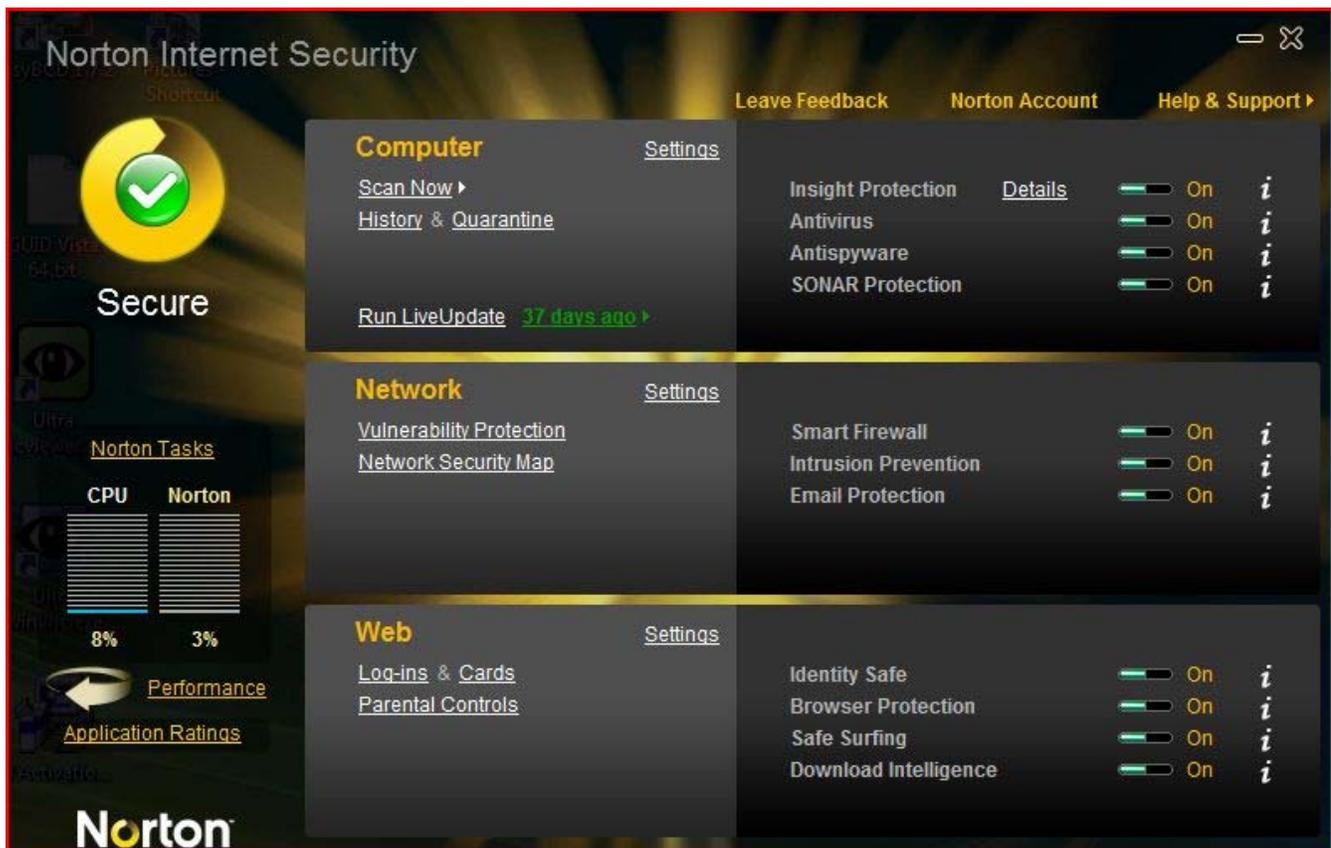


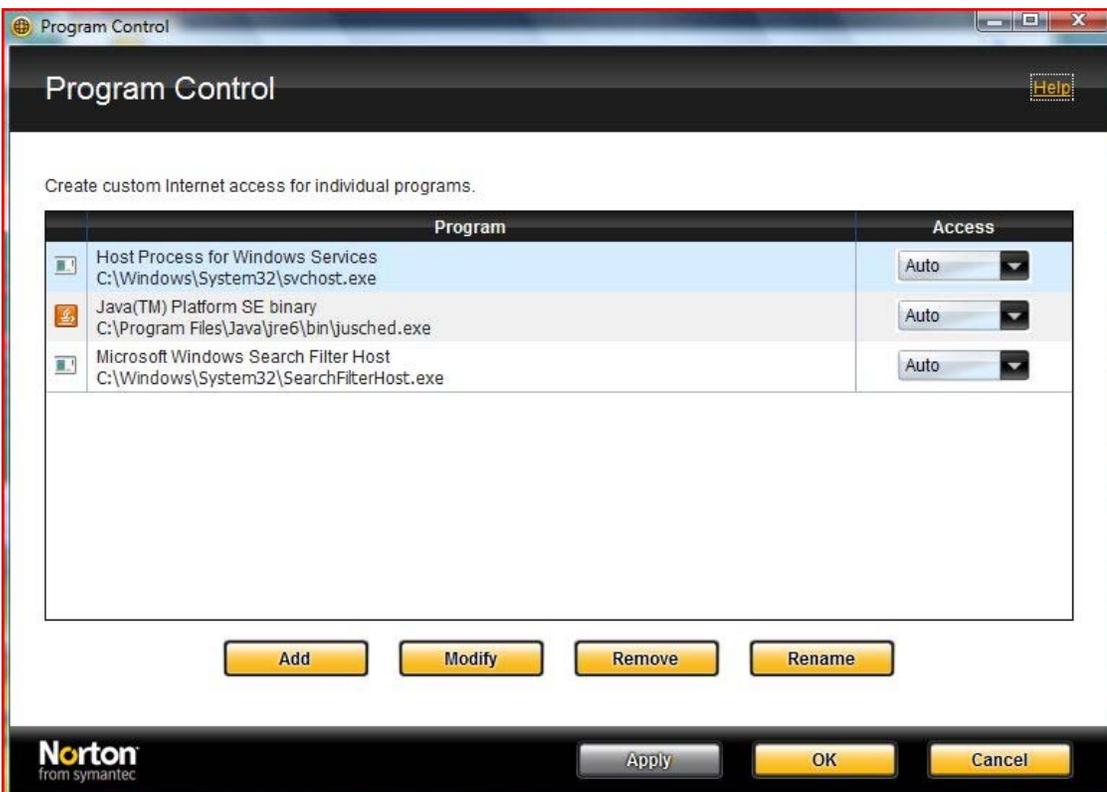
