



McAfee Hardware Technical Support

User Guide
Version 1.3



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Welcome to McAfee Hardware Support

Hardware Support options are an essential part of making the most of your investment in McAfee's products. They provide you with the technical support necessary to ensure the McAfee solution is installed and working properly, plus a variety of other services that are valuable throughout the life of the product. If you are interested in training or consultation, please contact your local sales representative for information on our Solutions Services.

You have purchased Hardware Support. This document gives you a good understanding of the benefits to which you are entitled, and the mechanisms to enable you to use these benefits.

If you have any questions, concerns or feedback about any aspect of the Hardware service please feel free to contact McAfee Technical Support or your local sales representative.

Best regards,

The McAfee Hardware Support Management Team

Getting Started

New customers may wish to print this guide and forward it to colleagues who may require support under their support contract.



Hardware Support Options

Option	Requirement	Process
Onsite Repair - Same Business Day 7x24	Urgent onsite problem resolution: Parts, labor and service provided onsite upon diagnosis, typically with same day response.	<ul style="list-style-type: none"> ✓ Contact McAfee Technical Support for diagnosis. ✓ If diagnosis determines a hardware fault, a McAfee service technician arrives at your location typically within four hours upon diagnosis. ✓ All parts, labor and service included.
Onsite Repair - Same Business Day 5x10	Urgent onsite problem resolution: Parts and labor and service provided onsite upon diagnosis, typically with same business day response.	<ul style="list-style-type: none"> ✓ Contact McAfee Technical Support for diagnosis. ✓ If diagnosis determines a hardware fault, a service technician will be scheduled to arrive at your location the same business day; if after 1 p.m. local time, the service call may be scheduled for the next business day. ✓ Service availability is Monday through Friday during local business, excluding weekends and local national public holidays. ✓ All parts, labor and service included.
Onsite Repair - Next Business Day	Provides onsite problem resolution: Parts and labor provided onsite upon diagnosis, typically with next business day response time.	<ul style="list-style-type: none"> ✓ Contact McAfee Technical Support for diagnosis. ✓ If diagnosis determines a hardware fault, a service technician will be scheduled to arrive at your location the next business day; if after 3 p.m. local time, the service call will be scheduled within the next two business days. ✓ Service availability is Monday to Friday during local business hours before 3 p.m. local time, excluding weekends and local national public holidays. ✓ All parts, labor and service included.
Parts-Only Service (Where Onsite-Service are Unavailable)	<p>Parts-only coverage (EMEA-only labor costs included)</p> <p>Customer provides for Local Authorized Service arrangements</p> <p>Variable response time given a number of factors</p>	<ul style="list-style-type: none"> ✓ Contact McAfee Technical Support for diagnosis. ✓ If diagnosis determines a hardware fault, we will advise you of local authorized service providers who can assist you with service arrangements as needed for part replacement. ✓ If helpful, McAfee Technical Support will be happy to assist you in liaising with your local support provider. ✓ Parts only costs are included. (EMEA-only: labor costs also included.)
RMA - Same Business Day Ship	For rapid repair or replacement of hardware -- replacement units and components are sent airfreight overnight	<ul style="list-style-type: none"> ✓ Contact McAfee Technical Support for diagnosis. ✓ If diagnosis determines a hardware fault, McAfee will ship a replacement unit or part for customer installation the same day using airfreight overnight shipping. Diagnosis received after 3 p.m. local Support Shipping Center times are considered as having been received the following business day. Delivery restrictions apply. ✓ Removal of the failed product and replacement installation is your responsibility. ✓ Replacement packaging will include instructions to return the failed product using the same carton that contains the replacement. ✓ McAfee pays all shipping.
IntruShield Spares Service and Purchase Options	Designed for organizations whose high availability needs exceed RMA Same Business Day Ship service option	<ul style="list-style-type: none"> ✓ Call McAfee Technical Support for diagnosis. ✓ If the sensor is defective, immediately replace the sensor with the onsite Spare. ✓ The spare may not be used for production, testing, failover or load balancing. ✓ You will receive a RMA Same Day Shipping replacement Spare to replace the defective sensor. ✓ The Spares Service must be renewed annually. ✓ The Spare assumes the Technical Support entitlements of the defective sensor.

All onsite services require a keyboard and monitor availability at point of service.

Onsite Same Day and **Onsite Same Business Day** services are subject to country availability; distance restrictions may also apply.

Please confirm availability with your local McAfee or Partner Representative.

Parts Only service offered only where Onsite service is unavailable and country restrictions may apply. Labor is included in EMEA only.



The Grant Number

Your McAfee Technical Support Grant Number is your proof of a valid support contract and should be kept in a safe place. Loss of your grant number will significantly increase the time it takes to submit a support call or access online content from the McAfee website.

If you have non-technical questions regarding your contract, these can be answered by contacting Customer Service, or reviewing the Most Common Customer Issues located at the following URL:

<http://www.mcafee.com/us/enterprise/support/index.html>

Engaging Hardware Support

1. Call or email McAfee Technical Support
2. Give us your Grant and Hardware Serial Numbers
3. McAfee Technical Support will guide you through a diagnosis (We may ask to log on to your unit for a remote diagnosis.)
4. If we are unable to resolve the problem, we will schedule onsite service or ship a replacement unit or component, depending on the Hardware Support option you purchased

Updating Your Software

As part of the Technical Support contract, customers are entitled to the latest software versions of your McAfee products. Those products should be upgraded as quickly as possible to ensure that systems have the maximum level of protection. For anti-virus products, it is also necessary to download the latest .DAT virus signature files. Information about updating and upgrading your software can be found in the **Product Upgrades** and **Product Updates** section of this document.

Please ensure that the number of nodes covered by the grant number correctly matches the number of nodes on which you are deploying the software, as failing to do this could result in a violation of your McAfee contract.



Maximizing your Security

Due to the ever-evolving threat from attack and data loss, McAfee is constantly enhancing its products to ensure that you receive the maximum protection. Staying up to date with the latest products also minimizes the potential of seeing an issue that has already been addressed in a later version. We understand that customers need to be very comfortable with product enhancements and so we deliver tools such as the Global Solutions Lab to walk through an installation / upgrade in a standalone environment before deploying in a live network.

Product Upgrades

Technical Support customers may download the latest versions of the software they have purchased, and for which Gold Support is active. This service is included with your support contract and provides maximum security for systems by providing protection from the very latest threats.

Entering a valid Grant number at the following site will display the software entitled to under that contract, which can then be downloaded for installation. The following location can be used to check for available software.

https://secure.nai.com/apps/downloads/my_products/login.asp

Deployment of product upgrades across multiple nodes can be carried out simply using the ePolicy Orchestrator (ePO) or ProtectionPilot applications. Instructions on upgrading software using these applications can be found in the knowledgebase. Video tutorials are also available providing walkthroughs for configuring ePO. An example can be seen using the link below.

http://knowledge.mcafee.com/solution/mcafee/tutorials/epo/epo_3.5_rev_vse8_checkin_w-audio.html

Product Updates

The McAfee® Anti-Virus and Vulnerability Emergency Response Team (Avert) is the top-ranked anti-virus research center in the world, and employs researchers in 16 countries. The primary responsibility of Avert is to support the computing public and McAfee customers. We help users work securely by researching new threats and uncovering threats that may arise in the future.

As part of McAfee's commitment to minimizing the threat of attack to its customers, the Avert labs produce daily updates covering the latest virus outbreaks. With widespread outbreaks, emergency .DAT files created and posted to provide rapid protection from these threats.

Sign up for daily .DAT notifications at the following URL:

http://vil.nai.com/vil/signup_dat_notification.aspx

Automatic Updates with ePO or Protection Pilot

For large network deployments ePolicy Orchestrator (ePO) or ProtectionPilot enable distribution of applications and virus signatures to multiple nodes on the network. This centralized application is simple to configure and provides an automated solution to updating software.

The instruction for obtaining the latest virus signature (DAT) files and copying them to the Master Repository can be found in the knowledgebase using the following link:

http://knowledge.mcafee.com/SupportSite/search.do?cmd=displayKC&docType=kc&externalId=NAI31632&sliceId=SL_Public&dialogID=1077249

Once the .DAT files have been downloaded to ePO the updates can then be deployed to the end nodes, with the instructions provided in the following KnowledgeBase Article:

http://knowledge.mcafee.com/SupportSite/search.do?cmd=displayKC&docType=kc&externalId=NAI31705&sliceId=SL_Public&dialogID=1465160

Manual Updates

There are three types of updates for Virus definition files that can be found in the download section of the ServicePortal:

http://www.mcafee.com/apps/downloads/security_updates/dat.asp

SuperDat Files

The SuperDat file automates the process of loading the latest virus definitions and scan engine, and is the quickest way to update your system from threats. The engine is the software that is used to analyze application behavior and search for abnormal activity.

