Home Use Installation Guide
For
Symantec Endpoint Protection (SEP) 11
For Mac

Information and Protection

May 2010

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1   INTRODUCTION

As part of the Corporate License Agreement negotiated with Symantec, on behalf of the Department of State (DoS), Symantec Endpoint Protection (SEP) software is authorized to be disseminated to DoS employees and contractors for residential use under the Home Use License Agreement as negotiated under the terms and conditions of License ID# 12457802.

Questions concerning the Corporate License Agreement with the Symantec Corporation should be directed to the AntiVirus Program Manager at (202) 203-5172.

2   AntiVirus Software Home Use License Policy

The Department of State policy concerning the removal and installation of Symantec Endpoint Protection (SEP) software products is as follows: The Department has entered into a license agreement to utilize Symantec Endpoint Protection (SEP) software. The software is not free. Giving copies to friends and relatives is NOT AUTHORIZED, is a violation of the license agreement, and may subject the employee to prosecution. Duplication of the licensed AntiVirus software is authorized for the AntiVirus Office ONLY.

2.1   Authorized Users:

1. All Department of State employees.
2. All other U.S. Federal Government Employees and Contractors to the extent they are engaged in the performance of work for the Department of State or utilizing the Department of State systems.
3. Home office, personal computer use for the end-user identified above in accordance with the Symantec Home Use License Addendum, as modified by the mutual agreement of the parties.

2.2   Department of State Restrictions:

1. US Citizen direct hire supervisor must approve in advance each installation of SEP software as official business.
2. Per STATE 100359, Post is authorized to distribute Home Use CDs to Locally Engaged Staff (LES) as long as they have complied with paragraph 5 (determining host country's import laws) and 7 (reply via telegram to IRM\OPS\ITI\SI\AV). If Post has any further questions concerning the distribution of CDs to LESs, please send an email (questions only) to virus2@state.gov and a reply will be sent soonest.
3. The software is provided "AS IS" and without technical support from Symantec or the Department of State. Employees will use the software at their own risk.

2.3   Usage Stipulations:

Department of State employees and contractors who install AntiVirus software on their privately owned PC's must adhere to the following stipulations:

1. The media (e.g. diskettes) used to install the AntiVirus software may not subsequently be used on a United States Government (USG) system.
2. The media (e.g. diskettes) used to transfer information from a privately owned PC to a USG system must be checked for viruses on a standalone system immediately before the transfer.
3. Only unclassified, non-sensitive USG information may be processed on privately owned PC's. Department of State policy strictly prohibits the processing of classified national security information (i.e. Confidential, Secret and Top Secret) and Sensitive But Unclassified (SBU) information on privately owned PC's.
4. The media (e.g. diskettes) introduced into classified Automated Information Systems (AIS) immediately becomes classified because of potential data migration and must be marked and protected as such. Consequently, media used on a classified computer either to upload or download information cannot subsequently be used on an unclassified system.

2.4   Installation Support:

Bureau and Post Systems Managers are neither required, nor tasked with the responsibility of installing or maintaining AntiVirus software at the employee's residence. Installation of the AntiVirus products and the maintenance of periodic "Definition Update Files" fall solely on the employee. In addition, employees and contractors removing and installing the AntiVirus software on their home computers will do so at their own risk. Questions concerning the above approval of the use of AntiVirus software on privately owned PC's should be directed to the Systems Integrity Division Virus Incident Response Team (IRM/OPS/ITI/SI) at (202) 203-5172.

3   Pre-Installation Notes

*   SEP protects endpoint computing devices (personal computers) from virus threats, and risks, and provides three layers of protection, network threat protection, proactive threat protection and antivirus and antispyware protection.

*   For network protection SEP contains a personal Firewall and Intrusion Protection features, misconfiguration of these features can have an adverse impact on the ability to connect to the internet. The creation of additional rules within the Firewall and IPS features may increase security but could also impact Internet access. Disabling these features may be necessary.

*   Proactive Threat Protection includes behavior-based security that identifies online threats such as worms, viruses, Trojan horses, and keystroke loggers by their actions and characteristics, not with traditional security signatures. Proactive Threat Protection analyzes the threat's behavior against hundreds of detection modules to determine whether the active processes are safe or malicious.

*   Antivirus and Antispyware Threat Protection prevents infections on computers by scanning the boot sector, memory, and files for viruses, spyware, and security risks. Antivirus and antispyware threat protection uses the virus and the security risk signatures that are found in virus definitions files. This protection also protects computers by blocking security risks before they install if this action would not leave the computer in an unstable state.

