

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 the availability of updates to LiveUpdate itself. Updates may include additional international Bulletin Board Systems (BBSs), updated help files, or enhancements to the LiveUpdate wizard or Control Panel applet.

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. 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.

Configure Dialing Properties and phone number preview.

Allows you to choose which dialing properties item to use for LiveUpdate.



Allows you to edit the currently selected dialing properties.

Allows you to edit the properties of the currently selected modem.  
If no modem is installed, you can configure a modem for your computer.

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

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

Allows you to choose which modem to use when LiveUpdate connects to a Bulletin Board System (BBS).



## **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.



## **Shared network modems**

LiveUpdate is not designed for 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 have installed but not yet configured a modem, you can configure it through the LiveUpdate Control Panel applet.

### To set up a modem:

- 1 Open the [LiveUpdate Properties panel](#).
- 2 Click the [Modem tab](#).
- 3 In the Modem group box, click the Add A Modem button.
- 4 Follow the instructions in this Windows dialog that appears.

When the installation is successful, your newly added modem appears 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 modems, let the operating system 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, you can enter the information directly.

### To identify your modem's manufacturer or 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, select 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

### To connect by modem, do one of the following:

- If you have a single modem installed, you can connect to a LiveUpdate Bulletin Board System 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 Properties panel.

## Selecting from available modems

If you have more than one modem installed in your system, you can specify which one LiveUpdate uses.

### To specify which modem to use:

- 1 Open the LiveUpdate Properties panel.
- 2 Click the Modem tab.
- 3 In the Modem group box, select the desired modem.

## Accessing an outside line

### If you need to dial a specific number or code to access an outside line:

- 1 Open the LiveUpdate Properties panel.
- 2 Click the Modem tab.
- 2 Click the Dialing Properties button.
- 3 In the How I Dial From This Location group box, enter the necessary information in the text boxes.  
The first text box is for the number that must be dialed to access a local outside line. The second text box is for any numbers needed to access an outside line for long distance use.

## Dialing access codes after the phone number

You may need to enter an access code after dialing a long distance number. For example, if you are dialing 1-541-484-6669 and your access code is 1234, you must dial 1-541-484-6669-1234.

### To dial an access code after the phone number:

- 1 Open the [LiveUpdate Properties](#) panel.
- 2 Click the [Modem tab](#).
- 3 In the Dialing group box, click the Dialing Properties button.
- 4 Check the Dial Using Calling Card check box.
- 5 **Windows 95:** The Change Calling Card dialog pops up automatically.  
**Windows NT:** Click the Change button.
- 6 Click the New button.
- 7 Type OUTSIDE LINE for the name of the calling card.
- 8 Click OK.
- 9 **Windows 95:** Click the Advanced button.  
**Windows NT:** You are prompted automatically to configure the calling card.

### To enter the access codes:

- 1 Enter G in the Calls Within The Same Area Code text box.
- 2 Enter 1FG,,XXXX in the Long Distance Calls box, where XXXX represents your access code.  
For example, enter 1FG,,1234 if your access code is 1234.
- 3 Enter 01EFG,,XXXX in the International Calls box, where XXXX represents your access code.
- 4 Click Close.  
OUTSIDE LINE should now be selected as your calling card.
- 5 Click OK to close the Change Calling Card dialog.
- 6 Click OK to close Dialing Properties.
- 7 Click OK to close LiveUpdate Properties.

## Disabling Call Waiting

### To disable Call Waiting:

- 1 Open the LiveUpdate Properties panel.
- 2 Click the Modem tab.
- 3 In the Dialing group box, click the Dialing Properties button.
- 4 In the How I Dial From This Location group box, check the This Location Has Call Waiting check box and enter the appropriate code to disable Call Waiting.

Commonly, codes such as \*70, 70#, or 1170, if dialed before the phone number, temporarily disable Call Waiting. After your phone call is concluded, Call Waiting will once again be in effect. For your specific code to disable Call Waiting, contact your local phone company.



## Using LiveUpdate without the Internet

You can use LiveUpdate by connecting via modem to one of several Bulletin Board Systems (BBSs). LiveUpdate automatically selects the closest BBS to you – even if that location changes.


### To let LiveUpdate know where you are calling from:

- 1 Open the LiveUpdate Properties panel.
- 2 Click the Modem tab.
- 3 In the Dialing group box, click the Dialing Properties button.
- 4 Enter the information that identifies your calling location.

## **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:**

- 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.

## 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 [Internet 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**

The Bulletin Board Services use regular phone numbers. You will incur the expense of any telephone toll charges 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 Internet access.

## Finding a device automatically

When you select Find Device Automatically, LiveUpdate first attempts to use an Internet connection. If LiveUpdate doesn't find an Internet connection present, can't start an Internet session, or can't connect through the Internet, 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.

### To specify a device:

- 1 Open the [LiveUpdate Properties panel](#).
- 2 Click the [Connection tab](#).
- 3 In the How Do You Want To Connect To A LiveUpdate Server drop-down list box, select either Internet or Modem.

