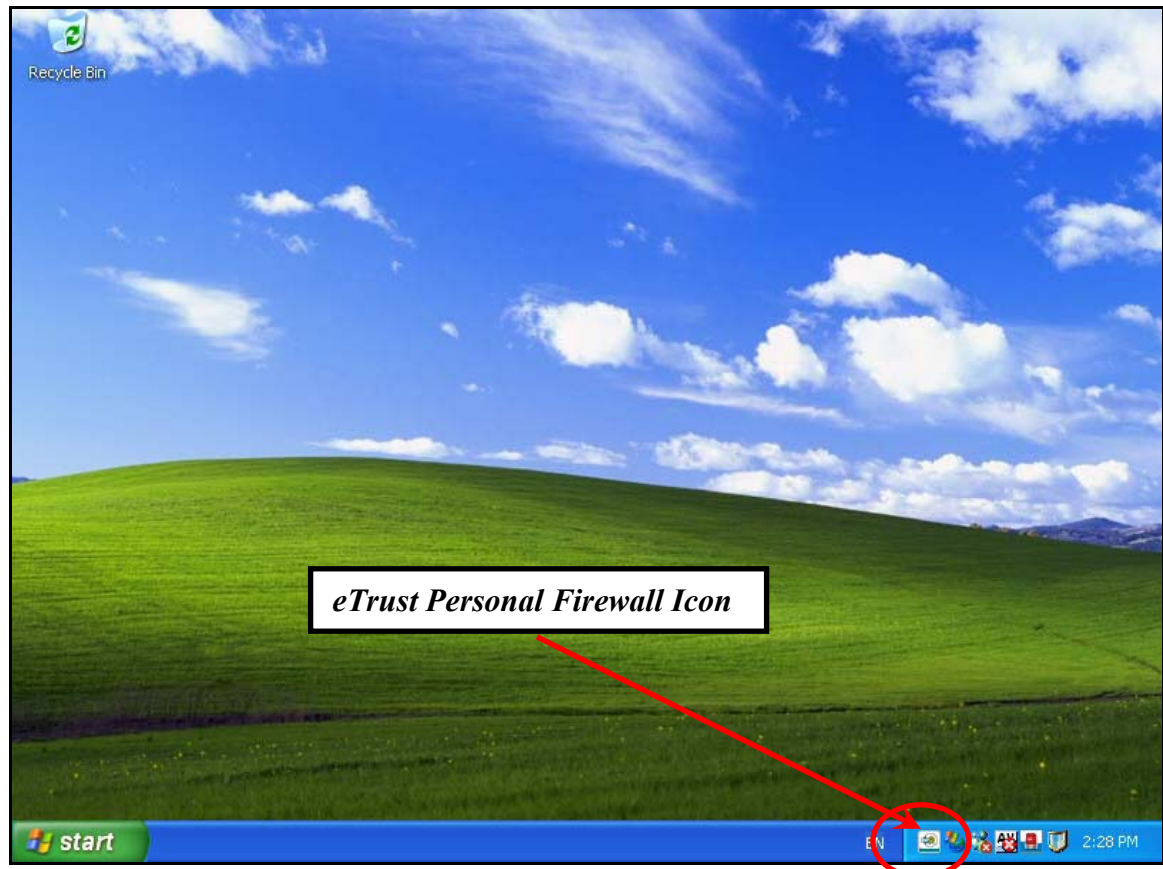


Shutting down the ETrust Personal Firewall

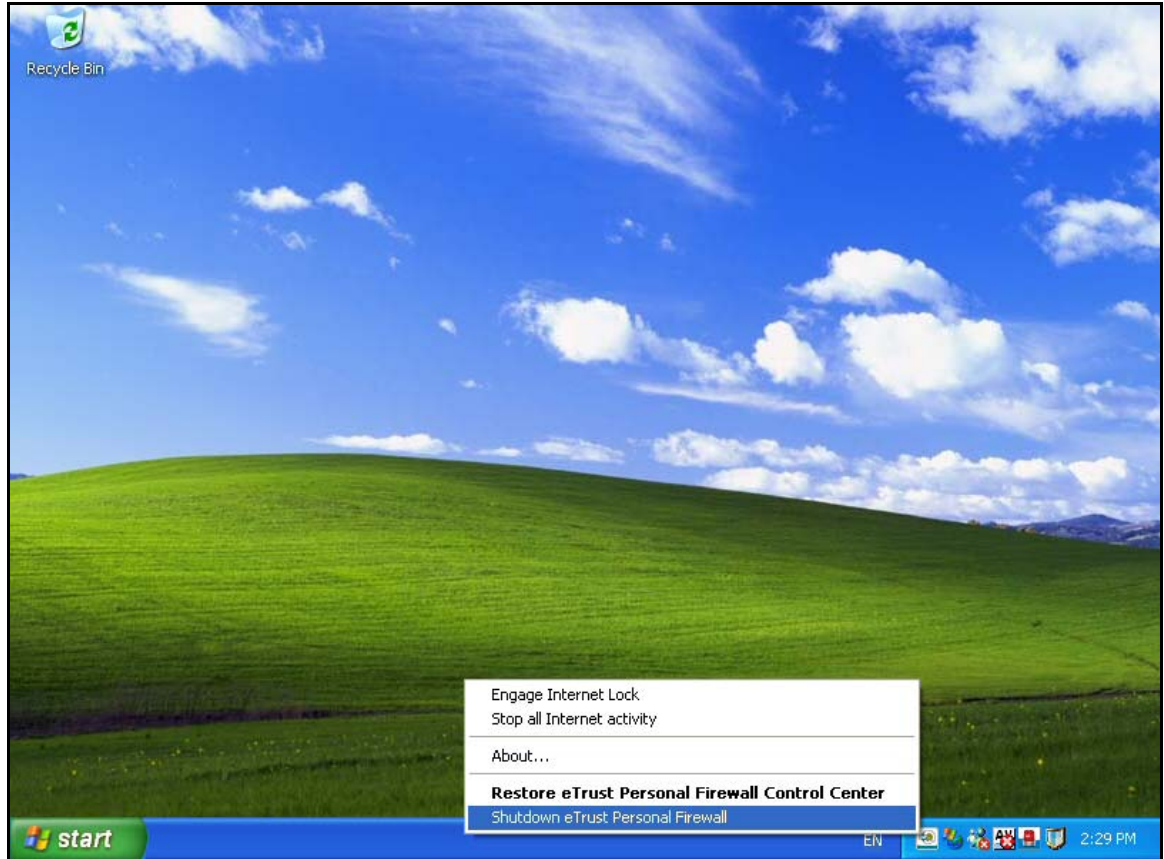
A firewall may cause issues with hardware and software that runs on your computer. If you are experiencing issues the first step maybe to shut down the eTrust Personal Firewall to see whether the issues are resolved.

