

# Norton™ Internet Security 2012

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User Guide

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Installation.**



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# Norton™ Internet Security User Guide

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Documentation version 19.0

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## Norton™ Internet Security

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This chapter includes the following topics:

- [About Norton Internet Security](#)

## About Norton Internet Security

Norton Internet Security delivers fast and light online threat protection. It guards your PC, network, online activities, and your identity with innovative detection technologies optimized to combat today's aggressive, rapid-fire attacks. Norton Internet Security makes online shopping, banking, and browsing safer and more convenient than ever.

The improved Norton Protection System features multilayered security technologies. They work together to provide the comprehensive protection that detects and removes threats before they can harm your PC. The Norton Protection System stops online identity theft, viruses, hackers, bots, spyware, Trojan horses, and more without slowing you down or getting in your way.



This chapter includes the following topics:

- [Before you begin](#)
- [Installing Norton Internet Security](#)
- [Installing Norton Internet Security on a Netbook](#)
- [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 Norton Internet Security

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

### To install Norton Internet Security

- 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 Internet Security**.  
In Windows 7, click **Launch Norton Install** and then click **Install Norton Internet Security**.
  - If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.
- 2 In the Norton Internet Security 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, read the agreement, and then click **Close**.
- 5 After you have read the agreement, click **Agree & Install**.

## Installing Norton Internet Security on a Netbook

If you purchased a box copy of Norton Internet Security it can be installed on a Netbook or other ultra-mobile PC devices that meet with the system requirements of Norton Internet Security. Your Netbook does not contain a CD drive so you need to download the Norton Internet Security file from the Norton Web site. Enter

**If the opening panel does not appear**

the product key on the Norton Internet Security installation card that is found in the Norton Internet Security box

**To install Norton Internet Security on a Netbook**

- 1 Go to the following URL:  
[www.norton.com/\(countrycode\)/netbook](http://www.norton.com/(countrycode)/netbook)
- 2 To the left of the screen click the product that you purchased.
- 3 Click **DOWNLOAD**
- 4 Follow the on-screen instructions
- 5 When prompted, enter the product key on the Norton Internet Security installation card that is found in the Norton Internet Security box.
- 6 Click **Agree & Install**
- 7 If you require any further help, please visit [www.symantec.com/globalsupport](http://www.symantec.com/globalsupport)

## 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 Internet Security**.





This chapter includes the following topics:

- [Starting Norton Internet Security](#)
- [Activating your product](#)
- [Exploring the main window](#)
- [Responding to System Status indicators](#)
- [Monitoring the protection status of a feature](#)
- [For more information](#)

## Starting Norton Internet Security

See [“Responding to System Status indicators”](#) 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.

At any time, you can start Norton Internet Security to adjust the settings 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 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 with a specified period of subscription to your Norton product. You can also renew your subscription to continue using Norton Internet Security.



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 from the main window. Activation should take only a few minutes.

### 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 or the product came installed on your computer, select **Activate Now (Recommended)**.
  - If you want to renew the subscription of your product, 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 Internet Security 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 **Activate Online Now**.
- If you want to renew the subscription of your product, click **Renew**.

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

If you use a proxy server to connect to the Internet, you must configure the proxy settings. To use the **Proxy Server** option, go to the Norton Internet Security main window, and then click **Settings > Network > Network Security Settings > Proxy Server > Configure**.

## 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

See "Starting Norton Internet Security" on page 17.

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

Settings	Lets you view Computer Settings, Network Settings, Web Settings, and General Settings.
Performance	Lets you view and monitor your system activity.
Feedback	Lets you submit feedback about your experience with your Norton product.
Account	Lets you manage all of your Norton product information from one location.
Support	Lets you view Norton Help Center, Get Support, Tutorials, New Version Check, User License Agreement, Subscription Status and About Norton Internet Security information.

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

Scan Now	Lets you run a Computer Scan, a Reputation Scan, or Scan Facebook Wall.
LiveUpdate	Lets you update the latest definitions updates and program updates for Norton Internet Security.
Advanced	Lets you see all the Norton Internet Security features.

