Adding Uptime Infrastructure Monitor port exceptions to Windows firewall

Some Windows releases or service packs automatically enable the built-in Windows firewall after updating and rebooting the system. This firewall may restrict user access to the Uptime Infrastructure Monitor UI and/or prevent Uptime Infrastructure Monitor from being able to poll agents or other monitored elements. There are two available options to resolve this issue:

- Add required Uptime Infrastructure Monitor TCP ports to the firewall exception (safe) list.
- Disable the Windows firewall.

Add required Uptime Infrastructure Monitor TCP ports to the firewall exception list

1. Select Start -> Control Panel -> Security Center -> Windows Firewall
2. Click the Exceptions tab.
3. Click the Add Port button on the Exceptions dialog box.
4. Enter information in the following fields:
     a. **Name**: Uptime Infrastructure Monitor agent
     b. **Port Number**: 9998 (or the port assigned for the agent system)
     c. The TCP option should be selected.
5. Click OK.

If the Monitoring Station is installed on the system with the Windows firewall, add the following ports:

Name: Uptime Infrastructure Monitor webserver

1. **Port Number**: 9999 (or the port assigned for the agent system)
2. The TCP option should be selected.

Disable the Windows firewall

If you do not require the additional security provided by the Windows Firewall, disable it by following the steps below. It is generally not recommended to disable the Windows firewall unless your system is protected by a secondary firewall tool or your network security is managed by a central firewall.

1. Select Start -> Control Panel -> Security Center -> Windows \nFirewall
2. Under the General tab, click Off and then click OK.

The above commands may vary slightly depending on your Windows version. For example, later versions of Windows will use the following Start sequence: Start -> Control Panel -> View network status and tasks -> Windows Firewall