



# **Symantec<sup>™</sup> Endpoint Protection 14.3 RU3 for Mac Client Guide**

**October 2021**

## Table of Contents

Copyright statement.....	3
<b>Getting started with the Mac client.....</b>	<b>4</b>
How Symantec Endpoint Protection protects your Mac.....	4
How Virus and Spyware Protection protects your Mac.....	4
How Network Threat Protection protects your Mac.....	5
Operating system compatibility with Symantec Endpoint Protection for Mac.....	5
Installing the Symantec Endpoint Protection client for Mac.....	6
About authorizing system extensions for Symantec Endpoint Protection for macOS 10.15 or later.....	7
Upgrade prompt for the Symantec Endpoint Protection client for Mac.....	7
Getting started in the Symantec Endpoint Protection client.....	7
Managing your Mac's protection with Symantec Endpoint Protection.....	8
Renewing your product license.....	8
Checking on your Mac client using AppleScript scripts.....	9
Enabling or disabling device control on the Symantec Endpoint Protection client for Mac.....	10
About Web and Cloud Access Protection for the Mac client.....	10
Uninstalling the Symantec Endpoint Protection client for Mac.....	11
<b>Updating content and the client software for Symantec Endpoint Protection.....</b>	<b>12</b>
Updating virus definitions, intrusion prevention definitions, and the client software.....	12
Updating the content on Symantec Endpoint Protection immediately.....	12
Updating the content on Symantec Endpoint Protection on a schedule.....	13
About connecting to the management server through a proxy server.....	13
<b>Managing Virus and Spyware Protection.....</b>	<b>14</b>
Managing your Virus and Spyware Protection settings.....	14
Turning on and turning off Virus and Spyware Protection.....	14
Configuring Auto-Protect settings and Scan Zone settings.....	15
Setting up scheduled scans.....	16
Running a manual scan.....	17
Pausing, snoozing, and stopping scans.....	17
Responding to messages about infections and risk detections.....	18
Repairing infected files.....	18
Managing quarantined files.....	19
Turning on or turning off the submission of security information to Symantec.....	19
<b>Managing Network Threat Protection.....</b>	<b>20</b>
Managing intrusion prevention.....	20
Managing firewall protection for the Mac client.....	20
Turning on or turning off Network Threat Protection.....	20

## Copyright statement

---

Broadcom, the pulse logo, Connecting everything, and Symantec are among the trademarks of Broadcom.

Copyright ©2021 Broadcom. All Rights Reserved.

The term “Broadcom” refers to Broadcom Inc. and/or its subsidiaries. For more information, please visit [www.broadcom.com](http://www.broadcom.com).

Broadcom reserves the right to make changes without further notice to any products or data herein to improve reliability, function, or design. Information furnished by Broadcom is believed to be accurate and reliable. However, Broadcom does not assume any liability arising out of the application or use of this information, nor the application or use of any product or circuit described herein, neither does it convey any license under its patent rights nor the rights of others.

## Getting started with the Mac client

### How Symantec Endpoint Protection protects your Mac

Symantec Endpoint Protection combines several layers of protection to secure your computer against virus and spyware attacks as well as intrusion attempts.

[Types of protection](#) describes each layer of protection.

**Table 1: Types of protection**

Protection	Description
Virus and Spyware Protection	Symantec Endpoint Protection includes scheduled virus scans, on-demand scans, and Auto-Protect, which runs in the background, monitoring for viruses. When a virus is found, Symantec Endpoint Protection eliminates it. <a href="#">How Virus and Spyware Protection protects your Mac</a>
Network Threat Protection	Symantec Endpoint Protection intercepts the data at the network layer. It uses signatures to scan packets or streams of packets. It scans each packet individually by looking for the patterns that correspond to network attacks or browser attacks. Network Threat Protection includes the following: <ul style="list-style-type: none"> <li>Intrusion prevention, which detects attacks on operating system components and the application layer. When Symantec Endpoint Protection detects a network threat, it blocks the threat.</li> <li>Firewall, which allows or blocks network traffic based on firewall policies and rules.</li> </ul> (As of version 14.2.) <a href="#">How Network Threat Protection protects your Mac</a>
Device Control	Symantec Endpoint Protection Manager administrators configure a device control policy. Devices can be blocked or unblocked with this policy by device name, device vendor, device model, or serial number. On a managed client, you can see the settings for Device Control on the <b>Advanced</b> tab. Device control is not available for unmanaged clients. <a href="#">About device control on the Symantec Endpoint Protection client for Mac</a>
Endpoint Detection and Response	Symantec Endpoint Protection Manager administrators configure an Activity Recorder policy that provides the means to detect and expose suspicious network activity.

The client automatically downloads the virus definitions, IPS definitions, and the product updates to your computer.

[Updating virus definitions, intrusion prevention definitions, and the client software](#)

### How Virus and Spyware Protection protects your Mac

Symantec Endpoint Protection uses virus definitions to detect known viruses during scheduled scans and manual scans. Auto-Protect uses virus definitions to constantly scan your computer activity.

Symantec Endpoint Protection notifies you that if it has detected a virus or other security risk. A virus or other security risk is detected when one of the following occurs:

- Auto-Protect finds a virus while it monitors your computer.
- Auto-Protect finds a virus from a scan that you scheduled or started manually.

