symantec.

Norton
AntiVirus 10.0
™
For Macintosh®

User Guide

Norton AntiVirus™ for Macintosh® User Guide

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Installation

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Before installing Norton AntiVirus, take a moment to review the system requirements.

System requirements

To use Norton AntiVirus, your computer must have one of the following supported Mac OS X operating system versions installed. It must also meet the minimum hardware and memory requirements.

- Macintosh OS X version 10.3, or later
- G3 processor or higher
- 128 MB of RAM
- 40 MB of available hard disk space for installation
- Internet connection required for LiveUpdate
- CD-ROM or DVD-ROM drive

Norton AntiVirus does not support Mac OS X versions earlier than 10.3. If you want to install Norton AntiVirus on Mac OS X, you must upgrade to Mac OS X 10.3, or a later version.

Before installation

Before installing Norton AntiVirus, you should read the Read Me file for the latest installation information.

To install Norton AntiVirus, you must enter an Administrator name and password. If you're not sure if your account is an Administrator account, see "Checking your login type" on page 10.

Reading the Read Me file

The Read Me file contains a summary of what's new and changed in Norton AntiVirus, as well as installation tips. It contains information that was unavailable at the time that the User Guide was published.

To read the Read Me file

1 Insert the Norton AntiVirus for Macintosh CD into your optical disk drive.
2 In the CD window, double-click **Read Me**.

Checking your login type

The installation procedure requires that you enter an Administrator name and password. If you do not know if your login is an Administrator login, you can check it in System Preferences.

To check your login type

1 On the Apple menu, click **System Preferences**.
2 Click **Accounts**.
   Your login name and type are listed.

If your account is an Administrator account, you can install Norton AntiVirus software using your current user name and password.

If your account is a Standard account, you can't install using your current account's user name and password. For security, you must enter an Administrator user name and password before installing Norton AntiVirus.

Installing Norton AntiVirus

You can install Norton AntiVirus from the Norton AntiVirus for Macintosh CD, or from a file that you download.

To install Norton AntiVirus for Macintosh

1 Do one of the following:
   - If you are installing from a CD, insert the Norton AntiVirus for Macintosh CD into the optical disk drive.
     If the CD window doesn't open automatically, from the desktop, double-click the CD icon to open it.
   - If you downloaded your copy of Norton AntiVirus, double-click the file that you downloaded.

2 Double-click **Norton AntiVirus Installer**.

3 In the Welcome to the Norton AntiVirus Installer window, click **Continue**.

4 Review the Read Me text, and then click **Continue**.

5 In the Software License Agreement window, click **Continue**.

6 In the agreement dialog box that appears, click **Agree**.
   If you click Disagree, you cannot continue with the installation.

7 In the Select a Destination window, select the disk on which you want to install Norton AntiVirus, and then click **Continue**.
   Files from previous versions of Norton AntiVirus are deleted when you install Norton AntiVirus to the same directory as the old version.

8 In the Easy Install window, click **Install**.
   If you have other Symantec products that include Norton AntiVirus installed on your computer, this button may be labeled Upgrade instead of Install.

9 In the Authenticate window, type your Administrator name and password, and then click **OK**.

10 Click **Continue Installation** to confirm that you want to install Norton AntiVirus.

11 Choose whether or not you want to run LiveUpdate. LiveUpdate requires an Internet connection. If you have an Internet connection, you should run LiveUpdate to ensure your software is up-to-date.

12 When installation is complete, click **Logout**. You must log out to complete the installation process.

If you can't eject the CD

If you have trouble ejecting the CD after you restart your computer, try one of the following:

▪ Quit applications and close documents that are on the CD before ejecting. If a CD is busy, you cannot eject it.

▪ Restart your computer. Press and hold the eject button on the keyboard when your Macintosh restart chime sounds.

▪ On a Macintosh computer with a slot-loading CD-ROM drive, press and hold the mouse button while starting up to eject the CD.

For more information on how to eject a CD, refer to the Mac Help.

