Published on Technique Microsystems Ltd. (http://www.techniquemicro.com)

Home > Blogs > Jens's blog > Resolving PHP.INI Conflicts with SEP11

Resolving PHP.INI Conflicts with SEP11

By Jens Created 03/26/2009 - 13:03

Antivirus Security Software Support Symantec

When installing Symantec Endpoint Protection Manager on a server already running PHP you may get the following error when you try to log in: *Unable to communicate with the reporting component.* This can be caused by conflicting settings in your PHP.INI file. If your existing PHP installation uses a different version than the one supplied by SEP11 then you can remedy this by specifying a version specific PHP.INI in the registry.

- 1.) Get the first three digits (x.y.z) of the version for php-cgi.exe found in *C:\Program Files\Symantec\Symantec Endpoint Protection Manager\PHP*.
- 2.) Create a new registry key named HKLM\Software\PHP\x.y.z\.
- 3.) Create a new String Value named *IniFilePath* and set the value to *C:\Program Files\Symantec\Symantec Endpoint Protection Manager\PHP\Php.ini*.
- 4.) Restart IIS

Keep in mind that this will only work if the first three digits of the PHP versions differ. For more troubleshooting ideas see the following articles:

Specifying the php.ini file used by SEP11 [1]
Unable to Communicate with the Reporting Component in SEP11 [2]

Copyright (C) Technique Microsystems Ltd. All rights reserved.

Source URL (retrieved on 12/13/2025 - 17:37): http://www.techniquemicro.com/content/resolving-phpini-conflicts-with-sep11

Links:

- [1] http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2008060213161448
- [2] http://service1.symantec.com/support/ent-

security.nsf/854fa02b4f5013678825731a007d06af/beb4238fecda37a588257433006db633?OpenDocument