

趋势科技防毒墙-群件版(ScanMail) for Lotus Domino 2008 常见问题

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一. 安装/卸载问题

问题: SMD 支持哪些平台

答案: SMD 现在支持的平台有: AS400, AIX, Windows, Linux, Solaris

问题: SMD 支持 Domino 哪些版本

答案: 支持的 Domino 版本为: Lotus (TM) Domino (TM) R5.0.11 or later, 6.0 or later, 6.5 or later

问题: SMD 是否支持 Domino7.0 或更高版本

答案: SMD 暂时支持部分平台的 Domino7.0 或更高版本。

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64515>

问题: 手动卸载 ScanMail Lotus Notes 2.6 For AIX

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65641>

问题: 手动卸载 TCM 的 Agent For ScanMail Lotus Notes 2.6 For AIX

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65640>

问题: 手动卸载 ScanMail For Lotus Domino(SMD)3.0 for AIX

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65101>

问题: 无法安装 ScanMail for Lotus Domino(SMD) - 3.0 Windows

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65195>

问题: 在安装 ScanMail for Domino(SMD)3.0 的时候, 是否可以指定程序文件安装路径

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65035>

问题: 当安装或者卸载 ScanMail For Domino(SMD) 3.0 失败时, 可以收集那些信息

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=>

[65034](#)

问题: 安装 Scanmail For Domino(SMD)3.0 配置文件数据库后, smconf.nsf 模版不完整 (incomplete)

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64828>

问题: 重新安装 scanmail for domino 3.0, 如何保留其原来的配置

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64737>

问题: 卸载 ScanMail For Domino 3.0 For AIX/Linux/Solaris 的 Control Manager(CM)代理

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64636>

问题: ScanMail for Lotus Domino (SMD) 3.0 for Solaris 支持 Solaris 10

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64513>

问题: 当安装 ScanMail for Domino (SMD) 3.0 for Solaris 时, 出现提示消息 "Not enough Disk Space"

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64510>

问题: 安装 Scanmail For Domino 3.0 后, 启动 Domino 服务器报如下错误信息: "The procedure entry point ?deleteCharacterInstance@BreakIterator@@SAXPAVI@@Z could not be located in the dynamic link libraty icuin18.dll"

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64466>

问题: 如何安装 scanmail for domino3.0 的 Agent 程序

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63951>

问题: 安装 ScanMail for Domino(SMD)3.0 For Windows 时, 碰到如下错误提示: "The Installer is unable to run in graphical mode. Try running with -console or -silent flag."

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63927>

问题：当安装 ScanMail for Domino(SMD) 3.0 for Solaris 时，碰到如下报错信息："Invalid Domino Binary or Data directory path. Check the path and try again."

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63926>

问题：手动卸载 Solaris/Linux 平台上的 ScanMail for Domino3.0 (SMD3.0)

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63747>

问题：ScanMail for Domino (SMD) 3.0 是否支持 Windows Server 2003 R2 版本

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63393>

问题：手动卸载 CM Agent for ScanMail for Domino (SMD) 3.0

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63051>

二. 更新问题

问题：在 windows 平台安装 ScanMail for Domino 3.0 Service Pack 3 出现错误

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65572>

问题：安装 ScanMail For Lotus Domino(SMD) 3.0 For Windows Service Pack3(SP3)失败

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64991>

问题：如何设置 Scanmail For Domino3.0 的预设更新

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65153>

问题：如何更新 Scanmail for Domino 激活码信息

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64534>

问题：ScanMail For Domino (SMD) 3.0 ActiveUpdate Server 连接的解决方法

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64395>

问题：无法在 ScanMail for Lotus Domino(SMD) 3.0 For Windows 执行手动更新

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64157>

问题：如何配置 ScanMail For Domino(SMD)3.0 每小时更新一次

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63717>

问题：ScanMail for Domino(SMD) 3.0 使用 Trend Micro Control Manager (TMCM) 做为更新源，更新病毒码时出现 404 错误

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63208>

问题：Scanmail for domino 无法自动更新

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=62905>

三. 设置问题

问题: 如何通过 web 界面开启 Scanmail for Domino (SMD) 控制界面

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65340>

问题: ScanMail for Domino(SMD)3.0 出现如下错误信息: AMgr: Error executing agent 'Delete log files (Auto)' in 'smd\smquar.nsf'. Agent signer 'Trendmicro/Trendmicro': The Address Book does not contain a cross certificate capable of validating the public key.

