



Norton AntiVirus™

User Guide

Norton AntiVirus™ User Guide

Documentation version 14.0

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Norton AntiVirus™

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Contents

Chapter 1	Installation	
	Before you begin	9
	Installing and activating Norton AntiVirus	9
	If the opening panel does not appear	11
Chapter 2	Getting started	
	Starting Norton AntiVirus	13
	Activating your product	14
	Exploring the main window	15
	Viewing the status of your protection categories	17
	About the summary status indicator	18
	For more information	20
Chapter 3	Responding to emergencies	
	If your product won't install	25
	If you suspect that your computer is infected with a virus	26
	Service and support solutions	
	Index	

Installation

1

This chapter includes the following topics:

- [Before you begin](#)
- [Installing and activating Norton AntiVirus](#)
- [If the opening panel does not appear](#)

Before you begin

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

Norton AntiVirus contains an antivirus program. If you have other antivirus programs that are installed on your computer, an uninstall panel may appear to help you remove them. Symantec strongly recommends that you remove the other antivirus programs. Follow the instructions on the uninstall panel.

Installing and activating Norton AntiVirus

You can install Norton AntiVirus from a CD or from a file that you download.

See "If the opening panel does not appear" on page 11.

To install and activate Norton AntiVirus

- 1 Do one of the following:
 - If you install from a CD, insert the CD into the CD-ROM drive.
 - If you downloaded your copy of Norton AntiVirus, double-click the file that you downloaded.
- 2 In the opening panel, click **Install Norton AntiVirus**.
- 3 Read the License Agreement, type your Product Key if prompted, and then click **I Agree**.
If you do not accept the License Agreement, you cannot continue the installation.
- 4 In the Installation Options panel, review the options, and then click **Next**.
- 5 In the Pre-Install Scan panel, click **Start Scan**.
The scan takes a few minutes.
- 6 In the Installation Confirmation panel, click **Next**.
- 7 In the Activation panel, wait for the progress bar to stop, and then click **Next**.
- 8 If the Norton Account panel appears, do one of the following:
 - If you currently have a Norton account, complete the Sign in to an existing Norton Account section.
 - If you want to create a new Norton Account, complete the Create a Norton Account section.
- 9 Click **Next**.
- 10 In the Norton AntiVirus Installation Complete panel, review your subscription details, and then click **Finish**.
- 11 In the Welcome to LiveUpdate panel, click **Next** to begin checking for the latest product updates.
- 12 On the next LiveUpdate panel, review the list of available updates, and then click **Next** to begin the updates.
This process takes a few minutes.
- 13 On the final LiveUpdate panel, click **Finish**.
A system scan begins automatically. When the scan is complete, the Norton AntiVirus main window opens.

If the opening panel does not appear

Sometimes a computer's CD-ROM drive does not automatically run a CD.

To start the installation from the product CD

- 1 On your desktop, double-click **My Computer**.
- 2 In the My Computer window, double-click the icon for your CD-ROM drive.
- 3 In the list of files, double-click **CDstart.exe**.

If the opening panel does not appear



Getting started

2

This chapter includes the following topics:

- [Starting Norton AntiVirus](#)
- [Activating your product](#)
- [Exploring the main window](#)
- [Viewing the status of your protection categories](#)
- [About the summary status indicator](#)
- [For more information](#)

Starting Norton AntiVirus

See ["Responding to status indicators"](#) on page 19.

Norton AntiVirus protects any computer on which it is installed. You do not have to start the program to be protected. If Norton AntiVirus detects a situation that requires your attention, a window opens to help you resolve it.

At any time, you can start Norton AntiVirus to adjust the settings, review your protection status, or perform preventive maintenance. All of the program features can be accessed from the main window.

To start Norton AntiVirus

- ❖ Do one of the following:
 - In the Windows notification area, double-click the **Norton AntiVirus** icon.
 - On the Windows taskbar, click **Start > All Programs > Norton AntiVirus > Norton AntiVirus**.

To access Norton AntiVirus from the shortcut menu

- 1 On the Windows desktop, double-click **My Computer**.
- 2 Right-click a disk, folder, or file icon, and then select an available option.

Activating your product

If you did not activate your product during installation, you will receive an Activation Needed alert regularly until you activate the product.

Product activation reduces software piracy and ensures that you are using authentic Symantec software.



You must activate your product within the time period that is specified by the alert, or your product will stop working.

You can activate your product directly from the Activation Needed alert. Or, you can use the Activate Your Product link under the Support bar in the main window. Activation should take only a few minutes.

To activate your product from the Activation Needed alert

- 1 In the alert, click **Activate Now**.
- 2 Click **OK**.
- 3 In the Activation window, click **Next**.
- 4 In the Activation Successful window, click **Finish**.

To activate your product from the main window

- 1 At the top of the main window, click the tab for your product.
- 2 Open the **Support** bar.

