**PTP Service is Not Working in Symantec Client**

**Problem**

Protective Threat Protection service is Disable. Error Snapshot****

**Symptoms**

Required to Enable the PTP Service

**Cause**

PTP Definition file is corrupted, due to that Auto Protect is malfunctioning. SMC Shield icon is indicate with Red Alert .

**Solution**

Step1. Stop the SMC Service.

Step2. Open the Regedit.

Step3. Delete the key HKEY\_LOCAL\_MACHINE\SOFTWARE\Symantec\Symantec Endpoint Protection\AV\Storages\SymHeurProcessProtection  
(Please take a back up of the registry before deleting)

Step4. Repair the SEP from “Add or Remove Program”.

Step5. Start the SMC Service

Step6. After Startup the Service, Click on Shield, it becomes Green and shows waiting for update (In case PTP is OFF)

Step7. Go to “Help and Support\Troubleshooting”. Push up the Update in Under Policy Profile Tab.

Step8. This will update the PTP.

Notes- Please take a back up of the registry before deleting “**SymHeurProcessProtection**”.