

Field Alert #259: McAfee antivirus products

This Field Alert provides information on the use of McAfee antivirus software.

Intermittent issues have been seen on MAX Communication Servers (5.2 and 6.0) running McAfee antivirus software. Even when all AltiGen directories are excluded from scans, a variety of symptoms are seen:

Boards not showing up in MaxAdmin All IP phones intermittently going to basic/idle state Problem with client autoupgrades "Voicemail box in use" error when trying to access voicemail

Not every MAXCS system running McAfee will have issues. In cases where these symptoms have been reported and all other troubleshooting methods have been exhausted, uninstalling McAfee was the resolution.

In addition, due to a port conflict, the MAXCS MaxMobile feature will be unavailable on systems running McAfee antivirus.

AltiGen's recommended antivirus solution for systems running MAXCS is Trend Micro's Officescan. Regardless of the antivirus software installed, all AltiGen directories should be excluded from scans.

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