Norton Utilities Premium

User Guide



Norton Utilities Premium User Guide

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Chapter 1

Getting Started

This chapter includes the following topics:

- Overview and features of Norton Utilities Premium
- System requirements for Norton Utilities Premium
- Install Norton Utilities Premium on your current device
- What's new in Norton Utilities Premium

Overview and features of Norton Utilities Premium

Norton Utilities Premium provides all the tools you need to keep your PC running in peak condition. Fix issues, clean out clutter, boost performance, eliminate crashes, and much more.

- View any issues detected by Norton Utilities Premium and decide which ones you want to fix.
- Enable Automatic Care to perform the automated housekeeping tasks that you specify.
- Remove performance drains and adapt settings to boost PC and web speed.
- Defragment hard drives to improve performance and extend the life of drives.
- Erase temporary and other junk files to reduce clutter and increase drive capacity.
- Delete the cookies and other tracking data that endanger your privacy.
- Optimize your CPU, RAM, and drives in real-time.
- Customize the behavior of Windows features.

Navigation bar and Content pane

- The navigation bar, on the left, is how you access all the major functions in Norton Utilities Premium.
- The content pane, on the right, displays the function currently selected.

Click on a category from the navigation bar to expand the list of relevant links. Then click on a link to display its functions in the content pane.

Dashboard	**Analyze PC and repair issues** ■ Run an analysis of your PC and see a snapshot view of your computer's condition. ■ View and repair any issues detected in the last analysis. ■ Monitor system components that impact performance. ■ View Norton Utilities Premium activity.
Toolbox ■ **Clean** ■ **Speed Up** ■ **Protect** ■ **Manage**	**Run specific tools to suit your needs** ■ Access Norton Utilities Premium's individual repair and optimization tools to meet a specific need. ■ Fine tune whether and how specific components of your PC are optimized.
Automatic Care	Automate maintenance ■ Designate issues that you want Norton Utilities Premium to monitor and automatically repair.
Real-Time Boost **Real-Time Status**	**Automate tuning** ■ Automate the optimization of your CPU, RAM, and storage drives.
Security ■ **Anti-Malware** ■ **Firewall**	Manage internet security ■ View information about the status of your anti-malware protection. ■ View information about the status of your firewall protection.

Menu bar

The menu bar contains the following options:

- **Language**. Choose the language in which you would like Norton Utilities Premium to display.
- **Settings**. Open the **Settings** window, which allows you to change various default settings in Norton Utilities Premium.
- **Help**. Opens the **Help** menu, which offers access to help resources on the Web, product update downloads, and your licensing information.

Product support and updates

- Free, unlimited access to technical support.
- Free Web updates, which include minor upgrades and patches.
- Notifications and discounts on all major upgrades.
- Great software created by people dedicated to providing quality products.

Getting assistance

- For task-related assistance, click **Help** (? icon) in the red bar at the top of the Norton Utilities Premium window, and then click **Get Help Online** to open this Help system.
- For additional assistance, refer to our Web-based support or contact Technical support.

System requirements for Norton Utilities Premium

- Windows® 10, 8, 8.1, or 7
- Minimum 512 MB RAM (optimal 2 GB)
- 35 MB of available hard disk space
- Internet connection (required for license activation)
- Windows “Administrator” User Account

Install Norton Utilities Premium on your current device

Before you install Norton Utilities Premium, uninstall any other previous version of Norton Utilities Premium you have installed. Ensure that your Internet connection is on.

Install Norton Utilities Premium

1. If you are installing from:
   - A CD, insert the Norton Utilities Premium CD into your CD drive. The installation wizard will automatically open for most users. If the installation wizard does not open:
     From your Windows taskbar, click **Start**, then **Run**.
     Type [drive]:\setup.exe and click **OK**. (For example, if your CD drive is drive D, type d:\setup.exe.)
   - A download, double-click on the downloaded .exe file. The installation wizard will open.
2. Read and accept the license agreement. You must accept the license terms to install Norton Utilities Premium.

3 Continue to follow the on-screen instructions.

4 On the last screen of the installation wizard, click **Finish**. You may be prompted to restart your computer to complete the installation.

5 Norton Utilities Premium will typically launch immediately after installing and run a first time analysis. Click the **Analyze** now button or the **OK** button on the dialog box to proceed.

6 Once the analysis is complete, click the blue button to license your product with your Activation Key and email address.

- Licensed users: License information is shown on the CD case/sleeve or in the email message you received.
- In the **Email** field, enter the email address that you used to purchase Norton Utilities Premium.
- In the **Activation Key** field, completely type all letters and numbers, exactly as shown. (The hyphens will be automatically entered.) Both of these fields are required for activation.

I see an incorrect or invalid license information message

1 Ensure that your computer is connected to the Internet.

2 In the **Email** field, type in an email address.

3 In the **Activation Key** field, type in the Activation Key.

This is provided on the CD sleeve/case or in the email message you received with license information. Make sure you completely type all letters and numbers exactly as shown. (The hyphens will be automatically entered.)

4 Double-check the values you entered, and then click **Activate now**. The license will be activated.

Common mistakes when entering license information

- Spaces in the Activation Key will cause an error.
- Make sure you are entering license information for the specific product you are using. License information for one Norton product is not interchangeable with another Norton product.
- If you still see a message indicating incorrect or invalid licensing information, verify that you typed the license information exactly as shown.
  Some characters (such as the number 0 and the letter O) can look very similar. Try double-checking the following: the letters O, l (lower-case L), I (capital i); and the numbers 0 (zero) and 1 (one).
- If you are still seeing invalid license information messages, please contact Technical Support.

