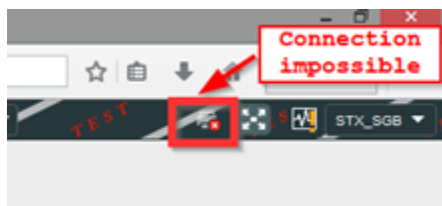


# SecuTix : Device Manager & Antivirus

## Device Manager

After the deployment of the new SecuTix " Device Manager ", we encountered some communication issues between the Firefox browser and the « Device Manager » installed, if an antivirus like Sophos or Endpoint is protecting the workstation.



## How to identify the problem?

On a system protected for this kind of antivirus, the communication between Firefox and the "Device Manager" could be not possible.

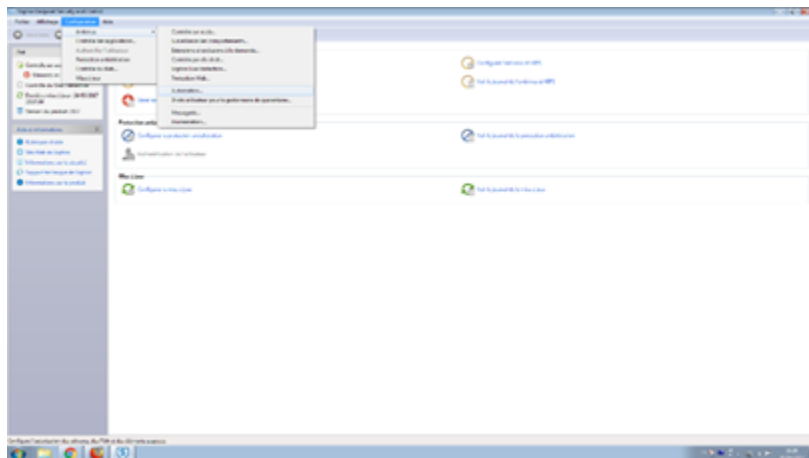
Temporarily disabling the antivirus could help to locate the source of the problem. If the antivirus is disconnected, Firefox should successfully connect with the Device Manager without any issues. In that case, the protection is the source of the problem.

## Solution

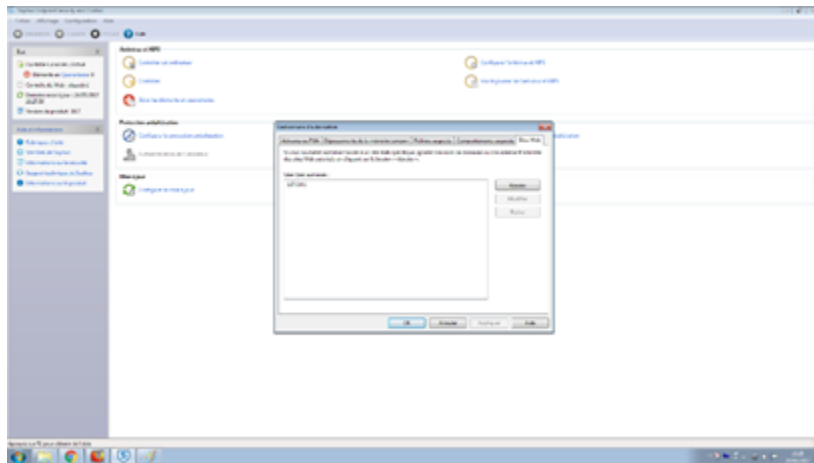
To solve the issue, it is necessary to add the address **127.0.0.1** in the authorized « Web sites ».

Please follow this procedure.

