

McAfee Enterprise Client Administrator

McAfee PC Medic



Network Security & Management

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Monday - Friday
6:00 A.M. - 6:00 P.M.

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Introducing McAfee Enterprise Client Administrator

What is McAfee Enterprise Client Administrator?

McAfee Enterprise Client Administrator is a powerful administration tool you can use to configure PC Medic for enterprise-wide operation. An easy-to-use administration console allows you to establish groups of workstations (e.g. sales, engineering, admin, etc.), select and activate PC Medic features for particular user groups, and schedule PC Medic diagnostics that run in the background at a predetermined time. The Configuration Manager console can also collect statistics, alarm notifications, and other information you can use to assess the health of your network.

How To Contact McAfee

Customer service

To order products or obtain product information, we invite you to contact our Customer Care department by calling (408) 988-3832 or by writing to the following address:

McAfee Associates, Inc.
2805 Bowers Avenue
Santa Clara, CA 95051-0963
U.S.A.

Technical support

McAfee is famous for its dedication to customer satisfaction. We have continued this tradition by making our site on the World Wide Web a valuable resource for answers to technical support issues. We encourage you to make this your first stop for answers to frequently asked questions, for updates to McAfee software, and for access to McAfee news and virus information.

World Wide Web <http://www.mcafee.com>

If you do not find what you need or do not have web access, try one of our automated services.

Automated Voice and Fax (408) 988-3034
Response System

Internet support@mcafee.com

McAfee BBS (408) 988-4004
1200 bps to 28,800 bps
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How To Contact McAfee

If the automated services do not have the answers you need, contact McAfee at one of the following numbers Monday through Friday between 6:00 A.M. and 6:00 P.M. Pacific time.

For corporate-licensed customers:

Phone	(408) 988-3832
Fax	(408) 970-9727

For retail-licensed customers:

Phone	(972) 278-6100
Fax	(408) 970-9727

To provide the answers you need quickly and efficiently, the McAfee technical support staff needs some information about your computer and your software. Please have this information ready before you call:

- Product name and version number
- Computer brand and model
- Any additional hardware or peripherals connected to your computer
- Operating system type and version numbers
- Network type and version, if applicable
- Contents of your AUTOEXEC.BAT, CONFIG.SYS, and system LOGIN script
- Specific steps to reproduce the problem

McAfee training

For information about scheduling on-site training for any McAfee product, call (800) 338-8754.

International contact information

To contact McAfee outside the United States, use the addresses and numbers below.

McAfee Canada

139 Main Street, Suite 201
Unionville, Ontario
Canada L3R 2G6
Phone: (905) 479-4189
Fax: (905) 479-4540

McAfee France S.A.

50 rue de Londres
75008 Paris
France
Phone: 33 1 44 908 737
Fax: 33 1 45 227 554

McAfee (UK) Ltd.

Hayley House, London Road
Bracknell, Berkshire
RG12 2TH
United Kingdom
Phone: 44 1344 304 730
Fax: 44 1344 306 902

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Fax: 82 2 555-5779

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1043 GL Amsterdam
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Industriestrasse 1
D-82110 Germering
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#44-01, Suntec Tower One
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Tel: 65 430-6670
Fax: 65 430-6671

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Installing McAfee Enterprise Client Administrator

Before You Start

McAfee Enterprise Client Administrator has two parts: PC Medic Administrator and PC Medic Client. You must install PC Medic Administrator on the computer you want to use to control PC Medic operations on your network. Install PC Medic Client on all systems you want to configure from your administrative system.

Before you continue, review the system requirements for installing and running McAfee Enterprise Configuration Manager.

Preparing for installation

To install PC Medic Administrator or PC Medic Client on a Windows 95 system, you must first:

- Install the Windows Remote Registry Service

Refer to the Windows 95 Resource Kit on your Windows 95 CD-ROM for information about the Remote Registry Service.

- Enable the User-Level Access Control option in the Network control panel
- Select the Enable Remote Administration of this Server option in the Passwords control panel and enter the name of an appropriate administrator

The following sections list the PC Medic Administrator and Client system requirements.

