



McAfee Technical Support

McAfee[®]
Proven Security™

Agenda

- McAfee Technical Support Overview
- The Customer Experience: Gold Technical Support

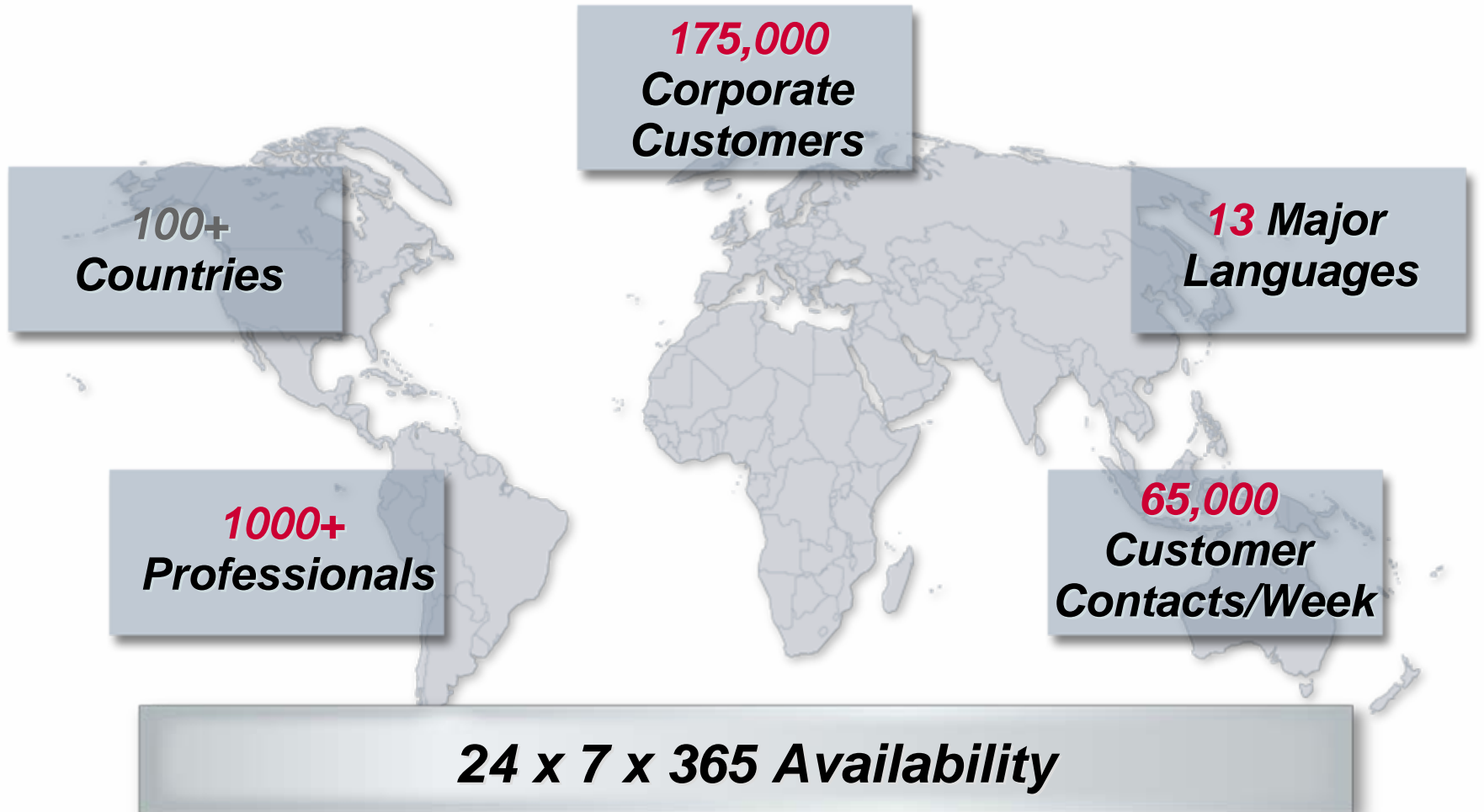


Mission Statement



**To serve as a
Trusted Security
Advisor to our
partners and
customers quickly
responding to and
resolving issues**

McAfee Support Organization



Trusted Security Advisor = Technical Knowledge

Creating the Highest Level Trusted Security Advisors, Delivering Trusted Advice

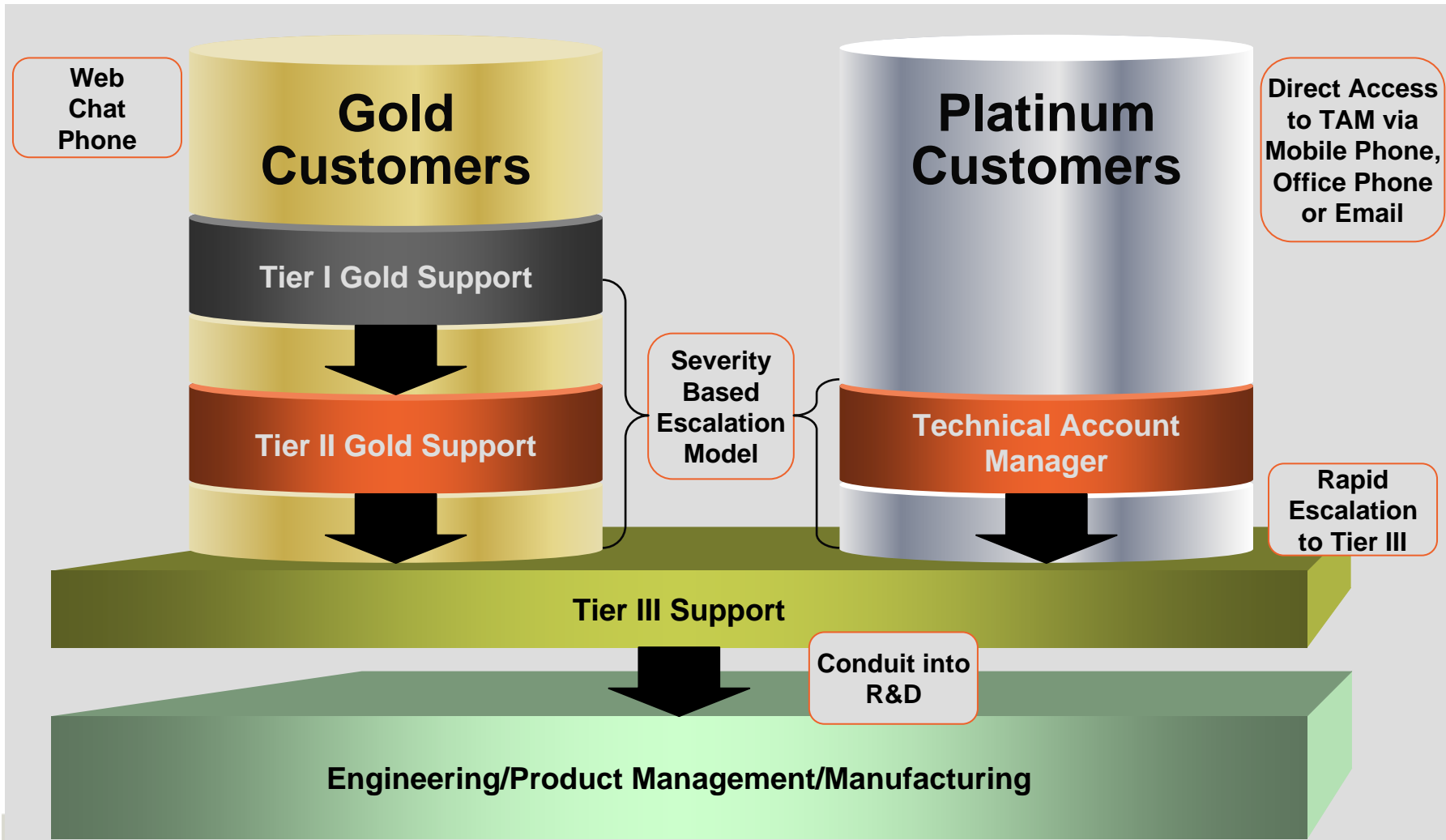
- Industry Certified Security Engineers
 - Security certifications: CompTIA Security+ and CISSP
 - McAfee products and suites
 - Leading industry certifications: CCIE, CCNA, CCNP, MCSE, MCP, MCDST, CNA, CNE, and more....
- Improved Structure
 - Formalized new hire training plan
 - Product Specialists providing on demand training to Tier 1
 - Tier 2 structured by product
- New Training Technologies
 - Global Support Labs
 - Witness feedback
 - KnowledgeBase improvements
- Specialist Training
 - Engineer exchange between regions



