

## Re: strange Symantec behavior

**Source:**

<http://www.tech-archive.net/Archive/BackOffice/microsoft.public.backoffice.smallbiz2000/2004-03/2187.html>

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**From:** Greentko (*greentko\_at\_hotmail.com*)

**Date:** 03/31/04

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When you got the disabled icon were your network cards status visible. I've seen this problem and it's really annoying since I haven't seen a fix for it but I narrowed it down to the following:

On reboots the network cards don't come up  
A third party service is playing up:  
Symantec Gear Security is stopped.  
One needs to update the Antivirus server software to the latest version 8.1 x.xxx not 8.1.0.825.

Third party apps I'm suspect of are:  
Powerquest V21 Protector agent.  
Undelete Server Edition 4.0.

The above applications utilise the irpstacksize hell breaks loose.  
When you got this error did you have some srv errors in the event log regarding irpstacksize???

If you find a solution please post here.

Hope this helps

"Matthew" <thetwamNOSPAM@yahooNOSPAM.com> wrote in message news:u6GFDkFEHA.3568@tk2msftngp13.phx.gbl...

> *Hello,*

>

> *I noticed that the icon for Symantec Client Security in the system tray was*

> *crossed out in red. (Version 8x, Small Business Version, I think).*

>

> *I opened it, looked at scan histories. None of the local (server) scans were completed in the past week – they say status 'Scanning..'*

>

> *I try to scan My Computer – it doesn't even show the drives in my computer.*

> *I check the single box and try to scan, it stops immediately and says "Scan*

> stopped by user."  
>  
> I look up that phrase on Symantec's site, it has two references:  
>  
> First:  
> This error can be caused when NAVCE encounters a high volume of infected  
> files. An exception was generated in Rtvscan.exe that only manifested  
itself  
> while under heavy load, scanning thousands of viruses. The exception was  
> caught but not handled properly. In NAVCE 7.61 build 34a the code was  
fixed  
> so the exception will no longer occur  
>  
> That's no help, we use version 8  
>  
> Next:  
> 1. Delete all temporary files on the system.  
> 2. Verify that the computer has a valid directory specified for the TEMP  
> variable.  
> Open a Command Prompt.  
> Type set and then press Enter.  
> The TEMP= line indicates the path to the TEMP folder. Make sure that a  
> folder exists at this path.  
> 3. Verify the amount of free space on the drive. A rule of thumb is to  
have  
> at least 200 MB or 10% of the drive available as free space.  
> 4. After removing temporary files, defragment the drive.  
> 5. Create a permanent swap file to improve the performance.  
>  
> That doesn't sound like a solution designed for a server! I delete .tmp  
> files anyway.  
>  
> A bit scared, I put in the disk and try to re-install program. This  
process  
> freezes.  
>  
> Next thing I try is from a workstation. I try Remote Desktop Connection.  
I  
> get into Symantec, and voila, I can run a scan. Running it now.  
>  
> I've got Symantec Mail Security catching LOTS of infected email in users'  
> and SMTP mailboxes. 11,000 caught in the past month, seems mostly  
variants  
> of Netsky being found in email attachments. It says that it deletes them.  
> Both programs are using current virus definitions.  
>  
> Scanning now... C: comes up clean... scanning data drives now. Will  
update  
> you.  
>  
>

- > *If one cannot run their anti-virus program, is this not strongly*  
*indicative*
- > *of infection?*
- >
- > *Many thanks in advance,*
- >
- > *Matthew*
- >
- >