

Click on below appropriate options/scenario to know what corrective actions to be taken for Antivirus Update.

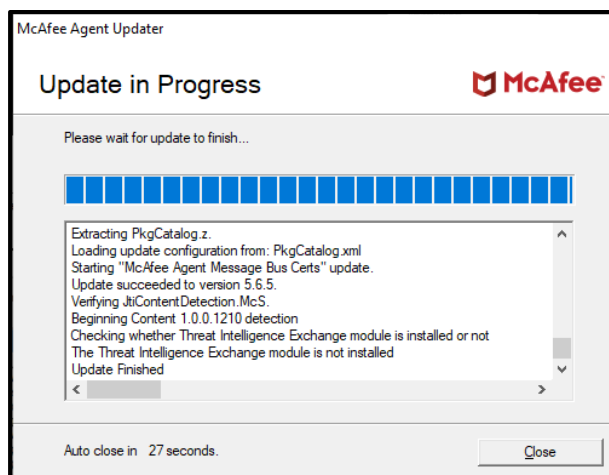
- A. If your System has been Shut down more than 3 Days. 2
- B. If your System has not been rebooted for a week. 4
- C. If your System is always connected to Customer VPN. 6
- D. If the reported system does not belong to you or you have surrendered this system to the IT Team. 8
- E. If all above Options are not applicable to you..... 9

A. If your System has been Shut down more than 3 Days.

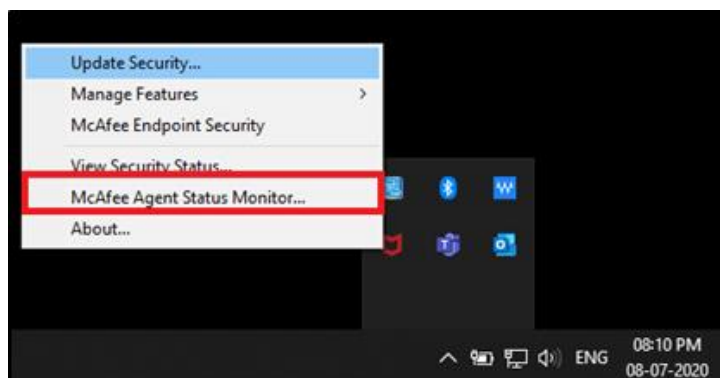
- 1) Power on the System.
- 2) Connect System to Internet.
- 3) Right click on **McAfee** Agent Icon in System tray click on **Update Security**.



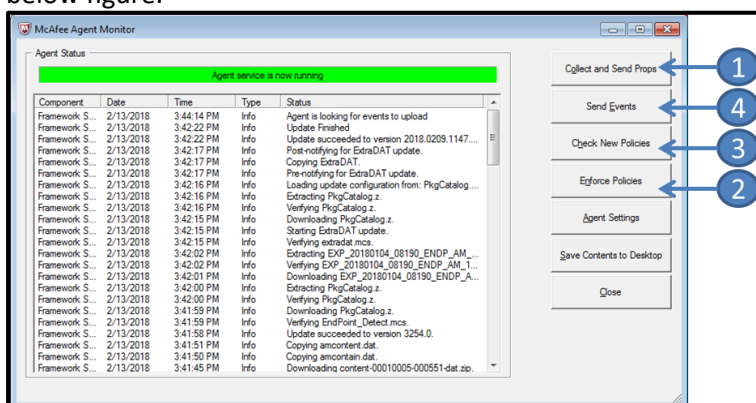
- 4) The McAfee Agent Updater Window will open to update with the latest Signatures, and it will **close** automatically.



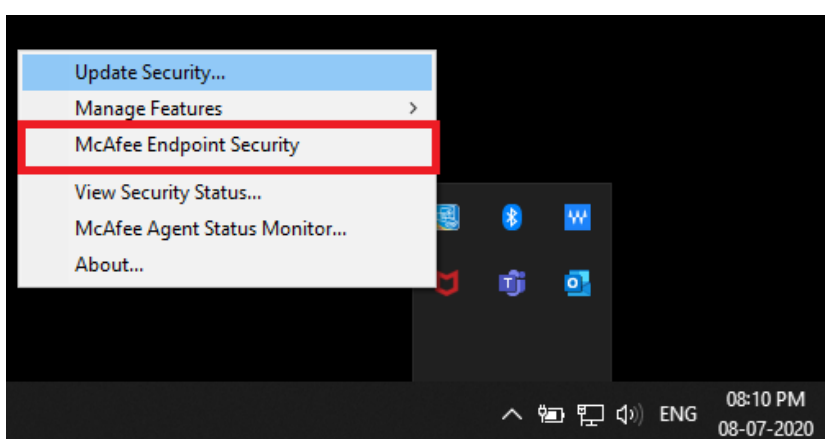
- 5) Right click on **McAfee** Agent Icon in System tray, click on **McAfee Agent Status Monitor**.



