

Workaround for Symantec/Windows Installer Program problems on XP SP2

Source: <http://www.derkeiler.com/Mailing-Lists/NT-Bugtraq/2004-12/0003.html>

From: A. Wood (awood7_at_MSN.COM)

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Date: Sat, 4 Dec 2004 23:33:24 -0800

To: NTBUGTRAQ@LISTSERV.NTBUGTRAQ.COM

Hello all!

For all of you who have had problems with Installing, upgrading, patching, or even using Symantec's products on Windows XP SP2, here is a document on how to undo the inoperable state that XP SP2 Leaves your computer in, manually uninstall your Symantec program, re-install Norton/Symantec products on your XP SP2 Box successfully and be able to be a happy camper.

This paper also may solve people's problems with the XP SP2 version of Windows Installer not allowing even Administrators to install or even execute *.msi files.

This is a very lengthy and very technical paper and was born out of the frustration of inaccurate and poorly tested/researched articles on Symantec's website coupled with the huge amounts of people in Newsgroups and Bulletin Boards who are frustrated about this problem.

If you do a search on Microsoft's XP Newsgroups for 'Symantec', 'Norton' or WMI, you'll see what I mean.

If you'll notice from the XP and Symantec Symptoms in my paper below, XP gets locked down VERY hard as a result of installing Symantec's products on an XP SP2 Box.

My Hopes are that this paper may save you all countless lost man hours in troubleshooting or even rebuilding your XP SP2 Boxes as a result of installing Symantec's Products on an XP SP2 Box.

I'm not trying to be harsh or critical of Symantec, I'm just trying to make sure that no one else has to go through what I went through to get my Symantec Product (Norton SystemWorks 2005 – Standard) working correctly.

Feel free to use this information in documentation or other related media (Especially if you're from Microsoft or Symantec and you're reading this mail!) so people can be educated about how to work around the new features

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of XP SP2. All that I ask is credit for the work that I have done.

Finally, I may update/upgrade this paper as I look at the deeper cause of why this happened.

I'm going to try and post this in as many places as possible so the most amount of people can get educated about this issue.

Cheers!

Aaron Wood
Seattle, WA
awood7@msn.com

URL's Below May be Wrapped or Broken depending on your mail reader.

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Manually Uninstalling a Corrupt Installation
of Symantec/Norton Products.

Repairing a Corrupt/Broken XP SP2 Version of
Windows Installer/msiexec.

By Aaron Wood – 12/3/2004

Feel Free to re–publish or modify the information for your needs.

Just give me credit if you wish to use this information on your web sites as this was a pain in the ass to figure out.

Norton SystemWorks 2005 – Standard Edition used as the example in this paper.

Norton SystemWorks includes the following Products:

Norton AntiVirus

Norton Utilities

Norton GoBack (Not installed in this Example)

CheckIt® Diagnostics

System Optimizer

The unofficial title of this paper is:

"The Official 'How To Repair your XP SP2 Box from Buggy, poorly tested Symantec Products that lock down your XP Box' paper."

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(This paper can be used as a 'how to' guide to repair your Windows Installer/msiexec or as toilet paper if you need it)

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Intro

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I created this document as a guide for others who are experience problems with their XP SP2 Box when attempting to install Norton/Symantec Products or dealing with broken or corrupt installations following the installation of Windows XP SP2 over their currently installed Norton Products.

What I found in my tests/trials is that the Symantec products seem to cause the Microsoft Windows Management Interface (WMI) to remove all permissions and access from even the Local Administrator and essentially put the XP SP2 into a lockdown of Programs, processes and permissions. To me it's very similar to the way ZoneAlarm puts a computer into Lockdown when it 'Protects the Client' from unauthorized program access or execution.

I haven't determined what, how, or even when this lockdown happened, I'm just providing a fix for all those people I've noted in Newsgroups and other boards that are having a problem with their Symantec Installs and Windows Installer on XP SP2.

If I were to make an educated guess, I would say that something with XP SP2's new 'Data Execution Prevention' (DEP) Feature and the Norton/Symantec installation process puts the XP computer into a lockdown. I haven't read all the Microsoft Public information regarding DEP so, at this point in my investigation, my deduction is nothing more than a 'best guess'.

