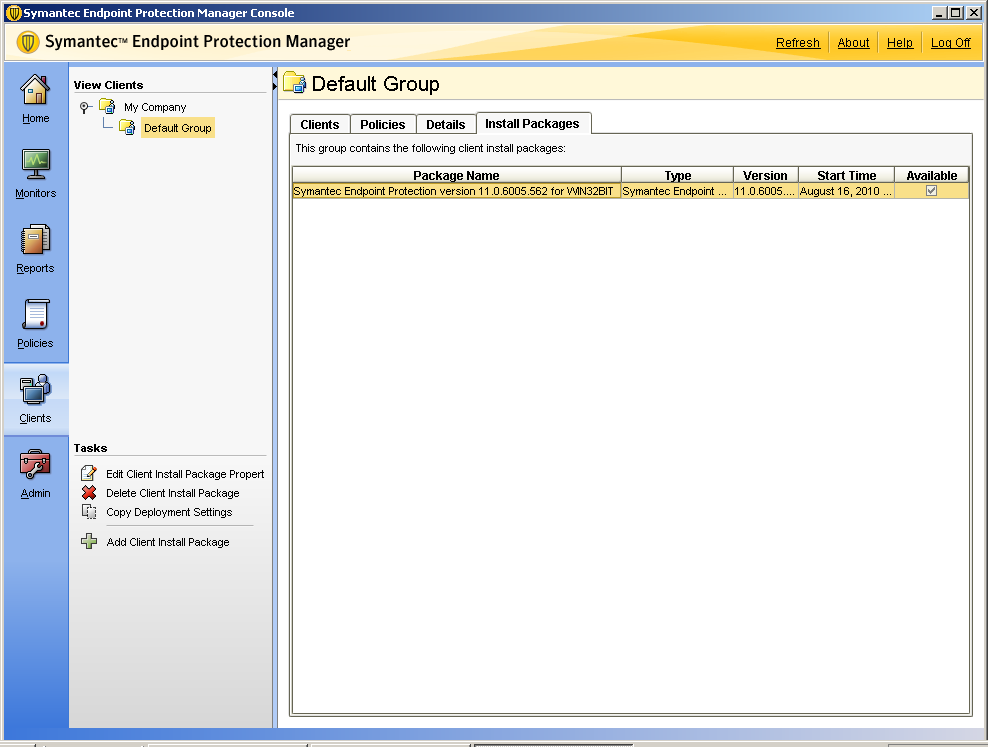
**Up gradation of SEPM from 11.0.X to 12.1:**

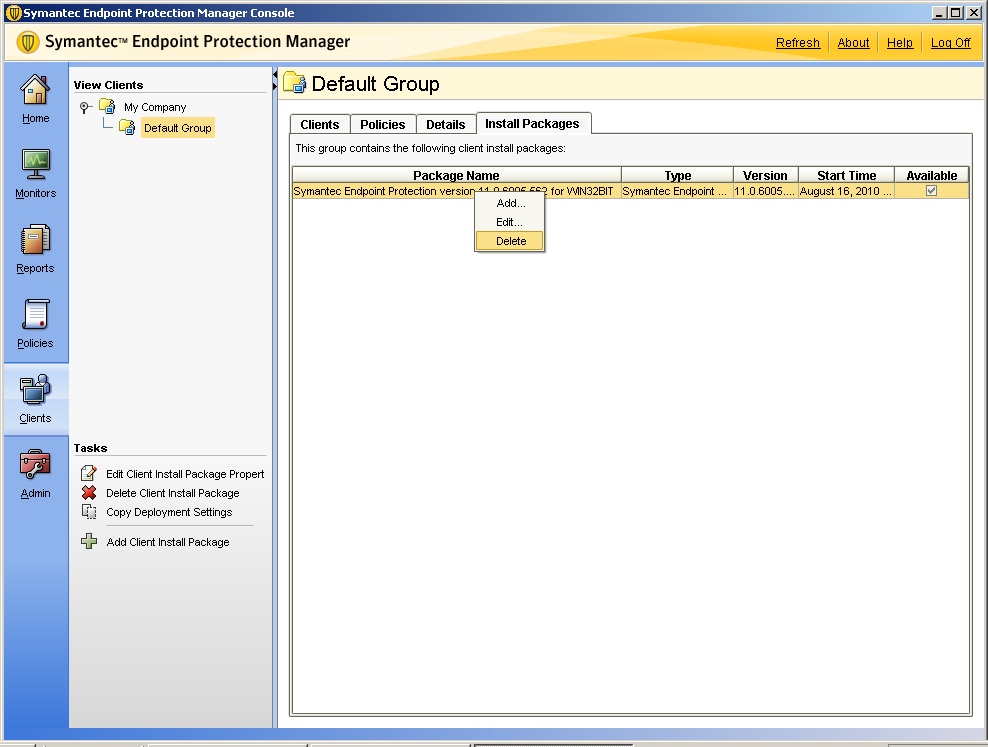
**Prepared by :Mohankumar**

**Technical Executive**

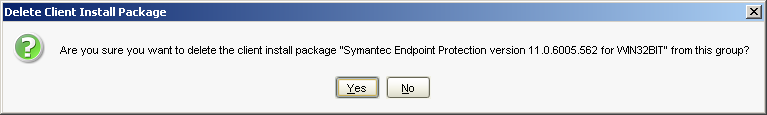
**STEP 1: Login into the SEPM and Disable the auto up gradation of the SEP client package.**

