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Channel Partners and  
McAfee Internal Use Only



# McAfee Total Protection Solutions

*Frequently Asked Questions (FAQs)*



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## Overview

### What Are the McAfee Total Protection Solutions?

The McAfee Total Protection Solutions offer comprehensive security and proven capabilities for small to enterprise organizations. The following provides a high level description of the four integrated solutions:

- McAfee Total Protection for Enterprise – Advanced:** This solution is engineered for medium to large companies (typically over 250 nodes) that require comprehensive system protection and network access control. This solution provides comprehensive protection for enterprises from non-compliant systems, viruses, Trojans, spyware, system vulnerability attacks, DDOS attacks, spam and many other threats. The solution is tightly integrated with a single, enterprise scalable security management console for centralized control and reporting.
- McAfee Total Protection for Enterprise:** This solution is engineered for medium to large companies (typically over 100 nodes) that require comprehensive system protection. This solution provides comprehensive protection for enterprises from viruses, Trojans, spyware, system vulnerability attacks, DDOS attacks, spam and many other threats. The solution is tightly integrated with a single, enterprise scalable security management console for centralized control and reporting.
- McAfee Total Protection for Small Business – Advanced:** This solution is designed for small businesses (typically below 100 nodes) that need desktop and server protection from viruses, spyware, hacker attacks, spam and identity thieves. It is delivered as an automated service, with automated security updates. Reporting and configuration control is delivered through a centralized, web portal.
- McAfee Total Protection for Small Business:** This solution is designed for small businesses (typically below 100 nodes) that need desktop and server protection from viruses, spyware, hacker attacks and identity thieves. Security updates are automatic and reporting and configuration control is delivered through a centralized, web based management console

Protection Tier	Total Protection Enterprise Advanced	Total Protection Enterprise	Total Protection for Small Business Advanced	Total Protection for Small Business
Number of users	~250+	~101+	<100	<100
Single management console	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Desktop & file server anti-virus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Desktop anti-spyware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Desktop firewall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email server anti-virus & anti-spam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Desktop host intrusion prevention	<input type="checkbox"/>	<input type="checkbox"/>		
Network access control	<input type="checkbox"/>			

### What are the Projected Market Growth Rates or Market Opportunity?

Attacks on corporate networks, corporate PCs, and consumers will continue to increase in sophistication, frequency, and severity. IDC predicts that worldwide security software revenue will increase to more than \$19 billion by 2009, representing a compound annual growth rate (CAGR) of 14%. Worldwide revenue for the threat management software (anti-virus, anti-spyware, and host



intrusion prevention) is forecast to increase from \$1.3 billion in 2004 to \$1.9 billion in 2009, representing a 7.1% CAGR.

## **Sales & Partner Information**

### **What is McAfee's Sales strategy for ToPS?**

McAfee is a 100% channel sales company fulfilling customer orders through our partners. McAfee relies heavily on our partner's ability to drive our award winning product solutions to customers. The ToPS product offering will be in open distribution, available to sell by all McAfee SecurityAlliance partners.

### **Are SecurityAlliance Partners Required to Have Any Certifications In Order to Sell McAfee Total Protection?**

No, McAfee channel partners will not be required to be certified to sell the Total Protection Solutions. McAfee encourages all its partners to complete full product and sales training sessions for the Total Protection Solutions that are available.

### **Are SecurityAlliance Partners Required to Have Any Certifications In Order to Sell and Provide Services for McAfee Total Protection?**

Channel partners are required to be certified if they would like to both sell and deliver services for customers deploying Total Protection for Enterprise -- Advanced and/or the network access control professional certification program.

### **Where Can Customers Find More Information on McAfee Total Protection?**

Customers can contact their McAfee sales representative or reseller to learn more about McAfee Total Protection or at <http://www.mcafee.com>.

