



McAfee Partner Security Service Procedure Guide

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McAfee Partner Security Service Procedure Guide

McAfee Partner Security Service

Trust McAfee® to give you the smartest, simplest way to keep small businesses secure with always on, automatic virus protection. As a unique channel offering, the McAfee Partner Security Service (PSS) allows McAfee SecurityAlliance™ Partners to become the CIO for small business customers by providing a straightforward, uncomplicated anti-virus solution with McAfee Managed VirusScan®. Using Managed VirusScan's Web-based console, SecurityAlliance Partners can monitor and provide IT assistance to their customers in need of complete outsourced security—from installation, managing of virus updates, virus reporting, policy changes, creating groups, customizing the URL, changing e-mail address descriptions, editing user profiles, and viewing subscriptions to technical support.

McAfee Partner Security Service, an exclusive McAfee Managed Services channel offering, allows SecurityAlliance Partners to expand their small business opportunities by:

- Implementing a hassle-free anti-virus solution with McAfee Managed VirusScan
- Increasing their value-added opportunities
- Collecting on recurring revenue

McAfee Partner Security Service allows SecurityAlliance Partners to improve loyalty from existing customers with a subscription-based managed service and to effectively administer small business customers. With the Managed VirusScan Web-based console, McAfee SecurityAlliance Partners have complete visibility into their customers' desktops to provide IT assistance to customers in need of complete outsourced security.

SecurityAlliance Partners can offer current and new customers outsourced management of their security solutions, thereby alleviating the customer burden and cost of updating and maintaining their anti-virus definitions. Additionally, the offering allows central management for substantially larger numbers of customers via one Web-based console, significantly impacting scalability. Through the McAfee Partner Security Service, SecurityAlliance Partners have the ability to improve existing customer loyalty, expand customer offerings, and remotely manage a greater number of customers simultaneously, using the advanced McAfee technology that is provided free of charge.

Getting Started

Step 1 Become a McAfee SecurityAlliance Partner

McAfee Partner Security Service requires a reseller to become a McAfee SecurityAlliance Partner. If the reseller is already a SecurityAlliance Partner, then proceed to Step 2.

To join McAfee SecurityAlliance, register via the following URL:

https://secure.nai.com/us/partners/channel/become/enrollment_form/BecomePartnerShort.asp

A new reseller may join as an AssociatePartner by indicating:

- Partner classification: "Reseller"
- Level of participation in program: "Associate"
- Company's product interests: "Open distribution product portfolio"

After registration as a SecurityAlliance Partner has been confirmed, a SecurityAlliance Partner may then join McAfee Partner Security Service.

Step 2 Join the McAfee Partner Security Service

McAfee SecurityAlliance Partners interested in the Partner Security Service should review, complete, and approve the McAfee Partner Security Service Program Agreement that states specific terms and conditions to represent McAfee as a preferred partner for Managed Services. (Please see addendum for the Partner Security Service Program Agreement.)

- Partner Security Service uses an e-mail address with a specific syntax as a reseller's *PSS ID*. Create a PSS ID with a mailbox in your own e-mail system with the format: *McAfeeMSemea@partnerdomain.com* (where "McAfeeMS" stands for McAfee Managed Services and "partnerdomain.com" is your e-mail domain name)
- Enter the *McAfeeMSemea@partnerdomain.com* e-mail address into Item 1 in the agreement
- The PSS ID (*McAfeeMSemea@partnerdomain.com*) is used to submit only Partner Security Service orders to McAfee
- *McAfeeMSemea@partnerdomain.com* is also the log-in ID for the Web-based reporting console
- Fax or e-mail the signed McAfee Partner Security Service Program Agreement back to your dedicated McAfee Sales contact (CAM or ICAM) for final approval
- A copy of the approved McAfee Partner Security Service Program Agreement is returned to the reseller
- SecurityAlliance Partners will then have access to the McAfee Partner Web site for sales and marketing tools, McAfee eLearning for our online training courses for Partner Security Service, and products such as Managed VirusScan

Step 3 Receive a free order of 20 not-for-resale nodes

McAfee Partner Security Service Partners receive a grant for 20 not-for-resale (NFR) nodes of McAfee Managed VirusScan to use in-house in order to understand the functionalities and benefits of the managed anti-virus solution. The SecurityAlliance Partner is sent three separate e-mails to access their NFR nodes using their *McAfeeMSemea@partnerdomain.com* address:

The e-mail “Your Grant Letter from McAfee” has the 20-node NFR Grant attachment.

