

# Norton SystemWorks™ Basic Edition 12.0

---

User Guide

**We protect more people from more online threats than anyone in the world.**

**Norton**  
from symantec

*Care for our Environment, 'It's the right thing to do'.*

Symantec has removed the cover from this manual to reduce the Environmental Footprint of our products.

# Norton SystemWorks™ Basic Edition User Guide

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Documentation version 12.0

Copyright © 2008 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, Norton, Ghost, GoBack, LiveUpdate, Norton AntiSpam, Norton AntiVirus, Norton Internet Security, Norton 360, and Norton SystemWorks are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Windows is a trademark of Microsoft Corporation. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are 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 Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Symantec Corporation  
20330 Stevens Creek Blvd.  
Cupertino, CA 95014

<http://www.symantec.com>

Printed in the United States of America.

10 9 8 7 6 5 4 3 2 1

# Norton License Agreement

## Norton SystemWorks™ Basic Edition

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT ("LICENSE AGREEMENT") CAREFULLY BEFORE USING THE SOFTWARE (AS DEFINED BELOW). SYMANTEC CORPORATION AND/OR ITS SUBSIDIARIES ("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 "I AGREE" 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 "CANCEL" OR "NO" BUTTON OR OTHERWISE INDICATE REFUSAL, MAKE NO FURTHER USE OF THE SOFTWARE, AND CONTACT SYMANTEC CUSTOMER SERVICE, USING THE CONTACT DETAILS IN SECTION 10 OF THIS LICENSE AGREEMENT, FOR INFORMATION ON HOW TO OBTAIN A REFUND OF THE MONEY YOU PAID FOR THE SOFTWARE AT ANY TIME DURING THE SIXTY (60) DAY PERIOD FOLLOWING THE DATE OF PURCHASE.

### 1. License:

The software (including any accompanying features and services) and documentation (including any product packaging) (the "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 which may be set forth below.

### You may not, nor may you permit any other person to:

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; antispymware software uses updated spyware definitions; antispyware software uses updated antispyware 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 may require activation as further set forth in the Documentation. If so, 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 may 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. The URLs could contain personally identifiable information that a potentially fraudulent website is attempting to obtain without Your permission. 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 potential malware, including information on the actions taken by such files at the time of installation. 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 general, statistical information used for license administration, product analysis, and for improving product functionality. This information will not be correlated with any personally identifiable information.

The collected information as set out above is necessary for the purpose of optimizing the functionality of Symantec's products and may be transferred to the Symantec group in the United States or other countries that may have less protective data protection laws than the region in which You are situated

(including the European Union), but Symantec has taken steps so that the collected information, if transferred, receives an adequate level of protection.

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 any media manufactured by Symantec 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. USE OR FACILITATION OF SYMANTEC PRODUCT IN CONNECTION WITH ANY ACTIVITY INCLUDING, BUT NOT LIMITED TO, THE DESIGN, DEVELOPMENT, FABRICATION, TRAINING, OR TESTING OF CHEMICAL, BIOLOGICAL, OR NUCLEAR MATERIALS, OR MISSILES, DRONES, OR SPACE LAUNCH VEHICLES CAPABLE OF DELIVERING WEAPONS OF MASS DESTRUCTION IS PROHIBITED, IN ACCORDANCE WITH U.S. LAW.

## 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](http://www.symantec.com).

CPS / P 2.0 / USE



# Contents

Chapter 1	Installation .....	11
	Before you begin .....	11
	Installing and activating Norton SystemWorks Basic Edition .....	12
	If the opening panel does not appear .....	12
	Installing Norton SystemWorks options after installation .....	13
	Installing components after installation .....	14
Chapter 2	Getting Started .....	15
	Starting Norton SystemWorks Basic Edition .....	15
	Activating your product .....	16
	Exploring the main window .....	16
	For more information .....	17
	Service and Support Solutions .....	21
	Index .....	27



# Installation

# 1

This chapter includes the following topics:

- [Before you begin](#)
- [Installing and activating Norton SystemWorks Basic Edition](#)
- [If the opening panel does not appear](#)
- [Installing Norton SystemWorks options after installation](#)
- [Installing components after installation](#)

## Before you begin

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

Do not install this product if you think that there is lost or destroyed data on your computer, or if your hard disk drive has problems.



