



McAfee Platinum Enterprise Support Handbook

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Welcome to McAfee Platinum Enterprise Support. Our goal is to help you get the most from your products and provide your organization the best possible security. McAfee Support helps you combat today's threats, provides best practices to deploy and maintain your products, and addresses potential issues quickly and efficiently so you can focus on your business.

Product updates/upgrades

- Stay secure with the latest versions of your products – included with Gold Business Support
- Protection from the latest threats with daily updates of anti-virus signature files
- New update notifications through the Support Notification Service (SNS)

Online services

- Online KnowledgeBase for easy access to solutions
- McAfee Virtual Technician to resolve many common issues automatically
- Web support for opening and monitoring cases
- Online documentation and FAQs for each product
- Video tutorials showing product demonstrations and configuration walkthroughs
- Notification of changes in open support service requests

Telephone access to skilled technicians

- Support that is available 24/7, whenever a problem or outbreak may occur
- Unlimited number of calls to McAfee Technical Support
- Regular updates on the status of open cases
- Support technicians who are certified with high-skill security qualifications
- Remote debugging and re-configuration tools for rapid fault resolution
- Support in multiple local languages

Product evaluations

- Online McAfee Global Solutions Lab to test upgrades, new products, and new configurations
- Free trials of new products available for download
- New feature requests for enhancements to products

Outbreak analysis and alerts

- Submit spam or virus samples for analysis
- New threat notification

NOTE: Some support services may not be available on all products.



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McAfee, Inc., headquartered in Santa Clara, is the world's largest dedicated security technology company. McAfee is relentlessly committed to tackling the world's toughest security challenges. The company delivers proactive and proven solutions and services that help secure systems and networks around the world, allowing users to safely connect to the Internet, browse, and shop the web more securely. Backed by an award-winning research team, McAfee creates innovative products that empower home users, businesses, the public sector, and service providers by enabling them to prove compliance with regulations, protect data, prevent disruptions, identify vulnerabilities, and continuously monitor and improve their security.

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McAfee Platinum Support Quick Reference

(Please Print This Page)

The Premium Support Team

Product Specialists are senior certified technicians with deep product expertise focused on resolution speed and quality. Product Specialists are experienced at remotely resolving critical security issues rapidly, and have direct access to McAfee product developers as needed. All technical issues should be reported to the Product Specialist first.

Platinum customers benefit from the services of a **Support Account Manager (SAM)**. The SAM is your personal security advocate who is thoroughly familiar with your McAfee deployment and support history. Your SAM provides 24/7/365 proactive product support and planning assistance, operational advice, and direct intercession with other teams on your behalf.

Severity Levels Defined

Severity is the definition of the issue based on the actual technical problem and the impact on your business.

Severity 1: Business has stopped.

Response Charter: Immediate

Our product is not functioning; Internet connectivity or mail flow has stopped.

Severity 2: Business is severely impacted.

Response Charter: Immediate

Symptoms are present across the environment, includes installation failures, conflicts with major brand software, or a specific mail flow issue.

Severity 3: Business is impeded but functioning.

Response Charter: Immediate

The symptom affects a single machine or isolated parts of the environment.

Severity 4: Business is not affected, symptoms exist.

Response Charter: Immediate

The symptom affects few machines or is easily circumvented.

Severity 5: Request for Information

Response Charter: Immediate

This includes general requests for product information and Product Enhancement Requests.

Accessing Premium Support

Technical Assistance

Online Platinum Portal: <https://platinum.mcafee.com>

Product Specialist Telephone Access

Phone:

Partner Support Account Manager (SAM) Assistance

Name:

Email Address:

Direct Phone:

Mobile Phone:

(Severity 1 and 2 issues only)

Platinum Support Management Escalation Contacts

One Call (Available in North America Only)

In the event you must leave a message for your SAM on a critical situation and have not received a return call within 30 minutes, please dial the One Call toll-free number and provide the operator with your name, contact number, company name, and the assigned SAM's name. Platinum management will be notified and take action immediately.

