

Symantec™ Endpoint Protection Quick Start



Symantec Endpoint Protection Quick Start

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Product version: 12.1.x; 14.0.1 / 14.1/14.2

Documentation version: 3

This document was last updated on: April 24, 2019

Legal Notice

Copyright © 2019 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, the Checkmark Logo, and LiveUpdate are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

<http://www.symantec.com>

Symantec Endpoint Protection Quick Start

This document includes the following topics:

- [Getting started](#)

Getting started

This guide helps you download, install, and configure Symantec Endpoint Protection, and is designed for default, first-time managed client installations of 500 or fewer.

- [Preinstall: Check system requirements](#)
- [Step 1: Download Symantec Endpoint Protection](#)
- [Step 2: Install Symantec Endpoint Protection Manager](#)
- [Step 3: Activate your license and add a group](#)
- [Step 4: Install the Symantec Endpoint Protection clients](#)
- [Step 5: Check that the latest definitions are installed](#)
- [Step 6: Check the database backup settings](#)
- [Appendix A: Additional resources and guides](#)

Preinstall: Check system requirements

Before you install Symantec Endpoint Protection Manager or the Symantec Endpoint Protection clients, perform the following steps:

1. Download [SymDiag](#) and run the preinstall check to ensure the computer(s) meet system requirements.
2. Review the [release notes and system requirements for Symantec Endpoint Protection](#).

Step 1: Download Symantec Endpoint Protection

If you have not received an Order Fulfillment email with your license certificate, contact [Symantec Customer Support](#) by phone for further assistance.

You can download your product through MySymantec. The following website guides you through the steps.

[Getting Started: Everything you need to hit the ground running](#)

Step 2: Install Symantec Endpoint Protection Manager

Video Walkthrough:

- [How to install Symantec Endpoint Protection Manager](#)

To install Symantec Endpoint Protection Manager 14

- 1 In the folder where you downloaded the Symantec Endpoint Protection installation file, double-click the file to extract all files. If you see an **Open File - Security Warning** prompt, click **Run**.
- 2 Type or browse to a location to extract to, and then click **Extract**.
- 3 When the extraction finishes, find and double-click `Setup.exe`.
- 4 Click **Install Symantec Endpoint Protection**.
- 5 Continue with the installation by accepting the terms in the license agreement, along with all default prompts, and then click **Install**.
- 6 On the **Welcome to the Management Server Configuration Wizard** panel, click **Default configuration**, and then click **Next**.

For a customized installation, such as using a SQL Server database, click **Custom configuration**.

- 7 Fill out the required fields to create the system administrator account and email address to which Symantec Endpoint Protection Manager sends notifications, and then click **Next**.

You must configure the mail server to receive notification and password reset emails from the management server. You can also enter specified mail server information, and then click **Send Test Email**. You must verify that you received the test email before you can continue.

- 8 Choose the following options, and then click **Next**:
 - Whether or not you want to run LiveUpdate after the installation finishes. Symantec recommends that you run LiveUpdate during installation.
 - Whether or not Symantec collects data from the clients.
 - Partner information, if it applies to your licensing situation.

This step may take some time to finish.

- 9 On the **Configuration completed** panel, click **Finish** to launch Symantec Endpoint Protection Manager.
- 10 On the Symantec Endpoint Protection Manager logon screen, type the user name and password you created in step 7 and confirm that you can log on.

Your user name is `admin` by default.

As of 14.0.1, you have the option to enroll Symantec Endpoint Protection Manager with the Symantec Endpoint Protection cloud console. You can enroll the Symantec Endpoint Protection Manager domain any time after installation completes.

[Enrolling a domain in the cloud console from the Symantec Endpoint Protection Manager console](#)

To install Symantec Endpoint Protection Manager 12.1

- 1 In the folder where you downloaded the Symantec Endpoint Protection installation file, double-click the file to extract all files. If you see an **Open File - Security Warning** prompt, click **Run**.

- 2 Type or browse to a location to extract to, and then click **Extract**.

- 3 When the extraction finishes, find and double-click `Setup.exe`.

- 4 Click **Install Symantec Endpoint Protection**.

For 12.1.6 and earlier, you may need to next click **Install Symantec Endpoint Protection Manager**.

- 5 Continue with the installation by accepting the terms in the license agreement, along with all default prompts, and then click **Install**.

- 6 On the **Welcome to the Management Server Configuration Wizard** panel, click **Default configuration**, and then click **Next**.

