



**Title:**

Anti-Virus Update User Guide (002)

**Summary/ Intro:**

Clients can use this guide to ensure that their devices are protected from any virus outbreak

**Steps:**

Good day Eskom Guardian

As you are aware, we, Nkgwete IT Solutions has been contracted to support Eskom's End User Computing and part of this is to ensure that your anti-virus software is updated on your device.

Can you please assist to do the following steps to ensure that your device is protected.

If you are working from home, please ensure that you are connected to VPN to allow your device to effectively communicate with the server. Being connected to VPN allow your device to communicate with servers to get the required updates to protect your device. Working from home for an extended period (Hybrid) ensure that you connect with VPN at least twice a week for at least a half a day.

If it fails to update, ensure that your internet connection is online, else we can assist if you log a call with ITCare to have it sorted. ***To ensure that your anti-virus software is updated regularly and your device is protected, you can run this at least ones a week.***

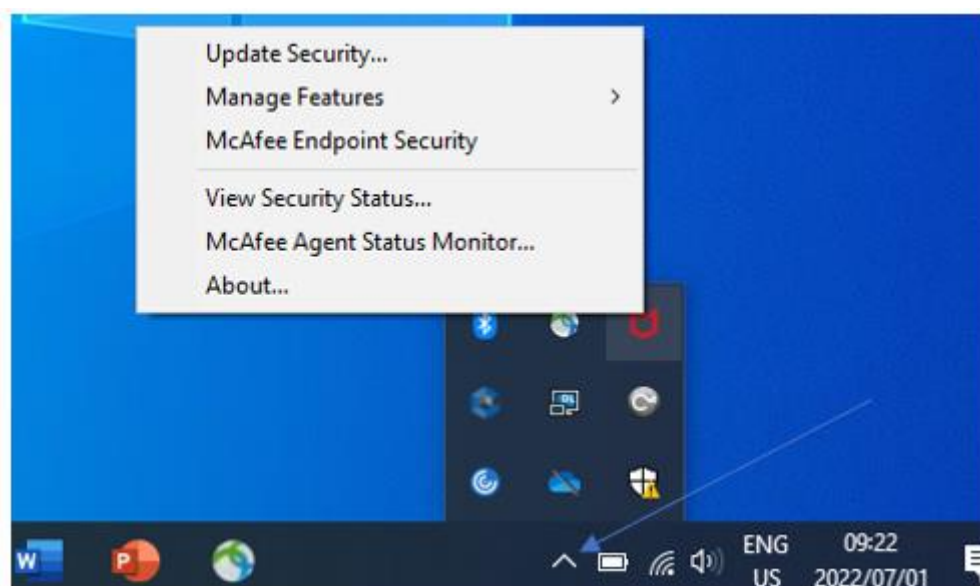


Kindly note that the icon in your system tray has changed as per below :