After execution, the SuperDat stops the services, updates the virus definitions, and upgrades the scan engine to the latest version if needed. After completion, it then restarts the services.

Manual extraction of a DAT file from a SuperDat file can be achieved by creating a new directory and running the Super DAT file using the /e switch. e.g. SuperDat.exe /e

Daily DAT File

This signature file only contains the latest virus information (with no engine) and is updated on a daily basis.

Extra DAT File

If a virus outbreak is detected of a medium risk or higher (definitions of risk levels can be found on the Avert website), then an extra DAT will be generated to rapidly protect customers from the threat. This file will also just contain the DAT and no engine files.

http://www.mcafee.com/us/threat_center/outbreaks/virus_library/risk_assessment.html

Patches and Maintenance Releases

Product patches and maintenance releases are available to users only once a user logs into the McAfee ServicePortal.

https://mysupport.mcafee.com/eservice_enu/start.swe

Once a user logs in the ServicePortal, on the main page, click the link for “Download Software Updates” to see the list of product patches and a link to the other Product Updates.

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

ServicePortal Home

Service & Support

Announcements

Welcome to the McAfee ServicePortal!
Please take a moment to read our [Site Help](#) and [Frequently Asked Questions](#). We hope you enjoy the streamlined navigation and enhanced features!

Information about ServicePortal password policy
For more information about the ServicePortal password policy, please see the [Password Policy Help](#).

View Hot Topics In

Select Language

English

Additional Services

[Survey](#)
Provide feedback on the McAfee ServicePortal

[MSAS](#)
McAfee Security Alert Service

[Threat Center](#)
Learn everything you need to know about protecting your environment.

[Threat Library](#)
Search for information on viruses

[Newsletters](#)
McAfee weekly support newsletters archive

[Minimum Escalation Requirement Tool](#)
Collect information for support about your system

[Product End of Life](#)
Information on currently supported products and engines

[Terms and Conditions](#)
Information on the Support Terms and Conditions

Self Healing

[Run McAfee Virtual Technician](#)
Automatically diagnose and repair common issues

Self Service

Support by Reading

[Search the KnowledgeBase](#)
Search our award-winning knowledgebase to find answers to questions

[Product Documentation](#)
Browse Product Guides, Release Notes, and other product literature

[Product FAQs](#)
Find answers to frequently asked questions

[Attack Encyclopedia](#)
Information on common attack types for vulnerabilities

Support by Seeing

[View Tutorials](#)
View video tutorials that address common issues and questions

Support by Doing

[Download Software Updates](#)
Obtain the latest antivirus definitions, product security updates and product versions. To get product patches and maintenance releases you must be logged on to the ServicePortal.

[Global Support Lab](#)
Configure and walk through common issues in a live test environment

Interactive Support

Manage Service Requests

[Check My Open Service Requests](#)
View, update, or chat with a technician about your existing Service Requests

[Check All Service Requests For My Company](#)
View, update, or chat with a technician about historical and existing Service Requests for your company

[Chat With a Technical Support Agent](#)
Interact with a technical support agent immediately

[Submit a Service Request](#)
Get fast, convenient support for products

Available patches are listed in alphabetical order, so it may be necessary to click on the right-facing arrow to advance through the list of patches. Once a user has advanced through several screens of the patches, it is possible to move backwards by clicking on the left-facing arrow. Users can also query for the specific name of a patch that they may have been instructed to download and apply to their environment.

The screenshot shows the McAfee ServicePortal Home interface. At the top, there is a navigation bar with 'My Account', 'Contact Us', 'Site Help', and 'Log Out'. Below this is a 'ServicePortal Home' header. A 'Table of Contents' link is visible. The main content area is titled 'Product Downloads' and includes a sub-section for 'Product Patches'. A search box labeled 'Query' is present, with a red circle highlighting the right arrow of the search box. Below the search box is a table of patches with columns for Name, Description, Language, Point Product, Type, Modified, and Size (In Bytes).

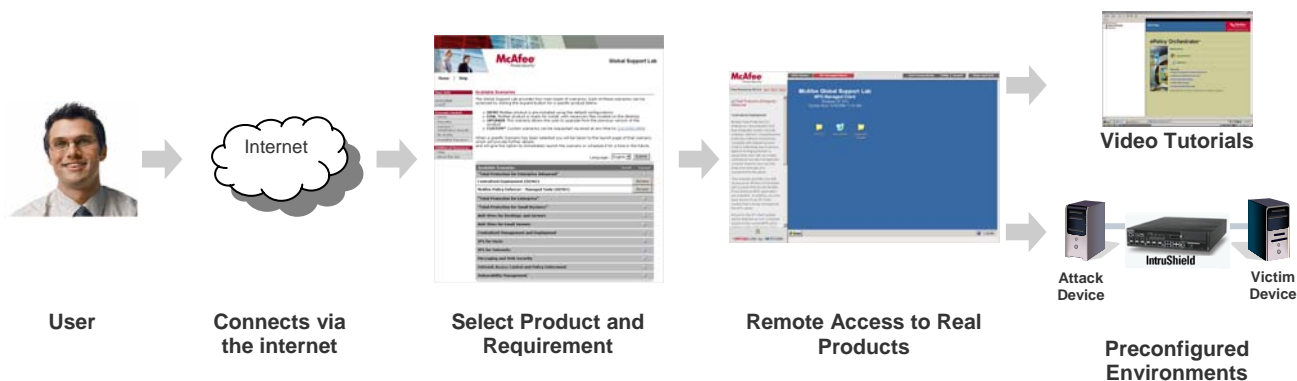
Name	Description	Language	Point Product	Type	Modified	Size (In Bytes)
Alert Manager 4.7.1 Patch 2		English		zip	4/28/2006 09:26:35 PM	251,304
Common Management Agent 3.5 patch 5 stand alone		English		zip	4/28/2006 09:32:53 PM	1,505,251
Common Management agent 3.5.0 patch 5		English		zip	4/28/2006 09:30:40 PM	2,617,162
Desktop Firewall 8.0 Patch 1		English		zip	4/28/2006 10:52:29 PM	13,415,646
Desktop Firewall 8.5 Patch 4		English		zip	4/28/2006 10:29:47 PM	9,277,079
E250 Keyboard Root Hotfix		English		zip	4/28/2006 11:24:52 PM	8,987
EBusiness Server Patch 7.5.160 for S/390 Z/OS		English		gz	7/25/2006 12:28:48 PM	2,426,756
EBusiness Server Patch 7.5.160 readme.doc		English		txt	7/25/2006 09:47:14 PM	1,183
EPolicy Orchestrator 3.0 SP2a patch 8		English		zip	4/28/2006 09:35:33 PM	4,127,351
EPolicy Orchestrator 3.5 Patch 5		English		zip	4/28/2006 09:37:23 PM	16,975,452

If a user does not log into the ServicePortal, none of the available product patches are visible, and users will be directed to the general Product Downloads area where they can access general Product Updates and Product Upgrades.

This screenshot shows the McAfee ServicePortal Home interface, similar to the previous one, but without the 'Product Patches' table. The 'Product Downloads' section is visible, featuring a sub-section for 'Product Downloads' with a description: 'Download the latest antivirus definitions, product security updates and product versions'. The search box and navigation elements are present, but the table of patches is missing.

Global Solutions Lab

The Global Solutions Lab provides customers with hands-on access to real environments containing McAfee's products at the click of a mouse. The Global Solutions Lab provides the perfect sandbox to try out new functionality and to evaluate the upgrade process from one version of product to the next.



The Global Solutions Lab infrastructure is located in several locations around the world and includes McAfee's server and appliance based products, along with attack simulation tools to see actual products in action.

Video Tutorials

Included with each environment within the Global Solutions Lab are video tutorials. There are two main videos available. The first is a high-level overview of the solution and the second is a detailed step-by-step walkthrough showing the configuration of a product including narration, as to why options were chosen and what other options do.

Gaining Access

The Global Solutions Lab (www.mcafee.com/gsl) is provided free of charge and allows our customers to get the maximum from their products. New users to the Global Solutions Lab can quickly register and receive a password immediately via email.

Once users have logged in, they will gain access to a full range of McAfee products and environments depending on their needs.

