**CRITICAL SYMANTEC UPDATE**

Older versions of Symantec Antivirus are incompatible with certain Microsoft updates released January 3rd, which were designed to combat recent serious threats (Spectre/Meltdown) to Windows.

**Machines not automatically updated:**

If the Symantec Icon by your system clock doesn’t have a green dot on it, you must **install the new version manually**. Individuals who use Symantec Endpoint Protection on their personally-owned computers should also download and install the latest version of Symantec Endpoint Protection from the Software Download Service at my.pitt.edu:

1. First, check your version of Symantec by double clicking on the Symantec icon in your system tray.
2. Click the Help button.
3. Choose About...
4. If the version number listed is **12 or below**, continue through the directions to download and install a new version of Symantec. If you have Symantec version 14 already, no further action need be taken.
5. Log in to my.pitt.edu.
6. Choose Software Downloads under the My Resources menu at the top.
7. Click the Software Download Service Login link at the top right.
8. Click the Endpoint Protection 64-bit link (unless you have a 32-bit version of Windows - it’s unlikely - you can check here).
9. Click Download All Files and follow all instructions.
10. Run the file to install.

**Machines automatically updated:**

If your computer is connected to the Pitt network inside of Pitt Business (Mervis, Sennott Square, Posvar, Alumni), and is plugged in to the wired network on campus, and you have a green dot on the Symantec Icon near the clock, you should have already automatically received the update. No further action need be taken.

If you have questions or trouble with installation, contact Katz IT at 412-648-3601, or at it@katz.pitt.edu.

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**CAN’T EMAIL A FILE? USE BOX INSTEAD**

Box offers unlimited storage and the ability to upload individual files up to 15GB in size. All regular students, faculty, and staff get a free account as long as they are affiliated with Pitt. To get started, you can log in at pitt.box.com.

You can share files with anyone, even people outside of Pitt. You can either share a link to a particular file or invite people to collaborate by sharing permission to an entire folder of files.

To share a link to a file, especially a large file you may not be able to send in an email:

1. Sign In to Box with your Pitt [email] user name and password.
2. Click Upload to upload the file, if you haven’t already.
3. Once the file is uploaded, hover over the file, then click the menu button (three dots).
4. Go to the Sharing menu.
5. Click Share Link.
6. You can email the shared link by setting the access type to either:
   a. People with the link (anyone)
   b. People in your company (anyone at Pitt)
   c. People in this folder (people you have already shared the folder with)
7. You can alternately use the Email Address field at the bottom of the form, and Box will email a link to the file to the address you specify.

To invite people to collaborate on a file or group of files:

1. Click the menu button next to one of your folders in Box.
2. Choose Shared from the menu.
3. Click on Invite Collaborators.
4. Enter the email addresses of your collaborators.
5. Click Send Invites.

**And don’t forget:**

Sometimes web-based tools work better in one browser than another. If you are having trouble using a web site or application, open up another web browser - say, Firefox if you had been using Chrome - and try loading page again. Opening up another window or tab in the same web browser will not show any different results.