

About proxy servers

Your organization may use a proxy server to regulate access to the Internet, and prevent external computers from accessing company networks. If your organization uses a proxy server, you may need to configure LiveUpdate to use that server.

 Network administrators can use the Symantec LiveUpdate Administrator utility to set up an internal LiveUpdate FTP server location, where LiveUpdate clients can download program updates and virus definitions.

Click here [To customize proxy settings](#) for more information.

To use HTTP proxy:

- 1 Click **Use proxy server for HTTP**.
- 2 Type the proxy server URL or name, the network logon name and, if necessary, the Username and Password to access the proxy server.

Click here {button ,JI('`About_proxy_servers');} for more information.

To customize proxy settings:

- 1 On the LiveUpdate Configuration Proxy tab, click **I want to customize my proxy settings for LiveUpdate**.
You can use HTTP or FTP proxy server settings.
- 2 Click **HTTP** or **FTP** proxy server settings, or both.
- 3 Type the Server Address and Port Number (if one exists) for your selected proxy server type.

 You may need to obtain the address from your network administrator.

Click here {button ,JI('`Entering_HTTP_proxy_settings')} for more information.

Entering HTTP proxy settings

HTTP proxy settings provide LiveUpdate with the settings required to connect to the Internet through your network.

To enter HTTP proxy server settings:

- 1 Click **Use proxy server for HTTP**.
- 2 If your proxy server requires a logon user name and password, click **Authorization Required**.
- 3 Type the HTTP address or the path of the proxy server.
- 4 Type the port number, often 80.
- 5 If you checked Authorization Required, type the Username and Password required to access the proxy server.
- 6 Click **OK**.

If your network uses different proxy servers for HTTP and FTP connections, type the proxy server information in the FTP site as well.

Click here {button ,JI(','About_proxy_servers')} for more information.

Entering FTP proxy settings

FTP proxy settings provide LiveUpdate with the settings required to connect to the Internet through your network.

To enter FTP proxy server settings:

- 1 Click **Use proxy server for FTP**.
- 2 If your proxy server requires a logon user name and password, click Authorization Required.
- 3 Type the FTP address or the path of the proxy server.
- 4 Type the port number, often 80.
- 5 If you checked Authorization Required, type the Username and Password required to access the proxy server.
- 6 Click **OK**.

Click here {button ,JI('`About_proxy_servers')} for more information.

To set Internet Options:

- 1 Click **Configure**.
- 2 On the Internet Control Panel Connections tab, select the settings you want.
- 3 Click **OK**.

Click here {button ,JumpID('To_view_Internet_Control_Panel_settings'), ('About_proxy_servers')}} for more information.

To view Internet Control Panel settings:

- 1 On the Windows taskbar, click **Start, Settings > Control Panel**.
- 2 In the Control Panel window, double-click **Internet Options**.
- 3 Click the **Connection** tab.

Click here {button ,JI(','To_customize_ISP_settings')} for more information.

To customize ISP settings:

- ▶ Click **Customized Settings for LiveUpdate**.

If you do not have Dial-Up Networking installed, you must install this Windows feature before you can configure Dial-Up Networking. See your Windows reference documentation for more information.

Click here {button ,JI('','To_customize_Dial_Up_Networking_for_LiveUpdate')} for more information.

To customize Dial-Up Networking for LiveUpdate:

- 1 Indicate whether you connect to the Internet through a modem or LAN.
- 2 Select a Dial-Up Networking connection, or do one of the following:
 - Click [Add](#) to add a new connection.
 - Click [Properties](#) to view and change the selected connection.
- 3 If you want LiveUpdate to log on and log off automatically, type your User name and Password.
- 4 Click **Apply** to apply settings and move to another tab, or click **OK** if you are done.

Click here {button ,JI(';HIDD_CONFIG_INTRO')} for more information.