The screenshot shows the login interface for the McAfee Global Solutions Lab. It includes a language selection dropdown (currently set to English), fields for entering a username and password, and links for password recovery and new user registration. A 'Submit' button is located at the bottom of the form.

Types of Environment

The Global Solutions Lab offers a variety of different options and benefits, based on the scenarios selected by the user.

Upgrade Environments

These environments provide a walkthrough of product upgrades in a clean and contained environment allowing familiarization and risk mitigation before deploying to a live environment. Earlier version of product is preinstalled and configured with a populated database; the installation files for the latest version are preloaded ready for upgrading.

Installation Environments

Try out a product installation in a safe and reproducible environment, knowing that any major mistakes can simply be resolved by closing down the environment and starting again. These environments consist of a clean operating system with installation files ready for deployment.

Demonstration Environments

Immediate access to preconfigured products quickly showing a product's full benefits, from centralized management to defending against attacks and vulnerabilities. These environments consist of multiple servers, including attack and victim servers with preinstalled products. Product databases are also populated with real world data for scalability and reporting purposes.

Troubleshooting Environments

These environments are linked to McAfee KnowledgeBase articles and contain common issues that customers may experience. The environments replicate the specific issue and the KnowledgeBase article provides a step-by-step remedy to the issue.



Notifications

As a McAfee customer, you can receive the benefits of the McAfee Avert® Labs to help you maintain the highest possible level of security. McAfee Avert Labs has over 100 dedicated researchers in 14 countries to continuously monitor the latest threats and provide remediation, so that you can stay ahead of the latest threats and respond quickly to emergencies.

McAfee Threat Centre

The McAfee Threat Centre provides one location containing a comprehensive list of top vulnerabilities and threats. It also contains links to useful tools for virus removal and Foundstone tools that can mimic vulnerable site highlighting common weaknesses.

http://www.mcafee.com/us/threat_center/default.asp

McAfee Avert Labs Threat News

McAfee Avert Labs Threat News is an email notification to inform subscribers of the latest information regarding threats that reach Low-Profiled, Medium, Medium-On-Watch, High, or High-Outbreak assessment levels.

Sign up at:

http://vil.nai.com/vil/join_list.aspx

Details on the classification of threat levels can be found at:

http://www.mcafee.com/us/threat_center/outbreaks/virus_library/risk_assessment.html

Avert DAT Notification Service

Every Monday through Friday McAfee Avert posts the latest DATs to ensure your product contains the most up-to-date detection and repair. A subscriber to this service will receive an email from Avert, informing you that the DATs are ready to download. In the event a security threat is discovered and Avert assigns a risk assessment to the threat that is Medium or above, Avert will post the DATs, and will notify you of the emergency DAT posting.

Sign up at:

http://vil.nai.com/vil/signup_DAT_notification.aspx



Hardware Support Descriptions

The availability of specific McAfee Onsite Hardware Support options is dependant on the physical location of the appliance. Please consult the McAfee Appliances Supported Locations listing to check on specific countries.

www.mcafee.com/common/media/mcafeeb2b/support/terms.asp

Return Materials Authorization (RMA) - Same Business Day Ship Hardware Support

RMA - Same Business Day Ship provides: (i) if McAfee confirms a Hardware Defect before 3:00pm local McAfee Technical Support Ship center time, then on the same Business Day McAfee will ship (using Next Day air shipping at McAfee's expense) replacement Hardware, of like or better quality, to the location of the defective Hardware, subject to carrier schedules and customs. If McAfee confirms a Defect after 3:00 pm local McAfee Technical Support Ship center time, then on the following Business Day McAfee will ship the replacement Hardware on the terms described above, and (ii) The Customer may request expedited shipping, and shall pay all additional related expedition costs. The Customer must return, at McAfee's expense, and using McAfee's selected carrier and packaging, the defective Hardware to McAfee within 15 days following its receipt of the replacement Hardware or Customer will be invoiced for the replacement Hardware at McAfee's then-current replacement price.

McAfee Onsite - Next Business Day Hardware Support

Onsite - Next Business Day provides: (i) if McAfee confirms a Hardware Defect before 3:00 PM local time, typically within one Business Day, a McAfee authorized Service Technician will be dispatched to repair or replace the affected Hardware. If McAfee confirms a Hardware Defect after 3:00 PM local time, then within two Business Days, a McAfee authorized Service Technician will be dispatched as described above, (ii) A McAfee authorized Service Technician will use commercially reasonable efforts to arrive at the customer location prior to 5:00PM local time, Monday through Friday, excepting holidays observed by McAfee, to begin Hardware repair or replacement, and (iii) Customer shall be entitled to all parts, of like or better quality, and labor necessary to repair or replace the Hardware, at no additional charge.

McAfee Onsite - Same Business Day 7x24 Hardware Support

Onsite - Same Day 24x7 Hardware Support provides: (i) if McAfee confirms a Hardware Defect anytime, day or night, a McAfee authorized Service Technician will use commercially reasonable efforts to be onsite typically within 4 hours after dispatch to repair or replace the affected Hardware; (ii) Customer shall be entitled to all parts, of like or better quality, and labor necessary to repair or replace the Hardware, at no additional charge.

McAfee Onsite - Same Business Day 5x10 Hardware Support

Onsite - Same Business Day provides: (i) if McAfee confirms a Hardware Defect before 1:00 PM local time, a McAfee authorized Service Technician will be dispatched to repair or replace



the affected Hardware within 4 hours. If McAfee confirms a Hardware Defect after 1:00 PM local time, then the service call will be scheduled for the next business day, (ii) A McAfee authorized Service Technician will use commercially reasonable efforts to arrive at the customer location prior to 5:00PM local time, Monday through Friday, excepting holidays observed by McAfee, to begin Hardware repair or replacement, and (iii) Customer shall be entitled to all parts, of like or better quality, and labor necessary to repair or replace the Hardware, at no additional charge.

Parts Only Service

In countries/locations where onsite service is not available*, Parts Only Repair Service provides: if McAfee confirms a Hardware defect, McAfee will issue a Parts Only Number. Customer shall be entitled to all parts, of like or better quality at McAfee's sole discretion. Customer is responsible for delivery and collection of the defective system to and from the distributors repair facility. The distributor may charge for labor and administrative costs associated with the repair.

* Please check with McAfee or your reseller for advice specific to your country/region.

www.mcafee.com/common/media/mcafeeb2b/support/terms.asp

Hardware Limited Warranty Document

As a valued McAfee Customer, we strongly recommend keeping your Hardware Support agreement current. In the event you do not to purchase or renew your support option, you will not be covered under warranty outside the initial 90 days from ship date of hardware purchase. In the event your Hardware Support agreement has expired, contact McAfee or authorized reseller to determine options and associated costs.

www.mcafee.com/common/media/mcafeeb2b/support/terms/McAfee_Hardware_Warranty_FINAL_29Mar05.pdf

Updating Location of Hardware

Customer is entitled to update the location of their hardware, and retain rights to hardware support at the level purchased*. McAfee requires that customer provide updated location information for hardware immediately upon its removal.

* Subject to the same level of service being available in the new location. Please contact McAfee or your reseller for specific advice.

If a critical issue arises or you require immediate hardware support assistance, please contact McAfee Technical Support (contact method determined by your current McAfee Software Support Agreement – Gold or Platinum Support) and have your Grant Number available.

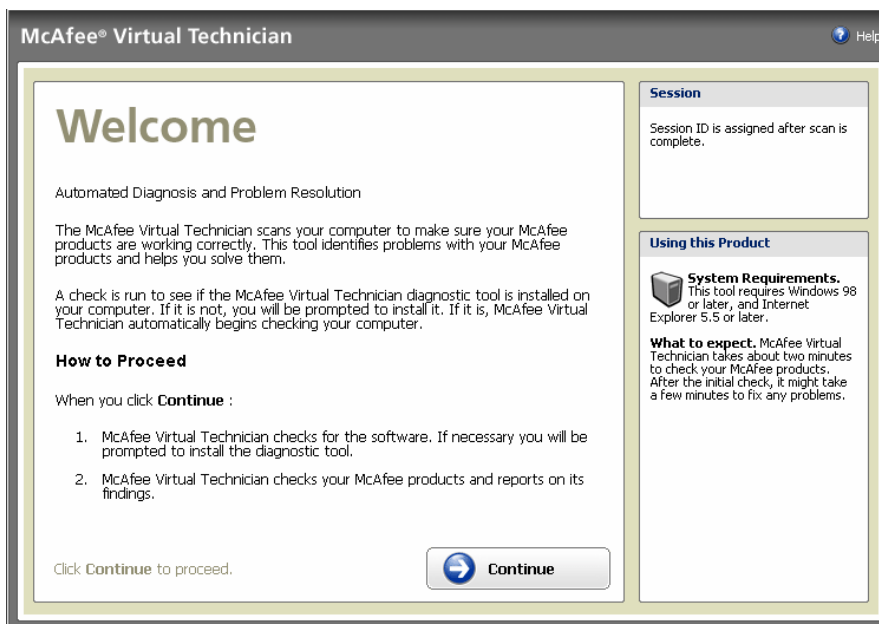
Support Tools

McAfee Virtual Technician

Customers who are experiencing problems with McAfee products are advised to run the McAfee Virtual Technician tool found on the McAfee Service Portal, or at

<http://mvt.mcafee.com>

McAfee Virtual Technician will scan the computer to detect if any commonly occurring problems are happening on your system. If problems are detected, McAfee Virtual Technician asks if you would like it to repairing the problem.

