

Notes

Note: This section is not seen under normal viewing conditions.

For updates to this help file, please contact Katherine Hostetter at 6 [541] 465-8785.

Service and Support

[Service and Support](#) Technical and non-technical support for Symantec products is available online through our Web site.

- Technical Support helps you with installing, configuring, or troubleshooting your Symantec product.
- Customer Service helps you with orders, upgrades, replacement disks and manuals, rebates, and other non-technical issues.

Point your browser to <http://www.symantec.com/techsupp/> to access Technical Support and Customer Service online.

Note: You must have an Internet connection and a Web browser to access online service and support. Click here [Getting_Connected_to_the_Internet!](#) for more information.

You can also use these helpful links to access more service and support information:

[StandardCare Support](#)

[PriorityCare, GoldCare, and PlatinumCare Support](#)

[Online Service and Support Options – technical and non-technical support available online](#)

If you received this product with a computer or with software from another publisher, you might be able to receive additional support from the manufacturer or publisher.

Every effort has been made to ensure the accuracy of this information. However, the information contained herein is subject to change without notice. Symantec Corporation reserves the right to make changes without prior notice. (Updated 3-29-2000)

[More Info...](#)
Click for more information.

Online Service and Support options

We offer several online Service and Support options to our customers, all available on the Symantec Service and Support Web site.

After connecting to our Web site, you can:

{button ,JI('>task',`Knowledge_Base')}} Search the Knowledge Base.

{button ,JI('>task',`News_Bulletins')}} Subscribe to our News Bulletins.

{button ,JI('>task',`Ask_Symantec')}} Ask Symantec to solve your problem.

{button ,JI('>task',`Updates_&_Patches')}} Download files and updates.

{button ,JI('>task',`Frequently_Asked_Questions_FAQs_')}} Get answers to Frequently Asked Questions.

{button ,JI('>task',`Data_Recovery')}} Learn about Symantec Data Recovery Services.

{button ,JI('>task',`Knowledge_Base_Genie')}} Ask the Knowledge Base Genie to answer your questions.

{button ,JI('>task',`Symantec_AntiVirus_Research_Center')}} Visit the Symantec AntiVirus Research Center.

Note: There is no extra cost for using the above services, other than the cost of your connection to the Internet. Because these services are on the Internet, they are available 24 hours a day, 365 days a year.

After connecting to our Web site, you can also contact:

{button ,JI('>task',`Chat_Now_')}} Chat Now! with a Symantec technician and get immediate online assistance.

Chat Now! is a fee-based service.

{button ,AL("automated fax retrieval;fee-based support;standard support",0,','')} [More Info...](#)

Click

for more information.

Ask Symantec

Ask Symantec consists of discussion groups that are similar to newsgroups. These groups are public forums for discussing technical and non-technical issues about Symantec products.

You can search for messages about a specific question, browse existing messages, or post a new message. We will respond to your message within 24 business hours (excluding weekends and holidays).

To access this service:

1. Point your browser to <http://www.symantec.com/techsupp/> to visit the Symantec Service and Support Web site.
2. Select your product and version, and click Go!
3. Click Contact Technical Support.
4. Click Ask Symantec.

{button ,AL("automated fax retrieval;fee-based support;standard support",0,'')} [More Info...](#) Click for more information.

Chat Now!

Why wait? Chat Now! with a Symantec technician and get immediate online assistance:

- Receive instant technical support.
- Communicate with a live technician.
- Use your standard Web browser.
- Be led to important files and documentation online.

Chat Now! is a fee-based service that charges on a per-incident basis. If your incident is not closed after your first chat, re-enter Chat Now! free of charge for additional technical support. Any questions? Read our list of [Frequently Asked Questions](#).

Note: Hours of operation and prices vary by product.

To access this service:

1. Point your browser to <http://www.symantec.com/techsupp/> to visit the Symantec Service and Support Web site.
2. Select your product and version, and click Go!
3. Click Contact Technical Support.
4. Click Chat Now!

{button ,AL("automated fax retrieval;fee-based support;standard support",0,','')} [More Info...](#)

Click

for more information.

Data Recovery

Symantec provides a wide range of fee-based services to recover your valuable data.

Point your browser to <http://www.symantec.com/techsupp/recovery/> to visit the Data Recovery section of the Symantec Service and Support Web site.

{button ,AL("automated fax retrieval;fee-based support;standard support",0,',';')} [More Info...](#) Click
for more information.