To temporary shutdown the eTrust Personal Firewall

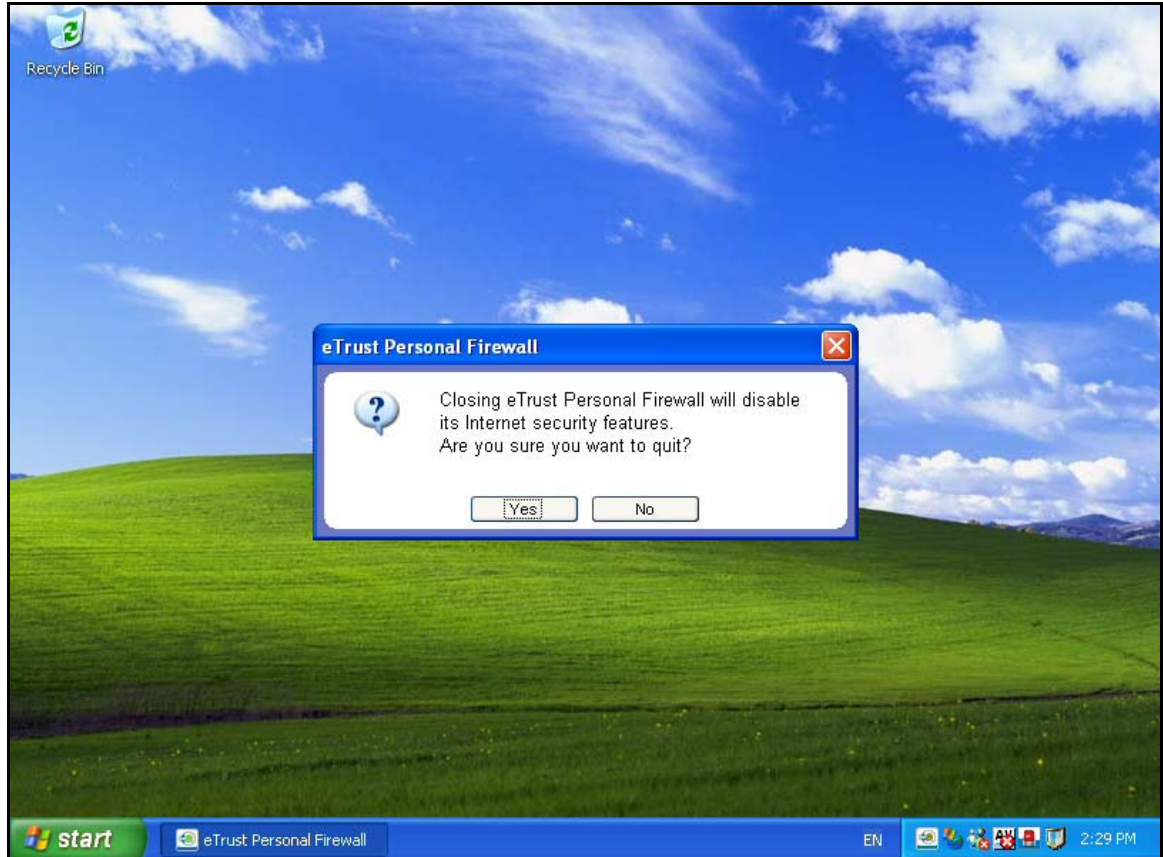
1. Login to Windows until you see the desktop.
2. Locate the eTrust Personal Firewall icon in the system tray at the lower right of the screen like so :