McAfee Technical Support Offerings at a Glance

Features	Gold Support	Platinum Support
Product Updates including Signature Files and Daily DAT files	✓	✓
Product Release Upgrades, Hotfixes and Patches	✓	✓
Access to our Award Winning Online ServicePortal including: <ul style="list-style-type: none"> - Knowledge-base Search, FAQ's, White-papers - Virus Information Library - Diagnostic Tools including the McAfee Virtual Technician - Online Case Management 	✓	✓
24x7x365 Live Phone/Web/Chat Support and Remote Assistance	✓	✓
Technical Support from Industry Certified Security Engineers	✓	✓
Global Coverage and Native Language Support	✓	✓
Access to McAfee Global Support Labs	✓	✓
Deployment Assistance Program (DAP)	✓	✓
Assigned Technical Account Manager (TAM)		✓
Onsite Support Visits		✓
Proactive Support		✓
McAfee Security Alerting Service (MSAS)	Purchasable	✓
Weekly Activity Reports and Monthly Security Newsletters		✓
Response Charter	Phone Answer < 5 min.	Direct access to TAM 24x7
Published Case Escalation Timeframes	Escalate to Tier 2	Escalate to Tier 3

McAfee Escalation Routes



Escalation and Response Charter

Gold Support

Severity	Tier I Response	Tier I Escalation to Tier II	Tier II Escalation to Tier III	Tier III Escalation to Dev	Status Updates
1 – Business has stopped	Immediate*	30 Min	30 Min	4 Hrs	Continuous Phone Bridge
2 – Business is severely impeded	Immediate*	2 Hrs	2 Hrs	6 Hrs	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 2 Weeks

Platinum Support

Severity	TAM Response		TAM Escalation to Tier III	Tier III Escalation to Dev	Status Updates
1 – Business has stopped	Immediate*		30 Min	4 Hrs	Continuous Phone Bridge
2 – Business is severely impeded	Immediate*		1 Hrs	6 Hrs	Hourly
3 – Business impeded but functioning	Immediate*		5 Days	5 Days	Daily
4 – Business not affected, symptoms exist	Immediate*		25 Days	25 Days	Weekly
5 – Request for information	Immediate*		30 Days	30 Days	Every 2 Weeks

McAfee Support's Key Value Proposition

Gold Support

Delivering product updates with trusted security support 24 hours a day, 7 days a week, 365 days a year with a skilled technical support representative

Platinum Support

Your own trusted security advisor, understanding your issues for personalized and proactive technical support

