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# McAfee Technical Support



# McAfee Technical Support Mission Statement



For McAfee customers to feel “Confident I am Covered”



The Year's Ten Best Web Support Sites





# Trusted Security Advisor = Technical Knowledge

- 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 Solution Lab
  - Witness feedback
  - KnowledgeBase improvements
- Specialist Training
  - Engineer exchange between regions

***Creating the Highest Level Trusted Security Advisors, Delivering Trusted Advice***

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4/18/2008



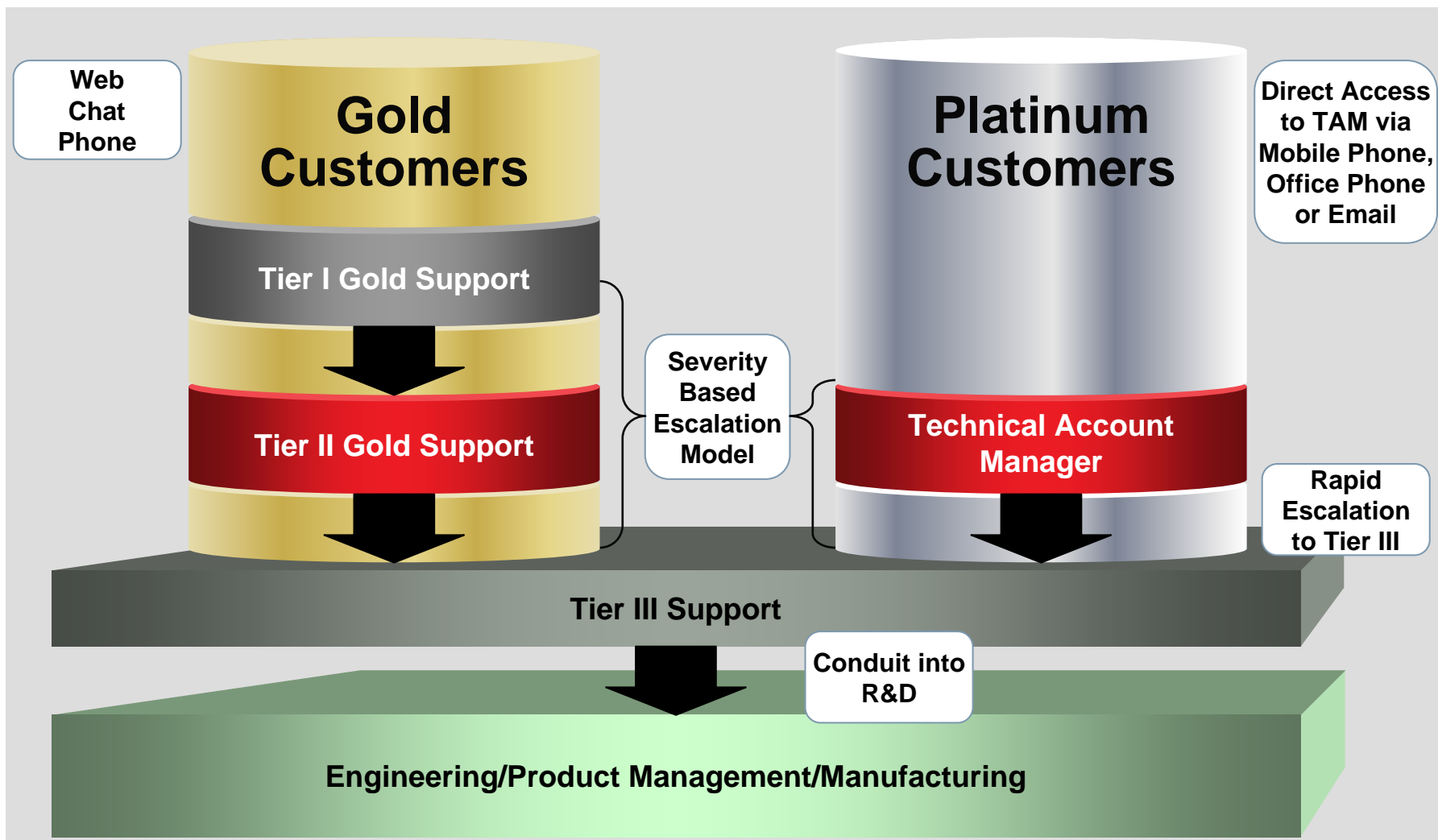
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# McAfee Technical Support Offerings at a Glance

