Problem with Microsoft Windows® XP Service Pack 2

1. Symptom of the problem :

   Network Scan and some network functions of the Panasonic Document Management System (PDMS) may not work when Windows XP is updated with Service Pack 2.

2. Cause :

   The **Internet Connection Firewall (ICF)** is now enabled by default after installation of the Service Pack 2.
   ICF may also be enabled by default in future Windows products, so please check it during installation.

3. Field Countermeasure :

   The problem will be solved by configuring ICF.
   Please see below, there are two ways to turn OFF ICF in Windows XP.

4. Final Countermeasure :

   A setup utility will be included in Panasonic-DMS for future products.
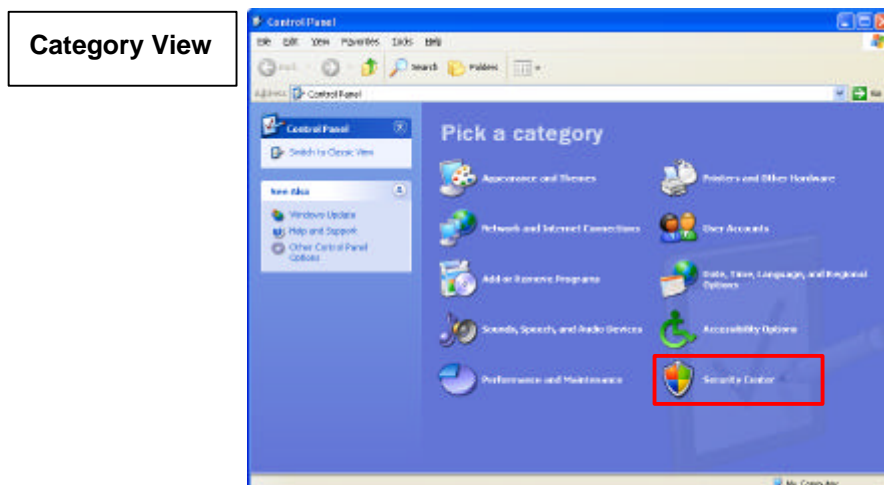
How to turn OFF the Windows Internet Connection Firewall

1. Click **Start**, and then click **Control Panel**.
   There are two types of display methods for **Control Panel**.
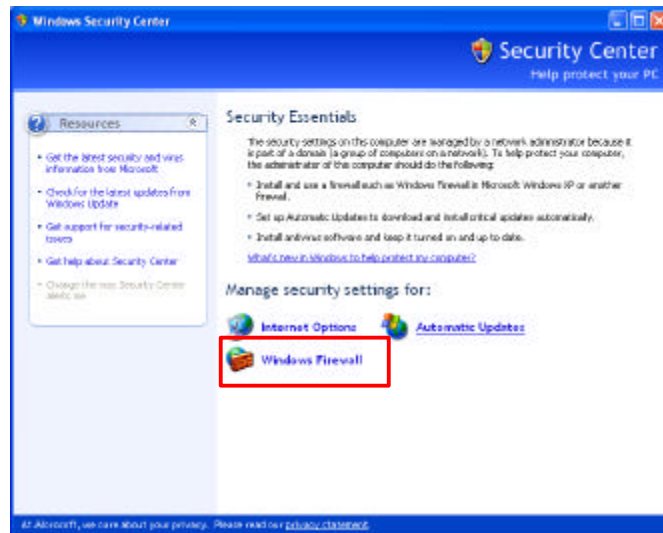   >   **Category View → go to step 2a-1**
   >   **Classic View   → go to step 2b**

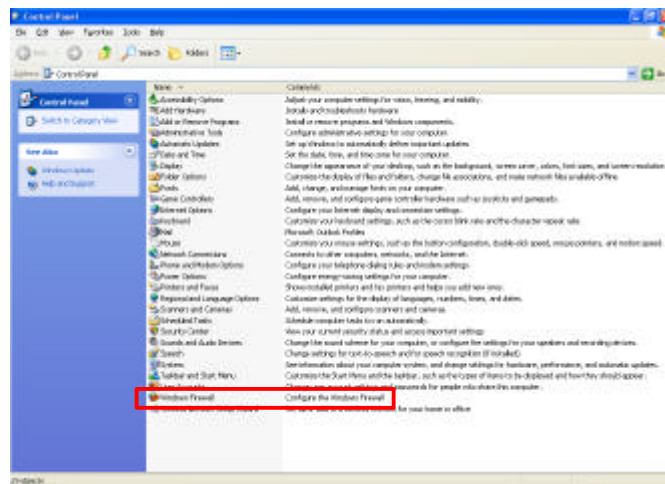   **2a-1.** Click **Security Center**.

