

McAfee VirusScan Enterprise Version 10.5.3 for Customer Interaction Center Servers and Subsystems

Installation and Configuration Guide



PureConnect

Version 2018



Last updated December 07, 2017 by the Testing Team

(See Change Log for summary of Changes.)

Abstract

This document provides the procedures for installing and configuring McAfee VirusScan Enterprise Version 10.5.3 for Customer Interaction Center servers, media servers, and Interaction SIP Proxy.

Copyright and Trademark Information

Interactive Intelligence, *Interactive Intelligence Customer Interaction Center*, *Interaction Administrator*, *Interaction Attendant*, *Interaction Client*, *Interaction Designer*, *Interaction Tracker*, *Interaction Recorder*, *Interaction Mobile Office*, *Interaction Center Platform*, *Interaction Monitor*, *Interaction Optimizer*, and the “Spirograph” logo design are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Customer Interaction Center*, *EIC*, *Interaction Fax Viewer*, *Interaction Server*, *ION*, *Interaction Voicemail Player*, *Interactive Update*, *Interaction Supervisor*, *Interaction Migrator*, and *Interaction Screen Recorder* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©1997-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Dialer and *Interaction Scripter* are registered trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2000-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Messaging Interaction Center and *MIC* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2001-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Director is a registered trademark of Genesys Telecommunications Laboratories, Inc. *e-FAQ Knowledge Manager* and *Interaction Marquee* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2002-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Conference is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2004-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction SIP Proxy and *Interaction EasyScripter* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2005-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Gateway is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Media Server* is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2006-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Desktop is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2007-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Process Automation, *Deliberately Innovative*, *Interaction Feedback*, and *Interaction SIP Station* are registered trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2009-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Analyzer is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Web Portal* and *IPA* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2010-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Spotability is a trademark of Genesys Telecommunications Laboratories, Inc. ©2011-2017. All rights reserved.

Interaction Edge, *CaaS Quick Spin*, *Interactive Intelligence Marketplace*, *Interaction SIP Bridge*, and *Interaction Mobilizer* are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Interactive Intelligence Communications as a Service*™ and *Interactive Intelligence CaaS*™ are trademarks or service marks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2012-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Speech Recognition and *Interaction Quality Manager* are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Bay Bridge Decisions* and *Interaction Script Builder* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2013-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Collector is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Decisions* is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2013-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interactive Intelligence Bridge Server and *Interaction Connect* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2014-2017 Genesys Telecommunications Laboratories, Inc. All rights reserved.

The veryPDF product is ©2000-2017 veryPDF, Inc. All rights reserved.

This product includes software licensed under the Common Development and Distribution License (6/24/2009). We hereby agree to indemnify the Initial Developer and every Contributor of the software licensed under the Common Development and Distribution License (6/24/2009) for any liability incurred by the Initial Developer or such Contributor as a result of any such terms we offer. The source code for the included software may be found at <http://wpflocalization.codeplex.com>.

A database is incorporated in this software which is derived from a database licensed from Hexasoft Development Sdn. Bhd. (“HDSB”). All software and technologies used by HDSB are the properties of HDSB or its software suppliers and are protected by Malaysian and international copyright laws. No warranty is provided that the Databases are free of defects, or fit for a particular purpose. HDSB shall not be liable for any damages suffered by the Licensee or any third party resulting from use of the Databases.

Other brand and/or product names referenced in this document are the trademarks or registered trademarks of their respective companies.

DISCLAIMER

GENESYS TELECOMMUNICATIONS LABORATORIES (GENESYS) HAS NO RESPONSIBILITY UNDER WARRANTY, INDEMNIFICATION OR OTHERWISE, FOR MODIFICATION OR CUSTOMIZATION OF ANY GENESYS SOFTWARE BY GENESYS, CUSTOMER OR ANY THIRD PARTY EVEN IF SUCH CUSTOMIZATION AND/OR MODIFICATION IS DONE USING GENESYS TOOLS, TRAINING OR METHODS DOCUMENTED BY GENESYS.

