

Connection Options

You may have several ways of connecting to a LiveUpdate server. The available connection method(s) for your current configuration are shown in the How Do You Want To Connect To A LiveUpdate Server drop-down listbox. The How Do You Want To Connect To A LiveUpdate Server drop-down list box lists the currently available connection options. The options shown depend on factors such as:

- hardware availability,
- presence of an Internet connection, or
- whether your system has been configured for network/LAN administration.

The possible options are:

- **Choose Device Automatically:** this option attempts to connect to a LiveUpdate server over an Internet connection if possible, but uses a modem to directly dial a LiveUpdate Bulletin Board System (BBS) if an Internet update could not be accomplished.
- **Internet:** this option uses an available Internet connection to attach to a LiveUpdate server. This Internet connection could be a permanent one (such as a LAN/Ethernet connection) or a Dial-Up Networking session. The particulars of which connection will actually be used (if multiple connection methods are possible) can be set in the Modem Connection group box on the Internet tab.
- **Modem:** this option uses a standard modem to dial a LiveUpdate Bulletin Board System (BBS) to retrieve relevant software updates. Use of this connection method does not require Internet access of any kind. LiveUpdate automatically dials the closest physical BBS, but all long-distance and (if applicable) international phone charges are the LiveUpdate user's responsibility. Note that under Windows NT 3.51, the Modem option is not available because direct modem connections are not supported on this platform.

Pressing the Update Now button checks for the availability of updates to LiveUpdate itself. Updates may include the availability of new international Bulletin Board Systems (BBS), updated help files, or enhancements to the LiveUpdate wizard or Control Panel applet. Symantec is committed to keep LiveUpdate state-of-the-art, so check occasionally for new revisions.

Internet Options

- If the Connect To The Internet Using A Modem option is checked, then 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 this option is *not* checked, then LiveUpdate uses whatever the default Internet connection is for your system.
WHY? This option may be useful for users who may have both a permanent/LAN Internet connection and a dial-up Internet account and would like to switch between them for LiveUpdate use.
Note: Although this option specifically indicates the connection to be via modem, this option applies to any Dial-Up Networking/RAS connection, including non-modem connections via other hardware, such as an ISDN terminal adapter.
- The Use The Following Dial-Up Networking Connection drop-down listbox 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 listbox is not available unless the Connect To The Internet Using A Modem checkbox is checked.
WHY? 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/RAS session.
- An edit box is provided to specify the password to log-into the selected Dial-Up Networking or Remote Access Service (RAS) session. If you have previously informed Windows to do so, Windows stores this information and LiveUpdate extracts it and automatically fills in the editbox. You can change this information if required, but understand that changes made to this field will be reflected in the global (that is to say, outside of LiveUpdate use) Dial-Up Networking / RAS properties. If you have chosen to not allow Windows to normally store your password information, you may enter it here knowing that, in this case, your desire to not globally store your Dial-Up Networking / RAS password will be honored and this field will only be used for LiveUpdate use.
- An edit box is also provided where you can specify the password to log-into the selected Dial-Up Networking or Remote Access Service (RAS) session. If you have previously informed Windows to do so, Windows stores this information and LiveUpdate simply extracts it and automatically fills in this editbox appropriately. You can change this information if required, but understand that changes made to this field will be reflected in the global (that is to say, outside of LiveUpdate use) Dial-Up Networking / RAS properties. If you have chosen to not allow Windows to normally store your password information, you may enter it here knowing that, in this case, your desire to not globally store your Dial-Up Networking / RAS password will be honored and this field will only be used for LiveUpdate use.
- If the Connect Through A Proxy Server Option is checked, then LiveUpdate will retrieve the information stored in the Address and Port edit boxes and use that information to connect to a proxy server. In this way, businesses that utilize proxy servers to screen or otherwise filter requests from applications like web browsers can also use LiveUpdate properly. For home users (or business users where proxy servers are not utilized 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. Commonly, proxy addresses may be in the form of *yourproxy@yourcompany.com* and commonly the port number is 80; however, you should consult your IS/MIS/Help Desk department for specific address and port settings for your individual proxy server

Modem Options

Configuration for which modem to use when LiveUpdate connects to a Bulletin Board System (BBS) as well as the dialing properties can be set here.

You can select from among the available dialing properties entries so that LiveUpdate will correctly be able to connect to a LiveUpdate Bulletin Board System (BBS) wherever you happen to be. LiveUpdate can automatically connect to the closest physical BBS around the world, which is especially convenient for travelers: you can update your software anytime, anywhere with LiveUpdate.

