



Client Platform Management **T e c h n i c a l B u l l e t i n**

Bulletin ID: TB1079

Date Created: 12/10/2009

Author: Anthony Bartolini

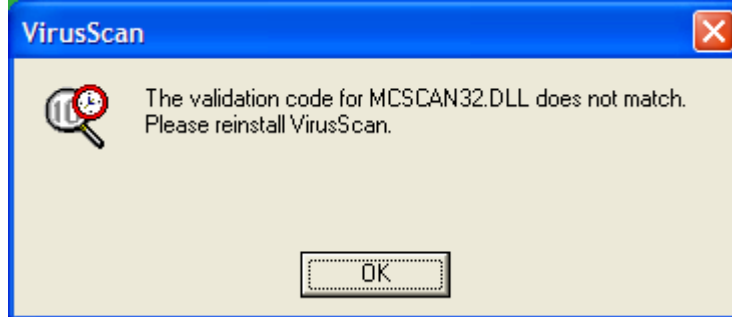
Issue: McAfee VirusScan version 4.5.1 SP1 displays an error after virus definition updates are applied

This bulletin applies to:

- **Laptops leased from CCC**
- **December 2009 CCC Pathways® Monthly Update**
- **McAfee® VirusScan® Version 4.5.1 SP1**
- **McAfee® VirusScan® Virus Definition Updates**

Symptoms:

After applying November 20th or later McAfee virus definitions, McAfee VirusScan will display the following error:



Once this error is displayed, McAfee VirusScan no longer functions correctly. Additionally, the error will continue to display upon each system reboot or whenever VirusScan is restarted.

The CCC Pathways Monthly Update DVD delivers McAfee VirusScan virus definitions for all laptops leased from CCC. Users of leased CCC laptops may experience the above issue after running the December 2009 Monthly Update DVD.

Cause:

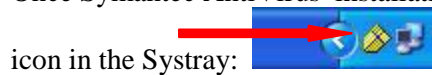
McAfee no longer supports the version of VirusScan which is included on CCC laptops. The Nov 20th 2009 and later McAfee virus definitions have introduced some changes that cause the 4.5.1 SP1 version of McAfee VirusScan to fail in the manner described above.

Resolution:

To resolve this issue, McAfee VirusScan 4.5.1 SP1 must be removed. To provide continued Antivirus protection, Symantec™ AntiVirus will be installed.