I have links at the bottom of this paper about DEP if anyone wants more information regarding this new feature in XP SP2.

From what I have read on the public MS sites, XP SP2 includes a new version of Windows Installer (3.0 if memory serves) that is installed as part of the XP SP2 Service Pack installation process. Unfortunately, XP SP2 Windows Installer Redistributables are not available to the public at this time. (From what I've read on the MS Public Web site, it is available in the XP SP2 SDK) Regardless, this puts customers with XP SP2 Windows Installer issues in a bit of a Bind.

I believe I have discovered an additional troubleshooting step that people can try to repair their Windows Installer issues. These Steps should be performed when all the steps in the MS KB Article "How to Resolve Common 'Windows Installer' Problems" has been followed (a link is at the bottom of the page) and exhausted.

Scope

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The Scope of this paper is to:

- Provide a guide (not hard directions) that people can follow to remove most if not all traces of the Norton/Symantec Products on XP SP2. This guide was created after exhausting most, if not all, of Symantec's and Microsoft's KB articles (most of which don't work or even exist IMO) on how to Uninstall Symantec's products from an XP SP2 box.
- Provide a manual workaround for people who are not only unable to install Norton/Symantec Products but to provide another alternate solution to repair people's XP SP2 Windows Installer issues.

Disclaimer

Please note that this is only a guide and you should take precautions and steps to back up your work before beginning any of the steps I have described below. As previously stated, these directions were preformed on a clean XP SP2 install. Symantec's SystemWorks 2005 was installed over XP SP2.

Furthermore, I did quite a few tests as well as flattening and rebuilding my XP Box from the ground up so all of the Symptoms noted below are the results of my tests.

I would also recommend not attempting to use most of Symantec's KB articles on how to uninstall their products on XP SP2 as they clearly lack the correct steps for customers to remove the product from their XP SP2 machines. There are a very few Symantec articles I would recommend using for this process and I will note them in the directions accordingly or in the reference section at the bottom of this paper.

These directions are for the technically minded so If you don't know your way around the registry or don't feel comfortable tweaking your operating system in this manner, please do not attempt these steps. If you do perform these steps, you do so at your own risk and cost. This paper is just a documentation of the steps I took to repair my Machine.

Contents:

- * Section 1 – Preparation for the Uninstall/Install/Repair Process

This section covers the steps I took before I beginning the tweakage of my operating system.

- * Section 2 – Manual Uninstall of Symantec's SystemWorks 2005 – Standard Edition

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These are the steps I took to remove a corrupt installation of Symantec products from my computer.

* Section 3 – WMI Lockdown workaround for Norton/Symantec and Windows Installer issues

This section covers how to workaround the WMI 'Lockdown' and get your operating system back.

* References

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Section 1 – Preparation for the Uninstall/Install/Repair Process

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One thing to keep in the back of your head is that you will need to reboot your XP SP2 box after EVERY single point in the Symantec install/uninstall/upgrade process.

****First, make sure your computer is off the network when you perform these steps****

The Steps in Section 3 involve the stopping of the WMI service (winmgmt). Thw WMI service has a dependency on the XP 'Security Center' Service. This means that both services will stop as a result of Stopping the WMI Service.

****Secondly, BACK UP YOUR REGISTRY BEFORE YOU BEGIN!!!****

You're going to be doing alot of Registry hacking so you will need to in the very least back up your HKLM hive.

Here's how (you must have administrator/backup privileges to do this):

- 1) Click 'Start'->'Run'
- 2) In the space provided type (without the quotes 'regedit')
- 3) Right-Click on 'My Computer' and select 'Export'.
- 4) Enter the file name you would like to call this file and save it.

It's going to take a quite a while to create this file so don't interrupt it.

Make sure you back up the ENTIRE registry!!!

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Step 1 – Download Symantec Patches

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Before you begin, download any Symantec Updates for your product.

