



Installation Guide

McAfee ePolicy Orchestrator 4.6.0  
software

DRAFT

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# Preface

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## About this guide

This information describes the guide's target audience, the typographical conventions and icons used in this guide, and how the guide is organized.

## Audience

McAfee documentation is carefully researched and written for the target audience.

The information in this guide is intended primarily for:

- **Administrators** — People who implement and enforce the company's security program.
- **Users** — People who use the computer where the software is running and can access some or all of its features.
- **Administrators** — People who implement and enforce the company's security program.
- **Users** — People who are responsible for configuring the product options on their systems, or for updating the product on their systems.

## Conventions

This guide uses the following typographical conventions and icons.

*Book title or Emphasis* Title of a book, chapter, or topic; introduction of a new term; emphasis.

**Bold** Text that is strongly emphasized.

User input or Path Commands and other text that the user types; the path of a folder or program.

Code

A code sample.

User interface Words in the user interface including options, menus, buttons, and dialog boxes.

Hypertext blue A live link to a topic or to a website.



**Note:** Additional information, like an alternate method of accessing an option.



**Tip:** Suggestions and recommendations.



**Important/Caution:** Valuable advice to protect your computer system, software installation, network, business, or data.



**Warning:** Critical advice to prevent bodily harm when using a hardware product.

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## Finding product documentation

McAfee provides the information you need during each phase of product implementation, from installation to daily use and troubleshooting. After a product is released, information about the product is entered into the McAfee online KnowledgeBase.

### Task

- 1 Go to the McAfee Technical Support ServicePortal at <http://mysupport.mcafee.com>.
- 2 Under **Self Service**, access the type of information you need:

| To access...       | Do this...   |
|--------------------|--|
| User documentation | <ol style="list-style-type: none"><li>1 Click <b>Product Documentation</b>.</li><li>2 Select a <b>Product</b>, then select a <b>Version</b>.</li><li>3 Select a product document.</li></ol>                                |
| KnowledgeBase      | <ul style="list-style-type: none"><li>• Click <b>Search the KnowledgeBase</b> for answers to your product questions.</li><li>• Click <b>Browse the KnowledgeBase</b> for articles listed by product and version.</li></ul> |

# 1

## Installation requirements and recommendations

Your environment needs to include specific hardware and software in run McAfee® ePolicy Orchestrator® 4.6. Review these requirements and recommendations before installing your McAfee ePO software to ensure that your installation is successful.

### Contents

- ▶ *Hardware requirements and recommendation*
- ▶ *Software requirements and recommendations*
- ▶ *Supported server-class operating systems*
- ▶ *Supported SQL databases*
- ▶ *Supported Internet browsers*
- ▶ *Supported virtual infrastructure software*
- ▶ *Distributed repository requirements*
- ▶ *Supported products and components*

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## Hardware requirements and recommendation

Make sure that your environment conforms to these requirements and recommendations before installing ePolicy Orchestrator.

**Table 1-1 Hardware configuration requirements and recommendations**

| Component          | Requirements and recommendations  |
|--------------------|---|
| Dedicated server   | If managing more than 250 systems, McAfee recommends using a dedicated server.  |
| Domain controllers | The server must have a trust relationship with the Primary Domain Controller (PDC) on the network. For instructions, see the Microsoft product documentation. |
| File system        | NT file system (NTFS) partition recommended.  |
| Free disk space    | <ul style="list-style-type: none"><li>• First-time installation — 1.5 GB minimum</li><li>• Upgrade — 2 GB minimum</li><li>• Recommended — 2.5 GB</li></ul>    |
| IP Address         | McAfee recommends using static IP addresses for ePO servers.  |
| Memory             | <ul style="list-style-type: none"><li>• 1 GB available RAM minimum</li><li>• 2 - 4 GB available RAM recommended</li></ul>                                     |

**Table 1-1 Hardware configuration requirements and recommendations** (continued)

| Component                    | Requirements and recommendations   |
|------------------------------|--|
| Network Interface Card (NIC) | 100 MB or higher<br><br> If using a server with more than one IP address, ePolicy Orchestrator uses the first identified IP address. If you want to use additional IP address for agent-server communication, see <i>Working with Agent Handlers</i> in the <i>ePolicy Orchestrator 4.6 Product Guide</i> for details about setting up multiple Agent Handlers in your environment.   |
| Ports                        | McAfee recommends avoiding the use of Port 8443 for HTTPS communication. Although this is the default port, it is also the primary port used by many web-based activities, is a popular target for malicious exploitation, and it is likely to be disabled by the system administrator in response to a security violation or outbreak.<br><br> Ensure that the ports you choose are not already in use on the server computer.<br><br>Notify the network staff of the ports you intend to use for HTTP and HTTPS communication.<br><br> Installing the software on a Primary Domain Controller (PDC) is supported, but not recommended. |
| Processor                    | <ul style="list-style-type: none"> <li>• Intel Pentium III-class or higher</li> <li>• 1 GHz or higher</li> </ul>   |

## Software requirements and recommendations


Make sure you have the required and recommended software installed on your server system before installing ePolicy Orchestrator.

**Table 1-2 Software requirements and recommendations**

| Software  | Requirements and recommendations  |
|---|---|
| .NET Framework 2.0 or later                             | Required — You must acquire and install this software manually. This software is required when selecting the Express installation and optional when performing the Custom installation. |
| Microsoft updates                                       | Recommended — Make sure your Microsoft software is running the latest updates.  |
| Microsoft Visual C++ 2005 SP1 Redistributable           | Required — Installed automatically by the InstallShield Wizard.   |
| Microsoft Visual C++ 2008 Redistributable Package (x86) | Required — Installed automatically by the InstallShield Wizard.   |
| MSXML 6.0   | Required — Installed automatically by the InstallShield Wizard.   |



**Table 1-2 Software requirements and recommendations** (continued)

| Software             | Requirements and recommendations   |
|----------------------|--|
| Security software    | <p>Recommended.</p> <ul style="list-style-type: none"> <li>• Install and/or update the anti-virus software on the server and scan for viruses.</li> <li>• Install and/or update firewall software on the server.</li> </ul> <p> If running McAfee VirusScan® Enterprise 8.5i or 8.7i on the system where you are installing the ePolicy Orchestrator software, you must ensure that the VirusScan Enterprise Access Protection rules are disabled during the installation process, or the installation fails.</p> |
| Supported browser    | Recommended — Although it is not a prerequisite for installation, ePolicy Orchestrator requires the use of a supported browser. You must acquire and install a supported browser manually. For more information, see <i>Supported Internet browsers</i> .  |
| Supported SQL server | Required — If no other database has been previously installed, you can choose to install SQL Server 2005 Express automatically .   |

## Supported server-class operating systems

You can only install ePolicy Orchestrator on supported Microsoft Windows server-class operating systems.

**Table 1-3 Supported server-class operating systems**

| Operating System                                    | Edition  |
|---|--|
| Windows Server 2003 (with Service Pack 2 or higher) | <ul style="list-style-type: none"> <li>• Datacenter</li> <li>• Enterprise</li> <li>• Standard</li> </ul> |
| Windows Server 2008 (with Service Pack 2 or higher) | <ul style="list-style-type: none"> <li>• Datacenter</li> <li>• Enterprise</li> <li>• Standard</li> </ul> |
| Windows Server 2008 R2                              | <ul style="list-style-type: none"> <li>• Datacenter</li> <li>• Enterprise</li> <li>• Standard</li> </ul> |
| Windows 2008 Small Business Server                  | Premium  |

## Running ePolicy Orchestrator on 64-bit operating systems

ePolicy Orchestrator software does not support running natively on 64-bit operating systems. However, you can run the software on 64-bit OS when using Windows-on-Windows 64 (WoW64). Using WoW64 allows the McAfee ePO software to run in 32-bit mode on a 64-bit operating systems.

