

Removing Norton Internet Security or Norton Personal Firewall 2004 from Windows XP/2000 after Add/Remove Programs does not work

Situation:

You came to this document for one of the following reasons:

--You tried to uninstall Norton Internet Security, Norton Internet Security Professional, or Norton Personal Firewall 2004 from Windows 2000 or XP using Add/Remove Programs, and the uninstallation failed. You need to know how to uninstall the program.

--You may have been linked to this document from another Norton Internet Security knowledge base document or sent here by a Symantec Technical Support technician.

Solution:

Use this document when you want to remove Norton Internet Security 2004, Norton Internet Security Pro or Norton Personal Firewall 2004 and its component products, and Windows Add/Remove Programs fails to remove them completely.

Because Norton Internet Security is a group of products, it places many files on the hard disk and many entries into the Windows registry. For this reason, the manual uninstallation requires many steps. Use this method only as a last resort.

Before you begin:



- If you are running Windows 98/Me, go to [Removing Norton Internet Security 2004 in Windows 98/Me after Add/Remove Programs does not work](#).
- Throughout this document references to Norton Internet Security include Norton Personal Firewall.

Manual uninstallation takes many steps and about 30 minutes.

Removal instructions

WARNING: These procedures may prevent other Symantec programs from working right. (This is because many Symantec products share files and registry entries. Removing files and entries for one product may remove items used by another product.) If another Symantec product does not run after following these instructions, then uninstall and reinstall that program.

Follow the sections in the order listed.

Click the icon next to each section to either open () or close () each section. (If you cannot expand a section, then either your Web browser has been set up to stop scripts from running, or the Windows Script host is not working correctly. Read [Cannot expand sections in a Symantec Knowledge Base document](#) for instructions on how to fix this. Return to this page when finished.)



Remove Norton Internet Security or Norton Personal Firewall entries from the registry

Follow the steps below to remove Norton Internet Security or Norton Personal Firewall registry entries by using a .reg file.

WARNING: We strongly recommend that you back up the system registry before making any changes. Incorrect changes to the registry could result in permanent data loss or corrupted files. Modify only the keys specified. See the document [How to back up the Windows registry](#) before going further.

To remove Norton Internet Security or Norton Personal Firewall entries from the registry

1. Click [nis2004xp_reg_removal.reg](#) to start the download.
2. Click Save.
3. Change the location in the "Save in" field to Desktop.
4. Click Save.
5. If prompted, click Close when the download completes.
6. On the Windows desktop, double-click nis2004xp_reg_removal.reg to import the changes into your registry.
7. Click Yes to make the registry changes.
8. At the next prompt, click OK.



To reinstall Windows Script 5.6

1. Go to the [Microsoft Windows Script 5.6](#) Web site.
2. Click the Download button under the section headed "Windows Script 5.6 for Windows 2000 and XP."
3. Click Open or "Run this program from its current location."
4. Click Yes at the next prompt.
5. Click Yes at the license agreement.
6. When the installation finishes, at the "Windows Script 5.6 is now installed!" dialog box, click OK.
7. Find your situation below, and follow the steps.
 - If you had a prior version of Norton Internet Security installed on this computer (for example, you had Norton Internet Security 2003 or Norton AntiVirus 2003 installed on your computer and then upgraded to Norton Internet Security 2004): Go on to the next section and continue following the instructions in all of the remaining sections.
 - If there was no previous version of the program installed: Restart the computer and skip to the section "Remove Norton Internet Security or Norton Personal Firewall folders and files" and continue following the instructions in all of the remaining sections.



Remove previous versions of Norton Internet Security, Norton Personal Firewall, or Norton AntiVirus

WARNING: Follow these steps *only* if you upgraded from a previous version of Norton Internet Security, Norton Personal Firewall, or Norton AntiVirus.

Do one of the following

1. If you are running Windows XP:
 - And you upgraded from Windows 98/Me without first uninstalling Norton Internet Security or Norton AntiVirus, go to Method 1.
 - And Norton Internet Security or Norton AntiVirus was installed *after* upgrading the operating system to Windows XP, go to Method 2.
 - And you did not upgrade to Windows XP from Windows 98/Me, go to Method 2.
2. If you are running Windows 2000, go to Method 2.

Method 1

1. Follow the instructions in the document [How to uninstall Norton AntiVirus using the Rnav2003.exe removal utility](#) to download the Rnav2003.exe removal utility to your desktop.
2. Right click the Rnav2003.exe removal utility and click Properties.
3. Click the Compatibility tab.
4. Select "Run this program in compatibility mode for:"
5. From the drop-down menu, choose the operating system that you had before you upgraded to Windows XP.
6. Click Apply and OK.
7. Double-click the Rnav2003.exe icon. When asked, if you upgraded from a previous version of Norton AntiVirus, then choose the version of Norton AntiVirus that was originally installed. For example, if you originally installed Norton AntiVirus 2001 and then upgraded to Norton AntiVirus 2002 and then Norton AntiVirus 2003, you would run the Rnav2003.exe removal tool for Norton AntiVirus 2001 first, restart the computer, run the utility again for Norton AntiVirus 2002, and then restart the computer again.
8. If you have Norton AntiVirus 2003, then run the Rnav2003.exe removal utility one more time. This time, choose Norton AntiVirus 2003.
9. If you had a previous version of Norton Internet Security installed, follow the instructions in the document [How to uninstall Norton Internet Security or Personal Firewall using the RnisUPG.exe removal utility](#). Before you run the RnisUPG.exe removal utility, follow steps 2 through 6 to run RnisUPG.exe in compatibility mode.

