

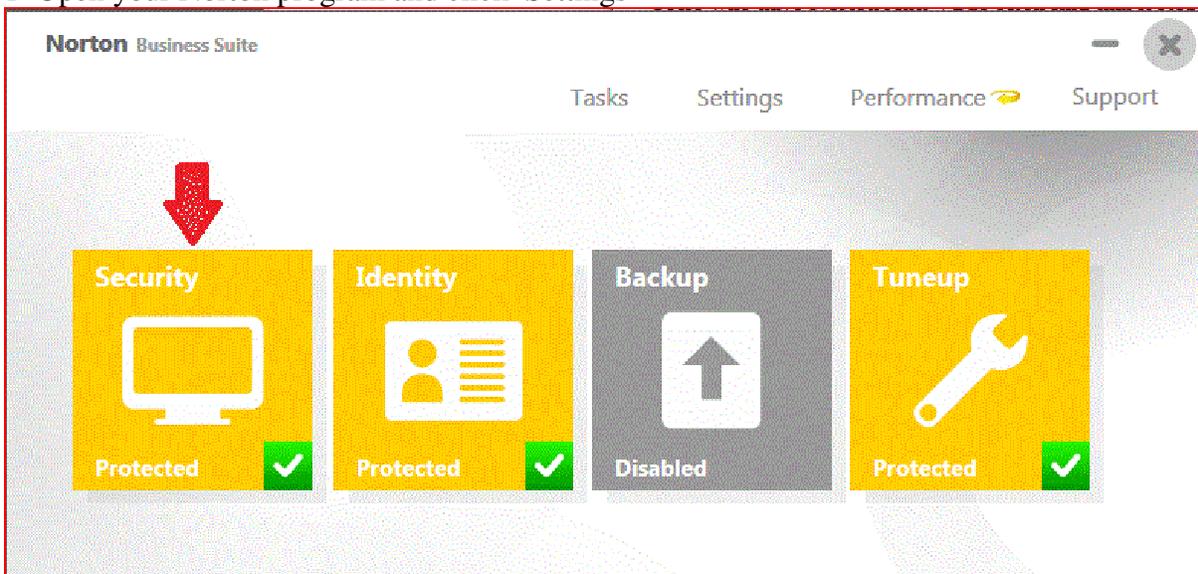
How to set Norton Antivirus to stop blocking LTC Quote Plus.

The main program of StrateCision's LTC Quote Plus is a file named ltcquote.exe. From time to time this file must be updated, and the new version is posted on StrateCision's website for download.

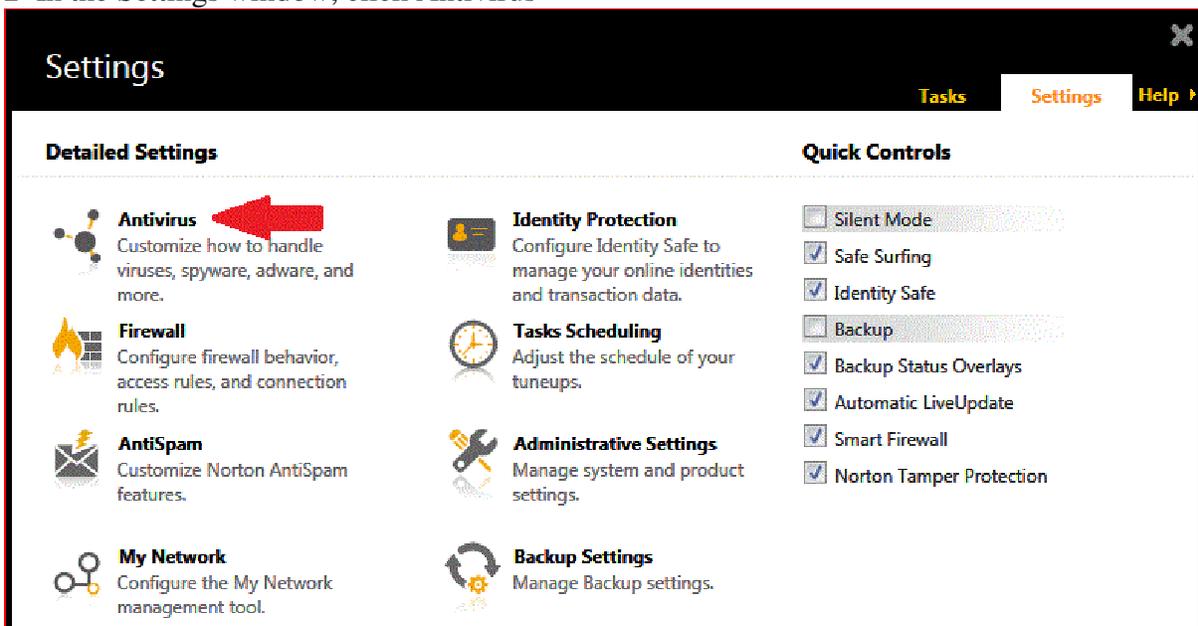
Users who have Norton Antivirus often find that it stops this file from being downloaded and installed, because it mistakenly believes it is virus.

You can tell Norton to stop blocking this file by creating an "Exception". Here is how to do this using Norton Business Suite. If you have a different version of Norton, the process should be similar.

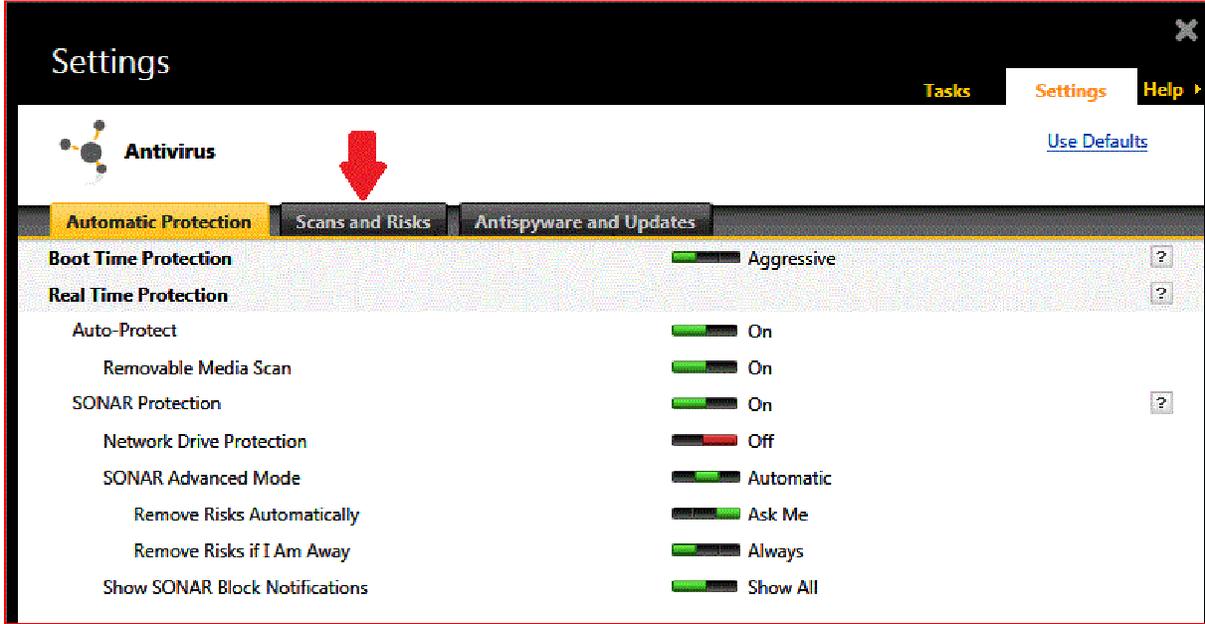
1 Open your Norton program and click Settings



