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# **McAfee VirusScan Enterprise Version 8.8 for Customer Interaction Center Servers and Subsystems**

## **Technical Reference**

Interactive Intelligence Customer Interaction Center® (CIC)

Version 2015

Last updated September 12, 2014

(See Change Log for summary of changes.)

## **Abstract**

This document provides the procedures for installing and configuring McAfee VirusScan Enterprise Version 8.8 for Customer Interaction Center servers, such as the Customer Interaction Center server, Interaction Media Server, and Interaction SIP Proxy.

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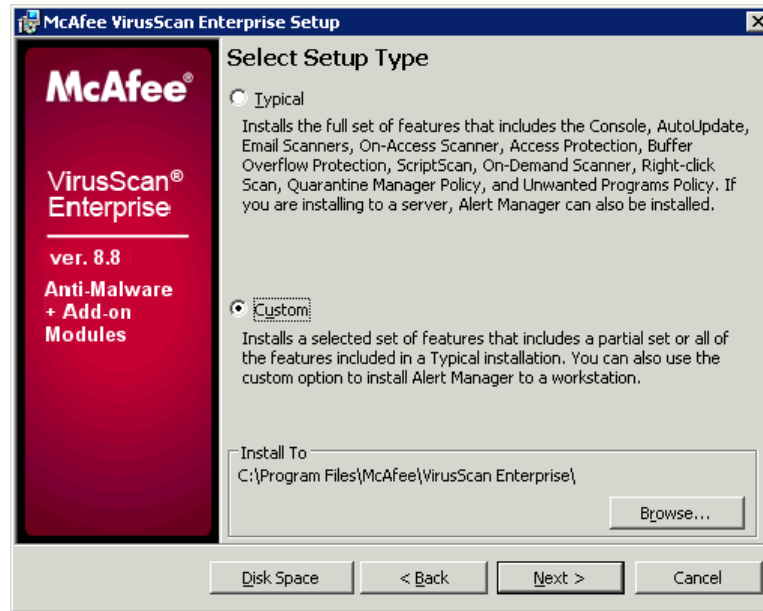
## Overview

This document provides procedures for installing and configuring McAfee VirusScan Enterprise, version 8.8 on Interactive Intelligence product servers in your Customer Interaction Center environment.

# Installation

This topic contains the procedure for installing McAfee VirusScan Enterprise version 8.8 on an Interactive Intelligence product server in a Customer Interaction Center environment.

1. Start the installation of McAfee VirusScan Enterprise version 8.8.
2. On the **Select Setup Type** dialog box, select the **Custom** option and click **Next**.



3. On the **Select Access Protection Level** dialog box, select the **Standard Protection** option.



4. Select the **Next** button.
5. Use the default settings for the remainder of the installation.
6. On the final page of the setup wizard, select the **Finish** button.

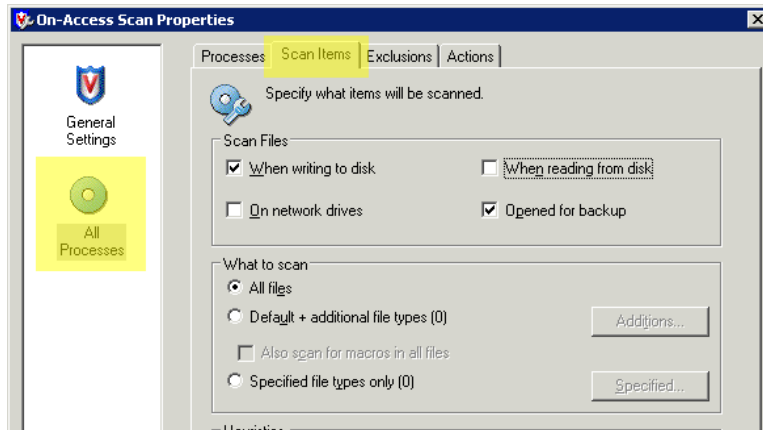
# Configuration

This topic provides the procedure for configuring McAfee VirusScan Enterprise version 8.8 after you have installed it on an Interactive Intelligence product server in a Customer Interaction Center environment.

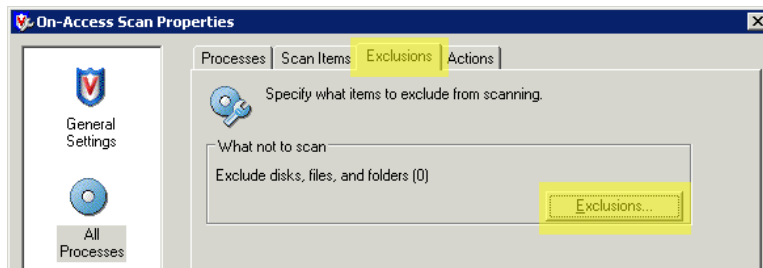
## Important!

To successfully complete this procedure, ensure that the documentation for the Interactive Intelligence product on which you are configuring McAfee VirusScan Enterprise version 8.8 is available. The product documentation for your Interactive Intelligence product provides specific information regarding the directories and file types that you must exclude from the On-Access Scanner feature.

