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SEPprep v1.09

Symantec Endpoint Protection competitive uninstallation utility

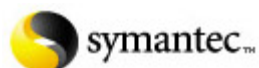


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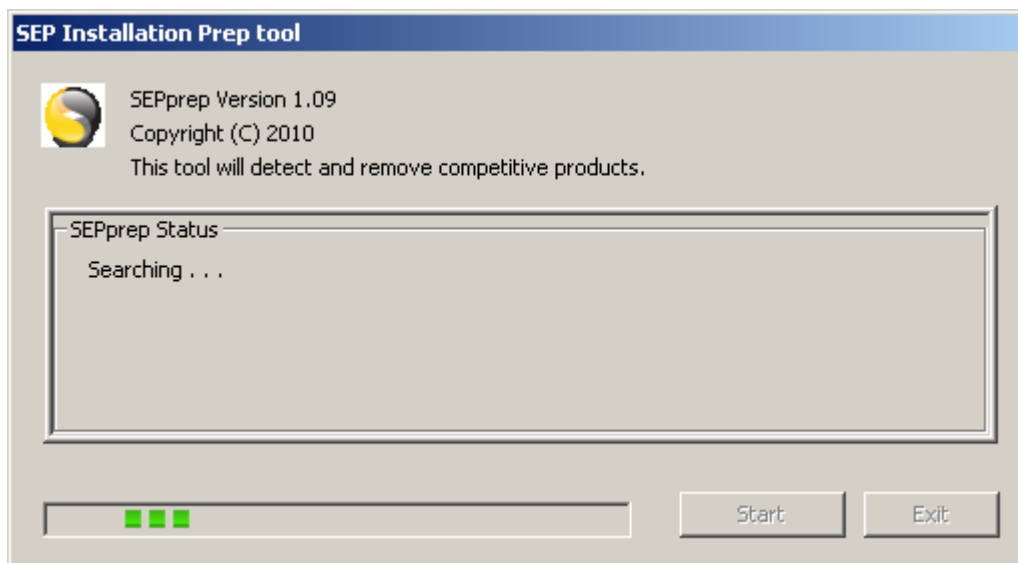
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Overview

SEPprep is a tool that is designed to uninstall any competitive product automatically. This tool can also launch another application before or after removing all competitive products. Therefore you can configure this tool to first remove all competitive products (including Norton products) and then launch the SEP installer automatically and silently.

SEPprep works on all supported Windows SEP client operating systems (both 32-bit and 64-bit). There are two different binaries: one for 32-bit systems and one for 64-bit systems.

SEPprep comes with and requires the SEPprep.ini file. This file is used for configuration of the SEPprep tool.



SEPprep file list

The tool comes with several files:

SEPprep.exe – the 32-bit version of the tool. This file can be renamed.

SEPprep64.exe – the 64-bit version of the tool. This file can be renamed.

SEPprep.ini – the configuration file used with both the 32-bit and 64-bit versions of the tool. This file is required for either *SEPprep.exe* or *SEPprep64.exe* to work. This file cannot be renamed. It must be called *SEPprep.ini*.

SEPprep.pdf – documentation on how the SEPprep tool works.

Configuration file *SEPprep.ini*

The SEPprep.ini configuration file has a number of options that control how the SEPprep tool works. This file is required for *SEPprep.exe* and *SEPprep64.exe* to function. The file works very much like any other traditional .ini file. There are several different sections in this file that cover the full features of this tool.

One of the goals of this tool is to make it easy to configure and modify. The .ini file is the key to this functionality. For example if there is a competitive product that SEPprep is not uninstalling you can simply add the product name to this file to have SEPprep remove the product. In addition if you do not want SEPprep to remove a product you can simply remove the product name from this configuration file and SEPprep will no longer remove that program.

[Settings]

The [Settings] section is the first section in the file. All the items in this section of the .ini file control how the SEPprep tool runs. For example you can use this section to make SEPprep run silently.

ShowGUI

The ShowGUI option controls whether the tool runs silently or not. Note: even if this option is disabled the popup messages will still be seen if the AskBeforeRemoval option is enabled.

This option can be set to Y or N. This option is disabled by default.

ShowMessageBox

The ShowMessageBox option controls whether the tool shows a custom message dialog before removing any competitive products. Note: the message box will always be shown if enabled, regardless of whether the ShowGUI option is enabled or the AskBeforeRemoval option is enabled.

This option can be set to Y or N. This option is disabled by default.

