



Norton  
**AntiVirus™**  
2006

User Guide

# Norton AntiVirus™ 2006 User Guide

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# Installation

# 1

This chapter includes the following topics:

- [Before you begin](#)
- [Installing Norton AntiVirus](#)
- [Configuring Norton AntiVirus](#)
- [If the opening screen does not appear](#)

## Before you begin

Before you begin, close all open programs on your computer. Other open programs may interfere with installation.

If you have other antivirus programs installed on your computer, a panel appears to help you remove them. To remove these programs, follow the instructions in the panel.

## Installing Norton AntiVirus

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

Before you begin, close all open programs on your computer.

See "If the opening screen does not appear" on page 13.

### To install Norton AntiVirus


- 1 Do one of the following:
  - If you are installing 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, and then skip to Step 4.
- 2 In the opening panel, click **Install Norton AntiVirus** to begin the installation.
- 3 In the Welcome panel, click **Next**.  
The preinstall scan begins automatically. This scan will attempt to repair any viruses or problems on your computer, and will take a few minutes.



If the Active Applications Detected panel appears, close all open programs, and then click **Start Scan**.

Once the scan begins, you can do one of the following:


- If you want to stop the scan, click **Stop Scan**.
  - When the scan is finished, click **View Details** to view the results of the scan, and then click **OK**.  
If the details panel lists any viruses that it did not repair, these items will be quarantined. You can delete them from your computer after you complete the installation and configuration.
- 4 Read the License Agreement, click **I accept the License Agreement**, and then type your product key if prompted.  
If you do not accept the License Agreement, you cannot continue the installation.
  - 5 Click **Next**.
  - 6 In the Select the destination folder panel, accept the default or select the folder where you want to install Norton AntiVirus.
  - 7 Click **Next**.  
The Installation Progress panel tracks the progress of the installation. This will take a few minutes.

- 8 Click **Finish** to restart your computer.
-  Your computer is not protected until it restarts and you complete the configuration.
- After your computer restarts, wait for the Norton AntiVirus window to open on your desktop before you continue. This may take several minutes.

## Configuring Norton AntiVirus

You must be online to configure this product.

During configuration, you can activate and register this product, scan your computer for risks, and receive the latest virus protection.

-  If you choose not to register at this time, or if you have any difficulty with registration, you can register on the Symantec Web site. On the Internet, go to the following URL:

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

### To configure Norton AntiVirus

- 1 In the opening configuration panel, click **Next**.
- 2 In the Activation panel, ensure that you are connected to the Internet, and then click **Next**.  
Activation may take several minutes.
- 3 In the Activation Complete panel, review your subscription information, and then click **Print** to print your product key.  
You will need this product key if you want to install this product on a new computer.
- 4 Click **Next**.  
Connection may take several minutes.

- 5 In the Create your Norton Account panel, do one of the following:
  - If you want to create a new Norton Account, complete the Create new account section, and then click **Submit**.
  - If you currently have a Norton account, complete the I already have an account section, and then click **Log on**.
- 6 In the confirmation panel, click **Next**.
- 7 If the Security panel appears, Symantec recommends that you leave all options checked to use Norton products to protect your computer, and then click **Next** to close the panel.
- 8 Review the Thank You panel, and then click **Finish** to allow Norton AntiVirus to perform the following tasks:

Run LiveUpdate	Downloads and installs the latest security protection
Scan Now	Scans your computer to ensure protection

- 9 In the Welcome to LiveUpdate panel, click **Next** to start downloading updates.  
This will take several minutes.
- 10 When the updates are complete, click **Finish** to begin the virus scan.  
This will take several minutes. It is recommended that you allow the scan to complete.  
Once the scan begins, you can do one of the following:
  - If you want to stop the scan, click **Stop Scan**.
  - If you want to temporarily stop the scan, click **Pause**.  
When you are ready to restart the scan, click **Resume**.
- 11 In the Scan Complete panel, review the scan details, and then click **Finish**.

## If the opening screen 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**.



# Getting started

# 2

This chapter includes the following topics:

- [Starting Norton AntiVirus](#)
- [Activating your product](#)
- [Exploring the main window](#)
- [Checking your protection while you work](#)
- [Responding to Norton Protection Center messages](#)
- [For more information](#)

## Starting Norton AntiVirus

See [“Responding to Norton Protection Center messages”](#) on page 22.

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 appears to help you resolve it.

At any time, you can start Norton AntiVirus to adjust settings, review protection, 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:
  - On the Windows taskbar, click **Start > Programs > Norton AntiVirus > Norton AntiVirus**.
  - On the Windows XP taskbar, click **Start > All Programs > Norton AntiVirus > Norton AntiVirus**.
  - On the Windows desktop, double-click the **Norton AntiVirus** icon.
  - On the Windows System tray, double-click the Norton AntiVirus icon.  
In Windows XP, the system tray is called the notification area.

