



Norton 360™

All-In-One Security

User Guide

Norton 360™ User Guide

Documentation version 1.0

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Norton 360™

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The Software includes an online backup feature, which provides the capability to store and retrieve Your files on Symantec's system via the Internet during the Service Period ("Online Backup Feature"), subject to the amount of online backup space provided with Your Software and/or which You additionally purchase. If You choose to use the Online Backup Feature, You must complete the activation process within the Software for such feature.

A. Norton Account. A current Symantec Norton Account ("Norton Account") is required to access and use the Online Backup Feature. If

you do not have a Norton Account, You must complete the applicable registration process to create a Norton Account in order to use the Online Backup Feature. You are entirely responsible for maintaining the confidentiality of Your Norton Account password.

B. Communication Connections; Online Backup Feature Availability. You are solely responsible for acquiring and maintaining the Internet or telecommunications services and devices required to access and/or use the Online Backup Feature. The Online Backup Feature is provided “as is” and “as available” and Symantec shall not be liable for any downtime of the Online Backup Feature due to reasonable scheduled maintenance, maintenance for critical issues or forces beyond the reasonable control of Symantec.

C. User Conduct and Responsibility; Compliance with Applicable Laws. Use of the Online Backup Feature (including the transmission of any data You choose to store through the Online Backup Feature (“Data”)) is subject to all applicable local, state, national and international laws and regulations, including but not limited to the United States export laws. You agree to comply with such applicable laws and regulations and not to (a) use the Online Backup Feature for illegal purposes, (b) transmit or store material that may infringe the intellectual property rights or other rights of third parties or that is illegal, tortious, defamatory, libelous, or invasive of another’s privacy; (c) transmit or store data belonging to another party without first obtaining all consents required by law from the data owner for transmission of the data to Symantec for storage within the United States; (d) transmit any material that contains software viruses or other harmful computer code, files or programs such as trojan horses, worms or time bombs; (e) interfere with or disrupt servers or networks connected to the Online Backup Feature; or (f) attempt to gain unauthorized access to the Online Backup Feature, the accounts of other Online Backup Feature users, or computer systems or networks connected to the Online Backup Feature.

The foregoing obligations regarding use of the Online Backup Feature apply to all use of the Online Backup Feature in connection with Your Norton Account. You are solely responsible for the use of the Online Backup Feature, and the Data transmitted or stored through the Online Backup Feature, in connection with Your Norton Account.

D. Indemnification. You shall indemnify and hold Symantec, its parents, subsidiaries,

affiliates, officers, directors, employees and agents harmless from and against any third party claims, demands, costs, damages, losses, liabilities and expenses, including reasonable attorneys’ fees, made by any third party arising out of or in connection with use of the Online Backup Feature through Your Norton Account, including but not limited to liability arising out of or in connection with the Data transmitted or stored through the Online Backup Feature in connection with Your Norton Account.

E. Suspension; Termination. Symantec may, at its sole discretion, immediately suspend or terminate use of the Online Backup Feature for failure or suspected failure to comply with these terms and conditions or any other misuse or suspected misuse of the Online Backup Feature. Following the expiration or termination of the Service Period, Symantec shall not be obligated to maintain any Data stored through the Online Backup Feature, forward such Data to You or a third party, or migrate such Data to another backup service or account.

F. Miscellaneous. Symantec has no obligation to monitor use of the Online Backup Feature and/or Data transmitted or stored through the Online Backup Feature. However, Symantec reserves the right at all times to monitor, review, retain and/or disclose any Data or other information as necessary to satisfy any applicable law, regulation, legal process or governmental request, or to investigate any use or suspected misuse of the Online Backup Feature.

5. 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,

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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. 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).

