Norton™ Internet Security

Product Manual

Norton

Norton™ Internet Security Product Manual

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Chapter 1

Welcome to Norton

This chapter includes the following topics:

- System requirements for Norton Internet Security
- FAQ: Norton Early Adopter Program

System requirements for Norton Internet Security

To install Norton Internet Security on your PCs, Macs®, smartphones, or tablets, make sure that they meet the minimum system requirements.

Norton Internet Security Premium protects up to 10 devices and includes secure backup for PCs only. It does not include secure backup for Mac OS X.

Windows

- **Operating systems**
  - Microsoft Windows® 10 (all versions)
  - Microsoft Windows® 10 in S mode (32-bit or 64-bit or ARM32) version 1803 and above.
  - Microsoft Windows® 8.1 or later (32-bit and 64-bit)
  - Microsoft Windows® 8 and Windows® 8 Pro (32-bit and 64-bit)
  - Microsoft Windows® 7 (32-bit and 64-bit) with Service Pack 1 or later

  Hardware

  - **Processor**
    For Windows 10/8/7: 1 GHz
  - **RAM**
    For Windows 10: 2 GB (minimum of 512 MB RAM required for Recovery Tool)
    For Windows 8/7: 1 GB (32-bit) (minimum of 512 MB RAM required for Recovery Tool)
  - **Hard disk space**

300 MB of available hard disk space

Browser support for Vulnerability Protection

The following browsers are supported for Vulnerability Protection.

- Microsoft Internet Explorer® 8.0 or higher (32-bit and 64-bit)[1,2]
- Mozilla Firefox® (32-bit and 64-bit)[2]
- Google Chrome™ (32-bit and 64-bit)[2]

Browser support for Phishing Protection, Safe Search, and Password Management

The following browsers are supported for Phishing Protection, Safe Search, and Password Management.

- Microsoft Internet Explorer® 8.0 or higher (32-bit and 64-bit)[1,2]
- Microsoft Edge® (32-bit and 64-bit)[1,2]
- Mozilla Firefox® (32-bit and 64-bit)[2]
- Google Chrome™ (32-bit and 64-bit)[2]

Note: **Safe Search** feature is not available in Microsoft Edge browser.

Email clients

Norton supports email scanning on all POP3 compatible email clients.

Support for Antispam

The following email client is supported for Antispam:

- Microsoft Outlook 2003 and later

[1] Some protection features are not available in Microsoft Internet Explorer 10.0 or later.

[2] As made available by NortonLifeLock within your service period.

FAQ: Norton Early Adopter Program

The Norton Early Adopter Program lets you download Norton pre-release software and be among the first to try out new features. You don't need to create a separate NortonLifeLock account or uninstall Norton to upgrade to the pre-release software. When you join the Norton Early Adopter Program, Norton LiveUpdate downloads the latest pre-release software on your computer.

What are the benefits of joining the Norton Early Adopter Program?

- Gives you a sneak peak at the latest Norton Security features.

- Allows you to give feedback that helps shape the final version of the product.

Who is eligible to join the Norton Early Adopter Program?

A limited number of paid or active users will receive an in-product invitation to join the Norton Early Adopter Program. This is the only way to join the program for the first time.

How do I enroll in the Norton Early Adopter Program?

If you receive an in-product invitation for the Norton Early Adopter Program, you can enroll.

Join Norton Early Adopter Program from the invitation

1. In the Norton Early Adopter Program invitation, click **Learn More**.
2. Read the **About Norton EAP** page, and then click **Join**.
3. Read the Norton License and Services Agreement, and then click **Agree**.
4. Enter your NortonLifeLock account password, and then click **Sign In**.
5. In the Enrollment Complete window, click **Close**. Norton downloads the pre-release software on your computer in the next LiveUpdate session.

If you have declined or ignored the in-product invitation, you can still join the Norton Early Adopter Program using your Norton product.

Join Norton Early Adopter Program from the Norton Administrative Settings window

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Administrative Settings**.
4. In the **Administrative Settings** window, in the **Norton Early Adopter Program** row, click **Join**.
5. Read the **About Norton EAP** page, and then click **Join**.
6. Read the Norton License and Services Agreement, and then click **Agree**.

7 Enter your NortonLifeLock account password, and then click **Sign In**.

8 In the Enrollment Complete window, click **Close**. Norton downloads the pre-release software on your computer in the next LiveUpdate session.

Can I rollback to my previous version if I leave the Norton Early Adopter Program?

You can leave the Norton Early Adopter program at any time and roll back to your previous version of Norton product.

Do I need to back up my Norton local backup drive before opting for Norton Early Adopter Program?

You are not required to back up your data. Norton LiveUpdate installs the latest Norton pre-release software. However, you lose your Norton local settings when you leave the Norton Early Adopter Program.

How do I leave the Norton Early Adopter Program?

You can decide to leave the Norton Early Adopter Program at any time.

Leave the Norton Early Adopter Program

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Administrative Settings**.

4 In the **Administrative Settings** window, in the **Norton Early Adopter Program** row, click **Unenroll**.

5 Your Norton product initiates Norton Remove and Reinstall tool to rollback to your previous Norton product version.

6 Read the License and Services Agreement, and click **Agree**.

7 Click **Remove & Reinstall**.

8 Click **Restart Now**.

After the computer restarts, follow the on-screen instructions to reinstall the previous version of your Norton product.

Let us know your feedback on the Norton Early Adopter Program.

Provide Feedback

Chapter 2

Download and install Norton

This chapter includes the following topics:

- Download and install Norton
- Install Norton on additional devices
- Troubleshoot with Norton Bootable Recovery Tool
- Set up your Secure VPN

Download and install Norton

Protecting your devices and managing your Norton product is as easy as adding a new device to your Norton account.

To download and install Norton on your computer

1. Sign in to your account.
2. If you are not signed in to your account, enter your email address and password, and then click **Sign in**.

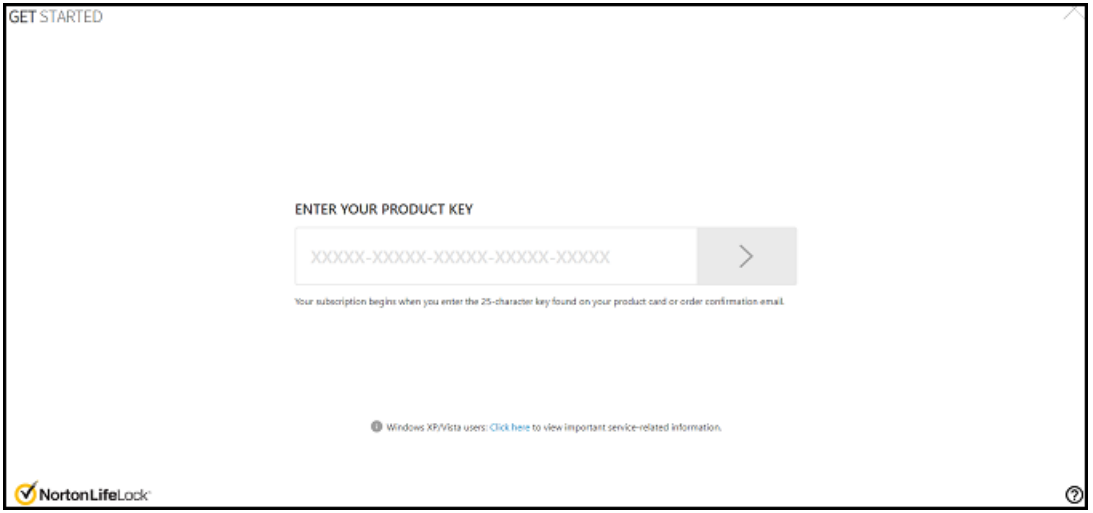
   If you do not have an account, click **Create an Account**, and then complete the sign-up process.

3 In the **Get Started** window, click **Download Norton**.



To install a new product that is not yet registered to your Norton account, click **Enter a New Product Key**.

Enter your product key and click the next (**>**) icon.



4 Click **Agree & Download**.

5 Click the area pointed by the on-screen blue arrow and follow the on-screen instructions.

- For Internet Explorer or Microsoft Edge browser: Click **Run**.
- For Firefox or Safari: On the top-right corner of the browser, click the **Download** option to view the downloaded files, and double-click the file that you downloaded.
- For Chrome: On the bottom-left corner, double-click the file that you downloaded.

6 If the **User Account Control** window appears, click **Continue**.

7 Your Norton product gets downloaded, installed, and activated.

Install Norton on additional devices

From your Norton account, you can send emails to additional devices and install Norton on the devices. The email contains the install link and instructions to install Norton.

To install Norton on a different device

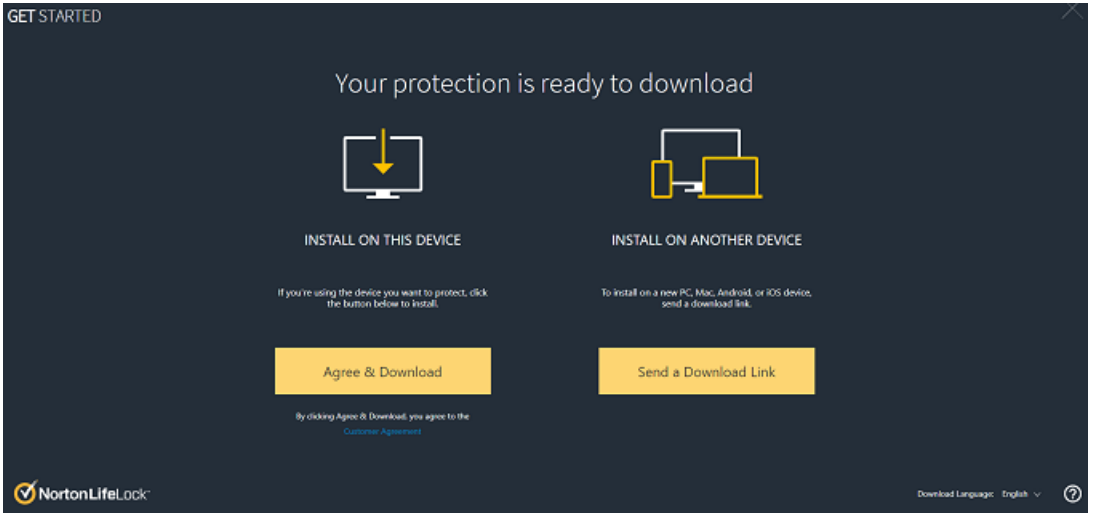
1 Sign in to your account.

2 If you are not signed in to your Norton account, enter your email address and click **Sign In**.

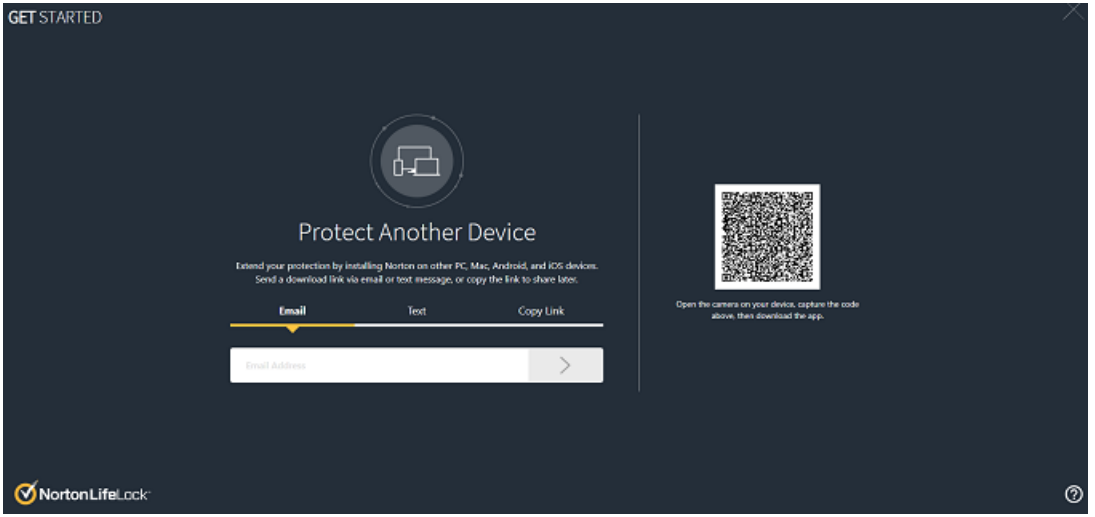
3 In the **Get Started** window, click **Download Norton**.



4 In the page that appears, click **Send a Download Link**.



5 Enter an email address that you can access on your additional device and click the send button, and then click **Done**.



An email is sent to the email address with instructions to install the Norton product.

6 On the device where you want to download Norton, locate and open the email that you received from **The Norton Team**.

7 Click **Download Now**.

8 Click **Agree & Download**.

9 Save the file on your computer and double-click the file to install Norton. By default, the file is saved in the Downloads folder on both Mac and Windows computers.

Follow the on-screen instructions.

Troubleshoot with Norton Bootable Recovery Tool

If you are unable to install Norton Internet Security, open Norton Internet Security, or you cannot start your computer, you can use Norton Bootable Recovery Tool to resolve the issue.

Norton Bootable Recovery Tool scans and removes viruses, spyware, and other security risks. You can run Norton Bootable Recovery Tool only from a DVD or a USB drive.

Note: Norton Bootable Recovery Tool is not a replacement for real-time protection from viruses and security risks.

Step 1: Download the Norton Bootable Recovery Tool ISO file on a computer that is not infected

To download the ISO file

1 Open the browser and go to the following URL:

https://norton.com/nbrt

2 Click **Download**.

3 Follow the on-screen instructions to download and save the Norton Bootable Recovery Tool ISO file.

Step 2: Create a Norton Bootable Recovery Tool bootable media

You can use any tool to burn the Norton Bootable Recovery Tool ISO file on a DVD or a USB drive as a bootable media. You can then run Norton Bootable Recovery Tool on any infected computer. You can also use this DVD as a recovery DVD on any computer.

Warning: If you create Norton Bootable Recovery Tool on a re-writable DVD or USB drive, all the files on DVD or USB drive are permanently deleted. Back up your data before you create Norton Bootable Recovery Tool on a re-writable DVD or USB drive.

Note: If you create Norton Bootable Recovery Tool on a USB drive, the USB drive should have a minimum space of 1 GB and should be formatted in FAT32 file system.

