



SuperDAT Utility

User's Guide

Version 1.2

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Introducing the SuperDAT Utility

1

What is the SuperDAT utility?

The McAfee SuperDAT utility provides you with a complete application that installs new versions of the scan engine and virus definition (.DAT) files that your anti-virus software uses to detect and remove virus-infected files. The utility minimizes the need for complex software deployments each time you receive upgrade components. It takes care of shutting down any active scan operations, services, or other memory-resident software components that might interfere with your updates. It then copies the new files to their proper locations and enables your software to use them immediately.

Each week, McAfee releases a new SuperDAT package that has current .DAT file updates and the current McAfee scan engine. The SuperDAT utility combines this package with a Setup feature that makes updating and upgrading a snap. If your scan engine is already up to date, you can instead download a weekly SuperDAT package that consists only of .DAT files. This reduces your time and bandwidth requirements if you need only to update your .DAT files.

Most current McAfee anti-virus products can download and install new .DAT and engine files from the SuperDAT package, on any supported Windows platform, without requiring you to restart your computer. You can download and run SuperDAT packages separately to update and update your software, or you can use the SuperDAT utility in conjunction with the AutoUpgrade utility to automate updates to a significant degree. To learn how to combine the two utilities, see [“Using the AutoUpgrade and SuperDAT utilities together” on page 25](#).

Why update your software?

Make no mistake about it: virus writers are electronic vandals who can destroy your data, cause system instability, and cost you time and money. The overwhelming majority of them are relatively inept programmers who rely on virus “kits,” or other pre-made tools, to introduce small variations in existing viruses or other malicious software. But some virus writers do introduce new twists or unexpected attack strategies into their creations. To counter these threats, McAfee Anti-Virus Emergency Response Team (AVERT) researchers must release frequent updates to the virus definitions database and technical enhancements or upgrades to the scan engine that VirusScan software uses.

What are .DAT files?

Virus definition, or .DAT, files contain up-to-date virus signatures and other information that McAfee anti-virus products use to protect your computer against the thousands of computer viruses in circulation. McAfee releases new .DAT files weekly to provide protection against the approximately 500 new viruses that appear each month. Without updated files, VirusScan software might not recognize new forms of malicious software or detect new virus strains when it encounters them.

What is the scan engine?

The McAfee scan engine is at the heart of McAfee anti-virus software. The engine contains the program logic necessary to scan files at particular points, process and pattern-match virus definitions with data it finds in your files, decrypt and run virus code in an emulated environment, apply heuristic techniques to recognize new viruses, and remove infectious code from legitimate files. The remaining parts of each anti-virus product help to send files to the engine for processing, to integrate with various parts of your operating system in order to intercept files as they execute, and to provide an interface you can use to configure various scan settings.

Other update and upgrade methods

Because new .DAT and program files are crucial to ensuring your anti-virus security, McAfee incorporates a range of updating options into its anti-virus product packages. In addition to the SuperDAT utility, these options include:

- **SecureCast service broadcasts.** The McAfee SecureCast service uses BackWeb “push” technology to send out automatic .DAT file updates—including SuperDAT packages—product upgrades, virus alerts and other useful items to subscribers. McAfee recommends that you use a combination of this service and the mechanisms provided in your anti-virus software to update and upgrade your software. To learn more about the service, visit the Network Associates website at:

http://www.mcafeeb2b.com/asp_set/anti_virus/securecast/intro.asp

- **Scheduled automatic update and upgrade operations.** Many McAfee anti-virus products include two utilities that you can use to schedule regular .DAT file updates and product file upgrades: AutoUpdate and AutoUpgrade. McAfee recommends that you use these utilities as your primary methods to update or upgrade your software for workstations on your network, after you download your files from the McAfee “b2b” website or receive them through the SecureCast service. To learn more, consult the documentation that accompanies your anti-virus product.

- **Incremental .DAT file updates.** New McAfee iDAT technology works transparently with AutoUpdate versions included with v4.5 series anti-virus products. The new iDAT updates consist of .UPD virus definition files and a DELTA.INI file that tracks what has changed between weekly .DAT file releases. The AutoUpdate utility uses the DELTA.INI file to determine which files to download and install.

By default, the AutoUpdate v4.5 utility will download iDAT files unless the .DAT files or scan engine you have installed on your computer is significantly out of date. If that happens, the AutoUpdate utility automatically downloads and installs the full .DAT package. You do not need to configure the utility for this purpose—it can choose which route it must take based on what it finds on your system. To learn more about how iDAT files work, consult the documentation that comes with your anti-virus product.

- **Packaged .DAT file updates.** McAfee also releases weekly .DAT file stand-alone packages that you can download, extract, and copy to the program directory for your software. A .DAT package consists of an archived .ZIP file named DAT-XXXX.ZIP. The XXXX in the file name is a series number that changes with each .DAT file release. McAfee does not recommend this method to update your software, but you can do so when necessary. To learn more about how to use these packages for your updates, see the README.TXT file that accompanies each weekly package.
- **EXTRA.DAT files.** Regular McAfee virus definition (.DAT) file releases protect you quite well against new and still-circulating malicious code. But even weekly .DAT releases can't always protect you against a swift virus outbreak, especially in the wake of such e-mail borne viruses as W97M/MELISSA.

McAfee anti-virus software anticipates exactly this situation. It allows you to take advantage of capabilities built into the McAfee scan engine to deploy a small, supplemental virus definition file in between .DAT file releases. This small EXTRA.DAT file holds the absolutely latest available virus signature data for viruses that McAfee AVERT researchers have identified as high-risk contaminants.

The file can help to identify several viruses at once, but because AVERT researchers ordinarily publish an EXTRA.DAT file as soon as they identify a high-risk virus, the file frequently targets one or two highly prevalent agents. AVERT researchers then add the virus definitions they included in any EXTRA.DAT releases to later .DAT file releases.



IMPORTANT: The SuperDAT utility functions only with 4.x.x and later versions of McAfee anti-virus products. It will not work with earlier versions.

What comes with the SuperDAT utility?

The SuperDAT utility consists of a single executable file, SDATXXXX.EXE, that contains all of the program executable code, script code, and new virus definition and scan engine files you need to bring your anti-virus product completely up-to-date. The XXXX in the file name is a series number that changes with each .DAT file release. You can run this file as a stand-alone application, or you can use it in conjunction with the AutoUpgrade utility that comes with many McAfee anti-virus products.

The utility also comes with this documentation set:

- This user's guide saved in Adobe Acrobat .PDF format. You can download this file as SDT11AUG.PDF from the McAfee website. The *SuperDAT User's Guide* describes in detail how to use the SuperDAT utility and includes other information useful as background. Acrobat .PDF files are flexible online documents that contain hyperlinks, outlines and other aids for easy navigation and information retrieval.
- A LICENSE.TXT file. This file outlines the terms of your license to use the SuperDAT utility. Read it carefully—by running the SuperDAT utility, you agree to its terms.
- A README.TXT file. This file contains last-minute additions or changes to the documentation, lists any known behavior or other issues with the product release, and often describes new product features incorporated into incremental product updates. McAfee posts the README.TXT file alongside each weekly SuperDAT package—you can open and print it from Windows Notepad, or from nearly any word-processing software.

