

Re: Norton Error.

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-08/msg02242.htm

- *From:* Jaymon <Jaymon@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 5 Aug 2005 21:39:01 -0700
-

There should be a error number #####,### what is it?

What should you do first?

If you have not tried to uninstall your Norton program using Add/Remove Programs, then begin with "Section 1: Uninstalling your program using Windows Add/Remove Programs."

If you have tried to uninstall your Norton program using Add/Remove Programs and the process failed, then begin with "Section 2: Using SymNRT."

Section 1: Uninstalling your program using Windows Add/Remove Programs

In most cases we recommend that you uninstall all Norton and Symantec programs. And, because Windows Add/Remove Programs does the most complete uninstall, you should always try it first. Before you use it, however, please record your product or activation key.

To record your product or activation key

Record your product or activation key for your records. You will need this key to reinstall your program.

For instructions on how to find your product or activation key, read the document [Locating your product or activation key](#).

To uninstall all Norton and Symantec programs

Do one of the following:

In Windows 98/Me/2000, on the Windows taskbar, click Start > Settings > Control Panel. Double-click Add/Remove Programs.

In Windows XP, on the Windows taskbar, click Start > Control Panel.

Double-click Add or Remove Programs.

Click the name of one of the installed Norton or Symantec programs.

(For example, you may have one of more of the following programs installed:

Norton AntiSpam, Norton AntiVirus, Norton Ghost, Norton GoBack, Norton Internet Security, Norton SystemWorks, Symantec pcAnywhere, Symantec Ghost, Norton PartionMagic, WinFax PRO, or ACT!.)

If you have WinFax PRO and you want to back up your fax data, follow the steps in [How to use the Add/Remove Programs option to remove WinFax PRO](#) or

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TalkWorks PRO.

If you have ACT! and you want to back up your contact data before uninstalling the program, follow the steps in [How to Back Up and Restore Your ACT! Database](#).

Depending on your version of Windows, click Add/Remove, Change/Remove, or Remove or Change, and follow the prompts to uninstall the program.

Note: If the uninstall fails when you are uninstalling one of the programs supported by SymNRT (listed above), then use the steps in this section to remove all of your other Norton or Symantec programs. After they are removed, go on to "Section 2: Using SymNRT."

Restart the computer, if asked to do so.

Repeat steps 2 and 3 until all Symantec or Norton programs are uninstalled.

Restart the computer.

Do one of the following:

If you were able to remove all of your Norton or Symantec programs, then you do not need to use SymNRT. You are done.

If you were not able to remove one of the programs supported by SymNRT (listed at the beginning of this document), but you were able to remove all of your other Symantec programs (if any), then go on to the next section, "Section 2: Using SymNRT."

Section 2: Using SymNRT

Do not use this section unless you have tried to uninstall your Norton program with Windows Add/Remove Programs. For programs listed above that could not be removed using Add/Remove programs, follow these steps:

Close all open programs.

Click the following link to begin the download for SymNRT.exe:

SymNRT.exe

Save the file to the Windows desktop.

When the download is finished, on the Windows desktop, double-click SymNRT.exe, and then follow the on-screen instructions. Restart the computer if prompted.

If you see the error "SymNRT: Invalid signature. This file is not signed." when running SymNRT, go to the document [Error: "SymNRT: Invalid signature. This file is not signed so it won't run."](#)

If you see the error "Symantec removal tool has encountered an error and needs to close," try running the tool a second time. If that does not work, see [Error: "Symantec removal tool has encountered an error and needs to close"](#) On your desktop, right-click SymNRT.exe, and then click Delete. Click Yes to

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confirm the deletion.

Answer Yes or No to this question: Have you ever had any of these programs installed (even if you later uninstalled or upgraded them):

Norton AntiVirus 2003 or earlier
Norton Internet Security 2003 or earlier
Norton Personal Firewall 2003 or earlier
Norton SystemWorks 2003 or earlier

Do one of the following:

If you answered Yes—you did at one time have one or more of these programs installed, then go on to Section 3.

If you answered No—you never had any Norton program that was version 2003 or earlier, your are done.

For help with reinstallation, read Reinstalling your Symantec program after a failed installation or after you see error messages.