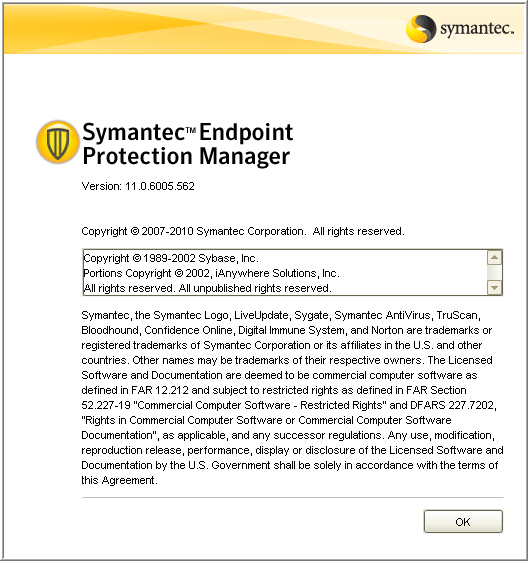


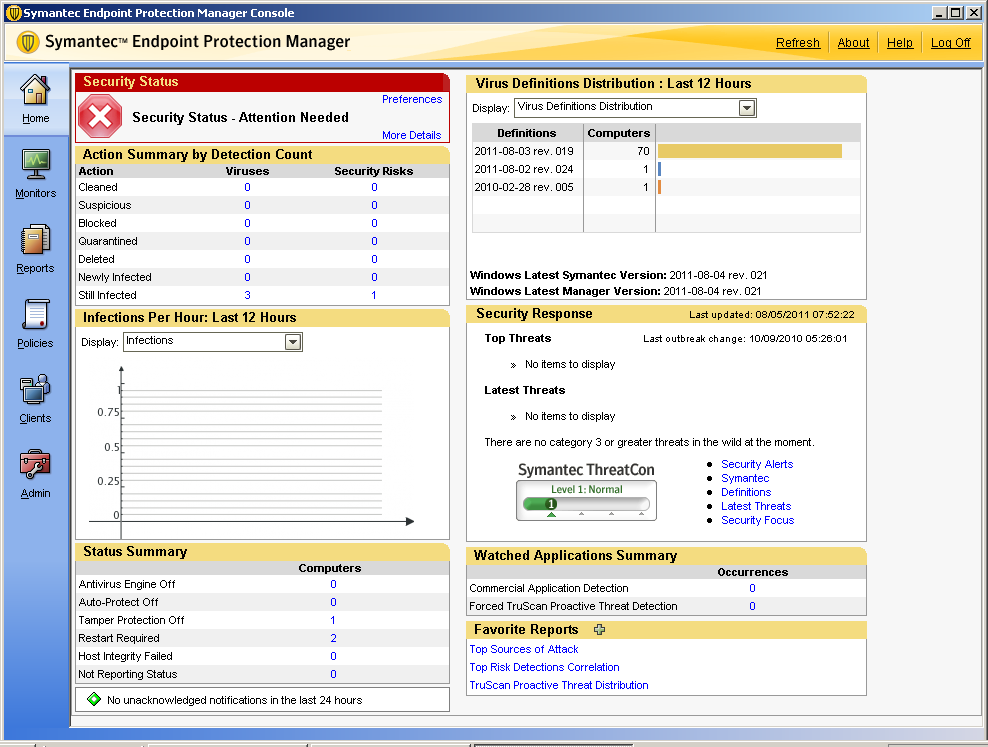
**Clients Tab ->** Select the group-> on the right hand as shown in the snapshot **-> Install packages**



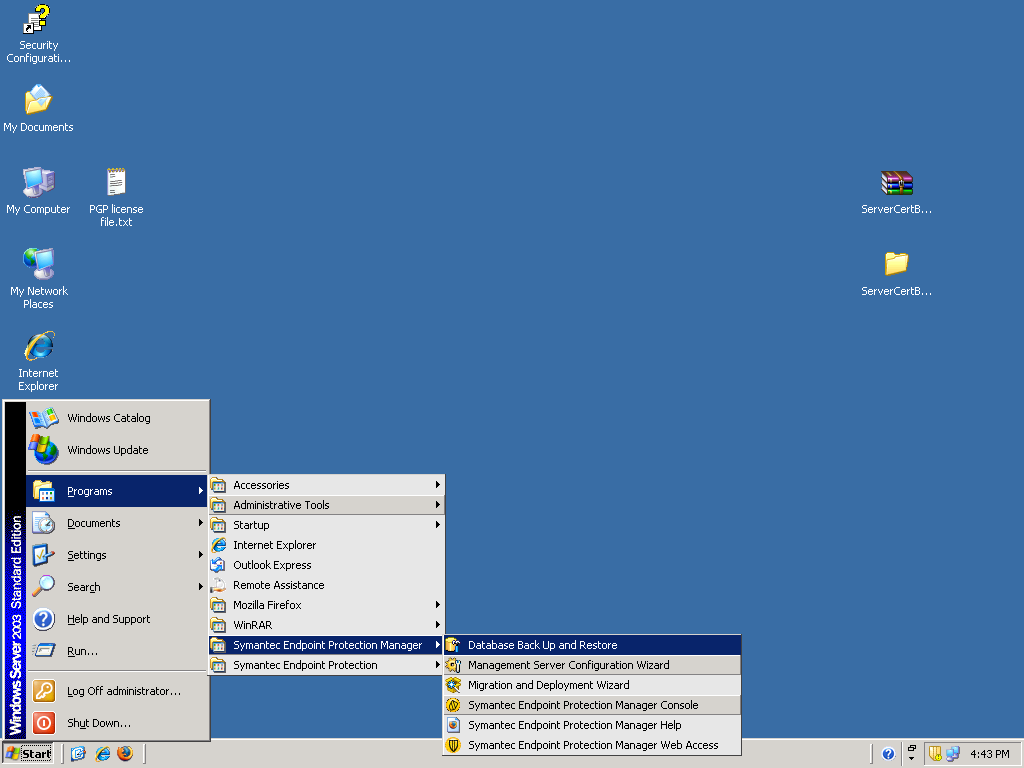
Select the existing Install package and right click and **Delete** it.







**STEP 2**: Now take a fresh **BACKUP** of the **database** of the **SEPM**.

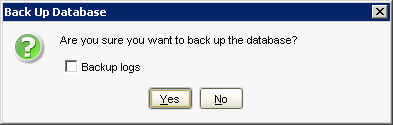


Select **Database Backup and Restore tool**



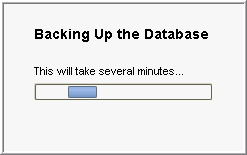
Now Select **Backup** option.

