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.
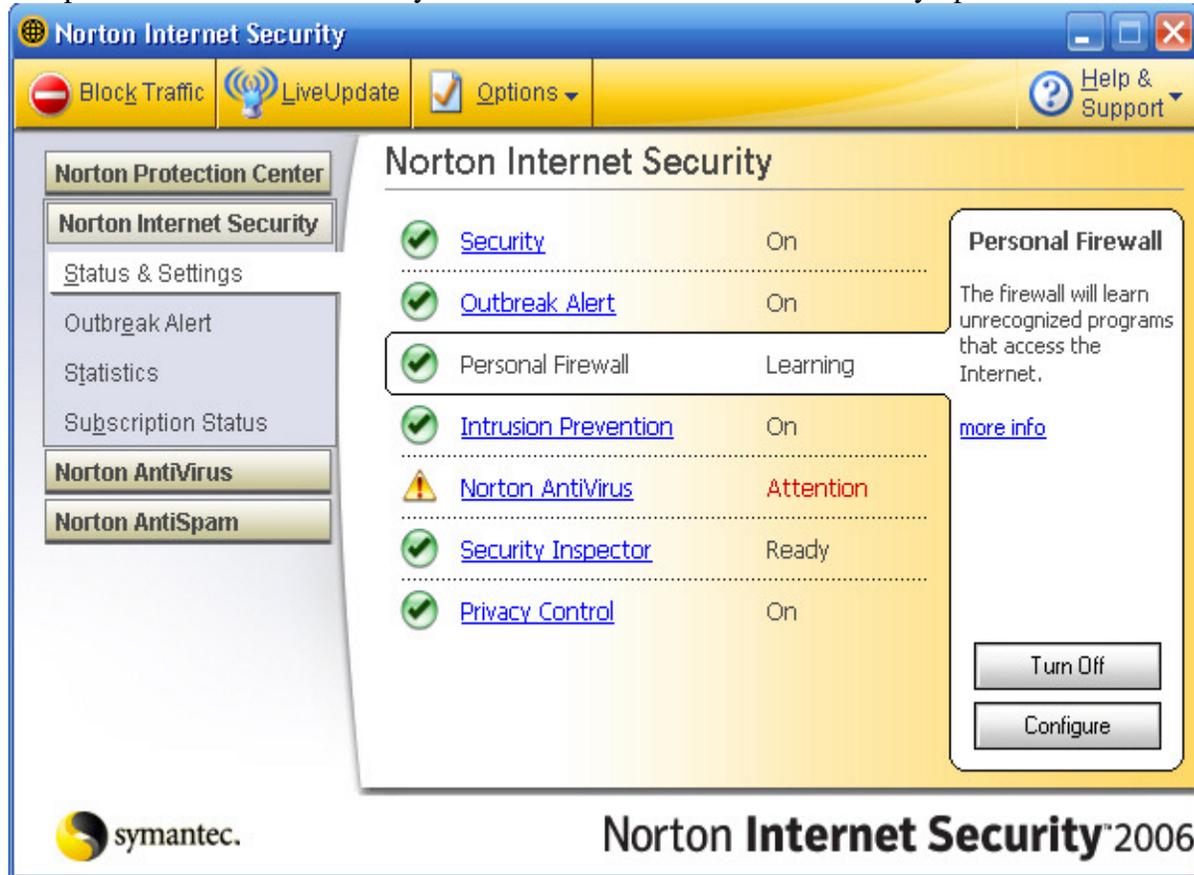
2. Select Status & Settings on the left menu, and then click **Personal Firewall**. Once Personal Firewall is select, press the **Configure** button located bottom right.