Use this to remove your ver NIS 2004 only if add remove programs is used first..

ftp://ftp.symantec.com/public/english_us_canada/linked_files/tsgen/SymNRT.exe

j;-)

"EdenSeaview" wrote:

- > Im using Norton Internet Security 2004, my subscription hasnt expired, I have
- > about 25 days left on it.
- >
- > Yes it was Bitdefender8 which I used to scan for viruses, since then I have
- > also scanned with Trend Micro Home Call which found no viruses, just spyware
- > which was deleted.
- >
- > Now, for some reason, it is possible to install NIS 2004, and it asks you to
- > restart, which I did. After the PC has reset and I have logged on, a box
- > opens saying "NIS has encountered an internal program error. Please
- > uninstall & reinstall NIS." Underneath this it says " Click here to go to
- > the Symantec Knowledge Base" which of course, doesn't work. If you ignore it
- > however, the "welcome" box appears as normal, and asks for my product key,
- > which I put in, but the "next" button remains unclickable. This is as far as
- > I can go.
- >
- > Ideas?
- >
- > Thanks a lot for your help so far.
- > "Jaymon" wrote:
- >
- >> What Symantec product are you using? In other words the product name and year
- >> ie. Norton Internet Security 2002–2005 etc.. You have never mentioned this
- >> and a registry
- >> fix may not be what you really need for your particular Norton product, just

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>> to be safe.
>>
>> If you are trying to install an outdated ver of Norton NIS or AV that
>> requires updates and
>> your subscription has expired you will not be able to update through their
>> server with liveupdate.
>> You could renew your subscription, though..
>>
>> You say you scanned your system, found and deleted a couple of viruses with
>> what
>> program, bitdefender 8?
>>
>> Sounds like your subscription expired, if so you will need to delete in add
>> remove programs,
>> Livereg, Liveupdate, Norton product name and if applicable Norton WMI
>> Update. If you can't you will need their uninstaller
>> SymNRT for 04-05 products and or Rnav2003.exe for later versions as well as
>> RnisUPG.exe to finish up..
>> Installing a new retail version might be easier, as long as it is newer than
>> what is or was installed. If you have
>> Norton AV 2002 you could install 2003-04 and get updates and pay less at a
>> third party retailer that has
>> older versions for a discount. Don't re-buy the same version..If you want to
>> start with a fresh version of the same
>> Norton product that you have now, reinstall a fresh copy of XP..
>>
>> If you still want or need the registry fix instructions and the above does
>> not apply to your situation just post back.
>>
>> j;-)
>>
>>
>> "EdenSeaview" wrote:
>>
>>> 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
>>>>

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>>>> 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,

>>>> Norton Symantec,

>>>> Sym MSRedist,

>>>> Click Remove.

>>>> Restart the computer.

>>>> Reinstall your Norton program.

>>>> For detailed instructions, read the document Reinstalling your Symantec
>>>> program after a failed installation or after you see error messages.

>>>>

>>>>

>>>> See if you can get this file download (the cleanup utility) directly:

>>>>

<http://download.microsoft.com/download/e/9/d/e9d80355-7ab4-45b8-80e8-983a48d5e1bd/msicuu2.exe>

>>>>

>>>> More instructions on reinstalling, if you can get it?

>>>>

http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2004021112313539?Open&src=bar_sch_nam&docid=2004021112313539

>>>>

>>>> j;-)

>>>>

>>>> "EdenSeaview" wrote:

>>>>

>>>>> Thanks, but my browser (IE6) cant access the symantec site, it just comes up
>>>>> the the message 'this page cannot be displayed.' I can access all other
>>>>> sites except this one. Any ideas how to fix this one?

>>>>>

>>>>> Thanks again

>>>>>

>>>>> "Mary Sauer" wrote:

>>>>>

>>>>>> Error: "Instopts.dat is missing. . ." when installing or uninstalling Norton Internet

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>>>>> Security or Norton Personal Firewall
>>>>>
<http://service1.symantec.com/SUPPORT/nip.nsf/16c1d01d537bf4d188256d8e0076b346/61d9424fb928a77988256e12>
>>>>>
>>>>> --
>>>>> Mary Sauer MSFT MVP
>>>>> <http://office.microsoft.com/>
>>>>> <http://msauer.mvps.org/>
>>>>> <news://msnews.microsoft.com>
>>>>> "EdenSeaview" <EdenSeaview@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>>> <news:E2381478-71E8-437C-A854-59BDDF76F787@xxxxxxxxxxxxxxxxxxxx>
>>>>>> Earlier today, Norton pop ups kept coming and then disappearing. I finally
>>>>>> decided to find out what was going on, so I opened up Norton Antivirus to
>>>>>> find a big padlock sign on it, and just a single button; 'uninstall'.
>>>>>>
>>>>>>> A Message came up telling me that there was an internal error in norton, and
>>>>>>> to get back my virus protection, I would need to uninstall Norton and then
>>>>>>> install it again.
>>>>>>>
>>>>>>> Didn't sound too hard, so I uninstalled it without any problems, and then
>>>>>>> restarted the computer, so that I could install Norton again.
>>>>>>>
>>>>>>> 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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