



# **Using McAfee VirusScan Enterprise 7.0 and 7.1 with Cisco CallManager**

## **Application Note**

## Table of Contents

<a href="#">Introduction</a> .....	3
<a href="#">Installation</a> .....	3
<a href="#">Configuration</a> .....	7
<a href="#">Unlocking User Interface</a> .....	7
<a href="#">Configuring Maximum CPU Usage</a> .....	9
<a href="#">Third Party Caveat</a> .....	13
<a href="#">Scheduled File Scanning Can Have a Negative Impact on the Server</a> .....	13
<a href="#">Disable anti-virus software during CallManager Installations and Upgrades</a> .....	13
<a href="#">Uninstall</a> .....	14

## Introduction

Cisco Systems does not formally certify antivirus products with CallManager software. However, Cisco recognizes that in today's environment any Windows 2000 Server needs to have virus protection and the Cisco CallManager is no exception. Cisco has verified McAfee Enterprise VirusScan 7.0 and 7.1 with CallManager under heavy traffic loads. CallManager installation with McAfee VirusScan Enterprise Version 7.1 is supported by Cisco TAC.

While the installation and configuration of McAfee Enterprise VirusScan <http://www.networkassociates.com/us/products/mcafee/antivirus/email/vs.htm> is very easy, there are a few important steps that need to be taken. This document provides information on the installation and configuration of McAfee Enterprise VirusScan 7.0 and 7.1 on CallManager platforms based on Cisco's experience in our lab environments and from customers who have successfully implemented antivirus software.

## Installation

1. Double-click the setup.exe executable. Click **Next**.



2. Read the License Agreement. Choose the proper License expiry type and Country. Choose the radio button to accept the terms and click **OK**.

The screenshot shows a dialog box titled "Network Associates Licensing" with the Network Associates logo and tagline "YOUR NETWORK. OUR BUSINESS." The main heading is "Network Associates End User License Agreement".

License expiry type:

Select country where purchased and used:

Network Associates One (1)-Year End User License Agreement

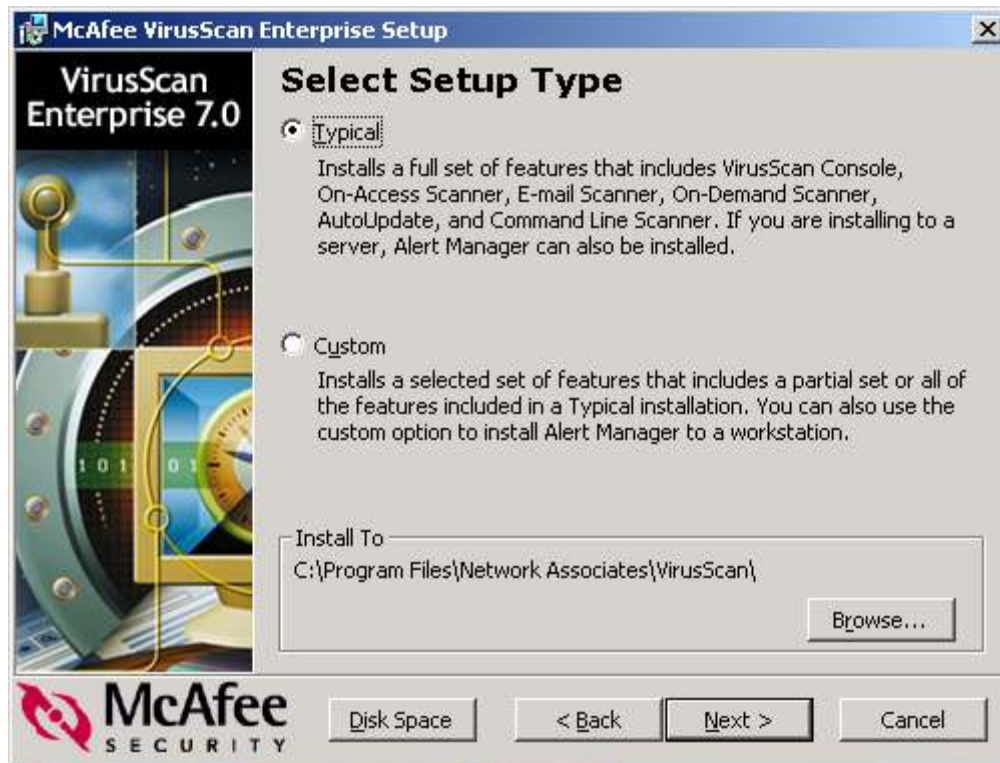
NOTICE TO ALL USERS: CAREFULLY READ THE FOLLOWING LEGAL AGREEMENT ("AGREEMENT"), FOR THE LICENSE OF SPECIFIED SOFTWARE ("SOFTWARE") PRODUCED BY NETWORK ASSOCIATES, INC. ("NETWORK ASSOCIATES"). BY CLICKING THE ACCEPT BUTTON OR INSTALLING THE SOFTWARE, YOU (EITHER AN INDIVIDUAL OR A SINGLE ENTITY) CONSENT TO BE BOUND BY AND BECOME A PARTY TO THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE BUTTON THAT INDICATES THAT YOU DO NOT ACCEPT THE TERMS OF THIS AGREEMENT AND DO NOT INSTALL THE SOFTWARE. (IF APPLICABLE, YOU MAY RETURN THE PRODUCT TO THE PLACE OF PURCHASE FOR A FULL REFUND.)