4 System Requirements

To install client software on Macintosh (Mac) computers, you must have administrator user rights to the computer or to the Windows domain, and log on as administrator. The Symantec software installation program launches a second installation program on the computer to create and start services, and to modify the Windows registry.
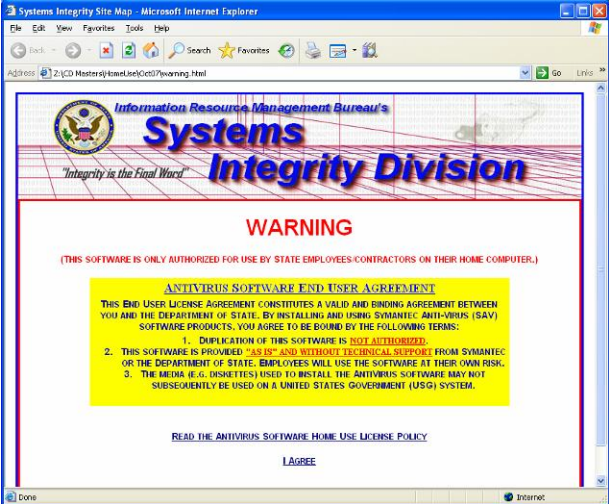
For computers utilizing SEP Client 32 bit Software:

- Processor – Macintosh system with Power PC or Intel Core Processor
- Operating Systems - The following operating systems are supported:
    o Mac OS X 10.4.11 or higher (includes 10.5.x support)
- The following amounts of RAM are required:
    o 512 MB for Mac OS X 10.5
    o 1 GB for Mac OS X 10.6
- Hard Disk 150 MB available
- Display –VGA (640 x 480) or higher-resolution video adapter and monitor
- Other requirements:
    o Internet connection required for Live Update
    o CD-ROM/DVD-ROM Drive
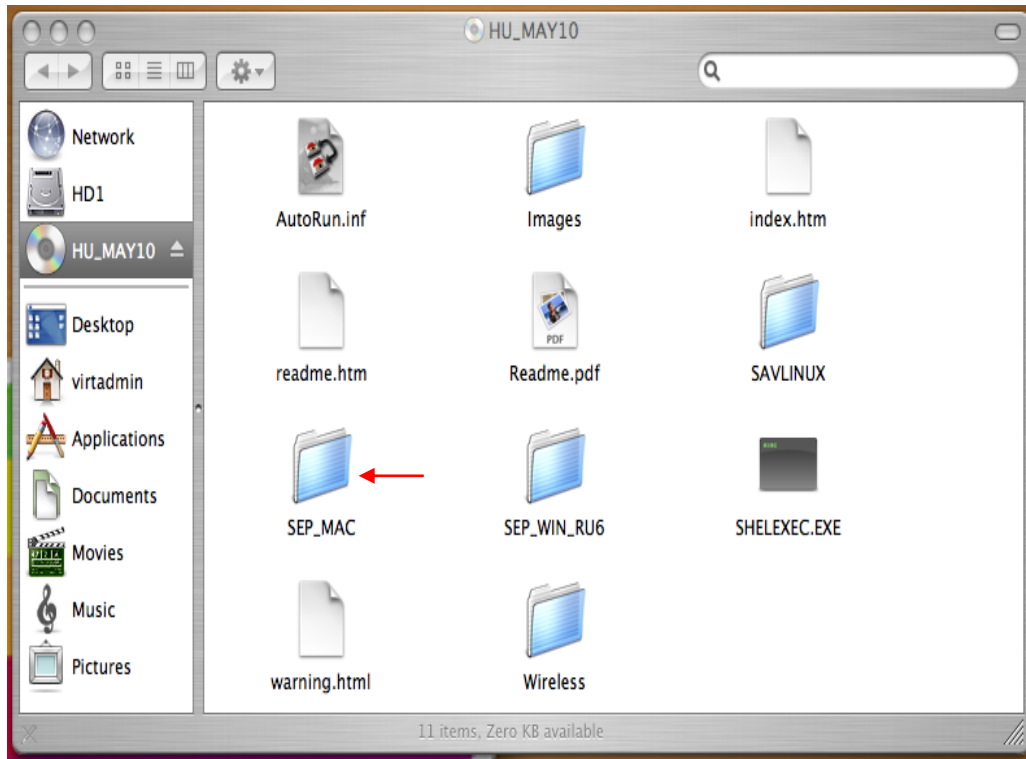
5 Installation of Symantec Endpoint Protection (SEP)

Installation of SEP will require the computer to be rebooted, perhaps more than once. Be prepared to reboot the computer when requested.

