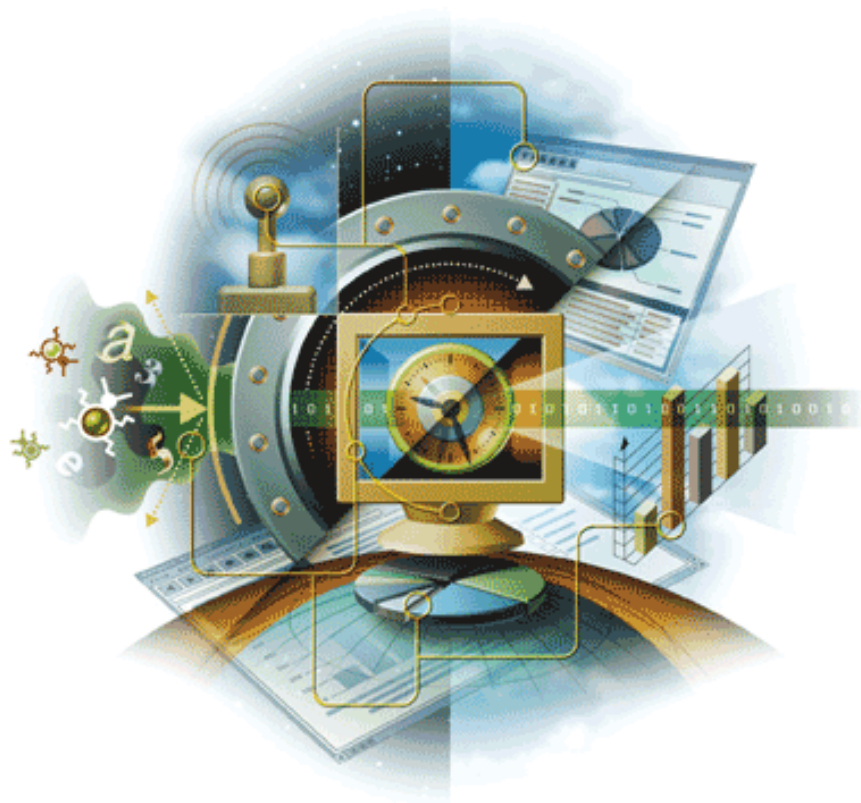


ePolicy Orchestrator®

Deploy and manage security products and network systems

version 3.6



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1

Requirements and Recommendations

The minimum system requirements, minimum hardware configuration, and database software requirements are provided in these topics:

- [System requirements.](#)
- [Supported products on page 11.](#)

System requirements

Before you begin the installation, verify that each component meets the minimum system requirements which are listed in these topics:

- [Server and console requirements on page 5.](#)
- [Remote console requirements on page 6.](#)
- [Database requirements on page 7.](#)
- [Distributed repositories on page 8.](#)
- [Reporting requirements on page 8.](#)
- [Agent requirements on page 8.](#)
- [SuperAgent requirements on page 9.](#)
- [Non-Windows agent requirements on page 10.](#)
- [Operating systems language support on page 11.](#)

Server and console requirements

Server and console requirements are divided into the following categories:

- [Hardware and network requirements on page 5.](#)
- [Software requirements on page 6.](#)

Hardware and network requirements

The hardware and network requirements for the server and console are:

- **Free disk space** — 500MB minimum (first-time installation); 1GB minimum (upgrade); 2 GB recommended.
- **Memory** — 512MB available RAM; 1 GB recommended.

- **Processor** — Intel Pentium II-class or higher; 450MHz or higher.
- **Monitor** — 1024x768, 256-color, VGA monitor.
- **NIC** — Network interface card; 100MB or higher.
- **Dedicated server** — If managing more than 250 client computers, we recommend using a dedicated server.
- **File system** — NTFS (NT file system) partition recommended.
- **IP address** — We recommend using static IP addresses for ePolicy Orchestrator servers.

Software requirements

The software requirements for the server and console are:

- **Operating system** — Any of the following Microsoft Windows operating systems:
 - Windows 2000 Advanced Server with Service Pack 3 or later.
 - Windows 2000 Server with Service Pack 3 or later.
 - Windows Server 2003 Enterprise.
 - Windows Server 2003 Standard.
 - Windows Server 2003 Web.
- **Browser** — Microsoft Internet Explorer 6.0 or later.
- **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.



Installing the software on a Primary Domain Controller (PDC) is supported, but not recommended.

Remote console requirements

Remote console requirements are divided into the following categories:

- Hardware and network requirements
- Software requirements

Hardware and network requirements

The hardware and network requirements for the remote console are:

- **Free disk space** — 250MB.
- **Memory** — 128MB RAM.
- **Monitor** — 1024x768, 256-color, VGA monitor.
- **NIC** — Network interface card (NIC); 10MB or higher.
- **Processor** — Intel Pentium II-class or higher.
- **File system** — NTFS or FAT file system partition.

Software requirements

The software requirements for the remote console are:

- **Operating system** — Any of the following Microsoft Windows operating systems:
 - Windows 2000 Advanced Server with Service Pack 3 or later.
 - Windows 2000 Professional with Service Pack 3 or later.
 - Windows 2000 Server with Service Pack 3 or later.
 - Windows 2000 Terminal Server.
 - Windows Server 2003 Enterprise.
 - Windows Server 2003 Standard.
 - Windows Server 2003 Web.
 - Windows XP Professional with Service Pack 1.
- **Browser** — Microsoft Internet Explorer 6.0 or later.

Database requirements

The ePolicy Orchestrator database requirements are:

- **Database software** — Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) with Service Pack 3, or Microsoft SQL Server 2000 Standard or Enterprise Edition with Service Pack 3.



MSDE 2000 with Service Pack 3 cannot be installed on a backup domain controller (BDC).

- **Maintenance settings** — We recommend making specific maintenance settings to ePolicy Orchestrator databases. For instructions, see *Maintaining ePolicy Orchestrator databases* in the *ePolicy Orchestrator 3.6 Product Guide*.
- **Remote database server** — Microsoft Data Access Components (MDAC) 2.8.

SQL Server

If you are using SQL Server, the following requirements apply:

- **Dedicated server and network connection** — Use a dedicated server and network connection if managing more than 5,000 client computers.
- **Local database server** — If using SQL Server on the same system as the ePolicy Orchestrator server, McAfee recommends using a fixed memory size in Enterprise Manager that is approximately two-thirds of the total memory for SQL Server. For example, if the computer has 1GB of RAM, set 660MB as the fixed memory size for SQL Server.
- **SQL Server licenses** — If using SQL Server, a SQL Server license is required for each processor on the computer where SQL Server is installed.



If the minimum number of SQL Server licenses is not available after you install the SQL Server software, you may have issues installing or starting the ePolicy Orchestrator software.

Distributed repositories

Distributed repositories can be created on any of the following:

- HTTP-compliant (version 1.1) servers on Microsoft Windows, Linux, or Novell NetWare operating systems.
- Windows, Linux, or NetWare FTP servers.
- Windows, Linux, or UNIX Samba UNC shares.
- Computer with a SuperAgent installed on it. For more information, see [SuperAgent requirements on page 9](#).

Reporting requirements

To create custom report templates, you must use Crystal Decisions Crystal Reports 8.0.

If you require reports in Chinese (Simplified or Traditional), Japanese, or Korean languages, you must install Crystal Reports 8.0 on computers equipped with the corresponding language version of the supported operating system and database software.

Agent requirements

The agent requirements are divided into the following categories:

- Hardware and network requirements
- Software requirements

Hardware and network requirements

The hardware and network requirements for the agent are:

- **Processor** — Intel Pentium-class, Celeron, or compatible processor; 166MHZ processor or higher.
- **Free disk space (agent)** — 10MB.
- **Free disk space (products)** — Sufficient disk space on client computers for each McAfee product that you plan to deploy. For more information, see the corresponding product documentation.
- **Memory** — 8MB RAM.
- **Network environment** — Microsoft or Novell NetWare networks. NetWare networks require TCP/IP.
- **NIC** — Network interface card; 10MB or higher.

Software requirements

Software requirements for the agent are:

- **Citrix** — These Citrix products are supported on operating systems that ePolicy Orchestrator supports:

Citrix Metaframe 1.8 for Windows.

Citrix Metaframe XP for Windows.
- **Cluster** — If using cluster services, Microsoft Cluster Server (MSCS) is supported.

- **Operating system** — Any of the following Microsoft Windows operating systems:

Windows 2000 Advanced Server with Service Pack 1, 2, 3, or 4.

Windows 2000 Datacenter Server with Service Pack 1, 2, 3, or 4.

Windows 2000 Professional with Service Pack 1, 2, 3, or 4.

Windows 2000 Server with Service Pack 1, 2, 3, or 4.

Windows 95.

Windows 98.

Windows 98 Second Edition (SE).

Windows Millennium Edition (Me).

Windows NT 4.0 Enterprise Server, with Service Pack 4, 5, 6, or 6a.

Windows NT Server 4.0 with Service Pack 4, 5, 6, or 6a.

Windows NT Workstation 4.0 with Service Pack 4, 5, 6, or 6a.

Windows Server 2003 Enterprise.

Windows Server 2003 Standard.

Windows Server 2003 Web.

Windows XP Home with Service Pack 1.

Windows XP Professional with Service Pack 1.

Windows 95 and Windows 98

Client computers using Windows 95A, Windows 95B, and Windows 95C must install:

- VCREDIST.EXE, free from Microsoft. At press time, this program and instructions for installation were available on the Microsoft web site.
- DCOM95 1.3, free from Microsoft. At press time, this program and instructions for installation were available on the Microsoft web site.

Client computers using Windows 98 must install:

- VCREDIST.EXE, free from Microsoft. At press time, this program and instructions for installation were available on the Microsoft web site.



Client systems using Windows 98 SE do *not* need this program installed.

