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IMSA Symantec Endpoint Protection Client

Installation instructions for Windows OS

Note: If you already have an Anti-Virus application installed on your computer, you will have to uninstall it prior to completing this installation procedure.

Table of Contents

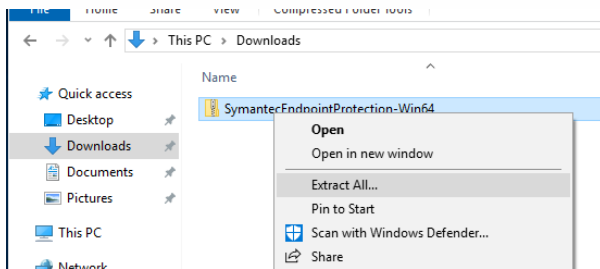
<i>Downloading the installation file</i>	2
<i>Installing IMSA's release of Symantec Endpoint Protection Client</i>	2
<i>Once the computer reboots</i>	3
<i>Troubleshooting Installation Issues</i>	4
Error: Error opening installation log file. Verify that the specified file exists and is writable	4
Work around:	4

Downloading the installation file

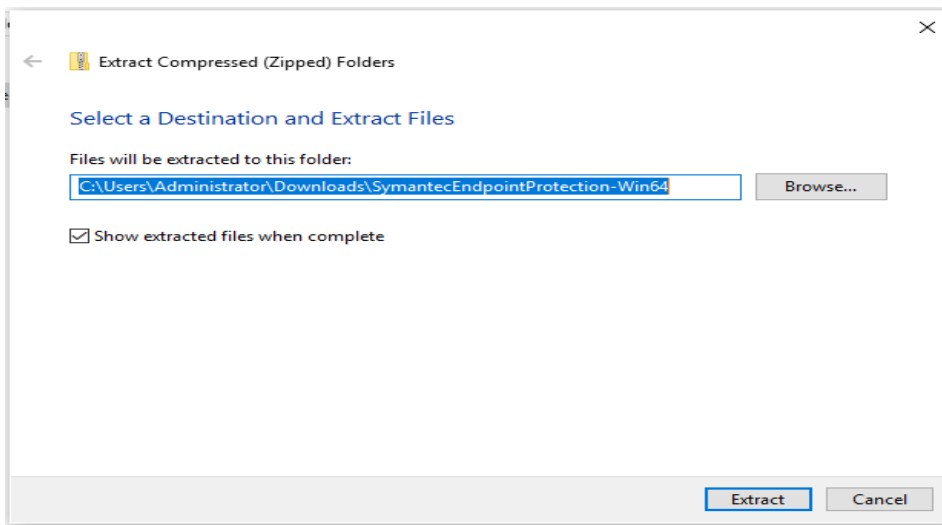
- Go to <https://sites.imsa.edu/scs>
- Click on the download link for the Installation/Setup for Windows OS
- Download the file to your Downloads folder on your Windows computer

Installing IMSA's release of Symantec Endpoint Protection Client

- Go to your downloads folder and open it so you can see the contents
- Find and right-click on the downloaded file and select Extract All from the pop-up menu

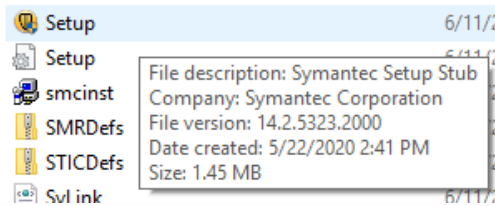


- Click Extract to accept the default extract location. Note the location, as you will need it in the next step.

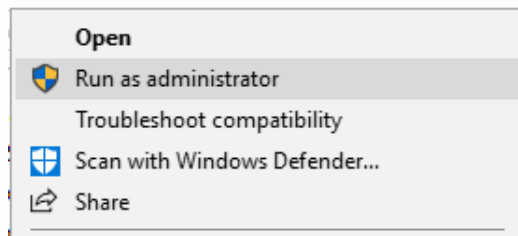


- Navigate to the location noted above and double-click on the directory/folder to open it.
 - A windows may automatically open to this location, depending on your Windows OS configuration.
- Double-click on the folder called SymantecEndpointProtection _Win64

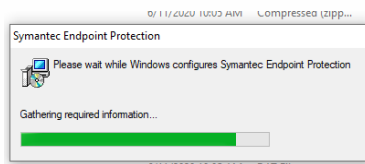
- Find and Right-Click on Setup or Setup.exe.



- Select Run as Administrator from the pop-up menu that appears



- The Symantec installation program will perform the installation with minimal interaction from you. When completed the installer will close and Windows may display messages concerning the Antivirus definitions being out of date.



- The virus definitions will update automatically as long as you have a working Internet connection.
- Wait about 5 minutes and then reboot your computer to complete the installation.

Once the computer reboots

- As long as you have an Internet connection the Symantec Endpoint Protection client will communicate with IMSA central server and keep your computer's virus protection up-to-date.
- You can now remove the installation files from your download folder

Troubleshooting Installation Issues

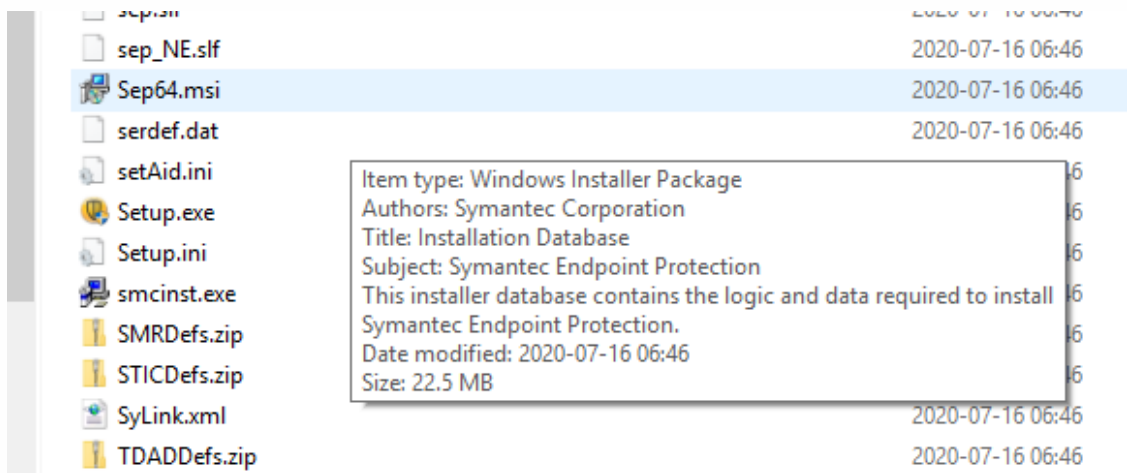
To obtain help with any issues you encounter during the installation of this software, please email your issue to helpdesk@imsa.edu. Please use your, the student's, IMSA email account

Error: Error opening installation log file. Verify that the specified file exists and is writable.

A few students have reported this issue when they try and run the Setup.exe as instructed above. Based on current research and available information this appears to be a problem with the student's computer. Either a configuration problem or a corrupted operating system. Running the Setup.exe file as instructed above should provide the necessary access rights so an error of this type is never displayed. Please follow the work around documented below:

Work around:

1. Instead of running Setup.exe file as documented above, double-click the Sep64.msi file instead.



2. Respond to all prompts as instructed above or take the default option(s) as displayed on your screen.