Updates & Patches

The Updates & Patches section contains files released by Symantec to supplement your software. Here you will find links to product updates, technical documents, and other related files.

To access this service:

1. Point your browser to <http://www.symantec.com/techsupp/> to visit the Symantec Service and Support Web site.
2. Select your product and version, and click Go!
3. Click Updates & Patches.

{button ,AL("automated fax retrieval;fee-based support;standard support",0,'')} [More Info...](#) Click for more information.

Frequently Asked Questions (FAQs)

Frequently Asked Questions (FAQs) are a compilation of the most common questions and answers about a Symantec product. This is a quick and easy way to find an immediate answer to your question.

To access this service:

1. Point your browser to <http://www.symantec.com/techsupp/> to visit the Symantec Service and Support Web site.
2. Select your product and version, and click Go!
3. Click Contact Technical Support.
4. Click Knowledge Base.

{button ,AL("automated fax retrieval;fee-based support;standard support",0,','')} [More Info...](#) Click for more information.

Knowledge Base

Search the Knowledge Base to find an answer to your service or support question. You can use a number of advanced search techniques to find the precise information you need quickly. If you are not sure how to perform advanced searches, information is available online.

To access this service:

1. Point your browser to <http://www.symantec.com/techsupp/> to visit the Symantec Service and Support Web site.
2. Select your product and version, and click Go!
3. Click Knowledge Base.

{button ,AL("automated fax retrieval;fee-based support;standard support",0,','')} [More Info...](#) Click for more information.

News Bulletins

Technical Support News Bulletins are sent via email to provide you with the latest technical information about your Symantec products.

Point your browser to <http://www.symantec.com/techsupp/bulletin/> to visit the News Bulletins section of the Symantec Service and Support Web site.

{button ,AL("automated fax retrieval;fee-based support;standard support",0,','')} [More Info...](#)

Click

for more information.

Knowledge Base Genie

Submit a technical issue in plain text to the Support Genie. The system will ask you a series of related questions, much as a telephone technician would as he or she closes in on a solution to your problem. After a few follow up questions, the support system will display an answer or provide other technical support options.

To access this service:

1. Point your browser to <http://www.symantec.com/techsupp/> to visit the Symantec Service and Support Web site.
2. Select your product and version, and click Go!
3. Click Contact Technical Support.
4. Click Knowledge Base.

{button ,AL("automated fax retrieval;fee-based support;standard support",0,',';')} [More Info...](#) Click for more information.

Symantec AntiVirus Research Center

The Symantec AntiVirus Research Center (SARC) is committed to providing swift, global responses to computer virus threats, proactively researching and developing technologies that eliminate such threats and educating the public on safe computing practices.

Point your browser to <http://www.symantec.com/techsupp/avcenter/> to visit the Symantec AntiVirus Research Center section of the Symantec Service and Support Web site.

Keep your antivirus protection current by updating your virus definitions at least every week.

Point your browser to <http://www.symantec.com/techsupp/avcenter/download.html> to visit the AntiVirus Updates section of the Symantec Service and Support Web site.

Note: It is easier to use LiveUpdate than to download the virus definition files from the Web site.

{button ,AL("automated fax retrieval;fee-based support;standard support",0,'')} [More Info...](#) Click
for more information.

StandardCare support

Connect to the Symantec Service & Support site at service.symantec.com for a complete selection of technical support and customer services, including product Knowledge Bases, interactive Troubleshooter, Frequently Asked Questions (FAQs), Chat Now! (interactive chat), and more!

From this Web site, you can also order disk and manual replacements, change your address, find out the status of your order or return, and post a query to the Customer Service discussion group.

Note: Symantec's support services are subject to Symantec's prices, terms, and conditions in place at the time the service is used.

{button ,AL("automated fax retrieval;fee-based support;online options",0,'')} [More Info...](#) Click
for more information.

PriorityCare, GoldCare, and PlatinumCare support

Fee-based telephone support services are available to all registered customers. For complete information, please call our automated fax retrieval service, located in the United States, at (800) 554-4403 or (541) 984-2490, and request document 070.

To access Symantec's technical support numbers online, point your browser to <http://www.symantec.com/techsupp/>, select your product and version, and click Contact Technical Support.

Note: Symantec's support services are subject to Symantec's prices, terms, and conditions in place at the time the service is used.

