
Subject: Re: HELP ME OUT BEFORE I LOSE MY MIND. WORM THROUGH RG?
Posted by [Kanezor](#) on Thu, 20 Oct 2005 18:44:57 GMT

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I'm not sure exactly why we're seeing this so often recently. My guess is that the most recent virus definitions file that Symantec put out for Norton's Anti-Virus doesn't like SVKP, which is a service necessary to run RenGuard...

In any case, you should first scan your computer to make sure that you do not have any viruses. When you are confident that you have no viruses, you can then tell Norton's AntiVirus to remove SVKP.sys from the Quarantine list. I will detail the instructions for that shortly, for Norton's Anti-Virus 2005. If SVKP.sys is not in your Quarantine list, then you must reinstall RenGuard (and you can probably thank Symantec for that).

To remove SVKP.sys from your Quarantine list, double-click on the Norton's Anti-Virus icon in your system tray (next to your clock). When NAV has finished loading, on the left you should see a links. I have "Status", "Scan for Viruses", "Reports", and "Advanced Tools". You should click on "Reports". Then, in the top center of the window should be an item named "View Quarantined Items". Click on that. This will bring up a new window showing exactly what files Norton's Anti-Virus has quarantined. Look for an entry with a file named "SVKP.sys" with a threat named "Hacktool.rootkit". Right click, and select "Restore".

If all goes well, then Norton's Anti-Virus should not complain about SVKP.sys anymore (unless Symantec does this again).

And again, RenGuard is not a worm, a virus, a backdoor, or any other malware. I can personally guarantee that.

Edit:

If the RenGuard loader still couldn't initialize the service after removing SVKP.sys from your Quarantine list, then you will most likely need to reinstall SVKP.sys (which can be done by reinstalling RenGuard).