The purpose of this document is to help users make the most of the security software that comes preloaded on Toshiba notebooks. Read on to learn about how to make sure that you are protected against a variety of security threats.

**WHAT ANTIVIRUS AND SECURITY SOFTWARE IS BUNDLED WITH MY TOSHIBA NOTEBOOK?**
Current Toshiba notebooks come equipped with a 90-day free OEM version of Symantec’s Norton Internet Security™ Suite, which provides up to date protection from viruses, hackers and privacy threats. At the end of the period, Toshiba recommends that users extend this service in order to receive ongoing security updates. This extended service can be purchased through Symantec. Customers not wishing to purchase this extended service will continue to have protection from existing threats, but without the added protection of new security updates.

**WHAT ARE THE FEATURES OF THE SYMANTEC NORTON INTERNET SECURITY™ SUITE?**
Listed below are the main features and kinds of protection offered by the Symantec Norton Internet Security™ Suite:

- Norton AntiVirus™ provides protection against viruses.
- Norton™ Personal Firewall protects your notebook from hackers when online.
- Norton™ Privacy Control prevents personal information from being sent without your permission.
- Norton AntiSpam™ filters unwanted e-mail and blocks online pop-up and banner ads.
- Norton™ Parental Control blocks access to the websites and newsgroups you consider unsuitable for your children.
WHAT IS THE HOME NETWORK WIZARD?
The Home Network Wizard is a user friendly tool that allows users to customise their security protection and monitor their security settings. For example, by creating ‘restricted’ and ‘trusted’ zones users can either restrict access to their notebooks or allow unmonitored access by other computers. Users can also use the wizard to automatically configure network adapters or to allow sharing of files and printers between computers on a user’s home network.

1. Follow the prompts in the Home Network Wizard to easily configure your network adapters.

2. After analyzing your home network, this screen displays in the Home Network Wizard to inform you of the adapters that it has found. If you only want the wizard to automatically configure specific adapters, you can uncheck the ones you do not want to configure before proceeding.

3. The Home Network Wizard allows you to configure zones for your notebook to either allow restricted or unmonitored access to your notebook by other computers.

4. The Home Network Wizard always informs you of what it is about to do before proceeding so that you can choose to continue, return to a previous step or cancel.
WHAT ARE THE BASIC FUNCTIONS OF THE SYMANTEC’S NORTON INTERNET SECURITY™ SUITE?

The basic function of the Symantec’s Norton Internet Security™ Suite is to protect a user’s notebook from hackers, viruses, spyware and unwanted e-mail. Three programs are conveniently bundled together in the suite, including Norton Internet Security™, Norton AntiVirus™ and Norton AntiSpam™. Though each program addresses a specific area of notebook security, you can access all three programs from one location. You can also configure settings within each program. For example, if multiple users are sharing a notebook, different profiles can be created for the different users, each with its own level of security restrictions.

NORTON INTERNET SECURITY™

The basic functions of Norton Internet Security™ are to protect a user’s notebook from various attacks and threats, such as hackers, and to monitor security settings. For example, the Personal Firewall protects a user’s notebook from suspicious Internet activity while Outbreak Alerts tell users whether or not they are protected from current, rapidly spreading threats. Additionally, users can restrict access to Internet programs and websites by creating and storing Internet security profiles (Child, Teenager, Adult, Supervisor) for individuals using their notebooks. By using tools such as the System Status and Statistics windows, users can view outgoing and incoming Internet activity and actions taken by the program to protect their notebooks. Every month over 300 new updates are released by Symantec Security Response; therefore, users can also check their current level of protection in the Subscription Status window to ensure the most up to date security settings.

1. You can use the System Status window to monitor and modify your security settings. For example, if you have children using your notebook, you might want to turn on the Parental Control security feature, which allows you to restrict the kinds of websites and Internet

2. Outbreak Alert keeps you informed about current, rapidly spreading threats, and it tells you whether or not your notebook is protected.
3. The Statistics window provides you with information about incoming and outgoing Internet activity on your notebook and actions that Norton Internet Security™ has taken. For example, it will tell you how many websites or programs it has blocked recently.

