

**MODELS AFFECTED / SERIAL NUMBERS AFFECTED:**

imageWARE Document Manager 2002/imageWARE Gateway 2002/  
imageWARE Scan Manager 2002/imageWARE Publishing Manager 2003/NetSpot Accountant 3.x

**SUBJECT:**

Windows XP Service Pack 2 (SP2) Release

# HIGH PRIORITY

**SITUATION:** Microsoft has announced the release of Service Pack 2 (SP2) for Windows XP. By installing Service Pack 2, and having the Windows Firewall turned on, some features of NetSpot Accountant and the imageWARE products will be disabled. This Technical Publication explains how to register the affected imageWARE & NetSpot Accountant products in the Windows Firewall on Windows XP to restore functionality.

**DETAILS:****Products Affected:**

- imageWARE Document Manager 2002
- imageWARE Gateway 2002
- imageWARE Scan Manager 2002
- imageWARE Publishing Manager 2003 Standard
- NetSpot Accountant 3.x

**IMPORTANT NOTE:** This Technical Publication will be revised as new information becomes available.

**REGISTRATION PROCEDURE:**

The following steps detail how to register the required modules and ports in the Windows Firewall on Windows XP. Please refer to the charts after the procedures for details on port numbers and locations of the modules required per software product.

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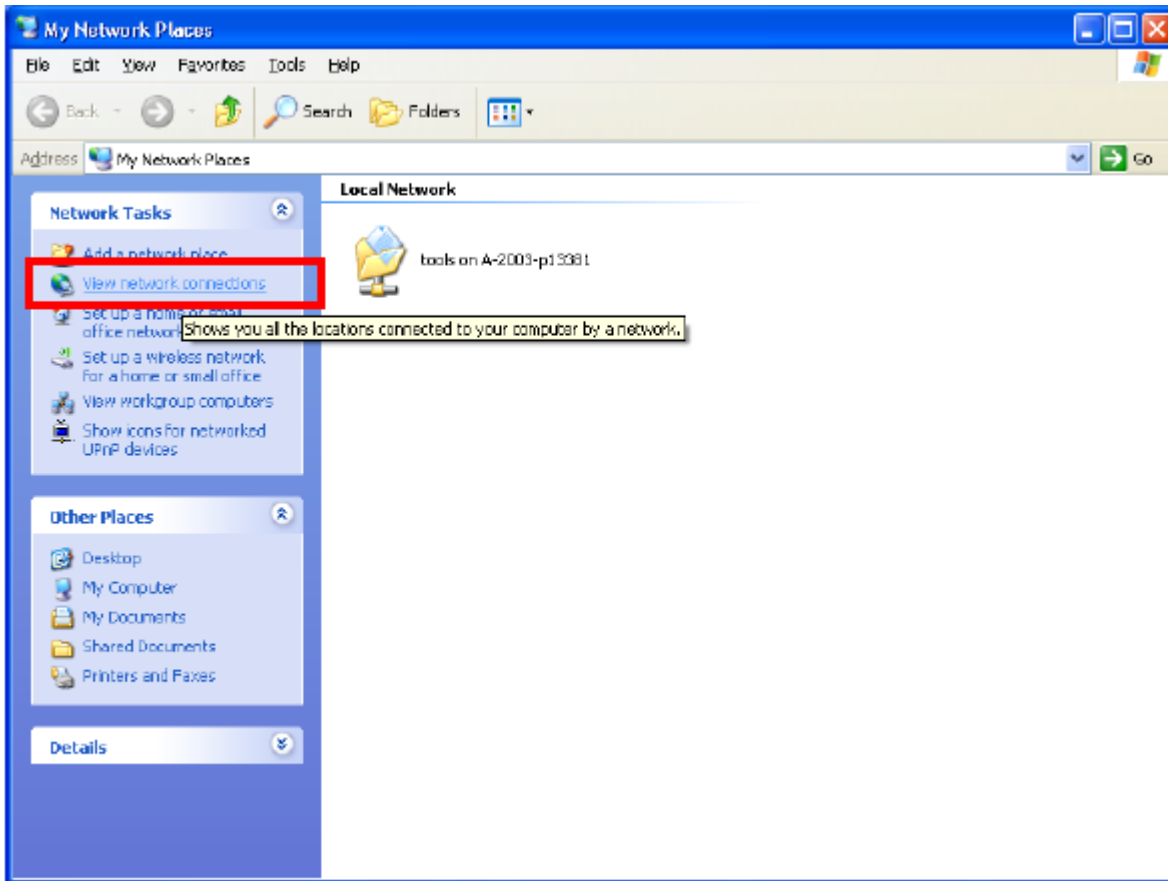
## Windows Firewall