Step 3: Launch Norton Bootable Recovery Tool

After you create Norton Bootable Recovery Tool on a DVD or a USB drive, use the media to run Norton Bootable Recovery Tool.

To launch Norton Bootable Recovery Tool

1. Insert the Norton Bootable Recovery Tool DVD or USB drive that you created.
2. Turn on or restart the infected computer, then enter the BIOS mode by pressing the key that appears on the screen immediately after your computer restarts.
3. Select the DVD or the USB drive on which you created Norton Bootable Recovery Tool, and then press **Enter**. If you use a UEFI-enabled computer, select the recovery media under the **Legacy Boot** option instead of the **UEFI Boot** option. The recovery media is the Norton Bootable Recovery Tool DVD or USB drive.
4. In the **Welcome to NBRT** page, select the **Boot** option. If the booting fails, then select **Boot (Basic Video)** option.
5. In the **Select Language** drop-down list, select your preferred language, and then click **OK**.
6. Read the Norton license agreement and then click **Agree** to launch the tool.

Step 4: Scan and resolve threats

Norton Bootable Recovery Tool identifies and lists all the known security threats. You can choose what to do with the items that are identified as potential risks.

To scan and resolve threats

1. Read the Norton license agreement and then click **Agree** to launch the tool.
2. In the **Scan your computer** section, click **Start Scan**.

   When the scan is complete, the **Scan Completed** window lists the following:

   - The total number of files scanned
   - The total number of threats detected
3. In the **Scan Completed** window, review the scan results, and do one of the following:
   - To fix all of the threats that are found on your computer, select the **Action** column.
   - To perform appropriate actions for each of the threats, select the relevant threat that you want to resolve under the **Action** column.

Note: Review the scan results carefully before resolving the threats, since the files that are removed cannot be restored on your computer.

4 Click **Fix**.

5 In the confirmation dialog box, click **OK**.

6 The **Remediation window** displays the status of each threat under the **Action** column.

7 Click **Continue**.

8 In the **Reboot your computer** window, click **Reboot** to restart your computer.

If you want to run the scan again, click **Scan Again**.

Norton Bootable Recovery Tool automatically downloads and updates the latest virus definitions from the Norton servers when you initiate the scan and are connected to the Internet. The latest virus definitions helps you secure your computer from the latest viruses and security threats.

Set up your Secure VPN

Public Wi-Fi is everywhere: airports, coffee shops, malls, and hotels. Free 'hotspots' are so widespread and convenient that people may connect to them without thinking twice. But reading emails, checking your bank account, or performing any activity that requires a logon can be risky when you use public Wi-Fi. If you use public Wi-Fi, your online activities can be monitored. Cybercriminals can steal personal information like your usernames, passwords, location, chats, emails, or account numbers.

Secure VPN helps secure your connection when you use a public wireless connection. It creates a virtual private network (VPN) that encrypts your sensitive data.

Secure VPN helps protect the data you send and receive when using public Wi-Fi in the following ways:

- Adds bank-grade encryption to protect your connection while on public Wi-Fi hotspots.
- Lets you browse the web anonymously so your online privacy is protected.
- Allows access to your favorite apps and content anywhere you go, as if you were at home.
- Encrypts your data with a no-log virtual private network that doesn't track or store your activity.
- Offers world-class customer support from Norton LifeLock, a leader in consumer online security.

Note: The Secure VPN feature is not available with all subscriptions.

Follow the below instructions to set up Secure VPN.

Set up Secure VPN

1. Start Norton.
2. In the **My Norton** window, next to **Secure VPN**, click **Set Up**.
3. In the web page that appears, click **Sign In**.
4. Enter your account credentials and sign in.
5. If you get a prompt to download, click **Download**.
6. Follow the on-screen instructions.

Join the discussion with other desktop users here Norton Community.

Chapter 3

Understand and respond to threats

This chapter includes the following topics:

- What to do when your device is at risk
- Keep your Norton device security up to date
- View or fix device security risks that Norton detects
- Act on quarantined risks or threats

What to do when your device is at risk

In the Norton main window, the color of Security, Internet Security, Backup, and Performance tiles indicates the status of each category as follows:

- **Green**: You have protection.
- **Orange**: Your computer needs attention.
- **Red**: Your computer is at risk.

Note: The backup category is available only with Deluxe, Premium, and Norton 360 subscriptions.

Norton automatically fixes most issues that reduce your protection or system performance and displays the status as Protected in the main window. Norton displays issues that require your attention as **At Risk** or **Attention**.

Respond to Attention or At Risk status indicators

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click the red or orange tile of the category that indicates **At Risk** or **Attention**.

3 Click **Fix Now** and follow the on-screen instructions.

If you still have issues, click **Help > Get Support** to run the diagnostic tool.

You can also try using Norton Rescue Tools if you think your computer is severely infected.

Keep your Norton device security up to date

If you turned off Automatic LiveUpdate or have been offline, you can check when you last received Norton device security updates and run LiveUpdate, if necessary, to assure that you have the latest

- virus definitions that help protect your device against malware, unauthorized network access, spam emails, and much more.
- program updates that extend operating system or hardware compatibility, adjust performance issues, or fix program errors.

While your subscription is current, Norton makes it easy to automatically receive updates that help protect you from emerging threats.

Check when Norton was last updated

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Security**.

3 Under the security status indicator, check the date next to **Protection Updates**.

4 If the date is older than a day or two, run LiveUpdate.

Run LiveUpdate to get the latest Norton updates

Note: Make sure that you are connected to the Internet.

---

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Security**, and then click **LiveUpdate**.

3 In the **Norton LiveUpdate** window, when LiveUpdate completes, click **OK**.

If LiveUpdate has failed due to some reasons, you can run Intelligent Updater to get the latest updates.

Run Intelligent Updater if LiveUpdate has failed

1 Go to the Intelligent Updater downloads page.

2 Depending on your version of Windows, do one of the following:

- For Windows 8.1/8/7/Vista/XP 32-bit: Click the first file in the list under Filename. The file name starts with the year and ends with v5i32.exe. For example, 20130528-017-v5i32.exe
- For Windows 8.1/8/7/Vista 64-bit: Go to the 64-bit Platforms section, and click the first file in the list under Filename. The file name starts with the year and ends with v5i64.exe. For example, 20130528-017-v5i64.exe

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Note: Windows Vista and Windows XP devices with Norton are supported in Maintenance Mode.

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3 Save the file to the Windows desktop.

4 On the desktop, double-click the file that you saved.

Make sure that Norton Automatic LiveUpdate is turned on

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton product main window, click **Settings**.

3 In the **Settings** window, click **Antivirus**.

4 In the **Antivirus** settings window, click the **Updates** tab.

5 In the **Automatic LiveUpdate** row, move the switch to **On**.

6 Click **Apply**.

7 In the **Settings** window, click **Close**.

Set Norton to apply updates without restarting your device

Note: On Windows 7/8.1 or later devices, you can apply updates without restarting your computer.

1. Start Norton.

   If you see the **My Norton** window, next to Device Security, click Open.
2. In the Norton product main window, click **Settings**.
3. In the **Settings** window, click **Antivirus**.
4. In the **Antivirus** settings window, click the **Updates** tab.
5. In the **Apply updates only on reboot** row, do one of the following:
   - To receive LiveUpdate notifications asking if you want to apply updates without restarting, move the switch to **Off**. This is the default setting.
   - To apply updates only after you restart your computer, move the switch to **On**.
6. In the **Settings** window, click **Apply**, and then click **Close**.

View or fix device security risks that Norton detects

When Norton detects a security risk, it automatically removes it, unless it requires your input to understand how you want to resolve the risk. If you do need to provide input, Norton displays a Threats Detected alert or Security Risk alert with suggestions on how to respond to the security risk.

View risks automatically resolved during a scan

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **History**.
3. In the **Security History** window, in the **Show** drop-down list, select **Resolved Security Risks**.
4. Select a risk in the list, then in the **Details** pane, view the action that was taken.

Fix unresolved risks detected during a scan

In some cases, Norton does not automatically resolve a risk, but recommends an action for you to take to resolve the risk.

Fix unresolved risks detected during a scan

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **History**.
3. In the **Security History** window, in the **Show** drop-down list, select **Unresolved Security Risks**.
4. Select a risk in the list if there are unresolved risks displayed.
5. Follow the **Recommended Action** in the **Details** pane.

Note: Sometimes, you may need to restart your computer after Norton removes a security risk. If Norton prompts you to restart your computer, you should save any open files, and then restart your computer.

Note: Run Norton Power Eraser if you think your system is infected. Norton Power Eraser is a powerful malware removal tool that eliminates the security risks that are difficult to remove. For more information, See "Run Norton scans to check for threats on your PC" on page 27.

Act on quarantined risks or threats

Quarantined items are isolated from the rest of your computer so that they cannot spread or infect your computer. If you have an item that you think is infected, but is not identified as a risk by Norton, you can manually put the item in Quarantine. You can also restore an item from quarantine if you think it is a low risk. Norton does not repair the item that you restore. However, Norton can disinfect the restored items during the subsequent scans.

Restore an item from quarantine

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **History**.
3. In **Security History** window, in the **Show** drop-down list, select the **Quarantine** category.
4. Select an item that you want to manage.
5. In the **Details** pane, click **Options**.

   You can use the **More Options** link to view more details about the item before you select an action for it. The link opens the **File Insight** window that contains more information about the risk.
6. In the **Threat Detected** window, choose one of the following options:

- **Restore**: Returns the item to the original location on your computer. This option is available only for manually quarantined items.
- **Restore & Exclude this file**: Returns the item to its original location without repairing it and excludes the item from being detected in the future scans. This option is available for the detected viral and non-viral threats.
- **Remove from history**: Removes the selected item from the **Security History** log.

7 If you choose to restore, in the **Quarantine Restore** window, click **Yes**.

8 In the **Browse for Folder** dialog, select the folder or drive where you want to restore the file and then click **OK**.

Restore a file that was mistakenly identified as a security risk

By default, Norton removes security risks from your computer and quarantines them. If you think a file was mistakenly removed, you can restore the file from Quarantine to its original location and exclude it from future scans.

Restore a file from Quarantine

Note: Exclude a program from the Norton scans only if you are confident that the program is safe. For example, if another program relies on a security risk program to function, you might decide to keep the program on your computer.

---

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Security**, and then click **History**.

3 In the **Security History** window, under **Show** drop-down menu, select **Quarantine**.

4 Select the file that you want to restore.

5 In the **Details** pane, click **Options**.

6 In the **Threat Detected** window, click **Restore & exclude this file**.

7 In the **Quarantine Restore** window, click **Yes**.

8 In the **Browse for Folder** dialog, select the folder or drive where you want to restore the file and then click **OK**.

Submit an item for Norton's evaluation

You can contribute to the effectiveness of your Norton product by submitting files that you think is a security risk. Norton Security Response analyzes the file and if it is a risk, adds it to the future protection definitions.

Note: Personally identifiable information is never included in submissions.

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **History**.
3. In **Security History** window, in the **Show** drop-down list, select the **Quarantine** category.
4. Select an item that you want to manage.
5. In the **Details** pane, click **Options**.

   You can use the **More Options** link to view more details about the item before you select an action for it. The link opens the **File Insight** window that contains more information about the risk.
6. In the **Threat Detected** window, click **Submit to NortonLifeLock**.
7. In the screen that appears, click **OK**.

Quarantine an item manually

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **History**.
3. In **Security History** window, in the **Show** drop-down list, select the **Quarantine** category.
4. Click **Add to Quarantine**.
5. In the **Manual Quarantine** window, add the file that you want to quarantine and enter a description for your reference.

   Note: If you quarantine a file that is associated with any running processes, the processes get terminated. So, close all open files and running processes before adding a file to quarantine.

Chapter 4

Manage your security

This chapter includes the following topics:

- View your system activities
- View the Report Card

View your system activities

Norton provides information about the important system activities that you performed over a period of the last three months.

Norton monitors your computer's performance. If it detects an increased usage of system resources by any program or process, it notifies you with performance alerts.

View details of your system activities

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Performance**, and then click **Graphs**.
3. In the **Graphs** window, click the tab for a month to view the details.
4. In the Events graph, move the mouse pointer over the icon or the stripe for an activity.
5. In the pop-up that appears, view the details of the activity.
6. If the **View Details** option appears in the pop-up, click **View Details** to view additional details in the **Security History** window.

View the Report Card

The **Report Card** automatically displays all the activities that Norton performs each month. In the Norton main window, you can also click **Report Card** to manually open the report.

Every time Norton scans files, runs LiveUpdate, analyzes downloads, blocks intrusions, or fixes infected files, information about the activity is logged on the Report Card. The **Details** option in the Report Card window shows the complete list of activities that Norton has performed.

If you do not want the Report Card to automatically display each month, you can turn off the option. You can still manually open the report.

Turn off Report Card

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Administrative** Settings.
4. In the **Report Card** row, move the **On/Off** switch to **Off**.

You can also manually view the report using the **Report Card** option in the Norton main window. The **Report Card** option is available only when Norton has performed any activity on your computer.

Chapter 5

Scan your computer

This chapter includes the following topics:

- Run Norton scans to check for threats on your PC
- Create your own custom Norton scans
- Schedule Norton scans
- Customize Real Time Protection settings
- View real-time threats detected by Norton SONAR
- Exclude files and folders from Norton Auto-Protect, SONAR, and Download Intelligence scans
- Exclude files with low-risk signatures from Norton scans
- Clear file IDs excluded during scans
- Turn on or turn off automatic tasks
- Run custom tasks
- Schedule security and performance scans
- Configure Data Protector to block malicious processes affecting your PC
- Set Norton to remove scripts that can be exploited in phishing attempts
- Learn more about Norton Script Control

Run Norton scans to check for threats on your PC

Norton automatically updates virus definitions and regularly scans your PC for a range of threats. If you have been offline, or suspect that you have a virus, you can manually run the following:

- **Quick Scan** to analyze areas of your computer that are most vulnerable to threats.
- **Full System Scan** to analyze your entire system including less vulnerable applications, files, and running processes than those checked during a Quick Scan.
- **Custom Scan** to analyze individual files, folders, or drives if you suspect that they are at risk.

Note: After you install Norton, the first scan may take an hour or more to analyze your entire system.

