

Re: Norton IS 2005 Breaks Email

Source:

<http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.installation/2005-02/1342.html>

From: Jody (Jody_at_discussions.microsoft.com)

Date: 02/25/05

Date: Fri, 25 Feb 2005 12:55:08 -0800

Thank you Ken I will give that a try!

"Ken Slovak - [MVP - Outlook]" wrote:

> *Disable email scanning for incoming/outgoing emails. That's what is breaking*
> *things. Symantec doesn't follow the rules on how to do things and ends up*
> *breaking your email connections. Only they can fix it but if they ever will*
> *is another question.*

>

> --

> *Ken Slovak*

> *[MVP - Outlook]*

> <http://www.slovaktech.com>

> *Author: Absolute Beginner's Guide to Microsoft Office Outlook 2003*

> *Reminder Manager, Extended Reminders, Attachment Options*

> <http://www.slovaktech.com/products.htm>

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>

> *"Jody" <Jody@discussions.microsoft.com> wrote in message*
> *news:4301F386-BBFD-4BDB-8D16-1359487F25E6@microsoft.com...*

> > *Norton Internet Security 2005 is installed on a newly rebuilt W2k SP4*

> > *workstation where the drive was wiped before the re-build. Standard*

> > *software*

> > *ins installed, Office 2002, Photoshop etc. No viruses or spyware present*

> > *as*

> > *best I can tell. This is a standard configuration I have personally run*

> > *without issue which includes NIS 2005.*

> >

> > *Norton in generating the below mentioned error message that ends up*

> > *breaking*

> > *email communications in Outlook (ISP is CableOne - they point to Norton)*

> > *I*

> > *have uninstalled and re-installed the application several times and*

> > *carefully*

> > *went over all settings, rules etc. When NIS is completely disabled or*

> > *uninstalled this problem goes away.*

> >

> > *I have seen this error well documented on private geek message boards,
> > nothing on Symantec or Microsoft. I am not able to find a fix only
> > comments
> > about there being some service or process conflict.
> >
> > I have used msconfig to try to narrow it down with intermittent results.
> > Just when I think I found the offending service, I return to normal start
> > up
> > settings with the perceived offending service stopped or removed from the
> > registry RUN keys and the problem returns. I was looking at qttask.exe
> > (QuickTime) and the nVidia driver. But after uninstalling those items
> > completely I still had the problem.
> >
> > So here is what happens:
> >
> > I test email send / receive and it works. Then I run a tracert. At about
> > 16 hops, sometimes earlier, the CPU spikes to about 80% Usage and the
> > error
> > is generated. This error appears to ALWAYS be associated with a CPU Usage
> > spike. This is documented on the boards and I can consistently repeat
> > this.
> > After the error, mail breaks and the main NIS ccApp.exe process ends. You
> > have to re-boot to reload NIS.
> >
> > Tracert is not the only thing that generates this error, it does happens
> > in
> > Outlook, the original symptom. I just used tracert to force it to observe
> > the CPU and see if it was consistently repeatable, which it is.
> >
> > ERRORS:
> >
> > Microsoft Visual C++ Runtime Library:
> >

> > Runtime Error!
> >
> > Program C:\Program Files\Common Files\Symantec Shared\ccApp.exe
> >
> > This application has requested the Runtime to terminate it in an unusual
> > way.
> > Please contact the application's support team for more information.
> >

> >
> > I do occasionally get the following error but have not yet isolated what
> > generates it or if it is related.
> >
> > Program Error:
> >

> > CCAPP.exe has generated errors and will be closed by Windows.*

> > *You will need to restart the program,*
> >
> > *An error log is being created.*
> >

> > *This error does not seem to break anything. I have not been able to find*
> > *an*
> > *error log. and these are the only Events I have encountered but can not*
> > *connect them directly There are NO roaming profiles configured. This is a*
> > *single machine environment.*

> >
> > *Event Type: Error*
> > *Event Source: Userenv*
> > *Event ID: 1000*
> > *Description: Windows cannot unload your registry file. If you have a*
> > *roaming profile, your settings are not replicated. Contact your*
> > *administrator.*
> > *DETAIL – Access is denied. , Build number ((2195)).*

> >
> > *Event Type: Error*
> > *Event Source: DCOM*
> > *Event ID: 10010*
> > *Description: The server {7A7FB085–6068–4898–8CCA–480A9187277C} did*
> > *not*
> > *register with DCOM within the required timeout.*

> >
> >
>
>