

Install Kaspersky Endpoint Security 11 for Windows Version 11.4.0.233 along with McAfee Agent / Other Incompatible Software

(This user guide suits Windows 10 the best and is applicable to Windows 8.1 with slight difference.)

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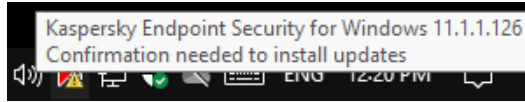
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Attention:

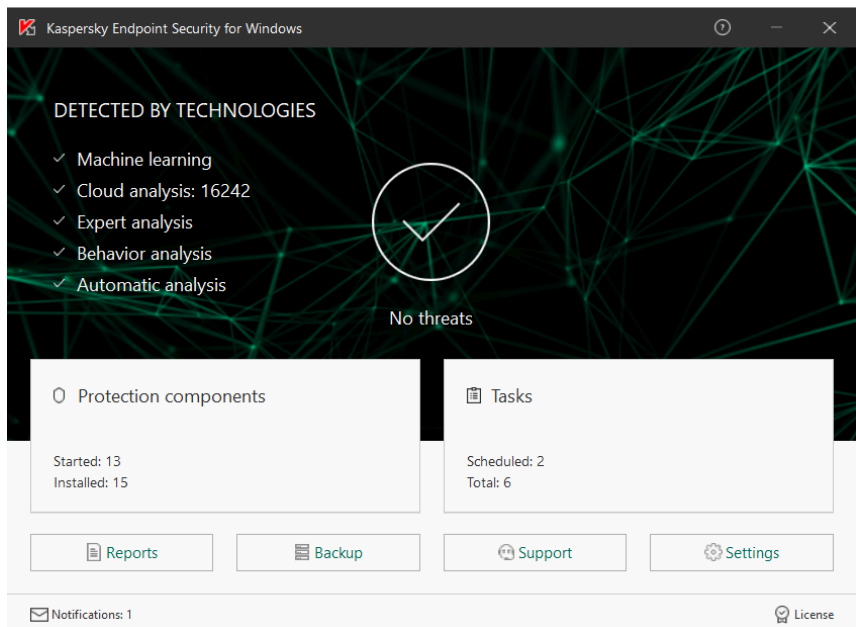
1. This is a customized Kaspersky Endpoint Security version 11.4.0.233.
2. Please uninstall any 3rd party or Kaspersky Antivirus software before installing this software.
3. This installation package will NOT check and uninstall any 3rd party software incompatible with Kaspersky. However, it could turn off the **Windows Defender** of Windows 8/8.1/10 automatically. Please manually uninstall any 3rd party antivirus software and internet security software before starting the installation.
4. Please read the [Kaspersky Hardware and Software Requirement](#) before installation. The hardware requirements for running Kaspersky include Processor that supports the SSE2 instruction set. Most Intel and AMD processors are capable to run Kaspersky. However, for some processors, such as Microsoft SQ1 that was used in Microsoft Surface Pro X, does not support SSE2 instruction set. So it cannot run Kaspersky. Users of these kind of computers should consider to use other Anti-Virus product such as Microsoft Defender that comes with Windows 10.

