

Transfer Manual

Norman Endpoint Protection Transfer to Avast Business Antivirus Pro Plus

Summary

This document outlines the necessary steps for transferring your Norman Endpoint Protection product to Avast Business Antivirus Pro Plus.

Norman Endpoint Protection Transfer Details

This manual is for customers that would like to transfer from their Norman Endpoint Protection Advanced or Standard license to Avast Business Antivirus Pro Plus.

Few things to note before you start the transfer:

- Make sure that all or most of your devices are online and have access to the internet.
- Norman Endpoint Protection clients are required to be on version 11.
- It is recommended that when you install the Avast Business On-Premise Management Console, to become more familiar with the console and different options and functionalities that are available before starting the Transfer of your devices.
 - With that, you could install Avast Business Antivirus onto a client device to see how the Avast Antivirus reacts on your network environment. This could help eliminate any possible issues before Transferring all of your devices over to Avast Business.
- If you have any Windows Server operating systems, it is recommended that you install/transfer to these servers manually as you may wish to install Avast Business Antivirus without certain components (install client without Web Shield or install client with Exchange/SharePoint).
 - You will be required to uninstall the Norman Transport Agent manually from your Exchange using PowerShell before installing Avast Business Antivirus. To do this:
 - `Get-TransportAgent Norman*` | `Uninstall-TransportAgent`
 - Restart transport service
 - More information can be found [here](#)
- Norman Endpoint Protection Advanced and Standard products can be transferred to Avast Business Antivirus Pro Plus products only.
- The remaining validity and seats on your Norman license will be transferred to your Avast license free of charge.
- During the transfer process, you will be able to choose whether or not you would like to have a Management Console for your new Avast product.

- The following languages are available in the Avast Business Antivirus Pro Plus client:
 - Bulgarian
 - Chinese Simplified
 - Chinese Traditional
 - Czech
 - Dutch
 - English
 - Estonian
 - Finnish
 - French
 - German
 - Greek
 - Hungarian
 - Italian
 - Japanese
 - Korean
 - Norwegian
 - Polish
 - Portuguese (Brazil)
 - Portuguese (Portugal)
 - Russian
 - Slovak
 - Slovenian
 - Spanish
 - Swedish
 - Turkish
 - Ukrainian
 - Vietnamese

The following languages are available in the Avast Management Console:

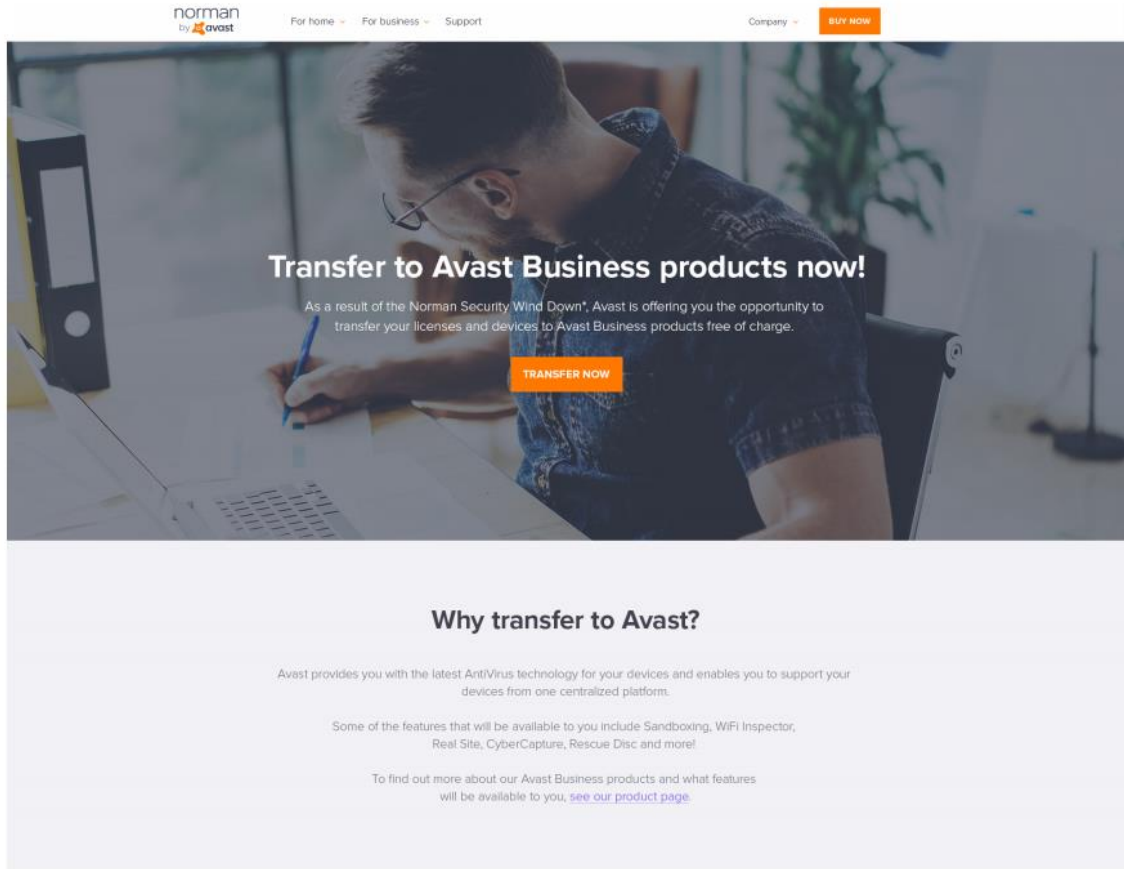
- English
- French
- Spanish
- Italian
- Norwegian
- Brazilian Portuguese
- Russian
- German

