

Contents at a Glance

<i>Introduction</i>	1
<i>Book I: Norton Essentials</i>	7
Chapter 1: Getting to Know Norton Products.....	9
Chapter 2: Norton Products and PC Health	19
Chapter 3: PC Anatomy 101.....	33
Chapter 4: Overcoming Your Windows Pain.....	55
Chapter 5: Detecting the Differences between Norton Suites and Standalones	65
Chapter 6: Taking Precautions.....	71
Chapter 7: Coping with Activation Woes.....	91
<i>Book II: Norton Suites</i>	101
Chapter 1: Getting Started with Norton SystemWorks.....	103
Chapter 2: Upgrading from an Older Version	119
Chapter 3: Using Norton Internet Security.....	125
<i>Book III: Norton Utilities</i>	145
Chapter 1: Giving Your PC a One Button Checkup.....	147
Chapter 2: Improving Disk Performance with Norton Speed Disk.....	159
Chapter 3: Diagnosing Drive Symptoms with Norton Disk Doctor	171
Chapter 4: Consulting with Norton System Doctor	185
Chapter 5: Curing Windows Coughs with Norton WinDoctor	197
Chapter 6: Trimming Down Unnecessary Files	213
<i>Book IV: Norton GoBack and Ghost</i>	223
Chapter 1: Eliminating the Oops Factor with GoBack	225
Chapter 2: Configuring Norton GoBack.....	237
Chapter 3: Rescuing Your System with GoBack	257
Chapter 4: Snapping a Smart Drive Image.....	271
Chapter 5: Optimizing Your Image Results	281
Chapter 6: Summoning Your Ghost.....	285
Chapter 7: Exorcising Your Ghost CD/DVD	295
Chapter 8: Getting Past the [Bleep] Factor in Starting Over with Ghost	309

<i>Book V: Norton AntiSpam</i>	317
Chapter 1: Getting the Skinny on Spam.....	319
Chapter 2: Canning the Spam.....	325
Chapter 3: Configuring Norton AntiSpam	335
Chapter 4: Controlling Your E-Mail.....	349
Chapter 5: Evaluating Your Results.....	363
<i>Book VI: Norton AntiVirus</i>	371
Chapter 1: Arming the Repel Shields on Viruses and Trojans.....	373
Chapter 2: Are You Infected?.....	391
Chapter 3: Quarantining, Repairing, and Deleting Infections	403
Chapter 4: Choosing Your Scanning Options.....	417
Chapter 5: Automating and Updating Your Scanner	433
Chapter 6: Snooping on the Snoopers: Spyware and Adware	445
Chapter 7: Threat Monitoring and Tweaking Norton AntiVirus	459
<i>Book VII: Norton Internet Control Tools</i>	471
Chapter 1: Barricading Yourself with Norton Personal Firewall	473
Chapter 2: Quarantining Yourself with Privacy Control.....	491
Chapter 3: Taking Advantage of Parental Control	501
Chapter 4: Using Password Manager to Keep Your Password Under Wraps.....	513
Chapter 5: Employing Password Manager to Keep Prying Eyes off Your Credit Cards	529
<i>Book VIII: Norton PartitionMagic</i>	539
Chapter 1: Intro to Disk Partitioning.....	541
Chapter 2: Creating a Partition	549
Chapter 3: Resizing a Partition	569
Chapter 4: Copying a Partition	583
Chapter 5: Removing a Partition	589
<i>Book IX: Norton CleanSweep</i>	597
Chapter 1: Cleaning Your Drive(s)	599
Chapter 2: When Web Browsing Makes a Mess	613
<i>Index</i>	623

Table of Contents

.....

***Introduction*..... 1**

About This Book.....	1
Foolish Assumptions	2
Conventions Used in This Book	2
How This Book Is Organized.....	4
Book I: Norton Essentials	4
Book II: Norton Suites	4
Book III: Norton Utilities	4
Book IV: Norton GoBack and Ghost	4
Book V: Norton AntiSpam.....	4
Book VI: Norton AntiVirus.....	5
Book VII: Internet Control Tools	5
Book VIII: Norton PartitionMagic	5
Book IX: Norton CleanSweep	5
Icons Used in This Book.....	5
Where to Go from Here.....	6

***Book 1: Norton Essentials*..... 7**

Chapter 1: Getting to Know Norton Products 9

Norton: A Name Long Associated with PC Care.....	9
Knowing Your Norton Products	10
Antivirus protection.....	12
Comprehensive Internet security.....	12
Drive diagnosis, management, maintenance, and repair	13
E-mail management and protection	15
Keeping Windows happy.....	16

