

# Norton AntiVirus™ 2009

---

User Guide

**See back cover for Quick Installation.**

**We protect more people from more online threats than anyone in the world.**

**Norton**  
from symantec

*Care for our Environment, 'It's the right thing to do'.*

Symantec has removed the cover from this manual to reduce the Environmental Footprint of our products.

# Norton AntiVirus™ User Guide

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Documentation version 16.0

Copyright © 2008 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, Norton, Ghost, GoBack, LiveUpdate, Norton AntiSpam, Norton AntiVirus, Norton Internet Security, Norton 360, and Norton SystemWorks are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Windows is a trademark of Microsoft Corporation. Portions of this product Copyright [1996-2008] Glyph & Cog, LLC. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

Symantec Corporation  
20330 Stevens Creek Blvd.  
Cupertino, CA 95014

<http://www.symantec.com>

Printed in the United States of America.

10 9 8 7 6 5 4 3 2 1

# Norton License Agreement

## Norton AntiVirus™

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT ("LICENSE AGREEMENT") CAREFULLY BEFORE USING THE SOFTWARE (AS DEFINED BELOW). SYMANTEC CORPORATION, IF YOU ARE LOCATED IN THE AMERICAS; OR SYMANTEC ASIA PACIFIC PTE LTD, IF YOU ARE LOCATED IN THE ASIA PACIFIC RIM OR JAPAN; OR SYMANTEC LIMITED, IF YOU ARE LOCATED IN EUROPE, THE MIDDLE EAST OR AFRICA ("SYMANTEC") IS WILLING TO LICENSE THE SOFTWARE TO YOU AS THE INDIVIDUAL, THE COMPANY, OR THE LEGAL ENTITY THAT WILL BE UTILIZING THE SOFTWARE (REFERENCED BELOW AS "YOU" OR "YOUR") ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS OF THIS LICENSE AGREEMENT. THIS IS A LEGAL AND ENFORCEABLE CONTRACT BETWEEN YOU AND SYMANTEC. BY OPENING THIS PACKAGE, BREAKING THE SEAL, CLICKING THE "I AGREE" OR "YES" BUTTON OR OTHERWISE INDICATING ASSENT ELECTRONICALLY, OR LOADING THE SOFTWARE, YOU AGREE TO THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, CLICK THE "CANCEL" OR "NO" BUTTON OR OTHERWISE INDICATE REFUSAL, MAKE NO FURTHER USE OF THE SOFTWARE, AND CONTACT YOUR VENDOR OR SYMANTEC CUSTOMER SERVICE, USING THE CONTACT DETAILS IN SECTION 10 OF THIS LICENSE AGREEMENT, FOR INFORMATION ON HOW TO OBTAIN A REFUND OF THE MONEY YOU PAID FOR THE SOFTWARE (LESS SHIPPING, HANDLING, AND ANY APPLICABLE TAXES EXCEPT IN CERTAIN STATES AND COUNTRIES WHERE SHIPPING, HANDLING, AND TAXES ARE REFUNDABLE) AT ANY TIME DURING THE SIXTY (60) DAY PERIOD FOLLOWING THE DATE OF PURCHASE.

### 1. License:

The software (including any accompanying features and services) and documentation (including any product packaging) (the

"Documentation"), that accompanies this License Agreement (collectively the "Software") is the property of Symantec or its licensors, and is protected by copyright law. Although Symantec continues to own the Software, after Your acceptance of this License Agreement You will have certain rights to use the Software during the Service Period. The "Service Period" shall begin on the date of Your initial installation of the Software, regardless of the number of copies that You are permitted to use in accordance with Section 1.A of this License Agreement, and shall last for the period of time set forth in the Documentation or the applicable transaction documentation from the authorized distributor or reseller from which You obtained the Software. The Software may automatically deactivate and become non-operational at the end of the Service Period, and You will not be entitled to receive any feature or content updates to the Software unless the Service Period is renewed. Subscriptions for renewals of the Service Period will be available in accordance with Symantec's support policy posted at

[http://www.symantec.com/techsupp/support\\_policy.html](http://www.symantec.com/techsupp/support_policy.html).

