## 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 2

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 3



Figure 4

	Control Fanel 7 Air Control Fanel Itens 7 Programs and Peatures							
Control Panel Home	Uninstall or change a program							
View installed updates	To uninstall a program select it from the list and then click Uninstall Change or Repair.							
Turn Windows features on or off Install a program from the	Organize – Uninstall Change Repair 👔 – 👔							
	Name	Publisher	Installed On	Size	Version			
incompany and incompa	Microsoft Visual C++ 2010 x86 Redistributable - 10.0	Microsoft Corporation	1/6/2017	10.2 MB	10.0.40			
	臓 Microsoft Visual C++ 2012 Redistributable (x64) - 11.0	Microsoft Corporation	6/1/2018	20.5 MB	11.0.60			
	Wicrosoft Visual C++ 2012 Redistributable (x86) - 11.0	Microsoft Corporation	6/1/2018	17.3 MB	11.0.60			
	Microsoft Visual C++ 2015 Redistributable (x64) - 14.0	Microsoft Corporation	6/1/2018	22,4 MB	14.0.23			
	Microsoft Visual C++ 2015 Redistributable (x86) - 14.0	Microsoft Corporation	6/1/2018	18.7 MB	14.0.23			
	Mozilla Firefox 61.0.1 (x64 en-US)	Mozilla	7/20/2018	144 MB	61.0.1			
	Mozilla Maintenance Service	Mozilla	7/20/2018	256 KB	61.0.1.			
	INSXML 4.0 SP2 Parser and SDK	Microsoft Corporation	1/6/2017	5.02 MB	4.20.98			
× .	Notepad++ (32-bit x86)	Notepad++ Team	6/1/2018	10.7 MB	7.5.6			
	Polaris Clients 6.0	Innovative Interfaces	5/30/2018	93.9 MB	6.0.214			
	PowerChute Personal Edition 3.0.2	Schneider Electric	1/12/2017	163 MB	3.0.2			
	Sealtek Audio COM Components	Realtek Semiconductor	6/21/2017	1.16 MB	1.0.2			
	😹 Realtek Card Reader	Realtek Semiconductorp.	6/1/2018	14.6 MB	10.0.10			
	😹 Realtek High Definition Audio Driver	Repltek Semice auctor Corp.	6/1/2018	24.1 MB	6.0.1.6			
	Roxio Creator Starter	Fio	6/1/2018	45.1 MB	12.1.7;			
	ShoreTel Communicator	-tel, Inc.	1/6/2017	192 MB	18.61.4			
	🔍 🕖 Symantec Endpoint Protection 🛛 🖊	Corporation	6/4/2018	500 MB	14.0.38			
	Visual Studio Tools for the Office Uninstall	oft Corporation	6/1/2018	13.6 MB				
	Vulkan Run Time Libraries 1.0.33.0 Change	i, Inc.	6/1/2018	1.66 MB	1.0.33.			
	Vulkan Run Time Libraries 1.0.33.0 Repair	i, Inc.	6/1/2018	1.66 MB	1.0.33.			
	Mindows Essentials 2012	microsoft Corporation	6/1/2018	5.89 MB	16.4.3			
	C Zoom	Zoom Video Communications, I	6/1/2018	9.76 MB	4.1			
	<				>			

Figure 5

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 6



Figure 7

Winde	ows Defender Security Center					-		×
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\$ 0 0 \$	Home Virus & threat protection Account protection Firewall & network protection	Security at a glance See what's happening with the security and health of your device and take any actions meeded.						
□ ⊡ &	App & browser control Device security Device performance & health Family options	Virus & threat protection No action needed.	Account protection No action needed.	Firewall & network protection No action needed.	App & browser control No action needed.			
		Device security No action needed.	Device performance & health No action needed.	Family options Manage how your family uses their devices.				
0	Settings							

Figure 8

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.