McAfee Client Proxy 4.3.x Installation Guide

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1 Installation overview

Contents

- *Overview*
- *Which type of installation do you need?*
- *McAfee ePO installation workflow*
- *McAfee ePO Cloud or MVISION ePO installation workflow*
- *Standalone installation workflow*
- *Installation and upgrade considerations*

Overview

McAfee® Client Proxy consists of server and client software, whose deployment details depend on the management platform you are using.

Client Proxy is managed with McAfee® ePolicy Orchestrator® (McAfee® ePO™) , McAfee® ePolicy Orchestrator® Cloud (McAfee® ePO™ Cloud) , or McAfee® MVISION ePO. While Client Proxy is a managed product, the user or client computers in your organization can be managed or unmanaged.

Server software

The server software adds the Client Proxy server functionality to the McAfee ePO, McAfee ePO Cloud, or MVISION ePO. Because the server software extends the management platform functionality, it is called the extension software or *extension*. It is also called the *manager*.

Client software

Client computers can be managed with McAfee ePO, McAfee ePO Cloud, or MVISION ePO. Managed client computers are called *endpoints*. Unmanaged clients are called *standalone computers*.

The deployment of the client software to the client computers depends on whether they are managed or standalone. The deployment of the Client Proxy policy also depends on whether the client computers are managed or standalone.

Client computers	Client software	Client Proxy policy
Endpoints (managed)	Checked in to the Master Repository on a McAfee ePO, McAfee ePO Cloud, or MVISION ePO server as a *package*, then deployed to the endpoints	Configured in the interface, then deployed to the endpoints
Standalone computers (unmanaged)	Separately installed on the client computers	Configured in the interface, then exported to an .opg file for saving locally on the client computers

Deployment details

This table summarizes how the server and client software is deployed when Client Proxy is managed with McAfee ePO, McAfee ePO Cloud, or MVISION ePO.

Management platform	Server software (extension)	Client software (package)
McAfee ePO	You install the extension software on the McAfee ePO server.	You check in the client package to the Master Repository and deploy the package to the endpoints.
McAfee ePO Cloud or MVISION ePO	The extension software is preinstalled on the McAfee ePO Cloud or MVISION ePO server.	The client package is already checked in to the Master Repository. You need to deploy only the package to the endpoints.

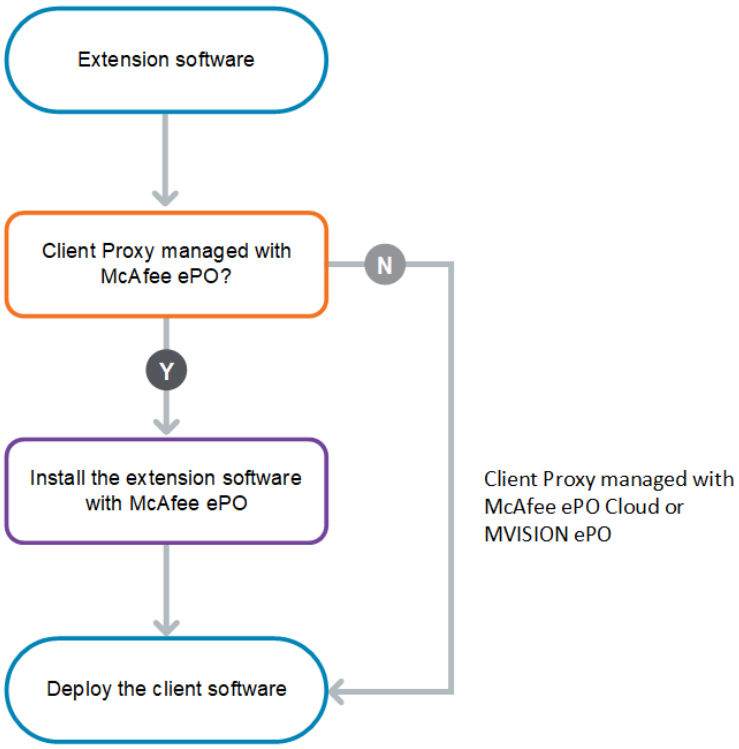
Which type of installation do you need?

The type of installation depends on whether you are managing Client Proxy with McAfee ePO, McAfee ePO Cloud, or MVISION ePO, and whether your client computers are managed or standalone.

Client Proxy software consists of server or extension software and the client software package.

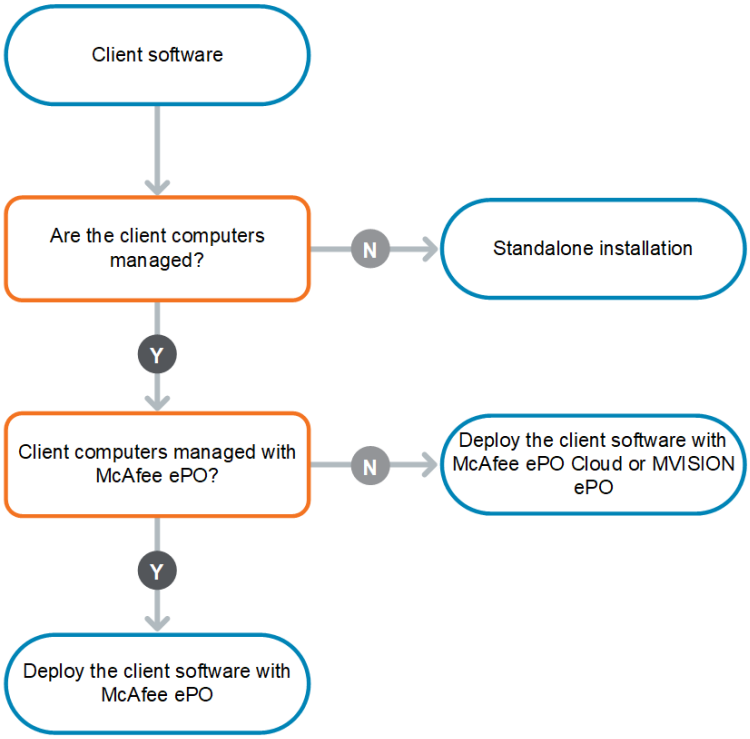
Extension software

When Client Proxy is managed with McAfee ePO Cloud or MVISION ePO, there is no extension software to install.



