

McAfee Enterprise (Me!) v1.5

Release Notes

August 1997

This file contains information about installing and configuring Me! v1.5. It includes new information and notes to current McAfee customers that detail improvements, limitations and recommendations for this release.

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What's New in Me! v1.5

*** Note: This version of Me! is not compatible with earlier versions of Saber Lan Workstation or McAfee Enterprise.**

Below is a list of the new features in Me! v1.5.

- **Complete Deployment of McAfee Anti-virus Solutions**

All of the current versions of VirusScan, WebScanX, NetShield for NT are included and ready for deployment with a single command to enable the package.

New versions of McAfee's award-winning anti-virus software may have become available since this version of Me! was released. Contact McAfee Technical Support for information on how to update your Me! packages. See the "Contacting McAfee" section of this document.

- **Competitor Anti-virus Uninstall**

Included packages have the ability to remove detected competitor anti-virus products. This assists administrators in deploying McAfee anti-virus products by preventing complications that arise from multiple installations of anti-virus software on a single computer.

NOTE: This feature is enabled by default. If you want to disable this feature, you will need to edit the distribution scripts to do so.

- **Important Information About McAfee's VirusScan, NetShield**

All of McAfee's Network Security suite information is available via integrated Web browser support from within the Me! Console. **Service Desk Products**

- **Automatic Recognition and Configuration of Installed McAfee Products**

Existing McAfee products like VirusScan, WebScanX and NetShield are recognized and configured to run from the Me! console.

- **NT Impersonation for NT 3.51 and NT 4.0 Software Distribution**

Distribute software to NT servers and workstations that may not have permission to modify components of their workstation configuration with their current user account. This is done with Admin equivalent access to a workstation. McAfee's resident service, the ZAC agent to perform any Administrative tasks on NT 3.51 and NT 4.0 servers and workstations. This is transparent to the end user and does not compromise NT security.

- **Remote Installation of the ZAC Agent for NT 3.51 and NT 4.0**

Remotely install the ZAC Agent for NT Impersonation support from a single Administration console. **Software Distribution**

- **Native 16-bit Distribution Agents**

To prevent failed packages and increase performance, Me! now contains a native 16-bit Distribution agent. Use SXPWIN16 to distribute packages Windows 3.x and Windows for Workgroups workstations.

- **NT Master Domain Support in Software Distribution**

When configuring packages on an NT server, you can select a Master Domain from which your users and groups will be queried. By selecting a Master Domain, you are increasing the number of available users and groups to choose from when selecting Package recipients. Without selecting a Master Domain, the users and groups displayed in the Recipients tab will be only those defined on your current server.

Items of note:

When selecting a Master Domain, the users and groups displayed will be:

- The users defined on your current server.
- The users defined on the current server's primary domain controller.
- The users defined on the Master Domain.

- **Software Distribution Package Task Improvements**

The following improvements have been made to the package distribution feature:

- The option to abort tasks on error, preventing the distribution of the remaining tasks. Used with the "Undo" error option, the software distribution agents will also revert the recipient workstation to its previous state.
- The option to have a task "wait" until the previous task has completed its operation before launching.
- The option to restrict recipients by client operating systems.
- The ability to deliver packages to recipient workstations transparently, use the -SILENT command line switch to suppress the SiteExpress Package Distribution Status dialog on users' desktops.

- **Me! Management Console**

The Me! Management Console itself does not perform any management tasks. As a parent window, the Console is simply a shell from which you can configure your management applications. Applications are configured within child windows, which are called Console views. You can create one or more of these Console views from the Console. Your applications snap in to these child windows to create custom management views.

Items of note:

Although similar, the Me! Management Console contains extensive features that surpass the previous McAfee Management Console. Further, the executable to run the console has changed from <drive>:\MCAFEESM\CONSOLE\MSM.EXE to <drive>:\MCAFEESM\CONSOLE\ME.EXE

Installing Me! v1.5

This section lists system requirements to install and configure Me! on your network. Me! can be installed to your mixed Windows NT and Novell NetWare environment. This chapter discusses how to perform the main Me! installation, configure remote distribution servers, and set up additional Administrative workstations.

