

# Norton™ AntiVirus 2010

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User Guide

**See back cover for Quick  
Installation.**

**We protect more people from more online threats than anyone in the world.**

**Norton™**  
from symantec

*Care for our Environment, 'It's the right thing to do'.*

Symantec has removed the cover from this manual to reduce the Environmental Footprint of our products.

# Norton AntiVirus™ User Guide

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Documentation version 17.0

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This chapter includes the following topics:

- [About Norton AntiVirus](#)
- [What is new in Norton AntiVirus](#)

## About Norton AntiVirus

Norton AntiVirus defends your PC against viruses, spyware, bots, worms, and more without slowing you down or getting in your way.

For faster, less frequent scans, intelligence-driven technology identifies and targets only files at risk. Vulnerability Protection prevents threats from exploiting security holes in your PC's software. Pulse Updates that occur every 5 minutes to 15 minutes and real-time online security checks help ensure continuous, up-to-the-minute protection against the latest threats. Unlike other antivirus solutions, Norton AntiVirus provides easy-to-understand threat explanations and information about CPU and memory resource usage. It helps you prevent future infections and keeps your PC running fast.

## What is new in Norton AntiVirus

This version of Norton AntiVirus offers the following new features:

Improved Norton Protection System	Features the multilayered technologies that work together to proactively block attacks and detect and remove threats traditional virus scanning alone can't stop.
Norton Download Insight	Analyzes downloaded files and applications and lets you know if they can be trusted to be safe before you install and run them
Improved Vulnerability Protection	Guards vulnerabilities in your operating system, applications, browsers, and browser plug-ins to prevent threats from sneaking in.
Norton Insight Network	Uses Symantec's global security intelligence network to provide real-time protection from the newest threats.
Real-Time SONAR 2 (Symantec Online Network for Advanced Response)	Uses our exclusive, completely re-engineered SONAR technology to detect suspicious behavior on your PC and proactively stop the threats that competing antivirus solutions can't catch.

Monthly Report	Tells you what Norton AntiVirus has done in the past month so you can stay actively aware of how it's protecting you and your PC.
Improved Norton Insight	Uses extensive online intelligence systems to proactively protect your PC without slowing it down. It provides clear and useful information about downloads, threats, and files.
Norton Threat Insight	Reports tell you what actions threats have taken and where they came from so you can avoid future attacks.
Norton File Insight	Reports tell you where files and applications came from, if they're trusted before you use them, and how the files and applications might impact your PC's performance.



This chapter includes the following topics:

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

## Before you begin

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

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

## Installing Norton AntiVirus

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

**To install Norton AntiVirus**

- 1 Do one of the following:
  - If you install from a CD, insert the CD into the drive. In the opening panel, click **Install Norton AntiVirus**.
  - If you downloaded your copy of Norton AntiVirus, double-click the file that you downloaded.
- 2 In the Norton AntiVirus installation page, enter the Product Key if prompted.
- 3 Click the **Install Options** link, review the options, and then click **OK**.
- 4 Click the **User License Agreement** link, and read the agreement.
- 5 After you have read the agreement, click **AGREE & INSTALL**.

## If the opening panel does not appear

Sometimes a computer's optical 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 optical drive.
- 3 In the list of files, double-click **Start.exe**.

This chapter includes the following topics:

- [Starting Norton AntiVirus](#)
- [Activating your product](#)
- [Exploring the main window](#)
- [Viewing the protection status of your computer](#)
- [About the security status indicator](#)
- [For more information](#)

## Starting Norton AntiVirus

See [“Responding to security status indicators”](#) on page 22.

Norton AntiVirus protects any computer on which it is installed. You do not have to start the program to be protected.

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

### To start Norton AntiVirus

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

## Activating your product

If you did not activate your product during installation, you receive an activation-needed alert regularly until you activate the product.

Product activation reduces software piracy and ensures that you use authentic Symantec software. Activation provides you specified period of subscription to your Norton product. You can also renew your subscription after the end of your subscription period.



You must activate your product within the time period that the alert specifies, or your product stops working.

You can activate your product directly from the activation-needed alert. Or, you can use the **Activate Now** option in the main window. Activation should take only a few minutes.

During activation, the **Norton Account** window appears. You can create your Norton Account and register your product. You can also view details, such as your Product Key, your registration date, and recent updates to the product. If you skip the **Norton Account** window, the product is activated, but the Product Key is not saved in the Norton Account. You can print the Product Key to reinstall your product in the future.

### To activate your product from the alert

- 1 In the alert, do one of the following:
  - If you purchased a subscription version of a retail product, select **Activate Now**.
  - If the product came installed on your computer, select **Renew Now**.

You can also activate or renew the subscription of your product from any non-admin user account.

- 2 Click **OK**.
- 3 Follow the on-screen instructions to activate or renew your product.
- 4 In the window that appears, click **Done**.

