



Norton
SystemWorks™
2006

User Guide

Norton SystemWorks™ 2006

User Guide

Documentation version 9.0

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Installation

1

This chapter includes the following topics:

- [Before you begin](#)
- [Installing Norton SystemWorks](#)
- [What if Windows fails to start after installing Norton SystemWorks?](#)
- [Configuring Norton SystemWorks](#)
- [If the opening screen does not appear](#)

Before you begin

Before you begin, close all open programs on your computer. Other open programs may interfere with installation.

See [“If you suspect that your computer is infected with a virus”](#) on page 31.

Do not install this product if you think that there is lost or destroyed data on your computer, or a problem with your disk drive.

Norton SystemWorks contains an antivirus program. If you have other antivirus programs installed on your computer, a panel appears to help you remove them. To remove these programs, follow the instructions in the panel.

Installing Norton SystemWorks

You can install Norton SystemWorks from a CD, from a file that you download, or a file that is stored in your computer.

If this product is preinstalled on your computer, go directly to Configuring Norton SystemWorks.

Before you begin, close all programs that are open on your computer.

To install Norton SystemWorks

- 1 Do one of the following:
 - If you are installing from a CD, insert the CD into the CD-ROM drive.
 - If you downloaded your copy of Norton SystemWorks, double-click the file that you downloaded.
- 2 In the opening panel, click **Install Norton SystemWorks** to begin the installation.
- 3 Read the License Agreement, click **I accept the License Agreement**, and then type your product key if prompted.
If you do not accept the License Agreement, you cannot continue the installation.
- 4 Click **Next**.
The preinstall scan begins automatically, and will take a few minutes.



If the Active Applications Detected panel appears, close all open programs, and then click **Start Scan**.

Once the scan begins, you can do one of the following:

- If you want to stop the scan, click **Stop Scan**.
 - When the scan is finished, click **View Details** to view the results of the scan, and then click **OK**.
- 5 Click **Next**

See "Configuring Norton SystemWorks" on page 14.

See "If the opening screen does not appear" on page 15.

What if Windows fails to start after installing Norton SystemWorks?

6 In the Select the installation type panel, click the type of installation that you want, and then select the folder where you want to install Norton SystemWorks.



If you select the Custom install, the Customize your application panel appears. If you are using a multi-boot disk, you must uncheck Norton GoBack. You cannot install Norton GoBack on a multi-boot disk.

7 Click **Next**.

8 Click **Finish** to restart your computer.



Your computer is not protected until it restarts and you complete the configuration.

After your computer restarts, wait for the Norton SystemWorks window to open on your desktop before you continue. This may take several minutes.

What if Windows fails to start after installing Norton SystemWorks?

Occasionally, Windows won't start after Norton SystemWorks is installed. If this occurs, restart your computer and turn off Norton GoBack before Windows starts. Return to Windows and then uninstall Norton GoBack.

To turn off Norton GoBack before Windows starts

- 1 Restart your computer.
- 2 When the Norton GoBack boot screen appears, quickly press **Spacebar**.
- 3 On the Norton GoBack boot menu, click **Disable**.
A message informs you that disabling Norton GoBack will clear your history.
- 4 Click **Yes**.
- 5 Click **Continue**.
Your computer automatically restarts and Norton GoBack is turned off.



After you have uninstalled Norton GoBack, visit the Symantec Web site that has been created specifically to help resolve this problem at:
<http://service.symantec.com/ngb1>

Configuring Norton SystemWorks

You must be online to configure this product.

During configuration, you can activate and register this product, scan your computer for risks, and receive the latest virus protection.



If you choose not to register at this time, or if you have any difficulty with registration, you can register by visiting the Symantec Web site from the following URL:

www.symantec.com

To configure Norton SystemWorks

- 1 In the opening configuration panel, click **Next**.
- 2 In the Activation panel, ensure that you are connected to the Internet, and then click **Next**.
Activation may take several minutes.
- 3 In the Activation Successful panel, review your subscription information, and then click **Print** to print your product key.
You will need this product key if you want to install this product on a new computer.
- 4 Click **Next**.
Connection may take several minutes.
- 5 In the Create your Norton Account panel, do one of the following:
 - If you want to create a new Norton Account, complete the Create new account section, and then click **Submit**.
 - If you currently have a Norton account, complete the I already have an account section, and then click **Log on**.
- 6 In the confirmation panel, click **Next**.

