

# Install Kaspersky Endpoint Security 11 for Windows Version 11.4.0.233

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

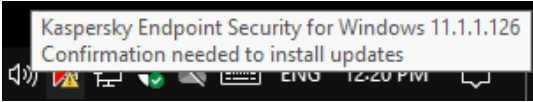
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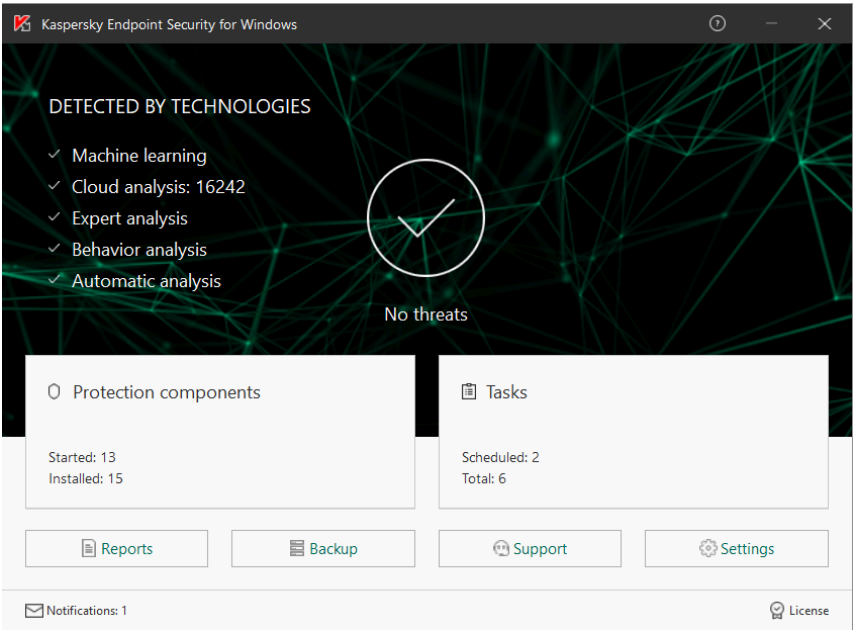
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### Attention:

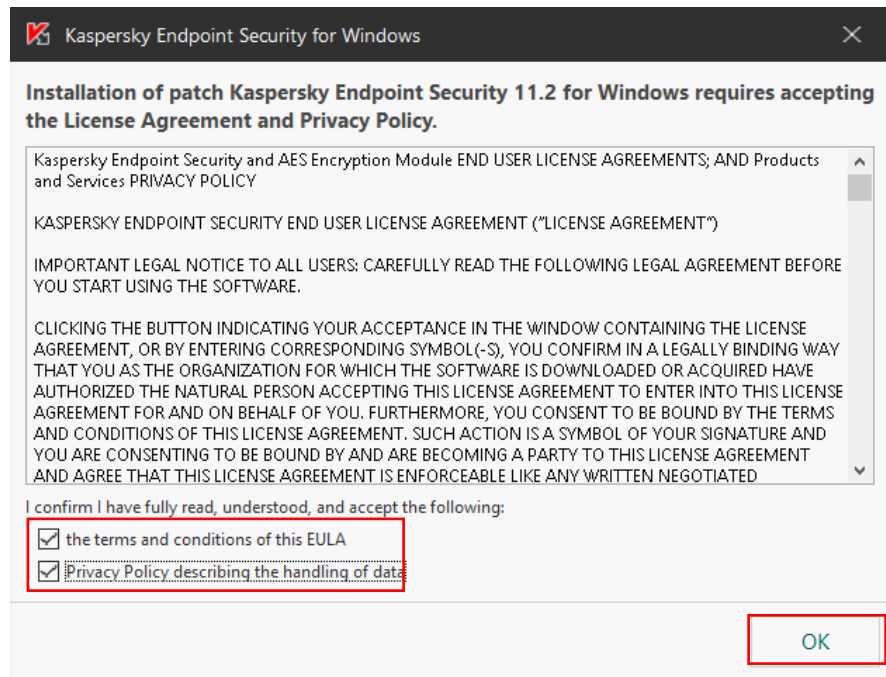
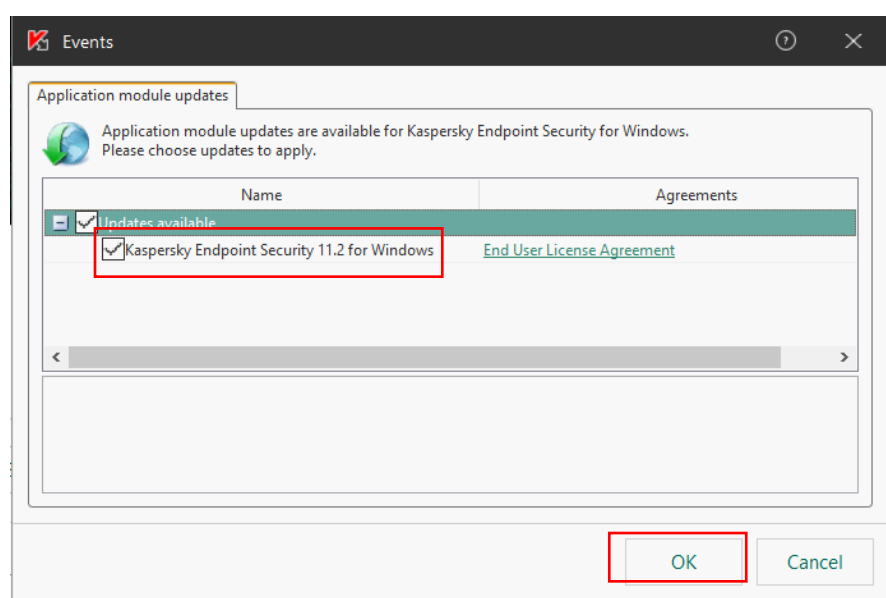
1. This is a customized Kaspersky Endpoint Security version 11.4.0.233.
2. Please uninstall any 3<sup>rd</sup> party or Kaspersky Antivirus software before installing this software.
3. This installation package will check and uninstall any 3<sup>rd</sup> party software incompatible with Kaspersky.
4. 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