Your Main Steps

Your main steps to ensuring a successful installation are listed below.

1. Review requirements for your administrative workstation.

Your administrative workstation is the workstation where you perform the installation and run the Me! Console. Refer to "Administrative workstation requirements".

2. Review requirements for your installation destination server.

Your installation destination server is the server where you will be installing the program files.

3. Install Saber LAN Workstation.

Me! is a complete enterprise solution for distribution of McAfee anti-virus products. For further details, refer to "Delivering Enterprise Management" in your **Getting Started** guide.

Determining Requirements

Before you install Me!, be sure you are logged in to the network as an Administrator (or equivalent) on NT or as a Supervisor (or equivalent) on NetWare. The following sections list your administrative workstation and network server requirements.

Administrative workstation requirements

This workstation must have the following minimum requirements:

- Windows 95 or Windows NT 4.0
- Novell 32-bit Client Services (required for NDS Menuing only)

NOTE: Ensure that you are using the latest Novell 32-bit Client. Specifically, Me! is not compatible with the client dated 9/27/96.

- 486DX required, Pentium 60MHz or better recommended
- 20 MB RAM required, 32 MB recommended.

NOTE: Twelve megabytes of temporary disk space are required for the installation to run. This space will be cleared after the installation is completed.

Windows NT destination server requirements

This server must have the following minimum requirements:

- A Microsoft Windows NT 3.51 or later server
- Pentium 60MHz or better required
- 100 MB disk space required, 200 MB recommended
- 32 MB RAM required, 64 MB recommended.

Windows NT 4.0-specific requirements

Service Pack 3 is required for Windows 4.0 servers. To download this file, visit Microsoft's home page at www.microsoft.com.

This file is a self-extracting executable. After expanding, run the UPDATE.EXE program.

Windows NT 3.51-specific requirements

Service Pack 5 (or later) is required for Windows NT 3.51 servers. To download this file, visit Microsoft's home page at www.microsoft.com.

This file is a self-extracting executable. After expanding, run the UPDATE.EXE program.

Novell NetWare destination server requirements

This server must have the following minimum requirements:

- A Novell NetWare 3.x or 4.1 server
- 486DX required, Pentium 60MHz or better recommended
- 100 MB disk space required, 200 MB recommended
- 20 MB RAM required, 32 MB recommended.

Short Term Allocation Memory

McAfee recommends that your NetWare 3.x server have 32 MB of memory. Every NLM (not just McAfee's) requires 2 MB to function properly. A general rule to follow:

Number of NLMs * 2MB + 2MB = your required memory and the Maximum Allocation for Short Term Memory.

For example, Me! requires:
3NLMs * 2MB + 2 MB = 8MB

To set memory, at your file server console, type:
set Maximum Alloc Short Term Memory = 8000000

Novell NetWare 3.x-specific requirements

The following files are required:

- CLIB 3.12g or higher
- LSLENH.NLM v1.01 or higher
- Patchman.NLM v2.3 or higher
- MSM.NLM v2.2 or higher
- A support module that corresponds to your particular network topology, for example:
 - ETHERTSM.NLM for Ethernet networks
 - TOKENTSM.NLM for Token Ring networks
- Latest LAN drivers (*.LAN).

You can find the most recent versions of these files on CompuServe in the following locations:

Forum: CLIB.NLM Go NOVLIB
Section: Library 4
File: LIBUP4.EXE or higher.

All others:

Forum: Go NOVEFILES
File: LANDR4.EXE.

These files are self-extracting executables. After expanding, copy CLIB.NLM to the \\SERVER\ SYS:SYSTEM directory. Down the server and then restart it.

Novell NetWare 4.1-specific requirements

The following are required only if you plan on installing the Distribution or Metering module(s) to a Novell NetWare 4.1 file server.

Novell 4.1 file servers should be running the NLMs provided with LIBUP9.EXE. This new module is available on CompuServe:

Forum: Go NOVLIB
File: LIBUP9.EXE or later.

