

From the Norton AntiVirus Quarantine, a file can be sent over the Internet directly to the Symantec AntiVirus Research Center (SARC) for analysis.

Backup Items: For data safety, Norton AntiVirus is preset to make a backup copy of a file before attempting a repair. These backups are also stored in the Quarantine. After the repaired file is verified, you can delete the infected item from the Quarantine.

Items Submitted To SARC: Files sent to SARC for analysis are isolated. After receiving the results of the analysis, you can determine what to do with the item.

About Norton AntiVirus Quarantine

Sometimes Norton AntiVirus detects an unknown virus that can't be eliminated with the current set of virus definitions. Or, you have a file you think is infected that is not being detected. From the Norton AntiVirus Quarantine, a file can be sent over the Internet directly to the Symantec AntiVirus Research Center (SARC) for analysis. SARC determines if your file is infected. If the file is not infected, SARC reports the results to you. If a new virus is discovered in your submission, SARC will create and send you special updated virus definitions to detect and eliminate the new virus on your computer.

You must have an Internet connection to submit a sample and an email address to receive a reply. You are notified by email with the results of the analysis within seven days.

In addition to Quarantined files, the Quarantine stores two other groups of items:

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Norton AntiVirus Quarantine console

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Check to have Norton AntiVirus Quarantine prompt you to initiate a scan when, at startup, Quarantine detects newly updated virus definitions.

Check to enable forwarding of quarantined files to a selected Quarantine server.

Type in or browse to select a Quarantine server where quarantined files are forwarded.

Check to enable password protection of Quarantine options.

Click to display the set password dialog box where you can enter or change a password.

Type a password in the New Password text box; then type it again in the Confirm Password text box.

Type a password in the New Password text box; then type it again in the Confirm Password text box.

Type your existing password in the Old Password text box.

Set/Change Password

Before setting or changing your password, make sure you've selected the items you want protected.

Passwords can be from 1 to 16 characters in length and are not case-sensitive (a is the same as A).

Old Password: If this is the first time you've created a password, this text box is dimmed. If you're changing a password, enter the old one here.

New Password: Enter the new password in the text box. As you enter the new password, Norton AntiVirus replaces the characters in your password with asterisks (*) on the screen for security.

Confirm New Password: Enter the new password again in the text box.

Check to have the option to repair items. The Repair icon will be available in the Quarantine console.

Check to have the option to delete items. The Delete icon will be available in the Quarantine console.

Check to have the option to restore items. The Restore icon will be available in the Quarantine console.

Check to have the option to submit items. The Submit icon will be available in the Quarantine console.

Click to display the network browser where you can specify a server to which quarantined items are forwarded.

Click a network to specify a Quarantine server on the network.

From this browser you can specify a Quarantine server to which quarantined items are forwarded.

Quarantine options Quarantine items

Sometimes Norton AntiVirus detects an unknown virus that can't be eliminated with the current set of virus definitions. Or, you have a file you think is infected that is not being detected. From this dialog box, you can specify which actions will be available for quarantined items.

Quarantine options Backup files

For data safety, Norton AntiVirus is preset to make a backup copy of a file before attempting a repair. These backups, are also stored in the Quarantine. After the repaired file is verifies, you can delete the infected item from the Quarantine. From this dialog box, you can specify which actions will be available for backup items.

Quarantine options Submitted files

Files sent to SARC for analysis are isolated. After receiving the results of the analysis, you can determine what to do with the item. From this dialog box, you can specify which actions will be available for items submitted to SARC.

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Check to export all items.

Check to export the current view only.

Check to export files in standard format.

Check to export files in a comma delimited format.

Export files

From this dialog box you can select files to export and select the format in which they will be exported.

Check to ensure a file is removed from its original location once it is selected for quarantine.

