

Norton AntiVirus for Windows 95/98 User's Guide

NORTON

AntiVirus VERSION 5.0

Norton AntiVirus for Windows 95/98 User's Guide

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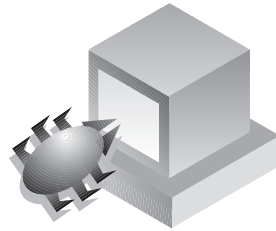
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Help! I've got a virus!

Does my computer have a virus?



Have you installed Norton AntiVirus?

No

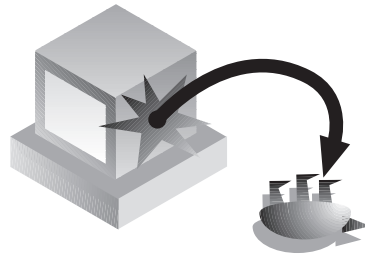
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No

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Installation

Norton AntiVirus for Windows 95/98

When you install Norton AntiVirus exactly as directed by the on-screen messages, you will have complete virus protection as soon as you restart your computer. This includes:

- Norton AntiVirus loaded automatically each time you start your computer
- Rescue Disks to protect you in case you can't start your computer
- An automatic scan of your disks once per week to ensure they stay virus-free
- Protection when you download files from the Internet
- Protection when you receive email

Requirements for installing

Your minimum computer requirements are:

- 486 IBM or compatible PC
- 8 MB of RAM (16 MB or higher recommended)
- Microsoft Windows 95 or 98
- 24 MB of free hard disk space

You also must have:

- Three 1.44 MB floppy disks and three disk labels (for Rescue Disks)

WHY? The last step of Install asks you to create Rescue Disks. These Rescue Disks are an important part of your virus protection. For example,

they allow you to safely restart your computer if it is halted due to a virus in memory.

Installing Norton AntiVirus for Windows 95/98

For the most complete protection, simply click Next on all the setup panels to accept the preset options.

To install Norton AntiVirus for Windows 95/98:

- 1 Do one of the following:
 - To install from a CD, insert the CD into the CD-ROM drive. After a moment, the Norton AntiVirus setup program starts automatically.

If the Norton AntiVirus setup program does not start automatically, Autorun may be disabled on your computer.
 - To manually start Norton AntiVirus setup from a CD, insert the Norton AntiVirus CD in your CD-ROM drive, double-click the My Computer icon on the Windows desktop, double-click your CD-ROM drive, then locate and double-click Setup.



Note: If you don't have a CD-ROM drive, see the Disk Replacement form in this guide for directions on how to get floppy disks.

- To install from floppy disks, insert Norton AntiVirus Disk 1 in the A: drive, click Start on the Windows taskbar, click Run, type A:SETUP in the text box, then click OK.
- 2 Follow the on-screen instructions. Questions? See page 11.
If Norton AntiVirus can't install because it finds a virus, see "Removing viruses when you install" on page 1-10.
 - 3 Test the Norton Rescue Boot Disk that you created during installation. See page 12 for testing details.

Removing viruses when you install

WHY? When you install Norton AntiVirus, it scans for active viruses. If it finds an active virus, you will have to use the Emergency Boot disk that comes with the product to remove the virus before you can finish installing.

To remove a virus:

- 1 Turn off your computer using the power switch.
- 2 Insert the Emergency Boot Disk that came with Norton AntiVirus in your A: drive.
- 3 Turn on your computer.
The Emergency Boot Disk dialog box appears.
- 4 Press Enter to start the Emergency program.
Can't boot from the A: drive? See page 42.
The Emergency program takes several minutes to load, then automatically scans your computer and removes viruses.

Questions when installing

Norton AntiVirus helps you install by giving you on-screen directions and highlighting the recommended actions. You are asked to make the following choices.

Table 1-1

| What the choices are | What you should do | Why |
|--|---|--|
| Select the folder for Norton AntiVirus. | Accept the preset choice: C:\Program Files\Norton AntiVirus | There's no reason not to. The choice is there for unusual circumstances. |
| Schedule weekly scans of your local hard disks that run automatically. | Leave this checked. | A weekly scan makes sure your disks stay virus-free. |
| Enable Auto-Protect. | Leave this checked. | Auto-Protect constantly monitors your computer to make sure a virus does not gain entry. |
| Scan at startup. | Leave this checked. | Makes sure critical system files are virus-free every time you start up. |
| Run LiveUpdate after installation. | Leave this checked if you have a modem or an Internet connection. | LiveUpdate connects to a special Symantec site and updates Norton AntiVirus automatically to protect you against newly discovered viruses. |

Table 1-1 (continued)

| What the choices are | What you should do | Why |
|--|---|---|
| Do you wish to create Rescue Disks? | We strongly recommend that you create the Rescue Disks. | Rescue Disks can save you from disaster if your computer becomes infected with certain types of viruses. |
| Scan for viruses after installation. | Leave this checked. | Makes sure that your computer is virus-free. |
| Norton AntiVirus has detected a Netscape browser. Do you want to install plug-ins? | Choose Yes. | This option allows Norton AntiVirus to scan files for viruses when you download using a Netscape browser. |
| Would you like to restart your computer? | Select Yes, I want to restart my computer now. | When your computer restarts, you are fully protected against viruses. |

Testing the Norton Rescue Boot Disk

WHY? The Norton Rescue Boot Disk starts your computer in emergency situations. However, Norton AntiVirus cannot create a boot disk for all hard drives automatically. You should always test your Norton Rescue Boot Disk to make sure that it works, before you need it.

To test your Norton Rescue Boot Disk:

- 1 Click Start on the Windows taskbar, click Shut Down, select Shut Down Your Computer, and click OK.
- 2 Turn off the power.
- 3 Insert the first disk of your Norton AntiVirus rescue disk set, labelled "Norton Rescue Boot Disk," in the A: drive, then restart your computer.
- 4 After your computer starts, type `TEST` at the `A:\` prompt and press Enter.

A screen message reports whether your Norton Rescue Boot Disk works properly.

Note: Your Norton Rescue Boot Disk doesn't work? See page 41.

- 5 Remove the disk from the A: drive and slide open the plastic tab on the back of the disk to write-protect it. This prevents you from accidentally changing the data stored on the disks.
- 6 Turn the power off and on again to restart your computer.
Because you didn't start Windows for this test, you don't have to perform your usual Windows Shutdown first.

If you didn't create Rescue Disks

If you didn't create Rescue Disks during installation, create them now. You need three 1.4 MB floppy disks and three disk labels.

To create Rescue Disks:

- 1 On the Windows taskbar, click Start, point to Programs, point to the Norton AntiVirus group, then click Rescue Disk.
- 2 Follow the on-screen instructions.
- 3 Test your Norton AntiVirus Emergency Boot Disk.
See "Testing the Norton Rescue Boot Disk" on page 1-12.

Uninstalling Norton AntiVirus for Windows 95/98

To uninstall Norton AntiVirus:

- Click Start on the Windows taskbar, point to Programs, point to Norton AntiVirus, and click Uninstall Norton AntiVirus.

Using Norton AntiVirus for Windows 95/98

A computer virus is, simply, a computer program written by an ill-intentioned programmer. Your computer can catch a virus from disks, a local network or the Internet. Just as a cold virus attaches itself to a human host, a computer virus attaches itself to a program. And just like a cold, it's contagious.

