



McAfee Response On Current False Positive Issue

McAfee is aware that a number of customers have incurred a false positive error due to the release of the 5958 virus definition file at 2:00 p.m. GMT+1 (6 a.m. PDT) on Wednesday, April 21.

Our initial investigation indicates that the error can result in moderate to significant issues on systems running Windows XP Service Pack 3. If you are one of those impacted, we understand that this is a significant event for you and we're very sorry.

McAfee is taking every measure to prevent this from reoccurring.

McAfee employees are working with the highest priority to support impacted customers. We have released [updated virus definition files](#) that do not contain the problem (DAT 5959 and higher) and are providing customers with detailed guidance on how to repair impacted systems.

For further information, please see the resources below.

Resources

Corporate Customers

- Our virus [information library](#) provides workarounds.
- Our KnowledgeBase has two articles, one specific for [VirusScan Enterprise users](#) and one for [Total Protection Service users](#).
- Customers are discussing the issue in our [online support community](#).
- Sign up for our [Support Notification Service](#) to receive critical product information via email.

We also published a [SuperDAT Remediation Tool](#) to help customers fix affected systems. More details on the tool and how it works are available in the [McAfee KnowledgeBase](#).

Consumers

- This [support page](#) provides information for impacted consumers.
- Consumers are also discussing the topic in the [online community](#).

The Support section on [McAfee's Security Insights Blog](#) also provides more detail on this incident.

To contact McAfee by phone in your region, go to the [Contact Us page](#) on our website and select your country.

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