This License Agreement governs any releases, revisions, updates or enhancements to the Software that Symantec may make available to You. Except as may be modified by the Documentation, and subject to Symantec's right to terminate for Your breach pursuant to Section 9, Your rights and obligations under this License Agreement with respect to the use of this Software are as follows.

### During the Service Period, You may:

A. use one copy of the Software on a single computer. If a greater number of copies and/or number of computers is specified within the Documentation or the applicable transaction documentation from the authorized distributor or reseller from which You obtained the Software, You may use the Software in accordance with such specifications;

B. make one copy of the Software for back-up or archival purposes, or copy the Software onto the hard disk of Your computer and retain the original for back-up or archival purposes;

C. use the Software on a network, provided that You have a licensed copy of the Software for each computer that can access the Software over that network;

D. permanently transfer all of Your rights in the Software granted under this License Agreement to another person or entity, provided that You retain no copies of the Software and the transferee agrees to the terms of this License Agreement. Partial transfer of Your rights under this License Agreement shall not be permitted. For example, if the applicable documentation grants You the right to use multiple copies of the Software, only a transfer of the rights to use all such copies of the Software would be valid; and

E. use the Software in accordance with any additional permitted uses which may be set forth below.

## You may not, nor may you permit any other person to::

A. sublicense, rent or lease any portion of the Software;

B. reverse engineer, decompile, disassemble, modify, translate, make any attempt to discover the source code of the Software or create derivative works from the Software;

C. use the Software as part of a facility management, timesharing, service provider or service bureau arrangement; or

D. use the Software in any manner that is not permitted pursuant to this License Agreement.

## 2. Software Feature and Content Updates:

A. You shall have the right to receive new features to the Software as Symantec, in its sole discretion, makes such features available with the Software during Your Service Period. Symantec continually strives to improve the usability and performance of its products and services. In order to optimize the Software Symantec may, at its discretion

and without notice, add, modify or remove features from the Software at any time.

B. Certain Software uses content that is updated from time to time, including but not limited to the following Software: antivirus and crimeware software use updated virus definitions; antispyware software uses updated spyware definitions; antisipam software uses updated antispam rules; content filtering and antiphishing software use updated URL lists; some firewall software use updated firewall rules; vulnerability assessment products use updated vulnerability data and web site authentication software uses updated lists of authenticated web pages; these updates are collectively referred to as "Content Updates" (or alternatively referred to as "Protection Updates" or "Security Updates" at times). You shall have the right to receive Content Updates for the Software during Your Service Period.

## 3. Product Installation; Required Activation:

A. During the installation process, the Software may uninstall or disable other security products, or features thereof, if such products or features are incompatible with the Software or for purposes of improving the overall functionality of the Software.

B. There may be technological measures in this Software that are designed to prevent unlicensed or illegal use of the Software. You agree that Symantec may use these measures to protect Symantec against software piracy. This Software may contain enforcement technology that limits the ability to install and uninstall the Software on a computer to not more than a finite number of times for a finite number of computers. This License Agreement and the Software containing enforcement technology may require activation as further set forth in the Documentation. If so, the Software will only operate for a finite period of time prior to Software activation by You. During activation, You may be required to provide Your unique product key accompanying the Software and computer configuration in the form of an alphanumeric code over the Internet to verify the authenticity of the Software. If You do not complete the activation within the finite period of time set forth in the Documentation, or as prompted by the Software, the Software will cease to

function until activation is complete; at which time the Software functionality will be restored. In the event that You are not able to activate the Software over the Internet, or through any other method specified during the activation process, You may contact Symantec Customer Support using the information provided by Symantec during activation, or as set forth below.

#### 4. Privacy; Data Protection:

From time to time, the Software may collect certain information from the computer on which it is installed, which may include:

Information regarding installation of the Software. This information indicates to Symantec whether installation of the Software was successfully completed and is collected by Symantec for the purpose of evaluating and improving Symantec's product installation success rate. This information will not be correlated with any personally identifiable information.