Client software

The client software can be installed as an application on your client computers or deployed from the McAfee ePO, McAfee ePO Cloud, or MVISION ePO management platform.

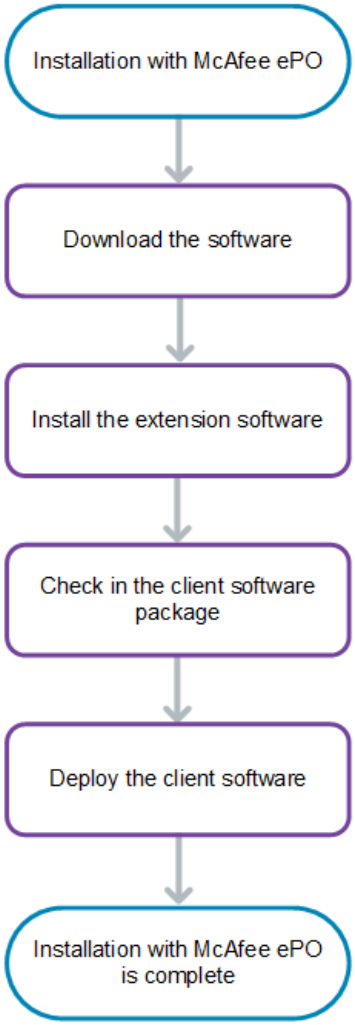


McAfee ePO installation workflow

An installation with McAfee ePO consists of several high-level steps.

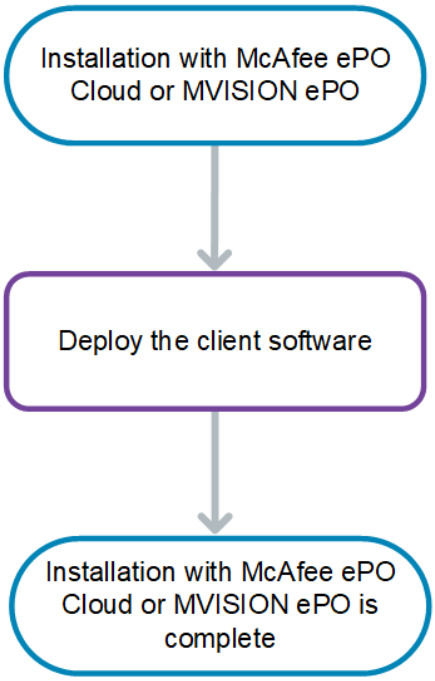
After you download the software, you perform the remaining tasks in the McAfee ePO interface.

1. Download the software from the McAfee Content & Cloud Security Portal.
2. Install the extension software on the McAfee ePO server.
3. Check in the client software package to the Master Repository on the McAfee ePO server.
4. Deploy the client software to the endpoints.


Installation with McAfee ePO
Download the software
Install the extension software
Check in the client software package
Deploy the client software
Installation with McAfee ePO is complete

McAfee ePO Cloud or MVISION ePO installation workflow

An installation with McAfee ePO Cloud or MVISION ePO consists of one high-level step: deploying the client software to the endpoints.



Standalone installation workflow

Follow this workflow when your client computers are not managed with McAfee ePO, McAfee ePO Cloud, or MVISION ePO when you want a standalone installation.