- 4 On the bottom of the main window, click the option you want to explore. Your options are:

Activity Map	Lets you access the world map with hotspots of cybercrimes and the latest threats.
Norton Management	Lets you manage your Norton products on all of your devices from one location.
Norton Mobile Security	Lets you download Norton Mobile Security to your Android device.
Online Family	Lets you set up Norton Online Family so that you can monitor your child's activities on the Internet.
Safe Web	Lets you check the safety of a Web site or perform a Safe Web search.
Online Backup	Lets you set up a Norton Online Backup account or access your online backup status.



These options may not be available with some versions of Norton Internet Security. In such case, you may not be able to access this option.

## Responding to System Status indicators

Norton Internet Security displays the overall protection status of your computer as **System Status** at the top of the main window. When the **System Status** needs attention or is at risk, you can take appropriate action to improve the **System Status**. Your computer protection is based on the programs that are installed

## Monitoring the protection status of a feature

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

The **System 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 **System Status** indicators directly from the main window.

### To respond to System Status indicators from the main window

- 1 In the bottom section of the Norton Internet Security main window, click **Fix Now**.
- 2 Follow the on-screen instructions.

## Monitoring the protection status of a feature

The Norton Internet Security 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.

At times, you may want to turn off any option for a particular purpose. But by doing so, the status of your

system changes to **Attention** or **At Risk**. In such cases, you can ignore the protection status of a particular feature to maintain a healthy overall system status. For example, you want to turn off **Browser Protection** for a limited period, and you still want the system status to be **Secure**. In this case, you can ignore the protection status of **Browser Protection** and then, turn off the option. When you ignore the protection status of a feature, it does not affect the overall **System Status**.

You can also monitor the protection status of the feature that has been ignored at any time.

You can ignore or monitor the protection status of only selected features that are available in the main window.

The features are:

- Antivirus
- Antispyware
- SONAR Protection
- Smart Firewall
- Intrusion Prevention
- Email Protection
- Browser Protection
- Safe Surfing

#### To monitor the protection status of a feature

- 1 In the Norton Internet Security main window, click **Advanced**.
- 2 In the window that appears, move your mouse pointer over the feature name.
- 3 In the pop-up that appears, do one of the following:
  - To ignore the protection status of the feature that affects your computer's overall health evaluation, click **Ignore**.
  - To monitor the protection status of the feature that has been ignored, click **Monitor**.



## 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 Norton 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 **Support**.
- 2 In the drop-down menu, click **Help**.

#### To print a Help topic

- 1 In the **Help** window, click the **Printer** icon.
- 2 Click **OK**.

### 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](#)
- [Downloading the Norton Bootable Recovery Tool Wizard](#)

## Using the Norton Bootable Recovery Tool

If the installation of your Norton product fails, you can use the Norton Bootable Recovery Tool to scan and remove any security threats that prevent successful installation. If your computer is infected and you are not able to start your Windows operating system, you can use Norton Bootable Recovery Tool to remove threats and recover your computer.

Norton Bootable Recovery Tool is available on the product CD that you purchased. You can use the product CD as a recovery media.



To use Norton Bootable Recovery Tool, you must use the product key of the Norton product that you purchased. If you use a trial version of Norton Internet Security, you need to create a Norton Account to receive a product key to use Norton Bootable Recovery Tool.

### To use the Norton Bootable Recovery Tool

- 1 Insert the recovery media and start your computer from the recovery media.  
The recovery media can be a Norton Bootable Recovery Tool CD, DVD, USB key, or the product CD.
- 2 Read the **Norton License Agreement**, type your product key, and then click **I Agree**.  
If you use a non-QWERTY keyboard, use the **Virtual Keyboard** option to enter your product key.
- 3 In the **Norton Bootable Recovery Tool** window, click **Norton Advanced Recovery Scan**.
- 4 Click **Start Scan**.
- 5 After the scan is complete, remove the recovery media from the drive or USB port, and restart your computer.

## Downloading the Norton Bootable Recovery Tool Wizard

If your attempt to install a Norton product fails, you can download the Norton Bootable Recovery Tool Wizard. This easy-to-use wizard helps you create Norton Bootable Recovery Tool on a CD, DVD, or USB key. You can use Norton Bootable Recovery Tool to scan your computer and remove any security threats that prevent successful installation.

It is recommended that you download and install Norton Bootable Recovery Tool Wizard on a computer that does not have any security threats and create Norton Bootable Recovery Tool. If you create Norton Bootable Recovery Tool on an infected computer, there is a chance that the recovery CD, DVD, or USB key might get infected.



