McAfee Install Guide

Windows Installation

Desktop Services

McAfee Agent Installation - Windows

Minimum System Requirements

Microsoft Windows-Based Endpoints

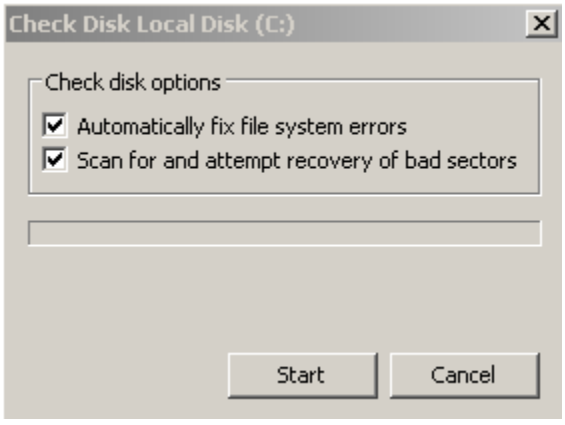
1. Operating systems
    - Microsoft Windows 8 & 8.1 (32-bit and 64-bit versions)
    - Microsoft Windows 7 (32-bit and 64-bit versions)
    - Microsoft Windows Vista (32-bit and 64-bit versions)
    - Microsoft Windows 2008 Server (32-bit and 64-bit versions)
    - Microsoft Windows XP (32-bit version only)
    - Microsoft Windows 2003 Server with Service Pack 1 (SP1) or higher (32-bit version only)
2. Hardware requirements
    - CPU: Pentium III (1 GHz or faster)
    - RAM: 256 MB minimum (1 GB recommended)
    - Hard disk: 200 MB minimum free disk space

Pre Install Steps:

Hardware Test – Recommended

Prior to installing McAfee Endpoint Encryption it is advised to run a full disk scan to confirm there are no bad sectors or general hard drive issues. To do a whole drive scan, follow these steps:

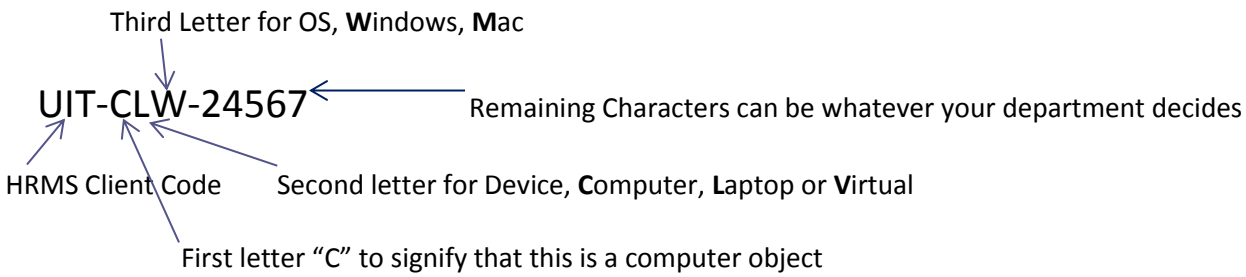
1. Open Windows Explorer.
2. Right click your system drive (in most cases c:\).
3. Click **Properties.**
4. Switch to the **Tools** tab and click the **Check now…** button.
5. Confirm that both boxes have a check mark.



6. Click **Start.** The system will now prompt to schedule a disk check.
7. Click Schedule disk check.
8. Reboot your computer.
9. Upon reboot the system will start the disk check. The time the scan takes can vary depending on disk size and drive integrity. As soon as the drive scan is completed, your machine will boot and you can login.

Rename Computer

1. Naming Standard:



2. Reboot when renaming is complete

Agent Download and Install

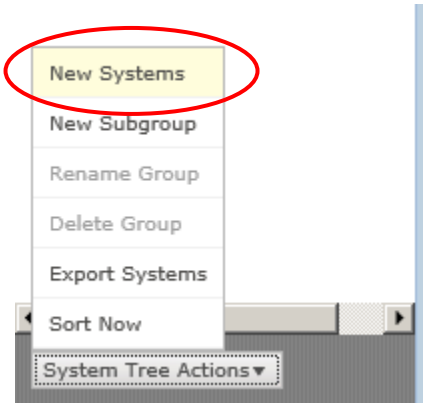
Smart Installer:

The smart installer will place any system into the group which was selected during the creation of the URL. Be sure to select the "Staging Area" group when creating the URL.

