

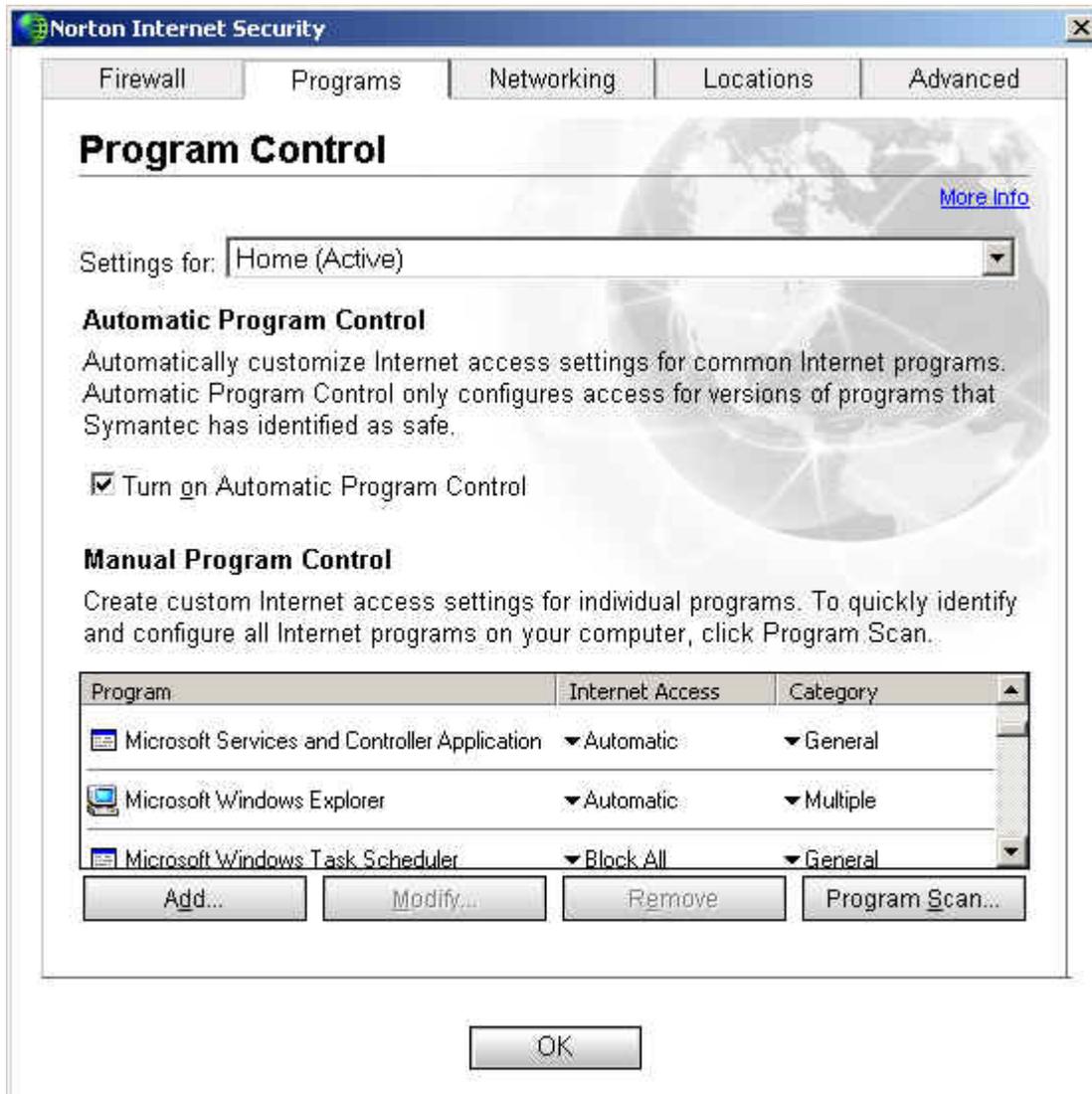
## Using I'm InTouch with Norton Internet Security 2004 or Norton Personal Firewall.

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.



