

Diagnostic Report



The Norton 360 Premier Edition 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: 4/8/2013 (1:55 PM)

Norton 360 Premier Edition Status

This section provides overall and category status for Norton 360 Premier Edition, including last scans, updates, and backups.

Feature	Details
Version	20.3.0.36
Operational Status	Protected
PC Security	Protected
Identity Protection	Protected
Backup	Disabled
PC Tuneup	Protected
Virus and Spyware Scan	Last Run: 4/4/2013
Protection Updates	Last Updated: 4/8/2013
Backup	Last Run: 5/11/2011

Operating System

This section provides key operating system details including version, timing of last update, and more.

Feature	Details
Operating System	Microsoft Windows XP Professional
Patch Level	Service Pack 3
Date Installed	6/27/2006
Country Code	1
OS System Language	1033
ANSI Code Page	1252
System Locale	0409
Internet Explorer Version	8.0.6001.18702
Windows Update	Automatic
Latest Windows Hotfix Date	3/21/2013
Path	C:\WINDOWS\system32; C:\WINDOWS; C:\WINDOWS\System32\Wbem; C:\Program Files\Common Files\Acronis\SnapAPI\ C:\Program Files\SAS Institute\Shared Files\Formats; C:\Program Files\Acronis\TrueImageHome\;
OS User Language	1033

Resource Utilization

This section describes the utilization of key resources including: RAM, disk space, and page file.

Feature	Details
Page File Size	3,816 MB
Page File Free	98 %
Physical Memory Size	3,807 MB
Physical Memory Free	71 %
Disk Type	Fixed Disk
Disk ID	C
Total Disk Space	112 GB
Free Disk Space	47.9 GB

Startup Programs

Problem : Norton 360 Premier Edition has detected new startup items that you have not reviewed.

Recommendation : You may be able to improve performance by managing your system's startup items. Run Startup Manager to enhance your computer's boot time.

This section describes the programs that automatically start when you boot your computer. Turning off or delaying startup items can improve system performance.

Auto Start Program	Location	Software Vendor	Description
ctfmon.exe	C:\WINDOWS\system32\ctfmon.exe	Microsoft Corporation	CTF Loader
WinZip System Utilities Suite - Memory Optimizer	"c:\program files\winzip system utilities suite\winzipssmemoryoptimizer.exe" -startup	WinZip Computing, S.L. (WinZip Computing)	WinZip System Utilities Suite - Memory O
Malwarebytes Anti-Malware	"C:\Program Files\Malwarebytes\Anti-Malware\mbamgui.exe" /starttray	Malwarebytes Corporation	Malwarebytes Anti-Malware

Installed Programs

Problem : Norton 360 Premier Edition has detected 114 installed programs.

Recommendation : You may be able to improve disk space and performance by removing infrequently used programs from your system. Run Add/Remove Programs to improve your computer's disk space usage and performance.

This section describes the programs that are installed on your computer, the version, and when you installed them. Removing unused or unnecessary programs can improve performance.

Status	Available
System Slot	PCI Slot 1
Status	Available
System Slot	PCI Slot 2
Status	Available
CD Drive	SONY DVD RW DRU-840A
Media Type	CD-ROM
Video Manufacturer	Intel Corporation
Video Card	Intel(R) 82865G Graphics Controller
RAM	96 MB
Mode	1152 x 864 x 4294967296 colors
Driver	ialmnt5.dll
Date	9/20/2005
Version	6.14.10.4396
Hard Disk Model	WDC WD1200JB-00EVA0
Interface	IDE
Network Adapter	Broadcom NetXtreme Gigabit Ethernet
Service Name	b57w2k
Sound Manufacturer	Analog Devices, Inc.
Model	SoundMAX Integrated Digital Audio
Printer	Send To Microsoft OneNote 2010 Driver
Printer	Microsoft XPS Document Writer
Printer	HP Photosmart Prem C310 series
Web Site	http://go.microsoft.com/fwlink/?LinkID=37&prd=10798&sbp=Printers
Printer	HP Officejet J5700 Series
Web Site	http://go.microsoft.com/fwlink/?LinkID=37&prd=10798&sbp=Printers
Printer	HP Color LaserJet PS
Web Site	http://go.microsoft.com/fwlink/?LinkID=37&prd=10798&sbp=Printers
Printer	CAPTURE FAX BVRP
Printer	Adobe PDF Converter
Number of Logical CPUs Active	1

Inoperable Hardware Devices

Problem : Norton 360 Premier Edition has detected inoperable hardware devices.

Recommendation : You may want to configure these hardware devices. Run Device Manager to properly configure hardware devices.

This section lists any hardware devices that are not working.

Data Type	Device Problem and Description
Device Type	Logitech-compatible Mouse PS/2
Device Status	Device is not present, not working properly, or does not have all of its drivers instal...
Plug and Play ID	ACPI\PNP0F13\4&369939D9&0

Network Connectivity Check

This section checks your system for its network connection status.

Status Check	Result
Physical Connection Status on Broadcom NetXtreme Gigabit Ethernet	Connected
Network Configuration State	Local Network Detected, LAN, RAS installed
Network Route Defined	Yes
192.168.1.1 gateway on Broadcom NetXtreme Gigabit Ethernet for hp - Packet Scheduler Miniport	Reachable
Wide Area Internet Host Check	Reachable
Domain Name System (DNS) Resolution Test	Passed for http://www.symantec.com
Norton Live Update Server	Reachable

System Restore Points

This section lists the system restore points that have been taken.

Checkpoint Type	Date
Software Distribution Service 3.0	1/14/2013
Norton 360 Registry Clean	1/21/2013
System Checkpoint	1/22/2013
WinZip Registry Optimizer Thu, Jan 24, 13 20:47	1/24/2013
Norton 360 Registry Clean	1/25/2013
WinZip Registry Optimizer Sun, Jan 27, 13 08:54	1/27/2013
Norton 360 Registry Clean	1/27/2013
WinZip Registry Optimizer Wed, Jan 30, 13 16:54	1/30/2013
WinZip Registry Optimizer Sun, Feb 03, 13 09:25	2/3/2013
WinZip Driver Updater	2/5/2013
Norton 360 Registry Clean	2/5/2013
WinZip Registry Optimizer Tue, Feb 05, 13 22:52	2/5/2013
Software Distribution Service 3.0	2/13/2013
WinZip Registry Optimizer Thu, Feb 14, 13 08:39	2/14/2013