



Administrative Recovery

McAfee Endpoint Encryption

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McAfee ePO Server

What is the ePO Server

The McAfee ePO (e-Policy Orchestrator) server is an endpoint management server. The McAfee ePO server manages Endpoints which have had the McAfee Agent installed on them. ePO is used to monitor endpoints, deploy encryption policy and deploy encryption extensions. In order to deploy and enable McAfee Endpoint Encryption you will need to access the ePO server through the link below.

Accessing the ePO Server

Edge Administrators will need to perform a number of tasks through the McAfee ePO server to manage the encryption state of Endpoints in their area. To login to the McAfee ePO server follow the steps below...

McAfee ePO server address:

<https://encrypt.it.ubc.ca:8443>

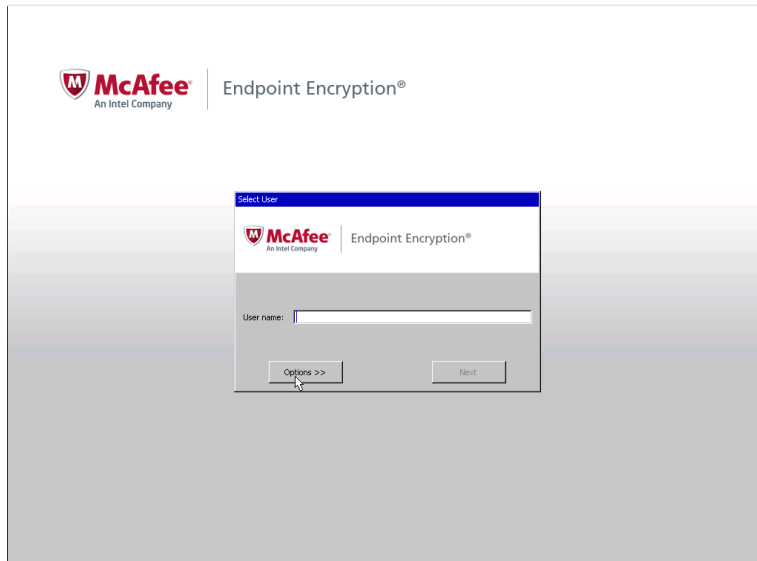
Login Credentials:

Username: **ead\CWLAdminID**

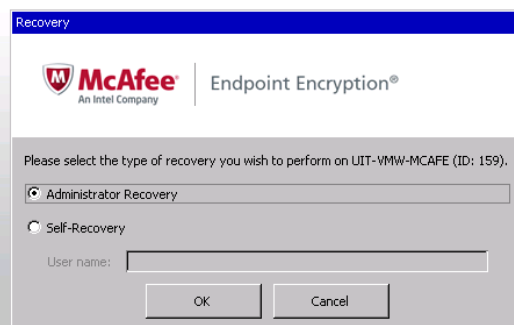
Password: **Your CWLAdminID password**

Encryption Administrative Recovery – ePO

1. Instruct the client to boot the machine to the McAfee Login screen and click **Options**.



2. Instruct the client to select the **Administrative Recovery** Radio Button and click **OK**.



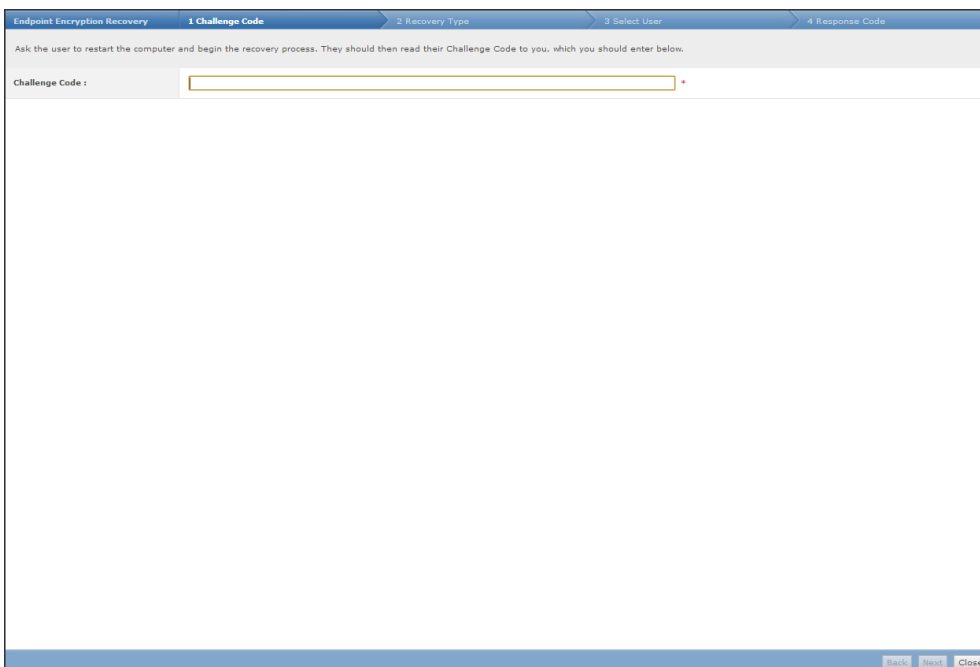
- Once the client clicks the **OK** button they will be shown the client code for this session. Have the client read this code aloud. To read phonetically read the lines from Left to Right and Top to Bottom in order.



