
Subject: Re: Renguard/Norton Problems

Posted by [Kanezor](#) on Sat, 22 Oct 2005 16:54:47 GMT

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Alright: Norton AntiVirus just complained about SVKP.sys for a second time on my machine (eg, after I had solved the problem locally), so it seems like this isn't going to go away easily. First up: Go complain about this problem to Symantec. They caused the problem.

https://secure1.symantec.com/discuss/support/feedback2.nsf/p_roduct+feedback

Now that that's said, let's get RenGuard working again. That is, working until Norton AntiVirus decides to fuck it up again. My instructions will be very specific, so if you fuck up, it's your fault. Also, these instructions will require two reboots.

1) Let's add SVKP.sys to Norton two exclusions lists.

1a) Open Norton AntiVirus.

1b) Click on "Options" at the top of the window

1c) On the left, under "System", click on "Manual Scan"

1d) Two items will appear under "Manual Scan", click on "Exclusions"

1e) On the right, click "New"

1f) Type in "C:\WINDOWS\system32\SVKP.sys"

1g) Click "OK"

1h) Click "OK"

1i) Click "Options" again

1j) On the left, click on "Threat Categories"

1k) Two items appear, click on "Exclusions"

1l) On the right, click "New"

1m) Type in "C:\WINDOWS\system32\SVKP.sys"

1n) Click "OK"

1o) Click "OK"

2) Now that SVKP has been added to Norton AntiVirus's exclusion lists, we'll need to make sure that it's also not in the Quarantine list.

2a) On the left (Norton AntiVirus should still be open... if not, open it again you silly!), click on "Reports"

2b) In the top center, click on "View Quarantined Items"

2c) Look for an item in the list with a file name of "SVKP.sys" and a threat name of "Hacktool.rootkit" (or something very similar)

2d) If you find an item in the Quarantine list which matches the description, then right click it and select "Restore"

2e) When you're finished (or if you did not find anything in the Quarantine list that matches the description), close the Quarantine list, and close Norton AntiVirus.

3) Because Norton AntiVirus is a piece of shit, you will now need to reboot your machine for the exclusions to take affect. So, reboot. This tutorial will be here when you get back.

4) Uninstall RenGuard and SVKP

4a) Use RenGuard's installer -- if you do not have it, then re-download it from www.renguard.com!

- 4b) Click Start -> Run and type in "regedit" to open Registry Edit.
- 4c) Remove the registry key
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SVKP.
- 4d) Remove the registry key
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Enum\Root\LEGACY_SVKP.
- 4e) Close RegEdit
- 5) Reinstall RenGuard (which will also reinstall SVKP)
- 6) Reboot your machine

If you did everything correctly, RenGuard should now work. CorePatch 1 will be redownloaded, even if you already have it installed... silly RenGuard can't see that the files are already from CorePatch 1. Downloading and installing CorePatch 1 again will not hurt anything. If you do not want to wait for CorePatch 1 to download, then you can disable it from RenGuard's options window.

Also remember than when installing CorePatch 1, the error 17 at the end is fine.
