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McAfee Hardware Support Handbook

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McAfee delivers the industry's most comprehensive enterprise security solutions. We offer a complete range of both hardware-based, software-based, and virtualized security, including intrusion prevention, firewalls, network access control, network behavior analysis, anti-spam, anti-malware, web filtering, and outbound content control and risk and compliance solutions. These solutions are all backed by our Security Connected framework, which enables the delivery of McAfee® Labs™ real-time global threat protection as well as integration with McAfee ePolicy Orchestrator® (McAfee ePO™) management software.

Business availability depends heavily on proactive risk management and mitigation. If it is your charter to maximize protection, minimize downtime, and solve security problems quickly, our industry-leading software and hardware technical support programs are for you. Preventing problems before they hit and recovering quickly if they do are the goals of our proven hardware support programs. McAfee Hardware Technical Support provides a maintenance program for service and repair of McAfee appliances. There are several McAfee Hardware Technical Support programs available to provide customers with the peace of mind of having their appliance diagnosed quickly in the event of a failure or other issue.

McAfee Hardware Technical Support options supplement your McAfee Gold Support or McAfee Premium Support contract with solutions specific to the hardware and appliances you have purchased. For contact information and software support, refer to your primary support handbook.

Hardware Support Level Descriptions

Advanced Replacement RMA—same business day ship hardware support

Advanced Replacement Return Materials Authorization (RMA)—same business day ship provides that if McAfee confirms a hardware defect before 1:00 pm local McAfee Technical Support Ship Center time, then, on the same business day, McAfee will ship (using next-day air shipping at the expense of McAfee) replacement hardware, of like or better quality, to the location of the defective hardware, subject to carrier schedules and customs.

The customer must return, (at the expense of McAfee and using a McAfee-selected carrier and packaging) the defective hardware to McAfee within 15 days following its receipt of the replacement hardware or the customer will be invoiced for the replacement hardware at the then-current McAfee replacement price. Please note this service level is not available for Dell-based McAfee appliances.

Advanced Replacement RMA—second business day ship hardware support (available for McAfee USB devices only)

If McAfee confirms a defect after 1:00 pm local McAfee Technical Support Ship Center time, then on the following business day, McAfee will ship the replacement hardware on the terms described above.

The customer must return (at the expense of McAfee and using a McAfee-selected carrier and packaging) the defective hardware to McAfee within 15 days following its receipt of the replacement hardware or the customer will be invoiced for the replacement hardware at the then-current McAfee replacement price. Advanced RMA second day business ship is only available for McAfee USB devices at this time.

NOTE: For all RMAs, if the defective hardware is not returned to McAfee within 15 days after receiving the replacement hardware, the customer will be invoiced for the replacement hardware at the then-current McAfee replacement price.

On-site repair—same day 24/7

On-site repair—same day 24/7 hardware support provides that (i) if McAfee confirms a hardware defect anytime, day or night, a McAfee-authorized service technician will use commercially reasonable efforts to be on site within a commercially reasonable time period dispatch to repair or replace the affected hardware; (ii) the customer shall be entitled to all parts, of like or better quality, and labor necessary to repair or replace the hardware at no additional charge.

On-site repair—next business day

On-site repair—next business day provides that (i) if McAfee confirms a hardware defect before 3:00 pm local time, typically within one business day, a McAfee-authorized service technician will be dispatched to repair or replace the affected hardware. If the hardware requiring replacement is considered a customer replaceable unit (CRU), the replacement part will be shipped to arrive the next business day. If McAfee confirms a hardware defect after 3:00 pm local time, then within two business days, a McAfee-authorized service technician will be dispatched as described above: (ii) A McAfee-authorized service technician will use commercially reasonable efforts to arrive at the customer location prior to 5:00 pm local time, Monday through Friday, except holidays observed by McAfee, to begin hardware repair or replacement, and (iii) the customer will be entitled to all parts, of like or better quality, and labor necessary to repair or replace (with the exception of CRUs as noted above) the hardware, at no additional charge.

NOTE: For all next business day on-site repair support, your McAfee-authorized service technician will use commercially reasonable efforts to arrive at your location before 5:00 pm local time, Monday through Friday (except holidays observed by McAfee), to begin hardware repair or replacement.

