



Fixing Firewalls and Administrative Blocks in Windows 10

By Calandria DeCastro

“Devices test fine in Hardware, but when I open Survey, nothing comes through.”

“The device is connected and getting data in its user interface, but nothing is coming into HYPACK.”

“The device is able to connect using TCP, but not UDP.”

“Everything was working fine, then the computer restarted and now the devices aren't getting data.”

If any of these symptoms sound familiar to you, you may be dealing with blockages due to firewalls or lack of administrative privileges. While updating your user and firewall settings isn't always the fix, it will often resolve the issues described here.

IT restrictions that your company/organization has set on your survey computer can certainly complicate the troubleshooting process. If you suspect you may have admin/firewall issues and you know that your computer is under the purview of IT security, you may need to get your IT folks involved. Some surveyors request having a specific computer dedicated to survey that is unconstrained/less constrained by IT restrictions, often with no internet connectivity to reduce vulnerability.

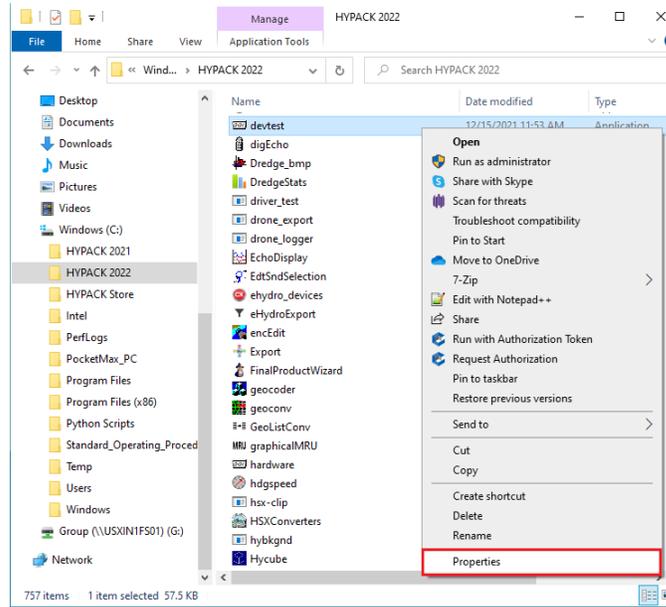
Even if you have your firewalls set to allow HYPACK® and its associated apps, it's still prudent to check if you're experiencing issues (it seems that often when security updates get pushed to the computer after a restart, firewall settings get changed).

RUNNING AS ADMINISTRATOR

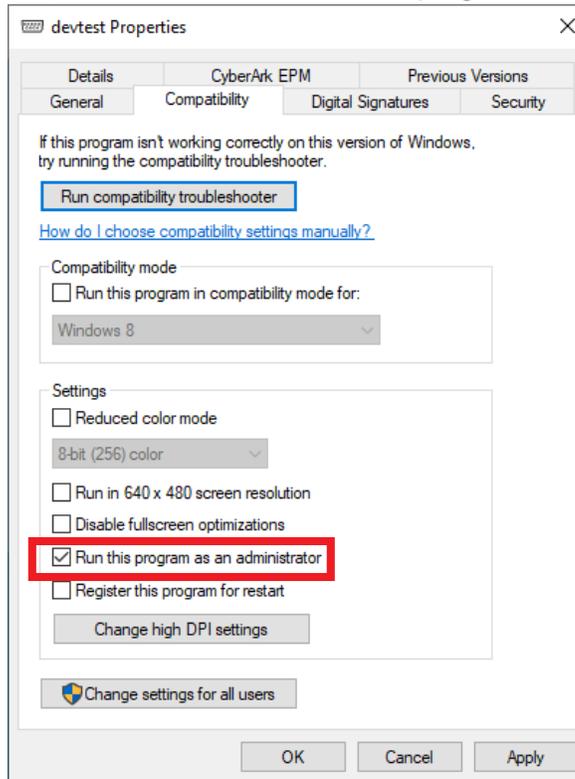
You'll need to do this for any apps through which external devices connect to HYPACK® (HYPACK®, Hardware, DevTest, HYSWEEP®, Survey, etc.).

1. Close HYPACK®. Open Task Manager; if there are any HYPACK®-related processes running in the background, close them.

2. In the main HYPACK® folder (Windows C:\ -> HYPACK 20XX), find the application (*.exe), then right click the application -> Properties.



