

Attachment Received Autoreply

Source: <http://linux.derkeiler.com/Mailing-Lists/Debian/2004-10/3298.html>

From: Virus Research (*Virus_Research_at_avertlabs.com*)

Date: 10/29/04

To: Debian-user <debian-user@lists.debian.org>

Date: Fri, 29 Oct 2004 09:45:05 -0700

This is an autoreply based on a message received from you.

Thank you for your file-sample. We will review your email and either send you a response or forward to the appropriate contact. If you have sent us a file which contains a possible virus please insure that it is compressed in a password protected zip file (password – infected).

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Please note: We sometimes receive a file that is analysed as clean, but find later that the file was infected when it left the sender and was cleaned or corrupted somewhere along the line. This is why it is necessary to password-protect zip files.

For future samples, you may wish to try our WebImmune service at this link: <http://www.webimmune.net> Submitting to WebImmune can also be very helpful if you are having a problem submitting a file in a password-protected ZIP file, especially if gateway AV software is stripping your file-sample.

For sample-related issues please contact:

UK : Vsample@avertlabs.com
USA: Virus_Research@avertlabs.com
Europe: Virus_Research_Europe@avertlabs.com
Germany: Virus_Research_DE@avertlabs.com
France: Virus_Research_FR@avertlabs.com

Do not resubmit your file-sample if you have already sent it to WebImmune or one of the above email addresses.

Virus Research requires the following information:

- * What symptoms cause you to suspect that your machine is infected
- * Whether any products find a virus (version number, company, results)
- * Your Virus Scan information (version number and DAT set number)
- * System details that may be relevant about your system
- * Your name, company name, phone number and email address if possible
- * A list of all items contained in the package/message you are

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composing

* An On–Demand scanner report that would show us your Scanner Engine, DAT file and the file reported as infected if this is relevant. If you do not know how to generate a report please contact technical support

Virus_Research accepts file–samples for analysis and possible inclusion into AV signature DAT sets. We are also prepared to answer general virus questions.

All product–related questions and comments can be addressed through technical support and customer service, including:

- * Product installation and update questions
- * Product usage questions
- * Specific operating system/version questions
- * Assistance with detection and cleaning or removal of viruses or trojans

Contact Information for Technical Support:

US:

Corporate Customers:

Web: <http://www.mcafeesecurity.com/us/support>

Phone: 888–847–8766

Consumer Products:

Web: <http://www.mcafeehelp.com>

Phone: 972–963–8000

UK:

Corporate Customers:

Web: <http://www.mcafeesecurity.com/uk/support/>

Phone (PrimeSupport Connect): 0870 9110010

Consumer Products:

Web: <http://www.mcafeehelp.co.uk>

Phone (Call–back request): 020 7949 0107

Additional contact information for all worldwide offices can be found at the following web–site: <http://www.mcafeesecurity.com/us/contact/home.htm>

Thanks – McAfee AVERT(tm)

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To UNSUBSCRIBE, email to debian-user-REQUEST@lists.debian.org with a subject of "unsubscribe". Trouble? Contact listmaster@lists.debian.org