

## Re: EZ-Antiviurs v7 and WinXP startup problems

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.configuration\\_manage/2004-11/0707.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.configuration_manage/2004-11/0707.html)

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**From:** Michael Solomon \((MS-MVP\) (*user\_at\_#notme.com*)

**Date:** 11/29/04

Date: Mon, 29 Nov 2004 12:49:55 -0800

Check the Zone Labs website. They have extensive step by step instructions for completely removing Zone Alarm.

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Michael Solomon MS-MVP

Windows Shell/User

Backup is a PC User's Best Friend

DTS-L.Org: <http://www.dts-l.org/>

"Bruce Lawrence" <blawrence@shaw.ca> wrote in message

news:Oa5yHnW1EHA.3452@TK2MSFTNGP14.phx.gbl...

>I am having same problem, i think.

> I amhaving firewall problems. I am running EZ Antivirus and previously had

> Zone Alarm installed. They were conflicting so I got rid of ZA {I thought}

> That was a month ago. Now my machine cant remember logon passwords or

> email errors coming up. I checked and in C:\WINDOWS\system32\ZoneLabs has

> a folder with subfiles in it.

> I cant delete the folder or any of the subfiles either.

> Any Ideas

>

> "Michael Solomon (MS-MVP)" <user@#notme.com> wrote in message

> news:ur8EAhm0EHA.1292@TK2MSFTNGP10.phx.gbl...

>> Maybe the antivirus is just a symptom and not the cause. While your

>> system seemed to hang after the new installation, maybe there's a

>> conflict with some other application or something else running on your

>> system. You might want to check the event viewer to see if there are any

>> errors corresponding to when this occurs. If you see any, double click

>> the error, the information within may give a clue as to the source of the

>> problem; Control Panel\Administrative Tools\Event Viewer, check all three

>> sessions.

>>

>> Also, the default install of EZ Trust, sets the application to check for

>> virus updates when the system boots. You might want to check its options

>> or preferences to set the application to check for updates at a later

>> time as sometimes as the system is booting, it might not be ready for

>> such activity.

>>

>> Also, if possible, you might want to run a virus scan, if you can't use

>> EZ Trust, you can do it online. Go to the following link and click "Scan

>> My PC:"

>> <http://housecall.trendmicro.com/>

>>

>> Also, check for any malware on your system, download, install and run Ad

>> Aware:

>> [www.lavasoftusa.com](http://www.lavasoftusa.com)

>>

microsoft.public.windowsxp.configuration\_manage: Re: EZ-Antiviurs v7 and WinXP startup problems

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>>
>> --
>> Michael Solomon MS-MVP
>> Windows Shell/User
>> Backup is a PC User's Best Friend
>> DTS-L.Org: http://www.dts-l.org/
>>
>> "Michael Wright" <mjsjwright@yahoo.com> wrote in message
>> news:uEANGKm0EHA.3972@TK2MSFTNGP12.phx.gbl...
>>> Fred,
>>>
>>> Thank you for your comments.
>>>
>>> I do not run ZoneAlarm nor any other firewall except for the one
>>> built-in to
>>> WinXP-SP2. This problem showed up prior to SP2.
>>>
>>> I have done a clean install of XP, downloaded the latest driver package
>>> from
>>> nVidia for my motherboard and all integrated devices...
>>>
>>> Installed the latest version of this program for CA...
>>>
>>> And it still hung up two days ago during startup. After cleaning it off
>>> (in
>>> the Safe Mode) the computer has booted fine ever since.
>>>
>>> I don't understand...something is different in the new version. I can
>>> run
>>> the older 6.x version w/o problems.
>>>
>>> I'm glad for everyone that is able to use this w/o problems...
>>>
>>> Michael
>>> "Fred S" <"Fred S"@anonymous.com> wrote in message
>>> news:uHCMdCm0EHA.1652@TK2MSFTNGP11.phx.gbl...
>>>> Michael,
>>>>
>>>> I've had it since it came out (and nearly all of the older versions
>>>> going back to InnoculateIT) with no problems at all. It is running fine
>>>> on eight family machines, and quite a few friends machines where I've
>>>> removed Norton. No one is having problems in this group of about 25+
>>>> people.
>>>>
>>>> There was a "freeze/lockup" problem that came up on this version as
>>>> well
>>>> as the one before but I determined it was Zone Alarm's 5.??? versions
>>>> causing that. A few of us had freezes on occasion and delayed startup
>>>> cases and EZAV being reported as in conflict with email scanner.
>>>>
>>>> Based on info/feedback from these fine newsgroup folks, the suggestion
>>>> was that ZA was more of the problem than EZAV. I switched back to Zone
>>>> Alarm v4.5.594.000 and indeed NO PROBLEMS at all. ZA has a newer
>>>> version
>>>> out now 5.???062 which may have addressed the problems but I am giving
>>>> it a little time to shake out before I have all these folks switch
>>>> over.
>>>>
>>>> Hope this helps, Fred
>>>>
>>>> Michael Wright wrote:
>>>> > I would like to know how many (if any) other users out there in the
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microsoft.public.windowsxp.configuration\_manage: Re: EZ-Antiviurs v7 and WinXP startup problems

```
>>> world
>>>> > have had startup problems in WinXP after installing the new version
>>>> > of
>>>> > EZ-Antivirus (version 7). I've been a victim of this problem, it has
>>> cost
>>>> > me several hours of time...I've now removed the program and installed
>>> Avast
>>>> > (free version). I'm disappointed in CA with this product.
>>>> >
>>>> > However, my Dad is using Version 7 and he hasn't had the startup
>>> problem.
>>>> > So, I'm curious now how widespread this problem is.
>>>> >
>>>> > Thanks.
>>>> >
>>>> >
>>>
>>>
>>
>>
>
>
```