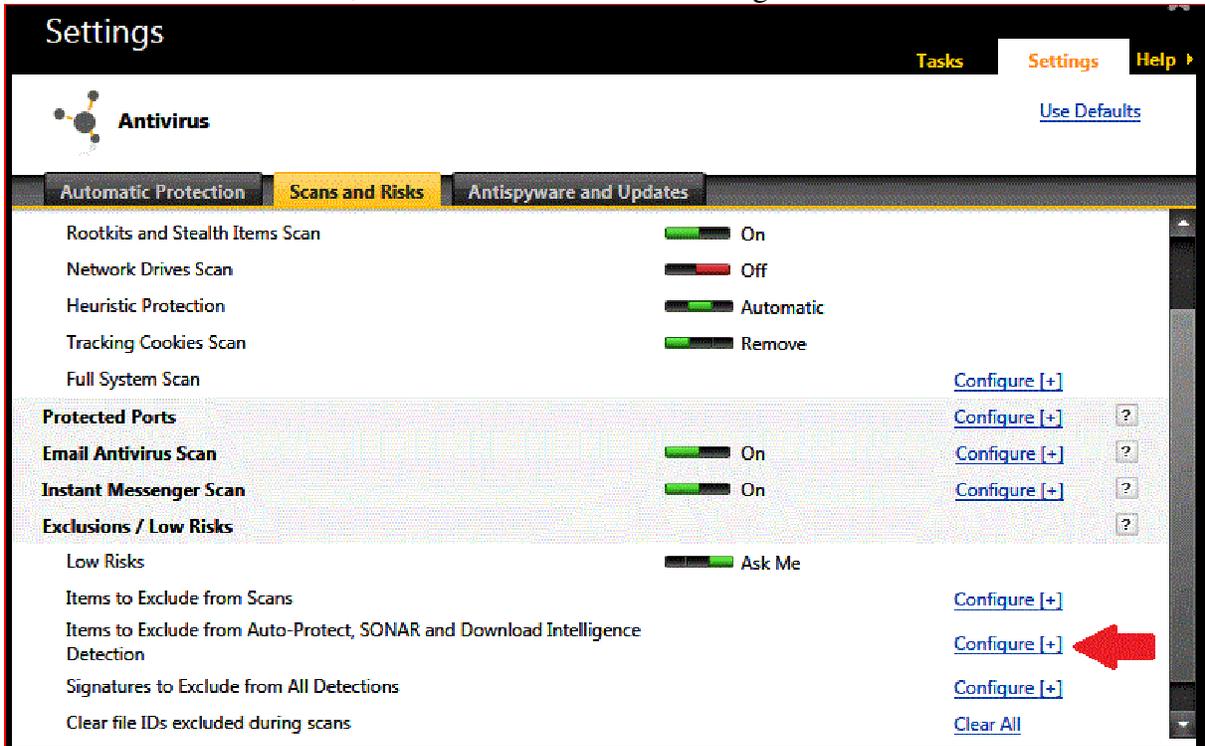
2 In the Settings window, click Antivirus



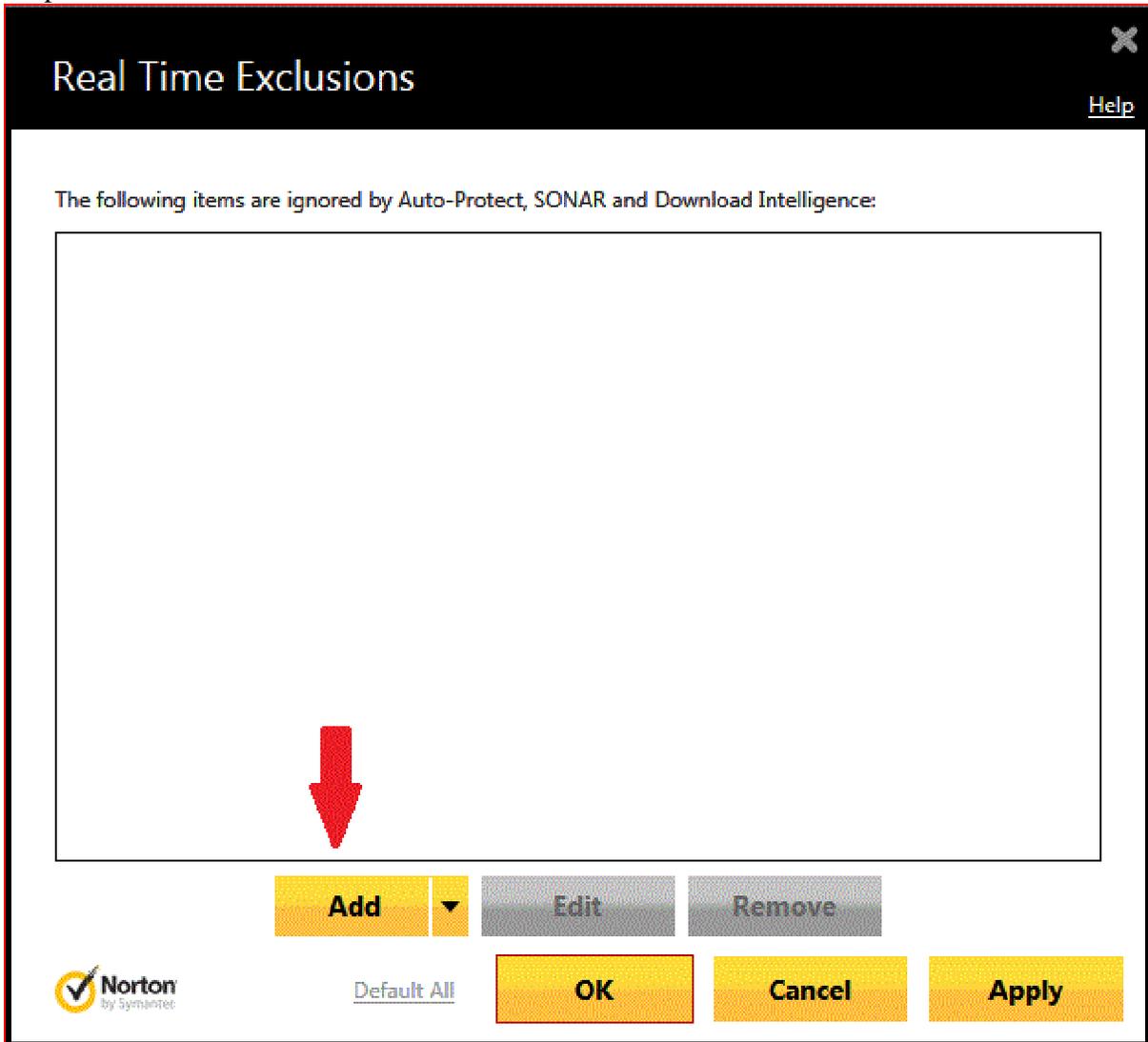
3 In the Antivirus window, click Scans and Risks



