

Can't find Windows Components in Add/Remove Programs

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Help! I have used various versions of Norton for many years, with none of the problems others have encountered. However, I recently uninstalled Norton SystemWorks 2003 and then installed Norton SystemWorks Premier 2005.

I bought the Premier version because I used Ghost in 2003 and I wanted the updated 9.0 version. There's where my problems are! When I attempt to run Ghost, I get a "Catastrophic Failure" message. A search of the Symantec Knowledge Base says that the solution is to reinstall COM+. I have attempted to follow Symantec's instructions to reinstall COM+ several times.

Each time, I first set a restore point, then went back to my previous restore point when I encountered the following problems:

(1) Item #12 on Symantec's list of instructions says to go to the command prompt, and type the following, pressing Enter after each line:

```
CD %WINDIR%
```

```
RMDIR /S REGISTRATION
```

Back to my notes: the first line (windir) indicates a failure (sorry...I did not write down the exact words).

The second line (registration) indicates that the file does not exist.

(2) Item #18 says to go to Add/Remove Programs in Control Panel and click on Add/Remove Windows Components.

However, the *only* reference to Windows in Add/Remove Programs shows Windows Service Pack 2. I have been afraid to proceed beyond this point because of (a) my problems with the error messages in #1 above and (b) I haven't had any problems with Service Pack 2, and the Symantec message does not indicate if this is what they mean by "components." In addition, Symantec does *not say how* to go forward — it just says "proceed with reinstallation." Will this part become obvious if I select Service Pack 2 for uninstall? I certainly don't want to uninstall all of the service pack.

Can anyone help? This is really frustrating. My only purpose in buying the Premier version was to get Ghost, and I have not found any way to actually contact Symantec for these questions.

I am using a Compaq Presario 8000 computer with WIN XP-Home Edition.

Thanks for any help.

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