



LAUSD ITD Service Desk

How to Install Symantec 11 Endpoint on Microsoft Windows

(02/12/09)
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How to Download Symantec Endpoint Protection

Symantec Endpoint Protection Antivirus software is available for use on **Microsoft's Windows 2000/XP** operating system. However ITD has not officially approved Windows Vista for use on the District's network. Any problems resulting from the use of Symantec Endpoint Protection on Windows Vista is not supported by the Information Technology Division.

[Click Here for System Requirements.](#)

1. Launch Internet Explorer or Firefox browser.



2. Go <http://techsupport.lausd.net/> website. Move your mouse cursor over Self Support options and select **Antivirus** from the drop down menu.

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LAUSD ITD Technical Support
Service and Support for ITD Customers

| SERVICE REQUESTS | SELF HELP | SELF SUPPORT | HARDWARE | Quick Links |
|---|---|--|--|---|
| CSS - Customer Self-Service requests over the Internet ITD Service Desk - a listing of options on our phone menu | EMAIL/SSO account and password functions - Reset Forgotten Password , and Password and Profile Change District System Status ; ITD services - Service Catalog ; and remote access to District apps - LAUSDnet Dial-up | EMAIL Setup - instructions for common email clients; Microsoft - OS and Office resources; Apple - OS and application resources; Anti-Virus - downloads and other resources available for virus and malicious software issues | Computer equipment vendors include: Apple, Arey Jones, Dell, Gateway, HP, IBM, Lenovo, and Lexmark. Other hardware handled by ITD, such as phones, PA systems, etc. select Other. | Customer Self-Service CSS is a way for you to avoid waiting on hold to open many service requests. Help us, help you. Please provide complete information in your requests... LAUSD Single Sign-On Self Service Console Customer can activate their SSO/Email account, reset a forgotten password, change their password or profile at this site. New Employees Start Here If you are a new employee, come to this page to see how to get your SSO/EMAIL account activated. Other helpful hints |

Welcome to the New ITD Technical Support Site

As with many areas in the District, ITD has been asked to "do more" with less. This new support site is one of the ways we are working to do that while also working on making this site easier to navigate.

The 4 boxes above, when you place your mouse pointer over them, provide a menu of our support pages. Included in these pages are several self service and self support options.

We know that technology is important at our schools. Our goal is to provide the

CALL 3-241-LA00 (5200)

Click on the picture above for a listing of support options available and the applicable menu selection to reach that option.

3. Click on the [Microsoft Windows 2000/XP](#) link under the Antivirus Software section.

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ITD Technical Support

Service and Support for ITD Customers

LAUSD Antivirus Information

Helpful Information

Message from the CIO

In May 2008, Tony Tortorice, LAUSD CIO issued an alert letter that addressed a critical degradation of network service caused by a form of PC virus. Read the letter here: [CIO's Antivirus Letter](#)

Resources

Software Installation Guides

Attention: SSIS Users and Administrators. Do not install this updated version of Symantec Anti-virus on workstations used for Report Card printing and have TI-810 or 880 printers attached. Also, schools should not install this software on their SSIS server. To have this software installed by an ITD technician on these computers, please contact the ITD Service Desk at 213-241-5200 or use our Customer Self-Service link to the left.

Please review the software installation instructions provided in these guides:

Windows OS

[Microsoft Windows](#)

Mac OS

[Apple Macintosh OS X 10.5 & 10.4.11](#)
[Apple Macintosh OS X 10.3 & 10.4.10 and below](#)
[Apple Macintosh OS X 10.1 & 10.2 \(NAV9\) - Software install](#)
[Apple Macintosh OS X 10.1 & 10.2 \(NAV9\) - Patch Instructions](#)

Antivirus Software

LAUSD has licensed Norton Anti-Virus Corporate edition for use on District computers. To install this software on your District computer, choose your Operating System version from the list below:

Windows OS - Symantec Endpoint Protection anti-virus software is available for use on Microsoft's Windows Vista operating system. However, the Information Technology Department has not officially approved Windows Vista for use on the District's network. Any problems resulting from the use of Symantec Endpoint Protection anti-virus on Windows Vista is not supported by the Information Technology Division.

[Microsoft Windows 2000/XP](#) Automatic Installation. (If your computer has a version of NAV prior to 8.0, that version must be removed prior to installing this version.)