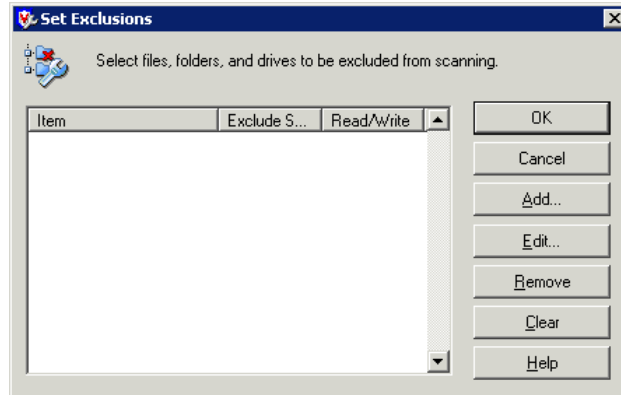
1. On the host server of the Interactive Intelligence product, log on to the Windows Server operating system with a user name that has administrative privileges.
2. On the **Start** menu, select **All Programs > McAfee > On-Access Scan**.  
The **On-Access Scan Properties** dialog box is displayed.
3. In the list on the left side of the dialog box, select the **All Processes** object.
4. Select the **Scan Items** tab.



5. Clear the check mark from the **When reading from disk** check box.
6. Select the **Exclusions** tab.
7. On the **Exclusions** tab, select the **Exclusions** button.

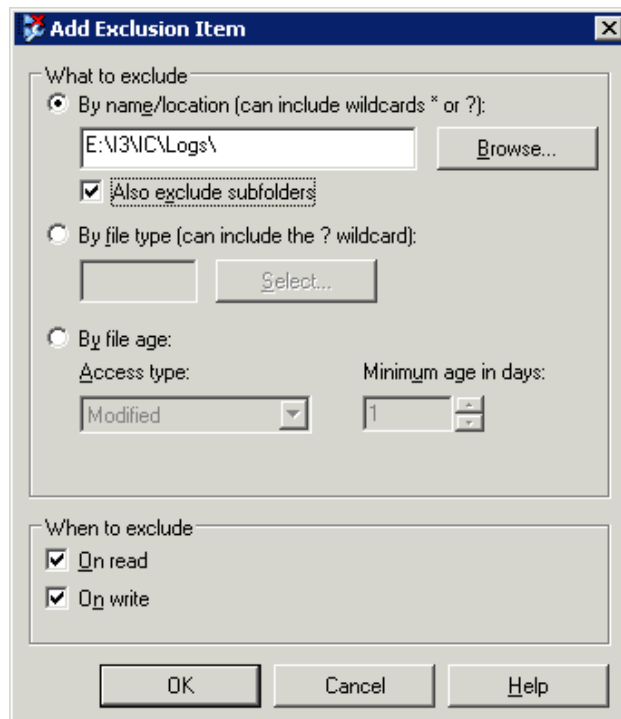


The **Set Exclusions** dialog box is displayed.



8. Select the **Add** button.

The **Add Exclusion Item** dialog box is displayed.



9. In the **By name/location** box, enter the following directories and any necessary files (not file type):

- `{ICDrive}\I3\IC\Recordings`  
(or the directory where recordings and temporary recordings are stored)
- `{ICDrive}\ININ_Tracing`
- `{ICDrive}\I3\IC\Log\*`  
(The drive may be D: or E:, depending on the product and configured location.)
- `{ICDrive}\I3\IC\Mail`
- `{ICDrive}\I3\IC\Persistence`
- `{ICDrive}\I3\IC\PMQ`
- `{ICDrive}\I3\IC\Server\Firmware`
- `{ICDrive}\I3\IC\Server\LRA`
- `{ICDrive}\I3\IC\Work`

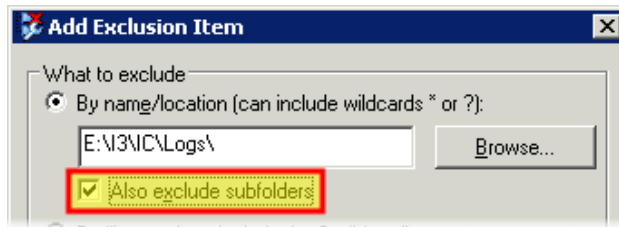


- All directories and included subdirectories that are specified as server parameters in Interaction Administrator
- All directories and subdirectories that the Customer Interaction Center switchover system mirrors

10. Enable the **Also exclude subfolders** check box.

**Important!**

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



11. Select the **OK** button.

12. Repeat steps 9 through 11 for each directory or file until you complete the list.

13. In the **By file type** box, enter the following file extensions and select the **OK** button after entering each one:

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

14. After you have added all directories, files, and file types, select the **OK** button on the **Set Exclusions** dialog box.

The **Set Exclusions** dialog box is closed.

## Schedule updates

To schedule program and definition updates for McAfee VirusScan Enterprise, use McAfee ePolicy Orchestrator. This software program centrally manages all deployments of McAfee VirusScan Enterprise on personal computers and servers in your network.

To schedule deployment of updates to managed systems, you define and configure tasks in ePolicy Orchestrator. For more information, see *McAfee® ePolicy Orchestrator® Software Product Guide* for your specific version.

## Change Log

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

<b>Date</b>	<b>Change</b>
June 15, 2012	Initial Release
September 12, 2014	Add exclusions for antivirus scanning