# Norton AntiVirus™
## For Mac®

User Guide

# Norton™ AntiVirus For Macintosh®

# Symantec Software License Agreement
# Norton™ AntiVirus For Macintosh®

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT ("LICENSE AGREEMENT") CAREFULLY BEFORE USING THE SOFTWARE (AS DEFINED BELOW). SYMANTEC CORPORATION, IF YOU ARE LOCATED IN THE AMERICAS; OR SYMANTEC ASIA PACIFIC PTE LTD, IF YOU ARE LOCATED IN THE ASIA PACIFIC RIM OR JAPAN; OR SYMANTEC LIMITED, IF YOU ARE LOCATED IN EUROPE, THE MIDDLE EAST OR AFRICA ("SYMANTEC") IS WILLING TO LICENSE THE SOFTWARE TO YOU AS THE INDIVIDUAL, THE COMPANY, OR THE LEGAL ENTITY THAT WILL BE UTILIZING THE SOFTWARE (REFERENCED BELOW AS "YOU" OR "YOUR") ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS OF THIS LICENSE AGREEMENT. THIS IS A LEGAL AND ENFORCEABLE CONTRACT BETWEEN YOU AND SYMANTEC. BY OPENING THIS PACKAGE, BREAKING THE SEAL, CLICKING THE "ACCEPT" OR "YES" BUTTON OR OTHERWISE INDICATING ASSENT ELECTRONICALLY, OR LOADING THE SOFTWARE, YOU AGREE TO THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, CLICK THE "I DO NOT ACCEPT" OR "NO" BUTTON OR OTHERWISE INDICATE REFUSAL, MAKE NO FURTHER USE OF THE SOFTWARE, AND CONTACT SYMANTEC CUSTOMER SERVICE FOR INFORMATION ON HOW TO OBTAIN A REFUND OF THE MONEY YOU PAID FOR THE SOFTWARE (LESS SHIPPING, HANDLING, AND ANY APPLICABLE TAXES EXCEPT IN CERTAIN STATES AND COUNTRIES WHERE SHIPPING, HANDLING, AND TAXES ARE REFUNDABLE) AT ANY TIME DURING THE SIXTY (60) DAY PERIOD FOLLOWING THE DATE OF PURCHASE.

## 1. License

The software and documentation, including any product packaging ("Documentation"), that accompanies this License Agreement (collectively the "Software") is the property of Symantec or its licensors, and is protected by copyright law. Although Symantec continues to own the Software, You will have certain rights to use the Software after Your acceptance of this License Agreement. This License Agreement governs any releases, revisions, or enhancements to the Software, that Symantec may furnish to You. Subject to Symantec's right to terminate for Your breach pursuant to Section 9, Your rights and obligations under this License Agreement with respect to the use of this Software (excluding the Content Updates described in Section 2) shall be perpetual and shall be as follows.

## You may:

A. use one copy of the Software on a single computer. If a greater number of copies and/or number of computers is specified within the Documentation or the applicable transaction documentation from the authorized distributor or reseller from which You obtained the Software, You may use the Software in accordance with such specifications;

B. make one copy of the Software for back-up or archival purposes, or copy the Software onto the hard disk of Your computer and retain the original for back-up or archival purposes;

C. use the Software on a network, provided that You have a licensed copy of the Software for each computer that can access the Software over that network;

D. permanently transfer all of Your rights in the Software granted under this License Agreement to another person or entity, provided that You retain no copies of the Software and the transferee agrees to the terms of this License Agreement. Partial transfer of Your rights under this License Agreement shall not be permitted. For example, if the applicable documentation grants You the right to use multiple copies of the Software, only a transfer of the rights to use all such copies of the Software would be valid; and

E. use the Software in accordance with any additional permitted uses set forth below.

## You may not:

A. sublicense, rent or lease any portion of the Software;

B. reverse engineer, decompile, disassemble, modify, translate, make any attempt to discover the source code of the Software or create derivative works from the Software;

