# Fix Sophos After Mac OS Self-Upgrade on Your Clark Mac

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1. Click on the Apple icon in the upper left corner of your screen. Select *System Preferences*. Click *Privacy & Security* from the left column.
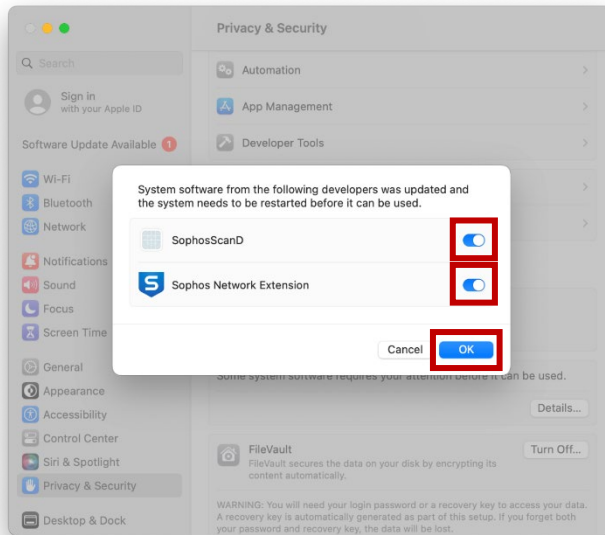

2. In the security section, underneath text reading "Some system software requires your attention before it can be used," click on *Details.*
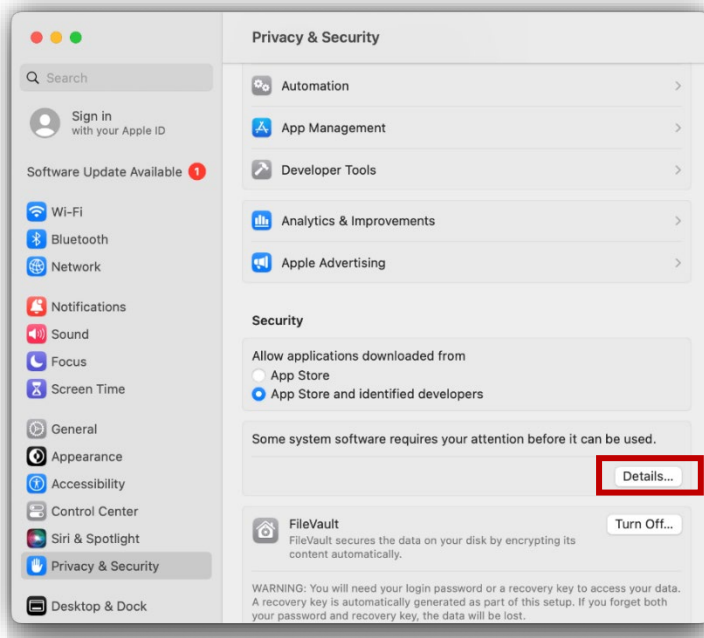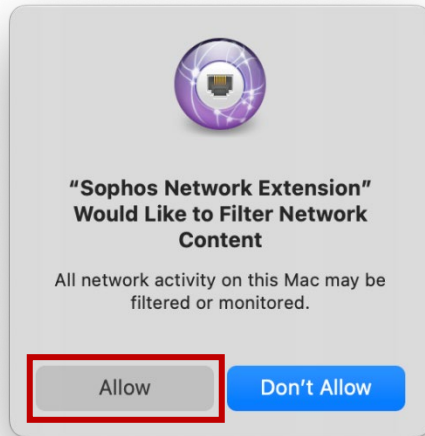
3. In the pop-up window, enter your Mac password and then click *Modify Settings.*
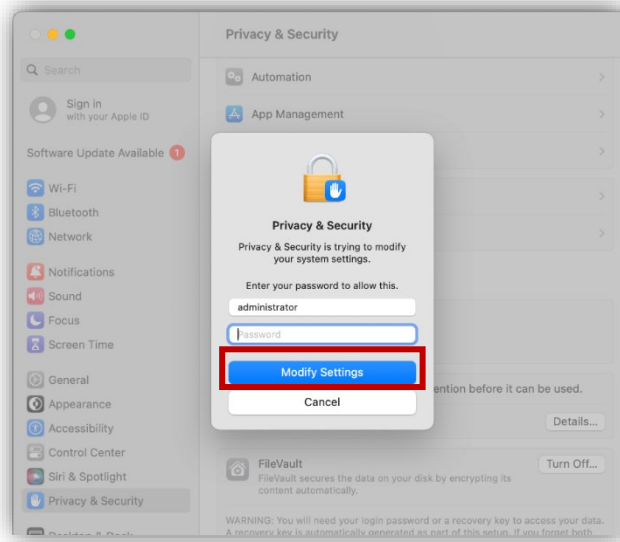
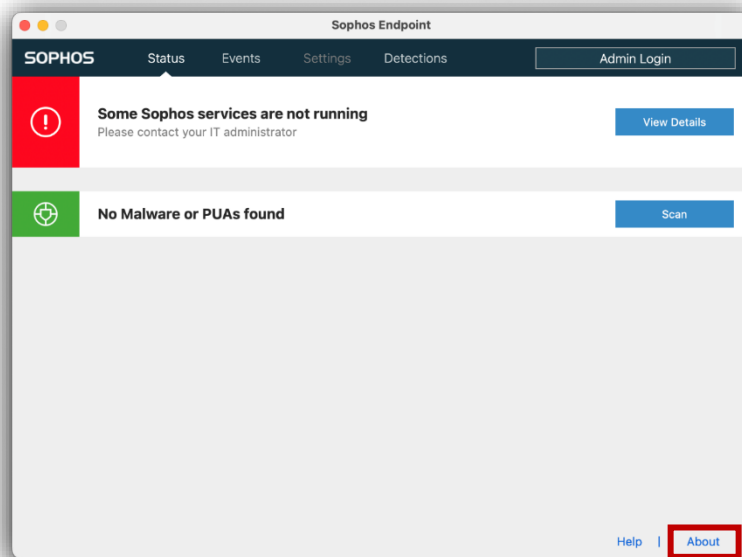4. In the next pop-up window, toggle both buttons to turn them blue and activate them. Then click *OK.*