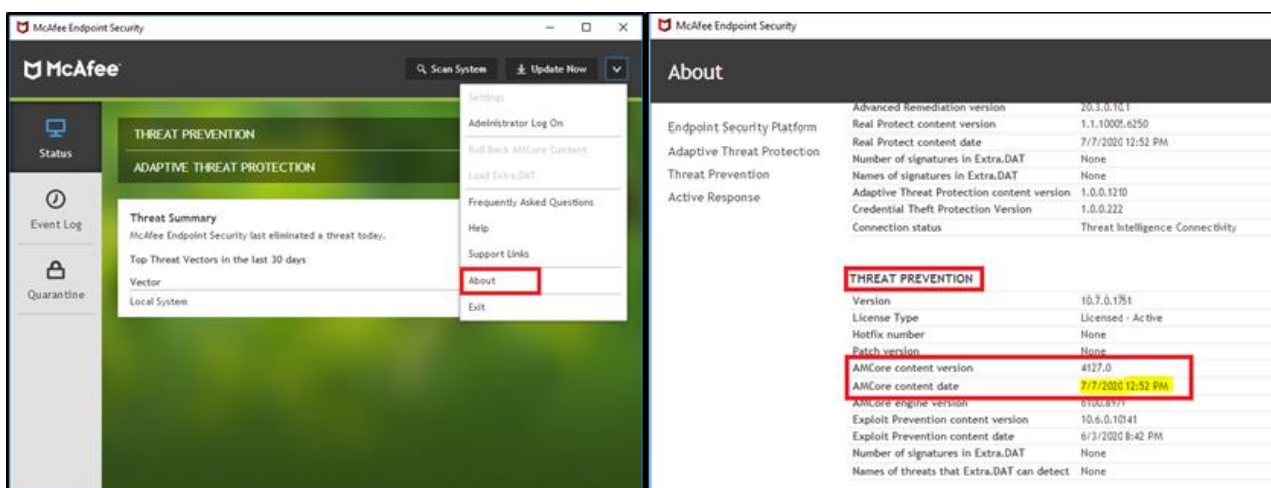
- 6) McAfee Agent Monitor Windows will open, **click the following 4 buttons** in sequence as shown in below figure.



- 7) Right click on **McAfee Agent Icon** in System tray, Click on **McAfee Endpoint Security**.



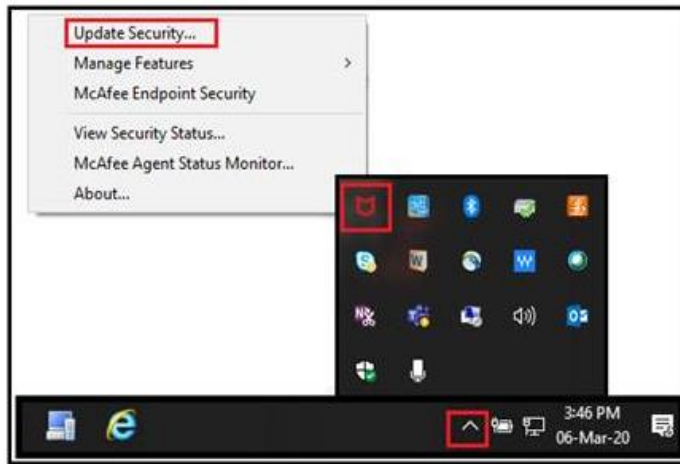
- 8) McAfee Endpoint Security windows will open, **Verify the latest AMCore Content Date**, it must be yesterday's Date.



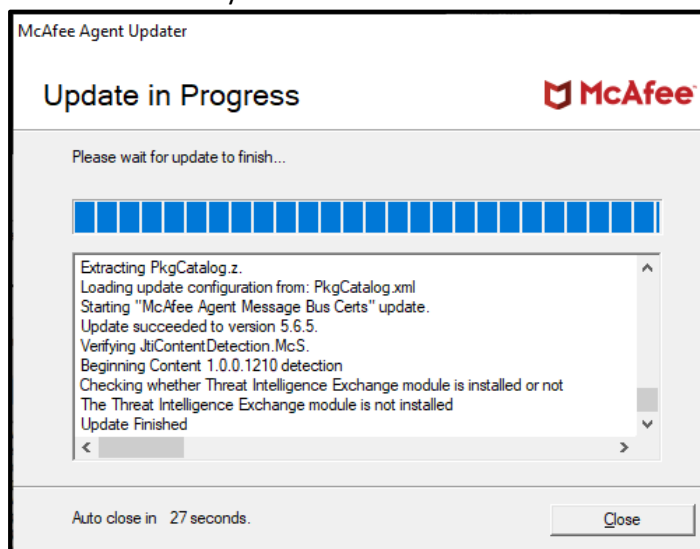
- Note –
- If Yesterday Date not showing on Content Date [Click Here](#) .
- We recommended to connect your system to internet at least once in a week, so that AV can pull the latest updates.