Chapter 2: Norton Products and PC Health 19

Diagnosing Drive Problems.....	20
Cleaning Up Drives from Poor Maintenance.....	21
Wrestling with Windows Issues.....	23
Messed-Up PC Syndrome	26
Saving Yourself from Sputtering Performance	26
Doing Battle against Viruses, Pop-up Ads, and Spam.....	27
Stopping Password Insecurity.....	29
Securing Your Privacy	30
When Fear of Disaster Limits What You Do	31

Chapter 3: PC Anatomy 101	33
Adding Up the Sum of the PC Parts	34
Hardware	34
BIOS	36
Operating system	37
Applications	38
Taking the Hard out of Hardware	38
Checking compatibility	38
Understanding why drivers matter so much	40
More about BIOS	41
Keeping your BIOS healthy	41
Updating your BIOS	42
Knowing Your Operating System	43
Figuring out which version of Windows you're running	43
Using the Device Manager	44
Using Windows Update	50
Keeping Your Applications Running	51
Chapter 4: Overcoming Your Windows Pain	55
Understanding How Windows Seems Deceptively Simple	56
Recognizing the Mess That Can Be Left Behind	57
Where Norton Provides Assistance	58
Using WinDoctor to cure what ails you	59
Taking a look at your other options	63
Chapter 5: Detecting the Differences between Norton Suites and Standalones	65
Understanding How Norton Products Are Packaged	65
Figuring out the differences between standalones and suites	66
Deciding whether to buy a suite or a standalone	67
Identifying Which Products You Already Have	67
Through the Start menu	67
From the About window	68
Chapter 6: Taking Precautions	71
Checking Compatibility	71
Between Norton and your Windows version	72
Between Norton and what else you have installed	73
Backing Up Your System	74
When to back up	76
Using Windows Backup	76
Types of backup	80
Scheduling Windows Backup	83
Where to store your backups	84
Restoring from a backup	85

Using System Restore	87
Creating a restore point	87
Restoring your system	88
Turning off System Restore	89

Chapter 7: Coping with Activation Woes 91

What Is Activation?	92
The Basics of Norton Product Activation	92
Activating Your Norton Product	94
Getting Past Activation Problems	98
Typing the wrong product key	98
Not being connected to the Internet	98
Before you call for help	99

***Book 11: Norton Suites* 101**

Chapter 1: Getting Started with Norton SystemWorks 103

What's in the Package?	103
Norton Utilities	103
Norton AntiVirus	104
Norton Ghost	104
Norton GoBack	104
Norton Cleanup	104
Differences between SystemWorks versions and Stand-Alone Packages	104
Starting Norton SystemWorks	105
Using the Extra Features in SystemWorks	107
Running System Optimizer	108
Looking at Process Viewer	109
Comparing your PC speed with PerformanceTest	111
Using Connection Keep Alive	114
Scanning with CheckIt Diagnostics	116

Chapter 2: Upgrading from an Older Version 119

Getting Smart about Upgrading	119
Getting Help Online with Symantec	120
Removing Norton Trialware	122

Chapter 3: Using Norton Internet Security 125

Looking Inside	125
Norton AntiVirus	126
Norton Personal Firewall	126
Norton Privacy Control	126

Norton AntiSpam.....	127
Norton Parental Control.....	129
Are You Mixing and Matching Sets and Packages?.....	129
Norton Accounts and Customizing What You Install and Use.....	130
Launching Norton Internet Security.....	132
Disabling Norton Internet Security.....	134
Configuring Norton Internet Security.....	135
Checking your LiveUpdate settings.....	137
Viewing your firewall setup.....	138
Locating your e-mail settings.....	139
Reviewing Your Norton Internet Security Log.....	139

Book III: Norton Utilities 145

Chapter 1: Giving Your PC a One Button Checkup147

Knowing What Gets Checked.....	148
Starting One Button Checkup.....	148
Customizing and Reviewing Your Checkups.....	152
Scheduling Your Checkup.....	153
Getting a Second Opinion.....	155
Handling problems reported.....	155
Doing your homework.....	157

Chapter 2: Improving Disk Performance with Norton Speed Disk159

The Lowdown on Drive Fragmentation.....	159
How your drive becomes fragmented.....	160
Diagnosing common symptoms.....	160
How often is too often?.....	161
Revving Up with Speed Disk.....	162
Setting your options.....	165
Handling problems.....	169
Overcoming Issues with Use.....	169
Getting Help.....	170

