

About LiveUpdate Pro

LiveUpdate Pro is the easiest way to upgrade your system. Many hardware and software manufacturers release free updates and bug fixes (patches) for their products. LiveUpdate Pro scans your computer to identify the hardware and software you use. Then it searches the Norton Update Library to find the updated hardware drivers and software patches that are appropriate for your computer. When it finishes its search, LiveUpdate Pro shows you a complete list of the available updates.

Select the updates you want and have LiveUpdate Pro automate the download and installation process, or save the updates to your hard drive for installation at a later time.

Note

Symantec does not provide technical support for software updates and hardware drivers provided by other manufacturers.


Click here `{button ,AL('liveupdate',0,'','')}` for more information.

Updating your hardware and software with LiveUpdate Pro

LiveUpdate Pro searches your computer to see what hardware and software you use. Then it uses that information to search for updated hardware drivers and software patches that you can then download and install. LiveUpdate Pro helps keep your computer up to date, causing it crash less frequently.

Note

You must have a subscription to Norton Web Services and be logged on to follow this procedure.

Click here  for information about how to subscribe to Norton Web Services.

Click here {button ,AL('liveupdate',0,'')} for more information.

To update your hardware and software:

- 1** Click Run LiveUpdate Pro from Norton Web Services' LiveUpdate Pro web page.
- 2** Identify the programs or drivers you want to update.
- 3** Do one of the following:
 - Select one item and click Install to download and automatically install it. Repeat as necessary.
 - Select multiple items and click Download Only to save the updates and install them later.

Note

Depending on the speed of your modem, large files might take a long time to download.

Click here `{button ,AL('liveupdate;nws',0,'','')}` for more information.

Hiding and unhiding updates

If an update that you do not want to install appears in the LiveUpdate Pro window, you can hide it to shorten the patch list. The update is still available for you if you later decide to install it.

To hide unwanted updates in the patch list:

- 1 In the LiveUpdate Pro window, select the patches you do not want to install.
- 2 Right-click in the Product column. Then select Hide in the menu that appears.

To show hidden updates:

- 1 Right-click in the update list. Then select Show in the menu that appears.
- 2 Select the updates you would like to unhide. Then click Show to display them.
- 3 Click Close to return to the LiveUpdate Pro window.

Click here `{button ,AL('liveupdate',0,'','')}` for more information.

LiveUpdate Pro dialog box

LiveUpdate Pro is the easiest way to upgrade your system. It searches your computer to find the hardware and software you use. Then it uses that information to search a database of Web sites to find the updated hardware drivers and software patches that are appropriate for your computer. When it finishes, LiveUpdate Pro shows you a complete list of patches for the hardware and software on your system.

The LiveUpdate Pro dialog box contains the following:

- **Software tab**
Displays a list of software patches that are compatible with the software currently installed on your computer.
- **Hardware Drivers tab**
Displays a list of up-to-date hardware drivers that are compatible with your computer's current hardware.
- **Freeware/Shareware tab**
Displays a list of freeware and shareware that you might find useful.
- **Install button**
Automatically downloads and installs the update you selected.
- **Download Only button**
Saves one or more selected updates to your hard drive so you can install them at a later time.
- **Visit Site button**
Opens your default Internet browser displaying the site listed in the selected update.
- **Log Book**
Opens Norton Log Book, where a record is kept of the events that loggable Symantec products perform on your system.
- **Settings**
Allows you to change how LiveUpdate Pro operates.

Note

Symantec does not provide technical support for software updates and hardware drivers provided by other manufacturers.

Click here {button ,AL('liveupdate',0,'','')} for more information.

To specify Norton Web Services settings

- 1** Visit Norton Web Services and run LiveUpdate Pro.
- 2** Click Settings in the LiveUpdate Pro dialog box. Then select the Norton Web Services tab.
- 3** Enter your Norton Web Services user name and password.
You must subscribe to Norton Web Services to receive a user name and password.
- 4** Click OK to save your changes.

Click here {button ,AL('settings;nws',0,'','')} for more information.

To specify LiveUpdate Pro settings

- 1** Visit Norton Web Services and run LiveUpdate Pro.
- 2** Click Settings. Then select the LiveUpdate Pro tab.
- 3** Use the radio buttons to specify when LiveUpdate Pro removes its update files from your computer.
Click Remove Now to remove the update files immediately.
- 4** Click OK to apply the changes and return to the main window.