With default settings, Symantec Endpoint Protection automatically attempts to repair any virus it finds. If it can't repair the file, the client safely quarantines the file so that it cannot harm your computer. Usually, the client performs these repairs without any action by you. When your computer finds a virus, you can choose to submit information about it to Symantec.

In certain circumstances, the client prompts you to choose whether you want to repair, delete, or restore an infected file that it has found. Your responses determine what the client does with the infected file.

[Responding to messages about infections and risk detections](#)

[Turning on or turning off the submission of security information to Symantec](#)

## How Network Threat Protection protects your Mac

Network Threat Protection includes the following protection technologies:

- Intrusion prevention
- Firewall

### Intrusion prevention

Intrusion prevention automatically detects and blocks network attacks. Intrusion prevention is an inner layer of defense to protect client computers. Intrusion prevention is sometimes called the intrusion prevention system (IPS).

Intrusion prevention intercepts data at the network layer. It uses signatures to scan packets or streams of packets. It scans each packet individually by looking for the patterns that correspond to network attacks or browser attacks. Intrusion prevention detects attacks on operating system components and the application layer.

Intrusion prevention uses signatures to identify attacks on client computers. For known attacks, intrusion prevention automatically discards the packets that match the signatures.

### Firewall

The firewall monitors network traffic and blocks potentially harmful traffic to protect your Mac. The Symantec Endpoint Protection firewall is not available on the unmanaged client.

The Symantec Endpoint Protection firewall monitors traffic at the Transport and Internet layer. The built-in Mac firewall monitors traffic at the higher Application layer, after the Symantec Endpoint Protection firewall monitors it. Therefore, you can enable both firewalls at once to run in parallel.

The firewall uses the following types of rules to allow or block network traffic:

- Default rules
- Custom rules
- Built-in rules
- Protection rules

These rules include portscan detection, denial of service detection, anti-MAC spoofing, smart DHCP, and smart DNS. Firewall settings are controlled entirely by the Symantec Endpoint Protection Manager administrator. You can enable or disable the firewall only if the administrator allows the user client control over the Mac.

Firewall protection was added in version 14.2.

[Managing intrusion prevention](#)

[Managing firewall protection for the Mac client](#)

## Operating system compatibility with Symantec Endpoint Protection for Mac

Symantec Endpoint Protection for Mac supports the following operating system versions:

- macOS 12
- macOS 11 (both Intel processor and M1 chip)
- macOS 10.15 to 10.15.7

For additional information on support for earlier Mac operating system versions, see [Mac compatibility with the Endpoint Protection client](#).

[About authorizing system extensions for Symantec Endpoint Protection for macOS 10.15 or later](#)

[Release notes, new fixes, and system requirements for all versions of Endpoint Protection](#)

## Installing the Symantec Endpoint Protection client for Mac

You can directly install a Symantec Endpoint Protection client on a Mac computer if you cannot use or do not want to use Remote Push. The steps are similar whether the client is unmanaged or managed.

The only way to install a managed client is with a package that Symantec Endpoint Protection Manager creates. You can convert an unmanaged client to a managed client at any time by importing client-server communication settings into the Mac client.

### NOTE

To prepare the Symantec Endpoint Protection client for Mac for use with third-party remote deployment software, see:

[Exporting and Deploying a Symantec Endpoint Protection client via Apple Remote Desktop or Casper.](#)

**Table 2: Methods for installing the Mac client**

If you downloaded the installation file.	<ol style="list-style-type: none"> <li>1. Extract the contents to a folder on a Mac computer, and then open the folder.</li> <li>2. Open SEP_MAC.</li> <li>3. Copy Symantec Endpoint Protection.dmg to the desktop of the Mac computer.</li> <li>4. Double-click Symantec Endpoint Protection.dmg to mount the file as a virtual disk. You then install the Symantec Endpoint Protection client for Mac</li> </ol>
If you have a client installation package .zip from the Broadcom Support Portal. For more information, see: <a href="#">Broadcom Support Portal</a>	<ol style="list-style-type: none"> <li>1. Copy the file to the desktop of the Mac computer. The file may be named Symantec Endpoint Protection.zip or Symantec_Endpoint_Protection_version_Mac_Client.zip, where version is the product version.</li> <li>2. Right-click <b>Open With &gt; Archive Utility</b> to extract the file's contents.</li> <li>3. Open the resulting folder. You then install the Symantec Endpoint Protection client for Mac.</li> </ol>

The resulting virtual disk image or folder contains the application installer and a folder called Additional Resources. Both items must be present in the same location for a successful installation. If you copy the installer to another location, you must also copy Additional Resources.