B. If your System has not been rebooted for a week.

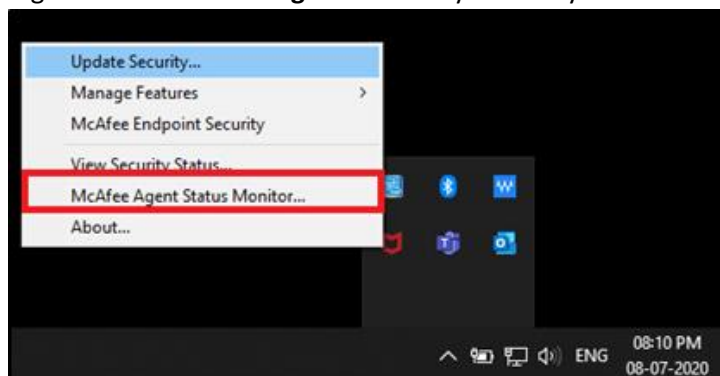
- 1) Restart your System.
- 2) Connect System to Internet.
- 3) Right click on **McAfee Agent Icon** in System tray click on **Update Security**.



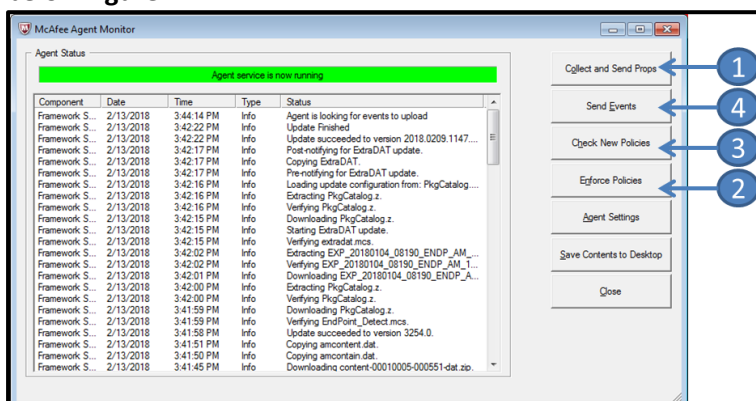
- 4) The McAfee Agent Updater Window will open to update with the latest Signatures, and it will **close** automatically.



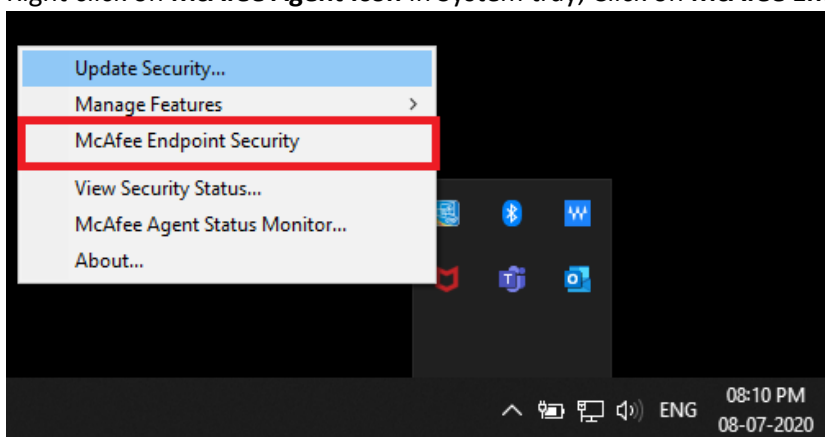
- 5) Right click on **McAfee Agent Icon** in System tray click on **McAfee Agent Status Monitor**.



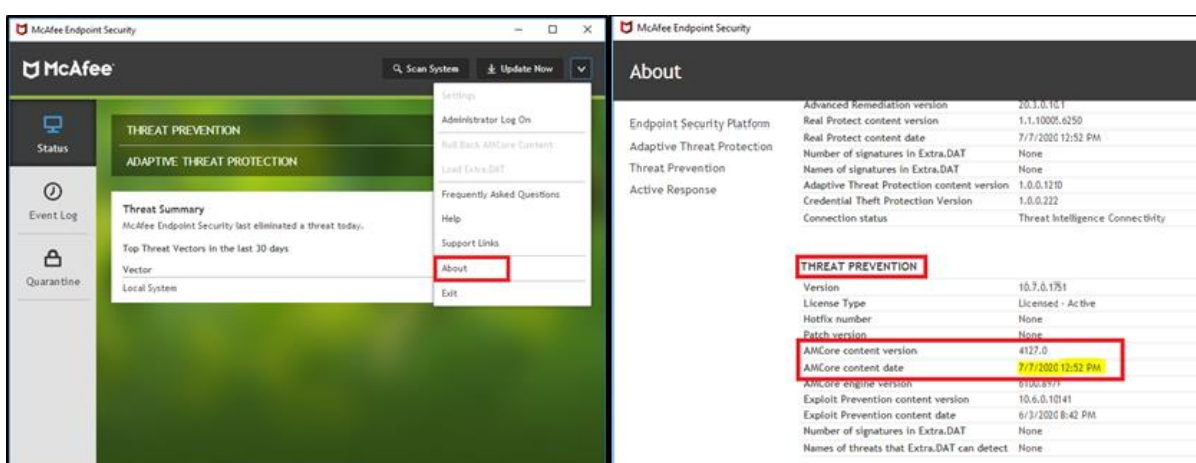
- 6) McAfee Agent Monitor Windows will open, click the following 4 buttons in sequence as shown in below figure.