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| <p>1. If you had installed our previous version of Kaspersky, you might see an alert bubble showing</p> |  |
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| <p>updates available while hovering your mouse to Kaspersky icon. To continue the update, please click the Updates available icon and then agree the statement.</p> <p>Note: The update will not add new application component (if any).</p> |   |
| <p>2. Click the Notification envelope at the left bottom</p>   |  <p>The screenshot displays the Kaspersky Endpoint Security for Windows interface. At the top, it says 'DETECTED BY TECHNOLOGIES' with a list of checked items: Machine learning, Cloud analysis: 16242, Expert analysis, Behavior analysis, and Automatic analysis. A large white checkmark in a circle is centered on the screen, with the text 'No threats' below it. Below this, there are two summary boxes: 'Protection components' (Started: 13, Installed: 15) and 'Tasks' (Scheduled: 2, Total: 6). At the bottom, there are buttons for Reports, Backup, Support, and Settings. A notification icon with '1' is in the bottom left, and a License icon is in the bottom right.</p> |

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 <a href="#">Section E</a> to uninstall the Kaspersky Endpoint Security and <a href="#">Section B- D</a> to reinstall it. |
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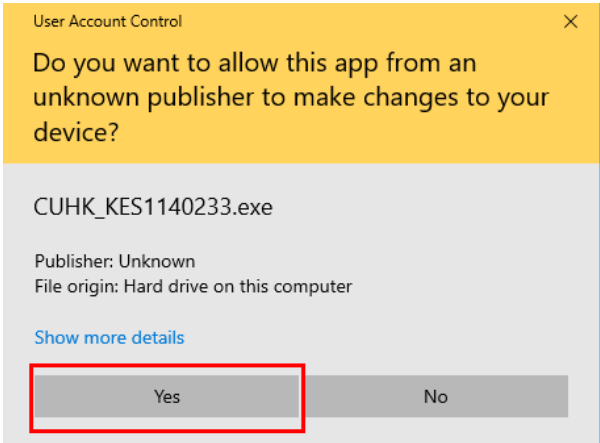
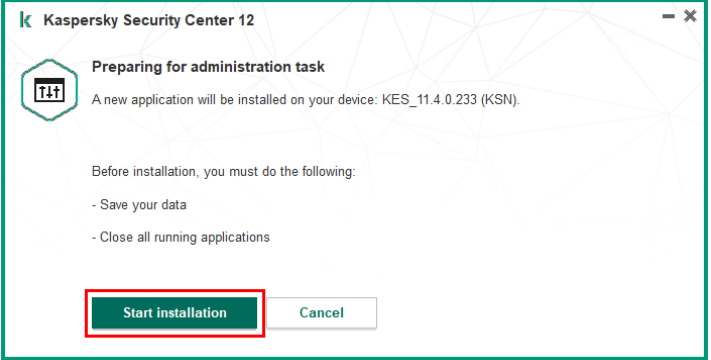
## B. Download Kaspersky Endpoint Security Installation File

