



Support Home | Supported Products A to Z
[Symantec.com](#) > [Enterprise](#) > [Support](#) > [Knowledge Base](#)

Terminal Server resources are consumed by multiple instances of Symantec Endpoint Protection processes

PRINT THIS PAGE

Question/Issue:

When SEP (Symantec Endpoint Protection) is installed, Citrix and other Terminal Servers slow down or become unresponsive. There may be multiple SEP system tray icons and/or the Task Manager Process List indicates multiple instances of SEP processes.

Symptoms:

Symptoms include one or more of the following, usually increasing as additional clients log onto a Terminal Server

- High CPU utilization
- Multiple instances of the following processes: SmcGui.exe, ccApp.exe, ProtectionUtilSurrogate.exe (64 bit only)
- Duplicate SEP system tray icons (on the server; see Note in Solution below for duplicate icons on a Terminal Server client)
- Hourglass that won't go away on logged in clients (this was specifically because they don't show the icon as part of their policies)

Cause:

This problem was fixed in Symantec Endpoint Protection 11.0 Maintenance Release 3.

Solution:

Upgrade to Symantec Endpoint Protection 11.0 Maintenance Release 3 or newer.

In addition to upgrading, SmcGui must be disabled (to avoid multiple instances of that process and the SEP tray icon) by setting the following DWORD registry value on the Terminal Server:
 HKLM\SOFTWARE\Symantec\Symantec Endpoint Protection\SMC\LaunchSmcGui = 0

Note: Duplicate SEP system tray icons in the local system tray of a Terminal Server **client** may be the result of a Citrix feature called Seamless Desktop Integration, where server resources are made to appear as if they are running on the client. See [Symantec Endpoint Protection: Duplicate system tray icons appear on Terminal Server Client for each connection to a Citrix Server](#)

Technical Information:

If you prevent SmcGui from loading, the following functionality is disabled:

- No SEP icon on the system tray
- No ability to open the system logs from the client GUI
- No ability to see the firewall or SNAC status from the GUI (most customers will not install a firewall on their Terminal Server)
- No startup scans
- No delayed threat detection notifications
- No missing or out of date definition notifications

References:

Please see the [Symantec Endpoint Protection 11 Terminal Server and Citrix Best Practices White Paper](#).



SEP_on_Terminal_Servers.pdf

Document ID: 2008060315495748
Last Modified: 26/01/2009
Date Created: 03/06/2008
Product(s): Endpoint Protection 11
Release(s): Endpoint Protection 11.0.2

[Site Index](#) · [Legal Notices](#) · [Privacy Policy](#) · [Site Feedback](#) · [Contact Us](#) · [Global Sites](#) · [License Agreements](#)
 ©1995 - 2009 Symantec Corporation

Knowledge Base X

Search

[Advanced Search Options](#)

Other Support Resources

- **Support Forums**
Ask an expert. Join collaborative product discussions within our Forum community.
- **Manage Cases Online**
Submit and manage your support cases using MySupport.
- **Contact Technical Support**
Find the support phone number for your region.

Was this article helpful to you?

Yes No

If any information was unclear, or the information you were seeking was not provided, please let us know. Your feedback will help us improve this service.

(Enter comment here)

(Optional Email Address)

NOTE: Comments entered here will NOT receive support services. If you need Symantec Enterprise product support, please [click here](#).