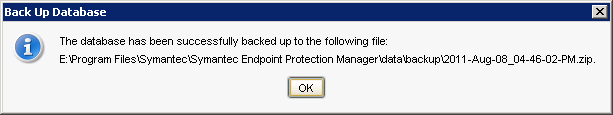
If you like to take Backup of the SEPM logs then you can put a check mark and click on YES.



Then the tool starts taking backup and stores in the below location

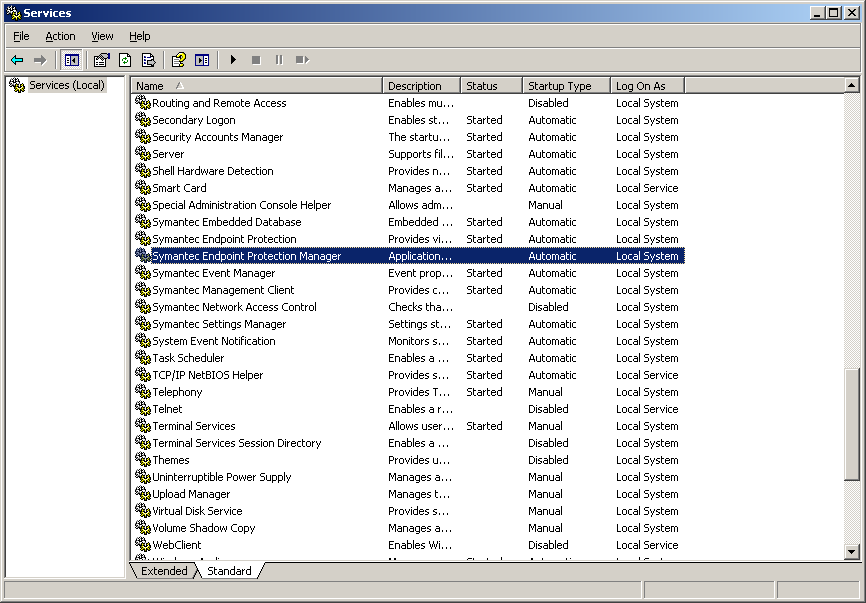
**X:\Program Files\Symantec\Symantec Endpoint Protection Manager\data\backup**





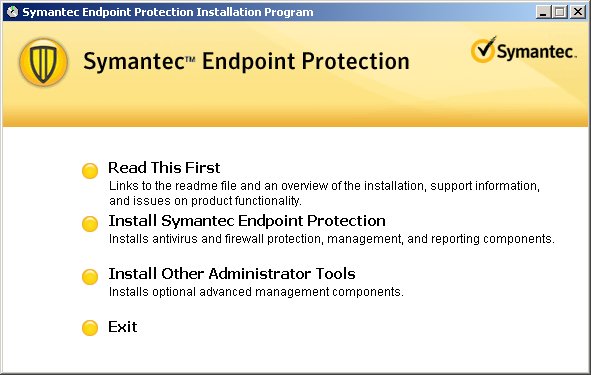
Backup is done you see this above message after it is completed.

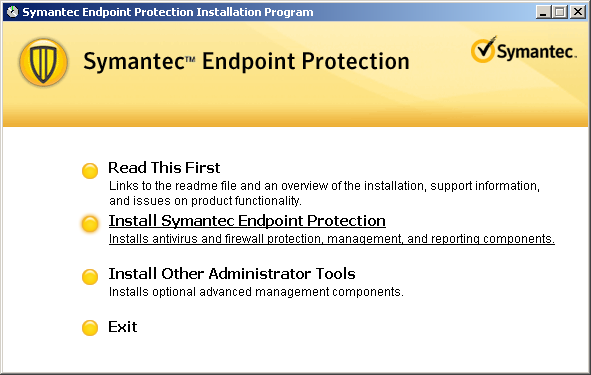
Later go the services window and select the **Symantec Endpoint protection Manager** Service and **STOP** the service and close the window.



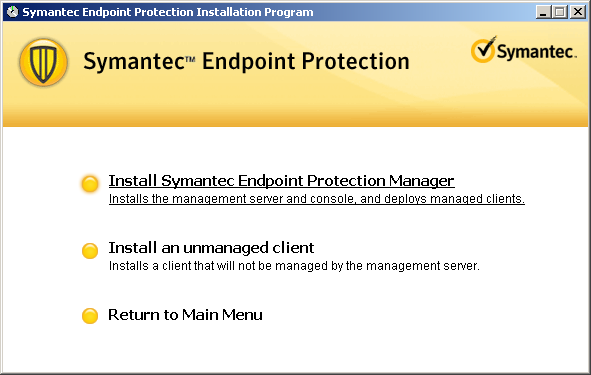
**STEP 3: Start the setup to upgrade SEPM 12.1**

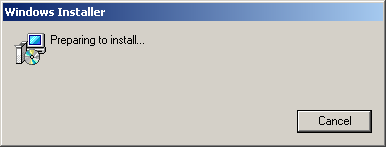
**Symantec\_Endpoint\_Protection\_12.1.671.4971\_Xplat\_EN\_DVD/ Setup.exe**

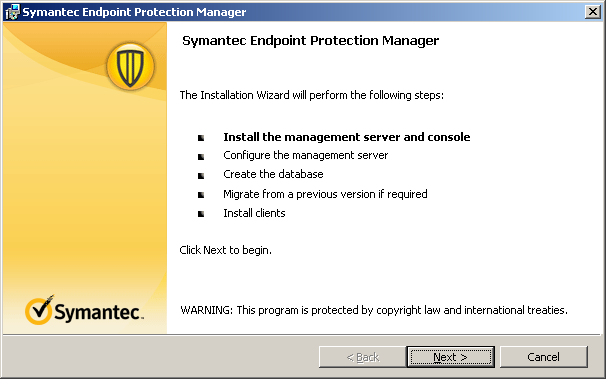




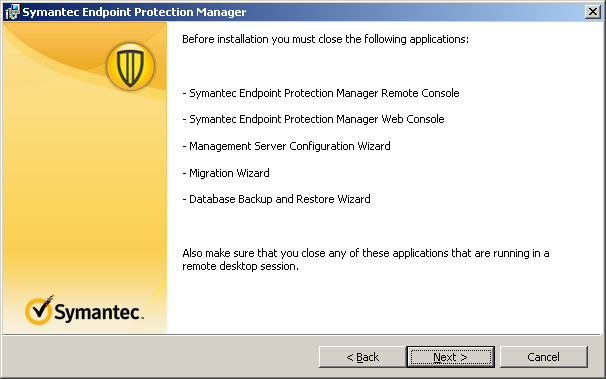
Select the Install **Symantec Endpoint protection .**which will allow you to start up gradation or a fresh Installation







