

# Norton AntiVirus<sup>TM</sup> for Macintosh<sup>®</sup> User's Guide

Norton  
**AntiVirus**<sup>7.0</sup><sup>TM</sup>  
For Macintosh<sup>®</sup>

# Norton AntiVirus™ for Macintosh® User's Guide

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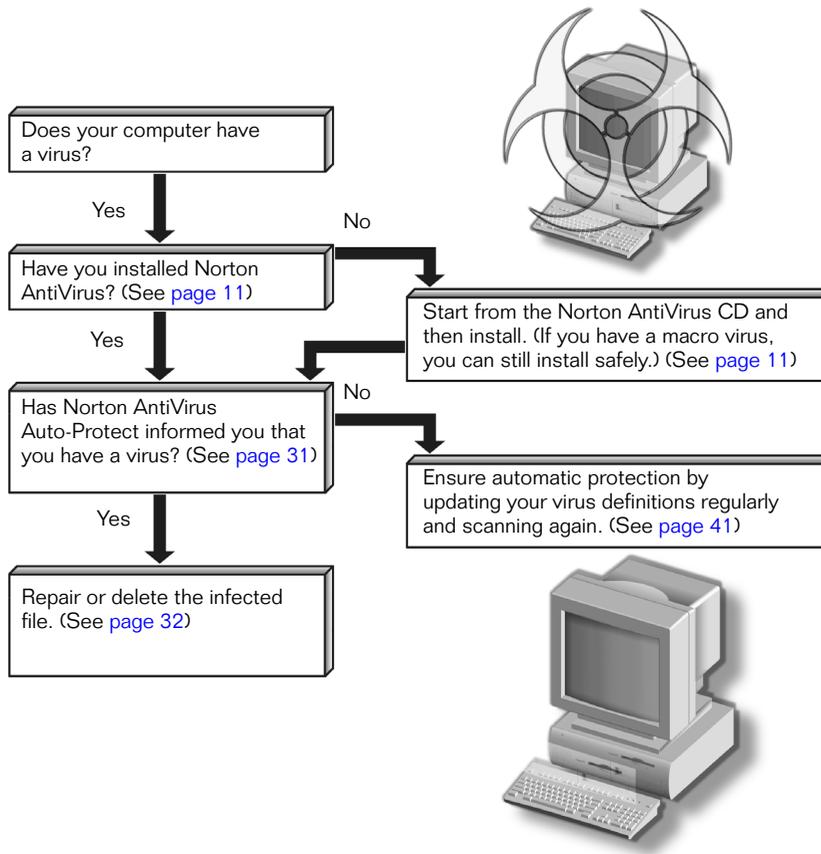
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# What to do if a virus is found





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# Installing Norton AntiVirus

## Welcome to Norton AntiVirus for Macintosh

Norton AntiVirus provides comprehensive virus prevention, detection, and elimination software for your Macintosh computer. As the world's leading antivirus software for Macintosh systems, it finds and repairs infected files to keep your data safe and secure. Easy updating of virus definitions over the Internet keeps Norton AntiVirus prepared for the latest threats.

## What is a virus?

A *computer virus* is a parasitic program written by an ill-intentioned programmer. Viruses are spread through disks, local networks, and the Internet. Computer viruses attach to programs.

Some viruses, such as *macro viruses*, spread via Microsoft Office files and can be transferred between PCs and Macintosh computers. Macro viruses are not known to damage Macintosh operating systems or hardware, but they can damage Microsoft Office data files and spread whenever you open an infected file.

## What are virus definitions?

*Virus definitions* are files that contain virus footprints that let Norton AntiVirus recognize viruses and intercept their activity. You can look up virus names in Norton AntiVirus, and access an encyclopedia of virus descriptions on the Symantec Web site. For more information, see [“Looking up virus names and definitions”](#) on page 27.

## Is my computer protected now?

When you have installed Norton AntiVirus using Easy Install, you have complete virus protection. However, new viruses are created constantly. Symantec must create a virus definition for each newly discovered virus, and you must update virus definitions regularly to stay protected. See [“Keeping current with LiveUpdate”](#) on page 37 for more information.

## Tips for avoiding viruses

Viruses can spread when you start your computer from an infected disk or when you run an infected program.

To avoid viruses:

- Use LiveUpdate regularly to update your program and virus definitions files. For more information, see [“Keeping current with LiveUpdate”](#) on page 37.
- Create a SafeZone for the folder to which you download files. This ensures that Auto-Protect scans all downloaded files. For information about SafeZones, see [“What part of my computer is protected?”](#) on page 20.
- Keep Norton AntiVirus Auto-Protect turned on at all times to prevent viruses from infecting your computer. If Norton AntiVirus Auto-Protect is not turned on, scan disks before you use them.
- Back up files regularly and keep more than just the most recent backup. Also, make a backup copy of your uninfected System Folder.
- Write-protect removable media.
- Schedule scans to occur automatically. For more information, see [“Scheduling a scan event”](#) on page 25.
- Stay informed about viruses by logging on to the Symantec Web site ([securityresponse.symantec.com](http://securityresponse.symantec.com)) where there is extensive, frequently updated information on viruses and virus protection.

## About your Norton AntiVirus for Macintosh CD

Use your Norton AntiVirus for Macintosh CD to install your software. The CD contains installation instructions for Mac OS 9 and Mac OS X. Double-click the OS 9 folder to install for Mac OS 8.1-9.x.

In addition to the Norton AntiVirus for Macintosh Installer, other items are also included on the CD. These items include:

- New Info: Contains late breaking information, troubleshooting tips, installation instructions, and the default location of all files installed by Norton AntiVirus.
- SimpleText application: Lets you read the New Info file.

## Installing Norton AntiVirus for Macintosh

For late breaking information and installation troubleshooting tips, see the New Info file on the CD. Insert the CD into your CD-ROM drive and double-click the New Info file.

Old Norton AntiVirus for Macintosh and Symantec AntiVirus for Macintosh (SAM) files are deleted when you install Norton AntiVirus to the same location. If they are in a different location, delete them.

### To install Norton AntiVirus for Macintosh:

- 1 Insert the Norton AntiVirus for Macintosh CD into the CD-ROM drive.  
If the CD window doesn't open automatically, double-click the CD icon to open it.
- 2 In the CD window, double-click Install for OS 9.
- 3 In the Install for OS 9 window, double-click Norton AntiVirus Installer.
- 4 Follow the prompts to progress through the information screens. If you click Disagree on the License and Warranty Agreement, the installation is cancelled.
- 5 Do one of the following:
  - For a full installation, click Easy Install.
  - To select individual components, click Custom Install, and select the components to install.
- 6 Confirm or specify a destination folder to which to install.
- 7 Read the subscription notice and click OK.
- 8 Select or confirm the Virus Scanning Preferences and click OK.  
You can change these preferences at any time after you install. For more information, see [“Selecting a virus protection level during installation”](#) on page 12.

- 9 Follow the on-screen instructions to complete the installation, and then click Restart.

After you restart, if you have trouble ejecting the CD, try one of the following:

- Press the CD-ROM drive's eject button when your Macintosh restart chime sounds.
- On newer Macintosh computers with a slot-loading CD-ROM drive, press the mouse button while starting up to eject the CD.

When you install Norton AntiVirus with the Standard Protection, you are protected from most viruses after you restart. With this level of protection, Norton AntiVirus Auto-Protect loads when you restart and actively protects your computer unless you turn Auto-Protect off.

