

Symantec Endpoint Uninstall Instructions

Starting with all new Windows 10 computers purchased in 2018, FLLS will no longer be installing Symantec Endpoint. We've chosen to move to Windows Defender, which is a Microsoft product. Windows Defender is updated with Windows Updates and won't interfere with Microsoft's Featured Updates which are released approximately twice a year.

New computers purchased in 2018 were staged without Symantec and any Windows 10 computers that come in for service will have Symantec removed.

If you have Windows 10 computers in your library that were purchased prior to 2018 and have not been sent to FLLS for service, Symantec should be uninstalled by staff at your library.

Once uninstalled, Windows Defender will automatically enable itself and update with Windows Update.

Uninstalling Symantec on Windows 10 computers will save you Symantec license renewal fees.

Please leave Symantec Endpoint installed on all Windows 8.1, 7 and, if still in service, XP computers. Symantec will be phased out of your library as those computers are replaced.

The following instructions are for uninstalling Symantec Endpoint on Windows 10 computers.

The instructions are the same for Staff and Public computers with the exception that Public computers need to be booted up with Deep Freeze Thawed.

Log into the Exec userid to uninstall Symantec.

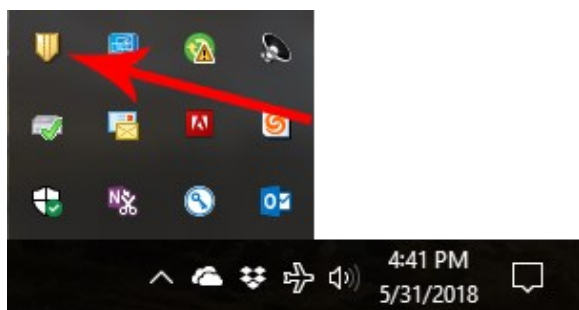


Figure 1

You can check to see if Symantec is installed by looking in the System Tray in the lower right-hand corner of your screen. You may need to click the up arrow to the left of the clock and visible icons to see all running applications.

Look for the yellow shield icon, shown in Figure 1. If the icon appears in the System Tray, Symantec Endpoint is installed and can be removed on Windows 10 computers.

If the Symantec Endpoint shield is not there, look for the Windows Defender icon, Figure 2.

If the Symantec icon is not present, the computer was installed without it or it has already been removed and you don't need to do anything further with that computer.

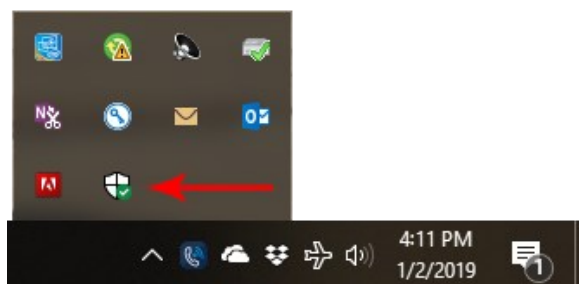


Figure 2



Figure 3

To uninstall Symantec, from the Exec userid and with Deep Freeze Thawed, right-click on the Start button at the lower left of the screen. Then click “**Apps and Features**” at the top of the menu (Figure 3).

When the Apps & features window opens, look for the link for “**Programs and Features**” on the right side of the screen and click it (Figure 4).

When the Programs and Features window opens, scroll down the list of installed programs, they should be in alphabetical order, and find Symantec Endpoint (Figure 5).

Right-click on Symantec Endpoint and then click **Uninstall** from the menu that pops up.

