**Migrating Symantec Endpoint Protection to a later build**

**Question/Issue:**   
How to migrate to Symantec Endpoint Protection to a later build.  
  
  
**Solution:**  
**Before you begin**  
This section gives the information that you need to plan the migration. This information includes the supported migration paths, and factors that can affect the success of the migration.

**Note:**  
This document is meant only for migrations in which a previous version of Symantec Endpoint Protection 11.x exists on the network or on individual computers. If no previous versions of Symantec Endpoint Protection products are already installed, read the installation guide.

**Things to know to ensure a successful migration**  
The following is a list of critical information that you need to know in order for your migration to succeed.

* You must stop the Symantec Endpoint Protection Manager service before you perform this procedure or you will corrupt your existing installation of Symantec Endpoint Protection Manager.
* Back up the database before you upgrade.
* If your site uses replication, you must disable the replication service before upgrading the Symantec Endpoint Protection Manager. You must disable the replication at each site that replicates.

**Migration paths**  
This section lists the platforms that are supported during migration to the current version of Symantec Endpoint Protection.  
  
**Supported platforms**  
Symantec Endpoint Protection MR1 can migrate seamlessly over the following product:

* Symantec Endpoint Protection 11.0

**Downloading the Maintenance Release**

* The installer package to upgrade the Symantec Endpoint Protection 11.0 Clients can be downloaded from the Symantec Website at the following location :  
  <http://www.symantec.com/business/support/downloads.jsp?pid=54619>
* The installer package to upgrade the Symantec Endpoint Protection 11.0 Manager is available from the Symantec File Connect site.  
  <https://fileconnect.symantec.com/>

**Overview of the migration process**  
Migration to the current version of Symantec Endpoint Protection includes the following steps:

* **Create a migration plan**Before you begin to install the Symantec Endpoint Manager client and any administration upgrades, you must have a solid understanding of your network topology and a streamlined plan to maximize the protection of the resources on your network during the upgrade. Symantec strongly recommends that you migrate the entire network to the current version rather than managing multiple versions of Symantec Endpoint Protection.
* **Back up the database**Back up the database before you upgrade.
* **Disable replication**  
  If your site uses replication, you must disable the replication service before upgrading the Symantec Endpoint Protection Manager. You must disable the replication at each site that replicates.
* **Stop the Symantec Endpoint Protection Manager service**  
  Before you upgrade, you must manually stop the Symantec Endpoint Protection Manager service on every management server in your site. After the upgrade is complete, the service is started again automatically.  
  **WARNING**: You must stop the Symantec Endpoint Protection Manager service before you perform this procedure or you will corrupt your existing installation of the Symantec Endpoint Protection Manager.
* **Upgrade the Symantec Endpoint Protection Manager**  
  You do not need to uninstall the management servers before you install the new version. The over-install process saves the legacy settings and then upgrades them to the latest version.
* **Enabling replication after migration**  
  After you migrate all of the servers that used replication including the servers that were configured for failover and load balancing, you need to enable replication. After migration, add a replication partner to enable replication. You only need to add replication partners on the computer on which you first installed the management server. Replication partners automatically appear on the other management servers.
* **Upgrade the Symantec Endpoint Protection Clients**  
  You do not need to uninstall previous clients before you install the new version. The over-install process saves legacy settings, and then upgrades to the latest version.

**Backing up the database**  
Back up the database before upgrading.

**To back up the database**

* 1. Click **Start**> **Programs**> **Symantec Endpoint Protection Manager**> **Database Back Up and Restore**.
  2. In the "Database Back up and Restore" dialog box, click **Back Up**.
  3. When asked "Are you sure you want to back up the database?" click **Yes**.
  4. When you see the message "The database has been backed up successfully," click **OK**.
  5. In the "Database Back up and Restore" dialog box, click **Exit**.

**Disabling replication**  
If your site uses replication, you must disable the replication service before upgrading the Symantec Endpoint Protection Manager. You must disable the replication service at each site that replicates.

**To disable replication**

* 1. Log on to the Symantec Endpoint Protection Manager Console.
  2. Click **Admin>** **Servers**
  3. Expand **Local Site** and click **Add Replication Partner**.
  4. For each site that is listed under the "Replication Partners", right-click the **site** and click **Delete**.
  5. In the "Delete Partner" prompt, click **Yes**.
  6. Log off the console, and repeat this procedure at all sites that replicate data.

**Stopping the Symantec Endpoint Protection Manager service**  
Before you upgrade, you must manually stop the Symantec Endpoint Protection Manager service on every management server in your site. After you upgrade, the service is started automatically.

**WARNING:** You must stop the Symantec Endpoint Protection Manager service before you perform this procedure or you will corrupt your existing installation of Symantec Endpoint Protection Manager.