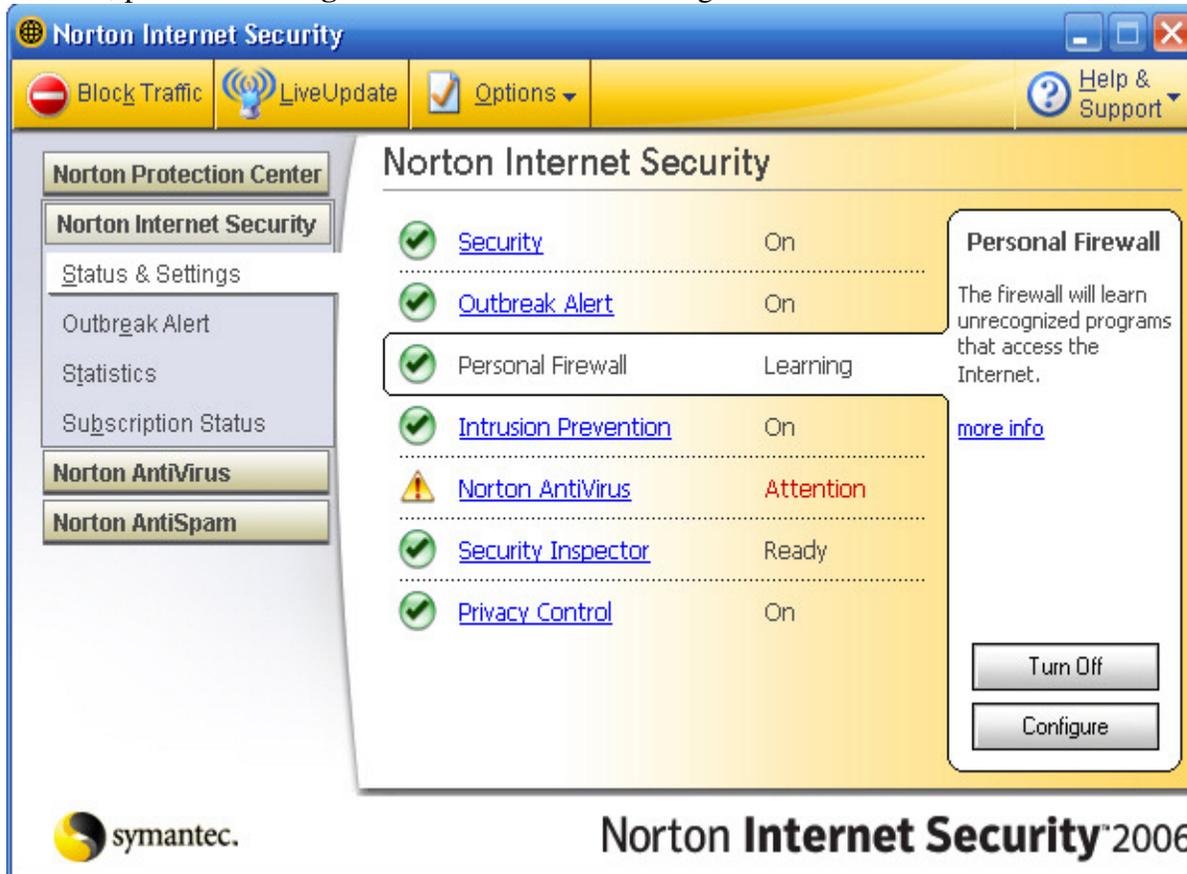
3. Now click the Programs tab once in the configuration and this is where you must add the EXE files. (The following screen shots are steps required for adding the 01updt.exe file. You will need to do the same steps over for all other files.) Click the Add… button.
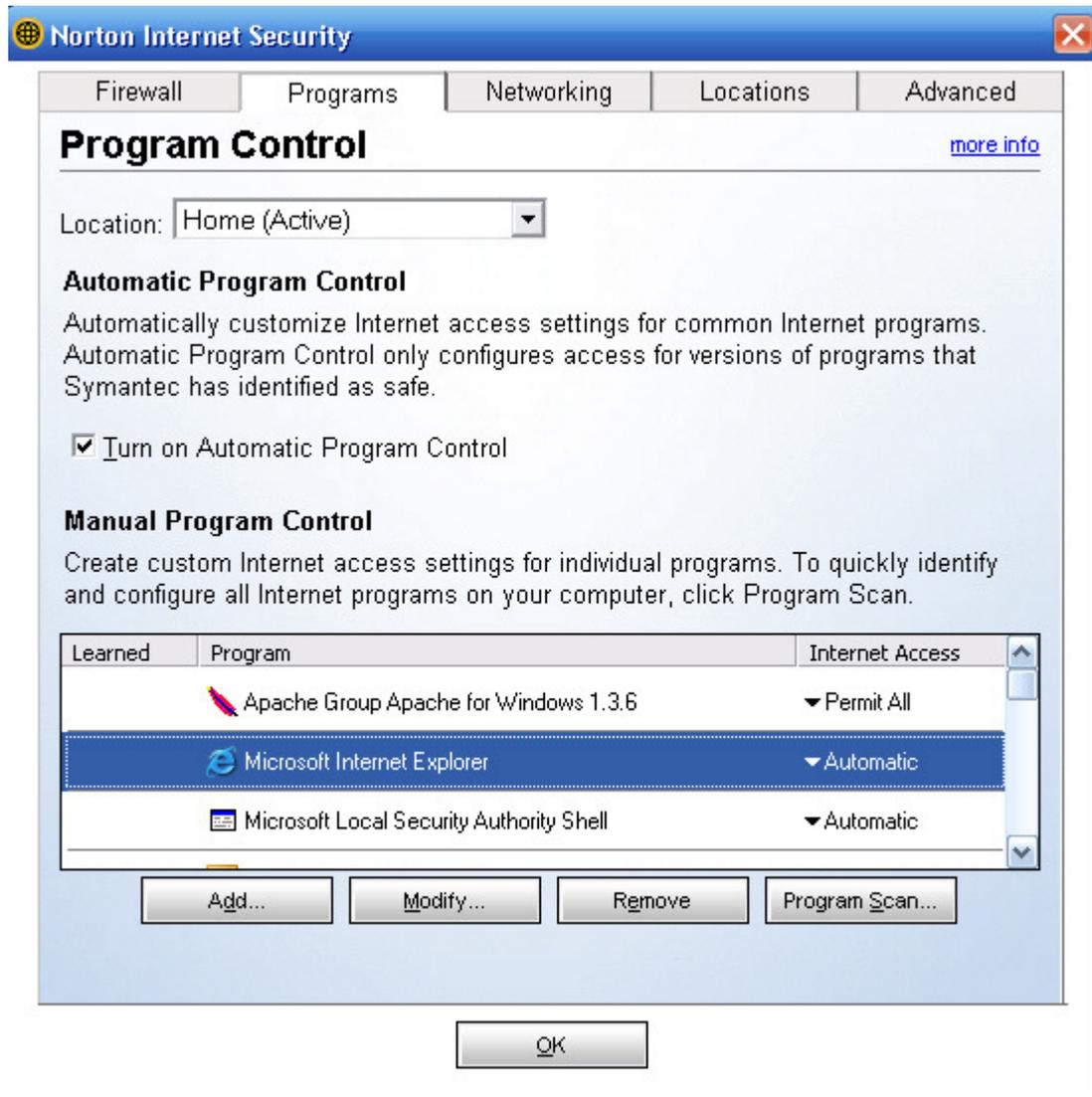
4. From the *Select a program* window, go to the C drive (or whichever drive I'm InTouch is installed on), and then go to the Program Files Folder and select the 01 Com folder.

