

Norton AntiVirus 10.0 for Mac OS X

This document contains the following sections:

- [Introduction](#)
- [Installing](#)
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- [Protection Tools](#)
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For information related to this topic refer to:

- [Security: General Practices](#)
(<http://www.cmu.edu/computing/doc/security/general/index.html>)
- [Securing Your Mac](#) (<http://www.cmu.edu/computing/doc/security/mac/index.html>)
- [Information Security Office](#) (<http://www.cmu.edu/computing/security/>)

Last Updated: 7/1/08

Introduction

Norton AntiVirus is a commercial anti-virus package distributed by Symantec Incorporated. It provides protection for your computer against viruses, trojan horses, and worms and allows you to scan for and repair infected files. Carnegie Mellon owns a volume license for Symantec (Norton) AntiVirus. Beginning with version 10.0.1, Symantec also guards against spyware. Norton is the recommended anti-virus package for use at Carnegie Mellon University with Mac OS X 10.4 and higher.

Note: It is illegal to give copies of the software to anyone. It is illegal to take copies of Norton AntiVirus with you when your affiliation with Carnegie Mellon ends.

Getting Help

This document is intended to get you started with the AntiVirus software. For additional help, Norton AntiVirus provides an extensive on-line help system. The on-line help describes the most commonly used features and functions in a task oriented format. If you still can't find the answer to your question, please call the Help Center at (412) 268-4357 or send mail to [Advisor \(mailto:advisor@andrew.cmu.edu\)](mailto:advisor@andrew.cmu.edu).

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Installing Norton AntiVirus

The Norton AntiVirus (Symantec) installer can be downloaded from the [Symantec software page \(http://www.cmu.edu/computing/software/all/symantec/index.html\)](http://www.cmu.edu/computing/software/all/symantec/index.html).

Note: Be sure to remove all other anti-virus software before installing Norton AntiVirus. This includes Virex which was the previously recommended software by Carnegie Mellon University. Visit the vendor site for instructions on how to uninstall.

Follow these steps to download and install Norton AntiVirus (Symantec):

1. **Download** the appropriate Symantec version for your operating system from the [Symantec software page \(http://www.cmu.edu/computing/software/all/symantec/index.html\)](http://www.cmu.edu/computing/software/all/symantec/index.html).
2. Once you click download, agree to the terms and click **save**, a folder is placed on your desktop. Double-click the folder to open it and then click on the installer program.
3. Follow the instructions provided to install the program. When the installation is complete, you will prompted to restart or log off of your machine. We recommend that you **restart** your machine and then run **LiveUpdate**. Doing this will download the latest program updates and virus definition file from Symantec.

Note: The first time you run LiveUpdate, please be patient. This first update may appear to take a long time to complete. It is updating and installing Norton AntiVirus for the Mac program AND virus definitions files.

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LiveUpdate and Your Definitions File

The team at Symantec continually works to track new virus information. As new threats are detected, information about the virus is stored as a "signature". These "signatures" are then saved in a definitions file. The definitions file is a list of the details needed to detect, remove and repair the effects of known viruses. When Norton AntiVirus scans your machine for possible threats, it is searching for symptoms that match one of the signatures in its definitions file.

Symantec updates the definitions files on the Security Response web site daily. These definition files are made available at least weekly for automatic download via the LiveUpdate utility. It is up to you to keep the definition files on your computer up to date. The installation of Norton AntiVirus is automatically configured to run LiveUpdate on a monthly basis. However, we recommend that you schedule Norton AntiVirus to update weekly or daily.

Note: LiveUpdate requires Internet access.

