McAfee Platinum Enterprise Support

Customer Handbook

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Platinum Enterprise Support Overview

Welcome to McAfee Enterprise Support, our premium support offering. Our goal is to help you get the most from your products and provide your organization the best possible security. McAfee Support helps you combat today's threats, provides best practices to deploy and maintain your products, and addresses potential issues quickly and efficiently so you can focus on your business.

Support Account Managers

McAfee premium support offerings — Platinum, Large, Global, and Resident Enterprise — provide a Support Account Manager (SAM) who delivers proactive account management services. The SAM is your security advocate to all McAfee teams. While a seasoned technical professional, the SAM focuses on personalized support account management such as offering security operational advice, future planning assistance, and escalation process management. Because of his/her in-depth focus on and knowledge of your infrastructure, the SAM is an important partner in managing your security deployment.

Direct Access to Product Specialists

Product Specialists are senior technical experts with deep technical expertise. These senior technicians are responsible for establishing and maintaining effective communication with your designated contact during a critical incident. They are experienced at remotely resolving critical security incidents rapidly on multiple security products and complex deployments. Throughout the life of the incident, the Product Specialist maintains communications with you to ensure rapid issue resolution and the highest level of customer satisfaction.

While direct access to Product Specialists is limited to authorized account contacts, other members of your organization can receive support by using the Gold Business Support telephone numbers with a valid Grant Number.

McAfee Platinum Enterprise Portal

The Enterprise Portal is the primary online resource for all premium support customers. For additional information on the features of the Enterprise Portal, see the "Getting Support" section of this manual.

Product Planning and Protection Analysis

Your Support Account Manager will conduct product planning and protection analysis reviews of your infrastructure. This will review your current product deployment, including patch level, and identify areas of concern. The basis of this review enables the Support Account Manager and Product Specialists to understand the unique elements of your deployment aiding in faster issue resolution, but also providing focus on areas of your environment requiring remediation.

Case and Business Reviews

The Support Account Manager not only acts as an escalation point for your open Service Requests but will also conduct regular meetings with your team on the status of those open Service Requests and review of closed Service Requests. Your Support Account Manager will provide an Executive Summary report detailing key statistics such as number of Service Requests, resolution time, and breakdown of severity.

Onsite Case/Technical Review

The Support Account Manager will conduct up to two onsite meetings with your team per year. These face-to-face meetings allow the Support Account Manager to meet your team, understand key issues, and conduct product planning and protection analysis inquiries.

Emergency Onsite Assistance

For Severity 1 and 2 issues that cannot be resolved remotely, Product Specialists are available to expedite onsite resolution for a specific Service Request, if the mutual agreement is that onsite assistance will provide the best resolution. Emergency Onsite Assistance is limited to rapid resolution of a critical product issue. If you require urgent onsite assistance for product configuration or deployment issues, please contact McAfee Solution Services.

Global Account Management

McAfee Enterprise Support does not provide global account management; your regional Support Account Manager can provide executive summaries for other regions. If you require current status on cases in other regions on a regular basis, this reporting can be provided by upgrading to Global, Large or Resident Enterprise Support.

McAfee divides its global operations into these geographic regions (GEOs):

- **APAC** Asia, Pacific, India (includes Micronesia [MIC])
- **EMEA** Europe, Middle East, Africa
- **JPN** Japan
- **LTAM** Latin America
- **NA** North America

