

VirusScan for Mac 8.6.1 User Guide - Addendum

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Refer to the product Release Notes.

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Changes in VirusScan for Mac version 8.6.1

This guide provides information on the changes/additions documented for VirusScan for Mac version 8.6.1. Changes in this document supersede the information present in the existing VirusScan for Mac 8.6 User Guide.

Changes include:

- **Installation steps for VirusScan for Mac 8.6.1** — The standard installation procedure includes installing VirusScan for Mac 8.6.1 with McAfee Agent 4.0.
- **Uninstallation steps for VirusScan for Mac 8.6.1** — When you uninstall VirusScan 8.6.1, you should uninstall the McAfee Agent 4.0 too.
- **eUpdate server settings** — Apart from the McAfee FTP server, VirusScan for Mac 8.6.1 can access a HTTP server and/or a local repository to download the latest engines and DATs. You can also download the latest engines and DATs from ePolicy Orchestrator 3.6.1 and 4.0 repositories.
- **Manageability of VirusScan for Mac 8.6.1 using ePolicy Orchestrator 3.6.1 and 4.0** — You can deploy and install VirusScan for Mac 8.6.1 from ePolicy Orchestrator. You can even install Hotfixes/Patches for VirusScan for Mac 8.6.1 from the ePolicy Orchestrator.

Additional features include:

- **Support for Minimum Escalation Requirements (MER) tool** — VirusScan 8.6.1 has an added MER tool functionality. It generates a report that contains system information useful to assist the McAfee technical support engineers when you contact them (in case of any issues with VirusScan).
- **Switching between ePolicy Orchestrator managed and unmanaged modes** — You can switch between the ePolicy Orchestrator managed and unmanaged mode of VirusScan for Mac 8.6.1. The procedures are explained further in the document.

Installing VirusScan for Mac 8.6.1

- ▶ [System requirements](#)
- ▶ [Standard installation](#)
- ▶ [Command-line \(silent\) installation](#)
- ▶ [Upgrade installation](#)
- ▶ [Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 3.6.1](#)
- ▶ [Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 4.0](#)
- ▶ [Uninstallation](#)

System requirements

- PowerPC or Intel based Mac computer
- Mac OS X Tiger (10.4.6 or later) or Mac OS X Leopard (10.5 or later) operating system
- 512 MB (or higher) RAM
- Minimum 90 MB of free disk space

VirusScan integrates with ePolicy Orchestrator versions 3.6.1 and 4.0. However, please note that the use of ePolicy Orchestrator is optional and VirusScan for Mac can be used as a standalone product.

- ▶ [Installing VirusScan for Mac 8.6.1](#)

Standard installation

The standard installation procedure includes installing VirusScan for Mac 8.6.1 with McAfee Agent 4.0.

NOTE: Installing McAfee Agent 4.0 is mandatory to install VirusScan for Mac 8.6.1.

Ensure that you uninstall Non-Windows Agent (NWA) if already installed on your computer. In the **Terminal** window, type the following command and press **Enter**:

`/Library/NETAepoagt/cmduninst`

If you do not uninstall NWA before installing VirusScan for Mac 8.6.1, an alert appears at the initial stage of the installation process prompting you to uninstall NWA.

NOTE: You should have administrative privileges to uninstall NWA.

- 1 Double-click **VirusScan.mpkg**. The **Welcome to the VirusScan For Mac Installer** screen appears.
- 2 Click **Continue**.
- 3 Read the Release Notes for VirusScan for Mac 8.6.1, then click **Continue**.

- 4 Select the appropriate language from the drop-down, read the Software License Agreement, then click **Continue**.
- 5 Click **Agree** to accept the software license agreement.
NOTE: If you click **Disagree**, the installation cannot continue.
- 6 Select a destination volume to install VirusScan for Mac 8.6.1, then click **Continue**.
- 7 Click **Install** to continue installation. The **Authenticate** dialog box appears.
- 8 Type user name and administrator password and click **OK**. A message appears when the installation completes.
- 9 Click **Close**.