Administrator system requirements

The administrative system must have:

- A 486 or later processor
- 8MB RAM
- Windows 95 or Windows NT 4.0
- An SVGA 256-color display with 800 by 600 pixel resolution
- Free hard disk space:
 - For PC Medic application files: 20MB
 - For documentation files: 1MB

Client system requirements

Client systems must have:

- A 486 or later processor
- 8MB RAM
- Windows 95 or Windows NT 4.0
- An SVGA 256-color display with 800 by 600 pixel resolution
- Free hard disk space:
 - For PC Medic application files: 17MB
 - For documentation files: 1MB

Setting up remote client administration

To setup a remote administration environment for PC Medic, follow these steps:

Step	Action
1.	Install PC Medic Administrator on your PC Medic administrative system. See “Installing PC Medic Administrator” below.
2.	Install PC Medic Client on all workstations you want to configure from your administrative system. There are two ways to install PC Medic Client: <ul style="list-style-type: none">▪ Direct from the PC Medic CD-ROM. See “Installing from the PC Medic CD-ROM” on page 11.▪ Unattended. See “Performing an unattended installation” on page 12.

Installing PC Medic Administrator

 *McAfee recommends uninstalling previous versions of PC Medic and closing all other applications before beginning this procedure. For instructions on uninstalling PC Medic, see [“Uninstalling PC Medic”](#) on page 13.*

Step	Action
1.	Start your computer.
2.	Do one of the following: <ul style="list-style-type: none">▪ If installing from a CD-ROM, insert it into the CD-ROM drive.  <i>If you do not see the PC Medic installation screen appear, run SETUP.EXE.</i>▪ If installing from files downloaded from one of McAfee's electronic services, decompress the zipped files into a directory on the network or on your local drive. Run SETUP.EXE.

Response: The PC Medic installation menu appears.

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3. Select "Install PC Medic (Administrator)" from the installation menu.
4. Follow the on-screen instructions.

 For detailed installation instructions, see the PC Medic User's Guide that accompanies this product. You'll find the User's Guide in the same directory that contains the PC Medic program files.

Installing PC Medic Client

There are two ways to install PC Medic Client:

- Direct from the PC Medic CD-ROM. See ["Installing from the PC Medic CD-ROM"](#) below.
- Unattended, using software distribution. See ["Performing an unattended installation"](#) on page 12

Installing from the PC Medic CD-ROM

 McAfee recommends uninstalling previous versions of PC Medic and closing all other applications before beginning this procedure. For instructions on uninstalling PC Medic, see ["Uninstalling PC Medic"](#) on page 13.

Step	Action
1.	Start the client computer.
2.	Do one of the following: <ul style="list-style-type: none">▪ If installing from a CD-ROM, insert it into the CD-ROM drive.  If you do not see the PC Medic installation menu appear, run <code>SETUP.EXE</code>.▪ If installing from files downloaded from one of McAfee's electronic services, decompress the zipped files into a directory on the network or on your local drive. Run <code>SETUP.EXE</code>.
3.	Select "Install PC Medic" from the installation menu.
4.	Follow the on-screen instructions.

Performing an unattended installation

To perform an unattended installation using software distribution tools, follow these steps:

 *McAfee recommends uninstalling previous versions of PC Medic and closing all other applications before beginning this procedure. For instructions on uninstalling PC Medic, see “Uninstalling PC Medic” on page 13.*

Step	Action
1.	<p>Edit the PCMCRESP.INI response file located in the Client subdirectory on the PC Medic CD-ROM. Define the following values:</p> <ul style="list-style-type: none">□ ClientUserName=□ ClientCompanyName=□ FolderName=□ InstallPath=□ Enter the network UNC path that the client will receive policies from. Specify a full UNC path, including the name of the policy file. The UNC path will look similar to this: \\server\share\path\policy.pcp□ Enter an alternate path to the 2ndOpinion HTML files. You can configure your clients to retrieve the HTML files from the original PC Medic CD-ROM on a CD-ROM server. The path will look similar to this: HTMLPath=\\server\share\path
2.	<p>Distribute the contents of the Client subdirectory, including the modified response file, to the appropriate workstations using your favorite distribution software, such as McAfee’s Zero Administration Client (ZAC).</p>

 *Refer to your software distribution documentation for further instructions.*

Uninstalling PC Medic

To uninstall PC Medic, perform the following steps.

