**To:** Carlson PhotoCapture Standalone Customers

**From:** Carlson PhotoCapture Team

**Subject:** Firewall whitelist rule update

**Date:** January 14, 2022

Hello valued PhotoCapture customers,

We hope your 2022 is off to a great start! Our licensing provider recently notified us that the IP addresses they provide for licensing will change starting January 15. The PhotoCapture installer whitelists these IPs upon installation, but due to this change the whitelist must be updated for existing copies. Updating to the latest version of PhotoCapture will ensure that this is done properly. Any version later or equal to 1.20.0 will whitelist the correct IPs.

## Updating to latest version

When launching PhotoCapture it will notify you if there is a new version available. Pressing yes on the prompt will start the update. Once the update has downloaded press yes on the prompt for administrative privileges.
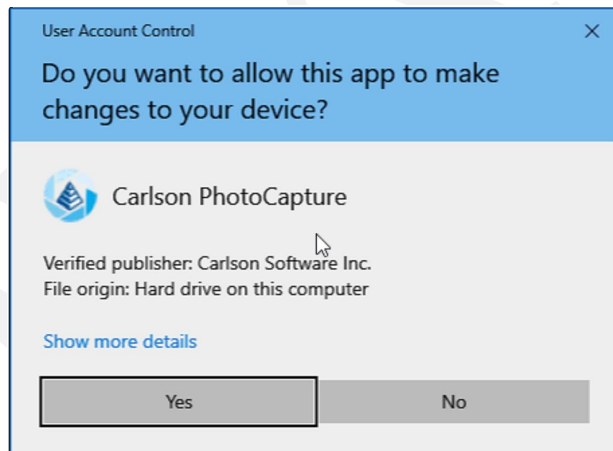


**In case of "Failed to reach license server"**
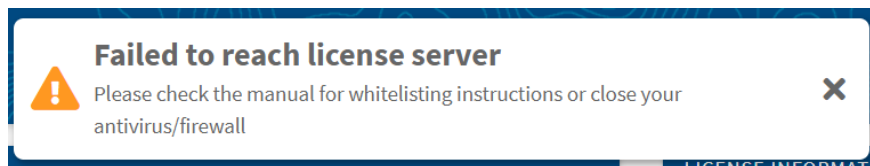


Check that either any antivirus software (apart from Windows Defender) is turned off or the appropriate whitelist rules have been added. The instructions for ESET antivirus are in section

5.1.1 of the manual for PhotoCapture Standalone. If the appropriate whitelist rules have already been added and the message still shows, pick one of the following options:

A: Run the batch script available here and press yes on the administrative privileges prompt.

  or

B: Open an administrator powershell prompt and enter the following commands. Administrator powershell can be opened by searching for powershell from the start menu, right clicking and pressing "Run as administrator".
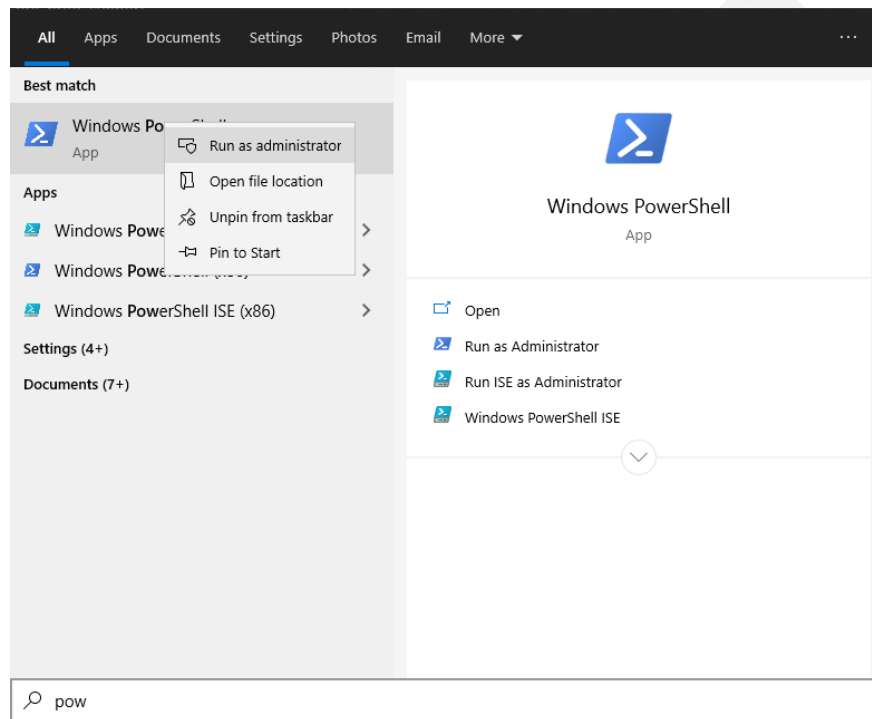


**Administrator powershell**

```
netsh advfirewall firewall delete rule name="PhotoCapture License Server"

netsh advfirewall firewall add rule name="PhotoCapture License Server" `
dir=in action=allow protocol=TCP localport=8090

netsh advfirewall firewall add rule name="PhotoCapture License Server" dir=in action=allow `
remoteip=54.147.158.222,54.147.163.93,54.144.124.187,54.144.46.201,52.223.22.71,35.71.188.31 `
profile=private,public enable=yes

netsh advfirewall firewall add rule name="PhotoCapture License Server" dir=out action=allow `
remoteip=54.147.158.222,54.147.163.93,54.144.124.187,54.144.46.201,52.223.22.71,35.71.188.31 `
profile=private,public enable=yes
```