1. If you are now using a non-CUHK network connection (e.g. through a broadband service) or Wi-Fi (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 " in a folder e.g. "C:\temp"

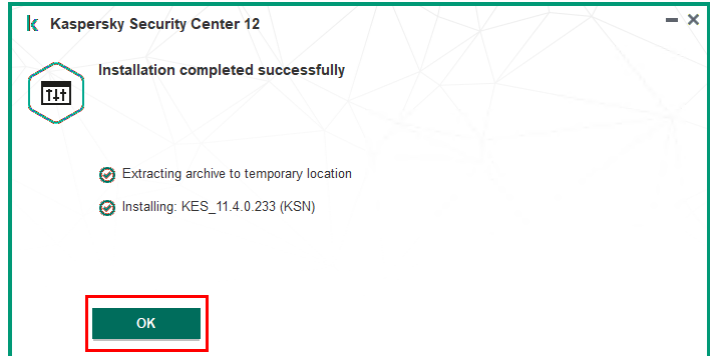
## C. Download Kaspersky Endpoint Security License Key File

- 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"

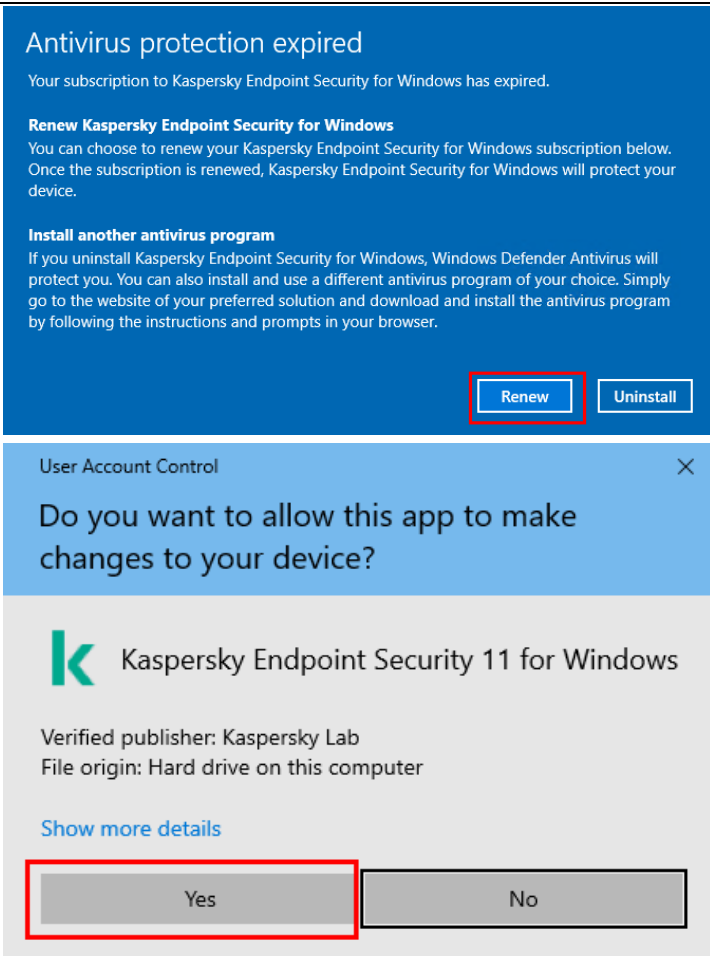
## D. Install Kaspersky Endpoint Security

