

Norton AntiVirus - Frequently Asked Questions

Windows Users:

1. How do I update NAVCE on a computer that does not have Internet connection?

When new virus definitions become available, Symantec posts them on the Symantec Web site. If you can't run LiveUpdate, you can download new virus definition files from the Symantec Web site.

To download files from the Symantec Web site

1. Start your Internet browser and go to the following site:

<http://www.sarc.com/avcenter/download.html>

(If this page doesn't load, go to <http://www.sarc.com> and click the **Download Virus Definitions** link.)

2. Click **Download Virus Definitions Updates** link.
3. On the Download Virus Definitions page, select a language and product.
4. Click **Download Updates**.
5. On the Download Updates page, select the file to download. Be sure to select files for the appropriate version of your product. Information about the update is included with the download.
6. On the Save As window, specify the destination folder to which to save the updater and click **S**ave.
7. Copy the updater (5.6 MB) to a CD (or Jaz, Zip, etc.)
8. Insert the CD into the CD-ROM drive of the stand-alone computer. In Windows Explorer, double-click the CD-ROM drive to open it.
9. Run the updater and follow the on-screen instructions.

2. Installation using the [Web Installation](#) link does not complete.

Install the latest version of Windows Installer and try installing NAVCE using the [Web Installation](#) link again.

3. Where can I get the Windows Update?

Windows 98 and Windows 2000 users, please start the Windows Update service from the link on your Start menu. It is also available from the <http://windowsupdate.microsoft.com> website.

4. Is it possible to download the NAVCE to a disk and then take it to the computer that does not have Internet access?

Yes, you can download the NAVCE 7.6 installation file (nav32.exe, 26.5 MB) by using the [Installation File](#) link. Copy the installation file to a disk (or CD, Jaz, Zip, etc.) and run the installation file on the computer that does not have Internet access.

5. What is LiveUpdate?

LiveUpdate updates all Symantec products installed on your computer, as well as its own program files. If you have Norton AntiVirus installed, LiveUpdate also updates the files used by Norton AntiVirus to keep your virus protection current. Using your existing Internet connection, LiveUpdate connects to the Symantec LiveUpdate server, checks for available updates, then downloads and installs them.

6. When should I update?

LiveUpdate should run as soon as your product has been installed and Automatic Updates should be enabled. However, you should periodically check the Virus Definition Version on the NAVCE main window to verify that the Virus Definition file is being updated.

7. I can't install NAVCE on a Windows 2000 workstation.

Users who are installing on Windows NT/2000/XP workstations must be logged on with administrator rights to install NAVCE.

8. I uninstalled NAVCE 7.5, but the computer hangs when I try to install NAVCE 7.6.

If you uninstall NAVCE, you must reboot the computer before reinstalling.

9. On a Windows 95 computer, a message appeared that the wrong version of the Windows Installer is running and that it cannot be configured. After the message appeared, the installation program quit.

You can resolve it by rebooting the computer and then running the installation program. The program will run successfully. To prevent this problem from occurring, install the latest version of Windows Installer before you run the NAVCE installation file.

10. My computer runs much slower since I installed NAVCE.

You can take the following actions:

- Make sure that the computer meets the NAVCE system requirements as specified in the Installation Instructions.
- Limit the programs launched on startup to only those that are required. Each program can consume a significant amount of system resources.

11. I have another version of NAVCE, can I install NAVCE 7.6 in another folder?

If you have older versions of NAVCE installed, upgrade to NAVCE 7.6. Do not mix older versions with new on the same machine.

12. I will be upgrading my Windows 95 machine to Windows 2000, can I install NAVCE before I upgrade?

Uninstall NAVCE before upgrading your operating system. After the upgrade is complete, reinstall NAVCE 7.6.

13. LiveUpdate does not function properly after I upgraded my Windows 95 machine to Windows Me.

After upgrading from Windows 95 to Windows Me, you must delete the following files in the c:\program files\norton antivirus\ directory for LiveUpdate to function properly:

- ws2_32.dll
- ws2help.dll

14. I have an older version of NAV from Norton SystemWorks, can I install NAVCE 7.6 on the same computer?

NAVCE components and the NAV component from Norton SystemWorks and Norton Internet Security are not designed to coexist on a single system. Uninstall the NAV component of SystemWorks or Norton Internet Security before installing NAVCE. Do not install the antivirus component of SystemWorks or Norton Internet Security over NAVCE.

15. Can I perform a ScanDisk while NAVCE Realtime Protection is enabled?

File System Realtime Protection scanning should be disabled before using ScanDisk to perform a surface scan on a hard disk. Right click on the NAVCE shield icon on your task bar and uncheck by clicking on Enable File System Realtime Protection.

Macintosh Users:

1. What is LiveUpdate?

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(If this page doesn't load, go to <http://www.sarc.com> and click the **Download Virus Definitions** link.)

2. Click **Download Virus Definitions Updates** link.
3. On the Download Virus Definitions page, select Norton AntiVirus for Macintosh as the product.
4. Click **Download Updates**.
5. On the Download Updates page, select the file to download. Be sure to select files for the appropriate version of your product. Information about the update is included with the download.
6. Copy the installer to a disk (or CD, Jaz, Zip, etc.)
7. Insert the disk into the disk drive of the stand-alone computer and double-click the disk icon to open it.
8. Double click on the installer to extract the archive on your Desktop.
9. Open the NAV 7.0 Update folder.
10. Run the **NAV Definitions Update** installer and follow the on-screen instructions.

3. When should I update?

You should run LiveUpdate as soon as you have installed your product. Once you know your files are up-to-date, run LiveUpdate at least once a month. In Classic or previous versions of Mac OS, you can schedule a future LiveUpdate session. Run LiveUpdate, choose Schedule Future Updates, and follow the instructions on the screen.

In Mac OS X, scheduling is not available, but Norton AntiVirus has a setting under Preferences that lets OS X remind you to update your virus definitions if the current virus definitions are over one month old, or are dated the previous year.

4. I'm having trouble updating 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 your Internet connection is working by testing the connection with your application, such as your Web browser. If you do not have direct network connection, you must log on to your Internet Service Provider before you use LiveUpdate.

5. On Mac OS X, will Norton AntiVirus scan ALL the files on my hard drive?

On Mac OS X, Norton AntiVirus can scan only those files to which you have access permission. Even if you are logged on as an Administrator, there are certain system files and directories that cannot be scanned. Those files can only be scanned if you are logged on with root access. However, unless you work on your computer logged on as root, there is almost no chance that those files could be infected, as Mac OS X is set by default to have the root account disabled. If you never log on as root, performing scans while logged on as an Administrator catches any viruses the computer might have acquired. If you log on as root, perform scans under the same logon.

6. I'm experiencing problems with library files after installing Norton AntiVirus.

You might still have incompatible files from a previous version of Norton AntiVirus for Macintosh. Delete the Norton AntiVirus Additions folder from the Extensions folder in your System Folder and reinstall Norton AntiVirus.

7. I can't install Norton AntiVirus for Mac OS X.

You must start your computer in Mac OS X to run the Norton AntiVirus for Mac OS X installer. You must also be logged on to Mac OS X as an Administrator.

8. Norton AntiVirus cannot find the Norton AntiVirus Virus Defs file.

Reinstall Norton AntiVirus

9. Norton AntiVirus is password-protected and I forgot my password.

Uninstall, then reinstall Norton AntiVirus.