Secure Client Installation Fails Due to Symantec Endpoint Protection Interference

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Issue

Users encounter an "Access is Denied" error when attempting to install Cisco Secure Client on Windows systems using the setup.hta installer downloaded from Secure Access. The error occurs even when running the installer as administrator, preventing successful deployment of Cisco Secure Client and impacting rollout of the User Protection Suite.

Environment

- Technology: Solution Support (SSPT - contract required)
- Sub-technology: Secure Access - Secure Client Remote Access (VPN, Posture, Private Resource)
- Product: Cisco Secure Client
- Installation Method: setup.hta installer downloaded from Secure Access
- Operating System: Windows systems
- Existing Infrastructure: Secure Access + VPN environment
- Security Software: Symantec Endpoint Protection or any other third-
  party security software is installed on the device

Resolution

The installation failure is caused by Symantec Endpoint Protection blocking the Cisco Secure Client installation proc

Step 1: Test Installation by Disabling Third-Party Services

Test the Cisco Secure Client installation after temporarily disabling Symantec Endpoint Protection or any other third-
party security services. This helps confirm whether Symantec Endpoint Protection or another third-
party application is consistently causing the installation failure across multiple systems.

Step 2: Configure Symantec Endpoint Protection Exclusions

If the testing confirms that Symantec Endpoint Protection is consistently blocking the installation, configure exclusio

Step 3: Retry Installation

After configuring the appropriate exclusions in Symantec Endpoint Protection, attempt the Cisco Secure Client insta

Step 4: Verify Successful Installation

Confirm that the Cisco Secure Client installation completes successfully and that the client functions properly for VF

Cause

Symantec Endpoint Protection is interfering with the Cisco Secure Client installation process, blocking the setup.hta installer from executing properly despite administrator privileges being used. The endpoint protection software identifies the installation process as potentially harmful and prevents it from completing, resulting in the "Access is Denied" error.

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