C. use the Software as part of a facility management, timesharing, service provider or service bureau arrangement; or

D. use the Software in any manner that is not permitted pursuant to this License Agreement.

## 2. Content Updates:

Certain Software uses content that is updated from time to time, including but not limited to the following Software: antivirus and crimeware software use updated virus definitions; antispyware software uses updated spyware definitions; antispam software uses updated antispam rules; content filtering and antiphishing software use updated URL lists; some firewall software use updated firewall rules; vulnerability assessment products use updated vulnerability data and web site authentication software uses updated lists of authenticated web pages; these updates are collectively referred to as "Content Updates" (or alternatively referred to as "Protection Updates" or "Security Updates" at times). You shall have the right to obtain Content Updates for any period for which You have purchased a subscription for Content Updates for the Software (including any subscription included with Your original purchase of the Software), except for those Content Updates that Symantec elects to make available by separate paid subscription, or for any period for which You have otherwise separately acquired the right to obtain Content Updates. Symantec reserves the right to designate specified Content Updates as requiring purchase of a separate subscription at any time and without notice to You; provided, however, that if You purchase a subscription that includes particular Content Updates on the date of purchase, You will not have to pay an additional fee to continue receiving such Content Updates for the remaining period of Your existing subscription even if Symantec designates such Content Updates as requiring separate purchase. This License Agreement does not otherwise permit You to obtain and use Content Updates.

## 3. Product Installation; Required Activation:

A. During the installation process, the Software may uninstall or disable other security products, or features thereof, if such products or features are incompatible with the Software or for purposes of improving the overall functionality of the Software.

B. There may be technological measures in this Software that are designed to prevent unlicensed or illegal use of the Software. You agree that Symantec may use these measures to protect Symantec against software piracy. This Software may contain enforcement technology that limits the ability to install and uninstall the Software on a computer to not more than a finite number of times for a finite number of computers. This License Agreement and the Software containing enforcement technology require activation as further set forth in the Documentation. The Software will only operate for a finite period of time prior to Software activation by You. During activation, You may be required to provide Your unique product key accompanying the Software and computer configuration in the form of an alphanumeric code over the Internet to verify the authenticity of the Software. If You do not complete the activation within the finite period of time set forth in the Documentation, or as prompted by the Software, the Software will cease to function until activation is complete; at which time the Software functionality will be restored. In the event that You are not able to activate the Software over the Internet, or through any other method specified during the activation process, You may contact Symantec Customer Support using the information provided by Symantec during activation, or as set forth below.

## 4. Privacy; Data Protection:

From time to time, the Software will collect certain information from the computer on which it is installed, which may include:

•Information regarding installation of the Software. This information indicates to Symantec whether installation of the Software was successfully completed and is collected by Symantec for the purpose of

evaluating and improving Symantec's product installation success rate. This information will not be correlated with any personally identifiable information.

•Information on potential security risks as well as URLs of websites visited that the Software deems potentially fraudulent. This information is collected by Symantec for the purpose of evaluating and improving the ability of Symantec's products to detect malicious behavior, potentially fraudulent websites and other Internet security risks. This information will not be correlated with any personally identifiable information.

•Portable executable files that are identified as malware. These files are submitted to Symantec using the Software's automatic submission function. The collected files could contain personally identifiable information that has been obtained by the malware without your permission. Files of this type are being collected by Symantec only for the purpose of improving the ability of Symantec's products to detect malicious behavior. Symantec will not correlate these files with any personally identifiable information. Such automatic submission function may be deactivated after installation by following the instructions in the Documentation for applicable products.

•The name given during initial setup to the computer on which the Software is being installed. If collected, the name will be used by Symantec as an account name for such computer under which you may elect to receive additional services and/or under which you may use certain features of the Software. You may change the account name at any time after installation of the Software (recommended).

•Other information used for purposes of analyzing and improving the functionality of Symantec's products. This information will not be correlated with any personally identifiable information.

Symantec may disclose the collected information if asked to do so by a law enforcement official as required or permitted by law or in response to a subpoena or other legal process. In order to promote awareness, detection and prevention of Internet security risks, Symantec may share certain information with research organizations and other security software vendors. Symantec may also use statistics derived from the information to track and publish reports on security risk trends. By using the Software, you acknowledge and agree that Symantec may collect, transmit, store, disclose and analyze such information for these purposes.

## 5. Sixty (60) Day Money Back Guarantee:

If You are the original licensee of this copy of the Software and are not completely satisfied with it for any reason, please make no further use of the Software and contact Symantec Customer Service, using the contact details set out in Section 10 of this License Agreement, for a refund of the money You paid for the Software (less shipping, handling, and any applicable taxes except in certain states and countries where shipping, handling and taxes are refundable) at any time during the sixty (60) day period following the date of purchase.