Run a Quick Scan, Full System Scan, or Custom Scan

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **Scans**.
3. In the **Scans** window, next to **Scans and Tasks**, select one of the following:
   - **Quick Scan** > **Go**
   - **Full System Scan** > **Go**
   - **Custom Scan** > **Go**, then click **Run** next to **Drive Scan**, **Folder Scan**, or **File Scan** to navigate to the components that you want to scan.
4. In the **Results Summary** window, click **Finish**.

   If there are items that require attention, review the risks in the **Threats Detected** window.

Full System Scan

Full System Scan performs a deep scan of your computer to remove viruses and other security threats. It checks all boot records, files, and running processes to which the user has access. This scans your computer thoroughly and takes longer time.

Note: When you run a Full System Scan with administrator privileges, it scans more files than when you run it without administrator privileges.

Run a Full System Scan

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **Scans**.

3 In the **Scans** window, under **Scans and Tasks**, click **Full System Scan**.

4 Click **Go**.

Custom Scan

Occasionally, you might want to scan a particular file, removable drives, any of your computer's drives, or any folders or files on your computer. For example, when you work with removable media and suspect a virus, you can scan that particular disk. Also, if you have received a compressed file in an email message and you suspect a virus, you can scan that individual element.

Scan individual elements

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Security**, and then click **Scans**.

3 In the **Scans** window, under **Scans and Tasks**, click **Custom Scan**.

4 Click **Go**.

5 In the **Scans** window, do one of the following:

- To scan specific drives, click **Run** next to **Drive Scan**, select the drives that you want to scan, and then click **Scan**.
- To scan specific folders, click **Run** next to **Folder Scan**, select the folders that you want to scan, and then click **Scan**.
- To scan specific files, click **Run** next to **File Scan**, select the files that you want to scan, and then click **Add**. You can also press **Ctrl**, and select multiple files to scan.

6 In the **Results Summary** window, click **Finish**.

If any items require attention, review them and take the recommended action.

Norton Power Eraser scan

Norton Power Eraser is a powerful malware removal tool that can help you clean up the security risks that are difficult to remove. Norton Power Eraser uses aggressive techniques than normal scan process; sometimes there is a risk that Norton Power Eraser flags a legitimate program for removal. Review scan results carefully before removing any files using Norton Power Eraser.

Download Norton Power Eraser and run a scan (on Windows 10/8/7)

1 Download Norton Power Eraser.

2 Press **Ctrl** + **J** key, to open the **Downloads** window in your browser, and double-click the **NPE.exe** file.

If the User Account Control window prompts, click **Yes** or **Continue**.

3 Read the license agreement and click **Agree**.

If you have already accepted the license agreement, you will not be prompted again.

Norton Power Eraser checks for and automatically downloads the new version if available.

4 In the Norton Power Eraser window, select **Full System Scan**, and click **Run Now**.

5 If you want to include the Rootkit scan, click **Settings**, and under **Scan and Log Settings**, toggle the option **Include Rootkit scan (requires a computer restart)** and click **Apply**.

6 When you see a prompt to restart the computer, click **Restart**.

Wait for the scan to complete. Follow the on-screen instructions.

Download Norton Power Eraser and run a scan (on Windows XP/Vista)

1 Download Norton Power Eraser.

2 Press **Ctrl** + **J** key, to open the **Downloads** window in your browser, and double-click the **NPE.exe** file.

If the User Account Control window prompts, click **Yes** or **Continue**.

3 Read the license agreement, and click **Accept**.

Norton Power Eraser checks for and prompts to download the new version if available.

4 In the **Norton Power Eraser** window, click the **Scan for Risks** icon.

5 By default, Norton Power Eraser performs a Rootkit scan and requires a system restart. When you see a prompt to restart the computer, click **Restart**.

If you do not want to include the Rootkit scan, go to **Settings**, and uncheck the option **Include Rootkit scan (requires a computer restart)**.

6 Wait for the scan to complete. Follow the on-screen instructions.

Create your own custom Norton scans

While the default Norton automated scan settings work well for most users, some users may want to customize options to scan specific drives, folders, or files on a schedule that they choose.

Create a custom scan

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Security**, and then click **Scans**.

3 In the **Scans** window, under **Scans and Tasks**, click **Custom Scan**, and then click **Go**.

4 In the **Scans** window, click **Create Scan**.

5 In the **New Scan** window, next to **Scan Name**, type a name for your custom scan and add the settings as follows:

- On the **Scan Items** tab, click **Add Drives**, **Add Folders**, or **Add Files** to navigate to the components that you want to include in the scan.
- On the **Schedule Scan** tab, under When do you want the scan to run, select an interval, and then select the timing options.
  Under **Run the scan**, select from the options. For most users, it's best to keep all boxes checked. This assures that scans run only when you are not using your computer or when you are not using battery power, and it prevents your computer from going to sleep during a scan.
- On the **Scan Options** tab, move the switches to customize behaviors for compressed files or low risk threats during the scan.

6 Click **Save**.

Edit or delete a Norton custom scan

You can edit a custom scan that you created to rename the scan, add or remove files, or change the schedule. If you no longer need to run the scan, you can delete it.

Edit or delete a custom scan

1 Start Norton.

  If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Security**, and then click **Scans**.

3 In the **Scans** window, under **Scans and Tasks**, click **Custom Scan**, and then click **Go**.

4 In the **Scans** window, in the **Edit Scan** column, next to the custom scan that you want to modify, do one of the following:

- Click the edit icon, and then in the **Edit Scan** window, move the switches to turn the scan options on or off. For most users, the default settings work well. Click **Use Defaults** to remove custom settings.
- Click the trash icon, and then click **Yes** to confirm that you want to delete the custom scan.

5 Click **Save**.

Schedule Norton scans

Norton detects when you are away from your computer and automatically runs scans to assure that your system is regularly monitored for threats. You can also schedule your own Quick Scan, Full System Scan, or Custom Scan to run on times of your choosing.

Schedule a Norton Quick Scan, Full System Scan, or Custom Scan

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **Scans**.
3. In the **Scans** window, under **Scans and Tasks**, click **Custom Scan**.
4. Click **Go**.
5. In the **Scans** window, in the **Edit Scan** column, click the edit icon next to Quick Scan, Full System Scan, or a Custom Scan that you previously created.
6. In the **Edit Scan** window, on the **Scan Schedule** tab:
   - Under **When do you want the scan to run**, select an interval, and then select the timing options.
   - Under **Run the scan**, select from the options. For most users, it's best to keep all boxes checked. This assures that scans run only when you are not using your computer or when you are not using battery power, and it prevents your computer from going to sleep during a scan.
7. Click **Next**.
8. In the **Scan Options** window, click **Save**.

Customize Real Time Protection settings

Real Time Protection detects unknown security risks on your computer and lets you determine what action to take if it finds a risk.

Note: Default settings are recommended for most users. If you want to turn off a feature temporarily, turn it on as soon as possible. If you want low-risk items removed automatically, configure SONAR Advanced mode. Auto-Protect checks for viruses and other security risks every time that you run programs on your computer. Always keep Auto-Protect on.

Set Auto-Protect to scan removable media

Checks for boot viruses when you access removable media. After the removable media has been scanned for boot viruses, it is not scanned again until it is reinserted or formatted. If you still suspect that a boot virus infects your removable media, ensure that Auto-Protect is turned on to rescan the removable media. You then insert the removable media and open it from My Computer for Auto-Protect to rescan it. You can also scan it manually to verify that the removable media is not infected.

Customize Automatic Protection settings

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Antivirus**.
4. Under **Removable Media Scan**, set the slider to **On**.

Set SONAR to remove threats automatically

SONAR provides real-time protection against threats and proactively detects unknown security risks on your computer. SONAR identifies emerging threats based on the behavior of applications. You can configure how SONAR removes a threat using SONAR Advanced Mode settings.

Set SONAR to remove threats automatically

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Antivirus**.
4. Under **Remove Risks Automatically**, set the slider to **Always**.
5. Under **Remove Risks if I Am Away**, set the slider to **Always**.
6. Click **Apply**.

Set Auto-Protect to exclude known good files from Norton scans

If you think Norton identifies a valid application as a security risk, you can exclude the file from Norton scans.

Exclude files from Norton scans

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Antivirus**.
4. In the Antivirus settings window, click the **Scans and Risks** tab.
5. Under **Exclusions / Low Risks**, do one of the following:
   - In the **Items to Exclude from Scans** row, click **Configure**.

- In the **Items to Exclude from Auto-Protect, SONAR and Download Intelligence Detection** row, click **Configure**.

6 In the window that appears, click **Add Folders** or **Add Files**.

7 In the **Add Item** dialog box, click the browse icon. In the dialog box that appears, select the item that you want to exclude from scans.

8 Click **OK**.

View real-time threats detected by Norton SONAR

SONAR provides real-time protection against threats and proactively detects unknown security risks. SONAR identifies emerging threats based on the behavior of applications, which is quicker than the traditional signature-based threat detection. It helps protect you against malicious code even before virus definitions are available through LiveUpdate.

Note: SONAR Protection should be kept turned on always. When Auto-Protect is turned off, SONAR Protection is also disabled and your computer is not protected against emerging threats.

View risks detected by SONAR

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Security**, and then click **History**.

3 In the **Security History** window, in the drop-down list, select **SONAR Activity**.

4 Select a risk in the list if there are risks displayed.

5 Follow the **Recommended Action** in the **Details** pane.

This category also lists any activity that modifies the configuration or the settings of your computer. The **More Details** option of this category provides details about the resources that the activity affects.

Make sure that SONAR Protection is on

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Antivirus**.

4 On the **Automatic Protection** tab, under **Real Time Protection**, move the **SONAR Protection** switch to **On**.

5 Click **Apply**.

6 In the **Settings** window, click **Close**.

Exclude files and folders from Norton Auto-Protect, SONAR, and Download Intelligence scans

You can configure Norton to exclude certain programs from the Auto-Protect scans and SONAR scans. You can use **Scan Exclusions** window and **Real Time Exclusions** window to exclude viruses and other high-risk security threats from scanning. When you add a file or folder to the exclusions list, Norton ignores the file or folder when it scans for security risks.

To exclude a file from Download Intelligence, you must select a folder and download the file to the selected folder. For example, when you download an unsafe executable file to this folder, Norton lets you download the file and does not remove it from your computer. You must create a new folder specific for Download Intelligence exclusions.

Note: Excluding a file from the Norton scans reduce the level of protection of your computer and should be used only if you have a specific need. You should only exclude items if you are confident that they are not infected.

Exclude high-risk security threats from scanning

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Antivirus**.

4 In the **Antivirus** settings window, click the **Scans and Risks** tab.

5 Under **Exclusions / Low Risks**, do one of the following:

- In the **Items to Exclude from Scans** row, click **Configure**.
- In the **Items to Exclude from Auto-Protect, Script Control, SONAR and Download Intelligence Detection** row, click **Configure**.

6 In the window that appears, click **Add Folders** or **Add Files**.

You can assign exclusions to local drives, folders, groups of files, single files, or network drives. However, Norton does not support exclusions for files on a network. If you add a network drive to the exclusion list, make sure that the drive is connected to your computer.

7 In the **Add Item** dialog box, click the browse icon.

8 In the dialog box that appears, select the item that you want to exclude from the scan.

When you add folders, you can specify whether to include or exclude subfolders.

9 Click **OK**.

10 In the **Add Item** dialog box, click **OK**.

11 In the window that appears, click **Apply**, and then click **OK**.

Exclude files with low-risk signatures from Norton scans

Norton Signature Exclusions let you select specific known security risks to exclude from Norton scans. For example, if a legitimate app, like a free game, relies on another program, like adware, to function, you might decide to keep the adware, even if it exposes you to risk. You might also decide not to be notified about the program in future scans.

Note: Exclusions reduce your protection and should be used only if you have a specific need and fully understand the potential risk of excluding known threats from Norton scans.

Add a low-risk signature to the Signature Exclusions

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Antivirus**.

4 In the **Antivirus** settings window, click the **Scans and Risks** tab.

5 Under **Exclusions / Low Risks**, in the **Signatures to Exclude from All Detections** row, click **Configure**.

6 In the **Signature Exclusions** window, click **Add**.

7 In the **Security Risks** window, click on a security risk that you want to exclude and then click **Add**.

8 In the **Signature Exclusions** window, click **Apply**, and then click **OK**.

Clear file IDs excluded during scans

When you run a scan, Norton excludes the files that are added to Scan Exclusions. If you want Norton to scan all the files on your computer, you have to clear the file IDs.

Clear IDs of the files that are excluded during scans

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Antivirus**.
4. In the **Antivirus settings** window, click the **Scans and Risks** tab.
5. Under **Exclusions / Low Risks**, in the **Clear file IDs excluded during scans** row, click **Clear All**.
6. In the **Warning** window, click **Yes**.

Turn on or turn off automatic tasks

Norton runs automatic tasks as it quietly works to protect your computer. These automatic tasks include scanning for viruses, monitoring your Internet connection, downloading protection updates, and other important tasks. These activities run in the background when your computer is turned on.

If any item needs your attention, Norton displays a message with the information on the current status or prompts you to do something. If you do not see any messages, then your computer is protected.

You can open Norton at any time to see the status of your computer at a glance or to view protection details.

When a background activity is in progress, Norton notifies you with a message in the notification area that is located at the far-right of the task bar. You can see the results of the latest activities the next time you open the Norton main window.

Turn on or turn off automatic tasks

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Tasks Scheduling**.
4. In the **Task Scheduling** window, on the **Automatic Tasks** tab, do the following:
   - Check the feature that you want to run automatically.
     Check the **Tasks** check box to check all the features at once.
   - Uncheck the feature that you do not want to run automatically.

Uncheck the **Tasks** check box to uncheck all the features at once.

5 Click **Apply**, and then click **Close**.

Run custom tasks

Norton automatically checks your system and chooses the best settings to keep your system secure. However, you can run some specific tasks. You can choose the specific tasks that you want to run by using the options available in the **Custom Tasks** window.

You can choose your own combination of tasks for a one-time scan. You can run LiveUpdate, back up your data, clear browsing history, free disk space by cleaning up disk clutter, and optimize your disks.

Run custom tasks

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Security**, and then click **Scans**.

3 In the **Scans** window, under **Scans and Tasks**, click **Custom Task**, and then click **Go**.

4 In the **Custom Tasks** window, check the tasks that you want to run.

To select all the tasks, check **Tasks**.

