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Gold Technical Support User Guide

April, 2009

McAfee Support delivers continuous, proactive support that extends your security investment and ensures the ongoing protection of your business. Our strong suite of core capabilities and increasing levels of expert resources give you the flexibility you need to tailor your security support to the demands of your business.

Version 2.0

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Welcome to McAfee Gold Technical Support!

McAfee® Gold Technical Support options help you make the most of your investment in McAfee security products. We want you to get the most from your products throughout their life. Gold Technical Support provides you with global technical support to help you install your McAfee solutions and ensure that they're working properly, so that all of your locations around the world stay protected.

You also get access to a variety of other services that are valuable throughout the life of your products:

Summary of Gold Technical Support Benefits

Product Updates and Upgrades

- Stay secure with the latest versions of your products – included with Gold Technical Support
- Maintain protection from the latest threats with daily updates of anti-virus signature files
- New update notifications

Online Services

- McAfee Virtual Technician to resolve many common issues automatically
- Technical Support KnowledgeBase for fast, easy access to solutions
- Chat and web support for opening and monitoring Service Requests
- Browse Product documentation
- Video tutorials of product demonstrations and configuration walkthroughs
- Notification of changes in open support Service Requests

Support from Skilled Technicians

- Support that is available 24/7, whenever a problem or outbreak may occur
- Unlimited number of calls to McAfee Technical Support
- Support technicians who are certified with high-skill security qualifications
- Regular updates on the status of open cases
- Remote debugging and re-configuration tools for rapid fault resolution
- Support in 13 languages

Product Evaluations

- Online McAfee Global Solutions Lab to test upgrades, new products, and new configurations
- New feature requests for enhancements to products

Outbreak Analysis and Alerts

- Submit spam or virus samples for analysis
- New and updated threat notifications

Getting Started

As a new customer, you may wish to print this guide and forward it to any colleagues who might require support under your support contract.

Grant Number

Your McAfee Gold Technical Support Grant Number is your proof of a valid support contract. Keep it in a safe place. If you lose your Grant Number, it may take significantly longer when contacting support or submitting a Service Request online. **NOTE:** It is a violation of your McAfee contract to install software on more nodes or appliances that are covered by your Grant Number.

Before Requesting Help Online or by Phone

To help us resolve your issue as quickly as possible, please ensure that you know the following information:

- 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

Each new Service Request receives a unique number that you can use to track the status of your issue – online, by chat, or by phone. Use this Service Request number for all queries you have regarding your issue, as it will help us respond more quickly.

Online Support and Services

McAfee provides a wide range of tools and resources to ensure your problems are resolved quickly and efficiently. These tools include automated web-based solutions, self-help options, and interactive support around the clock.

McAfee ServicePortal

The **McAfee ServicePortal** (<http://mysupport.mcafee.com>) is your starting place for a comprehensive collection of support tools, including the KnowledgeBase, product documentation, service request management, and software downloads. Make sure you log in to get the most from the ServicePortal.

The first time you use the ServicePortal, create a user ID and password by clicking **New User**. You will be prompted for your name, email address, Grant Number, and preferred language. Passwords must include uppercase characters, numbers, and at least one special character. Your email address domain name (*XXX@mcafee.com*) should match all other users registered with that Grant Number. If you need to register with a different domain name, contact Customer Service.

If you purchased **McAfee Total Protection™ Service** solutions, you can use the registration email address and password you received with your welcome letter to download your products directly from the McAfee SecurityCenter at: https://www.mcafeesasap.com/intl/EN/asp_home/myaccount.asp.

McAfee ServicePortal - Microsoft Internet Explorer provided by McAfee, Inc.

