Options...

Use the Options command to change settings for these categories:

- **Scanner**
- **Auto-Protect**
- **Alerts**
- **Activity Log**
- **Exclusions List**
- **Inoculation**
- **Password**
- **General**

You must select OK to exit the Options dialog box in order to save any changes made.

Categories
Select a category name to see help for that category's settings.
Scanner
Auto-Protect
Alerts
Activity Log
Exclusions List
Inoculation
Password
General

Problems Found/Details of Scan

When Norton AntiVirus finds a virus or inoculation issue, it shows you:

Name: Name of the infected or uninoculated file or boot record, or file or boot record whose inoculation data has changed.

Virus: Name of the virus.

Status: The status of the file or boot record.

If the Problems Found dialog box is displayed, you have the following options:

Repair: Repairs the file or boot record.

Delete: Deletes the file. Boot records cannot be deleted.

Inoculate: Inoculates or reinoculates the file.

Exclude: Adds the file to the exclusions list; it is excluded from future checks for known viruses or for inoculation activity.

Info: The Virus Information dialog box shows more details about the virus.

You should attempt to repair the infected file. If the file cant be repaired, click Contents at the top of this Help window and double-click What to do when Norton AntiVirus alerts you. You will find information on what to do if the file cant be repaired along with other important information.

See also:

Removing Viruses from Files and Boot Records
Resolving Inoculation Issues

Alerts Settings Reference

Categories See Also

Use these settings to configure the way Norton AntiVirus informs you and others of events. For directions, see Customizing Alerts.

Display Alert Message: Tells Norton AntiVirus to add your text to its alert messages. You can enter up to 76 characters in the text box.

Audible Alert: Tells Norton AntiVirus to sound a tone when it detects a virus.

Remove Alert Dialog After (X) Seconds: Specifies the number of seconds (between 1 and 99) that a notification dialog stays on your screen.

Alert Others

Use these settings to set network-specific options.

Alert Network Users: Messages from Norton AntiVirus are sent to other users on your network. Type the names of the users in the text box or select the browse button and select users from the list that appears.

Network Console: Messages from Norton AntiVirus are sent to the network server.

Alert Norton AntiVirus NLM If Present: Messages from Norton AntiVirus are sent to the Norton AntiVirus NetWare Loadable Module (NLM) if it is present on your network.

Others... Button: If you checked an option in the Alert Others group box, select this button. It opens the Alert Others dialog box, where you select the types of events to inform other network users about.

Customizing Alerts

Activity Log Settings Reference

Categories See Also

Use these settings to determine what events Norton AntiVirus records in the activity log. For directions, see Using the Activity Log.

Log Following Events:

Known Virus Detections: Records known virus detections.

Unknown Virus Detections: Records unknown virus detections.

Inoculation Activities: Records detections of uninoculated files and files that have changed since they were inoculated.

Virus-Like Activities: Records virus-like activity detections.

Completion of Scans: Records end times of scans that you initiate.

Virus List Changes: Records deletions and updates that you make to the virus list.

Limit Size of Log File to (amount) Kilobytes: Sets size of the activity log file. When the file grows to the size you specify, Norton AntiVirus starts deleting the oldest entries as it adds new ones.

Activity Log Filename: Lets you type a path and filename for the activity log file. You can also select the browse button to go to the Log File dialog box to select an existing file or a path for a new file.

Using the Activity Log
Activity Log Filter

Activity Log Filter

You can filter the activity log to display any combination of the events listed here:

Known Virus Detections: Detections of viruses that Norton AntiVirus can identify by name.

Unknown Virus Detections: Detections of viruses for which Norton AntiVirus has no virus definition data.

Inoculation Activities: Detections of uninoculated files or changes in a file's inoculation data.

Virus-Like Activities: Detections of activities that Norton AntiVirus has determined to be the work of a possible unknown virus.

Completion of Scans: The dates, times, and durations of scans.

Virus List Changes: Any modifications to the virus database, with the date and time the change was made.

Dated: Entries for a date or range of dates. Used only in conjunction with one or more event types.

See also:

Using the Activity Log

Alert Others

Use these settings to determine what alerts to send to the network users you selected. For directions, see Customizing Alerts.

Alert others when the following events occur:

Known Virus Detections: Norton AntiVirus detects a virus that it can identify by name.

Unknown Virus Detections: Norton AntiVirus detects a virus for which it has no virus definition.

Inoculation Activities: Norton AntiVirus detects an uninoculated file or a change in a file's inoculation data.

Virus-Like Activities: Norton AntiVirus detects an activity that it perceives as the work of a possible unknown virus.

Completion of Scans: Informs others when a scan ends.

Virus List Changes: Informs others when any modifications are made to the virus list.

Registration Activities: Informs others of changes to registered files.

See also:

Alerts Settings Reference

Norton AntiVirus Main Window

If you have completed a full install of Norton AntiVirus...

YOU ARE ALREADY PROTECTED

Every time you start up your computer, Norton AntiVirus:

- Automatically scans the root directory on your hard drive and monitor all programs you run for viruses
- Alerts you immediately if a virus is found

From this main window you can choose:

- Scan Now to scan selected drives immediately.
- Options to display a set of choices for customizing virus protection
- Virus List to see information about specific viruses
- Scheduler to schedule regular scans for extra precaution
- Activity Log to see a record of recent virus activity
- LiveUpdate to automatically update your virus protection
- Definitions to see if you need to update your virus protection
- Scan, Tools, or Help to display menu choices, including Rescue Disk Update

For more information, choose Contents on the Help Menu.

Exclusions List Settings Reference

Categories **See Also**

An exclusion is a condition or activity that would normally be detected during a scan, but you have told Norton AntiVirus not to look for in a particular file.

Use the Exclusions List settings to view and change files you want excluded from selected Norton AntiVirus protection. You use the Add..., Edit..., and Delete buttons to make changes to the list. For more information, see Modifying the Exclusions List.

Select a file in the **Items** group box to see what activities it is excluded from.

Add...: Define exclusions for a file, group of files using wildcards, or a directory.

Edit...: Change the exclusions for a selected file.

Delete: Remove a selected file and its exclusions from the exclusions list.

NOTE 1: Excluding files reduces your protection level. Use sparingly. Also be advised that renaming or moving a file invalidates its exclusions.

NOTE 2: You must disable and then enable Auto-Protect again before it will recognize any of your new settings.

Add/Edit Exclusion

Item...

Type the path and filename if you know it; click the browse button (the open folder) and select the drive, directory, and file type from the other list boxes, then select the file from the list box.

Include Subdirectories: Also exclude files in the subdirectories of the item. Only applies if the item is a directory.

Exclude From...

Known Virus Detection: Exclude the item from checks for known viruses.

Unknown Virus Detection: Exclude the item from checks for unknown viruses.

Inoculation Detection: Exclude the item from checks to see if it has been inoculated and for inoculation changes.

Low-Level Format of Hard Disk: Exclude the item from checks for attempts to perform a low-level format of your hard disk, which obliterates all information on the disk.

Write to Hard Disk Boot Records: Exclude the item from checks for attempts to write to the boot records on your hard disk. This action is performed legitimately by very few programs.

Write to Floppy Disk Boot Records: Exclude the item from checks for attempts to write to the boot record on a floppy disk. This action is performed legitimately by few programs.

Write to Program Files: Exclude the item from checks for attempts to write to a program file. Some programs save configuration information within themselves rather than in a separate file.

Read-Only Attribute Change: Exclude the item from checks for attempts to change a read-only file so that it can be written to.

See also:

Exclusions List Settings Reference
Modifying the Exclusions List

Select Exclude File

Select a file to exclude and select OK.

File Name: Type the path and filename if you know it; click the browse button (the open folder) and select the drive, directory, and file type from the other list boxes, then select the file from the list box.

Drives: The drive shown in the window is selected; to select a different drive, use the drop-down list box.

Directories: Select a directory.

List Files of Type: Select the type of file from the drop-down list box. All files of the selected type will appear in the File Name list box.

General Settings Reference

Categories **See Also**

Use these settings to configure general Norton AntiVirus activity.

Backup File When Repairing: Norton AntiVirus makes a copy of the infected file before repairing it.

Enter an extension to be used for the backup file (the default is .VIR). If you have more than one backup for the same file, the extension will be modified successively (that is, .VIR, .VI1, .VI2, and so on). You should delete all backup files when you know that the repair operation was successful. Be advised that all files with the backup extension will be added to the exclusions list and will not be checked for known viruses.

LiveUpdate Automation: Norton AntiVirus launches LiveUpdate automatically when virus definitions files need updating. It is recommended that you check this.

Customizing Scanner Options

Password Settings Reference

Categories **See Also**

Use these settings to define what features you want password-protected, and to set or change the password. For directions, see Customizing Password Protection.

Password Protect: Activates the Set Password button so you can open the Set Password dialog box and set a password. Turning this off removes all password protection.

Maximum Password Protection: Sets password protection for all Norton AntiVirus features listed. You will not be able to access any of these features without the password.

Custom Password Protection: Sets password protection for the items you select in the list box. You will not be able to access any of these features without the password.

Note that the Password category is automatically protected whenever any other feature is protected.

Customizing Password Protection
Set/Change Password

Set/Change Password

Before setting or changing your password, make sure you've selected the items you want protected. See Customizing Password Protection for instructions.

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, type the old one here.

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

Confirm New Password: Type the new password again in the text box. The features you selected are password protected the next time you start Norton AntiVirus.

See also:

Password Settings Reference

Inoculation Settings Reference

Categories **See Also**

Use these settings to change inoculation activity. You can inoculate the boot records and system files on your hard disk and any program file. Norton AntiVirus uses the program file extensions list to determine if a file is a program file. For directions, see Customizing Inoculation. For more information, select the See Also button at the top of this window.

Inoculate Boot Records and System Files: Causes Norton AntiVirus to inoculate the master boot record, boot records, and system files on your hard disk during the next scan you perform. This information is checked on every scan.

Inoculate Program Files: Causes Norton AntiVirus to inoculate all program files on hard disks and network drives.

Inoculate Files on Floppies: Causes Norton AntiVirus to also inoculate all program files on floppy disks.

How to Respond...

When an Item has not been Inoculated:

Select one of these options from the drop-down list box:

Prompt: Informs you when it finds an uninoculated program file or boot record and allows you to choose how to respond.

Inoculate Automatically: Inoculates each uninoculated program file and boot record as soon as it is detected.

Notify Only - Don't Inoculate: Informs you but takes no action when it encounters an uninoculated program file or boot record.

Deny Access: Informs you that a program file is not inoculated and prevents you from using that file. This option does not apply to boot records.

When an Inoculated Item has Changed:

Select one of these options from the drop-down list box:

Prompt: Informs you when it finds a program file or boot record that has changed and allows you to choose how to respond.

Notify Only - Don't Inoculate: Informs you but takes no action when it encounters a changed file or boot record.

Deny Access: Informs you that a program file has changed and prevents you from using that file. This option does not apply to boot records.

Buttons to Display if Prompted:

Select the buttons you want to appear when an inoculation issue is found:

Repair: Allows you to repair a file or boot record with an inoculation change.

Delete: Allows you to delete a file with an inoculation change. Boot records cannot be deleted.

Inoculate: Allows you to inoculate or reinoculate the file or boot record.

Continue: Allows you to continue scanning or accessing the file with no change to its inoculation data.

Stop: Allows you to stop scanning or accessing the file with no change to its inoculation data.

Exclude: Allows you to exclude the file from future inoculation checks.

Inoculation Path: Type a directory for the inoculation file.

When you inoculate program files and boot records, an inoculation file is placed in the specified location on each drive you inoculate.

Auto-Protect Settings Reference

Categories See Also

Use these settings to automate protection. For directions, see Customizing Automatic Protection or select the See Also button at the top of this window.

Scan a File When:

Run: Scans a program file each time you run it.

Opened: Scans files whenever they are opened, such as when you copy a file.

Created: Scans files when they are created on your drive by an installation program, by compressing or uncompressing a file, or by some other means.

What to Scan:

All Files: Scans all files you access. This includes files less likely to contain viruses.

Program Files Only: Scans files with the extensions contained in the program file extensions list. These are the files most likely to be infected.

Program Files button: Takes you to the program file extensions list, where you can see, add, or delete file extensions.

When a Virus is Found:

Prompt: Informs you when a known virus is found and allows you to choose how to respond.

Deny Access: Prevents you from using a file when a known virus is detected.

Repair Automatically: Repairs an infected file or boot record without notifying you. The outcome of the repair is recorded in the activity log.

Note that, by default, Norton AntiVirus makes backup copies of files before they are repaired. See General Settings for more information.

Delete Automatically: Deletes an infected file as soon as a known virus is detected. The name of the deleted file is recorded in the activity log.

Halt Computer: Halts your computer when a known virus is detected. You must then restart your computer.

Buttons to Display if Prompted:

Repair: Allows you to repair the file.

Delete: Allows you to delete the file. If the virus infects an item that cannot be deleted, such as a boot record, the button is dimmed.

Continue: Allows you to continue accessing the file. If you select the Continue button when a virus is found, you may activate the virus.

Stop: Allows you to stop accessing the file. The virus will not be activated, but the file will still be infected.

Exclude: Allows you to exclude the file from being checked for known viruses. (Use sparingly!)

Other Settings:

Advanced: See Auto-Protect Advanced Settings

Startup: See Auto-Protect Startup Settings

Sensor: See Auto-Protect Virus Sensor Settings

Auto-Protect Advanced Settings

Use these settings to have Norton AntiVirus check for virus-like activities and scan floppy disks for boot viruses before using them. For directions, see Monitoring for Virus-Like Activities and Monitoring Floppy Disks.

Virus-Like Activity Monitors

These settings determine what Norton AntiVirus does when it detects each virus-like activity.

For each activity, your choices are:

Prompt: Informs you when a program tries to perform the activity and allows you to decide whether the activity should continue, stop, or be excluded for the program. This choice provides you with the best combination of flexibility and protection.

Allow: Allows the activity to continue every time without informing you. Selecting Allow offers you no protection against an unknown virus performing that activity.

Don't Allow: Prevents the activity from occurring every time it is detected. This selection provides the greatest protection, but can impede your work.

