

\*\*\*\* INSTRUCTIONS - 3/15/18 \*\*\*\*

Microsoft has released the 'PurgeNotifyObjects.exe' tool to fix corrupted PC's. Before running this tool please first make sure you are not hitting this issue due to CheckPoint EndPoint Protection or Trend Micro causing the issue (see below). Once you have ruled out CheckPoint and/or Trend Micro, please then proceed to the below steps to fix the broken machines using the 'PurgeNotifyObjects.exe' Microsoft tool.

This issue has been seen to be caused by CheckPoint and TrendMicro OfficeScan products. Both vendors have updates available to resolve the issue. If customers have either of these products installed they should contact the vendor to ensure the version they are running has the fix.

CheckPoint Fix information:  
Version 81.4.0.6520

Trend Micro Fix information:  
Trend Micro(TM) OfficeScan 11.0 SP1 Patch  
Hotfix - Server Build 6447 and Agent Build 6211

If neither CheckPoint or Trend Micro apply, follow the below steps to use the 'PurgeNotifyObjects.exe' Microsoft tool:

1. Uninstall NAM from the problematic machine.
2. From an admin command prompt run the following "PurgeNotifyObject.exe -confirmdelete"
3. Attempt to install the NAM module again

The issue is not caused from anything associated with AnyConnect, but rather due to the driver installer changes from Microsoft's end. Additionally, Microsoft's recommendation is not to have any pending software updates before proceeding to Windows 10 upgrades.