Download for SystemWorks 2005 Standard Edition:

ftp://ftp.symantec.com/public/english_us_canada/linked_files/nsw/patchNSW–std.exe

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Step 2 – For ZoneAlarm Users

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– If you are Running Zone Alarm Firewall Products on your XP Box, Temporarily Disable 'Protect the Client' option on your firewall until the uninstall, patch, and/or install process is completed.

– If you're running both the XP and Zone Alarm Firewall, disable the XP Firewall.

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Step 3 – Disable System Restore

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If there's one thing that I agree with Symantec on is to disable your System Restore Service until you are sure that there aren't any viruses on your computer. The last thing you want is to have a restore point that contains viruses.

%SystemRoot%\system32\services.msc

Find the System Restore Service, select the properties, stop and disable the service until this process is completed and you have verified that you do not have any viruses on your computer.

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Step 4 – Modify XP SP2 boot.ini

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– If you have the '/noexecute=optin' option in your boot.ini file, run the Steps noted in the 'Workaround' Section of this article to temporarily disable XP SP2's new 'Data Execution Prevention' (DEP) Feature.

Ignore the rest of the article but use the steps in the 'Workaround' section to disable/re–enable the DEP Feature in XP SP2.

<http://support.microsoft.com/default.aspx?scid=kb:en–us:873155>

MAKE SURE YOU ARE NOT CONNECTED TO THE INTERNET WHILE PERFORMING THIS Uninstall/Reinstall Process!!!

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Section 2 – Manual Uninstall of Symantec's SystemWorks 2005 – Standard Edition

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Symptoms, error messages and other observations of the problems I saw:

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Microsoft Windows XP SP2 Symptoms:

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You may receive some or all of these messages during the process of installing your Symantec product on Windows XP2 SP2.

- Microsoft Product Activation is Rendered Useless. You are not able to activate your Windows XP SP 2 Operating System over the internet using 'Activate Windows' (msoobe.exe) regardless of whether or not your firewall is activated or not. Furthermore, none of the 'Activate Windows' graphics populate.
- When attempting to maneuver through the (DCOM) 'Component Services' (aka. dcomcnfg.exe) MMC, the MMC disappears when you click the 'Computer' Folder.
- All *.msi files on your XP SP2 box (May it be from CD, Locally, or from the Network) fail to execute and you get an error message stating:

"The Windows Installer Service could not be accessed. This can occur if you are running Windows in safe mode, or if the Windows Installer is not correctly installed. Contact your support personnel for assistance."
- You are unable to create a scheduled Task or restart the 'Task Scheduler' Service. You may receive 'Access Denied' errors or be prompted for your credentials during and following the creation of a scheduled task.
- You right click a service in Computer Management, (compmgmt.msc) select the properties of a given service, and then click the Dependencies Tab you get a Win32 pop up error not allowing you to see the dependencies of a service.
- You click 'Search' in XP and nothing happens.
- You Right Click 'WMI Control' (In Computer Management) and select properties, you receive an access denied. You are not able to click on any of the Tabs in the WMI Window.

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- Windows Update is rendered useless.
- IE Web Page Scripting is rendered useless. An example of this would be not being able to expand sections in a Symantec Knowledge Base Document. This is even if you install/re–install the latest version of the Windows Scripting Host.
- All Attempts to reinstall, re–register or refresh windows Installer/msiexec files, according to Microsoft KB Articles and Newsgroups, fail on all attempts. (A perfect example is this article <http://support.microsoft.com/default.aspx?scid=kb:en-us:555175&Product=winxp>)
- All attempts to query WMI via script come back with access denied errors. Even simple queries fail with 'Access Denied' Errors.
- Microsoft Help Files are executed but are completely inoperable.

