

Chapter Five (bh): Enable external access for Tech Support

Summary of Chapter:

- How to enable external access for Tech Support.

What you need:

- Knowledge of Admin user account and valid password for your NetPilot.

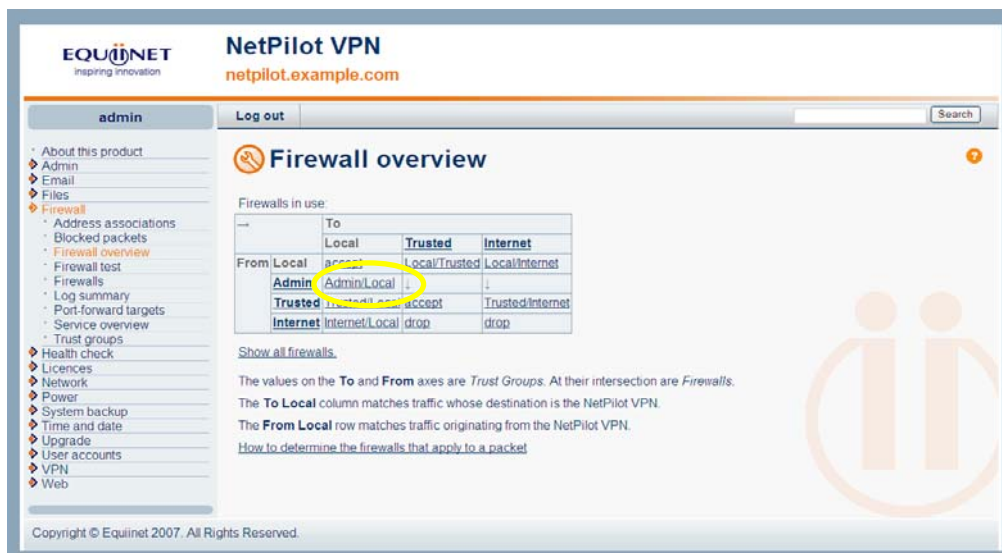
Software Revision Required:

- Applicable to software revision 5.2.0 > NetPilots

5bh:

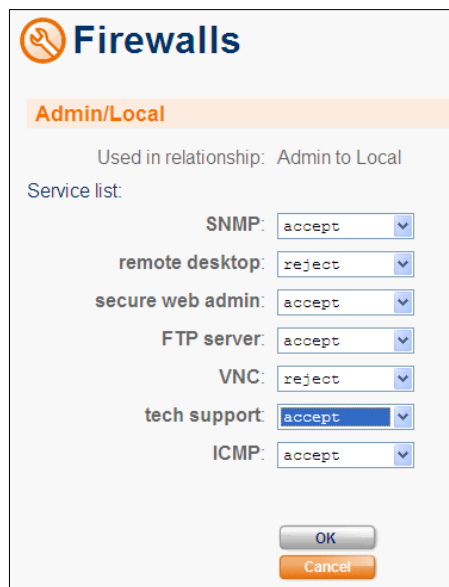
- Log on to the NetPilot as shown in Chapter One (b).

- From the left-hand side of the screen, select 'Firewall' and then 'Firewall Overview'. (All links are highlighted below).



- Select the 'Admin/Local' link from the firewall table as highlighted above.

- You will be presented with the screen below.



- As default 'Tech Support' is selected as 'accept'. This option does not need to be turned off, as the settings are restricted to our IP Address only.

- If you wish to turn this option off, select 'reject' from the 'tech support' drop down list in 'Admin/Local'.

- Select 'OK' and 'OK' again to confirm.