Select a program

Look in: Program Files

- 01 Com
- Common Files
- ComPlus Applications
- Internet Explorer
- Messenger
- microsoft frontpage
- Movie Maker
- MSN
- MSN Gaming Zone
- NetMeeting
- Norton Internet Security
- Online Services
- Outlook Express
- Symantec
- Windows Media Player
- Windows NT
- xerox

My Recent Documents
Desktop
My Documents
My Computer
My Network Places

File name:

Files of type: Executables (*.exe)

Open
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.
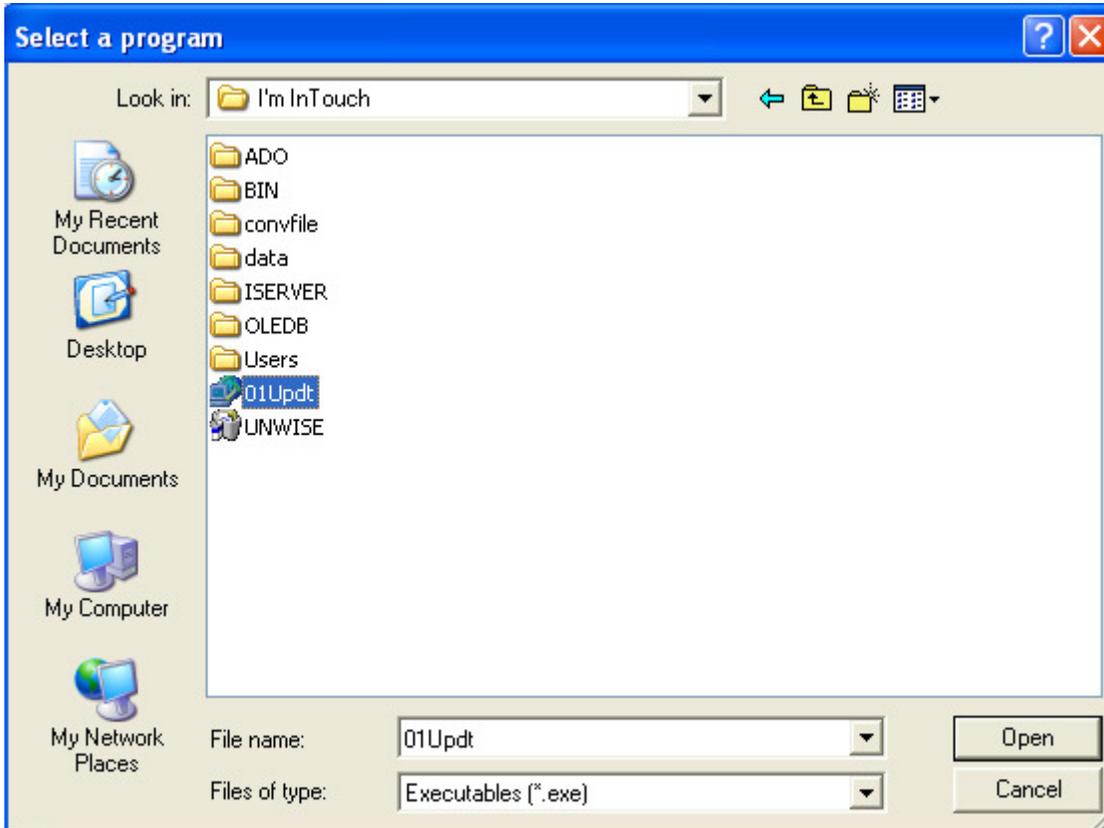
6. A Norton Internet Security window will appear, select **Permit** from the What do you want to do? Drop down box and click OK.