SuperAgent requirements

You can enable the ePolicy Orchestrator agent for Windows as a SuperAgent, which communicates with other agents and can store a distributed repository.

- **Operating system** — Any of the following Microsoft Windows operating systems:

Windows 2000 Datacenter Server with Service Pack 1, 2, 3, or 4.

Windows 2000 Professional with Service Pack 1, 2, 3, or 4.

Windows 2000 Server with Service Pack 1, 2, 3, or 4.

Windows NT 4.0 Enterprise Server, with Service Pack 4, 5, 6, or 6a.

Windows NT Server 4.0 with Service Pack 4, 5, 6, or 6a.

Windows NT Workstation 4.0 with Service Pack 4, 5, 6, or 6a.

Windows XP Home with Service Pack 1.

Windows XP Professional with Service Pack 1.

Distributed repository

- **Free disk space** — 100MB on the drive where the repository is stored.
- **Memory** — 256MB minimum.

Non-Windows agent requirements

The ePolicy Orchestrator agent for NetWare installs and runs on any system that meets the requirements below.

- **Operating system** — Any of the following Novell operating systems:

NetWare 4.11 with Support Pack 9.

NetWare 4.2 with Support Pack 9.

NetWare 5.0 with Support Pack 6a.

NetWare 5.1 with Support Pack 5.

NetWare 6.0.



Client systems using NetWare 4.11 or 4.2 must install NW4WSOCK.EXE, free from Novell. At press time, this program and instructions for installation were available on the Novell web site.

- **Product** — McAfee NetShield 4.6 for NetWare.
- **Network environment** — TCP/IP.

WebShield appliances requirements

The ePolicy Orchestrator agent for WebShield appliances installs and runs on:

- WebShield e250 appliance.
- WebShield e500 appliance.
- WebShield e1000 appliance.

Operating systems language support

This version of the ePolicy Orchestrator software runs on the following language versions of supported operating systems:

- Brazilian Portuguese
- Chinese (Simplified)
- Chinese (Traditional)
- Dutch
- English
- French
- German
- Italian
- Japanese
- Korean
- Polish
- Spanish
- Swedish

Supported products

ePolicy Orchestrator 3.6 supports managing the following products to the following extents:

Table 1-1 Supported products

Product and Version	Deployment	Updating	Configuration Management	Presence Reporting	Event Reporting
Alert Manager 4.7	Yes	Yes	Yes	No	Yes
Alert Manager 4.7.1	Yes	Yes	Yes	No	Yes
AntiSpyware 7.1	Yes	Yes	Yes	Yes	Yes
AntiSpyware 8.0	Yes	Yes	Yes	Yes	Yes
Desktop Firewall 8.0	Yes	Yes	Yes	Yes	Yes
Desktop Firewall 8.5	Yes	Yes	Yes	Yes	Yes
Entercept 5.x	Yes	Yes	No	Yes	Yes
GroupShield Domino 5.3	No	Yes	Yes	Yes	Yes
GroupShield Domino 7.0	Yes	Yes	Yes	Yes	Yes
GroupShield for Exchange 6.0.2 (Service Pack 2)	Yes	Yes	Yes	Yes	Yes
LinuxShield 1.2	No	No	Yes	Yes	Yes
NetShield for NetWare 4.6.2	No	No	Yes	Yes	Yes
NetShield for NetWare 4.6.3	No	No	Yes	Yes	Yes
Oubreak Manager 4.6	No	Yes	Yes	No	No
PortalShield 1.0	Yes	Yes	Yes	Yes	Yes
PortalShield 1.0.1	Yes	Yes	Yes	Yes	Yes
Secure Content Management 4.0	No	Yes	Yes	Yes	Yes
SecurityShield 1.0	Yes	Yes	Yes	Yes	Yes
Stinger 1.2	Yes	Yes	Yes	Yes	Yes
Symantec AntiVirus 8.1	No	Yes	Yes	Yes	Yes
Symantec AntiVirus 9.0	No	Yes	Yes	Yes	Yes
System Compliance Profiler 1.1	No	Yes	Yes	Yes	Yes
Virex 7.6	No	No	Yes	Yes	Yes

Table 1-1 Supported products

Product and Version	Deployment	Updating	Configuration Management	Presence Reporting	Event Reporting
Virex 7.7	No	No	Yes	Yes	Yes
VirusScan 4.5.1	No	Yes	Yes	Yes	Yes
VirusScan Enterprise 7.1	Yes	Yes	Yes	Yes	Yes
VirusScan Enterprise 8.0i	Yes	Yes	Yes	Yes	Yes
VirusScan for NetApp 7.1	Yes	Yes	Yes	Yes	Yes
WebShield 2.7	No	No	No	Yes	Yes
WebShield 3.0	No	No	No	Yes	Yes

2 Pre-Installation

Which procedures you need to complete before installing the new version of the software depends on whether you are installing the software for the first time or upgrading from version 3.0.1 or higher. The following topics are covered here:

- [Pre-installation guidelines and requirements on page 13.](#)
- [Installing or upgrading the database software on page 13.](#)
- [Proxy settings on page 17.](#)

Pre-installation guidelines and requirements

Complete the tasks and read the following information before you install the software:

- **Microsoft updates and patches** — Update both the ePolicy Orchestrator server and the database server with the latest Microsoft security updates. (Specifically, be sure to install Service Pack 3 on all MSDE 2000 and SQL Server 2000 database servers.)
- **Security software**
 - Install and/or update the anti-virus software on the ePolicy Orchestrator server and scan for viruses.
 - Install and/or update firewall software on the ePolicy Orchestrator server.
- **Ports**
 - Avoid using port 80 for any HTTP communication via ePolicy Orchestrator, because it can be disabled during virus outbreaks.



Ensure that the ports you choose are not already in use on the ePolicy Orchestrator server computer.

- Notify the network staff of the ports you intend to use for HTTP and HTTPS communication via ePolicy Orchestrator.

Installing or upgrading the database software

Depending on which database you are using and whether you are upgrading it to the most recent version, you need to complete different tasks.

If your system already meets the database requirements outlined in [Requirements and Recommendations](#), go to the appropriate topic:

- [First-Time Installation on page 18.](#)
- [Upgrading to ePolicy Orchestrator 3.6 on page 25.](#)

To install or upgrade the required database, go to the appropriate topic:

- [Installing MSDE 2000 \(with Service Pack 3\) for the first time on page 14.](#)
- [Upgrading MSDE to MSDE 2000 \(with Service Pack 3\) on page 15.](#)
- [Installing SQL Server 2000 \(with Service Pack 3\) on page 15.](#)
- [Upgrading to SQL Server 2000 \(with Service Pack 3\) on page 16.](#)

Installing MSDE 2000 (with Service Pack 3) for the first time

Typically, install MSDE or MSDE 2000 on the same system as the ePolicy Orchestrator server. You can install Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) Service Pack 3 as the ePolicy Orchestrator database as part of the ePolicy Orchestrator software installation. If you choose to install MSDE 2000 as part of the Setup program, go to [First-Time Installation on page 18](#).

You can also install MSDE 2000 manually, prior to installing ePolicy Orchestrator 3.6. To install the database software on a computer other than the ePolicy Orchestrator server, you must install MSDE 2000 manually. Continue to [Step 1](#).

To install MSDE 2000 manually:

- 1 Insert the product CD into the CD-ROM drive of the computer.
- 2 On the taskbar, select **Start | Run**. The Run dialog box appears.
- 3 In **Open**, type one of the commands (depending on whether you are using SQL or Windows NT authentication).

- If using NT authentication:

```
SETUP.EXE TARGETDIR="C:\PROGRAM FILES\MCAFE\EPO\"
COLLATION=SQL_LATIN1_GENERAL_CP1_CI_AS REBOOT=R
DISABLENETWORKPROTOCOLS=0 /1*v C:\MSDEINSTALL.Log
```

- If using SQL authentication:

```
"E:\SETUP\MSDE\SETUP.EXE" TARGETDIR="C:\PROGRAM FILES\NETWORK
ASSOCIATES\EPO\" COLLATION=SQL_LATIN1_GENERAL_CP1_CI_AS
SAPWD=<PASSWORD> REBOOT=R DISABLENETWORKPROTOCOLS=0 /1*v
C:\MSDEINSTALL.LOG
```

Where `TARGETDIR` is the installation path of the ePolicy Orchestrator software, and where `<password>` is the password for the System Administrator (sa) user account.

- 4 Click OK to begin installing MSDE.
- 5 Go to [First-Time Installation on page 18](#).

MSDE or MSDE 2000 installed on a remote server

If you are using a remote database server, you must manually install the database before you install the ePolicy Orchestrator software.

Upgrading MSDE to MSDE 2000 (with Service Pack 3)

If you are currently using Microsoft Data Engine (MSDE) as the ePolicy Orchestrator database and want to upgrade the database to MSDE 2000 Service Pack 3, you must manually upgrade the database. You must upgrade it before you upgrade the ePolicy Orchestrator software.

If you are using an existing database server, you must manually install or upgrade the database before you install the ePolicy Orchestrator software.



Be sure to back up the existing database before you upgrade the database software. For instructions, see *Backing up ePolicy Orchestrator MSDE databases* in the *ePolicy Orchestrator 3.6 Product Guide*.

To perform this upgrade, consider the following:

- You must be logged in as a local administrator.
- You can upgrade a database that uses SQL authentication as long as you are logged in as a local administrator.
- The command in this procedure creates a log file (MSDEUPGRADE.LOG) at the specified path.
- The MSDE 2000 SP3 Setup program can be found in the root of the download, or the root of the CD under the Setup\MSDE folder.

