



CLOUDMARK SERVER EDITION TROUBLESHOOTING GUIDE

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Cloudmark Server Edition Troubleshooting Guide

Installation overview

- Chapter 2 - Pre-installation checklist must be read and followed for a successful installation.
- Verify that all software on the Exchange Server is updated to latest Service Packs.

Activation procedure

1. When you are installing Cloudmark Server Edition (CSE) for the first time, you should do the following:
 - Enter in your Trial Activation Code or Paid Activation Code (if you purchased without running the Trial), when asked during the installation.
 - When you click “Next”, a web page will open asking you to “Log in” or “Create New Account”. If you have never installed CSE in this environment, please select “Create New Account”.
 - Enter your information and make note of your Username and Password. You will need to use this user name for every installation of CSE in this environment.
 - Once you create your new account, you will see the “Product Activation” screen. Click “Continue” to return to the installation.
2. In order to convert to a Paid Activation Code, please do the following:
 - Open the Cloudmark Server Edition Administration Console (Cloudmark MMC), which can be found on your Start Menu.
 - Right click on the “Local Machine” and choose “Activate”.
 - A web page will open asking you to “Log in” or “Create New Account”. Do not create a new account. Select “Log In”.
 - Enter your Username and Password that you created when you installed the Trial. If you do not remember your password, you can select the “To reset your password, click here” link. Password reset instructions will be emailed to the email address you used when you set up your account.
 - Once you have logged in, you will be asked for your “Activation Code”. Enter your Paid Activation Code (you may copy and paste the code into this field).

Configuration issues to be considered during installation.

1. **CRITICAL:** Cloudmark service user (CSEAdmin) must have a mailbox created and cannot be hidden in Active Directory Users and Computers Properties.
2. If you create the CSEAdmin user email address during installation and hide the email address at the Exchange level, the error message indicates that the CSEAdmin

needs to have an email account. This error can be seen in the Cloudmark log as well as the Windows Event log.

- Solution: Un-Hide the email address.
- 3. For the Exchange server name, do not use backslashes to reference a domain name; Exchange does not recognize backslashes. Use the domain name, there is no need to enter the fully qualified name. For example:
 - For *cloudmark.com* you can just use *cloudmark*.
- 4. For the machine name, you do not need to use the fully qualified name. Please do not use the IP address.

Installation Troubleshooting

1. For troubleshooting purposes you may need to uninstall CSE.
 - Occasionally the installation does not completely remove the CSE Service; this can happen if Services or the MMC is open during the uninstall/install process.
 - Solution 1: For Windows 2000 Server - To remove a service in Windows 2000 delete the key value of the service located here-
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\
 - Solution 2: For Windows 2003 Server – Open a command prompt and type: `sc delete <service_name>`
 - Solution 3: Reboot the Exchange server.
2. If CSE does not connect to the Exchange server, check for the following:
 - Hidden email address (see above).
 - Solution: Un-Hide the email address.
 - Verify that you can create a profile for the CSEAdmin user in Outlook.
 - Verify that you have MAPI installed (this applies to installing CSE on a server other than Exchange).
 - Service packs:
 - Are the most recent versions installed?
 - Old versions of MAPI will not have the latest version of the .dll file.
3. If CSE does not connect to Cloudmark, check for the following:
 - Verify that you have NetBIOS over TCP/IP is enabled.
 - Verify that you can telnet to `a.razor2.cloudmark.com 2703` (if you are not running a HTTP proxy)
 - If you are running a HTTP proxy, verify that you can `tracert` to `my.cloudmark.com` (66.151.150.48), `microupdates.cloudmark.com` (66.151.150.57), `a.razor2.cloudmark.com` (66.151.150.12) and that they resolve to the correct IP addresses.

Common questions:

1. How do I find out when upgrades are available?
 - Cloudmark will notify customer when there is a new version that all users should upgrade to. This notification will be sent to the email address you used when you activated your product.
 - Login to <https://my.cloudmark.com> and click on the Check for Latest Version link.
2. How do I upgrade when I receive the notification?
 - You can download and install over your existing installation. There is no need to uninstall first.
 - Please stop the CSE service and verify that all MMCs and Services are closed in order to avoid a reboot.
3. How do I request Help from Cloudmark Customer Support?
 - Create a request for help at <http://cloudmark.com/server/requesthelp/>. All requests for help will be answered within one business day.
4. I would like to purchase more seats for my CSE license.
 - There are two ways to purchase more seats:
 - Sign in via the Channel Resource Center
 - Send a request to sales@cloudmark.com
5. What are the resources for more information about CSE?
 - Refer to the Installation and Administration Guide and Release Notes when you download CSE (these are located on the download page)
 - Our Knowledge Base and FAQ have articles that provide technical information and answers to common questions. There are new articles written on a regular basis. You can find them at <http://cloudmark.com/server/support/>

Troubleshooting tips for common issues:

1. When a user object is deleted in Active Directory the CSE console will update/refresh after 5-8 minutes.
2. Blackberry server: Spam is not being filtered before email is sent to Blackberry devices, which leads to end user complaints about seeing spam on their Blackberry devices.
 - Please reference the following KnowledgeBase article:
 - <http://cloudmark.com/server/kb/?article=kb-CSE-2i7n7vdg>
3. Multiple exchange servers
 - How do you install CSE on more than one Exchange server?

- Install one installation of the CSE server software for each Exchange server, using the same activation code. The procedure is the same for every Exchange server.
 - It is a requirement that you create distinct CSEAdmin User name for each server; i.e., CSEAdminUser1 and CSEAdminUser2 for each Exchange server.
 - Make sure that you create the mailbox for each CSEAdmin user locally on its corresponding Exchange server.
4. CSE not filtering spam.
- If CSE has been installed successfully, the Cloudmark Admin Console shows the Exchange users and users are enabled for filtering. In the Users section, the statistics show no change in the following:
Total Checked: 0
Spam Stopped: 0
 - Cause: CSEAdmin mailbox was not created on the Exchange server where the rest of the regular users' mailboxes reside.
 - Solution: Create the CSEAdmin mailbox on the Exchange server where all regular users' mailboxes reside.
5. CSE missed a spam message caught by Cloudmark Desktop.
- Symptoms:
Message arrives in Inbox and is not classified as spam by CSE, but is caught by Cloudmark Desktop.
 - Versions Effected:
Cloudmark Server Edition current releases.
 - Possible Causes:
 - If a user is enabled for spam filtering using CSE and is also running Cloudmark Desktop on their email client with checking enabled for their Exchange mail account then as messages come in both Cloudmark Desktop and CSE will attempt to filter the message. Whichever product checks the message first will classify it as spam. If both products are checking at the same time, they will make the same classification on the message but only one product will move the message.
 - In some rare cases, if running Cloudmark Desktop on the client, CSE may miss a spam message caught by Cloudmark Desktop due to a timing issue related to when the message is classified as spam. Because CSE always examines messages right as they arrive at the Exchange Server, CSE will sometimes check the message before the Cloudmark Community has voted on the message classifying it as spam.
 - Status:

- The first cause is the intended behavior when running CSE and Cloudmark Desktop at the same time.
- The second cause is an issue that will be resolved in future versions of CSE by including a mechanism to re-check messages after initial arrival.

6. Accuracy Issues

- Customers with accuracy issues who are running Windows 2000 with SP3 or lower should install SP4 or higher.
- If you are still having accuracy issues, please enable Append Cloudmark headers to messages on the General tab of the Server Configuration in the Cloudmark Admin Console (right click on the local machine and choose Server Configuration). This will add to the Internet header information the Cloudmark classification.