Creating and installing an installation package

You create and download an installation package, which provides the files necessary to install the Symantec Endpoint Protection client and the Symantec Endpoint Data Loss Prevention agent. Together, they are known as the Symantec Agent. You can install the Symantec Endpoint Protection client directly on a Windows or Mac device. You can install the Symantec Endpoint Data Loss Prevention agent on Windows devices only.

> Before you start the packaging process for the Symantec Endpoint Data Loss Prevention agent, confirm that your system meets the requirements.
>
> See System requirements and support for Symantec Endpoint Data Loss Prevention

The installation package is redistributable. You can deploy the Symantec Endpoint Protection client and the Symantec Endpoint Data Loss Prevention agent through a third-party software deployment system like Active Directory Group Policy Object.

> The proxy settings that you enter on the **HTTP or HTTPS and FTP proxy server configuration** screen must match the proxy settings in the environment where the Symantec Agent is installed. If the proxy settings do not match, the installation fails.
>
> See HTTP or HTTPS and FTP proxy server configuration

Table: Process for deploying an installation package

Step	Action
Step 1	Create a Windows or Mac installation package.
	Creating installation packages to deploy client software
	You can use command-line switches to extract a Windows installation package.
	Command-line switches
Step 2	Install the Symantec Agent directly on devices, or distribute the package through a software deployment system.
	You can also use command-line switches to install a client on a Windows device.
	Command-line switches
	Install the Symantec Endpoint Protection client directly on a Windows or Mac device or distribute the package through a software deployment system.
	Install the Symantec Endpoint Protection client and the Symantec Endpoint Data Loss Prevention agent or distribute the package through a software deployment system.

Creating installation packages to deploy client software

Through the cloud console, you create the installation package creator, which then creates redistributable packages suitable for use with software deployment suites.

To create installation packages to deploy client software

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

2. Select from the following options:

   - **Installation package creator**

     Select from the following items:

       - **Symantec Endpoint Protection**

         Creates a package for the Symantec Endpoint Protection client.

       - **Symantec Endpoint Data Loss Prevention**

         Creates a package for the Symantec Endpoint Data Loss Prevention agent. The agent is supported on Windows devices.

         If you use a Mac device to access the cloud console, select **Windows 64-bit** in the **Operating System** list to enable the **Symantec Endpoint Data Loss Prevention** selection.

         > To install the Symantec Endpoint Data Loss Prevention agent, you must also install the Symantec Endpoint Protection client or it must already be installed on the device.

   - **Direct installation package**

   See Installation package download type settings

3. Make selections for the following options:

- Operating System

  The resulting installation package can only be installed on the operating system that you select.

  If you select **Mac**, some options gray out as they do not apply to Mac installation packages.

- Device Group

  Press or tap **Change** if you want to select a device group other than **Default**.

  All devices that enroll with the installation package that you create are added to the device group that you select.

4. Press or tap **Show More** for advanced settings.

   - Installation settings

     Includes the installation type, Windows server installation settings, and installation folder location.

   - Software removal settings

     Provides the options to remove existing security software. The default is to not uninstall existing security software.

   - Restart settings

     Includes the options for how and when to restart after installation. For example, you can let the user can delay the restart, or select a hard restart. Press **Show Advanced** for more options, such as a scheduled restart.

   - Language settings

     Includes the options for the installation package language settings.

     Also includes an option to automatically detect the language settings on the target device. This setting is used for the Direct Installation package or for push enrollment.

5. Press or tap **Download Package**.

   The file saves to the default download location for the web browser.

Using the installation package creator

After you create the installation package creator in the previous procedure, you run it to build the client installation package.

For the direct installation package for Windows, see:

See [Installing the agent software directly on a device](#)

To use the installation package creator

1. Go to the default download location for the web browser and run the installation package creator file.

   The file name depends on whether the device is a 64-bit system or a 32-bit system:

   - Symantec_Agent_Package_x64.exe for 64-bit systems

   - Symantec_Agent_Package_x86.exe for 32-bit systems

     The DLP Agent is not supported on 32-bit systems.

   The Download Manager launches and displays a pre-populated location where the package is saved.

2. (Optional) Press **Change Location** to save the package to a different location.

   If a package file already exists in the location you specify, it is overwritten.

3. Press **Create Package** when you are satisfied with the location.

   The package downloads to the location that you indicated, and includes the following folder and files:

   - The folder Symantec_Agent_Package, which contains .dll and .dat files.

   - The file Symantec_Agent_Install.exe, which launches the installation.

   - The file Symantec_Agent_Deployment.msi.

   - The file Symantec_Agent_Deployment.mst, which is used with Active Directory GPO deployments.

4. Click the link in this pane to access your downloaded files. Otherwise, click **Finish**.

To use the installation package creator for Mac

1. Go to the default download location for the web browser and locate the file SEP_package_downloader.zip.

2. Copy this file to the desktop of the Mac device.

3. Double-click SEP_package_downloader.zip to extract the contents, and then open the resulting folder.

4. Double-click the downloader tool to run the Symantec Downloader and to begin the installation package download.

5. Click **Save As** to select or create a folder to which you save the package.

   The package includes fsdmanifest.js and Symantec Endpoint Protection.UniversalESD_RI.pkg. These files must remain together for any installation.

Installing the Symantec Agent on your devices

With the installation package, you can:

- Install it directly on a device.

- Use an Active Directory GPO to deploy it.

- Use a third-party deployment system to deploy it, like VMware Workspace ONE.