► [Installing VirusScan for Mac 8.6.1](#)

Command-line (silent) installation

- 1 Locate the **VirusScan.mpkg** file, either on the product CD or in the installation .ZIP downloaded from the McAfee website, and save it to a temporary location.
- 2 Open the **Terminal** window and change the working folder to the one where the **VirusScan.mpkg** file is located.
- 3 In the **Terminal** window, type the following command and press **Enter**:
`sudo installer -pkg VirusScan.mpkg -target /`
- 4 Enter your system password when prompted. A message notifies you when the installation is complete.

► [Installing VirusScan for Mac 8.6.1](#)

Upgrade installation

You can upgrade to VirusScan for Mac version 8.6.1 from the earlier VirusScan versions (8.5 and 8.6). After the upgrade, the preferences are migrated from the earlier versions to the current version (v8.6.1).

► [Installing VirusScan for Mac 8.6.1](#)

Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 3.6.1

The ePolicy Orchestrator software provides a single point of control for your McAfee anti-virus products to manage anti-virus policies, view reports of anti-virus events and virus activity in an enterprise environment. Using ePolicy Orchestrator 3.6.1, you can configure McAfee Agent 4.0 and VirusScan 8.6.1 on the target computers across your network; you do not need to configure them individually.

To use this section effectively, you need to be familiar with ePolicy Orchestrator 3.6.1. See ePolicy Orchestrator Product Guide for more information.

► [Installing VirusScan for Mac 8.6.1](#)

- ▶ [Checking-in the McAfee Agent package and VirusScan package to the ePolicy Orchestrator server 3.6.1](#)
- ▶ [Installing McAfee Agent](#)
- ▶ [Deploying VirusScan](#)

Checking-in the McAfee Agent package and VirusScan package to the ePolicy Orchestrator server 3.6.1

You can check-in the McAfee Agent package and VirusScan package from the **Repository** page. **Repository** is the central location for all McAfee updates residing on the ePolicy Orchestrator server. It retrieves user-specified updates from the McAfee site or user-defined source sites.

- 1 Extract the Agent **PkgCatalog.z** package into a temporary folder of your ePolicy Orchestrator computer.

NOTE: **PkgCatalog.z** can be extracted from **ePO Server Components | MSA-MAC 4.0.0 <Build-number package-number Release-type>.zip**.

- 2 Click **Repository**, then **Check in package**. The Check in package wizard appears.
- 3 Click **Next**.
- 4 Select **Products or updates**, then click **Next**.
- 5 Click **Browse** and locate the **PkgCatalog.z** package of the McAfee Agent (saved in the temporary folder), then click **Next**. The Check in package wizard displays the **Product Name**, **Product Version**, **Package Type**, and **Language**.
- 6 Click **Finish** to check-in the Agent package file.
- 7 Once the check-in process completes, click **Close**.

NOTE: Repeat the same steps and check-in the **PkgCatalog.z** file of VirusScan package. This **PkgCatalog.z** file can be extracted from **ePO Component | ePO Server Components | VirusScanforMac-8.6.1-<build-number>-EPO.zip**.

- ▶ [Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 3.6.1](#)

Installing McAfee Agent

- 1 Install McAfee Agent 4.0 by double-clicking **VirusScan.mpkg**.
- 2 Navigate to the location <ePO install directory>\DB on ePolicy Orchestrator 3.6.1 server.
- 3 Copy the files **SiteList.xml**, (from <ePO install directory>\DB) and **srpubkey.bin** (from <ePO install directory>\DB\Keystore) to **ePO3.6.1_keys** folder.
- 4 Copy the **ePO3.6.1_keys** folder to the client computer.
- 5 Open the **Terminal** window on the client computer, type the following command, and press **Enter**.
`/Library/McAfee/cma/bin/msaconfig -m -d <the ePO3.6.1_keys folder path>`
- 6 Restart the agent service by typing the following command in the **Terminal** window.
`SystemStarter restart cma`
- 7 Press **Enter**.