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Boulevard
Daly City, CA 94014
Telephone/Fax (844) 274-5992
www.genesys.com

Table of Contents

Copyright and Trademark Information.....	2
Overview.....	4
Installation.....	4
Configuration.....	5
Change Log.....	12

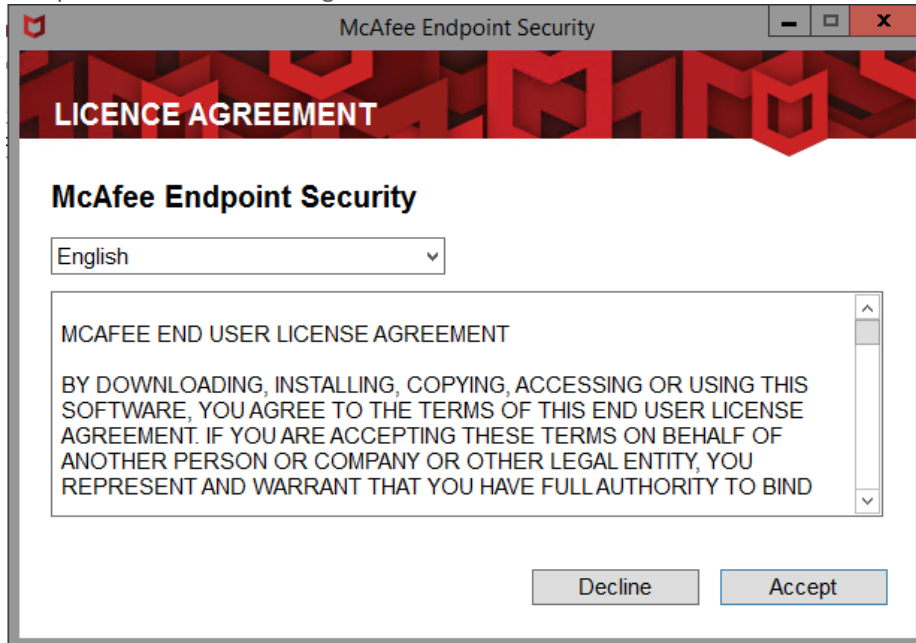
Overview

This document provides procedures for installing and configuring McAfee VirusScan Enterprise Version 10.5.3 on Customer Interaction Center (CIC) servers.

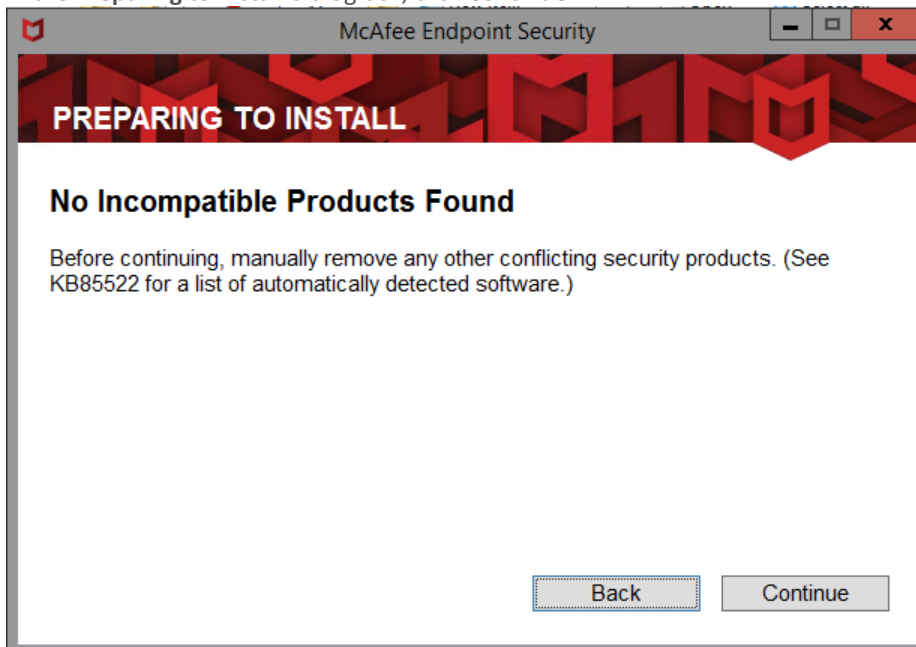
Installation

Follow these steps to install McAfee VirusScan Enterprise version 10.5.3 on a CIC server.