What viruses do

- Take control of your computer without your knowledge.
- Cause your computer to behave strangely, for example, beep or display annoying messages.
- Hide in macros that infect and spread throughout Word and Excel documents. (These are called macro viruses.)
- Cause serious destruction to your files. Viruses can damage data, delete files, and can even completely erase your hard disk.
- Remain inactive until a predetermined trigger date (for example, Friday the 13th) to wreak havoc.

What viruses don't do

- Infect or damage hardware, such as keyboards or monitors. You may experience strange behaviors (such as characters appearing upside down) but your disks are not physically damaged, just what's stored on them.

What Norton AntiVirus does automatically

Norton AntiVirus safeguards your computer from virus infection, no matter what the source. You are protected from viruses that spread from hard drives and floppy disks, those that travel across networks, and even those that are downloaded from the Internet.

- Eliminates viruses and repairs files.
- Makes sure your computer is safe from viruses at startup.
- Checks for viruses every time you use software programs on your computer, floppy disks, and document files that you receive or create.
- Monitors your computer for any unusual activities that may indicate an active virus.
- Runs a scheduled scan automatically once per week to confirm that your hard disks are virus-free.
- Protects you from Internet-borne viruses. No separate programs or options changes are necessary. Auto-Protect scans program and document files automatically as they are downloaded and files within compressed files when they are extracted.

What you have to do

To update virus protection, see page 37.

To update rescue disks, see page 23.

- Regularly obtain from Symantec updated information that Norton AntiVirus needs to keep your virus protection up-to-date. You can do this online (for example, over the Internet) or by mail.
- Update your Norton AntiVirus Rescue Disks each time you get the latest virus protection files or make changes to your computer's hardware or operating system (for example, when you add a disk drive).

WHY? New viruses are being written all the time. You have to regularly obtain files from Norton AntiVirus that contain the latest virus protection. If you don't, you are not protected against viruses that have been released into the computer world since you bought the product.

Tips for avoiding viruses

To avoid computer viruses, follow these rules:

- Get in the habit of looking for the Norton AntiVirus Auto-Protect icon in the taskbar on your Windows desktop. Be sure Norton AntiVirus Auto-Protect is turned on (enabled) at all times.
- Regularly get the latest virus protection files from Symantec to keep up with the new viruses that have been released since you purchased Norton AntiVirus.
- Buy legal copies of all software you use and make write-protected backup copies.
- Scan all files on disks you receive from other people.

To scan disks, see page 21.

Turning Norton AntiVirus Auto-Protect off temporarily

Every time you start your computer, Norton AntiVirus Auto-Protect lets you know it is working. The Auto-Protect icon in the lower-right corner of the taskbar on your Windows desktop reminds you that you are fully protected against virus infection.

WHY? You are sometimes told to disable your antivirus software when you are installing new computer programs. In this case, you disable Auto-Protect temporarily and then turn it back on again.



To turn off Norton AntiVirus Auto-Protect temporarily:

Do one of the following:

- Right-click the Norton AntiVirus Auto-Protect icon on the taskbar in the lower-right corner of your Windows desktop, then click Disable Auto-Protect.
- Double-click the Norton AntiVirus Auto-Protect icon in the lower-right corner of the taskbar on your Windows desktop to open the Norton AntiVirus main window, then click Disable.



To turn on Norton AntiVirus Auto-Protect:

Do one of the following:

- Right-click the Norton AntiVirus Auto-Protect icon on the taskbar in the lower-right corner of your Windows desktop, then click Enable Auto-Protect.
- Double-click the Norton AntiVirus Auto-Protect icon in the lower-right corner of the taskbar on your Windows desktop to open the Norton AntiVirus main window, then click Enable.

If you didn't create Rescue Disks

WHY? Norton AntiVirus rescue disks protect you in case you can't start your computer or are infected by viruses that interfere with how files are stored on your hard disk.

Norton AntiVirus Rescue Disks are used to start your computer in emergencies, to detect and eliminate viruses, and to restore virus-damaged

hard disks. Because the information they contain is specific to your computer, you must create them yourself.

The Rescue Disk set is composed of three separate floppy disks:

- **Norton Rescue Boot Disk:** Starts your computer and contains information to restore a corrupted hard disk.
- **Norton AntiVirus Program Disk:** Contains the Norton AntiVirus program to scan for viruses.
- **Norton AntiVirus Definitions Disk:** Contains the information that Norton AntiVirus uses to detect and eliminate viruses.

Note: Don't confuse your Norton AntiVirus rescue disk set with the Emergency Boot Disk provided with your Norton AntiVirus package. The Emergency Boot Disk is not as powerful as the Norton AntiVirus rescue disk set you create. It is intended to remove viruses if your computer is already infected before you install Norton AntiVirus.

If you didn't create Rescue Disks during installation, create them now. You need three 1.4 MB floppy disks and three disk labels.

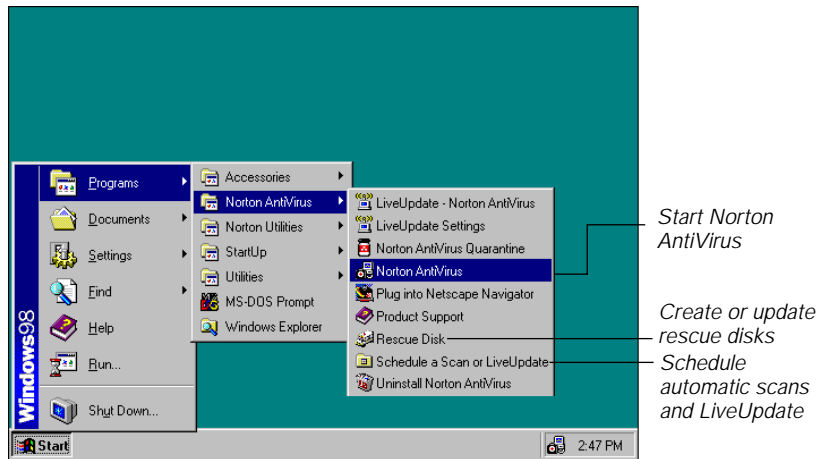
To create Rescue Disks:

- 1 On the Windows taskbar, click Start, point to Programs, point to the Norton AntiVirus group, then click Rescue Disk.
- 2 Follow the on-screen instructions.
- 3 Test the first disk in your Rescue Disk set called "Norton Rescue Boot Disk" to make sure it will start your computer in an emergency situation.

See "[Testing the Norton Rescue Boot Disk](#)" on page 12.

What else can I do with Norton AntiVirus?

From the Norton AntiVirus group on the Start menu (which Windows created when you installed Norton AntiVirus), you can access several Norton AntiVirus features.

