

Release Notes for McAfee (R) Virex (R) 7.7
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- DAT version: 4558
- Engine version: 4.4.00
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Thank you for using Virex(R) software. This file contains important information regarding this release. We recommend that you read the entire document.

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ABOUT THIS RELEASE

This release of Virex supports Mac OS X Tiger (10.4.x).

- Virex is an anti-virus application that helps you keep your Apple computer free of viruses, Trojan horses and other malicious code. It scans

volumes, files, and folders and provides detailed reports of what it finds. Virex features on-demand scanning, scan and update scheduling, online help and "drag and drop" scanning.

Virex also integrates with McAfee ePolicy Orchestrator 3.0.2 and later to provide you with a single point of control for your systems running Virex software. In addition, you are only one click away from the comprehensive online McAfee Virus Information Library, which will keep you informed of all new virus threats. The Virex design is based on Cocoa, the specialized Mac OS X application environment.

NOTE:

You can use ePolicy Orchestrator functionality only if you have ePolicy Orchestrator and Non-Windows Agent installed and configured to manage Virex in an enterprise environment. The use of ePolicy Orchestrator is optional and you can use all the functionality of Virex as a stand-alone product.

INSTALLATION AND SYSTEM REQUIREMENTS

VIREX

Before you install Virex, make sure your operating system is up-to-date. If you have a previous Virex version installed on your computer, the Virex Installer will over-install the previous version without any warning.

Virex needs the BSD subsystem to be installed in order to function correctly. The BSD subsystem installs by default as part of Mac OS X. However, you can choose not to install it. If you installed Mac OS X without the BSD subsystem, insert the Mac OS X CD and install the BSD subsystem before continuing.

Virex installation stops if you previously installed Norton or Sophos Anti-Virus software on your Mac OS

X machine. Even after you uninstall Norton or Sophos, there might be files that remain on your system that cause problems when you try to install Virex. To resolve this issue, remove the following files (if they exist) before you continue to install Virex 7.7:

- SAVI.framework
(Path: /Library/Frameworks/SAVI.framework)
- NAVLibX
(Path: /Library/Application Support/Norton Solutions Support/Norton Antivirus/Engine/NAVLibX)
- NAVLibX.bundle
(Path: /Library/Application Support/Norton Solutions Support/Norton AntiVirus/Engine/NAVLibX.bundle)

NOTE:

Virex installs on released versions of Mac OS X Tiger (10.4.x), Panther (10.3.x) and Jaguar (10.2.6 & 10.2.8). See the Virex Product Guide for complete information regarding installation and system requirements.

NON-WINDOWS AGENT FOR MACINTOSH

The Non-Windows agent can be installed on Mac OS X v10.2.6 or later.

NOTE:

See the Non Windows Agent ReadMe for information on installing the agent.

KNOWN ISSUES

KNOWN ISSUES WITH VIREX

1. Automatic eUpdate might fail when you restart your system after you install Virex for the first time. Check or uncheck eUpdate checkbox in Virex preferences to make sure eUpdate works properly.

2. Virex might change file permissions on Mac OS X (Jaguar/Panther) after installation. We recommend that you run Disk utility and repair disk permissions after installing Virex.
3. Old NAI PLIST files are not removed when you install Virex 7.7. These PLIST files do not affect Virex 7.7 functionality and can be deleted. You can locate the *NAI*.plist files in following locations:
 - /Library/Preferences
 - /Users/<USERNAME>/Library/Preferences
4. Active Scanner might cause compatibility issues with applications running in Classic mode. For example, when printing in Classic mode.
5. When Virex is running with Active Scanning enabled, you might get problems with NFS (Network File System).

For example, you might not be able to save Photoshop documents on a NFS mounted Volume if Active Scanner is enabled.

6. Zinio download software does not respond when Active Scanner is enabled.
7. When you scan mounted volumes, you are sometimes unable to eject the media because the scan is accessing files on the media. To eject the media, "Cancel" the scan, then eject the media.
8. The action buttons in the Virex Reporter apply to ALL the listed items. Sometimes the Virex Reporter contains items that were found by different scanners, so if you click "Move To Trash", you might delete something accidentally.

For example, if the Active Scanner is set to "Clean" and the Background Scanner is set to "Notify", the Virex Reporter might contain items found by those scanners which were cleaned or

that remain potentially infected.

9. The "Scan contents of archives and compressed files" option in the Preferences dialog box configures the selected scanner to scan into archives and other compressed files. This option is on by default for the Background and On-demand scanners.
10. Virex does not clean or delete infected Stuffit archives. Virex reports a warning message "Stuffit archives will not be cleaned or deleted". You would need to manually locate the infected file(s) and take appropriate action.
11. When you reboot your system after a new Virex installation, the system might take several minutes to restart while Virex reconfigures itself.
12. The Virex Scheduler launches a task only if the relevant user is in the foreground. The task does not run if the user is in the background (fast-user switching in Panther) or logged out.
13. We recommend that you do not use Virex in a Console user environment because it might reduce your system performance.
14. You might experience compatibility issues with some third party applications, due to race condition between Active scanner and the application.

