Q. What is the purpose of the McAfee ePO/HIPS Upgrade project?

A. In keeping with the University’s mission to be “Worlds Ahead”, the Division of Information Technology will be strengthening the University’s current anti-virus security system for workstations. Starting Monday, March 19th, 2012, the McAfee ePolicy Orchestrator (ePO) agent, along with the VirusScan Enterprise, will be upgraded on all FIU workstations that are currently running the McAfee ePO agent. After the ePO agent is upgraded, the Host Intrusion Prevention System (HIPS) deployment will follow. The updates and enhancements to our current system will further protect the University’s resources from both external and internal attacks.

Q. Who is affected by this upgrade?

A. All end users who currently have McAfee’s ePO agent installed on their workstation will be affected by this upgrade.

Q. When will the upgrade begin?

A. The upgrade will begin on March 19, 2012 for the University community and continue until the end of May 2012.

Q. Am I required to do anything during the upgrade?

A. No action is required to receive the McAfee security enhancements that will be pushed out to your workstation. However, throughout the upgrade, some Windows 7 pop-up alerts from their antivirus software (Windows Defender, Norton AntiVirus, etc) shown below in Ex. 1 and 2. These alerts are normal and will go away once the upgrade is completed.

Q. When will my workstation receive the McAfee upgrade?

A. The McAfee upgrade will be pushed out to workstations on a department-by-department basis. A department liaison has been identified for all departments and s/he will be notified ahead of time so s/he is aware of when the McAfee upgrade will happen for your department.
Q. How do I know that my workstation was upgraded to the new McAfee EPO version?

A. To check if your workstation was upgraded to the new McAfee EPO version, click on the McAfee ePO icon on the lower right hand corner of your machine (see Figure 1) and then select About (see Figure 2) and ensure you have the latest ePO Agent 4.6 and Virus Scan Enterprise 8.8 (see Figure 3). If you do not see the latest agent, you have not been upgraded yet. Please check the project website for further information on the upgrade schedule.

Q. My workstation does not have McAfee EPO on it. Instead, I have a different anti-virus software. Does this upgrade affect me?

No, during the first phase of the project, the McAfee EPO agent will only be upgraded on those workstations that are already running McAfee EPO.
Q. I use Firefox for a browser, and after the McAfee upgrade, I am being prompted to allow a McAfee plugin (see Figure 1 below). What should I do?

Figure 1

A. You are seeing this message because Firefox 8 and later does not allow extensions and plugins to be silently installed by applications. User interaction/approval is required. Therefore, you should select **Allow this installation** and click **Continue**. This resolves the issue and you will not be asked to confirm this again when running Firefox on future occasions.

Q. Where do I go for help?

A. If you identify any difficulties accessing network resources or experience unusual problems with your workstation during or after the upgrade, please contact the UTS Support Center by using our [Online Service Request System](#), [PantherChat](#), or by calling the UTS Support Center at 305-348-2284.

For more information, please visit our [project website](#).