

Re: Can only start in Safe Mode... Help.. May be network related?

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- *From:* "Scott Townsend" <[scooter@xxxxxxxxxxxxxxxxxxxx](mailto:scooter@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 1 Jun 2006 14:27:38 -0700
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I could not run the Add/Remove Programs in Safe Mode, it would not let me remove it. I did try a Restore Point, Though Norton has been on there for months and working 'fine'.

The Odd thing was that I could get it to boot on alternate connections to different network subnets. Never the same subnet twice, or no cable connected, but if I booted with Cable A and hung, I could boot with Cable B... At that point I removed Symantec/Norton and so far I've been able to boot to either network repeatedly.

Is this something that is Common with Norton Internet Security? This PC from a Friend of Mine, we here at the office use Trend Micro Products and recommend pc-cillin, seems to be on all the new Dell PCs too... Any opinions?

Thanks!

"Shawn Keene" <[ShawnKeene@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:ShawnKeene@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:77FF1557-0FC9-4D00-8C5A-521042002BEE@xxxxxxxxxxxxxxxxxxxx](mailto:news:77FF1557-0FC9-4D00-8C5A-521042002BEE@xxxxxxxxxxxxxxxxxxxx)

Did you use the Add/Remove tool to remove the Symantec/Norton programs, or just delete the folders and files? I've heard (not experienced) that Symantec programs integrate very tightly with the OS, even replacing core files with their own versions to tightly control their filtering and even scan for alternate data-stream attacks. However this might mean that a file is no longer valid or is referencing a file that doesn't exist anymore.

Have you tried System Restore from Safe Mode? Or a repair install followed by re-applying updates?

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Shawn

Re: Can only start in Safe Mode... Help.. May be network related?

"Scott Townsend" wrote:

I can start in Safe Mode or Safe Mode with Networking Support, though I cannot start any other way...

I've Tried:

MS Config

Selective Start up – MS Services only – Sits there at the WinXP Logo w/ the blue still scrolling Progress Bar

Diagnostic Start up – Sits there at the WinXP Logo w/ the blue still

scrolling Progress Bar

When I moved the PC from the Users Desk to my office the PC Booted Just fine. Though it was on a network it could not get an IP address from. As soon as I connected it to a network it could get an address from Norton Internet Security came up and asked me what network profile I wanted. A Reboot later and I'm back to the WinXP Logo w/ the blue still scrolling Progress Bar

I've Removed the following files:

c:\Program Files\Norton Internet Security

c:\Program Files\Common Files\Symentec Shared

c:\Windows\system32\drivers\sym\*.sys

Set all Symentec/Norton Services to Disabled.

Still WinXP Logo w/ the blue still scrolling Progress Bar...

Whats Up? Is there an advanced msconfig that will show you the device drivers that get started?

Is there a way to log the things at boot without bootin in Save Mode? I want to see which Driver it is hanging on.

Thanks,