I accept the terms in the license agreement

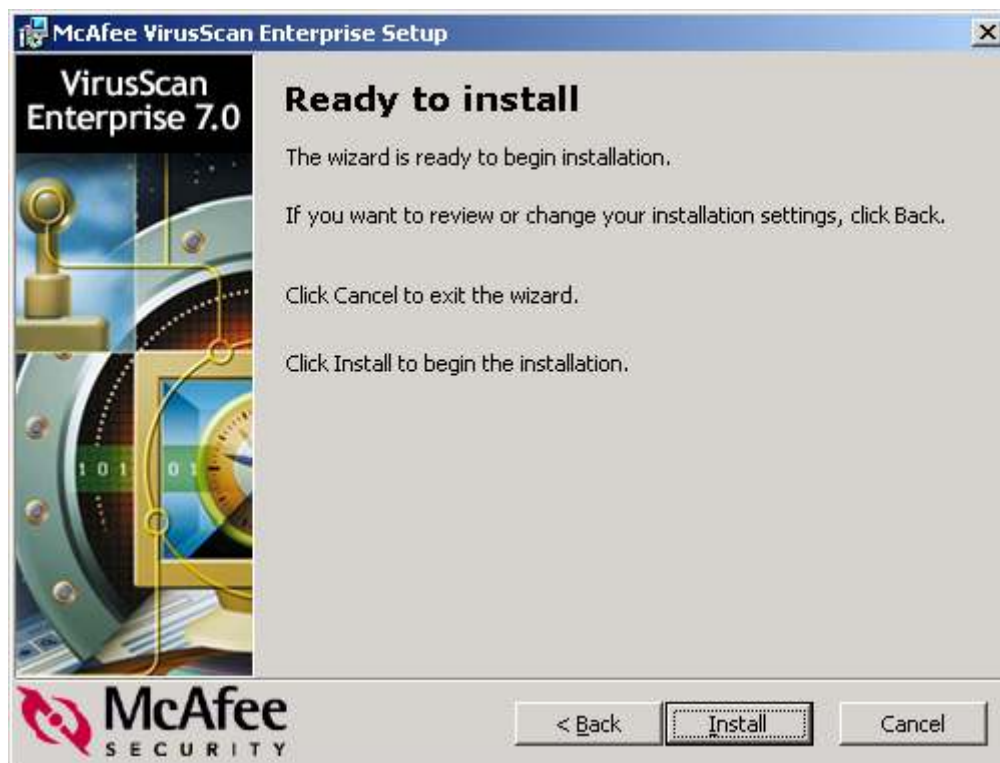
I do not accept the terms in the license agreement

OK Cancel

3. Select Typical for the Setup type and click **Next**.



4. Click Install to start installation





5. Uncheck the "Update Now" and "Run On-Demand Scan" boxes. These should be completed after the configuration. Click **Finish**.



