![NortonLifeLock logo]
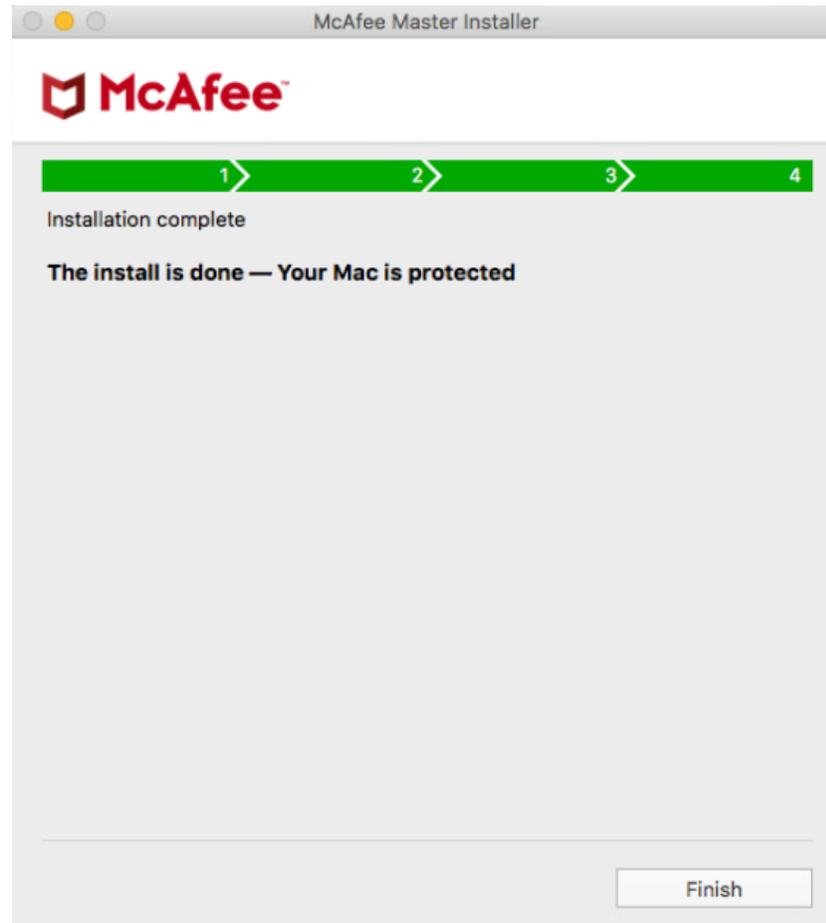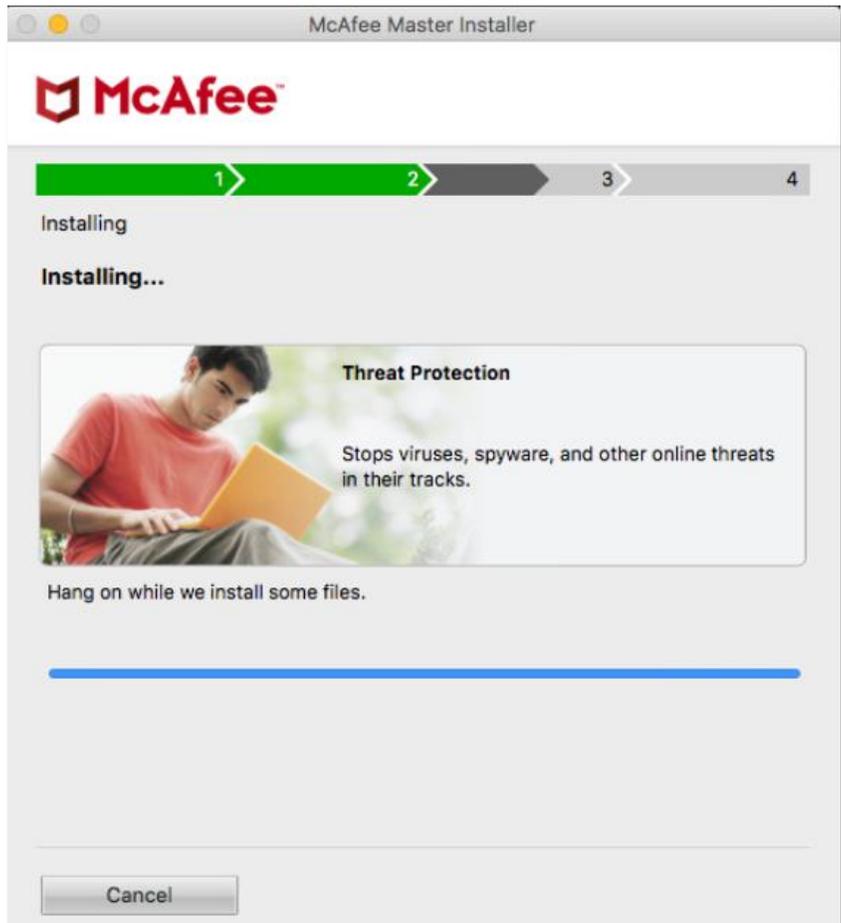
NOVEMBER 2021

Mac Hard Block Issue:
Experience When Installing Norton Security Software over Existing McAfee Software
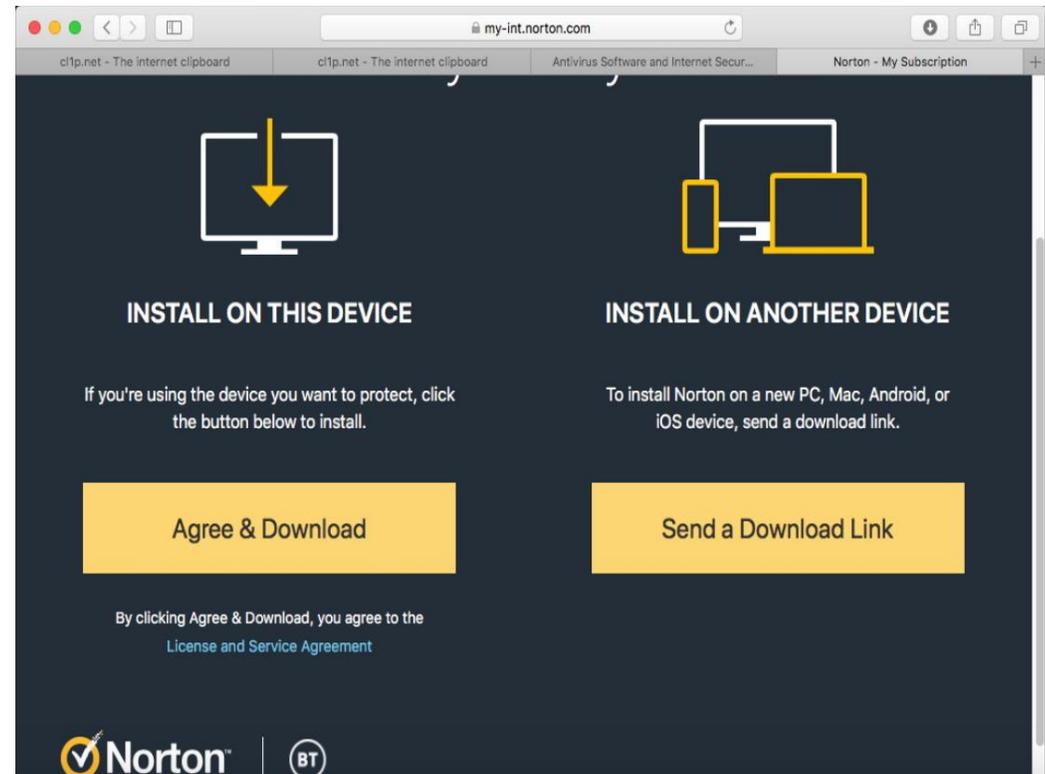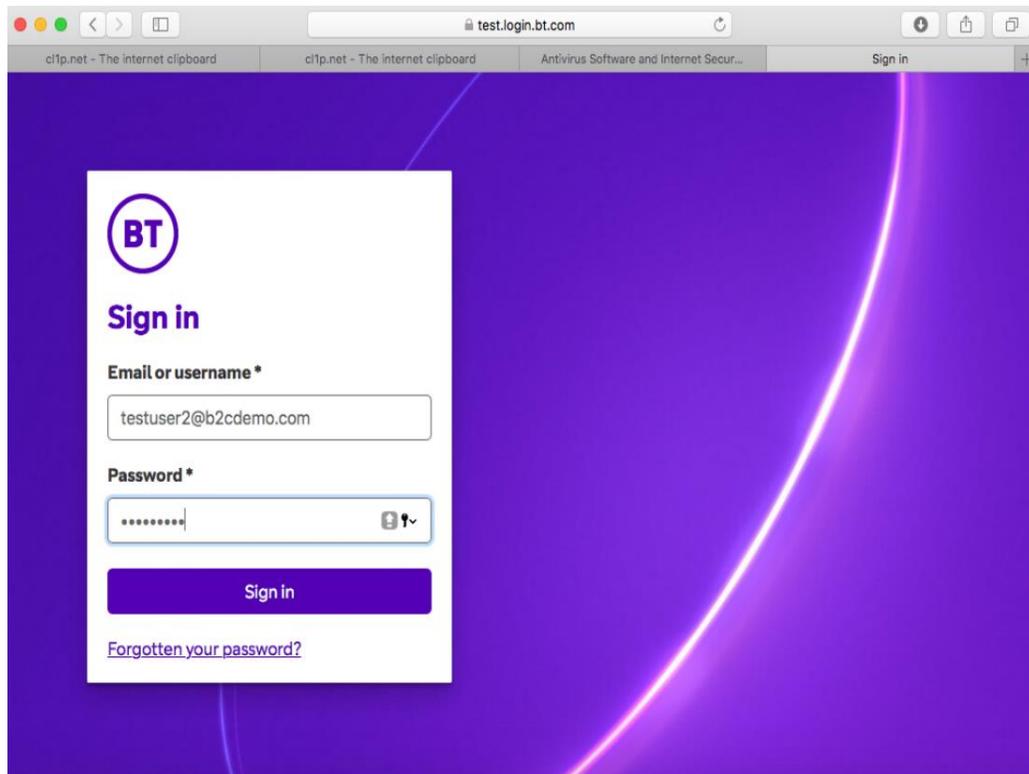
Experienced on Mac 10.14 & below
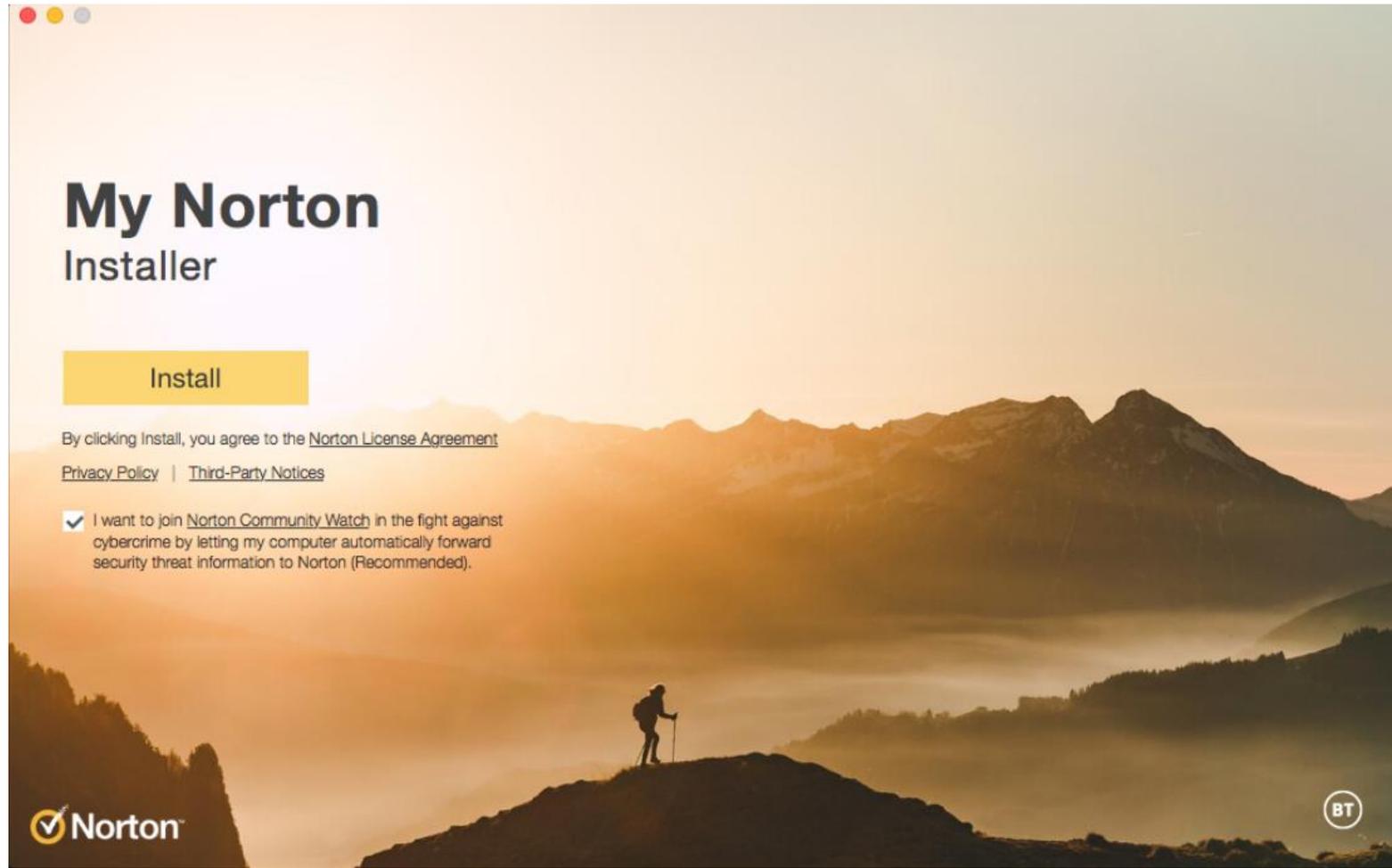
Step 1 – McAfee's BT Security Installed on Mac