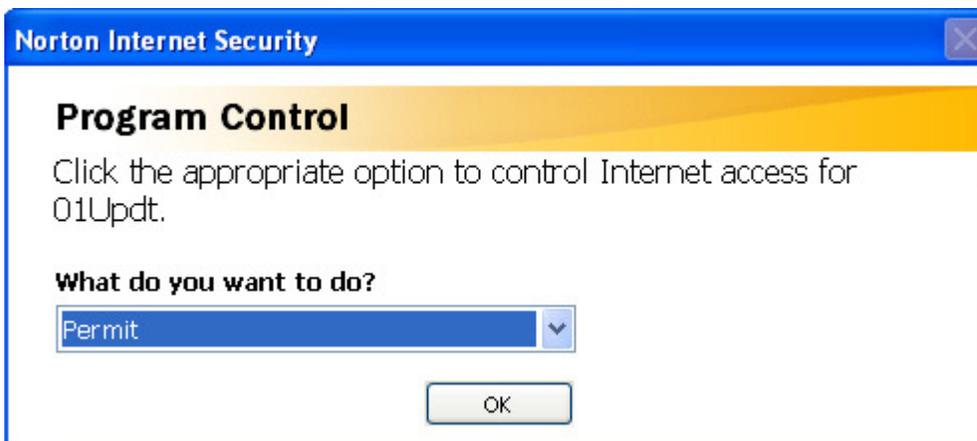
7. The 01Updt will now appear in the Program Control list.
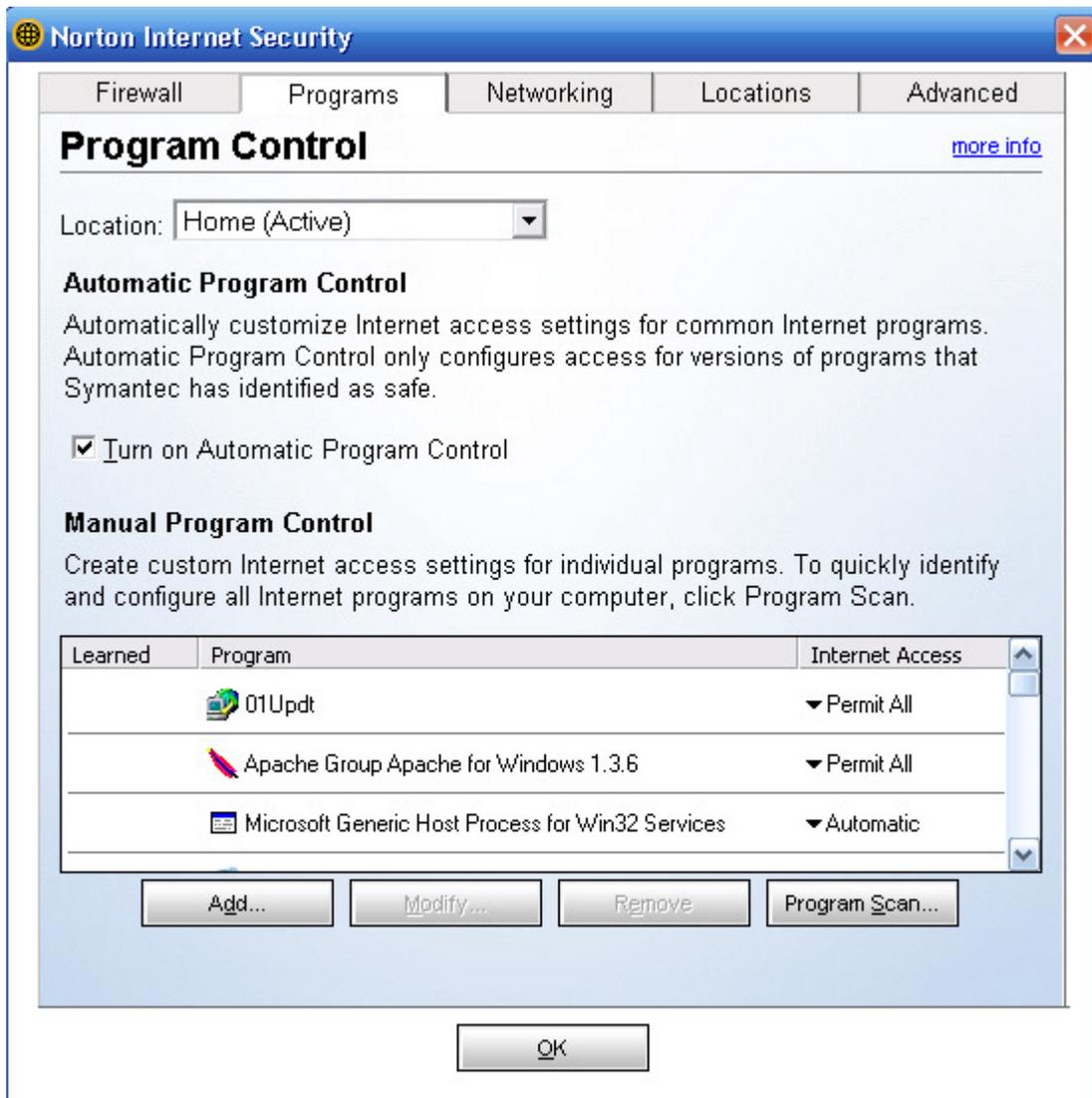
Note:
Now you must do Steps 3 – 7 for the following files as well:

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.