## Configuration

For normal operation on Cisco CallManager, most of the default settings for McAfee Enterprise VirusScan 7.0 or 7.1 are fine. However, the default setting for the maximum CPU usage must be changed. The next section describes this process.

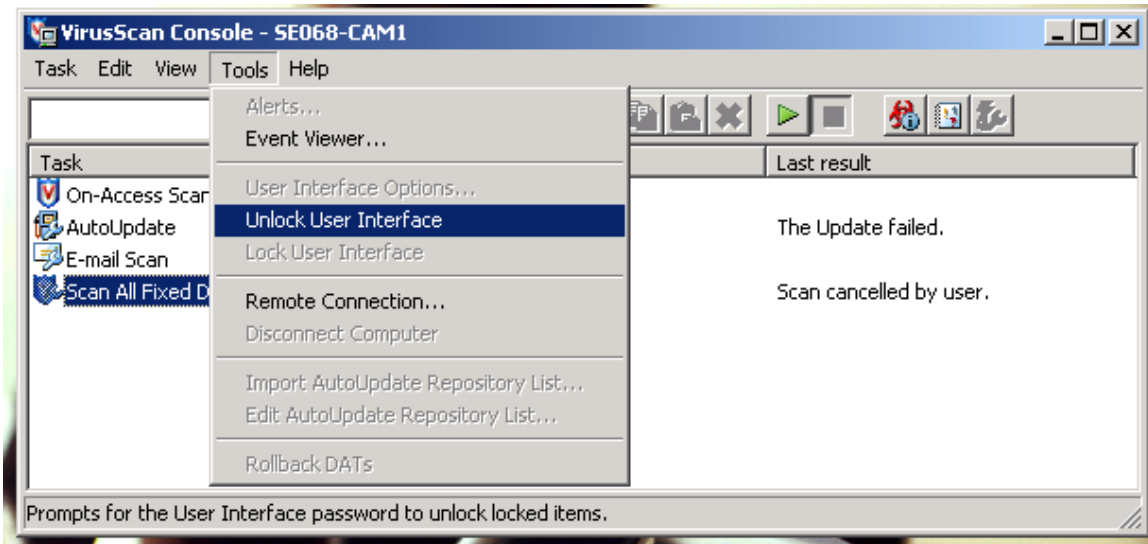
### ***Unlocking User Interface***

Before changes can be made to the CPU settings the User interface may need to be unlocked.

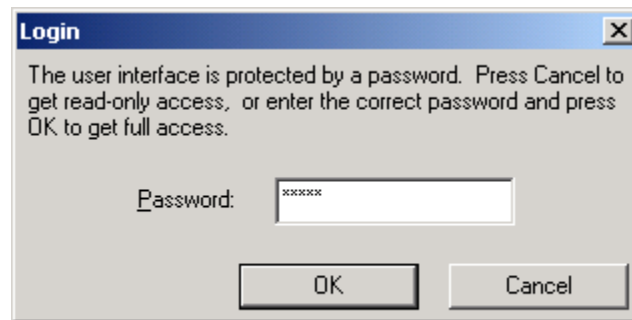
1. **Right Click** on the *McAfee VirusScan* Icon in the System Tray and choose *VirusScan Console . . .*



