

Re: Cannot set auto-protect on Symantec Norton AV. CAn someone help?

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.win2000.security/2005-07/0197.html>

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First make sure you are logged on as a local administrator. You can use the command `net localgroup administrators` at the command prompt to see local administrator group membership. Malware will also attempt in many cases to disable your virus protection and often Task Manager and registry editing in an attempt to keep you from removing the malware. See if you can do a full system scan to see if it finds anything though the success on that could depend on how current your virus definitions are. Try booting into Safe Mode to see if it makes a difference. Note that booting into Safe Mode with networking will bypass software/host firewall on your computer. Look in Event Viewer to see if any pertinent Event ID's have been recorded that may provide a clue. Running Task Manager or a third party tool such as Process Explorer can show if there are rouge processes running that could indicate malware. If you find a process you are unsure of use Google to search for it that will often find and describe the process. Autoruns from SysInternals will show startup processes.

<http://www.sysinternals.com/> --- link to Process Explorer and Autoruns.

Post in a Norton/Symantec specific forum or newsgroup to see if others have and advice. Symantec also has online support at their website. The links below would be a good start.

<http://www.symantec.com/techsupp/consumer.html>

http://castlecops.com/f80-Norton_Anti_Virus.html

Trend Micro offers a free stand alone malware detection and removal tool that would be worth trying. Just download Sysclean and the pattern file [after unzipping it] to a common folder to run from. --- Steve

<http://www.trendmicro.com/download/dcs.asp> --- Sysclean

<http://www.trendmicro.com/download/pattern.asp> --- pattern file in .zip format.

"Giorgio" <Giorgio@discussions.microsoft.com> wrote in message news:D12CA138-663D-43BA-9739-BC98A26C563B@microsoft.com...
>I suddenly got the msg from NAV saying that AV protection is inactive. I

microsoft.public.win2000.security: Re: Cannot set auto-protect on Symantec Norton AV. CAN someone help?

- > *tried to go to NAV option to set the auto-protect on, but it won't get*
- > *flagged. It says not active.*
- > *DOes anyone have a clue what can prevent me from setting auto-protect on?*
- > *The option setting is correct for loading autoprotect at machien boot,*
- > *but*
- > *it does not stay.... when checking NAV settings for a second auto-protect*
- > *appears to be on and than is shown as non active...*
- > *Thanx*
- > *--*
- > *Ciao. Giorgio*