## Operating system language

ePolicy Orchestrator software runs on any supported operating system regardless of the language of the operating system.

The ePolicy Orchestrator user interface has been translated into the languages in the following list. When the software is installed on an operating system using a language that is not on this list, the interface attempts to display text in English.

- Chinese (Simplified)
- Chinese (Traditional)
- English
- French (Standard)
- German (Standard)
- Japanese
- Korean
- Russian
- Spanish

## Supported SQL databases

ePolicy Orchestrator software requires use of a supported SQL database. The installation wizard detects whether a supported database is installed on the server where you are installing your software. If no database is present, the wizard prompts you to install SQL Server 2005 Express locally.

**Table 1-4 Supported SQL databases**

| Version   | Edition   |
|---|---|
| SQL Server 2005 (with Service Pack 3 or higher) | <ul style="list-style-type: none"> <li>• Enterprise Edition</li> <li>• Express Edition</li> <li>• Standard Edition</li> <li>• Work group Edition</li> </ul> |
| SQL Server 2008 (with Service Pack 1 or higher) | <ul style="list-style-type: none"> <li>• Enterprise Edition</li> <li>• Express Edition</li> <li>• Standard Edition</li> <li>• Work group Edition</li> </ul> |

## Required SQL Server configuration settings

ePolicy Orchestrator software requires some specific SQL Server configuration settings. For information about working with these settings, see your SQL Server documentation.

**Table 1-5 Required SQL Server configuration settings**

| Configuration        | Details   |
|----------------------|---|
| Nested triggers      | The SQL Server Nested Triggers option must be enabled.  |
| Database collation   | The only database collation supported by ePolicy Orchestrator is the U.S. English default: SQL_Latin1_General_Cp1_CI_AS.  |
| Maintenance settings | McAfee recommends making specific maintenance settings to ePolicy Orchestrator databases. For instructions, see <i>Maintaining ePolicy Orchestrator databases</i> in the <i>McAfeePolicy Orchestrator 4.6 software Product Guide</i> or Help. |

## Supported Internet browsers

ePolicy Orchestrator software requires the use of one of these supported internet browsers.

- Firefox 3.5
- Internet Explorer 7.0
- Firefox 3.6
- Internet Explorer 8.0

### Using Internet Explorer with a proxy

If using Internet Explorer and a proxy, follow these steps to bypass the proxy server.

- 1 From the **Tools** menu in Internet Explorer, select **Internet Options**.
- 2 Select the **Connections** tab and click **LAN Settings**.
- 3 Select **Use a proxy server for your LAN**, then select **Bypass proxy server for local addresses**.
- 4 Click **OK** as needed to close **Internet Options**.

## Supported virtual infrastructure software

ePolicy Orchestrator software supports use of several types virtual infrastructure software.


Supported virtual infrastructure software includes:

- Citrix XenServer 5.5 Update 2
- Microsoft Windows Server 2008 Hyper-V R2
- VMware ESX 3.5 Update 4
- VMware ESX 4.0 Update 1

## Distributed repository requirements

Distributed repositories are used throughout your environment to provide access to important content used by your ePolicy Orchestrator server. Your distributed repositories must conform to these minimum requirements.

**Table 1-6 Distributed repository requirements**

| Component        | Requirements   |
|------------------|--|
| Free disk space  | 400 MB minimum (800 MB recommended) on the drive where the repository is stored. The required space depends on the amount of data being served. <div style="border: 1px solid gray; background-color: #f0f0f0; padding: 5px; margin-top: 10px;">  The disk space requirement for the distributed repositories on agents that are designated as SuperAgents is equal to the disk space available for the master repository.           </div> |
| Memory           | 256 MB minimum.  |
| Repository hosts | <ul style="list-style-type: none"> <li>• HTTP-compliant servers on Microsoft Windows, Linux, or Novell NetWare operating systems.</li> <li>• Windows, Linux, or NetWare FTP servers.</li> <li>• Windows, Linux, or UNIX Samba UNC shares.</li> <li>• Systems where a SuperAgent is installed.</li> </ul>   |

## Supported products and components

Review this list for products supported by ePolicy Orchestrator 4.6 software.

ePolicy Orchestrator 4.6 servers supports these McAfee products:

- Encrypted USB 1.1
- Encrypted USB 1.2
- Encrypted USB 1.3
- EndPoint Encryption for File and Folder 4.0
- EndPoint Encryption for File and Folder 4.1
- EndPoint Encryption for Mac 1.0
- EndPoint Encryption for PC 6.0.1
- EndPoint Encryption for PC 6.1
- Email and Web Security 5.1 Patch 6
- Email and Web Security 5.5 Patch 1
- Foundstone 6.8
- Foundstone 7.0
- GroupShield Domino Windows 7.0
- GroupShield Exchange 7.0
- GroupShield Exchange 7.0.1

- GroupShield Exchange 7.0.2
- GroupShield For Lotus Domino 7.0 SP2
- Host Data Loss Protection 2.2
- Host Data Loss Protection 3.0
- Host Data Loss Protection 9.0
- Host Intrusion Prevention System 7.0 Patch 8
- Host Intrusion Prevention System (Linux Only) 7.1
- Host Intrusion Prevention System 8.0
- IntruShield 5.1
- LinuxShield 1.5
- LinuxShield 1.5.1
- LinuxShield 1.6
- McAfee Agent 4.0
- McAfee Agent 4.5
- McAfee Agent 4.6
- McAfee Agent 4.0 for Email and Web Security
- McAfee Agent 4.0 for HP-UX
- McAfee Agent 4.0 for Linux
- McAfee Agent 4.0 for Mac
- McAfee Agent 4.0 for Solaris
- McAfee Agent 4.0 for Windows P1
- McAfee Agent 4.0 for Windows P2
- McAfee Agent 4.5 for HP-UX
- McAfee Agent 4.5 for Linux
- McAfee Agent 4.5 for Mac
- McAfee Agent 4.5 for Solaris
- McAfee Endpoint Protection for Mac 1.0
- McAfee Quarantine Manager 6.0
- McAfee Security for Domino Windows 7.5.0
- McAfee Security for Exchange 7.6
- McAfee Security for Microsoft SharePoint 2.0 Patch 1
- McAfee Security for Microsoft SharePoint 2.5
- McAfee Network Access Controller 3.2
- McAfee Web Gateway 6.8x

- McAfee Web Gateway 7.0
  - Network Data Loss Prevention 8.6
  - Network Data Loss Prevention 9.0
  - Network Data Loss Prevention 9.1
  - Policy Auditor 5.2
  - Policy Auditor 5.3
  - Risk Advisor 2.0
  - Risk Advisor 2.5
  - SiteAdvisor Basic 1.7
  - SiteAdvisor Enterprise & Web Filtering for Endpoint 3.0
  - SiteAdvisor Enterprise & Web Filtering for Endpoint 3.5
  - Solidcore 5.0
  - Solidcore 5.0.1
  - Solidcore 5.1
  - System Information Reporting 1.0
  - VirusScan Enterprise 8.5
  - VirusScan Enterprise 8.7
  - VirusScan Enterprise 8.8
  - VirusScan Enterprise for Offline Virtual Images 1.0
  - VirusScan Enterprise for Offline Virtual Images 2.0
  - VirusScan Enterprise for SAP 1.0
  - VirusScan Enterprise for Storage 1.0
  - VirusScan for Mac 8.6
  - VirusScan for Mac 8.6.1
  - VirusScan for Mac 9.0
- ePolicy Orchestrator 4.6 software also supports these third-party products:
- Symantec SAV 10.x
  - Symantec SAV 9.x
  - USB Device 1.0
  - Vdisk 4.1
  - vDisk for Macintosh 1.0

# 2

## Installing McAfee ePolicy Orchestrator

ePolicy Orchestrator software is installed on a Microsoft Windows server-class operating system using the ePolicy Orchestrator InstallShield Wizard.