Event Log Errors Related to this issue:

- Com+ Error 4689 in the event log appears with great frequency. The description for this event is "The run–time environment has detected an inconsistency in its internal state. This indicates a potential instability in the process that could be caused by the custom components running in the COM+ application, the components they make use of, or other factors. Error in d:\qxp_slp\com\com1x\src\comsvcs\package\cpackage.cpp(1184), hr = 80070005: InitEventCollector failed"
- Com+ Event ID 778. "Application image dump failed. Server Application ID: {5844D582–32EC–4B8E–9150–CF859413D4ED} Server Application Instance ID: {7EDCE3E3–19C2–4550–A500–CB34D0C3FB65} Server Application Name: MS Software Shadow Copy Provider Error Code = 0x80004005 : Unspecified error COM+ Services Internals Information: File: d:\qxp_slp\com\com1x\src\shared\util\svcerr.cpp, Line: 1259 Comsvcs.dll file version: ENU 2001.12.4414.258 shp"
For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.
- EventSystem Error 4609 in the event log appears with great frequency. "The COM+ Event System detected a bad return code during its internal processing. HRESULT was 80070005 from line 44 of d:\qxp_slp\com\com1x\src\events\tier1\eventsystemobj.cpp. Please contact Microsoft Product Support Services to report this error."
- MsiInstaller Event ID 1015. "Failed to connect to server. Error: 0x80070005"
- MsiInstaller Event ID 1015. "Failed to connect to server. Error: 0x800706BA"
- WinMgmt Event ID 43. "WMI ADAP failed to connect to namespace \\.\root\cimv2 with the following error: 0x80070005"

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- Userenv Error 1090. "Windows couldn't log the RSoP (Resultant Set of Policies) session status. An attempt to connect to WMI failed. No more RSoP logging will be done for this application of policy."

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Symantec Related SYMPTOMS:
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You get the following errors in Norton/Symantec Products no matter where the Norton program files are located (CD, Hard drive, network, Web download). You may receive one, a few, or all of the errors noted below:

- "Norton <program name> installation has failed. Do you want to try to install again?"
- "The application failed to initialize properly (0xc0000005)"
- "Error 1722. There is a problem with this Windows Installer package . . . when installing Norton <program name>"
- Errors When Attempting to Download/Install Norton's WMI Update
- Redirector Errors
- "LiveUpdate was not able to install any of the <number> updates that you selected . . . "
- "Setup has detected that a previous install or uninstall has been completed but requires a restart..."
- "Norton <program name> has encountered an internal program error"
- "The Norton AntiVirus component is not installed or failed to load . . . "
- "Another version of this product is already installed..."
- "Norton <program name> does not support the repair feature. Please uninstall and reinstall."
- "The MSI must be launched through setup..."
- "Norton <program name> has encountered an internal program error. Uninstall and re-install LiveUpdate."
- "The LiveUpdate Install failed because you do not have Long Pathnames enabled. Please enable Long Pathnames and re-install."
- "A previous version of <program name> was detected. You must uninstall the old version before installing the new one"

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- "<program name> did not install correctly. You may have to uninstall <program name> and try again"
- "Error 1722. An error occurred while performing the task. There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor"
- "The setup has detected that a previous install or uninstall has completed but requires a restart"
- "Norton AntiVirus was unable to scan your computer for infections because virus definitions could not be loaded. Start LiveUpdate to get latest virus definitions and scan again."
- Using Symantec's directions to 'Start the computer with no programs loading on startup' does not work when attempting to uninstall/reinstall your Norton/Symantec Product.

XP Event Log Errors:

- Application Error 1004. "Faulting application NPROTECT.EXE, version 18.0.0.62, faulting module NPROTECT.EXE, version 18.0.0.62, fault address 0x0000168c."
- Application Error 1004. "Faulting application NPFMntor.exe, version 11.0.2.4, faulting module kernel32.dll, version 5.1.2600.2180, fault address 0x0001eb33."
- Application Error 1000. "Faulting application sdntc.exe, version 18.0.0.62, faulting module sdntc.exe, version 18.0.0.62, fault address 0x0000831f."

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Other Symantec/Norton symptoms include:

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- Cannot install one or more of the Norton/Symantec <program name> component products.
- You are not able to uninstall Norton/Symantec <program name> when upgrading to XP SP2.
- You are able to install, patch, and/or configure your Norton Product on an XP Box that is below XP SP 2 Patch Level (SP1 and No SP). However, when you install Windows XP SP 2 Your Norton/Symantec Product is Rendered Useless.
- Using any of Symantec's Program Removal Tools (Symevent.exe, CCRemove.reg, nsw*xp_reg_removal.reg, etc) do not work at all or only partially work.