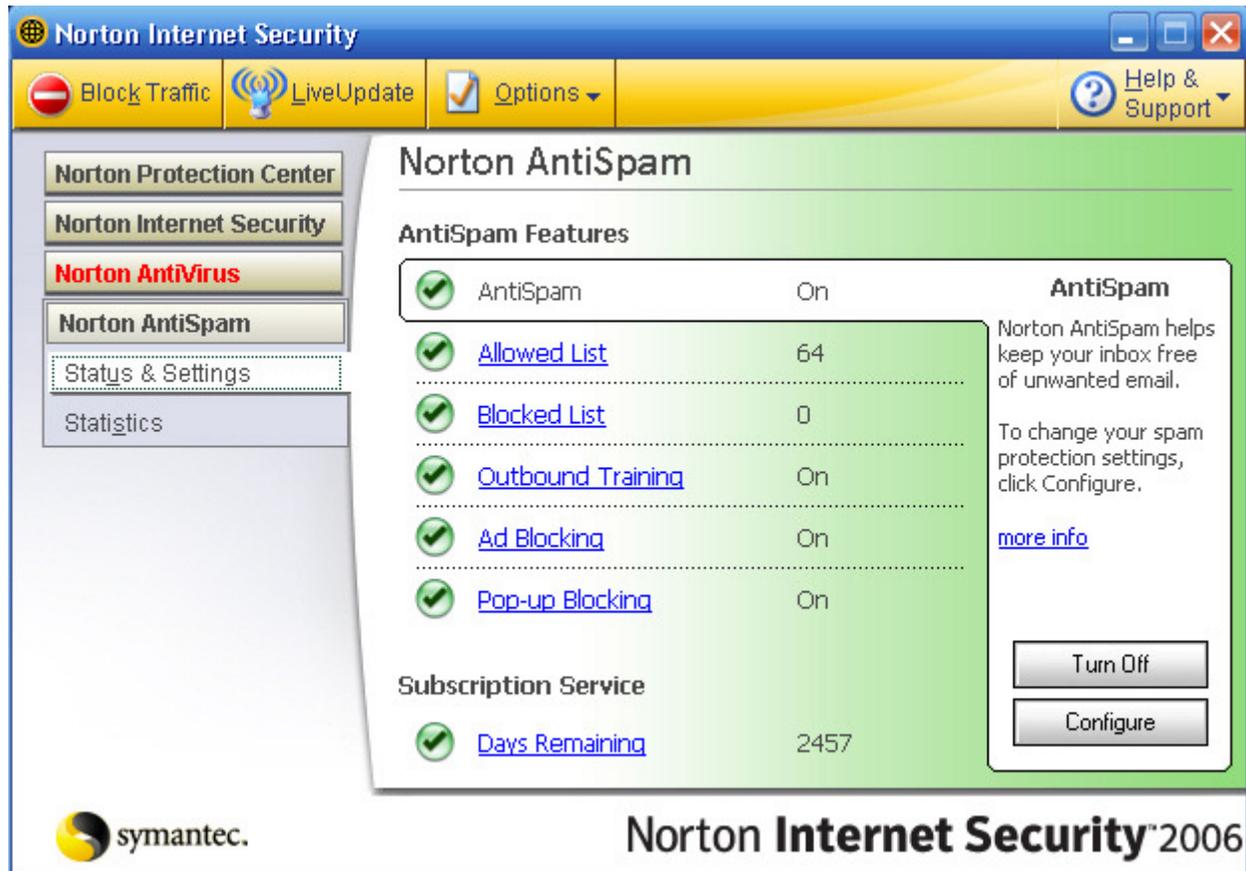
2. Click on the **Ad Blocking** option, and then click Configure.
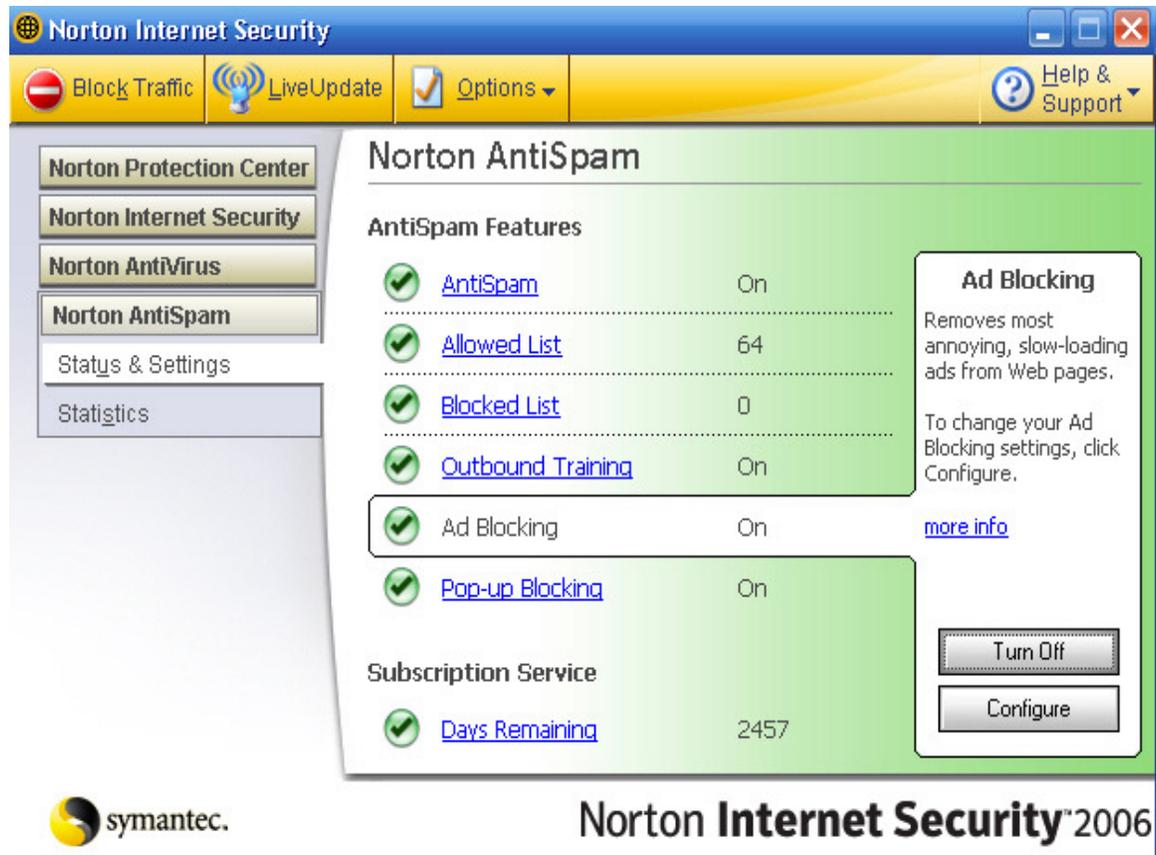
3. At the Ad Blocking configuration screen click the Advanced button.
Then click the **Add Site** button.
In the **New Site/Domain** window type in **127.0.0.1** and click OK.
