

Norton AntiVirus™ 2008

User Guide

Norton AntiVirus™ User Guide

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Norton AntiVirus™

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Contents

Chapter 1	Installation	
	Before you begin	11
	Installing and activating Norton	
	AntiVirus	11
	If the opening panel does not appear	12
Chapter 2	Getting started	
	Starting Norton AntiVirus	13
	Activating your product	14
	Exploring the main window	15
	Viewing the status of your protection	
	categories	18
	About the Security Status indicator	19
	For more information	20
Chapter 3	Responding to emergencies	
	If your product won't install	23
	If you suspect that your computer is infected	
	with a virus	24
	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 12.

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 you are prompted, and then click **I Agree**. If you do not accept the License Agreement, you cannot continue the installation.
- 4 Review the "If you have other security products installed" panel, and then click **Next**.
- 5 In the Norton AntiVirus panel, review the options, and then click **Next**.
- 6 If the Norton Account panel appears, do one of the following:
 - If you 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.
- 7 Click **Next**.
- 8 In the Norton AntiVirus panel, review your subscription details, and then click **Finish**.

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 status of your protection categories](#)
- [About the Security Status indicator](#)
- [For more information](#)

Starting Norton AntiVirus

See [“Responding to Security 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**.

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 Help & Support link 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 **Help & Support**.
- 2 In the Help & Support main window, click **Activation**.
- 3 In the Activation window, click **Next**.
- 4 In the Activation Successful window, click **Finish**.

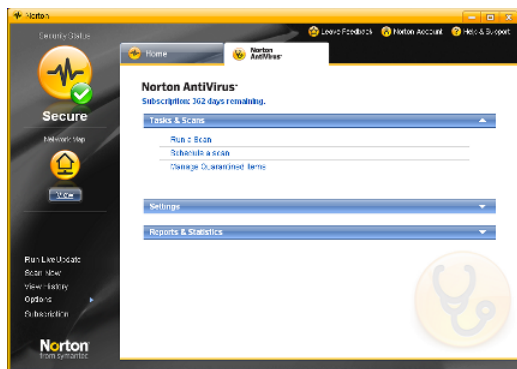
If you cannot activate your product

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 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

See “Starting Norton AntiVirus” on page 13.

- 1 Start Norton AntiVirus.

- 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 Support Web page, the Symantec Help Center, 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	Lets you view the security status of your computer
Network Map	Lets you set up and view Network Security Map features
Run LiveUpdate	Lets you check for the latest product updates
Scan Now	Lets you immediately scan your computer for risks
View History	Lets you review the details of your most recent product activities
Options	Lets you set options for Norton Protection Center and Norton AntiVirus.
Subscription	Lets you renew or restore your Norton AntiVirus subscription

- 4 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

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

See “Starting Norton AntiVirus” on page 13.

- 1 In the main window, click the **Home** tab.
- 2 In the Norton Protection Center window, review the status of the items under each of the protection categories.
- 3 Optionally, do any of the following:
 - To view more details about the security status of an item, click the item.
 - To fix the status of an item that affects your system's overall health evaluation, click the item, and then click **Fix**.
 - To ignore the status of an item that affects your system's overall health evaluation, click the item, and then click **Ignore**.
 - To monitor a security item that has been ignored, click the item, and then click **Monitor**.

About the protection categories

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

Computer	Displays the status of protection categories that are specific to your product
----------	--

Internet	Displays the protection status of your outgoing and incoming email scanning
Identity	Displays the protection status for your Internet transactions, if applicable

About the Security 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 Security 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.
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 Security 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

- ❖ In 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 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 Help & Support window, 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 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 or from a browser.

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

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 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.

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

To delete remaining installation files

- 1 On the Windows taskbar, click **Start > Run**.
- 2 In the Run dialog box, type **%TEMP%**
- 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 One Click Support offers a range of technical support and customer service options. You can access these options by clicking the Help & Support link anywhere in the product. If you cannot access One Click Support, then you can access our support options by pointing your Web browser to the following address:

www.symantec.com/techsupp/

Under the Home & Home Office section, select your product. Then, from the list of options, choose the item that best describes your issue.

The Symantec Web site also 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 by using Symantec One Click Support, you can contact Symantec phone support. Click the Contact Us link at the bottom of the Help & Support window. This support is available to all registered customers.

