

How to determine which Symantec/Norton product is installed on your computer

Introduction:

When contacting Spysure support for assistance, you may be asked which specific Symantec/Norton Product, if any, is installed on your computer. The Technical Support advisor will need to know both which product name (eg Norton Antivirus) and year (eg Norton Antivirus 2009). This document is designed to help you in identifying which product is installed on your computer.

Process:

1. Click on the yellow "Norton" Taskbar button or the yellow icon in your system tray (next to the clock) to open your Norton product.



Norton Taskbar Button and an example Tray Icon

2. In the resulting window:

For Norton **2006 or earlier** products, the version is clearly displayed in the bottom-right hand corner, next to the product name, for example this is Norton Internet Security 2006:



For Norton **2007** products, the leftmost tab will read "Norton Protection Center". The next tab will display the product name. For example, this is Norton Internet Security 2007:



For Norton **2008** products, the leftmost tab will read "Home". The next tab will display the product name. For example, this is Norton Internet Security 2008:



For Norton **2009** products, the product name is displayed clearly in a yellow panel in the top-left hand corner. For example, this is Norton Internet Security 2009:

