McAfee Gold Technical Support

User Guide
Version 2.3

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McAfee Gold Support

At McAfee Technical Support, our goal is to maximize security; ensuring systems are always protected so our customers can concentrate on running their business.

To achieve this goal, we aim to provide rapid response to an issue or outbreak any time of day or night by certified support technicians. Additionally, proactive support addresses the latest threats and issues through product updates and upgrades.

This document should highlight the benefits Gold Support customers are entitled to and the mechanisms to use those benefits.

Summary of Gold Support Benefits

Product Updates/Upgrades
- Stay secure as the latest versions of your products are included with Gold support
- Protection from the latest threats with daily updates of anti-virus signature files

Online Services
- Online KnowledgeBase for easy access to solutions
- McAfee Virtual Technician to automatically resolving many common issues
- Chat and web support for opening and monitoring cases
- Online documentation and FAQs for each product
- Video tutorials showing product demonstrations and configuration walkthroughs

Telephone Access to Skilled Technicians
- 24/7 support as you never know when a problem or outbreak may occur
- Unlimited number of calls to support with no need for named contacts
- Regular Updates on the status of open cases
- All support engineers are certified with security qualifications
- Remote debugging and re-configuration tools for rapid fault resolution
- Support in 14 languages

Product Evaluations
- Online Global Support lab to test upgrades, new products and new configurations
- Download free trials of new products
- New feature requests for enhancements to products

Outbreak Analysis
- Submit Spam or Virus samples for analysis

Information
- New threat notification
- New update notification
- Notification of changes in open support Service Requests

Getting Started

New customers may wish to print this guide and forward it to colleagues who may require support under their support contract.

The Grant Number

Your McAfee Gold Support Grant Number is your proof of a valid support contract and should be kept in a safe place. Loss of your grant number will significantly increase the time it takes to submit a support call or access online content from the McAfee website.

If you have non-technical questions regarding your contract, these can be answered by contacting Customer Service, or reviewing the Most Common Customer Issues located at the following URL:

http://www.mcafee.com/us/enterprise/support/index.html

Registering Corporate (SMB) Software bought through Retail

If you purchased a multi-user Small Business solution through a retail channel, you may not have automatically received a Grant number and will need to register using the McAfee website to receive support.

To register simply go to the following URL:

https://mercury.nai.com/ENG/default.asp

Updating Your Software

As part of the Gold Support contract, customers are entitled to the latest versions of your McAfee products. Those products should be upgraded as quickly as possible to ensure that systems have the maximum level of protection. For anti-virus products, it is also necessary to download the latest .DAT virus signature files. Information about updating and upgrading your software can be found in the **Product Upgrades** and **Product Updates** section of this document.

Please ensure that the number of nodes covered by the grant number correctly matches the number of nodes on which you are deploying the software, as failing to do this could result in a violation of your McAfee contract.

Maximizing your Security

Due to the ever-evolving threat from attack and data loss, McAfee is constantly enhancing its products to ensure that you receive the maximum protection. Staying up to date with the latest products also minimizes the potential of seeing an issue that has already been addressed in a later version. We understand that customers need to be very comfortable with product enhancements and so we deliver tools such as the Global Support Lab to walk through an installation / upgrade in a standalone environment before deploying in a live network.

Product Upgrades

Gold Support customers may download the latest versions of the software they have purchased, and for which Gold Support is active. This service is included with your support contract and provides maximum security for systems by providing protection from the very latest threats.

Entering a valid Grant number at the following site will display the software entitled to under that contract, which can then be downloaded for installation. The following location can be used to check for available software.

https://secure.nai.com/apps/downloads/my_products/login.asp

Deployment of product upgrades across multiple nodes can be carried out simply using the ePolicy Orchestrator (ePO) or ProtectionPilot applications. Instructions on upgrading software using these applications can be found in the knowledgebase. Video tutorials are also available providing walkthroughs for configuring ePO. An example can be seen using the link below.

http://knowledge.mcafee.com/solution/mcafee/tutorials/epo/epo_3.5_rev_vse8_checkin_w-audio.html

Product Updates

The McAfee® Anti-Virus and Vulnerability Emergency Response Team (Avert) is the top-ranked anti-virus research center in the world, and employs researchers in 16 countries. The primary responsibility of Avert is to support the computing public and McAfee customers. We help users work securely by researching new threats and uncovering threats that may arise in the future.

As part of McAfee's commitment to minimizing the threat of attack to its customers, the Avert labs produce daily updates covering the latest virus outbreaks. With widespread outbreaks, emergency .DAT files created and posted to provide rapid protection from these threats.

Sign up for daily .DAT notifications at the following URL:

http://vil.nai.com/vil/signup_dat_notification.aspx

Automatic Updates with ePO or Protection Pilot

For large network deployments ePolicy Orchestrator (ePO) or ProtectionPilot enable distribution of applications and virus signatures to multiple nodes on the network. This centralized application is simple to configure and provides an automated solution to updating software.

The instruction for obtaining the latest virus signature (DAT) files and copying them to the Master Repository can be found in the knowledgebase using the following link:

http://knowledge.mcafee.com/SupportSite/search.do?cmd=displayKC&docType=kc&externalId=NAI31632&sliceId=SAL_Public&dialogID=1077249

Once the .DAT files have been downloaded to ePO the updates can then be deployed to the end nodes, with the instructions provided in the following KnowledgeBase Article:

http://knowledge.mcafee.com/SupportSite/search.do?cmd=displayKC&docType=kc&externalId=NAI31705&sliceId=SAL_Public&dialogID=1465160

Manual Updates

There are three types of updates for Virus definition files that can be found in the download section of the ServicePortal:

http://www.mcafee.com/apps/downloads/security_updates/dat.asp

SuperDat Files

The SuperDat file automates the process of loading the latest virus definitions and scan engine, and is the quickest way to update your system from threats. The engine is the software that is used to analyze application behavior and search for abnormal activity.

After execution, the SuperDat stops the services, updates the virus definitions, and upgrades the scan engine to the latest version if needed. After completion, it then restarts the services.

Manual extraction of a DAT file from a SuperDat file can be achieved by creating a new directory and running the Super DAT file using the /e switch. e.g. SuperDat.exe /e

Daily DAT File

This signature file only contains the latest virus information (with no engine) and is updated on a daily basis.

Extra DAT File

If a virus outbreak is detected of a medium risk or higher (definitions of risk levels can be found on the Avert website), then an extra DAT will be generated to rapidly protect customers from the threat. This file will also just contain the DAT and no engine files.

http://www.mcafee.com/us/threat_center/outbreaks/virus_library/risk_assessment.html

Patches and Maintenance Releases

Product patches and maintenance releases are available to users only once a user logs into the McAfee ServicePortal.

https://mysupport.mcafee.com/eservice_enu/start.swe

Once a user logs in the ServicePortal, on the main page, click the link for "Download Software Updates" to see the list of product patches and a link to the other Product Updates.