**To install the Symantec Endpoint Protection client for Mac:**

1. Double-click `Install Symantec Endpoint Protection`.
2. To begin the installation, click **Install**.
3. To install a helper tool that is needed for installing the Symantec Endpoint Protection client, enter your Mac's administrative username and password, and then click **Install Helper**.
4. After the installation, click **Continue** to finish setting up your Symantec Endpoint Protection client.
5. To set up your Symantec Endpoint Protection client, take the following steps:

Authorize the Symantec Endpoint Protection system extension.	In the <b>Security &amp; Privacy</b> dialog box, on the <b>General</b> tab, at <b>System software from application "Symantec Endpoint Protection" was blocked from loading</b> , click <b>Allow</b> . If needed, click the lock icon to make the changes. You must authorize the system extension for Symantec Endpoint Protection to fully function. See: <a href="#">About authorizing system extensions for Symantec Endpoint Protection for macOS 10.15 or later</a>
Allow full disk access.	In the <b>Security &amp; Privacy</b> dialog box, on the <b>Privacy</b> tab, make sure <b>Symantec System Extension</b> is allowed to access data and administrative settings for all users on your Mac device. If needed, click the lock icon to make the changes.
Allow changes to network profile.	When prompted <b>Symantec Endpoint Protection would like to filter network content</b> , click <b>Allow</b> .

6. Click **Complete**.

## About authorizing system extensions for Symantec Endpoint Protection for macOS 10.15 or later

Requiring the authorization of system extensions is a security feature of macOS 10.15. You must authorize the system extension for Symantec Endpoint Protection to fully function.

To authorize the system extension for Symantec Endpoint Protection, during the setup of your Symantec Endpoint Protection client, in the **Security & Privacy** dialog box, on the **General** tab, at **System software from application "Symantec Endpoint Protection" was blocked from loading**, click **Allow**.

For more information, see:

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

## Upgrade prompt for the Symantec Endpoint Protection client for Mac

Symantec Endpoint Protection Manager administrators can assign a client installation package to automatically upgrade the managed client computers, with settings for client installation.

If you are logged on to the Mac, you may see a prompt to restart to complete the installation. You may be able to delay the restart based on the client installation settings.

If you are not logged on to the Mac, the installation automatically restarts the Mac.

## Getting started in the Symantec Endpoint Protection client

When you open the Symantec Endpoint Protection client, the message **You are Protected** appears at the top of the page, unless there is a problem that needs to be resolved. Click **Fix** to resolve any issues.

The Symantec Endpoint Protection client displays the main tasks that you can perform.

**Table 3: Symantec Endpoint Protection client pages**

Option	Description
<b>Security</b>	Shows the protection status of your computer.
<b>Scans</b>	Lets you scan your computer. You can choose to run a quick scan or run a full scan. You can also drop a file or a folder to scan. <a href="#">Running a manual scan</a>
<b>LiveUpdate</b>	Runs LiveUpdate to update the definitions and product files for Symantec Endpoint Protection. <a href="#">Updating the content on Symantec Endpoint Protection immediately</a>
<b>Advanced</b>	Gives more detailed options for Virus and Spyware Protection, Network Threat Protection, and LiveUpdate.

## Managing your Mac's protection with Symantec Endpoint Protection

The default settings in Symantec Endpoint Protection protect your Mac from many types of malware. Either the client automatically handles the malware, or lets you choose how to handle the malware.

Depending on the settings that your administrator sets, you should perform the following tasks to help maintain your protection.

### NOTE

Your administrator may not have given you control over these tasks.

**Table 4: Protecting your computer**

Steps	Description
Step 1: Check that Virus and Spyware Protection and that Network Threat Protection are both enabled.	The <b>Security</b> page appears, and shows a green checkmark and the message, <b>You are Protected</b> , if your protections are turned on. <a href="#">Turning on and turning off Virus and Spyware Protection</a> <a href="#">Turning on or turning off Network Threat Protection</a>
Step 2: Make sure that the software and definitions are up to date.	The <b>Security</b> page displays the last time that definitions were updated for Virus and Spyware Protection and Network Threat Protection. Under <b>LiveUpdate</b> , the time of the last product update appears. To see the version number of the software, click <b>Help &gt; About</b> .
Step 3: Update the software or definitions if necessary.	In the Symantec Endpoint Protection client, click <b>LiveUpdate</b> to update software and definitions immediately. <a href="#">Updating virus definitions, intrusion prevention definitions, and the client software</a>
Step 4: Run a scan.	You can schedule scans to run at regular intervals, or you can run a scan immediately. <a href="#">Setting up scheduled scans</a> <a href="#">Running a manual scan</a>

[Managing your Virus and Spyware Protection settings](#)

## Renewing your product license

You may see a message under the Symantec Endpoint Protection client icon on the menu bar that the license for Symantec Endpoint Protection is expired. The Symantec Endpoint Protection client uses a license to update the following:



- The client software
- The protection definition files for virus and spyware scans and intrusion prevention

The client may use a trial license or a paid license. If either license is expired, the client does not update any definitions or the client software.

For either type of license, you must contact your administrator to update or renew the license.

[Responding to messages about infections and risk detections](#)

## Checking on your Mac client using AppleScript scripts

(For 14.3 RU2 and later)

AppleScript integration with Symantec Endpoint Protection client for Mac lets you create and run AppleScript scripts to query or control your Mac client.

Predefined scripts for querying the Mac client are not available. You will have the flexibility to create the scripts according to your requirements.

You can create and run the scripts in the Script Editor or you can run them from the command line. Using the Mac features, you can also schedule the scripts to run automatically at a specified time.

