

## Re: Norton Error.

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2005-08/msg02033.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-08/msg02033.htm)

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- *From:* "EdenSeaview" <[EdenSeaview@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:EdenSeaview@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 5 Aug 2005 10:54:01 -0700
- 

Thanks but it didn't work. I ran the virus scan, and it turned out i had a couple which were deleted, but I still cant get on symantec.com . Once i followed your guide, the installer began but stopped 'due to an unexpected error.' Could you try and give me the first solution?

Thanks a lot

"Jaymon" wrote:

- > Got this off Symantec's site it is solution two, solution one was editing the
- > registry with warnings and three was to reinstall
- > the MS installer. So, try this and if you can not fix your problem post back.
- >
- > Also, you might want to do an online AV scan to see if you have a virus that
- > may be blocking you form linking to Symantec's site.
- > [http://www.bitdefender.com/scan8/images/scan-online-a\\_01.gif](http://www.bitdefender.com/scan8/images/scan-online-a_01.gif)
- >
- >
- > Run the Microsoft Windows Installer Clean Up utility and reinstall your
- > Norton program
- > Follow these steps to download, install and run the Windows Installer Clean
- > Up Utility to remove any left over components of your Norton program and then
- > reinstall the program.
- >
- > To install and run the Microsoft Windows Installer Clean Up Utility and
- > reinstall your Norton program
- > To download the program, click the Windows Installer Clean Up Utility.
- > Click Save to download the Msicuu2.exe file.
- > Save the file to your desktop.
- > If you see a prompt, click Close.
- > On the Windows desktop, double-click the file and then follow the steps in
- > the Setup wizard to install the utility.
- > On the desktop, click Start > Programs > Windows Install Clean Up to run the
- > utility.
- > Press and hold down the Ctrl key, while you click all entries in the list
- > that begin with the following text:
- > CC,
- > cc,



Re: Norton Error.

>>>> I started up the installation process, and ran a quick scan disc, which  
>>>> brought up a total of 0 infected files. Great, I thought, and continued. I  
>>>> pressed next and it started to install, but I was greeted with yet another  
>>>> pop-up telling me that I was missing a file called instopts.dat  
>>>>  
>>>> The symantec support does not work, and I received no hints or solutions  
>>>> from the computer...  
>>>>  
>>>> Please help me, how do I install Norton, and what is this file I need?  
>>>>  
>>>> Thanks in advance.  
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>>>  
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• *Follow-Ups:*

- ◆ **Re: Norton Error.**  
    ◇ From: Jaymon

• *References:*

- ◆ **Norton Error.**  
    ◇ From: EdenSeaview
- ◆ **Re: Norton Error.**  
    ◇ From: Mary Sauer
- ◆ **Re: Norton Error.**  
    ◇ From: EdenSeaview
- ◆ **Re: Norton Error.**  
    ◇ From: Jaymon

- Prev by Date: **Re: MONEY Internal Error**
- Next by Date: **Re: Win XP Pro printer sharing help, Please!!**
- Previous by thread: **Re: Norton Error.**
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- Index(es):
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