



Norton

# Internet Security™

2006

## User Guide

# Norton Internet Security™ 2006 User Guide

Documentation version 9.0

Copyright © 2005 Symantec Corporation. All rights reserved.

Symantec, the Symantec logo, Norton Ghost, Norton GoBack, LiveUpdate, Norton AntiSpam, Norton AntiVirus, Norton Internet Security, Norton Personal Firewall, Norton Protection Center, Norton SystemWorks, Symantec Security Check, and Symantec Security Response 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. 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

# SYMANTEC SOFTWARE LICENSE AGREEMENT

## Norton Internet Security™ 2006

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT CAREFULLY BEFORE USING THE SOFTWARE. SYMANTEC CORPORATION AND/OR ITS SUBSIDIARIES ("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 "ACCEPT" OR "YES" BUTTON OR OTHERWISE INDICATING ASSENT ELECTRONICALLY, OR LOADING THE SOFTWARE, YOU AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, CLICK THE "I DO NOT ACCEPT" OR "NO" BUTTON OR OTHERWISE INDICATE REFUSAL, MAKE NO FURTHER USE OF THE SOFTWARE, AND CONTACT SYMANTEC CUSTOMER SERVICE 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 and documentation that accompanies this license (collectively the "Software") is the property of Symantec, or its licensors, and is protected by copyright law. While Symantec continues to own the Software, You will have certain rights to use the Software after Your acceptance of this license. This license governs any releases, revisions, or enhancements to the Software that Symantec may furnish to You. Except as may be modified by a Symantec license certificate, license coupon, or license key (each a "License Module") that accompanies, precedes, or follows this license, Your rights and obligations with respect to the use of this Software are as follows.

### You may:

- A. use one copy of the Software on a single computer. If a License Module accompanies, precedes, or follows this license, You may make the number of copies of the Software licensed to You by Symantec as provided in Your License Module. Your License Module shall constitute proof of Your right to make such copies;
- B. make one copy of the Software for archival purposes, or copy the Software onto the hard disk of Your computer and retain the original for 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. after written notice to Symantec, transfer the Software on a permanent basis to another person or entity, provided that You retain no copies of the Software and the transferee agrees to the terms of this license; and
- E. use the Software in accordance with any additional permitted uses set forth below.

### You may not:

- A. copy the printed documentation that accompanies the Software;
- B. sublicense, rent, or lease any portion of the Software; 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;
- D. use a previous version or copy of the Software after You have received and installed a disk replacement set or an upgraded version. Upon upgrading the Software, all copies of the prior version must be destroyed;
- E. use a later version of the Software than is provided herewith unless You have purchased upgrade insurance or have otherwise separately acquired the right to use such later version;

F. use, if You received the software distributed on media containing multiple Symantec products, any Symantec software on the media for which You have not received a permission in a License Module;

G. use the Software in any manner not authorized by this license; or

H. use the Software in any manner that contradicts any additional restrictions set forth below.

## 2. Content Updates:

Certain Software utilize content that is updated from time to time (including but not limited to the following Software: antivirus software utilize updated virus definitions; antispam software utilize updated antispam rules; content filtering software utilize updated URL lists; some firewall software utilize updated firewall rules; and vulnerability assessment products utilize updated vulnerability data; these updates are collectively referred to as "Content Updates"). You shall have the right to obtain Content Updates for any period for which You have purchased maintenance, except for those Content Updates that Symantec elects to make available by separate paid subscription, or for any period for which You have otherwise separately acquired the right to obtain Content Updates. Symantec reserves the right to designate specified Content Updates as requiring purchase of a separate subscription at any time and without notice to You; provided, however, that if You purchase maintenance hereunder that includes particular Content Updates on the date of purchase, You will not have to pay an additional fee to continue receiving such Content Updates through the term of such maintenance even if Symantec designates such Content Updates as requiring separate purchase. This License does not otherwise permit the licensee to obtain and use Content Updates.

## 3. Product Installation and Required Activation:

There are 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 and the Software containing enforcement technology require activation as further set forth in the documentation. The Software will only operate for a finite period of time prior to Software activation by You. During activation, You will 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, which will restore Software functionality. 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 may be set forth in the documentation.

## 4. 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 contact Symantec Customer Service 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.

## 5. Limited Warranty:

Symantec warrants that the media 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.

