



How to determine whether your firewall is blocking LiveUpdate

Situation:

This document describes how to determine whether your firewall is causing a problem with LiveUpdate.

Solution:

This information is meant primarily for network administrators, and is designed to assist them in troubleshooting firewall/LiveUpdate problems. It assumes that you are familiar with the procedures described.

Make sure you have opened the necessary ports and protocols for LiveUpdate

The following is the information that is needed to configure your firewall to allow this access. For instructions on how to enter these settings, read your firewall's documentation or contact the manufacturer.

- LiveUpdate requires access to ports 80 (HTTP), 21 (FTP) and 443 (HTTPS).
- The protocol used is TCP.
- The file that accesses the Internet is Lucomserver.exe (LiveUpdate 2.0 and earlier) or LuComServer_2_5.exe (LiveUpdate 2.5 and later). By default, that file is located in C:\Program Files\Symantec\LiveUpdate.
- The domains that LiveUpdate accesses are symantec.com, symantecliveupdate.com, and akamai.net. When access to one domain is blocked or otherwise fails, LiveUpdate attempts to access one of the other listed domains. If LiveUpdate fails to access any of these HTTP connections, it will fall back to update.symantec.com/opt/content/onramp, which is an FTP connection to Speedera.

Download a Livetri.zip file to troubleshoot possible corruption

1. Go to <http://liveupdate.symantecliveupdate.com/livetri.zip> to start the download.
If you cannot access this file, your firewall may be blocking this site and LiveUpdate will not function until this is resolved.
2. Open the file with Notepad.
 - If the file has been modified by the firewall, an administrative alert may be visible in plain text or the file may be empty.
 - If the file is unreadable, try to open the file with a zip utility.
3. Ensure that the Livetri.zip archive contains the following files:
 - liveupdt.sig
 - liveupdt.tri
 - liveupdt.grd
 - If any of these files are missing, the archive has been modified or is not the correct file.
 - If all of these files exist, the Livetri.zip is OK and the firewall is not modifying the package.

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Product(s): LiveUpdate 1.7 [32 bit Version], LiveUpdate 1.8, LiveUpdate 1.8, LiveUpdate 1.9, LiveUpdate 2.0, LiveUpdate 2.5, LiveUpdate 2.6, LiveUpdate 2.7, LiveUpdate 3.0