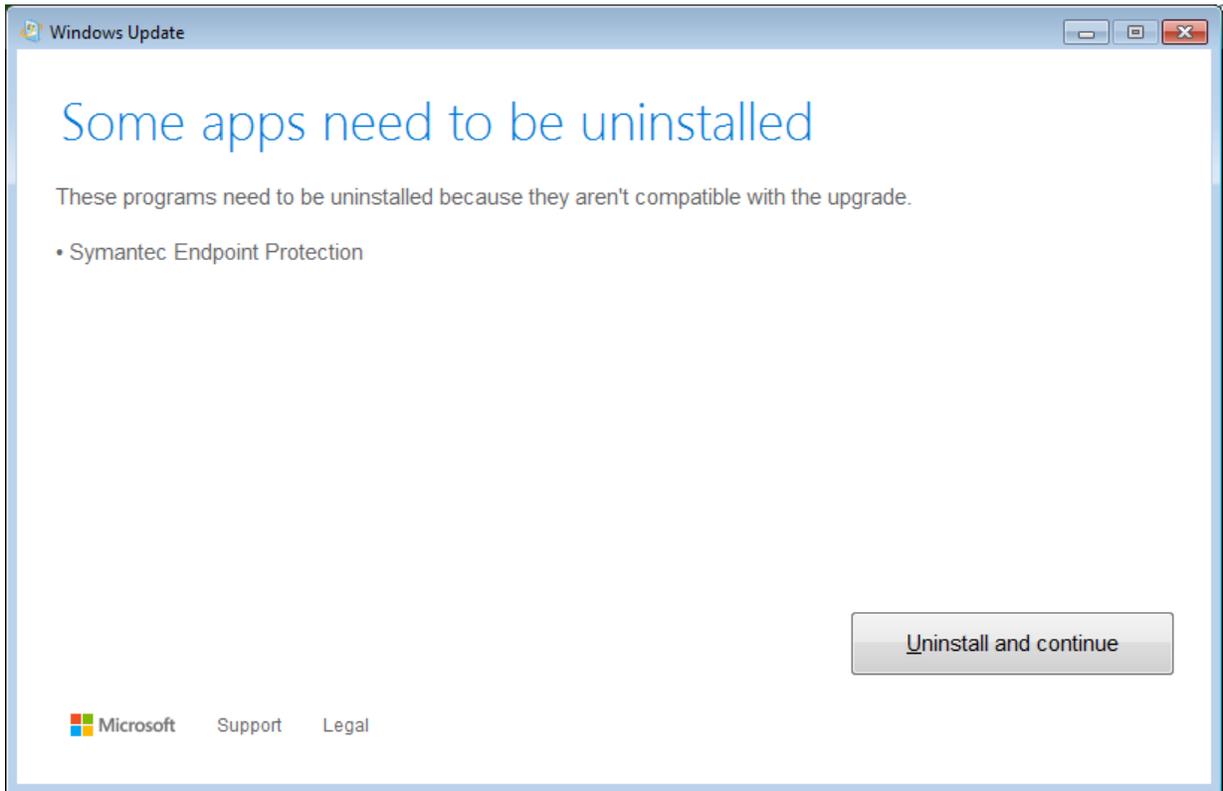


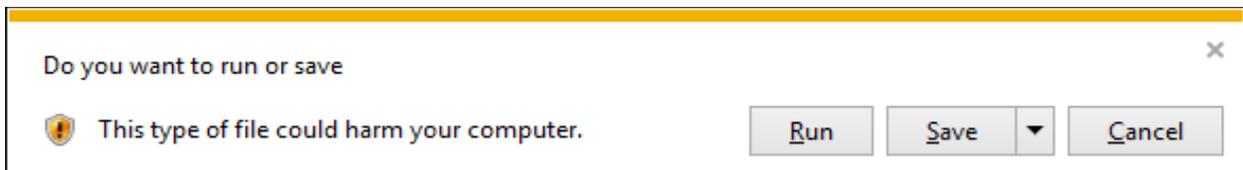
Prior to performing a successful Windows 10 upgrade from Windows 7, 8, or 8.1, one may encounter a dialog similar to the one seen below indicating it is required to remove Symantec Endpoint Protection for the upgrade to proceed.