Note: If you are installing from a CD, be sure to remove the CD prior to restarting your computer.

What's new in Norton Utilities Premium

Recently added tools and features:

- **New software platform** optimizes your PC many times faster by scanning and repairing multiple areas at once.
- **Consolidated toolset** is the easiest to use and has the smallest footprint of any version yet.
- **Re-architected Startup Optimizer™** finds whole new categories of unneeded bloatware to prevent from launching at startup. This tool also now has separate, focused wizards to offer full control over Unnecessary, Dangerous and User Choice startup items.
- **Next-generation Tune-up Definitions™** are capable of continuous updates that find many effective new optimizations for modern apps.
- **Norton Smart Updater™** delivers regular, nearly instantaneous updates for far more frequent product enhancements.

Chapter 2

Dashboard

This chapter includes the following topics:

- Dashboard – Analyze and fix issues
- Issues tab - View and repair problems
- History tab - View and manage Norton Utilities Premium's prior activity
- PC Status tab – Monitor key system information

Dashboard – Analyze and fix issues

The Dashboard is your starting point for using Norton Utilities Premium - you find out the condition of your PC and it displays the issues detected in the last system analysis, as well as any recommendations for increasing performance, and allows you to view and run repairs. The Dashboard resets after one hour, recommending a new analysis after that amount of time has passed.

The three tabs of the Dashboard are: **Issues**, **History** and **PC Status**.

The Dashboard defaults to displaying the **Issues** tab. Appearing to the right of this tab after you have run a **System Analysis** is the **History** tab, which displays changes Norton Utilities Premium has recently made. The **PC Status** tab is the right-most tab, and will show you information on how hard drive and memory resources are being used, as well as programs that launch at startup and currently running programs.

Issues tab - View and repair problems

The **Issues** tab displays a list of problems Norton Utilities Premium has discovered since the last System Analysis.

Click **Analyze Now** (or **Re-analyze**) to update the list of Issues your PC may be facing.

Click **Repair all** to perform repairs on all of the Issues found.

To repair individual issues, simply click the action button to the right of the issue, such as **Repair**, **Remove** or **Optimize**, which will allow you to resolve the issue immediately. You can also click the drop-down arrow next to the action button, which displays additional options to fix or remove the issue, including:

- **View details in wizard**, which resolves the issue using the corresponding tool wizard. This opens the Norton Utilities Premium tool that can perform the necessary repairs or optimizations. Selecting this option allows you to configure settings and exclusions to suit your preferences.
- **Hide the issue** from view.
- **Show issue description**, which displays issue details.

Review any **Recommendations** in the bottom half of the **Issues** pane, and choose an appropriate action using the **Review** button and drop-down arrow to the right of each.

System Status Gauge

Norton Utilities Premium's System Status "gauge" is a high-level graphical representation of your PC's condition, based on the status, quantity, and/or severity of one or more of the following:

- System clutter
- Unnecessary or Dangerous startup programs[1]
- Security vulnerabilities
- Disk fragmentation
- Free RAM levels
- Internet optimization and connectivity status
- Anti-malware protection status
- Firewall protection status
- Tune-up Definition status

(1) Norton Labs classifies programs into various categories: Dangerous, Unknown, Unnecessary, User Choice, Necessary, and System. A Dangerous program is one that our research has verified to be malicious or susceptible to exploit.

History tab - View and manage Norton Utilities Premium's prior activity

To access:

From the Dashboard, click the **History** tab.

What it does:

The **History** pane displays a log of the repairs and optimizations made by Norton Utilities Premium. Only the last 200 actions show.

PC Status tab – Monitor key system information

To access:

From the Dashboard, click the **PC Status** tab. Click **Refresh stats** at the top of the screen to view the most up-to-date performance-related data.

What it does:

The PC Status tab displays the status of key areas that impact performance: available hard drive space, memory, and number and type of startup and running programs.

Why use it:

This feature provides key statistics for troubleshooting and performance tracking. Monitoring these system details can help you assess the impact of system changes and see if any unknown processing is occurring.

Hard Drive Space

The **Hard Drive Space** section displays how much hard drive space is available on your computer.

- The top of the section displays the amount of available hard drive space, with a percentage of the total space.
- The detail lists each of your hard drives and displays the following for each: the available hard drive space, the percentage of available hard drive space to total space, and total hard drive space.

System Memory

The **System Memory** section displays how much available memory is on your computer.

- The top of the section displays the amount of available memory, with a percentage of the total memory.
- The detail shows memory amounts in the following categories:

	Free Memory	Total Memory
Physical	The number of bytes of available RAM, with a percentage of the total.	The total number of bytes of installed RAM.

Page file	The number of bytes available in the page file, with a percentage of the total.	The total number of bytes that can be stored in page file. This number does not represent the actual size of the page file.
Virtual	The number of bytes of virtual memory in use by memory-intensive programs, with a percentage of the total.	The number of bytes of virtual memory reserv for memory-intensive programs.

Startup Programs

The Startup Programs section displays the programs and services that start whenever Windows loads.