3. Right mouse click this icon to display a menu like so :



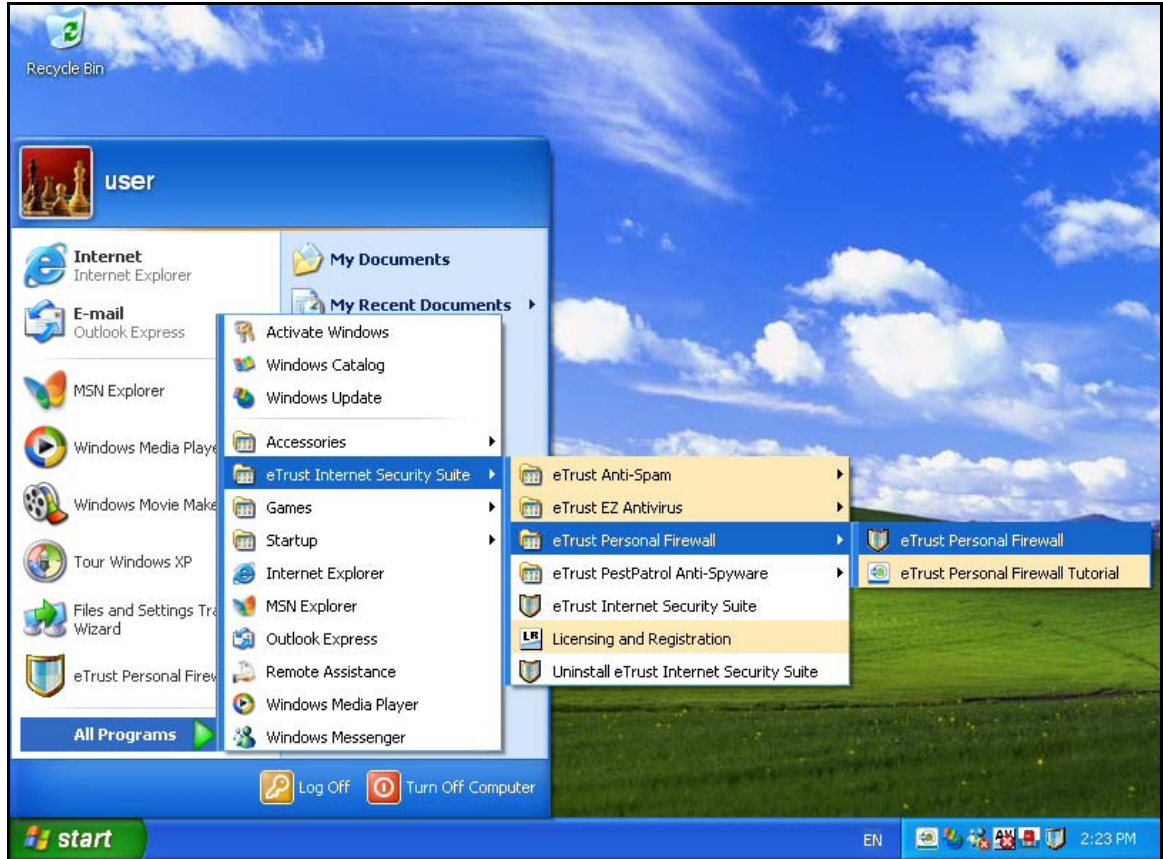
4. From this menu select *Shutdown eTrust Personal Firewall*. When you do so you will see a warning message like so :



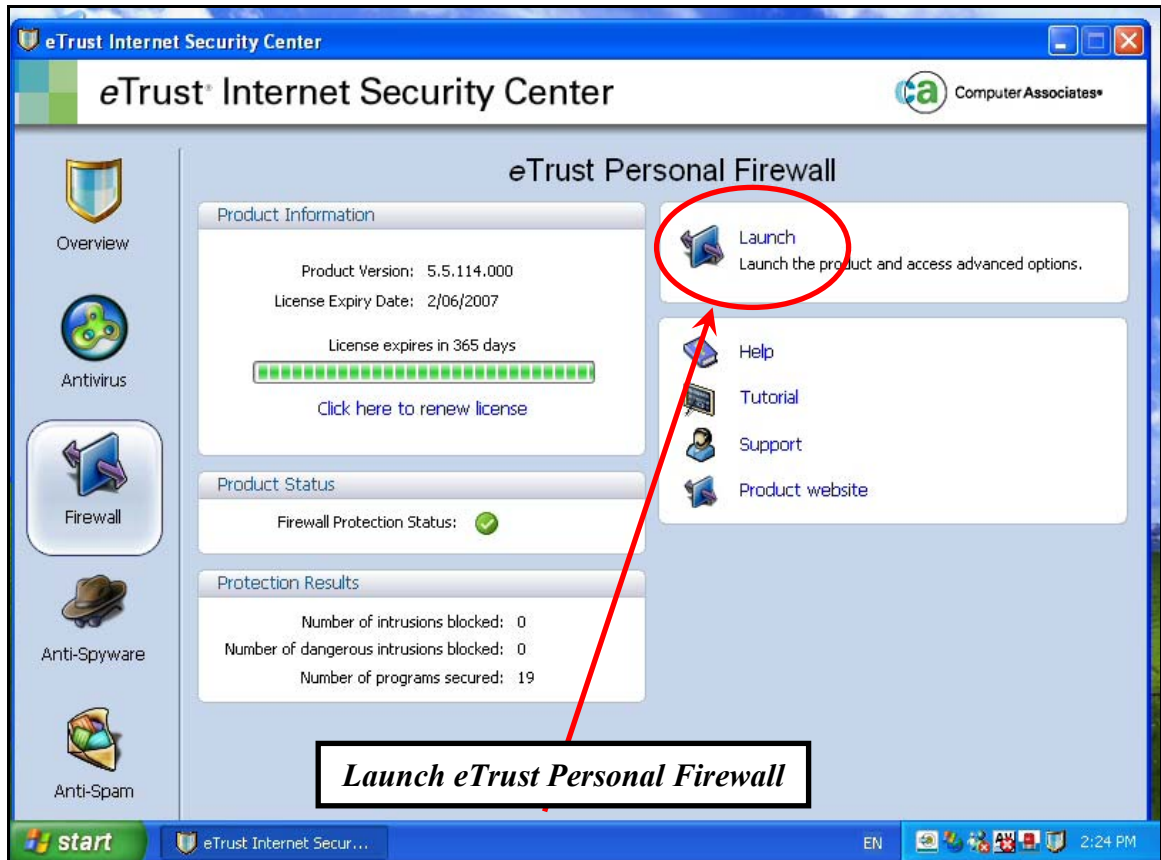
5. Click *Yes* to temporarily shut the firewall down. Note, the firewall will only remain shutdown until you reboot the machine or login as another user. Performing either of these actions will cause the firewall to re-activate.

