Centurion Technologies

Smart Shield and McAfee VSE 8.8

Updated 8/16/2012

SmartShield and McAfee VSE 8.8

A few customers have reported Stop Error/Bug Check Screen, more commonly known as Blue Screen of Death (BSOD), when using Smart Shield version 2.1.10 or higher with McAfee VSE 8.8. Over the last couple of weeks, we have worked to identify the cause of this issue. At this time the process that actually triggers the BSOD to occur is the McAfee Task Manager service.

McAfee Service-

Display Name: McAfee Task Manager

Description: Allows scheduling of McAfee scanning and updating activities.

Path to Executable: "C:\Program Files\McAfee\VirusScan Enterprise\VsTskMgr.exe"

 It appears that this service is associated with a user profile and starts upon user login. During the user login process a setting in our Optional Directory Protection (ODP) feature is not handled in the McAfee service and causes an error. At this time we will remove all unnecessary ODP directories for McAfee users in version 2.1.11.1071.

The installer to test this version is available at http://209.62.71.50/McAfeeFix.zip. You must completely uninstall any previous versions of Smart Shield before installing this one.

Centurion will report the issue to McAfee. Any centurion users wishing to use McAfee and Optional Directory Protection (ODP) may want to report it as well.