- The top of this section displays the total number of programs/services in Windows startup.
- Click on the corresponding down arrow symbol to see the program names in each of these categories:
  - **Dangerous**. Software that has been identified as malicious and dangerous by Norton's research team.
  - **Unknown**. Programs and components that are not recognized by Norton Utilities Premium.
  - **User Choice**. Installed, safe applications (or components of such applications) that may be desired but are not required to perform core functionality, such as music players.
  - **Unnecessary**. Installed, safe applications that Norton Utilities Premium has determined are not needed, e.g., because they are redundant with other, similar installed programs.
  - **Necessary**. Installed, safe applications that perform core functionality, such as internet security.
  - **System**. Core components of the Windows operating system.

Running Programs

The Running Programs section displays the programs and services that are currently running on your computer.

- The top of this section displays the total number of programs/services running.
- Click on the corresponding down arrow symbol to see the program names in each of these categories:
  - **Dangerous**. Software that has been identified as malicious and dangerous by Norton's research team.
  - **Unknown**. Programs and components that are not recognized by Norton Utilities Premium.

- **User Choice**. Installed, safe applications (or components of such applications) that may be desired but are not required to perform core functionality, such as music players.
- **Unnecessary**. Installed, safe applications that Norton Utilities Premium has determined are not needed, e.g., because they are redundant with other, similar installed programs.
- **Necessary**. Installed, safe applications that perform core functionality, such as internet security.
- **System**. Core components of the Windows operating system.

Chapter 3

Toolbox

This chapter includes the following topics:

- Toolbox
- Toolbox - Clean
- Toolbox - Speed Up
- Toolbox - Protect
- Toolbox - Manage
- Automatic Care
- How do I check the real-time status

Toolbox

Target specific issues and fine tune precisely how your PC is optimized

To access:

Under **Toolbox** on the navigation bar, click **Clean**, **Speed Up**, **Protect**, or **Manage**.

What they do:

The individual tools provide simple, categorized access to all the Norton Utilities Premium repair, optimization, and monitoring tools.

Why use them:

You can run the exact tools that suit your needs.

- Step-by-step wizards give you total control over what actions are run, with the settings that you specify.

- System configuration tools allow you to monitor and fine-tune settings so that your PC is tailored to your specifications.

Instructions:

1. From the left side of the pane, click on the function category that suits your needs. All the tools associated with that function will display on the right side of the pane.
2. Click **Show Details** at the top of each function category to view more info on each tool.
3. Click on the desired tool to open and run it.

Function Category	Benefit	Tools
Clean	Clean out unneeded files, which frees up drive space and other system resources.	**All-in-One PC Cleanup** **Internet Cleanup** Remove Internet junk files, private browsir more **Windows Cleanup** Remove Windows junk files, broken short
Speed Up	Resolve performance-draining issues and maximize the speed and performance of your PC.	**Disk Defragmenter** Defragment hard drives **Application Accelerator** Re-align program data on your hard drive **RAM Reclaimer** Maximize free memory **Startup Optimizer** Reduce Windows startup time
Protect	Patch security holes and permanently delete sensitive data.	**File Shredder** Install or uninstall the desktop file shredde military-grade trash can that prevents dele recovery
Manage	Manage and configure various hidden Windows settings.	Super Control Panel

Toolbox - Clean

Clean tools

To access:

From the **Toolbox** on the navigation pane, click **Clean**.

What they do:

The Clean tools clean out unneeded files to free up drive space, memory, and other system resources while also protecting your online privacy.

Why use them:

Every time you work on your computer or browse the Internet, files you do not need are saved to your hard drive. Browsing history may also be saved, leaving your privacy unprotected. More unneeded buildup occurs from deleted files accumulating in the Recycle Bin or unneeded file remnants left behind by sudden shutdowns. All this debris clutters your computer and overtaxes its resources.

Tools:

All-in-One PC Cleanup

- All-in-one tool to clean out junk files, registry issues, private data and more. Clicking on All-in-One PC Cleanup runs all of the below tools, which can also be run separately by clicking on each.

Internet Cleanup

- Clean out only Internet junk and private data, such as temporary files, cache, cookies, form autofill data, saved passwords, and more.

Windows Cleanup

- Clean out only Windows junk and private data, such as temporary files, recent documents list, broken shortcuts, Recycle Bin, and more.

Exclusions

After a System Analysis is performed, the following tools all allow you to right-click on individual line items to add them to a list of Exclusions from cleanup:

- **All-in-One PC Cleanup**
- Internet Cleanup
- Windows Cleanup

The items you select for exclusion from within these menus will appear in the corresponding list within **Settings >> PC Cleanup.**

To add Exclusions, right-click within PC Cleanup, or one of its three submenus, on the line item you wish to exclude from cleanup. To get to excludable line items, always navigate to the most granular subline possible by expanding the drop-down arrows:

- **Internet cleanup exclusions** (**e.g., Internet Junk >> Browser cookies >> Internet Explorer cookies >> Norton.com**, then right-click)+
- **Windows cleanup exclusions** (**e.g., Windows Junk >> Windows error reporting files >> C:\ProgramData\Microsoft\Windows\WER\ReportArchive***, then right-click)
- **Any of the above cleanup exclusions** can also be accessed through the **PC Cleanup** all-in-one tool, using the same navigation procedure

+ Where **>>** indicates expand the drop-down arrows.

For additional options within the cleanup tools, click **Settings**. The Settings menu is also available from the red menu bar by clicking on the **gear icon.**

Toolbox - Speed Up

Speed Up tools

To access:

From the **Toolbox** in the navigation pane, click **Speed Up**.

What they do:

The Speed Up tools maximize the speed of your computer and improve overall performance.