### To activate your product from the main window

- 1 In the Norton AntiVirus main window, do one of the following:
  - If you purchased a subscription version of a retail product, click **Activate Now**.
  - If the product came installed on your computer, click **Express Renewal**.

You can also activate or renew the subscription of your product from any non-admin user account.

- 2 Follow the on-screen instructions to activate or subscribe your product.
- 3 In the window that appears, click **Done**.

## About problems during activation

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

A connectivity problem can occur if you use parental control software. If you suspect that parental controls might block the connection, you can configure the parental controls so that they do not block the activation procedure. You need to log on to your

parental control software or to the Internet through your ISP as an administrator to change your configuration.

## Exploring the main window

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

### To explore the main window

See “Starting Norton AntiVirus” on page 17.

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

Leave Feedback	Lets you submit feedback about your experience with your Norton product
Norton Account	Lets you manage all of your Norton product information from one location
Help & Support	Lets you view Norton Help Center, Norton One Click Support , Tutorials, Check for New Version, Subscription Status, and About Norton AntiVirus information

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

Security status Indicator	Lets you view the security status of your computer
Norton Tasks	Lets you view and monitor all Norton-specific background tasks that Norton AntiVirus runs during idle time
CPU usage	Lets you monitor the overall system CPU usage and the Norton-specific CPU usage
Performance	Lets you view and monitor your system activity
Application Ratings	Lets you SmartScan the files on your computer

- 4 In the center of the window, click **Settings** in the category pane that you want to explore. Your options are:

Computer	Helps you secure the data on your computer from viruses and other threats
Network	Helps you secure your system from threats over the network

## Viewing the protection status of your computer

The Norton AntiVirus main window acts as a security management interface. You can access the main features and monitor the performance of your computer from the main window.

As you use your computer, the product monitors how well your computer and activities are protected from threats, risks, and damage.



The product displays the protection status for selected items only.

### To view the protection status of your computer

See "Starting Norton AntiVirus" on page 17.

- 1 In the Norton AntiVirus main window, move your mouse over the information icon next to an item.
- 2 Optionally, do any of the following:
  - To ignore the status of an item that affects your system's overall health evaluation, click **Ignore**.
  - To monitor a security item that has been ignored, click **Monitor**.

## About the security status indicator

The Security Status Indicator 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. The Security Status Indicator appears on the left side of the main window.

## Responding to security status indicators

When your system encounters a threat or a risk, the product displays the security status in the Norton AntiVirus main window. When a status indicator displays a status, you can take appropriate action to improve your protection status. Your protection is

based on the programs that are installed on your computer. To improve your protection status, ensure that your installed programs are up to date.

The status indicator displays the following statuses:

<b>Secure</b>	Indicates that your computer and activities are protected from threats, risks, and damage
<b>Attention</b>	Indicates that your computer and activities require attention Take appropriate action to improve your protection status.
<b>At Risk</b>	Indicates that your computer and activities are at risk Take immediate action to improve your protection status.

You can respond to the status indicators directly from the main window.

#### To respond to status indicators from the main window

- 1 In the Norton AntiVirus main window, click **Fix Now**.
- 2 Follow the on-screen instructions.

## For more information

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

## Accessing Help

Help is available throughout your Symantec product. Help provides links to information that assists you with

the specific tasks that you want to complete. The online Help provides a guide to all of the product features.

#### To access Help

- 1 At the top of the main window, click **Help & Support**.
- 2 In the drop-down menu, 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

#### To print a Help topic

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

## Accessing the user guide PDF

You can find the *Norton AntiVirus User Guide* on the CD in PDF format. You must have Adobe® Reader® installed on your computer to read the PDF.



If you purchased this product as a download, the PDF and Adobe Reader are not included. You must download the PDF from the Symantec Web site and Adobe Reader from the Adobe Web site.

#### To install Adobe Reader from the CD

- 1 Insert the CD into the optical drive.

- 2 In the window that appears, click **Browse CD**.
- 3 In the CD window, double-click the **Manual** folder.
- 4 Double-click the **Adobe** program file.
- 5 Follow the on-screen instructions.

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 optical 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 Go to 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 in your browser**

- 1 Open your Web browser.
- 2 Go to the following URL:  
[www.symantec.com](http://www.symantec.com)



This chapter includes the following topics:

- [Using the Norton Bootable Recovery Tool if you cannot install the product](#)
- [Downloading the Norton Bootable Recovery Tool](#)

## Using the Norton Bootable Recovery Tool if you cannot install the product

If the installation of your product fails, you can use the Norton Bootable Recovery Tool on your product disc. The Norton Bootable Recovery Tool helps you to check your computer for the risks that can prevent successful installation.