- If you have Norman Endpoint Manager (NEM) installed on your device/server to manage Norman client devices, please make sure that you follow the steps titled **Norman Endpoint Manager**.

Transfer Guide – By Email Invitation

If you have received an End of Life of Norman Endpoint Protection email, follow these steps (if you went directly to the landing page, go to page 7):

1. Within the email, you will see a “Transfer Now” button. This will take you to our **Transfer landing page** where you can learn more about our Avast Business Antivirus Pro Plus product and transfer information.
2. On the **Transfer landing page**, you will see a “Transfer Now” button, this will take you to the **Confirm your details page** where you can view your current company information, contact information, and Norman license number.



norman
by avast

For home - For business - Support

Company - [BUY NOW](#)

Transfer to Avast Business products now!

As a result of the Norman Security Wind Down*, Avast is offering you the opportunity to transfer your licenses and devices to Avast Business products free of charge.

[TRANSFER NOW](#)

Why transfer to Avast?

Avast provides you with the latest AntiVirus technology for your devices and enables you to support your devices from one centralized platform.

Some of the features that will be available to you include Sandboxing, WiFi Inspector, Real Site, CyberCapture, Rescue Disc and more!

To find out more about our Avast Business products and what features will be available to you, [see our product page](#).

3. Once you “Confirm” your details on this page, you will be taken to the next page where you can choose to manage your clients’ devices from a Management Console.
 - a. If your details are incorrect, you can contact our Avast Business Technical Support team who will be able to update those details for you. Links are provided on the page if you require support.

4. On the **Select Management Console** page, you can choose to use the Avast Management Console to remotely control settings for all of your client devices, generate reports, and add additional features.
 - a. Note that if you decide not to use the Avast Management Console, you will need to install the Avast Business Antivirus Pro Plus client to individual devices manually.

5. You will now be presented with a “Confirm this transfer” notification. When you confirm the transfer from Norman Endpoint Protection to Avast Business Antivirus Pro Plus the following will occur:
 - a. You will be directed to a **Confirmation and Thank You Page** to confirm that you have successfully agreed to the transfer.
 - b. You will be sent an email with your Avast Business Antivirus Pro Plus license, download link, and installation details.
 - c. Your new Avast license number will be valid for the same validity and seat count as your Norman license number was.

Transfer Guide – By Direct Landing Page

If you have gone directly to our **Transfer Landing Page** here:

<http://www.avast.com/lp-norman-eol-direct>

Follow these steps:

1. On the **Transfer landing page** you will see a “Transfer Now” button. This will take you to the **Confirm your details page** where you will be required to enter in your email address and Norman license number.
 - a. Your email address should be the same one that you used when you purchased your Norman license number.
 - b. Your Norman license number can be found on your Norman Endpoint Manager console or directly on one of your client devices in the Norman User Interface.