NOTE:

A race condition occurs when different processes attempt to access a file at the same time.

To work around this issue:

- a. Exclude the temporary directory used by the third party application from scanning by including it in your "Exclusions" list.

EXAMPLE:

If you experience compatibility issues with

Adobe Distiller, exclude the following directory:

In Jaguar or Panther:
/private/tmp

In Tiger:
/private/var/tmp

EXAMPLE:

If you experience compatibility issues when saving large MS-Word .DOC files over network volumes, exclude the working folder from the scan.

- b. Disable the Active Scanner when you use the third party application. Enable the Active Scanner after using the third party application to ensure your system is under constant protection.
15. A kernel panic is sometimes reported when a Windows computer connects to a Macintosh client computer using Samba Server Services.
 16. Background scanner is a low priority scanner and sometimes may not complete scanning the entire hard disk, when the system is busy. It is recommended to run on-demand scan at least once in a week to scan the entire hard disk.
 17. Virex does not work properly when you upgrade the operating system from one platform to another with Virex installed. If you have installed Virex on Panther and you upgrade your operating system to Tiger, Virex might not work properly. We recommend that you reinstall Virex after you upgrade the operating system.
 18. eUpdate might fail if on-demand scan and eUpdate task runs in parallel. We recommend that you run your tasks separately such that the tasks do not overlap.
 19. Virex might crash when you run an on-demand scan of the hard disk on specific files. We recommend that you identify the file that causes Virex to crash. Run incremental scans of files or folders

of your hard disk until you identify the file. Add this file to the "Exclusion List" and run the on-demand scan again.

EXAMPLE:

Virex sometimes crashes when scanning /usr/Lib/zsh/4.2.3/zsh/zle.so file on Tiger.

20. This Virex 7.7 release version has two extra exclusions added by default -- "/private/tmp" and "/private/var/tmp". If you over-install a beta version, be aware that the beta preferences are retained. The new exclusions will only take effect when you click "Reset to Defaults", when the policies are enforced from ePolicy Orchestrator, or when you add them manually to the exclusions.

KNOWN ISSUES WITH NON-WINDOWS AGENT FOR MACINTOSH

1. If you install Non-Windows Agent using the Command Line (Silent installation), restart your system to ensure Non-Windows Agent works properly.
2. "setsite" cannot be used in silent mode.

KNOWN ISSUES WITH EPOLICY ORCHESTRATOR

1. Scan Mounted Volume scanner, Active scanner, Background scanner might report multiple events to the ePolicy Orchestrator server for the same infected file scanned. Hence the ePolicy Orchestrator report might show that Virex detected an incorrect number of virus infections.
2. When you delete the Virex node from the ePolicy Orchestrator console tree, do not select "Uninstall agent from all connected computers" in the "Delete confirmation" message box because the Virex node will not appear again in the ePolicy Orchestrator console tree.
3. In ePolicy Orchestrator version 3.0.2, you must manually register the VIREX.DLL to store configuration information in the Windows

Registry after you check in the Virex NAP files.
To register VIREX.DLL run the following
command:

```
regsvr32 /v "C:\Program Files\Network  
Associates\ePO\3.0.1\DB\Data\VIREX___7700\virex.dll"
```

4. When you check-in the NAP file on the existing NAP installation, generated events are prevented from being stored on the ePolicy server.

To work around this issue:

- a. Restart all the ePolicy Orchestrator server services.
 - b. Delete the old VIREX.DLL from the server side.
(Path: C:\Program Files\Network
Associates\ePO\3.0.1\DB\Data\VIREX___7700\
virex.dll)
 - c. Check-in the NAP files again.
5. Removed exclusions remain under the Virex Properties tab. The list gets refreshed when you create new exclusions.
 6. Engine information in the Virex Properties tab of the ePolicy Orchestrator console might be different to those of the Virex application on the client computer.

To avoid an engine information mismatch:

- Create a scheduled recurring eUpdate task to ensure that the engine information at the client and server is up-to-date.
- Close Virex application when not in use.

EPOLICY ORCHESTRATOR SERVER FEATURES NOT SUPPORTED BY VIREX

1. Task scheduler

The Scheduled Task Type options "At Logon", "when idle" and "run on dialup" are not supported by Virex.

2. Install/Uninstall using ePolicy Orchestrator server.
 - You cannot deploy Virex using the ePolicy Orchestrator server.
 - You cannot uninstall Virex ePolicy Orchestrator Agent using the ePolicy Orchestrator server.
3. Reports
 - System compliance profiler reports are not supported.
4. You cannot use the ePolicy Orchestrator "Source Repository" to download DAT files from the Virex eUpdate web site to update the client machines.