Information on potential security risks as well as URLs of websites visited that the Software deems potentially fraudulent. The URLs could contain personally identifiable information that a potentially fraudulent website is attempting to obtain without Your permission. This information is collected by Symantec for the purpose of evaluating and improving the ability of Symantec's products to detect malicious behavior, potentially fraudulent websites and other Internet security risks. This information will not be correlated with any personally identifiable information.

Portable executable files that are identified as potential malware, including information on the actions taken by such files at the time of installation. These files are submitted to Symantec using the Software's automatic submission function. The collected files could contain personally identifiable information that has been obtained by the malware without Your permission. Files of this type are being collected by Symantec only for the purpose of improving the ability of Symantec's products to detect malicious behavior. Symantec will not correlate these files with any personally identifiable information. Such automatic submission function may be deactivated after installation by following the instructions in the Documentation for applicable products.

The name given during initial setup to the computer on which the Software is being installed. If collected, the name will be used by Symantec as an account name for such computer under which You may elect to receive additional services and/or under which You may use certain features of the Software. You may change the account name at any time after installation of the Software (recommended).

Other general, statistical information used for license administration, product analysis, and for improving product functionality. This information will not be correlated with any personally identifiable information.

The collected information as set out above is necessary for the purpose of optimizing the functionality of Symantec's products and may be transferred to the Symantec group in the United States or other countries that may have less protective data protection laws than the region in which You are situated (including the European Union), but Symantec has taken steps so that the collected information, if transferred, receives an adequate level of protection.

Symantec may disclose the collected information if asked to do so by a law enforcement official as required or permitted by law or in response to a subpoena or other legal process. In order to promote awareness, detection and prevention of Internet security risks, Symantec may share certain information with research organizations and other security software vendors. Symantec may also use statistics derived from the information to track and publish reports on security risk trends. By using the Software, You acknowledge and agree that Symantec may collect, transmit, store, disclose and analyze such information for these purposes.

#### 5. Sixty (60) Day Money Back Guarantee:

If You are the original licensee of this copy of the Software and are not completely satisfied with it for any reason, please make no further use of the Software and contact Symantec Customer Service, using the contact details set out in Section 10 of this License Agreement, for a refund of the money You paid for the Software (less shipping, handling, and any applicable taxes except in certain states and countries where shipping, handling and taxes are refundable)

at any time during the sixty (60) day period following the date of purchase.

## 6. Limited Warranty:

Symantec warrants that any media manufactured by Symantec on which the Software is distributed will be free from defects for a period of sixty (60) days from the date of delivery of the Software to You. Your sole remedy in the event of a breach of this warranty will be that Symantec will, at its option, replace any defective media returned to Symantec within the warranty period or refund the money You paid for the Software. Symantec does not warrant that the Software will meet Your requirements or that operation of the Software will be uninterrupted or that the Software will be error-free.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.

## 7. Disclaimer of Damages:

SOME STATES AND COUNTRIES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE BELOW LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW AND REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL SYMANTEC OR ITS LICENSORS BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT, OR SIMILAR DAMAGES, INCLUDING ANY LOST PROFITS OR LOST DATA ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE EVEN IF SYMANTEC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO CASE SHALL SYMANTEC'S OR ITS LICENSORS' LIABILITY EXCEED THE PURCHASE PRICE WHICH YOU PAID FOR THE APPLICABLE SERVICE PERIOD. The disclaimers and limitations set forth above will apply regardless of whether You accept the Software.

## 8. U.S. Government Restricted Rights:

The Software is deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Software by the U.S. Government shall be solely in accordance with the terms of this License Agreement.

## 9. Export Regulation:

You acknowledge that the Software and related technical data and services (collectively "Controlled Technology") may be subject to the import and export laws of the United States, specifically the U.S. Export Administration Regulations (EAR), and the laws of any country where Controlled Technology is imported or re-exported. You agree to comply with all relevant laws and will not export any Controlled Technology in contravention to U.S. law nor to any prohibited country, entity, or person for which an export license or other governmental approval is required. All Symantec product is prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country subject to relevant trade sanctions. USE OR FACILITATION OF SYMANTEC PRODUCT IN CONNECTION WITH ANY ACTIVITY INCLUDING, BUT NOT LIMITED TO, THE DESIGN, DEVELOPMENT, FABRICATION, TRAINING, OR TESTING OF CHEMICAL, BIOLOGICAL, OR NUCLEAR MATERIALS, OR MISSILES, DRONES, OR SPACE LAUNCH VEHICLES CAPABLE OF DELIVERING WEAPONS OF MASS DESTRUCTION IS PROHIBITED, IN ACCORDANCE WITH U.S. LAW.