SuperDAT features

The SuperDAT utility offers a number of advantages over existing .DAT file distribution mechanisms:

- A simple, double-clickable application stops all McAfee anti-virus software services or device drivers, then copies all files necessary to update and upgrade your software into the correct directories. If you use the SuperDAT utility with the AutoUpgrade utility, you can automate nearly all of the updating and upgrading process.
- Command-line options allow you to run the SuperDAT utility “silently,” to control whether it restarts your computer after an update, to force updates, and to summarize the actions that occurred during an update in a log file.

- Wide product and platform support makes SuperDAT one of the most flexible update options available for McAfee anti-virus products.
- Supported SuperDAT packages allow you to upgrade and update all or a portion of the virus definition and scan engine files you need for optimal product function.
- Seamless integration with the AutoUpgrade utility allows SuperDAT to automate most update and upgrade operations.

What's new in version 1.2?

Version 1.2 of the SuperDAT utility includes these improvements:

- **Version 4.5 product support.** The utility includes complete support for v4.5 series anti-virus products. The SuperDAT utility installs .DAT and scan engine files in new locations that support a new McAfee common files directory.
- **Cancel option in restart prompt.** If you combine the /SILENT, /PROMPT, and /REBOOT command-line options, the SuperDAT utility will prompt the user at the target computer to restart that computer. SuperDAT v1.2 adds a **Cancel** button to the prompt notice, so that the user can choose not to restart the computer at that time.
- **Smaller .DAT-only file package.** The SuperDAT utility package that updates only your .DAT files is smaller than previous solutions.

How the utility works

The SuperDAT utility consists of an executable “stub” that launches and executes a script written in a proprietary scripting language. The script, in turn, takes the actions necessary to check version numbers for installed products, to shut down product services, to copy all needed files to the correct locations, and to restart the services for normal operation. The “stub” portion includes code suitable for both 16-bit and 32-bit environments. [Figure 1-1](#) shows an abstract view of the contents of a typical SuperDAT package.

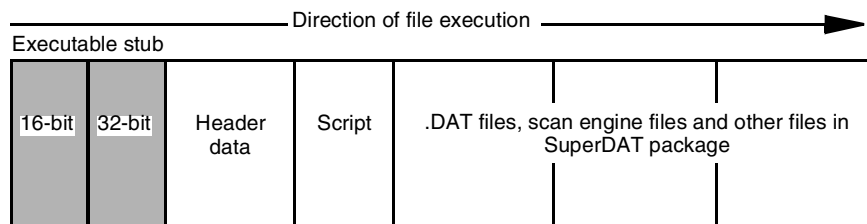


Figure 1-1. Contents of SuperDAT package

The remainder of the package consists of the .DAT and scan engine files necessary to update and upgrade your product. Separate tools available from the McAfee website allow you to deploy the SuperDAT package via McAfee Management Edition or Microsoft System Management Server software.

Update scenarios

Both end users and administrators can use the SuperDAT utility to update and upgrade McAfee anti-virus software products.

End-user-initiated update

If you're an end user, typically you would first download the SuperDAT SDATXXXX.EXE package appropriate for your computer platform from the McAfee website at:

http://www.nai.com/asp_set/download/dats/superdat.asp

Next, you would double-click the executable file to start the SuperDAT wizard. The SuperDAT utility then upgrades the installed software components in an automated and coordinated fashion. To learn more about how to use the wizard, see [Chapter 2, "Using the SuperDAT Utility."](#)

Administrator-initiated update

If you work as a system administrator, you can update and upgrade the anti-virus software in a number of ways, depending on your needs. These include:

- **Downloading versus SecureCast service delivery.** The update and upgrade process starts with your obtaining the SuperDAT package each week. You can download the package directly from the McAfee website, or you can subscribe to the McAfee SecureCast update service, which will "push" each week's release directly to your desktop.

If you have a large number of target computers to update, you will probably want to download one copy of the package to a central server on your network, then use a different method for internal distribution, rather than configuring each target computer to download its own SuperDAT package. This way, you do not generate a large amount of external traffic each week, you do not risk network exposure, and you do not need to compete with others for bandwidth on the McAfee servers.

- **Distribution and execution.** You can use the AutoUpgrade utility included with most McAfee anti-virus software to download the SuperDAT package from a central server on your network, either via File Transfer Protocol (FTP) or standard network protocols you have in place. The AutoUpgrade utility can also launch the SuperDAT utility and start the update automatically.

You can also allow each user on your network to download and run the executable file on individual workstations, write a login script that will download and run the SuperDAT utility at startup, or send the file via e-mail for individual users to run.

The SuperDAT utility also works with McAfee software management solutions such as Management Edition or ePolicy Orchestrator software, and with other software distribution methods, such as Microsoft System Management Server. You can download tools to assist you with these distribution methods from the McAfee FTP site at:

<ftp://<username>:<password>@ftp.nai.com/licensed/antivirus/superdat/tools/>

How to contact McAfee and Network Associates

Customer service

On December 1, 1997, McAfee Associates merged with Network General Corporation, Pretty Good Privacy, Inc., and Helix Software, Inc. to form Network Associates, Inc. The combined Company subsequently acquired Dr Solomon's Software, Trusted Information Systems, Magic Solutions, and CyberMedia, Inc.

A January 2000 company reorganization formed four independent business units, each concerned with a particular product line. These are:

- **Magic Solutions.** This division supplies the Total Service desk product line and related products
- **McAfee.** This division provides the Active Virus Defense product suite and related anti-virus software solutions to corporate and retail customers.
- **PGP Security.** This division provides award-winning encryption and security solutions, including the PGP data security and encryption product line, the Gauntlet firewall product line, the WebShield E-ppliance hardware line, and the CyberCop Scanner and Monitor product series.
- **Sniffer Technologies.** This division supplies the industry-leading Sniffer network monitoring, reporting, and analysis utility and related software.

Network Associates continues to market and support the product lines from each of the new independent business units.

You may direct all questions, comments, or requests concerning the software you purchased, your registration status, or similar issues to the Network Associates Customer Service department at the following address:

Network Associates Customer Service
4099 McEwan, Suite 500
Dallas, Texas 75244
U.S.A.

The department's hours of operation are 8:00 a.m. and 8:00 p.m. Central time, Monday through Friday

Other contact information for corporate-licensed customers:

Phone: (972) 308-9960
Fax: (972) 619-7485 (24-hour, Group III fax)
E-Mail: services_corporate_division@nai.com
Web: <http://www.nai.com>

Other contact information for retail-licensed customers:

Phone: (972) 308-9960
Fax: (972) 619-7485 (24-hour, Group III fax)
E-Mail: cust_care@nai.com
Web: <http://www.mcafee.com/>

Technical support

McAfee and Network Associates are famous for their dedication to customer satisfaction. The companies have continued this tradition by making their sites on the World Wide Web valuable resources for answers to technical support issues. McAfee encourages you to make this your first stop for answers to frequently asked questions, for updates to McAfee and Network Associates software, and for access to news and virus information.