To permanently shutdown the eTrust Personal Firewall

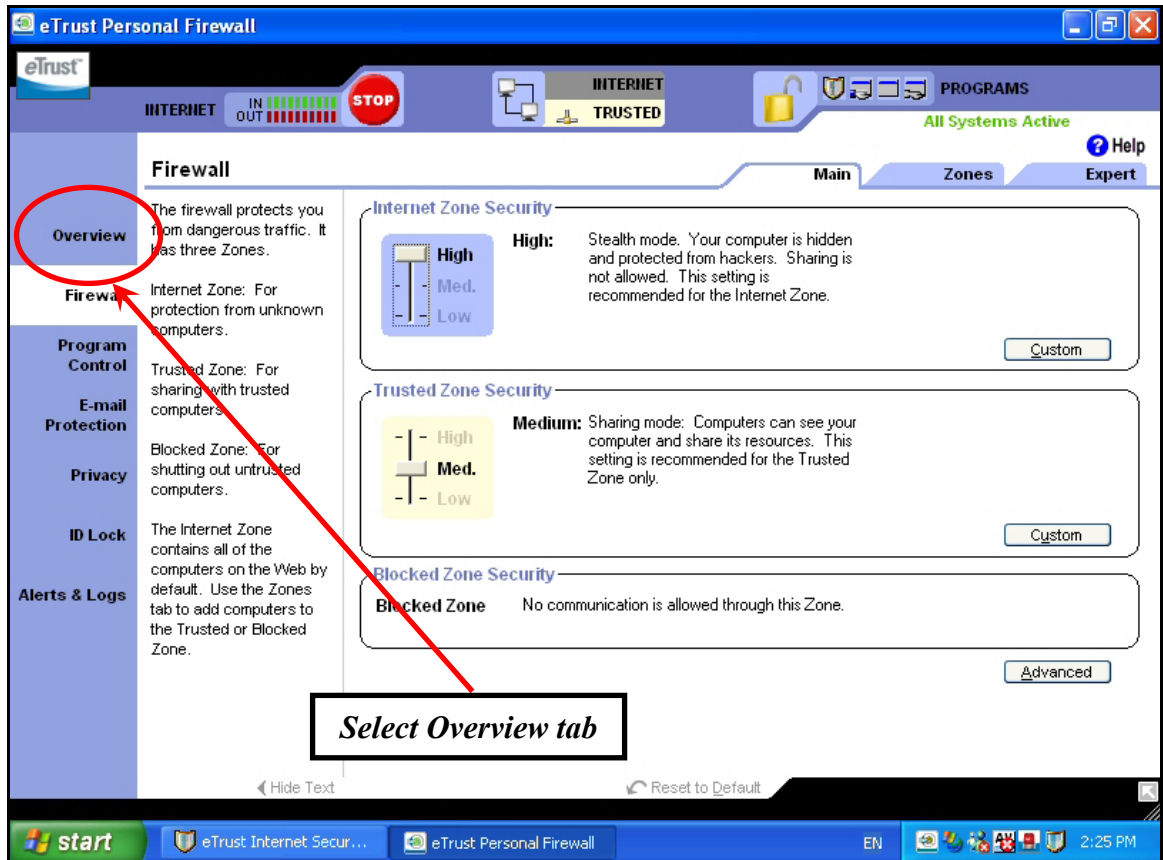
1. Locate the eTrust Personal Firewall Program via *Start | Programs | eTrust Internet Security Suite | eTrust Personal Firewall | eTrust Personal Firewall* like so :



