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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.

The image shows a screenshot of the Skype Options dialog box, specifically the 'Connection' tab. The dialog box is overlaid on the main Skype application window. The 'Connection' tab is selected, and the 'Advanced' category is highlighted in the left sidebar. The 'Connection' sub-category is also highlighted. The 'Use port 80 and 443 as alternatives for incoming connections' checkbox is unchecked, and a red box highlights it with the text 'Uncheck the checkbox'. The 'Save' button is highlighted with a red box. The 'Options...' menu item in the Skype application window is also highlighted with a red box. The 'Save' button is highlighted with a red box. The 'Options...' menu item in the Skype application window is also highlighted with a red box. The 'Save' button is highlighted with a red box. The 'Options...' menu item in the Skype application window is also highlighted with a red box.

Skype™ - Options

General

Privacy

Notifications

Calls

Chats & SMS

Advanced

Advanced Settings

Connection

Hotkeys

Connection: set up how Skype connects to the Internet

Use port for incoming connections

Use port 80 and 443 as alternatives for incoming connections

Automatic proxy detection **Uncheck the checkbox**

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](#)

Restart Skype after save

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...

11,675,226 people online

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

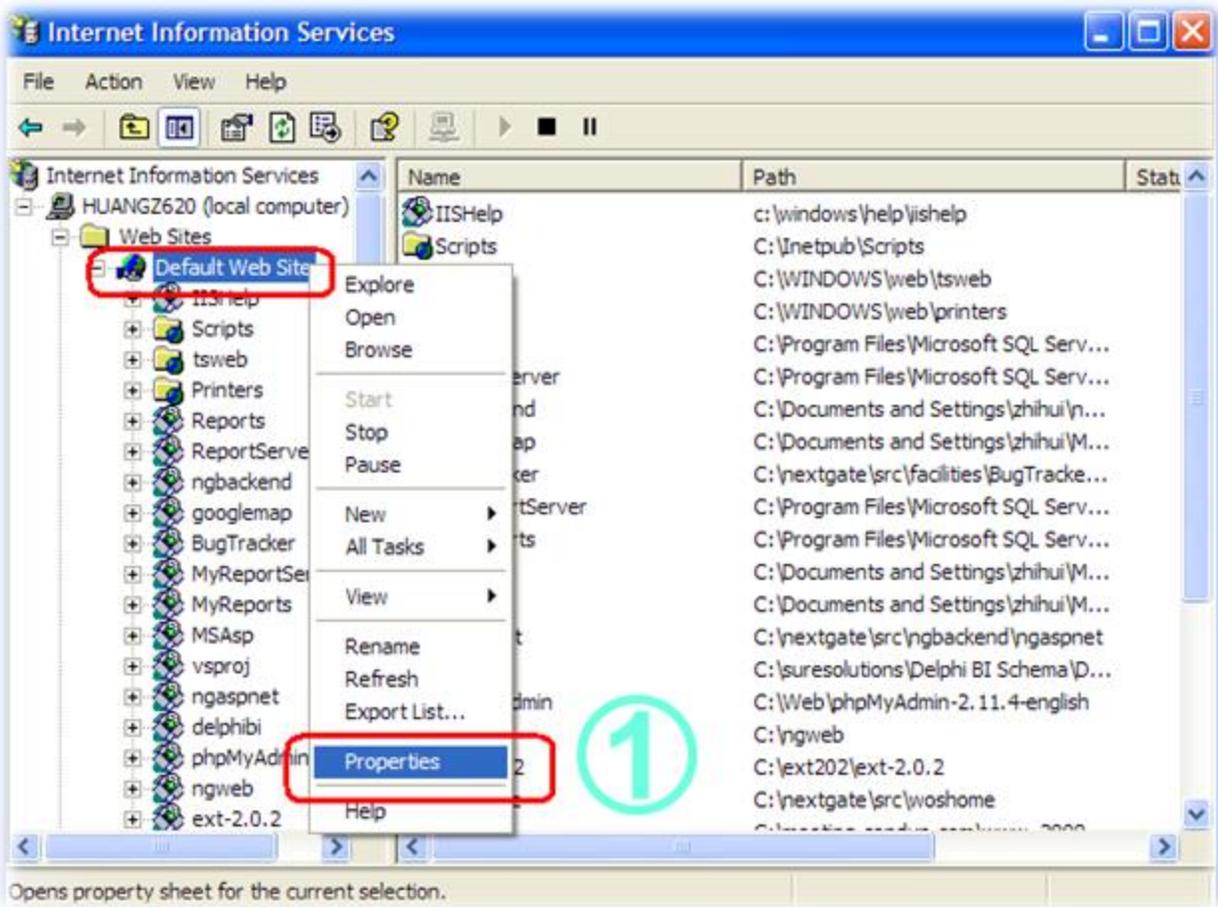
By Default, IIS listens on all unassigned address on port 80. You can verify by:

