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## Escalation Process

### 1. Purpose

- 1.1 This procedure is to be used for providing selected PSS Partners an escalation path into Tier 2 support after the completion of basic Tier 1 level troubleshooting and completion of the full escalation checklist.

### 2. Scope

- 2.1 It explains the process flow for logging a Escalation directly with Tier 2 Technical Support
- 2.2 It provides the template to be used by the PSS Partners for logging the escalation to Tier 2 Support
- 2.3 It helps outline the nature of the issue for which the escalation is being logged, namely technical or non-technical in nature.

### 3. Definitions and Acronyms

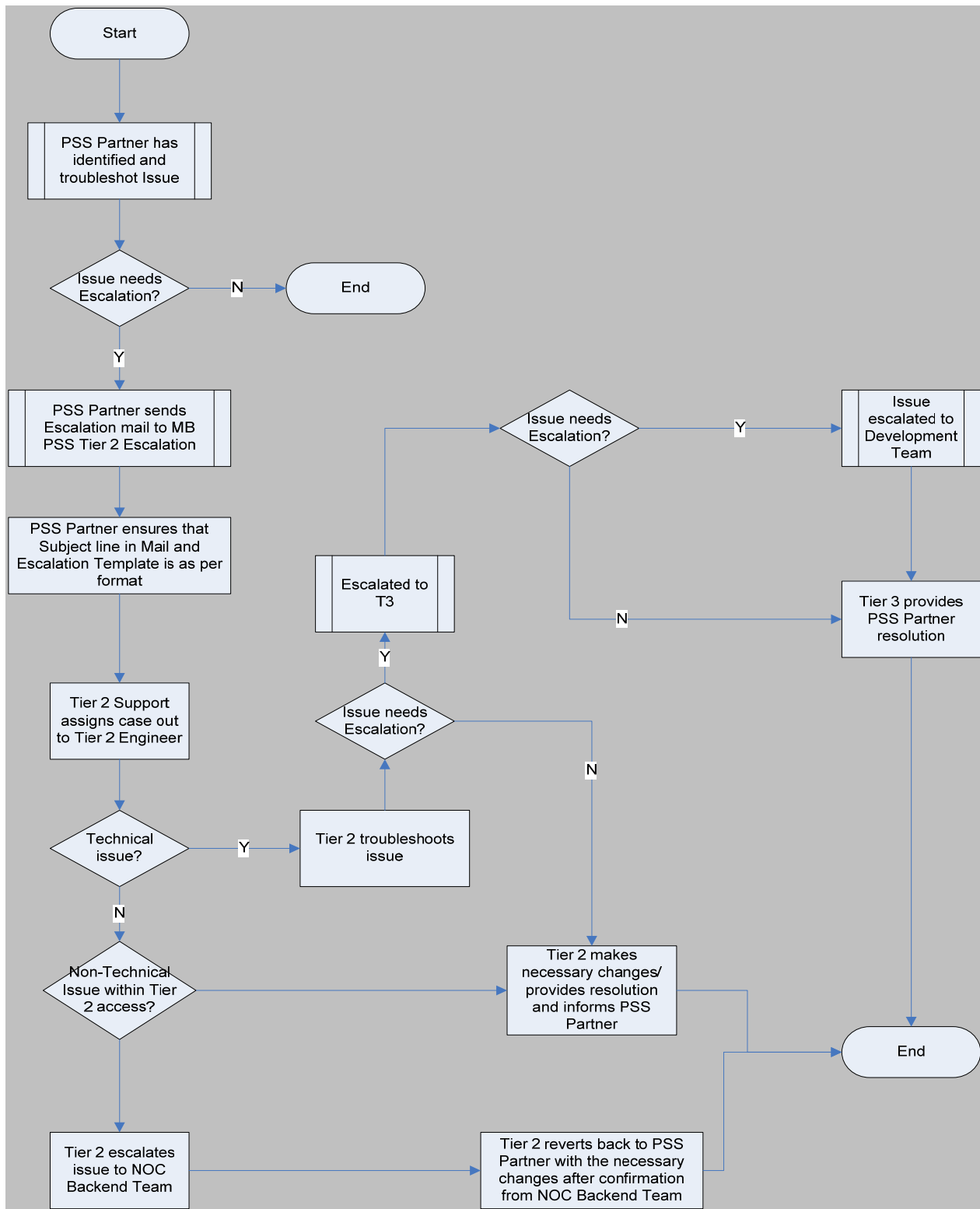
- 3.1 Escalation Checklist - The list of mandatory items that need to be completed and complied by escalating PSS Partner
- 3.2 MB PSS Tier 2 Escalation – The mailbox with a corresponding e-mail address for sending the escalations
- 3.3 Tier 2 Support – Level 2 McAfee Technical Support
- 3.4 Backend Support – Backend NOC team that Tier 2 Support team will escalate to for backend related changes outside the purview of Tier 2 Support access.
- 3.5 Subject Line – Subject line to be used in the Escalation mail to differentiate escalations from selected PSS Partners