### Exceptions List Procedure

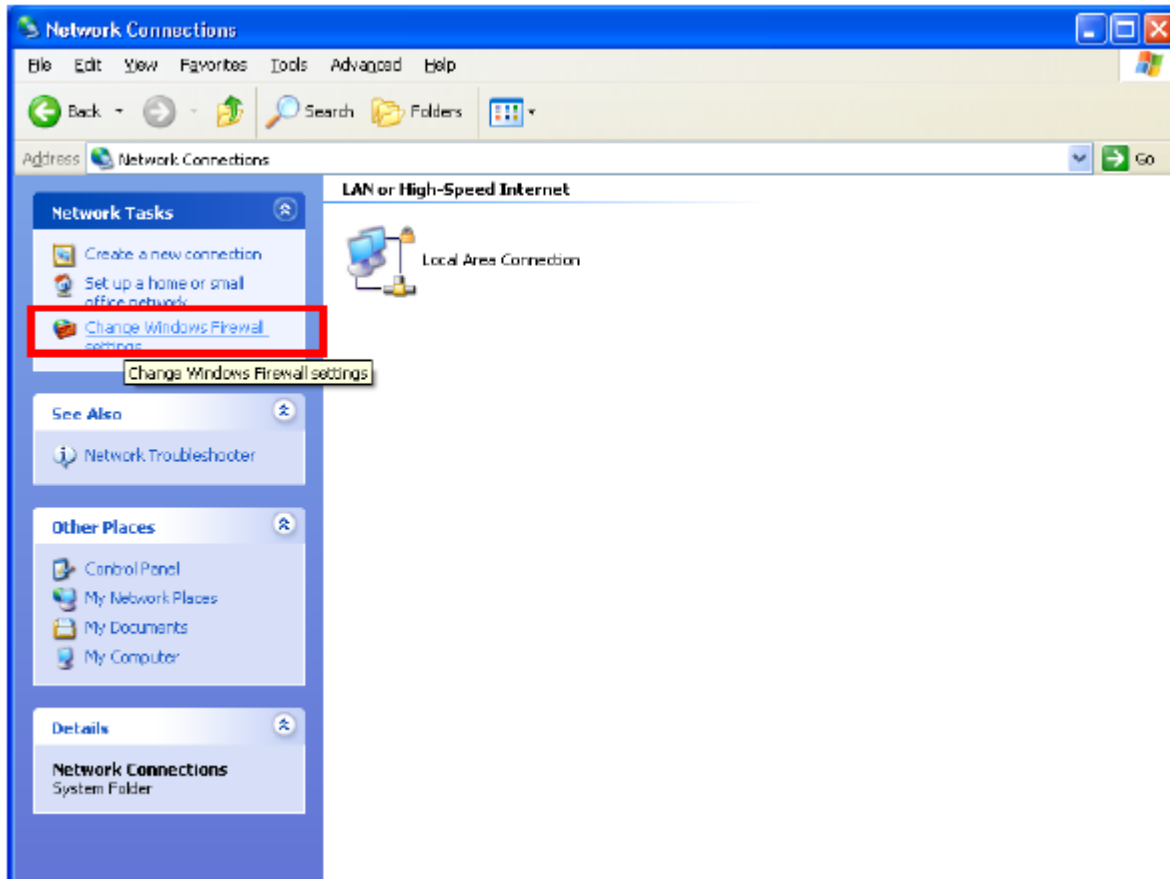
1. From the Desktop, open “My Network Places”.



