

Index

A

- About window, product identification, 68–69
- Activate by Phone option, 99
- activation
 - about, 91–92
 - Activate by Phone option, 99
 - dates, 93
 - Internet connection, 98–99
 - problems, 98–99
 - product keys, 92–94, 98
 - trail versions, 96–98
 - troubleshooting, 99
- active status partitions, PartitionMagic, 564–565
- ActiveX controls, 617
- Activity Log, Norton AntiVirus, 379–380
- Ad-Aware, LavaSoft, 457
- Ad Blocking, Norton AntiSpam, 369–370
- Add New Hardware Wizard, 35–36
- adding
 - sensors, Norton System Doctor, 189–191
 - to Windows Startup, Norton Disk Doctor, 174–175
- adjusting
 - drive space, partitions, 571–573
 - security level, Norton Password Manager, 533–535
- administrator passwords, Norton GoBack, 241–243
- ads, blocking, 346–348
- adult login, Norton Parental Control, 506
- Advanced Disk Drive Restore, Norton GoBack, 261–263
- Advanced view
 - Norton Ghost Backup, 288–291
 - Norton WinDoctor, 206–207
- adware
 - about, 445–446
 - legality, 449
 - other options, 456–457
 - removing, 451–453
 - what it does, 447–448
- alerts, Norton System Doctor, 193–195
- Allowed List, Norton AntiSpam, 339–340
- analyze situations, resizing partitions, 570–571
- antispam protection. *See* Norton AntiSpam
- antivirus protection, 12. *See also* Norton AntiVirus
- appearance, Norton Disk Doctor, 175–176
- applications
 - about, 51
 - PC parts, 34, 38
 - problem programs, 52–53
 - reinstalling programs, 52–53
 - removing programs, 52–53
- archive attribute, 80
- Audit My PC, 484
- auto start, Norton System Doctor, 193
- AutoBack
 - Norton GoBack, 247
 - protection, Norton GoBack, 243–244
- AutoBack tab, 239
- AutoBlock, Norton AntiSpam, 356
- AutoComplete, Internet Explorer, 530
- AutoProtect, Norton AntiVirus, 419–420, 454

B

- Back button, Web browsing, 615
- backup job, Norton Ghost, 299–303
- backup job list, Norton Ghost, 304
- backup partitions, PartitionMagic, 565–567

Backup Wizard, 77–80, 620–621
backups. *See also* Norton Ghost Backup
 about, 70, 74
 archive attribute, 80
 backup job list, 304
 backup types, 80–83
 Backup Wizard, 77–80
 base backup, 300–303
 bkf file extension, 80
 creating backup job, 299–303
 data-recovery services, 76
 labeling and storing backups, 305
 making, 295–303
 mounting drives, 308
 Norton Ghost, 274
 Norton GoBack, 233
 options, 300
 plans, 285–286
 Restore Wizard, 77–80
 restoring, 305–308
 restoring drives, 305–307
 restoring files and folders, 307–308
 restoring from, 85–86
 review backup facts, 304–305
 scheduling Windows Backup, 83–84
 time for, 75
 types, 80–83
 when, 76
 when to back up, 76
 where to store, 84
 Windows Backup tool, 75, 76–80
bad performance problems, 26–27
bank accounts, Norton Privacy
 Control, 499
base backup, Norton Ghost, 300–303
Basic view, Norton Ghost Backup, 288–291
Battery Power sensor, 191
BillP Studio, WinPatrol, 457
BIOS
 health, 41–42
 PC parts, 34, 36–37
 updating, 42–43
bkf file extension, 80

Blocked List, Norton AntiSpam,
 340–342, 367
blocking ads, Norton AntiSpam, 346–348
blue screen of death, 58
Boot Manager, 544
booting in emergency, Norton Ghost,
 314–315
BootMagic, 554
boycott companies, spam, 329
Brightmail, 320
buying products from spam, 323

C

cache, Web browsing, 614
case-sensitive passwords, 515
CD/DVD recording drive, 293
CERT's Virus resource center, 384
child login, Norton Parental Control, 506
choosing Norton products, 17
clean rooms, Norton Ghost, 278
cleaning
 drives, 599–611
 drives from poor maintenance problems,
 21–23
Cleanup Scans, Web browsing, 617
clearing history, Norton GoBack, 240
client integration, Norton AntiSpam, 352
CMOS Setup, 36–37
compatibility
 hardware, 38–39
 between Norton and other software,
 73–74
 between Norton and Windows version,
 72–73
 precautions, 71–74
configuring
 Internet Security, 135–137
 Norton AntiSpam, 335–336
 Norton Disk Doctor, 173–176
 Norton Ghost, 277–278

Norton GoBack, 237–256
 Norton Privacy Control, 492–496
 Norton Protected Recycle Bin, 217–220
 Norton System Doctor, 193–195
 Connection Keep Alive, Norton
 SystemWorks, 114–116
 connectivity testing, Norton Personal
 Firewall, 479–480
 conning spammers, 332–333
 Control Panel won't open, 57
 converting partition copies, 586–588
 cookies
 about, 142–143
 Web browsing, 617
 copy backup, 80
 copying partitions, 583–588
 corrupted files, 215
 CPU Usage sensor, 191
 crashes, disk performance, 161
 credit card information, Norton Password
 Manager, 531–536
 current threats, Norton AntiVirus, 382–383
 customizing
 Internet Security, 130–132
 One Button Checkup, 152–153
 scanning options, 417–431
 scans, Norton AntiVirus, 427–431