MessageBoxText

The MessageBoxText option controls the text for the custom message box dialog. You can use \n for line break and \t for tab. Note: the ShowMessageBox option must be enabled for this text to be displayed to the user.

This option can be set to Y or N. This option is disabled by default.

AutoRunAfterUILoads

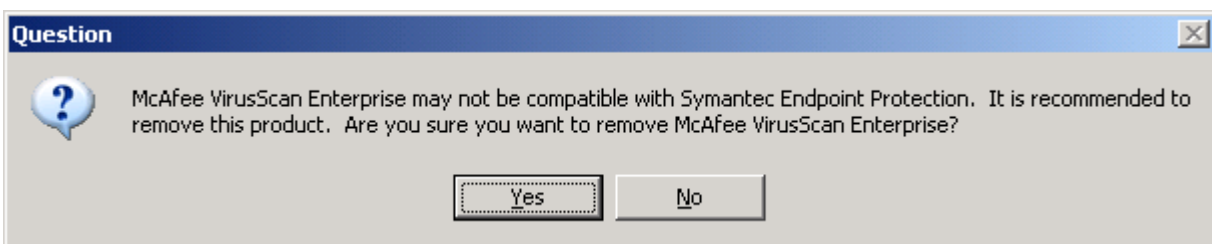
The `AutoRunAfterUILoads` option configures the tool to start running as soon as the user interface is loaded. In addition it also causes the tool to quit as soon as it has finished uninstalling all products and launched all programs. This option can be used if you want to display the user interface, but still want the tool to run unattended.

This option can be set to Y or N. This option is disabled by default.

AskBeforeRemoval

The `AskBeforeRemoval` option controls whether the tool should pop-up a message to ask the user before removing the competitive products that are found.

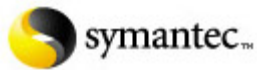
This option can be set to Y or N. This is enabled by default. Note: the `RunAfterRemoval` commands will still run even if the user clicks “No”.



SilentMSIInstaller

The `SilentMSIInstaller` option will allow the tool to run the uninstallation of the competitor silently. If this option is enabled then the competitor’s uninstallation will happen silently.

This option can be set to Y or N. This is enabled by default.



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RemoveSymantec

The `RemoveSymantec` option controls whether SEPprep should remove any Symantec product it finds. This option will not remove all Symantec products, instead it will only remove the Symantec products listed in the `[ProductNames]` section of the `SEPprep.ini` file. If this option is disabled it will skip any product it finds that has the word "Symantec" in it. Enabling this can be useful if you want to remove products such as older versions of SAV or SCS. However, be careful, as this will remove the SEP client also.

This option can be set to Y or N. This is disabled by default.

CheckDiskSpace

The `CheckDiskSpace` option checks to make sure there is at least 500 MBs of disk space before removing the competitive products. If there is not enough disk space found it will quit.

This option can be set to Y or N. This is enabled by default.

EnableLogging

The `EnableLogging` option will enable a log file to be created to log which competitive applications were removed. The log file will always be called *SEPprep.log*.

This option can be set to Y or N. This is disabled by default.

ResumeAfterReboot

The `ResumeAfterReboot` option will cause configure SEPprep tool to run after the system reboots. The SEPprep does this by adding itself into the `RunOnce` registry key. Once the tool is launched after reboot it will automatically enable the `AutoRunAfterUILoads` option even if that option is not enabled in the *SEPprep.ini* file.

This option can be set to Y or N. This is enabled by default.

LogPath

The LogPath option will let you chose the path that the log file will be created in. Environment variables are supported at the beginning of this string. The log file will always be called *SEPprep.log*. If the folder does not exist or if this line is blank SEPprep will log locally to the same folder as SEPprep is running from.

The syntax for this is a folder path. Examples:

```
LogPath=%temp%  
LogPath=C:\temp  
LogPath=%windir%\system32  
LogPath=C:\MyLogfolder
```

MSIExtraParameters

The MSIExtraParameters option will allow you to add additional parameters to the MSI uninstall strings. For instance this can be used if you need to add the MSI uninstall password or if you need to add some specific commands for the product being removed. These parameters are only added to the MSI uninstall strings.

Examples:

```
MSIExtraParameters=PASSWORD="eset"
```

InstallShieldExtraParameters

The InstallShieldExtraParameters option will allow you to add additional parameters to the InstallShield uninstall strings. For instance this can be used if you need to add a silent parameter or if you need to add some specific commands for the product being removed. These parameters are only added to the InstallShield uninstall strings.