You can also select which modem to use to connect to a LiveUpdate BBS. This is especially convenient for people who may have more than one modem installed in their system and want a particular one to be used from LiveUpdate. If one or more modems are installed, then they will be selectable from the *Use Modem* drop-down list box. If no modem is installed, then the Properties button (which normally allows you to edit properties for the selected modem) change to Add A Modem. Pressing this button will launch the standard Windows new modem wizard, which will guide you step-by-step through the process of adding a new modem to your system.

Note that modem options do not appear under Windows NT 3.51 because direct modem connections are not supported on this platform.

Configure LiveUpdate to use one of the available connection methods

Selects which of the available connection options will be used by LiveUpdate

Press this button to check for the availability of updates to LiveUpdate itself. Updates may include the availability of new international Bulletin Board Systems (BBS), updated help files, or enhancements to the LiveUpdate wizard or Control Panel applet. Symantec is committed to keep LiveUpdate state-of-the-art, so check occasionally for new revisions.

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, then LiveUpdate will use the Dial-Up Networking or Remote Access Service (RAS) specified in the Use the Following Dial-Up Networking connection drop-down list box.

This listbox 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/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 will guide you step-by-step through the process of creating a new entry. Once completed, this new entry will be added to those available for selection in the Use the following Dial-Up Networking Connection drop-down list box.

If this option is checked, then LiveUpdate will retrieve the information stored in the *Address* and *Port* edit boxes and use that information to connect to a proxy server.

This edit box is used to enter the port to be used for proxy server requests. An example of a standard port number is 80; however, you should consult your IS/MIS/Help Desk department for specific port settings for your individual proxy server.

This editbox is where you can specify the username to log-into the selected Dial-Up Networking or Remote Access Service (RAS) session.

This editbox is where you can 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

This check box is used to enter the address of your proxy server. Consult your IS/MIS/Help Desk department for the exact name and format for your individual proxy server.

Configure Dialing Properties and phone number preview

Allow selection of which dialing properties item to use for LiveUpdate use

Allows you to edit the currently selected dialing properties

Allows you to edit the properties of the currently selected modem

Enables or disables the display of the phone number LiveUpdate will dial when connecting to a Bulletin Board System (BBS)

Configure modem preferences to use when connecting to a LiveUpdate Bulletin Board System (BBS)

Allows selection of which modem to use when LiveUpdate connects to a Bulletin Board System (BBS)

How to configure LiveUpdate

You can configure LiveUpdate in one of two ways. You can launch LiveUpdate from your Symantec product and click the Options button on the opening LiveUpdate wizard panel. Or, you can open the Windows Control Panel and select the LiveUpdate item. The items in the Control Panel are often referred to as applets. Once open, the LiveUpdate Control Panel applet will allow you to set various options that will customize LiveUpdate to suit your needs.

Using LiveUpdate without a modem

You can use LiveUpdate without a modem if you 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.

Local modem requirement (no shared network modems)

LiveUpdate was not designed to work with shared network modems. To use LiveUpdate with a modem, the modem should be installed (internally or externally) to your local computer.

Setting up a modem

If you do not have a modem properly installed, you can add one through the LiveUpdate Control Panel applet. Simply open the applet, and click the Modem tab. In the Modem group box, there will be a button labeled Add A Modem. Clicking this button will launch the standard Windows dialog box you use to detect your modem. Follow the instructions on this dialog and, if everything is successful, you will see your newly added modem in the drop-down list of modems that LiveUpdate can use.

Identifying a modem's manufacturer or model

If your platform (such as Windows 95) supports it, let the operating system attempt to detect your modem. Even if your modem is not a plug-and-play model, Windows can often correctly detect it. If Windows does not correctly identify your modem, then you may prefer to enter the information directly. If so, you will need to identify the modem manufacturer and model. If you have an external modem, examine it for a manufacturer or model label. Sometimes this information is on the underside of the modem. If you can't identify your modem in this way, or if you have an internal modem, try selecting Standard Modem Types from the Manufacturers drop-down list box, then select a modem speed that most closely matches your modem's speed from the Models drop-down list box. For example, if you have a 14,400 baud (14.4) modem, try selecting 14000 bps Modem as the model.

Using a modem to connect

If you have a single, properly installed modem, you can connect to a LiveUpdate BBS simply by selecting Modem from the drop down list on the opening LiveUpdate wizard panel. You can also select the modem as the connection option from the Connection tab on the LiveUpdate applet in the Control Panel.

