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## Fax Sharing client cannot connect to host after installing Windows XP SP2

### Situation:

After you install the Microsoft Windows XP Service Pack 2 (SP2), Winfax Fax Sharing no longer functions. When you start the WinFax Message Manager, you see an error message that indicates that the WinFax client failed to connect to the host.

### Solution:

This problem is caused by the new security features that are added by SP2. To prevent the error message and enable Fax Sharing, reconfigure Windows XP security settings to permit Fax Sharing to work.

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**Note:** Service Pack 2 increases the security of your computer by adding new security features and by blocking specific functions. The following procedure reverses some of the SP2 changes by unblocking some of the blocked functions. For some types of computer attacks, the procedure increases your computer's vulnerability to pre-SP2 levels. For more information, read the Technical Information section in this document.

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## Reconfiguring Windows XP security settings

To enable Fax Sharing, perform the following steps at the host computer, and then repeat sections 1-4 at the client computer. Do all of the sections in the order given.

### Section 1: To ensure that the Windows Firewall is enabled

1. At the host computer, log on as a user with Administrative privileges. If you already performed sections 1-7 at the host computer, logon at the client computer instead.
2. From the Start menu, click **Settings > Control Panel**.
3. If using the Classic View, double-click **Windows Firewall**. Otherwise, click **Security Center** and then, in the "Manage security settings for:" section, click **Windows Firewall**.
4. Select **On (recommended)**.

### Section 2: To add the WinFax Controller program to the Windows Firewall Exceptions list.

1. On the Exceptions tab, click **Add Program**.
2. Select **Controller**. The "Path:" box displays a path that ends in **Wfxctl32.exe**.
3. If the host and client are on the same network (subnet), click **Change scope** and select **My network (subnet) only**.
4. Click **OK**, and then click **OK** again.
5. In the Programs and Services list, ensure that the box next to Controller is selected.
6. Click **OK**, and close the Windows Control Panel.

### Section 3: To enable Remote Administration traffic through the Firewall by enabling RPC and DCOM

1. From the Start menu, select **All Programs > Accessories > Command Prompt**.
2. Type `netsh`
3. Type `firewall`
4. If the host and client are on the same subnet, type:  
`set service REMOTEADMIN ENABLE SUBNET`

otherwise, type:

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set service REMOTEADMIN ENABLE ALL
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5. Type **show service** and verify that Remote Administration is enabled.
6. Type **exit** and then type **exit** again.

#### Section 4: To enable machine wide, remote access to COM for Anonymous Logon users

1. From the Start menu, click **Settings > Control Panel**.
2. If using the Classic View, double-click **Administrative Tools**. Otherwise, click **Performance and Maintenance**, and then double-click **Administrative Tools**.
3. Double-click **Component Services**.
4. From the Console Root, open **Component Services > Computers > My Computer**.
5. If you see a Security Alert dialog box, click **Keep blocking**.
6. Right-click **My Computer**, and click **Properties**.
7. In the My Computer Properties dialog box, on the COM Security tab, in the Access Permissions group, click **Edit Limits**.
8. In the Access Permission dialog box, choose **ANONYMOUS LOGON**, and select **Allow** on the Remote Access entry.
9. Click **OK**, and then click **OK** again.
10. Close the **Component Services** window and the **Administrative Tools** window.
11. If you are performing these steps at the host computer, continue with section 5. Otherwise, go to section 7.

#### Section 5: To enable Anonymous Logon users to have machine wide, remote activation access to COM

1. From the Start menu, click **Settings > Control Panel**.
2. If using the Classic View, double-click **Administrative Tools**. Otherwise, click **Performance and Maintenance** and then double-click **Administrative Tools**.
3. Double-click **Component Services**.
4. From the Console Root, open **Component Services > Computers > My Computer**.
5. Right-click **My Computer**, and click **Properties**. This step opens the My Computer Properties dialog box.
6. Click the **COM Security** tab.
7. In the **Launch and Activation Permissions** group, select **Edit Limits**.
8. In the Launch Permission dialog box, click **Add**, type **ANONYMOUS LOGON** and click **OK**.
9. Select **ANONYMOUS LOGON**, and select **Allow** on the "Remote Activation" entry. All other boxes should be deselected.
10. Click **OK**, and then click **OK** again.
11. Close the **Component Services** window and the **Administrative Tools** window.
12. Restart the computer.

#### Section 6: To enable Anonymous Logon users to have remote activation access to the WinFax.Attachment DCOM component

1. From the Start menu, click **Settings > Control Panel**.
2. If using the Classic View, double-click **Administrative Tools**. Otherwise, click **Performance and Maintenance**, and then double-click **Administrative Tools**.
3. Double-click **Component Services**.
4. From the Console Root, open **Component Services > Computers > My Computer > DCOM Config**.
5. From the menu, click **View > Detail**.
6. From the DCOM Config list, right-click **WinFax.Attachment**, and click **Properties**.
7. On the Security tab, in the Launch and Activation Permissions group, select **Customize**, and click **Edit**.
8. Click **Add**, type **ANONYMOUS LOGON** and click **OK**.
9. Choose **ANONYMOUS LOGON**, and select **Allow** on the Remote Activation entry. All other boxes should be deselected.
10. Click **OK**, and then click **OK** again.
11. Close the **Component Services** window and the **Administrative Tools** window.

#### Section 7: Apply the changes

Restart the computer.

If you are performing these steps at the host computer, repeat sections 1-4 at the client computer. Otherwise, stop here. You have completed all the steps. Fax Sharing should now work between the client and host.

#### Technical Information:

##### Explanation of specific SP2 changes and their effect on WinFax Fax Sharing

The Fax Sharing client cannot connect to the host because the SP2 installation turns on Network Protection Technologies,

which prevent the client and host from communicating with each other. To solve this problem, the procedure in this document configures those technologies to permit WinFax communications. The procedure adds WinFax to the Windows Firewall Exceptions list of "Programs and services," configures the firewall to permit ICMP echo requests, and configures the firewall to permit remote administration.

SP2 also changes Windows DCOM. These changes prevent a program on a remote computer from communicating with the same program on a local computer unless the communication uses an authentication protocol. WinFax does not use an authentication protocol. To solve this problem, the procedure in this document disables the DCOM changes that cause this problem.

For a detailed explanation of how the SP2 changes affect your computer's security, go to the [Security Enhancements in Microsoft Windows XP Service Pack 2, article number 832490](#) Web page

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**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.

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