



Protect what you value.

McAfee Hardware Support

Protect your investment in McAfee hardware

Overview

For your business to thrive, your network and systems must stay secure. McAfee® secures systems and networks around the world with comprehensive, proven solutions and services.

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 you, and recovering quickly if they do, are the goals of our proven hardware support programs. Responsive technical support is now a key element of your company's success.

Just One Call (or Service Request)

If your hardware fails, you need it fixed fast. And fast is as easy as:

1. Call McAfee Technical Support using our local toll-free number any time of the day or night.
2. McAfee will diagnose the issue. If a hardware issue is identified, McAfee will schedule an onsite service or ship a replacement unit or component.
3. Technical Support ServicePortal, www.mysupport.mcafee.com.

McAfee makes it easy and simple. We have all the right resources and are ready to deliver the needed service solution.

Working with Your Support Specialist

Our highly trained Technical Support technicians combine their expertise with information maintained in our comprehensive product database to identify the right resources, support, service skills, and replacement parts to solve your problem.

Advanced Hardware Replacement (RMA)

Customers purchasing the McAfee Secure Internet Gateway 3000 appliance receive Five Business Day Advanced Hardware Replacement (RMA) or can purchase an upgrade to Next Business Day* Advanced Hardware Replacement (RMA).

McAfee IntruShield® customers receive Same Business Day Advanced Hardware Replacement (RMA) on their sensors or can purchase a Same Business Day* Advanced Hardware Replacement (RMA) uplift.

On diagnosing a hardware fault on a supported product, McAfee will ship a replacement unit enabling the faulty unit to be swapped out when the replacement arrives. The defective unit can be returned in the RMA unit's packaging and customers can use our carrier to arrange a suitable pick-up time at McAfee expense.

Onsite Hardware Support

For McAfee's other shipping appliances, we offer an onsite engineer to provide swap-out and replacement of faulty parts. McAfee provides Next Business Day* support, with some higher-end appliances also having a Same Business Day* option.

Onsite support depends on geographic location; in some countries, it may only be possible for customers to purchase Parts-Only support. In Europe, Parts-Only includes labor costs, allowing customers to contact an approved McAfee support provider for local repair.

* Same Business Day is no later than 3 pm local support center time. After 3 pm, local time is classified as "following business day".

Meeting High-Availability Needs

If you have a high-availability need that is not met by the McAfee Hardware Services, additional options are available. For example, backup and load-sharing units are available for the McAfee Messaging and Web Security Gateway 3000 series, and we offer two programs to provide “spares” for the McAfee IntruShield series, providing immediate availability of backup units if your primary unit fails.

Availability World Wide

If you have a need that is not met by the standard Technical Support Hardware Program, please contact your local McAfee or partner representative.

Flexible Options Allow You to Tailor Hardware Support to Your Requirements

Option	Requirement	Process
Onsite Repair Same Day 24/7	<ul style="list-style-type: none"> Urgent onsite problem resolution: Parts, labor, and service provided onsite upon diagnosis, typically with same-day response. 	<ul style="list-style-type: none"> Contact McAfee Technical Support for diagnosis. If diagnosis determines a hardware fault, a service technician arrives at your location typically within four hours upon diagnosis. All parts, labor, and service included.
Onsite Repair Next Business Day	<ul style="list-style-type: none"> Provides onsite problem resolution: Parts and labor provided onsite upon diagnosis, typically with next-business-day response time. 	<ul style="list-style-type: none"> Contact McAfee Technical Support for diagnosis. If diagnosis determines a hardware fault, a service technician will be scheduled to arrive at your location the next business day; if after 3 pm local time, the service call will be scheduled within the next two business days. Service availability is Monday to Friday during local business hours before 3 pm local time, excluding weekends and local national public holidays. All parts, labor, and service included.
Parts-Only Service (Where Onsite Service Unavailable)	<ul style="list-style-type: none"> Parts-only coverage (EMEA-only labor costs included). Customer provides for local authorized service arrangements. Variable response time given a number of factors. 	<ul style="list-style-type: none"> Contact McAfee Technical Support for diagnosis. If diagnosis determines a hardware fault, we will advise you of local authorized service providers who can assist you with service arrangements as needed for part replacement. If helpful, McAfee Technical Support will be happy to assist you in liaising with your local support provider. Parts-only costs are included. (EMEA-only: labor costs also included).
Advanced Replacement RMA Same Business Day Ship	<ul style="list-style-type: none"> For rapid repair or replacement of hardware; advanced replacement units and components are sent air freight overnight. 	<ul style="list-style-type: none"> Contact McAfee Technical Support for diagnosis. If diagnosis determines a hardware fault, McAfee will ship an advanced replacement unit or part for customer installation the same day using air freight overnight shipping. Calls received after 3 pm local Support Shipping Center times are considered as having been received the following business day. Delivery restrictions apply. Removal of the failed product and replacement installation is your responsibility. Replacement packaging will include instructions to return the failed product using the same carton that contains the replacement. McAfee pays all shipping.
Advanced Replacement RMA Five (5) Business Day Ship	<ul style="list-style-type: none"> For timely replacement of hardware; advanced replacement units and components are sent standard ground delivery. 	<ul style="list-style-type: none"> Contact McAfee Technical Support for diagnosis. If diagnosis determines a hardware fault, McAfee will ship an advanced replacement unit or part for customer installation within five days using standard ground freight shipping. Calls received after 3 pm local Support Shipping Center times are considered as having been received the following business day. Delivery restrictions apply. Removal of the failed product and replacement installation is your responsibility. Replacement packaging will include instructions to return the failed product using the same carton that contains the replacement. McAfee pays all shipping.
IntruShield Spares Service and Purchase Options	<ul style="list-style-type: none"> Designed for organizations whose high-availability needs exceed RMA Same Business Day Ship service option. 	<ul style="list-style-type: none"> Call McAfee Technical Support for diagnosis. If the sensor is defective, immediately replace the sensor with the onsite spare. The spare may not be used for production, testing, failover, or load balancing. You will receive an Advanced Replacement RMA Same Day Shipping replacement spare to replace the defective sensor. The Spares Service must be renewed annually. The spare assumes the Technical Support entitlements of the defective sensor.

