

McAfee ePO Agent Setup Procedure for Symmetrix

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Background Information:

To comply with Citi's Auditing policies, it had been requested to develop an efficient method to simultaneously update the McAfee Virus scan Software, Definition Files and Policies across the Symmetrix Install base.

Citi's GDSE and Engineering team developed a method to make this possible. It has been tested in the Warren Lab and has worked without issue. Below, you will find the procedure needed to ensure that this software is setup correctly.

In addition to this procedure you will need the (2) files (**SITE SPECIFIC**) that will be provided by the site's Citi ePO Administrator.

- **SiteList.xml**
- **FramePkg.emc**

(Please note, FramePkg is an .exe file, however, it had to be re-named so that it could be sent in an e-mail.)

1. First, if the frame is a DMX 3/4 login to the Symmetrix frame using the Administrator account:

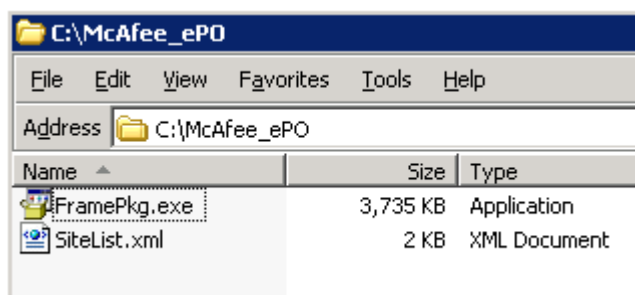
Username: Admin

Password: EMC2Admin (case-sensitive)

(Using Local host not FOB or SLC)

Transfer these 2 files onto the Symmetrix Service Processor.

- You will need to create a new folder called "McAfee ePO" on the C:\ drive. (ex. C:\McAfee_ePO). Then place these files into this folder. Also, you will need to rename the FramePkg.emc file to FramePkg.exe