### 4. Process

- 4.1 PSS Partner sends email with Subject Line and duly completed Escalation Checklist as per the template to the mailbox – MB PSS Tier 2 Escalations
- 4.2 Tier 2 Support assigns out to Tier 2 Engineer during the business day for a response within 24 hours.
- 4.3 If it is a technical issue
  - 4.3.1 Tier 2 Engineer troubleshoots the issue and provides resolution.
  - 4.3.2 If it needs escalation then the issue gets escalated to Tier 3 Support as per escalation guidelines
  - 4.3.3 Tier 3 Engineer troubleshoots the issue and provides resolution.
  - 4.3.4 If it needs escalation, it gets escalated to appropriate Development as per guidelines and informs resolution after feedback from Development.
- 4.4 If it is a non technical issue
  - 4.4.1 If the issue is within the rights and access of Tier 2 engineer, the changes are made and informed to PSS Partner
  - 4.4.2 If the issue needs escalation to the NOC Backend or Order Processing, it is escalated by the Tier 2 engineer and informed to PSS Partner after receiving confirmation

### 5. Flow Chart

Provided below





## Escalation Mail Template

**To:** MB PSS Tier 2 Escalations  
**Subject:** PSS Escalation - "Name of Partner" - "Issue"

Mail Body

**Product and Version :**

**Problem Description:**

**Troubleshooting steps before the escalation :**

**KB Search :**

**Current Status of the issue :**

**Escalation Checklist : (attachment as per the issue and the checklist in the document)**

**Note : Escalation Requirements for All escalations.**

This information must be provided for all cases escalated to Tier II support

1. Name of the company
2. What is the name of the domain as it is listed in SMS?
3. Login ID (Email address of user)
4. Does the customer have SBE, EE, TOPS (McAfeeASaP.com or YourASAP.com)?
5. If an McAfeeASaP.com (YourAsap) customer, what is their McAfeeASaP.com (YourAsap) ID?
6. Has the user ever successfully logged into the site previously, or is this the first time the customer has tried to access it?
7. For activation key problem, please provide the activation key.

Regards,

John Doe  
Name of PSS Partner  
Contact Number - + Country Code - Area Code - Number





## Escalation Check-lists

### Escalation Check-list Non-Technical Issues (MVS+FW)

Issue	Required Things
Account Merge (same NOC / different NOC)	<ul style="list-style-type: none"> <li>• Email addresses of both the accounts (Actual account and the account that needs to be merged into the Actual account)</li> <li>• Confirmation email from customer</li> <li>• Grant Letter (if possible)</li> </ul> <p>Note: - Once the account is merged; the customer needs to reinstall the product which were installed using the merged account.</p>
Password Reset	<ul style="list-style-type: none"> <li>• Use the Reset Password option from the NOC page.</li> <li>• Grant Letter (if possible)</li> </ul>
Change in email address	<ul style="list-style-type: none"> <li>• Previous email and current email addresses.</li> <li>• Confirmation email from customer</li> <li>• Grant Letter (if possible)</li> </ul>
URL resend	<ul style="list-style-type: none"> <li>• Email from the customer stating the email address to which the URL has to be sent.</li> <li>• Grant Letter (if possible)</li> </ul>
NOC Issues	<ul style="list-style-type: none"> <li>• Renewed Licenses not reflected in the NOC page.</li> <li>• Incorrect Reporting on NOC.</li> </ul>