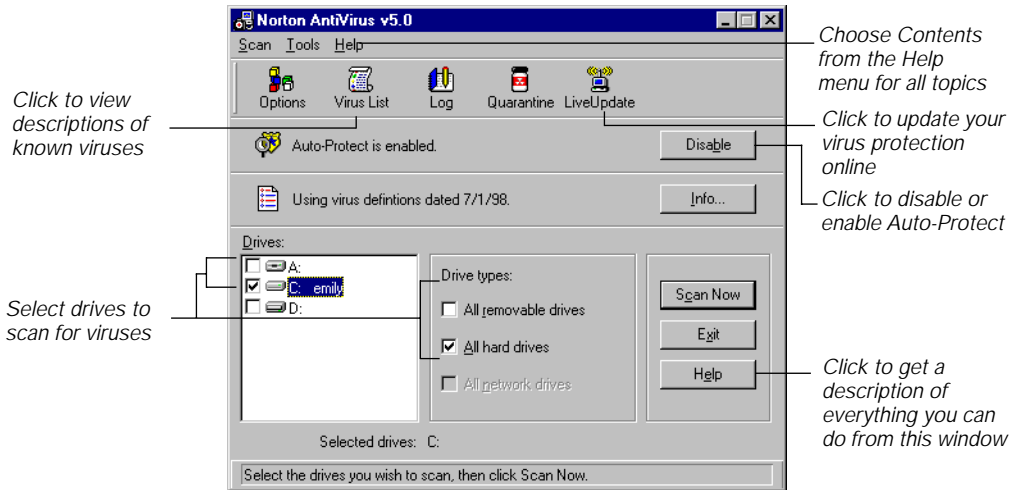


Start Norton AntiVirus

WHY? From the Norton AntiVirus main window you can initiate scans, change how Norton AntiVirus works, or click LiveUpdate to get the latest virus protection files directly from Symantec.

To open the Norton AntiVirus window:

- On the Windows taskbar, click Start, point to Programs, point to the Norton AntiVirus group, then click Norton AntiVirus.



Get help

WHY? The Norton AntiVirus help system has step-by-step procedures to help you keep your computer safe from viruses.

To get help using Norton AntiVirus:

Do one of the following:

- Choose Contents from the Help menu.
- Click the Help button on any Norton AntiVirus screen.
- Right-click any option in a Norton AntiVirus screen and choose What's This for a brief definition of the option.
- Choose Product Support Online from the Help menu.

Scan for viruses

WHY? We recommend you scan all floppy disks before you use them.

To scan drives for viruses:

- 1 Start Norton AntiVirus.
- 2 In the Norton AntiVirus main window, do one of the following:
 - Check specific drives in the Drives list box.

- Select multiple drives by checking items in the Drive types box.
- 3 Click Scan Now.

To scan individual files or folders for viruses:

- 1 Start Norton AntiVirus.
- 2 From the Scan menu at the top of the Norton AntiVirus main window, choose Folders, Path, or File.
- 3 Make your choice and click Scan.

Tip: To quickly scan a drive, folder, or file, right-click an item in a My Computer or Windows Explorer window and choose Scan With Norton AntiVirus in the menu that pops up.

Schedule virus scans

WHY? A weekly scheduled scan is an additional reassurance that your computer is virus-free. If you accepted the preset options when you installed Norton AntiVirus, a scan is already scheduled to run once per week automatically.

Note: Norton AntiVirus for Windows 98 and Windows 95 use different schedulers. The Windows 98 version uses the new built-in Windows scheduler, while the Windows 95 version uses the Norton Program Scheduler.

To schedule a scan for Windows 98:

- 1 Click Start on the Windows taskbar, point to Programs, point to Norton AntiVirus, and click Schedule A Scan Or LiveUpdate.
- 2 In the Scheduled Tasks window, click Add Scheduled Task.
- 3 Follow the directions in the Scheduled Task Wizard.
- 4 Choose Norton AntiVirus as the application to run.
- 5 Set the scan schedule.
- 6 Close the Scheduled Tasks window.

To schedule a scan for Windows 95:

- 1 Start Norton AntiVirus.
- 2 In the Norton AntiVirus main window, click Scheduler.

- 3 Click Add.
- 4 Select Scan For Viruses for the Type Of Event.
- 5 The /L in the What To Scan text box tells Norton AntiVirus to scan all local drives. You can also enter specific drive letters (for example, C: D:) instead.
- 6 Select Weekly for the Frequency.
- 7 Click OK to close the dialog box, then click OK again to confirm.
- 8 Click the Exit button in the upper-right corner of the Norton Scheduler dialog box, then click Minimize to close the dialog box but leave the Norton Scheduler running.

Your computer must be turned on and Norton Scheduler must be running when the scan is due to take place.

Update your Norton AntiVirus Rescue Disks

To update virus protection, see page 37.

WHY? The information stored on your Rescue Disks needs to change whenever you install new hardware, add or change an operating system, repartition your hard disk, or update your virus protection. Using outdated Rescue Disks could cause serious problems.

When you update your Norton AntiVirus Rescue Disks, you create a new set of disks.

To update your Norton AntiVirus rescue disk set:

- 1 On the Windows taskbar, click Start, point to Programs, point to the Norton AntiVirus group, and click Rescue Disk.
- 2 If you are re-using your current Rescue Disks, make sure they are not write-protected. Slide the small plastic tab on the back side of each disk closed.
- 3 Follow the on-screen instructions.
- 4 Click OK when prompted to format the disks.

This step replaces the old information with new information.

- 5 When updated, write-protect the disks by sliding open the plastic tab on the back side of each disk.

This prevents you from accidentally changing the data stored on the disks.

- 6 Test the Norton Rescue Boot Disk. See page 12 for testing details.

Customize Norton AntiVirus

WHY? Norton AntiVirus is preset to provide you with complete protection against viruses. It is unlikely you need to change any settings. However, Norton AntiVirus provides options for users (for example, system administrators) who want to customize the way virus protection works.



To customize Norton AntiVirus protection:

- 1 Start Norton AntiVirus.
- 2 Click the Options button in the Norton AntiVirus main window.
- 3 Click one of the tabs in the Options dialog (for example, Alerts).
The dialog changes to show options for the selected feature.
- 4 Click Help to get information about options.
- 5 Make your changes and click OK to exit.

Tip: Right-click an option and choose What's This for an explanation of the option.

Quarantine infected or suspicious files

WHY? Sometimes Norton AntiVirus detects an unknown virus that can't be eliminated with the current set of virus definitions. Or, you have a file you think is infected that is not being detected. The Norton AntiVirus Quarantine safely isolates virus-infected files on your computer. A virus in a Quarantined item cannot spread.

Files are placed in the Quarantine in one of three ways:

- You selected Quarantine after receiving a Norton AntiVirus alert.
- You open the Quarantine and click Add Item to manually select a file and add it to the Quarantine.
- Norton AntiVirus is configured to quarantine infected items rather than repair them or to quarantine them if they cannot be repaired.



To re-scan a file isolated in the Quarantine:

- 1 Start Norton AntiVirus.
- 2 Click the Quarantine button in the Norton AntiVirus main window.
- 3 Click LiveUpdate in the Quarantine window.

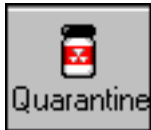
Your installed set of virus definitions files is updated with the latest definitions automatically.

- 4 Select the file in the Quarantine and click Repair Item.
The file is scanned again with the new definitions.

Submit a potentially infected file to SARC for analysis

WHY? The Symantec AntiVirus Research Center (SARC) will analyze your file to make sure it is not infected. If a new virus is discovered in your submission, SARC will create and send you special updated virus definitions to detect and eliminate the new virus.