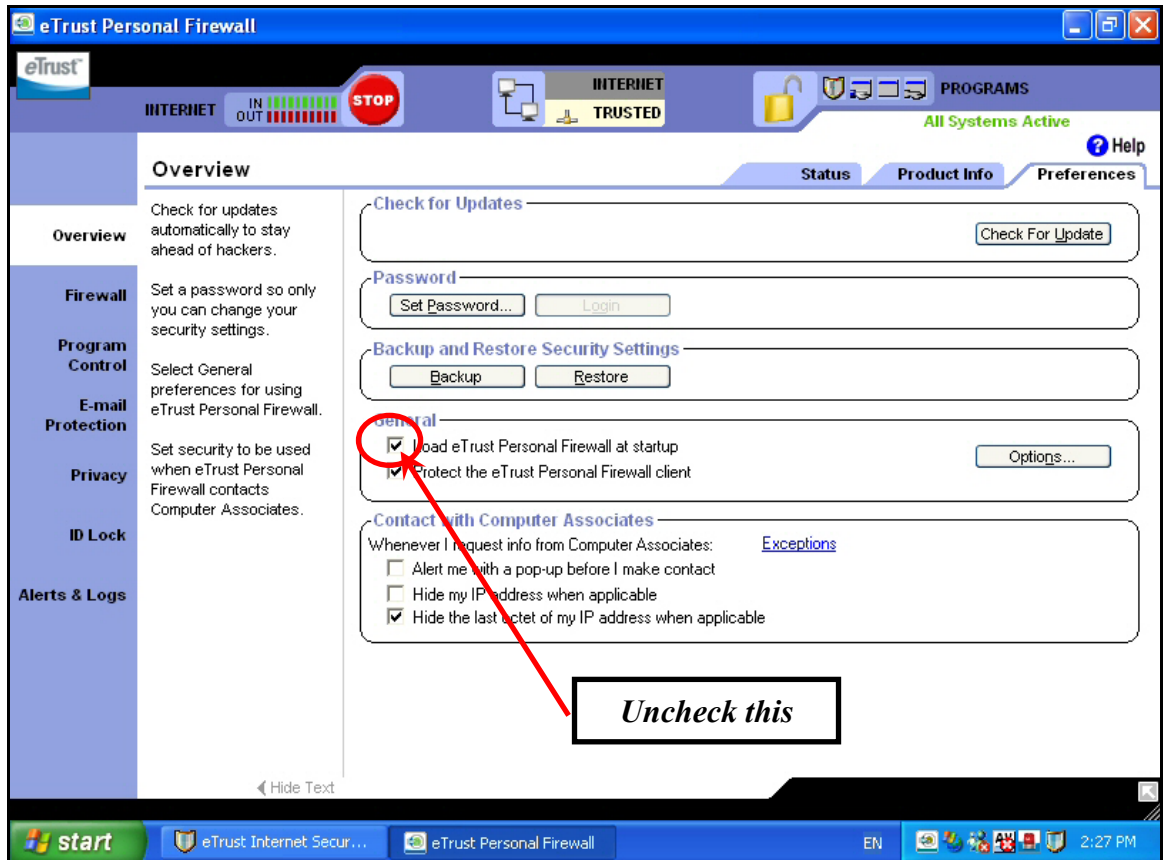
1. From the window that now appears select the *Launch* option that appears in the upper right.



