

Re: [Symantec NIS] They did it again: Support issues

Source: <http://www.derkeiler.com/Newsgroups/comp.security.firewalls/2002-06/1810.html>

From: Phil Pucci (pdpucci@execpc.com)

Date: 06/27/02

From: "Phil Pucci" <pdpucci@execpc.com>

Date: Thu, 27 Jun 2002 09:10:24 -0500

> *have you tried completely un-installing nis and liveupdate, then*
> *re-installing from original media and then using lu?*

It was a problem on Symantec's server. If you wish to read one of the many threads regarding either the ...

Norton Internet Security URL list as of 06/07/02

or

Error 6005: LiveUpdate did not complete

as found on Symantec's tech support forum for NIS, follow this link:

<http://servicenews.symantec.com/cgi-bin/displayArticle.cgi?group=symantec.support.generic.liveupdate.general&article=373801>

My posting here was a version of a follow-up (reply) I made to someone who named himself "Michael, a user who wants answers" ... and needs help spelling Symantec <grin>.

As you can see, Symantec Tech Support for NIS is more culpable for the greater impact of this problem because they missed an opportunity to identify the problem a day earlier and led countless other customers to waste more time by giving them poor advice.

My posting on the Symantec forum, in full, is shown below:

Re: Norton Internet Security URL list as of 06/07/02

Re: 6005: LiveUpdate did not complete

I had the exact same problem here with NIS 2001 on a Win2000 Pro PC via modem.

Six attempts for a combined download of approximately 60MB have failed with the same error when attempting to LiveUpdate with NIS 2001 for the:

Update to the Norton Internet Security URL list as of 06/07/02

I was, however, not surprised to see dozens of posts to the Symantec support site responded to by supposed Symantec product specialists with less knowledge than that possessed by those customers plagued with the problem.

I particularly like to see how few of the Symantec technical support people actually read (or can read?) the postings when you read their responses. Following their advice was a waste of time. Yes, Symantec, we read the FAQ after searching your pathetic knowledgebase for the error message BEFORE we posted and we explained that its suggestion does not work. Or, as was shown in many other cases, Symantec's suggestion was impossible (to wit, the many recommendations to perform a manual update of virus definitions when the failures were with NIS's URL updates).

Is anyone else disappointed by how poorly a supposed "enterprise" software publisher can be so helpless in the manner in which its own "enterprise" is so ill suited to supporting its customers? It is particularly troubling when so many trust their computer security to this same publisher. Are we alone in our expectation that a firm the size of Symantec lacks the talent or initiative to automatically sense such a problem when so many LiveUpdate connections from all over the world are failing at the same time with the same error? Are we alone in our expectation that a firm the size of Symantec lacks the talent or initiative to automatically sense such a problem exists when so many of its customers are reporting the exact same symptoms on the same exact product on Symantec's own technical support forii? Are we alone in our expectation that a firm the size of Symantec lacks the talent or initiative to expect their own support representations would sense a systemic problem when so many of the reported "issues" indicate (to even its own customers) a pattern?

I have had problems like this in the past where HUGE LiveUpdate download files (NIS URL updates) have repeatedly failed. It has made me scream for an option to download the cursed file(s) directly as one can do with Norton AntiVirus updates. Alas, Symantec does not (AFAIK) allow manual NIS updates. If it did so, at least

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it would spare us me the extremely poor use of our valuable (wasted) time, frustration, and bandwidth.

Any tips on how we can do this? Please help!!

Thanks in advance,

pdp

- *Next message:* [Nik Aves: "ZoneAlarm True Vector Internet Monitor"](#)
- *Previous message:* [gigawatt: "Manuals/Documentation"](#)
- *In reply to:* [those who know me have no need of my name: "Re: \[Symantec NIS\] They did it again: Support issues"](#)
- *Next in thread:* [dr.emailposter: "Re: \[Symantec NIS\] They did it again: Support issues"](#)
- *Reply:* [dr.emailposter: "Re: \[Symantec NIS\] They did it again: Support issues"](#)
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