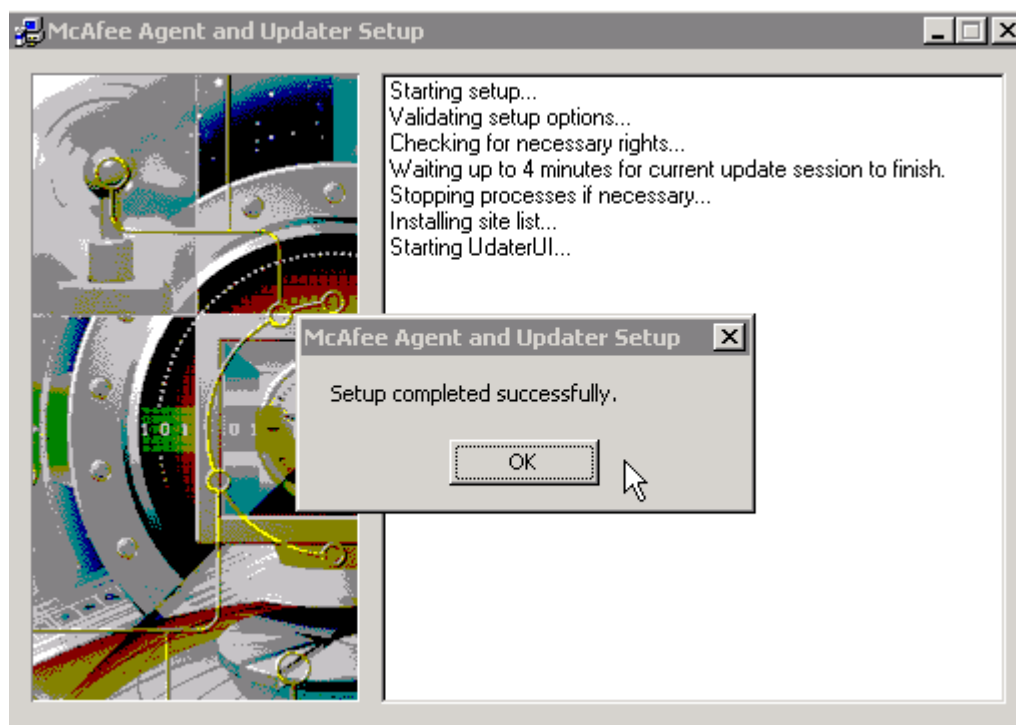


2. Next, you will be installing the FramePkg.exe file with the required attributes.

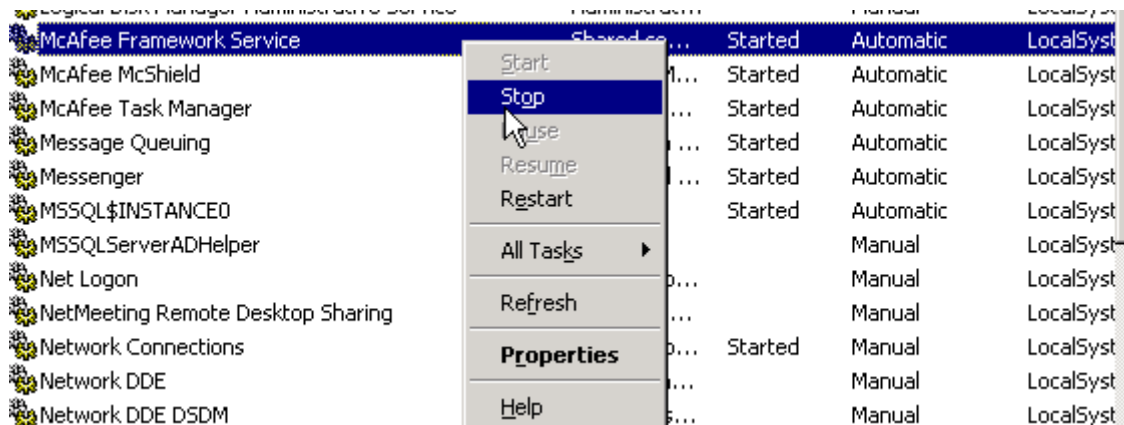
- In the Windows, Click on Start → Run
- In the field type the following command:

C:\McAfee_ePO\FramePkg.exe /install=agent /siteinfo=C:\McAfee_ePO\sitelist.xml

- A dialog box should appear and show the installation status
(See screenshot below)



3. Once the "McAfee Agent and Updater Setup" has completed successfully.
 - Click on "OK" and the Window should close.
 - The McAfee Icon at the right-hand corner of the screen should have changed from  to .
4. Next, you will need to stop the McAfee Framework Service.
 - Right-Click on "My Computer" and select "Manage"
 - Then select "Services and Application"
 - Then open the "Services" window.
 - Right-click on the "McAfee Framework Service" and select stop.
 - Ensure that the service stops.



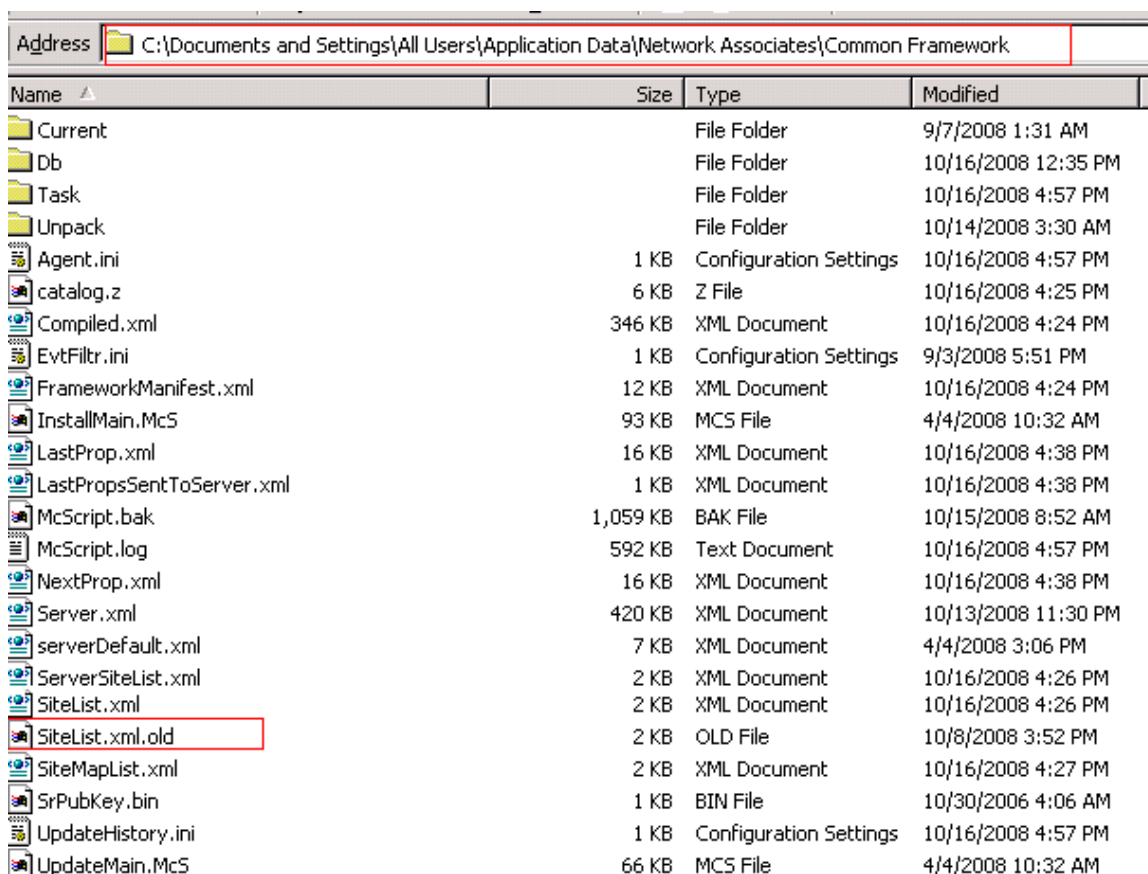
5. Once the service has stopped. Go to the following directory:

C:\Documents and Settings\All Users\Application Data\Network Associates\Common Framework

- First, rename the "SiteList.xml" to "SiteList.xml.old" within this directory.

This will ensure we have backups of the file.

- Copy the SiteList.xml files from the "C:\McAfee_ePO" directory and paste them into this folder. ***(See screenshot below)***



6. Next, you will need to Start the McAfee Framework Service.
 - Right-Click on "My Computer" and select "Manage"
 - Then select "Services and Application"
 - Then open the "Services" window.
 - Right-click on "McAfee Framework Service" and select "Start"
 - Ensure that the service is now started



7. Reboot the Symmetrix Service Processor
 - Start → Shutdown → Reboot
 - **Once the GINA re-appears login using your SLC Credentials**

8. Now we will confirm you can ping the ePO server.
Go to a Command Prompt (CMD in run and try to ping IP address of ePO server *Site Specific*)

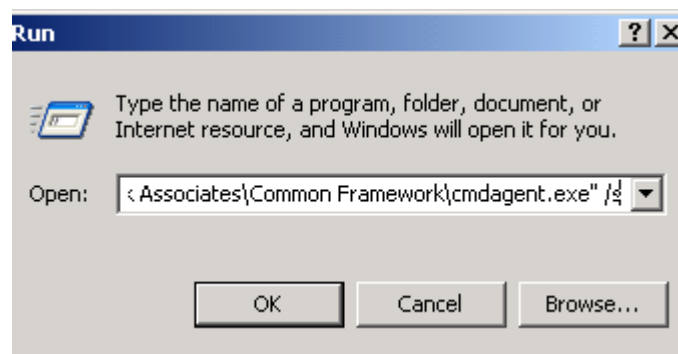
```
C:\>ping 10.40.32.14

Pinging 10.40.32.14 with 32 bytes of data:

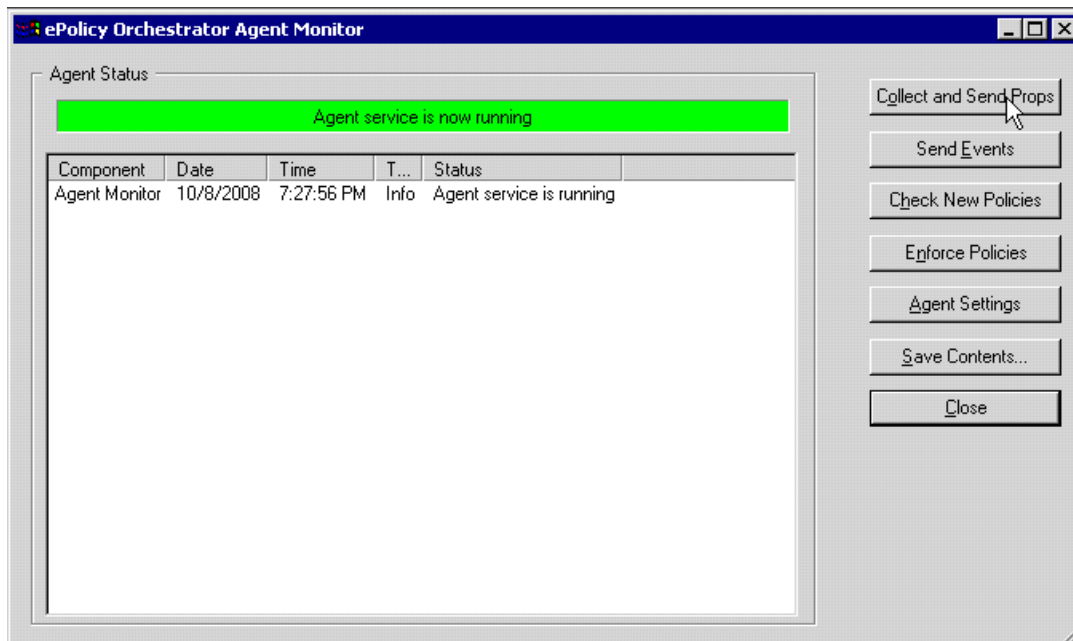
Reply from 10.40.32.14: bytes=32 time=1ms TTL=126
Reply from 10.40.32.14: bytes=32 time<10ms TTL=126
Reply from 10.40.32.14: bytes=32 time<10ms TTL=126
Reply from 10.40.32.14: bytes=32 time<10ms TTL=126

Ping statistics for 10.40.32.14:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms
```

