

NTRLS IT: Real Stories
Symantec Antivirus Corp Edition 10.1

Issue / Problem:

Computers with Symantec Corporate Edition Antivirus 10.1 installed on Dell Optiplex 745's causes system to hang after the "Loading Windows" screen on Windows XP Pro.

Background Information you should know about:

What is the BIOS? The BIOS stands for Basic Input Output System and is the software written to control the MLB (Motherboard). What is the MLB? The MLB is the main logic board that connects together all of the computer components such as the HDD (Hard Disk Drive), CPU (Central Processing Unit or brain of the computer), sound card and CD-ROM drive. What is an MLB chipset? The MLB chipset consists of two major microchips. These are known as the North Bridge and the South Bridge. The North Bridge handles data for the AGP Port and the main memory which includes the FSB (Front side bus). The North Bridge handles most of the very important tasks such as the connection between the CPU and main memory. The South Bridge handles data from the PCI and ISA slots and can also have integrated components such as Audio codec's etc. What is Antivirus software? Antivirus software is a program that was written to help protect your computer from programs written to destroy or wreck havoc on your computer called viruses. What is a computer virus? A computer virus is a computer program that can copy itself and infect a computer without permission or knowledge of the user.

Resolution / How we solved the problem:

Here at the System office, we had a computer that would boot to the "Windows Load" screen and then go to a black screen, but wouldn't go any further during the boot process. Luckily, we had other computers to research this issue and to download patches or updates, if needed. After doing some investigations online, I found out that this is a known issue for Symantec's software and Dells 745 optiplex computer line. Several options were available to try to resolve the issue. The first step was to get the computer to boot so I could get into windows. I had to turn off the CD-ROM drive access within the BIOS. Now that I could boot into windows correctly more options became available. The second option was to try updating the BIOS on the computers MLB. I did this, but to no avail, it did not fix our problem. The computer would still hang during the boot process with the CD-ROM drive turned back on. Another option was to remove the Antivirus software all together, but this wasn't going to happen since we needed the protection from viruses. Our third option was to try Symantec's solution:

Some Dell computers cannot start in normal mode after installing Symantec AntiVirus 10.1

Question/Issue:

You install Symantec AntiVirus 10.1 or Symantec Client Security 3.1 to a Dell computer with a dual core chip. When you restart the computer, Windows cannot start in normal mode.

Solution:

This problem is fixed in Maintenance Patch 1 for Maintenance Release 6 (MR 6 MP1) of Symantec AntiVirus Corporate Edition 10.1.6 and Symantec Client Security 3.1.6. For information on obtaining the latest build of Symantec AntiVirus, read [Obtaining an upgrade or update for Symantec AntiVirus Corporate Edition or Symantec Client Security](#).

If you are running a version of Symantec AntiVirus Corporate Edition 10.1.x and Symantec Client Security 3.1.x and cannot upgrade to MR 6 MP 1: To work around the problem, create the UseVolumeInfoList registry value and set the value to 0. Then, restart the computer.

WARNING: In the next steps you will edit the Windows registry. Back up the registry before you make any changes to it, because incorrect changes to the registry can result in permanent data loss or corrupted files. Modify only the registry keys that are specified. For instructions, see [How to back up the Windows registry](#).

To create the UseVolumeInfoList registry value

1. On the Windows taskbar, click Start > Run.
2. In the Open box, type the following text:

```
regedit
```

3. Click OK.
4. In the Windows Registry Editor, in the left pane, go to the following key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Intel\LANDesk\VirusProtect6\CurrentVersion\Storages\Filesystem\RealTimeScan
```

5. Right-click the RealTimeScan key, and then click New > DWORD Value.
6. Type UseVolumeInfoList for the value's name, and then press Enter.
7. In the right pane, double click the UseVolumeInfoList value.
8. In the Value data box, type 0
9. Click OK.
10. Restart the computer.

To ensure the best performance, Symantec recommends that you update the Symevent drivers as well. For instructions, read the document [Updating the Symevent files](#).

In the end we tried this solution and it worked for most of the pc's, but as soon as a newer version of Symantec's antivirus software became available, we upgraded the computers to 10.1.6 and it fixed all the issues. This turned out to be a Symantec software problem and not a hardware problem.