Examples:

```
InstallShieldExtraParameters=/s /hide_progress
```

DefaultExtraParameters

The DefaultExtraParameters option will allow you to add additional parameters to the uninstall strings. For instance this can be used if you need to add a silent parameter or if you need to add some specific commands for the product being removed. These parameters are added to all uninstall strings.

Examples:

```
DefaultExtraParameters=-silent
```

RunBeforeRemoval

The RunBeforeRemoval option allows you to configure a command to run before the tool removes any competitive product. This is where you can do things like add commands to clear out an uninstall password for the McAfee or Trend client or even for Sygate Protection Agent 5.1.

Just like the RunAfterRemoval option, the RunBeforeRemoval option allows you to run multiple commands from the same .ini file. SEPprep will run each command in the order listed in SEPprep.ini file.

The syntax for this should be the same as you would run from the Run command in the Start Menu in Windows. Examples:

Removes Symantec Protection Agent's uninstall password:

```
RunBeforeRemoval=reg delete "HKEY_LOCAL_MACHINE\SOFTWARE\Sygate Technologies, Inc.\Sygate Personal Firewall" /v SmcInstData /f
```

Removes Symantec Antivirus' uninstall password:

```
RunBeforeRemoval=reg add "HKEY_LOCAL_MACHINE\SOFTWARE\INTEL\LANDesk\VirusProtect6\CurrentVersion\Administrator Only\Security\" /v UseVPUninstallPassword /t REG_DWORD /d 0 /f
```

Removes Trend PC-cillin's uninstall password:

```
RunBeforeRemoval=reg add HKLM\Software\TrendMicro\PC-cillinNTCorp\CurrentVersion\Misc. /v "Allow Uninstall" /t REG_DWORD /d 1 /f
```

Removing Spybot startup checker

If you are removing Spybot this command will eliminate the pop-ups from the TeaTimer program during uninstall:

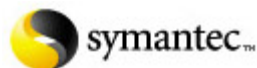
```
RunBeforeRemoval=taskkill /f /im teatimer.exe
```

Removing McAfee VirusScan or Total Protection consumer products

If you are removing McAfee consumer products this command will eliminate the pop-ups from the McAgent program during uninstall:

```
RunBeforeRemoval=taskkill /f /im mcagent.exe  
RunBeforeRemoval=taskkill /f /im McSvHost.exe
```

RunAfterRemoval



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The `RunAfterRemoval` option allows you to configure a command to run after the tool has removed all competitive products and before the SEPprep tool exits. This is where you would add the command to run the SEP installer if you wanted SEP to be installed after SEPprep has completed.

You can have multiple `RunAfterRemoval` options in the same .ini file. SEPprep will run each command in the order listed in SEPprep.ini file. Note: the `RunAfterRemoval` commands will still run even if the user clicks “No” on the `AskBeforeRemoval` messages.

The syntax for this should be the same as you would run from the `Run` command in the Start Menu in Windows. Examples:

```
RunAfterRemoval=setup.exe
RunAfterRemoval=cmd /c "copy c:\test\test.txt d:\\"
RunAfterRemoval=%windir%\notepad.exe
```

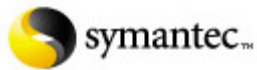
Defer installation of SEP until the next boot

In some cases the competitive software will require a reboot after uninstallation before installing Symantec Endpoint Protection. For instance CA iTechnology requires this. Also if you use SEPprep to remove Symantec Endpoint Protection and then reinstall it you need to reboot before reinstalling it. Here is a sample of how to configure SEPprep to reboot prior to installing Symantec Endpoint Protection:

```
RunAfterRemoval=reg add
HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\RunOnce /v "Install
SEP 11" /t REG_SZ /d "C:\SEPInst\SEPsetup.exe" /f
RunAfterRemoval=cmd /c "md C:\SEPInst"
RunAfterRemoval=cmd /c "xcopy *.* C:\SEPInst /e /y"
RunAfterRemoval=shutdown -r -t 30 -f
```

[UninstallPaths]

The `[UninstallPaths]` section allows you to add the registry path for uninstall strings. This is mainly for internal use and likely will not need to be modified. It currently only has one item listed but more items can be listed if needed.



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[ProductNames]

The [ProductNames] section lists the name of any product to uninstall. The SEPprep tool will search through the Add/Remove Programs for any product whose name matches part of or all of the strings listed here. The tool will go through this list in the order listed. So for example if you have McAfee listed before Trend it will remove all the McAfee products before removing any of the Trend products.

