C&C’s effectiveness when responding to virus activity can only be improved with the continued cooperation of our clients. Clients are therefore strongly cautioned against opening email attachments from untrusted sources and care should always be exercised when following links in email or when browsing the internet. Given the ongoing nature of virus activity clients are reminded that virus alerts from their anti-virus program should be taken seriously and reported immediately to the C&C Service Desk.

The following Instructions should assist you with the following:

- determining your McAfee Anti-Virus software version
- determining your ePO client software version
- determining your McAfee Security Status
- determining the current Service Pack level of your Windows XP operating system

Anyone having questions or concerns should contact the C&C Service Desk at 864-4595 or help@mun.ca

**How can I ensure that I have the correct version of the McAfee ePO client with VirusScan & AntiSpyware?**

First, notice the icon in the System Tray. The McAfee Virus Scan icon is displayed as a red shield. If you cannot see the icon you may have to expand the system tray by clicking on the arrow pointing to the left. If the icon is still not present, then you do not have the current and correct version of McAfee ePO client.

If you **do not** have the correct and current version of McAfee ePO client with VirusScan & AntiSpyware, then you can renew your license by contacting the CPC at 737-2673 or cpc@mun.ca.

- Otherwise, continue.

Next, if the McAfee Virus Scan icon is visible, then right click on it, and you should see the following.
The pop-up menu should look the same as above.

Next select “About...”, This will create an applet with information about the McAfee products on your computer. There are 3 main points of interest to verify that you have the current version of McAfee ePO client with VirusScan & AntiSpyware.

1. **McAfee ePO client – Version number: 4.5 or better**
2. VirusScan Enterprise + AntiSpyware Enterprise / VirusScan Enterprise – Version number: 8.7 or better
3. Virus Definitions - DAT Created / Install Date (should be within the last day or two)

If you do not have the current version of McAfee ePO client with VirusScan & AntiSpyware, then you can renew your license by contacting the CPC at 737-2673 or cpc@mun.ca. If you need assistance to determine if your software is current please contact the service desk at 737-4595 or help@mun.ca.

If you do have the current version of McAfee ePO client with VirusScan & AntiSpyware, but your virus definitions (DAT) are out of date, then please confirm that you have a valid internet connection and after 20 minutes or so, the DAT should update. If not, then please contact the service desk at 737-4595 or help@mun.ca.
Determining my McAfee Security Status

The function of the McAfee Security Status is to alert the user that the McAfee products that are running on the system need any type of special attention. If there is any type of problem with the McAfee products on that system a ! (Exclamation Point) will show up and that’s the notification alerting a user to check for problems.

In order to check your McAfee Security Status right click on the red McAfee security shield icon located in the your computers System Tray. Typically, the system tray is located in the lower right hand corner of your screen next to the Task bar and the System Clock.
If your McAfee Security Status displays as below your system is protected.

Should the McAfee Security Status monitor display a large exclamation point (!) rather than the checkbox shown above please contact the C&C Service Desk at 864-4595 or help@mun.ca
Determining your Windows XP Service Pack Level

From the Desktop:

Click on the “Start” button and select Control Panel

Depending upon how your PC is configured the Control Panel may appear one of two ways – Classic view or Category view.
Click on the item labeled “Performance and Maintenance”.

This is the category view for Control Panel:
When opened the Performance and Maintenance window will appear as below

Click on the item labeled “System” to display the computer’s system information.
The System Properties window will display as follows. Please note that the Service Pack level is displayed beneath the version information. If your Service Pack level is Service Pack 2 or less please contact the C&C Service Desk at 864-4595 or help@mun.ca

For clients configured to view Control Panel from Classic View please do the following
From the alphabetical list of icons please double click on the icon labeled “System”.

This will display the “System Properties” window below.
Please note that the Service Pack level is displayed beneath the version information. If your Service Pack level is Service Pack 2 or less please contact the C&C Service Desk at 864-4595 or help@mun.ca