9. Next, run the following command.
 - Click on "Start → Run"
 - **"C:\Program Files\Network Associates\Common Framework\cmdagent.exe" /s**
 - Press "OK"



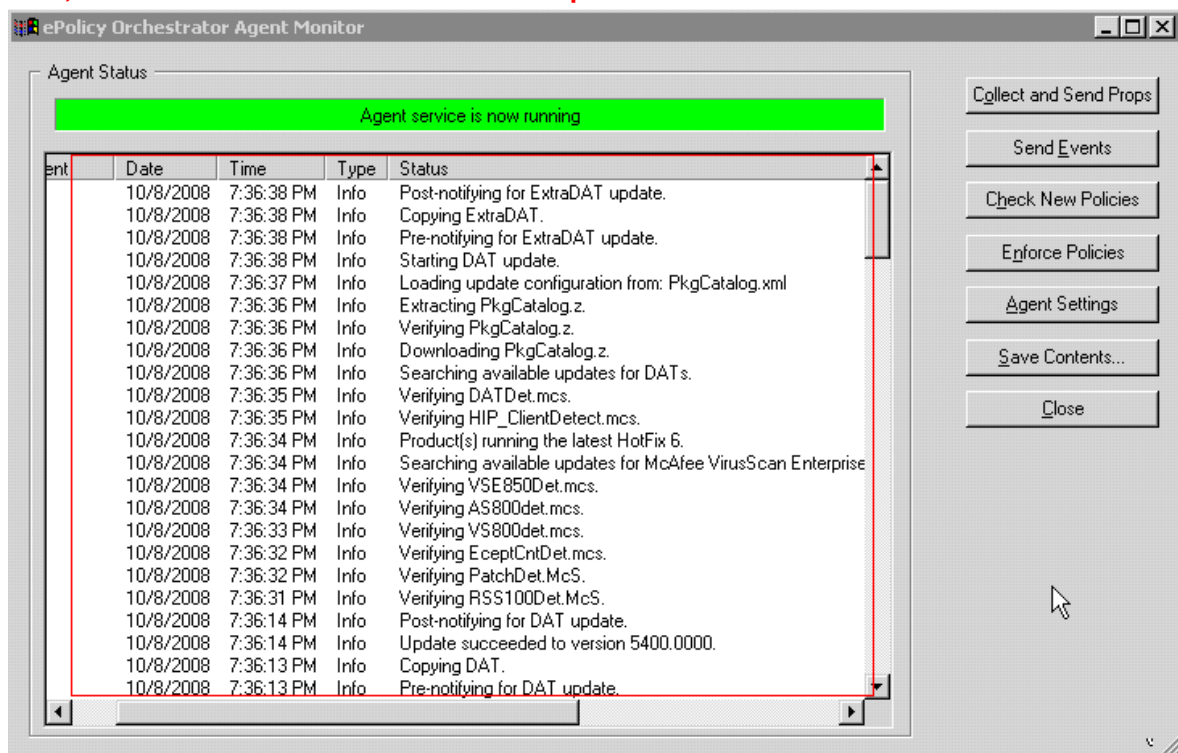
- This will cause the ePO Agent's Status Monitor windows to open.