- 3 Click **Activate your Product**.
- 4 In the Activation window, click **Next**.
- 5 In the Activation Successful window, click **Finish**.

If you have problems activating

If you cannot connect to the Symantec servers to activate your product, first check to see if you have parental control software, either installed or through your ISP, that might be blocking the connection.

A connectivity problem may occur if you are using parental control software. If you suspect that parental controls are blocking the connection, you can configure the parental controls so that they do not block the activation procedure. You will need to sign in to your parental control software as an administrator, or log on to the Internet through your ISP as an administrator to change your configuration.

If parental controls are not the problem, or if you cannot reconfigure your parental controls to resolve the issue, you can activate by phone.



Before you begin, be prepared to write down the code that you may receive at the end of the call.

To activate your product by phone

- 1 Disconnect from the Internet.
- 2 In the Connection Problem window, click **Activate my software by phone**, and then click **Next**.
- 3 In the Phone Activation window, select your country.
- 4 Use the telephone number that displays in the box to the right.
- 5 Follow the voice prompts that are provided.

Exploring the main window

When you start Norton AntiVirus, the main window opens. Links on the left side and option bars in the center of the main window provide access to all Norton AntiVirus features, options, Help, and Support.



To explore the main window

See "Starting Norton AntiVirus" on page 13.

- 1 Start Norton AntiVirus.
- 2 On the left side of the main window, under Quick Links or Quick Tasks, click an option. Your options are:

Quick Links	<ul style="list-style-type: none">■ Norton Account lets you manage all of your Norton product information from one location.■ Help opens the Norton AntiVirus online Help.■ Technical Support lets you view the Support page of the Symantec Web site.
Quick Tasks	<ul style="list-style-type: none">■ Run LiveUpdate lets you check for the latest product and product updates.■ Scan Now lets you immediately scan your computer for risks.■ View History lets you review the details of your most recent scans.

- 3 In the center of the window, click the option bar that you want to explore. Your options are:

Tasks & Scans	Lets you run the tasks that are specific to your product.
Settings	Lets you view and customize options that are specific to your product.
Reports & Statistics	Lets you view the activity log and the Online Virus Encyclopedia.
Support	Lets you access technical support, security information, and subscription and account information.

Viewing the status of your protection categories

Norton AntiVirus includes the Norton Protection Center. As you use your computer, the Norton Protection Center monitors how well your computer and activities are protected from threats, risks, and damage. Before you begin a task, you can use the Norton Protection Center to determine if it is safe to continue.

To view the status of your protection categories

- 1 In the main window, click the **Norton Protection Center** tab.
- 2 In the Norton Protection Center window, click a protection category.
- 3 Review the status of each item in the selected protection category.

See "Starting Norton AntiVirus" on page 13.

About the protection categories

Depending on the programs that are installed with the Norton Protection Center, the protection categories can include the following:

Basic PC Security	Displays the status of protection categories that are specific to your product.
Connecting to the Internet	Displays the protection status of your outgoing and incoming email scanning.
Transaction Security	Displays the protection status for your Internet transactions, if applicable.

About adjusting a protection category setting

You can increase the protection level for a category by adjusting a category setting.

Depending on the type of activity, you can turn an item on or off, change settings, or update the status of a feature that is out-of-date.

For specific information, you can look up each item in the Norton AntiVirus online Help index.

About the summary status indicator

The Norton Protection Center tab summarizes your current protection levels for different activities such as emailing and Web browsing. It estimates a general level of protection based on the security programs that are installed on your computer.

A status indicator appears on the left side of the main window. The status levels are as follows:

Secure	No action is required on your part.
Needs Attention	Some issues require your attention, but your computer is not at risk.
At Risk	Some issues threaten your computer's data or its ability to perform effectively.

Responding to status indicators

When a status indicator displays a status that requires your attention, you can take action to improve your protection status.

To respond to status indicators

- ❖ On the main window, click **Fix Now**.

If you are using the Media Center Edition of Windows, you might see a message that requires you to respond or perform another action. It is recommended that you close the message and use your desktop PC to perform any tasks.

To respond to a Media Center alert

- ❖ When an alert appears, do one of the following:
 - ❑ If you are reading the message on your Media Center PC, click **Next**, and then follow the on-screen message.
 - ❑ If you are using an extender, read the message, and then click **OK**.

You might need to use your mouse and keyboard to complete a follow-up activity.

For more information

The product documentation provides assistance for using Norton AntiVirus. You can find the information that you need on your computer and on the Symantec Web site.

Accessing Help

Help is available throughout your Symantec product. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help provides a guide to all of the product features and tasks that you can complete.

To access Help

- 1 On the main window, under Quick Links, click **Help**.
- 2 In the Help window, in the left pane, select a tab. Your options are:

Contents	Displays Help by topic
Index	Lists all keywords for the Help topics in alphabetical order
Search	Opens a search box in which you can type a word or a phrase

You can print any topic in Help.