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"> <li>- Knowledge-base Search, FAQ's, White-papers</li> <li>- Virus Information Library</li> <li>- Diagnostic Tools including the McAfee Virtual Technician</li> <li>- Online Case Management</li> </ul>	✓	✓
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



4/18/2008



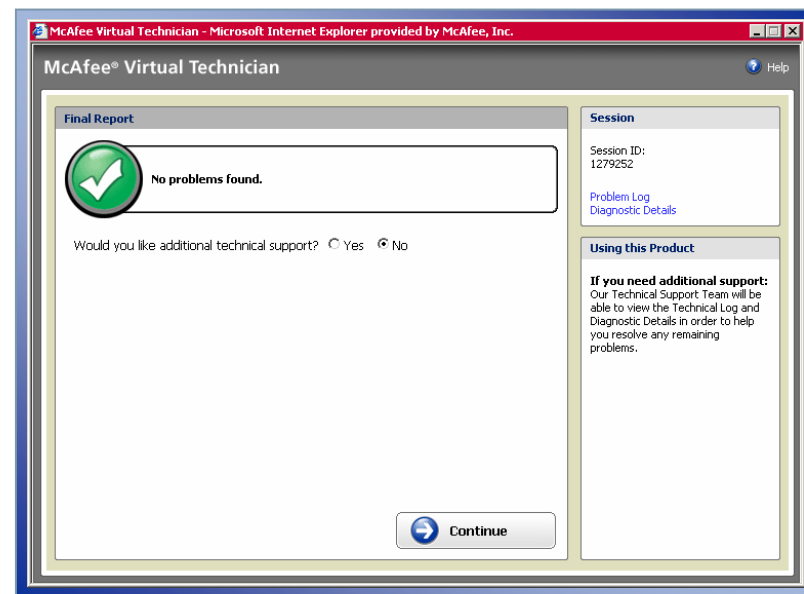
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# What you get with McAfee Gold Support

- 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



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# McAfee's ServicePortal

*New Release 01-May-06*

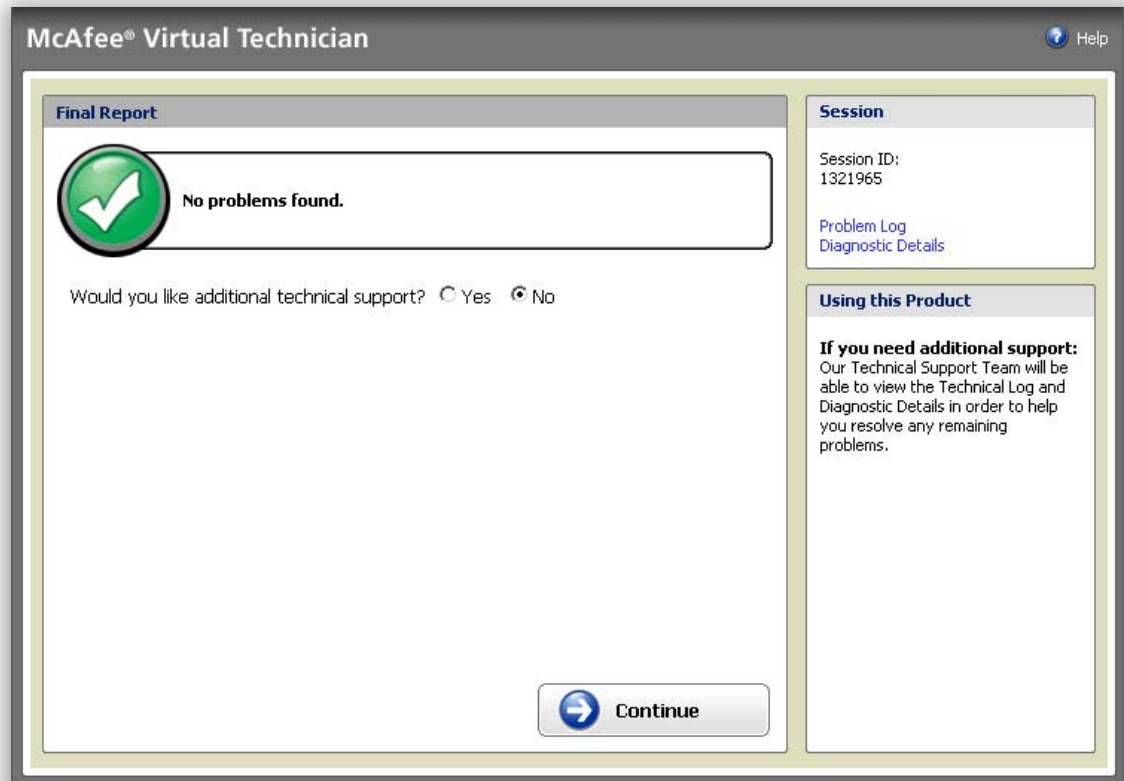
- Self Healing: McAfee Virtual Technician
- Self Service: Support by Reading, Seeing & Doing
  - Search the KnowledgeBase
  - View Hot Topics in 13 languages
  - View Product Tutorials
  - Download Software Updates
  - Evaluate in a Live Test Environment (Global Support Lab)
- Interactive Support:
 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

