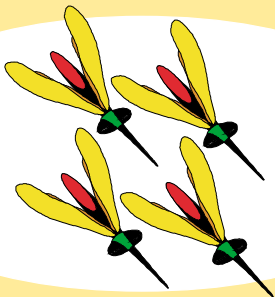


Manual Virus Checking, continued

6. If any viruses are found, Norton will display a warning message.
Choose the option that will eliminate the virus.
7. Norton removes the virus from the infected disk and then continues the scanning process.
Repeat this step for any other viruses Norton detects.
8. When Norton is finished, the *Scan Results* window is displayed. This screen summarizes what viruses were found and the results that were taken.
9. When you're finished reviewing this information, click **Close** to return to the *Norton AntiVirus* screen.
10. To close Norton AntiVirus, click **Exit**.



Types of Viruses

Following are some common types of computer viruses and the type of trouble they cause:

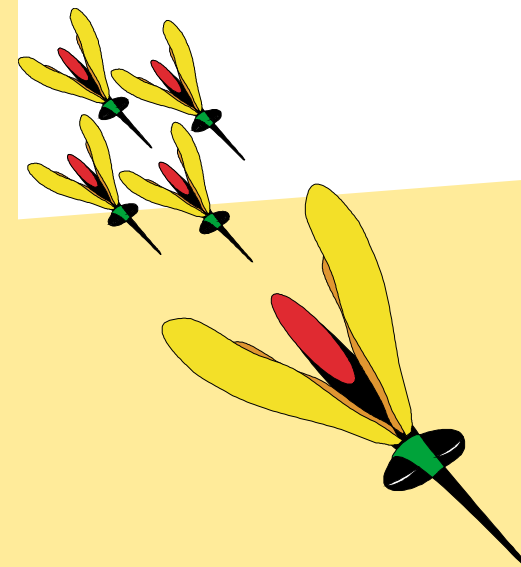
- **Macro** viruses infect your data files. For example, your Excel spreadsheet files.
- **Program** viruses infect program files that you run. For example, your Excel program.
- **Boot** viruses infect boot records or master boot records on disks. When these files are infected, your computer no longer boots.
- **Multipartite** viruses infect both program files and boot records.
- **Stealth** viruses try to conceal themselves from attempts to detect or remove them.
- **Polymorphic** viruses appear differently in each infected file, making detection more difficult.

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QUICK REFERENCE GUIDE FOR

Norton AntiVirus



What is a Computer Virus?

A computer virus is a mean little computer program that's designed to attach itself to another computer program and *wreak havoc*. Just like a biological virus can damage your body, computer viruses can damage the information and programs that are stored on your computer. For example, viruses can:

- **Corrupt your computer programs** so that they no longer run. This problem can be solved by reinstalling the program so it's mainly a time-consuming nuisance.
- **Delete your files** so that they can no longer be used. This problem can only be solved by recreating the file (unless you have a backup of the file available).
- **Reformat your entire hard disk.** This is the most catastrophic type of damage because there's nothing left of your system — it's completely inoperative.

A computer virus, like a biological virus, lives to replicate itself. Unless the virus is eliminated, it spreads to more and more files.

The good news is that computer viruses do not damage hardware, such as keyboards or monitors. Although the computer may exhibit strange behavior, such as screen distortion or characters not appearing when typed, this is a not a hardware problem. It's an indication that the virus has affected the *programs* that control the hardware. Even the disks that contain the virus cannot be damaged — it's the programs and data stored on the disk that become corrupt.

How Does a Computer Get a Virus?

Your computer is at risk for viruses anytime new files are being written to the computer's hard disk. There are many sources from which to get a virus:

- other hard disks
- floppy disks
- networks
- Internet

How Does NAV Prevent Viruses?

Norton AntiVirus (NAV) is a very smart software program that protects your PC from computer viruses. It does this by automatically scanning computer files for viruses before they are written to your hard disk. Having Norton is like having a can of Raid ready at all times. Norton automatically protects your computer four ways:

- **Files on diskettes:** When you insert a diskette in the disk drive, Norton automatically scans it for viruses and removes any viruses it detects. This process ensures that any files copied from diskettes are virus-free.
- **Files received electronically:** Norton automatically scans your hard disk during boot-up. This process ensures that all files on your hard disk are virus-free.
- **Files in your c: root directory:** Norton scans the files in your c: "root" directory when you boot the computer. (This does not include files in subdirectories.)
- **Files you open:** Norton automatically scans any file you open.

Using NAV to Get Rid of Viruses

Automatic Virus Checking

Norton can be set to automatically detect and clean viruses from diskettes and the boot sector of your hard disk. Norton displays a message if a virus is detected and cleaned. Click **OK** to close the message window.

Manual Virus Checking

You should also use Norton AntiVirus at least once each week to scan your entire hard disk. This process ensures that any viruses will be found and eliminated quickly— improving your chances for problem-free computing.

1. Choose **Start, Programs, Norton AntiVirus, Norton AntiVirus.**

The *Norton AntiVirus* window appears.

2. The **C:** drive should already be selected. If it isn't, click the box beside **C:** so that it contains a checkmark (✓).

NOTE: The "A" drive is your diskette drive. The "D" drive is your CD drive.

3. Click **Scan Now.**

A *Drive access error* message window may appear.

4. Click **Continue.**

5. Norton begins scanning your hard disk. While Norton is scanning, the screen provides status information.