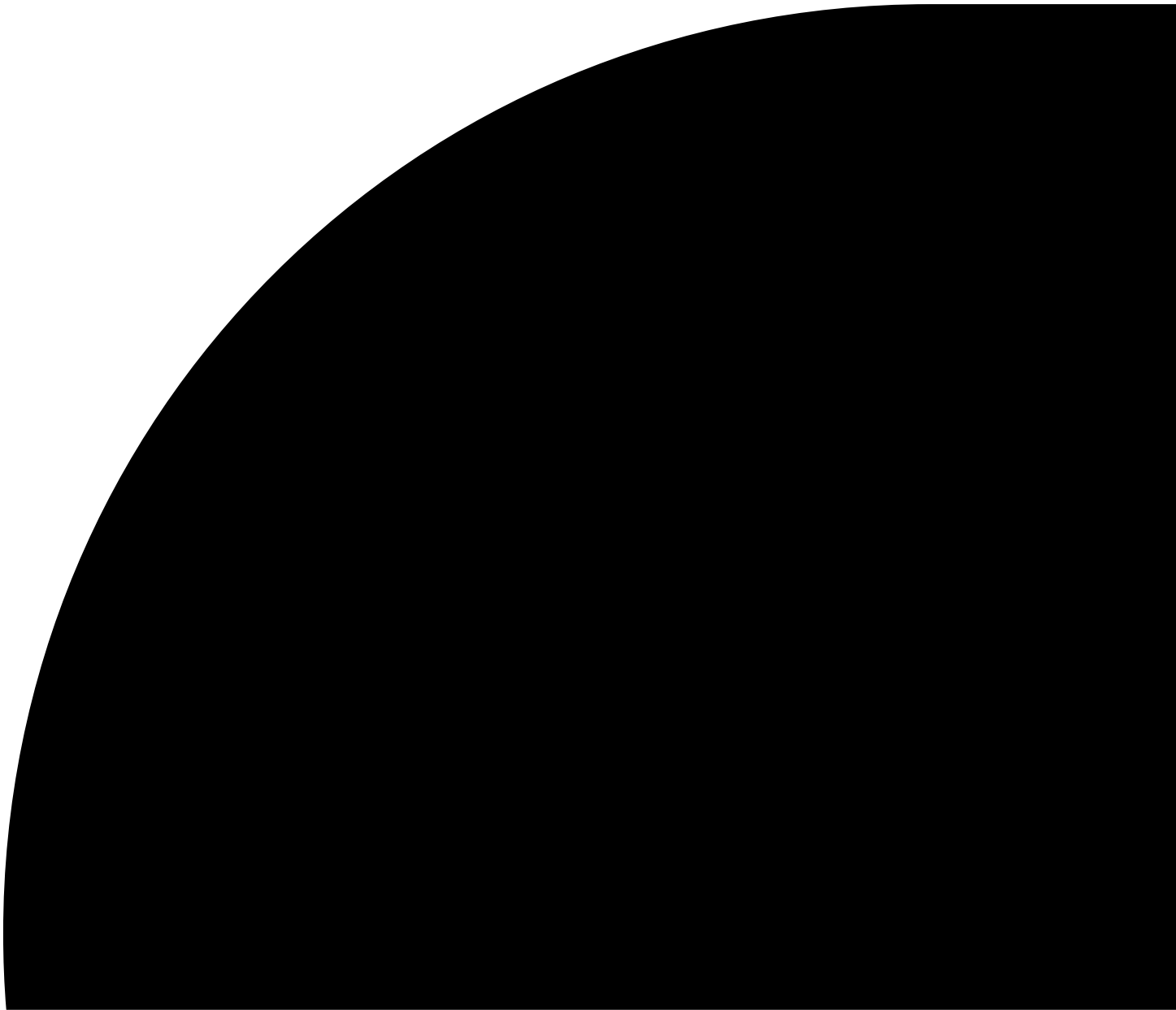


# SOP for HCL How to fix a non-working FireEye installation - Workstations

Version 1.0



## Document Revision History

Version	Date	Author	Description of Changes
1.0	08/29/2020	Martha Arellano	Initial Draft
1.1	11/06/2020	Martha Arellano	Added information for HCL