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Contents

Chapter 1	Installation	
	Before you begin	11
	Installing and activating Norton 360	11
Chapter 2	Getting Started	
	Starting Norton 360	15
	Activating Norton 360	16
	Exploring the main window	17
	Understanding Norton 360 status	20
	Managing messages and alerts	21
	Viewing details	23
	For more information	24
	Service and support solutions	
	Index	

Installation

1

This chapter includes the following topics:

- [Before you begin](#)
- [Installing and activating Norton 360](#)

Before you begin

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 360.

Installing and activating Norton 360

You can install Norton 360 from a CD or from a file that you download.

To install and activate Norton 360

- 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 360, double-click the file that you downloaded.
- 2 In the opening panel, click **Install Norton 360**.

See ["If the opening panel does not appear"](#) on page 12.

- 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 In the Installation Options panel, review the options, and then click **Next**.
- 5 In the Activation panel, wait for the progress bar to stop.
- 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.



You must have a Norton Account to access online backup.

- 7 Click **Next**.
- 8 In the Norton 360 Installation Complete panel, review your subscription details, and then click **Finish**.
- 9 Follow the onscreen instructions as Norton 360 performs a quick check of your computer.

If the opening panel does not appear

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

To start the installation from the product CD

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

If 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.



Getting Started

2

This chapter includes the following topics:

- [Starting Norton 360](#)
- [Activating Norton 360](#)
- [Exploring the main window](#)
- [Understanding Norton 360 status](#)
- [Managing messages and alerts](#)
- [Viewing details](#)
- [For more information](#)

Starting Norton 360

Norton 360 protects any computer on which it is installed. You do not have to start the product to be protected. If Norton 360 detects a situation that requires your attention, it may be repaired automatically. You can also set Norton 360 to notify you when a situation requires your attention, and you can decide what action you want to take.

At any time, you can start Norton 360 to adjust the settings, review your protection status, or perform preventive maintenance. You can access all of the program features from the main window.

To start Norton 360

- ❖ Do one of the following:
 - In the Windows notification area, double-click the **Norton 360** icon.
 - On the Windows taskbar, click **Start > All Programs > Norton 360 > Norton 360**.
 - Double-click the **Norton 360** icon on your desktop.

Activating Norton 360

To use all of the features in Norton 360, you must first activate your product.

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

Product activation reduces software piracy and ensures that you have 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 alert. You can also activate your product from the main window. Activation should take only a few minutes.

To activate your product from the Activation alert

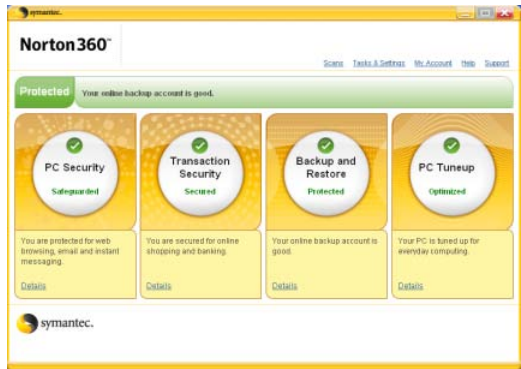
- 1 In the alert, click **Renew**.
- 2 Click **OK**.
- 3 In the Activation window, click **Next**.
- 4 In the Activation Successful window, click **Finish**.

To activate your product from the main window

- 1 Click **My Account**.
- 2 Click **Activate Norton 360**.

Exploring the main window

When you start Norton 360, the main window opens. The main window provides access to all Norton 360 features, options, Help, and Support. You can also view the overall status of your protection categories, including computer and Web protection, file backups, and files that may be left behind when you use the Internet.