### 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.

### To access a feature from the Windows Explorer toolbar

- 1 Open Windows Explorer.
- 2 Select a disk, folder, or file icon.
- 3 On the Windows Explorer toolbar, click the **Norton AntiVirus** icon, and then select an option from the list.

### To display the Norton AntiVirus button and menu on the Windows Explorer toolbar

- 1 Open Windows Explorer.
- 2 In Windows Explorer, on the View menu, click **Toolbars > Norton AntiVirus**.
- 3 To the right of the Norton AntiVirus button, click the arrow to make more choices.

## Activating your product

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



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



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

You can activate your product from the Activation Needed alert or from the Activation option on the Help menu. Activation should take 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 Help menu**

- 1 At the top of the main window, click **Help and Support**, and then click **Activation**.
- 2 In the Activation window, click **Next**.
- 3 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, configure the parental controls so that they do not block the activation procedure. You will need to log on 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.

### To activate by phone

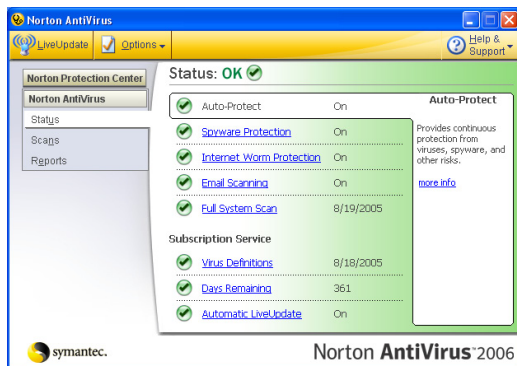


Before you begin, please have paper and a pencil available to write down the unlock code that you will receive at the end of the call.

- 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 Dial 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. Buttons at the top and left side of the main window provide access to all Norton AntiVirus features, options, and online Help.



### To explore the main window

- 1 Start Norton AntiVirus.
- 2 On the left side of the main window, click a feature to display its components, and then click a component.

- 3 In the center of the window, click the underlined link that you want to explore.
- 4 At the top of the main window, click a button. You have the following options:

<b>LiveUpdate</b>	Checks for updates to installed Symantec products.
<b>Options</b>	<p>Customizes the general features of Norton AntiVirus.</p> <p>You can access more options while you are running specific programs.</p>
<b>Help &amp; Support</b>	Provides access to the Help for Norton AntiVirus and other installed Symantec products.

## Checking your protection while you work

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

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

A status indicator also appears in the Windows task bar. The status levels are as follows:

<b>Good</b>	No action is required on your part.
-------------	-------------------------------------

Attention required	Some issues require your attention but your computer is not at risk.
Urgent attention	Some issues threaten your computer's data or its ability to perform effectively.

You do not have to start your product to be advised when your protection level falls below Good. Norton Protection Center alerts you if you need to take urgent action. These alerts appear above the Windows task bar.

In addition to providing overall protection status, Norton Protection Center displays your protection level for each of the following categories:

Security Basics	Protects your computer from viruses and other security threats, and ensures that your protection is updated frequently. It reports on whether your hard disk has been scanned for viruses recently, if you have spyware protection, and whether you receive automatic Windows and antivirus updates (if applicable).
Email & Messaging	Protects your email and instant messages from viruses, Internet worms, spam, phishing, identity theft activity, and other risks.

Web Browsing	Protects your computer from viruses and other security risks while you are using your Web browser, downloading or streaming music, and playing games. This category also includes ad blocking and pop-up blocking software, and reports on whether parental control features are blocking undesirable Web sites.
Data Recovery	Protects your files, including photographs, music, and business documents, from being lost due to unexpected crashes, accidental file deletions, program malfunctions, install malfunctions, and other computer failures.
Performance	Keeps your disk drives and Windows operating system running smoothly. This category includes programs that clean up unwanted Internet files, examine and repair hard disk problems, and fix Windows problems. The category also includes programs that provide you with real-time virus, spyware, and other risk protection (if applicable).

### To check protection levels

See "Starting Norton AntiVirus" on page 15.

- 1 In the main window, click **Norton Protection Center**.
- 2 In the Norton Protection Center window, click a protection category.
- 3 Review the list of protection items.

Limited or no protection in a category may often be resolved 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.

### To adjust a category setting

- 1 In the Norton Protection Center window, click the protection category name.
- 2 Do one of the following:
  - To turn on protection, click the protection item, and then click **Turn On**.
  - To update protection, click the protection item, and then select one of the available options on the drop-down list.

## Responding to Norton Protection Center messages

When a Norton Protection Center message appears, you can take immediate action to improve your protection level. The information in the message describes the situation that is affecting your protection level and suggests how to proceed. You can change alerting and other display behavior using a shortcut menu or the Options menu.

### To respond to a Norton Protection Center message

- 1 In the Norton Protection Center window, read the description of the situation.
- 2 Do one of the following:
  - To respond immediately, click **Fix Now**.
  - To get more information, click **more info**.
  - To respond later, click **close**.

