Norton Internet Security™ 2008

User Guide

Norton Internet Security™ User Guide

Symantec Software License Agreement
Norton Internet Security™

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success rate. This information will not be correlated with any personally identifiable information.

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· 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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CPS / S 1.1 / USE

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

Technical Support:

In connection with Your use of the Software You may choose to access certain technical support features that may be offered from within the Software, which may include live chat with a technical support agent and/or assistance from a technical support agent via remote computer access (any such technical support offered from within the Software shall be referred to in this License Agreement as the "Technical Support"). Any such Technical Support shall be provided in Symantec's sole discretion without any guarantee or warranty of any kind. It is solely Your responsibility to complete a backup of all Your existing data, software and programs before receiving any Technical Support. In the course of providing the Technical Support, Symantec may determine that the technical issue is beyond the scope of the Technical Support. Symantec reserves the right to refuse, suspend or terminate any of the Technical Support in its sole discretion.

CPS / S 1.1 / NAV-NIS

Contents

Installation

1

This chapter includes the following topics:

- Before you begin
- Installing and activating Norton Internet Security
- If the opening panel does not appear

Before you begin

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

Norton Internet Security contains an antivirus program. If you have other antivirus programs that are installed on your computer, an uninstall panel may appear to help you remove them. Symantec strongly recommends that you remove the other antivirus programs. Follow the instructions on the uninstall panel.

Norton Internet Security contains a firewall program. If you have other firewall programs that are installed on your computer, Symantec strongly recommends that you remove them to prevent installation errors.

For more information, see the user documentation that came with the firewall program.

During the installation, if a Firewall message appears, click Yes to use the Norton Internet Security firewall.

Installing and activating Norton Internet Security

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

To install and activate Norton Internet Security

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 Internet Security, double-click the file that you downloaded.

2 In the opening panel, click **Install Norton Internet Security**.

3 Read the License Agreement, type your Product Key if you are prompted, and then click **I Agree**.
    If you do not accept the License Agreement, you cannot continue the installation.

4 Review the "If you have other security products installed" panel, and then click **Next**.

5 In the Norton Internet Security panel, review the options, and then click **Next**.

6 If the Norton Account panel appears, do one of the following:
    ■ If you have a Norton Account, complete the Sign in to an existing Norton Account section.
    ■ If you want to create a new Norton Account, complete the Create a Norton Account section.

7 Click **Next**.

8 In the Norton Internet Security panel, review your subscription details, and then click **Finish**.

If the opening panel does not appear

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

To start the installation from the product CD

1 On your desktop, double-click **My Computer**.

2 In the My Computer window, double-click the icon for your CD-ROM drive.

3 In the list of files, double-click **CDStart.exe**

Getting started

2

This chapter includes the following topics:

■ Starting Norton Internet Security

■ Activating your product

■ Exploring the main window

■ Viewing the status of your protection categories

■ About the Security Status indicator

■ For more information

Starting Norton Internet Security

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 opens to help you resolve it.

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

To start Norton Internet Security

❖ Do one of the following:
  ■ In the Windows notification area, double-click the **Norton Internet Security** icon.
  ■ On the Windows taskbar, click **Start > All Programs > Norton Internet Security > Norton Internet Security**.

Activating your product

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

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

(!) You must activate your product within the time period that is specified by the alert, or your product will stop working.

You can activate your product directly from the Activation Needed alert. Or, you can use the Help & Support link in the main window. Activation should take only a few minutes.

To activate your product from the Activation Needed alert

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

To activate your product from the main window

1 At the top of the main window, click **Help & Support**.
2 In the Help & Support main window, click **Activation**.
3 In the Activation window, click **Next**.
4 In the Activation Successful window, click **Finish**.

If you cannot activate your product

If you cannot connect to the Symantec servers to activate your product, first check to see if you have parental control software, either installed or through your ISP, that might be blocking the connection.

A connectivity problem may occur if you use parental control software. If you suspect that parental controls are blocking the connection, you can configure the parental controls so that they do not block the activation procedure. You need to sign in to your parental control software as an administrator or log on to the Internet through your ISP as an administrator to change your configuration.