## 10. General:

This License Agreement will be governed by the laws of the State of California, United States of America. This License Agreement is the entire agreement between You and Symantec relating to the Software and: (i) supersedes all prior or contemporaneous oral or written communications, proposals, and representations with respect to its subject matter; and (ii) prevails over any conflicting or additional terms of any quote, order, acknowledgment, or similar communications between the parties. Notwithstanding the foregoing, nothing in this License Agreement will diminish any rights You may have under existing consumer protection legislation or other applicable laws in Your jurisdiction that may not be waived by contract. This License Agreement shall terminate upon Your breach of any term contained in this License Agreement and You shall cease use of and destroy all copies of the Software and Documentation. The disclaimers of warranties and damages and limitations on liability shall survive termination. This License Agreement may only be modified by the Documentation or by a written document that has been signed by both You and Symantec. Should You have any questions concerning this License Agreement, or if You desire to contact Symantec for any reason, please write to Symantec Customer Service, 555 International Way, Springfield, OR 97477, U.S.A. or visit the Support page at [www.symantec.com](http://www.symantec.com).

CPS / S 2.0 / USE

## Additional Terms and Conditions:

In addition to the terms and conditions set forth above, the following terms and conditions will also apply to Your use of the Software:

## Technical Support:

In connection with Your use of the Software You may choose to access certain technical support features that may be offered from within the Software, which may include live chat with a technical support agent and/or assistance from a technical support agent via remote computer access (any such technical support offered from within the Software shall be referred to in this License Agreement as the "Technical Support"). Any such Technical Support shall be provided in

Symantec's sole discretion without any guarantee or warranty of any kind. It is solely Your responsibility to complete a backup of all Your existing data, software and programs before receiving any Technical Support. In the course of providing the Technical Support, Symantec may determine that the technical issue is beyond the scope of the Technical Support. Symantec reserves the right to refuse, suspend or terminate any of the Technical Support in its sole discretion.

CPS / S 1.1 / NAV-NIS





# Contents

Chapter 1	Overview .....	11
	About Norton AntiVirus .....	11
	What is new in Norton AntiVirus .....	11
Chapter 2	Installation .....	13
	Before you begin .....	13
	Installing Norton AntiVirus .....	13
	If the opening panel does not appear .....	14
Chapter 3	Getting started .....	15
	Starting Norton AntiVirus .....	15
	Activating your product .....	16
	Exploring the main window .....	17
	Viewing the protection status of your computer .....	19
	About the Security Status indicator .....	20
	For more information .....	21
Chapter 4	Responding to emergencies .....	25
	Using the Norton Recovery Tool if you cannot install the product .....	25
Service and Support Solutions .....		27
Index .....		33
Quick Installation .....		36



This chapter includes the following topics:

- [About Norton AntiVirus](#)
- [What is new in Norton AntiVirus](#)

## About Norton AntiVirus

Norton AntiVirus provides fast, continuous protection against viruses, worms, bots, and other malicious threats. It protects your system without slowing you down.

Norton AntiVirus stays out of your way while you work or play. It automatically suspends all noncritical tasks and alerts while you enjoy games and movies. And while Web-based attacks may be the single fastest growing type of online threat, Symantec's patent-pending Browser Protection lets you surf the Internet with confidence.

## What is new in Norton AntiVirus

This version of offers the following new features:

Norton Insight	Delivers innovative intelligence-driven technology for faster, fewer, shorter scans
----------------	---

Streaming Definitions	Updates every 5 to 15 minutes to provide up-to-the minute protection against new threats
Silent Mode	Suspends alerts and updates to avoid interrupting or slowing games and movies
Norton Protection System	Multilayered protection working in concert to stop threats before they affect you
Botnet Detection	Helps prevent others from taking control of your PC, accessing your private information, or using your computer to host an attack
Real-Time SONAR Technology (Symantec Online Network for Advanced Response)	Detects emerging viruses without the need for traditional updates or signature-based definitions
Smart Scheduler	Runs quietly in the background to let you work and play without disruption
Norton Recovery Tool	Boots and repairs PCs badly infected by malware, even when the virus leaves the computer unbootable

This chapter includes the following topics:

- [Before you begin](#)
- [Installing 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.