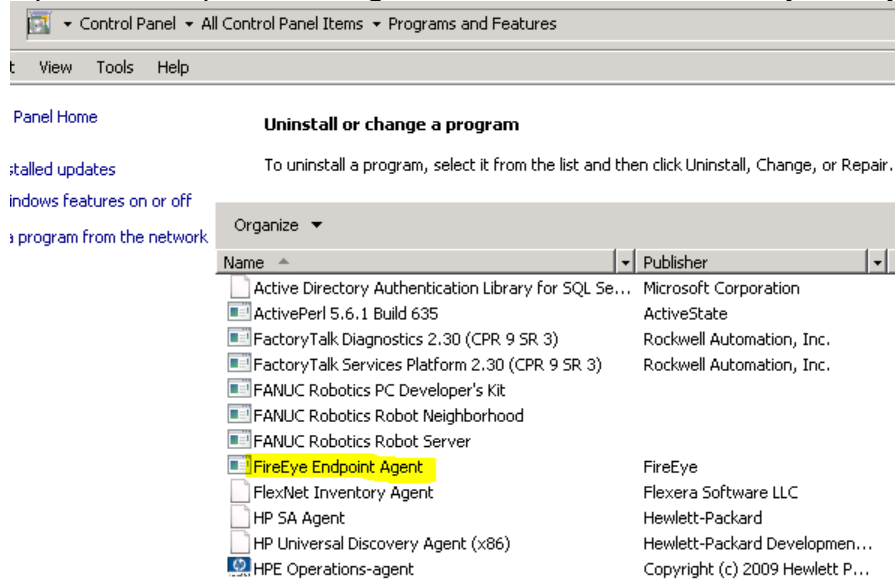
## Pre-requisites:

- SNOW ticket – RITM or Incident
- Schedule a Microsoft Teams meeting with user

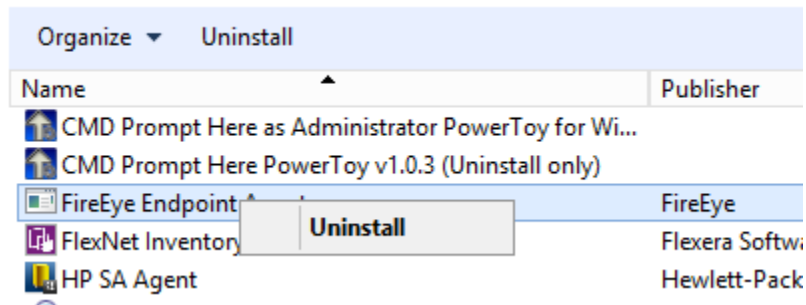
## Instructions:

### UNINSTALL FIREEYE

- 1) Open control panel > Programs and Features and verify FireEye is installed

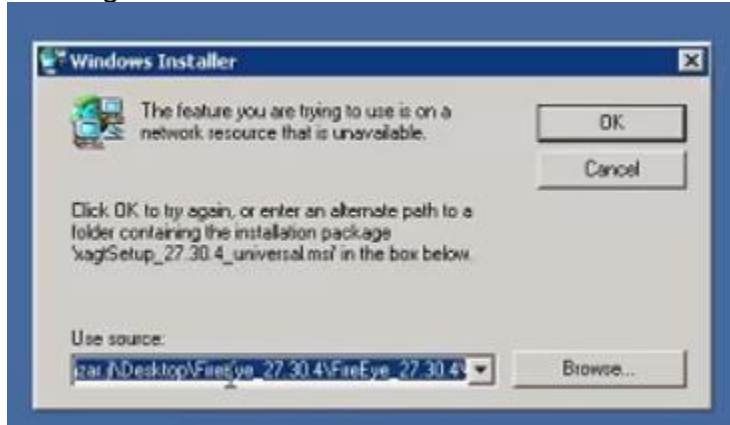


Select the FireEye Endpoint Agent program and select uninstall



- 2) In case you are asked to enter the uninstall password, please contact the FireEye team at [fireeyepg@dx.com](mailto:fireeyepg@dx.com)

- 3) In some cases the FireEye uninstaller might be missing and you get the following message



