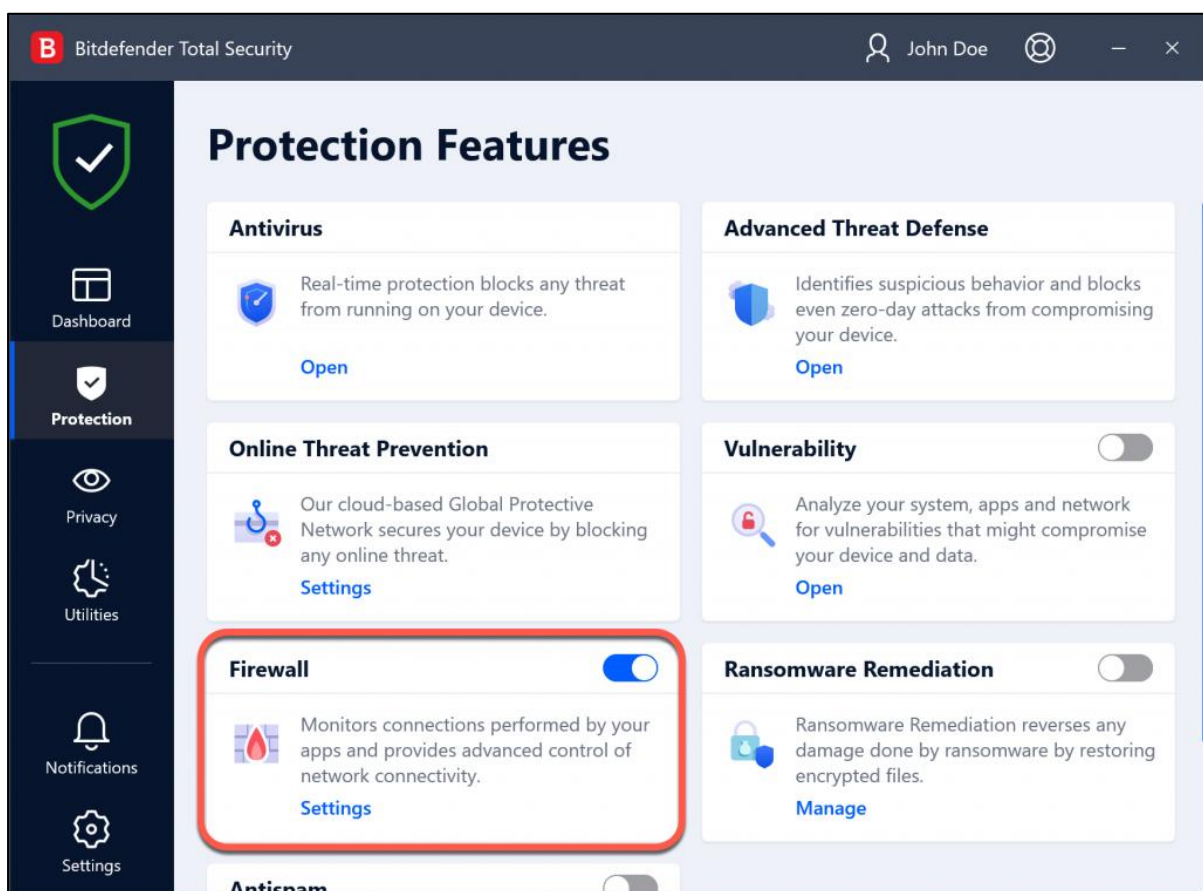


Bitdefender Firewall can't be activated or turns itself OFF on Windows

There are certain situations when the Bitdefender Firewall can't be activated or turns itself off after installing Bitdefender Internet Security or Bitdefender Total Security on Windows computers.

The issue is caused by a Windows service named Base Filtering Engine that is missing, not by the Bitdefender security product. Base Filtering Engine Service (BFE) is a service that controls the operation of the Windows Filtering Platform. Windows Filtering Platform (WFP) is a network traffic processing platform that allows software to “hook” into Windows networking stack and perform such functions as firewall, traffic shaping, filtering, etc. This service is essential for the operation of many firewall products: Windows built-in firewall, Bitdefender Firewall, and many others.



If Bitdefender Firewall can't be activated or turns itself off, you need to restore the BFE service for the firewall to work. To do that, please follow the steps below:

A. Base Filtering Engine (BFE) service is present on the system

1. Open [Control Panel](#), click on **Administrative Tools** and then open **Services**. In the services list, search for **Base Filtering Engine**. If the service is on the list, check its status. If the status reads **Stopped**, right-click on it and select **Properties**. Then make sure the startup type is set to **Automatic**, then click on **Start**.
2. After the process is finished, please restart Windows.
3. If you receive the **Access Denied** error message when you start the service at **step 1**, it means you need to set proper permissions for the service in Window Registry.
4. Fix permissions for BFE in the registry:
 - Open **Registry Editor** (type *Regedit* in Start Menu, then select Registry Editor from the results).
 - Navigate to **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\BFE**
 - Right-click on the **BFE key** and select **Permissions**.
 - Click **Add**, type **Everyone** and click **OK**.
 - Click on **Everyone** in the list at the top and check the **Allow Full Control** checkbox below.
 - Click **OK** to dismiss this dialog.
5. Restart Windows and enable Bitdefender Firewall. If Bitdefender firewall can't be activated, verify that the BFE service can be started: open **Control Panel**, click on **Administrative Tools** and then open **Services**. In the services list, please search for **Base Filtering Engine**. Right-click on it and select **Properties**. Then make sure the startup type is set to **Automatic**, then click on **Start** and reboot your computer again.

B. Base Filtering Engine (BFE) service is NOT present on the system

1. Open [Control Panel](#), click on **Administrative Tools** and then open **Services**. In the services list, search for **Base Filtering Engine**. If the service is not in the list, it needs to be installed.

2. Download the **BFE_repair.zip** archive from [here](#). Unpack the archive and double click on the **BFE_repair** file. Click **OK / Merge** to acknowledge the installation of the file in your Windows Registry.

3. Reboot the computer and set proper permissions for the service in the Windows Registry.

4. Fix permissions for **BFE** in the registry:

- Open **Registry Editor** (type *Regedit* in Start Menu, then select Registry Editor from the results).
- Navigate to **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\BFE**
- Right-click on the **BFE key** and select **Permissions**.
- Click **Add**, type **Everyone** and click **OK**.
- Click on **Everyone** in the list at the top and check the **Allow Full Control** checkbox below.
- Click **OK** to dismiss this dialog.

5. Restart Windows and enable Bitdefender Firewall. If the firewall can't be activated, verify that the BFE service can be started: open **Control Panel**, click on **Administrative Tools** and then open **Services**. In the services list, please search for **Base Filtering Engine**. Right-click on it and select **Properties**. Then make sure the startup type is set to **Automatic**, then click on **Start** and reboot your computer again.

After performing the above steps, you should be able to activate Bitdefender Firewall without encountering any issues.