# Norton Anti-Virus 2004 Detection Message Window

If you are using Norton Anti-Virus 2004 and remotely viewing new email using the Inbox feature of I'm InTouch, Norton may detect a virus while downloading emails onto your host PC. In this instance, a virus detection message window appears from Norton asking the user to respond to the message. This message window will halt the delivery of all remaining inbound emails until a response is provided. Unfortunately, a remote I'm InTouch user is unaware of this message window requiring action (when using the Inbox feature, OK if using Remote Control) and is not able to remotely view any of the new emails waiting to be delivered to the host PC's email client. In order to ensure that this Message Window appearing from Norton does not interfere with your I'm InTouch remote access, please configure your Norton Anti-Virus 2004 settings as follows:

1. Open Norton Anti-Virus
2. Select Options.
3. Under the Internet option select Email (see diagram).
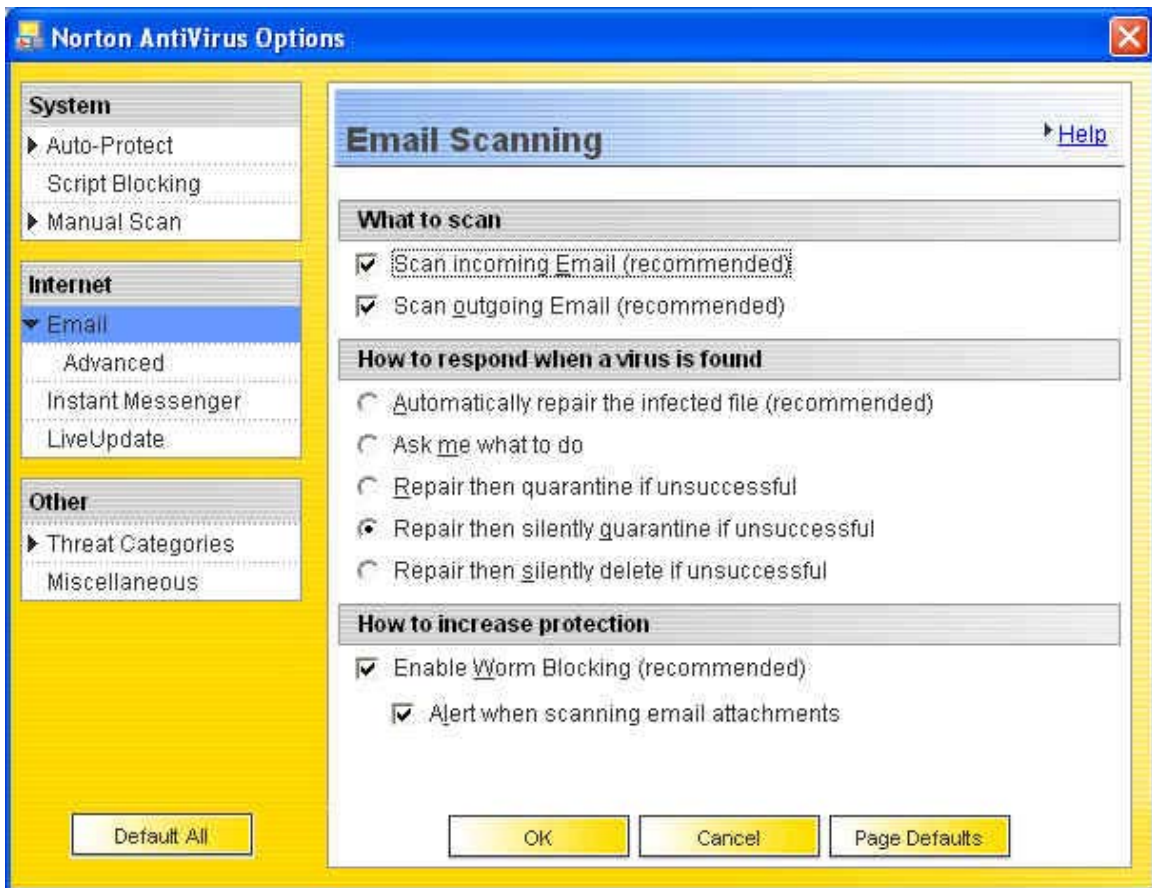
4. In the section "How to respond when a virus is found" select the option, **Repair then silently quarantine if unsuccessful.**