**To stop the Symantec Endpoint Protection service**

* 1. Click **Start**> **Settings**> **Control Panel**> **Administrative Tools**
  2. Double-click **Services** to launch the "Services MMC" snap-in.
  3. In the "Services" window, under "Name", scroll to and right-click **Symantec Endpoint Protection Manager**.
  4. Click **Stop**.
  5. Close the "Services" window.   
     **Warning:** Close the Services window or your upgrade may fail.
  6. Repeat this procedure for all of the Symantec Endpoint Protection Managers.

**Upgrading the Symantec Endpoint Protection Manager**  
You must upgrade all of the Symantec Endpoint Protection Managers on which you stopped the Symantec Endpoint Protection service.

**To upgrade the Symantec Endpoint Protection Manager**

* 1. Download and unzip the maintenance release.
  2. Browse to the location where you unzipped the maintenance release.
  3. Double-click on **setup.exe** to start the installation
  4. In the Symantec Endpoint Protection panel, click **Install Symantec Endpoint Protection**> **Symantec Endpoint Protection Manager**.
  5. In the "Install Wizard Welcome" panel, click **Next**.
  6. In the "License Agreement" panel, select **"I accept..."** and click **Next**
  7. In the "Ready to install the Program" panel, click **Install**
  8. In the "Install Wizard Completed" panel, click **Finish.**
  9. In the "Upgrade Wizard Welcome" panel, click **Next**.
  10. In the "Information" panel, click **Continue**.
  11. When the Upgrade completes, click **Next**.
  12. In the "Upgrade Succeeded" panel, click **Finish**.
  13. Repeat the above steps on all other Symantec Endpoint Protection Managers on which you stopped the Symantec Endpoint Protection Manager service.

**Enabling replication after migration**  
After you migrate all of the servers that used the replication process including the servers that were configured for failover and load balancing, you need to enable replication. After migration, add a replication partner to enable replication. You only need to add replication partners on the computer on which you first installed the management server. Replication partners automatically appear on the other management servers.

**To enable replication after migration**

* 1. Log on to the Symantec Policy Management Console if you are not logged on.
  2. Click **Admin**> **Servers**
  3. Expand **Local Site** and click **Add Replication Partner**.
  4. In the "Add Replication Partner" panel, click **Next**.
  5. In the "Remote Site Information" panel, enter the identifying information about the replication partner, enter the authentication information and click **Next**.
  6. In the "Schedule Replication" panel, set the schedule for replication to occur automatically and click **Next.**
  7. In the "Replication of Log Files and Client Packages" panel, check the items to replicate and click **Next**.  
     **Note**: Replicating packages generally involves large amounts of traffic and storage requirements.
  8. In the "Completing the Add Replication Partner Wizard" panel, click **Finish**.
  9. Repeat this procedure for all computers that replicate data with this computer.

**Upgrading the Symantec Endpoint Protection clients**  
The easiest way to migrate the Symantec Endpoint Protection clients is by using the auto-upgrade feature. All other client software deployment methods are supported, but the auto-upgrade approach is the best method. The client migration installation can take up to 30 minutes. Therefore, you should migrate when most users are not logged on to their computers.

**Note:** Test the migration approach before rolling out migration to a large number of computers. You can create a new group and place a small number of client computers in that group for testing purposes.

**To migrate client software**

* 1. Log on to the newly migrated Symantec Endpoint Protection Manager Console if you are not logged on.
  2. Click **Admin**> **Install Packages**.
  3. Under "Tasks", click **Upgrade Groups with Package**.
  4. In the "Welcome to the Upgrade Groups Wizard" panel, click **Next**.
  5. In the "Select Client Install Package" panel, all existing client packages are listed in the drop-down menu. Select one of the following:

**Symantec Endpoint Protection <appropriate version>**.  
**Symantec Network Access Control <appropriate version>**.

* 1. Click **Next**.
  2. In the "Specify Groups" panel, check one or more groups that contains the client computers that you want to migrate, and then click **Next**.
  3. In the "Package Upgrade Settings" panel, check **Download client from the management server**.
  4. Click **Upgrade Settings**.
  5. In the "Add Client Install Package" dialog box, on the "General" tab, specify whether or not you want to keep existing client features or create new ones. Then configure a schedule for when to migrate the client computers. Under the "Notification" tab, can specify a message to display to users during the migration.
  6. Upgrade clients to Maintenance Release 1 by adding a new client install package to a group.   
     **Note**: If the clients in the group run a previous version of Symantec Endpoint Protection turn off scheduling. Scheduling is on by default when a new client install package is schedules to be sent to a group. If scheduling is turned on, the upgrade fails. To turn off scheduling, go to the "Add Client Install Package" dialog box and uncheck **Upgrade Schedule**.
  7. For details about settings on these tabs, click **Help**.
  8. Click **OK**.
  9. In the "Upgrade Groups Wizard" dialog box, click **Next**.
  10. In the "Upgrade Groups Wizard Complete" panel, click **Finish**.