If you are currently running Mac OS X 10.6.4 and your hard drive is encrypted with PGP, then the following procedure should be followed to prevent operating system failure or data loss.

1. Install "02 - PGP 10.0.3.pkg" and restart when prompted to do so. If you are prompted to enroll, please ensure that you are on the Internet and then provide your Blazer ID and password. For instructions on installing PGP for Mac OS X, please visit the link: http://main.uab.edu/Sites/it/faqs/58672/

2. Install the "03 - Mac OS X 10.6.5.dmg" update that is included. The system should restart one time and then finish installing the patch. When the update patch is finished, proceed directly to step 3, DO NOT RESTART OR SHUTDOWN AT THIS POINT.
NOTE: This update only applies on upgrades from 10.6.4 to 10.6.5. To check which OS version you're running, click the apple icon on the top-left of your screen and select “About This Mac”.

3. After the Mac OS X update is complete, run the file named "04 - PGP Update for Mac OS X 10.6.5.app" and provide an admin password. The update should complete rather quickly and you should restart your system afterward to ensure that PGP and Mac OS X can be accessed.
Type your password to allow 04 - PGP Update for Mac OS X 10.6.5.app to make changes.

Name: Username
Password: ********

Details

Cancel OK
If you experience any issues, please call UAB AskIT at 205-996-5555 or email askit@uab.edu for assistance.