You must have an Internet connection to submit a sample and an email address to receive a reply. You are notified by email with the results of the analysis within seven days.



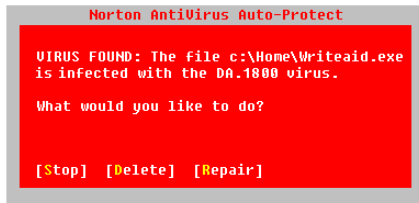
To submit a file to SARC:

- 1 Start Norton AntiVirus.
- 2 Click the Quarantine button in the Norton AntiVirus main window.
- 3 Select a file in the list of Quarantined items and click Submit Item.

Follow the directions in the Wizard to collect the necessary information and submit the file for analysis.

You are notified by email with the results of the analysis.

What to do if a virus is found



If you see a virus alert

- 1 Look for words that identify the type of problem. Read the whole message.
- 2 Press Enter to choose the action that is preselected for you, or type the first letter of the action you want to take (for example, type R for Repair).

If you need more information, do one of the following:

- See “Quick guide to alert actions” on page 28. for more information.
- Find the type of problem in the next few pages. For example, if the message says VIRUS FOUND, look for “VIRUS FOUND.”



If you see the Norton AntiVirus Repair Wizard

- Click Next to have Norton AntiVirus automatically get rid of the virus.



If you see the Problems Found dialog








- 1 Highlight an entry in the list box.
- 2 Read the message at the bottom of the dialog box.
- 3 Click Repair when infected files are found.

See “Quick guide to alert actions” on page 28. for information about the other actions.

Quick guide to alert actions

If a Norton AntiVirus alert appears on your screen, use this table to decide what to do. If you need more information, see the next section, “Types of virus alerts,” for step-by-step instructions.

Note: In some situations, your mouse won’t work when an alert appears. In these cases, type the first letter of your selection (for example, type R for Repair) or just press Enter to accept the recommended selection.

| Actions | When and why you use them |
|---|---|
|  | For a VIRUS FOUND, Repair is always the best choice. Repair eliminates the virus and repairs the infected item automatically. |
|  | Erases both the virus and the infected file. The virus and file are gone forever. Replace a deleted file from the original program disks or backup copy. If the virus is detected again, your backup copy or original disk is infected. |
|  | Stops the current operation to prevent you from using an infected file. Stop does not solve the problem. You’ll be alerted again the next time you do the same thing. |
|  | Continues the current operation. Choose Continue only if you are sure a virus is not at work. You’ll be alerted again. If you’re not sure what to do, choose Stop. |
|  | If you choose Exclude and a virus is at work, the virus won’t be detected. Exclude should be used only by system administrators for system tuning. |
|  | For an INOCULATION CHANGE, Inoculate updates the stored inoculation data for a boot record that has changed since it was last inoculated. Inoculation changes fall into two categories: <ul style="list-style-type: none"> ▪ Expected: If you’ve just finished a system upgrade, the boot records may change. In this case, choose Inoculate. For example, if you’ve just upgraded your computer to Windows 98 from Windows 95, choose Inoculate. This is an expected change. ▪ Unexpected: Changes to boot records are usually caused by viruses. If you have not recently performed an upgrade, choose Repair. <p>Caution: Choosing the wrong option for an inoculation change can corrupt your disk. If you are not sure what to do, call Symantec Technical Support first.</p> |
|  | Isolates the virus-infected file, but does not remove the virus. Choose Quarantine if you suspect the infection is caused by an unknown virus and you want to submit the virus to the Symantec AntiVirus Research Center for analysis. |

Types of virus alerts

VIRUS FOUND

When Norton AntiVirus finds a virus has infected a file on your computer, it produces a warning something like this:

```
VIRUS FOUND: The BADVIRUS virus was found in C:\MYFILE.
```

To get rid of a virus infection:

- Type R for Repair.

Your file is restored to exactly the way it was before the virus infected it. That's all you need to do. If the repair was successful, the virus is gone and your computer is safe.

Norton AntiVirus can't repair? See page 32.

VIRUS IN MEMORY

Norton AntiVirus stops your computer when it finds a virus in memory. While you don't normally turn off a computer without first exiting Windows, in this case it is necessary because your computer is halted. You can't do anything else.

WHY? A virus in memory is active, dangerous, and will quickly spread to many other files.

A memory virus warning says something like this:

```
VIRUS IN MEMORY. The BADVIRUS virus was found in memory.
```

```
Computer is halted. Reboot from your write-protected rescue disk,  
then scan your drive again.
```

To get rid of a virus in memory:

- 1 Turn off your computer using the power switch.
- 2 Insert your Norton AntiVirus Rescue Disk labeled "Norton Rescue Boot Disk" into the A: drive.

- 3 Turn the computer on using the power switch.
Don't have a Norton AntiVirus Emergency Boot Disk? See page 42.
- 4 Follow the on-screen directions.
Can't boot from the A: drive? See page 42.

INOCULATION CHANGE

If Norton AntiVirus detects any changes made to the stored information it keeps about inoculated boot records, it alerts you. For example, the alert may say something like this:

```
INOCULATION CHANGE: The boot record on drive C:\ has changed
since it was last inoculated.
```

To respond to an inoculation change alert, do one of the following:

- Type I for Inoculate if the change is expected.
If you've just upgraded your computer to Windows 98 from Windows 95, choose Inoculate. This change is expected.
- Type R for Repair if the change is not expected.
For example, if you know no one has recently made changes to your system like the one described above, you should choose repair.

Caution: Choosing the wrong option for an inoculation change can corrupt your disk. If you are not sure what to do, call Symantec Technical Support first.

VIRUS-LIKE ACTIVITY

A virus-like activity alert does not necessarily mean that your computer has a virus. It's simply a warning. It's up to you to decide whether the operation is valid in the context in which it occurred.

The alert looks something like this:

```
VIRUS-LIKE ACTIVITY: The NEWGAME is attempting to write to
IO.SYS.
```

To resolve a virus-like activity alert, do one of the following:

- Type C for Continue if the message describes a valid activity for the application you are running.

For example, if you're updating an application and the alert warns you of an attempt to write to a file, the activity is valid.

- Type S for Stop if the detected activity isn't related to what you are trying to do.

For example, if you are playing a game and the alert warns you of an attempt to write to hard disk boot records, the activity is invalid.

What to do if Norton AntiVirus can't repair

WHY? One of the most common reasons Norton AntiVirus can't repair a file is that you don't have the most up-to-date virus protection files. Click LiveUpdate in the Norton AntiVirus main window to obtain the latest files via modem or Internet.

Do one of the following:

- Update your virus protection and scan again. See page 37 for details.
- Read the information on your screen carefully to identify the type of item that can't be repaired, then match it to one of the types below:
 - Infected files are those with filenames that include .COM or .EXE. Document files such as .DOC, .DOT, and .XLS can also be infected.
 - Compressed files may contain many files. You can often tell a compressed file by its name. Many compressed files end in .ZIP.
 - Hard disk master boot record, boot record, or system files (such as IO.SYS or MSDOS.SYS) and floppy disk boot record and system files are replaced using the Rescue Disks or, sometimes, your operating system (Windows or DOS) disks.