This is, in fact, not necessary. However, it is necessary, prior to upgrading to Windows 10 from earlier releases, to *upgrade* Symantec Endpoint Protection to a compatible version. The process for doing so is very straightforward and is outlined below.

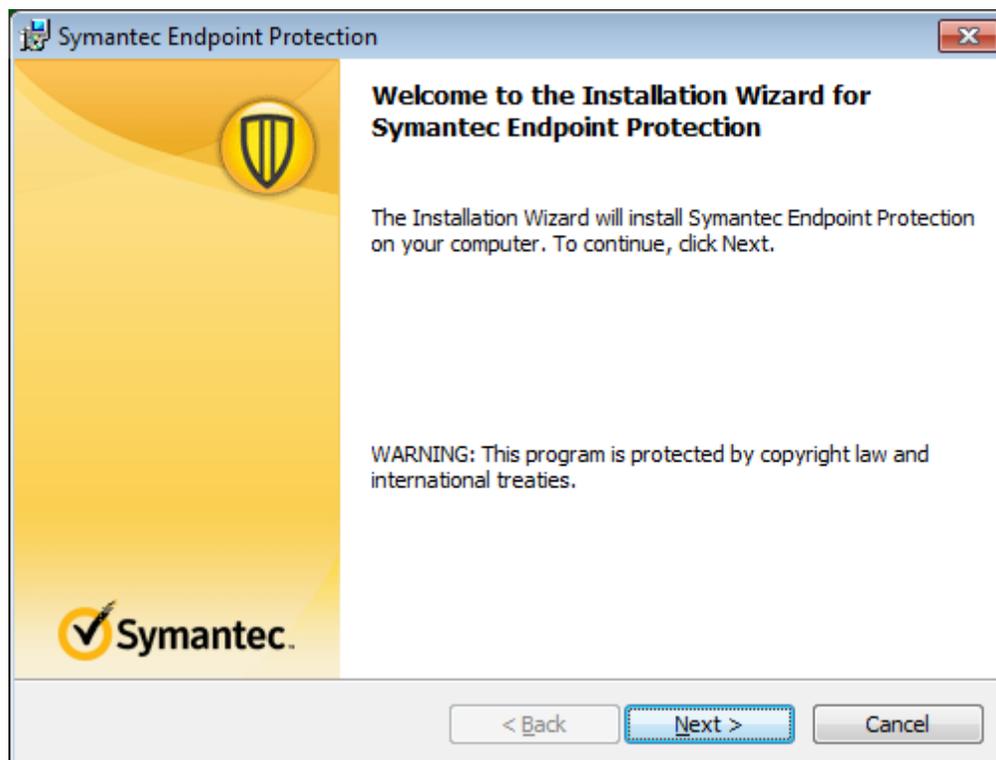
To begin, click [here](#) from the computer which will be needing the Windows 10 upgrade. Authenticate with a WVSOM username and password. The username will be the portion of the email address leading up to, but not including, @osteo.wvsom.edu.

A dialog similar to the following should then appear:

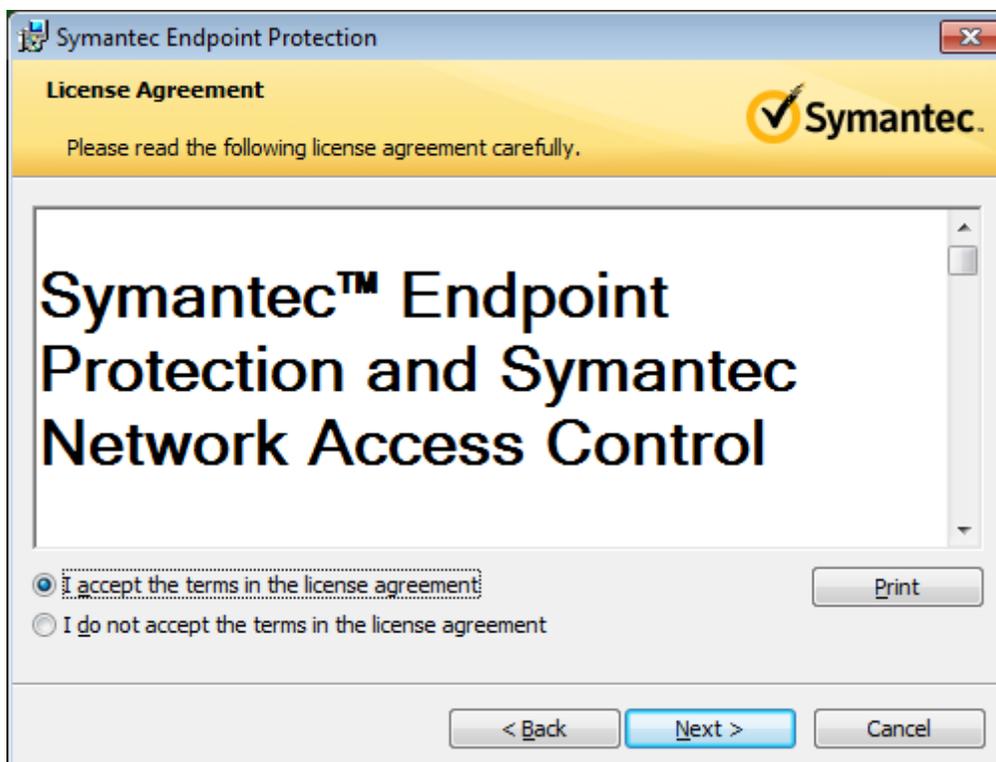


Please select the option, "Run," then permit a User Account Control prompt to proceed by clicking, "Yes," and patiently wait for the Symantec Endpoint Protection setup window to appear.

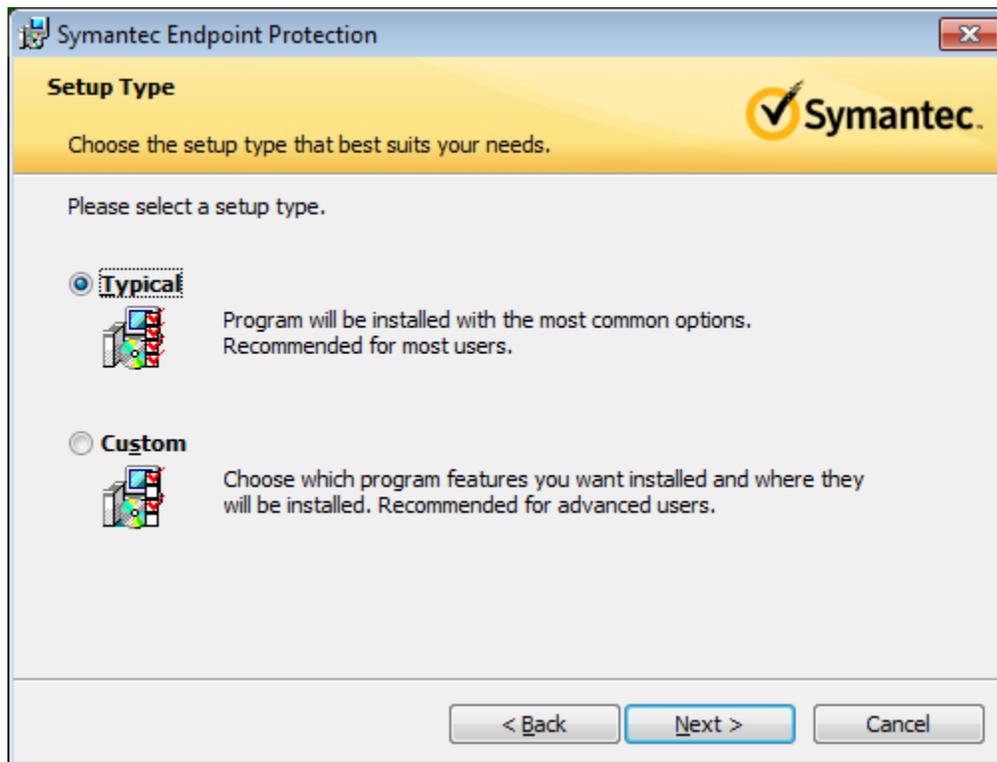
As the installation proceeds, please make the selections match, as closely as possible, those which are included hereafter.