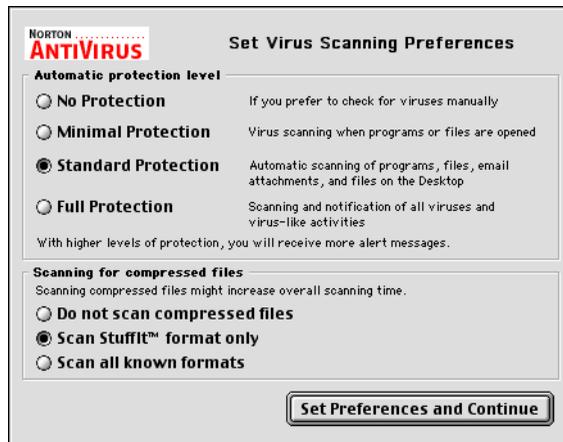
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**Note:** If you experience problems with library files immediately after installing, you might still have incompatible files from a previous version of Norton AntiVirus for Macintosh. In your System Folder, delete the Norton AntiVirus Additions folder from the Extensions folder and reinstall Norton AntiVirus.

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## Selecting a virus protection level during installation

During the Norton AntiVirus for Macintosh installation process, you can select a level of virus protection that matches your computing needs. These levels are combinations of more detailed custom preferences.



Choose from the following protection levels:

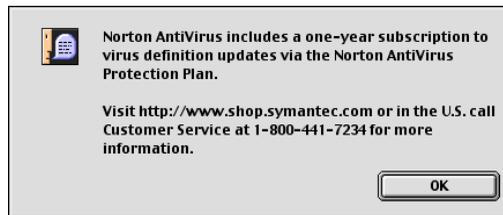
- **No Protection:** Auto-Protect is turned off. You have no automatic virus protection with this setting. You can scan for viruses manually, use the contextual menu to scan selected items, or use the Control Strip feature to turn Auto-Protect on.
- **Minimal Protection:** Auto-Protect is turned on, but only to scan files that are being opened or created, and Internet file downloads.
- **Standard Protection:** This setting monitors Internet activity, installations, and file exchanges, and provides warnings of common virus-like activities.
- **Full Protection:** With this setting, all of your computing activities are monitored for virus activities. If you use File Sharing on your computer, or your computer is exposed to viruses, use this setting.

The Compression Scanning options let you select the types of compressed files Norton AntiVirus will scan. Because compressed files take longer to scan, you might want to adjust these settings.

To change settings later, see “[Setting general and custom preferences](#)” on page 20.

## About your virus subscription

Norton AntiVirus includes a one-year subscription to virus definitions. Updates are made available monthly, or more frequently when necessary.



You can obtain regular virus definitions updates manually or on a customized schedule using LiveUpdate.

For more information, see “[About LiveUpdate](#)” on page 37.

## What to do after installing

When you restart your computer after installing Norton AntiVirus with Standard protection, Auto-Protect loads into memory, providing constant protection to your computer, including hard disk, memory, and downloads from the Internet or email.

Update your virus definitions. See [“About LiveUpdate”](#) on page 37.

Scan your hard disk using the latest virus definitions to make sure there are no recent viruses. See [“Scanning for viruses”](#) on page 21.

## For more information

Context-sensitive help is built in to the Norton AntiVirus for Macintosh application. Norton AntiVirus for Macintosh Guide help files contain information about how to use Norton AntiVirus features.

### To access Help:

- Click the Guide on the Help menu in any window in Norton AntiVirus.

Norton AntiVirus Balloon Help contains explanations of items on the screen.

### To turn on Balloon Help:

- On the Help Menu, click Show Balloons; point to any item to see a description.

---

**Note:** The New Info file on the Norton AntiVirus for Macintosh CD contains information that was unavailable at the time this guide was published. Read this information before you go any further.

---

## Accessing context-sensitive help

Norton AntiVirus for Macintosh Help is an interactive guide that walks you through unfamiliar tasks.

Norton AntiVirus for Macintosh Help and Shortcuts include:

- Step-by-step guidelines to Norton AntiVirus for Macintosh procedures
- Definitions of terms related to Norton AntiVirus for Macintosh and your computer
- Tips and shortcuts to make Norton AntiVirus for Macintosh applications faster and easier to use

**To open Norton AntiVirus for Macintosh Help:**

- 1 Start Norton AntiVirus for Macintosh.
- 2 On the Help menu, click Norton AntiVirus for Macintosh Help.
- 3 Click a help book on the left and a topic on the right.
- 4 Click OK.

**To turn on Balloon Help:**

- On the Help menu, click Show Balloons.

## Registering Norton AntiVirus for Macintosh

Using your existing Internet connection, you can register Norton AntiVirus for Macintosh via the *Internet* (the global network of computers).

If you are running Macintosh OS 8.5 or later, an icon in the Norton AntiVirus for Macintosh folder lets you launch your browser and connect to the Symantec software registration page. If you are running an earlier version of Macintosh OS, point your browser to the Symantec Web page.

**To register via the Internet:**

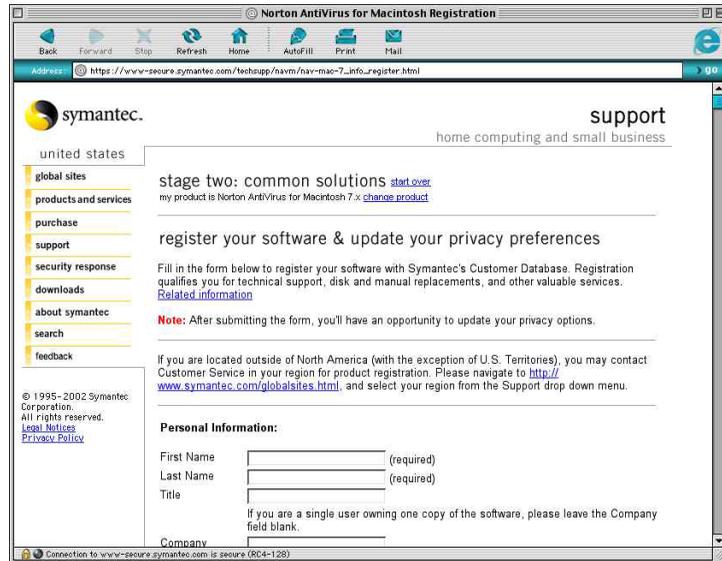
- 1 Connect to the Internet.  
If you use America Online (AOL) to connect to the Internet, see [“To register your software via AOL:”](#) on page 17.
- 2 In the Norton AntiVirus for Macintosh folder, double-click Register Your Software.



Register Your Software

Your default Internet browser displays the Symantec Service & Support registration page.

- 3 If you are using Macintosh OS 8.1, start your browser and navigate to the Symantec Service & Support page:  
[www.symantec.com/custserv/cs\\_register.html](http://www.symantec.com/custserv/cs_register.html)
- 4 On the support page, click I am a home/small business user.
- 5 On the next support page, select the product Norton AntiVirus for Macintosh and your version.
- 6 Click continue.



- 7 On the Norton AntiVirus for Macintosh registration page, type all of the required information.
- 8 Click Submit Registration.

## Reading Late Breaking News

Norton AntiVirus for Macintosh installs a Late Breaking News link. Use this link to get the latest information available for your installed software.

**To read Late Breaking News:**

- 1 Connect to the Internet.

If you use America Online (AOL) to connect to the Internet, see “[To read Late Breaking News via AOL:](#)” on page 18.

- 2 In the Norton AntiVirus for Macintosh folder, double-click Late Breaking News.



Late Breaking News

Your default Internet browser displays the Symantec Late Breaking News Web page for your product.

- 3 If you are using Macintosh OS 8.1, start your browser and navigate to the Symantec Web page:

<http://www.symantec.com/product/home-mac.html>

## Connecting to the Symantec Web site through America Online

If you use America Online (AOL) as your Internet Service Provider (ISP), you must connect to AOL before you go to the Symantec software registration page or view the Late Breaking News.