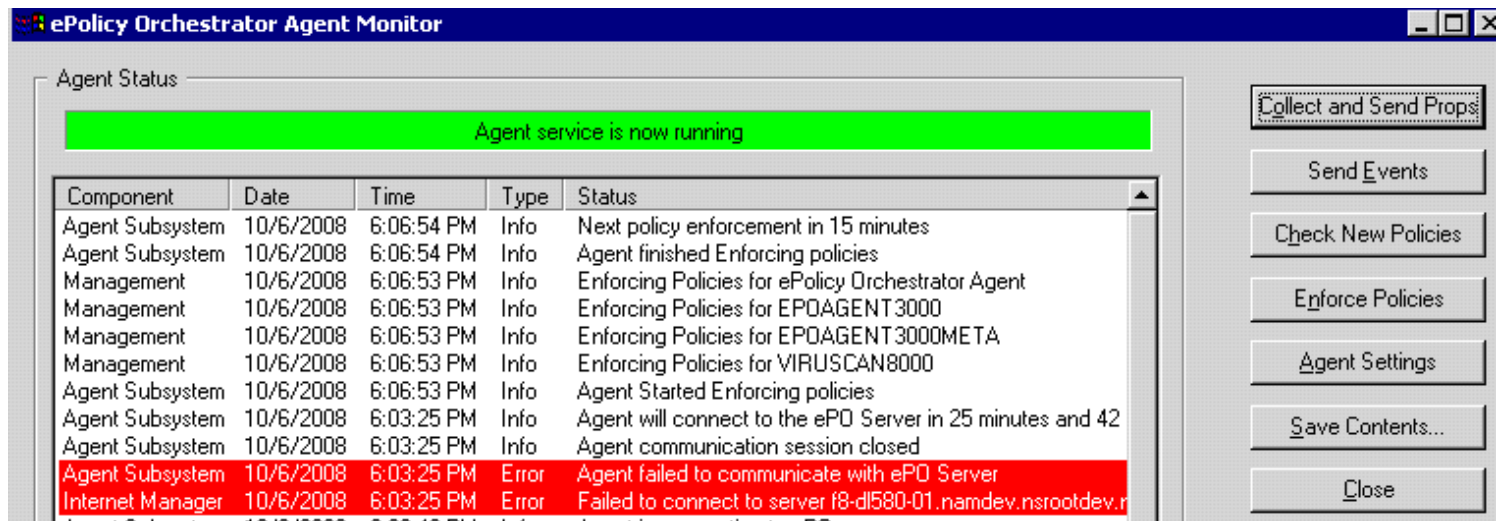
- When the “ePolicy Orchestrator Agent Monitor” window opens, ensure that the Agent status shows “Agent service is now running.”

- Next, click on the “Collect and Send Props” button at the top-right hand portion of the window. Monitor status in this window. Also, while updating you will see the icon in the bottom-right hand corner of the taskbar: 