To use Norton Bootable Recovery Tool, you must use the product key of the Norton product that you purchased. If you use a trial version of Norton Internet Security, you need to create a Norton Account to receive a product key to use Norton Bootable Recovery Tool.

You can download Norton Bootable Recovery Tool Wizard in one of the following ways:

- From the **Start** menu.
- From the Norton Support Web site.

#### To download the Norton Bootable Recovery Tool Wizard from the Start menu

- 1 On the Windows taskbar, do one of the following:
  - In Windows XP, click **Start > Programs > Norton Internet Security > Norton Recovery Tools**.
  - In Windows Vista or Windows 7, click **Start > All Programs > Norton Internet Security > Norton Recovery Tools**.
- 2 Follow the on-screen instructions.

#### To download the Norton Bootable Recovery Tool Wizard from the Internet

- 1 Open your Web browser, and go to the following URL:  
<http://www.norton.com/recoverytool>
- 2 Follow the on-screen instructions.

#### To download the Norton Bootable Recovery Tool Wizard from Norton Internet Security

- 1 In the Norton Internet Security main window, click **Scan Now**.
- 2 In the **Computer Scan** pane, do one of the following:
  - Click **Quick Scan**.
  - Click **Full System Scan**.
- 3 At the bottom of the scan window, next to **If you think there are still risks**, click **click here**.

**Downloading the Norton Bootable Recovery Tool Wizard**

- 4** In the **Norton Rescue Tools** Web page, click **Download Norton Bootable Recovery Tool**.
- 5** Follow the on-screen instructions.

# Service and Support Solutions

## About Support

If you have purchased Norton Internet Security, you can access Support from the product.



Support offerings may vary based on the language or product.

## Accessing Norton Autofix

This feature is available for Norton 360, Norton Internet Security, Norton AntiVirus.

Norton Autofix 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 support by chat and email.



Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries. For full support details, please visit:

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

### To access Norton Autofix

- 1 In the main product window, click **Support**.
- 2 In the drop-down list, click **Get Support**.

## About 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 Support Resources for help with technical issues, such as installing, configuring, or troubleshooting errors with your Norton products.
- 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)

Select your country to get access to Customer Service, Technical support, and Help against Spyware and Viruses.

## Contact Support

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



Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries. For full support details, please visit:

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



Following is an overview of our support offerings:

Chat	<p>Chat in real time with a support representative.</p> <p>For more complex technical issues, chat offers the option to allow a support representative to connect remotely to your computer and resolve your problem. Chat support is free, with the exception of our Virus and Spyware Solution service.</p>
Email	<p>Submit your question on our Web site and receive a response by email.</p> <p>Email support has a slower response time when compared to chat or phone. Email support is free.</p>
Phone	<p>Speak to a support representative in real time.</p>

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

Symantec recommends that you have the latest version of the product, as it contains new and enhanced features for better protection against security threats. In case of older versions, complimentary support is offered for a minimum of 2 years. However, 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 on-screen instructions to renew your subscription.

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

Worldwide service and support solutions vary by country. To contact one of our Support offices, please go to the following Web site and select your language.

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

# ClubNorton

ClubNorton is your one-stop resource center for Internet security. As a Norton customer, Symantec wants to make your experience with your computer safe, enjoyable, and productive. Whether you use your computer to manage your personal finances, shop online, or share your latest digital photos with friends and family, ClubNorton makes your experience a good one. Our goal is to consistently provide the proper tools and information to keep you up to date.

For more information, go to the following URL and select your country or region in the **Select Your Country/Region** drop-down menu:

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

The ClubNorton Web page includes a regularly updated article library, a glossary, the Norton Forums, and the Norton Update Center. You can also find the following useful links in the Web page:

- Symantec Security Check
- Subscription Troubleshooter
- Home & Home Office Security
- Product Manuals
- Product Updates
- Product Reviews
- Order Status
- Returns
- Rebates



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# Quick Installation

Norton Internet Security 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 Internet Security

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

### To install Norton Internet Security

- 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 Internet Security**.  
In Windows 7, click **Launch Norton Install** and then click **Install Norton Internet Security**.
  - If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.
- 2 In the Norton Internet Security 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](#) | [Antispyware](#) | [Spyware Protection](#) | [Online Backup](#)

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