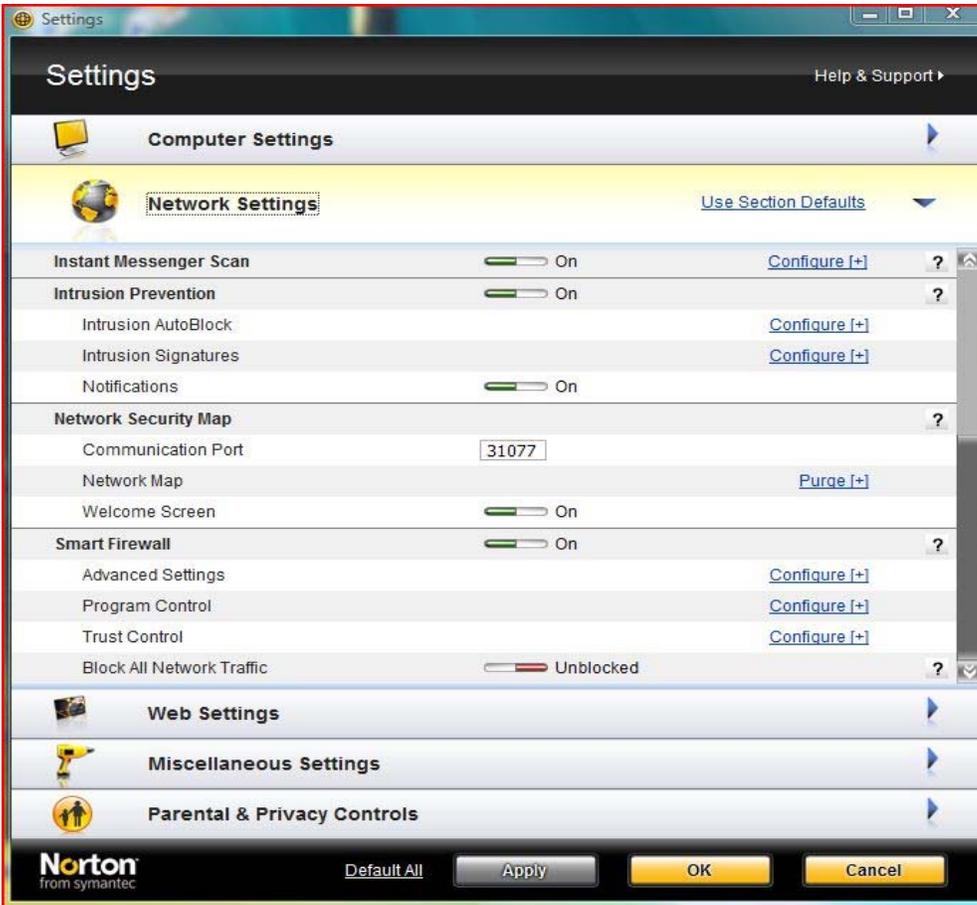
Norton Internet Security 2010

