



This page is to assist all registered NOD32 users through the process of updating their NOD32 subscription *after* having received a new User Name and Password.

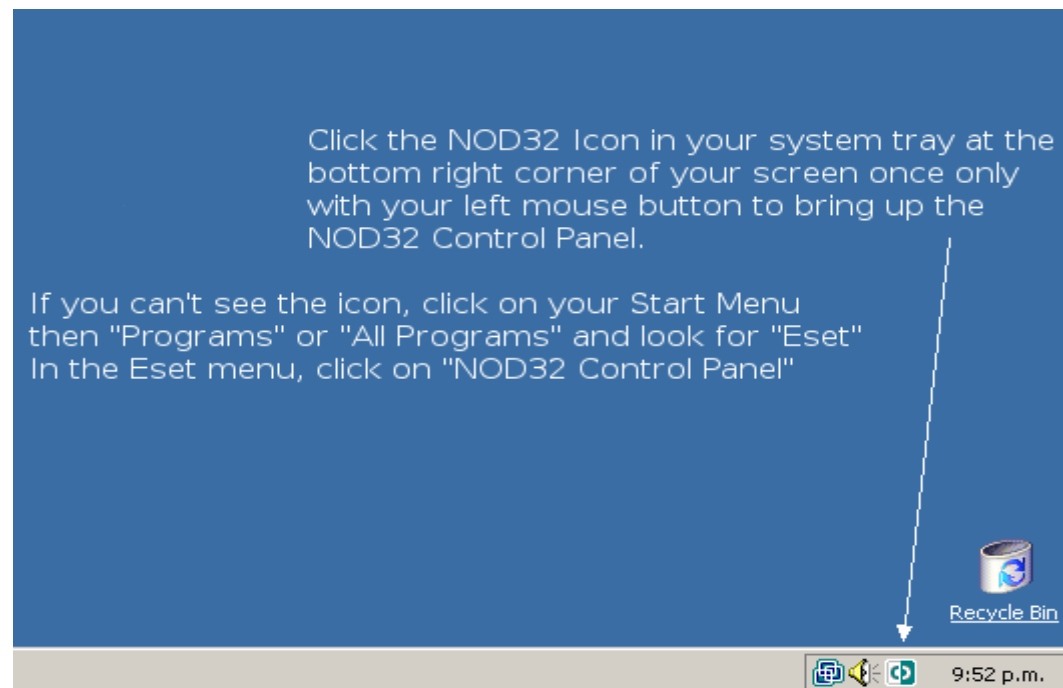
Instructions have been provided within the pictures below.

The entire process can take as little as 20 seconds, but typically no more than 2-3 minutes for first timers.
The process is the same for both new subscriptions and for renewals.