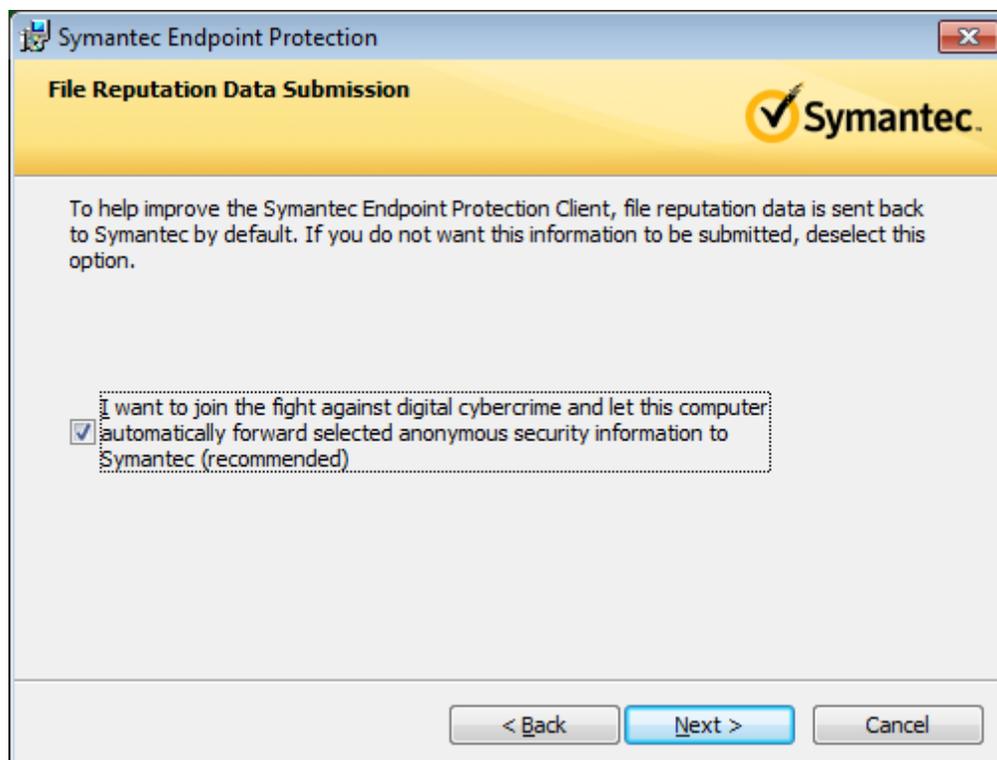
Continue by clicking, "Next >."



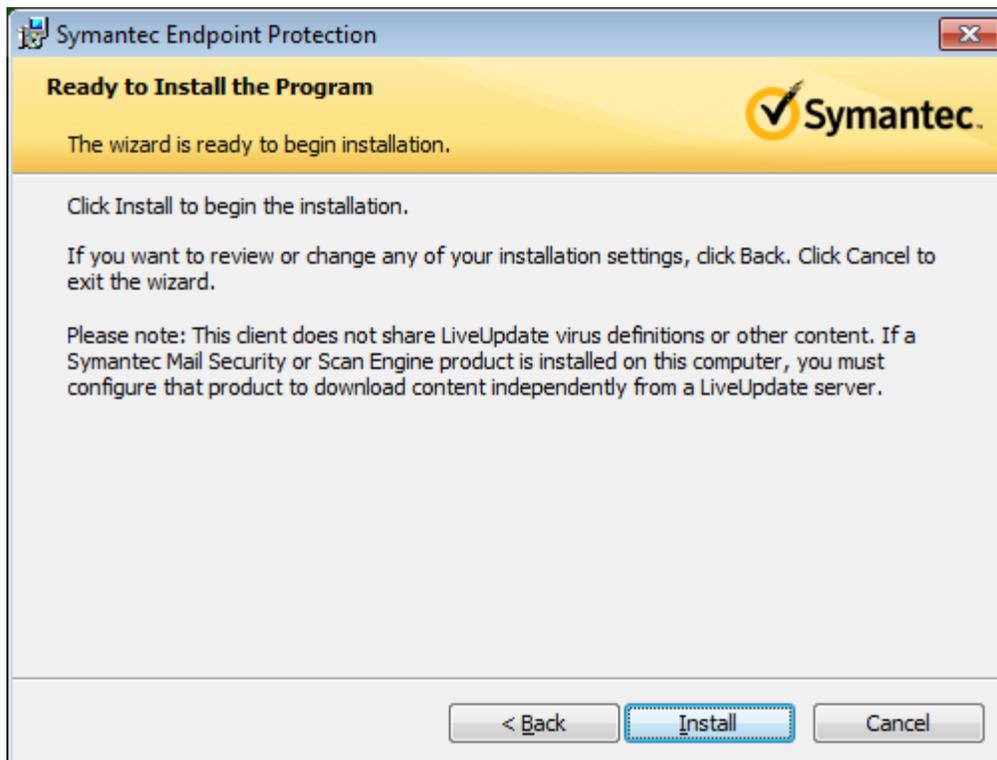
Continue by clicking, "Next >."