The file is a self-extracting executable. After expanding, copy the contents into the SYS:SYSTEM directory. Down the server and restart it.

Installing to a NetWare 4.x server from an NT 4.0 machine:

For best performance in this installation environment, use the Novell 32-bit Client for NT not the default Microsoft NDS (MSNDS) Client. Further, before you install, map a drive to the target volume on the NetWare 4.x server. Map the drive by either:

- Selecting the server/volume through NT 4.0's Network Neighborhood (but do not map the drive by drilling down through the target server's NDS tree icon. If you attempt to map the drive through the NDS Tree, installation will confuse the tree CONTAINER name with the server name, and access to the necessary database files can be denied.);

Or

- Using a Novell DOS command line function such as:

MAP X:=SERVER/VOLUME: (where X: is your next available drive letter)

If you do choose to install in this environment using the MSNDS Client or if you do not map a drive prior to install, you may experience the following issues:

- SETUP will recognize the described environment and display a warning message recommending you to switch to the Novell 32-bit Client for reliable Me! performance. You can click OK to clear this message, and SETUP will continue the installation, or you can exit the installation at this point in time.
- SETUP can confuse the target server name with its NDS container name, resulting in "Unable to locate destination server" messages. To resolve this situation prior to installation, map a drive to the target server/volume; however, do not map the drive by drilling down through the target server's NDS tree icon.

General installation requirements

Before you install, be sure to:

- Verify that the appropriate network client software is installed through the network settings in the Control Panel.
- If you are installing the Distribution module to a remote Windows NT Server (not your local machine),

create a share called "SYS" on the remote server.

Note: Do not use the any ADMIN shares like those of the root of the drive or the Windows directory. Ensure that you have Administrator or equivalent permissions to this shared directory. If you are installing to a local NT machine, the Me! Setup program will create the share for you and assign Full Control permissions to the group Everyone.

Performing the Installation

The following information describes situations where the Me! components may not perform as expected. When applicable, workarounds are provided.

Notes to Previous and Current SLW & Me! Customers

If you are a current SLW or Me! customer and have an earlier version running on your server, please read the following:

- This version of Me! is not compatible with earlier versions of Saber Lan Workstation or McAfee Enterprise. This version has newer NLMs Services and Agents that have been updated with features that have database and communication changes that prohibit use with earlier versions. Version 1.5 of Me! contains special versions of the ZAC agents. If you update workstations will these agents on NT workstations, they will cease to support Software Metering to previous versions of SLW and Me!
- SVCSETUP, SLW's NT Service installer, will recognize previous installations of the McAfee Task Manager service. SVCSETUP will do one of the following:
- If NetShield is not detected, SVCSETUP will add the Alert Manager NT Service and copy necessary files.
- If NetShield is detected and older than the Alert Manager NT Service being installed, SVCSETUP will add new Alert Manager NT Service and reference the new version.
- If NetShield is detected and more recent than the NT Service being installed, SVCSETUP will use the Alert Manager NT Service from NetShield and add SLW-specific references in the registry.

Special Notes and known Issues about Installation

- Ensure that all applications are closed before installing Me!. If the Me! installation program detects open applications, Me! may not be installed properly. If the installation program stops, close all open applications and run SETUP.EXE again.
- If you are installing Me! to a Novell NetWare server and you are currently running McAfee's NetShield product, unload the NetShield NLM before installing Me!. Ensure that you immediately reload your NetShield NLM after successfully installing Me!.
- Do not install Me! to a path containing apostrophes (such as: <drive>:\server\volume\joe's\mcafeesm). If Me! is installed to a directory containing an apostrophe, the ODBC drivers will not be configured properly.
- Do not install Me! to a path containing spaces (such as: <drive>:\server\volume\Me! 610\mcafeesm). If Me! is installed to a directory containing a space, you will have problems connecting to the databases.
- Do not install Me! to NetWare volumes containing less than 3 characters in length (i.e., \\servername\

ID\). If you do so, you will be unable to create, edit, or save scripts, packages, filesets, and metered applications.