5. When you see a "Sophos Network Extension" message, click ***Allow***. Leave the System Preferences window open.
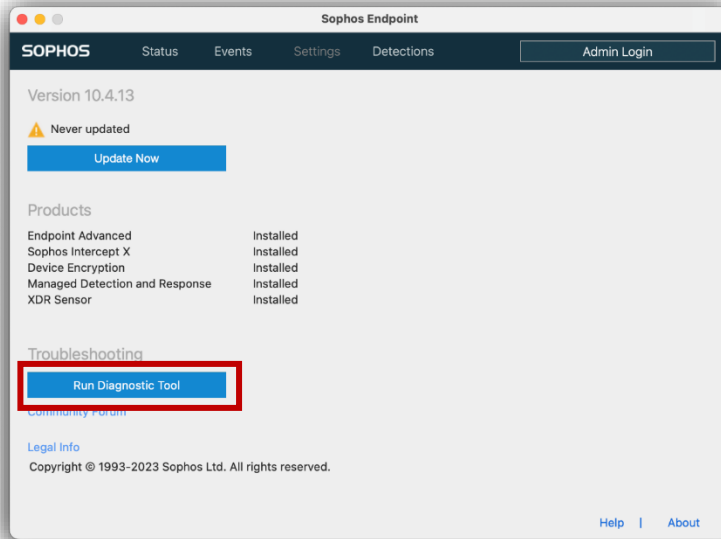

