

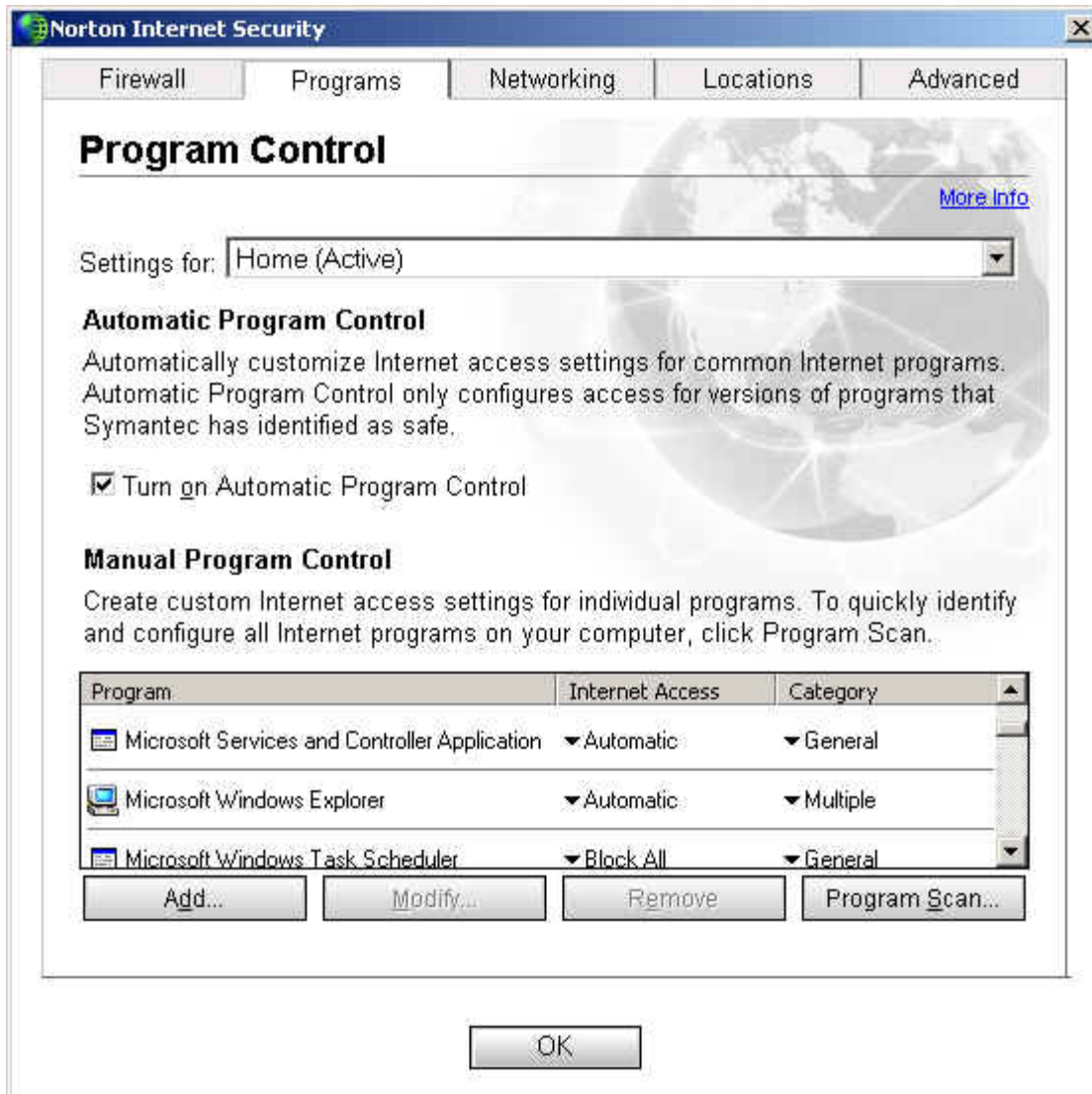
Using I'm InTouch with Norton Internet Security or Norton Personal Firewall.

