

# Support Notification Service (SNS)

Proactive information to keep you informed and connected

The McAfee Support Notification Service (SNS) is a proactive product information service for enterprise customers and partners. With no per-company subscriber limit, contacts can opt-in and receive important information that maximizes the functionality and protection capabilities of their McAfee products

## Information Types & Frequency

**Alerts** — critical information requiring immediate action. Includes virus/malware outbreaks; DAT file false-positives; product vulnerabilities; and critical remediation updates. Sent by email and text message (if cell-phone listed).

**Notices** — immediate emails about updates, upgrades, patches, EOS/EOL, and release notices; DAT file delays; operational issues (password resets, portal issues; etc.), or other product-related news.

**Weekly Roundup** — all notices or alerts across all categories for the last seven days.

## Distribution Options

- Notices and Alerts
- Weekly Round-Up and Alerts
- Alerts Only
- DAT Delays

- McAfee Vulnerability Manager
- McAfee SIEM products

## Product Selections

- McAfee ePolicy Orchestrator® (ePO™)
- McAfee Host Intrusion Prevention
- McAfee Network Security Manager
- McAfee VirusScan (all products)

## Product Category Selections

- Data & Endpoint Protection
- Email & Web Security
- Malware & Threat Reports
- Network Security
- Risk & Compliance
- Security as a Service (SaaS)

## Benefits of Subscribing

- Maximizes the functionality and protection capabilities of your McAfee security products
- Manage your environments more proactively and with greater scheduling flexibility
- Enables rapid response during critical events
- Boosts the value of your security investment

Subscribe to SNS The SNS Subscription Center provides SSL security for data input and transmission and secure access for returning subscribers. Go to the [Subscription Center](#) to submit your personal preferences. For more information, view McAfee Knowledgebase article [KB67828](#)