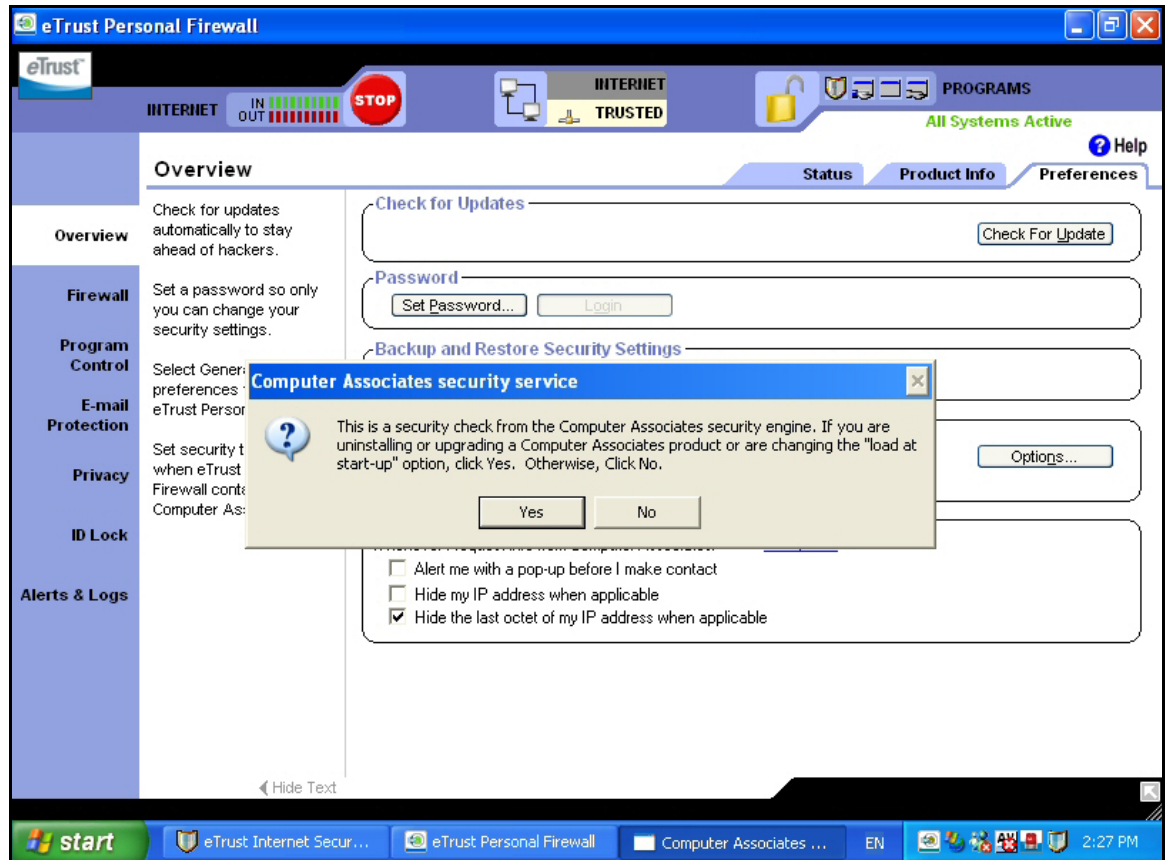
2. Select the *Overview* tab on the left hand side of the new window that appears.



3. Uncheck the option in the middle of the page that says *Load eTrust Personal Firewall at startup.*



4. When you uncheck this you will be prompted with a warning message like so:



Press the *Yes* button to accept this. This is simply precautionary to ensure that the firewall is not being disabled by a Trojan or malicious program.

At this point the firewall is still running and will continue to do so until you reboot. After the next reboot the eTrust Personal Firewall will no longer run automatically at startup. If you don't want to reboot immediately but require the firewall to be turned off, see the above section about *Temporarily turning off the eTrust Personal Firewall*.