

Re: Trend CSM 3.0 will not push to XP clients

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-11/msg03816.html>

- *From:* "Gregg Hill" <bogus@xxxxxxxxxxxx>
 - *Date:* Fri, 25 Nov 2005 13:39:45 -0800
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Theo,

I have tried it both ways.

If I use domain\administrator and the password, I get an error stating that "hillservices\administrator does not have administrator privileges" and If I enter only the domain admin username and password, or any other administrator name and password, I get an error that states, "Remote installation unsuccessful. The username and/or password may be invalid...."

Gregg Hill

"Theo" <theoclear@xxxxxxxxxxxxxxxx> wrote in message [news:dm5232\\$dtg\\$1\\$8300dec7@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:dm5232dtg1$8300dec7@xxxxxxxxxxxxxxxxxxxxxx)
> Hi Greg when you enter the username are you entering it in the form
> "mydomain\username"? If not it will give you this error.
> Theo
> "Gregg Hill" <bogus@xxxxxxxxxxxx> wrote in message
> news:uMC09MS8FHA.736@xxxxxxxxxxxxxxxxxxxxxx
>> Hello!
>>
>> I have contacted Trend tech support with this issue, but no solution has
>> been found yet.
>>
>> I recently installed Trend Micro CSM 3.0 on SBS 2003 SP1 with ISA 2004,
>> and I am trying to remotely install to XP Pro SP2 clients using the
>> Dashboard > Security Settings > Add Computer > Remote Install method. I
>> was trying to install to an XP Pro SP2 client with the Microsoft Firewall
>> client installed so it would work with the ISA 2004 on SBS. My first
>> attempt to use the remote install method popped up a prompt asking for
>> the username and password. It does the same thing trying to install to an
>> XP Pro SP2 client without the Microsoft Firewall client (ISA 2004)
>> running.
>>
>> If I enter the domain admin username and password, or any other
>> administrator name and password, I get an error that states, "Remote
>> installation unsuccessful. The username and/or password may be invalid,

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>> or the target computer is running Windows XP using simple file sharing.
>> Confirm the username and password. If the target computer is running
>> Windows XP, disable simple file sharing." I searched Trend's knowledge
>> base and found that exact error, although for version 2.0. The "solution"
>> was to use the "domain\username" format when trying to add a desktop
>> using the Dashboard > Security Settings > Add Computer > Remote Install,
>> yet it still will not install. If I use domain\administrator and the
>> password, I get an error stating that "hillservices\administrator does
>> not have administrator privileges" in spite of the fact that I use the
>> Domain Admin account. I have tried it with other domain admin accounts as
>> well, and they also fail.
>>
>> Trend's response was, in part, "To solve the issue please type in the
>> username on the user field without the domain. Please don't use the
>> format domain\user or computername\user. Just type in the user and
>> password." That did not work, and it was the first method I tried anyway.
>> They also said to "... disable simple file sharing...make sure the C\$ of
>> the client is accessible from the server, verify that file and printer
>> sharing is installed on the client and turn off any firewalls in
>> between."
>> If I use the username only and not domain\username format, I get a
>> "Security Server Management Console" error popup that states, "Remote
>> installation unsuccessful. The username and/or password may be invalid,
>> or the target computer is running Windows XP using simple file sharing.
>> Confirm the username and password. If the target computer is running
>> Windows XP, disable simple file sharing."
>>
>> I got this error the first time I tried a remote installation. I searched
>> the knowledge base, and found
>> <http://kb.trendmicro.com/solutions/search/main/search/solutionDetail.asp?solutionID=19831>
>> which, although it is for version 2.0, has the identical error message.
>> That is why I tried the domain\username format, which resulted in the
>> error I first reported ("hillservices\administrator does not have
>> administrator privileges").
>>
>> The XP Pro stations' firewalls are off, simple file sharing is unchecked,
>> file and printer sharing is installed, I can browse from the server to
>> the C\$ share on the workstations, and no other firewalls or AV software
>> are present. It does the same thing on another workstation running XP Pro
>> SP2, also.
>>
>> Anybody else have this problem with Trend Micro CSM 3.0?
>>
>> Thank you for your time!
>>
>> Gregg Hill
>>
>>
>
>

- ***Follow-Ups:***

- ◆ ***Re: Trend CSM 3.0 will not push to XP clients***
 - ◇ *From:* Skip Shean

- ***References:***

- ◆ ***Trend CSM 3.0 will not push to XP clients***
 - ◇ *From:* Gregg Hill
- ◆ ***Re: Trend CSM 3.0 will not push to XP clients***
 - ◇ *From:* Theo

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