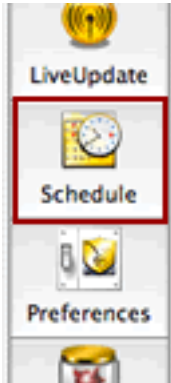
Last Updated: 1/24/06

Scheduling Automatic LiveUpdates

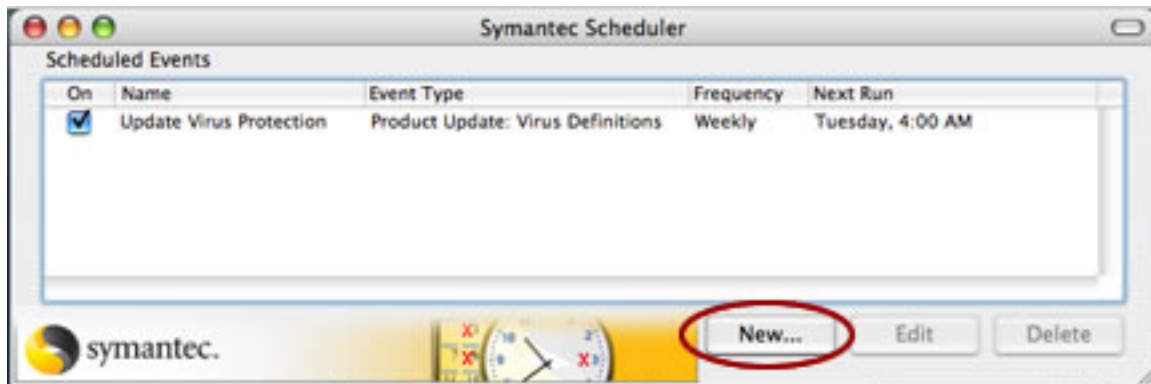
When you first load Norton AntiVirus software, the LiveUpdate default is set to Weekly. This setting leaves your machine vulnerable for viruses and worms to invade in between updates. We recommend that you change your scheduled updates to run daily and install in the background.

Follow these steps to change the scheduled Live Update.

1. Start Norton AntiVirus (Applications folder).
2. In the left panel, click **Schedule**.



The Norton Scheduler window is displayed.



3. Click **New**.
4. Click **Product Update**. The Add Product Update Task windows displays.

Add Product Update Task

Enter a name for the task:

Choose a product to update:

Do not show progress

Set a Frequency:

Daily task will begin at the next occurrence of the specified time and run everyday at that time.

Based on the current time setting, this task will begin tomorrow.

Set the time: AM

- Type **Daily LiveUpdate** in the **Enter a name for the task field**.
- Select **Virus Definitions** from the Choose a product to update drop-down list.
- Check **Do not show product update**.
- Select **Daily** from the **Set a Frequency** drop-down list.
- Set a time to run the update.
 - Note:** If you are using a dialup connection, this should be a time when you are connected to the network.
- Click **Save**.

LiveUpdate will now automatically run on a daily basis which is the frequency recommended by Computing Services.

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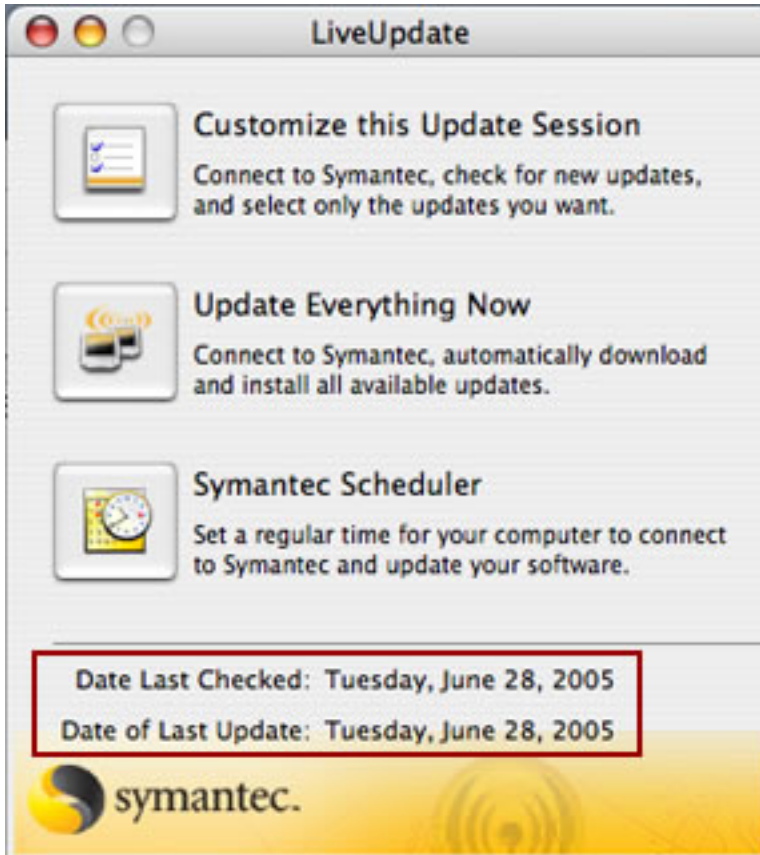
Running LiveUpdate Manually