During installation, Microsoft messages may appear. Follow Microsoft's on-screen instructions before you continue the installation of Norton AntiVirus.

## Installing 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 14.

### To install 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 In the Norton AntiVirus installation page, enter the Product Key if prompted.
- 4 Click the **Install Options** link, review the options, and then click **OK**.
- 5 Click the **User License Agreement** link, and read the agreement.
- 6 After you have read the agreement, click **AGREE & INSTALL**.

## 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**.

This chapter includes the following topics:

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

## Starting Norton AntiVirus

See [“Responding to Security Status indicators”](#) on page 20.

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**.

## Activating your product

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

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



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

You can activate your product directly from the Activation Needed alert. Or, you can use the Activate Now button in the main window. Activation should take only a few minutes.

During activation, the Norton Account window appears. You can create your Norton Account and register your product. You can also view details, such as your Product Key and recent updates to the product. If you skip the Norton Account window, the product is activated, but the Product Key is not saved in the Norton Account. You can print the Product Key for the future to reinstall your product.

### To activate your product from the alert

- 1 In the alert, do one of the following:
  - If you purchased a subscription version of a retail product, click **Activate Now**.
  - If the product came installed on your computer, click **Subscribe Now**.



- 2 Click **OK**.
- 3 Follow the on-screen instructions to activate or renew your product.
- 4 In the window that appears, click **Done**.

#### To activate your product from the main window

- 1 In the main window, do one of the following:
  - If you purchased a subscription version of a retail product, click **Activate Now**.
  - If the product came installed on your computer, click **Subscribe Now**.
- 2 Follow the on-screen instructions to activate or subscribe your product.
- 3 In the window that appears, click **Done**.

## About problems during activation

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 block the connection.

A connectivity problem may occur if you use 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 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.

## Exploring the main window

When you start Norton AntiVirus, the main window opens. The main window provides access to all Norton AntiVirus features, options, Help, and Support.

#### To explore the main window

- 1 Start Norton AntiVirus.

See “Starting Norton AntiVirus” on page 15.

- 2 On the top of the main window, click the link that you want to explore. Your options are:

Leave Feedback	Lets you submit feedback about your experience with your Norton product
Norton Account	Lets you manage all of your Norton product information from one location
Help & Support	Lets you view the Norton One Click Support page, the Norton Help Center, Activation, and the About Norton AntiVirus information

- 3 On the left side of the main window, click the option that you want to explore. Your options are:

Security Status Indicator	Lets you view the security status of your computer
CPU Usage	Lets you monitor the overall system CPU and memory usage and the Norton-specific CPU and memory usage
Norton Insight	Lets you check the trust level of files of the processes that are running on your computer  In addition, you can also view details such as file name, file path, file version, and digital signature of a file.

## Viewing the protection status of your computer

- 4 In the center of the window, click **Settings** in the category pane that you want to explore. Your options are:

Computer	Helps you secure the data on your computer from viruses and other threats
Internet	Helps you secure your system from threats over the network

## Viewing the protection status of your computer

The main window acts as a security management interface. You can access the main features and monitor the performance of your computer from the main window.

As you use your computer, the product monitors how well your computer and activities are protected from threats, risks, and damage.



The product displays the protection status for selected items only.

### To view the protection status of your computer

- 1 In the main window, next to an item, click the information icon.
- 2 Optionally, do any of the following:
  - To ignore the status of an item that affects your system's overall health evaluation, click **Ignore**.
  - To monitor a security item that has been ignored, click **Monitor**.

See "Starting Norton AntiVirus" on page 15.

## About the Security Status indicator

The Security Status Indicator 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. The Security Status Indicator appears on the left side of the main window.

