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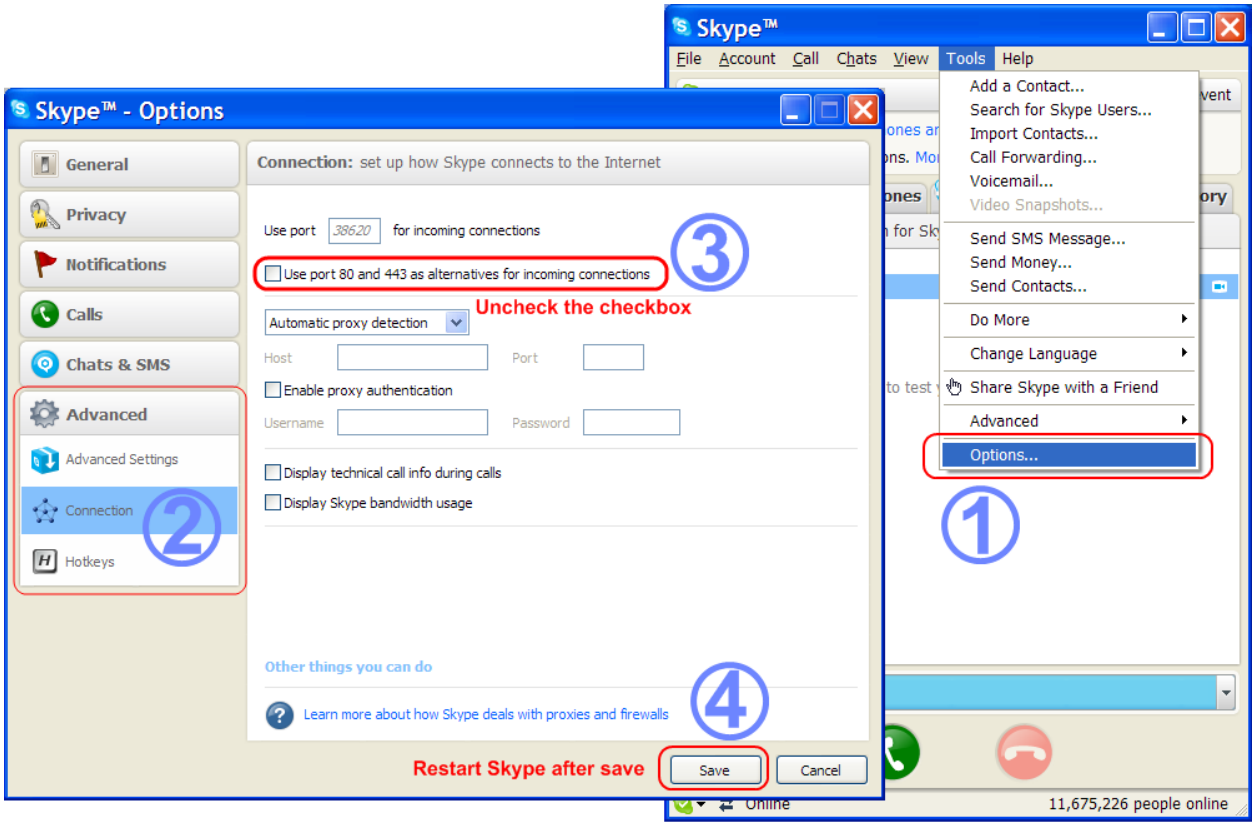
# Trouble Shooting Installation & Startup

Gladinet Cloud Desktop beta releases need to bind to one of the local loopback address 127.0.0.x:80 to be functional. (This is not visible from outside your PC, because 127.0.0.x address is not accessible from outside. It is local loopback only). We are actively working to stay away from using port 80. We expect to remove this limitation in version 1 release.

# Compatibility with Skype

## Skype

Skype may request to use port 80. If it listens only on a specific IP, it is fine. However, by default, similar as IIS, it listens on 0.0.0.0:80 (All IPs). This conflicts with Gladinet Cloud Desktop. You can uncheck the check box below.