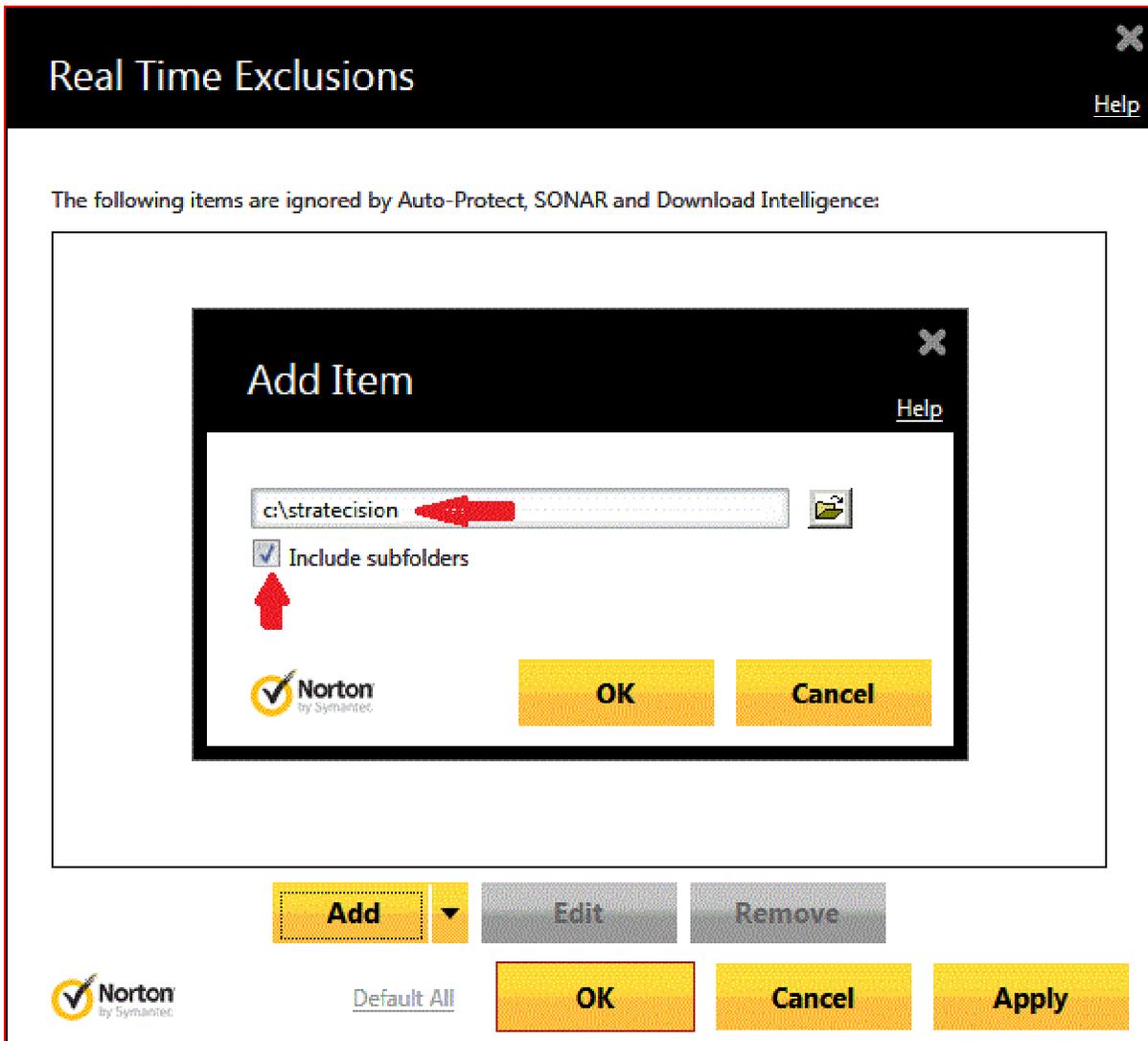
4 In the Scans and Risks window, click the Configure link on the right, on the line “Items to Exclude from Auto-Protect, SONAR and Download Intelligence Detection”.