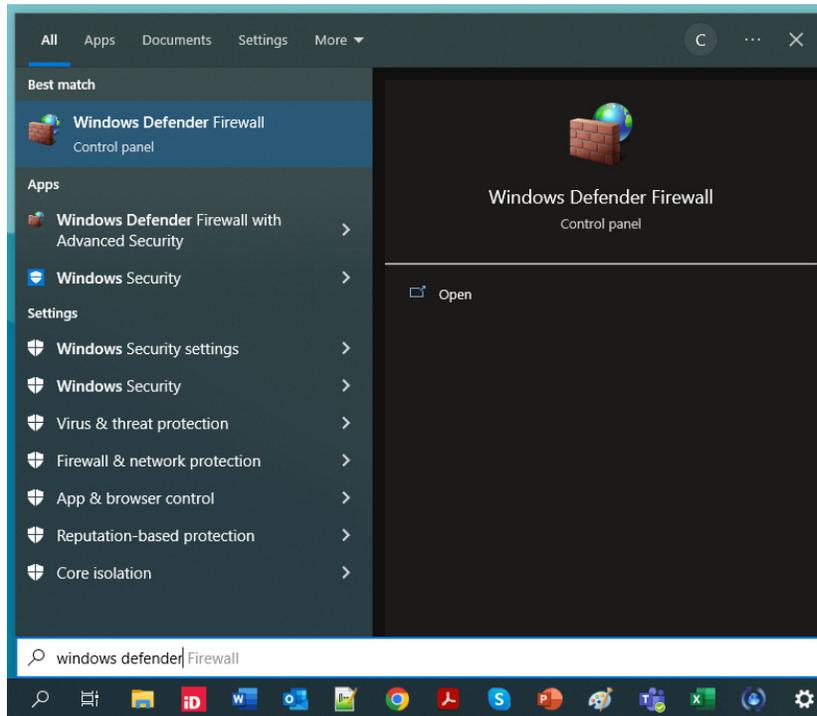
3. In the Compatibility tab, check the box for “Run this program as an administrator”.



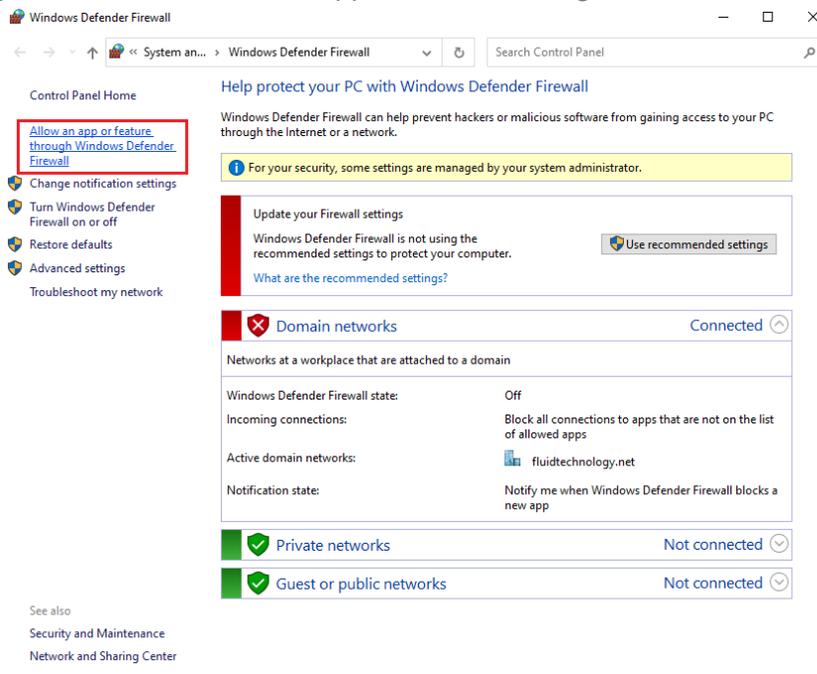
4. If multiple users log into the computer to use HYPACK®, click “Change Settings for All Users”. Enter administrator credentials if needed.
5. Repeat this process for any other apps you need.
6. Test functionality in HYPACK®. If the problem persists, move on to the next step.