One Call: 800-977-2237

Manager, Platinum Support

Name:

Email Address:

Direct Phone:

Mobile Phone:

Director, Platinum Support

Name:

Email Address:

Direct Phone:

Mobile Phone:

Regional Vice President, Technical Support

Name:

Email Address:

Direct Phone:

Mobile Phone:

Executive Vice President of Worldwide Technical Support

Barry McPherson

Direct Voice: 972-987-2826

Mobile Phone: 214-578-1081

Email Address: barry_mcpherson@mcafee.com

Online Platinum Portal

Support Notification Service (SNS)

McAfee Labs Threat Center

McAfee Labs Tools & Utilities

Global Solutions Lab

WebMER

DAT Notification Service Sign-up

Product End-of-Life Policy

Support Terms and Conditions

Product Enhancement Requests

<https://platinum.mcafee.com>

https://sns.secureforms.mcafee.com/content/SNS_Subscription_Center

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

<http://www.mcafee.com/us/downloads/free-tools/index.aspx>

<https://www.mcafeeegsl.com/>

<https://kc.mcafee.com/corporate/index?page=content&id=KB59385>

<https://secure.mcafee.com/apps/mcafee-labs/dat-notification-signup.aspx>

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

<http://www.mcafee.com/us/support/terms-and-conditions.aspx>

<https://secure.mcafee.com/apps/downloads/products/products-enhancement-request.aspx>



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Platinum Enterprise Support Benefits-at-a-Glance

Features and Offerings	McAfee Gold Business Support	McAfee Gold Enhanced Business Support	McAfee Platinum Enterprise Support	McAfee Platinum Global Enterprise Support	McAfee Platinum Large Enterprise Support	McAfee Platinum Resident Enterprise Support
Daily product updates (.DATs, engine, and more)	•	•	•	•	•	•
Product upgrades	•	•	•	•	•	•
Malware alerts with remediation analysis	•	•	•	•	•	•
Malware analysis service	•	•	•	•	•	•
Malware trend podcasts and blogs	•	•	•	•	•	•
Chat, web, and phone support with remote desktop control	•	•	•	•	•	•
24/7 phone support (normally under five minutes to expert)	•	•	•	•	•	•
Automatic diagnostic and remediation tools	•	•	•	•	•	•
Best practice videos and guides	•	•	•	•	•	•
Online product test environments	•	•	•	•	•	•
Product Specialists		•	•	•	•	•
Direct access to specialists for all your products		•	•	•	•	•
Enhanced escalation strategy		•	•	•	•	•
Enhanced SMS alerting services		•	•	•	•	•
Authorized contacts		5	10	25	20	Resident
Assigned McAfee Support Account Manager			•	•	•	Resident
Product planning and protection analysis			•	•	•	•
Regular case and business reviews			•	•	•	•
Risk assessments			•	•	•	•
Technical onsite visits			•	•	•	Resident
Emergency onsite assistance			Up to 2	Up to 2	•	Resident
Global account management				•	•	•
Regular calls with McAfee Labs™ and product management					•	•



Getting Started

McAfee provides a wide range of tools and resources to help you get the most from your products and ensure that any problems are resolved as quickly as possible.

Grant Number

Your Grant Number is the key to obtaining the benefits of your McAfee Technical Support, including product downloads, updates, access to the McAfee Technical Support Platinum Portal and Technical Support Product Specialist. You should receive your Grant Number by email after purchasing a McAfee product. Keep your Grant Number in a safe place. Without a Grant Number, it may take significantly longer to submit a support call or access online content.

If you lose your Grant Number you can re-request your Grant Number by contacting McAfee Customer Service here:

<https://secure.mcafee.com/apps/support/customer-service/request-form.aspx>.

Setting up your Platinum Portal Account

The McAfee Platinum Portal (<https://platinum.mcafee.com>) is your starting place for a comprehensive, searchable collection of support tools, including the KnowledgeBase, product documentation, and software downloads. You must log in to use the features on the Platinum Portal.

Account and Environment Management

The McAfee Platinum Portal allows you to manage the access levels for any of your authorized contacts. You can restrict which team members can create and see Service Requests for your company. You can also upload documents related to your environment. Such documents might include network diagrams or hardware and software specifications for the servers and clients in your network.

