

Re: Norton firewall and antivirus plus stupid xp

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Not an uncommon occurrence with the Norton products you describe. When uninstalled, they tend to leave both software and Registry keys behind. Having those present, causes a re-install to abort.

Usually a message will appear that you can cross-reference using the search on Symantec's web site.

You didn't mention your Nav/Nis versions, but some aren't going to be compatible with Windows XP. I know that versions 2002/Up will work on an XP instance.

I've posted a pseudo process for getting Symantec off, then back on. First – uninstall Nis, then Nav, LiveReg, Live Update. Go to Symantec's site and download RNav, RNis and run (it removes Registry Remnants). Next do a full search (Hidden, System, Sub-Folders) for "Symantec" you'll likely end up with at least 2 folders, delete both. Finally, you may have Symantec services still existing in the "Non Plug & Play" category. (SymEvt.Sys, and perhaps 4-5 others all starting with Sym----) The way to tell if one belongs to Symantec is – Double-Click say the service SymEvt, Click Driver, then Driver details, in the info box it will show a detail category "Provider", if it says Symantec – Uninstall it. I haven't had enough coffee this AM, to list all the likely Symantec items in the Non Plug & Play category, but there are several and you'll need to nick all of them.

This operation shouldn't be attempted, unless you have a System image backup –or– at a minimum your irreplaceable data is backed up.

As to the overall issues, I would spend an hour updating every driver & application on your machine and then defrag the drive.

"DG" <DG@discussions.microsoft.com> wrote in message news:891B5309-F1AB-4972-8BEE-03D089006B4F@microsoft.com...

> *Im having trouble installing norton firewall and antivirus. I upgraded*
> *from*
> *98 to xp and they both stopped working and I had to uninstall them. Now I*
> *cant reinstall them. Each ones gets to the very end of the install process*
> *then does a rollback, I have no idea why.*
>

microsoft.public.windowsxp.general: Re: Norton firewall and antivirus plus stupid xp

- > *Also, I've had severe trouble with xp. Three times over the last two days*
- > *since I installed xp, java links on websites and the help and support desk*
- > *has stopped working. I have to reinstall cp each time to get it working*
- > *again. I dont know why this is either.*