

# Configuring Norton Internet Security™ from Symantec™

**IMPORTANT - please read!**

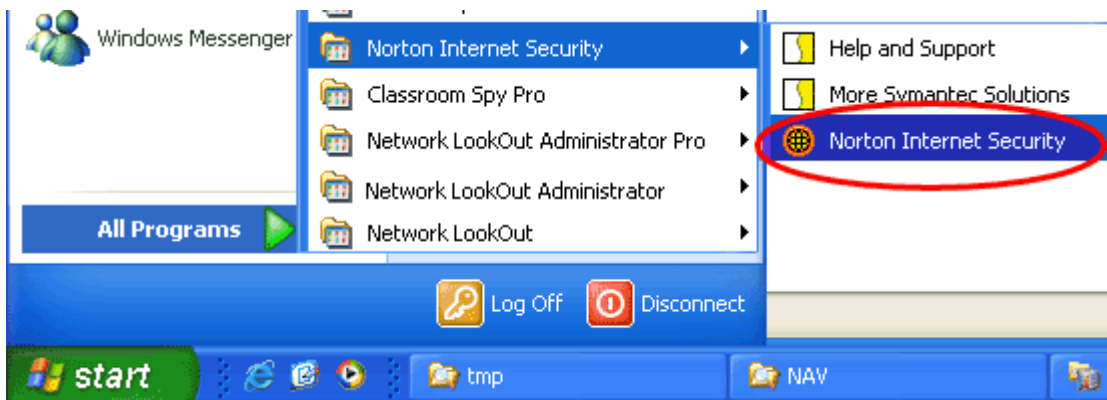
**Norton Internet Security™** from **Symantec™** can prevent our application from running properly, since it recognize it as spyware (**Spyware.NetMonitor**).

When our application become more popular, a lot of antispysware and antivirus programs started to recognize it as dangerous.

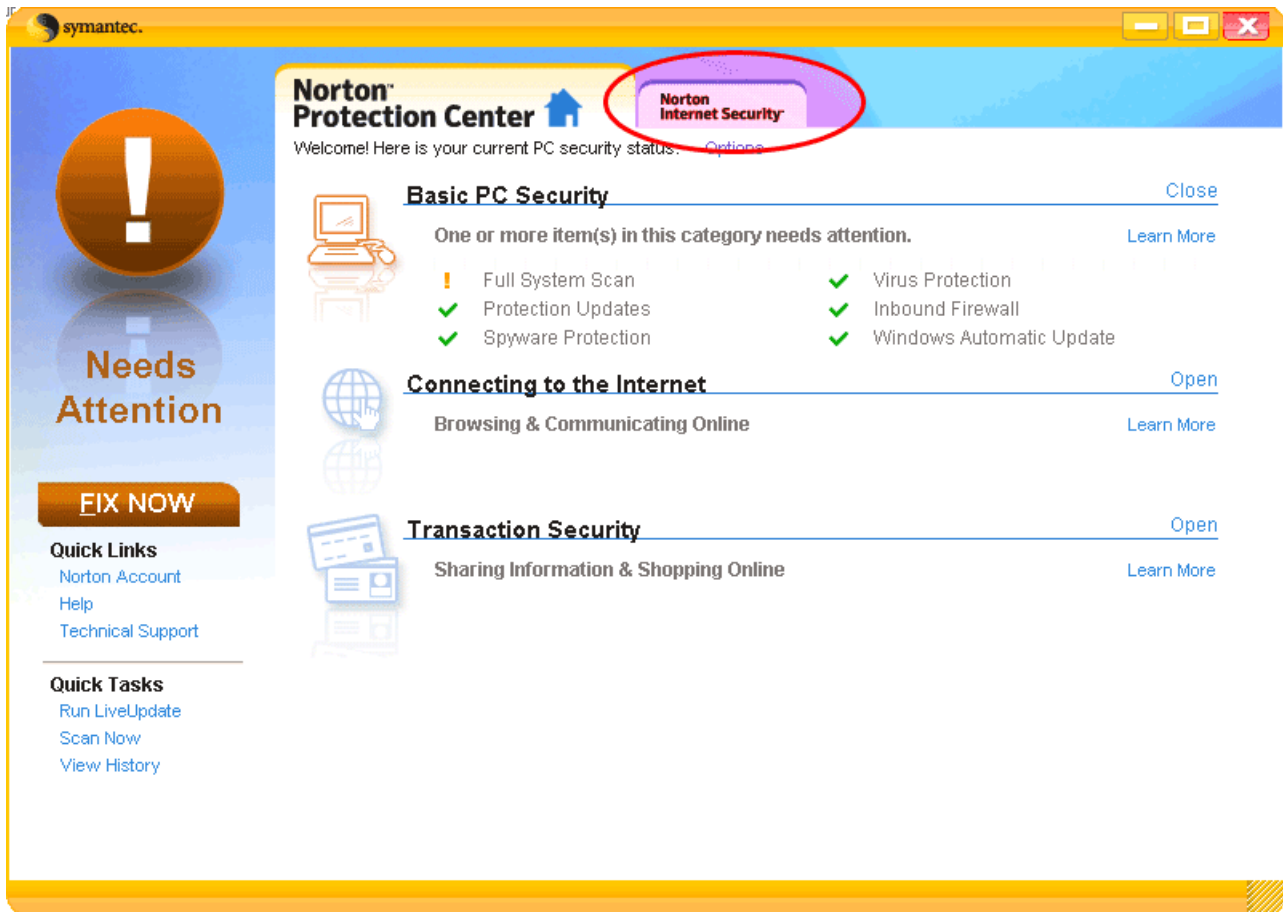
Our application does not open any secret doors or anything similar - it just allows you to monitor other computers and this is enough for antivirus and antispysware production companies to flag it as dangerous.

