

# Norton™ Security

## Product Manual

# Norton™ Security Product Manual

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# Welcome to Norton

This chapter includes the following topics:

- [Access important features using Norton for Mac main window](#)
- [System requirements for Norton Security](#)

## Access important features using Norton for Mac main window

Norton protects your Mac in the following ways:

- Defends against viruses, spyware, malware, phishing, trojan horses and other online threats.
- Helps protect your private and financial information when you go online.
- Utilizes one of the largest global civilian intelligence networks to spot threats faster.

When you launch Norton on your Mac, you can access important features by clicking the tiles in the main window:

- **Security**  
Make sure that your device is protected and fix issues if your computer is at risk or needs attention. With most Norton subscriptions, you can also add devices to your Norton account if you have seats remaining in your account.
- **Scans**  
Run a Quick Scan, Full Scan, or File Scan to check for threats on your device and schedule scans. For more information, see [“Run Norton scans to check for threats on Mac”](#) on page 15.
- **LiveUpdate**  
Check that you have the latest protection from threats as well as feature and performance enhancements. For more information, see [“Run LiveUpdate to keep Norton up to date on Mac”](#) on page 9.

- **Advanced**

View and change settings for your desktop and online activities. For most users, the default settings provide the right level of protection, but you can customize security and network settings.

- **Clean**

Run scans to remove a range of junk files that can slow your computer down. For more information, see See [“Run Norton Clean to remove files that can slow down your Mac”](#) on page 32.

## System requirements for Norton Security

### Operating system

Mac OS X 10.10.x (Yosemite) or later.

### Hardware

- Mac computer with Intel® Core 2 Duo, core i3, Core i5, core i7, or Xeon processor)
- 2 GB of RAM
- 300 MB of available hard disk space
- Internet connection for LiveUpdate

### Browsers supported

- Safari®<sup>1, 2</sup>
- Mozilla Firefox®<sup>1, 2</sup>
- Google Chrome™<sup>1</sup>

<sup>1</sup> As made available by NortonLifeLock within your service period.

<sup>2</sup> Supports current and the most recent previous 32-bit major releases.

# Understanding and responding to threats

This chapter includes the following topics:

- [Repair, restore, or delete files on your Mac that Norton quarantined](#)
- [Run LiveUpdate to keep Norton up to date on Mac](#)

## Repair, restore, or delete files on your Mac that Norton quarantined

When Norton detects a threat that cannot be eliminated with the latest virus definitions, it quarantines impacted files so that they cannot spread or infect your Mac. You cannot view files in the **Finder** or use them if they are quarantined.

Some apps that you use may need to access files that Norton classifies as threats and therefore quarantines. For example, many shareware or freeware apps download adware that introduce vulnerabilities. These apps will not work if Norton quarantines the adware files that they need to operate.

Norton displays **File in Quarantine** window to view additional details of the infected files that has been quarantined. If new virus definition is received, you can attempt to repair the quarantined item. Some quarantined items are successfully disinfected after your Norton product rescans them. You can also restore such items.

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**Note:** NortonLifeLock recommends you not to restore the quarantined files, unless you are sure that they are safe. If you restore an item to a directory other than its original location, it may not function properly. Therefore, it is recommended that you reinstall the program.

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In some cases, Norton displays **File Deleted** window which indicates that Norton automatically detects and moved the specific infected file to Trash or deleted the file from your Mac that cannot be repaired. If the file cannot be repaired, the file is either moved to Quarantine or deleted.

#### Repair, restore, or delete a file in Quarantine

Some quarantined items can be repaired after Norton downloads virus updates and rescans them.

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton product main window, click **Advanced** or **Settings**.

3 On the left pane, click **Activity**.

4 In the **Security History** row, click the view icon.

5 In the **Security History** window, under **Protect my Mac**, click **Quarantine**.

6 In the quarantined items list, select the item that you want to view.

7 Click the Actions icon on the top-left corner, and then click one of the following:

- **Repair** to rescan the file in order to remove the threat.
- **Restore (not recommended)** to take a file that may introduce vulnerabilities out of quarantine and return it to its original location.
- **Delete** to remove the file from Quarantine and from your Mac.

8 Click **Done**.

## Run LiveUpdate to keep Norton up to date on Mac

By default, Norton downloads and installs the latest definition and program updates regularly from Norton servers to help protect your computer from new threats. If you have been offline or turned off Automatic LiveUpdate, you can run LiveUpdate at any time.

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**Note:** Some program updates may require that you restart your computer after you install them.

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### Run LiveUpdate

- 1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

- 2 In the Norton main window, click **LiveUpdate**.
- 3 Click **View Summary** to view the list of updates that were downloaded and installed on your Mac.

### Run LiveUpdate from the My Norton window

- 1 Start Norton.
- 2 In the **My Norton** main window, under **Device Security**, click **LIVEUPDATE**.
- 3 Click **View Summary** to view the list of updates that were downloaded and installed on your Mac.

# Managing your security

This chapter includes the following topics:

- [View or customize tasks that Norton performs to protect your Mac](#)
- [View or customize network activities that Norton monitors on your Mac](#)

## View or customize tasks that Norton performs to protect your Mac

Norton lets you view a range of tasks it performs to help protect you, including scans run, alerts sent, items quarantined, applications blocked, or attempts detected to access your network.

### View or customize tasks that Norton performs to protect your Mac

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton main window, click **Advanced** or **Settings**.

3 On the left pane, click **Activity**.

4 In the **Security History** row, click the view icon.

5 In the **Security History** window, select a category to view activities performed.

6 View the recent activities and you can perform the following actions that are available for the selected event:

- Click the download icon



to download the report as a text file in your Mac disk.

- Click the remove icon



to remove all the recorded events.

- Click the filter icon



to filter the recorded events based on your requirement.

- Click the print icon



to print the report.

- Click the information icon



to view additional information about the selected event.

- Click the action icon



to perform the actions that are available for the selected event. The options in the Action menu vary depending on the event that you selected from the list.

- Click the settings icon



to customize the options that need to be displayed for each category. In the **Security History View Options** window, set the following options as needed:

- **Show host names instead of IP addresses**
- **Show high severity events in a different color**

## View or customize network activities that Norton monitors on your Mac

- In the **Columns** drop-down menu, you can select the log category for which you want to change the viewing options. When you select a category, the types of details that can be displayed are shown. You can select the details that you want to view in the Security History window.

### Need more help?

- ◆ ■ See [“Run Norton scans to check for threats on Mac”](#) on page 15.
- See [“Repair, restore, or delete files on your Mac that Norton quarantined”](#) on page 8.

# View or customize network activities that Norton monitors on your Mac

Norton lets you view network activities it monitors including incoming and outgoing connections and applications run on open network ports.

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**Note:** This option is available only on macOS 10.14 (Mojave) or earlier versions.

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### View or customize network connection activities

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Activity**.
- 4 In the **Network Activity** row, click the view icon.
- 5 In the **Network Activity** window, select an application, service, or port to view the details of the current network connections.
- 6 View the recent network connections activities and you can perform the following actions that are available for the selected category:
  - Click the download icon



to download the report as a text file in your Mac disk.

- Click the print icon



to print the report.

- Click the view information icon



to view additional information about the selected event.

- Click the action icon



to perform the actions that are available for the selected event. The options in the Action menu vary depending on the event that you selected from the list.

- Click the settings icon



to customize the options that need to be displayed for each category. In the **Network Activity View Options** window, set the following options as needed:

- **Show host names instead of IP addresses**
- Under the **Columns** section, set the options that you want to view for the connections.

# Scanning your Mac

This chapter includes the following topics:

- [Run Norton scans to check for threats on Mac](#)
- [Change Norton Automatic Scans settings on Mac](#)
- [Schedule Norton scans on Mac](#)
- [Set Norton to scan your Mac while you're away](#)

## Run Norton scans to check for threats on Mac

Norton Automatic Scans updates virus definitions and scans your computer regularly for a range of threats. If you disable Automatic Scans, have been offline, or suspect that you have a virus, you can manually run the following:

- **Quick Scan** to analyze areas of your computer that are most vulnerable to threats.
- **Full Scan** to analyze your entire system including less vulnerable applications, files, and running processes than those checked during a Quick Scan.
- **File Scan** to analyze individual files or folders if you suspect that they are at risk.