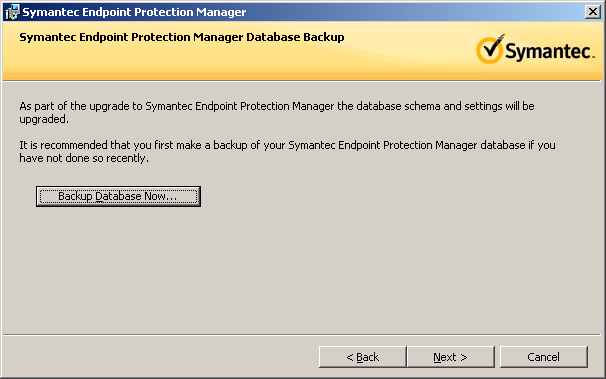
Click on **NEXT**



Click on **NEXT**

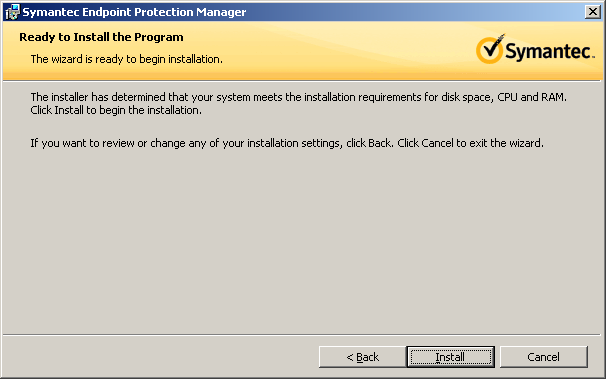


Select I accept and Click on **NEXT**

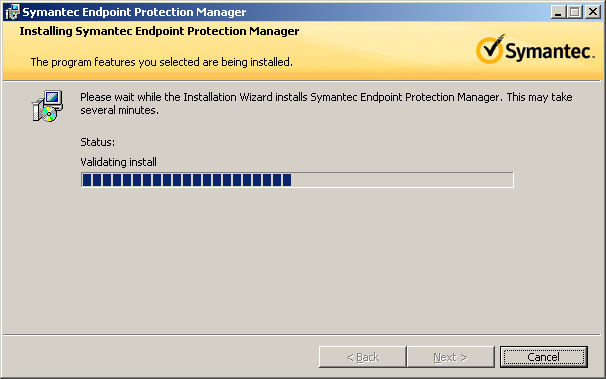


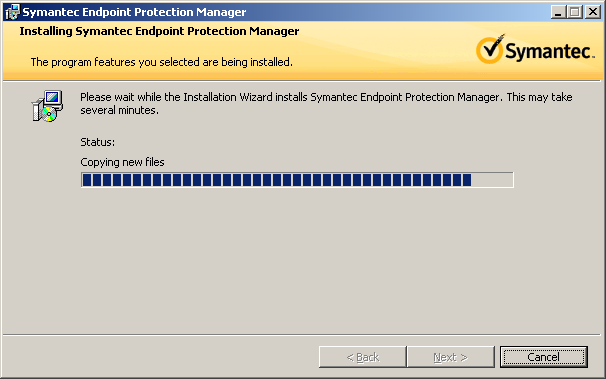
If you have not taken Backup then it will prompt you to take Backup at this point of the time.