Chapter 3: Diagnosing Drive Symptoms with Norton Disk Doctor171

Visiting the Doctor.....	171
Understanding how Disk Doctor works.....	172
Opening Norton Disk Doctor.....	172
Configuring Norton Disk Doctor.....	173
Taking your tests.....	176
Curing your problems.....	179
Knowing What to Do If You Can't Get Disk Doctor to Run.....	180

Chapter 4: Consulting with Norton System Doctor185

- Giving Your System the Once-Over.....185
 - Understanding how Norton System Doctor operates186
 - Knowing what Norton System Doctor examines.....187
- Opening Norton System Doctor187
- Getting the Diagnosis.....188
 - Running Norton System Doctor.....188
 - Adding or removing sensors.....189
 - Updating sensor readings191
 - Checking sensor history.....192
- Configuring Norton System Doctor193
 - Setting Norton System Doctor to start automatically193
 - Having Norton System Doctor send alerts.....193
 - Telling the doctor what to do194

Chapter 5: Curing Windows Coughs with Norton WinDoctor197

- Understanding What WinDoctor Does197
- Running WinDoctor.....198
- Responding to Problems199
 - Repairing all problems at once.....202
 - Repairing problems one at a time203
 - Ignoring a problem204
 - Taking an Advanced view206
- Deciding Which Tests to Run.....207
- Rewriting History209

Chapter 6: Trimming Down Unnecessary Files213

- What Happens When You Delete Files.....213
 - The mechanics of file removal.....214
 - Thinking before you click.....215
- Using Norton Protected Recycle Bin216
 - Configuring Norton Protected Recycle Bin.....217
 - Empty Recycle Bin and protected files.....220
- Recovering Files through the UnErase Wizard.....221

Book IV: Norton GoBack and Ghost.....223

Chapter 1: Eliminating the Oops Factor with GoBack225

- The Concept Behind GoBack-Style Programs225
- Comparing and Making Your Choices226
 - Weighing Windows System Restore against Norton GoBack.....226
 - Installing Norton GoBack228
 - Disabling System Restore232
- Evaluating Your Situation.....233
 - Knowing your limitations234
 - Trying other options.....235

Chapter 2: Configuring Norton GoBack	237
Tweaking Your Configuration	238
Clearing Your GoBack History	240
Protecting Your Work	241
Taking Advantage of AutoBack Protection	243
Before you start	244
Turning on AutoBack	244
Going back with AutoBack	247
About Turning Off GoBack	247
Troubleshooting Your GoBack Setup	250
Using the Norton GoBack Boot menu	250
Knowing what you can't do	251
Turning off Norton GoBack	252
Turning Norton GoBack on again	253
Repairing Norton GoBack	254
Removing Norton GoBack	255
Chapter 3: Rescuing Your System with GoBack	257
Knowing It's Time to GoBack	257
Checking Your Options	258
Taking the Right Steps	259
Disk Drive Restore	260
Advanced Disk Drive Restore	261
Catching Mistakes	263
Post-Restore File Rescue	263
Disk Drive Compare	267
File and Version Rescue	269
Chapter 4: Snapping a Smart Drive Image	271
The Big Benefits of Norton Ghost	271
You can get back to work or play quickly	272
You can store copies off your hard disks	274
It keeps track of what you need to back up	274
The Job of Norton Ghost	275
Configuring Ghost for Your Needs	277
Performing System Maintenance	278
Chapter 5: Optimizing Your Image Results	281
Knowing the Best Times to Image Your Drive	281
When your system is fresh	282
When the system works well	282
Before making big changes	282
Knowing When Not to Image	283

Chapter 6: Summoning Your Ghost	285
Coming Up with a Backup Plan	285
Knowing How a Ghost Backup Works for You	286
Working with Norton Ghost	287
Ghost's two views	288
Your recording medium	292
 Chapter 7: Exorcising Your Ghost CD/DVD	 295
Making Your Ghost Backup	295
Creating a backup job	299
Acting on your backup job list	304
Reviewing your backup facts	304
Restoring a Backup	305
Restoring a drive	305
Restoring files and folders	307
 Chapter 8: Getting Past the [Bleep] Factor in Starting Over with Ghost	 309
Starting Over with Ghost	309
Making a drive copy	310
Reformatting your hard drive	312
Booting in an Emergency	314
What Else You Need to Do	315

Book V: Norton AntiSpam **317**

Chapter 1: Getting the Skinny on Spam	319
Understanding the Sheer Volume of the Problem	320
Netiquette: E-Mailing Responsibly	322
 Chapter 2: Canning the Spam	 325
Knowing How Your E-Mail Address Gets onto Spam Lists	325
Getting what you ask for	326
Falling for the bait-and-spam approach	327
Getting sold out	327
Broadcasting your address	328
Responding to spam	328
Seeing How Norton Products Can Help	329
What Else You Can Do	331
Don't leave your e-mail address on the bathroom wall	331
Get a spare	331
Tricking the spam artists	332