- c. If your details are incorrect or do not match, you will be informed on the page. You can contact our Avast Business Technical Support team who will be able to provide support on this issue.
2. You will be able to “Confirm” your details on this page, which will take you to the next page where you can choose to manage your clients’ devices from a Management Console.
3. On the **Select Management Console** page, you can choose to use the Avast Management Console to remotely control settings for all of your client devices, generate reports, and add additional features.
 - a. Note that if you decide not to use the Avast Management Console, you will need to install the Avast Business Antivirus Pro Plus client to individual devices manually.
4. You will now be presented with a “Confirm this transfer” notification. When you confirm the transfer from Norman Endpoint Protection to Avast Business Antivirus Pro Plus the following will occur:
 - a. You will be directed to a **Confirmation and Thank You Page** to confirm that you have successfully agreed to the transfer.
 - b. You will be sent an email with your Avast Business Antivirus Pro Plus license, download link, and installation details.
 - c. Your new Avast license number will be valid for the same validity and seat count as your Norman license number was.

Installing Avast Business Antivirus Pro Plus

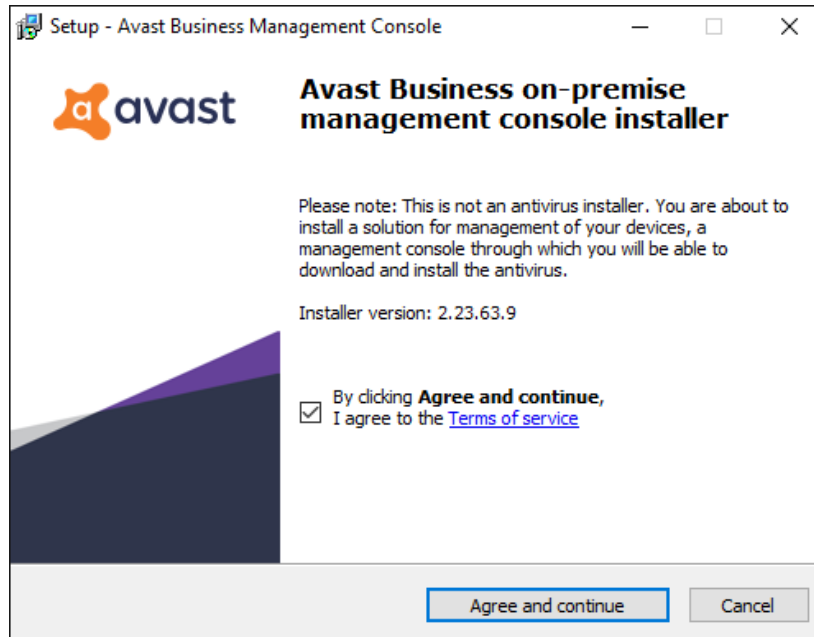
If you selected No, I do not want to remotely manage my devices during the Transfer Landing Page steps, you would have received an email from Avast with your license and download details

You can [download](#) and install Avast onto your devices individually with your new Avast license key.

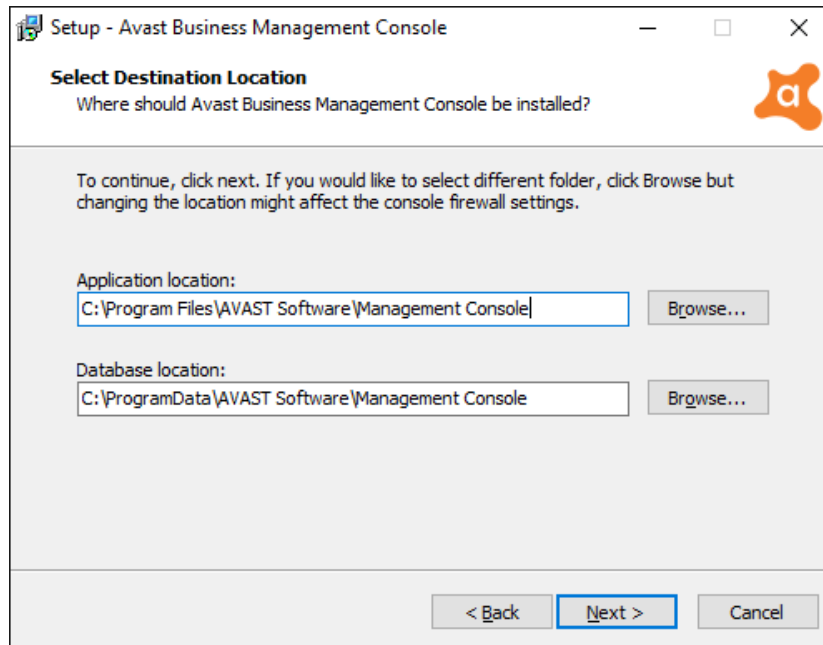
If you selected Yes, manage my devices via the Management Console during the Transfer Landing Page steps, you would have received an email from Avast with your license and download details.

