

Symantec/Norton Publisher certificates expire causing your computer to slow down and MS Word & Excel will not start

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After updating to the January 7th or 8th virus definitions, your computer slows down and Microsoft Word and Excel will not start

<http://service1.symantec.com/SUPPORT/sharedtech.nsf/docid/2004010810205113>

Situation:

This document describes this problem and how to fix it.

Solution:

Symantec is investigating the cause of the problem at this time.

There is a workaround that will fix the problem until Symantec finds a permanent solution.

To use the workaround

- 1.. Close all programs.
- 2.. Start Internet Explorer.
- 3.. Click Tools > Internet Options.
- 4.. On the Advanced tab, scroll down through the list box to the Security section.
- 5.. Deselect the "Check for publisher's certificate revocation" option as shown here:

Dave