ALLOWING HYPACK® APPS THROUGH FIREWALL

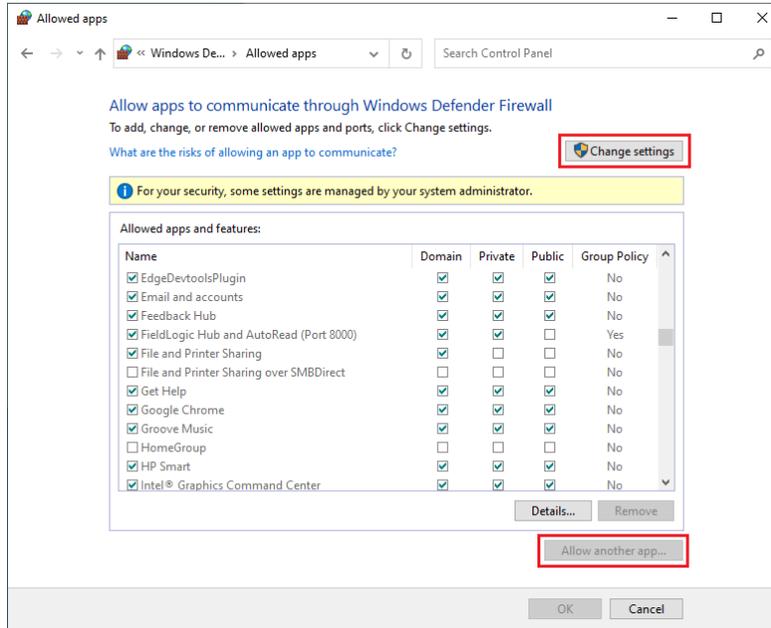
1. Close HYPACK®. Open Task Manager; if there are any HYPACK®-related processes running in the background, close them.
2. Open your firewall settings. In Windows 10, you can use the Search function to look for Windows Defender.



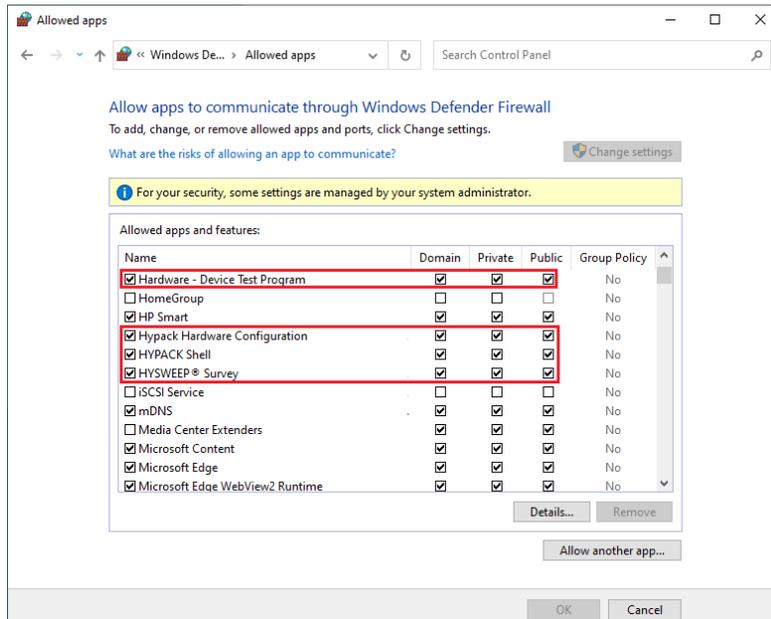
3. In the left panel, click on “Allow an app or feature through Windows Defender Firewall”.



4. Check to see if HYPACK® and its associated apps are on the Allowed Apps list (with the Domain, Private, and Public boxes all checked). If they are not, click “Change Settings”, enter administrator credentials if needed, then click “Allow another app...”.



5. Navigate to the main HYPACK® folder (C:\ -> HYPACK 20XX). Find and select the app you want to add, then click Allow. Ensure the Domain, Private, and Public boxes are all checked.



6. Repeat this process for any other apps you need.
7. Test functionality in HYPACK®. If the problem persists, give your friendly HYPACK Support Staff a call at 1-860-635-1500.

If these options do not resolve the problem, you may want to try disabling all firewalls. Do so with extreme caution and only with the permission of your IT department, as this can leave your computer vulnerable.