- 7 If the Security panel appears, Symantec recommends that you leave all options checked to use Norton products to protect your computer, and then click **Next** to close the panel.
- 8 Review the Thank You panel, and then click **Close** to allow Norton SystemWorks to perform the following tasks:

Run LiveUpdate	Downloads and installs the latest security protection
Scan Now	Scans your computer to ensure protection

- 9 In the Welcome to LiveUpdate panel, click **Next** to start downloading updates.
This will take several minutes.
- 10 When the updates are complete, click **Finish** to begin the virus scan. This will take several minutes. It is recommended that you allow the scan to complete. Once the scan begins, you can do one of the following:
 - If you want to stop the scan, click **Stop Scan**.
 - If you want to temporarily stop the scan, click **Pause**. When you are ready to restart the scan, click **Resume**.
- 11 In the Scan Complete panel, review the scan details, and then click **Finish**.

If the opening screen does not appear

Sometimes a computer's CD-ROM 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 CD-ROM drive.

- 3 In the list of files, double-click **CDstart.exe**.

Getting started

2

This chapter includes the following topics:

- [Starting Norton SystemWorks](#)
- [Starting Norton GoBack before Windows starts](#)
- [Activating your product](#)
- [Exploring the main window](#)
- [Checking your protection while you work](#)
- [Responding to Norton Protection Center messages](#)
- [For more information](#)

Starting Norton SystemWorks

See [“Responding to Norton Protection Center messages”](#) on page 25.

Norton SystemWorks protects any computer on which it is installed. You do not have to start the program to be protected. If Norton SystemWorks detects a situation that requires your attention, a window appears to help you resolve it.

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

To start Norton SystemWorks

- ❖ Do one of the following:
 - On the Windows taskbar, click **Start > Programs > Norton SystemWorks > Norton SystemWorks**.
 - On the Windows XP taskbar, click **Start > All Programs > Norton SystemWorks > Norton SystemWorks**.
 - On the Windows desktop, double-click the **Norton SystemWorks** icon.
 - On the Windows System tray, double-click the Norton SystemWorks icon.
In Windows XP, the system tray is called the notification area.

To access features from the Norton Tray Manager

- 1 On the Windows desktop, move the mouse pointer over the Norton Tray Manager icon.
Available program icons pop up from the Windows system tray area.
- 2 Right-click an icon, and then select an option from the list.

Starting Norton GoBack before Windows starts

Every time that you start your computer, the Norton GoBack boot menu appears before Windows starts. You are given three seconds to press the spacebar to access Norton GoBack recovery functions. If you do not press the spacebar, your computer starts normally.

If Windows is unable to start, you can use the boot menu to access the Disk Drive Restore feature. This lets you revert your disk drive and protects you from software and system failures.

To start Norton GoBack before Windows starts

- 1 Start your computer.

- 2 When the Norton GoBack Boot screen appears, press the spacebar.
- 3 If you decide not to use the boot menu, click **Continue**. Your computer will proceed with normal startup.

Activating your product

Product activation reduces software piracy and ensures that you are using authentic Symantec software.

If you did not activate your product during installation, you will receive an Activation Needed alert regularly until you activate the product.



You must activate your product within the time period specified by the alert or it will stop working.

You can activate your product from the Activation Needed alert or from the Activation option on the Help menu. Activation should take a few minutes.

To activate your product from the Activation Needed alert

- 1 In the alert, click **Activate Now**.
- 2 Click **OK**.
- 3 In the Activation window, click **Next**.
- 4 In the Activation Successful window, click **Finish**.

To activate your product from the Help menu

- 1 At the top of the main window, click **Help and Support**, and then click **Activation**.
- 2 In the Activation window, click **Next**.
- 3 In the Activation Successful window, click **Finish**.

