Errors when running Kaspersky Antivirus

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Question

When I start PingPlotter Pro, I'm getting a 'Alert Condition - MOS: The requested object is not found : WScriptScriptFullNameWSH' error. How do I solve this?

Solution

Note: This knowledgebase article only applies to Kaspersky version 6.0. The incompatibility between Kaspersky and PingPlotter has been fixed in Kaspersky 7.0. If you're having this problem, please upgrade to the latest version of Kaspersky.

We've found a problem with Kaspersky's Antivirus 6.0 solution that causes this problem. Kaspersky intercepts all calls to VBScript.dll, which PingPlotter Pro uses for its scripting capabilities. There's some kind of problem with Kaspersky's handling, which is blocking PingPlotter Pro's scripting ability.

There are several workarounds for this, with varying problems.

Option 1: You can disable the Kaspersky window scripting host scanning.

This will leave PingPlotter Pro fully working, but will mean that Kaspersky won't be intercepting all of the script calls that programs may make. You should contact Kaspersky about the implications of this, if you have questions.

To disable the script scanner, go to Start -> Run, then paste in this command:

```
regsvr32 /u 'C:\Program Files\Kaspersky Lab\Kaspersky Anti-Virus
6.0\scrchpg.dll'
```

(If you're using Kasperksy internet security, or have installed to a non-default path, please subsitute the right directory name above.)

You should get a message that the dll has been unregistered. Doing that should fix the problem immediately - no reboot required. Just close and restart PingPlotter Pro. To re-enable that (if you decide to do that in the future), remove the /u part of the command and re-execute.

Option 2: You can disable all scripting in PingPlotter Pro.

To disable scripting in PingPlotter Pro, open PingPlotter Pro (ignoring the script errors), then go to Edit -> Options, Plugins and Scripting. Turn off the checkmark for 'Enable scripting engine and scripted extensions'. Close PingPlotter Pro and restart it - there should be no errors. Of course, the side effect of this is that none of the PingPlotter Pro scripts will work.

As this is a problem with Kaspersky Antivirus, please contact Kaspersky Lab and ask them to fix this problem. As of August, 2007, it looks like Kaspersky has fixed this problem with the 7.0 release of

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their products. If you are experiencing this problem with Kaspersky 7.0, please email us and let us know.

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