

NAV Error 3019.6 – Surely they jest?

Source: <http://www.derkeiler.com/Newsgroups/comp.security.misc/2005-02/0119.html>

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After my last full virus scans with NAV in fully updated NIS 2005 reported no viruses found a popup appears: Error: "Norton AntiVirus was unable to scan your computer for infections." (3019.6), thus introducing ambiguity on whether or not the scan was successful.

Checking the Symantec site eventually the instruction is to "examine each file in the following folders to verify that they are not set to run in compatibility mode:

- C:\Program Files\Norton AntiVirus

- C:\Program Files\Common Files\Symantec Shared

This happens to involve checking 566 files. At a file a minute with no breaks that comes to about 9 ¾ hours. Pointing out this as an unrealistic task via "Rate this document" produces no response from Symantec.

Any perspectives on this situation?