For a customized installation, such as using a SQL Server database, click **Custom configuration**.

- 7 Fill out the required fields to create the system administrator account and email address to which Symantec Endpoint Protection Manager sends notifications, and then click **Next**.

- 8 Configure the mail server to receive notification and password reset emails from the management server, and then click **Next**.

You can also enter specified mail server information, and then click **Send Test Email**. You must verify that you received the test email before you can continue.

- 9 Choose whether or not you want to run LiveUpdate after the installation finishes and click **Next**.

Symantec recommends that you run LiveUpdate during installation.

- 10 Choose whether or not Symantec collects data from the clients, and then click **Next** to begin the database creation process.

This step may take some time to finish.

- 11 On the **Configuration completed** panel, click **Finish** to launch Symantec Endpoint Protection Manager.
- 12 On the Symantec Endpoint Protection Manager logon screen, type the user name and password you created in step 7 and confirm that you can log on.

Your user name is `admin` by default.

Although you should not need a SQL Server database for an environment with 500 or fewer clients, you can review the following article for more information: [Installing Symantec Endpoint Protection Manager with a custom configuration](#)

Step 3: Activate your license and add a group

After you log on to Symantec Endpoint Protection Manager 14, the **Getting Started** screen appears with multiple links to common tasks. For example, you can activate your license or deploy Symantec Endpoint Protection clients.

To open this screen at any time, click **Help > Getting Started Page** in the top right-hand corner of Symantec Endpoint Protection Manager. For video tours of other common tasks within Symantec Endpoint Protection Manager, click **Product Tour**.

Note: In Symantec Endpoint Protection Manager 12.1, the **Getting Started** screen is called the **Welcome** screen.

To activate your product license

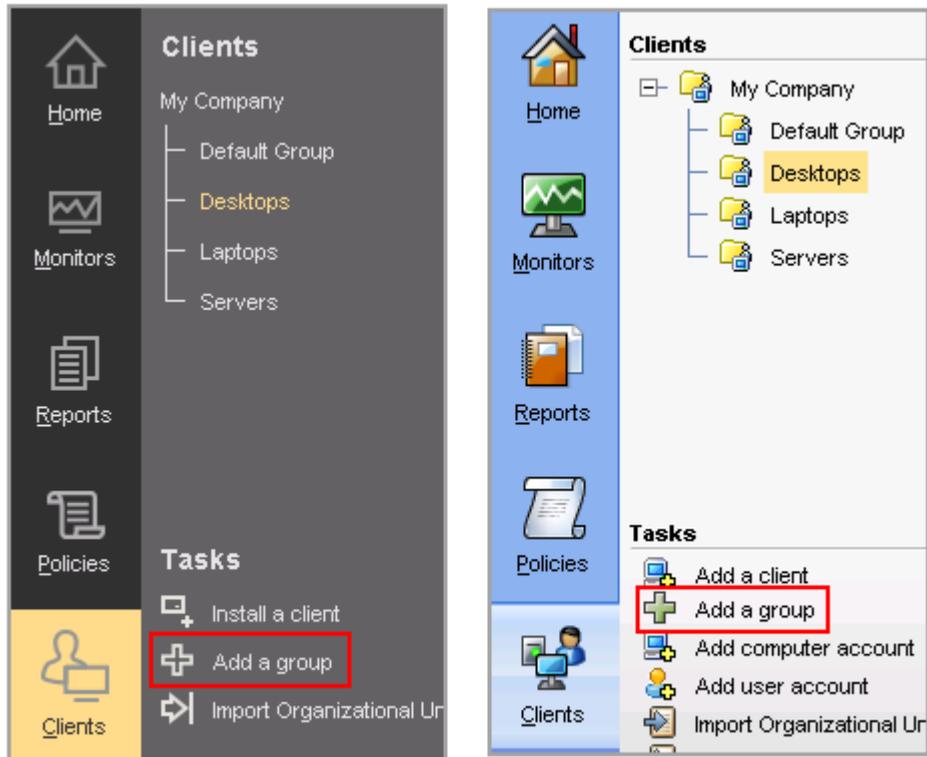
- 1 In the **Getting Started** screen, under **License Status**, click **Activate your product**.
- 2 Using your serial number or the `.SLF` license file that your Order Fulfillment email contains, follow the prompts to install your license.

To create a group for clients

Symantec recommends that you create separate groups for desktops, laptops, and servers.

