



Department of Client Technology Services
Information Technology Systems Division

Installing Symantec AntiVirus 10.2 Compatible with Windows XP 64 bit

Updated May 09

In order for all students, faculty and staff to enjoy the benefits of using the university network infrastructure, it is critical that we each take responsibility for ensuring a clean and safe network environment. One way to assure this is to install the antivirus software provided by ITSD, Symantec AntiVirus 10.1. Keeping your computer well equipped and clean from viruses also means you will have a reliable system from which to work.

If you have not accessed the Responsible Use Policy, please review it at this time:

<http://www.uncw.edu/policies/07-100-useelectronics.htm>. As a UNCW student and a part of the university community, you are required to abide by this policy.

AFTER YOU DOWNLOAD THE INSTALLATION FILE, FOLLOW THESE INSTRUCTIONS:

1. **If you don't currently have antivirus software**, please visit <http://housecall.trendmicro.com/> and run a free scan of your computer to remove any possible viruses before installing. After running the scan, unplug your ethernet cable and skip to step 3.
2. **If you currently have antivirus software**, unplug your ethernet cable (cable to data port), if present turn off your wireless card, and uninstall your current antivirus software. You may do this by accessing the "Add/Remove" programs tool in your Control Panel. If you are unable to remove the software using this tool, we recommend you contact its manufacturer. Installing Symantec AntiVirus as an additional antivirus program will cause problems with your computer.
3. Double-Click on the Installation File you downloaded if it did not start automatically (If you have it on CD, double click the file to begin installation).
4. You **MUST** agree to the licensing terms to install this software (Click "Yes")
5. On the *Symantec AntiVirus – InstallShield Wizard* window, click *Next* to begin the installation process.
6. Read the License Agreement and click "I accept the terms in the license agreement" if you agree with the terms, and then click *Next*. If you do not accept, you cannot install Symantec AntiVirus.
7. Choose the "Client Install" option on the *Client Server Options* screen and click *Next*.
8. Choose the "Complete" option on the *Setup Type* screen and click *Next*.
9. Choose the "Unmanaged" option on the *Network Setup Type* screen and click *Next*.
10. Check both "Auto-Protect" and "Run LiveUpdate" boxes on the *Install Options* and click *Next*.
11. **Plug your ethernet cable back in.**
12. Click *Install* on the *Ready to Install Program* screen to begin installation.

Once the installation is complete *LiveUpdate* will automatically run. This will update your virus definition files to the most current version available. Simply click *Next* and then when it is finished *Finish*. Symantec AntiVirus automatically keeps you up-to-date with the newest definitions as long an Internet connection exists.

If you have any problems, please contact the Technology Assistance Center at 962-4357.

TAC 962-4357
Technology Assistance Center
Information Technology Systems Division