Virus-Like Activities:

Low-Level Format of Hard Disk: A low-level format of your hard disk obliterates all information on the disk, and it cannot be recovered. This type of format is generally performed at the factory only. Detection of this activity almost certainly indicates an unknown virus at work.

Write to Hard Disk Boot Records: Your hard disk boot records should be written to only by very few programs. Detection of this activity often indicates an unknown virus at work.

Write to Floppy Disk Boot Records: Floppy disk boot records should only be written to by few programs. Detection of this activity can indicate an unknown virus at work.

Write to Program Files: Program files are written to by programs that save configuration information within themselves rather than in a separate file. This activity occurs legitimately more often than the preceding activities, although it can also indicate the presence of a virus.

Read Only Attribute Change: Many programs change a file's read-only attribute, so this activity is least likely to indicate a virus at work. Some viruses, however, will change this attribute, so they can write their viral code to the file.

Check Floppies:

Boot viruses are most likely to spread through floppy disks, so it's important to check every floppy disk you use. Use these settings to ensure maximum safety automatically.

Check Floppies for Boot Viruses Upon Access: Checks for boot viruses on each floppy disk you access.

Check Floppies when Rebooting Computer: Checks a floppy disk in drive A: for boot viruses when you restart your computer by pressing Ctrl+Alt+Del.

When Rebooting, Check Both Drives (A and B): Also checks a floppy disk in drive B: for boot viruses when you restart your computer by pressing Ctrl+Alt+Del. Check this option if you have a system that can boot from a disk in your B: drive.

CAUTION: These last two options do NOT offer protection when you restart your computer using the power switch or Reset button.

See also:

Monitoring the Files You Use
Monitoring During Startup
Monitoring for Virus-Like Activities
Setting Up Automatic Protection
Customizing Auto-Protect Options
Auto-Protect Settings Reference
Monitoring for Unknown Viruses

Auto-Protect Startup Settings

Use these settings to define what automatic protection does when you start up your computer. For directions, see Monitoring During Startup.

What to Scan Upon Startup (We recommend that you check all of these items.)

Memory: Scans for any viruses resident in your computer's memory. A virus found at this point would indicate an infection in one or more programs run prior to the time that the automatic protection feature is loaded.

Master Boot Record: Scans for boot viruses in the master boot record.

Boot Records: Scans for boot viruses in the boot records on your hard disk.

Bypass Keys

This specifies the keystroke combination you want to use to prevent automatic protection for DOS from loading at startup. The options are: **None**, **Both Shift Keys**, **Both Alt Keys**, **Both Ctrl Keys**.

If you do **not** want to allow the automatic protection feature to be bypassed, select None.
WARNING: If you are using MS-DOS 6.0, do not select the Both Shift Keys option. It will cause both the CONFIG.SYS and AUTOEXEC.BAT files to be bypassed completely.

TIP: To bypass the automatic protection feature, press and hold both of the specified keys during the entire boot process.

Check **Auto-Protect Can Be Disabled** to make it possible to turn off Auto-Protect temporarily, for example, if you need to run programs that might conflict with Norton AntiVirus.

Check **Hide Icon In Windows** if you don't want the Norton AntiVirus Auto-Protect icon displayed on your Windows desktop. This is not recommended.

See also:

Monitoring During Startup
Auto-Protect Settings Reference

Scanner Settings Reference

Categories See Also

Use these settings to customize the way Norton AntiVirus scans for viruses when you initiate scans. For directions, see Customizing Scanner Options or select the See Also button at the top of this window.

What to Scan...(We recommend you check all of the first three items: Memory, Master Boot Record, and Boot Records.)

Memory: Checks for viruses resident in your computer's memory before any files are scanned. If a virus is in memory while you are scanning, every file scanned can become infected.

Master Boot Record: Checks for boot viruses in the master boot record of your hard disk.

Boot Records: Checks for boot viruses in the boot records on your hard disk and on any floppy disk that you scan.

All Files: Scans all files on your disk. This includes files that are less likely to contain viruses.

Program Files Only: Scans files with the extensions contained in the program file extensions list. These are the files most likely to become infected.

Program Files button: Takes you to the program file extensions list, where you can see, add, or delete file extensions.

Within Compressed Files: Scans files compressed using the PKZIP utility.

When a Virus is Found:

Prompt: Informs you when a virus is found and allows you to choose how to respond. Select Prompt to have the most control over what happens to an infected file.

Notify Only: Informs you when a virus is found, but does not allow you to repair or delete the infected file.

Repair Automatically: Repairs an infected file or boot record as soon as a virus is detected. You are informed of the results at the end of the scan.

Delete Automatically: Deletes an infected file as soon as a virus is detected. You are informed of the deletion at the end of the scan.

Halt Computer: Halts your computer when a virus is detected. You must then restart your computer.

Buttons to Display if Prompted:

If you select the Prompt setting above, you can select from these options in the group box:

Repair: Allows you to repair the file or boot record. If the virus infects an item that cannot be repaired, such as a compressed file, the button is dimmed.

Delete: Allows you to delete the file. If the virus infects an item that cannot be deleted, such as a boot record, the button is dimmed.

Continue: Allows you to continue scanning without resolving the problem. (This button only appears if you use the Immediate Notification option.)

Exclude: Allows you to exclude the file from being checked for known viruses. (Use sparingly!)

Advanced... button: This contains more options, including network scanning, immediate notification when a virus is found, and drive preselection. For additional information see Scanner Advanced Settings.

Scanner Advanced Settings

Use these settings to further customize the way Norton AntiVirus scans for viruses when you initiate scans. For directions, see Customizing Scanner Options

Advanced Settings

Allow Network Scanning: Allows Norton AntiVirus to scan entire network drives. (This can be very time-consuming.)

Allow Scanning To Be Stopped: Enables the Stop button in the Scan Progress dialog box, allowing you to stop a scan in progress.

Immediate Notification: Displays an alert box whenever a problem is detected while scanning. This allows you to respond immediately, without waiting until the scan is completed.

Preselect at Start

All Floppy Drives: All floppy drives are automatically selected to be scanned when you start Norton AntiVirus.

All Hard Drives: All hard drives are automatically selected to be scanned when you start Norton AntiVirus.

All Network Drives: All network drives automatically selected to be scanned when you start Norton AntiVirus. (You must have checked Allow Network Scanning before you can scan network drives. Your network access privileges will affect the drives on which you may repair and delete files.)

Activity Log

For directions on how to use the Activity Log, see Using the Activity Log.

Use the activity log to view a record of Norton AntiVirus activities. Which activities are recorded is specified in the Options - Activity Log Settings dialog box. These include:

- A record of known and unknown virus and virus-like activity detections.
- A list of files that have changed since they were inoculated or have not been inoculated.
- The end times of scans that you initiate.
- A record of when you make changes to the virus list.

You can print the entries displayed in the log, filter the entries to display only those of interest, and clear the log to remove all entries.

Print...: Outputs the entries to a printer or to a file whose name and path you can specify.

Filter...: Allows you to filter the activity log to display specific categories of entries. See Activity Log Filter for choices.

Clear...: Deletes all entries in the activity log.

See also:

Activity Log Settings Reference

Clear Activity Log

Select **Yes** to erase everything in the activity log. Otherwise, the log expands indefinitely or until it reaches the maximum size you've set in the Activity Log Settings.

See also:

Using the Activity Log

Activity Log File Name

Select an activity log file and select OK.

File Name: Type the path and filename if you know it; otherwise click the browse button (the open folder) and select the drive, directory, and file type from the other list boxes, then select the file from the list box.

Drives: The drive shown in the window is selected; to select a different drive, use the drop-down list box.

Directories: Select a directory.

List Files of Type: Select the type of file in the drop-down list box. All files of the selected type will appear in the File Name list box.

Virus List

Use the virus list to view, print, or delete virus information. For directions, see Viewing the Virus List.

Display: Lets you select what viruses to view: all viruses, common viruses, program viruses, boot viruses, stealth viruses, polymorphic viruses, or multipartite viruses.

Virus list box: Shows a list of virus names and what kind of files (programs, boot records, or both) the virus infects.

Info...: Displays detailed information about a selected virus.

Print...: Outputs the virus list to a printer or file.

Delete: Allows you to delete a virus and its definition from the virus list.

See also:

Viewing the Virus List

Delete Virus Definition

WARNING: Do not delete a virus definition unless you are sure you don't need it. Once a virus definition is deleted, files and boot records are no longer protected from that virus.

If you delete a selected virus definition, it is marked as deleted in the virus list box. The next time you access the virus list, that virus will not appear.

For directions, see Viewing the Virus List.

Virus Information

The Virus Information dialog box gives detailed information about the virus you selected in the virus list box. Use the arrow buttons to page forward or back to the next or previous virus in the list box. For directions, see Viewing the Virus List.

Virus Name and Aliases: The most common names by which the virus is known.

Infects: What files or boot records the virus attacks.

Likelihood: Options are: Common and Rare.

Length: Length, in bytes, of the virus code.

Characteristics:

Memory Resident: Stays in memory after it activates.

Size Stealth: Tries to conceal itself from detection by disguising its size.

Full Stealth: Tries to conceal itself from detection by disguising its size and attributes.

Triggered Event: Performs some action based on certain criteria (for example a date on the computer's system clock).

Encrypting: Encrypts its code to make detection more difficult.

Polymorphic: Appears differently in each infected file.

Comments: Further description of the selected virus's characteristics.

Inoculation

Use this dialog box to inoculate or uninoculate specified program files. For directions, see Inoculating Files.

Settings:

Inoculate Item: Designates that any item specified is to be inoculated.

Uninoculate Item: Designates that any item specified is to be uninoculated.

Item: Specifies what item (drive, directory, group of files, or file) is to be inoculated or uninoculated. You can use a wildcard to specify a group of files. You can also use the browse button to select a single file.

Include Subdirectories: Designates that any program files in subdirectories of a directory are also to be inoculated or uninoculated. Applies only if the item is a directory.

Why inoculate?

Inoculation is a form of prevention against unknown viruses. When a file or boot record has been inoculated, it is checked against its inoculation data each time it is scanned if the Inoculate Program Files option or Inoculate Boot Records and Systems Files option has been selected in the Options - Inoculation Settings dialog box. Changes in inoculation data can indicate the presence of an unknown virus.

What causes an inoculation change?

An inoculation change could occur for the following reasons:

- A change to the file for legitimate purposes. For example, you may have installed a new version of the software and forgotten to inoculate the new program file.
- An unknown virus that is not in the definitions file -- either because Norton AntiVirus doesn't have a definition for it or you don't have the most recent definitions.

Why uninoculate?

If you are removing a program from your drive or no longer want to use inoculation, you should uninoculate files to remove the inoculation data and free up space on your disk.

See also:

Inoculating Files
Customizing Inoculation
Monitoring for Unknown Viruses.

Select File to Inoculate

Select a file to inoculate and select OK.

File Name: Type the path and filename if you know it; otherwise select the drive, directory, and file type from the other list boxes, then select the file from the list box.

Drives: The drive shown in the window is selected; to select a different drive, use the drop-down list box.

Directories: Select a directory on the selected drive.

List Files of Type: Select the type of file from the drop-down list box. All files in the directory of the selected type will appear in the File Name list box.

Program File Extensions

Program files are the files most likely to become infected and spread viruses. When you configure Norton AntiVirus to scan program files only, it looks at the program file extensions list and scans only files with extensions in the list. Recently a new category of viruses, called macro viruses, have been included in the program files extensions list. They have extensions like .dot, .doc, and .xls.

Use the Program File Extensions dialog box to add new extensions, to delete extensions, and to reset the extensions to the original list installed with Norton AntiVirus. The list contains the most common extensions for executable files. A file must be executable for a virus to spread from it.

Add...: Allows you to add an extension (you'll be prompted to type the extension's letters).

Delete: Deletes the extension you've selected in the list.

Default: Resets the extensions to the original list installed with Norton AntiVirus.

See also:

Add Program File Extension

Add Program File Extension

Because viruses can infect document files such as Word or Excel, you should add any file extensions that you may use to name the documents you create (for example, MYFILE.NEW). In this case, you would add.NEW to the file extensions list.

Type a new extension in the **Extension to Add** text box (up to three characters). You may use wildcards in the extension, but not to represent all three characters.

This new extension is added to the program file extensions list, and Norton AntiVirus will treat any files with this extension as program files when it scans for viruses and inoculates.

Printing

In most cases Norton AntiVirus can print information to a printer or to a file.

Print to Printer: Sends the information to a printer.

Print to File: Outputs the information to a text file. Type the pathname for the file or use the browse button to select a path or to overwrite an existing file.

Overwrite or Append

You are about to overwrite an existing file with the file you're printing to disk.

Select **Overwrite** to replace the old file.

Select **Append** to add information to the existing file.

Select **Cancel** to go back and change the filename.

Print to File

To locate a specific file:

1. Select a drive in the Drives list box. The Directories and Files list boxes change to reflect your selection.
2. Select a directory in the Directories list box.
   The Files list box changes to reflect your selection.
3. Select a file from the Files list box.
4. Click OK.
   Or,
   Type the path and filename in the File Name box and click OK.

Virus Found Information

When Norton AntiVirus finds a virus, you can display information about the infection.

File Name: The name of the infected file and its path.

Status: Whether it is infected, repaired, or deleted.

Virus Name and Aliases: The most common names by which the virus is known.

Infects: What files or boot records the virus attacks.

Likelihood: Options are: Common and Rare.

Length: Length, in bytes, of the virus code.

Characteristics:

Memory Resident: Stays in memory after it activates.

Size Stealth: Tries to conceal itself from detection by disguising its size.

Full Stealth: Tries to conceal itself from detection by disguising its size and attributes.

Triggered Event: Performs some action based on certain criteria (for example a date on the computer's system clock).

Encrypting: Encrypts its code to make detection more difficult.

Polymorphic: Appears differently in each infected file.

Comments: Further description of the selected virus characteristics.

See also:

Removing Viruses from Memory
Removing Viruses from Files and Boot Records

Virus Information

Virus Name and Aliases: The most common names by which the virus is known.

Infects: What files or boot records the virus attacks.