4. The Subscription Status window keeps you informed about whether or not your subscription is current. If it has expired, your notebook will not be protected against new viruses and threats. You can choose to renew your subscription from this window by clicking the Renew button.
**NORTON ANTIVIRUS™**

The basic function of Norton AntiVirus™ is to protect a user's notebook from viruses and other threats, such as spyware. For example, Norton AntiVirus™ automatically scans a user's notebook to find and remove viruses and to repair infected files. When either a virus or activity that could be caused by a virus is detected, users are notified by the Auto-Protect feature. Users can perform a scan of the entire system or select particular drives, files or removable media to scan. Norton AntiVirus™ also automatically scans e-mails, instant messenger attachments and Internet downloads. To monitor when scans were performed, as well as the number of viruses detected during a particular scan, users can open the Log Viewer.

1. The System Status window for Norton AntiVirus™ provides information about virus scanning tools. In this window, you can check the status of a recent system scan, and configure several scanning preferences. For example, Automatic LiveUpdate can be turned on in this window to automatically download and install new virus definitions that will protect your notebook from newly created viruses.

2. With Norton AntiVirus™, you can scan your entire notebook or select particular drives, folders or files to scan.

3. There are several reports you can view and that give you information about recent activity Norton AntiVirus™ has performed. For example, you can view all of the items that the program might have quarantined.
NORTON ANTISPAM™

The basic function of Norton AntiSpam™ is to reduce the amount of spam users receive by filtering a user’s e-mail. Spam is a term that refers to unsolicited e-mail messages. With Norton AntiSpam™, there are five filtering settings ranging from low to high. Users can choose to accept e-mail from select addresses and block all other e-mail. Also, users can have spam sent to a separate folder, block all e-mails written in specified languages or filter e-mails containing specified text strings. Additionally, the program continually updates itself so that e-mail addresses listed as recipients in user’s messages can be automatically added to the allowed e-mail list.

1. The System Status window in Norton AntiSpam™ informs you of the features that are turned on or off as well as the number of recipients on your allowed and blocked e-mail lists. You can configure your spam settings from here.

2. The Statistics window for Norton AntiSpam™ gives you information about actions the program has performed recently. For example, you can find out how many e-mails were scanned and how much spam was accurately identified.
How can I protect my notebook from internet attacks?
The Norton™ Personal Firewall protects your notebook from Internet attacks and dangerous web content by detecting and blocking malicious activity. You can choose the level of security for monitoring Internet communications between your notebook and other computers on the Internet. The Personal Firewall also warns you when a computer is trying to connect to your notebook or when your notebook is attempting to connect to another computer. You can choose to allow or reject the programs that the Personal Firewall identifies as suspicious.

How can I protect my private information from being viewed by third parties?
The Norton™ Privacy Control feature provides four areas of privacy protection. First, it allows you to control what users on your notebook can send over the Internet. Second, you can use it to block cookies so that websites cannot access the personal information that is stored in cookie files. Third, it provides browser privacy so that third parties are not aware of how you use your Internet browser. Finally, you can use Norton™ Privacy Control to prevent particular users from sending personal information (e.g., your phone number) to secure websites.

How can I control what my children do on the Internet?
The Norton™ Parental Control feature allows you to select the websites and kinds of Internet programs that your children are allowed to visit or use. You must configure different user accounts in order to use this feature. That is, you must log on as a Supervisor and set up either a Child or Teenager account for your child. The Child account has the most limited access to the Internet. The Parental Control Wizard helps you to establish the initial accounts and settings, and you can then customise settings at your discretion to allow more or less access to websites, newsgroups and Internet programs.

Best practices

How often should I scan for viruses?
You should scan your notebook for viruses daily or turn on the Norton AntiVirus Auto-Protect for continuous protection. Scans are important because you can unknowingly get a virus on your notebook from visiting an infected website, receiving an infected HTML e-mail or opening an infected e-mail attachment. Viruses can also hide in programs, files, folders, removable media (e.g., floppy disks) and your notebook’s memory. Since new viruses are constantly being created and since you will not always know that you have a virus right away, it is important that you scan for viruses frequently. Doing so will detect viruses, get rid of them and repair the damage that they can cause. When you perform a manual scan, you should scan your entire system. You can do this by selecting the comprehensive file scanning option in Norton AntiVirus™. Also, make sure you select the option for scanning compressed files, and scan in both the primary partition and extended partitions of your notebook. To ensure that your notebook is continuously protected, keep the Norton AntiVirus™ Auto-Protect feature turned on at all times, and set Auto-Protect to begin working as soon as your Windows operating system starts.