If you have problems activating

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

A connectivity problem may occur if you are using parental control software. If you suspect that parental controls are blocking the connection, configure the parental controls so that they do not block the activation procedure. You will need to log on to your parental control software as an administrator, or log on to the Internet through your ISP as an administrator to change your configuration.

If parental controls are not the problem, or if you cannot reconfigure your parental controls to resolve the issue, you can activate by phone.

To activate by phone

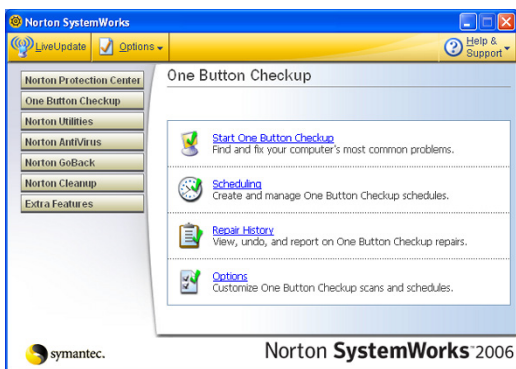


Before you begin, please have paper and a pencil available to write down the unlock code that you will receive at the end of the call.

- 1 Disconnect from the Internet.
- 2 In the Connection Problem window, click **Activate my software by phone**, and then click **Next**.
- 3 In the Phone Activation window, select your country.
- 4 Dial the telephone number that displays in the box to the right.
- 5 Follow the voice prompts that are provided.

Exploring the main window

When you start Norton SystemWorks, the main window opens. Buttons at the top and left side of the main window provide access to all Norton SystemWorks features, options, and online Help.



To explore the main window

- 1 Start Norton SystemWorks.
- 2 On the left side of the main window, click a feature to display its components, and then click a component.
- 3 In the center of the window, click the underlined link that you want to explore.
- 4 At the top of the main window, click a button. You have the following options:

LiveUpdate	Checks for updates to installed Symantec products.
Options	Customizes the general features of Norton SystemWorks. You can access more options while you are running specific programs.
Help & Support	Provides access to the Help for Norton SystemWorks and other installed Symantec products.

Checking your protection while you work

As you use your computer, Norton Protection Center monitors how well your activities are protected from threats, risks, and damage. Before you begin a task, you can use Norton Protection Center to determine if it is safe to continue.

The Norton Protection Center main window summarizes your current protection for different activities such as emailing and Web browsing. It estimates a general level of protection based on the security programs installed on your computer.

A status indicator also appears in the Windows task bar. The status levels are as follows:

Good	No action is required on your part.
Attention required	Some issues require your attention but your computer is not at risk.
Urgent attention	Some issues threaten your computer's data or its ability to perform effectively.

You do not have to start your product to be advised when your protection level falls below Good. Norton Protection Center alerts you if you need to take urgent action. These alerts appear above the Windows task bar.

In addition to providing overall protection status, Norton Protection Center displays your protection level for each of the following categories:

Security Basics	Protects your computer from viruses and other security threats, and ensures that your protection is updated frequently. It reports on whether your hard disk has been scanned for viruses recently, if you have spyware protection, and whether you receive automatic Windows and antivirus updates (if applicable).
Email & Messaging	Protects your email and instant messages from viruses, Internet worms, spam, phishing, identity theft activity, and other risks.
Web Browsing	Protects your computer from viruses and other security risks while you are using your Web browser, downloading or streaming music, and playing games. This category also includes ad blocking and pop-up blocking software, and reports on whether parental control features are blocking undesirable Web sites.
Data Recovery	Protects your files, including photographs, music, and business documents, from being lost due to unexpected crashes, accidental file deletions, program malfunctions, install malfunctions, and other computer failures.

Performance	Keeps your disk drives and Windows operating system running smoothly. This category includes programs that clean up unwanted Internet files, examine and repair hard disk problems, and fix Windows problems. The category also includes programs that provide you with real-time virus, spyware, and other risk protection (if applicable).
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See "Starting Norton SystemWorks" on page 17.

To check protection levels

- 1 In the main window, click **Norton Protection Center**.
- 2 In the Norton Protection Center window, click a protection category.
- 3 Review the list of protection items.

