

Configuring Firewall and Antivirus for NComputing Products

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Antivirus, firewall, and other types of security software can sometimes interfere with the initial configuration or continued operation of NComputing's vSpace software. This document gives basic information on applications, services, and network communication within vSpace, which can be used to configure security software and help ensure compatibility and stable, continued operation.

Symptoms

- Error: Network Error Code 10014 / Network Error Code 10054
- vSpace Update Cannot Reach Update Server
- vSpace Host Not Visible in Connection List
- Client Hangs (Freezes) During Connection

vSpace Installation

Please make sure to DISABLE any Anti-Virus or Firewall software during the installation of our product. Software of this type has been tested and known to interfere with the installation of our product. After installation has completed, you may re-enable Anti-Virus and Firewall software.

If system instability occurs after installing NComputing vSpace, please try removing vSpace *and* any antivirus or security software present, and then reinstalling vSpace. If the system is stable in this configuration, re-install the antivirus software. In some cases, this change in install order can improve the interaction between vSpace and antivirus software. If issues persist, please try configuring your security software to ignore/allow/trust the following ports and executables:

Exceptions

Port Exceptions

§ **L-series**, **M-series**, and **vSpace Client**

§ MDNS: **UDP 5353**

§ **TCP: 27605**

§ **UDP: 1027** \

§ **vSpace Management Center**

§ Registration: **TCP 80, 3630** (connects to: register.ncomputing.com, 184.106.8.208)

§ Management: **TCP 1284**

§ MDNS: **UDP 5353**

§ **vSpace Server 4** (Windows)

§ Registration: **TCP 80, 3630** (connects to: register.ncomputing.com, 184.106.8.208)

§ Update: **TCP 20, 21** (connects to: 70.182.176.102, 81.169.173.128)

§ **vSpace Server 6** (Windows)

§ Registration: **TCP 80, 3630** (connects to: register.ncomputing.com, 184.106.8.208)

§ Update: **TCP 20, 21** (70.182.176.102, 81.169.173.128)

§ **vSpace Server 7** (Windows)

§ Registration: **TCP 80, 3630** (connects to: register.ncomputing.com, 184.106.8.208)

§ Update: **TCP 20, 21** (connects to: 70.182.176.102, 81.169.173.128)

§ Management: **TCP 1284**

§ MDNS: **UDP 5353**

File Access Exceptions

§ **vSpace Server 4** (Windows)

§ For vSpace functionality

§ C:\Windows\system32**KMServc.exe**

§ C:\Program Files\Common Files\NComputer**Bootsrv.exe**

§ For vSpace tray icon

§ C:\Program Files\NComputing vSpace**KmMsg.exe**

§ For vSpace Registration

§ C:\Program Files\NComputing vSpace**KmRegWiz.exe**

§ For vSpace Update

§ C:\Program Files\NComputing vSpace**KmUpdate.exe**

§ **vSpace Server 6** (Windows)

§ For all vSpace functionality

§ C:\Program Files\NComputing

§ **vSpace Server 7** (Windows)

§ For all vSpace functionality

§ C:\Program Files\NComputing

Summary

The above exceptions and practices can help ensure the best level of interaction between vSpace and your environment. If issues still persist with a particular application, please contact the application's vendor. If a workaround exists for your antivirus solution of choice and NComputing engineers have verified its effectiveness, a search for the application's name in the NComputing Knowledge Base will typically reveal any available solutions.

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<http://kb.ncomputing.com/index.php?View=entry&EntryID=63>