Choosing an Internet connection

You need to select an Internet connection for LiveUpdate to use. If you have an existing Internet connection, you don't need to change any other LiveUpdate settings. You might see the following Dial-Up networking, RAS, and proxy server options during installation:

- My current Internet connection method

This recommended option lets LiveUpdate connect to the Internet via any default dial-up setting that exists for Internet Explorer. This is also the recommend option if you use a cable modem or other persistent Internet connection method.

If you do not have Internet Explorer installed, or if you have multiple Dial-Up Networking entries, then it may be best to select an Internet connection method by clicking "The following Internet connection method."

- The following Internet connection method

For Dial-Up Networking or RAS connections, select this option if you want LiveUpdate to use a different Internet connection than your computer's current default connection method. It selects the last dial-up connection method used by a previous installation of LiveUpdate. To change this entry, go to the next panel and click Configure, then select a different Dial-Up Networking connection or create a new connection.

- Don't use a proxy server

If you are on a network that uses proxy server settings, you can tell LiveUpdate not to use those proxy settings to retrieve updates. If you select this option, you can configure a different connection by clicking Configure on the next page.

- Use my existing custom LiveUpdate proxy settings

If you are on a network that uses proxy server settings, select this option to have LiveUpdate use a specific proxy server setting to retrieve updates.

- Use my Internet Explorer settings

If you are on a network that uses proxy server settings, select this option to have LiveUpdate use your existing Internet Explorer settings.

- America Online (AOL) customers should not select a custom LiveUpdate ISP connection. America Online does not currently use the Windows default Dial-Up Networking connection method. America Online customers should connect to AOL before running LiveUpdate.

Click here {button ,JI(','Adding_a_dial_up_network_connection')} for more information.

Checking for updates

Your programs provide better protection for your computer if you keep them up-to-date. LiveUpdate provides an easy way to keep all your Symantec programs current. Using your existing Internet connection, LiveUpdate can automatically connect to and disconnect from the Symantec LiveUpdate server. If you are connected to a network that uses [proxy servers](#), LiveUpdate can use those settings.

LiveUpdate downloads a list of updates for all your installed programs and modules supported with LiveUpdate technology.

To update files:

- Click **Next**.

LiveUpdate checks for updates for the programs in the list.

To add or change your Internet or proxy connection:

- Click **Configure**.

Click here {button ,JI('HIDD_CONFIG_INTRO')} for more information.

About box

The About box lets you view the version number and other developer information about LiveUpdate.

Using LiveUpdate with a mainframe server

For LiveUpdate to download its updates, you may need to configure its proxy server settings.

Click here `{button ,JumpID('About_proxy_servers'),('HIDD_CONFIG_PROXY')}` for more information.

Configuring proxy settings

Some organizations use proxy servers to control the connection between users' workstations and the Internet. You may need to obtain a username and password and other server information from your network administrator for the proxy server. There may be different proxy servers for HTTP and FTP.

If there is no proxy configuration file, obtain the names and port numbers of the servers running proxy software for each network service.

Click here [\(button ,JI\('`About_proxy_servers'\)}](#) for more information.

LiveUpdate has encountered an error

If LiveUpdate has trouble connecting, it displays an error message.

Before you retry, make sure other Internet applications and network connections are working because the problem could be with your network. Check your LiveUpdate configuration settings before trying again.

If you use America Online, CompuServe, or Prodigy to connect to the Internet, you may need to specify that connection in your computer's Control Panel Internet Connection settings.

Viewing download progress

The progress bar indicates that LiveUpdate is downloading the available updates for your installed software.

Once the download is complete, LiveUpdate installs the updates you have selected.

Click here [{button ,JI\('`HIDD_LOADING_CATALOG'\)}](#) for more information.

Getting a list of updates

LiveUpdate compiles a list of the Symantec programs installed on your computer, and then checks to see which installed programs have updates available on the LiveUpdate server.

Once the list displays, you can select which updates LiveUpdate should install.

• If you have waited several minutes and the progress bar does not move, you may need to click Cancel. Otherwise, wait for LiveUpdate to finish retrieving a list of updates.