- 7) Right click on **McAfee Agent Icon** in System tray, Click on **McAfee Endpoint Security**.



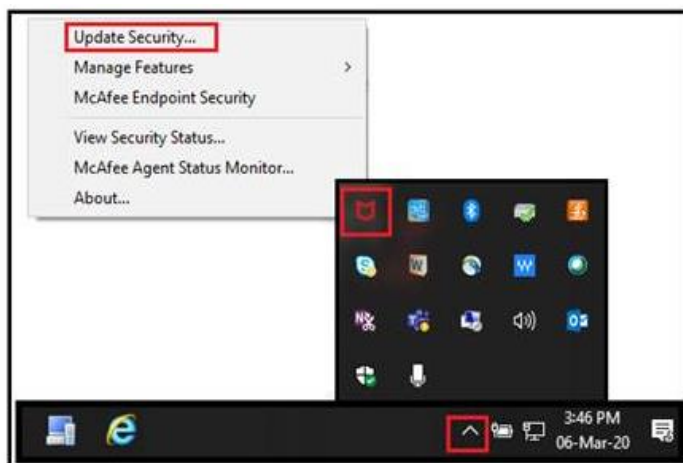
- 8) McAfee Endpoint Security windows will open, **Verify the latest AMCore Content Date**, it must be yesterday's Date.



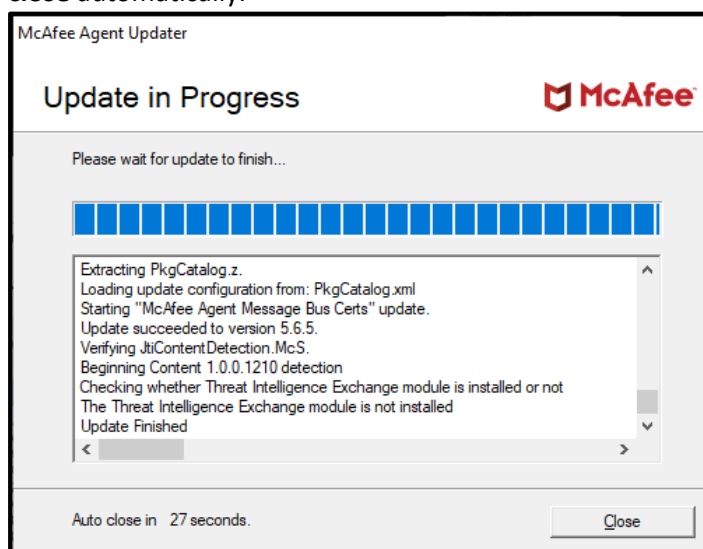
- Note -
 - If Yesterday Date not showing on Content Date [Click Here](#)
 - We recommended to take system reboot once in a week so that all the application services work properly.

C. If your System is always connected to Customer VPN.

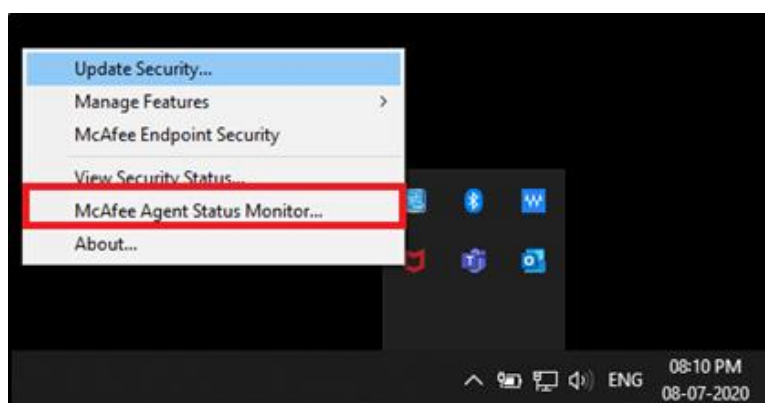
- 1) Disconnect VPN.
- 2) Restart your System.
- 3) Connect System to Internet. (Do not connect Customer VPN until perform below steps)
- 4) Right click on **McAfee Agent Icon** in System tray click on **Update Security**.



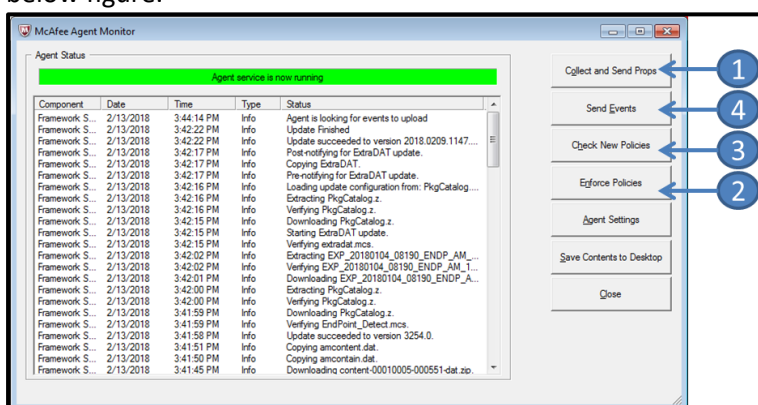
- 5) The McAfee Agent Updater Window will open to update with the latest Signatures, and it will close automatically.