Available patches are listed in alphabetical order, so it may be necessary to click on the right-facing arrow to advance through the list of patches. Once a user has advanced through several screens of the patches, it is possible to move backwards by clicking on the left-facing arrow. Users can also query for the specific name of a patch that they may have been instructed to download and apply to their environment.

If a user does not log into the ServicePortal, none of the available product patches are visible, and users will be directed to the general Product Downloads area where they can access general Product Updates and Product Upgrades.

Global Support Lab

The Global Support Lab provides customers with hands-on access to real environments containing McAfee's products at the click of a mouse. The Global Support Lab provides the perfect sandbox to try out new functionality and to evaluate the upgrade process from one version of product to the next.

User → Connects via the internet → Select Product and Requirement → Remote Access to Real Products → Video Tutorials / Attack Device / IntruShield / Victim Device / Preconfigured Environments
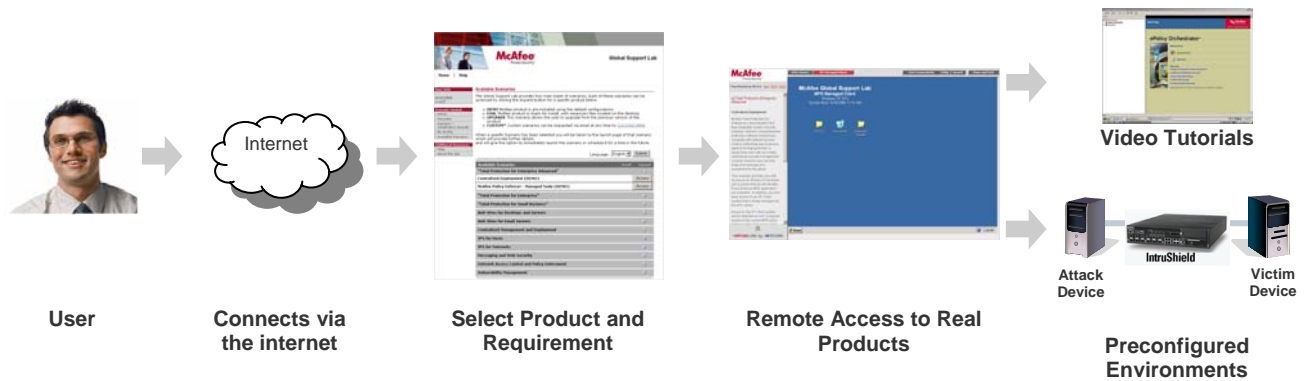
The Global Support Lab infrastructure is located in several locations around the world and includes McAfee's server and appliance based products, along with attack simulation tools to see actual products in action.

Video Tutorials

Included with each environment within the Global Support Lab are video tutorials. There are two main videos available. The first is a high-level overview of the solution and the second is a detailed step-by-step walkthrough showing the configuration of a product including narration, as to why options were chosen and what other options do.

Gaining Access

The Global Support Lab (www.mcafee.com/gsl) is provided free of charge and allows our customers to get the maximum from their products. New users to the Global Support Lab can quickly register and receive a password immediately via email.

Once users have logged in, they will gain access to a full range of McAfee products and environments depending on their needs.

Types of Environment

The Global Support Lab offers a variety of different options and benefits, based on the scenarios selected by the user.

Upgrade Environments
These environments provide a walkthrough of product upgrades in a clean and contained environment allowing familiarization and risk mitigation before deploying to a live environment. Earlier version of product is preinstalled and configured with a populated database; the installation files for the latest version are preloaded ready for upgrading.

Installation Environments
Try out a product installation in a safe and reproducible environment, knowing that any major mistakes can simply be resolved by closing down the environment and starting again. These environments consist of a clean operating system with installation files ready for deployment.

Demonstration Environments
Immediate access to preconfigured products quickly showing a product's full benefits, from centralized management to defending against attacks and vulnerabilities. These environments consist of multiple servers, including attack and victim servers with preinstalled products. Product databases are also populated with real world data for scalability and reporting purposes.

Troubleshooting Environments
These environments are linked to McAfee KnowledgeBase articles and contain common issues that customers may experience. The environments replicate the specific issue and the KnowledgeBase article provides a step-by-step remedy to the issue.

Notifications

As a McAfee customer, you can receive the benefits of the McAfee Avert® Labs to help you maintain the highest possible level of security. McAfee Avert Labs has over 100 dedicated researchers in 14 countries to continuously monitor the latest threats and provide remediation, so that you can stay ahead of the latest threats and respond quickly to emergencies.

McAfee Threat Centre

The McAfee Threat Centre provides one location containing a comprehensive list of top vulnerabilities and threats. It also contains links to useful tools for virus removal and Foundstone tools that can mimic vulnerable site highlighting common weaknesses.

http://www.mcafee.com/us/threat_center/default.asp

McAfee Avert Labs Threat News

McAfee Avert Labs Threat News is an email notification to inform subscribers of the latest information regarding threats that reach Low-Profiled, Medium, Medium-On-Watch, High, or High-Outbreak assessment levels.

Sign up at:

http://vil.nai.com/vil/join_list.aspx

Details on the classification of threat levels can be found at:

http://www.mcafee.com/us/threat_center/outbreaks/virus_library/risk_assessment.html

Avert DAT Notification Service

Every Monday through Friday McAfee Avert posts the latest DATs to ensure your product contains the most up-to-date detection and repair. A subscriber to this service will receive an email from Avert, informing you that the DATs are ready to download. In the event a security threat is discovered and Avert assigns a risk assessment to the threat that is Medium or above, Avert will post the DATs, and will notify you of the emergency DAT posting.

Sign up at:

http://vil.nai.com/vil/signup_DAT_notification.aspx

Getting Help

McAfee provides a wide range of tools and resources to ensure your problems can be resolved as quickly as possible. These tools include automated applications that check products are installed correctly to access to a skilled technician any time of the day or night.

The McAfee ServicePortal http://mysupport.mcafee.com provides a comprehensive, searchable collection of support tools with centralized access to McAfee's library of technical information, product documentation, daily DATs, signature files, agent files, product updates and product upgrades.

Non-Technical Support

Available on this page are links to Customer Service for inquiries that are not of a technical nature, such as recalling a forgotten Grant number or licensing queries.

Support Knowledgebase

The Knowledgebase contains over 10,000 articles and provides a quick and easy way to find resolutions to issues. Included in the knowledgebase are quick links to top searches, Hot Topics, Recently Added Content and common issues. The search engine provides resolution flows to refine search criteria. The knowledge base articles themselves provide text-based, video, and real environments within the global support lab solutions.

Technical Support

Selecting the Technical Support option provides full access to all McAfee Support solutions and tools to resolve issues as quickly as possible.

To gain the maximum benefit users should log in to the ServicePortal using the navigation pane on the left hand side of the screen.

Creating an account

New users can create a ServicePortal account using the link provided. You will be prompted for your name, email address, Grant number and preferred language.