The InstallShield Wizard walks you through the various configuration steps required to get ePolicy Orchestrator software running. Once you complete the installation process, you can start using the software immediately to get your managed environment setup. Refer to the *ePolicy Orchestrator 4.6 Product Guide* for details about configuring your server and setting up a managed environment.

### Contents

- ▶ *Things to know before installation*
- ▶ *Installation options*
- ▶ *Completing a first-time installation*
- ▶ *Remote Agent Handler installation*
- ▶ *Uninstalling the software*

---

## Things to know before installation

Review this content before beginning your installation.

Be sure that you have read, understood, and complied with the requirements and recommendations detailed in *Installation Requirements and Recommendations* before you begin the installation.

You should have the following information available during the installation:

- McAfee Product License Key (not required to install an evaluation version of the software).
- Windows authentication credentials — You must provide credentials for a domain administrator user account.
- SQL authentication credentials — Depending on the SQL database installation options you choose, you might be required to provide SQL authentication credentials.
- NetBIOS and Domain details — You must specify the NetBIOS name of the Domain details for your ePolicy Orchestrator Global Administrator account.
- A destination folder for ePolicy Orchestrator installation (required for Custom and Cluster installations).
- A supported SQL server instance (optional for Custom installations, required for Cluster installations).

### About the database installation documented in this guide

ePolicy Orchestrator software requires the use of a supported database. The only database installation scenario described in detail in this guide is a first-time installation of SQL Server 2005 Express. In this scenario, the Setup installs both the ePolicy Orchestrator software and the database on the same

server. If you want to install the database on a different server from the McAfee ePO server, you must install it manually.

For more information on installing a different supported database, see the database software documentation.



If you select the **Cluster** installation option, you must install a database on a system other than where you install your McAfee ePO software.

If you select to use an existing database, or to manually install a database, complete these steps before beginning your installation to ensure that your McAfee ePO software can communicate with the database:



- 1 Verify that the **SQL Browser Service** is running.
- 2 Ensure that **TCP/IP Protocol** is enabled in the **SQL Server Configuration Manager**.
- 3 You might need to provide the name of your SQL Server in the ePolicy Orchestrator installer **Database Information** page. Depending on the configuration of your SQL server, this name should be formatted using the SQL server name or the SQL server name with instance name.
- 4 If you are using a dynamic port for your SQL server make note of it. You must specify this port number on the **Database Information** page. You can find this port number in the **SQL Server Configuration Manager** in the **TCP/IP Properties** on the **IP Addresses** tab. The port number is specified in the **Dynamic Port** field.

### Other relevant database installations and upgrades

See the documentation provided by the database manufacturer for information about the following installation scenarios:

- Installing SQL Server 2005 or 2008
- Upgrading from MSDE 2000 to SQL Server 2005 or 2008
- Upgrading from MSDE 2000 to SQL Server 2005 Express or 2008 Express



## Microsoft updates and patches

Update both the system that will host your McAfee ePO server and the database server with the latest Microsoft security updates before installing the software. If you are upgrading from MSDE 2000 or SQL 2000, be sure to follow Microsoft's required upgrade scenarios and reboot when requested by the Microsoft updates before beginning installation.


## Installation options

There are three installation options for ePolicy Orchestrator 4.6. Each option walks you through the installation process using the ePolicy Orchestrator InstallShield Wizard.

- Express
- Custom
- Cluster

Refer to the following table to determine which option is right for your environment.

**Table 2-1 Installation options**

| Installation option | Details  |
|---------------------|--|
| Express             | The most direct installation path. Use this option if you want to accept McAfee's default installation settings.   |
| Custom              | <p>Customize your installation. Use this option when you want to specify the details of your software installation, including:</p> <ul style="list-style-type: none"> <li>• The destination folder where the software is installed (C:\Program Files\McAfee\Policy Orchestrator\ by default).</li> <li>• The ports used.</li> </ul> <p> Installing SQL Server 2005 Express is optional. You can also specify a different supported database if installed before you begin the McAfee ePO software installation.</p> |
| Cluster             | <p>Perform a cluster installation. Use this option when you want to install into a cluster environment. Before you begin installing the McAfee ePO software:</p> <ul style="list-style-type: none"> <li>• Your cluster environment must be set up before beginning the McAfee ePO software installation.</li> <li>• You have a supported database installed in a location accessible to your cluster.</li> </ul>   |



If you are upgrading from a prior version of ePolicy Orchestrator software or are migrating from an evaluation version, see *Upgrading your ePolicy Orchestrator software*.

## Performing Express installation

The **Express** installation installs your ePolicy Orchestrator software in the fewest possible steps by automatically accepting the default configuration.

### Prerequisite

Be sure that you have read, understood, and complied with the information in *Installation Requirements and Recommendations* before beginning your installation.



We recommend that you monitor the entire installation process. System restart might be required.

### Task

- 1 Using an account with local administrator permissions, log on to the Windows server computer to be used as the ePolicy Orchestrator server.
- 2 Run the Setup program.
  - From the product CD: select a language in the ePolicy Orchestrator autorun window, then select **Install ePolicy Orchestrator 4.6**.
  - From software downloaded from the McAfee website: extract files to a temporary location and double-click `Setup.exe`. The executable is located in the file `EPO 4.6.0 <build and package numbers>.zip`.



Do not attempt to run `Setup.exe` without first extracting the contents of the zip file.

The **McAfee ePolicy Orchestrator - InstallShield Wizard** is launched.

- 3 Click **Next** to begin installing the software.


Any prerequisite software not already installed on the system is installed automatically, then the **Setup Type** step opens.



Microsoft .NET Framework 2.0 (or later) is required software that is not installed automatically. If this software is missing, you must exit the InstallShield Wizard and acquire and install it manually before proceeding.

- 4 Click **Express**, then click **Next**.
- 5 In the **ePODatabase Type** step, select **Install SQL Express** and click **Next**.

- 6 In the **Database Information** step, identify the type of account and authentication details that your ePO server will use to access the database;
  - a Use the drop-down list to select a database server. If SQL Express was installed, the name of the database is <computername>EPOSERVER.
  - b Select the type of authentication, then click **Next**.
    - **Windows authentication** (recommended) — Specify the NetBIOS name of the **Domain** associated with the desired domain administrator user account. Then, provide and verify a password.



 If the database identification fails, type 1433 or 1434 in the **SQL server TCP port** field.

Your ePolicy Orchestrator software is now installed. Double-click the **Launch McAfee ePolicy Orchestrator 4.6** shield icon on your desktop to start using your McAfee ePO server.

## Performing Custom installation

With **Custom** installation you can modify the installation process at each step. You can specify destination folders and ports using this option.

### Prerequisite

- If you select to use an existing database, or to manually install a database, complete these steps before beginning your installation to ensure that your McAfee ePO software can communicate with the database:
  - 1 Verify that the **SQL Browser Service** is running.
  - 2 Ensure that **TCP/IP Protocol** is enabled in the **SQL Server Configuration Manager**.
  - 3 You might need to provide the name of your SQL Server in the ePolicy Orchestrator installer **Database Information** page. Depending on the configuration of your SQL server, this name should be formatted using the SQL server name or the SQL server name with instance name.
  - 4 If you are using a dynamic port for your SQL server make note of it. You must specify this port number on the **Database Information** page. You can find this port number in the **SQL Server Configuration Manager** in the **TCP/IP Properties** on the **IP Addresses** tab. The port number is specified in the **Dynamic Port** field.
- Be sure that you have read, understood, and complied with the information in *Installation Requirements and Recommendations* before beginning your installation.