Selecting from available modems

If you have more than one modem properly installed in your system, and wish to select a particular modem to use with LiveUpdate, you can do this from the LiveUpdate applet in the Control Panel. Open the applet, click the Modem tab and choose from among the available choices in the Modem group box.

Setting up LiveUpdate to access an outside line

If you need to dial any specific number or code to access an outside line, open the LiveUpdate Control Panel applet and click the Modem tab. Then click the Dialing Properties button. In the How I Dial From This Location group box, there are two edit boxes: one for entering anything that must be dialed to access a local outside line and a second edit box where any codes to access an outside line for long distance use must be entered.

Configuring your modem to dial an access code after the phone number

You may require an access code after dialing a long distance number. If you are dialing 1-541-484-6669, for example, and your access code is 1234, you must dial 1-541-484-6669-1234. To do this, follow these directions: Open the Control Panel and double-click the LiveUpdate icon. Click the Modem tab. Click the Dialing Properties button. Check The Dial Using Calling Card checkbox and click the Change button (in Windows 95 the Change Calling Card dialog should pop up automatically). Click the New button. Type *Outside Line* as the name of the calling card. Click OK. Windows NT will automatically prompt you to configure the calling card; click OK. Windows 95: Click the Advanced button. Enter G in the Calls Within The Same Area code box. Enter 1FG,,xxx in the Long Distance Calls box, where xxx represents your access code. If your access code is 1234, for example, you would type 1FG,,1234. Enter 01EFG,,xxx in the International Calls box, where xxx represents your access code. Click Close. Click OK. Outside Line should now be selected as your calling card. Click OK. Click OK. You should now be able to dial the Symantec LiveUpdate server using an access code.

Disabling call waiting

To disable Call Waiting, open the LiveUpdate Control Panel applet and click the Modem tab. Then click the Dialing Properties button. In the How I Dial From This Location group box, check the This Location has *Call Waiting* checkbox and enter the appropriate code to actually perform this function. Commonly, codes such as *70, 70#, or 1170, if dialed before the phone number, temporarily disable Call Waiting (which means that after your phone call is concluded, Call Waiting will once again be in effect). For the specific code to disable Call Waiting, contact your local phone company.

Using LiveUpdate without an existing Internet connection

You can use LiveUpdate by connecting via modem to one of several Bulletin Board Systems (BBS). LiveUpdate will automatically select the closest BBS to you – even if that location changes. To let LiveUpdate know where you are calling from, go to the Control Panel and open the LiveUpdate applet. Click the Modem tab and click the Dialing Properties button. A dialog will appear where you can set locale information about your modem.

Installing Dial-Up Networking Remote Access Service

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 will not be available to you. Instead, LiveUpdate will inform 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. You may go about this task in different ways. 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 will 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/Help Desk as necessary.

Setting up a Dial-Up Networking or Remote Access Service connection

If you already have one or more properly configured Dial-Up Networking or Remote Access Service (RAS) connections available, you can select one to be used by LiveUpdate. To do this, open the LiveUpdate Control Panel applet and click the Internet tab. Now check the Connect To The Internet Using A Modem check box. Next, select your desired Dial-Up Networking connection from among the available choices in the Use The Following Dial-Up Networking Connection list box.

You can modify any necessary properties of the selected connection by clicking the Properties button.

If you want to add new Dial-Up Networking connection, you can do so by clicking the Add button, in the Modem Connection group box. This will invoke the standard Windows wizards to step you through the creation of your new connection.

There are edit boxes provided where you can enter your user name and password information as well.

Specifying a Dial-Up Networking password for LiveUpdate use

If you have existing Dial-Up Networking connections and have chosen to save your password, then LiveUpdate will retrieve your username and password and display it in LiveUpdate Control Panel applet in the Modem Connection group box on the Internet tab. If you chose to not save your password for general Dial-Up Networking use, you may still enter this information into the LiveUpdate Control Panel applet. In this case, this information would be used for LiveUpdate connections only.

Whom to call when your Internet Service Provider account isn't configured correctly

Your ISP is your best resource in resolving configuration problems. They know how to properly configure the software that they provided to you. If you work in a company that has an MIS department or a Help Desk, they might be able to help, too. 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. If you are in a corporate environment, you may also need to configure LiveUpdate to use any proxy server that may be present.

Accessing LiveUpdate through CompuServe or America Online

You can use LiveUpdate with CompuServe or America Online. You must connect to CompuServe or America Online before you run LiveUpdate. 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.

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 Navigator, you should be able to use LiveUpdate with the same connection.