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

```
TCP    0.0.0.0:80          0.0.0.0:0          LISTENING
```

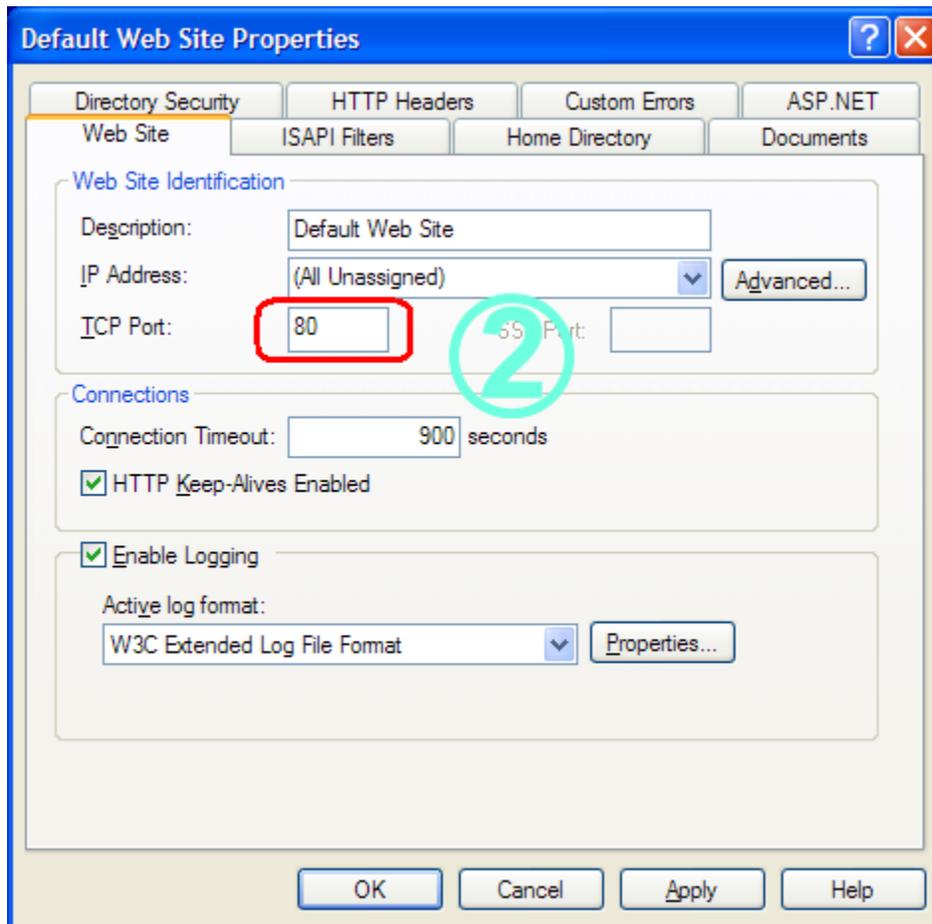
Step1 – Open the Properties of the Default Web Site

