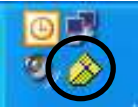
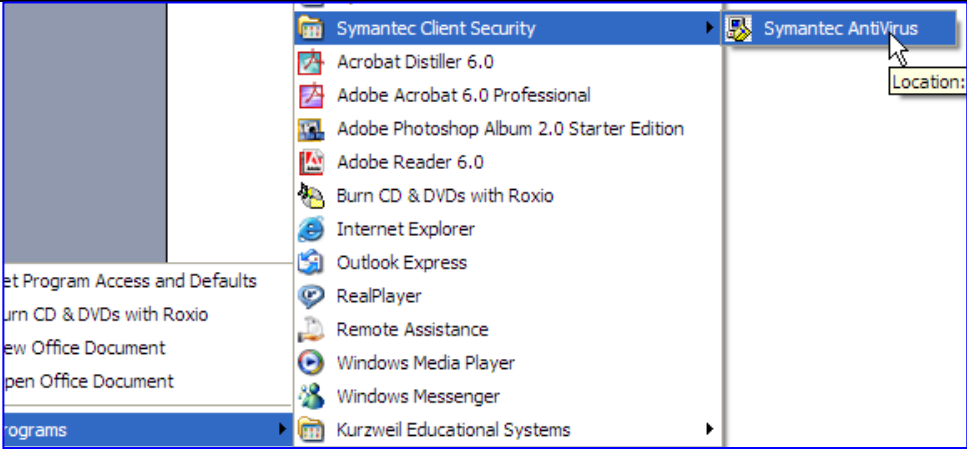
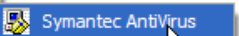
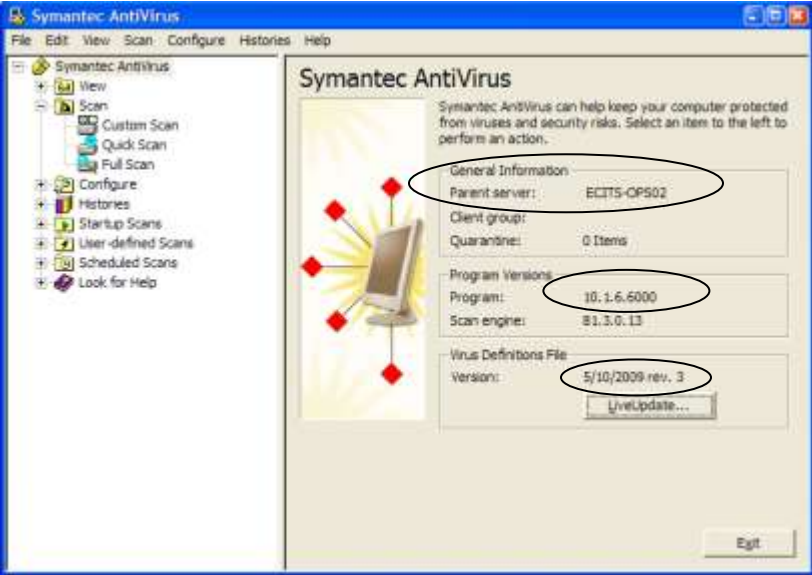


Symantec Anti-Virus Checker - *How to Confirm a Managed Client*

How to Uninstall and Install Symantec Corporate Edition

1.	Double click on the "Shield" next to the clock		
2.	If the Shield does not show, click on Start, Programs, Symantec Client Security, Symantec AntiVirus		
3.	<p>When the program window opens Under General Information Parent server:</p> <p style="padding-left: 20px;">Staff and Faculty Computers should say ECITS-OPS02</p> <p style="padding-left: 20px;">Student Computers should say ECITS-OPS02</p> <p style="padding-left: 20px;">If there is NO Parent Server, then the program is not a managed client and Symantec will have to be uninstalled and reinstalled.</p> <p style="padding-left: 20px;">update.etown.edu</p> <p><u>Program versions:</u></p> <p style="padding-left: 20px;">Program: Should be 10.1 something</p> <p><u>Virus Definition: File</u></p> <p style="padding-left: 20px;">Should be close to the current date</p>		
4.	IF ANY OF THE ABOVE INFORMATION IN STEP 3 DOESN'T MATCH , read the next page.		

Virus Definitions File Out of Date

Click LiveUpdate button if you are connected to the college network. Otherwise read the instructions on how to update definitions over the summer on the [ITS website](#).

When to Uninstall the AntiVirus

When upgrading to a newer version
When changing to a "Managed Client"

How to Uninstall

To be safe, unplug the Network Jack
Use the Control Panel's Add and Remove Programs
Remove Symantec Antivirus
AND
Remove Live Update

Problems with Uninstall

Sometimes Symantec or Norton Antivirus doesn't completely uninstall, even though you can't see it.

When you try to install the newer product, you will receive one of the following error messages:

Windows Installer screen flashes quickly, and then displays one of the following error messages:

- "InstallShield Wizard Completed - The wizard was interrupted before Norton AntiVirus Corporate Edition could be completely installed. Your system has not been modified. To complete installation at another time, please run setup again. Click Finish to exit the wizard."
- "Installation of system software installer SHIP Error creating process <C:\windows\temp\ixp000.tmp\msiinst.exe/i instmsi.msi reboot=reallysuppress/ q> Reasons: %1 is not a valid win32 application"
- "Could not start Norton AntiVirus Client" Error 5: Access is denied.
- "Error 1704. An installation for Windows Installer is currently suspended. You must undo the changes made by that installation to continue. Do you want to undo those changes?"
- "Installer terminated prematurely." When you click OK to this message, you see the error message "The I/O operation has been aborted because of either a thread exit or an application request."

Contact the Elizabethtown College ITS Helpdesk for assistance. 717-361-3333 or helpdesk@etown.edu.

Symantec supplies an executable file that you can download and run which completely removes the virus checker.

Go to www.symantec.com

Search the knowledge base for "Incomplete Uninstall"

knowledge base document

Norton AntiVirus Corporate Edition 7.6



[print this document](#)

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An installation or uninstallation of Norton AntiVirus Corporate Edition 7.5 does not complete

[HOWTO: Troubleshoot Windows Installer Engine Problems](#) - article ID: Q260404
["VIZACT: Windows Installer CleanUp Utility"](#) -- article ID: Q240116

After the
uninstall is completed, you may install the new version

Install Symantec Corporate Version Managed Client

Connect to the college network

Go to Internet Explorer (internet browser)

<http://update.etown.edu>

Under "Protect your computer" click any link to install

Step 2) Protect your Computer

Every computer on the campus network is required to run Symantec Antivirus Corporate Edition.

Site 1 - [Hackman, Quads, Founders, and Brinser](#)

Site 2 - [Myer, Schlosser, Ober, SDLCS, and Royer](#)