

# McAfee MNE

Manual Key Import and Recovery

**Desktop Services** 



## MNE (FileVault) Recovery

- Log into ePO <a href="https://encrypt.it.ubc.ca:8443">https://encrypt.it.ubc.ca:8443</a>
- 2. Click Menu | FileVault recovery



- 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



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



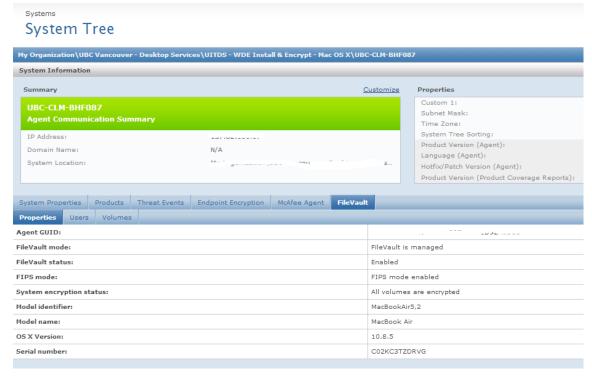
## MNE - Manual FileVault Key Import

#### 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.





- 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



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.