1 Download the software from the McAfee Content & Cloud Security Portal.

2 Locate the client software for your operating system:

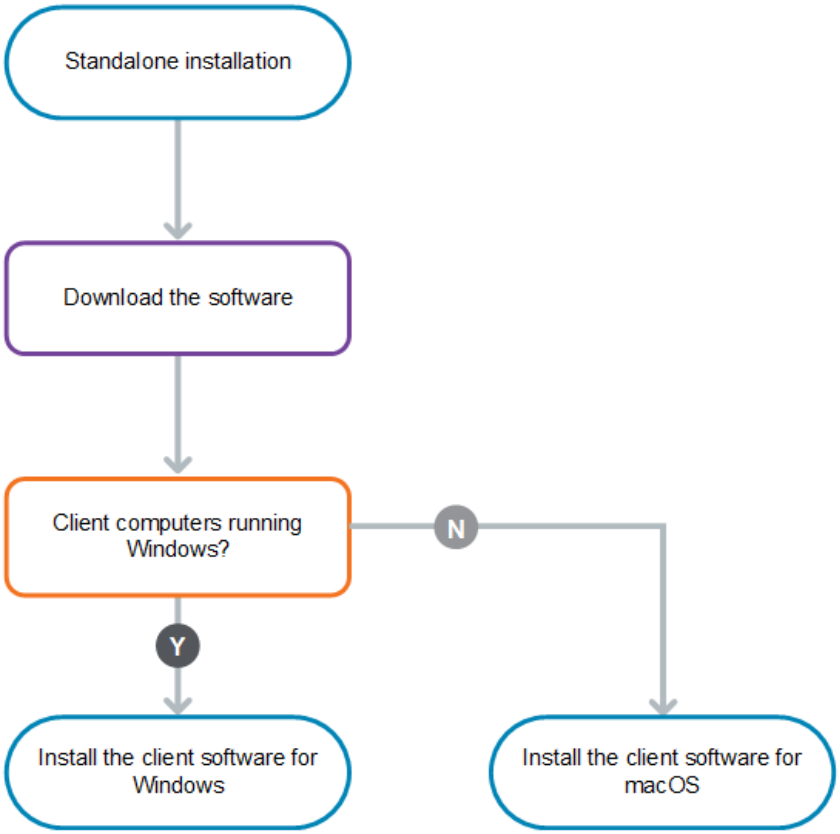
- Windows

  Before installing Client Proxy on Windows systems, check the case sensitive attribute in the installation directory. The case sensitive attribute should be disabled in the installation directory. The Client Proxy installation fails if the case sensitive attribute is enabled.

- macOS

3 To install the software on your client computers, you can run the installation executable file:

- From the file browser on your system
- From the command line



Installation and upgrade considerations

The tasks to install and upgrade the Client Proxy software are the same. The details depend on the management platform you are using.

- McAfee ePO — From the McAfee ePO interface, you install, upgrade, and manage the Client Proxy software on a McAfee ePO server deployed on your organization's network.
- McAfee ePO Cloud or MVISION ePO — A team of McAfee security experts installs and upgrades the Client Proxy software on a McAfee ePO Cloud or MVISION ePO server. You manage the software from the McAfee ePO Cloud or MVISION ePO interface.

We do not support the automatic upgrade of a pre-release software version. To upgrade to a production release of the software, you must first uninstall the pre-release version.

2 System requirements

Contents

- *Software modules included with this release*
- *Compatible versions of McAfee Agent*
- *Compatible versions of McAfee ePO and McAfee ePO Cloud*
- *Client computer requirements*

Software modules included with this release

You can view the build numbers of the software modules included with this release of Client Proxy.

Client Proxy managed with McAfee ePO

The software modules are included in the installation executable file.

Software	Build
Client Proxy client software for Windows	4.1.0.185
Client Proxy client software for macOS	4.1.0.107
Client Proxy manager (extension software)	4.1.0.164
Common Catalog coreCatalog	2.0.5.19
Common Catalog catalogFramework	2.0.5.19

Client Proxy managed with McAfee ePO Cloud

The software modules are preinstalled on the McAfee ePO Cloud server or checked in to the Master Repository.

Software	Build
Client Proxy client software for Windows	3.2.0.189
Client Proxy client software for macOS	3.2.0.267
Client Proxy manager	3.2.0.186

Client Proxy managed with MVISION ePO

The software modules are preinstalled on the MVISION ePO server or checked in to the Master Repository.

Software	Build
Client Proxy client software for Windows	4.1.0.185
Client Proxy client software for macOS	4.1.0.107
Client Proxy manager	4.1.0.191

Compatible versions of McAfee Agent

Each release of Client Proxy is compatible with specific McAfee® Agent versions. This information is different for each management platform.

Management platform	McAfee Agent versions
McAfee ePO	5.5.x
McAfee ePO Cloud	5.6.1
MVISION ePO	5.6.2

For more information about McAfee Agent, see KB51573.

Compatible versions of McAfee ePO and McAfee ePO Cloud

This release of Client Proxy is compatible with specific versions of the management platform software.

Management platform	Compatible versions
McAfee ePO	5.9.0, 5.9.1, 5.10.0
McAfee ePO Cloud	5.9.0
MVISION ePO	5.9.0

Client computer requirements

Client Proxy client software runs on your client computers. Before deploying the software to the computers, verify that they meet the hardware and operating system requirements.

Hardware requirements

- **RAM** — 1 GB minimum (2 GB recommended)
- **Hard disk** — 300 MB free disk space minimum (500 MB recommended)

Supported operating systems

- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows 8 (not including Windows 8 RT edition)
- Windows 8.1 Update 1
- Windows 10 version 1507
- Windows 10 version 1607 (Anniversary Update)
- Windows 10 version 1703 (Creators Update)

- Windows 10 version 1709 (Fall Creators Update)
- Windows 10 version 1803 (April 2018 Update)
- Windows 10 version 1809 (October 2018 Update)
- Windows 10 version 1903 Release Preview (Build 18362)
- Windows 10 version 1909
- Windows 10 version 2004
- Windows 10 21H1
- macOS Big Sur 11.2

Client Proxy 4.0.0 is not supported on macOS 10.15 (Catalina) and is supported on macOS Big Sur 11.2 and later. The older versions of Client Proxy does not support macOS Big Sur 11.2.

Upgrade Client Proxy to 4.0.0

Client Proxy 4.0.0 runs on macOS Big Sur 11.2 and later.

1. Upgrade Mac system to the latest available version of Big Sur.

   Client Proxy shows Driver error status after upgrading Mac when you have installed older Client Proxy version. This is an expected error.

2. Install Client Proxy 4.0.0 using the traditional installation method as described in the *Install or upgrade the software* section.

3. When McAfee alert prompts to allow the McAfee system extension through **Security & Privacy**, click **Allow**.

   McAfeeSystemExtension loads Client Proxy files only when you click **Allow**. The Client Proxy files are blocked when you don't click **Allow**. You can manage user consent silently (without user intervention) on the systems that are managed by Mobile Device Management (MDM). For more information, see McAfee Knowledge Base article KB94092.