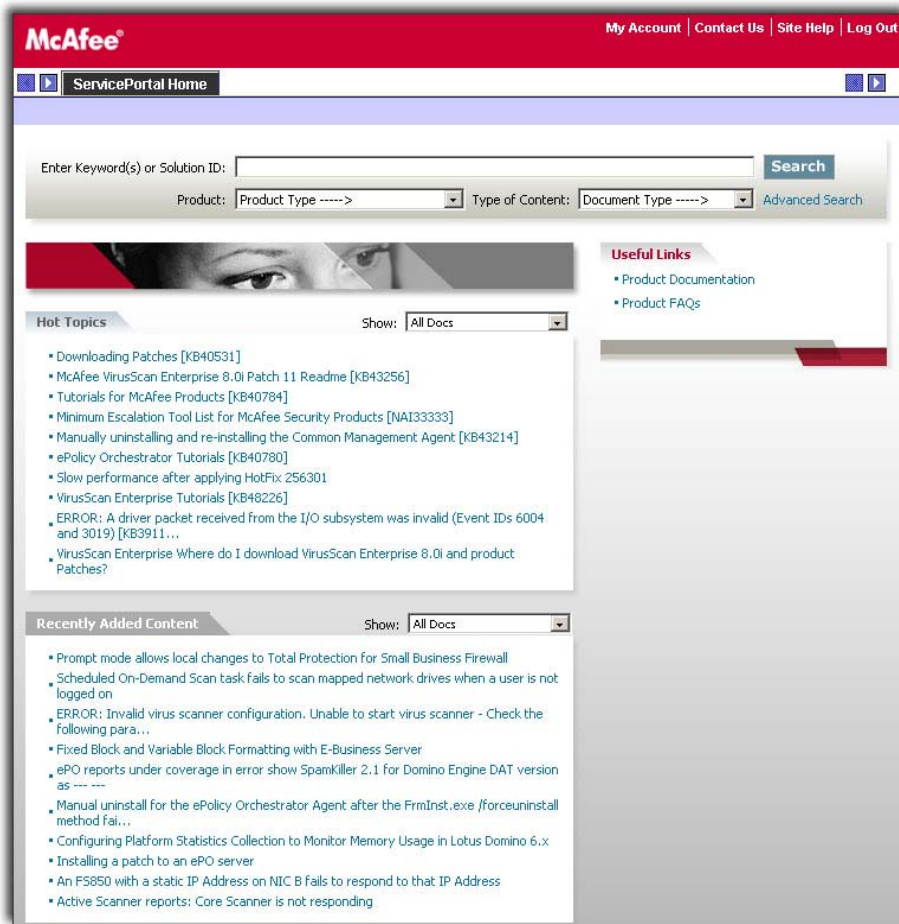


Included within the McAfee Virtual Technician is the Am I Up-To-Date? Tool that checks to see if the latest version of the product is installed, and if one is protected against the latest threats. MVT is presently available in English, Spanish, German, French and Japanese.

Products Supported	Versions
AntiSpyware Enterprise	8.5.00
Common Management Agent	3.5.0.412
Desktop Firewall Protection	4.0.0.358
ePolicy Orchestrator	3.6.0
GroupShield Exchange	6.0.1148.100
GroupShield Domino	5.3.1329.116
McAfee Desktop Firewall	8.5
Protection Pilot	1.1.1
SpamKiller Domino	2.1.1329.109
SpamKiller Exchange	2.1.1329.109
Virus and Spyware Protection	3.5.0.329 - 4.0.0.358
VirusScan Classic	4.5.1
VirusScan Enterprise	7.1.0.187 - 8.0.0.912
WebShield SMTP	4.5

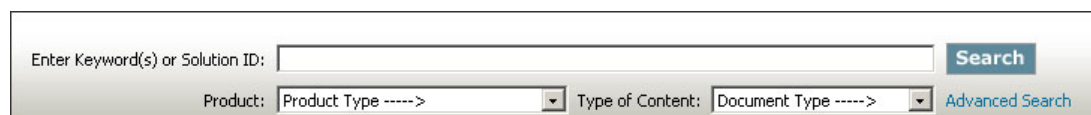
Searching the Knowledgebase

By clicking on **Search the KnowledgeBase**, you can query over 10,000 articles to learn about the products and find solutions to issues. This search can then launch a Guided or Advanced search. This page also contains links to Recently Added Content and What's Popular.



Simple Search

The simple search is a quick way to search for information held within the McAfee KnowledgeBase, to help resolve issues or provide additional information about a specific product. Two drop-down menus are available to refine the search.



Advanced Search

The advanced search option allows keywords to be searched in different fields such as product and version, document type, heading or body of the text, and a user can search by when the document was posted.

Enter Keyword(s) or Solution ID: **Search**

Product:
Alert Manager
AntiSpyware Enterprise
AutoUpdate Architect
CleanBoot
Common Management Agent
Customer Submission Tool

Document Types:
Documentation
FAQs
KnowledgeBase
Virus Information Library

Version:

Search Within:

Published:

Show Focus Choices? Yes No

How to do a boolean search: Enclose exact words or phrases in double quotes. Include plus (+) to require words, minus (-) to exclude words, and OR between words.
Example: god OR goddess +"Greek Mythology" --Roman

Requesting Help

McAfee offers three (3) main mechanisms for requesting help on technical issues

- Chat Support (With remote assistance)
- ServicePortal submission
- Phone Support

Before Requesting Help

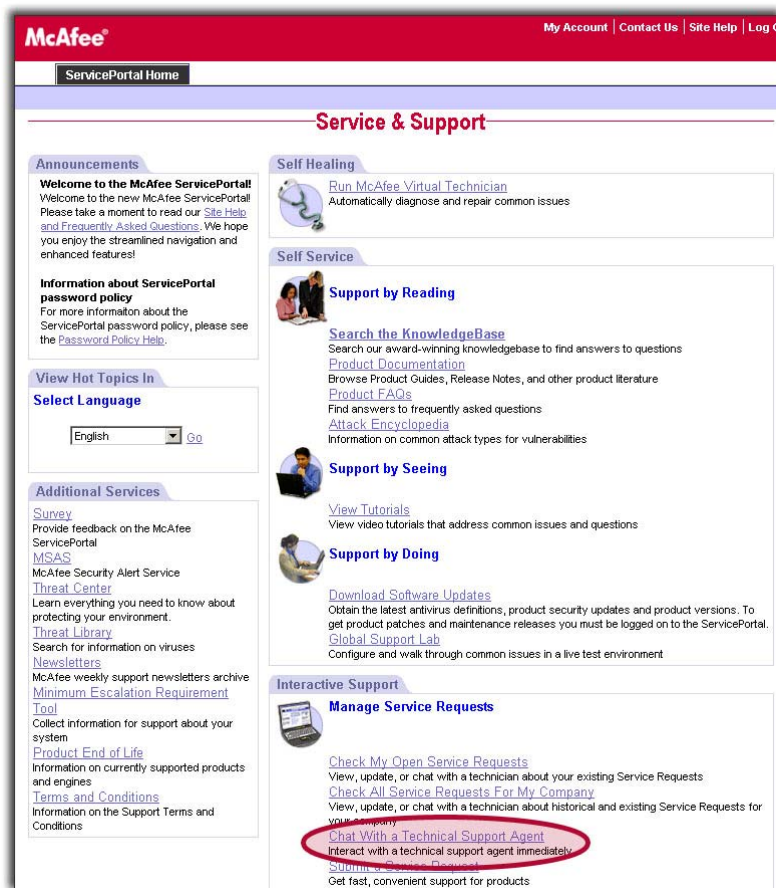
To help us resolve your issue as quickly as possible please ensure that you have the following information:

- Technical Support Grant Number
- Geographic location of the software installation
- Detailed description of the problems or errors
- Description of the hardware (must meet published McAfee specifications) that the software is installed on, including the serial number or service tag where applicable
- Name and versions of any operating system, network, and software running with the McAfee software, including patches and fixes
- Users may wish to download the MER tool which will save time should the case require further investigation or escalation

http://knowledge.mcafee.com/SupportSite/dynamicckc.do?externalId=NAI33333&sliceId=SAL_Public&command=show&forward=nonthreadedKC&kcid=NAI33333

Chat Support

Chat Support is found by logging into the ServicePortal and selecting from the options menu under Interactive Support: Manage Service Requests on the lower portion of the page.