Skype™
File Account Call Chats View Tools Help
Add a Contact...
Search for Skype Users...
Import Contacts...
Call Forwarding...
Voicemail...
Video Snapshots...
Send SMS Message...
Send Money...
Send Contacts...
Do More
Change Language
Share Skype with a Friend
Advanced
Options...
1
Online
11,675,226 people online
Skype™ - Options
General
Privacy
Notifications
Calls
Chats & SMS
Advanced
Advanced Settings
Connection
Hotkeys
2
Connection: set up how Skype connects to the Internet
Use port 38620 for incoming connections
Use port 80 and 443 as alternatives for incoming connections
3
Uncheck the checkbox
Automatic proxy detection
Host
Port
Enable proxy authentication
Username
Password
Display technical call info during calls
Display Skype bandwidth usage
Other things you can do
Learn more about how Skype deals with proxies and firewalls
4
Restart Skype after save
Save
Cancel

## Compatibility with IIS

If you have a local web server running (IIS 5.1 on Windows XP or IIS 7.0 on Vista), by default, IIS binds to all addresses on port 80 (0.0.0.0:80). This creates a conflict for the Gladinet Cloud Desktop.

By default, IIS (Internet Information Service) is off on both Windows XP and Windows Vista. You will not see this conflict if you didn't turn on IIS. People that have installed the IIS, for example, ASP.NET developers that have Visual Studio installed will run into this conflict because they run a local web server for development purpose.

It is easy to resolve the conflict, allowing both the web server and the Gladinet Client to work.

## Windows XP with IIS 5.x installed

(Microsoft Support Article for this issue: http://support.microsoft.com/default.aspx?scid=http://support.microsoft.com:80/support/kb/articles/Q259/3/49.ASP&NoWebContent=1)

Google Keyword for this issue: DisableSocketPooling

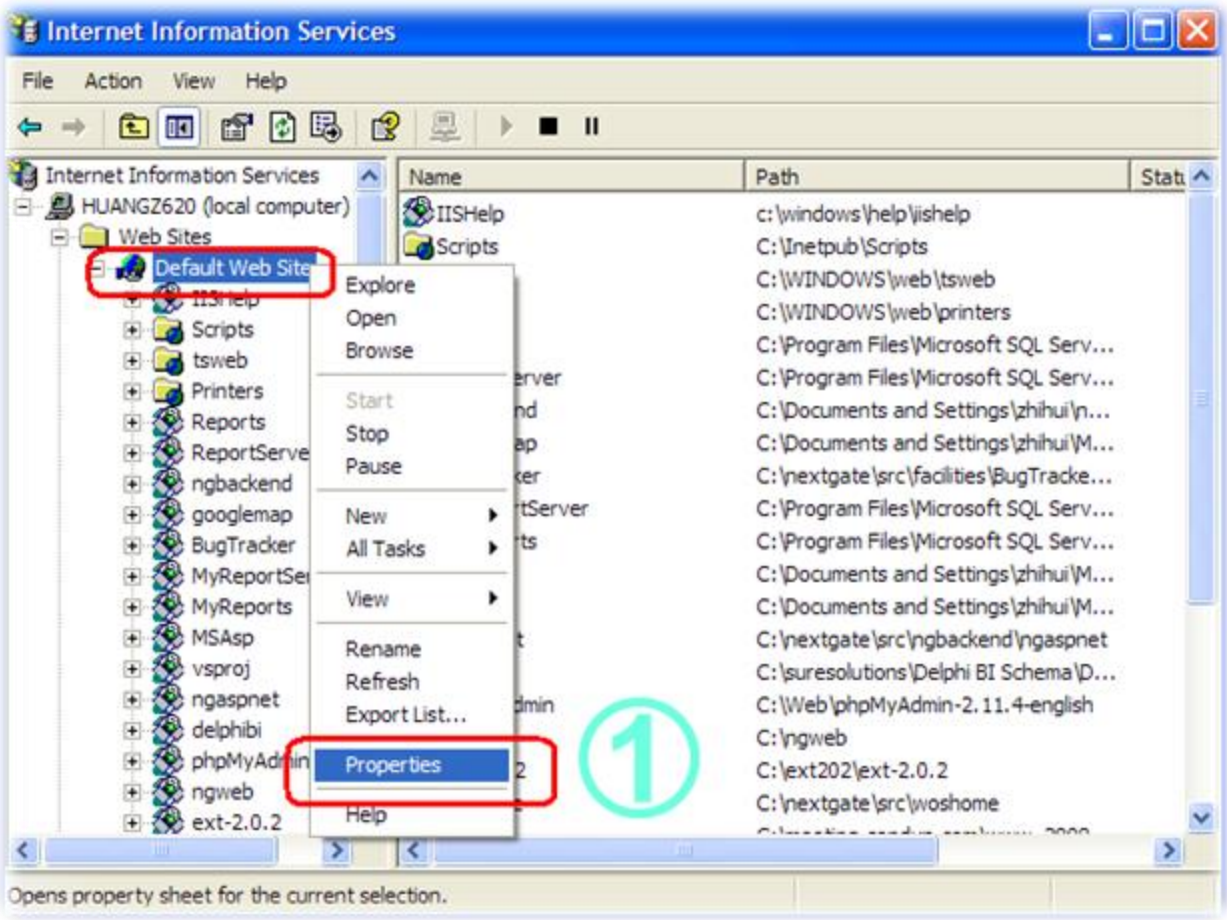
By Default, IIS listens on all unassigned address on port 80. You can verify by:

```
C:\>netstat -a -n | findstr /i listening | findstr /i 80

  TCP    0.0.0.0:80             0.0.0.0:0              LISTENING
```

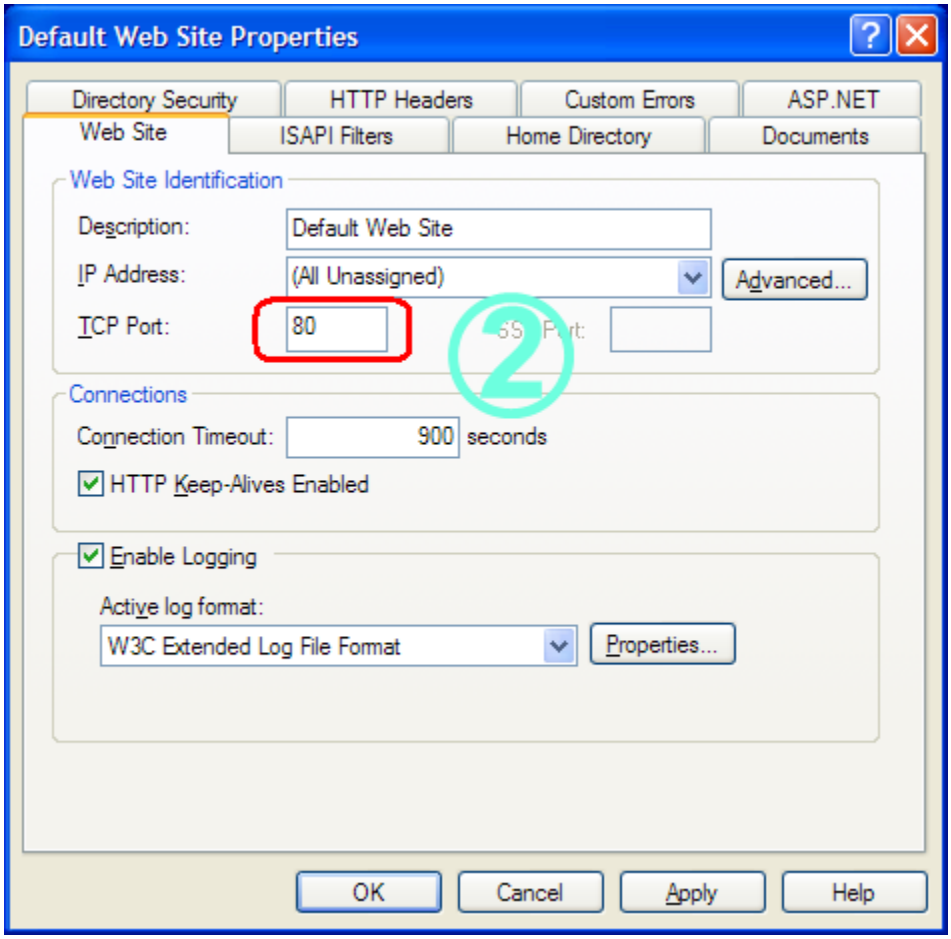
## Step1 – Open the Properties of the Default Web Site

