

Topic: Simple File Sharing in XP Causes CMS to Fail
Component(s) Affected: ClearCube Management Suite, Windows XP
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OVERVIEW / ENVIRONMENT

In Windows XP SP1 and SP2, the Simple File Sharing function in the Folder Options control panel must be disabled for ClearCube Management Suite (CMS) applications to operate properly.

DETAILED DESCRIPTION

In Windows XP SP1 and SP2, Simple File Sharing has a significant effect on some CMS applications. For example, this option must be disabled to successfully log into Data Failover, even if logging in with an administrative username and password. As a general recommendation, disable Simple File Sharing on all systems using ClearCube applications, as shown in *Figure 1*.

RESOLUTION

To disable Simple File Sharing, do the following:

1. From the Control Panel, select **Folder Options**.
2. Select the **View** tab.
3. Scroll to the bottom of the list and uncheck **Use simple file sharing**.
4. Click **Apply**, then click **OK**.

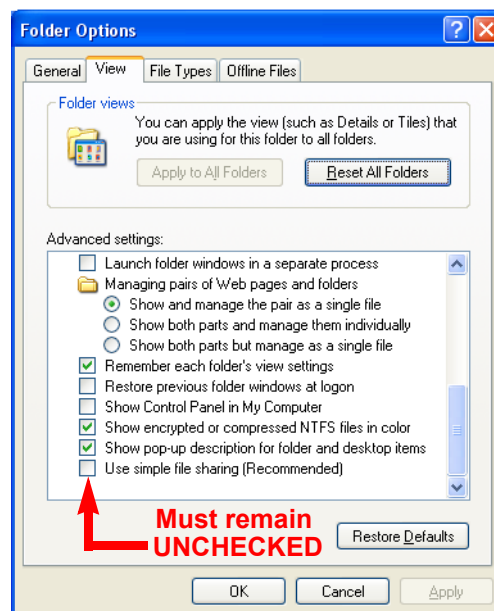


Figure 1 Unchecking Simple File Sharing