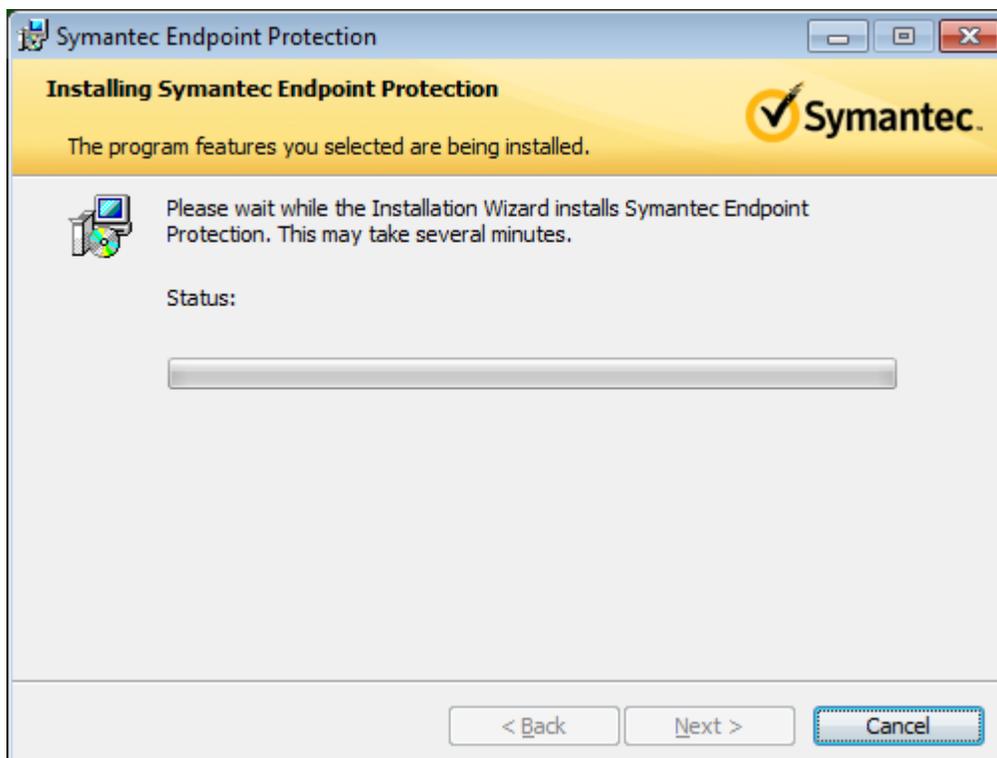
Continue by clicking, “Next >.”