Limited or no protection in a category may often be resolved by adjusting a category setting.

Depending on the type of activity, you can turn an item on or off, change settings, or update the status of a feature that is out-of-date.

To adjust a category setting

- 1 In the Norton Protection Center window, click the protection category name.
- 2 Do one of the following:
 - To turn on protection, click the protection item, and then click **Turn On**.
 - To update protection, click the protection item, and then select one of the available options on the drop-down list.

Responding to Norton Protection Center messages

When a Norton Protection Center message appears, you can take immediate action to improve your protection level. The information in the message describes the situation that is affecting your protection level and suggests how to proceed. You can change alerting and other display behavior using a shortcut menu or the Options menu.

To respond to a Norton Protection Center message

- 1 In the Norton Protection Center window, read the description of the situation.
- 2 Do one of the following:
 - To respond immediately, click **Fix Now**.
 - To get more information, click **more info**.
 - To respond later, click **close**.

To change the types of alerts that Norton Protection Center shows you, use the shortcut menu or the Options dialog box.

To change Norton Protection Center alerting

- ❖ Do one of the following:
 - On the Windows taskbar or system tray, right-click the **Norton Protection Center** icon, and then on the Alert Options submenu, check or uncheck the menu item that you want to change.
 - In the main window, click **Options > Norton Protection Center Options**, and then select the items that you want to change.

For more information

The product documentation provides assistance for using Norton SystemWorks. You can find the information that you need on your computer and on the Web.

Using Help

Help is available throughout your Symantec product. Help buttons and links to more information provide assistance that is specific to the task that you are completing. The Help menu provides a comprehensive guide to all of the product features and tasks that you can complete.

To use Help

- 1 At the top of the main window, click **Help & Support > Norton SystemWorks Help**.
- 2 In the Help window, in the left pane, select a tab. Your options are:

Contents	Displays Help by topic
Index	Lists all keywords for the Help topics in alphabetical order
Search	Opens a search box in which you can type a word or a phrase

You can also print any topic in Help.

To print a topic in Help

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

Window and dialog box Help

Window and dialog box Help is context-sensitive, meaning that it provides help for the window or dialog box that you are currently using.

To access window or dialog box Help

- ❖ Do one of the following:
 - In a window, select any Help link.
 - In a dialog box, click **more info**.

Accessing the User Guide PDF

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



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

To install Adobe Reader from the CD

- 1 Insert the CD into the CD-ROM drive.
- 2 In the window that appears, click **Browse**.
- 3 If applicable, double-click the **WINNT** folder.
- 4 In the CD window, double-click the **Manual** folder.
- 5 If applicable, double-click the **Adobe** folder.
- 6 Double-click the program file.
- 7 Follow the on-screen instructions to select a folder for Adobe Reader, and then complete the installation.

Once you have installed Adobe Reader, you can read the PDF from the CD.

To read the User Guide PDF from the CD

- 1 Insert the CD into the CD-ROM drive.
- 2 In the window that appears, click **Browse**.
- 3 If applicable, double-click the **WINNT** folder.
- 4 In the CD window, double-click the **Manual** folder.
- 5 Double-click the PDF.

You can also copy the User Guide to your hard disk and read it from there.

To read the User Guide from your hard disk

- 1 Open the location into which you copied the PDF.
- 2 Double-click the PDF.

Symantec products on the Web

You can find extensive information about all Symantec products on the Symantec Web site. There are several ways to access the Symantec Web site.

To access the Symantec Web site from the Help menu

- 1 In the main window, click **Help & Support**.
- 2 Select the solution that you want. Your options are:

Help and Support	Takes you to the product support page of the Symantec Web site, from which you can access the knowledge bases and downloads for your product.
Symantec Security Response	Takes you to the Security Response page of the Symantec Web site, from which you can update your protection and read the latest information about antithreat technology.
More Symantec solutions	Takes you to the Symantec Store Web site, from which you can get product information on every Symantec product.

Within your Symantec product, the Reports page contains a link to the Symantec online Virus Encyclopedia, as does the Internet Explorer toolbar.

To access the Symantec Web site from the Reports page

- 1 In the main window, under Norton AntiVirus, click **Reports**.

