
Subject: Re: Renguard/Norton Problems
Posted by [Blazer](#) on Mon, 24 Oct 2005 10:39:25 GMT
[View Forum Message](#) <> [Reply to Message](#)

FYI, I have just sent this message to Symantec:

Blazer

I work for a nonprofit company that provides legacy support for a particular game title. One of our products is an anti-cheat addon, which utilizes the "SVKP Protector" to encrypt and protect our code from crackers.

In effect, every game client (thousands) are using our module, which utilizes SVKP.

The problem is that as of last week, Symantec added SVKP to their virus definitions as "Hacktool.Rootkit".

This is causing *major* disruption of our customers who use Symantec security products, as their game clients no longer work, and we are being flooded with support issues as the average joe user just sees a popup that they are "infected" and want to know why our software is a virus or trojan.

Please reply ASAP and let me know the procedure for requesting removal or alteration of a virus definition, or at least it's description page ([http://securityresponse.symantec.com/avcenter/venc/data/hack tool.rootkit.html](http://securityresponse.symantec.com/avcenter/venc/data/hack%20tool.rootkit.html)), to include information to the effect of that just because a program is using SVKP, doesn't mean its a backdoor/trojan/rootkit.

Our company pays a licensing fee to use SVKP, and Symantec has pretty much pulled the rug out from under us....please advise.
