

library databases and norton internet security

Technical help

library databases + norton internet security or
library databases + norton personal firewall

It is not necessary to disable Norton Internet Security or Norton Personal Firewall to access the library databases.

You must, however, make a configuration change to disable the specific component that causes problems -- the "Privacy Control" component. Please follow these instructions:

From your Start Menu, choose Programs, then Norton Internet Security or Norton Personal Firewall to open the program.

In the center section of the NIS or NPF window, you should see a list of components, each one with an icon that indicates if that feature is turned on or off. From this list, click on "Privacy Control," a little below the center of the window.

A blue area should then show at the right side of the window, with two yellow buttons: "Turn Off" and "Configure".

If you wish to disable Privacy Control completely, simply click the "Turn Off" button.

Close NIS or NPF and try accessing the databases again.