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

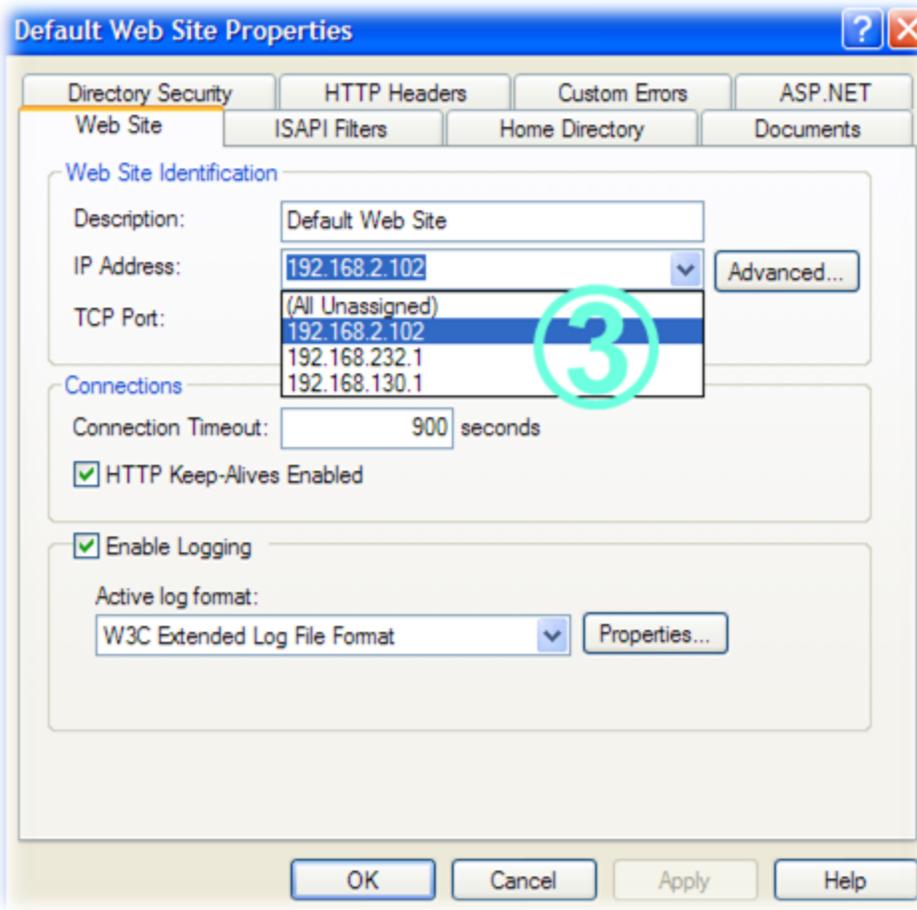


Step 2 – If Change the Port is OK, Done.

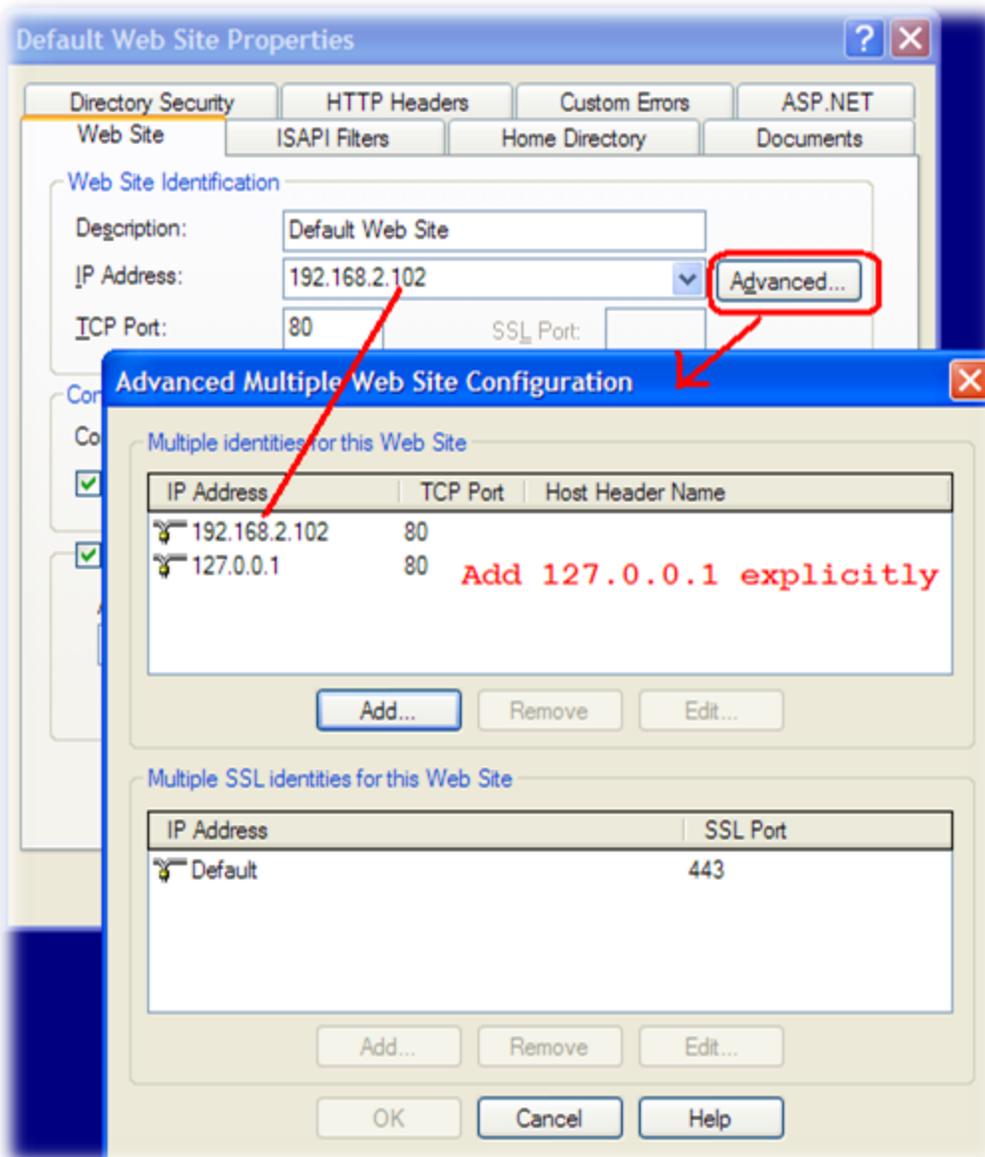
If changing the listening port 80 to a different port is fine for you, it is done. Otherwise goto step 3.



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.



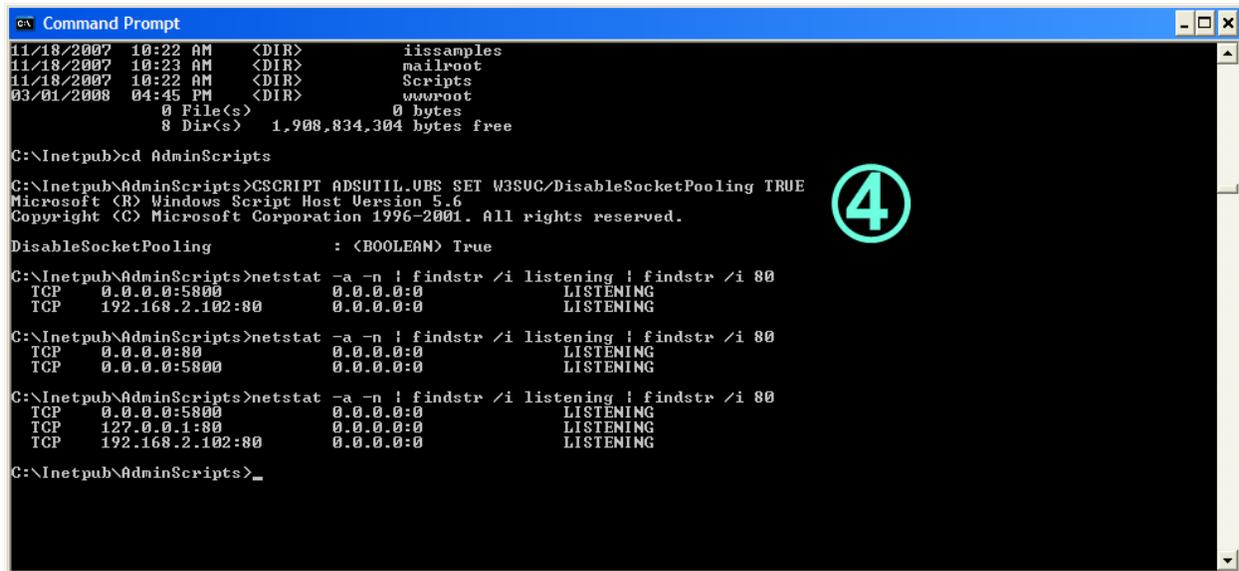
Step 4: Not Done Yet, Need to Disable Socket Pooling

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 listening 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



```
cmd Command Prompt
11/18/2007 10:22 AM <DIR> iissamples
11/18/2007 10:23 AM <DIR> mailroot
11/18/2007 10:22 AM <DIR> Scripts
03/01/2008 04:45 PM <DIR> wwwroot
0 File(s) 0 bytes
8 Dir(s) 1,908,834,304 bytes free

C:\Inetpub>cd AdminScripts

C:\Inetpub\AdminScripts>CSCRIPT ADSUTIL.VBS SET W3SVC/DisableSocketPooling TRUE
Microsoft (R) Windows Script Host Version 5.6
Copyright (C) Microsoft Corporation 1996-2001. All rights reserved.

DisableSocketPooling : <BOOLEAN> True

C:\Inetpub\AdminScripts>netstat -a -n | findstr /i listening | findstr /i 80
TCP 0.0.0.0:5800 0.0.0.0:0 LISTENING
TCP 192.168.2.102:80 0.0.0.0:0 LISTENING

C:\Inetpub\AdminScripts>netstat -a -n | findstr /i listening | findstr /i 80
TCP 0.0.0.0:80 0.0.0.0:0 LISTENING
TCP 0.0.0.0:5800 0.0.0.0:0 LISTENING

C:\Inetpub\AdminScripts>netstat -a -n | findstr /i listening | findstr /i 80
TCP 0.0.0.0:5800 0.0.0.0:0 LISTENING
TCP 127.0.0.1:80 0.0.0.0:0 LISTENING
TCP 192.168.2.102:80 0.0.0.0:0 LISTENING

C:\Inetpub\AdminScripts>_
```