Run a Quick Scan, Full Scan, or File scan

- 1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

- 2 In the Norton main window, click **Scans**.
- 3 On the left pane, click the scan that you want to run:
  - **Quick Scan > Start a Quick Scan**
  - **Full Scan > Start a Full Scan**
  - **File Scan > Select a File**

Navigate to the folder or file and then click **Scan**.

## Run scans from the command line

Your Norton product lets you perform multiple scans from the command line interface. The Norton Scanner feature in the Norton product provides this power user feature. NortonLifeLock recommends that you use this feature only if you are an advanced user.

You can launch the command line interface by navigating to **Finder > Applications > Utilities > Terminal**.

### Run a Quick Scan

- ◆ In the command line, type `/usr/bin/nortonscanner quickscan`.

### Run a full system scan

- ◆ In the command line, type `/usr/bin/nortonscanner systemscan`.

### Scan a specific file

- ◆ In the command line, type `/usr/bin/nortonscanner -a <file path>`.

### Scan a compressed file

- ◆ In the command line, type `/usr/bin/nortonscanner -c <file path>`.

### Scan the Quarantine

- ◆ In the command line, type `/usr/bin/nortonscanner quarantine`.

Using the **Scan Summary** window, you can view the summary of the scan that your Norton product last performed. Your Norton product automatically takes appropriate action on any infected file that it detects during the scan. You can view the details of the virus scans in the **Security History** window.

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**Note:** If your Norton product cannot repair an infected file, the file is quarantined. This way, your Norton product prevents the infection from spreading and infecting other files in your Mac. You can find the quarantined item under the Quarantine category in the Security History window.

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You can use the **Done** option to close the Scan Results window. For potentially unwanted applications, **Delete** button is enabled. You can use the **Delete** button to remove the application.

Your Norton product displays the **Virus Scan Complete** window which indicates that the infected files are repaired, and the files are safe to use. You can use the **Security History** option in the Activity section of the Advanced window to view the details of the repaired files. You can also view the detected viruses and the action that was taken against the virus to protect your Mac.



## Change Norton Automatic Scans settings on Mac

Norton **Automatic Scans** maximizes your security by regularly updating virus definitions, scanning your computer, and monitoring incoming and outgoing traffic. Default settings are optimal for most users, but you can customize options to include or exclude files from Automatic Scans or temporarily turn off the feature.

### Change Automatic Scans options

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Protect My Mac**.
- 4 In the Automatic Scans row, click the settings icon to change any of the following:
  - **Scan everything**
  - **Scan only these folders / Don't scan these folders**  
Click **+**, then browse to the folders that you want to include or exclude from Automatic scans
  - **Scan files in compressed archives** including .zip or .rar formats.
  - **Scan files located on external drives when accessed**

## Schedule Norton scans on Mac

After you install Norton on your Mac, it enables Automatic Scans to update virus definitions and scan your computer regularly for a range of threats. You may prefer to schedule scans at specific times.

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**Note: Scheduled Scans** settings do not change when a different user is on your Mac and scans continue to run at scheduled times.

---

### Schedule Norton scans

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Protect my Mac**.
- 4 In the **Scheduled Scans** row, make sure the switch is on.  
If the switch is off, you won't be able to run or configure scheduled scans.

- 5 Click the settings icon.
- 6 In the **Scheduled Scans** window, set your options for what and when to scan.
- 7 Click **Save**.

## Set Norton to scan your Mac while you're away

When you install Norton, the **Idle Scans** feature is set to detect when you are using your Mac so that Norton does not run scans that could impact your computer performance. Default settings are optimal for most users, but you can customize settings to scan your entire computer or specific files and folders only. Though not recommended, you can even turn Idle Scans off.

You see an **Idle Scan Report** window which indicates that your Norton product detected one or more infected files during idle scan. You can use the **View Log** option to view the details of the infected files in the **Security History** window

### Customize Idle Scans settings

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Protect my Mac**.
- 4 In the **Idle Scans** row, make sure the switch is on.  
If the switch is off, your computer performance could be impacted when you are working.
- 5 In the Idle Scans window, customize your scan settings:
  - **What to Scan** to scan your entire system, your startup disk, or all user folders
  - **Scan files in compressed archives (Recommended)** to scan compressed files like .zip files.
  - **Show Idle Scans Results** to store a record of scan results.
  - **Reset to Defaults**, to revert any changes you made back to the recommended defaults.

### Need more help?

- ◆ ■ See [“Change Norton Automatic Scans settings on Mac”](#) on page 17.

# Keeping secure on the Internet

This chapter includes the following topics:

- [Learn more about Vulnerability Protection](#)
- [Turn off or turn on Vulnerability Protection](#)
- [Exclude or include attack signatures on Mac](#)
- [Enable or disable notifications for blocked attack signatures on Mac](#)
- [Learn more about customizing firewall settings for Mac](#)
- [Learn more about configuring firewall rule for an IP address](#)
- [Configure firewall rules for an IP address on Mac](#)
- [Modify firewall rules for an IP address on Mac](#)
- [Remove firewall rule for an IP address on Mac](#)
- [Disable or enable advanced protection features on Mac](#)
- [Configure AutoBlock settings on Mac](#)
- [Configure Signatures settings on Mac](#)
- [Upgrade to the latest Norton version to better protect your Mac](#)
- [Help Norton Community Watch identify potential new threats on Mac](#)
- [Send reports to NortonLifeLock if Norton encounters an error on Mac](#)

## Learn more about Vulnerability Protection

Vulnerability Protection feature helps you in detecting and preventing intrusions through the Internet. Vulnerability Protection provides information about the susceptibility of the programs that may be on your Mac against malicious attacks. It also provides information about the known attacks.

Vulnerabilities are flaws in your programs or your operating system that can create weaknesses in the overall security of your Mac. Improper Mac configurations or security configurations also create vulnerabilities. External attackers exploit these vulnerabilities and perform malicious actions on your Mac. Examples of such malicious attacks are active desktop monitoring, keylogging, and hacking. Such attacks can slow down the performance of your Mac, cause program failure, or expose your personal data and confidential information to the cybercriminals.

Your Norton product provides the signature-based solutions to protect your Mac from the most common Internet attacks. Attack signatures contain the information that identifies an attacker's attempt to exploit a known vulnerability in your operating system or your Mac programs. The Intrusion Prevention feature of your Norton product uses an extensive list of attack signatures to detect and block suspicious network activity.

## Turn off or turn on Vulnerability Protection

You can choose whether you want to protect your Mac from the threats that can affect your Mac vulnerabilities.

By default, the Vulnerability Protection option is turned on. NortonLifeLock recommends that you keep the Vulnerability Protection option turned on to protect your Mac from any malicious attacks.

### Turn off or turn on Vulnerability Protection

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Vulnerability Protection** row, move the switch to off or on.

## Exclude or include attack signatures on Mac

Your Norton product performs scans by comparing the signature of the files against the known attack signatures to identify threats on your Mac. An attack signature is used to identify an attacker's attempt to exploit a known operating system or application vulnerability.

You can choose whether you want to protect your Mac from all the attack signatures or only from the selected signatures. In some cases, benign network activity can appear to be similar to an attack signature. You might receive repeated notifications about possible attacks. If you know that the attacks that trigger these notifications are safe, you can create an exclusion list for the signature that matches the benign activity.

If you want protection against vulnerabilities, but you do not want to receive notifications about blocked attacks, you can stop Vulnerability Protection from displaying notifications. Unless you have a good reason to disable a signature, you should leave the signatures turned on. If you disable a signature, your computer may be vulnerable to attack.

### **Enable or disable attack signatures**

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Vulnerability Protection** row, click the settings icon.
- 5 In the **Vulnerability Protection** window, click the **Signatures** tab.
- 6 In the **Signatures** list, select a signature, and do one of the following:
  - To disable the detection of the attack signature, uncheck **Enable this signature**
  - To enable the detection of the attack signature, check **Enable this signature**
- 7 Click **Done**.

## **Enable or disable notifications for blocked attack signatures on Mac**

You can choose whether you want to receive notifications when Vulnerability Protection blocks suspected attacks.