You must monitor the entire installation process when using the **Custom** installation process. System restart might be required.

**Task**

- 1 Using an account with local administrator permissions, log on to the Windows server computer to be used as the ePolicy Orchestrator server .
- 2 Run the Setup program.
  - From the product CD: select a language in the ePolicy Orchestrator autorun window, then select **Install ePolicy Orchestrator 4.6**.
  - From software downloaded from the McAfee website: extract files to a temporary location and double-click `Setup.exe`. The executable is located in the file `EPO 4.6.0 <build and package numbers>.zip`.



Do not attempt to run `Setup.exe` without first extracting the contents of the zip file.

The **McAfee ePolicy Orchestrator - InstallShield Wizard** is launched.


- 3 Click **Next** to begin installing the software.

Any prerequisite software not already installed on the system is installed automatically, then the **Setup Type** step opens.



Microsoft .NET Framework 2.0 (or later) is required software when installing SQL Express; it is not installed automatically. If this software is missing, you must exit the InstallShield Wizard and acquire and install it manually before proceeding.

- 4 Click **Custom**, then click **Next**.
- 5 In the **Destination Folder** step, click:
  - **Change** to specify a custom destination location for your McAfee ePO software. When the **Change Current Destination Folder** window opens, browse to your desired destination and create any new folders if needed. When finished, click **OK**
  - **Next** to install your McAfee ePO software in the default location (`C:\Program Files\McAfee\ ePolicy Orchestrator\`).
- 6 In the **ePODatabase Type** step, select one of the following and click **Next**:
  - **Install SQL Express** to automatically install SQL Server 2005 Express to the default location defined by McAfee.
  - **Use Existing SQL Server** to specify a previously installed SQL database server.

- 7 In the **Database Information** step:
- If you're using an existing SQL Server, select it from the **Database Server** menu.
  - Specify your **Database Server Credentials**:
    - From the **Domain** menu, select the domain of the user account you're going to use to access the SQL Server.
    - Type the **User name** and **Password**. If you're using a previously installed SQL Server, be sure that the user account has access.
- Windows authentication**
- SQL authentication**
- Type the **User name** and **Password** for your SQL Server. Be sure that the credentials you provide represent an existing user on the SQL Server with appropriate rights.
-  The **Domain** menu is greyed out when using SQL authentication
- Type the **SQL server TCP port** to use for communication between your McAfee ePO server and database server, then click **Next** (Default ports for this communication are 1433 or 1434).
- 8 In the **ePO Prerequisites** step, any remaining prerequisites are listed. To install them, Click **Next**.
- 9 In the **HTTP Port Information** step, review the default port assignments used by ePolicy Orchestrator. Click **Next** to verify that the ports are not already in use on this system.



You can modify any of these ports at this time. Once your installation is complete, you can change only the **Agent wake-up communication port** and **Agent broadcast communication port**. If you need to change your other port settings later, you will have to reinstall your McAfee ePO software.

- 10 In the **Global Administrator Information** step, type the **Username** and **Password** you want to use for your primary Global Administrator account, then click **Next**.
- 11 Click **Install** to begin installing the software.
- 12 When the installation is complete, click **Finish** to exit the InstallShield Wizard.

Your ePolicy Orchestrator software is now installed. Double-click the **Launch ePolicy Orchestrator 4.6** shield icon on your desktop to start using your ePolicy Orchestrator server.

## Performing Cluster installation

The ePolicy Orchestrator software provides high availability for server clusters with Microsoft Cluster Server (MSCS) software.

Installing the software into your Microsoft Cluster Server environment requires you to take additional steps, beyond those needed to complete the **Express** and **Custom** installations. The installation process varies depending on the operating system you are installing on. Cluster installation is supported on Windows Server 2003 or 2008.

Successful installation depends on proper setup of the Microsoft Cluster Server software (MSCS). For more information on MSCS setup, see the Microsoft documentation.

Review the following sections before you begin the cluster installation:

- Cluster installation terminology
- Cluster installation requirements
- Process overview

### Cluster installation terminology

The following terminology is used in the cluster installation instructions.

**Table 2-2 Cluster installation terminology**

| Term                              | Definition   |
|-----------------------------------|--|
| Data drive                        | One of the two drives required by Microsoft Cluster Server and ePolicy Orchestrator software. It is a remote drive that is accessible to all nodes in the cluster. When you begin installing ePolicy Orchestrator software, the data drive is the location where you will install the files. |
| ePO Virtual IP address resource   | The IP address resource that you create as part of the ePolicy Orchestrator cluster installation. This virtual IP represents the McAfee ePO cluster installation as a whole. References to this IP address point to the currently active node in your cluster.                               |
| ePO Virtual Network Name resource | The Network Name resource that you create as part of the ePolicy Orchestrator cluster installation. This virtual Network Name represents the McAfee ePO cluster installation as a whole. References to this Network Name point to the currently active node in your cluster.                 |
| Quorum drive                      | One of the two drives required by Microsoft Cluster Server software. The Quorum drive is the location where the MSCS files are installed. Don't install any of the ePolicy Orchestrator files on this drive.   |

### Cluster installation requirements

Before you begin your cluster installation, review this list of requirements, and ensure each is in place or available. These requirements apply to installations on both Windows Server 2003 and 2008.

- Microsoft Cluster Server is set up and running on a cluster of two or more servers.
- A Quorum drive is present and configured according to Microsoft guidelines.
- A Data drive is present and available to all nodes in the cluster.
- A supported remote database server is configured for the McAfee ePO installation.

### Process overview

Cluster installation on both Windows Server 2003 and 2008 require that you complete each of the tasks in the order listed here. Detailed instructions for each task follow.

- 1 Create the ePolicy Orchestrator application group.
- 2 Create the Client Access Point (Windows Server 2008 only).
- 3 Add the data drive to your ePolicy Orchestrator cluster.
- 4 Add the McAfee ePO Virtual IP address resource to your ePolicy Orchestrator cluster.
- 5 Add the McAfee ePO Virtual Network Name resource ePolicy Orchestrator cluster.
- 6 Install ePolicy Orchestrator on each node.
- 7 Create the Generic Service resources.

## Installing on a Windows 2003 Server

Installing ePolicy Orchestrator software in a cluster environment running Windows 2003 Server systems requires that you complete each of these tasks in the order listed here.

### Prerequisite

If you select to use an existing database, or to manually install a database, complete these steps before beginning your installation to ensure that your McAfee ePO software can communicate with the database:

- 1 Verify that the SQL Browser Service is running.
- 2 Ensure that TCP/IP Protocol is enabled in the SQL Server Configuration Manager.
- 3 You might need to provide the name of your SQL Server in the ePolicy Orchestrator installer **Database Information** page. Depending on the configuration of your SQL server, this name should be formatted using the SQL server name or the SQL server name with instance name.
- 4 If you are using a dynamic port for your SQL server make note of it. You must specify this port number on the **Database Information** page. You can find this port number in the **SQL Server Configuration Manager** in the **TCP/IP Properties** on the **IP Addresses** tab. The port number is specified in the **Dynamic Port** field.

## Creating the ePolicy Orchestrator group

The ePolicy Orchestrator group is required to separate the ePolicy Orchestrator application from the Microsoft Cluster Services in your cluster environment.

Use this task to create an ePolicy Orchestrator group.