Why use them:

Various inefficiencies can bring your computer's processing to a crawl, including fragmented hard drives, splintered system memory and unneeded programs starting with Windows.

Use the Speed Up tools to resolve these performance-draining issues and boost the speed and performance of your PC.

Tools:

Disk Defragmenter

- the section called “Disk Defragmenter: Defragment Hard Drives”. Defragmenting consolidates scattered file fragments on your hard drive to boost file access speed and increase drive efficiency.

Application Accelerator

- the section called “Application Accelerator: Re-align Program Data on Your Hard Drive”. Boost file access speed and increase drive efficiency by re-aligning program data and defragmenting files on your hard drive.

RAM Reclaimer

- the section called “RAM Reclaimer: Maximize Free Memory”. Defragment your PC’s RAM to improve overall speed and stability.

Startup Optimizer

- the section called “Startup Optimizer: Reduce Windows Startup Time”. Easily enable or disable programs from running automatically at startup for improved speed and performance.

Disk Defragmenter: Defragment Hard Drives

To access:

From the Toolbox on the navigation panel, click **Speed Up** and then click **Disk Defragmenter**.

What it does:

This tool re-aligns scattered file fragments to boost drive efficiency and increase system speed by improving file access.

Instructions:

Check the boxes next to the hard drives you want optimized.

Click **Analyze Now**.

The graphic displays a visual representation of the condition of your drive(s).

Click **Optimize now** to defragment your drive(s).

Application Accelerator: Re-align Program Data on Your Hard Drive

To access:

From the Toolbox on the navigation panel, click **Speed Up** and then click **Application Accelerator**.

What it does:

Application Accelerator improves program launch speed and overall system responsiveness by re-aligning programs and their dependent files.

Note: Application Accelerator is designed to work with NTFS formatted hard drives. Drives using other file formats such as FAT16 and FAT32 are not recognized by this tool.

Why use it:

Over time, the many interdependent files that make up a program and its related data tend to drift apart and become scattered across the hard drive. This misalignment not only impacts the speed at which your programs can run, it also causes excessive movement of the hard drive, which leads to unnecessary wear-and-tear on your hardware.

Application Accelerator realigns this program data on the hard drive, resulting in programs that launch faster and respond more quickly.

Instructions:

Check the boxes next to the hard drives containing the program data you want defragmented.

Click **Analyze Now**.

The graphics displays the condition of your drive(s).

Click **Optimize now** to defragment the program data on your drive(s).

A summary appears letting you know how many program data was re-aligned. Some files may not have been re-aligned because the programs using this data are in use.

RAM Reclaimer: Maximize Free Memory

To access:

From the Toolbox in the navigation panel, click **Speed Up** and then click the **RAM Reclaimer** tool.

What it does:

RAM Reclaimer frees trapped system memory that is not in use by the programs that have captured it, delivering it back into play to increase overall system speed.

Why use it:

A shortage of memory has a significantly negative impact on a computer's performance. Defragmenting reclaims valuable memory and improves PC efficiency, stability, and speed.

Instructions:

After RAM Reclaimer finishes analyzing your computer, click **Defragment** now to release trapped RAM.

You can run RAM Reclaimer several times in a row to see if additional trapped memory can be freed; once **Available** RAM stabilizes at a given number of GB, or little or no further **Recovered** RAM is reported, **Exit** RAM Reclaimer.

Startup Optimizer: Reduce Windows Startup Time

To access:

From the Toolbox on the navigation panel, click **Speed Up** and then click **Startup Optimizer**.

What it does:

Startup Optimizer improves the time it takes your PC to start by disabling unneeded startup programs. It also improves system performance by blocking at startup unnecessary programs that would otherwise be constantly running in the background as you use your computer.

Why use it:

Various programs and services are set to load when Windows loads. Some of these programs, such as internet security, are desired, but many are useless.

Removing unneeded items from the startup process will boost your PC's speed, as well as the time it takes to boot.

Instructions:

After Startup Optimizer finishes loading the startup programs into a list, use the three-way toggle buttons to keep a program **ON**, turn it **OFF** or **Delay** it from starting until after your system is completely booted. (Some Windows startup items are critical for startup and cannot be delayed.)

Click the drop-down arrows on the far-right of the Startup Optimizer window to view more information about each startup item, including **Performance impact data** that shows you how much a given program or service is affecting your overall system speed and responsiveness.

For your convenience the Startup Optimizer window defaults to displaying only the **Potentially unwanted items** it has found. To view **All items**, click the second tab, to the right. Here you may find additional optional startup items you may wish to keep from launching at startup.

The startup items list is organized as follows:

The **Name** column displays the software, processes and services currently set to launch at startup.

The **Community Choice** column lets you see what percentage of other Norton Utilities Premium users are keeping each particular startup item on, delaying it or turning it off. Note: User community results are intended as research tools only, not as recommendations to keep or turn off any given program.

The **Importance** column displays which among six categories each item is. Startup categories are organized by level of importance:

- **System** - Windows applications and services necessary to the normal functioning of your PC.
- **Necessary** - Non-Windows applications and services necessary to normal PC function.
- **Unknown** - Any program whose importance is not immediately known by Norton Utilities Premium.
- **User Choice** - May or may not be essential to the normal operation of your PC, depending on your needs. Examples include printer drivers, Cloud-based backup services or media players.
- **Unnecessary** - Not essential to the normal operation of your PC. These files are typically running to provide quick access to various programs but may inadvertently clutter and slow your system.
- **Dangerous** - Known security risks that hinder the normal operation of your PC and should be turned off.