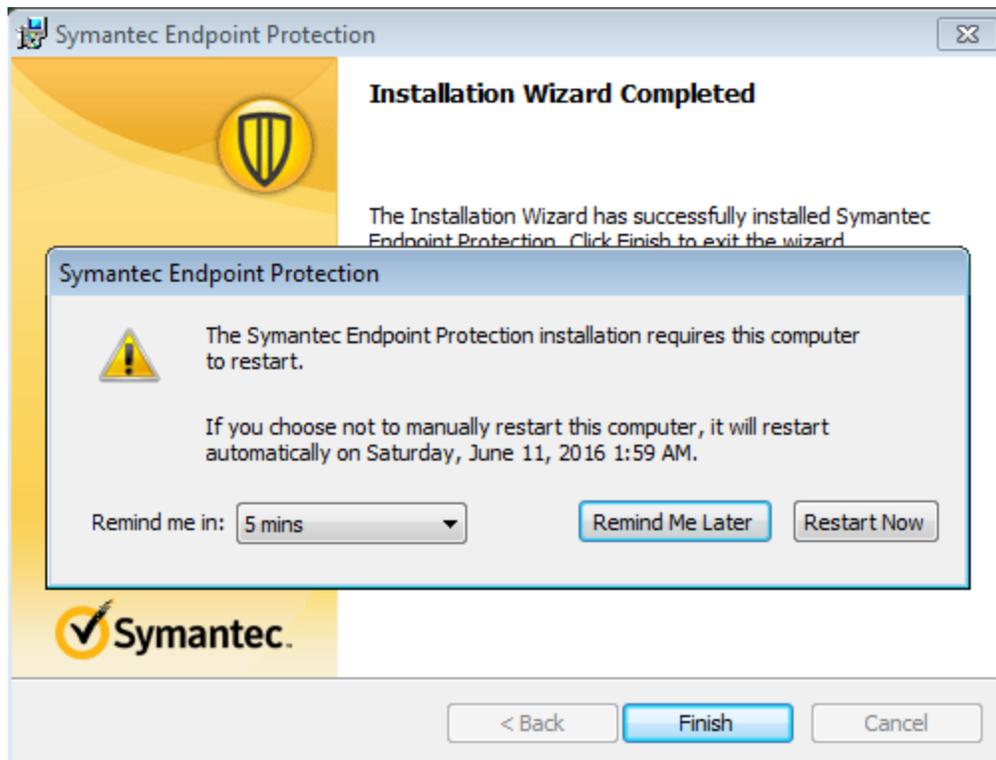
Continue by clicking, “Next >.”



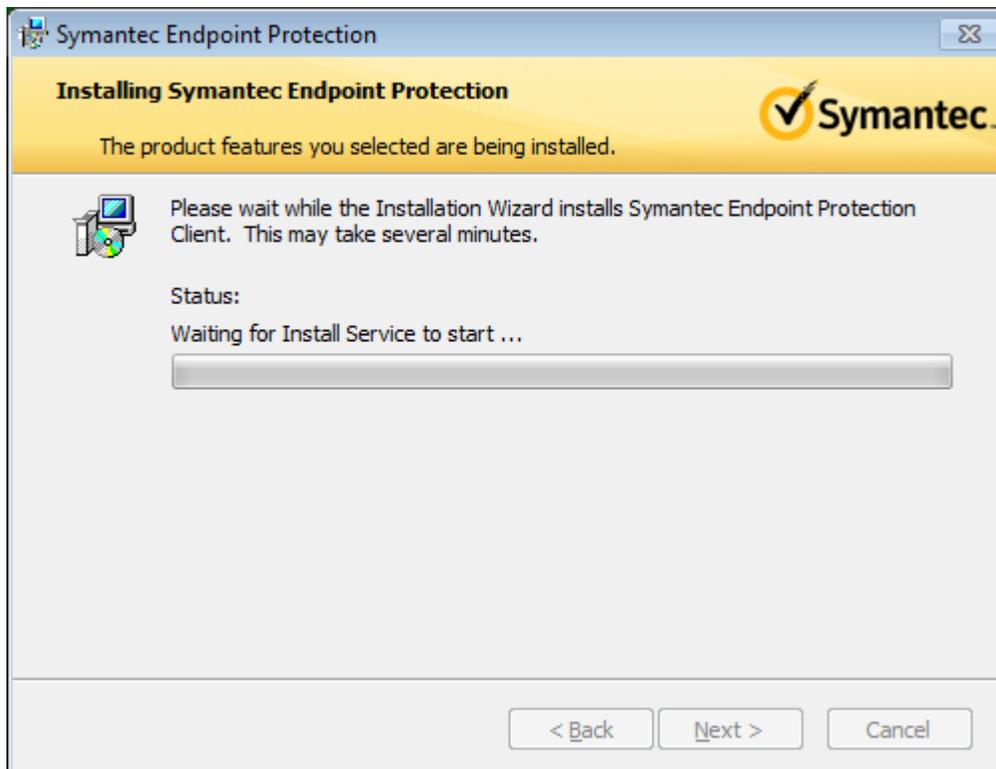
On the next screen, please click, "Install."



