

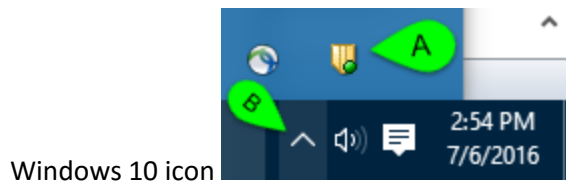
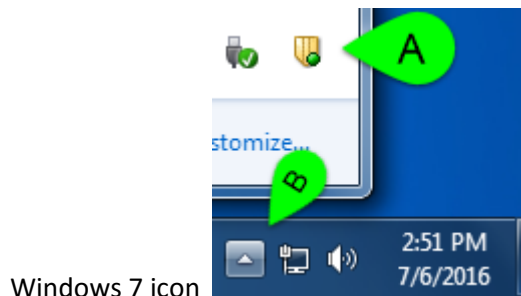
There is a major security flaw in the last version of Symantec Endpoint Protection (SEP) which needs to be addressed as quickly as possible. To help keep all of our College systems safe and secure, we have already started updating all of the College of the Liberal Arts computers to the latest patched version of SEP.

Most of you will not need to do anything beyond verifying that your computers have the latest and most secure version of SEP for your own peace of mind.

Below you will find instructions for how to determine if your computer is at the correct version of SEP depending on if it is a Windows system or an Apple system. Steps to take if your system is not up to date and finally, instructions on how to download the latest version of SEP for any personal computer on which you are taking advantage of the University site licensing.

How can I find my version of Symantec on Windows?

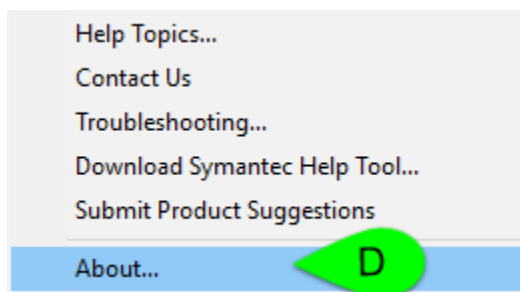
- After you have logged into your computer, you will need to look for the Symantec icon in the taskbar. This is usually to the left of the time, and the icon looks like a small yellow/gold shield (A). If you do not see the icon directly on the taskbar look for a little arrow icon that will show you additional icons (B).



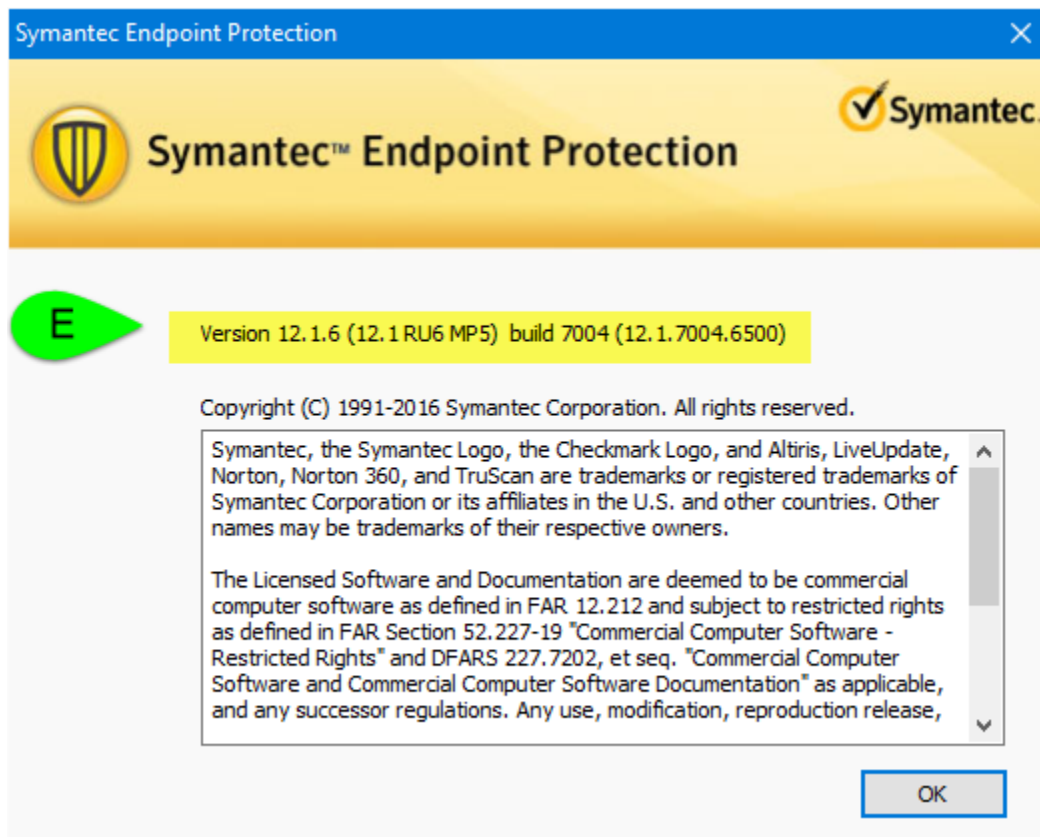
- Right-click on the SEP icon and select **“Open Symantec Endpoint Protection”**
- You should see a screen that looks similar to the one below. Click on Help (C), which can be found at the top right of that window.