5 Click **Go**.

Schedule security and performance scans

Use the Task Scheduling settings to have Norton examine your system automatically for security and performance issues. You can specify when and how often Norton needs to perform those examinations.

You have the following options for scheduling security and performance scans:

Automatic (Recommended)	Examine your PC for security and performance issues whenever your PC is idle. This setting provides the maximum protection.
Weekly	Examine your PC one or more times each week for security and performance issues. You can pick the days of the week and the time of day on which the scan performs.

Monthly	Examine your PC once each month for security and performance issues. You can pick the day of the month and the time of day on which the scan performs.
Manual Schedule	Do not perform a scheduled security or performance scan of your PC. If you choose this option, you should perform manual security and performance scans of your PC periodically to maintain protection.

Your computer's performance is maximized if you schedule your critical operations to occur when your computer is idle. When you schedule your scans weekly or monthly and check the **Run only at idle time** option, Norton scans your computer when it is idle. NortonLifeLock recommends that you check **Run only at idle time** to experience better performance of your computer.

Schedule security and performance scans

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Tasks Scheduling**.
4. On the **Scheduling** tab, under **Schedule**, select an option.

   When you click **Weekly** or **Monthly**, you must select the time and day to run the automatic tasks. You also have the option of specifying that the automatic tasks must run only when the PC is idle.
5. Click **Apply**, and then click **Close**.

Configure Data Protector to block malicious processes affecting your PC

Data Protector protects your PC from malicious processes that intend to destabilize your PC, corrupt and/or steal your data, and propagate the malicious nature to other good processes. It uses Norton reputation technology to identify a process as safe, malicious, or unknown. Depending on your situation, you can add more folders and/or extensions and can also exclude processes for scanning and protection.

Warning: Turning off this feature reduces your PC protection. So, we recommend you to keep this feature turned on always. However, if you wish to turn it off, do that temporarily and ensure that it is turned on again.

Turn off or turn on Data Protector

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton product main window, click **Settings** > **Antivirus**.
3. In the **Antivirus** window, click the **Data Protector** tab.
4. In the **Data Protector** row, move the **On/Off** switch to **On** or **Off**.
5. In the **Show Notifications** row, do one of the following:
   - Move the switch to **On** to notify you every time Data Protector blocks a threat.
   - Move the switch to **Off** to suppress notifications. However, you can see the details of blocked threats in the **Security History** window.
     To access the **Security History** window, in the Norton main window, double-click **Security** and then click **History** > **Data Protector**.
6. Click **Apply**.
7. If prompted, select the duration until when you want the Data Protector feature to be turned off, and click **OK**.

Add or edit a folder for Data Protector protection

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton product main window, click **Settings** > **Antivirus**.
3. In the **Antivirus** window, click the **Data Protector** tab.
4. In the **Data Protector** row, move the **On/Off** switch to **On**.
5. To add or edit a folder, do the following:
   - Next to **Protected Folders**, click **Configure**.
   - In the **Protected Folders** window, do the following:
     - To include a new item, click **Add**.
     - To change an existing item, choose the item and then click **Edit** to modify it.

       Note: You cannot edit a preset folder.

- In the **Add Item** or **Edit Item** window, browse and select the folder.
- Click the check box to include the subfolders.
- Click **OK**.

6 Click **Apply** and then click **OK**.

Add an extension for Data Protector protection

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton product main window, click **Settings** > **Antivirus**.

3 In the **Antivirus** window, click the **Data Protector** tab.

4 In the **Data Protector** row, move the **On/Off** switch to **On**.

5 To add an extension, do the following:

- Next to **Protected File Types**, click **Configure**.
- In the **Protected File Types** window, click **Add**.
- In the **Add Item** window, type the extension that you want to protect. For example, if you want to protect executable files, type .exe in the box. All files with the .exe extension, anywhere on the PC, are protected.
- Click **OK**.

6 Click **Apply** and then click **OK**.

Remove a folder or an extension from Data Protector

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton product main window, click **Settings** > **Antivirus**.

3 In the **Antivirus** window, click the **Data Protector** tab.

4 In the **Data Protector** row, move the **On/Off** switch to **On**.

5 Next to **Protected Folders** or **Protected File Types**, click **Configure**.

6 On the **Protected Folders** or **Protected File Types** window, choose the item that you want to remove.

Note: You cannot remove a preset folder or extension.

7 Click **Remove**.

8 Click **Apply** and then click **OK**.

Add or remove a process from Data Protector exclusion

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton product main window, click **Settings** > **Antivirus**.

3 In the **Antivirus** window, click the **Data Protector** tab.

4 In the **Data Protector** row, move the **On/Off** switch to **On**.

5 On the **Process Exclusion** row, click **Configure** and do the following:

- To add a process for Data Protector exclusion, click **Add** and then choose the process.
- To remove a process from Data Protector exclusion, click the process and then click **Remove**.

6 Click **Apply** and then click **OK**.

Set Norton to remove scripts that can be exploited in phishing attempts

Script Control helps protect you from malware that you download or receive as attachments in phishing emails. It removes uncommon scripts from files and sanitizes the files, by default**. However, you can restore the original files with the script, and configure how you want Norton to handle documents with embedded scripts.

Note: **For Chrome, Edge, and Internet Explorer browsers, this feature is supported from Windows 10 RS2 and later versions.

In addition, Norton blocks programs with embedded scripts from running if it detects any uncommon behavior with the embedded scripts. However, you can configure how you want Norton to handle programs with embedded scripts.

Scripts are used to make documents dynamic and interactive. Although the primary objective of scripts is to improve the document experience, cybercriminals can use them to sneak malware on your computer. Scripts are generally not important to the function of a document and many software programs disable them by default.

You can set Norton to exclude specific files from Script Control if you are confident that they do not contain malicious content. For more information, See “Exclude files and folders from Norton Auto-Protect, SONAR, and Download Intelligence scans” on page 35. You can restore the original files by replacing the sanitized files. You should exclude files only if you are confident that they do not have any malicious content.

Script Control identifies potential threats based on the behavior of files. If Norton detects any potentially dangerous activity when you open a document or program with embedded script, it blocks the application from running the script. You can configure how you want Norton to handle the scripts when you open documents or programs with embedded scripts.

Restore the original file

1. Start Norton.

   If you see the **My Norton** window, in the **Device Security** row, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **History**.
3. In the **Security History** window, from the **Show** drop-down list, select **Script Control**.
4. In the **Script Control** view, select the item that you want to restore.
5. On the right pane, under **Details**, click **Restore**.
6. In the **Script Control Restore** window, click **Yes**.
7. In the prompt that appears, select **Yes**.
8. In the **Security History** window, click **Close**.

Turn on or turn off Script Control

1. Start Norton.

   If you see the **My Norton** window, in the **Device Security** row, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Antivirus**.
4. In the **Antivirus** settings window, click the **Script Control** tab.
5. In the **Remove scripts when downloading documents** row, move the **On/Off** switch to **On** or **Off**, and then click **Apply**.

   If you turn off, do the following:

   - In the **Security Request** window, in the **Select the duration** drop-down list, select the amount of time that you want to turn off the option, and click **OK**.
6. In the **Block scripts when opening documents** row, move the **On/Off** switch to **On** or **Off**, and then click **Apply**.

   If you turn off, do the following:

- In the **Security Request** window, in the **Select the duration** drop-down list, select the amount of time that you want to turn off the option, and click **OK**.

7 In the **Settings** window, click **Close**.

Permanently delete all the Script Control items

1 Start Norton.

If you see the **My Norton** window, in the **Device Security** row, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Security History** window, from the **Show** drop-down list, select **Script Control**.

4 In the **Script Control** view, click **Clear Entries**.

5 In the **Clear Entries** window, click **Yes**.

6 In the confirmation dialog box, click **Yes**.

7 In the **Security History** window, click **Close**.

Configure how Norton should handle documents and programs with embedded script

1 Start Norton.

If you see the **My Norton** window, in the **Device Security** row, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Antivirus**.

4 In the **Antivirus** settings window, click the **Script Control** tab.

5 Under **Block scripts when opening documents**, in the **Microsoft Office** row, click **Configure**.

6 In the **Microsoft Office Preferences** window, under **Actions**, select the action you want Norton to perform for each application.

Your options are:

- **Block**
- **Allow**
- **Ask Me**

You can choose a different action for each application.

7 In the confirmation window that appears, click **OK**.

8 In the **Microsoft Office Preferences** window, click **Apply** and then click **OK**.

9 In the **Adobe Document** row, select the action you want Norton to perform for PDF documents.

10 In the **Block scripts with uncommon behavior** row, select the action you want Norton to perform for programs with embedded scripts.

Your options are:

- **Block**
- **Allow**
- **Ask Me**

11 In the **Settings** window, click **Apply**, and then click **Close**.

Learn more about Norton Script Control

Scripts are used to make documents dynamic and interactive. They can also add functionality by automating certain tasks. Scripts can include ActiveX controls, add-ins, data connections, macros, Linked object linking and embedded OLE files, color-theme files, etc.

Script Control helps protect you from malware that you download or receive as attachments in phishing emails.

It removes unsafe scripts from files and sanitizes the files, by default. However, you can restore the original files with the script, and configure how you want Norton to handle documents with embedded scripts.

The following sections help you with configuring the Script Control settings.

Restore the original file with embedded scripts

You can restore the original files by replacing the sanitized files. You should restore the original files only if you are confident that they do not have any malicious content.

1 Start Norton.

If you see the **My Norton** window, in the **Device Security** row, click **Open**.

2 In the Norton main window, double-click **Security**, and then click **History**.

3 In the **Security History** window, from the **Show** drop-down list, select **Script Control**.

4 In the **Script Control** view, select the active content item that you want to restore.

5 On the right pane, under **Details**, click **Restore**.

6 In the **Script Control Restore** window, click **Yes**.

7 In the prompt that appears, select **Yes**.

8 In the **Security History** window, click **Close**.

Configure Norton to handle documents and programs with embedded script

1 Start Norton.

If you see the **My Norton** window, in the **Device Security** row, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Antivirus**.

4 In the **Antivirus** settings window, click the **Script Control** tab.

5 Under **Block scripts when opening documents**, in the **Microsoft Office** row, click **Configure**.

6 In the **Microsoft Office Preferences** window, under **Actions**, select the action you want Norton to perform for each application.

Your options are:

- **Block**
- **Allow**
- **Ask Me**

You can choose a different action for each application.

7 In the confirmation window that appears, click **OK**.

8 In the **Microsoft Office Preferences** window, click **Apply** and then click **OK**.

9 In the **Adobe Document** row, select the action you want Norton to perform for PDF documents.

10 In the **Block scripts with uncommon behavior** row, select the action you want Norton to perform for programs with embedded scripts.

Your options are:

- **Block**
- **Allow**

- **Ask Me**

11 In the **Settings** window, click **Apply**, and then click **Close**.

Turn off Script Control

Note: Turning off Script Control reduces your protection and should be done only if you have a specific need. Script Control provides an extra layer of security by removing scripts and sanitizing documents. NortonLifeLock recommends that you keep Script Control turned on at all times as it provides an extra layer of security.

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1 Start Norton.

If you see the **My Norton** window, in the **Device Security** row, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Antivirus**.

4 In the **Antivirus** settings window, click the **Script Control** tab.

5 In the **Remove scripts when downloading documents** row, move the **On/Off** switch to **Off**.

6 In the **Block scripts when opening documents** row, move the **On/Off** switch to **Off**.

7 In the **Settings** window, click **Apply**.

8 In the **Security Request** window, in the **Select the duration** drop-down list, select the amount of time that you want to turn off the feature, and then click **OK**.

9 In the **Settings** window, click **Close**.

Chapter 6

Keep secure on the Internet

This chapter includes the following topics:

- Turn Norton Firewall on or off
- Customize Program Rules to change access settings for programs
- Change the order of firewall rules
- Turn off a Traffic rule temporarily
- Allow Internet access for a blocked program
- Turn Firewall Block Notification off
- Turn Browser Protection on
- Learn more about Intrusion Prevention exclusion list
- Set Norton to protect you from exploits, cybercriminals, and zero-day attacks
- Set Norton to monitor applications and block malicious websites from accessing your computer
- Turn off or turn on AutoBlock
- Unblock computers that are blocked by Norton AutoBlock
- Add a device to Device Trust
- Turn off or turn on Download Intelligence
- Turn off or turn on spam filtering
- Define the Internet usage for Norton
- Turn off or turn on Network Cost Awareness
- Learn more about Wi-Fi Security

- Protect your banking information using Norton Safe Web

Turn Norton Firewall on or off

Smart Firewall monitors communications between your computer and the other computers on the Internet. It also protects your computer from common security problems. When the Smart Firewall is turned off, your computer is not protected from Internet threats and security risks.

If you need to turn Smart Firewall off, you should only turn it off for a specified duration, after which it is turned on again automatically.

Turn Norton Firewall on or off

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall**.
4. On the **General Settings** tab, in the **Smart Firewall** row, move the **On/Off** switch to **Off** or **On**.
5. Click **Apply**.
6. If prompted, select the duration until when you want the Firewall feature to be turned off, and click **OK**.

Disable or enable Norton Firewall from the Windows notification area

1. In the notification area on the taskbar, right-click the Norton icon, and then click **Disable Smart Firewall** or **Enable Smart Firewall**.
2. If prompted, select the duration until when you want the Firewall feature to be turned off, and click **OK**.

Customize Program Rules to change access settings for programs

After you use Norton for a while, you might need to change the access settings for certain programs.

Customize Program Rules

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Firewall**.

4 On the **Program Control** tab, in the **Program** column, select the program that you want to change.

5 In the drop-down list next to the program that you want to change, select the access level that you want this program to have. Your options are:

Allow	Allow all access attempts by this program.
Block	Deny all access attempts by this program.
Custom	Create the rules that control how this program accesses the Internet.

6 Click **Apply**.

Change the order of firewall rules

Each list of firewall rules is processed from the top down. You can adjust how the firewall rules are processed by changing their order.

Note: Do not change the order of the default Traffic rules unless you are an advanced user. Changing the order of default Traffic rules can affect firewall functionality and reduce the security of your computer.

Change the order of Traffic rules

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Firewall**.

4 On the **Traffic Rules** tab, select the rule that you want to move.

5 Do one of the following:

- To move this rule before the rule above it, click **Move Up**.
- To move this rule after the rule below it, click **Move Down**.