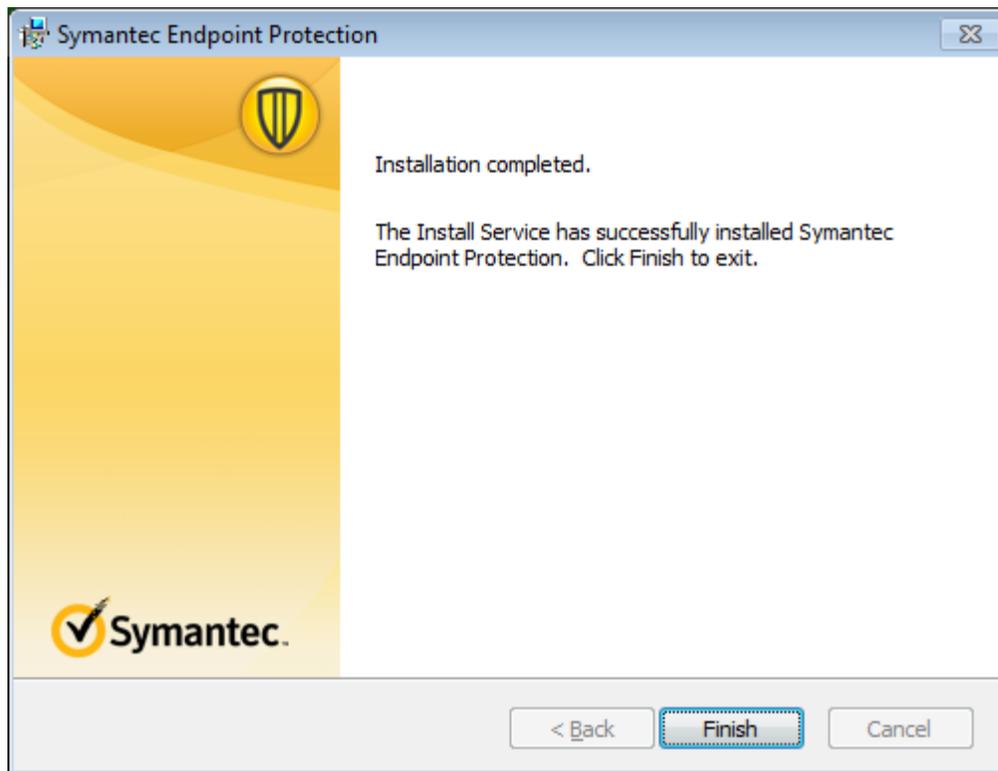
A progress bar will then appear.



Proceed by clicking, "Restart Now."



Shortly after the restart, a new progress window will appear.



When available, please click, "Finish."

The computer will need to remain powered on for follow-up Symantec background processes to occur. Until sufficient time has passed, the Windows 10 upgrade will continue to suggest the uninstallation of Symantec Endpoint Protection. In reality, Symantec Endpoint Protection is now an acceptable version; compatible to proceed.

Overall, the Symantec upgrade should take no more than 20 to 30 minutes to complete. The additional time Symantec components will be updating database files and completing new component registration in the background will vary slightly based on computer performance but, generally speaking, should complete within one hour.

The Windows 10 upgrade is estimated, by Microsoft, to take, "...about an hour ... once the download is complete."

Allocating a collective three hours to perform all necessary tasks should, in most cases, be sufficient.