### Responding to Security Status indicators

When your system encounters a threat or a risk, the product displays the security status in the main window. When a status indicator displays a status, you can take appropriate action to improve your protection status. Your protection is based on the programs that are installed on your computer. To improve your protection status, ensure that your installed programs are up to date.

The status indicator displays the following statuses:

Secure	Indicates that your computer and activities are protected from threats, risks, and damage
Attention	Indicates that your computer and activities require attention Take appropriate action to improve your protection status.
At Risk	Indicates that your computer and activities are at risk Take immediate action to improve your protection status.

You can respond to the status indicators directly from the main window.

### To respond to status indicators from the main window

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

## For more information

The product documentation helps you use 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 At the top of the main window, click **Help & Support**.
- 2 In the drop-down menu, click **Help**.
- 3 In the Help window, in the left pane, click 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 Help topic.

### To print a Help topic

- 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 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 In the CD window, double-click the **Manual** folder.
- 4 If applicable, double-click the **Adobe** folder.
- 5 Double-click the program file.
- 6 Follow the on-screen instructions to select a folder for Adobe Reader, and then complete the installation.

After 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 In the CD window, double-click the **Manual** folder.
- 4 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 Go to 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 or from a browser.

### To access the Symantec Web site in your browser

- 1 Open your Web browser.
- 2 Go to the following URL:  
[www.symantec.com](http://www.symantec.com)







This chapter includes the following topics:

- [Using the Norton Recovery Tool if you cannot install the product](#)

## Using the Norton Recovery Tool if you cannot install the product

If the installation of your product fails, you can use The Norton Recovery Tool on your product CD to check your computer for risks that may prevent successful installation.

### To use the Norton Recovery Tool

- 1 Insert your product CD into the CD-ROM drive.
- 2 Exit all programs and restart your computer.
- 3 When you see the message, "Press any key to boot the computer from CD or DVD", click **Enter**.
- 4 In the Norton Recovery Tool window, select your language, and then click **OK**.
- 5 Type your Norton 2009 Product Key, and then click **I Agree to accept the License Agreement**.
- 6 Click **Start Scan**.
- 7 After the scan is completed, remove the CD from the CD-ROM drive and restart your computer.

## Downloading the Norton Recovery Tool

If the installation of your product fails, you can download The Norton Recovery Tool.

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

### **To download the Norton Recovery Tool**

- 1 Go to the following Web site:  
[www.norton.com/recoverytool](http://www.norton.com/recoverytool)
- 2 Follow the on-screen instructions.

# Service and Support Solutions

## About Support

If you have Norton 360, Norton Internet Security or Norton AntiVirus, you can access Support through the product after it is installed. See the section "One Click Support" for more details.

For all other products, to help you find an answer to your query or issue, we have two support options available. Details of each option are explained in the relevant section.

- Self Help
- Contact Support



Support offerings may vary based on the language or product.

Following are some notes on other versions of Symantec software:

- Preinstalled (OEM) software - If you have a valid subscription to a Norton product that came pre-installed on your computer, your computer manufacturer may be able to assist you with support-related queries.
- Software downloaded from a service provider - If you downloaded your Norton product from your service provider, please refer any product activation, subscription, and payment queries to your Internet service provider.

## One Click Support

One Click Support lets you access support from within your product and offers the tools that automatically diagnose and resolve common issues. You can also search for solutions or gain easy access to support by phone, as well as free support by chat and email. To access One Click Support, click Support on the product interface.

## Self Help

The Symantec Web site contains answers to the most common customer questions. From our Web site you can:

- Find help with your subscription, download, product activation, or other nontechnical issues.
- Search our knowledge base for help with technical issues, such as installing, configuring, or troubleshooting errors with your Symantec product.
- Find information about the latest virus threats and removal tools.

You can access the Symantec support Web site at:  
[www.symantec.com/globalsupport](http://www.symantec.com/globalsupport)

## Contact Support

In addition to using our Self Help options, you can also contact a support representative by chat, email, or phone.



Support offerings may vary based on the language or product.

Following is an overview of our support offerings:

**Chat**

Chat in real time with a support representative.

