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:

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\AV32bitSymantec.exe
```

If that gives a "Network path not found" or "Windows cannot access..." error message, try the following link:
\muapps.muad.local\AV\64bitSymantec.exe

*If step 3 fails you have a 64bit version of windows*

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

\muapps\AV\64bitSymantec.exe

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

\muapps.muad.local\AV\64bitSymantec.exe

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**Help Desk**

**Help Desk Contact Info**

Location: Bard Hall

Phone: 717-871-7777

Email: help@millersville.edu

Classroom Hotline: 717-871-7280

After Hours D2L Help: 877-325-7778

**Hours:**

- **Call Center**
  - Fall/Spring Semesters:
    - M-TH 8AM - 7PM EST, F 8AM - 5PM EST
  - Summer Sessions:
    - M-F 8AM - 4PM EST

- **Walk-in TAC**
  - M 9-11AM, 12-7PM
  - T 11AM-4PM
  - W 9-10:30AM, 1-7PM
  - TH 9AM-5PM
  - F 9-11AM, 1-4PM

- **By Appointment** - book an appointment

**Technical Assistance Center** - Bard Hall