This is the section you will use if you want to add to or remove a product from SEPprep. Keep in mind that the tool will match even a part of the name. So for example there is an entry here for *antivirus*. If you don't want SEPprep to remove McAfee Antivirus you will need to remove both the *antivirus* entry and the *McAfee Antivirus* entry. If you only remove one of the lines from SEPprep.ini file then the SEPprep tool will still match on the other line and remove the McAfee Antivirus product.

How to add SEPprep to a SEP client installation package

One of the questions that comes up frequently is how to make the SEP client package automatically remove competitive products. This section will describe how to add SEPprep to a SEP client package so that you can configure the SEP installer to remove any competitive product prior to deployment.

Once you have added SEPprep to a client installation package you can then import it into SEPM if you wish. Adding the client installation package to SEPM adds complication and is not required.

Adding the SEPprep tool to a SEP client package is quite easy:

- 1. Get a copy of the SEP client installation package.**

The package cannot be a single EXE file. If the package is a single EXE file you will need to unzip the exe file first. Note: most zip programs (such as WinZip) can extract the EXE file.

Note: Step 6 below will not work if you use a client package from the CD because not all files will be imported into the SEPM database. Client packages from the CD have the data1.cab file. Make sure the package you use does not have any .cab files.

- 2. Copy the SEPprep files into the SEP installation folder next to the setup.exe file.**

Verify whether the SEP client package is a 32-bit package or a 64-bit package. If the SEP client package is a 32-bit package then copy the SEPprep.exe and the SEPprep.ini file into the SEP client installation folder. Otherwise, if the client package is a 64-bit package then copy the SEPprep64.exe and the SEPprep.ini files into the SEP client installation folder.

Make sure to copy both the .exe file and the .ini file into the SEP installation folder alongside the setup.exe file.

- 3. Rename the setup.exe file to SEPsetup.exe.**

- 4. Rename the SEPprep.exe (or SEPprep64.exe) file to setup.exe.**

This will make SEPprep.exe run in place of the setup.exe file.

- 5. Update the SEPprep.ini file to have it run SEPsetup.exe after removal.**

Open the SEPprep.ini file with notepad and change the "RunAfterRemoval" line to "RunAfterRemoval=SEPsetup.exe" (without the quotes). Also at this step you should make sure that all other settings in the .ini file are correct.

6. (Optional) Now you can import this new updated client package into SEPM.

Note: this can only be done if you have not already installed this version of the SEP client in the SEPM database. If you have already installed this version of the client into SEPM then you will need to remove the package in SEPM first. If this is the latest package in SEPM then you cannot delete it from SEPM. In this case use a slightly older or a slightly newer SEP client package (such as an updated MP release) so that you can import it into the SEPM database.

How to use SEPprep with the Find Unmanged Computers

This section will describe how to add SEPprep to a SEP client package on the SEPM hard drive so that you can use the Find Unmanged Deployment tool. Note: this will also affect the AutoUpgrade feature of the clients as they also use these files to upgrade themselves to a later version.

1. Find the location on SEPM where the client packages are stored.

For example, the SEP MR4MP2 32-bit install package is under...

```
C:\Program Files\Symantec\Symantec Endpoint Protection  
Manager\Inetpub\ClientPackages\...  
ce2e122b9c98597ee66cd77f64d4ce25\full
```

2. Copy the SEPprep files into the folder identified in Step 1 above.

Verify whether the SEP client package is a 32-bit package or a 64-bit package. If the SEP client package is a 32-bit package then copy both the SEPprep.exe and the SEPprep.ini file. Otherwise, if the client package is a 64-bit package then copy the SEPprep64.exe and the SEPprep.ini files.

Make sure to copy both the .exe file and the .ini file into the SEP installation folder alongside the setup.exe file.

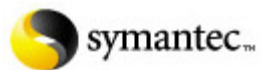
3. Rename the setup.exe file to SEPsetup.exe.

4. Rename SEPprep.exe to setup.exe.

This will make SEPprep.exe run in place of the setup.exe file.

5. Update the SEPprep.ini file to have it run SEPsetup.exe after removal.

Open the SEPprep.ini file with notepad and change the "RunAfterRemoval" line to "RunAfterRemoval=SEPsetup.exe" (without the quotes). Also at this step you should make sure that all other settings in the .ini file are correct.