For more information on these features of the Platinum Portal, see:

<https://kc.mcafee.com/corporate/index?page=content&id=KB65917>.



Deploying your Products

Deployment Assistance Tools

Before installing a product, McAfee recommends users review the tools available within the Platinum Portal (<https://platinum.mcafee.com>) to assist you in making your product deployment and configuration as easy as possible.

Product Documentation and Walkthrough Guides

The Product Documentation link on the McAfee Platinum Portal provides access to product release notes, installation guides and product guides by product, allowing users to quickly obtain important information about their products.

Quick Tip Videos

The McAfee Multimedia Library hosts a number of quick tip videos that cover some of the useful configuration and installation options for deploying McAfee products. For more information visit: <http://www.mcafee.com/apps/view-all/multimedia.aspx>.

Online Evaluation Environments

The Global Solutions Lab (GSL) gives you hands-on access to test the deployment and upgrading of McAfee products in virtual environments before deploying to a live environment. These environments allow you to walk through a full product upgrade to familiarize yourself with any changes and enhancements and to mitigate any possible issues you might encounter.

Register using your email address at <https://www.mcafee.com/gsl>.

Training and Professional Services

If you would like to receive assistance with your deployment or check the health of your installation, McAfee offers a number of professional services. For on-site assistance, contact McAfee Solution Services at Solution_Services@mcafee.com.

Smaller organizations can utilize our QuickStart services (<http://www.mcafeequickstart.com/>), for remote deployment and health check services.

McAfee also provides a number of comprehensive online and classroom training courses. For more information visit: <http://www.mcafee.com/us/services/strategic-security-education/index.aspx>.

Downloading Your Products

McAfee constantly enhances its products to combat new attacks and prevent data loss. Regularly upgrading products ensures that systems have the maximum level of protection, while minimizing the possibility of encountering an issue that has already been addressed in a later version.



McAfee Downloads Portal

You can download McAfee software from the McAfee My Products Download portal. Authenticate with your Grant Number to display all of the products available for download under your support contract. For downloads, see:

<http://www.mcafee.com/us/downloads/>.

Patches and Hotfixes

Software updates for most McAfee products are available from the Platinum Portal. Click the **Download Product Updates** link under **Self-Service**.

To access software patches and upgrades for former Secure Computing products, see: <https://www.securecomputing.com/index.cfm?skey=246>.

Hardware Support

McAfee Hardware Technical Support provides a maintenance program for service and repair of McAfee appliances. There are several Hardware Support Programs available to assist customers with the peace of mind to have their appliance diagnosed quickly in the event of a failure or other issue. For more information on McAfee Hardware Support, see:

http://mcafee.com/us/local_content/datasheets/hardware_support_user_guide.pdf.

Activations

Some McAfee products including McAfee Firewall Appliances, McAfee SmartFilter, and McAfee Web Reporter require activations.

If your product requires activation, go to: <https://www.securecomputing.com/index.cfm?skey=231>.

Configuring ePolicy Orchestrator for Updates/Upgrades

McAfee recommends that you use McAfee ePolicy Orchestrator® (ePO™) to automate the deployment of your McAfee software, updates, and virus definitions. For instructions on how to deploy updates via ePolicy Orchestrator, see the ePolicy Orchestrator Product Guide at: <https://mysupport.mcafee.com/Eservice/productdocuments.aspx>.

A QuickTips video walkthrough is also available at: <http://www.mcafee.com/us/resources/tutorials/epolicy-orchestrator-quicktips-video.html>.

Keeping your Products Current

To address the constantly evolving threat landscape and deliver the most innovative and cost-effective products, McAfee regularly releases new product versions and discontinues old ones.

To ensure you are using the most current product version, see: <http://www.mcafee.com/us/support/support-eol.aspx>.



Staying Protected

To keep you up to date on the latest threats and product updates, McAfee offers a number of alerting services and online resources.

Alerts

Support Notification Service

The Support Notification Service (SNS) can deliver product information to you by email, such as End of Life, patch and upgrade notifications, threat reports, DAT notices, and critical alerts that may require immediate attention. This information can help you get the most out of your McAfee security investment — and help you avoid problems by keeping you up to date.

