

RE: LDAP query for xerox 3545 printer/scanner blocked by SBS 2003?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-08/msg03994.html>

- *From:* v-robeli@xxxxxxxxxxxxxxxxxxxxxxxx (Robert Li [MSFT])
 - *Date:* Wed, 29 Aug 2007 08:55:27 GMT
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Hello Michael,

Thanks for posting in our newsgroup.

From your description, I know that when you try to setup Xerox 3545, the scanner LDP query failed. You also cannot query using the LDP tool. If that's not right, please don't hesitate to let me know.

Please on my research, please take the following steps to narrow down this issue:

Step 1: The third party firewall software may cause LAP query fail, please temporarily disable that and try again.

Step2 :Please ensure the DNS on workstation is pointed to SBS server.

Step 3: Please have a LDP query on another workstation, will the same issue be reproduced?

1. Install Windows 2003 Support Tools from the following link:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=6ec50b78-8be1-4e81-b3be-4e7ac4f0912d&DisplayLang=en>
2. In DOS window, switch to the installation path of Support Tools and run ldp.exe
3. Once LDP launched, click Connection menu, then Connect..., type the following for corresponding field:

Server: SBSSERVER
Port: 389

4. Then once it's connected, click Connection menu, then Bind. Do not type anything for the field (let them empty), then click OK
5. Once it's bound, click View menu then Tree, and select the Domain NC.
6. Then under it, please expand to the object you query in the application.
Can we expand to it?

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More info:

Using Ldp.exe to Find Data in the Active Directory

<http://support.microsoft.com/kb/224543>

If the problem persists, please help me collect the following for further research:

Run Network Monitor on the SBS server to capture the network traffic between the client and SBS 2003.

1) Go to <ftp://ftp.microsoft.com/PSS/Tools/NetMon/> to download the netmon2.zip in Internet Explorer. Double-click the netmon2.zip file to extract the files. The password is "trace".

2) Run the qfsetup.EXE and follow the wizard to install the network monitor on the server.

3) Click Start->Programs->Administrative Tools->Network analysis Tools->Network Monitor. You are asked to choose an interface. Network Monitor will capture some packets which pass through this interface. Since all interfaces are listed as their MAC addresses, it may be difficult for us to choose a proper interface. You can run the command "ipconfig /all" under the Command Prompt. This command will list all MAC addresses of all interfaces. Choose a proper interface. If you need to change an interface, please choose the "Captures" menu and the "Networks" menu in Network Monitor.

4) Configure the buffer settings. Choose the "Capture" menu and the "Buffer Settings" menu. Since we need to capture network packets for a while, I suggest that you configure large buffer settings, such as 30 MB.

5) Turn on Network Monitor to begin capture.

6) Try to reproduce this problem by running a LDP (for example a 1MB big file) from the SBS server to client computer.

7) Switch to Network Monitor after the file is copied to the server. Choose Capture->"Stop and View" to stop capturing network packets. Click File -> Save As to save it to a .cap file.

8) Compress the .cap file by right-clicking on the file and select Send To -> Compressed (Zipped) Folder.

NOTE: Please let me know the IP address of the client and the server.

Please send the information to v-robeli@xxxxxxxxxxxxx with subject: 40282939-LDAP query for xerox 3545 printer/scanner blocked by SBS 2003?.

I am looking forward to hear from you.

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If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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