- ▶ [Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 3.6.1](#)

Deploying VirusScan

You can deploy VirusScan using McAfee ePolicy Orchestrator management software version 3.6.1. ePolicy Orchestrator 3.6.1 provides a comprehensive product deployment capability. To use this topic effectively, you need to be familiar with ePolicy Orchestrator 3.6.1. See ePolicy Orchestrator Product Guide for more information.

- 1 Select the required site, group or a system, click **Tasks** tab, right-click in the pane, then click **Schedule Task**. The **Schedule Task** dialog box appears.
- 2 Type a name for the new task. Select the **Software** as **ePO Agent for Mac** and the **Task Type** as **Product Deployment**, then click **OK**.
- 3 Double-click the new task.
- 4 In **Task** tab, under **Schedule Settings**, deselect **Inherit**. Select the **Enable (scheduled task runs at specified time)** option.
- 5 Click **Settings**, deselect **Inherit**. From the listed products, select **Install** against **VirusScan for Mac 8.6.1**. Deselect the option **Run this task at every policy enforcement interval**, then click **OK**.
- 6 Click **Schedule** tab, deselect **Inherit**, and schedule the task to run immediately or as required.
- 7 Click **Apply**, then **OK**.
- 8 Send an agent wakeup call.

► [Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 3.6.1](#)

Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 4.0

ePolicy Orchestrator 4.0 provides a scalable platform for centralized policy management and enforcement on your security products and systems on which they reside. It also provides comprehensive reporting and product deployment capabilities, all through a single point of control.

You can configure McAfee Agent 4.0 and VirusScan 8.6.1 using McAfee ePolicy Orchestrator management software version 4.0. To use this section effectively, you need to be familiar with ePolicy Orchestrator 4.0. See ePolicy Orchestrator Product Guide for more information.

► [Installing VirusScan for Mac 8.6.1](#)

► [Checking-in the McAfee Agent package and VirusScan package to the ePolicy Orchestrator server 4.0](#)

► [Installing McAfee Agent](#)

► [Deploying VirusScan](#)

Checking-in the McAfee Agent package and VirusScan package to the ePolicy Orchestrator server 4.0

You can check-in the Agent package and VirusScan package from the **Master Repository** page. **Master Repository** is the central location for all McAfee updates residing on the ePolicy Orchestrator server. It retrieves user-specified updates from McAfee site or user-defined source sites.

- 1 Using an administrative account, log on to the ePolicy Orchestrator server.
- 2 Click **Software | Check in Package**. The **Check In Package** page appears.
- 3 Choose the **Package type** as **Product or Update (.ZIP)**. Browse in **File path** to locate and check-in the **MSA-MAC 4.0.0 <Build-number package-number Release-type>.zip** file (found in the **ePO Server Components** folder).
- 4 Click **Next**. The **Package Options** page appears with the **Package info**.
- 5 Choose the **Branch** as **Current**.
- 6 Click **Save**.

NOTE: Repeat the same steps and check-in the VirusScan package **VirusScanforMac-8.6.1-<Build-number>-EPO.zip** (found in the **ePO Server Components** folder).

► [Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 4.0](#)

Installing McAfee Agent

After checking-in the McAfee Agent package to the ePolicy Orchestrator server 4.0, you should manually install McAfee Agent 4.0 on the client computers.

- 1 Copy **install.sh** file from **<ePO install directory> \DB\Software\Current\EPOAGENT3700MACX\Install\0409** to the client computer.
- 2 Type **install.sh -i** in the **Terminal** window and press **Enter** for fresh installation of the agent.
To upgrade the agent, you can type **install.sh -u** in the **Terminal** window and press **Enter**.

NOTE: The **install.sh** file is created automatically after you check-in the Agent package in to the ePolicy Orchestrator server.

► [Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 4.0](#)

Deploying VirusScan

This topic describes how to deploy VirusScan using McAfee ePolicy Orchestrator management software version 4.0. ePolicy Orchestrator 4.0 provides a comprehensive product deployment capability. To use this topic effectively, you need to be familiar with ePolicy Orchestrator 4.0. See ePolicy Orchestrator Product Guide for more information.

