NAV 2004 help?

Source: http://www.derkeiler.com/Newsgroups/alt.computer.security/2003−11/0927.html

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From: CB (*server13_at_earthlink.net*)
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My mother installed NAV 2004 on her pc over her 2001 & 2003 (?) versions. She says that now NAV won't work. I haven't had any luck on the Symantec website, and am hoping someone here may have an answer
Here is what she e−mailed me:
After clicking on the Norton antivirus window, I find the e−mail listing with a red circle with white X −−−clicked next −−−In live update window, there are four items with red circle & white X, 1 Symantec Intrusion detection signatures, 2 Norton Internet Security security updates, 3 Norton Internet Security Program Updates, the forth item has check mark, Common Client Core. The window shows one update of 557.8KB. In box under size has the statement "This product preverted Live Update from updating it. Check your subscription status for this product".
When I click Next to download the updates the Common Client Core item appears for updating. After what seems to be normal update procedure a window appears "LU1844 This product preverts Live Update from updating it. Check your subscription Status for this product".
I clicked finish and got window to restart the PC −−pressed OK and PC restarted.

Back to the Norton AntiVirus main window−− under Security Scanning Features. Auto Protection says "Off". I clicked on the enable sign (lower right corner) and received the message " Norton Antivirus has encountered an internal program error". In bottom left corner of box is number 4002,519.