Step 2 – Get Norton Security Entitlement From BT.com & Initiate the Norton Security Software Download
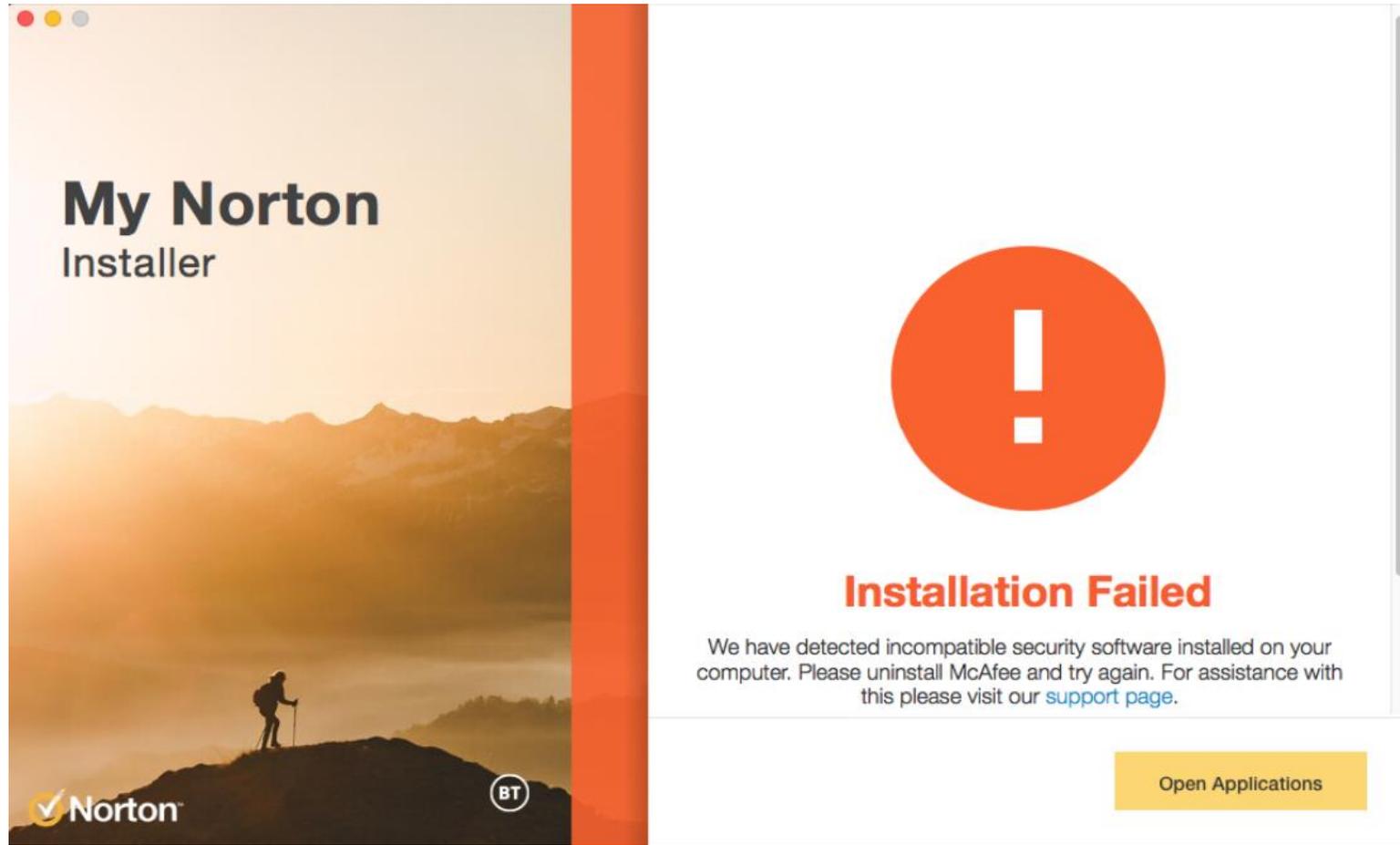
Go to BT.com > sign in with your user credentials to access or get the BT Virus Protect (Norton version) entitlement. Then initiate the Norton Security software download.

Step 3 – View & Initiate the Install of the Norton Software
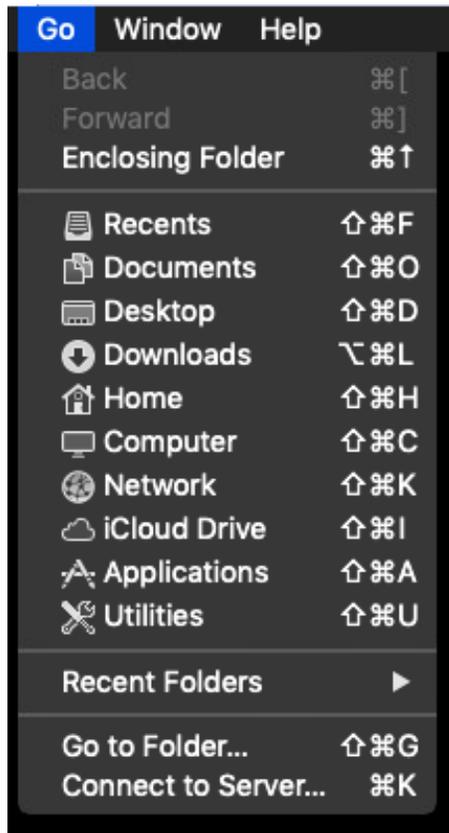
Step 4 – View the Hard Block Screen Seen on MacOS 10.14 or Below

Step 5 – Locate the McAfee Uninstaller Listed under 'Applications' on Your Mac

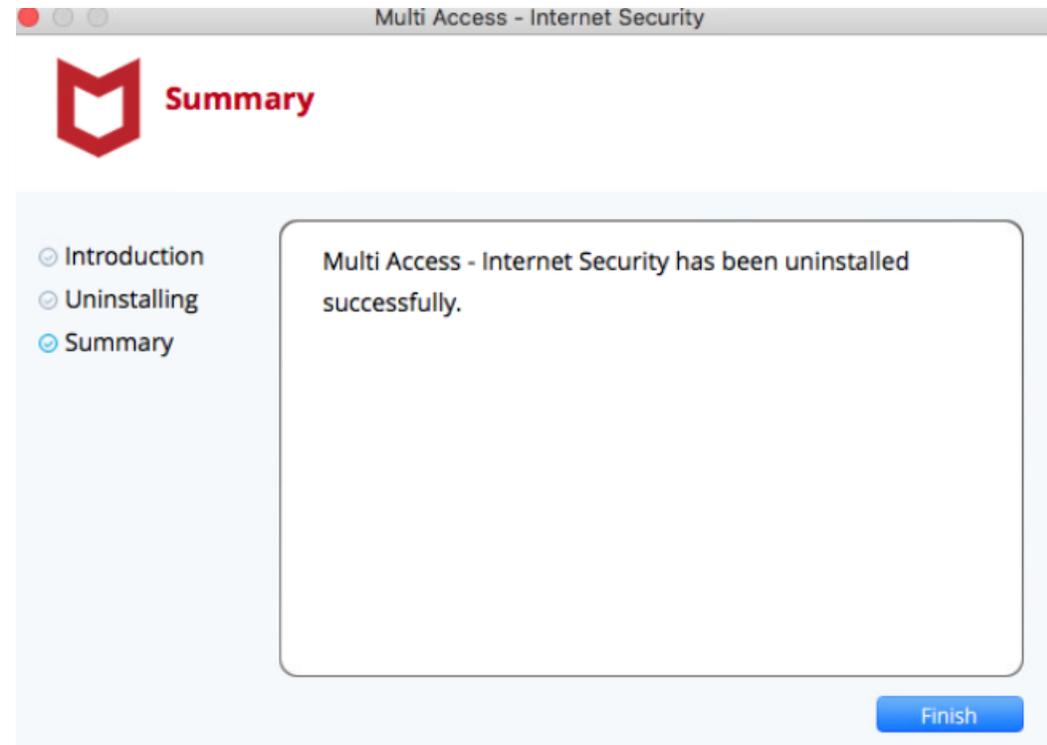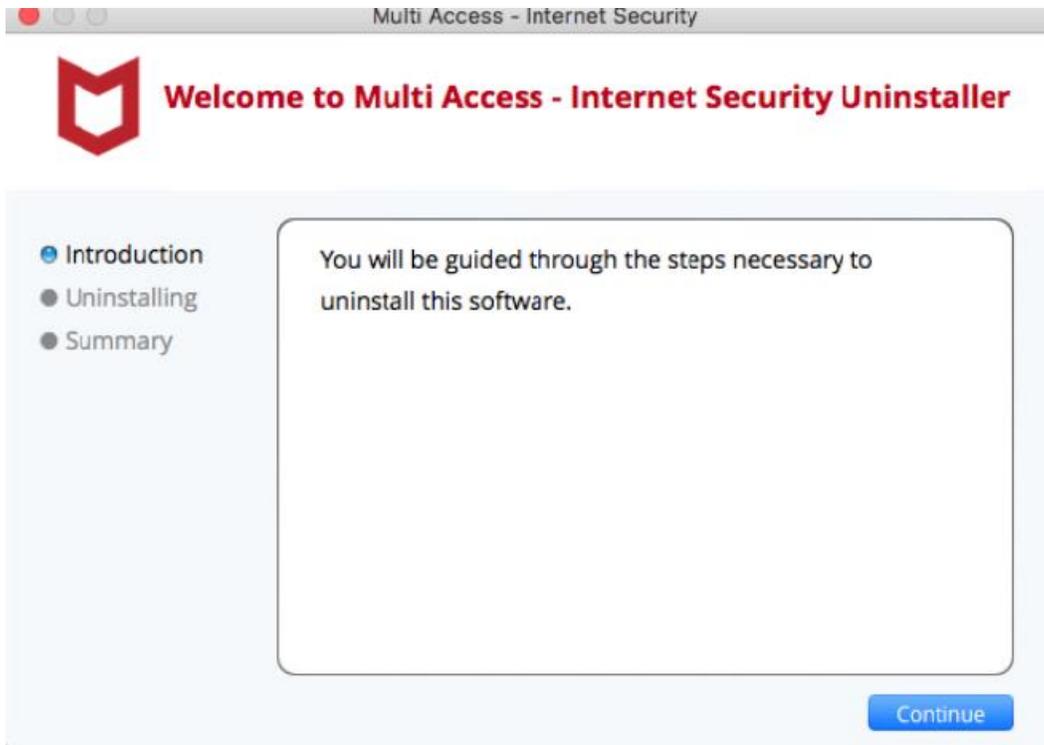To open the list of apps, tap anywhere on the desktop > click on 'Go' > Choose 'Applications.'

Step 6 – Initiate the McAfee Uninstaller (Upon Clicking 'Application')