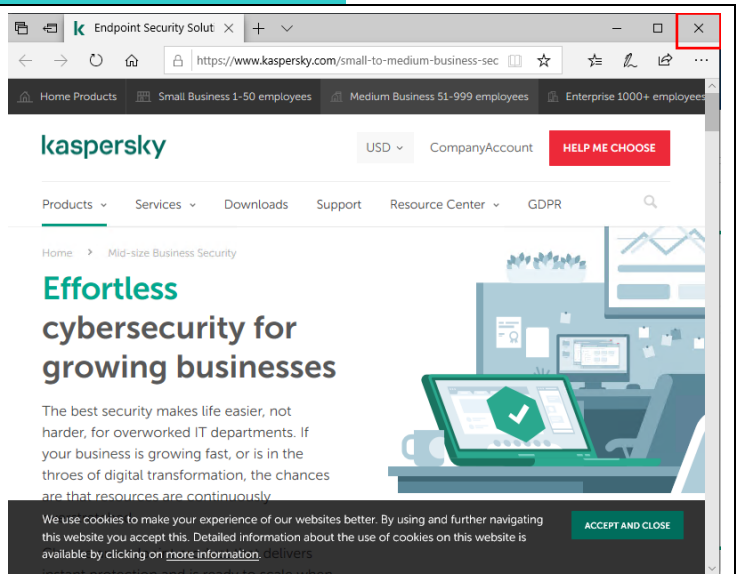
|  |  |
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| <p>1. Double click the installation file "CUHK_KES1140233" that you just downloaded.</p> |    |
| <p>2. Click "Yes" to continue.</p>   |  |
| <p>3. Click "Start installation" to continue.</p>  |  |



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



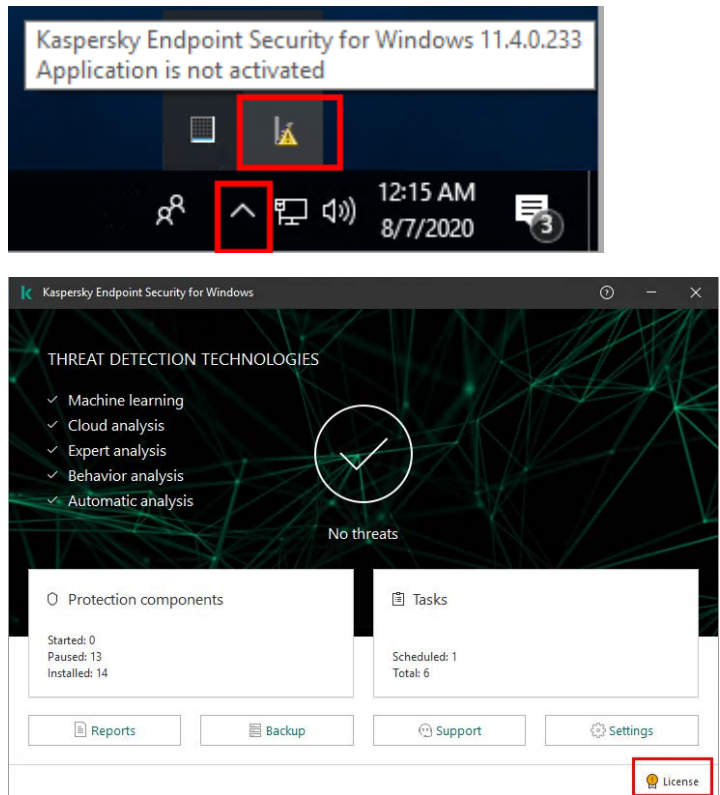
5. Click "Renew" > "Yes", then close the Web browser



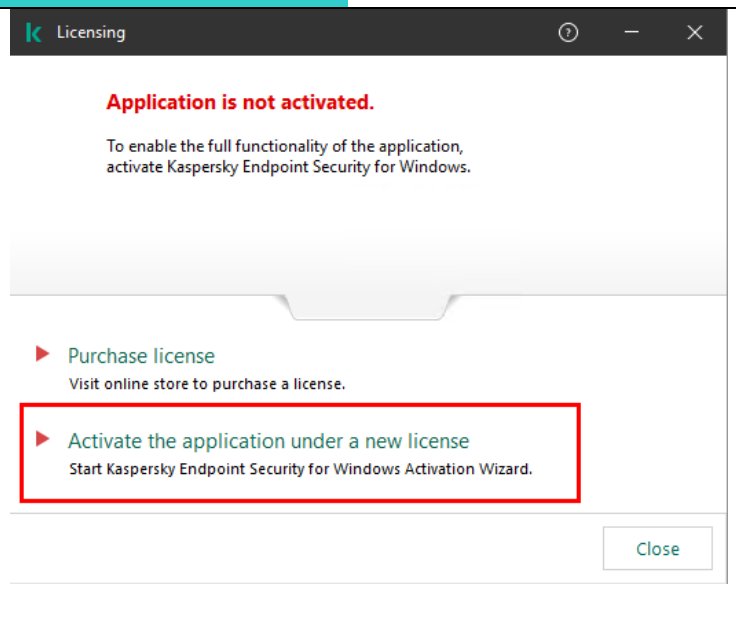


6. Open Kaspersky Endpoint Security software. At the system tray of your desktop, double click the icon . Note: You may need to click icon  to expand the tray.