Likelihood: Options are: Common and Rare.

Length: Length, in bytes, of the virus code.

Characteristics:

Memory Resident: Stays in memory after it activates.

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Encrypting: Encrypts its code to make detection more difficult.

Polymorphic: Appears differently in each infected file.

Comments: Further description of the selected virus's characteristics.

Repair/Delete/Inoculate File

Repair: Repairing a file or boot record removes the virus and/or returns the file to its original state. Select **Repair All** to have Norton AntiVirus repair all the infected files found during the scan.

Delete: Files deleted by Norton AntiVirus cannot be recovered. After you have deleted the file, you can replace it with an uninfected copy. Select **Delete All** to have Norton AntiVirus delete all the infected files found during the scan.

Inoculate: Files will be inoculated or reinoculated depending on the issue. Select **Inoculate All** to have Norton AntiVirus inoculate all the files found to have inoculation activity.

See also:

Scanning Drives
Removing Viruses from Files and Boot Records

Scan Results

The Scan Results dialog box summarizes information about the scan just performed.

Summary: Reports if infected files, infected boot records, or inoculation issues were found.

Items Scanned: Lists the drives, directories, or files that were scanned.

File Type: Lists the types of files that were scanned.

Inoculation: Reports whether inoculation was active or disabled.

Other Settings: Reports on other settings, such as whether compressed files were included in the scan.

Scan Time: Reports the duration of the scan.

Item:

Scanned: Lists whether memory, master boot record, boot records, and/or files were scanned.

Infected: Lists what items, if any, were infected.

Cleaned: Lists whether infected items were cleaned. (That is, whether the affected file was deleted, repaired, or inoculated.)

Select **Print...** to output this summary to a printer or to a file.

Select **Details...** to see more information. This button is dimmed if no problems were found.

Scan Directory

Use this dialog box to specify and scan a directory on one of your disks.

Type in the directory path to be scanned, or select it from the list box. Then select the Scan button. If you want subdirectories included in the scan, be sure to check the **Include Subdirectories** option.

See also:

Scanning a Directory

Scan File

Use this dialog box to select and scan one file. Type the filename in the text box or select it from the list box, then select the Scan button.

See also:

Scanning Files

Open Setup File

Select a setup file from the list box, or type the name of a new one, then select OK. The default setup file name is _DEFAULT.NNS.

A setup file contains the settings for installing, updating, and using NAV on a workstation. You can create one setup file for everyone to use, or you can create different setup files for different groups of users.
TIP: It's a good idea to create one "master" setup file that you can then modify, using the Save As... command in the File menu to save the modified file under a new name.

Save Setup File

Use the Save Setup File command to save your changes. The setup file should reside in the network directory containing the Norton AntiVirus program files.

When you make changes to the Install/update Settings, the Norton AntiVirus files on the workstation are automatically updated the next time the user logs onto the network.

Auto-Protect Virus Sensor Settings

Use Virus Sensor Technology

Check this option to use the full power of Norton AntiVirus to detect unknown viruses. These are viruses for which Norton AntiVirus may not have a name or definition yet.

When an Unknown Virus is Found:

Prompt: Informs you when an unknown virus is found and allows you to choose how to respond. Select this option to have the most control over what happens to an infected file.

Repair Automatically: Repairs an infected file as soon as an unknown virus is detected. The repair is recorded in the activity log.

Delete Automatically: Deletes an infected file without asking you. The deletion is recorded in the activity log.

Halt Computer: Halts your computer when an unknown virus is detected. You must then restart your computer.

Buttons to Display if Prompted:

If you select the Prompt setting above, you can select from these options on the drop-down list:

Repair: Allows you to repair the file.

Delete: Allows you to delete the file.

Continue: Allows you to continue working. The file is still infected and the virus will be activated the next time you access the file.

Exclude: Allows you to exclude the file from being checked for unknown viruses. (Use sparingly!)

Stop: Does not allow you to continue

Select Network Users

To send messages from Norton AntiVirus to other users on your network, select the server, the type and the names of those available from the lists.

Credits

Software Development

Jonathan Allee, Jim Belden, Tim Cashin, Mark Zaremba.

Quality Assurance

Kerry Boyte, Paul Davis, Craig Lance, Rion Millen, Howard Mora, Greg Patterson, Scott Smith

Product Management

Lily De Los Rios, Sharon Ruckman

Documentation and On-line Help

Elizabeth Anders, Karen Goldsmith, Robert Hoffman, Robert Squires

Technical Support

Christine Frazer, Todd Kieser, Michael Logue

Engineering Services

Frank Arjasbi, Steve Blackmoore**,** Jennifer Brawer, Annette Brown, Alfred Ghadimi, Romey Keys, Sheelagh O'Connor, Vickie VonBergen

Configuration Management

Justin Chang, Renal Fuller, Helen Kim

External Test

Erick Bryant, Richard Espy, Will Jobe, Bob Kirwin

SARC

Diop Bankole, Frank Barajas, Matt Candeleria, Philip Debats, Tigran Khanpapyan, Maryl Magee, Charles Renert

About...

This command displays information about the product version.

Verify Password

Type your password to access the feature.

System Messages

This is an alphabetical list of the error messages you may see while using Norton AntiVirus. Note that whenever an item such as <FILENAME> or <DRIVE> appears, it is replaced by an actual filename or drive in the message on your screen

**** Cannot execute NAV.OVL; file not found.**

The file NAV.OVL could not be found. You should reinstall Norton AntiVirus.

Enter directory for NAV.OVL (Enter to quit)

The file NAV.OVL could not be found in the Norton AntiVirus directory. You should reinstall Norton AntiVirus.

Error on drive <DRIVE>. Drive or device not ready.

Norton AntiVirus could not access the specified drive because the drive door is open or there is a problem with the drive.

NAVOPTS.DAT file not found, default settings loaded.

Norton AntiVirus could not find the file that contains the configuration settings. Norton AntiVirus loaded with the default settings.

Norton AntiVirus 4.0 Auto-Protect already found in memory.

This message appears when you are trying to load automatic protection and it is already loaded.

Norton AntiVirus 4.0 Auto-Protect cannot be unloaded.

Automatic protection cant be unloaded because it is not loaded in memory.

Norton AntiVirus 4.0 Auto-Protect requires the presence of CLOAKING.EXE.

Automatic protection cant be loaded because CLOAKING.EXE, the file required to load Norton AntiVirus into EMS, is not stored in the same directory where Norton AntiVirus resides.

Norton AntiVirus 4.0 Auto-Protect disabled but still in memory.

Automatic protection is not active, but is still in your computers memory because:

- it is loaded as a device driver. Device drivers cannot be unloaded from memory
- another TSR was loaded after the Auto-Protect TSR

Norton AntiVirus 4.0 Auto-Protect is in memory.

Automatic protection is in memory and is active.

Norton AntiVirus 4.0 Auto-Protect is not in memory.

Automatic protection is not loaded.

Norton AntiVirus 4.0 Auto-Protect network redirection turned off.

The /NR- switch was used to disable detection of a network redirector.

Norton AntiVirus 4.0 Auto-Protect network redirection turned on.

The /NR+ switch was used to enable detection of a network redirector.

Norton AntiVirus 4.0 Auto-Protect not loaded, bypass keys were pressed.

Automatic protection did not load into your computers memory because the bypass keys were pressed at startup.

Norton AntiVirus 4.0 Auto-Protect self-test failed. Reboot from your rescue disk and then reinstall Norton AntiVirus.

The automatic protection files are damaged. Reinstall Norton AntiVirus.

Not enough memory to run Norton AntiVirus. Free <number> bytes and try again.

Your computer does not have enough conventional memory to load Norton AntiVirus because there are terminate-and-stay-resident programs taking up space in conventional memory. Norton AntiVirus uses very little conventional memory. This message probably also appears when you attempt to run other programs.

Options file not found. Using NAVOPTS.DAT

Norton AntiVirus could not find the specified configuration settings file, so it instead loaded with the default settings contained in NAVOPTS.DAT.

Unable to access drive: <DRIVE>.

Norton AntiVirus could not access the specified drive because the drive door is open or there is a problem with the drive.

Unable to complete scan.

Norton AntiVirus found more problems (infected files or inoculation changes) than can be reported at one time. Correct the problems reported, then scan again. Norton AntiVirus will report any additional problems it finds.

Unable to delete write-protected file <FILENAME>.

The file Norton AntiVirus is trying to delete is a write-protected file or in a directory for which you dont have write access.

Unable to find the virus definitions files.

The files that Norton AntiVirus uses to detect known viruses cannot be found. You should reinstall Norton AntiVirus or get updated copies of the virus definitions files. See Symantec Service and Support Solutions in the back of this manual for information on getting updated virus definitions files.

Unable to load SYMEVNT.386.

The command to load SYMEVNT.386 was not found in the SYSTEM.INI file. To resolve this problem, add the following line to the [386Enh] section of your SYSTEM.INI file:

DEVICE=SYMEVNT.386

Unable to load VIRSCAN1.DLL.

The VIRSCAN1.DLL file was not found in the Norton AntiVirus directory. Reinstall Norton AntiVirus.

Unable to open system messages file.

The system messages files are not in the Norton AntiVirus directory. Reinstall Norton AntiVirus.

Unable to print the requested information.

The data cannot be printed because the printer is not connected or not online.

Unable to read the boot record.

Norton AntiVirus was not able to access the boot record to check it for inoculation. This message can occur if you are using a program that locks the boot record in some way, preventing Norton AntiVirus from accessing it.

Unable to read the master boot record.

Norton AntiVirus was not able to access the master boot record to check it for inoculation. This is likely to be a hardware problem. This message also occurs if you are using a program that locks the boot record in some way, preventing Norton AntiVirus from accessing it.

Unable to reinoculate boot records and system files on drive <DRIVE>.

The boot records and system files cannot be reinoculated because you dont have read-write access to the inoculation file.

Unable to update activity log file.

The activity log could not be updated because you dont have read-write access to it.

Unable to update exclude file.

The exclusions list file could not be updated because you dont have read-write access to it.

Unable to update inoculation file.

The inoculation file could not be updated because you dont have read-write access to it.

Unable to update the inoculation file in write-protected directory.

You dont have read-write access to the directory where the inoculation file resides.

You must be connected to a NetWare server to alert network users.

Norton AntiVirus cannot send alerts to users who are not connected to a Novell NetWare server.

Selected Drives

This command immediately scans the drives selected in the Norton AntiVirus main window. (Selecting the Scan Now button does the same thing.)

See also

Scanning Drives

Directory...

Use this command to specify and scan a directory on one of your disks.

See also

Scanning a Directory

File...

Use this command to select and scan one file.

See also

Scanning Files

Exit

Use this command (or select the Exit button in the Norton AntiVirus main window) to leave Norton AntiVirus.

Scheduler...

Use the Scheduler command to set up Norton AntiVirus to scan automatically at the times you specify.

Inoculation...

Use this command to inoculate selected program files to protect them from unauthorized changes and to uninoculate selected program files.

See also

Inoculating Files

Virus List...

Use this command to view, print, or delete virus information.

See also

Viewing the Virus List

Activity Log...

Use this command to view a record of Norton AntiVirus activities in order to:

- Record known and unknown virus detections.
- List files that have changed since they were inoculated.
- Record virus-like activity detections.
- Record the end times of scans that you initiate (but not automatic scans).
- Record deletions and updates that you make to the virus list.

LiveUpdate...

Lets you receive from Symantec, at no cost, regular automatic updates to your virus definition files via a modem.

Definitions Status...

Displays a window that tells you how recently your virus definition files have been updated.

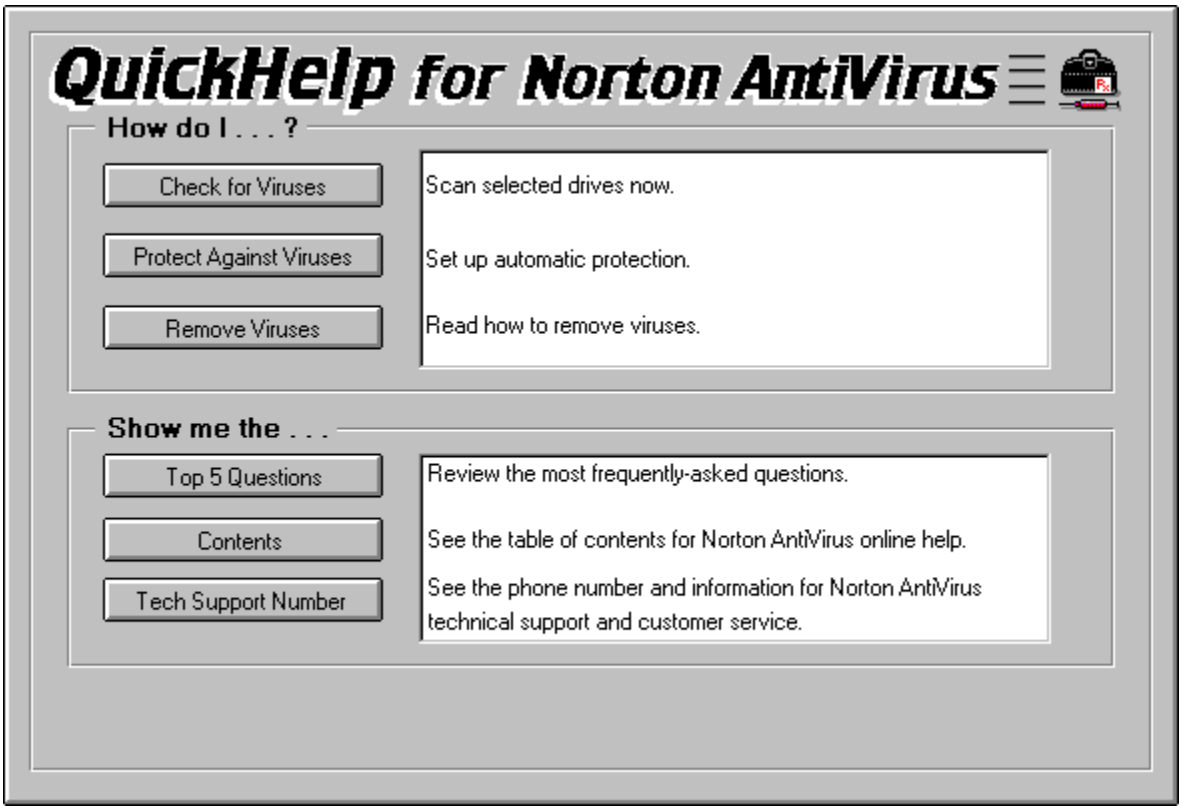
Rescue Disk Update...

