Antivirus Migration: Sophos to CrowdStrike Falcon

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This article reviews how to migrate from LITS' old antivirus solution Sophos to our new solution CrowdStrike Falcon.

See also:
- CrowdStrike Falcon Antivirus: Overview

Before you start, you will need access to the following:
- a College-owned computer
- an internet connection
- If you are off-campus: a connection to the Pulse Secure VPN

Step-by-Step Instructions

Windows

1) Run the Performance Fix

1. Press the ⌘ key on your keyboard
2. Type in and click on Software Center
3. **Wait some time** for items to load
   
   this can take a few minutes depending on your internet speed

4. Select **Performance Fix - Initiate**

   ![Performance Fix - Initiate](image)

   If **Performance Fix - Initiate** isn't appearing...

5. **Click Install**

6. Wait for the process to complete

7. **Restart** your computer

2) **Run the Migration**

   1. Press the `key on your keyboard
   2. Type in and click on **Software Center**
3. **Wait some time** for items to load  
   this can take a few minutes depending on your internet speed

4. **Select** **Antivirus Migration - Crowdstrike**

If **Antivirus Migration - Crowdstrike** isn't appearing...

5. **Click Install**

6. Wait for the migration process to complete, which should take 20-25 minutes.

   You can continue to use your computer like normal during this process.

   You may receive pop-ups indicating that **Sophos has been uninstalled**, these are normal and expected.

7. Once complete, the "Install" button in Software Center will change to **Reinstall**. You're all set!

8. To confirm CrowdStrike is installed:
   1. Press the ⌘ key on your keyboard
2. Type in and click on **Installed apps**
3. Scroll down to **CrowdStrike Window Sensor**

   ![Installed apps](image)

**macOS**

This process **requires an automatic restart**, be sure to **save all open files** before beginning.

1. Open **Finder**
2. On the left-hand pane, select the **Applications** folder
3. Open **Software Center**

   ![Software Center](image)

4. On the left-hand pane, click **AV Migration - CrowdStrike**

   **If Antivirus Migration - Crowdstrike** isn't appearing...

6. Find **Step 1: Sophos Manual Removal** and click **Run**

   ![Step 1](image)

7. Wait some time for the process to complete. You should receive three pop-ups:
8. Wait for your computer to **restart**. If it does not do so automatically after 2 minutes, please manually restart:
   1. In the top-left corner of your desktop, click the **Apple icon**
   2. Click **Restart**...

9. Open **Finder**

10. On the left-hand pane, select the **Applications** folder

11. Open **Software Center**

12. On the left-hand pane, click **AV Migration - CrowdStrike**

13. Find **Step 2: Antivirus Migration - CrowdStrike** and click **Run**

14. Wait for the install process to complete, which should take 5-10 minutes.

15. Once complete, **Falcon** will be present in your **Applications** folder. You're all set!

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**Questions?**

If you have any additional questions or problems, don't hesitate to reach out to the **Help Desk**!

**Phone:** 610-526-7440 | Library and Help Desk hours

**Email:** help@brynmawr.edu | Service catalog

**Location:** Canaday Library 1st floor