**To register your software via AOL:**

- 1 Log on to AOL.
- 2 On the AOL Welcome page, click the AOL Internet browser.
- 3 Move the AOL browser and any other open AOL windows out of the way.
- 4 In the Norton AntiVirus window, double-click Register Your Software.
- 5 On the support page, click I am a home/small business user.
- 6 On the next support page, select the product Norton AntiVirus for Macintosh and your version.
- 7 Click continue.
- 8 On the Service & Support page, type all of the required information.
- 9 Click Submit Registration.
- 10 Disconnect from AOL.

### To read Late Breaking News via AOL:

- 1 Log on to AOL.
- 2 On the AOL Welcome page, click the AOL Internet browser.
- 3 Move the AOL browser and any other open AOL windows out of the way.
- 4 In the Norton AntiVirus for Macintosh folder, double-click Late Breaking News.

Your browser displays the Symantec Late Breaking News Web page for your product.

- 5 When you have finished reading, disconnect from AOL.

# Protecting disks, files, and data from viruses

## About automatic protection

You don't need to run Norton AntiVirus regularly as long as Auto-Protect is active. Auto-Protect interception prevents viruses from moving to your drive, and you can use the contextual menu to scan a specific volume, file, or folder. However, you do need to start the Norton AntiVirus application to set up a schedule for scanning or to change the preferences that were set during installation.

## About Norton AntiVirus Auto-Protect

Norton AntiVirus Auto-Protect works independently of the Norton AntiVirus application. It loads on startup and alerts you if a virus is detected while you're working.



## What part of my computer is protected?

Auto-Protect detects viruses within the SafeZones you choose in the General and SafeZone Preferences. Within designated SafeZones, Auto-Protect performs a virus scan on any file that is changed or created, any file that is opened or launched, and any disks that are inserted. You can see and change what is protected, and where the SafeZones are through the general or custom preferences.

## Turning Auto-Protect on or off with the Control Strip

Norton AntiVirus installs a Control Strip module so that you can turn Auto-Protect on or off without opening the Control Panel or the Norton AntiVirus application.



You must have the Control Strip Control Panel enabled.

### To enable the Control Strip:

- 1 Click Control Panels.
- 2 Click Control Strip.
- 3 Make sure that Show Control Strip is selected, or that a Show/Hide Control Strip hot key is defined.

### To turn Auto-Protect on or off from the Control Strip:

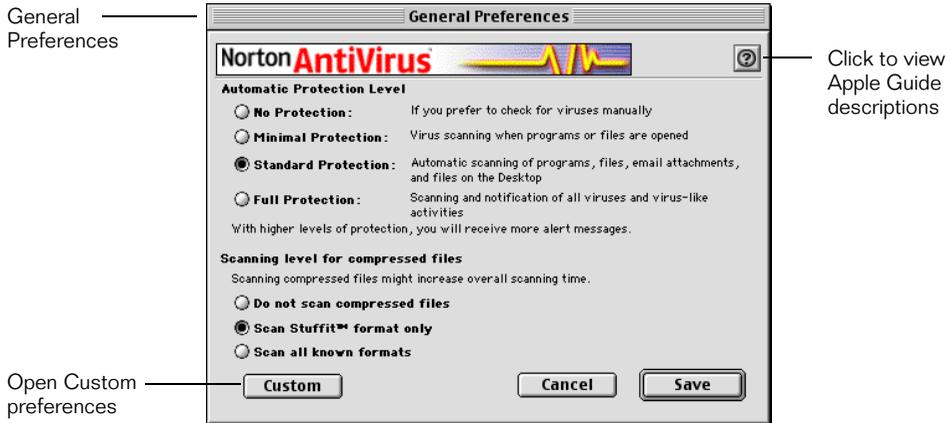
- 1 Click the Control Strip.
- 2 Click the Auto-Protect Control Strip module.
- 3 On the popup menu, do one of the following:
  - Click Auto-Protect On.
  - Click Auto-Protect Off.

## Setting general and custom preferences

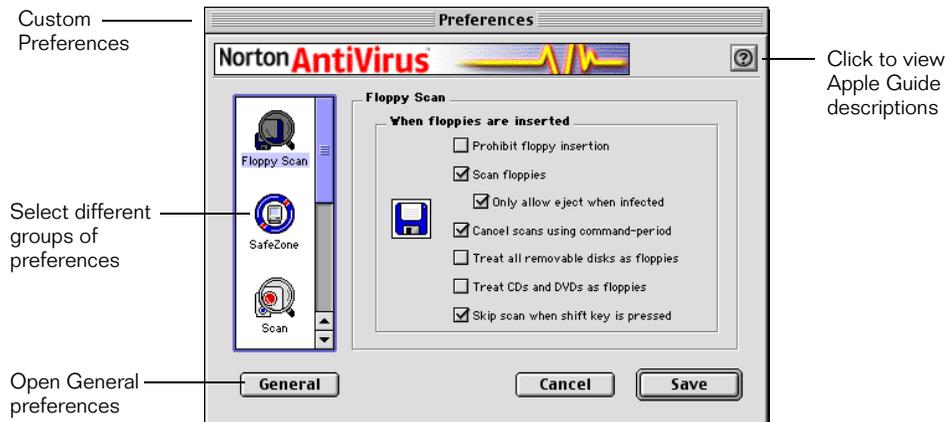
You can change the general settings that were set up when you installed Norton AntiVirus for Macintosh.

### To set Norton AntiVirus preferences:

- 1 On the Preferences menu, click General Preferences.



- 2 Click a setting.
- 3 To customize settings, click Custom.



- 4 Click an icon on the left to see the corresponding preferences.

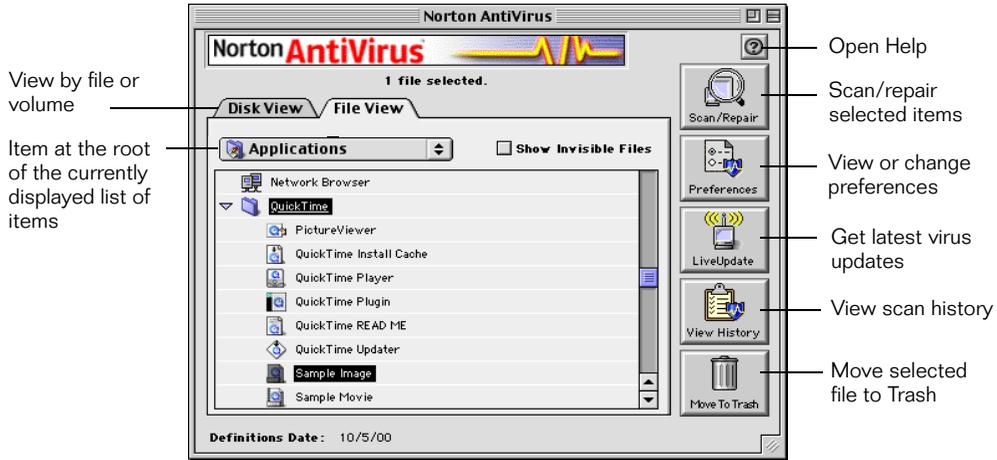
Custom preferences take precedence over any protection level set in General preferences.

## Scanning for viruses

When you install Norton AntiVirus, scan your hard disk as soon as you update your virus definitions. Perform full scans at regular intervals. This ensures that no undetected viruses have been transferred onto your hard disk.

Performing full scans is especially important if you do not have your automatic protection level set to Full Protection.

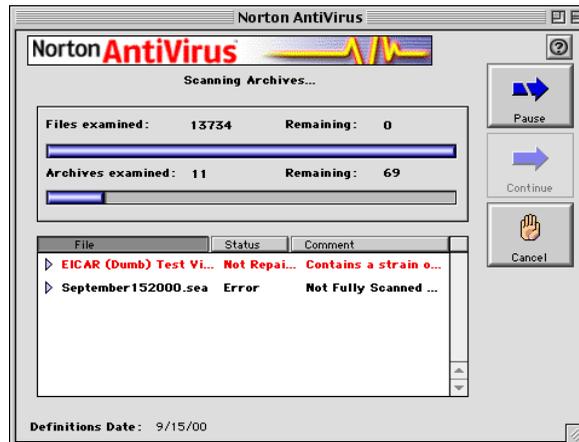
To have Norton AntiVirus scan a specific file, folder, or disk, drag its icon to the Norton AntiVirus program icon.



