## Using I'm InTouch with Norton Internet Security 2006.

Several EXE files are required to be added to the firewall configuration of Norton Internet Security 2005 in order for I'm InTouch to function through it. The following are steps to add these EXE files.

1. Open Norton Internet Security and select the Norton Internet Security option to the left.



2. Select Status & Settings on the left menu, and then click **Personal Firewall**. Once Personal Firewall is select, press the **Configure** button located bottom right.

🕮 Norton Internet Security			_ 🗆 🔀
Block Traffic 👰 Live Upd	late 💟 Options 🗸		② <u>H</u> elp & Support ▼
Norton Protection Center	Norton Internet Secu	irity	
Norton Internet Security	Security	On	Personal Firewall
Status & Settings	Outbreak Alert	On	The firewall will learn
Statistics	Personal Firewall	Learning	that access the Internet.
Su <u>b</u> scription Status	Intrusion Prevention	On	more info
Norton AntiVirus	🔥 Norton AntiVirus	Attention	
Norton AntiSpam	Security Inspector	Ready	
	Privacy Control	On	
			Turn Off
			Configure
Symantec.	Norto	n <b>internet</b> S	Security <sup>®</sup> 2006

3. Now click the Programs tab once in the configuration and this is where you must add the EXE files. (The following screen shots are steps required for adding the 01updt.exe file. You will need to do the same steps over for all other files.) Click the Add... button.

Firewall	Pr	ograms	Networking	Locat	ions	Advanc	ed
Progra	m Cont	trol				more	e info
Location:	Home (Acti	ve)	•				
Automatic	: Program	Control					
-,							
✓ <u>T</u> urn or Manual P Create cus and config	n Automatic rogram Co stom Interne ure all Intern	Program Co Introl et access se net programs	ontrol ttings for individ s on your compu	ual program iter, click P	s. To quick rogram Sca	dy identify an.	y
✓ <u>T</u> urn or Manual P Create cus and config Learned	n Automatic rogram Co stom Interne ure all Intern Program	Program Co Introl et access se net programs	ontrol ttings for individ s on your compt	ual program iter, click P	s. To quick rogram Sca Internet	(ly identify an. : Access	y
✓ <u>T</u> urn or Manual P Create cus and config Learned	n Automatic rogram Co stom Interne ure all Intern Program Nache	Program Co <b>ntrol</b> et access se net programs e Group Apach	ontrol ttings for individ s on your compu e for Windows 1.3.1	ual program Iter, click Pi	s. To quick rogram Sca Internet ▼Permit	dy identify an. : Access All	y
✓ <u>T</u> urn or Manual P Create cus and config Learned	n Automatic <b>rogram Co</b> stom Interne ure all Interr Program Apache Ø Microso	Program Co Introl et access se net programs e Group Apach oft Internet Exp	ontrol ttings for individ s on your compt e for Windows 1.3.1 lorer	ual program uter, click Pl 5	s. To quick rogram Sca Internet ▼Permit ▼Autom	(ly identify an. : Access All atic	y
✓ <u>T</u> urn or Manual P Create cus and config Learned	n Automatic rogram Co stom Interne ure all Interr Program Apache Microso Microso	Program Co Introl et access se net programs e Group Apach oft Internet Exp oft Local Secur	ontrol ttings for individ s on your compu e for Windows 1.3.1 lorer ity Authority Shell	ual program iter, click Pi	s. To quick rogram Sca Internet ▼Permit ▼Autom ▼Autom	dy identify an. All atic atic	y

4. From the *Select a program* window, go to the C drive (or whichever drive I'm InTouch is installed on), and then go to the Program Files Folder and select the 01 Com folder.

Select a progra	m				? 🛛
Look in:	🛅 Program Files		-	+ 🗈 💣 💷 -	
My Recent Documents Desktop My Documents	<ul> <li>01 Com</li> <li>Common Files</li> <li>ComPlus Applications</li> <li>Internet Explorer</li> <li>Messenger</li> <li>microsoft frontpage</li> <li>Movie Maker</li> <li>MSN</li> <li>MSN Gaming Zone</li> <li>NetMeeting</li> <li>Norton Internet Securities</li> <li>Online Services</li> <li>Outlook Express</li> <li>Symantec</li> <li>Windows Media Player</li> </ul>	i Windows NT			
My Network	File name:			•	Open
riaces	Files of type: Execu	utables (*.exe)		•	Cancel

5. Select the I'm InTouch folder. Click once on the **01Updt** file so that it appears in the File Name box, and then click Open.