Chat Support has two main benefits

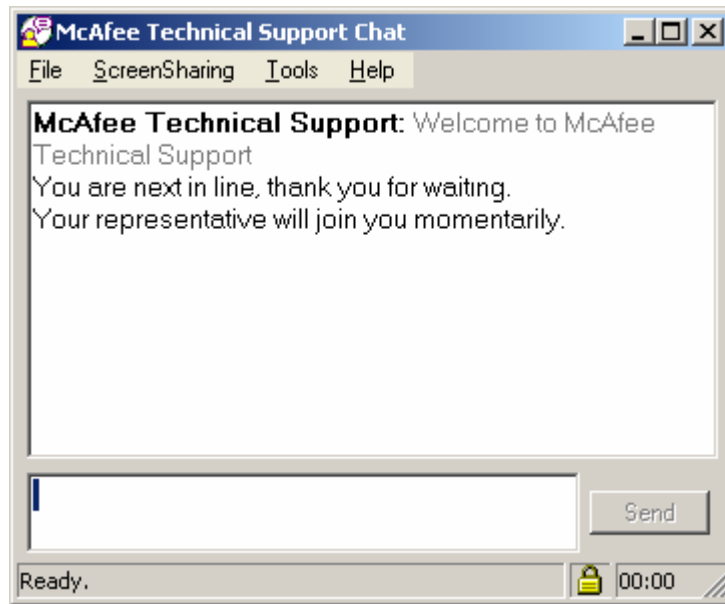
- Quick and easy feedback on status updates
- Interactive problem solving

One of McAfee's key innovations in Security support is providing live online chat to technicians. Not only can the status and follow-up on existing cases be made, but also it is an excellent way to submit a new Service Request. Presently chat support is only offered in English.

To request a chat session, simply log into the ServicePortal, select the link at the bottom of the page for "Chat with a Technical Support Agent."

With the user's permission and acceptance of an agreement, McAfee engineers have the ability to open a remote console and view a user's desktop to understand the issue better. In cases where customers are interested in being walked through a solution, the McAfee engineer can also be given rights to take control of the remote desktop and show the user the solution.

Once a request has been submitted, a chat window opens and gives a status on where you are in the queue. The chat window allows you to discuss your issue with a technician, and it also allows you to send files to the engineer.



If it is acceptable to your organizations security policy, McAfee engineers are able to request the ability to share your screen to enable us to better diagnose your issue.

This can operate in two modes; the first just enables the technician to view your screen and they can then talk you through the setup they require. The second mode gives the McAfee engineer control to move your mouse and type commands as if they were carried out from your computer. Customers have the ability to disable this function at any time.



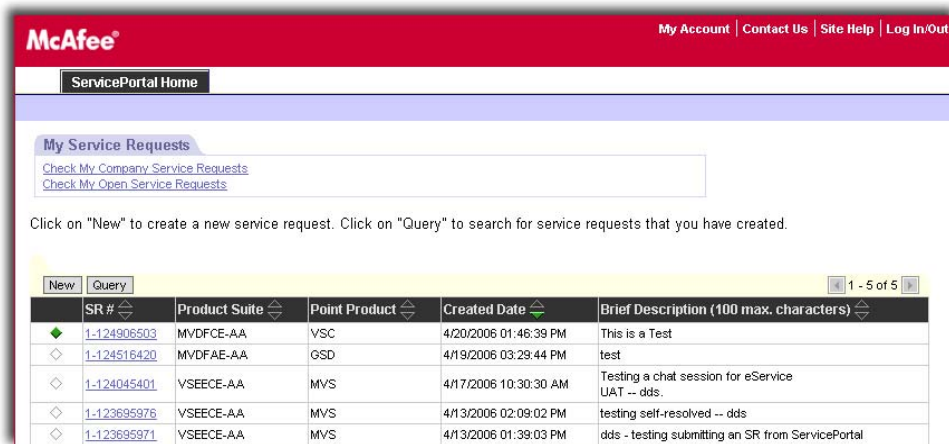
Either method provides a mechanism to resolve customer issues rapidly, as the McAfee support engineer is able to see and control the affected device.

ServicePortal Service Request Submission

To submit a Service Request using the ServicePortal the user must be logged in and select Interactive Support: Manage Service Requests on the lower portion of the page.



Once selected, it is possible to create a new Service Request, check on Open Service Requests you have submitted, and review the Services Requests associated with your company.



To create a new Service Request, complete all of the required fields by entering the issue details. The more information provided, the better McAfee Technical Support will be able to assist in finding a solution.

My Service Requests
[Check My Company Service Requests](#)
[Check My Open Service Requests](#)

Continue Cancel

Fields marked with an asterisk * are required. You will be able to click on 'Continue' after the required fields are filled.

General Information

Account Name: McAfee
 Contact Name: McAfee - Technical Support
 Account Number:
 Contact Email: tech_support@mcafee.com
 Alternate Email:
 Partner:
 Grant Number: 383711-CSR
 Created Date: 4/20/2006

Reported Issue

*Severity: 1-Business Stoppec
 *Area: Buffer Overflow
 *Subarea: General

*Brief Description (100 max. characters): This is a Test

*Description: This is a test of the emergency broadcast system. In the event of a real emergency, run screaming to the door and flee...

Product Information

*Product Suite: MVDfce-AA
 *Operating System: Win XP
 *Point Product: VSC
 *OS Language: English
 *OS Service Pack: SP1
 *Nodes Affected: 2
 *Signature Set: yes
 *Product Service Pack: pk12345
 *Product Version: 4.5 SP1
 *Product Language: English
 *Scan Engine: 5000
 Virus:

With your permission, it is also possible to grant your preferred reseller access to your Service Request. To provide the preferred reseller access, search for their name under the Partner field, and select the appropriate reseller. Once selected, your preferred reseller will be able to see the issue you have opened, and also add comments and upload attachments or files that may help McAfee Technical Support resolve the Service Request.

In order for you to add your preferred reseller to the Service Request, your preferred reseller must be a member of the McAfee® SecurityAlliance™ Partner Program.

As a Gold Support customer, you also have the ability to remove the reseller's access to your Service Request at any time, simply by deleting the name listed in the Partner field. In this way, you always control visibility to your company's information.

Once the required fields are completed with the information about the issue, the online system will initiate an integrated KnowledgeBase search to suggest possible solutions to your Service Request.

Review these KnowledgeBase articles to see if there is an immediate answer to your inquiry. If one of the articles addresses the Service Request, click "Self Resolved" to close the case. If none of the articles is helpful, click "Submit" to send the Service Request on to the McAfee Technical Support Team.



Phone Support

Included in your Gold Support contract is unlimited telephone access to technical support 24 hours a day 365 days a year. This service is provided in 14 different languages (during business hours, English at other times).

Languages supported

- Cantonese
- Dutch
- English
- Finnish
- French (European & Canadian)
- German
- Italian
- Japanese
- Korean
- Mandarin
- Portuguese (Latin American)
- Spanish (European)
- Spanish (Latin American)
- Swedish
- Thai

McAfee Technical Support is provided through four (4) support centers that use a “follow the sun” methodology so that one support center is always available to help, regardless of the day or night. Phone calls are dynamically redirected to the correct support center so you only need to remember your local toll-free number.

Toll-free numbers (where available) can be found in **Contact Information** section of this document, or online at the following address:

<http://www.mcafee.com/us/about/contact/index.html>

On opening a new Service Request, you will verbally be given an SR number that will allow you to track the status of your issue either from the ServicePortal, chat or by phone. Please keep a note of this Service Request number, as it will significantly speed up our ability to respond to any future queries you have regarding that issue.

Tracking Service Requests

Online Tracking

The status of new Service Requests and previous case histories can be tracked online from the ServicePortal. Once logged on, select Interactive Support: Manage Service Requests on the lower portion of the page. The link for “Check My Open Service Requests” will list all of the cases that the user has logged which are currently open and active with McAfee Technical Support.