Mac OS

4. If prompted to run or save file, select **Save**.

File Download - Security Warning

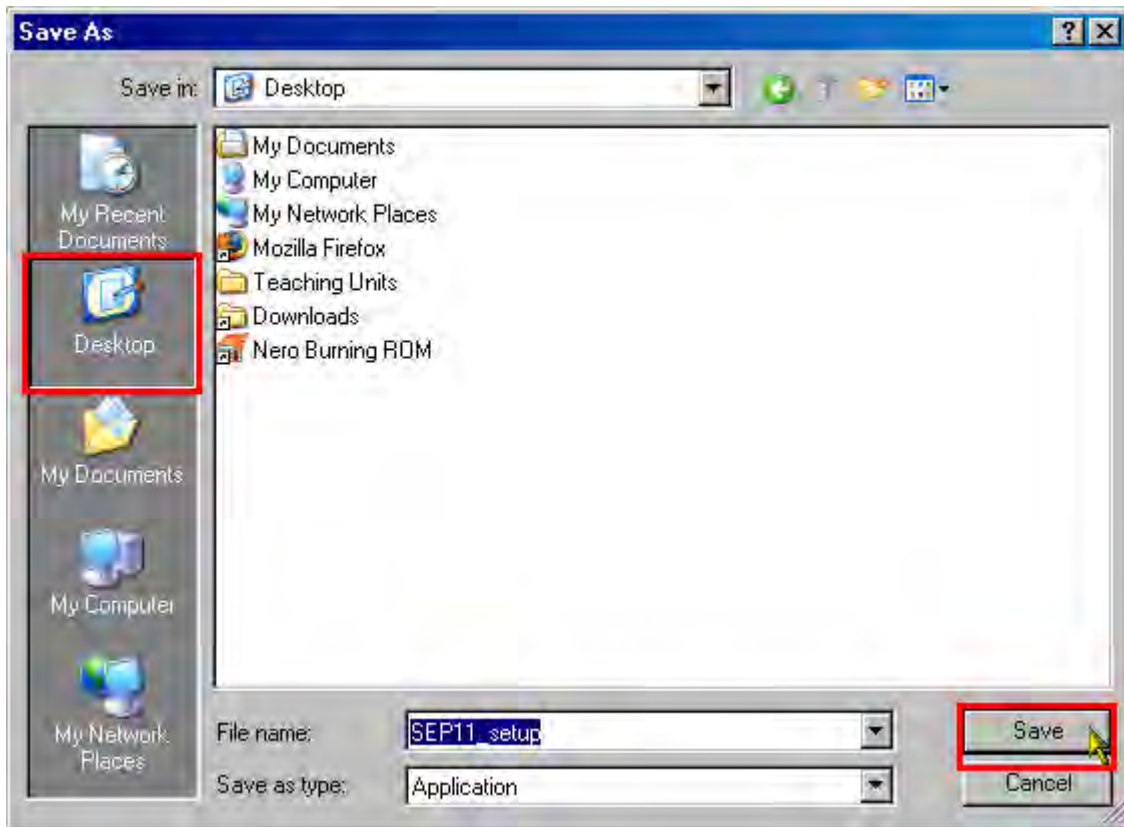
Do you want to run or save this file?

Name: SEP11_setup.exe
Type: Application, 71.2MB
From: sav2pa-v.lausd.net

Run Save Cancel

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. [What's the risk?](#)

5. Select **Desktop** as the location and then click on **Save**.



6. Once download is complete, **SEP11_setup** icon will appear on your Windows desktop.



Installing Symantec Endpoint Protection

The Symantec Installer is completely automated and will not prompt you to select any settings once started. **Before you begin the installation please closed all running applications** and make sure you are logged in under lausd_administrator. During the install Symantec will remove any previous versions. Once new version is running it will automatically run Live Update to provide the latest virus/spyware protection. The install process can take 10-15 minutes to complete. **Do not make any system changes or launch any applications.** Simply sit back and let the installer do all the work.

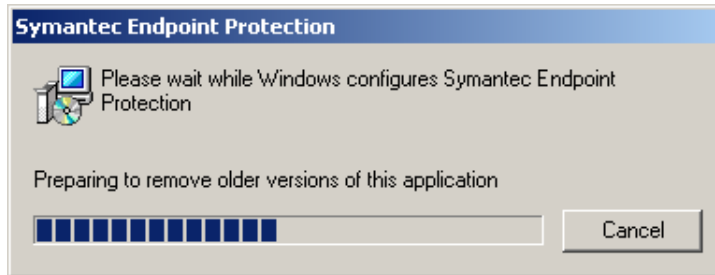
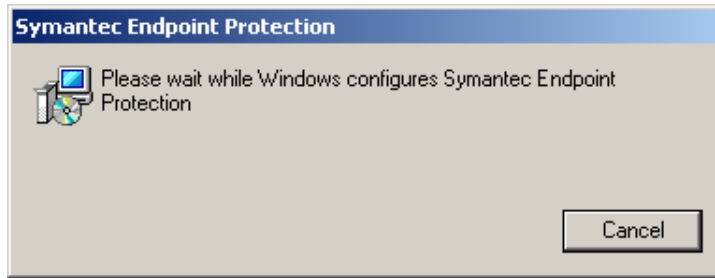
1. Double click on the **SEP11_setup.exe** file on your desktop.