## 6. Disclaimer of Damages:

SOME STATES AND COUNTRIES, INCLUDING MEMBER COUNTRIES OF THE EUROPEAN ECONOMIC AREA, 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 FOR THE SOFTWARE. The disclaimers and limitations set forth above will apply regardless of whether You accept the Software.

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

RESTRICTED RIGHTS LEGEND. All Symantec products and documentation are commercial in nature. The software and software documentation are "Commercial Items," as that term is defined in 48 C.F.R. section 2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation," as such terms are defined in 48 C.F.R. section 252.227-7014(a)(5) and 48 C.F.R. section 252.227-7014(a)(1), and used in 48 C.F.R. section 12.212 and 48 C.F.R. section 227.7202, as applicable. Consistent with 48 C.F.R. section 12.212, 48 C.F.R. section 252.227-7015, 48 C.F.R. section 227.7202 through 227.7202-4, 48 C.F.R. section 52.227-14, and other relevant sections of the Code of Federal Regulations, as applicable, Symantec's computer software and computer

software documentation are licensed to United States Government end users with only those rights as granted to all other end users, according to the terms and conditions contained in this license agreement. Manufacturer is Symantec Corporation, 20330 Stevens Creek Blvd., Cupertino, CA 95014.

## 8. Export Regulation:

Certain Symantec products are subject to export controls by the U.S. Department of Commerce (DOC), under the Export Administration Regulations (EAR) (see [www.bxa.doc.gov](http://www.bxa.doc.gov)). Violation of U.S. law is strictly prohibited. You agree to comply with the requirements of the EAR and all applicable international, national, state, regional and local laws, and regulations, including any applicable import and use restrictions. Symantec products are currently prohibited for export or re-export to Cuba, North Korea, Iran, Iraq, Libya, Syria and Sudan or to any country subject to applicable trade sanctions. You agree not to export, or re-export, directly or indirectly, any product to any country outlined in the EAR, nor to any person or entity on the DOC Denied Persons, Entities and Unverified Lists, the U.S. Department of State's Debarred List, or on the U.S. Department of Treasury's lists of Specially Designated Nationals, Specially Designated Narcotics Traffickers, or Specially Designated Terrorists. Furthermore, You agree not to export, or re-export, Symantec products to any military entity not approved under the EAR, or to any other entity for any military purpose, nor will You sell any Symantec product for use in connection with chemical, biological, or nuclear weapons or missiles capable of delivering such weapons.

## 9. General:

If You are located in North America or Latin America, this Agreement will be governed by the laws of the State of California, United States of America. Otherwise, this Agreement will be governed by the laws of England and Wales. This Agreement and any related License Module 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. This Agreement shall

terminate upon Your breach of any term contained herein and You shall cease use of and destroy all copies of the Software. The disclaimers of warranties and damages and limitations on liability shall survive termination. Software and documentation is delivered Ex Works California, U.S.A. or Dublin, Ireland respectively (ICC INCOTERMS 2000). This Agreement may only be modified by a License Module that accompanies this license or by a written document that has been signed by both You and Symantec. Should You have any questions concerning this Agreement, or if You desire to contact Symantec for any reason, please write to: (i) Symantec Customer Service, 555 International Way, Springfield, OR 97477, U.S.A., (ii) Symantec Consumer Support, PO Box 5689, Dublin 15, Ireland, or (iii) Symantec Customer Service, 1 Julius Ave, North Ryde, NSW 2113, Australia.

## **10. Additional Uses and Restrictions:**

- A. In the event this Software contains the Norton Protection Center component, any disclaimer of damages herein shall apply to such component.
- B. In the event this Software contains technology capable of removing security risks, certain security risks will be automatically removed upon detection.

# Contents

<b>Chapter 1</b>	<b>Installation</b>	
	Before you begin .....	9
	Installing Norton Internet Security .....	10
	Configuring Norton Internet Security .....	11
	Using the Home Network Wizard .....	12
	If the opening screen does not appear .....	13
<b>Chapter 2</b>	<b>Getting started</b>	
	Starting Norton Internet Security .....	15
	Activating your product .....	16
	Exploring the main window .....	18
	Checking your protection while you work .....	19
	Responding to Norton Protection Center messages .....	22
	For more information .....	23
<b>Chapter 3</b>	<b>Responding to emergencies</b>	
	If you suspect that your computer is infected with a virus .....	29
	If your product won't install .....	30
	<b>Service and support solutions</b>	
	<b>Index</b>	





# Installation

# 1

This chapter includes the following topics:

- [Before you begin](#)
- [Installing Norton Internet Security](#)
- [Configuring Norton Internet Security](#)
- [Using the Home Network Wizard](#)
- [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.