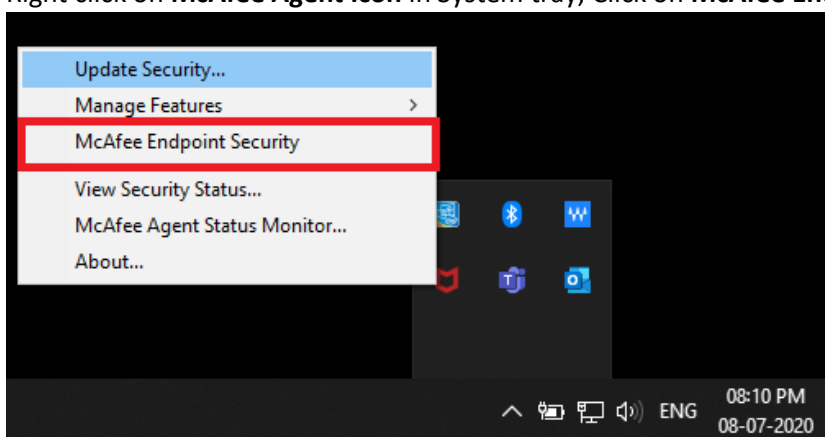
- 6) Right click on **McAfee Agent Icon** in System tray click on **McAfee Agent Status Monitor**.



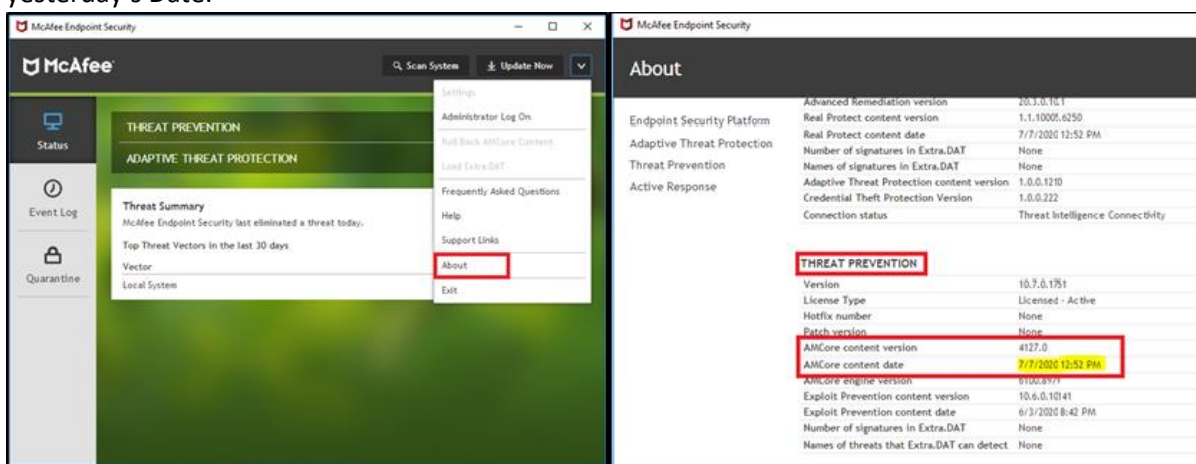
- 7) McAfee Agent Monitor Windows will open, click the following 4 buttons in sequence as shown in below figure.



- 8) Right click on **McAfee Agent Icon** in System tray, Click on **McAfee Endpoint Security**.



- 9) McAfee Endpoint Security windows will open, **Verify the latest AMCore Content Date**, it must be yesterday's Date.



- Note –
 - If Yesterday Date not showing on Content Date [Click Here](#)
 - We do recommend at least once in a week you flow above steps, if you always connected to Customer VPN.

D. If the reported system does not belong to you or you have surrendered this system to the IT Team.

If the reported system does not belong to you or you have surrendered this system/asset to the IT /Logistics Team, **please inform the this to ITHelpDesk@zensar.com and TIMS-Logistics@zensar.com on email.**

[Go to Main Page](#)

E. If all above Options are not applicable to you.

Below steps are applicable for those who does not connect to customer VPN, take regular system reboot or system was not down more than 3 days but still their system reported in AV non-compliance report.

✚ If you do not have Admin Privileges on your systems, you are requested to raise a ticket with Service Desk ticket at <https://servicedesk.zensar.com> or write an email to ITHelpDesk@zensar.com so that our technician will connect with you to check the AV update issue.

✚ If you have Admin Privileges on your systems follow the below steps.

- 1) Make sure that you have 2GB free Space on System (C) Drive, if not please make it.
- 2) Download McAfee Products – [Click Here](#) to Download Setup Files.
- 3) Open command prompt in admin mode (Select "Run as administrator".)



