Device Migration ePO 4.6-5.0

ePO and Endpoint Encryption

Desktop Services

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Purpose

This guide is to assist in the migration of your Mac and Windows clients to the new ePO server. The process is fairly straight forward but due to changes in how McAfee manages encryption in ePO 5.0.1 we will need to go through a few steps.

Mac OS X

New Minimum OS Requirements for Mac Systems: OS X 10.8.2 or Above

1. Enable/Disable FileVault2 encryption
    a. Destroy FileVault Key when going to standby mode. (this allows for the removal of encryption keys so that when the machine goes to sleep it will require the user to login through FileVault again. More secure)
2. Enforce OS X Password Requirements
    a. Password requirements are not applied until the client resets their password. It is advised to have the client change their password during the setup process.
3. Client Messaging
    a. Set option to prompt for reboot after filevault is enabled
    b. Display a message when enabling filevault – displays a message when filevault is being enabled
    c. Display login banner – appears after client has logged in through filevault

Migration Process

1. Login to the old ePO server: https://142.103.81.160:8443
2. Find the system/systems you will be migrating
    a. If migrating multiple systems click the check box on the left hand side of the system
3. Move the selected systems from the current encryption group into the "WDE – Decrypt" group
    a. Once clients machine has been moved the machine will begin decrypt upon next policy enforcement.
4. Once the machine/machines have been fully decrypted move the system from the "WDE – Decrypt" group into the "WDE – Uninstall – Mac OS X 10.5 – 10.6 / Mac OS X 10.7 – 10.8" group
    a. Once the clients machine is moved the system/systems will begin the removal of the McAfee encryption extensions upon next policy enforcement.
5. Manually uninstall the McAfee agent only after the Encryption Extensions have been removed.
    a. You can check the status of what products are installed on a system by checking for the modules in the mcafee agent status screen on the system in question. You can also check through the mcafee server by left clicking on the system within the system tree.

McAfee Agent Removal Process – Mac OS X

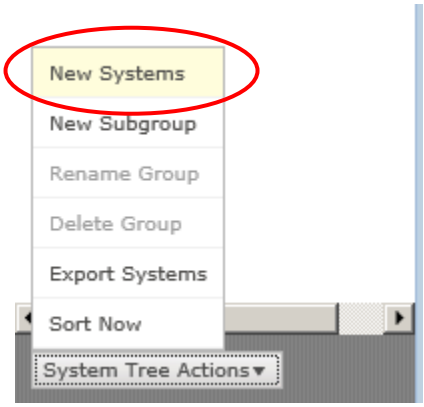
How to remove an agent using terminal (managed or unmanaged)

1. Open terminal (Shell Prompt)
2. Change to the McAfee directory “cd /Library/McAfee/cma”
3. Type “sudo sh uninstall.sh”
4. Wait for the script to display “Agent uninstalled”

Migrate

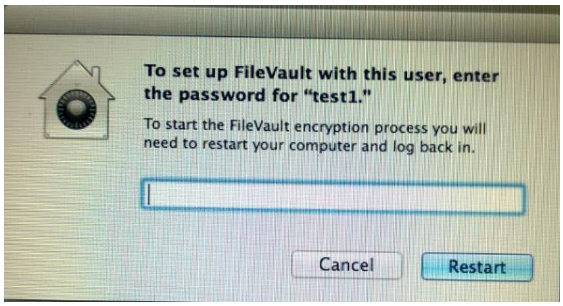
Download and install agent from new server:

1. Log onto the ePolicy orchestrator https://encrypt.it.ubc.ca:8443
2. Select System Tree
3. In the pane to the left select the “Staging Area” group
4. From the additional options found under “System tree Actions”, Select “New Systems”



5. Select “Create url for client-side download”
6. Select under Agent version: Windows, choose Mcafee Agent for Windows…
7. Download Agent Deployment URL
8. Install McafeeSmartinstall file
9. Ensure that the machine is in to correct group “WDE – Install & Encrypt – Mac OS X” if the machine is not in the correct group and appears in the staging area or the Lost&Found group then you will need to move it to the correct group (see note below)

Note: Be sure to select the “WDE – Install & Encrypt – Mac OS X” group when creating the URL. This will ensure that when the system connects into the server it will pull the new extensions and policies upon next policy enforcement. This also ensures that the sorting does not change and start the decryption of the machine.