### Escalation Checklist Technical Issues (MVS and FW)

Issues	Required Details	Additional Troubleshooting done
Installation Issues.	<ul style="list-style-type: none"> <li>• Base Operating System.</li> <li>• Method of Installation performed                             <ul style="list-style-type: none"> <li>○ VSSETUP</li> <li>○ URL Installation</li> <li>○ Push Installation</li> <li>○ Standalone Agent Installation</li> </ul> </li> <li>• Error Message with the Screenshots.</li> <li>• MERs from the affected machine.</li> </ul>	



<p>Update Issues.</p>	<ul style="list-style-type: none"> <li>• IE configuration → Are the ACTIVE X Controls enabled on the client where update is failing?</li> <li>• Number of machines affected.</li> <li>• Method used to update the client machine             <ul style="list-style-type: none"> <li>○ Direct Connection to Internet</li> <li>○ Using Relay Server w/o Proxy</li> <li>○ Using Relay Server and Proxy (<b>kb41153</b>)                 <ul style="list-style-type: none"> <li>▪ If Relay Server / Clients require Authentication to Proxy – Not Supported</li> <li>▪ If Relay Server / Clients DO NOT require Authentication to Proxy</li> </ul> </li> </ul> </li> </ul> <p>(In addition to the above <b>kb41153</b>; two addresses of the NOC can be added to the customer's proxy per IP addresses. Please replace the IP with the respective NOC)</p> <p><b>Name: virusscanasap.mcafeesasap.com</b>  <b>Address: 216.143.70.27</b>  <b>Name: www.mcafeesasap.com</b>  <b>Address: 216.143.70.26</b></p> <ul style="list-style-type: none"> <li>• Was the setup working before?</li> <li>• Any recent changes made at the customer's environment which may be related to the issue.</li> <li>• MERs from the machine which is not updating.</li> </ul>	
<p>Configuration Issues.</p>	<ul style="list-style-type: none"> <li>• Any False Positives - False Negatives?</li> <li>• Is it a Trusted Application, if yes add an Exclusion for the files – folders (Incase of False Negatives)</li> <li>• MERs are required to check if the exclusions are added properly or not</li> <li>• Exact Issue and Scenario in case of False Negative.</li> </ul> <p>(Is the Application detected as Unwanted Program or Virus and when is it caught? During startup or 3<sup>rd</sup> party software trying to access the file or edit the file etc...)</p> <ul style="list-style-type: none"> <li>• Was the files submitted to AVERT? Using the link <a href="http://www.webimmune.net">http://www.webimmune.net</a> and if yes what is the Analysis Id? (helps in following up with AVERT)</li> </ul>	
<p>Recent Known Issues</p>	<ul style="list-style-type: none"> <li>• Agent Service Crashing</li> <li>• UpdDlg.exe 'Application Pop-Up Error'</li> </ul> <p>( MERs + How are the machines getting updates? Using RELAY or Not Using Relay)</p>	
<p>Virus Detections.</p>	<ul style="list-style-type: none"> <li>• Action taken by Virusscan component in TOPS?</li> <li>• If Clean Failed + Moved Failed or Delete Failed + Move Failed; Submit a sample of the file which is detected to AVERT Using the link <a href="http://www.webimmune.net">http://www.webimmune.net</a> . What is the Analysis Id? (helps in following up with AVERT)</li> <li>• Check for an EXTRA.DAT / SUPEREXTRA DAT available for the particular detection from the site <a href="http://www.webimmune.net/extra/getextra.aspx">http://www.webimmune.net/extra/getextra.aspx</a></li> <li>• The customer's are advised to PATCH the computers with latest MS Patches and EXTRA DAT (if available) and run an On-Demand Scan or a DOS command Line Scan</li> </ul>	