## 6. Limited Warranty:

Symantec warrants that the media on which the Software is distributed will be free from defects for a period of sixty (60) days from the date of delivery of the Software to You. Your sole remedy in the event of a breach of this warranty will be that Symantec will, at its option, replace any defective media returned to Symantec within the warranty period or refund the money You paid for the Software. Symantec does not warrant that the Software will meet Your requirements or that operation of the Software will be uninterrupted or that the Software will be error-free.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.

## 7. Disclaimer of Damages:

SOME STATES AND COUNTRIES DO NOT ALLOW THE LIMITATION OR EXCLUSION

OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE BELOW LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW AND REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL SYMANTEC OR ITS LICENSORS BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT, OR SIMILAR DAMAGES, INCLUDING ANY LOST PROFITS OR LOST DATA ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE EVEN IF SYMANTEC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO CASE SHALL SYMANTEC'S OR ITS LICENSORS' LIABILITY EXCEED THE PURCHASE PRICE WHICH YOU PAID FOR THE SOFTWARE. The disclaimers and limitations set forth above will apply regardless of whether You accept the Software.

## 8. U.S. Government Restricted Rights:

The Software is deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Software by the U.S. Government shall be solely in accordance with the terms of this License Agreement.

## 9. Export Regulation:

You acknowledge that the Software and related technical data and services (collectively "Controlled Technology") may be subject to the import and export laws of the United States, specifically the U.S. Export Administration Regulations (EAR), and the laws of any country where Controlled Technology is imported or re-exported. You agree to comply with all relevant laws and will not export any Controlled Technology in contravention to U.S. law nor to any prohibited country, entity, or person for which an export license or other governmental approval is required. All Symantec product is prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country subject to relevant trade sanctions. You hereby agree that You will not export or sell any Controlled Technology for use in connection with chemical, biological, or nuclear weapons, or missiles, drones or space launch vehicles capable of delivering such weapons.

## 10. General:

This License Agreement will be governed by the laws of the State of California, United States of America. This License Agreement is the entire agreement between You and Symantec relating to the Software and: (i) supersedes all prior or contemporaneous oral or written communications, proposals, and representations with respect to its subject matter; and (ii) prevails over any conflicting or additional terms of any quote, order, acknowledgment, or similar communications between the parties. Notwithstanding the foregoing, nothing in this License Agreement will diminish any rights You may have under existing consumer protection legislation or other applicable laws in Your jurisdiction that may not be waived by contract. This License Agreement shall terminate upon Your breach of any term contained in this License Agreement and You shall cease use of and destroy all copies of the Software and Documentation. The disclaimers of warranties and damages and limitations on liability shall survive termination. This License Agreement may only be modified by the Documentation or by a written document that has been signed by both You and Symantec. Should You have any questions concerning this License Agreement, or if You desire to contact Symantec for any reason, please write to Symantec Customer Service, 555 International Way, Springfield, OR 97477, U.S.A., or visit the Support page at www.symantec.com.

# Contents

# Installation

1

This chapter includes the following topics:

- Before you begin
- Installing Norton AntiVirus
- After installation

## Before you begin

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

To install Norton AntiVirus, you are required to enter an administrator account name and password. An administrator account is created when you set up your Mac.

If you are not sure if your account is an administrator account, check your user account type.

### Reading the Read Me file

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

**To read the Read Me file**

**1** Insert the product CD into your optical disk drive.

2   In the CD window, double-click **Norton AntiVirus Read Me**.

## Checking your user account type

You can create two common types of user accounts on your Mac: administrator accounts and non-administrator (standard or managed) accounts.

A user who has an administrator account name and password may install software and change system settings. A non-administrator account user may not perform administrative tasks.

Many tasks require that you enter an administrator account name and password. If you do not know if your account is an administrator account, you can check it in System Preferences.

**To check your user account type**

1   On the Apple menu, click **System Preferences**.
2   Click **Accounts**.
3   On the left side of the Accounts preferences window, view your account name and account type.

# Installing Norton AntiVirus

Before beginning the installation, you should save your work and quit any programs that are open on your Mac.

You can install from the product CD or from a file that you download.

**To install Norton AntiVirus**

1   Do one of the following:
    ■   If you install from a CD, insert the product CD into the optical disk drive.
    ■   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 Important Information text, and then
    click **Continue**.

5   Read the Software License Agreement, and then
    click **Continue**.

6   In the dialog that appears, click **Agree**.
    If you do not agree, you cannot continue the
    installation.

7   In the Select a Destination window, select your Mac
    OS X startup disk, and then click **Continue**.
    You must install Norton AntiVirus on a startup disk.

