

# **FireTower Troubleshooting Guide**

## **(for Windows XAMPP Stack)**

# I. Preamble to XAMPP Stack Installed

Please refer to [FAQs](#) at ApacheFriends.org for additional information and tools available for XAMPP stack for Windows.

FireTower Server requires the following TCP Communication Ports:

1. Port: 80 for HTTP (C:\xampp\apache\bin\httpd.exe)
2. Port 443 for HTTPS (C:\xampp\apache\bin\httpd.exe)
3. Port 3306 for MySQL (C:\xampp\mysql\bin\mysqld.exe)

The FireTower Server Installer software will make sure these prerequisites are met, if not you could not proceed with the FireTower Server installation.

Please note the FireTower Server Installer software will prompt you with the current application names and Process IDs that occupy these ports, please free these ports first before re-run the FireTower Server Installer software.

If communication ports 80 and/or 443 are occupied on the PC that you intend to install FireTower Server please consult this [webpage](#) to identify and resolve the conflict.

## II. FireTower Server Operation Environment Checkup

FireTower Server OP-Check software (run only after FireTower Server Installation for XAMPP is done) provides an operation environment checkup for your FireTower Server installation to make sure all required resources and setup are in place for FireTower Server operation. Please access FireTower Server OP-Check software at C:\xampp\cycon\bin\FireTower-OPCheck.exe. You could send the log file (file location and name identified on the UI) to

“cycon @ sampansecurity.com” for analysis.

### **III. Accessing FireTower Server over internet**

1. To enable access to FireTower Server PC over internet for endpoint protection or FireTower Cyber Console administration, you have to make FireTower Server IP address routable or with DNS registration
2. Windows Cyber Console, WinCyCon.exe (x86 or x64) can be copied to any PC to access FireTower Server over internet or intranet.
3. FireTower Client PC can access to and be protected by FireTower Server over internet. Please enter your FireTower Server routable IP address or domain name at server\_name key value field of registry key: HKEY\_LOCAL\_MACHINE:\software\Sampan Security\FireTower at endpoint computer.

### **IV. FireTower Server Communication Port Prerequisites**

Symptom: “FireTower Server Installer Prerequisite Not Met” when you try to run FireTower Server Installer.

Possible scenarios:

[If you have VMware Workstation installed, \(port 443 used\)](#)

[If you are running from Windows 10 \(port 80 used by IIS\)](#)

[If you are running from Windows 7 SP1 \(port 80 used by NT Kernel\)](#)

### **V. FireTower Server Troubleshooting**

Symptom: “Cannot connect to localnet” when you try to sign in to FireTower Cyber Console (WinCyCon.exe from desktop shortcut)

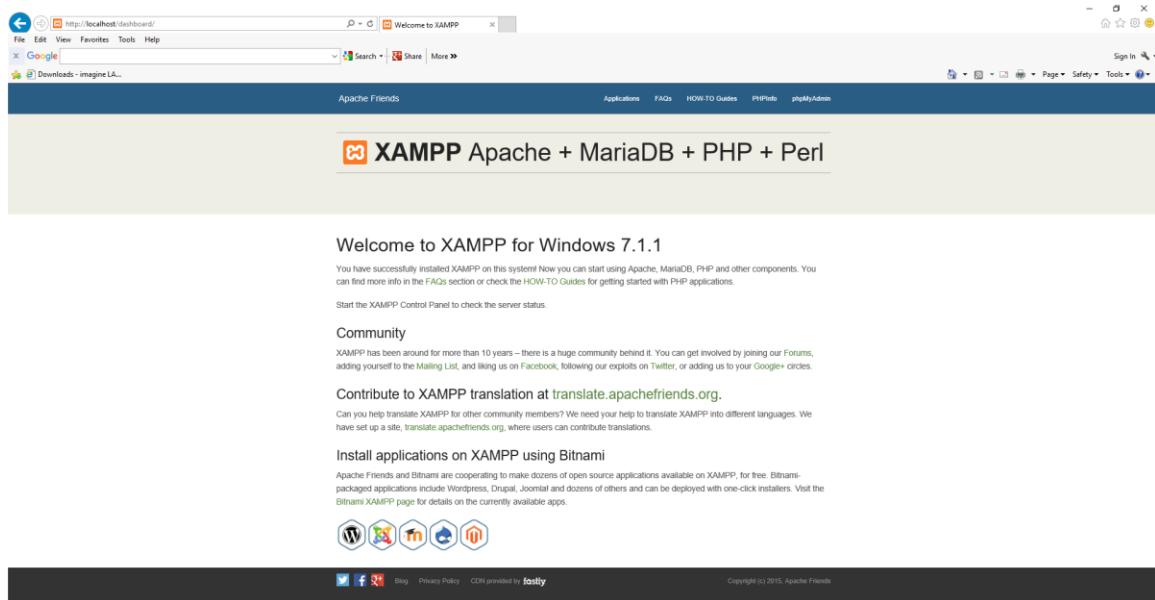
either from the FireTower Server system or from an endpoint computer:

Possible reasons:

1. HTTP or HTTPS is not operational  
Please note HTTP needs port 80 and 443.

How to verify the connectivity:

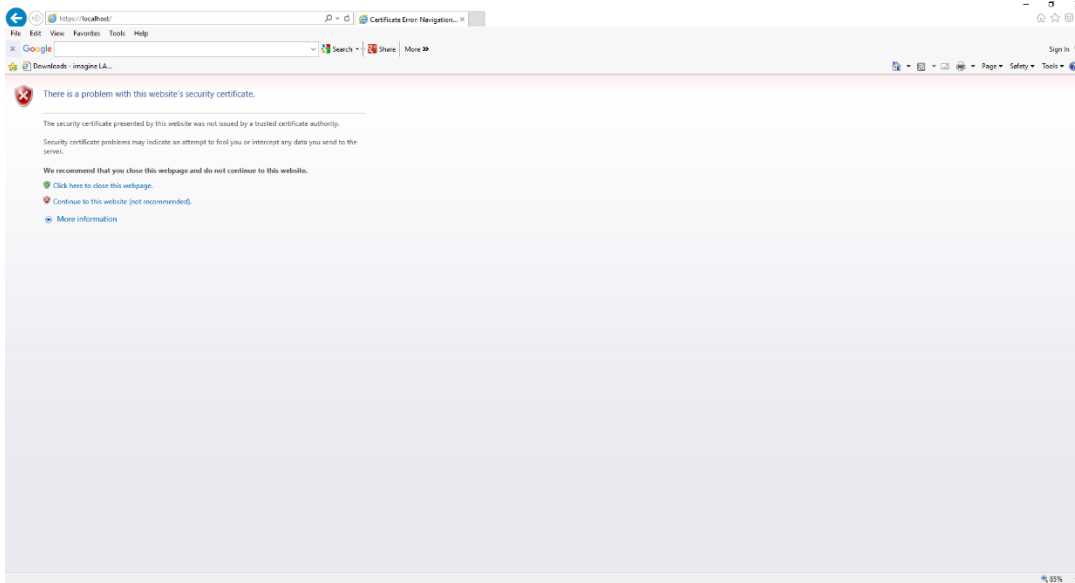
- A. Open your browser software and type `http://localhost` and you should see a screen similar to figure below.



