

QUICK START: NORTON ANTI-VIRUS ON A PC

www.brown.edu/Facilities/CIS/Doc/
Help@brown.edu; 863-7457

◆ Introduction

Norton AntiVirus is a program used to detect and remove computer viruses. Brown University licenses *Norton AntiVirus* for use on all computers connected to the campus network.

IMPORTANT: *Norton AntiVirus* is not a free program; it is licensed only for use by members of the Brown community whose computers are connected to Brown's campus network. You may not give it to individuals who are not members of the Brown community. *Norton AntiVirus* must be removed once you cease to have a direct connection to Brown's campus network.

What is a Computer Virus?

A computer virus is a program that can copy itself, attach itself to other programs or files, and perform tasks. Some viruses are created to intentionally damage files or your entire hard drive, but most cause only minor annoyances. Unfortunately, even seemingly innocuous viruses can trigger unexpected side effects and system crashes. The presence of a virus may not be easily detected and can be widely spread through the sharing of files, disks, and email. It is important to protect your computer with an antivirus program.

NOTE: *Norton AntiVirus* is installed in the clusters for those who wish to scan their disks.

◆ Before You Begin

- To install *Norton AntiVirus*, you must be connected to the Applications server and running KeyAccess.
- Students who are currently registered at Brown may install *Norton AntiVirus* on their own computers. Brown University faculty and staff members may install *Norton AntiVirus* on computers owned by the University.
- Students must remove the Brown University–distributed version of *Norton AntiVirus* from their computers when they leave the University. Similarly, when Brown University gives up ownership of a computer, *Norton AntiVirus* must be removed.

Remove Other Antivirus Programs

Prior to installation, be sure to uninstall or disable any other virus protection software currently on your system. Use the Add/Remove Programs control panel to uninstall your anti-virus software.

1. From the **Start** menu, navigate to and double-click on the **Add/Remove Programs** control panel.
2. Scroll down the list of programs and click on your current anti-virus program title.
3. Click on the **Add/Remove** button, and then confirm the deletion by clicking **Yes** in the dialog box.

Installing Norton AntiVirus

1. Close all other applications before starting the installation.
2. Open the *Applications Server Menu* by clicking the **Start** menu and choosing **Programs/Applications Server/Applications Server Menu**.
3. Double-click on **Norton AntiVirus 7.x**. A GetInfo window will appear. Read the information and click on **Done**.
4. The *Norton AntiVirus* setup window appears. Select the **Norton AntiVirus** button.
5. A welcome screen appears. Click **Next**.
6. Read the software license agreement, and click on the radio button next to "I accept the terms in the license agreement." Click **Next**.
7. A "Mail Snap-In Selection" dialog box will appear. Click **Next**.

8. Accept the default location to install the program, and click **Next**.
9. Accept the default setup type, “unmanaged,” and click **Next**.
10. Leave the “File System Realtime Protection” option turned on, and click **Next**.
11. Click the **Install** button to begin the installation process.
12. At the technical support and LiveUpdate windows, click **Next** to continue.
13. Accept the “Run LiveUpdate after installation” default setting, and click **Next**.
14. When Setup is complete, click **Finish**. To restart your computer, click **Yes**.
15. The “Virus Protection Update” window will appear. Click **Next** to update your virus protection automatically via the Internet.
16. Once the virus protection files have been updated, click **Finish**. LiveUpdates will be available to you as long as you continue to maintain a direct connection to the Brown University campus network.

◆ Updating Norton AntiVirus

Norton AntiVirus may be updated automatically over the Internet by using the LiveUpdate feature. If you followed the instructions above, you should have LiveUpdate enabled. New versions of *Norton AntiVirus* regularly become available to combat new viruses once they are detected. Look for announcements in the brown.bboard.cis-bulletin newsgroup, *NewsBytes*, or on the Software Services Virus Advisory page (www.brown.edu/Facilities/CIS/Software_Services/virus/index.html) at which time you may install the new version of *Norton AntiVirus* from the Applications server.

◆ Detecting and Removing Viruses

Once *Norton AntiVirus* is installed and updated, you may choose to scan your computer for viruses manually. Follow the steps outlined below:

1. Open *Norton AntiVirus* by choosing **Start/Programs/Norton AntiVirus Corporate Edition/Norton AntiVirus Corporate Edition**. A dialog box will appear displaying various functions available in the left pane.
2. Click on the **Scan Computer** option. An image of your computer’s drives appears in the right pane. To view the drive contents, click on the “+” next to the drive letter.
3. To select a drive to scan, click on the checkbox next to the drive(s). Once selected, click on the **Scan** button. The default options for scanning and cleaning a virus are set during installation. If you have not changed these settings by clicking on the options button, all viruses will be cleared if possible. Otherwise, an infected file will be quarantined if found.
4. When the scan is complete, click in the “X” button in the top left corner of the dialog box. You will be returned to the *Norton AntiVirus* utility window to further scan or exit *Norton AntiVirus*.