The “Thanks for Registering” e-mail indicates your *McAfeeMSemea@partnerdomain.com* is the log-in ID, plus the password to access your Partner Security Service Web-based reporting console.

The “Welcome to McAfee Managed Service” e-mail contains the installation URL for the NFR nodes.

To log into the Web-based reporting console:

- Enter *http://www.mcafeesasap.com* in a browser address bar
- Click on *LOG IN* located at the far right side of the McAfee Web site
- The *Login to McAfee Managed Services* page appears
- Enter e-mail address (*McAfeeMSemea@partnerdomain.com*)
- Enter the password from the “Thanks for Registering” e-mail
- Choose *View from the Account Page* to see the console menu options
- Choose *Install* tab/*Installation Method* to see *Your installation URL is:*
- Choose *Reports* tab to see different reports, or *Configure* tab to modify anti-virus policies per customer
- Full online documentation is available from the *Help* tab

Step 4 Place a Partner Security Service order

McAfee Partner Security Service was created with small businesses in mind. Managed VirusScan, combined with the SecurityAlliance Partner's IT assistance, provides customers with a hands-free, proactive security solution to protect their critical business assets.

Product availability:

Managed VirusScan and McAfee Managed Desktop Firewall™ are the only products available from the McAfee Managed Services portfolio that can be used to manage and monitor multiple customers. Managed VirusScan and Managed Desktop Firewall orders and renewals are submitted using the *McAfeeMSemea@partnerdomain.com* e-mail address. Please submit a separate purchase order for McAfee Managed Mail Protection™ or Secure Messaging Service using the customer's original e-mail address, as these products are currently not part of the McAfee Partner Security Service Program. (Centralized management and reporting is scheduled to be available in McAfee Managed Desktop Firewall in 1H06.)

McAfee Partner Security Service orders are placed with Managed VirusScan or Managed Desktop Firewall SKUs. Please refer to the McAfee Quote Handbook for product, business, and program policies and the current McAfee Price Book for the Managed VirusScan or Managed Desktop Firewall SKUs. Please contact your preferred distributor to obtain your reseller cost.

To process a McAfee Partner Security Service order, the SecurityAlliance Partner provides the following information to the distributor:

End-user information:

- End user's company name
- End user's contact name
- End user's address
- End user's phone number
- E-mail address (*McAfeeMSemea@partnerdomain.com*)

McAfee SecurityAlliance Partner information:

- Partner name
- Partner address
- Partner contact name
- Partner phone number
- Partner e-mail address (*McAfeeMSemea@partnerdomain.com*)

Important guidelines for placing orders through the PSS Program:

- The e-mail address of *McAfeeMSemea@partnerdomain.com* is your PSS ID. It serves as the database key to link your customer's licensed orders to your PSS reporting console
- It is important that the agreement between the McAfee SecurityAlliance Partner and customer contain the verbiage specified in Item 2 of the McAfee Partner Security Service Program Agreement. (See addendum)
- The Managed VirusScan and Managed Desktop Firewall products are licensed to the end user. All end-user information is that of the actual end user with the exception of the e-mail address, which follows the *McAfeeMSemea@partnerdomain.com* format
- PSS Program purchase orders are placed individually. The purchase order is specific for the PSS Program and includes the McAfee Managed VirusScan and Managed Desktop Firewall SKUs eligible under the program.

Step 5 Install, remotely manage, and monitor your customers

The basic Managed VirusScan installation URL will be the same for each Partner Security Service order. This allows all your customers to report to a single, Web-based console for management and monitoring.

Customize the installation URL for each customer to distinguish each company's reports and to create unique policies, if needed.