✎ Ensure that the PC Medic console and Crash Monitor agent are not running.

1. Click Start in the Windows taskbar, point to settings, then choose Control Panel.
2. Double-click the Add/Remove Programs icon in the Control Panel window.
3. Select McAfee PC Medic from the list shown in the Add/Remove Program Properties dialog box, then click Add/Remove.
4. At the confirmation prompt, click Yes to continue.

Response: The Remove Programs From Your Computer dialog box appears while UnInstallShield removes all PC Medic files and from your computer.

5. Once uninstall is complete, click OK to return to your desktop.

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Using the McAfee Enterprise Administrator

Launching the McAfee Enterprise Client Administrator

Once you have installed McAfee Enterprise Client Administrator on the computer you want to use to configure PC Medic for network operation, you can use the McAfee Enterprise Client Administration console. To create, edit, and distribute rules and schedules that govern how PC Medic works to protect your network.

To launch the McAfee Enterprise Client Administrator, click Start, point to Programs, then to McAfee PC Medic. Next, choose McAfee Enterprise Client Administrator. You'll see the console window shown in Figure 3-1 appear.

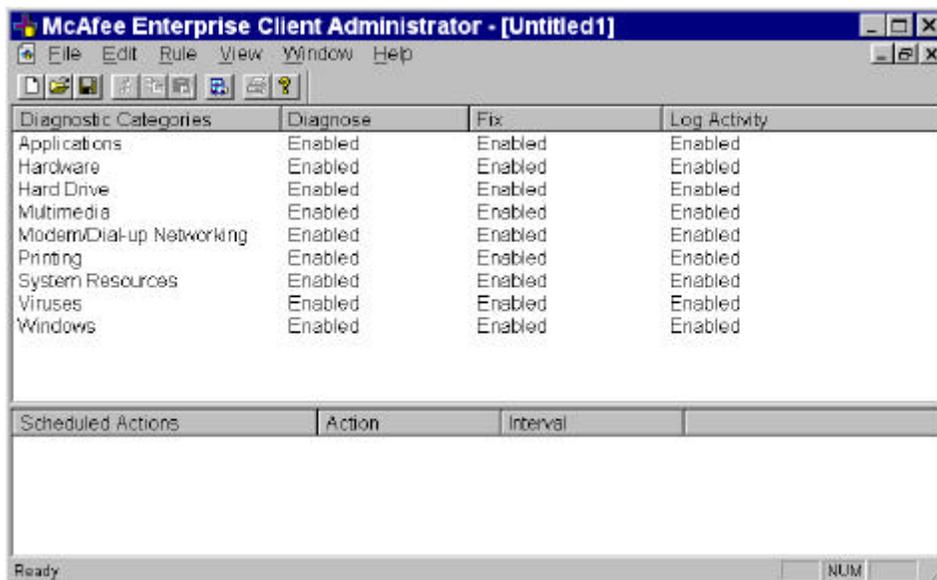


Figure 3-1. McAfee Enterprise Client Administrator Console

Configuring rule files

PC Medic administration requires rules and schedules that direct each of the client computers on your network to use their local copies of PC Medic to perform diagnostic functions and other preventative maintenance. To create or modify these rules, start the McAfee Enterprise Client Administration console, then follow these steps:

Step	Action
1.	<p>To create a new rule file, choose Save from the File menu then enter a name for the new rule file. The McAfee Enterprise Client Administrator will save a new rule file with default settings. You can change these rules to suit your needs, then save the file again.</p> <p>To edit an existing rule file, choose Open from the File menu, then select the rule file you want to change.</p> <p> <i>PC Medic administration rule files have a .PCP extension. You'll find them in the McAfee\PC Medic directory.</i></p>
2.	<p>Choose the type of change you want to make to the file from the Rule menu.</p> <ul style="list-style-type: none">□ To learn how to change global rules, see "Editing global rules" on page 17.□ To learn how to change rules for specific diagnostic categories, see "Editing rule files" on page 20.□ To learn how to schedule actions, see "Scheduling actions" on page 22.□ To learn how to change schedules for actions, see "Editing actions" on page 24.
3.	<p>After you have completed your changes, choose Save from the File menu to save your rule file.</p>
4.	<p>Distribute the rule file to the appropriate workstations. See "Distributing rule files" on page 26, for details.</p>

Editing global rules

To change the rules that govern how computers on your network perform all diagnostic scan options, follow these steps:

- | Step | Action |
|------|--|
| 1. | Open the rule file you want to edit. |
| 2. | Choose Edit Global Rules from the Rule menu. |

Response: The Global Properties dialog box appears (Figure 3-2) with the Diagnose property page selected.

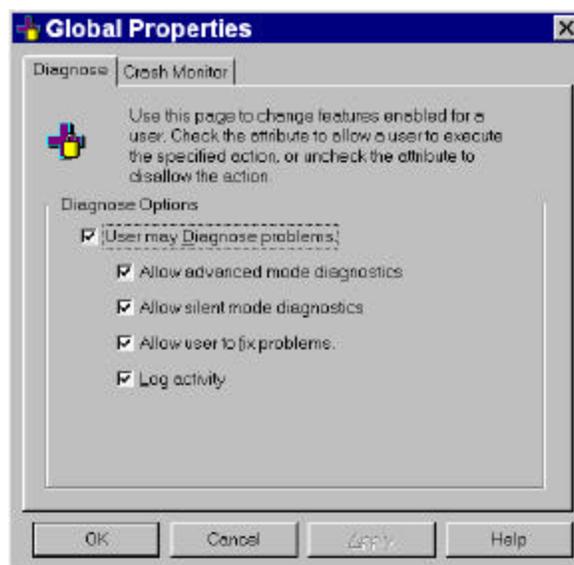


Figure 3-2. Global Properties dialog box (Diagnose property page)

3. Select the User May Diagnose Problems checkbox to allow your PC Medic user's to run diagnostic operations on their own computers.

3 Using the McAfee Enterprise Administrator Configuring rule files

4. Select the diagnostic options you want to make available to your PC Medic user's. The options are:
 - **Allow Advanced Mode Diagnostics.** Select this checkbox to allow your PC Medic user's to run advanced diagnostic scans on their own computers.
 - ✍ *An advanced mode diagnostic scan performs a detailed analysis of your PC. This process may take more time to complete than a standard diagnosis. McAfee advises that you use this option if you perform a standard diagnosis, resolve the listed problems, and still run into system performance issues.*
 - **Allow Silent Mode Diagnostics.** Select this checkbox to run diagnostic scans in silent mode.
 - ✍ *A silent mode diagnostic scan runs the diagnostic process transparently. No status or message prompts will appear as the program runs.*
 - **Allow User to Fix Problems.** Select this checkbox to allow your PC Medic user's to resolve problems discovered by PC Medic on their computers.
 - **Log Activity.** Select this checkbox to log all PC Medic activity in PCMEDIC.LOG, the PC Medic log file.
 - ✍ *PCMEDIC.LOG is located in your McAfee\PC Medic directory.*
5. Click the Crash Monitor tab to configure Crash Monitor features and actions.

Response: The Crash Monitor property page appears (Figure 3-3).

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**Figure 3-3. Global dialog box
(Crash Monitor property page)**

6. Select the Allow Crash Protection checkbox to enable PC Medic's Crash Monitor services on client systems and to specify what PC Medic should do when a client computer crashes. Choose from the following actions:
 - **Log Activity.** Select this checkbox to log all PC Medic activity in PCMEDIC.LOG, the PC Medic log file.