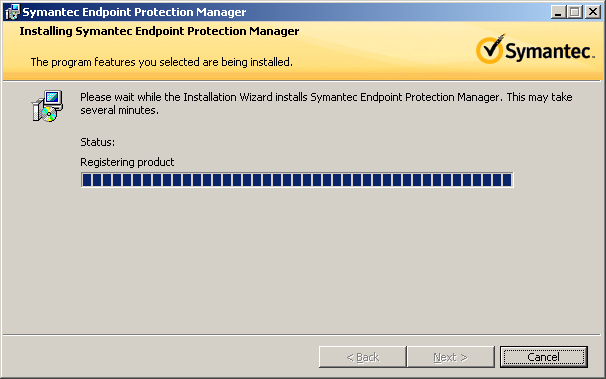
If not you can Click on **NEXT**

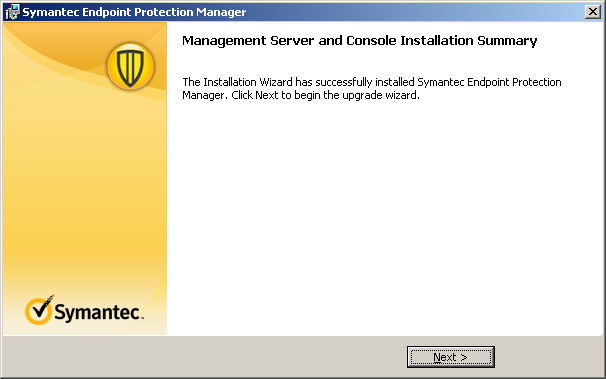


Click on **Install**

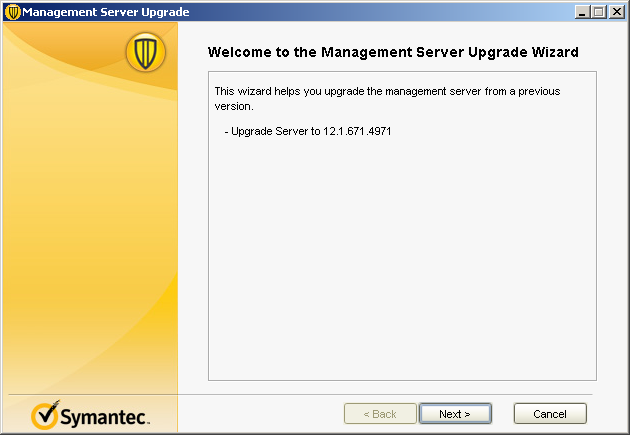




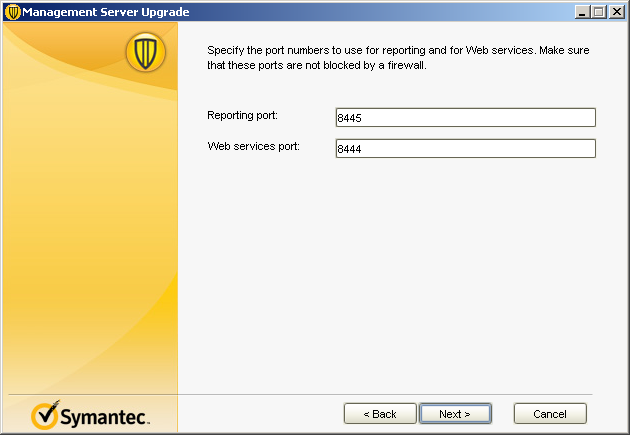




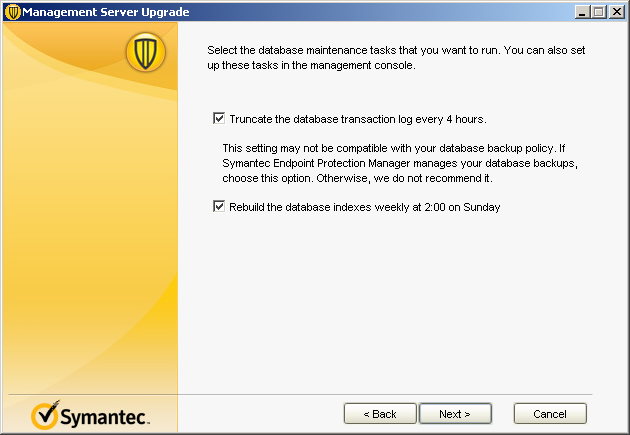
Click on **NEXT**



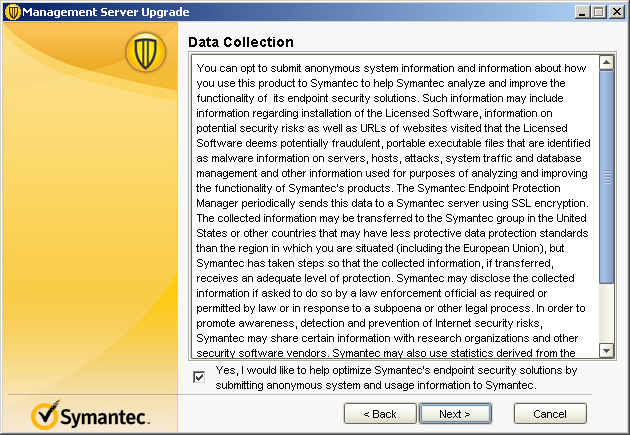
Click on **NEXT**



Click on **NEXT**

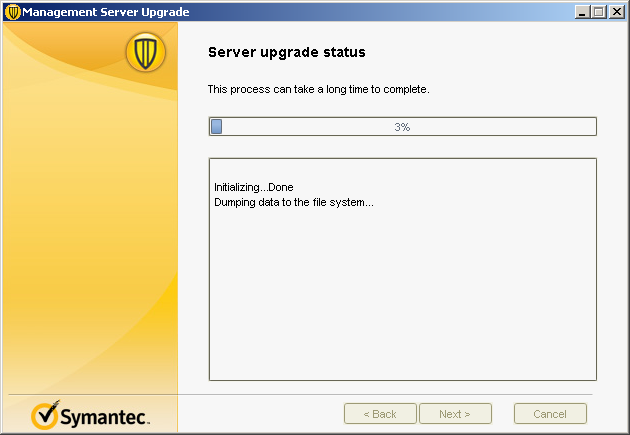


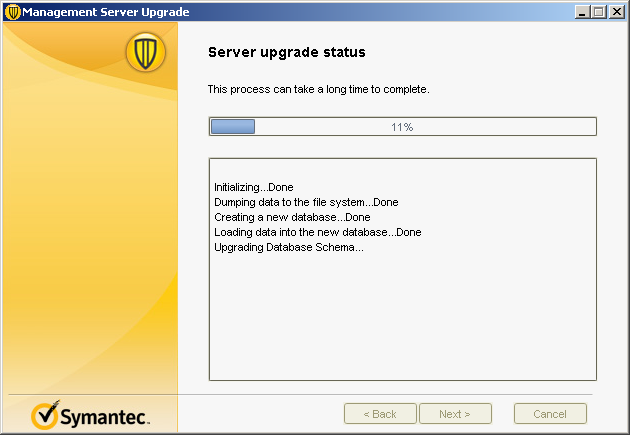