- Enter *http://www.mcafeesasap.com* in a browser address bar
- Click on *LOG IN* located at the far right side of the McAfee Web site, and enter your *McAfeeMSemea@partnerdomain.com* PSS ID and password
- Choose *View* to see the McAfee Managed VirusScan console menus
- Choose *Install/Installation Methods*
- The *standard installation URL* is shown; to customize the URL for each customer scroll down to *Advanced Installation Options/Option 1: Create a customized installation URL*
- Create a new *Group name* indicating the company name and grant number for your latest customer (e.g., JohnsBooks GN 599999999)
- Choose the new company name (e.g., JohnsBooks) from the *Group* drop-down list and look at "*Your installation URL is:*" This field shows the standard URL with the suffix *&G=n*, where *n* is the number assigned to the Group corresponding to this company name
- Use the respective customized URL to install McAfee Managed VirusScan for each customer account by e-mailing their URL, or copying the custom URL to media for installation. Install by clicking on the customized URL from each machine within a customer account to use the service. The nodes will appear in their respective Groups on the Web-based reports. Reports can be viewed for all PSS nodes, or by a specific Group
- McAfee Managed VirusScan installs pre-configured with default scanning and updating policies. Unique policies can be created and assigned to Groups as needed. Use *Configure/Manage Your Policies* to modify the policies and assign the new policy to a specific Group
- Review reports regularly to monitor virus activity and advise customers of any security issues or risks. Leverage your customer relationship and upsell to additional products and services when appropriate

Since Managed Desktop Firewall does not currently offer centralized group management or reporting, a PSS reseller will simply forward the Managed Desktop Firewall installation URL to all customers as appropriate.

For additional information on the McAfee Partner Security Program please contact McAfee Sales Representative or visit the McAfee Partner Web site.

Addendum—Partner Security Agreement

Partner Security Service Program Agreement

Confidential

Reseller: _____

Address: _____

Address: _____

Primary Contact: _____

Contact E-Mail: _____

Phone: _____ Fax: _____

This Partner Security Service Program Agreement (the "Agreement") is incorporated into, and governed by, the McAfee Authorized Reseller Agreement and/or the McAfee Reseller Registration between Reseller and McAfee Ireland Limited ("McAfee") and defines the terms under which McAfee will make available to Reseller the Partner Security Service Program (also known as the "Managed Services"). Reseller shall monitor and maintain the Managed Services on behalf of Reseller's customers.

1. Reseller shall set up and maintain an account associated with the Managed Services using the following e-mail address: _____. Reseller shall use such e-mail address each time Reseller registers to access the Managed Services on behalf of a customer. Reseller shall keep all login information related to such account, including the user name and password, confidential and shall immediately notify McAfee in writing if Reseller becomes aware of or suspects any unauthorized use of such information. McAfee may suspend any account that it reasonably believes is compromised or is being used for illegal or unauthorized purposes.
2. McAfee shall rely on actions taken by Reseller as having been authorized by customer for purposes of using the Managed Services. In this regard, Reseller shall ensure that the agreement between Reseller's customers and Reseller ("Customer Agreements") contain the following verbiage:

"Customer hereby appoints Reseller as customer's agent, to access technical and other services, load software, and use tools related to the Managed Services on customer's behalf. Customer acknowledges that (a) as customer's agent, Reseller is authorized to interact with McAfee on customer's behalf and bind customer regarding the services, software, and tools associated with the Managed Services, and (b) while Reseller is acting as customer's agent, all access to the services, software, and tools associated with the Managed Services must be through Reseller."
3. If a customer contacts McAfee directly, McAfee shall refer the customer to the Reseller as the customer point of contact, and Reseller will work with McAfee in good faith to promptly resolve the problem or issue. Reseller agrees that it will not attempt to access any customer information or data using the Managed Services if (a) Reseller has not been appointed as an agent by that customer, or (b) a customer terminates the Reseller's right to service the customer's account.
4. Reseller shall log into the Managed Services online system regularly on behalf of customer, and shall promptly convey to customer all information relevant to customer's systems (including any update notices or system alerts). Reseller shall keep all customer information confidential and shall not disclose the information except as necessary to provide the Managed Services.
5. Reseller shall perform its obligations and responsibilities under this Agreement or any Customer Agreements in compliance with all applicable data protection and privacy laws, including but not limited to applicable United States, Canadian, and European Union data protection laws and directives or such similar legislation as provided by local law (collectively or individually referred herein as "Data Privacy Laws").
6. McAfee, with fifteen (15) days' notice, is entitled to indefinitely suspend, with or without cause, the Reseller's ability to enroll new customers or renew existing customers under the Agreement.
7. If any provision of this Exhibit conflicts with the terms of the Authorized Reseller Agreement or McAfee Reseller Registration, the terms of this Exhibit control with regard to the services contemplated herein.

Reseller: _____
(Please type or print full legal name)

McAfee, Inc.

By: _____

By: _____

Printed Name: _____

Printed Name: _____

Title: _____

Title: _____

Date: _____

Date: _____