



Trellix

Trellix Thrive

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Trellix Thrive: Experience Success Beyond Support



Portfolio

With our customer-obsessed experts, enhanced customer portal, and a flexible service model, customers enjoy the best possible experience. Every time.



Platform

Our evolved customer portal advances the customer experience, providing comprehensive self-service tools and education.



Partners

We are architects and advocates, working relentlessly to support, educate, and advise our customers. Together, we build a culture of security awareness and confidence.

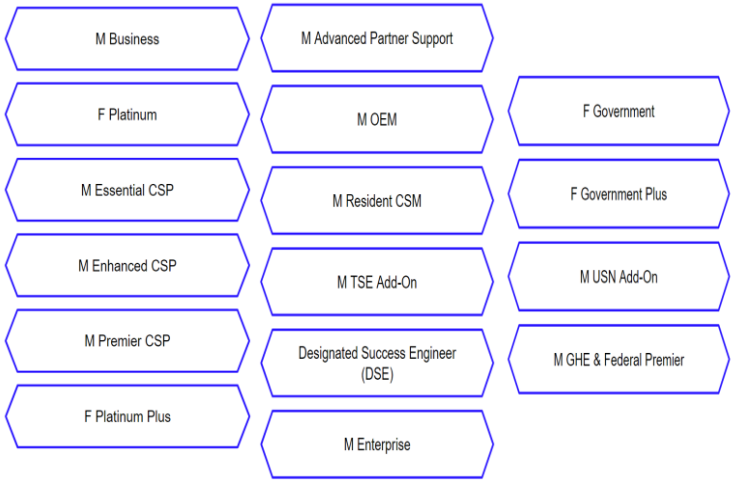
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Thrive Portfolio





Thrive Success Packages for Customers



Trellix Thrive Offerings - Commercial

Service Type	Features and Offerings	Essential	Advanced	Elite
Support	Services Portal, Online Resources	✓	✓	✓
	SLO (S1 & S2 / S3 / S4)	60m, 12h, 1d	30m, 8h, 1d	15m, 4h, 8h
	24x7x365 Phone Support	S1 only	✓	✓
	Live Chat, Email Case Submission		✓	✓
	Advanced Case Routing		S1 only	✓
	Case Prioritization		Over Essential	Over Advanced
	Designated Success Engineer			Flex Credits
	National Support (US/Singapore Only)			Flex Credits
Education	Digital, Self-Guided Training	✓	✓	✓
	Menu of Flexible Education Services	For Purchase	Flex Credits	Flex Credits
Pro Serv	Menu of Proactive Success Services	For Purchase	Flex Credits	Flex Credits
	Menu of Consulting Services			
	Menu of Intel Services			
	Menu of Premium Services			

Flex Services Menu

Advanced and Elite customers can redeem their Flex Credits for Flex Services. The flexibility of these options allow customer to get services and support when they need it, focus on outcomes that matter most, say good-bye to delays from ad hoc SOWs and multiple purchasing cycles.



Proactive Success Services

Deployment

Configuration

Tuning

Automation

Integration

Health Services



Education Services

Private Training

Public Training

Custom Training



Consulting Services

Assessments

Threat Intel Briefing

Expert Knowledge

Strategic Services

Custom Services



Premium Service Experiences

Designated
Success Engineer

PS Residency

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Thrive Platform



Trellix Thrive Portal

THRIVE.TRELLIX.COM
Unified support of all Trellix Solutions

Trellix • Skyhigh Security

Home

We've got you covered

We're merging our support communities, customer portals, and knowledge centers for streamlined support across all Trellix products. In the meantime, please visit the links below.

[Get Support for McAfee Enterprise Products](#)

[Get Support for FireEye Products](#)

Knowledge

Find relevant information, guidance or troubleshooting assistance for your product.

[Explore Articles](#)

Downloads

Obtain links to product updates, hotfixes, and product downloads.

[Go to Downloads](#)

Tools

Run SSSO, ePOMER or other diagnostic tools to help solve problems.

[See Available Tools](#)

Support

Create and manage cases or access submit a sample.

[View and open cases](#)

Trellix Thrive Portal Access

Partner Accounts:

- Partners have own account
- Ability to add/remove users
- Unlimited users per account
- Access to
 - Support cases
 - Knowledge base and discussion threads
 - Digital training
 - Tools
 - Product documentation and downloads

Customer Accounts:

- Customers have full admin rights to add users to their account
- *Customer admin must add Partner to their account*
- Partner Admin/Partner User
- Partners will have support entitlement of customer account (Essential, Advanced, Elite)
- Can “Follow” account and received daily digest of open issues
- Unlimited users per account