Select a progra	m				? 🛛
Look in:	🗀 I'm InTouch		-	+ 🗈 💣 📰 +	
My Recent Documents Desktop My Documents My Computer	ADO BIN convfile data ISERVER OLEDB Users				
My Network Places	File name: Files of type:	01Updt Executables (*.exe)		•	Open Cancel

6. A Norton Internet Security window will appear, select **Permit** from the What do you want to do? Drop down box and click OK.



7. The 01Updt will now appear in the Program Control list.

Firewall	Prog	grams	Networking	Locations	Advand	ced
Progra	m Contr	ol			mor	re info
Location: [	Home (Active	e)	•			
Automati	c Program C	ontrol				
✓ Turn or Manual P Create cus and config	n Automatic F rogram Con stom Internet ure all Interne	Program Co <b>trol</b> access se et programs	ontrol ttings for individua s on your compute	al programs. To er, click Program	quickly identi m Scan.	fy
✓ <u>T</u> urn or Manual P Create cus and config Learned	n Automatic F rogram Con stom Internet ure all Interne Program	Program Co <b>trol</b> access se et programs	ontrol ttings for individu: s on your compute	al programs. To er, click Program Ir	quickly identi m Scan. nternet Access	fy
✓ <u>T</u> urn or Manual P Create cus and config Learned	n Automatic F rogram Com stom Internet ure all Interne Program @ 01Updt	Program Co <b>trol</b> access se et programs	ontrol ttings for individua s on your compute	al programs. To er, click Prograu Ir	quick ly identi m Scan. hternet Access Permit All	fy
✓ Turn or Manual P Create cus and config Learned	n Automatic F rogram Con stom Internet ure all Interne Program Program Mapache G	Program Co trol access se et programs Group Apach	ontrol ttings for individus s on your compute e for Windows 1.3.6	al programs. To er, click Progran Ir • •	quickly identi m Scan. hternet Access Permit All Permit All	fy
✓ Turn or Manual P Create cus and config Learned	n Automatic F rogram Con stom Internet ure all Interne Program 201Updt Apache G E Microsoft	Program Co trol access se et programs Group Apach Generic Hos	ontrol ttings for individus s on your compute e for Windows 1.3.6 st Process for Win32 S	al programs. To er, click Progran Ir Services –	quickly identi m Scan. hternet Access Permit All Permit All Automatic	fy

#### Note:

Now you must do Steps 3 - 7 for the following files as well:

Rdesktop.exe (can be found in C:\Program Files\01 Com\I'm InTouch\BIN)

**Agent.exe** (can be found in C:\Program Files\01 Com\Webserver)

Apache.exe (can be found in C:\Program Files\01 Com\Webserver)

**DiagTool.exe** (can be found in C:\Program Files\01 Com\I'm InTouch\BIN)

**Outlk01.exe** (can be found in C:\Program Files\01 Com\I'm InTouch\BIN)

OEREMOTE.EXE (can be found in C:\Program Files\01 Com\I'm InTouch\BIN) - for Outlook Express

**IIT.EXE** (can be found in C:\Program Files\01 Com\I'm InTouch\BIN)

# **Remote Control Script Blocked by Norton Internet Security**

1. Open the Norton Internet Security control panel and select **Norton AntiSpam** from the menu options to the left.

🕮 Norton Internet Security			🛛 🔀
😑 Bloc <u>k</u> Traffic 🦃 LiveUp	odate 📝 Options 🗸		② Help & Support ▼
Norton Protection Center	Norton AntiSpam		
Norton Internet Security	AntiSpam Features		
Norton AntiVirus	🐼 AntiSpam	On	AntiSpam
Stat <u>u</u> s & Settings		64	Norton AntiSpam helps keep your inbox free of unwanted email.
Stati <u>s</u> tics	Blocked List	0	To change your spam
	Outbound Training	On	protection settings, click Configure.
	Ad Blocking	On	more info
	Pop-up Blocking	On	
	Subscription Service		Turn Off
	Days Remaining	2457	
Symantec.	Norto	n <b>Intern</b>	et Security <sup>-2006</sup>