[Click here {button ,JI\('`HIDD_PRODUCT_SELECTION'\)}](#) for more information.

What to do when all products are up-to-date

LiveUpdate has checked for updates for all your installed Symantec software and determined that there are no updates.

Click here {button ,JI('How_often_update')} for more information.

Restarting your computer

Some updates may require that you restart your computer before the updates take effect. This is because the update requires a change to the Registry or other essential system function.

It is recommended that you restart as soon as possible. Save any unsaved work and then restart.

Click here [{button ,JI\(';How_often_update'\)}](#) for more information.

Selecting products to install

When LiveUpdate displays a list of available downloads, you can select those you want to install. For example, you may not want to install a Norton Utilities update, but you do want to install the latest virus definitions.

To install selected downloads:

- 1 Specify the downloads to install.
- 2 Click **Next**.

LiveUpdate installs the updates and displays a message when the installations are complete.

Some updates require that you restart your computer. LiveUpdate displays a message if it is necessary to restart.

Click here {button ,JI(','HIDD_SUMMARY')} for more information.

What to do when downloading is complete

When LiveUpdate has finished downloading, you can click an update to see a description of what LiveUpdate has done. LiveUpdate usually installs the updates automatically.

To complete LiveUpdate:

- Click **Finish**. LiveUpdate completes the update process for your installed programs.

You may need to restart your computer before all changes take effect. LiveUpdate displays a message if it is necessary to restart.

Click here {button ,JI(';`How_often_update')} for more information.

How LiveUpdate works

Using existing Internet connections LiveUpdate connects to the Symantec FTP site, checks for available updates, then downloads and installs them automatically. This is the most efficient method to update virus definitions and program files.

How often should I update?

You should check for updates as soon as you install a product. After that, you should check for virus updates frequently, and program updates occasionally.

Updating virus protection

If you have Norton AntiVirus installed, you should check for new virus files frequently. New virus definitions are posted to the Symantec Web site every month, and often more frequently. These are available with your paid subscription. You can run LiveUpdate as a scheduled task with your Windows system scheduling utility.

Updating program files

You should check for program updates as soon as you install a new Symantec program. Program updates are made available as needed, so it is a good idea to check for program patches and updates occasionally.

Check the Symantec Web site for the latest news on your installed products:

<http://www.symantec.com>

Click here {button ,JI('`HIDD_WELCOME_PAGE')} for more information.

Adding a Dial-Up Networking or RAS connection

You can add a Dial-Up Networking or RAS (Remote Access Server) connection using your Windows connections. LiveUpdate lets you access your Windows connections directly.

To add a Dial-Up Networking or RAS connection:

- 1 On the LiveUpdate Welcome panel, click **Configure**.
- 2 On the ISP tab click **Customized Settings for LiveUpdate** to enable the Dial-Up Networking connection options.
- 3 Click **Add**.

This launches the Add Connection wizard from the Windows operating system.

- 4 Type a name for the new connection and select the device.
- 5 Follow the prompts to finish configuring the new connection.

For more information, see your Windows system help.

Click here {button ,JI(';`To_view_Internet_Control_Panel_settings')} for more information.

Editing Dial-Up Networking properties

To view or change a Dial-Up Networking or RAS connection:

- 1 On the LiveUpdate Welcome panel, click **Configure**.
- 2 On LiveUpdate Configuration ISP, click **Customized Settings for LiveUpdate** to enable the Dial-Up Networking connection options.
- 3 Under **Use This Dial-Up Networking Connection**, click the connection you want to edit.
- 4 If you want to let LiveUpdate log in to the connection automatically, type the User name and Password.
- 5 If you need to make any other changes to this connection, click Properties to display the connection properties from the Windows Control Panel.
- 6 Click **OK**.

Click here {button ,JI(';'To_view_Internet_Control_Panel_settings')} for more information.