D

deleting
 partitions, 589–591
 scans, Norton AntiVirus, 431
 deleting files
 about, 213
 corrupted files, 215
 empty Recycle Bin and protected
 files, 220
 file recovery, 215–216
 mechanics of file removal, 214
 Norton CleanSweep, 606–607
 Norton Protected Recycle Bin, 216–220
 Recycle Bin, 214–215
 device software, 70
 diagnosing
 disk performance, 160–161
 drive problems, 171–184
 Norton Disk Doctor, 176–178
 Norton System Doctor, 188–193
 Norton WinDoctor, 59–60
 dialer programs, 453
 differential backups, 81
 disabled Norton AntiVirus infections,
 393–394
 disabling
 firewalls, 489–490
 Internet Security, 134
 System Restore, 232–233
 Disaster Center, 384
 disaster problems, 31
 disk partition copies
 converting, 586–588
 creating, 584–586
 using, 583–584
 disk partitioning
 about, 24, 172, 541
 changing drive letters, 582
 copying, 583–588
 Delete option, 592
 deleting, 589–591
 FDISK, 545–546
 hiding, 594–596
 merging, 578–581
 moving, 574–576
 moving data, 591

daily backup, 81
 data mining, 446
 data-recovery services, backing up
 system, 76
 dates, activation, 93
 defragmenting, 161–162
 Delete option, partition, 592
 deleted files
 Norton AntiVirus, 408–411
 Norton CleanSweep, 600–601
 recovering files with UnErase Wizard,
 221–222

- disk partitioning (*continued*)
 - organizing with more partitions, 543
 - PartitionMagic, 545–547, 562–564
 - preparing new drive, 543
 - recovering, 594
 - recovering slack space, 543–544
 - redistributing free space, 577–578
 - removing, 589–596
 - resizing partitions, 569–582, 574–576
 - Secure Erase option, 592
 - smaller drives, 544–545
 - splitting, 578–581
 - two versions of Windows, 544
 - unhiding, 594–596
 - when not to delete, 591
- disk performance
 - about, 159
 - crashes, 161
 - diagnosing symptoms, 160–161
 - drive fragmentation, 159–162
 - handling problems, 169
 - how fragmenting happens, 160
 - how often to defrag, 161–162
 - marking files, 165–167
 - optimizing drive, 162–169
 - setting options, 165–168
 - setting schedule options, 167–168
- disk space, 183
- DISKPART, 542
- disks
 - infections emergency preparation, 395–398
 - sharing, 388–389
- dividing space, PartitionMagic, 560–561
- documentation, 70
- drive images
 - about, 15, 70
 - best time for, 281–283
 - fixing problems, 283–284
- drive letters, changing, 582
- drive optimization, 14
- DriveMapper
 - about, 554
 - PartitionMagic, 581–582

- drivers
 - about, 70
 - hardware, 40–41
 - updating, 48–50
- drives
 - checking, 557–558
 - cleaning, 227, 599–611
 - copies, 310–312
 - defragmentation, 14
 - diagnosis, 13–15
 - errors, 170
 - fragmentation, 159–162
 - maintenance, 13–15
 - management, 13–15
 - repair, 13–15
 - replacing, 182

E

- e-mail
 - management and protection, 15–16
 - Norton AntiSpam, 349–351
 - Norton AntiVirus, 422–424
 - settings, Internet Security, 139
- e-mail addresses, giving out, 326–327
- emergency disks, 70
- emergency preparation for infections, 395–398
- empty Recycle Bin, 220
- errors
 - drive, 170
 - One Button Checkup, 157
 - upgrading, 121
- evaluate PC, Norton GoBack, 233
- exclusions, Norton AntiVirus, 411–412
- Express Install, Windows Update, 50
- Extended partition, 560
- Extendedx partition, 560
- extra screens, Norton Disk Doctor, 177

F

F-Secure's Virus Center, 384
 Fast and Safe Cleanup tool, Web
 browsing, 616
 FAT partition, 172, 560
 FAT32 partition, 72, 560
 FDISK, 24, 545–546
 fear, Norton AntiVirus, 390
 File and Version Rescue, Norton
 GoBack, 269
 files
 corrupted, 215
 deleting, 213–222
 left over from programs, 607–609
 marking, 165–167
 recovery, 215–216
 removal, 214
 filtering, Norton AntiSpam, 352
 firewalls. *See also* Norton Personal Firewall
 about, 473–474
 setup, 138–139
 side effects, 476–478
 FireWire port, 550
 fixes
 Device Manager, 46–47
 drive images, 283–284
 Norton Disk Doctor, 179–180
 WinDoctor, 61–63
 flashing, 43
 floating window, 188
 formatting drive, PartitionMagic, 567–568
 Forward button, Web browsing, 615
 fragmentation, 14, 22, 160
 fraud, Norton Password Manager, 529–531
 Free Disk Space, Norton SystemWorks, 105
 free software from spam, 327