The screen shots shown below are typical for a computer running Mac OS. The dialog boxes you receive may differ.
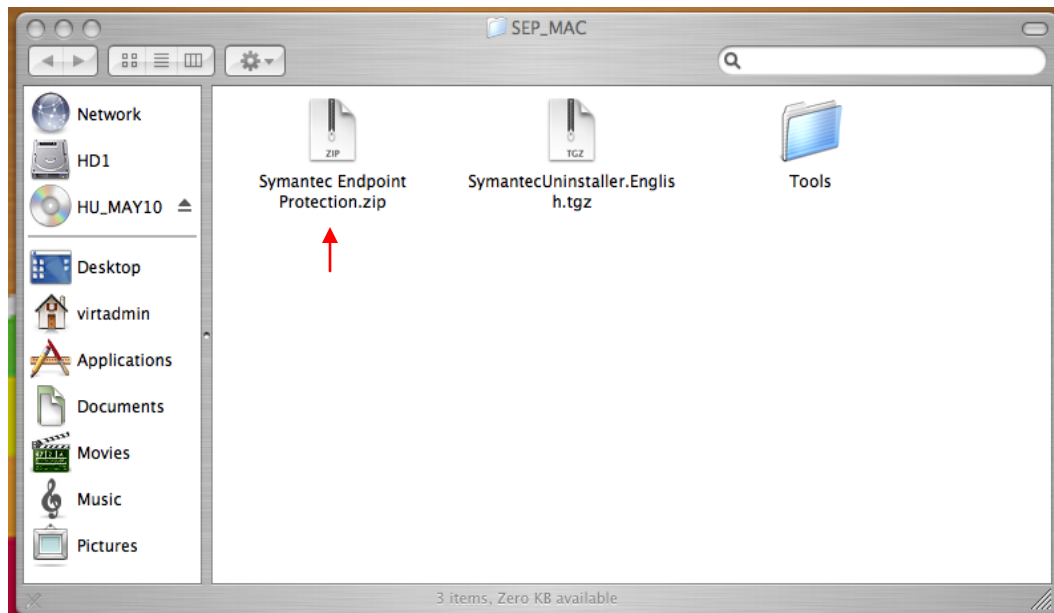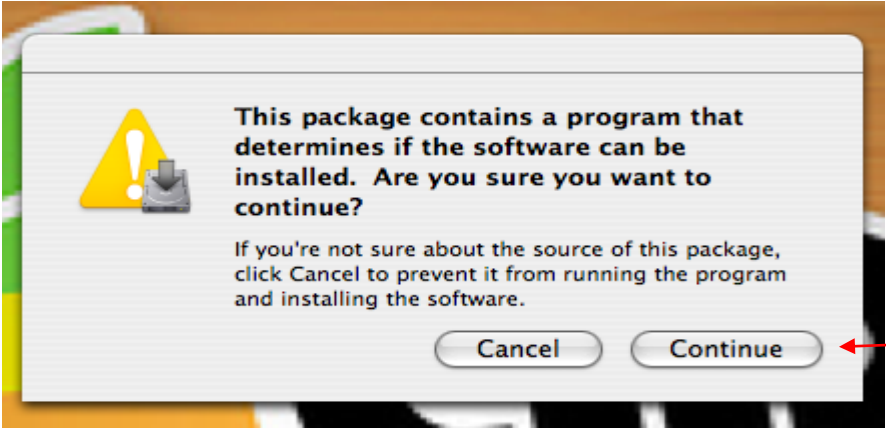
Table 5-1, SEP Installation

Step	Action
1.	Uninstall all existing AntiVirus Software and reboot the computer. If needed uninstall instructions can be found on page 16 of this document.
2.	If not in the web interface skip this step. When "**WARNING**" page is displayed click on "**READ THE ANTIVIRUS SOFTWARE HOME USE LICENSE POLICY**" to review the policy or click on "**I AGREE**" to begin installation.

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3.	Select SEP_MAC. (Indicated by red arrow in the screen capture below.)
4.	Select Symantec Endpoint Protection.zip. (Indicated by red arrow in the screen capture below.)