6 When you are done moving the rules, click **Apply**.

Change the order of Program rules

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall**.
4. On the **Program Control** tab, select the program that contains the rule that you want to move.
5. Click **Modify**.
6. In the **Rules** window, select the rule that you want to move.
7. Do one of the following:
   - To move this rule before the rule above it, click **Move Up**.
   - To move this rule after the rule below it, click **Move Down**.
8. When you are done moving the rules, click **OK**.
9. In the **Firewall** settings window, click **Apply**.

Turn off a Traffic rule temporarily

You can temporarily turn off a Traffic rule if you want to allow specific access to a computer or a program. You must remember to turn on the rule again when you are done working with the program or computer that required the change.

Note: You cannot turn off some of the default firewall rules that appear in the list. You can only view the settings of these rules by using the **View** option.

Turn off a Traffic rule temporarily

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall**.
4. On the **Traffic Rules** tab, uncheck the box next to the rule that you want to turn off.
5. Click **Apply**.

Allow Internet access for a blocked program

By default, Smart Firewall blocks certain programs from accessing the Internet. Such programs might include certain streaming-media programs, network games, or custom business applications that are provided by your employer. If you know that the program's Internet activity is not a threat to your security, you can unblock the program's Internet access.

Allow Internet access for a blocked program

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall**.
4. On the **Program Control** tab, select the program that you want to allow access to the Internet.
5. In the **Access** drop-down list for the program entry, click **Allow**.
6. Click **Apply**.

By default, Norton firewall automatically configures Internet access settings for Web-enabled programs the first time that they run. When a program tries to access the Internet for the first time, Automatic Program Control creates rules for it.

However, Norton lets you can manually configure the Internet access settings for your programs.

Configure Internet access settings for your programs

Turn off Automatic Program Control

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall**.
4. In the **Firewall** settings window, click **Advanced Program Control**.
5. In the **Automatic Program Control** row, move the **On/Off** switch to **Off**.
6. In the confirmation window, click **Yes**.
7. In the **Settings** window, click **Apply**, and then click **Close**.

Configure the Internet access settings for a program

1. Start your program.

   When the program tries to access the Internet, Norton prompts you with a firewall alert.
2. In the **Firewall Alert** window, in the **Options** drop-down list, select an action.

   You can allow, block, or manually create a program rule.
3. Click **OK**.

Turn Firewall Block Notification off

When Automatic Program Control is turned on, Smart Firewall automatically blocks malicious applications and applications with low reputation from connecting to the Internet or communicating with other machines on your network.

Norton notifies you when Smart Firewall blocks an application from connecting to the network. If you do not want to see the notification, you can turn this off by using **Advanced Program Control**.

Turn Firewall Block Notification off

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall**.
4. On the **Advanced Program Control** tab, move the **Show Firewall Block Notification** switch to **Off**.

Turn Browser Protection on

Malicious websites detect and exploit browser vulnerabilities to download malware. When you turn on Browser Protection, Norton blocks malware before it can attack. It helps protect your sensitive information and prevents attackers from accessing your computer.

By default, Browser Protection is turned on. Keep Browser Protection turned on to ensure protection against malicious websites.

Note: The Browser Protection feature is available for Google Chrome, Microsoft Internet Explorer, Mozilla Firefox, and Microsoft Edge browsers.

How do I turn on Browser Protection?

To protect your browser from malicious websites, the Browser Protection feature is turned on by default. However, if you had turned it off for any reason, you can turn it back on.

Turn on Browser Protection

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton product main window, click **Settings**.
3. In the Settings window, click **Firewall** or **Network**.
4. Click the **Intrusion and Browser Protection** tab.
5. In the Browser Protection row, move the **On/Off** switch to **On**.
6. Click **Apply**.
7. In the **Settings** window, click **Close**.

Learn more about Intrusion Prevention exclusion list

If you are sure that a device on your network is safe, you can change the trust level of the device to Full Trust. You can configure the trust level of a device using the Device Trust under **Network Settings**. You can exclude these trusted devices from Intrusion Prevention scan. Excluding Full Trust devices from the Intrusion Prevention scan saves the scan time and improves the network speed of your computer. When you exclude a device that is set to Full Trust, your Norton product does not scan any information that is received from this device. The Full Trust devices that are excluded from Intrusion Prevention scan are added to Intrusion Prevention exclusion list.

If you find that any of the devices that you excluded from the Intrusion Prevention scan is infected, you can purge the saved exclusion list. When you purge the exclusion list, your Norton product removes all the IPS excluded devices from the exclusion list.

You can purge the saved exclusion list under the following circumstances:

- Any of the devices that you excluded from Intrusion Prevention scan is infected.
- Any of the devices that you excluded from Intrusion Prevention scan attempts to infect your computer.
- Your home network is infected.

Remove all the devices from the Intrusion Prevention exclusion list

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall**.
4. Click the **Intrusion and Browser Protection** tab.
5. Under **Intrusion Prevention**, in the **Exclusion List** row, click **Purge**.
6. In the confirmation dialog box, click **Yes**.
7. In the **Settings** window, click **Close**.

Set Norton to protect you from exploits, cybercriminals, and zero-day attacks

A zero-day exploit is a technique that cybercriminals use to take advantage of vulnerabilities in a program in order to perform malicious actions on your computer. Besides slowing down your computer or causing programs to fail, these exploits can expose your personal data and confidential information to cybercriminals.

The Exploit Prevention feature in your Norton product protects applications and files that are prone to exploit attacks. By default, Norton Exploit Prevention is turned on and blocks attacks against vulnerable programs by closing those programs. Norton sends an Attack Blocked notification when it shuts down a program and provides links to information about the attack.

Turn off or turn on Exploit Prevention

Note: When **Exploit Prevention** is turned off, your computer is vulnerable to zero-day and other exploits.

---

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the Settings window, click **Exploit Prevention**.
4. In the Exploit Prevention row, move the **On/Off** switch to **Off** or **On**.
5. In the Settings window, click **Apply**, and then click **Close**.

Exploit Prevention Techniques

Norton uses proactive exploit prevention techniques to protect your computer from the latest zero-day attacks. You can turn individual techniques on or off from the **Settings** window. By default, all techniques are turned on.

Note: Norton recommends that you keep all individual Exploit Prevention techniques turned on to protect against the widest range of exploits.

Exploit Prevention techniques include:

- **Java Process Protection**
  Prevents remote cybercriminals from using malicious code through java processes and allows only trusted java processes to run.
- **Structured Exception Handler Overwrite Protection**
  Protects against structured exception handling exploits, which compromise an application by overwriting the pointer of an exception handler with an attacker controlled address.
- **Stack Pivot Detection**
  Block exploit attacks that changes the stack pointer with attacker's controlled memory to execute its Return Oriented Programming (ROP) crafted attack code.
- **Data Execution Prevention Enforcement**
  Blocks attackers from executing malicious code from stack or heap memory of your computer.
- **Memory Layout Randomization Enforcement**
  Enforces dynamically loaded application DLLs or modules to be always loaded in random locations to protect them from attackers.
- **Heap Spray Protection**
  Protects commonly targeted memory locations where exploits or attackers allocate their shellcode using heap spray attack techniques.
- **Memory Layout Randomization Enhancement**
  Improves the ASLR (Address Space Layout Randomization) behavior of the operating system when allocating critical memory locations of the application. This makes those memory locations less predictable from attackers.
- **Null Page Protection**
  Pre-allocates the null memory location which will help in preventing attacks on null pointer dereference vulnerabilities.
- **Remote DLL Injection Detection**
  Prevents remote cybercriminals from inserting malicious executable code over external networks such as public IP addresses or domains.

- **Stack Execution Prevention**, **Suspicious API Invocation Detection**, and **Heap Payload Detection** techniques protect your computer against Return-Oriented Programming (ROP) attacks that bypass the Address Space Layout Randomization and Data Execution Prevention exploit mitigation techniques.

Set Norton to monitor applications and block malicious websites from accessing your computer

A few malicious websites may attempt to gain unauthorized access to your device information when you install and open any freeware or shareware applications. Malicious websites detect and exploit vulnerabilities to download malware such as **crypto mining** malware that can expose your device information to cybercriminals.

With **App URL Monitoring** turned on, Norton monitors all applications that are installed on your computer and block the malicious websites from accessing your computer. Norton alerts you when it blocks a malicious website and you can view the information about the attack using the Security History window.

Note: **App URL Monitoring** does not monitor the browser applications. To protect your browser application from malicious websites, you need to add Norton browser extensions.

Turn on App URL Monitoring to block malicious websites

By default, **App URL Monitoring** is turned on. Keep App URL Monitoring turned on to ensure protection against malicious websites.

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the Settings window, click **Firewall** or **Network**.
4. Click the **Intrusion and Browser Protection** tab.
5. Under **Intrusion Prevention**, in the **App URL Monitoring** row, move the On/Off switch to On.

Exclude a URL or domain from monitoring

Intrusion Prevention uses an extensive list of attack signatures to detect and block suspicious websites. In some cases, benign websites may be identified as suspicious, because it has a similar attack signature. If you receive notifications about a possible attack, and you know that the website or domain that triggers the notification is safe, you can exclude the signature from monitoring.

Exclude a URL or domain from the alert notification

1. On the alert notification, click **View Details**.
2. In the **Security History - Advanced Details** window, click **Unblock URL**.

Exclude a URL or domain using your Norton

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall** or **Network**.
4. Click the **Intrusion and Browser Protection** tab.
5. Under **Intrusion Prevention**, in the **App URL Monitoring Exclusions** row, click **Configure**.
6. Click the **Add** button and enter the URL or the domain name that you want to exclude from monitoring.
7. If you want to edit or remove a URL or domain, do the following:
   - Select a URL or domain from the list and click the **Edit** button. Modify the URL or the domain name.
   - Select a URL or domain that you want to remove and click the **Remove** button.

View information about the blocked URL

View information in the alert notification

1. On the alert notification, click **View Details**.
2. In the **Security History - Advanced Details** window, you can view more details about the blocked URL.

View information using the Security History window

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton product main window, double-click **Security**, and then click **History**.
3. In **Security History** window, in the **Show** drop-down list, select **Intrusion Prevention** from the list.

4 Click a row to view the details for that item.

5 Double-click a row, or click **More Options**, to open the Security History Advanced Details to view more details about the activity and take an action on an activity if required.

Turn off or turn on AutoBlock

Norton AutoBlock stops all traffic between a device in your network and any other computer that attempts to exploit that device. Since this includes traffic that may not be malicious, AutoBlock only stops the connection for a limited time after it detects a threat. You can specify the period for which you want your Norton product to block the connections from attacking computers. By default, your Norton product blocks all traffic between your computer and the attacking computer for a period of 30 minutes.

If AutoBlock blocks a computer or computers that you need to access, you can turn off AutoBlock.

Turn off or turn on AutoBlock

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Firewall** or **Network**.

4 Click the **Intrusion and Browser Protection** tab.

5 Under **Intrusion Prevention**, in the **Intrusion AutoBlock** row, click **Configure**.

6 In the **Intrusion AutoBlock** window, under **AutoBlock**, do one of the following:

- To turn off Intrusion AutoBlock, click **Off**.
- To turn on Intrusion AutoBlock, click **On (Recommended)**, and then in the **AutoBlock attacking computers for** drop-down list, select how long you want to turn on AutoBlock.

7 In the **Intrusion AutoBlock** window, click **OK**.

8 In the **Settings** window, click **Close**.

Unblock computers that are blocked by Norton AutoBlock

If Norton Firewall stops network traffic to a computer that you know is safe, you can restore connections to the computer by removing it from the AutoBlock list in Norton Firewall settings.

Unblock an AutoBlocked computer

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall** or **Network**.
4. Click the **Intrusion and Browser Protection** tab.
5. Under **Intrusion Prevention**, in the **Intrusion AutoBlock** row, click **Configure**.
6. In the **Intrusion AutoBlock** window, under **Computers currently blocked by AutoBlock**, select the IP address of the computer.
7. Under the **Action** column, select **Unblock** from the drop-down list.
8. In the Intrusion AutoBlock window, click **OK**.
9. In the **Settings** window, click **Close**.

Add a device to Device Trust

You can manually add a device to the Device Trust. You can add a device by specifying the following:

- The name or description of the device
- The IP address or physical address of the device

Note: If you trust a device that is not on your network, you can expose your computer to potential security risks.

Add a device to Device Trust

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Firewall**.
4. On the **General Settings** tab, in the **Device Trust** row, click **Configure**.
5. In the **Device Trust** window, click **Add**.
6. In the **Add Device** window, in the **Name** box, type the name of the device that you want to add to your network.

   The maximum character length of the device name should not exceed 15 characters.

7 In the **IP or Physical Address** box, type the IP address or physical address of the device that you want to add to the Device Trust.

You can use the following formats in the **IP or Physical Address** box:

IPv4 address	172.16.0.0
IPv6 address	fe80::12ac:fe44:192a:14cc
Physical address	11-22-c3-5a-fe-a4
Resolvable host	ftp.myfiles.com

The address that you provide is not verified until the device is physically found on the network.

8 Select an option from the **Trust Level** drop-down menu. Your options are:

Full Trust	Adds a device to the Full Trust list. Full Trust devices are monitored only for known attacks and infections. You should select this setting only when you are sure that the device is completely safe.
Restricted	Adds a device to the Restricted list. Restricted devices do not have access to your computer.

9 If you want the device to be excluded from Intrusion Prevention scans, check **Exclude from IPS Scanning**.

10 Click **Add Device**.

Turn off or turn on Download Intelligence

Download Insight protects your computer against any unsafe file that you may run or execute after you download it using a supported browser. By default, the **Download Intelligence** option is turned on. In this case, Download Insight notifies you about the reputation levels of any executable file that you download. The reputation details that Download Insight provides indicate whether the downloaded file is safe to install.

There may be times when you want to turn off Download Insight. For example, if you want to download an unsafe file. In this case, you must turn off Download Insight so that your Norton product lets you download the file and does not remove it from your computer.

You can use the **Download Intelligence** option to turn off or turn on Download Insight.

Turn off or turn on Download Intelligence

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton product main window, click **Settings**.
3. In the **Settings** window, click **Firewall** or **Network**.
4. Click the **Intrusion and Browser Protection** tab.
5. In the **Download Intelligence** row, move the **On/Off** switch to **Off** or **On**.
6. Click **Apply**.
7. If prompted, select the duration until when you want the Download Intelligence feature to be turned off, and click **OK**.
8. In the **Settings** window, click **Close**.

