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Resolving PHP.INI Conflicts with SEP11

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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]

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Links:
[1] http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2008060213161448
[2] http://service1.symantec.com/support/ent-security.nsf/854fa02b4f5013678825731a007d06af/beb4238fecda37a588257433006db633?OpenDocument