	<ul style="list-style-type: none"> <li>• If these Windows Security patches are up to date and the customer is still noticing malicious behavior or suspicious activity on their machine, try searching in these locations.</li> <li>• Basic tips to find <b>the unwanted process</b> or file located so that they can help the customer are submitting a sample.</li> <li>• <b>Startup Group</b> <ul style="list-style-type: none"> <li>○ \documents and settings\all users\Start Menu\Programs\Startup</li> <li>○ %systemroot%\profiles\all users\Start Menu\Programs\Startup</li> </ul> </li> <li>• <b>Registry Locations</b> <ul style="list-style-type: none"> <li>HKCU\Software\Microsoft\Windows\CurrentVersion\Run</li> <li>HKCU\Software\Microsoft\Windows\CurrentVersion\RunOnce</li> <li>HKLM\Software\Microsoft\Windows\CurrentVersion\Run</li> <li>HKLM\Software\Microsoft\Windows\CurrentVersion\RunServices</li> <li>HKLM\Software\Microsoft\Windows\CurrentVersion\RunOnce</li> <li>HKLM\Software\Microsoft\Windows\CurrentVersion\RunOnceEx</li> <li>HKCU\.Default\Software\Microsoft\Windows\CurrentVersion\Run</li> <li>HKCU\[SID]\Software\Microsoft\Windows\CurrentVersion\Run</li> <li>HKLM\Software\Microsoft\Windows\CurrentVersion\Windows\AppInit_DLL</li> </ul> </li> <li>• Run the FileMon/Process Explorer/ AutoRuns and send across the logs.</li> <li>• Hijackthis found on <a href="http://www.majorgeeks.com">http://www.majorgeeks.com</a></li> <li>• Make sure to only use these utilities for logging purposes.</li> </ul> <p>Note: - In addition to the above mentioned Technical issues, the partners can add the additional troubleshooting steps that they have tried.</p>	
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## NON-Technical Issues handled by T2s

Issue	Required Things
Account Merge	<ul style="list-style-type: none"> <li>• Email addresses of both the accounts (Actual account and the account that needs to be merged into the Actual account)</li> <li>• Confirmation email from customer</li> <li>• Grant Letter (if possible)</li> </ul>
Password Reset	<ul style="list-style-type: none"> <li>• Use the Reset Password option from the NOC page.</li> <li>• Grant Letter (if possible)</li> </ul>
Resend Welcome Letter	<ul style="list-style-type: none"> <li>• Email from the customer stating the email address to which the Welcome letter has to be sent.</li> </ul>



## NON-Technical Issues needing Backend escalation

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

## Escalation Checklist Technical Issues (SMS)



Issues	Required Details
Incoming Email is not being delivered	<ul style="list-style-type: none"> <li>• Open Admin tab then System Tests. Run the 5 testing tools.</li> <li>• Collect error message or screenshot of test results</li> </ul>
Outgoing emails are not delivered / delivered after long time (SMS Enterprise only)	<ul style="list-style-type: none"> <li>• Open Admin tab then System Tests. Run the 5 testing tools.</li> <li>• Collect error message or screenshot of test results</li> </ul>
SPAM email is getting through / non spam emails is detected as a spam.	<ul style="list-style-type: none"> <li>• Missed spam emails to be sent <a href="mailto:customer+missed-spam@clicknet.com">customer+missed-spam@clicknet.com</a></li> <li>• Clean email was detected as a spam, send it to <a href="mailto:customer+missed-spam@clicknet.com">customer+missed-spam@clicknet.com</a></li> </ul>

**Note : Escalation Requirements for All escalations.**

This information must be provided for all cases escalated to Tier II support

1. Name of the company
2. What is the name of the domain as it is listed in SMS?
3. Login ID (Email address of user)
4. Does the customer have SBE, EE, TOPS (McAfeeASaP.com or YourASAP.com)?
5. If an McAfeeASaP.com (YourAsap) customer, what is their McAfeeASaP.com (YourAsap) ID?
6. Has the user ever successfully logged into the site previously, or is this the first time the customer has tried to access it?
7. For activation key problem, please provide the activation key.