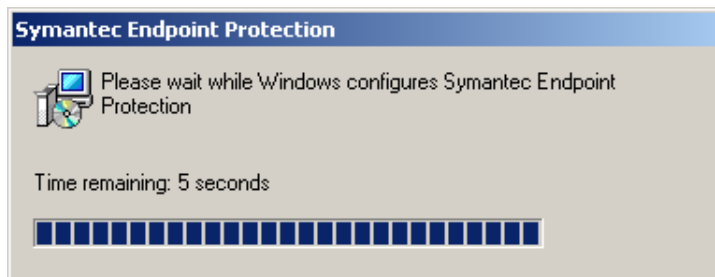
2. "The publisher could not be verified" security window will come up. Make sure you select **Run** or the software will not install.



3. Symantec Endpoint Install process:



Installer will remove previous versions of Symantec



Symantec 11 will be installed and configured

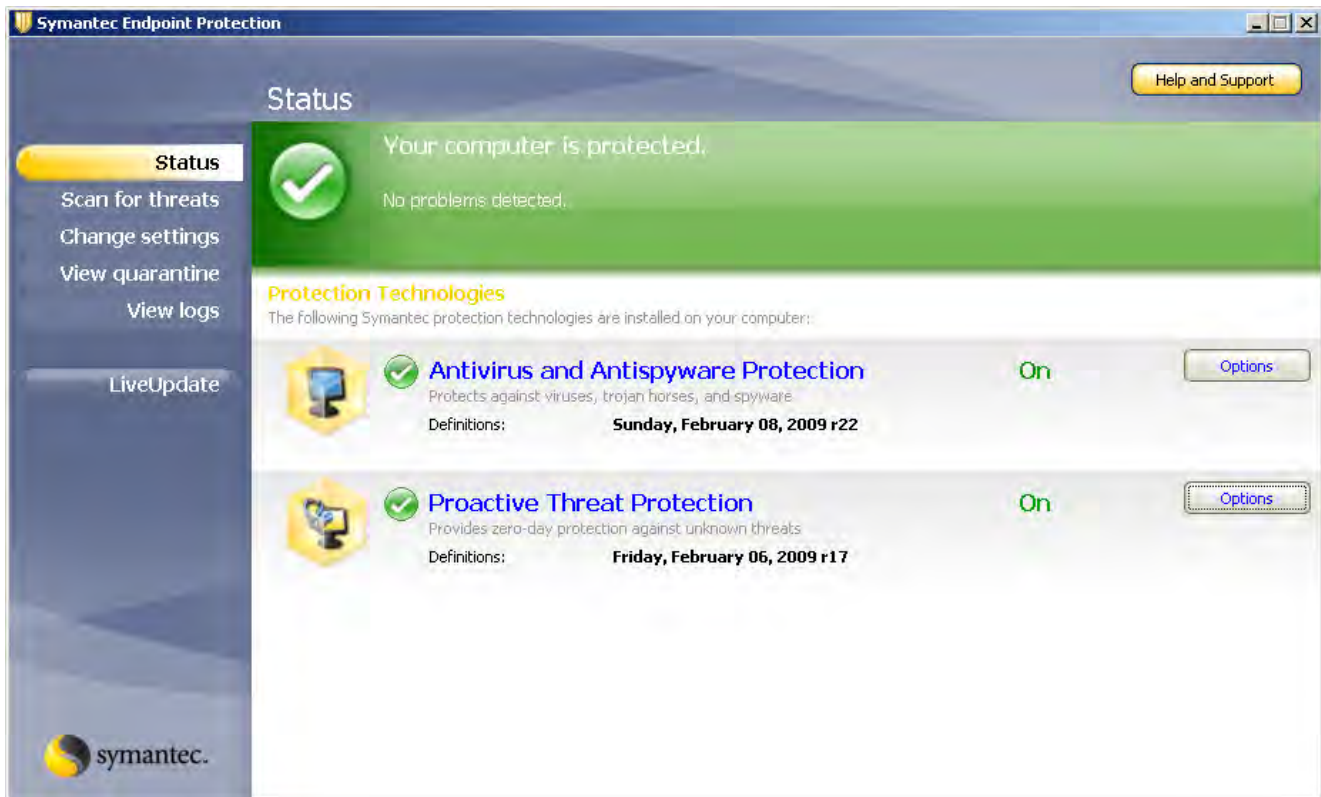


Once Symantec Endpoint 11 is installed it will launch LiveUpdate. LiveUpdate will provide the latest software updates, virus and spyware definitions.

4. After installation is complete you will notice the new Symantec Endpoint 11 icon in the bottom right hand corner. Double click on this icon to launch the application.



5. Symantec Endpoint 11 interface:



If you have any questions regarding this document, please call the ITD Service Desk at [213-241-5200](tel:213-241-5200) press menu option 6 then sub-menu option 1 for assistance or visit <http://techsupport.lausd.net> for other support options.

How to Backup your Personal Files:

Microsoft Windows XP Backup Made Easy

Microsoft Backup Utility for Windows (Comes built in to Windows)

http://www.microsoft.com/windowsxp/using/setup/learnmore/bott_03july14.mspx

Comodo BackUp

Automatic file backup and recovery for Windows XP and 2000.

<http://backup.comodo.com/>