

Sophos - Solution for Error 2738

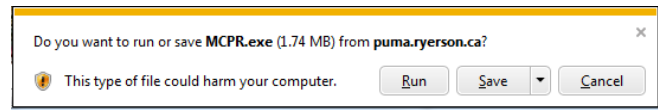
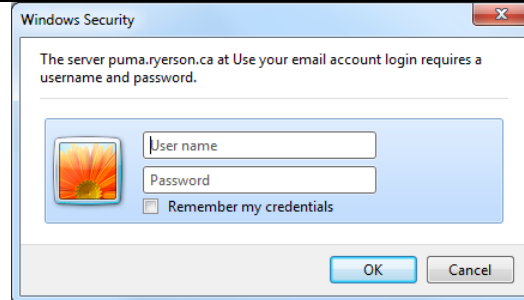
Some Windows users get an Error 2738 after installing Sophos on their computers. There is a solution that will clean-up a computer that previously had McAfee installed. To make use of this solution you will need to first download the MCPR.exe executable from the [CCS Security Software Download for Sophos](#) and then run the program.

Instruction

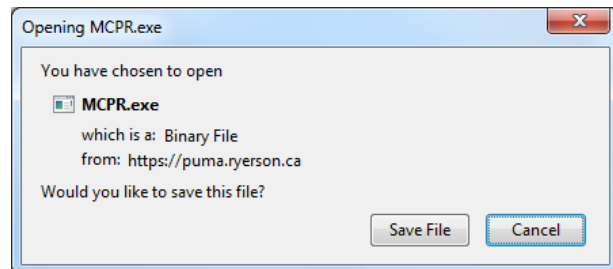
Diagram

Step 1. Download MCPR.exe

- From the CCS website <http://www.ryerson.ca/ccs/software/downloads/security/> find **Sophos for Windows** and **Error 2738 Solution**.
- At the **Connect to puma.ryerson.ca** screen, type in your my.ryerson username and password.
- At the **File Download** screen, click on the **Save** button to save the exe file containing the installation file. Save this file to a location of your choice where you can easily find it again such as your desktop or your Local Disk (C:).



Firefox download screen.



IE download screen.

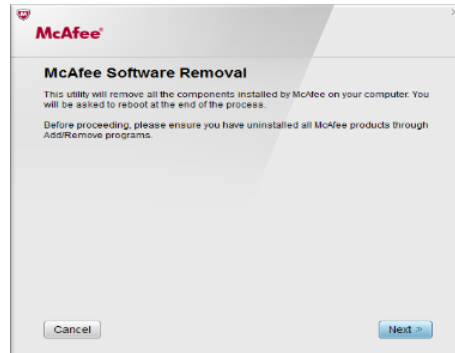
Step 2. Run MCPR.exe

- Locate the **MCPR.exe** file that was downloaded and double click on the filename.

Instruction

Diagram

- The **McAfee Software Removal** screen will display. Click **Next** to continue.



- At the Licence Agreement screen, select **Agree** and click **Next** to continue.



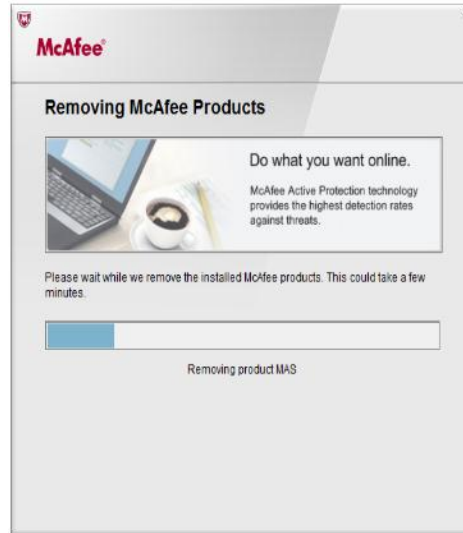
- At the **Security Validation** screen, enter the letters displayed and click **Next**.



Instruction

Diagram

5. A screen will display showing the progress of the McAfee clean-up.



6. At the **Removal Complete** screen, click **Restart**.

