

Sophos Troubleshooting

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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](#).

- The first step in basic troubleshooting is to uninstall then reinstall the Sophos client.

Installation or uninstalling instructions are in KB:

- [Installing on Mac OS X](#)
- [Uninstalling from Mac OS X](#)
- [Installing on Windows](#)
- [Uninstalling from Windows](#)
- [Installing on Linux](#)
- [Uninstalling from Linux](#)
- McAfee uninstall instructions can be found in the KB:
 - [Uninstall from Mac](#)
 - Uninstall from PC - Please use the Add/Remove Programs feature found in the Windows Control Panel