Hardware Support

World class hardware support with fast response and industry-best resolution

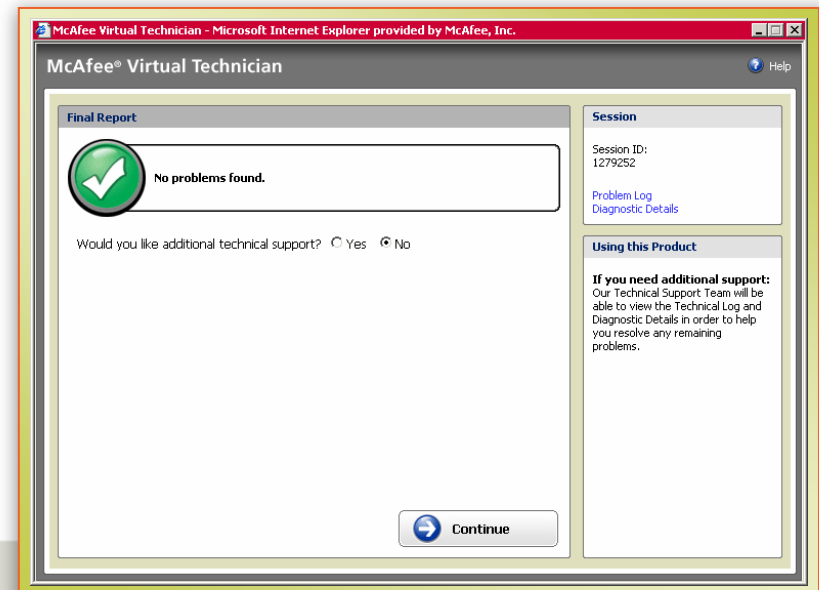


The Customer Experience

Gold Technical Support

What you get with McAfee Gold Support

- Product Updates including Signature Files and Daily DAT files
 - Product Release Upgrades, Hotfixes and Patches
 - Access to McAfee's Award winning Online ServicePortal which includes:
 - Over 10,000 Knowledgebase Articles, FAQ's, White papers and Video Tutorials
 - Virus Information Library
 - Diagnostic Tools including McAfee Virtual Technician
 - Online Case Management
 - 24x7 Live Chat and Telephone Support delivered by Security and Industry Certified Engineers
 - Response Charter – Phone answered in less than 5 min.*
 - Published Case Escalation timeframes
 - Severity 1 issues Escalated in 30 minutes
 - Access to McAfee Global Support Labs for:
 - Product Demonstrations, Training & Troubleshooting
 - Pre-deployment Testing
 - Access to Deployment Assistance Program (DAP)
 - Remote Management
 - Global Coverage
- * 5 minutes is an On Average timeframe



McAfee's ServicePortal

New Release 01-May-06

- Self Healing: McAfee Virtual Technician
- Self Service: Support by Reading, Seeing & Doing
 - Search the KnowledgeBase
 - View Hot Topics in 13 languages
 - View Product Tutorials
 - Download Software Updates
 - Evaluate in a Live Test Environment (Global Support Lab)
- Interactive Support:
 - Submit & Manage Online Service Requests
 - Chat with a Live Agent

<http://mysupport.mcafee.com>

The screenshot displays the McAfee ServicePortal interface. At the top, there is a navigation bar with links for 'My Account', 'Contact Us', 'Site Help', and 'Log Out'. Below this, a 'ServicePortal Home' banner features a 'Welcome Back!' message and the date 'Monday, May 01, 2006'. The main content area is organized into several sections:

- User Login:** Includes fields for 'User ID' and 'Password', a 'Remember my User ID and Password' checkbox, an 'OK' button, and links for 'Forgot Your Password?' and 'New User'.
- Announcements:** A message welcoming users to the new McAfee ServicePortal, encouraging them to read 'Site Help' and 'Frequently Asked Questions'.
- View Hot Topics In:** A 'Select Language' dropdown menu currently set to 'English', with a 'Go' button.
- Additional Services:** Links to 'Survey', 'MSAS' (McAfee Security Alert Service), and 'Threat Center'.
- Self Healing:** A section titled 'Run McAfee Virtual Technician' with the description 'Automatically diagnose and repair common issues'.
- Self Service:** A section titled 'Support by Reading' with links for 'Search the KnowledgeBase', 'Product Documentation', and 'Product FAQs'. Below it, 'Support by Seeing' includes a link for 'View Tutorials'. 'Support by Doing' includes links for 'Download Software Updates' and 'Global Support Lab'.
- Interactive Support:** A section titled 'Manage Service Requests' with a link to 'Log on to the ServicePortal managing your service requests'.