The notification message lets you do the following:

- To view the details of the blocked attack.
- To report a wrongly detected attack.

All of the Vulnerability Protection activities are recorded in the **Security History** window. The entries include information about the unauthorized accesses attempts and other details.

You can enable or disable notification for all blocked attacks or for individual attack signatures.

### Enable or disable notifications for individual attack signatures

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Vulnerability Protection** row, click the settings icon.
- 5 In the **Vulnerability Protection** window, click the **Signatures** tab.
- 6 In the **Signature** list, do one of the following:
  - To disable the notifications, deselect **Show notifications for this signature**.
  - To enable the notifications, select **Show notifications for this signature**.
- 7 Click **Done**.

## Learn more about customizing firewall settings for Mac

Firewall settings let you customize how firewall should monitor and respond to the inbound and the outbound network communications. Firewall settings contain the access settings for the applications, services, and ports on your Mac. They also contain access settings for connections to or from the other computers in the network to which your Mac is connected.

You can use the **Firewall** window to customize the following firewall settings:

**Application Blocking** Lets you configure firewall rules for the applications that run on your Mac to connect to the Internet.

The Application Blocking settings determine whether to allow or deny an application, such as a web browser or iTunes, from connecting to the Internet.

Application Blocking settings are not specific to a particular network location. The Application Blocking settings do not change when you change to a different network location.

You can use the **Configure** option under **Application Blocking** to set Internet access for applications on your Mac.

**Note:** Whenever an overlap exists in the settings between Connection Blocking and Application Blocking, the Connection Blocking settings take precedence over the Application Blocking settings.

**Connection Blocking** Lets you allow or block the applications, ports, services, and IP addresses that:

- Connect to your Mac.
- Connect to a network.

The Connection Blocking settings determine whether to allow or deny the incoming or the outgoing connections that use a specific service, application, or a port. You can also configure firewall to allow or block a specific IP address on the network.

Connection blocking settings apply only to a particular location.

You can use the settings icon in the **Connection Blocking** row to set connections for applications and services on your Mac.

**Vulnerability Protection**

Helps you in detecting and preventing Intrusions through the Internet. Vulnerability Protection monitors all the incoming and the outgoing traffic on your Mac and blocks any unauthorized access.

It provides information about the susceptibility of the programs that may be on your Mac against malicious attacks.

**Location Awareness** Lets you configure the firewall settings based on the network location to which your Mac is connected.

The firewall settings that you configure contain the connection blocking settings for the application and services that run on your Mac. When you connect your portable Mac to a new network location, your Norton product prompts you to select a new firewall setting for the network location.

## Learn more about configuring firewall rule for an IP address

You can use the **Connection Blocking** window to configure the firewall for zones in the network to which your Mac is connected. You can configure the zone access settings to specify IP addresses to which you want to allow or block connections.

The **Trust Zone** in the **View** pane shows the IP addresses to or from which you allowed access attempts for a network location. The **Block Zone** in the **View** pane shows the IP address to or from which you blocked access attempts of a network location.

You can perform the following activities for a zone from the **Connection Blocking** window:

- Configure the access settings for an IP address
- Edit the access settings for an IP address
- Remove the access settings for an IP address

# Configure firewall rules for an IP address on Mac

You can specify the firewall rules of the IP address that is specific to a network location setting.

The **Trust Zone** in the **View** pane shows the IP addresses to or from which you allowed access attempts for a network location. The **Block Zone** in the **View** pane shows the IP addresses to or from which you blocked access attempts of a network location.

## Configure firewall rules for an IP address

- 1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

- 2 In the Norton product main window, click **Advanced** or **Settings**.

- 3 On the left pane, click **Firewall**.

- 4 In the **Connection Blocking** row, click the settings icon.

- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location.

- 6 In the **View** menu, click **Zones**.

- 7 Click **Add IP address**.

You can also use the **+** sign next to the **Block Zone** or **Trust Zone** row to specify access settings for the IP address.

- 8 In the **Edit address** window, select the default access setting option. Your options are:

**Allow** Lets you allow the connections to or from all computers that exist on your network.

**Block** Lets you block the connections to or from the computer with the IP address that you specify.



- 9 In the address menu, select an option to specify the IP addresses of computers to which you want to apply the access settings. Your options are:

<b>All computers on my current network</b>	Lets you allow or block connections to or from all computers on your network.
<b>A single computer</b>	Lets you allow or block connections to or from the computer with the IP address that you specify.
<b>All IP addresses beginning with</b>	Lets you allow or block connections to or from computers with the base address that you specify.
<b>All IP addresses on a network</b>	Lets you allow or block connections to or from computers on a local network.

- 10 Click **Logging and notification settings** to configure Norton product to maintain records and notify you about access attempts.

- 11 Click **Save**.

## Modify firewall rules for an IP address on Mac

You can edit the firewall rules of IP address, which is specific to a network location setting.

### Modify firewall rules for an IP address

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing Settings** menu, select the Connection Blocking setting for which you want to change the settings of an IP address.
- 6 In the **View** menu, click **Zones** and select a row that contains the access settings for an IP address that you want to modify.
- 7 Click **Edit**.
- 8 In the **Edit address** window, make the necessary changes.
- 9 Click **Save**.

## Remove firewall rule for an IP address on Mac

You can remove the firewall rule for an IP address, which is specific to a network location.

### Remove firewall rule for an IP address

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing Settings** menu, select a Connection Blocking setting.
- 6 In the **View** menu, click **Zones**.
- 7 In the **View** pane, select the row that contains the access settings of an IP address and do one of the following:
  - Click **Remove**, and in the confirmation window, click **Remove** again.
  - Click the - option that appears next to the IP address that you want to remove, and in the confirmation window, click **Remove** again.

## Disable or enable advanced protection features on Mac

The **Advanced** window lets you disable or enable the following advanced protection feature of your Norton product:

### ■ Vulnerability Protection

By default, the advanced protection feature are enabled. NortonLifeLock recommends that you do not disable any of the advanced firewall features.

### Disable or enable Vulnerability Protection

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Vulnerability Protection** row, move the switch to off or on.

## Configure AutoBlock settings on Mac

You can use the **AutoBlock** tab in the **Vulnerability Protection** window to automatically block the IP addresses of computers that Norton identifies as attackers. When you turn on the **AutoBlock** option, your Norton product adds the IP addresses of the attackers to the **Addresses currently blocked by AutoBlock** list. You can use the **Addresses should remain in the list for** menu to specify a time period for which your Norton product must block any connections from the attacker's IP address.

You can remove an *IP address* from the **Addresses currently blocked by AutoBlock** list using the **Remove** option.

You can also use the **Excluded addresses** option to create exceptions for IP addresses that you trust. Your Norton product allows connections from an excluded address and does not include the address in the **Addresses currently blocked by AutoBlock** list.

### Configure AutoBlock settings

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Vulnerability Protection** row, click the settings icon.
- 5 In the **Vulnerability Protection** window, select the **AutoBlock** tab.
- 6 Click the **On** option to turn on AutoBlock.
- 7 View the list of IP addresses blocked by the Vulnerability Protection feature in the **Addresses currently blocked by AutoBlock** list.
- 8 Set the time period for which your Norton product must block any connections in the **Addresses should remain in the list for** list.  
 The default value is 30 minutes.
- 9 Click **Done**.

## Configure Signatures settings on Mac

Vulnerability Protection uses a frequently updated list of signatures to detect known attacks. You can view the list of signatures in the **Signatures** list.

You can receive alerts when an access attempt that matches a signature occurs using the **Enabled** option and the **Notify** option next to a signature in the **Signatures** list. By default, all the signatures are enabled and selected for notification.

You must not disable any signatures in the **Signatures** list. If you disable a signature, **Vulnerability Protection** feature cannot protect you from the threat that is related to the signature.

You can also enable the **Notify me when Vulnerability Protection automatically blocks an attack alerts** to receive an alert whenever Vulnerability Protection blocks an attack.

#### Configure the Signature settings

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Vulnerability Protection** row, click the settings icon.
- 5 In the **Vulnerability Protection** window, select the **Signatures** tab.
- 6 Under the **Signatures** list, disable or enable the required options for any signature.
- 7 Click **Done**.