### To create and run an AppleScript script in the Script Editor:

1. On your Mac device, open the Script Editor, and create a script that you want to run on your Mac device.  
You can use the script examples given below.
2. To test the script, click **Run** on the toolbar.
3. Save the script in a format that best meets your needs.

### To run an AppleScript script from the command line:

1. On your Mac device, open the Terminal window.
2. Run the script that you want.

**Table 5: Examples of AppleScript scripts for Mac client**

Action	Script Examples
Get last scan time	<p>Script to run in the Script Editor:</p> <pre>tell application "Symantec Endpoint Protection" get last scan time end tell</pre> <p>Script to run from the command line:</p> <pre>osascript -e 'tell app "Symantec Endpoint Protection" to get last scan time'</pre>
Get product version	<p>Script to run in the Script Editor:</p> <pre>tell application "Symantec Endpoint Protection" get version end tell</pre> <p>Script to run from the command line:</p> <pre>osascript -e 'tell app "Symantec Endpoint Protection" to get version'</pre>

Action	Script Examples
Get content versions	<p>Script to run in the Script Editor:</p> <pre>tell application "Symantec Endpoint Protection" get definition information end tell</pre> <p>Script to run from the command line:</p> <pre>osascript -e 'tell app "Symantec Endpoint Protection" to get definition information'</pre>
Run LiveUpdate	<p>Script to run in the Script Editor:</p> <pre>tell application "Symantec Endpoint Protection" activate tell main window to run LiveUpdate end tell</pre> <p>Script to run from the command line:</p> <pre>osascript -e 'tell app "Symantec Endpoint Protection" -e 'activate' -e 'tell main window to run LiveUpdate' -e 'end tell'</pre>
Run QuickScan	<p>Script to run in the Script Editor:</p> <pre>tell application "Symantec Endpoint Protection" activate tell main window to quick scan end tell</pre> <p>Script to run from the command line:</p> <pre>osascript -e 'tell app "Symantec Endpoint Protection" -e 'activate' -e 'tell main window to quick scan' -e 'end tell'</pre>

## Enabling or disabling device control on the Symantec Endpoint Protection client for Mac

Symantec Endpoint Protection Manager administrators can configure managed clients with a device control policy. Devices can be blocked or unblocked with this policy by device name, device vendor, device model, or serial number.

You can view device control activities on the **Advanced** page by clicking **Activity > Security History**.

Settings in the Symantec Endpoint Protection client for **Device Control** let you enable or disable device control. If device control is enabled, you can optionally enable or disable notifications when devices are blocked or unblocked.

To change the settings, you must authenticate with Mac administrator credentials. If these settings are grayed out, then the administrator has locked it to prevent you from enabling or disabling this feature.

You cannot add or edit devices to be blocked or unblocked through the Symantec Endpoint Protection client interface.

### NOTE

The device control policy from Symantec Endpoint Protection Manager controls the device control settings. At the next heartbeat, any changes that you make to these settings revert to what the policy dictates.

Device control is not available for unmanaged clients.

## About Web and Cloud Access Protection for the Mac client

Web and Cloud Access Protection automates web traffic redirection to the Symantec Web Security Service and secures the web traffic on each computer that uses Symantec Endpoint Protection.

The administrator controls the settings that Web and Cloud Access Protection uses, which includes the proxy configuration URL and the optional Symantec Web Security Service root certificate. Only the Symantec Endpoint Protection Manager administrator can configure these settings, which do not appear in the Symantec Endpoint Protection

client UI. You can view the proxy configuration file URL on the Mac through **System Preferences > Network**, under **Proxies**. The Cloud Services certificate appears in **Keychain**.

The web browsers Safari, Chrome, and Firefox version 65 and later support Web and Cloud Access Protection. Symantec Endpoint Protection versions earlier than 14.2 RU1 only support Safari and Chrome.

**NOTE**

The tunnel method does not run on Mac clients.

## Uninstalling the Symantec Endpoint Protection client for Mac

You uninstall the Symantec Endpoint Protection client for Mac through the client icon on the menu bar. Uninstallation of the Symantec Endpoint Protection client for Mac requires administrative user credentials.

**NOTE**

After you uninstall the Symantec Endpoint Protection client, you are prompted to restart the client computer to complete the uninstallation. Make sure that you save any unfinished work or close all open applications before you begin.

**To uninstall the Symantec Endpoint Protection client for Mac:**

1. On the Mac client computer, open the Symantec Endpoint Protection client, and then click **Symantec Endpoint Protection > Uninstall Symantec Endpoint Protection**.
2. Click **Uninstall** again to begin the uninstallation.
3. To install a helper tool that is needed for uninstalling the Symantec Endpoint Protection client, enter your Mac's administrative username and password, and then click **Install Helper**.
4. In the **Symantec Endpoint Protection is trying to modify a System Extension** dialog box, enter your Mac's administrative username and password, and then click **OK**.

You may also be prompted to type a password to uninstall the client. This password may be a different password than your Mac's administrative password.

5. Once the uninstallation completes, click **Restart Now**.

If the uninstallation fails, you may have to use an alternate method to uninstall. See:

[Uninstall Symantec Endpoint Protection](#)

# Updating content and the client software for Symantec Endpoint Protection

## Updating virus definitions, intrusion prevention definitions, and the client software

Symantec products depend on current information to protect your computer from newly discovered threats. Symantec makes this information available to Symantec Endpoint Protection through LiveUpdate. LiveUpdate obtains product updates and definition updates for your computer by using your Internet connection.