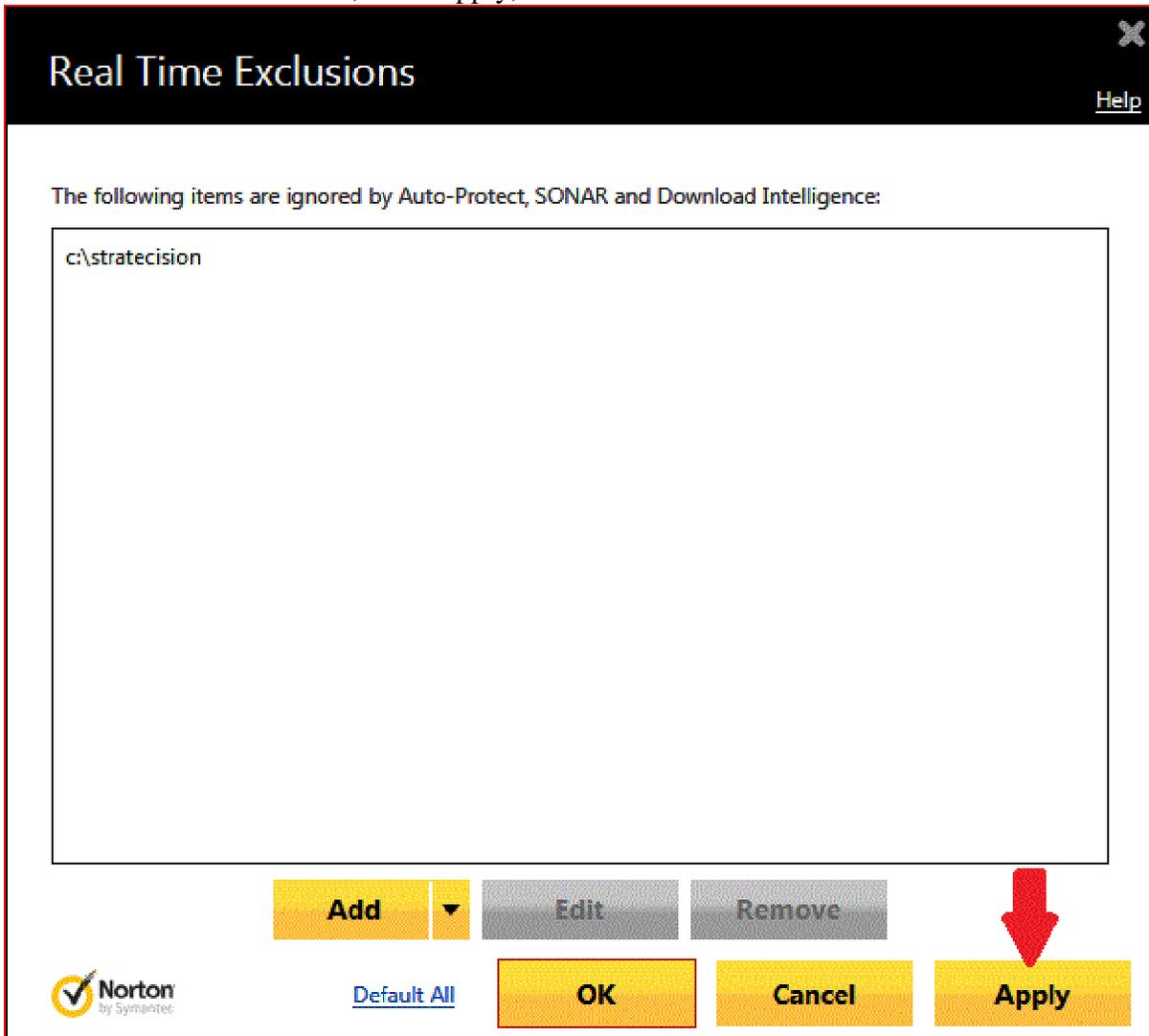
5 In the Real Time Exclusions window, click the Add button and choose Folders from the dropdown menu.



