



Protect what you value.

McAfee Technical Support ServicePortal

Trusted Security Advisors

For your business to thrive, your network and systems must stay secure. McAfee® secures systems and networks around the world with comprehensive and 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, and recovering quickly if they do, are the goals of our Technical Support programs. Responsive technical support is now a key element of your company's success.

McAfee Technical Support ServicePortal

Our award-winning Technical Support ServicePortal is a comprehensive, searchable collection of support tools, with centralized access to McAfee's library of technical information, product documentation, daily DATs, signature and agent files, and unlimited product updates and upgrades.

You can feel confident turning to the ServicePortal as a first step for the most recent, accurate, and relevant information when resolving technical issues. Our ServicePortal provides full access to all McAfee support solutions, 24 hours per day. Our service and support options are presented in an organized, logical sequence that reflects how you use the site.

The ServicePortal offers multiple ways to resolve technical issues. Customers can manage all of their service and support needs through mysupport.mcafee.com and choose which method of support meets their needs.

Self-healing

As a first step, we encourage you to run McAfee Virtual Technician (MVT) to repair common problems. MVT is a web-based, automated healing 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.

Self-service

Next, you can obtain **Support by Reading** through KnowledgeBase articles, product documentation, and frequently asked questions. Registered customers can also gain access to the Attack Encyclopedia.

Under **Support by Seeing**, you can view video tutorials in streaming Flash format on some of the top technical issues related to McAfee products. Created by expert knowledge analysts, our tutorials are true visual demonstrations of the steps required to resolve complex issues. All necessary mouse clicks and keystrokes are highlighted, and a human voice explains each step for better understanding and faster problem resolution.

Support by Doing lets you download software updates, daily DATs, and signature and agent files. Or you can visit our Global Solutions Lab (GSL) for a live test environment. The GSL gives you the ability to plan, test, train, and demonstrate the latest McAfee hardware and software products for your network security implementation.

Interactive support

If our self-support options are unsuccessful at resolving a technical issue, you can submit a service request or view

Data Sheet | McAfee Technical Support

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 email notifications on open service requests.
- Change your email settings and update account information in your user profile.

Other features

- **Hot topics**—Localized in 13 languages.
- **Site survey**—Provide feedback on the McAfee ServicePortal.

- **McAfee Security Alert Service (MSAS)**—Receive alerts on vulnerabilities as they arise, and product updates as they become available.
- **Threat Center**—Learn everything you need to know about protecting your environment.
- **Threat Library**—Search for information on viruses.
- **Newsletters**—Read McAfee support newsletters.
- **Minimum Escalation Requirements Tool (MERTool)**—Collect information for support about your system.
- **Product end of life**—Read information on currently supported products and engines.

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

