McAfee Business Support User Guide

Information about Your Support Entitlement

2017 Q2 Edition

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1 Business Support Basics

Regardless of the size of your business, McAfee Business Support offers highly trained and certified security professionals who can provide the right information, tools, and programs. Our goal as the world's largest dedicated security company is to address potential issues quickly and efficiently to help you combat today's threats so you can focus on the demands of your business. To ensure that your organization stays secure, McAfee Business Support is a standard offering, constantly providing updates and upgrades to our products, backed up by 24/7 support.

1.1 Online Self-Help Resources (Section 3)

McAfee ServicePortal (https://support.mcafee.com)

- KnowledgeBase — thousands of articles, release notes, product guides, troubleshooting documents
- Support Tools — repair, diagnostic, anti-malware, and other tools and utilities
- Patches and Downloads — search for patches and downloads by logging in to the ServicePortal
- Malware Submission — safely send malware samples to McAfee Labs for review
- Service Request Management — create, track, and manage Service Requests (SRs)

Support Notification Service (https://sns.secure.mcafee.com/signup_login) – sign up for product notifications

McAfee Community (https://community.mcafee.com) – join our Community of security users.

1.2 Customer Service Account Questions (Section 2)

For assistance with **non-technical questions**, including product activations, licensing questions, grant numbers, entitlements, SaaS login/password set up, and ServicePortal passwords, contact Customer Service online at https://secure.mcafee.com/apps/support/customer-service/request-form.aspx, or in the U.S., call 1 888 847 8766. Additional Customer Service phone numbers by country can be found on the McAfee website *Contact Us* page at: http://www.mcafee.com/us/about/contact-us.aspx#ht=tab-techsupport.

1.3 Opening a Technical Service Request (Section 4)

Non-Urgent — ServicePortal Options

- Post an Online Service Request (SR) — create, track, and manage SRs and malware submissions

Urgent — Technical Phone Support
Support phone numbers for all regions can be found on the Contact Us page at:
http://www.mcafee.com/us/about/contact-us.aspx#ht=tab-techsupport.

2 Setting Up Your Online Support Account

2.1 Your Grant Number

Your grant number allows you to access the ServicePortal, get product downloads, and call Support. You will receive it by email after product purchase. If you lose your grant number, contact Customer Service.

2.2 Your ServicePortal Account

Your ServicePortal account enables you to create and update support cases, submit malware samples, and access tools. To set up your account, go to https://support.mcafee.com and click "Register" in the Customer Login section. Input all information and create a valid password.

Your email domain must match that of other users registered to that grant number. If you need to register under another domain, contact Customer Service at: http://www.mcafee.com/us/about/contact-us.aspx.

2.3 Getting McAfee Product Notices and Alerts

Support Notification Service: The Support Notification Service (SNS) is the official product communications vehicle for McAfee standard and critical incident advisories. SNS delivers the latest McAfee product information by email — End of Life, patch and upgrade notifications; threat reports; DAT notices; and critical alerts that require immediate attention. Select from 18 product and three special information options. Distribution types include:

- **Notices** — standard product news and updates sent the same day
- **Alerts** — critical and urgent information requiring immediate action
- **Weekly Roundup** — all product news for the last seven days in one weekly email (Thursdays CT)
- **ProTips** — best practices, troubleshooting, how-to, and breaking tips with links to in-depth KnowledgeBase resources
- **SNS Journal** — newsletters featuring technical product, new technology, malware trends, and security awareness content
- **Executive Journal** — thought-leading articles about the business of security from McAfee leaders (bi-monthly)

To get these notices, you must subscribe to SNS. Go to the SNS Subscription Center and create a new account: https://sns.secure.mcafee.com/signup_login. For further information, see the SNS FAQ at https://kc.mcafee.com/corporate/index?page=content&id=KB67828.

McAfee Labs Security Advisories: McAfee Labs Security Advisories are notifications created by the global research team to map high-profile threats to the McAfee technologies that remediate against that threat. Sign up for McAfee Labs Security Advisories at: http://www.mcafee.com/apps/mcafee-labs/signup.aspx.

2.4 DAT Delay Notifications

Virus definition or DAT files contain virus signatures and other information that McAfee anti-virus products use to protect systems against existing and new potential threats. For a complete list of products using DAT files, go to https://kc.mcafee.com/corporate/index?page=content&id=KB55986.

