

ESET Tech Center

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Sometimes when starting DESlock+ Go on a Windows XP computer the following dialog is shown



To check the application that is stopping DESlock+ Go from starting please carry out the following :

Open a command prompt (Start->All Programs->Accessories->Command Prompt). Once the command prompt has started please type the following;

```
C:  
enter  
netstat -ab > ports.txt  
enter
```



Once the above has been completed the list of every port being used is saved to the ports.txt file. This file can be opened in the editor of your choice, in the screen shot below it shows the file in Windows Notepad.



You now need to look through the details on the left side of the file for a value of 'http' or '80' after the ':', see below for a sample screen shot.



Once you have located the above, between the '[' and ']' will be the application name that is stopping DESlock+ Go from starting. If you are unsure what this name relates to please email the ports.txt file to DESlock+ support for assistance.

