



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

**Bulletin ID:** TB1048

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**Issue:** Motor database is not available after installing or updating the AOL Safety and Security Center

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

- CCC Pathways (All Versions)
- AOL Safety and Security Center ( version 210.5.21 )

### **Symptoms:**

After running the install or update for the new release of AOL Safety and Security Center, Pathways is no longer able to access the Motor database.

### **Cause:**

The AOL Spyware Protection portion of the Security Center is causing a conflict with Pathways and blocks its ability to access the Motor database.

### **Resolution:**

Uninstall the AOL Spyware Protection from Add/Remove programs.

#### **To remove:**

1. Open Add or Remove Programs from the Control Panel.
2. Select AOL Uninstaller and click the Change/Remove button.
3. Check only the AOL Spyware Protection and Uninstall it.
4. Restart the computer as instructed
5. Pathways should now be able to access the Motor database again.