- 1 Click **Systems**, select the required system(s), click **Client Tasks** tab, then **New Task**. The **Client Task Builder** page appears.
- 2 In **Description**, type a **Name**, **Notes**(if required), select the **Type** as **Product Deployment (McAfee Agent)**, then click **Next**.
- 3 In **Configuration**, select **Mac** as **Target Platforms**, **VirusScanforMac 8.6.1** as **Products and components**, **Install** as **Action** and the appropriate **Language**, then click **Next**.
- 4 Schedule the task to run immediately or as desired, then click **Next** to view a **Summary** of the task.
- 5 Click **Save**.

- 6 Send an agent wakeup call.

NOTE: For information on creating, configuring, or scheduling update tasks, on-demand or on-access tasks through ePolicy Orchestrator, please refer to the ePolicy Orchestrator Product Guide.

- ▶ [Installing VirusScan for Mac 8.6.1 using ePolicy Orchestrator 4.0](#)

Uninstallation

- ▶ [Installing VirusScan for Mac 8.6.1](#)
- ▶ [Uninstalling VirusScan and McAfee Agent](#)
- ▶ [Uninstalling VirusScan using ePolicy Orchestrator 3.6.1](#)
- ▶ [Uninstalling VirusScan using ePolicy Orchestrator 4.0](#)

Uninstalling VirusScan and McAfee Agent

Refer to the **VirusScan for Mac 8.6 User Guide** for instructions on uninstalling VirusScan. If you uninstall VirusScan 8.6.1, you should also uninstall McAfee Agent 4.0.

To uninstall McAfee Agent 4.0:

- 1 Open the **Terminal** window.
- 2 Type the following command and press **Enter**:
`/Library/McAfee/cma/uninstall.sh`

- ▶ [Uninstallation](#)

Uninstalling VirusScan using ePolicy Orchestrator 3.6.1

- 1 Select the required site, group or a system, click **Tasks** tab, right-click in the pane, then click **Schedule Task**. The **Schedule Task** dialog box appears.
- 2 Type a name for the new task. Select the **Software** as **ePO Agent for Mac** and the **Task Type** as **Product Deployment**, then click **OK**.
- 3 Double-click the new task.
- 4 In **Task** tab, under **Schedule Settings**, deselect **Inherit**. Select the **Enable (scheduled task runs at specified time)** option.
- 5 Click **Settings**, deselect **Inherit**. From the listed products, select **Remove** against **VirusScan for Mac 8.6.1**. Deselect the option **Run this task at every policy enforcement interval**, then click **OK**.
- 6 Click **Schedule** tab, deselect **Inherit**, and schedule the task to run immediately or as required.
- 7 Click **Apply**, then **OK**.
- 8 Send an agent wakeup call.

- ▶ [Uninstallation](#)

Uninstalling VirusScan using ePolicy Orchestrator 4.0

- 1 Click **Systems**, select the required system(s), click **Client Tasks** tab, then **New Task**. The **Client Task Builder** page appears.
- 2 In **Description**, type a **Name**, **Notes**(if required), select the **Type** as **Product Deployment (McAfee Agent)**, then click **Next**.
- 3 In **Configuration**, select **Mac** as **Target Platforms**, **VirusScanforMac 8.6.1** as **Products and components**, **Remove** as **Action** and the appropriate **Language**, then click **Next**.
- 4 Schedule the task to run immediately or as desired, then click **Next** to view a **Summary** of the task.
- 5 Click **Save**.
- 6 Send an agent wakeup call.

