

# Norton 360

## Diagnostic Report

The Norton 360 Diagnostic Report gathers information about your computer, including the operating system, programs, and hardware. Use this report to help find problems and fix them. The report can be saved, emailed, or printed when needed for review by friends, family or technicians.

Report generated on: 1/15/2009 (5:21 PM)

### Norton 360 Status

Feature	Details
Version:	2.5.0.5
Operational Status	Protected
PC Security	Protected
Identity Protection	Protected
Backup	Disabled
PC Tuneup	Protected
Virus and Security Scan	Last Run: 1/15/2009
LiveUpdate	Last Run: 1/15/2009
Protection Updates	Last Updated: 1/14/2009
Backup	Never Run

### Startup Applications

Auto Start Program	Location	Software Vendor	Description
Sidebar	C:\Program Files\Windows Sidebar\sidebar.exe /autoRun	Windows Sidebar	Microsoft Corporation
ISUSPM Startup	C:\PROGRA~2\COMMON~1\INSTAL~1\UPDATE~1\ISUSPM.exe -startup	InstallShield Update Service Update Manager	InstallShield Software Corporation
Copernic Desktop Search - Home	"C:\Program Files (x86)\Copernic Desktop Search - Home\DesktopSearchService.exe" /tray	Copernic Desktop Search Service	Copernic Inc.
AdwareAlert	C:\Program Files\AdwareAlert\AdwareAlert.exe -boot	AdwareAlert	E-NextMedia
Logitech Desktop Messenger	C:\PROGRA~1\Logitech\DESKTO~1\8876480\Program\LOGITE~1.EXE -startup	Logitech Desktop Messenger	Logitech Inc.
Logitech SetPoint	C:\PROGRA~1\Logitech\SetPoint\SetPoint.exe	Logitech SetPoint Event Manager (UNICODE)	Logitech, Inc.
WinZip Quick Pick	C:\PROGRA~2\WinZip\WZQKPICK.EXE	WinZip Executable	WinZip Computing, S.L.
SynTPEnh	C:\Program Files\Synaptics\SynTP\SynTPEnh.exe	Synaptics TouchPad Enhancements	Synaptics, Inc.
SMSERIAL	C:\Program Files\Motorola\SMSERIAL\sm56hpr.exe	Application executable file	Motorola Inc.
Windows Defender	%ProgramFiles%\Windows Defender\MSASCui.exe -hide		
HP Health Check Scheduler	[ProgramFilesFolder]Hewlett-Packard\HP Health Check\HPHC_Scheduler.exe		
Kernel and Hardware Abstraction Layer	KHALMNP.R.EXE	Logitech KHAL Main Process	Logitech, Inc.
NvCplDaemon	RUNDLL32.EXE C:\Windows\system32\NvCpl.dll,NvStartup	NVIDIA Display Properties Extension	NVIDIA Corporation
NvMediaCenter	RUNDLL32.EXE C:\Windows\system32\NvMcTray.dll,NvTaskbarInit	NVIDIA Media Center Library	NVIDIA Corporation
RtHDVCpl	C:\Program Files\Realtek\Audio\HDA\RAVCP64.exe	HD Audio Control Panel	Realtek Semiconductor

