



Keeping virus protection 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, at no charge at the beginning of every month and whenever a new virus threat is discovered.

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

To update your Norton AntiVirus Definitions disk:

- 1 In the Create Rescue Disks dialog, click Setup.
The Rescue Setup dialog appears.
- 2 Click the Update Changed Items Only option button.
- 3 Click >> (Next, 2 of 2) in the Setup for Disk group box.
(The items in the Rescue Items list box change.)
- 4 Click **OK**.
The Create Rescue Disks dialog reappears.
- 5 Insert your outdated Norton AntiVirus Definitions Disk into the specified drive.
Be sure you have removed write protection. (Slide tab in the upper right corner of the disk to a closed position.)
- 6 Click **OK** again to begin the update.
The Copying Items dialog appears. Norton AntiVirus Rescue informs you when the information has been updated.
- 7 Remove your updated Norton AntiVirus Definitions Disk, write-protect it, and put it in a safe place.



Introducing Norton AntiVirus Rescue for Windows

Use Your Norton AntiVirus Rescue Disk set to store vital statistics about your hard drive and computer's startup information. If a hard disk or computer startup failure occurs, use your Norton AntiVirus Rescue Boot Disk to restore your disabled computer. Once you have regained access to your computer or hard disk, you can use various DOS and Norton utilities stored on your Norton AntiVirus Rescue Boot Disk to repair your hard disk. Click the Contents (above) to view the contents.



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Norton AntiVirus Rescue keys

Use the following keys to navigate through Norton AntiVirus Rescue keys.

Alt+Tab	Cycle through running applications; release Alt at desired application.
↑	Select available settings.
↓	Select available settings.
←	Moves the cursor one character to the left.
→	Moves the cursor one character to the right.
Spacebar	Toggles the task as complete/incomplete.
Home	Moves the cursor to the beginning of the field being edited.
End	Moves the cursor to the end of the field being edited.
F1	Displays Online Help.
Alt+F4	Exit Norton AntiVirus Rescue.
Tab	Cycles through available buttons and settings.
Alt	Start an Alt-key accelerator sequence.
Alt+space	Activate the application Control menu.



Before Creating a Rescue Disk set

See Also

Before creating a Rescue Disk set, you need to have:

- ◆ two 1.44 MB (high-density) disks that you do not need to use for anything else.
You are going to format these disks and you will lose any data already stored on them.
 - ◆ two labels for the:
 - Norton AntiVirus Rescue Boot disk (Disk 1)
 - Norton AntiVirus Definitions Disk (Disk 2)
- ◆ enough space on the disks to hold all the selected items in the Rescue Items group box (in the Rescue Setup dialog)
The status bar at the bottom of the Create Rescue Disk or Rescue Setup dialog displays the amount of space required to store the selected items. If the selected items equal more than the size of the disk, the Rescue Disk program will not continue. You must deselect items until the amount of space is equal to or less than what the disk will hold.

Note: The default items that are selected for each media type are stored within the RESCUEW.INI file. These items can be adjusted for your system by editing RESCUEW.INI with the Notepad.

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Creating a Norton AntiVirus Rescue Disk set

See Also [Dialog Settings](#)

Your Norton AntiVirus Rescue Disk set consists of 2 disks:

- ◆ a Norton AntiVirus Rescue Boot disk which you use to restore system files in the case of a hard disk failure or other problem
- ◆ a Norton AntiVirus Virus Definitions Disk which contains the files Norton AntiVirus uses to detect and eliminate viruses; this disk needs to be updated once monthly.

NOTE: Updates are free of charge from Symantec if you use any online service to update them. LiveUpdate in Norton AntiVirus for Windows automatically launches once a month (or at pre-scheduled times) to download the latest definitions. These definitions are then automatically installed in the directory where Norton AntiVirus is located on your computer. However... it is very important to also update this Norton AntiVirus Definitions Disk in case of an emergency.

TIP: Print out these instructions now.

To create a rescue disk set:

- 1 In the **Save Rescue Information To** list box, select the drive on which you would like your information stored.
- 2 Select the media type.
Norton AntiVirus Rescue automatically chooses the best media type (usually a 1.44MB disk).
- 3 Insert a blank or unformatted diskette into the specified drive.
- 4 Click **OK**.

CAUTION: All information on your disk is overwritten unless you have specify otherwise in the Rescue Setup dialog. You should expect this and use disks that you intend to dedicate to becoming Rescue Disks.