Turn off or turn on spam filtering

With the increase in usage of email, many users receive a number of unwanted and unsolicited commercial email messages known as spam. Not only does spam make it difficult to identify valid email messages, but some spam contains offensive messages and images.

To control these spam mails you can use the spam filtering. By default, spam protection remains active. If for any reason you want to disable it, you can turn it off from within the program itself.

Note: Turning off Norton AntiSpam increases your exposure to receive unsolicited email messages.

Turn off or turn on spam filtering

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton product main window, click **Settings**.
3. In the **Settings** window, click **AntiSpam**.
4. On the **Filter** tab, in the **AntiSpam** row, move the **On/Off** switch to **Off** or **On**.
5. If you turn spam filtering off, do the following:
   - In the **Security Request** window, in the **Select the duration** drop-down list, select the amount of time that you want to turn off spam filtering.
6. Click **Apply**.

7 Click **OK**.

8 In the **Settings** window, click **Close**.

Define the Internet usage for Norton

Network Cost Awareness lets you control the bandwidth that Norton uses. By default, Network Cost Awareness is turned on and set to Auto. In Windows 7 or earlier, the default setting is **No Limit**. If you have a slow Internet connection, you can reduce the bandwidth that Norton uses. You can also set communication policies for all network connections that your computer uses by changing Network Cost Awareness settings.

Define the Internet usage for Norton

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Firewall**.

4 On the **General Settings** tab, in the **Network Cost Awareness** row, click **Configure**. If the **Configure** option is disabled, move the **On/Off** switch to **On**.

5 In the **Network Cost Awareness** settings window, under the **Policy** column, click the drop-down list next to the network connection for which you want to set up a policy.

6 Select one of the following:

- **Auto** Allows Norton to receive all product and virus definition updates based on the Windows cost awareness policy.

  Note: The Auto option is available only in Windows 8 or later.

- **No Limit** Allows Norton to use the required network bandwidth to receive all product and virus definition updates. If you use Windows 7 or earlier, the default policy is **No Limit**.
- **Economy** Allows Norton to access the Internet only to receive critical product updates and virus definitions. If you have a limited Internet connection, **Economy** ensures you are protected from critical security threats.
- **No Traffic** Blocks Norton from connecting to the Internet. If you choose this policy, Norton cannot receive critical virus definitions and program updates, which can lead to potential dangers and virus attacks.

7 Click **Apply**, and then click **OK**.

8 In the **Settings** window, click **Close**.

Turn off or turn on Network Cost Awareness

You can set up policies to restrict the Internet usage of Norton. If you do not want to restrict the Internet usage of your Norton product, you can turn off **Network Cost Awareness**.

If you feel that Norton uses too much network bandwidth, you can turn on **Network Cost Awareness**. Then, you can set up policies to restrict the Internet usage of Norton. The Norton product connects to the Internet based on the policy that you set up in the **Network Cost Awareness** settings window. By default, **Network Cost Awareness** is turned on.

Turn off or turn on Network Cost Awareness

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Firewall**.

If you have Norton AntiVirus, click **Network**.

4 On the **General Settings** tab, in the **Network Cost Awareness** row, move the **On/Off** switch to **Off** or **On**.

5 In the **Settings** window, click **Apply**, and then click **Close**.

Learn more about Wi-Fi Security

Wi-Fi Security feature protects you from MITM attacks, SSL strip attacks, content tampering attacks, ARP spoofing attacks, and DNS spoofing attacks.

Public Wi-Fi connections are vulnerable to man-in-the-middle (MITM) attacks. MITM attack is a setup where an attacker places himself between you and the Wi-Fi provider. You might think that you are connected to your trusted Wi-Fi provider but you would be connecting to a malicious tool which is recording all your keystrokes and passwords.

What if Norton identifies a network you trust as an MITM attack.

If you think Norton identifies a known trusted network as an MITM attack, you can add the network to trusted networks list. Norton notifies you when it identifies MITM attack like behavior. If you click Trust in the alert, you will not get a notification the next time you access the network. If you accidentally clicked Disconnect, you can add it back to trusted networks using Security History. To trust a network Norton blocked earlier.

To trust a network Norton blocked earlier

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Security**, and then click **History**.
3. In **Security History** window, in the drop-down list, select **Wi-Fi Security**.
4. Select the specific activity and click **More Options**.
5. In the **Security History – Advanced Details** window, click **Trust This Network**.

Protect your banking information using Norton Safe Web

Banking Protection in Norton Safe Web provides increased security when you transact with banking websites. When you access a banking website using Google Chrome, Mozilla Firefox, or Microsoft Edge browser, you receive a notification to install or enable the Norton Safe Web extension. Click **Install** or **Enable** in the notification and follow the on-screen instructions to install or enable the Norton Safe Web extension.

You can turn off the Banking Protection Notification alert by clicking **Don't Show Me Again** in the notification or by going to the **Settings** window.

Turn off or turn on Banking Protection Notifications

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton product main window, click **Settings**.
3. In the **Settings** window, click **Firewall**.
4. Under the **Intrusion and Browser Protection** tab, in the **Banking Protection Notifications** row, move the **On**/**Off** slider to **Off** or **On**.
5. In the **Settings** window, click **Apply**, and then click **Close**.

Chapter 7

Secure your sensitive data

This chapter includes the following topics:

- Add or install the Norton browser extensions to your browser
- Turn off or turn on Norton Safe Web
- Securely search and browse the web using Norton Safe Search
- Scam Insight
- Antiphishing
- Access Norton Password Manager
- Turn on or turn off Norton Password Manager
- Create Norton Password Manager cloud vault
- Delete your Norton Password Manager vault
- Export your Norton Password Manager data
- Import your Norton Password Manager data
- Enable or disable the Norton Security toolbar

Add or install the Norton browser extensions to your browser

Norton browser extensions let you analyze websites that you visit and helps detect if there are any viruses, spyware, malware, or other online threats. They also offer you a secure online location where you can store all of your sensitive information such as logins, personal information, and financial information.

After you install Norton device security on your computer or on your Mac device, you are prompted to add the Norton browser extensions. The extensions support Google Chrome, Microsoft Edge, Mozilla Firefox, and Apple Safari browsers.

To install the Norton browser extensions, select your browser:

Google Chrome

Add Norton browser extensions in Google Chrome

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Internet Security**.
3. From the browser drop-down list, select **Google Chrome** and click **Set Up Now**.
4. In the **Browser Protection** page, click the **Install** option of **Norton Safe Web**.
5. In the Chrome Web Store page that appears, click **Add to Chrome** and follow the on-screen instructions to install the extension.
6. After you enable Norton Safe Web, you can enable Norton Safe Search, Norton Home Page, Norton Password Manager, and Norton Privacy Builder extensions. You can use the **Install** option and follow the on-screen instructions to enable these extensions.

   Note: Norton Privacy Builder is available on the Google Chrome browser for US only.

   To enable all the Norton extensions in Google Chrome, click **Enable All Norton Extensions** and follow the on-screen instructions.

Note: If your Norton Password Manager and Norton Safe Web extensions are missing, they could be disabled. To enable the extensions, read Turn off on turn on Norton Safe Web or Turn off or turn on Norton Password Manager.

Microsoft Edge (version 79 or later)

Microsoft has launched a new version of Microsoft Edge based on the Chromium open-source project. Norton offers the following browser extensions for this new browser version on the Microsoft Edge store.

- Norton Password Manager - Helps provide the tools you need to create, store, and manage your passwords, credit card and other sensitive information online more safely and securely
- Norton Safe Web - Provides protection from online threats while you browse the web

The extensions are available for both Windows and Mac platforms.

Add Norton Password Manager extension in Microsoft Edge

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Internet Security**.
3. From the browser drop-down list, select **Microsoft Edge** and click **Set Up Now**.
4. In the **Browser Protection** page, click the **Install** option of **Norton Safe Web**.
5. After you enable Norton Safe Web, you can enable Norton Safe Search, Norton Home Page, and Norton Password Manager extensions. You can use the **Install** option and follow the on-screen instructions to enable these extensions.

Note: If your Norton Password Manager and Norton Safe Web extensions are missing, they could be disabled. To enable the extensions, read Turn off on turn on Norton Safe Web or Turn off or turn on Norton Password Manager.

Microsoft Edge (version 44 or earlier)

Add Norton browser extension in Microsoft Edge

1. Start the Microsoft Edge browser.
2. On the top-right corner, click the **More** button and select **Extensions**.
3. In the **Extensions** window, click **Get extensions from the store**.
4. In the **Store** window, type **Norton** in the Search box and click **Norton Password Manager** from the results.
5. Click **Install**.

   After the extension is installed, click **Launch**.
6. In the **You have a new extension pop-up** window, click **Turn it on**.
7. To display the Norton Password Manager icon on the address bar, click the **More** button on the top-right corner of the browser and click **Extensions**.
8. In the **Extension** window, select **Norton Password Manager**.
9. In the **Norton Password Manager** window, under **Show button next to the address bar**, move the slider to **On**.

Note: You can also launch the **Browser Protection** page in Microsoft Edge by clicking the **Set Up Now** option in the **Internet Security** pillar.

Mozilla Firefox

Add Norton browser features in Mozilla Firefox

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.

2. In the Norton main window, click **Internet Security**
3. From the browser drop-down list, select **Mozilla Firefox** and click **Set Up Now**.
4. In the **Browser Protection** page, click the **Install** option of **Norton Safe Web**.
5. In the extensions pop-up that appears, click **Continue to Installation** and then click **Add**.

   After you enable Norton Safe Web, you can enable Norton Safe Search, Norton Home Page and Norton Password Manager features for your browser. You can use the **Install** option and follow the on-screen instructions to enable these features.

   To enable all the Norton extensions in Firefox, click **Enable All Norton Extensions** and follow the on-screen instructions.

Internet Explorer

Add Norton browser extension in Internet Explorer

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.

2. In the Norton main window, click **Internet Security**
3. From the browser drop-down list, select **Internet Explorer** and click **Set Up Now**.
4. In the **Browser Protection** page, click the **Install** option of **Norton Safe Web**.
5. After you have enable Norton Security toolbar, you can enable Norton Safe Search, Norton Home Page and Norton Password Manager extensions for your browser.

   You can use the **Click to Add** option and follow the on-screen instructions to enable these features.

6. If you have not installed any one of the extensions, the **Internet Explorer Protection Alert** notification appears when you launch Internet Explorer after a week.

   Click **Install Now** and follow the on-screen instructions to install the extensions.

Note: Support is also available for the Microsoft Internet Explorer browser using older technology of browser add-ons. We recommend using Microsoft Edge or another browser as an alternate browser.

Note: If you want to enable the Norton extension at a later time, click **Remind Me Later**. If you do not want the notification alert to appear, click **Don't ask me again**.

Note: You must have the latest version of Norton to install the browser extensions of Internet Explorer.

Turn off or turn on Norton Safe Web

Norton Safe Web protects you when you browse, search, or shop online using Google Chrome, Mozilla Firefox, Microsoft Edge and Apple Safari browsers. It analyzes the security level of websites that you visit and shows if the websites are free from threats.

If you see **Message: "Browsing at Risk"** displayed in the Norton main window, the Norton Safe Web extension may not be installed or may be disabled in your default browser. To resolve this problem, click **Fix Now** in the Norton main window. You are redirected to the default browser extension store. Follow the on-screen instructions to install the Norton Safe Web extension.

If the Internet Security pillar is grayed out in the Norton main window, add and enable the Norton browser extensions on your web browsers. To know more, see Fix problem with Internet Security pillar being grayed out in Norton main window

To turn off Norton Safe Web extension, depending on your browser, choose one of the following:

I have Google Chrome

Turn on or turn off Norton Safe Web from Extensions page

1 Start Google Chrome.

2 On the top-right corner, click **Customize and control Google Chrome**



, and then click **Settings**.

3 On the top-right corner, click the customize icon, and then click **Settings**.

4 In the left pane, click **Extensions**.

5 In the **Extensions** page, next to **Norton Safe Web**, move the slider to enable or disable the extension.

I have Microsoft Edge

Turn off or turn on Norton Safe Web from Extensions page in Microsoft Edge

1 Start Microsoft Edge.

2 On the top-right corner, click **Settings and More**

and then click **Extensions**.

3 In the **Installed Extensions** page, under **Norton Safe Web**, move the slider to enable or disable the extension.

I have Mozilla Firefox

Turn off Norton Safe Web from Add-ons page in Mozilla Firefox

1 Start Mozilla Firefox.

2 On the top-right corner, click the menu icon, and then click **Add-ons**.

3 On the **Extensions** tab, check if **Norton Safe Web** is present under **Enabled** section.

Under Norton Safe Web, click

and then click **Disable**.

Turn on Norton Safe Web from Add-ons page in Mozilla Firefox

1 Start Mozilla Firefox.

2 On the top-right corner, click **Open menu**



, and click **Add-ons**.

3 On the top-right corner, click the menu icon, and then click **Add-ons**.

4 On the **Extensions** tab, check if **Norton Safe Web** is present under **Enabled** section.

Under Norton Safe Web, click

and then click **Enable**.

I have Safari

Turn off or turn on Norton Safe Web from Extensions page in Safari

1 Start Safari.

2 On the **Safari** menu, click **Safari**, and then click **Preferences**.

3 Click **Extensions**.

4 On the left pane, if Norton Safe Search is enabled, uncheck the **Enabled** box.

If Norton Safe Search is disabled, check the **Enabled** box.

Securely search and browse the web using Norton Safe Search

Norton Safe Search is Norton's secure search engine that helps protect users from visiting phishing and other risky sites that may appear in search results. It uses Norton's Safe Web technology, along with the Ask.com search engine, to rate websites according to their safety.

You can use Norton Safe Search even when you turn off the Password Manager features.

Note: Norton Safe Search is supported only in Microsoft Internet Explorer, Apple Safari, Mozilla Firefox, and Google Chrome browsers.

Add Norton Safe Search in Google Chrome

1. After you install Norton for the first time, when you start Google Chrome, the **Browser Protection** page automatically opens in a new window.

   You can also launch the **Browser Protection** page by clicking the **Set Up Now** option in the **Internet Security** pillar.
2. In the **Browser Protection** page, click the **Click to Add** option of Norton Safe Search.
3. In the extensions pop-up that appears, click **Add Extension**.