Lets you easily update your Rescue Definitions Disk with the latest virus definitions.

New Setup File

Use this command to create a new setup file for the Norton AntiVirus network manager.

For more information, see Open Setup File; Save Setup File


QuickHelp for Norton AntiVirus
How do I . . . ?
Check for Viruses
Scan selected drives now.
Protect Against Viruses
Set up automatic protection.
Remove Viruses
Read how to remove viruses.
Show me the . . .
Top 5 Questions
Review the most frequently-asked questions.
Contents
See the table of contents for Norton AntiVirus online help.
Tech Support Number
See the phone number and information for Norton AntiVirus technical support and customer service.

Checkup

Ask yourself the following three questions. If you can say "yes" to all three, congratulations! If not, follow these tips.

1. Is my computer virus-free?
   Conduct a complete scan of all your disks to find out. See Scanning Drives
2. Is my computer protected against viruses?
   Make sure you're set up to Scan floppy disks when you access them. See Monitoring Floppy Disks
   Conduct automatic scans on your computer. See Setting Up Automatic Protection
3. Have I done everything I can?
   "The 90s Guide to Safe Computing Practices:"
   Update virus protection regularly so that you get maximum protection against new viruses.
   Keep Norton AntiVirus automatic protection active at all times.
   See Keeping virus protection current for information.
   Scan it before you use it -- no matter HOW trustworthy the source!
   Write-protect your floppy disks before copying files from them.

Top Five Questions

1 What are viruses?

A computer virus is a parasitic program written intentionally to alter the way your computer operates without your permission or knowledge. Computer viruses infect executable program files, such as word processing programs or spreadsheet programs. Viruses can also infect disks by attacking boot records and master boot records, which contain information your computer uses to start up. For more information see Viewing the Virus List.

2 What are known and unknown viruses?

A known virus is one that can be detected and identified by name. An unknown virus is a virus for which Norton AntiVirus does not have a definition. Rest assured that Norton AntiVirus can protect your computer from both types of viruses. See Monitoring for Unknown Viruses .

3 How do viruses spread?

A virus becomes active when you run an infected program or start up your computer from an infected disk. Once active, the virus spreads by making copies of itself and attaching them to other program files or disks. Most viruses stay active in memory until you turn off your computer. Turning off your computer removes the virus from memory, but it does not remove the virus from the infected file or disk.

4 What do I do if my computer has a virus?

If you think your computer has a virus, scan your disks immediately. If a virus is found, Norton AntiVirus will step you through the process of eliminating it. See Scanning Drives for more information.

5 Is my computer protected against viruses?

Norton AntiVirus automatically protects your computer from viruses as soon as you start it, providing constant protection while you work.

Contacting Technical Support and Customer Service

Click one of the following:

Customer Service, U.S. and Canada
Customer Service & Technical Support, International
Symantec BBS/CompuServe/American Online
Technical Support, U.S. and Canada

You are asked for your registration number when you contact Technical Support or Customer Service.

Registering your Symantec product

To register your Symantec product, please complete the registration card included with your package and drop the card in the mail. You can also register via modem during the installation process (if your software offers this feature) or via fax to

(800) 800-1438 or (541) 984-8020.

Click one of the following:

Customer Service, U.S. and Canada
Customer Service & Technical Support, International
Symantec BBS/CompuServe/American Online
Technical Support, U.S. and Canada

Customer Service, U.S. and Canada

Symantec Corporation
175 W. Broadway
Eugene, OR 97401

(800) 441-7234 United States and Canada only
(541) 334-7400 fax
Hours: 7:00 A.M.---4:00 P.M. Pacific Time, Monday--Friday

Technical Support, U.S. and Canada

Symantec Corporation
175 W. Broadway
Eugene, OR 97401

If you are a registered user, free technical support is available for 90 days from the date of your first telephone call. The phone number is:

(541) 465-8420
Hours: 7:00 A.M.---4:00 P.M. Pacific Time, Monday through Friday

The number for the Symantec automated fax retrieval system is:

- Technical Support: (541) 984-2490
- Customer Service: (800) 554-4403

To receive technical application notes and samples of "how tos," please call out Technical Support fax retrieval number, and choose Option 2.

For PriorityCare 900 and 800 Number Service, call the numbers on the back of the *User's Guide*.

Hours for PriorityCare services are 6:00A.M. - 5:00P.M. Pacific Time, Monday through Friday.

For other Technical Support plans (PremiumCare Gold and PremiumCare Platinum), see the Symantec Customer Service Plan in the back of the printed manual.

Symantec BBS/CompuServe/America Online

World Wide Web	The Symantec World Wide Web site offers a complete online technical support solution. Point your Web browser to sos.symantec.com
FTP	Point your Web browser to sos.symantec.com/ftp/index.html to search for and download technical notes and software patches. You can also click the LiveUpdate button (if your software offers this feature), to automatically download and install software patches and virus definitions.
America Online	On AOL, enter Keyword: SYMANTEC to join the Symantec forum. For AOL subscription information: U.S. and Canada dial (800) 227-6364.
CompuServe	GO SYMANTEC to join the Symantec forums. For CompuServe subscription information: U.S. and Canada dial (800) 848-8199. All other locations dial +1 (614) 718-2800.
Symantec BBS	To connect to the Symantec BBS, set your modem to 8 data bits, 1 stop bit, no parity and dial (541) 484-6669.
Automated fax retrieval system	To receive general product information, fact sheets and product upgrade order forms directly to your fax machine, please call our Customer Service fax retrieval system at (800) 554-4403 or (541) 984-2490. For technical application notes, please call our Technical Support fax retrieval system at (541) 984-2490 and select option 2.
StandardCare Support	90 days of telephone technical support (from the date of your first call) at no charge to all registered users of Symantec software. Please see the back of the printed manual for the support telephone number for your product.
PriorityCare and PremiumCare Support	Expanded telephone support services available to all registered customers. For complete information, please call our automated fax retrieval service, located in the

United States, at
(800) 554-4403 or (541) 984-2490,
(801) and request document 070,
or visit sos.symantec.com/telesupp.html

Customer Service and Technical Support, International

If your country is not listed in the International Locations section below, please call out Technical Support automated fax retrieval service, located in the United States, at (541) 984-2490, choose Option 2, and request Document 1400.

World Headquarters

Symantec Corporation
10201 Torre Avenue
Cupertino, CA 95014
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Tel. 1 (408) 253-9600

Service and Support offices

NORTH AMERICA

Symantec Corporation
175 W. Broadway
Eugene, OR, 97401

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(541) 334-6054 (all other locations)
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2321 JV Leiden
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408 Victoria Road
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Fax: +61 (2) 9850 1001
Automated Fax Retrieval:
+61 (2) 9817 4550Fax: (541) 984-8020

Most International Partners provide Customer Service and Technical Support for Symantec products in your local language. For more information on other Symantec and International Partner locations, please call our Technical Support automated fax retrieval service, in the United States at +1 (541) 984-2490, choose Option 2, and request document 1400.

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.

Keyboard Shortcuts

The following key combinations activate corresponding Norton AntiVirus functions and commands:

Menu Command Keys

Use these keys to select and execute corresponding menu commands.

Keys	Menu Command
Alt or F10	Selects the first menu on the menu bar.
Alt + underlined letter	Selects the menu whose underlined letter matches the one you press.
Underlined letter	When in a menu, selects the command whose letter matches the one you press.

Mouse Equivalent Keys

Use these keys to navigate Norton AntiVirus without a mouse.

Keys	Movement
Up Arrow	Moves up one item or line in a list or text box. Or moves among menu items in a selected menu.
Down Arrow	Moves down one item or line in a list or text box. Or moves among menu items in a selected menu.
Left Arrow	Moves left one character in a text box. Or moves left among menus.
Right Arrow	Moves right one character in a text box. Or moves among menu items in a selected menu.
Alt + underlined letter	Moves to the option or group in a dialog box whose underlined letter matches the one you press.
Underlined letter	Executes the command (in an open menu or dialog box) whose underlined letter matches the one you press.
Tab	Moves right one character in a text box. Or moves among menu items in a selected menu. Or moves between dialog box elements.
Shift + Tab	Moves up one item or line in a list or text box. Or moves among menu items in a selected menu. Or moves backwards between dialog box elements.

Setting Up Automatic Protection

If you completed a full install of Norton AntiVirus as directed:

YOU ARE ALREADY PROTECTED

Every time you start up your computer, Norton AntiVirus will:

- Automatically scan the root directory on your hard drive and monitor all programs you run for viruses
- Inform you if a virus is found

NOTE: If you performed a full install, automatic protection for DOS is installed in your CONFIG.SYS file as a device driver. You may wish to set up automatic protection as a terminate-and-stay-resident program (TSR) to avoid conflicts with programs that must load before Norton AntiVirus.

See also:

Customizing Automatic Protection

Monitoring During Startup

The Auto-Protect Startup options determine such things as which areas of your computer are automatically scanned when you turn it on.

To customize the startup options:

1. Choose **Options...** from the Tools menu.
2. Select the **Auto-Protect** category on the left side of the Options dialog box. The Options - Auto-Protect Settings dialog box appears.
3. Select **Startup...**. The Auto-Protect Startup Settings dialog box appears.
4. Specify in the **What to Scan Upon Startup** group box the areas to scan each time you start your computer. We recommend you check all of these: Memory - Master Boot Record -Boot Records.
5. Specify in the **Bypass Keys** group box the keystroke combination you want to use to prevent automatic protection for DOS from loading when your computer starts up.
   Select **None** if you don't want a bypass key combination.

WARNING: If you are using MS-DOS 6.0, do not select the **Both Shift Keys** option. Pressing a Shift key while booting with MS-DOS 6.0 causes both your CONFIG.SYS and AUTOEXEC.BAT files to be completely bypassed.

---

7. Check **Auto-Protect Can Be Disabled** to temporarily disable automatic protect. You may want to disable automatic protection at times when you are running programs that conflict with Norton AntiVirus.

   In order to disable automatic protection, it must be the last TSR (terminate-and-stay-resident program) loaded into memory.
8. Check **Hide Icon In Windows** to hide the Norton AntiVirus Auto-Protect icon on the Windows desktop.
   Note that you will not be able to disable automatic protection from within Windows.
9. Select OK in the Auto-Protect Startup Settings dialog box.
10. Select OK in the Options - Auto-Protect Settings dialog box.

NOTE: You must reload automatic protection before it will recognize any of the new settings.

Monitoring the Files You Use

Norton AntiVirus can check for known and unknown viruses whenever you run a program, copy a file, or write a file to a disk for the first time. For maximum protection and flexibility configure automatic protection as follows:

To monitor the files you use:

1. Choose **Options...** from the Tools menu.
2. Select the **Auto-Protect** category on the left side of the Options dialog box.

   The Options - Auto-Protect Settings dialog box appears.
3. Check all three of the options in the **Scan a File When** group box. Files will be scanned each time they are accessed.
4. Select **Program Files Only** in the **What to Scan** group box. Norton AntiVirus will scan every file with an extension contained in the program file extensions list. These are the files most likely to become infected.
5. Select **Prompt** in the **When a Virus is Found** drop-down list box. This gives you the most control over what happens to an infected file.
6. Check the **Repair**, **Delete**, and **Stop** check boxes in the **Buttons to Display if Prompted** group box and select OK.

NOTE: You must reload automatic protection before it will recognize any of the new settings.

See also:

Monitoring During Startup
Setting Up Automatic Protection

Monitoring Floppy Disks

Floppy disks are the most likely way for boot viruses to spread.

To monitor floppy disks:

1. Select **Options...** from the Tools menu.
2. Select the **Auto-Protect** category on the left side of the Options dialog box. The Options - Auto-Protect Settings dialog box appears
3. Select **Advanced**...
   The Auto-Protect Advanced Settings dialog box appears.
4. In the **Check Floppies** group box, specify how you want Norton AntiVirus to check for boot viruses on floppy disks:

   Check Floppies for Boot Viruses Upon Access: Checks for boot viruses on each floppy disk you access (when you list the directory, copy a file, write to a file, or run a file).

   Check Floppies When Rebooting Computer: Checks a floppy disk in drive A: for boot viruses when you restart your computer by pressing Ctrl+Alt+Del.

   When Rebooting, Check both drives (A: and B:): Also checks a floppy disk in Drive B: for boot viruses when you restart your computer by pressing Ctrl+Alt+Del. Select this option if you have a system that can boot from a disk in the B: drive.

CAUTION: These options offer no protection when you restart your computer using the power switch or the Reset button.

5. Select OK in the Auto-Protect Advanced Settings dialog box.
6. Select OK in the Options - Auto-Protect Settings dialog box.

See also:

Monitoring the Files You Use

Monitoring for Unknown Viruses

An unknown virus is one for which Norton AntiVirus does not have a definition. The Norton AntiVirus Virus Sensor Technology feature checks the files you access for unknown viruses.

To monitor for unknown viruses:

1. Choose **Options...** from the Tools menu.
2. Select the Auto-Protect category on the left side of Options dialog box. The Options - Auto-Protect Settings dialog box appears.
3. Select **Sensor...**. The Auto-Protect Virus Sensor Settings dialog box appears.
4. Check **Use Virus Sensor Technology** to detect when your programs become infected by an unknown virus.
5. Select an option in the **When an Unknown Virus is Found** drop-down list box:

   Prompt: Informs you when an unknown virus is found and allows you to choose how to respond. Select Prompt to have the most control over what happens to an infected file.

   Repair Automatically: Repairs an infected file without notifying you. The outcome of the repair is recorded in the activity log.

   Delete Automatically: Deletes an infected file without notifying you. Use caution when selecting this option. Files deleted by Norton AntiVirus cannot be recovered.