[http://mysupport.mcafee.com/eservice\\_enu](http://mysupport.mcafee.com/eservice_enu)



# Self Healing: McAfee Virtual Technician

- Convenient, automated, self-service customer tool to analyze and resolve the most commonly known problems
- Data is fed back to engineering to ensure top issues are incorporated into MVT and ultimately fixed in the product
- Customer Environment delivered with Service Request to Technician in Assisted Support



**MVT resolves 45% of customer issues without need for more help**

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# 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 website interface. At the top, the McAfee logo is visible. Below it is a search bar with the text "Enter Keyword(s) or Solution ID:". To the right of the search bar are dropdown menus for "Product:" (set to "Product Type ----->"), "Type of Content:" (set to "Document Type ----->"), and a "Search" button. Below the search bar is a "Hot Topics" section with a "Show:" dropdown menu set to "FAQs". The dropdown menu is open, showing options: "All Docs", "Documentation", "FAQs", "KnowledgeBase", and "Virus Information Library". The "Hot Topics" list includes items like "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 ...", and "MERTool for Entercept How do I use the Minimum Escalation Resource Tool (MERTool)?". Below the "Hot Topics" section is a "Useful Links" section with links to "Security HQ", "ServicePortal HomePage", "Browse FAQs", "Browse Documents", "FAQ", "Product Tutorials", and "Global Support Lab". To the right of the "Hot Topics" section is a "Recently Added Content" section with a "Show:" dropdown menu set to "FAQs". The "Recently Added Content" list includes items like "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...", and "Mert WebShield e500 How do I u...". Below the "Recently Added Content" section is a "Common Issues" section with links to "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", and "Problem with Downloading...".

# Adaptive Resolution – Wizards

Address repeatable issues with process support and guided resolution experience

The screenshot displays the McAfee service portal. At the top left is the McAfee logo. Below it is a search bar with the text "running a trace on intrushield" and a "Search" button. To the right of the search bar are dropdown menus for "Product: Product Type ----->" and "Type of Content: Document Type ----->". Below the search bar is a "Hot Topics" section with a "Show: All Docs" dropdown and a list of links including "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", and "software installation 100123". To the right of the hot topics is a "Recently Added Content" section with a "Show: All Docs" dropdown and a list of links including "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 ...", and "Warning while Checking Alert M...". Below the hot topics is a "Useful Links" section with a list of links including "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", and "More >>". To the right of the useful links is a "Common Issues" section with a list of links including "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", and "Test Run With Chris".



# Adaptive Resolution – Wizards

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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

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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**Common Issues**

**Directions for Trusted Sensor**

- To assist support in gathering the most helpful data, follow these steps to issue a command at the sensor 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