Enterprise Support – Features and Offerings

Features and Offerings	(Gold) Business Support	Enhanced Business Support	(Platinum) Enterprise Support	Global Enterprise Support	Large Enterprise Support	Resident Enterprise Support
Daily Product Updates (DATs, engines, sig sets, and more)	●	●	●	●	●	●
Product Upgrades	●	●	●	●	●	●
Malware Alerts with Remediation Analysis	●	●	●	●	●	●
Malware Analysis Service	●	●	●	●	●	●
Malware Trend Podcasts and Blogs	●	●	●	●	●	●
Chat, Web and Phone Support with Remote Desktop Control	●	●	●	●	●	●
24/7 Phone Support (target of under 5 minutes to expert)	●	●	●	●	●	●
Automatic Diagnostic and Remediation Tools	●	●	●	●	●	●
Best Practice Videos and Guides	●	●	●	●	●	●
Online Product Test Environments	●	●	●	●	●	●
Product Specialists		●	●	●	●	●
Direct Access to Product Specialists		●	●	●	●	●
Enhanced Escalation Strategy		●	●	●	●	●
Enhanced SNS Alerting Services		●	●	●	●	●
Authorized Contacts		5	10	25	20	20
Regions Covered		1 Region	1 Region	Global	1 Region	1 Region
Assigned McAfee Support Account Manager			●	●	●	●
Product Planning and Protection Analysis			Annual	Annual	Quarterly	On-Demand
Case and Business Reviews			Monthly	Monthly	Weekly	Weekly
Onsite Case / Technical Review			Up to 2	Up to 2	Up to 6	On-Demand
Emergency Onsite Assistance (by Product Specialist)			Up to 2	Up to 2	Up to 6	Resident
Global Account Management				●	●	●
Regular Calls with McAfee Labs™ and Product Management					●	●

Product Updates/Upgrades

- Maximize protection with the latest product versions and daily anti-virus signature file updates
- Receive proactive notifications through the Support Notification Service (SNS)

Online Services

- Online KnowledgeBase for easy access to solutions
- McAfee Virtual Technician (MVT) to resolve many common issues automatically
- Web support for opening and monitoring cases
- Online documentation and FAQs for each product
- Video tutorials showing product demonstrations and configuration walkthroughs
- Notification of changes in open support Service Requests

Telephone Access to Skilled Technicians

- 24/7 support, whenever a problem or outbreak occurs
- Unlimited number of calls permitted
- Regular updates on the status of open cases
- Support technicians who are certified with high-skill security qualifications
- Remote debugging and re-configuration tools for rapid fault resolution
- Support in multiple local languages

Product Evaluations

- Online McAfee Global Solutions Lab (GSL) to test upgrades, new products, and new configurations
- Free trials of new products available for download
- Online submission process for Product Enhancement Requests (PERs)

Outbreak Analysis and Alerts

- Submit spam or virus samples for analysis
- New threat notification communications

Note: Some support services may not be available for all products.

Getting Started

Upon purchasing a McAfee Premium Support contract, you will be sent a welcome letter containing the contact details for accessing your Product Specialists. McAfee will then follow up with a request asking you to specify your authorized contacts. Your named contacts will then have direct access to McAfee Product Specialists and your Support Account Manager.

Premium Support Offering	Number of Authorized Contacts
Enhanced Business (Gold)	5 (One region*)
Enterprise (Platinum)	10 (One region*)
Global Enterprise	25 (Worldwide)
Large Enterprise	20 (One region*)
Resident Enterprise	20 (One-region*)

Named contacts apply for each region purchased

Other members of your organization may contact McAfee Gold Business Support for technical assistance. Find the McAfee Gold Business Support phone numbers for your region.

Grant Number

Your Grant Number is the key to obtaining the benefits of McAfee Technical Support, including product downloads, updates, and access to Product Specialists as well as the online Enterprise Portal. You should receive your Grant Number by email after purchasing a McAfee product. Keep

your Grant Number in a safe place. Without a Grant Number, it may take significantly longer to submit a support call or access online content.

If you lose your Grant Number you can obtain it by contacting McAfee Customer Service or your Support Account Manager (SAM).

Setting up your Enterprise Portal Account

The Enterprise Portal is your starting place to find support tools, the KnowledgeBase, product documentation, and software downloads. You must log in to use the features on the Enterprise Portal. If you have issues setting up your account, contact your Support Account Manager.

Account and Environment Management

The Enterprise Portal allows you to manage the access levels of your authorized contacts and restrict which team members can create and see Service Requests. You also can upload documents related to your environment such as network diagrams or hardware and software specifications for the servers and clients in your network.

