



Enterprise Support Utilities Group



NoNav

Symantec AntiVirus Uninstall Utility

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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 (SAVCE) when normal uninstall procedures do not work.

Solution

Symantec Enterprise Support has created a standalone application / utility to fill this need. This utility will uninstall NAVCE or SAVCE Parent Servers and Clients through registry and file system deletions.

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Prerequisites

This utility will only run under a Microsoft™ Windows 95™, Windows 98™, Windows ME™, Windows NT®, Windows 2000™, and Windows XP™ operating systems. Additional files are included to handle Hebrew Windows versions.

The user account that this utility is run under must have local administrative rights to the target computer.

On Windows XP, the "System Restore" must be disabled prior to NoNav running.

Functionality

NoNav is a batch file that will stop all associated services, remove all associated registry entries and associated file system entries for Symantec AntiVirus products. Applications this utility removes are listed below:

Symantec Antivirus Corporate Edition 9.x series (SAV 9.x)	Symantec Antivirus Corporate Edition 8.x series (SAV 8.x)	Norton Antivirus Corporate Edition 7.x series (NAV 7.x)	Symantec System Center 7.x, 8.x, 9.x
Norton Antivirus 4.x	Norton Antivirus 5.x	Liveupdate 1.x, 2.x	
Symevent (all versions)			

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Usage

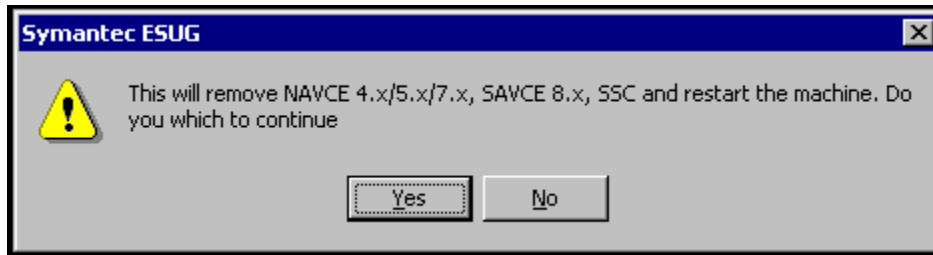
Prior to use, the following options can be changed through modification of the first 6 lines of NoNav.Bat:

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

Setting any choice to “=1” will enable that feature.

For example, “set REMOVE_DEFS=1” will direct NoNav to remove the virus definitions along with the antivirus application.

By default, NoNav will warn the administrator that this script will uninstall Symantec AntiVirus from the computer and reboot.



The reboot option has the following options:

- 0 = No reboot
- 1 = Reboot if required
- 2 = Force reboot

The only command line option available is “-silent”. This option will allow NoNav to run silently with no output generated to the screen.

Example: Nonav.bat –silent

NOTE: If the warn option is set, the silent option will override the warn setting, causing no warning to be displayed.

To use NoNav:

Unzip all files to a folder located anywhere on the file system of the target computer.

Either double click the file, nonav.bat or run it from a command prompt.

It is strongly recommended that the target computer be rebooted after NoNav has been used.

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NoNav Files

NoNav uses the following files:

Nonav.bat	The controlling script
Nonav.reg	This removes the antivirus registry keys
Nonav.inf	This removes antivirus registry keys for Hebrew Windows versions
Nolu.reg	This removes liveupdate registry keys
Nolu.inf	This removes liveupdate registry keys for Hebrew Windows versions
Nosymev.reg	This removes symevent registry keys
Nosymev.inf	This removes symevent registry keys on Hebrew Windows versions
Nonav.pif	This closes the batch file after completion
Rtvstop.exe	This is the Symantec tool to stop the Rtvscan service
ESUGUTIL.exe	This is the Symantec multipurpose tool
NoNav.pdf	This document

FAQ

Question

Can NoNav be used on a current install of Symantec Antivirus products?

Answer

This utility is neither the primary nor the recommended method to uninstall and is not supported. Please attempt to uninstall your Symantec AntiVirus product through the Add/Remove applet or as directed by the manual uninstall knowledge base article.

Title: 'How to locate manual uninstallation documents for Symantec antivirus products'
Document ID: 2002031914291648 WebURL:
<http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2002031914291648>

However, if you chose to use this utility, please understand that it is not supported. Symantec Support will be unable to formally assist you in fixing any issues that arise from the use of this utility.

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Question

Is NoNav a deployable application? Can it be run remotely?

Answer

It is not recommended that this utility be ran in a production environment until it has been tested on no less than three installations in a testing environment or lab. Once the utilities end results can be readily predicted with accuracy, and an acceptable comfort level has been attained, it can then be determined if the use of this utility in a production environment is authorized.

Question

Does Symantec have a way for me to deploy NoNav?

Answer

As this is an unsupported utility, Symantec does not have a formal way to deploy this utility. Suggested means are to use Symantec Packager that is shipped with Symantec AntiVirus Corporate Edition 8.1.

Please see the following knowledge base article for guidance in creating the deployment package:

Title: 'How to use Symantec Packager to distribute a Symantec Security Response removal tool' Document ID: 2003082016475048 WebURL:
<http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2003082016475048>

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