

Norton 360™ 4.0

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 360™ User Guide

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Documentation version 4.0

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Norton 360™

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- You will not be able to store Data to any additional backup space that you may have purchased separately unless and until the Service Period is renewed.

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- URLs of websites visited as well as search keywords and search results only if the Norton Safe Web feature is enabled. This information is collected by Symantec for the purpose of evaluating and advising You regarding potential threats and risks that may be associated with a particular Web site before You view it. This information will not be correlated with any personally identifiable information.
- 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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Overview

1

This chapter includes the following topics:

- About Norton 360
- What is new in Norton 360

About Norton 360

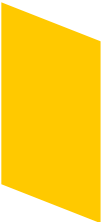
Norton 360 offers proven performance and delivers today's fast and light all-in-one solution to protect your PC and all your online activities. It protects against viruses, worms, hackers, and botnet. With a single subscription, up to three PCs are protected. It safeguards against online identity theft, protects important files, and keeps your PC tuned and running at peak performance.

Norton 360 is completely automated and easy to use. It works quietly in the background to maintain your overall system integrity with minimal effect on PC performance. By offering an unmatched combination of performance and protection, Norton 360 helps you get the most out of your PC and your online experience.

What is new in Norton 360

Norton 360 is an all-in-one protection solution that lets you feel safe and secure as you use your computer.

This version of Norton 360 provides the following new features:



Download Insight	Proactively warns of you potential dangers in newly downloaded files and applications. Plus it tells you how they will affect your PC's performance before you install or run them.
Web-based access to backup files	Lets you retrieve and download your backup files anytime, anywhere.
File Insight	Lets you know where files and applications came from and if they can be trusted before you use them. They also tell you how files and applications might affect your PC's performance.
Norton System Insight	Provides the tools and easy-to-read graphs to help you improve and maintain PC and application performance.
Power Saver Settings	Helps you extend laptop or notebook battery life by letting you put off power-intensive activities until your PC is plugged-in.
SONAR 2 (Symantec Online Network for Advanced Response)	Uses real-time online intelligence and proactive monitoring to detect the latest breaking threats and stop today's aggressive rapid-fire attacks.

Norton Safe Search	Identifies the unsafe Web sites and suspicious sellers right in your search results so you can surf and shop with confidence.
Monthly Report	Gives you the peace of mind of knowing Norton is actively working in the background to defeat attempted attacks.
IMPROVED! Norton Identity Safe	Protects against identity theft by preventing key loggers from stealing your information. It also speeds up logins and makes online shopping more convenient.
IMPROVED! Antiphishing	Protects your identity online by quickly confirming safe Web sites and identifying dangerous Web sites.





Installation

2

This chapter includes the following topics:

- Before you begin
- Installing 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.

Installing Norton 360

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

To install Norton 360

- 1 Do one of the following:
 - If you install from a CD, insert the CD into the optical drive.
In Windows Vista or Windows XP, click **Install Norton 360**.
In Windows 7, click **Launch Norton Install** and then click **Install Norton 360**.
 - If you install from a USB drive, insert the USB drive into the USB port.
In Windows Vista or Windows XP, click **Launch Norton Install** and then click **Install Norton 360**.
In Windows 7, click **Open Folder to view files**, double click **Start.exe** and then click **Install Norton 360**.
 - If you downloaded your copy of Norton 360, double-click the file that you downloaded.
- 2 In the Norton 360 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** and then click **Install Norton 360**.



Getting Started

3

This chapter includes the following topics:

- Starting Norton 360
- Activating Norton 360
- Exploring the main window
- About Norton 360 status
- About managing messages and alerts
- 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, Norton 360 may repair it automatically. You can also set Norton 360 to notify you when a situation requires your attention, and you can decide which 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. Product activation reduces software piracy and ensures that you have authentic Symantec software. You can renew your subscription after the end of your subscription period.

If you are connected to the Internet, product activation takes place automatically when you start the product for the first time after installation. 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 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 for the future, if you need to reinstall your product.