To print a topic in Help

- 1 In the Help window, click the **Contents** tab.
- 2 In the Contents list, select the topic that you want to print, and then click **Print**.
- 3 Select whether you want to print only the selected topic, or the topic and all of the subtopics under it.
- 4 Click **OK**.

Accessing window or panel Help

Window and panel Help provides help for a window or panel when you need assistance.

To access window or panel Help

- ❖ Do one of the following:
 - On the Norton AntiVirus main window, click the **Task & Scans** or **Settings** bar, click an option, and then click **Help**.
 - On the Norton Protection Center main window, click **Learn More**.

Accessing the User Guide PDF

You can find the *Norton AntiVirus User Guide* on the CD in PDF format. You must have Adobe® Reader® installed on your computer to read the PDF.



If you purchased this product as a download, the PDF and Adobe Reader are not included. You must download the PDF from the Symantec Web site and Adobe Reader from the Adobe Web site.

To install Adobe Reader from the CD

- 1 Insert the CD into the CD-ROM drive.
- 2 In the window that appears, click **Browse CD**.
- 3 If applicable, double-click the **WINNT** folder.
- 4 In the CD window, double-click the **Manual** folder.
- 5 If applicable, double-click the **Adobe** folder.
- 6 Double-click the program file.
- 7 Follow the on-screen instructions to select a folder for Adobe Reader, and then complete the installation.

Once you install the Adobe Reader, you can read the PDF from the CD.

To read the User Guide PDF from the CD

- 1 Insert the CD into the CD-ROM drive.
- 2 In the window that appears, click **Browse CD**.
- 3 If applicable, double-click the **WINNT** folder.

- 4 In the CD window, double-click the **Manual** folder.
- 5 Double-click the PDF.

You can also copy the User Guide to your computer and read it from there.

To read the User Guide that you copied to your computer

- 1 Open the location into which you copied the PDF.
- 2 Double-click the PDF.

Accessing the Symantec Web site

You can access the Symantec Web site from your product, and from a browser.

To access the Symantec Web site from your product

- 1 In the main window, click the **Norton AntiVirus** tab.
- 2 Click the **Support** bar.

- 3 Select the Symantec Web page that you want to view.
Your options are:

Help & Technical Support	<p>Visit the Support Web site takes you to the Support page where you can access Technical support, Customer Service, and get information about viruses and spyware.</p>
General Security Information	<ul style="list-style-type: none">■ Symantec Security Response takes you to the Security Response page to update your protection level and read the latest information about antithreat technology.■ More Symantec Solutions takes you to the Symantec Store to get information about all Symantec products.
Subscription & Account Information	<ul style="list-style-type: none">■ About Norton AntiVirus takes you to the dialog box that displays information about this version of your product.■ Club Symantec takes you to the Club Symantec page, which provides articles, tips, tools, support, and other useful information.■ Activate your product takes you to the Activation Web page, or provides your current activation status.■ Subscription lets you manage your subscription.

To access the Symantec Web site from the Reports & Statistics section

- 1 In the main window, click the **Norton AntiVirus** tab, and then click the **Reports & Statistics** bar.
- 2 Click **View Online Virus Encyclopedia**.

To access the Symantec Web site in your browser

- 1 Open your Web browser.
- 2 Go to the following URL:
www.symantec.com

Responding to emergencies

3

This chapter includes the following topics:

- [If your product won't install](#)
- [If you suspect that your computer is infected with a virus](#)

If your product won't install

The Pre-Install Scan checks your computer for risks that may prevent successful installation. If you do not run the Pre-Install Scan, your installation may fail. If this occurs, you must begin installation again and run the Pre-Install Scan as directed.

After you run the Pre-Install Scan, you should delete any installation files that are left behind from your initial installation attempt.

After you delete the temporary files, you should begin the installation again and run the Symantec Pre-Install Scan to be sure that you have resolved the problem.

If you have an Internet connection, you can use the Norton Removal Tool to delete any remaining installation files. The Norton Removal Tool is available at the following URL:

www.symantec.com/symnrt

To delete remaining installation files

- 1 On the Windows taskbar, click **Start > Run**.
- 2 In the Run dialog box, type **%TEMP%**

If you suspect that your computer is infected with a virus

- 3 Click **OK**.
- 4 With the temp folder open, on the Edit menu, click **Select All**.
- 5 Press **Delete**.



If you are not sure which files should be deleted, move them to a different folder.

- 6 Close the temp folder window.

If you suspect that your computer is infected with a virus

If you cannot run the Pre-Install Scan, but you can connect to the Internet, you can run virus detection from the Symantec Security Response Web site.

Scanning for viruses with Symantec Security Check

The Web-based Symantec Security Check scan uses the most current protection updates, including updates that were released after you purchased your product.