You can download the [Avast Management Console here](#). You can then follow the steps below:

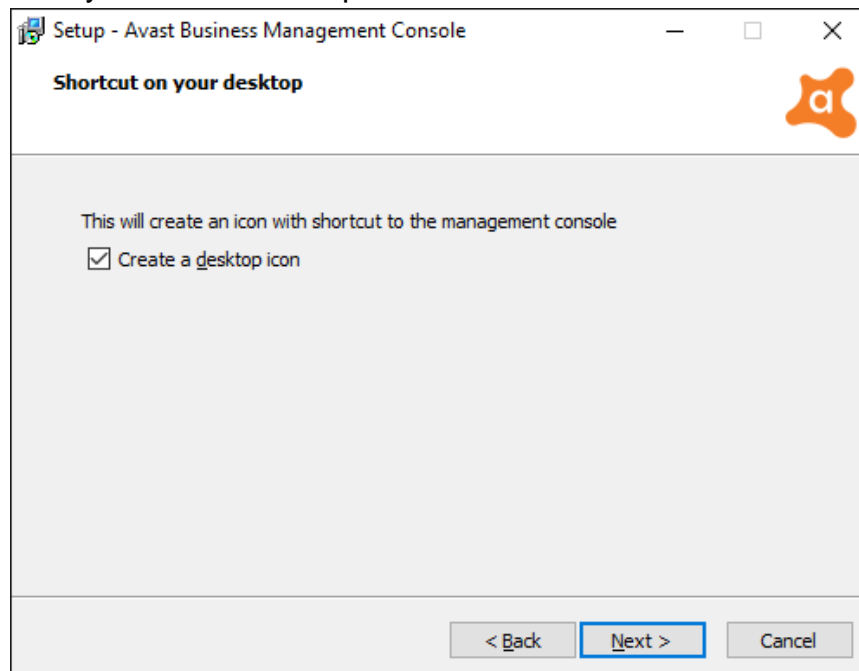
- Download the Windows Installation file from the link above and run it on your server or desktop. This will install the Avast Management Console. You will be prompted with the Avast Business Management Console Setup:



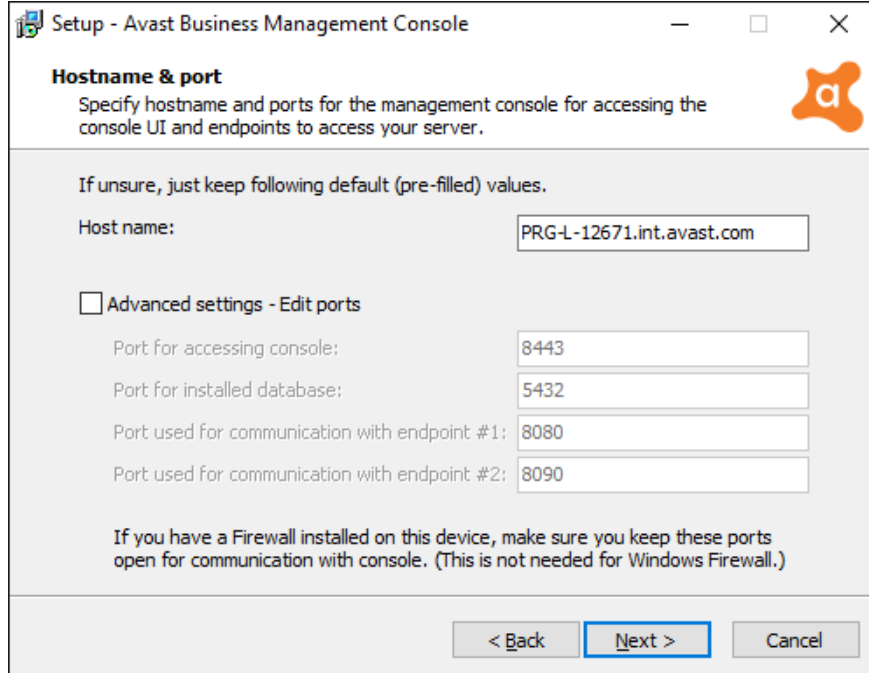
- Check the “Agree and continue” box and then click on the “Agree and continue” button.
- Select a location where you would like to install the console.