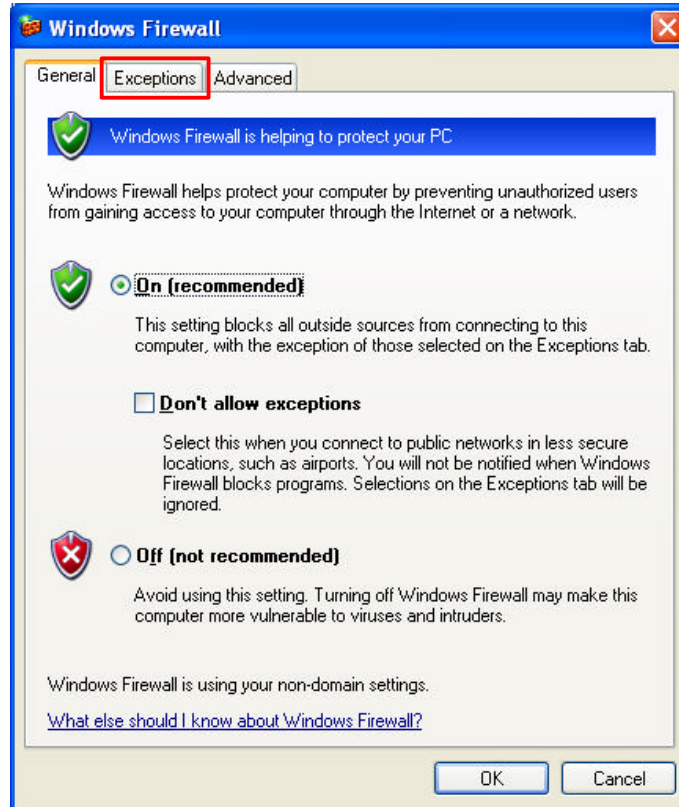**2a-2.** Click **Windows Firewall** then **Go to step 3**

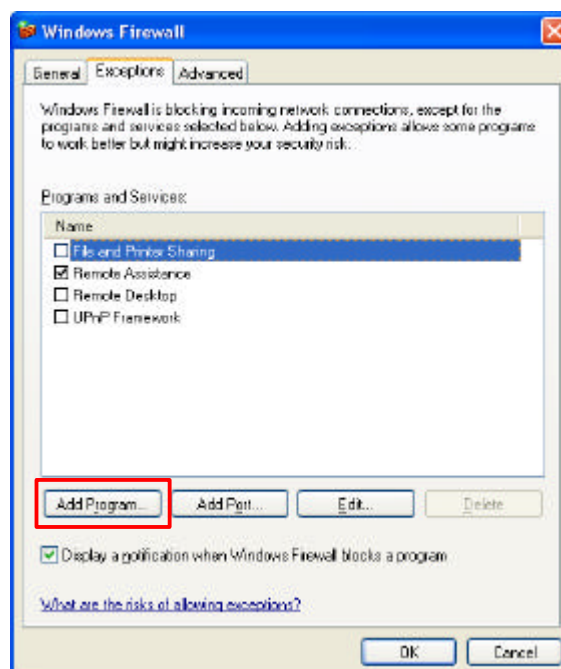**2b.** Double-Click **Windows Firewall** then **Go to step 3**