To upgrade MSDE to MSDE 2000 Service Pack 3:

- 1 Insert the product CD into the CD-ROM drive of the computer.
- 2 On the taskbar, click the **Start** button, then point to **Run**. The **Run** dialog box appears.
- 3 In the **Open** text box, type one of the following commands (depending on whether you are using SQL or Windows NT authentication):
 - If using NT authentication:


```
SETUP UPGRADE=1 DISABLENETWORKPROTOCOLS=0 /1*v C:\MSDEUpgrade.Log
```
 - When using SQL Authentication "Mixed Mode" (where AnAdminLogin is a member of the sysadmin fixed server role)


```
SETUP UPGRADE=1 SECURITYMODE=SQL UPGRADEUSER=AnAdminLogin
UPGRADEPWD=AdminPassword DISABLENETWORKPROTOCOLS=0 /1*v
C:\MSDEUpgrade.Log
```
- 4 Click **OK** to begin the installation.
- 5 Restart the ePolicy Orchestrator services.
- 6 Go to [Upgrading to ePolicy Orchestrator 3.6 on page 25](#).

Installing SQL Server 2000 (with Service Pack 3)

If you are installing SQL Server 2000 for the first time, you must install it manually before you install the ePolicy Orchestrator software. Be sure to then install Service Pack 3 for SQL Server 2000. For instructions, see the SQL Server product documentation. If you installed SQL Server remotely, verify that it is visible on the network before you install the ePolicy Orchestrator software.

Once you have completed installing SQL Server 2000 and Service Pack 3, go to [First-Time Installation on page 18](#).

Upgrading to SQL Server 2000 (with Service Pack 3)

To upgrade existing ePolicy Orchestrator databases to SQL Server 2000 with Service Pack 3, you must upgrade them before you upgrade the ePolicy Orchestrator software. Be sure to back up existing databases first. For instructions, see the Microsoft SQL Server product documentation. If you installed SQL Server remotely, verify that it is visible on the network before you install the ePolicy Orchestrator software.



If you are currently using SQL Server as the ePolicy Orchestrator database and it is installed on a separate computer from the ePolicy Orchestrator server, you need to upgrade these remote database servers to Microsoft Data Access Components (MDAC) 2.8. For instructions, see [Upgrading to MDAC 2.8 on page 16](#).

If you are upgrading from SQL Server 7, first upgrade to SQL Server 2000, then apply Service Pack 3.

If your database server is installed locally (on the same computer as the ePolicy Orchestrator server), go to [Proxy settings on page 17](#) to continue.



If you have installed the database server locally, but you installed the Chinese (Simplified), Chinese (Traditional), or Korean language version of the database software, go to [Upgrading to MDAC 2.8](#) to continue.

If your database server is installed remotely (on a different computer than the ePolicy Orchestrator server), go to [Upgrading to MDAC 2.8](#) to continue.

Upgrading to MDAC 2.8

Now that you have installed the database server, you must ensure that all remote ePolicy Orchestrator consoles have Microsoft Data Access Components (MDAC) version 2.8 currently installed. All remote database servers use the same version to avoid performance and functionality issues.

MDAC 2.8 is installed automatically on local database servers, but must be installed manually on all remote ePolicy Orchestrator database servers running these language versions of the database software:

- English
- French
- German
- Japanese
- Spanish

MDAC 2.8 must be installed manually on ePolicy Orchestrator database servers running these language versions of the database software regardless of whether it is installed locally or remotely:

- Chinese (Simplified)
- Chinese (Traditional)
- Korean

To determine the version number of the current installation of MDAC and upgrade to MDAC 2.8, if necessary:

- 1 Locate the MSDADC.DLL file that corresponds to the database software. The default location is:

C:\PROGRAM FILES\COMMON FILES\SYSTEM\OLE DB

- 2 Right-click the MSDADC.DLL file, then select **Properties**. The <FILE> **Properties** dialog box appears.

- 3 Click the **Version** tab, select **ProductVersion** under **Item name**, and check the version number under **Value**.

- If the MDAC version number is not 2.8, close the dialog boxes and proceed to [Step 4](#).
- If the MDAC version number is 2.8, close the dialog boxes and proceed to [Proxy settings](#).

- 4 Run the MDAC 2.8 Setup program.

For English, French, German, Japanese, and Spanish language versions, the setup program is available on the product CD:

SETUP\MDAC\MADC_TYPE_<LANGUAGE>.EXE

At press time, instructions for installation were available on the Microsoft web site.

The MDAC 2.8 Setup program and instructions for Chinese (Simplified), Chinese (Traditional), and Korean language versions of the database software are available on the Microsoft web site.

Proxy settings

Before you install and use the software, be sure to specify to bypass the proxy server for local addresses:

- 1 In Microsoft Internet Explorer, select **Internet Options** from the **Tools** menu. The **Internet Options** dialog box appears.
- 2 Click the **Connections** tab.
- 3 Click **LAN Settings** to open the **Local Area Network (LAN) Settings** dialog box.
- 4 Select **Bypass proxy server** for local addresses.
- 5 Click **OK** on the **Local Area Network (LAN) Settings** dialog box.
- 6 Click **OK** on the **Internet Options** dialog box.

3

First-Time Installation

This chapter provides instructions to install ePolicy Orchestrator 3.6 software for the first time.



If you are upgrading from a prior version of ePolicy Orchestrator, Protection Pilot 1.0, or are migrating from beta or evaluation versions, please go to Chapter 4, [Upgrading to ePolicy Orchestrator 3.6 on page 25](#).

This section includes the following topics:

- [Before you begin.](#)
- [Installing the server and console.](#)
- [Installing remote consoles on page 24.](#)

Before you begin

Before installing ePolicy Orchestrator 3.6, ensure that:

- The systems you intend to use meet the requirements listed in [Requirements and Recommendations on page 5](#).
- You have completed all tasks in [Pre-Installation on page 13](#).

Installing the server and console

To install the ePolicy Orchestrator 3.6 server and console:

- 1 Log on to the desired system using a user account with local administrator permissions.



You must monitor the installation process because it may require you to restart the system.

- 2 If you are using Microsoft SQL Server 2000 as the ePolicy Orchestrator database, verify that the SQL Server 2000 service (MSSQLSERVER) is running. For instructions, see the Microsoft product documentation.



Verify TCP/IP is enabled in SQL Server. Launch **Server Network Utility** in SQL and verify TCP/IP is listed under **Enabled Protocols**.

- 3 If installing the software from the product CD:

- a Insert the CD into the CD-ROM drive of the computer.
- b In the ePolicy Orchestrator autorun window, select the desired language, then select **Install ePolicy Orchestrator 3.6**.

If you downloaded the software from the McAfee web site, go to the location where you extracted the files and double-click **SETUP.EXE**.

- 4 When the ePolicy Orchestrator 3.6 Setup wizard appears, click **Next**.

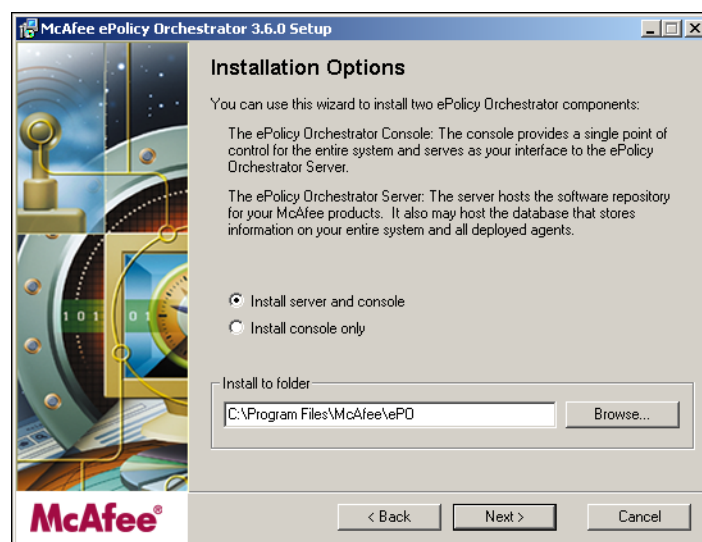
- 5 In the **End User License Agreement** dialog box, select the appropriate license type and the location in which you purchased the software. The license type must match the license you purchased. If you are unsure which license you purchased, contact the person who sold you the software.



If the information in this dialog box does not display correctly, read the appropriate license agreement in the **LICENSEAGREEMENT.PDF** file supplied with the software.

- 6 Accept the agreement and click **OK** to continue, or click **Cancel** if you do not agree to the terms and end the installation process. The **Installation Options** dialog box appears.
- 7 In the **Installation Options** dialog box, select **Install Server and Console** and either accept the default installation path in **Install to Folder**, or click **Browse** to select a different location, then click **Next**.

Figure 3-1 Installation Options dialog box



- 8 In the Set Administrator Password dialog box, enter and verify the password you will use when logging onto this ePolicy Orchestrator server for the first time. For security purposes, ePolicy Orchestrator does not allow accounts with blank passwords.



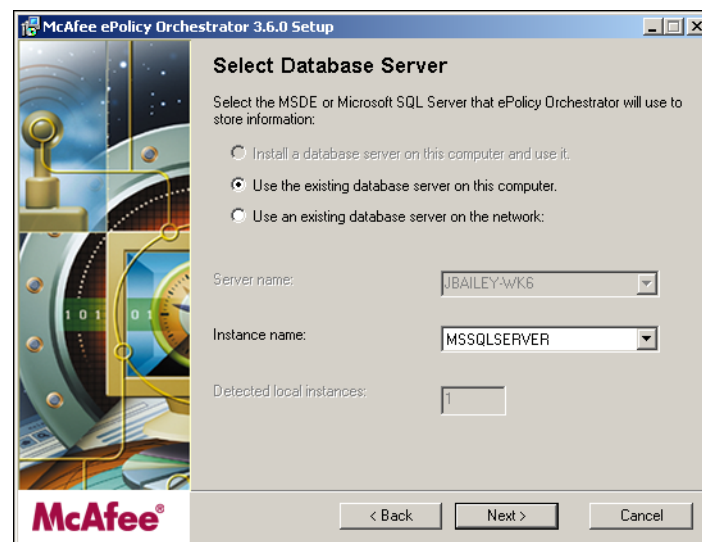
The Set Administrator Password dialog box appears during a server and console installation, not during a console-only installation.

