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1. Norton AntiVirus™ 2003 User's Guide

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Installing Norton AntiVirus 2003

Welcome to Norton AntiVirus, the number one antivirus software in the world.

Before installing Norton AntiVirus, take a moment to review the system requirements listed in this section. You should have some blank floppy disks available to make Rescue Disks (or a Zip™ disk and a floppy disk to make a Norton Zip Rescue™ disk set).

Note: You do not need to uninstall previous versions of Norton AntiVirus from your system before running Setup.

System requirements

To use Norton AntiVirus, your computer must meet the following minimum requirements:

- Windows ®98, Windows Me, Windows 2000 professional , Windows XP professional or Windows XP Home Edition
- Intel Pentium® processor at 300MHz or higher recommended
- 32 MB of memory (64 MB for Windows 2000, 128 MB for Windows XP), additional memory recommended
- 70 MB available of hard drive space
- DVD or CD-ROM drive
- 256-color VGA or better video
- Iomega ® Zip or Jaz drive optional Installing Norton AntiVirus

Tip: While not required, an Iomega Zip drive is a definite advantage when making a Rescue Disk set.

Note: Norton AntiVirus does not support Iomega Zip or Jaz drives with a USB interface because there are no DOS drivers available.

Installation procedure

To install:

- 1 Start Windows (if it is not already running).
- 2 Insert the Norton AntiVirus CD in the CD-ROM drive. An opening screen appears.
- 3 Click Install Norton AntiVirus and follow the on-screen instructions.

Tip: The preselected options in Setup are the correct choices for most people. You should accept the preset choices unless you have a very unusual need.

If the opening screen does not appear:

- 1 Double-click the My Computer icon.
- 2 Double-click the icon for your CD-ROM drive.
- 3 Double-click CDSTART.EXE.

The last step of installation is for you to create Rescue Disks. Rescue Disks are an important part of your protection. For example, they let you safely restart your computer if it is halted due to a virus in

memory.

Removing viruses when you install

When you install Norton AntiVirus, it scans for viruses in memory. If it finds an active virus, use the Emergency Boot Disk that comes with the product to remove the virus before you can finish installing.

To remove a virus:

- 1 Turn off your computer using the power switch.
- 2 Insert the Emergency Boot Disk in your A: drive.
- 3 Turn on your computer.
- 4 Follow the on-screen instructions.

Keeping your system protected

Norton AntiVirus gives you the tools you need to keep your system protected.

LiveUpdate

The LiveUpdate button at the top of the main screen updates your virus protection and Norton AntiVirus programs.

Norton AntiVirus relies on up-to-date information to detect and eliminate viruses. One of the most common reasons you may have a virus problem is that you have not updated your virus protection since you purchased the product. You should update your virus protection at least once a month.

LiveAdvisor

LiveAdvisor acts as your personal agent, checking with Symantec for messages about product information, upgrades, updates, and technical tips for the Symantec products you register.

Rescue Disks

Rescue Disks contain critical information your computer needs to start and run properly. This information changes as you change the configuration of your computer, so it is important to keep your Rescue Disk set up-to-date. You should update your Rescue Disks at least once a month, plus any time you update your virus protection, install new software, or make changes to your hardware.

Uninstalling Norton AntiVirus 2003

You can easily remove Norton AntiVirus from your computer. To remove Norton AntiVirus from your computer:

- 1 Click the Start button, and then select Settings > Control Panel.
- 2 Double-click Add/Remove Programs.
- 3 In the list of installed programs, select Norton AntiVirus. Click Add/Remove.
- 4 Follow the on-screen instructions.

Tip: You may also want to uninstall LiveAdvisor and LiveUpdate if you have no other Symantec products installed.



2. Norton Personal Firewall 2003 Quick Guide

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Personalizing Norton Personal Firewall

With Norton Personal Firewall, your computer can be more secure than Most other computers on Internet..

Work with Norton Personal Firewall

Norton Personal Firewall works in the background, so you may only interact with the program when it alerts you of new network *connections* and possible problems. You can choose to view the new Security Monitor or the standard Security Center window, respond to security problems, and control the number of *alerts* you receive and how the program resolves potential security problems.