Infected files

If infected files can't be repaired, you need to either quarantine or delete them from your computer. If you leave an infected file on your computer, the virus infection can still spread.

If Norton AntiVirus can't repair a file:

Do one of the following:

- Choose Quarantine.

After the file is quarantined, you can update your virus definitions and scan again or submit the file to SARC for analysis. For more information, see "[Quarantine infected or suspicious files](#)" on page 24

and “[Submit a potentially infected file to SARC for analysis](#)” on page 25.

- Choose Delete.

Replace the deleted document file with a backup copy or reinstall a deleted program from the original program disks. Make sure to scan the backup disks before you use them.

If the virus is detected again after you replace or reinstall the file, your backup copy or original program disks are probably infected. You can try contacting the manufacturer for a replacement.

Compressed files

A compressed file may contain many individual files. For example, MYFILE.ZIP may contain the files: FILE1.DOC, FILE2.DOC, FILE3.TXT, FILE.EXE, and so on. Norton AntiVirus can detect viruses in the individual files within the compressed file. However it cannot repair or delete these files until you uncompress (open up) the compressed file.

To uncompress and repair:

- 1 Double-click the Norton AntiVirus Auto-Protect icon in the lower-right corner of the taskbar on your Windows desktop.
- 2 Click Disable to turn Auto-Protect off temporarily.
- 3 Create a a temporary folder (for example, C:\TEMP).
- 4 Move the infected, compressed file to the temporary folder.
- 5 Use a program such as Norton Navigator, WinZip, or PKUNZIP to uncompress the file in the temporary folder.
- 6 On the Windows taskbar, click Start, point to Programs, point to the Norton AntiVirus group, then click Norton AntiVirus.
- 7 From the Scan menu at the top of the Norton AntiVirus main window, choose Folders.
- 8 Select the C:\TEMP folder, then click Scan to scan the files again.
- 9 Let the Repair Wizard automatically repair all the infected files.
- 10 Click Exit to close Norton AntiVirus.
- 11 Delete the infected, compressed file.
- 12 Recompress the files, if desired.

- 13 Double-click the Norton AntiVirus Auto-Protect icon in the lower-right corner of the taskbar on your Windows desktop
- 14 Click the Enable button to turn Auto-Protect on again.

Hard disk master boot record or boot record

Hard disk master boot record, boot record, or system files (such as IO.SYS or MSDOS.SYS) and floppy disk boot record and system files are replaced using the Rescue Disks or, sometimes, your operating system (Windows or DOS) disks.

If Norton AntiVirus can't repair your hard disk or master boot record, you can use your up-to-date Norton Rescue Boot Disk to restore it. See "Restoring your hard disk" on page 36 for details.

If your Norton Rescue Boot Disk isn't up to date, contact Symantec Technical Support. See the Service and Support Solutions in this guide for contact information.

Floppy disk boot record

If Norton AntiVirus cannot repair a floppy disk boot record, it still removes the virus. The information on the floppy disk remains accessible and you can safely copy the files onto another disk. However, the floppy disk is no longer bootable.

System file

If Norton AntiVirus cannot repair a system file (for example, IO.SYS or MSDOS.SYS) you cannot delete it. You must reinstall Windows.

Restart your computer from an uninfected, write-protected floppy disk and reinstall Windows. You can use your Norton Rescue Boot Disk or the Windows 95/98 Startup Disk that you created when you installed Windows to start up.

Using Rescue Disks in virus emergencies

WHY? Sometimes a virus infection prevents your computer from starting normally. Some viruses can only be removed if the computer is started from a clean disk, not the infected hard disk. Often, a Norton AntiVirus alert will tell you when to use your rescue disk set.

To use your Norton AntiVirus rescue disks:

1 If your computer is running, choose Shutdown from the Windows Start menu, then switch off your computer using the power switch.

2 Place your write-protected Norton Rescue Boot Disk in the A: drive, then switch on your computer.

Slide open the plastic tab on the back of the disk to write-protect it. This prevents a virus from accidentally changing the data stored on the disks.

3 After your computer starts, remove the Norton Rescue Boot Disk and insert the Norton AntiVirus Program Disk in the A: drive.

4 At the DOS prompt (A:\>), type GO and press Enter.

After a few moments Norton AntiVirus will start.

5 Follow the on-screen directions.

You are prompted when it's time to insert the Norton AntiVirus Definitions Disk.

Note: Your mouse won't be working when you use your Rescue Disks. If Norton AntiVirus detects a virus, press the first letter of the action you want to take when prompted. For example, press R for Repair. In most cases, you can simply press Enter to choose the recommended action.

6 When the process is complete, remove the rescue disk from the A: drive and restart your computer.

Restoring your hard disk

WHY? There are a few situations in which the master boot record and boot records on your hard disk are damaged by a virus and cannot be repaired.

What to do first

You first need to determine whether the Norton Rescue Boot Disk in your Rescue Disk set is current. This means that you've created a new copy of the Norton AntiVirus Emergency Boot Disk since you last did one or more of the following:

- Added, modified, or removed internal hardware
- Added or removed hard drive partitions
- Upgraded your operating system

Caution: If the critical information stored on the Norton Rescue Boot Disk disk is outdated, it could cause problems when you attempt to restore your computer. It is unlikely you would be able to fix these problems on your own. However, if you have a current Norton Rescue Boot Disk, the following procedure is safe to attempt.

To restore your hard disk:

- 1 Switch off your computer using the power switch.
- 2 Place your write-protected Norton Rescue Boot Disk in the A: drive, then switch on your computer.
- 3 At the DOS prompt (A:\>), type `RESCUE /RESTORE` and press Enter.
The Restore Rescue Information dialog box appears.
- 4 Make sure Drive A: is specified for the location of the rescue data.
- 5 Check all the items in the Items To Restore group box.
Press Tab to move around the dialog box. Press Spacebar to check or uncheck items.
- 6 Choose Restore to restore the selected items.
- 7 When the process is complete, remove your Norton AntiVirus Emergency Boot Disk from Drive A: and restart your computer.

Keeping virus protection current

WHY? Norton AntiVirus relies on up-to-date information to detect and eliminate viruses. One of the most common reasons you may have a virus problem is that you have not updated your protection files since you purchased the product. Symantec provides online access to these new virus definitions files.

How to update virus protection

You need to update your virus definitions files at least monthly.

- From Windows, use a modem or Internet connection to let LiveUpdate automatically download and install updated files.
- Get updates by mail. For more information, see the Service and Support Solutions in this guide.

The last step in updating virus protection is to update your Norton AntiVirus rescue disks. For details, see page 40.

Updating virus protection with LiveUpdate

WHY? LiveUpdate is the easiest way to keep virus protection current because it automatically downloads the proper files and installs them on your computer. You can get virus protection updates anytime by clicking the LiveUpdate button.



To update virus protection:

- 1 Start Norton AntiVirus.
- 2 In the Norton AntiVirus main window, click LiveUpdate.
- 3 In the How Do You Want To Connect drop-down list box, select one of the following:
 - Find Device Automatically: Norton AntiVirus determines if you have an Internet connection or must connect using your modem.
 - Internet: Norton AntiVirus connects to a special Symantec site on the Internet.

- Modem: Norton AntiVirus dials a preset number and connects to a Symantec server through your modem.