File Edit View Favorites Tools Help

ServicePortal Home Contact Us Site Help

McAfee® Technical Support ServicePortal

Welcome Back! Today is Monday, March 30, 2009

User Login

User Id: Password:

Remember my User ID and Password [Forgot Your Password?](#)
[New User](#)

Announcements

SECURITY ALERT - W32/Conficker

W32/Conficker, a worm that exploits vulnerabilities in computers running un-patched Microsoft Windows operating systems, is expected to trigger on April 1, 2009. For information on protecting your computer from this threat, installing the necessary Microsoft security patch, and downloading the latest Stinger removal tool, [click here](#).

Former Reconnex Customers

Support has recently migrated to the McAfee ServicePortal. If you have any login issues or questions about using the support site, please contact Customer Service at 1-800-338-8754.

Welcome to McAfee, Secure Computing customers!

At this time, please continue to use your existing Secure Computing solutions and contacts for service and support. We will notify you in advance before making any changes to these solutions. For the Secure Computing support website, [click here](#).

CMA 3.5.5 and CMA 3.5.0 - Critical Upgrades Required

McAfee has determined that old versions of the Common Management Agent (CMA), 3.5.0 and 3.5.5, contain a limitation that prevents updates and deployments when an additional package is added to the Common Updater site. For more information, please see [KB60060](#).

View Hot Topics In

Select Language
 [Go](#)

Additional Services

- Survey
Provide feedback on the McAfee ServicePortal
- MSAS
- McAfee Security Alert Service
- Threat Center
Learn everything you need to know about protecting your environment.
- Threat Library
Search for information on viruses
- Minimum Escalation Requirement Tool

Self Healing

- ▶ **Run McAfee Virtual Technician**
Automatically diagnose and repair common issues

Self Service

- ▶ **Search the KnowledgeBase**
Search our award-winning knowledgebase to find answers to questions
- ▶ **Read Product Documentation**
Browse Product Guides, Release Notes, and other product literature
- ▶ **View Tutorials**
View video tutorials that address common issues and questions
- ▶ **Download Software Updates**
Obtain the latest antivirus definitions, product security updates and product versions. To get product patches and maintenance releases you must be logged on to the ServicePortal.
- ▶ **Access Global Support Lab**
Configure and walk through common issues in a live test environment

Interactive Support

Manage Service Requests

Log in to the service portal above to take advantage of the following features.

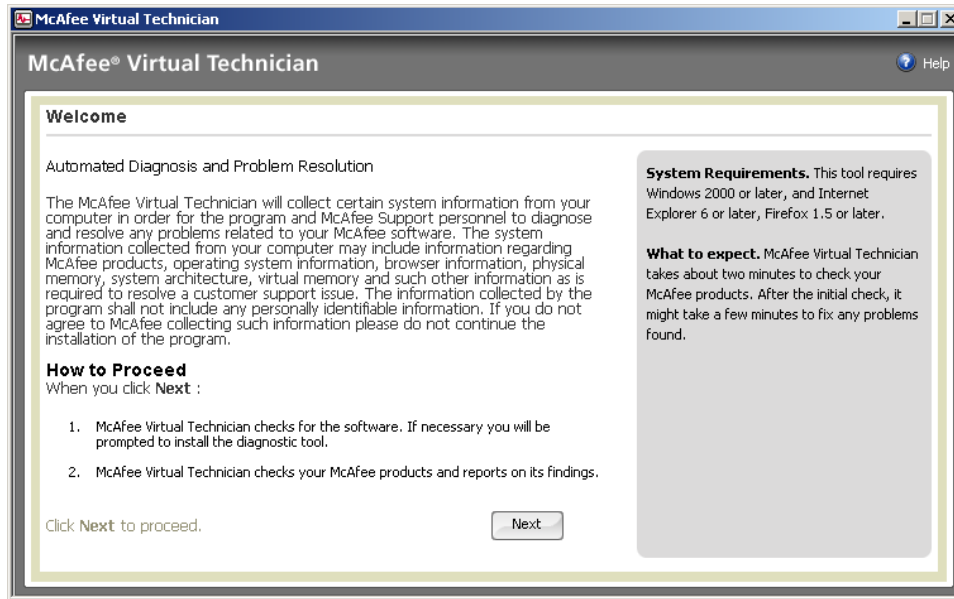
- Check My Open Service Requests**
View, update, or chat with a technician about your existing Service Requests
- Check All Service Requests For My Company**
View, update, or chat with a technician about historical and existing Service Requests for your company
- Chat With a Technical Support Agent**
Interact with a technical support agent immediately
- Submit a Service Request**
Get fast, convenient support for products