### Task

- 1 To open the Cluster Administrator on the active node, click **Start | All Programs | Administrative Tools | Cluster Administrator**.
- 2 Right-click **Groups** in the System Tree, then select **New | Group**.
- 3 In the **New Group** dialog box, type the **Name** and **Description** of the group, then click **Next**.
- 4 In the **Preferred Owners** dialog box, identify the owners of the group. Select the desired node under **Available Nodes**, then click **Add**. Repeat until all owners are added, then click **Next**.
- 5 Click **Finish**.

## Adding the data drive

Use this task to add the data drive.

### Task

- 1 In the Cluster Administrator, right-click the ePO group, then select **New | Resource**.
- 2 In the **New Resource** dialog box, type the **Name** and **Description** of the resource, for example, *Data Drive*.
- 3 From the **Resource** type drop-down list, select **Physical Disk**.
- 4 Ensure that ePO is the selected group, then click **Next**.
- 5 In the **Possible Owners** dialog box, identify the owners of the resource. Select the desired node, then click **Add**. Repeat until all owners are added, then click **Next**.

- 6 In the **Dependencies** dialog box, click **Next**.
- 7 In the **Disk** pull-down list, select the disk and click **Finish**.

### Adding the ePolicy Orchestrator virtual IP address resource

Use this task to add the ePolicy Orchestrator virtual IP address resource.

#### Task

- 1 In the Cluster Administrator, right-click the **ePO** group, then select **New | Resource**.
- 2 In the **New Resource** dialog box, type the **Name** and **Description** of the resource, for example, `ePO IP Address`.
- 3 From the **Resource type** drop-down list, select **IP Address**.
- 4 Ensure that **ePO** is the selected group, then click **Next**.
- 5 In the **Possible Owners** dialog box, identify the owners of the resource. Select the desired node, then click **Add**. Repeat until all owners are added, then click **Next**.
- 6 No information is required in the **Dependencies** dialog box. Click **Next**.
- 7 Type the virtual IP address and subnet mask for the ePO virtual IP address resource, then click **Finish**.

### Adding the ePolicy Orchestrator virtual Network Name resource

Use this task to add the ePolicy Orchestrator virtual Network Name resource.

#### Task

- 1 In the Cluster Administrator, right-click the **ePO** group, then select **New | Resource**.
- 2 In the **New Resource** dialog box, type the **Name** and **Description** of the resource, for example, `ePO Server Name`.
- 3 From the **Resource type** drop-down list, select **Network Name**.
- 4 Ensure that **ePO** is the selected group, then click **Next**.
- 5 In the **Possible Owners** dialog box, identify the owners of the resource. Select the desired node, then click **Add**. Repeat until all owners have been added, then click **Next**.
- 6 In the **Dependencies** dialog box, select **IP Address**, then click **Next**.
- 7 Provide the virtual server name for the ePolicy Orchestrator virtual Network Name resource, then click **Finish**.

### Installing ePolicy Orchestrator on each node

Run the **Cluster** installation on each of the nodes. To ensure that each node has exclusive access to the quorum and data drives during installation, shutdown all other nodes in the cluster.



**Task**

- 1 Double click `Setup.exe` in the installation folder.
- 2 Follow the wizard until you reach the **Choose Destination Location** page, and specify the path for the shared, data drive and click **Next**.



Use this same path for each node.

- 3 In the **Set Database and Virtual Server Settings**, select **Enable Microsoft Cluster Server Support**.
- 4 On the first node only provide the following identifying information for the McAfee ePO cluster:
  - The McAfee ePO virtual server IP address
  - The McAfee ePO virtual server name
  - The McAfee ePO virtual server FQDN



This information is automatically provided on subsequent nodes.

- 5 Complete the installation of ePolicy Orchestrator on the first node as described in the *Installing ePolicy Orchestrator, Custom installation*.
- 6 Repeat this task for the each node in your cluster.

**Creating the Generic Service resources**

The Generic Service resources enable the cluster server to control the ePolicy Orchestrator server, by starting and stopping the ePolicy Orchestrator services.

You must create and add three Generic Service resources for use with your clustered ePolicy Orchestrator server. Use the following table and task to configure each resource. Be sure to create the resource in the order they are listed in the table.

**Table 2-3 Generic Service resource configurations**

| Resource   | Service              | Dependency                                    |
|--|----------------------|---|
| McAfee ePolicy Orchestrator 4.6.0 Application Server | MCAFEETOMCATSRV250   | Data drive                                    |
| McAfee ePolicy Orchestrator 4.6.0 Server             | MCAFEEAPACHESRV      | ePolicy Orchestrator 4.6.0 Application Server |
| McAfee ePolicy Orchestrator Event Parser 4.6.0       | MCAFEEEVENTPARSERSRV | ePolicy Orchestrator 4.6.0 Server             |

**Task**

- 1 In the Cluster Administrator, right-click the ePO group, then select **New | Resource**.
- 2 In the **New Resource** dialog box, type the **Name** of the resource.
- 3 Set the **Resource type** to **Generic Service**.
- 4 Set the group to **ePO** and click **Next**.
- 5 In the **Possible Owners** dialog box, ensure that all cluster nodes are added to the **Possible Owners**, then click **Next**.

- 6 In the **Dependencies** dialog box, specify the dependency for each service. Refer to the *Generic Service resource configurations* table above for each dependency.
- 7 In the **Generic Service Parameter** dialog box, type the **Service Name** for each service. Leave the **Start Parameters** field blank, then click **Finish**.

## Installing on a Windows 2008 Server

Installing ePolicy Orchestrator software in a cluster environment running Windows 2008 Server systems requires that you complete each of these tasks in order listed here.

### Prerequisite

If you select to use an existing database, or to manually install a database, complete these steps before beginning your installation to ensure that your McAfee ePO software can communicate with the database:

- 1 Verify that the **SQL Browser Service** is running.
- 2 Ensure that **TCP/IP Protocol** is enabled in the **SQL Server Configuration Manager**.
- 3 You might need to provide the name of your SQL Server in the ePolicy Orchestrator installer **Database Information** page. Depending on the configuration of your SQL server, this name should be formatted using the SQL server name or the SQL server name with instance name.
- 4 If you are using a dynamic port for your SQL server make note of it. You must specify this port number on the **Database Information** page. You can find this port number in the **SQL Server Configuration Manager** in the **TCP/IP Properties** on the **IP Addresses** tab. The port number is specified in the **Dynamic Port** field.

## Creating the ePolicy Orchestrator application group

Use this task to create the ePolicy Orchestrator application group.

### Task

- 1 Open the Failover Cluster Management tool on the Active Node by clicking **Start | Programs | Administrative Tools | Failover Cluster Management**.
- 2 Right-click **Services and Applications** in the cluster management tree, then select **More Actions | Create Empty Service or Application**.
- 3 Right-click **New service or application** and select **Rename** to name the Application Group to "ePO".

## Creating the Client Access Point

Use this task to create the Client Access Point.

### Task

- 1 Right-click the **ePO Application Group** and select **Add a resource | Client Access Point**. The **Client Access Point Wizard** appears.
- 2 Type the **ePO Virtual Name** in the **Name** field and specify the Virtual IP Address in the **Address** field, then click **Next**. The **Confirmation** page appears.
- 3 Click **Next** to allow the Client Access Point to be configured. Click **Finish** when the wizard is complete.
- 4 If the Client Access Point is offline, right-click the name and choose **Bring this resource online**.

## Adding the data drive

Use this task to add the data drive.

### Task

- 1 Right-click the **ePO Application Group** and select **Add Storage**.
- 2 In the **Add Storage** dialog, select the data drive to be used for your ePolicy Orchestrator installation and click **OK**.