After installation

Now that you've installed Norton AntiVirus, you have the following options:

Task	More information
Register your software.	See "Registering Norton AntiVirus" on page 13.
Check for late-breaking news about your new software. Use the Internet link in the Norton AntiVirus folder.	See "Reading late-breaking news" on page 14.

Connecting to the Internet through America Online

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

To connect to the Symantec Web site through AOL

1 Log on to AOL.
2 On the AOL Welcome page, click the AOL Internet browser.
3 Move the AOL browser and any other open AOL windows out of the way.

Registering Norton AntiVirus

You can register Norton AntiVirus from the Internet.

If you use America Online (AOL) to connect to the Internet, you need to log on to AOL first to register Norton AntiVirus.

To register Norton AntiVirus from the Internet

1 Connect to the Internet.
2 In the Applications folder on your Macintosh, open the Symantec Solutions folder, and then double-click **Register Your Software**.

 Your default Internet browser displays the Symantec Service & Support registration page.
3 On the support page, click **home & home office/ small business**.
4 On the support page, click **registration**.
5 On the register your software page, select **Norton AntiVirus for Macintosh**.
6 Select version **10.0** of the product.
7 Click **continue**.

8 On the register your software page, fill in the required personal information, and then click **submit registration**.
A screen is displayed confirming that your registration information has been processed.

Reading late-breaking news

Norton AntiVirus creates a Late Breaking News link. This link lets you see the latest information for your installed software.

To read late-breaking news

1 Connect to the Internet.
2 In the Norton AntiVirus folder, double-click **Late Breaking News**.
Your default Web browser displays the Symantec Late Breaking News Web page for your product.

For more information

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

Accessing Help

Opening Help in Norton AntiVirus displays the Apple Help Viewer where you can access a list of Help topics.

To access Help

❖ At the top of the main window, on the Help menu, click **Norton AntiVirus Help**.

Tips for exploring Help:

▪ To search for a specific topic, in the search field at the top of the Help window, enter a term(s).
▪ Terms that are underlined and blue in the text are defined in the glossary. Click the word to go to its definition. Click the left-arrow button to return to the topic.

- Links to related topics appear at the end of a topic.
- Some topics include links that open the window in which you can begin the task described.

Opening the User Guide PDF

The User Guide is available in PDF format on the CD.

To open the User Guide

1 Insert the Norton AntiVirus for Macintosh CD into the CD-ROM drive.
2 In the CD window, double-click the **Documentation** folder.
3 Double-click **Norton AntiVirus User Guide**.

You can also drag the PDF to your hard disk if you want to keep a copy on your computer.

Tips for exploring the PDF:

- When you open the PDF, the table of contents appears in the margin. In the table of contents, click a heading to jump to that topic.
- To search for a specific topic, use the Find command on the Edit menu.

Feature summary

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Norton AntiVirus provides a variety of threat protection and quick access features that help you maintain the security of your computer.

Virus and threat protection features

Norton AntiVirus monitors your computer for known and unknown viruses. A known virus is one that Norton AntiVirus can detect and identify by name. An unknown virus is one for which Norton AntiVirus does not yet have a definition.

Norton AntiVirus protects your computer from both types of viruses, using virus definitions to detect known viruses, and Bloodhound technology to detect unknown viruses. Norton AntiVirus uses virus definitions and Bloodhound technology during scheduled scans and manual scans, and Auto-Protect uses them to monitor your computer constantly.

Norton AntiVirus for Macintosh version 10.0 includes these antivirus features:

Auto-Protect	Provides virus and threat protection as soon as you start your computer and constant protection while you work. It eliminates viruses, including macro viruses, and quarantines and repairs damaged files. It also checks for viruses every time you use software programs on your computer, insert CDs or other removable media, use the Internet, receive email, or copy or save files to your computer.
Mount Scan	Scans removable disks, including CDs, Zip disks, and flash drives, to ensure that they don't contain viruses. Mount Scan allows you to select the kinds of media that Auto-Protect scans for viruses when you use them with your computer. This feature lets you prevent scanning of specific types of CDs and DVDs, or an iPod, that you know are virus-free and that you don't want scanned every time you use them with your computer.
SafeZones	SafeZones are locations you designate on your computer that are protected automatically. Whenever a file is copied, changed, or added within a SafeZone, Auto-Protect scans the file for viruses. You can select specific folders on the computer as SafeZones, or select the entire hard disk as a SafeZone. If you select the entire hard disk as a SafeZone, Auto-Protect scans every file that is created, copied, or modified on your hard disk. By default, your entire computer is considered a SafeZone.
LiveUpdate	Downloads and installs the latest program updates and virus definitions automatically to protect your computer against new threats. Norton AntiVirus uses virus definition files to recognize viruses and intercept their activity.
Bloodhound technology	Bloodhound is the Norton AntiVirus scanning technology for detecting new and unknown viruses. It detects viruses by analyzing an executable file's structure, behavior, and other attributes, such as programming logic, computer instructions, and any data contained in the file.

Windows virus repair	Repairs Windows and DOS viruses so hidden PC viruses cannot be planted in your computer and spread to Windows computers.
Archived file scanning	Scans and repairs files inside archives, such as .sit files.

Quick access features

Using these features, you can quickly access Norton AntiVirus tools and stay informed about the latest virus threats.

Tool drawer	Access your antivirus tools
Norton QuickMenu	Access to Auto-Protect settings
Contextual Finder menu	Virus scan any selected file from the Finder
Global Threat Assessment Dashboard widget	View the top virus threats and latest virus threats from the Dashboard (available in Mac OS X 10.4 or later)

Getting started

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These topics include general information about how to start and quit Norton AntiVirus, and how to access more information.

Starting and quitting Norton AntiVirus

You don't have to open the Norton AntiVirus program to be protected from viruses if you have Auto-Protect running. You do have to open Norton AntiVirus when you want to:

- Start a manual virus scan of your computer.
- Start a manual LiveUpdate session.
- Schedule Norton AntiVirus to run unattended virus scans or LiveUpdate downloads.
- Customize virus protection options.

To start Norton AntiVirus

1 Open the **Applications** folder.
2 Double-click **Norton AntiVirus**.

Quitting Norton AntiVirus closes the Norton AntiVirus window, but leaves Auto-Protect and scheduled LiveUpdate events running.

To quit Norton AntiVirus

Do one of the following:

❚❚ On the Norton AntiVirus menu, click **Quit Norton AntiVirus**.
❚❚ Press **Command-Q**.

Enabling and disabling Auto-Protect

By default, Auto-Protect guards against viruses as soon as your computer starts. It checks programs for viruses as they run and monitors your computer for any activity that might indicate the presence of a virus. Running a Norton AntiVirus manual scan is not necessary as long as Auto-Protect is enabled. Auto-Protect interception prevents viruses from infecting your computer, and you should keep Auto-Protect turned on.

To disable Auto-Protect temporarily

❖ On the Norton QuickMenu, click **Norton AntiVirus > Disable Auto-Protect**.
  When you disable Auto-Protect, the Norton QuickMenu changes the icon for Norton AntiVirus to remind you that you have disabled your protection.

If you have turned off Auto-Protect, you should enable it as soon as possible.

To enable Auto-Protect

❖ On the Norton QuickMenu, click **Norton AntiVirus > Enable Auto-Protect**.

Using the Global Threat Assessment widget

Users running Mac OS X version 10.4 (Tiger) or later versions of Mac OS X can use Dashboard. Dashboard is an application that provides quick access to a collection of simple tools called widgets. When you install Norton AntiVirus on a Macintosh capable of running Dashboard, the installation includes the Global Threat Assessment widget.

Global Threat Assessment uses your Macintosh's Internet connection to display a current list of both the top two threats and three newest threats from Symantec's Security Response Web site.

To view the Global Threat Assessment widget

1   Activate Dashboard, and then display the Dashboard widget bar.
    Consult Mac Help for the various ways you can activate Dashboard.

