Dave Yost · Auditor of State

TO: ALL UAN Users

FROM: UAN Support

DATE: June 4, 2012

RE: Symantec Endpoint Protection 12.1 Install Instructions

This Install Disc will update Symantec Client Security 10.1 currently installed on your UAN PC to Symantec Endpoint Protection 12.1. This includes:

- Symantec Anti-virus
- Symantec Client Firewall (Renamed Network Threat Protection)
- Symantec Live Update packages.

PLEASE INSTALL THIS UPDATE IMMEDIATLEY.
All users on both versions of UAN software will need to have this update **installed by July 4, 2012** as the current version will no longer offer live anti-virus updates. This update may only be installed on the UAN Dell Optiplex 740 PC. Installing this update on any PC other than the UAN Dell Optiplex 740 will be in violation of software piracy laws. For users on version 2012.2 that currently use UAN on more than one computer, there should already be an anti-virus software package installed on the additional PCs.

Please allow at least 20 minutes to complete this update. The installation will require your attention due to the update requiring two separate restarts to be selected during the installation process. Please make sure that no other programs are opened as you may lose any unsaved work.

To apply this update, please follow the instructions below:

Note: *During this process you will periodically receive the message, "Symantec Anti Virus Corporate Edition is turned off. Click the balloon to fix the problem." Please ignore this message as the install is going through the process of uninstalling the old version of Symantec when these messages occur.*

___ (01) Close all open applications and return to the Desktop (Windows main screen).
Note: *It is important that no other applications are running.*

___ (02) Check the unlabeled side of the update CD for fingerprints or smudges.
Gently wipe the CD with a clean soft cloth if necessary.

___ (03) Press the CD button to eject the CD tray. Place the update CD into the tray, with the labeled side up. Press the CD button again to load the CD into the computer.

___ (04) The setup program will automatically execute shortly after the CD loads.

___ (05) A window will appear asking if you want to perform the Symantec Update. To start the installation, click **[Yes]**.

___ (06) A "Performing Symantec Update, Please Wait" message box will then appear for about 60 seconds.

___ (07) The following message box will be displayed: "The computer will restart now. Leave the disc in the drive. This install will continue after restarting." Click **[OK]** to restart and continue with the install.

___ (08) The restart time will be longer than normal and could take 5-10 minutes. A "Symantec Endpoint Protection Client Progress bar" will then appear for about 10 minutes.

Note: *If you have high speed internet connected at this time, the Install will automatically detect this and begin installing the latest Virus Definition files. This could take anywhere from 5 minutes to an hour depending on the speed of your connection.*

If you are not connected to the internet at this time, the install will attempt to download the live updates. You will receive the message, "Failed to Connect to the LiveUpdate Server." Ignore this message and continue with the install.

___ (09) Once the install has completed, another restart is necessary. A "Symantec Endpoint Protection" message box will display. Click **[Restart Now]** to restart your PC.

___ (10) Once the PC has been restarted, the install is complete.

Live Update Instructions

If you are using a high speed internet connection that is always on, the Program will automatically download the latest antivirus updates. To manually update the software, use the following instructions:

___ (01)   Click on the Symantec Endpoint Protection icon pictured below. It will be located on the bottom right portion of the screen by the time. This will open the Program.

___ (02)   Click **[LiveUpdate]** on the left side of the Symantec Endpoint Protection window. The program will the automatically download and install the latest updates.

Daily Scan Information

By default, a scan will run daily at 12:30pm. To change the time or the frequency of this scan, us the following instructions:

___ (01)   Click on the Symantec Endpoint Protection icon pictured below. It will be located on the bottom right portion of the screen by the time. This will open the Program.

___ (02)   Click **[Scan for Threats]** on the left side of the Symantec Endpoint Protection window. A window will open with a grid format listing the pre-programmed scans.

___ (03)   There will be two scans already setup in the program. They are 'Active Scan Upon Startup' and 'Scheduled Active Scan'. Double click on 'Scheduled Active Scan' in the grid.

___ (04)   In the Scheduled Active Scan Properties window, click on the Scan Schedule Tab. The following window will open:
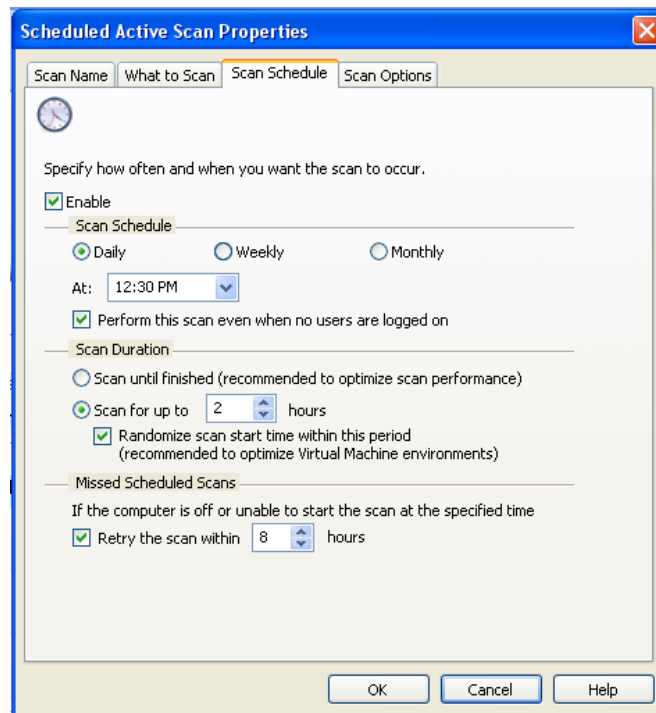
   (05)   You may make any changes to the window to determine the frequency or time of the virus scans. If you wish to disable automatic scans all together, uncheck the Enable Option. Once you are finished with your selections, click **[OK]**