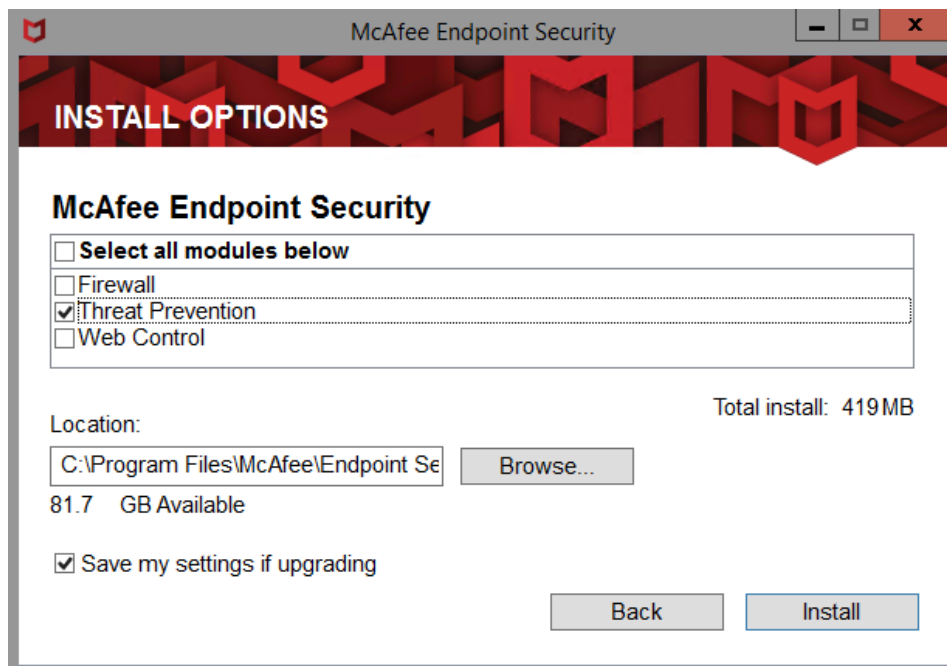
1. Start the installation of McAfee Endpoint Security version 10.5.3.
2. Accept the end user license agreement.



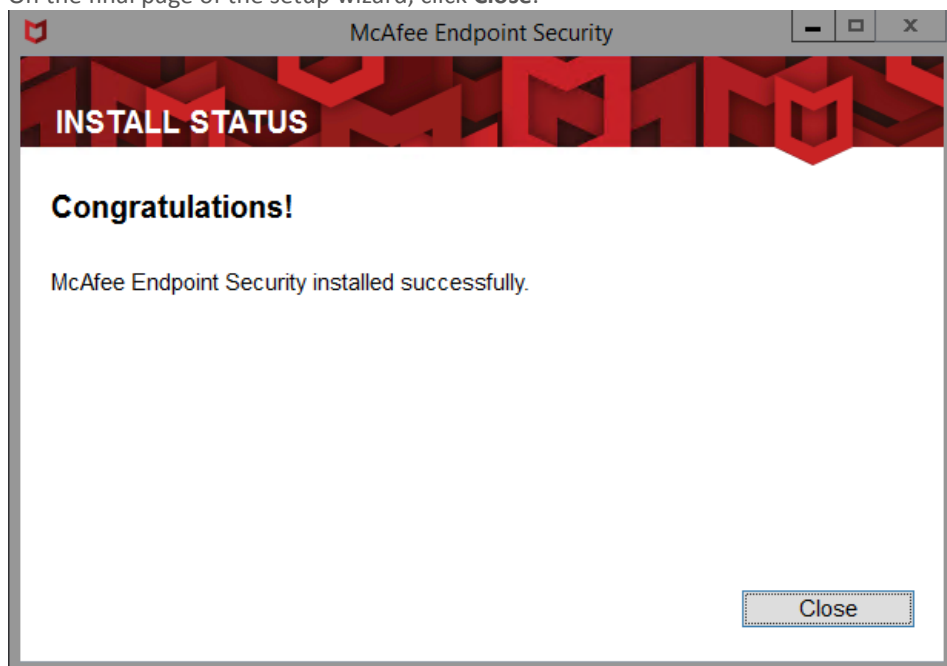
3. In the **Preparing to Install** dialog box, click **Continue**.



4. In the **Install Options** dialog box, select the **Threat Prevention** check box.



5. Click **Install**. The following screen displays a progress bar.
6. On the final page of the setup wizard, click **Close**.



Configuration

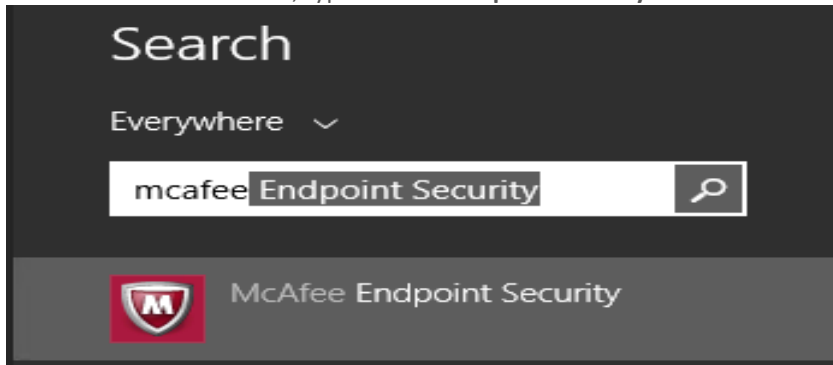
Follow this procedure to configure McAfee VirusScan Enterprise version 10.5.3 after you install it on a CIC server.