Please note that your email address domain name (@mcafee.com, etc) should match all other users registered with that Grant number. If you need to register with a different domain name, please contact Customer Services. (Passwords need to include uppercase characters, numbers and at least one special character.)

Self Healing

One of the quickest routes to resolve a technical problem is to use the McAfee Virtual Technician (MVT). This is a web-based automated tool designed to determine if your McAfee products are installed, updated, and working correctly. An easy-to-follow interface allows for a seamless experience. Issues are proactively diagnosed and resolved where appropriate.

For more information, please see McAfee Virtual Technician on page 14 of this document.

Self Service

To aid our customers in increasing their knowledge and ability to rectify issues themselves McAfee provides a holistic environment targeted at Reading, Seeing and Doing.

Support by Reading
Quick links to KnowledgeBase articles, Product Documentation, and Frequently Asked Questions are available to all users while the Attack Encyclopedia is also available to registered customers

Support by Seeing
Users can view video tutorials on product installation/configuration that illustrates some of the top technical issues related to McAfee products. A step-by-step approach is provided visually capturing the screen during the process while a human voice explains each step for better understanding and faster problem resolution.

Support by Doing
Registered customers can download software updates, daily DATs, signature files and agent files to ensure their products can protect them from the latest threats. Users can also visit the Global Support Lab for a live test environment, allowing pre-deployment testing of product installations and upgrades.

Interactive Support

If our Self Support options are unsuccessful at resolving your issue, you can submit a Service Request, or view previously logged requests to monitor resolution progress and history.

Features of the system allow you to:
- Set a severity level upon creation
- Include attachments
- Update requests with comments
- Resolve high priority issues through live chat with an agent
- Receive proactive e-mail notifications on open Service Requests
- Change email settings and update account information in a user profile

Interactive Support

Manage Service Requests

Log on to the ServicePortal to take advantage of the following features for managing your service requests:

Check My Open Service Requests
View, update, or chat with a technician about your existing Service Request
Check All Service Requests for My Company
View, update, or chat with a technician about historical and existing Service Requests for your company
Chat with a Technical Support Agent
Interact with a technical support agent immediately
Submit a Service Request
Get fast, convenient support for products

While logged on, you'll also have access to **Newsletters,** McAfee's weekly support newsletters archive, and the **Attack Encyclopedia,** information on common attack types for vulnerabilities.

Additional information is provided on page 16 of this guide

Hot Topics

Search and view Hot Topics and Common Tasks localized in 13 languages. Links to top 10 most commonly asked questions are displayed on the search page and are useful for quickly receiving information in the case of a widespread virus outbreak, any emerging issues on the rise, or common tasks such as how to download a patch or how to upgrade a particular product.

Hot Topics and Common Tasks are localized in the following languages:

- English
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Mandarin (Chinese Simplified UTF-8)
- Mandarin (Chinese Traditional UTF-8)
- Netherlands
- Portuguese (Brazil)
- Spanish
- Swedish

Support Tools

McAfee Virtual Technician

Customers who are experiencing problems with McAfee products are advised to run the McAfee Virtual Technician tool found on the McAfee Service Portal, or at

http://mvt.mcafee.com

McAfee Virtual Technician will scan the computer to detect if any commonly occurring problems are happening on your system. If problems are detected, McAfee Virtual Technician asks if you would like it to repairing the problem.
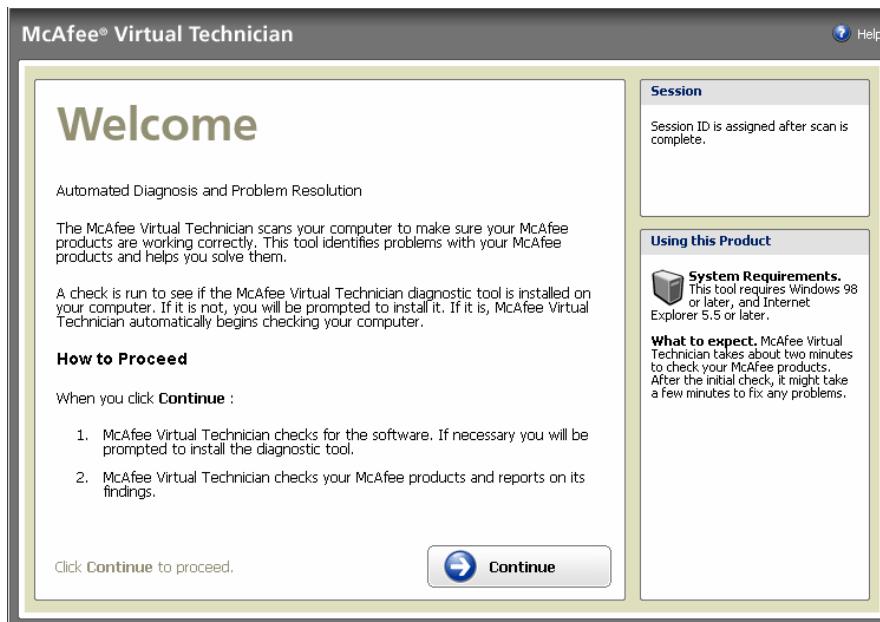
Included within the McAfee Virtual Technician is the Am I Up-To-Date? Tool that checks to see if the latest version of the product is installed, and if one is protected against the latest threats. MVT is presently available in English, Spanish, German, French and Japanese.

Products Supported	Versions
AntiSpyware Enterprise	8.5.00
Common Management Agent	3.5.0.412
Desktop Firewall Protection	4.0.0.358
ePolicy Orchestrator	3.6.0
GroupShield Exchange	6.0.1148.100
GroupShield Domino	5.3.1329.116
McAfee Desktop Firewall	8.5
Protection Pilot	1.1.1
SpamKiller Domino	2.1.1329.109
SpamKiller Exchange	2.1.1329.109
Virus and Spyware Protection	3.5.0.329 - 4.0.0.358
VirusScan Classic	4.5.1
VirusScan Enterprise	7.1.0.187 - 8.0.0.912
WebShield SMTP	4.5

Searching the Knowledgebase

By clicking on **Search the KnowledgeBase**, you can query over 10,000 articles to learn about the products and find solutions to issues. This search can then launch a Guided or Advanced search. This page also contains links to Recently Added Content and What's Popular.

Simple Search

The simple search is a quick way to search for information held within the McAfee KnowledgeBase, to help resolve issues or provide additional information about a specific product. Two drop-down menus are available to refine the search.

Advanced Search

The advanced search option allows keywords to be searched in different fields such as product and version, document type, heading or body of the text, and a user can search by when the document was posted.