To sign up for SNS, go to:

https://sns.secureforms.mcafee.com/content/SNS_Subscription_Center.

McAfee Labs Security Advisories

McAfee Labs Security Advisories are notifications created by the global research team to map high-profile threats to the McAfee technologies that remediate against that threat.

Sign up for McAfee Labs Security Advisories at:

<http://www.mcafee.com/apps/mcafee-labs/signup.aspx>.

McAfee Labs DAT notification service

McAfee Labs DAT notifications inform you when DATs are ready to download. Every Monday through Friday, McAfee Labs posts the latest DATs to ensure that your product contains the most up-to-date detection and repair capabilities. In the event a security threat is discovered and McAfee Labs assigns a risk assessment to the threat that is Medium or above, you will be notified of the emergency DAT posting.

Sign up for the McAfee Labs DAT notification service at:

<https://secure.mcafee.com/apps/mcafee-labs/dat-notification-signup.aspx>.

McAfee Labs Vulnerability Assessment

McAfee Labs Vulnerability Assessment is a notification about the latest information regarding threats that reach Low-Profiled, Medium, Medium-On-Watch, High, or High-Outbreak assessment levels.

Details on the classification of threat levels are available at:

<http://www.mcafee.com/us/mcafee-labs/resources/vulnerability-assessment.aspx>.



Support Account Manager Critical Issue Notification

In the event that there is a critical incident that could impact your environment, your Support Account Manager will proactively contact you to notify you of the potential issue and work with your team to minimize or negate the impact to your environment.

Online Resources

McAfee Threat Center

The McAfee Threat Center provides a comprehensive list of top vulnerabilities and threats. It also contains links to useful tools for virus removal and McAfee Foundstone® tools that can simulate a vulnerable site to highlight common weaknesses.

The McAfee Threat Center includes:

- Sage journal—McAfee Labs' security journal, which provides insights into future security threats
- McAfee AudioParasitics—Podcasts on the latest threats
- McAfee Labs blog—Blogs from McAfee malware researchers
- Current malware and vulnerability descriptions—Rankings on the latest threats

Visit the McAfee Threat Center at:

<http://www.mcafee.com/us/mcafee-labs/threat-intelligence.aspx>.

McAfee TrustedSource

The McAfee TrustedSource website provides precise information about email senders' reputation by domain and IP address. It provides you with a view into current and historical reputation and sending patterns of sends, as well as analytical information such as country of origin, network ownership, and hosts for known senders within each domain.

TrustedSource also includes a URL checking tool that provides status, categorization, and web reputation information for URLs in the TrustedSource Web Database (URLs organized into categories and reputation ratings for use in web filtering policies). You can also suggest categorization changes for URLs.

Visit TrustedSource at:

<http://www.trustedsource.org>.



Online Access to Definition Files

Many McAfee products require definition files, or DATs. The DATs contain the information that the anti-malware engine requires to properly detect threats and clean infections. The table below describes the various types of DAT files and when they are issued or used.

DAT type	Description
Daily DAT	The daily DATs contain only the latest virus information (with no scan engine) and are updated on a daily basis. Daily DAT files are downloaded automatically by your McAfee products. If you need to download a copy of the latest daily DATs, go to: http://www.mcafee.com/apps/downloads/security-updates/security-updates.aspx .
SuperDAT	A SuperDAT is a one step executable update for your regular DAT files and the anti-malware engine used by your product. A SuperDAT can be used to update the DATs and engine when other update methods have failed, or if a system must be taken off the network. To download SuperDATs, go to: http://www.mcafee.com/apps/downloads/security-updates/security-updates.aspx .
Beta DAT	Beta DATs are hourly builds of the daily DAT files with additional malware definitions that have been received recently. Beta DATs receive limited false positive testing and are recommended for use primarily on high risk systems or when an infection is not detected by the daily DATs. To download Beta DATs, go to: http://www.mcafee.com/apps/mcafee-labs/beta/dat-file-updates.aspx .
Extra.DAT	Extra.DATs are temporary definition files delivered directly by McAfee Labs in response to submitted malware that is not yet covered in the daily DAT files. Extra.DATs are intended to provide emergency coverage until the new malware can be incorporated into the daily DATs. Extra.DATs automatically expire and are deleted when the extra detections are added to the daily DATs.