PCMEDIC.LOG is located in your McAfee\PC Medic directory.
 - **Allow DMI Event Notification.** Select this checkbox to tell PC Medic to send an alert message to a DMI browser when a client's computer crashes.
7. Choose Allow System Monitors to enable PC Medic's Crash Monitor services on client systems and specify the actions that should be taken. Choose from the following actions:
 - **Notify User of Problem.** Select this checkbox to have PC Medic notify user's when it finds problems with their computers.

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- **Log Activity.** Select this checkbox to log all PC Medic activity in PCMEDIC.LOG, the PC Medic log file.

 *PCMEDIC.LOG is located in your McAfee\PC Medic directory.*

8. Save your changes and click OK to close the Global Properties dialog box.
9. When you have finished editing the rule file, choose Save from the File menu. Next, distribute the edited rule file to the appropriate workstations. See [“Distributing rule files” on page 26](#) for additional instructions.

Editing rule files

To change the way a particular diagnostic operation functions on client computers, follow these steps:

Step	Action
1.	Select the diagnostic category you want to edit from the list in the McAfee Enterprise Client Administrator console (see Figure 3-1 on page 15).

The diagnostic categories include:

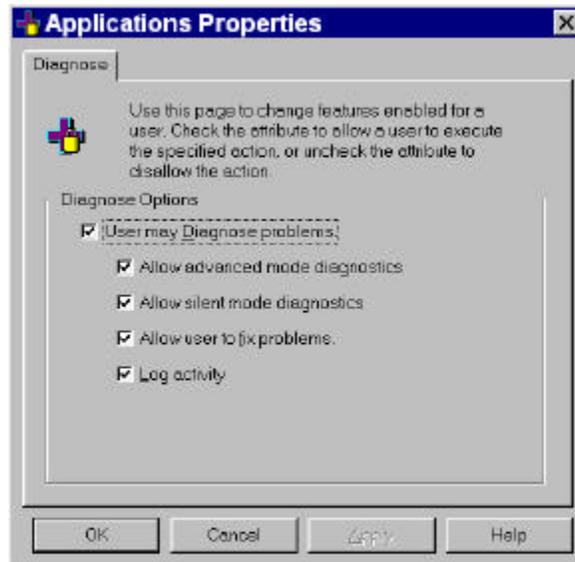
- Applications
- Hardware
- Hard Drive
- Multimedia
- Modems/Dial-up Networking
- Printing
- System Resources
- Viruses
- Windows

 *To learn more about the type of diagnostic operations PC Medic performs in each of these categories, see Chapter 5 in the PC Medic User’s Guide.*

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2. Choose Edit Rule from the Rule menu.

Response: The property page for the category you selected. Figure 3-2, for example, shows the property page for the Applications category.



**Figure 3-4. Application Properties Page
(Diagnose dialog box)**

3. Select the User May Diagnose Problems checkbox to allow PC Medic user's to run this particular diagnostic operation on their own computers.

3 Using the McAfee Enterprise Administrator Configuring rule files

4. Select the options you want to make available to your PC Medic user's for this diagnostic operation. The options are:
 - **Allow Advanced Mode Diagnostics.** Select this checkbox to allow your PC Medic users to run advanced diagnostic scans on their own computers.
 - **Allow Silent Mode Diagnostics.** Select this checkbox to run diagnostic scans in silent mode.

✎ A silent mode diagnostic scan runs the diagnostic process transparently. No status or message prompts will appear as the program runs.
 - **Allow User to Fix Problems.** Select this checkbox to allow your PC Medic user's to resolve problems discovered by PC Medic on their computers.
 - **Log Activity.** Select this checkbox to log all PC Medic activity in PCMEDIC.LOG, the PC Medic log file.

✎ PCMEDIC.LOG is located in your McAfee\PC Medic directory.
5. Click OK to save your changes and close the property page for this diagnostic category.
6. When you have finished editing the rule file for this diagnostic category, choose Save from the File menu. Next, distribute the edited rule file to the appropriate workstations. See ["Distributing rule files" on page 26](#) for additional instructions.