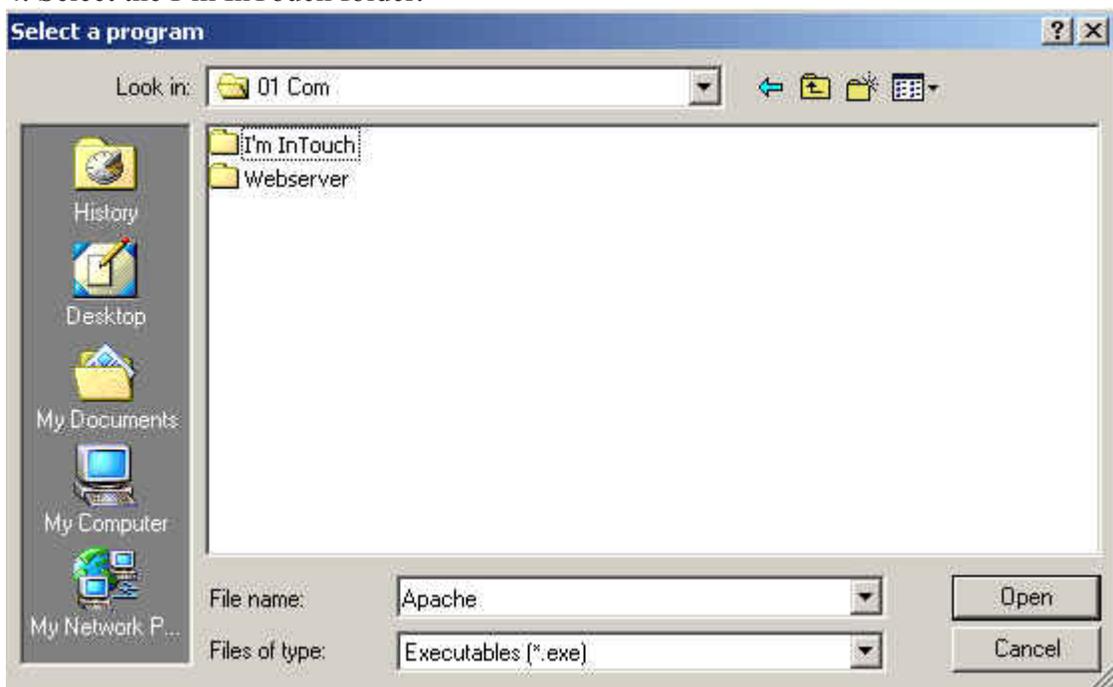
2. Now click the Programs tab (top of screen). You will now Add the EXE files for I'm InTouch. (The following screen shots show the steps required for adding the 01updt.exe file. You will need to follow the same steps for all other I'm InTouch files noted at the end of this section.) Click the Add button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



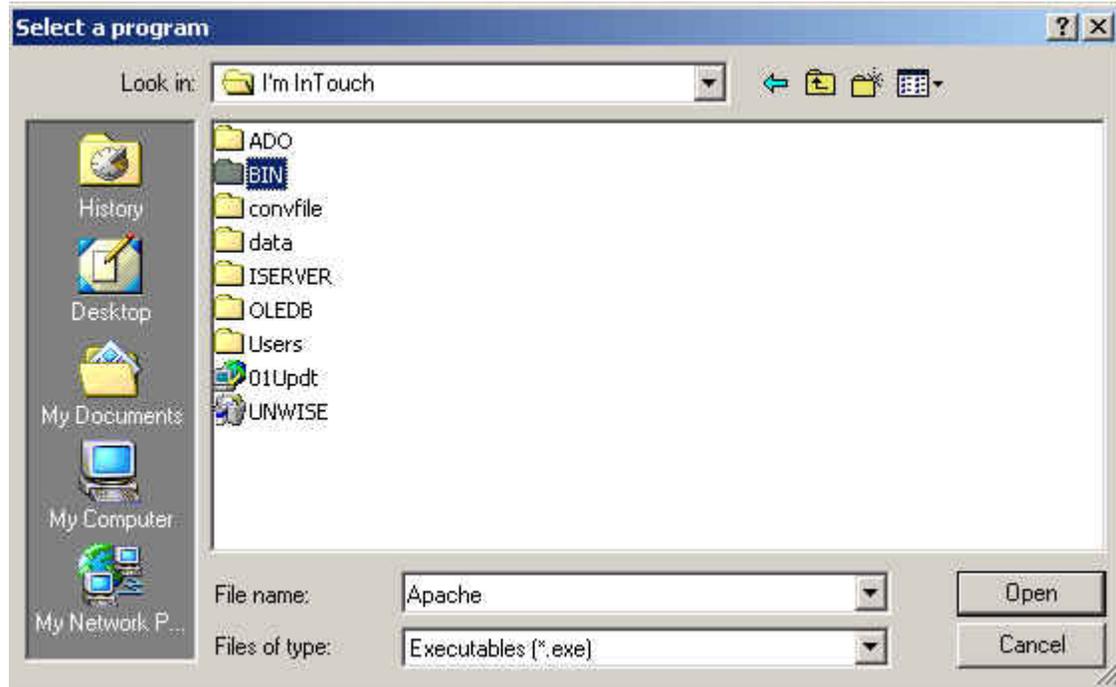
3. From the *Select a program* window, go to the C drive (or whichever drive I'm InTouch is installed on), and then go to the Program Files Folder and select the 01 Com folder.