The connectivity status of Client Proxy remains in `KxtAuthErr User Consent` until you choose allow.

3 Install or upgrade the software

Contents

- *Download the software*
- *Install Client Proxy with McAfee ePO*
- *Install Client Proxy with McAfee ePO Cloud*
- *Install Client Proxy with McAfee MVISION ePO*
- *Install the client software without McAfee ePO, McAfee ePO Cloud, or MVISION ePO*
- *Install the client software using the command line*

Download the software

Download the Client Proxy server and client software from the McAfee Content & Cloud Security Portal to your administrator system.

If you are using McAfee ePO Cloud or MVISION ePO, there is no software to download or install.

Task

1. Log on to your administrator system as administrator.
2. Go to the McAfee Content & Cloud Security Portal.
3. Enter your user name and password, then click **Login**.
4. Select **Products** | **McAfee Web Gateway** | **Downloads** | **Tools**.
5. Under **McAfee Client Proxy**, click the .zip file icon for the Client Proxy version you want to download, then click **Download**.
6. Click **Save File**, then click **OK**.
7. In your Downloads folder, extract the .zip file contents to a folder on your system for later use.

The Client Proxy server and client software files are downloaded to your system.

Install Client Proxy with McAfee ePO

Contents

- *Install the extension software (McAfee ePO)*
- *Check in the client software package (McAfee ePO)*
- *Deploy the client software (McAfee ePO)*

Install the extension software (McAfee ePO)

Install the Client Proxy extension on the McAfee ePO server.

Before you begin

- The software must be downloaded from the McAfee Content & Cloud Security Portal to your system.
- You must be logged on to the McAfee ePO server as an administrator.

The extension .zip file includes:

- Client Proxy manager (the server software)
- McAfee® Common Catalog

Task

1. From the McAfee ePO menu, select **Software** | **Extensions**, then click **Install Extension**.
2. Click **Browse**, then navigate to the folder containing the installation files.
3. In the Server subfolder, select the extension file MCPSRVER1000_a.b.c.x.zip.

   a.b.c is the version number of the release and x is the number of the software build.
4. Click **Open**, then click **OK** to open the **Install Package** window.
5. Click **OK** to run the installation.

The Client Proxy extension software is installed on the McAfee ePO server.

Check in the client software package (McAfee ePO)

Check in the client software package to the Master Repository on the McAfee ePO server.

Before you begin

- The software must be downloaded from the McAfee Content & Cloud Security Portal to your system.
- You must be logged on to the McAfee ePO server as an administrator.

Task

1. From the McAfee ePO menu, select **Software** | **Master Repository**, then click **Check In Package**.
2. For **Package type**, select **Product or Update (.ZIP)**.
3. Click **Browse**, then navigate to the folder containing the installation files.
4. In the Client subfolder, navigate to the folder containing the client software for the operating system running on your endpoints:
   - Mac/Signed_Package — Mcp_Mac_Distribution a.b.c Build x Package #y.zip
   - Windows\Signed_Package — mcp-win a.b.c Build x Package #y.Zip

   a.b.c is the version number of the release, x is the build number, and y is the package number.
5. Select the .zip file, click **Open**, then click **Next**.
6. Review the package options, then click **Save**.

The client software package is added to the **Packages in Master Repository** list.

Deploy the client software (McAfee ePO)

From the McAfee ePO interface, create and schedule a task to deploy the client software to the endpoints running Windows or macOS.

Before you begin

- You must be logged on to the McAfee ePO server as an administrator.
- The extension software must be installed on the McAfee ePO server.
- The latest build of the client software must be checked in to the Master Repository.
- A compatible build of McAfee Agent must be checked in to the Master Repository and installed on the endpoints.

After installation, the client software runs immediately without restarting the endpoints. But it doesn't redirect web traffic until a policy is deployed to the endpoints.

Task

1. From the McAfee ePO menu, select **Systems** | **System Tree**.
2. Select the organizational level where you want the client software installed.

   To select all endpoints managed by your platform, select **My Organization**.
3. Click **Assigned Client Tasks**.
4. From the **Actions** drop-down list, select **New Client Task Assignment**.
5. In the **Client Task Assignment Builder**, configure these options in the order shown, then click **Create New Task**.
   - **Product** — Select **McAfee Agent**.
   - **Task Type** — Select **Product Deployment**.
6. In the **Create New Task** window:
   a. Specify a **Task Name**.
   b. Select **Mac** or **Windows** from the **Target platforms** settings.
   c. From the **Products and components** drop-down list, select the version of **McAfee Client Proxy** (for Windows) or **McAfee Client Proxy for Mac OsX** that you want installed on the endpoints.
   d. From the **Action** drop-down list, select **Install**.
   e. Click **Save**.
7. Verify that **Enabled** is selected for the **Schedule status**.
8. From the **Schedule type** drop-down list, select **Run immediately**.
9. Click **Save**.

The next time McAfee Agent checks for updates, it runs this task and deploys the client software to the endpoints.

Install Client Proxy with McAfee ePO Cloud

Deploy the client software (McAfee ePO Cloud)

From the McAfee ePO Cloud interface, create and schedule a task to deploy the client software to the endpoints running Windows or macOS.

> **Before you begin**
>
> You must be logged on to the McAfee ePO Cloud server as an administrator.

After installation, the client software runs immediately without restarting the endpoints. But it doesn't redirect web traffic until a policy is deployed to the endpoints.