The screenshot shows the McAfee ServicePortal Home page. At the top, there is a navigation bar with links for "My Account", "Contact Us", "Site Help", and "Log In/Out". Below this is a "ServicePortal Home" header. The main content area is titled "My Service Requests" and includes links for "Check My Company Service Requests" and "Check My Open Service Requests". A message states: "Click on 'New' to create a new service request. Click on 'Query' to search for service requests that you have created." Below this is a table of service requests with columns for SR #, Product Suite, Point Product, Created Date, and Brief Description. The table contains five rows of data.

SR #	Product Suite	Point Product	Created Date	Brief Description (100 max. characters)
1-124906503	MVDFCE-AA	VSC	4/20/2006 01:46:39 PM	This is a Test
1-124516420	MVDFAE-AA	GSD	4/19/2006 03:29:44 PM	test
1-124045401	VSEECE-AA	MVS	4/17/2006 10:30:30 AM	Testing a chat session for eService UAT -- dds.
1-123695976	VSEECE-AA	MVS	4/13/2006 02:09:02 PM	testing self-resolved -- dds
1-123695971	VSEECE-AA	MVS	4/13/2006 01:39:03 PM	dds - testing submitting an SR from ServicePortal

Details of specific Service Requests can be viewed by clicking on the desired case from the status screen.

The screenshot shows the details of a specific service request. The page is titled "My Open Service Request" and includes navigation buttons for "New", "Chat", "Submit", and "Back". The request number is 1-124516420. The status is "Work In Progress". The account name is "McAfee" and the contact name is "McAfee - Technical Support". The contact email is "dave_swenson@mcafee.com". The severity is "3-Bus. Impeded but functioning" and the area is "Buffer Overflow". The product suite is "MVDFAE-AA" and the point product is "GSD". The brief description is "test". The page is divided into sections for "General Information", "Reported Issue", "Product Information", "Attachments", and "Updates".

General Information

Service Request #: 1-124516420
 Account Name: McAfee
 Contact Email: dave_swenson@mcafee.com
 Status: Work In Progress
 Contact Name: McAfee - Technical Support
 Alternate Email:
 Created Date: 4/19/2006 03:29:44 PM
 Partner Visibility:

Reported Issue

*Severity: 3-Bus. Impeded but functioning
 *Area: Buffer Overflow
 *Sub-Area: General

*Brief Description (100 max. characters): test

Product Information

Grant Number: 33408-CSR
 *Product Suite: MVDFAE-AA
 Entitlement Type: SERVICE PORTAL
 *Point Product: GSD
 *Operating System:
 Serial Number:
 *OS Language:
 *Product Language:
 *OS Service Pack:
 *Product Version:
 *Nodes Affected:
 *Product Service Pack:
 *Signature Set:
 *Scan Engine:
 Virus:

Attachments Add

Attachment Name	File Type	Size (In Bytes)	Date and Time	Comments
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Updates Add

Comment	Activity Type	Status	Created	Created By
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Updates are visible in the **Updates Section**, and you can add information that may help McAfee resolve your issue.

You can also upload attachments such as log files and network diagrams in the **Attachments Section** of the Service Request.



Malware Identification

If you suspect that your system has been compromised by a virus then it is recommended that you submit the infected file for verification.

Submitting Virus Samples

If you believe that your computers have been infected with a virus, but the virus is not being detected by a McAfee product, a sample can be submitted for analysis by McAfee's Avert response team at the following URL:

<http://vil.nai.com/vil/submit-sample.aspx>

WebImmune is the preferred method to submit samples to Avert as it provides the fastest turnaround time on sample reviews, and provides historical information of all samples that you have submitted. By accessing the WebImmune website and creating a free account you will be able to upload files directly to Avert's automated systems for review. If the automated system is unable to determine a threat exists then the issue will be escalated to Avert Analysts.

<http://www.webimmune.net>

More information about WebImmune can be found at

<https://www.webimmune.net/faqs.asp>

This was the first Internet virus security scanner that resides on the web. It is available 24/7/365, and enables you to receive information about your files, including solutions and real-time fixes, if required.

When you submit a sample to WebImmune, you will get one of four responses:

- This is in the current DAT and you should update to the latest DAT files
- This is a known threat, not in the current DAT set, and an extra.dat has been created
- This is not a known threat and has been escalated to a researcher within Avert
- This is a known clean file

Detection of an Infected File

If your file is infected with a virus then it is recommended that you submit a case with Technical Support and state the WebImmune ID number. McAfee Technical Support and the Avert team will then work together to assist in identifying suspicious, malicious, or offending processes through data collection, customer conference calls and information sharing across support levels and Avert levels.

Escalation Requirements

In the event that your Service Request needs to be escalated within McAfee Technical Support, a Minimum Escalation Tool will need to be used to gather the required log files for escalation. The Support technician may also need to gather further details on your installation.

Minimum Escalation Tools are updated regularly. To ensure that the latest copy is used, download a new version every time an escalation is required. Minimum Escalation Tools can be found at the following location:

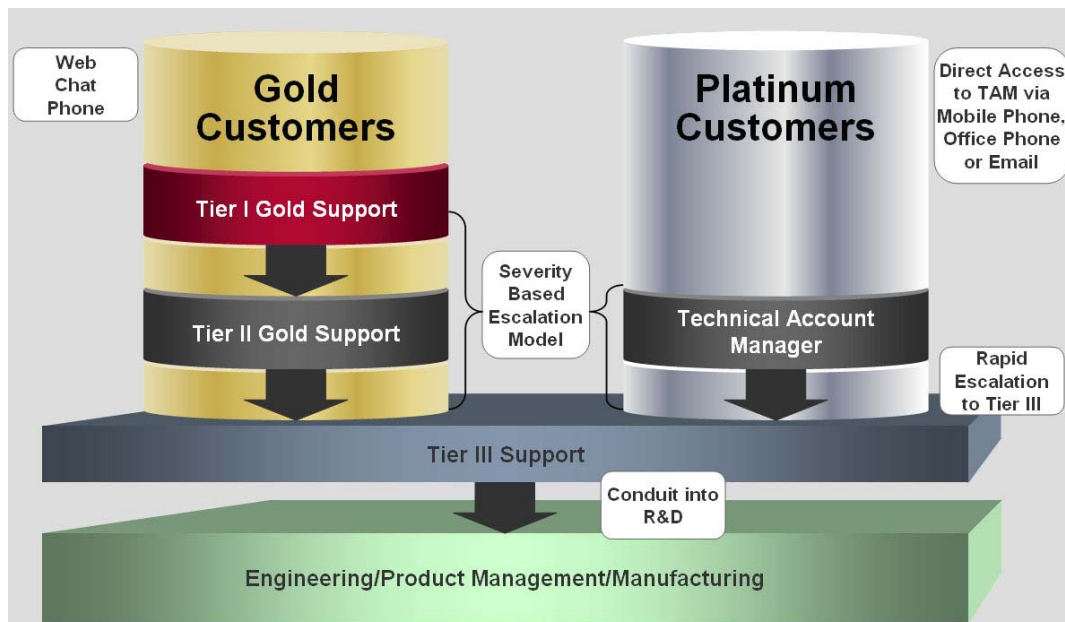
http://knowledge.mcafee.com/SupportSite/dynamicckc.do?externalId=NAI33333&sliceId=SAL_Public&command=show&forward=nonthreadedKC&kclid=NAI33333

Response Charter

Gold Support comprises of three Tiers of support. All cases are initially handled in Tier 1 by a skilled technician who has been trained on McAfee's products and has at least one industry certification. Every attempt is made by the technician to resolve an issue on the same call or the same day.

If a technician is unable to resolve an issue then the case will be escalated to Tier 2 where product specialists will then take ownership of the Service Request. The time before a case is escalated to the next tier is dependant on severity and impact to the customers business.

If the Product experts in Tier 2 are unable to resolve the Service Request then the case is further escalated into Tier 3, which then works directly with engineering to resolve the issue.





Escalation and Response Charter

Depending on the severity level, the McAfee response charter sets out clear guidelines as to how frequently a customer should be contacted by our technicians on the status of a Service Request.

The charter also provides the maximum duration a Service Request can be open before it is automatically escalated to the next tier. The times stated below are based on McAfee handle times and do not include the time a technician is waiting for a response from a customer.

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

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

The McAfee response charter also provides an increase in the severity level if a case has been open for an excessive length of time to ensure maximum effort is applied to solving outstanding issues.

Severity Definitions

Severity is a measure of the impact on a customer's ability to conduct business.

