

Firewall Issues

Quick Sign uses HTTP protocol when downloading files to the media players. If Quick Sign fails to download files to the players, a PC firewall or a firewall in the router may be blocking this operation. Virus protection programs may block this operation also.

Unblocking the Computer Firewall

When Quick Sign is first started, you will be prompted to unblock the firewall for Quick Sign. Please accept to unblock. This does not pose much of security issue due to the fact that you are only unblocking the Quick Sign application as opposed to the whole computer and it will only download video files that you have specified.

Usually no further action will be needed and Quick Sign will function properly

Manually Unblocking the Computer Firewall

If video files fail to download, you may need to verify that the firewall is indeed off for Quick Sign. You can turn the firewall completely off, or can turn off just for Quick Sign.

Windows7 / VISTA Operating System

To turn firewall completely off (not recommended):

1. Control Panel->Security->Windows Firewall-> Turn Windows Firewall on or Off
2. Select Off
3. Click OK

To allow just Quick Sign through the Firewall:

1. Control Panel->Security-Windows Firewall-> All a program through Windows Firewall
2. Click Add Program
3. Browse to C:\Program Files\CE labs\Quick Sign Pro\QuickSignPro.exe for Quick Sign Pro (typical, may be different location on some PCs)

QS300 and QS400 typical locations:

Quick Sign 300: C:\Program Files\CE labs\CCM Quick Sign 300\CCM Quick Sign for HD300ZX.exe

Quick Sign 400: C:\Program Files\CE labs\CCM Quick Sign 400\CCMQuickSign.exe

4. Click OK

Now must add port 7898 TCP

1. Click Add Port
2. Set Name: http port:7898 TCP.
3. Click OK

XP Operating System

To turn firewall completely off (not recommended):

1. Control Panel-> Security Center->Windows Firewall-> Turn Windows Firewall on or Off
2. Select Off
3. Click OK

To allow just Quick Sign through the Firewall:

1. Control Panel-> Security Center->Windows Firewall
2. Click Exceptions Tab
3. Click Add Program
4. Browse to C:\Program Files\CE labs\Quick Sign Pro\QuickSignPro.exe for Quick Sign Pro (typical, may be different location on some PCs)

QS300 and QS400 typical locations:

Quick Sign 300: C:\Program Files\CE labs\CCM Quick Sign 300\CCM Quick Sign for HD300ZX.exe

Quick Sign 400: C:\Program Files\CE labs\CCM Quick Sign 400\CCMQuickSign.exe

5. Click OK

Now must add port 7898 TCP

1. Click Add Port
2. Set Name: http port:7898 TCP.
3. Click OK

Virus Protection Programs

If you are running a virus protection program, the settings may need to be altered to allow Quick Sign to use the HTTP protocol (TCP/IP). Virus protection programs vary widely so no details are provided here.