Task

1. From the McAfee ePO Cloud menu, select **Software** | **Product Deployment**.
2. Click **New Deployment**.
3. Specify a name for this deployment.
4. From the **Package** drop-down list, select the version of the Client Proxy software that you want deployed.
5. From the **Action** drop-down list, select **Install**.
6. Click **Select by Tag or Group** to open the **System Selection** window.

   Selecting a System Tree group results in a continuous deployment.
7. On the **System Tree** tab, select **My Organization**, then click **OK**.
8. For **AutoUpdate**, select **Automatically deploy latest version of the products**.
9. From the **Start time** drop-down list, select **Run Immediately**.

The next time McAfee Agent checks for updates, it runs this task and deploys the client software to the endpoints.

Install Client Proxy with McAfee MVISION ePO

Deploy the client software (MVISION ePO)

The new simplified deployment page allows you to quickly generate a link and distribute it to your users. Using the link, your users can easily download and install the selected products on their systems.

Before you start to deploy Client Proxy, make sure that you have:

- Set up your instance of Client Proxy
- Logged into Client Proxy

Task

1. From the MVISION ePO menu, select **Software** | **Product Deployment**
2. Edit the **Group Name** value as needed.

3 Select either Windows or macOS from the **Platform** drop-down list. Make sure to select McAfee Client Proxy under **Endpoint Protection Software**.

Client Proxy is not supported on the Linux operating system.

4 Select **Endpoint Protection Software** options.

Keep the defaults, or change which products you want to include.

5 Under **Advanced Options**, select **Software is automatically updated to the latest version**.

6 Click **Done** to open the **Install Protection on Other Computers** dialog box.

7 Click **Download Installer** or **Copy URL to Clipboard**.

8 Click **Close**.

You can distribute the **McAfee Smart Installer** to your systems, or send the **Smart Installer URL** to your users.

The McAfee Smart Installer takes a few minutes to run; it installs McAfee Agent. Then, after further communication between MVISION ePO and McAfee Agent, the Client Proxy software is downloaded and installed.

Install the client software without McAfee ePO, McAfee ePO Cloud, or MVISION ePO

Contents

- *Install the client software on Windows-based computers*
- *Install the client software on macOS computers*

Install the client software on Windows-based computers

You can install the client software on a standalone or endpoint computer running Windows without using McAfee ePO or McAfee ePO Cloud.

Before you begin

- The software must be downloaded from the McAfee Content & Cloud Security Portal to your system.
- The policy file must be named MCPPolicy.opg and saved to this folder for Client Proxy to start redirecting traffic: C:\ProgramData\McAfee\MCP\Policy\.

After installation, the client software automatically moves the policy file to C:\ProgramData\McAfee\MCP\Policy\. If the file is not moved, verify that the Client Proxy service (MCPService.exe) is running. If not, start the service by entering this command at a command prompt: `net start mcpservice`.

Task

1 From the folder containing the installation files, navigate to \Client\Windows\Signed_StandAlone\.

2 Double-click the installer executable file that is correct for your system:

- McpInstaller.x64.exe
- McpInstaller.x86.exe

3 Accept the license agreement, then follow the instructions in the installation wizard.

After Client Proxy is successfully installed, it starts running on the clients. If the policy file is saved locally, the software loads the policy and starts redirecting traffic.

Install the client software on macOS computers

You can install the client software on a standalone or endpoint computer running macOS without using McAfee ePO or McAfee ePO Cloud.

Before you begin

- The software must be downloaded from the McAfee Content & Cloud Security Portal to your system.
- The policy file must be named MCPPolicy.opg and saved in this folder for Client Proxy to start redirecting traffic: /usr/local/mcafee/mcp/policy/.

Task

1. From the folder containing the installation files, navigate to /Client/Mac/Signed_StandAlone.
2. Double-click the file Mcp_Mac_Distribution a.b.c Build x Package #y.dmg.

   a.b.c is the version number of the release, x is the build number, and y is the package number.
3. In the folder that opens, double-click the installation package McpDistribution.pkg.
4. Accept the license agreement, then follow the instructions in the installation wizard.

After Client Proxy is successfully installed, it starts running on the clients. If the policy file is saved locally, the software loads the policy and starts redirecting traffic.

Install the client software using the command line

Contents

- *Install the client software using the Windows command prompt*
- *Install the client software using the Mac Terminal*

Install the client software using the Windows command prompt

You can use the Windows command prompt to install the client software on a standalone or endpoint computer.

Task

1. Create the following folder if it doesn't exist:

   C:\Windows\Temp\McAfeeLogs\
2. Open an **Administrator Command Prompt**.

3 Copy and paste one of these commands at the prompt, then click **Enter**.

- 32-bit installation — `MCPInstaller.x86.exe REBOOT=ReallySuppress /q /L*V+ "C:\Windows\Temp\McAfeeLogs\MCPInstall.log"`
- 64-bit installation — `MCPInstaller.x64.exe REBOOT=ReallySuppress /q /L*V+ "C:\Windows\Temp\McAfeeLogs\MCPInstall.log"`

The system reboot is suppressed at the end of the installation when you specify REBOOT=ReallySuppress. To force the system to reboot, use `MCPInstaller.x86.exe REBOOT=Force /q /L*V+ "C:\Windows\Temp\McAfeeLogs\MCPInstall.log"`

The client software is installed on the Windows-based computer.

Install the client software using the Mac Terminal

You can use the Mac Terminal to install the client software on a standalone or endpoint computer.