   Halt Computer: Halts your computer when an unknown virus is detected. You must then restart your computer.
6. If you selected Prompt in step 5, specify in the **Buttons to Display If Prompted** group box which options you want Norton AntiVirus to make available when an unknown virus is found:

   Repair: Allows you to repair the infected file.

   Delete: Allows you to delete the infected file.

   Continue: Allows you to continue without taking action on the file. The file remains infected with the unknown virus.

   Exclude: Allows you to exclude the file from future checks for unknown viruses. Use caution when allowing this button to appear; it can reduce your protection against unknown viruses.
7. Select OK in the Auto-Protect Virus Sensor Settings dialog box.
8. Select OK in the Options - Auto-Protect Settings dialog box.

Inoculating Files

Why inoculate?

Inoculation is a form of prevention against unknown viruses. When a file or boot record has been inoculated, it is checked against inoculation data each time it is scanned, to see if the file or boot record has changed.

- Changes in inoculation data can indicate the presence of a virus.
- Only boot records on your startup drive and program files can be inoculated.
- Inoculation makes no change to the file itself, nor does it ever repair an infected file.

You can inoculate boot records and program files:

- using the Inoculation... command in the Tools menu.
- during a scan. This includes scans performed by automatic protection.

To inoculate files using the Inoculation... command:

1. Choose **Inoculation...** from the Tools menu.
   The Inoculation dialog box appears.
2. Select **Inoculate Item**.
3. Type the pathname for the file, group of files, directory, or drive in the **Item** text box.
   You can use a wildcard to specify a group of files. For example, if you wish to inoculate all .COM files in your DOS directory, you might type C:\ DOS\ *.COM.
   Or,
   Select the **Item** browse button to choose a single file from a list, then select OK.
4. If the item is a directory, check **Include Subdirectories** if you want to inoculate files in all associated subdirectories.
5. Select OK.

NOTE: Norton AntiVirus will not check for changes in inoculated files unless you enable the Inoculate Program Files feature.

To reinoculate after you have upgraded files, follow the same steps.

To uninoculate, select **Uninoculate Item** and type the pathname for the file, group of files, directory, or drive in the **Item** text box.

To inoculate during a scan:

1. See Customizing Inoculation in online help and set up all options.
2. Scan the files, directory, or drives that you want to inoculate.
   The items will be inoculated as you scan.

NOTE: To be able to reinoculate during a scan, the Prompt setting must be selected in the When an Inoculated Item Has Changed drop-down list box in the Options - Inoculation Settings dialog box.

See also:

Customizing Inoculation

Monitoring for Virus-Like Activities

Norton AntiVirus can monitor your computer for five types of activities that viruses use to damage your files. There are indeed applications that perform these activities for valid reasons, but Norton AntiVirus monitors for them on the chance that an unknown virus is involved.

To monitor for virus-like activities:

1. Choose **Options...** from the Tools menu.
2. Select the **Auto-Protect** category on the left side of the Options dialog box.

   The Options - Auto-Protect Settings dialog box appears.
3. Select **Advanced...**

   The Auto-Protect Advanced Settings dialog box appears.
4. Select an option in each drop-down list box to specify what Norton AntiVirus should do when it detects the virus-like activity:

   Prompt: Informs you when a program tries to perform the activity and allows you to decide whether the activity should continue, stop, or be excluded for the program. Select Prompt for the best combination of flexibility and protection.

   Allow: Allows the activity to continue every time without informing you. Selecting Allow offers you no protection against an unknown virus performing the activity.

   Don't Allow: Prevents the activity from occurring every time it is detected. This gives the maximum protection, but can impede your work.
5. Select OK in the Auto-Protect Advanced Settings dialog box.
6. Select OK in the Options - Auto-Protect Settings Dialog box.

NOTE: You must reload automatic protection before it will recognize any of the new settings.

See also:

Virus-Like Activities

Viewing the Exclusions List

Norton AntiVirus uses the entries in the exclusions list in all scans it performs. An exclusion is a condition or activity that would normally be detected during a scan, but you have told Norton AntiVirus not to look for in a particular file.

To view the exclusions list:

1. Choose **Options...** from the Tools menu.
2. Select the Exclusions List category on the left side of the Options dialog box.
   The Options - Exclusions List Settings dialog box appears.
3. Select a file or group of files in the **Items** group box.
   The activities excluded for the file or files are displayed in the **Exclusions** group box.
4. Select OK.

Modifying the Exclusions List

NOTE: You must reload automatic protection before it will recognize any of the new settings.

Adding Exclusions

In most cases, you add an exclusion when you select the Exclude button to resolve a problem that Norton AntiVirus has detected. You can also add exclusions to Norton AntiVirus manually.

To add exclusions manually:

1. Select **Add...** in the Options - Exclusions List Settings dialog box.

   The Add Exclusion dialog box appears.
2. Type the pathname for the file or group of files in the **Item** text box.

   Or,

   Select the **Item** browse button to choose a single file from a list, then select OK.

   If you enter a filename with no path, such as NAV.EXE or JUNK.*, all files fitting that description are excluded.

   If you enter a full pathname, such as C:\ NAV\ NAV.EXE or C:\ JUNK.*, only files in that directory fitting that description are excluded.

   If you enter a directory, all files in the directory are excluded.
3. Check **Include Subdirectories** if you want files in the subdirectories of a directory to be excluded also. Note that this option only applies if the item is a directory.
4. Check the activities that you want Norton AntiVirus not to look for in the item specified. For a list, see Add/Edit Exclusion.
5. Select OK in the Add Exclusion dialog box.
6. Select OK in the Options - Exclusions List Settings dialog box.

Editing the Exclusions List

You can edit the exclusions list when changes are necessary.

To edit the exclusions list:

1. Select a file or group of files in the **Items** group box in the Options - Exclusions List Settings dialog box.
2. Select **Edit...**. The Edit Exclusion dialog box appears.
3. Change the appropriate settings.
4. Select OK in the Edit Exclusion dialog box.
5. Select OK in the Options - Exclusions List Settings dialog box.

Deleting Exclusions

If you no longer want to use an exclusion, you can delete it.

To delete an exclusion:

1. Select a file or group of files in the **Items** group box in the Options - Exclusion List Settings dialog box.
2. Select Delete.

   The exclusion is deleted from the list.

3 Select OK.

Virus-Like Activities

Norton AntiVirus can monitor your computer for five types of activities that viruses use to damage your files:

Low-Level Format of Hard Disk: All information on the disk is erased and cannot be recovered. This type of format is generally performed at the factory only. If this activity is detected, it almost certainly indicates an unknown virus at work.

Write to Hard Disk Boot Records: Only a few programs write to hard disk boot records. If this activity happens on your computer, it could indicate an unknown virus at work.

Write to Floppy Disk Boot Records: Only a few programs (such as the DOS FORMAT command) write to floppy disk boot records. If this activity is detected on your computer, it could indicate an unknown virus at work.

Write to Program Files: Some programs save configuration information within themselves. Although this activity often happens legitimately, it could indicate an unknown virus at work.

Read-Only Attribute Change: Many programs change a files read-only attribute. Although this activity often happens legitimately, it could indicate an unknown virus at work.

See also:

Monitoring for Virus-Like Activities

Removing Viruses from Memory

A virus in memory means the virus has been activated, is spreading to other files, and, in the worst cases, is damaging data on your disk. You will know you have a virus in your computer's memory when an alert box appears and your computer is halted.

You will not be able to access help.

Overview of what to do when your computer is halted because of a virus in memory:

1. Use the power switch to turn off your computer to get the virus out of memory.
2. Next, reboot from your rescue disk and perform a scan of all files.

See also:

Scanning Files

Removing Viruses from Files and Boot Records

If Norton AntiVirus finds a virus in a file, you should either delete the file and replace it with an uninfected copy or attempt to repair the file. If a virus is found in boot records, you should attempt to repair them. You cannot delete boot records. (The boot record and master boot record are the areas on a disk that contain the information your computer uses to start up.)

To delete an infected file:

- Select **Delete** in the alert box. After the file is deleted, your computer resumes its previous operation.

Or,

1. Select the file you want to delete in the Problems found dialog box.
2. Select **Delete**. The Delete File dialog box appears.
3. Select **Delete** in the Delete File dialog box.

   Or,

   Select **Delete All** to delete all the infected files listed in the Problems Found dialog box.
4. When all problems have been addressed, select Done in the Problems Found dialog box.
   After deleting infected files, scan your drives and floppy disks with Norton AntiVirus to make sure there aren't any other files that contain viruses. Then replace the files you deleted with uninfected copies. (Make sure you scan the replacement copies before copying them to your hard disk.)

To repair an infected file or boot record:

- Select **Repair** in the alert box.

  After the file or boot record is repaired, your computer resumes its previous operation. If Norton AntiVirus finds another virus, the alert box appears again.

  (If the Repair button is dimmed, the file cannot be repaired or the Repair option has not been enabled in the Options - Scanner Settings or Options - Auto-Protect Settings dialog boxes.)

Or,

1. Select the item you want to repair in the **Problems Found** dialog box.
2. Select **Repair**.

   The **Repair File** dialog box appears. The name of the infected file or drive and the name of the virus are shown.
3. Select **Repair** or **Repair All** in the Repair File dialog box.

   When the repair procedure is complete, the Status column in the Problems Found dialog box shows Repaired next to the item repaired.
4. Select **Done** when you are finished. The **Scan Results** dialog box appears.
5. Select **Details** in the Scan Results dialog box if you want to see details about the scan.

   Or,

   Select Close. The Norton AntiVirus main window appears.
6. Scan your drive again to make sure all the viruses have been repaired.

Unable to Repair a File

If Norton AntiVirus could not repair the infected file, the only way to remove the virus is to delete the file. After you delete the infected file, you can replace it with an uninfected copy.

Unable to Repair a Boot Record

If Norton AntiVirus could not successfully repair a boot record or master boot record on a hard disk, you can use your rescue disk to restore the boot records to an uninfected state.

If Norton AntiVirus could not successfully repair a boot record on a floppy disk, the information on the disk is still accessible. You can no longer use the floppy disk to boot your computer from; however, you can

use the DOS SYS command to make the disk bootable again. Refer to your DOS manual for information on how to use the SYS command.

See also:

Restoring System Files
Customizing Automatic Protection
Customizing Scanner Options
Repair/Delete/Inoculate File

Restoring System Files

If the infected file is a system file such as COMMAND.COM, IO.SYS, MSDOS.SYS, IBMBIO.COM, or IBMDOS.COM, restore it using the DOS SYS command. Refer to your DOS manual for instructions on using the SYS command.

Resolving Inoculation Issues

If you have set Norton AntiVirus up to prompt you to inoculate boot records or program files, Norton AntiVirus will bring the issue to your attention in an alert box.

To inoculate boot records and system files:

- Select **Inoculate**.

  If you choose to inoculate, Norton AntiVirus will notify you if the boot records or system files ever change. Changes to these items can indicate the presence of an unknown virus. Inoculation makes no change to the boot records or system files.

Or,

- Select **Continue** to continue without taking any action.

  This does not prevent Norton AntiVirus from notifying you about this again. If you do not want future notifications, you can turn the feature off.

To inoculate files:

Select **Inoculate** to generate inoculation data for the file. If you are inoculating a file in the Problems Found dialog box, select **Inoculate** in the Inoculate File dialog box that appears.

If Norton AntiVirus informs you that a file has an inoculation change, it means the file has changed since you last inoculated it. This information appears in an alert box or in the Problems Found dialog box. The change in the file could be due to one of these situations:

- The file has changed for legitimate reasons since the last time you inoculated it. For example, you may have installed a new version of the software and forgotten to reinoculate the program file.
- The file contains a virus that is not in the definitions file (perhaps because you don't have the most recent virus definitions or because it is a new virus that Norton AntiVirus does not yet have a definition for).

The message on your screen indicates whether the inoculation change is in a program file or in the boot records and system files.

To resolve an inoculation change in boot records or system files:

- If you are certain the boot records or system files have changed for legitimate reasons, select **Inoculate** to reinoculate them.

Or,

- If you suspect a virus, select **Repair** to return the boot records and system files to the way they were when you last inoculated them.

NOTE: Inoculation changes in boot records and system files are likely to indicate the presence of an unknown virus. Boot records and system files change legitimately in very few situations, such as when you have installed a new operating system, repartitioned your hard disk, or changed the volume label.

To resolve an inoculation change in a file:

- If you are certain the file has changed for legitimate reasons, select **Inoculate** to reinoculate the file.

Or,

- If you suspect the file has not changed for legitimate reasons, it may contain an unknown virus. Select **Repair** to reconstruct the file to the way it was when you last inoculated it.

Or,

- Select **Delete** to remove the file, then replace it with an uninfected copy.

Or,

- Select **Exclude** if you do not want to reinoculate the file or receive future notifications about inoculating this file.

If any of these command buttons is dimmed, Norton AntiVirus is configured not to use it at this time. See Customizing Inoculation.

See also:

Inoculating Files

Responding to Virus-Like Activity Alerts

A virus-like activity alert does not necessarily mean your computer has a virus--it is simply a warning. It's up to you to decide whether the operation is valid in the context in which it occurred.

To respond to the alert:

- Select **Continue** if the message in the alert box describes an activity that is valid in the context of the application you're running, for example, if you're updating a program and the alert warns you of an attempt to change the program file.

Or,

- Select **Stop** if the activity detected is not related to what you're trying to do. For example, if you are playing a game and receive an alert stating that there is an attempt to write to the boot records of your hard disk, select Stop to prevent your disk from being written to.

Or,

- Select **Exclude** if the activity is valid in the context you're working in and you don't want Norton AntiVirus to alert you of this activity (performed by this application) in the future.

NOTE: If any of these command buttons is dimmed, you have selected Don't Allow for this activity in the Auto-Protect Advanced Settings dialog box. See Monitoring for Virus-Like Activities to find out how to change this option.

See also:

Virus-Like Activities

Restarting a Halted Computer

If you set up Norton AntiVirus to halt every time a virus is found, you will have to:

Reboot from your rescue disk.