- 2 On the Reports page, next to Online Virus Encyclopedia, click **View Report**.

To access the Symantec Web site from Internet Explorer

- 1 Open Internet Explorer.
- 2 On the toolbar, click **Norton AntiVirus > View Virus Encyclopedia**.

This option connects you to the Symantec Security Response Web page, from which you can search for information on all types of viruses.

To access the Symantec Web site in your browser

- ❖ On the Internet, go to the following URL:
www.symantec.com



Responding to emergencies

3

This chapter includes the following topics:

- [If you suspect that your computer is infected with a virus](#)
- [If your product won't install](#)

If you suspect that your computer is infected with a virus

If you cannot run the Preinstall Checkup, but you can connect to the Internet, you can run virus detection from the Symantec Security Response Web site.

Scanning for viruses with Symantec Security Check

The Web-based Symantec Security Check scan uses the most up-to-date virus definition files, including definitions that were created after you purchased your product.

To scan for viruses with Symantec Security Check

- 1 On the Internet, visit the Symantec Security Response Web site at the following URL:
<http://security.symantec.com>
- 2 In the Symantec Security Check introductory window, click **Go**.
- 3 In the Symantec Security Check window, under Virus Detection, click **Start**.
- 4 Follow the on-screen instructions to complete the scan.

If your product won't install

If you try to install your product on a computer due to a problem, and you choose not to run the Symantec Preinstall Checkup during installation, start over and run the Symantec Preinstall Checkup as directed.

After running the Symantec Preinstall Checkup, delete the installation files that were left behind in the folder after you initially tried to install.

To delete remaining installation files

- 1 On the Windows taskbar, click **Start > Run**.
- 2 In the Run dialog box, type **%TEMP%**
- 3 Click **OK**.
- 4 With the temp folder open, on the Edit menu, click **Select All**.
- 5 Press **Delete**.



If you are not sure which files should be deleted, move them to a different folder, or do not delete them.

- 6 Close the temp folder window.

After you delete the temporary files, begin the installation again and run the Symantec Preinstall Checkup to be sure that you have resolved the problem.

Service and support solutions

About online support

Symantec offers a range of technical support and customer service options on the Internet at the following address:

<http://service.symantec.com>

On the Symantec support Web site, you can search our technical support knowledge base for help with technical issues, such as installing, configuring, or troubleshooting your Symantec product. You can also find help with subscriptions, rebates, registration, and other nontechnical issues.

The Symantec Web site contains answers to the most common customer questions.



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

About phone support

Should you have a question or problem that you cannot resolve on the support Web site by yourself, the site provides a link to information about fee-based phone support. This support is available to all registered customers. Click the link for phone support. 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 support Web site at the following address:

<http://service.symantec.com>

Subscription policy

If your Symantec product includes virus, threat, firewall, spam, or Web content protection, you may be entitled to receive updates using LiveUpdate. These updates are available through subscription.

Subscription length varies by Symantec product. After your initial subscription ends, you must renew it before you can update your protection. 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 to renew.

Worldwide service and support

Support 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 the following address and select your language:

<http://service.symantec.com>

Region

Contact information

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/

+61 (2) 8879-1000

Fax: +61 (2) 8879-1001

Europe, Middle East,
and Africa

- Symantec Ltd Consumer Services & Support
PO Box 5689 Blanchardstown
Dublin 15 Ireland

http://www.symantec.com/region/reg_eu/

Please check the Web site for the appropriate phone number.

Region	Contact information
Latin America	<ul style="list-style-type: none"><li data-bbox="331 255 940 470">■ Symantec Brasil Av. Dr. Chucri Zaidan, 920 Market Place Tower 12º andar São Paulo - SP CEP: 04583-904 Brasil, SA<li data-bbox="331 470 940 582">■ Portuguese language support: Internet: http://www.service.symantec.com/br Phone: Brazil: +55 (11) 5189-6300<li data-bbox="331 582 940 718">■ Spanish language support: Internet: http://www.service.symantec.com/mx Phone: Mexico: +52 55 5322 3681 (Mexico DF); 01 800 711 8443 (Interior)

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