Norton's Subscription Problem

How to fix a corrupted subscription

Situation:
The part of your Symantec product that sets up your subscription is damaged or not fully installed. You were sent here by another document or a Symantec Support representative to fix that problem.

Solution:

Before you begin: You need to know your product version in order to do the following steps. If you do not know your product version, read Finding the version of your Symantec program before going to Step 1 to uninstall your program.

Step 1: To uninstall all Norton or Symantec products

1. Do one of the following:
    - In Windows 98/Me/2000: On the Windows taskbar, click **Start** > **Settings** > **Control Panel**. Double-click **Add/Remove Programs**.
    - In Windows XP: On the Windows taskbar, click **Start** > **Control Panel**. Double-click **Add or Remove Programs**.
2. Click the name of one of the installed Norton or Symantec products.
    For example, you may have one of more of the following programs installed: Norton AntiSpam, Norton AntiVirus, Norton Ghost, Norton GoBack, Norton Internet Security, Norton SystemWorks, Symantec pcAnywhere, WinFax PRO.
3. Depending on your version of Windows, click **Add/Remove**, **Change/Remove**, or **Remove or Change**, and follow the prompts to uninstall the program.
4. Restart the computer if prompted to do so.
5. Repeat steps 2, 3 and 4 until all Symantec or Norton programs have been uninstalled.
6. Restart the computer before going on to Step 2 below.

    Go to Step 2 below.

Step 2: To install LiveUpdate

1. Click lusetup-lt.exe to download the LiveUpdate installer.
2. In the File Download dialog box, click **Open**.
    LiveUpdate automatically installs.
3. In the LiveUpdate Installer message, click **Yes** to install LiveUpdate
4. In the second LiveUpdate Installer message, click **OK** to confirm that LiveUpdate installed successfully.

    Go to Step 3 below.

Step 3: To install LiveReg
Do one of the following, depending on your program version:

- **To install LiveReg to 2002 and 2003 programs**
    1. Click lrsetup.exe to download the LiveReg installer.
    2. In the Save dialog box, click **Open**.
       LiveReg automatically installs. You may see a window open and close quickly. It will take less than a minute to install, but will not tell you when it is done.
    3. Restart the computer.

- **To install LiveReg to 2004 programs**
    1. In your program CD or downloaded installation files, open the **Support** folder.
    2. Open the **Livereg** folder.
    3. Double-click the file **Lrsetup.exe**.
       LiveReg automatically installs. You may see a window open and close quickly. It will take less than a minute to install, but will not tell you when it is done.
    4. Restart the computer.

- **To install LiveReg to 2005 programs**
    1. In your program CD or downloaded installation files, open the **Support** folder.
    2. Open the **LiveReg** folder.
    3. Double-click the file **VCsetup.exe**.
       LiveReg automatically installs. It will take less than a minute to install, but will not tell you when it is done.
    4. Restart the computer.

       Go to Step 4 below.

Step 4: To reinstall your programs
Follow the instructions in Reinstalling your Symantec program after a failed installation or after you see error messages to reinstall your programs. When you are done, return to this document.

Go to Step 5 below.

Step 5: To update the subscription software and verify your expiration date

1. Run LiveUpdate to apply any updates to the subscription software.
   Running LiveUpdate also allows the program to update the subscription expiration date, if needed, to match the date on the Symantec server.
2. Make sure the subscription expiration date is correct in the program interface. Do one of the following:
    - If it does *not* show the correct expiration date, but everything seems to be working now, contact Customer Service for to have your expiration date updated.
    - If the expiration date is correct, you are done.

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