Steps for fixing “Login Error 2450” with Norton Antivirus / Symantec Endpoint Protection/ Sophos

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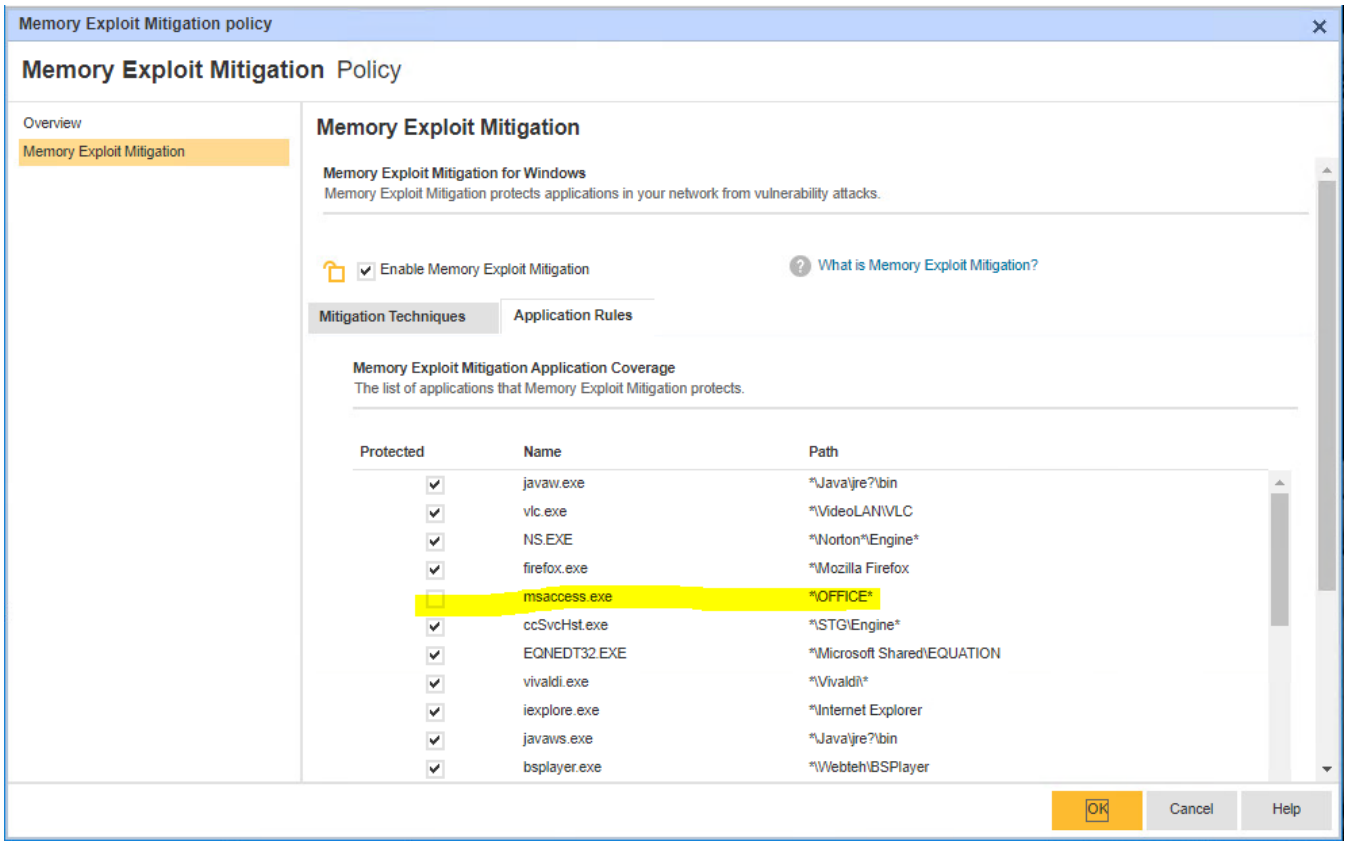
Overview

TDO requires for Norton, Symantec, and Sophos to have Exploit Migration to be unchecked in the Individual Antivirus Software

Detailed Instructions

1. Disable "**Memory Exploit Mitigation**" under Network and Host Exploit Mitigation.
2. Go to:
    1. Policies >Memory Exploit Management > select the policy and edit
    2. select Memory Exploit Mitigation on the left
    3. select the Application Rules tab
    4. un-check msaccess.exe from the list
3. Save the policy, make sure it was assigned to the default policy group, and update the policy in the client UI.



Reference

Symantec / Norton Issue / Sophos

The issue described in this article is one of the reasons that both Symantec Endpoint Protection and Norton Antivirus are not recommended by TDO Software as an antivirus solution. Please reference the following article: Antivirus Exclusions

External Links for adding Exclusions for Exploit Mitigation

Exploit Mitigation, which seems to be different exclusion settings than the usual AV portion, rather than turning it off completely:

https://support.sophos.com/support/s/article/KB-000041314?language=en_US

I also found this article that might have some good additional info for excluding MSACCESS.EXE:
https://support.sophos.com/support/s/article/KB-000043676?language=en_US

If it's a path it needs, it could be in a few different spots depending on which Access Runtime version they have installed, but traditionally they look like this (assuming C is the system drive):

Runtime 2010:
C:\Program Files (x86)\Microsoft Office\Office14\msaccess.exe

Runtime 2013:
C:\Program Files (x86)\Microsoft Office\Office15\msaccess.exe

Runtime 2016:
C:\Program Files (x86)\Microsoft Office\Office16\msaccess.exe

Online URL: https://kb.tdo4endo.com/article.php?id=721