In addition to the regular DAT files, several McAfee products such as VirusScan Enterprise make use of our Global Threat Intelligence technology. Global Threat Intelligence supplements detection in the DAT signatures with real-time behavior analysis. You can reduce your company's potential exposure to threats by enabling this feature.

How it works

1. A user receives a file that the scan agent deems suspicious (for example, an encrypted or packed file) and for which there is no signature in the current local DAT files.
2. Using Global Threat Intelligence, the agent sends a fingerprint of the file for instant lookup in the comprehensive real-time database at McAfee Labs.
3. If the fingerprint is identified as malicious, an appropriate response is sent to the user to block or quarantine the new threat.



Getting Help

Customer Service

For non-technical questions regarding licensing and support entitlements, such as recalling a forgotten Grant Number, contact McAfee Customer Service via telephone or online submission. You can also review the most common customer issues at:

<http://www.mcafee.com/us/support/customer-service-faq.aspx>.

Frequently Asked Questions about products formerly provided by Secure Computing can be found at: <https://www.securecomputing.com/index.cfm?skey=297>.

Online Technical Resources

In addition to the features covered in the Deployment Assistance Tools section of this document, McAfee also provides online tools to resolve issues quickly and easily. The Platinum Portal (<https://platinum.mcafee.com>) is your starting place for a comprehensive, searchable collection of support tools, including the KnowledgeBase, product documentation, and software downloads. Make sure you log in to get the most value from the Platinum Portal.

KnowledgeBase

The McAfee KnowledgeBase contains over 15,000 articles and provides a quick and easy way to find resolutions to your questions. It offers a powerful search feature and quick links to top searches, recently added content, and common issues.

The **Search the KnowledgeBase** link on the McAfee Platinum Portal provides the ability to use a query-based search to find solutions to questions about McAfee Products. Query results can then be refined using filters on the left side of the page.

You can flag up to 50 articles as favorites on the KnowledgeBase home page by clicking **Add to Favorites** at the top of an article. To remove an article from your Favorites, click **My Favorites** on the right side of the page, then click **Remove** beside the article name.

You can also **Browse the KnowledgeBase** by product and version.

McAfee Community

The McAfee Community enables you to connect with other customers to learn and share solutions about McAfee products. Community members can post discussions, form user groups, share documents, and write blog posts. You must register to post, so join today!

Visit the McAfee Community at: <http://community.mcafee.com>.



How to Submit Virus or Malware Samples to McAfee Labs

When submitting a sample to McAfee Labs for review, you may use either of two delivery methods:

- **McAfee Platinum Portal**
This is the preferred method for McAfee Labs to receive submissions from Platinum customers. When you use this method we can process and respond to samples more rapidly. You'll find instructions for using the McAfee Platinum Portal in McAfee KnowledgeBase article [KB68030](#).
- **Email**
You can submit samples directly to McAfee Labs by attaching the file(s) in an email to virus_research@mcafee.com. When submitting samples via email, you must archive them in a password-protected Zip file with the password "infected" (all lowercase). For instructions on how to create a Zip file and password protect it, see these articles:
 - [Using WinZip](#)
 - [Using Windows File Compression](#)

Submission Information

To help us speed the sample review process, please provide the following information along with your sample:

- A list of all files contained in the sample submission, including a brief description of where or how you found them
- What symptoms cause you to suspect that the sample is malicious
- Whether any security products find a virus (tell us the security vendor, its product name, the version number, and the virus name assigned to the sample)
- Your McAfee product information (product name, engine, and .DAT version)
- Any system details that may be relevant, including operating system and service packs

Finding Samples to Submit

McAfee KnowledgeBase Article [KB53094](#) can assist customers in finding malicious samples on their systems.

What Not to Submit

Please do not send screenshots, anti-virus or HijackThis logs, or prefetch files through McAfee Platinum Portal or email. Send only the suspected malicious files.



Automatic Diagnosis and Remediation

One of the quickest ways to resolve a technical problem is with McAfee Virtual Technician (MVT). This automated tool can determine if 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.