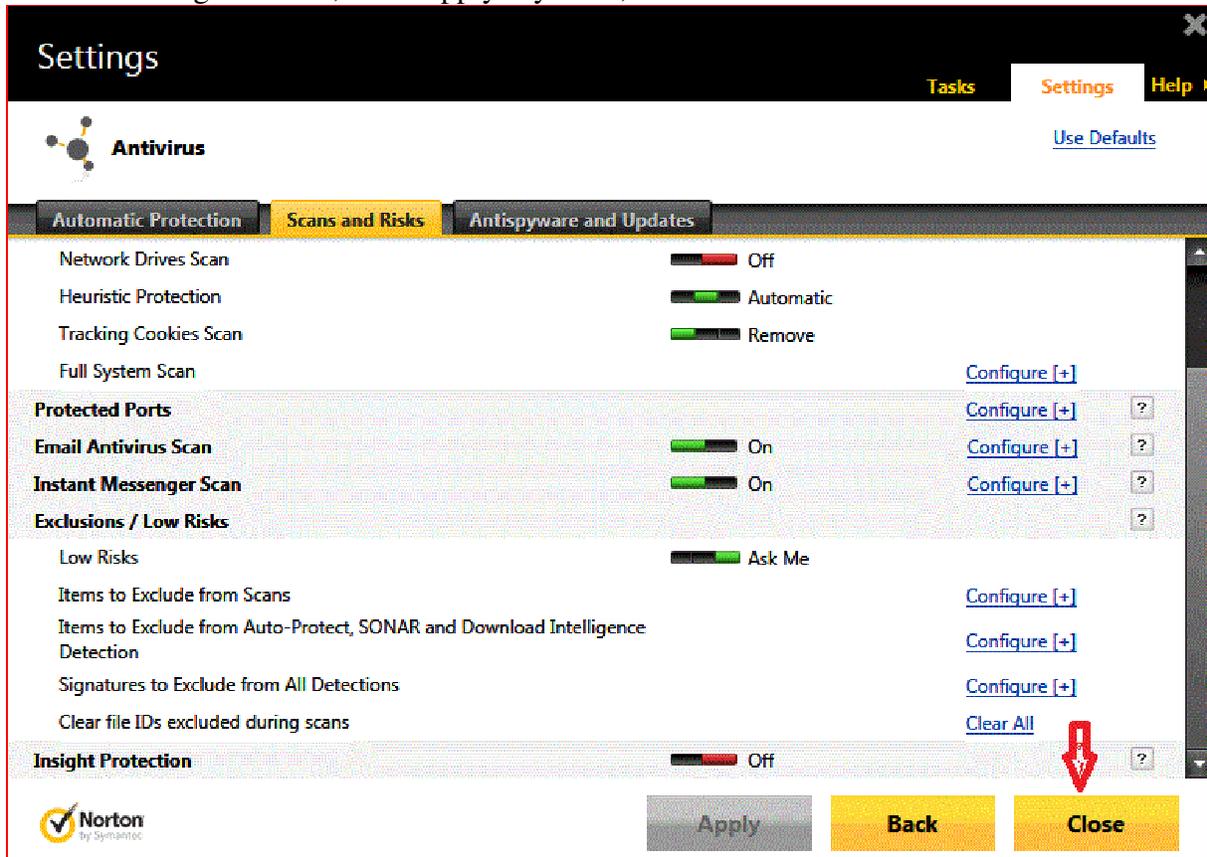
6 In the Add Item box, type C:\stratdecision. Make sure that “include subfolders is checked. Then click OK.



