



Installing and Configuring Norton AntiVirus 11 for Macintosh

Introduction

Computing Services and Systems Development recommends that all students, faculty, and staff with Macintosh computers use Norton AntiVirus 11 to protect their computers against viruses and other security threats. Norton AntiVirus 11 is available from CSSD Software Licensing Services (204 Bellefield Hall). It can be installed from the PittNet Complete CD and can also be downloaded at software.pitt.edu. Faculty and staff can also download it from the **Secure Your Data** portal community at My Pitt (my.pitt.edu).

This document explains how to download and install Norton AntiVirus 11 on a Macintosh-based computer, run LiveUpdate, and run both manual and automated virus scans on your computer.

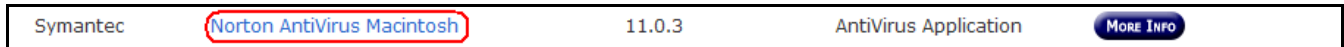
Important: Please be advised that CSSD recommends uninstalling any existing anti-virus software on your computer, including previous versions of Norton AntiVirus, *prior to* installing this version of Norton AntiVirus.

Downloading Norton AntiVirus 11 for Macintosh

Norton AntiVirus can be downloaded from software.pitt.edu by following the steps below.

Note: If you are installing Norton AntiVirus from the PittNet Complete CD, skip the steps in this section. If you are downloading Norton AntiVirus from the **Secure Your Data** portal community at my.pitt.edu, proceed to step 5 below.

1. Open a Web browser to software.pitt.edu and click the **Log In** button.
2. Enter your University Computing Account username and password and click **Log In**.
3. Select **Norton** as the vendor, **Anti-virus** as the category, and **Macintosh** as the platform. Click **Search this site**. A new page will display that lists the results for the criteria you have selected. Click on the words **Norton AntiVirus Macintosh**.



4. A **Choose Files to Download** pop-up window will display. Click the **Norton AntiVirus Macintosh** link for the **NortonAntiVirusCorp.mpkg.zip** file.
5. A **Downloads** window will display and after a few moments the Norton .zip file will begin to download then decompress into a folder on your desktop. You may be prompted with a warning that the Norton AntiVirusCorp.mpkg file contains an application. If you receive this message, click **Continue**. This file is safe to download.



- Once the file is downloaded, close the **Downloads** window by clicking the red **circle** in the upper left corner.
- When the download is complete, a **Welcome to the Norton AntiVirus 11.0.3, Important Information** page is displayed. For now minimize this window and close any other open browser windows.

Uninstalling Existing Anti-virus Software

Before installing Norton Antivirus Macintosh, you must first uninstall any existing anti-virus software on your computer, including previous versions of Norton AntiVirus. To uninstall software, complete the following steps.

- Locate the AntiVirus software on the computer and drag it to the **Trash**.
- In the **Confirm** window, click **Uninstall** to confirm that you want to uninstall your old AntiVirus application.

Note: An **Authenticate** window will appear. Type your username and password in the text fields. You must have administrative rights and enter administrative account information into the two text fields in order to uninstall previous AntiVirus software from your computer. Once this information is entered, click **OK**.



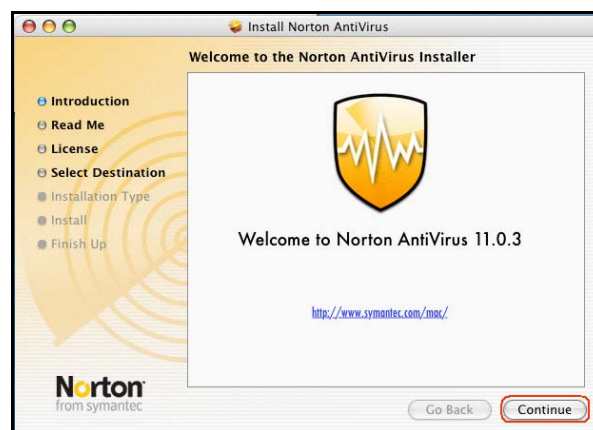
- A status window displays showing the steps that the uninstaller took to remove the software.
- Click **Finder** from the Macintosh menu bar then scroll down and click **Empty trash....**
- Confirm your decision to remove items from the **Trash** by clicking **OK**.

Installing Norton AntiVirus 11

To install Norton AntiVirus, close any software applications that you have open and complete the following steps:

- Maximize the **Welcome to the Norton AntiVirus Installer** screen from the dock, click **Continue**.

Note: If you closed this file, locate and click the **NortonAntiVirusCorp.mpkg.zip** installer file you downloaded to re-launch installation wizard.



2. An **Important Information** screen appears. Click **Continue**.
3. At the Software License Agreement window, click **Continue** then click **Agree**.
4. Select the hard drive on which you wish to install the software by clicking the image. A grey circle will surround the selected hard drive. Click **Continue**.



5. Click **Install**.

Note: An **Authenticate** window will appear. Type your username and password in the text fields. You must have administrative rights and enter administrative account information into the two text fields in order to install the software on your computer. Once this information is entered, click **OK**.