While logged on, you'll also have access to **Newsletters**, McAfee's weekly support newsletters archive.

Done

Self Healing

Sometimes, the quickest way to resolve a technical problem is to use the McAfee Virtual Technician (MVT). This automated tool is accessible from the ServicePortal and is designed to determine if your McAfee products are installed, updated, and working correctly. Issues are proactively diagnosed and resolved where possible. If MVT is unable to fix your problem, a support technician will use the logs it generates when resolving your Service Request.



McAfee Virtual Technician

Self Service

The ServicePortal provides links to the KnowledgeBase, product documentation, video tutorials, product updates, and the Global Solutions Lab to help you stay current and resolve issues.

Search the KnowledgeBase - The KnowledgeBase contains over 15,000 articles and provides a quick and easy way to find resolutions to issues. It offers a powerful search engine and quick links to top articles, recently added content, and the ability to create your own list of favorite articles. If you are logged in to the ServicePortal, you can subscribe to an article or make it one of your Favorites. When you subscribe to an article, you receive an email whenever the article is updated. Subscriptions expire 90 days from the date you subscribed. Setting an article as a Favorite creates a link to it under *My Favorites* on your view of the KnowledgeBase home page. You can save up to 20 articles as Favorites.

Ask a Question

Example: "Does Product X have Feature Y?" Ask

Tips

Recent Articles		Popular Articles	
ID	Title	ID	Title
PD20913	McAfee Endpoint Encryption for Intel computers with AMT	KB54555	Version information for Common Management Agent 3.x.x / ePO Agent 3.x.x
KB61083	Microsoft Systems Management Server Remote Control tool fails when installing VirusScan Enterprise 8.5i or VSE 8.7i	KB56057	Downloading McAfee Patches from the ServicePortal website
PD20912	McAfee Total Protection Service for Microsoft Windows Home Server 4.3 documentation	KB51109	Supported environments for McAfee products (Master KnowledgeBase Article)
KB61073	Obtaining the Endpoint Encryption (formerly SafeBoot) Code of the Day from the McAfee ServicePortal	KB50602	How to manually remove VirusScan Enterprise 8.5i
		KB54808	Downloading Patches, HotFixes, or documentation from the www.mcafee.com

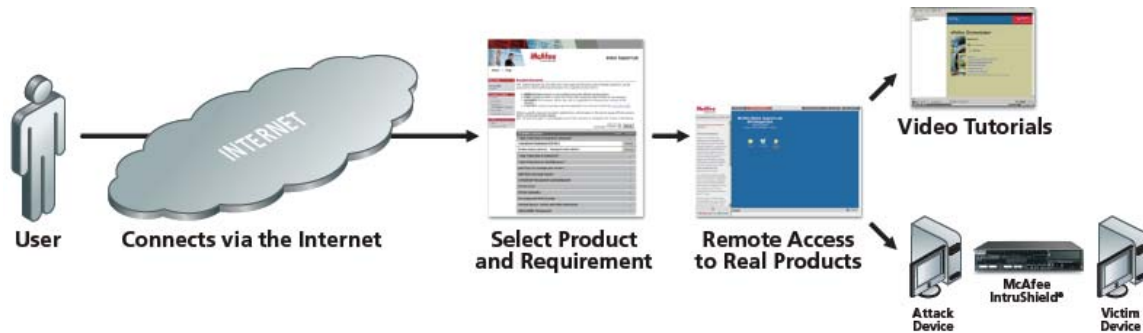
McAfee KnowledgeBase

Read Product Documentation – Click the Product Documentation link from the ServicePortal main page to access the documentation for all McAfee products. Click the link for your product that says **Non-English Documentation** to see product documents in languages other than English.