Windows Vista and IIS 7.0

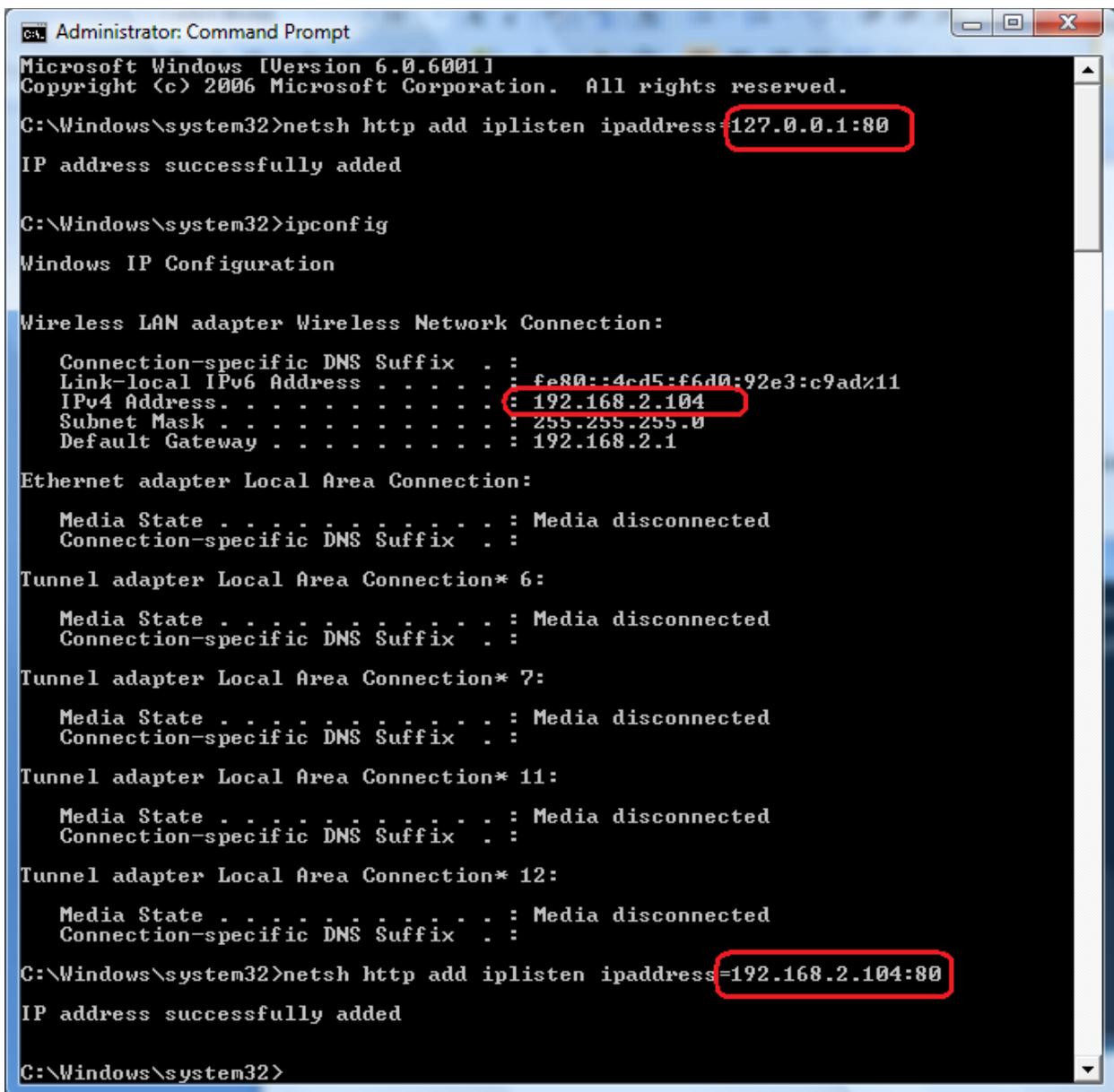
<http://msdn.microsoft.com/en-us/library/ms733768.aspx>

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)
```



```
Administrator: Command Prompt
Microsoft Windows [Version 6.0.6001]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.

C:\Windows\system32>netsh http add iplisten ipaddress=127.0.0.1:80
IP address successfully added

C:\Windows\system32>ipconfig

Windows IP Configuration

Wireless LAN adapter Wireless Network Connection:

    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80::4cd5:f6d0:92e3:c9ad%11
    IPv4 Address. . . . . : 192.168.2.104
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.2.1

Ethernet adapter Local Area Connection:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : 

Tunnel adapter Local Area Connection* 6:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : 

Tunnel adapter Local Area Connection* 7:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : 

Tunnel adapter Local Area Connection* 11:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : 

Tunnel adapter Local Area Connection* 12:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : 

C:\Windows\system32>netsh http add iplisten ipaddress=192.168.2.104:80
IP address successfully added

C:\Windows\system32>
```

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 article 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
```

