

# Technical Bulletin #25

This technical bulletin describes a problem found if running Astoria on Windows XP Service Pack 2. If so, it is mandatory that you modify your Astoria client machine as described below.

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## Issue

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If you're running your Astoria 4.1.x or 4.2 client machine on Windows XP Service Pack 2, you may receive the following error when running Astoria applications:

The ObjectStore server is not responding to calls. This may occur if the network is experiencing difficulties, or if the server has been shut down.

XD\_ERR: 361

Report: The connection to the server was broken

Hostname "machine.astoriasoftware.com": The network connection was closed <maint-0003-0014> Zero length returned from recv

The fix involves using Control Panel to update the Windows Firewall setting on any Astoria clients as explained below. Regardless of whether or not you see this error, all Astoria clients running on Windows XP Service Pack 2 must be modified as described here.

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## Resolution

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On all Astoria client machines running XP Service Pack 2, please perform the following steps:

- 1 Log onto the Astoria Client machine with Administrator privileges.
- 2 From the Start menu, choose Settings>Control Panel>Windows Firewall.
- 3 On the Exceptions tab, Click Add Program.
- 4 Browse to the ObjectStore cache manager executable (e.g. c:\odi\ostore\bin\oscmgr6.exe) and click OK.
- 5 Verify the program appears under Programs and Services, and click OK.
- 6 If the Astoria Task Server is utilized on the Astoria client machine, it must be restarted.