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| <b>Document Description:</b> TSB-CONVERT CS 1.6 AVG TO MCAFEE   | <b>Document Number:</b> 20014001<br><b>Version:</b> A |
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## Technical Service Bulletin

**Product:** CONNEX CS 1.6 **Date:** 2015-04-29

**Subject:** CONVERT CONNEX CS 1.6 AVG TO MCAFEE

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| <b>HW Version(s) Affected:</b> Connex CS 1.6 systems | <b>SW Version(s) Affected:</b> Connex CS 1.6 systems |
|--|--|

**Classification:** As Needed

**Distribution:**

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|--|---|---|
| <input checked="" type="checkbox"/> Customer Care        | <input checked="" type="checkbox"/> Product Service | <input checked="" type="checkbox"/> Field Service |
| <input type="checkbox"/> ASPs                            | <input type="checkbox"/> Distributors               | <input type="checkbox"/> Customers                |
| <input checked="" type="checkbox"/> Company Confidential |   |   |

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It can be distributed or made available to only those individuals, companies, and organizations which have current Welch Allyn Confidentiality Agreements, and have a need to know.

**Training Required:**  Yes  No

**Summary:** Connex CS 1.6 shipped with licensed version AVG Anti-Virus software. When these licenses expire on each system, the Anti-Virus software must be re-activated by removing AVG and installing McAfee Anti-Virus software. Since re-activating AVG is so difficult and Connex CS 1.7 ships with McAfee Anti-Virus software, when a system's AVG software license expires, it is expected that the customer will call Welch Ally to re-activate the system's Anti-Virus software. This TSB shall explain the steps required to remove AVG and install McAfee on the customer's system at no charge.

**Process:** **STEP1**  
If the customer does have an expired version of AVG Anti-Virus Software on an installed Connex CS 1.6 system then the customer is entitled to McAfee Anti-Virus software to replace the AVG software on every Connex CS system on that network.

**STEP2**  
Create a no-charge Sales Order for Welch Allyn Part: 723174 MCAFFE EMBD CONT FOR DEVICES.  
For this sales order, the Quantity shall match the number of affected systems. For example if 2 systems have expired licenses then the Sales Order Quantity would be 2.

**STEP3**

Uninstall the AVG software using Windows Add/Remove Programs tool.

Download a copy of 50011552B McAfee Application Control 6.1.3 executable file “McAfee-setup-win-7-2008r2-amd64-6.1.3.353.exe” and “License.txt” files from SAP and upload only the McAfee Application Control executable file “McAfee-setup-win-7-2008r2-amd64-6.1.3.353.exe” to the affected system. Place this executable in a temporary location such as “C:\DOWNLOAD”.

**STEP4**

**Installing McAfee Software**

1. Execute the installation file called “*McAfee-setup-win-7-2008r2-amd64-6.1.3.353.exe*”
2. At the InstallShield Wizard Select *Next*.



3. Accept the terms and select *Next*.

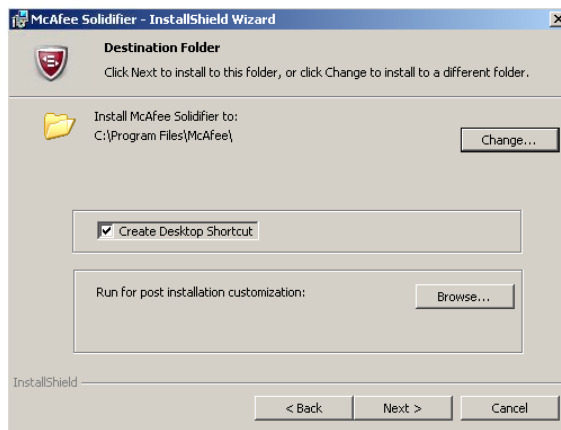


4. At the McAfee Customer Information Screen, enter the following information found on the Upgrade media in the "License.txt" file and Select *Next*.