The daily DAT files are generally available by 19:00 (UTC/GMT). However, if a new threat warrants this, daily DAT files may be released earlier. Under some circumstances daily DAT releases may be delayed. To receive

alerts regarding delays or important notifications, subscribe to the Support Notification Service (SNS) at https://sns.secure.intelsecurity.com/signup_login.

To ensure that your anti-virus software can protect your system or network against the latest threats, confirm you are using the latest DAT files, which are available from the Security Updates page in XDAT and SDAT format at: http://www.mcafee.com/apps/downloads/security-updates/security-updates.aspx. This site also provides access to Beta DAT files.

2.5 Checking Your Entitlements

Once you have logged into the McAfee ServicePortal, you can check your support entitlements by selecting the My Account tab. If you have multiple grant numbers, each one must be registered to your account to enable visibility to those entitled products. If you do not see all of your entitlements, contact Customer Service.

2.6 Contacting Customer Service

McAfee Customer Service is available around the clock for assistance with non-technical questions, including product activations, licensing questions, grant numbers, entitlements, SaaS and ServicePortal login/passwords.

Customer Service phone numbers by country can be found on the *Contact Us* page at http://www.mcafee.com/us/about/contact-us.aspx#ht=tab-techsupport.

3 Online Self-Help Technical Tools and Resources

McAfee has designed a sophisticated yet easy-to-use ServicePortal at https://support.mcafee.com with access to the following tools and resources:

McAfee Knowledge Center

- Product Documentation and Walk-through Guides
- Troubleshooting and How-To Articles: Articles and step-by-step instructions to resolve issues
- Release Notes: Technical documentation of new product version features
- Security Bulletins: confirmation of resolved issues with McAfee products
- Threat Advisories: Critical global malware threat news issued by McAfee Labs

McAfee Community

(https://community.mcafee.com) — Join our Community of security users to connect with other customers and share solutions about McAfee products, post discussions, and more.

McAfee Download Portal

(http://www.mcafee.com/us/downloads/downloads.aspx) — Authenticate with your grant number to display all products available for download under your support entitlement.

MVT Diagnosis and Remediation Tool

McAfee Virtual Technician (MVT) can find and resolve most common product issues. After scanning the device, MVT will ask for permission to resolve any detected issue. The scan results will be passed to Support should a Service Request be opened.

- MVT Walk-through Guide https://mvt.mcafee.com/mvt/Documents/WalkThruGuide/en-us/MVTWalkThroughGuide.pdf

- Run MVT at http://support.mcafee.com/mvt or when creating a Service Request
- Run MVT remotely on a client device using ePolicy Orchestrator (ePO-MVT)
  https://kc.mcafee.com/corporate/index?page=content&id=PD22556
- Download the MVT-ePO package at http://mer.mcafee.com/enduser/downloadepomvt.aspx

McAfee Free Tools

(http://www.mcafee.com/us/downloads/free-tools/index.aspx) — A repository of assessment utilities and anti-malware, forensic, Foundstone SASS, intrusion detection, scanning, stress testing and other useful tools.

Threat Center

(http://www.mcafee.com/us/threat-center.aspx) — Access the Threat Library, trend reports, malware tools, DAT release notes, McAfee Labs blogs, and other information.

Programs and Policies (Documentation)

(https://support.mcafee.com/ServicePortal/faces/programspolicies) — Access the latest information on support options, offerings, terms & conditions, user guides and other materials.

End of Life Policy

McAfee has an established product End of Life (EOL) policy outlining the level of support a product will receive as it moves through its life cycle. During the end-of-life period, McAfee will meet existing support agreements, notify you of impending product support termination, and encourage you to move to a supported version. See the Product and Technology Support Lifecycle page at: http://www.mcafee.com/us/support/support-eol.aspx to ensure you are using the most current product version.

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4 Reporting and Resolving Product Problems

4.1 Issue Severity and Response Charter

If you have a product question or issue that you cannot resolve yourself, the first step is to identify the severity of the issue. McAfee defines the severity of an issue based on how it impacts your ability to conduct business. A severity code is associated with all service requests, failures, and enhancement requests to indicate the impact and the urgency of the request.

Severity Definitions

Severity 1—Business has stopped

- Your organization cannot conduct business based on failure of a McAfee product.
- There is loss of protection to most of your infrastructure.
- All Internet connectivity or email flow has stopped.
- There is no viable workaround for this issue.

McAfee's Client Engagement Requirements: Customer to participate on a technical fault isolation call (24x7) until a solution and or work around is found.