Requesting Help

McAfee offers three (3) main mechanisms for requesting help on technical issues

- Chat Support (With remote assistance)
- ServicePortal submission
- Phone Support

Before Requesting Help

To help us resolve your issue as quickly as possible please ensure that you have the following information:

- Technical Support Grant Number
- Geographic location of the software installation
- Detailed description of the problems or errors
- Description of the hardware (must meet published McAfee specifications) that the software is installed on, including the serial number or service tag where applicable
- Name and versions of any operating system, network, and software running with the McAfee software, including patches and fixes
- Users may wish to download the MER tool which will save time should the case require further investigation or escalation

  http://knowledge.mcafee.com/SupportSite/dynamickc.do?externalId=NAI33333&sliceId=SAL_Public&command=show&forward=nonthreadedKC&kcId=NAI33333

Chat Support

Chat Support is found by logging into the ServicePortal and selecting from the options menu under Interactive Support: Manage Service Requests on the lower portion of the page.
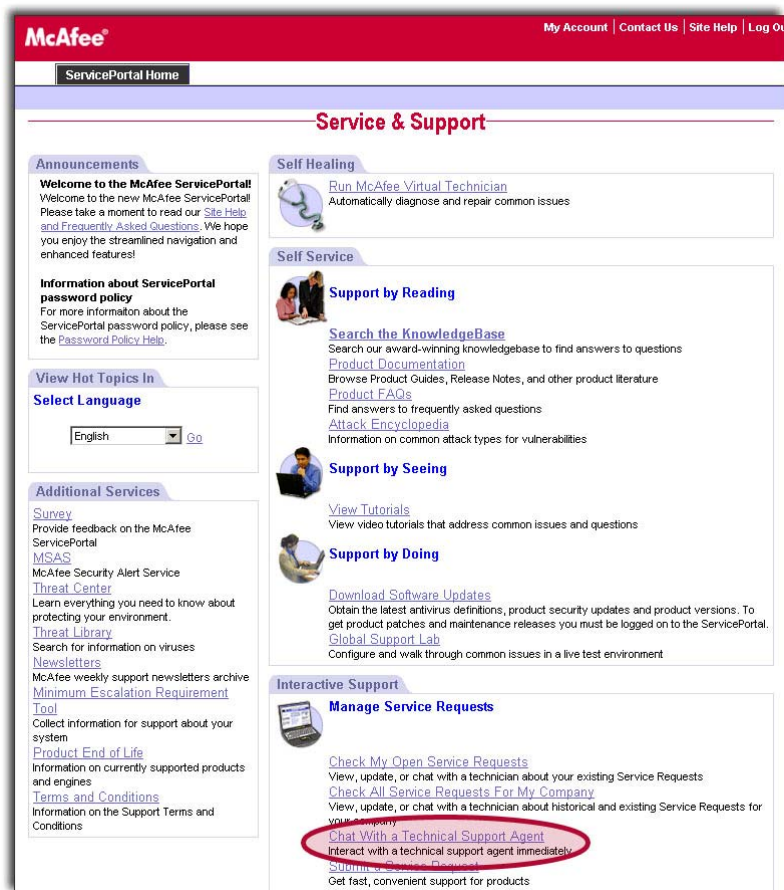
Chat Support has two main benefits

- Quick and easy feedback on status updates
- Interactive problem solving

One of McAfee's key innovations in Security support is providing live online chat to technicians. Not only can the status and follow-up on existing cases be made, but also it is an excellent way to submit a new Service Request. Presently chat support is only offered in English.

To request a chat session, simply log into the ServicePortal, select the link at the bottom of the page for "Chat with a Technical Support Agent."

With the user's permission and acceptance of an agreement, McAfee engineers have the ability to open a remote console and view a user's desktop to understand the issue better. In cases where customers are interested in being walked though a solution, the McAfee engineer can also be given rights to take control of the remote desktop and show the user the solution.

Once a request has been submitted, a chat window opens and gives a status on where you are in the queue. The chat window allows you to discuss your issue with a technician, and it also allows you to send files to the engineer.
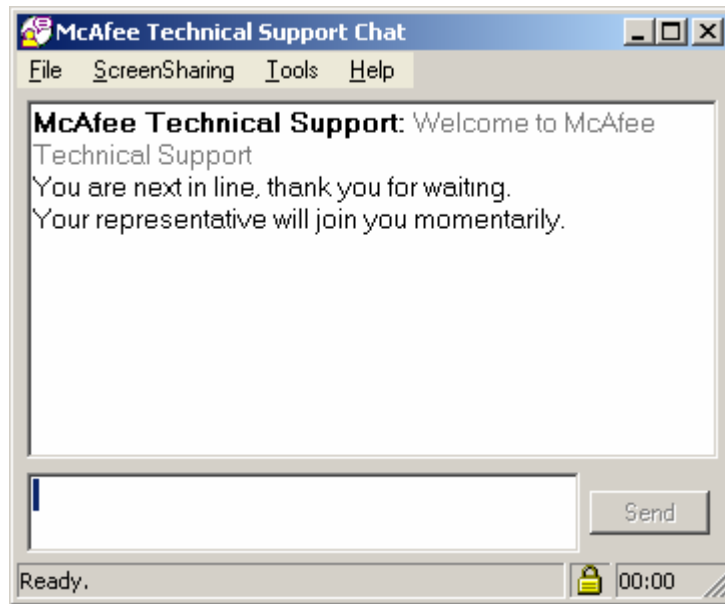
If it is acceptable to your organizations security policy, McAfee engineers are able to request the ability to share your screen to enable us to better diagnose your issue.

This can operate in two modes; the first just enables the technician to view your screen and they can then talk you through the setup they require. The second mode gives the McAfee engineer control to move your mouse and type commands as if they were carried out from your computer. Customers have the ability to disable this function at any time.

Either method provides a mechanism to resolve customer issues rapidly, as the McAfee support engineer is able to see and control the affected device.

![McAfee Proven Security]