Step 1: Uninstall McAfee VirusScan and install Symantec Antivirus

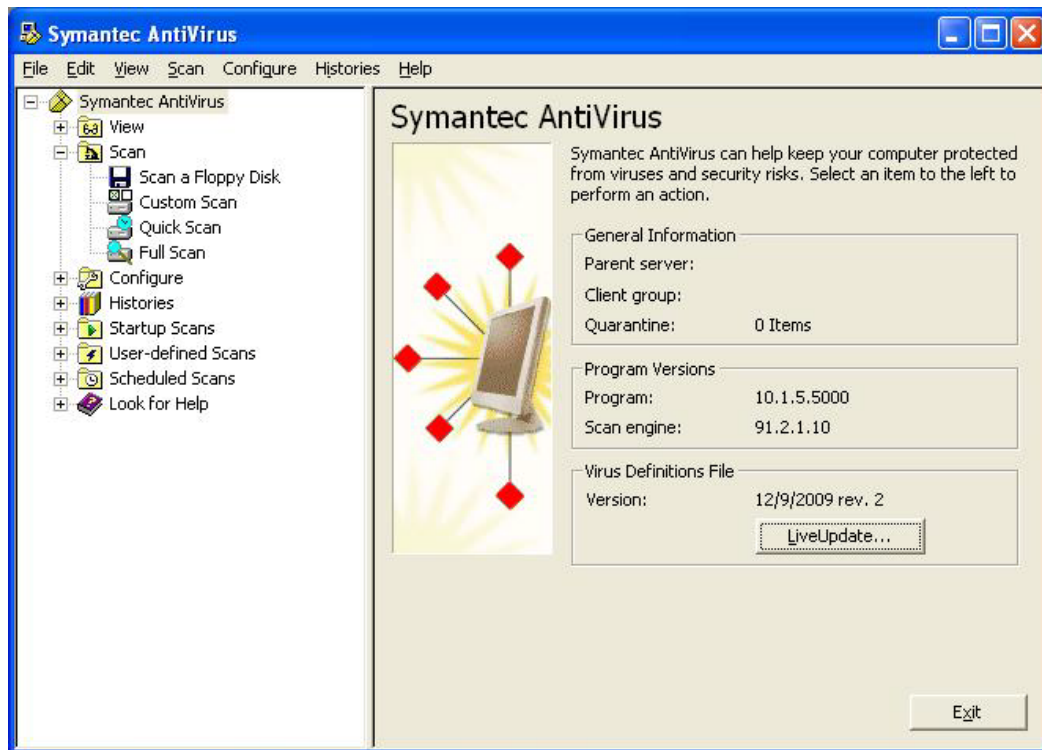
1. Insert the **CCC Antivirus Update CD**.
2. Go to Start > Run. In the Open field, type **d:\setup.exe** and click OK. (If your CD drive is assigned a letter other than d, replace d with the appropriate letter.)
3. McAfee VirusScan 4.5.1 SP1 will be automatically uninstalled. This process is very quick.
4. Once McAfee uninstall is complete, Symantec AntiVirus installation will begin automatically. This process will take a bit longer since it will be applying antivirus definitions in addition to the installation.
5. Once Symantec AntiVirus installation is complete, you will notice a new gold shield icon in the Systray:



Step 2: Update Symantec AntiVirus virus definitions

Important! You must be connected to the Internet in order to update Symantec AntiVirus with the latest virus definitions.

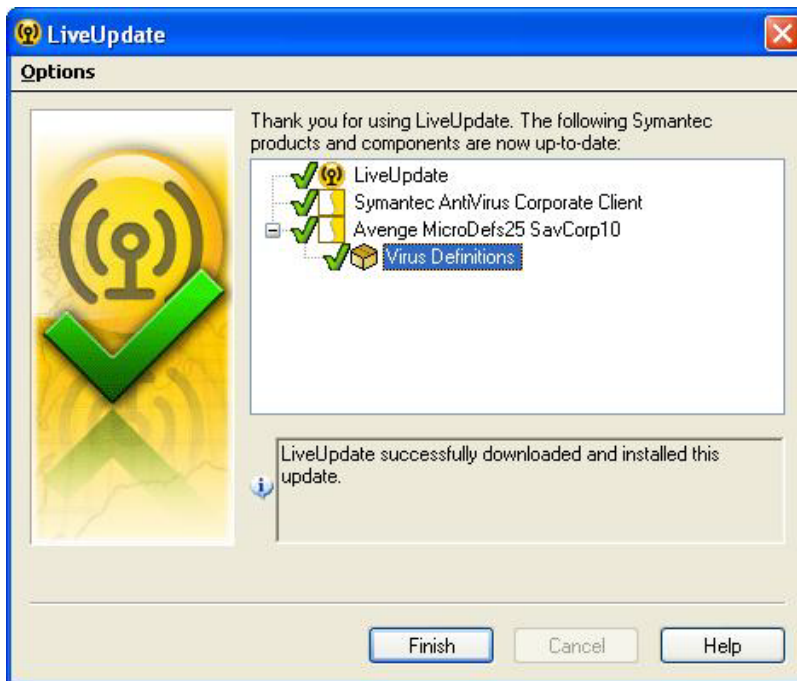
1. Double-click on the Gold Shield icon in the systray. The following view is displayed:



2. Click on the LiveUpdate button. The following view is displayed:



3. Click Next to start the update.



4. Click Finish when complete.
5. By default, virus definitions are automatically downloaded on a weekly basis. To change the download time and/or frequency, simply double-click the gold shield icon in the systray to bring up Symantec AntiVirus. Once launched, go to File > Schedule Updates, and adjust as required.