Scheduling actions

To schedule diagnostic scans or other PC Medic operations to run automatically on your PC Medic client workstations, follow these steps:

- | Step | Action |
|------|--|
| 1. | To schedule a new operation for PC Medic to run, <ul style="list-style-type: none">■ Choose Add Scheduled Action from the Rule menu, or■ Right-click anywhere in the Scheduled Actions area in the console window, then choose Add Action from the shortcut menu that appears |

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Response: The Schedule PC Medic Action dialog box appears (Figure 3-5).

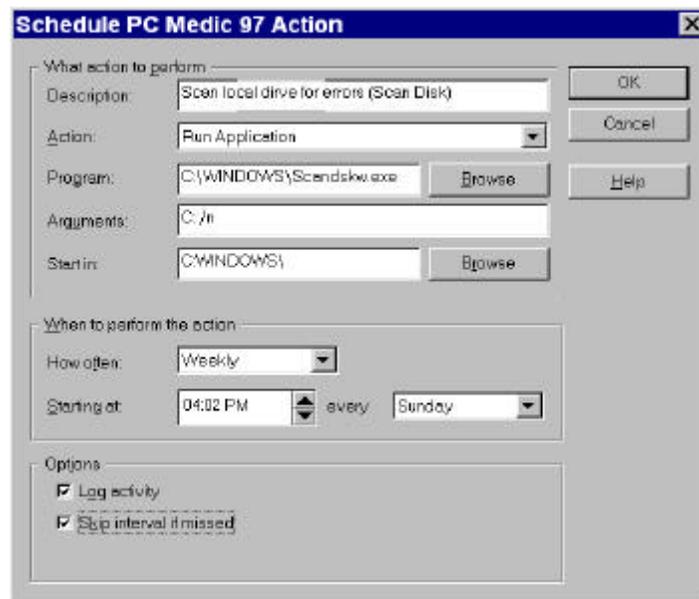


Figure 3-5. Schedule PC Medic Action Dialog Box

2. Enter a description of the action you want to perform in the Description text box.
3. Choose an option in the Action list. Your options are:
 - **Diagnose.** Choose this option to configure PC Medic's Diagnose application to run at a scheduled time. If you choose this option, continue with step 7.
 - **Run Application.** Choose this option to configure other applications and utilities to run at a scheduled time. If you choose this option, continue with step 4.
4. Enter the program path for the application you want to schedule. Click the Browse button to locate the application.
5. Enter any additional command-line parameters for the selected application in the Arguments text box.
6. To specify a working directory for the application to use, enter the path in the Start In text box. Click the Browse button to locate the directory you want to use.

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7. Specify how often the application should run by choosing an option from the How Often list and choosing values from the time and date lists.

✎ If you choose Weekly or Monthly, specify the day of the week or the day of the month in which you want the application to run.

8. Choose any additional options you want to activate:
 - **Log Activity.** Select this checkbox to log all PC Medic activity in PCMEDIC.LOG, the PC Medic log file.

✎ PCMEDIC.LOG is located in your McAfee\PC Medic directory.

 - **Skip Interval if Missed.** Select this checkbox to skip the scheduled application if the interval is missed.

✎ The scheduled application cannot run if the system is busy or shut down. If you do not select this option and the application misses its scheduled run time, it will run the next time the system is available.

9. When you have finished editing the rule file for this diagnostic category, choose Save from the File menu. Next, distribute the edited rule file to the appropriate workstations. See [“Distributing rule files” on page 26](#) for additional instructions.

Editing actions

To edit PC Medic actions described in a rule file, follow these steps:

- | Step | Action |
|------|--|
| 1. | Select the action you want to modify in the Scheduled Actions list at the bottom of the console window, then: <ul style="list-style-type: none">■ Click Edit Action in the Rules menu;■ Right-click the listed action and select Edit Action; or■ Double-click the selected action |

Response: The Schedule PC Medic Action dialog box appears (see [Figure 3-5 on page 23](#)).

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Using the McAfee Enterprise Administrator Configuring rule files

2. Change the scheduled action to suit your needs, then click OK to save your changes and close the dialog box.
3. When you have finished editing PC Medic actions, choose Save from the File menu. Next, distribute the edited action to the appropriate workstations. See [“Distributing rule files” on page 26](#) for additional instructions.