Severity 2—Business is severely impeded

- Your organization's business is severely impeded but can continue to operate.

- There are widespread symptoms across your organization's infrastructure.
- Failure of a major product deployment resulting in a significant loss of protection
- Loss of management to a significant portion of your infrastructure

McAfee's Client Engagement Requirements: Customer to be available (24x7) to provide access/data to assist with fault isolation until a solution and or work around is found.

Severity 3—Business is impacted, but your organization can function normally

- Your organization's ability to conduct business is not affected.
- Symptoms affect isolated parts of your environment.
- Specific functionality is not working.

Severity 4—Business is not affected, but there are noticeable problems

- Your organization's ability to conduct business is not affected.
- Symptoms affect only a few systems.
- Functionality loss has an easy workaround.

Severity 5—Requests for information or feature modifications

- You request product documentation or other information that does not require troubleshooting and issue resolution.
- You request modifications to the functionality or design of McAfee products.

NOTE: If a customer cannot commit to the 'McAfee Client Engagement Requirement' as detailed below the Severity 1 and Severity 2 definitions, we reserve the right to lower the severity of the issue reported to support until this can be met.

Response Charter

Each McAfee Technical Support interaction begins with the creation of a unique Service Request (SR) number to track resolution of the issue. We attempt to resolve every issue on the first call. Unresolved customer issues are evaluated based on severity and priority of resolution. Based on this evaluation, they are assigned a numerical impact level value.

If the PSE is unable to resolve the issue or it is assigned a high-impact level, it is escalated to successive tiers as needed for resolution. Each tier in the McAfee support organization will use all available resources to resolve the issue. These processes apply to all Service Requests that are escalated within the McAfee Technical Support organization.

	Severity 1	Severity 2	Severity 3	Severity 4	Severity 5
Response Time	Telephone < 5 Minutes				
			ServicePortal < 24 hours		
Escalation to Tier 2	30 Mins	1 hour	3 Days	7 Days	14 Days

Escalation to SEO (Tier 3)	1 hour	4 hours	5 days	14 days	14 days
Escalation to Engineering	4 hours	6 hours	7 days	14 days	14 days

NOTE: Response Charter times reflect Calendar hours and days.

Response Times are for guidance only and are not legally binding or a legal commitment.

For complete escalation and response definitions, see
https://support.mcafee.com/SPR/WebContent/ProgramsAndPolicies/faq-corporate-technical-support.pdf.

4.2 Information Required for Assisted Support

For the fastest resolution, ensure you have the following information available:

- Support Grant Number
- Previously assigned Service Request (SR) case number (if applicable)
- Geographic location of the software installation
- Detailed description of the problems or errors
- Description of the hardware on which the software is installed, including serial number or service tag where applicable (hardware must meet published McAfee specifications)
- Names/versions of OS, network, and software running with McAfee software, including patches and fixes
- Minimum Escalation Requirements (MER) tool output

WebMER (Minimum Escalation Requirements) Tool

WebMER is a utility to collect product and system information to assist Support in diagnosing issues. Information gathered includes an MSD report (or other OS equivalent), event logs, product registry keys, log files, and current product .EXE files, which are automatically compressed in a .TGZ file for sending to Support. NOTE: This is frequently the required first step in getting assisted Technical Support. To access WebMER, go to http://support.mcafee.com/webmer.

4.3 Posting a Service Request Online

For non-urgent issues

You can create an Online Service Request for a severity 3, 4, or 5 issue. Log in to the ServicePortal, click the "Service Request" tab, then select "Create a Service Request". Fill in the required information and select "Post Service Request Online" in the "How would you like to contact us?" dropdown. Complete all required fields, and attach any additional log files or information that could assist your Support technician. An expert should respond within 24 hours. Depending on the complexity of the issue, the technician may contact you by email or phone.

For malware sample submissions

You can now submit potentially infected samples via the ServicePortal as an online Service Request. Follow the process in KB68030 (https://kc.mcafee.com/corporate/index?page=content&id=KB68030) to locate samples to submit for analysis.

McAfee recommends that you first use **GetSusp** when analyzing a potentially infected PC. See KB69385 https://kc.mcafee.com/corporate/index?page=content&id=KB69385) for full instructions. To download GetSusp,

go to http://getsusp.mcafee.com. Even if you do not have a valid Grant Number, GetSusp allows you to submit samples to McAfee Labs.

