

CBD Knowledge Base

CybraryN™ KB Article

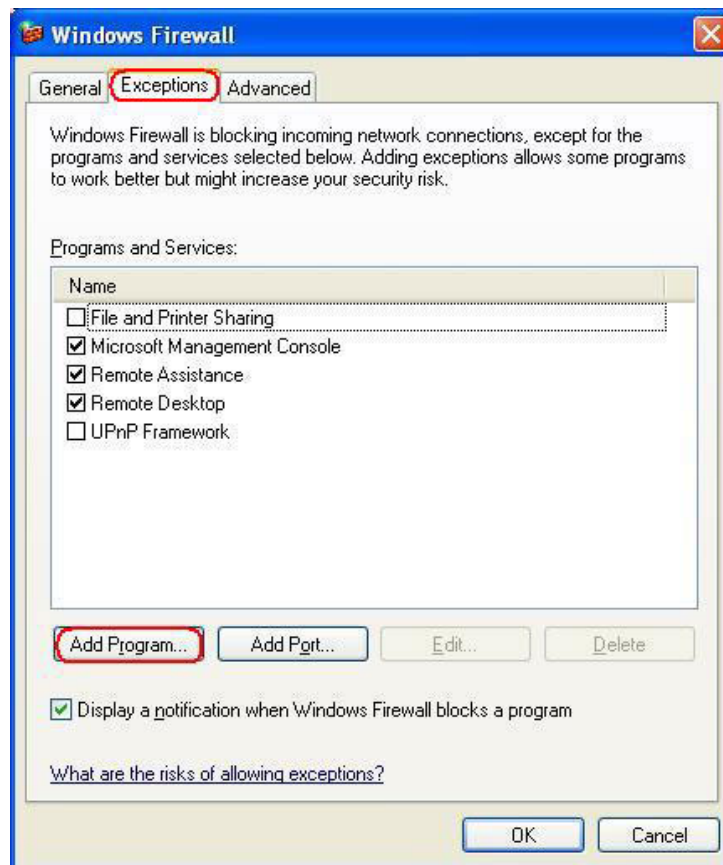
Troubleshooting Communications Problems Between Clients and Admins

Check the MS Firewall in Control Panel

1. Find the **tdmenu.exe** application. It should be checked for firewall pass through.
2. Place a checkmark and apply the new setting.

Now CybraryN™ software is able to use communications to "remote control" the patron's PC.

This should resolve any issue regarding CybraryN™ software not being able to send commands to client PCs.



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Unblock a Port or Program

If Microsoft Windows Firewall is blocking a port that is used by a service or by a program, you can configure the Windows Firewall to create an exception. Windows Firewall may be blocking a program or a service if the following conditions are true:

- Programs do not respond to a client's request.
- Client programs do not receive data from the server.

A Windows Firewall Security Alert may notify you that Windows Firewall is blocking a particular program. When this scenario occurs, you may unblock the program by selecting **Unblock this program** in the **Security Alert** dialog box. To help determine which programs and ports are being blocked, you can configure Windows Firewall to log dropped packets. With Windows Firewall Netsh Helper, you can configure Windows Firewall and Windows Firewall logging at the command prompt. Program compatibility may not always be the issue.

If a program is being blocked, you may receive the following Windows Firewall Security Alert:

To help protect your computer, Windows Firewall has blocked some features of this program.

To unblock the program, click **Unblock** in the **Security Alert** dialog box.



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Add a program exception

When you add a program to the exception list, you enable the firewall to open ranges of ports that could change every time the program is run. To add a program exception, follow these steps:

1. Use an administrator account to log on.
2. Click **Start**, and then click **Run**.
3. In the **Open** box, type **wscui.cpl** and then click **ok**.
4. In Windows Security Center, click **Windows Firewall**.
5. On the **Exceptions** tab, click **Add Program**.
6. In the list of programs, click the name of the program you want to add, and then click **OK**. If the name of your program is not in the list of programs, click **Browse** to locate the program, and then click **OK**.
7. Click **OK**.
8. Test the program to verify that the firewall settings are correct.

Add a port exception

1. Click **Start**, and then click **Run**.
2. In the **Open** box, type **wscui.cpl** and then click **OK**.
3. In Windows Security Center, click **Windows Firewall**.
4. Click the **Exceptions** tab, and then click **Add Port** to display the **Add a Port** dialog box.
5. Type a descriptive name for the port exception and the port number that your program uses, and then select either the TCP or UDP protocol.
6. Click **Change Scope**.
7. View or set the scope for the port exception, and then click **OK**.
8. Click **OK** to close the **Add a Port** dialog box.
9. To verify that the port settings are correct for your program, test the program.