5. Under the System option select Auto-Protect (see diagram).
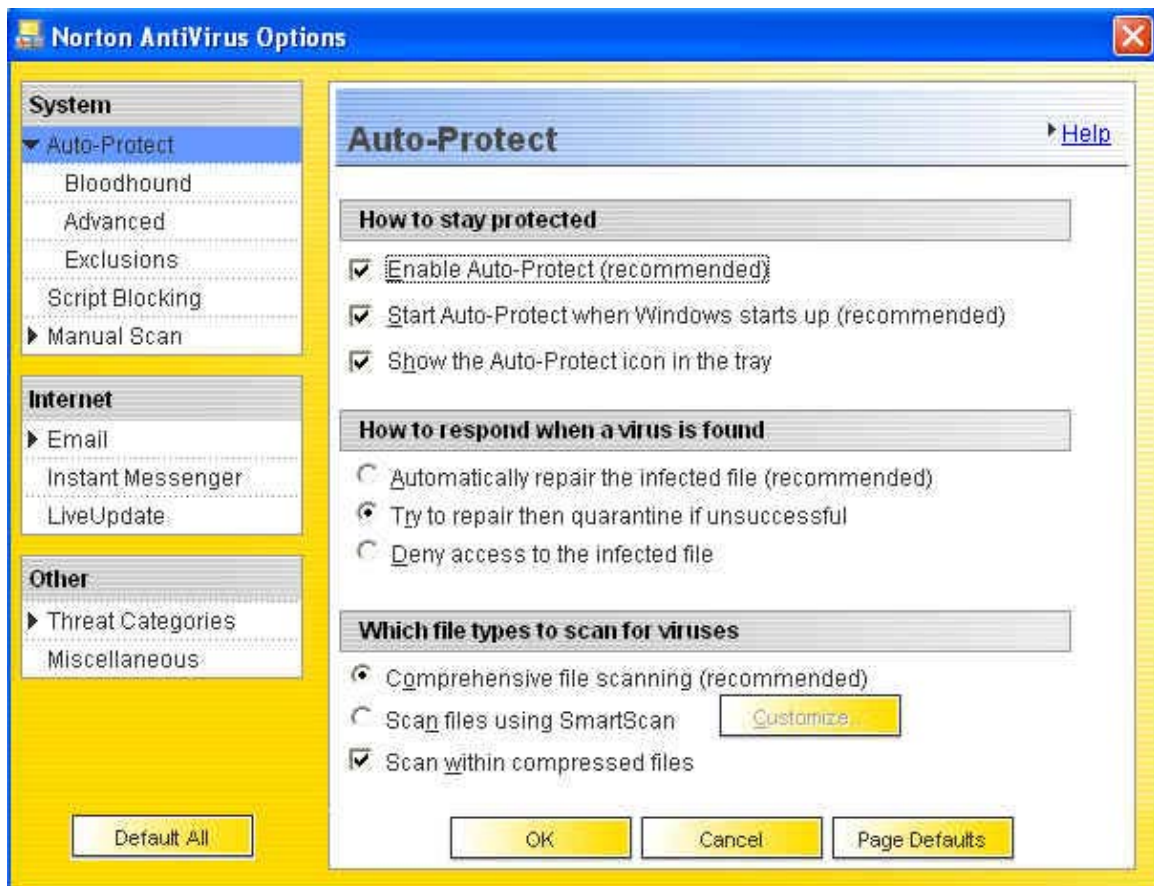
6. Make sure in the "How to respond when a virus is found" section, that **Try to repair then quarantine if unsuccessful, is selected.**
7. Click OK.