2. Click on the Ad Blocking option, and then click Configure.



## 3. At the Ad Blocking configuration screen click the Advanced button.

#### Then click the **Add Site** button.

In the New Site/Domain window type in 127.0.0.1 and click OK. 🖽 Norton AntiSpam Options AntiSpam General more info General Allowed List How to be more efficient on the Web Blocked List Ad Blocking helps eliminate unwanted ad banners and pop-up ads on Web pages. Language Filter Spam Rules ▼ Turn on Ad Blocking Email ▼ Turn on Pop-up Window Blocking Scanning Filtering **Client Integration** Programs mai don i work f My Addresses AutoBlock Ad Blocking General Advanced Configure Ad Blocking for individual Web sites. LiveUpdate Automation Notification 0K Cancel

×

4. Make sure Defaults is select under the Web Contents Options. Then click the Add Site button



5. In the New Site/Domain window type in 127.0.0.1 and click OK

🗷 Advanced 🛛 🔀
Web Contents Options
(Defaults)       Ad Blocking         - a.r.tv.com       Customize ad block list for all web sites         - ad.ip       Action         - ad.no       Block         - ad.siemens.com       Block
ad.semer     ads.evar     New Site/Domain     ads.uga.     ads.uga.     airdo21.c     Enter a site or domain name to add it to the site list.     akamai.n     ms.al     After adding the site, you can click the site name to adjust settings.     amazing-     apple.co     assistenz     127.0.0.1
ati.com     atitech.co     DK     Cancel     Duy.com     Cont.com     BIOCK     .webconnect.net
Block /199.78.52.     Block /2ad.     Block /ad.     Block /ad.     Add Site     Boxyahoo.com     Add Site
Add Site     Hemove Site       OK     Cancel

6. Make sure the newly created site (127.0.0.1) is selected under Defaults and then click the **Add...** button. Click Permit and enter the following into the box: **&banner=** 

Add new HTM	AL string	? 🗙
⊂ Block ● Permit	&banner=	

# Using Norton Internet Security on the Remote computer

When accessing I'm InTouch and you have Norton Internet Security on the remote pc and not the host (IIT installed on) pc, the following warning box will appear when trying to launch remote control from the home page.

Remote	Desktop Viewer	×
2	Remote Desktop Viewer is Loading	
	Cancel	

Make sure you select in the drop down box (What do you want to do?) "Always allow connections from this program on all ports." Then click OK

🙀 Norton Internet Security 🛛 🔀
Program Control
Alert Assistant
rdskview.exe is attempting to connect to a DNS server.
Show Details
What do you want to do?
Always allow connections from this program on all ports
<u><u>o</u>ĸ</u>

Note: Currently you must be accessing with SSL (secure) for this function to work through Norton Internet Security.

### Unable to Access I'm InTouch from the Windows login screen with Norton Internet Security

If you are using Norton Internet Security and are unable to access your I'm InTouch from the Windows login screen, this is due to Norton Personal Firewall's default setting that blocks access to secure sites. This must be set to Permit in order to allow access to I'm InTouch even when at the Windows login screen. Open Norton Internet Security then go to Personal Firewall and select the (Configure button), select Advanced Firewall (Advanced tab) and then General Rules (General button). Symantec has built in as a default rule one that blocks outgoing access to secure sites. *See the image below*.

Click on this rule so that it is highlighted and then press the Modify button. Change "Block" to "Permit" in the rule. Click Ok and proceed back to the Home screen for Norton Internet Security. You will now be able to access I'm InTouch from the Windows login screen with Norton Internet Security on.

🔮 Advanced Firewall	X
General Rules	1
More	Info
Settings for: Home (Active)	
These rules determine how the firewall handles incoming and outgoing connections. Rule that appear earlier in the list override later rules.	IS
✓ Description	
Block access to secure sites Block, Direction: Outbound, Computer: Any, Adapter: Any, Communications: Specific, Protocol: TCP, Tracking: Create a log entry	
Default Inbound ICMP Permit, Direction: Inbound, Computer: Any, Adapter: Any, Communications: Specific, Protocol: ICMP	
Default Outbound ICMP	-
Add <u>M</u> odify <u>R</u> emove Move <u>Up</u> Move <u>D</u> own	
OK	