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Different Channels to reach support

- 1> Log a Service Request from the My Support page.
- 2> Initiate chat session.
- 3> Call the Toll free support number.

Service Portal

You can login to Service Portal at: <https://mysupport.mcafee.com/eservice> to log a Service Request with support. You can use the grant number to register a user account for Service Portal. This channel should be used for **Lower Severity** issues that can wait **24 hours** for a response. Refer to **Gold Support User guide** page number 19 for information to log a Service Request. You can download that from: http://www.mcafee.com/us/local_content/datasheets/gold_support_user_guide.pdf

LIVE CHANNEL

Chat

You can also initiate a chat session from the My Support page.

<https://mysupport.mcafee.com/eservice>

Manage Service Requests section on My Support Page.

Log on to the Service Portal to take advantage of the following features for managing your Service requests:

- a) Check My Open Service Requests View, update, or chat with a technician about your existing Service Request
- b) Check All Service Requests for My Company View, update, or chat with a technician about historical and existing Service Requests for your company.
- c) Chat with a Technical Support Agent Interact with a technical support agent immediately.
- d) Submit a Service Request Get fast, convenient support for products

Contact Support via Phone

Dial 1 800 073 267 from Australia & 0800 446 208 NZ this is a toll free technical support number.



Tools

MVT

The McAfee Virtual Technician will collect certain system information from your computer in order for the program and McAfee Support personnel to diagnose and resolve any problems related to your McAfee software. The system information collected from your computer may include information regarding McAfee products, operating system information, browser information, physical memory, system architecture, virtual memory and such other information as is required to resolve a customer support issue. The information collected by the program shall not include any personally identifiable information.

McAfee Virtual Technician : You can install/run MVT from this link <http://amiuptodate.mcafee.com/mvt/index.asp>

MER

MER tools are used when a McAfee product fails on a computer. When launched, the MER tool collects a variety of information from the computer on which it is running, including event logs, registry information, running process lists, and Active Directory entries. The MER tool uses this information to create a .TGZ file. A .TGZ file is a type of compressed file, which is smaller than an uncompressed file, and therefore easier to send electronically.

Minimum Escalation Requirement Tool (MER's): The MER tool can be downloaded from the same Service Portal: http://knowledge.mcafee.com/solution/mcafee/mert/top/mer212_mvs4_0_4.zip . The file name for ToPS MER tool is : **mer212_mvs4_0_4.zip**

Under some circumstances the MER tool cannot collect all the information it needs. This may occur when:

A computer is connected to a network and the user does not have full administrator rights.
The user of a standalone desktop computer has not assigned them self administrator rights. This only applies to operating systems where these options are available, such as Microsoft Windows2000 and Windows XP.
If this happens, do one of the following:

On a networked computer, an administrator must log on to that computer as administrator and run the MER tool again to get a complete set of results.
On a desktop computer, the user must assign themselves administrator rights, then log off and log on again as this administrator, and then re-launch the MER tool.

Some Useful links

- 1> KB link : <https://knowledge.mcafee.com/>
- 2> My Support page : https://mysupport.mcafee.com/eservice_enu/default.htmstart.swe
- 3> Product EOL DOC : http://www.mcafee.com/us/enterprise/support/customer_service/end_life.html
- 4> Product documentation page: From the Mysupport page go to link **Product Documentation**.
- 5> Technical Support Options: Links to other useful documents like gold_support_user_guide, Datasheets for Service Portal etc...
http://www.mcafee.com/us/enterprise/support/technical_support/overview.html
- 6> SMS SBE Admin guide: http://www.mcafeesms.com/webdocs/mcafee_sbe/mcafee_admin_sbe.pdf



Background McAfee Total Protection for Small Business

About this part of the Document

This document explains commonly known issues during initial setup of McAfee Total Protection for Small Business.

Case 1 – New Customer

McAfee emails the customer administrator an installation URL for ToPS and also a Grant letter. This is the same email address which the user has provided during the purchase of the ToPS license.

Initially the administrator does not set any policy in the Security Center before forwarding the installation URL to his user-base and asking them to install.

It is highly recommended that you refer the ToPS install guide before clicking on the installation URL. When each end-user clicks the installation URL, they will be prompted to enter a identifier. This identifier is their email address or any identifier which will identify this machine on the NOC.