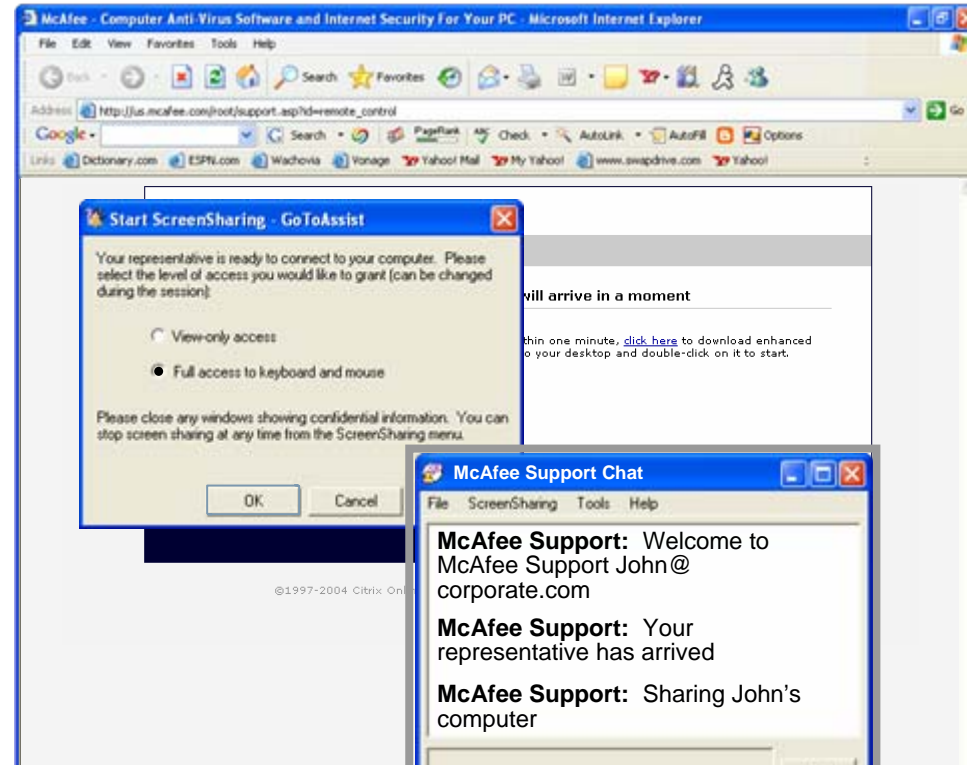
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Proven Security™

Tutorial

Product: [McAfee GroupShield 6.0.2 for Exchange 2000](#)  
 Tutorial: [Rolling back the scan engine on GroupShield 6.0.x](#)  
 Duration: [3 minutes, 34 seconds](#)

# 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**



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# Platinum Technical Support

The Next Level of Support

# Mission Critical Environments – Platinum Support Delivers

- Access to all Gold Support features including:
  - Product Updates, Signature Files and Daily DAT files
  - Product Upgrades, Hotfixes and Patches
  - ServicePortal
- Assigned Technical Account Manager (TAM)
  - Intimate knowledge of your environment
  - Security and Industry Certified
  - Available 24x7x365
- Prioritized Case Escalation timeframes
  - Severity 1 issues escalated to Tier 3 in 30 minutes
- Prioritized Access to McAfee Global Solution Lab
- Proactive Support
  - Status checks
  - McAfee Security Alerting Service (MSAS)
    - Virus and Vulnerability Alerting
    - Product Upgrade and Update Notifications
  - Local Security Seminars
  - Security Support Council
- Onsite Support Visits
- Weekly Activity reporting
- Monthly Security News Letters



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# McAfee Security Alerting Service (MSAS)

Completely Configurable by Customer, Proactive Alerting Tool

Customer Chooses Preferred Contact Method

Configuration Based on Priority of Outbreak, Vulnerabilities, or by Product

McAfee® My Account | Contact Us | Site Help | Log Out

ServicePortal Home

**MSAS Summary** | MSAS RH | MSAS Test

To setup your alerting, click on one of the Contact Methods below. Provide your contact information and the alerts you would like to receive on that device. You may also click on the "Restricted Hours Setup" link on the left to set a time frame in which you do not wish to be alerted.

<b>Contact Method #1</b>	E-Mail (Work)	mcafee_support@mcafee.com	<a href="#">Edit</a>	<a href="#">Clear</a>
<b>Contact Method #2</b>	Phone (Work)	555-555-1234	<a href="#">Edit</a>	<a href="#">Clear</a>
<b>Contact Method #3</b>	Phone (Cell)	555-555-4321	<a href="#">Edit</a>	<a href="#">Clear</a>
<b>Contact Method #4</b>	<a href="#">Please click here to add Contact Method #4.</a>			

Virus Outbreaks - Corporate	CM #1	CM #2	CM #3	CM #4
Low (Profiled)	✓	✗	✗	
Medium	✓	✗	✗	
Medium On Watch	✓	✓	✓	
High	✓	✓	✓	

Virus Outbreaks - Consumer	CM #1	CM #2	CM #3	CM #4
Low (Profiled)	✓	✗	✗	
Medium	✓	✗	✗	
Medium On Watch	✓	✗	✓	
High	✓	✗	✓	

Vulnerabilities	CM #1	CM #2	CM #3	CM #4
Informational	✓	✗	✗	
Low	✓	✗	✗	
Medium	✓	✓	✓	
High	✓	✓	✓	