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

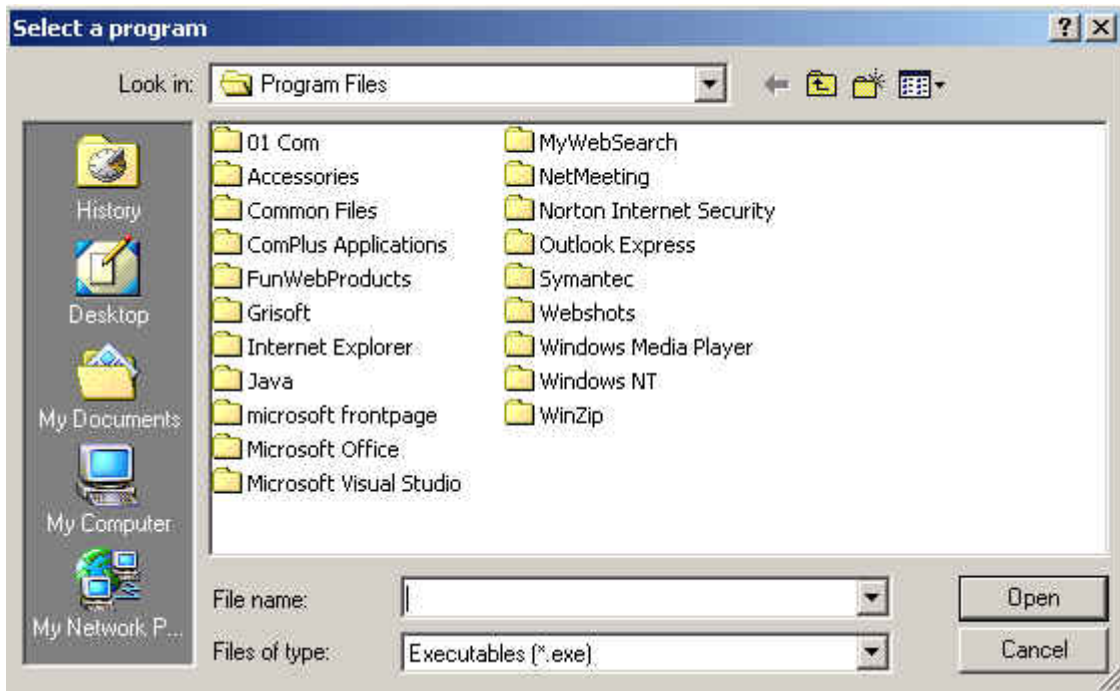
1. Open Norton Internet Security and click on Personal Firewall. Then click the [Configure](#) button.



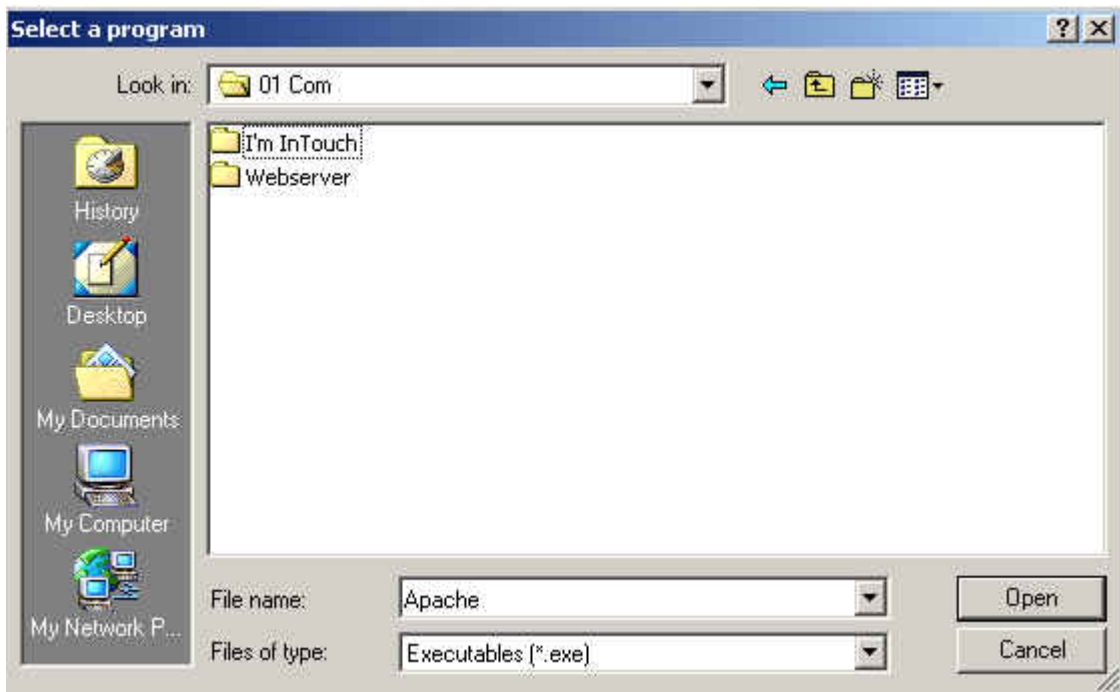
2. Now click the Programs tab once in the configuration and this is where you must add the EXE files. (The following screen shots are steps required for adding the IIT.EXE file. You will need to do the same steps over for all other files.) Click the Add... button.