{button ,AL("automated fax retrieval;online options;standard support",0,'')} [More Info...](#) Click for more information.

Automated Fax Retrieval

Use your fax machine to receive general product information, fact sheets, and product upgrade order forms. Call (800) 554-4403 or (541) 984-2490. For technical application notes, call (541) 984-2490 and select option 2.

{button ,AL("fee-based support;online options;standard support",0,'')} [More Info...](#)

Click for more information.

Getting connected to the Internet

This section explains how to successfully connect to the Internet for access to the Symantec Service and Support Web site.

{button ,JI('','Finding_an_Internet_Service_Provider')} How to find an Internet Service Provider.

{button ,JI('','Features_to_look_for_in_an_Internet_Service_Provider')} Features to look for in an Internet. Service Provider

{button ,JI('','Some_things_you_need_to_connect')} Some things you need to connect.

{button ,JI('','Connect_to_the_world')} Connect to the world!

{button ,AL("online options;service and support",0,'')} [More Info...](#) Click for more information.

Finding an Internet Service Provider

The first step of your journey onto the World Wide Web is to find an Internet Service Provider (ISP). These providers offer access to the Internet, usually through a system feature called Dial-Up Networking. Such providers range in size from large corporations that provide national access to small businesses that only serve a segment of your community.

To find an ISP, we recommend that you refer to the following resources:

- Telephone book yellow pages
- Advertisements in the business or technology sections of your local newspaper
- Local computer user groups or clubs
- Friends or relatives
- Online Internet searches

Note: For more information about Dial-Up Networking, refer to your Windows documentation or request the document, "[How To Set Up A Network Connection By Using Dial-Up Networking](#)," from our Fax-on-Demand service at 541-984-2490 (document number 909003).

Click here {button ,JI('support.HLP', 'Features_to_look_for_in_an_Internet_Service_Provider')} to jump to Features to look for in an Internet provider.

{button ,AL("online options;service and support",0,'')} [More Info...](#)

Click for more information.

Features to look for in an Internet Service Provider

When you start reviewing ISP's in your area, you may want to consider the following to ensure you can connect and use the service the way you want:

- Does the provider offer a flat monthly rate?
- What are the hourly fees?
- At what speed can you connect? (Most providers upgrade to higher access speeds as new communications methods become available.)
- What is the customer per modem ratio? Most providers use a 10:1 or 12:1 ratio to ensure that most customers can connect when they want to.
- How many email accounts are provided for each user's account?
- How much hard disk space is provided online for your storage needs?
- What types of licensed Internet software does the ISP give you?

Click here {button ,JI('support.HLP', 'Some_things_you_need_to_connect')} to jump to Some Things You Need to Connect.

{button ,AL("online options;service and support",0,'')} [More Info...](#)

Click for more information.

Some things you need to connect

Windows 95 and Windows NT have built-in support that enables you to connect to an ISP. You need a modem and a PPP (Point-to-Point Protocol) or SLIP (Serial Line Internet Protocol) account with your provider. The provider may also require the following:

- User name
- Password
- Local access phone number
- Host and domain name
- DNS server IP address Authentication technique

You will need to enter some or all of this information into your system's Dial-up Networking configuration to connect successfully. If necessary, your ISP can supply an IP address and what's called an IP subnet mask. (These are sets of numbers that uniquely identify your connection to the Internet. These items usually are optional. You should only need them if your provider requires a dedicated IP address each time you connect to the Internet.)

Click here {button ,JI('support.HLP', 'Connect_to_the_world')} to jump to Connect to the World!

{button ,AL("online options;service and support",0,'')} [More Info...](#) Click for more information.

Connect to the world!

Though some of this may seem confusing, rest assured that all good ISP's will help you set up an Internet connection. You will soon discover that the effort you make now is time well spent. The Internet offers a vast wealth of information that will expand the limits of your imagination. We encourage you to get connected to the Internet today!

Accessing Symantec online

Once you have connected to the Internet you can access the [Symantec Service and Support Web site](#). Our services can help you with installing, configuring, updating, or troubleshooting your Symantec product.

{button ,AL("online options;service and support",0,'')} [More Info..](#)

Click for more information.

Browser not found

We could not find a default Web browser on your computer. You must have a Web browser installed to view Web sites. If one is installed, start it manually to visit the Web site mentioned in the help topic.

{button ,AL("get connected",0,'); [More Info...](#)

Click for more information.