The main window contains three areas that provide access to tasks and services. The areas are as follows:

Links	<p>The following links are displayed at the top of the main window:</p> <ul style="list-style-type: none">■ Scans Opens the Scan Details page which displays information about threats that were found or fixed during the most recent scans.■ Tasks & Settings Opens the Tasks and Settings page, which lets you perform manual scans, backups, product updates, and manage your Norton account. You can also modify settings for virus and spyware protection, firewall, backup, and security.■ My Account Opens the Manage Account page, which lets you to manage your Norton account, renew your subscription, and activate your product. You can also use this page to recommend this product to a friend, purchase additional storage, and view or change the nickname that is associated with your Norton Account.■ Help Opens the Norton 360 online Help.■ Support Opens the Support Web page to help you solve any product issues.
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Status
summary bar

The Status summary bar is in the middle of the main window, and provides an overall status of the protection categories. Your status may be Protected if your computer is secure, or At Risk if an area needs your attention. This area also provides a Fix button. If an area needs your attention, it is also reflected in one or more protection categories.

Protection categories	<p>Protection categories is the largest area on the main window and contains the following:</p> <ul style="list-style-type: none">■ PC Security Provides overall protection status and access to the PC Security page, where you can view the status of protection that is associated with your Internet preferences. Click Details to access this page.■ Transaction Security Provides overall security status and access to the Transaction Security page, where you can view the status of your phishing protection. You can also access the Symantec Security Response Web page for information about the latest threats and solutions. Click Details to access this page.■ Backup Provides overall backup status and access to the Backup page, where you can view the status of your backup configuration. You can also manually back up or restore your files. Click Details to access this page.■ PC Tuneup Provides overall status and access to the PC Tuneup page, where you can view the status of your Internet file cleanup and disk optimization. You can also optimize your hard drive and run scans manually.
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Understanding Norton 360 status

When you start Norton 360, the main window presents its status at a glance. The color of the status summary bar

near the top of the window indicates the current state of your computer.

If an issue requires your attention, the status summary bar describes the issue. If more than one issue requires your attention, the status summary bar displays the number of issues. When Norton 360 detects issues, it also provides a button that you can press to resolve those issues.

See ["About status colors and safe computing"](#) on page 21.

Below the status summary bar, Norton 360 displays individual status areas for each protection feature. The status areas show how many issues need to be resolved for each feature. The protection feature status areas also offer Details links that you can click for more information about those issues.

About status colors and safe computing

Norton 360 uses three colors to indicate the state of its protection features.

Red	Indicates the presence of one or more issues that put your PC at risk
Yellow	Indicates the presence of one or more issues that require your attention
Green	Indicates that the feature is protecting your PC

Managing messages and alerts

Norton 360 displays messages in several ways and in several locations.

You might see messages in the following locations:

Notification area on your Windows desktop	<p>Several types of Norton 360 messages appear in the lower-right corner of your Windows desktop. For example, if your PC was turned off, or if it has not been connected to the Internet for a while, you see a message that your protection may not be up to date.</p> <p>A different alert appears if a security setting was turned off. This message warns you that your PC may not be secure and helps you to turn on the setting.</p> <p>In most cases you can click the alert to open Norton 360 and fix the problems.</p>
Norton 360 main window overall status	<p>Alerts and other messages appear in the top center of the main window. Their color indicates the urgency of the message. If the message color is green, everything is OK. If the message color is red, you need to follow the message instructions to ensure that you stay protected.</p>

Norton 360 categories and details

Each category changes its color if its status changes. A green circle with a checkmark indicates that all the items in a category are in a good state. Yellow or red circles indicate possible issues that you should investigate.

When you click any category, its details page lists anything that needs attention. In most cases, the description of what is wrong includes a link that helps you to fix the issue. If you are alerted about something that you do not want to change, you can adjust the message alert so that Norton 360 does not bother you about that issue again.

Viewing details

In the Norton 360 main window, you can see a summary of each of the four protection features that Norton 360 provides. You can view additional details about each protection feature.

To view details for a protection feature

- 1 In the Norton 360 main window, click the **Details** link beneath the protection feature for which you want to view the following details:
 - The current status of the protection feature.
 - A list of the checks that the feature performs, and the results of each check. In some cases, the results of a check can include a Details link that provides additional information.
 - A list of things that you can do.
- 2 After you view details, click **Close**.

