



McAfee Security Alert Service

**Preventing harm. Steering you from danger. Keeping you safe.
That's the responsibility of the McAfee Security Alert Service.**

What Is McAfee Security Alerting Service?

McAfee® Security Alerting Service (MSAS) is a proactive alerting tool that notifies you of viruses and vulnerabilities as they arise, and product patches or upgrades as they become available. MSAS sends timely and active intelligence to the right person or people—on the communications device(s) of their choice.

What Powers MSAS?

McAfee's emergency threat-response teams, including McAfee Avert® Labs, our industry-leading virus and vulnerability research center, perform year-round analysis 24/7, to check for potential threats. McAfee monitors and assesses threats of all sorts, categorizing them by risk and severity. When a threat is determined, McAfee immediately distributes a notification to every MSAS subscriber, based on the subscriber's preferred method(s) of communication.

What Does MSAS Alert On?

MSAS is an early threat-notification service that informs our customers about new vulnerabilities, and allows you to configure when and where to receive different notifications. For virus outbreaks, customers can choose to be alerted on any combination of the risk assessments listed below. MSAS also allows subscribers to be notified of important patches or updates as they become available for their specific McAfee products and solutions.

What Are the Risk Assessments?

High

These threats are frequently reported and have a payload that can cause serious damage. They can also spread rapidly.

Medium-on-watch

These threats are gaining prevalence quickly and have a payload. They can spread irrespective of the seriousness of the damage.

Medium

These threats have been reported by several McAfee customers or Avert Labs researchers. They may have a destructive payload and may be capable of infection through common platforms and applications.

Low

These threats appear as a low risk but warrant additional monitoring since they have attracted, or will attract, media interest. This risk level functions as an informational classification.

How Can I Be Alerted by MSAS?

You can be alerted in many ways, including:

- Phone (mobile, home, or work)
- Email (home or work)
- Fax (home or work)
- Pager
- SMS

MSAS is highly customizable by the user, allowing you to determine, both by product and by threat assessment, when and where your alerts should be delivered (e.g., high risk—alert immediately via pager; low-risk—alert via email, during business hours).

Secondary Alerting

Users have the ability within MSAS to utilize alternate or fallback alerting mechanisms.

If a user is not reachable using the primary alerting mechanism, then a secondary alerting mechanism can be used to notify the user of the threat. For example, if a user is unreachable by phone, then an SMS message could be sent to alert them of the threat.

What Information Will I Receive on the Alert?

- Risk assessment, threat name, and details
- Details on the availability of patches, fixes, signature files, and updates required to avert the threat
- Download links, further information, and instructions

How Do I Subscribe to MSAS?

MSAS is included with our Platinum and Platinum Select Technical Support offerings. Gold Technical Support customers may purchase individual licenses through their McAfee sales rep or McAfee authorized partner.

MSAS is included with McAfee's Platinum Technical Support offerings. If you are a Gold Technical Support customer and wish to purchase this alerting service, please contact your reseller.