And click **License**.



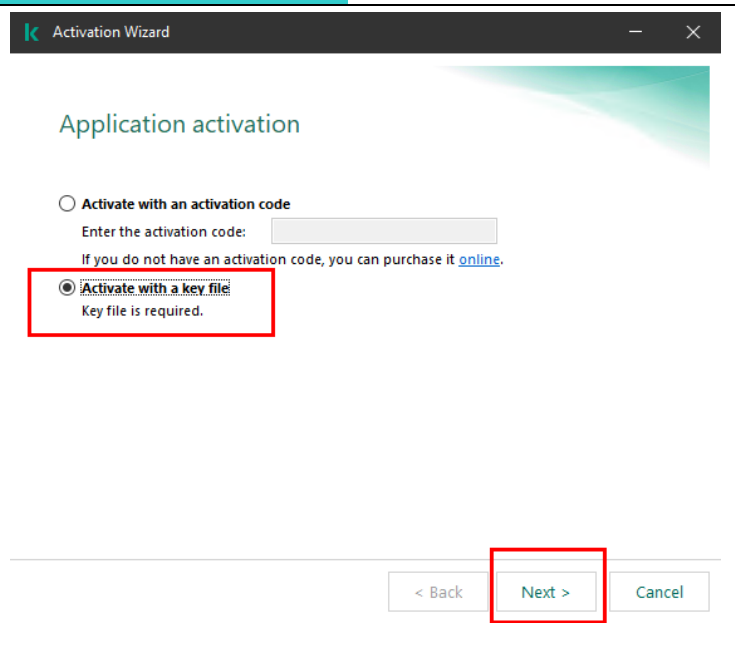
7. Select **Activate the application under a new license**.





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

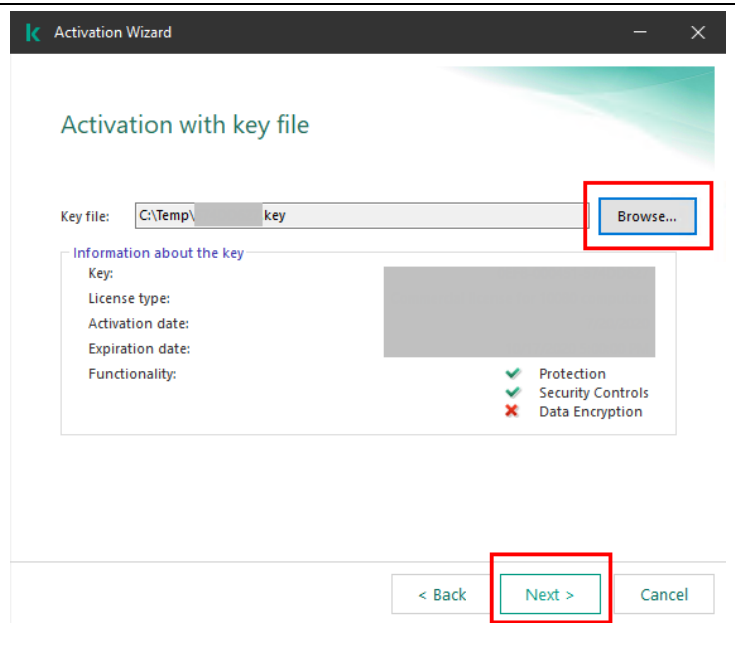
Click **Next**.



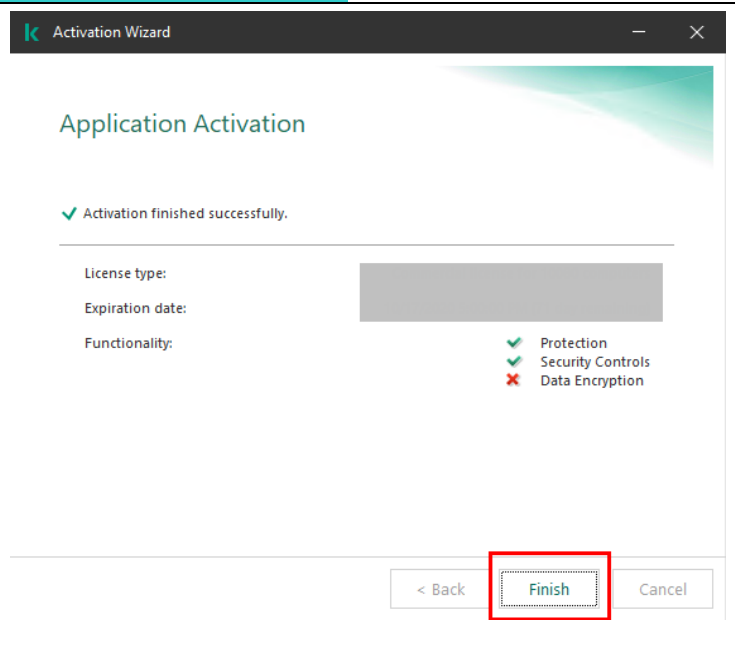
9. Click **Browse** and select the Key file from your local computer (e.g. C:\temp\[License Key File name].key) you downloaded in Part C here.