Follow these steps to change the scheduled LiveUpdate.

1. From the **Norton Quickmenu**, select **LiveUpdate > Open LiveUpdate**.



Notice at the bottom of the LiveUpdate window, the **Date last checked** and **Date of Last Update** are noted.



2. Select one of the following update options.
 - **Customize This Update Session**
This option connects you to Symantec, checks for updates and allows you to select the updates you wish to apply.
 - **Update Everything Now**
This option connects to Symantec and searches for the latest updates and downloads. Follow the instructions provided to install all available updates.
 - **Symantec Scheduler**
This option allows you to set a regular time for your Mac to connect to Symantec and update the definitions files. You set the frequency, type of update and time to connect.

Last Update: 01/24/06

How to Protect Your Machine

Norton AntiVirus provides two powerful tools for keeping your machine clean of viruses and security violations:

- [Auto-Protect](#)
- [Scans](#)

The Carnegie Mellon installation of Norton AntiVirus enables these protection tools by default.

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Auto-Protect Features

- **Safezones:** Norton AntiVirus 10 allows you to specify custom safezones. Safezones are folders on your computer that should be included in scans by Auto-Protect. By default, your entire computer is a Safezone. This provides the most comprehensive protection.
- **Mount scan:** The Mount Scan tab allows you to specify which removable media (e.g., zip disks, cd, iPod) Auto-Protect should include when scanning. By default Norton AntiVirus is configured to scan all CDs, DVDs and other disks when they are mounted. This should be **DISABLED**.

