

## Installing and Configuring Symantec Endpoint Protection

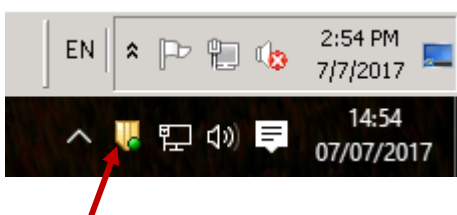
All new PCs set up by the IT Service Desk technicians have Symantec Endpoint Protection (SEP) installed and configured properly. However, even if your PC is relatively new, it is advisable to check from time to time that your SEP software is functioning correctly. If SEP is not installed or is not working properly, then you should immediately install or re-install the software (see below). Please contact the [IT Service Desk](#) if you require any assistance.

For full effectiveness, you should have an up-to-date version of SEP on your PC and a 'managed' SEP installation.

### Installing SEP

If your department has a Computing Officer, check what procedures they have in place regarding the installation and upkeep of anti-virus facilities. SEP CDs are available from the [IT Service Desk](#) in The McClay Library and will be given to any staff member who requests one. You must uninstall SEP before installing a new version. Installation is a simple process and full instructions are contained on the CD. The same CD can be used on any number of PCs . (Please **note** that different versions of the SEP CD are available for home and campus use – please ensure that you have the correct version).

### Checking the Installation



**Figure 1: SEP icon on Windows toolbar**

To check the details of your SEP installation double click on the gold shield icon in the bottom right of your taskbar, to the left of the clock. If the icon does not appear on the bottom right of your screen you may need to click on up arrow ^ to see it. Double clicking the icon opens up the screen below.



**Figure 2: SEP dialogue window**

From the **Help** button you will find troubleshooting information and you can check the version of SEP by clicking on **About**. Please check with the [IT Service Desk](#) that you are running the latest version.

There should be a green tick at the top of window indicating if your computer is protected. Below each option is the word “Definitions” followed by the date of the latest update. The updates should be downloaded automatically and the date shown should be within 1 week of the current date. If this is not the case, you can click the LiveUpdate button on the left of the window and get the latest definitions directly from Symantec. You may be prompted to restart your PC. The SEP shield in the task bar should now have a green dot, indicating it is up to date and active.

### **What do I do if I have a virus on my PC?**

If SEP detects an infected file on your PC then it will either repair the file or place it in a quarantine area.

- If it has quarantined the file, you can click on **View Quarantine** in SEP, select the file and click delete. This will permanently delete it.
- If the file has come via email from **any** source then you should contact the [IT Service Desk](#) and inform the sender if possible.