### Installed Applications

Name	Version	Author	Installed	Information
Activation Assistant for the 2007 Microsoft Office suites		Microsoft Corporation	6/23/2008	<a href="http://support.microsoft.com/contactusupport/?ws=support">http://support.microsoft.com/contactusupport/?ws=support</a>
Adobe Flash Player 10 ActiveX	10.0.12.36	Adobe Systems Incorporated	12/26/2008	<a href="http://www.adobe.com/go/flashplayer_support/">http://www.adobe.com/go/flashplayer_support/</a>
Adobe Flash Player 10 Plugin	10.0.12.36	Adobe Systems Incorporated	12/27/2008	<a href="http://www.adobe.com/go/getflashplayer">http://www.adobe.com/go/getflashplayer</a>
AIM 6			6/23/2008	
AOL Toolbar			1/2/2009	
Babylon		Babylon	1/2/2009	
Carbonite	3.6.2 (Aug-18-2008)	Carbonite	1/4/2009	
Copernic Agent Basic		Copernic	1/2/2009	<a href="http://www.copernic.com/">http://www.copernic.com/</a>
Copernic Mobile	2.0	Copernic Inc.	1/2/2009	<a href="http://mobile.copernic.com">http://mobile.copernic.com</a>
Copernic Desktop Search - Home		Copernic Inc.	1/13/2009	
Microsoft Office Enterprise 2007	12.0.6215.1000	Microsoft Corporation	1/14/2009	
Microsoft Office Home and Student 2007	12.0.6215.1000	Microsoft Corporation	12/27/2008	
HP Smart Web Printing	112.200.19110	Hewlett-Packard	12/25/2008	<a href="http://www.HP.com">http://www.HP.com</a>
SlingPlayer	1.04.0206	Sling Media	6/23/2008	<a href="http://www.slingmedia.com/support/">http://www.slingmedia.com/support/</a>
CyberLink YouCam	1.0.1017	CyberLink Corp.	6/23/2008	<a href="http://support.gocyclerlink.com/">http://support.gocyclerlink.com/</a>
Driver Detective	6.0.0.0	PC Drivers HeadQuarters	1/6/2009	<a href="http://www.drivershq.com/Contact.aspx">http://www.drivershq.com/Contact.aspx</a>
PowerDirector	6.5.2230	CyberLink Corp.	6/23/2008	<a href="http://support.gocyclerlink.com/">http://support.gocyclerlink.com/</a>
EA Link	3.1.1.4	Electronic Arts	6/23/2008	
Mozilla Firefox (3.0.5)	3.0.5 (en-US)	Mozilla	12/26/2008	<a href="http://en-US.www.mozilla.com/en-US/">http://en-US.www.mozilla.com/en-US/</a>
Network Magic	4.9.8225.0	Pure Networks	1/7/2009	
Tablet		Wacom Technology Corp.	6/23/2008	
QuickPlay SlingPlayer 0.4.6	0.4.6	SlingMedia	6/23/2008	<a href="http://www.slingmedia.com">http://www.slingmedia.com</a>
Download Updater (AOL LLC)			1/2/2009	
Spyware Doctor 6.0	6.0	PC Tools	1/7/2009	<a href="http://www.pctools.com/en/contact/support/product/spyware-doctor-antivirus/">http://www.pctools.com/en/contact/support/product/spyware-doctor-antivirus/</a>
StatXact-4.0.1			1/5/2009	
Norton 360 Premier Edition (Symantec Corporation)	2.2.0.2	Symantec Corporation	1/2/2009	<a href="http://www.symantec.com/techsupp/globalsupport.html">http://www.symantec.com/techsupp/globalsupport.html</a>
Norton Add-on Pack (Symantec Corporation)	2.1.0.55	Symantec Corporation	1/8/2009	<a href="http://www.symantec.com/techsupp/">http://www.symantec.com/techsupp/</a>
My HP Games	HPCMPQ1902	WildTangent	6/23/2008	<a href="http://support.wildgames.com">http://support.wildgames.com</a>