- SETUP can incorrectly edit the DBAPI.GUV file. Specifically, DBAPI.GUV may not correctly reflect the proper server/volume for the NetWare 4.x server to which you installed Me!. The DBAPI.GUV file stores database location and information for the Me! modules. To correctly edit this file, call McAfee Technical Support.
- SETUP may not flag all database files "Sharable" in the MCAFEESM\DATABASE directory (and its subdirectories). To resolve this situation, after the installation is completed, you can correctly flag the database files by opening up a DOS box, changing to the MCAFEESM\DATABASE directory, and executing the following Novell command:

```
FLAG *.* Sh /SUB /C
```

- After installing Me! and launching the Console, you may receive database-related error messages similar to the following:

Unable to connect to database.

You can avoid this message by launching the Console from a mapped drive. Map the drive to the target server/volume through the Network Neighborhood (or via Novell's MAP command). Do not map the drive by drilling down through the target server's NDS tree icon.

- Installing, Uninstalling and Reinstalling the ZAC Agents remotely may require that you supply a <DOMAINNAME>\<USERNAME> for an account that has access and permissions to create the equivalent of an ADMIN\$ share on the remote computer.

To Install Me!

NOTE: For our BBS customers, follow the procedure below to install Me!. Once you have installed Me!, follow the procedure in "Me! Online Documentation" to view the online manuals. For customers installing from the CD-ROM, proceed to "To Install Me!"

To Decompress the Program Files

Use PKUNZIP to decompress the Me! program files onto floppy diskettes or into a directory structure. The Me! installation program looks for files based on the installed directory structure.

1. After you have unzipped the Me! program files, run SETUP.EXE located on the DISK1 image and follow the installation instructions. Use the switch below to further define the SETUP parameters:

UNKNOWNSERVER

If SETUP appears to be having problems determining the target server's operating system (NetWare or NT), use this switch. UNKNOWNSERVER will display a dialog prompting you to select the correct server type (NetWare 3.x or 4.x or NT).

2. Refer to the online manual, GETSTART.PDF, to configure your network to run the Me! modules.

Me! Online Documentation

Available Files

Listed below are the Me! online documentation files:

- CRYSTAL.PDF Crystal Reports User's Guide
(located in the ..\MCAFEESM\DOC\MANUALS directory)
- GETSTART.PDF Getting Started with McAfee Enterprise (Me!)
(located on the Install CD-ROM)
- ZACDOC.PDF McAfee Anti-virus Software Distribution
(located in the ..\MCAFEESM\DOC\MANUALS directory)

Using Me! Documentation

To View the Documentation

1. To install the Acrobat Reader, run ACROREAD.EXE from the DOC\ACROREAD directory. Then follow the prompts on each dialog.

NOTE: The Acrobat Reader can only be installed on a local hard drive; it cannot be installed to a network-mapped drive.

2. Launch Acrobat Reader and open the file you want to view. Hypertext jumps are provided from this point to take you through the manual.

Program Anomalies

General

- On Me! servers that use the SITEXPRS service or NLM. IP distribution requires a static IP address.
- SETUP.EXE will not return the proper server name when installed from a Windows 95 workstation whose drives are not sequential.
- If you run SETUP.EXE on an NT Server, SETUP will automatically create a SYS share on that NT server. If you then run SETUP from a workstation and select that same NT server as the target server, you must share the root drive of the NT server so that SETUP can see the MCAFEESM directory.
- If the Me! NLMs recognize a damaged database while they are loading, they will attempt to fix it. Because of the size of some databases, this function may take some time. To load the NLMs to ignore damaged database files, use the -A command line switch. For example, at your file server console, type:

```
LOAD SITEEXPRS -A
```

You can manually fix damaged database files by running the FIXDB.EXE utility. See your Automating Software Distribution (ZACDOC.PDF) documentation for further details.

