

## Anti-Virus Compatibility Issue - Symantec Endpoint Protection SONAR

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### PROBLEM

Symantec Endpoint Protection includes a module known as SONAR which injects itself into some applications in order to better monitor for unwanted behavior.

We have encountered issues with this behavior causing poor performance and possible service outages in the MiContact Center software.

### RESOLUTION

We recommend keeping the SONAR module disabled in your SEP if possible in order to best mitigate the risk of service outage.

If you deem the SONAR module necessary, you must exclude the following services:

- cs.exe
- sss.exe
- ocs.exe
- [adminsvc.exe](#)

For more information on SONAR and how to configure exclusions, please refer to the official Symantec article: [https://support.symantec.com/en\\_US/article.HOWTO81392.html](https://support.symantec.com/en_US/article.HOWTO81392.html)

### APPLIES TO

MiCC all versions

**Keywords:** Norton SEP Symantec Endpoint Protection SONAR

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<http://micc.mitel.com/kb/KnowledgebaseArticle52374.aspx>

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