

Common Errors: Pre-requisites for remote installation on eScan Client systems

After login into the escan web console, below errors might be found while getting connection status of a client pc not having eScan installed on it.

Error messages and Codes :

- 1) The user does not have access to the requested information.(5)
- 2) Logon Failure!! account currently disabled. (1331)
- 3) There are currently no logon servers available to service the logon request. (1311)
- 4) Login Failure: user account restriction. Possible reasons are blank passwords not allowed.

Solution:

The above error messages would be found incase the pre-requisites required for escan client remote installation may have not been implemented on the clients pc.

Refer to the below list of pre-requisites and implemenet the same on the client systems only as per the Operating Systems installed on them and then refresh the client status in eScan Web Console:

Before deploying eScan installation / rule-sets remotely on client computers from the eScan Management Console you need to first implement the below pre-requisites on the client computers which will allow you to get the connection status of a single or group of computers.

Pre-requisites for remote installation on eScan Client systems:

1. For Windows 2000 system, just add the Administrator Password for that computer in eScan Management Console.

2. On Windows XP Profesional systems:

- Go to Control Panel - Administrative Tools - LocalSecurity Policy
- Click on Local Policies - Security Options:
- On the Right hand Side Double click the option ""Network Access: Sharing and Security Model for Local accounts""
- Change the default mode to ""Classic - Local user authenticate as themselves.
- Change the value of the entry, ""Accounts: Limit local account use of blank passwords to console logon only"" to ""Disabled"".
- And if fireWall is enabled we need to Allow ""File and Printer Sharing"" option in ""Exceptions"" Section of Firewall.

3. On Windows XP Home, Vista Home, Windows 7 Home systems:

Mwagent should be installed on the PC. Please visit the below link to download MWAgent.

<http://update1.mwti.net/akdlm/download/tools/mwinsagent.exe>

4. On Windows Vista, Windows 7, Windows 8 systems:

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- Goto Start->Run, type secpol.msc
- Click on Local Policies - Security Options
- On the Right hand Side Double click the option ""Network Access: Sharing and Security Model for Local accounts""
- Change the default mode to ""Classic - Local user authenticate as themselves.
- Change the value of the entry, ""Accounts: Limit local account use of blank passwords to console logon only"" to ""Disabled"".
- And if fireWall is enabled we need to Allow ""File and Printer Sharing"" option in ""Exceptions"" Section of Firewall.
- Right click on My Computer -> Manage -> Local Users and Groups -> Users
- On the right hand side double click the account ""Administrator""
- Uncheck Password never expires and Account is disabled -> ok
- Right click on the account ""Administrator"" -> set password -> proceed -> new password -> confirm password

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