- When using the software distribution, you may experience character truncation in printed report files when using HP LaserJet 4 Plus drivers.
- You may receive a "Server Busy" message when running the Console from a Windows NT 4.0 machine. This message refers to an OLE process and not your network server. To clear the message, click Retry. If you consistently receive this message, ensure that you have the recommended system requirements listed above.
- You may experience high utilization when starting/loading the server processes simultaneously (i.e., NT Services and NLMs). The utilization performance levels out after a short period of time.

- Loss of network functionality can sometimes occur with the Novell 32-bit Client for NDS. This issue has been exhibited in the Software Distribution Available Recipients dialog when prompted to login to a NetWare server. The latest release of the Novell 32-bit Client resolves this issue. If you do not have the latest release of the Novell 32-bit Client, ensure that a server connection is already established with the Novell login utility.
- If you are running Norton Navigator for Windows 95, version 1.0b, with the Me! Console, you may experience the following error: Invalid Page Fault in KERNEL32.DLL. To prevent this error, turn off the Norton Explorer Extensions and Norton Folder Navigator options in the Norton Navigator. To do this, follow the procedure below:
 1. If you are using the Norton Taskbar, click the Norton Navigator Control Center button on the taskbar. Otherwise, select Start/Programs/Norton Navigator/Norton Navigator Control Center.
 2. In the list of options, select Norton Explorer Extensions.
 3. Deselect File Popups, Folder Popups, Drive Popups, and File Date/Time Page check boxes.
 4. In the list of options, select Norton Folder Navigator.
 5. Deselect "When you click your right mouse button on a folder" and "When you drag a file with your right mouse button" check boxes.
 6. Click Apply and then click OK.

Please note that other manufacturers have reported similar problems relative to Explorer Extensions and the SmartHeap libraries (refer to the Microsoft Knowledge Base document...<http://www.microsoft.com/kb/articles/q159/5/72.htm>).

Please also refer to the Symantec FTP site (<http://www.symantec.com/techsupp/ftp/nnftp.html>) for any updates to Norton Navigator.

McAfee will continue to investigate the issue from our end, in the hopes of reaching a resolution as quickly as possible.

Me! Console

- Running the Me! console from a workstation that did not install the product will not display the Software Distribution icon in the Treeview. To add it manually, run the AGNTCONF.EXE utility located in the ..\MCAFEESM\CONSOLE directory and browse for the SITEXPRS.ACF file in the ..\MCAFEESM\CONSOLE directory. Once added, you can perform a refresh from the toolbar to access the Software Distribution node.

NetShield - Related Issues

- If you are using McAfee's NetShield for Windows NT concurrently with McAfee's Me! 6.0.1, ensure you are using the latest version of NetShield 2.51 NT Service. NetShield 2.51 is compatible with SLW 6.0.1 when updating certain MC*.SYS files. Contact McAfee Support for a list and location of these updated files.
- When running NetShield from the Console and a scan task is manually started, no alert is generated; however, once the scan is complete the proper alert is generated.

Alert Notification - Related Issues

- To successfully send NT Alert Manager Traps (for metering and distribution) the Windows NT SNMP Service must be stopped and then restarted after installing the Alert Manager NT Service. The SNMP NT Service needs only to be stopped and started after the SVCSETUP installation or uninstall.

- Even though you may have the NetShield for NT version 3.0 Alert Manager NT Service installed on your NT Server, you must select this Me! NT Service to be installed. If SVCSETUP recognizes that the NT Service is resident it will not install it. SVCSETUP must edit your registry however. If you choose not to install the Me! Alert Manager NT Service no Alerting Events are displayed in the Console.
- When configuring Event Notification via the 'Printer Alert Device' in an NT environment, note that you must manually type the server name and print queue in the provided text box in UNC format (\\SERVER\PRINT_QUEUE). If you attempt to write to this text box using the Browse dialog, the UNC path will display incorrectly and the notification will fail.
- To send NT Alert Manager SNMP traps (for metering and distribution) to your OpenView console you must add an additional line to your "DEVICES" file. This file is a HP OpenView file and is located in your OVOFILES directory. This file can be edited with any text editor. To receive NT Alert Manager SNMP traps, add the following line:

```
"MCAFFEE ALERT MANAGER" 1.3.6.1.4.1.1230.7 0X1331          SERVER 0
```