Norton Internet Security contains an antivirus program. 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.

Norton Internet Security contains a firewall program. If you have other firewall programs installed on your computer, it is recommended that you uninstall them to prevent installation errors. For more information, see the user documentation that came with the firewall program.

# Installing Norton Internet Security

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

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

## To install Norton Internet Security

- 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 Internet Security, double-click the file that you downloaded.
- 2 In the opening panel, click **Install Norton Internet Security** to begin the installation.
- 3 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.
- 4 Click **Next**.  
The preinstall scan begins automatically, 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**.
- 5 In the Select the installation type panel, click the type of installation that you want, and then select the folder where you want to install Norton Internet Security.
  - 6 Click **Next**.  
The Installation Progress panel tracks the progress of the installation. This will take a few minutes.


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

- 7 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 Internet Security window to open on your desktop before you continue. This may take several minutes.

## Configuring Norton Internet Security

You must be online to configure this product.

During configuration, you can activate and register this product, check for network settings, and receive the latest security 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 Internet Security

- 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**.  
Connecting 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 Next Steps panel, and then click **Finish** to allow Norton Internet Security to perform the following tasks:

Run the Home Network Wizard	Adds computers to a home or local network See <a href="#">"Using the Home Network Wizard"</a> on page 12.
Run LiveUpdate	Downloads and installs the latest security 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**.

## Using the Home Network Wizard

Norton Internet Security allows you to organize computers on your network and the Internet into Trusted and Restricted Zones. Zones allow you to grant trusted computers access to your computer while blocking

malicious users. Zones can be assigned to one or more locations.

The Personal Firewall does not regulate computers that are in the Trusted Zone. Computers in the Trusted Zone have as much access to your computer as they would have if you did not have a firewall. Computers in the Restricted Zone cannot communicate with your computer at all.

### To use the Home Network Wizard to add computers to your Trusted Zone

- 1 In the Home Network Wizard opening panel, click **Next**.
- 2 In the Network Adapters Found table, ensure that the Autoconfigure Adapter check box is checked for each network adapter that you want to configure automatically.

The Home Network Wizard will add the other computers in your network to your Trusted Zone.



Technically, the Home Network Wizard adds the other computers in your network that use the same subnet mask as each autoconfigured adapter.

- 3 Click **Next**.
- 4 In the Locations table, ensure that the check box is checked for each location that should use these Trusted Zone settings.
- 5 Click **Next**.
- 6 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 Internet Security](#)
- [Activating your product](#)
- [Exploring the main window](#)
- [Checking your protection while you work](#)
- [Responding to Norton Protection Center messages](#)
- [For more information](#)

## Starting Norton Internet Security

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

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

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

### To start Norton Internet Security

- ❖ Do one of the following:
  - On the Windows taskbar, click **Start > Programs > Norton Internet Security > Norton Internet Security**.
  - On the Windows XP taskbar, click **Start > All Programs > Norton Internet Security > Norton Internet Security**.
  - On the Windows desktop, double-click the **Norton Internet Security** icon.
  - On the Windows System tray, double-click the Norton Internet Security icon.  
In Windows XP, the system tray is called the notification area.

### To display the Norton Internet Security button and menu on the Internet Explorer toolbar

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

### To start Norton Internet Security from the Internet Explorer toolbar

- ❖ On the Internet Explorer toolbar, click the Norton Internet Security button, and then click **Configure security settings**.

## 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.



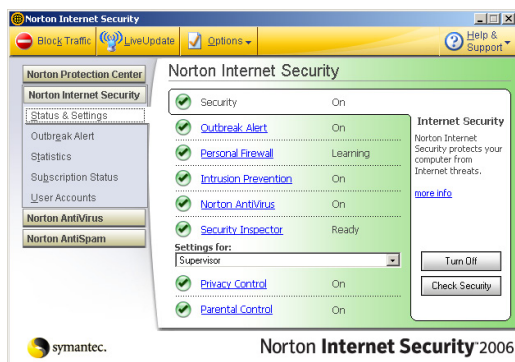
### To activate by phone

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 Internet Security, the main window opens. Buttons at the top and left side of the main window provide access to all Norton Internet Security features, options, and online Help.