We recommend Find Device Automatically. However, you may want to control the choice depending on long-distance telephone charges for the direct modem connection or access time from the Internet site.

- 4 Click Next to start the automatic update.

Using LiveUpdate Email

WHY? Whenever a major virus threat is discovered that requires an update to your virus protection, Symantec can notify you by email so you can run LiveUpdate immediately. The email message includes an attachment that can start a LiveUpdate session for you.

To receive LiveUpdate Email:

- 1 From your Internet browser go to <http://www.symantec.com/avcenter/newsletter.html>
- 2 Fill out the registration form.
- 3 Click the Subscribe Me button.

Symantec will notify you by email whenever protection updates are available.

To start a LiveUpdate session from the LiveUpdate Email:

- When you receive a LiveUpdate Email, launch or run the email attachment called LIVEUPDT.NLU from your mail program.
You must launch or run the attachment. Simply reading or viewing it will not work.

When the attachment runs, it automatically starts a LiveUpdate session on your computer. You don't have to do anything else.

Scheduling automatic LiveUpdates

WHY? Scheduling a LiveUpdate to run automatically is the best way to ensure that you don't forget to update virus protection regularly.

Note: Norton AntiVirus for Windows 98 and Windows 95 use different schedulers. The Windows 98 version uses the new built-in Windows scheduler, while the Windows 95 version uses the Norton Program Scheduler.

To schedule automatic LiveUpdates for Windows 98:

- 1 Click Start on the Windows taskbar, point to Programs, point to Norton AntiVirus, and click Schedule A Scan Or LiveUpdate.
- 2 In the Scheduled Tasks window, click Add Scheduled Task.
- 3 Follow the directions in the Scheduled Task Wizard.
- 4 Choose LiveUpdate as the application to run.
- 5 Set the LiveUpdate schedule.
- 6 Close the Scheduled Tasks window.

To schedule automatic LiveUpdates for Windows 95:

- 1 Start Norton AntiVirus.
- 2 In the Norton AntiVirus main window, click Scheduler.
- 3 Click Add.
- 4 Select Scheduled LiveUpdate for the Type Of Event.
- 5 Select Monthly for the Frequency.
- 6 Click OK to close the dialog box, then click OK again to confirm.
- 7 Click the Exit button in the upper-right corner of the Norton Scheduler dialog box, then click Minimize to close the dialog box but leave the Norton Scheduler running.

Your computer must be turned on and Norton Scheduler must be running when the LiveUpdate is due to take place.

Updating virus protection without LiveUpdate

WHY? Symantec supplies a special program called Intelligent Updater if you cannot use LiveUpdate. If you don't have a modem or Internet connection, you can get the updates by mail. You may also choose to download the updates from an online service or bulletin board. The Intelligent Updater program is available from several sources—phone numbers are included in the Service and Support Solutions in this guide.

To install the latest virus definitions:

- 1 Do one of the following:
 - Download the Intelligent Updater program to any folder on your computer.
 - Insert the disk you received from Symantec in the A: drive.
- 2 From a My Computer or Windows Explorer window, locate and then double-click the Intelligent Updater program.
- 3 Follow all prompts displayed by the update program.

The Intelligent Updater program searches your computer for Norton AntiVirus, then installs the new virus definitions files in the proper folder automatically.
- 4 Restart your computer.
- 5 Scan your disks to make sure newly discovered viruses are detected.

Updating your Norton AntiVirus rescue disks

It is very important to update your Norton AntiVirus rescue disks every time you receive updated virus definitions files from Symantec. If you did not create rescue disks during install, you can do it now.

WHY? If Norton AntiVirus stops your computer because it finds a virus in memory or for some other serious reason, it may not find or fix the problem unless the latest virus protection files have been copied onto your Norton AntiVirus rescue disks.

See [“Update your Norton AntiVirus Rescue Disks”](#) on page 23 for directions.

To update or create Rescue Disks:

- 1 On the Windows taskbar, click Start, point to Programs, point to the Norton AntiVirus group, then click Rescue Disk.
- 2 Follow the on-screen instructions.
- 3 Test your Norton AntiVirus Emergency Boot Disk.

See “Testing the Norton Rescue Boot Disk” on page 12.
- 4 Slide open the plastic tab on the back of each disk to write-protect it.

Before calling Symantec technical support

The most common problems that occur when using Norton AntiVirus are listed below. If your issue is not discussed, try online support over the Internet or the more complete Norton AntiVirus reference manuals that are located on your Norton AntiVirus CD.

To access online support or the Norton AntiVirus reference manuals:

- Click Start on the Windows taskbar, point to Programs, point to Norton AntiVirus, and click Product Support.

The Norton AntiVirus Information help window appears with links to all of the places you can get more information.

After checking the other sources of information and reviewing the list of common problems below, you can find out how to contact technical support in the Service and Support Solutions section of this guide.

Troubleshooting

My Norton Rescue Boot Disk doesn't work.

Due to the number of product specific technologies used by manufacturers to configure and initialize hard disks, Norton AntiVirus cannot always create a bootable Norton Rescue Boot Disk automatically. If your Norton Rescue Boot Disk does not work properly, do one of the following:

- If you have a special boot disk for your computer, add it to your Norton AntiVirus rescue disk set. In a virus emergency, boot from that disk (first slide open the plastic tab on the back of the disk to make sure it is write-protected). Remove the disk and insert your rescue disk labelled "Norton AntiVirus Program Disk." At the DOS prompt, type `A:GO` and press Enter, then follow the on-screen instructions.
- Use the Disk Manager or similarly named program that came with your computer to make your Norton AntiVirus Emergency Boot Disk bootable. Make sure to test your modified Norton AntiVirus Emergency Boot Disk.

Sometimes, your Norton Rescue Boot Disk does not work properly because you have more than one operating system installed, such as Windows NT and Windows 95. To modify the disk, do the following:

- Start up from your hard disk, insert your Norton Rescue Boot Disk in the A: drive, and, from a DOS prompt, type `SYS A:` and press Enter. This transfers the operating system to the rescue disk. Be sure to retest your Norton Rescue Boot Disk.

The alert tells me to use my Rescue Disks, but I didn't create them.

When you purchase Norton AntiVirus, the package includes a special floppy disk called "Emergency Boot Disk." Although it is not as powerful as the Norton AntiVirus rescue disk set you create, you can use the Emergency Boot Disk to recover from most common emergencies.

- 1 Turn off your computer using the power switch.
- 2 Insert the Emergency Boot Disk included with your Norton AntiVirus package in your A: drive.
- 3 Turn on your computer.
Your computer will start up from the Emergency Disk.
- 4 Press Enter to start the Emergency program.
The Emergency program takes several minutes to load, then automatically scans your computer and remove viruses.

I can't boot from my A: drive.

There are three likely reasons for this:

- If your computer doesn't check your A: drive first on startup, you need to change settings, usually using your computer's Setup program.

Caution: Be careful when making changes using your computer's Setup program. If you've never used it before, you may want to refer to your computer manufacturer's documentation.

Complete these steps to change the setting:

- a Reboot your computer.
A message on your screen that looks something like this tells you the key or keys to press to run SETUP:
Press if you want to run SETUP.
- b Press the key or keys to launch the Setup program.