Case 2 – Administrator configures policy

McAfee emails the customer administrator an installation URL for ToPS. The administrator first logs into the Security Center and sets policies that all clients will receive Virus + SpyWare Protection, Browser Protection and Desktop Firewall component. The administrator can actually what components are needed in the network and create the installation URL accordingly. The administrator assigns the policy to groups and uses the Installation Protection Link to generate an installation URL. The administrator selects the configured group/policy and language and forwards the custom installation URL to his user-base, asking them to install.

Pre-Installation.

Refer to ToPS install guide for the following.

- System requirements.
- Browser requirements.
- Any compatibility issues with third party software's

Commonly known issue during initial setup of ToPS.

ToPS icon shows as disabled after running the Web setup via installation URL.

Pre-requirements.

- 1> Check if the machine satisfies the system requirements and the OS is a supported platform for ToPS. Refer to the product/release document from :
https://mysupport.mcafee.com/eservice_enus/default.htmstart.swe?SWECmd=Start&SWEHo=mysupport.mcafee.com
- 2> The Active-X components should be enabled on the Internet Explorer 5.5 or above. IE browser is required to install the ToPS. To verify the Active – X component on IE go to Tools -> Internet Options -> Security -> Custom Level -> Enable all the Active – X components here.

The ToPS icon appears disabled after initial setup for the following reasons.

- 1> The account is inactive or has expired. (contact customer service)
- 2> Incomplete installation i.e. some components are missing like the McShield component not installed which will lead to icon shown as disabled.



Troubleshooting incomplete installation

- 1> Check McShield service: Go to Services applet and verify the McShield service, if stopped then right click and start it.
- 2> If McShield service not listed on the service applet then this is most likely conflict issue. Verify whether the machine has the below software's installed.
 - a) HP Printer software : Refer to **Doc ID: KB47296**
 - b) HP Protection Tools software: If the HP Protection Tools software is present then, before running the ToPS install stop the Protection Tools service and then run the Web install.
 - c) Any other Anti-Virus software which the ToPS install does not remove: e.g. the current versions of ToPS will not uninstall/remove/delete McAfee VirusScan Enterprise versions 7.0/7.1/8.0/8.5. Manually remove the VirusScan Enterprise 7.0/7.1/8.0/8.5 from add/remove programs, re-boot and then run the ToPS install. If you are not able to remove VSE from add/remove programs then try **Doc ID: KB47372**. Log a call with support if you the manual uninstall steps are not clear.
 - d) EPO Agent: If the machine was ePO managed earlier then the ePO Agent should be removed completely before running the ToPS setup. Refer to **Doc ID: 9611891** for manual removal steps for CMA.
- 3> Manual install using the VSSETUP.EXE will help sometimes to solve this issue. Refer to **Doc ID: 612862** for manual install steps using VSSETUP.EXE

Order Processing Overview

This section provides background and overview information on what products can be ordered, who can place orders, and what occurs after orders are placed.

What is the McAfee NOC?

The network operations center (NOC) is a collection of databases, web portals, and XML-based web services that form the e-commerce back end and reporting front end for ToPS orders and customers. All the files necessary to sell, administer, support, and update ToPS software are maintained on the NOC.

McAfee hosts a NOC in North America, known as the McAfee NOC. Some McAfee partners, called SP1 partners, also host and maintain a branded NOC, referred to as an SP1 NOC. The SP1 NOCs can be located anywhere in the world. SP1 NOCs are exactly like the McAfee NOC in terms of infrastructure, but they support their own set of SP2 partners, who sign up with the SP1 partner and place orders on the SP1 NOC.

Operations on the NOC

Partners and customers place orders or upload orders via XML processes (e.g., web services, HTTP post, etc.).

Orders are provisioned.

Partners and customers view security data and perform administrative functions.

Customers retrieve software updates for their product.

The NOC sends emails to customers and partners that explain how to download the product and that summarize the customer's security status.