Deploying your Products

While your Support Account Manager and Product Specialists can provide best practice guidance on product deployment, McAfee provides a number of tools to assist you in deploying products. We recommend you start with ePO Software Manager.

McAfee ePolicy Orchestrator Software Manager

McAfee ePolicy Orchestrator® (ePO™) 4.6 has an integrated Software Manager that allows you to automatically upload your licensed software, updates, and evaluation products directly to the ePO repository. We recommend that you use ePO to automate the deployment of your McAfee software, updates, and virus definitions.

For more information on ePO Software Manager, see “Managing your network security with your ePolicy Orchestrator server” in the ePolicy Orchestrator 4.6 Product Guide, or the Quick Tips video walkthrough.

Deployment Assistance Tools

McAfee recommends you review the tools available within the Enterprise Portal to help make your product deployment and configuration as easy as possible.

- **Product Documentation and Walkthrough Guides** — get access to product release notes, installation guides, and product guides by product
- **Quick Tip Videos** — a multimedia library covering useful configuration and installation best practices
- **Online Evaluation Environments** — go to the Global Solutions Lab (GSL) to test product deployment or upgrade scenarios in a secure, virtual environment

- **Training** — comprehensive online and classroom training courses are available through McAfee Educational Services (in EMEA, see EMEA Educational Services)
- **Professional Services** — receive assistance with your deployment or check the health of your installation by contacting McAfee Solution Services

Downloading Your Products

McAfee constantly enhances its products to combat new attacks and prevent data loss. Regularly upgrading products ensures that systems have the maximum level of protection, while minimizing the possibility of encountering an issue that has already been addressed in a later version.

McAfee Download Portal

You can download McAfee software from the McAfee My Products Download portal. Authenticate with your Grant Number to display all of the products available for download under your support contract. We recommend that you use ePO to automate the deployment of your McAfee software, updates, and virus definitions. See the ePolicy Orchestrator Product Guide for further information.

Patches and Hotfixes

To check for available software updates (patches, upgrades, daily DATs, signature files, and agent files), log in to the Enterprise Portal and click Product Patches under Self-Service. You can sort the list of patches by any of the table headings (Name, Modified, etc.) and navigate through the list using the Next and Prev buttons.

For large network deployments, ePO can be used to automate distribution of applications and virus definitions to multiple nodes on the network. For instructions on how to deploy updates via ePO, see the ePolicy Orchestrator Product Guide.

Hardware Support

McAfee Hardware Technical Support provides a maintenance program for service and repair of McAfee appliances. There are several Hardware Support Programs available to assist customers with appliance issues. For more information see the Hardware Support User Guide.

If your McAfee hardware appliance (including McAfee Firewall Appliances, McAfee SmartFilter, and McAfee Web Reporter) requires activation, this can be carried out at the online activation center.

Keeping your Products Current

While McAfee regularly releases new product versions and discontinues old ones, McAfee Technical Support is limited to the current version and the immediately preceding version of the product. Customers with older product versions who contact Support will be asked to upgrade to a supported version.

To ensure you are using the most current product version contact your Support Account Manager, or see the McAfee Product & Technology Support Lifecycle web page.

Staying Protected

Alerts

Support Account Manager Critical Issue Notification

Your Support Account Manager will proactively notify you of a potential issue or critical incident. We work with you to minimize or negate the impact to your environment.

Support Notification Service

The Support Notification Service (SNS) delivers product information via email, such as End of Life (EOL), patch and upgrade notifications, threat reports, DAT delays and emergency DAT releases, and critical alerts that may require immediate attention.

McAfee Labs Security Advisories

Created by the global research team, McAfee Labs Security Advisories map high-profile threats to technologies that remediate against threats.

McAfee Labs DAT Notification Service

McAfee Labs DAT notifications inform you when daily DATs have been released.

