

Configuring Norton Internet Security Firewall for ClientConnect Internet Access

Various features within ClientConnect require an active and open Internet connection to work properly. These include SMS, e-mailing and Online Data Backups.

Often, modern software firewall products block Internet access for third-party applications like ClientConnect by default. This is deemed a security mechanism to prevent unauthorised access to the Internet. As such, ClientConnect is unable to execute some functions like sending SMS.

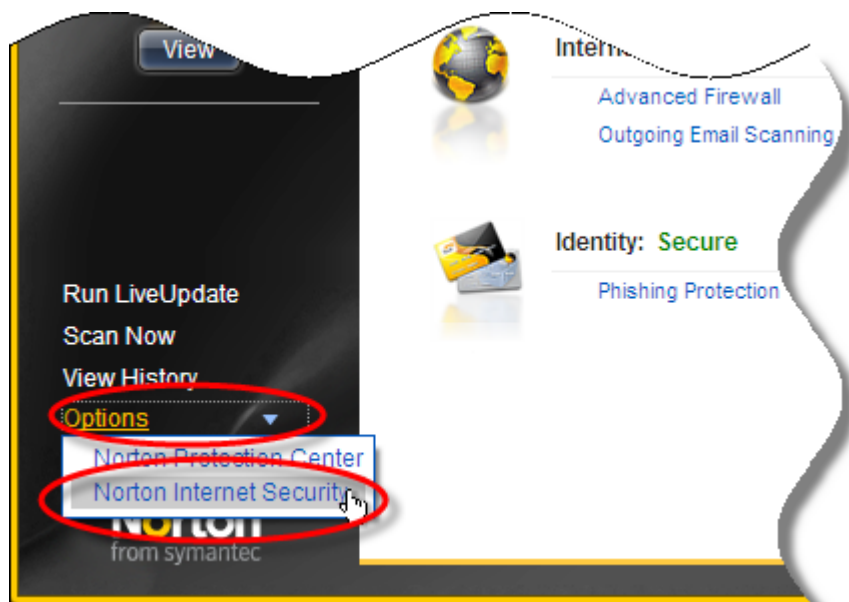
This guide provides a brief description on configuring one such software firewall product- Norton Internet Security- to override this default behaviour and allow ClientConnect Internet access.

Configuring Norton Internet Security

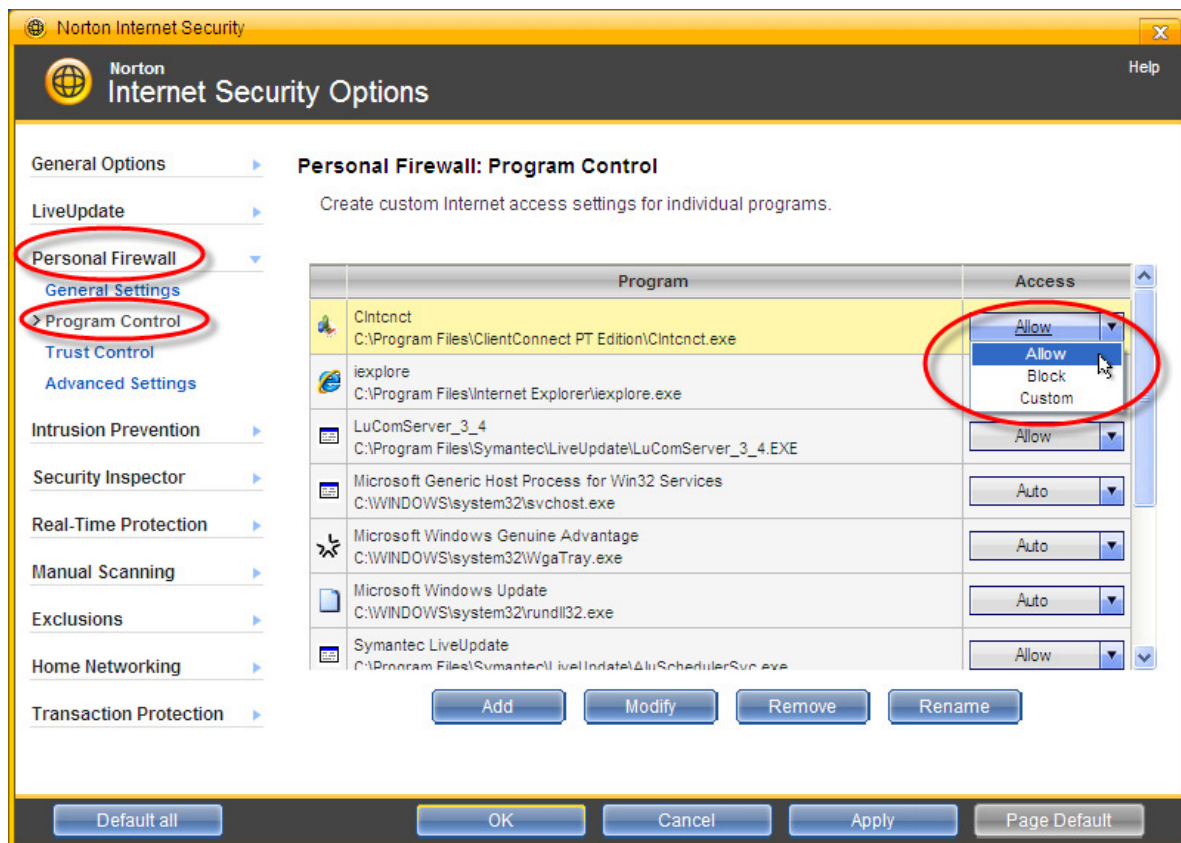
Launch the **Norton Internet Security** application window via the **Windows Start Menu**.

Access the firewall configuration screen. Note that this may differ slightly depending on which version of Norton Internet Security you may be using.

For example, in more recent versions, you access the configuration by clicking the **Options** link, then selecting **Norton Internet Security**, as shown below:



Once the Options screen is displayed, navigate to the Program Control section. Again, this may differ depending on your version, however in recent versions this is done by clicking the **Personal Firewall** link, then selecting **Program Control**, as shown below.



Locate the entry for **ClientConnect** in the list (identified by its executable name, **cIntncnt.exe**), and change its access to **Allow**.

Click **OK** to save these changes.