

## McAfee Re-Imaging

November 16, 2012

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### DESCRIPTION

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This document is intended to walk you through the re-image process of the McAfee SIEM products which include: ESM, ELM, Receiver, APM, DBM, IPS, ESM Receiver Combo and the ESM/ELM/Receiver All-in-one.

### REQUIREMENTS

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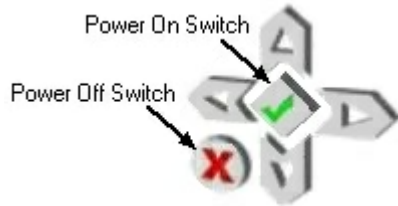
Following are the requirements for McAfee SIEM re-imaging:

- ISO image
  - A FTP link will be sent to the NCR tech for downloading
    - NCR Tech WILL NOT download the ISO image at customer site. If needed a Tier III support engineer will burn the image and mail to NCR tech.
  - NCR tech will need to burn the image as a bootable image.
- External DVD Player
  - Customer may provide
- Instructions (This document)
- 3X5 Note Card

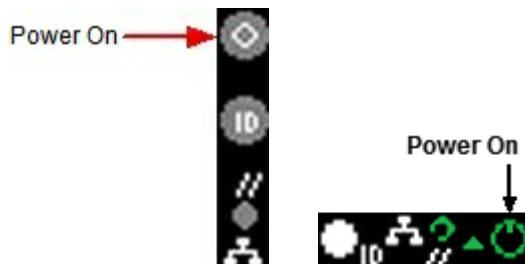
## Instructions

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- Power off the device
  - For Gen 3 and older hardware use the LCD menu to power off the box.



- For Gen 4 hardware



- Plug the External DVD player into the device using any of the USB ports.
- With ISO image in the DVD player, power on the device. (see above for controls)
- You will see the McAfee Installer Slash screen (version will vary). If you are installing an All-in-One alliance (ESM/ELM/Receiver) you may hit enter at the splash screen otherwise select F2 for more options.
  - If you don't see the Installer Splash screen you may need to boot into the BIOS and verify the boot order.



- Here are the options
  - ntp – Installs a standard NTP (IPS)
  - dsm - Installs a standard McAfee DSM
  - apm - Installs a standard McAfee ADM
  - erc - Installs a standard McAfee ERC (Receiver)
  - elm - Installs a standard McAfee ELM
  - elmerc - Installs a standard McAfee ELMERC (Receiver/ELM Combo)
  - ace - Installs a standard McAfee ACE
  - etm - Installs a standard McAfee ETM (ESM)
  - enmelm - Installs a standard McAfee ENMELM (ESM/ELM/Receiver Combo)
  - memtest – Performs an in-depth memory test

```

This installation media may contain the following installation images:

ntp          Installs a standard NTP (IPS)
dsm          Installs a standard McAfee DSM
apm          Installs a standard McAfee ADM
erc          Installs a standard McAfee ERC (Receiver)
elm          Installs a standard McAfee ELM
elmerc       Installs a standard McAfee ELMERC (Receiver/ELM)
ace          Installs a standard McAfee ACE
etm          Installs a standard McAfee ETM
enmelm       Installs a standard McAfee ENMELM (ESM/Receiver/ELM)
memtest      Performs an in-depth memory test

Press F3 to view this build's timestamp.
Press F1 to return to the home screen or press <ENTER> to install now

DEFAULT enmelm
boot: _
  
```

- The drive configuration will be the first thing to take place and when that has finished you will see all the RPM packages being installed.

```

1: lib64readline5
* installing package 9/380: lib64readline5
Shared libraries for readline
Preparing... [100%]
1:lib64readline5 [100%]

* installing package 10/380: libncurses5
NCurses is a CRT screen handling and optimization package
Preparing... [100%]
1:libncurses5 [100%]

* installing package 11/380: lib64ncurses5
NCurses is a CRT screen handling and optimization package
Preparing... [100%]
1:lib64ncurses5 [100%]

* installing package 12/380: ncurses
NCurses is a CRT screen handling and optimization package
Preparing... [100%]
1:ncurses [100%]

* installing package 13/380: bash
The Bourne again shell
Preparing... [100%]
1:bash [100%]

* installing package 14/380: beecrypt
Encryption Libraries
Preparing... [100%]
1:beecrypt [100%]

* installing package 15/380: libxml2
XML2 library
Preparing... [100%]
1:libxml2 [100%]

* installing package 16/380: libtdb1
Berkeley DB v4 libraries
Preparing... [100%]
1:libtdb1 [100%]
  
```

- When the RPM packages are finished installing you must reboot to finish.

```
Making system bootable
Probing devices to guess BIOS drives. This may take a long time.
Cleaning up installation...
Installing activation key
/mnt/new/usr/lib /
Called with MID=9A38:A279 ANF=T NI=255 ND=255 NA=255 NR=255
/
Found model: ENMELM-UM
Creating ELM storage directory
ELM has no local storage
Checking for softRAID...
Ejecting CDROM...
Press ENTER to reboot.
```

- When the device is fully booted you **MUST** log into the device one time to ensure it will work correctly.
  - Username = root
  - Password = w3e4r5t6
- At this time you are finished re-imaging the device and you must destroy the ISO images before leaving the customer site.
  - **DO NOT** leave any ISO images in the customers' possession.

## CUSTOMER SUPPORT

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Support can be reached using the following methods:

Email: [mysupport.mcafee.com](mailto:mysupport.mcafee.com)

Phone: 972-963-7654

### McAfee Re-Image Instructions

- Plug the External DVD player into the device using any of the USB ports in the rear of the device.
- With ISO image in the DVD player power on the devices. (see above for controls)
- You will see the McAfee Installer Slash screen (version may vary). If you are installing an All-in-One alliance (ESM/ELM/Receiver) you may hit enter at the splash screen otherwise select F2 for more options.
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  - elm - Installs a standard McAfee ELM
  - elmerc - Installs a standard McAfee ELMERC

- ace - Installs a standard McAfee ACE
- etm - Installs a standard McAfee ETM (ESM)
- enmelm - Installs a standard McAfee ENMELM (ESM/ELM/Receiver Combo)
- memtest – Performs an in-depth memory test
- The drive configuration will be the first thing to take place and when that has finished you will see all the RPM packages being installed.
- When the RPM packages are finished installing you must reboot to finish.
- When the device is fully booted you MUST log into the device one time to ensure it will work correctly.
  - Username = root
  - Password = w3e4r5t6
- At this time you are finished re-imaging the device and you must destroy the ISO images before leaving the customer site.
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