- 1 Symantec Endpoint Protection Manager, in the left pane, click **Clients**.
- 2 Under **Clients**, click **My Company**.
- 3 Under **Tasks**, click **Add a group**.
- 4 In the **Add Group for My Company** dialog box, type the group name and a description, and then click **OK**.

You can then further configure the group settings, such as policy inheritance.



Version 14

Version 12.1

Step 4: Install the Symantec Endpoint Protection clients

Video Walkthrough: [Deploy Symantec Endpoint Protection client software using the Client Deployment Wizard](#)

Before you install the clients by using Symantec Endpoint Protection Manager, check the following items:

- Make sure that the computers can be accessed through the network.
- Make sure that you have administrator credentials for the computers to which you want to deploy.

For unmanaged client installations, see: [Installing an unmanaged Windows client](#).

To install the Symantec Endpoint Protection clients

- 1 In Symantec Endpoint Protection Manager, in the left pane, click **Clients**.
- 2 Under **Clients**, select the group you created previously.

- 3 Under **Tasks**, click **Install a client**.
For 12.1, under **Tasks**, click **Add a client**.
- 4 In the **Welcome to the Client Deployment Wizard** panel, click **New Package Deployment**, and then click **Next**.
- 5 In the **Install Packages** drop-down list, select the operating system that matches the operating system of the client computers.
- 6 Choose the following options depending on the operating system you selected in step 5:
 - **Windows install package:**
 - In the **Install Feature Sets** drop-down list, keep the default setting of **Full Protection for Clients**.
 - In the **Install Settings** drop-down list, keep the default setting of **Default Standard client installation settings for Windows**.
In Symantec Endpoint Protection 12.1, keep the default setting of **Default Standard-Size Installation Settings**.
These default settings require a restart. To change the restart settings, you need to add a custom client package first. After you add the client package, click **Options** to select the custom package.
See [Creating custom client installation packages in Endpoint Protection Manager](#).
 - Choose whether to include virus definitions next to **Content Options**, and then click **Next**.
 - **Mac install package:**
Keep the default setting for **Upgrade settings**, and then click **Next**.
 - **Linux install package:**
Click **Next**. Linux packages are limited to the **Web Link and Email** or **Save Package** deployment method.
[Installing the Symantec Endpoint Protection client for Linux](#)
- 7 Click **Remote Push**, and then click **Next**.
- 8 On the **Browse Network** tab, browse to your workgroup or domain and select the computers you want to push the Symantec Endpoint Protection client to. After you select the computers, click the >> option to add them to the right pane.
- 9 After you add the desired computers, click **Next**.
- 10 Click **Send** to initiate the process.

After the push installation has finished, you see a **Deployment Summary** window with the results of the push.

- Click **Next**, and then click **Finish** to exit the wizard.

This window indicates that the install files were successfully copied.

- To confirm that the client was successfully installed, check that the client exists in the client group that you added in the **Clients** pane.

Checking whether the client is connected to the management server and is protected

Step 5: Check that the latest definitions are installed

To check that the latest definitions are installed

- In Symantec Endpoint Protection Manager, in the left pane, click **Home**.
- In the **Endpoint Status** box, under **Windows Definitions**, compare the dates for **Latest on Manager** and **Latest from Symantec**.

Version 14

Version 12.1.x

- If the dates do not match, click **Help > Getting Started Page**, click **Run LiveUpdate now**, and then click **Download**.

In 12.1.x, click the **Common Tasks** drop-down list, click **Run LiveUpdate**, and then click **Download**.

Step 6: Check the database backup settings

To check the database backup settings

- In Symantec Endpoint Protection Manager, in the left pane, click **Admin > Servers**.
- Under **Servers**, click **Local Site (My Site) > localhost**.
- Under **Tasks**, click **Edit Database Properties**.
- On the **Backup Settings** tab, make any necessary adjustments and then click **OK**.
By default, a backup is saved once a week.

Appendix A: Additional resources and guides

Manuals, guides, and best practices

For a feature tour, see: [Symantec Endpoint Protection 14 Product Tour](#).

[Product guides and manuals for Symantec Endpoint Protection](#)

[Best practices for Symantec Endpoint Protection](#)

[Installing the Symantec Endpoint Protection for Linux client](#)

[About the communication ports that Symantec Endpoint Protection uses](#)

Things to know

[How to assign user rights to the Windows Security Policies for Symantec Endpoint Protection Manager services](#)