Re-Installing Symantec Desktop Agent (DLO)

1. First, uninstall the **Symantec Desktop Agent** (do *NOT* uninstall the Symantec Endpoint Protection) via **Programs and Features** in the **Control Panel**.
2. When it asks if you would like to clear user data, tell it **Yes**.
3. Once it’s finished uninstalling, be sure to delete the user’s profile under **DLO Users** (this will require domain admin rights, so you may not have access to this, if this is the case then ask for help from the IT Manager).
4. This process will run for a while – check it every ten minutes, and do not do anything else until it is done.
5. Once the profile deletion is finished, press **Win+R** to bring up the **Run** box.
6. Enter the following, link and quotes included: ***explorer.exe “***[***\\giga-mail\DLOAgent***](file:///\\giga-mail\DLOAgent)***”***
7. Run the **setup.msi** file, *NOT* the Symantec exe file.
8. Once installed, run the **Symantec Backup Desktop Exec** program (there is a chance that there will be two to choose from – it should not matter which one you choose).
9. Done!