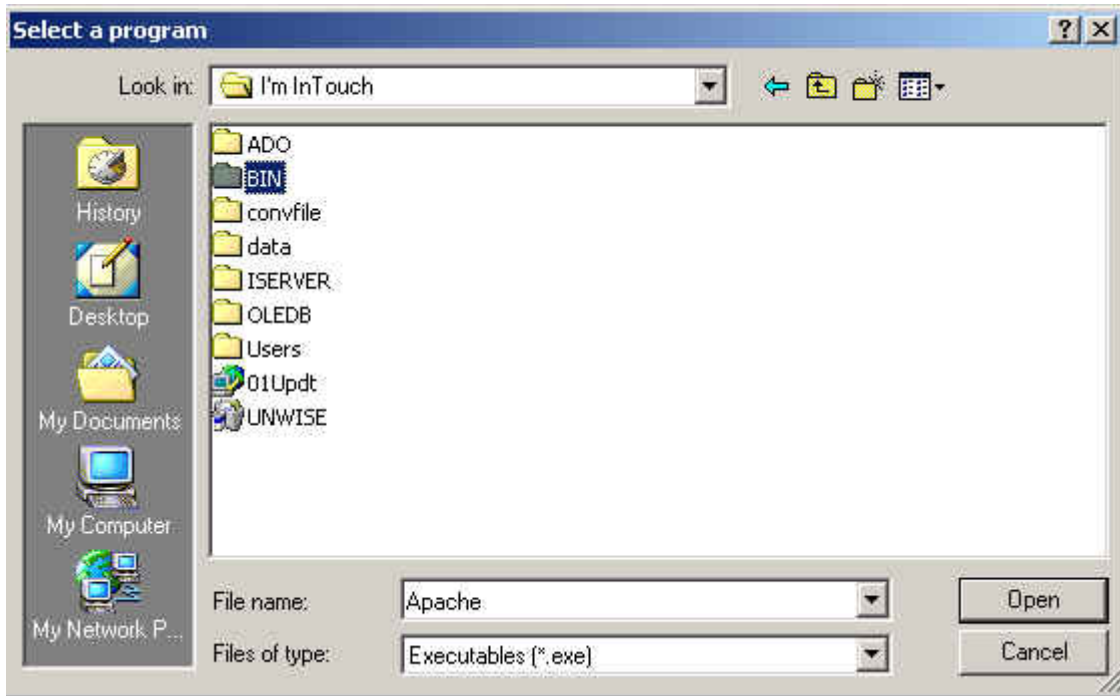
3. From the Select a program window, go to the C drive (or whatever drive I'm InTouch is installed), Program Files Folder and select the 01 Com folder.



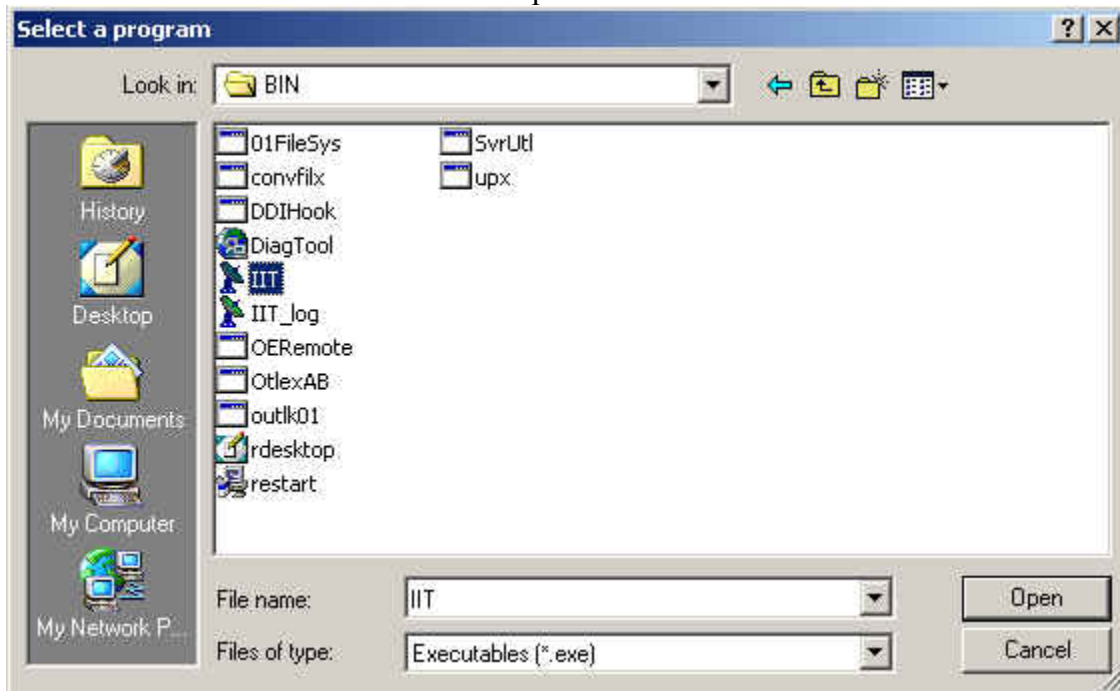
4. Select the I'm InTouch folder.