- Select if you want a desktop icon.



- Create a host name or use the pre-filled value. You can use the Management Console default ports for communication, or edit them if you wish.



Hostname & port
Specify hostname and ports for the management console for accessing the console UI and endpoints to access your server.

If unsure, just keep following default (pre-filled) values.

Host name: PRG-L-12671.int.avast.com

Advanced settings - Edit ports

Port for accessing console: 8443

Port for installed database: 5432

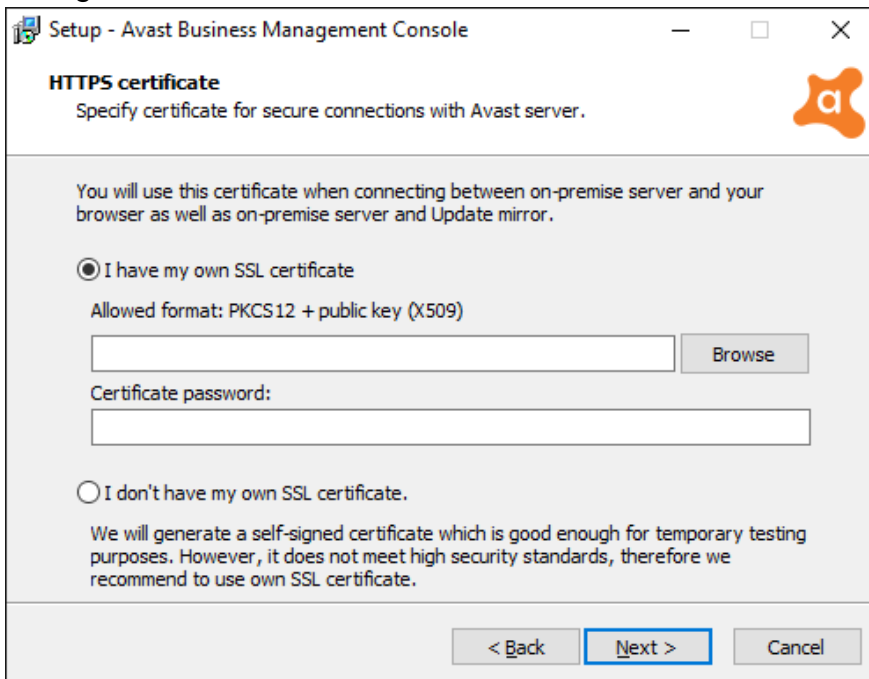
Port used for communication with endpoint #1: 8080

Port used for communication with endpoint #2: 8090

If you have a Firewall installed on this device, make sure you keep these ports open for communication with console. (This is not needed for Windows Firewall.)

< Back Next > Cancel

- If you have your own SSL, you can use this for the Avast Management Console. As the console is web-browser based, an SSL is required. If you don't have one, you can select "I don't have my own SSL certificate." and a self-signed certificate will be issued instead.



HTTPS certificate
Specify certificate for secure connections with Avast server.

You will use this certificate when connecting between on-premise server and your browser as well as on-premise server and Update mirror.

I have my own SSL certificate

Allowed format: PKCS12 + public key (X509)