G

General tab, System Properties, 43
 Gibson Research, 479, 484

H

hacker tools, 453
 Hacker Whacker, 484
 handling problems
 Norton Speed Disk utility, 169
 One Button Checkup, 155–157
 hard disk copy, Norton Ghost, 274
 hardware
 compatibility, 38–39
 drivers, 40–41
 failure, 234
 keyboard recorders, 449–450
 PC parts, 34–36
 tools, 70
 Hardware Compatibility List (HCL), 38–39
 Hardware tab, 44
 help
 Norton Speed Disk utility, 170
 PartitionMagic, 553
 upgrading, 120–122
 Windows problems, 58–63
 hiding partitions, 594–596
 history, clearing, 240
 History tab, Norton GoBack, 239

I

ICMP, 478
 ICQ, 478
 identification of products
 About window, 68–69
 keep track of versions you have, 68
 Norton products, 67–69
 Start menu, 67

ignoring problems, Norton WinDoctor, 204–206

inbound, 478

incremental backups, 81

infections. *See also* Norton AntiVirus

- about, 391
- disabled Norton AntiVirus, 393–394
- emergency preparation, 395–398
- Norton GoBack, 234
- other tools, 394
- scans, 398–402
- symptoms, 391–392
- what to do, 392–393

installation CDs, 70

installing

- hardware, 37
- Norton CleanSweep, 602–606
- Norton GoBack, 228–232
- operating system, 568
- programs in Norton AntiVirus, 469

instant messaging, Norton AntiVirus, 421–422

integration, 56

interface, 66

Internet. *See also* Norton Internet Security

- connection activation, 98–99
- Norton products, 11–12
- problems, 58

Internet Explorer, AutoComplete, 530

IP address, 478

K

keyboard recorders, 449–450

L

labeling backups, 305

languages, Norton AntiSpam, 343–344

launching

- Internet Security, 132–133
- PartitionMagic, 549–664

LavaSoft Ad-Aware, 457

license, 92

limitations, Norton AntiVirus, 454

Linux, 544, 560

LiveUpdate

- about, 12
- Express Mode, 442–443
- Norton AntiSpam, 345–346, 368
- Norton AntiVirus, 439–443
- Norton Internet Security, 137

local drives, 292

logical drives, 24, 541

LSASS.EXE files, 127

M

macro viruses, 375

manual removal, infections, 401

manuals, 70

marking files, Norton Speed Disk utility, 165–167

mass e-mails, spam, 323

McAfee's Virus Center, 384

Measurement tab, 195

merging partitions, 578–581

messed-up PC syndrome, 26

Microsoft Office, 375

Microsoft Security, 384

Microsoft System Information utility, 23, 25

minimum system requirements, 38

missing files error message, 57

monitoring performance problems, 32

motherboard, 36

mounting drives, Norton Ghost

- backups, 308

moving

- data, partitions, 591
- partitions, 574–576

MSConfig, 25

My Addresses, Norton AntiSpam, 354

N

- netiquette, 322–323
- network drives, 292
- normal backup, 80
- Norton, Peter, 10
- Norton AntiSpam. *See also* spam
 - about, 13, 15, 28, 329–331
 - Ad Blocking, 369–370
 - Allowed List, 339–340
 - AutoBlock, 356
 - Blocked List, 340–342
 - Blocked List revising, 367
 - blocking ads, 346–348
 - client integration, 352
 - configuring, 335–336
 - e-mail software, 349–351
 - filtering, 352
 - how to work, 338
 - increased spam, 366–367
 - Internet Security, 127–129
 - languages, 343–344
 - LiveUpdate, 345–346, 368
 - My Addresses, 354
 - Outbound Training, 342–343
 - Outlook Express, 356–361
 - scanning, 352
 - setting e-mail options, 351–356
 - settings you can change, 336–338
 - setup, 336–338
 - Spam Rules, 344–345
 - standalone packages, 13
 - statistics, 364–365
 - troubleshooting, 363–370
 - wrong e-mail blocked, 365–366
 - Yahoo! Mail, 354–355
- Norton AntiVirus. *See also* infections; viruses
 - about, 12, 13, 14, 15, 17, 27, 104
 - Activity Log, 379–380
 - AutoProtect, 419–420
 - browsing Web, 386–388
 - current threats, 382–383
 - customizing scans, 427–431
 - deleted files, 408–411
 - deleting scans, 431
 - downloading files, 386
 - e-mails, 422–424
 - exclusions, 411–412
 - fear, 390
 - icons, 376–380
 - installing programs, 469
 - instant messaging, 421–422
 - Internet Security, 126
 - limitations, 454
 - LiveUpdate, 439–443
 - LiveUpdate Express Mode, 442–443
 - Norton SystemWorks, 105
 - opening e-mail, 385–386
 - options, 454
 - other resources, 383–384
 - preventing reinfection, 415–416
 - quarantined files, 408–411
 - quarantines, 406–407
 - reducing risk, 389–390
 - removing files, 407
 - scan summaries analysis, 466–467
 - scanning for threats, 453–456
 - scanning options, 417–431
 - scheduling, 417–418, 433–439
 - setup, 418–419
 - sharing disks, 388–389
 - SmartScan, 420–421
 - standalone packages, 13
 - status window, 376–380
 - threat alerts, 462
 - threats versus infections, 385
 - troubleshooting, 412–415
 - tweaking, 467–469
 - Virus Encyclopedia, 380–382
 - virus found, 403–406
 - watching threats, 454–456
 - Web browsing, 615
 - worms, 424–427
- Norton AntiVirus Log Viewer
 - Resource Protector, 461–462
 - threat monitoring, 459–466
- Norton AntiVirus Scan Wizard, 431

