

Preinstallation Checklist

Symantec™ Endpoint Protection 11.0 Remote Expert Installation Services

The Symantec Remote Expert Installation Services Pre-Installation Checklist is designed to gather all the necessary information that the Design Engineer will need to complete the deployment. The data will be used to fine tune the deployment service for your specific environmental needs. Submission of this information will be required prior to the design and deployment phase of your Symantec Endpoint Protection Remote Expert Installation Service. Information in this document may also assist you in determining if the Remote Expert Installation Service will benefit you in completing your deployment of Symantec Endpoint Protection.

Contact Information	
Primary point of contact:	
Mobile phone number:	
Secondary point of contact:	
Mobile phone number:	
Environmental Planner Qualification Questions	
1. How many machines are in your environment?	
2. Do you have any 64-bit machines?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, how many?	
3. Will the manager be installed on its own system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, are other applications running on this machine?	
4. What antivirus/firewall program are you running?	
5. How many physical locations?	
6. What is your Internet connection speed (T3, T1, cable, DSL, dial-up)?	
Installation Basics	
Is this a migration?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If not:	1. What would you like your site name to be?
	2. What would you like the server name to be? (Note: This is not the name of the physical machine, but a logical name for organizational purposes.)

Machines

Please list all machines onto which the Remote Installation Engineer will be installing.
Please designate which machine will be Symantec Endpoint Protection Manager.
MSInfo32 files must be uploaded to the FileShare account designated in the original email.

Machine name	Machine IP address	Operating system (32/64-bit)	MSInfo32 uploaded?
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

Manager Configuration

1. Please select passwords or Symantec will provide passwords for the following:


- Shared secret password (Note: This password cannot be changed later.)
- Symantec Endpoint Protection Manager password

2. Designate email address(es) to which you would like alerts sent.

Customer Tasks

Complete the following tasks prior to the installation engagement:

1. Install WebEx.
2. Turn off Windows Simple File Sharing.
3. Create SEPINST user accounts on each computer using the password provided in the original email.
4. Upload all MSInfo32 files to FileShare.

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