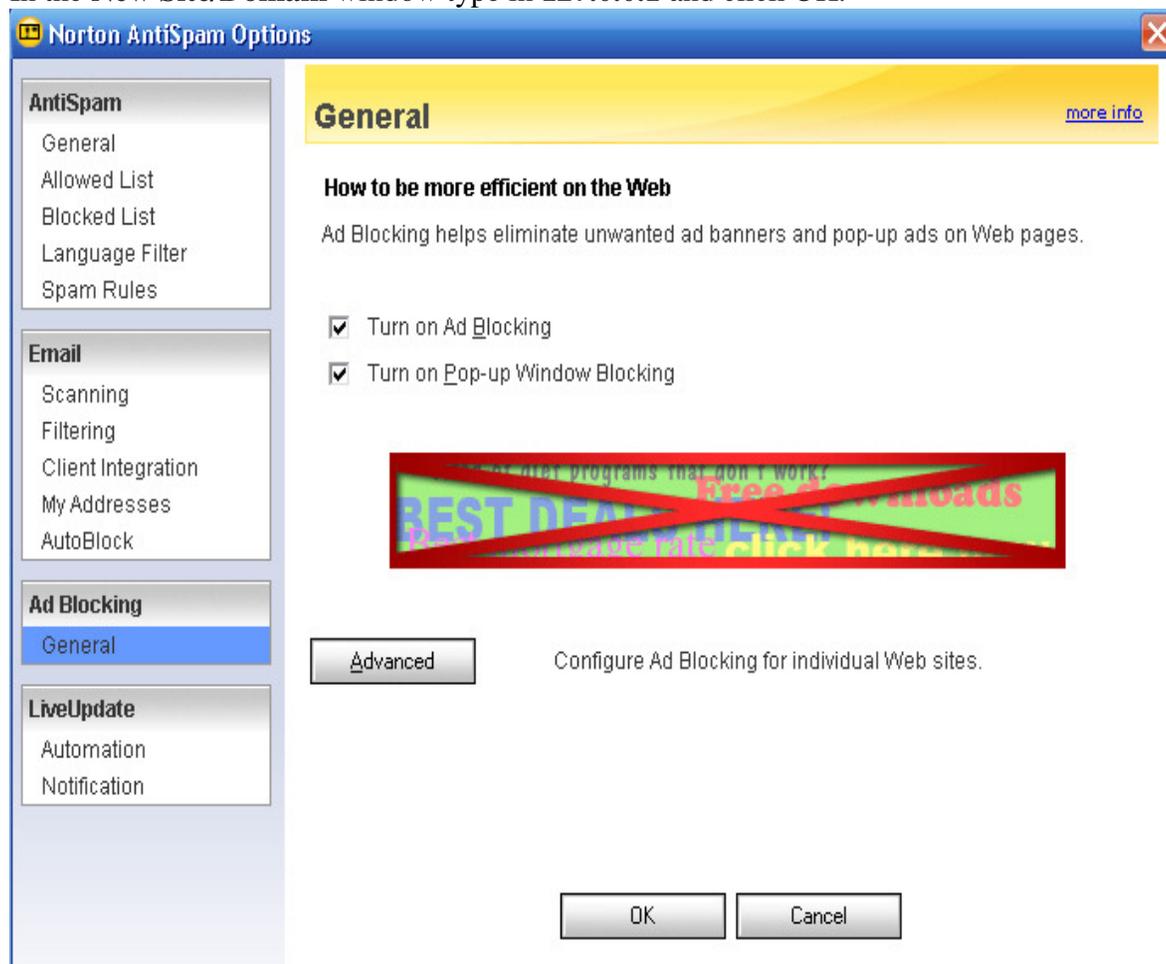
4. Make sure Defaults is select under the Web Contents Options. Then click the **Add Site** button
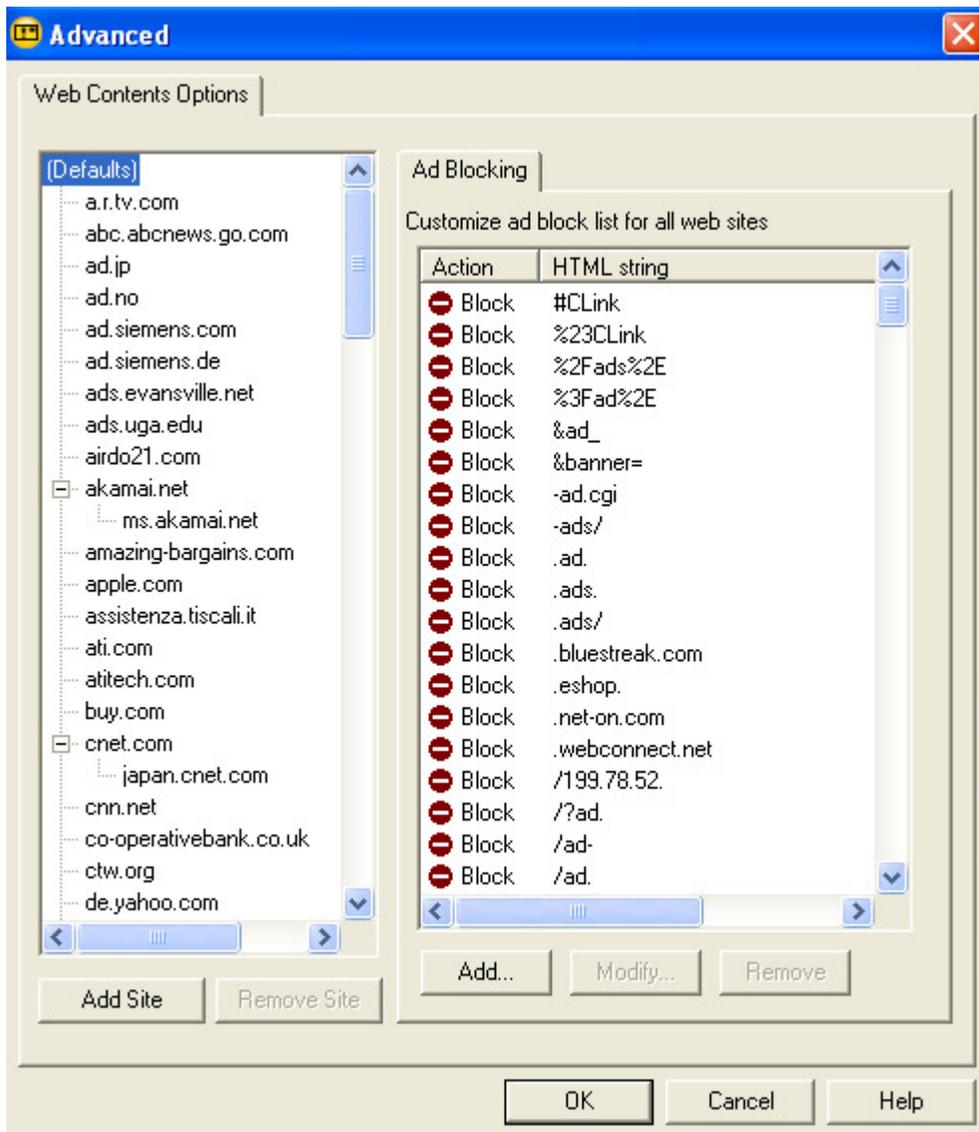
5. In the **New Site/Domain** window type in **127.0.0.1** and click OK