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- Attempts to install a newer Version of a Symantec Product over an older version of a Symantec product prompt you to uninstall the older product on an XP SP2 Box.
- Removing Norton/Symantec Products from the Add/Remove Programs fails to fully remove all of the program(s) on your XP SP2 Box. When attempting to reinstall (regardless of whether or not the box was rebooted). Setup still notes that there are some products still installed.
- The CD Autoplay Start Window for your Symantec product takes a VERY long time to appear.

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Section 2 – Manual removal of Norton/Symantec Products from your XP SP2 Computer

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Step 1 – Uninstalled Programs via the Control Panel

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- Removed All Symantec/Norton Programs from 'Add or Remove Programs' in the Control Panel

The Programs to uninstall are:

- checkIt Diagnostics (Optional Uninstalled with no issues)
- LiveReg
- LiveUpdate <Version number>
- Norton SystemWorks 2005

- Rebooted
- Tried installing SystemWorks 2005 again.
- Install Failed due to programs that were still active so I went deeper into the operating system to remove the programs.

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Step 2 – Stopped All Norton/Symantec Services

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Stopped the following Services:

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("sc query type= service state= all" piped to a text file can get you this information)

SERVICE_NAME: ccEvtMgr
DISPLAY_NAME: Symantec Event Manager

SERVICE_NAME: ccPwdSvc
DISPLAY_NAME: Symantec Password Validation

SERVICE_NAME: ccSetMgr
DISPLAY_NAME: Symantec Settings Manager

SERVICE_NAME: navapsvc
DISPLAY_NAME: Norton AntiVirus Auto-Protect Service

SERVICE_NAME: NPFMntor
DISPLAY_NAME: Norton AntiVirus Firewall Monitor Service

SERVICE_NAME: NProtectService
DISPLAY_NAME: Norton Unerase Protection

SERVICE_NAME: SAVScan
DISPLAY_NAME: SAVScan

SERVICE_NAME: SBSservice
DISPLAY_NAME: ScriptBlocking Service

SERVICE_NAME: SNDSrvc
DISPLAY_NAME: Symantec Network Drivers Service

SERVICE_NAME: SPBBCSvc
DISPLAY_NAME: Symantec SPBBCSvc

SERVICE_NAME: Speed Disk service
DISPLAY_NAME: Speed Disk service

SERVICE_NAME: Symantec Core LC
DISPLAY_NAME: Symantec Core LC

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Step 3 – Manually Deleted Symantec Program Related Directories

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Manually Deleted the following directories:

%PROGRAMFILES%\Common Files\Symantec Shared

%PROGRAMFILES%\Norton SystemWorks

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%PROGRAMFILES%\Symantec

%PROGRAMFILES%\SymNetDrv

%PROGRAMFILES%\Checkit (Optional Post SystemWorks Install)

Step 4 – Manually Deleted Software/Program Settings in the Registry

Deleted the HKLM\Software\Symantec regkey

Deleted the HKLM\Software\Smith Micro regkey (This is the Optional CheckIt Diagnostics Program Registry Key)

Step 5 – Manually Deleted Symantec Related Services in the Registry

Removed the following keys under HKLM\SYSTEM\CurrentControlSet\SERVICES

(Note: Not all of the keys existed but they may appear depending on what Version and Type of Symantec's are installed. The Optional CheckIt Diagnostics is not installed as a Service.)

ccEvtMgr
ccPwdSvc
ccSetMgr
navapsvc
NAVENG
NAVEX15
NPDriver
NPFMntor
NProtectService
SAVRT
SAVRTPEL
SAVScan
SBService
SDDriver
SNDSRvc
SPBBCDDrv
SPBBCSvc
Speed Disk Service
Symantec Core LC
symdns
symevent
symfw
symids

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symlcbrd
symndis
symredir
symredrv
symtdi

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Step 6 – Manually Removed Symantec Related Programs that start up at OS
Boot/Login

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Removed any of the following registry entries from

(Note: not all of the keys existed but they may depend what is installed)