Task

1 Open the Mac Terminal.

2 Navigate to the folder containing the Client Proxy installation package: McpDistribution.pkg.

3 To create a subfolder for logging the installation, enter this command:

```
mkdir log_folder
```

4 In the same directory as the installation package, enter this command:

```
sudo installer -verbose -dumplog -pkg McpDistribution.pkg -target / > log_folder/mcp_install.log 2>&1
```

The client software is installed on the macOS computer.

4 Troubleshooting installation

Contents

- *Access information about Client Proxy on Windows-based computers*
- *Access information about Client Proxy on macOS computers*

Access information about Client Proxy on Windows-based computers

You can ask users to provide information about the Client Proxy software installed on their Windows-based computers.

Task

1 On a Windows-based computer, click **Start** | **All Programs** | **McAfee**, then click **About McAfee Client Proxy**.

2 In the **McAfee Client Proxy** window, view this information:

- **Version Number** — Version and build number of the client software installed on the computer
- **Active Proxy** — Address of the proxy server where the client software is redirecting traffic
- **Connection Status** — Shows whether the computer is connected to the network
- **EspMode** — Shows whether Client Proxy is installed and running on the computer
- **Policy Name** — Name of the policy that the client software is applying
- **Policy Revision** — Revision number of the policy that the client software is applying
- **Policy Timestamp** — Time when the policy was deployed to the computer
- **Status** — Shows whether Client Proxy is working in active or passive mode

3 To close the window, click **OK**.

Tasks

- *Access Client Proxy Registry Information* on page 24
  You can view the Client Proxy software details such as Client Proxy version, its status, active proxy details, policy details, policy version, and management platform details (managed by McAfee ePO or MVISION Unified Cloud Edge (UCE) in Registry Editor on the Windows-based computers.

Access Client Proxy Registry Information

You can view the Client Proxy software details such as Client Proxy version, its status, active proxy details, policy details, policy version, and management platform details (managed by McAfee ePO or MVISION Unified Cloud Edge (UCE) in Registry Editor on the Windows-based computers.

Task

1. Do one of the following to open Registry Editor:
   - On a Windows-based computer, click **Start** | **Run**, enter regedit in the **Open: box** and select **OK**.
   - In the search box on the taskbar, type regedit and select the top result for Registry Editor.
2. To view Client Proxy registry keys, navigate to the `\HKEY_LOCAL_MACHINE\SOFTWARE\McAfee\MCP` folder:
   - **About** — Active proxy details, Client Proxy status, policy name, and connection status.
   - **General** — Client Proxy version installed, installation directory, installation path, and management platform.
   - **Properties > Policy** — Policy name and policy revision number.
3. Click **X** to close the window.

Access information about Client Proxy on macOS computers

You can ask users to provide information about the Client Proxy software installed on their macOS computers.

Task

1. On a macOS computer, click the McAfee menulet, then select **About McAfee Endpoint Protection for Mac**.
2. In the **Client Proxy** section, view this information:
   - Version and build number of the client software — Version and build number of the client software installed on the computer
   - Policy name — Name of the policy that the client software is applying
   - Policy revision — Revision number of the policy that the client software is applying
   - Policy modified date — Time when the policy was last updated
   - Proxy server — Address of the proxy server where the client software is redirecting traffic
3. To verify that you are connected to the proxy server: From the menulet, select the dashboard.

   This message is displayed: `Client Proxy: Redirecting`.

A Remove the software

Contents

- *Remove Client Proxy software with McAfee ePO*
- *Remove Client Proxy software with McAfee ePO Cloud*
- *Remove Client Proxy software with MVISION ePO*
- *Remove the client software without McAfee ePO, McAfee ePO Cloud, or MVISION ePO*
- *Remove the client software using the command line*

Remove Client Proxy software with McAfee ePO

Contents

- *Remove the extension software (McAfee ePO)*
- *Remove the client software (McAfee ePO)*

Remove the extension software (McAfee ePO)

Remove the Client Proxy extension software from the McAfee ePO server.

Before you begin

You must be logged on to the McAfee ePO server as an administrator.

Task

1. From the McAfee ePO menu, select **Software** | **Extensions**.
2. From the **Extensions** list, select **McAfee Client Proxy**.
3. Click **Remove**.

The Client Proxy extension software is removed from the McAfee ePO server.

Remove the client software (McAfee ePO)

From the McAfee ePO interface, create and schedule a task to remove the client software from the endpoints running Windows or macOS.

Before you begin

You must be logged on to the McAfee ePO server as an administrator.

Task

1 From the McAfee ePO menu, select **Systems** | **System Tree**.

2 Select the organizational level where you want the client software removed.

To select all endpoints managed by your platform, select **My Organization**.

3 Click **Assigned Client Tasks**.

4 From the **Actions** drop-down list, select **New Client Task Assignment**.

5 In the **Client Task Assignment Builder**, configure these options in the order shown, then click **Create New Task**.

- **Product** — Select **McAfee Agent**.
- **Task Type** — Select **Product Deployment**.

6 In the **Create New Task** window:

a Specify a **Task Name**.

b Select **Mac** or **Windows** from the **Target platforms** settings.

c From the **Products and components** drop-down list, select the version of **McAfee Client Proxy** (for Windows) or **McAfee Client Proxy for Mac OsX** that you want removed from the endpoints.

d From the **Action** drop-down list, select **Remove**.

e Click **Save**.

7 Verify that **Enabled** is selected for the **Schedule status**.

8 From the **Schedule type** drop-down list, select **Run immediately**.

9 Click **Save**.

The next time McAfee Agent checks for updates, it runs this task and removes the client software from the endpoints.

Remove Client Proxy software with McAfee ePO Cloud

Remove the client software (McAfee ePO Cloud)

From the McAfee ePO Cloud interface, create and schedule a task to remove the client software from the endpoints.

