

Re: Applied patches, and network share on copier now inaccessible

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-08/msg00861.html>

- *From:* "Gregg Hill" <greggmhill at please do not spam me at yahoo dot com>
 - *Date:* Fri, 8 Aug 2008 14:49:07 -0700
-

Mesan,

I just don't understand how any Windows update on the server could block getting to something that is not even on the Windows server. What happens if you try it from a laptop that is not a domain member?

Oh, well, I'll just sit back and watch the thread to satisfy my curiosity!

Gregg Hill

"Mesan" <935main@xxxxxxxx> wrote in message
<news:b5de553a-5297-470b-8fdf-d91a7f55702e@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
On Aug 8, 11:50 am, "Gregg Hill" <greggmhill at please do not spam me
at yahoo dot com> wrote:

Hello!

You said that you had a problem when you "try to access the network shares on the copier." I don't work with large copiers, but I have to ask this question. Does your copier actually have a hard drive in it that stores and shares files? I have heard of copiers that scan to a folder on a network drive or server, but I never knew they could have a file storage and sharing location in the copier itself.

Susan's suggestions make it seem (to me anyway!) as though the file shares are on the Windows server, and that you cannot access those file shares.

You stated you are trying to access files directly on the printer by IP or "net use" command. I just don't understand how ANY Windows update could block getting to something not even on the Windows server.

Re: Applied patches, and network share on copier now inaccessible

for
Exchange
2003
SP2
KB950159,
Security
Update
for
Server
2003
KB951748,
Security
Update
for
Server
2003
KB948110,
.Net
3.0
SP1
KB929300,
Security
update
for
Server
2003
KB951746,
Group
Policy
Client
Side
Extensions
for
Server
2003
KB943729
and
Malicious
software
removal
tool
–
July
2008
KB890830.
One
on
those
must
have
changed

Re: Applied patches, and network share on copier now inaccessible

something
because
I
can
no
longer
access
the
file
share
on
my
copier.
My
SBS
server
is
192.168.16.2
(sound
familiar?),
the
copier
is
192.168.16.63.
I
can
ping
the
copier's
ip
address
just
fine
–
I
can
even
ping
its
hostname.
The
web–
page
for
the
copier
comes
up
without
a
problem,

Re: Applied patches, and network share on copier now inaccessible

so
I
know
that
it's
on
the
network
and
talking
OK.
The
problem
though
comes
when
I
try
to
access
the
network
shares
on
the
copier.
If
I
try
to
access
them
directly
(net
view
\\192.168.16.63)
I
get
a
System
Error
51.
If
I
try
to
use
the
hostname
(net
view

Re: Applied patches, and network share on copier now inaccessible

\\estudio35)

I

get

a

System

Error

53.

Everything

was

working

just

fine

before

I

installed

all

those

patches

on

Saturday,

but

now

no

one

can

access

the

shares

on

the

copier.

:(

Any

ideas?

Look

in

the

ISA

logs

to

see

if

it's

blocking

anything.

I'd

power

cycle

the

copier

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as
well.–
Hide
quoted
text
–
–
Show
quoted
text
–

I set a
monitoring
query in
ISA for the
copier's IP
address –
everything
looks good,
there are no
errors
saying that
things are
blocked.
I disabled
SMB
signing...no
difference
(yet).
I rebooted
the copier
earlier
today, but
not since
disabling
SMB
signing –
I'll give that
a try.
Thanks
Susan!
Please don't
give up on
me! :)

If that doesn't work, take the
Windows security patches
out and
reapply
them one at a time.– Hide

Re: Applied patches, and network share on copier now inaccessible

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quoted text –

– Show quoted text –

No, turning off SMB signing didn't make a difference (even after turning off the power to the copier).

You're suggesting to

- 1) remove the windows security updates
- 2) test and make sure I can access the copier
- 3) assuming I can access the copier, apply the security updates one by one, making sure that I can always access the copier.

Is that right?

Yup.

It might be ISA but I don't think so but keep that in mind.

Don't think it's SQL.

Nor Exchange

Nor Group policy

Nor .NET

Duh before you rip these out

I'll betcha there's ports this needs and the DNS patch is stomping on them.

Pull that patch off, do a netstat –ano see what that copier is listning on and put in a exclusion for those ports.

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See this KB for what I'm talking about:

Service issues on SBS-based systems
After you install this security update, and then you restart a computer that is running Microsoft Windows Small Business Server 2003 (Windows SBS), you may experience many network-related problems.

For more information about this issue, click the following article number to view the article in the Microsoft Knowledge Base: 956189 (<http://support.microsoft.com/kb/956189/>) Some services may not start or may not work correctly on a computer that is running Windows SBS after you install the DNS Server security update 953230 (MS08-037)–
Hide quoted text –

– Show quoted text –

I uninstalled both the DNS patches and I'm not seeing any different behavior. I uninstalled them one at a time, rebooting after each, but I still get those same errors (system error 51 and system error 53).

:(This isn't good – what else could it be???

Mesan– Hide quoted text –

– Show quoted text –

What makes this really frustrating is that pinging the ip address, pinging the hostname, browsing to the built-in webpages...they all

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work. It's just accessing the stinking file shares that doesn't work. :(Grrr...

I'm stuck. stuck good.– Hide quoted text –

– Show quoted text –

Yes, there is a hard drive on the copier, and yes, you do access the documents directly off of the copier.

I'll try taking off SP3 tonight.

.