A. Updates Available Alert for Your Existing Kaspersky

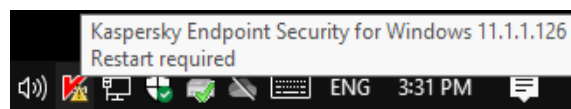
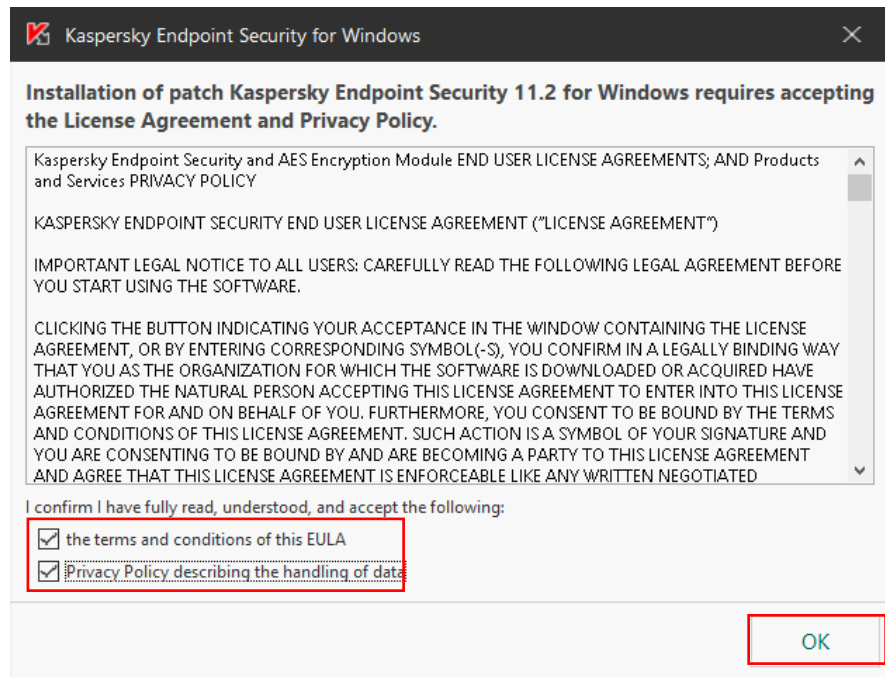
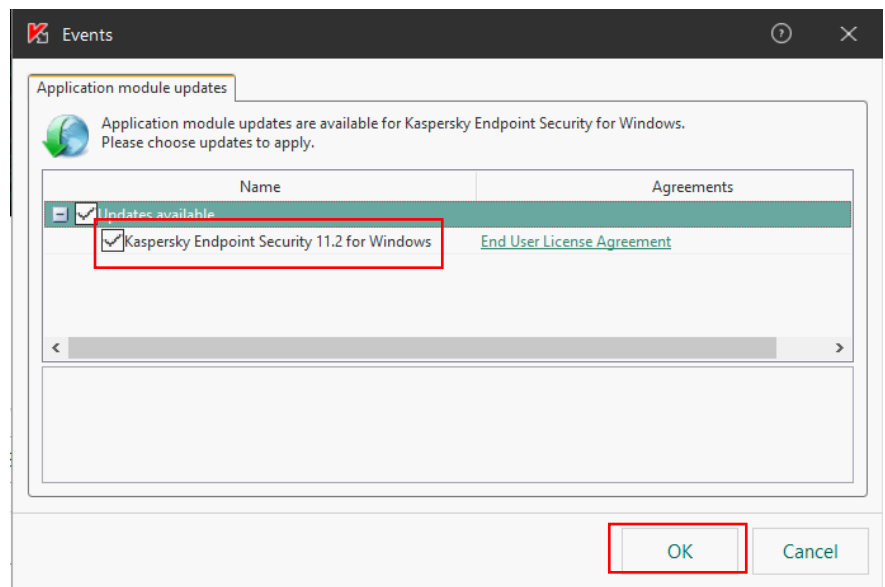
1. If you had installed our previous version of Kaspersky, you might see an alert bubble showing updates available while hovering your mouse to Kaspersky icon. To continue the update, please click the Updates available icon and then agree the statement.
Note: The update will not add new application component (if any).



2. Click the Notification envelope at the left bottom



3. Select the update version and then click OK to continue.



5. Restart your computer

IMPORTANT:
After restarting your computer. Please check if the Kaspersky Endpoint Security software is upgraded to your agreed version and it runs normally.
If not, your existing Kaspersky Endpoint Security may work

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| | abnormal. Please follow Section F to uninstall the Kaspersky Endpoint Security and Section B – D to reinstall it. |
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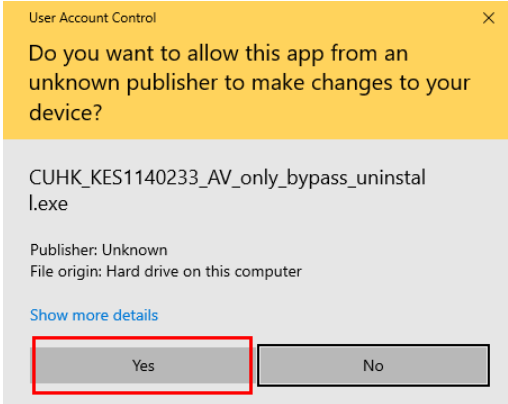
B. Download Kaspersky Endpoint Security Installation File

1. If you are now using a non-CUHK network connection (e.g. through a broadband service) or Wi-Fi (e.g. CUHK Wi-Fi Hotspot Partnership Programme), please set up a [VPN connection](#) before the download.
2. Download the installation file from: <http://www.itsc.cuhk.edu.hk/all-it/information-security/anti-virus-on-pcs/download-kaspersky-anti-virus-software>
3. Save the installation file " CUHK_KES1140233_AV_only_bypass_uninstall.exe " in a folder e.g. "C:\temp"

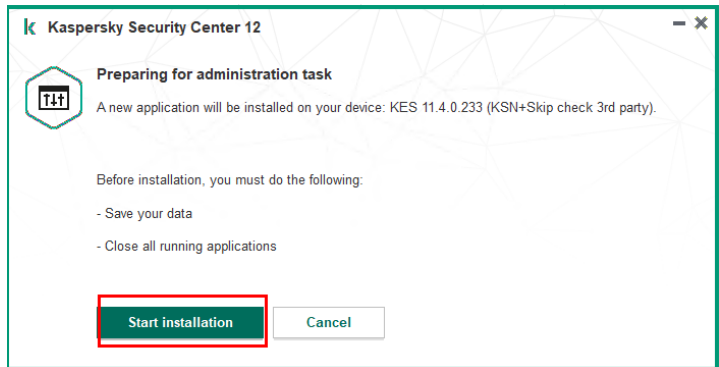
C. Download Kaspersky Endpoint Security License Key File