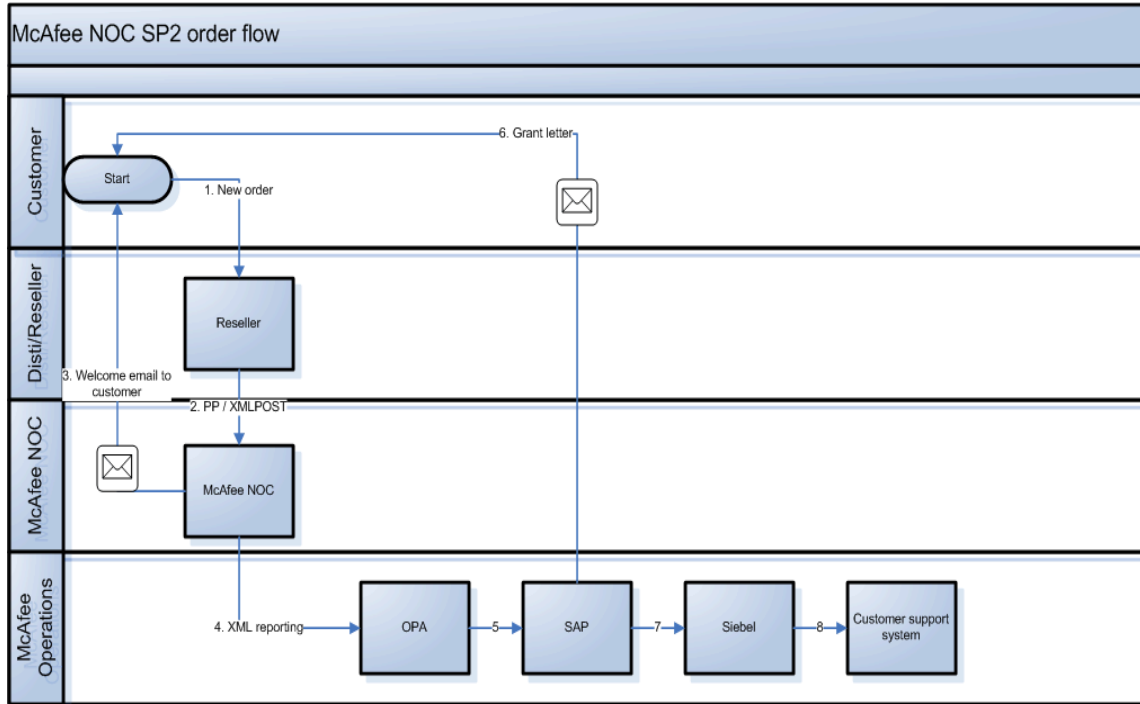
The ToPS client software uploads security data to the NOC for viewing in administrative reports.

Partners can access order information for their customers (e.g., expiration and renewal dates, security reports, etc.).