World Wide Web http://www.nai.com/asp_set/services/technical_support/tech_intro.asp

If you do not find what you need or do not have web access, try one of our automated services.

Internet	techsupport@mcafee.com
CompuServe	GO NAI
America Online	keyword MCAFEE

If the automated services do not have the answers you need, contact Network Associates at one of the following numbers Monday through Friday between 8:00 A.M. and 8:00 P.M. Central time to find out about Network Associates technical support plans.

For corporate-licensed customers:

Phone (972) 308-9960

Fax (972) 619-7845

For retail-licensed customers:

Phone (972) 855-7044

Fax (972) 619-7845

To provide the answers you need quickly and efficiently, the Network Associates technical support staff needs some information about your computer and your software. Please include this information in your correspondence:

- Product name and version number
- Computer brand and model
- Any additional hardware or peripherals connected to your computer
- Operating system type and version numbers
- Network type and version, if applicable
- Contents of your AUTOEXEC.BAT, CONFIG.SYS, and system LOGIN script
- Specific steps to reproduce the problem

Download support

To get help with navigating or downloading files from the Network Associates or McAfee websites or FTP sites, call:

Corporate customers (801) 492-2650

Retail customers (801) 492-2600

Network Associates training

For information about scheduling on-site training for any McAfee or Network Associates product, call Network Associates Customer Service at: (972) 308-9960.

Comments and feedback

McAfee appreciates your comments and reserves the right to use any information you supply in any way it believes appropriate without incurring any obligation whatsoever. Please address your comments about McAfee anti-virus product documentation to: McAfee, 20460 NW Von Neumann, Beaverton, OR 97006-6942, U.S.A. You can also send faxed comments to (503) 466-9671 or e-mail to tvd_documentation@nai.com.

Reporting new items for anti-virus data file updates

McAfee anti-virus software offers you the best available detection and removal capabilities, including advanced heuristic scanning that can detect new and unnamed viruses as they emerge. Occasionally, however, an entirely new type of virus that is not a variation on an older type can appear on your system and escape detection.

Because McAfee researchers are committed to providing you with effective and up-to-date tools you can use to protect your system, please tell them about any new Java classes, ActiveX controls, dangerous websites, or viruses that your software does not now detect. Note that McAfee reserves the right to use any information you supply as it deems appropriate, without incurring any obligations whatsoever. Send your questions or virus samples to:

virus_research@nai.com

Use this address to send questions or virus samples to our North America and South America offices

vsample@nai.com

Use this address to send questions or virus samples gathered with Dr Solomon's Anti-Virus Toolkit* software to our offices in the United Kingdom

To report items to the McAfee European research office, use these e-mail addresses:

virus_research_europe@nai.com

Use this address to send questions or virus samples to our offices in Western Europe

virus_research_de@nai.com

Use this address to send questions or virus samples gathered with Dr Solomon's Anti-Virus Toolkit software to our offices in Germany

To report items to the McAfee Asia-Pacific research office, or the office in Japan, use one of these e-mail addresses:

virus_research_japan@nai.com	Use this address to send questions or virus samples to our offices in Japan and East Asia
virus_research_apac@nai.com	Use this address to send questions or virus samples to our offices in Australia and Southeast Asia

International contact information

To contact Network Associates outside the United States, use the addresses, phone numbers and fax numbers below.

Network Associates Australia

Level 1, 500 Pacific Highway
St. Leonards, NSW
Sydney, Australia 2065
Phone: 61-2-8425-4200
Fax: 61-2-9439-5166

Network Associates Austria

Pulvermuehlstrasse 17
Linz, Austria
Postal Code A-4040
Phone: 43-732-757-244
Fax: 43-732-757-244-20

Network Associates Belgique

BDC Heyzel Esplanade, boîte 43
1020 Bruxelles
Belgique
Phone: 0032-2 478.10.29
Fax: 0032-2 478.66.21

Network Associates do Brasil

Rua Geraldo Flausino Gomez 78
Cj. - 51 Brooklin Novo - São Paulo
SP - 04575-060 - Brasil
Phone: (55 11) 5505 1009
Fax: (55 11) 5505 1006

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Unionville, Ontario
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Fax: (905) 479-4540

Network Associates People's Republic of China

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Fax: 8610-6849-2069

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3 Matheson Way
Causeway Bay
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Fax: 852-2832-9530

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Italy
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Fax: 39 02 92 14 16 44

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Fax: 81 3 5408 0780

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The Netherlands
Phone: 31 20 586 6100
Fax: 31 20 586 6101

**Network Associates
Portugal**

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1269-046 Lisboa
Portugal
Phone: 351 1 340 4543
Fax: 351 1 340 4575

**Net Tools Network Associates
South Africa**

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Meadowbrook Lane
Epson Downs, P.O. Box 7062
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Phone: 46 (0) 8 580 88 400
Fax: 46 (0) 8 580 88 405

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Fax: 0041 1 808 99 77

**Network Associates
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About the SuperDAT utility

The SuperDAT utility is a standard application that you can double-click to start from within most Windows environments. The utility is a self-extracting, compressed executable file that contains everything you need to update your software.

The Windows 95, Windows 98, Windows NT, and Windows 2000 versions of the utility include a graphical user interface that consists of a series of wizard panels. The panels guide you with instructions as you update and upgrade your files. To update .DAT files for McAfee products that run on DOS or Windows v3.1x systems, you must run the utility from a command prompt. To learn how to do so, see [“Updating from a command-prompt window” on page 23](#).

McAfee releases two SuperDAT utility packages each week. The first package has the filename SDAT[XXXX].EXE, and comes with a complete and up-to-date .DAT file set and a full version of the most recent McAfee scan engine. The XXXX in the filename is the .DAT file version number. A second package has the filename [XXXX]XDAT.EXE, and includes only the .DAT file update. If you have the current scan engine and need to update only your .DAT files, you can download this package to save time and bandwidth.

 **NOTE:** The SuperDAT utility is compatible only with 4.x.x and later versions of McAfee anti-virus products. It will not work with earlier versions.

Network Associates recommends that you upgrade to the latest version of your anti-virus product for the most effective virus detection and repair.


Preparing to use the SuperDAT utility

McAfee distributes .DAT file and engine file updates in a compressed format to reduce transmission time. To prepare the SuperDAT utility to update or upgrade your anti-virus software, create a temporary directory on your hard disk, then download SDAT[XXXX].EXE from the Network Associates website to this directory. You do not need to uncompress the file or take any other action to prepare it to run.

In order to upgrade the scan engine for NetShield anti-virus software for Windows NT and any VirusScan version that runs on Windows NT Workstation or Windows 2000 Professional systems, you *must* log on to the target computer with administrative rights. The utility requires these rights in order to start and stop memory-resident McAfee software that runs as Windows NT services, and to make modifications to the Windows registry.

If you log on to a target computer with only user-level rights, the SuperDAT utility can update the .DAT files on that computer but it will *not* upgrade the scan engine, even though the utility will report that it has successfully updated your files.