To change the types of alerts that Norton Protection Center shows you, use the shortcut menu or the Options dialog box.

### To change Norton Protection Center alerting

- ❖ Do one of the following:
  - ❑ On the Windows taskbar or system tray, right-click the **Norton Protection Center** icon, and then on the Alert Options submenu, check or uncheck the menu item that you want to change.
  - ❑ In the main window, click **Options > Norton Protection Center Options**, and then select the items that you want to change.

## 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 Web.

## Using Help

Help is available throughout your Symantec product. Help buttons and links to more information provide assistance that is specific to the task that you are completing. The Help menu provides a comprehensive guide to all of the product features and tasks that you can complete.

### To use Help

- 1 At the top of the main window, click **Help & Support > Norton AntiVirus 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 also 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**.

## Window and dialog box Help

Window and dialog box Help is context-sensitive, meaning that it provides help for the window or dialog box that you are currently using.

#### To access window or dialog box Help

- ❖ Do one of the following:
  - In a window, select any Help link.
  - In a dialog box, click **more info**.

## 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 were 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**.
- 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 have installed 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**.
- 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 hard disk and read it from there.

#### **To read the User Guide from your hard disk**

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

## Symantec products on the Web

You can find extensive information about all Symantec products on the Symantec Web site. There are several ways to access the Symantec Web site.

#### **To access the Symantec Web site from the Help menu**

- 1 In the main window, click **Help & Support**.

2 Select the solution that you want. Your options are:

Help and Support	Takes you to the product support page of the Symantec Web site, from which you can access the knowledge bases and downloads for your product.
Symantec Security Response	Takes you to the Security Response page of the Symantec Web site, from which you can update your protection and read the latest information about antithreat technology.
More Symantec solutions	Takes you to the Symantec Store Web site, from which you can get product information on every Symantec product.

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

- ❖ On the Internet, go to the following URL:  
[www.symantec.com](http://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

If you try to install your product on a computer due to a problem, and you choose not to run the Symantec Preinstall Checkup during installation, start over and run the Symantec Preinstall Checkup as directed.

After running the Symantec Preinstall Checkup, delete the installation files that were left behind in the folder after you initially tried to install.

### 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, or do not delete them.

- 6 Close the temp folder window.

**If you suspect that your computer is infected with a virus**

After you delete the temporary files, begin the installation again and run the Symantec Preinstall Checkup to be sure that you have resolved the problem.

## If you suspect that your computer is infected with a virus

If you cannot run the Preinstall Checkup, 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 up-to-date virus definition files, including definitions that were created 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 introductory window, click **Go**.
- 3 In the Symantec Security Check window, under Virus Detection, click **Start**.
- 4 Follow the on-screen instructions to complete the scan.

# 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>

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

Should you have a question or problem that you cannot resolve on the support Web site by yourself, the site provides a link to information about fee-based phone support. This support is available to all registered customers. Click the link for phone support. You'll be led through the online options first, and then to 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

If your Symantec product includes virus, threat, firewall, spam, or Web content protection, you may be entitled to receive updates using LiveUpdate. These updates are available through subscription.

Subscription length varies by Symantec product. After your initial subscription ends, you must renew it before you can update your protection. When you run LiveUpdate near the end of your subscription 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 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>

**Region**

**Contact information**

North America

- Symantec Corporation  
555 International Way  
Springfield, OR 97477  
U.S.A.

<http://www.symantec.com/>

Australia and New Zealand

- Symantec Australia  
Level 2, 1 Julius Avenue  
North Ryde, NSW 2113  
Sydney  
Australia

[http://www.symantec.com/region/reg\\_ap/](http://www.symantec.com/region/reg_ap/)

+61 (2) 8879-1000

Fax: +61 (2) 8879-1001

Europe, Middle East,  
and Africa

- Symantec Ltd Consumer Services & Support  
PO Box 5689 Blanchardstown  
Dublin 15 Ireland

[http://www.symantec.com/region/reg\\_eu/](http://www.symantec.com/region/reg_eu/)

Please check the Web site for the appropriate phone number.

<b>Region</b>	<b>Contact information</b>
Latin America	<ul style="list-style-type: none"><li>■ Symantec Brasil Av. Dr. Chucri Zaidan, 920 Market Place Tower 12º andar São Paulo - SP CEP: 04583-904 Brasil, SA</li><li>■ Portuguese language support: Internet: <a href="http://www.service.symantec.com/br">http://www.service.symantec.com/br</a> Phone: Brazil: +55 (11) 5189-6300</li><li>■ Spanish language support: Internet: <a href="http://www.service.symantec.com/mx">http://www.service.symantec.com/mx</a> Phone: Mexico: +52 55 5322 3681 (Mexico DF); 01 800 711 8443 (Interior)</li></ul>

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