- a. Download the key file from: <http://www.itsc.cuhk.edu.hk/all-it/information-security/anti-virus-on-pcs/download-kaspersky-anti-virus-software>
- b. Save the license key file "[License Key File name].key" to a folder e.g. "C:\temp"

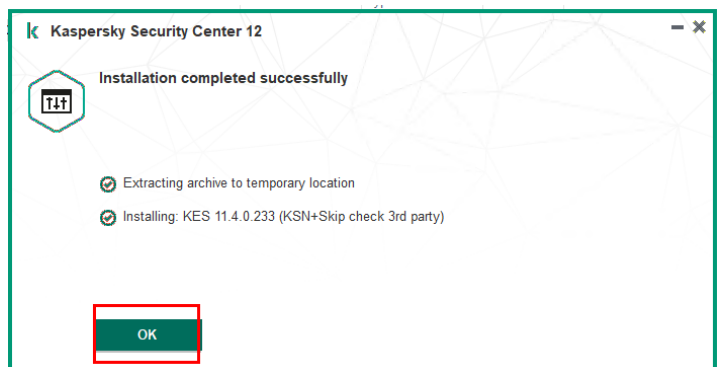
D. Install Kaspersky Endpoint Security

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| <p>1. Double click the installation file "CUHK_KES1140233" that you just downloaded.</p> |  |
| <p>2. Click "Yes" to continue.</p> |  |

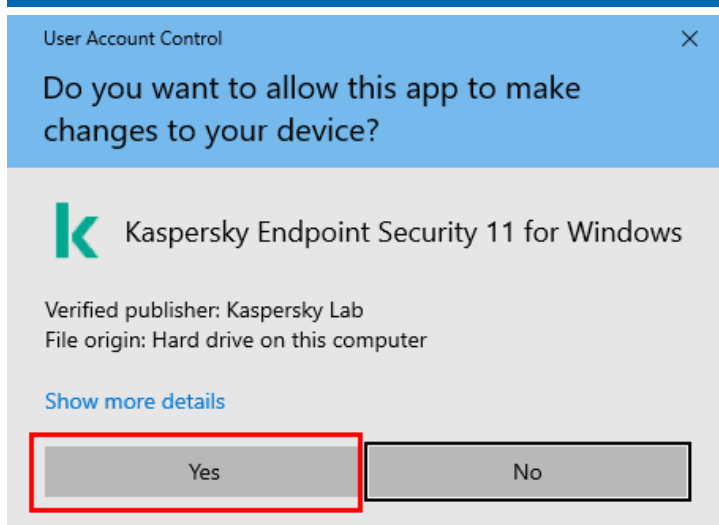
3. Click "Start installation" to continue.