Classic View
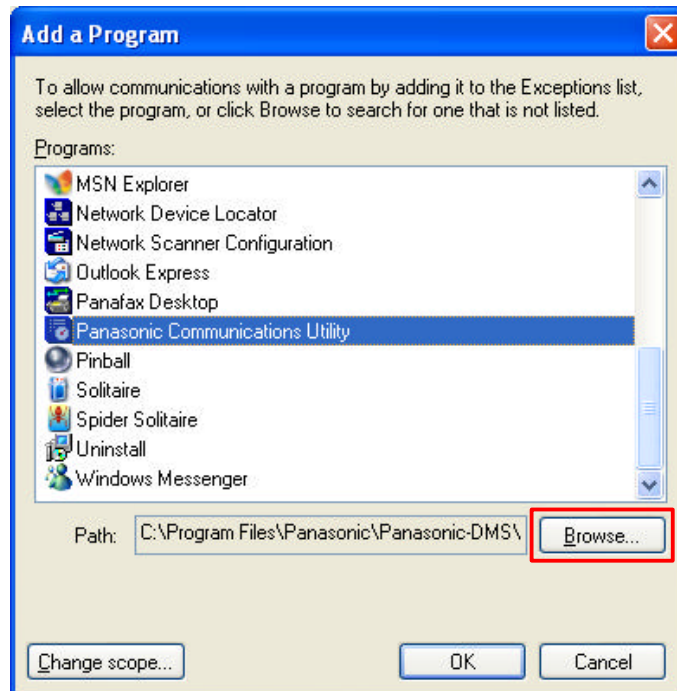
3. Select the **Exceptions tab.**

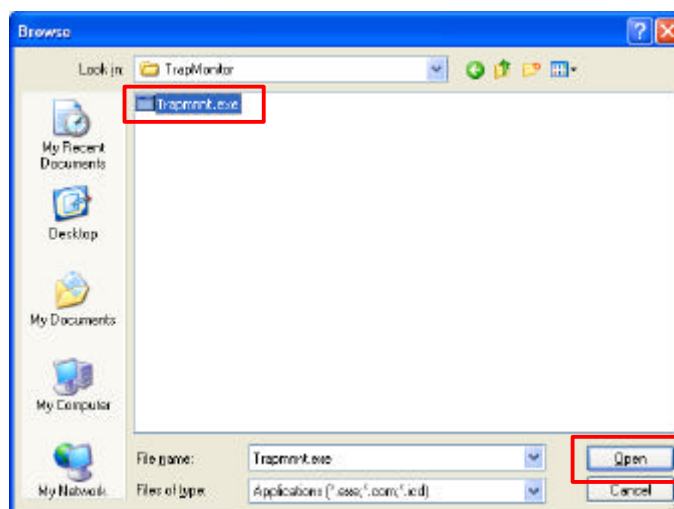**4.** Click **Add Program,** then **go to step 5a.**

5a. Click the program that you want to add and click **OK,** then go to **7a**.
If the program that you want to add is not shown in the list, click **Browse** then go to **5b**.
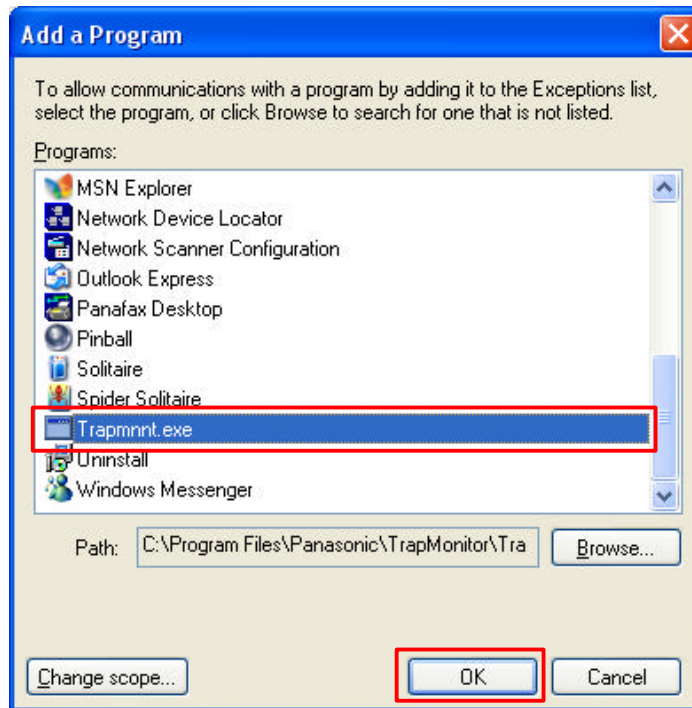