Chapter 3: Configuring Norton AntiSpam	335
Setting Up Norton AntiSpam.....	336
Identifying the settings you can change.....	336
Telling AntiSpam how to work.....	338
Using Important AntiSpam Features.....	339
Setting up an Allowed List.....	339
Creating a Blocked List.....	340
Analyzing mail with Outbound Training.....	342
Watching the language.....	343
Laying down the spam laws.....	344
Using LiveUpdate	345
Blocking ads.....	346
Chapter 4: Controlling Your E-Mail	349
Have We Met? Introducing AntiSpam to Your E-Mail Software.....	349
Setting E-Mail Options	351
Scanning	352
Filtering.....	352
Client Integration.....	353
My Addresses.....	354
Yahoo! Mail.....	354
AutoBlock.....	356
Using AntiSpam with Outlook Express.....	356
Marking messages	357
Moving messages	358
Emptying the trash.....	358
Getting better organized.....	360
Chapter 5: Evaluating Your Results	363
Identifying Problems or Weaknesses.....	363
Consulting your statistics	364
Figuring out what to do when the wrong e-mail gets blocked.....	365
Handling an increase in the amount of spam	366
Revising the Blocked List	367
Using LiveUpdate.....	368
Changing the Way AntiSpam Blocks Ads	369

Book VI: Norton AntiVirus.....**371**

Chapter 1: Arming the Repel Shields on Viruses and Trojans	373
Viruses, Worms, and Trojans — Oh My!.....	373
Vindictive viruses.....	374
The diabolical worm	375
Beware of Trojans bearing gifts	376

Using Norton and Other Resources to Find Out More	376
Using the Virus Encyclopedia	380
Being aware of current threats	382
Other resources	383
How You Get Infected	385
Opening e-mail	385
Downloading files	386
Browsing the Web.....	386
Sharing disks.....	388
Reducing Your Overall Risk	389
Watching what you do and where you go	389
Using authorized sites for downloads	390
Trusting no one!.....	390
Keeping Fear from Ruining Your PC Experience	390
Chapter 2: Are You Infected?	391
Recognizing Common Symptoms of Infection.....	391
Knowing What to Do When You Suspect an Infection	392
Dealing with Viruses That Disable Norton AntiVirus	393
Preparing for Emergencies: Creating the Basic Rescue and Emergency Boot Disk Set.....	395
Getting the file you need	395
Creating your disks	397
Using your disks	397
Performing a Scan	398
Chapter 3: Quarantining, Repairing, and Deleting Infections	403
Coping With the Bad News	403
Getting the results of your scan	404
Understanding quarantines	406
Letting Norton AntiVirus remove the file.....	407
Working with quarantined and deleted files	408
Setting up exclusions	411
Figuring Out What to Do if AntiVirus Can't Repair an Infected File.....	412
Preventing Reinfection	415
Chapter 4: Choosing Your Scanning Options	417
Understanding the Pros and Cons of Automation	417
Telling Norton What to Do	418
Viewing your current setup.....	418
Temporarily disabling AutoProtect.....	419
Enabling SmartScan	420
Configuring for Instant Messaging and E-Mail.....	421
Instant messages	422
E-mails.....	422
Protecting Yourself from Internet Worms	424

Customizing Your Scans	427
Creating custom scans.....	428
Running a custom scan.....	430
Editing your custom scan settings.....	430
Deleting a custom scan.....	431
Chapter 5: Automating and Updating Your Scanner	433
Scheduling Your Virus Checking	433
Scheduling your scan.....	435
Scheduling your custom scan.....	437
Using LiveUpdate	439
Knowing what you face.....	439
Performing a LiveUpdate.....	440
Using LiveUpdate Express Mode.....	442
Figuring out what to do when LiveUpdate doesn't work	443
Chapter 6: Snooping on the Snoopers: Spyware and Adware	445
Knowing Who's Watching You	445
Spyware, adware, and snoopware defined.....	446
What spyware and adware does.....	447
Looking over your shoulder for snoopware	448
The difficulty in removing spyware, adware, and snoopware.....	451
Configuring Norton AntiVirus to Scan.....	453
Understanding the limitations.....	454
Setting your options.....	454
Watching your threats	454
Trying Other Options	456
Chapter 7: Threat Monitoring and Tweaking Norton AntiVirus . . .	459
Using Log Viewer to Investigate Your Threats	459
Viewing your Log.....	459
Exporting your Log.....	466
Analyzing Your Scan Summaries	466
Tweaking Norton AntiVirus	467
Knowing when to throttle back	467
Knowing when to let Norton scan more.....	468
 Book VII: Norton Internet Control Tools	 471
Chapter 1: Barricading Yourself with Norton Personal Firewall . . .	473
Taking the Fear out of Being Close	473
The job of a firewall.....	474
How Norton Personal Firewall is different	
from the Windows firewall.....	474
Potential side effects.....	476