Our SecurityAlliance partners can find more information on McAfee Total Protection from their McAfee CAM or by logging into MAX:

[https://secure.nai.com/us/partners/default.asp?wt.mc.n=us\\_us\\_learnmore\\_ptr&wt.mc.t=int\\_pro\\_hom&cid=10351](https://secure.nai.com/us/partners/default.asp?wt.mc.n=us_us_learnmore_ptr&wt.mc.t=int_pro_hom&cid=10351)

Our SecurityAlliance partners can find more promotions related to McAfee Total Protection from their McAfee CAM or by logging into MAX:

[https://secure.nai.com/us/partners/default.asp?wt.mc.n=us\\_us\\_learnmore\\_ptr&wt.mc.t=int\\_pro\\_hom&cid=10351](https://secure.nai.com/us/partners/default.asp?wt.mc.n=us_us_learnmore_ptr&wt.mc.t=int_pro_hom&cid=10351)

### **What are the Launch and Partner Enablement Activities Taking Place for the Total Protection Solutions?**

McAfee is making a big commitment in launching these solutions and making valuable tools available to make it easy for our partners to sell these comprehensive solutions. The marketing activities being conducted to support the Total Protection Solutions launch include:

- **Marketing Assistance Kits:** New integrated brand look and feel. These kits were designed with the input from our partners to provide tools that you need to be successful.
- **Channel Sales Kit:** Includes hard copy of all necessary sales tools (data sheets, sales reference cards, description & messaging, customer creative, FAQ's and other tools) to ensure that ToPS is "top of mind" and ever present for the McAfee and Channel sales teams
- **Demand Generation:** E-mail and direct mail creative that can be leveraged through the channels
- **Sales Incentives:** Specific sales incentives have been developed to drive focus with Channel sales teams



- **Events:** A number of both end user and channel event (InfoSec and Partner Symposium)
- **Analyst Road Show:** To validate messaging and create buzz
- **Advertising:** Total Protection solutions specific launch ads have been created and placed in industry publications to create awareness and demand.

**Product Availability and SKU Information**

**When Will the McAfee Total Protection Solutions be Announced?**

All versions of McAfee Total Protection Solutions will be announced in a public press release and InfoSec tradeshow on April 3, 2006.

**When Are the McAfee Total Protection Solutions Orderable?**

McAfee Total Protection Solutions will be available for order on April 17 2006. Reference McAfee's Q2 2006 Price Book for SKUs and pricing.

**When Will the McAfee Total Protection Solutions be Available for Fulfillment?**

Total Protection for Enterprise solutions will be available for fulfillment on April 17, 2006. The McAfee Total Protection for Small Business Solutions will be available for fulfillment May 24, 2006.

**When Will Current Managed VirusScan plus AntiSpyware Customers be Automatically Updated to Total Protection for Small Business?**

All McAfee Managed VirusScan plus AntiSpyware customers will receive updates to Total Protection SMB on May 24, 2006.

**How Does a Customer License McAfee Total Protection for Enterprise Solutions?**

Both McAfee Total Protection for Enterprise and Total Protection for Enterprise – Advanced are licensed per node as a perpetual license bundled with 1 year of Gold Technical Support

McAfee Total Protection for Enterprise Solutions			
	PP+ 1YR Gold Support SKUs	1 YR Gold Support SKUs	3 YR Gold Support SKUs
McAfee Total Protection for Enterprise	TENCDE-AA	TENYFM-AA	TENYLM-AA
McAfee Total Protection for Enterprise - Advanced	TEACDE-AA	TEAYFM-AA	TEAYLM-AA

**How Does a Customer License McAfee Total Protection for Small Business Solutions?**

The McAfee Total Protection for Small Business solutions is available in an annual license, available in one and two year subscriptions, that is priced competitively as a McAfee-hosted service compared to traditional security software. You can protect your desktops and servers with automatic virus, spyware and firewall protection with centralized management and reporting for about \$3/person/month. That's four products for the price of one! Should you have additional e-mail needs, for a few dollars more a month per mailbox, you can receive our premium anti-spam and anti-phishing solution – integrated along with our anti-virus, anti-spyware and firewall security. As a small business solution, we have a minimum order requirement of 2 licenses; however, all subscriptions come with our Gold Support for 24x7 technical assistance.