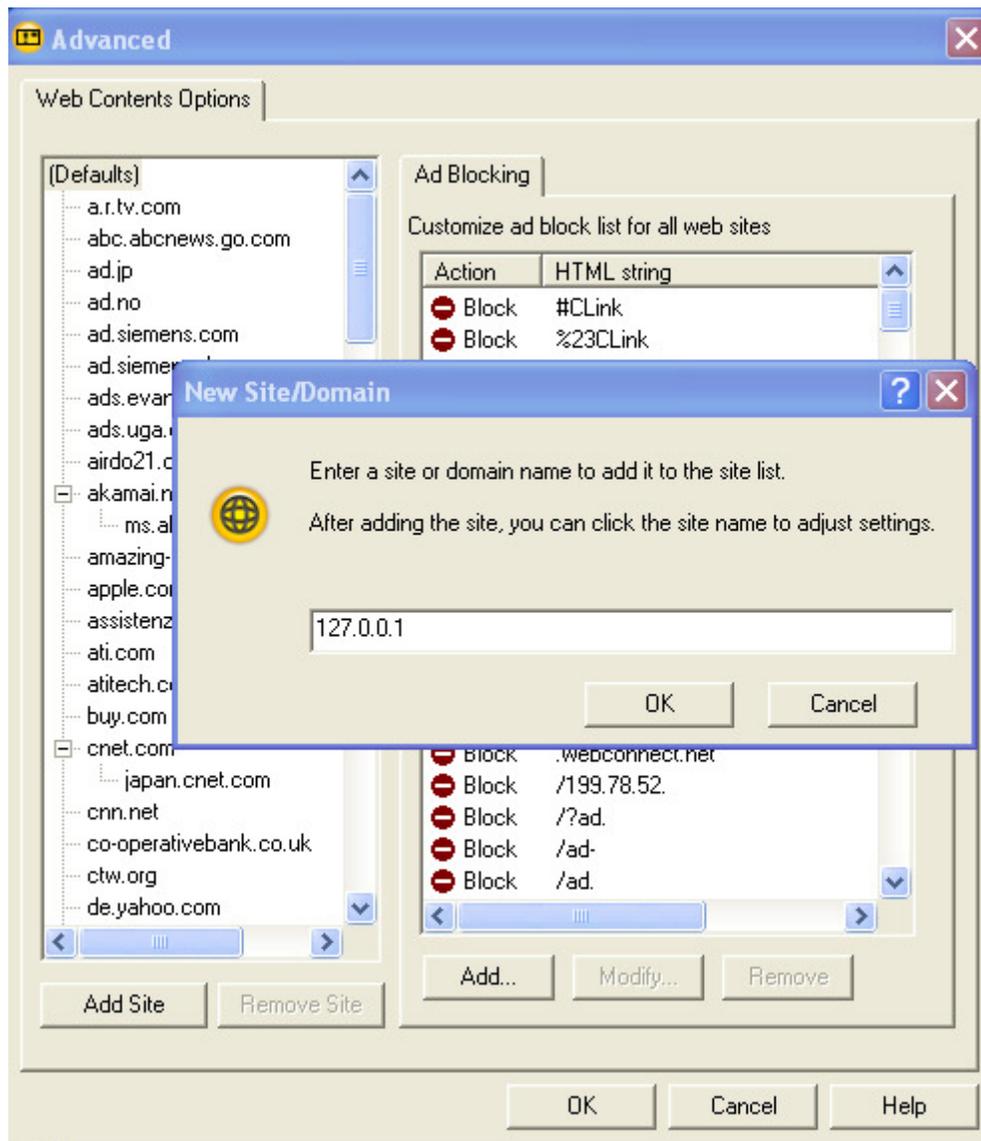
6. Make sure the newly created site (127.0.0.1) is selected under Defaults and then click the **Add…** button. Click Permit and enter the following into the box: **&banner=**
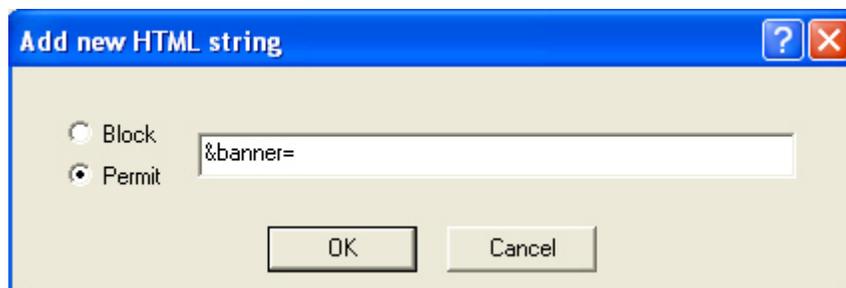
Using Norton Internet Security on the Remote computer

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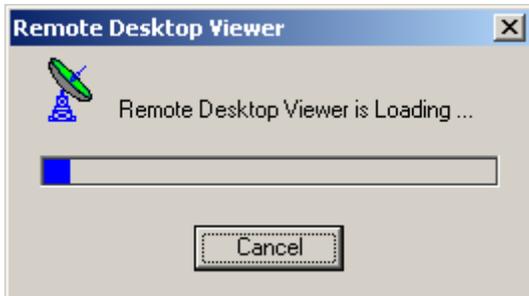
Make sure you select in the drop down box (What do you want to do?) **"Always allow connections from this program on all ports."** Then click OK

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.