



## *Client Platform Management* **T e c h n i c a l   B u l l e t i n**

**Bulletin ID:** TB1070

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**Issue:** CCC Pathways 4.50.00 will not function when Symantec Endpoint Protection client is installed.

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### **This bulletin applies to:**

- **CCC Pathways 4.50.00**
- **Symantec™ Endpoint Protection (Version 11.0.2xxx)**
- **Windows 2000 Professional**
- **Windows XP Professional**
- **Windows Vista**

### **Symptoms:**

Windows 2000/Windows XP: Clicking on the CCC Pathways icon, either located on the desktop or from the Windows Start menu, CCC Pathways will not respond.

Windows Vista: Clicking on the CCC Pathways icon, either located on the desktop or from the Windows Start menu, Vista will display a message stating that the Pathways Application has stopped working.

### **Cause:**

Symantec™ Endpoint Protection includes a feature called Application and Device Control under the Proactive Threat Protection module. It has been determined that this feature is causing issues with CCC Pathways 4.50.00.

### **Resolution:**

Contact Symantec Corporation or visit Symantec's web site to acquire the Maintenance Release 3 (MR3) upgrade. Maintenance Release 3 can be found at the following URL:  
<http://www.symantec.com/business/support/downloads.jsp?pid=54619>