If you cannot log on to the target computer as an Administrator directly, you can instead use the AutoUpgrade utility included with both software products to schedule an upgrade task. The AutoUpgrade utility uses administrative rights when it runs a scheduled update task, but will not use administrative rights if you click the **Update Now** button. To learn more about how to use the SuperDAT utility with the AutoUpgrade utility, see [“Using the AutoUpgrade and SuperDAT utilities together” on page 25](#).

 **IMPORTANT:** Do *not* attempt to install the SuperDAT version for Digital Alpha computers on Intel-architecture computers, or vice-versa.

Using the SuperDAT wizard


To start the SuperDAT wizard, locate the file you downloaded  sdat4071.exe, then double-click the program icon to start the wizard. The first wizard panel will appear ([Figure 2-1](#)).



Figure 2-1. SuperDAT wizard welcome panel

Next, follow these steps:

1. Click **Next>** to continue.

The SuperDAT utility will immediately extract the new .DAT and engine files, shut down all anti-virus services and device drivers, and copy the new files to the correct directories. As it does so, a second wizard panel will appear (Figure 2-2).

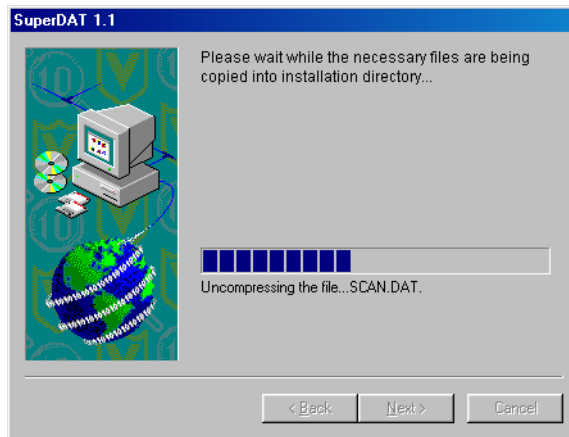


Figure 2-2. Second wizard panel

If your software does not require you to restart your computer, the wizard will display a final panel when it finishes. Here, you can choose to view a log file that summarizes what the SuperDAT utility did, or you can quit the utility immediately (Figure 2-3).

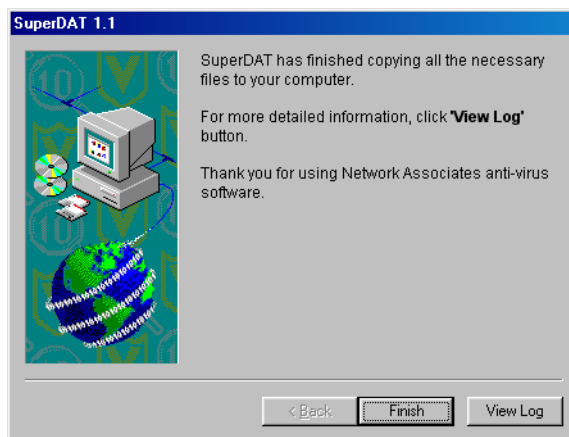


Figure 2-3. Final wizard panel

- Click **View Log** to open the log file in a separate Notepad window.

The log file lists the actions the SuperDAT utility took as it updated your files, including the date and time it extracted, validated, and installed new files on your system, the name of the target computer, and the name of the user logged in at the time the wizard ran.

- Click **Finish** to quit the wizard immediately.

If your system or your anti-virus software requires you to restart your computer, the wizard will display the final panel shown in [Figure 2-4](#) instead of the panel shown in [Figure 2-3](#).

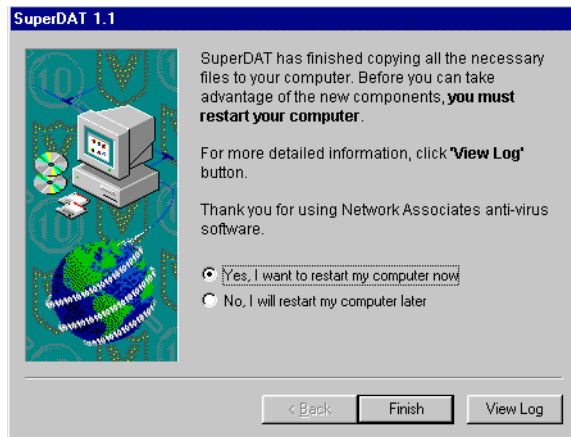


Figure 2-4. Reboot System panel

- To restart your system immediately, select **Yes, I want to restart my computer now**, then click **Finish**.
- To restart your system later, select **No, I will restart my computer later**, then click **Finish**.

❏ **NOTE:** When the SuperDAT utility has finished updating or upgrading your anti-virus software, you may delete the SDATXXXX.EXE or XXXXDAT.EXE file from your hard disk, unless you want to keep a copy available for further update or upgrade operations.

Updating from a command-prompt window

Starting the SuperDAT utility from a command-prompt window can give you some flexibility in how your update or upgrade operation runs. You can run the utility silently, specify whether it should restart the target computer, see a listing of the files that make up the SuperDAT package, and take other actions.

To run the SuperDAT utility from a command-prompt window, follow these steps:

1. Click **Start** in the Windows taskbar, then choose **Run**.
2. Type `X:\SDATXXXX.EXE` in the Run dialog box, along with any options you want to use. To learn about which options you can use, see [“Command-line options” on page 23](#).

Here, X: represents the drive and the path to the location where you stored the SuperDAT package file. `SDATXXXX.EXE` represents the filename for the current SuperDAT package.

3. Click **OK**.

The utility will run with the options you specify.

-
- ☐ **NOTE:** Some of the options will not run the application itself; rather they will provide information about the package, provide online help, or extract package files.
-

Command-line options

The SuperDAT utility has eight options you can use to specify different update methods or to get information about the utility or the .DAT file package. These options are:

/LOGFILE <PATHFILENAME>

This option tells the SuperDAT utility to save a log file with the file name you specify and in the location you specify. By default, the utility creates a log file in the current working directory. Use this option to create a log file elsewhere on your hard disk.

/PROMPT

This option tells SuperDAT to display only a Shut Down Windows dialog box when it has updated or upgraded your software. Use this option in conjunction with `/silent`. The Shut Down Windows dialog box will include the option to cancel the shutdown.

/SILENT

This option runs the update silently. No dialog boxes appear to the user on the target computer.

/REBOOT

If you use this option in conjunction with the `/silent` option, the SuperDAT utility will restart the target computer, but only if the utility must do so in order to complete all file replacements. If you do not use this option from the command line, SuperDAT will *not* restart your computer.

Because some McAfee anti-virus products require you to restart the target computer, while others do not, whether the SuperDAT utility will actually restart your computer when you use this option depends on:

- Which anti-virus software you have installed, on which platform, and with which operating system;
- Which program components you have running when you start the SuperDAT utility; and
- Which .DAT file version and which engine you have already installed.

If the utility does not need to restart your computer in order to use its new files immediately, it will not do so.