2. In the VirusScan Console, Left Click the Tools option on the Menu and Choose Unlock Interface



3. Enter the password and click OK

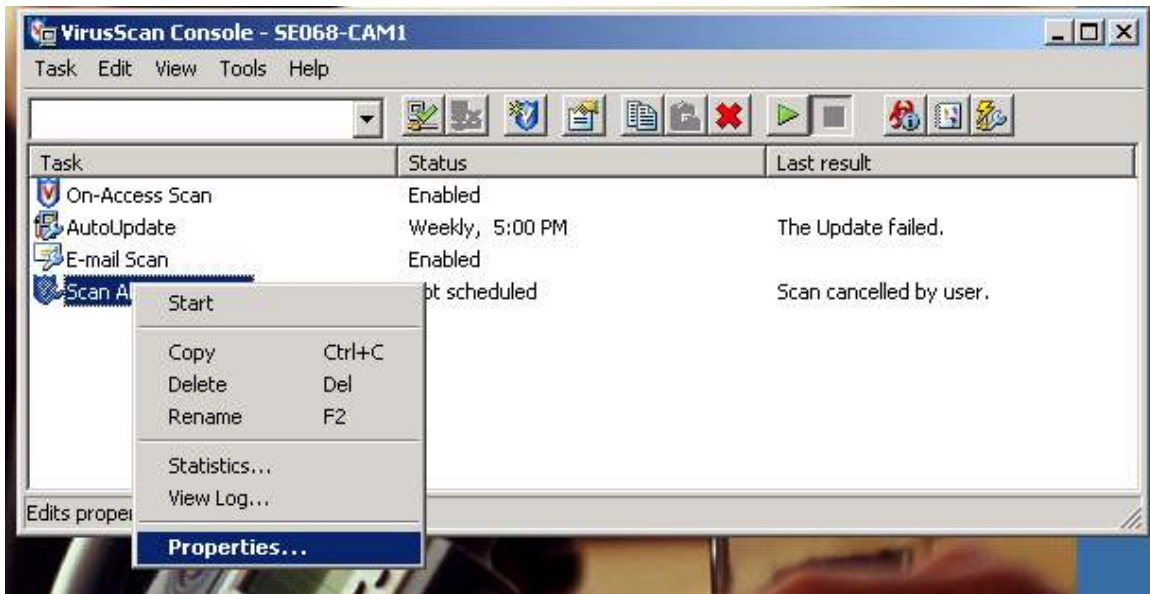


## Configuring Maximum CPU Usage

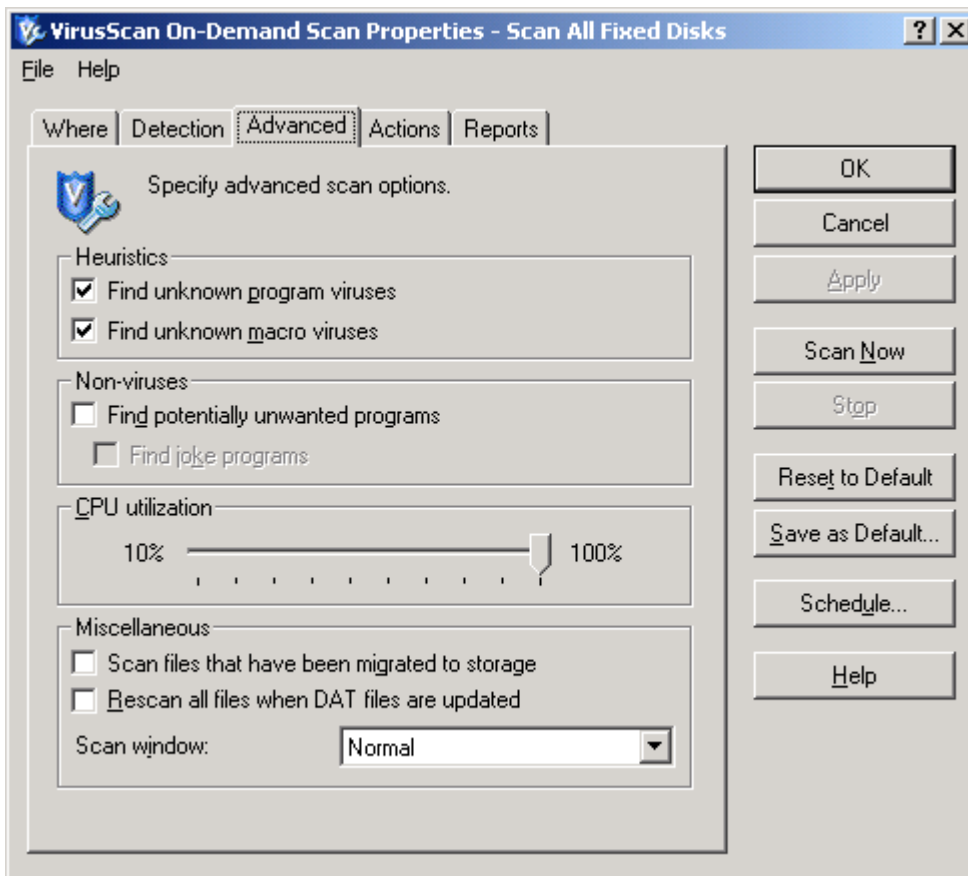
1. **Right Click** on the *McAfee VirusScan* Icon in the System Tray and choose *VirusScan Console . . .*