Total Protection for Small Business Solutions	
Product Offering	SKU Set
Total Protection for Small Business -- Advanced 1:1 GOLD	TSAECE-AA-XX
Total Protection for Small Business -- Advanced 2:2 GOLD	TSAEFE-AA-XX
Total Protection for Small Business 1:1 GOLD	TSBECE-AA-XX
Total Protection for Small Business 2:2 GOLD	TSBEFE-AA-XX
Total Protection for Small Business 5 User Multinode Pack	TSB00M005P-AA
Total Protection for Small Business 10 User Multinode Pack	TSB00M010P-AA
Total Protection for Small Business 25 User Multinode Pack	TSB00M025P-AA

### Current Product Offering Impact

#### What is the Impact to McAfee's Current Enterprise Anti-Virus Suite Solutions?

McAfee Active VirusScan Suite (SAV) and Active VirusScan Defense Suite (AVD) will continue to be available, but we encourage these customers to upgrade to the significant benefits of Total Protection for Enterprise solutions such as comprehensive network access control. Customers that upgrade will be able to roll out these new technologies at their own pace.

Current McAfee Suite	Migration Options	Crossgrade SKUs
McAfee Active VirusScan Suite (SAV)	No change, continue to renew support	NA
	Crossgrade to Total Protection for Enterprise	SA3CXE-DA SA3YFM-DA
	Crossgrade to Total Protection for Enterprise – Advanced	SA4CXE-DA SA4YFM-DA
McAfee Active Virus Defense Suite (AVD)	No change, continue to renew support	NA
	Crossgrade to Total Protection for Enterprises	AV2CXE-DA AV2YFM-DA
	Crossgrade to Total Protection for Enterprise – Advanced	AV3CXE-DA AV3YFM-DA

- Additional Crossgrade SKUs are available for McAfee Active Virus Defense and McAfee VirusScan Suite Customers who have also purchased McAfee Anti-Spyware Enterprise. Equal number of nodes and co-termed Technical Support are required. Reference the McAfee Quoting Handbook for details on how to utilize Crossgrade SKUs.



Current McAfee Suite	Migration Options	Crossgrade SKUs
McAfee Active VirusScan Suite (SAV) and AntiSpyware Enterprise	Crossgrade to Total Protection for Enterprise	SA5CXE-DA SA5YFM-DA
	Crossgrade to Total Protection for Enterprise – Advanced	SA6XE-DA SA6YFM-DA
McAfee Active VirusScan Defense Suite (AVD) and AntiSpyware Enterprise	Crossgrade to Total Protection for Enterprise	AV4CXE-DA AV4YFM-DA
	Crossgrade to Total Protection for Enterprise – Advanced	AV5CXE-DA AV5YFM-DA

**McAfee Active Threat Protection Suite (ATP) customers:**

Current McAfee Suite	Migration Options	Crossgrade SKUs
McAfee Active Threat Protection (ATP)	Purchase legacy SKUs	See Price Book
	Crossgrade to Total Protection for Enterprise	SA3CXE-DA SA3YFM-DA
	Crossgrade to Total Protection for Enterprise – Advanced	SA4CXE-DA SA4YFM-DA

- Total Protection for Enterprise will replace McAfee's Active Threat Protection Suite (ATP).
- McAfee Active Threat Protection License SKUs and Support SKUs will remain in the legacy section of the price book for current ATP customers until October 2006.
- McAfee Active Threat Protection customers can continue to purchase these SKUs, or move to the McAfee Total Protection for Enterprise solution.
- McAfee Active Threat Protection customers can renew McAfee Total Protection for Enterprise solution support with no additional license costs. In doing this, Active Threat Protection customers gain the AntiSpyware Enterprise functionality available in the Total Protection for Enterprise offering. Active Threat Protection customers utilizing the McAfee PortalShield component of the suite must renew McAfee PortalShield support as a separate SKU. These customers will be renewing two support SKUs: Total Protection for Enterprise Support and PortalShield Support.

For just a fraction of the cost more customers can enhance their long term security strategy with Total Protection for Enterprise – Advanced that includes McAfee Policy Enforcer providing them with a robust and flexible network access control solution. This strategy allows you to leverage your current McAfee investment and deploy these solutions at your own pace, over time.