## **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.

**If you lose a BBS connection**

While several factors, such as a noisy phone line or a congested phone circuit, may contribute to this problem, a bad connection between your computer and the LiveUpdate server is generally 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.

### **To resolve modem not dialing problems:**

- 1** Open the LiveUpdate Properties panel.
- 2** Click the Modem tab.
- 3** In the Use Modem drop-down list, select your modem.
- 4** Click the Properties button.
- 5** Select the Connection tab.
- 6** Uncheck the Wait For Dial Tone Before Dialing check box.
- 7** Click OK.
- 8** Close Modems Properties and the LiveUpdate Control Panel applet.

## Local Area Code (541)

If you live in an area of the United States that uses the 541 area code but the LiveUpdate modem number is not a local call, errors may occur when using LiveUpdate.

### To configure the access phone number for long distance calls:

- 1 Open the [LiveUpdate Properties panel](#).
- 2 Click the [Modem tab](#).
- 3 In the Dialing group box, click the Dialing Properties button.
- 4 Enter 1541 in the To Access An Outside Line, First Dial text box.

**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. Normally, this problem indicates you have the dialing properties set to dial a 9 and a 1 to access an outside long-distance line. But when the telephone component of Windows (called TAPI) sees that you are calling a long-distance phone number from inside the United States, it inserts a 1 automatically. The result is the first three digits dialed are 9-1-1.

### To prevent accidental 911 calls:

- 1 Open the LiveUpdate Properties panel.
- 2 Click the Modem tab.
- 3 In the Dialing group box, click the Dialing Properties button.
- 4 In the How I Dial From This Location group box, make sure the text boxes for both local and long-distance outside line access codes do not contain a 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 text boxes (local and long distance) should be blank.

For long distance calls, do not enter a 1 because LiveUpdate automatically provides the 1 at the time the call is made.

## 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:

[How to set LiveUpdate Properties](#)

### ● **General**

[Finding a device automatically](#)

[Using LiveUpdate without an existing Internet connection](#)

[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](#)

[What to do if you connect to the BBS, then unexpectedly drop out](#)

[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](#)

### ● **Telephones**

[Disabling call waiting](#)

[Accessing an outside line](#)

[Dialing access codes after the phone number](#)

[Local Area Code \(541\) and LiveUpdate modem calls](#)

[Accidentally dialing 911](#)

### ● **Modems**

[Using a modem to connect](#)

[Setting up a modem](#)

[Identifying a modem's manufacturer or model](#)

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### ● **Internet**

[Using LiveUpdate without a modem](#)

[Using LiveUpdate with a proxy server](#)

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### ● **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 modem, more than one Internet connection, or a modem and an Internet connection and want LiveUpdate to connect using a particular one.

LiveUpdate connects to Symantec sites in one of two ways:

- **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>
- **Bulletin Board System (BBS):** A BBS is a computer system set up for file and information transfers for users connecting by modem. Only LiveUpdate can connect to a LiveUpdate BBS. To minimize your telephone toll charges, Symantec maintains several LiveUpdate BBSs around the world. When you connect by modem, LiveUpdate reads your location information and dials the closest physical BBS automatically. Location information is set on the [Modem tab](#).

LiveUpdate is a free service. The only cost to you is the telephone call if you're connecting by modem or your Internet Service Provider (ISP) charges if you're connecting over the Internet.

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### See also

[Troubleshooting](#)

[About the Connection tab](#)

[About the Internet tab](#)

[About the Modem 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:

- **Find Device Automatically**

LiveUpdate first attempts to connect to a special LiveUpdate site over your existing Internet connection. If an Internet connection cannot be made, LiveUpdate dials a preset telephone number to connect directly over your modem.

- **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](#).

- **Modem**

LiveUpdate dials a preset telephone number to connect directly over your modem. No Internet access of any kind is required. Any long distance or international toll charges, if applicable, will appear on your telephone bill.

- **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.

**Note:** Under Windows NT 3.51, the Modem option is not available. LiveUpdate does not support direct modem connections on this platform.

### 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 new international Bulletin Board Systems (BBSs), updated help files, or enhancements to the LiveUpdate wizard.

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### 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.

### Proxy Server

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. 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.

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### See also

[Configuring LiveUpdate](#)



## About the Modem tab

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

Modem options determine dialing properties and which modem to use when LiveUpdate connects to a Bulletin Board System (BBS).

### Dialing

To reduce your telephone charges, LiveUpdate connects automatically to the physically closest BBS. Travelers can update their Symantec software anytime around the world.

- **I'm dialing from**

Select your dialing location. Click the Dialing Properties button to enter the information LiveUpdate needs to find the closest site.

### Modem

If you have more than one modem installed, you can specify which one LiveUpdate uses.

- **Use modem**

Select which installed modem LiveUpdate should use.

Click Properties if you need to configure your modem. If no modem is installed, the Properties button changes to Add A Modem. Click it to launch the Windows New Modem wizard, which guides you through the steps to configure a modem for your computer.

**Note:** Under Windows NT 3.51, the Modem option is not available. LiveUpdate does not support direct modem connections on this platform.

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### See also

[Configuring LiveUpdate](#)