McAfee Labs Vulnerability Assessment

McAfee Labs Vulnerability Assessment sends the latest information regarding threats.

View the classifications of threat levels.

Online Resources

Global Threat Intelligence

Global Threat Intelligence supplements detection in the DAT signatures with real-time behavior analysis. By enabling this feature, you can reduce your company's potential exposure to threats.

How it Works

1. A user receives a file that the scan agent deems suspicious (for example, an encrypted or packed file), or there is no signature in the current local DAT files.
2. Using Global Threat Intelligence, the agent sends a fingerprint of the file for instant validation in the real-time database at McAfee Labs.
3. If the fingerprint is identified as malicious, a response is sent to the user to block or quarantine the new threat.

The McAfee KnowledgeBase contains a number of articles on maximizing your protection with Global Threat Intelligence:

- How Global Threat Intelligence improves malware detection (KB53735)

- How to enable McAfee Global Threat Intelligence in your McAfee product (KB70130)
- How to enable Global Threat Intelligence in VirusScan Enterprise (KB53732)
- Global Threat Intelligence Sensitivity Levels (KB60999)

McAfee GetClean

The GetClean initiative minimizes false positive detections by taking a clean snapshot of your clean Common Operating Environment (COE) image to capture your files for whitelisting.

McAfee's Whitelisting team analyzes, validates, and processes the files you submit before adding them to the GTI whitelist and to the McAfee Labs test systems, where they are scanned before each new DAT release to ensure there are no false positives.

GetClean uses McAfee Global Threat Intelligence (GTI) for file reputation lookup and only reports files that are unknown to McAfee or falsely classified.

Detailed GetClean information can be found in KnowledgeBase article KB73044.

McAfee Global Threat Intelligence Center

The McAfee Global Threat Intelligence Center provides a complete 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.

The McAfee Threat Center includes:

- Threat Reports—McAfee Labs' analysis providing insights into present and future security threats
- McAfee AudioParasitics—Podcasts on the latest threats
- McAfee Labs blog—Blogs from McAfee malware researchers
- Current malware and vulnerability descriptions—Rankings on the latest threats

Visit the McAfee Global Threat Intelligence Center.

McAfee TrustedSource

The McAfee TrustedSource website provides precise information about email senders' reputation by domain and IP address and grants you with a view into current and historical reputation and sending patterns of sends.

Visit TrustedSource.

Online Access to Definition Files

Many McAfee products require definition files, or DATs. DATs contain the information that the anti-malware engine requires to properly detect threats and clean infections.

DAT Type	Description
Daily DAT	Downloaded automatically by your McAfee products, daily DATs contain the latest virus information (with no scan engine) and are updated every

	day. Download daily DATs.
Super DAT	A Super DAT is a one-step executable update for your regular DAT files and the anti-malware engine used by your product. A Super DAT can be used to update the DATs and engine when other update methods have failed, or if a system must be taken off the network. Download Super DATs.
Beta DAT	Beta DATs are hourly builds of the daily DAT files with additional malware definitions. Beta DATs receive limited false positive testing and are recommended for use primarily on high-risk systems or when an infection is not detected by the daily DATs. Download Beta DATS,
Extra DAT	Extra DATs are temporary definition files delivered directly by McAfee Labs in response to submitted malware that is not yet covered in the daily DAT files. Extra DATs are intended to provide emergency coverage until the new malware can be incorporated into the daily DATs. Extra DATs automatically expire and are deleted when the extra detections are added to the daily DATs.

Getting Help

Customer Service

For non-technical questions regarding licensing and support entitlements contact McAfee Customer Service via telephone or online.

Online Technical Resources

McAfee provides online tools to resolve issues quickly and easily. The Enterprise Portal is your starting place for a comprehensive, searchable collection of support tools, including the KnowledgeBase, product documentation, and software downloads.

KnowledgeBase

The McAfee KnowledgeBase contains over 15,000 articles and provides a quick and easy way to find resolutions to your questions.