Wise Disk Cleaner 3.8		WiseCleaner.com	1/2/2009	<a href="http://www.wisecleaner.com">http://www.wisecleaner.com</a>
Wise Registry Cleaner 3 Free 3.6		WiseCleaner.com, Inc.	1/2/2009	<a href="http://www.wisecleaner.com/">http://www.wisecleaner.com/</a>
Xobni			1/3/2009	
Yahoo! Toolbar			6/23/2008	
Yahoo! Widgets	4.5.2.0	Yahoo! Inc.	1/9/2009	<a href="http://widgets.yahoo.com">http://widgets.yahoo.com</a>
Yahoo! Install Manager			1/9/2009	
LightScribe Template Designs - Business Pack 1	1.10.16.1	LightScribe	1/7/2009	<a href="http://www.LightScribe.com">http://www.LightScribe.com</a>
HP Doc Viewer	1.02.0001	Hewlett-Packard	6/23/2008	<a href="http://www.hp.com">http://www.hp.com</a>
Microsoft Works	9.7.0621	Microsoft Corporation	6/23/2008	<a href="http://go.microsoft.com/fwlink/?LinkId=6831">http://go.microsoft.com/fwlink/?LinkId=6831</a>
LightScribe Template Designs - 9 to 5 Pack 1	1.15.0.0	LightScribe	1/7/2009	<a href="http://www.LightScribe.com">http://www.LightScribe.com</a>
DVD Suite	5.5.1030	CyberLink Corp.	6/23/2008	
The Sims™ Life Stories	1.00.0000	Electronic Arts	6/23/2008	
muvee autoProducer 6.1	6.10.050	muvee Technologies	6/23/2008	<a href="http://www.muvee.com">http://www.muvee.com</a>
Hewlett-Packard Active Check for Health Check	1.1.15.2	Hewlett-Packard	12/25/2008	
Java(TM) 6 Update 11	6.0.110	Sun Microsystems, Inc.	1/5/2009	<a href="http://java.com">http://java.com</a>
HP Help and Support	2.0.10.0	Hewlett-Packard	12/25/2008	
Java(TM) 6 Update 2	1.6.0.20	Sun Microsystems, Inc.	6/23/2008	<a href="http://java.com">http://java.com</a>
HP Quick Launch Buttons 6.30 E2	6.30 E2	Hewlett-Packard	6/23/2008	<a href="http://www.hp.com">http://www.hp.com</a>
Slingbox Flash Tour	1.0.0	Sling Media	6/23/2008	
erLT	0.72.105	Logitech, Inc.	12/26/2008	
ErrorKiller	2.8.3222	E-NextMedia	12/28/2008	
Power2Go	5.6.3430	CyberLink Corp.	6/23/2008	
HP QuickPlay 3.6			6/23/2008	
LightScribe Applications	1.17.90.1	LightScribe	12/27/2008	<a href="http://www.lightscribe.com/downloadSection/windows/index.aspx">http://www.lightscribe.com/downloadSection/windows/index.aspx</a>
Skype™ 3.8	3.8.188	Skype Technologies S.A.	1/2/2009	<a href="http://ui.skype.com/ui/0/3.8.0.188/en/help">http://ui.skype.com/ui/0/3.8.0.188/en/help</a>
HP Active Support Library	3.1.6.1	Hewlett-Packard	12/25/2008	<a href="http://www.hp.com">http://www.hp.com</a>
LightScribe Template Designs - Floral Pack 1	1.15.0.0	LightScribe	1/7/2009	<a href="http://www.LightScribe.com">http://www.LightScribe.com</a>
Hewlett-Packard Asset Agent for Health Check	2.0.64.0	HP	12/25/2008	
LightScribe Template Designs - Celebration Pack 1	1.17.0.0	LightScribe	1/7/2009	<a href="http://www.LightScribe.com">http://www.LightScribe.com</a>
Apple Software Update	2.1.1.116	Apple Inc.	1/2/2009	<a href="http://www.apple.com/support/">http://www.apple.com/support/</a>
LightScribe Template Designs - Sports Pack 1	1.10.16.1	LightScribe	1/7/2009	<a href="http://www.LightScribe.com">http://www.LightScribe.com</a>
Microsoft Visual C++ 2005 Redistributable	8.0.56336	Microsoft Corporation	6/23/2008	
LightScribe Template Designs - Hobby Pack 1	1.15.0.0	LightScribe	1/7/2009	<a href="http://www.LightScribe.com">http://www.LightScribe.com</a>
AuthenTec Fingerprint Sensor Minimum Install	7.9	AuthenTec	6/23/2008	<a href="http://www.AuthenTec.com">http://www.AuthenTec.com</a>
Microsoft Silverlight	2.0.31005.0	Microsoft Corporation	1/3/2009	<a href="http://go.microsoft.com/fwlink/?linkID=91955">http://go.microsoft.com/fwlink/?linkID=91955</a>
Logitech Desktop Messenger	2.56.102	Logitech, Inc.	12/26/2008	<a href="http://www.logitech.com/support">http://www.logitech.com/support</a>
Microsoft Office Access MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Excel MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office PowerPoint MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Publisher MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Outlook MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Word MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Proof (English) 2007	12.0.6213.1000	Microsoft Corporation	12/27/2008	
Microsoft Office Proof (French) 2007	12.0.6213.1000	Microsoft Corporation	12/27/2008	
Microsoft Office Proof (Spanish) 2007	12.0.6213.1000	Microsoft Corporation	12/27/2008	
Compatibility Pack for the 2007 Office system	12.0.6215.1000	Microsoft Corporation	12/26/2008	<a href="http://www.microsoft.com/support">http://www.microsoft.com/support</a>
Microsoft Office Proofing (English) 2007	12.0.4518.1014	Microsoft Corporation	6/23/2008	
Microsoft Office Enterprise 2007	12.0.6215.1000	Microsoft Corporation	1/14/2009	
Microsoft Office InfoPath MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Shared MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office OneNote MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Groove MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Groove Setup Metadata MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Shared Setup Metadata MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	12/27/2008	
Microsoft Office Access Setup Metadata MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	1/3/2009	
Microsoft Office Home and Student 2007	12.0.6215.1000	Microsoft Corporation	12/27/2008	
ZTE HSDPA EDGE USB MODEM	1.0.0.1	ZTE	1/7/2009	<a href="http://www.zte.com.cn/">http://www.zte.com.cn/</a>
Microsoft Office PowerPoint Viewer 2007 (English)	12.0.6215.1000	Microsoft Corporation	12/26/2008	<a href="http://support.microsoft.com">http://support.microsoft.com</a>
HP Easy Setup - Frontend	5.4.0.2430	Hewlett-Packard	6/23/2008	<a href="http://www.hp.com">http://www.hp.com</a>
Visual C++ 8.0 CRT (x86) WinSXS MSM	8.0.50727.762	Microsoft Corporation	1/3/2009	
SPSS 16.0	16.0.0	SPSS Inc.	1/2/2009	<a href="http://www.spss.com/tech/">http://www.spss.com/tech/</a>
Adobe Reader 8.1.0	8.1.0	Adobe Systems Incorporated	6/23/2008	<a href="http://www.adobe.com/support/main.html">http://www.adobe.com/support/main.html</a>
HP Customer Experience Enhancements	5.4.0.2430	Hewlett-Packard	6/23/2008	<a href="http://www.Hewlett-Packard.com">http://www.Hewlett-Packard.com</a>
LogXact 6 with Cytel Studio	6.00.0000		1/5/2009	
Nuance PDF Converter 5	5.00.0000	Nuance Communications, Inc	1/2/2009	<a href="http://support.nuance.com/">http://support.nuance.com/</a>
Samsung PC Studio 3	3.2.2.80705	Samsung Electronics Co., Ltd.	1/3/2009	<a href="http://www.samsungmobile.com">http://www.samsungmobile.com</a>
LabelPrint	2.20.2230	CyberLink Corp.	6/23/2008	
GearDrvs	1.00.0000	GEAR Software	12/26/2008	<a href="http://www.gearsoftware.com">http://www.gearsoftware.com</a>
HP Wireless Assistant	3.00 H3	Hewlett-Packard	6/23/2008	<a href="http://www.hp.com">http://www.hp.com</a>
WinZip 12.0	12.0.8252	WinZip Computing, S.L.	12/26/2008	
LightScribe Template Designs - Fantasy Pack 1	1.13.0.0	LightScribe	1/7/2009	<a href="http://www.LightScribe.com">http://www.LightScribe.com</a>

