

# Symantec Endpoint Protection

## v11.0.4 for Windows Vista and XP

This document contains the following sections:

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For information related to this topic refer to:

- [Security: General Practices](#)  
(<http://www.cmu.edu/computing/doc/security/general/index.html>)
- [Securing Your Windows Computer](#)  
(<http://www.cmu.edu/computing/doc/security/win-xp/index.html>)
- [Information Security Office](#) (<http://www.cmu.edu/computing/security/>)

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## Introduction to Symantec Endpoint Protection

This document provides instructions on how to install, configure, and use Symantec Endpoint Protection. Symantec Endpoint Protection is a commercial anti-virus package distributed by Symantec Incorporated. It is the recommended anti-virus package for use at Carnegie Mellon. Computing Services has licensed Symantec Endpoint Protection for Windows Vista and XP, allowing it to be distributed free of charge to Carnegie Mellon students, faculty and staff only.

**Note:** It is illegal to give copies of the software to anyone not associated with Carnegie Mellon. It is illegal to take copies with you when your affiliation with Carnegie Mellon ends.

Symantec Endpoint Protection provides real-time protection to prevent, detect and remove potential threats to your computer. These threats include:

- Viruses
- Worms
- Trojan horses
- Spyware
- Adware

### Getting Help

In addition to the information provided in this document, you'll find assistance by using the extensive on-line help provided with the application.

If you still can't find the answer to your question, you can call the Help Center at 268-4357 or send mail to [Advisor \(mailto:advisor@andrew.cmu.edu\)](mailto:advisor@andrew.cmu.edu).

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# Download, Install, Uninstall Symantec Endpoint Protection

## Download and Install

Students, faculty and staff members can download Symantec Endpoint Protection from the Symantec software [download](http://www.cmu.edu/computing/software/all/symantec/download.html) (<http://www.cmu.edu/computing/software/all/symantec/download.html>) page. [Installation instructions](http://www.cmu.edu/computing/software/all/symantec/installation.html) (<http://www.cmu.edu/computing/software/all/symantec/installation.html>) are also available.

## Uninstall

You may want to UNINSTALL and REINSTALL your antivirus software if you:

- experience difficulty with your antivirus software
- have network connectivity issues with the antivirus software installed
- suspect that more than one antivirus software is installed and your computer is running slowly

For help with the uninstall/removal process, refer to the [Uninstall Antivirus](http://www.cmu.edu/computing/doc/security/clean-win/basic#uninstall.html) (<http://www.cmu.edu/computing/doc/security/clean-win/basic#uninstall.html>) section of the [Cleaning Windows](http://www.cmu.edu/computing/doc/security/clean-win/basic.html) (<http://www.cmu.edu/computing/doc/security/clean-win/basic.html>) document.