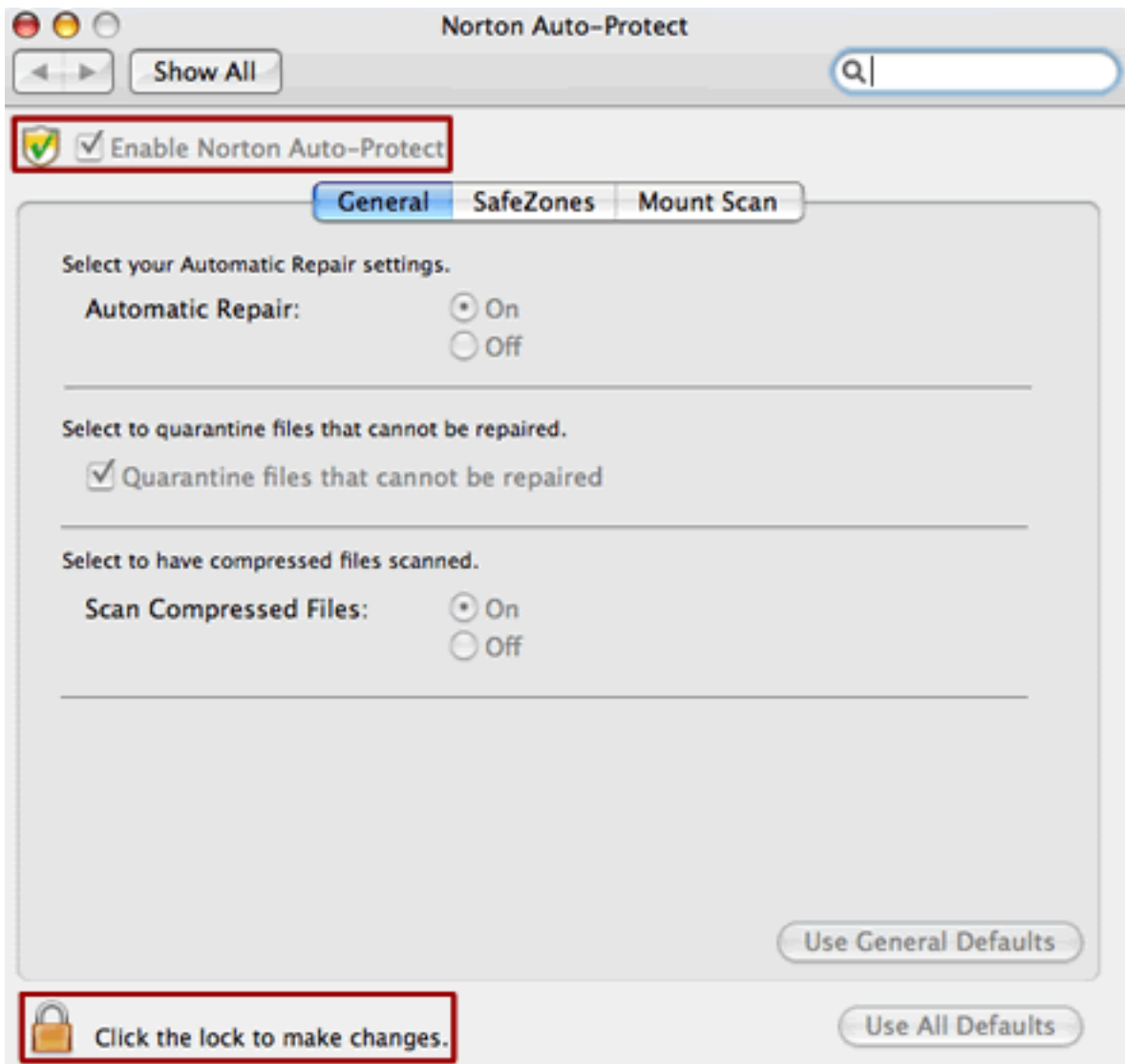
To toggle the Auto-Protect feature on/off:

If you elect to disable the Auto-Protect feature, you will want to setup scheduled scans on your machine. Computing Services recommends that you schedule scans daily. For more information see *Scheduling Live Updates* below.

1. From the **Norton Quickmenu**, select **Norton Antivirus > Open Auto-Protect Preferences**.



2. If the Auto-protect options are grayed out, click the **lock** icon in the bottom left of the window to unlock and make changes. You will need to enter the Admin userid and password.



3. Click to "uncheck" the **Enable Norton Auto-Protect** option.
4. Close the window to save your changes.

Auto-Protect Alerts

Virus Alerts

Auto-Protect will display alert boxes if a virus is encountered. The recommended action is the default in the alert box. If the virus cannot be automatically repaired, the following options display:

- **Repair:** Use this option to repair the file if it was not already automatically repaired. Auto repair is an option that must be set via the Scan Preferences.
- **Continue:** Use this option to continue after the infected file is repaired or continue with no action.
- **Eject:** Use this option to eject the removable disk that contains the virus.

Alerts of Virus-like Activity

When Norton AntiVirus detects virus-like activity, an alert box with the following options is displayed. Read the alert carefully. The default option is the action recommended by Norton AntiVirus.

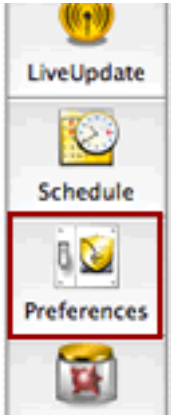
- **Allow:** Use this option to permit the activity if you are sure it is not related to a virus.
- **Deny:** Use this option to stop the activity. The Deny option may be dimmed if the activity has already proceeded to a point where it cannot be stopped without causing a system crash. Note the file and application name.
- **Remember:** Use this option to add legitimate activities to the list of items allowed by Auto-Protect.