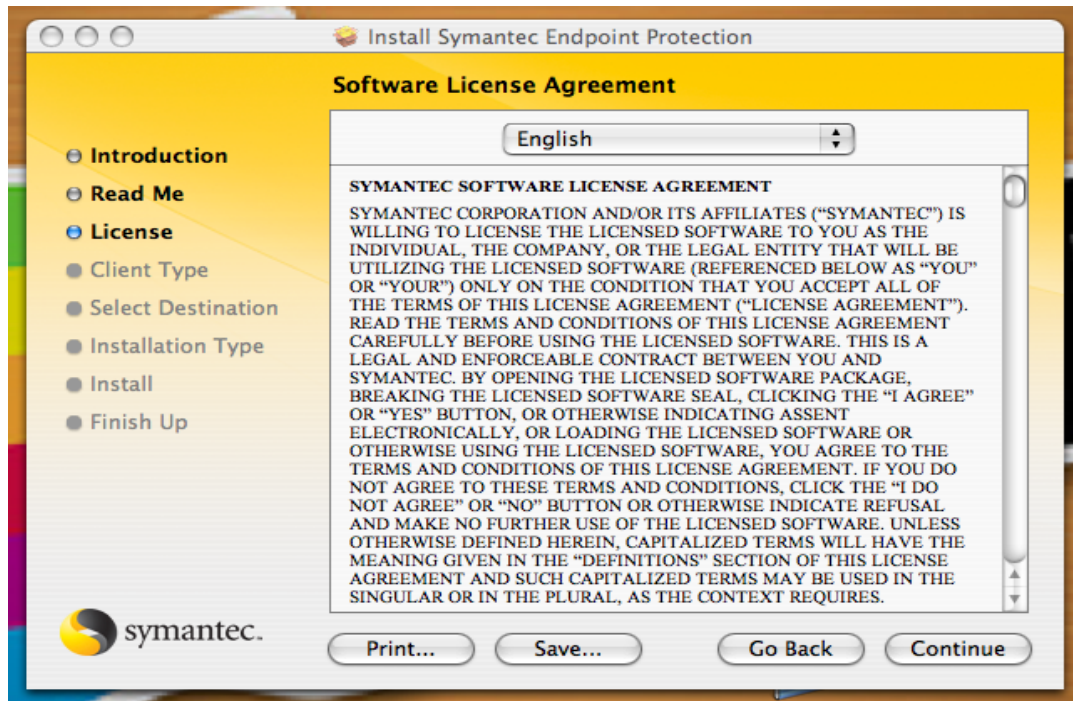|	
5.	Double click on the Symantec Endpoint Protection.mpkg icon. (The icon appears as in the screen capture below) (Note that the icon may be partially obscured on your screen). **Symantec Endpoint Protection.mpkg**
6.	Read the dialog box (dialog box appears as in screen capture below). Select Continue box to continue (indicated by red arrow). **This package contains a program that determines if the software can be installed. Are you sure you want to continue?** If you're not sure about the source of this package, click Cancel to prevent it from running the program and installing the software. Cancel Continue