Where do I get updates for Norton AntiVirus™ software?
You can get updates at the following URL: http://securityresponse.symantec.com/avcenter/download.html. At this website, you will find daily and weekly updates for virus definitions as well as security updates for Norton AntiVirus™ and Norton Internet Security™. Updating your virus definition files keeps your virus protection current. If a new virus is created, but you do not have the updated virus definitions, Norton AntiVirus™ may not detect the virus on your notebook. By keeping LiveUpdate always turned on, your virus definition files will be continually updated. The security updates that are also available provide extended protection for a variety of threats. Finally, you can also check the Symantec homepage (http://www.symantec.com) for product upgrades to ensure that you have the most up to date protection.
WHAT IS LIVEUPDATE?
LiveUpdate finds and downloads any new virus definitions so that the software provides protection against any new threats to security. It can be run from the Symantec’s Norton Internet Security™ software, which is bundled with a Toshiba notebook. LiveUpdate connects to the Symantec LiveUpdate server using the Internet and then searches for updates to the Symantec products and components you have installed on your notebook (e.g., Norton Internet Security™, Norton AntiVirus™, Norton AntiSpam™). The updates for these products are available with your subscription, but once your subscription expires, you need to renew it in order to download and install the updates.

1. The initial LiveUpdate window that displays when you run the program informs you of the Symantec products you have installed on your notebook. You can choose to either proceed with finding updates for the installed products or cancel.

2. LiveUpdate connects to the Symantec LiveUpdate server using the Internet and then searches for updates to the Symantec products and components you have installed on your notebook.

3. LiveUpdate lists the Symantec products for which it has found updates. From this list, you can select which products will receive the updates.

4. While LiveUpdate is downloading updates, a progress bar displays. If LiveUpdate is unable to download the updates, a message will display for you with details about the problem.
WHEN SHOULD I RUN LIVEUPDATE? CAN IT RUN AUTOMATICALLY?
LiveUpdate should be run once a week if you choose to do so manually because updates are posted frequently, and you want to ensure that you have the most current protection for your notebook. We recommend that you set LiveUpdate to run automatically for you. This is the best way to guarantee that you always have the most up to date protection against viruses and other possible security threats. You can also configure LiveUpdate to run in two different modes—Interactive and Express. In the Interactive mode, LiveUpdate displays the available updates for you so that you can select which ones you want to install. In the Express mode, LiveUpdate installs all available updates automatically.

HOW DO I RUN LIVEUPDATE?
Running LiveUpdate varies slightly depending on which mode you have configured (Interactive or Express). For both modes, you begin by starting your Norton application (e.g., Norton AntiVirus™) and clicking the LiveUpdate button. If you have LiveUpdate configured for the Interactive mode, after you click the LiveUpdate button, follow the steps prompted by the software. One of the steps in this mode is LiveUpdate displays the available updates and you select the ones you want to install. If you have LiveUpdate configured for the Express mode, after you click the LiveUpdate button, follow the prompt to begin the updating. If you have selected the Express mode and you also have LiveUpdate set to run automatically, then LiveUpdate will start downloading and installing updates as soon as you click it.

Sometimes you may need to re-start your notebook after the updates are installed. In this case, a message will be displayed and you will have the option of re-starting immediately or later. If LiveUpdate encounters a problem and is unable to install updates, a message will be displayed to let you know that the program could not complete the updates. Finally, if your notebook does not connect to the Internet automatically upon start-up, you will need to establish an Internet connection prior to running LiveUpdate.

Step by step instructions for running LiveUpdate can be found at the following address: http://service1.symantec.com/SUPPORT/sharedtech.nsf/docid/1999121613163208?Open&src=&docid=2002021908382713&nsf=sharedtech.nsf&view=docid&dtype=&prod=&ver=&osv=&osv_lvl

5. A progress bar also displays when LiveUpdate is installing the updates. If the installation is unsuccessful, you will see a message above the progress bar.

6. Sometimes you may need to re-start your notebook when LiveUpdate has finished installing the updates.
HELPFUL LINKS:

Symantec Technical Support for Norton AntiVirus™:

http://www.symantec.com/techsupp/