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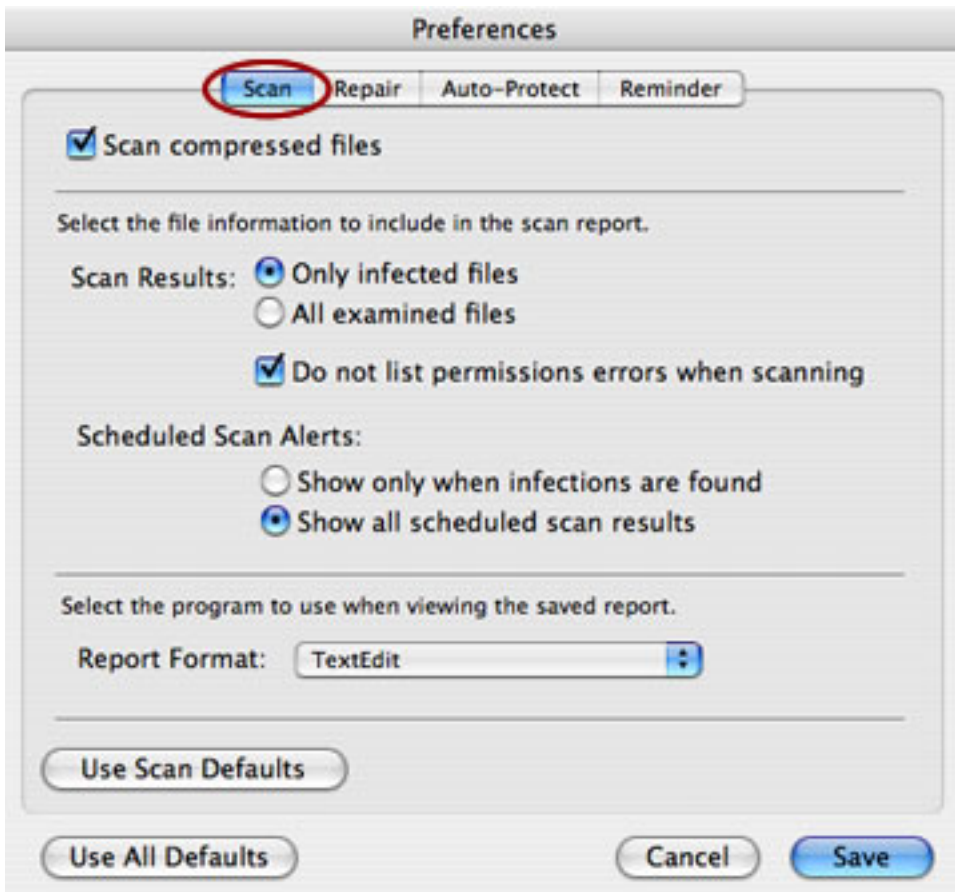
System Scan Preferences

Use the following procedures to modify the anti-virus Scan preferences.

1. Start Norton AntiVirus (Applications folder).
2. Click **Preferences**.



3. In the Preferences window, select the **Scan** tab.
4. The following scan options are displayed:



- **Scan compressed files**
Use this option if you would like Norton AntiVirus to scan compressed files such as .sit files.
- **Scan results**

Use this option to select whether the scan report should include the results information for just infected files or all the files that Norton AntiVirus examines.

- **Schedule scan alerts**

Use this option to elect when Norton AntiVirus shows a scan alert. Alerts may be shown only when infections are found or anytime Norton AntiVirus runs a scheduled scan.

- **Report format**

Use this option to choose which application will be used to view the scan report.