Before you begin

You must be logged on to the McAfee ePO Cloud server as an administrator.

Task

1 From the McAfee ePO Cloud menu, select **Software** | **Product Deployment**.

2 Click **New Deployment**.

3 Specify a name for this deployment.

4 From the **Package** drop-down list, select the version of the Client Proxy software that you want deployed.

5 From the **Action** drop-down list, select **Uninstall**.

6 Click **Select by Tag or Group** to open the **System Selection** window.

Selecting a System Tree group results in a continuous deployment.

7 On the **System Tree** tab, select **My Organization**, then click **OK**.

8 From the **Start time** drop-down list, select **Run Immediately**.

The next time McAfee Agent checks for updates, it runs this task and removes the client software from the endpoints.

Remove Client Proxy software with MVISION ePO

Remove the client software (MVISION ePO)

You can uninstall all product software from managed systems in a group using the existing product deployment task. You can use this process when you are done evaluating products.

Before you begin

- You must know the group name of the systems where the product software is installed to use the uninstall feature in Product Deployment.
- If there are any systems you don't want to uninstall the product software from, move them to a different group before starting this process.

Task

1 From the MVISION ePO menu, select **Software** | **Product Deployment**.

2 From Advanced Options, select **Advanced Product Deployment**.

3 In the System Tree list, select the deployment task that you used to initially create the installation URL.

4 With the product deployment task selected, in the **Action** list, click **Uninstall**.

5 Click **OK**.

The configured product software is removed from all systems in the selected System Tree group. When the uninstallation is finished, the message **Uninstall Successful** appears with the number of updated systems shown in parentheses.

6 To delete the product deployment task, select it from the product deployment list and select **Delete** from the **Action** list.

7 Delete the associated System Tree group.

a Select **Menu** | **Systems** | **System Tree**.

b Click **System Tree Actions** | **Delete Group**.

c Select **Remove McAfee Agent on next agent-server communication from all systems**, then click **OK**.

The group is removed from the System Tree, and all associated systems are removed from MVISION ePO management. You can reuse the group name later.

Remove the client software without McAfee ePO, McAfee ePO Cloud, or MVISION ePO

Remove the client software from a Windows-based computer

You can use the Windows uninstall tool to remove the client software from a standalone or endpoint computer running Windows.

To perform these steps remotely, the administrator and user can share the challenge and response codes by email, phone, or text messaging.

Task

1 **User** — On a client computer running Windows:
   a Open the **Control Panel**, then select **Programs and Features**.
   b Right-click **McAfee Client Proxy**, then click **Uninstall**.
   c In the **Uninstall McAfee Client Proxy** dialog box, copy the uninstall password and send it to the administrator.
2 **Administrator** — Using the Help Desk software, generate a release code and send it to the user.
3 **User** — On the computer running Windows, paste the release code in the **Enter the uninstall password provided by your administrator** field, then click **OK**.

The client software is removed from the Windows-based computer.

Remove the client software using the command line

Contents

- *Remove the client software using the Windows command prompt*
- *Remove the client software using the Mac Terminal*

Remove the client software using the Windows command prompt

You can use the Windows command prompt to remove the client software without having to follow the challenge-response protocol. First you need to configure an uninstall code.

Before you begin

In the McAfee ePO or McAfee ePO Cloud interface, enable removal of the client software and configure the uninstall code.

1 From the main menu, navigate to the **Policy Catalog**, where you can select and edit the policy.
2 On the **Client Configuration** page, in the **Access Protection** section, select **Request Release key for manual uninstall**, then configure the **Uninstall Code**.
3 Save the policy, then deploy it to the endpoints.

Task

1. On a computer running Windows: In the Windows search field, type `regedit` to find and open the **Registry Editor**.
2. Navigate to the folder containing the uninstall command:

   HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Network Associates\ePolicy Orchestrator\Application Plugins\MCPAGENT1000
3. To view and copy the command, right-click **Uninstall Command**, then select **Modify**.

   Example uninstall command: `msiexec /x{7C975B06-4260-432C-8039-85023A72CE11} REBOOT=ReallySuppress /q /L*V C:\Windows\Temp\McAfeeLogs\MCPUnInstall.log`
4. Open an **Administrator Command Prompt**, then paste the command at the prompt.
5. On the same line, type `UNINSTALLCODE="<install_code>"` using the code that you configured, then click **Enter**.

   Format: `<uninstall_command> UNINSTALLCODE="<uninstall_code>"`

The client software is removed from the Windows-based computer.

Remove the client software using the Mac Terminal

You can use the Mac Terminal to remove the client software from a macOS computer.

Terminal is a Mac utility that allows you to run UNIX commands on the underlying operating system.

Task

1. Open the Mac Terminal.
2. Enter the Client Proxy uninstall command:

   `sudo /usr/local/McAfee/uninstall MCP`

   Provide root credentials if prompted.

The client software is removed from the macOS computer.

To remove McAfee Agent, run the `sudo/Library/McAfee/agent/scripts/uninstall.sh` command. This command is useful only when you uninstall all other McAfee products that are installed on your system.

Remove the software
Remove the client software using the command line

B Help Desk

Contents

- *Help Desk software*
- *How the challenge-response protocol works*
- *Generate an individual or global release key (McAfee ePO MVISION ePO or McAfee ePO Cloud)*
- *Generate a release key (MVISION ePO)*

Help Desk software

Administrators can perform Client Proxy help desk functions using McAfee® Help Desk extension software, which comes installed with the Client Proxy extension.
All Help Desk operations are saved as events in the McAfee ePO Audit Log.

