

When Windows XP Service Pack 2 is installed on a computer it will turn on the personal firewall. Follow these steps to open up the needed Ports for DiamondLink to work properly.

- Go to **Start Menu --> Control Panel**.
- Go to **Network Connections** and right click on the connection that is being used.
- Click on **Properties** and click the **Advanced** tab in the Properties dialogue.
- Press the **Settings...** button to bring up the Firewall dialogue.
- Go to the **Exceptions** tab and click the **Add Port** button.
- For **Name** enter **http** and for **Port Number** use **80** (or the web port number you selected during product installation) and press **OK** button.
- Click **Add Port** button again.
- For **Name** enter **DiamondLink** (or **DiamondLink Remote Shutdown Agent**) and for **Port Number** enter **3573**.
- If you choose to run the software in a secure mode (using SSL), you will also need to turn on the secure web port number selected during product installation by following the next two steps.
- Click **Add Port** button again.
- For **Name** enter **https** and for **Port Number** enter **443** (or the secure web port number selected during product installation).
- Exit out of this setup and DiamondLink will now be able to communicate through the XP Firewall.

**IMPORTANT:**

You can also completely turn off the Firewall instead of adding these ports but this is not recommended by Microsoft. If you choose to do this, choose the **Off** option from the **General** tab.