Important!

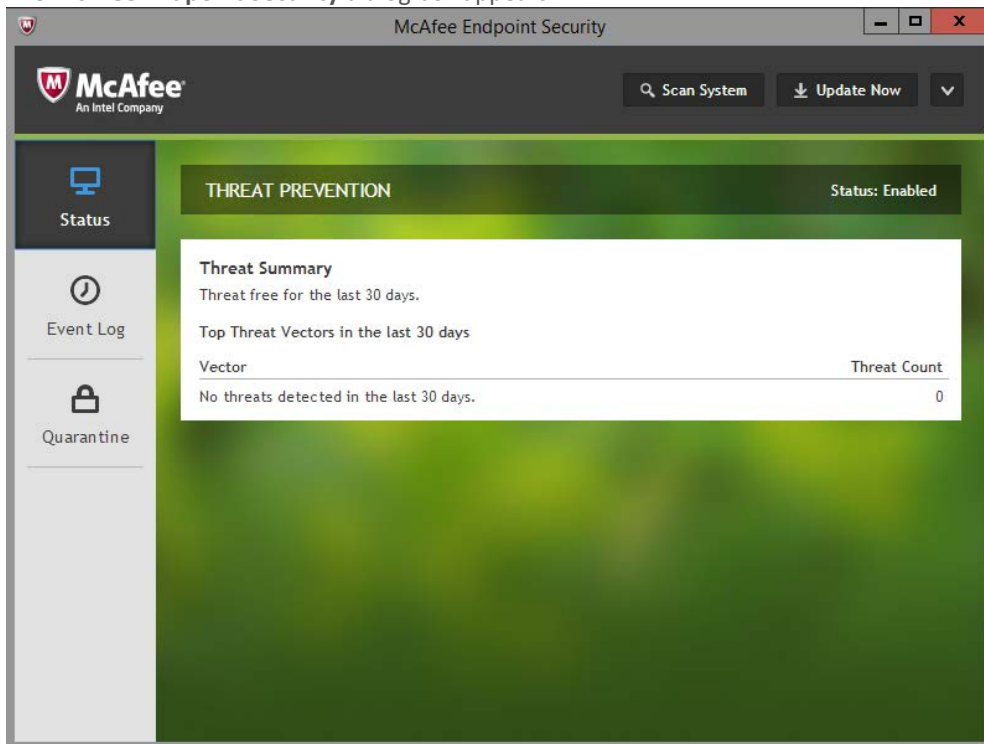
To successfully complete this procedure, ensure that the documentation for the PureConnect product for which you are configuring McAfee VirusScan Enterprise version 10.5.3 is available. The product documentation provides specific information regarding the directories and file types that you must exclude from the On-Access Scanner feature.

1. On the host server for the PureConnect product, log on to the Windows Server operating system using a user name with administrative privileges.

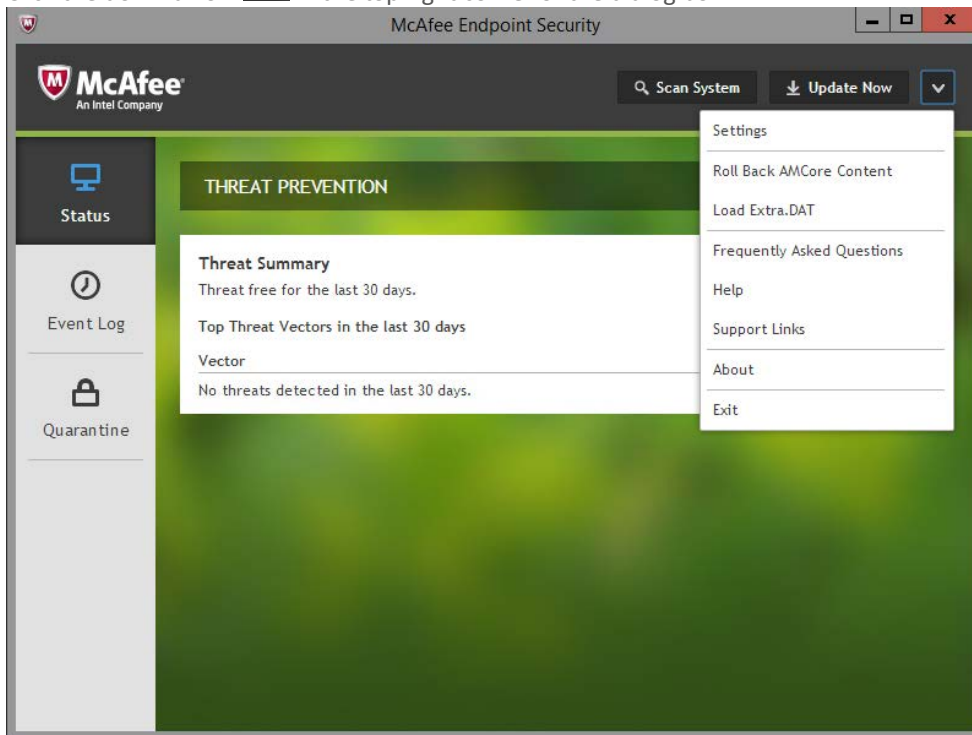
- In the Windows search bar, type **McAfee Endpoint Security**.



