

Re: Have you had good results with Trend Micro support?

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-07/msg01860.html>

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- *From:* "Paul Shapiro" <[paul@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:paul@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 12 Jul 2007 17:51:59 -0400
- 

The hotfix you linked only seems to apply to WinXP SP2. My WinXP workstations are updating successfully. It's the SBS server's TM Client that won't update the pattern. So the hotfix might fix some issues, but I don't think it's going to fix the TM client problems. Certainly not mine. See below where Mike Mc reported success by rolling back to an older version of the TM Virus Engine.

<erdelyt@xxxxxxxx> wrote in message  
<news:1184264710.196944.139960@xx>

On Jul 12, 2:15 pm, erde...@xxxxxxxx wrote:

On Jul 11, 12:55 pm, "Gregg Hill" <b...@xxxxxxxx> wrote:

While you're at it, mention that tons of PDF spams are getting through!

Gregg Hill

"Paul Shapiro" <p...@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

<news:eYtci38wHHA.4736@xxxxxxxxxxxxxxxxxxxxxxxx>

Thanks for the update. I spoke with yet another TM support tech last night and told him that the common thread among

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the people experiencing  
this was  
that it occurred around the time the virus  
engine was updated. He  
told me  
they don't have problems with the virus  
engine. He asked for a debug  
log  
when the problem was occurring, which I  
sent last night. I'll let you  
know  
if I get anywhere with support.  
Paul Shapiro

"SMC" <mmcelr...@xxxxxxxxxxxxxxxx> wrote  
in message  
[news:%23CKod47wHHA.5108@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23CKod47wHHA.5108@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Successfully Pattern  
Update!

1. Rolled back to Virus  
Engine 8.320.1004 via the  
Dashboard.

2. Only 2 of 7 computers  
automatically rolled back.  
The others I had  
to  
manually uninstall and then  
reinstall the client. The  
Exchange  
server is  
still on Virus Engine  
8.500.1002 (it never would  
roll back but it  
did  
update to the new Virus  
Pattern).

3. This only affects  
Win2003 servers inside the  
domain. My web

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server, on  
a DMZ outside the domain,  
is running on Virus Engine  
8.500.1002 and  
updates without any  
problem.

MikeMc

"Paul Shapiro"

<p...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

[news:%23QKa6s0vHHA.4640@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23QKa6s0vHHA.4640@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

I've been  
emailing  
and  
calling TrendMicro  
support for  
several days  
now  
about an  
issue where  
the server's  
TM Client  
is failing to  
update  
it's  
pattern  
definitions.  
All the  
client  
workstations  
update  
automatically,  
the  
Exchange  
messaging  
agent  
updates  
automatically,  
but the TM  
Client on  
the server  
fails to  
update  
either

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automatically  
or  
manually. A  
manual  
update  
concludes  
with  
"Update  
Succeeded",  
but the  
pattern  
stays at  
the  
old version.

I'm on the  
phone again  
now, with  
someone  
who's  
English is  
pretty  
poor.  
He asked  
me to wait  
while he  
read the  
correspondence  
and phone  
logs,  
then  
proceeded  
to ask me  
questions  
clearly  
answered in  
the original  
service  
request and  
again in  
each email  
and phone  
call.

I've  
received  
several

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solutions by  
phone and  
email, but  
they're  
always  
for the  
wrong  
problem,  
not for the  
issue I'm  
having. I  
got a  
solution  
for when  
the  
Exchange  
messaging  
agent fails  
to update,  
but I wrote  
that  
the  
messaging  
agent IS  
updating.  
Then I got a  
solution for  
the  
server  
failing to  
retrieve the  
updated  
pattern from  
TM, but I  
wrote that  
auto  
updates are  
working for  
everything  
except the  
TM Client  
on the  
server.  
Email only  
gets  
answered  
after 2 days,  
if at all.

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Does  
anyone  
have any  
suggestions  
either for  
my current  
problem or  
how to  
get through  
to  
knowledgeable  
TM  
support?

Hello,

I'm having the same problem at many clients that I'm supporting. I have about 13 Trend CSM 3.6 servers and about 30–50% of the clients go "red" and services stop upon a boot. I have tried removing autopcc.exe from the login script, but the problem continues. I have added a script to the startup process which changes the services to automatically start if they are stopped, then the script starts the services. We STILL have 10–15% of the clients that won't stay started. I have called Trend support and they indicated that they haven't heard about this and suggested that we uninstall/reinstall the clients (which we've done) and/or uninstall/reinstall the server (which we've done). I think they just wanted to get me off of the phone.

If any one has any suggestions for fixing this without "jimmying" the login script/registry/services, I'd really appreciate it. In the meantime, I am going to call Trend again. I will post again if they offer anything worthwhile.

Thanks,

Tom

Okay, I may have run across the solution when looking at the Known Issues section of the read me for 3.6. Apparently there's a known issue for this and MS has a hotfix (it's one of those that requires a call in to MS support to get). Since I do not have any current test cases, I cannot verify that this works, but any feedback would be appreciated.

Here is the link to the read me:

[http://www.trendmicro.com/ftp/documentation/readme/readme\\_csm\\_36.txt](http://www.trendmicro.com/ftp/documentation/readme/readme_csm_36.txt)

Here is the link to the KB article:

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<http://support.microsoft.com/default.aspx?scid=kb:en-us:892489>

Here is a link to the file (link may wrap):

<http://thehotfixshare.net/download/index.php?dir=English/Windows%20XP/&file=WindowsXP-KB892489->

Please post if this fix helps.

Thanks,  
Tom Erdely