You can find Internet Information Services in Control Panel>Administrative Tools

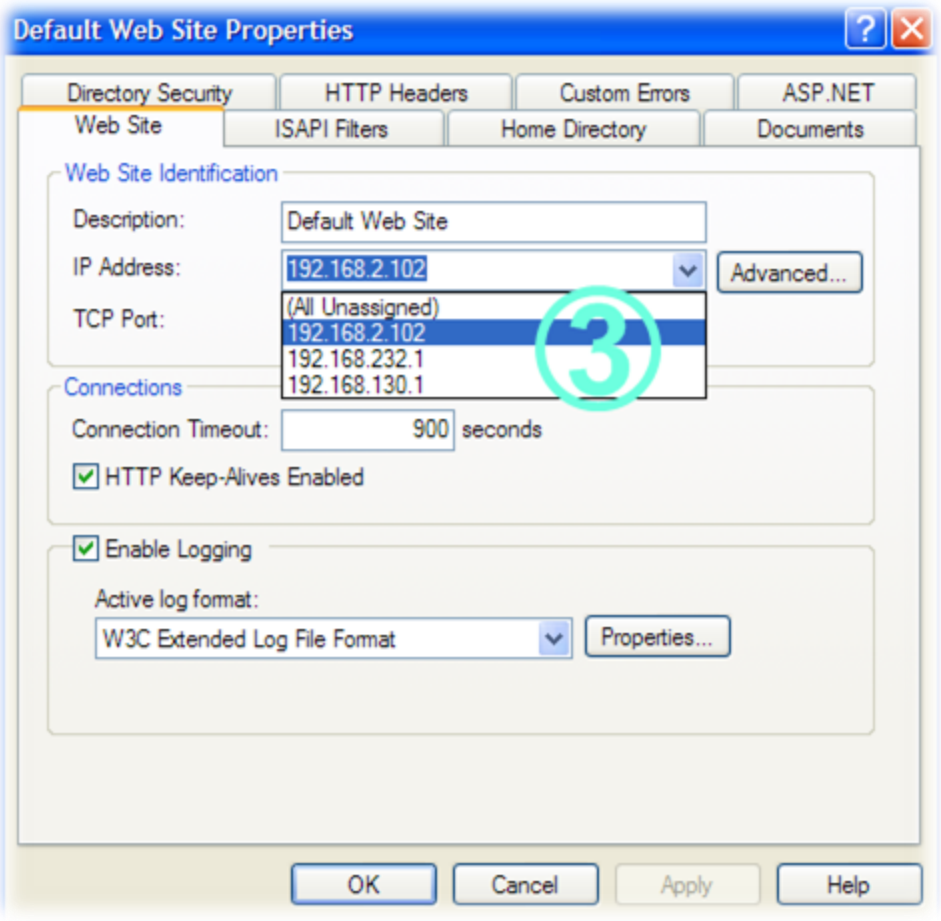


## Step 2 – If Change the Port is OK, Done.

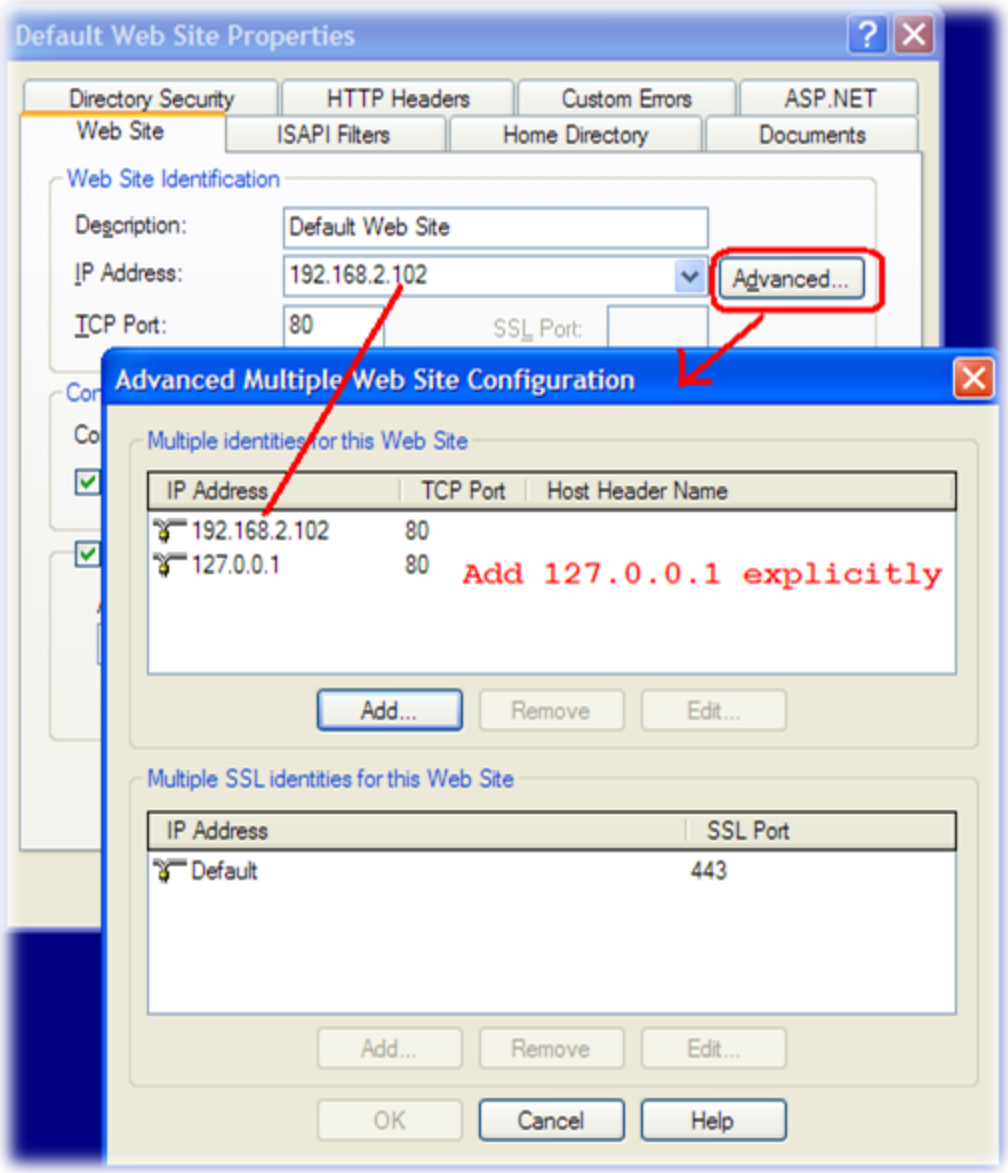
If changing the listening port 80 to a different port is fine for you, it is done. Otherwise goto step 3.



## Step 3: Replace the (All Unassigned) with an Address



You can also added back the 127.0.0.1 for the localhost:80 to work for IIS. So your IIS server listens on both external IP and localhost IP.