   To enable all the Norton extensions in Google Chrome, click **Add All Norton Extensions for Free** and follow the on-screen instructions.

Add Norton Safe Search in Mozilla Firefox

1. After you install Norton for the first time, when you start Mozilla Firefox, the **Browser Protection** page automatically opens in a new window.

   You can also launch the **Browser Protection** page by clicking the **Set Up Now** option in the **Internet Security** pillar.
2. In the **Browser Protection** page, click the **Enable** option of Norton Safe Search.
3. In the extensions pop-up that appears, click **Add Extension**.

   To enable all the Norton extensions in Google Chrome, click **Add All Norton Extensions for Free** and follow the on-screen instructions.

Enable or disable Norton Safe Search in Microsoft Internet Explorer

When you install Norton, it adds the Norton Security toolbar to Internet Explorer. When you open Internet Explorer, you are prompted to enable Norton Safe Search on your toolbar.

1. Open your browser.
2. On the Norton Security toolbar, click the settings **(...)** icon.
3. In the menu that appears, move the slider next to **Norton Safe Search** to enable or disable Norton Safe Search.

Configure Norton Safe Search as default search provider in Windows 10 TH2 in Microsoft Internet Explorer

After you upgrade your computer from Windows 10, Windows 8.1, or Windows 7 to Windows 10 TH2, Microsoft Internet Explorer 11 may prompt you to set your default search provider and Home page settings.

To continue using Norton Safe Search as your default Home page and default search provider, in the **Choose your home page and search settings** window, select **Your current settings**, and click **Done**.

Set Norton Safe Search as default search provider

1. Press the **Windows** + **R** keys to open the Run dialog box.
2. Type in the following text, and then press **Enter**.

   inetcpl.cpl
3. In the **Internet Properties** window, on the **Programs** tab, click **Manage add-ons**.
4. In the **Manage Add-ons** window, under **Add-on Types**, click **Search Providers**.
5. Select **Norton Safe Search** and click **Set as default**.
6. Click **Close**.
7. In the **Internet Properties** tab, click **OK**.

Scam Insight

Scam Insight prevents you from divulging your sensitive information such as Social Security Numbers or credit card information, to fraudulent websites. It helps you detect the websites that are suspicious or vulnerable using reputation-based threat detection. It mainly focuses the websites that require you to enter your personal information.

The **Norton Safe Web** pop-up window helps you understand if the website that you visit is safe or unsafe.

Antiphishing

Antiphishing protects you from visiting unsafe websites. The Antiphishing feature analyzes the security level of all the websites that you visit and displays the results in the **Norton Safe Web** pop-up window. Antiphishing also blocks the websites that are confirmed to be fraudulent.

The **Norton Safe Web** pop-up window helps you understand if the website that you visit is safe or unsafe.

Access Norton Password Manager

You can access Password Manager from the following areas:

- From the **Internet Security** section in the product main window on Windows
- From the Norton Password Manager extension
- From the Norton Password Manager app on Android and iOS

You can use the **Logins** and **Cards** options in the **Web Protection** pane to access **Manage Logins** window and **Manage Cards** window respectively.

You can access all the Password Manager data even after the product expires. The following are the features that you can view or access after the product expires:

Logins	You can view the stored login information, such as your login credentials for your online bank account, email user ID, and password.
Addresses	You can view your stored personal information, such as name, date of birth, postal address, email address, and phone numbers.
Wallet	You can view your stored financial information, such as credit card information, bank account information, and credit payment details.
Notes	You can view the text that you entered for future reference.

Note: You must be signed in to Password Manager to access the Password Manager features. The Password Manager features are supported in Internet Explorer, Firefox, Safari, and Chrome browsers.

Download and install the Norton Password Manager app on Android or iOS

1. Do one of the following:
   - On Android, go to **Play Store**. If you open Play Store for the first time, the Terms of Service screen appears. Tap **Accept** to continue.
   - On iOS, tap the **App Store** icon on your home screen.
2. Search and select Norton Password Manager app.
3. Do one of the following:
   - On Android, on the application details screen, tap **Install**, and tap **Accept & download**.
   - On iOS, tap **Free** and then tap **INSTALL APP**. In the **Apple ID Password** screen, type your Apple account password.

Turn on or turn off Norton Password Manager

Norton Password Manager helps you manage your passwords and provide additional security while you perform online transactions. You can use the various features in Password Manager to manage your personal data such as addresses, date of birth and credit card information.

You can turn on or turn off Norton Password Manager from the Extensions or Add-ons page from the browser.

Note: Turning off Norton Password Manager is not recommended.

Enable or disable Norton Password Manager in Google Chrome

1. Start Google Chrome.
2. On the top-right corner, click the **Customize and control Google Chrome** icon, and then click **Settings**.
3. In the **Settings** option, click **Extensions**.
4. In the **Extensions** page, next to **Norton Password Manager**, move the slider to enable or disable the extension.
5. Restart Google Chrome

Enable or disable Norton Password Manager in Mozilla Firefox

1. Start Mozilla Firefox.
2. On the top-right corner, click the **Open menu** icon, and click **Add-ons**.
3. On the **Extensions** tab, click **Norton Password Manager**.
4. If Norton Password Manager shows as disabled, move the slider to enable or disable the extension.
5. Restart Mozilla Firefox.

Enable or disable Norton Password Manager in Microsoft Edge

1. Start Microsoft Edge.
2. On the top-right corner, click the **Settings and More** icon, and then click **Extensions**.
3. In the **Extensions** page, next to **Norton Password Manager**, move the slider to enable or disable the extension.
4. Restart Microsoft Edge.

Enable or disable Norton Password Manager in Apple Safari

1. Start Safari.
2. On the **Safari** menu, click **Safari**, and then click **Preferences**.
3. Click **Extensions**.
4. On the left pane, if Norton Password Manager is disabled, check or uncheck the **Enabled** box.

Create Norton Password Manager cloud vault

Norton Password Manager lets you create a cloud vault and save your Norton Password Manager data. You can create one cloud vault for each Norton account. You cannot create a new local vault. However, you can move your existing local vault data to cloud vault when you upgrade to the Norton product. When you move your Norton Password Manager data from

local vault to cloud vault, the data in your local vault cannot be accessed. Cloud vault provides you the ease of using your Norton Password Manager data when you are on the move.

You can access the Norton Password Manager cloud vault from any computer that is connected to the Internet.

Create cloud vault from browser

1. Open your browser.
2. Click **Norton Password Manager** on the top-right corner of the browser.
3. In the Norton Password Manager sign in screen, click **Sign In**.
4. In the window that appears, click **Create a new account**.
5. In the **Create an Account** window, fill in the details, and click **Create Account**.
6. In the **No Vault detected** window, click **Create Vault**.
7. In the **Create your vault** window, type your password, and click **Next**.

   The password must satisfy all the mentioned criteria to be accepted.
8. Type in your password again and click **Next**.
9. Type in a hint to remind you of the password and click **Create Vault**.
10. In the **Setup complete** window, click **Go to vault**.

Create cloud vault from Norton

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Internet Security**, and then click **Password Manager**.
3. In the **Welcome to NortonLifeLock** window, enter the login credentials and click **Sign In**.

   If you do not have a Norton account, click **Create a new account** link to create a new Norton account.
4. In the **New vault creation: vault password** window, in the **Vault Password** box, type your password, and then click **Next**.
5. In the **New vault creation: confirm password** window, type the password again to confirm, and then click **Next**.

6 In the **New vault creation: password hint** box, type a hint for the password, and click **Next**.

If you already have a backup of your Password Manager data, click **Import** and select the backed-up file to merge to the new account.

7 Click **Finish**.

Create cloud vault in Android or iOS

1 Log in to the **Norton Password Manager** app.

2 In the **Sign in** window, type your Norton account username and password.

3 Tap **Sign in** and follow the on-screen instructions.

Delete your Norton Password Manager vault

To reset your Norton Password Manager vault, you need to delete your existing vault. You can delete your vault from the Norton Password Manager browser extension or from the Norton product. Even if you uninstall Norton from your device, you can still continue to use your vault from other devices.

Note: When you delete a vault, all of the Password Manager data that are stored in the vault is permanently removed. If you think that you may use your vault data at a later time, do not delete your vault.

Delete your cloud vault from browser

1 Open your browser.

2 Click **Norton Password Manager** on the top-right corner of the browser.

3 In the pop-up that appears, click **Open vault**.

4 In the **Unlock your vault** window, type your vault password and click **Open vault**.

5 Click the Norton Password Manager extension icon and click **Vault**.

6 In the Norton Password Manager window, click the **Settings** icon



to launch the **Settings** page.

7 Click **Delete Vault**.

8 In the Norton sign-in page, enter your login credentials and click **Sign in**.

9 In the **Delete vault** page, click **Yes, Delete vault**.

Delete your cloud vault from Norton

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Internet Security**, and then click **Password Manager**.
3. In the **Vault Closed** window, type your password incorrectly for three times.
4. Click the **Click here** link next to the **Need to delete your Vault?** option.
5. In the **Delete Vault** window, click **Yes, Delete my vault**.
6. In the warning dialog box, click **Yes**.
7. Type your Norton account password to validate and click **Sign In**.
8. In the confirmation window, click **OK**.

Export your Norton Password Manager data

You can export your Password Manager data for security purposes, or for data recovery. You can also transfer your Norton Password Manager data to a new computer. NortonLifeLock recommends that you back up your vault data periodically. When you enable automatic backup feature, backups of your vault are automatically created and stored locally on your device.

Note: Norton Password Manager does not allow the export of Norton Password Manager (.NPM) files.

Export your Norton Password manager data from browser

1. Start your browser.
2. On the top-right corner of the browser, click the Norton Password Manager icon.

   In the pop-up that appears, click **Open vault**.
3. In the **Unlock your vault** window, type your vault password and click **Open vault**.
4. Click the Norton Password Manager extension icon and click **Vault**.
5. In the **Norton Password Manager** window, click the settings icon, and then click **Export vault**.
6. In the **Protected vault Action** window, enter your vault password to export the Norton Password Manager data.

Export your Norton Password Manager data from Norton

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.

2. In the Norton main window, double-click **Internet Security**, and then click **Password Manager**.

3. In the **Norton Password Manager** window, click the settings icon available at the bottom of the window.

4. Click the **Import/Export** tab.

5. In the **Export** pane, select the file format.

   You can select one of the following:

   - **Password Manager Backup Format – DAT File**
     If you want to back up your data with a password for more security, type and confirm the password.
   - **Plain Text – CSV file (Logins & Notes only)**

   You can access your vault backups at **My Documents\Norton Password Manager Backups\<Norton account name>**.

6. Click **Export**.

7. In the **Validate Password for Password Manager** window, type your vault password to export your Password Manager data.

8. Click **OK** to confirm.

Import your Norton Password Manager data

You can import your Password Manager data from the file that was previously backed up. Vault auto backup happens only when auto backup feature is enabled. Default location of auto backup folder is C:\Documents\Norton Password Manager.

The Merge imported data with existing data and Replace existing data with imported data options appear when you import Norton Password Manager data from a backup file. You can merge the imported data with the vault that you are currently signed in or replace the existing data stored in your vault

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Note: When you import, the file size must not be more than 15 MB for .CSV files. Also, Norton Password Manager does not allow the import of Norton Password Manager (.NPM) files.

Import your Norton Password Manager data from Norton

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.

2. In the Norton main window, double-click **Internet Security**, and then click **Password Manager**.

3. In the **Norton Password Manager** window, click the **Settings** icon available at the bottom of the window.

4. Click the **Import/Export** tab.

5. In the **Import** row, click **Import**.

6. In the **Vault Import** window, select one of the following options:

   - **Merge imported data with existing data**
   - **Replace existing data with imported data**

7. Click **Import**.

8. Browse to the location of the file that you want to import.

   You can access your vault backups at **My Documents\Norton Password Manager Backups\<Norton account name>**.

9. Select the file, and then click **Open**.

10. If you have different passwords for the logins that you stored in the currently using vault and the importing vault, Norton displays a confirmation message. Select one of the following:

    - Click **Keep Existing Password** to retain the password that is stored in the cloud vault.
    - Click **Keep Imported Password** to overwrite the password that is stored in the cloud vault with the password stored in the importing vault.

11. In the confirmation dialog box, click **OK**.

Enable or disable the Norton Security toolbar

When the Norton Security toolbar is enabled, Norton Password Manager displays the Norton Safe Web pop-up window and a security ranking for websites that you visit. When the toolbar is disabled, Norton Password Manager does not display the Norton Safe Web pop-up window, but still notifies you about suspicious and fraudulent websites.

Enable or disable the Norton Security toolbar

- Open your preferred browser:

- On Internet Explorer, right-click the menu bar, check or uncheck **Norton Security Toolbar** to enable or disable it, and then follow the on-screen instructions.
- On Safari, click **View** > **Customize Toolbar**, and then drag and drop the Norton Security toolbar extensions that you want to enable or disable.

Chapter 8

Keep your PC tuned up

This chapter includes the following topics:

- Use Norton to optimize and improve computer performance
- View or change the Norton trust level of files that you use
- Set Norton to alert you about performance issues
- Run a Norton Diagnostic Report
- Set Norton to maximize your PC startup time

Use Norton to optimize and improve computer performance

We know how frustrating it is when your computer slows down and simple tasks take forever. It is the perception of some users that their computer performance degrades after installing Norton. But the fact is that Norton is streamlined to provide a world-class protection without sacrificing performance.

Norton can also boost your computer speed with performance management and optimization tools that make everyday tasks go more quickly.

Speed up my computer startup time

Many applications are configured to launch when you start your computer. These include programs that you never use, rarely use, or never knew that you had. The more programs that launch when you start your computer, the longer it takes. **Norton Startup Manager** lets you disable or delay startup programs to get you up and running faster.

Disable or delay startup items

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Performance**, and then click **Startup Manager**.

3 In the **Startup Manager** window, do the following:

- In the **On/Off** column, uncheck programs that you don't use to prevent them from launching when your computer starts.
- In the **Delay Start** column, select programs that you want to load only after startup completes.

4 Click **Apply**, and then click **Close**.

Improve the time it takes programs and files to load

The **Optimize Disk** tool rearranges file fragments, which get dispersed over your computer with time. It improves the computer performance so that you work more efficiently.