ServicePortal Service Request Submission

To submit a Service Request using the ServicePortal the user must be logged in and select Interactive Support: Manage Service Requests on the lower portion of the page.
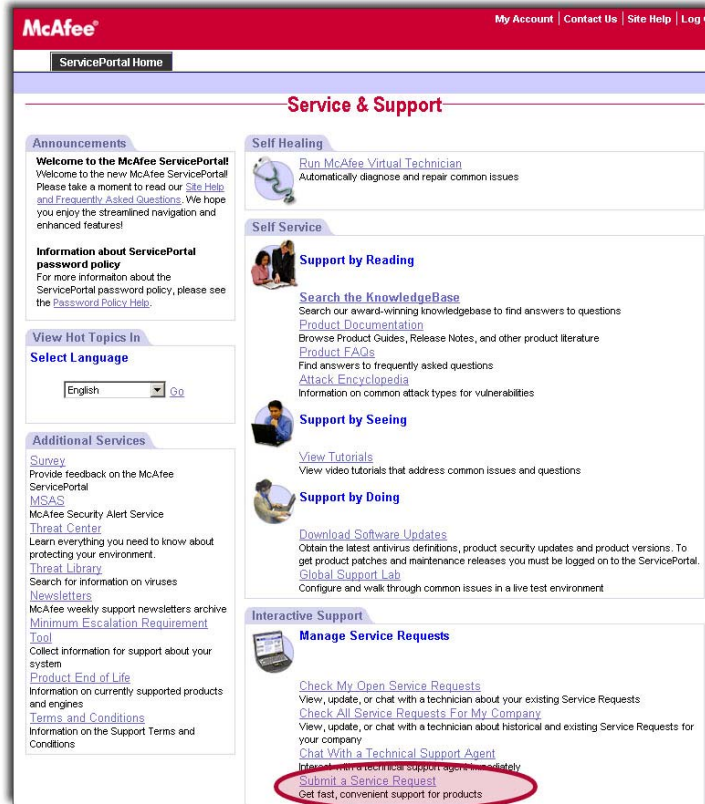
Once selected, it is possible to create a new Service Request, check on Open Service Requests you have submitted, and review the Services Requests associated with your company.
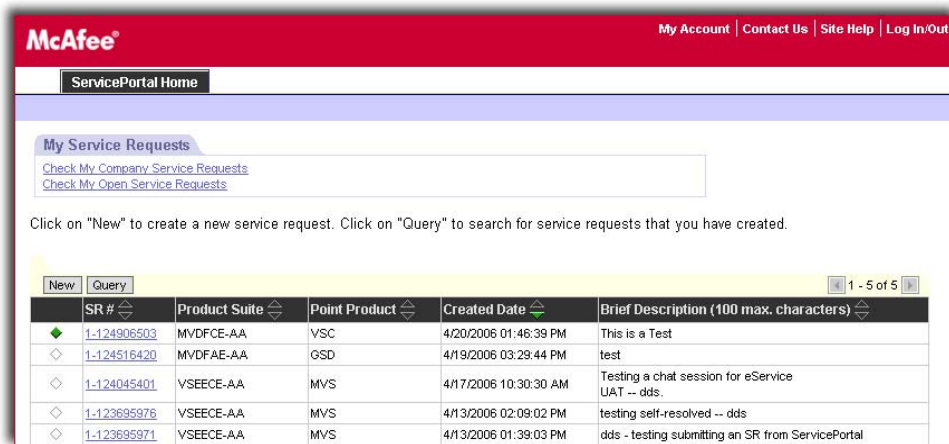
To create a new Service Request, complete all of the required fields by entering the issue details. The more information provided, the better McAfee Technical Support will be able to assist in finding a solution.

With your permission, it is also possible to grant your preferred reseller access to your Service Request. To provide the preferred reseller access, search for their name under the Partner field, and select the appropriate reseller. Once selected, your preferred reseller will be able to see the issue you have opened, and also add comments and upload attachments or files that may help McAfee Technical Support resolve the Service Request.

In order for you to add your preferred reseller to the Service Request, your preferred reseller must be a member of the McAfee® SecurityAlliance™ Partner Program.

As a Gold Support customer, you also have the ability to remove the reseller's access to your Service Request at any time, simply by deleting the name listed in the Partner field. In this way, you always control visibility to your company's information.

Once the required fields are completed with the information about the issue, the online system will initiate an integrated KnowledgeBase search to suggest possible solutions to your Service Request.

Review these KnowledgeBase articles to see if there is an immediate answer to you inquiry. If one of the articles addresses the Service Request, click "Self Resolved" to close the case. If none of the articles is helpful, click "Submit" to send the Service Request on to the McAfee Technical Support Team.

Phone Support

Included in your Gold Support contract is unlimited telephone access to technical support 24 hours a day 365 days a year. This service is provided in 14 different languages (during business hours, English at other times).

Languages supported

- Cantonese
- Dutch
- English
- Finnish
- French (European & Canadian)
- German
- Italian
- Japanese
- Korean
- Mandarin
- Portuguese (Latin American)
- Spanish (European)
- Spanish (Latin American)
- Swedish
- Thai

McAfee Technical Support is provided through four (4) support centers that use a "follow the sun" methodology so that one support center is always available to help, regardless of the day or night. Phone calls are dynamically redirected to the correct support center so you only need to remember your local toll-free number.

Toll-free numbers (where available) can be found in **Contact Information** section of this document, or online at the following address:

http://www.mcafee.com/us/about/contact/index.html

On opening a new Service Request, you will verbally be given an SR number that will allow you to track the status of your issue either from the ServicePortal, chat or by phone. Please keep a note of this Service Request number, as it will significantly speed up our ability to respond to any future queries you have regarding that issue.

Tracking Service Requests

Online Tracking

The status of new Service Requests and previous case histories can be tracked online from the ServicePortal. Once logged on, select Interactive Support: Manage Service Requests on the lower portion of the page. The link for "Check My Open Service Requests" will list all of the cases that the user has logged which are currently open and active with McAfee Technical Support.

Details of specific Service Requests can be viewed by clicking on the desired case from the status screen.

Updates are visible in the **Updates Section**, and you can add information that may help McAfee resolve your issue.

You can also upload attachments such as log files and network diagrams in the **Attachments Section** of the Service Request.

Malware Identification

If you suspect that your system has been compromised by a virus then it is recommended that you submit the infected file for verification.

Submitting Virus Samples

If you believe that your computers have been infected with a virus, but the virus is not being detected by a McAfee product, a sample can be submitted for analysis by McAfee's Avert response team at the following URL:

http://vil.nai.com/vil/submit-sample.aspx

WebImmune is the preferred method to submit samples to Avert as it provides the fastest turnaround time on sample reviews, and provides historical information of all samples that you have submitted. By accessing the WebImmune website and creating a free account you will be able to upload files directly to Avert's automated systems for review. If the automated system is unable to determine a threat exists then the issue will be escalated to Avert Analysts.

http://www.webimmune.net

More information about WebImmune can be found at

https://www.webimmune.net/faqs.asp

This was the first Internet virus security scanner that resides on the web. It is available 24/7/365, and enables you to receive information about your files, including solutions and real-time fixes, if required.

When you submit a sample to WebImmune, you will get one of four responses:

- This is in the current DAT and you should update to the latest DAT files
- This is a known threat, not in the current DAT set, and an extra.dat has been created
- This is not a known threat and has been escalated to a researcher within Avert
- This is a known clean file

Detection of an Infected File

If your file is infected with a virus then it is recommended that you submit a case with Technical Support and state the WebImmune ID number. McAfee Technical Support and the Avert team will then work together to assist in identifying suspicious, malicious, or offending processes through data collection, customer conference calls and information sharing across support levels and Avert levels.

Escalation Requirements

In the event that your Service Request needs to be escalated within McAfee Technical Support, a Minimum Escalation Tool will need to be used to gather the required log files for escalation. The Support technician may also need to gather further details on your installation.

Minimum Escalation Tools are updated regularly. To ensure that the latest copy is used, download a new version every time an escalation is required. Minimum Escalation Tools can be found at the following location:

http://knowledge.mcafee.com/SupportSite/dynamickc.do?externalId=NAI33333&sliceId=SAL_Public&command=show&forward=nonthreadedKC&kcId=NAI33333

Response Charter

Gold Support comprises of three Tiers of support. All cases are initially handled in Tier 1 by a skilled technician who has been trained on McAfee's products and has at least one industry certification. Every attempt is made by the technician to resolve an issue on the same call or the same day.