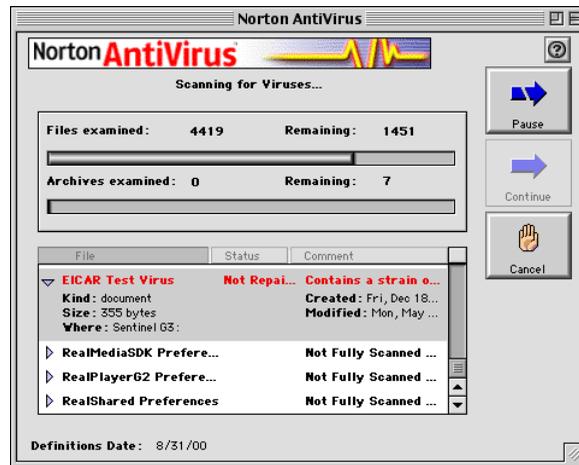
### To start Norton AntiVirus and scan for viruses:

- 1 In the Norton AntiVirus folder, double-click Norton AntiVirus.
- 2 In the Norton AntiVirus main window, click a disk icon, folder, or file to scan.
- 3 Click Scan or Scan/Repair.

In the Finder, you can also use the contextual menu. For more information, see [“Using contextual menus to scan”](#) on page 23.



If a virus is found during the scan, Norton AntiVirus informs you.



#### 4 Click Done.

If Norton AntiVirus is configured to repair infected files automatically, the window informs you of this action. If it is not configured to repair automatically, or if it is a virus that Norton AntiVirus can't repair, you can take further action at the end of the scan. For details, see [“If a virus is found while scanning”](#) on page 32.

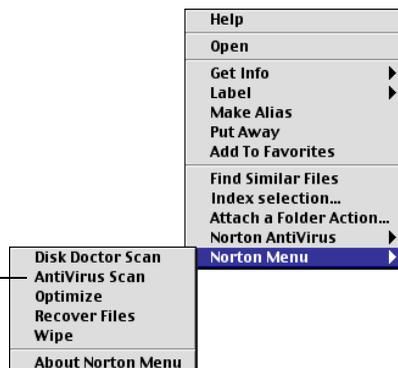
#### To exit Norton AntiVirus:

- On the File menu, click Quit or press Command-Q.

## Using contextual menus to scan

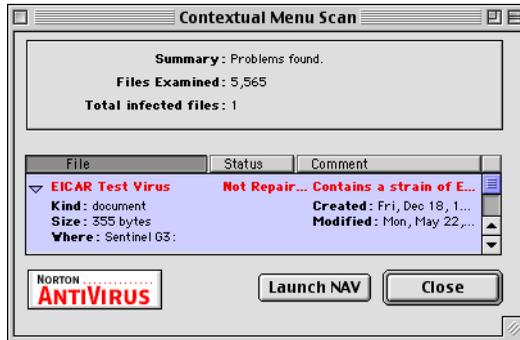
You can use the Macintosh OS contextual menu to scan a disk or item without starting Norton AntiVirus.

Contextual menu lets you scan for viruses without starting Norton AntiVirus



**To use the contextual menu:**

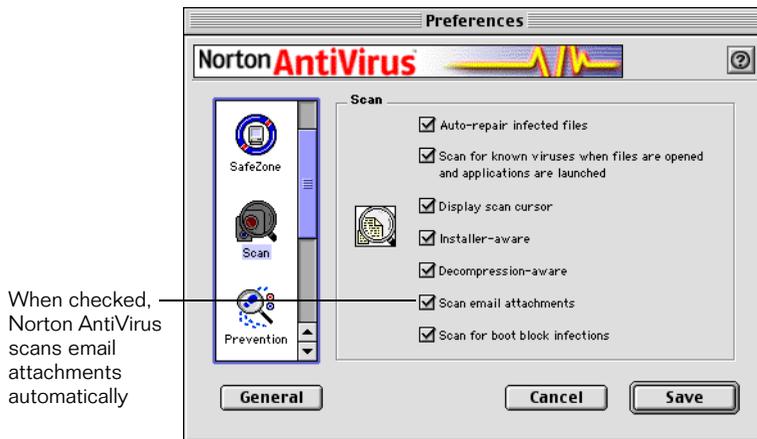
- 1 Press the Command key and click a disk, folder, or file icon, or anywhere on the Desktop.
- 2 On the contextual menu, click Norton Menu > Virus Scan/Repair.
- 3 The Small Scanner scans the selected item.



- 4 If you need to repair a virus, click Launch NAV to run the Norton AntiVirus main application.

## Scanning email attachments

During installation, Norton AntiVirus searches for email client programs and identifies folders in which email attachments are saved. Norton AntiVirus adds these folders to its SafeZone list when any level of protection is active. All files that are saved in the email attachment folder are scanned automatically.



## Scheduling automatic virus scans

To make virus prevention as easy as possible, Norton AntiVirus lets you schedule the following activities:

- Virus scans to occur at specified times. See “[Scheduling a scan event](#)” on page 25.
- Automatic updates of virus definitions with LiveUpdate. See “[About LiveUpdate](#)” on page 37.

If your computer is turned off during the time an event should take place, the event occurs the next time you start your computer.

For the best protection, schedule a LiveUpdate event to update your virus definitions, and then schedule a scan at a time after the latest virus definitions have been downloaded.

### Scheduling a scan event

Follow the procedure below to schedule automatic virus scans.

The screenshot shows the Norton AntiVirus Scheduler dialog box. The title bar reads "Norton AntiVirus Scheduler". The main window has a header with the Norton AntiVirus logo and a help icon. Below the header, there is a section titled "To schedule an event:" with instructions: "Select 'New' to create a new event, or select an existing event from the Event popup menu. Then change the settings using the controls below." Below this, there is a list of events with a dropdown menu showing "scan every friday". To the right of the event list are three buttons: "New", "Delete", and "Rename". In the center, there is a calendar for "December 2000" with dates 1 through 31. The date 1 is highlighted. Below the calendar, there are four input fields: "Event Type:" (scan all mounted disks), "When To Do:" (at specified time), "How Often:" (weekly), and "Starting:" (12/ 1/2000 at 12:00 PM). To the right of these fields are three buttons: "Cancel", "Done", and "Rename".

Annotations on the left side of the dialog box:

- Click to see a list of scheduled events
- Click to see previous month
- Dates for the event you are scheduling are highlighted
- Describes the selected scheduled event

Annotations on the right side of the dialog box:

- Create a new scheduled event
- Delete a scheduled event
- Dates for previously scheduled events are underlined

### To schedule virus scans:

- 1 On the Tools menu, click Scheduler.
- 2 Click New.

A dialog box appears prompting you to type a name for the scheduled event.
- 3 Type the event name.
- 4 Click OK.
- 5 In the Event Type list, specify the item to scan.
- 6 In the When To Do list, specify when the scan should occur.
- 7 In the How Often list, specify the frequency of the scan.

The days on which the scans will occur are highlighted in the calendar.
- 8 In the Starting date and time text boxes, select the correct time and date information.

The Minute option is dimmed if the scan occurs at startup or shutdown.
- 9 Click Done.

To schedule virus definitions and program updates, use the LiveUpdate Scheduler. For more information, see [“About LiveUpdate”](#) on page 37.