- Norton CheckIt Diagnostics
 - about, 14
 - Norton SystemWorks, 116–118
 - PC problems, 21
- Norton CleanSweep
 - about, 15, 23, 599
 - deleted files, 600–601
 - deleting files, 606–607
 - files left over from programs, 607–609
 - installing, 602–606
 - log, 621–622
 - restoring from archive, 609–610
 - storing program backups, 610–611
- Norton Cleanup, 31, 104, 602, 604
- Norton Disk Cleanup, 22
- Norton Disk Defragmenter, 22, 74
- Norton Disk Doctor
 - about, 171
 - adding to Windows Startup, 174–175
 - changing doctor's appearance, 175–176
 - configuring, 173–176
 - diagnostic tests, 176–178
 - disk space, 183
 - extra screens, 177
 - fixing problems, 179–180
 - how it works, 172
 - Norton Speed Disk utility, 169–170
 - opening, 172–173
 - PC problems, 21
 - replacing drives, 182
 - running, 180–184
- Norton Disk Drive Compare tool, 267–269
- Norton Disk Drive Restore, 260–261
- Norton Disk Space sensor, 191
- Norton Disk Throughput sensor, 191
- Norton DiskPart, 24–25
- Norton Ghost
 - about, 15, 17, 104, 271, 309
 - benefits, 271–274
 - booting in emergency, 314–315
 - clean rooms, 278
 - configuring, 277–278
 - hard disk copy, 274
 - main job, 275–277
 - making drive copy, 310–312
 - Norton GoBack, 274
 - redundancy, 273
 - reformatting hard drive, 312–314
 - starting over with, 309–310
 - system maintenance, 278–279
 - troubleshooting, 315–316
 - what to back up, 274
 - Windows Updates, 315–316
- Norton Ghost Backup. *See also* backups
 - Advanced view, 288–291
 - backup job list, 304
 - base backup, 300–303
 - Basic view, 288–291
 - creating backup job, 299–303
 - how it works, 286–287
 - labeling and storing backups, 305
 - making, 295–303
 - mounting drives, 308
 - options, 300
 - recording medium, 292–293
 - recovery disk, 292
 - restoring backups, 305–308
 - restoring drives, 305–307
 - restoring files and folders, 307–308
 - review backup facts, 304–305
 - turn off, 291
 - working with, 287
- Norton GoBack
 - about, 17, 27, 31, 74, 104, 225
 - administrator passwords, 241–243
 - Advanced Disk Drive Restore, 261–263
 - AutoBack protection, 243–244
 - AutoBack tab, 239
 - Boot menu, 250–251
 - can not do, 251–252
 - clearing history, 240
 - computer infections, 234
 - configuring, 237–256
 - disabling System Restore, 232–233
 - Disk Drive Compare tool, 267–269
 - Disk Drive Restore, 260–261
 - drive cleaning, 227
 - evaluate your PC, 233
 - File and Version Rescue, 269

- go back with AutoBack, 247
- GoBack Boot menu, 250–251
- hardware failure, 234
- History tab, 239
- installing, 228–232
- limitations, 234–235
- Norton Ghost, 274
- options, 258–259
- other options, 235
- Passwords tab, 239
- Post-Restore File Rescue, 263–267
- protecting work, 241–243
- recovery, 259
- reformatted hard disk, 234
- removing, 255–256
- repairing, 254–255
- SafeTry Mode, 248–249
- statistics, 266
- troubleshooting GoBack setup, 250–256
- turn off, 247–250
- turn on AutoBack, 244–246
- turning off, 252–253
- turning on, 253
- user passwords, 241–243
- viruses, 234
- when to use, 257–258
- Windows problems, 234
- versus Windows System Restore, 226–227
- Norton Internet Connection Firewall, 74
- Norton Internet Security
 - about, 125
 - configuring, 135–137
 - customizing installation, 130–132
 - disabling, 134
 - e-mail settings, 139
 - firewall setup, 138–139
 - inside, 125–129
 - launching, 132–133
 - LiveUpdate settings, 137
 - LSASS.EXE file, 127
 - mixing packages, 129–130
 - Norton accounts, 130–132
 - Norton AntiSpam, 127–129
 - Norton AntiVirus, 126
 - Norton Parental Control, 129
 - Norton Personal Firewall, 126
 - Norton Privacy Control, 126
 - Norton products, 12–13
 - Norton Internet Security 2005 suite, 13
 - Norton Internet Security log, 139–143
 - Norton Internet Security Suite, 12, 30
 - Norton Internet Sweep, 620–621
 - Norton Internet Worm Protection, 464–466
 - Norton Parental Control
 - about, 13, 30, 66, 129
 - control what is seen, 501–503
 - passwords setup, 511
 - setup, 503–511
 - supervisor login, 503–504, 506
 - testing accounts, 510
 - turn on, 507
 - Norton Parental Control Wizard, 504–507
 - Norton PartitionInfo, 554
 - Norton PartitionMagic
 - about, 15, 17, 24
 - active status partitions, 564–565
 - backup partition, 565–567
 - caution, 551
 - choosing operations, 561–562
 - creating partitions, 562–564
 - disk partitioning, 545–547
 - divide available space, 560–561
 - DriveMapper, 581–582
 - drives checking, 557–558
 - formatting drive, 567–568
 - help, 553
 - installing operating system, 568
 - launching, 549–664
 - passwords, 551
 - queue, 552
 - rescue diskettes, 555–557
 - system backup, 556
 - tools, 554
 - types, 559–560
 - Undo feature, 552
 - using rescue diskettes, 556–557
 - window, 550–552