Click on **NEXT**

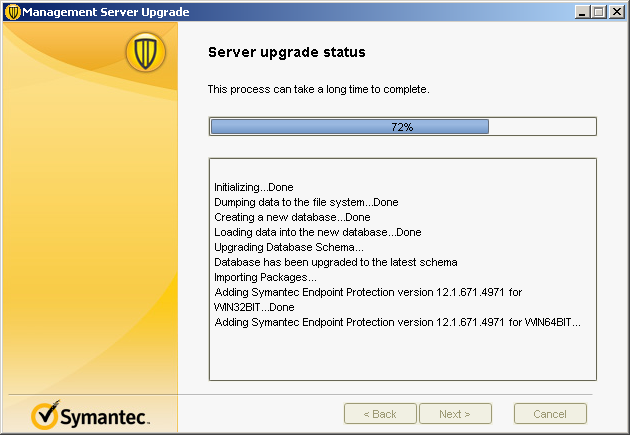


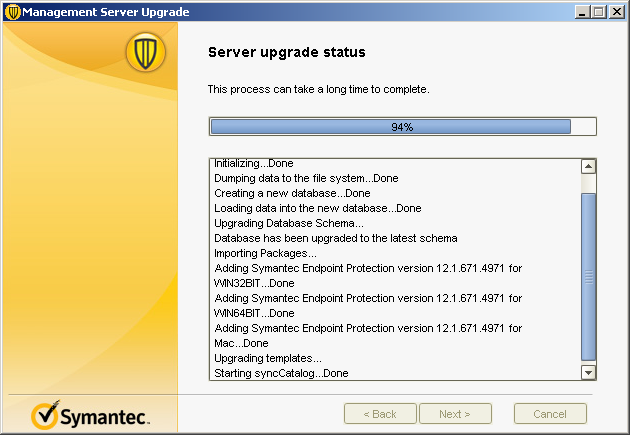
Click on **NEXT**

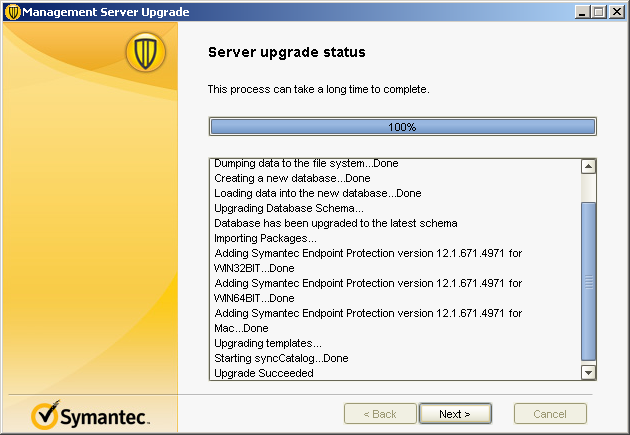
Now the Up gradation of the SEPM wizard will appear Click on **NEXT**



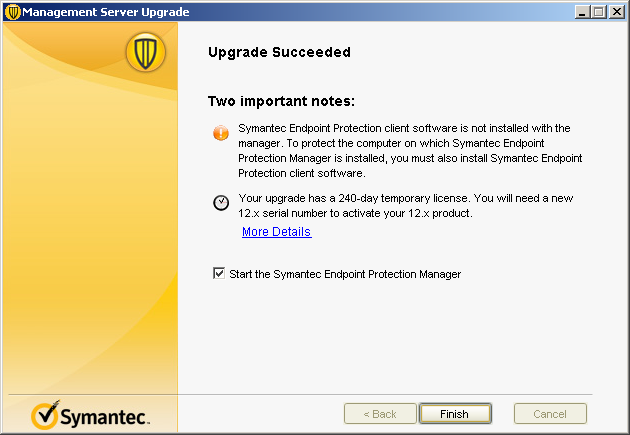




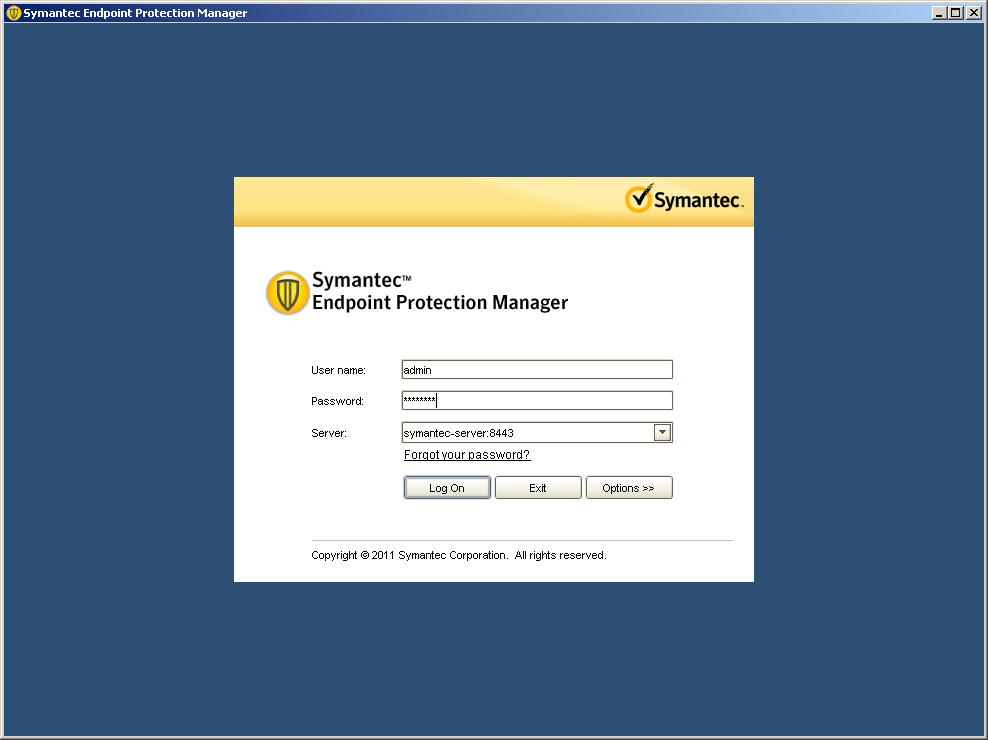




Click on **NEXT**



Click on the **FINISH**



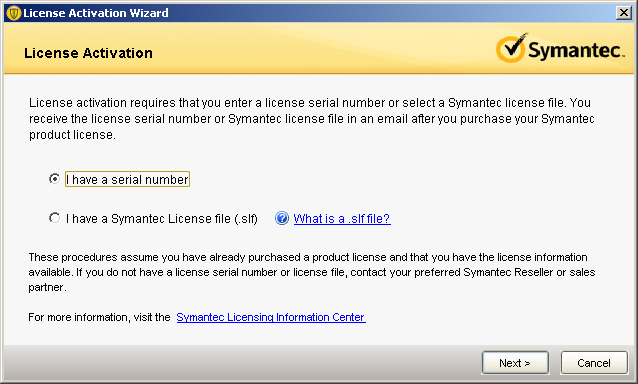
**STEP 4: Activating SEPM 12.1 licenses**

