

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. Therefore, we are focusing our investments towards security solutions for the endpoint, cloud, threat detection, management 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, MPC1GE-AA	SaaS Email Protection & Continuity
EIF, MIF1GE-AA	SaaS Email Inbound Filtering
MET1GE-AA, MSD1GE-AA, MST1GE-AA	SaaS Enterprise
MEP1GE-AA, MPB1GE-AA, MPT1GE-AA	SaaS Enterprise Plus
MPA1GE-AA	SaaS Premium Anti Spam
MOF1GE-AA	SaaS Email Outbound Filter
MPD1GE-AA	SaaS Email Protection
MFS1GE-AA	SaaS Email Spooling
MMC1GE-AA	SaaS Email Continuity
MIR1GE-AA	SaaS Email Intelligent Routing
MPR1GE-AA	SaaS Perimeter Defense
MQA1GE-AA	SaaS Extended Quarantine
EFC	SaaS Email Inbound Filtering & Continuity - Appliance Option
SEE, SEE1GE-AA	SaaS Email Encryption
EA1, MA11GE-AA	SaaS Email Archiving, 1-Year Retention

Product FAQ

SKU stubs	Description
ERM, MRM1GE-AA	SaaS Email Archiving, Multi-Year Retention
EAS, MAR1GE-AA, MAA1GE-AA	SaaS Email Archiving Historical Data Storage
MAC1GE-AA	SaaS Email Archive Compliance Control
MSC1GE-AA	SaaS Email Archive Storage Control
ES1, MS11GE-AA	SaaS Email Security and Archiving Suite, 1-Year Retention
ESM, MSM1GE-AA	SaaS Email Security & Archiving, Multi-Year Retention
SWR, MWR1GE-AA	SaaS Web & Email Protection Suite
SW1, MW11GE-AA	SaaS Web and Email Security with Archiving, 1-year Retention
SWM, MWM1GE-AA	SaaS Web and Email Security with Archiving, Multi-Year Retention
WEG	Web and Email Gateway Suite
WES	Web and Email Protection Suite

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

TSA, MSA1GE-AA	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 exclusively supported alternative for transition away from McAfee's email security solutions. 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.

Product FAQ

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 from McAfee's email solutions.

Table 2: Key dates:

	End of Sale date	If you have an annual service term, you may:	If you have a monthly service term, you may:
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 hardware or software 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

Note: if you purchased hardware appliances then the hardware end of life may be earlier if an end of sale and end of life notification is already in place for your platform. Details on existing notifications can be found at http://www.mcafee.com/us/support/support-eol-appliances.aspx#appl_eweb_security.

Table 3: Definition of Service Levels:

	Malware Definition Updates	Anti-spam updates	Severity 1 bug fixes	Severity 2 bug fixes	Severity 3-5 bug fixes
Full Service Support	Yes	Yes	Yes	Yes	No
Limited Service Support	Yes	Yes	Yes	No	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: How will this affect detection rate performance for either malware or spam?

A: No change in performance is expected. Intel Security will continue to provide support for the affected products to maintain the performance levels of the 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 absorbed and archived until service expiration, unless you terminate your subscription or initiate an online export, both of which will result in a permanently halt to ingest. Online export is currently estimated to be released in first half of calendar year 2016. The release date will be provided in a future communication. In preparation for online export, we recommend that you immediately select and implement an alternate archive vendor. Please note that additional time, as outlined in Table 2, is provided to ensure customers can complete online exports. Upon the extraction deadline, the Service will automatically and permanently remove expired email messages from the archive, including historical data and legal holds, unless an export is in progress, in which case your data will be preserved until the export completes.

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: What does this mean for the McAfee® Email Gateway integration into McAfee® Advanced Threat Defense (McAfee ATD)?

A: This integration between the McAfee products will continue to be supported according to the timelines in Table 1. While there is no integration between Proofpoint and McAfee ATD today, future integration is to be determined. We anticipate being able to provide further details at the start of 2016.

Q: Will McAfee Email Gateway be integrated with McAfee® Threat Intelligence Exchange (McAfee TIE) or McAfee® Data Exchange Layer (McAfee DXL)?