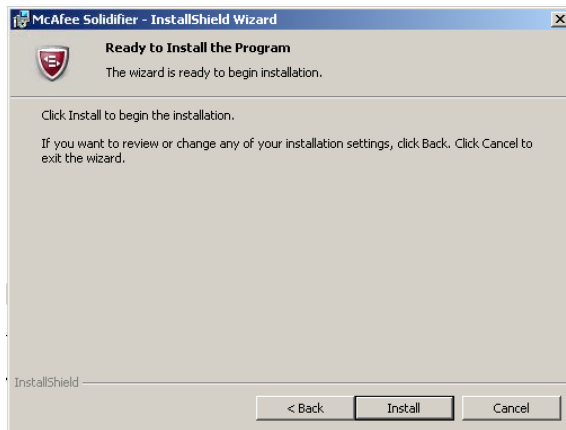
- User Name is "ConnexTest"
- Organization is "Welch Allyn"
- Serial Number is "0142-4543-0585-1191-6326"



5. At the Destination Folder, Select *Next*.



6. At the Ready to Install the Program screen, Select *Install*.



7. McAfee application is installed, select *Finish*.



### **Enable McAfee**

1. Open a command prompt or Open up the McAfee Shortcut on the Desktop.
2. Enable PartnerConnect to be able to communicate by executing the following command:

```
sadmin attr add -v "c:\Program Files (x86)\Welch Allyn\RSDS\xGate.exe"
```

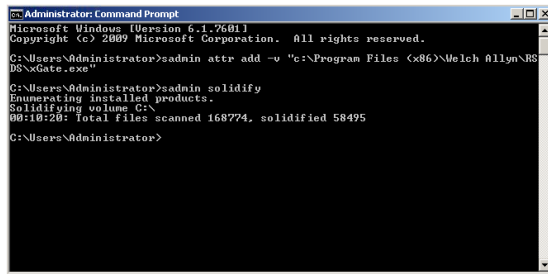
**Note: This will add PartnerConnect to the list of installed products. See 80018210 Admin Guide for additional details on "sadmin attr".**

3. Solidify McAfee configuration on target CPU by executing the following command:

```
sadmin solidify
```



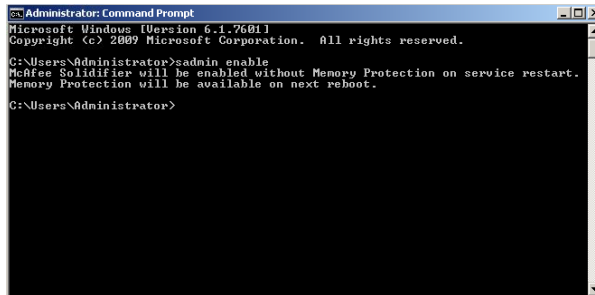
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**Note:** This command will take several minutes collect data on the CPU and “solidify” the McAfee installation. McAfee will not allow any new applications or drivers to be installed past this point. See 80018210 Admin Guide for additional details on “sadmin solidify”.

- 4. Enable McAfee software by executing the following command:

sadmin enable



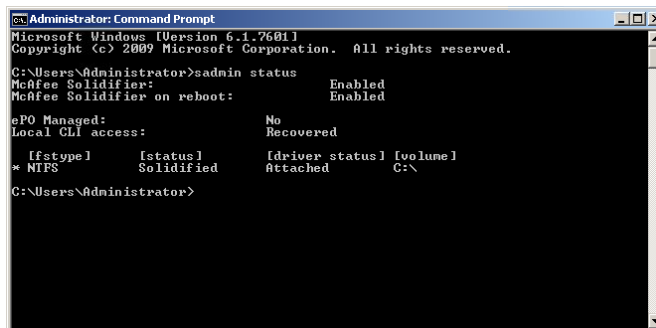
**Note:** “Enable” will activate McAfee and be available on next reboot

- 5. Restart computer.

### Verify McAfee is enabled


- 1. Check the status of McAfee by executing the following command:

sadmin status



- 2. Verify the following settings:

McAfee Solidifier: Enabled

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| <p><i>McAfee Solidifier on reboot:      Enabled</i></p> <p><i>ePO Managed:                              No</i></p> <p><i>Local CLI access:                        Recovered</i></p> <p><i>NTFS    Solidified                    Attached            C:\</i></p> <p><b>Note: For more information on Solidifier, refer to “admin help” or 80018210 Admin Guide for additional assistance.</b></p> |
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\*\* Training is not required

| Version | Sec, Pg, Para Changed | Change Made     | Date Version Created | Version Created By (initials) |
|---------|-----------------------|-----------------|----------------------|-------------------------------|
| A       | N/A                   | Initial Release | 2015-06-05           | DLL                           |