/E <PATH>

This option tells the SuperDAT utility to extract the files archived in the SuperDAT package to the location you specify in `<PATH>`. Use this option to validate the files from the package. This option does *not* run the SuperDAT utility or cause it to update your software. If you do not specify a `<PATH>`, the utility will extract the package contents to the current working directory.

/V

This option displays validation information for the SuperDAT package on Windows 95, Windows 98, Windows NT and Windows 2000 systems (see [Figure 2-5 on page 25](#)). This information includes file version information and time stamps drawn from the files themselves, along with cyclical redundancy check (CRC) validation codes. You can compare this data with that shown in the SDATPACK.LST file that comes with the SuperDAT package. This option does *not* run the SuperDAT utility or cause it to update your software.

AV File	File Version	CRC Value	Last Modified	File Size
scan.dat	4071	BDEC44A1	3/29/100 ...	1250K
names.dat	4071	8EE94671	3/29/100 ...	238K
clean.dat	4071	3B9D5930	3/29/100 ...	228K
Internet.dat	3110	B5E977EE	10/15/98 ...	12K
mcsan32.dll	4.0.50	38CD6A4E	11/30/99 ...	575K
Mcscan16.dll	4.0.50	B956579E	11/30/99 ...	758K
License.dat	4.0.50	C5FE2B9	11/30/99 ...	2K
Messages.dat	4.0.50	B7AF4436	11/30/99 ...	55K
McScan32.NVX	4.0.50	E1A7EE0D	11/30/99 ...	417K
McScan32.OVX	4.0.50	1E39721	11/30/99 ...	417K
McScan32.O38	4.0.50	95352D9	11/30/99 ...	413K
Mckml.vxd	4.0.3	BFAD24A6	12/15/98 ...	29K
VShield.NVX	4.0.3	654E72E5	11/30/99 ...	41K
VShield.OVX	4.0.2	4B4A3F14	12/15/98 ...	41K

Figure 2-5. SuperDAT package information dialog box

/F

This option tells the SuperDAT utility to use the files that come with its current package to update and upgrade your software, regardless of which file versions you have already installed. Use this option to “force” an update to the current file versions in order to overwrite corrupted files or enforce your anti-virus security policies.

/?

This option displays an online description of the command line options available for the SuperDAT utility. It does *not* run the SuperDAT utility or cause it to update your software.

Using the AutoUpgrade and SuperDAT utilities together

In order to use the SuperDAT utility with the AutoUpgrade utility included with most McAfee anti-virus software, you must modify the SuperDAT package and copy other necessary files to a central server on your network.


- ☐ **NOTE:** The SuperDAT utility does not work with the AutoUpgrade utility. VirusScan v4.5 and later releases require you to use the SuperDAT v1.2 or later utility in conjunction with the AutoUpgrade utility.

To use the SuperDAT utility with the AutoUpgrade utility, follow these steps:


1. Rename SDATXXXX.EXE or XXXXXDAT.EXE to SETUP.EXE. Here, the XXXX refers to the SuperDAT version number included as part of the file name.

2. Download the file AUTOUPG.ZIP, which you will find on the Network Associates FTP site in this location:

ftp://<username>:<password>@ftp.nai.com/licensed/antivirus
/superdat/tools/

 **NOTE:** Here, <username> is your Network Associates corporate site access username, and <password> is your corporate site access password. To download these files, you must have access to the site as a licensed McAfee customer.


AUTOUPG.ZIP contains the file PKGDESC.INI. Extract PKGDESC.INI from the .ZIP archive, then copy both the extracted file and the renamed SETUP.EXE package to the server from which you want other computers on your network to download updated files. Both PKGDESC.INI and SETUP.EXE must be present for AutoUpgrade to download update files correctly.

 **NOTE:** If your upgrade server runs UNIX or another case-sensitive operating system, verify that you have named the PKGDESC.INI file correctly. The AutoUpdate version included with VirusScan anti-virus software for Windows 95, Windows 98, Windows NT Workstation v4.0, and Windows 2000 Professional expects to find a lower-case filename: pkgdesc.ini.

NetShield and earlier versions (v4.0.3 and earlier) of VirusScan anti-virus software for Windows NT, on the other hand, expect to find an upper-case name: PKGDESC.INI

3. If you want to, create and copy a SETUP.ISS file into the directory from which you tell AutoUpgrade to download new files.

SETUP.ISS is a simple text file that governs how the AutoUpgrade utility upgrades your software. You can use any standard text editor to create and save this file.

 **IMPORTANT:** AutoUpgrade versions that come with v4.0.3 and earlier anti-virus products require a SETUP.ISS file to run, whether or not the file contains any configuration options. You can, in fact, create a zero-byte file for use with these AutoUpgrade versions.

AutoUpgrade versions that come with the v4.5 product series do not require a SETUP.ISS file to run.

To specify configuration options in your SETUP.ISS file, use the example shown below to learn which options you may use. You can cut and paste this example directly into a text file, then edit and save the file as SETUP.ISS.

```
[SuperDATOptions]

bReboot=1

bPrompt=1

szLogFile=C:\temp\mylog.txt
```

Here's a description of what each statement in the file does:

- **bReboot=1**

This statement tells the SuperDAT utility to restart the target computer if it must do so in order to finish updating or upgrading your anti-virus software. If you do not want the target computer to restart after it updates your files, set the value of `bReboot=` to zero, or remove the statement from SETUP.ISS.

If you do not tell the SuperDAT utility to restart the target computer, either with this statement in the SETUP.ISS file, from the command line, or in an update script, it will *not* do so under any circumstances.

Because some McAfee anti-virus products require you to restart the target computer, while others do not, whether the SuperDAT utility will actually restart your computer when you use this option depends on:

- Which anti-virus software you have installed, on which platform, and with which operating system;
- Which program components you have running when you start the SuperDAT utility; and
- Which .DAT file version and which engine you have already installed.

If the utility does not need to restart your computer in order to use its new files immediately, it will not do so, whether you include this statement or not.

- **bPrompt=1**

This tells the SuperDAT utility to display only the Shut Down Windows dialog box when it has updated or upgraded your software. This dialog box will include an option to cancel the shut down process.

- `szLogFile=<PATH\FILENAME>`

This option tells the SuperDAT utility to save a log file with the file name you specify and in the location you specify. By default, the SuperDAT utility creates a log file in the current working directory.

4. When you have placed the PKGDESC.INI file, the SETUP.EXE file, and any SETUP.ISS file you want to use on a central server, configure the AutoUpgrade utility copies on your workstation computers to download new files from the share you created on that central server.

The AutoUpgrade utilities will download and install the new files from this package.

Distributing SuperDAT files via management software

If you use the McAfee AutoUpgrade utility, the McAfee Management Edition software, or Microsoft System Management Server (SMS) to distribute updates and upgrades, you can find package description files or script files necessary to distribute the update or upgrade package in this location on the Network Associates FTP site:

<ftp://<username>:<password>@ftp.nai.com/licensed/antivirus/superdat/tools/>


Here, <username> is your Network Associates corporate site access username, and <password> is your corporate site access password. To download these files, you must have access to the site as a licensed McAfee customer.