- Norton Password Manager. *See also*
 - passwords
 - about, 13, 29, 331
 - adding profiles, 522
 - adjusting security level, 533–535
 - avoiding password detection, 515–516
 - changing options, 521
 - changing passwords, 523–524
 - convenience versus security, 520
 - creating your profile, 517–518
 - credit card details, 535–536
 - credit card information, 531–533
 - editing profiles, 519
 - exiting, 525
 - filling out forms, 524–525
 - Form Assistant, 524–525
 - fraud, 529–531
 - LiveUpdate, 526–528
 - managing private information, 516–525
 - programs it will not work with, 522
 - programs running in background, 514
 - protecting passwords, 515
 - Quick Fill, 524
 - secret passwords, 513–514
 - secure connections, 538
 - setting default profile, 518
 - signing into profiles, 520
 - smart passwords, 514–515
 - stored profile, 535–536
 - storing passwords, 523
 - switching between profiles, 520–521
 - updating your information, 537
 - using your account, 522–525
- Norton PerformanceTest, 27
- Norton Personal Firewall. *See also* firewalls
 - about, 13, 17, 30, 74, 126, 331, 473
 - connectivity testing, 479–480
 - disabling firewall, 489–490
 - other testing, 484
 - Security Check, 481–484
 - security levels, 479–490
 - statistics, 487–489
 - versus Windows firewall, 474–476
- Norton Privacy Control
 - about, 13, 30, 66, 126
 - adding private information, 494–495
 - bank accounts, 499
 - configuring, 492–496
 - establishing, 491–492
 - follow-up, 496–499
- Norton products
 - about, 10–12
 - antivirus protection, 12
 - choosing, 17
 - compatibility, 73–74
 - drive diagnosis, management, maintenance, repair, 13–15
 - e-mail management and protection, 15–16
 - history, 9–10
 - identifying which products you have, 67–69
 - installation, 92
 - Internet, 11–13
 - options, 11–12
 - organization, 70
 - packages, 65–66
 - standalones, 10–11, 65–67
 - suites, 11, 65–67
 - Windows maintenance, 16–18
- Norton Protected Recycle Bin
 - configuring, 217–220
 - deleting files, 216–220
- Norton Recovery Disk, 194
- Norton SmartScan, Norton AntiVirus, 420–421
- Norton SmartSweep, 620–621
- Norton Speed Disk
 - about, 16, 22–23, 27, 74, 159
 - crashes, 161
 - diagnosing symptoms, 160–161
 - Disk Doctor and, 169–170
 - drive fragmentation, 159–162
 - getting help, 170
 - handling problems, 169
 - how fragmenting happens, 160

- how often to defrag, 161–162
- marking files, 165–167
- optimizing drive, 162–169
- setting options, 165–168
- setting schedule options, 167–168
- use problems, 169–170
- Norton System Doctor
 - about, 23, 27
 - adding sensors, 189–191
 - alerts, 193–195
 - auto start, 193
 - checking sensor history, 192–193
 - configuring, 193–195
 - getting diagnosis, 188–193
 - how it works, 186–187
 - Norton Recovery Disk, 194
 - opening, 187–188
 - removing sensors, 189–191
 - running, 188–189
 - telling it what to do, 194
 - updating sensor readings, 191–192
 - what it examines, 187
- Norton System Info window, 69
- Norton System Optimizer, 17, 27, 108–109
- Norton System Recovery CD, 180
- Norton System Restore
 - about, 74
 - creating restore point, 87–88
 - restoring system, 88–89
 - turning off, 89–90
- Norton System Restore Settings, 90
- Norton System Works
 - about, 103
 - CheckIt Diagnostics, 116–118
 - Connection Keep Alive, 114–116
 - extra features, 107–118
 - Free Disk Space, 105
 - Norton AntiVirus, 104, 105
 - Norton Cleanup, 104
 - Norton Ghost, 104
 - Norton GoBack, 104
 - Norton System Optimizer, 108–109
 - Norton Utilities, 103
 - One Button Checkup, 26, 105
 - PerformanceTest, 111–114
 - Process Viewer, 109–111
 - versus standalone packages, 104–105
 - starting, 105–107
 - suite, 12, 15
 - Symantec Products A-Z, 106
 - tools, 63
 - UnErase Protection, 105
 - Windows Update, 105
- Norton UnErase Wizard, 221–222
- Norton Uninstall Wizard, 607–609
- Norton Utilities
 - about, 13–15, 16, 103
 - versus Windows, 25
- Norton WinDoctor
 - about, 23, 27, 197
 - Advanced view, 206–207
 - diagnosis, 59–60
 - fixes, 61–63
 - History button, 61
 - ignoring problems, 204–206
 - problem response, 199–202
 - repair history, 209–212
 - Repair Solutions, 62–63
 - repairing all problems at once, 202–203
 - repairing all problems one at a time, 203–204
 - running, 198–199
 - what it does, 197–198
 - which tests to run, 207–209
- Norton WinDoctor Wizard, 60–62
- NTFS, 72, 172