8   To install all of the components of Norton AntiVirus,
    click **Install**.
    If other Symantec products that include Norton
    AntiVirus are installed on your computer, this
    button may be labeled Upgrade instead of Install.

9   In the Authenticate dialog, type your administrator
    account name and password, and then click **OK**.

10  In the dialog that tells you that the installation
    requires a restart of your computer, click **Continue
    Installation**.

11  In the dialog that asks you if you want to run
    LiveUpdate, do one of the following:
    ▪ If your computer is connected to the Internet,
      to ensure that the software is up to date, click
      **Yes**.
    ▪ If your computer is not connected to the
      Internet, click **No**.

12  In the Installation Successful window, click **Restart**.
    You must restart your computer to complete the
    installation process. For more information on how
    to restart your Mac, refer to Mac Help in the Finder's
    Help menu.

## If you can't eject the CD

If you cannot eject the CD after you restart your
computer, try one of the following actions:

▪ Before you eject the CD, quit any applications and close any open documents that are on the CD.

▪ Restart your computer.

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

▪ On a Macintosh computer that has a slot-loading CD-ROM drive, press and hold the mouse button to eject the CD while you start your computer.

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

# After installation

After you install Norton AntiVirus, you should check for late-breaking news about your new software. You can also register your software with Symantec.

## Registering Norton AntiVirus

Registration qualifies you for technical support, disk and manual replacements, and other valuable services. After you fill out the online registration form, you can update your privacy options.

#### To register Norton AntiVirus

1 Make sure your computer is connected to the Internet.

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

3 On the registration Web page, select **Norton AntiVirus for Macintosh, version 11.0**, and then click **continue**.

4 On the register your software Web page, fill in the required personal information, and then click **submit registration**.

5 If you want to view and change your preferences regarding mail, email, or telephone calls, click **GO**.

6 When you are done selecting your preferences, click **Submit** at the bottom of the window.

## Reading Late Breaking News

Norton AntiVirus creates a Late Breaking News link. You can click this link to see the latest information for your installed software.

**To read Late Breaking News**

1 Make sure your computer is connected to the Internet.

2 In the Symantec Solutions folder, double-click **Late Breaking News**.

# Getting started

2

This chapter includes the following topics:

- Opening and quitting Norton AntiVirus
- For more information

# Opening and quitting Norton AntiVirus

Norton AntiVirus protects the computer on which it is installed. You do not have to start the program to be protected. If Norton AntiVirus detects a situation that requires your attention, an alert opens to help you resolve the situation. By default, protection features are enabled, and as Norton AntiVirus monitors your computer, it notifies you about security risks as they occur.

Norton AntiVirus records all activities and detections in an Activity Log. If you are away from your Mac, you can use the Activity Log to see what happened while you were gone.

**To open Norton AntiVirus**

❖ Do one of the following:

- In the Applications folder, double-click the **Norton AntiVirus** icon.
- From the Norton QuickMenu, choose **Norton AntiVirus> Open Norton AntiVirus**.
- In the Dock, click the **Norton AntiVirus** icon, if it is present.

#### To quit Norton AntiVirus

1  Close all Norton AntiVirus dialogs and alerts.
   You cannot quit Norton AntiVirus if any dialogs or
   alerts are open.
2  Do one of the following:
   ■  On the Norton AntiVirus menu, choose **Quit
      Norton AntiVirus**.
   ■  Press **Command-Q**.

# 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

You can access a list of help topics by opening Norton
AntiVirus help. To search for specific information, in
the search field at the top of the help window, type a
search term, and then press Return.

#### To access help

❖  Do one of the following:
   ■  To access a list of help topics, on the menu bar,
      click **Help**, and then choose **Norton AntiVirus
      Help**.
   ■  To access the help for a current window or task,
      click the Help button.

## Opening the User Guide PDF

You can find the Norton AntiVirus User Guide on the
CD in PDF format.

#### To open the User Guide PDF

1  Insert the CD into the optical disk drive.
2  Double-click the PDF.

You can also copy the PDF to your computer and read
it from there.

**To read the User Guide that you copied to your computer**

1 Open the location into which you copied the PDF.

2 Double-click the PDF.

# Service and support solutions

3

This chapter includes the following topics:

- Service and support solutions
- About online support
- About phone support
- Support for old and discontinued versions
- Keeping your subscription current
- Worldwide service and support

## Service and support solutions

Use the information that is contained in these topics when you need support for your product.

