Microsoft Windows 2000 Browsing Problems

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Introduction

The Microsoft Windows browsing service is used for collecting and publishing a list of available resources. These resources, or the browse list, include file and printer shares. A computer that can maintain this list is called a browser.

When a user running Windows 2000 opens My Network Places, a list of domains and computers is generated. The computer achieves this by obtaining a copy of the browse list from a browser computer on the same subnet.

Computers running the browser service can become potential browsers for each subnet. When a browser competes with the domain controller to become master browser, the error messages that are discussed in this document result.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software versions:

- Cisco software running on Windows 2000, including all versions of Cisco Unity, Cisco CallManager (versions 4.x and earlier), and all versions of Cisco Intelligent Contact Management (ICM) or Cisco IP Contact Center (IPCC)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

The error messages described in this section arise when a browser competes with a domain controller to become the master browser. This issue was found on a Windows 2000 domain with two subnets connected by a Cisco router that has the **ip helper** command enabled.

This is the error message that appears on the on the Windows 2000 domain controller:

```
Event Type: Error
Event Source: MRxSmb
Event Category: None
Event ID: 8003
Date: 3/13/2004
Time: 7:34:54 AM
User: N/A
Computer: <DOMAIN-CONTROLLER>
Description:
The master browser has received a server announcement from the computer <CLIENT-COMPUTER>
that believes that it is the master browser for the domain on transport NetBT_Tcpip_{3279C
The master browser is stopping or an election is being forced.
```

These error messages appear on the computer that is competing for master browser status:

```
Event Type: Error
Event Source: NetBT
Event Category: None
Event ID: 4319
Date: 3/13/2004
Time: 7:11:25 PM
User: N/A
Computer: <CLIENT-COMPUTER>
Description:
A duplicate name has been detected on the TCP network.
The IP address of the machine that sent the message is in the data.
Use nbtstat -n in a command window to see which name is in the Conflict state.


Event Type: Warning
Event Source: MRxSmb
Event Category: None
Event ID: 8005
Date: 3/13/2004
Time: 7:11:25 PM
User: N/A
Computer: <CLIENT-COMPUTER>
Description:
The browser has received a server announcement indicating that the computer <CLIENT-COMPUTE
is a master browser, but this computer is not a master browser.
```

Solutions

There are two possible solutions to the problem discussed in this document:

1. Configure the **no ip forward−protocol udp** command to remove other default broadcast forwarding that occurs when the **ip helper** command is enabled.
2. On the computer that is attempting to become the master browser, edit the **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Browser\Parameters\MaintainServ** registry key from Auto or Yes to **False**.

This registry change prevents the computer from attempting to become a domain master browser and competing with domain controllers. If the server is a domain controller, however, it is advisable to keep the default settings.

In addition, change the computer's browser service setting to **Startup Manually**. Otherwise, you encounter this error:

```
Event Type: Error
Event Source: Service Control Manager
Event Category: None
Event ID: 7024
Date: 3/13/2004
Time: 9:14:12 PM
User: N/A
Computer: UNITY
Description:
The computer browser service terminated with service-specific error 2550.
```

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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