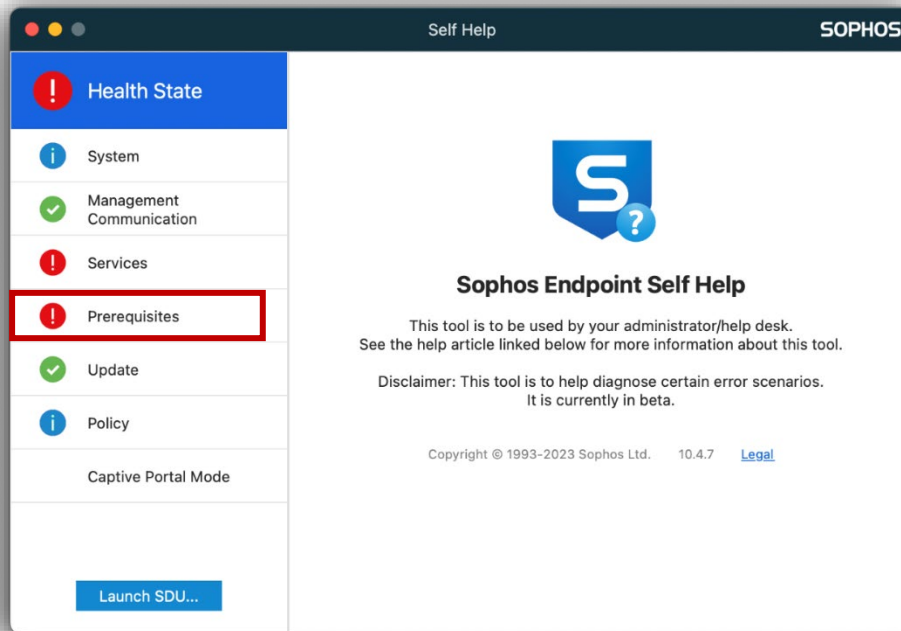6. In the upper right of your screen, locate the Sophos icon in the menu bar. Click the icon to open it.

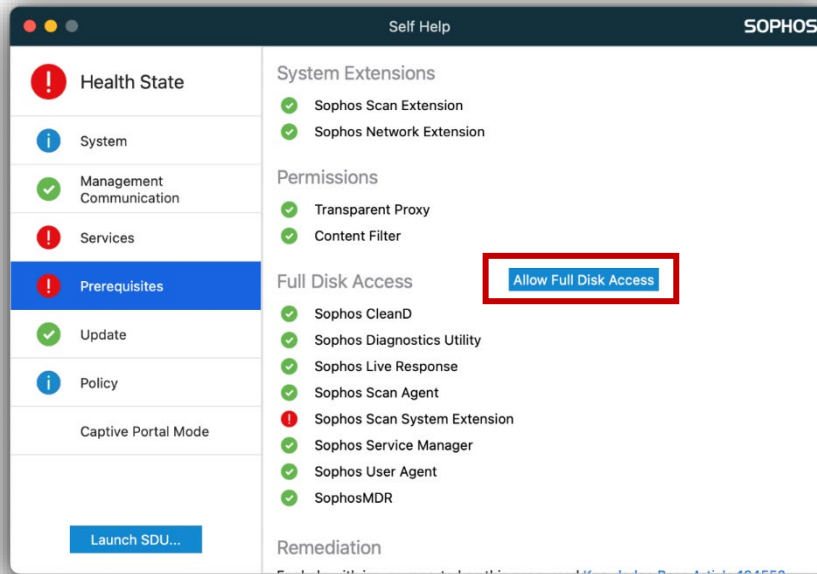
7. In Sophos window, click ***About***.
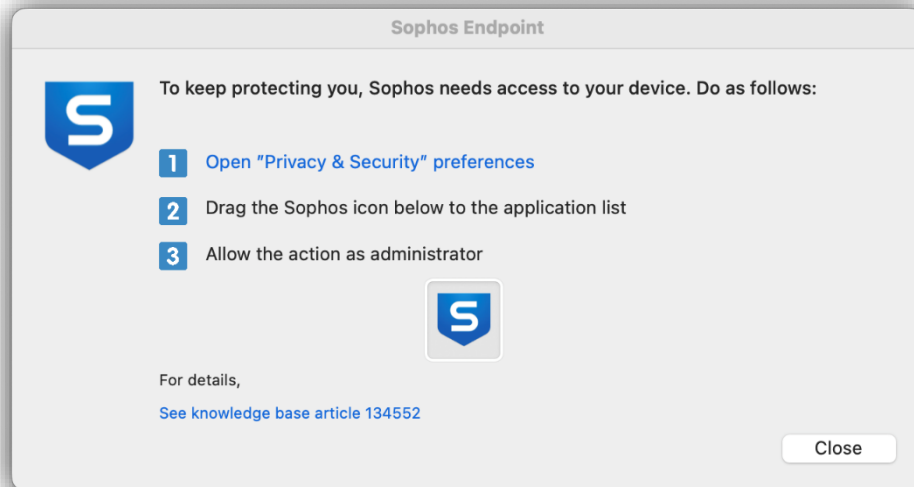
8. Click on ***Run Diagnostic Tool.***

