Antivirus Migration: Sophos to CrowdStrike Falcon

Last Modified on 04/25/2023 3:44 pm EDT

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:

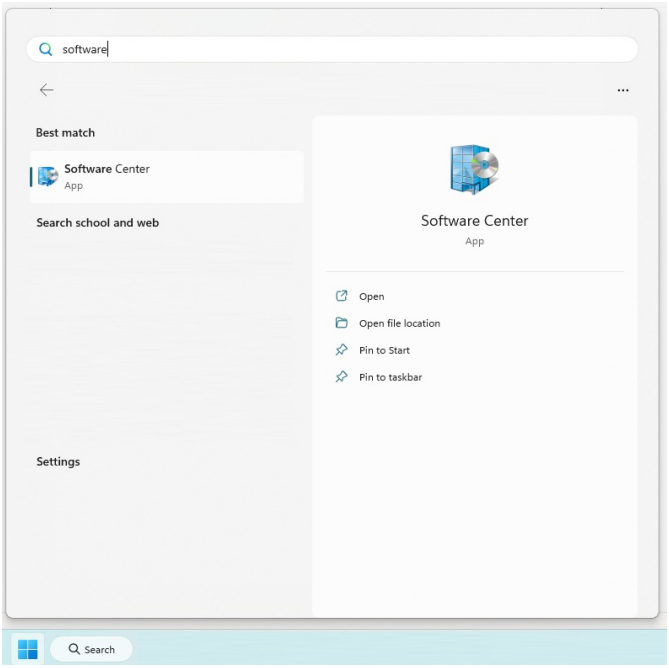
- a College-owned computer
- an internet connection
- If you are **off-campus:** a connection to the Pulse Secure VPN

Step-by-Step Instructions

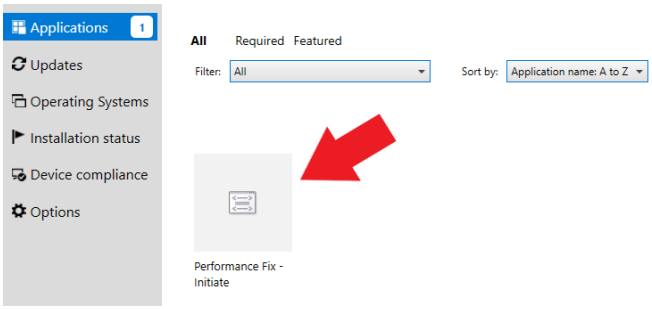
Windows

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**

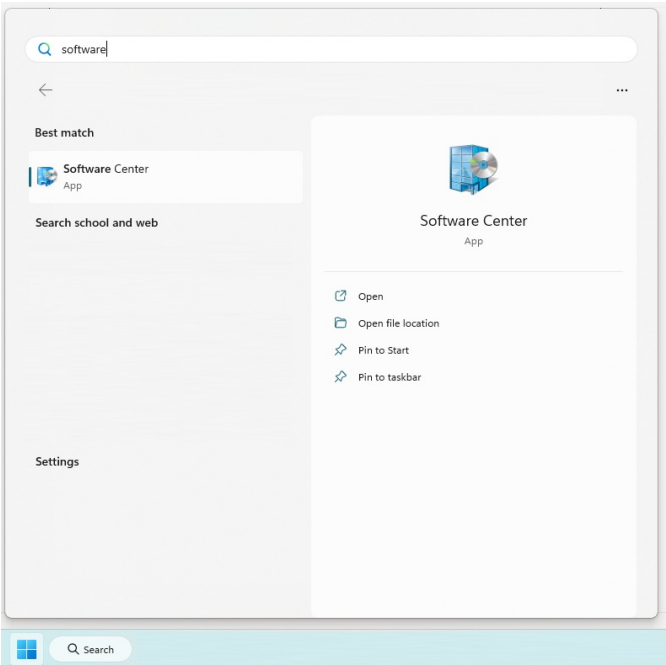


If **Performance Fix - Initiate** isn't appearing...

