

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/2004-08/0897.html>

From: Chris H. (*winxpnews_at_hotmail.com*)

Date: 08/11/04

Date: Wed, 11 Aug 2004 06:37:41 -0700

Between your post last night, Chad, and early morning (PDT), I'm seeing reports of Live Update now downloading the proper fix so the Norton Internet Security 2004 is now compatible with SP2, and Norton Antivirus is now properly reporting to the XP Security Center its status.

--

Chris H.

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"Chad Harris" <ddram32_nospam@yahoo.com> wrote in message

news:Omrhpw2fEHA.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://service1.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

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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
> it
> 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
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> using Windows XP, my advice is to apply it at your earliest opportunity."
>
> Actually in *several papers* available at Technetand 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://servicel.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://servicel.symantec.com/SUPPORT/nsw.nsf/0f75ab1a9982283d88256c250066dc94/9918704bb68cedfe8>
>
> <http://servicel.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

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> other two could actually be turned off and you'd still get email scanning
> and script blocking.
>
> 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.
> --
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>
>
> "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!
>
>