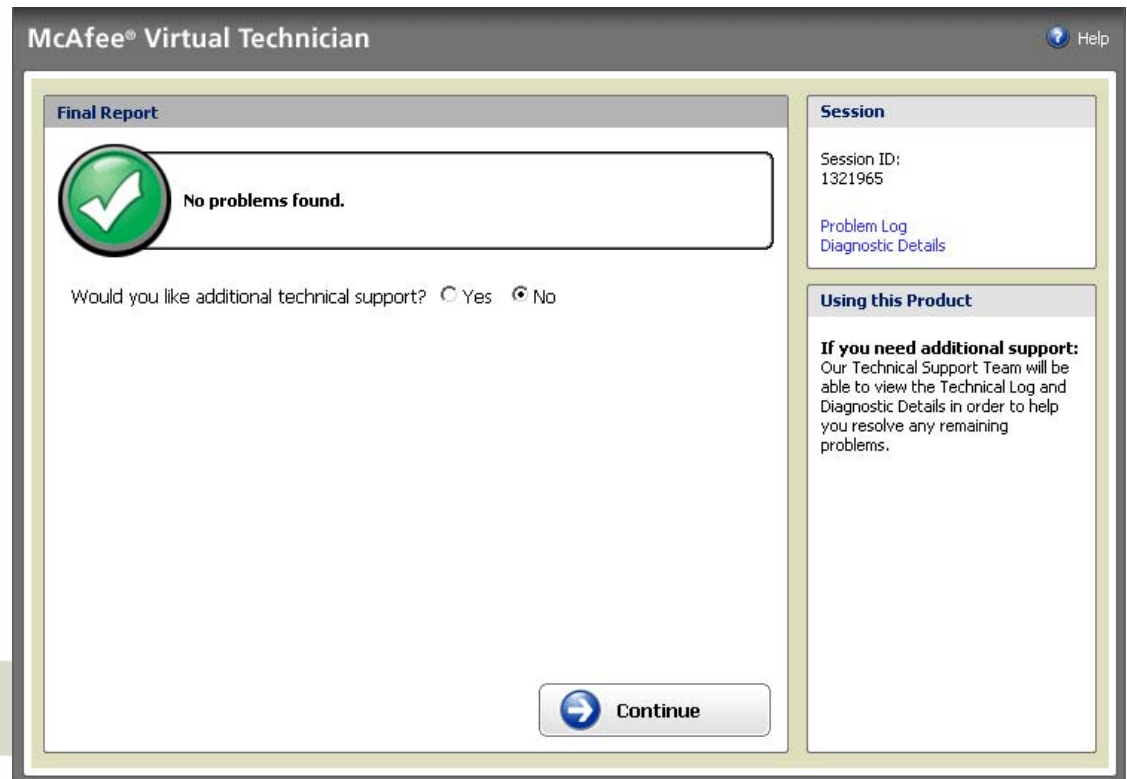
A language selection dropdown menu is open on the right side of the page, showing the following options: English, Português (Brasil), 中文 (简体), 繁體中文, Nederlands, suomi, Français, Deutsch, Italiano, 日本語, Español, Svenska, English, and 한국어.

Self Healing: McAfee Virtual Technician (MVT)

- Convenient, automated, self-service tool to analyze and resolve the most commonly known problems
- Data can be fed back to McAfee engineering to ensure top issues are incorporated into MVT and ultimately resolved in product

Corporate Products:

- **Common Management Agent 3.5.5**
- **ePolicy Orchestrator 3.6**
- **GroupShield 6.0.2 for Microsoft Exchange**
- **Managed Desktop Firewall**
- **Managed VirusScan Plus AntiSpyware**
- **VirusScan Enterprise 8.0i**