## About online support

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

www.symantec.com/techsupp/

Under the Home & Home Office section, select your product. Then, from the list of options, choose the item that best describes your issue.

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

# About phone support

If you have a question or problem that you cannot resolve on the support Web site by yourself, the site provides a link to information about phone support. For questions about installation or common problems in a current version of a Norton product, there is no charge. For other problems, or if you use an older version, phone support is fee-based. This support is available to all registered customers.

Symantec shall provide complimentary support and fee-based support in accordance with the most current consumer support policy of Symantec. You can find the current Symantec consumer support policies on our Web site at:

www.symantec.com/techsupp/support_policy.html

See "About online support" on page 19.

# Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued six months after the termination announcement. Technical information on these products may still be available through the support Web site at the following address:

www.symantec.com/home_homeoffice/support/

Technical support for discontinuing products and old versions is subject to the most current consumer support policy of Symantec. You can find the current Symantec consumer support policies on our Web site at:

www.symantec.com/techsupp/support_policy.html

# Keeping your subscription current

This renewable service includes protection updates and new product features as available throughout the service period. Please note that features may be added, modified, or removed during the service period.

Service period lengths vary by Symantec product. After your initial service period ends, you must renew your service subscription before you can update and use your protection. When you run LiveUpdate near the end of your service period, you are prompted to subscribe for a nominal charge. Follow the instructions on the screen to renew.

# Worldwide service and support

Support solutions vary by country. For Symantec and International Partner locations that are outside of the United States, contact one of the service and support offices that are listed in this section. You can also go to the following Web site and select your language:

www.symantec.com/techsupp/globalsupport.html

For each region, please check the Web site for the appropriate phone number.

| Region | Contact information |
| --- | --- |
| North America | ▪ Symantec Corporation<br>555 International Way<br>Springfield, OR 97477<br>U.S.A.<br>http://www.symantec.com/home_homeoffice/support/index.jsp |

| Region | Contact information |
|--------|---------------------|
| Australia and New Zealand | ⚏ Symantec Australia<br>Level 2, 1 Julius Avenue<br>North Ryde, NSW 2113<br>Sydney<br>Australia<br>http://www.symantec.com/en/aa/home_homeoffice/support/index.jsp |
| Europe, Middle East, and Africa | ⚏ Symantec Ltd Consumer Services & Support<br>PO Box 5689 Blanchardstown<br>Dublin 15 Ireland<br>http://www.symantec.com/en/uk/home_homeoffice/support/index.jsp |
| Latin America | ⚏ Symantec Brasil<br>Sevico e Suporte Symantec<br>Caixa Postal 3037<br>CEP 06210-970<br>Brasil<br>⚏ Portuguese language support:<br>http://www.symantec.com/pt/br/home_homeoffice/support/index.jsp<br>⚏ Spanish language support:<br>http://www.symantec.com/es/mx/home_homeoffice/support/index.jsp |

August 01, 2007

# Index

## Need Help?

We're here to assist you, online or on the phone.

## Free Online Service

Visit *www.symantec.com/globalsupport* for answers, information, and advice about technical issues. You'll find automated tools that let you analyze your PC and get instant solutions, plus a knowledgebase to help you better understand the latest technology and security developments. Our service Web site is continually refreshed to make sure you have the best information available.

## Talk with an Expert

We're ready to take your call at any time:

**Quick Response:** Call (900) 646-0029. The first minute is free (charged on a per-minute basis thereafter; U.S. only).

**In-depth Response:** Call (877) 832-2810 for more complicated issues (flat-rate service charge; U.S. and Canada only).

## Visit ClubSymantec

Whether you use your computer to manage your finances, shop online, or share photos with family and friends, we want your experience to be as safe, enjoyable, and productive as possible. ClubSymantec—your one-stop resource for computer-related topics—is here to help. When you visit you'll discover a wealth of podcasts, online demos, and other tools and information resources to help keep you up to speed on the latest in Internet security. Consider it your place on the Web to learn, ask questions, and play! Visit *www.clubsymantec.com* to get started.

## Family Resource Web Site

Symantec is dedicated to keeping children safe online and making sure that they are good cybercitizens. With your direction and supervision, the Internet can be a positive place for children to learn, communicate, and socialize. Symantec's Family Resource Web Site is there to help you provide the guidance your children need to use the Internet safely and securely. Visit *www.norton.com/familyresource* for more information.