Exploring the main window

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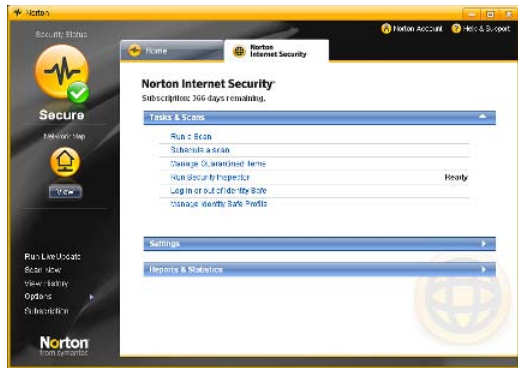
To explore the main window

1 Start Norton Internet Security.

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

Leave Feedback	Lets you submit feedback about your experience with your Norton product
Norton Account	Lets you manage all of your Norton product information from one location
Help & Support	Lets you view the Norton Support Web page, the Symantec Help Center, and the About Norton Internet Security information

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

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

4 In the center of the window, click the option bar that you want to explore. Your options are:

Tasks & Scans	Lets you run the tasks that are specific to your product
Settings	Lets you view and customize options that are specific to your product
Reports & Statistics	Lets you view information about protection activity that is performed by your product

Viewing the status of your protection categories

Norton Internet Security includes the Norton Protection Center.

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

To view the status of your protection categories

1 In the main window, click the **Home** tab.

2 In the Norton Protection Center window, review the status of the items under each of the protection categories.

3 Optionally, do any of the following:

- 	To view more details about the security status of an item, click the item.
- 	To fix the status of an item that affects your system's overall health evaluation, click the item, and then click **Fix**.
- 	To ignore the status of an item that affects your system's overall health evaluation, click the item, and then click **Ignore**.
- 	To monitor a security item that has been ignored, click the item, and then click **Monitor**.

About the protection categories

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

Computer	Displays the status of protection categories that are specific to your product
Internet	Displays the protection status of your outgoing and incoming email scanning
Identity	Displays the protection status for your Internet transactions, if applicable

About the Security Status indicator

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

A Security Status indicator appears on the left side of the main window. The status levels are as follows:

Secure	No action is required on your part.
Attention	Some issues require your attention, but your computer is not at risk.
At Risk	Some issues threaten your computer's data or its ability to perform effectively.

Responding to Security Status indicators

When a status indicator displays a status that requires your attention, you can take action to improve your protection status.

To respond to status indicators

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

If you are using the Media Center Edition of Windows, you might see a message that requires you to respond or perform another action. It is recommended that you close the message and use your desktop PC to perform any tasks.

To respond to a Media Center alert

❖ When an alert appears, do one of the following:

   ❚ If you are reading the message on your Media Center PC, click **Next**, and then follow the on-screen message.

   ❚ If you are using an extender, read the message, and then click **OK**.

      You might need to use your mouse and keyboard to complete a follow-up activity.

For more information

The product documentation helps you use Norton Internet Security. You can find the information that you need on your computer and on the Symantec Web site.

Accessing Help

Help is available throughout your Symantec product. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help provides a guide to all of the product features and tasks that you can complete.

To access Help

1 At the top of the main window, click **Help & Support**.
2 In the Help & Support window, click **Help**.
3 In the Help window, in the left pane, click a tab. Your options are:

Contents	Displays Help by topic
Index	Lists all keywords for the Help topics in alphabetical order
Search	Opens a search box in which you can type a word or a phrase

You can print any Help topic.

To print a Help topic

1 In the Help window, click the **Contents** tab.
2 In the Contents list, select the topic that you want to print, and then click **Print**.
3 Select whether you want to print only the selected topic, or the topic and all of the subtopics under it.
4 Click **OK**.

Accessing the user guide PDF

You can find the *Norton 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 are not included. You must download the PDF from the Symantec Web site and Adobe Reader from the Adobe Web site.

