

MEMORANDUM

2006

1100

March 13,

CM#20060313-

TO: All Employees  
FROM: Information Technology Services (ITS)  
SUBJECT: **MCAFFEE ANITIVIRUS UPDATE PROBLEM**

**Purpose of Memo**

On Friday, March 10, 2006, McAfee released a virus definition file that has caused a problem with a number of programs including EXCEL, Photoshop, and Adobe Acrobat. This update was distributed as part of the District's daily anti-virus update process.

**Challenge for the District**

Affected programs will not run correctly and will produce messages that ask for a CD or server install. This occurs because critical files for these programs were erroneously quarantined as viruses.

**Effective Solution**

The District's virus protection server has been updated with the correct virus definition files and is being distributed by the e-Policy Orchestrator (ePO) server to all desktops connected to the District's network.

Although the virus definition has been corrected, some computers **may still** be affected. McAfee is working to provide an automated update that will restore the quarantined files to their correct locations thus reversing the problem.

Until the solution is complete, **do not** request an on-demand scan from the McAfee VirusScan console. Notification will be sent when this situation has been resolved.

**Assistance**

If you have any questions regarding this memo or require emergency assistance with program access, please call Support Services at 305-995-3705.