

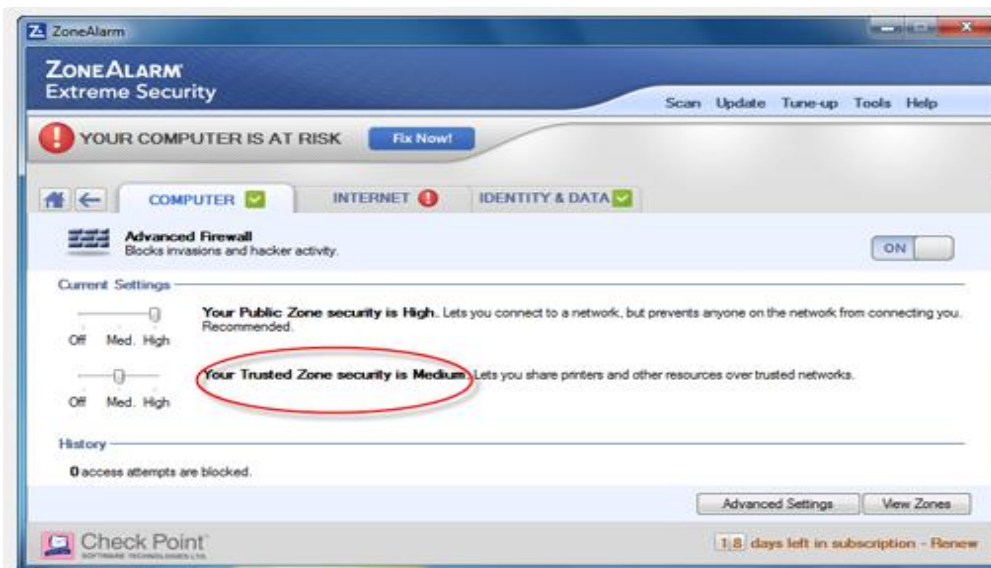
Could the firewall be blocking my printer?

If you can't print or can't see a storage device, your printer or storage device may be blocked by the ZoneAlarm firewall. This can happen only if the devices are connected through a wireless network. If they are connected by a cable, the firewall can't block them.

Here's how to let the firewall know your devices are OK so that you can get to them.

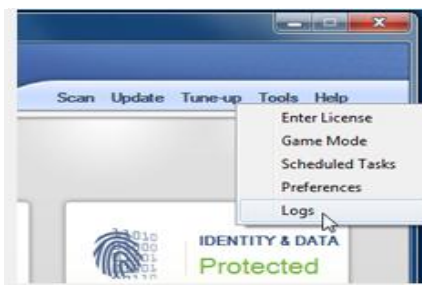
First, do this:

1. In ZoneAlarm, select **Computer**.
2. Select **Advanced Firewall | Settings**.
3. Make sure the **Trusted Zone** is set to **Medium**.
4. Try to access your networked printer or storage device again.

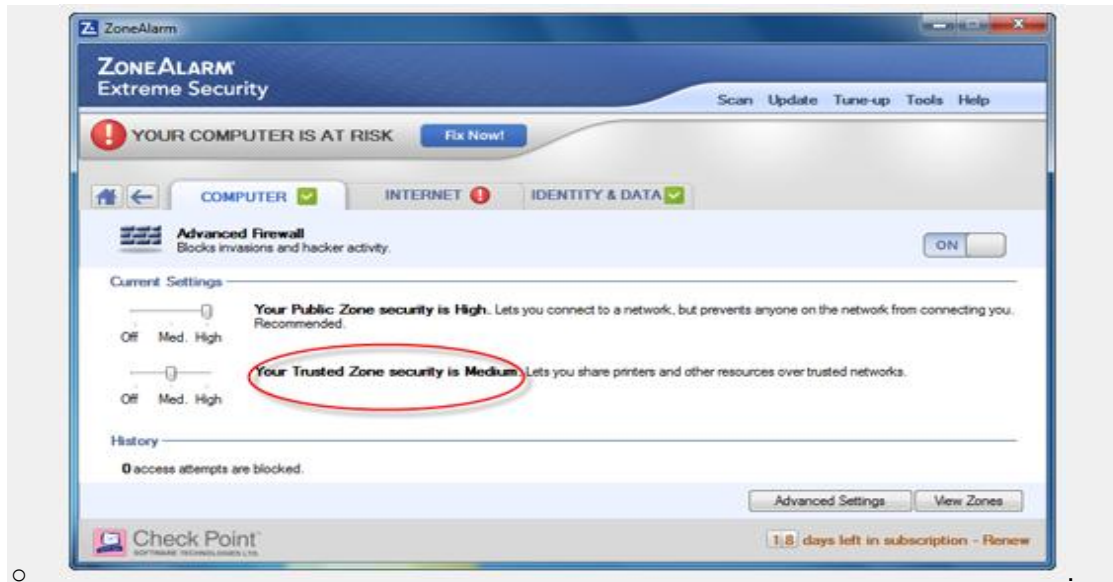


If that didn't solve the problem, do this:

1. From the ZoneAlarm window, select **Tools | Logs**.



2. Select the firewall log item for your printer or storage device, and then:
 - o Right-click it and click **Add to Zone**.
 - o Right-click it and click **Add to Zone**



HINTS if you aren't sure which log item represents your printer or storage device:

- Click the **Clear List** button, try printing again, and then check the Log Viewer again. The item at the top should be the right one. Check the Date/Time column to see if it corresponds.
- Other tips:
 - It's an outgoing firewall log item.
 - If you are on a home network, the alert Source IP address often begins with 192.168...

You should be able to print or access your storage device now.