The only way to avoid this is to put the application on exclusion list. To do this, please follow the procedure:

1. Open **Norton Internet Security** configuration utility

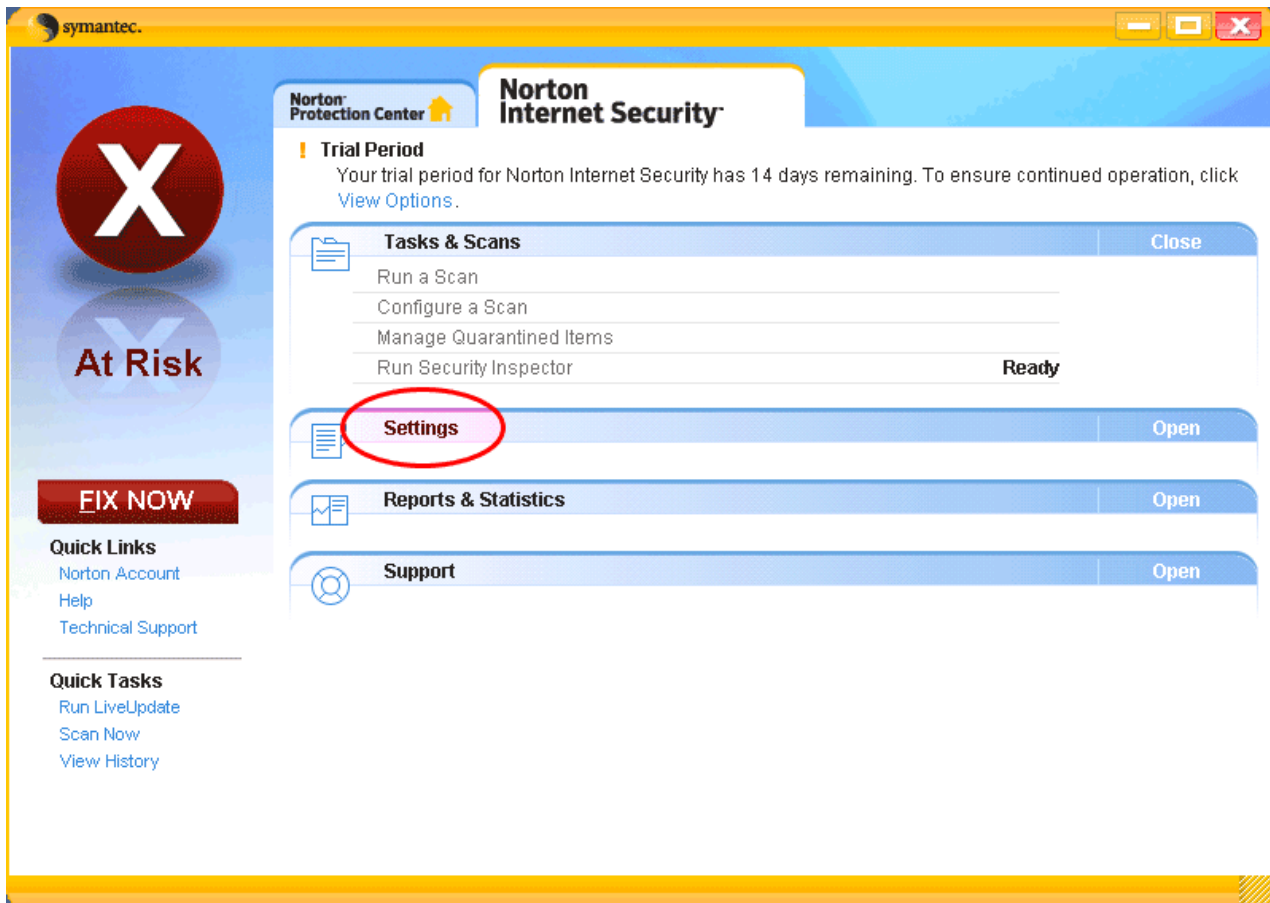


## 2. In the appearing window choose **Norton Internet Security**



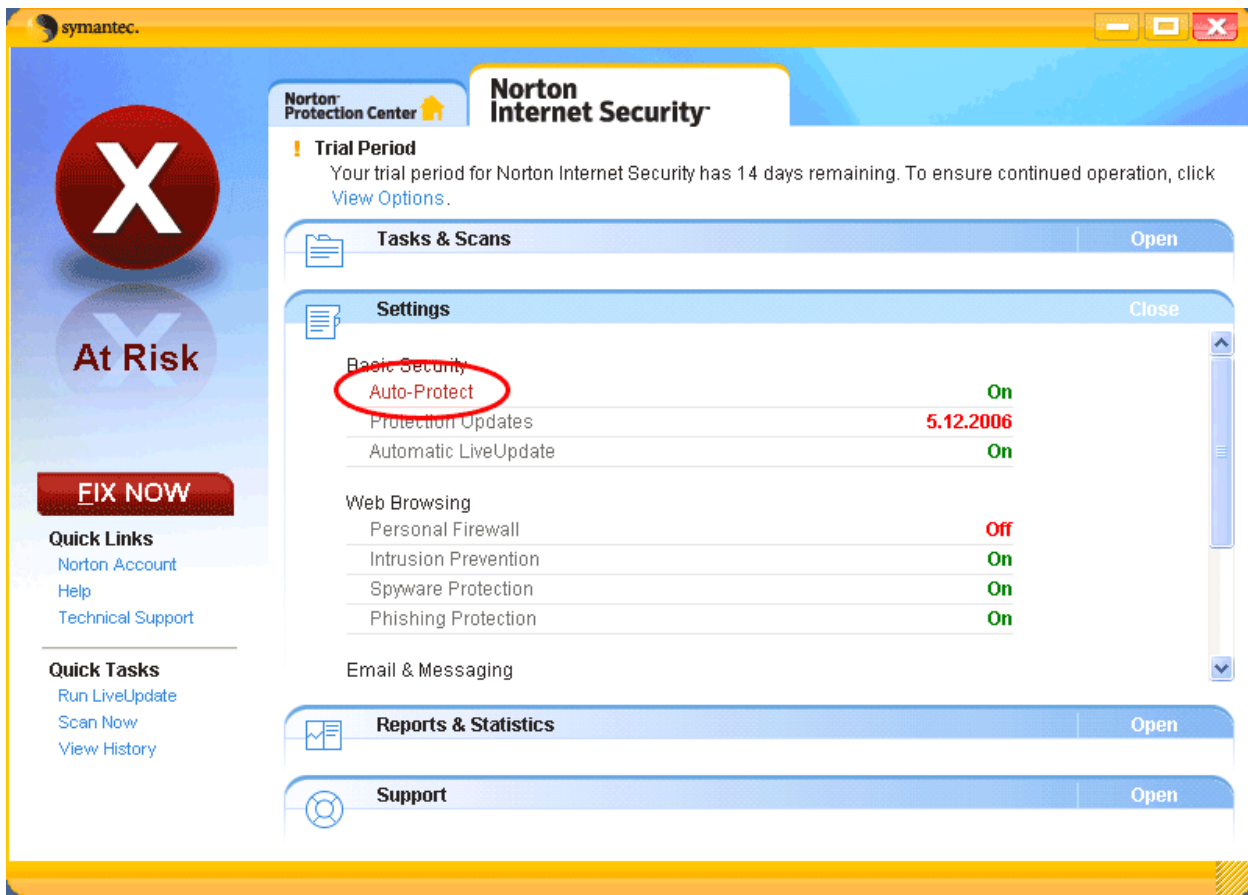
The screenshot shows the Norton Protection Center window. The title bar includes the Symantec logo and window controls. The main header displays "Norton Protection Center" with a home icon and "Norton Internet Security" highlighted with a red circle. Below the header, a "Needs Attention" section features a large exclamation mark icon and a "FIX NOW" button. The "Quick Links" section includes "Norton Account", "Help", and "Technical Support". The "Quick Tasks" section includes "Run LiveUpdate", "Scan Now", and "View History". The main content area shows "Basic PC Security" with a warning icon and a "Learn More" link. Below this, there are sections for "Connecting to the Internet" and "Transaction Security", each with a "Learn More" link. The "Basic PC Security" section lists several items: Full System Scan, Protection Updates, Spyware Protection, Virus Protection, Inbound Firewall, and Windows Automatic Update.

