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How to Uninstall and Reinstall LiveUpdate When a Symantec Endpoint Protection Manager or Symantec Endpoint Protection Client is Installed



Question/Issue:

You need to uninstall and reinstall Symantec LiveUpdate on a computer where Symantec Endpoint Protection Manager (SEPM) or a Symantec Endpoint Protection (SEP) client is installed.

Solution:

Use Add or Remove Programs in the Control Panel to uninstall LiveUpdate. Run the LiveUpdate installer to install LiveUpdate again.

To uninstall and reinstall LiveUpdate:

1. In Windows Explorer make a back-up copy of the following files:

On Windows 2000, XP and 2003:

- C:\Documents and Settings\All Users\Application Data\Symantec\LiveUpdate\Product.Inventory.LiveUpdate
- C:\Documents and Settings\All Users\Application Data\Symantec\LiveUpdate\Settings.LiveUpdate

On Windows Vista, 7 and 2008:

- C:\ProgramData\Symantec\LiveUpdate\Product.Inventory.LiveUpdate
- C:\Users\All Users\Application Data\Symantec\LiveUpdate\Settings.LiveUpdate

WARNING: It is important to follow this step in order to avoid having to register SEPM or SEP with LiveUpdate or having to reconfigure LiveUpdate proxy settings.

2. Click **Start > Settings > Control Panel**.
3. Click **Add or Remove Programs**.
4. Click **LiveUpdate**.
5. Click **Change/Remove**.
6. Follow the on-screen instructions to uninstall LiveUpdate.
7. In Windows Explorer, delete the following folders if they are present:

On Windows 2000, XP and 2003:

- C:\Documents and Settings\All Users\Application Data\Symantec\LiveUpdate
- C:\Program Files\Symantec\LiveUpdate

On Windows Vista, 7 and 2008:

- C:\ProgramData\Symantec\LiveUpdate\
- C:\Users\All Users\Application Data\Symantec\LiveUpdate

8. Install LiveUpdate using LUSSETUP.EXE located in the SEP installation files, in one of the following folders:
...CD1\SEPM\ or ...CD1\SEP\

--Or--

Download the LUSSETUP.EXE file from the following [Symantec LiveUpdate Web Page](#). Be sure to download the version of LUSSETUP.EXE that is appropriate for your version of Symantec Endpoint Protection.

9. Browse to:

C:\Documents and Settings\All Users\Application Data\Symantec\LiveUpdate\Product.Inventory.LiveUpdate

and replace the newly created `Product.Inventory.LiveUpdate` and `Settings.LiveUpdate` files with the files you backed-up in step 1.

Note: If you did not back-up the `Product.Inventory.LiveUpdate` file before deleting the LiveUpdate folder you must register SEPM or SEP with LiveUpdate for it to update correctly.

Note: If you did not back-up the `Settings.LiveUpdate` file before deleting the LiveUpdate folder you must reconfigure the LiveUpdate proxy settings in the SEPM to make the changes propagate back down to LiveUpdate.

To register SEPM with LiveUpdate:

1. Click **Start**, then **Run**.
2. Type **cmd**, then click **OK**. This will bring up a command prompt.

3. At the command prompt type `cd` and the path to **lucatalog.exe**. By default the command would be:

```
cd C:\Program Files\Symantec\Symantec Endpoint Protection Manager\bin
```

4. Type `lucatalog.exe -update`

To register the SEP Client with LiveUpdate:

1. Click **Start > Settings > Control Panel**.
2. Click **Add or Remove Programs**.
3. Click **Symantec Endpoint Protection**.
4. Click **Change**.
5. Click **Next**, select **Repair**, and click **Next** again.
6. Click **Install**.
7. Click **Finish**.

Available Translations:

--choose a language--

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Operating System(s): Windows 2000 Professional, Windows 2000 Server/Advanced Server, Windows XP Home Edition, Windows XP Professional Edition, Windows Server 2003 Web/Standard/Enterprise/Datacenter Edition, Windows Vista, Windows XP Professional x64 Edition, Windows Server 2003 x64 Edition, Windows Vista x64 Edition

Product(s): Endpoint Protection 11

Release(s): Endpoint Protection 11 [All Releases]