If a technician is unable to resolve an issue then the case will be escalated to Tier 2 where product specialists will then take ownership of the Service Request. The time before a case is escalated to the next tier is dependant on severity and impact to the customers business.

If the Product experts in Tier 2 are unable to resolve the Service Request then the case is further escalated into Tier 3, which then works directly with engineering to resolve the issue.
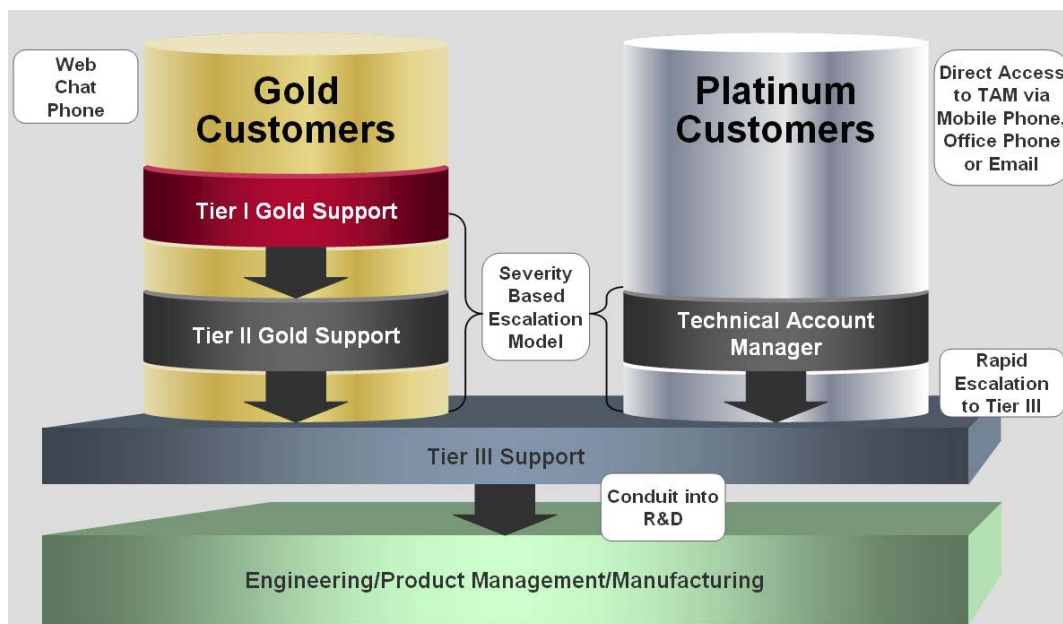
Escalation and Response Charter

Depending on the severity level, the McAfee response charter sets out clear guidelines as to how frequently a customer should be contacted by our technicians on the status of a Service Request.

The charter also provides the maximum duration a Service Request can be open before it is automatically escalated to the next tier. The times stated below are based on McAfee handle times and do not include the time a technician is waiting for a response from a customer.

Platinum Support

Severity	TAM Response		TAM Escalation to Tier III	Tier III Escalation to Dev	Status Updates
1 – Business has stopped	Immediate		30 Min	4 Hrs	Continuous Phone Bridge
2 – Business is severely impeded	Immediate		1 Hrs	6 Hrs	Hourly
3 – Business impeded but functioning	Immediate		5 Days	5 Days	Daily
4 – Business not affected, symptoms exist	Immediate		25 Days	25 Days	Weekly
5 – Request for information	Immediate		30 Days	30 Days	Every 2 Weeks

Gold Support

Severity	Tier I Response	Tier I Escalation to Tier II	Tier II Escalation to Tier III	Tier III Escalation to Dev	Status Updates
1 – Business has stopped	Immediate	30 Min	30 Min	4 Hrs	Continuous Phone Bridge
2 – Business is severely impeded	Immediate	2 Hrs	2 Hrs	6 Hrs	Hourly
3 – Business impeded but functioning	Immediate	3 Days	5 Days	5 Days	Daily
4 – Business not affected, symptoms exist	Immediate	10 Days	15 Days	25 Days	Weekly
5 – Request for information	Immediate	15 Days	20 Days	30 Days	Every 2 Weeks

The McAfee response charter also provides an increase in the severity level if a case has been open for an excessive length of time to ensure maximum effort is applied to solving outstanding issues.

Severity Definitions

Severity is a measure of the impact on a customer's ability to conduct business.

Severity 1 – Business Has Stopped

- Company cannot conduct business or the business is severely impacted
- The product is not functioning
- Internet connectivity or mail flow has stopped
- Company is unable to provide available virus protection to his network
- There is no viable workaround for this issue

Severity 2 - Business Severely Impeded

- Company's business is impeded but can continue to function
- The product is unable to provide a major feature such as reporting or updating
- Widespread symptoms across company's infrastructure
- Includes installation failures, conflicts with major brand software, or specific mail flow issue
- Customer is generally able to provide available virus protection to his network but specific resources cannot update

Severity 3 - Business Impacted But Able to Function Normally

- Customer ability to conduct business in not affected
- The symptom affects single machine or isolated parts of the environment
- Particular functionality is not working

Severity 4 - Business Not Affected But Noticeable

- Customer ability to conduct business in not affected
- Symptoms only affect a few machines
- Functionality loss has easy work around

Severity 5 - Request for Information or FMR (Feature Modification Request)

- Requests for further information
- Modification requests to products

Optional Services

McAfee Security Alerting Service (MSAS)

McAfee monitors and assesses threats of all sorts, and categorizes them by risk and severity. When a threat is determined, McAfee generates a notification message that can be distributed to every subscriber of MSAS in as little as 30 minutes, including all the communication methods selected by the subscriber.

One of the main benefits of MSAS is that if a primary mechanism of notification is not successful the service will automatically use a secondary notification mechanism to notify you of the alert.

Additional information can be found in the McAfee ServicePortal.

		AVERT Virus News and AVERT DAT Notification	*MSAS (McAfee Security Alerting Service)*
Alert Methods	Telephone (Voice)	-	✓
	E-Mail	✓	✓
	SMS	✓ **(e-mail to phone number)**	✓
	Fax	-	✓
	Pager	✓ **(e-mail to text pager)**	✓
Alert Types	Virus (Low-, Medium-, and High-Risk)	✓	✓
	Vulnerability (Low-, Medium-, and High-Risk)	-	✓
Signature (DAT) Files	Scheduled	✓	-
	Unscheduled	✓	✓
Product Updates	New Version Releases	-	✓
	Service Packs	-	✓
	Engine Updates	-	✓
	Product Patches	-	✓
Alert Configuration	By Method (Phone, E-Mail, Pager, etc.)	-	✓
	By Threat/Risk Assessment (e.g., Alert for High-Risk Only)	-	✓
	By Schedule (e.g., Blackout Periods)	-	✓
Alert Reliability	Failover (Re-Dial, Resend E-Mail, etc.)	-	✓
	Mail Server Down (Customer Side)	-	✓ **(Voice)**
	List Server Recovery (McAfee Side)	✓	✓
Alert Service Cost		**Free**	**Annual Subscription**

Platinum Support

McAfee Platinum Technical Support is our most complete support offering, providing essential help with unbeaten responsiveness and personalized support, lowering your risk of damage. Your stakeholders get greater access to critical systems and applications. McAfee Platinum Technical Support delivers the services you need when you need them—worldwide and around the clock.