## 3. Choose **Settings**

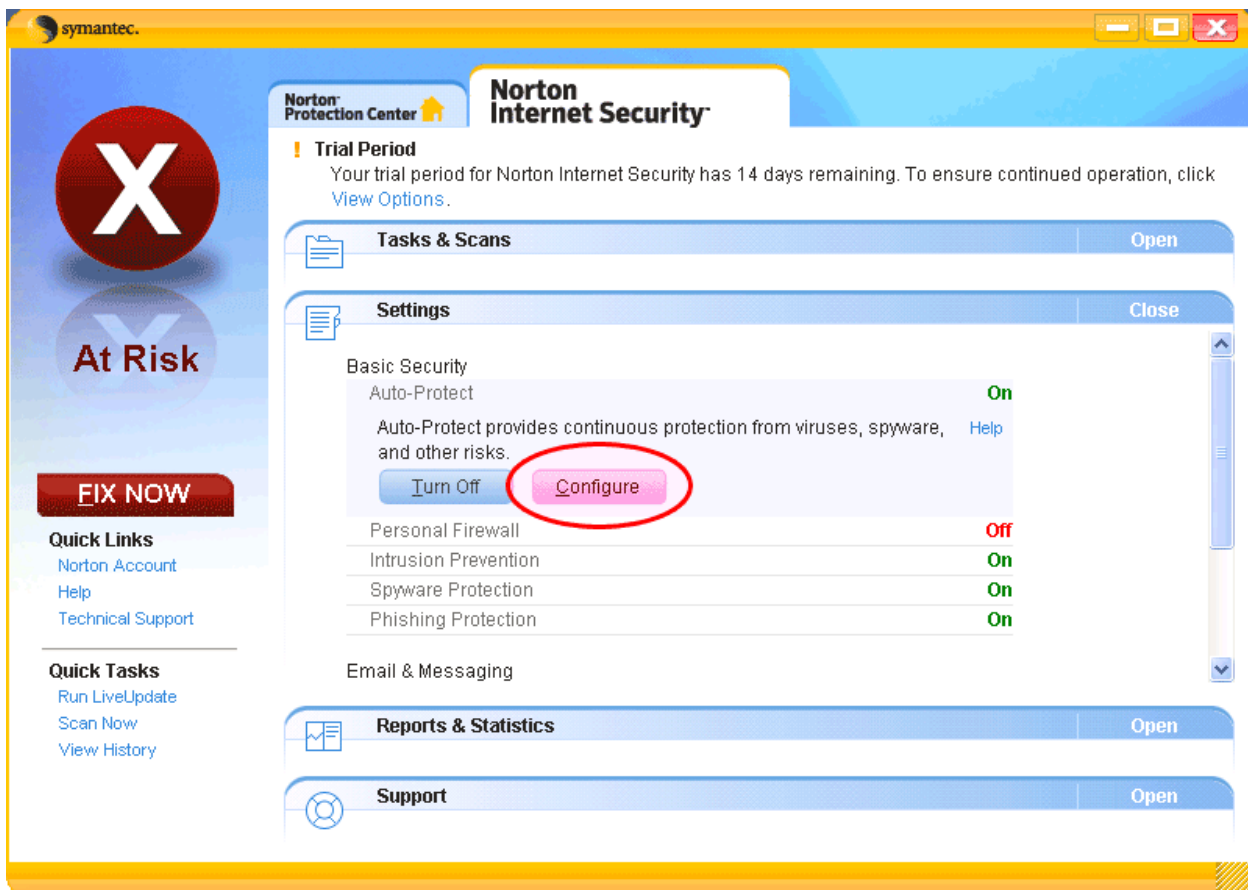


The screenshot shows the Norton Internet Security window. The title bar includes the Symantec logo and window controls. The main header displays "Norton Protection Center" with a home icon and "Norton Internet Security". A "Trial Period" warning is visible at the top, stating "Your trial period for Norton Internet Security has 14 days remaining. To ensure continued operation, click View Options." Below this, there are four main sections: "Tasks & Scans", "Settings", "Reports & Statistics", and "Support". The "Settings" section is highlighted with a red circle. The "Tasks & Scans" section lists "Run a Scan", "Configure a Scan", "Manage Quarantined Items", and "Run Security Inspector" with a "Ready" status. The "Reports & Statistics" and "Support" sections each have an "Open" button.

