

microsoft.public.windowsxp.basics: Re: Lavasoft Ad-Ware and NIS 2005 Firewall Help Needed

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Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2005-01/2332.html>

From: Mike Hall (*mike.hall.mail_at_sympatico.ca*)

Date: 01/17/05

Date: Mon, 17 Jan 2005 11:16:04 -0500

Mark

You are doing all that you can, it would seem.. my advice re. this issue is to dump NIS 2005, but I am aware that you have paid good money in good faith.. that or you will have to wait until 'Bombay Support' finally understand your problem..

You can see from other posts in this thread that computer users are not too happy with Norton products, and it hasn't gone unnoticed that nobody has come forward to support NIS 2005.. Norton users to whom I have talked tell me that it has a friendly interface and that it is ok really.. when I ask why they have asked for my support re. a virus that appears to have made it through the net, they reiterate the part about the friendly interface and start quoting from the sales blurb.. the fact that Mrs Anne G of Kelowna, British Columbia, thinks that NIS is the best invention since the wheel means nothing at all..

While it is true that there are many experts in many fields, these newsgroups deal with Microsoft products and problems essentially.. the MVPs that patrol them have access to huge amounts of MS support material, but are in the same position as you regarding third party software..

I wish that I could send you to somewhere that could offer proper help in overcoming your problem, but all that I can do is suggest that you try another product.. whether you choose to go back to a computer store and purchase a retail product like McAfee (I use McAfee without problems, as do 99% of those that I personally support) or download a freebie online is entirely your call..

Good luck along whatever path you choose..

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Mike Hall

MVP - Windows Shell/user

<http://dts-l.org/goodpost.htm>

"Mark Williams" <MWilliams@att.net> wrote in message
news:FkKGd.16150\$S11.879@bgtncs04-news.ops.worldnet.att.net...

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> Unfortunately it is always where I start. I first spend time digging
> through their knowledge base. But it is amazing how little there is on
> the type of problems surfacing with NIS 2005. Then I send them an e-mail
> and wait. After the period of days, I get a response back from someone
> in India that has failed to comprehend the issue. I then Google search
> the web and then the newsgroups. I often note what newsgroups similar
> questions have surfaced in and were resolved. This leads me to finally
> seeking help in those newsgroup. Unfortunately by the time I get to
> posting, I have put a considerable amount of time in.
>
> If you have thoughts on how I can improve working through an issue, I am
> open to suggestions.
>
> "Mike Hall" <mike.hall.mail@sympatico.ca> wrote in message
> news:uuclmXF\$EHA.1188@tk2msftngp13.phx.gbl...
>> Mark
>>
>> You consider the reply to be a little harsh, but it has to be said that
>> the first place to go if you have a problem with a product is the
>> manufacturer, in this case Symantec..
>>
>> The Symantec support site..
>> http://www.symantec.com/techsupp/support_options.html
>>
>> Click on 'access free online support'..
>>
>> --
>> Mike Hall
>> MVP - Windows Shell/user
>>
>> <http://dts-l.org/goodpost.htm>
>>
>>
>>
>>
>> "Mark Williams" <MWilliams@att.net> wrote in message
>> news:WKHGd.33530\$w62.25601@bgtnc05-news.ops.worldnet.att.net...
>>>
>>> "Miss Perspicacia Tick" <misstick@lancre.dw> wrote in message
>>> news:svuGd.447\$A3.405@fe81.usenetserver.com...
>>>> Mark Williams wrote:
>>>>> NIS (Norton Internet Security) 2005 is not allowing Ad-Ware SE
>>>>> Personal WebUpdate feature download the definition update file. It
>>>>> allows it to connect though. In order to get it to work, I have to
>>>>> turn the firewall completely off. I confirmed that it is defined in
>>>>> NIS Program Control. It has Internet Access of Automatic and is in
>>>>> the category of General. I have tried deleting it and then adding it
>>>>> back. What do I need to do or rule do I need to add in order to get
>>>>> it to work?
>>>>
>>>>
>>>> Really? Well, gee, that's too bad. Now, did you have a question that
>>>> related *specifically* to the Windows XP operating system? Your
>>>> question is completely OT - you're asking about two 3rd party
>>>> applications. Here's a clue - ask the developer(s) of the
>>>> application(s) *NOT* the operating system.
>>>> --
>>>> Facon - the artificial bacon bits you get in Pizza Hut for sprinkling
>>>> on salads.
>>>>
>>>>

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>>> Sorry... I could not find a direct newsgroup that I have access in order
>>> to post this question. This newsgroup has very knowledgeable and
>>> talented people that have been able to help with an assortment of
>>> topics. I was hopeful that they could help with this challenge. It is
>>> unfortunate that postings like yours will discourage many people out
>>> there from posting to newsgroups.
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