



DEWESoft®
measurement innovation

Configuring Ethernet Settings to Allow DEWESoft Hardware Access

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1. Description

DEWESoft hardware that communicates through the computer Ethernet port is sometimes blocked or slowed by antivirus software such as McAfee, Symantec, Sophos, etc. In order to work around this the system administrator should whitelist DEWESoft devices.

2. Configure Ethernet Adapter

The problem is probably the anti-virus, not the firewall. The anti-virus system should not scan the network card that the DEWESoft EtherCAT devices are connected to.

The following information should be given to the IT department who will be able to make the changes that will allow DEWESoft devices to use EtherCAT communication on the computer's Ethernet port.

If possible have the network administrator whitelist the following MAC addresses:

- Source: 03:01:01:01:01:01
- Destination: FF: FF: FF: FF: FF: FF

Finally EtherCAT is a non-IP protocol and uses Ethertype 0x88A4