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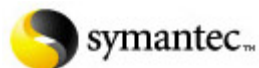
6. **Use Find Unmanaged Computers or the Remote Deployment Wizard to push the client install over.**
7. **Test this with exactly the product and version your potential customer has.**

Sample SEPprep.ini file

```
[Settings]
ShowGUI=N
ShowMessageBox=N
MessageBoxText=Preparing your system for Symantec Endpoint
Protection 11.0. During this process other antivirus products will
be removed.\n\nIf you are prompted please fully remove these
products.
AutoRunAfterUILoads=N
AskBeforeRemoval=Y
SilentMSIInstaller=Y
RemoveSymantec=N
CheckDiskSpace=Y
ResumeAfterReboot=Y
EnableLogging=N
LogPath=
RunBeforeRemoval=
RunAfterRemoval=

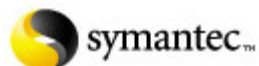
[UninstallPaths]
SOFTWARE\McAfee\ePolicy Orchestrator\Application Plugins

[ProductNames]
;Programs that must be removed first
McAfee Anti-Spyware
;The name of antivirus companies
McAfee
Trend Micro
Sophos
Kaspersky
avast!
Webroot
BitDefender
F-Secure
AhnLab
;Key words used in product names
AntiVirus
Anti-Virus
Antispyware
Anti-spyware
AntiTrojan
Anti-Trojan
Client Security
Internet Security
Endpoint Protection
Total Security
Total Protection
```



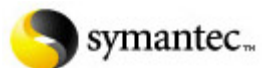
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Personal Firewall
Client Firewall
;Known product names
Norton Internet Security
Norton 360
Norton Antivirus
Norton SystemWorks
McAfee Total Security
McAfee VirusScan Enterprise
McAfee Agent
McAfee VirusScan
McAfee Antispyware
McAfee Total Protection
McAfee Active Virus
McAfee Internet Security
Trend Micro Internet Security
Trend Micro AntiVirus
Trend Micro SecureSite
Trend Micro Worry-Free
Trend Micro OfficeScan
Trend Micro NeatSuite
Trend Micro InterScan
Trend Micro ServerProtect
PC-Cillin
Sophos Anti-Virus
Sophos Endpoint Security
Sophos Client Firewall
Sophos Computer Security
Panda Administrator
Panda Internet Security
Panda Global Protection
VIPRE® Antivirus
VIPRE Antivirus
VIPRE Enterprise
Cisco Security Agent
CounterSpy Antispyware
Windows Defender
Microsoft Forefront Client Security
Forefront Client
BitDefender Antivirus
BitDefender Total Security
BitDefender Internet Security
BitDefender GameSafe
Agnitum Outpost
Outpost Security Suite
Outpost Firewall
Outpost Network Security
AVG Free



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AVG Internet Security
AVG Anti-Virus
Avira AntiVir
Avira Premium Security
Avira WebProtector
CA eTrust
CA iTechnology
CA Internet Security
CA Anti-Virus
CA Personal Firewall
CA Anti-Spyware
eEye Blink
eEye Iris
eEye Retina
ESET NOD32
ESET Smart Security
ESET Enterprise Security
AntiTrojanVirus
Anti-TrojanVirus
Internet Guardian Angel
Finport Simple Anti-Virus
Fortinet FortiClient
FortiClient
Frisk F-PROT
F-PROT Antivirus
F-Secure Client Security
F-Secure PSB Workstation Security
F-Secure Anti-virus
G DATA AntiVirus
G DATA InternetSecurity
G DATA TotalCare
G DATA NotebookSecurity
G-DATA AntiVirus
G-DATA InternetSecurity
G-DATA TotalCare
G-DATA NotebookSecurity
K7 Total Security
K7 Antivirus
Kingsoft Internet Security
MWTI eScan Internet Security
eScan AntiVirus
eScan Internet Security
eScan Corporate Edition
eScan Enterprise Edition
Nifty Corp. Security
Norman Security
Norman Endpoint Protection
Norman Virus Control



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Norman Online Protection
PC Tools AntiVirus
PC Tools Internet Security
PC Tools Spyware Doctor
Quick Heal AntiVirus
Rising Internet Security
Trustport Antivirus
VirusBuster VirusBuste
VirusBuste
TrustPort Antivirus
TrustPort PC Security
TrustPort USB Antivirus
TrustPort U3 Antivirus
ClamWin Free Antivirus
ClamWin
Spybot
ZoneAlarm
Proventia
BlackICE