Here you'll find these separate archive files for each type of distribution utility:

- ME4072.ZIP. This archive contains script files for use with Management Edition software.
- SMS.ZIP. This archive contains package definition (.PDF) files for use with System Management Server
- AUTOUPG.ZIP. This archive contains package description files for use with AutoUpgrade

Using Management Edition software with the SuperDAT utility

To distribute SuperDAT package updates and upgrades via Management Edition software, follow these steps:

 **IMPORTANT:** To update or upgrade v4.5-series anti-virus products, you must use a SuperDAT package produced with v1.2 of the SuperDAT utility. SDAT4072.EXE and later packages use this utility.

1. Create a temporary directory on your hard disk, then download the archive file ME.ZIP to that folder.
2. Use WinZip, PKZip or a similar utility to extract the script files from ME.ZIP.
3. Copy the SDATXXXX.EXE file to the same directory into which you extracted the script files in [Step 2](#).
4. Start the Management Edition software, then open the software repository from the Management Edition console.
5. Click **Install** at the bottom of the software repository dialog box. Next, click **Product** in the dialog box that appears.

A standard Browse for File dialog box will appear.

6. Locate the directory you created in [Step 1](#), then click **OK** to load its contents into the software repository.
7. Proceed with your installation task as you would normally.

To learn more about how to install software via the Management Edition software, see the *Management Edition Administrator's Guide* included with the product.

If you have already used Management Edition software to deploy SuperDAT previously, your target computer will already show SuperDAT in its component list. To deploy the current SuperDAT version, however, you must update the version number.

Follow these steps:

1. Right-click the target system in the deployment list, then choose Manage Components from the shortcut menu that appears.
2. Change the version number of the SuperDAT component listed to the version number that you intend to deploy.
3. Proceed with your normal deployment.

Using the SuperDAT utility with SMS

If you are deploying an update package using SMS, you can find templates for the package at this location on the Network Associates FTP site:

<ftp://<username>:<password>@ftp.nai.com/licensed/antivirus/superdat/tools/>

Here, <username> is your Network Associates corporate site access username, and <password> is your corporate site access password. To download these files, you must have access to the site as a licensed McAfee customer.

The SMS.ZIP archive includes scripts that support both SMS v.1.2 and v.2.0.

SuperDAT utility error codes

As it runs, the SuperDAT utility generates error codes that reflect its progress in updating and upgrading your software. You can use these return codes as input in any automated scripts or batch files you write to run this utility.

Error Code	Description
0	The SuperDAT utility updated your software successfully.
1	The SuperDAT utility could not obtain needed memory.
2	The SuperDAT utility did not recognize a command in the package script.
3	The SuperDAT utility could not understand a section name in a script or configuration file. Section names may not exceed 256 characters.
4	The SuperDAT utility could not find a specified section in a script.
5	The InstallFiles section can contain only File and CopyFile commands.
6	The SuperDAT utility could not find the current working directory.
7	The SuperDAT utility could not find the "main" section inside the script.
8	A specified file exists, but it is zero bytes long.
9	The SuperDAT utility could not open a needed file.
10	The SuperDAT utility could not delete a file.
11	The SuperDAT utility could not read a script file.

Error Code	Description
12	The SuperDAT utility could not save or write a file.
13	A specified file does not exist.
14	The SuperDAT utility cannot open a specified registry key.
15	The SuperDAT utility cannot read from the Windows registry.
16	The SuperDAT utility cannot write to the Windows registry.
17	The registry key is not one of these data types: REG_DWORD, REG_SZ, or REG_MULTI_SZ.
18	The SuperDAT utility cannot find a needed configuration or .INI file.
19	The SuperDAT utility could not save or write to a configuration or .INI file.
20	A script specified HKLM as part of a registry key location.
21	The SuperDAT utility could not find a needed registry value.
22	The SuperDAT utility could not find a registry subkey.
23	The SuperDAT utility could not determine where to put a value for a Set command variable.
24	The SuperDAT utility could not determine where to get a value for the Set command variable.
25	The SuperDAT utility could not find a value to set for the Set command variable.
26	The SuperDAT utility could not parse the script, as it did not specify a section within the .INI file.
27	The SuperDAT utility could not parse the script, as it did not specify an .INI file.
28	The SuperDAT utility could not find a specified symbol.

Error Code	Description
29	The SuperDAT utility could not uncompress the package archive file.
30	The SuperDAT utility could not create a temporary .ZIP file.
31	The SuperDAT utility could not open a package file.
32	The SuperDAT utility has determined that it is not built correctly.
33	The file that the SuperDAT utility is trying to replace is in use.
34	The SuperDAT utility has determined that it cannot open the SuperDAT package.
35	The SuperDAT utility cannot back up an existing file before it replaces it.
36	The SuperDAT utility cannot find the system directory in its expected location.
37	The SuperDAT utility found an invalid return in a script command
38	The SuperDAT utility could not find the file AVCONSOL.INI in its expected location.
39	The SuperDAT utility could not find the command-line scanner files in their expected location.
40	The SuperDAT utility could not determine a version number for a specified file.
41	The SuperDAT utility could not correctly verify a product's identity
42	The SuperDAT utility could not verify the authenticity of a .ZIP file.
43	The SuperDAT utility could not find a specified McAfee product.
44	The latest version of the .DAT and scan engine files already exists in the target location.

Error Code	Description
45	The user currently logged into the target computer does not have sufficient rights to update the software.
46	The SuperDAT utility could not create a specified registry key.
47	The SuperDAT utility could not find the \Windows subdirectory in its expected location.
48	The SuperDAT utility could not stop the GroupShield Exchange on-access scanner.
49	The product that the SuperDAT utility tried to update is already running the latest .DAT file version.
50	The product that the SuperDAT utility tried to upgrade is already running the latest engine file version.
51	The command-line you used to start the SuperDAT utility contained an invalid option.

Adding value to your McAfee product

Choosing McAfee anti-virus, Sniffer Technologies network management, and PGP security software helps to ensure that the critical technology you rely on functions smoothly and effectively. Taking advantage of a Network Associates support plan extends the protection you get from your software by giving you access to the expertise you need to install, monitor, maintain and upgrade your system with the latest Network Associates technology. With a support plan tailored to your needs, you can keep your system or your network working dependably in your computing environment for months or years to come.

Network Associates support plans come under two general headings. If you are a corporate customer, you can choose from four levels of extended support under the Network Associates Corporate PrimeSupport* program. If you are a home user, you can choose a plan geared toward your needs from the Home User PrimeSupport program.

PrimeSupport options for corporate customers

The Corporate PrimeSupport program offers these four support plans:

- PrimeSupport KnowledgeCenter plan
- PrimeSupport Connect plan
- PrimeSupport Priority plan
- PrimeSupport Enterprise plan

Each plan has a range of features that provide you with cost-effective and timely support geared to meet your needs. The following sections describe each plan in detail.

The PrimeSupport KnowledgeCenter plan

The PrimeSupport KnowledgeCenter plan gives you access to an extensive array of technical support information via a Network Associates online knowledge base, and download access to product upgrades from the [Network Associates website](#). If you purchased your Network Associates product with a subscription license, you receive the PrimeSupport KnowledgeCenter plan as part of the package, for the length of your subscription term.

If you purchased a perpetual license for your Network Associates product, you can purchase a PrimeSupport KnowledgeCenter plan for an annual fee.

To receive your KnowledgeCenter password or to register your PrimeSupport agreement with Network Associates, visit:

http://www.nai.com/asp_set/support/introduction/default.asp

Your completed form will go to the Network Associates Customer Service Center. You must submit this form before you connect to the PrimeSupport KnowledgeCenter site.

With the PrimeSupport KnowledgeCenter plan, you get:

- Unrestricted, 24-hour-per-day online access to technical solutions from a searchable knowledge base within the [Network Associates website](#)
- Electronic incident and query submission
- Technical documents, including user's guides, FAQ lists, and release notes
- Online data file updates and product upgrades

The PrimeSupport Connect plan

The PrimeSupport Connect plan gives you telephone access to essential product assistance from experienced technical support staff members. With this plan, you get:

- In North America, unlimited toll-free telephone access to technical support from Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time
- In Europe, the Middle East, and Africa, unlimited telephone access to technical support, at standard long-distance or international rates, Monday through Friday, from 9:00 a.m. to 6:00 p.m. local time
- In the Asia-Pacific region, unlimited toll-free, telephone access to technical support, Monday through Friday, from 8:00 a.m. to 6:00 p.m. AEST
- In Latin America, unlimited telephone access to technical support, at standard long-distance or international rates, Monday through Friday, from 9:00 a.m. to 5:00 p.m. Central Time
- Unrestricted, 24-hour-per-day online access to technical solutions from a searchable knowledge base within the [Network Associates website](#)
- Electronic incident and query submission
- Technical documents, including user's guides, FAQ lists, and release notes
- Data file updates and product upgrades via the [Network Associates website](#)

The PrimeSupport Priority plan

The PrimeSupport Priority plan gives you round-the-clock telephone access to essential product assistance from experienced Network Associates technical support staff members. You can purchase the PrimeSupport Priority plan on an annual basis when you purchase a Network Associates product, either with a subscription license or a one-year license.

The PrimeSupport Priority plan has these features:

- In North America, unlimited toll-free telephone access to technical support from Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time
- In Europe, the Middle East, and Africa, unlimited telephone access to technical support, at standard long-distance or international rates, Monday through Friday, from 9:00 a.m. to 6:00 p.m. local time
- In the Asia-Pacific region, unlimited toll-free, telephone access to technical support, Monday through Friday, from 8:00 a.m. to 6:00 p.m. AEST
- In Latin America, unlimited telephone access to technical support, at standard long-distance or international rates, Monday through Friday, from 9:00 a.m. to 5:00 p.m. Central Time
- Priority access to technical support staff members during regular business hours
- Responses within one hour for urgent issues that happen outside regular business hours, including those that happen during weekends and local holidays
- Unrestricted, 24-hour-per-day online access to technical solutions from a searchable knowledge base within the [Network Associates website](#)
- Electronic incident and query submission
- Technical documents, including user's guides, FAQ lists, and release notes
- Data file updates and product upgrades via the [Network Associates website](#)

The PrimeSupport Enterprise plan

The PrimeSupport Enterprise plan gives you round-the-clock, personalized, proactive support from an assigned technical support engineer. You'll enjoy a relationship with a support professional who is familiar with your Network Associates product deployment and support history, and who will call you at an interval you designate to verify that you have the knowledge you need to use and maintain Network Associates products.

By calling in advance, your PrimeSupport Enterprise representative can help to prevent problems before they occur. If, however, an emergency arises, the PrimeSupport Enterprise plan gives you a committed response time that assures you that help is on the way. You may purchase the PrimeSupport Enterprise plan on an annual basis when you purchase a Network Associates product, either with a subscription license or a one-year license.

With the PrimeSupport Enterprise plan, you get:

- Unlimited, toll-free telephone access to an assigned technical support engineer on a 24-hour-per-day, seven-day-per-week basis, including during weekends and local holidays.

❏ **NOTE:** The availability of toll-free telephone support varies by region and is not available in some parts of Europe, the Middle East, Africa, and Latin America.

- Proactive support contacts from your assigned support engineer via telephone or e-mail, at intervals you designate
- Committed response times from your support engineer, who will respond to pages within half an hour, to voice mail within one hour, and to e-mail within four hours
- Assignable customer contacts, which allow you to designate five people in your organization who your support engineer can contact in your absence
- Optional beta site status, which gives you access to the absolute latest Network Associates products and technology
- Unrestricted, 24-hour-per-day online access to technical solutions from a searchable knowledge base within the [Network Associates website](#)
- Electronic incident and query submission
- Technical documents, including user's guides, FAQ lists, and release notes
- Online data file updates and product upgrades

Ordering a corporate PrimeSupport plan

To order any PrimeSupport plan, contact your sales representative, or

- In North America, call Network Associates at (972) 308-9960, Monday through Friday from 8:00 a.m. to 7:00 p.m. Central Time. Press 3 on your telephone keypad for sales assistance.
- In Europe, the Middle East, and Africa, contact your local Network Associates office. Contact information appears near the front of this guide.

Table B-1. Corporate PrimeSupport Plans at a Glance

Plan Feature	Knowledge Center	Connect	Priority	Enterprise
Technical support via website	Yes	Yes	Yes	Yes
Software updates	Yes	Yes	Yes	Yes
Technical support via telephone	—	Monday–Friday North America: 8 a.m.–8 p.m. CT Europe, Middle East, Africa: 9am-6pm local time Asia-Pacific: 8 a.m.-6 p.m. AEST Latin America: 9 a.m.-5 p.m. CT	Monday–Friday, after hours emergency access North America: 8 a.m.–8 p.m. CT Europe, Middle East, Africa: 9am-6pm local time Asia-Pacific: 8 a.m.-6 p.m. AEST Latin America: 9 a.m.-5 p.m. CT	Monday–Friday, after hours emergency access North America: 8 a.m.–8 p.m. CT Europe, Middle East, Africa: 9am-6pm local time Asia-Pacific: 8 am-6 p.m. AEST Latin America: 9 a.m.-5 p.m. CT
Priority call handling	—	—	Yes	Yes
After-hours support	—	—	Yes	Yes
Assigned support engineer	—	—	—	Yes
Proactive support	—	—	—	Yes
Designated contacts	—	—	—	At least 5
Response charter	E-mail within one business day	Calls answered in 3 minutes, response in one business day	Within 1 hour for urgent issues after business hours	After hours pager: 30 minutes Voicemail: 1 hour E-mail: 4 hours

The PrimeSupport options described in the rest of this chapter are available only in North America. To find out more about PrimeSupport, Training and Consultancy options available outside North America, contact your regional sales office. Contact information appears near the front of this guide.