Distributing rule files

To distribute your PC Medic rule files, follow these steps:

✎ PC Medic Client must be installed and running on all workstations that will receive rule file distributions. See “Before You Start” on page 8, for details.

Step

Action

1. Open the PC Medic rule file you want distribute.

Response: The rule file options appear in the McAfee Enterprise Client Administrator console (see [Figure 3-1 on page 15](#)).

2. Click  or choose Distribute Rules from the Rule menu.

Response: Your entire network appears in the Distribute Rule dialog box (Figure 3-6).

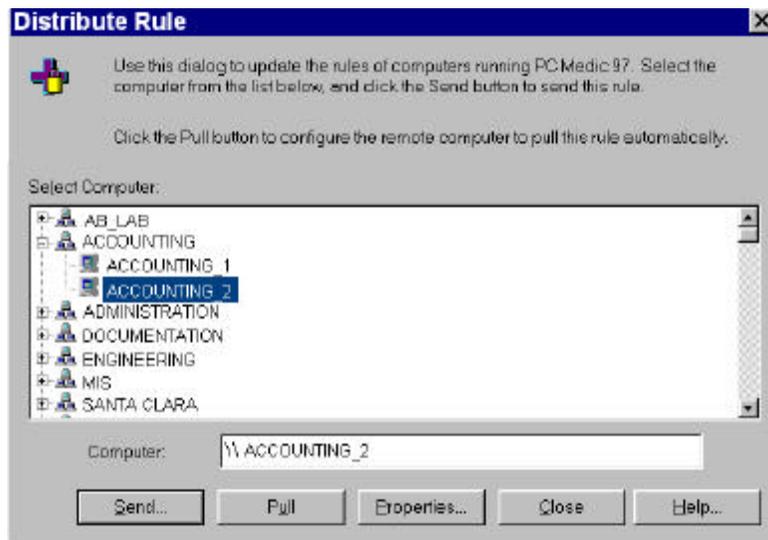


Figure 3-6. Distribute Rule dialog box

3 Using the McAfee Enterprise Administrator Distributing rule files

3. Click + to expand the directory tree for your network, then select the computer that you want to receive the rule file. You can also specify the computer's name with Uniform Naming Convention (UNC) terminology in the computer text box.

You must have rights to remotely administer the target computer. See "Setting up remote client administration" on page 10 for more information.

4. Click Properties to view basic information about the remote computer and to verify the location for the rule file.

Response: The Remote Computer Properties page appears (Figure 3-7).

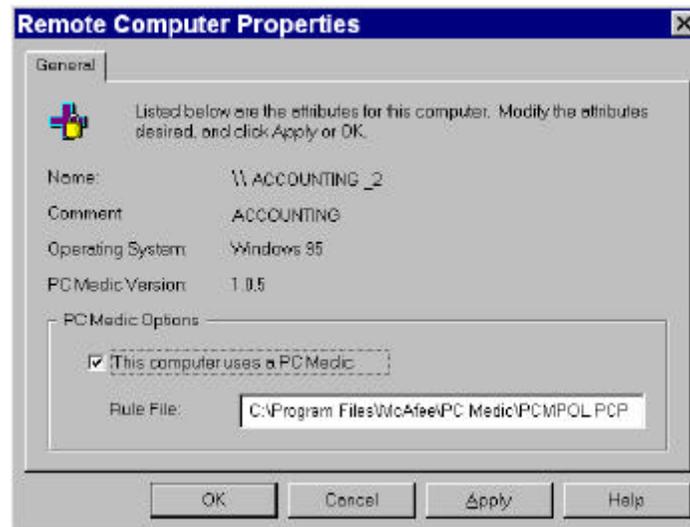


Figure 3-7. Remote Computer Properties page

Click OK to return to the Distribute Rule dialog box.

5. Click Pull to have the remote computer download the rule file from your administrative computer.
6. Click Send to distribute the rule file to the specified computer.

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