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| **it SUPPORT INSTRUCTION** |

**firewall parameters FIX**

VERSION 1.0

INTRODUCTORY PROVISIONS

GOALS

This instruction defines the procedure for an employee to follow providing advice on fixing firewall parameters.

TASKS

The main objectives of the instruction are:

* description of the steps to take when firewall doesn’t work.

PERIOD OF VALIDITY AND PROCEDURE FOR MAKING CHANGES

Changes to the instruction are made when new settings appear in the SOFTWARE, as well as when information on current settings is updated.

**SYMPTOMS**

When you try to change your Windows Firewall settings, the options are greyed out and you can't make any changes.

To fix this, follow these steps:

1. Click the Start button, then type Windows Firewall in the Search box.
2. Click Windows Firewall, and then click Allow a program or feature through Windows Firewall.
3. Click the Change settings button. If a User Account Control window appears, click Yes, or enter your user name and password, then click OK.

You can now make changes to your Windows Firewall settings.

**Note:** If the Change settings button is still greyed out, your administrator may have disabled the option for you to change the settings. Contact your administrator for help with this. If you are the administrator for the computer, restart Windows and log in with your administrator account, then follow the steps above.