

2014-02-17 16:21 Norton Utilities chat support case 14132048

Thank you for contacting Norton Support! You are currently 1 in the queue.

If you need help with downloading and installing a Norton product, we have an online tutorial with step-by-step instructions available at www.norton.com/download

While you wait, please feel free to check it out.

You are now entering the chat room.

Welcome to Norton Support, my name is Sivachandran K. Please give me a minute to go through the information you have provided.

Sivachandran K: Welcome to Norton Support, my name is Siva, Can I please have a minute to go through the information you have provided?

Sivachandran K: Hi Clinton

Sivachandran K: I see that you have issues with the Norton Utilities 14.5

Sivachandran K: I haven't seen a response to my last message. Have you received it?

Clinton: HI

Clinton: YES, I thought you were making a statement.

Sivachandran K: Norton Utilities 14.5 is a legacy product which we no longer support.

Clinton: I don't need technical support. I have the product successfully installed and have used it many times on computers at work. I believe I know all I need to know.

Clinton: I would like to plumb-out what you are trying to communicate to me, is that all right?

Clinton: ???

Sivachandran K: Since its a legacy product you are having this activation issue. I can provide you an upgrade for Norton Utilities 16 for \$9.99 where the regular price of it is \$29.99

Clinton: Is my Norton Utilities 14.5 having a perpetual license?

Clinton: ???

Sivachandran K: Norton Utilities comes with perpetual license

Clinton: Does that mean that I am licensed to use the product for how long?

Sivachandran K: If the product is already activated, it will be working without any issues

Clinton: ??? I thought that would be an easy question to answer.

Sivachandran K: Since you are trying to activate it now, you are having this issue

Clinton: You will tell me how long I am licensed to used the product please.

Sivachandran K: There is no expiry for the product if its activated already.

Clinton: Is there a difference in installing/activating the product 3 years ago and then again installing on the same computer with a new hard-disk today?

Sivachandran K: I am sorry sir since its unsupported, I will not be able to assist you with this issue.

Clinton: Is this not a simple question?

Clinton: ???

Sivachandran K: I am sorry sir since its unsupported, I will not be able to assist you with this issue.

Clinton Luckinbill: I don't need technical support. I have the product successfully installed and have used it many times on computers at work. I believe I know all I need to know.

Clinton: I simply need what is promised, a perpetual license.

Clinton: You seem to imply that my trying to install/activate on my new computer using my perpetual license is not supported.

Clinton: What I state I believe should be readily understood.

Clinton: Tell me if you don't understand please.

Sivachandran K: Norton Utilities 14.5 is a sunset product and the Activation server with it is shutdown so the product activation will not work.

Clinton: You confirm that Norton is canceling perpetual license that it sold to customers?

Clinton: ???

Clinton: Simple question.

Sivachandran K: We didnt cancel it since the server is shutdown the activation will not work.

Clinton: Please explain how "We didnt cancel" my perpetual license "since the server is shutdown the activation will not work".

Clinton: I very strongly interpret that you are saying my "perpetual license" can not be used to activate the product installed on my computer. Thus my licensed software will function will be limited to less that my perpetual license entitles me.

Clinton: ???

Clinton: I am just trying to confirm what you are communicating.

Sivachandran K: Since its an unsupported product we will not be able to help you with this Activation issue, Please check with Norton Community Forums for further assistance.

Clinton: I shouldn't need support.

Clinton: Why do you see this as a support issue?

Sivachandran K: I can provide you an upgrade for Norton Utilities 16 for \$9.99 where the regular price of it is \$29.99.

Clinton: I see it as a failure of Symantec to live-up to its promise of a perpetual license to use Norton Utilities 14.5.

Sivachandran K: I apologize for the inconvenience caused.

Clinton: It seems preposterous that you say I am licensed to use the product perpetually and when I find that I am not able to perpetually use my license key you call it a support issue.

Clinton Luckinbill: I issue seems that a level entirely different than support. It seems to be at the level of broken promises.

Clinton: I am now wondering how many people Symantec has broken promises with.

Clinton: Broken promises of the use of a license delivered for money is a legal issue.

Clinton: I probably should not be offered the venue of "technical support" for this problem of not delivering to me the use of my perpetually licensed software.

Clinton: You should be channeling me to the proper venue for my problem.

Clinton: Do you know to whom I should be communicating?

Sivachandran K: Please post your concern in Norton Forum that will be the proper channeling.

Clinton: Who will I be communicating with there?

Clinton: Is there guaranteed contact with someone who is capable of rectifying the issue?

Clinton: My issue is simple. The issue is caused by a failure of Symantec to support/recognize the license I was sold.

Sivachandran K: Yes, when you post your concern, you will be getting a reply for it.

Clinton: from whom?

Sivachandran K: From the forum support.

Clinton: Why would they be the people to talk to about this issue of Symantec not honoring my license?

Sivachandran K: You have contacted the support department where we can help you with Norton Utilities 15 or 16. The proper channel for Norton Utilities 14.5 concern will be Norton Forum.

Clinton: The issue is about honoring a license. This is not a technical support issue.

Clinton: This issue could be for any product that your activation server supports.

Sivachandran K: The best I can help you is providing you an upgrade for Norton Utilities 16 for \$9.99.

Sivachandran K: Please check with Norton forum for further concerns with the product.

Clinton: I have a perpetual license in my hand for Norton Utilities 14.5. I don't need the abilities of Norton Utilities 15 or 16.

Clinton: I just need Symantec to honor the license agreement.

Sivachandran K: I am sorry, please post the concern about this in the Norton Forum.

Clinton: Your leaving a promise broken.

Sivachandran K: I am sorry, Is there anything else that I can help you with?

Clinton: It is going to be more expensive than you or your management imagine.

Clinton: Broken promises are expensive.

Clinton: I had this chat with you simple to get the conversation in writing.