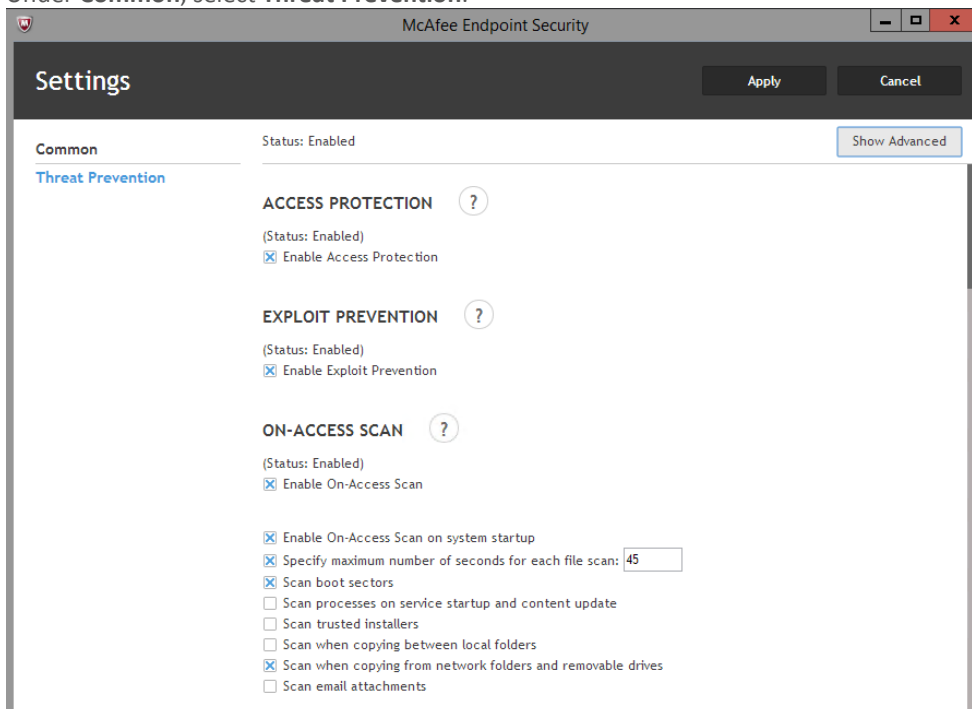
- Select the **McAfee Endpoint Security** client application.
The **McAfee Endpoint Security** dialog box appears.



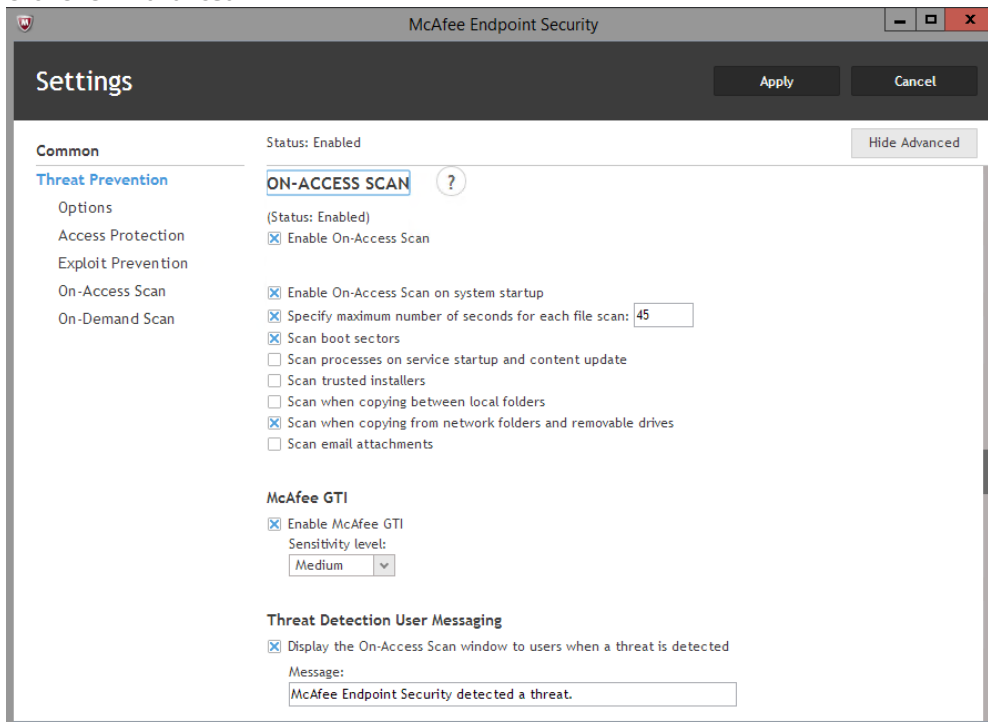
4. Click the down-arrow  in the top right corner of the dialog box.



