

Before you install the HP All-in-One on a network using Windows, READ THIS FIRST!



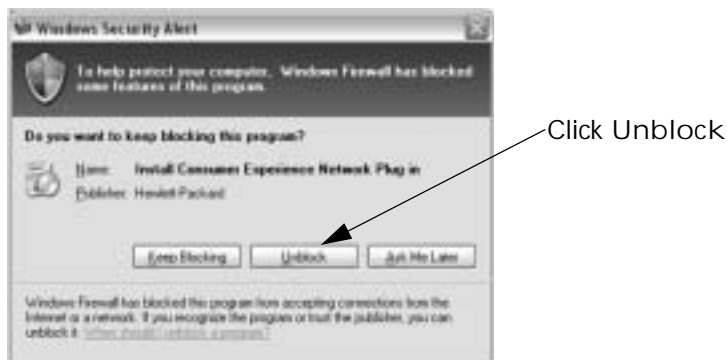
If you are installing your HP All-in-One on a network with the Windows Firewall enabled, you must unblock the HP software as described below. In addition, you must temporarily disable any other (third-party) software firewalls. Otherwise, when you attempt to install the HP software, a Printer Not Found error might appear and you will not be able to use your HP All-in-One on the network. If you already attempted to install the software and the Printer Not Found error appeared, see Printer Not Found screen below for information.

What is a software firewall?

A software firewall is a program that protects your computer and alerts you when it blocks any access to the network. The HP software is not a threat to your computer in any way, but the firewall will prevent it from being installed unless you unblock the HP software.

Windows Firewall

When you install the HP software with the Windows Firewall enabled, one or more Windows Security Alert messages might appear. If this happens, click the Unblock button.



Third-party software firewall

Third-party firewalls such as Symantec™, McAfee®, and ZoneAlarm® might block the successful installation of the HP software. For best results, disable the third-party software safely and temporarily as follows:

1. Disconnect the cable to the Internet from your router, modem, or gateway.
2. Look at the Windows system tray in the lower right side of the screen. If the firewall has an icon there, try right-clicking the icon to display a menu. Then select an appropriate option such as Disable.
3. When you have successfully installed the HP software, re-enable the firewall and reconnect your cable to the Internet.

For the latest information on third-party firewalls and answers to Frequently Asked Questions, see www.hp.com/support. Select your HP All-in-One from the drop-down list. (Example: Photosmart 2575, then select Firewalls.)

See other side

Printer Not Found screen

If you attempt to install the HP software without unblocking the HP software or disabling the third-party firewall software, the Printer Not Found screen might appear. If this happens, follow the instructions below. For additional information on things that can cause the Printer Not Found screen to appear, see the Network Troubleshooting section in the User Guide that came with your HP All-in-One.

If the Windows Firewall is blocking the installation

1. On the Windows taskbar, click Start, and then click Settings.
2. Click Network Connections.
3. Click Change Windows Firewall Settings, and then click the Exceptions tab.
4. Find the check box next to Install Consumer Experience Network Plug-in and check it if it is unchecked.
5. Continue to install the HP software.

If a third-party firewall is blocking the installation

You might need to uninstall the HP software and then follow the instructions on the first page of this sheet. If you continue to have a problem, see the documentation that came with the firewall for troubleshooting and support information.



Q7211-90289

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