2   In the Dashboard widget bar, click **Symantec Alerts**.

3   In the Global Threat Assessment widget, do any of the following:

    ▪ Click the name of a virus threat.
      The Global Threat Assessment widget opens your Web browser and displays detailed information about a virus threat from Symantec's Security Response site.

    ▪ In the lower-right corner of the widget, click **i**.
      The Global Threat Assessment widget displays the version of Norton AntiVirus you have installed, the date you last updated your virus definitions, and whether Auto-Protect is active.

Responding to emergencies

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Norton AntiVirus notifies you that it has detected a virus or other security risk when one of the following has occurred:

- Auto-Protect has found a virus while monitoring your computer.
- A virus scan that you scheduled or started manually has found a virus.

With default settings, Norton AntiVirus automatically attempts to repair any virus it finds. If it can't repair the file, Norton AntiVirus safely quarantines the file, so that it cannot harm your computer. Usually, Norton AntiVirus performs these repairs without any action by you.

In certain circumstances, Norton AntiVirus asks you whether you want to repair, delete, or restore an infected file. Your responses determine what Norton AntiVirus does with the infected file.

For more information about a particular virus, refer to the Symantec Security Response Web site.

What to do if a virus is found by Auto-Protect

When a virus is found while Auto-Protect is running, an alert displays what happened, and what your options are. Read the alert message carefully to determine whether you need to do anything.

Resolution	Your action
Repaired infected file	None needed.
Asks for your approval before repairing infected file	Approve the repair. If you don't repair the file, it is left as it is on your computer.
	If you have set the Auto-Protect Repair preference to Manually repair infected files, Auto-Protect informs you of infected files, and asks for your approval before repairing them.
	See "To manually repair an infected file that has been detected but not repaired" on page 26.
Unable to repair infected file	Open Quarantine.
	In a few cases, Auto-Protect may not be able to repair an infected file, whether or not you have preferences set to Automatic Repair. With default preferences on, if Auto-Protect cannot repair a file, it puts it in Quarantine.
	See "Repairing, deleting, and restoring files in Quarantine" on page 28.

To manually repair an infected file that has been detected but not repaired

❖ In the Norton AntiVirus Alert, click **Yes** to repair the file.
   If the file cannot be repaired, Auto-Protect automatically quarantines it.

Do not click **No** in the Norton AntiVirus Alert unless you are sure the file is safe. If you do not repair a detected file, it is left as it is on your computer.

If a virus is found during a manual scan

If you are scanning with Norton AntiVirus and a virus is found, the scan window shows you the name of the infected file. Usually, infected files are repaired or quarantined automatically and you don't have to do anything else. To determine if the file was repaired or if you need to take further action, check the status of the file in the scan window. If the file was not quarantined, you can attempt to repair or delete the file.

To check the status of infected files in the scan window

❖ In the Virus Scan window, under Scan Results, select the infected file.

Repairing infected files

If an infected file in the scan window was not repaired or placed in Quarantine, you can initiate the repair yourself.

To repair infected files

1 In the scan results list, select the files to repair.
2 Click **Repair**.
3 After repairing all infected files, scan your disks again to verify that there are no other infected files.
4 Check the repaired files to make sure that they function properly.
For example, if you repaired a word processing program, edit a document using the word processing program to make sure that it has been repaired correctly.

If you have set Auto-Protect to ignore removable media, you can use Norton AntiVirus to scan and repair removable media manually.

To repair infected removable media

1 Open Norton AntiVirus.
2 In the Norton AntiVirus main window, select the media to scan.

3 Click **Scan/Repair**.
The Virus Scan window displays the name and status of any infected files found by the scan. Selecting the name of a file in the Virus Scan window enables you to repair, delete, or learn more about a file.

If Norton AntiVirus can't repair a file

If Norton AntiVirus cannot repair the infected file, first make sure you have scanned with the latest virus definitions. If you are not sure that you have the latest definitions, use LiveUpdate. Then scan your hard disk with the latest virus definitions.

