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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.

## 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

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

### 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
- Norton DeepSight™ Community Download

### 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:

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

## Check for virus names and definitions

The **Virus Definitions** window lists the names of viruses and their details. To know if your Mac is protected from a particular virus, you can search for the virus name. By default, Norton automatically updates virus definitions on a regular basis.

You can select each of the viruses and click the impact **i** icon to see how severe the virus might affect your Mac, when infected. You can click **Learn More** to read the summary. The summary of each virus is displayed on a separate webpage.

### Check for virus names and definitions

- 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 **Virus Definitions** row, click the settings icon.
- 5 In the Virus Definitions window, type the name or part of the name of the virus in the search field. Your Norton product displays all the related viruses. You can click on the virus for which you want to know more information.
- 6 Click **Done**.

### More Information

- ◆ ■ See [“Change Norton Automatic Scans settings on Mac”](#) on page 23.

## 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 user name 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 on macOS 10.14.x (Mojave) or earlier

- 1 On the Mac menu bar, click the Norton icon, and then click **Open Norton**.
- 2 In the Norton menu, click **Norton > Uninstall Norton**.
- 3 In the window that appears, click **Uninstall**.
- 4 When prompted, type your administrator account password.
- 5 Click **Restart Now**.

### Uninstall Norton on macOS 10.15.x (Catalina) or later

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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** or **Bin**.
- 3 Click **Continue**.
- 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**.