O

- One Button Checkup
 - about, 26, 105, 147
 - customizing, 152–153
 - errors, 157
 - handling problems reported, 155–157
 - Norton SystemWorks, 105
 - problems running, 151
 - Program Integrity errors, 157
 - rescan, 156
 - reviewing, 152–153

- One Button Checkup (*continued*)
 - scheduling, 153–155
 - starting, 148–152
 - View Details, 150
 - what gets checked, 148
 - Windows Registry errors, 156
- opening
 - Norton Disk Doctor, 172–173
 - Norton System Doctor, 187–188
- operating systems
 - Device Manager, 44–50
 - PC parts, 34, 37–38
 - version, 43
- optimizing drive, Norton SpeedDisk, 162–169
- options
 - Norton AntiVirus, 454
 - Norton products, 11–12
- organization, Norton products, 70
- organizing disk partitions, 543
- orphaned files, 607
- outbound, 478
- Outbound Training, Norton AntiSpam, 342–343
- Outlook Express
 - about, 15–16
 - Norton AntiSpam, 356–361

p

- Paging File Size sensor, 191
- Paging File Utilization sensor, 191
- Panda software, 387
- parasite software, 446
- parents. *See* Norton Parental Control
- partitions. *See* Norton PartitionMagic
- passwords. *See also* Norton Password Manager
 - adding profiles, 522
 - administrator passwords, Norton GoBack, 241–243
 - avoiding password detection, 515–516

- case-sensitive, 515
- changing options, 521
- changing passwords, 523–524
- convenience versus security, 520
- creating your profile, 517–518
- editing profiles, 519
- filling out forms, 524–525
- Form Assistant, 524–525
- insecurity, 29–30
- managing private information, 516–525
- PartitionMagic, 551
- programs it will not work with, 522
- protecting passwords, 515
- Quick Fill, 524
- secret passwords, 513–514
- setting default profile, 518
- setup, Norton Parental Control, 511
- signing into profiles, 520
- smart passwords, 514–515
- storing passwords, 523
- switching between profiles, 520–521
- using your account, 522–525

- Passwords tab, Norton GoBack, 239
- PC health, 19–32
- PC parts
 - about, 33–34
 - applications, 34, 38
 - BIOS, 34, 36–37
 - hardware, 34–36
 - operating system, 34, 37–38
- PC Pitshop, 479
- PC problems
 - about, 19–20
 - bad performance, 26–27
 - CheckIt Diagnostics, 21
 - cleaning up drives from poor maintenance, 21–23
 - diagnosing drive problems, 20–21
 - disasters, 31
 - messed-up PC syndrome, 26
 - monitoring performance, 32
 - Norton Disk Doctor, 21
 - password insecurity, 29–30
 - pop-up ads, 28
 - privacy, 30–31

spam, 28
 troubleshooting online resources, 21
 viruses, 27–28
 Windows issues, 23–25
 PerformanceTest, Norton SystemWorks,
 111–114
 physical drive, 541
 Physical Memory sensor, 191
 ping, 114
 plug-ins, 617
 pop-up ads, 28, 447
 pornography downloads, 322
 Post-Restore File Rescue, Norton GoBack,
 263–267
 PowerQuest, 542
 PQBoot, 554
 prankware, 453
 precautions
 about, 71
 backing up system, 74–86
 compatibility, 71–74
 System Restore, 87–90
 preparing new drive, 543
 preventing reinfection, Norton AntiVirus,
 415–416
 previous driver, Device Manager, 50
 privacy. *See also* Norton Privacy Control
 problems, 30–31
 tests, 492
 problem programs, 52–53
 problems
 Norton Speed Disk utility, 169–170
 privacy problems, 30–31
 response, Norton WinDoctor, 199–202
 running One Button Checkup, 151
 Process Viewer, Norton SystemWorks,
 109–111
 product keys, activation, 92–94
 Program Integrity errors, One Button
 Checkup, 157
 programs running in background, Norton
 Password Manager, 514

protecting
 files from certain sites, 618
 work, Norton GoBack, 241–243
 protocol, 478

