Elemec3 Applications - McAfee Compatibility Guide

Scope:
This guide is limited to Windows 10 devices with McAfee Small Business Security installed for antivirus and firewall protection.
Elemec3 applications affected are; Elemec Portal and E3 IP Access Panel.
Host PC network interfaces (Ethernet/Wireless) only are addressed.
Other external network devices such as, routers, switches, and servers are not included.

Issue Summary:
If Elemec3 software is being blocked by a McAfee firewall and the typical solution of adding an exception for the required ports in the firewall settings has been unsuccessful.

Basic Solution Procedure:
1. Temporarily uninstall the McAfee Small Business Security software from the host PC.
2. Install the Elemec Portal and E3 IP Access Panel applications.
3. Verify the applications can discover and connect to an Elemec3 system on their network.
4. Reinstall McAfee Small Business Security software.
5. Re-verify the Elemec applications can discover and connect to an Elemec3 system on their network.

Network Requirements:
The Elemec Portal communicates on TCP port 10001 (OUT), TCP port 10007 (IN), and UDP port 10085 (IN/OUT) for all network communication with an Elemec3 system.
The E3 IP Access Panel communicates on UDP port 10086 (IN/OUT) and TCP port 10087 (OUT) for all network communication with an Elemec3 system.
1. Elemec applications must be allowed to communicate through Windows Defender Firewall for both private and public networks. *Refer to the Application Guide below.*
2. No firewall rules or policies shall be in place for the Elemec3 software using Windows Defender or McAfee.
3. If multiple network interfaces exist on the same device, adapter properties must be configured to set the "Interface Metric". *Refer to the Application Guide below.*

Elemec3 Application Guide

Allowing an Elemec app to communicate through Windows Defender Firewall:
When running an Elemec3 application Windows Defender Firewall will prompt the user regarding network access over the Private and Public networks. It is recommended to select both Private and Public options before continuing.
If the Public network option is unselected and you suspect there is a communication issue related to that setting, open " Windows Settings", search for the "Allow an app through Windows Firewall" option which will open the "Allowed apps" window. Click the "Change" settings button and scroll down to the E3 IP Access Panel or Elemec Portal, and check both Private and Public.

Configuring Multiple Network Adapters:
For PCs having more than one network adapter it may be required to disable the automatic selection of the preferred device, as the Elemec3 applications may be utilizing another adapter.
To resolve this issue, open "Network and Internet Settings", select "Change adapter options" and open the properties dialog box for the primary network adapter to be utilized. Open the properties menu for the "Internet Protocol Version 4 (TCP/IPv4)", select the Advanced button, and change the "Interface Metric" to
"1". For any subsequent adapters, following the same procedure and use a subsequent number in place of the automatic metric.