To correctly allow I'm InTouch components full access to a host PC using Norton Internet Security 2010, you must make some manual configurations in Norton's Personal Firewall configuration. The following will illustrate the step by step configuration of Norton in order to allow I'm InTouch access to your computer.

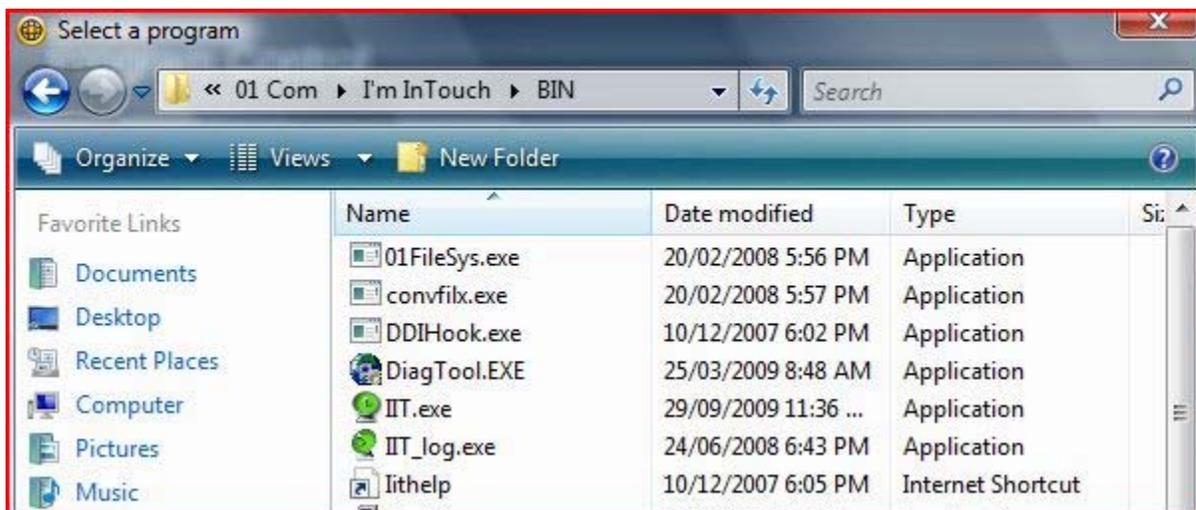
1: Open the Norton Security Center. On the home screen of the Security page, select the Settings option under the **Network** section.



2. Once at the Network Settings screen, scroll down until you see the **Smart Firewall** settings. Click **Configure[+]** next to the Program Control option.