Q

quarantines, 401, 406–407, 408–411
 queue, PartitionMagic, 552

R

recognizing Windows problems, 57–58
 recording medium, Norton Ghost Backup,
 292–293
 recovering
 files with UnErase Wizard, 221–222
 partitions, 594
 slack space, disk partitioning, 543–544
 recovery, Norton GoBack, 259
 recovery disk, Norton Ghost Backup, 292
 Recycle Bin
 deleting files, 214–215
 emptying, 220
 red x, Device Manager, 45
 redistributing free space, partitions,
 577–578
 reducing risk, Norton AntiVirus, 389–390
 redundancy, Norton Ghost, 273
 reformatted hard drive
 Norton Ghost, 312–314
 Norton GoBack, 234
 Registry errors, 57
 reinstalling programs, 52–53
 remote-access programs, 453
 removing
 adware, 451–453
 files, Norton AntiVirus, 407
 Internet programs and plug-ins, 618–620
 Norton GoBack, 255–256
 Norton trialware, 122–124

removing (*continued*)
 partitions, 589–596
 programs, 52–53
 sensors, Norton System Doctor, 189–191
 snoopware, 451–453
 spyware, 451–453
 repair history, Norton WinDoctor, 209–212
 Repair Solutions, WinDoctor, 62–63
 repairing
 all problems one at once, 203–204
 Norton GoBack, 254–255
 replacing drives, 182
 rescan, One Button Checkup, 156
 rescue diskettes
 PartitionMagic, 555–557
 using, 556–557
 resizing partitions
 about, 569–582, 574–576
 adjust drive space, 571–573
 analyze situations, 570–571
 Resource Protector, Norton AntiVirus Log
 Viewer, 461–462
 responding to spam, 328
 restore points, 87–88
 Restore Wizard, 77–80
 restoring
 from archive, Norton CleanSweep,
 609–610
 backing up system, 85–86
 backups, Norton Ghost backups, 305–308
 drives, Norton Ghost backups, 305–307
 files and folders, Norton Ghost backups,
 307–308
 system, 88–89
 reversing Norton WinDoctor repair, 212
 review backup facts, Norton Ghost,
 304–305
 reviewing One Button Checkup, 152–153
 risk reducing, Norton AntiVirus, 389–390
 running
 in background, 32
 Norton Disk Doctor, 180–184
 Norton System Doctor, 188–189
 Norton WinDoctor, 198–199

S

safe mode, 58
 SafeTry Mode, 31, 248–249
 scan summaries analysis
 Norton AntiVirus, 466–467
 scanning
 infections, 398–402
 Norton AntiSpam, 352
 options, Norton AntiVirus, 417–431
 threats, 453–456
 Scheduled Task option, 84
 scheduling
 Norton AntiVirus, 417–418
 One Button Checkup, 153–155
 virus checking, 433–439
 Windows Backup, 83–84
 scumware, 446
 secret passwords, Norton Password
 Manager, 513–514
 secure connections, Norton Password
 Manager, 538
 Secure Erase option, partitions, 592
 Security Advisor, 384
 Security Check, Norton Personal Firewall,
 481–484
 security levels
 Norton Password Manager, 533–535
 Norton Personal Firewall, 479–490
 selling lists, spam, 327–328
 sensors
 about, 188
 history, Norton System Doctor, 192–193
 servers, 66
 setting
 e-mail options, Norton AntiSpam, 351–356
 options, Norton Speed Disk utility,
 165–168
 schedule options, Norton SpeedDisk
 utility, 167–168
 settings you can change, Norton AntiSpam,
 336–338

- setup
 - Norton AntiSpam, 336–338
 - Norton AntiVirus, 418–419
 - Norton Parental Control, 503–511
- sharing disks, Norton AntiVirus, 388–389
- shortcuts, 58
- side effects, firewalls, 476–478
- signing friends up for offers, spam, 323
- smaller drives, disk partitioning, 544–545
- smart passwords, Norton Password Manager, 514–515
- snoopware
 - about, 446, 448
 - keyboard recorders, 449–450
 - legality, 449
 - other options, 456–457
 - removing, 451–453
- Sophos, 384
- spam. *See also* Norton AntiSpam
 - about, 319
 - boycott companies, 329
 - buying products from, 323
 - conning spammers, 332–333
 - contact webmaster, 328
 - e-mail address on spam lists, 325–329
 - free software, 327
 - mass e-mails, 323
 - netiquette, 322–323
 - Norton AntiSpam, 366–367
 - PC problems, 28
 - pornography downloads, 322
 - responding to, 328
 - selling lists, 327–328
 - signing friends up for offers, 323
 - spare e-mail addresses, 331–332
 - viruses, 321
 - volume of, 320–322
 - worms, 321
- Spam Rules, Norton AntiSpam, 344–345
- speed, system, 116
- splitting partitions, 578–581
- SpyBot Search and Destroyer, 457
- spyware
 - about, 445–446
 - competing, 457
 - legality, 449
 - other options, 456–457
 - removing, 451–453
 - what it does, 447–448
- standalone packages
 - Norton AntiSpam, 13
 - Norton AntiVirus, 13
 - Norton Personal Firewall, 13
 - Norton products, 10–11, 65–67
 - Norton SystemWorks, 104–105
- Start menu, product identification, 67
- starting
 - Norton SystemWorks, 105–107
 - One Button Checkup, 148–152
 - over with Norton Ghost, 309–310
- statistics
 - Norton AntiSpam, 364–365
 - Norton GoBack, 266
 - Norton Personal Firewall, 487–489
- status window, Norton AntiVirus, 376–380
- stored profile, Norton Password Manager, 535–536
- storing backups
 - about, 84
 - Norton CleanSweep, 610–611
 - Norton Ghost backups, 305
- suites
 - Norton, 65–67
 - Norton products, 11
- supervisor login, Norton Parental Control, 503–504, 506
- Symantec, 10, 11–12, 99
- Symantec Products A-Z, Norton SystemWorks, 106
- system backup, PartitionMagic, 556
- system maintenance, Norton Ghost, 278–279
- System Properties General tab, 43
- system speed, 116

