
Subject: Clam AntiVirus problem after Cleanmail migration

Posted by [WaveJam](#) on Wed, 04 Nov 2009 20:09:22 GMT

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Hi...

I had CleanMail running on a Win2k8 server, but due to unforeseen issues I had to move my CleanMail server to a different machine running Win2k3. I think I have it completed, however I noticed: "(Clam Anti Virus) Filter result is accept/deliver (unknown result)" after each transaction. The mail gets through, but obviously there is something wrong.

When I run the "Test with Sample virus", I get the following:

```
Nov 04, 2009, 14:54:34 Session 1000: (Clam Anti Virus) Executing: "C:\Program Files\ClamWin\bin\clamscan.exe"
```

```
C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\1\ClamAV1000i.msg --no-summary
```

```
Nov 04, 2009, 14:54:34 Session 1000: (Clam Anti Virus) Command line exit code is 50
```

```
Nov 04, 2009, 14:54:34 Session 1000: (Clam Anti Virus) Command stderr output:
```

```
Nov 04, 2009, 14:54:34 Session 1000: (Clam Anti Virus) LibClamAV Error: cli_loaddb(): No supported database files found in .
```

```
Nov 04, 2009, 14:54:34 Session 1000: (Clam Anti Virus) ERROR: Can't open file or directory
```

```
Nov 04, 2009, 14:54:34 Session 1000: (Clam Anti Virus) Filter result is accept/deliver (unknown result)
```

The "No supported database files found in ." bugs me the most. If I check the ClamAV database I get "ClamAV update process started at Wed Nov 04 15:07:46 2009
main.cvd is up to date (version: 51, sigs: 545035, f-level: 42, builder: sven)
daily.cld is up to date (version: 9988, sigs: 102143, f-level: 44, builder: ccordes)" So the db is there, but is CleanMail looking in the wrong place?

The steps I took to migrate are as follows:

1. Installed a clean copy of CleanMail
2. Copied the C:\Documents and Settings\All Users\Application Data\CleanMail directory to the new server overwriting the clean files.

Any tips would be appreciated.