5. Select **Settings** from the menu.
6. Under **Common**, select **Threat Prevention**.

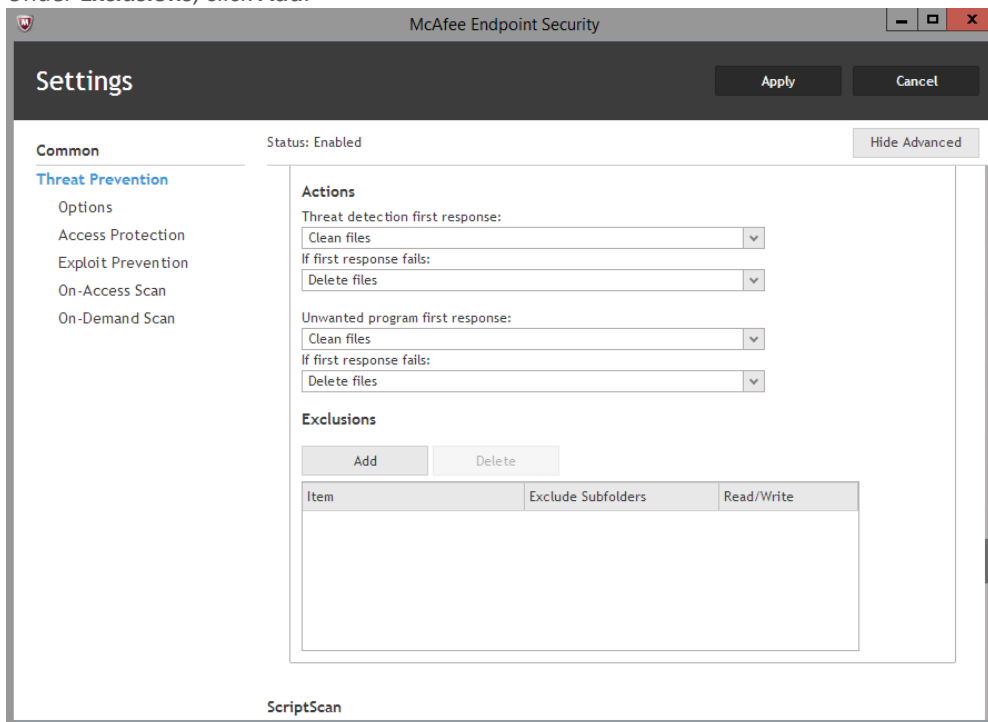


7. Click **Show Advanced**.



8. Under **Common**, select **On-Access Scan**.

9. Under **Exclusions**, click **Add**.



The **Add Exclusion Item** dialog box appears.

Add Exclusion [OK] [Cancel]

What to exclude:

File name or path (can include * or ? wildcards):
 [Browse]

Also exclude subfolders

File type (can include the ? wildcard):

File age
 Access type:
 [v]
 Minimum age in days:

When to exclude:
 [v]

10. In the **What to Exclude** section, select **File name or path** option and click on **Browse** button to select the following directories and any necessary files as per the below list(not file type):