► [Uninstallation](#)

Customizing eUpdate server settings

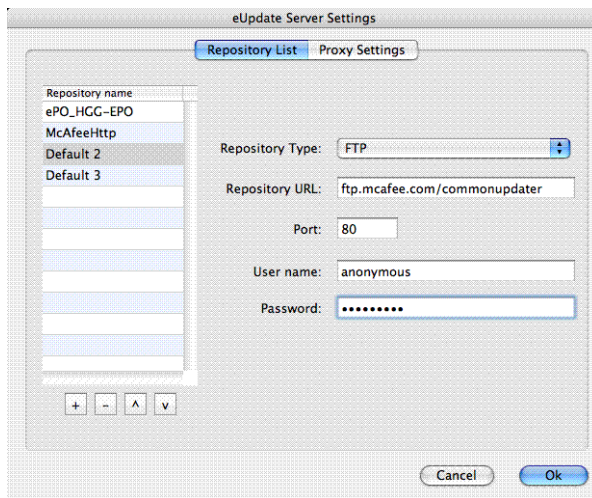
VirusScan for Mac 8.6.1 is configured to access the McAfee FTP server, HTTP server and/or a local repository to download the latest DAT files. After you install VirusScan, it automatically connects to the FTP, HTTP and/or a local repository (that you have configured) to download and update your DAT files while you are connected to the Internet.

If your organization uses proxy servers to connect to the Internet for retrieving packages, you can use the "Proxy Settings" feature in VirusScan.

- ▶ [Repository list for retrieving updates](#)
- ▶ [Proxy Settings](#)

Repository list for retrieving updates

A software repository is a storage location from which the software packages or updates may be retrieved and installed on a computer. Repository list includes the location and network credential information of the repositories that the computers can use to select the repository and retrieve updates.

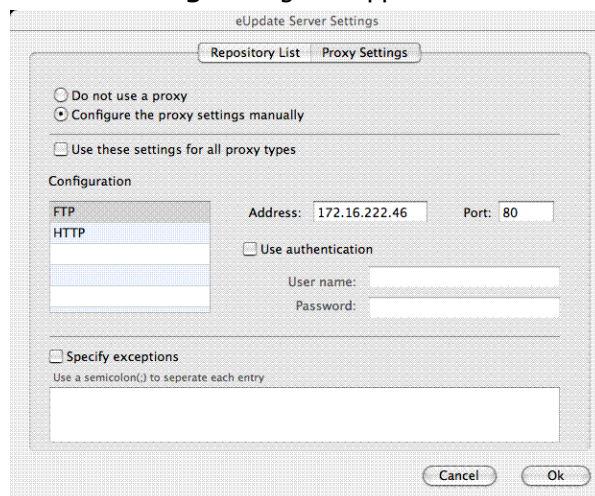


- 1 Open the VirusScan console.
- 2 Click **Preferences** on the tool bar to display the **Preferences** dialog box.
- 3 Click **Lock** to change the Preferences. The **Authenticate** dialog box appears. Type your user name and administrator password, then click **OK**.
- 4 Click **More Options** to reveal advanced preferences.
- 5 Select **Customize eUpdate server settings**, then click **Customize**. The **eUpdate Server Settings** dialog box appears.
- 6 Click **Repository List** tab.

- 7 In **Repository name**, you can use:
 - + : to add a new repository. Click '+' on the user interface and type a name for the new repository.
 - : to delete an existing repository. Select a repository, click '-' on the user interface or the **Delete** key on the keyboard.
 - ^ v : to prioritize repositories. You can even drag-and-drop the repositories to prioritize them.
 - 8 Select **FTP**, **HTTP**, or a **Local** repository as the **Repository Type**.
 - 9 Specify a **Repository URL**, **Port** number, **User name** and **Password** for the repository.
 - 10 Click **OK**.
- [Customizing eUpdate server settings](#)

Proxy Settings

- 1 Open the VirusScan console.
- 2 Click **Preferences** on the tool bar to display the **Preferences** dialog box.
- 3 Click **Lock** to change the Preferences. The **Authenticate** dialog box appears. Type your user name and administrator password and click **OK**.
- 4 Click **More Options** to reveal advanced preferences.
- 5 Select **Customize eUpdate server settings**, then click **Customize**. The **eUpdate Server Settings** dialog box appears.



- 6 Click **Proxy Settings** tab.
- NOTE:** Click **Do not use a proxy** if you do not want to use a proxy for connecting to the Internet.
- 7 To use a proxy, click **Configure the proxy settings manually**.
 - 8 To specify the same IP address and port number for all the proxy types, select **Use these settings for all proxy types**.
 - 9 Click **FTP** or **HTTP** as desired. Type the IP **Address** and **Port** number of the chosen HTTP or FTP server.