Downloading McAfee Agent

The installation of the McAfee Agent is fairly straight forward.

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. **BEFORE you install the install the agent, rename the computer name**

Post Install Steps:

Once the McAfee Agent is installed on the client, the computer object will appear in the Staging Area group within your system tree. Assigning the computer object to a group will provide it with the correct policies. In the event your machine does not appear within the staging area check the Lost & Found group by following the steps below.

1. Log onto the ePO
2. Click **Menu** | **Systems** | **System Tree**
3. Find the group **Lost&Found** in the System Tree to the left.
4. Expand the **Lost&Found** group. The object will be in the group which is the same as the Domain of the computer.
5. Now simply drag-and-drop the computer object(s) in to the staging Area.

Note: When going through the lost and found container confirm that you are only moving machines which you are working with.

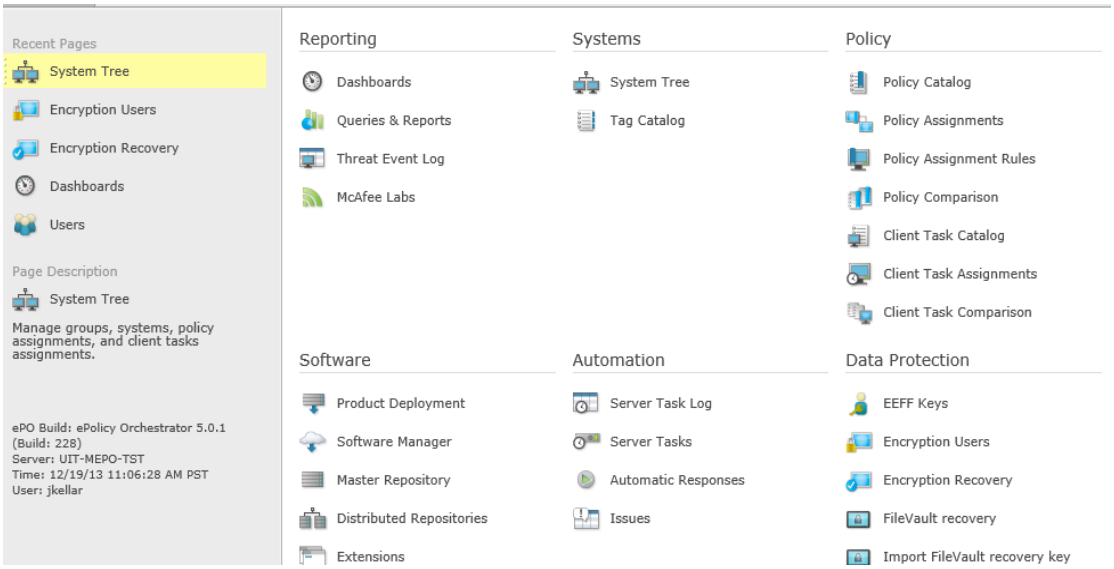
Adding Users to machines through ePO Server:

Before installing and encrypting a device you first need to confirm that users have been added to the machines. To add users to access machines follow the steps listed below.

