

Re: Trend SMB 3.0 Issues

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg03828.html>

- *From:* "NotsoBright" <rs@xxxxxxxxxxxxxx>
 - *Date:* 21 Jan 2006 10:57:48 -0800
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Hi Folks

My very first post!

So I seem to be suffering the same problems as described here. Story is long but here is a concise version and after 60 hours trying to resolve the problem and Trend not having a clue.

Setup of hardware:

SBS 2000 with Exchange and ISA installed. Clients are Win XP Pro. Everything has all the newest updates and patches. Trend Firewall is disabled and so is Win XP one too.

I have installed SMB 3.0. I can download the updates from the internet and Trend servers. It however doesn't deploy to the clients by push method, I can go to each client and manually do an 'update' and it works fine. The exchange server refuses to update even when I click on 'Deploy Now'. I can see all my clients and servers in the dashboard. I have three GOP's: Server Default, Desktops Default and Exchange.

I have uninstalled the product as per Trend's instructions and reinstalled so far 3 times without success. I have read and implemented most workarounds from the Trend KB without success and have read the posts in the groups here too without success either.

Here are some issues which might give you more hints as to what the problem might be:

If I click on the Security Dashboard shortcut it opens IE to:

<http://192.168.1.1:8059/SMB/console/html/cgi/cgiChkMasterPwd.exe>

But I get the error:

The page cannot be displayed

HTTP 502 Proxy Error – The ISA Server denies the specified Uniform

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Resource Locator (URL). (12202)
Internet Security and Acceleration Server

Technical Information (for support personnel)

Background:

The gateway could not retrieve the requested page.

ISA Server: server.local

Via:

However, if I replace the 192.168.1.1 with the word server (that is what our SBS is called) and open it in IE as follows:

<http://server:8059/SMB/console/html/cgi/cgiChkMasterPwd.exe>

it seems to work and allows me to log in and make any changes I need/want except for update the clients or exchange server. I also cannot open the icon 'Real Time Monitor' from the start menu as I get an error:

IE opens http://192.168.1.1:16372/smex/images/ap_logo.gif

Even if I change the 192 to Server as I did with Security Dashboard it doesn't work. So it seems there is some issue here with IIS but I have no idea what. Could it be a LAT/LTD issue instead? The weird thing however is that if I click on the | Exchange Server| under the |Security| tab of the |Dashboard| and then on the |Real Time monitor| Icon at the top, the window which pops open seems to be working

In the logs for Messaging Security agent I get this:

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Start TmuUpdateEx()

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Creating Temp dir [C:\Program Files\Trend Micro\Messaging Security Agent
\AU_Temp\752_5060]

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Downloading [http://192.168.1.1:8059/SMB/download/ini_xml.zip] to [C:\Program Files\Trend Micro\Messaging Security Agent\AU_Temp\752_5060\ini_xml.zip]...

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
HttpConnection: Client Error: HTTP 404 Not Found

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
TmDownloader: Connection fail when try to open resource

Error: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Downloader returns: 4

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Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Download ini_xml.zip fail, try plain file.

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Downloading [<http://192.168.1.1:8059/SMB/download/server.ini>] to [C:
\Program Files\Trend Micro\Messaging Security
Agent\AU_Temp\752_5060\server
..ini]...

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
HttpConnection: Client Error: HTTP 404 Not Found

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
TmDownloader: Connection fail when try to open resource

Error: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Downloader returns: 4

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Retry download (1)

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
HttpConnection: Client Error: HTTP 404 Not Found

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
TmDownloader: Connection fail when try to open resource

Error: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Downloader returns: 4

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
Retry download (2)

Error: Sat Jan 21 17:55:26 2006 P[752] T[5060]
can not get required server info file

Info: Sat Jan 21 17:55:26 2006 P[752] T[5060]
UpdateManager endwith 28 (1c0194): ActiveUpdate was unable to connect
to
the network. Please check whether the network connection is functional
and
then try again.

And it goes on like that. So there is obviously some issue but not sure
what. Although I have limited understanding of technical issues I am
far from an expert about these matters. If you might be able to suggest
anything I would be rather grateful and would request that any steps
suggested be done in such a way that I could follow them and not have
to post back here to sound like an idiot. :-) If there is any further
info you need please let me know and unlike a million others posters I

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"Will" be back regularly and post my results and findings and if I am successful the resolutions too. Problem is that I have read literally dozens of pages here and people post once and never come back to say if it worked or not.

Regards

Rahul

• **Follow-Ups:**

- ◆ **Re: Trend SMB 3.0 Issues**
◇ From: NotsoBright

• **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
- ◆ **Re: Trend SMB 3.0 Issues**
◇ From: Les Connor [SBS MVP]
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◇ From: Rob

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