Order Processing through the SP2

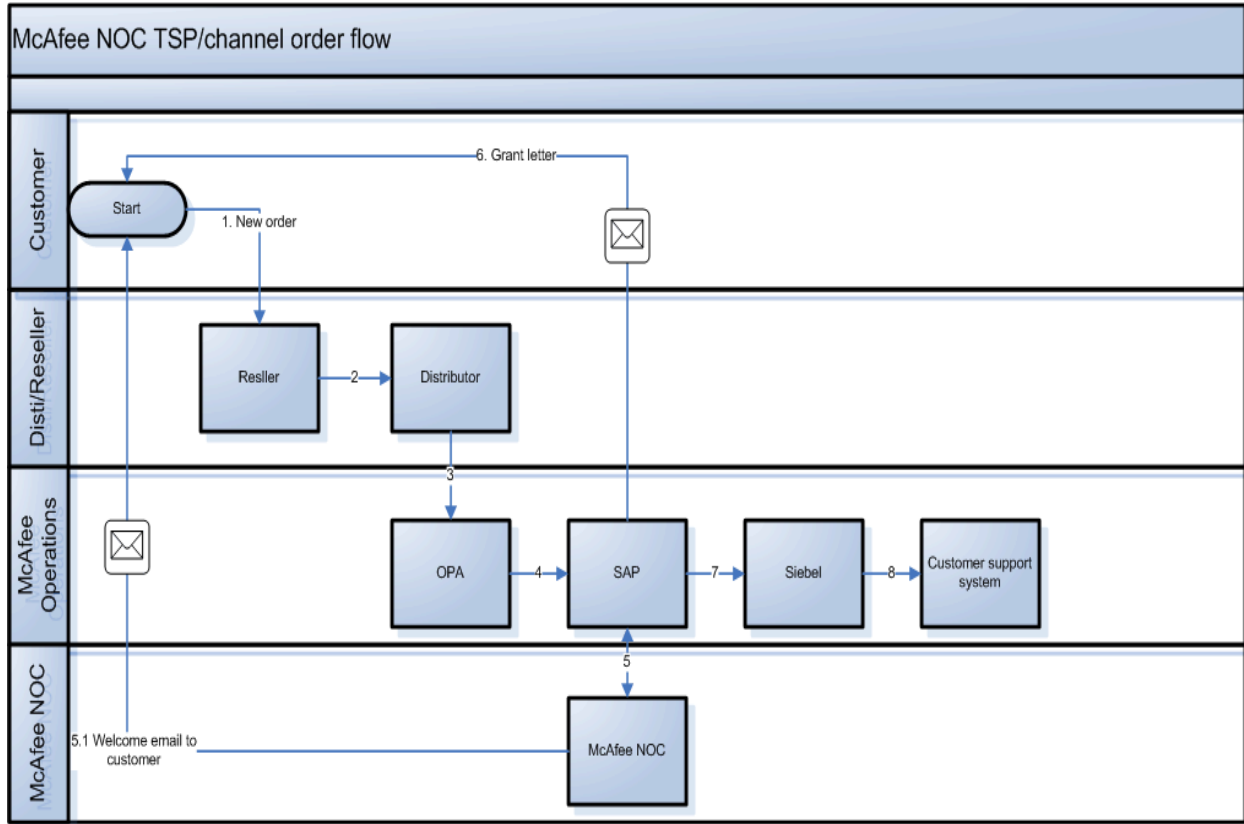
Overview





Orders processed through TSP

Overview



PSS Partners Ordering Process

PSS partners manage security for their customers and need to access the security center for their customers. Partner security dashboard is included in 6.5 release of the NOC which provides a partner access to their customers subscription status, as well as the ability to single sign on into their managed customer's security center to manage security.

The way a PSS partner provisions orders is changed in the 6.5 release. The following section highlights the same.

6.0 PSS order provisioning

The PSS partner places orders using their PSS email address in the reseller field. They can choose to provide the actual end user e-mail address or provide the PSS email address as the end user e-mail address.

When the order is received on the NOC a contact account is created with the PSS reseller email. An installation URL is generated and the PSS partner is provided access to the security center to manage security.

All subsequent reseller orders that are placed using the PSS reseller email address are now tied to this account. So the PSS reseller has one installation URL and a single security center to manage security for all their end customers.

New 6.5 PSS order provisioning

PSS reseller places the order in the same way. They need to provide their PSS reseller email address in the reseller field. They need to provide the end user email address in the end user email address field (this is not required but is preferred).



A new account is created for each unique end user email address received in a PSS order. If a end user email address is not provided (PSS reseller email address was provided) then a auto generated email address is used to create the account.

Since each PSS end user has their own account it implies they have their own product installation URL and their own security center.

The PSS reseller partner has access to the partner security dashboard from which they can view any of their end users individual security center.

In the new model since each PSS end user has their own account it is easy to associate orders with end users. Expiration and renewals can be tracked per customer. Individual security center allows the reseller partner to provide individual install URLs to the end users as well send customized security reports via their security center.



Frequently Asked Questions

Product E-Mail Issues

What if the customer did not receive the download URL?

Possible cause

- 1 The customer submitted an incorrect email address.
- 2 The NOC has not provisioned the order.

Your next step

- 1 Check the customer data in the McAfee NOC, using the ToPS support portal.
 - a Search for the customer using any of these criteria: part of the email address, company name, first name, last time, or grant number.
 - b If you find the customer, verify the email address.
 - c If the email address is incorrect, update it and resend the welcome email.
In the ToPS support portal, click the **contact ID** to open the customer profile, then click **Modify login information**, select **Resend welcome email**, and click **Update**.
- 2 If you do not find the customer data, the order did not reach the NOC. Follow the support escalation path to track down and correct the problem.

