

NT-Bugtraq: Defect in installer for Antivirus Corp Ed 9.0.1.1000 when upgrading from 9.0.0.x

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To: NTBUGTRAQ@LISTSERV.NTBUGTRAQ.COM

Situation: You use Symantec Antivirus Corporate Edition 9 as your company's antivirus solution and have Windows XP desktops you'd like to upgrade to XP SP2 and wish to have the most recent build of SAV 9 that is XP SP2 compatible.

Issue: You've called Symantec tech support to get the latest build, 9.0.1.1000, to install to servers & PCs to provide XP SP 2 compatibility.

Problem: Once you upgrade your Primary Server to 9.0.1.1000 and attempt to deploy the new build to your managed PCs the update says it completes successfully but you soon discover that all your managed PCs are still on the 9.0.0.x build previously installed.

Reason for Problem: Symantec's installer for 9.0.1.1000 has a defect that causes it to not update the \\primary_server\vp\home\clt-inst\win32 folder with the new build and leaves the 9.0.0.x in its place. This folder determines what build of SAV is deployed when you use the NT/2k/XP client roll out tool.

Solution: There are 2 we've found. First is to completely remove 9.0.1.1000 and delete any remaining files and then reinstall. Depending on the type of installation this may require several reboots. The second option is to copy the \sav folder from the CD1 folder in the zip file you downloaded to the \\primary_server\vp\home\clt-inst\win32. While this is obviously the easiest solution we are concerned with what is obviously a lack complete testing of the 9.0.0.x upgrade to 9.0.1.1000 and are concerned that there could be other as yet unknown issues with this update. As such, we are currently recommending customers uninstall the 9.0.0.x version and do a clean install of 9.0.1.1000. That carries with it its own problems, not the least of which is down time during reboots, if there are no other servers in your network that can be made a Primary Server while the uninstall/reinstall of 9 happens so be sure you plan this out carefully before you do this.

Taking either of these steps produces a Primary Server that is capable of deploying 9.0.1.1000 to your managed PCs thus giving you an XP SP2

NT-Bugtraq: Defect in installer for Antivirus Corp Ed 9.0.1.1000 when upgrading from 9.0.0.x compatible version of SAV 9.

I'm told Symantec is preparing a FAQ but as of this time it's not been published to Symantec's web site.

Good luck and happy virus hunting...

NOTE: Please reply to the list so others may benefit from your thoughts. If you're concerned it may not make it to the list, please cc: me on the reply.

Sincerely,
Terabyte Computers, Inc.

Brian S. Bergin
President

<http://www.terabyte.net>

NTBugtraq Editor's Note:

Want to reply to the person who sent this message? This list is configured such that just hitting reply is going to result in the message coming to the list, not to the individual who sent the message. This was done to help reduce the number of Out of Office messages posters received. So if you want to send a reply just to the poster, you'll have to copy their email address out of the message and place it in your TO: field.