View Tutorials - You can view video tutorials on product installation and configuration that illustrate some of the top technical issues related to McAfee products. Tutorials provide narrated instructions that show the product interface during each step.

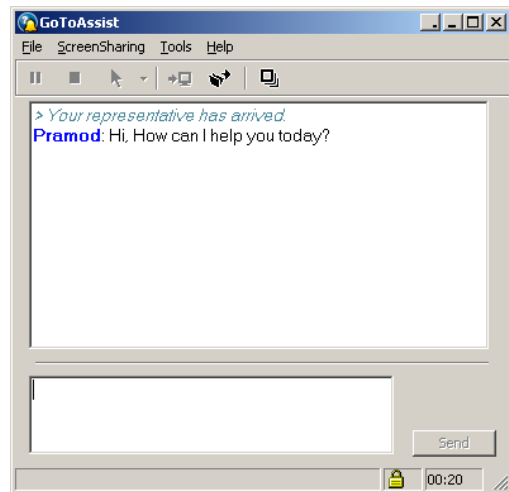
Download Software Updates – After you register and log in to the ServicePortal, you can download software updates, daily DATs, signature files, and agent files to ensure that your products are protected from the latest threats.

Access Global Solutions Lab – Visit the Global Solutions Lab (GSL) for a live test environment, allowing pre-deployment testing of product installations and upgrades. For more information on the GSL, go to: <http://mcafeegsl.com>.



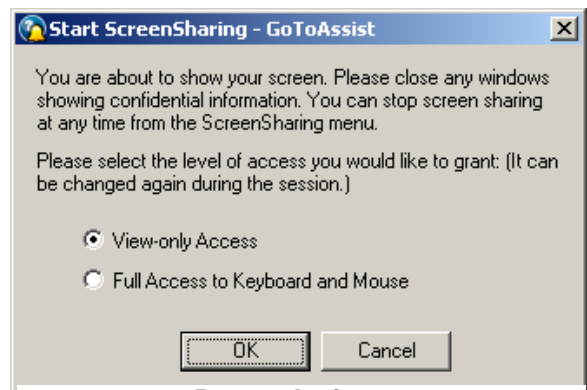
McAfee Global Solutions Lab

Interactive Support



Chat with a Technical Support Agent

Chat and Remote Assistance - McAfee provides live online chat with experienced support technicians. You can use chat to work with a technician for interactive problem solving or to follow up on an existing Service Request. Presently, chat support is offered in English only. To receive chat support, log in to the ServicePortal and select **Chat With a Technical Support Agent** under the **Interactive Support** section on the lower right. After you initiate a chat session, a chat window will open and display your status in the queue. From here you can discuss your issue in detail and send any related files to your support technician.



Remote Assistance

With your permission, McAfee engineers can open a remote console to view your desktop and better understand the issue. In cases where you prefer to be walked through a solution, you can give the McAfee engineer further rights to take control of the remote desktop and show you the solution.

Online Service Requests - You can submit and track Service Requests online. Please note that ServicePortal submissions are for lower-priority requests. If your issue is critical, please use phone or chat support. To create a new Service Request, log in to the ServicePortal and click **Submit a Service Request** under the **Interactive Support** section on the lower right. Complete all of the required fields and enter the details of your issue. The more information provided, the better we can assist in finding a solution. Features of the system allow you to:

To track the status of Service Requests, log in to the ServicePortal and see Interactive Support: Manage Service Requests on the lower portion of the page. The **Check My Open Service Requests** link lists the cases that you have logged with McAfee Technical Support that are currently open and active. View details of specific Service Requests by clicking it on the status screen. In the Updates section, you can see comments added by Support or add information that may help us resolve your issue.