SVCSETUP - Related Issues

- SVCSETUP, SLW's NT Service installer, requires a valid Username and Password. Blank passwords are not accepted. Ensure that this login account has "Log on as a Service" permissions.
- SVCSETUP must be run from a local (not mapped) drive at the NT Server console. If SVCSETUP is run from a network-linked drive that is not available at a later date, the Alert Manager NT Service will not start automatically.
- SVCSETUP cannot be installed and run on a Windows NT IPC share. Although the installation will complete, you will experience serious NT Service problems.

Software Metering (SiteMeter)

General

- This version of Me! does not support Software Metering but does use components of the SiteMeter Service, NLM and NT Agent to perform NT Impersonation for Software Distribution. This version of ZAC Agent (WINMETRNT.EXE) does not meter applications but does require the SiteMeter NLM or Service to function properly. These Agents and Daemons do not support prior versions of SLW and Me! and should not be used on workstations that you still require Software Metering. This version of Me! is solely designed for the distribution McAfee's anti-virus products. The next version of Me! will include Software Metering and Asset Management with Software and Hardware Inventory.
- The METERING.PDF in the ..MCAFFEESM\DOC\MANUALS directory is not current and does not apply to this release. Review the ZACDOC.PDF in the same directory for information regarding SiteMeter components used in conjunction with the NT Impersonation feature.
- If you are unable to repair a damaged software metering module database file with FIXDB.EXE, it may be possible to recover the file. First, copy in the appropriate *.CDX file from the TEMPLATE directory; then choose File/Reindex from the FIXDB window.

ZAC Agent Install (WMSETUP.EXE) - Related Issues

- If using HP OpenView to capture Me! SNMP Traps, WMSETUP sets the default protocol as UDPOnly

(for TCP/IP). If the workstation is not configured for TCP/IP applications launched from this machine, The NT Impersonation feature will not be work. To use this feature with HP OpenView configured on the same workstation, configure the workstation for TCP/IP.

ZAC Agent (WINMETRNT.EXE) - Related Issues

- Earlier versions of McAfee Saber Lan Workstation and McAfee Enterprise Metering agents are not compatible with Me! v1.5 Software

Software Distribution (SiteExpress)

General

- If you are unable to repair a damaged software metering module database file with FIXDB.EXE, it may be possible to recover the file. First, copy in the appropriate *.CDX file from the TEMPLATE directory; then choose File/Reindex from the FIXDB window.
- If you experience Database errors when running any of the Software Distribution agents, create the following INI file in your \MCAFEESM\SITEXPRS\AGENTS directory: DBAPI.INI with the following lines:

[parameters]

Timeout = 50

Retries = 10

Protocol = <use the values listed below>

Protocol Values:

- NBInly - for Windows 3.X machines
 - IPXonly - for Windows 3.X, Windows NT, and Windows 95 machines.
 - UDPonly - for Windows NT and Windows 95 machines.
 - NBI - for Windows 3.X machines
 - IPX - for Windows 3.X, Windows NT, and Windows 95 machines.
 - UDP - for Windows NT and Windows 95 machines.
- You may experience low memory errors when distributing packages to Windows for Workgroups workstations that are logged into an NT environment.
- Workaround:** Free memory on target workstation or add SXPDOSNT.EXE agent to the Startup group.- If you are experiencing excessive network traffic use the following switch to edit the time interval in which the Distribution NLM and/or NT Service advertises itself to the network:

-p<TimeInterval>

Enter the desired time interval in minutes that you want the Distribution NLM or NT Service to advertise itself to the network. The default is one minute.

- Software distribution packages will fail when attempting to deliver to an NT Server whose name contains a space, e.g., Sales Server.
- The Software Distribution agents will fail to locate users and groups defines on the current server's Primary Domain Controller (PDC) if the PDC is not available. Only the current server's users and groups will be displayed.