Click **Next**.

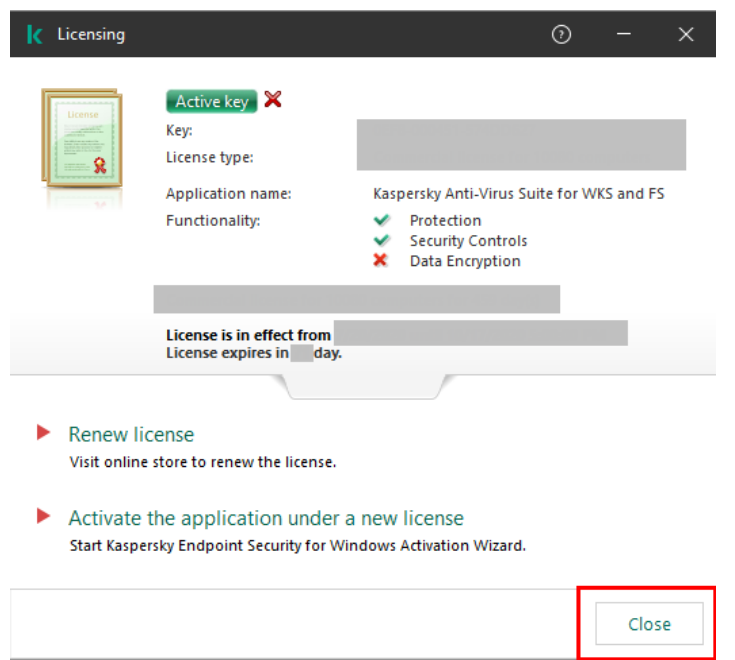
\* If the file has not been downloaded, please go back to Part C here.



10. Click Finish.



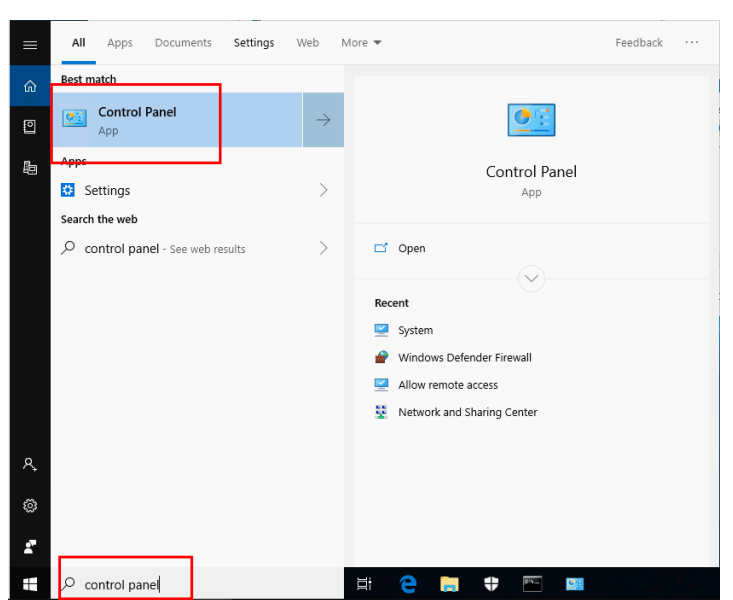
11. Click Close.