PrimeSupport options for home users

If you purchased your Network Associates product through a retail vendor or from the Network Associates website, you also receive support services as part of your purchase. The specific level of support you receive depends on which product you purchased. Services you might receive include:

- For anti-virus software products, free data file updates for the life of your product via the Network Associates website, your product's automatic update feature, or the SecureCast service. You can also update your data files by using your web browser to visit:

http://www.nai.com/asp_set/download/dats/find.asp

- Free program (executable file) upgrades for one year via the Network Associates website. If you purchased a deluxe version of a Network Associates product, you receive free program upgrades for two years. You can also upgrade your software by using your web browser to visit:

http://www.nai.com/asp_set/download/upgrade/login.asp

- Free 24-hour-per-day, seven-days-per-week access to online or electronic support through the Network Associates voice and fax system, the Network Associates website, and through such other electronic services as America Online and CompuServe.

To contact Network Associates electronic services

- Call the automated voice and fax system at (408) 346-3414
- Visit the Network Associates website at <http://support.nai.com>
- Visit the Network Associates CompuServe forum at GO NAI
- Visit Network Associates on America Online: keyword MCAFEE
- Free access to the PrimeSupport KnowledgeBase: online access to technical solutions from a searchable knowledge base, electronic incident submission, and technical documents such as user's guides, FAQs, and release notes. Visit the KnowledgeBase at:

http://www.nai.com/asp_set/support/technical/intro.asp

- Thirty days of complimentary technical support from a Network Associates support technician during regular business hours, Monday through Friday from 9:00 a.m. to 5:30 p.m. Central Time. Your thirty-day support period starts from the date of your first support phone call for all Network Associates products. To contact technical support, call

(972) 855-7044

If you need additional support, Network Associates offers a variety of other support plans that you can purchase either with your Network Associates product or after your complimentary 30-day support period expires. These include:

❑ **NOTE:** The support plans described here are available only in North America—contact your regional sales representative to learn about local support options.

- **Small Office/Home Office Annual Plan.** This plan gives you unlimited toll-free access to technical support during regular business hours, Monday through Friday from 9:00 a.m. to 5:00 p.m. Central Time.
- **Pay-Per-Incident Plan.** This plan gives you support on a per-incident basis during business hours, Monday through Friday from 7:00 a.m. to 6:00 p.m. Pacific Time. You call a toll-free number, use a credit card to take care of the transaction, and get transferred to the technical support team within minutes. Your cost will be \$35 per incident.

All McAfee products

(800) 950-1165

- **Pay-Per-Minute Plan.** This plan gives you support only when you need it. You get 900-number access to technical support staff members on a priority basis to minimize your hold time. Your first two minutes are free.

All products except PGP encryption
software

(900) 225-5624

- **Online Upgrades Plan.** This plan gives you the convenience of automatic access to product upgrades via Network Associates online or electronic services.
- **Quarterly Disk/CD Plan.** This plan gives you automatic quarterly delivery of upgrade disks or CDs if you cannot obtain product upgrades online. This service is available for McAfee VirusScan and NetShield software only.

How to reach international home user support

The following table lists telephone numbers for technical support in several international locations. The specific costs, availability of service, office hours and plan details might vary from location to location. Consult your sales representative or a regional Network Associates office for details.

Country or Region	Phone Number*	Bulletin Board System
Germany	+49 (0)69 21901 300	+49 89 894 28 999
France	+33 (0)1 4993 9002	+33 (0)1 4522 7601
United Kingdom	+44 (0)171 5126099	+44 1344-306890
Italy	+31 (0)55 538 4228	+31 (0)20 586 6128
Netherlands	+31 (0)55 538 4228	+31 (0)20 586 6128
Europe	+31 (0)55 538 4228	+31 (0)20 688 5521
Latin America	+55-11-3794-0125	+55-11-5506-9100

* long distance charges might apply

Ordering a PrimeSupport plan for home users

To order the PrimeSupport Small Office/Home Office Annual Plan, Pay-Per-Incident Plan, Pay-Per-Minute Plan, Online Upgrades Plan, or Quarterly Disk/CD Plan for your Network Associates products:

- In North America, call Network Associates Customer Service at (972) 855-7044
- In international locations, contact the Network Associates retail technical support center closest to your location for more information. Some support options may not be available in some locations.

Network Associates consulting and training

The Network Associates Total Service Solutions program provides you with expert consulting and comprehensive education that can help you maximize the security and performance of your network investments. The Total Service Solutions program includes the Network Associates Professional Consulting arm and the Total Education Services program.

Professional Services

Network Associates Professional Services is ready to assist you during all stages of your network growth, from planning and design, through implementation, and with ongoing management. Network Associates consultants provide an expert's independent perspective that you can use as a supplemental resource to resolve your problems. You'll get help integrating Network Associates products into your environment, along with troubleshooting assistance or help in establishing baselines for network performance. Network Associates consultants also develop and deliver custom solutions to help accomplish your project goals—from lengthy, large-scale implementations to brief problem-solving assignments.

Jumpstart Services

For focused help with specific problem resolution or software implementation issues, Network Associates offers a Jumpstart Service that gives you the tools you need to manage your environment. This service can include these elements:

- **Installation and optimization.** This service brings a Network Associates consultant onsite to install, configure, and optimize your new Network Associates product and give basic operational product knowledge to your team.
- **Selfstart knowledge.** This service brings a Network Associates consultant onsite to help prepare you to perform your new product implementation on your own and, in some cases, to install the product.
- **Proposal Development.** This service helps you to evaluate which processes, procedures, hardware and software you need before you roll out or upgrade Network Associates products, after which a Network Associates consultant prepares a custom proposal for your environment.

Network consulting

Network Associates consultants provide expertise in protocol analysis and offer a vendor-independent perspective to recommend unbiased solutions for troubleshooting and optimizing your network. Consultants can also bring their broad understanding of network management best practices and industry relationships to speed problem escalation and resolution through vendor support.

You can order a custom consultation to help you plan, design, implement, and manage your network, which can enable you to assess the impact of rolling out new applications, network operating systems, or internetworking devices.

To learn more about the options available:

- Contact your regional sales representative.
- In North America, call Network Associates at (972) 308-9960, Monday through Friday from 8:00 a.m. to 7:00 p.m. Central Time.
- Visit the Network Associates website at:

http://www.nai.com/asp_set/services/introduction/default.asp

Total Education Services

Network Associates Total Education Services builds and enhances the skills of all network professionals through practical, hands-on instruction. The Total Education Services technology curriculum focuses on network fault and performance management and teaches problem-solving at all levels. Network Associates also offers modular product training so that you understand the features and functionality of your new software.

You can enroll in Total Education Services courses year-round at Network Associates educational centers, or you can learn from customized courses conducted at your location. All courses follow educational steps along a learning path that takes you to the highest levels of expertise. Network Associates is a founding member of the Certified Network Expert (CNX) consortium. To learn more about these programs:

- Contact your regional sales representative.
- Call Network Associates Total Education Services at (800) 395-3151 Ext. 2670 (for private course scheduling) or (888) 624-8724 (for public course scheduling).
- Visit the Network Associates website at:

<http://www.nai.com/services/education/>

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