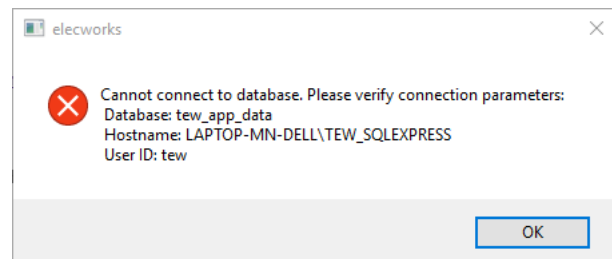
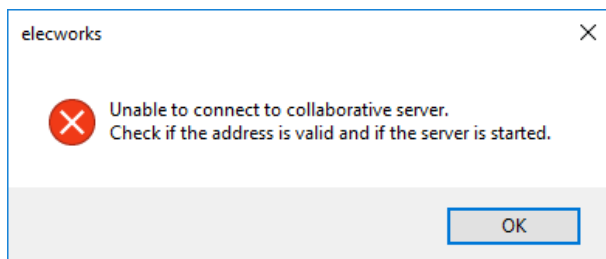


elecworks™ Tips & Tricks

Configuring Windows Firewall

Anti-virus software or firewalls can affect the operation of elecworks. The most common errors that appear on startup of elecworks after initial installation are messages stating:




In most cases, the problems connecting to the collaborative server or database are due to the presence of security management software, such as antivirus scanners or firewall software.

The following white paper advises which ports and applications should be allowed. The notes detail both client and server inclusions/exclusions. The server is only applicable of course if you have installed elecworks as a network deployment. The document details Windows Firewall as an example. You would need to refer to the firewall manufacturers documentation if you are utilizing a different software.

For the elecworks application on the client:

Open Windows Firewall >  [Advanced settings](#)

Select  Inbound Rules

Select  New Rule...

Select Program

Select

Select

Browse to the file C:\ProgramFiles\elecworks\bin_x64\elecworks.exe

Select

Select Allow the connection

Select


Select how the rules apply

<input checked="" type="checkbox"/> Domain Applies when a computer is connected to its corporate domain.
<input checked="" type="checkbox"/> Private Applies when a computer is connected to a private network location, such as a home or work place.
<input checked="" type="checkbox"/> Public Applies when a computer is connected to a public network location.

Select

Define the name as "elecworks"


Select

Repeat the same process for  **Outbound Rules**

(The elecworks application uses ports : 26666 to 26672 (plus ports necessary for internet connection))

For the elecworks collaborative server (if standalone install, this is on the client; if network deployment, this is on the server):

Open Windows Firewall >  [Advanced settings](#)

Select  **Inbound Rules**

Select  **New Rule...**

Select Program

Select

Select

Browse to the file C:\ProgramFiles\elecworks\server_x64\EwServer.exe

Select

Select Allow the connection

Select

Select how the rules apply

Domain
Applies when a computer is connected to its corporate domain.


Private
Applies when a computer is connected to a private network location, such as a home or work place.

Public
Applies when a computer is connected to a public network location.

Select

Define the name as "elecworks Server"


Select

Repeat the same process for  **Outbound Rules**

(The elecworks Server uses ports : 26666 to 26672 (plus ports necessary for internet connection))

For the elecworks License Manager (if standalone install, this is on the client; if network deployment, this is on the server):

Open Windows Firewall >  [Advanced settings](#)

Select  **Inbound Rules**

Select  **New Rule...**

Select **Program**

Select

Select

Browse to the file c:\ProgramFiles\elecworks\LicensesManager_x64\EwLicensesManager.exe

Select

Select **Allow the connection**

Select

Select how the rules apply

Domain
Applies when a computer is connected to its corporate domain.


Private
Applies when a computer is connected to a private network location, such as a home or work place.

Public
Applies when a computer is connected to a public network location.

Select

Define the name as "elecworks License Manager"

Select

Repeat the same process for  **Outbound Rules**

Ports used:

Both the elecworks server and application uses ports 26666 to 26672. If elecworks has been installed as a network deployment, then the ports should be opened on **both** the server and client. If standalone, then just on the client:

Open Windows Firewall >  [Advanced settings](#)

Select  **Inbound Rules**

Select  **New Rule...**

Select **Port**

Select **TCP**

Define **Specific local ports:**

Select

Select **Allow the connection**


Select

<input checked="" type="checkbox"/> Domain Applies when a computer is connected to its corporate domain.
<input checked="" type="checkbox"/> Private Applies when a computer is connected to a private network location, such as a home or work place.
<input checked="" type="checkbox"/> Public Applies when a computer is connected to a public network location.

Select


Define the name as "elecworks Ports"


Select

Repeat the same process for  **Outbound Rules**

Services:

The following services should be enabled and *running* on the client and/or server depending on standalone/network deployment.

 SQL Server (TEW_SQLEXPRESS)

 TSI Collaborative Server 3.00

Microsoft SQL:

Elecworks utilizes Microsoft SQL2014 Express as default for the database engine. If you have used a different version of SQL when installing then the following still applies:

<https://docs.microsoft.com/en-us/sql/sql-server/install/configure-the-windows-firewall-to-allow-sql-server-access>

For database services access, refer specifically to:

<https://docs.microsoft.com/en-us/sql/database-engine/configure-windows/configure-a-windows-firewall-for-database-engine-access>

The program should be added similar to previously detailed above:



C:\Program Files\Microsoft SQL Server\MSSQL13.MSSQLSERVER\MSSQL\Binn\Sqllservr.exe

The port should be added similar to previously detailed above:

The port for SQL can vary from one installation to another. The port can be found by looking at the Windows registry or by using the Microsoft SQL Configuration Manager:

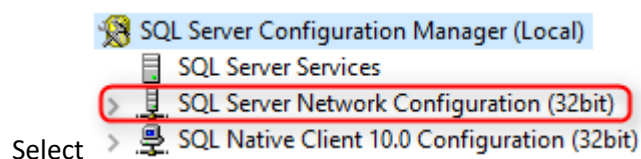
Windows Registry:

[\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\TEW_SQLEXPRESS\MSSQLServer\SuperSocketNetLib\Tcp]

Name	Type	Data
 (Default)	REG_SZ	(value not set)
 TcpPort	REG_SZ	50500

Microsoft SQL Configuration Manager (if installed):

Select *Start > Microsoft SQL Configuration Manager > Configuration Manager*



From the right hand side of the dialogue, select *Protocols for TEW_SQLEXPRESS*

From the right hand side of the dialogue, highlight TCP/IP > right click *Properties* > select *IP Addresses* tab

The port is detailed in the dialogue.

In addition to all of the above, you should ensure that users have “read/write” privileges for the elecworks data directories.

e.g. C:\ProgramData\elecworksdata\