Norton AntiVirus Rescue formats the diskette, makes it bootable, and copies your system files to it. When the disk has been successfully created, you see a Norton AntiVirus Rescue Boot Disk message.

- 5 Remove this first rescue disk (1 of 2) and click **OK**.
NOTE: Label this first disk Norton AntiVirus Rescue Boot disk, write-protect it by sliding open the plastic tab in the upper right-hand corner of the disk, and put it in a safe place. You will need to update this disk anytime you make changes to your hardware or your system files.
- 6 Repeat steps 3 and 4 to create the second disk (2 of 2) .
When the disk has been successfully created, you see, you see a Norton AntiVirus Definitions message.
- 7 Remove the second disk from the drive and click **OK**.
NOTE: Label the second disk Norton AntiVirus Definitions disk, write-protect it by sliding open the plastic tab in the upper right-hand corner of the disk, and put it in a safe place. You will need to update it once monthly at least.
You will see an Important Note about testing your Norton AntiVirus Rescue Boot Disk (Disk 1).
- 8 Click **OK**.
- 9 Click **Cancel** to complete the Create Rescue Disks process and close the dialog.

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Create Rescue Disks dialog

OK command button

Cancel button

Setup button

Help button

Save Rescue Information To list box

Media Type drop-down list box

Disk space status bar

Setup button

Click to access the [Rescue Setup dialog](#).

Save Rescue Information To drop-down list box

Use this list box to select where you want the Rescue Disk information to be stored to. You can select any drive connected to your computer, including network drives and compressed drives. To select a new destination drive, click the prompt button.

Media Type drop-down list box

Use this list box to select the type of media to store the information to. If you select a hard drive in the Save Rescue Information To drop-down list box, this option is unavailable. To select a new media type, click the prompt button.



Selecting Rescue Disk Setup Options

See Also [Dialog Settings](#)

There are several options in the Rescue Setup dialog that you can use to personalize your rescue disk. You can also specify which items are included or not included on your rescue disk.

To select new Rescue Disk setup options:

- 1 In the [Create Rescue Disks dialog](#), click Setup.
The [Rescue Setup dialog](#) appears.
- 2 Change the setup options to your liking.
- 3 Click **OK** to save your settings.
The Create Rescue Disks dialog reappears.

To select or deselect item in the Rescue Item list:

- ◆ Double-click to select or deselect.
A selected item will have a ✓ indicating it to be included.

Or,

- ◆ Use the Select All or Deselect All buttons to include or not include the entire list.

TIP: Here are the item icons seen in the Rescue Item list box.

A ✓ indicates the item is included. Rescue Disk copies this item to your rescue disk.

A ⊕ indicates that you cannot deselect the item. These items are always stored to the rescue disk.

A ⊗ indicates the item could not be found. Rescue Disk located the item in your CONFIG.SYS or AUTOEXEC.BAT file, but could not find the actual file. Use the New Item button to locate and add the item to the Rescue Items list box if necessary.

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Rescue Setup dialog

Format Rescue Disk, The Copy Items option button

Copy Items to Rescue Disk Without Formatting option button

Update Changed Items Only option button

Reselect Items When Media Type Changes check box

OK command button

Cancel button

New Item button

Help button

Select All button

Deselect All button

Disk space status bar

Setup for Disk, next disk button

Setup for Disk, previous disk button

Format Rescue Disk, Then Copy Items option button

This option allows you to format any Diskette before the files are stored to it. Formatting the Diskette erases any information currently stored to the Diskette. The system files are then transferred to the disk, making your rescue disk a bootable disk. This option is unavailable when the media type is "Hard Disk."

Copy Items to Rescue Disk Without Formatting option button

This option allows you to store the Rescue Disk information to a Diskette or hard drive that is already formatted. When this option is selected, system files are automatically deselected. Rescue Disk assumes that you do not need these files because you are storing them to an already formatted Disk.

Update Changed Items Only option button

This option allows you to update your current rescue disk. Simply select this option, insert your original rescue disk, and click **OK** for the program to update your original files.

Reselect Items When Media Type Changes check box

This check box instructs Rescue Disk to automatically reselect the items in the Rescue Items list box, to suit each media type.

OK button

By clicking **OK** you accept the configuration settings and continue creating a rescue disk.

Cancel button

By clicking Cancel you lose the configuration settings and exit the Create Rescue Disks dialog.

New item button

Click New item to display the Select New Rescue Item dialog. Within this dialog, search through Disks and directories to locate files you wish to add to the Rescue items list box.