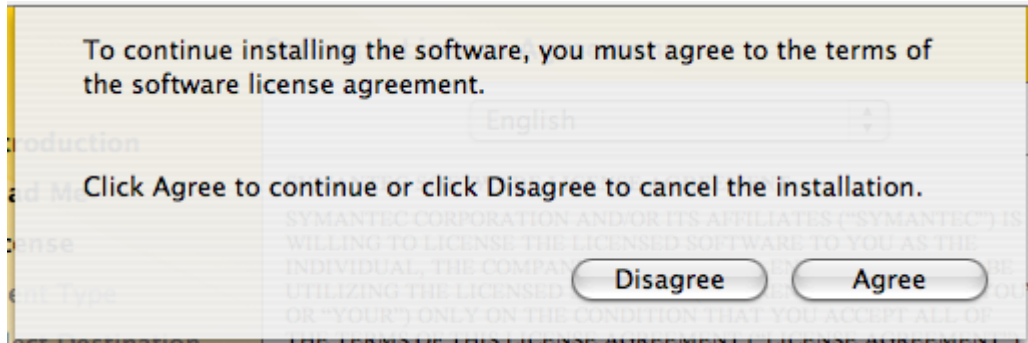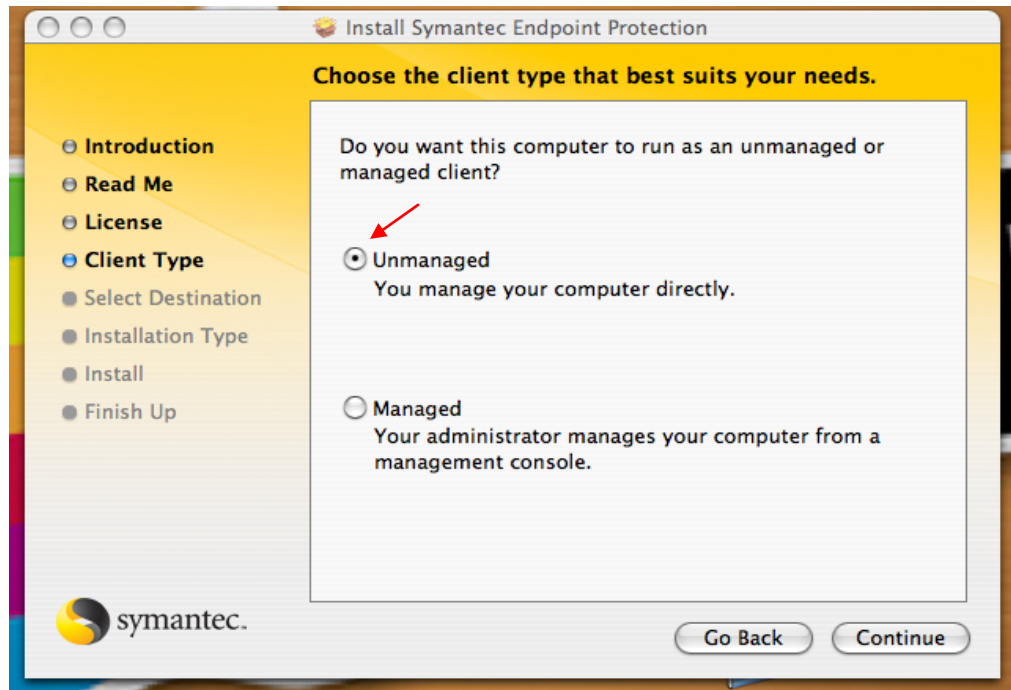|	
7.	Welcome to the Symantec Endpoint Protection Installer screen appears. Select Continue.
8.	The Important Information screen appears. Read information and select Continue when finished.
