

Re: After SP2 software will not work; Norton dragging their feet--a lot!

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.customize/2004-08/0896.html>

From: terri (support_at_thetablepc.net)

Date: 08/11/04

Date: Wed, 11 Aug 2004 06:30:01 -0700

>From other reports I've seen, using Live Update at least solves the problem of SP2 not showing Norton's AV as running.

--

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Editor / Owner

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"Chad Harris" <ddram32_nospam@yahoo.com> wrote in message
news:Omrhwp2fEHA.3048@TK2MSFTNGP09.phx.gbl...

> Unfortunately, Chris, Norton didn't come out with anything yet for home
> and small business users on their site and have thus far refused to
> specify the degree of backwards compatibility that the promised and not
> yet delivered patches for *Norton* products would entail. Although there
> are go arounds to make SP2 work with any version of Norton product, and
> some a little bit Byzantine--the routine where you read one Norton KB and
> click on an icon in Live Update to reveal the next KB to read, followed by
> a hyperlink in the error message to read the 3rd KB--they all end with
> uninstalling Norton appropriately I believe and should add to install a
> product from another company.

>

> The webpage that didn't deliver from Norton that has been up all week is
> this one:

>

> http://servicel.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2004080212383739?Open&src=ivr_na_con

>

> They plan whenever this happens (it didn't happen on August 10 as the web
> page has been announcing all week, to deliver a patch in two parts, the
> second after a reboot.

>

> The importance of SP2 working for enterprises and home was in Microsoft's
> press release:

> <http://www.microsoft.com/presspass/press/2004/aug04/08-06WinXPSP2LaunchPR.asp>

>

>

> "With the proliferation of viruses and other broad threats on business and
> consumer desktops, I can think of no higher priority than trying to ensure
> the security of personal computers," said Rob Enderle, principal analyst
> for

> the Enderle Group. "Whether the customer is a large enterprise, a small
> business or an individual, Windows XP Service Pack 2 is critical because
> it

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> addresses today's exposures in a comprehensive fashion. For anyone
> currently
> using Windows XP, my advice is to apply it at your earliest opportunity."
>
> The disingenuous comment by Symantec Senior Vice-President Stephen Cullen
> is here:
>
> "With the proliferation of viruses and other broad threats on business and
> consumer desktops, I can think of no higher priority than trying to ensure
> the security of personal computers," said Rob Enderle, principal analyst
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> the Enderle Group. "Whether the customer is a large enterprise, a small
> business or an individual, Windows XP Service Pack 2 is critical because
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> addresses today's exposures in a comprehensive fashion. For anyone
> currently
> using Windows XP, my advice is to apply it at your earliest opportunity."
>
> Actually in *several papers* available at Technet and MSDN, Microsoft
> urges people to uninstall the antivirus before installing SP2. There is a
> different story though, from Symantec who advises people to wait for their
> patches before installing SP2 on the webpage linked above.
> <http://www.microsoft.com/technet/prodtechnol/winxppro/maintain/winxpsp2.mspx>
>
> http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2004080212383739?Open&src=ivr_na_con
>
> "Symantec will release a product update to provide native support for the
> Windows Security Center status utility found in SP2. This update will be
> available worldwide over the coming weeks and will enable Symantec
> products to communicate their status to the Windows Security Center
> utility."
>
> Symantec asks you to wait, and in the case of their time table for
> enterprise editions for a vague range up to 8 weeks:
>
> FAQ Running Symantec Client Security
> <http://tinyurl.com/6mfsy>
>
> <http://service1.symantec.com/SUPPORT/nsw.nsf/0f75ab1a9982283d88256c250066dc94/9918704bb68cedfe8>
>
> <http://service1.symantec.com/SUPPORT/nav.nsf/docid/1999082515392606>
>
> "Symantec encourages its customers to install the product update prior to
> installing SP2 in order to avoid incorrect reporting from Windows Security
> Center."
>
> The "security center" for almost everyone who reads and contributes on
> these two groups is pretty moot, since they don't need that very basic
> thing to tell them where Technet security links are, or whether their
> firewall and AV are "on." But many Norton products require work-arounds
> to make a system scan work (can be obtained as well from any web site and
> sometimes will work from the command line with SP2 and for some people
> will not), to make "Live Update" for what it's actually worth work, and to
> boot up with auto protect on.
>
> Actually script blocking and email blocking are duplicative ancillary
> functions and hype in a Norton/Symantec AV product--not because those
> things aren't important--but because any engineer who works at Symantec
> will tell you that Auto-Protect does everything the other two do, and the
> other two could actually be turned off and you'd still get email scanning
> and script blocking.
>

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> Norton Antivirus 2005 actually has a box telling people *explicitly to
> turn the Windows Firewall in SP2* off as does their Tech Support currently
> (I spoke with several of them yesterday)--the reason being because NAV
> 2005 has a little code from their "worm protection" or firewall which
> competes with the Microsoft Windows firewall. How much firewall is
> available in NAV 2005 is hard to determine (their new "worm blocking
> feature.") Obviously it isn't the whole NIS 2005.
>
> NAV 2005 for many people who have used it works fine with SP2 until the
> third boot, and then it has the well known freeze in refresh problem that
> is addressed sometimes by this Symantec KB which applies to Win XP RTM
> although it doesn't say so. A lot of Symantec/Norton KBs are labeled
> for one year's version but the same steps apply to versions of Windows and
> Norton after 9X. This is corrected by reregistering "jscript.dll" and
> downloading and reinstalling Windows Script Host 5.6 and other components.
>
> The more people they tick off by dragging their feet on compatibility to
> force sales of 2005 boxes, the better it may be for the new company, "the
> new security vendor on the block," Microsoft Antivirus.
>
> http://news.com.com/Security+vendors+face+new+kid+on+block%3A+Microsoft/2100-1016_3-5302920.htm
>
> Best,
>
> Chad Harris
>

>
>
>
> "Chris H." <winxpnews@hotmail.com> wrote in message
> news:%2317WUfwfEHA.636@TK2MSFTNGP12.phx.gbl...
> The problem in some cases is (1) a previous version of the beta SP2
> software
> has been installed, and a program installed during that existence, or (2)
> a
> software company hasn't updated their software to work with SP2 yet
> (example: Norton/Symantec, which is coming out today with an update to
> fix
> issues). Otherwise, it is very rare a program will fail.
> --
> Chris H.
> Microsoft Windows MVP/Tablet PC
> Tablet Creations - <http://nicecreations.us/>
> Associate Expert
> Expert Zone - www.microsoft.com/windowsxp/expertzone
>
>
> "KMO" <teardrops@aol.com> wrote in message
> news:Xns95416BD9E3EF4KMO@216.168.3.50...
>> "Mike Williams [MVP]" <mikew@Nospam]mvps.org> wrote in
>> news:#5FkhRmfEHA.2764@TK2MSFTNGP11.phx.gbl:
>>
>>> Some software is known to fail on SP2 due to new security settings.
>>>
>>
>> Well that doesn't sound very inviting!
>
>