



# **Enterprise Support Utilities Group**



**NoNav  
Symantec AntiVirus  
Corporate Edition Uninstall Utility**

# NoNav

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### Proposal

Symantec Enterprise customers have expressed a need for a way to uninstall Norton AntiVirus Corporate Edition (NAVCE) or Symantec AntiVirus Corporate Edition (Symantec AV) when the normal uninstall procedure does not work.

### Solution

Symantec Enterprise Support has created a utility to fill this need. This utility will uninstall NAVCE or Symantec AV servers and clients by deleting the appropriate files and registry keys.

### Disclaimer

Symantec provides this utility as a courtesy to you and has no guarantee of effectiveness or promise that there is no possibility of damaging your networks. Verifying this tool within a test network is strongly advised before use in your production network. This tool has not undergone our stringent Quality Assurance process and as such is provided to you "as is."

### Prerequisites

The following are the prerequisites for NoNav:

- NoNav runs on Microsoft™ Windows 95™, Windows 98™, Windows Me™, Windows NT™, Windows 2000™, and Windows XP™ operating systems.
- The user account under which NoNav is run must have local administrative rights to the target computer.
- On Windows XP/Me operating systems, System Restore must be disabled.

### Functionality

NoNav is a batch file that will stop all associated services and removes all associated registry entries and associated file system entries for Symantec AntiVirus products.

NoNav will uninstall the following applications:

- Norton AntiVirus 4.0
- Norton AntiVirus 5.0
- Norton AntiVirus Corporate Edition 7.x series
- Symantec AntiVirus Corporate Edition 8.x series
- Symantec System Center
- Alert Management System (AMS)

### Usage

#### Configuration

Before you use the following options, they can be modified in the NoNav Options section of the NoNave.bat file:

```
@set REMOVE_SYMEVENT=0
@set REMOVE_LIVEUPDATE=0
@set REMOVE_DEFS=0
@set WARN_FIRST=1
@set REBOOT=1
```

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With the exception of REBOOT, setting any of these values to 1 enables that feature. For example, setting REMOVE\_DEFS to 1 will direct NoNav to remove the virus definitions along with the antivirus application.

Option	Description	Default
REMOVE_SYMEVENT	Uninstall the SymEvent device drivers. Enable this only if the antivirus program is the only Symantec program on the computer.	0
REMOVE_LIVEUPDATE	Uninstall LiveUpdate. Enable this only if the antivirus program is the only Symantec program on the computer.	0
REMOVE_DEFS	Remove the virus definitions. Enable this only if the antivirus program is the only Symantec program that uses virus definitions on the computer.	0
WARN_FIRST	Display a confirmation message that allows NoNAV to be canceled before taking any action.	1
REBOOT	Determines whether to restart the computer after NoNAV finishes. This can be set to 0 (do not restart), 1 (restart if necessary), or 2 (always restart).	1

**Note:** In many cases, you must restart the computer, and many problems that require uninstallation are not solved until the restart takes place. For this reason, setting REBOOT to 1 is recommended.

### Command line options

The only command line option available is “-silent.” This option allows NoNav to run silently with no output generated to the screen. If the WARN\_FIRST option is set in NoNav.bat, the -silent option overrides that setting, and no warning is displayed.

Example:

```
Nonav.bat -silent
```

### To use NoNav

1. Unzip the contents of the NoNav.zip file to a folder anywhere on the file system of the target computer.
2. If necessary, edit the NoNav Options section of the NoNav.bat file.
3. Either double-click the NoNav.bat file or run it from a command prompt.

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### NoNav Files

The following files are used by NoNav:

Nonav.bat	The controlling script
Nonav.reg	Removes registry keys for antivirus products
Nonav.inf	Removes registry keys for antivirus products for Hebrew versions of Windows
Nolu.reg	Removes registry keys for LiveUpdate
Nolu.inf	Removes registry keys for LiveUpdate in Hebrew versions of Windows
Nosymev.reg	Removes registry keys for Symevent
Nosymev.inf	Removes registry keys for Symevent in Hebrew versions of Windows
Nonav.pif	Closes the Nonav.bat window when finished
Rtvstop.exe	Symantec tool to stop Rtvscan service
Esugutil.exe	Symantec multipurpose tool
NoNav.pdf	This document

### Frequently Asked Questions

#### Question

Can I use this utility instead of standard uninstallation methods like Add or Remove Programs?

#### Answer

The NoNav utility is not the recommended method to uninstall and is not supported by Symantec Technical Support. Please attempt to uninstall your Symantec antivirus product through the Add or Remove Program before using this method.

If you choose to use this utility, please understand that it is not supported and that Symantec Support will not be able to assist you in solving any problems that arise from using the utility.

#### Question

Can I use this on any currently installed Symantec antivirus program?

#### Answer

NoNav removes all of the versions listed in the Functionality section of this document. It does not remove any of the retail Norton AntiVirus products or any of the gateway family of antivirus products such as Symantec Mail Security.

#### Question

I need to uninstall my Symantec AntiVirus product from several computers in my network. Can I deploy this utility?

#### Answer

If after trying the supported methods of uninstalling and you decide to use this utility, test it against no fewer than three installations of the Symantec product. When you are comfortable with the results of your testing and can reasonably predict the behavior and results from using this utility, then you can make the determination as to whether or not to use this utility on your network.

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### Question

Does Symantec have a way for me to deploy NoNav?

### Answer

Because NoNav is an unsupported utility, Symantec does not have a formal way to deploy it. It is possible to deploy NoNav by using Symantec Packager, which is shipped with Symantec AntiVirus Corporate Edition 8.x. Read the following knowledge base article for guidance in creating the deployment package:

[How to use Symantec Packager to distribute a Symantec Security Response removal tool](http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2003082016475048)

Document ID: 2003082016475048 <sup>1</sup>

Other methods may use other products such as SMS or Tivoli.

Note that all of the files included in the NoNav distribution must be deployed for the tool to function.

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<sup>1</sup> URL for “How to use Symantec Packager to distribute a Symantec Security Response remove tool”  
article <http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2003082016475048>  
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