## Upgrade to the latest Norton version to better protect your Mac

Upgrading lets you download and install an entirely new version of Norton device security and assures that you have the most current security features on your Mac. You need to be online to upgrade.

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**Note:** Upgrading to the latest Norton version is different than updating threat definitions through LiveUpdate. You can only upgrade if a new version of Norton device security is available. However, you can run LiveUpdate anytime to get the latest threat definitions and minor application enhancements.

---

#### Upgrade if you receive a notification or alert

To receive an upgrade alert or notification, the Automatic Upgrades option needs to be enabled. By default, the Automatic Upgrades option is enabled.

- 1 On the upgrade alert, click **Upgrade**.
- 2 If your subscription is current:
  - In the **Free Protection Upgrade** window, click **Upgrade Now**.
  - When prompted, type your administrator account password, and then click **Install Helper**.

- Click **Restart** to complete the upgrade process.
- 3 If your subscription has expired:
- To uninstall your expired version, click **Agree & Install**, and then click **Continue**.
  - Click **Restart** to uninstall.
  - When your computer restarts, you can upgrade to the latest Norton version or trial version. Read the License and Services Agreement, and click **Agree & Install**.
  - Click **Restart** to complete the upgrade process.

#### Upgrade if you see Upgrade Available in the Mac menu bar

- 1 On the Mac menu bar, click the Norton icon.
- 2 Click **Upgrade Available**.
- 3 If your subscription is current:
  - In the **Free Protection Upgrade** window, click **Upgrade Now**.
  - When prompted, type your administrator account password, and then click **Install Helper**.
  - Click **Restart** to complete the upgrade process.
- 4 If your subscription has expired:
  - To uninstall your expired version, click **Agree & Install**, and then click **Continue**.
  - Click **Restart** to uninstall.
  - When your computer restarts, you can upgrade to the latest Norton version or trial version. Read the License and Services Agreement, and click **Agree & Install**.
  - Click **Restart** to complete the upgrade process.

#### Upgrade if you see Upgrade Available in the Norton main window Help drop down

- 1 Start Norton.
  - If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Help**.
- 3 In the **Help** drop-down menu, click **Upgrade Available**.
- 4 If your subscription is current:
  - In the **Free Protection Upgrade** window, click **Upgrade Now**.
  - When prompted, type your administrator account password, and then click **Install Helper**.

- Click **Restart** to complete the upgrade process.
- 5 If your subscription has expired:
- To uninstall your expired version, click **Agree & Install**, and then click **Continue**.
  - Click **Restart** to complete the uninstallation process.
  - When your computer restarts, you can upgrade to the latest Norton version or trial version. Read the License and Services Agreement, and click **Agree & Install**.
  - Click **Restart** to complete the upgrade process.

#### Disable or enable Automatic Upgrades

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Product Settings**.
- 4 In the **Automatic Upgrades** row, move the switch to off or on.

## Help Norton Community Watch identify potential new threats on Mac

Norton Community Watch allows Norton security product users to help improve the identification and reduce the time to deliver protection against new security threats. The program collects selected security and application data and submits the data to Norton for analysis to identify new threats and their sources. The program helps build a better, stronger security product by analyzing the data sent from the user.

Read [Privacy](#) for more information on how Norton accesses, collects, and processes data for specific products.

#### Turn off or turn on Norton Community Watch

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Product Settings**.
- 4 In the Norton Community Watch row, move the switch to off or on.

# Send reports to NortonLifeLock if Norton encounters an error on Mac

Norton Error Management documents issues which are encountered with the Norton Product. In such cases the user can choose to report errors to Norton.

## Turn off or turn on Error Management

- 1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Product Settings**.
- 4 In the **Error Management** row, move the switch to off or on.
- 5 In the **Error Management** window, click the settings icon to enable Norton to send detailed data about an error.
- 6 In the Error Management window, click **What's collected?** to learn more about the data Norton collects.

See [Norton Privacy](#) for more information on how Norton accesses, collects, and processes data for specific products.

# Keeping your Mac tuned up

This chapter includes the following topics:

- [Run Norton Clean to remove files that can slow down your Mac](#)
- [Schedule or customize Norton Clean scans to help improve your Mac's performance](#)

## Run Norton Clean to remove files that can slow down your Mac

Junk files, including temporary, installation, or even duplicate files from your email or photo albums, can impact computer performance. **Norton Clean** removes many types of junk files that can slow down your Mac.

**Norton Clean** does not scan connected devices and only runs on Mac OSX 10.10.5 or later. By default, Norton Clean moves junk files to your trash, but does not delete them. To set Norton Clean to automatically delete junk files, see [See “Schedule or customize Norton Clean scans to help improve your Mac's performance”](#) on page 33.

### Run Norton Clean to remove junk files

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton main window, click **Clean**.
- 3 Click **Run now** or **Start**.  
If Norton Clean prompts you to open the Photos and iTunes apps, click **Open**.



- 4 In the **Overview** window, in the Similar row and Duplicate rows, click **Review**, select the files that you want to remove, and then click **Done**.

Similar means two files appear to be identical, although they may have slight differences like different file names. Duplicate means the files are identical.

- 5 Click **Clean** to move the files that you selected to the trash.

In the **Clean Complete** window, you can see the results of the scan.

## Schedule or customize Norton Clean scans to help improve your Mac's performance

### Schedule or customize Norton Clean

- 1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

- 2 In the Norton main window, click **Clean**.

- 3 In the **Clean** window, next to the **Run Now** or **Start** button, click the settings icon.

- 4 In the pop up, schedule scans or configure settings by clicking the following tabs:

- **General**

- Next to **Search for**, select the types of files that you want Norton Clean to remove. For best results, leave all defaults checked.
- Next to **Schedule Norton Clean**, set how often you want scheduled scans to run.
- Select **Run Norton Clean** when my disk space is low to remove files automatically when your hard drive is getting full.
- Check either the option to move junk files to the trash or permanently delete them as soon as Norton Clean runs. If you move files to the trash, you must empty your trash before files are permanently deleted.

- **Similar and Duplicates**

For most users, default settings provide the best results.

- In the left pane, select General and then:
  - Select the options to open **Photos** and **iTunes** apps automatically if you don't want to be asked to open them each time Norton Clean runs.
  - Select **Perform extended search** to have Norton Clean scan more than the most likely locations to find duplicate or similar files.
- In the left pane, under Exclusions:
  - Select **File types** to add or remove file types that you want to exclude from scans.

Select **Paths**, and then click **+** to navigate to specific files or folders that you want to exclude from scans.

- In the left pane, under **Types**:
  - Click on each file type and then select options to change the default settings.
- **Autoselect**
  - Click the **+** icon.
  - In the **Add Autoselect rule** window, use the drop downs to add rules for files that you want to either scan or not scan when Norton Clean runs.

# Securing your sensitive data

This chapter includes the following topics:

- [Set Norton to detect fraudulent or phishing websites on Mac](#)
- [Add Norton browser extensions to surf and shop more securely on Mac](#)

## Set Norton to detect fraudulent or phishing websites on Mac

Norton device security includes Safe Web to analyze sites when you browse using Firefox, Safari, or Chrome. It ranks site security and alerts you if it detects fraudulent or phishing sites. Safe Web helps protect you from cybercriminals who set up fake sites, such as illegitimate shopping sites, in order to get you to enter financial or personal information

### Enable and configure Safe Web options

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**Note:** You can enable and configure Safe Web options only on Mac OS X 10.9 or earlier versions.

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- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Safe Web**, and make sure the **Safe Web** switch on.
- 4 In the **Safe Web** row, click the settings icon, and set the following options as needed:
  - Enhance search engine results to display site ratings in search results.

- Show a warning when visiting a harmful website.
- Block harmful websites.
- Enable Phishing Protection to analyze the security level of the website you visit.
- Submit full URL when a suspicious website is detected to send the site URL to Norton for analysis.

### Enable Norton Safe Search as your default search engine

In addition, you can set Norton Home Page as your default home page.

- 1 Open your browser and click the Safe Web extension icon.
- 2 In the Safe Web pop-up that appears, click the settings icon.
- 3 In the Browser Settings page, check Enable Norton Safe Search as your default search engine.

