Using smc to change a device's tenant or domain

You can use the Symantec Management Client service (smc) to move cloud-managed devices to another tenant or domain through an updated SyLink.xml file. For example, you can follow this procedure to move clients from the TestPad domain to your production domain.

You can also move a client computer that Symantec Endpoint Protection Manager manages over to cloud.

This command-line functionality for Symantec Endpoint Protection 15 cloud management is available only for Windows as of client version 14.2 RU1 (14.2.3332.1000). For information on Symantec agent versions, see:

[Released versions of Symantec Endpoint Protection](#)

For Mac clients, you must uninstall and reinstall the agent.

To use smc to change a device's tenant or domain

1. In the cloud console, go to **Settings > Installation Package**.

2. Download a direct installation package for the tenant or domain to which you want to switch the device to get the file Symantec_Agent_Setup.exe. This file should appear in the browser's default download folder.

   See [Creating and installing an installation package](#)

3. On the device for which you want to change the tenant or domain, go to **Search Windows**, and then enter **cmd**. Select **Command Prompt** to launch it.

4. At the prompt, enter the following command to change the directory to the location of the file smc.exe in the Symantec agent installation folder. This example uses the default installation location for a 64-bit computer.

   ```
   cd C:\Program Files (x86)\Symantec\Symantec Endpoint Protection
   ```

5. Enter the following command, where *path\to* represents the path on the device to the file Symantec_Agent_Setup.exe that was downloaded in step [2](#).

   ```
   smc -cloudmanaged path\to\Symantec_Agent_Setup.exe
   ```

   This command does not require a device restart to complete.

You can also use smc to return device management from the cloud console to Symantec Endpoint Protection Manager with one of the following commands:

- To revert the device management back to the Symantec Endpoint Protection Manager that previously managed it:

  ```
  smc.exe -sepmmanaged
  ```

- To change the device management to Symantec Endpoint Protection Manager using a specified SyLink.xml file:

  ```
  smc.exe -sepmmanaged path\to\sylink.xml
  ```

  ```
  smc.exe -importsylink path\to\sylink.xml
  ```

  These commands are equivalent.

[Windows commands for the Symantec agent service smc](#)

See [Upgrading Windows client software automatically](#)

Was this helpful?

[Yes] [No]