You can install the package on a new device or you can move an existing on-premises-managed Symantec Endpoint Protection client to be cloud-managed.

See Preparing a redistributable package for use with VMware Workspace ONE

See Preparing a redistributable package for use with Microsoft Intune

To install the Symantec Agent software directly on a device

1. Put the package on a network share, USB device, or other share mechanism.

2. For Windows, transfer the folder with all package files to the Windows device and then run `Symantec_Agent_install.exe`.

   For Mac, transfer the folder with all package files to the Mac device, double-click `Symantec Endpoint Protection.UniversalESD_RI.pkg`.

3. Follow any on-screen instructions, including the authorization of installer processes or components on the system.

   The installer provides the information that the client software needs to communicate with your environment.

To install the Windows client by pushing an Active Directory GPO

1. In the Group Policy Object Editor, go to the **Computer Settings** node and create a new software installation package.

   For more information about GPO policy, refer to the following Microsoft article:

   How to create and use Group Policy to distribute programs to client computers or users

2. Select the file Symantec_Agent_Deployment.msi, and go to the **Modifications** tab.

3. To apply a transform to the package, in the **Modifications** tab, click **Add** and select the file Symantec_Agent_Deployment.mst.

   In addition to the .msi file, the .mst file is required to deliver the client software using GPO. The .mst file includes the tokens to pass to Symantec Endpoint Protection.

4. Select **Deployment type**.

   The supported methods are:

   - **Assigned**, which lets the installation package install automatically.

   - **Published**, which makes the package available for installation in **Control Panel > Add or Remove Programs**.

   MSI-specific installation information writes to the log file path that you specify. However, Symantec Endpoint Protection-specific installation information writes to the following log file:

   C:\ProgramData\Symantec\FSDGPDeployment-*time-stamp*.log

Command-line switches

You can use the following command-line switches to extract a Windows installation package from Symantec_Agent_Package_*.exe:

Table: Command-line switches to extract a Windows installation package

Command	Purpose
`/extract_path "full path"`	Lets you override the default location to extract the installation package. You must specify the exact path to which the installation package should be extracted.
`/m /unattended`	Lets you hide the user interface that is displayed during the package extraction process. It is used to extract the package in an unattended mode. If you use these two switches without using the `/extract_path` switch, the default extraction path `<Public downloads>\Symantec` is used for package extraction.

For example, to extract a redistributable Windows client package for a 64-bit device, you can run the following command:

`Symantec_Agent_package_x64.exe /m /unattended /extract_path "full path"`

Command-line switches are also available for Symantec_Agent_install.exe.

Table: Command-line switches to install the Windows client

Command	Purpose
`/?`	Shows this help.
`/UNATTENDED`	Installs the agent installer with no required user interaction. Displays a progress window, restart countdown, and any final error messages that occur. (Default)

`/INTERACTIVE`	Requires some user interaction to install the agent.
`/SILENT`	Executes the setup launcher in a minimized mode that can't be closed. The agent installer executes silently, with no user interface and no required user interaction. When agent installation completes, a hard restart initiates if one is required.
`/UNINSTALL`	Uninstalls the Symantec Agent, which includes the Symantec Endpoint Protection client and the Symantec Endpoint Data Loss Prevention agent.

> You complete a specific uninstallation sequence if you want to uninstall only one item.
>
> See [Uninstalling the Symantec Endpoint Protection client](#)
>
> See [Uninstalling the Symantec Endpoint Data Loss Prevention agent](#)

Can be used with `/UNATTENDED`, `/SILENT`, or `/INTERACTIVE` switches.

For example, to launch an installation with no user interface and no required user interaction, you can run the following command:

```
Symantec_Agent_install.exe /SILENT
```

Symantec Endpoint Protection installer and Symantec Download Manager error codes

Table: Error codes

Error Code	Description
0	Symantec Endpoint Protection installation completed.
1	The installation requires a device restart to complete.
2	A pending restart prevented the installation from starting. This error can occur if you upgrade over an existing installation from the Symantec Endpoint Protection family.
3	The installation encountered an unexpected error.
4	The installation encountered an unexpected error. Check the log file for details.
6	Unable to download the installation package at this time. Try again later.
7	Completed the creation of the redistributable Windows installation package.
8	A user terminated the Symantec Download Manager during the download or installation.
9	Another instance of the Symantec Download Manager is already running.
13	The Symantec Download Manager is already running in the System context. You cannot run it again in a User session.
14	The **Symantec Download Manager** scheduled and registered an installation at the specified time with Windows Scheduler.
16	The specified destination folder cannot be created or used to write the file. This error can occur due to the incorrect file path or access rights issues.
17	This installation package does not support this operating system.
18	Unable to access some URLs for cloud functionality. See [URLs to whitelist for Symantec Endpoint Protection 15](#)
19	Unable to install Symantec Endpoint Data Loss Prevention. You must first install Symantec Endpoint Protection.
20	One of the installation packages within the Symantec Agent installer did not install.

You can find more information about most of the errors in the Symantec Download Manager logs. You can find the log files in the following locations:

- Windows: C:\ProgramData\Symantec\FSD

  The Symantec Download Manager-related log files have the following patterns:

  - FSDLauncher-<*date-time-stamp*>.log

  - FSDPluginBH-<*date-time-stamp*>.log

  - DingExecuter-<*date-time-stamp*>.log

- Mac: ~/Library/Logs/SymInstall.log

Was this helpful?

Yes No

Yes No