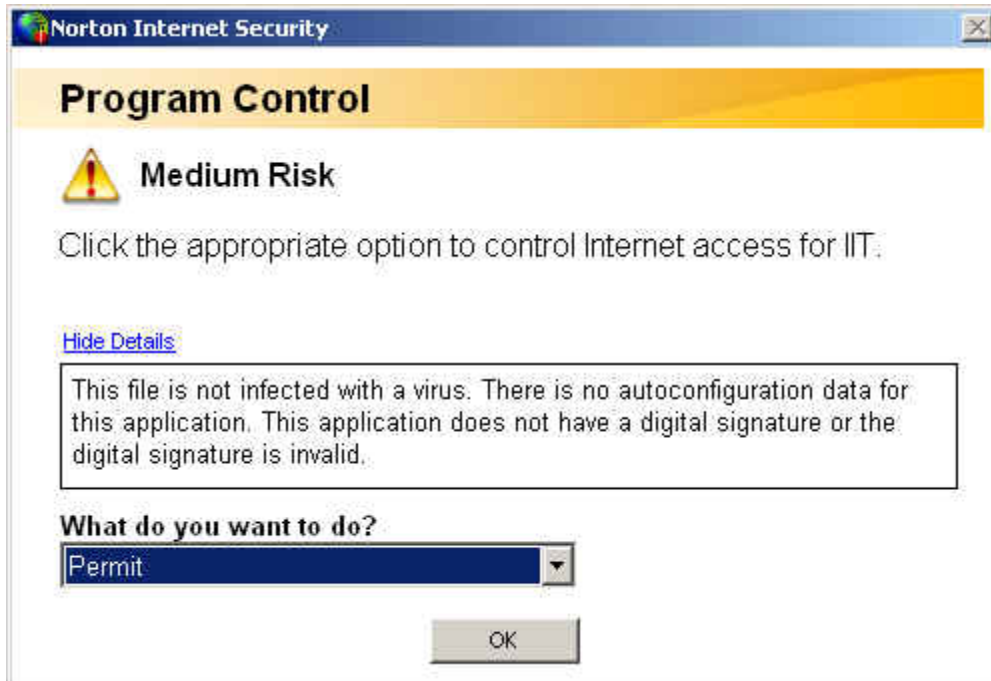
5. Select the BIN folder.



6. Then select the IIT.exe file and click open.



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



8. Then an Application Category window will appear, select General and click OK.



Note: You must do Steps 2 – 8 for the following files as well:

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

agent.exe (can be found at C:\Program Files\01 Com\Webserver)

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

outlk01.exe (can be found at C:\Program Files\01 Com\I'm InTouch\BIN)

01updt.exe (can be found at C:\Program Files\01 Com\I'm InTouch)

OERemote.exe (can be found at C:\Program Files\01 Com\I'm InTouch\BIN) – for Outlook Express

Remote Control Script Blocked by Norton Internet Security

Open Norton Internet Security.

