

Common Errors: Error shown while getting client connection status from eScan Web Console

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You may get the below errors while getting connection status of a client pc for doing remote installation from eScan Server system. Refer to the below error codes mentioned and for their possible solutions.

Error Code:

The operation cannot be performed because a network component is not started or because a specified name cannot be used.(1203)

Probable Reason:

Ping results for the client pc (for ip & hostname gives reply as "request timed out").

Solution:

Windows Firewall might be turned on. Disable it on client pc and then refresh the client connection status on the escan web console. Restart the eScan client pc once and then try to refresh the connection status in web console. If not resolved, then need to check for other possibilities.

Error Code:

Error Occured: The network path was not found. (53)

Connection: There are open files, and the fForce parameter is FALSE.(2401)

Login Failure: unknown user name or bad password (1326)

Probable Reason:

The Windows Login credentials of the client pc (Administrator user and its password) not added in eScan Web Conole

Solution:

Select the respective client and then click on "Client Action List" and then on "Set Host Configuration" and add the correct login credentials and then refresh the client connection status.

Error Code:

"Microsoft Windows: eScan Management Console has stopped working"

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Probable Reason:

Out of the selected client systems one of the client systems details was showing incorrect and while getting status of that system the error pops-up. In the "IP address" column of that client it was not showing its IP address but was showing its computer name.

Solution:

For eScan SMB:

Manually install eScan on that client pc using the "eScan_Client_Setup.exe" file and then it will get added in the default "Managed Computers" group and will show proper details of that client without any errors.

For eScan Corporate:

Manually install eScan on that client pc using the "eScan_Client_Setup.exe" file and then search for the client status from "UnManaged Computers" group and then it will show the correct details of that client without any errors. You may then move that client to the required Group (if needed).

Error Code:

Logon failure: the user has not been granted the requested logon type at this computer.

Probable Reason:

Operating System's Security policy not implemented.

Solution:

"Perform the below changes on the shared Windows 7 system which you want to access.

1)Click on Start -> Control Panel -> Administrative Tools -> Local Security Policy

(OR)

Click on Start -> Run -> and enter the command: secpol.msc and then press <Enter>

(OR)

Click on Start -> Run -> and enter the command: gpedit.msc and then press <Enter> ->

Computer Configuration -> Windows Settings -> Security Settings -> Local Policies -> User Rights Assignment.

2)Double-click "Access this computer from the network" and check that "EVERYONE" is added to the list. If not then add it.

3)Then, Double-click "Deny access to this computer from the network" and remove the user "GUEST"."

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Error Code:

The semaphore timeout period has expired. (121)

Probable Reason:

Virus infection not allowing to access and make changes in registry and on the system from network.

Solution:

Manually installed eScan client on that pc using the client.exe setup file and scanned the pc completely. Removed the virus infection and then connection status was successful.

Error Code:

Host is not active.

Probable Reason:

- Client pc may be switched off
- Client pc was not connected in LAN
- On eScan Server, when tried to ping the client hostname then it was not resolving that hostname to IP address of that

client pc, But was able to resolve IP to hostname.

- Ping response by hostname/ip address of the client was working from eScan Sever system and vice-versa also able to access

shared folders of the client properly. While doing a telnet through hostname of the client from escan server on port 2222, it

was not getting connected. (for example: telnet pname 2222).But, were able to telnet to client from server using IP address.

(for example: telnet 192.168.0.1 2222)

Solution:

- Switch on the client pc and then refresh the connection status in eScan web console.
- Connect the client pc in Lan and then refresh the connection status in eScan web console.
- Added the client computer name in "Managed Computers" - "Roaming Users" group and then refreshed the client computer status and then it showed the connection as Successful.
- Changed the "Group Type" from "Normal User" to "Roaming Users" of that Group where that client was added. And then it

showed the connection successful.

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Reason being, when we try to get connection status using the default type "Normal User" , it tries to telnet using hostname

and so it was not working in this case. "Roaming User" group connects to client pc using IP address only and so it showed

connection status successful."

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Author: Nitin

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