



McAfee Offers Solution For Home or Home Office Consumers Affected By Faulty Update to Security Software

If you are currently running Windows XP we recommend [checking to ensure you have the latest security update](#).

If you are one of a small percentage of McAfee's consumer customers who has an inoperable or severely impaired PC as a result of the faulty file released earlier this week, we want to sincerely apologize for the inconvenience. Our immediate priority is to get you back up and running.

Here are the steps you can take.

Step 1 – [Locate a local toll free support number](#) for your country. A qualified technician is standing by to diagnose your computer's current status and determine the fastest way to get you up and running again.

Step 2 – If the technician can't get your system up and running over the phone, we'll get you the software to get your system up and running again. We can get you the software in one of two methods. You can either [download the software fix from a working PC](#), or we will express deliver a CD to you.

If you have already incurred costs to repair your PC as a result of this issue, we're committed to reimbursing reasonable expenses. Steps to process your reimbursement request will be posted in the next few days. Please check back here in a few days.

Because we value our loyal customers, if your PC was rendered inoperable or severely impaired as a result of the faulty file released you are eligible for a two year extension of your existing McAfee subscription free of charge.

We're committed to getting this issue resolved for all our customers worldwide as quickly as possible.

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