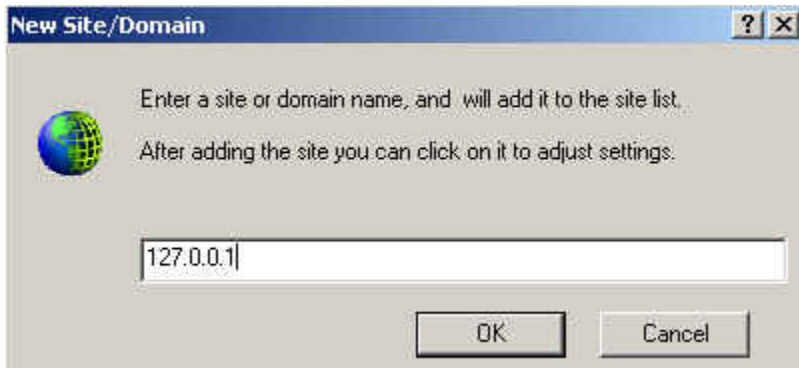
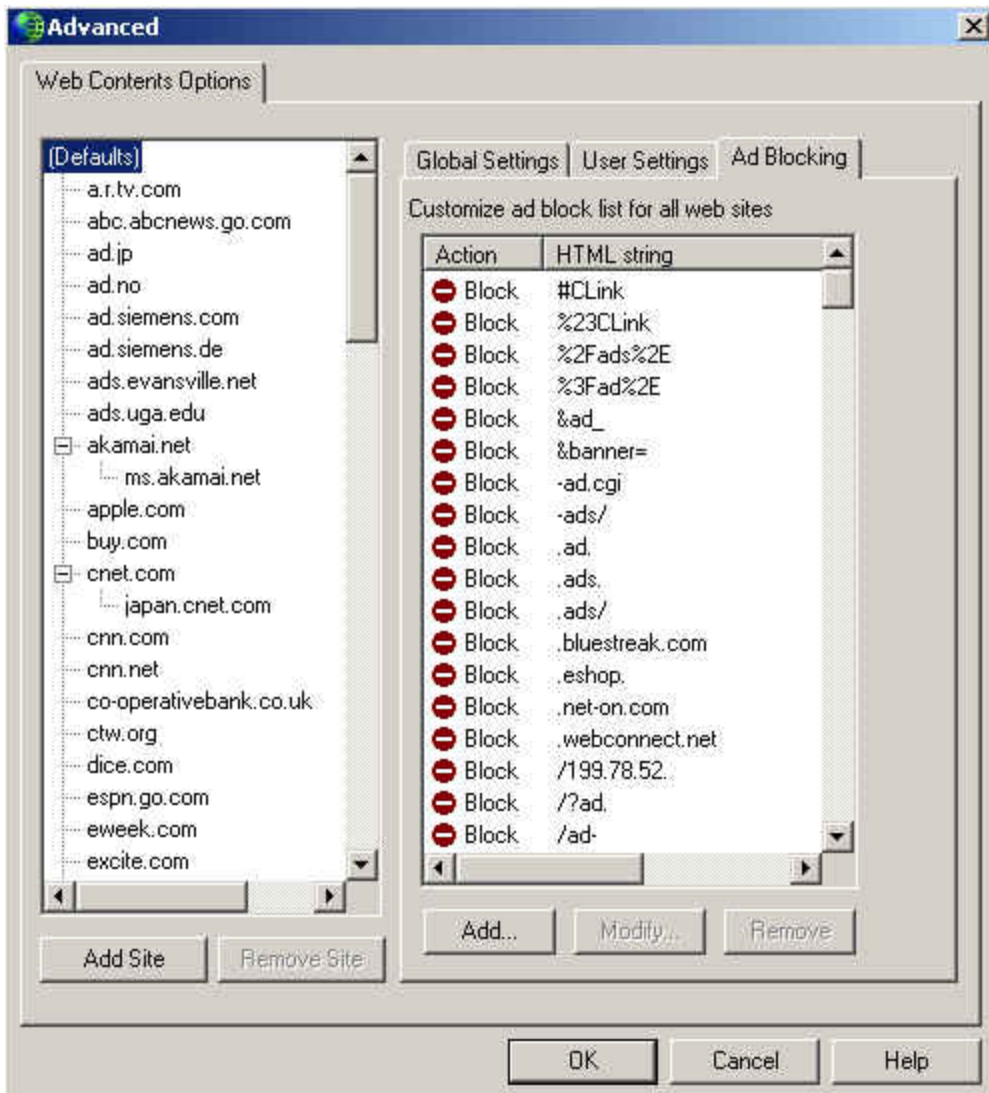


Click on the **Status & Settings** option.

Select the **Ad Blocking** option under the *Settings for:* field, then click Configure.