DOCUMENTATION

This product includes a documentation set that consists of manuals saved in Adobe Acrobat Portable Document Format (.PDF) and an online help system.

You can download a free copy of the latest version of Acrobat Reader from the Adobe web site:

www.adobe.com/prodindex/acrobat/readstep.html

NOTE:

Documentation for Virex 7.7 is updated in English only. The Japanese, German, French and Italian versions of Virex 7.7 are shipped with Virex 7.6 documentation because there are no major functional changes since Virex 7.6.

This product includes the following documentation set:

- This ReadMe file. This file describes the product features, last-minute additions or changes to the documentation, lists any known behavior or other issues with the product release, and describes the installation process. This ReadMe is available in the Documentation

folder of the product package.

- Virex application online help. A help file, accessed from within the software application, provides quick access to concepts, definitions, and procedures for using the software. The Japanese, German, French and Italian versions of Virex 7.7 ship with the online help that accompanied Virex 7.6.
- Virex Product Guide. Introduces the product, describes product features, and provides detailed instructions for installing and configuring the software, ongoing operation and maintenance. This guide is available in the Documentation folder of the product package. The Japanese, German, French and Italian versions of Virex 7.7 ship with the Product Guide that accompanied Virex 7.6.
- Virex Configuration Guide (for use with ePolicy Orchestrator). This file is available in ePolicy Orchestrator Server package. Introduces ePolicy Orchestrator manageability features for Virex, and provides detailed instructions for installing, configuring and managing Virex in an enterprise environment. The Japanese, German, French and Italian versions of Virex 7.7 ship with the Configuration Guide that accompanied Virex 7.6.
- Non Windows Agent ReadMe file for Macintosh. This file is available in the ePolicy Orchestrator Client package. This file describes the agent features, lists any known behavior or other issues with the product release, and describes the installation process.
- A LICENSE Agreement. This outlines the terms under which you may use the product. Read it carefully. If you install the product, you agree to the license terms. This agreement is available in the Documentation folder of the product package.

PARTICIPATING IN THE MCAFEE BETA PROGRAM

To download new beta software or to read about the latest beta information, visit the McAfee beta web site located at:

<http://www.mcafeesecurity.com/us/downloads/beta/mcafeebetahome.htm>

To submit beta feedback on any McAfee product, send e-mail to:

mcafee_beta@mcafee.com

McAfee is devoted to providing solutions based on your input.

CONTACT INFORMATION

SECURITY HEADQUARTERS: AVERT
(Anti-Virus & Vulnerability Emergency Response Team)

Home Page

<http://www.mcafeesecurity.com/us/security/home.asp>

Virus Information Library

<http://vil.mcafeesecurity.com/>

AVERT WebImmune & Submit a Virus Sample

<https://www.webimmune.net/default.asp>

AVERT DAT Notification Service

<http://vil.mcafeesecurity.com/vil/join-DAT-list.asp>

DOWNLOAD SITE

Home Page

<http://www.mcafeesecurity.com/us/downloads/>

Anti-Virus DAT File and Engine Updates

<http://www.mcafeesecurity.com/us/downloads/updates/>

<ftp://ftp.mcafee.com/pub/antivirus/datfiles/4.x>

Anti-Spam Rules File and Engine Updates

<ftp://ftp.nai.com/spamdefs/1.x/>

Product Upgrades

<https://secure.nai.com/us/forms/downloads/upgrades/login.asp>

Valid grant number required (contact Customer Service)

TECHNICAL SUPPORT

Home Page

http://www.mcafeesecurity.com/us/support/technical_support

KnowledgeBase Search

<https://knowledgemap.mcafeesecurity.com/phpclient/homepage.aspx>

PrimeSupport Service Portal (Logon credentials required)

<https://mysupport.mcafeesecurity.com>

PSVANS — PrimeSupport Vulnerability Alert Notification Service

<http://www.mcafeesecurity.com/us/support/primesupport/>

CUSTOMER SERVICE

US, Canada, and Latin America toll-free:

Phone: +1-888-VIRUS NO or +1-888-847-8766
Monday-Friday, 8am-8pm, Central Time

E-mail: https://secure.nai.com/us/forms/support/request_form.asp

Web: <http://www.mcafeesecurity.com/us/support/default.asp>

MCAFEE BETA PROGRAM

Download Site:

<http://www.mcafeesecurity.com/us/downloads/beta/mcafeebetahome.htm>

E-mail to Submit Beta Feedback:

mcafee_beta@mcafee.com

TRAINING: MCAFEE UNIVERSITY

<http://www.mcafeesecurity.com/us/services/education/mcafee/university.htm>

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PATENTS

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6,035,423; 6,151,643; 6,230,288; 6,266,811;
6,269,456; 6,457,076; 6,496,875; 6,542,943;
6,594,686; 6,611,925; 6,622,150; 6,668,289

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