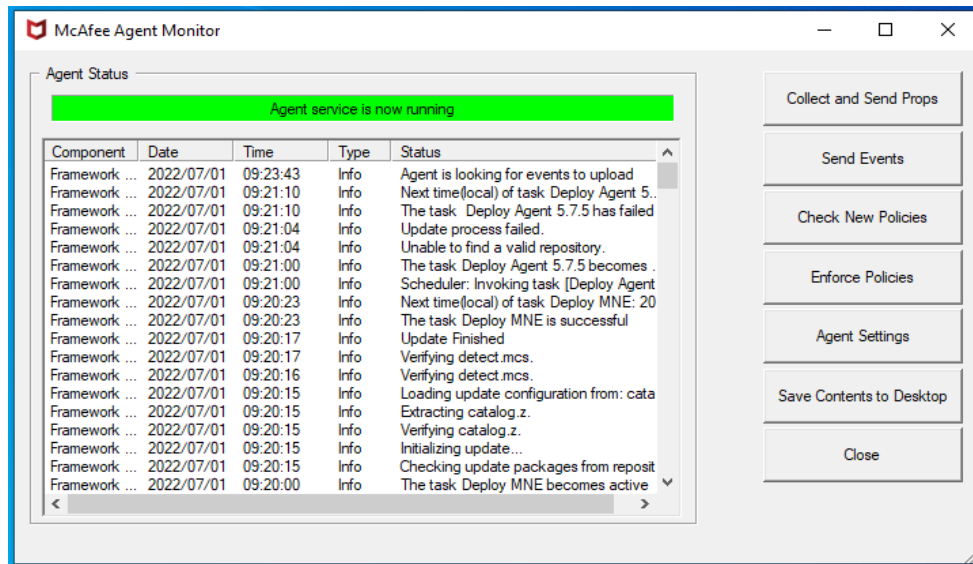
### To Refresh McAfee Policies

**Step 1: Right click on the McAfee Agent icon in the system tray**

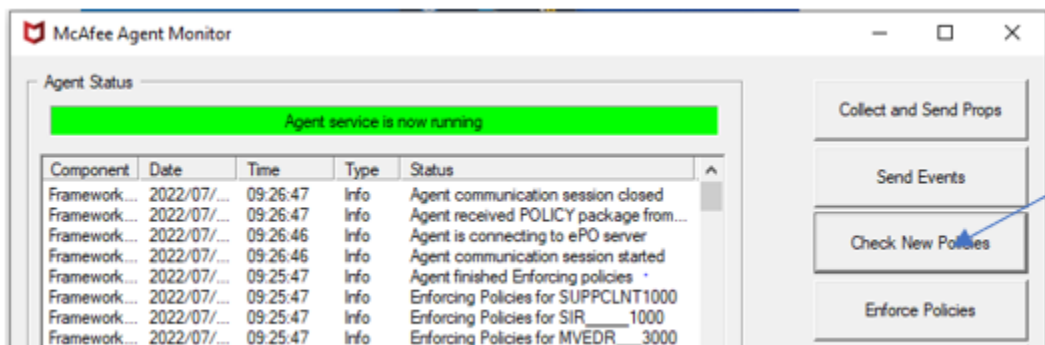




**Step 2: Click McAfee Agent Status Monitor. A window will pop up as per below**

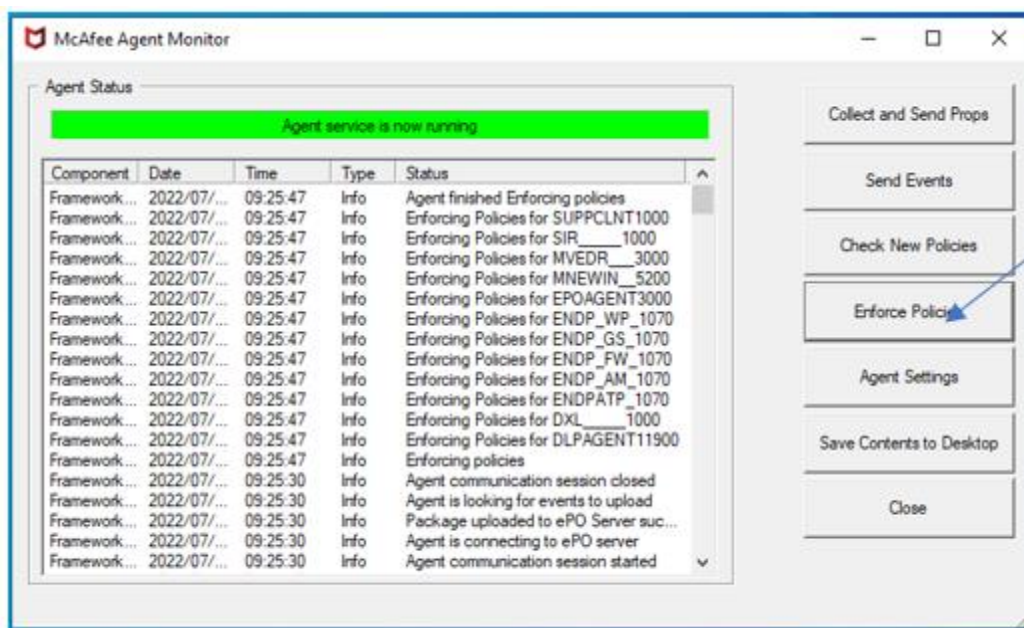


**Step 3: Click the Check New Policies button**



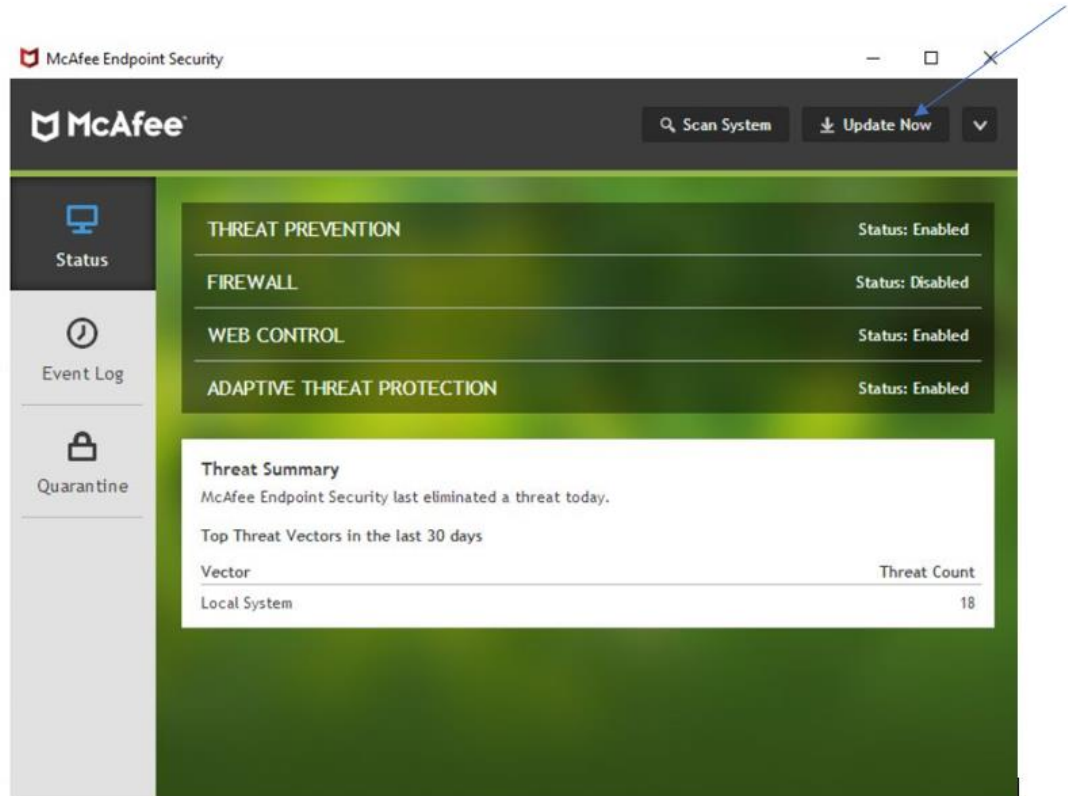


#### Step 4: Now Click **Enforce Policies** button



The computer will now update its policies.

**Step 5:** Click on **Mcafee Endpoint security** and click **update now**. The software will update and give a message update successful. If it shows red lines, unsuccessful, check your internet/network connection and attempt update again. If still unsuccessful please log a call with [ITCare@eskom.co.za](mailto:ITCare@eskom.co.za) and an FSE will assist



**Created By: Raiden Peake**

Credit goes to Tasneem Esa.