ZONEALARM
by Check Point®

Installation, Uninstall and Upgrade

Go To....

Register · Sign In · Help

📁 **ZoneAlarm User Forum**
  📁 **ZoneAlarm Installation**
    📁 **Re: ZASS 8.0.059.000 installed; PC locking up using IE**

[Search!] | User Search · Advanced

↱ Reply   Thread Options ⌄   ◁◁ Message Listing   ◁ Previous Thread   ◁ Previous Message   Next Message ▷   Next Thread ▷

Re: ZASS 8.0.059.000 installed; PC locking up using IE

yinpong
New Member
Registered: 04-26-2007

Viewed 71 times

This was the reply I got from support; I haven't tried it yet cos I'm sick of un-installing and re-installing ZASS; if somebody else can be bothered to try the solution below then please do and reply to this post to say how you got on…

Thank you for contacting ZoneAlarm Technical Support.
I understand you computer is locking when you are browsing web sites since upgrading ZoneAlarm. Please follow the steps listed below to resolve this issue.

Download your ZoneAlarm Security Suite as a saved installation file to your desktop.

To download the latest version of ZoneAlarm Security Suite please copy the following link into your browser's address window:

http://download.zonealarm.com/bin/free/1043_en/zaSuiteSetup_80_059_000_en.exe

When the download box pops up, choose Save, in the next box choose Save to Desktop.

Do a special uninstall of your ZoneAlarm Security Suite.

IMPORTANT - If you have a Cisco VPN client installed, you must first uninstall the VPN client, then follow the instructions below, and reinstall the Cisco VPN client again afterwards. This procedure will remove all traces of the TrueVector service, which was incorporated by Cisco into the VPN software.

NOTE: If you wish to keep your settings, create a Backup from Overview -> Preferences before starting, and then Restore afterwards.

01.) Right click the ZA icon (if present) and choose shut down
02.) Click on Start -> Programs -> ZoneAlarm
03.) RIGHT-click on Uninstall ZoneAlarm Security, then select Properties
04.) Under Target you will see the following line (the actual drive may be different on your system):

"C:\Program Files\Zone Labs\ZoneAlarm\zauninst.exe"

Change it to:

"C:\Program Files\Zone Labs\ZoneAlarm\zauninst.exe" /clean

(add a space and then the /clean)

05.) Click Apply, then OK to save the new command line.
06.) Click on Start -> Programs -> ZoneAlarm -> Uninstall ZoneAlarm Security
07.) Click Uninstall to run the uninstaller, and choose OK or yes to any security alerts that pop up.
08.) Say Yes when being prompted for the removal of all files.
09.) Reboot when prompted
10.) Go to Start -> My Computer (XP) or open My Computer from your desktop.
11.) Double click the C: drive
12.) Double click the Windows folder (it may also be called WINNT in some cases)
13.) Locate and delete the Internet Logs folder here
14.) Double click the System32 folder
15.) Locate and delete the Zone Labs folder here (if present)
16.) Close this window
17.) Clear your Windows temporary file cache by following the steps below:

- Go to Start -> Run
- Type %temp% and click OK
- Select all of these files and delete them
- Empty your recycle bin

18.) Click on your saved installation file (on your desktop) and follow the instructions through to re-install the software.

If my answer did not resolve your issue, or you would like further assistance on this issue, please reply to this email. By replying, and leaving the subject line intact, your response will come directly to me. If you have a separate issue you would like assistance with, please submit a new request using the website at (

http://www.zonealarm.com/tsform).

Thank you for choosing ZoneAlarm Internet security, Adam Technical Service ZoneAlarm, A Division of Check Point Software

12-08-2008 12:18 PM

Report Abuse to a Moderator

◁◁ Message Listing   ◁ Previous Thread   ◁ Previous Message   Next Message ▷   Next Thread ▷

SUBJECT	AUTHOR	DATE/TIME
▶ ZASS 8.0.059.000 installed; PC locking up using IE	yinpong	11-10-2008 12:34 PM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	yinpong	11-11-2008 01:10 PM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	mpanzenbeck	11-11-2008 11:47 AM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	capatrick	11-11-2008 01:20 AM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	Dilbert	11-11-2008 11:32 AM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	Dilbert	12-16-2008 09:52 PM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	bluefire	11-17-2008 03:44 PM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	GURU GeorgeV	11-17-2008 03:55 PM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	bluefire	11-18-2008 10:31 AM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE URL	GURU GeorgeV	11-18-2008 01:09 PM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	yinpong	12-08-2008 12:18 PM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	capatrick	12-08-2008 02:49 PM
▶ Re: ZASS 8.0.059.000 installed; PC locking up using IE	GURU GeorgeV	12-08-2008 02:54 PM

powered by lithium