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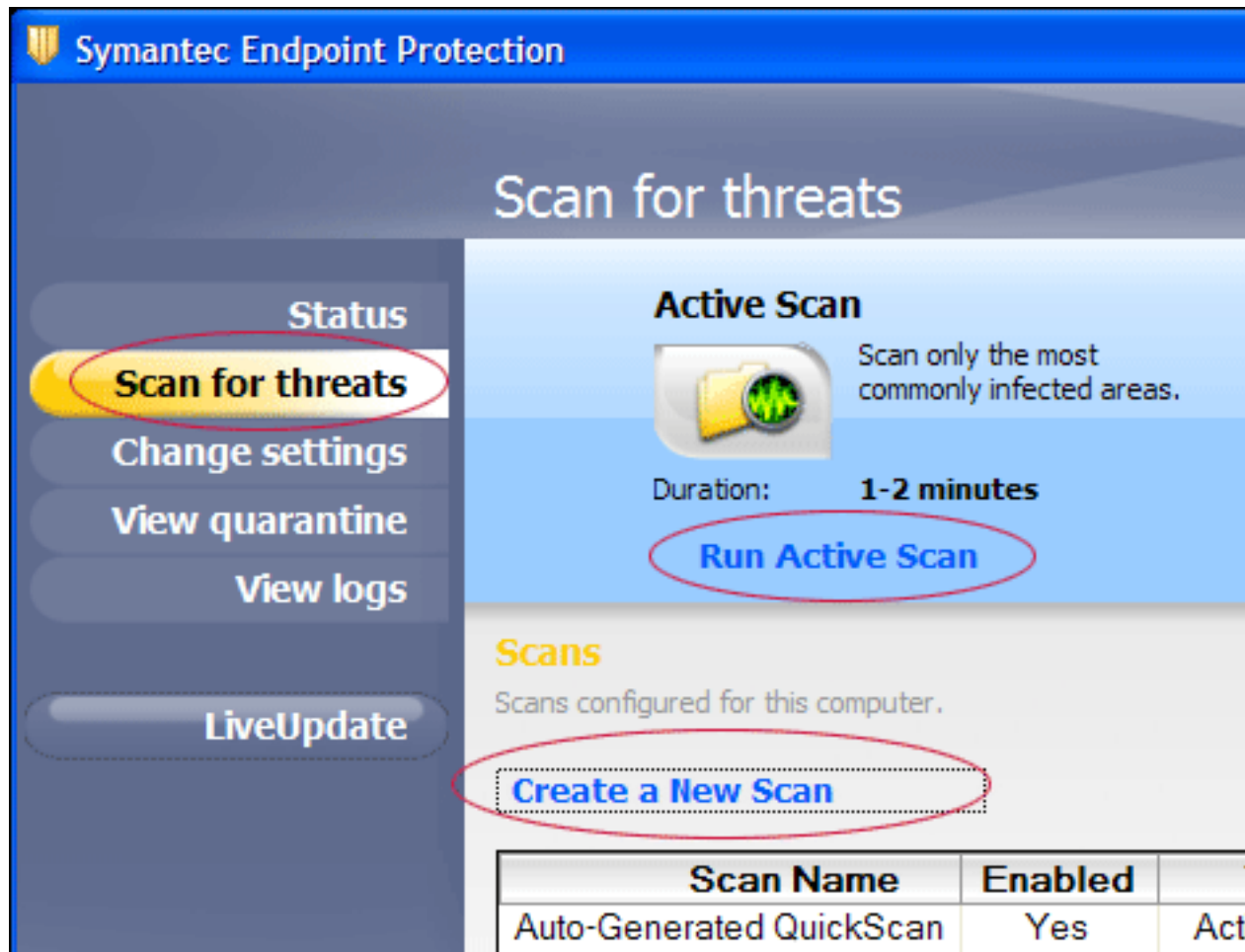
## Scan for Security Risks and Viruses

Symantec Endpoint Protection includes a number of different options for scanning your computer. These options are described within the Scan window; follow these steps:

1. Double-click the **Symantec shield** in the system tray. The Symantec Endpoint Protection window appears.



2. Select **Scan for**



Threats.

3. Select the type of scan you want to perform:

- **Run Active Scan** to scan only the most affected areas
- **Run Full Scan** to scan the entire computer
- **Create a New Scan** to create a specific type of scan, to be performed at a specific time and on specific files.

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## LiveUpdate and Your Definitions File

The team at Symantec continually works to track new virus and security risk information (e.g., spyware, adware). As new threats are detected, information about the virus or risk is stored as a "signature". These "signatures" are then saved in a definitions file. The definitions file is a list of the details needed to detect, remove and repair the effects of known viruses and risks. When Symantec Endpoint Protection scans your machine for possible threats, it is searching for symptoms that match one of the signatures in its definitions file.

Symantec updates the definitions files on the Security Response web site daily. These definitions files are made available at least weekly for automatic download via the LiveUpdate utility. It is up to you to keep the definitions file on your computer up to date. The installation of Symantec Endpoint Protection is automatically configured to run LiveUpdate on a daily basis.

**Note:** LiveUpdate requires Internet access.

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## Running LiveUpdate Manually

Use the following instructions to run LiveUpdate manually outside of the scheduled time. This might be useful when a new threat is announced and you don't want to wait for your next scheduled update to download the definitions file.

1. Double-click the **Symantec shield** in the system tray.
2. Select **LiveUpdate**.
3. Symantec Endpoint Protection connects to the LiveUpdate server and downloads the updated virus definition file. When the update is complete, a Virus Protection Updated window displays, click **Close**.

## Schedule LiveUpdates

By default, Symantec Endpoint Protection is set to run LiveUpdate daily. The default configuration schedules live update for noon, but you can schedule LiveUpdate to run at a time that you prefer. Just be sure that your computer is on and connected to the Internet.

1. Double-click the **Symantec shield** in the system tray.



2. The Symantec Endpoint Protection window appears. Select **Change settings**.
3. Next to **Client Management**, select **Configure Settings**.
4. Select the **Schedule Updates** tab.
5. Click the **Daily** radio button and enter the time in the **When** area.  
**Note:** Be sure to select a time of day when your computer will be ON and connected to the Internet.
6. Click **OK** to close the **Update Schedule** dialog box.

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