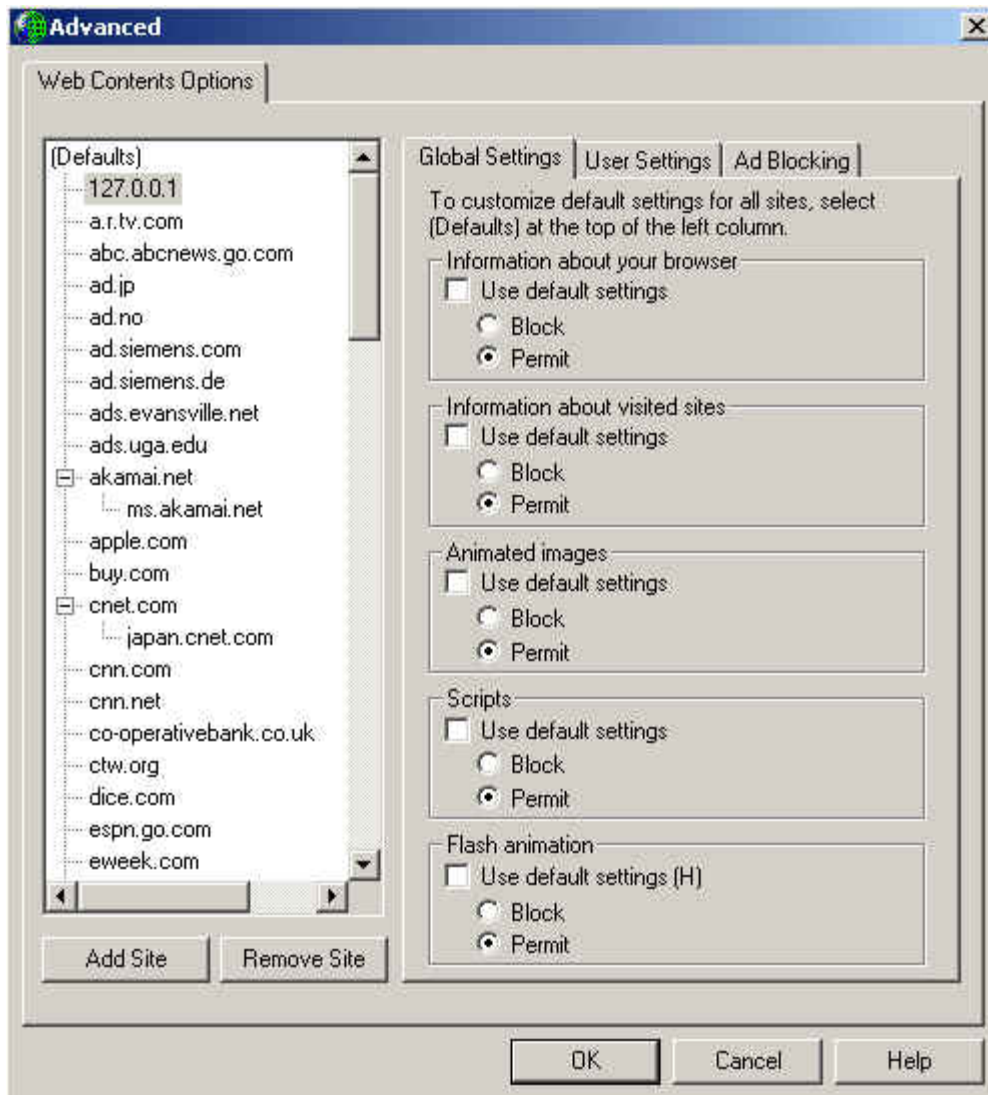


At the Ad Blocking configuration screen click the Advanced button.
Then click the **Add Site** button.
In the **New Site/Domain** window type in **127.0.0.1** and click OK.