McAfee's Platinum Technical Support earns consistently superior ratings for customer satisfaction. We do this by solving customer needs in four key areas:
- Account Management
- Proactive Services
- Responsive Services
- Online Support Technologies

For further information, please see:

http://www.mcafee.com/us/enterprise/support/technical_support/overview.html

Training and Consulting

In addition to our Technical Support Services, McAfee offer comprehensive Professional Services around the globe. The goal of McAfee's Professional Services organization is to ensure, via delivery of consulting and education services, that our customers derive maximum benefits and ROI from the successful and efficient deployment of our technology.

Our experienced consultants will assist you with the planning and implementation of our products and can address all phases of the security management cycle with our Assessment, Design, Deployment and Troubleshooting services covering Risk Management/Vulnerability Assessment, Intrusion Prevention and Anti-Virus Solutions.

Our Education Services provide training in product installation, configuration and administration, analysis and troubleshooting. Through the provision of classroom training, custom on-site training and consultancy, our aim is to facilitate customers' self-sufficiency with the installation, administration and upgrade of our products as efficiently and cost-effectively as possible.

For further information, please see:

http://www.mcafeesecurity.com/us/services/home.htm

Useful Information

End of Life Policy for Commercial Products

To ensure McAfee development resources are delivering the most innovative and cost effective products to customers, McAfee may periodically elect to discontinue specific products.

The latest version of this information can be found at:

http://www.mcafee.com/us/enterprise/support/customer_service/end_life.html

The reasons for discontinuing products vary and may include such reasons as:

- New technology allows for increased functionality and economy
- A product has reached the end of its natural lifecycle
- There has been very low customer demand for the product and, adhering to customer driven development best practices, is not an effective use of development resources

McAfee Product Management establishes product End of Life to outline clearly the level of support a product will receive as it moves through its life cycle: to set expectations and communicate with customers the level of support they can expect to receive.

When product End of Sale is announced, a transition plan for customers will be included. The product then begins End of Full Service Support and End of Life transition periods. Customers should begin to move to a new product, a recommended alternative, or Custom Support. During the End of Life period, McAfee will meet existing customer support agreements.

All End of Life, End of Sale, and End of Full Service Support information will be posted on the McAfee Technical Support ServicePortal web site: https://mysupport.mcafee.com and the individual product external web sites.

McAfee Technical Support Software Support Policy

- The End of Sale date will be announced at least 6 months prior to the effective End of Sale date
- Full Service Software Support will continue for a minimum of 1 year after the effective End of Sale date for customers with McAfee Technical Support Software Service for the product
- Custom Support will be available for up to 4 years after Full Service Software Support has ended, providing a up to of 5 years of support after the End of Sale date

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McAfee Technical Support Hardware Support Policy

- The End of Sale date will be announced at least 6 month prior to the effective End of Sale date
- Full Service Hardware Support will continue for a minimum of 2 years after the effective End of Sale date for customers with McAfee Technical Support Software Service for the product
- Custom Support will be available for up to 3 years after Full Service Hardware Support has ended, providing up to 5 years of support after the End of Sale date

Definitions

End of Life Policy

- End of Life terminology includes End of Sale, End of Full Service Support, and End of Custom Support
- Once End of Life is announced, no enhancements to the product will be made. Security updates and maintenance will continue until End of Full Service Support

End of Sale

- The date when a product is no longer available for purchase
- The End of Sale date will be announced at least 6 months prior to the effective End of Sale date

Full Service Support

- After End of Sale has been announced, Full Service Support includes available maintenance and technical support
- To receive Full Service Support McAfee may require the latest hardware and software product versions, service pack, DAT and signature files, and scan engine [where applicable], be deployed
- These elements are introduced by McAfee to add features and resolve issues. If any element is not at a current version, then the total product configuration may not be supported. McAfee will provide a version of software that has the functionality as outlined in release notes of the product

End of Full Service Support

- Once End of Full Service Support is reached support is available only with a Custom Support contract
- The End of Full Service Support date will be announced at least 1 year prior to the effective End of Full Service Support date

Custom Support

- Custom Support is an individually negotiated support contract for a product where Full Service Support has expired
- Custom Support requires the final release of hardware and software for the product

- To be eligible for Custom Support, McAfee Technical Support coverage must have been continuous for the duration that the customer owned the product. Custom Support can only provide a best effort resolution to issues

Guidelines for Product End-of-Life Milestones							
Milestone	- 6 Months	D a y 0	+ 1 Year	+ 2 Year	+ 3 Year	+ 4 Year	+ 5 Year
External announcement period	FSS	E n d					
Full Service Software Support	FSS	o f					
Custom Software Support		S a		CS	CS	CS	CS
Full Service Hardware Support	FSS	l e	FSS	FSS			
Custom Hardware Support		D a t e			CS	CS	CS

FSS	Full Service Support Available
CS	Custom Support Available

Feedback

Service Request Closure Survey

On resolution to your satisfaction of a Service Request, McAfee will then initiate an independent 3rd Party research company (Walker Information, Inc) to send you a survey to complete. Surveys are available in all languages that McAfee Support.

The information in this survey is completely confidential and will not be passed on to any company outside of McAfee. This information will allow us to improve the service we offer while at the same time act as a safeguard to ensure that you are happy with the service that you receive.

This is monitored through a closed-loop process tool that is used to ensure we are communicating with those customers who have asked for further communication from our management team.

Metrics and responses from these surveys are analyzed weekly and feedback provided to Support Management, Product Management, Engineering, and Sales on results. We implement measurable actions based off key drives.