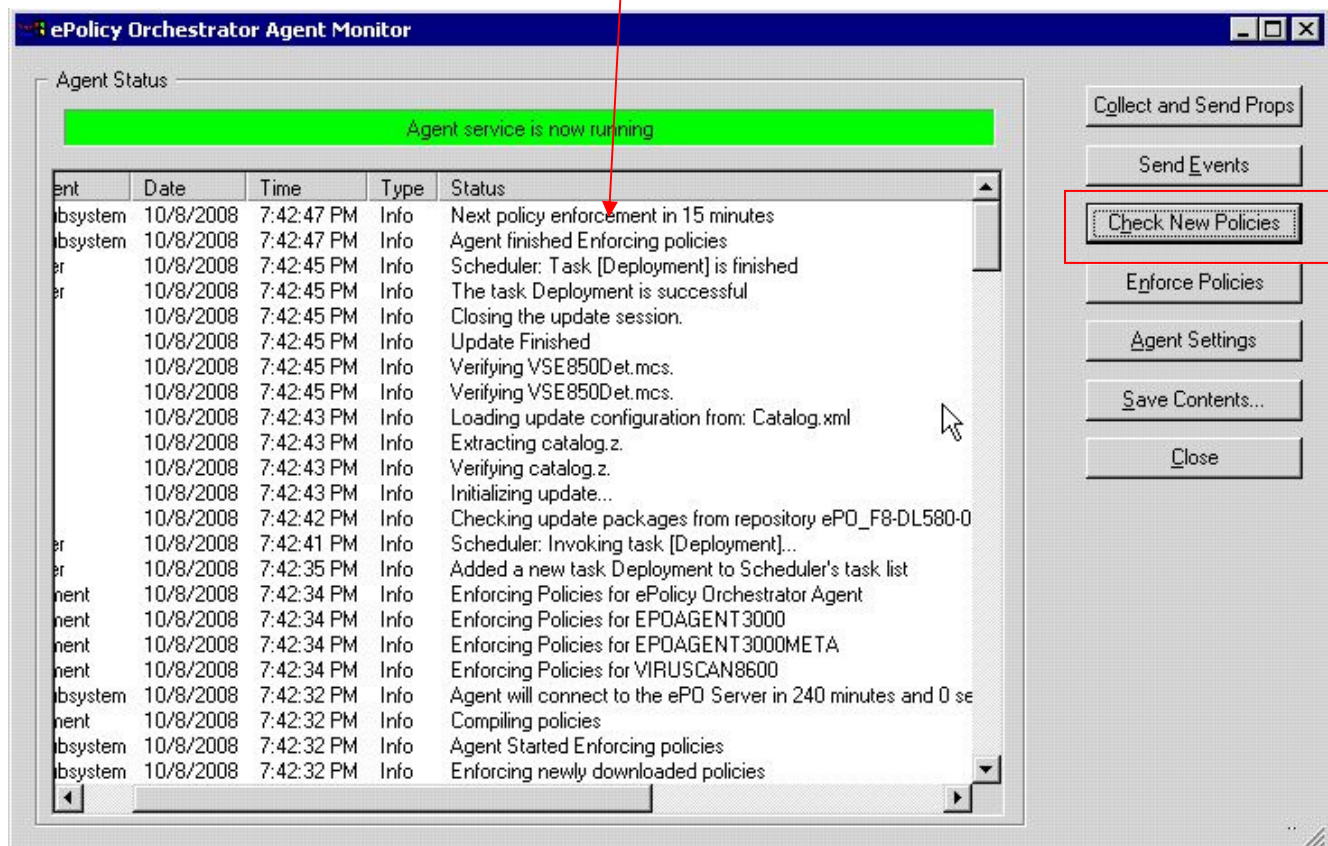
****Note, this could take several minutes to complete.**



- If there were issues when the Agent attempted to access the ePO server you would see an error similar to the screenshot below.



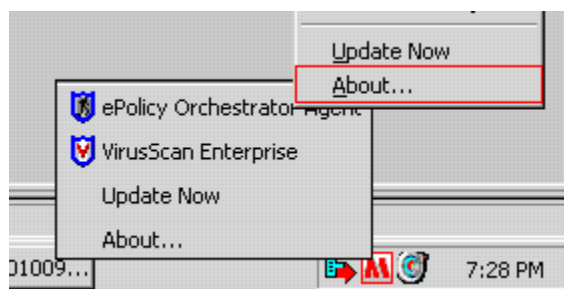
- Finally, click on the "Check New Policies" button and monitor its status as well. When this step has completed you will see "Agent finished Enforcing policies" in the status window.



**** Please note, pressing the “Collect and Send Prop” as well as “Check New Policies” will only need to be initiated manually this one time. This is just a way to test and ensure there is good connectivity between the Symmetrix frame and the ePO server. Normally, this will run as a service in the background and automatically reach out to the ePO server on a scheduled basis.**

10. In addition to monitoring the Status Window, you can confirm that the updates were successful by:

- Left-clicking once on the 
- Then selecting “ePolicy Orchestrator Agent” → “About...”



- Last Update time
- McAfee Virus Scan Enterprise Workstation
- Virus Definitions