For more complex technical issues, chat offers the option to allow a support representative to connect remotely to your computer and resolve the problem for you. Chat support is free, with the exception of our Virus and Spyware Solution service.

**Email**

Submit your question on our Web site and receive a response by email.

Email support has a slower response time when compared to chat or phone. Email support is free.

**Phone**

Speak to a support representative in real time.

To contact a support representative, please visit the Symantec support Web site at the following URL:

[www.symantec.com/globalsupport](http://www.symantec.com/globalsupport)

The online support option is displayed first, followed by the contact options where you can select the type of support you prefer.

## Support policy

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued six months after the termination

announcement. Technical information on these products may still be available through the support Web site at the following address:

[www.symantec.com/globalsupport](http://www.symantec.com/globalsupport)

Symantec reserves the right to change its support policies at any time without notice. You can view the latest version of the support policy at the following URL:

[www.symantec.com/supportpolicy](http://www.symantec.com/supportpolicy)

## Keeping your subscription current

Subscription period lengths vary by Symantec product. To maintain uninterrupted protection, you must keep your subscription up to date. If you do not renew your subscription, you will be unable to obtain updates of any kind and the software will no longer function.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Follow the instructions on the screen to renew.

When you renew your subscription, the protection updates and new product features are available throughout the subscription period. Please note that features may be added, modified, or removed during this period.

## Worldwide service and support

Support solutions vary by country. For the Symantec and International Partner locations that are outside of the United States, contact one of the service and support offices that are listed in this section. You can also go to the following Web site and select your language:

[www.symantec.com/globalsupport](http://www.symantec.com/globalsupport)

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

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

August 01, 2008

## Club Symantec

Join Club Symantec and sign up for your free monthly newsletter to receive the latest security articles, tips, and promotions!

For more information, go to the following URL and select your country in the drop-down menu:

[www.clubsymantec.com](http://www.clubsymantec.com)



# Index

## A

- access
  - support 28
- activation
  - alerts 16
  - phone 17
  - procedure 16
- activation problems 17
- Adobe Reader
  - installing 22
  - using to view PDF 22

## C

- CD-ROM
  - opening screen 14
  - starting installation 14
- Club Symantec
  - security tips 32
- computer
  - protection status 19
- Contact
  - phone 28
  - support 28

## H

- Help
  - accessing 21
  - printing 21

## I

- installation
  - from CD 13
  - from downloaded copy 13
  - instructions 13
  - problems 14, 25–26

## M

- main window
  - Computer 19
  - features 17
  - Help 17
  - Help & Support 18
  - Internet 19
  - Leave Feedback 18
  - Network 18
  - Norton Account 18
  - options 17
  - Run Norton Insight 18
  - Security Status 18
  - Support 17

## N

- newsletter 32
- Norton AntiVirus
  - icon 16
  - main window 17
  - starting 15

Norton Recovery Tool  
downloading 26

## O

One Click Support 28

## P

phone activation 17

## S

scans

Norton Recovery Tool 25

Security Status indicator

protection levels 20

responding 20

Subscription and account

information 23

Support

contact 27

self help 27

Support policy 29

Symantec Web site 23

accessing from your browser 23

Online Virus Encyclopedia 23

## T

Technical Support

for Norton AntiVirus 23

from Symantec 23

troubleshooting

activation 17

## U

User Guide PDF

on CD 22

opening 22



# Quick Installation




Norton AntiVirus includes protection updates and new product features as available throughout this renewable service period. With this service you receive the right to use this product on one computer or on the specified number of computers during the service period, which begins upon initial installation. This renewable service includes protection updates and new product features as available throughout the service period, subject to acceptance of the Symantec License Agreement included with this product and available for review at:

[www.symantec.com](http://www.symantec.com)

Product features may be added, modified, or removed during the service period.

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

 During installation, Microsoft messages may appear. Follow Microsoft's on-screen instructions before you continue the installation of Norton AntiVirus.

## Installing Norton AntiVirus

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

### To install 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 In the Norton AntiVirus installation page, enter the Product Key.
- 4 Click the Install Options link, review the options, and then click OK.
- 5 Click the User License Agreement link, and read the agreement.
- 6 After you have read the agreement, click AGREE & INSTALL.