Parts-only service (where on-site repair is unavailable)

In countries and locations where onsite service is not available, if McAfee confirms a hardware defect, you are responsible for contacting a local distributor to obtain parts and service. With this service level, you are entitled to all necessary parts of like or better quality. Your company will be responsible for delivery and collection of the defective system to and from the distributor's repair facility as well as any additional charges for labor and administrative costs associated with the repair. Please note that parts-only service is only available for Dell-based McAfee appliances at this time.

Please check with McAfee or your reseller for advice and information specific to your country or region.

Authorized service providers for parts-only repair

The first step for diagnosing all technical issues is to contact McAfee Technical Support. Once an issue has been determined by McAfee Technical Support to be a hardware failure, in countries where parts-only support is the only hardware support offering available, it is necessary to contact a local authorized service provider to perform the repairs according to the manufacturer specifications. This option is available only for Dell-based McAfee appliances at this time.

To locate an authorized service provider for Dell-based hardware, please use the following links:

EMEA: www1.euro.dell.com/content/topics/topic.aspx/emea/contact/edb/index?c=eu&l=en&s=bsd

APAC: www1.ap.dell.com/content/topics/topic.aspx/ap/topics/contacts/en/sadm_contacts?c=ap&l=en&s=gen

For McAfee Content Security Blade Servers (manufactured by Hewlett Packard) in countries where direct service is not available, note the HP model number for your device (c3000 or c7000) and use the drop-down menus to select it under Computers, HP Proliant on the HP Care Pack website below:

https://h30125.www3.hp.com/csn/salesmktg/elfpack/elf_nonlkup_ctrylang.asp?code=ELNL:-USA

Non-standard components

On-site repair offerings are not available for optional PCI cards and other components that are not part of the standard OEM vendor kit: network interface cards, SSL acceleration cards, intrusion prevention system (IPS) cards, fail open kits, RAID controller battery, and similar components. These items require an Advanced Replacement RMA.

Hardware support availability

The availability of specific McAfee On-site Technical Hardware Support options is dependent on the physical location of the appliance and the type of appliance. For a list of supported countries for McAfee appliance, see: <http://www.mcafee.com/us/resources/misc/rm-hw-supported-locations.pdf>.

Hardware support disclaimer

Customers will be entitled to receive support services from McAfee in accordance with the McAfee then-current "Technical Support and Maintenance Terms and Conditions" located at <http://www.mcafee.com/us/resources/misc/mfe-techsupport-terms.pdf>, provided: (1) McAfee accepts the customer's valid purchase order for hardware and hardware support levels (McAfee reserves the right to confirm product and country availability before acceptance of a valid purchase order); (2) the hardware support level acquired by the customer is available, and remains available, in the geographical region for which the customer purchased the hardware support; and (3) the customer has made full payment of the applicable fees due to McAfee or McAfee Authorized Resellers. Hardware support will be provided in the same geographical region in which the applicable hardware was acquired. Hardware support is subject to distance restrictions and is subject to specific product and country availability as described under "Hardware support availability." In the event the customer relocates the hardware to a geo-graphical region other than where the hardware was acquired, any agreed upon hardware support levels may be slowed or may be entirely unavailable. In such event, McAfee shall be relieved of any obligations to perform hardware support. Please confirm product and/or country availability for hardware support with your local McAfee or McAfee Authorized Reseller representative.

McAfee reserves the right to immediately terminate support, without any further obligation to the customer, if the customer tampers with or modifies the product without prior written authorization of McAfee, or otherwise uses the products in violation of the applicable agreement or of these support terms. Support offerings listed below exclude McAfee solutions on the Crossbeam or Riverbed platforms.

All hardware support levels are subject to change at the sole discretion of McAfee. Any terms that by their nature extend beyond the termination remain in effect until fulfilled. McAfee is not liable or responsible for any transportation or customs delays.

Spares Programs for Network Security Platform Sensors

To meet the high-availability needs of our customers, McAfee offers two spares programs to replace a defective sensor.

Spares service program (McAfee Network Security Platform I-Series Sensors)

- Available only in North America and EMEA. Contact McAfee Sales for service programs in other regions.
- You must have a valid McAfee Technical Support agreement for the Spares service program.
- The spare will replace the defective sensor. McAfee will RMA a replacement for the spare.
- The spare may not be used for production, testing, or load balancing. You are responsible for updating the spare sensor with all current signatures and software updates.
- McAfee maintains ownership of the spare. At the conclusion of the contract, you must return the spare to McAfee or be billed for the price of the spare.

