



# Symantec<sup>™</sup> Endpoint Protection Quick Start

**Updated: December 2020**

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# Symantec Endpoint Protection 14.x Quick Start Guide

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

To upgrade, see: [Upgrading and Migrating to the Latest Release of Symantec Endpoint Protection \(SEP\)](#)

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## 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 the Symantec Endpoint Protection installation file

You download the latest version of Symantec software and tools, retrieve license keys, and activate your product through the [Broadcom Support Portal](#). See:

- [Symantec Getting Started](#) and scroll down to **On-Premises Security Products**.
- [Download the latest version of Symantec software](#)

## Step 2: Install the Symantec Endpoint Protection Manager

If you cannot find or otherwise download your Symantec software through the Broadcom Support Portal, contact [Customer Care](#) for assistance.

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. Do one of the following actions, depending on the version of your installation:
  - **For versions 14.2 MP1a (14.2.1023.0100) or later**, the file extracts to C:\Users\username\AppData\Local\Temp\7zXXXXXXXXXX, where XXXXXXXXXXXX represents a random string of letters and numbers. Setup.exe automatically launches. Leave the installation menu open until the installation completes. Closing the menu deletes all of the files in the temporary directory.  
To save the installation files, navigate to the previously described temp folder and copy its contents to a location that you select. The installation files include the Tools directory.
  - **For versions earlier than 14.2 MP1a (14.2.1023.0100)**, type or browse to a location to extract to, and then click **Extract**. When the extraction finishes, find and double-click Setup.exe.
3. Click **Install Symantec Endpoint Protection**.
4. Continue with the installation by accepting the terms in the license agreement, along with all default prompts, and then click **Install**.
5. 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**.

6. 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.
7. 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. (14.3 MPx and earlier)
  - 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.
8. On the **Configuration completed** panel, click **Finish** to launch Symantec Endpoint Protection Manager.
9. On the Symantec Endpoint Protection Manager logon screen, type the user name and password you created in step 6 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](#)

In 14.1 and later, 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. See: [Enrolling a domain in the cloud console from the Symantec Endpoint Protection Manager console](#)

### Step 3: Activate your license and add a group

After you log on to Symantec Endpoint Protection Manager, 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**.

#### To activate your product license:

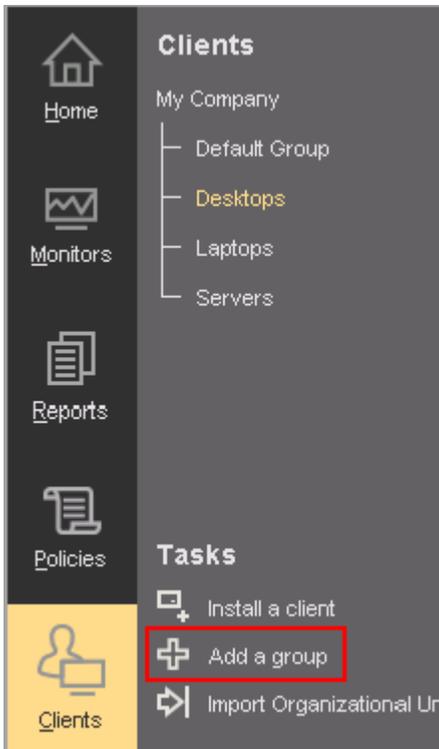
1. In the **Getting Started** screen, under **License Status**, click **Activate your product**.
2. Using your serial number or the .SLF license file that your order fulfillment email contains, follow the prompts to install your license.

#### To add a group for clients:

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

1. In the 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.



#### Step 4: Install the Symantec Endpoint Protection clients

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](#)

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**.
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 the previous step.
  - **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**.  
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 Symantec 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 for Linux client \(14.3 MP1 and earlier\)](#)

[Installing the Symantec Agent for Linux 14.3 RU1](#)

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.
11. Click **Next**, and then click **Finish** to exit the wizard.  
This window indicates that the install files were successfully copied.
12. 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**

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

The screenshot shows the Symantec Endpoint Protection Manager interface. The left sidebar contains navigation options: Home, Monitors, Reports, Policies, Clients, and Admin. The main content area is titled 'Endpoint Status' and includes a section for 'Endpoint Protection' with a donut chart. The chart shows 1 up-to-date endpoint (green), 0 out-of-date (orange), 0 offline (light blue), 0 disabled (red), and 0 host integrity failed (yellow). Below the chart, it states 'Computers needing a restart: 0' and provides a 'View Details' link. A red box highlights the 'Windows Definitions' section, which compares 'Latest from Symantec' (8/19/16 r2) and 'Latest on Manager' (8/18/16 r6).

Endpoint Protection	
Total Endpoints *	1
Up-to-date	1
Out-of-date	0
Offline	0
Disabled	0
Host Integrity Failed	0

\*Endpoints can be counted in more than one category

Computers needing a restart: 0 [View Details](#)

Windows Definitions	
Latest from Symantec:	8/19/16 r2
Latest on Manager:	8/18/16 r6

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

**Step 6: Check the database backup settings**

1. In Symantec Endpoint Protection Manager, in the left pane, click **Admin > Servers**.

- Under **Servers**, click **Local Site (My Site) > SQLEXPRESSSYMC**.  
For 14.3 MPx and earlier, click **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.

The screenshot displays the Symantec Endpoint Protection Manager interface. On the left sidebar, the 'Servers' section is expanded to show 'Local Site (Site renprod008949)' with a sub-entry 'renprod008949\SQLEXPRESSSYMC' highlighted in red. Below this, the 'Tasks' section is expanded to show 'Edit Database Properties' also highlighted in red. The main content area shows the 'Database Properties for renprod008949\SQLEXPRESSSYMC' dialog box. The 'Backup Settings' tab is selected and highlighted with a red box. The 'Backup Settings' section includes a dropdown for 'Backup server' set to 'renprod008949', a text field for 'Backup path' set to 'C:\Program Files (x86)\Symantec\Symantec Endpoint Protection Manager\data\backup', an unchecked checkbox for 'Back up logs', and a dropdown for 'Number of backups to keep' set to '1'. The 'Schedule Settings' section includes a checked checkbox for 'Schedule Backups', a dropdown for 'Backup frequency' set to 'Weekly', a text field for 'Start time' set to '03 : 00', and a dropdown for 'Day of week' set to 'Monday'. At the bottom right of the dialog are 'OK', 'Cancel', and 'Help' buttons. A status bar at the bottom indicates 'December 2, 2020 at 12:21:50 PM EST: LiveUpdate successfully updated the content. Return code = 0. [Site

## Appendix A: Additional resources and guides

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](#)

[Communication ports that Symantec Endpoint Protection uses](#)

## Things to know

Error: "...services require user rights" or "...cannot read the user rights" during installation or configuration

## Copyright statement

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