Anti-Virus Software

Anti-Virus

Millersville University is now using Symantec Endpoint Protection as our anti-virus software for faculty and staff PCs. The old anti-virus (LANdesk) will need to be removed so Symantec can be installed. Instructions for performing this uninstall/reinstall can be found below:

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This process is required for Windows machines only - MacOS and ThinClients/VirtualDesktops are not included.

This process is for University owned computers only.

**Step 1 - Verify if Symantec Endpoint Protection is already installed**

Look for the Symantec icon in your system tray (which is in the lower right corner of the desktop). If you can expand your system tray please do and see if you have a Symantec icon there.

If you do have a Symantec icon as pictured below you already have it installed and you are done and can exit this procedure. If you don’t see it, please continue to the next step.

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**Step 2 - Remove LanDesk**

- WARNING - this will sit for a little while without showing that it's doing anything, then will REBOOT your computer WITHOUT NOTICE. SAVE ALL WORK before continuing.

Paste the following line into the run box (Start Menu -> Run):

```
\muapps\AV\LANDeskUninstall.exe
```

If that gives a "Network path not found" or "Windows cannot access..." error message, try the following link:

```
\muapps.muad.local\AV\LANDeskUninstall.exe
```

**Step 3 - Install Symantec**

Paste the following line into the run box (Start Menu -> Run):

```
\muapps\AV\32bitSymantec.exe
```

If that gives a "Network path not found" or "Windows cannot access..." error message, try the following link:
If step 3 fails you have a 64bit version of Windows

Paste the following line into the run box (Start Menu -> Run):

\texttt{\muapps/AV/64bitSymantec.exe}

If that gives a "Network path not found" or "Windows cannot access..." error message, try the following link:

\texttt{\muapps.muad.local/AV/64bitSymantec.exe}

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**Help Desk**

**Help Desk Contact Info**

- **Location:** Boyer Building
- **Phone:** 717-871-7777
- **Email:** help@millersville.edu
- **Classroom Hotline:** 717-871-7820
- **After Hours D2L Help:** 877-325-7778

**D2L Email and Live Chat**

**Hours:**

- **Call Center**
  - Fall/Spring Semesters:
    - M-F 8:00am - 5:00pm EST
  - Summer Sessions:
    - M-F 8:00am - 4:00pm EST

**Walk-in TAC**

**By Appointment Only** - book an appointment

**Technical Assistance Center** - access via W. Frederick Street side of building