Help button

Click Help to access the Rescue Disk online Help.

Disk space status bar

This status bar displays the amount of Disk space necessary to save the selected items. To select or deselect any items, open the Setup dialog by clicking the Setup button.

Select All button

Use this button to select all the items in the Rescue Items list box. You can also double-click to select or deselect them.

Deselect All button

Use this button to deselect all the highlighted items in the Rescue Items list box. You can also double-click to select or deselect them.



Selecting New Rescue Disk Items

See Also [Dialog Settings](#)

It's easy to add new items to your rescue disk. Use the Select New Rescue Item dialog to add any file you want.

To select new rescue disk items:

- 1 In the [Create Rescue Disks dialog](#), click Setup.
The [Rescue Setup dialog](#) appears.
- 2 Click **New Item**.
The [Select New Rescue Item dialog](#) appears.
- 3 Enter the name of the file you want to include in the **File Name** text box.

Or,

Use the Directories and Files list boxes to find and select a file.

- 4 Click **OK**.
The Rescue Setup dialog reappears.

NOTE: Adding items to the Rescue Items list box does not permanently add them to the RESCUEW.INI file. If you always want the items you are adding to appear in the Rescue Items list box, edit RESCUEW.INI.

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Select New Rescue Item dialog

File Name text box

Files list box

List Files of Type drop-down list box

Directories list box

Drives drop-down list box

Use the Files Name text box to enter specific path, filenames or file types.

Use the Files list box to scroll through files within a directory. Double-click any filename to add to the Rescue Items list box.

Use the List Files of Type drop-down list box to filter specific types of files.

Use the Directories list box to scroll through a drive's directories..

Use the Drives drop-down list box to select any connected floppy, or hard, or network drive.



Select Rescue Path dialog

Directory text box

Directories list box

Drives drop-down list box

Include Subdirectories check box

Use the Directory text box to manually specify the path and directory in which to store the rescue information.

Use the Include Subdirectories check box to include all subdirectories in the path.



Using Your Norton AntiVirus Rescue Disk to Restore Your Computer

See Also

Hopefully you'll never have to use your rescue disk, but in the event you do follow these instructions.

CAUTION: If in the future you need to use your rescue disk, you probably will not be able to load Windows or access this help file for instructions.

To print this topic:

- ◆ Choose Print Topic from the File menu.

To restore your computer using your Norton AntiVirus Rescue Boot Disk:

- 1 Insert your up-to-date (this means you have updated this disk any time you have made a change to your computer hardware, system files, or boot records) Norton AntiVirus Rescue boot disk into your computer's boot drive.
The boot drive is generally drive A.

NOTE: If you don't have an up-to-date Norton AntiVirus Rescue Boot disk, call Tech Support. See [Contacting Technical Support & Customer Service](#)

- 2 Reboot your computer.
The computer will boot from drive A:. Once your computer has booted using the rescue disk, you will see the DOS prompt.
- 3 At the DOS prompt, type A:\RESCUE /RESTORE and press Enter.
The DOS Rescue dialog appears.
- 4 Press R for Restore
The Restore Rescue Information dialog appears.
- 5 Choose the items to restore.
- 6 Press ALT + R for Restore.
Depending on which items you chose to restore a confirmation box is displayed with the date and time the rescue disk information was stored. Answer each appropriately. Once answered, the selected information is restored and the Restore Completed dialog appears.
- 7 Remove your rescue disk from drive A: and put it in a safe place.
- 8 Press R to reboot.
The computer reboots with the selected information restored.

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Updating your Norton AntiVirus Rescue Boot Disk

See Also

If you currently have a Norton AntiVirus Rescue Boot Disk that is out dated, let Rescue Disk update it for you. You should update your rescue disk every time your computer's setup and boot programs change.

To update your Norton AntiVirus Rescue Boot disk:

- 1 In the Create Rescue Disks dialog, click Setup.
The Rescue Setup dialog appears.
- 2 Click the Update Changed Items Only option button.
- 3 If necessary, click << (Previous, 1 of 2) in the **Setup for Disk** group box.
(**Note:** the items in the Rescue Items list box change.)
- 4 Click **OK**.
The Create Rescue Disks dialog reappears.
- 5 Insert your outdated Norton AntiVirus Rescue Boot Disk (Disk 1) into the specified drive.
Be sure you have removed write protection. (Slide tab in the upper right corner of the disk to a closed position.)
- 6 Click **OK** again to begin the update.
The Copying Items dialog appears. Norton AntiVirus informs you when the information has been updated.
- 7 Remove your updated Norton AntiVirus Rescue Boot Disk , write-protect it, and put it in a safe place.