**To use the Norton Bootable Recovery Tool if you cannot install the product**

- 1 Insert your product disc into the drive.
- 2 Exit all programs, and restart your computer.
- 3 When you see the message **Press any key to boot the computer from CD or DVD**, press **Enter**.
- 4 In the **Norton Bootable Recovery Tool** window, select your language, and then click **OK**.
- 5 Type your Norton Product Key, and then click **I Agree to accept the License Agreement**.
- 6 Click **Start Scan**.

- 7 After the scan is completed, remove the disc from the drive and restart your computer.

## Downloading the Norton Bootable Recovery Tool

If the installation of your product fails, you can download the Norton Bootable Recovery Tool. The Norton Bootable Recovery Tool helps you to check your computer for the risks that can prevent successful installation.

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

### **To download the Norton Bootable Recovery Tool**

- 1 Go to the following URL:  
<http://www.norton.com/recoverytool>
- 2 Follow the on-screen instructions.

# Service and Support Solutions

## About Support

If you have Norton SystemWorks, Norton 360, Norton Internet Security, or Norton AntiVirus, you can access Support through the product after it is installed.

See the section "One Click Support" for more details.

For all other products, to help you find an answer to your query or issue, we have two support options available. Details of each option are explained in the relevant section:

- Self Help
- Contact Support



Support offerings may vary based on the language or product.

## One Click Support

This feature is available for Norton 360, Norton Internet Security, and Norton AntiVirus. If your product isn't installed, you can use the Self Help or Contact Support options.

One Click Support lets you access support from within your product and offers the tools that automatically diagnose and resolve common issues. You can also search for solutions or gain easy access to support by phone, as well as free support by chat and email. To access One Click Support, click Help and Support on the product interface.

## Self Help

The Symantec Web site contains answers to the most common customer questions. From our Web site you can:

- Find help with your subscription, download, product activation, or other nontechnical issues.
- Search our knowledge base for help with technical issues, such as installing, configuring, or troubleshooting errors with your Symantec product.
- Find information about the latest virus threats and removal tools.

You can access the Symantec support Web site at:  
[www.symantec.com/globalsupport](http://www.symantec.com/globalsupport)

## Contact Support

In addition to using our Self Help options, you can also contact a support representative by chat, email, or phone.



Support offerings may vary based on the language or product.

Following is an overview of our support offerings:

### Chat

Chat in real time with a support representative.

For more complex technical issues, chat offers the option to allow a support representative to connect remotely to your computer and resolve the problem for you. Chat support is free, with the exception of our Virus and Spyware Solution service.

**Email** Submit your question on our Web site and receive a response by email.

Email support has a slower response time when compared to chat or phone. Email support is free.

**Phone** Speak to a support representative in real time.

To contact a support representative, please visit the Symantec support Web site at the following URL:

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

The online support option is displayed first, followed by the contact options where you can select the type of support you prefer.

## Support policy

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

Symantec reserves the right to change its support policies at any time without notice. You can view the latest version of the support policy at the following URL:

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

## About 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 cannot obtain updates of any kind and the software no longer functions.

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 definition 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 the Symantec and International Partner locations that are outside of the United States, contact one of the support offices available in the list. You can also go to the following Web site and select your language:

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

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

Region	Contact information
North America	■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. <a href="http://www.symantec.com/norton/support/index.jsp">http://www.symantec.com/norton/support/index.jsp</a>

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

## ClubSymantec

Join ClubSymantec and sign up for your free monthly newsletter to receive the latest security articles, tips, and promotions!

For more information, go to the following URL and select your country in the drop-down menu:

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



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# Quick Installation

Norton AntiVirus includes protection updates and new product features as available throughout this renewable service period. With this service you receive the right to use this product on one computer or on the specified number of computers during the service period, which begins upon initial installation. This renewable service includes protection updates and new product features as available throughout the service period, subject to acceptance of the Symantec License Agreement included with this product and available for review at:

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

Product features may be added, modified, or removed during the service period.

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

## Installing Norton AntiVirus

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

### To install Norton AntiVirus

- 1 Do one of the following:
  - If you install from a CD, insert the CD into the drive. In the opening panel, click **Install Norton AntiVirus**.
  - If you downloaded your copy of Norton AntiVirus, double-click the file that you downloaded.
- 2 In the Norton AntiVirus installation page, enter the Product Key.
- 3 Click the **Install Options** link, review the options, and then click **OK**.
- 4 Click the **User License Agreement** link, and read the agreement.
- 5 After you have read the agreement, click **AGREE & INSTALL**.

Norton from Symantec products protect consumers from traditional threats with antivirus, antispyware, and Spyware Protection. They also protect against bots, drive-by downloads, and identity theft, and are light on system resources. In addition, Symantec provides services such as online backup and PC Tuneup, and is a trusted source for family online safety. For more information, please click one of the following links:

[Antivirus](#) | [Antispam](#) | [Spyware Protection](#) | [Online Backup](#)

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