## Add Norton browser extensions to surf and shop more securely on Mac

After you install Norton on Mac, you are prompted to add browser extensions when you first open Safari, Firefox, or Chrome. Norton provides you the browser focus feature where the browser extension alert appears only when you focus the browser. Enable **Norton Safe Web**, **Norton Safe Search**, **Norton Home Page**, and **Norton Password Manager** extensions to maximize your security online.

If you have Mac OS X 10.10.x or later, the Norton standalone browser extensions are available even after you uninstall your Norton product. If you uninstall your Norton product on Mac OS X 10.9 or earlier, all the browser extensions pertaining to Safari and Firefox are removed except for extensions installed on Chrome browser.

---

**Note:** **Norton Safe Web**, **Norton Home Page**, **Norton Safe Search**, and **Norton Password Manager** standalone extensions are not supported on Mac OS X 10.9 or earlier, and on the older version of the web browsers. To install the latest Norton browser extensions, upgrade your Mac operating system and your web browsers to the latest version.

---

## Add Norton browser extensions for Mac OS X 10.10 or later

### Safari

Safari 12 and above versions on macOS 10.14.4 (Mojave) and above

- 1 The **Norton Safe Web** or **Norton Safe Web Plus** alert appears when you launch Safari for the first time after you install Norton.
- 2 In the alert, do one of the following:
  - Click **Download** to install the Norton Safe Web extensions.
  - Click **Remind Me Later** to install the Norton Safe Web extensions later.
  - **No, Thanks**: You can see this option only after you use the **Remind Me Later** option thrice. You receive the browser extension alert again that has **No, Thanks** option instead of **Remind Me Later**. Click the **No, Thanks** option to ignore the alert for the next 2 weeks.

---

**Note:** After 2 weeks, you receive a **Fix Now** alert, if your default web browser is Safari. Click **Fix Now** to install the Norton Safe Web extensions. If you ignore the **Fix Now** alert, then you receive the alert again after 6 months, when you open the Safari browser.

---

For more information, refer [Norton Safe Web Plus App extension for Safari](#).

### Mozilla Firefox

- 1 When you focus the Firefox browser for the first time after you install Norton, the Firefox **Browser Protection** page automatically opens in a new tab, that lets you install the extensions that include **Norton Safe Search**, **Norton Home Page**, **Norton Safe Web**, and **Norton Password Manager**.

---

**Note:** **Norton Safe Search** standalone extension is supported only on the latest version of the Firefox.

---

- 2 You can use the **Enable** option and follow the on-screen instructions to enable the browser extensions. Alternatively, you can also use **Enable All Norton Extensions** option to install all the browser extensions.
- 3 If you have not installed any one of the extensions other than **Norton Password Manager**, the Firefox browser extension alert appears when you launch Firefox after one week. In the alert, do one of the following:
  - Click **Add**, the Firefox **Browser Protection** page automatically opens in a new tab. You can use the **Enable** option and follow the on-screen instructions to enable the extensions.

- Click **Remind Me Later** to install the Norton browser extensions later.
- **No, Thanks:** You can see this option only after you use the **Remind Me Later** option thrice. You receive the browser extension alert again that has **No, Thanks** option instead of **Remind Me Later**. Click the **No, Thanks** option to ignore the alert for the next 2 weeks.

---

**Note:** After 2 weeks, you receive a **Fix Now** alert, if your default web browser is Firefox, and if you do not install the **Norton Safe Web** extension. Click **Fix Now** to install the browser extensions. If you ignore the Fix Now alert, then you receive the Firefox browser extension alert again after 6 months, when you open the Firefox browser.

---

### Google Chrome

- 1 When you open the Chrome browser for the first time after you install Norton, the Chrome **Browser Protection** page is launched automatically, that lets you install the extensions that include **Norton Privacy Builder**, **Norton Safe Search**, **Norton Home Page**, **Norton Safe Web**, and **Norton Password Manager**.

---

**Note:** **Norton Privacy builder** is available only in US region.

---

- 2 You can use the **Click to Add** option and follow the on-screen instructions to enable the browser extensions. Alternatively, you can also use **Add All Norton Extensions** option to install all the browser extensions.
- 3 If you have not installed any one of the extensions other than **Norton Password Manager**, the Chrome browser extension alert appears when you launch Chrome after one week. In the alert, do one of the following:
  - Click **Add**, to launch the Chrome **Browser Protection** page automatically. You can use the **Click to Add** option and follow the on-screen instructions to enable the extensions.
  - Click **Remind Me Later** to install the Norton browser extensions later.
  - **No, Thanks:** You can see this option only after you use the **Remind Me Later** option thrice. You receive the browser extension alert again that has **No, Thanks** option instead of **Remind Me Later**. Click the **No, Thanks** option to ignore the alert for the next 2 weeks.

---

**Note:** After 2 weeks, you receive a **Fix Now** alert, if your default web browser is Chrome, and if you do not install the **Norton Safe Web** extension. Click **Fix Now** to install the browser extensions. If you ignore the Fix Now alert, then you receive the Chrome browser extension alert again after 6 months, when you open the Chrome browser.

---

## Add Norton browser extensions for Mac OS X 10.9 or earlier

### Safari

- 1 When you open the Safari browser for the first time after you install Norton, your Norton product displays the Safari browser extension alert that lets you install the extension that include the browser-specific features such as **Norton Safe Search**, **Norton Home Page**, and **Norton Safe Web**.
- 2 Do one of the following:
  - Click **Add** to install the Norton browser extension. The Safari Browser Protection page automatically opens in a new tab. You can use the Enable Now option and follow the on-screen instructions to enable the extension.
  - Click **Remind Me Later** to install the Norton browser extension later.
  - **No, Thanks:** You can see this option only after you use the **Remind Me Later** option thrice. You receive the browser extension alert again that has **No, Thanks** option instead of **Remind Me Later**. Click the **No, Thanks** option to ignore the alert for the next 2 weeks.

---

**Note:** After 2 weeks, you receive a **Fix Now** alert, if your default web browser is Safari, and if you do not install the **Norton Safe Web** extension. Click **Fix Now** to install the browser extensions. If you ignore the Fix Now alert, then you receive the Safari browser extension alert again after 6 months, when you open the Safari browser.

---

### Mozilla Firefox

- 1 When you open the Firefox browser for the first time after you install Norton, your Norton product displays the Firefox browser extension alert that lets you install the extension that include the browser-specific features such as **Norton Safe Search**, **Norton Home Page**, and **Norton Safe Web**.
- 2 Do one of the following:
  - Click **Add**, the Firefox browser opens the extensions pop-up in a new tab. Click **Add**, the Firefox **Browser Protection** page automatically opens in a new tab. You can use the **Enable Now** option and follow the on-screen instructions to enable the extension.
  - Click **Remind Me Later** to install the Norton browser extension later.

- **No, Thanks:** You can see this option only after you use the **Remind Me Later** option thrice. You receive the browser extension alert again that has **No, Thanks** option instead of **Remind Me Later**. Click the **No, Thanks** option to ignore the alert for the next 2 weeks.

---

**Note:** After 2 weeks, you receive a **Fix Now** alert, if your default web browser is Safari, and if you do not install the **Norton Safe Web** extension. Click **Fix Now** to install the browser extensions. If you ignore the Fix Now alert, then you receive the Safari browser extension alert again after 6 months, when you open the Safari browser.

---

### Google Chrome

- 1 When you open the Chrome browser for the first time after you install Norton, the Chrome **Browser Protection** page is launched automatically, that lets you install the extensions that include **Norton Privacy Builder**, **Norton Safe Search**, **Norton Home Page**, and **Norton Safe Web**.

---

**Note:** **Norton Privacy builder** is available only in US region.

---

- 2 You can use the **Click to Add** option and follow the on-screen instructions to enable the browser extensions. Alternatively, you can also use **Add All Norton Extensions** option to install all the browser extensions.
- 3 If you have not installed any one of the extensions, the Chrome browser extension alert appears when you launch Chrome after one week. In the alert, do one of the following:
  - Click **Add**, to launch the Chrome **Browser Protection** page automatically. You can use the **Click to Add** option and follow the on-screen instructions to enable the extensions.
  - Click **Remind Me Later** to install the Norton browser extensions later.
  - **No, Thanks:** You can see this option only after you use the **Remind Me Later** option thrice. You receive the browser extension alert again that has **No, Thanks** option instead of **Remind Me Later**. Click the **No, Thanks** option to ignore the alert for the next 2 weeks.

