

McAfee SaaS Endpoint Protection Suites End of Life

Frequently Asked Questions

Version Updates

October 6, 2016: Version 1.1, Additional updates to Key Milestone Dates.

December 6, 2016: Version 1.2, Highlight termination of monthly service.

PLEASE NOTE THAT MONTHLY SERVICE IS SCHEDULED TO TERMINATE ON JANUARY 30, 2017. CUSTOMERS WITH MONTHLY SUBSCRIPTIONS SHOULD MIGRATE TO AN ALTERNATIVE PRIOR TO THAT DATE.

Partners that need a detailed list of milestone dates, please refer to the following page on the Partner Portal: <https://www.mcafee.com/us/support/support-eol.aspx>

Q. What is being announced?

A. The McAfee® SaaS Endpoint Protection suites are scheduled for End of sale (EOS) on January 11, 2016. Support will continue for nearly three years after that date at which time it will be officially ended. End of life (EOL) and end of support will be effective January 11, 2019.

Q. Why is McAfee announcing this EOL?

A. With the release of McAfee Endpoint Security 10, we are focusing our endpoint protection on this new endpoint security platform managed by McAfee® ePolicy Orchestrator® (McAfee ePO™) software on premises or in the cloud. This new technology will

replace the SaaS Endpoint Protection technology. We will stop new sales and renewals of McAfee SaaS Endpoint Protection suites at the end of sale date.

Q. Is McAfee exiting the endpoint protection business?

A. No. We are simply announcing the end of life of the SaaS Endpoint Suites. We are fully committed to endpoint protection with McAfee Endpoint Security 10. This new endpoint security platform can be managed by McAfee ePO software on premises or in the cloud. McAfee Endpoint Security 10 replaces the SaaS Endpoint Protection technology.

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Q. What is the timeline for EOL?

A. Below is a table that outlines the key milestones for this EOL.

Milestone	Effective Date
End of Sale*	January 11, 2016
End of Life	January 11, 2019
End of Support	January 11, 2019

* The End of Sale date for McAfee SaaS Endpoint has been extended to July 11, 2016, for SP2 (API) partners to help accommodate a move to new SKUs. This includes Japan API partners as well.

Q. What SKUs are affected?

A. The SKUs that will end of life include the following:

Product	Associated SKUs
McAfee SaaS Endpoint & Email Protection Suite	TSAECE, TSAFCE, TSAICE (AA, HA)
McAfee SaaS Endpoint & Email Protection Suite Upgrade	TSAECE, TSAFCE, TSAICE (DA)
McAfee SaaS Endpoint & Email Protection Suite—Multi-node	TSA00M005PAA, TSA00M010PAA, TSA00M025PAA
McAfee SaaS Endpoint Protection	TSBECE, TSBFCE, TSBICE (AA, HA)
McAfee SaaS Endpoint Protection—Multi-node	TSB00M005PAA, TSB00M010PAA, TSB00M025PAA
McAfee Security for Business	STPECE, STPFCE, STPICE
McAfee Endpoint Protection Advanced for SMB	All TSI SKUs

Q. What are the key milestone dates?

A. The End of Sale was announced on October 22, 2015. The support periods below are provided to allow ample time to transition from McAfee's SaaS Endpoint solutions.

Affected SKU Families	End of Sale Date	If you have an annual or multi-year service term, you may:	If you have a monthly service term, you may:
TSA, MSA1GE, TSB, TSI, STP	January 11, 2016	Renew up to 1 year following the existing Agreement expiration	Renew monthly through last date of service: January 30, 2017

Q. Will all the component technologies of the McAfee SaaS Endpoint Protection suites EOL?

A. Yes, most of the components of the McAfee SaaS Endpoint Protection suites will EOL on the same schedule, including the client security components (antivirus, firewall, and web filtering), McAfee Security Center and the McAfee SaaS email protection technologies. McAfee SaaS Web Protection will not go into EOL.

Q. Will McAfee Security Center EOL too?

A. Yes. McAfee Security Center will go EOL as well. The end of support day for McAfee Security Center is January 11, 2019. Customers will be transitioned to McAfee ePO Cloud for management of endpoint security.

PRODUCT FAQ

Q. What will be replacing McAfee SaaS Endpoint Protection and McAfee Security Center?

A. Customers who have deployed the client protection technologies of the McAfee SaaS Endpoint Protection suites will be transitioned to the new endpoint security platform—McAfee Endpoint Security. Customers using McAfee Security Center will be transitioned to McAfee ePO Cloud to allow for complete cloud-based management.

Customers who would like to activate ePO Cloud before they are notified of subscription availability may create a free trial at manage.mcafee.com.

- **McAfee Endpoint Security** is a collaborative protection framework that replaces the functionality of McAfee SaaS Endpoint Protection technology. This endpoint security platform serves as the foundation of a cloud assisted endpoint security strategy by applying the cloud to enhance protection, detection, and correction against today's advanced threats.
- **McAfee ePO Cloud** provides a single 'pane of glass' for highly scalable, flexible, and automated centralized management and enforcement of security management policies. It provides end-to-end visibility and a powerful automation feature that reduces incident response times, strengthens protection, and decreases the complexity of managing risk and security.

Q. Why is McAfee Endpoint Protection Advanced for SMB (TSI) going EOL?

A. McAfee Endpoint Protection Advanced for SMB is going EOL because selected component technologies are going EOL, making the offering no longer compelling to customers. The products in question are McAfee Enterprise Mobility Manager (EMM) and McAfee SaaS Email Protection.

Q. What happens if I am an existing McAfee SaaS Endpoint Protection customer?

A. As an existing McAfee SaaS Endpoint Protection customer, you will be transitioned to McAfee Endpoint Security for client protection and McAfee ePO Cloud to match your node counts and expiry dates. You will be contacted with details on how to upgrade—this will require activation of a new account in McAfee ePO Cloud and re-installation of Endpoint Security. Most existing McAfee SaaS Endpoint Protection customers have support contracts that will expire within the end of support window (January 11, 2019). If you have a support contract that extends beyond that period, it will be addressed on an individual basis.

PRODUCT FAQ

Q. What should I renew if I am not able to renew any of the McAfee SaaS Endpoint Protection SKUs?

A. The following table outlines the SKUs reaching EOL and what comparable SKUs a customer should renew with. The node count limit for McAfee Endpoint Protection Essential for SMB (TSH) will be waived for renewals over 250 nodes.

EOL Product SKU	Renewal SKU Options
McAfee SaaS Endpoint Protection (TSA)	McAfee Endpoint Protection Essential for SMB (TSH)
McAfee SaaS Endpoint and Email Protection Suite (TSB)	McAfee Endpoint Protection Essential for SMB (TSH)
McAfee Security for Business (STP)	McAfee Endpoint Protection Essential for SMB (TSH) and McAfee SaaS Web Protection (SWE)
McAfee Endpoint Protection Advanced for SMB (TSI)	McAfee Endpoint Protection Essential for SMB (TSH)

Q. How will support be handled?

A. The SaaS Endpointf platforms (US and Japan) will be maintained until the last licenses expire on January 11, 2019.

Q. Is it possible to get extended support beyond the end of support date?

A. No, extended support for these SKUs can't be offered beyond the EOL date.

Q. Whom should I contact if I have additional questions?

A. Please reach out to your McAfee account manager if you have additional questions.

Q. What do I do if I need more information?

A. For EOL and end of support lifecycle details, see the [McAfee Product and Technology Support Lifecycle](#) page.



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DECEMBER 2016