Definition updates are the files that keep your Symantec products current with the latest threat protection technologies. LiveUpdate retrieves the new intrusion prevention signatures or virus definition files from a Symantec Internet site, and then replaces the old files.

Product updates are improvements to the installed client. Product updates are usually created to extend the operating system or hardware compatibility, adjust performance issues, or fix product errors. Product updates are released on an as-needed basis. The client receives product updates directly from a LiveUpdate server. Product updates and definitions updates together are called content updates.

**Table 6: Ways to update content on your computer**

Task	Description
Update the content immediately	You can run LiveUpdate immediately. <a href="#">Updating the content on Symantec Endpoint Protection immediately</a>
Update the content on a schedule	By default, LiveUpdate runs automatically at scheduled intervals. <a href="#">Updating the content on Symantec Endpoint Protection on a schedule</a>

### [Managing your Mac's protection with Symantec Endpoint Protection](#)

## Updating the content on Symantec Endpoint Protection immediately

You can update the definitions and product files immediately by using LiveUpdate. You should run LiveUpdate manually for the following reasons:

- The client software was installed recently.
- It has been a long time since the last scan.
- You suspect you have a virus or other malware problem.

### To update content on Symantec Endpoint Protection immediately:

Launch LiveUpdate in one of the following ways:

- Right-click the Symantec Endpoint Protection icon in the menu bar, and then click **LiveUpdate**.
- Open the Symantec Endpoint Protection client, and then click **LiveUpdate**.

LiveUpdate connects to the configured LiveUpdate server, checks for available updates, then downloads and installs them automatically. A status bar indicates the download progress.

### [Updating the content on Symantec Endpoint Protection on a schedule](#)

[Updating virus definitions, intrusion prevention definitions, and the client software](#)

## Updating the content on Symantec Endpoint Protection on a schedule

### Schedules on managed Mac clients

By default, managed Mac clients receive a schedule from Symantec Endpoint Protection Manager that runs LiveUpdate every four hours. The Symantec Endpoint Protection Manager administrator controls the schedule. Managed clients cannot remove, modify, or view the administrator-created schedule, or create a new schedule.

### Schedules on unmanaged Mac clients

You can create a schedule so that LiveUpdate runs automatically at scheduled intervals. You may want to schedule LiveUpdate to run during a time that you do not use your computer.

#### To update the content on Symantec Endpoint Protection on a schedule:

1. In the Symantec Endpoint Protection client, on the **Advanced** page, click **Product Settings**, and then click the settings icon of **Scheduled LiveUpdate**.  
Your current schedule appears.
2. Select an interval from the LiveUpdate Schedule drop-down menu.  
The initial setting is to run every **4** hours. You can also choose to run **Daily** or **Weekly**, choosing a time or a day and time, respectively.
3. Click **Apply Changes**.

[Updating the content on Symantec Endpoint Protection immediately](#)

[Updating virus definitions, intrusion prevention definitions, and the client software](#)

## About connecting to the management server through a proxy server

You might be asked to allow Symantec Endpoint Protection to use your credentials to connect to the management server through a proxy. You receive a message that asks whether you want to allow access to your credentials to the `symdaemon` process.

You must click **Always Allow** in the message. Otherwise, you continue to receive the same message every time the client communicates with the LiveUpdate server. If you click **Deny**, your client cannot receive updates to software or definitions.

[Updating virus definitions, intrusion prevention definitions, and the client software](#)

# Managing Virus and Spyware Protection

## Managing your Virus and Spyware Protection settings

By default, Symantec Endpoint Protection protects against viruses and security risks, which includes network threats, as soon as your computer starts. Virus and Spyware Protection includes Auto-Protect, which checks programs for viruses as they run. It also monitors your computer for any activity that might indicate the presence of a virus or a security risk. Auto-Protect interception prevents viruses from infecting your computer, and you should keep Auto-Protect turned on.

For managed clients, the amount of control that you have over these settings depends on how the administrator configured the client. In addition, any changes that you make to these settings may revert to what the policy dictates at the next heartbeat.

[Managing Virus and Spyware Protection](#) describes the tasks you can accomplish to manage Virus and Spyware Protection on your Mac.

**Table 7: Managing Virus and Spyware Protection**

Steps	Description
Step 1: Turn on or turn off Virus and Spyware Protection	You can easily enable and disable Virus and Spyware Protection. Symantec recommends that you leave it turned on. <a href="#">Turning on and turning off Virus and Spyware Protection</a>
Step 2: Customize your Auto-Protect settings	Auto-Protect is an important part of Virus and Spyware Protection. You can configure these options from the <b>Advanced</b> page. <a href="#">Configuring Auto-Protect settings and Scan Zone settings</a>
Step 3: Scan your computer for viruses	You can set up virus scans to run on a schedule or to run immediately. <a href="#">Setting up scheduled scans</a> <a href="#">Pausing, snoozing, and stopping scans</a> <a href="#">Running a manual scan</a>
Step 4: Respond when Symantec Endpoint Protection detects a virus	When Symantec Endpoint Protection scans your computer, it may: <ul style="list-style-type: none"> <li>Notify you of the actions that you can take.</li> <li>Inform you about the protective actions that it has taken for you.</li> </ul> <a href="#">Responding to messages about infections and risk detections</a>

## Turning on and turning off Virus and Spyware Protection

By default, Virus and Spyware Protection is turned on, along with Auto-Protect.

