

Configure LiveUpdate to use one of the available connection methods.

Select which of the available connection options will be used by LiveUpdate.

Click to check for available updates to both LiveUpdate and any Symantec products installed.

You may choose to connect to the Internet through one or more methods, including Dial-Up Networking or Remote Access Service (RAS). It is here that you can configure LiveUpdate to use the connection method you prefer.

If this option is checked, LiveUpdate uses the Dial-Up Networking or Remote Access Service (RAS) specified in the Use The Following Dial-Up Networking connection drop-down list box.

This list box contains the detected Dial-Up Networking or Remote Access Service (RAS) connections on your system and allows you to choose one for LiveUpdate use.

Allows access to the properties of the Dial-Up Networking or Remote Access Service (RAS) session that is selected in the Use The Following Dial-Up Networking Connection drop-down list box. Properties include such items as the phone number to dial, protocol configuration, and scripting options.

Allows you to create a new Dial-Up Networking or Remote Access Service (RAS) session by launching the standard Make New Connection (Windows 95) or New Phonebook Entry Wizard (Windows NT) dialog, which guides you step-by-step through the process of creating a new entry.

The new entry is added to those available for selection in the Use The Following Dial-Up Networking Connection drop-down list box.

If this option is checked, LiveUpdate retrieves the information stored in the Address and Port text boxes and uses that information to connect to a proxy server.

Enter the port to be used for proxy server requests. An example of a standard port number is 80 for HTTP, 21 for FTP. Consult your MIS department for specific port settings for your proxy server.

Specify the username to log into the selected Dial-Up Networking or Remote Access Service (RAS) session.

Specify the password to log into the selected Dial-Up Networking or Remote Access Service (RAS) session.

Configure setting to use a proxy server if necessary.

Enter the address of your proxy server. Consult your MIS department for the exact name and format for your individual proxy server.

If your server doesn't allow you to create a socket outside the firewall, you may be more successful with passive mode FTP transfer. In this case, both sockets are created with the user, rather than one with the user and one with the server.

Your FTP or HTTP username and password may be required with your firewall setup.

Allows you to use existing Internet Explorer proxy settings.

Requires you to enter custom proxy settings below.

How to set LiveUpdate Properties

To set LiveUpdate Properties, do one of the following:

- Launch LiveUpdate from your Symantec product and click the Options button on the opening LiveUpdate wizard panel.
- Open the Windows Control Panel and double-click LiveUpdate.

Using LiveUpdate without a modem

To use LiveUpdate without a modem:


● You must have a working Internet connection that doesn't require a modem.

For example, your company's network may have a direct (Ethernet) connection to the Internet.

Installing Dial-Up Networking or RAS

If LiveUpdate detects that you have not installed either Dial-Up Networking (Windows 95) or Remote Access Service (Windows NT), then the options normally available in the Modem Connection group box are not available. Instead, LiveUpdate informs you that you need to first install Dial-Up Networking or Remote Access Service before you can choose or create a Dial-Up Networking connection.

If you have an Internet Service Provider (ISP), they probably have software to set up Dial-Up Networking as well as to create a connection to their servers. If such software exists, you are encouraged to use it. If not, you need to install Dial-Up Networking or Remote Access Service through the Network Control Panel applet.

 Consult your ISP, Windows documentation (printed and electronic), or your company's MIS department for more information.

Setting up a Dial-Up Networking or RAS

If you already have one or more Dial-Up Networking or Remote Access Service (RAS) connections available, you can select one to be used by LiveUpdate.

To setup a Dial-Up Networking or RAS connection:

- 1 Open the [LiveUpdate Properties panel](#).
- 2 Click the [Internet tab](#).
- 3 Check the Connect To The Internet Using A Modem check box.
- 4 In the Use The Following Dial-Up Networking Connection list box, select your desired Dial-Up Networking connection.

Click the Properties button if you want to configure the selected connection. To add a new Dial-Up Networking connection, click the Add button in the Modem Connection group box.

Specifying a Dial-Up Networking password

If you have an existing Dial-Up Networking connection and let Windows save your password, then LiveUpdate uses it automatically. If you do not let Windows save your passwords, you can let LiveUpdate save it for LiveUpdate use only.

To specify a Dial-Up Networking for LiveUpdate use only:

- 1** Open the [LiveUpdate Properties panel](#).
- 2** Click the [Internet tab](#).
- 3** Enter your User Name and Password in the text boxes.

The information is used for LiveUpdate connections only.

Internet Service Provider problems

Your Internet Service Provider (ISP) is your best resource in resolving configuration problems. They know how to properly configure the software they provide.

If you work in a company that has an MIS department, they might be able to help too. If you are in a corporate environment, you may also need to configure LiveUpdate to use any proxy server that may be present.

If you can use other Internet applications (such as a web browser) to connect to the Internet, then LiveUpdate can use that connection as well.