**What is the Impact to McAfee's current SMB Anti-Virus Suite Solutions?**

Current SMB suite customers (Active VirusScan SMB Edition and Active Virus Defense SMB Edition) have three options:

1. **Renew Existing SMB suite licenses:** Existing McAfee SMB suite customers will be able to continue to use their technology and renew their licenses for a period of time. McAfee SMB Suite Edition license and support SKUs will move to the legacy section of the McAfee price book and be available only to current SMB suite customers. License SKUs will be available until October 2006; support SKUs will be available until April 2007. Customers can purchase three years of support up front.



- a. McAfee SMB Suite customers who wish to continue to utilize Protection Pilot can take advantage of purchasing the additional support years. When SMB Suite support is at expiration, these customers can upgrade to the Active VirusScan Defense Suite (AVD) or the Active VirusScan Suite (SAV) and continue to use McAfee ProtectionPilot or choose to use McAfee ePolicy Orchestrator. Crossgrade SKUs and pricing are available in the McAfee price book.
2. **Upgrade to Total Protection for Enterprise Solution (recommended):** McAfee SMB suite customers interested in ePolicy Orchestrator, Host Intrusion Prevention and AntiSpyware Enterprise, can upgrade to the Total Protection for Enterprise offering. Crossgrade SKUs are available on the McAfee price book.
3. **Upgrade to Total Protection for Small Business Advanced:** McAfee SMB Suite customers who want a managed service and are utilizing Microsoft Windows platforms, can purchase either Total Protection for Small Business or Total Protection for Small Business – Advanced. Additionally, with the purchase of the Total Protection for Small Business Solutions, customers gain the managed Anti-Spyware and Desktop Firewall functionality.

#### **What is the Impact to McAfee's Current Managed VirusScan Offering?**

McAfee Managed VirusScan, Managed AntiSpyware and Managed Desktop Firewall are integrated into the Total Protection for Small Business Solutions.

Current Managed VirusScan plus AntiSpyware customers, and Managed VirusScan plus Anti-Spyware plus Desktop Firewall customers will automatically receive full functionality of Total Protection for Small Business when it is available. At renewal, customers would renew either the one year or two years Total Protection for Small Business SKU.

Managed VirusScan plus Anti-Spyware, Managed VirusScan plus Anti-Spyware plus Desktop Firewall, Managed Virus Defense and Managed VirusScan Upgrade standalone SKUs will be moved to the legacy section of the price book and remain available for current Managed VirusScan customers until Oct. 2006. These standalone SKUs will be discontinued in October 2006.

#### **Will McAfee's Secure Messaging Service Continue to be Available as a Point Product?**

Yes, both the SMB and Enterprise offerings for Secure Messaging Service will continue to be available as standalone products.

#### **What Should Current McAfee Managed Virus Defense Customers Purchase Moving Forward?**

At the expiration of their Managed Virus Defense subscription license customers utilizing Microsoft Windows platforms and prefer McAfee to manage automated updates, we recommend these customers purchase Total Protection for Small Business – Advanced. For customers requiring the management capabilities of McAfee ePolicy Orchestrator, McAfee Anti-Spyware Enterprise and McAfee Host Intrusion Prevention functionality, we recommend customers purchase the Total Protection for Enterprise offering.

#### **Will There be Any McAfee Products Discontinued With the Release of the Total Protection for Small Business Solutions?**

Yes. As Managed VirusScan plus AntiSpyware integrates the functionality of Managed Desktop Firewall – the standalone products will not be available for purchase through our McAfee channels. Managed Virus Defense and Managed Desktop Bundle will also be placed in the McAfee Legacy Price book with eventual end-of-life plans.



**What is the Upgrade Path for Managed Desktop Firewall Customers?**

Existing Managed Desktop Firewall customers will need to purchase Total Protection for Small Business in order to obtain the anti-virus and anti-spyware protection.

**What is the Upgrade Path for Secure Messaging Service Customers?**

Existing Secure Messaging Service customers will need to purchase Total Protection for Small Business – Advanced in order to obtain the integrated anti-virus, anti-spyware, anti-spam and firewall protection.