Figure 3-2 Set Administrator Password dialog box



- 9 In the Select Database Server dialog box, specify the desired server, then click Next.

Figure 3-3 Select Database Server dialog box



- Install a database server on this computer and use it — Installs Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) as the ePolicy Orchestrator database.

- Use the existing database server on this computer — Uses the existing MSDE 2000, or SQL 2000 Server database server on this computer. If you use a non-default instance, select **Use an existing server on the network**, then select the desired server/instance from the drop-down list.
 - Use an existing server on the network — Uses the remote database server that you select from the **Server name** list. If the desired database server doesn't appear, type its name.
- 10 In the **Database Server Account** dialog box, specify the type of account to log on to the database server, then click **Next**.

Figure 3-4 Database Server Account dialog box



- a Select a Windows NT user account or a SQL Server user account.
- b Specify the NetBIOS name of the **Domain** associated with the desired domain administrator user account. available only when you select **This is an NT account**.
- c Specify the **User Name** and **Password** of the desired user account.

If you selected to use a SQL Server user account, type **sa** for the **User Name** and specify a password. For security purposes, ePolicy Orchestrator does not allow accounts with blank passwords.

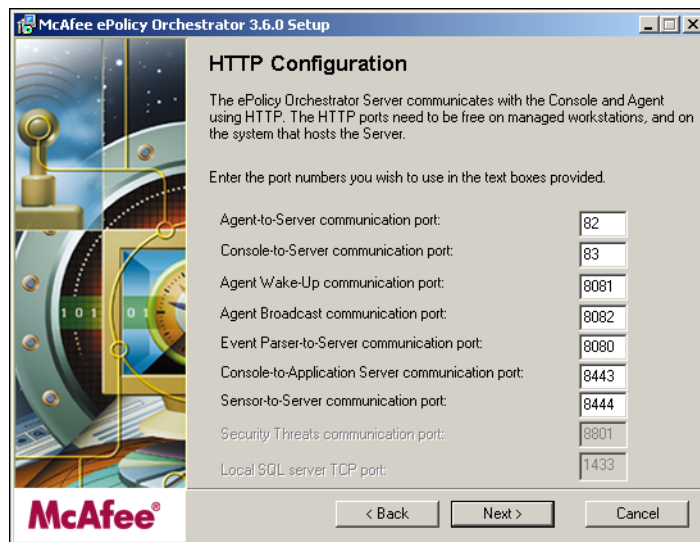


The **Verify Password** field is only available when you install MSDE 2000 as a part of the ePolicy Orchestrator 3.6 installation, and **This is a SQL Server account** is selected. (The **User Name** field is disabled also in this scenario.)

- d Retype the password, then click **Next**.

- 11 Specify the port numbers used for communication to and from the server, as indicated below, then click **Next**.

Figure 3-5 HTTP Configuration dialog box



- **Agent-to-Server communication port** — The port that the agent uses to communicate with the server.



McAfee recommends using a port other than 80.

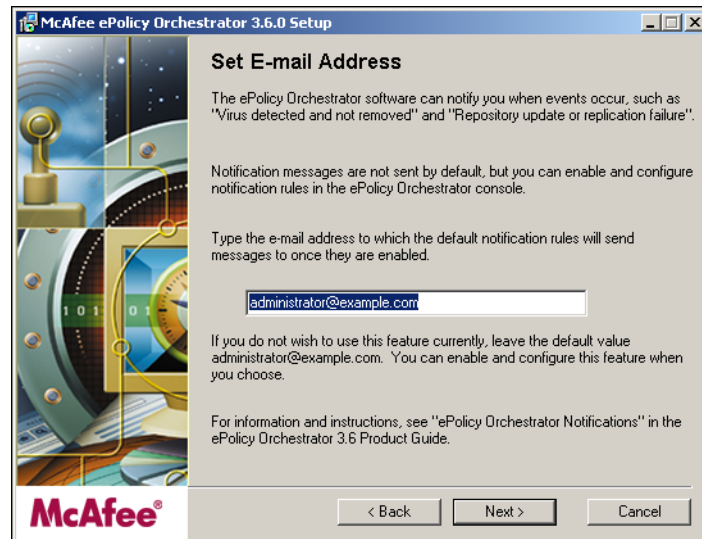
- **Console-to-Server communication port** — The port the console uses to communicate with the server.
- **Agent Wake-Up communication port** — The port used to send agent wakeup calls.
- **Agent Broadcast communication port** — The port used to send SuperAgent wakeup calls.
- **Event Parser-to-Server communication port** — The port used by the Event Parser to send event file information to the server.
- **Console-to-Application Server communication port** — The port used by the console to access user interfaces through an SSL-encrypted connection.
- **Sensor-to-Server communication port** — The port used by the Rogue System Detection sensor to report host-detected messages to the Rogue System Detection server using SSL.
- **Security Threats communication port** — The port used by McAfee AVERT to provide information on security threats and the required DAT and engine versions to protect against them. This port cannot be changed.
- **Local SQL server TCP port** — The port used by the database for TCP communication.

- 12 In the Set E-Mail Address dialog box, enter the e-mail address for the recipient of messages from ePolicy Orchestrator Notifications. For more information, see the ePolicy Orchestrator Notifications chapter in the ePolicy Orchestrator 3.6 Product Guide.



Change this address at this time is not required. If you choose not to, leave the default address in the field.

Figure 3-6 Set E-Mail Address



- 13 In the Ready To Install dialog box, click **Install** to begin the installation. This dialog box includes the estimated time for the installation.

The Executing Setup dialog box appears, providing the installation status.

Figure 3-7 Executing Setup dialog box



- 14 In the **Installation Complete** dialog box, view the Readme file or the steps to start the software, then click **Finish** to complete the installation. The installation procedure also installs CMA on the computer.

Installing remote consoles

To install the ePolicy Orchestrator 3.6 remote console:

- 1 Log on to the desired computer using a user account with local administrator permissions.



You must monitor the installation process because it may require you to restart the computer.

- 2 *If installing the software from the product CD:*

- a Insert the CD into the CD-ROM drive of the computer.
- b In the ePolicy Orchestrator autorun window, select the desired language, then select **Install ePolicy Orchestrator 3.6**.

If you downloaded the software from the McAfee web site, go to the location to which you extracted all the files and double-click the SETUP.EXE file.

- 3 In the **ePolicy Orchestrator 3.6 Setup** wizard, click **Next** to begin the installation.
- 4 In the **End User License Agreement** dialog box, select the appropriate license type and the location in which you purchased the software. The license type must match the license you purchased. If you are unsure which license you purchased, contact the person who sold you the software.



If the information in this dialog box does not display correctly, read the appropriate license agreement in the LICENSEAGREEMENT.PDF file supplied with the software.

- 5 Accept the agreement and click **OK** to continue, or click **Cancel** if you do not agree to the terms and end the installation process.
- 6 In the **Installation Options** dialog box, select **Install Console** and either accept the default installation location, or click **Browse** to select a different location, then click **Next**.
- 7 In the **Ready To Install** dialog box, click **Install** to begin the installation. The **Executing Setup** dialog box appears, providing the installation status.
- 8 In the **Installation Complete** dialog box, view the Readme file or the steps to start the software, then click **Finish** to complete the installation.

4

Upgrading to ePolicy Orchestrator 3.6

You can upgrade or migrate to ePolicy Orchestrator 3.6 if you are currently using:

- ePolicy Orchestrator 3.0.2 or higher.
- Protection Pilot 1.0 or higher.
- Evaluation versions of ePolicy Orchestrator version 3.6.

This chapter is divided into the following sections:

- [Backing up ePolicy Orchestrator databases on page 26.](#)
- [Upgrading the server and console on page 27.](#)
- [Upgrading remote consoles on page 30.](#)
- [Migrating to a licensed version on page 31.](#)



The following instructions assume that your systems meet the minimum requirements.

Product removal

The list of products ePolicy Orchestrator 3.6 manages is different than prior versions. The following products that were supported with prior versions of ePolicy Orchestrator are no longer supported in version 3.6 and are removed from the repository when you upgrade:

- Alert Manager 4.5 and 4.6
- Desktop Firewall 7.5 and 7.5.1
- GroupShield Dominon 5.0, 5.2.0, and 5.2.1
- GroupShield Exchange 5.0 and 5.2 for Exchange 5.5
- GroupShield Exchange 5.2 and 6.0 for Exchange 2000
- Klez/Elkern 1.x
- Lightweight Installer 1.0 and 1.0.1
- NetShield 4.6.0 and 4.6.1 for NetWare
- NetShield 4.0.3 and 4.5.0 for Windows NT
- NimdaScan 1.x
- NimdaScan 2.x
- System Compliance Profiler 1.0 and 1.0.1

- ThreatScan 2.0, 2.1, and 2.5
- VirusScan 4.0.3 for Windows
- VirusScan 4.0.3 for Windows NT
- VirusScan 4.5.0 for Windows
- VirusScan Thin Client 6.0 and 6.1
- GroupShield Domino 5.0.0

Before you begin

Before you begin upgrading the ePolicy Orchestrator software, ensure that:

- The systems you intend to use meet the requirements listed in [Requirements and Recommendations on page 5](#).
- You have completed all tasks in [Pre-Installation on page 13](#).

Backing up ePolicy Orchestrator databases

Before you upgrade to version 3.6, back up all ePolicy Orchestrator databases:

- [Microsoft SQL Server on page 26](#).
- [MSDE on page 26](#).

Once your ePolicy Orchestrator databases are backed up, go to [Upgrading the server and console on page 27](#).