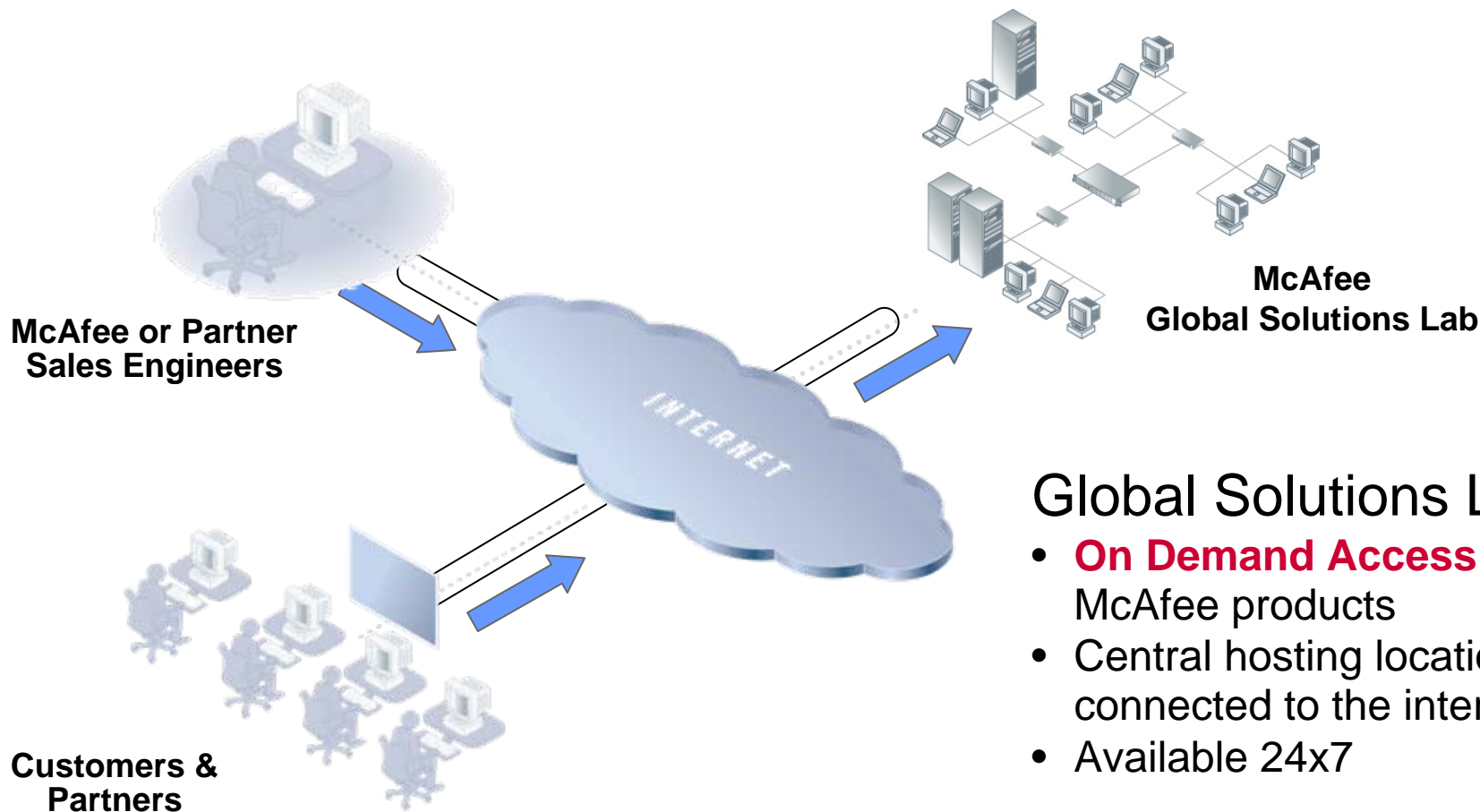
By Product	CM #1	CM #2	CM #3	CM #4
Patches	✓	✗	✗	
Updates	✓	✗	✓	

✓=Active    🕒=Active with Restricted Hours    ✗=Not Active

Free for McAfee Platinum Support Customers



# Using the Global Solutions Lab



## Global Solutions Lab:

- **On Demand Access** to McAfee products
- Central hosting location connected to the internet
- Available 24x7

[www.mcafee.com/gsl](http://www.mcafee.com/gsl)

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