

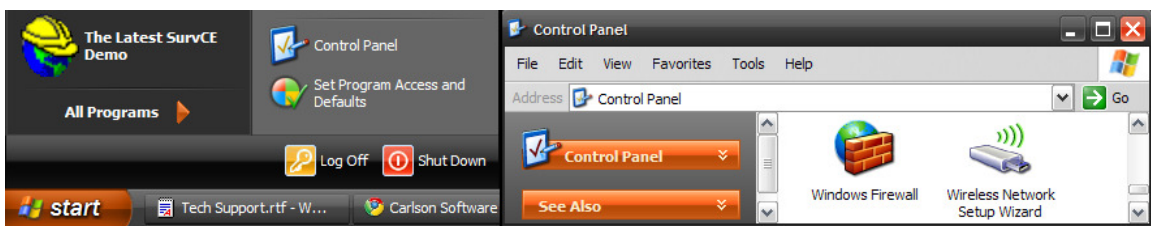
License Retrieval blocked by firewall

If your workstation is being blocked by a firewall.

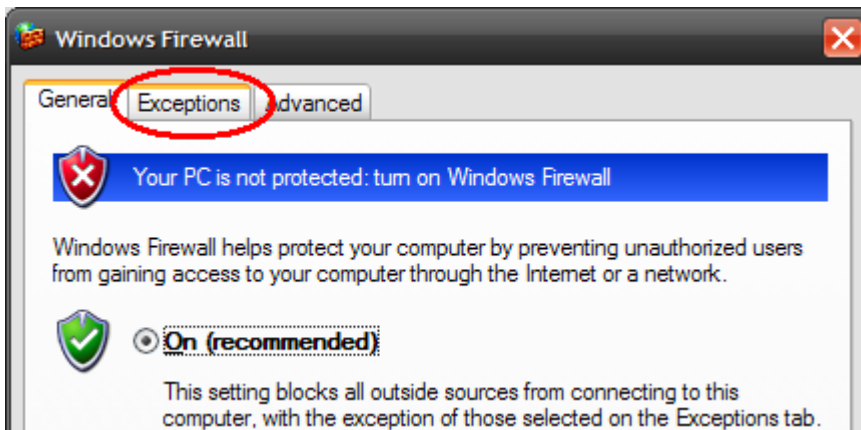
- Check to see what you are running for protection on your computer. A personal (local) firewall is a good thing, as it is likely to prevent Trojans or worms from propagating on your network.
- When using a personal firewall a specific port will need to be opened to allow free access for the license manager to function properly.

A. Launch the Control Panel found under the Start Menu

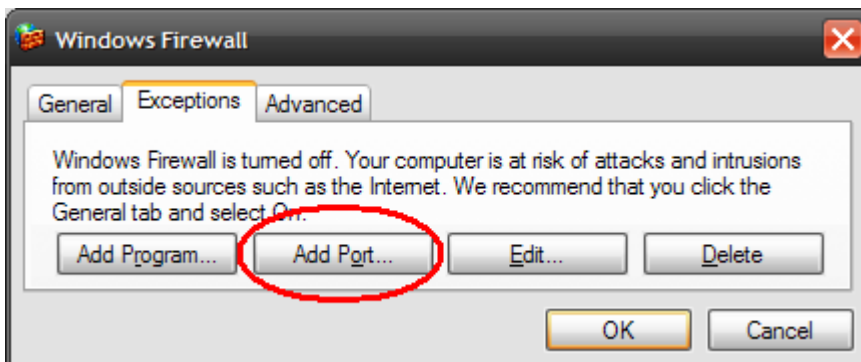
B. Select the Windows Firewall icon



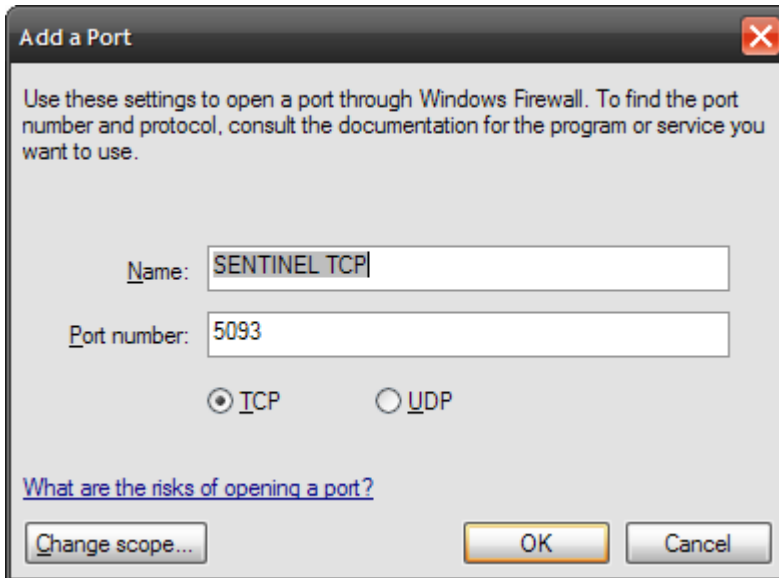
C. If the firewall is on, click on the Exceptions tab



D. Click on the Add Port button under System Variables



- E. Set the Variable Name to: SENTINEL TCP, with a Port Number of: 5093, and leave the toggle as TCP. Click OK.



Use these settings to open a port through Windows Firewall. To find the port number and protocol, consult the documentation for the program or service you want to use.

Name:

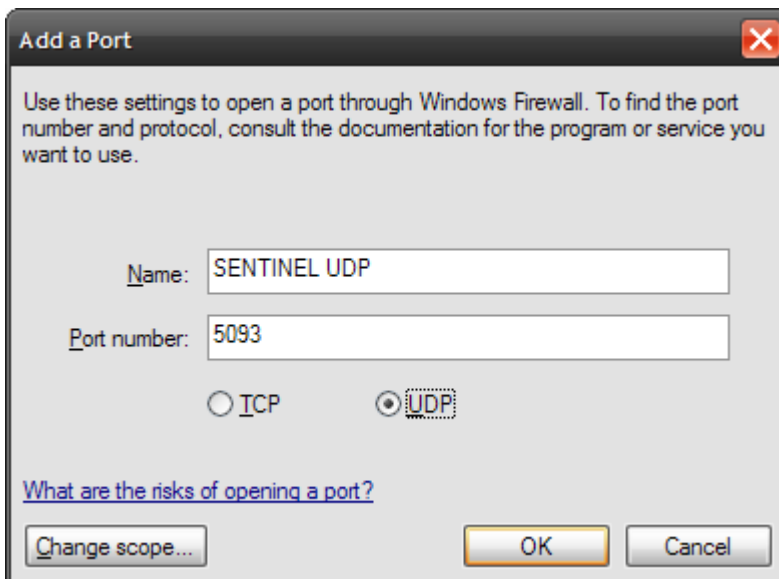
Port number:

TCP UDP

[What are the risks of opening a port?](#)

- F. Click on the Add Port button under System Variables, again.

- G. Set the Variable Name to: SENTINEL UDP, with a Port Number of: 5093, and toggle UDP. Click OK.



Use these settings to open a port through Windows Firewall. To find the port number and protocol, consult the documentation for the program or service you want to use.

Name:

Port number:

TCP UDP

[What are the risks of opening a port?](#)

- H. Click OK in the main dialog to accept the changes.