HP User Guides 0094	1.00.0000	Hewlett-Packard	6/23/2008	<a href="http://www.HP.com">http://www.HP.com</a>
Samsung PC Studio 3 USB Driver Installer	3.2.0.70701	Samsung Electronics Co., Ltd.	1/3/2009	<a href="http://www.samsungmobile.com">http://www.samsungmobile.com</a>
Realtek High Definition Audio Driver	6.0.1.5745	Realtek Semiconductor Corp.	1/6/2009	
Logitech SetPoint	4.70	Logitech	12/28/2008	
StatXact 6 with Cytel Studio	6.2.0		1/5/2009	
QuickTime	7.55.90.70	Apple Inc.	1/2/2009	<a href="http://www.apple.com/support/">http://www.apple.com/support/</a>
HP Update	4.000.012.001	Hewlett-Packard	12/25/2008	<a href="http://www.hp.com">http://www.hp.com</a>
Broadcom 802.11 Wireless LAN Adapter	4.170.64.5	Broadcom Corporation	1/10/2009	
Canon Inkjet Printer Driver Add-On Module			1/3/2009	
CutePDF Writer 2.7			1/7/2009	
HP Photosmart Essential 2.5	2.5	HP	6/23/2008	<a href="http://www.hp.com/support">http://www.hp.com/support</a>
NVIDIA Drivers		NVIDIA Corporation	1/6/2009	
SAMSUNG Mobile Modem Driver Set			1/3/2009	
Samsung Mobile phone USB driver Software			1/3/2009	
SAMSUNG Mobile USB Modem Software			1/3/2009	
SAMSUNG Mobile USB Modem 1.0 Software			1/3/2009	
Motorola SM56 Data Fax Modem			6/23/2008	
Synaptics Pointing Device Driver	11.0.7.0	Synaptics	1/3/2009	
HP Integrated Module with Bluetooth wireless technology 6.0.1.5500	6.0.1.5500	HP	6/23/2008	<a href="http://www.hp.com/support">http://www.hp.com/support</a>
Microsoft Visual C++ 2005 Redistributable (x64)	8.0.56336	Microsoft Corporation	6/23/2008	
CDDRV_Installer	4.60	Logitech	12/28/2008	<a href="http://www.logitech.com">http://www.logitech.com</a>
iTunes	8.0.2.20	Apple Inc.	1/2/2009	<a href="http://www.apple.com/support/">http://www.apple.com/support/</a>
WeatherBug Gadget	1.0.0.6	AWS Convergence Technologies	6/23/2008	
Apple Mobile Device Support	2.1.2.7	Apple Inc.	1/2/2009	<a href="http://www.apple.com/support/">http://www.apple.com/support/</a>
Microsoft Office Office 64-bit Components 2007	12.0.6215.1000	Microsoft Corporation	12/27/2008	
Microsoft Office Shared 64-bit MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	12/27/2008	
Microsoft Office Shared 64-bit Setup Metadata MUI (English) 2007	12.0.6215.1000	Microsoft Corporation	12/27/2008	
DigitalPersona Personal 3.0.0	3.0.0	DigitalPersona, Inc.	6/23/2008	<a href="http://www.digitalpersona.com/support/index.html">http://www.digitalpersona.com/support/index.html</a>
AdwareAlert	4.0.3296	E-NextMedia	1/2/2009	
Bonjour	1.0.106	Apple Inc.	1/12/2009	<a href="http://www.apple.com/support/">http://www.apple.com/support/</a>
KhallInstallWrapper	4.70.213	Logitech	12/28/2008	<a href="http://www.logitech.com">http://www.logitech.com</a>
Internet Explorer	7.0.6001.18000	Microsoft Corporation		<a href="http://support.microsoft.com/">http://support.microsoft.com/</a>

