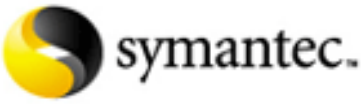
knowledge base document



Document ID:2004070817071248
Last Modified:09-05-2005

Windows XP or Windows Server 2003 firewall prevents remote installation

Situation:

You have Windows XP or Windows Server 2003 with the Windows Firewall enabled. When you try to install Symantec AntiVirus Corporate Edition or Symantec Client Security, the installation fails.

Solution:

Follow the directions for your version of Symantec Client Security. Click an icon to either expand ( ) or collapse ( ) each section. (If you cannot expand a section, then read the document Cannot expand sections in a Symantec Knowledge Base document.)

Symantec Client Security 3.0 and Symantec AntiVirus 10.0

Remote installation tools such as ClientRemote Install and AV Server Rollout use TCP port 139 on the targeted computers. Windows Firewall is enabled by default in both Windows XP Service Pack 2 and Windows Server 2003. The firewall blocks incoming traffic to these ports, preventing installation. If you are installing Symantec AntiVirus client or server and want to use the Windows Firewall, you must open TCP port 139 on the target computers before installation. You can close this ports after installation.

To open port 139 on target computers

1. On the Windows XP taskbar, click **Start** > **Settings** > **Control Panel**.
2. In the Control Panel window, double-click **Network Connections**.
3. In the Network Connections window, right-click the active connection, and then click **Properties**.
4. On the Advanced tab, under Windows Firewall, click **Settings**.
5. In the Windows Firewall window, on the General tab, make sure that "Don't Allow Exceptions" is unchecked.
6. On the Exceptions tab, check **File and Printer Sharing**.
7. Click **File and Printer Sharing,** and click **Edit** to confirm that TCP 139 is checked.
   Scope should be set to Any. If Scope is not set to Any, then click the port and click **Change scope**.
8. Click **OK**.

If you want to manage Symantec Client Security clients with Symantec System Center and want to use Windows Firewall, you must open TCP port 2967 on the clients.

To open port 2967 on the clients

1. Display the Windows Firewall window by following steps 1-4 in the previous procedure.

2. On the Exceptions tab, click **Add Port**.
3. In the Add a Port window, in the Port Number box, type the following:

   2967
4. Click **TCP**, and then click **OK**.
5. In the Windows Firewall window, click **OK**.

For a complete list of the ports used for communication in Symantec AntiVirus 10.0, read the document Ports used for communication in Symantec Client Security 3.0.

Symantec Client Security 2.x and Symantec AntiVirus 9.x and earlier

Remote installation tools such as NT Client Install and AV Server Rollout use UDP ports 137 and 138 on the targeted computers. Windows Firewall is enabled by default in both Windows XP Service Pack 2 and Windows Server 2003. The firewall blocks incoming traffic to these ports, preventing installation. If you are installing Symantec AntiVirus client or server and want to use the Windows Firewall, you must open UDP ports 137 and 138 on the target computers before installation. You can close these ports after installation.

To open ports 137 and 138 on target computers

1. On the Windows XP taskbar, click **Start** > **Settings** > **Control Panel**.
2. In the Control Panel window, double-click **Network Connections**.
3. In the Network Connections window, right-click the active connection, and then click **Properties**.
4. On the Advanced tab, under Windows Firewall, click **Settings**.
5. In the Windows Firewall window, on the General tab, make sure that "Don't Allow Exceptions" is unchecked; if it is checked, uncheck it.
6. On the Exceptions tab, check **File and Printer Sharing**.
7. Click **File and Printer Sharing,** and click **Edit** to confirm that UDP 137 and 138 are checked. Scope should be set to Any for both ports. If Scope is not set to Any, then click each port and click **Change scope**.
8. Click **OK**.

If you want to manage Symantec Client Security clients with Symantec System Center and want to use Windows Firewall, you must open port UDP 2967 on the clients.

To open port 2967 on the clients

1. Display the Windows Firewall window by following steps 1-4 in the previous procedure.
2. On the Exceptions tab, click **Add Port**.
3. In the Add a Port window, in the Port Number box, type the following:

   2967
4. Click **UDP**, and then click **OK**.
5. In the Windows Firewall window, click **OK**.

For a complete list of the ports used for communication in Symantec AntiVirus 8.x and 9.x, read the document Ports used for communication in Symantec AntiVirus Corporate Edition 8.x and 9.x.

References:

For general information about topics related to Windows XP Service Pack 2, see the article Documents relating to Symantec Client Security and Windows XP Service Pack 2.

Translations of this Document:

Given the time needed to translate documents into other languages, the translated versions of this document may vary in content if the English document was updated with new information during the translation process. The English document always contains the most up-to-date information.

Available translations:

Deutsch
Français
Italiano
Português
Español
한국어
简体中文
繁體中文

Product(s): Symantec AntiVirus Corporate Edition 10.0, Symantec AntiVirus Corporate Edition 8.0, Symantec AntiVirus Corporate Edition 9.0, Symantec Client Firewall 5.0, Symantec Client Firewall 7.1, Symantec Client Firewall 8.0, Symantec Client Security 3.0
Date Created: 08-07-2004