T

TCP, 478
 teenager login, Norton Parental Control, 506
 temporary files, 21
 testing
 Norton Parental Control, 510
 Norton WinDoctor, 207–209
 Threat Categories, 454
 threats
 alerts, Norton AntiVirus, 462
 versus infections, Norton AntiVirus, 385
 monitoring, Norton AntiVirus Log Viewer, 459–466
 watching, Norton AntiVirus, 454–456
 Timberwolf, 384
 time for backing up system, 75
 tools
 infections, 394
 PartitionMagic, 554
 trail versions, activation, 96–98
 trialware, upgrading, 122–124
 Trojans, 373, 376
 troubleshooting
 activation, 99
 Norton AntiSpam, 363–370
 Norton AntiVirus, 412–415
 Norton Ghost, 315–316
 Norton GoBack, 250–256
 turn off
 Norton Ghost Backup, 291
 Norton GoBack, 247–250
 System Restore, 89–90
 turn on
 AutoBack, 244–246
 Norton GoBack, 253
 Norton Parental Control, 507
 two versions of Windows, disk partitioning, 544

U

UDP, 478
 understanding Windows, 56–57
 Undo feature, PartitionMagic, 552
 UnErase Protection, Norton SystemWorks, 105
 Unformatted partition, 560
 unhiding partitions, 594–596
 Unix, 544
 Update Driver Wizard, 49
 updating
 BIOS, 42–43
 drivers, Device Manager, 48–50
 sensor readings, 191–192
 your information, Norton Password Manager, 537
 upgrading
 about, 119
 error messages, 121
 help, 120–122
 removing Norton trialware, 122–124
 success, 119–120
 USB port, 550
 user passwords, Norton GoBack, 241–243

V

versions of products, 68
 View Details, One Button Checkup, 150
 View Logs from Statistics, 140
 virtual memory, 600
 Virus Bulletin, 384
 Virus Encyclopedia, Norton AntiVirus, 380–382
 viruses. *See also* Norton AntiVirus
 about, 12, 27–28, 373–375
 checking scheduling, 433–439
 found, Norton AntiVirus, 403–406

hoax sites, 374
 Norton GoBack, 234
 Web sites, 384

W

Web browsing. *See also* Norton Internet

 Security
 about, 613
 Back button, 615
 cache, 614
 Cleanup Scans, 617
 cookies, 617
 Fast and Safe Cleanup tool, 616
 Forward button, 615
 leftovers, 614–615
 Norton AntiVirus, 615
 protecting files from certain sites, 618
 removing Internet programs and plug-ins,
 618–620
 what to clean, 615–616

Web cookies, 142–143

Web sites

 Ad-Aware, LavaSoft, 457
 Audit My PC, 484
 BIOS updates, 42
 Brightmail, 320
 Gibson Research, 479, 484
 Hacker Whacker, 484
 Hardware Compatibility List (HCL), 38
 help, 120–122
 ICQ, 478
 keyboard recorders, 450
 Norton installation, 92
 Panda Software, 367
 PC Pitshop, 479
 privacy test, 492
 SpyBot Search and Destroyer, 457
 Symantec, 11–12, 65
 Symantec technical support, 99
 virus hoax sites, 374
 virus sites, 384
 Windows Catalog, 38
 WinPatrol, BillP Studio, 457

WinZip, 405
 Yahoo, 332

webmaster contact, spam, 328

Windows

 compatibility, 72–73
 firewall versus Norton Personal Firewall,
 474–476
 maintenance, 16–18
 versus Norton Utilities, 25
 PC problems, 23–25
 power, 48
 System Restore, 31
 won't load, 57

windows, PartitionMagic, 550–552

Windows Add or Remove Programs, 608

Windows Backup tool, 75, 76–80

Windows Catalog, 38–39

Windows Device Manager

 about, 44–45
 fixing problems, 46–47
 previous driver, 50
 red x, 45
 updating drivers, 48–50
 yellow exclamation point, 45

Windows Disk Cleanup, 284

Windows Disk Defragmenter utility, 14

Windows problems

 about, 55
 Norton GoBack, 234
 Norton help, 58–63
 recognizing, 57–58
 understanding Windows, 56–57
 WinDoctor, 59–63

Windows Registry, 38, 56–57, 156

Windows ScanDisk tool, 557

Windows System Restore, 226–227

Windows Updates

 about, 50–51
 Norton Ghost, 315–316
 Norton SystemWorks, 105

Windows XP, 37

WinPatrol, BillP Studio, 457

WinZip, 405

wizards

- Add New Hardware Wizard, 35–36
- Backup Wizard, 77–80, 620–621
- Norton AntiVirus Scan Wizard, 431
- Norton Parental Control Wizard, 504–507

worms

- about, 373, 375–376
- Norton AntiVirus, 424–427

wrong e-mail blocked, Norton AntiSpam,
365–366

Y

Yahoo!

about, 332

Norton AntiSpam, 354–355

yellow exclamation point, Device
Manager, 45