### To explore the main window

- 1 Start Norton Internet Security.
- 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:

Block Traffic/Allow Traffic	Stops and starts all communication to and from your computer.
LiveUpdate	Checks for updates to installed Symantec products.
Options	Customizes the general features of Norton Internet Security. You can access more options while you are running specific programs.
Help & Support	Provides access to the Help for Norton Internet Security 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.
<b>Attention required</b>	Some issues require your attention but your computer is not at risk.
<b>Urgent attention</b>	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:

<b>Security Basics</b>	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).
<b>Email &amp; Messaging</b>	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 Internet Security" 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 Internet Security. 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 Internet Security 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 Internet Security 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.

Within your Symantec product, the Reports page contains a link to the Symantec online Virus Encyclopedia, as does the Internet Explorer toolbar.

**To access the Symantec Web site from the Reports page**

- 1 In the main window, under Norton AntiVirus, click **Reports**.
- 2 On the Reports page, click **View Online Virus Encyclopedia**.

**To access the Symantec Web site from Internet Explorer**

- 1 Open Internet Explorer.
- 2 On the toolbar, click **Norton AntiVirus > View Virus Encyclopedia**.

This option connects you to the Symantec Security Response Web page, from which you can search for information on all types of viruses.

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

## 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.

## 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.

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.

# 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>

August 9, 2005

# Index

## A

- activation
  - phone 17
  - problems 17
  - procedure 16

## Adobe Reader

- installing 24
- using to view PDF 24

## alerts

- Norton Protection Center 22

attention required alert 22

## D

- Data Recovery protection
  - category 21

## E

- Email & Messaging protection
  - category 20

## F

- features
  - configuration 11

## H

- Help
  - accessing 23

## Help (*continued*)

- printing 23
- Symantec service and support 31

Home Network Wizard 13

## I

### installation

- from CD 10
- problems 29–30

### Internet

- Symantec Web sites 25

## L

### LiveUpdate

- accessing from the main window 18
- obtaining product updates 18

## M

### main window

- Help & Support 18
- LiveUpdate 18
- options 18

### messages

- Norton Protection Center 22

**N**

- Networking
  - about 13
  - configuration 13
  - zones 13
- networks
  - configuring with Home Network Wizard 13
- Norton Internet Security
  - desktop icon 16
  - main window 18
  - starting 15
- Norton Protection Center
  - about 19
  - messages 22
  - options 22

**O**

- options
  - button, main window 18
  - Norton Protection Center 22

**P**

- Performance protection
  - category 21
- phone activation 17
- post-installation tasks
  - activating 11
  - registering 11
- Preinstall Scanner
  - problems running 30
- problems
  - activation 17
- protection categories
  - Data Recovery 19
  - Email & Messaging 19
  - Performance 19

- protection categories *(continued)*
  - Security Basics 19
  - Web Browsing 19

**R**

- register your software 11
- Restricted Zone 13

**S**

- scans
  - before installation 10
  - cancel 10
  - Symantec Security Check 29
- security
  - alerts 22
  - status 19
- Security Basics protection category 20
- Service and Support 31
- Symantec Security Check
  - for emergency scans 29
- Symantec Security Response 25
- Symantec Web site
  - accessing from the Help menu 25
  - Security Response page 25

**T**

- Technical Support 31
  - for Norton Internet Security 25
  - from Symantec 25
- toolbar
  - displaying in Internet Explorer 16

- troubleshooting
  - activation 17
  - technical support 31
- Trusted Zone 13

## U

- urgent attention required
  - alert 22
- User Guide PDF
  - on CD 24
  - opening 24

## V

- virus protection
  - Preinstall Scanner 30
  - Symantec Security
    - Check 29

## W

- Web Browsing protection
  - category 21
- Web sites
  - accessing Symantec from
    - the Help menu 25
  - Symantec Security
    - Response 25

## Z

- zones
  - about 13
  - Restricted 13
  - Trusted 13