## Installing ePolicy Orchestrator on each node

Run the ePolicy Orchestrator installation wizard on each of the nodes.

### Task

- 1 Double click `Setup.exe` in the installation folder.
- 2 Follow the wizard until you reach the **Choose Destination Location** page, specify the path for the shared data drive, then click **Next**.



Use this same path for each node.

- 3 In the **Set Database and Virtual Server Settings**, select **Enable Microsoft Cluster Server Support**.
- 4 On the first node only provide the following identifying information for the ePO cluster:
  - The McAfee ePO virtual server IP address
  - The McAfee ePO virtual server name
  - The McAfee ePO virtual server FQDN



This information is automatically provided on subsequent nodes.


- 5 Complete the installation of software on the first node as described in *Installing ePolicy Orchestrator, Performing Custom installation*.
- 6 Repeat this task for the each additional node in your cluster.

## Creating the Generic Service resources

The Generic Service resources enable the cluster server to control the ePolicy Orchestrator server, by starting and stopping the **ePolicy Orchestrator services**.

You must add three Generic Service resources for use with your clustered ePolicy Orchestrator server. Use the following table and task to configure each resource. Be sure to create the resources in the order they are listed in the table.

**Table 2-4 Generic Service resource configurations**

| Resource                                      | Properties: General tab   | Properties: Dependencies tab                         |
|---|---|--|
| ePolicy Orchestrator 4.6.0 Application Server | No changes necessary  | Data drive   |
| ePolicy Orchestrator 4.6.0 Server             | Remove the <b>Startup parameters</b> and add a blank space.<br><br><div style="border: 1px solid gray; padding: 5px; width: fit-content;">  Apache will not start with any startup parameters specified, and an empty entry is not permitted. Therefore, a blank space is required. </div> | McAfee ePolicy Orchestrator 4.6.0 Application Server |
| ePolicy Orchestrator Event Parser 4.6.0       | No changes necessary  | McAfee ePolicy Orchestrator 4.6.0 Application Server |

**Task**

- 1 In the Cluster Administrator, right-click the **ePO Application Group** and select **Add a resource | Generic Service**.
- 2 On the **Select Service Wizard**, select a resource and click **Next**.
- 3 In the Confirmation page click **Next** to allow the service to be created. When the Wizard is complete, click **Finish**.
- 4 Right-click the resource you've just created and select **Properties**. In the **Properties** dialog box set the properties specified in the Generic Service resource configurations table.
- 5 Repeat this task for each generic service resource.

**Testing the ePolicy Orchestrator cluster**

When the ePolicy Orchestrator cluster is set up and online, use this task to ensure that the software functions in a failover situation.

**Task**

- 1 Restart the system functioning as the active node. The passive node automatically becomes the active node and you are automatically logged out.
- 2 When the software prompts you to log in, you can conclude that it has continued to function during the failover.

## Completing a first-time installation

Once you have completed the installation process, you must setup your ePolicy Orchestrator server.

You can use the ePolicy Orchestrator Guided Configuration to setup your server and managed environment. This configuration tool is an overlay to existing features and functionality intended to help you get your server up and running quickly. For more information, see *Using the Guided Configuration tool* in the *ePolicy Orchestrator Software 4.6 Product Guide*.

## Configuring the software for a server with multiple NICs

When you install ePolicy Orchestrator on a server with multiple network interface cards (NICs), ensure that ePolicy Orchestrator is bound to the appropriate NIC. There are three approaches to achieving this, depending on the number of IP addresses you want to expose for agent-server communication.

**Task**

- 1 Open the `server.ini` file. The default location is:  
`C:\Program Files\McAfee\ePolicy Orchestrator\DB`
- 2 Modify the [server] section of the file by adding the following line:  
`ServerIPAddress=<IP address of the server you want ePolicy Orchestrator to use>`  
Follow the procedure that corresponds to the number of IP addresses you want to expose:
  - a To expose a single IP address: modify the `server.ini` file, and insert the IP address you want to expose.
  - b To expose all IP addresses: modify the `server.ini` file, and insert the FQDN of the ePO server.
  - c To expose some IP addresses: modify the `server.ini` file, and insert an IP address you want to expose. Then, set up a new virtual Agent Handler group to define additional IP addresses you want to expose for agent-server communication. See the *ePolicy Orchestrator Product Guide* for additional information.



The server IP addresses are used for agent access to the master repository and for agent-server communication. If these addresses are not provided, the IP address of the first listed NIC is used.

- 3 Save and close the `server.ini` file.
- 4 Restart all McAfee ePO services.

---

## Remote Agent Handler installation

Using remote Agent Handlers can help mitigate the amount of bandwidth used for agent-server communications in environments with high numbers of managed systems distributed over large networks.

Remote Agent Handlers are components of your McAfee ePO server distributed throughout your network. As a result, specific steps are required to install and configure these components.

You can install a remote Agent Handler at any time. The installation process is separate from that of the ePolicy Orchestrator software installation, and does not use a wizard or guided configuration tool.



You can use additional IP address for agent-server communication by creating an Agent Handler group, and adding the additional IP address to the virtual IP address input field. For more information, see *Working with Agent Handlers* in the *ePolicy Orchestrator 4.6 Product Guide*.

## Installing an Agent Handler

You can install Agent Handlers throughout your environment to help manage agent-server communication and load balancing.

**Task**

- 1 Open the folder where you extracted the contents of the ePolicy Orchestrator software installation package.
- 2 Copy the **Agent Handler** folder to the intended Agent Handler server system.

- 3 Double-click and run `Setup.exe`. Installation activities take place in the background. When they are completed, the InstallShield Wizard for McAfee Agent Handler opens. Click **Next**.
- 4 Accept the default destination or click **Browse** to change the destination, then click **Next**. The Server Information page opens.



The destination path must not contain double-byte characters. This is a limitation of the Apache web server, and will cause both the installation to fail and the Apache web server service to fail on startup.

- 5 Type the machine name of the McAfee ePO server with which the Agent Handler is to communicate.
- 6 Type the port to be used for server-handler communication. Port 8443 is the default. McAfee recommends that you change the port designation. See the discussion of *Ports* under *Server and Agent Handler requirements*.
- 7 Type the **ePO Admin User** name and password of a user with Global Administrator privileges. If these credentials are to be used for the database as well, click **Next** to start the installation.



These credentials must be identical to those used during installation of ePolicy Orchestrator.

- 8 If you want to use different database credentials than those mentioned in step 7, follow these additional steps:
  - a Deselect **Use ePO Server's database credentials**, then click **Next**.
  - b Type the name of the SQL database server.
  - c Select **Windows Authentication** or **SQL Authentication**, then type the credentials.



These credentials must be identical to those of a previously defined SQL Server user.

- 9 Click **Next**.

The installation process begins.

---

## Uninstalling the software

Uninstalling the ePolicy Orchestrator software requires specific consideration of your database. Use these steps to uninstall the McAfee ePO software.



If you used the Setup program to install SQL 2005 Express, you can remove the database when you remove the ePolicy Orchestrator software.

### Task

- 1 Close all database management software.
- 2 Open the **Control Panel** and select **Add/Remove Programs**.
- 3 Select **McAfee ePolicy Orchestrator**, then click **Remove**. The **Remove McAfee ePolicy Orchestrator** dialog box appears.
- 4 Select **Also remove the ePolicy Orchestrator database**.
- 5 Click **Remove**.

## Uninstalling ePolicy Orchestrator from a cluster environment

Uninstalling ePolicy Orchestrator from a cluster environment requires that you take specific steps depending on which server-class operating system you are running.