Now Log in to the SEPM for the first time after up gradation, type in your credentials and login

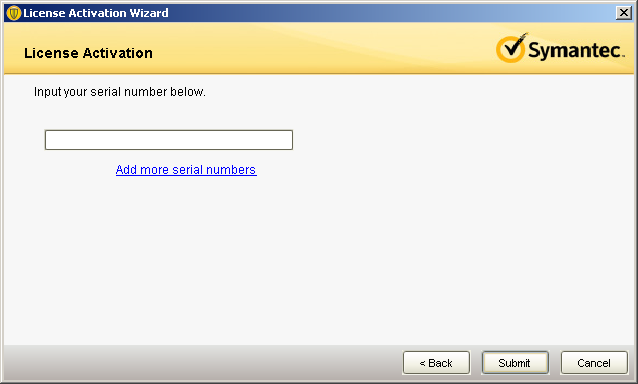
NOTE: Do not restart or shutdown the machine for at least 15 minutes. Because after the up gradation the server need to rebuilt the new files so it requires some time.



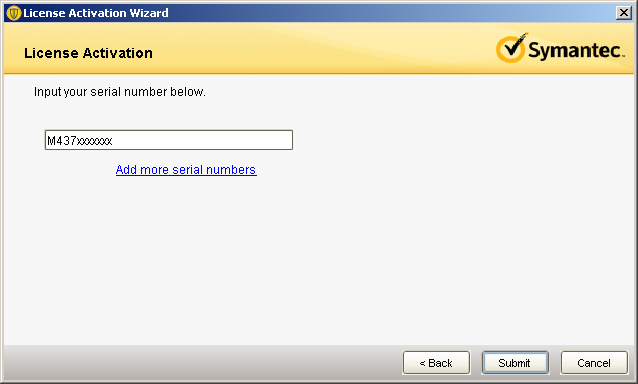
For the first time this wizard will appear for activation of License. So select **Activate your product**

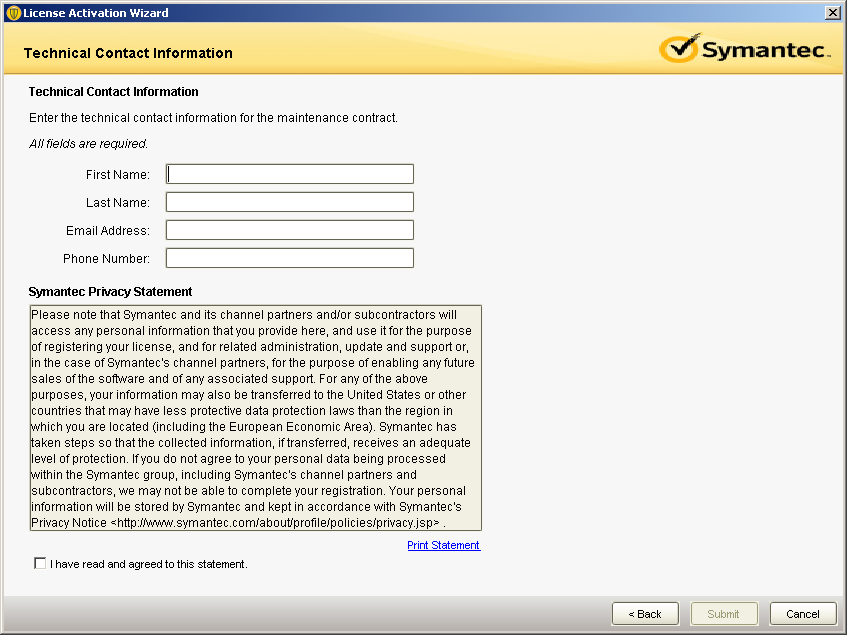


Select if you have a serial no. or a .slf file . You can activate using any of them

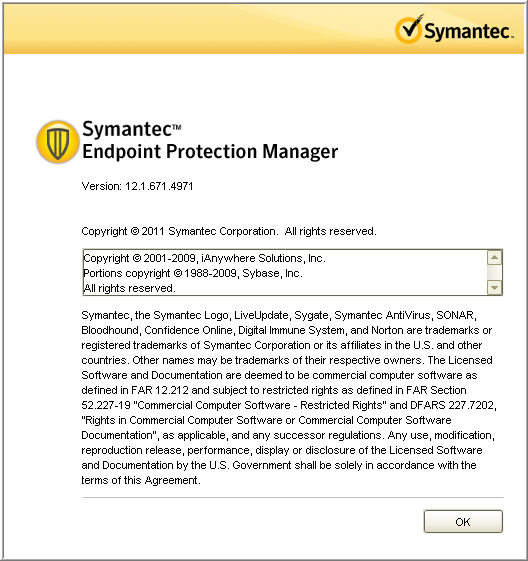


Type the serial no. and the click on submit.