**Issues and Troubleshooting Articles**



## MVS Technical Issues

	<b>Installation : Error Message or Problem Symptom</b>	<b>Troubleshooting Articles</b>
1	Installation declined: Missing or corrupt REGSVR32.EXE file.	NAI16591
2	Database error after installing Total Protection for Small Business	7494142
3	ERROR: 0x800B010A: Cause: Microsoft Root Certificates Update.	KB44734
4	ERROR: Invalid entitlement.	KB47358
5	System crash (Blue Screen) after installing Total Protection for Small Business.	3677237
6	Install of VirusScan ASaP fails when installed through a firewall or proxy server.	NAI8618
7	Installation fails when installed by a user without Admin rights.	NAI8767
8	Unable to create Cab Installer Object when installing Managed VirusScan.	NAI8810
9	Total Protection SMB 4.5 installation becomes unresponsive while installing email scanner.	612592
10	System crash when installing Total Protection on systems with a Logitech USB keyboard or mouse.	612525
11	On-Access scanner is disabled after install and machine reboot (issue: Intel 82845G video drivers).	646172
12	When using the Push Install utility to install VirusScan ASaP, a computer is selected but another computer shows up on the selected list.	NAI8522
13	ERROR: Microsoft visual C++ run time error, program c:\windows\temp\site\adv.exe.	613169



No	Update : Issues	Troubleshooting required
1	ERROR: myAgtSvc:194 No user currently logged-in, trying myUsrSrvfor Auto-update.	KB46252
2	Updating VirusScan ASaP on Windows NT/2000/XP when the user is not logged on.	NAI24372
3	Workstations running McAfee Total Protection do not update without an Internet connection.	NAI10559
4	Error: "Cannot connect to update server" due to corrupt or out-dated VSSETUP.EXE.	NAI16836
5	Total Protection for Small Business updates intervals.	NAI17564
6	Installation Error: 08007002 signcert.20050922152800.cab (when updating Total Protection for Small Business)	3661060
7	Manually updating Total Protection for Small Business.	5901977
8	ERROR: Unable to connect to McAfee Managed Desktop update Server.	KB47258
9	Clarification for Total Protection client computers - About screen for Last update does not match Created on date.	612958
10	ERROR: Unable to connect to update server (due to multiple MYAGTSVC processes). <b>This issue is resolved in ToPS 4.5.1, if the issue re-occurs then collect MER's and contact McAfee Support.</b>	NAI28696

No	Common Issues	Troubleshooting required
1	Configuring Internet Independent Updating (IIU)/Agent Relay using Push Install Method.	5474118
2	Configuring Internet Independent Updating (IIU) with the Silent Install Method.	NAI27002
3	Recommended number of relay servers for machines with no Internet connection.	NAI27004
4	Ports used by Rumor Technology to update VirusScan ASaP.	NAI17616
5	Purpose of MYAGTSVC.EXE.	NAI20998
6	Definition of the Network Operations Center (NOC).	NAI21196
7	ERROR : IE. Script Error: MyASUtil.SecureObjectFactory.	NAI20988



## Firewall Technical Issues

Error Message or Problem Symptom	Troubleshooting Articles
Mapped drive or shared folder is blocked by Total Protection Firewall	612483
Installing Total Protection for SMB Firewall on Server Operating System fails	KB48445
ERROR: The Firewall protection service is not supported on this version of Windows	612615
VPN - not supported	3942069
Wireless Modem support (ie Telstra Next G) - not supported (not tested)	No KB yet
Checking number of connection attempts have been blocked	613224
How to prevent local users to override the administrative settings	1652428



## SMS Technical Troubleshooting

	Installation :	Troubleshooting Articles
1	Mail with attachment delivered from quarantine is not received	8195860
2	Does Secure Messaging Service remove attachments from email messages?	KB42914
3	Outbound mail sent to inbound user is being quarantined	KB45319
4	Size Limit for email messages sent through Secure Messaging Service.	KB42869
5	Outgoing messages are bounced with error: 554 No relaying allowed.	KB42938
6	What is Non-Delivery Report (NDR) Bounce Protection?	612772
	<b>Troubleshooting with Mail Headers</b>	
1	<b>Master Article</b> - This article contains multiple KB articles for troubleshooting with mail header.	612319
	<b>Requesting IP address range of SMS serveres</b>	
1	What is the IP range of SMS?	<p>Please refer the admin guide.</p> <p><b>IP Range</b> 64.18.0.0 - 64.18.15.255</p> <p><b>CIDR Range</b> 64.18.0.0/20</p> <p><b>IP/Subnet Mask Pair</b> 64.18.0.0 mask 255.255.240.0</p>
	Missed spam -----→ <a href="mailto:spam@mcafee-sms.com">spam@mcafee-sms.com</a>	
	False Positives -----→ <a href="mailto:notspam@mcafee-sms.com">notspam@mcafee-sms.com</a>	