- 4) On the message check the FireEye version that is being uninstalled (in the screenshot version 27.30.4)  
5) Go to <http://qsdg-qpcsp001.na.pq.com/FE-Installers>

[To Parent Directory]

11/29/2019	4:18 PM	10633216	<a href="#">xagtSetup_20.40.0_universal.msi</a>
9/30/2016	11:40 AM	12115968	<a href="#">xagtSetup_21.33.0_universal.msi</a>
11/29/2019	4:19 PM	12460032	<a href="#">xagtSetup_21.33.3_universal.msi</a>
9/27/2016	5:54 PM	12828672	<a href="#">xagtSetup_21.33.7_universal.msi</a>
11/29/2019	4:19 PM	13496320	<a href="#">xagtSetup_22.41.0_universal.msi</a>
4/14/2017	3:18 PM	13561856	<a href="#">xagtSetup_23.10.0_universal.msi</a>
11/29/2019	4:18 PM	13565952	<a href="#">xagtSetup_23.10.1_universal.msi</a>
11/29/2019	5:35 PM	18350080	<a href="#">xagtSetup_24.9.0_universal.msi</a>
11/29/2019	5:35 PM	18378752	<a href="#">xagtSetup_24.9.3_universal.msi</a>
11/29/2019	5:39 PM	18370560	<a href="#">xagtSetup_24.9.4_universal.msi</a>
11/1/2018	5:08 PM	22761472	<a href="#">xagtSetup_26.21.10_universal.msi</a>
11/29/2019	4:18 PM	22749184	<a href="#">xagtSetup_26.21.8_universal.msi</a>
11/7/2019	10:47 AM	23826432	<a href="#">xagtSetup_27.30.0_universal.msi</a>
12/1/2019	4:51 AM	23834624	<a href="#">xagtSetup_27.30.4_universal.msi</a>
4/24/2019	8:23 PM	23998464	<a href="#">xagtSetup_29.7.0_universal.msi</a>
4/26/2019	4:02 PM	24649728	<a href="#">xagtSetup_29.7.8_universal.msi</a>
7/8/2019	7:27 PM	24662016	<a href="#">xagtSetup_29.7.9_universal.msi</a>

- 6) Download the correspondent version to c:\temp  
7) On the message window that is opened, browse to c:\temp and select .msi the file you just copied there  
8) Click OK  
9) It will prompt for the password as described on step 2  
10) If the uninstallation is not working reboot the machine

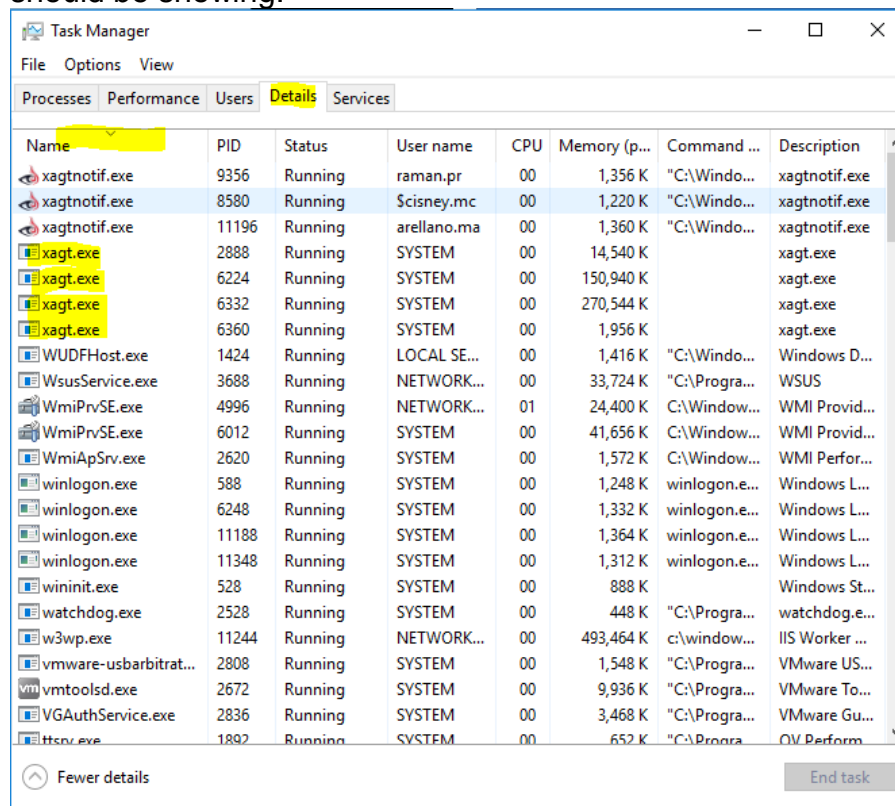
### **UNINSTALL FIREEYE FROM E-SUPPORT (BIGFIX)**