Business Excellence Program

McAfee Technical support strives to provide the best possible service to its customers and has invested in a comprehensive call management tool that allows its management and business excellence team to recover all details regarding a specific case.
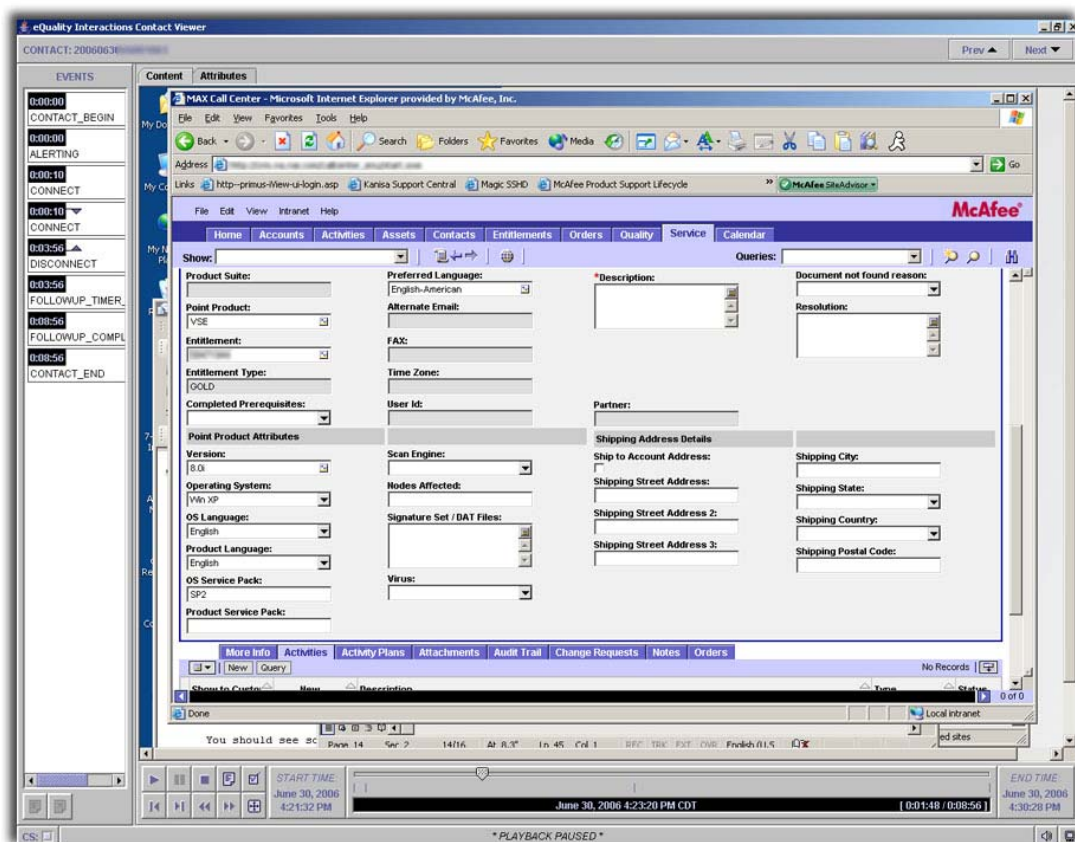
McAfee stores a recording of the data entry as it is entered into our system including keystrokes / mouse positions and synchronizes this with the recorded voice or chat call. This information is used to provide feedback to our engineers on best practices and examples of best of practice. Customers with a grievance to the way their call has been handled can also request a manager to review their case.

Feedback on this Document

If you would like to see additional information included in this guide or discover errors, please contact us at customer_feedback@McAfee.com.

Contact Information

Please check the McAfee website for the latest Technical Support telephone numbers.

http://www.mcafee.com/us/about/contact/index.html

Europe, Middle East, Africa

Country	Gold Technical Support		Customer Services
	Toll Free	Toll Share	Toll Free
Austria	00 800 6247 7463	0810 818 849	00 800 1225 5624
Belgium	0800 73330	07 8250143	
Denmark	00 800 6247 7463	70 10 54 40	
Finland		03 039001	
France		08 26020102	
Germany		01805 002380	
Greece	00800 3122 1303	00 44 870 9110010	00 800 3122 1287
Hungary	0680 015021	00 44 870 9110010	0680 015021
Ireland	1800 552190	1850 201 861	1800 552171
Israel	00 800 1225 5624	+44 870 9110010	00 800 1225 5624
Italy	00 800 6247 7463	02 45281511	
Luxembourg		04 0666 15671	
Netherlands		0900 2020546	
Norway		815 00 414	
Poland	00 800 311 1314	00 44 870 9110010	00 800 311 1314
Portugal	00 800 6247 7463	800 831503	00 800 1225 5624
South Africa	0 800 995069	0800 995081	0 800 995054
Spain	00 800 6247 7463	902 196803	00 800 1225 5624
Sweden	020 522829	085 7929008	020 522827
Switzerland	00 800 6247 7463	084 8444002	00 800 1225 5624
Turkey	00 800 3192 9159	00800 31920163	00 800 3192 9147
UK	00 800 6247 7463	0870 9110010	00 800 1225 5624
UAE	00 800 6247 7463	8000 4412069	00 800 1225 5624
Other	00 800 6247 7463	0870 9110010	00 800 1225 5624

North America

Country	Gold Technical Support	Customer Services
	Toll Free	Toll Free
USA	1 800 937 2237	1 800 338 8754
Canada (English)		
Canada (French)	1 866 488 8447 (7:00AM to 8:00PM Monday through Friday)	

Latin America

Country	Gold Technical Support & Customer Services
	Toll Free
Argentina	0 800 666 0049
Aruba	800 8870 (ask Sprint for 866 804 8783)
Bahamas	866 884 9788
Barbados	866 884 9815
Bermuda	866 884 9817
Brazil	0 800 891 5847
Cayman Islands	866 884 9828
Chile	800 396 900
Columbia	01 800 700 1585
Costa Rica	0 800 013 07551
Dominican Republic	888 751 8133
El Salvador	800 1525 (ask Sprint for 866 804 9042)
Ecuador	(Pacifictel) 1 800 999 171 (ask Sprint for 866 608 6995)
	(Andinatel)1 999 171 (ask Sprint for 866 608 6995)
Guatemala	9999 195 (ask Sprint for 866 804 9041
Honduras	8000 121 (ask Sprint for 866 608 6998)
Jamaica	1-866-884-9838
Mexico	01-800-888-8624
Netherlands Antilles (Curacao)	1800 877 8000 (ask Sprint for 866 608 6984)
	001 800 745 1111 (ask Sprint for 866 608 6984)
Nicaragua	161 (ask Sprint for 866 608 6997)
Panama	001-800-201-2734 (C&W) / 011-001-800-201-2734 (Telecarrier)
Peru	0 800 52 035
Trinidad, Tobago	1-800-201-3417
Venezuela	0 800 100 2603

Japan

Country	Gold Technical Support & Customer Services
	Toll Free
Japan	81 (0)3 5428 1620 (9:00AM to 9:00PM Monday through Friday)

Asia Pacific

Country	Gold Technical Support & Customer Services
	Toll Free
Australia	1 800 500 030
China	800 810 6030 (pin 9953)
	800 810 7030 *
Hong Kong	800 968 033
	800 964 991 *
India	00008001003187**
Indonesia	0018 030 612 102**
Korea	0800 065 500
Malaysia	1800 180 016
New Zealand	0800 174 139
Philippines	1800 1612 0116**
Singapore	800 616 2100
Taiwan	0080 123 2343* or 0080 123 2349
Thailand	0018 00 612 1102

* Contact numbers for general customer service and non-technical enquiries about product registration, licenses, grant numbers and complaints.

** Available on telephone lines with IDD facility enabled