Microsoft SQL Server

If you are using Microsoft SQL Server as the ePolicy Orchestrator database, see the Microsoft product documentation.

Once your ePolicy Orchestrator databases are backed up, go to [Upgrading the server and console on page 27](#).

MSDE

If you are using MSDE as the ePolicy Orchestrator databases, you can back up ePolicy Orchestrator MSDE databases using the McAfee Database Backup Utility (DBBAK.EXE). You can back up and restore MSDE databases to the same path on the same database servers using this utility.



This tool cannot change the database location.

- 1 Stop the McAfee ePolicy Orchestrator 3.6.0 Server service and ensure that the SQL Server (MSSQLSERVER) service is running.
- 2 Close all ePolicy Orchestrator consoles and remote consoles.

- 3 Double-click DBBAK.EXE. If you are upgrading from version 3.0.x, the default location is:

C:\PROGRAM FILES\NETWORK ASSOCIATES\EPO\3.0.X

If you are upgrading from Protection Pilot 1.0 or higher, the default location is:

C:\PROGRAM FILES\NETWORK ASSOCIATES\PROTECTION PILOT\1.X
- 4 Type the Database Server Name.
- 5 Select NT Authentication or SQL Account.

If you select SQL Account, type a user Name and Password for this database.
- 6 Type the Backup File path, then click Backup.
- 7 Click OK when the backup process is done.
- 8 Start the McAfee ePolicy Orchestrator 3.0 Server service and ensure that the MSSQLSERVER service is running.
- 9 Once the ePolicy Orchestrator databases are backed up, go to [Upgrading the server and console on page 27](#).

Upgrading the server and console

You must upgrade ePolicy Orchestrator to version 3.6 on every ePolicy Orchestrator server and console.

This procedure upgrades the ePolicy Orchestrator server and console from ePolicy Orchestrator version 3.0.2 or higher, and Protection Pilot version 1.0 or higher. This upgrade also installs the ePolicy Orchestrator agent on the server system. The default location of the agent on ePolicy Orchestrator 3.0.2 or higher and ProtectionPilot 1.0.0 or higher is:

C:\PROGRAM FILES\NETWORK ASSOCIATES\EPO



You must monitor the installation process because it may require you to restart the system.

To upgrade the server and console:

- 1 Log on to the desired computer using a user account with local administrator permissions.
- 2 If you are using Microsoft SQL Server 2000 as the ePolicy Orchestrator database, verify that the SQL Server 2000 service (MSSQLSERVER) is running.
- 3 Close all ePolicy Orchestrator consoles.
- 4 *If installing the software from the product CD:*
 - a Insert the CD into the CD-ROM drive of the computer.
 - b In the ePolicy Orchestrator autorun window, select the desired language, then select **Install ePolicy Orchestrator 3.6**.

If you downloaded the software from the McAfee web site, go to the location where you extracted all the files and double-click SETUP.EXE.

- 5 In the ePolicy Orchestrator 3.6 Setup wizard, click **Next** to begin the installation.
- 6 In the **End User License Agreement** dialog box, select the appropriate license type and the location in which you purchased the software. The license type you select must match the license you purchased. If you are unsure which license you purchased, contact your account manager.



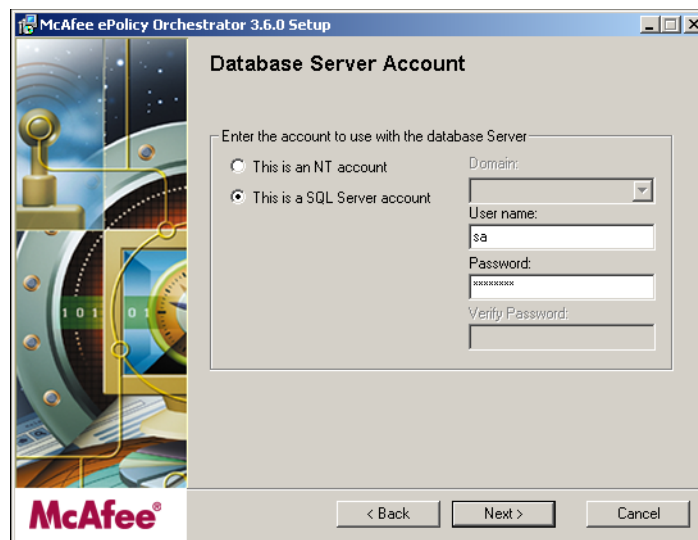
If the information in this dialog box does not display correctly, read the appropriate license agreement in the LICENSEAGREEMENT.PDF file supplied with the software.

- 7 Accept the agreement and click **OK** to continue.

A warning message notifies you which products are no longer supported with this version of the software. These products are removed from the **Repository** when you click **Next**.

- 8 Click **Next** to proceed with the upgrade process.
- 9 In the **Database Server Account** dialog box, specify the type of account to log on to the database server, then click **Next**.

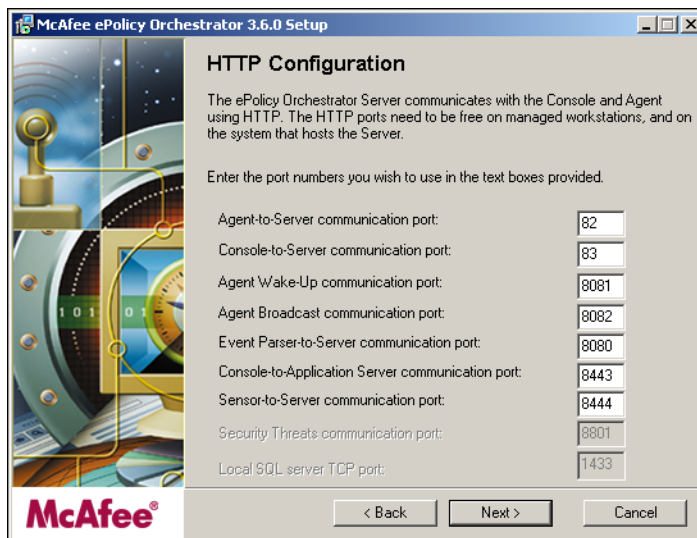
Figure 4-1 Database Server Account dialog box



- a Select whether to specify a Windows NT user account or a SQL Server user account.
- b Specify the NetBIOS name of the **Domain** associated with the desired domain administrator user account available only when you select **This is an NT account**.
- c Specify the **User Name** and **Password** of the desired user account.

- 10** Specify the port numbers used for communication to and from the server, as indicated, then click **Next**. Depending on which version you are upgrading from, some of these boxes are grayed out. If you want to reassign ports that were used in a prior version of ePolicy Orchestrator, we recommend that you uninstall the prior version, then perform a fresh installation of ePolicy Orchestrator 3.6.

Figure 4-2 HTTP Configuration dialog box



- **Agent-to-Server communication port** — The port that the agent uses to communicate with the server.



We recommend using a port other than 80.

- **Console-to-Server communication port** — The port the console uses to communicate with the server.
- **Agent Wake-Up communication port** — The port used to send agent wakeup calls.
- **Agent Broadcast communication port** — The port used to send SuperAgent wakeup calls.
- **Event Parser-to-Server communication port** — The port used by the Event Parser to send event file information to the server.
- **Console-to-Application Server communication port** — The port used by the console to access user interfaces through an SSL-encrypted connection.
- **Sensor-to-Server communication port** — The port used by the Rogue System Detection sensor to report host-detected messages to the Rogue System Detection server using SSL.
- **Security Threats communication port** — The port used by McAfee AVERT to provide information on security threats and the required DAT and engine versions to protect against them. This port cannot be changed.
- **Local SQL server TCP port** — The port used by the database for TCP communication.

- 11 In the **Set E-Mail Address** dialog box, provide an e-mail address to receive messages from ePolicy Orchestrator Notifications. For more information, see the *ePolicy Orchestrator 3.6 Product Guide*.



You can choose to provide other addresses once the software is installed. If you choose to do this, please leave the default address in the text box.

- 12 In the **Ready To Install** dialog box, click **Install** to begin the installation. This dialog box includes the estimated time needed to complete the installation.

The **Executing Setup** dialog box appears and provides the status of the installation.

- 13 In the **Installation Complete** dialog box, view the Readme file or the steps to start the software, then click **Finish** to complete the installation.

Upgrading remote consoles

Be sure to upgrade ePolicy Orchestrator to version 3.6 on every ePolicy Orchestrator remote console. This procedure upgrades the ePolicy Orchestrator remote console from version 3.0.2 or higher:



You must monitor the installation process because it may require you to restart the system.

All of the ePolicy Orchestrator utility programs (for example, Database Merge) must reside in the installation directory to be updated by the Setup program. The default location is:

C:\PROGRAM FILES\MCAFEE\EPO\3.X.X

To upgrade a remote console:

- 1 Log on to the desired system using a user account with local administrator permissions.
- 2 Close all ePolicy Orchestrator consoles.
- 3 *If installing the software from the product CD:*
 - a Insert the CD into the CD-ROM drive of the computer.
 - b In the ePolicy Orchestrator autorun window, select the desired language, then select **Install ePolicy Orchestrator 3.6**.

If you downloaded the software from the McAfee web site, go to the location where you extracted all the files and double-click SETUP.EXE.
- 4 In the **ePolicy Orchestrator 3.6 Setup** wizard, click **Next** to begin the installation.
- 5 In the **End User License Agreement** dialog box, select the appropriate license type and the location in which you purchased the software.

The license type must match the license you purchased. If you are unsure which license you purchased, contact your account manager.



If the information in this dialog box does not display correctly, read the appropriate license agreement in the LICENSEAGREEMENT.PDF file supplied with the software.

- 6 Accept the agreement and click **OK** to continue.
- 7 In the **Ready To Install** dialog box, click **Install** to begin the installation.

The **Executing Setup** dialog box appears, providing the status of the installation.