**What is the Upgrade Option for Managed Virus Defense (Discontinued) Customers?**

Existing Managed Virus Defense customers can continue their subscription for a limited time until the end of life date. Otherwise, Managed Virus Defense customers will need to either purchase Total Protection for Small Business or Total Protection for Small Business -- Advance solution in order to obtain the integrated anti-virus, anti-spyware, anti-spam and firewall protection.

**Can McAfee SMB Edition Customers Purchase Total Protection for Small Business?**

Yes. Customers, who seek to lessen their management responsibilities for security, can place an order for Total Protection for Small Business. Upon Total Protection for Small Business installation, previous versions of other McAfee anti-virus software will be automatically removed. And instead of a necessary administrator setting security policies, Total Protection for Small Business is installed with default security settings. However, if your small business would like to customize settings, simply login to the McAfee-hosted SecurityCenter to access your policy configuration and reporting.

**Technical Information**

Total Protection for Enterprise Solutions Platform and Server Support	
<b>Platforms</b>	<ul style="list-style-type: none"> <li>• Windows NT 4.0 Workstation</li> <li>• Windows NT 4.0 Server</li> <li>• Windows NT 4.0 Enterprise Server</li> <li>• Windows 2000 Professional</li> <li>• Windows 2000 Server and Advanced Server</li> <li>• Windows XP</li> <li>• Windows 2003 Server</li> <li>• Netware 5.1, Support Pack 3 or greater; Netware 6.0; Netware 6.5</li> </ul>
<b>E-mail Servers</b>	<ul style="list-style-type: none"> <li>• Microsoft Exchange 2000, 2003 server or Advanced Server</li> <li>• Lotus Domino 5+, 6+ to current 6.5</li> </ul>
<b>Web Servers</b>	Microsoft (Windows) IIS 4.0, 5.0, and 6.0
<b>Database Servers</b>	Microsoft SQL Server 2000 (Windows) SP3a, SP4



<b>Total Protection for Small Business Solutions Platform and Server Support</b>	
<b>Platform</b>	<b>McAfee Total Protection for Small Business</b> is designed for Microsoft Windows operating systems running on a PC platform. It installs and runs on servers and client computers equipped with: Intel Pentium processor or compatible architecture.
<b>Client computers</b>	Windows 98 SE, Windows NT 4.0 Workstation with Service Pack 6a or later, Windows 2000 Professional with Service Pack 3 or later, Windows XP Home or Professional.
<b>Servers</b>	Windows NT 4.0 Server with Service Pack 6a or later, Windows NT 4.0 Server Enterprise Edition, Windows Small Business Server 2000, Windows 2000 with Service Pack 3 or later, Windows 2000 Advanced Server with Service Pack 3 or later, Windows .NET Standard Server, Windows 2003 Standard Server, Windows 2003 Enterprise Server, Windows 2003 Web Edition.
<b>RAM requirements</b>	64 MB minimum; 128 MB recommended (required to run the firewall service under Windows XP); 256 MB recommended for servers
<b>Web Browser</b>	Microsoft Internet Explorer 5.5 SP2 or later
<p><b>McAfee Total Protection for Small Business – Advanced</b> is a true email screening service that is compatible with any mail system, including Exchange and Lotus Domino. There is no software or hardware to install at a customer location. However, the following requirements are necessary:</p> <ul style="list-style-type: none"> <li>• Customer must own a unique email domain name and a mail server with a static IP address.</li> </ul>	

### Language Support

#### McAfee Total Protection for Small Business Solutions

No matter the original language selection, the McAfee Total Protection for Small Business solutions can be configured anytime to have the scanning client as well as the SecurityCenter in the following languages: Chinese (Simplified or Traditional), English, French, German, Italian, Japanese, Korean, Portuguese (Brazilian or Iberian) or Spanish.