9. In the Self Help window, click ***Prerequisites*** in the left column.

10. Click ***Allow Full Disk Access***. Leave the Self Help window open.

11. A small Sophos Endpoint window with two icons will open. Move this new window to the side of your screen for a moment.
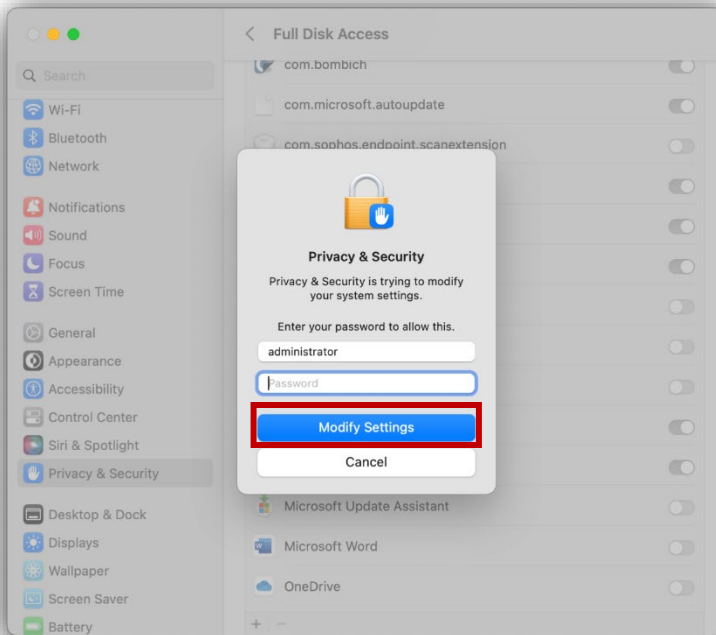

12. At this time, you should have three windows open on your screen: System Preferences, Sophos Self Help, and Sophos Endpoint. Place the Sophos Self Help window and the System Preferences window side-by-side on your screen.

