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## Removing your Norton program using SymNRT

### Situation:

Another document in the Symantec knowledge base or a Symantec Technical Support technician sent you here.

### Solution:

SymNRT is a program that can remove some Norton software from your computer. SymNRT runs on Windows 98, Windows Me, Windows 2000, and Windows XP.

SymNRT should be used *only* if you have tried to uninstall the Norton program using Windows Add/Remove Programs and that did not work.

### Will SymNRT work for you?

SymNRT will remove these--and only these--Norton programs:

- Norton AntiVirus 2004/2005
- Norton AntiVirus Professional 2004
- Norton AntiVirus 3, 5 and 10 User Pack 2004/2005
- Norton SystemWorks 2004/2004 Professional Edition
- Norton SystemWorks 2005/2005 Premier edition
- Norton Password Manager 2004
- Norton Internet Security 2004/2005
- Norton Internet Security 5 and 10 User Pack 2004/2005
- Norton Personal Firewall 2004/2005
- Norton AntiSpam 2004/2005
- Ghost 2003 or Ghost Version 9.0

If your program is not in this list, do not use SymNRT. It will not remove your program. If you need help with removing programs not in this list, go to the Technical Information section near the bottom of this page.

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**Note:** As part of the steps that follow, you will have to restart your computer several times. To make it easier to finish these steps, print and bookmark this page before you begin.

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### What should you do first?

- If you have *not* tried to uninstall your Norton program using Add/Remove Programs, then begin with "Section 1: Uninstalling your program using Windows Add/Remove Programs."
- If you have tried to uninstall your Norton program using Add/Remove Programs and the process failed, then begin with "Section 2: Using SymNRT."

## Section 1: Uninstalling your program using Windows Add/Remove Programs

In most cases we recommend that you uninstall all Norton and Symantec programs. And, because Windows Add/Remove Programs does the most complete uninstall, you should always try it first. Before you use it, however, please record your product or activation key.

### To record your product or activation key

Record your product or activation key for your records. You will need this key to reinstall your program. For instructions on how to find your product or activation key, read the document [Locating your product or activation key](#).

### To uninstall all Norton and Symantec programs

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 programs.

(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, Symantec Ghost, Norton PartionMagic, WinFax PRO, or ACT!.)

If you have WinFax PRO and you want to back up your fax data, follow the steps in [How to use the Add/Remove Programs option to remove WinFax PRO or TalkWorks PRO](#).

If you have ACT! and you want to back up your contact data before uninstalling the program, follow the steps in [How to Back Up and Restore Your ACT! Database](#).

3. Depending on your version of Windows, click **Add/Remove**, **Change/Remove**, or **Remove or Change**, and follow the prompts to uninstall the program.

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**Note:** If the uninstall fails when you are uninstalling one of the programs supported by SymNRT (listed above), then use the steps in this section to remove all of your other Norton or Symantec programs. After they are removed, go on to "Section 2: Using SymNRT."

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4. Restart the computer, if asked to do so.
5. Repeat steps 2 and 3 until all Symantec or Norton programs are uninstalled.
6. Restart the computer.
7. Do one of the following:
  - If you were able to remove all of your Norton or Symantec programs, then you do not need to use SymNRT. You are done.
  - If you were not able to remove one of the programs supported by SymNRT (listed at the beginning of this document), but you were able to remove all of your other Symantec programs (if any), then go on to the next section, "Section 2: Using SymNRT."

## Section 2: Using SymNRT

Do not use this section unless you have tried to uninstall your Norton program with Windows Add/Remove Programs. For programs listed above that could not be removed using Add/Remove programs, follow these steps:

1. Close all open programs.
2. Click the following link to begin the download for SymNRT.exe:

### [SymNRT.exe](#)

Save the file to the Windows desktop.

- When the download is finished, on the Windows desktop, double-click **SymNRT.exe**, and then follow the on-screen instructions. Restart the computer if prompted.
  - If you see the error "SymNRT: Invalid signature. This file is not signed." when running SymNRT, go to the document [Error: "SymNRT: Invalid signature. This file is not signed so it won't run."](#)
  - If you see the error "Symantec removal tool has encountered an error and needs to close," try running the tool a second time. If that does not work, see [Error: "Symantec removal tool has encountered an error and needs to close"](#)
- On your desktop, right-click **SymNRT.exe**, and then click **Delete**. Click **Yes** to confirm the deletion.
- Answer Yes or No to this question: Have you ever had any of these programs installed (even if you later uninstalled or upgraded them):

Norton AntiVirus 2003 or earlier  
Norton Internet Security 2003 or earlier  
Norton Personal Firewall 2003 or earlier  
Norton SystemWorks 2003 or earlier

- Do one of the following:
  - If you answered Yes--you did at one time have one or more of these programs installed, then go on to Section 3.
  - If you answered No--you never had any Norton program that was version 2003 or earlier, your are done.

