

Re: Symantec Error

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2005-11/msg00455.html>

- *From:* "Rainy" <rainydays38@xxxxxxxxxxxxxxxx>
 - *Date:* Thu, 10 Nov 2005 15:24:50 GMT
-

Hi Sharon and Rick.. if Windows XP is not designed for 16 bit programs.. then I don't need the screensaver..and I appreciate both yours and Rick's response... but I'm not sure I would like to edit the registry to make windows xp do something it was not designed to do.. :) I apologize for not googling before I posted my problem.. I decided to do this in the wee hours of the morning.. so I wasn't thinking very coherently...

The screensaver installation did not touch the files of my antivirus program... like I said the path C Program files Symantec does not exist. I use AVG for my antivirus and I am very comfortable with it..unlike the way I feel when Symantec is guarding the door.. :(Symantec has let a few nasties come through... However I do have a Norton's product.. Windoc... so maybe that is why it gave the error from Symantec.

One other thing about Screensavers.. I have gotten a lot of very cool screensavers from Wincustomize and I trust them.. there have been times I have gone elsewhere to find a screensaver and it comes bundled in a transportation program.. the minute I see that.. I cancel it.. I don't want any junk on my system that I don't invite.

Thanks Sharon and Rick... Rainy

ps. one question I would like answered please, is why the error gave a false path?

"Sharon F" <sharonfDEL@xxxxxxxxxxxx> wrote in message

[news:uQ7\\$IHf5FHA.2192@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uQ7$IHf5FHA.2192@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

> On Thu, 10 Nov 2005 09:43:10 GMT, Rainy wrote:

>

>> this is the error I've received on a couple of occasions.. This time I

>> was trying to install a screensaver.. The path mentioned in the error

>> does not exist.. If I click ignor the error goes away.. any help

>> appreciated... thanks Rainy

>

> Some thoughts:

> 1. 16 bit Subsystem is for running 16 bit programs: These are usually

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- > older
- > programs. XP is designed for 32 bit programs but provides backwards
- > compatibility for 16 bit. XP doesn't use virtual device drivers (*.vxd
- > files) but older programs do so it tries to accommodate them. *Most* 16
- > bit
- > programs do well with the subsystem but some do not. Unless the program is
- > mission critical, my inclination is to skip it and use something more
- > updated on XP.
- >
- > NOTE: Sometimes you have a nice 32 bit program you're trying to install
- > but
- > its installer is 16 bit and causes these silly errors. If the error is
- > serious enough and there is no workaround, you may not be able to get that
- > program installed on an XP system.
- >
- > 2. Having an attempted install of a screensaver touch the files of my
- > antivirus program would make me nervous. Screensaver files are a common
- > mechanism for delivering viruses. Lots of people love screensavers and are
- > willing to install them, tuck a bit of devious code inside... the target
- > system becomes infected. Many viruses purposefully disable antivirus
- > programs to avoid detection. Most antivirus programs have closed off that
- > avenue of attack but an old virus (likely to show up in an older
- > screensaver that is being passed around) will still try to accomplish
- > this.
- >
- > 3. Symantec..... reminds me of that poem about the little girl with the
- > curl in the middle of her forehead: When she was good, she was very very
- > good. When she was bad, she was horrid. In other words, when Symantec
- > products work, they're wonderful. When they break or have broken parts,
- > they can be your worst nightmare.
- >
- > So anyhow, I went searching around on Google for that error message. I
- > found some discussions in various forums where other people had the same
- > problem that you described. Their discussions led me to...
- >
- > An knowledge base article from Symantec with that exact error message:
- >
- > <http://service1.symantec.com/SUPPORT/ent-security.nsf/9d94c8571a91ba4788256bf3007f62b5/a22e09c4be4005368>
- >
- > There is a link at the bottom of that article that tells how to update the
- > Symevent files.
- >
- > Apparently this error has been a weakness in this portion of Symantec's
- > software for some time. There are references in this trail from Win98 all
- > the way up to XP and Symantec's a/v version 9.... In #2 above, I mentioned
- > being nervous about an install invoking an error from my antivirus but in
- > this case the error event may be "status quo" and characteristic of
- > Symantec instead of being a problem with the new software install.
- >
- > For good measure, an article from the Microsoft Knowledge Base:
- > Virtual Device Driver Error Message in 16-Bit MS-DOS Subsystem

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> <http://support.microsoft.com/kb/254914/EN-US/>
>
> --
> Sharon F
> MS-MVP ~ Windows Shell/User

• *Follow-Ups:*

- ◆ *Re: Symantec Error*
◇ *From: Sharon F*

• *References:*

- ◆ *Re: Symantec Error*
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