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Storing Rescue Disk Information to a Network Drive

See Also

Creating a Norton AntiVirus Rescue Disk set for each workstation can be costly if you intend to use standard 5¼-inch or 3½-inch diskette. Instead, store the rescue information to a network drive. The network drive is just as safe as a standard diskette, but offers the savings of not buying diskettes for each workstation. All you need is one diskette and read-write access to any network directory.

To store rescue disk information to a network drive:

- 1 In the Save Rescue Information To list box, select the network drive on which you would like your information stored. Rescue Disk automatically chooses the best media type.
- 2 Click **OK**.
The Select Rescue Path dialog appears.
- 3 In the Directory text box, enter the directory in which to store the rescue information to.

Or,

Use the Drives drop-down list box or Directory list box to select a new drive or directory.

TIP: To keep your workstation rescue disks organized, create one directory as your global rescue directory for every workstation. When Creating a Norton AntiVirus Rescue Disk set from each workstation, use the Select Rescue Path dialog to select the drive and global rescue directory. You will notice that the Directory text box contains the drive and global rescue directory. Append the name of the persons or number of the workstation to the text in the Directory text box. For example, you have select `F:\RESCUE` because it is the global rescue directory. You now want to store John Doe's rescue information to the global rescue directory. Append `\JOHNDOE` to the Directory text box. It should appear as `F:\RESCUE\JOHNDOE`. If the directory `\JOHNDOE` does not exist, Rescue Disk will create it and store the rescue information to it.

- 4 Click **OK**.
Rescue Disk verifies the existence of the directory. If it does not exist, Rescue Disk prompts you to create the directory. Click **OK** to continue storing the rescue information. Once the rescue information has been stored, the Rescue Disk Successfully Created dialog appears.
- 5 Click **OK**.
The Create Rescue Disks dialog reappears.

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Updating Rescue Disk Information to a Network Drive

See Also

If you currently have an outdated Rescue Disk set, let Norton AntiVirus Rescue update it for you. You should update your rescue disk every time your computer's setup and boot programs change.

To update rescue disk information on a network drive:

- 1 In the Save Rescue Information To list box, select the network drive on which you would like your information stored. Rescue Disk automatically chooses the best media type.
- 2 Click Setup.
The Rescue Setup dialog appears.
- 3 Click the Update Changed Items Only option button.
- 4 Click **OK**
The Create Rescue Disks dialog reappears.
- 5 Click **OK**
The Select Rescue Path dialog appears.
- 6 Use the Drives drop-down list box and Directory list box to select the rescue directory you want to update.
- 7 Click **OK**
Norton AntiVirus Rescue updates the original files with the current information. Once the rescue information has been stored, the Norton AntiVirus Rescue Boot Disk Successfully Created dialog appears.
- 8 Click **OK**
The Create Rescue Disks dialog reappears.
- 9 Insert the second disk (Norton AntiVirus Definitions Disk, Disk 2) and repeat steps 3-7.
Norton AntiVirus Rescue updates the original files with the current virus definitions. Once the rescue information has been stored, the Norton AntiVirus Definitions Disk Successfully Created dialog appears.
- 10 Click **OK**.
The Create Rescue Disks dialog reappears.
- 11 Click **Cancel** to close the dialog.

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Using a Rescue Disk to Restore a Workstation

See Also

Hopefully you'll never have to use your rescue disk, but in the event you do follow these instructions.

CAUTION: If in the future you need to use your rescue disk, you probably will not be able to load Windows or access this help file for instructions. However, you can either refer to the "Using Rescue Disk" chapter of the manual or print this help file topic.

To print this topic:

- ◆ Choose Print Topic from the File menu.