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. Open the LiveUpdate Control Panel applet and click the Internet tab. Then check the Connect Through A Proxy Server check box in the Proxy Server group box. Finally, enter the address of the proxy server and port information for your particular proxy server. If you are unsure of these settings, you should contact your company's MIS/Help Desk for assistance.

Selecting between Dial-Up Networking and 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 may wish chose which connection LiveUpdate will use. You can do this easily through the LiveUpdate Control Panel applet. Open the LiveUpdate applet from the Control Panel (or click the Options button on the LiveUpdate Wizard) and select the Internet tab. In the Modem Connection group box you will find the Connect To The Internet Using A Modem checkbox. If this checkbox is checked, then LiveUpdate will use the selected Dial-Up Networking connection. If it is unchecked, LiveUpdate will use the default Internet connection method for the system, which would normally be (for dual connection systems) the faster (intranet/LAN) connection. If you have fast connections but want to have LiveUpdate connect through a dial-up connection, you can simply toggle this checkbox to the checked position.

Factors that affect speed

Several factors can decrease overall speed, including the number of people logged in to 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.

Causes for occasional slowness

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. It is often better to simply try again during off-peak hours. Night connections are often faster than those made during normal weekday business hours.

Cost of service

The BBS services use regular phone numbers. You will incur the expense of any connect time while LiveUpdate is downloading your software updates (unless the BBS phone number is local to you and not subject to long distance charges).

If you are connecting via the Internet, your cost will only be whatever your Internet Service Provider (ISP) normally charges for your Internet access.

About the Find Device Automatically option

When you select Find Device Automatically, LiveUpdate first attempts to use an Internet connection. If it doesn't find an Internet connection present, can't start an Internet session, or tries to connect through the Internet and fails, it retries with a modem, if present. If you have both an Internet connection and a modem and don't want LiveUpdate to try both, select either Internet or Modem as your connection choice.

How LiveUpdate tells you if you have the latest update

If you already have the latest revision of your software product, the latest virus definitions files, or other retrievable files, LiveUpdate informs you that no update is necessary. When you next use LiveUpdate, it will retrieve any updates that have been released since you last ran LiveUpdate.

What to do when LiveUpdate detects problems retrieving 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 hard drive space beyond 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.

What to do when you connect to the BBS, then unexpectedly drop out

While several factors may contribute to this problem (such as a noisy phone line or a congested phone circuit) a bad connection between your computer and the LiveUpdate server is often the cause. Simply retrying will often cure the problem.

Compaq modem not dialing with LiveUpdate

If LiveUpdate displays a "No Dial Tone" error when you try to access your modem, but HyperTerminal and other programs report no problems with your modem, use the following procedure to correct the situation:

Open the Windows Control Panel and double-click on the LiveUpdate icon. Click the Modem tab, select your modem from the Use Modem drop-down list and click the Properties button. Then select the Connection tab and uncheck the Wait For Dial Tone Before Dialing checkbox. Click OK. Close the Modems Properties and the LiveUpdate Control Panel applet. LiveUpdate should now work correctly.

Local Area Code (541) and LiveUpdate modem calls

If you live in the 541 area code in the United States but the LiveUpdate modem number is not a local call, errors may occur when using LiveUpdate. A temporary solution is to open the LiveUpdate Control Panel applet, select the Modem tab and click the Dialing Properties button. In the How I Dial From This Location group box, enter the following: 1541 in the To Access An Outside Line, First Dial field.

Note: This is only a temporary solution. Remove this setting after using LiveUpdate to return to the normal dialing properties.

Accidentally Dialing 911

If you use LiveUpdate to connect via your modem but it keeps dialing 911, then your dialing properties are set incorrectly. What is normally happening in this circumstance is that you have the dialing properties set to dial a 9 and a 1 to access outside long-distance line. But when the telephony component of Windows (called TAPI) sees that you are calling a long-distance phone number from inside the United States, then it inserts a 1 automatically. The result is the first three digits dialed are 9-1-1. To fix this situation, open the LiveUpdate Control Panel applet (in the Control Panel) or click the Options button from the first panel when you run LiveUpdate. Click the Modem tab. Click the Dialing Properties button. In the How I Dial From This Location group box, make sure the edit boxes for both local and long-distance outside line access codes do not contain 9 followed by a 1. If you are a home user or your business phone system does not require any special codes to access outside lines, both of these entries (local and long distance) should be blank. If you do require codes, make sure they are correct and remember that a 1 for long-distance calls will automatically be provided at the time the call is made and should not be entered here.

Restoring LiveUpdate when a new software installation disables it

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 application(s) that use it.

Re-running LiveUpdate after reinstalling from your original disks

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