Interactive Support

Manage Service Requests

Log in to the service portal above to take advantage of the following features.

Check My Open Service Requests
View, update, or chat with a technician about your existing Service Requests

Check All Service Requests For My Company
View, update, or chat with a technician about historical and existing Service Requests for your company

Chat With a Technical Support Agent
Interact with a technical support agent immediately

Submit a Service Request
Get fast, convenient support for products

While logged on, you'll also have access to **Newsletters**, McAfee's weekly support newsletters archive.

Service Request Options

My Service Requests

Check My Company Service Requests
Check My Open Service Requests

Cancel Continue

**If your business is severely impacted and you need immediate assistance, please call technical support directly.
If not please select a severity 3, 4 or 5 to continue entering your case.**

General Information		Product Information	
Account Name: McAfee	Point Product Description:	* Operating System:	<input type="text"/>
Account Number:	* Point Product:	* OS Language:	<input type="text"/>
Contact Name: April Jacobs	Serial Number:	* OS Service Pack:	<input type="text"/>
Contact Email: april_jacobs@mcafee.com	* Product Service Pack:	* Nodes Affected:	<input type="text"/>
Alternate Email:	* Product Version:	* Signature Set:	<input type="text"/>
Grant Number: <input type="text"/>	* Product Language:		
Partner: <input type="text"/>	* Scan Engine:		
Created Date: 3/30/2009		Virus:	<input type="text"/>

Reported Issue

* Severity:

* Area:

* Subarea:

* Brief Description(100 max characters):

* Description:

Fields marked with an asterisk * are required. You will be able to click on 'Continue' after the required fields are filled.

Submit a Service Request

Malware Analysis

If you suspect that your system has been compromised by a virus, McAfee recommends that you submit the infected file for analysis by McAfee's Avert Labs response team. There are three submission methods, described at <http://vil.nai.com/vil/submit-sample.aspx>.

For detailed information on submitting virus samples, see: <https://kc.mcafee.com/corporate/index?page=content&id=KB50388>.

NOTES:

- Please *DO NOT* submit viral samples to McAfee Gold Support. Make all malware submissions directly to Avert labs prior to contacting McAfee Gold Support.
- When contacting Gold Support for assistance with a virus submission, please have the Analysis ID ready and provide it to the Gold engineer.
- Gold Technical Support will work on your behalf to obtain a status on your submission.

Threat Center Resources and Notifications

The McAfee Threat Center contains 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. Visit the McAfee Threat Center at http://www.mcafee.com/us/threat_center/default.asp.

You can also sign up for email notifications:

- **McAfee Avert Labs Threat News** - McAfee Avert Labs Threat News is a notification about the latest information regarding threats that reach Low-Profiled, Medium, Medium-On-Watch, High, or High-Outbreak assessment levels. Sign up at: http://vil.nai.com/vil/join_list.aspx. Details on the classification of threat levels are available at: http://www.mcafee.com/us/threat_center/outbreaks/virus_library/risk_assessment.html.
- **McAfee Avert Labs Security Advisories** - McAfee Avert Labs Security Advisories are notifications created by the global research team to map high-profile threats to the McAfee technologies that protect your environment. Sign up at: http://www.mcafee.com/us/threat_center/securityadvisory/signup.aspx.
- **McAfee Avert Labs DAT notification service** - McAfee Avert Labs DAT notifications inform you when DATs are ready to download. Every Monday through Friday, McAfee Avert 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 Avert Labs assigns a risk assessment to the threat that is Medium or above, Avert Labs will notify you of the emergency DAT posting. Sign up at: http://vil.nai.com/vil/signup_DAT_notification.aspx.

Phone Support and Global Contact Information

Your Gold Technical Support contract includes telephone access to support 24 hours a day, 365 days a year. This service is provided in local languages, on a commercially reasonable basis during business hours, and in English at other times.