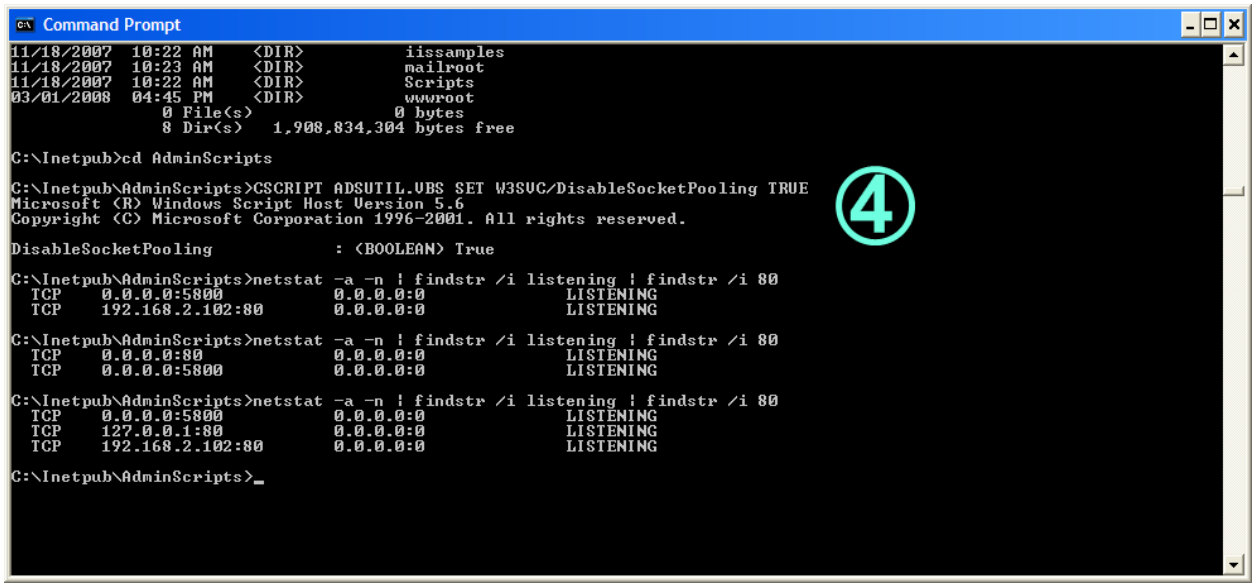
## Step 4: Not Done Yet, Need to Disable Socket Pooling

1. At a command prompt, switch to the "C:\InetPub\AdminScripts" folder.

2. Type the following command (Tip: Paste this into the Command Console, **W3SVC/DisableSocketPooling** is all together without spaces):

   **CSCRIPT ADSUTIL.VBS SET W3SVC/DisableSocketPooling TRUE**

   Then use the following command to verify IIS is indeed no longer listenning on 0.0.0.0:80. (You may need to stop and start the Default Web Site to see the change)
   **netstat -a -n | findstr /i listening | findstr /i 80**