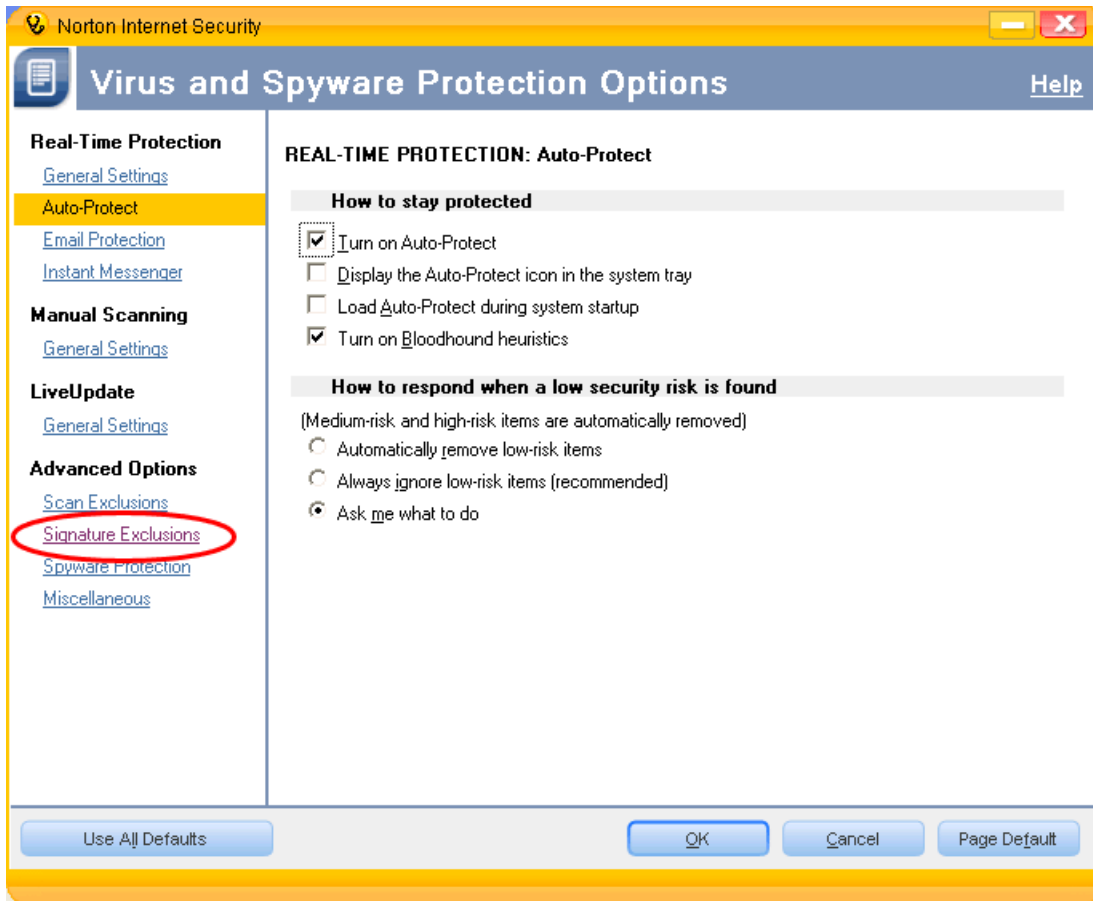
#### 4. Choose **Auto-Protect**