You can exercise more precise control over Auto-Protect by setting specific options.

If Virus and Spyware Protection is turned off, a red "x" appears on the **Status** page, with the message **Virus and Spyware Protection is disabled**. If the protection has been disabled, you should enable it as soon as possible.

### NOTE

Scheduled scans continue, regardless of whether Virus and Spyware Protection is enabled or disabled. Your administrator may restrict access to some Symantec Endpoint Protection settings. You may not be allowed to disable these settings, schedule scans, or customize protection options. You may be required to provide your Mac administrator password to change any of these settings.

**To turn on and turn off Virus and Spyware Protection:**

1. To turn on Virus and Spyware Protection, in the Symantec Endpoint Protection client, on the **Advanced** page, click **Protect My Mac**, and then enable **Automatic Scans**.
2. To turn off Virus and Spyware Protection, in the Symantec Endpoint Protection client, on the **Advanced** page, click **Protect My Mac**, and then disable **Automatic Scans**.

[Configuring Auto-Protect settings and Scan Zone settings](#)

[Managing your Virus and Spyware Protection settings](#)

[Responding to messages about infections and risk detections](#)

## Configuring Auto-Protect settings and Scan Zone settings

On managed clients, if your administrator lets you, you can customize how Auto-Protect monitors viruses and repairs infected files.

The Auto-Protect settings appear as options under **Protect My Mac**. You must enable **Automatic Scans** to enable Auto-Protect.

**Scan Zone Settings** let you specify the files to include in a scan or to exclude from a scan.

**To configure Auto-Protect settings:**

1. In the Symantec Endpoint Protection client, on the **Advanced** page, click **Protect My Mac**, and then click the settings icon of **Automatic Scans**.
2. Make changes to any of the following options:

<b>Auto Quarantine</b>	You can choose whether to send any files that cannot be repaired to the Quarantine.
<b>Auto Repair</b>	You can choose to have Auto-Protect automatically repair any infected files that it finds.
<b>Scan</b>	You can choose <b>Data Disks</b> and <b>All other disks</b> .
<b>Scan compressed files</b>	You can choose whether to include compressed files in an Auto-Protect scan. The scan includes the compressed file and the files inside the compressed file.

**WARNING**

If you do not choose **Auto Repair**, any infected files are not moved to the Quarantine, even if you choose **Auto Quarantine**. The software asks whether you want to repair an infected file. If you do not repair the file, it is left on the computer. If you choose **Auto Repair**, and if you do not choose **Auto Quarantine**, any infected files are deleted.

3. Click **Done**.

**To configure Scan Zone Settings:**

1. In the Symantec Endpoint Protection client, on the **Advanced** page, click **Protect My Mac**, and then click the settings icon of **Scan Zone Settings**.
2. Make changes to any of the following options:

<b>Scan Everywhere</b>	All files and processes on your computer are scanned as you access them.
<b>Scan Only</b>	Only the files or folders that you specify are included in the scan.
<b>Don't Scan</b>	All files are scanned except for the files or folders that you specify to exclude from the scan.
<b>Use Defaults</b>	This choice scans everywhere.

- Click **OK**.

[How Virus and Spyware Protection protects your Mac](#)

[Turning on and turning off Virus and Spyware Protection](#)

[Managing quarantined files](#)

## Setting up scheduled scans

Symantec Endpoint Protection automatically runs a default scan if you have a managed client. If your administrator lets you do so, you can set up additional scheduled scans.

On an unmanaged client, you must run your own scans. Symantec recommends that you perform a full manual scan as soon as possible, and then set up a regular scheduled scan. You can pause or delay any scan, including both scheduled scans and manual scans.

On a managed client, the default scan runs daily at 8:00 P.M., with Auto Repair enabled.

### NOTE

Symantec does not recommend to run a scheduled scan more than once a day. Increasing the frequency of the scans or setting up multiple scheduled scans may cause performance issues.

[Running a manual scan](#)

### To set up scheduled scans:

- In the Symantec Endpoint Protection client, on the **Advanced** page, click **Protect My Mac**, and then click the settings icon of **Scheduled Scans**.
- In the dialog box, click **Add scheduled scans**, or click a current scheduled scan and then click **Edit** to adjust the settings for it.
- On the **Scan Items** tab, you can set the following options:

<b>Drives</b>	You can choose whether to scan <b>Hard drives</b> and <b>Removable drives</b> .
<b>Folders</b>	You can choose to scan your <b>Home folder (Active user)</b> , <b>Applications</b> , and <b>Library</b> files. If no user is logged on at the time of the scheduled scan of a Home folder, then the scan does not run.
<b>Scan Options</b>	You can choose from the following options: <ul style="list-style-type: none"> <li>• <b>Scan Compressed</b></li> <li>• <b>Auto Repair</b></li> <li>• <b>Auto Quarantine</b></li> <li>• <b>Enable Idle Time Scan</b></li> </ul>