## Editing and deleting scheduled events

You can make changes to events that you schedule. For a description of the scheduling options, see [“Scheduling automatic virus scans”](#) on page 25.

### To edit a scheduled event:

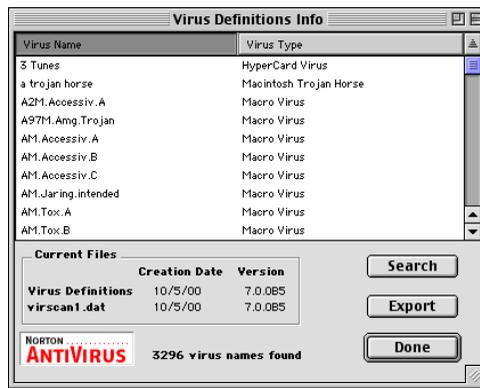
- 1 On the Tools menu, click Scheduler.
- 2 In the Event list, click the scheduled event to change.
- 3 Make your changes by selecting different schedule options.
- 4 To change the event name, click Rename and type a new name.
- 5 Click Done.

**To delete a scheduled event:**

- 1 On the Tools menu, click Scheduler.
- 2 In the Event list, click the scheduled event to delete.
- 3 Click Delete.
- 4 Click OK.
- 5 Click Done.

## Looking up virus names and definitions

You can look up a virus name from within the Norton AntiVirus application. The Virus Definitions Info dialog box lists all of the viruses in the current virus definitions file. You can export this list to print it in your word processing program.



To make sure that you have the latest virus definitions, run LiveUpdate. For more information, see [“Keeping current with LiveUpdate”](#) on page 37.

**To view virus names:**

- 1 On the Tools menu, click View Virus Definitions Info.
- 2 In the Virus Definitions Info dialog box, do one of the following:
  - Click Export to export the virus list to a text file, and specify where to save the file. Open the exported text file in a word processing program to print it.
  - Click Search to search for a specific virus name. In the Virus Name Contains field, type the name or part of the name and click Find.

Because of the large number of viruses, the Virus Definitions Info file does not include descriptions of each virus. The Symantec Security Response Web site contains a list of all known viruses and related malicious code, along with descriptions.

### Looking up virus definitions on the Symantec Web site

You can view descriptions of different Macintosh system viruses in the Virus Encyclopedia on the Symantec Security Response Web site.

#### To view the latest virus descriptions:

- 1 Point your browser to the following Web site:  
[securityresponse.symantec.com](http://securityresponse.symantec.com)
- 2 Click the link to the Virus Encyclopedia.
- 3 Type a virus name to search for, or scroll through the alphabetical list to locate a virus.
- 4 Click a virus to read its description.

### Fine-tuning Auto-Protect performance

If you choose the highest level of automatic protection, you might notice that your computer's performance is affected during some activities.

If you have Norton Utilities for Macintosh installed on your system, the FileSaver Control Panel, combined with Norton AntiVirus Auto-Protect, generate activities that might cause performance impairment if you have set maximum protection for each program. Both FileSaver and Auto-Protect scan your disk and keep track of current and deleted files.

You have a variety of options for fine-tuning the protection activity. Before making adjustments, try to determine the activity that seems to cause performance impairment, and make adjustments related to that activity.

If you notice a decrease in your computer's performance, lower the levels of protection for Auto-Protect, and the level of scanning for FileSaver.

**To minimize protection levels in Norton AntiVirus:**

- In the General Preferences dialog box, lower the protection level by doing the following:
  - Under Automatic protection level, click Minimal Protection or No Protection.
  - Under Scanning level for compressed files, click Do not scan compressed files.
- In the Custom Preferences dialog box, lower the protection level in each area by doing the following:
  - Prevention preferences: Turn off the setting that monitors virus-like activities.
  - Scan preferences: Turn off automatic scanning of files when opened and programs when launched.
  - Compression preferences: Limit the number of file types that are scanned.
  - SafeZones: Limit the number of SafeZones by clicking Disable SafeZones, or click Custom and limit the selected SafeZones protected by Auto-Protect.

**To minimize protection levels in FileSaver:**

- 1 In the FileSaver control panel, for the selected disks, uncheck settings for Track Deleted Files/Folders.
- 2 On the Update Schedule tab, minimize the frequency of updates.



# Responding to virus alerts

## About virus alerts

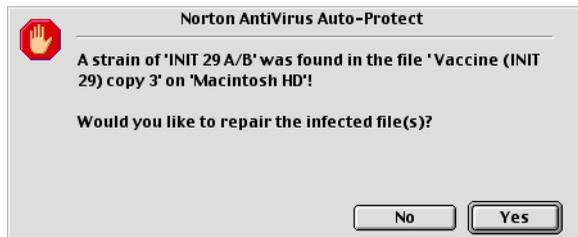
Auto-Protect alerts you to virus and virus-like activity, whether the infected file is repaired automatically or not. If you have a higher level of protection, you might receive a higher number of alerts.

For information on minimizing the number of alerts, see [“Setting general and custom preferences”](#) on page 20.

## When Auto-Protect finds a virus

### If Auto-Protect finds a virus but does not (or cannot) repair it

Look for words that identify the type of problem. Read the entire message.

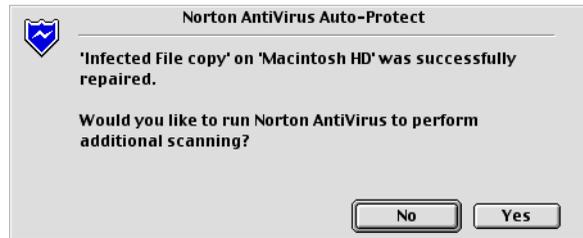


Repairing the infected file is always the best choice. It eliminates the virus and repairs the infected item automatically.

### If Auto-Protect finds a virus and repairs it

When Norton AntiVirus Auto-Protect reports that it repaired an infected file, you don't have to do anything.

A message informs you when an infected file is repaired.



Even when Auto-Protect has repaired the infected file, ensure that no other viruses exist on your computer by running Norton AntiVirus.

### If a floppy is infected and ejected

When Standard Protection is set, Auto-Protect will eject infected floppy disks. You can bypass this setting by holding down the Shift key while inserting the floppy disk.

If you want to repair the infected floppy disk, use Norton AntiVirus to scan and repair it.

#### To repair an infected floppy disk:

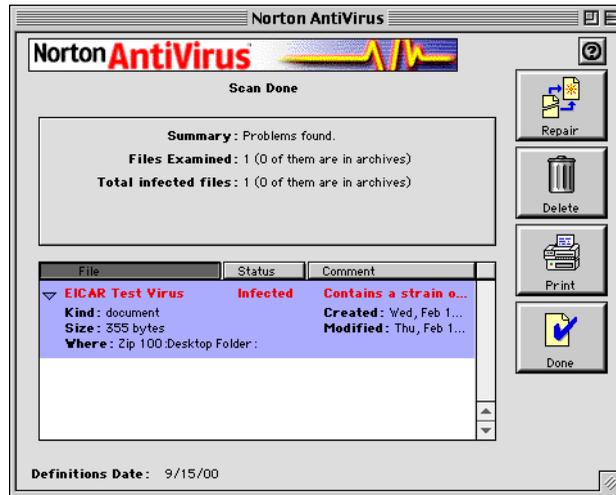
- 1 Start Norton AntiVirus.
- 2 Insert the floppy disk while holding down the Shift key on your keyboard.
- 3 In the Norton AntiVirus main window, select the floppy disk to scan.
- 4 Click Scan or Scan/Repair, and follow the instructions for [“If a virus is found while scanning”](#) on page 32.

## If a virus is found while scanning

If you are scanning with Norton AntiVirus and a virus is found, Norton AntiVirus repairs it, unless you changed the default settings. If an infected file is discovered, the file is listed as infected in the scan window.