MVT can be run remotely on a client device using ePolicy Orchestrator (ePO-MVT):

<https://kc.mcafee.com/corporate/index?page=content&id=PD22556>.

MVT-ePO packages can be downloaded here:

<http://mer.mcafee.com/enduser/downloadpomvt.aspx?lang=English>.

MVT also can be manually executed on a client machine using <http://mvt.mcafee.com> from that client.

For detailed information on how to use MVT and a list of supported products, see:

<https://mvt.mcafee.com/mvt/Documents/WalkThruGuide/en-us/MVTWalkThroughGuide.pdf>.

Endpoint Encryption Code of the Day

Customers with McAfee Endpoint Encryption who need access to certain functions within the McAfee device encryption disaster recovery toolkit (SafeTech/WinTech toolkit) require a unique code that changes on a daily basis.

To access the Endpoint Encryption Code of the Day, log into the Platinum Portal (<https://platinum.mcafee.com>) and select **Endpoint Encryption Code of the Day** under **Additional Services** on the website banner.

Minimum Escalation Requirements (MER) Tool

The MER tool is a utility for collecting McAfee product and general system information to assist our technicians with diagnosing issues. The information collected by the MER tool includes an MSD report (or other OS equivalent), event logs, McAfee registry keys, McAfee log files, and current McAfee .EXE files. The exact files collected will differ by product and version. After the tool collects the necessary data, it will create a .TGZ (compressed) file you can send to our technician to analyze or escalate.

The MER tool is updated regularly. To download the latest version, see:

<https://kc.mcafee.com/corporate/index?page=content&id=KB59385>.

For additional information on how to use the MER tool, see:

<http://mer.mcafee.com/enduser/lang/English/WebMERWalkthrough.pdf>.

Due to limitations in some operating systems and other concerns, the MER tool is not available for all products. For a list of products that the MER tool supports, see:

<https://kc.mcafee.com/corporate/index?page=content&id=KB59385>.



Assisted Technical Support

If you require assistance from a Support Product Specialist, McAfee Platinum Enterprise Support provides Online Service Requests and telephone support. To help us resolve your issue as quickly as possible, please ensure that you have the following information available:

- Technical Support Grant Number
- Geographic location of the software installation
- Detailed description of the problems or errors
- Description of the hardware that the software is installed on, including the serial number or service tag where applicable (hardware must meet published McAfee specifications)
- Name and versions of any operating system, network, and software running with the McAfee software, including patches and fixes
- Minimum Escalation Requirements (MER) tool output (optional)
- If your service request needs to be escalated to a higher level of support you may be asked for additional files or details on your installation.

Service Request Number

A Service Request Number will be created for each new case opened and should be quoted on all queries regarding that request.

The status of open Service Requests can be viewed by logging into the Platinum Portal (<https://platinum.mcafee.com>) and selecting **View my open Service Requests** under **Interactive Support**.

Details for a specific service request can be viewed by clicking it on the status field. In the Updates section, you can see comments added by Support or add information that may help us resolve your issue.

Create an Online Service Request

To create a new Service Request, log in to the Platinum Portal and click **Create a Service Request**. Complete all of the required fields and attach any additional log files or information that will assist your support technician.

Use the Platinum Portal to submit non-critical issues such as Severity 3, 4 and 5 request. If you have a Severity 1 or 2 issue, please call the Product Specialist.

A McAfee engineer should respond to your service request within 24 hours. Depending on the complexity of the issue, the technician may contact you by phone.

McAfee Support will make three attempts to contact you, each at least one business day apart. If we receive an out-of-office notification, we will postpone follow up attempts for that period. After three unsuccessful attempts, we will assume that your issue is resolved and send a notification that the request has been closed. You can call McAfee Support at any time within the next 30 days to reopen the request.



Checking the Status of your Service Requests

The McAfee Platinum Portal offers users several options for viewing the status of their Service Requests, under **Interactive Support**.