## 2. Click on View Network Connections.



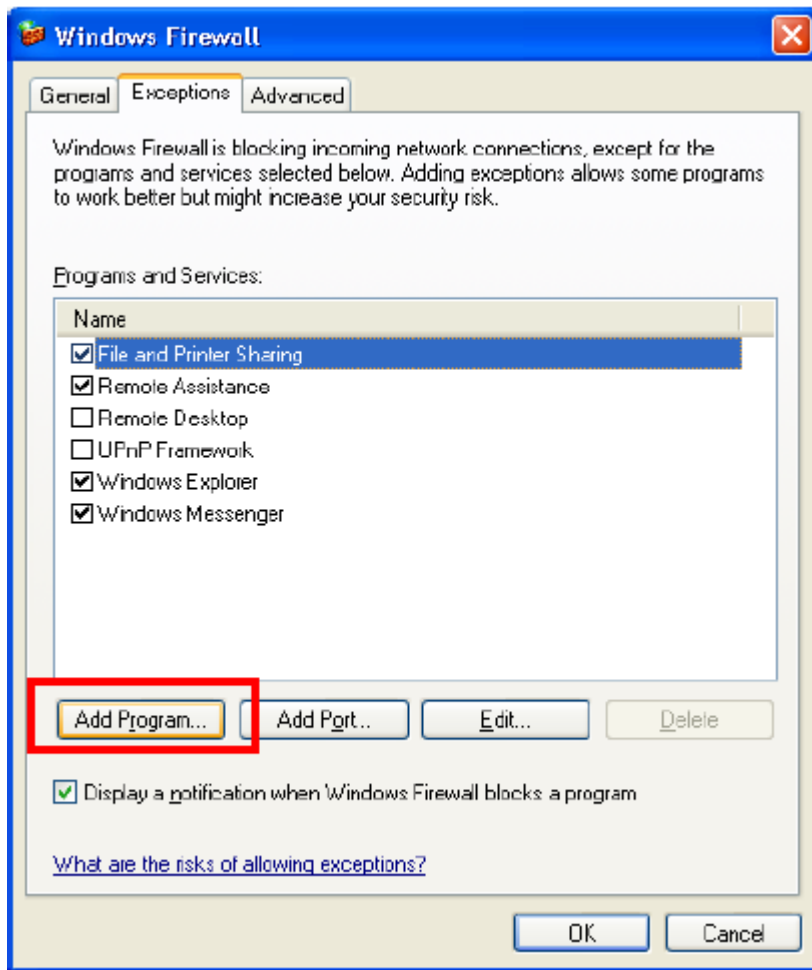
### 3. Click on Change Windows Firewall Settings.



4. Make sure that the Firewall is set to ON. Then go to the “Exceptions” Tab.

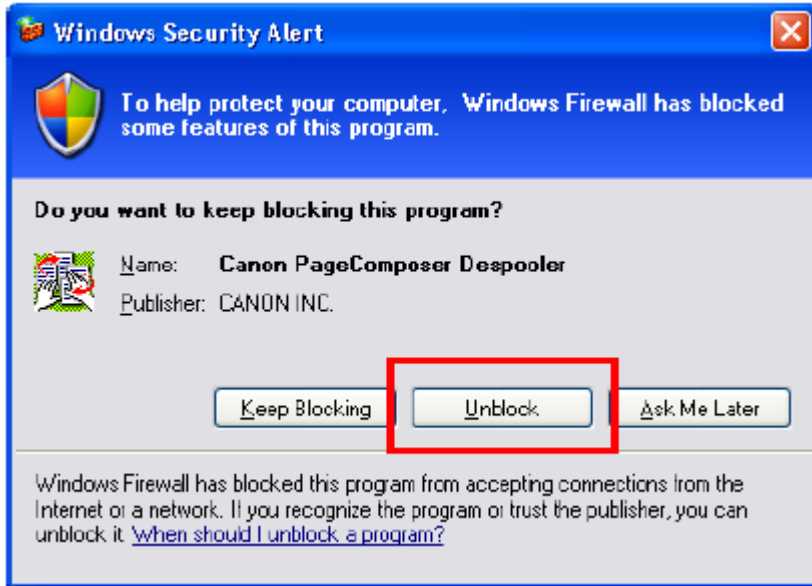


5. To add the modules required in following charts to the “Programs and Services” Exceptions list, click on the “Add Program...” button. In cases where adding ports is required in the tables below, please click on the “Add Port...” button to specify the port required in the Exceptions list.



## Unblock Procedure

An alternative way of adding Programs to the “Programs and Services” list in the Exceptions tab of Windows XP SP2 Firewall settings, is to Press the “Unblock” button from the “Windows Security Alert” dialog box if the program was not yet added to the “Programs and Services” list.



### **Important Note:**

The following tables provide information on the failure(s) caused by applying SP2 per software product, and how to restore the functionality by adding items to the Exception list or Unblock procedures described above

#### **imageWARE Document Manger 2002**

Failure by applying SP2	Cause	Countermeasures
Cabinet cannot be created.	Occurred because of RPC restriction.	None presently available.
Cannot access shared cabinet	Occurred because of RPC restriction.	None presently available.
Full-text search cannot be executed.	Occurs because of DCOM restriction.	None presently available.
Cannot log into the local cabinet. (This failure may not occur, depending on the environment.)	By installing Windows XP SP2, the authentication mode of MSDE2000 is changed to Windows Authentication Mode.	None presently available.

