

## Re: Norton products problems

**Source:** <http://www.derkeiler.com/Newsgroups/microsoft.public.security.virus/2004-05/2986.html>

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**From:** June (*anonymous\_at\_discussions.microsoft.com*)

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Leslie,

Things are in a state of flux, with Microsoft having bought an anti-virus software company and now planning to upgrade their firewall to protect both incoming and outgoing communications. They are in the process of adding anti-virus protection; I believe their offerings will be making their debut with the release of Windows Service Pack 2.

ZoneAlarm Pro is an excellent firewall, but in the interest of competition, Zone Labs will make no further upgrades to that program. Effective May 24, 2004, they are touting the use of their newest product – ZoneAlarm Security Suite – which has been released but in the Beta version. That is what the negative postings have had reference to, and I am waiting to switch only after things have settled down and the software is no longer in Beta. One feature of the suite is the addition of anti-virus software.

Symantec's Norton Internet Security 2004 is an excellent product. Be aware that there are prudent procedures that have to be observed in installing the software. It is best to remove all 2003 and earlier versions of Norton software before making an upgrade installation. Using Control Panel's Add/Remove Programs feature is the first order of the day, but sometimes that does not remove everything that needs to be removed in order to have smooth operation of the new upgrade. However, Symantec has two tools that do an outstanding job of removing extraneous entries that interfere. We have had flawless results using the two tools, with the result of a "sweet" installation of Internet Security 2004. To read about the two tools and to download them, if desired, please go to:

<http://tinyurl.com/29acf>

and

<http://tinyurl.com/rybd>

Hope this helps.

>-----Original Message-----

>I have been using NAV2002 and NPF2002 since buying my current computer (XP) in 2002. Recently, after some Liveupdate download, all went haywire: couldn't connect to certain sites at all anymore, connection speed terribly slow, I kept being asked to create internet access rules, though they already existed, etc, etc.

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>I see from searching on the Web (mainly on another computer!) that many are having similar problems and I think it might be politic to try someone else for antivirus and firewall software. As to firewall software, I remembered people speaking well of the free Zonealarm software, but, checking here, I find many people complaining about the latest version of it.

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>What to do? As to Norton, at least I know the name and that they're big, but, I'm really not sure about anyone else.

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>Is it appropriate for people here to give recommendations? If so, I'd welcome them.

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