During installation, Microsoft messages may appear. Follow Microsoft's on-screen instructions before you continue the installation of Norton SystemWorks Basic Edition.

## Installing and activating Norton SystemWorks Basic Edition

You can install Norton SystemWorks Basic Edition from a CD or from a file that you download

### To install and activate Norton SystemWorks Basic Edition

- 1 Do one of the following:
  - If you install from a CD, insert the CD into the CD-ROM drive.
  - If you downloaded your copy of Norton SystemWorks Basic Edition, double-click the file that you downloaded.
- 2 In the opening panel, click **Install Norton SystemWorks**.
- 3 Read the License Agreement, type your Product Key if prompted, and then click **I Agree**.  
If you do not accept the License Agreement, you cannot continue the installation.
- 4 In the Installation Options panel, review the options, and then click **Next**. The installation takes a few minutes.
- 5 In the Installation Confirmation panel, click **Finish**.
- 6 In the Activation panel, click **Finish**.

See "If the opening panel does not appear" on page 12.

## If the opening panel does not appear

Sometimes a computer's CD-ROM drive does not automatically run a CD.

### To start the installation from the product CD

- 1 On your desktop, double-click **My Computer**.
- 2 In the My Computer window, double-click the icon for your CD-ROM drive.
- 3 In the list of files, double-click **Setup.exe**.

## Installing Norton SystemWorks options after installation

When you install Norton SystemWorks Basic Edition, the Installation Options panel provides a list of options that you can install. If you choose not to install these options during installation of the product, you can add them later by using your CD.

If you downloaded Norton SystemWorks Basic Edition, you can access these options from the file that you downloaded.

### To install Norton SystemWorks options after product installation by using the CD

- 1 Insert the Norton SystemWorks Basic Edition CD into your computer's CD ROM drive.
- 2 In the opening panel, click **Install Norton SystemWorks**.
- 3 In the Modify Installation panel, click **Modify**.
- 4 In the Installation Options panel, ensure that the components that you want to install are checked, click **Next**, and then follow the on-screen instructions.

### To install Norton SystemWorks options after installation by using downloaded files on Windows XP

- 1 On your desktop, click **Start > Settings > Control Panel > Add or Remove Programs**.
- 2 In the Add or Remove Programs panel, click **Norton SystemWorks**, and then click **Change**.
- 3 In the Modify Installation panel, click **Modify**.
- 4 In the Installation Options panel, ensure that the components you want to install are checked, click **Next**, and then follow the on-screen instructions.

### To install Norton SystemWorks options after installation by using downloaded files on Windows Vista

- 1 On your desktop, click **Start > Control Panel > Programs and Features**.

- 2 In the Programs and Features panel, click **Norton SystemWorks**, and then click **Change**.
- 3 In the Modify Installation panel, click **Modify**.
- 4 In the Installation Options panel, ensure that the components you want to install are checked, click **Next**, and then follow the on-screen instructions.

## Installing components after installation

The opening panel provides a list of components that you can install or choose not to install. Each component must be installed separately.

If you downloaded Norton SystemWorks Basic Edition, you can access these components from the file you downloaded.

### To install components after installation by using the CD

- 1 Insert the Norton SystemWorks Basic Edition CD into your computer's CD-ROM drive.
- 2 In the opening panel, click the component that you want to install.
- 3 Follow the on-screen instructions.

This chapter includes the following topics:

- [Starting Norton SystemWorks Basic Edition](#)
- [Activating your product](#)
- [Exploring the main window](#)
- [For more information](#)

## Starting Norton SystemWorks Basic Edition

Norton SystemWorks Basic Edition protects any computer on which it is installed. You do not have to start the program to be protected. If Norton SystemWorks Basic Edition detects a situation that requires your attention, a window opens to help you resolve it.

At any time, you can start Norton SystemWorks Basic Edition to adjust the settings, review your protection status, or perform preventive maintenance. All of the program features can be accessed from the main window.

### To start Norton SystemWorks Basic Edition

- ❖ Do one of the following:
  - In the Windows notification area, double-click the **Norton SystemWorks Basic Edition** icon.
  - On the Windows taskbar, click **Start > All Programs > Norton SystemWorks > Norton SystemWorks**.