How to Manage Detected Viruses/Risks

The first action that the Auto-Protect and scan features of Norton AntiVirus are configured to take is to clean a virus from the infected file when it is detected. If the virus cannot be cleaned, Norton moves the file to the Quarantine. All detected security risks (i.e., adware and spyware) are automatically quarantined and any damage to files either removed or repaired. If the damage cannot be repaired, the incident is logged.

If Norton is able to repair a virus infected file, no further action is required. Likewise, if a file infected by a security risk is quarantined and any subsequent damage removed or repaired, no further action is required. However, if these repairs cannot be made, the file is moved to the Quarantine so that no further damage can be done. You can then address the quarantined files at a later time.

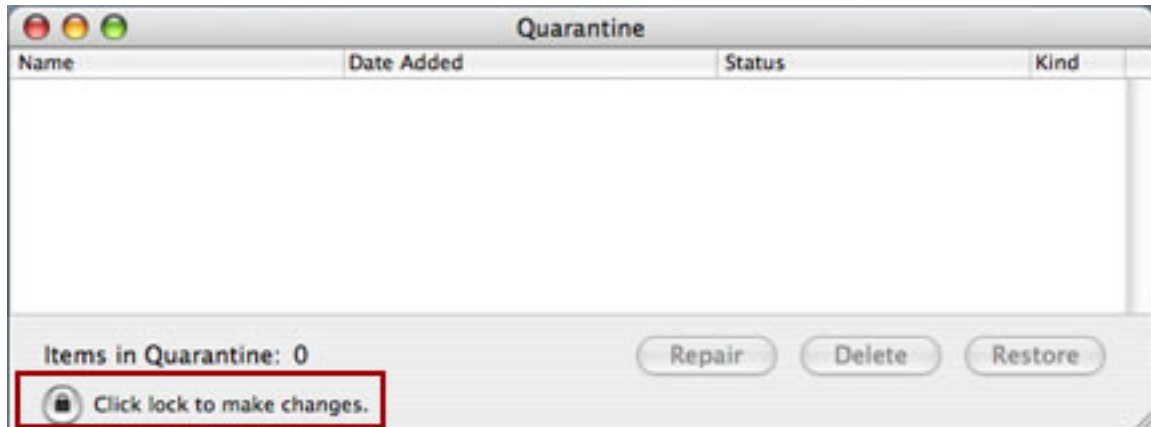
Last Updated: 01/24/06

Maintain the Quarantine Area

The Quarantine is a holding area for infected files. The virus is contained within the Quarantine area and cannot be spread to other areas of your computer. You should periodically check the Quarantine area and clear or attempt to repair infected files.

Note: The main Symantec AntiVirus window displays the number of items in the Quarantine area.

1. Start Norton AntiVirus (Applications folder).
2. Select **Tools > Quarantine**.



If the Quarantine options are grayed out, click the lock at the bottom of the window to unlock and make changes.

3. Use the buttons at the bottom of the Quarantine window to:
 - **Repair** the infected file. If an item cannot be repaired, try to run LiveUpdate and repair the item again.
 - **Delete** the infected file permanently.
 - **Restore** the quarantined item to its original location

Note: The items in the Quarantine area are usually infected. Do not restore an item unless you are certain that it is not infected.

