

If your product won't install

The Pre-Install Scan checks your computer for risks that may prevent successful installation. **If you do not run the Pre-Install Scan, your installation may fail. If this occurs, you must begin installation again and run the Pre-Install Scan as directed.**

After you delete the temporary files, you should begin the installation again and run the Symantec Pre-Install Scan to be sure that you have resolved the problem.

After you run the Pre-Install Scan, you should delete any installation files that are left behind from your initial installation attempt.

To delete remaining installation files

1 On the Windows taskbar, click **Start > Run**.

2 In the Run dialog box, type **%TEMP%**

3 Click **OK**.

4 With the temp folder open, on the Edit menu, click **Select All**.

5 Press **Delete**.

If you are not sure which files should be deleted, move them to a different folder.

6 Close the temp folder window.