Details to be sent

Company name, first name, last time, grant number.
Date of purchase.
Reseller, distributor, or partner who placed the order.
Order reference number.
Products purchased.

What emails does the NOC send to customers who purchase ToPS or ToPS Adv?

- 1 Email containing login information for the SecurityCenter (see **Error! Reference source not found.**).
- 2 A welcome email containing the download URL for the service purchased (see **Error! Reference source not found.**).
- 3 A grant letter (see **Error! Reference source not found.**). For most customers, SAP sends this letter. For multi-node orders, the NOC sends this letter. The grant letter is sent only if the partner has a support contract with McAfee.
- 4 A message explaining how to change the MX record, for ToPS Adv and SMS only (see **Error! Reference source not found.**).

Your next step

- 1 If a customer has not received one or more emails, refer to What if the customer did not receive the download URL?

Details to be sent

Company name, first name, last time, grant number.
Date of purchase.
Reseller, distributor, or partner who placed the order.
Order reference number.
Products purchased.

What if a customer/PSS partner does not want to receive weekly status emails?

To disable weekly status emails:

- 1 Log in to the SecurityCenter, then click the **My Account** tab.
2. Next to **Notification Preferences**, click **Edit**.
- 3 For the **Send me status emails** option, select **Never**, then click **Save**.



What if a customer needs to modify an email address or password?

What if a customer placed an order using the wrong email address and wants to change it?

Your next step

Modify this information in the ToPS support portal:

- 1 Search for the customer using the current email address, company name, or order information.
- 2 Click the contact ID to open the customer profile, then click **Modify login information**.
- 3 Update the data, then select **Resend welcome email** and click **Update**.

Note: If this data is maintained on an SP1 NOC (i.e., the order is provisioned on an SP1 NOC), you must update the information on the SP1 NOC.

Order-specific issues

Why is order or customer data not found on the NOC?

Possible cause

- 1 The SAP system has not sent the order to the NOC.
- 2 SAP sent the order, but there is a problem on the NOC.
- 3 The order is from the APAC region and was sent to the APAC NOC (www.yourasap.com).

Your next step

- 1 Follow the escalation path to contact the Technical Support team.

Details to be sent

Grant number.
Date of purchase.
Reseller or distributor.
Order reference number.

How can I tell whether the order is provisioned?

Why can't I find an order or grant number on the ToPS support portal?

If an order has been provisioned, the NOC has processed the order and sent the appropriate emails to the customer. Once it is provisioned, you can view the order on the ToPS support portal using the grant number or the customer's email address.

If you cannot locate a TSP order on the ToPS support portal:

- 1 SAP has not yet sent the order to the NOC.
- 2 If an SP2 partner placed the order, the NOC did not process the order successfully, and the NOC sent a failed notification to the partner.

Your next step

If SAP sent the order to the NOC, contact the Technical Support team who will contact backend support team to investigate why the NOC has not provisioned the order.

If SAP did not send the order to the NOC, follow the support escalation path to contact Order Operations support.

Details to be sent

Grant number.



Order date.

Why can't APAC customers log on to the U.S. McAfee NOC?

APAC customers who order through the TSP process are provisioned on the www.yourasap.com NOC. Customers should log on to that NOC.

How do I edit information for a customer who was provisioned on an SP1 NOC?

The SP1 NOC maintains this customer information. You need to update the information on the SP1 NOC.

Multi-node issues

What does a multi-node CD key look like?

This is a 16-character, alphanumeric key, with sets of four characters separated by dashes. For example: 1ABC-2334-0980-7789.

How can I check if a CD key is already registered?

What if the customer sees a "CD key in use" message when trying to register the key?

Your next step

- 1 Go to www.mcafeeasap.com/smb/reg.
- 2 Click **Begin Installation**, then accept the EULA and country.
- 3 Enter the CD key and select a reseller.

If the key is in use, a message notifies you.

If the key is not in use, you are prompted to enter the customer profile. **Do not enter the profile. This is only a test to see whether the key is already registered.** Instead, contact support and ask them to issue a new CD key.

Details to be sent

CD key.

