

The following steps stop Norton from scanning a file while VisionWare is using the file, preventing the program and computer from freezing:

## **Norton Internet Security 2009**

1. Open Norton
2. In the “Computer” section, click **SETTINGS**.
3. To the right of **SCAN EXCLUSIONS**, click the “Configure [+]” link.
4. Two exclusion lists are shown. Click the **NEW** button and type the location of VisionWare (C:\VISION or V:\) for both lists.
5. Click **APPLY** at bottom and close Norton.

## **Norton AntiVirus 2007/2008**

1. Open Norton
2. Click the “Norton AntiVirus” tab at the top.
3. Click on **SETTINGS**.
4. Click on “Norton Security Options”.
5. Click on "Exclusions" on the left side.
6. Two exclusion lists are shown. Click the **NEW** button and type the location of VisionWare (C:\VISION or V:\) for both lists.
7. Click **APPLY** at bottom and close Norton.

## **Norton Internet Security 2007/2008**

1. Open Norton
2. Click the "Internet Security" tab at the top.
3. Click on **SETTINGS**, scroll to bottom of settings.
4. Click on “Virus and Spyware Options”.
5. Click on "Exclusions" on the left side.
6. Two exclusion lists are shown. Click the **NEW** button and type the location of VisionWare (C:\VISION or V:\) for both lists.
7. Click **APPLY** at bottom and close Norton.