Self Service: McAfee's KnowledgeBase

New Release 01-May-06

- Over 10,000 KnowledgeBase Articles
 - Quick links to top searches
 - Hot Topics
 - Recently Added Content
 - Common Issues
 - Refine search:
 - Document type
 - ProductFAQs
- Product Documentation
- Useful Links

The screenshot displays the McAfee KnowledgeBase search interface. At the top, the McAfee logo is visible. Below it, there is a search bar with the placeholder text "Enter Keyword(s) or Solution ID:". To the right of the search bar is a "Search" button. Below the search bar, there are two dropdown menus: "Product: Product Type ----->" and "Type of Content: Document Type ----->". To the right of these dropdowns is an "Advanced Search" link. Below the search bar, there is a banner image of a person's eyes. The main content area is divided into several sections:

- Hot Topics:** A list of articles with a "Show:" dropdown menu set to "FAQs". The dropdown menu options are "All Docs", "Documentation", "FAQs", "KnowledgeBase", and "Virus Information Library". The list includes:
 - Virex How can I get rid of errors when running an eUpdate fr...
 - 3100 Appliance How do I use the Minimum Escalation Resource...
 - VirusScan Enterprise Will a task in McAfee AutoUpdate Architect run when the machine is not logged i...
 - VirusScan Enterprise If I have McAfee AutoUpdate Architect and VirusScan Enterprise 7.0 installed on ...
 - Virex How can I test my installation of Virex?
 - ePolicy Orchestrator Is Microsoft SQL 2005 supported by ePO?
 - VirusScan ASaP How can I test VirusScan ASaP?
 - 3200 Appliance How do I use the Minimum Escalation Resource Tool (MERTool)?
 - NetShield for NetWare Why do I receive a page fault error on my Windows system when I am installing ...
 - MERTool for Intercept How do I use the Minimum Escalation Resource Tool (MERTool)?
- Recently Added Content:** A list of articles with a "Show:" dropdown menu set to "FAQs". The list includes:
 - M-SpamKiller for LotusDomino H...
 - Mert GroupShield for Domino Ho...
 - ePolicy Orchestrator Is Micros...
 - Mert-EPO How do I use the Mini...
 - MERT AntiSpyware Enterprise Ho...
 - Mert WebShield SMTP (NT) How d...
 - MERTool for IntruShieldManager...
 - ePolicy Orchestrator Does the ...
 - M- Spam Killer for Exchange Ho...
 - Mert WebShield e500 How do I u...
- Common Issues:** A list of articles including:
 - Downloading the Minimum Escalation Tool
 - Obtain Documentation
 - Common Issues for EPO
 - Download Patches
 - Problems Downloading DATs
 - Spam Submissions
 - Get the Latest Dats
 - Common Issues and Tasks
 - Report A New Virus
 - Virus Removers
 - Problem with Downloading...
- Useful Links:** A list of links including:
 - Security HQ
 - ServicePortal HomePage
 - Browse FAQs
 - Browse Documents
 - FAQ
 - Product Tutorials
 - Global Support Lab

Adaptive Resolution – Wizards

Address repeatable issues with process support and guided resolution experience

The screenshot displays the McAfee support portal. At the top left is the McAfee logo. Below it is a search bar with the text "running a trace on intrushield" entered. To the right of the search bar is a "Search" button. Below the search bar are two dropdown menus: "Product: Product Type ----->" and "Type of Content: Document Type ----->". To the right of these is an "Advanced Search" link. Below the search bar is a banner image showing a person's eyes. Below the banner are three main sections: "Hot Topics", "Useful Links", and "Recently Added Content".