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
ccApp
ccRegVfy
GhostStartTrayApp
AcctMgr
Norton SystemWorks
NAV Cfgwiz
symdns
symevent
symfw
symids
symlcbrd
symndis
symredir
symredrv
symtdi
SBBCDrv
SYMDNS
SYMDISCO
SAVRTPEL
sndmon.exe

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Step 7 – Manually Deleted Symantec Related Drivers

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Within the following directory:

C:\Windows\System32\Drivers

I deleted:

qdfsdrv.sys
symdns.sys
symevent.sys
symfw.sys
symids.sys
symlcbrd.sys
symndis.sys
symredir.sys
symredir.sys
symredrv.sys
symtdi.sys
NPDriver.sys

One good thing about this is that you can hover your mouse over the driver in question and the properties of the Symantec drivers will appear stating whether or not it's from Symantec. If it states the Driver is from Symantec, delete it. Otherwise, leave it alone.

Step 8 – Removing Symantec Products from the Windows Installer Database

If at this point, Symantec Setup is detecting programs still installed on your computer download and install the Windows Installer Clean Up Utility and Remove the following programs:

ccCommon
Internet Worm Protection
Norton AntiVirus 2005
Norton AntiVirus Parent MSI
Norton CleanSweep
Norton SystemWorks (1.0)
Norton systemWorks 2005 (8.2.0.6)
Norton Utilities
Norton WMI Update
NSW_DMR_COLLECTION
SPBBC
Symantec Network Drivers Update
Symantec Script Blocking Installer
SymNet

This is probably the only KB Article I would Recommend everyone looking to Symantec's site for references as they have a list of programs installed by the various types and versions

Step 9 – Deleting %Temp% Files

Regarding Symantec's statements about blowing away all the contents of your %TEMP% directory as stated in this article...

<http://service1.symantec.com/SUPPORT/sharedtech.nsf/docid/2004090914191713?OpenDocument&csm=no&src=co>

...is utter crap.

Don't ever delete everything in the temp directory.

In this day and age many other non-Symantec products write install/patch/uninstall logs to this directory. If you needed to call a non Symantec Product support professional and you blew away directories that will be needed to troubleshoot a given issue, you'd be up the proverbial creek without a paddle.

Anyways, here's a list Symantec related %TEMP% directory files you can delete:

Norton Systemworks 2005*.log
NGBINST.log
msicu.log
LSinstall.log
*.tmp
SymSCLiveupdate.dat
symcprop.dat
ssaliveupdate.dat
prescan.log
SND*.log

Step 10 – If the Symantec Services are STILL installed at this point....

If services are still present on your computer after removing them from the registry and rebooting your computer, use SC.exe from the command line to remove the following Norton/Symantec services:

SERVICE_NAME: ccEvtMgr

SERVICE_NAME: ccPwdSvc

SERVICE_NAME: ccSetMgr

SERVICE_NAME: navapsvc

SERVICE_NAME: NPFMntor

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SERVICE_NAME: NProtectService

SERVICE_NAME: SAVScan

SERVICE_NAME: SBSService

SERVICE_NAME: SNDSrvc

SERVICE_NAME: SPBBCSvc

SERVICE_NAME: Speed Disk service

SERVICE_NAME: Symantec Core LC

At this point Symantec's SystemWorks 2005 should be completely removed enough for the SystemWorks Setup Program to be able run a fresh install.

However, there's one more thing to do before re-installing SystemWorks.....

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Section 3 – WMI Lockdown workaround for Norton/Symantec and Windows Installer issues

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Long Story short, I found the root of all the problems I had (and I'm betting that everyone else is having too) on my XP Box. Since the WMI Control (and many other parts of the Operating System) were getting 'Access Denied' errors I decided to try delete and restore my WMI settings based on something I tried on a Win 2K3 Domain Controller at work.

Take a look at this article:

<http://www.microsoft.com/technet/scriptcenter/resources/wmifaq.msp#EGAA>

Scroll down to the Section entitled "Rebuild the Repository". These are the steps I took to re-enable WMI and eventually my operating system.