- From the Help menu, select “About...” (D)



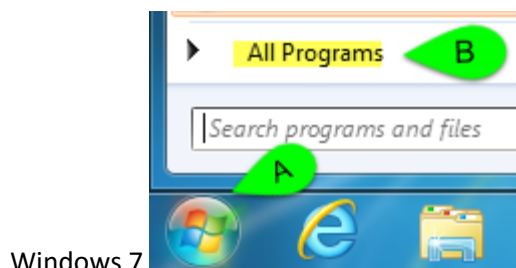
- The “About...” option will bring up another window that will tell you the version of SEP. For your system to be secure it should show the version as 12.1.6 (12.1 RU6 MP5) with a minimum build of at least 7004. You can refer to the screenshot below for reference.



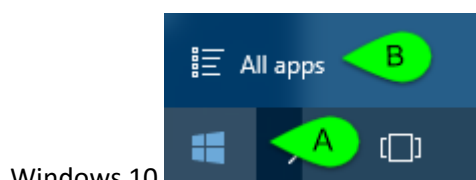
- If your SEP is that version or higher, you are secure and can go ahead and close all of those open windows. You have nothing further to do for this system.

What do I do if my Windows SEP is not at the patched version or not installed?

- If your Windows system is at a lower version of SEP than what is secure or if it is not installed at all, you should first look to see if there is an available installation in Software Center.
- Click on the Start Button (A) and choose "All Programs" (B)

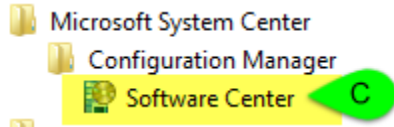


Windows 7





Windows 10

- Find the folder labeled “**Microsoft System Center**”, open that folder and drill down until you find the application named Software Center



- Open Software Center and scroll through the list of available applications. By default, the applications are listed alphabetically. You should see an SEP listing like one of the four options below depending on your operating system and domain configuration.
 - **Symantec Endpoint Protection 12.1.7004.6500 x64 unmanaged**
 - **Symantec Endpoint Protection 12.1.7004.6500 x64 domain**
 - **Symantec Endpoint Protection 12.1.7004.6500 x32 unmanaged**
 - **Symantec Endpoint Protection 12.1.7004.6500 x32 domain**
- Select whichever option you see listed and then click on the Install button which can be found at the bottom right hand side of the Software Center window. This will begin the download and installation of SEP.
- Once the installation is complete you will see it listed as installed (D) like in the screen shot below.

NAME	TYPE	PUBLISHER	AVAILABLE AFTER	STATUS
 Symantec Endpoint Protection 12.1.7004.6500 x64 domain	Application	Symantec	7/1/2016	 Installed

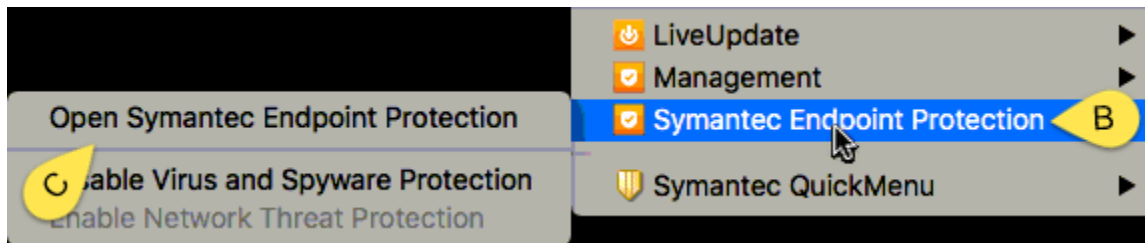
- You should be prompted to reboot your computer to finish the installation. Please reboot your computer to finish the installation and secure your computer.
- After your computer comes back up from the reboot, you can then go through the verify steps again to verify that everything is as it should be.
- If the installation status shows Failed instead of Installed, or you do not see any of the SEP advertisements in Software Center, or you do not have Software Center, or something else is amiss with your system and preventing it from updating SEP; immediately contact support and someone will assist you with troubleshooting the problems on your computer so that we can get it to the correct patched and secure state. When contacting support be certain to indicate that your SEP is not up to date and is failing to update remotely.