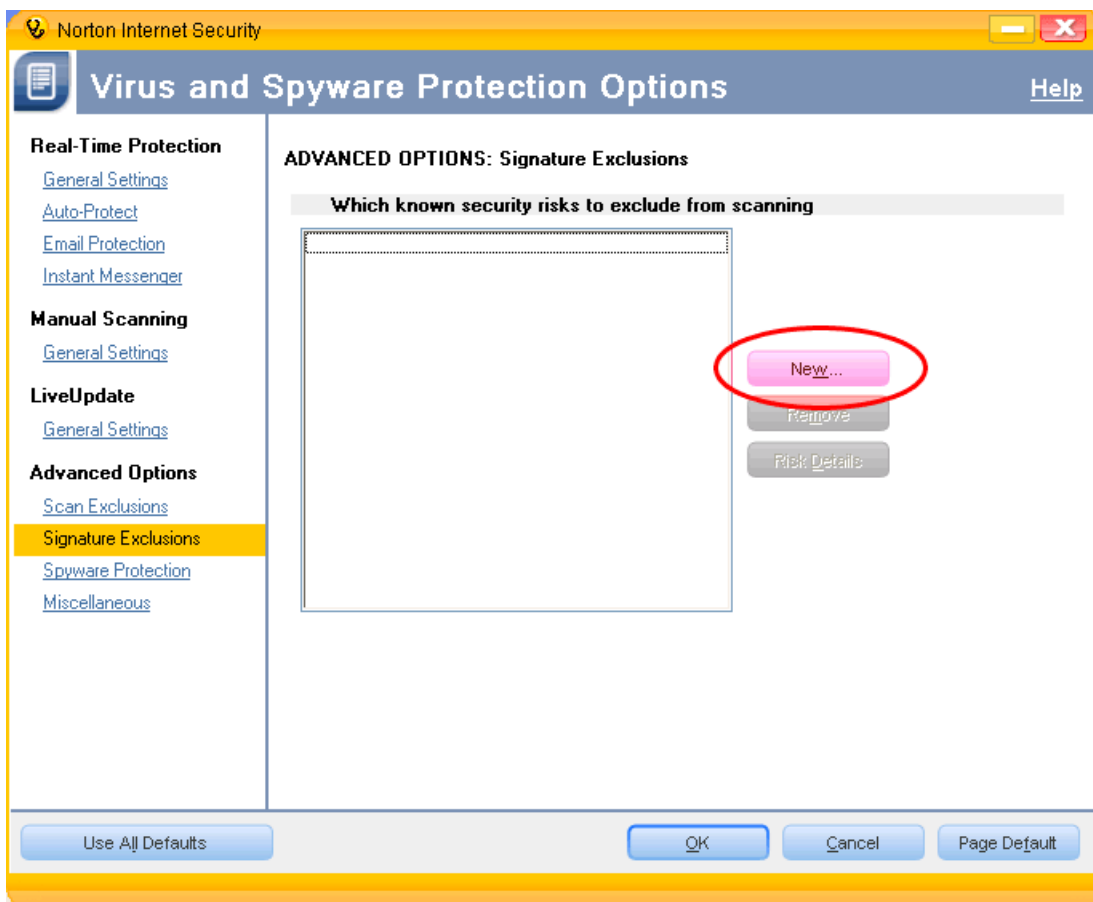
#### 5. Click on **Configure** button



