



## Configuring The Windows Firewall To Correct FTP Errors

After installing Microsoft Windows XP Service Pack 2, you may receive errors attempting to access the e-Watch FTP site. This document describes how to configure the Windows Firewall installed by Service Pack 2 to correct these errors.

Microsoft Windows XP Service Pack 2 installs the Windows Firewall. You need to configure the Windows Firewall to allow access to the e-Watch FTP site using Internet Explorer.

### A. Enable passive FTP.

1. Open Internet Explorer.
2. Click on Tools, then Internet Options, then Advanced.
3. Check **Use Passive FTP**.
4. Click the **OK** button.

### B. Unblock Internet Explorer.

1. Open Control Panel, then double-click Windows Firewall.
2. Click the Exceptions tab.
3. Look for Internet Explorer in the Programs and Services box.
4. If Internet Explorer is not listed:
  - Click the Add Program button.
  - Select Internet Explorer from the Programs list.
  - Click the OK button.
5. Check the box next to Internet Explorer.
6. Click the OK button.

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