## imageWARE Gateway 2002

Failure by applying SP2	Cause	Countermeasures
Documents cannot be received by the iR device.	The FTP port is blocked by the "Windows Firewall".	<p>-User with Administrators authorization manually adds the FTP port to the list in Exceptions tab of the "Windows Firewall". The FTP port used for the iR devices and GW (Default: TCP 21)</p> <p>-User with Administrator authorization manually registers the location of the file below to the list in "Exceptions" tab of "Windows Firewall".</p> <p>&lt;Location of the folder&gt;</p> <p>\Program\cngwsvr.exe</p>

## imageWARE Scan Manager

Failure by applying SP2	Causes	Countermeasures
In the default setting, the shared folder on the network might not be used.	In "Windows Firewall", the scope of the shared folder on the network is restricted to within the same subnet.	-User with Administrators authorization changes the scope of the shared folder on the "Windows Firewall".
When iWDM usage is selected, you cannot access the cabinet.	TCP/IP connection to iWDM is blocked.	<p>-User with Administrators authorization registers iWDM to the list in "Exceptions" tab of "Windows Firewall".</p> <p>&lt;Folder that iWDM is installed&gt;</p> <p>\Program\iWDM.exe</p> <p>In Windows Security Alert dialog box, select "Unblock".</p> <p>Name: Document Manager</p> <p>Publisher: CANON INC.</p>

## imageWARE Publishing Manager 2003 Standard

Failure by applying SP2	Causes	Countermeasures
<p>Printer driver cannot perform "Get Device Status" operation from the device, caused on the driver side.</p> <p>If "Peer to Peer" configuration is used between the PC and the device to obtain the information, no restriction occurs from the "Windows Firewall".</p>	<p>In the "Windows Firewall", there are restrictions placed on waiting and the reception of a connection (bind() and listen() of WinSock.).</p>	<p>-User with Administrators authorization registers iWPM to the list in "Exceptions" tab of "Windows Firewall".</p> <p>&lt;Location of the folder&gt;            \Program\IWPM.exe</p> <p>If XP SP2 is used for the print server, register Driver Information Assist Core Module to the list in Exceptions tab from the server side.            C:\Program Files\Canon\DIAS\cnxdias.exe</p>

## NetSpot Accountant v.3.x

Failure by applying SP2	Causes	Countermeasures
IIS cannot be executed as a default. NSA cannot be executed.	Specifying the web server is necessary.	Select "Windows Firewall" dialog box -> "Advanced" tab -> "Network Connection Settings" -> "Settings" button -> "Services" tab -> "Web Server (HTTP)" check box.
When you log into NSA from a PC other than the one on which NSA is installed, the message "NetSpot Accountant service is not running on the Server. Contact your administrator." is displayed and you cannot log in.	Port that accepts the connection when you log in cannot be used.	Register the following program "Windows Firewall" dialog box -> "Exceptions" tab -> "Add Program" button  \NSA\service\dbsrvs.exe
Cannot obtain the logs	Permission to use the port is necessary.	Register the following programs. "Windows Firewall" dialog box -> "Exceptions" tab -> "Add Program" button [NSA Server] ..\Canon\JobComm\aussdrvs.exe ..\Canon\LogComm\auLogcomNT.exe ..\Canon\NSA\service\dbsrvs.exe ..\Canon\NSA\service\PIgnMngn.exe [NSA Client] ..\Canon\JobComm\aussdrvs.exe ..\Canon\LogComm\auLogcomNT.exe ..\Canon\NSA\BillingCode\BIN\BillingCodeMenu.exe
Downloading and installing the NSA Client cannot be executed.	Permission to use the port is necessary.	Register the following programs. "Windows Firewall" dialog box -> "Exceptions" tab -> "Add Program" button [NSA Server] ..\Canon\NSA\BillingCode\BIN\BillingCodeMenu.exe

(More)

**NetSpot Accountant v.3.x (Continued)**

<p>Cannot print from the NSA Client.</p>	<p>“Windows Security Alert” dialog box is applied.</p>	<p>-User with the Administrators authorization manually registers NetSpot Suite JobNotify Service to the Exceptions list in Windows Firewall.</p> <p>C:\Program Files\Canon\JobComm\ausdrvs.exe</p> <p>-User with the Administrators authorization selects “Unblock” in the “Windows Security Alert” dialog box.</p> <p>Name: NetSpot Suite JobNotify Service</p> <p>Publisher: CANON INC.</p>
<p>When NSA Client is initially started, the program is blocked.</p>	<p>“Windows Security Alert” dialog box is applied.</p>	<p>-User with the Administrators authorization registers NetSpot Accountant Client Module to the Exceptions list in Windows Firewall.</p> <p>&lt;Location of the folder&gt;</p> <p>\BillingCode\BIN\BillingCodeMenu.exe</p> <p>-Select “Unblock”</p> <p>*”Windows Firewall” dialog box -&gt; “Exceptions” tab          -&gt; “NetSpot Accountant Client Module” is added to the list.</p>