

Loss of File and Printer Sharing

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2008-07/msg00207.html

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 - *Date:* Mon, 21 Jul 2008 10:17:02 -0700
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Hi everyone,

Sometime in the past few days, I lost and then partially recovered file and printer sharing capability on one computer of my home network.

The network consists of two MacBooks, an HP Compaq 6510b laptop issued to me by my employer, and my home workstation, a Dell Dimension 4700. All of these systems are wireless and connect to an AirPort Extreme, set up for NAT, which assigns IP addresses to all with DHCP. File sharing was enabled and functional among all of the computers, and there were two shared printers, also functional: one connected to the USB port on the AirPort Extreme, the other connected to my Dell.

The Dell came with XP Home, which I upgraded to XP Professional. The laptop came with XP Professional. The laptop also came with Windows Firewall disabled and Symantec Client Firewall (SFC) installed and operating. I set up an allowed IP address range, covering all of the computers on the network, in SCF for file and printer sharing. I had also disabled Windows Firewall on the Dell, installed Zone Alarm, and also configured it for file and printer sharing. I used Bonjour to configure the shared printers for the PCs with no problem.

To save desktop space, I often used Remote Desktop to run the laptop from my Dell without any problems. I'd share files between the two and also print from the laptop to the Dell's printer, no problem.

Like many others, I lost Internet connectivity when Windows Update automatically installed SP3 and KB 951748 recently on the Dell. After researching the problem and reading through discussions here and at other forums like AumHa, I decided to uninstall Zone Alarm and enable Windows Firewall on the Dell. I made sure that the File and Printer Sharing exception was enabled when I did so. I also installed SP3 and KB951748 on the laptop.

In addition to switching to Windows Firewall, I also recently purchased and installed BitDefender Antivirus 2008 (just the antivirus, not the full security suite), and I downloaded and ran Seconfig XP on the HOME setting (which, admittedly now in hindsight, I should probably have understood a bit better before doing...).

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I believe the Seconfig XP caused the initial loss of file and print sharing, as it closed a lot of ports and disabled things like NetBIOS, etc. My symptoms at this time were:

- * Loss of file and printer sharing over the network for the Dell. It was no longer able to connect to the shares on the MacBooks or the laptop, nor could I print to the network printer connected to the router anymore.
- * The MacBooks and the laptop were unable to even detect the Dell as a network computer.

Fortunately, Seconfig XP saved the original configuration, and I was able to restore it.

After the Seconfig XP restore, my symptoms now are:

- *The Dell can now connect to the shares on the MacBooks and the laptop.
- *The MacBooks and the laptop can now detect the Dell as a network computer.
- *The MacBooks and the laptop are still unable to access the shared folder on the Dell.
- *Trying to use the Add Network Place wizard on the laptop to navigate to the shares on the Dell, I get the error message "The folder you entered does not appear to be valid. Please choose another."

I've ensured that

- *the shared folder on the Dell is set to Share this folder
- *the share name is correct
- *the Everyone object has full access in Permissions
- *the File and Printer Sharing exception is still enabled in Windows Firewall

I've also followed the procedure in the Troubleshooting File and Printer Sharing in Windows XP document located at

<http://www.microsoft.com/downloads/thankyou.aspx?familyId=fd7fd48d-6b4a-448e-a632-076f98a351a2&displayL>

Still no luck.

I saw on another thread in this forum that some antivirus software can interfere with file and printer sharing. Could the BitDefender AV be interfering? It does have a feature called real-time scan, which does scan network traffic on its default setting.

Any help is appreciated; I'm happy to supply more information as required.