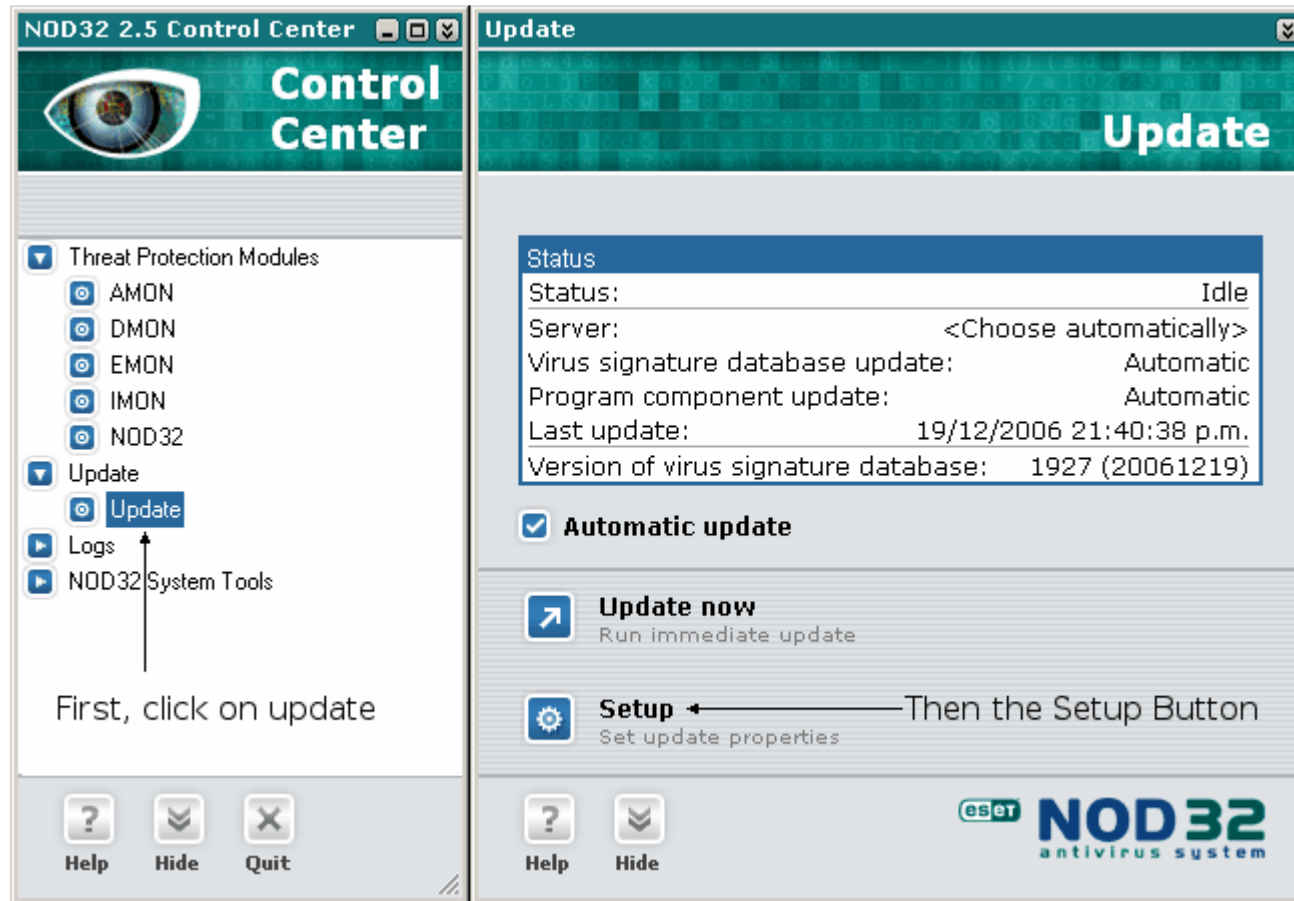
Step 1) Open the NOD32 Control Panel

Click the NOD32 Icon in your system tray at the bottom right corner of your screen once only with your left mouse button to bring up the NOD32 Control Panel.

If you can't see the icon, click on your Start Menu then "Programs" or "All Programs" and look for "Eset"
In the Eset menu, click on "NOD32 Control Panel"



Step 2) Click on the Update Button, then on the Setup button



Step 3) Step 3 - Enter your new User name and Password

Type or copy and paste the new username sent to you via email into this box.

SPECIAL NOTE
Both fields are case sensitive
Please ensure you enter your new username and password exactly as they were sent in your email.

Type or copy and paste the new password sent to you via email into this box

When finished, click OK

The screenshot shows the 'Setup of Automatic Update' dialog box. It contains the following fields and controls:

- Profiles...:** A dropdown menu showing 'My Profile' and a 'Profiles...' button.
- Location:** A 'Server:' dropdown menu showing '<Choose automatically>' and a 'Servers...' button.
- User name (case sensitive):** A text box containing 'AV-0000000'.
- Password (case sensitive):** A text box containing asterisks.
- Type of update:** 'Virus databases:' and 'Program components:' are both set to 'Automatic'. A 'Change...' button is present.
- Automatic Update:** An information icon, a text box containing 'Automatic update is scheduled.', and a 'Schedule...' button.
- Buttons:** 'OK', 'Cancel', and 'Advanced...' buttons at the bottom.