- 8 In the **Installation Complete** dialog box, view the Readme or the steps to start the software, then click **Finish** to complete the installation.

Migrating to a licensed version

Use this procedure to migrate an evaluation version of the software to a licensed version.



To migrate any pre-release software to a licensed version, you must first uninstall the existing version of the software. For instructions, see [Uninstalling the software on page 34](#).

- 1 Log on to the desired computer using a user account with local administrator permissions.
- 2 Close all ePolicy Orchestrator consoles.
- 3 *If you downloaded the software from the McAfee web site*, go to the location where you extracted all the files and double-click **SETUP.EXE**.



Be sure that you selected the Setup program for the licensed version of the software.

If installing the software from the product CD:

- a Insert the CD into the CD-ROM drive of the computer.
- b In the ePolicy Orchestrator autorun window, select the desired language, then select **Install ePolicy Orchestrator 3.6**.
- 4 In the **ePolicy Orchestrator 3.6 Setup** wizard, click **Next** to begin the migration.
- 5 A message appears indicating that the migration was completed successfully.

5

Post-Installation Procedures

After completing the Setup wizard, you still have several configurations to perform before you can use the software. The procedures to complete the installation, depend on whether you are installing the product first time, or upgrading from a previous version. Refer to the appropriate section:

- [Completing a first-time installation on page 32.](#)
- [Completing an upgrade on page 32.](#)
- [Checking in files manually on page 33.](#)
- [Configuring the software for a server that has multiple NICs on page 33.](#)
- [Uninstalling the software on page 34.](#)

Completing a first-time installation

To complete the first-time installation:

- 1 Plan your ePolicy Orchestrator Directory and updating scheme.
- 2 Create the ePolicy Orchestrator Directory.
- 3 Distribute agents to the systems you wish to manage with ePolicy Orchestrator.
- 4 Create the updating repositories.
- 5 Check in the products ePolicy Orchestrator is to manage, and configure their policy settings. For a list of the type of files you must check in manually, see [Checking in files manually on page 33.](#)
- 6 Deploy products to the managed computers.
- 7 Configure the advanced features of ePolicy Orchestrator.

For instructions and information, see the *ePolicy Orchestrator 3.6 Product Guide*.

Completing an upgrade

The version and product you are upgrading determines which procedures you must perform to complete your installation of ePolicy Orchestrator 3.6:

- 1 Plan and implement any ePolicy Orchestrator Directory and repository changes.
- 2 Upgrade the agents on your network to version 3.5, if desired. If you do not upgrade legacy agents, full functionality is not present.
- 3 Check in and deploy new products you want to manage.

For instructions and information, see the *ePolicy Orchestrator 3.6 Product Guide*.

Checking in files manually

These are the file that you must check into the master repository or the Repository after you install the software for the first time. For more information, see the *ePolicy Orchestrator 3.6 Product Guide*.

- **Contents of the McAfee AutoUpdate Architect 1.0 master repository** — Packages that were checked into the McAfee AutoUpdate Architect master repository are not migrated to the ePolicy Orchestrator 3.6 master repository.
- **Custom packages** — Only custom packages created with McAfee Installation Designer 7.0 can be checked into the master repository.
- **Policy pages** — If the policy page for a product was not added to the Repository during the installation, you must manually add it to the Repository.
- **Product plug-in files** — Any product plug-in (.DLL) files that were not checked in as part of the installation must be checked into the master repository manually.
- **Products** — If you are installing the software for the first time, you must check in all products that you want to deploy via ePolicy Orchestrator. If you are upgrading the software, any supported products that were not already present must be checked into the master repository manually.



VirusScan ThinClient 6.0 and 6.1 are exceptions. You need to check these products into the master repository even if they were already in the Repository.

- **Product updates** — You must check in all product updates that you want to deploy via ePolicy Orchestrator. One exception is product plug-in (.DLL) files that were converted as part of the installation.

Configuring the software for a server that has multiple NICs

When you install ePolicy Orchestrator on a server that has multiple network interface cards (NICs), you should ensure that ePolicy Orchestrator is bound to the desired NIC.

To configure the software for a server that has multiple NICs:

- 1 Open the SERVER.INI file. The default location is:

```
c:\Program Files\McAfee\ePO\3.6.0\DB
```

- 2 Add the following line at the end of the file:

```
ServerIPAddress=XXX.XXX.XXX.XXX
```

Where `xxx.xxx.xxx.xxx` is the IP address of the NIC to which you want ePolicy Orchestrator bound.

- 3** Save and close the `SERVER.INI` file.
- 4** Restart all of the ePolicy Orchestrator services.

Uninstalling the software

If and when you must uninstall this software, use this procedure to remove the software. If you used the ePolicy Orchestrator Setup program to install MSDE, you can remove it during uninstallation.

- 1** Close all ePolicy Orchestrator consoles.
- 2** Close all database management software; for example, SQL Enterprise Manager.
- 3** Use **Add/Remove Programs** in the **Control Panel** to remove the software. For instructions, see the Windows Help file. To open this file, click the **Start** button, then select **Help**.

To remove the existing MSDE database, select **Remove MSDE**.

- 4** Click **Remove**.

6 Troubleshooting

The most common messages that appear during an installation and their solutions are listed in [Table 6-1 on page 35](#) in alphabetical order.

If you are unable to resolve an issue using the information in this table, be sure to gather the following information before you contact McAfee Technical Support:

- Verify that you have met the minimum installation requirements. For a complete list, see [System requirements on page 5](#).
- Review the *ePolicy Orchestrator 3.6 Release Notes* (README.TXT) for any known installation issues.
- Verify that the user account you used to log on to the computer on which you are installing the software has full administrator permissions to that computer.
- Collect the exact text of all messages, and be sure to take note of any message codes that appear.
- Gather the installation log files. The default location of these files are:
 - CONSOLE.LOG — c:\program files\mcafee\epo\3.6.0
 - SERVER.LOG — c:\program files\mcafee\epo\3.6.0\db\logs
 - TRACE.LOG and DBINIT.LOG — %Temp%\nailogs

Table 6-1 Common installation messages and their solutions

If this message appears...	Then...
You are attempting to upgrade from a product version that is not supported. Please see the ePolicy Orchestrator Installation Guide for upgrade requirements.	The ePolicy Orchestrator 3.0.2 or higher software (or Protection Pilot 1.0 or higher software) has not been installed on this computer. You can only upgrade from these versions of ePolicy Orchestrator or Protection Pilot.
ePolicy Orchestrator requires Internet Explorer 6.0 or later.	The computer on which you are attempting to install the software is using a non-supported version of the browser. Install Internet Explorer 6.0 before you install the software.
ePolicy Orchestrator Setup is already running.	The ePolicy Orchestrator 3.6 Setup program is already running. You cannot have more than one instance of Setup running.
For security reasons we do not allow blank passwords. Please enter a value in the "Password" field provided.	The Password box is blank. Specify the password of the user account that you want to use.

Table 6-1 Common installation messages and their solutions (Continued)

If this message appears...	Then...
For security reasons we do not allow blank passwords. Please enter a value in the "Verify Password" field provided.	The Verify Password box is blank. Specify the password of the user account that you want to use.
It is required that the video display be set to 1024x768 or higher.	The computer on which 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. To open this file, click the Start button, then select Help .
It is required that this computer have at least 512 MB of RAM.	The computer on which you are attempting to install the software does not meet the minimum memory requirement. For a list of requirements, see Server and console requirements on page 5 or Remote console requirements on page 6 , respectively.
Microsoft Windows 2000 Service Pack 3 is not installed. ePolicy Orchestrator requires Windows 2000 Service Pack 3 or later be installed.	The computer on which you are attempting to install the software is using a non-supported version of the operating system. The supported operating systems differ depending on whether you are installing the server and console or remote console only. For a list of requirements, see Server and console requirements on page 5 or Remote console requirements on page 6 , respectively.
Please enter a value in the "Agent Broadcast communication" field.	The Agent Broadcast communication port box is blank. Specify the port number (default is 8082) that the ePolicy Orchestrator server will use to send agent wakeup calls to SuperAgents.
Please enter a value in the "Agent-to-Server communication" field.	The Agent-to-Server communication port box is blank. Specify the port number that the agent will use to communicate with the server.
Please enter a value in the "Agent Wake-Up communication" field.	The Agent Wake-Up communication port box is blank. Specify the port number (default is 8081) that the ePolicy Orchestrator server will use to send agent wakeup calls.
Please enter a value in the "Console-to-Application Server communication" field.	The Console-to-Application Server communication port box is blank. Specify the port number that the console will use to communicate with the server.
Please enter a value in the "Install to Folder" field.	The Install to Folder box is blank. Type the installation path in Install to Folder , or click Browse to select a location. The default location is: C:\PROGRAM FILES\MCAfee\EPO
Please enter a value in the "User Name" field.	The User name box is blank. Specify the user name of the user account that you want to use.
Please make sure that you have granted SQL Server Administrator-level access to this NT account.	Be sure that you grant SQL Server administrator permissions to the Windows NT user account you specified.

