

## How can I access a network hardlo[..]

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### Keywords

access, network, hardlock, Windows, XP, SP2, Service Pack, firewall

### Symptom (public)

### Problem (public)

### Solution (public)

[1]Deutsche Version

This article applies to all versions.

How can I access a network hardlock although my Windows XP Service Pack 2 firewall is active?

Beginning with service pack 2 (SP2) of Windows XP Microsoft integrated a firewall. Therefore it is necessary to open the required communication ports for hardlocks in this firewall.

You have to open the ports on server side (where the hardlock is attached) as well as on client side (from where the network hardlock is searched).

- Click Start - Settings- Control Panel
- Open the Security Center
- Select Windows Firewall (Fig. 1)

Fig. 1

- Go to tab Exceptions.
- Open the ports TCP and UDP 3047:
- Click to Add Port
- Enter port number 3047 (Fig. 2).
- Repeat this for the UDP-protocol.

Fig. 2

Now communication should work, even with active firewall.

[1] <https://support.logicals.com/otrs/public.pl?Action=PublicFAQZoom;ItemID=228;Nav=>