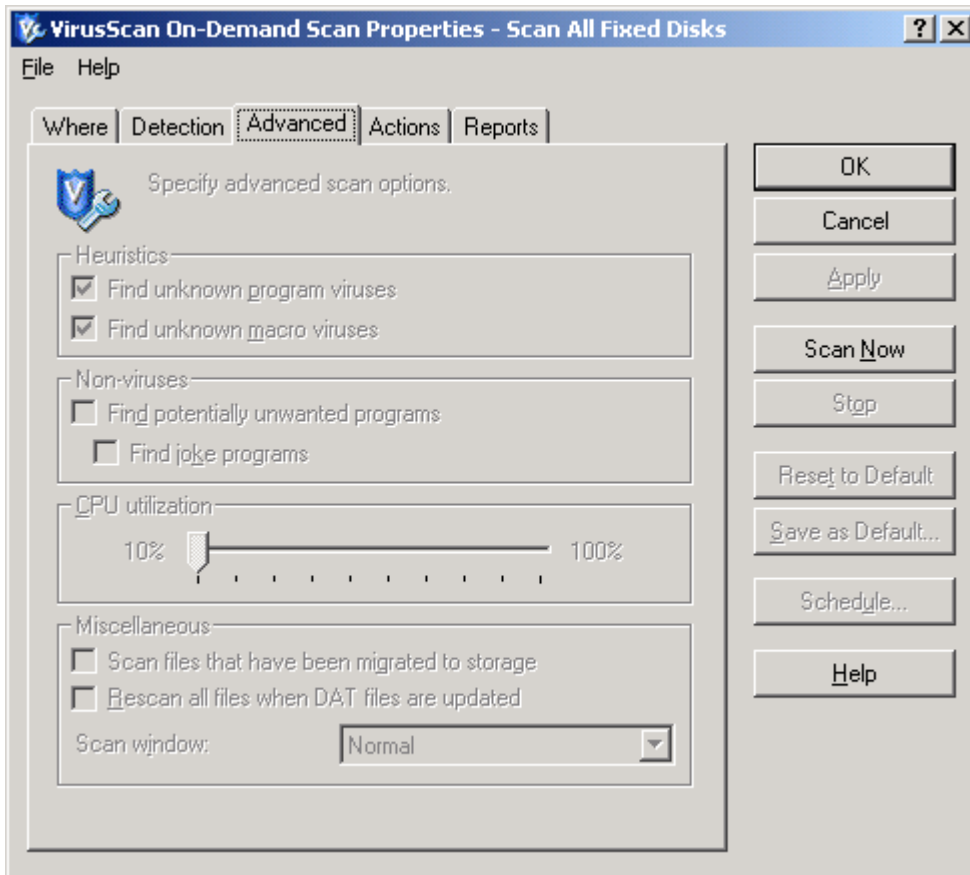
2. In the VirusScan Console, **Right Click** on *Scan All Fixed Disks* and choose *Properties...*