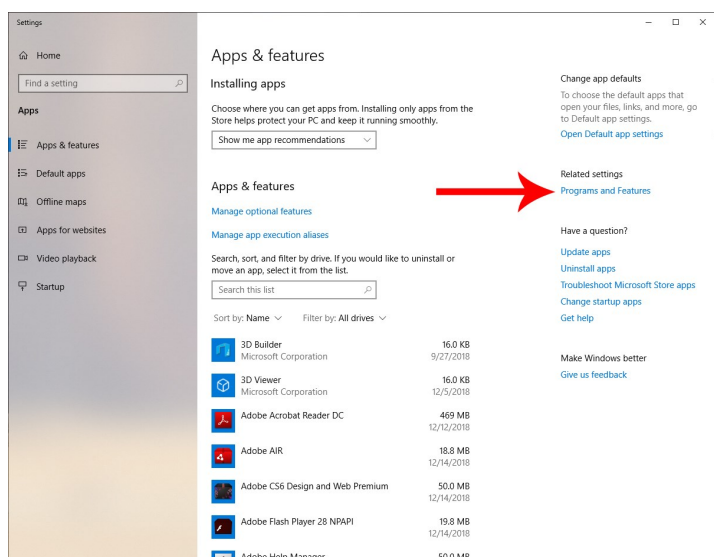


Figure 4

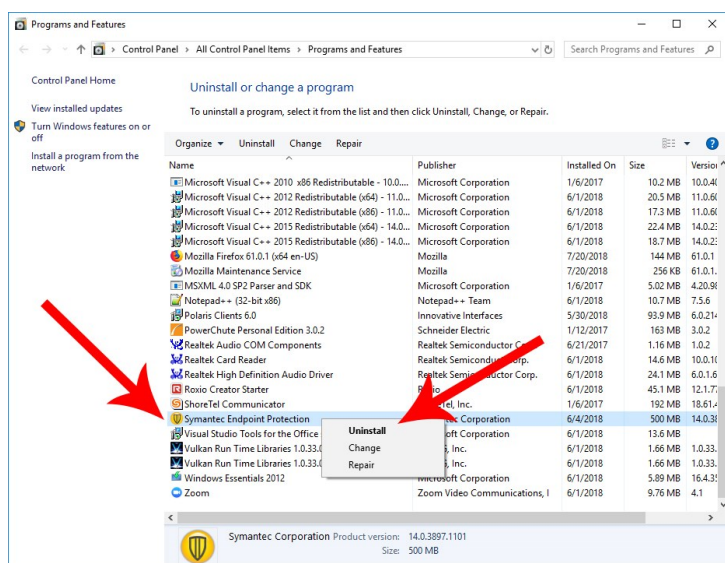


Figure 5

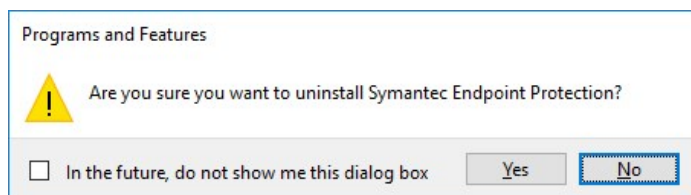


Figure 6

After clicking Uninstall, you may see a dialog box asking you to confirm the uninstall (Figure 6). Click the **YES** button.

Once the uninstall has completed, you'll be asked to reboot the computer (Figure 7).

Click the **YES** button and reboot the computer with Deep Freeze still Thawed.

Once the computer has rebooted, Symantec will be removed and you can then restart the computer with Deep Freeze set to Frozen. It's then ready for use.

You can access Windows Defender by clicking on its icon in the System Tray (Figure 2). The Windows Defender screen will show you the status of the various parts of the security protection (Figure 8).

Items highlighted with a yellow exclamation point or red X may require attention. One exception to this are Public computers with LibData and Staff computers with LibData Control Center installed.

The "Firewall and network protection" feature of Windows Defender **MUST** be disabled for LibData to work correctly. If you see the Firewall marked with a red X and you have LibData installed, do not turn it on.

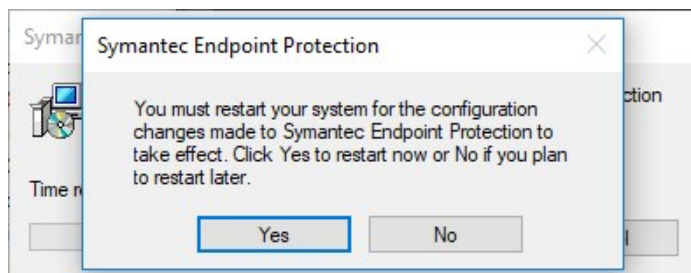


Figure 7

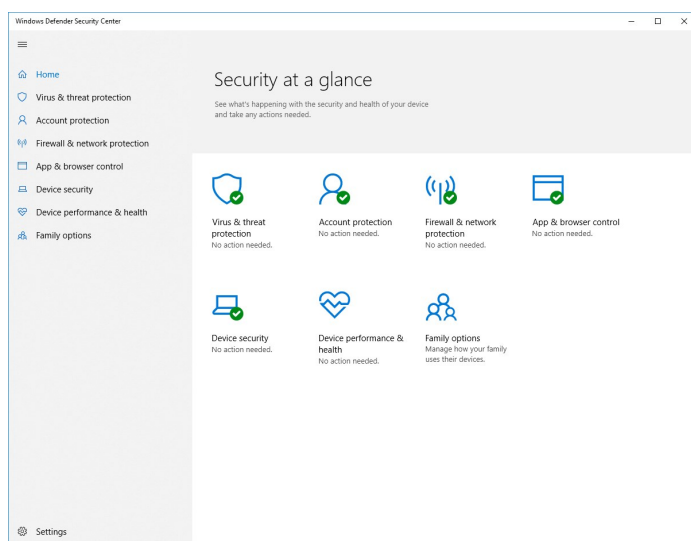


Figure 8