Click here {button ,AL("LiveUpdate Pro",0,"")} for more information.

LiveUpdate Pro Settings

Lists the configurable settings for LiveUpdate Pro.

Use these settings to:

- Specify when LiveUpdate Pro deletes the software and hardware update files from your computer.
- Immediately remove all update files from your computer.

Click here {button ,AL('liveupdate;settings',0,'','')} for more information.

Hidden Updates dialog box

Displays a list of hidden updates. To unhide an update, select it in the list. Then click Show. You can select multiple items to unhide. When you are finished, click Close to return to the main dialog box.

Click here `{button ,AL('liveupdate',0,'','')}` for more information.

Norton Web Services Settings

Lists the configurable settings for Norton Web Services.


Use these settings to:

- Specify Norton Web Services subscription settings, including your user name and password, and whether you connect automatically.
- Access the settings for the individual tools on Norton Web Services, including LiveUpdate Pro.

Click here {button ,AL('liveupdate;settings',0,'','')} for more information.

Norton Web Services Password dialog box

Use this dialog box to log in to LiveUpdate Pro or any other service on Norton Web Services.

If you do not have a user name and password, click here  for more information about how to subscribe to Norton Web Services.

Tip

If there is a check in the Don't Prompt Me for the Password Again checkbox, you can connect to Norton Web Services without entering your user name and password.

Click here {button ,AL('liveupdate',0,'','')} for more information.

To subscribe to Norton Web Services

You must have a live Internet connection to use the procedure below.

1 Use your default web browser to open Norton Web Services. The web address is <http://www.nortonweb.com>.

2 Click Subscribe in the navigation bar on Norton Web Services.

If you received a free subscription to Norton Web Services bundled with another Symantec product, such as Norton Utilities or Norton CrashGuard Deluxe, locate your subscription coupon. The normal subscription charges are waived when you use the subscription coupon.

3 Follow the steps outlined in the web pages to finish the subscription procedure.

Note

When your subscription ends, follow this procedure again to review your subscription renewal options.

Click here `{button ,AL('Nws;LiveUpdate Pro',0,'','')}` for more information.

Closes the window and saves any changes you have made.

Immediately removes the files associated with the installed patches on your computer.

This does not uninstall the update. It only removes the files you downloaded that were necessary to install the update.

Downloads the selected patch. To install the patch after you download it, click the Install button.

Displays the Log Book with an activity log of patches you have installed on your computer. Click Log Book to uninstall (or undo) a patch.

Installs the selected patch. If the patch status is Available, it downloads and installs the selected patch.

Opens LiveUpdate Pro Settings so you can configure how LiveUpdate Pro works.

Displays the currently hidden patches in the LiveUpdate Pro window.

Opens the patch manufacturer's web page in your default browser so you can get more information about the selected patch.

Note: Visit Site requires an active Internet connection.

Closes the window without saving your changes.

Displays help related to this window.

Closes this window and saves any changes you have made.

When selected, this option lets you connect to Norton Web Services without entering your user name and password.

Specifies the number of days LiveUpdate Pro leaves its update files on your computer.

Shows detailed information about the selected patch, including the approximate download time, file size, and the manufacturer's web page address.

Enter the password for your Norton Web Services subscription.

Enter the user name for your Norton Web Services subscription.

Lets you specify how often LiveUpdate Pro removes the update files on your computer. LiveUpdate Pro can delete these files after a specified number of days, immediately after you install an update, or never.

Displays the information pertaining to your Norton Web Services subscription.

Shows detailed information about the selected patch, including the approximate download time, file size, and the manufacturer's web page address.

Displays the updates that are currently hidden from the patch list.

LiveUpdate Pro scans your computer to verify which software applications and hardware drivers you use. Then it finds matches in the Norton Update Library. Up-to-date software and hardware drivers crash less frequently.

Shows the patches in the database that are available to be downloaded and installed on your computer. To sort by Product, Description, Status, or Date Found, click the column header.

When selected, LiveUpdate Pro deletes its update files after the specified number of days.

When selected, LiveUpdate Pro removes its update files immediately after it installs them on your computer.

When selected, the LiveUpdate Pro update files remain on your computer until you remove them using the Remove Now button.

Sorts the patches found in the patch database by Software and Hardware Drivers, as well as Freeware and Shareware.

Select this option if you do not plan to use your Norton Web Services subscription.

Specifies the settings for the individual programs associated with Norton Web Services.