- On the **Scan Schedule** tab, you can set the following options:

<b>Scan Schedule</b>	You can set up a scan to run at a specific interval in hours, daily, weekly, or monthly. <b>Run at a specific interval</b> is selected by default when you schedule a new scan.
<b>Run every</b>	Available when <b>Run at specific interval</b> is selected for <b>Scan Schedule</b> .
<b>Start Time</b>	Available when you select <b>Daily</b> , <b>Weekly</b> , or <b>Monthly</b> for the scan schedule. You can choose the time of day to run the scan. You should choose a time when you typically are not at work, because scans can slow the performance of your computer.
<b>On</b>	Available when you select <b>Weekly</b> or <b>Monthly</b> for the scan schedule. You can choose the day of the week or month to run the scan. We recommend that you choose a time when you typically are not at work because scans can slow the performance of your computer.



5. On the **Tuning** tab, you can adjust how the performance of the scan is optimized.
6. Click **OK**.
7. Click **Done**.

[Pausing, snoozing, and stopping scans](#)

[Managing your Mac's protection with Symantec Endpoint Protection](#)

[Responding to messages about infections and risk detections](#)

[Turning on or turning off the submission of security information to Symantec](#)

## Running a manual scan

You might need to scan some files manually. For example, you might need to scan the files that were saved to your computer before Symantec Endpoint Protection was installed. Or you might decide that some files that were excluded from a scheduled scan should be scanned.

### NOTE

You can pause or delay any scan, including both scheduled scans and manual scans.

### To run a manual scan:

In the Symantec Endpoint Protection client, on the **Scans** page, do one of the following:

- To start a quick scan, click **Quick Scan**, and then click **Start a Quick Scan**.
- To start a full scan, click **Full Scan**, and then click **Start a Full Scan**.
- To scan a file or a folder, click **File Scan**, and then click **Select a file**. The Finder opens and you can choose whether to **Show Hidden Files** and **Scan Compressed Files**. You can also choose to enable **Auto Repair** and **Auto Quarantine**.

[Pausing, snoozing, and stopping scans](#)

[Setting up scheduled scans](#)

[Turning on or turning off the submission of security information to Symantec](#)

## Pausing, snoozing, and stopping scans

The pause feature lets you stop a scan and resume it at another time that you choose. You can also stop and cancel any scan at any time. You do not need administrator privileges to use these features.

When a scan resumes, it starts from where the scan stopped.

### NOTE

If you pause a scan while the client scans a compressed file, the client might take several minutes to respond to the pause request.

If snoozing is enabled, you can also snooze a scan, but only before the scan begins. You cannot snooze a scan in progress.

### To pause or stop a running scheduled scan:

1. In the scan progress dialog box, click **Pause**.
2. In the scan progress dialog box, click **Resume** to continue the scan, or click **Stop** to stop the scan. You can also click **Done** to close the window.

### To pause or stop a running manual scan:

1. In the scan progress dialog box, click **Pause** to pause the scan.

2. Click **Cancel** to stop a running manual scan or click **Resume** to continue the scan.

**To snooze a scan that is about to start:**

1. In the window that appears, click the drop-down menu to select a value to snooze. You can snooze for as little as 15 minutes, or as long as a day.
2. Click **OK** to snooze the scan.

You do not need to do anything if you want the scan to run as scheduled.

[Setting up scheduled scans](#)

[Running a manual scan](#)

## Responding to messages about infections and risk detections

You can check whether your computer is infected and perform some additional tasks if you want increased security or better performance.

Your administrator may manage your client or you may run an unmanaged client. The protection tasks that you can perform depend on how much control your administrator keeps over the client.

If Symantec Endpoint Protection finds a virus or a security risk, you may be asked to take action on the risk. Based on the settings that your administrator chooses, you may be informed about the action that the client took automatically.

**Table 8: Responding to messages about infections**

Message content	Action required
Repaired the infected file	None
Requests your approval to repair the infected file	Approve the repair. This option depends on your Auto-Protect preferences. <a href="#">Managing your Virus and Spyware Protection settings</a> If the option to automatically repair infected files is unchecked, you must repair the file manually. <a href="#">Repairing infected files</a>
Unable to repair infected file	Manage the infection in Quarantine. <a href="#">Managing quarantined files</a>

[How Virus and Spyware Protection protects your Mac](#)

## Repairing infected files

If an infected file is not automatically repaired or placed in the Quarantine, you can repair the file from the scan results list. You can manually repair files on your computer's hard disk or on removable media.

**To repair infected files:**

1. In the scan results list, select the file to repair, then click **Repair**.  
You can also right-click any file from the Mac **Finder** or **Search** menu.
2. Repeat as necessary.
3. Run another scan to check for other infected files.
4. Check the repaired files to make sure that they function correctly.

[Managing your Virus and Spyware Protection settings](#)

[Managing quarantined files](#)

## Managing quarantined files

By default, if the client detects a virus in a file, it tries to remove the virus. If the virus cannot be removed, the file is placed in the Quarantine on your computer. If Symantec Endpoint Protection detects a security risk in a file, it places the file in the Quarantine first. It then repairs any side effects of the risk.

