

# NORTON ANTIVIRUS FREQUENTLY ASKED QUESTIONS

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**Q. My Norton Antivirus is not updating or my Auto-Protect\Real-Time Protection is disabled, what can I do?**

**A. Desktop Users:** Double-click on the yellow shield for Symantec Antivirus that is located by the clock in the bottom-right hand of the screen. Verify that the virus definition file date is no more than one week old. If it is click the Live Update button. If the PC does not update within 90 minutes and clicking on the LiveUpdate button does not update your system, then the antivirus software is corrupted and will need to be reinstalled. This will be **your** out-of-pocket cost.

**Laptop Users:** If you have a laptop, make sure that you bring your computer into the office and connect it to the network **AT LEAST ONCE A WEEK**. It must be on for **AT LEAST 90 MINUTES** to ensure that it gets the weekly updates. If after 90 minutes the virus definitions are not updated to a date that is relatively close to the current calendar date, click the 'LiveUpdate' button in order to pull down the newest available Virus Definitions from Symantec (Note: the agent can use the 'LiveUpdate' button at anytime to retrieve the newest definition file).

If the PC does not update within 90 minutes and clicking on the LiveUpdate button does not update your system, then the antivirus software is corrupted and will need to be reinstalled. This will be your out-of-pocket cost.

Other messages associated with a corrupted version of antivirus include an Auto-Protect Disable message or a Real-time Protection Disable message.

**Note: Programs that are known to conflict with Symantec AntiVirus are: Weatherbug, Zone Alarm, iWon and Bonzi Buddy. If these programs are loaded, they should be uninstalled**

To have your Symantec Antivirus reinstalled you will need to contact:

**Mike Emmons**  
Emtech Computer Services  
317-852-3637  
Email: [tech@emtech-cs.com](mailto:tech@emtech-cs.com)  
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**\*\*\*If you do not have your Anti-virus reinstalled and your definitions stay out of date more than 20 days, your WAN connection in the office will be disabled until you have your anti-virus reinstalled.**