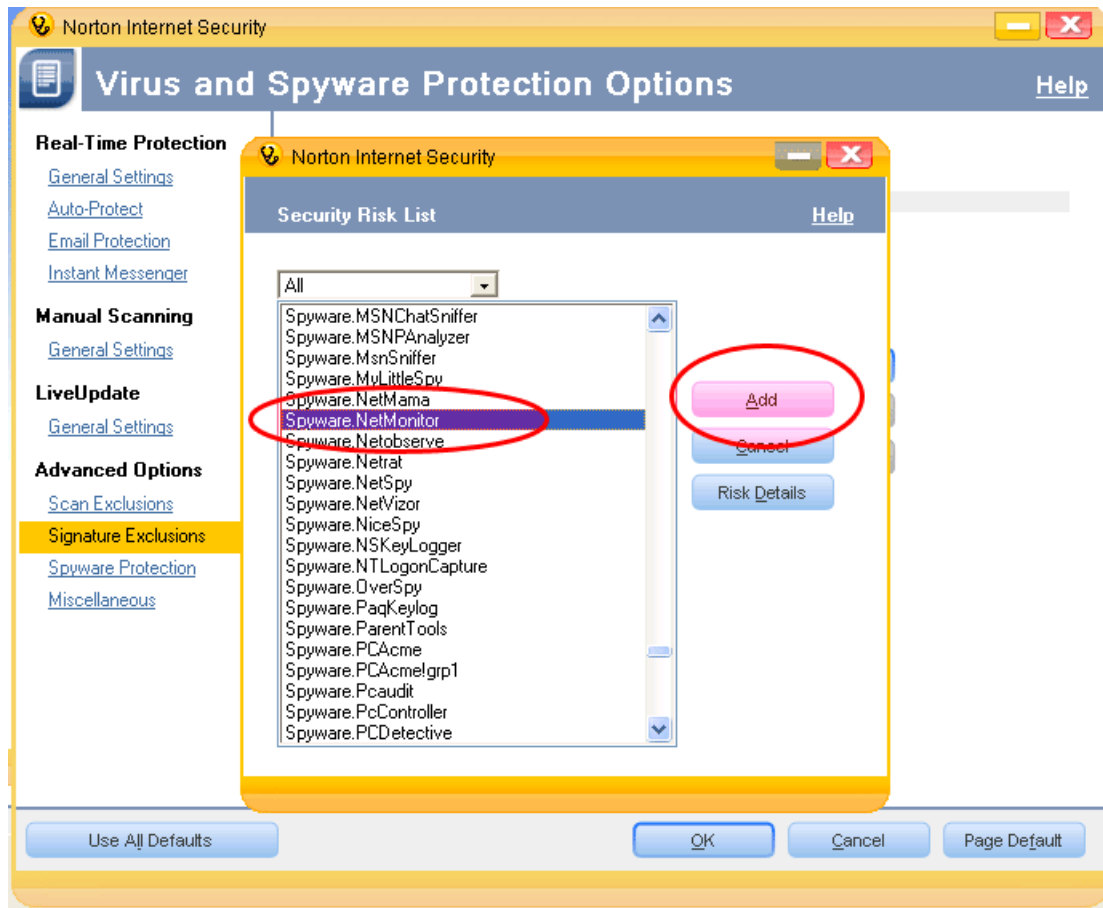
6. In the appearing windows choose **Signature Exclusions**