---

**Note:** After 2 weeks, you receive a **Fix Now** alert, if your default web browser is Chrome, and if you do not install the **Norton Safe Web** extension. Click **Fix Now** to install the browser extensions. If you ignore the Fix Now alert, then you receive the Chrome browser extension alert again after 6 months, when you open the Chrome browser.

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# Customizing settings

This chapter includes the following topics:

- [Learn more about configuring connection blocking settings for your Mac](#)
- [Configure Connection Blocking settings on Mac](#)
- [Learn more about specifying access setting for an application](#)
- [Configure the access settings for an application](#)
- [Learn more about configuring access settings for a service](#)
- [Configure the access settings for services](#)
- [Customize the specific access settings for a service](#)
- [Edit the access settings for a service](#)
- [Remove the access settings for a service](#)
- [Configure firewall for an application on Mac](#)
- [Set up firewall rules for an application on Mac](#)
- [Remove the firewall rule for an application on Mac](#)
- [Location Awareness settings for Mac](#)
- [Disable or enable Location Awareness on Mac](#)
- [Export the connection blocking settings for a network location](#)
- [Stop background tasks when you play games or watch movies on Mac](#)

# Learn more about configuring connection blocking settings for your Mac

You can configure the Connection Blocking settings for an application, a service, or an IP address. Based on the Connection Blocking settings, the firewall allows, or blocks the incoming and the outgoing network connections.

The Connection Blocking settings that you configure are specific to the selected network location. The settings apply only when your Mac connects to the specified network location.

You can configure the Connection Blocking settings for the following:

<b>Applications</b>	Lets you specify access settings for the applications that run on your Mac.
<b>Services/Ports</b>	Lets you specify access settings for the services and ports that run on your Mac.
<b>Zones</b>	Lets you specify the IP address to or from which you want to allow or block connections.
<b>All, in order of precedence</b>	Lets you view the entire access settings for a firewall setting that you select.  Whenever the settings overlap, settings at the top of the list take precedence over the settings in the bottom of the list.

## Configure Connection Blocking settings on Mac

Connection Blocking settings apply to the incoming and the outgoing connections that use a specific application, service, port, or IP address.

You can use the **Connection Blocking** window to configure whether an application or a service that is allowed to connect to the Internet or to the local network. You can select the required network location from the **Editing settings** menu and configure the Connection Blocking settings.

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**Note:** You can configure the Connection Blocking settings only if the **Connection Blocking** option is turned on in the **Advanced** window.

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**Note:** You must have a user account that has administrator privileges to perform this task.

---

## Configure Connection Blocking settings

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to configure the connection blocking settings.
- 6 Select an option in the **View** menu.

The options that appear in the **View** menu vary depending on the network location that you select in the **Editing settings** menu.

Your options are:

<b>Applications</b>	Lets you specify the Connection Blocking settings for the applications that run on your Mac.
<b>Services/Ports</b>	Lets you specify the Connection Blocking settings for the services and ports that run on your Mac.
<b>Zones</b>	Lets you specify the IP address to or from which firewall allows or blocks connections.
<b>All, in order of precedence</b>	Lets you specify the current Connection Blocking settings for the Applications, services, ports, and zones in the order of precedence.

- 7 Select one of the following tabs:

<b>Incoming</b>	Lets you specify the access settings for the incoming connections that use an application or a service that runs on your Mac.
<b>Outgoing</b>	Lets you specify the access settings for the outgoing connections that use an application or a service that runs on your Mac.
<b>Incoming &amp; Outgoing</b>	Lets you configure the access settings for connections to and from the IP addresses that you specify.  This tab appears only when you select <b>Zones</b> in the <b>View</b> menu.

- 8 Use the **Action pop-up** menu at the bottom of the **Connection Blocking** window to specify other connection blocking preferences. Your options are:

**Logging and notification settings**

Lets you specify the type of access attempts for which your Norton product must maintain records.

You can also specify the type of access attempts about which your Norton product must notify you.

**Advanced settings**

Lets you specify the advanced firewall options.

**Reset to defaults**

Lets you reset configuration to default level.

- 9 Click **Done**.

## Learn more about specifying access setting for an application

You can use the **Connection Blocking** window to specify the access settings of applications to connect to a network. You can customize the firewall to allow or block network connections to or from applications like iTunes.

You can also configure the default and specific access settings for an application. The default access settings apply to all the incoming and the outgoing connections within your network. The specific access settings let you allow or block connections to specific computers.

You can perform the following activities for an application using the **Connection Blocking** window:

- Configure the access settings
- Customize the specific access settings
- Edit the access settings
- Remove the access settings

## Configure the access settings for an application

Your Norton product lets you configure the access settings for the applications that run on your Mac. Based on the settings that you configure and the network location of your Mac, the firewall allows or blocks the incoming and the outgoing connections.

When you configure the access settings for an application, the name of the application appears in the **View** pane of the **Connection Blocking** window. You can also view the default access setting for the selected application under the application name.

Your Norton product creates the **<All other applications>** access setting by default. This access setting includes all applications that run on your Mac.

### Configure the access settings for an application

- 1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to configure the access settings.
- 6 In the **View** menu, select **Applications**.
- 7 Select one of the following tabs:

#### **Incoming**

Lets you specify the access settings for the incoming connections for the application.

#### **Outgoing**

Lets you specify the access settings for the outgoing connections for the application.

- 8 Click **Add application**.
- 9 In the **Choose Application** dialog, select the required application.  
If the application that you want does not appear in the list, click **Other** to search for the application.
- 10 In the menu at the top of the dialog, select one of the following default access setting:

#### **Allow**

Allows the network connections for the application.

#### **Block**

Blocks the network connections for the application.

#### **Ask**

Sets up the firewall notify you when a program attempts to access the Internet.

- 11 Click **Choose**.

The name of the application that you have added appears in the **View** pane in the **Connection Blocking** window.

- 12 Use the **Action** drop-down menu at the bottom of the **Connection Blocking** window to specify the advanced firewall preferences. Your options are:

<b>Logging and notification settings</b>	Lets you specify the type of access attempts for which your Norton product must maintain records.
<b>Advanced settings</b>	Lets you specify the advanced firewall options.
<b>Reset to defaults</b>	Lets you reset configuration to default level.

- 13 Click **Done**.

## Learn more about configuring access settings for a service

You can use the **Connection Blocking** window to specify access settings for the services that are running on your Mac. For example, you can customize the access settings for the file transfer protocol (FTP) service that allows access to the shared folders on your Mac using the port 21. You can customize the firewall for FTP to allow or block the incoming and the outgoing connections.

When you add an existing service, your Norton product displays the port through which the service communicates the incoming and the outgoing connections.

You also can specify default and specific access settings for a service. The default access setting applies to all connections to or from the computers that use the service. The specific access settings let you allow or block connections to specific computers.

You can perform the following activities for a service using the **Connection Blocking** window:

- Configure the access settings
- Customize the specific access settings
- Edit the access settings
- Remove the access settings

## Configure the access settings for services

Your Norton product lets you specify the access settings for the services that run on your Mac. Based on the access settings that you specify and the current network location of your Mac, firewall allows or blocks the network connections that use the service.

The access settings that you configure are specific to the selected network location. It applies to your Mac only when it connects to the network location for which your Connection Blocking setting is configured.

When you add a service, the name of the service appears in the **View** pane of the **Connection Blocking** window. In addition, you can view the default access setting for the service under the service name.

By default, your Norton product creates the **<All other services>** access setting. This access setting includes all services that run on your Mac.

### Specify access settings for a service

- 1 Start Norton.
  - If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to configure the access settings.
- 6 In the **View** menu, select **Services/Ports**.
- 7 Select one of the following tabs:
 

<b>Incoming</b>	Lets you specify the access settings for the incoming connections that use the service.
<b>Outgoing</b>	Lets you specify the access settings for the outgoing connections that use the service.
- 8 Click **Add service**.
- 9 In the **New Service** dialog that appears, select the default access setting option that you want to apply for the service. Your options are:
 

<b>Allow</b>	Allows the network connections for the service.
<b>Block</b>	Blocks the network connections for the service.
- 10 Select the required service from the **Service name** menu.
  - If the service is not listed in the **Service name** menu, enter the name of the new service in the **Service name** menu. You can also enter a description for the service in the **Description** field.