Note: To successfully uninstall all of the parts of Norton Internet Security, you must run the Rnav2003.exe removal utility *before* running the RnisUPG.exe removal utility.

Method 2

1. Follow the instructions in the document [How to uninstall Norton AntiVirus using the Rnav2003.exe removal utility](#) to download the Rnav2003.exe removal utility to your desktop.

2. Double-click the Rnav2003.exe icon. When asked, if you upgraded from a prior version of Norton AntiVirus, then choose the version of Norton AntiVirus that was originally installed. For example, if you originally installed Norton AntiVirus 2001 and then upgraded to Norton AntiVirus 2002 and then Norton AntiVirus 2003, you would run the Rnav2003.exe removal tool for Norton AntiVirus 2001 first, restart the computer, run the utility again for Norton AntiVirus 2002, and then restart the computer again.
3. If you have Norton AntiVirus 2003, then run the Rnav2003.exe removal utility one more time. This time, choose Norton AntiVirus 2003.
4. If you had a prior version of Norton Internet Security installed, follow the instructions in the document [How to uninstall Norton Internet Security or Personal Firewall using the RnisUPG.exe removal utility](#).

Note: To successfully uninstall all of the parts of Norton Internet Security, you must run the Rnav2003.exe removal utility *before* running the RnisUPG.exe removal utility.



Remove Norton Internet Security or Norton Personal Firewall folders and files

Note: Some of the files or folders in these steps may not be on your computer. This is because you may have installed Norton Internet Security or Norton Personal Firewall. If there is a folder or file you do not have on your computer, skip to the next step.

To remove Norton Internet Security or Norton Personal Firewall folders and files

1. In the Windows taskbar, click Start > Programs > Accessories > Windows Explorer.
2. On the Tools menu, click Folder Options.
3. Click the View tab.
4. Uncheck "Hide protected operating system files".
5. Under the "Hidden files" folder, select Show hidden files and folders.
6. Click OK.
7. Remove the Norton Internet Security or Norton Personal Firewall installation folder:

C:\Program Files\Norton Internet Security
C:\Program Files\Norton Personal Firewall

Note: If you installed Norton Internet Security or Norton Personal Firewall in a location other than the default location, then delete the Norton Internet Security or Norton Personal Firewall folder in that location.

8. If you have no other Symantec products on the computer, delete the following three folders:
C:\Program Files\Symantec
C:\Program Files\Common Files\Symantec Shared
C:\Documents and Settings\All Users\Application Data\Symantec
9. If you cannot delete the file Navshext.dll (which is in the Norton AntiVirus folder) follow the steps in the document [Error: "Cannot delete navshext.dll . . ." when deleting the Norton AntiVirus 2002 program folder](#) to unregister and delete the file.
10. Navigate to the C:\Winnt\System32\Drivers folder.

Note: In Windows XP navigate to the C:\Windows\System32\Drivers folder.

-
11. Select the following files and press the Delete key:
 - Symdns.sys
 - Symfw.sys
 - Symndis.sys
 - Symredir.cat
 - Symredir.inf
 - Symredrv.sys
 - Symtdi.sys
 12. Navigate to the C:\Winnt\System32 folder.

Note: In Windows XP navigate to the C:\Windows\System32 folder.




13. Delete the Symredir.dll file.
14. Close Windows Explorer.

Once you have removed all the above files and folders, do one of the following:

- If you want to reinstall the program, read the page [Reinstalling your Symantec program after a failed installation or after you see error messages](#) for detailed instructions.
- If you do *not* want to reinstall the program, continue with the next section.



Remove Norton Internet Security or Norton Personal Firewall shortcuts, context menus, and scheduled tasks

-  **Remove the Norton Internet Security or Norton Personal Firewall shortcuts**
-  **Remove the Norton Internet Security or Norton Personal Firewall context menus**
-  **Remove Norton Internet Security or Norton Personal Firewall scheduled tasks**

This concludes the manual uninstallation procedure for Norton Internet Security 2004. If you want to reinstall Norton Internet Security, follow the steps in the document [Reinstalling your Symantec program after a failed installation or after you see error messages](#).

Translations of this Document:

Given the time needed to translate documents into other languages, the translated versions of this document may vary in content if the English document was updated with new information during the translation process. The English document always contains the most up-to-date information.

Available translations:

[Dutch](#)

[German](#)

[French](#)

[Italian](#)

[Portuguese](#)

[Spanish](#)

[Swedish](#)

[Korean](#)

[Simplified Chinese](#)

[Traditional Chinese](#)

Product(s): Norton Internet Security 2004 7.0, Norton Internet Security Professional 2004 7.0, Norton Personal Firewall 2004 7.0
Operating System(s): Windows 98, Windows 98SE, Windows 2000, Windows XP Home Edition, Windows XP Professional Edition, Windows Me
Date Created: 02/03/2004