**If an infected file appears in the scan window:**

- 1 Click the infected file in the scan results window.
- 2 Click the triangle to the left of the file to view more information about the file.



The status will be Repaired or Not Repaired.

- 3 If a selected file can't be repaired, click Delete.

## If Norton AntiVirus can't repair a file

Sometimes viruses damage files beyond repair. If Norton AntiVirus finds an irreparably damaged file, you must delete the infected file and replace it with an uninfected backup copy.

Make sure that you have scanned with the latest virus definitions. If you are not sure that you have the latest virus definitions, use LiveUpdate. (See ["Keeping current with LiveUpdate"](#) on page 37 for details.)

**To delete an infected file:**

- 1 Run Norton AntiVirus and scan the infected file.  
In the scan window, the file will indicate that it is Repaired or Not Repaired.
- 2 In the scan window, click the infected file.
- 3 Click Repair.

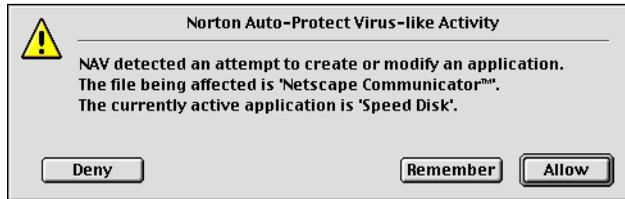
- 4 If a file can't be repaired, click Delete.
- 5 Click OK.

The Status column shows that the file is Deleted.

## If a Virus-like Activity alert appears

A Virus-like Activity alert is a warning and does not necessarily mean that your computer has a virus. You can decide whether the operation is valid, for example, when you are installing software or decompressing a compressed archive.

You can set the types of virus-like activities checked.



### To respond to a Virus-like Activity alert:

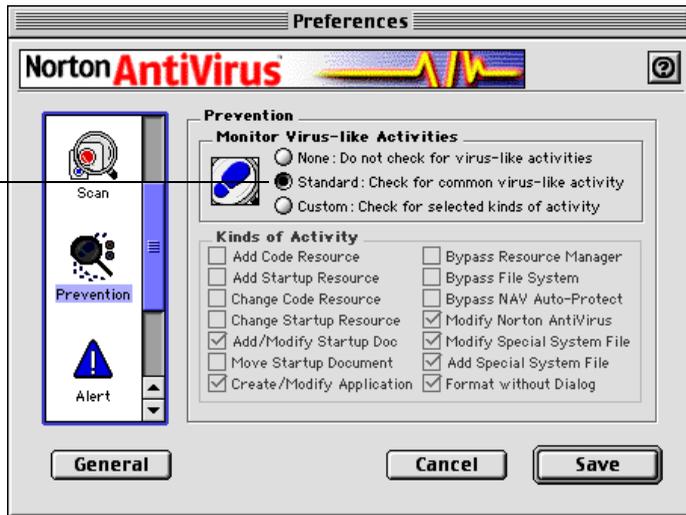
- 1 Do one of the following:
  - Click Remember if you don't want the alert to appear when this activity occurs again.
  - Click Allow if the message describes a valid activity for the application you are running.

For example, if you are changing a system setting, or making a copy of an application or system file, you can let the activity continue.
  - Click Deny if the detected activity isn't related to what you are trying to do.

Depending on the activity, Auto-Protect displays different responses.
- 2 Press Return to choose the recommended action for the situation.

See the Prevention Preferences to specify the Virus-like Activities that are monitored.

Select a monitoring level for Virus-like Activities







## Keeping current with LiveUpdate

LiveUpdate can be used to keep your virus definitions files and program files updated. If you have an Internet connection, LiveUpdate is the most efficient method to update your files.

If you use America Online (AOL) as your Internet Service Provider (ISP), you must log on to AOL before you use LiveUpdate. For more information, see [“Using LiveUpdate with America Online”](#) on page 45.

### About LiveUpdate



Symantec provides online access to updated program files with your subscription.

Using your existing Internet connection, LiveUpdate connects to the Symantec LiveUpdate server, checks for available program updates, then downloads and installs them.

If you have Norton AntiVirus for Macintosh installed, LiveUpdate also updates virus definitions files and Norton AntiVirus program files, as well as its own program files.

### How to update virus protection

Use LiveUpdate to download and install the latest virus definitions and program update files with your subscription.

Virus definitions files are also available on the Symantec Web server, at the Symantec Web site:

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

For information about downloading files from the Symantec Web site, see [“If you can’t use LiveUpdate”](#) on page 43.

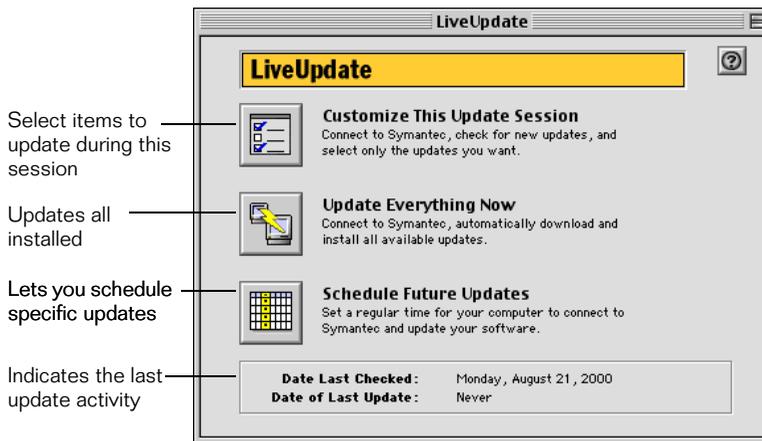
## When to update virus protection

Run LiveUpdate as soon as you have installed Norton AntiVirus. Once you know that your virus definitions and program files are completely up-to-date, run LiveUpdate at least once a month.

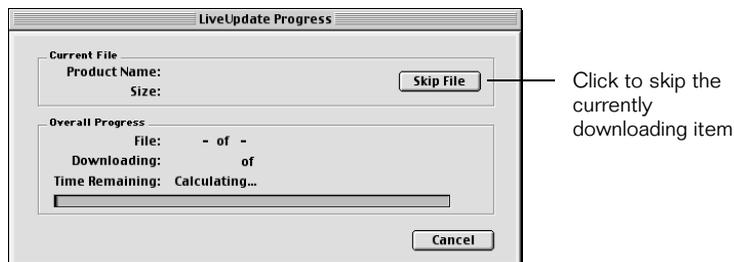
New virus definitions files are made available monthly with your subscription. You can run LiveUpdate manually, or use the LiveUpdate scheduler. For more information, see [“Scheduling LiveUpdate”](#) on page 41.

## Updating virus protection and program files

You can have LiveUpdate look for updates to all files at once, customize your update selection, or schedule a future LiveUpdate session.

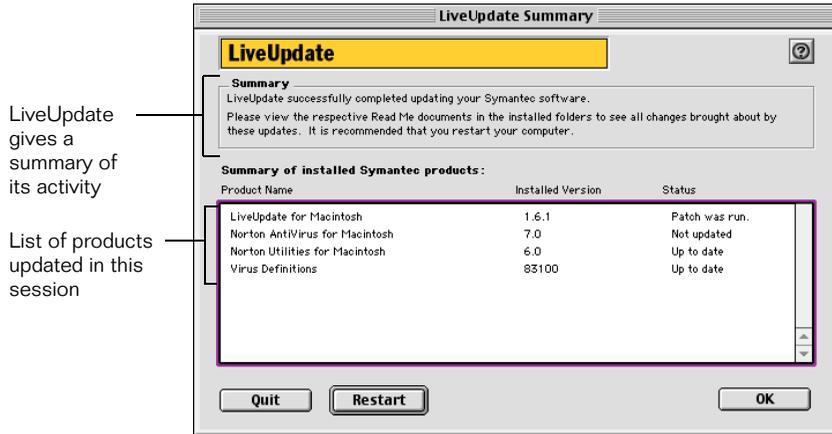


LiveUpdate downloads and installs the available updates. A status dialog box keeps you informed of the file transfer process.