The **Search the KnowledgeBase** link on the Enterprise Portal provides the ability to use a query-based search to find solutions to questions about McAfee Products. Query results can be refined using filters on the left side of the page.

You can flag up to 50 articles as favorites on the KnowledgeBase home page by clicking **Add to Favorites** at the top of an article. To remove an article from your Favorites, click **My Favorites** on the right side of the page, then click **Remove** beside the article name. You can also **Browse the KnowledgeBase** by product and version.

McAfee Community

The McAfee Community enables you to connect with other customers to learn and share solutions about McAfee products. Community members can post discussions, form user groups, share documents, and write blog posts.

Visit the McAfee Community

How to Submit Virus or Malware Samples to McAfee Labs

When submitting a sample to McAfee Labs for review, there are two delivery methods:

- **McAfee Enterprise Portal (Priority Analysis)**
  This is the preferred method for McAfee Labs to receive submissions from Enterprise customers. By using this method, we can process and respond to samples quicker. To submit online, select **Submit a Sample** under the **Interactive Support** section of the Enterprise Portal. Detailed instructions for can be found in KnowledgeBase article KB68030.

- **Email**
  You can submit bulk samples directly to McAfee Labs by attaching the file(s) in an email to virus_research@avertlabs.com. When submitting samples via email, you must archive them in a password-protected Zip file with the password “infected” (all lowercase). For instructions on how to create a Zip file and password protect it, see these articles:

  - Using WinZip
  - Using Windows File Compression

Submission Information

To help us speed the sample review process, please provide the following information along with your sample:

- A list of files contained in the sample submission, including a brief description of where or how you found them.
- What symptoms cause you to suspect that the sample is malicious?
- If a third-party security product detects malware, tell us the security vendor, its product name, the version number, and the virus name assigned to the sample
- Your McAfee product information (product name, engine, and .DAT version)
- Any system details that may be relevant, including operating system and service packs

Finding Samples to Submit

McAfee KnowledgeBase Article KB53094 can assist customers in finding malicious samples on their systems.

What Not to Submit

Please do not send screenshots, anti-virus or HijackThis logs, or pre-fetch files through Enterprise Portal or email. Send only the suspected malicious files.

Automatic Diagnosis and Remediation

McAfee Virtual Technician (MVT) determines if McAfee products are correctly installed, updated, and working. Issues are proactively diagnosed and resolved where appropriate.

MVT can be run remotely on a client device using ePolicy Orchestrator (ePO-MVT): PD22556

Download MVT-ePO packages here.

MVT can be manually executed on a client machine using http://mvt.mcafee.com from that client. For detailed information on how to use MVT and a list of supported products, click here.

Endpoint Encryption Code of the Day

Customers with McAfee Endpoint Encryption who need access to certain functions within the McAfee device encryption disaster recovery toolkit (SafeTech/WinTech toolkit) require a unique code that changes on a daily basis.

To access the Endpoint Encryption Code of the Day, log in to the Enterprise Portal and select **Endpoint Encryption Code of the Day** under **Additional Services** on the website banner.

You can also obtain the code of the day from the McAfee Service Portal . Look under **Additional Services**, **Endpoint Encryption Code of the Day (Login Required)**.

Minimum Escalation Requirements (MER) Tool

The MER tool collects McAfee product and general system information to assist our technicians with diagnostic issues. Information collected by the MER tool includes 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 will create a .TGZ (compressed) file you can send to our technician to analyze or escalate.

The MER tool is updated regularly. Download the latest version.

For additional information on how to use the MER tool, click here.

The MER tool is not available for all products. Click here for a list of products that the MER tool supports.

Assisted Technical Support

If you require assistance from a Product Specialist, McAfee Enterprise Support provides Online Service Requests and telephone support. To help us resolve your issue as quickly as possible, please ensure that you have the following information available:

- 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
- Minimum Escalation Requirements (MER) tool output (optional)
- If your Service Request needs to be escalated to a higher level of support you may be asked for additional files or details on your installation.