Hardware Support At-a-Glance

Hardware Platform

Secure Internet Gateway 3000

SGA 3100

SGA 3200

SGA 3300

Secure Messaging Gateway 3300

Secure Web Gateway 3400

McAfee Secure Gateway Appliance Single Port Gigabit Fail-Open Kit

McAfee IntruShield Sensors 4010, 4000, 3000, 2070, 1400, 1200

McAfee IntruShield Sensors Failover 4010, 4000, 3000, 2070, 1400, 1200

McAfee IntruShield Security Mgr Appliance

McAfee IntruShield Security Mgr Appliance Failover

McAfee IntruShield Crossgrade Mgr Appliance

Optional Redundant Power Supply

Copper Gigabit Fail-Open Kit

FoundStone FS1000 Appliance

FoundStone FS850 Appliance

McAfee Foundstone Starter Kit 2500 IP addresses

McAfee Foundstone Starter Kit 1000 IP addresses

McAfee Foundstone Starter Kit 250 IP addresses

Hardware Support Options

- One-year McAfee Gold Software Support with five Business Day RMA*
- One-year McAfee Same Business Day, RMA Support uplift
- One-year McAfee Gold Software Support and Next Business Day Onsite Hardware Support*
- One-year Onsite Next Business Day Hardware Support*
- One-year Onsite Same Day 24/7 Hardware Support
- One-year Same Business Day Ship RMA Hardware Support
- One-year McAfee Gold Software Support with One-year Same Business Day Ship RMA Hardware Support*
- IntruShield Sensor Appliance Spares Purchase
- IntruShield Sensor Appliance Spares Service (Lease)
- One-year McAfee Gold Software Support with One-year Same Business Day Ship RMA Hardware Support
- One-year McAfee Gold Software Support and Onsite Next Business Day Hardware Support
- One-year McAfee Gold Software Support with Onsite Next Business Day Hardware Support
- One-year McAfee Gold Software Support and Onsite Next Business Day Hardware Support
- One-year Same Business Day Shipment RMA Hardware Support
- One-year Onsite Next Business Day Hardware Support
- One-year Onsite Same Day 24/7 Hardware Support
- One-year Onsite Next Business Day Hardware Support
- One-year Onsite Same Day 24/7 Hardware Support
- One-year Onsite Next Business Day Hardware Service included with product (renew using FS1000 Appliance offerings)

*First year included as standard in the initial appliance purchase.

If diagnosis determines a hardware fault, McAfee will ship an advanced replacement unit or part for customer installation the same day using air freight overnight shipping. Calls received after 3 pm local Support Shipping Center times are considered as having been received the following business day. Delivery restrictions apply.

Onsite support is available in the following countries:

APAC

Australia, Brunei, China, Hong Kong, India, Macau, Malaysia, New Zealand, Singapore, South Korea, Taiwan, Thailand, Japan

NA

United States, Canada

EMEA

South Africa, Andorra, Austria, Belgium, Czech Republic, Denmark, UK, Finland, France, Germany, Gibraltar, Greece, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Slovakia, Spain, Sweden, Switzerland, Vatican City

LTAM

Anguilla, Antigua and Barbuda, Argentina, Aruba, Barbados, Belize, Bermuda, Bolivia, Bonaire, Brazil, British Virgin Islands, Cayman Islands, Chile, Colombia, Costa Rica, Curacao (Netherlands Antilles), Dominica, Dominican Republic, Ecuador,

El Salvador, Grenada and Carriacou, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique, Mexico, Montserrat, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Saint John, Saint Kitts and Nevis, Saint Lucia, Saint Martin, Saint Vincent and The Grenadines, Suriname, Bahamas, Trinidad and Tobago, Turks and Caicos Islands, U.S. Virgin Islands, Uruguay, Venezuela

- All onsite services require a keyboard and monitor at point of service.
- Onsite Same Day and Onsite Same Business Day services are subject to specific product and country availability; distance restrictions may also apply. Please confirm availability with your local McAfee or partner representative.
- Parts-Only service offered only where onsite services are unavailable. Country restrictions may apply. Labor is included in EMEA only.

Detailed information on McAfee's Technical Support programs, as well as our hardware support programs, can be found at mysupport.mcafee.com.

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