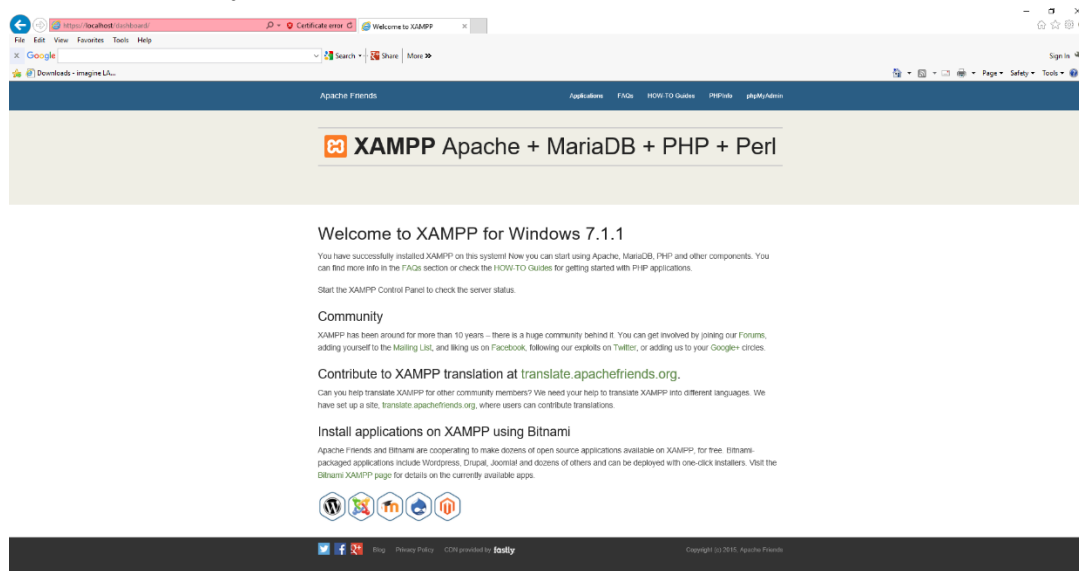
If you see this landing page then your web server is ready for http communication. If not please check on the FireTower Server system the Apache service is running or not.

- B. Type "`https://localhost`" and if you see below screen, please click "Continue to the website (not recommended)"

Please note different browser software has different warning screens and proceed with caution steps for website with self-signed SSL certificate.



You should now see the following landing page which means web server is ready for HTTPS communications.

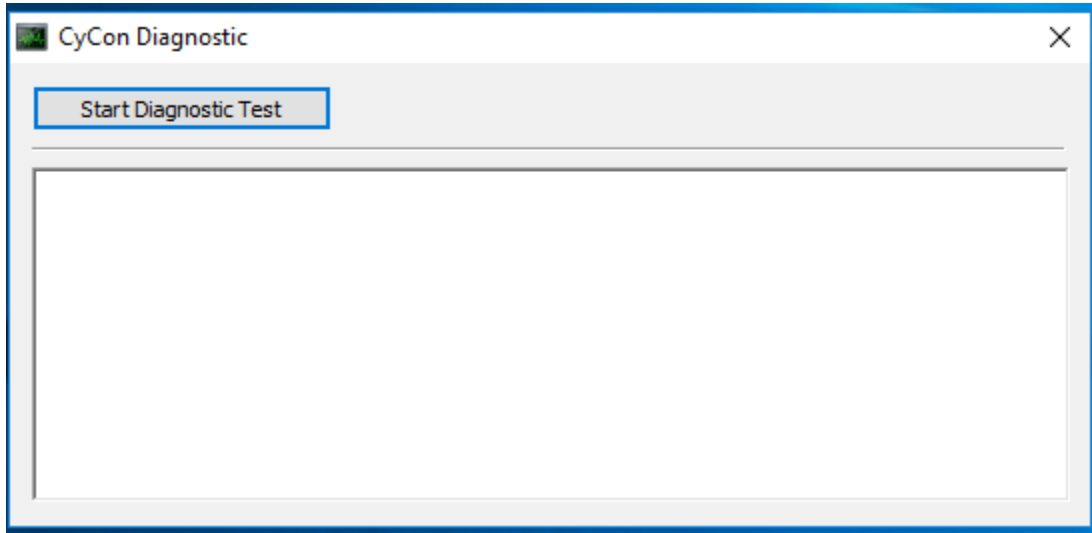


2. Please verify using Control Panel\ Administrator Tools\ Services that Apache and MySQL service are running  
(Apache service: C:\xampp\apache\bin\httpd.exe port 80,443)  
(MySQL service: C:\xampp\mysql\bin\mysqld.exe port 3306)
3. Firewall needs to allow HTTP (port 80), HTTPS (port 443) and MySQL server (port 3306) to pass through. If you are using third-