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65097>

问题: 即使配置了 PASS 加密的文件, ScanMail for Domino(SMD)3.0 还是隔离的加密的文件

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65036>

问题: ScanMail for Domino (SMD) 如何过滤发件人

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64752>

问题: 在 ScanMail for Domino(SMD) 3.0 for Linux 上, 实时扫描任务(SMDreal task)无法工作

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64555>

问题: 安装 ScanMail for Domino(SMD)3.0 For Windows NT/2000 后, 当加载 SMD 任务时, 出现如下信息: SMD Loader: Unable to find the latest program directory

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64468>

问题: 当 ScanMail for Lotus Domino(SMD) 3.0 实时扫描启动时, 出现如下错误信息: "SMDreal: Unable to initialize scan engine. Check the scan engine and pattern file"

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64467>

问题: 提高 ScanMail for Domino(SMD)3.0 For windows 扫描邮件时性能

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=>

[64044](#)

问题：在 ScanMail for Domino 的策略定义的 Block 的动作，如何设置可以使特定用户的邮件不被 Block

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64043>

问题：ScanMail for Domino (SMD) 3.0 for Windows 怎样扫描邮件附件，它使用哪个目录

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63987>

问题：安装 ScanMail for Domino(SMD)3.x 后，Log.nsf 和控制台上出现"AMgr"的错误信息

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63934>

问题：在 ScanMail for Domino(SMD)3.0 中，过滤规则(Filter Rules)无法配置某些发件人/收件人的处理动作

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63931>

问题：ScanMail for Domino(SMD)3.0 是否可以对收到的邮件禁用"声明"(Disclaimers)功能

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63930>

问题：在 ScanMail for Domino (SMD) 3.0 发送的病毒通知中添加病毒信息

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63892>

问题：scanmail for domino 3.0 (SMD) 会阻挡 office2007 excel 的文件，后缀名是 xlsx，如何设置可以避免扫描

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63734>

问题：如何避免 ScanMail for Domino (SMD) 导致 domino 无法收发邮件

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63581>

问题： SMD3.0 for windows 的 Create License Profile 按钮不可见

答案：

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=62928>

四. 其他问题

问题: ScanMail for Domino 3.0 for Windows 无法注册到 TCM 3.5

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65550>

问题: ScanMail for Domino 3.0 windows 中的 smency.nsf 文件太大

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65209>

问题: 在 ScanMail for Lotus Domino for windows 3.0 的 Policies 中为什么没有设置策略优先级的按钮

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65419>

问题: 如何确认 ScanMail For Domino(SMD) 3.0 的扫描引擎

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=65100>

问题: 在 SMD 检查附件的文件名前, 当 SMD 在检查一些特别邮件中的附件时, ScanMail for Domino 可能会出现没有响应的情况

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64987>

问题: ScanMail For Domino 3.0 如果导致 Domino 宕机, 该做什么

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64931>

问题: 安装 ScanMail For Domino(SMD)3.0 For AIX 后, 非 smd 的文件的组属性被修改为 smdgroup 属性

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64830>

问题: ScanMail For Lotus Domino(SMD)3.0 smconf.nsf 显示授权并没有被更新

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64637>

问题: 对 IBM Lotus Domino R5 停止技术支持

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64277>

问题: 对 IBM Lotus Domino R6.0.x 停止技术支持

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64397>

问题: 停止 ScanMail For Lotus Notes(SMLN) 2.6 SP1 For Windows 的技术支持

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64278>

问题: 当 ScanMail For Lotus Domino(SMD)3.0 for windows 运行时, 用户无法连接到 Domino 邮件服务器

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=64159>

问题: 当打开 ScanMail for Domino(SMD)3.0 的通知邮件(email notifications)时,提示错误信息; Cannot locate default form

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63943>

问题: ScanMail For Domino(SMD)3.0 的 Content Filtering (内容过滤) 功能失效

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63929>

问题: SMD3.0 (ScanMail for Domino) 的 Anti_spam 策略不生效

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63534>

问题: 网页访问 SMD 控制台时左边菜单无法显示

答案:

<http://www.trendmicro.com.cn/corporate/techsupport/solutionbank/solutionDetail.asp?solutionID=63167>