Total Protection for Enterprise Solutions Language Support													
Since Total Protection for Enterprise solutions are made up by a number of product technologies the language support varies by product technology													
Product	EN	DE	FR	ES	IT	SV	NL	PL	PT_BR	JA	ZH_CN	ZH_TW	KO
VirusScan Enterprise	1	1	1	1	1	1	1	1	1	1	1	1	1
AntiSpyware Module	1	1	1	1	1	1	1	1	1	1	1	1	1
Host Intrusion Prevention	1	1	1	1						1	2	2	2
Netshield for Netware	1												
VirusScan Command Line	1												
Alert Manager	1												
ePolicy Orchestrator	1	1	1	1						1			
CMA	1	1	1	1	1	1	1	1	1	1	1	1	1
Installation Designer	1												
GroupShield for Exchange	1	1	1	1							1	1	1
GroupShield for Domino - Win	1	1	1	1							1		
SpamKiller for Exchange	1	1	1	1						1			
SpamKiller for Domino	1	1	1	1						1			
WebShield SMTP (Linux)	1									1			
English, German, French, Spanish, Italian, Swedish, Dutch Polish, Brazilian Portuguese, Japanese, Chinese Simplified Chinese Traditional and Korean; 1-support full product, 2- reporting only													

## McAfee Solution Services

### What Types of McAfee Solutions Services Will Be Available to McAfee SecurityAlliance Partners?

Certified McAfee SecurityAlliance partners will be able to sell and/or deliver McAfee Total Protection Solutions Strategy Workshop, Standard, and Custom implementation services.

### What is a McAfee Total Protection Solutions Strategy Workshop?

For successful deployment of McAfee Total Protection Solution requires forethought and planning to maximize your return on investment and provide comprehensive protection. This workshop will provide you understanding the value of your McAfee Total Protection Solution within your business and help develop a plan that will accelerate your implementation and aligns with your business objectives.

These services include:

- Technical Assessment
- Migration Strategy Session (if needed)
- A Strategy and Planning session to implement Total Protection business process and systems that aligns with your business objectives.



The workshop includes topics below with customized focus time on areas that have the highest priority or needs with your organization.

- Policy Orchestrator
- Desktop and Server AV
- Anti-Spyware
- Host IPS/Desktop Firewall
- E-mail Server
- Anti-Spam
- Gateway AV
- Policy Enforcer

#### **How Will McAfee Enable SecurityAlliance partners to Sell and/or Deliver McAfee Total Protection Solutions Services?**

McAfee will launch a new services partner program to McAfee SecurityAlliance partners in the second quarter 2006. This program will provide McAfee SecurityAlliance partners the ability to sell and/or deliver McAfee branded services. The program will provide training certification, delivery methodologies, McAfee Total Protection Solutions packaged services and the intellectual properties to support these services.

The analysis performed involves:

- Assessment of current security policies, corporate infrastructure, and configuration
- Recommendations based on McAfee proprietary best practices
- Design and plan for deployment

#### **How Will McAfee Enable SecurityAlliance Partners to Sell and/or Deliver McAfee Solutions Services?**

McAfee has shifted its services strategy to sell and deliver professional services through 'enabled' McAfee SecurityAlliance partners. McAfee will launch the new services partner program to McAfee SecurityAlliance partners in the second quarter 2006. McAfee will enable McAfee SecurityAlliance partners to sell and deliver these services by providing training, certification, delivery methodologies, branded packaged services and the intellectual properties to support these services.

#### **McAfee Partner Security Services Program**

##### **What is McAfee Partner Security Services?**

McAfee Partner Security Services (PSS) is an exclusive value-added channel offering to resellers interested in providing managed security services to their small business customers. As a value-added provider, a McAfee reseller can secure and monitor their customers, while increasing their opportunities to generate more revenue. From a small business customer perspective, Partner Security Services is a trusted solution for companies looking to outsource their security management, freeing up valuable time and resources.

##### **What is the Process to Join the McAfee Partner Security Services Program?**

Current McAfee SecurityAlliance Partners should contact their Channel Account Manager regarding Partner Security Service. To become a partner

[https://secure.nai.com/us/partners/channel/become/enrollment\\_form/BecomePartnerShort.asp](https://secure.nai.com/us/partners/channel/become/enrollment_form/BecomePartnerShort.asp)



### What Are the Partner Security Services SKUs?

Partner Security Services SKUs	
Product	SKU
Total Protection for Small Business 1:1 GOLD	TSBECE-AA-XX
Total Protection for Small Business 2:2 GOLD	TSBEFE-AA-XX

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