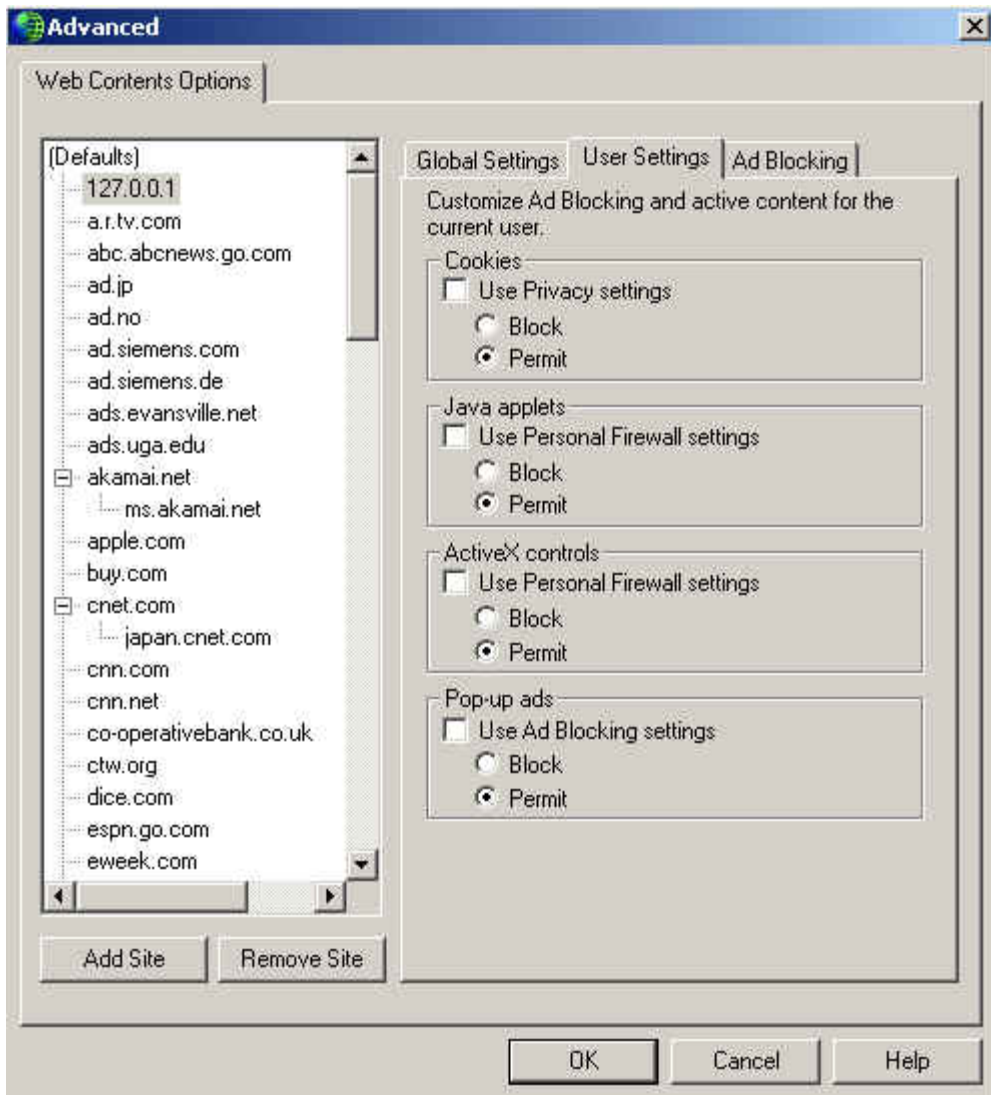
Make sure the newly created site (127.0.0.1) is selected under Defaults and then click the **Global Settings** tab.

Uncheck all the check boxes below it and make sure **Permit** is selected for each selection.



Now select the **User Settings** tab.

Uncheck all the check boxes below it and make sure **Permit** is selected for each option.



