

Re: Firewall Suggestions

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Date: 01/24/03

From: "Patty" <patty15@softhome.net>
Date: Thu, 23 Jan 2003 22:26:33 -0500

"David" <davidwnh@adelphia.net> wrote in message
news:zvLX9.475\$ni5.200594@news1.news.adelphia.net...

> *Ok this is going along well,*
> *I'm trying to get to the root of your problem because you will more than*
> *likely run into the same thing with most of the personal firewalls. I wish*
> *you had come here before dumping ZA because we could probably have gotten*
it
> *going.*
> *The log in delay goes back to the authentication issue. It's either*
windows
> *authentication methods or some scheme the developer put in for added*
> *protection.*

I'm not sure what type of authentication is in the software, I do know to even use ZoneAlarm with it we had to enter all the IP addresses assigned to each computer in the network into the ZA trusted zone. While that made the computers able to communicate with each other, it didn't speed anything up. All I know, is when I spoke with the techies at the accounting software they mentioned that it may have to do with their software using TCP/IP regardless of what protocol you set up with your peer-to-peer network. So, I'm guessing that's built into their software. Other windows programs didn't have that issue, for instance I was able to access files on the "server" computer using Word on my "workstation" computer. No problems with accessing or speed in that case. Another interesting note, these software folks have a "newer" version of their payroll module which did not have the same results as did the other modules of their software. It accessed quickly like the other windows programs did. So, IMO, it's definitely something in their software causing the problem.

What you need to do when you run into these problems is look at
> *the firewall logs and they will tell you what traffic is being blocked. It*
> *will mention the ports and whether the traffic is initiated from the other*
> *machine or is a response. I'm guessing you put firewalls on both machines*
> *and that makes things even harder to configure at times.*

I had ZA installed on all 3 machines. I never thought to check the log

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files, wonder if I still have them floating around somewhere, maybe not since when I uninstalled ZA I pretty much removed everything, even registry entries for it. I still, however, have the install files, I suppose I could try an install and see what happens. It's just that's it's hard doing this type of thing unless I go in after hours since the other folks need to use the computers to do their jobs and they don't want them tied up while I try to figure out what's going on. I had hoped that the software techie people could come up with an answer, since it was their software that was having the problem, but you know how those guys are, they want you to have nothing but their software on your computer, and if you have anything else it's that guy's fault that it doesn't work. <sigh> ZA's response to every problem is to uninstall, remove completely and reinstall clean because the file's corrupted (even if you've just installed it and haven't even used it yet). I did have some issues with ZA on my home computer and I had to do just that, uninstall completely and reinstall clean and that solved the problems (I think, I haven't reactivated the email protection). When my personal ZA license runs out, I may try out Sygate's Personal Firewall.

Overall Patty these

- > *personal firewalls are all about the same. Some of their features vary but*
- > *adding more functions is not always necessary in your situation unless*
it's
- > *a home business and you want the additional features for home use. They*
will
- > *just add more problems overall. If you didn't have the installation*
problems
- > *that others have had with ZA than it is hard to suggest something else.*
You
- > *can go back with ZA or something else that someone may have suggested .*
- > *Look for ease of use comments, not all the bells and whistles because you*
are also behind a router so some of it is unnecessary. And don't worry
about
- > *the virus/trojan thing too much, they all will stop them from "calling*
home"
- > *if they are set up properly and that is what is important. If you worry*
about the security thing too much you end up putting all kinds of
conflicting stuff on the machines and you have more problems.

Yes, it's simplicity (or as much of it as I can get) that I'd like to have. The two other ladies who work in this office are fairly computer illiterate (one more so than the other). I get phone calls at home sometimes when they try to boot the computers and can't get it to work and it turns out they've left a floppy disk in the drive or something that's causing their boot-up error. So, simplicity is necessary. ;o)

If you run

- > *your AV software properly and*
- > *don't open unsolicited email out of curiosity then it will get most of*
them.
- > *Just do frequent backups. And if a virus or trojan gets by I guarantee the*
time it takes to clean up infection and maybe reinstall the OS is a lot

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less

> *than all the time people waste keeping "this and that" "perfect" solution*

> *they have found up to date.*

> *So get something back on your machines and if the problem surfaces again,*

> *look at the traffic that is being blocked in the logs, post the log info*

in

> *here, and someone will be able to get you up and running.*

Thanks, David for all your suggestions and help. I truly appreciate it.

Patty