

McAfee Email Security Solutions End of Life

Frequently Asked Questions

Q: Why are McAfee's email security solutions entering EOL?

A: We are working to create an integrated system that delivers faster protection, detection and correction. To create that security system, we are investing in solutions for the endpoint, cloud, threat detection, and management that will ensure the security of the endpoint and cloud and all data traversing in between. Increasing our investments in these critical areas required exiting other product areas such as McAfee email security solutions. We apologize for any disruption this action causes you, and are committed to delivering continued support for McAfee email security solutions through the end of life process.

Q: What are the SKUs that are involved in this EOL?

A: Table 1: The SKUs that are part of this EOL.

SKU stubs	Description
ELP	Email Protection; <i>(Software bundle - subscription)</i>
ESG	Email Security Gateway Edition Software; <i>(Software - perpetual)</i>
EG-5500-D, EG-4500-C	Email Appliance Hardware; <i>(Appliance)</i>
CH1P, CHDP, CH3P, BLDE HW,	Content Security Blade Server hardware
MGMT-E, BLDE-E	Email Security Management and Scanning Blade
MGMT-E, BLDE-E	Content Security Blade Server hardware; <i>(Appliance)</i>
EPC	SaaS Email Protection & Continuity
EIF	SaaS Email Inbound Filtering
EFC	SaaS Email Inbound Filtering & Continuity - Appliance Option
SEE	SaaS Email Encryption
EA1	SaaS Email Archiving, 1-Year Retention
ERM	SaaS Email Archiving, Multi-Year Retention
EAS	SaaS Email Archiving Historical Data Storage 25GB
ES1	SaaS Email Security and Archiving Suite, 1-Year Retention
ESM	SaaS Email Security & Archiving, Multi-Year Retention
SWR	SaaS Web & Email Protection Suite
SW1	SaaS Web and Email Security with Archiving, 1-year Retention
SWM	SaaS Web and Email Security with Archiving, Multi-Year Retention
WEG	Web and Email Gateway Suite; <i>(Software - perpetual)</i>
WES	Web and Email Protection Suite; <i>(Software bundle - subscription)</i>

Please reference the McAfee SaaS Endpoint End of Life FAQ for details regarding the below:

TSA	SaaS Endpoint and Email Protection Suite
TSI	Endpoint Protection Advanced for SMB
STP	SaaS Total Protection

Q: What should I do with my McAfee email security solution?

A: To help transition you to another market leading solution, Intel Security has identified Proofpoint as the partner. Further details will be forthcoming. You may continue to renew subscription/support services for McAfee email security solutions per the key milestone dates in **Table 2** during the transition.

Q: Why was Proofpoint selected?

A: Proofpoint is a clear leader in Gartner's Magic Quadrant for Secure Email Gateway. Proofpoint is also a leader in Gartner's Magic Quadrant for Enterprise Information Archiving. Moreover, Proofpoint has products to match our email security portfolio (albeit more feature rich) and has products that extend to adjacent messaging areas which Intel Security does not have. Further details on the partnership will be forthcoming shortly.

Q: What are the key milestone dates?

A: The End of Sale was announced on October 22, 2015. The support periods below are provided to allow ample time to transition to Proofpoint.

Table 2: Key dates:

	<i>End of Sale date</i>	<i>If you have an annual service term, you may:</i>	<i>If you have a monthly service term, you may:</i>
If your existing Agreement does not include McAfee Email Gateway (i.e. SaaS only, includes SaaS Archiving)	January 11, 2016	Renew up to 12 months following the existing Agreement expiration	Renew monthly through last date of service: January 11, 2017.
If your existing Agreement includes McAfee Email Gateway (including McAfee Quarantine Manager)	January 11, 2016	Renew support services for up to a 5 year support period, with End of Life on January 11, 2021. <i>Full service support:</i> Available for 3 years following End of Sale through January 11, 2019. <i>Limited service support:</i> Available for 2 years following Full service support, through January 11, 2021.	Not Applicable
Extraction deadline for archived email messages from SaaS Email Archiving		6 months following the Archiving service expiration	6 months following the Archiving service expiration

Table 3: Definition of Service Levels:

	Malware Definition Updates	Anti-spam updates	Severity 1 bug fixes	Severity 2 bug fixes
Full Service Support	Yes	Yes	Yes	Yes
Limited Service Support	Yes	Yes	Yes	No

Definitions for Full Support may be found at <http://www.mcafee.com/us/resources/misc/support-policy-product-support-eol.pdf>

Q: Will I be able to add hardware to my existing deployment?

A: New hardware for gateway customers will not be available past the End of Sale date in **Table 2**. Should more hardware capacity be required, the virtual appliance, which runs on customer hardware, is available.

Q: Will you be building new features for McAfee email security solutions once the end-of-sale and transition is announced?

A: No. New features and enhancement requests (PERs) will no longer be developed.

Q: Will there be any decline in detection rates for either malware or spam?

A: No. Intel Security will continue to provide full malware and spam protection through the 5 year transition period.

Q: What happens if I am using the SaaS Email Archiving service?

A: Key dates are detailed in **Table 2**. Emails will continue to be ingested and archived for subscribers through the service expiration, after which no new messages will be ingested. Additional time, as outlined in **Table 2**, is provided to allow time for customers to extract all existing archived messages for import into an alternative solution. Upon the extraction deadline, the Service will automatically and permanently remove expired email messages from the archive, including historical data and legal holds.

Q: What happens if I have a web and email security suite?

A: Web security continues to be a critical investment area for Intel Security. Web security will continue to remain available if you transition your email security prior to its service expiration date.

Q: Whom should I contact if I have additional questions?

A: Please reach out to your Intel Security account manager if you have additional questions.

Q: What do I do if I need more information?

A: For EOL and end of support lifecycle details, see the McAfee Product and Technology Support Lifecycle page.