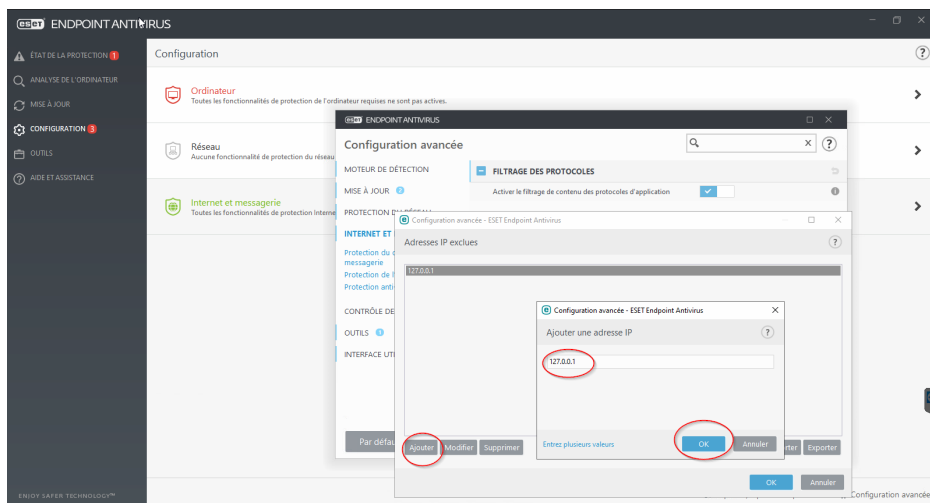
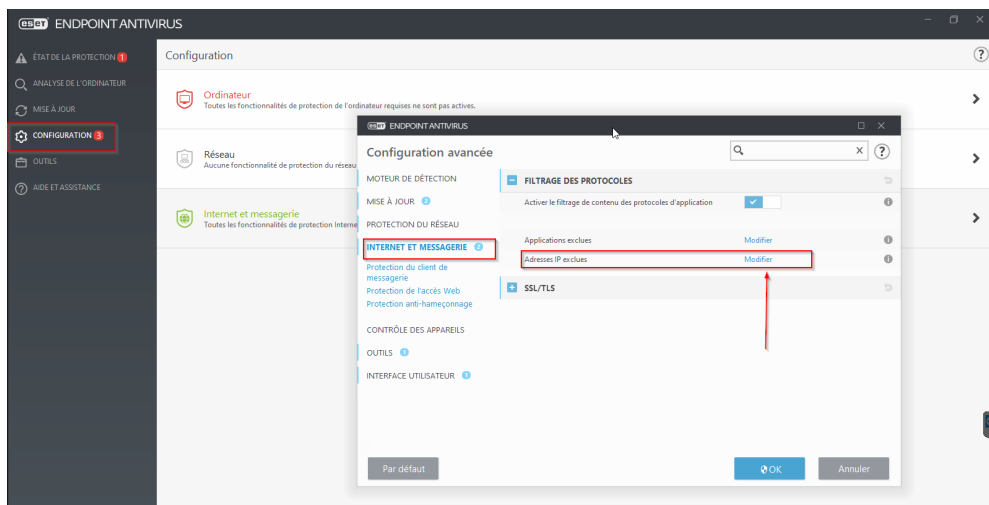
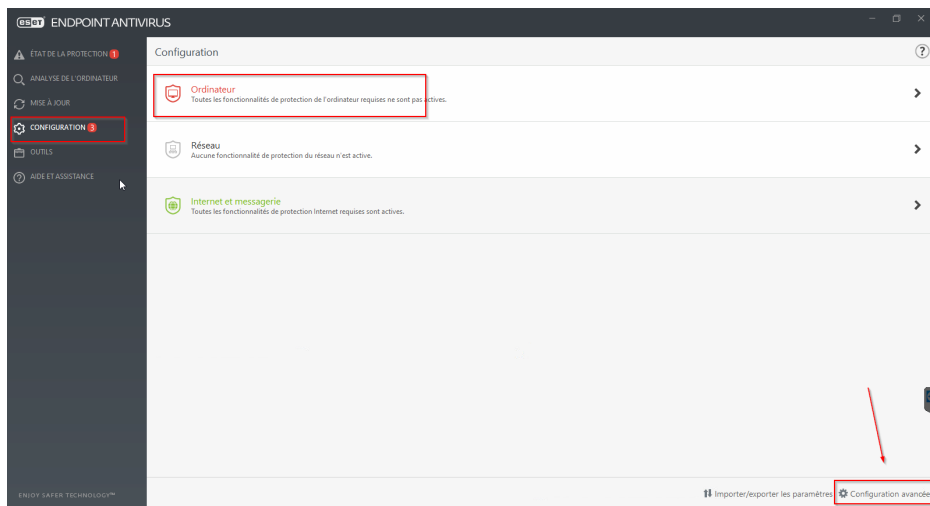
1) In Sophos, open the menu **Configuration -> Authorization ...**