Phone Support Contact Information

Your Premium Technical Support contract includes telephone access to technical support 24 hours a day, 365 days a year. Contact your Product Specialist or Support Account Manager for a list of languages supported in your local area.

Support Phone Numbers

When you receive your McAfee Premium Support contract, you will be provided with the appropriate phone numbers for your Authorized Contacts to reach McAfee's Product Specialists and your Support Account Manager.

After Hours Support

Support after normal business hours varies depending on the severity of the issue.

- **Severity 1 and 2 Issues**
  Call the Platinum Enterprise Product Specialist line for your country and leave a message for the on-call Product Specialist. An on-call Support Account Manager is also available. McAfee's goal in these situations is to first stabilize your environment and then to investigate and resolve the issue.

- **Severity 3, 4, and 5 Issues**
  For non-critical issues, you can submit a Service Request through the Enterprise Portal . You can also call the Gold Business Support phone number for your region.

A Service Request Number will be created for each new case opened and should be quoted on all queries regarding that request.

The status of open Service Requests can be viewed by logging into the Enterprise Portal and selecting **View my open Service Requests** under **Interactive Support**.

Details for a specific Service Request can be viewed by clicking it on the status field. In the Updates section, you can see comments added by Support or add information that may help us resolve your issue.

Create an Online Service Request

To create a new Service Request, log in to the Enterprise Portal and click **Create a Service Request**. Complete all of the required fields and attach any additional log files or information that will assist your support technician.

Use the Enterprise Portal to submit non-critical issues such as Severity 3, 4, and 5 requests. If you have a Severity 1 or 2 issues, call the Product Specialists.

A McAfee engineer should respond to your Service Request within 24 business hours. Depending on the complexity of the issue, the technician may contact you by phone.

McAfee Support will make three attempts to contact you, each at least one business day apart. If we receive an out-of-office notification, we will postpone follow-up attempts for that period. After three unsuccessful attempts, we will assume that your issue is resolved and send a notification that the request has been closed. You can call McAfee Support at any time within the next 30 days to reopen the request.

Checking the Status of Your Service Requests

The McAfee Enterprise Portal offers users several options for viewing the status of their Service Requests, under **Interactive Support**.

- View My Open Service Requests
- View All My Service Requests
- View All My Company Service Requests

Gold Business Phone Support

As an Enterprise Support customer, you also have access globally to McAfee Gold Business Support, 24 hours a day, 365 days a year. During business hours we provide local language support; English language support is provided when local language support is unavailable. Local language phone support may not be available for all products. To use phone support, you will be asked to provide your McAfee Grant number.

Check the McAfee website for the latest Technical Support telephone numbers for your country or consult your Support Account Manager (SAM).

Product Enhancement Requests (PER)

A Product Enhancement Request (PER), previously known as Feature Modification Request (FMR), lets you request additional features or functionality to be added to a McAfee product. The new automated system makes it easier for you to submit a PER, and it also improves the communication you receive about its progress. For information on the PER website, click here.

Quality Assurance Through our Witness program

The Witness tool records data as it is entered into our system, including engineers' keystrokes and mouse positions, and it synchronizes this with the recorded call or chat session. This information is used to provide feedback and training.

Customer Feedback Program

As part of our Customer Feedback Program, McAfee partnered with Walker, an industry leader.

Customer Satisfaction Surveys are sent out at the closure of Service Requests in the form of a web-based survey delivered via an email invitation from feedback@customerdelight.mcafee.com. Not all Service Requests will generate surveys to limit the number of emails sent to a given customer.

The information in the survey is confidential and used to improve McAfee services. Survey information is not shared with any entity outside of McAfee.

Response Charter

Each Enterprise Technical Support interaction begins with your Product Specialist and receives a unique Service Request (SR) number to track resolution of the issue. We attempt to resolve every issue on the first call. 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 the Product Specialist is unable to resolve the issue or it 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 issue. These processes apply to all Service Requests that are escalated within the McAfee Technical Support organization.