How can I find my version of Symantec on Apple?

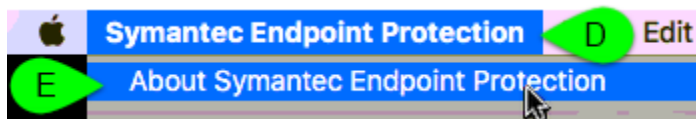
- After you have logged into your computer, you will need to look for the Symantec icon in the menu bar. This is usually to the left of the time, and the icon looks like a small yellow/gold shield (A).



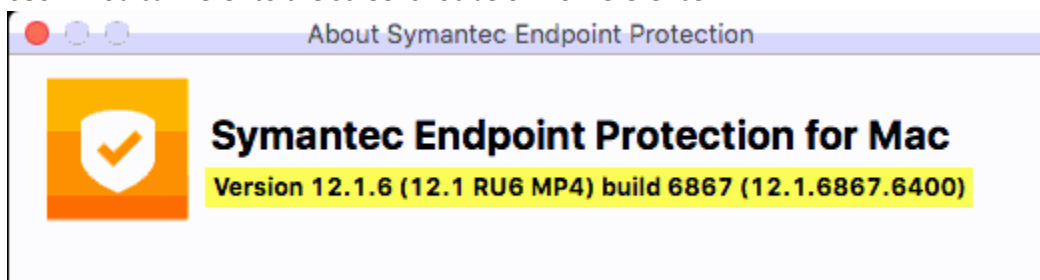
- Left-click on the SEP icon, to open the SEP menu. Select the “**Symantec Endpoint Protection**” (B) option and select “**Open Symantec Endpoint Protection**” (C) from that sub-menu.



- Once SEP is open, you should see the SEP context menu options next to the Apple in the top left of the menu bar.
- Click on Symantec Endpoint Protection (D) and then select “About Symantec Endpoint Protection” (E).



- This will bring up the “About Symantec Endpoint Protection” window which will tell you the version of SEP. For your system to be secure it should show the version as 12.1.6 (12.1 RU6 MP4) with a minimum build of at least 6867. You can refer to the screenshot below for reference.



- If your SEP is that version or higher, you are secure and can go ahead and close all of those open windows. You have nothing further to do for this system.

What do I do if my Apple SEP is not at the patched version or not installed?

- If your Apple system is at a lower version of SEP than what is secure or if it is not installed at all, you should first look to see if there is an available installation in Self Service.
- Click on Go and select Applications.
- Launch the application named “Self Service”



- Sign in to Self Service with your CLA credentials. You will need to be on a wired or wireless network. If you do not have SEP installed at all, you will find it listed under the category named “Install New Software”, if your SEP

is installed but not at the correct version you will find it listed under “Patch Existing Software”. The installer will be named one of the following depending on if your computer is in the domain and if SEP is already installed

- **Install Symantec Endpoint Protection 12.1.6867.6400 - Domain**
 - **Install Symantec Endpoint Protection 12.1.6867.6400 - Non-Domain**
 - **Patch Symantec Endpoint Protection 12.1.6867.6400 - Domain**
 - **Patch Symantec Endpoint Protection 12.1.6867.6400 - NonDomain**
- Select whichever option you see listed to install or patch the application. This will begin the download and installation of SEP.
 - Once the installation is complete you will be prompted to reboot your computer to finish the installation. Please reboot your computer to finish the installation and secure your computer.
 - After your computer comes back up from the reboot, you can then go through the verify steps again to verify that everything is as it should be.
 - If the installation fails, or you do not see any of the SEP advertisements in Self Service, or you do not have Self Service, or something else is amiss with your system and preventing it from updating SEP; immediately contact support and someone will assist you with troubleshooting the problems on your computer so that we can get it to the correct patched and secure state. When contacting support be certain to indicate that your SEP is not up to date and is failing to update remotely.

How do I tell if I need to update my personal installation of SEP?

- Follow the steps listed above on your personal computer to verify the version of SEP or if it is installed. If it is not at the correct version or not installed, and you would like to install it on one personally owned system follow these steps:
- Open a web browser and go to <https://downloads.its.psu.edu>
- Sign in through web access and duo
- Under the heading of Virus Detection/Spyware Tools you will find a listing for Symantec AntiVirus. Use the link for your operating system.



Virus Detection/Spyware Tools

Symantec AntiVirus

Windows

Macintosh

Unix/Linux

- Both the Windows and the Macintosh links will take you to a page with further choices depending upon your particular operating system.
- Download and install the version that is appropriate for your operating system following the prompts to select configuration settings as you prefer.