When you update your virus definitions, the client automatically checks the Quarantine. You can rescan the items in the Quarantine. The latest definitions may be able to clean or repair the files that are quarantined.

### To manage quarantined files:

1. In the Symantec Endpoint Protection client, on the **Advanced** page, click **Activity > Security History > Quarantine**.
2. Select the file to manage, then choose the appropriate option:

<b>Repair</b>	Choose this option to try to repair a quarantined file. Make sure that your virus definitions are more recent than the date that the file was quarantined.
<b>Delete</b>	Choose this option to delete any files that you no longer need from the Quarantine.
<b>Restore</b>	If you are sure that the file does not contain a virus, you can restore it to its original location on your computer. This option does not scan the file or try to repair it.

### [Responding to messages about infections and risk detections](#)

## Turning on or turning off the submission of security information to Symantec

Symantec Endpoint Protection can submit pseudonymized information about detected threats to Symantec. Symantec uses this information to protect your client computers from new, targeted, and mutating threats. Any data you submit improves Symantec's ability to respond to threats and customize protection for your computer.

The data that Symantec telemetry collects may include pseudonymous elements that are not directly identifiable. Symantec neither needs nor seeks to use telemetry data to identify any individual user.

By default, your client computer sends information about detections to Symantec. You can turn off submissions, although Symantec recommends that you leave this setting turned on.

This option only sends information about virus detections.

### **NOTE**

Symantec recommends that you leave the option turned on.

### To turn on or turn off the submission of pseudonymous security information to Symantec:

In the Symantec Endpoint Protection client, on the **Advanced** page, click **Product Settings** and then turn on or turn off **Security Info Submission**.

### [Setting up scheduled scans](#)

### [Running a manual scan](#)

## Managing Network Threat Protection

### Managing intrusion prevention

The default settings for intrusion prevention protect your Mac client. However, if you want to manage your own protection, you can manage intrusion prevention as part of Network Threat Protection.

**Table 9: Managing intrusion prevention**

Steps	Description
Step 1: Learn about intrusion prevention.	Learn how intrusion prevention detects and blocks network attacks. <a href="#">How Network Threat Protection protects your Mac</a>
Step 2: Download the latest IPS signatures.	By default, the latest signatures are downloaded to the client. However, you might want to download the signatures immediately. <a href="#">Updating the content on Symantec Endpoint Protection immediately</a>
Step 3: Enable or disable intrusion prevention.	You might need to disable intrusion prevention for troubleshooting purposes or if client computers detect an excessive number of false positives. Typically, you should not disable intrusion prevention. <a href="#">Turning on or turning off Network Threat Protection</a>
Step 4: Enable intrusion prevention notifications.	You can configure notifications to appear when Symantec Endpoint Protection detects an attack. <a href="#">Turning on and turning off Network Threat Protection notifications</a>

### Managing firewall protection for the Mac client

The Symantec Endpoint Protection firewall for Mac provides firewall protection that fully integrates into Symantec Endpoint Protection, which includes events, policies, and commands. The Symantec Endpoint Protection firewall is only available on managed clients.

**NOTE**

The Symantec Endpoint Protection firewall for Mac does not integrate with the operating system's built-in firewall. Instead, it runs in parallel. The operating system firewall inspects at the Application layer, while the Symantec Endpoint Protection firewall inspects at lower levels (IP and Transport). The Symantec Endpoint Protection firewall for Mac does not offer peer-to-peer blocking rules, though you can create these in part through custom firewall rules.

**Table 10: Managing firewall protection**

Steps	Description
Step 1: Learn about firewall protection.	Learn how firewall protection monitors traffic and protects against common attack vectors. <a href="#">How Network Threat Protection protects your Mac</a>
Step 2: Enable or disable the firewall.	You might need to disable the firewall for troubleshooting purposes, such as if traffic is blocked that you expect to be allowed. Typically, you should not disable the firewall. <a href="#">Turning on or turning off Network Threat Protection</a>

### Turning on or turning off Network Threat Protection

Typically, when you turn off the Network Threat Protection components on your computer, your computer is less secure. However, you might want to turn off intrusion prevention to prevent false positives, or turn off the firewall to troubleshoot blocked traffic. Intrusion prevention and the firewall are a part of Network Threat Protection.

For managed clients, the amount of control that you have over these settings depends on how the administrator configured the client. In addition, any changes that you make to these settings may revert to what the policy dictates at the next heartbeat.

For unmanaged clients, the firewall is not available.

**To turn on or turn off Network Threat Protection:**

1. In the Symantec Endpoint Protection client, on the **Advanced** page, click **Network Threat Protection**.
2. To enable or disable intrusion prevention, turn on or turn off **Intrusion Prevention**.
3. To enable or disable firewall, turn on or turn off **Firewall**.
4. To enable or disable notifications for intrusion prevention and firewall, click the settings icon of **Vulnerability Protection**, and then in the dialog box, check or uncheck **Display Vulnerability Protection Notifications**.
5. Click **Done**.

If you turn off these components, you should turn them on again as soon as possible to make sure that your computer has the best protection.

[Managing intrusion prevention](#)

[Managing firewall protection for the Mac client](#)