Access Norton Personal Firewall protection features

The default settings for Norton Personal Firewall provide a safe, automatic, and efficient way of protecting your computer. If you want to change or customize your protection, you can access all Norton Personal Firewall tools from the Status & Settings window.

To change settings for individual features

1 Open Norton Personal Firewall.

2 If you have chosen to view the Security Monitor, click **Security Center**.

3 In the Security Center, do one of the following:

2 Double-click a feature you want to customize.

2 Select a feature, then in the lower-right corner of the window, click **Customize**.

4 Configure the feature.

5 When you are done making changes, click **OK**.

Use the Security Monitor

The Security Monitor collects the most-used Norton Personal Firewall tools into a compact window. When you're online, place the Security Monitor window in an unused part of your screen. This lets you monitor your *connection*, view information about security events, and personalize your protection without requiring a lot of space on your screen. When you start Norton Personal Firewall, it launches the Security Center. You can then switch to the Security Monitor.



To view the Security Monitor

In the Security Center, in the upper-left corner, click **Security Monitor**.

To view the Security Center

In the Security Monitor, in the upper-left corner, click **Security Center**.

Respond to Norton Personal Firewall alerts

Norton Personal Firewall monitors communication activities to and from your computer and lets you know when an activity that may compromise your security is taking place.

When an *alert* appears, read it before you make a decision. Identify what type of alert it is and the threat level. Once you understand the risks, you can make a choice.

Take as much time as you need to make your choice. Your computer is safe from attack while the alert is active.

Norton Personal Firewall helps you decide on an appropriate action by preselecting the recommended action if one exists. Norton Personal Firewall cannot suggest recommended actions for all alerts.

Learn more with the Alert Assistant

Each Norton Personal Firewall alert includes a link to the Alert Assistant. The Alert Assistant includes customized information about each alert, including:

- The type of alert
- The threat level
- The communication that triggered this alert
- What these types of alerts indicate
- How to reduce the number of these alerts you receive

To use the Alert Assistant

- 1 In any alert window, click the Alert Assistant button.
- 2 In the Alert Assistant window, review the information about this alert.
- 3 To respond to the alert, close the Alert Assistant.

Adjust the Alerting Level

The Alerting Level slider lets you control the amount of information that

Norton Personal Firewall *logs* and the number of alerts that it displays.

Your options are:

Alerting Level	Information provided	Alert Tracker messages	Security Alerts	Notifies you when ...
Minimal	Critical Internet events	None	Logged, not displayed	Program Control rules are created automatically. Port scans occur. Confidential information is blocked. A remote access Trojan horse program is encountered.
Medium	Important Internet events	Some	Logged, not displayed	Same notification as Minimal, plus: ■ Programs access the Internet.
High	Important Internet events and complete program activities	Many	Logged and displayed	Same notification as Medium, plus: ■ Unused ports are blocked. ■ Cookies and content are blocked.

To adjust the Alerting Level

- 1 Open Norton Personal Firewall.
- 2 In the Security Center, click **Alerting Level**.
- 3 Move the slider to choose an Alerting Level.

Use Alert Tracker

Many of the Internet events that Norton Personal Firewall monitors are not significant enough to trigger alerts. Alert Tracker provides an easy way to monitor these less-important security events. Alert Tracker displays the same information that appears in the Security Event field on the Security Monitor. This allows you to monitor your computer's security without having to keep the Security Monitor visible at all times. Alert Tracker also provides a quick way to remove ads from [Web pages](#).



If you choose to display Alert Tracker, it attaches to either side of the screen on your primary monitor. When a security event occurs, Alert Tracker displays a message for a few seconds and then returns to the side of the screen. If you miss an Alert Tracker message, you can review a list of recent messages.



Alert Tracker also contains the Ad Trashcan, which is part of the Norton Personal Firewall Ad Blocking feature.

To view or hide Alert Tracker

- 1 Open Norton Personal Firewall.
- 2 In the Security Center, click **Options > Internet Security**.
- 3 On the General tab, do one of the following:
 - 2 Check **Show the Alert Tracker** to view Alert Tracker.
 - 2 Uncheck **Show the Alert Tracker** to hide Alert Tracker.
- 4 Click **OK**.

