

Re: HELP PLZ

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-01/17077.html>

From: R. McCarty (*PcEngWork-NoSpam__at_mindspring.com*)

Date: 01/21/05

Date: Fri, 21 Jan 2005 17:26:50 GMT

Then you need to check both your System and Application logs and look for any errors (Red Icons). Double-Click each red icon and note the detail box message & Event ID #. Look for any recent entries that mention any Symantec products.

This might also be a Profile specific corruption or issue. If you have Home edition, you can create a new user (Administrative Level) and log into that account. Then check Add/Remove. If the appropriate entries are found, the issue is with your original profile. If Add/Remove is still "Wacky", then it is a system wide corruption of problem and needs more attention/work.

"SFB - KB3MM" <Mickey@MouseHouse.com> wrote in message news:uL4MI19\$EHA.2540@TK2MSFTNGP09.phx.gbl...

>

> *"StressedOut" <StressedOut@discussions.microsoft.com> wrote in message*

> *news:68F4117A-947A-453B-9DB2-F7B2F80F42B5@microsoft.com...*

>> *Again, mysteriously, there is suddenly no Change nor Add/Remove button in*

> *ANY*

>> *program in the Control Panel Add/Delete Program function. This is why I*

>> *believe there is a WIN XP AND Symantec corruption, possible related.*

>>

>> *"R. McCarty" wrote:*

>>

>> > *I forgot to mention, that some Symantec product uninstalls need to be*

>> > *initiated from the Change button in the Add/Remove program listing.*

>> > *When you click Change, it starts the Symantec installer and will have*

>> > *a entry for removal, modify or Repair.*

>> >

>> > *"StressedOut" <StressedOut@discussions.microsoft.com> wrote in message*

>> > *news:2E99FE67-442F-4B03-8566-0AC92D5BD565@microsoft.com...*

>> > > *Thanks for the suggestions. As I stated, the add/remove button is*

>> > > *mysteriously missing from the add/remove program and therefore, I*

> *can't*

>> > > *remove it. Also, I've downloaded all the live updates from symantec.*

>> > >

>> > > *"R. McCarty" wrote:*

>>>>
>>>>> *Two things,*
>>>>> *One go to Add/Remove programs & Uninstall Symantec WMI update.*
>>>>> *(If using SP2, click "Show Updates", when running Add/Remove).*
>>>>> *Second, go to Symantec's Download page and manually download &*
>>>>> *install the latest Live Update. For some reason, Live Update doesn't*
>>>>> *update Live Update(?).*
>>>>> *After reboot, Run Live update until all available updates are*
> *applied.*
>>>>> *Manual "Live Update" downloads here:*
>>>>>
> <http://www.symantec.com/techsupp/cgi-bin/menu.cgi?URL=%2Ftechsupp%2Ffiles%2Fflu%2Flu.html>
>>>>>
>>>>>
>>>>> *"StressedOut" <StressedOut@discussions.microsoft.com> wrote in*
> *message*
>>>>> *news:2EC7792B-B650-4440-9050-D42745426236@microsoft.com...*
>>>>> *>I am running WIN XP Home Edition, Norton Systemworks 2004 and*
>>>>> *>WinFax*
>>>>> *>10.02.*
>>>>>>
>>>>>> *Here's my situation. I am getting an error message when I log in*
> *that*
>>>>>> *> states "A Program That Requires Norton WMI Update is still*
> *installed on*
>>>>>> *> this*
>>>>>> *> system" Also, Windows Installer keeps attempting to run.*
>>>>>>
>>>>>> *> I first thought perhaps Norton System Works had become corrupted,*
> *so, I*
>>>>>> *> went*
>>>>>> *> to Add/Remove Programs, thinking I would remove it and install it.*
> *It*
>>>>>> *> IS*
>>>>>> *> listed, however, the add/remove button is missing from all the*
> *programs*
>>>>>> *> ????????*
>>>>>>
>>>>>> *> I tried running Norton Update without success and also tried*
> *running*
>>>>>> *> Windows*
>>>>>> *> Update but all is current.*
>>>>>>
>>>>>> *> So, I thought perhaps WIN XP Home Edition had become corrupted. I*
>>>>>> *> attempted*
>>>>>> *> to reinstall WIN XP, but get an error message stating the system*
>>>>>> *> currently*
>>>>>> *> has a newer version of windows than what I am attempting to*
> *install.*
>>>>>>
>>>>>> *> Any help would be appreciated.*

microsoft.public.windowsxp.general: Re: HELP PLZ

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