- c Set the Boot Sequence to A: C:
Setup programs vary from one manufacturer to the next. If you can't find the Boot Sequence option, use the Setup program's help system, refer to the documentation that came with your system, or contact your system's manufacturer.
- d Save the changes, then exit the Setup program.
- You need to use a special Boot Disk rather than the Norton AntiVirus Emergency Boot Disk. In this case, use the boot disk or startup disk that came with your computer.
- Your computer is set up with more than one operating system, such as Windows NT and Windows 95. See ["My Norton Rescue Boot Disk doesn't work."](#) on page 41 for more information.

Norton AntiVirus Auto-Protect doesn't load when I start my computer.



If the Norton AntiVirus Auto-Protect icon does not appear in the lower-right corner of the taskbar on your Windows desktop, Auto-Protect is not loaded. There are two likely reasons this is happening:

- You started Windows in SAFE mode. Windows restarts in SAFE mode if the previous Shutdown did not complete successfully. For example, you may have turned off the power without choosing Shut Down from the Windows Start menu.
Choose Shut Down from the Windows Start menu, select the Restart The Computer option, then click OK.
- Norton AntiVirus is not configured to start Auto-Protect automatically.
 - a Start Norton AntiVirus.
 - b Click the Options button in the Norton AntiVirus main window.
 - c Click the Auto-Protect tab.
 - d Check the Load Auto-Protect At Startup check box.
 - e Click OK to save your settings and close the Options dialog box.

I've scanned and removed a virus, but it keeps infecting my files.

There are two reasons a virus may continue to infect files:

- The virus may be in a program file with an unusual extension that Norton AntiVirus isn't set to look for. Do this:
 - a Start Norton AntiVirus.
 - b Click the Options button in the Norton AntiVirus main window.
 - c Click the Scanner tab.
 - d Select the All Files option in the What To Scan group.
 - e Click OK to save your settings and close the Options dialog box.
 - f Scan all disks that you use and repair all infected files.
- The source of the infection is a floppy disk. Scan all the floppy disks you use for viruses.

Norton AntiVirus can't repair my infected files.

The main reason that Norton AntiVirus may not be able to repair your infected files is you don't have the latest virus definitions files installed on your computer. You should update these files regularly to protect your computer from the latest viruses. To update virus definitions, see page 37.

Some Norton AntiVirus features are password-protected, and I don't know the password.

Do one of the following:

- Contact your system administrator.
- Uninstall Norton AntiVirus, then reinstall it.

Command-line switches

NAVW32.EXE, the Windows 95/98 scanner, can be run with command-line switches to override configuration settings. When scanning using command-line switches, Norton AntiVirus runs minimized, but will pop open on your screen if a virus is found.

Some switches are used alone, while others are followed by a parameter, either a plus (+) or minus (-) sign. You can use more than one switch and more than one parameter on a command line. The vertical bar symbol (|) means that you should use either parameter, but not both. Do not type the brackets around the parameters on the command line. Use the following syntax to run NAVW32 with switches:

```
NAVW32 [[pathname] options]
```

| | |
|------------|---|
| pathname | Any drive, folder, file, or combination of these is scanned. If you want to scan a combination of items, use a space to separate the items. You can use wildcards when specifying pathnames for a group of files (for example, NAVW32 A: C:\MYDIR*.EXE). |
| /A | All drives, except drives A: and B:, are scanned. Network drives are scanned if the Allow Network Scanning option is selected in the Scanner Advanced Settings dialog box. |
| /L | All local drives, except drives A: and B:, are scanned. |
| /S[+ -] | All subfolders of any folders specified in the pathname are also scanned. |
| /M[+ -] | Enables (+) or disables (-) scanning of memory (for example, NAVW32 C: /M+ or NAVW32 D: /M-). |
| /MEM | Only memory is scanned. |
| /B[+ -] | Enables (+) or disables (-) scanning of boot records (for example, NAVW32 A: /B+ or NAVW32 B: /B-). |
| /BOOT | Only the boot records of the specified drives are scanned. |
| /NORESULTS | No scan results are reported on screen. Used for scheduled or unattended scans. |

Examples of usage

- To scan all .EXE files in your GAMES folder, type:
`NAVW32 C:\GAMES*.EXE`
- To scan the GAMES folder on your hard disk, your D: drive, and the file C:\SAMPLES\SAMPLE.EXE, use the Run command and type the following:
`NAVW32 C:\GAMES D: C:\SAMPLES\SAMPLE.EXE`
If C:\SAMPLES is the current folder, type:
`NAVW32 C:\GAMES D: SAMPLE.EXE`
- To scan a folder on the network drive P: called PROGRAMS and all of its subfolders, type:
`NAVW32 P:\PROGRAMS /S`
- To scan memory only, type:
`NAVW32 /MEM`
- To scan only the boot records of drives C: and A: type:
`NAVW32 C: A: /BOOT`
- To specify paths with long filenames that contain spaces, use double quotes:
`NAVW32 "C:\Homework Helper"`

Symantec Service and Support Solutions

Symantec is committed to excellent service worldwide. Our goal is to provide you with professional assistance in the use of our software and services, wherever you are located.

Technical Support and Customer Service solutions vary by country. If you have questions about the services described below, please refer to the section "Worldwide Service and Support" at the end of this chapter.

Registering your Symantec product

To register your Symantec product, please complete the registration card included with your package and drop the card in the mail. You can also register via modem during the installation process (if your software offers this feature) or via fax to (800) 800-1438 or (541) 984-8020.

Virus definitions update disk

If you don't have a modem to obtain virus definitions files using the Internet, CompuServe, America Online, or the Symantec BBS, you can order regular updates from Symantec to arrive by mail. This service requires a fee.

To order, do one of the following:

- In the United States, call (800) 441-7234.
- Outside the United States, contact your local Symantec office or representative.

Technical support

Symantec offers an array of technical support options designed for your individual needs to help you get the most out of your software investment.

World Wide Web

The Symantec World Wide Web site (<http://service.symantec.com/region>) is the doorway to a set of online technical support solutions where you will find the following services:

Interactive problem solver

Symantec's online interactive problem solver (known as the Support Genie) helps you solve problems and answer questions about many Symantec products.

Chat Now!

Chat Now! provides customers with the ability to discuss technical issues with a Support Analyst in “real time” over the Internet, using text, files, and HTML.

Product knowledgebases

Product knowledgebases enable you to search thousands of documents used by Symantec Support Technicians to answer customer questions.

FAQs

Frequently Asked Questions documents, also known as FAQs, list commonly asked questions and clear answers for specific products.

Discussion groups

Discussion groups provide a forum where you can ask questions and receive answers from Symantec online support technicians.

FTP

Point your web browser to **<http://ftp.symantec.com>** to search for and download technical notes and software updates. You can also click the LiveUpdate button in programs enabled with this feature to automatically download and install software updates and virus definitions.