Languages supported - Cantonese, Dutch, English, French (European and Canadian), German, Italian, Japanese, Korean, Mandarin, Portuguese (Latin American), Spanish (European), Spanish (Latin American), Swedish, Thai.

Support phone numbers around the world - Check the McAfee web site at for the current Technical Support telephone number in your country. <http://www.mcafee.com/us/about/contact/index.html>.

Response Charter

Each Gold Technical Support interaction begins at the Tier I level and receives a unique Service Request number to track resolution of the issue. 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 Tier I resources have been exhausted or the issue 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 customer issue. These processes apply to all Service Requests that are escalated within the McAfee Technical Support organization.

Severity Definitions

McAfee defines the severity of an issue based on how it impacts your ability to conduct business. A severity number 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—You request information or a feature modification request (FMR)

- You request further information
- You request modification to products

Case Escalation and Response Times

This charter sets clear guidelines regarding 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	Tier I Response	Escalation to Tier II	Escalation to Tier III	Escalation to Development	Status Updates
1. Business has stopped	Immediate	30 minutes	30 minutes	4 hours	Continuous phone bridge
2. Business is severely impeded	Immediate	2 hours	2 hours	6 hours	Hourly
3. Business impeded but functioning	Immediate	3 days	5 days	5 days	Daily
4. Business not affected, symptoms exist	Immediate	10 days	15 days	25 days	Weekly
5. Request for information	Immediate	15 days	20 days	30 days	Every two weeks

Minimum Escalation Requirements (WebMER)

In the event that your Service Request needs to be escalated within McAfee Technical Support, you will be asked to run the Minimum Escalation Requirements (WebMER) tool to gather the required log files for escalation. The support technician may also request further files or details on your installation.

The WebMER tool collects information such as 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 creates a .TGZ (compressed) file that you will send to the technician for analysis.

The WebMER tool is updated regularly. For More information, go to:
<https://kc.mcafee.com/corporate/index?page=content&id=KB59385>.

Keeping your Products Current

Downloading Software Updates

McAfee routinely enhances its products to combat new attacks and prevent data loss. Updating your products ensures that your systems have the maximum level of protection and minimizes the possibility of encountering an issue that has already been addressed in a later version.

To check for available software updates (patches, upgrades, daily DATs, signature files, and agent files), log into the McAfee ServicePortal (<https://mysupport.mcafee.com>) and click **Download Software Updates**. If you do not log into the ServicePortal, or do not have a valid Grant Number, none of the available product Patches will be visible, and you will be directed to the general product downloads area where you can access general product updates and product upgrades.

For anti-virus products, you must also download the latest malware signature (DAT) files. McAfee Avert® Labs, the top-ranked anti-virus research center in the world, produces daily updates covering the latest virus outbreaks. With widespread outbreaks, they create and post emergency DAT files to provide rapid protection from these threats.

Automatic updates with McAfee ePolicy Orchestrator

For large network deployments, McAfee ePolicy Orchestrator® (ePO™) automate distribution of applications and virus definitions to multiple nodes on the network. Instructions for obtaining and deploying the latest DAT files can be found at: <https://kc.mcafee.com/corporate/index?page=content&id=KB59323>.

There are three types of updates for virus definition files. More information is provided at: http://www.mcafee.com/apps/downloads/security_updates/dat.asp.

- **SuperDAT files** - The SuperDAT file automates the process of loading the latest virus definitions and scan engines, and is the quickest way to update your system's protection against threats. (The scan engine is the software that is used to analyze application behavior and search for abnormal activity.) After execution, the SuperDAT stops the services, updates the virus definitions, and upgrades the scan engine to the latest version, if needed. After completion, it then restarts the services. Manual extraction of a DAT file from a SuperDAT file can be achieved by creating a new directory and running the SuperDAT file using the /e switch (for example, SuperDat.exe /e).
- **Daily DAT files** - These signature files contain only the latest virus information (with no scan engine) and are updated on a daily basis.
- **Extra DAT files** - If a virus outbreak of a medium or higher risk is detected, an extra DAT is generated to rapidly protect customers from the threat. This file contains only the DAT (no scan engine files).