If you cannot access phone support by using One Click Support, then you can access our phone support

options by pointing your Web browser to the following address:

www.symantec.com/techsupp/

Under the Home & Home Office section, select your product. Then, from the list of options, choose the item that best describes your issue. If you have a question or problem that you still cannot resolve on the support Web site by yourself, click Contact Us link for additional phone support information.

Symantec shall provide complimentary support and pay for support in accordance with the most current consumer support policy of Symantec. You can find the current Symantec consumer support policies on our Web site at:

www.symantec.com/techsupp/support_policy.html

Support for old and discontinued versions

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

Technical support for discontinuing products and old versions is subject to the most current consumer support policy of Symantec. You can find the current Symantec consumer support policies on our Web site at:

www.symantec.com/techsupp/support_policy.html

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 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/techsupp/globalsupport.html

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 data-bbox="275 986 927 1187">■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. http://www.symantec.com/home_homeoffice/support/index.jsp

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

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Index

A

- activation
 - activating 11
 - alerts 14
 - phone 15
 - procedure 14
- activation problems 15
- Adobe Reader
 - installing 21
 - using to view PDF 21
- Attention 19

C

- CD-ROM
 - opening screen 12
 - reading User Guide PDF
 - from 12
 - starting installation 12
- Computer 18

H

- Help
 - accessing 20
 - printing 20
 - Symantec service and support 25

I

- Identity 19

- installation
 - from CD 11
 - from downloaded copy 11
 - problems 23–24
- installation problems 12
- installing 11
- Internet 19

M

- main window
 - features 15
 - Help 15
 - Help & Support 16
 - Leave Feedback 16
 - Network Map 17
 - Norton Account 16
 - options 15
 - Reports & Statistics 17
 - Run LiveUpdate 17
 - Scan Now 17
 - Security Status 17
 - Settings 17
 - Subscription 17
 - Support 15
 - Task & Scans 17
 - View History 17

N

- Norton AntiVirus
 - desktop icon 14
 - main window 15
 - starting 13
- Norton Protection Center
 - protection categories 18
 - Security Status indicator 19
 - status levels 19

O

- options 17

P

- phone activation 15
- Pre-Install Scan
 - problems running 23

S

- scans
 - Symantec Security Check 24
- Service and Support 25
- status indicators
 - Media Center 19
 - responding to 19
- Subscription and account information 22
- Symantec Security Check 24
- Symantec Web site
 - accessing from Reports & Statistics 22
 - accessing from your browser 22
 - Online Virus Encyclopedia 22

T

- Technical Support 25
 - for Norton AntiVirus 22
 - from Symantec 22

troubleshooting

- activation 15
- installation 23
- technical support 25

U

- User Guide PDF
 - on CD 21
 - opening 21

V

- virus protection
 - Pre-Install Scan 23
 - Symantec Security Check 24

Need Help?

We're here to assist you, online or on the phone.

Free Online Service

Visit www.symantec.com/globalsupport for answers, information, and advice about technical issues. You'll find automated tools that let you analyze your PC and get instant solutions, plus a knowledgebase to help you better understand the latest technology and security developments. Our service Web site is continually refreshed to make sure you have the best information available.

Talk with an Expert

We're ready to take your call at any time:

Quick Response: Call (900) 646-0029. The first minute is free (charged on a per-minute basis thereafter; U.S. only).

In-depth Response: Call (877) 832-2810 for more complicated issues (flat-rate service charge; U.S. and Canada only).

Visit ClubSymantec

Whether you use your computer to manage your finances, shop online, or share photos with family and friends, we want your experience to be as safe, enjoyable, and productive as possible. ClubSymantec—your one-stop resource for computer-related topics—is here to help. When you visit you'll discover a wealth of podcasts, online demos, and other tools and information resources to help keep you up to speed on the latest in Internet security. Consider it your place on the Web to learn, ask questions, and play! Visit www.clubsymantec.com to get started.

Family Resource Web Site

Symantec is dedicated to keeping children safe online and making sure that they are good cybercitizens. With your direction and supervision, the Internet can be a positive place for children to learn, communicate, and socialize. Symantec's Family Resource Web Site is there to help you provide the guidance your children need to use the Internet safely and securely. Visit www.norton.com/familyresource for more information.