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

Settings			×
	Tasks	Settings	Help ▶
🔹 🖌 Antivirus		<u>Use Defau</u>	ults
Automatic Protection Scans and Kisks	Antispyware and Updates	in contractor interne	ann an the second s
Boot Time Protection	Aggressive		?
Real Time Protection			?
Auto-Protect	On		
Removable Media Scan	On		
SONAR Protection	On		?
Network Drive Protection	Off		
SONAR Advanced Mode	Automatic		
Remove Risks Automatically	Ask Me		
Remove Risks if I Am Away	Always		
Show SONAR Block Notifications	Show All		

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.

Settings		Tasks	Settings	Help
• Antivirus			<u>Use Defa</u>	<u>ults</u>
Automatic Protection Scans and Risks Antispyware	and Updates		Interest of the second	
Rootkits and Stealth Items Scan	On			
Network Drives Scan	Off			
Heuristic Protection	Automatic			
Tracking Cookies Scan	Remove			
Full System Scan		Config	ure [+]	
Protected Ports		Config	ure [+]	?
Email Antivirus Scan	On	Config	ure [+]	?
Instant Messenger Scan	On	Config	lure [+]	?
Exclusions / Low Risks				?
Low Risks	Ask Me			
Items to Exclude from Scans		Config	ure [+]	
Items to Exclude from Auto-Protect, SONAR and Download Inte Detection	lligence	Config	ure [+]	
Signatures to Exclude from All Detections		Config	ure [+]	
Clear file IDs excluded during scans		Clear A	<u>All</u>	

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:\stratecision. Make sure that "include subfolders is checked. Then click OK.

	Add Item		× Help	
	c:\stratecision <	ers		
	Norton by Symanter	ОК	Cancel	
-				-

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

Real Tim <u>e Ex</u>	clusions			
he following items ar	e ignored by Auto-Prot	tect, SONAR and Do	wnload Intelligence:	
c:\stratecision				
	Add 🔻	Edit	Remove	
Norton	Dofault All	OK	Cancol	Annhu
🌙 by Symantec	Exchange All	VIL	Cancer	~~~

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

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Settings		Tasks	Settings	Help
• Antivirus			<u>Use Defa</u>	aults
Automatic Protection Scans and Risks Antispyware and Up	dates			
Network Drives Scan	Off			2
Heuristic Protection	Automatic			
Tracking Cookies Scan	Remove			
Full System Scan		Configu	ıre [+]	
Protected Ports		Configu	ıre [+]	?
Email Antivirus Scan	On	Configu	ure [+]	?
Instant Messenger Scan	On	Configu	ure [+]	2
Exclusions / Low Risks				?
Low Risks	Ask Me			
Items to Exclude from Scans		Configu	ıre [+]	
Items to Exclude from Auto-Protect, SONAR and Download Intelligence Detection	:	Configu	ıre [+]	
Signatures to Exclude from All Detections		Configu	ire [+]	
Clear file IDs excluded during scans		<u>Clear Al</u>	<u>n</u>	
Insight Protection	Off		- 😲 .	2
Norton	Apply	Back	Close	e -

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

Norton Business Suite					- x
		Tasks	Settings	Performance 褅	Support
Security	Identity	Backu	ıp	Tuneup	
Protected	Protected	Disable	ed	Protected	

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:

Secu	urity Risk Detected	🗙 <u>Help</u>
!	A program is behaving sus We recommend that you c	piciously on your computer. hoose to remove it.
Y	Few Users Fewer than 50 users in the Norton Community have used this file.	Itcquote.exe Threat name: <u>SONAR.Heuristic.120</u> Downloaded from http://www.ltca.com/qplusIDK/common/ltcq
*	Mature This file was released 2 months ago. High This file risk is high.	Remove this file (may cause browser to close) (recommended) Allow this program to continue
SONAR I program	Protection monitors for suspicious activity on your computer.	
N	orton Symaetree	More Details Close

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.