



McAfee MNE

Manual Key Import and Recovery

Desktop Services

MNE (FileVault) Recovery

1. Log into ePO <https://encrypt.it.ubc.ca:8443>
2. Click **Menu** | **FileVault recovery**



← → ↻ <https://encrypt.it.ubc.ca:8443/core/orionTab.do?sectionId=DataProtection&tabId=mne.recovery&ori>

Menu ▾ Dashboards System Tree Queries & Reports Policy Catalog Encryption Users

Data Protection

FileVault recovery

FileVault recovery from serial nu... **1 Enter serial number**

Enter the serial number of the system that you need to recover:

Serial number: *

3. Have the client read you the serial number of their Machine
 - a. How to find the serial number (Macbook Air): <http://support.apple.com/kb/ht1349>
4. Enter the serial number into the line labeled **Serial Number** | **Next**
5. Read back the recovery key provided on the next screen



← → ↻ https://encrypt.it.ubc.ca:8443/MNE____META/DisplayResponseCode.do?orio

Menu ▾ Dashboards System Tree Queries & Reports Policy Catalog

Data Protection

FileVault recovery

FileVault recovery from serial nu... **2 Enter recovery key**

Please read the recovery key back to the user for use with Apple's FileVault recovery tools.

Recovery key

K4WB-KVOO-GE5C-N2QJ-MV3R-2VPY

Phonetically:

Kilo	Four	Whiskey	Bravo	Dash
Kilo	Victor	Oscar	Oscar	Dash
Golf	Echo	Five	Charlie	Dash
November	Two	Quebec	Juliet	Dash
Mike	Victor	Three	Romeo	Dash
Two	Victor	Papa	Yankee	

6. Once the code is entered the client will be logged into the machine.



MNE – Manual FileVault Key Import

Target:

Any machine which has been previously encrypted using FileVault Encryption. With McAfee MNE we have the ability to take management control of the FileVault Encryption. The one piece that McAfee MNE cannot do on a machine with FileVault active is automatically Escrow the key to the McAfee ePO server. As such you will need to go through the steps listed below in order to import the key to the server.

Requirements:

1. Machine currently managed by McAfee and all extensions installed.
 - a. To setup McAfee on the system follow the McAfee Install Guide – Mac OS X
 - b. To confirm that the system is fully configured and manage by the McAfee ePO system follow the steps below...
 - i. Log into the ePO server
 - ii. Browse to the container where the machine resides or simply search from the top level and by selecting “this folder and child folders”
 - iii. Once machine is found simply left click on the object in the right hand side of the screen. This will give you all the information required.
 - iv. Click on the FileVault tab. If the serial number is present and FileVault mode is showing as managed proceed to step 2. If the above is not showing as present or managed you will need to go back to the Mac and confirm that all McAfee MNE extensions are installed and functioning correctly.

Systems

System Tree

My Organization\UBC Vancouver - Desktop Services\UITDS - WDE Install & Encrypt - Mac OS X\UBC-CLM-BHF087

System Information

Summary	Customize	Properties
UBC-CLM-BHF087 Agent Communication Summary		Custom 1: Subnet Mask: Time Zone: System Tree Sorting: Product Version (Agent): Language (Agent): Hotfix/Patch Version (Agent): Product Version (Product Coverage Reports):
IP Address:	192.168.1.100	
Domain Name:	N/A	
System Location:	MacBookAir5,2	

System Properties | Products | Threat Events | Endpoint Encryption | McAfee Agent | **FileVault**

Properties	Users	Volumes
Agent GUID: 12345678-90AB-CDEF-1234-567890ABCDEF		
FileVault mode:	FileVault is managed	
FileVault status:	Enabled	
FIPS mode:	FIPS mode enabled	
System encryption status:	All volumes are encrypted	
Model identifier:	MacBookAir5,2	
Model name:	MacBook Air	
OS X Version:	10.8.5	
Serial number:	C02KC3TZDRVG	



2. Click [Menu | Import FileVault recovery key](#)
3. In the 2 sections enter in the serial number of the mac and then enter the recovery key. Click OK

Data Protection

Import FileVault recovery key

Import FileVault recovery key by serial number

Enter the serial number for the system whose key you are importing

Enter serial number: *

Enter the recovery key to import

Enter recovery key: *

Note: If errors appear confirm that sub step iv. Is completed or confirm that the Recovery key and Serial number are entered correctly.

4. Once completed click [Close](#) to return to the main page.