

Spyware Scan does not return results to the core

Problem: When running the Spyware portion of a security scan, the client is unable to send the results to the core. When looking at the GUI or the Vulscan logs you will see a Server Unavailable message repeated until the process times out.

Cause: The computer is unable to build the .xmlz results file due to lack of space in the buffer.

Resolution: Patch SS-2516688 unloads the spyware engine before it the computer build the .xmlz file.

Important:

Patch SS-2516688 requires that PAT-2657788 be installed on the core first.

Information regarding PAT-2657788 can be found here:

<http://community.landesk.com/support/docs/DOC-6061>

This Patch has been replaced by the LD-Spyware-36284 Patch. Information regarding this can be found [Here](#).