### Task

- 1 Open the **Windows Cluster Administrator/Management** tool and set all McAfee ePO services to offline:
  - On Windows Server 2003, click **Start | Program Files | Administrative Tools | Cluster Administrator**.
  - On Windows Server 2008, click **Start | Programs | Administrative Tools | Failover Cluster Management**.
- 2 In the McAfee ePO application group, right-click each of the McAfee ePO resources and select **Delete**.
- 3 Open the **Windows Control Panel** and uninstall the software:
  - On Windows Server 2003, click **Add or Remove Programs | McAfee ePolicy Orchestrator | Change/Remove**.
  - On Windows Server 2008, click **Programs and Features | McAfee ePolicy Orchestrator | Uninstall/Change**.
- 4 Repeat this task on each node in your cluster.

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# 3

## Upgrading your McAfee® ePolicy Orchestrator® software

This chapter provides instructions for upgrading an existing version of to version 4.6 of the software.

### Contents

- ▶ *Unsupported products*
- ▶ *Performing backups before upgrading*
- ▶ *Disabling remote Agent Handlers before upgrading*
- ▶ *Upgrading your ePolicy Orchestrator server*
- ▶ *Upgrading remote Agent Handlers*

---

### Unsupported products

The following McAfee products are no longer supported in version 4.6 and are not migrated.

- Common Management Agent 3.6
- Common Management Agent 3.7
- Email and Web Security 5.3
- Email and Web Security 5.6
- Foundstone 6.7
- GroupShield Domino on Windows 5.2.1
- GroupShield Domino on Windows 5.3
- GroupShield Exchange 6.0.2
- GroupShield Exchange 6.0.3
- Host Data Loss Prevention 2.0
- Host Data Loss Prevention 1.7
- Host Data Loss Prevention 2.1
- Host Intrusion Prevention 6.1
- McAfee Network Access Controller 3.1.0
- McAfee Network Access Controller 3.1.1
- McAfee Network Access Controller 3.0
- McAfee Network Access Controller 3.0 Patch 1

- McAfee Network Access Controller 3.0 Patch 2
- Policy Auditor 5.0
- Policy Auditor 5.0.1
- Policy Auditor 5.1
- PortalShield 1.0
- SiteAdvisor Enterprise & Web Filtering for Endpoint 1.7
- SiteAdvisor Enterprise & Web Filtering for Endpoint 2.0
- Spamkiller for Exchange 212.0
- Spamkiller for Exchange 213.0

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## Performing backups before upgrading

Before you upgrade to version 4.6, back up all ePolicy Orchestrator database, as well as the ePolicy Orchestrator directory.

Additional information is available in the following KnowledgeBase articles:

| ePolicy Orchestrator version | KB article |
|------------------------------|------------|
| 4.0                          | KB51438    |
| 4.5                          | KB66616    |

---

## Disabling remote Agent Handlers before upgrading

If you're upgrading from ePolicy Orchestrator 4.5, and you use remote Agent Handlers in your environment, you must disable them in order to successfully complete your upgrade.

Once your remote Agent Handlers are disabled, you can upgrade your server. Once complete, you also need to upgrade your Agent Handlers. See *Upgrading remote Agent Handlers* for more information.

### Task

- 1 In the ePolicy Orchestrator 4.5 software interface, click **Menu | Configuration | Agent Handlers**, then click the **Agent Handlers** link in the **Handler Status** monitor to open the **Handler List** page.



- 2 In the **Handler List** page, click **Disable** for each remote Agent Handler you have installed.
- 3 Log on to the system where the Agent Handler is installed, then open the Windows **Services** panel and stop the **McAfee Event Parser** and **McAfee Apache** services.



For more information on using the Windows **Services** panel, see your Microsoft software product documentation.

## Upgrading your ePolicy Orchestrator server

### Prerequisite

Turn off Windows Updates before you begin upgrading your software.

This task upgrades your McAfee ePO server from version 4.0 Patch 7 or 4.5 Patch 3 or later to version 4.6. McAfee recommends that you monitor the upgrade process. It might require you to restart the system.

The default location of ePolicy Orchestrator software is:

- 32-bit — C:\Program Files\McAfee\ePolicy Orchestrator
- 64-bit — C:\Program Files (x86)\McAfee\ePolicy Orchestrator

### Task

- 1 Log on to the desired system using an account with local administrator permissions.
- 2 Run the Setup program.
  - From the product CD: select a language in the ePolicy Orchestrator autorun window, then select **Install ePolicy Orchestrator 4.6**.
  - From software downloaded from the McAfee website: go to the location containing the extracted files and double-click `Setup.exe`.



If any prerequisite software is missing from the installation target computer, a list of those items appears. Click **Next**. The installation process for each software item listed begins automatically.

- 3 In the Welcome window of the installation wizard, click **Next**. A warning message lists which products are no longer supported with this version of the software. These products are not migrated to the ePolicy Orchestrator 4.6 repository.
- 4 In the **Global Administrator Information** dialog box, type the user name and password of the Global Administrator for the current server, then click **Next**.
- 5 In the **Ready to Install the Program** dialog box, click **Install** to begin the installation.
- 6 In the **InstallShield Wizard Completed** dialog box, click **Finish** to complete the installation.

---

## Upgrading remote Agent Handlers

When you upgrade your ePolicy Orchestrator server software, you must also upgrade any remote Agent Handlers installed throughout your environment. Agent Handlers must be upgraded separately, and one-at-a-time.

Remote Agent Handlers installed with previous versions of your software are not compatible with this new version, and are not upgraded automatically.

### Task

- 1 Complete the steps listed in *Installing an Agent Handler* for each system to be upgraded.
- 2 Open an ePolicy Orchestrator console and click **Menu | Configuration | Agent Handlers**, then click the **Agent Handlers** link in the **Handler Status** monitor. The **Handler List** page opens.
- 3 Click **Enable** for each of your remote Agent Handlers.

# 4

## Troubleshooting

The most common messages that appear during an installation and their solutions are listed here. Use this information to troubleshoot any problems with your installation.

If you are unable to resolve an issue using the information in this table, contact McAfee Technical Support after you have taken the steps described below:

- Verify that you have met the minimum installation requirements.
- Review the *ePolicy Orchestrator 4.6 Release Notes* ([Readme.html](#)) for any known installation issues.
- Verify that the account you used to log on to the computer where you are installing the software has full administrator permissions to that computer.
- Collect the exact text of all messages, and be sure to write down any message codes that appear.
- Gather the installation log files.

### Contents

- *Common installation messages, and their causes and solutions*
- *Default locations of troubleshooting log files*

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## Common installation messages, and their causes and solutions

ePolicy Orchestrator software provides feedback during installation that might require additional action. Review this table for more information on actions required if these messages appear.