6. If you have open software applications, you should close them before continuing with the installation. To proceed with the installation, click **Continue Installation**.
7. A Live Update window will ask you if you want to bring your software up to date. Click **Yes**.
8. The installation will finish. Click **Restart**.

Run a LiveUpdate Manually or Automatically using Norton AntiVirus 11

LiveUpdate downloads and installs the latest virus definition updates. While you can run LiveUpdate manually, it is a good idea to set LiveUpdate to automatically search for Norton product updates.

Note: CSSD recommends that you set up LiveUpdate to run automatically *at least daily* and search for *all Norton product updates*.

To run LiveUpdate, navigate to the Norton Antivirus folder and complete the following steps.

1. Double click on the hard drive location for Norton AntiVirus.



2. Double click the **Applications** folder.

3. Double click the **Symantec Solutions** folder.

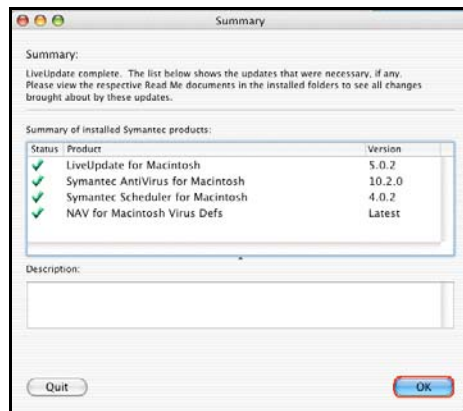


Then make one of the following choices:

A. Run LiveUpdate Manually

1. Double click **LiveUpdate**.
2. Click **Update Everything Now**. LiveUpdate downloads and installs the latest virus definition updates.

Note: A **Summary** window shows information about the completed updates. Click **OK**.

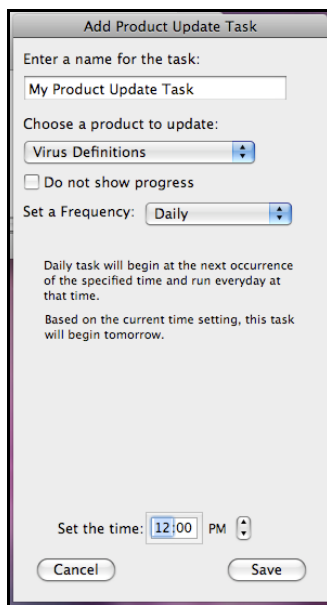


3. Quit Norton AntiVirus and close any open Norton folders.

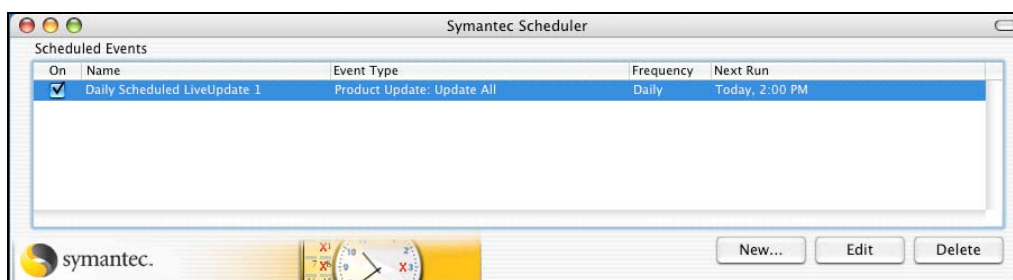
B. Schedule LiveUpdate to Run Automatically

1. Double click **Symantec Scheduler**.
2. In the **Symantec Scheduler** window, click **New....**
3. Click **Product Update**.

4. Set the frequency of your LiveUpdate options in the **Add Product Update Task** window and click **Save**.



5. The update will be added to the **Symantec Scheduler** window.



Run Scans Manually or Automatically Using Norton AntiVirus 11

Norton AntiVirus can be used to run scans that are manually completed or set to be performed as part of a maintenance schedule. When Norton AntiVirus is installed on your computer it is not automatically configured to scan for new definitions.

Note: CSSD recommends that you schedule a scan of all the contents on your computer on a daily basis. The software comes preconfigured to scan any files downloaded from the Internet and from media sources that are opened (such as CDs or flash drives). *You should schedule scans when your computer is turned on and when it is convenient for them run.*

To perform a scan, navigate to the **Symantec Solutions** folder:

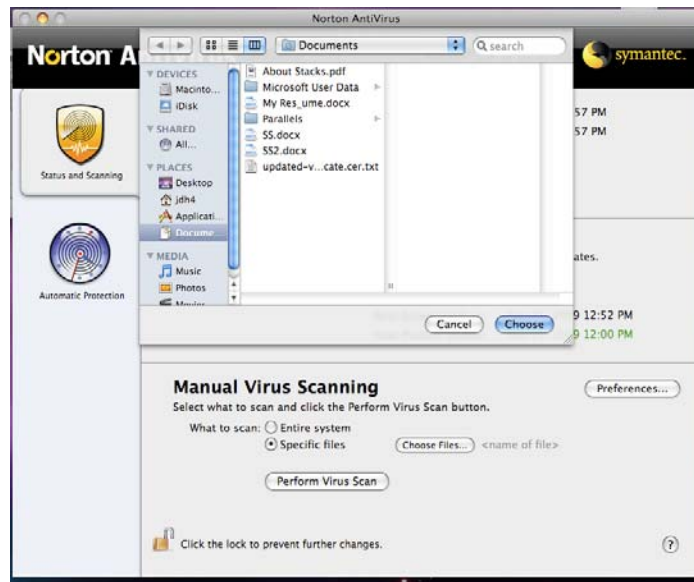
1. Double click on the hard drive location for Norton AntiVirus.
2. Double click the **Applications** folder.
3. Double click the **Symantec Solutions** folder.



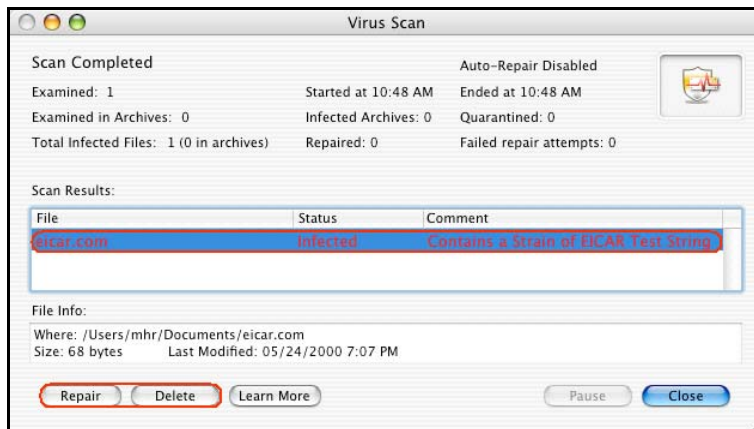
Then make one of the following two choices:

A. Schedule a Manual Scan

1. Double click **Norton AntiVirus**.
2. Go to the **Manual Virus Scanning** section, select **Specific files**, then the **Choose Files...** button to locate and choose the individual file to scan.



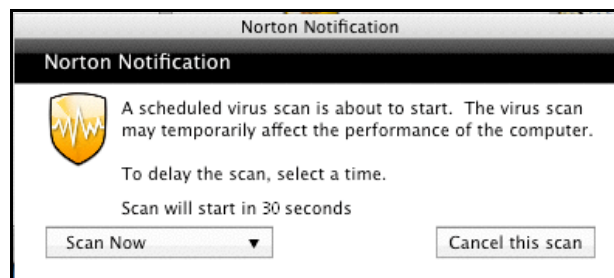
3. Click the **Perform Virus Scan** button to perform a scan.
4. A **Virus Scan** window indicates the scan's progress. From this window, select any files that contain viruses and click **Repair**. Files that cannot be repaired are placed in quarantine. You may also select any files that cannot be fixed, click **Delete**, and confirm your decision to remove them.



5. Click **Close**, quit Norton AntiVirus, and any open Norton folders.

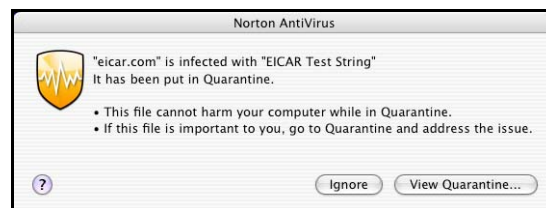
B. Schedule an Automatic Scan

1. Double click **Symantec Scheduler**.
2. In the **Symantec Scheduler** window, click **New...**
3. Click **AntiVirus Scan**.
4. In the **Add AntiVirus Scan Task** window, select the type of scan you want to run and its frequency. Click **Save**.
5. The scan will be added to the **Symantec Scheduler** window.
6. Before a scheduled scan, a **Norton AntiVirus Scheduled Scan** appears indicating that a scan is about to occur in 30 seconds. Wait for the scan to begin or click **Scan Now**.

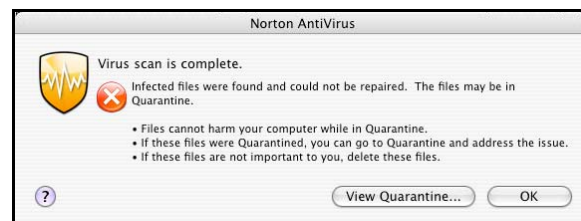


7. The scan will run.

If the scan finds a virus infected file or is unsuccessful at repairing it, it will automatically be quarantined. You will receive notification in a **Norton AntiVirus Alert** window. You can attempt to repair the file by clicking **View Quarantine...** or you can close the window by clicking **Ignore**.



You will receive a further notification alert about whether or not the repair was successful. Click **OK**.



Get Help

The Technology Help Desk at 412 624-**HELP** [4357] is available 24 hours a day, seven days a week to answer your technology-related questions. Questions can also be submitted via the Web at technology.pitt.edu.