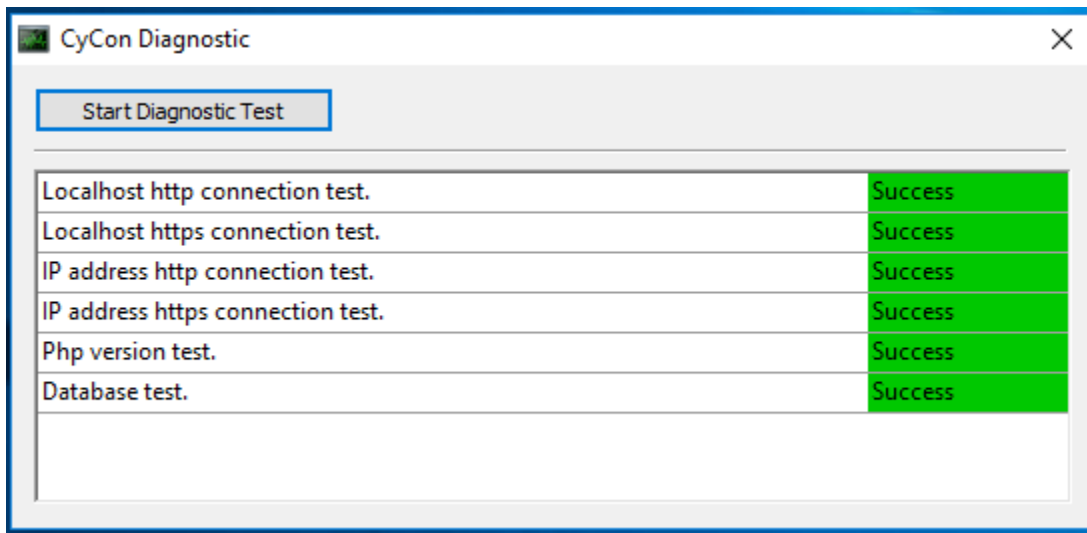
party Firewall, please make sure you setup inbound firewall rules for Apache and MySQL services.

**Troubleshooting tool:**

C:\xampp\cycon\bin\CyConDiagnostic.exe



Please click "Start Diagnostic Test" to make sure all the tests are passed (green).



If not please supply the error code to [technical support](#) at Sampan Security Inc. for assistance

# VI. FireTower Client to Server Connectivity Troubleshooting

Symptom: FireTower Client cannot communicate and enroll with FireTower Server database, and FireTower Server Database (through Cyber Console UI) does not display endpoint computer system and its threat events.

Possible Reasons:

1. Either FireTower Client software cannot display Autorun Rating information on the main screen  
Note: the FireTower Client UI screen from the client system can be accessed by executing C:\Program Files\Sampan Security\FireTower\FireTowerUI.exe with Run as Administrator, or
2. Cyber Console at FireTower Server Dashboard does not display the client system

**How to verify the connectivity:**

## **FireTower Server IP address verification**

- 1 At Cyber Console for Windows, go to Account Management at the upper left corner in the "Host" field, FireTower CyCon server IP address or domain name will be listed.
- 2 At the client computer, access FireTower Client software UI (Note: the FireTower Client UI screen from the client system can be accessed by executing C:\Program Files\Sampan Security\FireTower\FireTowerUI.exe with Run as Administrator). Click the menu Guard/FireTower Guard Options/CyCon Settings to see if the FireTower Server information (IP address or Domain name) is displayed properly and matched to the IP address in the Cyber Console in (1)