- 10** To specify username and password for FTP, HTTP, or a local repository, select or deselect **Use authentication** as required.
- 11** To bypass a proxy server for specific domain(s), select **Specify exceptions**.
- 12** Click **OK**.

► [Customizing eUpdate server settings](#)

Scheduling tasks from ePolicy Orchestrator

When VirusScan scans for viruses, it uses information in the DAT and engine files to find them. Many new threats are discovered daily and McAfee regularly creates new DAT files to provide protection from these viruses. To ensure the best protection, you can use ePolicy Orchestrator versions 3.6.1 and 4.0 to create schedules for updating the latest engine and DAT files.

- ▶ [eUpdate task from ePolicy Orchestrator 3.6.1](#)
- ▶ [eUpdate task from ePolicy Orchestrator 4.0](#)

eUpdate task from ePolicy Orchestrator 3.6.1

VirusScan can provide full protection if you keep it up-to-date with the latest anti-virus definitions (DATs) and virus scanning engine. We recommend that you update engine and DAT files regularly through an eUpdate task.

- 1 Log on to the ePolicy Orchestrator 3.6.1 server as an administrator.
- 2 Select the desired site, group or system, then click **Tasks** tab.
- 3 Right-click in the pane and click **Schedule Tasks**. The **Schedule Task** dialog box appears.
- 4 Type a **New Task Name**.
- 5 In the **Task Type** list, select **ePO Agent for MAC Update**, then click **OK**.
- 6 Double-click the task. The **ePolicy Orchestrator Scheduler** dialog box appears.
- 7 Click **Settings**. The **Task Settings** dialog box appears.
- 8 Deselect **Inherit**.
- 9 Choose **This task updates all components** or **This task updates only the following components** as required.

NOTE: You can select to update **Extra.DAT**, **MacEngine** and/or **DAT** in the task.

- 10 Click **OK**. The **ePolicy Orchestrator Scheduler** dialog box appears again.
- 11 In **Task** tab, under **Schedule Settings**, deselect **Inherit**. Select the **Enable (scheduled tasks runs at specified time)** option.
- 12 Click **Schedule** tab and schedule the task to run immediately or as required.
- 13 Click **Apply**, then **OK**.
- 14 Send an agent wakeup call.

- ▶ [Scheduling tasks from ePolicy Orchestrator](#)

eUpdate task from ePolicy Orchestrator 4.0

- 1 Log on to the ePolicy Orchestrator 4.0 server as an administrator.

- 2 Click **Systems | System Tree** and choose a desired site, group or system.
- 3 Click **Client Tasks** tab, then **New Task**. The **Client Task Builder** page appears.
- 4 In **Description**, type a **Name** and **Notes** (if required) for the eUpdate task.
- 5 Choose **Update (McAfee Agent)** as the **Type** of the task, then click **Next**.
- 6 In **Configuration**, select **All packages** or **Selected packages** (as required) as the **Package types**, then click **Next**.
- 7 Schedule the task to run immediately or as desired, then click **Next** to view the **Summary** of the task.
- 8 Click **Save**.
- 9 Send an agent wakeup call.

► [Scheduling tasks from ePolicy Orchestrator](#)

Switching between ePolicy Orchestrator-managed and unmanaged modes

NOTE: You must have administrative privileges for switching between different modes.

To switch VirusScan from unmanaged to ePolicy Orchestrator 4.0 managed mode:

- 1 Navigate to the location <ePO install directory>\DB\Software\Current\EPOAGENT3700MACX\Install\0409 on ePolicy Orchestrator 4.0 server.
- 2 Copy the files **SiteList.xml**, **reqseckey.bin**, and **srpubkey.bin** to **ePO4_keys** folder.
- 3 Copy the **ePO4_keys** folder to the client computer.
- 4 Open the **Terminal** window on the client computer, type the following command, and press **Enter**.
`/Library/McAfee/cma/bin/msaconfig -m -d <the ePO4_keys folder path>`
- 5 Restart the agent service by typing the following command in the **Terminal** window.
`SystemStarter restart cma`
- 6 Press **Enter**.