About Norton AntiVirus Quarantine

Sometimes Norton AntiVirus detects an unknown virus that cannot be eliminated with the current set of virus definitions. Norton AntiVirus prompts you to put the file in Quarantine, or it quarantines it automatically. Files that are in Quarantine have been removed from their original location on your computer and are isolated, so that they cannot spread or reinfect your computer. You can't view the file in the Finder or use the file while it is in Quarantine. This prevents you from accidentally opening the file and spreading the virus.

Repairing, deleting, and restoring files in Quarantine

The Quarantine window displays the items that Norton AntiVirus has detected as potentially harmful, and has put in Quarantine to prevent the file from infecting your computer.

You can leave a file in Quarantine without doing any harm to your computer, but you can't view the file in the Finder or use the file while it is in Quarantine. Depending on whether you want to keep the file, you can repair, delete, or restore quarantined files from the Quarantine window.

⚠ An administrator password is required to perform actions on files in Quarantine.

To repair, delete or restore a file in Quarantine

1 Open Norton AntiVirus.
2 On the Tools menu, click **Quarantine**.
3 If the buttons in the Quarantine window are dimmed, click the lock icon and type an administrator name and password.
4 In the Quarantine window, select the file you want to take action on. Your options are:

Repair	Use Repair if you want to try to repair a quarantined file because the file contains information that you want to keep. Use this action if you have received new virus definitions since the file was added to Quarantine. New virus definitions may be able to repair a file that couldn't previously be repaired.
Delete	If you don't need the contents of the file in Quarantine, you can permanently remove it from your computer by clicking the Delete button.
Restore	If you're sure the file in Quarantine does not contain a virus, you can move the file back to its original location on your computer by clicking the Restore button. Restoring a file does not repair it.

Looking up virus names and definitions

You can look up a virus name from within Norton AntiVirus. The Virus Definitions Info window lists the viruses in the current virus definitions file. You can export the list to a text file. You can also search the list for a specific virus. To make sure you have the latest virus definitions, run LiveUpdate.

To look up virus names

1 On the Tools menu, click **Virus Info**.
2 Type the name or part of the name of the virus.

The Virus Definitions Info window can provide you with detailed information about a virus if you have an active Internet connection. Detailed information is obtained from the Symantec Security Response Web site and displayed in separate window.

To look up detailed information about a virus

1 In the Virus Definitions Info window, click the name of a virus.

2 Click **Learn More**.

Looking up virus definitions on the Symantec Web site

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

To look up virus definitions

1 Point your browser to the Symantec Security Response Web site at:
http://securityresponse.symantec.com

2 Click **View all virus threats**.

3 Do one of the following:
   - Type the name of a virus for which to search.
   - Scroll through the alphabetical list to locate a virus.

4 Click a virus's name to read its description.

Frequently asked questions

This section addresses some frequently encountered problems and troubleshooting steps. If you cannot resolve your problem using this information, consult the Read Me file on the Norton AntiVirus for Macintosh CD or in the Symantec Solutions folder.

For a comprehensive list of the latest troubleshooting tips, see the Symantec Service and Support Web site at: www.symantec.com/techsupp/

Exploring the Symantec support Web site

The Symantec support Web site provides extensive information about Norton AntiVirus. You can access free online support to find information about product subscriptions, product registration, and common support issues. Fee-based phone support is also available to help solve your problem.

To explore the Symantec support Web site

1   On the Internet, go to www.symantec.com/techsupp
2   On the support Web page, under home & home office/ small business, click **Continue**.
3   On the home & home office/small business Web page, click **access free online support**.

4 Follow the instructions on the Web site to get the information you need.

If you cannot find what you are looking for using the free online support pages, you can call Symantec to use fee-based technical support services, or you can search the Web site.

To search the Symantec support Web site

1 On the left side of any Web page in the Symantec support Web site, click **search**.
2 Type a word or phrase that best represents the information for which you are looking.
   For tips on entering your search text, click **help** at the bottom of the page.
3 Check the area of the Web site that you want to search.
4 Click **search**.

What if I have problems installing?

If you encounter any problems installing Norton AntiVirus, try any of the following:

■ Restart Norton AntiVirus
■ Reinstall Norton AntiVirus
■ Copy the Norton AntiVirus installer from the Norton AntiVirus for Macintosh CD to your Mac and install from there.