To use the rescue disk information stored on a network drive:

- 1 Insert a bootable blank diskette into drive A: from a working workstation.
- 2 Copy the contents of the desired rescue directory to the disk in drive A:.
The rescue disks AUTOEXEC.BAT and CONFIG.SYS files should have been copied to the diskette in drive A:.
- 3 Remove the diskette from drive A: and take it to the workstation that needs to be rescued.
- 4 Insert the diskette into the workstations boot drive.
The boot drive is generally drive A:.
- 5 Reboot the workstation.
The workstation will boot from drive A:.. Once the workstation has booted using the rescue disk, you will see the DOS prompt.
- 6 At the DOS prompt, type A:\RESCUE and press Enter.
The DOS Rescue dialog appears.
- 7 Press R for Restore
The Restore Rescue Information dialog appears.
- 8 Choose the items to restore.
- 9 Press Alt+R for Restore.
Depending on which items you chose to restore a confirmation box is displayed with the date and time the rescue disk information was stored. Answer each appropriately. Once answered, the selected information is restored and the Restore Completed dialog appears.
- 10 Remove the floppy disk from drive A: and press R to reboot.
The workstation is rebooted with the selected information restored.

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Customizing Your RESCUEW.INI File: Overview

See Also

You can add files Rescue Items list box and adjust Rescue Disk settings easily through the RESCUEW.INI file. RESCUEW.INI contains the Rescue Script that you can edit to your needs. You normally see the script being loaded every time you launch Rescue Disk. By loading the script, the program knows exactly what to do depending on the media type.

There are five sections to the Rescue Script. Click any of the following headings to learn more about the section.

[\[VERSION\]](#)

[\[SETUP\]](#)

[\[INCLUDE\]](#)

[\[AUTOEXEC\]](#)

[\[CONFIG\]](#)

VERSION Section

SETUP Section

INCLUDE Section

AUTOEXEC Section

CONFIG Section



Customizing Your RESCUEW.INI File: VERSION Section

See Also

Refer to the [VERSION] section to determine the version of the Rescue Disk for Windows program. There is no need to alter the following setting since it is used internally by the program. The following is an example of the statement found under the [VERSION] section of your RESCUEW.INI file.

```
VER = 1
```

Syntax:

VER = *number*

Parameter	Description
<i>number</i>	Specifies the version number.

Customizing Your RESCUEW.INI File: Overview

SETUP Section

INCLUDE Section

AUTOEXEC Section

CONFIG Section



Customizing Your RESCUEW.INI File: SETUP Section

See Also

Use the [SETUP] section to add, modify or delete Rescue Disk items. The statements in this section create the initial Rescue Items list box in the Rescue Setup dialog. The following is an example of the statements found under the [SETUP] section of your RESCUEW.INI file.

```
"Rescue utility",1,1,1,1,1,1,0,RESCUEW.EXE
"Norton Library Overlay File",1,1,1,1,1,1,0,NLIB100.RTL
"autoexec.bat [autoexec.sav]",1,1,1,1,1,1,0,@1
```

Syntax:

*"item_name", 360, 720, 1.2, 1.44, 2.88, HD, *, filename*

Parameter	Description
<i>item_name</i>	Description of the file to add to the Rescue Items list box. This description must be enclosed with in quotation marks.
<i>1.44</i>	Specifies whether to store this file to Disk when the Diskette is a 3½-inch, high-density (1.44 MB) diskette. The switches are 1 for YES and 0 for NO.
<i>2.88</i>	Specifies whether to store this file to Disk when the Diskette is a 3½-inch, super high-density (2.88 MB) diskette. The switches are 1 for YES and 0 for NO.
<i>HD</i>	Specifies whether to store this file to Disk when the Disk is a hard drive. The switches are 1 for YES and 0 for NO.
<i>*</i>	Specifies that the file is always to be stored regardless of media type.
<i>filename</i>	Specifies the actual filename. You can include a path if necessary. Rescue Disk automatically searches your path to find these files.

Customizing Your RESCUEW.INI File: Overview

VERSION Section

INCLUDE Section

AUTOEXEC Section

CONFIG Section



Customizing Your RESCUEW.INI File: INCLUDE Section

See Also

Rescue Disk scans your CONFIG.SYS and AUTOEXEC.BAT files for drivers you may need to start your computer. If you have special drivers loading during the boot process, you may need to add them to this section if they aren't already there. The following is an example of the statements found under the [INCLUDE] section of your RESCUEW.INI file.

```
ADAPTECH.SYS,0,1
ASPI2DOS.SYS,0,1
DMDRV.BIN,0,1
MOUSE.COM,1,0
MOUSE.SYS,0,1
SCSI.SYS,0,1
```

Syntax:

filename, autoexec, config

Parameter	Description
<i>filename</i>	The name of the file to include.
<i>autoexec</i>	Specifies the file is found in the AUTOEXEC.BAT file. The switches are 1 for YES and 0 for NO.
<i>config</i>	Specifies the file is found in the CONFIG.SYS file. The switches are 1 for YES and 0 for NO.