- View My Open Service Requests
- View All My Service Requests
- View All My Company Service Requests

Gold Business Phone Support

As a Platinum Enterprise Support customer, you also have access globally to McAfee Gold Business Support, 24 hours a day, 365 days a year. Commercially reasonable effort is made to provide local language support in most countries during business hours and in English at other times. Local language phone support may not be available for all products. To use phone support you will be asked to provide your McAfee Grant number.

Check the McAfee website at <http://www.mcafee.com/us/about/contact-us.aspx> for the latest Technical Support telephone numbers for your country.

Quality assurance through our Witness program

McAfee Technical Support strives to provide the best possible service and has invested in a comprehensive call management tool that enables management and the business excellence team to recover all details regarding a specific case. The Witness tool records data as it is entered into our system, including engineers' keystrokes and mouse positions, and it synchronizes this with the recorded call or chat session. This information is used to provide feedback to our engineers for training on best practices.



Customer Feedback Program

McAfee is committed to delivering world-class customer service and support and has partnered with industry leader Walker Information as part of our Customer Feedback Program.

Customer Satisfaction Surveys are sent out at the closure of service requests in the form of a web-based survey delivered via an email invitation from support@walkerinfo.com. Not all service requests will generate surveys to limit the number of emails sent to a given customer.

The information in the survey is confidential and is used only to improve the service that McAfee provides and ensure that you are satisfied with the service you received. Survey information is not shared with any entity outside of McAfee.



Response Charter

Each Platinum Enterprise Technical Support interaction begins with your Product Specialist and receives a unique Service Request (SR) number to track resolution of the issue. We attempt to resolve every issue on the first call. Unresolved customer issues are evaluated based on severity and priority of resolution. Based on this evaluation, they are assigned a numerical impact level value.

If the Product Specialist is unable to resolve the issue or it is assigned a high-impact level, it is escalated to successive tiers as needed for resolution. Each tier in the McAfee support organization will use all available resources to resolve the issue. These processes apply to all Service Requests that are escalated within the McAfee Technical Support organization.

Escalation and response times

Depending on the severity level, the McAfee response charter sets out clear guidelines about how frequently you'll be contacted by our technicians about 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.

Severity	Product Specialist Response	Escalation to Tier III	Escalation to Development	Status Updates
1. Business has stopped	<3 minutes	30 minutes	4 hours	Continuous phone bridge
2. Business is severely impeded	<3 minutes	2 hours	6 hours	Hourly
3. Business impeded but functioning	<3 minutes	5 days	5 days	Daily
4. Business not affected, symptoms exist	<3 minutes	15 days	25 days	Weekly
5. Request for information	<3 minutes	20 days	30 days	Every two weeks



Severity definitions

McAfee defines the severity of an issue based on how it impacts your ability to conduct business. A severity code is associated with all service requests, failures, and enhancement requests to indicate the impact and the urgency of the request.

Severity 1—Business has stopped

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

Severity 2—Business is severely impeded

- Your organization's business is impeded but can continue to operate.
- A major product feature, such as reporting or updating, is not functioning.
- There are widespread symptoms across your organization's infrastructure.
- Issues include installation failures, conflicts with major brand software, or specific email flow problems.
- Your organization is generally able to provide available virus protection to the network, but specific resources cannot be updated.

Severity 3—Business is impacted, but your organization can function normally

- Your organization's ability to conduct business is not affected.
- Symptoms affect a single system or isolated parts of the environment.
- Specific functionality is not working.

Severity 4—Business is not affected, but there are noticeable problems

- Your organization's ability to conduct business is not affected.
- Symptoms affect only a few systems.
- Functionality loss has an easy workaround.

Severity 5—Requests for information or feature modifications

- You request product documentation or other information that does not require troubleshooting and issue resolution.
- You request modifications to the functionality or design of McAfee products.



Support Terms and Conditions

For information on McAfee's Support Terms and Conditions, see:

<http://www.mcafee.com/us/support/terms-and-conditions.aspx>.

End of Life Policy

To make sure that we deliver the most innovative and cost-effective products to customers, we may periodically choose to discontinue specific products. Some reasons for discontinuing products are:

- New technology emerges, which allows for increased security and functionality.
- A product has reached the end of its natural life cycle.
- Customer demand for the product is low and supporting it is not an effective use of development resources.