See also:

Removing Viruses from Files and Boot Records
Resolving Inoculation Issues

Using a Rescue Disk

Using a Rescue Disk

If you have eliminated viruses and subsequently your computer won't boot, you can use a rescue disk to restore your hard disk.

Scanning Drives

If you suspect a virus has infected your computer, you should scan the entire drive or a combination of hard drive, floppy drives and/or network drives to locate all of the infected files.

To scan one or more drives:

1. Select the drives you want to scan in the **Drives** list box.
   The selected drives are shown on the Selected Drives information line.
2. Select **Scan Now**.
   The Scan Dialog box reports on the progress of the scan.

If no problems were found, the **Scan Results** dialog box appears with summary information.

If a problem was found (such as a virus), the **Problems Found** dialog box or an alert box appears.

See also:

Removing Viruses from Files and Boot Records

Scanning a Directory

There may be times when you want to scan only the files in a particular directory for viruses.

To scan a directory:

1. Choose **Directory**... from the Scan menu.
   The Scan Directory dialog box appears.
2. If you want to change to another drive, select a drive letter in the **Drives** drop-down list box.
   The directories for the selected drive appear in the Directory list box.
3. Select the directory you want to scan in the **Directory** list box.
4. Check **Include Subdirectories** to also scan the subdirectories of the selected directory.
5. Select **Scan**.
   The Scan dialog box reports on the progress of the scan.

If no problems were found, the **Scan Results** dialog box appears with summary information.

If a problem was found (such as a virus), the **Problems Found** dialog box or an alert box appears.

See also:

Removing Viruses from Files and Boot Records
Resolving Inoculation Issues

Scanning Files

Before copying a file to your disk, check it for viruses first.

To scan a file:

1. Choose **File**... from the Scan menu.
   The Scan File dialog box appears.
2. If you want to change to another drive, select a drive letter from the **Drives** drop-down list box.
   The directories for the selected drive appear in the **Directories** list box.
3. Select the directory where the file you want to scan is located. Then select the file from the **File Name** list box.
4. Select **Scan**.
   The Scan dialog box reports on the progress of the scan.

If no problems were found, the **Scan Results** dialog box appears with summary information.

If a problem was found (such as a virus), the **Problems Found** dialog box or an alert box appears.

See also:

Removing Viruses from Files and Boot Records
Resolving Inoculation Issues

Scheduling Scans

You can schedule scans to be performed automatically. You specify what to scan and how often you want the scans to occur.

To schedule virus scans:

1. Choose **Scheduler...** from the Tools menu.
   The Scheduler dialog box appears.
2. Select **Add...**.
   The Add Event dialog box appears.
3. Check **Enable This Event**. If you uncheck this option, the scan won't run.
4. Check **Audible Alarm** if you want to hear a sound when the scan starts.
5. Select **Run Program** in **Type of Event** drop-down list box..
6. Type a brief description in the **Description** text box. This text will appear in the events list box in the Scheduler dialog box.
7. Type the appropriate command line statement to run Norton AntiVirus in the **Command Line To Run** text box.

   For example, if you want to scan your C: drive, type C:\ NAV\ NAVW C: in the **Command Line to Run** text box.
8. Select how often you want the scan to occur in the **Frequency** drop-down list box.
9. Finish scheduling the scan by entering the correct time, day, and date information.

NOTE: You can ignore the Startup Directory and Run Style options because they do not apply to scheduling Norton AntiVirus scans. They can be used when scheduling other programs to run at specified times.

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10. Select OK.
11. Choose **Load With Windows** from the Scheduler Options menu. A check mark appears next to the command to indicate it is on. The Scheduler must be loaded in order to execute the scans you have scheduled.
12. Choose Minimize... from the control-menu box.

Viewing the Virus List

You can view details about viruses, including the type of files they infect, their symptoms, and their aliases.

To view the list of virus names:

1. Choose **Virus List...** from the Tools menu.

   The Virus List dialog box appears. The list box displays the name of the virus and what it infects (program files, boot records, or both).
2. Select the category of viruses to display in the **Display** drop-down list box.

   All Viruses: Displays all of the viruses that Norton AntiVirus can detect.

   Common Viruses: Displays the most common viruses.

   Program Viruses: Displays viruses that can infect program files that you run.

   Boot Viruses: Displays viruses that can infect boot records or master boot records on disks.

   Stealth Viruses: Displays viruses that try to conceal themselves from attempts to analyze or remove them.

   Polymorphic Viruses: Displays viruses that appear differently in each infected file; making detection more difficult.

   Multipartite Viruses: Displays viruses that infect both program files and boot records.
3. Select OK.

To search for a virus name:

1. Activate the virus list box by pressing Tab or Shift+Tab to highlight it, or by clicking inside the list box.
2. Start typing the name of the virus you want to find.
   A text box appears. As you type the consecutive letters in the virus name, the highlight bar moves the corresponding virus name.
3. When the virus name you want is highlighted, press Enter.

If the virus name you are looking for is not in the list, it might be because the list is not showing all viruses or you might be looking for an alias rather than a standard name. To display all virus names, select **All Viruses** in the **Display** drop-down list box.

See also:

Updating the Virus List

To display detailed information about a virus:

1. Select the virus name in the **Virus List** dialog box.

   If the virus name you are looking for is not in the list, it might be because the list is not showing all viruses or you might be looking for an alias rather than a standard name. To display all virus names, select **All Viruses** in the **Display** drop-down list box.
2. Select **Info...**. The Virus Information dialog box appears, displaying detailed information about the virus.
3. Select **Print…** if you want to print the detailed virus information to the printer or to a text file.
4. To see detailed information about other viruses, select **Next Virus** or **Previous Virus**, as appropriate.
5. Select **Close** in the Virus Information dialog box.
6. Select OK in the Virus List dialog box.

See also:

Updating the Virus List

Updating the Virus List

To ensure that your computer is protected from new viruses, update the virus list as new definitions become available. Instructions for updating the virus list are provided with each update you receive.

Occasionally, a virus definition may become out of date. When this happens, you can delete it from the virus list.

To delete a virus definition:

1. Choose **Virus List…** from the Tools menu.
   The Virus List dialog box appears.
2. Select the virus name that you want to delete.
3. Select **Delete…**.
   A dialog box appears asking you to verify the deletion.
4. Select **Yes** to delete the virus definition.
5. Select OK.

NOTE: After changing the virus list, you must reload automatic protection for the new virus definitions to take effect.

See also:

Viewing the Virus List

Using the Activity Log

You can see information about the problems Norton AntiVirus detected and the way they were resolved by viewing the activity log.

To view entries:

1. Choose **Activity Log**... from the Tools menu.
   The Activity Log dialog box appears.
2. Select **Filter**... in the Activity Log dialog box to specify the events that you are interested in seeing entries for.

   To display entries from specific dates or a range of dates, check **Dated**, then select an option in the Dated drop-down list box.
3. Select **Print...** in the Activity Log dialog box if you want to print the entries displayed.
4. Select **Clear...** in the Activity Log dialog box to delete all entries. Select Yes to accept changes.
5. Select Close to exit the Activity Log dialog box.

Troubleshooting Networks

If the **Network Drives** option is dimmed, you are not connected to the network, do not have access to the network drives, or Norton AntiVirus is configured not to allow network drive scanning.

If you find an infected file on a particular network drive, you cannot repair or delete it unless you have write access to that file.

Customizing Scanner Options

The settings for the Scanner category of options define what Norton AntiVirus does when you scan a file, directory, or drive, using the commands in the Scan menu or using the Scan Now command button.

To customize scanning:

1. Choose **Options...** from the Tools menu. Select the Scanner category on the left side of the Options dialog box. The Options - Scanner Settings dialog box appears.
2. Specify in the **What To Scan** group box the areas Norton AntiVirus scans before it scans files:

   Memory: Checks for viruses resident in your computers memory, so they will not spread to all of the files you scan.

   Master Boot Record: Checks for boot viruses in the master boot record on your hard disk.

   Boot Records: Checks for boot viruses in the boot records on your hard disk and on any floppy disks that you scan.

   We recommend that you check all of these options.
3. Specify what files you want to scan:

   All Files: Scans all files in the specified directory or drive. This includes files less likely to contain viruses.

   Program Files Only: Scans files that are most likely to become infected. Only the files with an extension that is specified in the program file extensions list are scanned.
4. Check **Within Compressed Files** to have Norton AntiVirus scan files compressed using the PKZIP utility.

   Scanning time may increase slightly if you have many .ZIP files. If you have no .ZIP files, scanning time is not affected by having this option selected.
5. Select an option in the **When a Virus is Found** drop-down list box:

   Prompt: Informs you when a virus is found and allows you to choose how to respond. Select Prompt to have the most control over what happens to an infected file.

   Notify Only: Merely informs you when a virus is detected. You will not be able to repair or delete the infected file.

   Repair Automatically: Repairs an infected file or boot record without notifying you. The results of the repair are displayed at the end of the scan. Note that Norton AntiVirus is preset to make backup copies of files before they are repaired.

   Delete Automatically: Deletes an infected file without notifying you. The file deletion will be displayed at the end of the scan. Use caution when selecting this option. Files deleted by Norton AntiVirus cannot be recovered.

   Halt Computer: Halts your computer when a virus is detected. You must then restart your computer.
6. If you selected Prompt in Step 5, specify in the **Buttons to Display if Prompted** group box which options you want Norton AntiVirus to make available when a virus is found:

   Repair: Allows you to repair the file. If the virus infects an item that cannot be repaired, such as a compressed file, the button will be dimmed.

   Delete: Allows you to delete the file. If the virus infects an item that cannot be deleted, such as a boot record, the button will be dimmed.

   Continue: Allows you to continue scanning without resolving the problem. The Continue button applies only when Immediate Notification is turned on. See the next step for details about Immediate Notification.

   Exclude: Allows you to exclude this file from future checks for known viruses. Use caution when enabling this button; it can reduce your protection against viruses.
7. Select **Advanced...**
   The Scanner Advanced Settings dialog box appears.

8. Check the options you want to enable:

   Allow Network Scanning: Allows you to scan entire network drives. Scanning network drives is more time-consuming than scanning local drives.

   Allow Scanning to be Stopped: Allows you to halt a scan in progress. When this option is checked, the Stop button is available during a scan.

   Immediate Notification: Displays an alert box when a problem is detected while scanning. This allows you to respond immediately, instead of waiting until the scan is completed.
9. Specify in the **Preselect at Start** group box the drives that you want selected automatically in the Drives list box when you start Norton AntiVirus.
10. Select OK in the Scanner Advanced Settings dialog box.
11. Select OK in the Options - Scanner Settings dialog box.

Customizing the Activity Log

You can specify the name and location for the activity log file, the types of events to record, and a maximum size for the file.

To customize the activity log:

1. Choose **Options...** from the Tools menu.
2. Select the Activity Log category on the left side of the Options dialog box.
   The Options - Activity Log Settings dialog box appears.
3. In the **Log Following Events** group box, check each type of event that you want Norton AntiVirus to record:

   Known Virus Detections: Records detections of known viruses.

   Unknown Virus Detections: Records detections of unknown viruses.

   Inoculation Activities: Records detections of uninoculated files and changes in a file's inoculation data.

   Virus-Like Activities: Records detections of virus-like activities, such as an attempt to format your hard disk.

   Completion of Scans: Records the date and ending time of scans that you initiate.

   Virus List Changes: Records changes to the virus list.
4. If you want to limit the size of the activity log file, check **Limit Size of Log File To**, then enter the desired size in the **Kilobytes** text box. When the specified file size is reached, each new entry added to the activity log will cause the oldest entry or entries to be deleted.
5. Enter the pathname for the activity log file in the **Activity Log Filename** text box.

   Or,

   Use the browse button to select an existing file or a path for a new file.
6. Select OK.

Customizing Automatic Protection

The automatic protection feature of Norton AntiVirus is a terminate-and-stay-resident program (TSR) and is loaded when you start up your computer, so you are protected from viruses as soon as you start working.

To customize protection for:

- The files you use, see Monitoring the Files You Use
- Virus-like activities, see Monitoring for Virus-Like Activities
- The floppy disks you use, see Monitoring Floppy Disks
- What happens when you start up your computer, see Monitoring During Startup
- Unknown viruses, see Monitoring for Unknown Viruses

While performing all of these functions for you, automatic protection is inconspicuous. It does not cause any delays in opening files and programs.

Customizing Alerts

You can customize how Norton AntiVirus informs you that it has detected a virus or suspicious virus-like activity:

To customize alerts:

1. Choose **Options...** from the Tools menu.
2. Select the **Alerts** category on the left side of the Options dialog box.
   The Options - Alerts Settings dialog box appears.
3. Check any or all of the following categories:

   Display Alert Message: Lets you add a message with instructions or special warnings to all alerts that Norton AntiVirus displays. You can then enter a message of up to 76 characters in the text box.

   Audible Alert: Sounds a tone when Norton AntiVirus alerts you of a virus.

   Remove Alert Dialog: Removes notification dialog boxes after a specified number of seconds. You can enter a number between 1 and 99 in the **Seconds** text box.
4. Use the **Alert Others** group box to specify where you want Norton AntiVirus to send alerts over the network.

   Alert Network Users: Messages from Norton AntiVirus are sent to other users on your network. Type the names of the users in the text box or select the browse button and select the users from the list that appears.

   Alert Network Console: Messages from Norton AntiVirus are sent to the network server.

   Alert Norton AntiVirus NLM If Present: Messages from Norton AntiVirus are sent to the Norton AntiVirus NetWare Loadable Module (NLM) if is it present on your network.
5. If you checked an option in step 4, select **Others...**.The Alert Others dialog box appears.
6. Select the types of alerts you want to broadcast over your network, then select OK.
7. Select OK in the Options - Alerts Settings dialog box.

NOTE: You must reload automatic protection before it will recognize any of the new settings.

Customizing Inoculation

The first step to inoculating files and boot records during a scan is to customize the Inoculation options.

To customize inoculation options:

1. Choose **Options...** from the Tools menu.
2. Select the Inoculation category on the left side of the Options dialog box.
   The Options - Inoculation Settings dialog box appears.
3. Check **Inoculate Boot Records and System Files** to check the master boot record, boot record, and system files on your hard disk for inoculation.

