

**Topic:** Norton AntiVirus Prevents Scripts from Running  
**Component(s) Affected:** Norton AntiVirus, CMS  
**Date:** February 15, 2005

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## OVERVIEW / ENVIRONMENT

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Norton AntiVirus may prevent some scripts from executing during the installation or operation of ClearCube Management Suite applications that require these scripts for installation or operation.

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## DETAILED DESCRIPTION

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ClearCube Management Suite 4.x applications use third-party applications such as Microsoft Visual Basic ActiveState Perl for installation and execution. Depending on how Norton AntiVirus (NAV) is configured, and on how this configuration affects the permissions on the installation directories for these scripts, the scripts may not run.

This uncommon occurrence may result in an application failing to install properly, or in an application failing to run properly after installation.

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## RESOLUTION

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The standard software industry practice has been to disable anti-virus applications when installing software, and then re-enable the anti-virus software once the installation has been completed. In most cases, installing ClearCube Management Suite (CMS) applications is not affected by anti-virus programs or services. If a difficulty is found, disable the anti-virus application on each system during the installation.

If this is not feasible, the scripts can be authorized to run by double-clicking the files, either for installing or for running the CMS application.

One specific instance of this problem has been found with the Grid Center 4.1 Blade client. The following scripts need to be authorized:

- `chkSessions.vbs`
- `killall.vbs`

These files are in the ClearCube install directory (located at `%cc_install_dir%`) and can be run by double-clicking the files.

For more information, please contact ClearCube technical support.

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