To install Adobe Reader from the CD

1 Insert the CD into the CD-ROM drive.
2 In the window that appears, click **Browse CD**.
3 In the CD window, double-click the **Manual** folder.
4 If applicable, double-click the **Adobe** folder.
5 Double-click the program file.
6 Follow the on-screen instructions to select a folder for Adobe Reader, and then complete the installation.

After you install the Adobe Reader, you can read the PDF from the CD.

To read the user guide PDF from the CD

1 Insert the CD into the CD-ROM drive.
2 In the window that appears, click **Browse CD**.
3 In the CD window, double-click the **Manual** folder.
4 Double-click the PDF.

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

To read the user guide that you copied to your computer

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

Accessing the Symantec Web site

You can access the Symantec Web site from your product or from a browser.

To access the Symantec Web site from the Reports & Statistics section

1   In the main window, click the **Norton Internet Security** tab, and then click the **Reports & Statistics** bar.

2   Click **View Online Virus Encyclopedia**.

To access the Symantec Web site in your browser

1   Open your Web browser.

2   Go to the following URL:
    \www.symantec.com

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

The Pre-Install Scan checks your computer for risks that may prevent successful installation. If you do not run the Pre-Install Scan, your installation may fail. If this occurs, you must begin installation again and run the Pre-Install Scan as directed.

After you delete the temporary files, you should begin the installation again and run the Symantec Pre-Install Scan to be sure that you have resolved the problem.

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

To delete remaining installation files

1 On the Windows taskbar, click **Start > Run**.

2 In the Run dialog box, type `%TEMP%`

3 Click **OK**.

4 With the temp folder open, on the Edit menu, click **Select All**.

5 Press **Delete**.

If you are not sure which files should be deleted, move them to a different folder.

6 Close the temp folder window.

If you suspect that your computer is infected with a virus

If you cannot run the Pre-Install Scan, but you can connect to the Internet, you can run virus detection from the Symantec Security Response Web site.

Scanning for viruses with Symantec Security Check

The Web-based Symantec Security Check scan uses the most current protection updates, including updates that were released after you purchased your product.

To scan for viruses with Symantec Security Check

1 On the Internet, visit the Symantec Security Response Web site at the following URL:
http://security.symantec.com

2 In the Symantec Security Check window, click **Go**.

3 Under Virus Detection, click **Start**.

4 In the End-User License Agreement window, read the License Agreement, and then click **I accept**.
If you do not accept the License Agreement, you cannot continue the Virus Detection scan.

5 Click **Next**.

6 In the Privacy Policy window, read the policy, and then click **I consent**.
If you do not consent, you cannot continue the Virus Detection scan.

7 Click **Next**.

Service and support solutions

About online support

Symantec One Click Support offers a range of technical support and customer service options. You can access these options by clicking the Help & Support link anywhere in the product. If you cannot access One Click Support, then you can access our support options by pointing your Web browser to the following address:

www.symantec.com/techsupp/

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

The Symantec Web site also contains answers to the most common customer questions.

If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

About phone support

If you have a question or problem that you cannot resolve by using Symantec One Click Support, you can contact Symantec phone support. Click the Contact Us link at the bottom of the Help & Support window. This support is available to all registered customers.

If you cannot access phone support by using One Click Support, then you can access our phone support options by pointing your Web browser to the following address:

www.symantec.com/techsupp/

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

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

www.symantec.com/techsupp/support_policy.html

Support for old and discontinued versions

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

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

www.symantec.com/techsupp/support_policy.html

Keeping your subscription current

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

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

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

Worldwide service and support

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

www.symantec.com/techsupp/globalsupport.html

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

Region	Contact information
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Australia and New Zealand	▪ Symantec Australia Level 2, 1 Julius Avenue North Ryde, NSW 2113 Sydney Australia http://www.symantec.com/en/aa/home_homeoffice/support/index.jsp

Region	Contact information
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Latin America	▪ Symantec Brasil Sevico e Suporte Symantec Caixa Postal 3037 CEP 06210-970 Brasil ▪ Portuguese language support: http://www.symantec.com/pt/br/home_homeoffice/support/index.jsp ▪ Spanish language support: http://www.symantec.com/es/mx/home_homeoffice/support/index.jsp

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