## Activating your product

Product activation reduces software piracy and ensures that you use authentic Symantec software.



You must activate your product within the time period that is specified, or your product stops working.

You can activate your product directly from the **Activate Now** button in the main window. Activation should take only a few minutes.

### To activate your product from the main window

- 1 In the main window, click **Activate Now**.
- 2 In the window that appears, provide the Product Key and then click **Next**.
- 3 In the Activation Successful window, click **Finish**.

## Exploring the main window

When you start Norton SystemWorks Basic Edition, the main window opens. The main window provides access to all Norton SystemWorks Basic Edition features, options, Help, and Support.

### To explore the main window

- 1 Start Norton SystemWorks Basic Edition

- 2 On the top of the main window, click the link that you want to explore. Your options are:

Help & Support	Lets you view the Norton Support page, the Norton Help Center, and the About Norton SystemWorks Basic Edition information
----------------	---

- 3 In the center of the main window, click the option that you want to explore. Your options are:

Tasks	Lets you run the tasks that are specific to your product
Administration	Lets you run LiveUpdate and a One Button Checkup repair history report

## For more information

The product documentation helps you use Norton SystemWorks Basic Edition. You can find the information that you need on your computer and on the Symantec Web site.

## Accessing Help

Help is available throughout your Symantec product. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help provides a guide to all of the product features and tasks that you can complete.

### To access Help

- 1 At the top of the main window, click **Help & Support**.
- 2 In the drop-down menu, click **Help**.

- 3 In the Help window, in the left pane, click a tab. Your options are:

Contents	Displays Help by topic
Index	Lists all keywords for the Help topics in alphabetical order
Search	Opens a search box in which you can type a word or a phrase

You can print any Help topic.

#### To print a Help topic

- 1 In the Help window, click the **Contents** tab.
- 2 In the Contents list, select the topic that you want to print, and then click **Print**.
- 3 Select whether you want to print only the selected topic, or the topic and all of the subtopics under it.
- 4 Click **OK**.

## Accessing the user guide PDF

You can find the *Norton SystemWorks Basic Edition User Guide* on the CD in PDF format. You must have Adobe® Reader® installed on your computer to read the PDF.



If you purchased this product as a download, the PDF and Adobe Reader are not included. You must download the PDF from the Symantec Web site and Adobe Reader from the Adobe Web site.

#### To install Adobe Reader from the CD

- 1 Insert the CD into the CD-ROM drive.
- 2 In the window that appears, click **Browse CD**.
- 3 In the CD window, double-click the **Manual** folder.
- 4 If applicable, double-click the **Adobe** folder.
- 5 Double-click the program file.

- 6 Follow the on-screen instructions to select a folder for Adobe Reader, and then complete the installation.

After you install the Adobe Reader, you can read the PDF from the CD.

**To read the user guide PDF from the CD**

- 1 Insert the CD into the CD-ROM drive.
- 2 In the window that appears, click **Browse CD**.
- 3 In the CD window, double-click the **Manual** folder.
- 4 Double-click the PDF.

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

**To read the user guide that you copied to your computer**

- 1 Go to the location into which you copied the PDF.
- 2 Double-click the PDF.

## Accessing the Symantec Web site

You can access the Symantec Web site from your product or from a browser.

**To access the Symantec Web site from your product**

- 1 At the top of the main window, click the **Help & Support**.
- 2 In the drop-down menu, click **Technical Support**.

**To access the Symantec Web site in your browser**

- 1 Open your Web browser.
- 2 Go to the following URL:  
[www.symantec.com](http://www.symantec.com)



# Service and Support Solutions

## About Support

If you have Norton SystemWorks, Norton 360, Norton Internet Security or Norton AntiVirus, you can access Support through the product after it is installed.

For all other products, to help you find an answer to your query or issue, we have two support options available. Details of each option are explained in the relevant section.

- Self Help
- Contact Support



Support offerings may vary based on the language or product.

## Self Help

The Symantec Web site contains answers to the most common customer questions. From our Web site you can:

- Find help with your subscription, download, product activation, or other nontechnical issues.
- Search our knowledge base for help with technical issues, such as installing, configuring, or troubleshooting errors with your Symantec product.
- Find information about the latest virus threats and removal tools.