Using Help Desk, administrators can allow users working on endpoints that have Client Proxy installed to perform these restricted tasks:

- Remove the Client Proxy software from endpoints running Windows
- Temporarily bypass Client Proxy policies

When requesting permission to remove software or bypass policies, users must provide a valid business reason. After approving the request, administrators use Help Desk to perform a *challenge-response* authentication protocol.

Removing software from endpoints running Windows

Typically, administrators use McAfee ePO to remove Client Proxy software from the endpoints. If this option is not available, users on endpoints running Windows can use the Windows uninstall tool to remove the software. To complete this task, the user and administrator must follow the challenge-response protocol.

Temporarily bypassing a policy

Administrators can give users permission to bypass a policy, allowing them to access or transfer sensitive information for a limited time. To bypass a Client Proxy policy, the user and administrator must complete the challenge-response protocol.

How the challenge-response protocol works

The challenge-response protocol allows users whose endpoints are protected by Client Proxy software to perform restricted tasks when a business need exists.

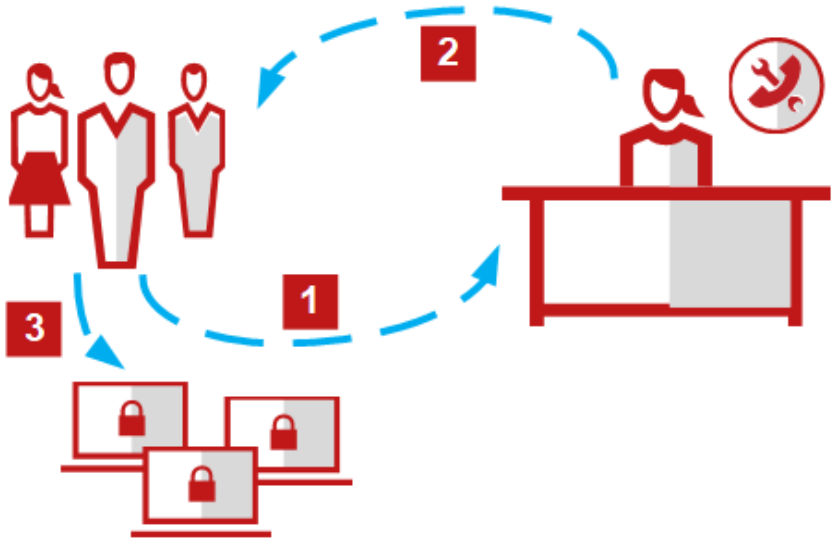
Challenge-response protocol

The user and administrator can communicate by email, phone, or text messaging.

1 The user sends the administrator a user name and email address, a business reason for the request, the policy name and revision number, and a *challenge code*.

2 The administrator enters the information provided in the Help Desk interface, authenticates the user, generates a *release code*, then sends it to the user. The release code is also called the *release key*, *uninstall key*, or *bypass key*.

3 The user enters the release code, enabling Windows uninstall of Client Proxy or suspending policy enforcement for the time period set by the administrator.



Generate an individual or global release key (McAfee ePO MVISION ePO or McAfee ePO Cloud)

You can generate an individual release key for a user who needs to bypass a Client Proxy policy temporarily or uninstall Client Proxy from the endpoint. Or you can generate a global release key for a user group.

Task

1 From the McAfee ePO or McAfee ePO Cloud menu, select **Systems** | **Help Desk**.

2 From the **McAfee Client Proxy** drop-down list, select an option:

- **Generate MCP Bypass Key**
- **Generate MCP Uninstall Key**

3 Enter the name, email address, and reason provided by the user making the request.

4 (Bypass key) Specify the **Client bypass password**:

a From the drop-down list, select the policy name provided by the user.

b Enter the policy revision number provided by the user.

5 Choose an option:

- Generate an individual release key — Enter the **Identification code** provided by the user in the field.
- Generate a global release key — Select **Use global release code**.

Global bypass keys expire after the time period you configure. Global uninstall keys expire after 60 minutes.

6 (Bypass key) From the **Bypass duration** drop-down list, select an option. The values range from 5 minutes to 30 days.

7 Click **Generate Key**.

Help Desk validates the information you entered, then generates the release key. You give the key to the user making the bypass or uninstall request.

The policy is suspended for the requested amount of time or Client Proxy can be removed from the endpoint.

Generate a release key (MVISION ePO)

You can generate a release key to bypass a Client Proxy policy temporarily or uninstall Client Proxy from the endpoint.

Task

1 From the MVISION ePO menu, select **Configuration** | **MCP Administration**.

2 Next to **Generate Bypass/Uninstall Release Key**, provide the user name, user's email address, user computer name, a business reason for the request, and policy revision number.

3 In the **Policy revision** field, type the policy revision number.

4 In the **Identification Code** option, select one of the following:

- **Enter user identification code** - Enter the identification code provided by the user.
- **Use global release code** - Select this to generate a global release key.

5 In the **Key Type** option, select one of the following:

- **Uninstall Key** - Select this to generate an uninstall key.
- **Bypass Key** - Select this to generate a bypass key.
  - **Bypass duration** - Select an option from the drop-down list. The values range from 5 minutes to 30 days. This field is available only when you select **Bypass Key**.

6 Click **Generate Key**.

Displays the uninstall key or bypass key in the **Release Code** field only if all information you entered is valid. You give the key to the user making the bypass or uninstall request. The policy is suspended for the requested amount of time or Client Proxy can be removed from the endpoint.