Definitions of risk levels are available on the Avert Labs web site at http://www.mcafee.com/us/threat_center/outbreaks/virus_library/risk_assessment.html.

End of Life Policy

To ensure we are delivering innovative and cost-effective products to customers, we periodically choose to discontinue specific products. We aim to set expectations and keep you informed about the level of support you can expect to receive throughout the product lifecycle. 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 you move to a newer product, a recommended alternative product, or custom support. During the end-of-life period, McAfee will meet existing Technical Support agreements.

- McAfee end-of-life terms and conditions: http://www.mcafee.com/common/media/mcafeeb2b/support/terms/Support_Policy-Product_Support_EOL.pdf.
- Supported products and versions: http://www.mcafee.com/us/enterprise/support/customer_service/end_life.html.

Customer Satisfaction

Quality Assurance through our Witness Program

McAfee Technical Support strives to provide best-in-class service and has invested in a comprehensive call management tool that enables us to recover all details regarding Service Requests. The Witness tool records data as it is entered into our system, including a technician's keystrokes and mouse positions, and synchronizes this with the recorded call or chat session. This information is used to provide feedback to our technicians for training and best practices. If you are not satisfied with the way your call has been handled, you can request that a manager review your case.

Service Request Closure Survey

Your feedback is important to us. After your Service Request is resolved, an independent research company will send you a survey to measure your satisfaction with the support interaction. This information will help us improve the service we offer. We want to ensure that you are satisfied with the service you received. We always follow up with customers who ask for further contact from our management team. Surveys are available in each language McAfee supports. The survey is sent via email from support@walkerinfo.com and will reference "McAfee, Inc., Support Evaluation" in the subject field. The information in this survey is confidential and will not be shared outside of McAfee.

Customer Service

If you have non-technical questions regarding your contract, such as recalling a forgotten Grant Number or licensing queries, you can contact Customer Service via telephone or online submission, or review the most common customer issues at http://www.mcafee.com/us/medium/support/customer_service/top_issues.html.

License Inquiries, License Updates/Changes, Grant Number Lookup

Corporate Customer Service can assist you with locating your Grant Numbers or company license information. Please refer to the Contact Customer Service section below for assistance.

Service Portal Support, including Password Resets

Corporate Customer Service can help troubleshoot and correct McAfee ServicePortal issues. Please refer to the Contact Customer Service section below for assistance. ServicePortal Password resets can be requested online at <https://mysupport.mcafee.com/eservice/ForgotPassword.aspx>.

McAfee SMB Store Refunds

Refunds for purchases made from the McAfee SMB Store can be fulfilled by Customer Service if the purchase was made within the past 30 days. Please refer to the Contact Customer Service section below for assistance. Any refunds for McAfee products purchased from a McAfee Reseller must be conducted via that Reseller.

McAfee Global Solutions Lab

Inquiries regarding McAfee's free Global Solutions Lab can be addressed by Customer Service. Please refer to the Contact Customer Service section below for assistance.

Contact Customer Service

To find the Customer Service contact information for your locale, please see our Contact us page: <http://mcafee.com/us/about/contact/index.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 online@mcafee.com. We welcome and appreciate your feedback!

Important Exceptions for Former Secure Computing Products

Toolset Integration

- We are working to provide support for former Secure Computing products in our automated tools, including McAfee Virtual Technician (MVT) and the Minimum Escalation Requirements (MER) tool.
- Online Chat and Remote Debugging are unavailable at this time.
- Video Tutorials are unavailable at this time.

English Only Telephone Support

Telephone support is available only in English for former Secure Computing products.