McAfee Product Management establishes product end of life to clearly outline the level of support a product will receive as it moves through its life cycle. We aim to set expectations and keep you informed about the level of support you can expect to receive. We recommend that you move to a newer product, a recommended alternative product, or custom support. During the end-of-life period, McAfee will meet existing support agreements.

End-of-life, end-of-sale, and end-of-full-service support information is posted at:

<http://www.mcafee.com/us/support/support-eol.aspx>.



Premium Support Offerings

McAfee strives to provide the highest level of service with McAfee Gold Business support but some customers with complex or mission critical environments can reduce their own internal support costs by choosing a more proactive and personalized support solution.

Gold Enhanced Business Support

Ideally suited for businesses with more complex security environments that could normally take longer to identify root causes and resolve problems. Gold Enhanced Business Support provides all of the benefits of Gold Business Support, but also include direct access to Product Specialists. Their expertise and security knowledge ensure that your complex issues are resolved quickly to minimize risk to your business.

Platinum Enterprise Support

Enterprises worried about business continuity and compliance need a higher level of accountability and predictive support. An assigned Support Account Manager (SAM) provides personalized support, risk assessments, proactive advice, and escalation for complex technical issues. Customers also gain the benefit of direct access to Product Specialists for detailed technical assistance on their products.

Platinum Global Enterprise Support

Platinum Global Enterprise Support is ideal for multi-national organizations centrally managed from a headquarters location. An assigned Global Support Account Manager provides centralized account management in addition to Product Specialists in each region. By leveraging our Product Specialists worldwide, we resolve issues faster, anytime, anywhere. We will provide you with complete product, technical, and problem-solving expertise when and where you need it.

Platinum Large Enterprise Support

Tailored to large and complex organizations focused on minimizing disruptions and reducing their total cost of ownership. The Large Support Account Manager acts as an extension to your IT security team, working closely with them on solutions planning assistance, pre-emptive advice, and direct intercession on your behalf for the fastest possible resolution to complex technical issues. Assigned Product Specialists are on call to provide detailed technical assistance when required.

Platinum Resident Enterprise Support

Organizations requiring the highest level of pre-emptive assistance to manage their complex environments gain significant benefit from a dedicated Resident Support Account Manager or Product Specialist embedded with their IT security team. An onsite expert can engage directly with pre-deployment planning and best practice to maximize protection and minimize risk.



Additional Services

Solution Services

Many customers do not have the time or resources to fully deploy their security products. McAfee Professional Services can help you quickly realize the full value of your McAfee security solution and accelerate your return on investment. An improperly configured security product could result in reduced protection, increased vulnerability to attack, and degradation of system performance. McAfee Professional Services consultants provide onsite assistance utilizing their extensive experience in deploying McAfee products.

Visit: <http://www.mcafee.com/us/services/solution-services/index.aspx>.

QuickStart Services

Smaller organizations can utilize the benefit of security experts for installation, deployment, configuration, or fine-tuning assistance with McAfee's QuickStart services. These experts can remotely connect to your system and take the effort out of implementing, optimizing and configuring your McAfee security solutions.

Visit: <http://www.mcafeequickstart.com/>.

McAfee Product Education

Learn the real-world skills you need to effectively fight today's attacks and tomorrow's threats. McAfee Product Education combines hands-on experience with expert instruction so you can get the most from your McAfee security products. Visit:

<http://www.mcafee.com/us/services/solution-services/index.aspx>.

Foundstone Consulting

Foundstone is the pre-eminent leader in network security consulting, serving hundreds of high profile organizations in the Fortune 500, federal and state governments, and the military. Our bonded consultants are recognized experts, educators, and technical authors who can assist in Network Assessments, Health checks and Software and Application Services (SAAS). Visit:

<http://www.mcafee.com/us/services/mcafee-foundstone-practice.aspx>.

Strategic Security Education

Give your in-house security team the tools and methodologies they need to defend your business. Foundstone combines interactive classroom demonstrations with hands-on labs. Your students leave armed with a real-world understanding of critical security issues, and how to address them. Visit:

<http://www.mcafee.com/us/services/strategic-security-education/index.aspx>.