If you did not activate your product during installation, Norton 360 prompts for activation each time you start the product. Also, you receive an activation alert regularly until you activate the product.



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 alert. You can also activate your product from the **Trial Period Status** link in the main window or from the **My Account** window. In some cases, you



might need to enter your Product Key to activate your product. You can activate or renew the subscription of your product from any non-admin user account as well. Activation should take only a few minutes.

To activate Norton 360, your computer must be connected to the Internet. If you use a proxy server to connect to the Internet, you must configure the proxy settings. You can configure **Network Proxy Settings** in the **Administration Settings** window.

To activate Norton 360 from the alert

- 1 In the alert, click **Activate Now** or **Renew Now**.
- 2 Click **OK**.
- 3 Follow the on-screen instructions.
- 4 In the window that appears, click **Done**.

To activate your Norton 360 from the My Account window

- 1 In the Norton 360 main window, click **My Account**.
- 2 In the **My Account** window, click **Activate Norton 360** or **Renew Subscription**.

The **Renew Subscription** option is available if you have already activated your product.

- 3 Follow the on-screen instructions.
- 4 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 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 are left behind when you use the Internet.



The main window contains the following 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">■ Tasks Opens the Tasks page, which lets you run scans, check for updates, view monthly report, view Security History , check Vulnerability Protection and set up parental and Privacy Controls This area also lets you manage backup sets, run backup, restore files, and buy more storage. You can also run a diagnostic report, run startup manager, run Registry Cleanup , run Norton Insight, and check Norton tasks.■ Settings Opens the Settings page, which lets you customize Antivirus settings, Firewall settings, Antispam settings, and configure the My Network management tool This area also lets you configure Identity Protection, schedule tasks, manage Administrative Settings and manage backup settings. You can use the Quick Controls to turn on and off Norton 360 features.
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	<ul style="list-style-type: none"><li data-bbox="560 238 884 556"><p>■ My Account</p><p>Opens the My Account page, which lets you access your Norton Account, renew your subscription, and buy more storage</p><p>This area also lets you buy another product license and view your monthly product report. You can also use this page to view your subscription information and your available online backup space.</p><li data-bbox="560 560 884 752"><p>■ Product Feedback</p><p>Opens the Send Feedback page, which lets you submit feedback about your experience with Norton 360</p><p>It also lets you go to the Help & Support page.</p><li data-bbox="560 757 884 919"><p>■ Help & Support</p><p>Opens the Norton Help Center and the One Click Support page</p><p>You can view your subscription status and the product information.</p>
<p>Status summary bar</p>	<p>The Status summary bar is on the left side of the main window. It provides an overall status of the protection categories. Your status may be Protected if your computer is secure, Attention if an area needs your attention, or At Risk if your computer is at risk. This area also provides a Fix icon. If an area needs your attention, it is also reflected in one or more protection categories.</p>

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 Lets you view PC Security details, run Scans, run LiveUpdate, manage Firewall, and run Norton Insight■ Identity Protection Lets you view Identity Protection details, manage Identity Protection and set up Identity Safe■ Backup Lets you view Backup Details, manage Backup Sets, run Backup, restore backup files, and buy more storage■ PC Tuneup Lets you view PC Tuneup Details, run Disk Optimization, run File Cleanup, run Diagnostic Report, and run Startup Manager
Footer links	<p>The Footer links are displayed at the bottom of the main page.</p> <ul style="list-style-type: none">■ Run LiveUpdate Lets you download the latest protection and product updates■ Scan Now Lets you choose the type of scan you want to run on your computer■ Get Support Opens the One Click Support page■ Subscription Status Lets you view your remaining subscription time and renew your subscription



About Norton 360 status

When you start Norton 360, the main window presents its status at a glance. The color of the security status indicator at the top of the main window indicates the current state of your computer.

If an issue requires your attention, the security status indicator describes the issue. If more than one issue requires your attention, the security status message displays the number of issues. You can view the details of each issue before you fix it. You can use the **Fix Now** button to resolve those issues.

See "Responding to security status indicators" on page 26.