Raising Your Shields	479
Testing your connectivity.....	479
Testing your overall security	480
Tweaking it just right	485
Disabling or turning off the firewall	489
Chapter 2: Quarantining Yourself with Privacy Control	491
Establishing Privacy Control through Norton.....	491
Configuring the Basics.....	492
Adding your private information.....	494
Tweaking advanced options	495
Performing a Follow-Up Exam	496
Chapter 3: Taking Advantage of Parental Control	501
Controlling What Your Kids and Strangers See.....	501
Setting Up Parental Control	503
Logging on as Supervisor	503
Running the Parental Control Wizard	504
Turning on Parental Control	507
Tweaking your Parental Control settings	507
Testing your accounts	510
Chapter 4: Using Password Manager to Keep Your Password Under Wraps	513
Shh! Can You Keep Your Passwords a Secret?.....	513
Creating smart passwords	514
Protecting your password.....	515
Avoiding password detection	515
Managing Your Private Information.....	516
Creating your profile.....	517
Setting a default profile.....	518
Editing your profile	519
Signing into your profile	520
Switching between profiles	520
Changing Password Manager options	521
Adding additional profiles	522
Using your account	522
Exiting Norton Password Manager.....	525
Using LiveUpdate	526
Chapter 5: Employing Password Manager to Keep Prying Eyes off Your Credit Cards	529
Fighting Off the Frauds	529
Adding Your Credit-Card Data	531
Adjusting Your Security Level	533
Using Your Stored Profile and Credit-Card Details.....	535
Updating Your Info	537

Book VIII: Norton PartitionMagic539

Chapter 1: Intro to Disk Partitioning541

What Disk Partitioning Does.....	541
Preparing a new drive for use.....	543
Organizing with more partitions	543
Recovering slack space	543
Saving time with smaller drives	544
How PartitionMagic Differs from FDISK	545
What is FDISK?	545
How is PartitionMagic better?	546

Chapter 2: Creating a Partition549

Launching PartitionMagic.....	549
Getting comfortable with the PartitionMagic window	550
Opening PartitionMagic tools.....	554
Creating Rescue Diskettes.....	555
Creating your rescue diskette set.....	555
Using your rescue diskette set	556
Checking Your Drives	557
Knowing Your Partition Types.....	559
Deciding How to Divide Available Space.....	560
Choosing Your PartitionMagic Operations	561
Creating Your Partition.....	562
Setting the partition to active status	564
Creating a backup partition	565
Knowing what else you need to do	567

Chapter 3: Resizing a Partition569

Analyzing Your Situation.....	570
Determining How to Adjust Drive Space.....	571
Resizing and Moving Your Partitions	574
Redistributing Free Space	577
Splitting or Merging Partitions	578
Using DriveMapper	581
Changing Drive Letters.....	582

Chapter 4: Copying a Partition583

Knowing How You Can Use a Partition Copy.....	583
Creating a Partition Copy.....	584
Converting Partitions	586

Chapter 5: Removing a Partition589

- Deleting for the Right Reasons589
 - When to delete a partition590
 - When not to delete a partition591
- Moving Your Data Elsewhere591
- Removing Your Partition591
- Recovering a Deleted Partition594
- Hiding and Unhiding Partitions594

Book IX: Norton CleanSweep597

Chapter 1: Cleaning Your Drive(s)599

- Steering Around the Potholes600
- Getting CleanSweep Up and Running601
- Deleting Files You Don't Need606
- Clearing Out the Crud Left Over from Programs607
- Restoring from the Archive.....609
- Storing Program Backups.....610

Chapter 2: When Web Browsing Makes a Mess613

- Digging a Little Deeper613
 - How's your cache flow?614
 - The debris left behind614
 - Cut the nose off your snoops.....615
 - Knowing the performance hit615
- Deciding What Needs to Go615
- Clearing Out616
 - Doing deeper cleaning617
 - Protecting files from certain sites618
 - Removing Internet programs and plug-ins618
- Using Smart Sweep and Internet Sweep620
- Checking Your CleanSweep Log621

Index623