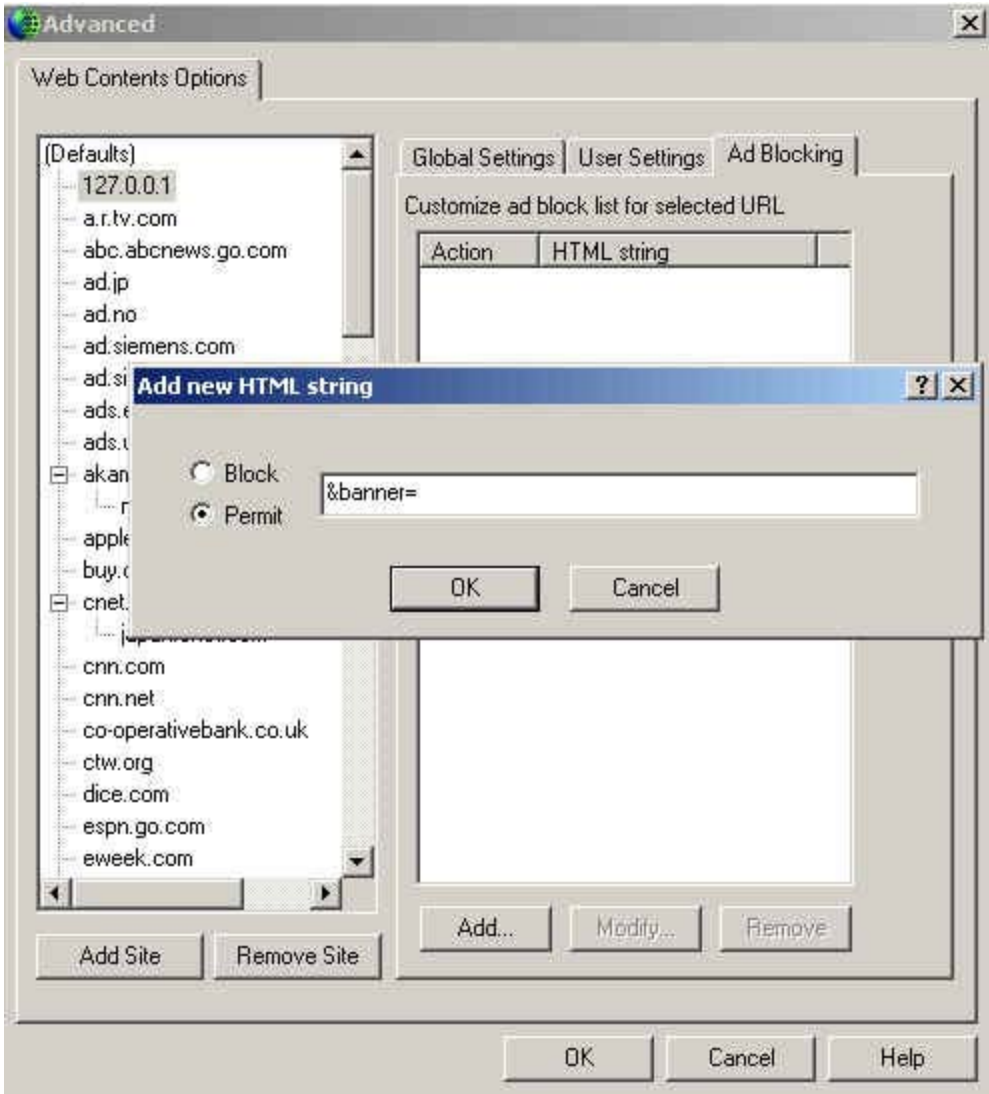
Select the **Ad Blocking** tab.

Click the **Add** button below.

In the **Add new HTML string** window, type in **&banner=**

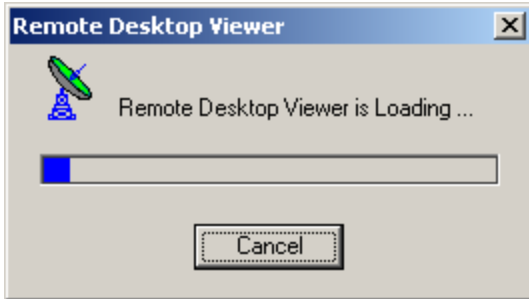
Select the **Permit** option and click OK.

Now click **OK** in the Advanced window.

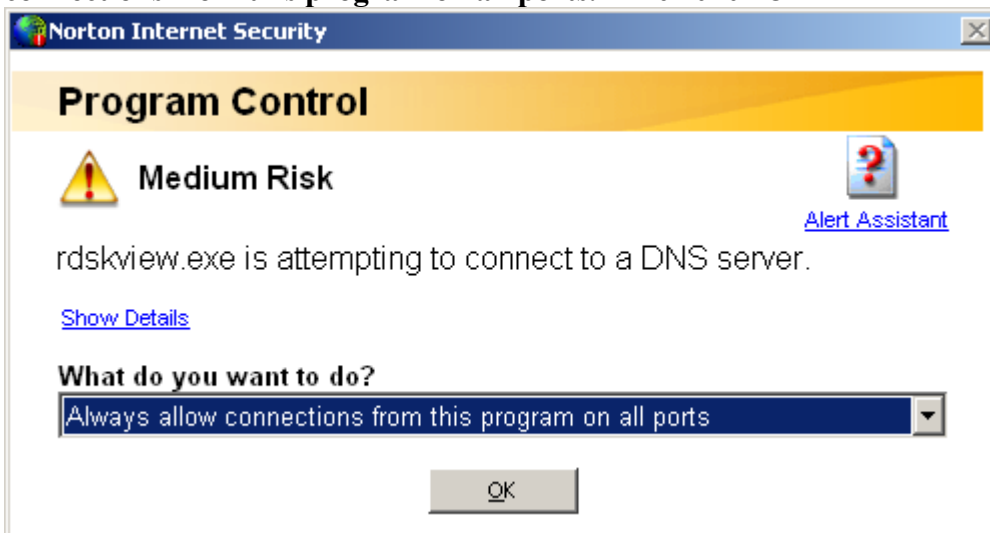


Using Norton Internet Security on the Remote computer

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.