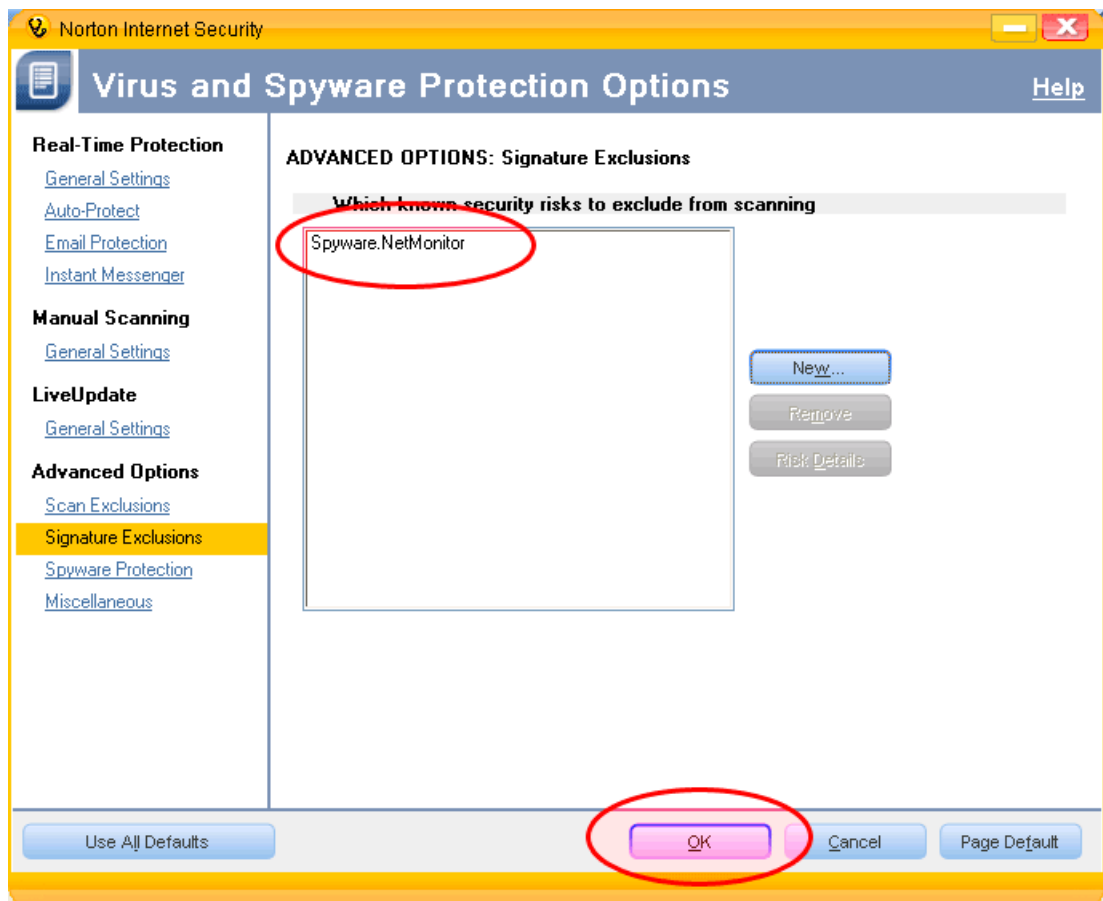
7. Click on **New...** button to add the application to exclusions list



8. In the appearing windows find **Spyware.NetMonitor** entry, select it and click on **Add** button



9. Check that **Spyware.NetMonitor** is on the list and confirm settings by clicking on **OK** button.



After that the application is on exclusions list.

**IMPORTANT:** Because our application was blocked, **you have to install it again.**

If you still facing any problems, please contact us using this email address:

[support@EduIQ.com](mailto:support@EduIQ.com)

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