A: No. Due to the announcement of end of life we will not be releasing additional features for this product. Note however that indirect integration is already available. McAfee Email Gateway is integrated with McAfee ATD which is integrated with both McAfee TIE and McAfee DXL, allowing McAfee ATD to both produce and consume local threat information.

Q: Will Proofpoint be integrating their Proofpoint Enterprise Protection Service with either the McAfee® ePolicy Orchestrator® platform or McAfee TIE or McAfee DXL?

A: No determination has been made. We anticipate being able to provide further details on this at the start of 2016.

Product FAQ

Q: Can I transfer my existing McAfee Email Security license to Proofpoint and receive a credit for the unused portion?

A: No. Customers will need to purchase a new license from Proofpoint for their solution. McAfee Email Security products will follow the end of sale and end of life process described in this FAQ.

Q: Will Proofpoint honor all existing and active contractual and pricing agreements with Intel Security?

A: No. Proofpoint, at their discretion, may offer pricing incentives to encourage customers to migrate to Proofpoint solutions. We unfortunately cannot make any commitments regarding their pricing practices. Customers should contact Proofpoint to discuss this.

Q: Who is accountable for the costs of customer migrations?

A: The customer.

Frequently Asked Questions (SaaS Email Archiving Specific)

To facilitate a smooth transition to an alternate archive vendor, Intel Security is currently implementing an online export feature which will allow customers to download the entire contents of their archive at no additional charge. Availability will be announced at a future date, but we currently anticipate release no later than Q1 2016.

Please note: In order to ensure that you do not lose any data, your account must remain active through the conclusion of your export. However, rest assured that if your in-progress export runs past the product end-of-life date, your export will be completed.

Preparing for Export

Customers are strongly encouraged to seek and implement an alternate archive vendor immediately, such as Proofpoint, Intel Security's preferred email security and archiving partner for the EOL of McAfee's email solutions. Please do not wait until online export is available to select and implement a new vendor because the online export feature will not work until all ingest has ceased. To be clear: Once your online export begins, email will begin to accumulate in your email server's journal mailbox(es), unless an alternate vendor has taken over the task of ingesting and emptying your journal.

Q: Is the Managed Export Service still available?

A: No, the Managed Export Service was discontinued in early 2015 and is no longer available.

Q: What are the main differences between the former Managed Export service and the online export that's currently being built?

A: Managed Export was a pay-per-incident service involving loading of data onto physical hard drives and physically shipping them via a carrier. This process that was less secure, less scalable, and slower than the forthcoming online method. By moving mass-export functionality into an online process we are able to speed up the process, increase security, and eliminate the export fee.

Q: How will I access exported data?

A: The online export method will present compressed, encrypted files for you to download with a web browser.

Q: How much will the new export process cost?

A: There is no additional cost to export your data, however, you will need to keep your account active for the duration of the export.

Q: How much time will the export take?

A: It's difficult for us to predict how long exports will take but we will do our best to provide guidance closer to the online export release date.

Q: What do you mean when you say that the export feature won't work until ingest ceases?

A: This means that all your Mail Sources (ingest mechanisms) must be disabled in order for export to begin. Once export begins, you will not be able to re-enable or create new mail source(s).

Q: Why does ingest need to cease prior to export starting?

A: Export is essentially a snapshot of your archive. If the contents are constantly being added to after the export begins, there would need to be another differential export after the first export completes in order to get all the new email that was archived since the export began. This would become a loop as new data is continually added, so the best solution is to "freeze" the contents of the archive during export. This also means that selective purge and retention purge will be suspended for the duration of the export.

Q: What if I don't have an alternate vendor lined up but I still want to start my export?

A: Remember that export cannot be started until ingest has stopped. Therefore, your journal will start to fill up as soon as our archive service stops ingesting if another vendor isn't there to fill the role of constantly ingesting and emptying the journal. An ever-growing journal will quickly result in system performance issues, including the risk of system crash. Also, since most companies journal for legal and compliance reasons, shutting off the journaling is not a practical option. The best strategy to maintain compliance and continuity of service is to overlap vendors so that the journal ingest is fully migrated to the new vendor before export is attempted.

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.