Your next step

- 1 Use the ToPS support portal to merge the accounts. (If you do not see this option in the ToPS support portal, contact Tier 2 support.)
- 2 If the customer installed the product using separate accounts, reinstall each instance using the new merged account.

How can customers who have lost the multi-node CD register their product?

If they have a valid CD key, they can log on to www.mcafeeasap.com/smb/reg and complete the registration process.

What if a customer does not have a CD key?

What if the CD key does not work?

Possible cause

- 1 The customer has lost the CD key.
- 2 The key printed on the CD sleeve is not a multi-node key.
- 3 The key is not printed on the CD due to a manufacturing defect.

Your next step

- 1 Contact support and ask them to issue a new CD key. For APAC region contact **Rajat Sharma**

What if the key that customer got with the CD is not a TOPS multi-node key? Or the customer bought TOPS-ADV product but got the got a TOPS-BASIC key.



Possible cause

- 1 The customer has received a wrong key. Customer bought a TOPS advanced CD box but the key printed on the box is a TOPS basic key.
- 2 The key printed on the CD sleeve is not a multi-node key.
- 3 The key is not printed on the CD due to a manufacturing defect.

Your next step

- 1 Contact support and ask them to issue a new CD key.
- 2 Provide the support team customer proof of purchase.

SMS issues

How do I change an account from self-managed to partner-managed (PSS) or vice-versa?

Possible cause

- 1 A PSS partner placed an order for a customer and later realized that the order should have been set up as a PSS order because the partner will manage the customer's security.
- 2 A regular SMS order was placed but now needs to be converted to a managed account under a PSS partner.
- 3 A standalone order was placed for the account. Standalone orders are placed under the McAfee ORG (organization).

Your next step

- 1 Follow the SMS escalation path through Technical Support. The order needs to be placed under the PSS org or the McAfee ORG (depending upon the situation).

Details to be sent

- Email address for customer account.
- Grant number of the order to be moved.
- Email address for the PSS account.

What is the difference between SMS SBE and SMS EE?

Does the ToPS Advanced product contain the SMS SBE or SMS EE service?

SMS SBE is Secure Messaging Service Small Business Edition. It is included in the ToPS Advanced product or sold as a standalone product.

SMS EE is Security Messaging Service Enterprise Edition. It is sold only as a separate, standalone product.

Your next step

- 1 For more information, go to www.mcafeetasap.com/intl/EN/content/sms/trial_info_sms.asp.

How does the customer activate an SMS account?

Why does the SecurityCenter display the action item "Your email security service needs to be activated"?

SMS has been provisioned and is ready to be activated. The customer needs to activate the service before it can be used.

Note: PSS partners use the SMS EE subscription and, therefore, do not manage the SMS component of their service via the SecurityCenter. They go the EE administration portal. (<http://login.mcafee-sms.com>).

Your customer's next step

- 1 In the SecurityCenter, click the action item, then follow the steps displayed on the screen.

Details to be sent

- Email address for the account.
- Grand number.



How can I move an order from one account to another?

How can I move an order to a previously used trial account?

Possible causes

- 1 The customer placed two orders using two different email addresses and now wants to combine them.
- 2 The customer placed a trial order using one email address, then used another email address to purchase a subscription, and now wants to merge the subscription with his trial account.

Your next step

- 1 Move the order from one account to another by contacting Technical Support team who will work the issue through Backend NOC team.

Details to be sent

Email addresses for both accounts.
Order date.
Grant number.

Why does the SecurityCenter show the service is not activated when the customer is using SMS?

Possible causes:

- 1 The customer is using the SMS EE product, which is not managed through the SecurityCenter, and also places an order for ToPS Advanced, which includes the SMS SBE product that is managed through the SecurityCenter. The SBE and EE accounts are separate, and the SBE account needs to be activated.
- 2 The customer is using a trial version of SMS and places an order for ToPS Advanced using a different email address. In this case, two accounts are shown in the SecurityCenter.
- 3 The customer is using an account for SMS SBE and places a renewal order or orders more nodes using a different email address. This creates two separate SMS SBE accounts.

Your next step

- 1 If the customer has more than one SMS SBE account, merge the accounts. See **Error! Reference source not found.** for instructions.

MER

Email addresses for the accounts.
Order dates.

