

KleenWeb Pre-Install Notes

Before you begin the installation procedure, please do or ensure the following:

- You need to be logged in to the computer using an account that has Administrator level privileges.
- Your Windows operating system must be up-to-date with all high-priority security updates. You can do this at <http://update.microsoft.com>
- You have your Profile Manager name and password.
- Clear your Internet browser's cache or delete all temporary Internet files.
- If you are not using Microsoft Internet Explorer as your Internet browser, go to the home site for your browser and install any updates that may be available.
- Temporarily turn off any anti-virus or anti-spyware programs you may have running. You can turn them on again after you have installed KleenWeb
- Save any open files and close any programs that you may have open.
- Close and exit any Internet messaging applications you may have running, such as MSN Messenger, AOL Instant Messenger, or Yahoo Messenger.
- Close and exit any file sharing applications, such as Kazaa, BitTorrent, or BearShare.
- Close and exit any Voice over IP (VOIP) applications, such as Skype or SIP.
- Turn off Internet Explorer's Content Advisor or any similar function in alternate browsers if you have enabled it previously.
- Messaging, file sharing, or VOIP applications should not be set to automatically start on user login. These applications will not be able connect to the Internet on restart until you have chosen a Profile.
- If you have a firewall installed, disable it before installing KleenWeb, as it uses certain ports to monitor the Internet traffic to your system. The internet cannot be accessed if these ports are blocked by a firewall application. After installing, you can enable the firewall again but you need to adjust your firewall settings to always allow KleenWeb's program "nsfx.exe" to access to the Internet.
- In some cases, Norton (Symantec) Internet Security Suite may block Internet traffic going through KleenWeb. To open the ports required for KleenWeb to function and to restore your connection, do the following:
 - Right click on the Norton globe icon in the Windows Notification Area.
 - Select Options > Internet Security.
 - In the Norton Internet Security options dialog, select the Firewall tab.
 - In the HTTP port list, select 80 and click Remove.
 - Select 8080 and click Remove.
 - Select OK.
- Internet accelerators (such as SlipStream or Propel) may work better if they are installed before Kleenweb is installed. So, if you have an internet accelerator already installed, all is well. But if you intend to install one after installing KleenWeb, it may better to uninstall Kleenweb, install the accelerator, and then reinstall KleenWeb.