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Customizing Your RESCUEW.INI File: AUTOEXEC Section

See Also

When a disk is formatted and made bootable, Rescue Disk creates its own AUTOEXEC.BAT file. The lines in this section instruct Rescue Disk to add lines to the Rescue Disk version of AUTOEXEC.BAT file. Simply add the lines you want. Each line must be enclosed within quotation marks. The following is an example of statements found under the [AUTOEXEC] section your RESCUEW.INI file.

```
"@ECHO OFF"  
"PROMPT p$g$"
```

Syntax:

"*parameters*"

Parameter	Description
<i>parameters</i>	Specifies the line to add to the Rescue Disk version of AUTOEXEC.BAT file. This description must be enclosed with in quotation marks.

Customizing Your RESCUEW.INI File: Overview

VERSION Section

SETUP Section

INCLUDE Section

CONFIG Section



Customizing Your RESCUEW.INI File: CONFIG Section

See Also

When a disk is formatted and made bootable, Norton AntiVirus Rescue creates its own CONFIG.SYS file. The lines in this section instruct Norton AntiVirus Rescue to add lines to the Norton AntiVirus Rescue version of CONFIG.SYS file. Simply add the lines you want. Each line must be enclosed within quotation marks. The following is an example of statements found under the [CONFIG] section your RESCUEW.INI file.

"BREAK = ON"

"FILES = 30"

"BUFFERS = 5"

Syntax:

"parameters"

Parameter	Description
<i>parameters</i>	Specifies the line to add to the Norton AntiVirus Rescues CONFIG.SYS file. This description must be enclosed with in quotation marks.

Customizing Your RESCUEW.INI File: Overview

VERSION Section

SETUP Section

INCLUDE Section

AUTOEXEC Section

Setup for Disk, next button

Use this button to select Disk 2 of 2, the Norton AntiVirus Definitions Disk. You need to update Disk 2 (essentially recreate the disk) each time you update your virus protection files. This should be each time you perform a LiveUpdate (approximately once a month) or any other time you update virus definitions.

Setup for Disk, previous button

Use this button to select Disk 1 of 2, the Norton AntiVirus Rescue Boot Disk. in the Rescue Items list box. You can also double-click to select or deselect them. This should be each time you

- ◆ added, modify or remove internal hardware
- ◆ Install new programs that modify startup files
- ◆ Add or remove hard drive partitions
- ◆ Upgrade your operating system



Updating Norton AntiVirus Definitions Disk

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, at no charge at the beginning of every month and whenever a new virus threat is discovered.

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

To update your Norton AntiVirus Definitions disk:

- 1 In the Create Rescue Disks dialog, click Setup.
The Rescue Setup dialog appears.
- 2 Click the Update Changed Items Only option button.
- 3 Click >> (Next, 2 of 2) in the Setup for Disk group box.
(The items in the Rescue Items list box change.)
- 4 Click **OK**.
The Create Rescue Disks dialog reappears.
- 5 Insert your outdated Norton AntiVirus Definitions Disk into the specified drive.
Be sure you have removed write protection. (Slide tab in the upper right corner of the disk to a closed position.)
- 6 Click **OK** again to begin the update.
The Copying Items dialog appears. Norton AntiVirus Rescue informs you when the information has been updated.
- 7 Remove your updated Norton AntiVirus Definitions Disk, write-protect it, and put it in a safe place.



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.



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
U.S.A.

Tel. 1 (408) 253-9600

Service and Support offices

NORTH AMERICA Symantec Corporation 175 W. Broadway Eugene, OR, 97401	(800) 441-7234 (USA & Canada) (541) 334-6054 (all other locations) Fax: (541) 984-8020
BRAZIL Symantec Brazil Av. Juruce, 302 - cj 11 S ^o Paulo - SP 04080 011 Brazil	+55 (11) 5561 0284 Fax: +55 (11) 5530 8869
EUROPE Symantec Europe Ltd. Kanaalpark 2321 JV Leiden The Netherlands	+31 (71) 535 3111 Fax: +31 (71) 535 3150 Automated Fax Retrieval: +31 (71) 535 3255
ASIA/PACIFIC RIM Symantec Australia Pty. Ltd. 408 Victoria Road Gladesville, NSW 2111 Australia	+61 (2) 9850 1000 Fax: +61 (2) 9850 1001 Automated Fax Retrieval: +61 (2) 9817 4550 Fax: (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.

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