The file transfer takes a few minutes. When the file transfer is complete, LiveUpdate notifies you.

If your files are up-to-date, LiveUpdate informs you.



### To update virus definitions and program files with LiveUpdate:

- 1 In the Norton AntiVirus folder, click LiveUpdate.
- 2 Do one of the following:
  - To update all files, click Update Everything Now.
  - To specify what to update during the current session, click Customize This Update Session.

For more information, see [“To customize a LiveUpdate session:”](#) on page 41.

  - To open the LiveUpdate Scheduler and schedule LiveUpdate events, click Schedule Future Updates.

For more information, see [“To schedule a LiveUpdate event:”](#) on page 42.
- 3 Click Close.
- 4 If LiveUpdate tells you that you need to restart your computer, click Restart.
- 5 On the File menu, click Quit.

## Emptying the Trash after a LiveUpdate session

After you update program files with LiveUpdate, there are items in the Trash. LiveUpdate moves the older discarded files to the Trash. Empty the Trash. If you haven't already restarted after installing the application, you might get a message that these files are in use. After you restart your computer, you can empty the Trash.

## Reading the LiveUpdate What's New file

LiveUpdate places a What's New file on the Desktop. This contains details of what files were updated by LiveUpdate.

### To read the What's New file:

- Double-click the file to read about the contents of the updated files. The file opens in SimpleText.

### To close the What's New file:

- Press Command-Q to quit SimpleText.

### To delete the What's New file:

- Drag it to the Trash.

## Checking version numbers and dates

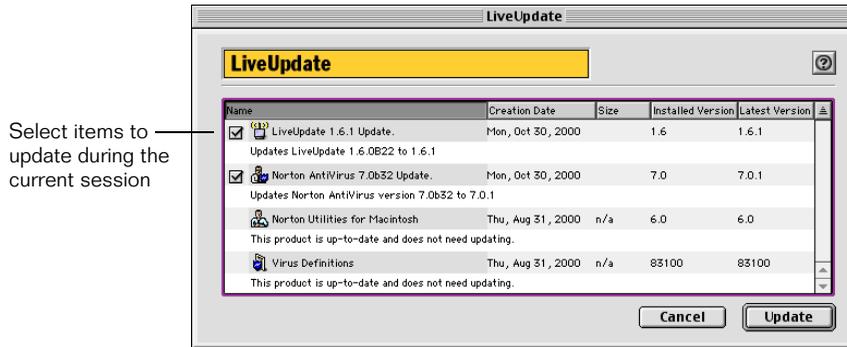
LiveUpdate lets you know if your program files and virus definitions are up-to-date by displaying the version numbers and the status. The Norton AntiVirus main window displays the date of the most recently installed product. You can also check the program file and virus definitions in the application's About box, accessible from the Apple menu.

### To view an application's About box:

- 1 Start Norton AntiVirus.
- 2 On the Apple menu, click About Norton AntiVirus. The About box lists version number and copyright dates.
- 3 When you've finished viewing the About box, click OK.

## Customizing a LiveUpdate session

LiveUpdate lets you update only one or two items and omit the items you don't want to update.



### To customize a LiveUpdate session:

- 1 In the LiveUpdate window, click **Customize This Update Session**.  
LiveUpdate scans your disk to see what applications are installed, and presents a list of available updates.
- 2 Check items to update in this session.  
LiveUpdate will not look for items that are unchecked. If your files are already up-to-date, no items are selectable.
- 3 Click **Update**.  
The file transfer takes a few minutes. When file transfer is complete, LiveUpdate notifies you.  
If your files are up-to-date, LiveUpdate informs you.

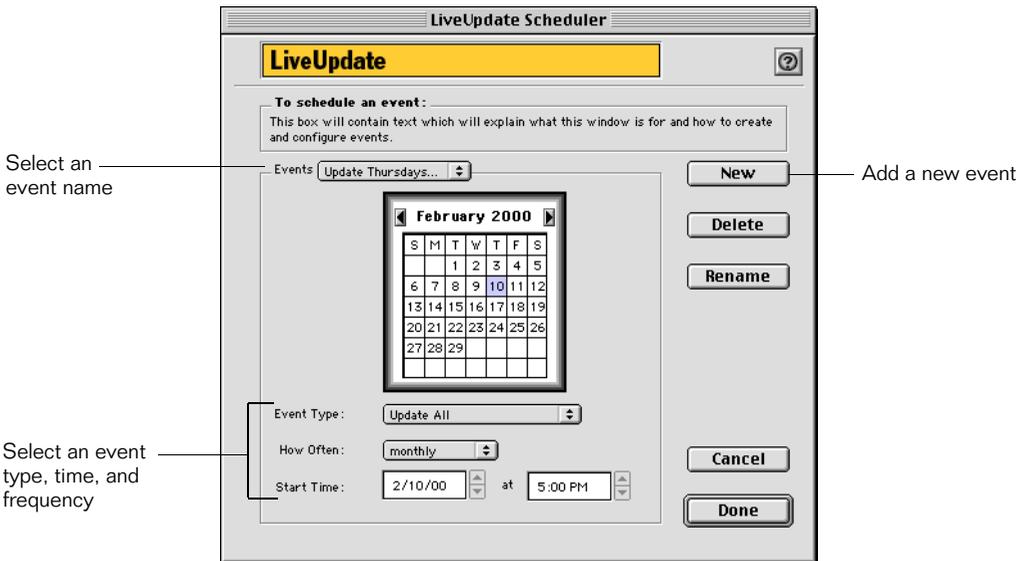
## Scheduling LiveUpdate

You can schedule automatic LiveUpdate sessions to update program files and virus protection. Using the LiveUpdate Scheduler, you can set up events to run automatically.

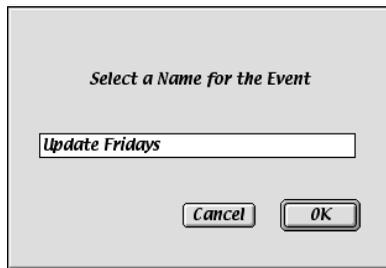
Before scheduling automatic virus protection updates, make sure the update process works correctly by stepping through the process manually. See [“How to update virus protection”](#) on page 37 for instructions.

**To schedule a LiveUpdate event:**

- 1 In the LiveUpdate main window, click Schedule Future Updates.



- 2 In the LiveUpdate Scheduler dialog box, click New.



- 3 Type the event name.
- 4 Click OK.
- 5 Specify the Event Type, How Often, and the Start Time of updates.

Updated virus definitions files are posted on the Symantec LiveUpdate server and Web site around the first of every month, or more frequently when necessary.

The days on which updates occur are highlighted in the calendar. Dates for other scheduled events are underlined.

- 6 Finish scheduling the update by typing the schedule time and date.
  - Click the Hour text box and use the arrow keys to set the start hour.
  - Click the Minute text box to set the start minute.

Your computer must be turned on for LiveUpdate to run at the scheduled time. If your computer is not on at the scheduled time, LiveUpdate starts the next time you start your computer.

- 7 Click Done.

## If you can't use LiveUpdate

When new updates become available, Symantec posts them on the Symantec Web site. If you can't run LiveUpdate, you can download new update files from the Symantec Web site.

### **To download virus definitions from the Symantec Web site:**

- 1 In an Internet browser, go to the following site:  
[securityresponse.symantec.com/avcenter/defs.download.html](http://securityresponse.symantec.com/avcenter/defs.download.html)  
If this page doesn't load, go to [securityresponse.symantec.com](http://securityresponse.symantec.com) and click the Download Virus Definitions link, then click the Download Virus Definitions (Intelligent Updater Only) link.
- 2 On the Download Virus Definitions page, click Norton AntiVirus for Macintosh.
- 3 Click Download Updates.
- 4 On the Download Updates page, select the file to download.  
Be sure to select files for the appropriate version of your product.  
Information about the update is included with the download.