Browse

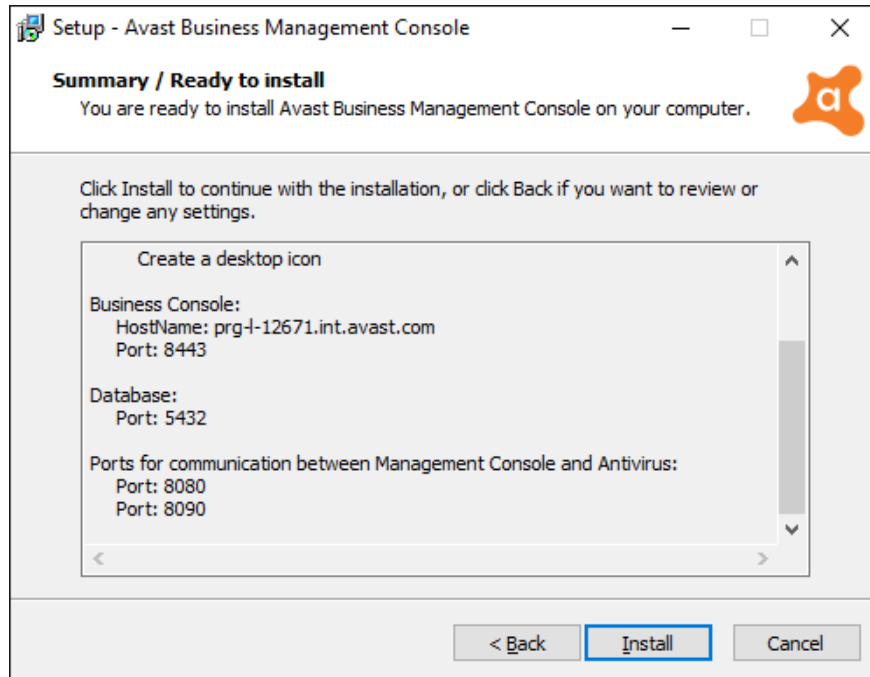
Certificate password:

I don't have my own SSL certificate.

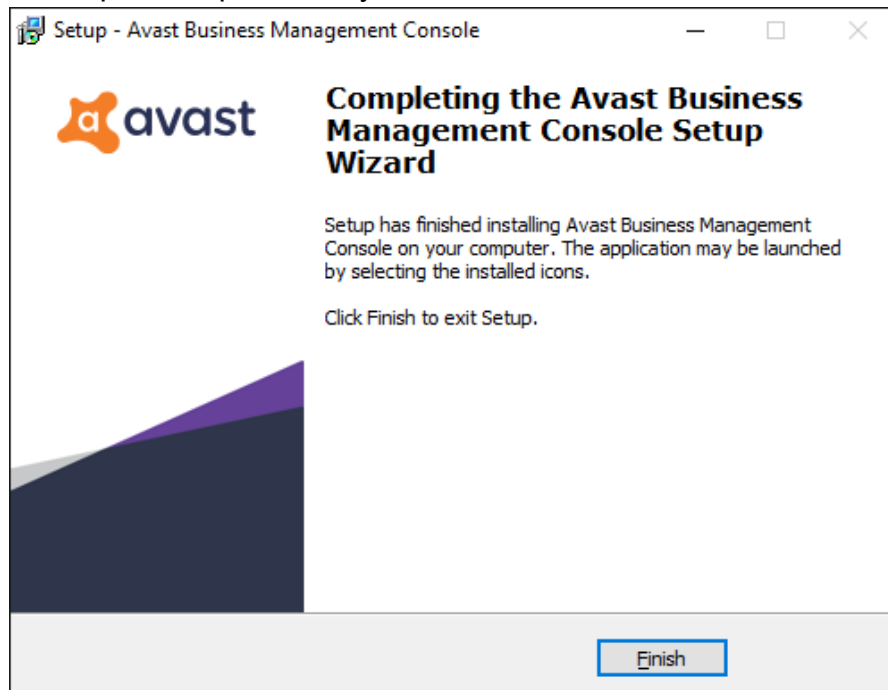
We will generate a self-signed certificate which is good enough for temporary testing purposes. However, it does not meet high security standards, therefore we recommend to use own SSL certificate.

< Back Next > Cancel

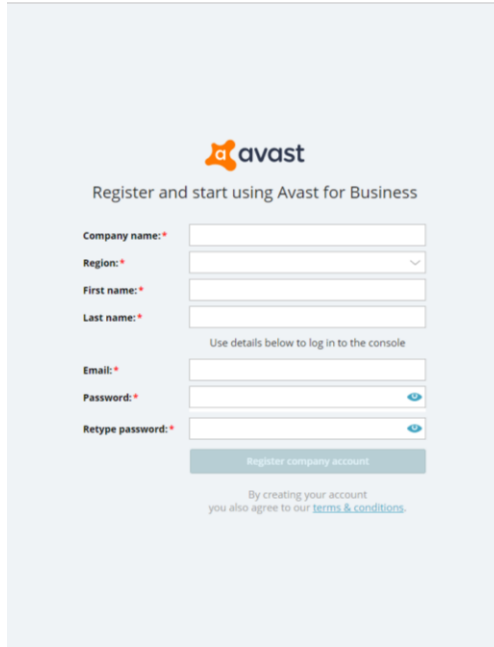
- You can then complete the setup by clicking on “Install”.



