

Ezenia! InfoWorkSpace

Technical Bulletin TB06-008

Change Request: 9296

Title: DEP (Data Execution Prevention) warning(s) are displayed during reboot of Windows 2003 Server after IWS 3.0 installation.

Platform	Version	Operating System	Category
IWS Servers	3.x	Windows 2003	Server

Description:

This scenario only occurs on 64-bit based processors, i.e. Intel EM64T and AMD x64, running Windows 2003 (32-bit). Windows 2003 now includes DEP (Data Execution Prevention) which will prevent certain services from starting up correctly. A warning message will display after the first reboot of the server.

Warning messages are displayed on both IIS/Tomcat and SunONE Web Server configurations. The *action* below for IIS/Tomcat configuration can also be found in the Troubleshooting section of the “InfoWorkSpace 3.0 Server Installation Guide, Designed for the Windows Operating System.”

Action:

For SunONE Web Server configurations, perform the following steps:

1. After installation, reboot the IWS server, login as Administrator. A dialog box named “Data Execution Prevention” will appear. Click **Change Settings** in the dialog box.
2. Check the “Turn on DEP for all programs and services except those I select” and add **iPlanet Web Server Monitor** and **iPlanet Web Server Executable**. Close dialog box.
3. Open Services. Start the **IWS (hostname.domain.name)** and **IWS Administration Server (6.0)** services where hostname.domain.name is the server’s fully qualified domain name.

For IIS/Tomcat Web Server configurations, perform the following steps:

1. After installation, reboot the IWS server, login as Administrator. A dialog box named “Data Execution Prevention” will appear. Click **Change Settings** in the dialog box.
2. Check the “Turn on DEP for all programs and services except those I select” and add **Java Service**. Close dialog box.
3. Open Services. Start the **Tomcat** service.

For technical support please contact the Ezenia Customer Support Desk

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