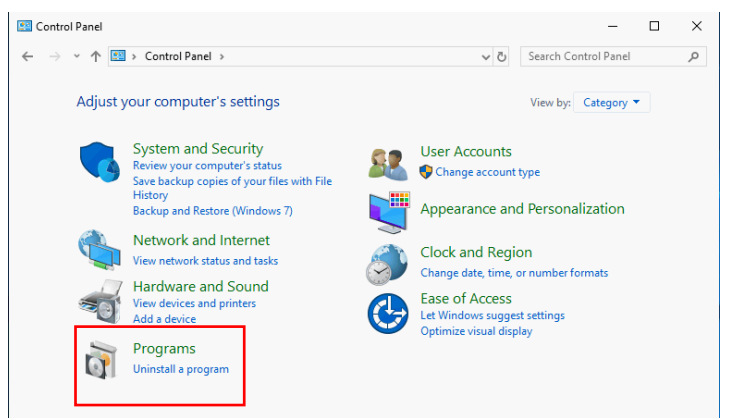
12. Restart your computer

## E. Uninstall Kaspersky Endpoint Security

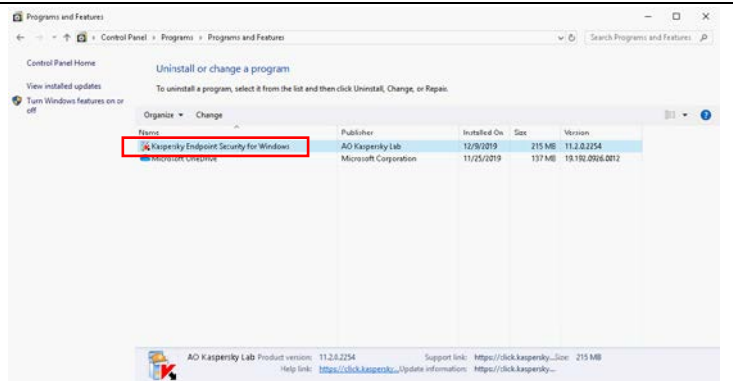
1. Search "Control Panel" and open Control Panel.



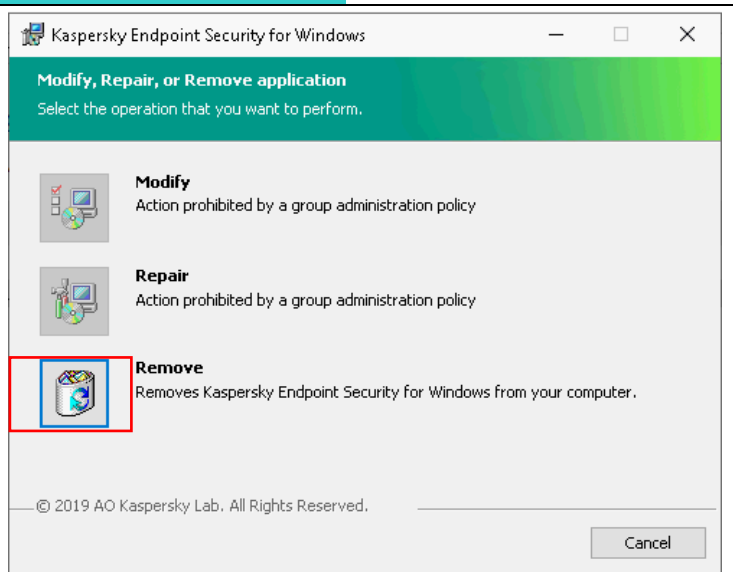
2. Select Uninstall a program under Programs.



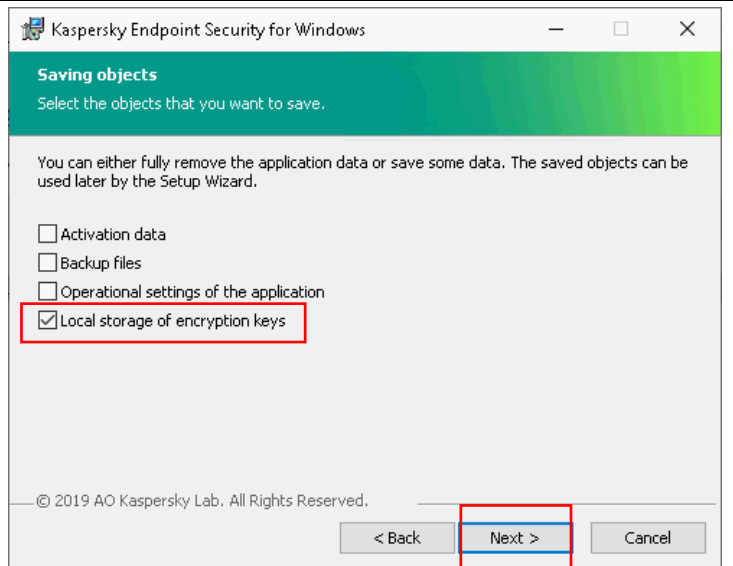
3. Click Kaspersky Endpoint Security for Windows, and click Change.