## Windows Vista and IIS 7.0

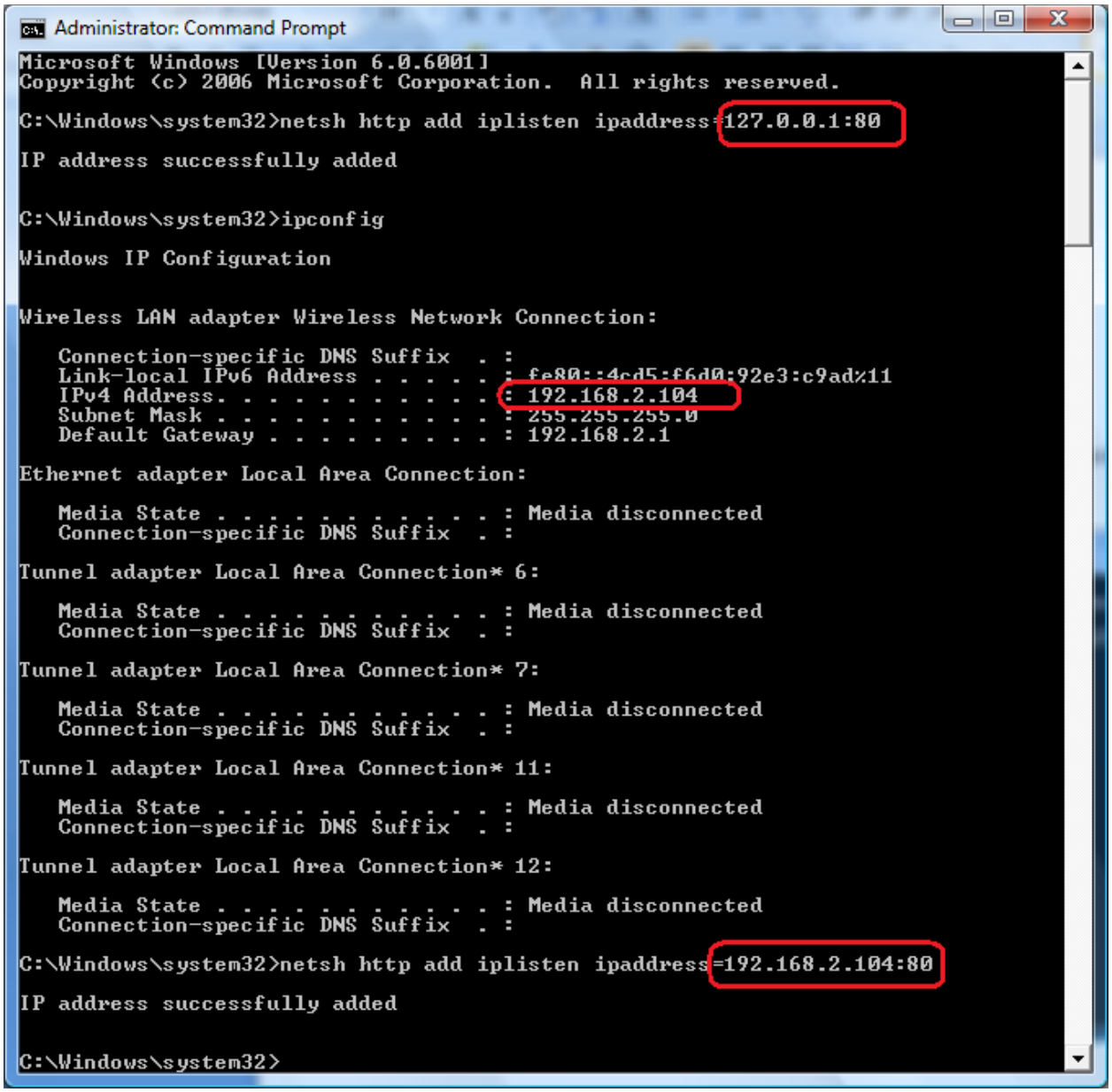
http://msdn.microsoft.com/en-us/library/ms733768.aspx

## Configuring HTTP and HTTPS

After reading the Microsoft MSDN article, you can use the following command to modify the IP that the IIS is listening on (You need admin right to use the netsh command).

`netsh http add iplisten ipaddress=127.0.0.1:80`

`netsh http add iplisten ipaddress=192.168.2.104:80` (change 192.168.2.104 to your machine's external IP)



## Use netstat to check that the IIS is listen on a specific IP

```
C:\>netstat -a -n | findstr /i listen | findstr /i 80

  TCP    127.0.0.1:80           0.0.0.0:0              LISTENING
```

## Windows 2003 & IIS 6

Even though version 1 Gladinet client runs on Windows XP and Windows Vista only, Single Session Windows 2003 and Windows 2008 should also work. For example, system software developers may run the Windows 2003 and Windows 2008 as their daily OS.

Please follow this Microsoft Support artide to setup your IIS 6 web server to listen on a specific IP address, instead of listening on all IP addresses.

http://support.microsoft.com/kb/813368/EN-US/

(Setting metabase property DisableSocketPooling has no effect)

Step 1: Follow the instruction on previous section (Windows XP & IIS 5.x). This will DisableSocketPooling on the metabase

Step 2: Make sure you have the Windows 2003 Support Tools installed.

Step 3: use httpcfg.exe (from Windows 2003 Support Tools)

```
httpcfg set iplisten –i xxx.xxx.xx.xx
```

(which is the external IP address for windows 2003)

Step 4: To confirm

```
httpcfg query iplisten
```

Step 5: Stop and re-start IIS

```
net stop http /y

net start w3svc
```