Hot Topics (Show: All Docs):

- I-1400prodguide.book -- 17
- Systems report as unprotected in ePolicy Orchestrator or ProtectionPilot after installation of Patch...
- Compatible versions of GroupShield for Domino with Lotus Domino R6
- Primus Hyperlink Test
- Virus Name: W97M/Byboom@M
- Definition of file infecting viruses.
- Nina's fonds test
- software installation 100123

Useful Links:

- Security HQ
- ServicePortal HomePage
- Browse FAQs
- Browse Documents
- FAQ
- Product Tutorials
- Global Support Lab
- Documentation
- VirusScan Enterprise Frequently Asked Questions
- Get the Latest DAT Files
- More >>

Recently Added Content (Show: All Docs):

- Test 101 + 102 + 103
- Test Doc 10001 from LF
- <
- McAfee LinuxShield support for ...
- ePolicy Orchestrator hardware ...
- Average size for the Intercept...
- IntruShield Current Version In...
- Sensor heat dissipation rate (...)
- Upgrade from Intercept 2.x to ...
- Warning while Checking Alert M...

Common Issues:

- Downloading the Minimum Escalation Tool
- Obtain Documentation
- Common Issues for EPO
- Download Patches
- Spam Submissions
- Get the Latest Dats
- Common Issues and Tasks
- Report A New Virus
- Virus Removers
- Test Run With Chris

At the bottom left of the page is the McAfee logo with the tagline "Proven Security™". At the bottom right of the page is the word "CONFIDENTIAL".

Adaptive Resolution – Wizards

McAfee®

Go Back

Common Issues

Sensor Type

- Is the sensor trusted to a manager (ISM)?
 - Yes
 - No

Next >>

Assistance Steps

- Sensor Type
- Directions for Trusted Sensor
- Create A Trouble Ticket

New functionality behind the scenes will guide you through resolution wizards to narrow down the search and present the right KB article, instead of listing several from which to choose

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Go Back

Common Issues

Directions for Trusted Sensor

- To assist support in gathering the most helpful data, follow these steps to issue a command at the censor CLI before collecting the diagnostic trace:
- Make a console connection and log on. Execute the logstat command and allow the command to complete. Execute logstat again, and allow it to complete.
- Did logstat complete?
 - Yes
 - No