Table 6-1 Common installation messages and their solutions (Continued)

If this message appears...	Then...
The License file is corrupt. Please contact support for assistance.	Setup is unable to read the license information required to install the software. Contact McAfee Customer Service.
The License file is missing. Please contact support for assistance.	Setup is unable to read the license information required to install the software. Contact McAfee Customer Service.
The operating system you are using is not currently supported. For a complete list of system requirements, see the "ePolicy Orchestrator Installation Guide."	The computer on which you are attempting to install the software is using a non-supported version of the operating system. The supported operating systems differ depending on whether you are installing the server and console or remote console only. For a list of requirements, see Server and console requirements on page 5 or Remote console requirements on page 6 , respectively.
The passwords you entered do not match. Please try again.	The values you typed in Password and Verify Password do not match. Specify the password of the user account that you want to use.
This BETA version of ePolicy Orchestrator has expired.	Your license to use the software has expired. Go to the beta feedback page on the McAfee web site, where you can supply your comments about the beta software.
This EVALUATION version of ePolicy Orchestrator has expired.	Your license to use the software has expired. Go to the McAfee web site, where you can purchase a full version of the software.
This system is not currently configured with a static IP address, which is recommended for ePolicy Orchestrator Server.	The computer on which you are attempting to install the software does not use a static IP address. We recommend using static IP addresses for ePolicy Orchestrator servers to improve performance and reduce bandwidth usage.
Unable to determine the edition of your license. Please contact support for assistance.	Setup is unable to read the license information required to install the software. Contact McAfee Customer Service.
Unable to determine the state of your license. Please contact support for assistance.	Setup is unable to read the license information required to install the software. Contact McAfee Customer Service.
Unable to make a connection to the database server. Verify that you have entered the user name, password, and database server name correctly, then try again. If this message still appears, see the ePolicy Orchestrator Installation Guide for more information about resolving this issue.	A connection could not be made to the corresponding ePolicy Orchestrator database server. 1 Verify that the Domain, User Name, and Password you provided are typed correctly. 2 Verify that the database server is running. 3 Verify that the user account you provided is valid for the database server.

Table 6-1 Common installation messages and their solutions (Continued)

If this message appears...	Then...
We are unable to connect using the information you provided. Please check to make sure you have entered them correctly and try again.	The user account that you specified could not be accessed. 1 Verify that the Domain, User Name, and Password you provided are typed correctly. 2 Verify that the user account you used to log on to this computer has access to this domain.
You must reboot before installing ePolicy Orchestrator again.	The ePolicy Orchestrator software has been previously removed. You must restart this computer before you can reinstall the software.

A

High Availability Ensuring failover support

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

This section covers the following topics:

- [Requirements.](#)
- [Setting up and testing the ePolicy Orchestrator cluster on page 39.](#)

Requirements

Before running ePolicy Orchestrator as a clustered application, ensure the following is true:

- MSCS is set up and running for a cluster of two or more servers.
- ePolicy Orchestrator 3.6 is installed on all nodes of the cluster.
- Remote Microsoft SQL Server 2000 with Service Pack 3 is installed for the ePolicy Orchestrator database.

Setting up and testing the ePolicy Orchestrator cluster

Once the requirements are met, use these procedures to set up the nodes of the cluster. To set up the ePolicy Orchestrator cluster, you must complete these tasks:

- 1 [Stopping the ePolicy Orchestrator services on all nodes on page 39.](#)
- 2 [Running the ePolicy Orchestrator Clustering Setup wizard on page 40.](#)
- 3 [Directing secondary nodes to a common database on page 42.](#)
- 4 [Creating and configuring the cluster group on page 43.](#)
- 5 [Testing the ePolicy Orchestrator cluster on page 47.](#)

Stopping the ePolicy Orchestrator services on all nodes

For each node you must stop the following three ePolicy Orchestrator services:

- McAfee ePolicy Orchestrator 3.6.0 Server

- McAfee ePolicy Orchestrator 3.6.0 Application Server
- McAfee ePolicy Orchestrator 3.6.0 Event Parser

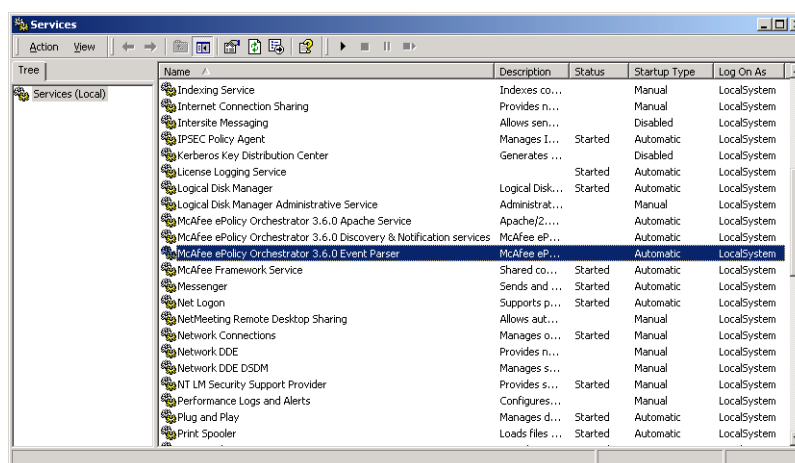


This procedure may be slightly different depending on the operating system you are using. This procedure was created using Microsoft Windows 2000 Server with Service Pack 3.

To stop the ePolicy Orchestrator services on a node:

- 1 From the Start menu, select **Settings | Control Panel | Administrative Tools | Services**. The Services dialog box appears.

Figure A-1 Services dialog box



- 2 Individually, right-click each of the services and select **Stop**.
- 3 Individually, right-click each of the services and select **Properties**. The Properties dialog box appears for each service.
- 4 On the General tab, change the Startup type to **Manual**.
- 5 Exit the Services dialog box when finished.

Running the ePolicy Orchestrator Clustering Setup wizard

Run the ePolicy Orchestrator Clustering Setup wizard on each node of the cluster.

Have the following information before running the wizard:

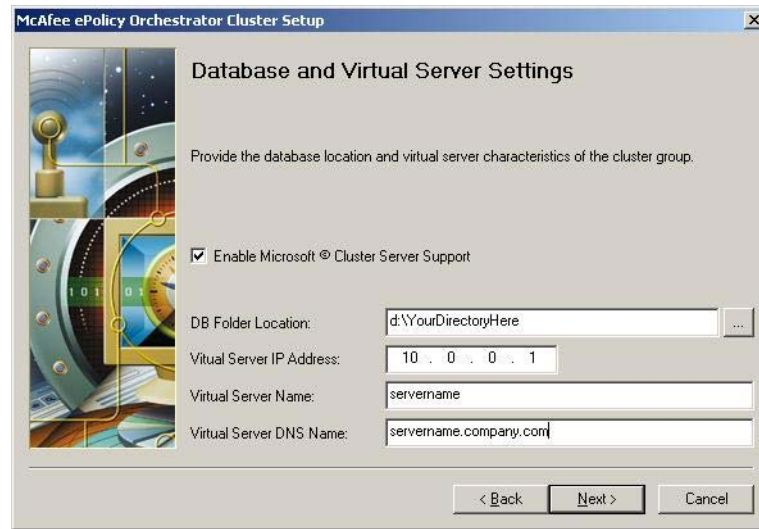
- Location of the DB folder.
- Virtual address information for the Cluster Group.

To launch the ePolicy Orchestrator Clustering Setup wizard:

- 1 Go to the installation folder, and double-click CLUSTEREP0.EXE. By default, this is:
`<Drive>:\Program Files\McAfee\ePO\3.6.0`
- 2 Click **Next** on the **Welcome** panel of the wizard.

- 3 Select Enable Microsoft Cluster Server Support.

Figure A-2 McAfee ePolicy Orchestrator Clustering Setup wizard



The screenshot shows the 'McAfee ePolicy Orchestrator Cluster Setup' wizard window. The title bar reads 'McAfee ePolicy Orchestrator Cluster Setup'. The main window has a decorative graphic on the left and a text area on the right. The text area is titled 'Database and Virtual Server Settings' and contains the instruction: 'Provide the database location and virtual server characteristics of the cluster group.' Below this, there is a checkbox labeled 'Enable Microsoft © Cluster Server Support' which is checked. To the right of the checkbox are four input fields: 'DB Folder Location:' with a text box containing 'd:\YourDirectoryHere' and a browse button (...); 'Virtual Server IP Address:' with a text box containing '10 . 0 . 0 . 1'; 'Virtual Server Name:' with a text box containing 'servername'; and 'Virtual Server DNS Name:' with a text box containing 'servername.company.com'. At the bottom right of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

- 4 Type, browse to, or create a location for the DB folder on the Quorum using the ... button.
- 5 Provide the following identifying information of the ePO group:
 - Virtual server IP address.
 - Virtual server name.
 - Virtual Server DNS name.



Although you haven't created the ePO group yet, this procedure assumes that you will know what these characteristics will be when you create it.

- 6 Click Next.

- 7 Review the settings provided. If accurate, click Next, then Finish.

Figure A-3 McAfee ePolicy Orchestrator Clustering Setup wizard



Directing secondary nodes to a common database

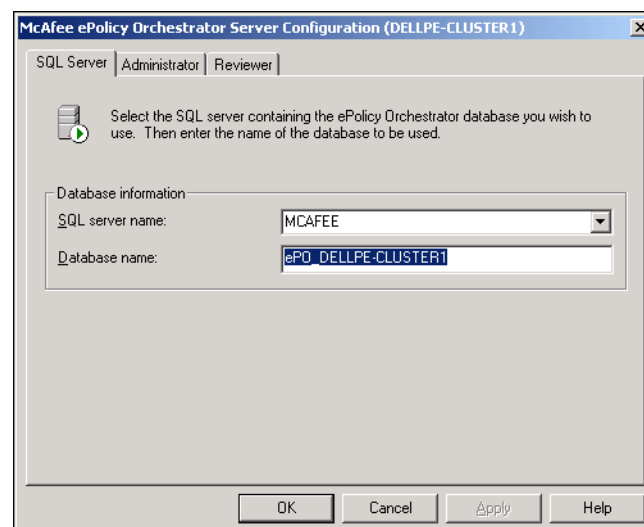
On all secondary nodes, you must use the CFGNAIMS.EXE utility to direct the secondary ePolicy Orchestrator servers to the primary node's database:

- 1 Go to the installation folder, and double-click CFGNAIMS.EXE. By default, this is:

<Drive>:\Program Files\McAfee\ePO\3.6.0

The McAfee ePolicy Orchestrator Server Configuration dialog box appears.