Using CompuServe or America Online

You can access LiveUpdate through any Internet or online service that supplies you with a connection to the Internet. For example, if you establish a connection and use a web browser such as Internet Explorer or Netscape Communicator, you should be able to use LiveUpdate with the same connection.

To use LiveUpdate with CompuServe or America Online:

● If you use America Online, CompuServe or Prodigy Internet to connect to the Internet, you will need to connect to the Internet before you run LiveUpdate. LiveUpdate works with AOL versions 3.0 and above for Windows 95/98 and Windows NT. Once connected to the Internet run LiveUpdate with the Internet connection option. If you continue to have problems, verify your Modem and Internet settings.

With some other services, you can run LiveUpdate without first connecting to the service. Consult your online service provider to learn how to set up a standard Internet connection that other Internet applications can also use.

Using LiveUpdate with a proxy server

If you are using LiveUpdate in an environment where a proxy server is present, you may need to configure LiveUpdate to work properly with the proxy server.

To configure LiveUpdate to work with a proxy server:

- 1 Open the [LiveUpdate Properties panel](#).
- 2 Click the [Proxy tab](#).
- 3 Check the Connect Through A Proxy Server check box in the Proxy Server group box.
- 4 Enter the address of the proxy server and port information for your particular proxy server.

If you are unsure of these settings, contact your company's MIS department.

Dial-Up Networking or permanent Internet connections

If you are in a corporate environment where you have the ability to connect to the Internet either through a dial-up connection (to an Internet Service Provider) or through the corporate network, you must choose which connection LiveUpdate will use.

To specify which connection LiveUpdate uses:

- 1 Open the [LiveUpdate Properties panel](#).
- 2 Click the [Internet tab](#).
- 3 Do one of the following:
 - If you want LiveUpdate to use the selected Dial-Up Networking connection, check the Connect To The Internet Using A Modem check box in the Modem Connection group box.
 - If you want LiveUpdate to use the default Internet connection, uncheck the Connect To The Internet Using A Modem check box.

Note: For dual connection systems, the default Internet connection (intranet or LAN) is usually the faster connection.

Factors that affect speed

Several factors can decrease overall connection speed. These include the number of people logged into the remote system (modem or Internet connection), multitasking, a bad or noisy phone line connection, as well as your computer's hardware, system configuration, and speed.

Slowness often occurs when the Internet is extremely busy. Technical problems with one of the many computers between your Internet Service Provider (ISP) and the LiveUpdate service may also cause delays.



If you have a problem connecting with LiveUpdate, try again during off-peak hours.

Cost of service

LiveUpdate is a limited free service. If you're connecting by modem or your Internet Service Provider (ISP) charges if you're connecting over the Internet, Symantec is not liable for any costs incurred.

Do you have the latest updates

If you already have the latest revision of your software product, the latest virus definitions files, or other retrievable files, LiveUpdate reports that no update is necessary.

When you next run LiveUpdate, it will retrieve any updates that have been released since you last ran LiveUpdate, or report that no update is necessary.

If LiveUpdate can't retrieve an update

The most likely cause of this problem is that you don't have enough hard disk space for the update. The updates are compressed and require more hard drive space than their original, compressed size. To resolve this problem, back up, compress, or delete unneeded files to free up hard drive space (usually on the drive that contains Windows), then retry LiveUpdate.

Restoring LiveUpdate

LiveUpdate and other applications install and share a number of common files. Some applications install without checking to see if newer versions of the shared files already exist. They may replace the newer versions with older ones, which may cause problems with existing software, including LiveUpdate.

To restore LiveUpdate operation:

- Re-install the applications that use LiveUpdate.

Running LiveUpdate after reinstalling software

If you have to reinstall software because it no longer works properly, it is likely that one or more files were damaged. To ensure that you properly restore all of your files, run LiveUpdate again after reinstalling the software to make sure you have the latest software updates.

Troubleshooting Topics

If you encounter problems using LiveUpdate, see if your problem is in the following list:

● **General**

[How to set LiveUpdate Properties](#)

[Selecting between Dial-Up Networking and permanent Internet connections](#)

[Cost of service](#)

[Factors that affect speed](#)

[How LiveUpdate tells you if you have the latest software update](#)

[Accessing LiveUpdate through CompuServe or America Online](#)

[What to do if LiveUpdate can't retrieve an update](#)

[Whom to call when your Internet Service Provider \(ISP\) account isn't configured correctly](#)

[Restoring LiveUpdate if a new software installation disables it](#)

[Running LiveUpdate after reinstalling software](#)

● **Internet**

[Using LiveUpdate without a modem](#)

[Using LiveUpdate with a proxy server](#)

[Selecting between Dial-Up Networking and permanent Internet connections](#)

[Accessing LiveUpdate through CompuServe or America Online](#)

● **Dial-Up Networking**

[Installing Dial-Up Networking or Remote Access Service](#)

[Setting up a Dial-Up Networking or Remote Access Service connection](#)

[Selecting between Dial-Up Networking and permanent Internet connections](#)

[Specifying a Dial-Up Networking password for LiveUpdate use](#)

Configuring LiveUpdate

Symantec is committed to keeping your software current. LiveUpdate connects to special Symantec sites to determine if your Symantec product requires an update or if there is late-breaking news of which you should be aware. If so, LiveUpdate downloads the necessary files and installs them on your computer automatically. You do not have to do anything except start LiveUpdate.