## Resource Utilization

Feature	Details
Page File Size	4,329Mb
Page File Free	95%
Physical Memory Size	4,029Mb
Physical Memory Free	50%
Disk Type	Fixed Disk
Disk ID	C
Total Disk Space	220Gb
Free Disk Space	114Gb
Disk Type	Fixed Disk
Disk ID	D
Total Disk Space	13.3Gb
Free Disk Space	1.89Gb

## System Restore Points

## Operating System

Feature	Details
Operating System	Microsoft® Windows Vista™ Home Premium
Patch Level	Service Pack 1
Date Installed	6/23/2008
Country Code	1
OS Language Version	1033
ANSI Code Page	1252
Locale	0409
Path	C:\Program Files (x86)\Common Files\Symantec Shared\; ; C:\Windows\system32; C:\Windows; C:\Windows\System32\Wbem; C:\Program Files (x86)\CyberLink\Power2Go\; C:\Program Files (x86)\QuickTime\QTSystem\; C:\Program Files (x86)\Samsung\Samsung PC Studio 3\
Latest Windows Hotfix Date	1/14/2009

## Hardware

Feature	Details
PC Manufacturer	Hewlett-Packard
Model	HP Pavilion tx2000 Notebook PC
Motherboard Manufacturer	Quanta
Product	30E5
Processor	AMD Turion(tm) 64 X2 Mobile Technology TL-64
Version	AMD64 Family 15 Model 104 Stepping 2
Data Width	64bits
L2 Cache Size	1,024Kb
Approximate Clock Speed	2,200Mhz
BIOS	PhoenixBIOS 4.0 Release 6.1
Date	4/18/2008
Version	HPQOEM - 6040000
Memory Chip	DIMM 1
Capacity	2147483648
Speed	667ns
Memory Chip	DIMM 2
Capacity	2147483648
Speed	667ns
Motherboard Device	64
Status	On
System Slot	PCI Express Slot 1
Status	Available
System Slot	PCI Express Slot 2
Status	Available
CD Drive	Slimtype DVD A DS8A1H ATA Device
Media Type	DVD Writer
Version	WH66
Video Manufacturer	NVIDIA
Video Card	NVIDIA GeForce Go 6150
RAM	64Mb
Mode	1280 x 800 x 4294967296 colors
Driver	nvd3dum,nvd3dumx.dll,nwgf2um, nwgf2umx.dll
Date	12/4/2008
Version	7.15.11.7713
Hard Disk Model	WDC WD25 00BEVS-60UST SCSI Disk Device
Interface	IDE
Network Adapter	NVIDIA nForce 10/100/1000 Mbps Ethernet
Service Name	NVENETFD
Network Adapter	Bluetooth Device (Personal Area Network) #3
Service Name	BthPan
Network Adapter	Broadcom 802.11b/g WLAN
Service Name	BCM43XX
Sound Manufacturer	Broadcom
Model	Bluetooth Hands-free Audio
Sound Manufacturer	Broadcom
Model	Bluetooth Stereo Audio
Sound Manufacturer	Realtek
Model	Realtek High Definition Audio
Printer	Microsoft XPS Document Writer
Printer	CutePDF Writer
Printer	Canon Inkjet i560
Web Site	<a href="http://go.microsoft.com/fwlink/?LinkID=34&amp;prd=10798&amp;sbp=Printers">http://go.microsoft.com/fwlink/?LinkID=34&amp;prd=10798&amp;sbp=Printers</a>
Printer	EPSON Stylus CX5600 Series
Printer	Canon i560
Number of Logical CPUs Active	2