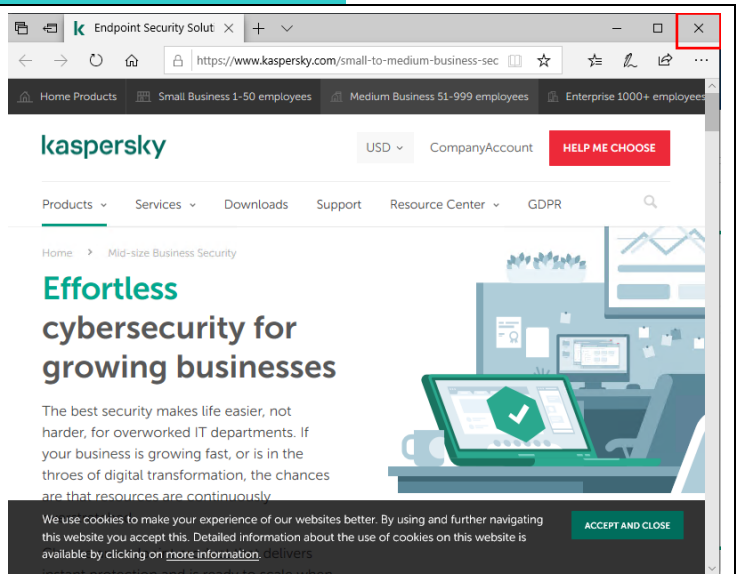




4. Once you see the installation is completed, click "OK" to continue.

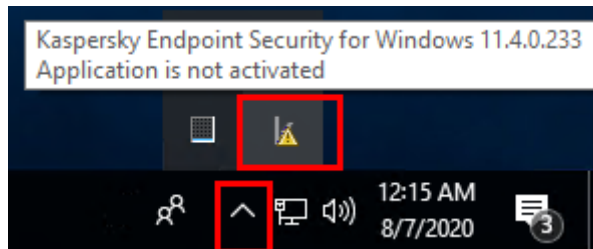


5. Click "Renew", Click "Yes", then close the Web browser

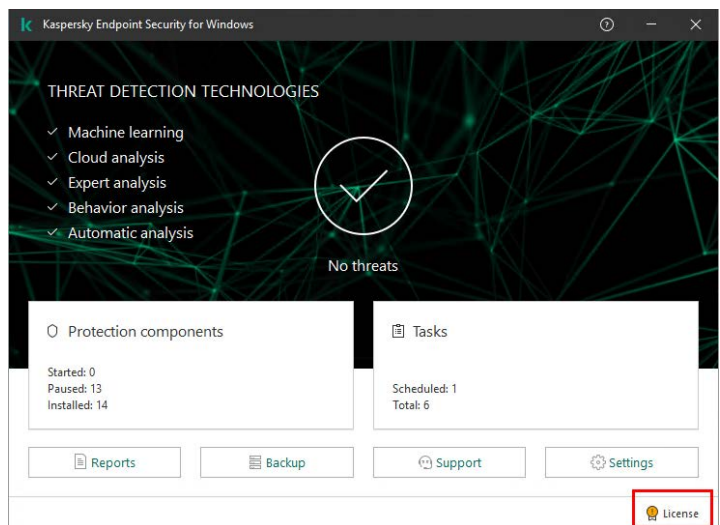




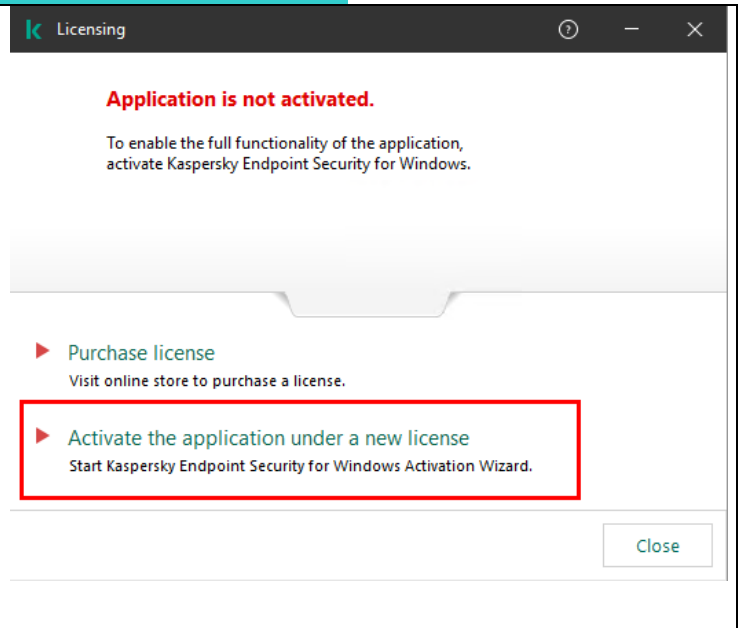
6. Open Kaspersky Endpoint Security software. At the right bottom of your desktop, double click the icon . Note: You may need to click icon  to expand the icon list.



Then click **License**.