   We recommend you check this option, since it is the only means by which Norton AntiVirus can detect unknown viruses in boot records.
4. Select an option in the **When An Item Has Not Been Inoculated** drop-down list box:

   Prompt: Informs you when a program file or boot record has not been inoculated and lets you choose how to respond.

   Inoculate Automatically: Inoculates each uninoculated program file or boot record as soon as it is detected.

   Notify Only - Don't Inoculate: Merely informs you that a program file or boot record is not inoculated. It will not inoculate the item.

   Deny Access: Informs you that a program file has not been inoculated and does not allow you to use the program. This options does not apply to uninoculated boot records.
5. Select an option in the **When An Inoculated File Has Changed** drop-down list box. See descriptions of your choices in step 4:

   Prompt
   Notify Only - Don't Reinoculate
   Deny Access
6. If you selected Prompt after either step 4 or 5 or both, specify in the **Buttons to Display If Prompted** group box which options you want Norton AntiVirus to make available when an inoculation issue is found.

   Repair: Allows you to repair a program file or boot record with an inoculation change, returning the item to its state when it was last inoculated.

   Delete: Allows you to delete a program file with an inoculation change. Boot records cannot be deleted.

   Inoculate: Allows you to inoculate a program file or boot record or reinoculate a changed program file or boot record.

   Continue: Allows you to continue the current operation (scanning or accessing a program file). No change is made to the inoculation data.

   Stop: Allows you to stop the current operation (scanning or accessing a program file). No change is made to the inoculation data.

   Exclude: Allows you to exclude the program file from future checks for inoculation changes.
7. Type a pathname for the inoculation files in the **Inoculation Path** text box.

   When you inoculate program files and boot records, an inoculation file is placed in the specified location on each drive you inoculate. If you are inoculating files on network drives, you must have read-write access privileges to this directory on the network drive. You do not need read-write access to the files you inoculate.
8. Select OK.

See also:

Monitoring for Unknown Viruses

Customizing Password Protection

You can add password protection to selected features of Norton AntiVirus to prevent unauthorized access.

To password protect features:

1. Choose **Options...** from the Tools menu.
2. Select the Password category on the left side of the Options dialog box.
   The Options - Password Settings dialog box appears.
3. Check **Password Protect** to turn on the password protection feature.
4. If you want to protect all of the features shown in the list box, select **Maximum Password Protection**.

   Or,

   If you would like to protect only certain features, select **Custom Password Protection**; then select the features you would like to protect in the list box.
5. Select **Set Password...** to set a password.
   The Set Password dialog box appears.
6. Type a password in the **New Password** text box, then type it again in the **Confirm New Password** text box.

   Passwords can be from 1 to 16 characters in length and are not case-sensitive ("a" is the same as "A"). As you type, Norton AntiVirus replaces the characters on the screen with asterisks (*) for security.

TIP: Write down your password and store it in a secure place.

7. Select OK in the Set Password dialog box.
8. Select OK in the Options - Password Settings dialog box.

   Password protection will activate the next time you start Norton AntiVirus. The password must be entered the first time you use a protected feature.

NOTE: Norton AntiVirus will also prompt for the password before allowing changes to the password protection options.

See also:

Password Settings Reference

Keeping virus protect current

To keep your virus protection current, you do not need to install a new version of Norton AntiVirus. You only need to update files that Norton AntiVirus uses to protect your computer from the latest viruses.

Symantec provides online access to these new files, called virus definitions files, regularly.

Why? One of the most common reasons you get viruses is that you have not updated your protection since you bought the product.

- LiveUpdate automatically updates Norton AntiVirus virus definitions files. To use LiveUpdate, you need an Internet connection or a properly connected modem.
- The first time you use LiveUpdate, the Modem Setup panel automatically appears.
- The Troubleshooting LiveUpdate text file in the Norton AntiVirus for Windows program group includes both commonly asked questions and answers, as well as solutions to common setup problems. You may want to read this section before setting up LiveUpdate to work with your Internet connection or modem.

To set up LiveUpdate to work with your Internet connection:

1. In the Norton AntiVirus main window, click LiveUpdate.
2. In the Modem Setup panel, click the Use existing Internet connection check box, then click Next until the setup process is complete.

To set up LiveUpdate to work with a modem:

1. In the Norton AntiVirus main window, click LiveUpdate.
2. In the Modem Setup panel, click Next.
3. In the Manufacturers drop-down list boxes, select the name of the modem manufacturer.
4. In the Models drop-down list box, select the modems baud rate (bps).
   The default initialization string for the manufacturer and model you selected appears in the Initialization String text box. In most cases, the default string requires no editing. Dont edit this string unless the modem fails to connect.
5. Select the modems COM port from the list, or click the Find My Modem button to allow LiveUpdate to identify your modems COM port.
6. Click Next, then select the LiveUpdate number that is closest to the location from which you will be dialing.
   If you are required to dial a number to access an outside line, such as 9, enter that number in front of the selected LiveUpdate telephone number.
7. Check the Tone Dialing box for tone dialing or leave it unchecked for pulse dialing, then click Next until the setup process is complete.

You can change Internet or modem configuration information any time following the initial setup by clicking the Modem Setup button in the AntiVirus Definitions Update panel.

To update virus definitions with LiveUpdate:

1. In the Norton AntiVirus main window, click LiveUpdate.
2. In the How Do You Want To Connect drop-down list box, select one of the following:
   - Find Device Automatically: Norton AntiVirus determines if you have an Internet connection or must connect using your modem.
   - Internet: Norton AntiVirus connects to the Symantec FTP (File Transfer Protocol) site on the Internet.
   - Modem: Norton AntiVirus dials a preset number and connects to a Symantec server through your modem.
3. Click Next to start the automatic update.

LiveUpdate makes the connection, downloads the latest files, and installs them on your computer. Network administrators can then distribute them using Norton Network Manager.

When the update is finished, read the new Text Documents (*.TXT) in your Norton AntiVirus folder that are also downloaded. They contain late-breaking information about newly discovered viruses and any special precautions that you should take.

Using Intelligent Updater

While using LiveUpdate provides you with a fast and easy way to update your virus definitions files, you can use also Intelligent Updater. Intelligent Updater is an executable file that contains the latest virus definitions files.

The latest Intelligent Updater file is always available for download from the following sources:

- Symantec World Wide Web site

  Connect to http://www.symantec.com/avcenter/index.html, then click Download Updates.
- Symantec FTP site

  Connect to ftp.symantec.com/public, or click the FTP button at the bottom of any Symantec Web page.
- CompuServe

  Go SYMNEW, then search the Norton AntiVirus library.
- America Online

  Keyword: SYMANTEC
- Symantec BBS

To connect to the Symantec BBS, call (503)484-6669. Follow the prompts to login, then choose [G]et a File from the main menu, and then choose [G]et the latest definition file. Follow the prompts to download.

To update the definitions with Intelligent Updater, download the executable file to a temporary directory, such as C:\TEMP, then run the executable.

To run Intelligent Updater:

1. Download the file to a temporary directory, such as C:\TEMP.
2. From File Manager, double-click the filename.
   For example, if you downloaded the December 1996 definitions, double-click 12NAV96.EXE.
   The Intelligent Updater opening screen appears.
3. Click Yes and follow the prompts to update the definitions.

NOTE: We recommend that when you update the virus definitions, that you do so both in the Norton AntiVirus program folder *and* on the Norton AntiVirus Rescue Disk set.

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activity log file
a file in which Norton AntiVirus records each activity it performs, such as scanning disks, finding viruses, and detecting virus-like activities.

alert box
a dialog box that appears on your screen to notify you that a virus, inoculation change, or virus-like activity has been detected. Norton AntiVirus may display alert boxes even while you are using another application.

application
see program

archive file
a series of files that have been compressed into one file.

AUTOEXEC.BAT
a batch file that is automatically executed when the computer is started. See also batch file.

back up
the process of making copies of important files (to disks that are put away in a safe place), protecting yourself against loss of data.

batch file
a text file that contains a sequence of DOS commands. Batch files are used to save command sequences so that they can be re-executed at any time. Batch files typically have a .BAT extension.

bootable disk
a disk that contains the Disk Operating System(DOS) necessary to start, or boot, the computer.

(to) boot
to start the computer.

boot disk
a disk that contains the Disk Operating System (DOS) necessary to start, or boot, the computer.

boot partition
see master boot record.

boot record
the first physical sector on a floppy disk or the first logical sector of hard disk partition. It identifies the disks architecture (sector size, cluster size, and so on). It also contains the boot record program.

boot record program
the program that is responsible for loading DOS.

boot virus
a virus that infects the boot record program on both hard and floppy disks and/or the master boot record program on hard disks. A boot virus loads into memory before DOS, taking control of your computer and infecting any floppy disks that you access. A boot virus may prevent your computer from starting up at all from an infected disk.

bulletin board system (BBS)
an on-line service that allows messaging, electronic mail, and file transfer between computer users via modem.

button bar
a component of the Norton AntiVirus for Windows screen that contains buttons used for performing certain Norton AntiVirus functions.

CMOS
an abbreviation for Complimentary Metal Oxide Semiconductor: a battery-powered chip in 80286 (and more advanced) computers that preserves basic data about the system's hardware.

cold boot
to start your computer by switching on the power. A cold boot recycles your computer's random access memory, thus removing any viruses that might be present in memory.

.COM file
see executable file

command-line switch
an option that controls the operation of a program. Switches are used when a program is executed from the DOS prompt or through the RUN... command in Windows.

compressed file
a single file or series of files that have been compressed into one file.

CONFIG.SYS
a text file containing commands that configure DOS and the system's hardware and that load device drivers. The file is automatically executed by DOS when you start your computer.

conventional memory
the first 640K of memory. This is the largest amount of memory that DOS can use without the aid of an extended or expanded memory manager.

data file
a file that is created by or associated with an application and contains no executable code. Examples include word processing documents, databases, and spreadsheets.

device driver
a type of terminate-and-stay-resident program that is loaded from CONFIG.SYS at each startup and cannot be unloaded. The Norton AntiVirus system monitor can be loaded as a device driver, providing earlier protection than when it is loaded as a normal TSR. See also terminate-and-stay-resident program.

dialog box
a box on the screen containing buttons and options that you select to tell Norton AntiVirus how to proceed.

directory
a portion of a disk that you designate to store certain files. Applications are typically kept in separate directories. Directories make it easier for you to organize the files on your disk. See also subdirectory.

disk
a device that stores information. There are two main types, floppy disks and hard disks.

document file
see data file.

DOS
an abbreviation for Disk Operating System. See operating system.

double-click
to press the primary mouse button twice in rapid succession.

download
to transfer a file from one computer system to another through a modem or network. Most frequently used when referring to the act of transferring a file (through a modem) from a bulletin board service or server on a network.

drag
to hold the primary mouse button down while moving the mouse in a given direction. Often used to move an object on the screen.

drive
an entire disk or a partition. see also partition.

drop-down list box
a special type of list box that reveals a list of choices when you select its prompt button.

EMS
an abbreviation for Expanded Memory Specification. see expanded memory.

encryption
a way to impose data security on selected files, directories, or disks. Encryption scrambles data (usually by intertwining a key code or set of characters into the data) and seals it with a password. Only those who know the password can access (decrypt and use) the data.

exclusion
an action that you have instructed Norton AntiVirus not to look for in a particular file. For example, you may not want Norton AntiVirus to watch for the DOS program FORMAT to try to write to the boot sector of a floppy disk.

exclusions list
the list where Norton AntiVirus stores its exclusions.

.EXE file
see executable file.

executable file
a file containing a program that can be run by DOS or Windows. Executable files generally have the following extensions: .COM, .EXE, .OVR, .OVL, .DRV, .BIN, or .SYS.

expanded memory
memory added to your computer using an expanded-memory board and/or an expanded-memory management program. Although expanded memory leaves more conventional memory available for other programs to use, it can be slower to use than extended memory.

extended memory
a memory area, in addition to conventional memory, available in 286 and higher machines. Programs that can use extended memory run faster and more efficiently and leave more conventional memory available for other programs to use.

extension
a three-letter suffix of a DOS filename, usually descriptive of the files contents. For example, .EXE is an extension of an executable file; .TXT is often an extension of a text file.

file allocation table (FAT)
a table in the system area of a disk that identifies the specific place on the disk where each file is physically stored.

file extension
see extension

file server
a central disk storage device (or devices) connected to a network that provides network users access to shared applications and data files.

floppy disk
a removable disk used to store information, such as software and data, in files.

hard disk
a non-removable disk built into your computer and used to store information, such as software and data, in files.

hidden files
files with the file attributes set so that the files do not appear in a directory listing, thus making the files more difficult to delete and copy.

high memory area
the first 64K of extended memory. Few programs use this part of extended memory.

HMA
abbreviation for High Memory Area. see high memory area.

hotkey
a key that can be pressed to open a menu or invoke a menu command, button, or option, in place of using the mouse. Pressing the hotkey works the same as highlighting the item and pressing Enter.

icon
a graphic symbol used to represent an application, a document, or a group item.

infected file
a file that contains a virus.

infection log
a subset of the Activity Log, containing only known and unknown virus detection records.

inoculate
to generate information or data about a file that can be used to verify the integrity of the file at a later time.

inoculation file
a file containing inoculation data that is used during scans to verify the files integrity. An inoculation file is created for each drive on which you inoculate files.

Inoculation Technology
a technique used by Norton AntiVirus to compare the current state of a file with the information in the inoculation file to determine if the file has been changed, possibly by an unknown virus.

known virus
any virus that Symantec has analyzed and defined and that Norton AntiVirus can detect and identify by name.

LAN
an abbreviation for Local Area Network. See Local Area Network.

launch
to start or run an application, with or without a related document.

list box
a dialog box component that contains a roster of available choices.

load
see launch.