**11** Configure the following tabs as required:

<b>Ports</b>	<p>Lists the ports in the firewall that the service can open.</p> <p>You can use the <b>Add</b>, <b>Edit</b>, and <b>Remove</b> options only when you add a new service.</p> <p>You can use these options to add or modify the port numbers that you add.</p>
<b>Logging</b>	<p>Lists the types of connections that your Norton product must log.</p>
<b>Notifications</b>	<p>Lists the types of connections for which your Norton product should notify you when it makes a connection attempt.</p> <p>You can select whether the firewall must allow or block the connection attempts that use the service.</p>

**12** Click **Save**.

**13** In the **Action** drop-down menu at the bottom of the **Connection Blocking** window, specify the advanced firewall preferences. Your options are:

<b>Logging and notification settings</b>	<p>Lets you specify the type of access attempts for which you want your Norton product to maintain records.</p> <p>You can also specify the type of access attempts about which you want your Norton product to notify you.</p>
<b>Advanced settings</b>	<p>Lets you specify the advanced firewall options.</p>
<b>Reset to Defaults</b>	<p>Lets you reset configuration to default level.</p>

**14** Click **Done**.

**Remove all access settings for a service**

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.



- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to remove the Connection Blocking settings.
- 6 In the **View** menu, select **Services/Ports**.
- 7 Select one of the following tabs:

<b>Incoming</b>	Lets you specify the access settings for the incoming connections that use the service.
<b>Outgoing</b>	Lets you specify the access settings for the outgoing connections that use the service.

- 8 Select the required service from the **View** pane and do one of the following:
  - Click **Remove**.
  - Click the - sign next to the service name.
- 9 In the confirmation window, click **Remove**.

**Remove an individual access setting for a service**

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to remove the Connection Blocking settings.
- 6 In the **View** menu, select **Services/Ports**.
- 7 Select one of the following tabs:

<b>Incoming</b>	Lets you specify the access settings for the incoming connections that use the service.
<b>Outgoing</b>	Lets you specify the access settings for the outgoing connections that use the service.

- 8 In the **View** pane, select the row that contains the specific access settings for a service and do one of the following:
  - Click **Remove**.

- Click the - sign next to the service name.
- 9 In the confirmation window, click **Remove**.

## Customize the specific access settings for a service

Your Norton product lets you customize the incoming and outgoing network connections settings for each service on your Mac. You can specify the IP addresses from which you want to allow or block connection attempts. The specific access settings that you specify appear in the row under the application name with a minus (-) and plus (+) sign.

---

**Note:** You can add any number of specific access settings for a service. For example, you can add a specific access setting for a service to allow connection from all the computers on your network. You can also add another specific access setting for the same service to block connection from a single computer.

---

### Customize the specific access settings for a service

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to specify the specific access settings.
- 6 In the **View** menu, click **Services/Ports**.
- 7 Select one of the following tabs:

<b>Incoming</b>	Lets you specify the access settings for the incoming connections that use the service.
<b>Outgoing</b>	Lets you specify the access settings for the outgoing connections that use the service.
- 8 In the **View** pane, click the + sign next to the service name.

9 In the **Edit address** dialog, select the type of access for the connections. Your options are:

- |              |  |
|--------------|--|
| <b>Allow</b> | Lets you allow the connections to or from an IP address. |
| <b>Block</b> | Lets you block the connections to or from an IP address. |

10 Select the one of the following option to customize the specific access settings:

- |  |   |
|--|---|
| <b>All computers on my current network</b> | Lets you allow or block connections to or from all computers on your network.                     |
| <b>A single computer</b>                   | Lets you allow or block connections to or from the computer with the IP address that you specify. |
| <b>All IP addresses beginning with</b>     | Lets you allow or block connections to or from computers with the base address that you specify.  |
| <b>All IP addresses on a network</b>       | Lets you allow or block connections to or from computers on a local network.                      |

11 Click **Save**.

## Edit the access settings for a service

You can edit the following access settings for a service:

- Access settings
- Specific the access settings
- Default access setting

### Edit the access settings for a service

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.

- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to edit the Connection Blocking settings.
- 6 In the **View** menu, select **Services/Ports**.
- 7 Select one of the following tabs:

<b>Incoming</b>	Lets you specify the access settings for the incoming connections that use the service.
<b>Outgoing</b>	Lets you specify the access settings for the outgoing connections that use the service.

- 8 In the **View** pane, select the row that contains the service name, and then click **Edit**.
- 9 In the **Edit Service** dialog, make the changes as required.
- 10 Click **Save**.

#### **Edit the specific access settings for a service**

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to edit the Connection Blocking settings.
- 6 In the **View** menu, select **Services/Ports**.
- 7 On the **Incoming** or the **Outgoing** tab, select a service for which you want to edit the specific access settings.
- 8 In the **View** pane, select the row that contains the specific access settings for the application, and then click **Edit**.
- 9 In the **Edit Service** window, make the changes as required.
- 10 Click **Save**.

#### **Edit the default access settings for a service**

- 1 Start Norton.  
 If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.

- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to edit the Connection Blocking settings.
- 6 In the **View** menu, select **Services/Ports**.
- 7 On the **Incoming** or the **Outgoing** tab, select the row that contains the default access settings for the service in the **View** pane, and then click **Edit**.
- 8 In the **Default action for <Service Name>** window, that appears select one of the following options:

<b>Allow</b>	Allows the network connections for the service.
<b>Block</b>	Blocks the network connections for the service.

- 9 Click **Save**.

## Remove the access settings for a service

You can use the **Connection Blocking** window to remove the access settings and the specific access settings that you have configured for a service.

However, you cannot remove the default Connection Blocking setting that appears in the list.

### Remove all access settings for a service

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Connection Blocking** row, click the settings icon.
- 5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to remove the Connection Blocking settings.
- 6 In the **View** menu, select **Services/Ports**.
- 7 Select one of the following tabs:

<b>Incoming</b>	Lets you specify the access settings for the incoming connections that use the service.
<b>Outgoing</b>	Lets you specify the access settings for the outgoing connections that use the service.

8 Select the required service from the **View** pane and do one of the following:

- Click **Remove**.
- Click the - sign next to the service name.

9 In the confirmation window, click **Remove**.

#### Remove an individual access setting for a service

1 Start Norton.

If you see the **My Norton** window, next to **Device Security**, click **Open**.

2 In the Norton product main window, click **Advanced** or **Settings**.

3 On the left pane, click **Firewall**.

4 In the **Connection Blocking** row, click the settings icon.

5 In the **Connection Blocking** window, in the **Editing settings** menu, select the network location for which you want to remove the Connection Blocking settings.

6 In the **View** menu, select **Services/Ports**.

7 Select one of the following tabs:

#### Incoming

Lets you specify the access settings for the incoming connections that use the service.

#### Outgoing

Lets you specify the access settings for the outgoing connections that use the service.

8 In the **View** pane, select the row that contains the specific access settings for a service and do one of the following:

- Click **Remove**.
- Click the - sign next to the service name.

9 In the confirmation window, click **Remove**.

## Configure firewall for an application on Mac

The Application Blocking settings let you configure the firewall rules for the different applications that run on your Mac. Based on these settings, the firewall allows or blocks connections to the Internet from an application.

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**Note:** You cannot specify the firewall settings for applications based on the network to which your Mac is connected. The Application Blocking settings remain the same regardless of the network location. Application Blocking does not let you allow or block connections to a specific IP address.

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When an application for which you have not specified Internet access tries to connect to the Internet, Norton product prompts you with a notification dialog. You can choose whether you want the firewall to allow or block the application from accessing the Internet.