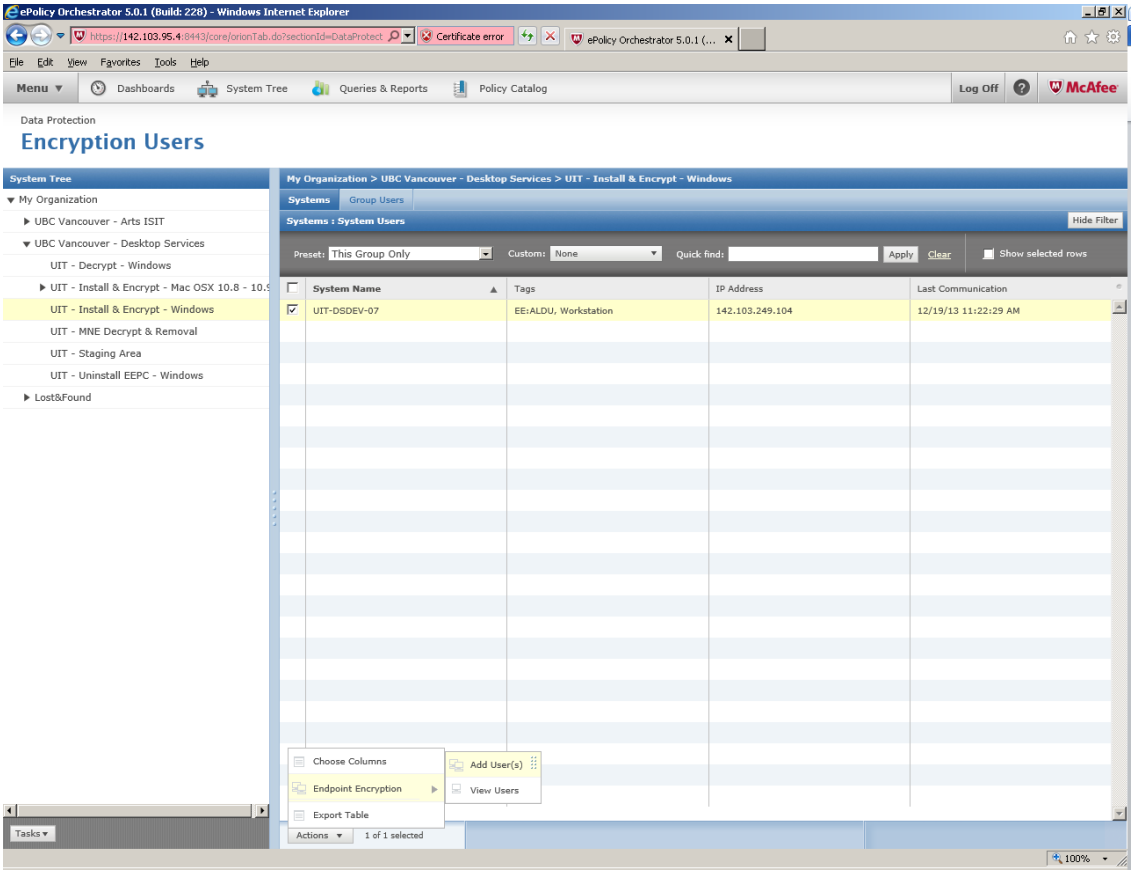
Individual Assignment – Non EAD joined computers

This method allows the administrator to assign a single user to a single system. To assign an individual user (or group of users) to a single system

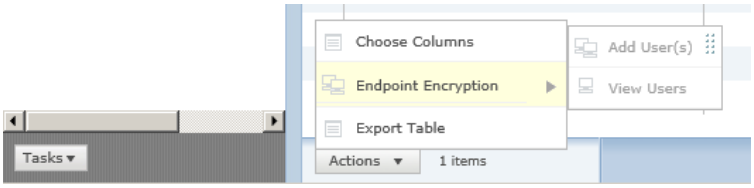
1. Log into ePO
2. Go to **Menu** | **Data Protection** | **Encryption Users**



3. Select the Endpoint you wish to assign a user to



4. On the bottom of the page click **Actions** | **Endpoint Encryption** | **Add Users**



5. Click on the icon to the right of the **Users** field and search for the CWL ID of or the name of the user you would like to grant login access to the Endpoint.
    - **Note: Be sure to adjust the search options to search both Container and Children.**
6. Click OK when done.

Automatic Assignment on the Endpoint – EAD only:

Manually assigning individual users for each system in your environment would be a time consuming undertaking. EEPC automates this process with a new feature called Add Local Domain Users in the system settings policy. If enabled, the agent will enumerate the currently logged in Windows user and all the cached profiles on the endpoint. This data will then be sent to ePO and ePO will automatically provision those users to that system. This is the best way to provision end users to systems and should be done in almost all cases. Some special systems, like loaner laptops or classroom PCs, will require a different user provisioning strategy.

Note: For all EAD joined windows 7 machines the Automatic Assignment Policy is preconfigured so no Technician interaction is required. For clients who are not joined to EAD the Individual Assignment process will be required.