To switch VirusScan from unmanaged to ePolicy Orchestrator 3.6.1 managed mode:

- 1 Navigate to the location <ePO install directory>\DB on ePolicy Orchestrator 3.6.1 server.
- 2 Copy the files **SiteList.xml**, (from <ePO install directory>\DB) and **srpubkey.bin** (from <ePO install directory>\DB\Keystore) to **ePO3.6.1_keys** folder.
- 3 Copy the **ePO3.6.1_keys** folder to the client computer.
- 4 Open the **Terminal** window on the client computer, type the following command, and press **Enter**.
`/Library/McAfee/cma/bin/msaconfig -m -d <the ePO3.6.1_keys folder path>`
- 5 Restart the agent service by typing the following command in the **Terminal** window.
`SystemStarter restart cma`
- 6 Press **Enter**.

To switch VirusScan from ePolicy Orchestrator 3.6.1 or 4.0 managed mode to unmanaged mode:

- 1 Open the **Terminal** window on the client computer, type the following command, and press **Enter**.
`/Library/McAfee/cma/bin/msaconfig -u`
- 2 Restart the agent service by typing the following command in the **Terminal** window.
`SystemStarter restart cma`
- 3 Press **Enter**.

To switch the agent communication between two ePolicy Orchestrator 3.6.1 servers:

- 1 Navigate to the location <ePO install directory>\DB on ePolicy Orchestrator 3.6.1 server.
- 2 Copy the files **SiteList.xml**, (from <ePO install directory>\DB) and **srpubkey.bin** (from <ePO install directory>\DB\Keystore) to **ePO3.6.1_keys** folder.
- 3 Copy the **ePO3.6.1_keys** folder to the client computer.
- 4 Open the **Terminal** window on the client computer, type the following command, and press **Enter**.
`/Library/McAfee/cma/bin/msaconfig -m -d <the ePO3.6.1_keys folder path>`
- 5 Restart the agent service by typing the following command in the **Terminal** window.
`SystemStarter restart cma`
- 6 Press **Enter**.

To switch agent communication between two ePolicy Orchestrator 4.0 servers:

- 1 Navigate to the location <ePO install directory>\DB\Software\Current\EPOAGENT3700MACX\Install\0409 on ePolicy Orchestrator 4.0 server.
- 2 Copy the files **SiteList.xml**, **reqseckey.bin**, and **srpubkey.bin** from the second ePolicy Orchestrator server to **ePO4_keys** folder.
- 3 Copy the **ePO4_keys** folder to the client computer.
- 4 Open the **Terminal** window on the client computer, type the following command and press **Enter**.
`/Library/McAfee/cma/bin/msaconfig -m -d <the ePO4_keys folder path>`
- 5 Restart the agent service by typing the following command in the **Terminal** window.
`SystemStarter restart cma`
- 6 Press **Enter**.

Minimum Escalation Requirements (MER) tool

VirusScan 8.6.1 has an added MER tool functionality.

Change the directory to `/usr/local/vscanx`, then type `./VSMacMERTool` or `/VSMacMERTool -help` and press **Enter** to get assistance on the commands you can use to access MER tool.

You get an option `./VSMacMERTool -log <filename>`. Type this command in the **Terminal** window and press **Enter**.

This command generates a consolidated report of the following information useful to assist the McAfee technical support engineers when you contact them (in case of any issues with VirusScan).

- System information (Kernel version, uptime, Kernel state, last logged in user names)
- List of installed applications/packages
- File System information
- Virtual memory information
- List of Kernel extensions loaded
- Exported environmental variables
- List of network interfaces
- Routing table information
- List of open files by applications
- List of all running processes
- System profiler output
- VirusScan details, installed files, preferences, status of VirusScan related processes, scheduled tasks, crash logs (if any)
- McAfee Agent 4.0 details, SiteList, logs

The report is created in the user's home directory (in zipped format) with the filename (that you have specified).

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