13. In the System Preferences window, click *Privacy & Security* and then click *Full Disk Access*.
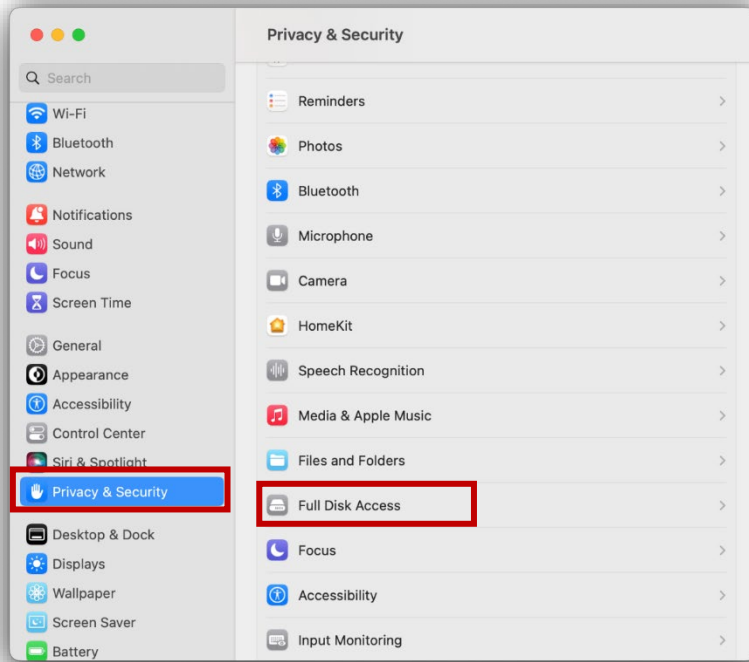

14. Enter your Mac password and click *Modify Settings.*

15. In the Sophos Endpoint window, ***click and drag the S icon*** into the Full Disk Access section of the Systems Preferences window.
16. After dragging the icon, you'll get a message regarding "SophosUserAgent." Click ***Quit & Reopen***.
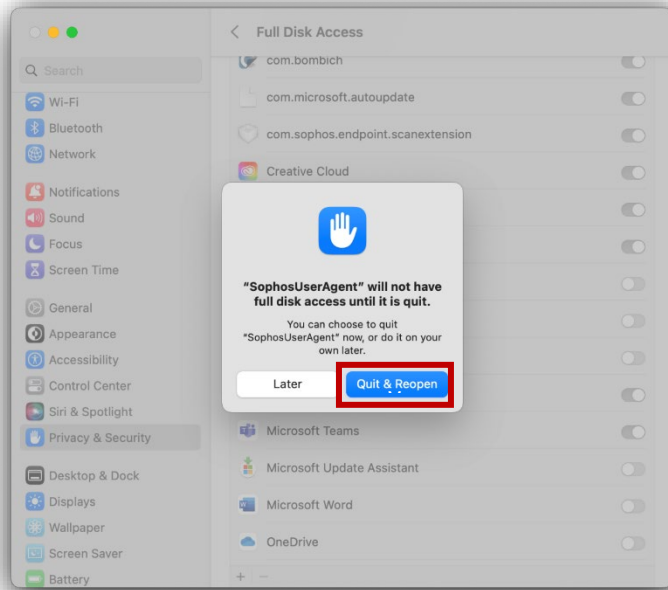
17. Next, in the Full Disk Access window, toggle all Sophos buttons to activate them. You do not need to click SophosCryptoGuardLegacy if it is in the list.
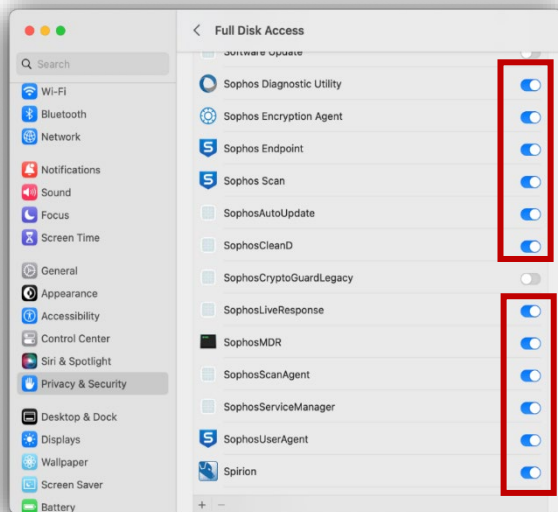
18. In the Sophos Self Help window, confirm everything in the Prerequisite section has a green check mark. If so, you are all set! If not, please send a screenshot to helpdesk@clarku.edu.