



Frequently Asked Questions

Endpoint Security
version 10.5.3 Training

Feb 2018

Learn more about our new and updated courses to learn how to administer, plan, test, and deploy the next-generation endpoint solution—McAfee Endpoint Security (ENS).

1. What courses are offered?

We are offering one new and two updated Endpoint Security courses, created specifically for customers with different training needs. These courses are available in a classroom setting and as online eLearning courses.

- ✓ Self-paced eLearning video lecture series with around eight hours of content
- ✓ Self-paced eLearning with hands-on labs, plus the ability to “Ask the Instructor” through email or monthly scheduled webinars. Access to content is available for 60 days. This learning option is available at a discounted price, for a limited time only.
- ✓ Four-day, instructor-led training with hands-on lab environments

These courses provide in-depth instruction on setting up and administering McAfee Endpoint Security.

2. When are the courses offered?

Our eLearning courses are available any time you are. Our instructor-led training course is offered in public classrooms around the world, with many dates to choose from. See the [class schedule](#).

3. Why should I attend a course?

By participating in this training, you will:

- ✓ Learn about the latest technology developments in a specially designed course.
- ✓ Jump start your upgrade with key product stand-up and integration details.
- ✓ Acquire the skills needed to maintain our next-generation endpoint platform.
- ✓ Network and consult with other McAfee customers using ENS 10.5.3.
- ✓ Gain insight from McAfee engineering experts.

4. What is included with the instructor-led course?

The four-day, instructor-led course offers hands-on lab experience with each student receiving a Student Guide and Lab Guide they can use for reference (may be an eBook or printed). The goal is for students to each receive detailed instructions for integration of this solution into their enterprise.

5. What is the self-paced eLearning with hands-on lab course?

The new eLearning course with hands-on labs provides student with access to a real virtual ENS environment to implement the training that is covered in the self-paced video training.

We have found that knowledge on how to use the product is greater when students can apply firsthand what is covered in the training. Students will have 60 days of access to complete about 7.5 hours of course content, 10 hours of lab time, and monthly scheduled webinars.

6. Who can attend these courses?

Our students are typically administrators responsible for implementation and maintenance of McAfee Endpoint Security. These courses are ideal for McAfee customers currently using VirusScan Enterprise or for those who are new to Enterprise Security.

7. How many students can attend?

Due to a limited number of seats in our instructor-led training course, we recommend registering early to secure a seat. There is no limit to how many students can attend our eLearning courses.

8. How do I register for a course?

Choose the class you would like to attend from the available list on our website, click the link, and follow the registration prompts. Payment options depend on local region options.

9. Can I attend courses remotely?

All our eLearning courses are available at any time, and you can attend as your schedule permits. Our instructor-led training courses are available at fixed times/dates, and offered in physical classrooms. Our North American students have the option of attending the instructor-led training courses remotely: you can just register for the course, indicate that you will attend remotely, and you will then receive instructions about how to log in on the day the course begins. This option is available on a selected basis in other regions. [Contact us](#) for more information.

10. Are the course schedules final?

We update the schedules and add new courses frequently. Please check our [training web page](#) often to see the latest schedule.

11. What if I am interested in other training courses?

Our Education Services team offers a wide range of product training, and all customers are welcome to attend. Please visit our [Education Services website](#) to see the full list.

12. Who do I contact if I have any questions or issues with registration?

If you have any questions or issues with your registration, please email us at ENSTraining@McAfee.com.