

Re: Opening port on workstation

Source:

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- *From:* Susan Bradley <sbradcpa@xxxxxxxxxxx>
 - *Date:* Mon, 03 Jul 2006 12:25:18 -0700
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Okay so the Cisco is the one not doing what it needs to?

Are you sure this isn't because the app is a icky one that needs local admin access?

rlampky wrote:

The software is for 911 communications, It was written by PRC a Dispatch software vendor.

Our firewall is from Cisco and is specific for our industry as the FBI and NCIC require a specific level of encryption.

We are not running ISA and will gladly install it if that will solve the issue

The user is not a local admin, I can upgrade them and see if that solves it.

I have to add that we have 2 frame relays that are connected as well. We have reviewed the switches, the router, and the firewall and all the ports needed are open. Bandwidth is not an issue as we are on fiber. There are two other servers running unix on the same network and those were recently moved off site. We are removing the 2 frame relays from the network and will be down to just the SBS box, router and hardware firewall in the next few weeks and were hoping some issues solve themselves with the removal.

"Susan Bradley" wrote:

What software is this? Does the port opening only work when the user is 'local admin'

What firewall are you using and if ISA 2004 do you have the client installed?

rlampky wrote:

I am running Windows SBS 2003, with all the current updates. Workstations are XP pro and everything within the network (email, shared files, profiles and the like) works fine.

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The issue is that we are running a proprietary software program that connects from the workstations to a server at our communication center. The program opens a specific port to communicate with the center when the user logs in.

It only works if the Administrator logs onto the computer, then logs out and the user logs in and starts the program. It will stay that way no matter the number of logins till the computer gets shut down, and then the administrator has to log in again to restore the ports.

I have the specific ports open on the server and on the workstation, but the program only respond if the administrator logs into the workstation first.

I have 8 machines scattered about that I have to deal with this issue on.

Any suggestion would be appreciated

Ross Lampky