Whichever Symantec products you use, make it a practice to run LiveUpdate regularly. For directions, see your product's documentation or online help system.

Generally, you do not have to do anything to configure LiveUpdate. The LiveUpdate Properties panels are for users who have more than one Internet connection and want LiveUpdate to connect using a particular one.

LiveUpdate connects to Symantec sites in the following way:



Internet: Symantec maintains an Internet site for LiveUpdate use. Only LiveUpdate can connect to this site. If you want information about Symantec products or technical support, visit <http://www.symantec.com>

LiveUpdate is a limited free service. If you're connecting by modem or your Internet Service Provider (ISP) charges if you're connecting over the Internet, Symantec is not liable for any costs incurred.

See also

[Troubleshooting](#)

[About the Connection tab](#)

[About the Internet tab](#)

[About the Proxy tab](#)

About the Connection tab

● If your questions are not answered below, see [Troubleshooting](#).

Depending upon your computer configuration, you may have more than one way to connect with LiveUpdate. The main factors are your current computer hardware, the presence of an Internet connection, or whether your computer has been configured for network/LAN administration. Only valid connection methods for your computer are listed.

Connecting with LiveUpdate

In How Do You Want To Connect To A LiveUpdate Server, select one of the following:

● Internet

LiveUpdate connects using your existing Internet connection. The Internet connection can be permanent, such as a LAN or Ethernet connection, or a Dial-Up Networking session. If more than one Internet connection method is available, you can specify which one to use on the [Internet tab](#). You can connect through [America Online](#) or [CompuServe](#).

● Network

LiveUpdate connects to an internal Intranet or LAN server to retrieve updates. This option is available if your company has configured LiveUpdate for LAN/Intranet use. No Internet access or modem availability is required to use this connection method. If an administrator configures LiveUpdate to use an internal LAN/Intranet server, this will be your only connection option.

Updating LiveUpdate

Not only does LiveUpdate make sure your Symantec product stays current, LiveUpdate can update itself.



Click the Update Now button occasionally so that LiveUpdate can check for available updates.

See also

[Configuring LiveUpdate](#)

About the Internet tab

● If your questions are not answered below, see [Troubleshooting](#).
Internet options determine how LiveUpdate makes a connection.

Modem Connection

These options are for users who may have both a permanent or LAN Internet connection and a dial-up Internet account and would like to switch between them for LiveUpdate use.

● **Connect To The Internet Using A Modem**

If checked, LiveUpdate uses the Dial-Up Networking or Remote Access Service (RAS) specified in the Use The Following Dial-Up Networking Connection drop-down list box.

If not checked, LiveUpdate uses whatever the default Internet connection is for your system.

Note: Although this option specifically indicates a modem connection, it applies to any Dial-Up Networking or RAS connection, including non-modem connections via other hardware, such as an ISDN terminal adapter.

● **Use The Following Dial-Up Networking Connection**

Displays all of the detected Dial-Up Networking or Remote Access Service (RAS) connections on your system and allows you to choose one for LiveUpdate use. This list box is not available unless Connect To The Internet Using A Modem is checked.

This option is particularly useful for users who have more than one Internet Service Provider (ISP) and would like to configure LiveUpdate to use a specific Dial-Up Networking or RAS session.

● **User Name and Password**

Enter the user name and password you use to log into the selected Dial-Up Networking or Remote Access Service (RAS) session.

If you have previously entered your login information for Dial-Up Networking or RAS, LiveUpdate fills in the text boxes from the stored Windows information. You can change this information, but changes apply to all Dial-Up Networking and RAS use, not just LiveUpdate use.

If you do not regularly let Windows store your passwords, you can still enter it here. Only LiveUpdate will use the information.

Use passive mode FTP transfers

If your server doesn't allow you to create a socket outside the firewall, you may be more successful with passive mode FTP transfer. In this case, both sockets are created with the user, rather than one with the user and one with the server.

See also

[Configuring LiveUpdate](#)

About the Proxy tab

● If your questions are not answered below, see [Troubleshooting](#).

Businesses often use proxy servers to screen or otherwise filter requests from applications like web browsers.

● **Connect Through A Proxy Server Option**

If checked, LiveUpdate connects to the proxy server using the information specified in the Address and Port text boxes. Typically, proxy addresses are in the form YOURPROXY@YOURCOMPANY.COM and the port number is 80 for HTTP and 21 for FTP. Consult your MIS department for specific address and port settings for your proxy server.

For home users (or business users where proxy servers are not used or required), this option should remain unchecked. If you do check this option, the corresponding proxy server address and port information should also be entered.

See also

[Configuring LiveUpdate](#)