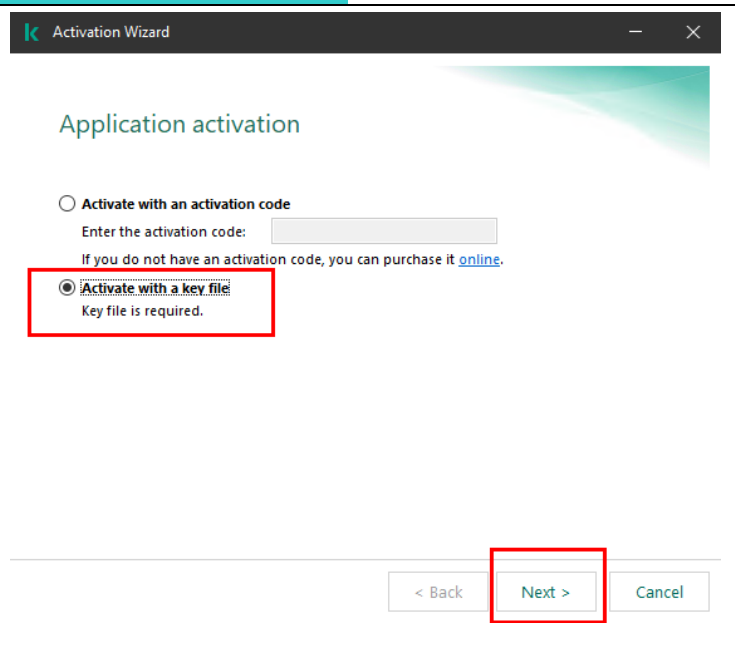


7. Select **Activate the application under a new license**.



8. Select **Activate with a key file**.

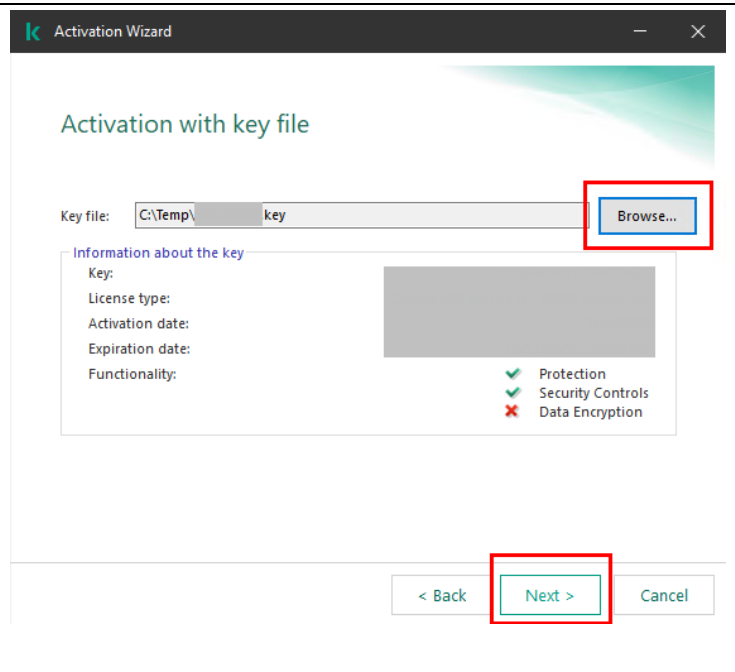
Click **Next**.



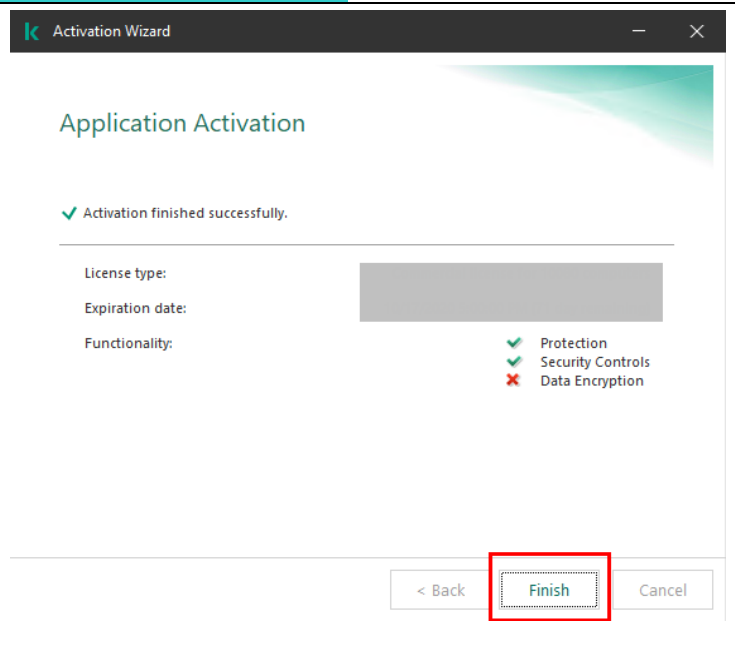
9. Click **Browse** and select the Key file from your local computer (e.g. C:\temp\[License Key File name].key) you downloaded in Part C here.

Click **Next**.

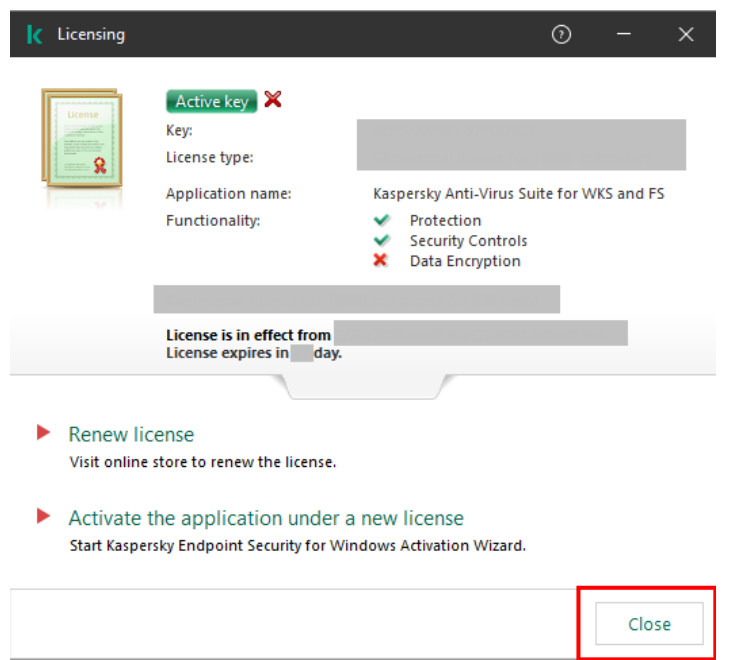
* If the file has not been downloaded, please go back to Part C here.



