

Installation: The trust relationship between this workstation and the primary domain failed (1789)

While connecting to a pc from EMC getting error as below:

"The trust relationship between this workstation and the primary domain failed (1789)"

Solution Provided:

This could happen if eScan was already installed remotely on that client pc and the Computer Name and IP got added in EMC.

But later, the Administrator uninstalled eScan from that pc and had changed the IP address of that pc keeping the Hostname as it is and so the new IP didn't get reflected in EMC.

So EMC was trying to connect to that old IP address only even after checking the status using Hostname.

So, deleted the <folder> of showing the clientname from c:\pub\log folder and then restarted eServ.exe and then got the installation status properly.

Unique solution ID: #1054

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