Run Optimize Disk

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Performance**, and then click **Optimize Disk**.

3 When it completes, click **Close**.

Remove temporary files and folders that make my computer run slow

Every time you browse or download files, your computer stores temporary files. Even though you don't need to keep them, they collect over time and can slow you down. The File Cleanup tool removes the clutter to make your computer run faster.

Remove temporary files and folders

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Performance**, and then click **File Cleanup**.

3 When it completes, click **Close**.

Optimize your boot volume

Optimization of your boot volume maximizes the usable free space by rearranging file fragments into adjacent and contiguous clusters. When the drive head of your hard disk accesses all of the file data in one location, the file is read into the memory faster.

Optimize your boot volume

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, double-click **Performance**, and then click **Graphs**.
3. In the **Graphs** window, at the top of the security status graph, click **Optimize**.

Improve performance when I play games or watch movies

Ever played a game or watched a movie when your security software started running and your screen froze at the worst moment? You can set the **Full Screen Detection** tool to sense when you're running a program that shouldn't be interrupted. Norton then waits until you're done with the app before running background tasks that keep you protected.

Make sure that Full Screen Detection is on

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Administrative Settings**.
4. Under **Silent Mode Settings**, in the **Full Screen Detection** row, move the switch to **On**.
5. Click **Apply**, and then click **Close**.

Stop interruptions when I use my favorite apps

If you think that Norton is slowing down your favorite programs, **Quiet Mode** settings stop Norton from running while you use them. Norton waits until you're done using these programs before starting background tasks that keep you protected.

Run my favorite programs in Quiet Mode

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Administrative Settings**.
4. Under **Silent Mode Settings**, in the **User-Specified Programs** row, click **Configure**.
5. In the **Quiet Mode Programs** window, click **Add**.

6 In the **Add Program** dialog box, navigate to your program.

7 Select the file, click **Open**, and then click **OK**.

Show me programs that consume resources and slow me down

Norton monitors your computer and can alert you if a program or process seems to use an unusual amount of resources. You can shut these programs down to improve performance if you're not using them.

Identify processes that consume resources

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Performance**, and then click **Graphs**.

3 In the **Graphs** window, on the left pane, click **Usage**.

4 Do one of the following:

- To view the CPU graph, click the **CPU** tab.
- To view the memory graph, click the **Memory** tab.

5 Click at any point on the graph to obtain a list of resource-consuming processes.

Click the name of a process to obtain additional information about the process in the **File Insight** window.

View or change the Norton trust level of files that you use

Norton Insight whitelists files or apps based on reputation and shows the trust level of your files and the percentage of trusted files on your computer. The higher the percentage of trusted files, the quicker scans run, since Norton excludes trusted files from scans.

Norton Insight shows files that have high Norton Community usage and known good and known bad files in the Norton Network. File Insight gives more detail including the file's signature, install date, resource usage, and source. If Norton gives a poor trust rating to a file that you believe is safe, you can, though not recommended, set Norton to trust the file.

View or change the Norton trust level of files you use

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Security**, and then click **Scans**.

3 In the **Scans** window, select **Norton Insight**, and then click **Go**.

4 In the **Norton Insight** window, on the **Trust Level** tab, select an option from the **Show** drop-down list to view a category of files.

You may need to scroll down to view all the files that are listed in the details area.

5 Click any file in the list to see more information, like file signature or install date, or to change the trust level.

You can also click **Check a Specific File,** then browse to a file.

6 In the **File Insight** window:

- On the **Details** tab, click **Locate** to find where the file is on your computer.
  If Norton does not give the file a Trusted rating, you may see an option to trust the file.
- On the **Origin** tab, view information about the file source.
- On the **Activity** tab, select an item from the **Show** drop down to view performance issues including average resource, CPU, or memory usage.

7 Click **Close**.

Set Norton to alert you about performance issues

Norton monitors your system performance. If it detects an increase in system resources used by any program or process, it notifies you with performance alerts.

You can use the **Performance Alerting** option in Norton to receive *performance alerts* when there is an increased usage of system resources by any program or process.

Set Norton to alert you about performance issues

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Administrative Settings**.

4 Under **Performance Monitoring**, in the **Performance Alerting** row, move the switch to:

Off	Select this option if you do not want Norton to notify you with performance alerts.
On	Select this option if you want Norton to notify you with performance alerts when a program or process exceeds the threshold limit of the system resource usage.
Log Only	Select this option if you want Norton to only monitor the system resource usage of every program or process running on your computer. By default, the **Performance Alerting** option is set to **Log Only**. When a program or process exceeds the threshold limit of the system resource usage, Norton records these details in the **Security History** window. You can view the details that are related to performance alerts under **Performance Alert** category in the **Security History** window.

5 Under **High-Usage Alert for**, do one of the following:

- If you want Norton to monitor the CPU usage, move the **CPU** switch to **On**.
- If you want Norton to monitor the memory usage, move the **Memory** switch to **On**.
- If you want Norton to monitor the disk usage, move the **Disk** switch to **On**.
- If you want Norton to monitor the handle count, move the **Handles** switch to **On**. By default, this option is turned off.

6 Click **Apply**, and then click **Close**.

Configure resource threshold profile

The threshold limit for the system resources determines at which point Norton should notify you with *performance alerts*. When a specific program exceeds the threshold limit of using your system resources, Norton notifies you with a performance alert.

Configure the resource threshold profile

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Administrative Settings**.

4 Under **Performance Monitoring**, in the **Resource Threshold Profile for Alerting** row, select one of the options.

5 Click **Apply**, and then click **Close**.

Run a Norton Diagnostic Report

Diagnostic Report gathers information about your computer, including the operating system, programs, and hardware. You can use this report to find and fix the issues. The Diagnostic Report is a real-time report with a timestamp. Norton does not generate this report automatically.

If Norton finds any issues on your computer, you can use the **Fix Now** option to resolve the issues. You can save, email, or print the report when needed for review.

Run Diagnostic Report

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Security**, and then click **Scans**.

3 In the **Scans** window, select **Diagnostic Report**, and then click **Go**.

Set Norton to maximize your PC startup time

When you start your computer, some programs, called startup items, automatically run and increase the time it takes your computer to start. Norton Startup Manager helps you manage startup items. If you do not want a program to automatically start when you turn on your computer, you can disable the program using Startup Manager.

To reduce the start time of your computer and improve the performance, you can delay the start of some of the programs when you turn on your computer. Norton delays the start of the delayed programs by five minutes. Every subsequent delayed program starts with a further delay of ten seconds.

Delay startup items

Delay startup items

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Performance**, and then click **Startup Manager**.

3 In the **Startup Manager** window, in the **Delay Start** column, select the program that you want to delay.

4 Click **Apply**.

5 Click **Close**.

Run delayed startup items manually

Run delayed startup items manually

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Performance**, and then click **Startup Manager**.

3 In the **Startup Manager** window, click **Run Delayed Items Now**.

4 Wait for the program to start, and then in the **Startup Manager** window, click **Close**.

Disable startup items

Disable startup items

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Performance**, and then click **Startup Manager**.

3 In the **On/Off** column, uncheck a program that you do not want to automatically start when you turn on your computer.

4 Click **Apply** to save the changes.

5 Click **Close**.

Enable startup items

Enable startup items

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, double-click **Performance**, and then click **Startup Manager**.

3 In the **On/Off** column, check a program that you want to automatically start when you turn on your computer.

4 Click **Apply** to save the changes.

5 Click **Close**.

Chapter 9

Customize settings

This chapter includes the following topics:

- Configure Network Proxy Settings
- Configure Norton for best battery use
- Set Norton to allow you to remotely manage your protected devices
- Protect Norton device security settings from unauthorized access
- Set a shortcut key to search Norton device security for information

Configure Network Proxy Settings

When you use a proxy server to connect to the Internet, you must specify the proxy server details. The **Network Proxy Settings** window lets you enter automatic configuration settings, proxy settings, and proxy server authentication settings. The Network Proxy settings let you connect to the Internet while you perform tasks such as activating the service or accessing the support options.

Configure Network Proxy Settings

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Settings**.
3. In the **Settings** window, click **Administrative Settings**.
4. In the **Network Proxy Settings** row, click **Configure**.
5. In the **Network Proxy Settings** window, do the following:
   - If you want your browser to automatically detect network connection settings, under **Automatic Configuration**, check **Automatically detect settings**.

- If the proxy server requires an automatic configuration URL, under **Automatic Configuration**, check **Use automatic configuration script**. Type the URL of the PAC file in the **URL** box.
- If your network uses a proxy server, under **Proxy Settings**, check **Use a proxy server for your HTTP connections**. In the **Address** box, type the URL or IP address of your proxy server, and in the **Port** box, type the port number of your proxy server. You can specify a value from 1 to 65535.
- If your proxy server requires a user name and password, under **Authentication**, check **I need authentication to connect through my firewall or proxy server**. Type the user name in the **Username** box and password in the **Password** box.

6 In the **Network Proxy Settings** window, click **Apply**.

Configure Norton for best battery use

When your computer runs on battery power, active software programs should consume minimum resources. This assures that your computer maximizes battery life and is more energy efficient. You can configure a low threshold profile for battery use. When a program or a process exceeds the low threshold limit, Norton notifies you with a performance alert. You can choose to close the program or the process manually and free the resource. If the **Use Low Resource Profile On Battery Power** option in the **Administrative Settings** window is turned on, Norton automatically changes the threshold profile to low when your computer runs on battery power. By default, this option is turned on.

NortonLifeLock recommends that you keep the **Use Low Resource Profile On Battery Power** option turned on.

Turn the Use Low Resource Profile On Battery Power option on or off

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Settings**.

3 In the **Settings** window, click **Administrative Settings**.

4 Under **Performance Monitoring**, in the **Use Low Resource Profile On Battery Power** row, move the **On/Off** switch to **Off** or **On**.

5 Click **Apply**, and then click **Close**.

Set Norton to allow you to remotely manage your protected devices

Norton **Remote Management** sends the health status of your device and other information to Norton Studio app for Windows. You can use this app to view, manage, or explore Norton products and fix some protection issues with your device remotely. By default, Remote Management is turned off.

Turn on Remote Management

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton product main window, click **Settings**.
3. In the **Settings** window, click **Administrative Settings**.
4. In the **Remote Management** row, move the switch to **On**.
5. Click **Apply**, and then click **Close**.

Protect Norton device security settings from unauthorized access

To prevent unauthorized changes to your Norton device security settings turn on **Settings Password Protection** and **Norton Tamper Protection**.

- **Settings Password Protection** lets you set a password to view or change device security settings.
- **Norton Tamper Protection** checks for modifications to your settings by unknown or suspicious apps.

Turn on or off Settings Password Protection and Norton Tamper Protection

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton product main window, click **Settings**.
3. In the **Settings** window, click **Administrative Settings**.
4. Under **Product Security**:
   - In the **Settings Password Protection** row, move the switch to **On** or **Off**.
   - In the **Norton Tamper Protection** row, move the switch to **On** or **Off**.
     If prompted, select how long you want the feature off, and click **OK**.

5 Click **Apply**.

6 If you see the **Set Password** window, type a password and confirm. You need to set a password each time you turn this feature off and on.

7 Click **OK**.

8 In the **Settings** window, click **Close**.

Reset a lost or forgotten password for Norton Settings Password Protection

You must reinstall your Norton to access the settings and set a new password.

Set a shortcut key to search Norton device security for information

When you search using the search icon in the Norton device security app, you can find Norton features and support information as well as general topics online. You can use the default keyboard shortcut **Ctrl + F** to launch search more quickly or set a shortcut.

Set up a search shortcut key

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton product main window, click **Settings**.

3 In the **Settings** window, click **Administrative Settings**.

4 In the **Search Shortcut Key** row, move the switch to **On**.

5 Click the arrow and then choose a key that you want to assign for in-product search.

6 Do one of the following:

- For the shortcut key to work only when your Norton product has focus, **uncheck** the **Global** option.
- For the shortcut key to work even when your Norton product has **no** focus, **check** the **Global** option.

7 Click **Apply**, and then click **Close**.

Chapter 10

Find additional solutions

This chapter includes the following topics:

- Find the version number of your product
- Upgrade your Norton product
- Uninstall Norton device security on Windows

Find the version number of your product

If you want to upgrade your Norton product or want to reach the customer support for assistance, you must know the full version number of the Norton product installed on your computer. This helps you get exact solution for your problems.

Find the version number of your product

1. Start Norton.

   If you see the **My Norton** window, next to **Device Security**, click **Open**.
2. In the Norton main window, click **Help**.
3. In the **Help Center** window, under **General Information**, click **About**.

Upgrade your Norton product

If you have an active subscription, you can upgrade your current Norton product to the latest version without any cost.

To check for the availability of new version, on the Norton product main window, click **Help** > **New Version Check**. If a new version is available, follow the on-screen instructions to download the new product. NortonLifeLock recommends that you have the latest version of the product, as it contains new and enhanced features for better protection against security threats.

After successful download, your Norton product prompts you for seamless installation. Ensure that you have saved all your important data such as pictures and financial records before you install the new version of the product.

On the completion of upgrade, your subscription status remains the same as your previous version of product. For example, you have 200 days of subscription left with your current version of product and you upgrade your product to the latest version. In this case, the subscription status of your upgraded product remains 200 days only.

Note: The upgrade process might not work if your browser is incompatible to communicate with the Norton servers. The supported browsers are Internet Explorer 11 or later, Chrome 30 or later, Firefox 27 or later, Safari 7 or later, and Opera 17 or later.

Product upgrade is different from the protection updates that are processed by LiveUpdate. The main differences are as follows:

- Product upgrade lets you download and install a new version of the entire product.
- Protection updates are the files that keep your Norton product up to date with the latest antithreat technology.

Even if you have the latest version, always ensure that you have all the latest protection updates. LiveUpdate automates the process of obtaining and installing protection updates. You can run **LiveUpdate** or turn on **Automatic LiveUpdate** to obtain the latest updates.

Uninstall Norton device security on Windows

Uninstall Norton device security from Windows

1. Press the **Windows + R** keys to open the **Run** dialog box.
2. Type `appwiz.cpl` and press **Enter**.
3. In the list of currently installed programs, select your Norton product, and then click **Uninstall/Change**.
4. Follow the on-screen instructions.

   Your Norton product is not fully uninstalled until you restart your computer.