Product Activations

Some former Secure Computing products require activations. To begin using the software, go to:

<http://www.securecomputing.com/index.cfm?skey=231>

Product Downloads

- Owners of former Secure Computing products should check for available software patches and upgrades at: <http://www.securecomputing.com/index.cfm?skey=246>.
- For evaluations, agents, plugins, and SDKs, go to <http://www.securecomputing.com/index.cfm?skey=181>.
- Some Secure Computing products download update files directly from the product interface and don't require a separate URL, such as the Dynamic Spam Classifier, TRU, TrustedSource Web Database, Webwasher (URL Filter Database, Anti Virus Engine and Signatures, Spam Filter Rules, Proactive Scanning Database, and Certificate Revocation Lists).

End of Life

Product Life Cycle information for former Secure Computing products is located at:

<http://www.securecomputing.com/index.cfm?skey=1312>.

Customer Service

For Customer Service assistance with former Secure Computing products, please use the following links:

- Secure Customer Service FAQ: <http://www.securecomputing.com/index.cfm?skey=297>
- Product Activations: <http://www.securecomputing.com/index.cfm?skey=231>
- Product Downloads: <http://www.securecomputing.com/index.cfm?skey=10>

TrustedSource.org

TrustedSource.org provides precise information about email sender 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.

It also provides 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.

Enhanced Support Offerings

To purchase additional support options, please contact your authorized McAfee reseller or McAfee sales representative.

McAfee Gold Select Technical Support

Our entry-level premium support offering provides all of the benefits of Gold Technical Support, and introduces you to McAfee Product Support Specialists, who are experienced in working in corporate enterprise environments. McAfee Gold Select Technical Support quickly aligns you with the proper resource for your product issue on a case-by-case basis. Their expertise and security knowledge ensure that your complex issues are resolved quickly to mitigate risk to your business infrastructures.

McAfee Platinum Technical Support

Our McAfee Platinum Technical Support premium offering provides the benefits of Gold Select Technical Support, and introduces you to a McAfee Support Account Manager (SAM)—your advocate and single point of contact at McAfee. Your SAM provides personalized product support, solutions planning assistance, proactive advice, and direct intercession on your behalf, while leveraging the proper McAfee Product Specialist for the fastest possible resolution to complex technical issues. With McAfee Platinum Technical Support, you can stay productive and confident by lowering your risk when problems occur and offering stakeholders uninterrupted access to mission-critical systems and applications.

McAfee Platinum Select Technical Support

Our McAfee Platinum Select Technical Support offering provides the benefits of Platinum Technical Support on a global scale for all your McAfee solutions. With SAMs assigned to support your business worldwide, in locations suitable to you, we provide coordinated account management, solutions-planning assistance, proactive advice, and direct intercession on your behalf. By leveraging our support 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.

McAfee Security Alerting Service (MSAS)

McAfee Security Alerting Service (MSAS) is a service that proactively alerts you to viruses and vulnerabilities as they arise, as well as product patches or upgrades as they become available. As a new threat assessment arises, or as a new improvement is made to an existing McAfee solution, MSAS sends timely and active intelligence to the right person or people—on the communications device(s) of their choice.

For more information about MSAS, log into the McAfee Technical Support ServicePortal at:

https://mysupport.mcafee.com/eservice_enu/.

McAfee Professional Consulting and Education Services

In addition to our Technical Support services, McAfee offers comprehensive professional services around the globe. The goal of McAfee's Professional Services organization is to ensure, via delivery of consulting and education services, that our customers derive maximum benefits and return on investment (ROI) from the successful and efficient deployment of our technology. Our education services provide training in product installation, configuration and administration, analysis, and troubleshooting. Through the provision of classroom training, custom onsite training, and consultancy, our aim is to facilitate customers' self-sufficiency with the installation, administration, and upgrade of our products as efficiently and cost-effectively as possible.

For further information, go to: <http://www.mcafee.com/us/enterprise/services/index.html>.