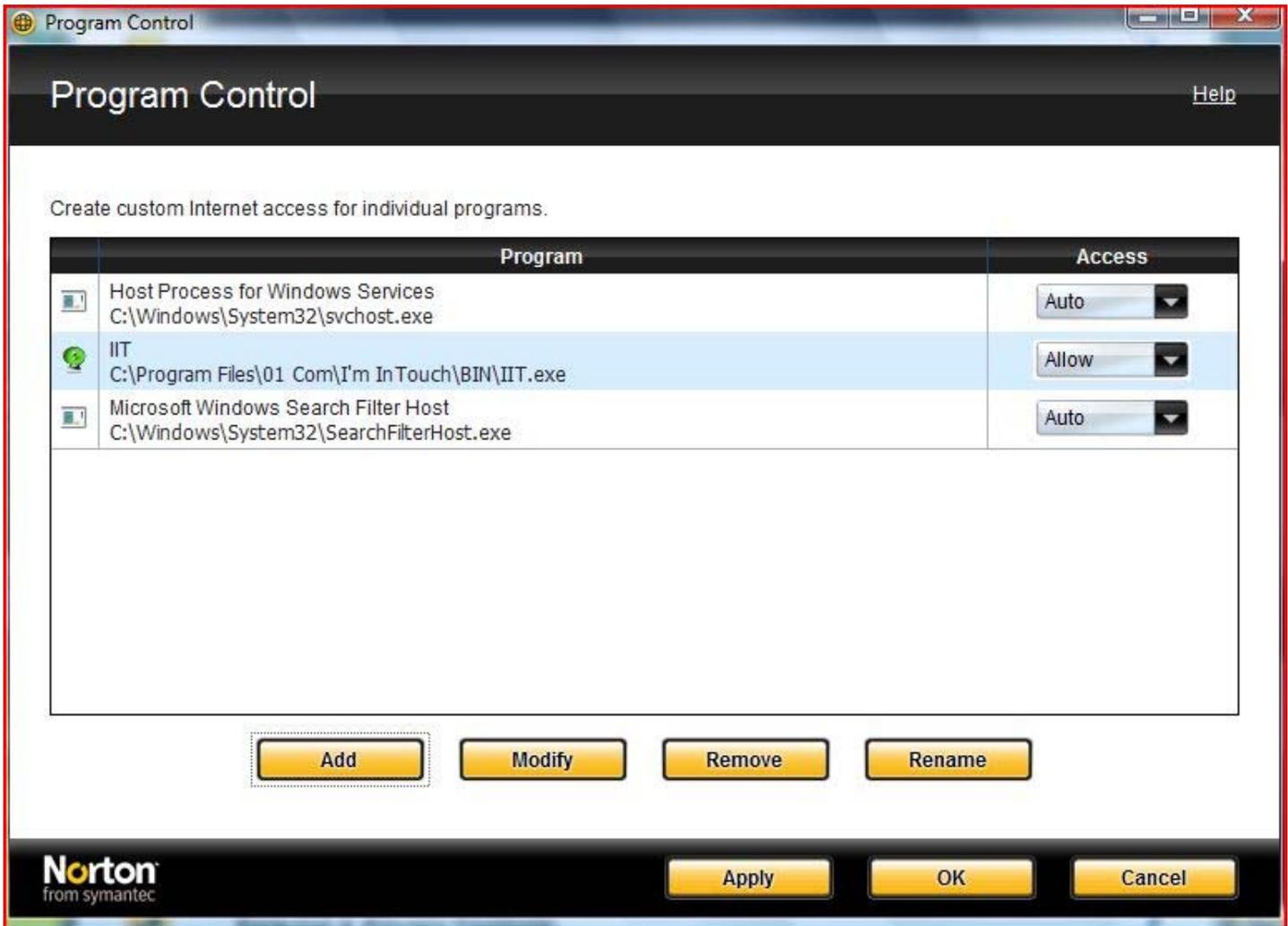
3. Once the Program Control screen opens, click the Add button to begin adding the appropriate I'm InTouch files required for proper access to the host pc. Begin by selecting the first program file, in this case IIT.exe which is located in the following location: C:\Program Files\I'm InTouch\Bin



Once selected you will be asked to set the Security Request option, make sure **ALLOW** is select, not Automatic.



