

Re: MS Project app Freeze when opening a .mpp file – Thanks JulieS

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- *From:* "Mike Glen" <glenATmvps.org>
 - *Date:* Mon, 20 Oct 2008 16:14:21 +0100
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Thanks, John for the feedback. At least we now know where to look!

Mike Glen
Project MVP
See <http://tinyurl.com/2xbhc> for my free Project Tutorials

jblair wrote:

Mike, I am unable to specifically describe what was done because the Norton tech in the chat session was given control of my screen and I was primarily an observer.

There are settings in Norton that will specifically grant applications more generous privileges than the nominal settings allow. He opened a window in the firewall area that listed a large number of applications. He changed the settings on the Microsoft applications to "allow." There were four(?) levels and "allow" was apparently the most liberal. I had noticed that on occasion, other apps would "freeze" but upon restart all would be well. Only Project would exhibit the hard freeze often requiring system reboot to clear. I could probably stumble through this process now that I saw it but am unable to explain it well.

Sorry to not be of more help.

When faced with this type of issue in the future I will at least know enough to read the manual. When I set up the new Vista systems I was initially unable to create a peer to peer network. It was another Norton "feature" and had a similar cure. Open a list of firewall rules and add ones that specifically allowed (via the url) the other computers to pierce the firewall.

John Blair

Hi John,

For my benefit and that of others, what was the process to "allow"

Re: MS Project app Freeze when opening a .mpp file – Thanks JulieS

Project to move through the NAV firewall?

Mike Glen

Project MVP

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jblair wrote:

Yesterday I posted this issue on this discussion and, I believe, JulieS responded with the idea that it may be a conflict with Norton AntiVirus. The specific problem was that attempting to open any .mpp file would cause both MS Project 2003 or 2007 to freeze.

Turns out that is was NAV. After a lengthy session with NAV online chat last evening it was determined that it was necessary to "allow" Project to move through the firewall. All Office apps were so configured and everything is functioning normally now. That change took place sometime during the past month, I assume from a update to NAV.

Thanks JulieS! for the tip.

John Blair