The **Status** column shows you how you currently have set each startup item to perform: launch at startup, not launch at startup, or launch once the system is fully booted and will be minimally impacted by the program launching.

Toolbox - Protect

Protect tools

To access:

From the the section called “Toolbox” on the navigation pane, click **Protect**.

What they do:

The Protect tools increase the level of protection and strengthen the defense of your computer.

Why use them:

Anti-malware and firewall protection are the first lines of defense against Internet dangers, and Norton Utilities Premium offers additional tools to close security holes, block unwanted adware, and protect your registry's vital settings.

Tools:

File Shredder

- the section called “File Shredder: Permanently and Securely Delete Files”. Permanently delete selected files or folders.

Privacy Protection: Disable Personal Data, Wi-Fi and Bandwidth Sharing (Windows 10 only)

To access:

From the Toolbox on the navigation panel, click the section called “Toolbox - Protect” and then click **Privacy Protection**.

What it does:

Privacy Protection allows you to turn off Windows features that share your Wi-Fi network connections with your contacts, utilize your internet bandwidth for peer-to-peer updates, and gather information regarding your browsing habits, program usage, and more.

Instructions:

Enable or disable privacy features from the following categories:

Personal data collecting and reporting - Microsoft Data Collection and Telemetry Services

In Windows 10, Microsoft integrated a service that automatically collects data on user habits, including memory snapshots and information on program usage, system configuration, network connection, and more. This feature cannot be turned off without modifying the registry if the user did not disable it during install.

- **Why disable it?** Users may not wish to have their usage habits and actions recorded and stored by Microsoft. Additionally, Microsoft has been unclear about the amount and types of data being collected.

Wi-Fi sharing with your contacts - Wi-Fi Sense Service

Wi-Fi Sense connects users to Wi-Fi hotspots that, according to Microsoft, it "knows about through crowdsourcing" or detects based on user location. It also has a feature that allows you to automatically share your Wi-Fi networks with all Facebook, Outlook.com, and Skype contacts, connecting them to your networks with encrypted password access. Users must allow network sharing, and will be prompted to do so by Windows.

- **Why disable it?** Once a user chooses to share their network, the Wi-Fi access is shared with contacts regardless of whether or not a contact is an actual person the user knows and trusts. Therefore users must be more discerning when adding contacts to their network. Additionally, for the service to function, Microsoft is storing Wi-Fi password information in their database. While Microsoft has stated that this information is encrypted, it is being stored outside of the user's control and has the potential to become compromised.

Browser history tracking and phishing blocker - SmartScreen Service

Microsoft's SmartScreen filter analyzes the websites that you visit and compares these sites to a list of known phishing websites or websites known to carry malware. In addition, it warns you before downloading potentially malicious content from the internet.

- **Why disable it?** This service collects data on your browsing history and sends this information to Microsoft. Additionally, while this function strengthens your internet security, it may also conflict with any of your internet security software and other security features built into your browser.

Internet bandwidth sharing for updates – Windows Update Delivery Optimization

Microsoft's Windows Update Delivery Optimization includes peer-to-peer technology similar to that used for torrent file sharing. This means that Windows 10 will periodically download updates and then share these updates with other Windows 10 machines on your network and also over the internet with other users. This feature is designed to help speed up the update process, and is “on” by default in Windows 10 Home and Pro editions.

- **Why disable it?** Since this service is “on” by default, users are unaware that their upload bandwidth is being used by Microsoft to share updates with strangers over the internet. This function speeds up the update process, but may also consume massive amounts of bandwidth in order to share updates with other users. This consumption can push some users over their monthly data caps for upload bandwidth without their knowledge. Users may receive cease-and-desist communications from their internet service providers (ISPs) or even bandwidth throttling. This kind of peer-to-peer technology is sometimes mistaken for uploading and downloading copyrighted material without license to perform such actions.

File Shredder: Permanently and Securely Delete Files

To access:

From the Toolbox on the navigation panel, click the section called “Toolbox - Protect” and then click **Install Desktop File Shredder**.

What it does:

Install Desktop File Shredder allows you to create convenient desktop access to the File Shredder that permanently and securely shred files and folders. Once installed, the Desktop File Shredder is integrated with Windows and an File Shredder icon displays on your desktop.

Why use it:

A file deleted through Windows is not completely erased; someone using easily available tools can recover it and view its contents.

Shredding files erases the data remnants and tracks left by deleted files. The File Shredder erases data by overwriting it with random characters.

For confidential data you have deleted, use the File Shredder to completely erase data.

Enable Desktop File Shredder

To install the feature, click **Install Desktop File Shredder**.

Once installed, the Desktop File Shredder is integrated with Windows. Drag and drop files into the File Shredder just as you would the Windows Recycle Bin. The items you send to the File Shredder remain there until you decide to securely delete them, or restore them back to their original location.

Configure Desktop File Shredder

To configure the File Shredder, open it by clicking the desktop icon and click **File Shredder Settings**. The File Shredder Settings window opens.

Windows menu options

The four check boxes control how the File Shredder is integrated into Windows.

- When the **Add "Send to File Shredder" to right-click menu** check box is selected, a "Send to File Shredder" menu option is added to your Windows right-click menu. Example:
- When the **Add “File Shredder now” to right-click menu** check box is selected, an “File Shredder now” menu option is added to your Windows right-click menu. Select this option to shred files and folders immediately, without sending them to the File Shredder.
- When the **Add File Shredder to "Send to..." menu** check box is selected, "File Shredder" is a menu option in the "Send To" category of your Windows right-click menu. Example:
- When the **Add “File Shredder Recycle Bin” to Recycle Bin menu** check box is selected, an “File Shredder Recycle Bin” menu option is added to your Recycle Bin right-click menu. Select this option to delete the contents of the Recycle Bin.

File Shredder method

The radio button options allow you to choose an overwrite method. The File Shredder erases data by overwriting it with random characters: the higher the number of overwrites, the higher the security (and the more time the process takes).

Choose from one of the following two methods:

- Use **NIST.SP.800-88r1 compliant technique (recommended).** Select this option to generate a pattern that is compliant with the U.S. National Institute of Standards and Technology's standards for erasing data. This method uses an alternating cycle of random characters.
- **Custom**. Select this option to generate your own pattern of overwrite characters. For the custom method, you will set two settings:
- Specify the number of times the File Shredder overwrites data in the **Number of overwrite passes** field. You can enter from 1 to 9999. A higher number of overwrite passes increases security, but takes more time to complete.One (1) overwrite pass will generally prevent recovery using software-based programs, such as undelete utilities and hex, drive, and sector editors.Seven (7) overwrite passes will generally prevent recovery using hardware-based recovery methods. This is the standard used by the U.S. National Institute of Standards and Technology (NIST.SP.800-88r1) and other government agencies.
- Select one of the following pattern types:
- **Use a randomly generated pattern**. Have Norton Utilities Premium generate a random pattern.
- **Use a custom pattern**. To designate your own pattern, select this option and type the characters in the field.

When you are finished configuring the File Shredder, click **Apply** and **OK** to accept the changes, or **Cancel** to abort.

View Files within Desktop File Shredder

To view what items are currently in the File Shredder, go to **Toolbox >> Protect >> View files within File Shredder**. A standard Windows Explorer window opens, displaying the File Shredder's contents.

Send files to the File Shredder

The File Shredder works similarly to the Recycle Bin:

- You can drag files and folders to the File Shredder desktop icon.
- You can drag files and folders to the File Shredder location in Windows Explorer.

In addition to using a drag-and-drop operation to move files to the File Shredder, you can also use the right-click menu options described below. (These are the section called “Configure Desktop File Shredder” options, but are enabled as a default.)

Use right-click menu

1. In Windows (such as through Windows Explorer), right-click on the folder or file you want to File Shredder. You can also select multiple items as you normally would in Windows, and then right-click.
2. Click **Send to File Shredder** from the right-click menu. Example:
3. A Confirmation message displays to confirm that you wish to send the item or items to the File Shredder. Click Yes to complete the process.

Note: This right-click functionality is available when the **Add "Send to File Shredder" to right-click menu** check box is selected during the section called “Configure Desktop File Shredder”. The check box is selected as a default.

Use right-click, "Send To" menu

1. In Windows (such as through Windows Explorer), right-click on the folder or file you want to shred. You can also select multiple items as you normally would in Windows, and then right-click.
2. Click **Send To** from the right-click menu.
3. Click **File Shredder** from the **Send To** submenu. Example:
4. A confirmation message displays to confirm that you wish to send the item or items to the File Shredder. Click **Yes** to complete the process.

Note: This right-click functionality is available when the **Add File Shredder to "Send To..." menu** check box is selected during the section called “Configure Desktop File Shredder”. The check box is selected as a default.

Shred files and folders

Items that you send to the File Shredder remain there until you decide to permanently and securely delete them.

To securely delete File Shredder items:

1. Open the File Shredder (either double-click on the desktop icon or select it in Windows Explorer).
2. To securely delete:
   - **Selected items**: Select the item you want to shred and click **Shred this item** (You can also select multiple items as you normally would in Windows.)
   - **All items in the File Shredder**: Click **Shred all items**.
3. A Confirmation message displays to confirm that you wish to permanently delete the items or items.
4. Click **Yes** to complete the shredding.

Toolbox - Manage

Super Control Panel

- the section called “Super Control Panel: Customize Advanced Windows Settings”. Access hundreds of configuration settings at once using Windows' top secret Super Control Panel.

Super Control Panel: Customize Advanced Windows Settings

To access:

From the **Toolbox**, click **Manage** and then click **Super Control Panel**.

What it does:

The **Super Control Panel** window allows you to adjust a wide range of settings to customize the appearance and behavior of Windows.

Why use it:

The **Super Control Panel** window provides an easy way to tweak and fine-tune settings in various areas of Windows. Many of these settings are ordinarily hidden and cannot be readily changed without this tool.

Instructions:

The settings that you can configure are grouped into major categories, such as "Action Center" and "Device Manager." Under each category you will see the modifying actions you can take.

To perform an action

1. Double-click the action.
2. Follow the Windows instructions for completing the action.

   If you are adjusting settings, be sure to click **Apply** to save them.

Automatic Care

Automatic PC Maintenance

To access:

Click **Automatic Care** on the navigation bar.

What it does:

Automatic Care monitors key indicators of PC performance and then automatically runs the repairs your computer needs.

Automatic Care works silently in the background – only when your PC is on but not in use – and it only processes actions when they're needed. If you return to your computer during Automatic Care processing, you can either cancel the process or let it continue.

Instructions:

The Automatic Care pane gives you complete control over what automated tasks are run. Click the toggle button next to a task to **Enable** or **Disable** the automated repair.