Install and Encrypt

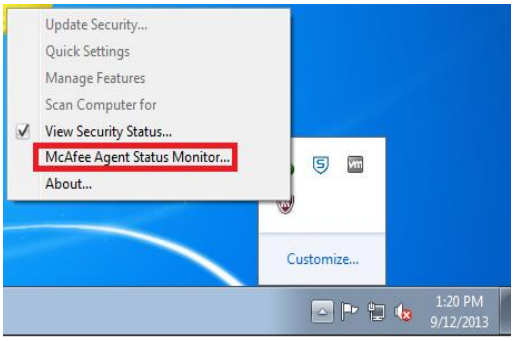
Installing the McAfee agent is only the first step to encrypting a machine. The McAfee agent setups communication between the server and the client. The install of encryption extensions and enablement of encryption will not take place until the machine has been moved into an "Install & Encrypt" Group.

1. Log onto the ePO https://encrypt.it.ubc.ca:8443
2. Click **Menu** | **Systems** | **System Tree**
3. Find the group **Staging Area** in the System Tree to the left.
4. Find the machine which you just installed the McAfee agent in the right hand side of the screen.
5. Once found simply drag-and-drop the computer object(s) in to the correct **Install & Encrypt** group.

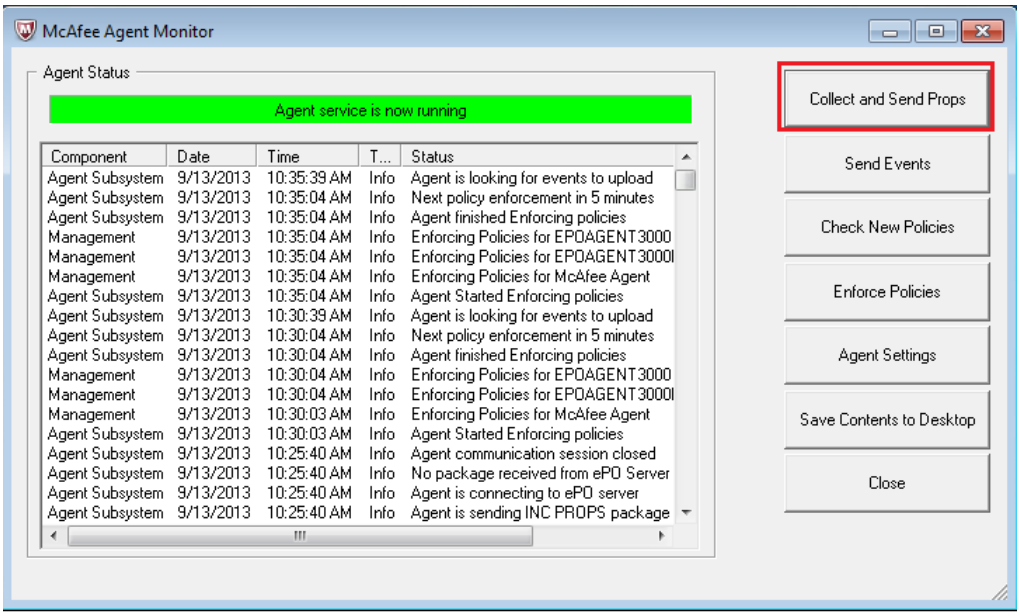
Note: Once you have moved the systems into the correct group it may take some time to enable and install. To force the process along follow the instructions listed in the section below.

Collect & Send Props – Windows Machine

1. On the client Computer, in the lower right hand corner click the McAfee icon then select McAfee Agent Status Monitor…



2. In the Agent Monitor Window click Collect and Send Props. Providing the machine connects to the McAfee ePO server the log will start to show data and will begin pulling all Policy and Tasks.



3. Repeat process after Encryption Extensions install in order to force connection to server for User Sync and tasks to activate the encryption process.
4. Reboot client computer after encryption has started.
    a. Some devices may need 2 reboots
5. After reboot, open McAfee Agent Status Monitor and Show Endpoint Encryption Status (under Quick Settings)
6. Select Collect and Send Props and Send Events
7. When The Volume Status updates with Encrypting % you are Done, have the client restart

Client will then be prompted to logon **with their CWL user ID and Password** then select 3 questions and enter 3 answers (easy to remember).

NOTE: CWL passwords are not sync'd