



**McAfee™**

# McAfee Enterprise Support User Guide

**Information about Your Support Entitlement**

2018 Q2 Edition

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# 1 Enterprise Support Basics

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 — Technical Support Engineers (TSEs) — 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.

## 1.1 Key McAfee Support Personnel

### Technical Support Engineers (TSE)

Technical Support Engineers (TSE) are experienced senior security engineers with specialized technical product expertise. Located in all global geographies to provide fast, effective access, TSEs get the latest development engineering information for their supported products. These technical experts help customers troubleshoot and resolve product issues, provide valuable product best practices, and assist during critical incidents.

### Support Account Manager (SAM)

The SAM is the technical support management contact who develops a relationship with the in-house team and becomes very familiar with the customer's security environment. The SAM ensures that Enterprise Support delivery is focused on the customer's security requirements and expected outcomes. They monitor support alignment with the customer's priorities, deliver regular account reporting, and help coordinate remote and on-site resources. In response to technical product challenges, the SAM helps ensure that McAfee technical resources are engaged, aligned, and coordinated with the in-house team to deliver the fastest possible updates and response times.

## 1.2 Authorized Contacts

Upon purchasing a McAfee Enterprise Support contract, you will be sent a welcome letter containing the contact details for accessing the Technical Support Engineers. McAfee will then follow up with a request asking you to specify your authorized contacts. Your named contacts will then have direct access to TSEs.\* *Named contacts apply for Enterprise Support access only.*

Premium Support Option	Number of Authorized Contacts
Enterprise Support	10

Other members of your organization with a valid grant may contact McAfee Business Support for technical assistance. Find the [Business Support phone numbers](#) for your region.

## 1.3 Online Self-Help Resources (Section 3)

**McAfee ServicePortal** (<https://support.mcafee.com>)

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- KnowledgeBase — find thousands of articles, release notes, product guides, troubleshooting documents
- Support Tools — find 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](https://sns.secure.mcafee.com/signup_login)) – sign up for product notifications

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

## 1.4 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>.

## 1.5 Opening a Technical Service Request (Section 4)

Service Requests can be opened via ServicePortal (<https://support.mcafee.com>). Sign in with your credentials and populate the information requested. The Service Request will be assessed based on the information submitted for Severity.

If the Service Request is assessed to be high severity, further guidance will be provided within the ServicePortal for actions to take for urgent assistance.

All other Service Requests will be routed to and assigned to a Technical Support Engineer who will review and provide a meaningful update with guidance and next steps to the contact on the Service Request.

Although submitting a Service Request via ServicePortal will provide the most consistent and efficient engagement for technical issues, Authorized Contacts for Enterprise Support may also initiate a Technical Service Request via phone. When you receive your Enterprise Support contract, you will be provided appropriate phone numbers for your Authorized Contacts to reach McAfee’s Technical Support Engineers.

Other members of your organization with a valid support grant can still open Service Requests by contacting McAfee Business Support. The regional phone numbers for Business Support 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>.

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## 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 20 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 (Tuesdays 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](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.mcafee.com/signup\\_login](https://sns.secure.mcafee.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

After you have logged in to 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>.

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## 3 Online Self-Help 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 <https://support.mcafee.com/ServicePortal/faces/tools/toolsePOMVT>

### 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

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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 Severity Assessment and Severity Levels

#### Severity assessment questions

Through a series of questions, McAfee will determine the business impact of your issue. The Severity assessment questions are simplified to allow you to quickly answer and move towards resolution to your issue. Select the answer that most closely aligns with the reported issue.

The Severity assessment questions will contain several options. The questions that will be presented are:

#### What type of issue is this?

This question will help set the type of Service Request being opened. There will be several options to assist in categorizing your issue. Example options include, but are not limited to: Question/Request, Product Error or Malware.

#### How much of the organization is affected?

This question will help determine the impact of the issue on your organization. There will be several options to assist in generally communicating the percentage of your organization that is impacted by the reported issue.

#### What is the impact to your business?

This question will help determine the impact to your business operations with the reported issue. There will be several options that will assist in communicating if your business operations are able to continue or if your business operations are significantly impacted by the reported issue.

#### Severity Levels

A severity code is associated with Service Requests to indicate the impact and the urgency of the request.

##### Severity 1: Severe Issue or Business Wide Impact

- This is a very serious issue or business wide impact with the issue.
  - Example: McAfee ePolicy Orchestrator is down, Web Gateway is blocking all customer traffic
- There is no viable workaround

##### Severity 2: Major Issues or Large Impact

- This is a major issue or where a large number of users are impacted.
  - Example: Regional office not in a secured posture because McAfee ePolicy Orchestrator is not functioning, Data Loss Prevention policy is causing the Executive Staff to be not able to use USB drives
- There is no viable workaround

##### Severity 3: Minor Issue or Small Impact

- This is a minor issue or small number of users impacted.
  - Example: Few users are unable to authenticate to Drive Encryption, Data Loss Prevention rule requiring justification for a few users but not stopping business activities.

##### Severity 4: General Questions

- This is a question without impact on business operations. This may be around documentation or Knowledge Base entries.

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- Example: Looking for Best Practices, Reference Configurations, clarification on entries in KB or Product Guide.
- Product Enhancements Requests

## Service Level Goals Charter – Enterprise Support, Premier Success Plans and Enhanced Success Plans

Service Level Goals 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 and 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

You can create an Online Service Request for any McAfee product or service issue.

To do this, 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?” drop-down list. Complete all required fields and attach any additional log files or information that could assist your Support technician.

#### 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.

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## 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 Technical Support 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.

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## 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

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## 6 Additional Customer Success Offerings

The McAfee Customer Success Plans help customers improve planning and maintenance, reduce their security risk, and extract more value from their technology investment. Our Plans provide a structured, high touch experience to help customers implement features and updates, anticipate challenges and changes in their security environment, and improve threat analysis. In an industry first, this offering combines professional services, training, and personalized and proactive account management. We offer two Customer Success Plans – Premier Success Plan and the Enhanced Success Plan.

### 6.1 Premium Support

#### Premier Success Plan

Premier Success Plan transforms traditional technical support by providing a comprehensive roadmap combining solution and Foundstone services, training, and technical support with personalized management and tools. The McAfee Customer Success Manager manages customer outcomes through a core set of processes focused on

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success planning, ongoing business reviews, product adoption, and management of customer health. In addition, an Assigned Technical Contact (ATC) brings deep product knowledge to the team and works closely with clients to gain an intimate understanding of their environment, and drive situation and escalation management. Plan your security strategy and maintain your solutions, manage your operational risk, and see a sustained value over time with a plan that enables you to successfully deploy, manage, and optimize McAfee products and solutions.

**Enhanced Success Plan**

The McAfee Enhanced Success Plan includes consulting services from professional services experts, education services with eLearning training, advanced access, and emergency onsite visits. A Customer Success Manager manages customer outcomes through a core set of processes focused on success planning, ongoing business reviews, product adoption, and management of customer health.

**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>.

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**Appendix 1: Table of Revisions**

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

Document version	Changes Made
Q2 2018v2	<ul style="list-style-type: none"> <li>• Changed references from Product Specialist Engineers to Technical Support Engineers.</li> <li>• Updated information in Section 1.5: Opening a Service Request to reflect ability to open SRs of all Severity Levels online.</li> <li>• Updated Section 4: Reporting and Resolving Product Problems to reflect updated Severity Assessment Questions, Severity Levels and Service Level Guidelines.</li> <li>• Updated Section 6 to reflect McAfee Success Plans and remove legacy Premium Support plans.</li> </ul>

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