Severity 1 – Business Has Stopped

- Company cannot conduct business or the business is severely impacted
- The product is not functioning
- Internet connectivity or mail flow has stopped
- Company is unable to provide available virus protection to his network
- There is no viable workaround for this issue

Severity 2 - Business Severely Impeded

- Company's business is impeded but can continue to function
- The product is unable to provide a major feature such as reporting or updating
- Widespread symptoms across company's infrastructure
- Includes installation failures, conflicts with major brand software, or specific mail flow issue
- Customer is generally able to provide available virus protection to his network but specific resources cannot update

Severity 3 - Business Impacted But Able to Function Normally

- Customer ability to conduct business in not affected
- The symptom affects single machine or isolated parts of the environment
- Particular functionality is not working

Severity 4 - Business Not Affected But Noticeable

- Customer ability to conduct business in not affected
- Symptoms only affect a few machines
- Functionality loss has easy work around

Severity 5 - Request for Information or FMR (Feature Modification Request)

- Requests for further information
- Modification requests to products



Optional Services

McAfee Security Alerting Service (MSAS)

McAfee monitors and assesses threats of all sorts, and categorizes them by risk and severity. When a threat is determined, McAfee generates a notification message that can be distributed to every subscriber of MSAS in as little as 30 minutes, including all the communication methods selected by the subscriber.

One of the main benefits of MSAS is that if a primary mechanism of notification is not successful the service will automatically use a secondary notification mechanism to notify you of the alert.

Additional information can be found in the McAfee ServicePortal.

		<i>AVERT Virus News and AVERT DAT Notification</i>	<i>MSAS (McAfee Security Alerting Service)</i>
Alert Methods	Telephone (Voice)	-	✓
	E-Mail	✓	✓
	SMS	✓ (e-mail to phone number)	✓
	Fax	-	✓
	Pager	✓ (e-mail to text pager)	✓
Alert Types	Virus (Low-, Medium-, and High-Risk)	✓	✓
	Vulnerability (Low- , Medium-, and High-Risk)	-	✓
Signature (DAT) Files	Scheduled	✓	-
	Unscheduled	✓	✓
Product Updates	New Version Releases	-	✓
	Service Packs	-	✓
	Engine Updates	-	✓
	Product Patches	-	✓
Alert Configuration	By Method (Phone, E-Mail, Pager, etc.)	-	✓
	By Threat/Risk Assessment (e.g., Alert for High-Risk Only)	-	✓
	By Schedule (e.g., Blackout Periods)	-	✓
Alert Reliability	Failover (Re- Dial, Resend E-Mail, etc.)	-	✓
	Mail Server Down (Customer Side)	-	✓ (Voice)
	List Server Recovery (McAfee Side)	✓	✓
Alert Service Cost		Free	Annual Subscription



Platinum Support

McAfee Platinum Technical Support is our most complete support offering, providing essential help with unbeaten responsiveness and personalized support, lowering your risk of damage. Your stakeholders get greater access to critical systems and applications. McAfee Platinum Technical Support delivers the services you need when you need them—worldwide and around the clock.

McAfee's Platinum Technical Support earns consistently superior ratings for customer satisfaction. We do this by solving customer needs in four key areas:

- Account Management
- Proactive Services
- Responsive Services
- Online Support Technologies

For further information, please see:

http://www.mcafee.com/us/enterprise/support/technical_support/overview.html

Training and Consulting

In addition to our Technical Support Services, McAfee offer comprehensive Professional Services around the globe. The goal of McAfee's Professional Services organization is to ensure, via delivery of consulting and education services, that our customers derive maximum benefits and ROI from the successful and efficient deployment of our technology.

Our experienced consultants will assist you with the planning and implementation of our products and can address all phases of the security management cycle with our Assessment, Design, Deployment and Troubleshooting services covering Risk Management/Vulnerability Assessment, Intrusion Prevention and Anti-Virus Solutions.

Our Education Services provide training in product installation, configuration and administration, analysis and troubleshooting. Through the provision of classroom training, custom on-site training and consultancy, our aim is to facilitate customers' self-sufficiency with the installation, administration and upgrade of our products as efficiently and cost-effectively as possible.

For further information, please see:

<http://www.mcafeesecurity.com/us/services/home.htm>



Useful Information

End of Life Policy for Commercial Products

To ensure McAfee development resources are delivering the most innovative and cost effective products to customers, McAfee may periodically elect to discontinue specific products.

The latest version of this information can be found at:

http://www.mcafee.com/us/enterprise/support/customer_service/end_life.html

The reasons for discontinuing products vary and may include such reasons as:

- New technology allows for increased functionality and economy
- A product has reached the end of its natural lifecycle
- There has been very low customer demand for the product and, adhering to customer driven development best practices, is not an effective use of development resources

McAfee Product Management establishes product End of Life to outline clearly the level of support a product will receive as it moves through its life cycle: to set expectations and communicate with customers the level of support they can expect to receive.

When product End of Sale is announced, a transition plan for customers will be included. The product then begins End of Full Service Support and End of Life transition periods. Customers should begin to move to a new product, a recommended alternative, or Custom Support. During the End of Life period, McAfee will meet existing customer support agreements.

All End of Life, End of Sale, and End of Full Service Support information will be posted on the McAfee Technical Support ServicePortal web site: <https://mysupport.mcafee.com> and the individual product external web sites.

McAfee Technical Support Software Support Policy

- The End of Sale date will be announced at least 6 months prior to the effective End of Sale date
- Full Service Software Support will continue for a minimum of 1 year after the effective End of Sale date for customers with McAfee Technical Support Software Service for the product
- Custom Support will be available for up to 4 years after Full Service Software Support has ended, providing a up to of 5 years of support after the End of Sale date

McAfee Technical Support Hardware Support Policy

- The End of Sale date will be announced at least 6 month prior to the effective End of Sale date
- Full Service Hardware Support will continue for a minimum of 2 years after the effective End of Sale date for customers with McAfee Technical Support Software Service for the product
- Custom Support will be available for up to 3 years after Full Service Hardware Support has ended, providing up to 5 years of support after the End of Sale date

Definitions

End of Life Policy

- End of Life terminology includes End of Sale, End of Full Service Support, and End of Custom Support
- Once End of Life is announced, no enhancements to the product will be made. Security updates and maintenance will continue until End of Full Service Support

End of Sale

- The date when a product is no longer available for purchase
- The End of Sale date will be announced at least 6 months prior to the effective End of Sale date

Full Service Support

- After End of Sale has been announced, Full Service Support includes available maintenance and technical support
- To receive Full Service Support McAfee may require the latest hardware and software product versions, service pack, DAT and signature files, and scan engine [where applicable], be deployed
- These elements are introduced by McAfee to add features and resolve issues. If any element is not at a current version, then the total product configuration may not be supported. McAfee will provide a version of software that has the functionality as outlined in release notes of the product

End of Full Service Support

- Once End of Full Service Support is reached support is available only with a Custom Support contract
- The End of Full Service Support date will be announced at least 1 year prior to the effective End of Full Service Support date

Custom Support

- Custom Support is an individually negotiated support contract for a product where Full Service Support has expired
- Custom Support requires the final release of hardware and software for the product



- To be eligible for Custom Support, McAfee Technical Support coverage must have been continuous for the duration that the customer owned the product. Custom Support can only provide a best effort resolution to issues

Guidelines for Product End-of-Life Milestones							
Milestone	- 6 Months	D a y 0	+ 1 Year	+ 2 Year	+ 3 Year	+ 4 Year	+ 5 Year
External announcement period	FSS	E n d					
Full Service Software Support	FSS	o f					
Custom Software Support		S a l e		CS	CS	CS	CS
Full Service Hardware Support	FSS	e	FSS	FSS			
Custom Hardware Support		D a t e			CS	CS	CS

FSS	Full Service Support Available
CS	Custom Support Available

Feedback

Service Request Closure Survey

On resolution to your satisfaction of a Service Request, McAfee will then initiate an independent 3rd Party research company (Walker Information, Inc) to send you a survey to complete. Surveys are available in all languages that McAfee Support.