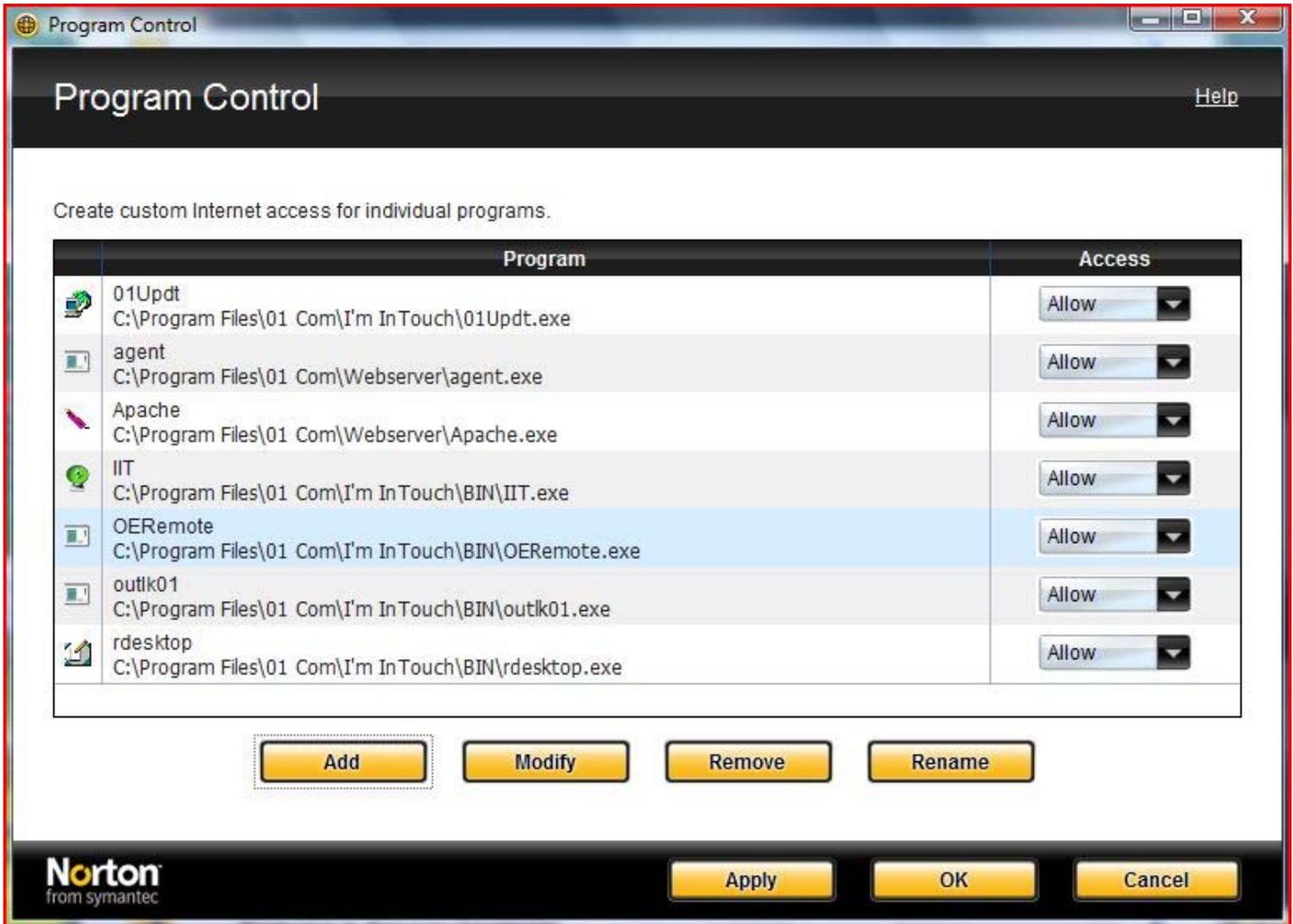
4. IIT should now appear in the Program Control list as ALLOW.



The remaining files below must be added as well just as was done for the **IIT.exe** file:

- Agent.exe** (located in: C:\Program Files\01 Com\Webserver)
- Apache.exe** (located in: C:\Program Files\01 Com\Webserver)
- 01Updt.exe** (located in: C:\Program Files\01 Com\I'm InTouch)
- RDesktop.exe** (located in: C:\Program Files\01 Com\I'm InTouch\BIN)
- Outlk01.exe** (located in: C:\Program Files\01 Com\I'm InTouch\BIN)
- OERemote.exe** (located in: C:\Program Files\01 Com\I'm InTouch\BIN)

The Program Control List should have all the I'm InTouch files listed as in the image below.



Note: If you already see some of the I'm InTouch files appear in the list before adding them manually, then make sure that the Access column shows they have ALLOW rights, not Auto. If they are set to Auto, change the settings to Allow.