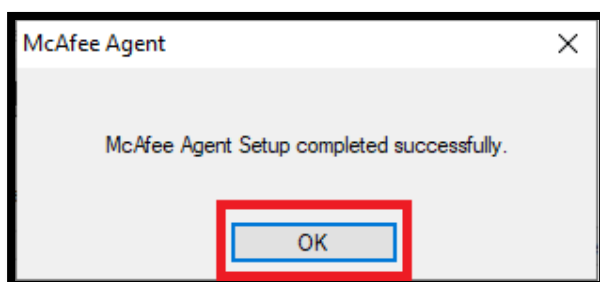
- 4) Type “ cd C:\Program Files\McAfee\Agent\x86 ” and press enter

```
C:\WINDOWS\system32>cd C:\Program Files\McAfee\Agent\x86
```

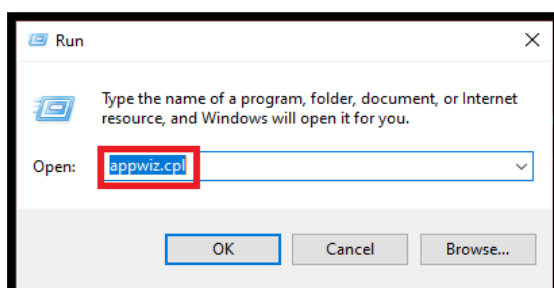
- 5) Type command “ FrmInst.exe /FORCEUNINSTALL ” press enter.

```
C:\Program Files\McAfee\Agent\x86>FrmInst.exe /FORCEUNINSTALL
```

- 6) System will remove McAfee Agent once finish process click on **OK** button.



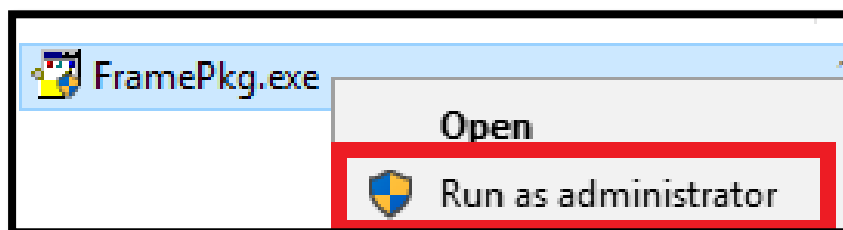
- 7) Press Ctrl + R Button and type “ appwiz.cpl ”and press enter



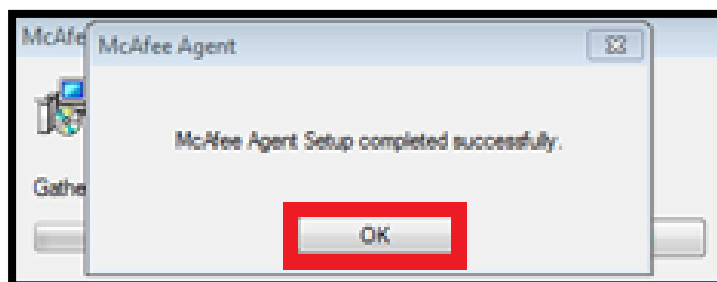
- 8) It will open Program and Features - Uninstall Products **as per sequence** shown below



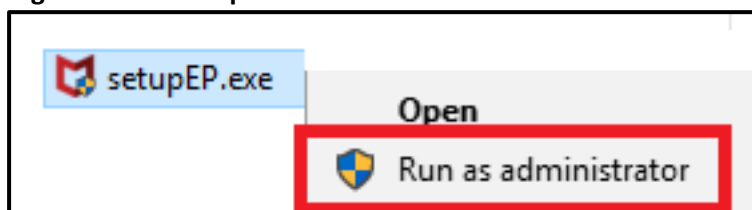
- 9) Restart System.
 10) Connect System to Internet.
 11) Unzip Downloaded McAfee.zip Files.
 12) **Right click on FramePkg.exe** and click on **Run as administrator**



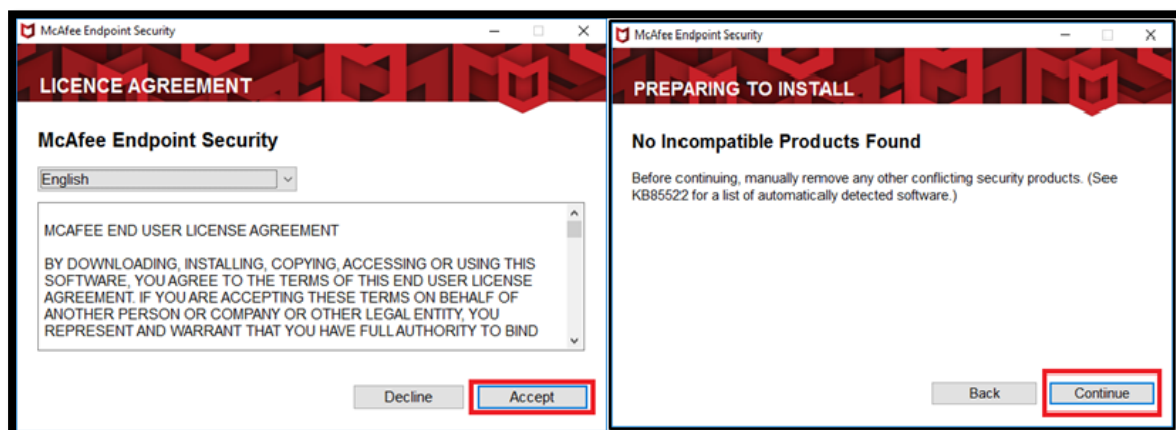
- 13) McAfee Agent Setup Completed Successfully, Click on **OK**