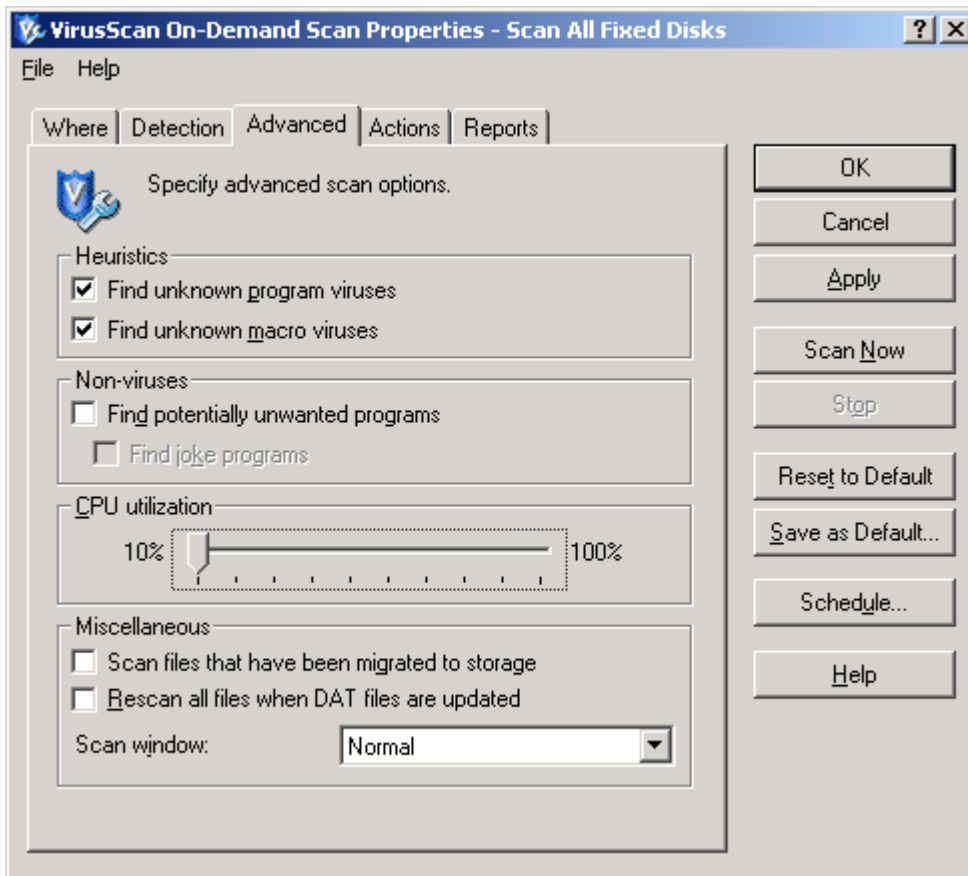
3. **Left Click** on the Advanced Tab



If all options are grayed out on this page, the User Interface is still Locked. Follow the instructions on Unlocking the User Interface and repeat.



4. Move the *CPU Utilization* Slider from 100% to 10%



5. Click Apply
6. Click Ok.
7. Exit McAfee Console

### ***Third Party Caveat***

If the server is running any third party applications, these programs may need to be excluded from scanning to avoid any performance issues. Customization of file scanning should be looked at on a per server basis to determine what configuration meets the customer's needs.

### ***Scheduled File Scanning Can Have a Negative Impact on the Server***

There is a difference between the protection McAfee Enterprise VirusScan 7.0 or 7.1 offers by running in the background and scheduled file scanning of the entire directory structure. Scheduled file scanning is very processor intensive. This could potentially impact call processing if this occurred during high volume traffic. As such, it is critical to only schedule a complete file scan during the middle of the night or other non-peak time schedules.