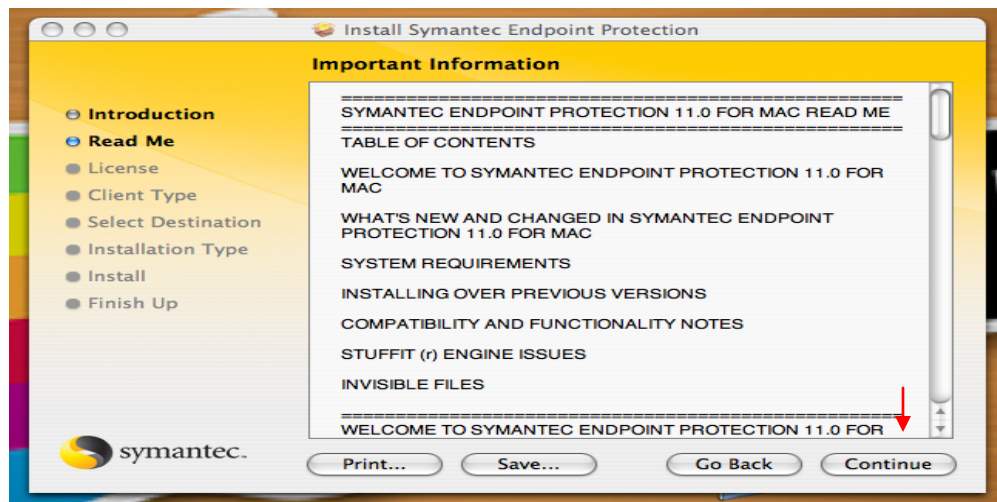
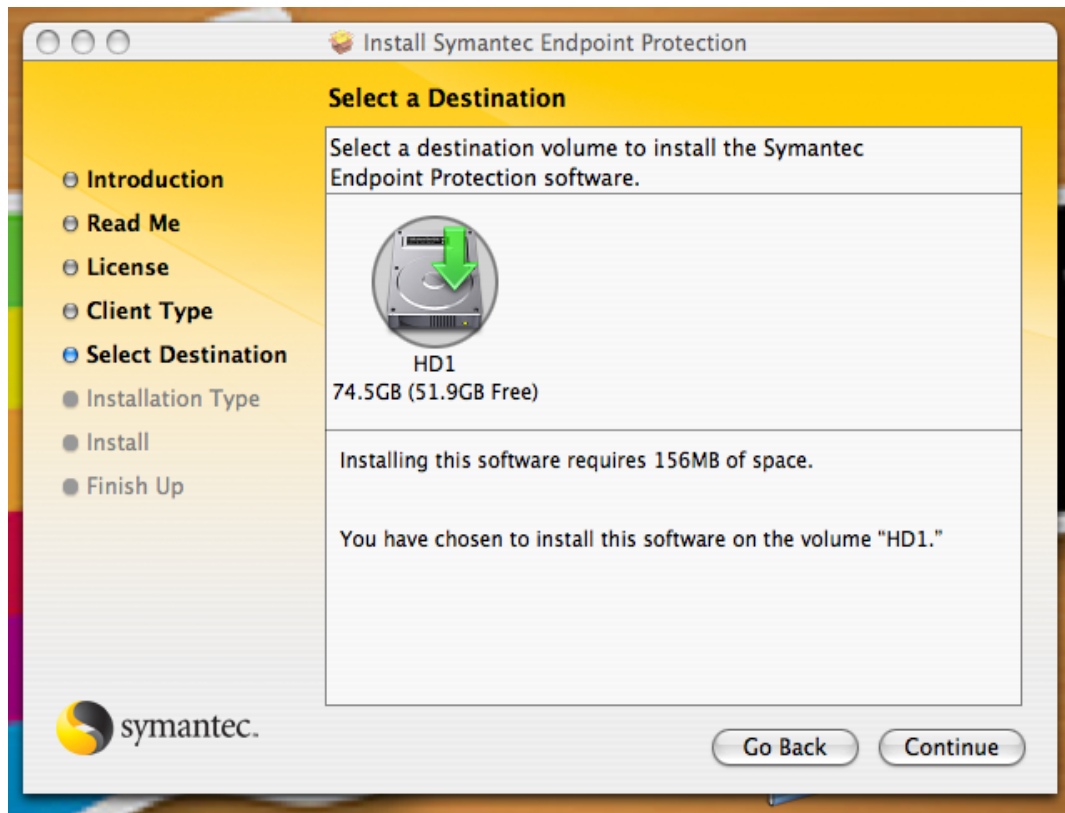| 9.	The Software License Agreement screen appears. Read license and select Continue box to continue.
10.	Select "Agree".

