

Use Windows Remote Assistance when Windows Firewall is on

Because firewalls can restrict communication between your computer and the Internet, you might need to change firewall settings in order to use Windows Remote Assistance.

- Click to open Windows Firewall from control panel security settings.
- Click Allow a program through Windows Firewall. If you are prompted for an administrator password or confirmation, type the password or provide confirmation.
- Under Exceptions, select the check box next to Remote Assistance, and then click OK.

Note

- If you use a different firewall, follow the instructions that came with your firewall.

What are the risks of allowing programs through a firewall?

When you create an exception or open a port in a firewall, you allow a particular program to send information to or from your computer through the firewall. Allowing a program to communicate through a firewall (sometimes called unblocking) is like opening a tiny door in the firewall.

Each time you create an exception or open a port for a program to communicate through a firewall, your computer becomes a bit less secure. The more exceptions or open ports your firewall has, the more opportunities there are for hackers or malicious software to use one of those openings to spread a worm, access your files, or use your computer to spread malicious software to others.

It's generally safer to create a program exception than to open a port. If you open a port, it stays open until you close it, whether or not a program is using it. If you create an exception, the "door" is open only when needed for a particular communication.

To help decrease your security risk:

- Only create an exception or open a port when you really need to, and remove exceptions or close ports that you no longer need.
- Never create an exception or open a port for a program that you do not recognize.