

## Re: Zone Alarm

**Source:** <http://www.derkeiler.com/Newsgroups/comp.security.firewalls/2002-05/0309.html>

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**From:** phoenix ([phoenix@fakeaddress.uk.com](mailto:phoenix@fakeaddress.uk.com))

**Date:** 05/03/02

From: phoenix <[phoenix@fakeaddress.uk.com](mailto:phoenix@fakeaddress.uk.com)>

Date: Fri, 03 May 2002 08:09:20 GMT

In article <[Pine.BSF.4.44.0205022311550.19592-100000@shell.inch.com](mailto:Pine.BSF.4.44.0205022311550.19592-100000@shell.inch.com)>, [bezu@inch.com](mailto:bezu@inch.com) says...

> *I think I did. I used the uninstall from control panel and then rebooted.*

>

> *What am I missing...this is driving me crazy!!!!*

>

> *Beth*

>

>

> *On Thu, 2 May 2002, Fearless wrote:*

>

>> *Did you do a "complete" uninstall before reinstalling. It sounds like you  
>> may have a corrupt database.*

>>

>>

>> *"Beth" <[bezu@inch.com](mailto:bezu@inch.com)> wrote in message*

>> *news:7f0f91f.0205021821.120c896d@posting.google.com...*

>>> *Please Help!!! All of a sudden when I try to open the control center*

>>> *on zone alarm it pops up a small brown rectangle that says zone alarm*

>>> *but it will not open. It still appears on system tray and continues to*

>>> *ask for permissions.*

>>>

>>> *It seems to still work but I cannot configure anything manually or see  
>>> alerts.*

>>>

>>> *In known problems in the readme file it says:*

>>>

>>> *- The access locks and permissions you set using ZoneAlarm continue to*

>>> *be enforced by the TrueVector Internet Monitor engine when the*

>>> *ZoneAlarm user interface is not running. This protects your computer*

>>> *when you're not logged on.*

>>>

>>> *Does this have anything to do with it?*

>>>

>>> *I have tried reinstalling numerous times to no avail.*

>>>

>>> *Any help would be appreciated. Please email response.*

> > >  
> > > *Beth*  
> >  
> >  
> >  
>  
> *Beth Zucker*  
> *The Internet Personal Trainer*  
> *917-743-0315*  
>  
> *"Learn in your own home or office"*  
> [theinternetpt@acedsl.com](mailto:theinternetpt@acedsl.com)  
>  
>  
>  
Hi

If you've tried re-installing several times this may be the problem. The first thing to try is to remove the rules database so ZA can re-create it. Re-boot your system into safe mode, ZA wont be running then, and delete the files with the rdb & ldb extensions mentioned in this link [http://www.zonelabs.com/services/support\\_issues.htm#11issues](http://www.zonelabs.com/services/support_issues.htm#11issues)

Then re-boot your PC and let ZA load normally, you will need to authorise all your programs again after that. If that doesn't work try a 'manual' uninstall, again boot into safe mode and remove all the files mentioned in this link [http://www.zonelabs.com/services/support\\_install.htm](http://www.zonelabs.com/services/support_install.htm) when you done that re-boot and then install ZA again. You should make sure that you have no other programs running when you do the install, especially anti-virus software.

HTH

Regards

Bill

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  - *Previous message:* [Martin Eckeroth: "Re: Looking for a good firwall?"](#)
  - *In reply to:* [Beth Zucker: "Re: Zone Alarm"](#)
  - *Next in thread:* [Dr. Bob: "Re: Zone Alarm"](#)
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