Here are the steps that need to be followed to create the exception for Symantec Endpoint Protection. Similar steps would probably have to be followed for similar Firewalls. The reason the Ethernet traffic to the Comtrol Device was blocked, was because Symantec Endpoint, did not recognize the Ethernet Protocol that Comtrol uses.

1) From the Windows Start Menu Navigate to the Symantec Folder and Open: **Symantec Endpoint Protection**

2) Select **View logs**, Tab

3) Under Network Threat Protection, Select **View Logs** then Select **Traffic Log**

4) Check for blocked Traffic going to the MAC Address assigned to the Comtrol Device Master Multiport Serial Adapter. If Most Incoming and Outgoing Traffic to this device is Blocked, then proceed to the next step. Otherwise, close all windows, no changes are required. (If traffic is blocked, take note of the Ethernet protocol type. With the DeviceMaster, Endpoint recognizes the Comtrol Ethernet Protocol as type: 0x11FE (same as port # 4606)

5) Close the Traffic Log, Select the **Status**, Tab; Under Network Threat Protection, Select **Options** then Select **Configure Firewall Rules:**.

6) From Configure Firewall Rules: Select **Add**, Configure the Firewall Rule per steps below

6a) (Add Firewall Rule: General Tab)
Call the **Rule Name**: *Allow Comtrol*
Set the **Action** Radio Button to: *Allow this traffic*
All other settings may be left as default

6b) (Add Firewall Rule: Hosts Tab)
Set the **Apply this rule to**: Radio Button to: *All hosts*

6c) (Add Firewall Rule: Ports and Protocols Tab)
Select the **Protocol**: *Ethernet*
Type in Manually, **Ethernet Type**: *0x11FE*

6d) (Add Firewall Rule: Applications)
Leave as Default (No Programs need to be Specified)

6e) (Add Firewall Rule: Scheduling)
Unless Scheduling is required, Leave **Enable Scheduling** Unchecked, Select *OK,*

Select OK again, Restart the PC

You may now Scan for new devices in PortVision or check the Driver Management Console > Advanced tab in the Status panel to see if the DeviceMaster is active and ok.

Note: The above settings are the easiest way to get the device communicating again to whatever PC(s) need to communicate with it. The settings can be modified to limit access by programs, hosts, etc. if this is desired.

This procedure does NOT include instructions for Symantec