Local Area Network (LAN)
a group of computers linked together with cables that have access to a shared computer. Common programs and data files may reside on the shared computer, known as the server. Also called a network.

macro virus
a new class of viruses, that have been released into the world. These viruses can infect your personal document files such as Word and Excel files. Macro viruses are spread from one document to another via macros contained in the document template.

master boot record (MBR)
the first physical sector on a hard disk. It contains information on how a hard disk is partitioned and the master boot record program. See also master boot record program.

master boot record (MBR) program
the program that is responsible for directing the computer to load the boot record program from the bootable hard disk.

memory-resident program
(same as terminate-and-stay-resident, or TSR.) A program that loads itself into random-access memory (RAM) the first time it runs, and remains there until it is disabled or restarted, or until the computer is turned off or restarted.

multipartite virus
viruses that affect both programs and boot files, and can spread from one type of file to another.

network
a series of computers and associated hardware (printers, and so forth) connected together in a work group for the purpose of sharing information and hardware between users.

network server
a computer that allows other computers to access its file, and can provide them with centralized and shared services, including programs, storage, and communication.

partition table
a table in the master boot record of a hard disk that specifies how the disk is set up, such as the size and location of the partitions, which operating system each partition uses, and which partition the computer will boot from.

pathname
the route to a file or directory on a disk. For example, if a file named QTR1.DOC is stored in the directory OFFICE on drive C:, the pathname for the file is C:\ OFFICE\ QTR1.DOC.

polymorphic virus
a type of virus that changes its telltale code segments so that it "looks" different from one infected file to another, thus making detection more difficult.

program
an executable file or group of files written for a specific purpose such as word processing or creating a spreadsheet.

program file extension
an extension for a program filename.

program virus
a virus that affect executable program files, which often have one of these file extensions: .COM, .EXE, .OVL, .DRV, .SYS, .BIN. Program viruses can stay in memory even after a program is executed, until you turn off your computer.

RAM
see Random-Access Memory

random access memory
the computer's working memory that determines the size and number of programs that can be run at the same time, as well as the amount of data than can be processed instantly.

read-only
refers to a disk or file containing data that can be read, but cannot be written to or deleted.

reboot
to restart your computer. See also warm boot and cold boot

reinoculate
to replace a previously inoculated file's inoculation data with data for the file in its current state.

repair
to remove a virus from a file and return the file to its original, uninfected state.

rescue disk
a floppy disk containing the partition table, boot record, and CMOS values for your hard disk, which can be used to restore this information if it is corrupted by a virus.

scan
the systematic search for viruses that is performed by Norton AntiVirus.

stealth virus
a virus that actively seeks to conceal itself from discovery or defends itself against attempts to analyze or remove it.

subdirectory
a branch of a directory at a lower level of hierarchy than a directory.

system disk
see bootable disk.

system files
the files that make up DOS.

terminate-and-stay-resident program (TSR)
a program that loads itself into random-access memory (RAM) the first time it runs and remains there until it is disabled or restarted, or until the computer is turned off or restarted. Also called memory resident program.

Trojan horse
a program that promises to be something useful or interesting (like a game), but covertly may damage or erase files on your computer while you are running it. Trojan horses are not viruses.

TSR
see terminate and stay resident program.

UMBs
see upper memory blocks

uninoculate
to remove the inoculation data for a file, directory, or drive. *See also* inoculate.

unknown virus
a virus for which Norton AntiVirus does not contain a virus definition. See also virus definition.

upper-memory blocks (UMBs)
an area of memory normally reserved for running your system's hardware. TSR's can be loaded into this area, leaving more conventional memory available for programs to use.

virus
a self-replicating program written intentionally to alter the way your computer operates without your permission or knowledge.

virus definition
virus information that allows Norton AntiVirus to recognize and alert you to the presence of a specific virus.

virus-like activity
an activity or action caused by other software that Norton AntiVirus perceives as the work of a possible unknown virus.

warm boot
to restart your computer by pressing Ctrl+Alt+Del. A warm boot can be detected and emulated by some viruses, so a virus in memory may still be there when the boot is complete.

workstation
a computer that is attached to a network and is not the network server.

write-protected disk
a disk that cannot be written to. Write-protecting disks prevents viruses from infecting them. To write-protect a 5.25" disk, cover the notch on the side of the disk with an adhesive label (usually included with boxes of disks.) To write-protect a 3.5" disk, slide the lever on the back of the disk to uncover the hole through the disk.

.ZIP file
a series of files that have been compressed into one file with a .ZIP extension using the PKZIP utility.

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This command displays information on how to use the Windows help system.

Use Windows Repair Wizard

When you initiate a scan from the Norton AntiVirus main window or run a scheduled scan, Norton AntiVirus alerts you when it detects viruses. The Norton AntiVirus Repair Wizard appears. The **Automatic** [recommended] option should be selected.

All you have to do is click **Next** to have Norton AntiVirus automatically get rid of the virus.

You can also select **Manual** and then click **Next.** If all the infected files can be Repaired, one click will take care of them all at once. However, if some of the infected files were found inside a compressed file, they cannot be repaired. In this case, you have to highlight each infected file one at a time and then select the action for that file.

Use Problems Found Dialog

If you see the Problems Found dialog:

1. Highlight an entry in the list box.
2. Read the message at the bottom of the dialog box to understand the type of problem that was found. It relates to the highlighted entry.
3. Click **Repair** In all cases where infected files have been found.

See also Quick Guide to Alert Actions

VIRUS FOUND alert

When Norton AntiVirus finds a virus has infected a file or boot record on your computer, it produces a warning something like this:

VIRUS FOUND: The BADVIRUS virus has been found in the MYFILE.EXE file.
What would you like to do?

To get rid of a virus infection:

1. Click **Repair** (or type R if you cannot use your mouse).
   If the repair is successful, thats all you need to do. The virus is gone and your computer is safe.
2. If Norton AntiVirus cannot repair the item, see
   What to do when Norton AntiVirus cannot repair.

VIRUS IN MEMORY alert

Norton AntiVirus stops your computer when it find a memory virus. While you dont normally turn off a computer without first exiting Windows, in this case it is necessary because your computer is halted. You cannot do anything else.

Why? A virus in memory is active, dangerous and is easily spread to other files. A memory virus warning says something like this:

The CASCADE1A virus was found in memory.
Computer is halted. Reboot from your write-protected Rescue disk, then scan your drives.

To get rid of a virus in memory:

1. Turn off your computer using the power switch.
2. Insert the Norton AntiVirus Rescue disk labeled Boot Disk into the drive and turn the computer on using the power switch.
3 Once the DOS prompt (for example, A:>) appears, type NAVC/REPAIR and press Enter.

   Warning: If you don't use your NAV Rescue Boot Disk or an uninfected bootable floppy disk to restart your computer, you run the risk of activating the virus again. Don't try to create a bootable disk on the infected computer at this time because the virus could infect it.

4. Select the drive to scan in the Drives list box.
5. Select Scan Now.
6. When you see the Problems Found screen, highlight each infected file and click Repair to remove the virus and restore the file to its original condition.

VIRUS-LIKE ACTIVITY alert

A virus-like activity alert does not necessarily mean that your computer has a virus - its simply a warning. Its up to you to decide whether the operation is valid in the context in which it occurred. The alert looks something like this:

VIRUS-LIKE ACTIVITY: The NEWFILE1 is attempting to write to the NEWFILE.
What would you like to do?
[**R**epair] [**C**ontinue] [**S**top] [**E**xclude]

To resolve a virus-like activity alert, do one of the following:

- Click **Continue** (or type C if you cannot use your mouse) if the message describes a valid activity for the application you are running.
  For example, if youre updating an application and the alert warns you of an attempt to write to a program file, the activity is valid.
- Click **Stop** (or type S if you cannot use your mouse) if the detected activity isnt related to what you are trying to do.
  For example, if you are playing a game and the alert warns you of an attempt to write to the boot records of your hard disk, the activity is invalid.

Uninoculated Item

Inoculation stores information about items (for example, boot records and system files) which are very important to your computer. Later this information is used to verify these items remain virus-free.

If you see an alert something like this:

UNINOCULATED ITEM: The NEWITEM has not been inoculated.

Click **Inoculate** to store information about the item.

INOCULATION CHANGE alert

If Norton AntiVirus detects any changes made to the stored information it keeps about inoculated items, it alerts you.

For example, the alert may say something like this:
INOCULATION CHANGE: The boot record on drive A:\ has changed since it was last inoculated.

To respond to an inoculation change alert, do one of the following:

Click **Inoculate** if youve just updated a program (or type C if you cannot use your mouse); for example, the boot records and system files may change.

Click **Repair** if the change is not expected (or type C if you cannot use your mouse); for example, if you know no one has recently made changes to your system, like those described above.

{bmc nirvana.shg} What to do when NAV cannot repair

In rare cases, Norton AntiVirus cannot repair the damage to an infected file.

Why? One of the most common reasons Norton AntiVirus cannot repair a file is that you have not updated your virus protection files at least regularly.

If an item cannot be repaired…

Do one of the following:

Update your virus protection and scan again.

Read the information on your screen carefully to identify the type of item that cannot be repaired. Then match it to one of the types below:

- Infected files are those with file names that include .com or .exe. Document files such as .doc, .dot and .xls can also be infected.
- Compress files may contain many files. You can often tell a compressed file by its name. Many compressed files end in .ZIP.
- Hard disk master boot record, boot record, or system files 9such as IO.SYS or MSDOS.SYS) and floppy disk boot record and system files are replaced using the Rescue Disks or, sometimes, your operating system (Windows or DOS) disks.

Cannot repair an infected file?

Cannot repair a compressed file?

Cannot repair a hard disk or master boot record?

Cannot repair a floppy disk boot record?

Cannot repair a system file?

Quick guide to alert actions

Cannot repair a compressed file?

A compressed file contains many files. You can often tell that a file is compressed from its name. Many compressed files end in .ZIP. For example, MYFILE.ZIP may contain the files: FILE1.DOC, FILE2.DOC, FILE3.TXT, FILE.EXE, and so on. Norton AntiVirus can detect individual infected files but it cannot Repair or Delete these files until the compressed file is opened up or uncompressed.

To repair infected files inside a compressed file:

1. Click the Auto-Protect icon on the desktop, then click the Disable button to turn Auto-Protect off.
2. Uncompress the compressed file using a program such as PKUNZIP or Winzip.
3. Open the Norton AntiVirus main window by double-clicking on the Norton Anti-Virus icon in the Norton AntiVirus group box.
4. Scan the files again. From Windows, let the Repair Wizard automatically Repair all the infected files.
5. Find the Norton AntiVirus Auto-Protect icon in the Norton AntiVirus group box and turn Auto-Protect on again.
6. If a file cannot be repaired, delete it from the disk and replace it with an uninfected copy.

Cannot repair an infected file?

Cannot repair program and document files?

If infected files cannot be repaired, you need to delete them from your computer. If you leave an infected file on your computer, the virus infection can still be spread. Once deleted, the virus and the file are gone forever.

If Norton AntiVirus cannot repair a file:

1. Click **Delete** (or type D if you cannot use your mouse).
2. Replace the deleted file with a backup copy; reinstall a deleted program from the original program disks.

Caution: If the virus is detected again after you replace or reinstall the file, your backup copy or original program disk is infected. You can try contacting the manufacturer for a replacement.

Cannot repair a hard disk master boot record or boot record?

If Norton AntiVirus cannot repair your hard disk or master boot record , you can use your up-to-date Norton Rescue Boot Disk to restore it. If your Norton Rescue Boot Disk isnt up to date, contact Symantec Technical Support for more information. See Contacting Technical Support and Customer Service

Note: Your Boot Disk is up to date if you have created a new copy since you last did one or more of the following:

- Added, modified or removed internal hardware
- Installed new programs that modify startup files
- Added or removed hard drive partitions
- Upgraded your operating system

To restore your hard disk:

1. Switch off your computer using the power switch.
2. Place your write-protected Norton Rescue Boot Disk in the A: drive, then switch on your computer.
3. At the DOS prompt (for example a:\>), type RESCUE/RESTORE and press Enter.
   The Restore Rescue Information dialog box appears.
4. Make sure Drive A: is specified for the location of the rescue data.
5. Check all the items in the Items To Restore group box.
   Press Tab to move around the dialog box. Press Space bar to check of uncheck items.
6. Select **Restore** to restore the selected items.
7. When the process is complete, remove your Norton Rescue Boot Disk from Drive A: and restart your computer.

Cannot repair a floppy disk boot record?

If Norton AntiVirus cannot repair the floppy disk boot record , the virus is removed and the information on the disk is still accessible. You can safely copy all the files onto another disk. However, the floppy disk is no longer bootable.

Cannot repair a system file?

If Norton AntiVirus cannot repair a system file (for example, IO.SYS, or MSDOS.SYS) , you have to restore the file using the DOS SYS command. See your DOS manual for SYS command instructions.

Quick quide to alert actions

Action button	Why?
Repair	For a VIRUS FOUND, **Repair** is always the best choice. Repair eliminates the virus and repairs the infected item automatically. For an INOCULATION CHANGE, Repair restores the changed item to its previous state. Inoculation changes fall into two categories: Expected: If youve just updated a program, the boot records and system files may change. In this case, choose **Inoculate**. Unexpected: Changes to boot records and system files are usually caused by viruses. If you have not recently upgraded a program, choose **Repair**.
Delete	Erases both the infected file and the virus. The virus and file are gone forever. Choose Delete if Repair is not successful. Replace a deleted file with from the original program disks or backup copy. If the virus is detected again, your backup copy or original disk is infected.
Stop	Stops the current operation to prevent you from using an infected file. **Stop** does not solve the problem. Youll be alerted again the next time you do the same thing.
Continue	Continues the current operation. Only choose **Continue** if you are sure a virus is not at work. Youll be alerted again. If youre not sure what to do, its safer to choose Stop.
Exclude	If you choose **Exclude** and a virus was at work, the virus wont be caught. Exclude should be used only by system administrators for system tuning.
Inoculate	For an UNINOCULATED ITEM, Inoculate stores data about the item in a special file that is later used to verify that the item stays virus-free. You should choose **Inoculate** For an INOCULATION CHANGE, Inoculate updates the stored inoculation data for boot record or file that has changed since it was last inoculated. Expected: If youve just updated a program, the boot records and system files may change. In this case, choose **Inoculate**. Unexpected: Changes to boot records and system files are usually caused by viruses. If you have not recently upgraded a program, choose **Repair**.