- $\{\text{ICDrive}\}\backslash\text{I3}\backslash\text{IC}\backslash\text{Recordings}$
(Or the directory where recordings and temporary recordings are stored)
- $\{\text{ICDrive}\}\backslash\text{ININ}\backslash\text{Tracing}$
- $\{\text{ICDrive}\}\backslash\text{I3}\backslash\text{IC}\backslash\text{Logs}$
(The drive may be D: or E: depending on the product and configured location.)
- $\{\text{ICDrive}\}\backslash\text{I3}\backslash\text{IC}\backslash\text{Mail}$
- $\{\text{ICDrive}\}\backslash\text{I3}\backslash\text{IC}\backslash\text{Persistence}$
- $\{\text{ICDrive}\}\backslash\text{I3}\backslash\text{IC}\backslash\text{PMQ}$
- $\{\text{ICDrive}\}\backslash\text{I3}\backslash\text{IC}\backslash\text{Server}\backslash\text{Firmware}$
- $\{\text{ICDrive}\}\backslash\text{I3}\backslash\text{IC}\backslash\text{Server}\backslash\text{LRA}$
- $\{\text{ICDrive}\}\backslash\text{I3}\backslash\text{IC}\backslash\text{Work}$
- All directories and included subdirectories that are specified as server parameters in Interaction Administrator
- All directories and subdirectories that the Customer Interaction Center switchover system mirrors

11. Select the **Also exclude subfolders** check box.

Important!

Ensure that you enabled the **Also exclude subfolders** check box for each directory exclusion.

Edit Exclusion [OK] [Cancel]

What to exclude:

File name or path (can include * or ? wildcards):
 [Browse]

Also exclude subfolders

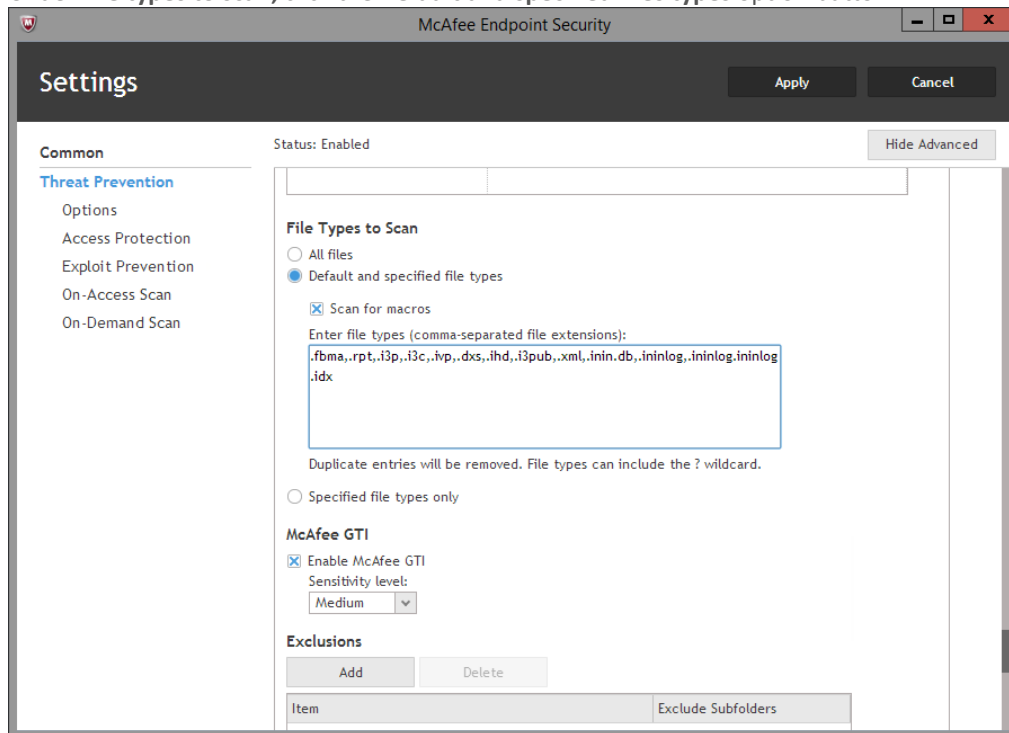
File type (can include the ? wildcard):

File age
 Access type:
 [v]
 Minimum age in days:

When to exclude:
 [v]