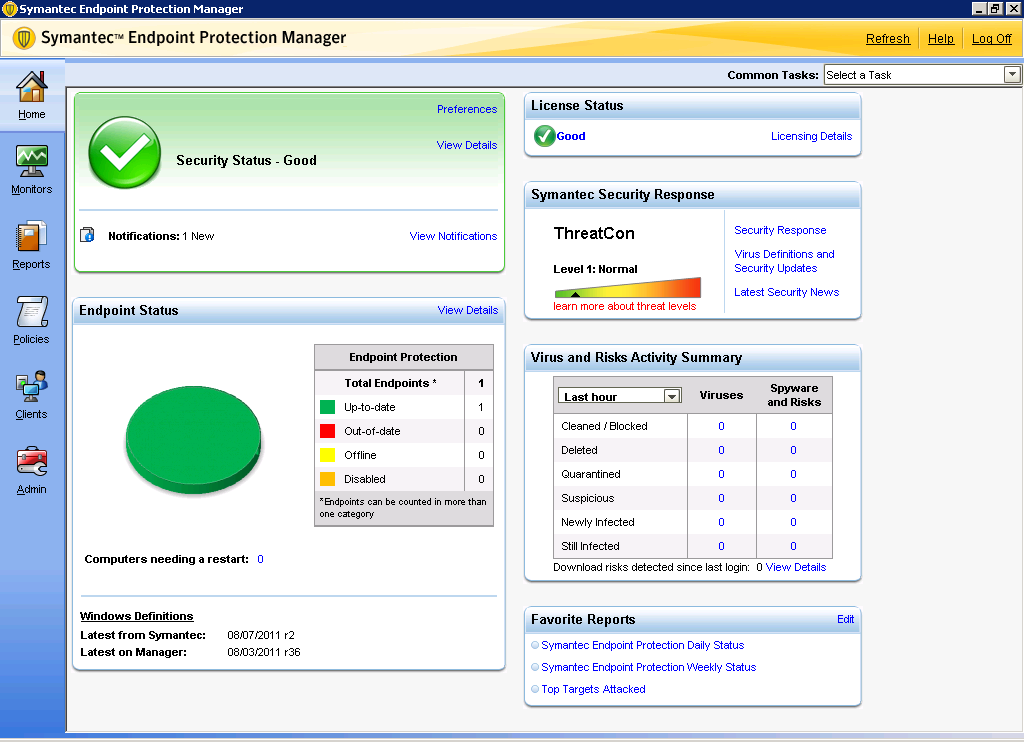




Type your contact details this will be help full at the time of support.



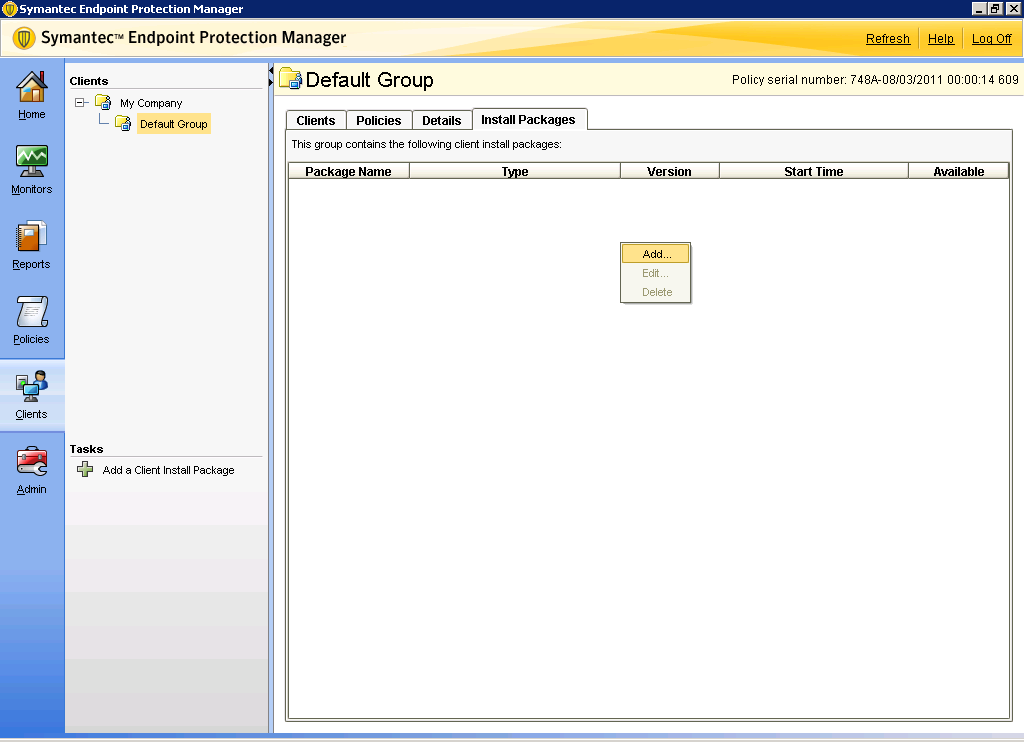
Finally you are done.

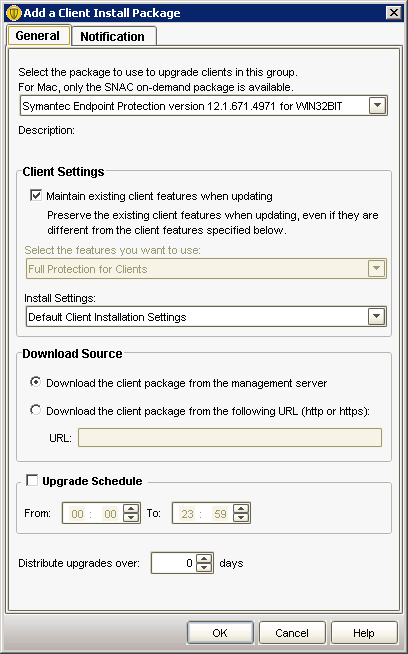


The SEPM 12.1 console looks like this

**STEP 5: Adding client Install package**

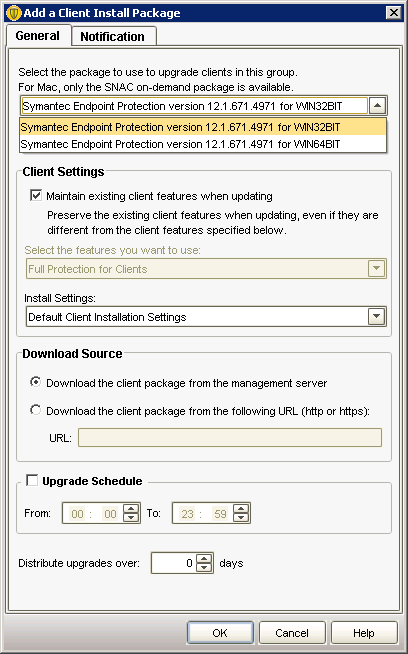
The **very important step** is to add the Install Package in the clients Tab for auto upgrade of the clients. You need to add the package on all the groups manually if not the upgrade will not happen on all the groups and clients.





Now from the drop down box select the latest version of the SEP client version and select it

Click **OK** . So the SEPM will push the required files for the clients and once the SEP client **Restarts** then the version will be changed from **11.0.x to 12.1**



**Don’t change any setting and keep it as defaults**

The upgraded client will be like this:



