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Subject: Version 3.0.1.x hangs  
Posted by [egeuens](#) on Mon, 21 May 2007 07:19:51 GMT  
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HI,

I have 2 customers running NSTD and NOD32. Both customer were using version 2.x and having a great time :).

Customer 1 is running Win2003 server SP2 + NOD32 - 25 mail addresses

Customer 2 is running XP SP2 + NOD32 + Etrust Anti vir - 100 mail addresses

When i installed a new version 3.x it was running fine in the beginning. Two weeks ago both installations crashes regularly, I suppose it has to do with an upgrade of Microsoft or NOD32. The NSTD hanged and needed several restarts of the service before running again for some time. Then it crashes again.

I onrder to help my customer I re-installed everything based on version 2x (latest version on 2) and it runs smoothly. No more crashes.

What can I do to re-install version3 and have it running fine?

Thank you.

Erwin

PS: I also had the 100% cpu utilization of the admin tool but I shut it down, no problems.

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Subject: Re: Version 3.0.1.x hangs  
Posted by [support](#) on Tue, 22 May 2007 09:24:10 GMT  
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[...]

This problem is probably the same as the problem discussed in this (unfittingly) named thread:

[http://www.byteplant.com/forum/read.php?f=1&i=1760&t=1746#reply\\_1760](http://www.byteplant.com/forum/read.php?f=1&i=1760&t=1746#reply_1760)

Solution: Install the latest version.

> PS: I also had the 100% cpu utilization of the admin tool but I  
> shut it down, no problems.

We analyzed the problem, and have a fix ready for the next release. For the moment, displaying another page of the admin tool will usually solve the problem.

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Subject: Re: Version 3.0.1.x hangs  
Posted by [egeuens](#) on Wed, 23 May 2007 07:59:46 GMT  
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OK,  
I re-installed the latest version and will report back to you how it works in production.  
Thx  
erwin

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