Figure A-4 SQL Server tab



- 2 On the SQL Server tab, change the database name to that of the primary node.
- 3 On the Administrator and Reviewer tabs, change the user credentials as needed.

Creating and configuring the cluster group

When setting up the cluster group, you must perform the following:

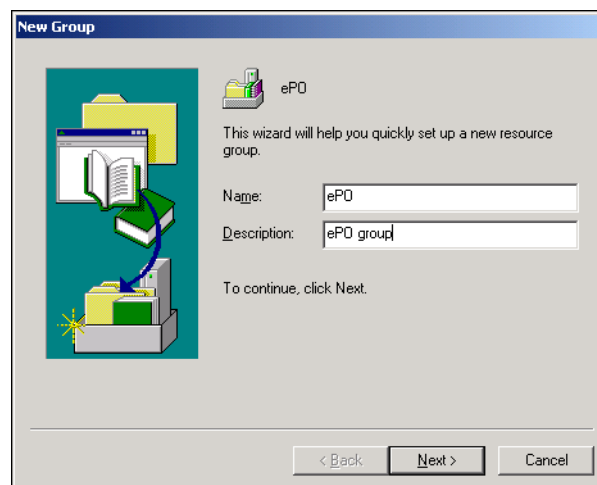
- *Creating the ePolicy Orchestrator group*
- *Creating the IP Address resource.*
- *Creating the Network Name resource.*
- *Moving the Quorum drive to the ePO group.*
- *Creating the Generic Service resources.*

Creating the ePolicy Orchestrator group

From the primary node of the cluster:

- 1 From the Start menu, select Program Files | Administrative Tools | Cluster Administrator. The Cluster Administrator appears.
- 2 Right-click Groups in the console tree, then select New | Group. The New Group dialog box appears.

Figure A-5 New Group dialog box



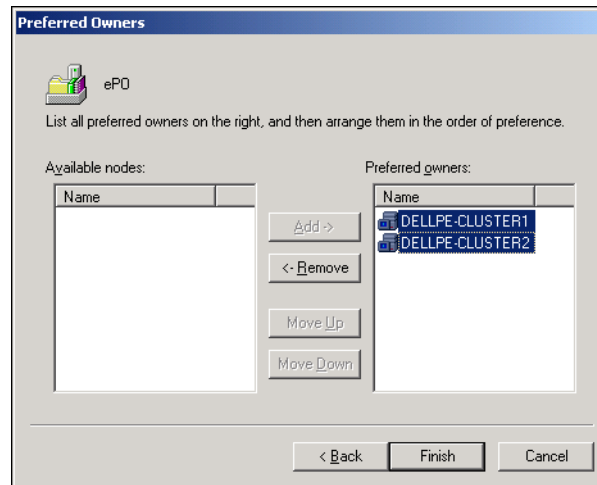
- 3 Type the Name and Description of the group, then click Next.



For the purposes of showing this procedure, the new group is called ePO, although you can choose any name.

- 4 In the Preferred Owners dialog box, identify the desired owners of the group. Select the desired node under **Available Nodes**, then click **Add**. Repeat until all preferred owners are added, then click **Next**.

Figure A-6 Preferred Owners dialog box



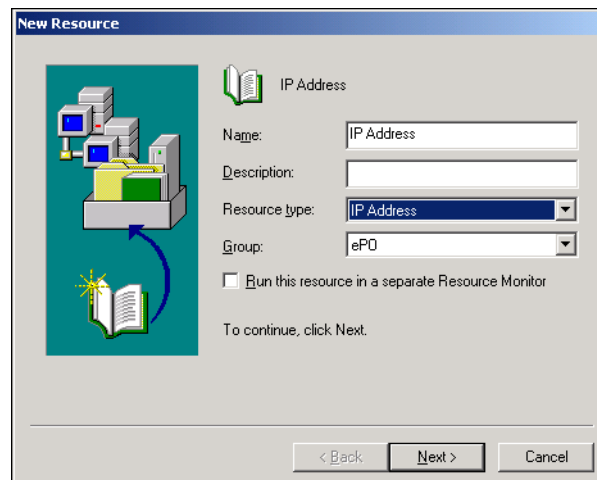
- 5 Click **Finish**.

Creating the IP Address resource

You must also create the IP Address resource manually for the ePO group:

- 1 Right-click the ePO group, select **New | Resource**. The New Resource dialog box appears.
- 2 Type the **Name** and **Description** of the resource. For example, **IP Address**.
- 3 Select **IP Address** from the **Resource Type** drop-down list.

Figure A-7 IP Address resource



- 4 Ensure **ePO** is the selected group, then click **Next**.

- 5 In the **Possible Owners** dialog box, identify the possible owners of the resource. Select the desired node, then click **Add**. Repeat until all possible owners are added, then click **Next**.
- 6 In the **Dependencies** dialog box, click **Next**.
- 7 Provide the virtual IP address and subnet mask for the ePO group, then click **Finish**.

Creating the Network Name resource

You must also manually create the Network Name resource for the ePO group:

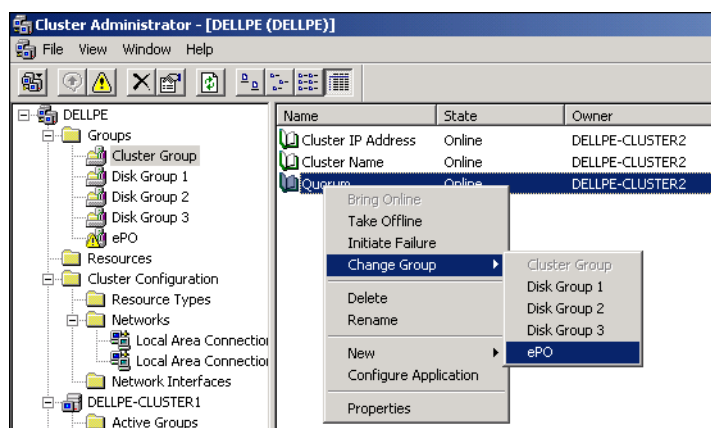
- 1 Right-click the ePO group, select **New | Resource**. The **New Resource** dialog box appears.
- 2 Type the **Name** and **Description** of the resource. For example, ePO Server Name.
- 3 Select **Network Name** from the **Resource Type** drop-down list.
- 4 Ensure **ePO** is selected, then click **Next**.
- 5 In the **Possible Owners** dialog box, identify the possible owners of the resource. Select the desired node, then click **Add**. Repeat until all possible 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 ePO group, then click **Finish**.

Moving the Quorum drive to the ePO group

Once the group has been created, you must move the Quorum drive to the ePO group:

- 1 Select the **Cluster Group**, right-click **Quorum**, then select **Change Group | ePO**.

Figure A-8 Change Group action



- 2 Verify this action when prompted.

Creating the Generic Service resources

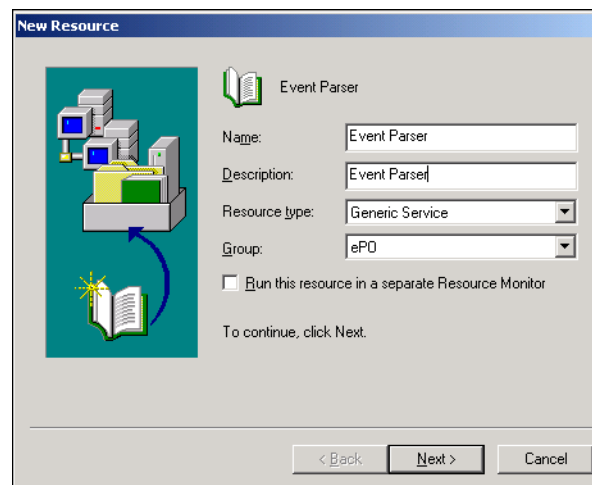
You must create a Generic Service resource for the ePO group to add the ePolicy Orchestrator services for the group. For each node you must perform the procedure twice, once for the McAfee ePolicy Orchestrator 3.6.0 Event Parser service, and once for the other two services:



The McAfee ePolicy Orchestrator 3.6.0 Event Parser service must be added first due to its dependence on the McAfee ePolicy Orchestrator 3.6.0 Server service.

- 1 Right-click the ePO group, then select **New | Resource**. The **New Resource** dialog box appears.
- 2 Type the **Name** and **Description** of the resource. For example, `Event Parser`.

Figure A-9 New Resource dialog box



- 3 Select **Generic Service** from the **Resource type** drop-down list.
- 4 Ensure **ePO** is the selected group, then click **Next**.
- 5 In the **Possible Owners** dialog box, identify the possible owners of the resource. Select the desired node, then click **Add**. Repeat until all possible owners are added, then click **Next**.
- 6 In the **Dependencies** dialog box:

When adding the McAfee ePolicy Orchestrator 3.6.0 Event Parser service and the McAfee ePolicy Orchestrator 3.6.0 Application Server service, add the Quorum drive as a dependency, then click **Next**.

When adding the McAfee ePolicy Orchestrator 3.6.0 Server service, add the McAfee ePolicy Orchestrator 3.6.0 Event Parser service and the Quorum drive as dependencies, then click **Next**.
- 7 Type the **Service Name** and leave the **Start Parameters** field blank, then click **Finish**.



The service name for the Event Parser service is `EVENTPARSER360`.
The service name for the Server service is `APACHE2FOREPO`.
The service name for the Application Server service is `RSDSERVER360`.

Testing the ePolicy Orchestrator cluster

The ePolicy Orchestrator cluster should now be set up and running. To test the functionality:

- 1 Select the ePO group, and select **Bring online**.
- 2 Right-click any of the resources for the ePO group, then select **Initiate Failover**. The resources should fail and come back online.

You can also test the functionality by moving the ePO group:

- 1 Right-click the ePO group.
- 2 Select **Move Group**. All the ePO group resources should fail over successfully.

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