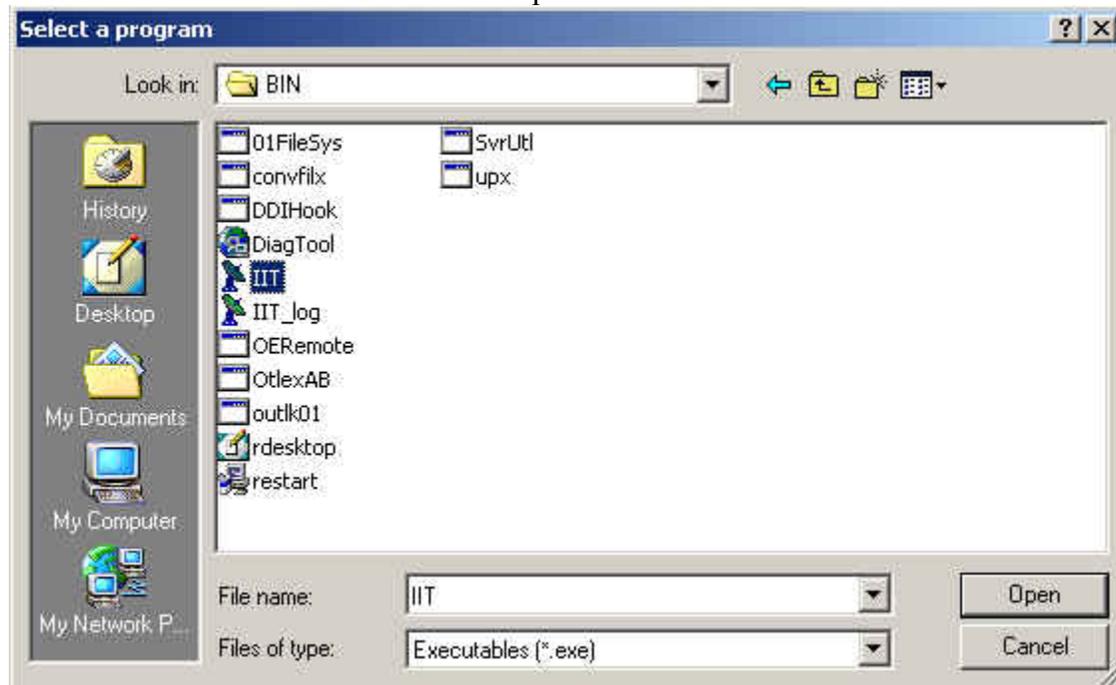
4. Select the I'm InTouch folder.



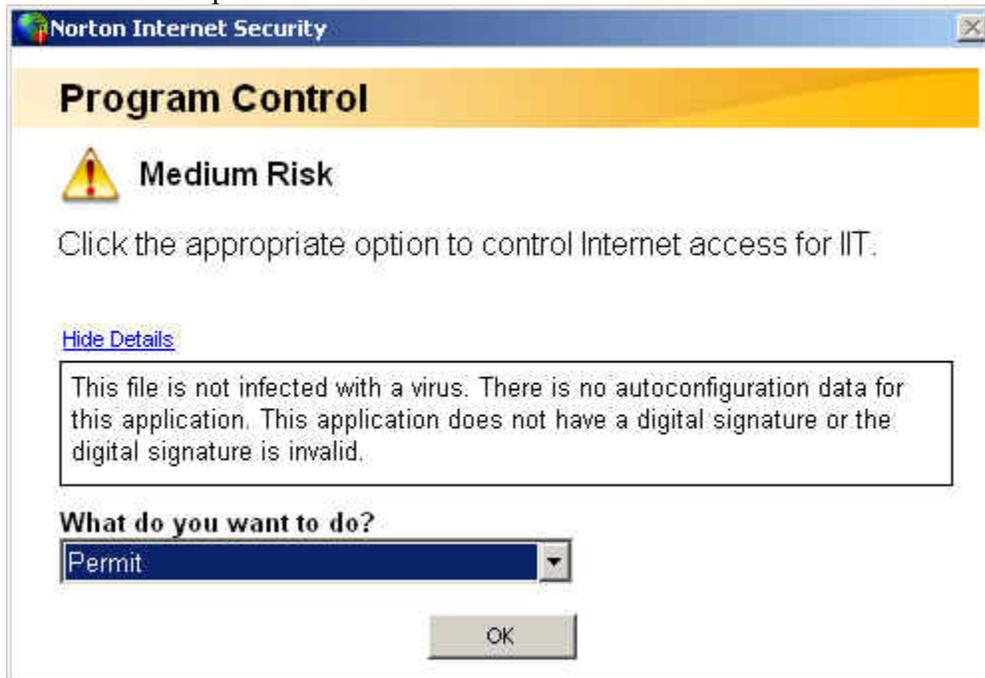
5. Select the BIN folder.