For help with reinstallation, read [Reinstalling your Symantec program after a failed installation or after you see error messages.](#)

## Section 3: Removing files and registry settings left over from 2003 or earlier programs

If you have ever had any of these programs installed:

Norton AntiVirus 2003 or earlier  
Norton Internet Security 2003 or earlier (which included Norton AntiVirus)  
Norton Personal Firewall 2003 or earlier (which included Norton AntiVirus)  
Norton SystemWorks 2003 or earlier (which included Norton AntiVirus)

then, after using SymNRT, you must run three small programs, Rnav2003.exe, RnisUPG.exe, and SYMCLN.exe to clean up any folders or registry keys that were left from old installations.

### To run Rnav2003.exe

- Click the following link to begin downloading Rnav2003.exe:

[Rnav2003.exe](#)

Save the file to your Windows desktop.

- Double-click the **Rnav2003.exe** icon on the Windows desktop.

If you have Windows XP Service Pack 2, you may see the message "The publisher could not be verified. Are you sure you want to run this software?" If you see this, click **Run**.

- On the RNAV Question screen, click **No** to continue the process.
- Choose the version of Norton AntiVirus that was first installed.

For example:

The first version of Norton Internet Security you installed was Norton Internet Security 2001. You later upgraded to Norton Internet Security 2002 and then to Norton Internet Security 2003.

In this case, when asked to choose the version, choose Norton AntiVirus 2001.

5. Click **Yes** to start uninstalling.  
A progress indicator appears while the Rnav2003.exe utility removes Norton AntiVirus files and registry keys.
6. Click **Yes** to restart the computer when the uninstallation is completed.
7. Do one of the following:
  - If you now have run the Rnav2003.exe utility for all older versions of Norton AntiVirus that were ever installed, go on to "To run RnisUPG.exe."
  - If you have not finished running the Rnav2003.exe utility for all older versions of Norton AntiVirus that were ever installed, go on to step 8.
8. Repeat steps 2 through 7 for any other previous versions of Norton AntiVirus that you have had installed.

Using the example from step 4, in the first pass you chose Norton AntiVirus 2001. The second time choose Norton AntiVirus 2002 and the third time choose Norton AntiVirus 2003.

When all old versions have been removed, go on "To run RnisUPG.exe."

### To run RnisUPG.exe

1. Click the following link to begin downloading RnisUPG.exe

[RnisUPG.exe](#)

Save the file to your Windows desktop. If you have Windows XP Service Pack 2, you may see the message "The publisher could not be verified. Are you sure you want to run this software?" If so, click **Run**.

2. On the Windows desktop, double-click **RnisUPG.exe** and follow the on-screen instructions.
3. Restart the computer when prompted.

### To run the SYMCLN.exe removal utility

1. Click the following link to begin downloading SYMCLN.exe:

[SYMCLN.exe](#)

Save the file to your Windows desktop. If you have Windows XP Service Pack 2, you may see the message "The publisher could not be verified. Are you sure you want to run this software?" If so, click **Run**.

2. On the Windows desktop, double-click **SYMCLN.exe** and follow the on-screen instructions.
3. Click **Remove All**. This choice uninstalls all of the listed products. You will see a warning message that prompts for confirmation.
4. Click **Yes** to proceed.  
If you see the message "Do you want to completely remove Netscape (7.0) and all its components?", choose **No**. Netscape 7.0 and older Norton SystemWorks versions both use the file NSuninst.exe. Removing that file may prevent Netscape from functioning correctly.
5. When you see a prompt to restart the computer, answer **Yes**.
6. Restart the computer when prompted.

Go on to the section "Section 4: Reinstall your Norton programs."

## Section 4: Reinstall your Norton programs

1. Do one of the following:
  - If you are going to reinstall any Norton 2004 programs, go to step 2:
  - If you are going to reinstall only Norton 2005 programs, skip to step 4.
2. Click the following link to begin downloading LRSetup.exe:

[LRSetup.exe](#)

Save the file to your Windows desktop. If you have Windows XP Service Pack 2, you may see the message "The publisher could not be verified. Are you sure you want to run this software?" If so, click **Run**.

3. On the Windows desktop, double-click LRSetup.exe and follow the on-screen instructions. When the file is installed, go on to step 4
4. Reinstall you programs. For help with this, read [Reinstalling your Symantec program after a failed installation or after you see error messages](#).

By running SymNRT, Rnav2003, RnisUPG, and SYMCLN, you have removed every component of the programs supported by SymNRT, as well as Norton AntiVirus, Norton Internet Security, Norton Personal Firewall, and Norton SystemWorks 2003 and earlier.

### Technical Information:

#### Removing programs that cannot be removed using SymNRT

SymNRT will remove current versions of Norton programs as described above. If you need to remove any of the following programs and you have not installed the 2004 or 2005 version of that program, read [Uninstalling and reinstalling your Symantec program after you see error messages](#).

- Norton AntiVirus 2003 or earlier
- Norton AntiVirus Professional 2003 or earlier
- Norton SystemWorks Standard and Professional 2003 or earlier
- Norton Internet Security 2003 or earlier
- Norton Personal FireWall 2003 or earlier

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### 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.

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Product(s): TS\_GEN

Operating System(s): All Supported

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