

Re: ZoneAlarm 5.0 Problem

Source: <http://www.derkeiler.com/Newsgroups/comp.security.firewalls/2004-05/1522.html>

From: John (John_at_nospam.comcast.net)

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"Bucky Breeder" <spam.by.the.gram@green.eggs.and.ham> wrote in message
news:Xns94F4B537BB652NaKeDwEmEnz2kewl@216.196.105.138...

> "John" <John@nospam.comcast.net> wrote in

> news:dyOsc.6820\$eT4.2709@attbi_s54:

>>

>> *Bucky. Just to let you know I have never had a problem with the*

>> *'install*

>> *over' procedure and have never even run Enditall or closed any*

>> *background apps when upgrading to v.5. I have never even shut down*

>> *NAV on the WinXP pro 2.4 Ghz W/1Gig Ram. I have used ZA Pro for a*

>> *few years and most problem I have ever had is True Vector has had*

>> *a hard time starting on occasion. I have the system loaded with SW*

>> *but NOT A GAME installed. Networked with several other systems on*

>> *LAN that all run ZA Pro behind a D-Link router.*

>>

>> *HTH*

>>

>> *John.*

>

>

> *Hello again, John.*

>

> *Look, this is what the OP related:*

>

> *"... before installing the suite this did not*

> *happen... after installing it it does... then I*

> *wiped my drive reinstalled a backup which runs*

> *fine... so now I try 5.0 pro... same thing*

> *happens..."*

>

> *That pretty basically isolates it to a software conflict involving the*

> *new ZA version, and it's further isolated and confirmed by this:*

>

> *"(note I am running E-trust anti-virus and*

> *ZA 4.5 before this happens..."*

>

> *Now then, I rather think that there is *some* difference between the*

comp.security.firewalls: Re: ZoneAlarm 5.0 Problem

- > configuration's reaction to v5.0 as opposed to it's previous acceptance
- > and harmony with v4.5.
- >
- > Of all the things that could be, and giving ZA the benefit of the doubt
- > that there is nothing inherently wrong with the new version of the
- > program itself, it would probably be prudent to do a complete uninstall
- > of ZA, [not that much to lose because the OP has most intelligently
- > backed up an image of his drive], clean up the remnants, and then do a
- > clean install. At least, from my similar experience, that is one
- > possible solution, one that definately worked for me, and a reasonable
- > and prudent course of action given the ambient circumstances and one's
- > fixation upon using this latest flavor of ZA? [As I said, I'm going to
- > wait. But I'm not trying to inflict my values on anyone, just sharing
- > and experience which was similar to the OP's, and a solution that
- > worked for me.]
- >
- > It was me sharing my idea. That's all it was intended to be.
- >
- > Words are woefully inadequate for me to express my utter and absolute
- > delight that anyone in general, and that you in particular, has had
- > good experience with ZA's "install over" option! It just doesn't always
- > work for everybody for some reason. ZA's Support used to have a
- > knowledge base article on it. They have removed it now. (Search for
- > "uninstall" and leads to dead links and re-directs.) [But me, being the
- > pack-rat that I am, downloaded and archived the somewhat complex web-
- > page article. It's WindowsXP specific. I didn't need the Win9x version,
- > and now regrettably, I wish I'd snagged that as well. I may RAR it up
- > and post it somewhere's if someone really wants the procedure - which
- > they are evidently trying to obfuscate now, for some reason. Perhaps
- > because it listed many of the hidden files and registry keys to be
- > removed.]
- >
- > I did mention that I too was running several workstations behind a
- > router/firewall configuration and *that* *is* *a* *factor* which helped
- > me isolate the problem to the ZA installation - because the behavior
- > was the same *on* *all* *workstations* with the same upgrade of ZA -
- > and further *the* *situation* *was* *resolved* on all workstations by
- > uninstalling completely [and correctly - removing files, registry
- > entries and rebooting] ZA - and then doing the fresh reinstall.
- >
- > Voila. And on that happy note, I'm going to go investigate what I'm
- > smelling from the kitchen, and possibly make my girlfriend very happy
- > before we watch American Idol tonight.
- >
- > (I like Fantasia - because I get goose-bumps when she sings.)
- >
- > LOL. Best regards to all!

Understood. I was merely relating my good experiences to this date with my use of ZA and the OS and PC configurations that has influences on the SW for the input of someone that is still waiting before updating. Had little to do

comp.security.firewalls: Re: ZoneAlarm 5.0 Problem

with OP and directed to those that choose to 'wait' for more data.

John

NCIS for me