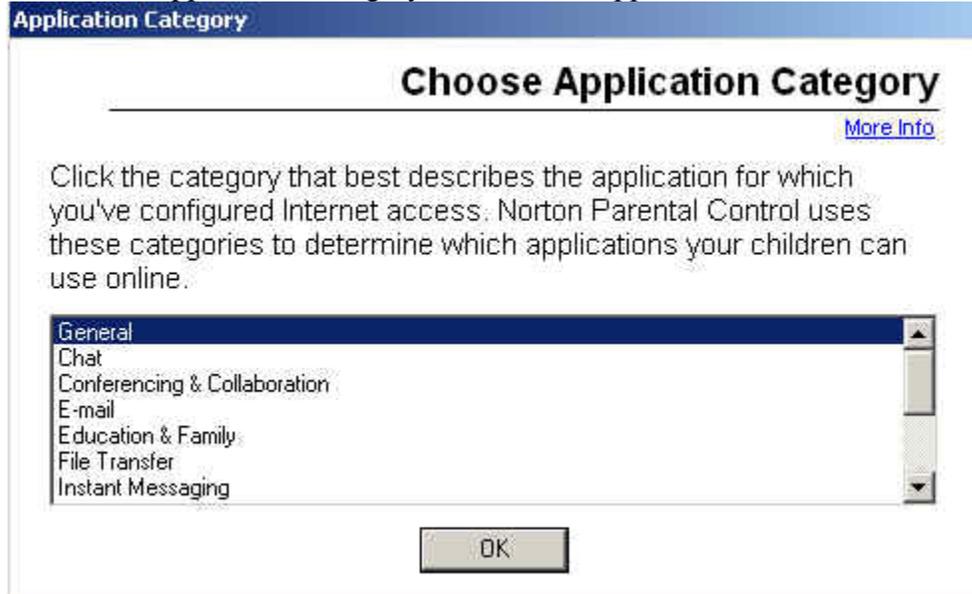
6. Then select the IIT.exe file and click open.



