

Re: XP security update incompatible w/other companies software

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2003-05/3738.html

From: Roger Abell [MVP] (*mvpNoSpam_at_asu.edu*)

Date: 05/30/03

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A safe mode boot results from pressing F8 during bootup and following the prompting.

One should disable anti-virus software during installs as a general rule/recaution.

While I am not sure this caused your situation, it is a leading candidate.

When you right click on My Computer and select Manage the interface lets you drill down the nodes to a Services node.

In there one can right click on services and start/stop them or change their startup properties.

It is better to first look and see if there is an interface provided by the application to temporarily shut it down.

In my experience, the vendor supplied help has a limited time to see if they recall your exact situation, following which their script takes them to the generic "reinstall" recommendation.

Start by seeing if you can boot into safe mode.

Roger

"LT" <LT1952@695online.com> wrote in message
news:611a01c326c1\$09acd090\$a501280a@phx.gbl...

> uh-oh. i'm not a guru. had this pc not 2 yrs yet. i dont
> know what safe mode is. dont know how to disable norton +
> i dont know what service u mean. i never had a prob w
> norton b4. always been happy w it. i was thinking the
> withdrawn update (u said it was 818043) has something to
> do w it but i didnt install it (cant find it on windows
> update or add-rem progs). i'm really stuck + msn wont
> want to help cause my os is oem. so i guess i'll have to
> call dell. did that once b4 + they were not good--ended up
> fixing it myself + i dont know anything! are u a
> professional? u sound smart. anyway, all help is

> *appreciated. thanks!*
> >-----Original Message-----
> >Can you get up in a safe mode boot ?
> >If so, try disabling that Norton stuff, long enough
> >to get the service applied completely.
> >Your issue may be from installing while the
> >antivirus software is active.
> >
> >"LT" <LT1952@695online.com> wrote in message
> >news:4f1f01c32606\$4ceb63a0\$a001280a@phx.gbl...
> >> so how DO u uninstall it? is anyone having same problem
> >> as i am? when i startup, i get to my desktop + my pc
> > goes
> >> black + starts up all over again. the error report
> >> says "symevent" (from Norton antivirus) is probable
> > cause
> >> of "serious error". yikes! help!
> >> >-----Original Message-----
> >> >818043
> >> >It is uninstalleable using Add/Remove Programs
> >> >If it is in conflict you would know by now as you would
> >> >not be communicating on the wire from/to that machine.
> >> >
> >> >"Bill Benner" <steam611@att.net> wrote in message
> >> >news:52bc01c325f0\$055bd8f0\$a301280a@phx.gbl...
> >> >> I automatically receive notice of critical XP
> > > updates. I
> >> >> understand that Microsoft has withdrawn a specific
> >> > update
> >> >> that has been offered in the last few days because of
> >> >> incompatibility problems w/other companies security
> >> >> software such as Symantec. What is the number of this
> >> >> problem software which was issued by Microsoft and
> > > how
> >> > do
> >> >> I uninstall it if I have it?
> >> >>
> >> >> Thanks
> >> >>
> >> >> Bill
> >> >>
> >> >>
> >> >. .
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