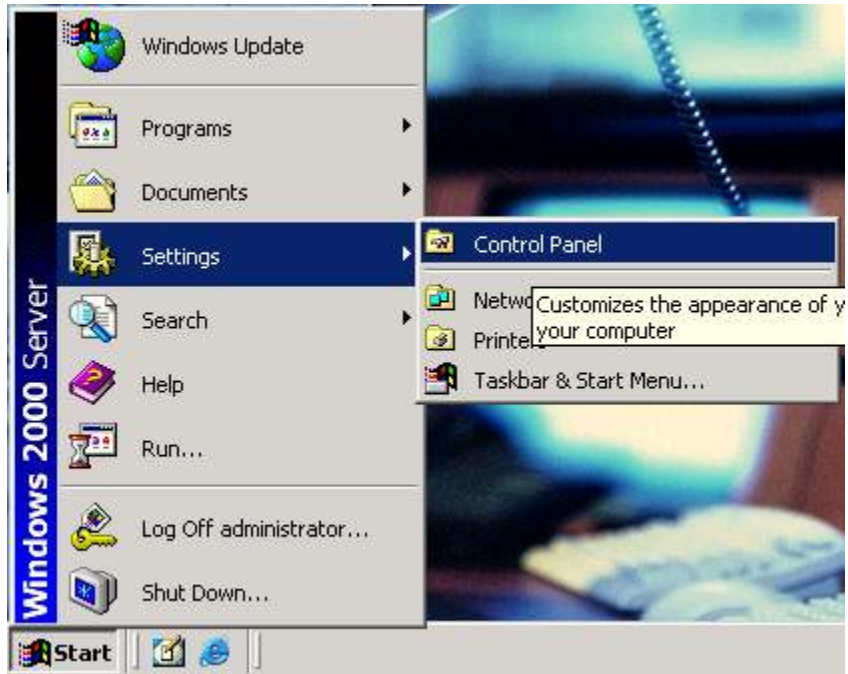
### ***Disable anti-virus software during CallManager Installations and Upgrades***

During the installation of CallManager or an upgrade of CallManager you will be prompted to disable anti-virus software prior to continuing. This must be done by right clicking the McAfee icon in the task bar and disabling the virus scan software.