While it is possible to type your new User name and Password into these boxes correctly, we recommend using copy and paste to avoid common errors like mis-interpreting characters such as the lower case l and the number 1, or the zero 0 and the upper case O

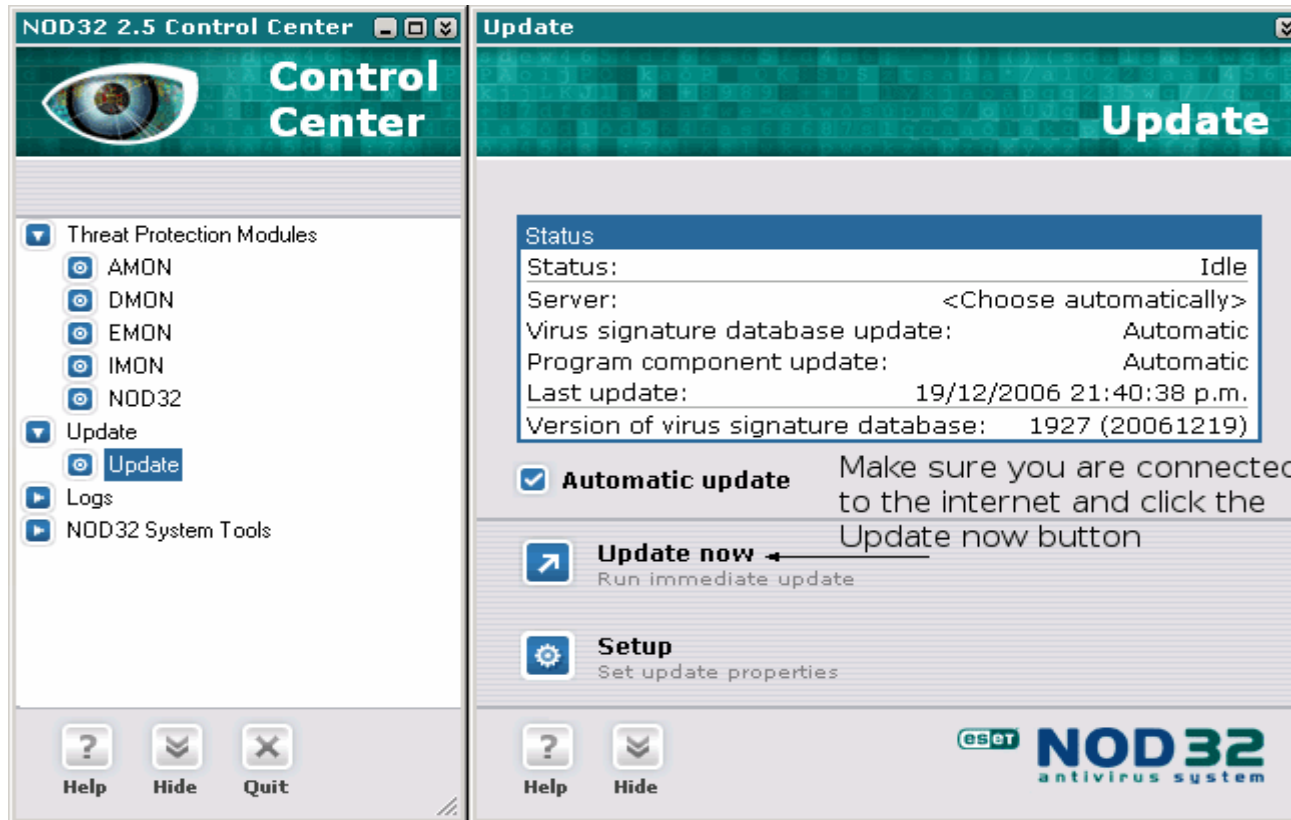
When entering your password, a star will be displayed for each character.

Please be careful to ensure you do not accidentally insert any white spaces.

*** Special Notice ***

For most users, please ensure the server (under Location) is set to <Choose automatically>

Step 4) Run the Online Update



For most people, your NOD32 Antithreat software will have been successfully updated and you should see the familiar yellow bubble at the lower right hand side of your screen momentarily pop up to advise you that NOD32 has been updated.

We recommend you run an In Depth Analysis of your system, which can be accessed by clicking on NOD32 under Threat Protection modules, then click on In Depth Analysis to run the scanner.

For future reference, you can quickly access the In Depth Analysis by right clicking on your C: Icon under My Computer and selecting NOD32 Antivirus System. The scanner will start immediately.

You can now safely close the NOD32 Control panel by clicking on the double Echelon at the top right of the screen.
If you have any troubles, please call [Chillisoft](#), the Official NZ Distributor and Support Agents, or you can call us for assistance.

[Katikati Computers Contact details](#)