








Moving to On-premise ePO 5.10 Successfully

There are many reasons to move to McAfee ePO 5.10 here are just a few—

Reasons to Upgrade to ePO 5.10?

	Enhanced User Interface	<ul style="list-style-type: none">• Easy to follow interface, unfolding context as you work through a task• Up to 50% less clicks on common ePO tasks• Manage and sync Win10 Defender with McAfee –always run the latest device protection
	New Security Posture Dashboard	<ul style="list-style-type: none">• Protection Workspace offers quick graphical read on what your security posture is• Easily drill down to get more details
	Tagging enhancements	<p>Granular management of tags from within a single page:</p> <ul style="list-style-type: none">• Visibility into tag usage [Ex: Server tasks]• Restricting access to tags by permissions• Tagging based on product properties, Ex: Product version
	New Approval workflows	<p>‘Second pair of eyes’ review to prevent application of unintended policy or task changes: KB90769</p>
	New Cumulative Updater	<ul style="list-style-type: none">• Cumulative updates contain only the delta required for the fixes (rollup of fixes)• ePO updater tool makes it simple to apply fixes in customer environments:

To ensure your upgrade for your on-premise ePO 5.10 goes as smoothly as possible, here are a few tips and tools that will help outline the process and increase your confidence.

Why Upgrade to ePO 5.10.0 on-premise instead of 5.9 on-premise

At McAfee, our recommendation is to always upgrade to the latest version available as it includes the most up to date features and fixes. If you haven't yet decided which version to upgrade to, consider the following aspects in ePO 5.10 that help ensure the best upgrade experience possible:

- **McAfee ePO 5.10 Upgrade Best Practice Spotlight Video** - Watch this video, which provides key insights into why McAfee recommends upgrading to ePO 5.10:
[McAfee ePO 5.10 Upgrade Best Practice Spotlight](#)
- **Built in Pre-Installation Auditor:** Unlike previous versions, the PIA tool is built into the ePO 5.10 installer MSI ensuring a higher upgrade success rate. Avoid having to download the PIA tool for ePO 5.9 and go to the latest and greatest ePO version, 5.10.0.
- **Reduced Upgrade Time** – a new data migration feature in ePO 5.10.0 enables upgrades to complete on average 65% faster when upgrading from ePO 5.3.x to 5.10. For more details on this feature, see KB90825: [Migration enhancement introduced in McAfee ePolicy Orchestrator 5.10](#)

- **Easier Updating** – Applying updates to your ePO 5.10 server is easier than ever with our new non-MSI based update tool. This tool applies the latest fixes to ePO in just a few minutes with a much higher success rate than the previous MSI based patches. ePO 5.10 has also introduced a rollback feature to make removing an update easy where a roll-back in previous releases require a disaster recovery to perform.
- **More frequent updates** – McAfee will release cumulative updates to ePO 5.10 several times per year. By applying the latest available cumulative update, you decrease the chances of encountering known issues. Please review this video on how to obtain and use the ePO updater tool.

[McAfee Cumulative Updater for McAfee ePO 5.10](#)

- **Newest Features and Fixes Available** - ePO 5.10 has been proven in the field as a feature rich stable version. For your next ePO upgrade, we encourage you to upgrade to ePO 5.10.0 to take advantage of all it has to offer. To learn more about ePO 5.10.0 see the following product documents
 - [McAfee ePolicy Orchestrator 5.10 Update 3 Release Notes](#)
 - [McAfee ePolicy Orchestrator 5.10 Product Guide](#)
 - [McAfee ePolicy Orchestrator 5.10 Installation Guide](#)

Note: After upgrading to ePO 5.10, be sure to download and apply the latest ePO Update using the ePO Updater tool.

McAfee ePO Pre-Installation Auditor

Using the ePO Pre-Installation Auditor (PIA) tool prior to upgrading ePO is **highly recommended**. This tool provides over 20 pre-upgrade checks to help reduce and or prevent upgrade issues.

The ePO Pre-Installation Auditor tool can be found on the [McAfee Download Site](#) and the ePO Software Catalog. After entering a valid grant number, navigate to the ePO 5.9 software section. The PIA tool can be found in the Other section by filtering on “Other” in the left-hand filter section. The PIA tool can be used with **any supported version** of ePO.

Note: The PIA tool is built into the ePO 5.10.0 installer and is automatically run when upgrading to this version.

Have a Question about Upgrading?

We at McAfee know that upgrading your ePO server should not be taken lightly and many questions arise before and during this process. To provide you with easier access to this type of information, we have created a repository of upgrade specific information in our [ePO Landing Page](#).

The ePO landing page was created by our engineering team and subject matter experts to provide you with the fastest service and the most up to date information at your fingertips. We encourage you to visit this page prior to calling support or logging an SR.

The ePO Landing Page can be found at: [McAfee ePolicy Orchestrator Support Landing Page](#). Navigate to the “Install and Upgrade” tab at the top of the page.

Note: ePO Landing Page information can also be found on your ePO console after installing the ePO Support Center extension which can be found on the McAfee Downloads site or ePO Software Catalog. For more information on the ePO Support Center, see: [McAfee ePolicy Orchestrator 5.10 Product Guide](#)

Watch a How-to Upgrade Video

ePO Upgrade Video. Please review an instructional How-To upgrade ePO video to increase knowledge and confidence for when you upgrade your system.

[ePO 5.10 Successful Upgrading and Updating](#)

Note: This video shows an ePO 5.9 to 5.10 upgrade which is also applicable to 5.3 to 5.10 upgrades.

Need to Speak with McAfee Support?

We understand that there are times when tools and static information do not provide you the answers you are looking for. During EOL periods, support queue wait times can be longer than normal. Due to possible extended wait times, we encourage you to reach Support using the McAfee Service Portal.

Create a Service Request through the Service Portal

Navigate to the Service Portal by going to: <https://support.mcafee.com/ServicePortal>. After logging in, select the Service Requests tab, then select Create a Service Request.