4.4 Calling Support

Support provides telephone access to our technicians 24/7/365. Commercially reasonable effort is made to provide local language support for your product in most countries during business hours and in English at all other times. Because McAfee strives to provide the best possible support, customer calls may be recorded for quality purposes. Additionally, a "Follow-Up Date" (or FUD) should be set at the end of each call. The FUD is determined based on:

- Your expectation for the next progress update
- When additional information or updates will be available
- The agreed upon timeline set via phone or email

- Your welcome packet for Enterprise Support includes the appropriate phone numbers for your authorized contacts to reach our Product Specialist Engineers. All other members of your organization can contact McAfee Business Support for assistance. All region phone numbers for Business Support can be found on the *Contact Us* page under the "Support" tab at: http://www.mcafee.com/us/about/contact-us.aspx#ht=tab-techsupport. Click your language/location of choice in the upper right corner of the web page.

5 Hardware Support

McAfee Hardware Support provides a maintenance program for service and repair of McAfee appliances with several programs available to assist customers with appliance diagnosis in the event of a failure or other issue.

The Support Documentation page on the ServicePortal includes the following documents for Hardware Support:

- Hardware Support Handbook
- Support Hardware Locations
- Certificate of Destruction
- Materials Retention Statement

6 Additional Support Offerings

McAfee Business Support provides world-class self-help and responsive service. Some customers have complex or mission-critical environments which need a more proactive and personalized support solution that additional McAfee Premium Support options can provide.

6.1 Premium Support

McAfee offers a range of Premium Support options to fit the needs of any organization, regardless of size.

Enterprise Support

Enterprise Support delivers priority engineering expertise and proactive account management to help ensure the optimization and effectiveness of an organization's security environment.

Enterprise Support entitles customers to direct access to experienced technical experts — Product Specialist Engineers (PSEs) — who are located in all global geographies to provide fast, effective access. An assigned Support Account Manager (SAM) personalizes the customer's experience and ensures that technical support delivery is focused on their security requirements and expected outcomes.

With its world-class support infrastructure, priority engineering expertise and proactive account management, Enterprise Support helps customers safeguard their organizations and realize the value of their security investment.

Global Enterprise Support

For global organizations, whether one homogenous entity or a blend of autonomous subsidiaries, the network security risks of one division can quickly impact operations worldwide. Global Enterprise Support provides a SAM and multi-region PSEs to deliver the continuity and coordination needed to manage a global security deployment successfully.

Large Enterprise Support

Industry-leading organizations have a scale of operations that eclipses that of most companies — and a heightened visibility that puts them at continuous risk. Large Enterprise Support provides direct access to PSEs and an assigned LSAM to deliver concentrated technical management attention and advocacy that maximizes security effectiveness and team coordination.

Resident Enterprise Support

Many organizations now recognize the value and cost-effectiveness of augmenting their in-house IT teams with knowledgeable, third-party security personnel brought on site. Resident Enterprise Support provides an on-site SAM (RSAM) and direct access to PSEs. The RSAM brings critical security expertise in-house, enhancing team productivity and reducing case escalations and resolution time.

Resident Product Specialist Engineer Support

For organizations needing product-specific security expertise, Resident PSE Support delivers an on-site engineer for a designated security product and direct access to remote PSEs.

6.2 Professional Services

IT security is not a game of chance, it's a game of skill. And like all games that require skill and experience, good preparation is a core component of ultimate success. In today's fast-paced cyberworld, we know IT security professionals are spread thin and preparation can often be sacrificed, which is where our professional services team comes in. Armed with the latest tools, strategies, and knowledge to address your global security needs, our comprehensive services include everything from incident response and security risk assessments to

comprehensive, customized deployments and training. We offer a full range of services that span the entire McAfee portfolio of solutions and ensure you get heightened visibility into your overall security posture. See https://www.mcafee.com/us/services.aspx.

Appendix 1: Table of Revisions

The following changes were made since the last version of this document:

Document version	Changes Made
Q2 2017	- Add Intel Security Technical YouTube channel: https://www.youtube.com/user/McAfeeTechnical/videos - Global change references from Intel security to McAfee - Removed references to Chat - Updated URL to SNS Subscription Center - Removed Encryption Code of the Day section - Cleaned up Posting a Service Request Online and Malware sample submissions - Removed Accessing and Upgrading Products (section 5) - Shortened Hardware Support description - Moved SNS Section up within document - Updated Premium Support Offering descriptions - Updated Professional Services information and links