

## Technical Bulletin

### Anti-Virus Conflict with U-Scan

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Fujitsu has provided the following information. StoreNext continues to strongly recommend the use of Solidcore to avoid issues and emergencies that are inevitable due to untested A-V downloads.

For customers that use Symantec Anti-Virus or Symantec End-Point protection, there have been several recent reports of systems Blue Screen and in many cases a reboot would not recover.

During operation Page Pool memory allocation is exceeded and can cause a Blue Screen and in some cases file and registry corruption. While not confirming fault, below is a statement from Symantec. Please make sure any of your clients that use Symantec products are aware of this situation and take appropriate steps to upgrade to these newer versions to avoid this situation.

The Customer will need to test, then implement SAV 10.1.9.B9000 (MR9) or SEP 11.0.5002.333 (RU5) in order to reduce Symantec's footprint in the paged pool. SEP MR4-MP2 will work also but RU5 was just released which as always is cumulative.

If you are interested in more detailed information, below is a link to the Symantec Release notes.

<http://service1.symantec.com/support/ent-security.nsf/854fa02b4f5013678825731a007d06af/2c62c4ee0e697aae882573b000034ded?OpenDocument>

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