Escalation and Response Times

Depending on the severity level, the McAfee response charter documents the duration a Service Request (SR) can be open before it is escalated to the next tier. You and the Technician will agree to the frequency of SR status communications at the time the SR is created.

Escalation and Response Times Table

<table>
<tr><th></th><th>Severity 1</th><th>Severity 2</th><th>Severity 3</th><th>Severity 4</th><th>Severity 5</th></tr>
<tr><td rowspan="3">Response Time</td><td colspan="5">Telephone < 5 Minutes</td></tr>
<tr><td colspan="5">Chat < 15 Minutes</td></tr>
<tr><td colspan="2"></td><td colspan="3">Platinum Enterprise Portal < 8 hours</td></tr>
<tr><td>Escalation to Tier 3</td><td>< 1 Hour</td><td>< 4 Hours</td><td>< 3 Days</td><td>< 7 Days</td><td>< 10 Days</td></tr>
<tr><td>Escalation to Engineering</td><td>< 4 Hours</td><td><6 Hours</td><td>< 5 Days</td><td>< 10 Days</td><td>< 10 Days</td></tr>
</table>

Note: Support Response Charter times reflect calendar hours and days.

Severity Definitions

McAfee defines the severity of an issue based on how it impacts your ability to conduct business. A severity code 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 impacted

- Your organization's business is impacted 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—Requests for information or feature modifications

- You request product documentation or other information that does not require troubleshooting and issue resolution.
- You request modifications to the functionality or design of McAfee products.

Support Terms and Conditions

McAfee's Support Terms and Conditions

End of Life Policy

We may periodically choose to discontinue specific products. Reasons for discontinuing products are:

- New technology emerges, which allows for increased security and functionality.
- 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 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. During the end-of-life period, McAfee will meet existing support agreements.

For more information, see the McAfee Product & Technology Support Lifecycle web page.

Premium Support Offerings

Enhanced Business Support (Gold)

Ideally suited for businesses with more complex security environments that could normally take longer to identify root causes and resolve problems. Gold Enhanced Business Support provides direct access to Product Specialists whose expertise and security knowledge ensure your issues are resolved quickly to minimize risk to your business.

Enterprise Support (Platinum)

Enterprises worried about business continuity and compliance need a higher level of accountability and predictive support. An assigned Support Account Manager provides personalized support, protection analysis, proactive advice, and escalation for complex technical issues. Customers can directly access Product Specialists for detailed technical assistance on their products.

Global Enterprise Support

Global Enterprise Support is ideal for multi-national organizations centrally managed from a headquarters location. An assigned Global Support Account Manager provides centralized account management in addition to Product Specialists in each region.

Large Enterprise Support

Large Enterprise Support provides organizations with high-volume requirements the concentrated attention and coordinated management of a Large Support Account Manager. Working closely with the security team, the Large Support Account Manager provides the high-touch commitment needed to meet the demands of organizations running a complex, mission-critical environment, and aggressively advocating on their behalf with McAfee. Product Specialists are on call to provide detailed technical assistance as required.

Resident Enterprise Support

Organizations requiring the highest level of pre-emptive assistance gain significant benefit from a dedicated Resident Support Account Manager or Product Specialist. The Resident Support Account Manager brings critical security expertise in-house, enabling greater team productivity, aligning security policies and controls to best practices, and decreasing time to value through deployment planning and assistance.

Additional Services

Solution Services

Many customers do not have the time or resources to fully deploy their security products. McAfee Solution Services can help you quickly realize the full value of your McAfee security solution and accelerate your return on investment.

QuickStart Services

Smaller organizations can utilize the benefit of security experts for installation, deployment, configuration, or fine-tuning assistance with McAfee's QuickStart services. These experts can remotely connect to your system and take the effort out of implementing, optimizing, and configuring your McAfee security solutions.

McAfee Product Education

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2821 Mission College Boulevard
Santa Clara, CA 95054
888 847 8766
www.mcafee.com

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