5b. Select the desired program, then click **Open**.
Note: Please refer to the **Program List** at the end of this document to find the appropriate program or file.
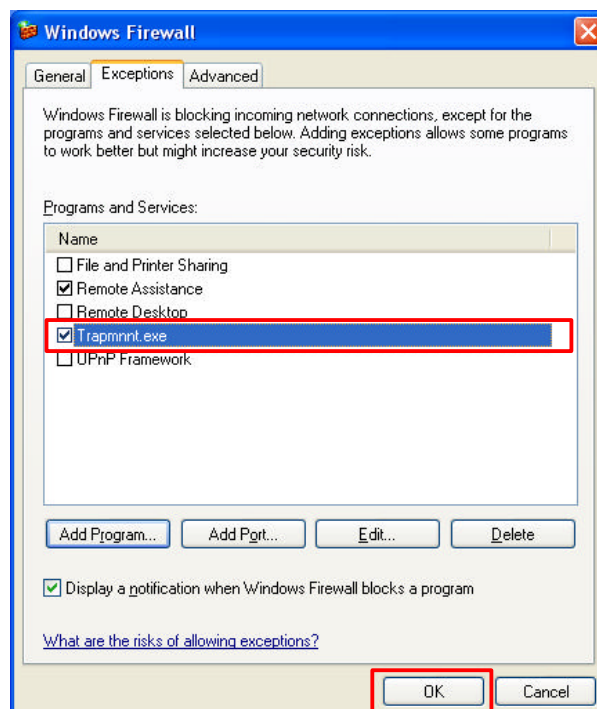

e.g. : **Trapmnnt.exe** is related to four types of program software.

5c. Make sure the file exists in the Programs list, then click **OK**. (File name must be ₓₓₓₓₓ**.exe**)

6. Make sure the program file exists in the **Windows Firewall Exception** list.
If you need to continue to add programs, repeat from **step 4** above. If completed, click **OK**
then go to **step 7a**.

7a. Make sure the program name exists in the **Windows Firewall Exception** list.
   If you need to continue to add programs, repeat from step 4 above. If completed, click **OK**.
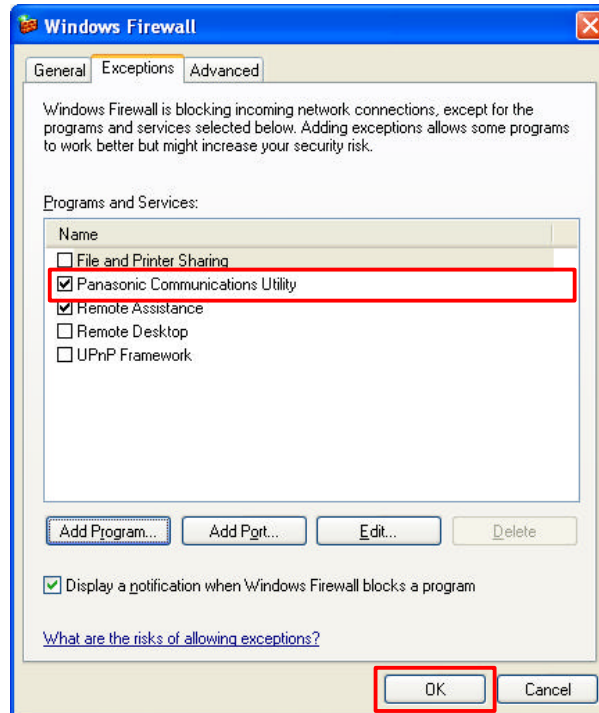
8. Close the **Control Panel.**

Program List for Communication with Windows XP SP2

To allow communications with a program, add an appropriate program or file as shown in below.

Program Software										Program name / File name for communication
Communications Utility	Panafax Desktop	Network Status Monitor	Web Status Monitor	Network Configuration Editor	Network Address Book Editor	DD Server	Network Accounting Manager	MetaConsole	Document Distribution System	
X	X									Program name: **Communications Utility**
	X	X	X						(a)	File name: **\Program Files\Panasonic\TrapMonitor\Trapmnnt.exe**
			X							File name: **\Program Files\Panasonic Web Status Monitor\snmpapp.exe**
				X	X					File name: **\Program Files\Panasonic\Panasonic-DMS\Network MFP Utilities\CnfgEditor\SYSTEM\mfrspool.exe**
						X	X			File name: **\WINDOWS\system32\inetsrv\inetinfo.exe**
								X		File name: **\Program Files\MetaConsole\MetaConsoleServer.exe**
									X	File name: **\Program Files\Panasonic\Document Distribution System\JavaSoft\bin\java.exe**
									X	File name: **\Program Files\Panasonic\Document Distribution System\LpdEx.exe**

Note (a): It is required only after version 1.5.