To scan for viruses with Symantec Security Check

- 1 On the Internet, visit the Symantec Security Response Web site at the following URL:
<http://security.symantec.com>
- 2 In the Symantec Security Check window, click **Go**.
- 3 Under Virus Detection, click **Start**.
- 4 In the End-User License Agreement window, read the License Agreement, and then click **I accept**.
If you do not accept the License Agreement, you cannot continue the Virus Detection scan.
- 5 Click **Next**.
- 6 In the Privacy Policy window, read the policy, and then click **I consent**.
If you do not consent, you cannot continue the Virus Detection scan.
- 7 Click **Next**.

Service and support solutions

About online support

Symantec offers a range of technical support and customer service options on the Internet at the following address:

<http://service.symantec.com/techsupp/>

On the Symantec support Web site, you can search our technical support knowledge base for help with technical issues, such as installing, configuring, or troubleshooting your Symantec product. You can also find help with subscriptions, rebates, registration, and other nontechnical issues.

The Symantec Web site contains answers to the most common customer questions.



If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

About phone support

If you have a question or problem that you cannot resolve on the support Web site by yourself, the Web site provides a link to information about fee-based phone support. This support is available to all registered customers. Click the link for technical support. The online options display first, followed by the telephone contact options.

Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued 60 days later. Technical information may still be available through the support Web site at the following address:

<http://service.symantec.com>

Subscription policy

This renewable service includes protection updates and new product features as available throughout the service period. Please note that features may be added, modified or removed during the service period.

Service period lengths vary by Symantec product. After your initial service period ends, you must renew your service subscription before you can update and use your protection. When you run LiveUpdate near the end of your service period, you are prompted to subscribe for a nominal charge. Simply follow the instructions on the screen to renew.

Worldwide service and support

Support solutions vary by country. For Symantec and International Partner locations that are outside of the United States, contact one of the service and support offices listed below, or connect to the following address and select your language:

<http://service.symantec.com>

For each Region, please check the Web site for the appropriate phone number.

Region	Contact information
North America	<ul style="list-style-type: none">■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. <p>http://www.symantec.com/</p>
Australia and New Zealand	<ul style="list-style-type: none">■ Symantec Australia Level 2, 1 Julius Avenue North Ryde, NSW 2113 Sydney Australia <p>http://www.symantec.com/region/reg_ap/</p>
Europe, Middle East, and Africa	<ul style="list-style-type: none">■ Symantec Ltd Consumer Services & Support PO Box 5689 Blanchardstown Dublin 15 Ireland <p>http://www.symantec.com/region/reg_eu/</p>
Latin America	<ul style="list-style-type: none">■ Symantec Brasil Sevico e Suporte Symantec Caixa Postal 3037 CEP 06210-970 Brasil■ Portuguese language support: Internet: http://www.service.symantec.com/br/techsupp/■ Spanish language support: Internet: http://www.service.symantec.com/mx/techsupp/



Index

A

activation

- phone 15
- problems 15
- procedure 14

Adobe Reader

- installing 21
- using to view PDF 21

B

Basic PC Security 18

C

CD-ROM

- opening screen 11
- reading User Guide PDF
from 11
- starting installation 11

H

Help

- accessing 20
- printing 20
- Symantec service and
support 27

I

installation

- from CD 9
- problems 25–26

Internet 18

L

LiveUpdate

- accessing from the main
window 15
- obtaining product
updates 15

M

main window

- LiveUpdate 15
- options 15
- Quick Links 16
- Quick Tasks 16
- Reports & Statistics 16
- Settings 16
- Support 15–16
- Tasks 16

N

Norton AntiVirus

- desktop icon 14

Norton AntiVirus *(continued)*

main window 16

starting 13

Norton Protection Center

in the Windows task bar 18

protection categories 17

protection levels 18

status indicator 18

P

phone activation 15

Pre-Install Scan

problems running 25

running during install 9

problems

activation 15

installing 11

S**scans**

running during install 9

Symantec Security

Check 26

Service and Support 27**status indicators**

Media Center 19

responding to 19

Subscription and account

information 22

Symantec Security Check 26**Symantec Web site**accessing from Reports &
Statistics 22accessing from the Help
menu 22accessing from your
browser 22**Symantec Web site** *(continued)*

accessing from your

product 22

accessing Symantec from

the Help menu 22

Activation 22

Club Symantec 22

More Symantec

Solutions 22

Online Virus

Encyclopeida 22

Security Response 22

support 22

T**Technical Support** 27

for Norton AntiVirus 22

from Symantec 22

transaction security 18

troubleshooting

activation 15

installation 25

technical support 27

View History 15

U**User Guide PDF**

on CD 21

opening 21

V**virus protection**

Pre-Install Scan 25

Symantec Security

Check 26