10. Click Finish.



11. Click Close.



12. Restart computer

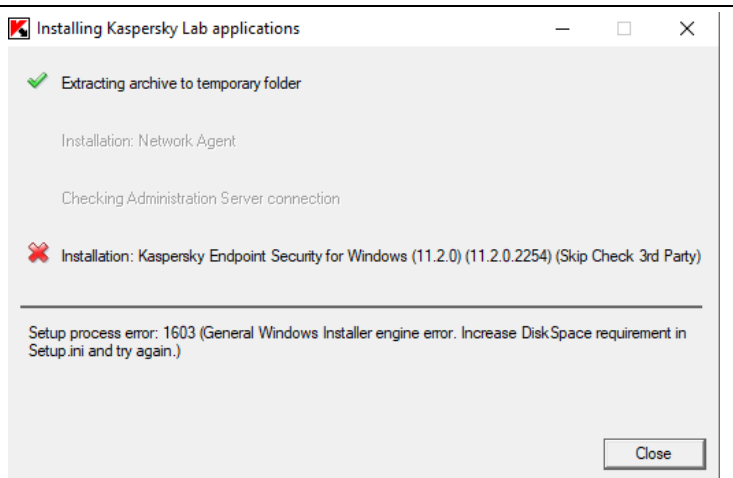
E. Installation error handling

If you encounter Error code 1603, it might be due to a software compatibility issue with existing 3rd party security software. You have to uninstall the software manually. To trace the incompatible software, please check the Kaspersky installation log file under a hidden folder path e.g.

C:\Users\[*username]\AppData\Local\Temp\kl-install-[*time].log

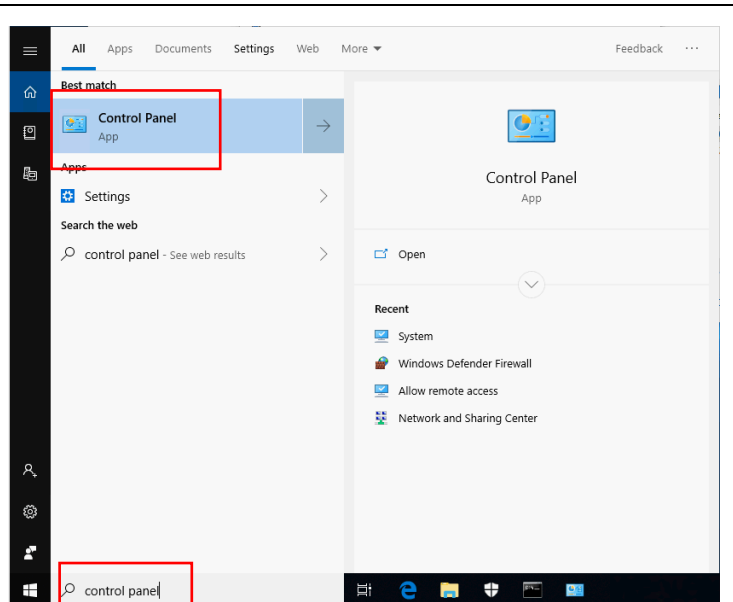
And then search for the phrase "Kaspersky Endpoint Security for Windows Setup cannot be performed because a third-party application is already installed on the computer:"

