

## Re: FIX for ZoneAlarm & KB951748 issue released

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*Source:* <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2008-07/msg00098.html>

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  - *Date:* Sun, 13 Jul 2008 15:33:44 -0400
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I'm not giving you attitude, I just need you to answer my questions, Phyllis. If you'd like to get voluntary or paid assistance elsewhere, please so do.

...I believe you should know that SP3 became available before July 8, 2008

SP3 was made available via Windows Update website on or about 07 May-08, and for a very bried period was being offered to \*some\* users who'd configured Automatic Updates (AU) to "Download but notify" and "Notify Only."

SP3 was made available to all users, independent of their AU settings, at 17:00 UTC, 10 Jul-08.

NO, it is not only after standby that it occurs...

Thank you for answering my specific question.

I cleaned my machine of all files/traces of Norton after I uninstalled via Add/Remove Programs, but will download/run the removal tool that you provided.

Let me know if running the removal tool helps at all. Norton applications are notorious for not uninstalling cleanly, Phyllis. The "remainders" left behind can have an untold number of affects on performance, including connectivity.

Phyllis, what's the make & model of your wireless router? Do you own it or do you lease it from your ISP there in Conway?

Also tell me if the connectivity issues only seem to occur at specific times of the day (e.g.