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Unable to install the Symantec Endpoint Protection Manager ("The wizard was interrupted...")

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Question/Issue:

You are unable to install the Symantec Endpoint Protection Manager.

Symptoms:

When installing the Symantec Endpoint Protection Manager an error dialog appears.

The dialog is titled "Install Wizard Completed" and contains the text "The wizard was interrupted before Symantec Endpoint Protection Manager could be completely installed. Your system has not been modified. To complete installation at another time, please run setup again. Click Finish to exit the wizard."

Cause:

Oleaut32.dll (which the installer depends on) has become unregistered.

The install log will contain text similar to the following example log snippet.

```
MSI (s) (C4:EC) [11:21:20:140]: Generating random cookie.  
MSI (s) (C4:EC) [11:21:20:140]: Created Custom Action Server with PID 3604 (0xE14).  
MSI (s) (C4:3C) [11:21:20:140]: Running as a service.  
MSI (s) (C4:3C) [11:21:20:140]: Hello, I'm your 32bit Impersonated custom action server.  
MSI (s) (C4:74) [11:21:20:140]: Failed to marshal script action.  
MSI (s) (C4:74) [11:21:20:140]: Failed to marshal script action.  
Action ended 11:21:20: SetTABProperty. Return value 3.
```

This error can also result if there is corruption in LiveUpdate and it does not uninstall correctly during the process of installing Symantec Endpoint Protection Manager.

Solution:

Re-register "oleaut32.dll" using the following steps.

1. Click **Start > Run**
2. Type `regsvr32 oleaut32.dll`
3. Install the Symantec Endpoint Protection Manager again.

If the installation log references an error with LiveUpdate, the installation must be removed by following the steps below:

1. Launch the Windows Control Panel > Add or Remove Programs and Un-install "LiveUpdate".
2. Delete "LiveUpdate" folders:
 - C:\Documents and Settings\All Users\Application Data\Symantec\LiveUpdate
 - C:\Program Files\Symantec\LiveUpdate
3. Once the above steps have been completed, restart the machine and begin the installation wizard again.

Technical Information:

The default location for the installation log can be found by navigating to %temp%. Look for SEPM_INST.log.

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