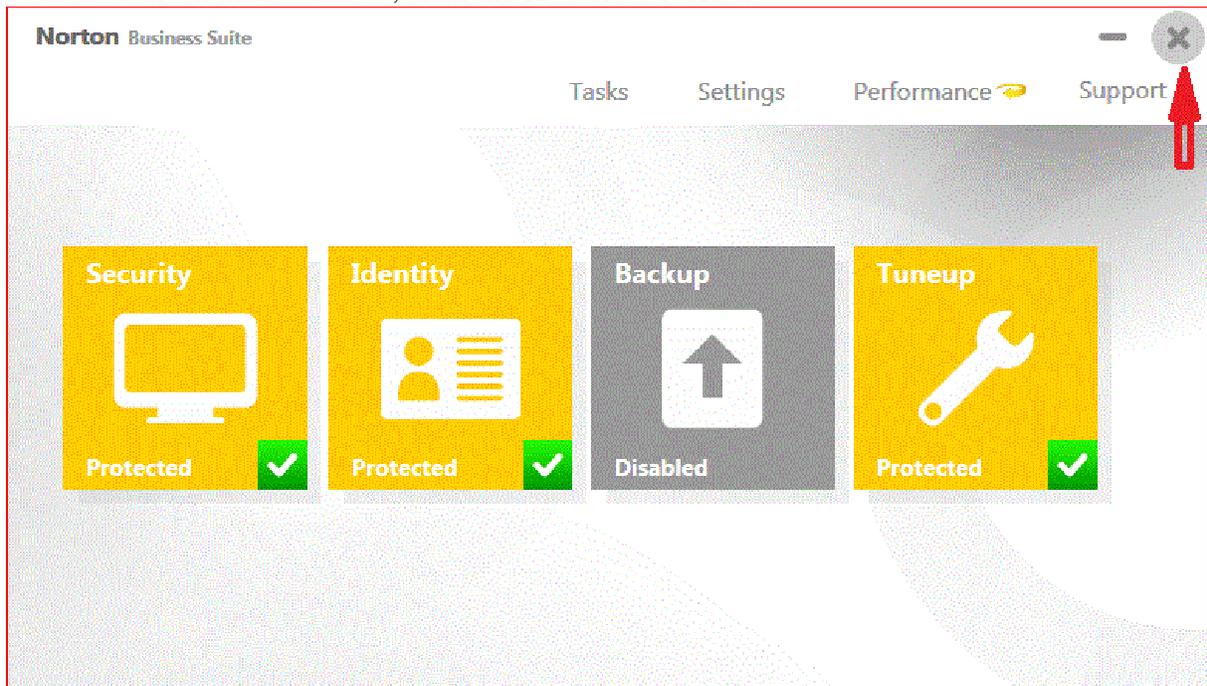
7 In the Exclusions window, click Apply, then OK.