Your system should now be free of viruses.

◆ Creating a Rescue Disk

CIS recommends once you have successfully installed *Norton AntiVirus* and scanned for viruses, that you create a Rescue Disk set.

1. Open the *Rescue Disk* utility by choosing **Start/Programs/Norton AntiVirus Corporate Edition/Rescue Disk**. A dialog box will appear notifying you that you will need five 1.44 MB floppy diskettes.
2. Insert the first diskette into the floppy drive and click **OK**. A dialog box will appear suggesting that *Norton AntiVirus* can format the diskette before continuing. If your diskettes have been previously used, click **Yes** to continue with a full format of your diskette. If your diskettes are new and already formatted, select **No** and a quick format will be performed.
3. You will be notified that formatting will destroy all of the data on the diskette. Click **OK** to continue.
4. Follow the instructions provided in the dialog box, which request that you label your diskette “Norton Rescue Boot Disk.” Insert a new diskette into the floppy drive and click **OK**. Continue following the

prompts in the dialog boxes until all diskettes are written and labeled.

5. Finally, test your rescue diskettes. Restart your computer and insert Disk 1 into the floppy drive when requested. Follow the on-screen instructions.

◆ Automatic and Scheduled Scans

Norton AntiVirus contains some features which permit you to run automatic and scheduled scans. Many of these virus protection measures are turned on by default upon installation of *Norton AntiVirus*.

Automatic Virus Scans

1. Open *Norton AntiVirus* by choosing **Start/Programs/Norton AntiVirus Corporate Edition/Norton AntiVirus Corporate Edition**. A dialog box will appear displaying various functions available in the left pane.
2. Double-click on the **Configure** icon. You will be presented with two configuration options.
3. Select the first option, **File System Real Time Protection**. Options for enabling and customizing active virus protection on your computer will appear in the right pane.
4. The default setting “Enable file system realtime protection” should be checked. If not, click on the checkbox next to this option.
5. In the *File Types* field, select **Selected**.
6. When you have finished, click on the **OK** button to apply these settings and exit the Configuration dialog box.

A virus scan will be performed automatically when a file is opened or an application is launched. It is recommended that you maintain these settings for continuous virus protection.

Scheduled Virus Scans

If you choose to disable any of the active virus-protection default settings, it is critical to perform regularly scheduled virus scans on your system. *Norton AntiVirus* allows you to schedule virus scans at your convenience.

1. Open *Norton AntiVirus* by choosing **Start/Programs/Norton AntiVirus Corporate Edition/Norton AntiVirus Corporate Edition**. A dialog box will appear displaying various functions available in the left pane.
2. Double-click on the **Scheduled Scans** icon. You will be presented with a *New Scheduled Scan* option.
3. Click on the **New Scheduled Scan** option.
4. In the right pane, provide a name for the scheduled event (i.e., Scan), then click on the **Next** button.
5. Enter a specific time of day and frequency that you wish to have *Norton AntiVirus* scan your computer. Customize the date and time fields that best match your scheduled time away from your computer. When finished, click **Next**.
6. Select the drives to scan and click on the **Save** button.

Your system will now be scanned for viruses at the times you have selected.

◆ Other Safety Precautions

- **Scan email attachments and files downloaded from the Internet:** Before you open files or run programs received through e-mail or from the Web, scan them for computer viruses.
- **Make backups:** Make backups of your hard drive and important files on a regular basis, but remember to disinfect them first. Then you will always be able to restore programs or files should they become infected or corrupt.
- **Scan all disks:** No disk is safe from viruses: your personal disks should be scanned, and so should CDs and disks from commercial vendors, even if they are distributed in shrink-wrap.

- **Lock your disks:** The majority of your disks are likely to be applications and archives that you do not need to copy to, but rather copy from. Lock such disks to avoid any chance of infection. Slide the tab in the top right corner of the disk upward until it clicks into place; when in the locked position, there should be a rectangular gap below the tab.
- **Go to the Help Desk:** If your computer or disk has a virus, it is likely that many others on campus are infected as well. The Help Desk staff can help you remove viruses and alert others at Brown about a potential outbreak.

◆ Troubleshooting Norton AntiVirus

Problem: You click on the LiveUpdate button to update your virus-definition files, but the LiveUpdate fails.

Solution: Try again. Sometimes Symantec's LiveUpdate servers are busy.