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



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



**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)

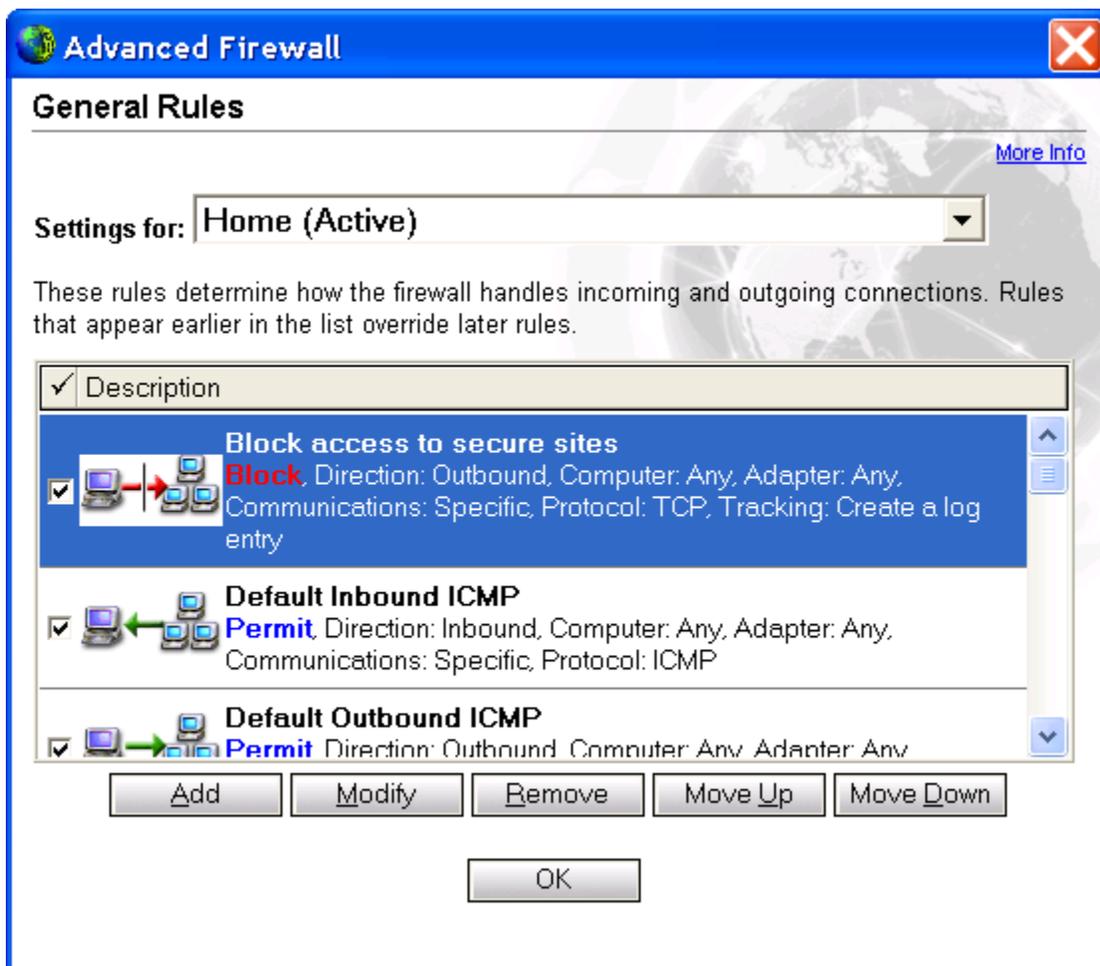
**OERemote.exe** (can be found at C:\Program Files\01 Com\I'm InTouch\BIN) – for Outlook Express

## 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.

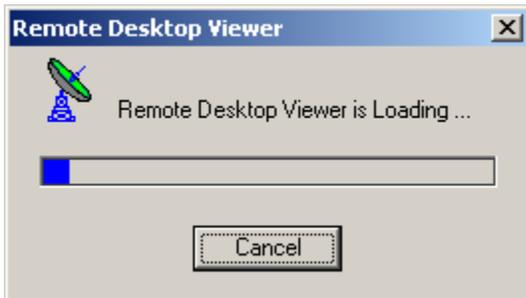
Open Norton Internet Security then go to Personal Firewall and select the (Configure button), select Advanced Firewall (Advanced tab) and then General Rules (General button). Symantec has a default rule that blocks outgoing access to secure sites. *See the image below.*

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.



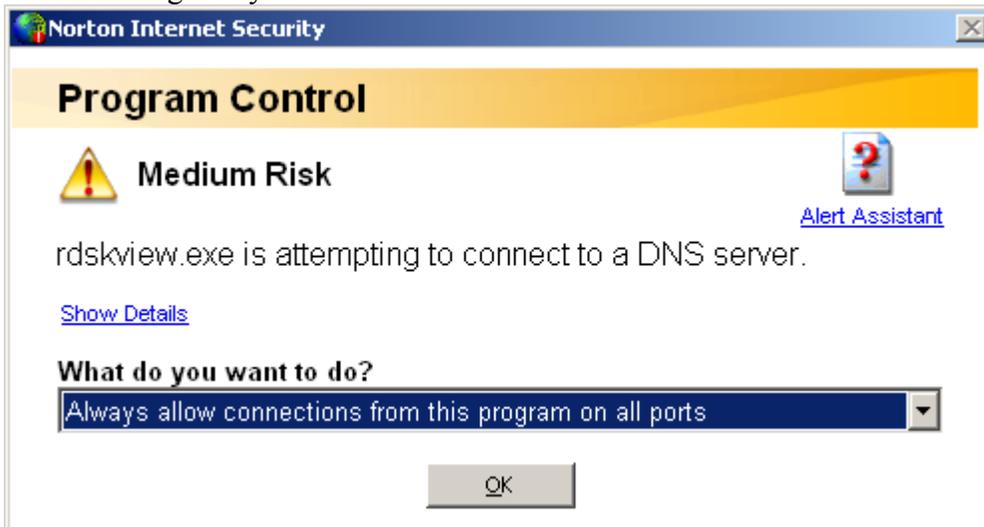
## Using Norton Internet Security on the Remote computer only

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.



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.



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