

Norton Antivirus 2005 does not support the repair feature, please uninstall and reinstall...

You have **Norton Antivirus 2005** (or Norton Internet Security 2005) installed on your PC/Laptop, and suddenly one day you start continually experiencing the following error :

Norton Antivirus 2005 does not support the repair feature. Please uninstall and reinstall.

At the time of writing the typical Symantec solution is to uninstall and re-install Norton AntiVirus/Norton Internet Security, a procedure which can itself sometimes cause additional unwanted problems. Even if it goes smoothly, on a fast broadband line you are looking at close to an hour of wasted time uninstalling, reinstalling, and configuring your Norton product.

On looking at the issue more closely whenever we came across the problem, we eventually noticed that this error occurred only when trying to open a Microsoft Office program. As a result we worked out the fix below and it has worked for us every single time.

The Fix

- First, run a **LiveUpdate** and repeat until no new updates are available. Reboot when prompted to do so.
- When you have installed ALL new updates to Norton AntiVirus or Internet Security, restart your PC/Laptop and open a Microsoft application to see if that error message still appears as *sometimes running LiveUpdate fixes the problem !*
- If the problem still persists, open **Norton AntiVirus 2005**.
- Click on **Options**.
- On the left-hand side of the screen, under the **Other** category, click on **Miscellaneous**.
- On the right-hand side of the screen, uncheck **Enable Office Plug-in**, and click **OK**.

- Close Norton AntiVirus.
- Test that all Microsoft Office applications open without errors (Word, Excel, PowerPoint). They should do.
- Open **Norton AntiVirus 2005** again.
- Click on **Options** (this time we will be re-enabling the Office Plug-in).
- On the left-hand side of the screen, under the **Other** category, click on **Miscellaneous**.
- On the right-hand side of the screen, check **Enable Office Plug-in**.
- OK** your way out.
- Re-test all Microsoft Office applications (Word, Excel, PowerPoint). You should hopefully find that, as per our own experience of this problem, Word, Excel, and PowerPoint now all open thankfully without errors.
- That's it. You're done !**

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