Spares purchase program (McAfee Network Security Platform M-Series Sensors)

- Available worldwide
- You must have a valid McAfee Technical Support contract for the production sensor
- The spare will replace the defective sensor. McAfee will RMA a replacement for the spare.
- The spare may not be used for production, testing, or load balancing. You are responsible for updating the spare sensor with all current signatures and software updates.
- After the replacement arrives for the original defective sensor, you own the spare

Customer Responsibilities

To receive services under the McAfee Hardware Technical Support and warranty coverage, you are responsible for the following:

- Upon determination of a PCI card hardware failure by McAfee Technical Support, you must provide a technician capable of reseating or replacing PCI cards
- Two versions of diagnostic tools are available for McAfee appliances. Each relates to specific models. Use of one of these diagnostic applications is required before a technician can be dispatched or during a technician's visit.
- For additional information on how to obtain and use the system diagnostics, see: <https://kc.mcafee.com/corporate/index?page=content&id=KB63214>
- A monitor, keyboard, and mouse must be available for connection to the appliance during telephone troubleshooting and on-site repair
- A backup of all appliance configuration data (as described in the product documentation) must be available

Hardware Limited Warranty Document

Because you are a valued McAfee customer, we strongly recommend keeping your hardware support agreement current. In the event you do not purchase support, you will not be covered under warranty outside the initial 90 days from ship date of hardware purchase. In the event your hardware support agreement has expired, contact McAfee or authorized reseller to determine options and the associated costs.

To read the full hardware warranty, see: http://www.mcafee.com/us/support/support_terms_n_conditions.html.

Updating Hardware Location

If you move your McAfee hardware to a new location, you must inform McAfee immediately after the change of location. If you do not notify McAfee, it may affect our ability to provide service in a timely manner. Moving the hardware to a new location does not change your existing hardware support contract.

NOTE: The Hardware Support level you purchased must also be available in the new location. Please contact McAfee or your reseller for specific advice.

McAfee Appliance Tamper Seal Stickers

All McAfee hardware devices include a tamper seal sticker to ensure that the hardware has not been compromised in any way. Breaking the seal under any circumstances, except with the instruction of a McAfee Support Technician or as part of the upgrade process, will void your hardware warranty.

If you are directed to open the hardware device by McAfee Technical Support, the hardware warranty will not be voided. Likewise, if you install a McAfee upgrade kit, you will not void the warranty, and a replacement seal is included with the upgrade kit.

You will void your warranty if you damage another part of the appliance during the process. McAfee will not accept liability for any appliance damage or personal injury that may occur during the upgrade process. Please follow basic precautionary measures, such as using anti-static wrist straps to avoid static discharge.

Media Retention Policy

Customer may opt to not return the failed appliance, hard disk drive, flash drive, cards, or other similar components for security reasons. McAfee reserves the right to charge customers for the non-returned failed component as outlined previously per the non-returned defective item policy.

Hardware Support Lifecycle

To make sure that we're delivering 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 functionality and economy
- 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.

When we announce a product end-of-sale, we include a transition plan for customers. The product then begins end-of-full-service support and end-of-life transition periods. We recommend that customers move to a newer product or a recommended alternative product. During the end-of-life period, McAfee will meet existing support agreements.

All end-of-life, end-of-sale, and end-of-full-service support information is posted on the McAfee ServicePortal web site and we strongly advise all customers to be familiar with this process.

The McAfee end-of-life terms and conditions are located at: http://www.mcafee.com/common/media/mcafeeb2b/support/terms/Support_Policy-Product_Support_EOL.pdf.

A list of supported products and versions is located at: http://www.mcafee.com/us/enterprise/support/customer_service/end_life.html.

Feedback on This Document

If you would like to see additional information included in this guide or you discover any errors, please contact us at customer_feedback@mcafee.com. We welcome your feedback.

About McAfee

McAfee, a wholly owned subsidiary of Intel Corporation (NASDAQ:INTC), is the world's largest dedicated security technology company. McAfee delivers proactive and proven solutions and services that help secure systems, networks, and mobile devices around the world, allowing users to safely connect to the Internet, browse, and shop the web more securely. Backed by its unrivaled global threat intelligence, 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. McAfee is relentlessly focused on constantly finding new ways to keep our customers safe. <http://www.mcafee.com>

