



## **McAfee Total Protection For Small Business From GreenAppX**

### **FAQ**

#### **What is McAfee's Total Protection Service?**

McAfee Total Protection Service offers a comprehensive and proven set of security capabilities, all-in-one integrated solution that includes anti-virus, anti-spyware, anti-spam, firewall, browser protection and centralized policy management via the McAfee SecurityCenter.

#### **What is the McAfee SecurityCenter within the Total Protection Service solutions?**

The McAfee SecurityCenter serves as your central point where policy configuration and reporting of anti-virus, anti-spyware, firewall, browser protection and email security are integrated into an easy to use, web-based management console.

#### **McAfee offers two solutions of Total Protection Service - which is the right one for me?**

Total Protection Service is ideal for companies (5-100 systems) looking for basic desktop and file server security with automated virus, spyware, firewall and browser protection.

For companies with their own mail domain, McAfee Total Protection Service - Advanced provides additional email protection integrated along with the desktop and file server anti-virus, anti-spyware desktop firewall, and browser protection.

Both Total Protection Service solutions provide access to the McAfee SecurityCenter for centralized management and reports.

#### **What are the pricing and subscription periods for the two solutions of Total Protection Service?**

The Total Protection Service solutions are available as a monthly subscription, but most find it more practical to purchase an annual license, available in one and two year subscriptions. You can protect your desktops and servers with automatic virus, spyware, firewall and browser protection with centralized management and reporting for about \$3/person/month. That's five products for the price of one! Should you have additional email needs, for a few dollars more a month per mailbox, you can receive our premium anti-spam and anti-phishing solution - integrated along our anti-virus, anti-spyware, firewall security and browser protection.

## **Does McAfee Total Protection Service require an Internet connection?**

The McAfee Total Protection Service solutions are Web-based applications that require at least one system with an Internet connection to act as a relay in order to share the automatic updates with other computers. The scanning service is continuous active even when not connected to the Internet, but an Internet connection is required for updates.

## **What are the system requirements for McAfee Total Protection Service?**

RAM requirements:

64 MB minimum; 256 MB recommended (required to run the firewall service under Windows XP); 512 MB recommended for servers; 1GB recommended for Windows Vista.

McAfee Total Protection Service - *Advanced* 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:

- Customer must own a unique email domain name
- A mail server with a static IP address.

McAfee Total Protection Service is designed for Microsoft Windows operating systems running on a PC platform.

## **How is McAfee Total Protection Service installed and deployed?**

The McAfee Total Protection Service solutions can be installed on multiple workstations by an administrator or on a single workstation by an individual user. As the administrator, the standard installation method or advanced installation features can be used. Depending on your needs, an administrator can: Forward the installation URL, received via e-mail, to end-users with these simple instructions:

Click this URL to install the service.

Enter your e-mail address when prompted.

With a click of a button, McAfee Total Protection Service is installed on the computer automatically and within minutes - no more CDs to install, no more manuals to read.

### **Does McAfee Total Protection Service automatically uninstall other anti-virus products?**

Yes, installing McAfee Total Protection Service will automatically uninstall other virus scanning products

### **Why would I need to access the McAfee SecurityCenter, and what is policy configuration - does my business need it?**

The Total Protection Service solutions are preconfigured to install with immediate protection against viruses, unwanted spyware programs and hacker attacks. This is a perfect solution for companies that lack the security knowledge to implement and manage a trusted security product. With the on-access scanning, McAfee immediate scans and blocks security threats for all your systems. However, should your system administrators want to customize specific security policies within your business, McAfee provides policy configuration from our SecurityCenter's centralized management console. McAfee makes it easy to schedule on-demand virus scans, set folder scan exclusions, create and manage groups of user - all simply from our Web-based portal.

### **Can I run an on-demand scan as desired?**

Yes, you can schedule an on-demand scan to augment the regular on-access scans, which are standard for all users. By accessing this option from within the McAfee SecurityCenter, you can force a computer to scan all its files and folders (except any excluded items).

### **What types of updates does the Total Protection Service automatically provide?**

An update may contain one or more of the following:

- Daily virus definition (DAT) files
  - Signatures for existing and new viruses and new security-risked spyware.
- Agent updates:
  - Software changes to address a known issue or add a new scanning feature.
- Policy changes:
  - Custom policies that apply to a group of computers (for example, scheduling an on-demand scan).

### **How often does the Total Protection Service solutions check for updates?**

The installed McAfee agent constantly communicates with the McAfee Network Operations Center (NOC) for regular and emergency virus updates. Total Protection Service will automatically check for updates five minutes after logon. If a machine is left on, the agent will then check for an update at regular intervals, preconfigured at 12 hours, from the last successful update check. Additionally, from the secured, McAfee SecurityCenter, the update interval time can also be set by an administrator to check for the updates up to every four hours or later.

### **How does the Total Protection Service solution update systems automatically?**

Throughout the day:

The McAfee agent connects to the NOC to check if a new update is available.

With an Internet connection, the computer connects directly.

With no Internet connection, the computer connects via a relay server (any computer on the network with an Internet connection designated as a relay server during installation). This process is called Internet Independent Updating (IIU).

The agent checks if any computer on the internal network already retrieved a new update, and if so, downloads the update from that computer, without having to connect to the Internet. This process uses a feature known as McAfee's Rumor Technology, which saves bandwidth by sharing updates on the local network.

At frequent intervals during the day, each computer uploads data to the NOC, which displays the information in the Web-based reports on the centralized management portal / Customer Home site. Data includes update status, detection history, and more.

In the event of an outbreak, McAfee releases an emergency outbreak DAT. Typically, within an hour of its release, the Outbreak Response DAT is downloaded to computers. It is specially encoded to inform the first computer receiving it to share the update immediately with the rest of your computer network.

### **How does Total Protection Service protect PCs from e-mail viruses?**

Total Protection Service offers an On-Access Scanner. As files or e-mail attachments are accessed or opened in Microsoft Outlook, virus scanning is performed to detect viruses. McAfee will not clean infected e-mail messages before you see them, but rather stops the virus at the point of access. Viruses that write to disk will be detected by the On-Access scanner. For additional email protection, Total Protection Service - Advances provides additional email security with your mail simply being routed to McAfee first for scanning and quarantining.

## **How can I test the virus and spyware scanning in Total Protection Service?**

Test the Total Protection Service solutions by downloading the test-virus "EICAR.COM" at <http://www.eicar.org/download/eicar.com> . When the EICAR test virus is detected, you should see a Virus Alert dialog pop-up on your screen and the EICAR test file will be denied Write access or deleted.

**NOTE: EICAR.COM IS AN INDUSTRY STANDARD, NON-VIRAL TEST FILE THAT IS IDENTIFIED BY MANY ANTI-VIRUS PRODUCTS AS A TEST VIRUS. EICAR IS NOT AN ACTUAL VIRUS AND CANNOT DAMAGE YOUR SYSTEM.**