You can access the Symantec support Web site at:  
[www.symantec.com/globalsupport](http://www.symantec.com/globalsupport)

## Contact Support

In addition to using our Self Help options, you can also contact a support representative by chat, email, or phone.



Support offerings may vary based on the language or product.

Following is an overview of our support offerings:

### Chat

Chat in real time with a support representative.

For more complex technical issues, chat offers the option to allow a support representative to connect remotely to your computer and resolve the problem for you. Chat support is free, with the exception of our Virus and Spyware Solution service.

### Email

Submit your question on our Web site and receive a response by email.

Email support has a slower response time when compared to chat or phone. Email support is free.

### Phone

Speak to a support representative in real time.

To contact a support representative, please visit the Symantec support Web site at the following URL:

[www.symantec.com/globalsupport](http://www.symantec.com/globalsupport)

The online support option is displayed first, followed by the contact options where you can select the type of support you prefer.

## Support policy

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/globalsupport](http://www.symantec.com/globalsupport)

Symantec reserves the right to change its support policies at any time without notice. You can view the latest version of the support policy at the following URL:

[www.symantec.com/supportpolicy](http://www.symantec.com/supportpolicy)

## Worldwide service and support

Support solutions vary by country. For the 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/globalsupport](http://www.symantec.com/globalsupport)

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

Region	Contact information
North America	<ul style="list-style-type: none"> <li>■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. <a href="http://www.symantec.com/norton/support/index.jsp">http://www.symantec.com/norton/support/index.jsp</a></li> </ul>
Australia and New Zealand	<ul style="list-style-type: none"> <li>■ Symantec Australia Level 2, 1 Julius Avenue North Ryde, NSW 2113 Sydney Australia <a href="http://www.symantec.com/en/aa/norton/support/index.jsp">http://www.symantec.com/en/aa/norton/support/index.jsp</a></li> </ul>
Europe, Middle East, and Africa	<ul style="list-style-type: none"> <li>■ Symantec Ltd Consumer Services &amp; Support PO Box 5689 Blanchardstown Dublin 15 Ireland <a href="http://www.symantec.com/en/uk/norton/support/index.jsp">http://www.symantec.com/en/uk/norton/support/index.jsp</a></li> </ul>
Latin America	<ul style="list-style-type: none"> <li>■ Symantec Brasil Sevico e Suporte Symantec Caixa Postal 3037 CEP 06210-970 Brasil</li> <li>■ Portuguese language support: <a href="http://www.symantec.com/pt/br/norton/support/index.jsp">http://www.symantec.com/pt/br/norton/support/index.jsp</a></li> <li>■ Spanish language support: <a href="http://www.symantec.com/es/mx/norton/support/index.jsp">http://www.symantec.com/es/mx/norton/support/index.jsp</a></li> </ul>

August 01, 2008

## Club Symantec

Join Club Symantec and sign up for your free monthly newsletter to receive the latest security articles, tips, and promotions!

For more information, go to the following URL and select your country in the drop-down menu:

[www.clubsymantec.com](http://www.clubsymantec.com)





# Index

## A

- activation
  - alerts 16
  - procedure 16
- Adobe Reader
  - installing 18
  - using to view PDF 18

## C

- CD-ROM
  - opening screen 12
  - reading User Guide PDF
    - from 12
  - starting installation 12
- Club Symantec
  - security tips 25
- Contact
  - phone 22
  - support 22

## H

- Help
  - accessing 17
  - printing 17

## I

- installation
  - during installation 12
  - from a downloaded file 12

- installation (*continued*)
  - from CD 12
- installation problems 12
- installing components
  - using the cd 14
- installing options after installation
  - using a downloaded file 13
  - using the CD 13

## M

- main window
  - Administration 17
  - features 16
  - Help 16
  - Help & Support 17
  - options 16
  - Support 16
  - Tasks 17

## N

- newsletter 25
- Norton SystemWorks Basic Edition
  - desktop icon 16
  - main window 16
  - starting 15

## S

- Subscription and account information 19

## Support

contact 21

self help 21

Support policy 23

Symantec Web site 19

accessing from your browser 19

Online Virus Encyclopedia 19

## T

Technical Support

for Norton SystemWorks Basic

Edition 19

from Symantec 19

## U

User Guide PDF

on CD 18

opening 18