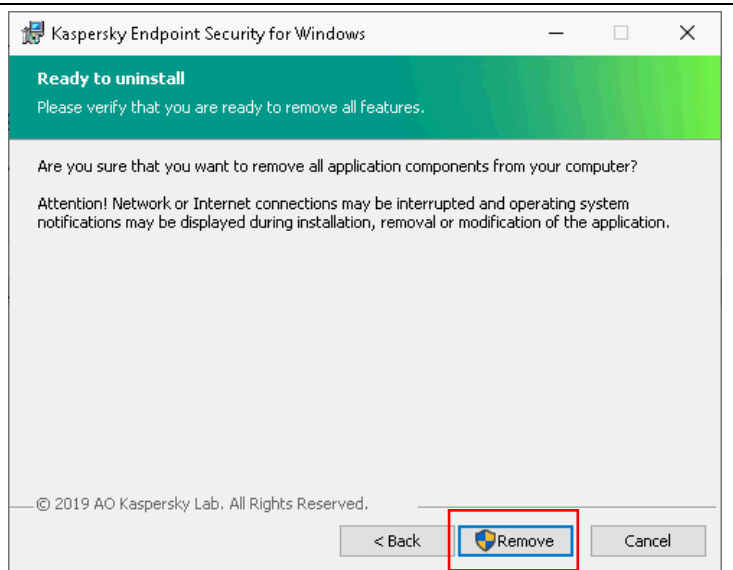
4. Click **Remove**.

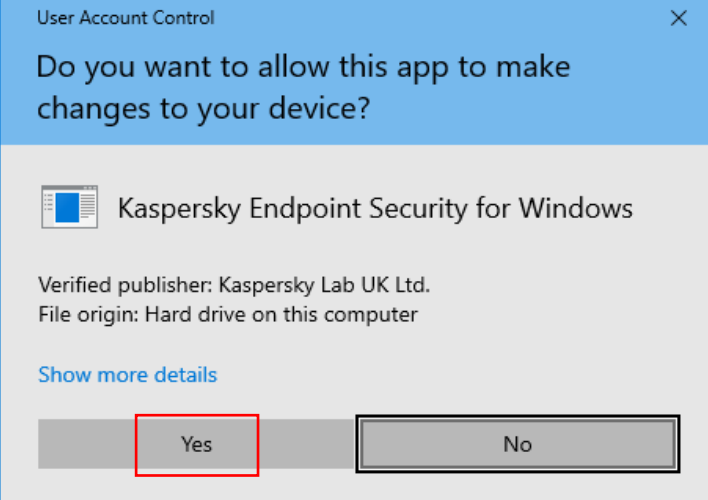
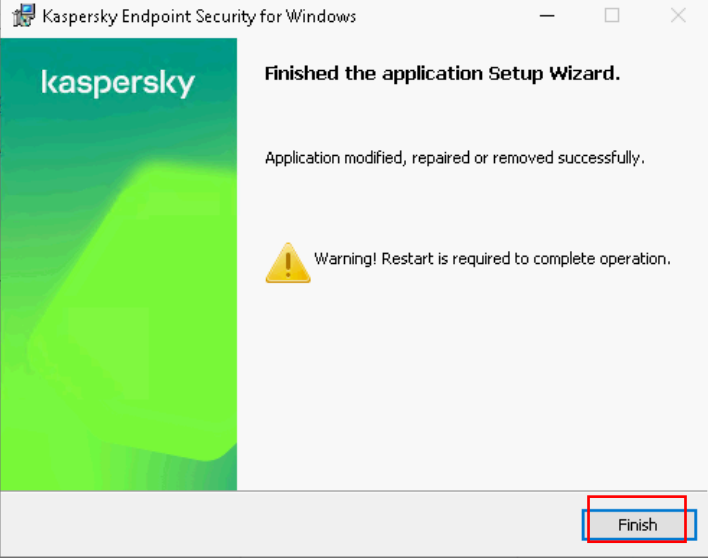


5. Check **Local storage of encryption keys** and then click **Next**.



6. Click **Remove**.



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

**F. Customization of this installation package:**

- a. This package does NOT include the components. They are:
  - Firewall
  - Device Control
  - Data Encryption
- b. This package enables **Kaspersky Security Network (KSN)**

**Prepared by:** User Support Services, Information Technology Services Centre

**Last Update:** 10 Aug 2020

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The Chinese University of Hong Kong