In addition to uninstalling from the Control Panel, Uninstall FireEye from e-Support to clean the installation instance

- 1) Select Start and search from eSupport (Workstations have an eSupport shortcut on the user's desktop)
- 2) Once e-Support window opens, on installed Applications search for FireEye and select uninstall
- 3) Reboot machine

## INSTALL FIREEYE

- 1) Select Start and search from eSupport (Workstations have an eSupport shortcut on the user's desktop)
- 2) Once e-Support window opens, on Available Applications search for FireEye and select install (if more than one FireEye appears, **select the most recent one**)
- 3) Reboot machine
- 4) Open task manager and go to the details tab and order the processes by name descendent. You will see the xagt.exe processes running and can verify at this point if the machine is connecting to the HX console. Initially after installation, you will see only two xagt.exe processes, but in about 4 hours all 5 processes should be showing.



Name	PID	Status	User name	CPU	Memory (p...)	Command ...	Description
xagtnotif.exe	9356	Running	raman.pr	00	1,356 K	"C:\Windo...	xagtnotif.exe
xagtnotif.exe	8580	Running	Scisney.mc	00	1,220 K	"C:\Windo...	xagtnotif.exe
xagtnotif.exe	11196	Running	arellano.ma	00	1,360 K	"C:\Windo...	xagtnotif.exe
xagt.exe	2888	Running	SYSTEM	00	14,540 K		xagt.exe
xagt.exe	6224	Running	SYSTEM	00	150,940 K		xagt.exe
xagt.exe	6332	Running	SYSTEM	00	270,544 K		xagt.exe
xagt.exe	6360	Running	SYSTEM	00	1,956 K		xagt.exe
WUDFHost.exe	1424	Running	LOCAL SE...	00	1,416 K	"C:\Windo...	Windows D...
WsusService.exe	3688	Running	NETWORK...	00	33,724 K	"C:\Progra...	WSUS
WmiPrvSE.exe	4996	Running	NETWORK...	01	24,400 K	C:\Window...	WMI Provid...
WmiPrvSE.exe	6012	Running	SYSTEM	00	41,656 K	C:\Window...	WMI Provid...
WmiApSrv.exe	2620	Running	SYSTEM	00	1,572 K	C:\Window...	WMI Perfor...
winlogon.exe	588	Running	SYSTEM	00	1,248 K	winlogon.e...	Windows L...
winlogon.exe	6248	Running	SYSTEM	00	1,332 K	winlogon.e...	Windows L...
winlogon.exe	11188	Running	SYSTEM	00	1,364 K	winlogon.e...	Windows L...
winlogon.exe	11348	Running	SYSTEM	00	1,312 K	winlogon.e...	Windows L...
wininit.exe	528	Running	SYSTEM	00	888 K		Windows St...
watchdog.exe	2528	Running	SYSTEM	00	448 K	"C:\Progra...	watchdog.e...
w3wp.exe	11244	Running	NETWORK...	00	493,464 K	c:\window...	IIS Worker ...
vmware-usbarbitrat...	2808	Running	SYSTEM	00	1,548 K	"C:\Progra...	VMware US...
vmtoolsd.exe	2672	Running	SYSTEM	00	9,936 K	"C:\Progra...	VMware To...
VGAAuthService.exe	2836	Running	SYSTEM	00	3,468 K	"C:\Progra...	VMware Gu...
htsrv.exe	1892	Running	SYSTEM	00	652 K	"C:\Progra...	OV Perform...