How can I extend an SMS trial subscription that is about to expire?

An SMS account has a 15-day grace period before it is cancelled.

Your next step

- 1 Contact support if 15 days is not sufficient for the customer's account to be renewed.

Why are APAC orders containing a subscription for SMS EE or ToPS Advanced not provisioned on the www.yourasap.com NOC?

The SMS component is not supported in the APAC region, so the entire order is provisioned on the U.S. McAfee NOC.

Note: The SMS portion of the order cannot be provisioned separately from the rest of the ToPS order. This would cause the customer to have two different accounts that required logging in to two different SecurityCenter websites.

How does a PSS partner access SMS?

PSS partners access SMS separately from ToPS, via the <http://login.mcafee-sms.com> website.

Typically, PSS partners use SMS EE accounts, which allow them to manage multiple customer accounts. SMS EE accounts cannot be managed through the SecurityCenter.



Non-Technical Issues

What email id to use to login to ASAP site?

You need to use the email id which you have provided during the account registration.

How do I merger/split the accounts?

Contact McAfee Support with the grant letters and account details. This applies only to McAfee ASAP NOC.

Account Merger:

- a) Grant letters or account details of both the licenses.
- b) Mention the effective email id for the resultant merged account.

Account Split:

- a) Grant letter or account details of the license which is to be split.
- b) Details to split the account i.e. both the email addresses into which the account has to be split.

Trial account not converted to license one.

You need to contact the McAfee Support with details of both the accounts i.e. grant letter, email address registered and other details. Applies to McAfee ASAP and Your ASAP NOCs only.

Login credentials not received.

If you know the email address you used while registering the account then you can try "forgot your password" option on the NOC. Else you need to contact the McAfee Support to re-send the login credentials.

I purchased licenses for new computers, but the new computers don't show up on my reports.

When you purchase additional services or renew services, use the same email address that you used when purchasing the original services. Also, place your order from the same SecurityCenter website where you purchased your original services. This ensures that your new services have the same company key (CK) as your existing service and show up on the same reports. Contact product support for assistance with merging multiple accounts.

Can I move a license from one computer to another?

Yes. You can uninstall Total Protection for Small Business from one computer and install it on a new computer without affecting the total number of licenses you are using. The old computer is automatically subtracted from your total license count on the service's accounting system, and the new one added, so that your license number remains constant.

Does it matter which email address or identifier I enter when installing Total Protection for Small Business?

No. Any description can be entered in the field, or it can be left blank. However, an email address provides a link for notifying the principal user about security issues for the computer. The information you enter identifies the client computers in administrative reports.

My computer crashed and I had to reinstall the operating system and start over. Will this affect my license number?

No. The old computer is automatically subtracted from your total license count on the service's accounting system, and the new one added, so that your license number remains constant.



NON-Technical Issues needs blessing from Backend

Issues	Required Information apart from the Escalation Requirement
SMS activation KEY expired	<ul style="list-style-type: none"> • Is customer trying to activate the SMS after 90 days of purchase? • Has he already activated?
Customer is getting "Domain is already registered" message when he adds a domain.	<ul style="list-style-type: none"> • Has the customer converted from Trial? <ul style="list-style-type: none"> ○ Did customer use the same email address to purchase SMS? <ul style="list-style-type: none"> ▪ Email address of Trial and Paid accounts ▪ Passwords ▪ Domain ○ Did customer use different type of SMS product when he was in trial? <ul style="list-style-type: none"> ▪ Tried SMB but purchased Enterprise? ▪ Vice versa • Has he entered correct domain? <p>(Tier 2 engineer will merge the trial and paid accounts into one account)</p>
SMS login failure	<ul style="list-style-type: none"> • Has customer modified the default admin email address? E.g. admin2937@hello.com to admin@hello.com • Has customer modified the password of admin<number>@domain? <ul style="list-style-type: none"> ○ email address ○ Initial admin account before modification. (e.g. admin2937@hello.com) <p>(Tier 2 engineer will escalate to Backend Support)</p>
Customer wants to extend trial license	<ul style="list-style-type: none"> • Not Possible
Used trial account for SMS SMB but purchased SMS Enterprise	<ul style="list-style-type: none"> • Email address of Trial and Paid accounts