

Common Symantec Endpoint Protection Client Installation Issues

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Question/Issue:

Not able to install Symantec Endpoint Protection client on one or more computers. The installation either rolls back or simply stops responding.

Symptoms:

When attempting to install Symantec Endpoint Protection client on one or more computers, the installation either rolls back or simply stops responding. You may be attempting the install through the Migration and Deployment Wizard, Find Unmanaged Computers, running the Installation Package locally or running the CD1\SEP\Setup.exe file locally.

Cause:

This issue can result from corruption in LiveUpdate, AMS (Alert Management System) or the legacy version of Symantec AntiVirus (SAV) /Symantec Client Security (SCS). Client Installation issues can also result if the client is infected with a virus or other malicious software.

Solution:

If a virus infection is suspected as the cause of the installation issue, please search on the suspected virus name at the [Symantec Security Response](#) web page.

If the client is apparently free of virus infection, follow the steps below to resolve this issue:

1. Launch the Windows **Control Panel** and open **Windows Add or Remove Programs**.
2. Remove LiveUpdate and SAV or SCS.
3. Open Windows Explorer (or My Computer) and navigate to the following location:

... \Documents and Settings\All Users\Application Data\Symantec

4. Delete the LiveUpdate and Symantec Antivirus Corporate Edition folders (if they exist).

Note: If the Symantec Antivirus Corporate Edition folder resists deletion, restart the computer and try again. If the folder still resists deletion, move on to the next step.

5. Navigate to the following location:

... \Program Files\Symantec

6. Delete the LiveUpdate and Symantec Antivirus (or Symantec Client Security) folders (if they exist).
7. Launch the Windows Registry Editor and navigate to the following location:

HKEY_LOCAL_MACHINE\SOFTWARE\INTEL\LANDesk\

WARNING: We strongly recommend that you back up the system registry before making any changes. Incorrect changes to the registry could result in permanent data loss or corrupted files. Modify only the keys specified. See the document [How to back up the Windows registry](#) before proceeding.

8. Delete any AMS2 registry key that exists in this location.
9. Run the Windows Installer Cleanup Utility to remove any final remnants of LiveUpdate, SAV, SCS or AMS.

To learn how to obtain and use the Windows Installer CleanUp utility, read the [Microsoft article Description of the Windows Installer CleanUp Utility](#).

- a. Click any entry for LiveUpdate, SAV, SCS or AMS and then click **Remove**.
 - b. If more than one entry appears, remove the earliest program version first.
10. Restart the computer and try the installation again.

If the installation is still unsuccessful, diagnostic information can be found in the SEP_INST.LOG file. To access this file, click >Start >Run and type %temp% in the **Open** field.

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Product(s): Endpoint Protection 11

Release(s): Endpoint Protection 11 [All Releases]

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