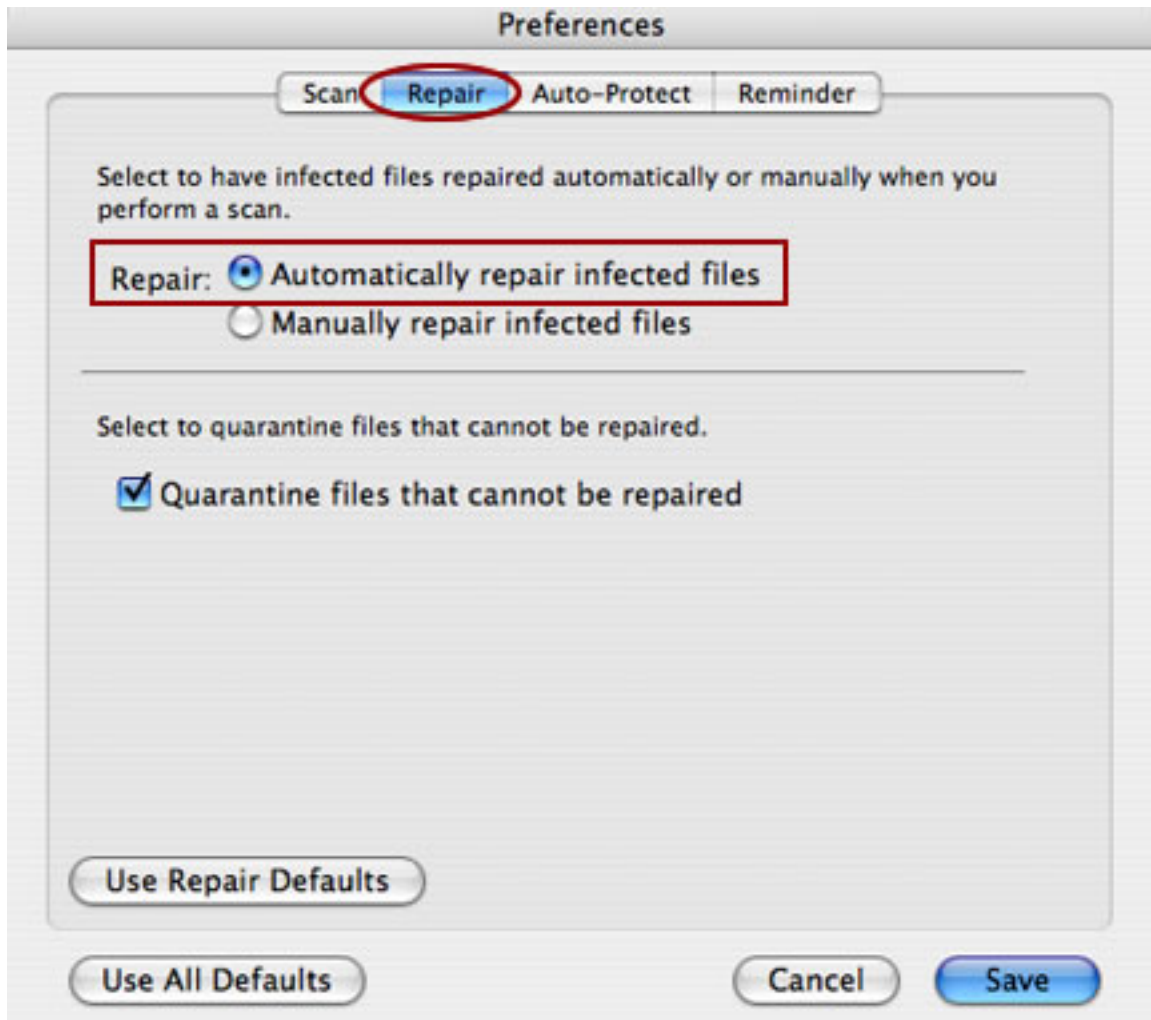
Last Updated: 01/24/06

Repair Infected Files

You can choose to repair infected files automatically or manually. This section includes instructions for performing manual scans, repairing infected files and handling virus alerts.

Automatically Repair Files

1. Start Norton AntiVirus (Applications folder).
2. Click **Preferences**.
3. In the Preferences window, select the **Repair** tab.