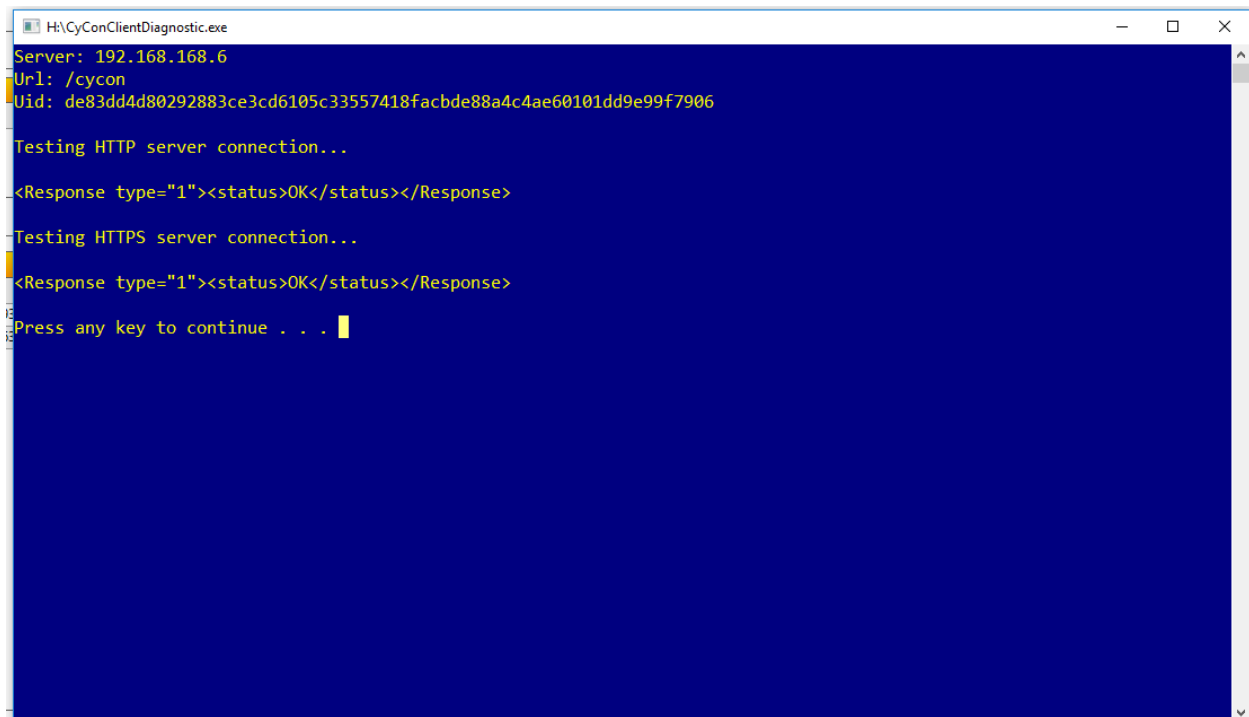
- 3 If they don't match, please at FireTower client, edit the registry key HKLM\SOFTWARE\Sampan Security\FireTower Key, Key name: Server\_name with the IP address or domain listed at Cyber Console Account Management view.

## Troubleshooting Tool to verify the connectivity:

Please copy the following software at:

C:\Program Files\Sampan  
Security\FireTower\CyConClientDiagnostic.exe

at any enrolled endpoint computers to a USB drive and double-clicking the software after inserting the USB to the endpoint computer having connectivity problem:



```
H:\CyConClientDiagnostic.exe
Server: 192.168.168.6
Url: /cycon
Uid: de83dd4d80292883ce3cd6105c33557418facbde88a4c4ae60101dd9e99f7906

Testing HTTP server connection...
<Response type="1"><status>OK</status></Response>
Testing HTTPS server connection...
<Response type="1"><status>OK</status></Response>
Press any key to continue . . .
```

Please click CyConClientDiagnostic.exe to run and supply a screen print of the above to the [technical support](#) at Sampan Security Inc. for assistance.