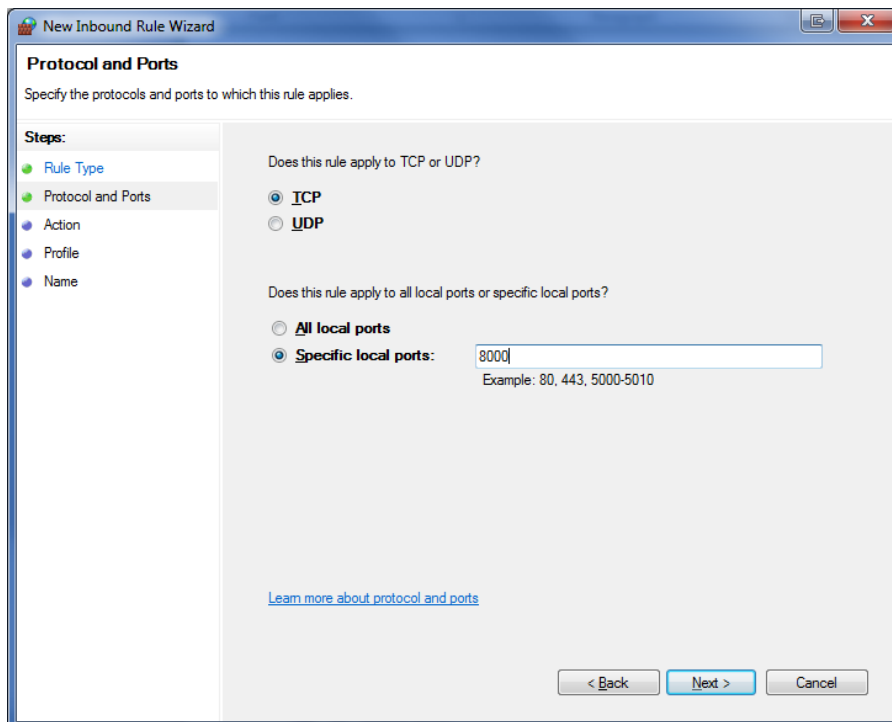
- 3) If the icon does not appear in the System Tray at all, then please load it up by clicking START then PROGRAMS then WATCHKEEPER 3 SERVER then WATCHKEEPER 3 SERVER
- 4) If any of the above steps were necessary, then please retry the WK3 Client connection before proceeding further

#### **Adding a manual firewall entry:**

- 1) Go to Control Panel
- 2) Click 'Windows Firewall' or 'Windows Firewall with Advanced Security'. On Windows 7, click SYSTEM AND SECURITY then WINDOWS FIREWALL
- 3) Go to the 'Inbound rules' tab on the left
- 4) Right click 'Inbound Rules' and select 'New Rule'



- 5) Select 'Port'
- 6) Select 'TCP' and specific port '8000'



- 7) Click next and select 'Allow the connection'
- 8) Click next and keep all options checked (Domain, Private, Public)
- 9) Click next and name the rule 'ISF Watchkeeper 3 Service (port 8000)'
- 10) Click Finish

- 11) Now repeat the process adding UDP port 1434
- 12) Now try to connect WK Client to the Server