11.	The Client Type screen appears. Select Unmanaged. Click the Continue box to continue.
12.	Select the drive destination and then click Continue.

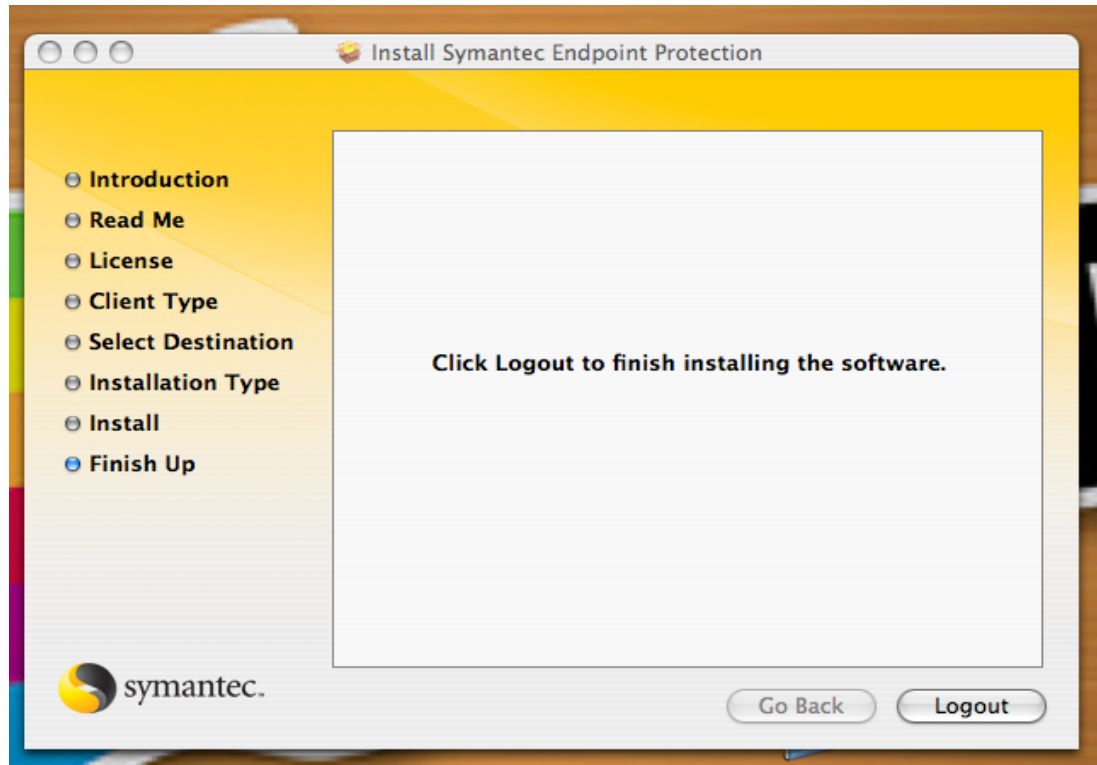| 13.	Click Install on selected hard drive.
14.	Click on Continue Installation.
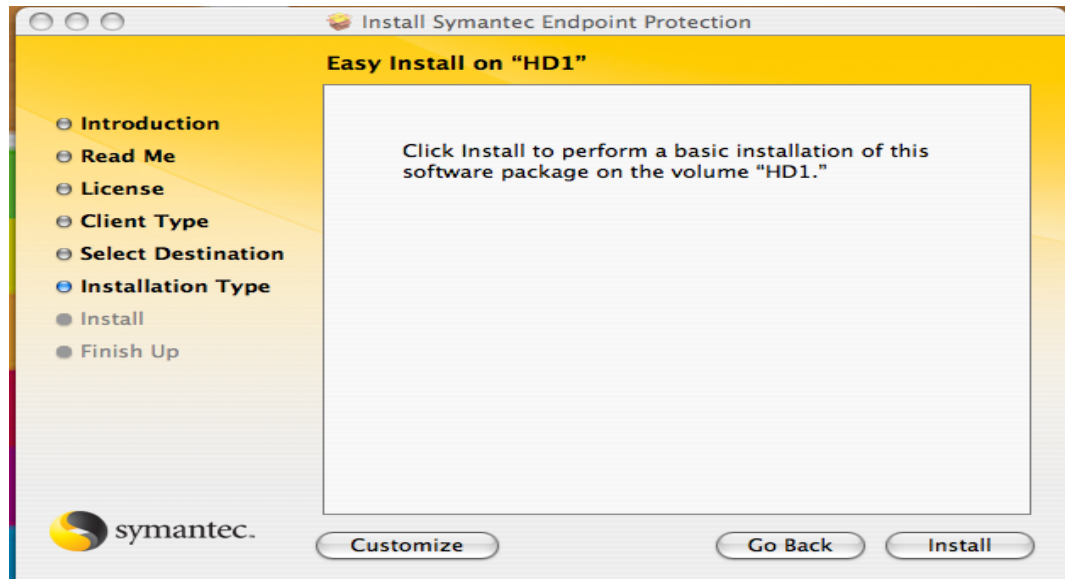
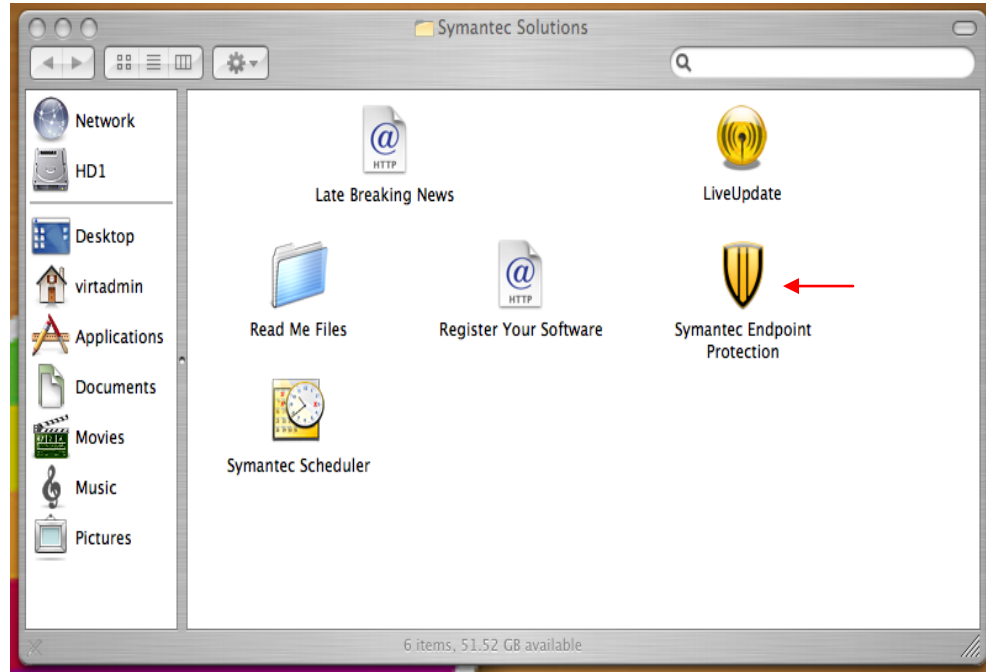|	
15.	Click Logout to finish installing the software.
16.	The **computer will reboot at this time.** No action is required until after reboot. (Images will change as the program installs)
17.	If necessary, upon restart open Applications folder. Double click on Symantec Solutions.