Other Symantec support options include the following:

- | | |
|---------------------------------------|--|
| America Online | Type Keyword: SYMANTEC to access the Symantec forum. |
| CompuServe | Type GO SYMANTEC to access the Symantec forum. |
| Symantec BBS | Set your modem to 8 data bits, 1 stop bit, no parity and dial (541) 484-6669. |
| Automated fax retrieval system | To receive general product information, fact sheets and product upgrade order forms directly to your fax machine, please call our Customer Service fax retrieval system at (800) 554-4403 or (541) 984-2490. For technical application notes, please call our Technical Support fax retrieval system at (541) 984-2490 and select option 2. |

**StandardCare
Support**

If you can't access the Internet, take advantage of your 90 days of free telephone technical support (from the date of your first call) at no charge to all registered users of Symantec software.

Please see the back of this manual for the support telephone number for your product.

**PriorityCare and
PlatinumCare
Support**

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7/98

Norton AntiVirus for Windows 95/98

Disk Exchange and/or Replacement Form

DISK EXCHANGE: Norton AntiVirus for Windows 95/98 is available on 3.5" high-density disks. If you purchased a product that does not contain the correct disk size for your computer, you may exchange the disk. Fill out Section A and return 1) this form, 2) your original disk, 3) a shipping and handling payment of \$4.95, to the address below.

DISK REPLACEMENT: After your 60-Day Limited Warranty, if your disk or CD-ROM becomes unusable, fill out Sections A & B and return 1) this form, 2) your damaged disk, 3) your payment (see pricing below, add sales tax if applicable), to the address below to receive replacement disks. *DURING THE 60-DAY LIMITED WARRANTY PERIOD, THIS SERVICE IS FREE.* You must be a registered customer in order to receive disk replacements.

SECTION A - FOR DISK EXCHANGE AND REPLACEMENT

Please send me: 3.5" high-density disk (exchange only) CD-ROM (replacement)

Name _____

Company Name _____

Street Address (No P.O. Boxes, Please) _____

City _____ State _____ Zip/Postal Code _____

Country* _____ Daytime Phone _____

Software Purchase Date _____

*This offer limited to U.S., Canada, and Mexico. Outside North America, contact your local Symantec office or distributor.

SECTION B - FOR DISK REPLACEMENT ONLY

Briefly describe the problem: _____

Disk Replacement Price \$ 10.00
Sales Tax (See Table) _____
Shipping & Handling \$ 4.95
TOTAL DUE _____

SALES TAX TABLE: AZ (5%), CA (7.25%), CO (3%), CT (6%), DC (5.75%), FL (6%), GA (4%), IA (5%), IL (6.25%), IN (5%), KS (4.9%), LA (4%), MA (5%), MD (5%), ME (6%), MI (6%), MN (6.5%), MO (4.225%), NC (6%), NJ (6%), NY (4%), OH (5%), OK (4.5%), PA (6%), SC (5%), TN (6%), TX (6.25%), VA (4.5%), WA (6.5%), WI (5%). Please add local sales tax (as well as state sales tax) in AZ, CA, FL, GA, MO, NY, OH, OK, SC, TN, TX, WA, WI.

FORM OF PAYMENT ** (Check One):

Check (Payable to Symantec) Amount Enclosed \$ _____ Visa Mastercard American Express

Credit Card Number _____ Expires _____

Name on Card (please print) _____ Signature _____

**U.S. Dollars. Payment must be made in U.S. dollars drawn on a U.S. bank.

MAIL YOUR DISK EXCHANGE AND/OR DISK REPLACEMENT ORDER TO:

Symantec Corporation
Attention: Order Processing
175 West Broadway
Eugene, OR 97401-3003

Please allow 2-3 weeks for delivery within the U.S.

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SYMANTEC™

Potential Virus Submission Procedure

If you suspect your system has been infected by an unknown virus, complete the requested information on this form. Then follow the procedure on the back of the form to create a "virus sample" floppy disk. Send the form and the floppy disk to Symantec at the address below. The Symantec AntiVirus Research Center will analyze your disk and inform you of the results. This is a free service provided to Norton AntiVirus customers as part of Symantec's commitment to virus-free computing.

Symantec AntiVirus Research Center
2500 Broadway, Suite 200
Santa Monica, CA 90404

Do *not* write "Contains Live Virus" on the envelope or disk mailer (this upsets the post office). All disks become property of Symantec and will be destroyed.

Please provide the following information:

Operating System:

DOS (version _____) Windows 95/98 Windows NT Windows 3.x

Have you loaded the most recent virus definitions?

Yes (date of VIRSCAN.INF file _____) No (date of VIRSCAN.INF file _____)

Has any other scanner identified a virus?

Yes (name and version of scanner _____ virus reported _____) No

Describe the observed virus behavior with as much detail as possible (include infected products, versions, and component information):

Your Name _____

Company Name _____

Street Address _____

City _____ State _____ Zip/Postal Code _____

Country _____ Daytime Phone _____

Fax _____ Email Address _____

Creating a Virus Sample Floppy Disk

If Norton AntiVirus reports that a file is infected with an unknown virus, or if you suspect that a program or document is infected, you can send it to the Symantec AntiVirus Research Center (SARC) for analysis.

Note: For Windows 95/98 and Windows NT, you can Quarantine a suspicious file and send it to SARC via the Internet for analysis. For more information, see "Submitting a file to SARC for analysis" in this guide.

Have you updated your virus definitions file to the most recent version? See "Keeping virus protection current" in this guide for directions to receive the most recent virus definitions file. Then scan again. If you still think you have an unknown virus infection, use the following procedure to create a "virus sample" floppy disk. The Symantec AntiVirus Research Center (SARC) will examine the disk and contact you with the results. This is a free service provided to Norton AntiVirus users.

To create a virus sample floppy disk:

- 1 Start the potentially infected system from its own hard drive.

Windows 95/98: Press function key F8 before Windows starts and choose "Safe mode command prompt only" from the on-screen menu.

- 2 Format a floppy disk with the potentially infected operating system.

From the DOS prompt, type `FORMAT A: /S` and press Enter.

- 3 Do one of the following:

- Windows 3.1/DOS: Copy MODE.COM, MEM.EXE, KEYB.COM, and XCOPY.EXE from your C:\DOS folder to the floppy disk.
- Windows 95/98: Copy MODE.COM, MEM.EXE, KEYB.COM, and XCOPY.EXE from your C:\WINDOWS\COMMAND folder to the floppy disk.
- Windows NT: Copy COMMAND.COM, CMD.EXE, MODE.COM, MEM.EXE, and MORE.EXE from \Winnt\system32 to the floppy disk.

- 4 Type `A:` and press Enter to change to the A: drive.

- 5 Type `PATH;` and press Enter (don't forget the semicolon) to remove the path from the environment temporarily.

- 6 Run the programs (ignore any screen messages). The engineers will be able to determine if they become infected. For example,

- Type `A:MODE` and press Enter.
- Type `A:MEM` and press Enter.
- Type `A:XCOPY` and press Enter.

- 7 Program viruses: Copy any files that you suspect are infected to the floppy disk in the A: drive.

Word macro viruses: Copy any documents that you suspect are infected, along with NORMAL.DOT from the TEMPLATE directory, to the floppy disk in the A: drive.

Excel macro viruses: Copy any worksheets that you suspect are infected, along with any files in the XLSTART directory, to the floppy disk in the A: drive..

- 8 Label the floppy disk with your name, address, telephone number, and the date of its creation. Write "Potential Virus" on the disk label.

- 9 Complete and send the form on the previous page with the floppy disk to Symantec.

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