| Message  | Cause  | Solution   |
|--|--|--|
| You are attempting to upgrade from a product version that is not supported. For a complete list of upgrade requirements, see the <i>McAfee ePolicy Orchestrator Installation Guide</i> . | No version of ePolicy Orchestrator software has been installed on this computer. You can only upgrade from McAfee ePO software version 4.0 Patch 7 or 4.5. | See <i>Installing McAfee ePolicy Orchestrator</i> in this guide and select an appropriate installation option.         |
| Internet Explorer 7.0 or later, or Firefox 3.5 needs to be installed for this installation to continue.  | The computer where you are attempting to install the software is using a non-supported version of the browser.   | Install a supported Internet browser before continuing. For more information, see <i>Supported Internet browsers</i> . |
| Another instance of the ePolicy Orchestrator installer is already running.   | The ePolicy Orchestrator 4.6 Setup program is already running. You cannot run more than one instance of Setup at a time.                                   | Allow the first instance of the installer to complete, or stop the first instance and restart your installation.       |

| Message  | Cause   | Solution  |
|--|---|---|
| For security reasons, McAfee does not allow blank passwords. Please type a valid password to continue.   | The <b>Password</b> box is blank.   | Specify the password of the user account that you want to use.  |
| McAfee recommends that you set the video display resolution to 1024x768 or higher.   | The computer where you are attempting to install the software does not meet the minimum monitor resolution requirement. | Change the monitor resolution to 1024x768 or higher, then continue the installation. Otherwise, you might not be able to view the entire application window after you start the software. For instructions on changing the monitor resolution, see the Windows Help File (click <b>Start</b> , then select <b>Help</b> ). |
| McAfee recommends that you install the software on a computer with at least 1 GB of RAM.   | The computer where you are attempting to install the software does not meet the minimum memory requirement.             | Add additional memory to your system or select a different system for installation that has at least 1 GB of RAM.   |
| ePolicy Orchestrator 4.6 software requires that your computer is running Windows Server 2003, or Windows Server 2008.  | The computer where you are attempting to install the software is using a non-supported version of the operating system. | See <i>Supported server-class operating systems</i> .   |
| Enter a value in the "Agent Broadcast communication" field.  | The <b>Agent Broadcast communication port</b> box is blank.   | Specify the port number (default is 8082) that the ePolicy Orchestrator server will use to send agent wake-up calls to SuperAgents.   |
| Enter a value in the "Agent-to-Server communication" field.  | The <b>Agent-to-Server communication port</b> box is blank.   | Specify the port number that the agent will use to communicate with the server.   |
| Enter a value in the "Agent Wake-Up communication" port.   | The <b>Agent Wake-Up communication port</b> box is blank.   | Specify the port number (default is 8081) that the ePolicy Orchestrator server will use to send agent wake-up calls.  |
| ePolicy Orchestrator must be installed in a folder. Enter a Destination Folder to continue.  | The <b>Destination Folder</b> box is blank or shows the root of a drive.  | Click <b>Browse</b> to select a location. The default location is: <code>C:\Program Files\McAfee\Policy Orchestrator</code> .   |
| Enter a value in the "User Name" field.  | The <b>User name</b> box is blank.  | Specify the user name of the account that you want to use.  |
| The License file is missing or corrupt. Contact support for assistance.  | Setup is unable to read the license information required to install the software.                                       | Contact McAfee Technical Support.   |
| The operating system or service pack you are using is not currently supported. For a complete list of system requirements, see the <i>McAfee ePolicy Orchestrator 4.6 Installation Guide</i> . | The computer where you are attempting to install the software is using a non-supported version of the operating system. | See <i>Supported server-class operating systems</i> .   |
| The passwords you typed do not match. Type a valid password to continue.   | The value you typed in <b>Password</b> and <b>Confirm Password</b> do not match.  | Specify the password of the account that you want to use.   |

| Message  | Cause   | Solution   |
|--|---|--|
| The ePolicy Orchestrator license has expired.  | Your license to use the software has expired.   | Contact your administrator or designated McAfee representative.  |
| This system is not currently configured with a static IP address, which is recommended for the ePolicy Orchestrator server.  | The computer where you are attempting to install the software does not use a static IP address. McAfee recommends using static IP addresses for ePolicy Orchestrator servers to improve performance and reduce bandwidth usage. | Specify a static IP address for use with your ePolicy Orchestrator server.   |
| Unable to make a connection to the database server. Verify that you provided the account credentials and database server name correctly, then try again. If this message continues to appear, see the <i>ePolicy Orchestrator 4.6 Installation Guide</i> for more information. | A connection could not be made to the corresponding ePolicy Orchestrator database server.   | <ol style="list-style-type: none"> <li>1 Verify that the <b>Domain</b>, <b>User Name</b>, and <b>Password</b> you provided are typed correctly.</li> <li>2 Verify that the database server is running.</li> <li>3 Verify that the user account you provided is valid for the database server.</li> </ol> |
| Unable to connect using the information you provided. Verify that you entered the correct information and try again.   | The user account that you specified could not be accessed.  | <ol style="list-style-type: none"> <li>1 Verify that the <b>Domain</b>, <b>User Name</b>, and <b>Password</b> you provided are typed correctly.</li> <li>2 Verify that the account you used to log on to this computer has access to this domain.</li> </ol>   |

## Default locations of troubleshooting log files

ePolicy Orchestrator provides log files that contain important information when troubleshooting installation issues.

| Log file name               | Log type  | File location                                  | Description  |
|-----------------------------|-----------|--|--|
| AH460-ahetupdll.log         | Temporary | %temp% on the Agent Handler server             | Logs Agent Handler back-end events.  |
| AH460-Install-MSI.log       |           |  |  |
| EPO460-Install-MSI.LOG      | Install   | %temp%\mfelogs                                 | Main log file for the ePolicy Orchestrator 4.6.0 installer.  |
| [ExtensionFileName].cmd     | Temporary | %temp%\MFElogs\epo450-troubleshoot\OutputFiles | File created by ePolicy Orchestrator installer, containing the command (sent to Remote-Client) to check in extensions. |
| dbmExecute.log              | Temporary | %temp%MFElogs                                  | Log of migration errors.   |
| EPO460-Checking-Failure.log | Temporary | %temp%MFElogs                                  | List of extensions that have failed to check in.   |

| Log file name                           | Log type | File location                   | Description  |
|---|----------|---------------------------------|--|
| core-install.log                        | Install  | [InstallDir]<br>\Installer\core | Log file created when the ePolicy Orchestrator installer calls the Orion ANT installer.  |
| epo-install.log                         | Install  | [InstallDir]<br>\Installer\epo  | Log file created when the ePolicy Orchestrator installer calls the Mercury ANT installer.  |
| EpoApSvr.log                            | Primary  | [InstallDir]\DB\Logs            | Application Server log file. Present only after initial service startup. Output = RManJNI, DalPolicy, SiteMgr, and SiteMgrWrap.                                |
| eventparser.log                         | Primary  | [InstallDir]\DB\Logs            | Event Parser log file. Present only after initial service startup. Output = EventParser.   |
| server.log                              | Primary  | [InstallDir]\DB\Logs            | ePolicy Orchestrator Server Agent Handler and other C++ code log file. Present only after initial service startup. Output = EPOServer, and Mod_EPO.            |
| errorlog.####-##-##-##_##<br>_##        | Apache   | [InstallDir]<br>\Apache2\logs   | Apache2 log file for the Apache service. Present only after initial service startup.   |
| jakarta_service_#####.<br>log           | Tomcat   | [InstallDir]\Server<br>\logs    | Tomcat log file for the Tomcat service. Present only after initial service startup.  |
| localhost_access_log.####<br>-##-##.txt | Tomcat   | [InstallDir]\Server<br>\logs    | Tomcat log file for the Tomcat service. Present only after initial service startup.  |
| orion.log                               | Primary  | [InstallDir]\Server<br>\logs    | Log file used by the McAfee Foundation Services platform and, by default, all loaded extensions. Present only after initial service startup.                   |
| stderr.log                              | Tomcat   | [InstallDir]\Server<br>\logs    | Tomcat log file for the Tomcat service. Present only after initial service startup The file contains any Standard Error output captured by the Tomcat service. |



**Table 4-1 File locations in cluster installations**

| Log file name                      | Log type | File location                |
|------------------------------------|----------|------------------------------|
| jakarta_service_#####.log          | Tomcat   | [InstallDir]\Bin\Server\logs |
| localhost_access_log.####-#-##.txt | Tomcat   | [InstallDir]\Bin\Server\logs |
| orion.log                          | Primary  | [InstallDir]\Bin\Server\logs |
| stderr.log                         | Tomcat   | [InstallDir]\Bin\Server\logs |

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