

From Client Care at IPM-Software, Inc.
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To _____

Fax Back Answers to Frequently Asked Questions

From our initial contact, we believe your situation can be resolved with a few standard directions. As there is sometimes a delay speaking with a Client Care Associate, we hope this document will provide the directions you need to resolve your problem. Please consider these directions as our first attempt to answer your need for assistance. Once you have followed the steps listed here we trust your problem will be resolved.

Problem: ***Norton Anti-Virus 2000 and up interfere with TRACS transmission***

Solution:

It has come to our attention that Norton Anti-virus (versions 2000 and up) interfere with the transmission of TRACS files. In order to send or receive TRACS, it's e-mail scanning feature must be temporarily disabled to allow the files to be sent/received.

Simply going to the System Tray in the lower right corner (by the time readout), right clicking on the Norton Icon, and selecting **DISABLE**, does not kill e-mail scanning. It actually kills normal file access scanning on the hard drive (where files are scanned as they are opened by the computer).

To kill e-mail scanning, please follow the steps listed below:

1. Open Norton Anti-virus
2. Click on **OPTIONS** at the top
3. Along the left hand side of the options screen you should see an entry that says either INTERNET or E-MAIL
4. Click there to open the e-mail scanning options
5. There are two check boxes here, uncheck the **OUTGOING** e-mail scan routine in order to send or receive tracs files through TMAIL (disabling virus scanning on only outgoing e-mails)
6. Hit the **OK** option at the bottom of the screen to save changes (these take effect without rebooting)
7. Open HUDControl and send or receive files as normal
8. When you are done with your transmissions, you do not need to re-enable the outgoing e-mail scan unless you specifically want to do so. In order to do so, please repeat steps 1 through 6 above, this time ensuring on step 5 above that both check boxes are checked (reenabling virus scanning on both incoming and outgoing e-mails)

REMEMBER: If you elect to re-enable outgoing e-mail scans, these steps must be done each time you wish to send OR receive TRACS files

NOTE: If the solution above solves the issue you are encountering, please e-mail the Client Care Dept. at support@ipm-software.net. If there is another issue please call 1-800-944-5572 or check out our Web site at www.IPM-Software.net for other Frequently Asked Questions. Just click on Technical Support then click on TRACSMail FAQ's or 2.0.1.B.

via TRACSMAIL

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