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## Error: "TruScan has generated an error: code 9: description: Heuristic Scan or Load Failure" is observed from Symantec Endpoint Protection client

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### Question/Issue:

Symantec Endpoint Protection 11.0 MR3 client produces the following error: "TruScan has generated an error: code 9: description: Heuristic Scan or Load Failure" and is seen in the Proactive Threat Protection logs and the Application Event logs.

### Solution:

This problem is fixed in Symantec Endpoint Protection 11.0.4014.26 (MR4-MP1a). For information on how to obtain the latest build of Symantec Endpoint Protection, read [Obtaining an upgrade or update for Symantec Endpoint Protection 11.x](#) or [Symantec Network Access Control 11.x](#).

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

**Release(s):** Endpoint Protection 11.0.2, Endpoint Protection 11.0.3

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