

# Re: Trend SMB 3.0 Issues

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg00501.html>

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- *From:* "Les Connor [SBS MVP]" <[les.connor@xxxxxxxxxxxxx](mailto:les.connor@xxxxxxxxxxxxx)>
  - *Date:* Wed, 4 Jan 2006 08:42:57 -0600
- 

Hi Rob,

In IE | Tools | Options | Connections tab > Lan Settings button – have you got the "Bypass proxy server for local addresses" selected ?

Also try putting the URL in the trusted sites zone.

Officescan communication between client/server uses some ports, and it really sounds like the XP (Windows) firewall is on, and is preventing communication.

I've not tried remote installs, but there are a number of reports of it not working. So how about this:

On one client machine – if you have the client installed, uninstall it. Then go to \\<server> and browse for the Autopcc.exe file in the appropriate share, and run it.

See if that results in a properly installed client, that shows up in the console.

Les.

"Rob" <[gillis@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:gillis@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:OS9t9mTEGHA.828@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OS9t9mTEGHA.828@xxxxxxxxxxxxxxxxxxxxxxxx)

> Thanks Les,

>

> In answer to your questions:

> (1)Not sure what you mean by 'through the dashboard'. Do you mean remote  
> install? What groups are showing in the console?

>

> I mean the IIS security Dashboard website – where you are supposed to  
> manage everything. The one that has the Security Settings tab that is  
> slow to respond (at times). But it does work, just slow. Maybe I am  
> using the wrong terminology for it.

>

> The groups are:

> Servers (default)

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- > AssocMain (I created this one)
- > Desktops (default)
- >
- > Click on each one – nothing is listed in the groups. Even though I can
- > click in a group – click add – and successfully install remotely. They
- > never appear.
- >
- >
- > (2) Your SBS will be listed twice – once in the 'servers' group – this is
- > the file space scanning (officescan), and again by name, but not in any
- > group – this is your Exchange server – select it and click 'configure' to
- > access scanmail configuration.
- >
- > Nope – it ain't there. Trend said to do an install from the console – but
- > it fails as it says it is already installed.
- >
- > (3) That's an odd IP – usually you'd use either your sbs internal nic IP or
- > its name (specified during install). But it might be valid on the SBS
- > itself. In IIS | Web sites – is the SMEX website listening on port 16372 ?
- > Is it started? That does sound like the correct port (for non SSL).
- >
- > It is up and running. If I go directly to the site via IE (Server
- > IP:16372\smex) I am prompted for a user name and password. But when I
- > enter the admin account (or my account for that matter) – the server
- > returns to a screen that says "Console session has expired". The above
- > (127.0.0.1) only happens if I try and use the link from Start–Programs.
- >
- > (4) Java shouldn't be involved. But if it works for 2k and not XP, it
- > sounds like XP firewall. Go into security center | firewall, and enable
- > logging of blocked packets. Look for blocked packets on the ports trend
- > officescan and smex are using (as shown in IIS).
- > And do make sure the Trend firewall is \*not\* enabled.
- >
- > Ok – ready for this? :)
- > The XP firewall is off. And the Trend firewall is off. In fact I did the
- > registry change mentioned by someone to make sure it does not come on.
- > But the issue always exists. Now for the weird part. My laptop has the
- > firewall on. When I VPN in (Though I guess I bypass my firewall on the
- > VPN) my XP laptop can connect and everything runs fine. So, I do think
- > this is really a desktop issue, will have to figure out what is doing it,
- > and perhaps it is related to the lack of updates?
- >
- > Trend suggested I try this:
- > <http://kb.trendmicro.com/solutions/search/main/search/solutionDetail.asp?solutionId=19787&id=19787>
- >
- > Will try that later today – that article makes me dizzy reading it. But of
- > course – it is for 2.0 – will see if it works on 3.0.
- >
- > Any ideas based on this info?
- >
- >