Previous Step Next >>

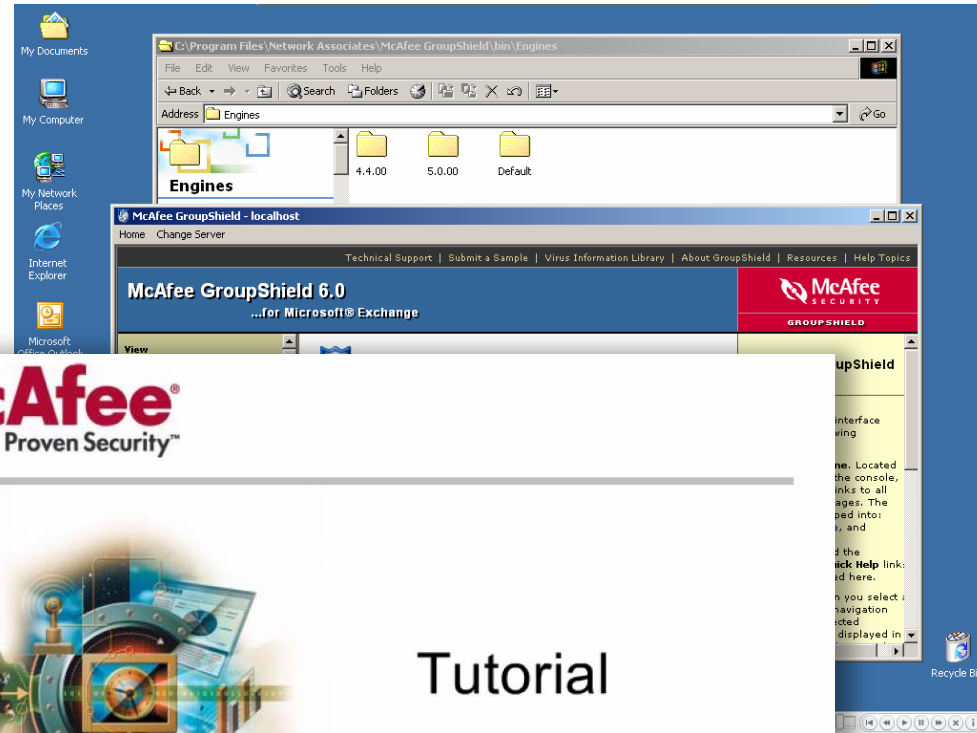
Assistance Steps

- ✓ Sensor Type
- Directions for Trusted Sensor
- Create A Trouble Ticket

Support by Seeing: Video Tutorials

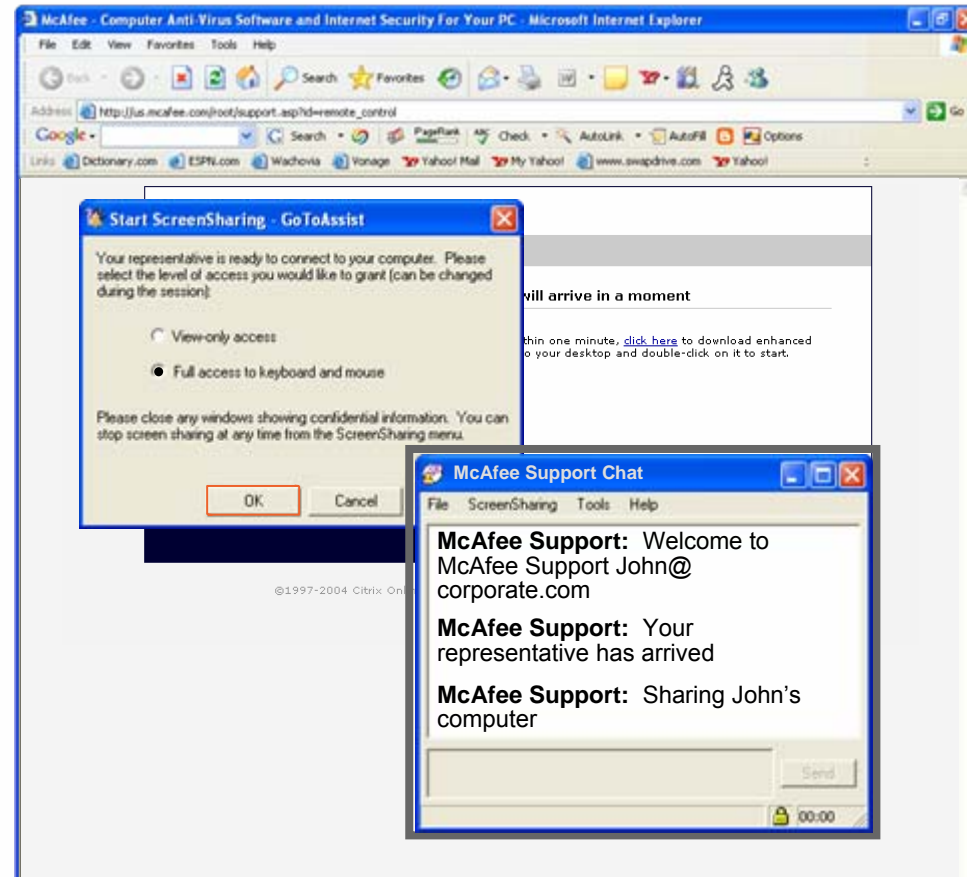
For People Who Learn Visually

- Tutorials
 - Top Issues
 - Product Demos
 - “How To” Guides
 - Link to Tutorial from KnowledgeBase
- Novice Customers



Remote Assistance and Online Chat Support

- Available to all Support Customers
 - Enables faster resolution on difficult calls
 - Secure connection controlled by customer
 - Works with corporate firewalls
- Integrated into Chat Support
 - Allows McAfee engineer to view caller's desktop
 - Option to allow engineer to control callers desktop
 - McAfee engineers can show customer the steps to take while correcting an issue



“I have been using the chat support on the ServicePortal and I love it.”

**– Norma I. Valdez,
Hyatt International Corporation**