- Long file names are not supported when attempting to use server-to-server distribution when the recipient server is a NetWare file server with OS/2 name space. NetWare LONG namespace is supported on NetWare 4.11.
- For multiple NDS login tree support, users must be DS authenticated to the first NDS tree.
- A password is required for NDS login accounts. Null Passwords are not accepted. Configure the NDS Login account by right-clicking any server and choosing Configure Server.
- You may experience a "Server is Busy" message box when attempting to select a Distribution server from the Console scope view. Wait a moment and re-try; the situation will clear itself.
- Fileset decompression can fail on a Windows 95 workstation if one or more of the files being decompressed already exists and is in use.
- When using the Add Directory dialog, note that the directory selected in the 'Look in' edit box is the directory that is added - even if you select a subdirectory from the list box. Ensure that the desired directory is specified in the 'Look in' edit box, and its files and subdirectories are displayed in the list box.
- Fileset compression and the Save operation can fail if the selected files have the Hidden and System file attributes. If this is the case, the following message will be displayed: "An error occurred compressing fileset." Check your files and ensure that they do not contain the Hidden and System attributes.
- Users can choose a server in the Available Recipients list box and then cancel out of the Package property sheet while the program is attempting to connect to an unattached server. If this occurs a Password or Server connection message box is displayed. Click OK to clear the message.
- The population of the Package Details list box can take several minutes if there are a large number of data records.
- You will experience a problem adding recipients to a package that was saved during a server abend on the originating server. The package will appear to save; however, there will be no defined route. Delete this package and re-create once the originating server is up and the Distribution NLMs and/or NT Services are loaded.
- When creating a package on an NT 4.0 server using the 'real time' File Copy option, ensure that the chosen files are selected from a network-mapped drive. Files selected from a locally mapped NT drive will fail.
- Some of the Anti-virus Software Distribution packages require a reboot on the local workstation to finish their installs. Some may require 2 reboots to remove existing older or competitor versions before completing the package install. If you use the /NOSHOW switch, this may not be apparent to the end user as normal behavior.

SXPWIN32.EXE - Related Issues

- SXPWIN32.EXE requires the following rights: READ, WRITE, CREATE, FILESHARE, ERASE, and MODIFY.
- SXPWIN32.EXE is the only agent (and SXPN*LDR.EXE) that supports the /AUTOEXIT switch.
- SXPWIN32.EXE will not recognize the correct username in an NDS context if you are logged into a Windows NT 4.0 server DS authenticated to an NDS tree. Instead, it will report the bindery context

when using the Microsoft NDS Client.

SXPWIN16.EXE - Related Issues

- SXPWIN16.EXE is not supported on NT client workstations and will not run.

SXPDOSNT.EXE - Related Issues

- SXPDOSNT.EXE should not be executed from a Windows NT machine.
- Slower networks may experience router limit warnings and network traffic problems during software distribution. These route requests can last anywhere from 12 to 45 seconds.

QuickScripts - Related Issues

- The QuickScript function, STRCOMPARE, is case-sensitive.
- The QuickScript Editor does not support functions with parameters containing quotation marks.
- You must save a QuickScript before re-compiling. If you make changes to a QuickScript that address previous syntax errors, the script must first be saved, then compiled. If the script edits are not saved prior to compiling, the same syntax errors will result.

McAfee Support

Contacting McAfee

To order or for more information about our products, we invite you to contact our Customer Service department at (408) 988-3832. Or you can contact us at the following address:

McAfee Associates, Inc.
2805 Bowers Avenue
Santa Clara, CA 95051
McAfee's Customer and Technical Support

McAfee's customer support, technical support, and product development departments provide real-time technical support and problem resolutions.

Use the following information to contact McAfee Technical Support.

Before requesting support, please make note of the following:

- Product name and version
- Computer name and model, and the name of any additional hardware
- Network name, operating system, and version
- Specific steps to reproduce the problem.

Technical Support

Phone
(408) 988-3832

FAX

(408) 970-9727

Hours

6 a.m. to 5 p.m. PST
Monday through Friday

McAfee BBS

(408) 988-4004

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