You must know your administrator password to install Norton AntiVirus.

Why does Auto-Protect fail to start?

If Auto-Protect fails to load, make sure that all engine files and virus definitions are installed. Norton AntiVirus Auto-Protect does not run without them.

Also, make sure that Auto-Protect is enabled.

To enable Norton Auto-Protect

1   Open System Preferences.

2   In System Preferences, click **Norton Auto-Protect**.

3   Check **Enable Norton Auto-Protect**.
    You may need to click the padlock at the bottom of the
    Preference window and enter an Administrator name
    and password before you can enable Auto-Protect.

Why does Norton AntiVirus report that a file is invalid or can't be found?

This is an indication that one of the files making up the
virus definitions is damaged or otherwise invalid.

See **"Installing
Norton AntiVirus"**
on page 11.

To repair a damaged or missing virus definitions file

1   Uninstall Norton AntiVirus.

2   Reinstall Norton AntiVirus.

3   Run LiveUpdate and update your virus definitions.
    This restores the current versions of the items in the
    Norton AntiVirus Additions folder.

Why aren't all files scanned?

Norton AntiVirus scans only those files for which your
account has access privileges. For example, if you are
logged on as an Administrator, Norton AntiVirus scans
all the files to which you have access as an
Administrator. If you are logged on as a standard user,
Norton AntiVirus scans only those files to which you
have access as a standard user.

To only list scanned files

❖   In Preferences, on the Scan tab, check **Do not list
    permissions errors when scanning**.

How do I rescan files that have already been scanned?

The Norton AntiVirus QuickScan file records whether you have already scanned a file using the currently installed virus definitions and libraries. If not, the file is scanned. If you want all files to be scanned regardless, you can use Norton AntiVirus to delete the QuickScan file located at the root of each disk. In recent versions of Norton AntiVirus, the file is named NAVMac800QSFile.

To remove the QuickScan file

1 In the Norton AntiVirus window, on the File View tab, check **Show Invisible Files**.
2 Select your hard disk.
3 Select the **QuickScan** file.
   If there are QuickScan files from previous versions of Norton AntiVirus, select them as well. Previous versions of Norton AntiVirus had QuickScan files named NAV QuickScan 5.0, NAV 6.0 QuickScan, NAV 7.0 QuickScan or NAVMac800QSFile.
4 Click **Move To Trash**.
5 Click **OK**.
   In certain situations, Norton AntiVirus may leave the QuickScan file in place but delete its contents. When this happens, Norton AntiVirus provides a message informing you that the file's contents have been deleted. You do not have to perform the next two steps when the QuickScan file's contents are deleted.
6 Quit Norton AntiVirus.
7 In the Finder, click **Empty Trash**.

After you have deleted the QuickScan file, the first scan with the new virus definitions will be slower.

Why can't I update virus definitions using LiveUpdate?

In some rare cases such as immediately after the emergence of a new virus, the LiveUpdate servers may be very busy and it may be difficult to get a connection. In such cases, keep making connection attempts and you should eventually be successful.

When using LiveUpdate, make sure that your Internet connection is working by testing the connection with an Internet application, such as your Web browser.

Service and support solutions

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

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

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

Customer service

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

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

For upgrade orders, visit the Symantec Store at:
http://www.symantecstore.com

Technical support

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

:: Online Service and Support
Connect to the Symantec Service & Support Web site at http://service.symantec.com, select your user type, and then select your product and version. You can access hot topics, Knowledge Base articles, tutorials, contact options, and more. You can also post a question to an online Technical Support representative.

:: PriorityCare telephone support
This fee-based (in most areas) telephone support is available to all registered customers. Find the phone number for your product at the Service & Support Web site. You'll be led through the online options first, and then to the telephone contact options.

Support for old and discontinued versions

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

Subscription policy

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

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

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

Worldwide service and support

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

Service and support offices

North America

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

http://www.symantec.com/

Australia and New Zealand

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

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Europe, Middle East, and Africa

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