*Names depend on your computer

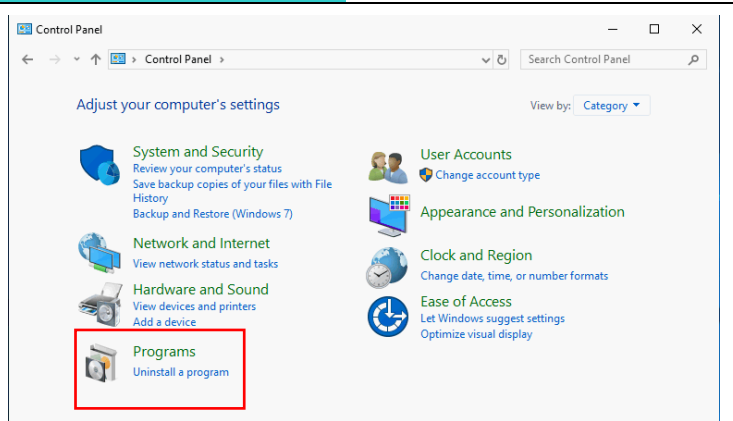


F. Uninstall Kaspersky Endpoint Security

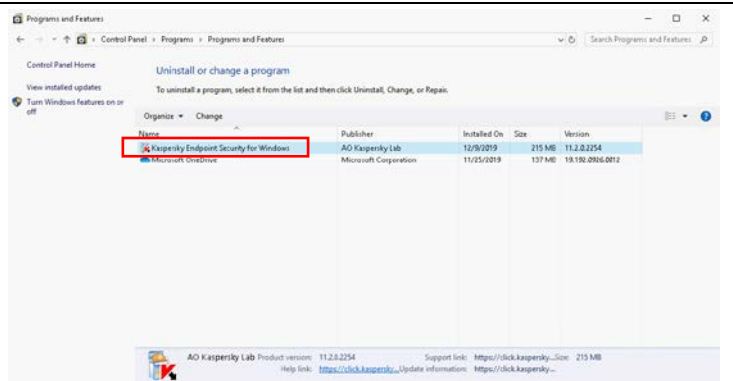
1. Search "Control Panel" and open Control Panel.

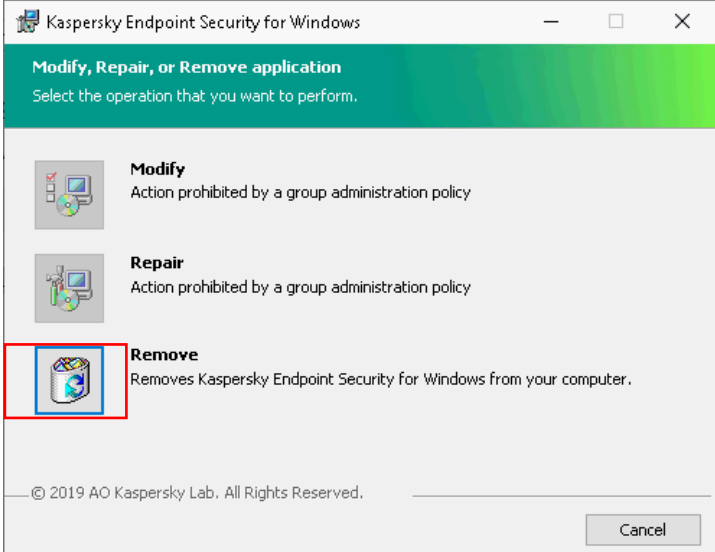
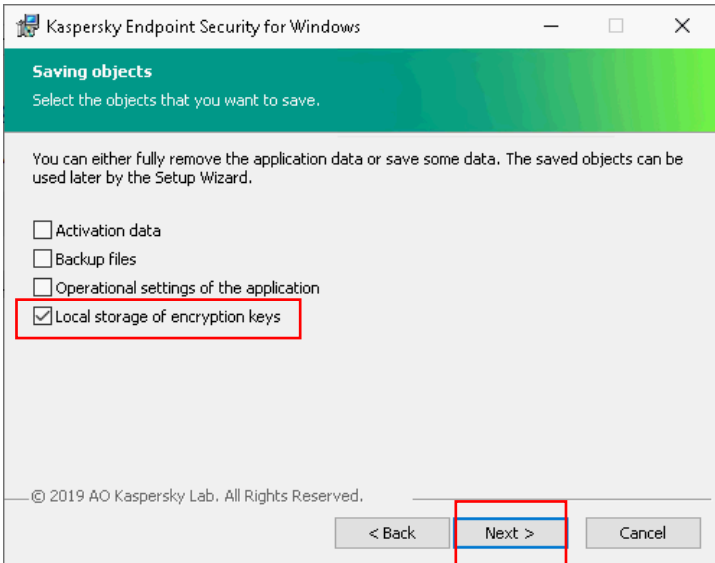
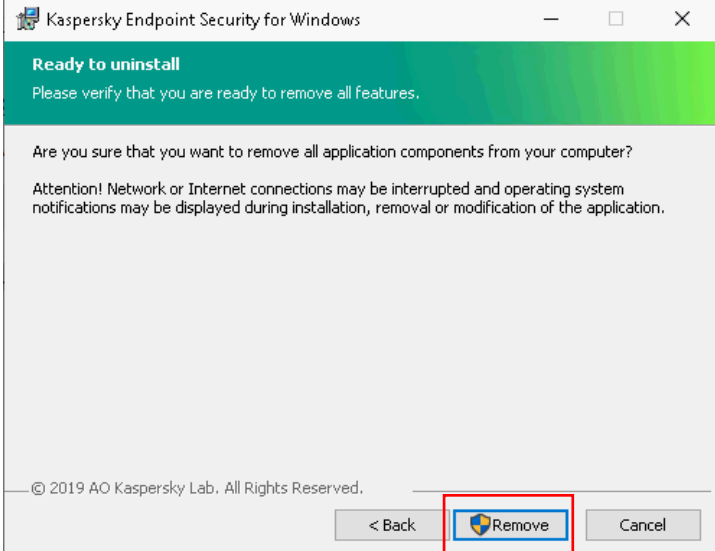


