Using I'm InTouch with Norton Internet Security 2004 or Norton Personal Firewall.

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

1. Open Norton Internet Security and click on Personal Firewall. Once Personal Firewall is selected, press the **Configure** button located at the bottom right of the screen.



2. Now click the Programs tab (top of screen). You will now Add the EXE files for I'm InTouch. (The following screen shots show the steps required for adding the 01updt.exe file. You will need to follow the same steps for all other I'm InTouch files noted at the end of this section.) Click the Add button at the bottom of the screen to begin.

	9 I		
Program Control	23	Sec. 2	51.0
		100	More Info
Settings for: Home (Active)			-
Automatic Program Control			
Symantec has identified as safe.	es access for ver	sions of progr	ams mai
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3. From the *Select a program* window, go to the C drive (or whichever drive I'm InTouch is installed on), and then go to the Program Files Folder and select the 01 Com folder.

Select a program	2					? ×
Look in:	🔂 Program Files		•	+ 🗈 🖻	•	
History Desktop My Documents My Computer	O1 Com Accessories Common Files ComPlus Applica FunWebProduct Grisoft Internet Explore Java Microsoft frontp Microsoft Visual	ations ts er bage studio	MyWebSearch NotMeeting Outlook Express Symantec Webshots Windows Media Player Windows NT	ity		
	File name:			1	3	Open
My Network P	Files of type:	Executat	bles (*.exe)	2	a 🗌	Cancel

4. Select the I'm InTouch folder.

Select a program	ii		? ×
Look in:	🔂 01 Com	- 🖬 🍅 🗈 🕂 📰-	
History Desktop My Documents My Computer	I'm InTouch Webserver		
	File name:	Apache 💽 Op	ben
My Network P	Files of type:	Executables (*.exe)	ncel

5. Select the BIN folder.

Select a program			? ×
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History History Desktop My Documents My Computer	ADO DIN convfile data ISERVER OLEDB Users 01Updt		
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My Network P	Files of type:	Executables (*.exe)	cel

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

select a program	1				? ×
Look in:	🔁 BIN		*	🗢 🖻 💣 💷	÷
History Desktop My Documents My Computer	01FileSys convfilx DDIHook DiagTool IIT_log OERemote OtlexAB outlk01 restart	SvrUti Tupx			
	File name:	Гит			Open
My Network P	Files of type:	Executables (*.exe)		<u>.</u>	Cancel

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

option to control Internet access for IIT.
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ith a virus. There is no autoconfiguration data for lication does not have a digital signature or the ?

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

Choose	Application Category
	More Info
Click the category that best describes you've configured Internet access. Nor these categories to determine which a use online.	the application for which ton Parental Control uses pplications your children can
General	
Chat	-
Lonferencing & Collaboration	
Lonferencing & Lollaboration E-mail	_
Lonterencing & Lollaboration E-mail Education & Family	

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

rdesktop.exe (can be found at C:\Program Files\01 Com\I'm InTouch\BIN) agent.exe (can be found at C:\Program Files\01 Com\Webserver) Apache.exe (can be found at C:\Program Files\01 Com\Webserver) outlk01.exe (can be found at C:\Program Files\01 Com\I'm InTouch\BIN) 01updt.exe (can be found at C:\Program Files\01 Com\I'm InTouch) OERemote.exe (can be found at C:\Program Files\01 Com\I'm InTouch) OERemote.exe (can be found at C:\Program Files\01 Com\I'm InTouch) OUIlook Express

Unable to access computer with Norton Internet Security installed and the computer at the Windows login screen

If Norton Internet Security is installed on the same PC that I'm InTouch is installed on and this PC is currently at the Windows login screen, you may not be able to remotely login to your PC due to Norton Personal Firewall's default setting that blocks access to secure sites. Norton must be set to Permit in order to allow access to your computer running I'm InTouch when it is at the Windows login screen.

Open Norton Internet Security then go to Personal Firewall and select the (Configure button), select Advanced Firewall (Advanced tab) and then General Rules (General button). Symantec has a default rule that blocks outgoing access to secure sites. *See the image below*.

Click on this rule so that it is highlighted and then press the Modify button. Change "Block" to "Permit" in the rule. Click Ok and proceed back to the Home screen for Norton Internet Security. You will now be able to access I'm InTouch from the Windows login screen.

🔮 Advanced Firewall	×
General Rules	5
More	<u>info</u>
Settings for: Home (Active)	
These rules determine how the firewall handles incoming and outgoing connections. Rule that appear earlier in the list override later rules.	s
✓ Description	
Block access to secure sites Block, Direction: Outbound, Computer: Any, Adapter: Any, Communications: Specific, Protocol: TCP, Tracking: Create a log entry	
Default Inbound ICMP Permit, Direction: Inbound, Computer: Any, Adapter: Any, Communications: Specific, Protocol: ICMP	
Default Outbound ICMP	•
Add <u>M</u> odify <u>R</u> emove Move <u>Up</u> Move <u>D</u> own	
OK	

Using Norton Internet Security on the Remote computer only

When accessing I'm InTouch and you have Norton Internet Security on the remote pc and not the computer where I'm InTouch is installed, the following warning box will appear when trying to launch the My Desktop feature.

Remote	Desktop Viewer	×
8	Remote Desktop Viewer is Loading	
	Cancel	

After the above screen, Norton may display the following screen.

Make sure you select in the Norton drop down box (What do you want to do?) "Always allow connections from this program on all ports." Then click OK. This will allow a successful login to your PC.

Rorton Internet Security	×
Program Control	
🛕 Medium Risk	
rdskview.exe is attempting to connect to a DNS server.	ICIT ASSISTORI
Show Details	
What do you want to do?	
Always allow connections from this program on all ports	-
QK	

<u>Note:</u> You must be logging into I'm InTouch using the default SSL (secure) setting for this function to work through Norton Internet Security.