How do I request a new firewall rule?

Tell Me

ITS has a firewall in place to prevent unauthorized access to or from the University network. Ports can be opened when there is a legitimate academic or business need. Requests for new firewall rules require review and approval by ITS to ensure there are no inherent risks in opening up access through the firewall.

1. To get started, go to [https://servicecatalog.uncc.edu/service/secure-computing/firewall](https://servicecatalog.uncc.edu/service/secure-computing/firewall)
2. Click on the **Firewall Rule Request Form** button
3. If prompted, log in using your NinerNET credentials
4. Fill out all required fields. In the fields asking for contacts/owners, click the … button and search for the user(s) to select them.
   a. For the **Reason for this request:** field, be sure to be descriptive in why you need these firewall changes to be made.
5. To add requests, go to the following section:

   ![Diagram of firewall rule request form]

   a. Enter the Source IP Address/Hostname and select the appropriate Protocol.
   b. Enter the Destination IP Address/Hostname, Port and whether you need to **Add** a new request, **Modify** an existing rule, or **Delete** an existing rule.
   c. To add this rule to the request, click the **Add rule** button.
   d. By default, the information in the Source/Destination box will remain, in case you need to make multiple, similar requests. To reset this information back to blank boxes, click the **Reset** button.
   e. You can keep adding as many rules as needed.
   f. Add any **Additional Notes:** into the box.
6. When the request is ready to be submitted, click the **Submit** button at the bottom of the form.

Related FAQs

- How do I request an exception from University IT Guidelines for Endpoints, Systems and Applications?
- How do I request a new firewall rule?
- How do I request a privileged account for system/application administration?
- What vulnerability management tools are used at UNC Charlotte?
- How does an endpoint device manager configure a device to use secure DNS?