

Checking the Status of Symantec Endpoint Protection



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Abstract

Symantec Endpoint Protection is one of the security software programs we use to protect computers against security threats (viruses, malware, etc.). The other security software we use is Trend Micro.

On campus, Symantec is managed and monitored by the IT staff and scheduled updates and scans are handled by the servers. Off campus, your computer is scheduled to automatically run weekly scans and updates when new protection files are released.

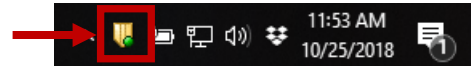
Community users have the option to check the status of their Symantec software by following the steps in this tutorial. This is especially useful if you receive an error regarding Symantec or if you are concerned there may be an issue with your computer protection.

If your computer isn't running one of our main security software programs, TrendMicro or Symantec Endpoint Protection or the software is indicating there is an issue, please contact the help desk at (800) 373-7521 or helpdesk@ssndcp.org so we can assist you.

Provided by SSND CP IT Department

Open Symantec Endpoint Protection by accessing it from the system tray.

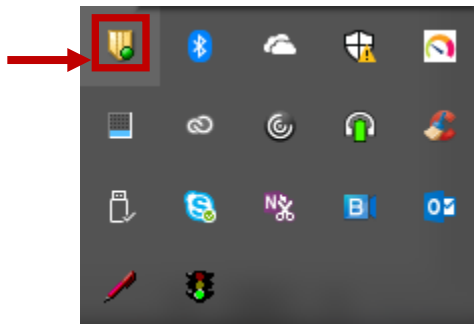
1. Check to see if the Symantec Endpoint Protection icon is visible in the system tray by the clock.



1.1 If the icon is not visible, click the upward facing arrow next to the icons.



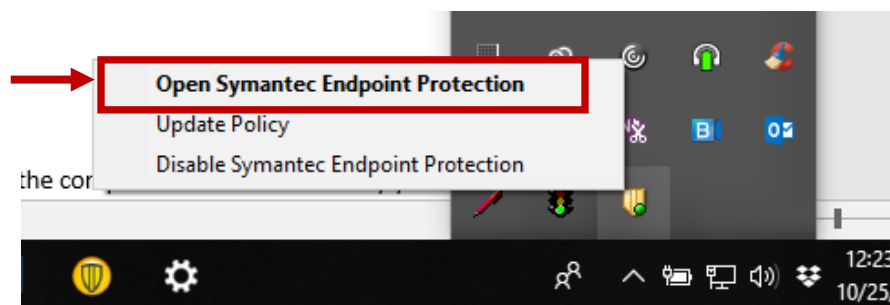
1.2 The hidden icons will now appear.



**** If you don't see the Symantec icon  please check for the TrendMicro icon. 

If you find the TrendMicro icon please refer to the following [tutorial](#). If neither the Trend Micro or Symantec icon show up please call the help desk at 1-800-373-7521 ****

2. Right-click on the shield and select **Open Symantec Endpoint Protection** to view the Status screen.



3. The *Status* screen will appear letting you know your computer is protected or provide an alert if any problems have been detected. To verify you have the latest protection against threats, you can check the dates listed next to Definitions. The Virus and Spyware section along with the Network Threat Protection should have the current date or fairly recent one. The Proactive Threat Protection updates are not released everyday so the earlier date is expected.



- 3.1 If an alert is listed or the Symantec icon is displaying a red indicator please contact the IT help desk at 1-800-373-7521 or helpdesk@ssndcp.org for assistance.