### **To download product updates from the Symantec Web site:**

- 1 In an Internet browser, go to the following site:  
[securityresponse.symantec.com/downloads/](http://securityresponse.symantec.com/downloads/)  
If this page doesn't load, go to [securityresponse.symantec.com](http://securityresponse.symantec.com) and click downloads.
- 2 On the downloads page, in the product updates list, select the product for which you want an update.
- 3 Click Browse.
- 4 On the product page, select the version of the product.

- 5 Click Continue.
- 6 On the updates page, select the file to download.  
Information about the update is included with the download.

## Deleting the NAV™ 7.0 QuickScan file

Because of the way Norton AntiVirus tracks scanned files, a new virus already present on your hard drive could go undetected when you first update definitions—even though those definitions would detect any new files with that virus.

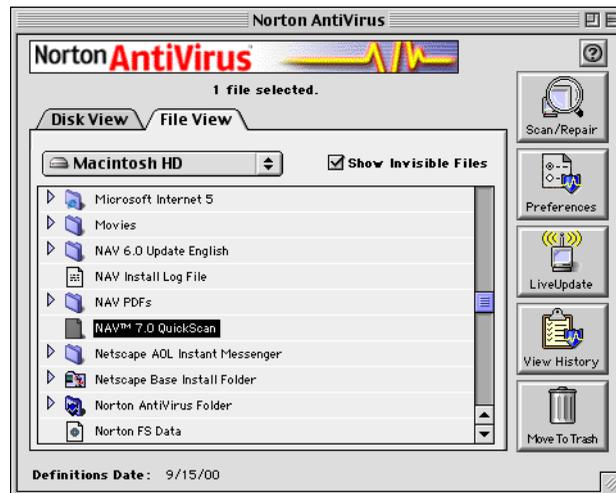
If you have scanned your hard disk and found no viruses, and then you download new virus definitions, you might want to ensure that any previously undetected viruses will be found by the new definitions.

You can use Norton AntiVirus to delete the file at the root of each drive called NAV™ 7.0 QuickScan.

### To remove the QuickScan file:

- 1 In the Norton AntiVirus window, click the File View tab.
- 2 In the File View list, double-click your hard disk and locate the NAV™ 7.0 QuickScan file.

Ensure that Show Invisible Files is checked.



- 3 Click the NAV™ 7.0 QuickScan file.  
If there are other QuickScan files left over from previous versions of Norton AntiVirus, select them as well.
- 4 Click Move To Trash.
- 5 Click OK.
- 6 Click anywhere on your Desktop.
- 7 On the Special menu, click Empty Trash.  
After deleting this file, the first scan with the new virus definitions will be slower, but will detect any previously undetected viruses.

## Using LiveUpdate with America Online

If you use America Online (AOL) as your Internet Service Provider (ISP), you might need to log on to AOL before you use LiveUpdate.

### To use LiveUpdate with AOL:

- 1 Log on to AOL.
- 2 On the AOL Welcome page, click the AOL Internet browser.
- 3 Start LiveUpdate.
- 4 Follow the procedure from [“To update virus definitions and program files with LiveUpdate:”](#) on page 39.
- 5 When the LiveUpdate session is complete, quit AOL.  
If your LiveUpdate session requires that you restart your computer, disconnect from AOL before restarting.



# S U P P O R T

## Service and support solutions

The Service & Support Web site at <http://service.symantec.com> supports Symantec products. Customer Service helps with nontechnical issues such as orders, upgrades, replacements, and rebates. Technical Support helps with technical issues such as installing, configuring, or troubleshooting Symantec products.

Methods of technical support and customer service can vary by region. For information on support offerings in your region, check the appropriate Web site listed in the sections that follow.

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

### Customer service

The Service & Support Web site at <http://service.symantec.com> tells how to:

- Subscribe to Symantec newsletters.
- Locate resellers and consultants in your area.
- Replace defective CD-ROMs and manuals.
- Update your product registration.
- Find out about orders, returns, or a rebate status.
- Access Customer Service FAQs.
- Post a question to a Customer Service representative.
- Obtain product information, literature, or trialware.

For upgrade orders, visit the Symantec store at:  
<http://www.symantecstore.com>

## Technical support

Symantec offers two technical support options for help with installing, configuring, or troubleshooting Symantec products:

- **Online Service and Support**  
Connect to the Symantec Service & Support Web site at <http://service.symantec.com>, select your user type, and then select your product and version. You can access hot topics, Knowledge Base articles, tutorials, contact options, and more. You can also post a question to an online Technical Support representative.
- **PriorityCare telephone support**  
This fee-based (in most areas) telephone support is available to all registered customers. Find the phone number for your product at the Service & Support Web site. You'll be led through the online options first, and then to the telephone contact options.

## Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued 60 days later. Technical information may still be available through the Service & Support Web site at:

<http://service.symantec.com>

## Subscription policy

If your Symantec product includes virus, firewall, or Web content protection, you may be entitled to receive updates via LiveUpdate. Subscription length varies by Symantec product.

After your initial subscription ends, you must renew it before you can update your virus, firewall, or Web content protection. Without these updates, you will be vulnerable to attacks.

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

# Worldwide service and support

Technical support and customer service solutions vary by country. For Symantec and International Partner locations outside of the United States, contact one of the service and support offices listed below, or connect to <http://service.symantec.com> and select your region under Global Service and Support.

## Service and support offices

### North America

Symantec Corporation  
555 International Way  
Springfield, OR 97477  
U.S.A.

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

### Australia and New Zealand

Symantec Australia  
Level 2, 1 Julius Avenue  
North Ryde, NSW 2113  
Sydney  
Australia

[http://www.symantec.com/region/reg\\_ap/](http://www.symantec.com/region/reg_ap/)  
+61 (2) 8879-1000  
Fax: +61 (2) 8879-1001

### Europe, Middle East, and Africa

Symantec Customer Service Center  
P.O. Box 5689  
Dublin 15  
Ireland

[http://www.symantec.com/region/reg\\_eu/](http://www.symantec.com/region/reg_eu/)  
+353 (1) 811 8032

### Latin America

Symantec Brasil  
Market Place Tower  
Av. Dr. Chucri Zaidan, 920  
12º andar  
São Paulo - SP  
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Spanish:  
<http://www.service.symantec.com/mx>  
Brazil: +55 (11) 5189-6300  
Mexico: +52 55 5322 3681 (Mexico DF)  
01 800 711 8443 (Interior)  
Argentina: +54 (11) 5382-3802

Every effort has been made to ensure the accuracy of this information. However, the information contained herein is subject to change without notice. Symantec Corporation reserves the right for such change without prior notice.

July 25, 2002

# Norton AntiVirus™ for Macintosh®

## CD Replacement Form

**CD REPLACEMENT:** After your 60-Day Limited Warranty, if your CD becomes unusable, fill out and return 1) this form, 2) your damaged CD, and 3) your payment (see pricing below, add sales tax if applicable), to the address below to receive replacement CD. *DURING THE 60-DAY LIMITED WARRANTY PERIOD, THIS SERVICE IS FREE.* You must be a registered customer in order to receive CD replacements.

If your Symantec product was installed on your computer when you purchased it, contact your hardware manufacturer for CD replacement information.

### FOR CD REPLACEMENT

Please send me:  CD Replacement

Name \_\_\_\_\_

Company Name \_\_\_\_\_

Street Address (No P.O. Boxes, Please) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_

Country\* \_\_\_\_\_ Daytime Phone \_\_\_\_\_

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