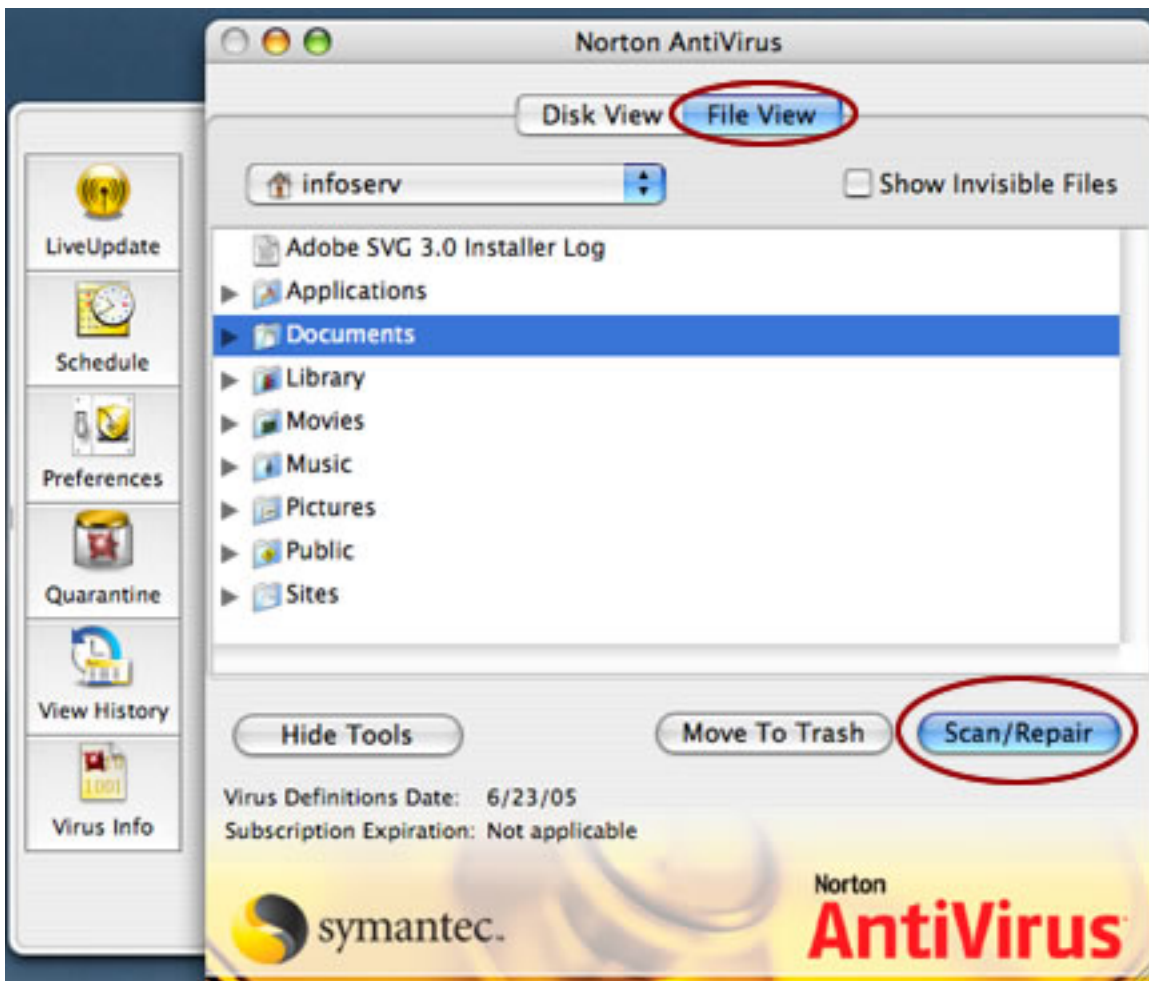


4. Select the **Automatically repair infected files** option and click **Save**. Norton AntiVirus will attempt to repair any damaged files detected during a system scan.

Manually Repair Files

If you have selected to Manually repair infected files, you must complete the following steps once the scan detects an infected file.

1. Start Norton AntiVirus (Applications folder).
2. Select the **File View** tab.



3. Click the triangle to the left of a folder to display its contents.
4. Select the files or folders you want to scan.
5. Click **Scan/Repair**.
Norton AntiVirus will begin to scan the selected files or folders. When the scan is complete the results are displayed including the number of files scanned and the number of infected files located. If any infected files or folders are found, they are listed at the bottom of the screen.
6. Select the infected file or folder from the list and click **Repair**.
Norton AntiVirus will inspect and repair or delete the infected file/folders, and report the results in the report area.

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