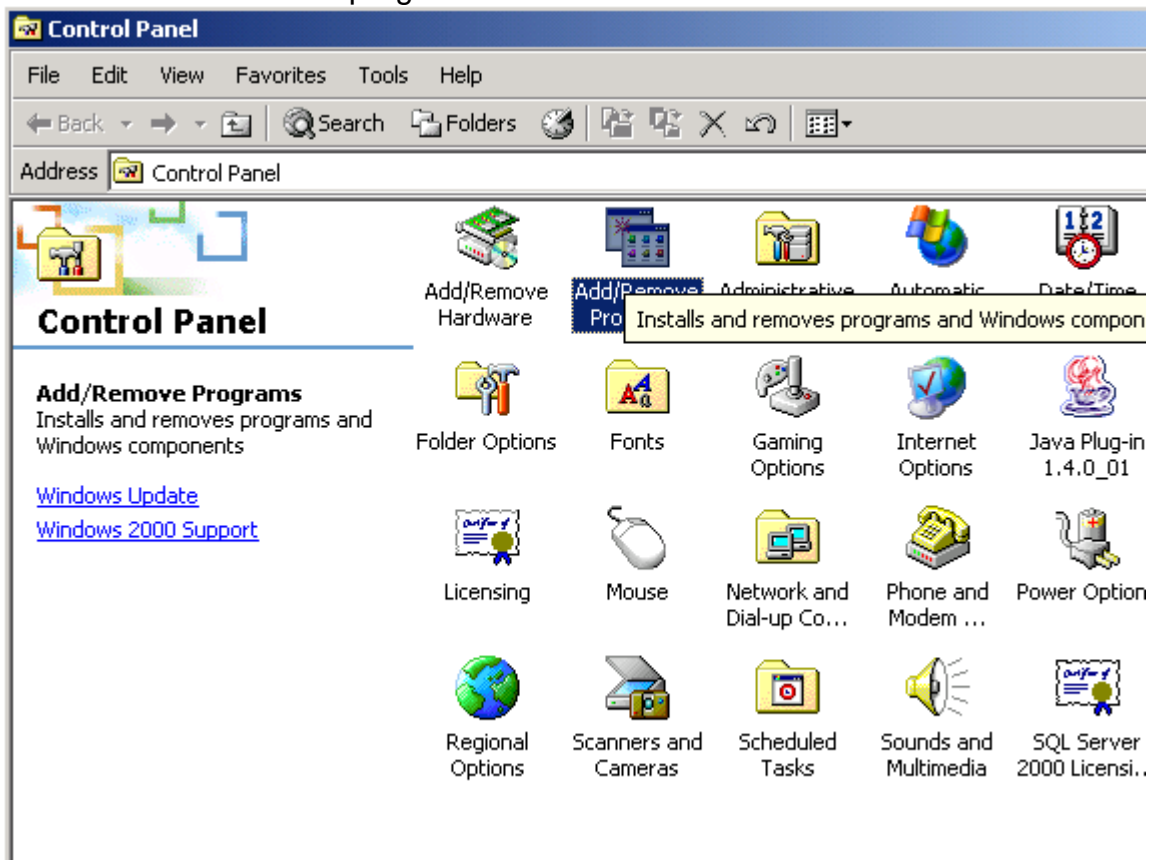
# Uninstall

McAfee Enterprise VirusScan 7.0 or 7.1 can be uninstalled using the normal Windows 2000 software uninstall procedure

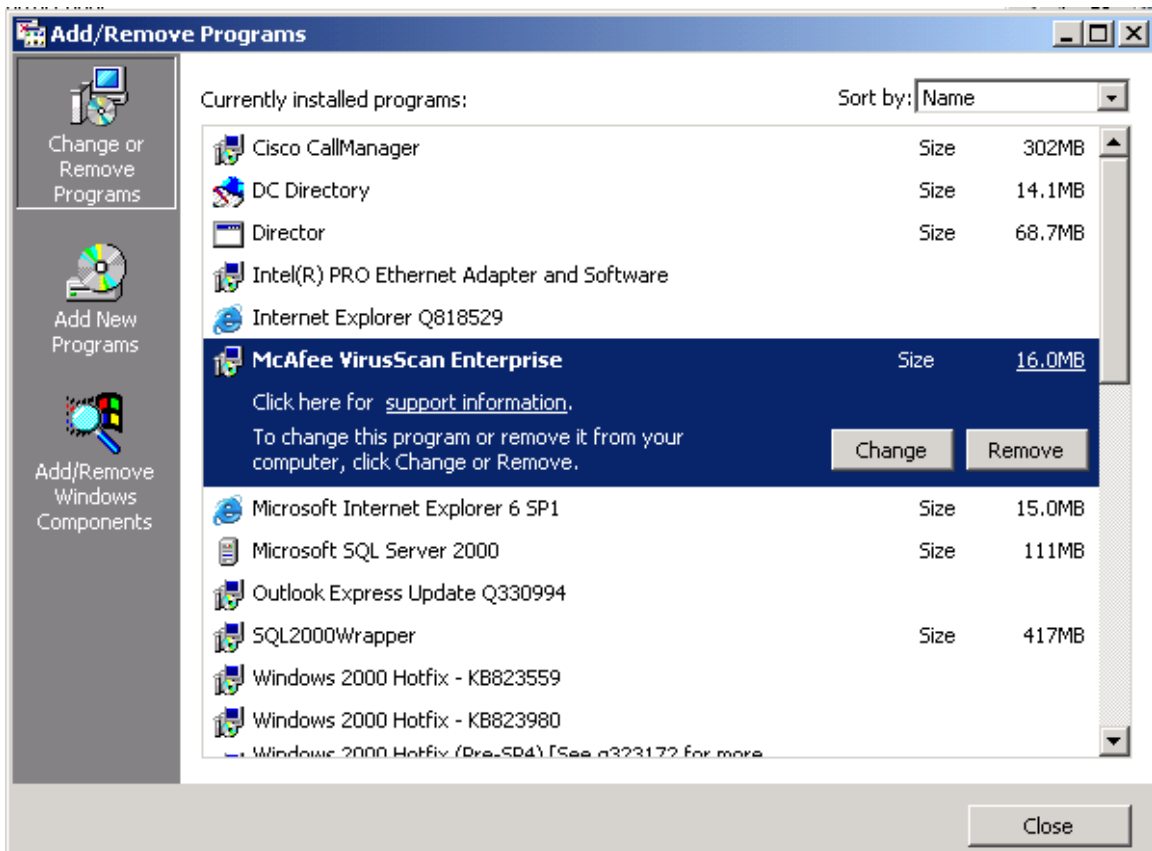
## 1. Open the Control Panel



## 2. Choose add/remove programs



3. Click the Remove button on the McAfee VirusScan Enterprise



4. Click yes to confirm