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18.	In Applications folder select Symantec Solutions. Your screen will be similar to the screen shot below. Double click on Symantec Endpoint Protection.
19.	Click on LiveUpdate.
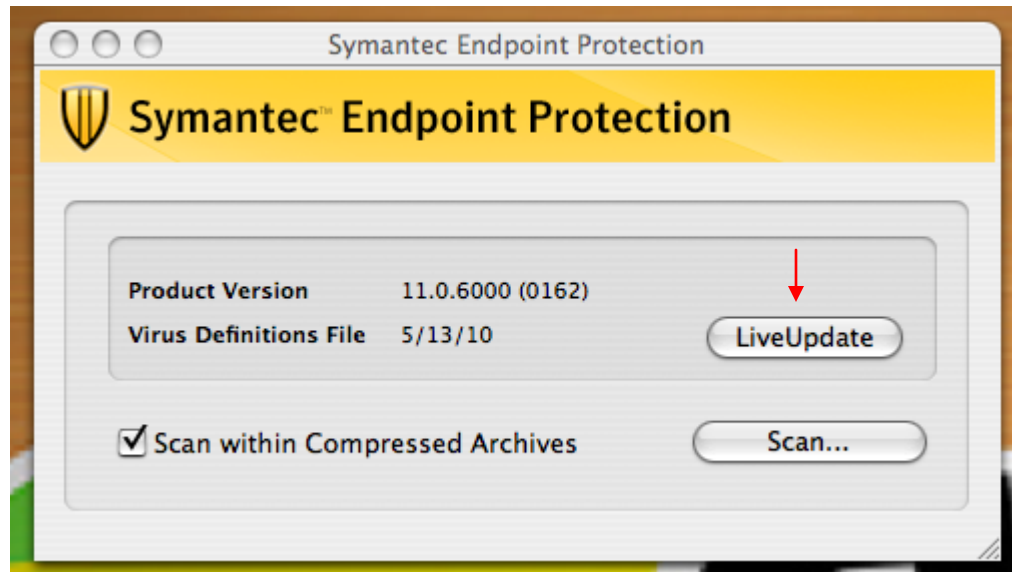
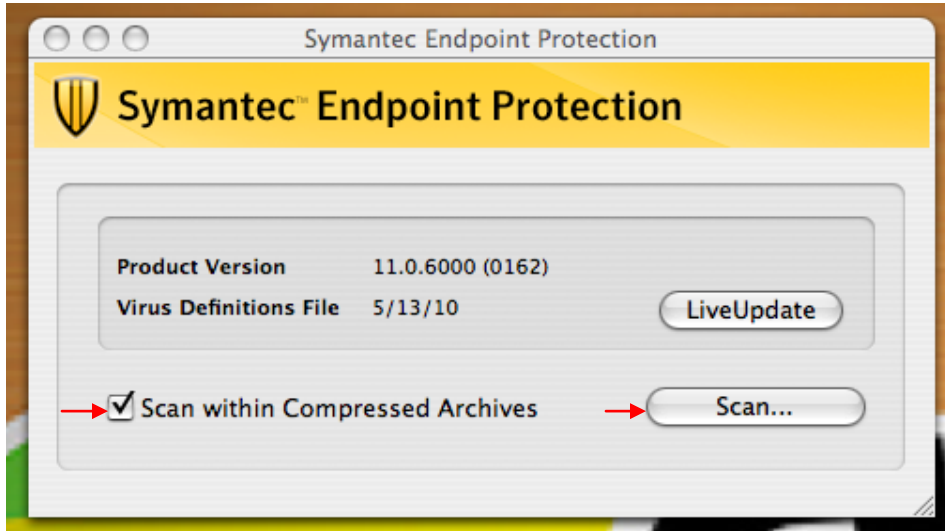| 20.	The LiveUpdate screen will appear. Select Update Everything Now. The Live Update will begin. The update process may take several minutes.
21.	When LiveUpdate is complete the Summary Page will appear. Click on OK.
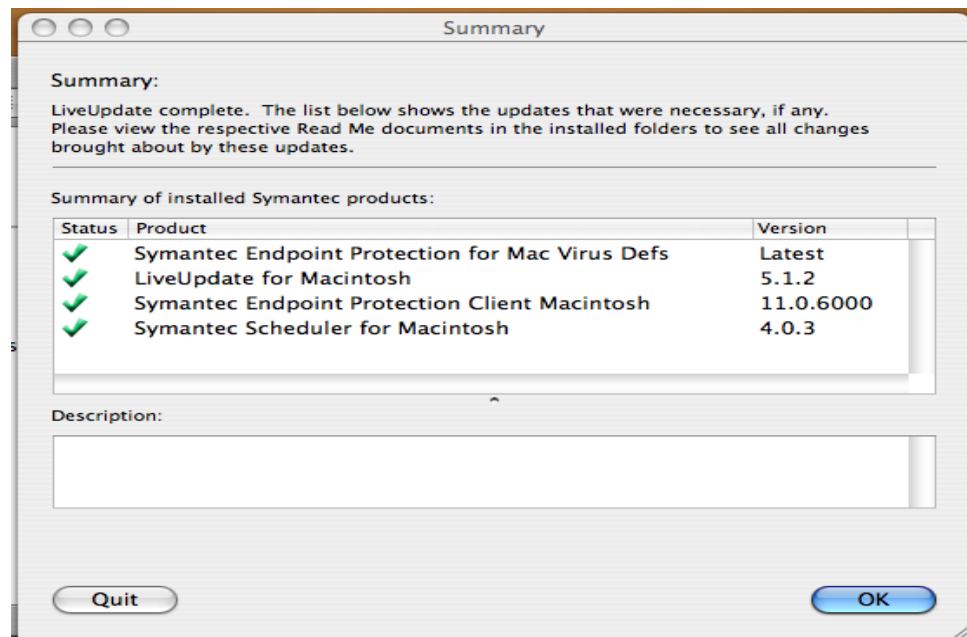
22.	Close LiveUpdate. If necessary restore Symantec Endpoint Protection screen. Unselect Scan with Compressed Archives. Click on Scan. (Screen shot below)
23.	Select Scan Target and then click on Select. It may take several minutes to complete scan.
24.	**Installation is complete.** Further administration can be obtained by using Symantec Scheduler.

25.	Uninstall help can be found on the Disk under SEP_MAC. Click on Symantec Unistaller.English.tgz. Follow prompts.