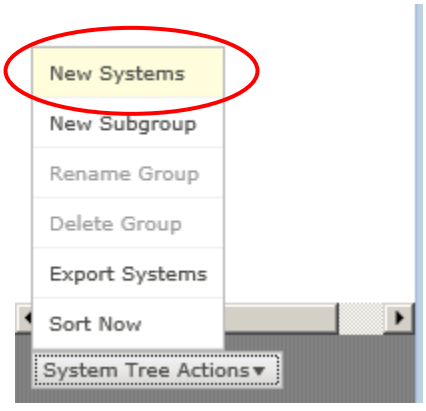


1. **Once all extensions are installed the machine will prompt for reboot and the above note will request your Mac Password**
2. Move machine from staging area into the Mac OS X Encrypt group to enable encryption

Windows

To migrate a Windows based system from the old ePO server to the new ePO server only requires the install of the new McAfee agent. To install the new agent follow the steps below…

1. Log onto the ePolicy orchestrator https://encrypt.it.ubc.ca:8443
2. Select System Tree
3. In the pane to the left select the correct install group
4. From the additional options found under "System tree Actions", Select "New Systems"



5. Select "Create url for client-side download"
6. Select under Agent version: Windows, choose Mcafee Agent for Windows…
7. Download Agent Deployment URL
8. Install McafeeSmartinstall file
9. Ensure that the machine is in to correct group "WDE – Install & Encrypt – Windows" if the machine is not in the correct group and appears in the staging area or the Lost&Found group then you will need to move it to the correct group (see note below)

Note: Be sure to select the "WDE – Install & Encrypt - Windows" group when creating the URL. This will ensure that when the system connects into the server it will pull the new extensions and policies upon next policy enforcement. This also ensures that the sorting does not change and start the decryption of the machine.

FAQ & Troubleshooting

The new McAfee server is stable but with any and all software packages there may be times when things do work as you would expect. Below are a few items which have come up during the install/removal of the new McAfee Agent…

Problem: I have decrypted and uninstalled the McAfee agent from my mac. After upgrading to the newest revision of McAfee the agent installs as normal but the McAfee extensions are not installing. How can this be resolved?

Resolution: In a few cases when a machine has been re-installed or updated there are possible cases where permissions are not correct. To resolve this issue…

1. Uninstall the McAfee agent by following the steps listed in the Edge Admin Guide.
2. Open the disk utility by searching in spotlight section.
3. Select the disk from the left hand side and select Verify Disk
4. Once Verify Disk completes check if it has found any problems. If problems are found click Repair Disk and wait for it to complete.
5. Next click on Verify Permissions and wait for completion.
6. If issues are found click Repair Permissions and wait for completion
7. Once all disk checks are completed you can restart the encryption process by installing the agent and enabling encryption

Problem: I have installed the new agent on my machine but I cannot find the computer object in ePO.

Resolution: With the new release of ePO there is a new option available that allows you to create a custom URL for clients/techs to download the Agent installers. This new "Smart Installer" contains specific sorting criteria which is set by the "Group" which you had selected during the creation of the URL. In many cases the "My Organization" group is selected and this is where the machines have been placed and this group is not accessible to Edge Admins. To have your machine moved to the proper group follow the instructions below…

1. Log into the McAfee ePO server
2. Click on the System Tree icon found at the top of the screen
3. Select the folder you wish to have systems sorted to ie. "Staging Area" group
4. At the bottom left side of the screen click System Tree Actions | New Systems
5. Choose the "Create url for client-side agent download" radio button
6. Enter a URL name
7. Select the correct "Agent Version"
8. Click ok

9. In the next screen you will see the URL that was generated. This URL can either be copied for sending to a client for download or clicked for immediate download.
10. Once the new agent is installed your system should automatically appear in the group which you had selected during the creation process.

If you run into any other issues during the migration of systems or setup of new systems please open a ticket through the IT Service Center @ http://web.it.ubc.ca/forms/isf