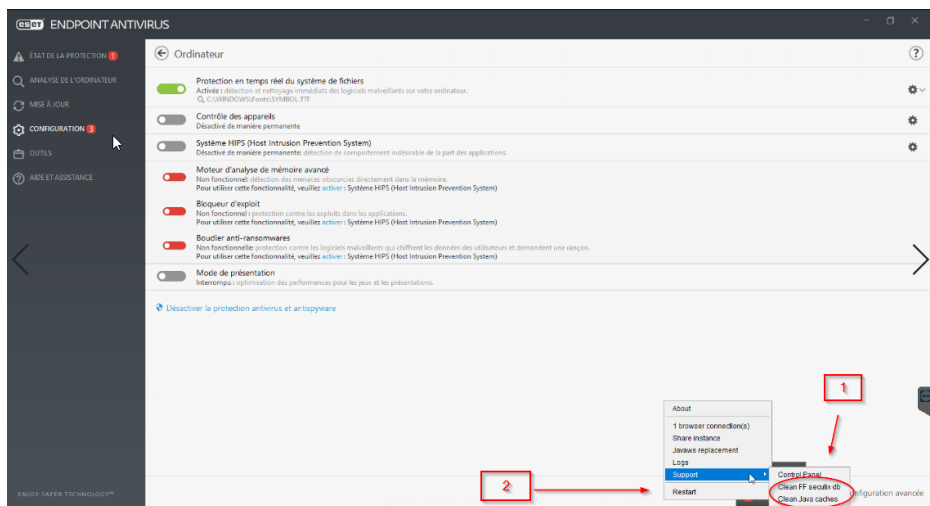
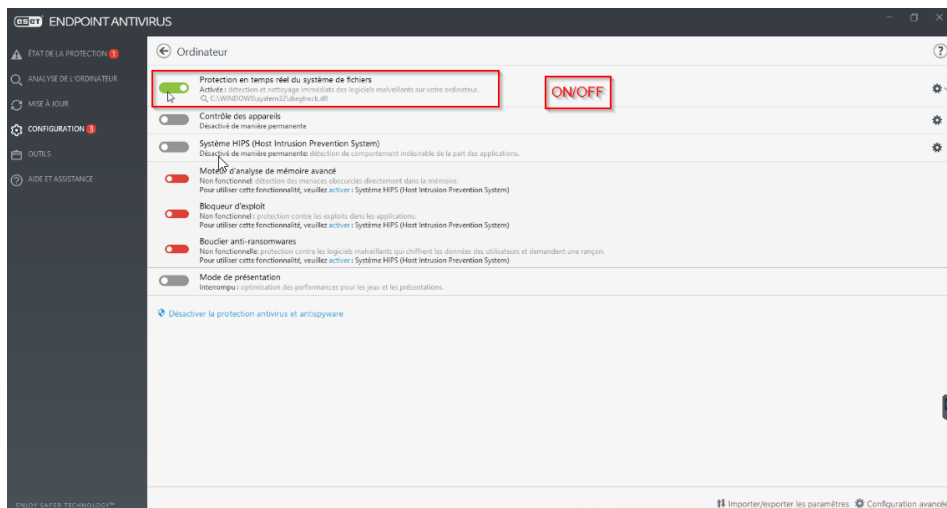
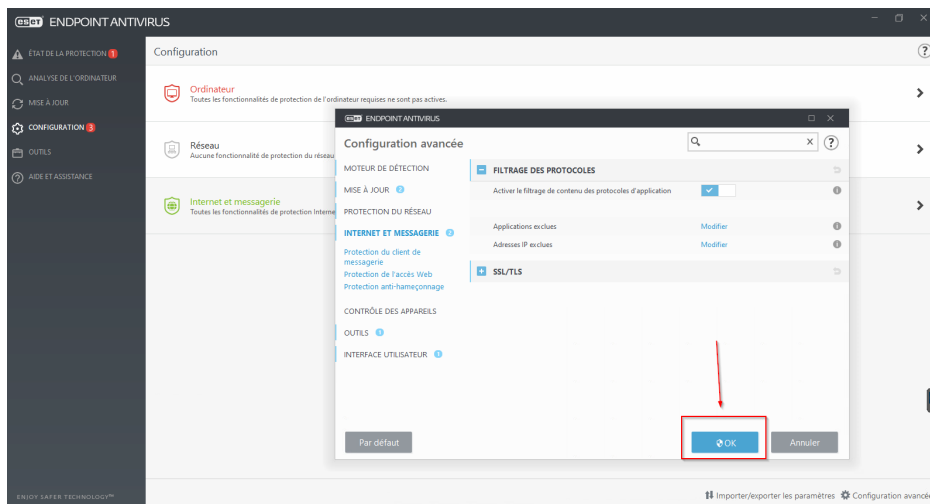


2) Add in the « Websites » tab the address **127.0.0.1**



3) In Endpoint, please find the procedure in the screenshots below.





## Antivirus and firewall

It is possible that your antivirus/firewall block the communication between the Firefox browser and the Device Manager.

