



Data Tec, Inc., P.O. Box 31576, DesPeres, MO 63131  
Voice (636) 256-7401 Fax (636) 227-6565 [www.ezdent.com](http://www.ezdent.com)

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## ***NORTON Problem***

Dear Doctor & Staff,

**Problem Description:**

Work stations dropping their connection to your server, not allowing EasyDent to access the drive and it fails.

**Problem Source:**

We have found the new version of Symantec Norton Antivirus, Internet Security, and Norton 360 can cause the problem.

**Problem Solution:**

The current circumvention is to Disable Norton Antivirus "Auto Protect" option on your main computer. You can additionally install a free program "AVG" antivirus 7.5 to fill the gap. You still leave Norton running; just disable the "Auto Protect".

We hope this solves your problem, if not please have your technical network support staff give us a call.

Cordially,

*Hal Goodall*