

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.

•••	Privacy & Security	
Q Search	So Automation	>
Sign in with your Apple ID	App Management	>
Software Update Available 🚺	Developer Tools	>
🕤 Wi-Fi	Analytics & Improvements	>
 Bluetooth Wetwork 	Apple Advertising	>
Notifications	Security	
Focus Screen Time	Allow applications downloaded from App Store App Store and identified developers	
🕑 General	Some system software requires your attention before it ca	n be used.
 Appearance Accessibility 		Details
Control Center	FileVault FileVault secures the data on your disk by encrypting its content automatically.	Turn Off
Privácy & Security Desktop & Dock	WARNING: You will need your login password or a recovery key to a A recovery key is automatically generated as part of this setup. If y your password and recovery key, the data will be lost.	access your data. ou forget both

2. In the security section, underneath text reading "Some system software requires your attention before it can be used," click on *Details*.

• • •	Privacy & Security
Q Search	So Automation
Sign in with your Apple ID	👗 App Management >
Software Update Available 🚺	Developer Tools
🛜 Wi-Fi	Analytics & Improvements
 Bluetooth Network 	Apple Advertising >
Notifications	Security
Focus Screen Time	Allow applications downloaded from App Store App Store and identified developers
 General Appearance 	Some system software requires your attention before it can be used.
Accessibility Control Center	Details
Siri & Spotlight	FileVault FileVault secures the data on your disk by encrypting its ontent automatically.
🖖 Privacy & Security	
🗖 Desktop & Dock	WARNING: You will need your login password or a recovery key to access your data. A recovery key is automatically generated as part of this setup. If you forget both your password and recovery key, the data will be lost.

3. In the pop-up window, enter your Mac password and then click *Modify Settings*.

0	Privacy & Security	
Q Search	• Automation	
Sign in with your Apple ID	App Management	
Software Update Available 🕦		
🛜 Wi-Fi		
8 Bluetooth	Drivacy & Security	
Network	Privacy & Security is trying to modify your system settings.	
Notifications		
🗐 Sound	Enter your password to allow this.	
C Focus	administrator	
Screen Time	Password	
🙆 General	Modify Settings ention b	efore it can be used.
O Appearance	Cancel	
O Accessibility		Details
Control Center	Con Flat.	T
Siri & Spotlight	FileVault secures the data on your disk by encry content automatically.	pting its
Privacy & Security		

4. In the next pop-up window, toggle both buttons to turn them blue and activate them. Then click *OK*.

•		Privacy & Security		
Q Search		So Automation		
Sign in with your Apple ID		App Management		
Software Update Ava	ailable በ	Developer Tools		
🕤 Wi-Fi	System sof	tware from the following developers was updated and		
8 Bluetooth	the system	needs to be restarted before it can be used.		
Network Soph		hosScanD		
Notifications				
Sound	5 Sop	hos Network Extension		
S Focus				
Screen Time		Cancel		
General			n he used	
Appearance		Some system sortware requires your attention before it co	n be useu.	
(1) Accessibility			Details	
Control Center				
🛐 Siri & Spotlight	FileVault FileVault secures the data on your disk by encrypting		Turn Off	
Privacy & Securi		content automatically.		
Desktop & Dock		WARNING: You will need your login password or a recovery key to a A recovery key is automatically generated as part of this setup. If y your password and recovery key, the data will be lost.	access your data. ou forget both	

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.*

50PHOS	Status	Events	Settings	Detections	Admin Logir	۱
Version 10.4	.13					
🛕 Never upda	ted					
Upo	iate Now					
Products						
Endpoint Advant Sophos Intercer Device Encryption Managed Detect XDR Sensor	ced of X on tion and Respor	Inst Inst Inst Inst Inst	alled alled alled alled alled			
Troubleshoo Run Dia	nting Ignostic Tool					
Legal Info Copyright © 19	93-2023 Sopho	s Ltd. All right	s reserved.			
						4.6.0.0

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

•••	Self Help	SOPHO
I Health State		
i System	C	
Management Communication	₽?	
Services	Sophos Endpoint Se	elf Help
Prerequisites	This tool is to be used by your admini	strator/help desk.
Vpdate	Disclaimer: This tool is to help diagnose c	ertain error scenarios.
i Policy		
Captive Portal Mode	Copyright © 1993-2023 Sophos Ltd.	10.4.7 <u>Legal</u>
Launch SDU		

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.

	Sophos Endpoint
S	To keep protecting you, Sophos needs access to your device. Do as follows:
	1 Open "Privacy & Security" preferences
	2 Drag the Sophos icon below to the application list
	3 Allow the action as administrator
	5
	For details,
	See knowledge base article 134552
	Close

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*.

•••	Privacy & Security	
Q Search		
🛜 Wi-Fi	Reminders	>
😵 Bluetooth	🌸 Photos	>
🛞 Network	Bluetooth	×
Notifications	p bluetooth	
Sound	Microphone	>
C Focus	Camera	>
Screen Time		
Seneral	Homekit	~ ~ ~
Appearance	Speech Recognition	>
Accessibility	Media & Apple Music	>
Control Center		
Siri & Spotlight	Files and Folders	>
Privacy & Security	Full Disk Access	>
Desktop & Dock	C Focus	>
Displays		
83 Wallpaper	Accessibility	>
Screen Saver	Input Monitoring	>

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

	< Full DISK Access	
Q Search	Com.bombich	
🛜 Wi-Fi	com.microsoft.autoupdate	0
8 Bluetooth	com.sophos.endpoint.scanextension	
🛞 Network		
Notifications		
Sound		\bigcirc
Encus	Privacy & Security	-
Screen Time	Privacy & Security is trying to modify	
	your system settings.	
🕑 General	Enter your password to allow this.	
Appearance	dummstrator	
Accessibility	Password	
Control Center	Modify Settings	
Siri & Spotlight	Cancel	
🕑 Privacy & Security		
Desktop & Dock	Microsoft Update Assistant	
Displays	Microsoft Word	
3 Wallpaper		
Screen Saver	 OneDrive 	
Battery	+ -	

- 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 <u>helpdesk@clarku.edu</u>.