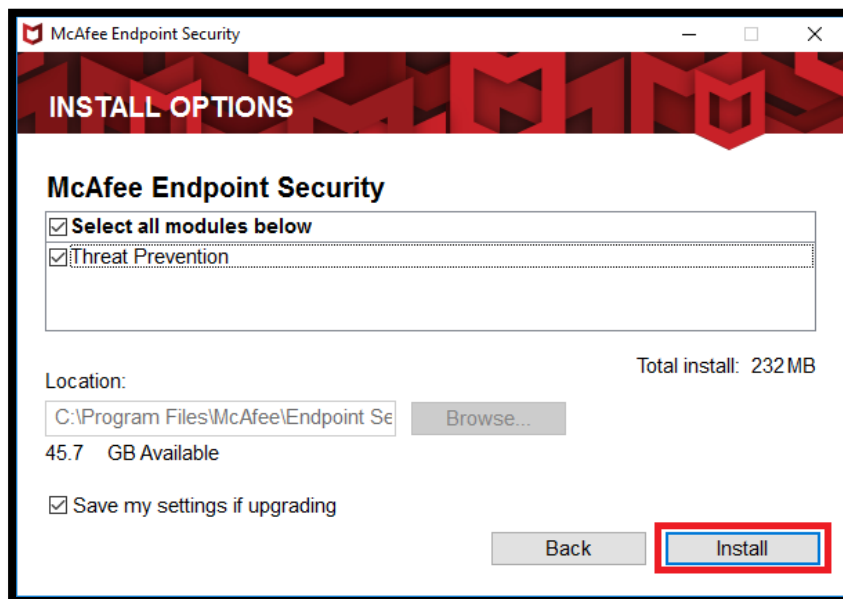
- 14) Open **ENS** Folder
 15) **Right click on SetupEP.exe** and click on **Run as administrator**



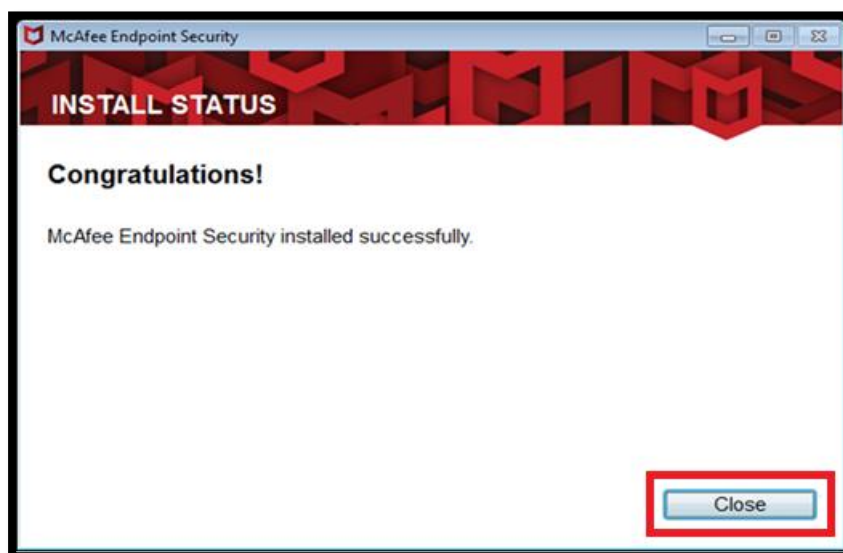
- 16) Click on **Accept** Button and Click on **Continue** Button.



