**Real Time Scenario**

**Request for Computer firewall configuration and Antivirus Setup**

Mr. Williams is experiencing several issues with his computer. Yesterday, he received a notification from Windows Security stating that the website he was trying to access was blocked due to suspicious activity. In response, he made some changes to the firewall settings, but now he cannot access the internet. Additionally, he recently purchased a new monitor but is unable to extend the display. Lastly, he wants to try out an antivirus called Malwarebytes, which he heard about on the radio yesterday. (Record the initial user request, including details about the issues experienced and checks or assessments performed)

**User’s information:**

Name: Oliver Williams  
Client ID: 899678  
Phone Number: +12857892345  
Email: williamsliv@comcast.com

**Tools:**   
Remote Software: [AnyDesk](https://anydesk.com/en/downloads/windows)

Remote Software: Windows Remote Desktop  
Ticketing system: [Go to Jira](https://www.atlassian.com/software/jira?campaign=18440774082&adgroup=136973853250&targetid=kwd-361936242944&matchtype=e&network=s&device=c&device_model=&creative=656629737260&keyword=jira%20software%20atlassian&placement=&target=&ds_eid=700000001558501&ds_e1=GOOGLE&gad_source=5&gclid=EAIaIQobChMIpPKx2ZjTiAMVaiitBh3TIxcoEAAYASAAEgJ2V_D_BwE)

Antivirus: [Malwarebytes](https://www.malwarebytes.com/)

Firewall: [Windows Firewall](https://support.microsoft.com/en-us/windows/automatically-diagnose-and-fix-problems-with-windows-firewall-513e9cf8-19ae-d579-2092-d5e64fe06f5f)

**Troubleshooting steps for Windows Firewall**

1. **Windows Firewall is Blocking a Program**:
   * Open Windows Security.
   * Go to “Firewall & network protection.”
   * Click on “Allow an app through firewall” and ensure the program is checked for the appropriate network type (Private or Public).
2. **Windows Firewall Doesn’t Start**:
   * Open Services (type services.msc in the Run dialog).
   * Find “Windows Firewall” and ensure it’s set to Automatic.
   * If it’s not starting, check for dependencies like the Base Filtering Engine (BFE) service and ensure they are running.
3. **Remote Assistance is Blocked**:
   * Open Windows Security.
   * Go to “Firewall & network protection.”
   * Click on “Allow an app through firewall” and ensure “Remote Assistance” is allowed.
4. **Reset Windows Firewall Settings**:
   * Open Windows Security.
   * Go to “Firewall & network protection.”
   * Click on “Restore firewalls to default” and confirm the action.
5. **Use the Windows Firewall Troubleshooter**:
   * Download the Windows Firewall Troubleshooter from the Microsoft website.

**Important Note:**

As an IT Technician, you might not always have free access to the internet. You are not going to be able to utilize specific resources like GitHub, Stack Overflow, Web Browsers, or AI tools such as Gemini and Chat GPT. The availability of these resources can vary depending on the company you work for.