To review recent Alert Tracker messages

- 1 On the Windows desktop, double-click the Alert Tracker.
- 2 To the right of the first message, click the arrow if it appears.
- 3 Double-click an entry to open the Log Viewer.

To move Alert Tracker

Drag the half globe to the side of the screen on which you want it to appear.

To hide Alert Tracker from the system tray menu

In the Windows system tray, right-click the Norton Personal Firewall icon, then click **Hide Alert Tracker**.

If you hide Alert Tracker, you will not be notified when your computer joins a [network](#). Information about the [connection](#) will still appear in the [logs](#).

Check your computer's vulnerability to attack

Use Security Check to test your computer's vulnerability to security intrusions. The Security Check link in Norton Personal Firewall connects you to the Symantec [Web site](#), where you can scan for vulnerabilities and get detailed information about Security Check scans.

You must be connected to the Internet to check your computer's vulnerability.

To check your computer's vulnerability to attack

1 Open Norton Personal Firewall.

2 Do one of the following:

In the Security Center, click **Security**, then click **Check Security**.

In the Security Monitor window, on the Select a Task menu, click **Test Security**.

3 On the Security Check Web page, click **Scan for Security Risks**.

4 To learn more about the Security Check tests, click **About Scan for Security Risks**.

When the scan is complete, the results page lists all of the areas that were checked and your level of vulnerability in each one. For any area marked as at risk, you can get more details about the problem and how to fix it.

To get more information about an at-risk area

On the results page, next to the scan name, click **Show Details**.

Identify the source of communications

Visual Tracking helps you learn more about computers that attempt to connect to your computer. Using Visual Tracking, you can identify the location of the [IP address](#) used and contact information for the owner of the address. You can use this information to identify the origin of an attack and to learn more about intrusion attempts.

You can trace [connection attempts](#) from three places in Norton Personal Firewall:

Statistics

Log Viewer

AutoBlock

To trace a connection attempt from Statistics

1 Open Norton Personal Firewall.

2 In the Security Center, click **Statistics**.

3 Click **Attacker Details**.

Your browser opens the Visual Tracking Web page.

To trace a connection attempt from the Log Viewer

1 Open Norton Personal Firewall.

2 In the Security Center, click **Statistics**.

3 Click **View Logs**.

4 In the left column of the Log Viewer window, under Internet Security, click **Connections**.

5 In the right column of the Log Viewer window, select a connection you want to trace.

6 At the bottom of the Log Viewer window, click the computer's IP address or name.

Your browser opens the Visual Tracking Web page.

To trace a connection attempt from AutoBlock

1 Open Norton Personal Firewall.

2 In the Security Center, double-click **Intrusion Detection**.

3 In the Intrusion Detection window, in the AutoBlock section, select a connection you want to trace.

4 Click **Attacker Details**.

Your browser opens the Visual Tracking Web page.

When Visual Tracking is finished, it displays a visual representation of where this communication originated and contact information for the owner of the IP address.

Stop Internet communication with Block Traffic

The Security Center and the Security Monitor include a Block Traffic button that lets you immediately halt any communication between your computer and another. This can be a handy way to limit any damage to your computer if it is attacked, if a *Trojan horse* is sending personal information

without your permission, or if you inadvertently allow an untrusted person to access files on your computer. When this option is active, Norton Personal Firewall stops all communication to and from your computer.

To the outside world, it appears that your computer has completely disconnected from the Internet.

If you want to block all traffic into and out of your computer, Block Traffic is more effective than simply using your Internet software to disconnect. Most Internet programs can automatically connect without any input from the user, so a malicious program could reconnect when you are away from the computer.

Block Traffic is meant to be used as a temporary measure while you address a security problem. If you restart your computer, Norton Personal Firewall automatically allows all incoming and outgoing communication. To continue blocking traffic, click the Block Traffic button in the Security Center or Security Monitor.

To avoid attack while fixing security problems

1 Open Norton Personal Firewall.

2 In the Security Center or the Security Monitor window, click **Block Traffic**.

3 Use Norton Personal Firewall tools to address the security problem.

4 When you have fixed the problem, click **Allow Traffic**.