Under the list of Applications, identify 'McAfee Multi Access Uninstaller' and open it.
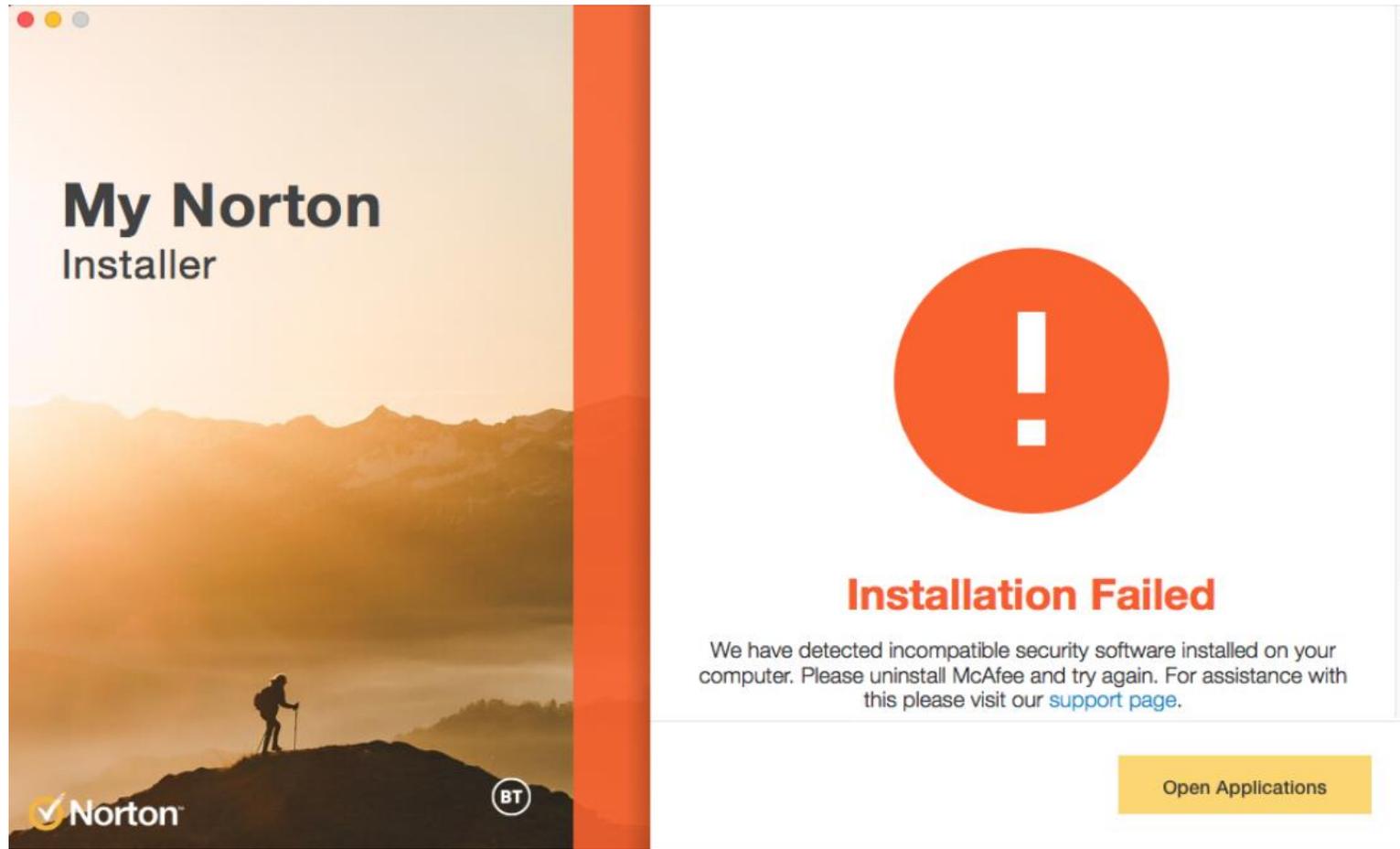
Step 6 (Cont.) – Follow these Steps to Uninstall the McAfee Software

Once launched, click on 'Continue' to allow the tool to uninstall the McAfee software from your computer.

Step 7 – Return to the Norton Install Screen; Hard Block Is Still Seen Due to Unresolved McAfee File Traces

My Norton
Installer

!

Installation Failed

We have detected incompatible security software installed on your computer. Please uninstall McAfee and try again. For assistance with this please visit our support page.
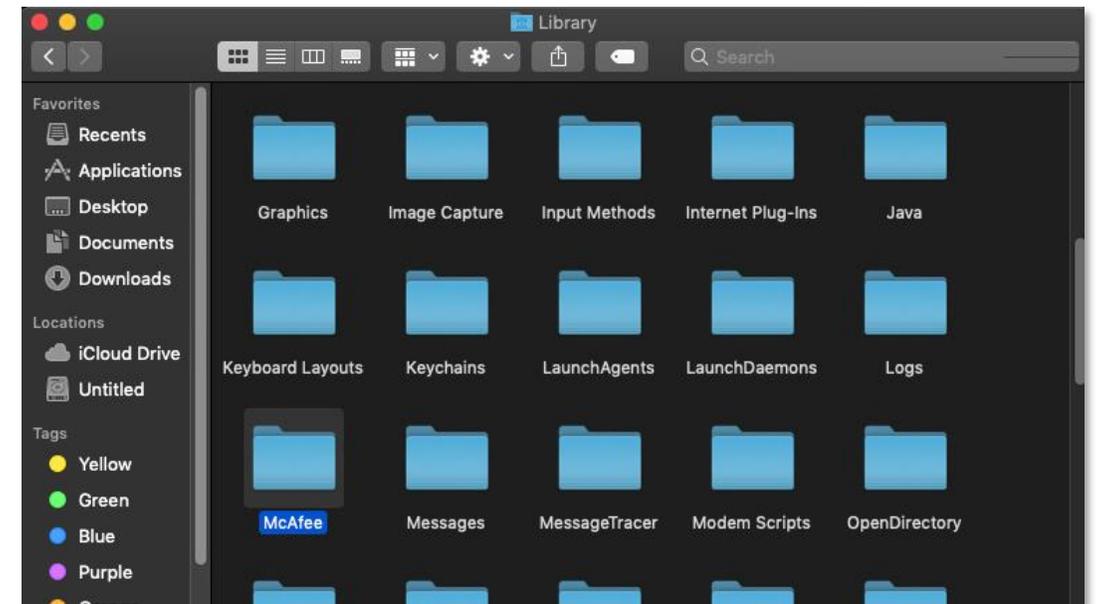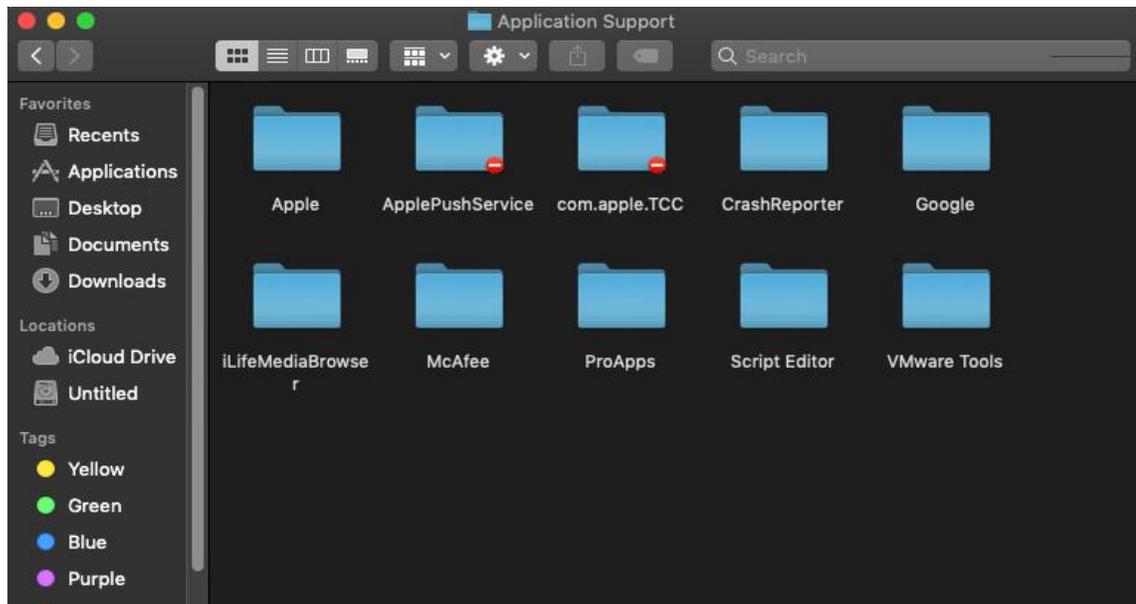
Open Applications

Even though the McAfee software has been removed, remnants of McAfee remain that prevent Norton Security from being installed on the same device.

In such a case, the user is expected to manually locate the file remnants and delete them.

Step 8 – Locate the McAfee File Remnants Blocking the Install of the Norton Security Software
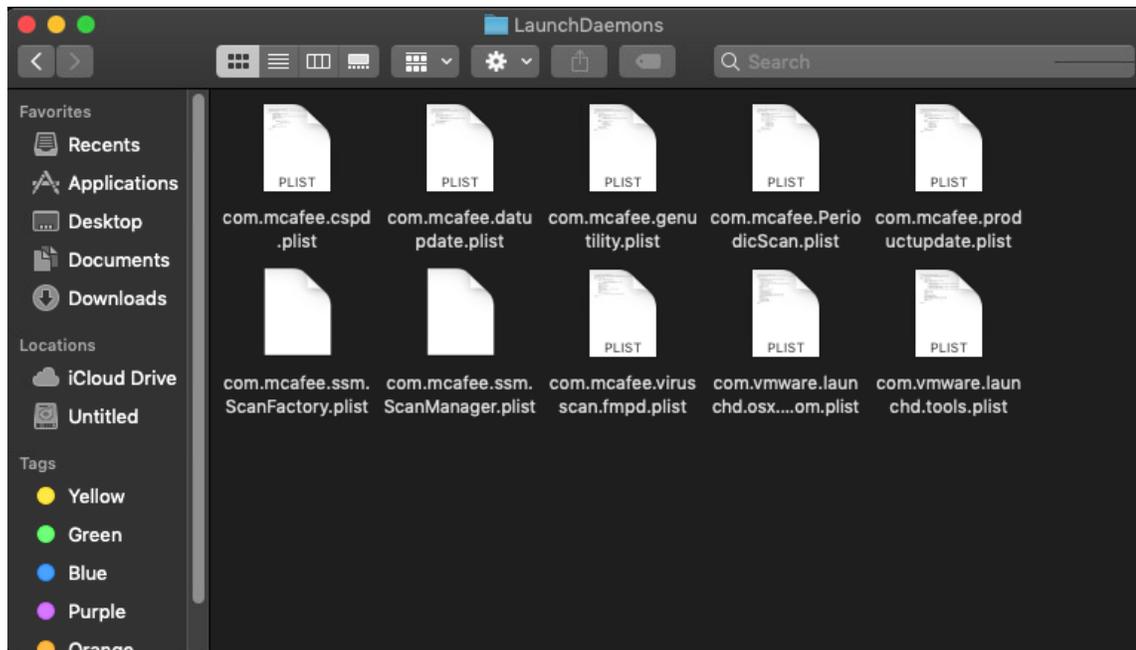
Go > Applications > Application Support > McAfee > Trash the Folder.

Go > Computer > Library > McAfee> Trash the Folder.

Step 8 (Cont.) – Locate the McAfee File Remnants Blocking the Install of the Norton Security Software

Go > Computer > Library > LaunchDaemons > Type 'McAfee' in the Search Bar > Trash all found Files.
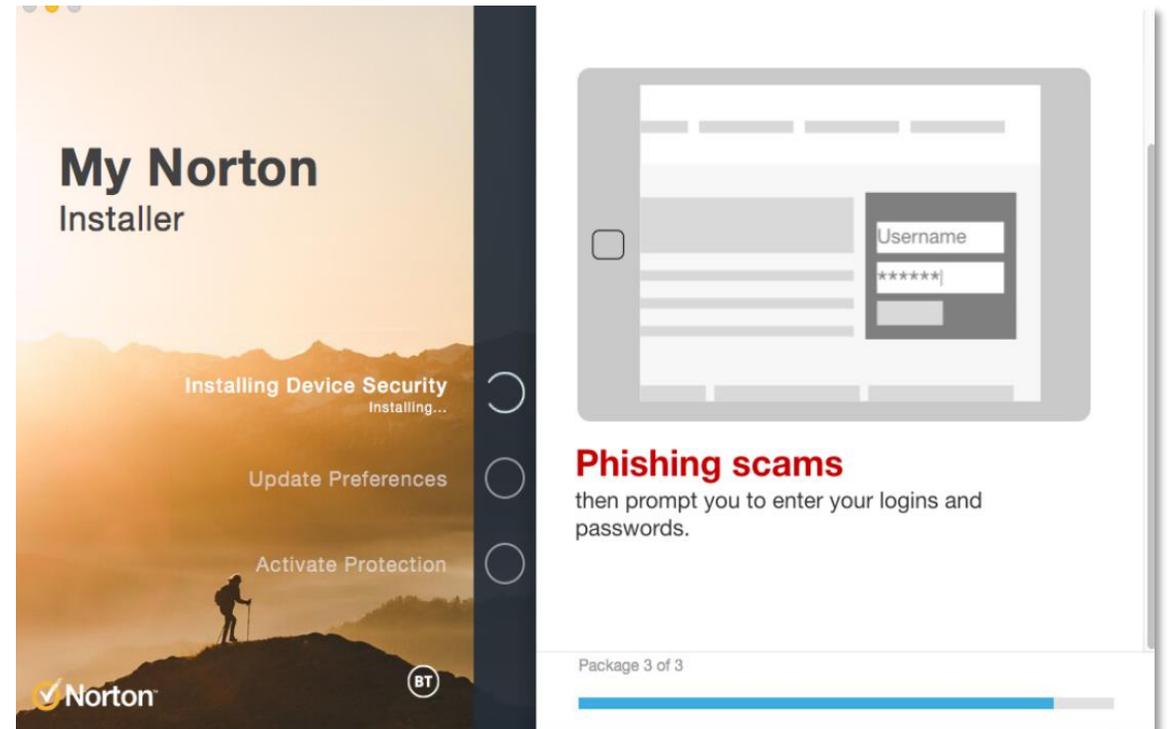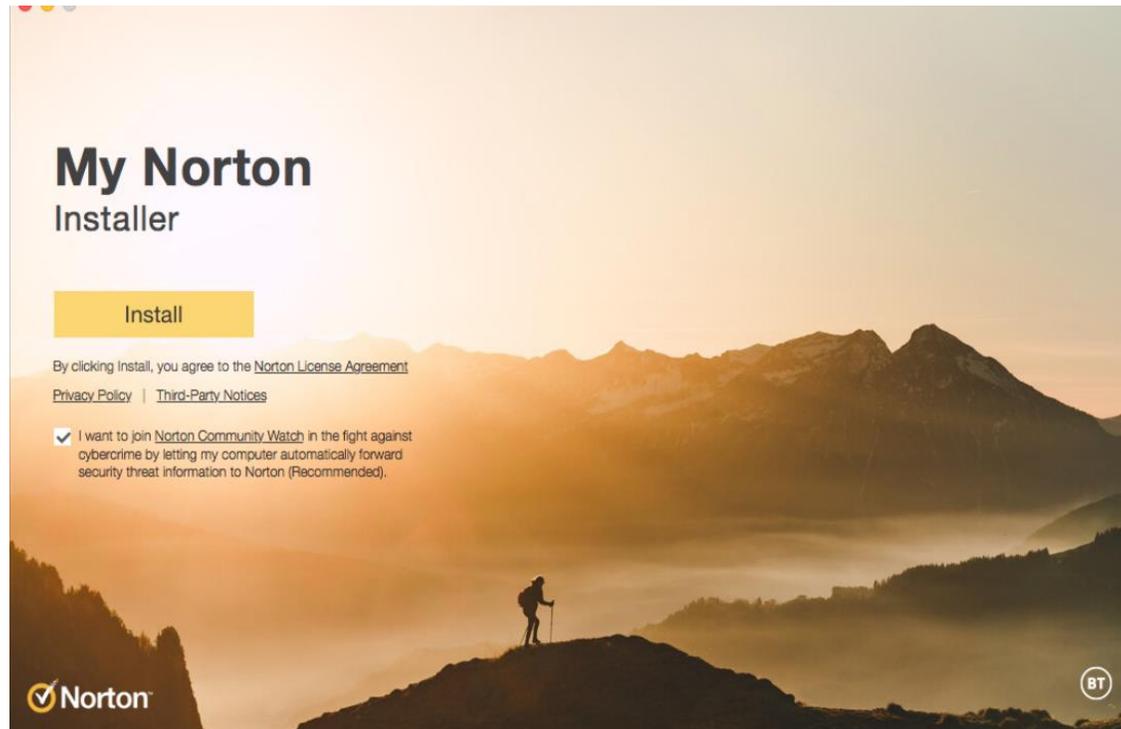
Go > Computer > Library > PreferencePanes > Type 'McAfee' in the Search Bar > Trash all found Files.

Go > Computer > Library > LaunchAgents > Type 'McAfee' in the Search Bar > Trash all found Files.

Last Step: Empty the Trash > Perform a System Restart.

Step 9 – Return to the Norton Install Screen & Install the Norton Security Software

THANK YOU