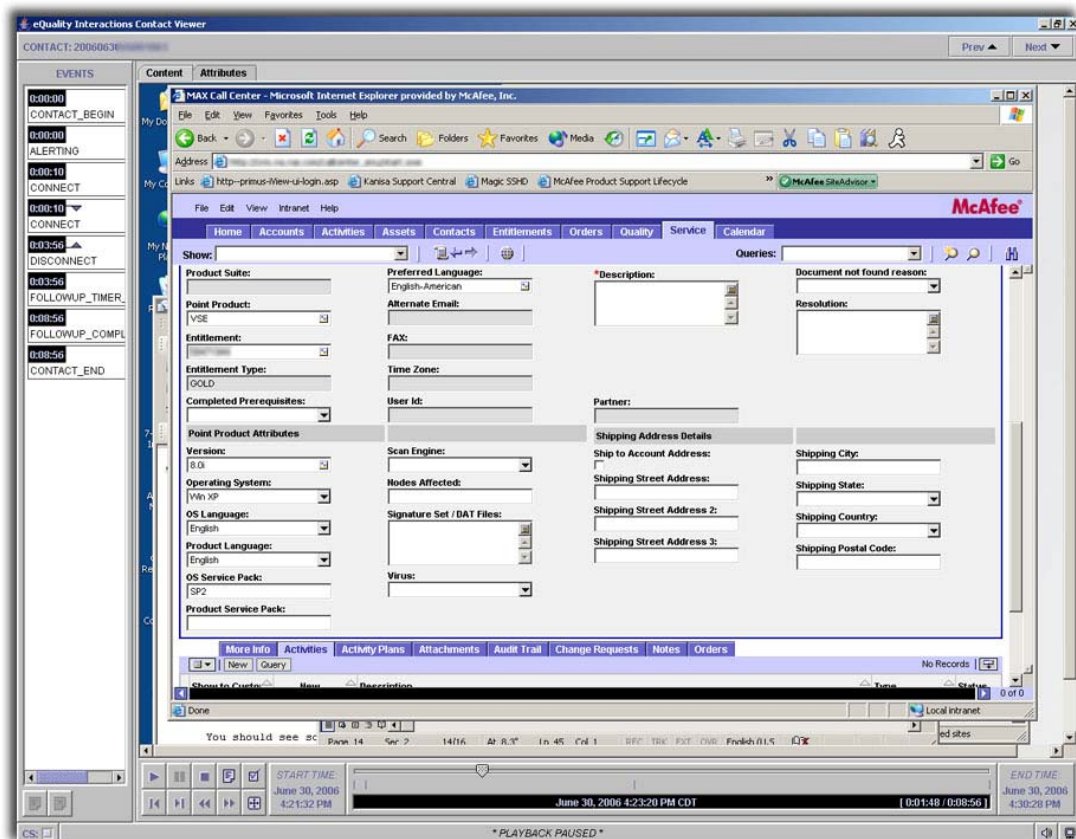
The information in this survey is completely confidential and will not be passed on to any company outside of McAfee. This information will allow us to improve the service we offer while at the same time act as a safeguard to ensure that you are happy with the service that you receive.

This is monitored through a closed-loop process tool that is used to ensure we are communicating with those customers who have asked for further communication from our management team.

Metrics and responses from these surveys are analyzed weekly and feedback provided to Support Management, Product Management, Engineering, and Sales on results. We implement measurable actions based off key drives.

Business Excellence Program

McAfee Technical support strives to provide the best possible service to its customers and has invested in a comprehensive call management tool that allows its management and business excellence team to recover all details regarding a specific case.



McAfee stores a recording of the data entry as it is entered into our system including keystrokes / mouse positions and synchronizes this with the recorded voice or chat call. This information is used to provide feedback to our engineers on best practices and examples of best of practice. Customers with a grievance to the way their call has been handled can also request a manager to review their case.

Feedback on this Document

If you would like to see additional information included in this guide or discover errors, please contact us at customer_feedback@McAfee.com.



Contact Information

Please check the McAfee website for the latest Technical Support telephone numbers.

<http://www.mcafee.com/us/about/contact/index.html>

Europe, Middle East, Africa

Country	Gold Technical Support		Customer Services
	Toll Free	Toll Share	Toll Free
Austria	00 800 6247 7463	0810 818 849	00 800 1225 5624
Belgium	0800 73330	07 8250143	
Denmark	00 800 6247 7463	70 10 54 40	
Finland		03 039001	
France		08 26020102	
Germany		01805 002380	
Greece	00800 3122 1303	00 44 870 9110010	00 800 3122 1287
Hungary	0680 015021	00 44 870 9110010	0680 015021
Ireland	1800 552190	1850 201 861	1800 552171
Israel	00 800 1225 5624	+44 870 9110010	00 800 1225 5624
Italy	00 800 6247 7463	02 45281511	
Luxembourg		04 0666 15671	
Netherlands		0900 2020546	
Norway		815 00 414	
Poland	00 800 311 1314	00 44 870 9110010	00 800 311 1314
Portugal	00 800 6247 7463	800 831503	00 800 1225 5624
South Africa	0 800 995069	0800 995081	0 800 995054
Spain	00 800 6247 7463	902 196803	00 800 1225 5624
Sweden	020 522829	085 7929008	020 522827
Switzerland	00 800 6247 7463	084 8444002	00 800 1225 5624
Turkey	00 800 3192 9159	00800 31920163	00 800 3192 9147
UK	00 800 6247 7463	0870 9110010	00 800 1225 5624
UAE	00 800 6247 7463	8000 4412069	00 800 1225 5624
Other	00 800 6247 7463	0870 9110010	00 800 1225 5624

North America

Country	Gold Technical Support	Customer Services
	Toll Free	Toll Free
USA	1 800 937 2237	1 800 338 8754
Canada (English)		
Canada (French)	1 866 488 8447 (7:00AM to 8:00PM Monday through Friday)	



Latin America

Country	Gold Technical Support & Customer Services
	Toll Free
Argentina	0 800 666 0049
Aruba	800 8870 (ask Sprint for 866 804 8783)
Bahamas	866 884 9788
Barbados	866 884 9815
Bermuda	866 884 9817
Brazil	0 800 891 5847
Cayman Islands	866 884 9828
Chile	800 396 900
Columbia	01 800 700 1585
Costa Rica	0 800 013 07551
Dominican Republic	888 751 8133
El Salvador	800 1525 (ask Sprint for 866 804 9042)
Ecuador	(Pacifictel) 1 800 999 171 (ask Sprint for 866 608 6995)
	(Andinatel) 1 999 171 (ask Sprint for 866 608 6995)
Guatemala	9999 195 (ask Sprint for 866 804 9041)
Honduras	8000 121 (ask Sprint for 866 608 6998)
Jamaica	1-866-884-9838
Mexico	01-800-888-8624
Netherlands Antilles (Curacao)	1800 877 8000 (ask Sprint for 866 608 6984)
	001 800 745 1111 (ask Sprint for 866 608 6984)
Nicaragua	161 (ask Sprint for 866 608 6997)
Panama	001-800-201-2734 (C&W) / 011-001-800-201-2734 (Telecarrier)
Peru	0 800 52 035
Trinidad, Tobago	1-800-201-3417
Venezuela	0 800 100 2603

Japan

Country	Gold Technical Support & Customer Services
	Toll Free
Japan	81 (0)3 5428 1620 (9:00AM to 9:00PM Monday through Friday)



Asia Pacific

Country	Gold Technical Support & Customer Services
	Toll Free
Australia	1 800 073 267
China	800 810 6030 (pin 9953)
	800 810 7030 *
Hong Kong	800 962 443
	800 933 298 *
India	00008001003187**
Indonesia	0018 030 152 028 730**
Korea	0800 065 500
Malaysia	1800 813 385
New Zealand	0800 446 208
Philippines	1800 1116 0878**
Singapore	800 130 1587
Taiwan	0080 066 6227
Thailand	0018 00 132 028 730

* Contact numbers for general customer service and non-technical enquiries about product registration, licenses, grant numbers and complaints.

** Available on telephone lines with IDD facility enabled

Additional Resources

Gold Support Contact Information

For Gold Support customers, download the Gold Support User Guide at:
http://www.mcafee.com/us/local_content/datasheets/gold_support_user_guide.pdf

Gold Support User Guide

http://www.mcafee.com/us/local_content/datasheets/gold_support_user_guide.pdf

Platinum Support Contact Information

For Platinum Support customers, obtain the Platinum Support Handbook from your Technical Account Manager (TAM).

Online Services Information

To learn more about Online Services, please visit the McAfee ServicePortal at:
http://mysupport.mcafee.com/eservice_enu/

McAfee Technical Support Terms & Conditions

For a complete description of the McAfee Technical Support Terms & Conditions, please visit:
<http://www.mcafee.com/common/media/mcafeeb2b/support/terms.asp>

End of Life Policy

http://www.mcafee.com/common/media/mcafeeb2b/support/terms/Support_Policy-Product_Support_EOL.pdf