Note: The **Automatic Care** section of the Norton Utilities Premium **Settings** window allows you to control when Automatic Care runs tasks. To access it, click the blue **Settings** link at the top left of the Automatic Care pane. In this section you will also find blue links to **Enable all (recommended)** or **Disable all**.

The following tasks can be automated:

- Eliminate unnecessary or dangerous startup programs

  This setting helps find non-critical applications that launch whenever your PC is started, slowing boot time and overall system speed. Automatic Care automatically maintains a running list of such programs and presents them for your review whenever you run a System Analysis.
- Defragment system drive

  Defragmenting hard drives regularly consolidates scattered file fragments for faster program launches and file access, as well as improved overall system speed and stability.
- Clean out internet junk files

Regularly cleaning out browser cache, cookies, and other types of accumulated internet junk will reclaim hard drive space, speed up your system and help maintain your privacy. Click the down arrow to the right of the toggle button to custom select which types of internet junk will be regularly cleaned out.

- Clean out Windows junk files
  With regular PC usage, temporary files and other unneeded debris accumulate. It is recommended that excessive amounts of system clutter be deleted to reclaim disk space and speed overall processing. Click the down arrow to the right of the toggle button to custom select which file types will be regularly cleaned out by Automatic Care.

How do I check the real-time status

Real-Time Boost - Real-time Status

To access:

Click **Real-Time Boost** on the navigation bar.

What it does:

Real-Time Boost is a collection of automatic real-time tuning features:

- CPU Optimizer and Power Optimizer optimize your processor settings for the task at hand
- RAM Releaser frees trapped memory from apps that no longer need it
- Fast Write speeds disk I/O by writing data to the HDD in contiguous batches, in effect preventing fragmentation before it occurs

Why use it:

Collectively, these features balance demands, conserve power, and improve the responsiveness of your CPU, RAM, and storage drives (HDDs and SSDs).

Real-Time Boost works silently in the background, occupies minimal system resources, and only processes actions when they're needed.

Real-Time Status

The Real-Time Boost Status screen displays the current real-time boosting level and system responsiveness in separate tabs for Processor, Memory and Drives.

Configuration tab

The fourth tab in the Real-Time Status section is where you enable or disable the four tools within Real-Time Boost. It is strongly recommended that you keep all of these tools enabled for maximum system speed and performance.

Switch processor settings for peak performance

Checking this box enables Power Optimizer, which fine-tunes processor and other settings through selectable Modes based on what task you wish to optimize for: Gaming, Music/Video Production, Graphics/3D/CAD Design, Programming, Maximize Battery, Office Productivity, and Web Browsing.

Select the mode that best suits your needs from the drop-down menu.

Chapter 4

Security

This chapter includes the following topics:

- I want to know the status of anti-malware protection
- I want to know the status of firewall protection

I want to know the status of anti-malware protection

Security - Anti-malware

To access:

Under **Security** on the navigation bar, click **Anti-malware**.

What it does:

The Anti-malware pane provides information about the status of your anti-malware protection.

Why use it:

Protection from viruses and spyware is vital to secure Internet activity, and staying informed about the status of this protection is essential to safe computing.

Click **Refresh anti-malware status** for the most up-to-date info on your malware protection.

I want to know the status of firewall protection

Security - Firewall

To access:

Under **Security** on the navigation bar, click **Firewall**.

What it does:

The Firewall pane provides information about the status of your firewall protection. In addition to checking the firewall status, from here you can open the Windows Firewall to examine or change any settings accessible through the Windows Control Panel.

Why use it:

A firewall puts up a barrier against hackers and other intruders, but allows the internet access that you do want. Staying informed about the status of your firewall protection is essential to safe computing.

Click **Refresh firewall status** for the most up-to-date info on your firewall protection.

Disable Norton Utilities Premium's firewall monitoring

With Norton Utilities Premium's firewall monitoring turned off:

- Norton Utilities Premium will not check for the installation of a firewall program.
- Norton Utilities Premium's calculation of your PC's security and overall status will not include a check for the presence of firewall software.
- Disabling firewall monitoring is not recommended.

Chapter 5

Menu Bar icons

This chapter includes the following topics:

- General Settings
- Automatic Care
- PC Cleanup

General Settings

Dashboard

Dashboard settings control the display of alerts in the **Issues** pane.

The items listed in this section show the problems and warnings, if any, that you hid on the **Dashboard's Issues** pane.

If you have hidden a problem/warning and wish to change its settings, click **Change**. The **Hide Alerts** window offers the following options:

- **Hide [X] alerts for 1 day**. Hide for 1 day.
- **Hide [X] alerts for 3 days**. Hide for 3 days.
- **Hide [X] alerts for 7 days**. Hide for 7 days.
- **Do not show [X] alerts again**. Hide permanently (Can still be changed from this tab).
- **Show [X] alerts (stop hiding)**. Re-display problem/warning on the Dashboard.

Note: Issues do not contribute to the System Status computation when they are hidden.

Repair Options

The **Repair Options** section allows you to control the display of repair confirmation prompts.

To turn off the prompts, clear the **Prompt me before performing repairs and optimizations** check box; select the check box to turn the prompts back on.

Display a summary on the Dashboard will summarize completed repairs and optimizations on the Dashboard.

Note: You can also turn off prompts by selecting the **Do not show this prompt again** check box directly on the message itself.