8 In the Settings window, click Apply if yellow, then Close.



9 In the Norton main window, click the X to close Norton.

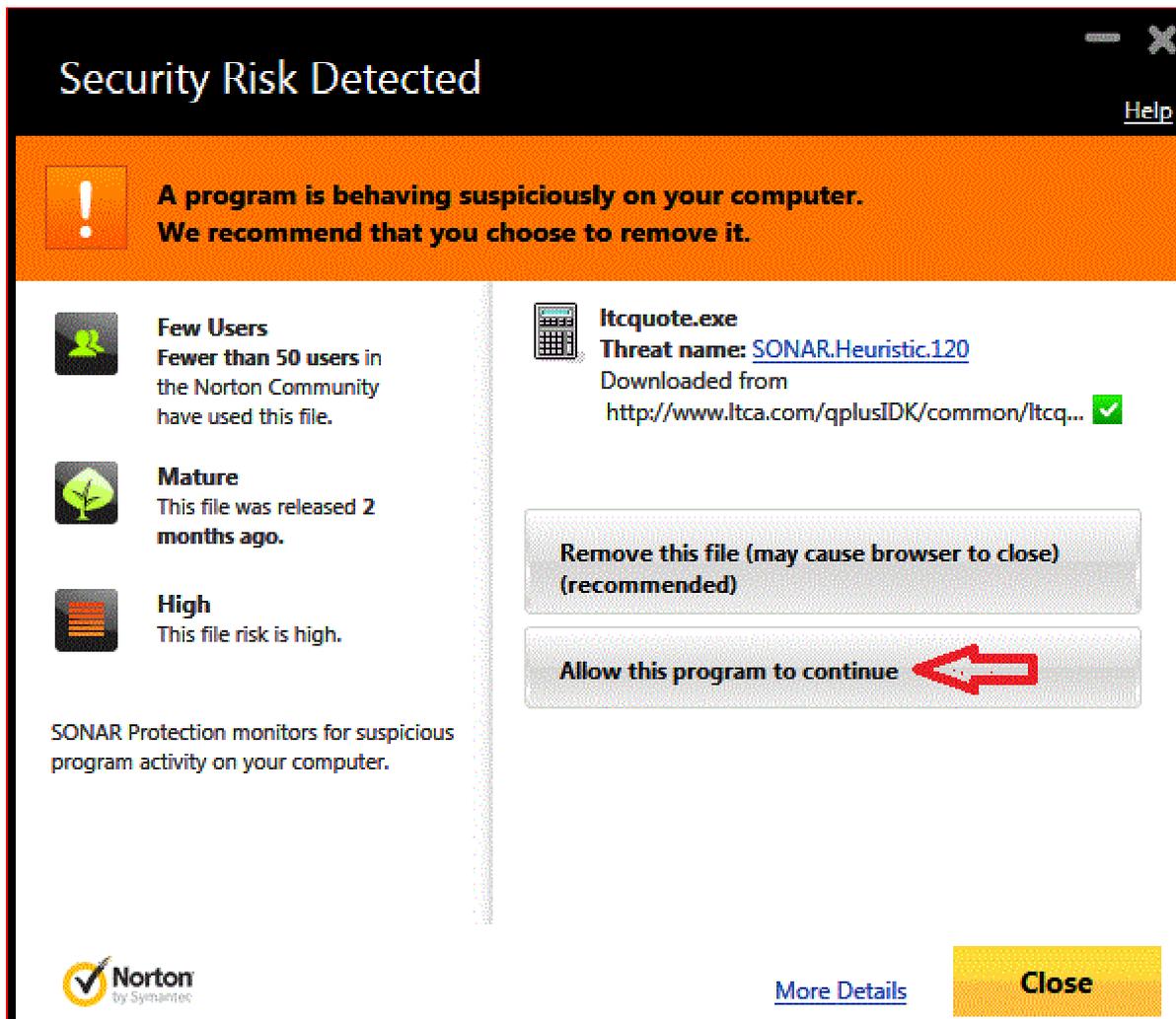


After this, Norton should allow you to download updates to LTC Quote Plus and use them without interfering.

If you do not set an exception, Norton will typically quarantine the file `ltcquote.exe`, preventing it from running. If you try to run from the LTC Quote icon on your desktop, you will see a message that the icon does not connect to any program. You will then be asked if you want to delete the icon. This tells you that Norton has disabled the program.

At this point you can try to **Restore the file from Norton Quarantine** (see instructions below) or you can reinstall LTC Quote Plus.

Occasionally Norton will allow the program file to be downloaded and saved, but then will show a warning when you try to run LTC Quote Plus:



If you see this warning, you can click “Allow this program to continue”, after which you can run the program without further interference from Norton.

To restore Itcquote.exe from Norton Quarantine

(Instructions from Symantec for Norton 360)

1. In the Security History window, in the Quarantine view, select the item that you want to restore.

2. In the Details pane, click Options.

3. In the Threat Detected window, do one of the following:

- **Click Restore & exclude this file.**

This option returns the selected quarantine item to its original location without repairing it and excludes the item from being detected in the future scans.

- **Click Restore.**

This option returns the selected quarantine item to its original location without repairing it.

This option is available only for manually quarantined items

4. In the Quarantine Restore window, click Yes. In case of non-viral threats, you can use the option that is available in this window to exclude the security risk. Norton 360 does not detect the security risks that you exclude in future scans.

5. In the Browse for Folder dialog, select the folder or drive where you want to restore the file and then click OK.

6. Click Close.