Re: Trend SMB 3.0 Issues

> "Les Connor [SBS Community Member – SBS MVP]" <les.connor@xxxxxxxxxxxx>  
> wrote in message [news:OMdxWEOEGHA.1312@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OMdxWEOEGHA.1312@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
>> Some more questions inline ...  
>>  
>> --  
>> Les Connor [SBS Community Member – SBS MVP]  
>> -----  
>> SBS Rocks !  
>> -----  
>> "Tell me and I'll forget. Show me and I'll remember. Involve me and I'll  
>> understand." – Confucius  
>>  
>>  
>> "Rob" <gillis@xxxxxxxxxxxxxxxxxxxx> wrote in message  
>> [news:uj7EIPKEGHA.2504@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uj7EIPKEGHA.2504@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
>>>I posted in the 2000 SBS group – did not realize at first that this was  
>>>the 2003 group – sorry for the double post...  
>>>  
>>> Anyway, I have contacted Trend support but do not have an answer yet –  
>>> wondered if  
>>> anyone else had similar issues–resolutions.  
>>>  
>>> SBS2003–ISA2000.  
>>>  
>>> Installed a new copy of SMB3.0.  
>>> Problem Description : Having lots of issues after installing 3.0  
>>>  
>>> Among issues:  
>>>  
>>> (1)Clients are not getting updates from the main server – though it is  
>>> getting updates.  
>>>  
>>> (2)Clients are added through the dashboard – but after installing  
>>> successfully – they no longer appear under any group. (I think this is  
>>> why they do not get updates)  
>>  
>> Not sure what you mean by 'through the dashboard'. Do you mean remote  
>> install? What groups are showing in the console?  
>>>  
>>> (3)Cannot reach the ScanMail center at all – Exact Error Message :  
>>> "Console  
>>> Session has expired" after putting in a user name and password to reach  
>>> the  
>>> scan mail center. Therefore I cannot configure scan mail for attachment  
>>> blocking and so forth.  
>>  
>> Your SBS will be listed twice – once in the 'servers' group – this is the  
>> file space scanning (officescan), and again by name, but not in any  
>> group – this is your Exchange server – selet it and click 'configure' to  
>> access scanmail configuration.  
>>>

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>>> (4) When I go to the SBS server and try to reach San Mail via start –  
>>> programs to go to Real Scan Monitor – I get a 127.0.0.1:16372 HTTP 400  
>>> error  
>>  
>> That's an odd IP – usually you'd use either your sbs internal nic IP or  
>> it's name (specified during install). But it might be valid on the SBS  
>> itself.  
>> In IIS | Web sites – is the SMEX website listening on port 16372 ? Is it  
>> started? That does sound like the correct port (for non SSL).  
>>  
>>>  
>>> Step Taken : Reinstalled program twice – per Les' guide – I have  
>>> uninstalled the clients manually, then added them through the dashboard.  
>>> they then will have the most recent settings – but will not receive them  
>>> after that. They do NOT have a firewall on the desktops turned on.  
>>>  
>>> Trend also suggested that I install the Exchange component by adding the  
>>> server under the dashboard – of course when I attempt to do this – it  
>>> informs me that it is already installed, and it still does not show.  
>>>  
>>> Any ideas?  
>>>  
>>> Also (5)– I have checked all the settings in IIS – but I am having  
>>> issues from XP desktops getting to the complete dashboard. Windows 2000  
>>> clients have no issues. I think there is an issue with latest Sun Java  
>>> and 3.0 – but have not found reference to this. Other issues that were  
>>> reported (cached and static files etc. are not the case).  
>>  
>> Java shouldn't be involved. But if it works for 2k and not XP, it sounds  
>> like XP firewall. Go into security center | firewall, and enable logging  
>> of blocked packets. Look for blocked packets on the ports trend  
>> officescan and smex are using (as shown in IIS).  
>>  
>> And do make sure the Trend firewall is \*not\* enabled.  
>>  
>>>  
>>>  
>>>  
>>> Thanks  
>>>  
>>> Robert  
>>>  
>>  
>>  
>  
>

- **Follow-Ups:**

- ◆ **Re: Trend SMB 3.0 Issues**

- ◇ From: Rob

- ◆ **Re: Trend SMB 3.0 Issues**

- ◇ From: Rob

- **References:**

- ◆ **Trend SMB 3.0 Issues**

- ◇ From: Rob

- ◆ **Re: Trend SMB 3.0 Issues**

- ◇ From: Les Connor [SBS Community Member – SBS MVP]

- ◆ **Re: Trend SMB 3.0 Issues**

- ◇ From: Rob

- Prev by Date: **2003 SBS SP1 is wonderful!**

- Next by Date: **Re: Unable to access Sharepoint on SBS 2003 Error 404**

- Previous by thread: **Re: Trend SMB 3.0 Issues**

- Next by thread: **Re: Trend SMB 3.0 Issues**

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