12. Click **OK**.

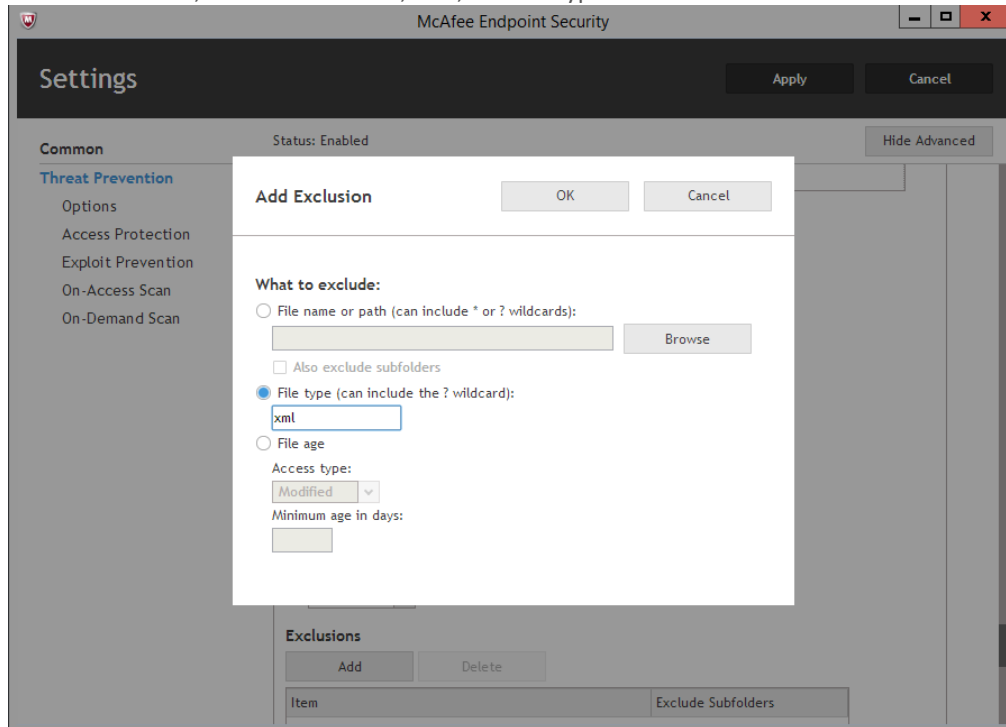
13. Repeat steps 10 through 12 for each directory or file.
14. Under **Common**, select **On-Demand Scan**.
15. Under **File types to scan**, click the **Default and specified files types** option button.



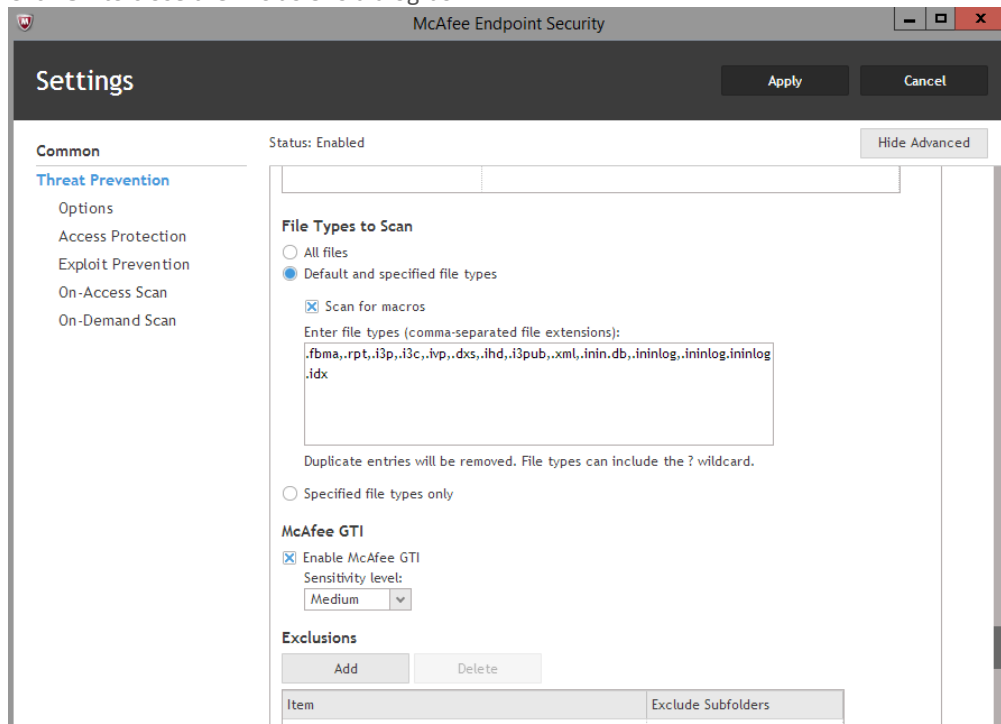
16. In the **Enter file type's** box, type the following file extensions.

- .fbma
- .rpt
- .i3p
- .i3c
- .ivp
- .dxs
- .ihd
- .i3pub
- .xml
- .inin.db
- .ininlog (IC log file format)
- .ininlog.ininlog_idx (IC log index file format)

17. Under **Exclusions**, add all directories, files, and file types.



18. Click **OK** to close the **Exclusions** dialog box.



19. Click **Apply** to close the **Settings** dialog box.

Change Log

The following changes have been made to this document since release:

Date	Change
November 13, 2017	Initial Release
December 07, 2017	Added configuration and change log.