Viewing LiveUpdate installations

LiveUpdate automatically installs the updates it downloads. You can see the list of updates LiveUpdate installs. Sometimes updates can't be installed if another application is open. Check the LiveUpdate message for more information.

Selecting an Internet access method

If you use an Internet Service Provider, LiveUpdate can use your existing settings. You can also specify or create a different connection.

To change the Internet access method:

1 Click one of the following:

- **The Internet Options in the Control Panel:** LiveUpdate uses the current Internet settings from the Internet setting in Windows Control Panel. Click **Configure** to view or change the Internet setting. Otherwise, click **OK** to continue with the LiveUpdate session.

- **Customized settings for LiveUpdate:** Lets you add or update a customized connection for LiveUpdate. Continue to step 2.

2 Select a Dial-Up Networking connection, or do one of the following:

- Click **Add** to add a new connection.

- Click **Properties** to view and change the selected connection.

3 If you want LiveUpdate to log on and off automatically, type your User name and Password.

4 Click **Apply** to apply settings and move to another tab, or click **OK** if you are done.

Click here {button ,JI(','To_view_Internet_Control_Panel_settings')} for more information.

Connecting via America Online (AOL)

If you are an America Online subscriber, you should connect to AOL before running LiveUpdate, and make sure LiveUpdate uses that existing connection.

Click here [{button ,JI\('Editing_dial_up_networking_properties'\)}](#) for more information.

Connecting via CompuServe

If you are a CompuServe subscriber, you may need to configure your Internet connection to ensure that LiveUpdate uses CompuServe to connect.

Click here [{button ,JI\('Editing_dial_up_networking_properties'\)}](#) for more information.

Connecting via Prodigy

If you are a Prodigy subscriber, you may need to configure your Internet connection to ensure that LiveUpdate uses Prodigy to connect.

Click here [{button ,JI\('Editing_dial_up_networking_properties'\)}](#) for more information.

If your computer is connected to the Internet with a proxy server, you can customize the HTTP Proxy or FTP Proxy settings. LiveUpdate normally uses FTP communications to download updates to your installed software.

If you have already configured Internet Explorer to use proxy settings, LiveUpdate can use these settings with no further action. To view or change your existing Internet Explorer settings, click [Configure](#).

If you don't connect to the Internet through a proxy server, leave this default setting. LiveUpdate will use your ISP settings to connect to the Symantec LiveUpdate FTP server.

LiveUpdate uses the Internet Options settings from your computer's Control Panel. To view or change those settings, click [Configure](#).

Open the Internet Settings on your computer's Control Panel. You can add, remove, enable, or disable settings.

Make changes to Internet Service Provider settings on your computer's Control Panel.

Activate HTTP proxy settings.

Indicates if authorization is required for LiveUpdate to log on to the FTP proxy server. If authorization is required, type the proxy server address, port number, user name and password.

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Connect to the Internet with your modem.

Activate FTP proxy server settings.

Type an FTP address for the LiveUpdate server.

Type a password for the LiveUpdate FTP server.

Type a port number for the FTP port, if your network uses this protocol.

Type the network user ID that lets LiveUpdate access files on your network's FTP server.

Type an HTTP address for the LiveUpdate proxy server.

Type a password for the LiveUpdate HTTP server.

Type a port number for the HTTP proxy server, if your network uses this protocol.

Type the network user ID that lets LiveUpdate access files on your intranet through HTTP.

Type the user ID that lets LiveUpdate access files on the network server.

Type a password that lets LiveUpdate access files on the network server.

Add a dial-up connection to let LiveUpdate access the Internet. LiveUpdate uses this connection to access the Symantec FTP server.

View the selected dial-up connection's properties.

To customize your ISP settings for LiveUpdate, select an existing Dial-Up Networking connection, edit it, or add a new one. Type the user name and password for the Dial-Up Networking connection. If you see a message that indicates no connection is available, you may need to add a new Remote Access or Dial-Up Networking client. When you click Add, LiveUpdate launches the Windows Make New Connection wizard.

