




Please follow the steps below if you are receiving a message titled **Old Virus Definition File** with a message stating, "You are receiving this message because your antivirus definitions are currently out of date."

Please Note: You will need to be connected to the internet before attempting the procedure below.

STEP A

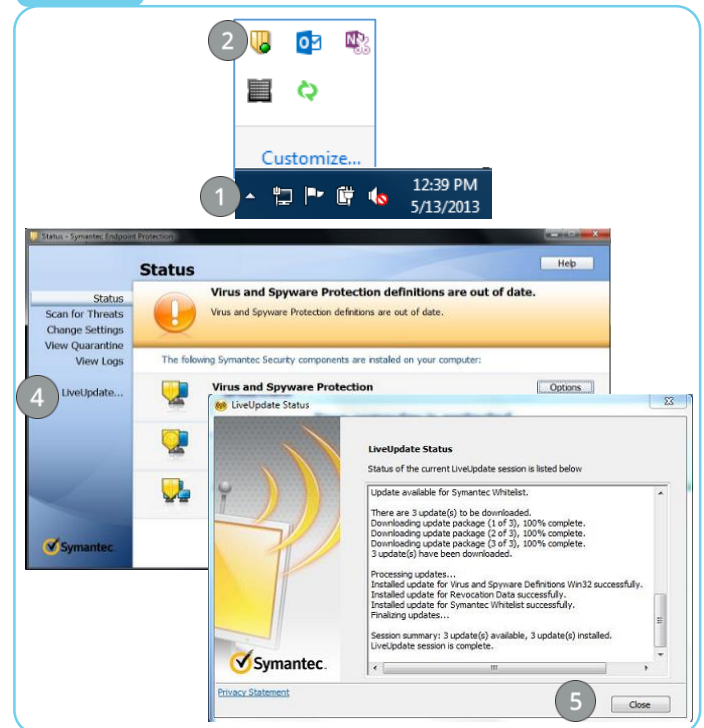
Update Symantec Endpoint Protection

1. Click **white triangle icon** in the task bar notification area (near the date and time)
2. Double-click  **gold Symantec Endpoint Protection shield icon** from pop-up box
3. Click **Yes** button, if prompted "Do you want to allow the following program to make changes to the computer?" (not pictured)
4. Click **Live Update...** from Status box
5. Click **Close** button when Live Update session is complete
6. Restart your computer

Note:

- PC with Windows 7 follow Step B
- PC with Windows 8.1 and higher follow Step C

STEP A

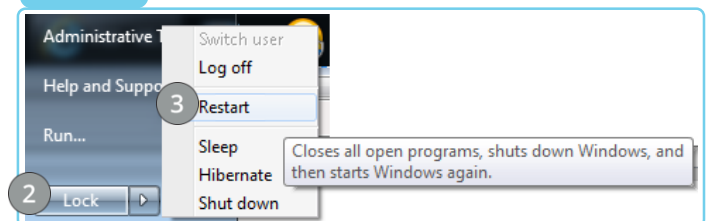


STEP B

Restart Windows 7 PC

1. Click **Start**  button
2. Click **Arrow** next to Lock
3. Click **Restart** option

STEP B

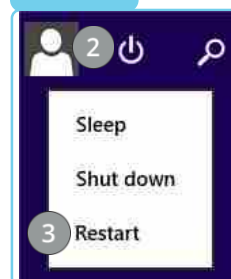


STEP C

Restart Windows 8.1 PC

1. Click **Start**  button
2. Click **Power Options**
3. Click **Restart** option

STEP C



If you are still having difficulty updating your anti-virus definitions, please contact the Technology Service Center at 888-295-7206