For more information

The product documentation helps you use Norton 360. 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 In the main window, click **Help**.

- 2 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 window or panel Help

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

To access window or panel Help

- ❖ To access window or panel Help, click **Help** in any window or panel.

Accessing the user guide PDF

You can find the *Norton 360 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 If applicable, double-click the **WINNT** folder.
- 4 In the CD window, double-click the **Manual** folder.
- 5 Double-click the PDF.

You can also copy the user guide to your computer and read it from there.

To read the user guide that you copied to your computer

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

Accessing the Symantec Web site

You can access the Symantec Web site in a browser. You can also access the Symantec Support Web site in any Norton 360 window or panel.

To access the Symantec Web site in your browser

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

To access the Symantec Support Web site from your product

- ❖ You can access the Symantec Support Web site by clicking **Support** in any window or panel.





Service and support solutions

About online support

Symantec offers a range of technical support and customer service options. You can access these options by clicking the Support link anywhere in the product, or 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.

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

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 clicking the Support link in the Support area of the product, you can contact Symantec by clicking the Contact

Us link at the bottom of the Support window. The support Web site also provides a link to information about phone support. For questions about installation or common problems on a current version of a Norton product, there is no charge. For other problems, or if you use an older version, phone support is fee-based. This support is available to all registered customers.

To visit our Customer Support site, click the Support link in your Norton 360 product, or go 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 a Contact Us link for additional phone support information. This support is available to all registered customers.

Support for old and discontinued versions

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/techsupp/

Subscription policy

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

Service period lengths vary by Symantec product. After your initial service period ends, you must renew your service subscription before you can update and use your

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

Worldwide service and support

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

www.symantec.com/techsupp/

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

Region	Contact information
North America	<ul style="list-style-type: none">■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. <p>http://www.symantec.com/</p>
Australia and New Zealand	<ul style="list-style-type: none">■ Symantec Australia Level 2, 1 Julius Avenue North Ryde, NSW 2113 Sydney Australia <p>http://www.symantec.com/region/reg_ap/</p>
Europe, Middle East, and Africa	<ul style="list-style-type: none">■ Symantec Ltd Consumer Services & Support PO Box 5689 Blanchardstown Dublin 15 Ireland <p>http://www.symantec.com/region/reg_eu/</p>

Region	Contact information
Latin America	<ul style="list-style-type: none">■ Symantec Brasil Sevico e Suporte Symantec Caixa Postal 3037 CEP 06210-970 Brasil■ Portuguese language support: Internet: http://www.symantec.com/region/br/techsupp/■ Spanish language support: Internet: http://www.symantec.com/region/mx/techsupp/

January 18, 2007

Index

A

- accessing
 - Symantec Support 26
 - Symantec Web site 26
- activation 16
 - phone 12
- activation problems 12
- Adobe Reader
 - installing 25
 - using to view PDF 25
- alerts 21

C

- categories
 - main window 17
- categories in Norton 360
 - viewing details 23
- CD-ROM
 - opening screen 12
 - reading User Guide PDF from 12
 - starting installation 12
- colors in Norton 360 21

D

- details
 - main window 17
- details links 23

E

- error messages 21

H

- Help
 - accessing 24
 - printing 24
 - Symantec service and support 29

I

- installation
 - from CD 11
 - from downloaded copy 11
- installation problems 12

M

- main window
 - links 17
 - protection 17
 - status colors 21
 - status messages 21
 - status summary 17
- messages 21

N

- Norton 360
 - colors 21
 - desktop icon 16

Norton 360 *(continued)*
 details 23
 main window 21
 status 20

P

phone activation 12
pop-up messages 21
Protection categories 17

S

Scans 17
Service and Support 29
status 20
Status summary bar 17

T

Tasks & Settings 17
Technical Support 29
troubleshooting
 activation 12
 technical support 29

U

User Guide PDF
 on CD 25
 opening 25