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## "Error: LiveUpdate encountered one or more errors. Return code = 4" in LiveUpdate status in Symantec Endpoint Protection Manager

**Situation:** LiveUpdate fails when run by the Symantec Endpoint Protection Manager with the following error in the LiveUpdate status: LiveUpdate encountered one or more errors. Return code = 4

**Solution:** This error can be caused for different reasons including, but not limited to, the following:

1. Internet access is being blocked by a proxy server.
2. Symantec Endpoint Protection Manager is trying to contact via an internal LiveUpdate server and the URL supplied to LiveUpdate is *not* correct.
3. Enhanced Security is enabled in Internet Explorer
4. A firewall that requires authentication to get to the internet is used.

**Note:** To re-register the manager without reinstalling the software, follow the steps below:

1. Open a command prompt browse to:  
C:\Program Files\Symantec\Symantec Endpoint Protection Manager\bin
2. Type `lucatalog -update` and press **Enter**.
3. Run LiveUpdate to verify that there are no errors.

**Technical Information:** "How to setup the Symantec Endpoint Protection Manager to use specific proxy settings for LiveUpdate" at URL:  
<http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007082113383448>

**References:** More detailed information about why LiveUpdate failed can be found in the following log file:  
<Drive>:\Documents and Settings\All Users\Application Data\Symantec\LiveUpdate\Log.LiveUpdate

This document is available in the following languages:

- Brazilian-Portuguese: [http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/br\\_docid/20080227152029935](http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/br_docid/20080227152029935)
- French: [http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/fr\\_docid/20080229145629935](http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/fr_docid/20080229145629935)
- German: [http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/de\\_docid/20080229145654935](http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/de_docid/20080229145654935)
- Italian: [http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/it\\_docid/20080229145715935](http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/it_docid/20080229145715935)
- Spanish: [http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/es\\_docid/20080227152055935](http://service1.symantec.com/SUPPORT/INTER/ent-securityintl.nsf/es_docid/20080227152055935)

**Product(s):** Endpoint Protection 11

**Operating Systems(s):**

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