Norton 360 also displays individual status areas for each protection feature, such as **PC Security**, **Identity Protection**, **Backup**, and **PC Tuneup**. The status areas show how many issues need to be resolved for each feature. You can use the **View Details** option under each protection feature for more information about those issues.

Responding to security status indicators

When your system encounters a threat or a risk, the product displays the security status at the top of the 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 security status indicator displays the following statuses:

Protected	Indicates that your computer and activities are protected from threats, risks, and damage
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Attention	Indicates that your computer and activities require attention You should take appropriate action to improve your protection status.
At Risk	Indicates that your computer and activities are at risk You must take immediate action to improve your protection status.

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

To respond to security status indicators

- 1 In the Norton 360 main window, click **Fix Now**.
- 2 Follow the on-screen instructions.

About managing messages and alerts

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



You might see messages in the following locations:

<p>Notification area on your Windows desktop</p>	<p>Several types of Norton 360 messages appear in the notification area, at the far right of the taskbar. For example, your PC was turned off, or it has not been connected to the Internet for a while. In this case, 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 might 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>
<p>Norton 360 main window overall status</p>	<p>Alerts and other messages appear at the top of the main window. The color of the message indicates its urgency. If the message color is green, your computer is protected. If the message color is orange or red, you must take appropriate action to ensure that you stay protected.</p>



<p>Norton 360 protection categories and details</p>	<p>Norton 360 displays individual status areas for each protection feature, such as PC Security, Identity Protection, Backup, and PC Tuneup. The status areas show how many issues need to be resolved for each feature. You can use View Details under each status area for more information about those issues. You can use the Fix Now option to fix all the issues that need to be resolved to secure your computer.</p>
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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.

To access Help

- 1 In the main window, click **Help & Support**.
- 2 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 360 User Guide* on the CD or the USB drive 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

Do one of the following:

- Insert the CD into the optical drive.
 - Insert the USB drive into the USB port and then click **Launch Norton Install**.
- 1 In the window that appears, click **Browse CD**.
 - 2 Double-click the **Manual** folder.
 - 3 Double-click the **Adobe** program file.

4 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 or the USB drive

Do one of the following:

- Insert the CD into the optical drive.
- Insert the USB drive into the USB port and then click **Launch Norton Install**.
- 1 In the window that appears, click **Browse CD**.
- 2 Double-click the **Manual** folder.
- 3 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 in 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





Responding to emergencies

4

This chapter includes the following topics:

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

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, which is located 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 if prompted, 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. To use it, you first need to burn it to a CD.

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



Norton 360 Netbook Edition users need an external CD drive to create and then use the Norton Bootable Recovery Tool CD.

To download the Norton Bootable Recovery Tool

- 1 Go to the following URL:
http://www.norton.com/recoverytool_n360
- 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

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

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

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



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



Region	Contact information
Latin America	<ul style="list-style-type: none"><li data-bbox="329 306 869 450">■ Symantec Brasil Sevico e Suporte Symantec Caixa Postal 3037 CEP 06210-970 Brasil<li data-bbox="329 458 869 518">■ Portuguese language support: http://www.symantec.com/pt/br/norton/support/index.jsp<li data-bbox="329 526 869 586">■ Spanish language support: http://www.symantec.com/es/mx/norton/support/index.jsp

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

www.clubsymantec.com





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Quick Installation

Norton 360 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

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 360

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

To install Norton 360

- 1 Do one of the following:
 - If you install from a CD, insert the CD into the optical drive.
In Windows Vista or Windows XP, click **Install Norton 360**.
In Windows 7, click **Launch Norton Install** and then click **Install Norton 360**.
 - If you install from a USB drive, insert the USB drive into the USB port.
In Windows Vista or Windows XP, click **Launch Norton Install** and then click **Install Norton 360**.
In Windows 7, click **Open Folder to view files**, double click **Start.exe** and then click **Install Norton 360**.
 - If you downloaded your copy of Norton 360, double-click the file that you downloaded.
- 2 In the Norton 360 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, phishing protection, 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](#) | [Phishing Protection](#) | [Spyware Protection](#) | [Online Backup](#)

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