

RE: SP3 and Norton on new computer

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-07/msg02222.html>

- *From:* TaurArian <taurarianREMOVECAPS@xxxxxxxxxx>
 - *Date:* Wed, 30 Jul 2008 23:20:00 -0700
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Hi Jo-Anne, all I know about Nortons – I don't use it myself anymore –

If you're running Norton's :

<http://service1.symantec.com/Support/sharedtech.nsf/docid/2008051623512613>

Numerous registry keys are added when you upgrade to Windows XP Service Pack 3 or Windows Vista Service Pack 1 with a Norton product installed. Because of these registry keys, you may experience one or more of the following symptoms:

Windows Device Manager is empty

Missing Wireless network adaptors or other hardware devices

Unable to connect using a wireless adapter

During the upgrade to Windows XP Service Pack 3 or Windows Vista Service Pack 1, a tool called Fixccs.exe creates a series of registry keys in many locations (some of them within the Symantec registry keys) but is unable to remove them.

Symantec has developed a tool to remove the registry entries that were added during the Windows XP Service Pack 3 or Windows Vista SP 1 upgrade. Download and run the tool to automatically remove the registry entries.

If you have been offered WinXP SP3 via WU (Wait until you're offered it – that way you know the computer is ready for WinXP SP3) – you can always download the full file if you didn't wish to wait for the CD.

Windows XP Service Pack 3 Network Installation Package for IT Professionals and Developers (Single installations for PCs can use the same file)

<http://www.microsoft.com/downloads/details.aspx?FamilyId=5B33B5A8-5E76-401F-BE08-1E1555D4F3D4&display=details>

Windows XP Service Pack 3 – ISO-9660 CD Image File:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=2FCDE6CE-B5FB-4488-8C50-FE22559D164E&display=details>

FYI – How to obtain the latest Windows XP service pack

<http://support.microsoft.com/kb/322389>

Release notes for Windows XP Service Pack 3

<http://support.microsoft.com/kb/936929>

The hard disk space requirements for Windows XP Service Pack 3

<http://support.microsoft.com/kb/947311>

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Steps to take before you install Windows XP Service Pack 3

<http://support.microsoft.com/kb/950717>

List of fixes that are included in Windows XP Service Pack 3

<http://support.microsoft.com/kb/946480>

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TaurArian [MVP] 2005–2009

Update Services

<http://taurarian.mvps.org>

"Jo–Anne" wrote:

I just received my new Dell notebook computer with Windows XP Pro and SP2 installed, and I want to update to SP3. The computer came with no antivirus program. I use Norton Internet Security 2008 on my other computer and am allowed to install it on up to three computers. However, I recall reading that there can be a problem when SP3 is installed on computers already running any of the 2008 Norton antivirus programs. Would it be risky to download and install SP3 before I have an antivirus program on the computer? If so, I'll consider ordering a CD of SP3.

Thank you!

Jo–Anne

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