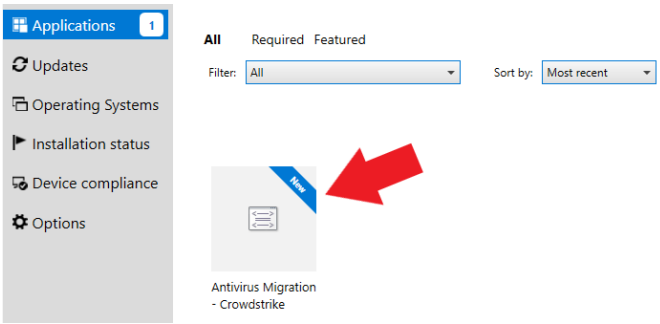
5. Click **Install**
6. Wait for the process to complete
7. **Restart** your computer

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...

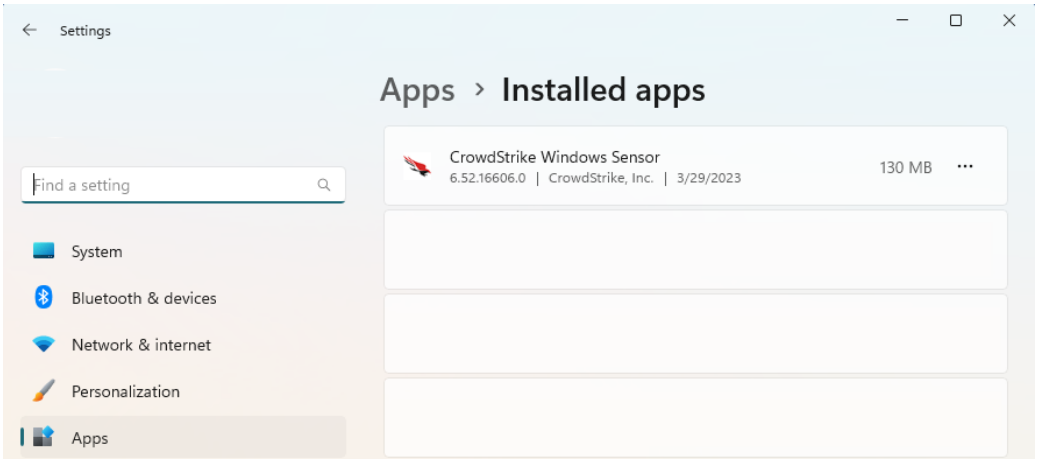
5. Click **Install**
6. Wait for the migration process to complete, which **should take 20-25 minutes.**

   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**



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**

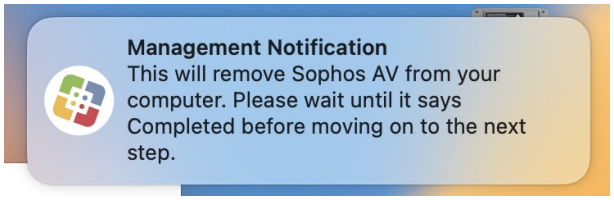
4. On the left-hand pane, click **AV Migration - CrowdStrike**

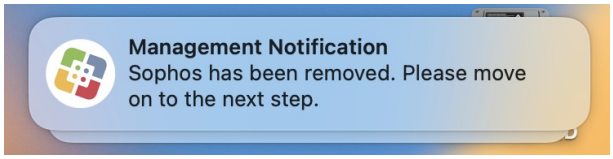
If **Antivirus Migration - Crowdstrike** isn't appearing...

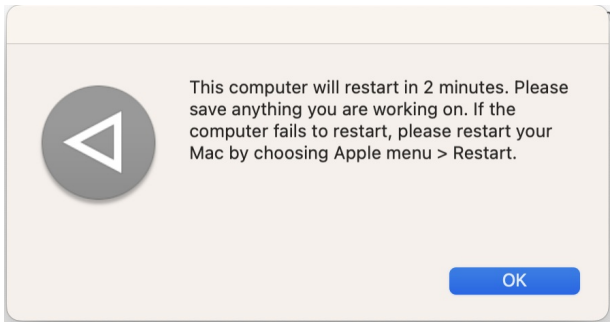
6. Find **Step 1: Sophos Manual Removal** and click **Run**

Step 1: Sophos Manual Removal

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**

Step 2: Antivirus Migration - Crowdstrike

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!

Questions?

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

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