

Sophos - Installation Instructions for MacOS

Sophos - Installation Instructions for MacOS



Starting July of 2021, IS&T has migrated to a new version of Sophos called **Sophos Central**. MIT users have until the summer of 2022 before the old version will stop receiving updates. This page references the legacy version of Sophos. You can see documentation for the new Sophos Central [here](#) and download the newest version of Sophos [here](#).

On this page:

[Prerequisite](#)
[Installation](#)
[Troubleshooting](#)
[Normal operation](#)
[Can it be uninstalled?](#)
[Where can I get more information?](#)
[See Also](#)

Prerequisite

NOTE: Please check OS compatibility by clicking [here](#) prior to installation.

You must be logged in with administrator rights to install Sophos AntiVirus.

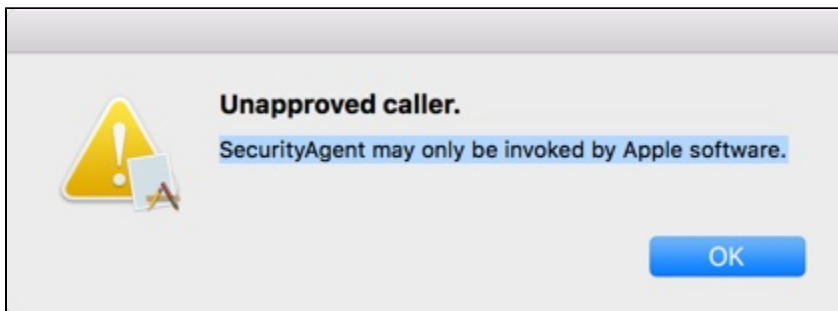
Installation



You may see cosmetic differences in the install process depending on what version you're using.

1. Download the Sophos installer from the [Software Grid](#) (certificates required).
2. Double-click the download named **mit-sophos-mac-9.9.7_signed.pkg.zip**
3. Accept the defaults

Troubleshooting



| *Unapproved Caller. Security Agent may only be invoked by Apple software.*

This error is usually caused by a computer that is preparing to/needs to be rebooted before the software can be installed. Try rebooting and running the installer again.

Normal operation

When installation is finished, Sophos will check for updates. You can see a shield icon in the menubar with an animated arrow indicating that

Sophos is downloading updates:



When Sophos is fully updated, the menu-bar icon showing that Sophos is protecting your system is a shield with an "S" inside:



Can it be uninstalled?

Sophos Anti-Virus comes with an uninstaller in case you want to remove it (we hope that you won't). Simply run the **Remove Sophos Endpoint.app** installer in **/Library/Sophos Anti-Virus/**.

Where can I get more information?

Look in the Help menu for Sophos Anti-Virus for Mac help. Click [here](#) to learn more about Sophos Anti-Virus.

See Also

- [Sophos Landing Page](#)