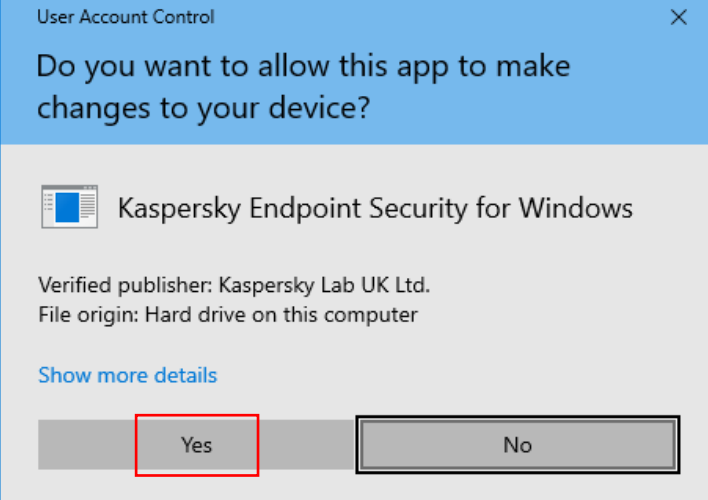
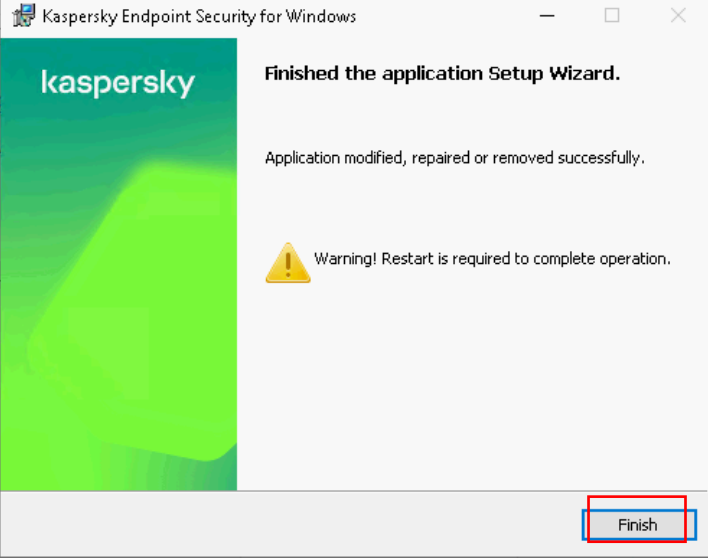
2. Select Uninstall a program under Programs.



3. Click Kaspersky Endpoint Security for Windows, and click Change.



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| <p>4. Click Remove.</p> |  <p>Kaspersky Endpoint Security for Windows</p> <p>Modify, Repair, or Remove application Select the operation that you want to perform.</p> <ul style="list-style-type: none"> Modify Action prohibited by a group administration policy Repair Action prohibited by a group administration policy Remove Removes Kaspersky Endpoint Security for Windows from your computer. <p>© 2019 AO Kaspersky Lab. All Rights Reserved. Cancel</p> |
| <p>5. Check Local storage of encryption keys and then click Next.</p> |  <p>Kaspersky Endpoint Security for Windows</p> <p>Saving objects Select the objects that you want to save.</p> <p>You can either fully remove the application data or save some data. The saved objects can be used later by the Setup Wizard.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Activation data <input type="checkbox"/> Backup files <input type="checkbox"/> Operational settings of the application <input checked="" type="checkbox"/> Local storage of encryption keys <p>© 2019 AO Kaspersky Lab. All Rights Reserved. < Back Next > Cancel</p> |
| <p>6. Click Remove.</p> |  <p>Kaspersky Endpoint Security for Windows</p> <p>Ready to uninstall Please verify that you are ready to remove all features.</p> <p>Are you sure that you want to remove all application components from your computer? Attention! Network or Internet connections may be interrupted and operating system notifications may be displayed during installation, removal or modification of the application.</p> <p>© 2019 AO Kaspersky Lab. All Rights Reserved. < Back Remove Cancel</p> |

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| <p>7. Click Yes to continue.</p> |  |
| <p>8. Finally, click Finish, and then restart computer.</p> |  |

G. Customization of this installation package:

- a. This package does NOT include the components. They are:
 - Firewall
 - Device Control
 - Data Encryption
- b. This package will not uninstall McAfee Agent during the installation. It embedded the setup parameters “/pSKIPPRODUCTCHECK=1 /pSKIPPRODUCTUNINSTALL=1”. Ref: <https://support.kaspersky.com/14882>
- c. This package enables **Kaspersky Security Network (KSN)**

Prepared by: User Support Services, Information Technology Services Centre

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The Chinese University of Hong Kong