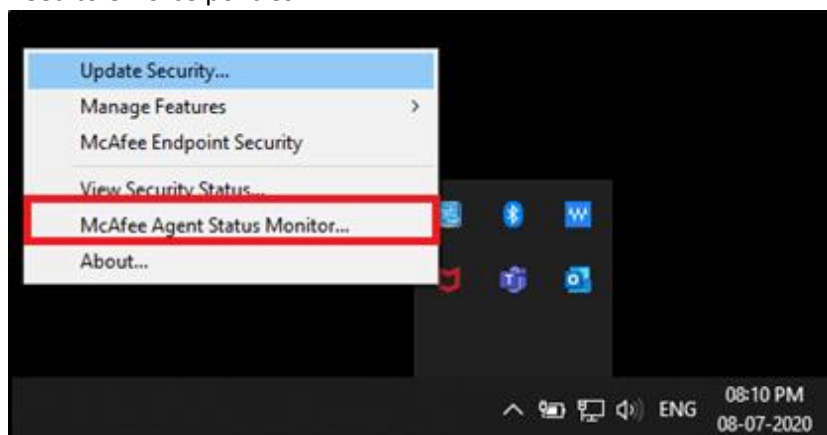
17) Click on **Install** Button



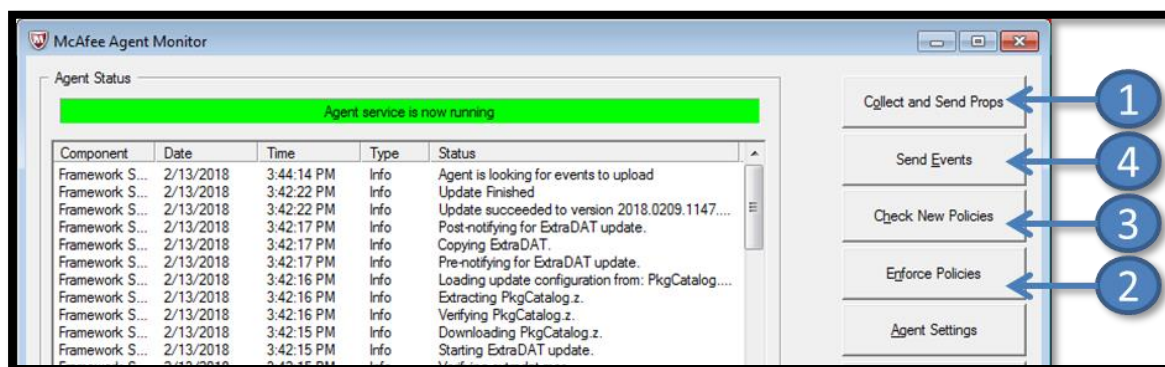
18) After Successfully installation click on **Close** Button.



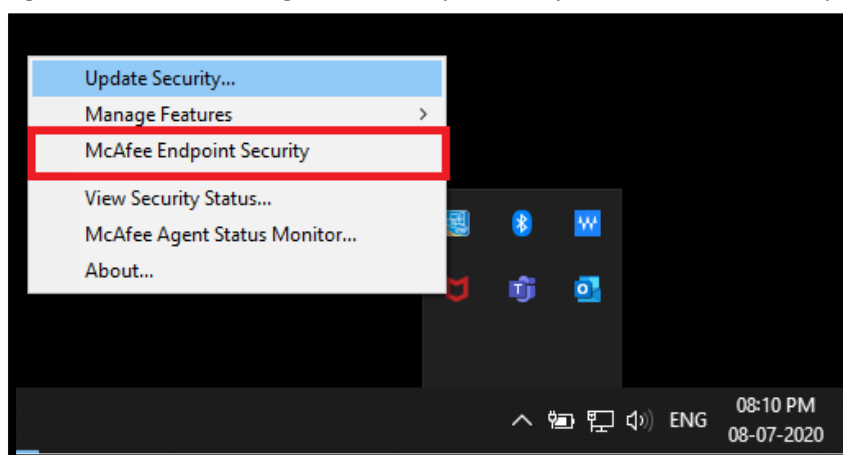
19) Right click on McAfee Agent Icon in System tray click on McAfee Agent Status Monitor and need to enforce policies.



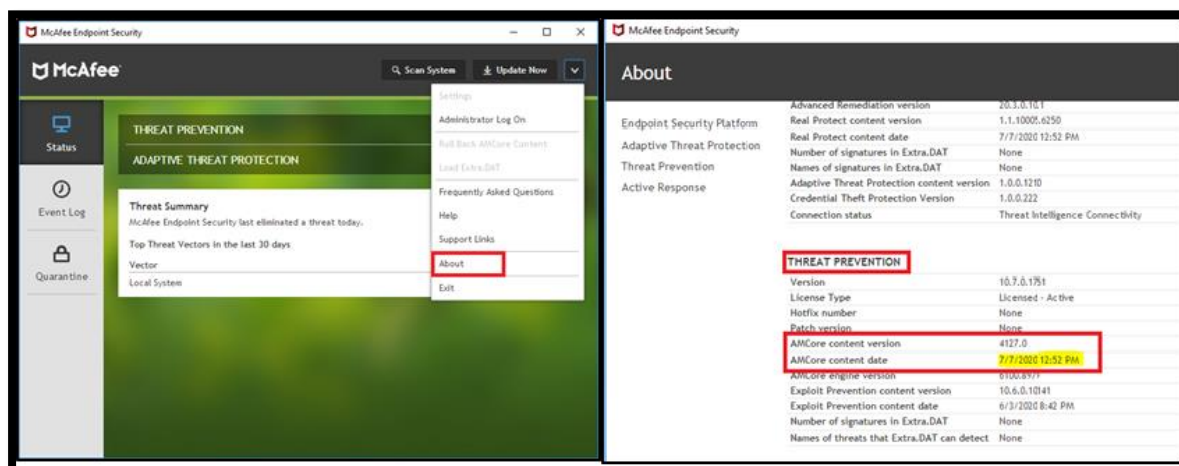
20) Once McAfee Agent Status Monitor and Click Sequence wise as mention below.



21) Right click on McAfee Agent Icon in System tray, Click on McAfee Endpoint Security.



22) McAfee Endpoint Security windows will open, Verify the latest AMCore Content Date, it must be yesterday's Date.



Note –

At the time of installation if you get any error, Kindly raise a ticket with Service Desk at <https://servicedesk.zensar.com> or write an email to ITHelpDesk@zensar.com so that our technician will connect with you for the AV update issue.