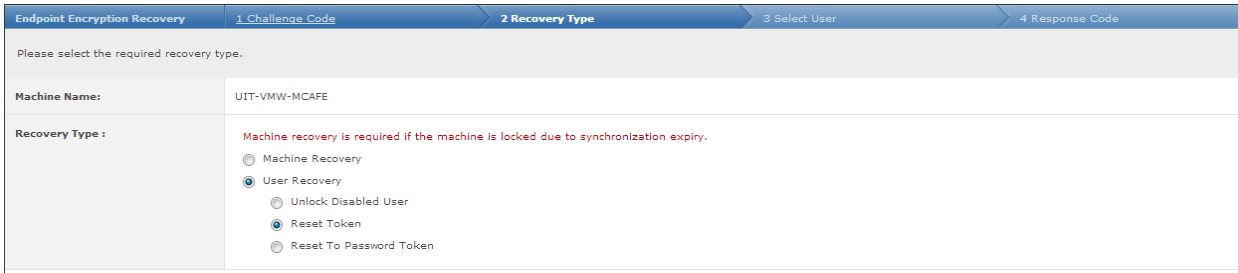
Endpoint Encryption®



- Enter the client code into the challenge code line as the client reads it out. Once entered click **Next**.



5. Select **User Recovery** | **Reset** Token then click Next.

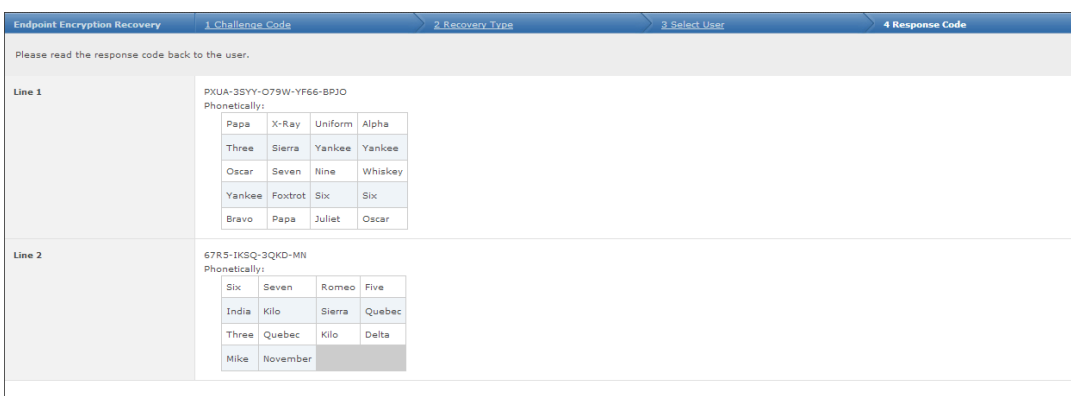


Note: Because we do not lock machine accounts the **Machine Recovery** option will not be used.

6. On the next screen confirm the username with the client. Once the client is able to provide you with the Username from the list and you can confirm their identity click the Checkbox beside the Username and click **Next**.



7. Read the Response code back to the client. Have the client enter the Code from line 1 into the provided boxes on their machine then click **Next**. Have the client enter the Code from line 2 into the provided boxes then click **Finish**.



Line 1	Line 2
PXUA-3SYN-079W-YF66-BPJO	67R5-IKSQ-3QKD-MN
Phonetically:	Phonetically:
Papa X-Ray Uniform Alpha	Six Seven Romeo Five
Three Sierra Yankee Yankee	India Kilo Sierra Quebec
Oscar Seven Nine Whiskey	Three Quebec Kilo Delta
Yankee Foxtrot Six Six	Mike November
Bravo Papa Juliet Oscar	

8. Once the client has entered these codes and clicks finish they will immediately be prompted to create a new password. If there is an error have the client go back and re-enter the codes.
9. Confirm the client has created a new password then click Close in the lower right hand corner of the screen.