

## **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](http://www.norton.com/download)

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

**You are now chatting with Bharath.**

**Bharath:** Hi, Welcome to Norton Support, my name is Bharath. Can I please have a minute to go through the information you have provided?

**Clint luckinbill:** Hi, my product won't activate because the "product key" is not on the "activation server". Is it possible for me to yet register the product and get the problem fixed?

**Bharath:** Clint, I do understand that you need help with activation.

**Bharath:** Definitely I will help you with this.

**Bharath:** May I know the name of the Norton product?

**Clint:** Norton Utilities v14.5

**Bharath:** May I know on which device are you trying to install this product?

**Clint:** windows 7

**Bharath:** Do you have the activation code ?

**Bharath:** May I know from where did you buy the Norton product?

**Clint:** 34ue-4pp7-e3de-947e-eej4-9j9j-cmmj-9yfy

**Bharath:** May I know from where did you buy the Norton product?

**Clint:** office depot

**Bharath:** Clint, Let me explain about this.

**Bharath:** You have purchased Norton utilities 14.5 which does not has support & its an older product.

**Bharath:** We support version 15 & 16 which provides excellent features.

**Clint:** Norton Utilities has a perpetual license!

**Bharath:** If you install version 14.5, only limited features will work.

**Bharath:** Yes.

**Bharath:** But no support for this version.

Clint: I should be able to use the product until..... Symantec is out-of-business and turns off the "activation server".

**Bharath: Yes. That true.**

Clint: I don't want support. I have a licensed product and simply want to use it. Is the definition of support - "using the product"?

**Bharath: But No product support for version 14.5.**

**Bharath: If you install version 14.5, only limited features will work.**

Clint: I am only communicating with support right now because Symantec is denning me the use of the license Symantec sold to me through "Office Depot".

**Bharath: Please try to replace this with version 15 or 16**

Clint: Why limited if the license is perpetual. Nothing in the sales literature or product packaging says the product will become limited in time. In fact you and Symantec say the license is perpetual which leads a person to believe that the product will not become limited.

Clint: Limited like an AnitVirus product after its product support term ends.

Clint: Give me some money and I'll buy what I didn't need to buy, a newer version of a legacy product that Symantec no-longer sells.

Clint: That is a bad suggestion.

**Bharath: I'm sorry for the inconvenience that this is causing**

**Bharath: We have stopped selling older version.**

**Bharath: When did you buy this product**

**Bharath: ?**

Clint: Your suggestions are reason to take legal action in small claims court.

**Bharath: When did you buy this product ?**

Clint: You have confirmed that my license is perpetual and that I have been denied that license.

Clint: Denied the license without compensation for breaking the agreement of the sale of the license.

Clint luckinbill: Does the date of the product license sale matter in the case of the sale of a perpetual license? If so, I want to hear your argument.

**Bharath: Please give me few minutes.**

Clint: I bought the product when it was being distributed by Symantec for sale.

**Bharath: I will guide to install. But we do not have support**

**Bharath: Open a browser**

**Bharath: Type**

Clint: Like I said earlier:

Clint luckinbill: my product won't activate because the "product key" is not on the "activation server". Is it possible for me to yet register the product and get the problem fixed?

**Bharath: [www.norton.com/nu14](http://www.norton.com/nu14)" in the address bar.**

**Bharath: No.**

**Bharath: Download from this website & try to activate it using the code.**

**Bharath: If not, you have to buy a version 15 or 16.**

Clint: You won't believe that I have installed the software and correctly made an attempt to activate. ... I have used that link to obtain the software and I get no different result than if I use the supplied CD to install the software.

**Bharath: You would have purchased this long time ago but we have stopped support for this.**

**Bharath: I am sorry.**

**Bharath: If any queries, please contact 18007213934 or 5413357023**

**Bharath: Is there anything else that I can help you with?**

Clint: Your sorry that Symantec is denning me the use of my perpetual license without compensation or explanation as to what I have done to violate the license agreement.

Clint: Yes.

Clint: Get me in touch with someone who can tell me why I am denied the use of my license without compensation or explanation of why Symantec has decided to cancel my licensing agreement without explanation.

**Bharath: Please contact 18007213934 or 5413357023**

**Bharath: Thank you for contacting Norton support. Have a great day!**

**Thank you for chatting with us. Please click the "Close" button on the top right of the chat window to tell us how we did today.**