

## Re: Norton Internet Security 2002 Problems

*Source:* <http://www.derkeiler.com/Newsgroups/comp.security.firewalls/2002-04/0855.html>

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*From:* Joseph V. Morris ([jvmorris@erols.com](mailto:jvmorris@erols.com))

*Date:* 04/08/02

From: "Joseph V. Morris" <[jvmorris@erols.com](mailto:jvmorris@erols.com)>

Date: Mon, 8 Apr 2002 15:09:25 -0400

HoJo <g>

[Rhetorical question] Why am I not surprised that their telephone support is no better than their web-based technical support? (inline, below ...)

"Howard Johnson" <[classy-hjohnson@daystardev.dyndns.org](mailto:classy-hjohnson@daystardev.dyndns.org)> wrote in message news:fne3bu0tk7hdjmrms9k89pp9pvnvq38o38@4ax.com...

| I have setup some rules that permit connections to certain machines on  
| certain ports. However, at times the firewall does not let those  
| packets pass and at other times it works fine.

Okay, first, need some version/build numbers. What version of NIS/NPF are you using? (It sounds as if you're running 4.0x or 4.5x.)

What operating system are you running on?

If you're on Win NT/2K/XP, what kind of OS user account are you using? (Admin group, super-user, user, etc.)

If you're using NIS 4.0, are you running with a NIS administrator account when you encounter this problem or only when using one of the other NIS account groups? (NIS accounts may be different from OS accounts.) [For that matter, did you install Privacy Control and User accounts when you installed NIS 4.0?]

If you don't already have them, go over to Albert Janssen's website, and specifically to <http://www.capimonitor.nl/atguardindex.htm> and download his freeware NIS Settings and NIS Rules Viewer utilities. Those are about to come in handy in diagnosing your problem. Also, go to <http://home.debitel.net/user/svenschaef/logview/> and download Sven Schaefer's Log Viewer freeware utility. (Albert's Log Analyzer doesn't work with NIS 4.x.) These utilities allow you to cut and paste relevant information from both your NIS configuration and also from the NIS firewall event log into newsgroup or e-mail postings. (If you prefer, you can post them to me at the e-mail address below, rather than posting them in the newsgroup.)

Okay, using NIS Rules Viewer (Albert's), what rules are you talking about?  
[just cut and paste the relevant rules that you created]

Also, using Log Viewer (Sven's), what BLOCK events are you seeing that  
\_should\_ be PERMITTED by these rules? (You're most likely to see these  
characterized as 'Unused Port Blocking' or 'Implicit Block Rule', BUT you  
may find the BLOCKs are arising from other rules, so pay attention to the  
times at which you encounter these problems.) [again, just cut and paste  
the relevant firewall log events]

NIS/NPF, like almost all of the rules-based firewalls, evaluates rules in  
the PHYSICAL order in which they are present in your ruleset.  
Unfortunately, in the native NIS/NPF 4.0 User Interface, you can't really  
see the physical order (at least not for application-specific rules), only  
the alphabetical order. It may well be that all you need to do is re-sort  
the rules slightly to get things working in the manner you desire. (NIS  
Rules Viewer lists the rules in their PHYSICAL order.)

I can't give you much advice without this information.

|  
| When I called tech support about this, all they could say was their  
| software works fine and I do not have the NIS configured properly.

Well, you got a clueless idiot, then. (They apparently have more than a  
few.)

There HAVE BEEN problems with how their app works in the past;  
unfortunately, the people you've been talking to both don't know about  
them and also seem to be lacking the page in their notebook that mentions  
referring the problems to second- or third-tier tech support.

| When asked what was improperly configured their response was that they  
| do not support custom configurations and that they would have to  
| charge me.

Well, that's why you come here instead of going there, right? <g> But,  
still, the more detailed information on the nature of your problem is  
essential to its resolution.

| When I insisted that there is a possibility that there is  
| a bug in their software, they said that their software was tested by  
| Microsoft and there were no bugs.

Yeah, that's how I know you got an idiot. All MS will do is verify that  
the NIS software is \_compatible\_ with whatever Win OS you're using. (Did  
the guy bother to ask you just what OS you're using?) Microsoft does not,  
can not, and will not verify that the firewall works as intended by  
Symantec. (After all, how could they?) That's Symantec's job; more to  
the point, that's Brendon Woirhaye's job at Symantec, last time I heard.

|  
| Has anyone else had this trouble? Anyone else had this type of  
| response from Symantec?

comp.security.firewalls: Re: Norton Internet Security 2002 Problems

I gave up so long ago on getting answers to any tech questions from their web-based support that I forget when that was! <g>

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Regards,

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