In addition to setting Internet access for applications, you can select the following options for the application in the **Application Blocking** window:

<b>Search icon</b>	Lets you locate an application in the <b>Settings</b> list.
<b>Add application</b>	Lets you add an application and configure the Internet access manually.
<b>Remove</b>	Lets you remove a selected application from the <b>Settings</b> list.
<b>Allow applications that are signed by Apple</b>	Lets you automatically allow the applications that are signed by Apple to access the Internet.
<b>Notify me when a blocked application tries to use the Internet</b>	Lets you configure your Norton product to notify you whenever a blocked application attempts to access the Internet.
<b>Log all applications that use the Internet</b>	Lets you keep record of the applications that access the Internet.  This information is viewable in the <b>Security History</b> window.
<b>Reset to defaults</b>	Lets you reset configuration to default level.

## Set up firewall rules for an application on Mac

Applications that run on your Mac connect to the Internet to download updates or to send information about a program. For example, when you open Apple iTunes, it connects to the Internet to get the latest Store information of iTunes. If you trust the application, you can allow the application to connect to the Internet.

In some cases, you may want to deny Internet access for some applications. For example, your Norton product notifies you about an application that tries to connect to the Internet. You can block the Internet connection for the application to prevent it from sending or receiving any malicious information.

You can use the **Application Blocking** window to configure the Internet access for an application. The selected application appears in the **Settings** list in the **Application Blocking** window. The application name and the firewall setting that you select appear in the **Settings** list in the **Application Blocking** window.

#### Set up firewall rules for an application

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Application Blocking** row, click the settings icon.
- 5 In the **Application Blocking** window, click **Add application**.  
If the application that you want to choose does not appear in the list, click **Other** to search for the application.
- 6 In the **Choose Application** dialog, select the required application.
- 7 Click **Choose**.  
The name of the application that you have added appears in the **Settings** list in the **Application Blocking** window.
- 8 Click **Done**.

## Remove the firewall rule for an application on Mac

You can use the **Application Blocking** window to remove some of the firewall rules if necessary.

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**Note:** Do not remove a firewall rule unless you are an advanced user. Removing a firewall rule can affect firewall functionality and reduce the security of your Mac.

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#### Remove the firewall rule for an application

- 1 In the **Application Blocking** window, select the application name row.
- 2 Click **Remove**.
- 3 In the confirmation window, click **Remove**.
- 4 Click **Done**.



## Location Awareness settings for Mac

Location Awareness settings lets you configure the firewall settings based on the network location to which your Mac is connected. The firewall settings that you configure contains the connection blocking settings for the application and services that run on your Mac. When you connect your portable Mac to a new network location, your Norton product prompts you to select a new firewall setting for the network location.

You can use the **Location Awareness** window to do the following:

- Turn on or turn off the Location Awareness feature.
- View the current network location to which your Mac is connected.

### View Location Awareness settings

- 1 In the Norton product main window, click **Advanced**.
- 2 On the left pane, click **Firewall**.
- 3 In the **Location Awareness** row, click the settings icon.

The **Location Awareness** window displays the current network location to which your Mac is connected.

## Disable or enable Location Awareness on Mac

The **Location Awareness** feature lets you set the **Connection Blocking** settings for every network that your Mac connects to. By default, the network to which your Mac is connected when you install your Norton product is categorized as **Trusted**. When you connect your Mac to weaker or vulnerable networks, your Norton product categorizes those networks as **Untrusted**. However, if you think a network is safe and trustworthy, you can change the network category to **Trusted**.

You can disable or enable the **Location Awareness** feature from the **Advanced** window.

### Disable or enable Location Awareness

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton product main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Firewall**.
- 4 In the **Location Awareness** row, move the switch to off or on.

# Export the connection blocking settings for a network location

You can export the network location settings using the **Export** window. You can use the **Export** option present under the **File** menu in the Norton product menu bar. Your Norton product exports the network location settings as .npfx file format.

You can use the following options to export the network locations settings:

**Export all settings**

Lets you export all of the settings of the selected network location

**Export only these settings**

Lets you export only the required settings of the selected network location Your options are:

- Application Blocking
- Connection Blocking
- Applications
- Services & Ports
- Zones
- Vulnerability Protection

**Password protect the exported settings**

Lets you add a password to protect the exported file.

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**Note:** You can use the **Password protect the exported settings** check box to protect the exported network location settings.

You can import the saved settings later to view it or apply to another computer that has the Norton product.

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**Export the connection blocking settings for a network location**

- 1 In the Norton QuickMenu, click **Open Norton Security**.
- 2 On the Norton product menu bar, click **File > Export**.
- 3 In the **Export** window, select the export option as required.
- 4 Click **Export**.

# Stop background tasks when you play games or watch movies on Mac

When you perform important tasks, watch movies, or play games in full-screen mode, you can set Norton to stop sending alert messages and suspend background tasks that slow performance. To do so, just turn on Silent Mode.

## Turn off or turn on Silent Mode

- 1 Start Norton.  
If you see the **My Norton** window, next to **Device Security**, click **Open**.
- 2 In the Norton main window, click **Advanced** or **Settings**.
- 3 On the left pane, click **Product Settings**.
- 4 In the **Silent Mode** row, move the switch to off or on.

# Finding additional solutions

This chapter includes the following topics:

- [Find your product key or PIN for Mac](#)
- [Check your Mac user account type](#)
- [Uninstall Norton device security on Mac](#)

## Find your product key or PIN for Mac

This article helps you locate the product key or PIN that you need to activate or renew your Norton product:

- **Product key:** A 25-character alphanumeric string shown in five groups of five characters each, separated by hyphens, that you need to activate or renew your Norton subscription.

Your service provider may send the PIN to your registered email address. If you do not see the email, check your spam or junk folder. If you still cannot locate your PIN, contact your service provider.

- If the product came pre-installed, your product key might be already stored in the product. All you need is to register your product with your Norton account. Once registered, you can get the product key by signing into your account. Some manufacturers may provide the product key on an activation card. If you have any problems, contact your device manufacturer.
- If you purchased your Norton product from a third-party website, look for the product key in the order confirmation email. If you do not find the email in your Inbox, check your spam or junk folder.
- If you received a product key card, your product key is printed on the card along with instructions on how to use it.
- If you purchased a Norton card from a retail store, your product key is printed at the back of the Norton card.

## Check your Mac user account type

A user account defines the actions a user can perform on a Mac. You can create the following types of user accounts on your Mac:

- Administrator account
- Standard account
- Managed account

Each account has different privileges. An administrator account gives you access to all areas of the Mac, install and update software, create and maintain other user accounts.

If you do not know your user account type, you can check it in **System Preferences**.

### Check your Mac user account type

- 1 On the **Apple** menu, click **System Preferences**.
- 2 Click **Users & Groups**.
- 3 On the left side of the **Users & Groups** window, view your account name and account type.

## Uninstall Norton device security on Mac

To uninstall Norton, you must know the Administrator account username and password.

You must restart your Mac after you uninstall Norton.

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**Note:** To ensure continuous protection, Norton recommends you to keep your Norton device security application installed on your Mac.

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### Uninstall Norton device security using the Norton product menu

- 1 On the Mac menu bar, click the Norton icon, and then click **Open Norton**.
- 2 In the Norton menu, click **Norton > Uninstall Norton Security**.
- 3 In the window that appears, click **Uninstall**.
- 4 Do one of the following based on your macOS version:
  - If you have macOS 10.15.x (Catalina) or later version, type your Mac administrator account password, and then click **OK** to allow Norton to remove the system extension.
  - If you have macOS 10.14.x (Mojave) or earlier version, type your Mac administrator account password, and then click **Install Helper**.
- 5 Click **Restart Now**.

## Uninstall Norton device security manually

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**Note:** Before you follow the below steps, ensure that you close your Norton application, if it is already opened.

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- 1 On your Mac, click the **Finder** icon



in the dock, and then click **Applications** in the left pane under **Favorites** section.

- 2 Find the Norton application icon and drag it to the **Trash**.
- 3 Do one of the following based on your macOS version:
  - If you have macOS 10.15.x (Catalina) or later version, click **Continue** to allow Norton to remove the system extension.
  - If you have macOS 10.14.x (Mojave) or earlier version, go to step 4.
- 4 When prompted, type your administrator account password, and then click **OK**.
- 5 In the window that appears, click **Uninstall**.
- 6 When prompted, type your administrator account password, and then click **Install Helper**.
- 7 Click **Restart Now**.