- The setup is complete and you can click on “Finish”.

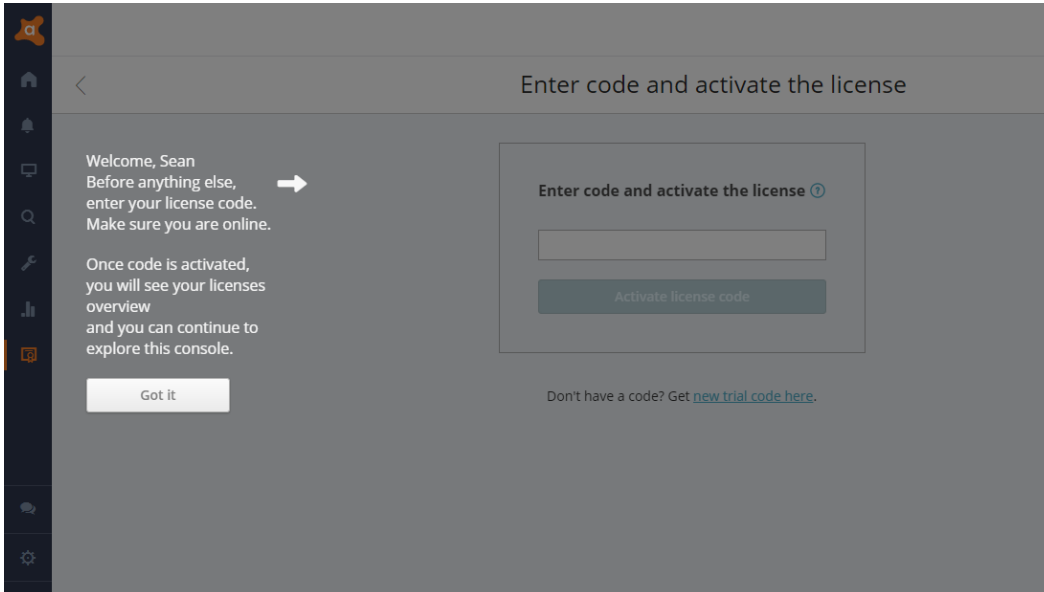


- Now you will come to the **Create Account** page for your Avast Business Management Console.



The image shows a registration form for Avast Business. At the top is the Avast logo and the text "Register and start using Avast for Business". The form includes fields for "Company name", "Region" (a dropdown menu), "First name", and "Last name". Below these is a note: "Use details below to log in to the console". There are also fields for "Email", "Password", and "Retype password", each with a visibility toggle icon. A "Register company account" button is at the bottom. Below the button, it says "By creating your account you also agree to our [terms & conditions](#)."

- Fill out your details and click on "Register company account".
- You will be prompted to enter your new Avast license number:



The image shows a mobile application screen for license activation. The title is "Enter code and activate the license". On the left, there is a welcome message: "Welcome, Sean. Before anything else, enter your license code. Make sure you are online." with a right-pointing arrow. Below this is another message: "Once code is activated, you will see your licenses overview and you can continue to explore this console." with a "Got it" button. On the right, there is a form with a text input field and an "Activate license code" button. At the bottom, it says "Don't have a code? Get [new trial code here](#)."




Enter code and activate the license

Enter code and activate the license ?

Don't have a code? Get [new trial code here](#).

- You will receive a notification that your license number was successfully entered.

Licenses

 Antivirus	 Antivirus Pro	 Antivirus Pro Plus
Devices 0 / 2	Devices 0 / 2	Devices 0 / 2
<input type="button" value="Buy more devices"/>	<input type="button" value="Buy more devices"/>	<input type="button" value="Buy more devices"/>
Devices 2 Expiration 12/04/2018 Auto-renewal OFF	Devices 2 Expiration 12/04/2018 Auto-renewal OFF	Devices 2 Expiration 12/04/2018 Auto-renewal OFF
<input type="button" value="Extend expiration"/>	<input type="button" value="Extend expiration"/>	<input type="button" value="Extend expiration"/>

- You can now go to the Devices page, download the Antivirus client, and install it to your devices.
- If you previously had NEM installed, you can easily replace your Norman clients that are connected to NEM with Avast by following the steps below:

Norman Endpoint Manager

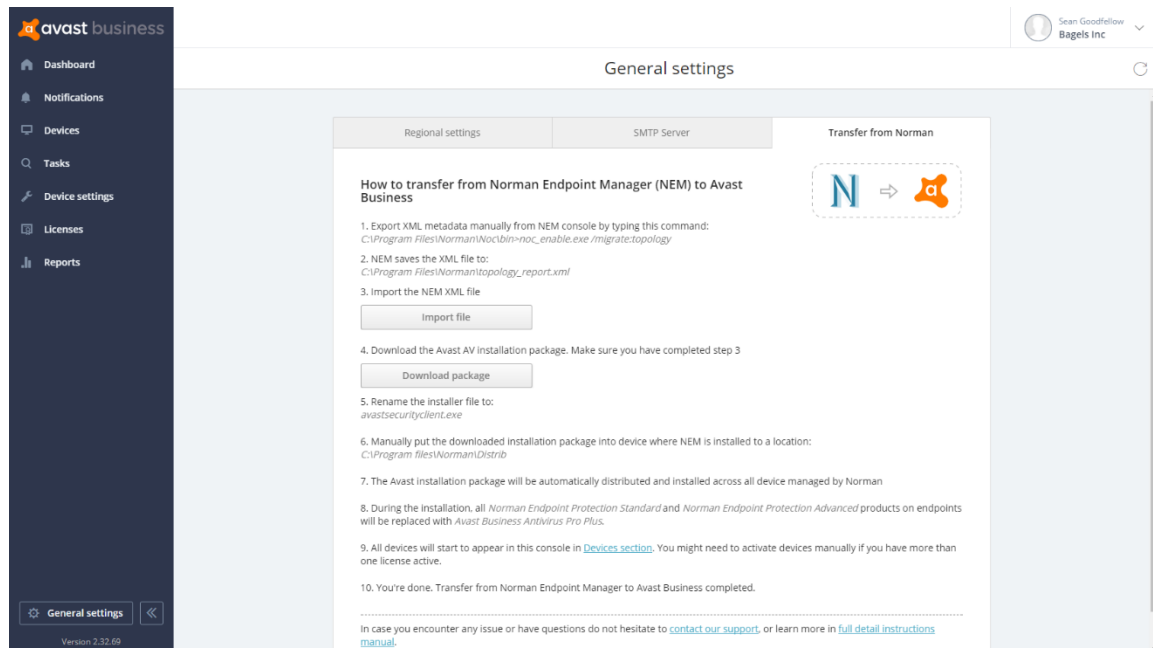
If you currently have the Norman Endpoint Manager console installed, with the Norman client connected to it, you can easily move those devices over to the Avast Management Console without having to uninstall and re-install. To do this, follow the steps below:

- Open the Avast Management Console
 - Click on “General Settings”
 - Click on “Transfer from Norman” tab
1. Export XML metadata manually from the NEM console by typing this command in Command Prompt with Administration rights:

`"C:\Program Files\Norman\Noc\bin\noc_enable.exe" /migrate:topology`
 2. NEM saves the XML file to: C:\Program Files\Norman\topology_report.xml
 3. Import the NEM XML file into the Management Console
 4. Download the Avast Antivirus Pro Plus installation package to your desktop or another location. Make sure you have completed step 3.
 5. Rename the installer file to: avastsecurityclient.exe
 6. Manually put the avastsecurityclient.exe file onto a device where NEM is installed and save to: C:\Program files\Norman\Distri
 7. The Avast installation package will be automatically distributed and installed across all devices managed by NEM.

8. During the installation process, all Norman Endpoint Protection Standard and Norman Endpoint Protection Advanced products on endpoints will be replaced with Avast Business Antivirus Pro Plus.
9. All devices will start to appear in this console in the Devices section. You might need to activate devices manually if you have more than one license active.
10. You're done. Transfer from Norman Endpoint Manager to Avast Business has been completed. Now you will need to monitor the Devices Section of your Avast Management Console. Once all devices have been moved over from NEM to Avast Management Console, you can then uninstall Norman Endpoint Manager.

See image below:



Additional Information

1. Customers will not see the upgrade take place on their devices. The upgrade is completely silent for the user.
2. A restart may be required on the user's devices.

Support

1. If you experience any issues while upgrading, please contact your Avast Business Technical Support team: <https://www.avast.com/business-support>