+ The first thing I did before starting these sets of directions is I ran the following command from the command prompt:

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msiexec /unreg
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This Unregisters the Windows Installer for repair and refreshing purposes and is one of the steps taken when attempting to repair a Windows Installer installation (see the 'References' Section at the end of this paper for more information).

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+ Next I Followed the first set of directions for the 'AutoRecover' of the WMI.

+ Once I completed these steps, I right-clicked WMI Control within Computer Management (compmgmt.msc) and selected properties. The WMI Control refreshed and repopulated.

If You get prompted to re-register products that you recognize, click yes.

As a result, not only was I able to successfully install, configure, and update my XP box, but my Windows Installer/msiexec worked once again!

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Sidenote
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Regarding Symantec's Article about the Windows Installer:

<http://service1.symantec.com/SUPPORT/sharedtech.nsf/docid/2004071407423813?Open&src=hot&docid=200207191>

Regarding the Reinstall of the MS Windows Installer Util, these processes will not work on XP SP2 as the service pack updated the Windows Installer to a new version. Furthermore, there is not an Updated version of Windows Installer for XP SP2 (the Redistributable) currently available on the MS Public Web Site (the Exception is to Download the Mammoth SDK for SP2).

I would suggest following the troubleshooting steps in this article before proceeding to something as complex as what I just described.

<http://support.microsoft.com/default.aspx?scid=kb:en-us:555175>

Remember to re-enable all the services, processes, and programs you turned off or modified!

Cheers!

Aaron Wood
awood7@msn.com

References

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Microsoft References
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windows XP Newsgroups:

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<http://www.microsoft.com/windowsxp/expertzone/newsgroups.mspix>

XP SP2's Data Execution Prevention Feature:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:875352>

<http://www.microsoft.com/technet/prodtechnol/winxppro/maintain/sp2mempr.mspix>

How to edit the Boot.ini in Windows XP – KB Article:

<http://support.microsoft.com/kb/289022>

“0x80070005: Access is denied” error message when you create a scheduled task in Windows XP Service Pack 2 or Windows XP Tablet PC Edition 2005:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:884573>

How to Resolve Common 'Windows Installer' Problems:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:555175>

Windows Management Interface Frequently Asked Questions:

<http://www.microsoft.com/technet/scriptcenter/resources/wmifaq.mspix>

Code Access Security for WMI:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:823915>

Securing a Remote WMI Connection:

http://msdn.microsoft.com/library/default.asp?url=/library/en-us/wmisdk/wmi/securing_a_remote_wmi_connection.as

Windows Installer Clean Up Utility

<http://support.microsoft.com/default.aspx?scid=kb:en-us:290301>

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Symantec References
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How To Install Norton SystemWorks 2005:

http://service1.symantec.com/SUPPORT/nsw.nsf/docid/2004082309385607?OpenDocument&src=hot&prod=Norton%20SystemWorks&ver=2005&osv=&osv_lvl=1

Reinstalling your Symantec program after a failed installation or after you see error messages:

http://service1.symantec.com/SUPPORT/tsngeninfo.nsf/docid/2004021112313539?Open&src=sg&docid=20041001141c0a4&dtype=&prod=Norton%20SystemWorks&ver=2005&osv=&osv_lvl=1

NT-Bugtraq: Workaround for Symantec/Windows Installer Program problems on XP SP2

Using the Microsoft Windows Installer Cleanup Utility to remove Symantec Products:

<http://service1.symantec.com/SUPPORT/nav.nsf/5faa3ca6df6f549888256edd0061c0a4/30978a179dde786388256f3502005&src=sg&pcode=nsys&svy=&csm=no>

Obtaining the Microsoft Installer Cleanup Utility:

http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2001091412490807?Open&src=hot&docid=2001112111ton%20SystemWorks&ver=2005%20Premier%20Edition&osv=&osv_lvl=

Removing Norton SystemWorks 2005 in Windows XP/2000 after Add/Remove Programs does not work

<http://service1.symantec.com/SUPPORT/nsw.nsf/a25cbe8c4ecc2e9088256ee5005acd4f/7f9931f898f8baf688256ee8002005%20Premier%20Edition&src=sg&pcode=nsys&svy=&csm=no>

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