Automatic Care

In Automatic Care settings, you can adjust when Automated Tasks are performed and the visibility of those tasks.

Frequency

You can set the number of hours between Automatic Care operations.

You can set Automatic Care to wake your computer to run if it is in sleep mode.

Exceptions

Automatic Care operations can be configured to never run at certain intervals.

Automatic Care can be configured to never run when your computer is on battery power.

Visibility

Choose whether analysis and repair operations by Automatic Care are performed silently in the background or show progress.

To view Automatic Care operations as they occur:

- Select the Show progress during Automatic Care analysis check box to see a progress bar for analysis operations performed by Automatic Care.
- Select the Show progress during Automatic Care repairs check box to see a progress bar for repair operations performed by Automatic Care.

PC Cleanup

In PC Cleanup settings, you can adjust how junk files are removed and which junk file patterns are recognized.

Any items you have selected to exclude from within the PC Cleanup tool - or any of its two Internet and Windows subtools - will appear in the corresponding **Exclusions** list within **Settings >> PC Cleanup**.

Internet

Choose the appropriate radial button to determine whether junk Internet files are deleted or shredded.

- **Deletion** is the equivalent of moving files to the Recycle Bin and then emptying it.
- **File Shredding** permanently removes files from your system using military-grade file wiping technology, which prevents even file recovery software from retrieving them.

Any items selected for Exclusion from the **Clean out Internet junk files** subtool within **Toolbox >> Clean >> PC Cleanup** will appear in the list of **Internet Exclusions** here.

Other

Junk File Patterns reflect any items you have excluded from cleaning in the **Toolbox >> Clean >> PC Cleanup** tool, including the subtool **Clean out Windows junk files**.

It is here that you may also set **New** junk file patterns, **Edit** existing ones, **Delete** junk file types from the list, or reset to Norton Utilities Premium's **Default** junk file settings.

Chapter 6

Help and Software Resources

This chapter includes the following topics:

- Help and Software Resources
- Check for Updates – Keep software current
- About Norton Utilities Premium
- Customer Care / Web Support
- Read Online Knowledge Base
- Contact Technical Support
- Norton Support - Contact Information

Help and Software Resources

To access:

Click the **Help** icon **(?)** from the menu bar on top of the application.

What it does:

The **Help** menu provides access to help and informational features, product updates, and licensing information.

More information on each menu option:

- **Get Help Online**. Opens Norton Support website, allowing access to online help resources.
- **Check For Updates**. Checks for the status of your Norton software.

- **Install on another computer**. Use your Whole Home License to install Norton Utilities Premium on additional computers in your home.
- **About Norton Utilities Premium**. Displays your licensing information and the version of Norton Utilities Premium you're running.
- **Activation Key**. Displays your licensing information service status.

Check for Updates – Keep software current

To access:

From the **Help** menu, click **Check for Updates**.

What it does:

The **Check for Product Updates** feature allows you to check for and download product updates for Norton Utilities Premium.

Note: An open Internet connection is required; to check for updates and then download them, you must connect to the Symantec server.

Why use it:

Downloading updates keeps your product current with the latest product improvements, revisions, and patches.

Instructions:

Click **Check for updates** to have the system connect to Symantec server and check for any product updates.

If:	Then:
You are running the latest version of the product	An Information message will display, informing you that your software is up-to-date. Click **OK** to close the message.
Updates to your product are available	The **Updates Available** window will display, allowing you to view what updates are available. You have the option of downloading them immediately or at a later time.

An Internet connection could not be established	An Information message will display, informing you that the system could not connect. Click **OK** to close the message, and then check your Internet connection. **Note:** Common connectivity issues include the Internet connection is not on, the firewall is blocking the connection, or proxy settings are incorrect.

About Norton Utilities Premium

To access:

From the **Help** menu, click **About Norton Utilities Premium**.

What it does:

The **About** window displays your licensing information, the version of Norton Utilities Premium you have installed, and information about your service status.

With an Internet connection, you can also open Norton Support website and social media pages from this window.

Customer Care / Web Support

To access:

From the **Help** menu, click **Get Help Online** and then click the **Support** tab.

- OR-

In your Web browser, navigate to https://support.norton.com

What it does:

The Norton Support website offers a wide range of support and service options, including:

- A Knowledge Base with technical articles, tutorials, frequently asked questions, and troubleshooting tips.

Read Online Knowledge Base

The searchable Knowledge Base has answers to frequently asked questions, technical articles, tutorials, tips, and more.

Go to Online Knowledge Base and select the **Norton Utilities Premium** tab to view the list of knowledge base articles.

Contact Technical Support

Contact Technical Support

Norton Support handles technical and product-related questions. All technical support is free and unlimited.

Go to https://support.norton.com and select one of the following:

- **Chat Now**
  Provide your contact details and product issue and chat with an agent.
- **Get Help Now**
  Get help from the Norton community forum.
- **View local phone numbers**
  Provide your contact details and product issue and view the support phone number to talk with an agent.

Simply enter your contact information, select the Norton Utilities Premium product from the **Category** drop-down list, and then type in the details of your question.

Before you contact Norton Support, read the Norton Support Policy.

Norton Support - Contact Information

Norton Support Contact Information

Website

https://support.norton.com

Quick Solutions and Knowledge Base

https://support.norton.com/sp/en/us/norton-backup-utility-products/current/info

Technical Support

Click here to open the online submission form and chat with an agent for technical assistance.

Phone

Click here to open the online submission form and view the phone numbers.