Thrive Support Case View

Cases
All Cases

10+ items • Sorted by Case Number • Filtered by All cases - S

Sort/View by Case Severity

View/sort by date opened/last modified

View/sort by account through one login

Ca...	St...	Severity	Product Name	Subject	Contact	Thrive Field Essential	2/3/2024 10:46 AM	2/3/2024 5:48 PM	Portal
1 020421...	Closed	3 - Minor Application Fail...		Re: Your access to Fir...	DerrickH				
2 020946...	Closed	4-Business not affected/q...	Helix	Test Case - IGNORE	CandiceD				
3 023159...	Closed	4-Business not affected/q...	Endpoint Security	Test case post deploy...	AlanHarkins	Thrive Field Essential	2/3/2024 11:04 AM	2/3/2024 11:07 AM	Portal
4 023172...	Closed	4-Business not affected/q...	Agent	test	HarlanParrott	Thrive Field Essential	2/3/2024 11:15 AM	2/3/2024 11:22 AM	Portal
5 023194...	Closed	4-Business not affected/q...	Endpoint Security	testing in german	HarlanParrott	Thrive Field Essential	2/3/2024 5:54 PM	2/3/2024 5:58 PM	Portal
6 023221...	Closed	4-Business not affected/q...	ePolicy Orchestrator	Testing tagging knowl...	AlanHarkins	Thrive Field Essential	2/5/2024 7:17 PM	3/8/2024 1:12 PM	Portal
7 023224...	Closed	4-Business not affected/q...	Thrive Portal	Testing language setti...	HarlanParrott	Thrive Field Essential	2/6/2024 3:23 PM	2/6/2024 4:49 PM	Email
8 023227...	Closed	3 - Minor Application Fail...		Test Test	LisaHatton	Thrive Field Essential	2/9/2024 2:27 PM	2/13/2024 10:49 AM	Portal
9 023235...	Closed	4-Business not affected/q...	Intelligent Sandbox	AMAS primary / back...	GiovanniContrer...	Thrive Field Essential	2/12/2024 8:36 AM	2/12/2024 8:39 AM	Portal
10 023383...	Closed	2-Business severely impe...	Thrive Portal	this is a test	HarlanParrott	Thrive Field Essential			

Load More

Thrive Knowledge Community

Find relevant information, guidance or troubleshooting assistance for your product.

Enter a keyword, phrase or product name to begin your search.

helix configuration

Search

Search Results

All

Articles

Discussions

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Articles

5+ Results • Sorted by [Relevance](#) ▼

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Search by knowledgebase articles
or community discussion threads

how to connect

[FireEye CM Managed Appliances Configuration - DTI Cloud Connectivity of CM](#)

000002094 • Last Modified Jun 21, 2021, 2:41 AM

[configuration](#) command: CM-ONE ([config](#)) # show fenet dti [configuration](#) DTI CLIENT [CONFIGURATIONS](#)...This article explains the [configuration](#) of CM managed appliances and DTI connectivity of the

[Helix "helix-connector-diagnostic" Sensor Displays as Disconnected](#)

000003779 • Last Modified Mar 14, 2024, 3:01 AM

that sends [configuration](#) change events to [Helix](#). It notifies the end-user that a Cloud Integration...This article explains why the "helix-connector-diagnostic" [Helix](#) sensor displays as

Discussion Threads



SMC28 asked a question.
January 21, 2022 at 2:44 PM

Can FireEye Nx Send logs to another Log management device other than Helix?

I am wondering if we are able to forward logs from the FireEye Nx to a Log management device that also acts as a syslog server that we have in our environment. I am aware that Comm Broker and TAP Sender are valuable tools for collecting events in your environment and getting them to Helix. TAP Sender, forwards metadata from traffic processed by your FireEye Network Security appliance to Helix. My question is; is there a way to utilize these features to enable the NX to send logs to another log management device?

Like

Answer

1 answer · 4 views



Bro.HaroldStubbs (Employee)

3 years ago

Hello @Shane Clark,

The NX can send its system logs to another log management device, such as syslog server, Splunk, etc - this is in the docs under "logging" configuration... (Alerts are "notifications")

But the NX can not be configured to forward any other device's logs this way

The Comm Broker is exclusively meant to forward to Helix and can't be configured to send to other places.

Kind Regards.

Like · Reply



Write an answer...

Trending Articles

[Customer Product Upgrade and Migration](#)

[Supported Platforms for Endpoint Security for Windows](#)

[Trellix Intrusion Prevention System Signature Set Updates](#)

[Supported platforms for Trellix Agent 5.x - Except Windows and Linux operating systems](#)

[Supported platforms for Data Loss Prevention Endpoint Complete - Windows](#)

Ask a Question

Leader board

1.		nullzeronull Level 7	4777 Points
2.		antiapt.support Level 7	4207 Points
		ds9 Level 7	4206 Points
		comas-fesupport Level 6	3785 Points
		Ncurity Level 6	3743 Points

Participate in discussions or Ask a Question

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Thrive Elite for Partners



Thrive Elite for MSSP

This package is designed for Service Providers and Systems Integrators that require faster resolution times and wish to bypass Tier 1 and 2 Support.

Thrive Elite deliverables include:

- Global support for up to 360 service requests per 12 month period.
- Unlimited support portal contacts
- Fastest support response times
- Designated Success Engineer(DSE)
- Escalation management
- Monthly reporting

Designated Success Engineer

The Designated Support Engineer(DSE) is a single point of contact and trusted advisor for the Partner on technical issues, familiar with the Partner context, providing and enabling proactive assistance and support, guidance and expediting services.

Support for situations including, but not limited to:

- Open case management
- Case review status (as agreed with customer)
- Updates on escalations to product management or engineering
- Advise on new features relevant to the customer environment
- Technical reviews, assessments, and recommendations
- Monthly support reporting as agreed

Trellix

Looking
Forward



Continuous Innovation

Looking forward to 2025:

- Additional functionality in Trellix Thrive portal and tools
- Expansion of partner programs and offerings
- Increased collaboration between Trellix and partners for post-sale support and services

The background is a dark blue field filled with numerous thin, vertical lines of various colors (blue, green, yellow, orange, red, purple). Each line has a small, solid-colored dot at its top, creating a forest-like or circuit-like pattern. The lines are more densely packed in the center and spread out towards the sides.

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Thrive

Experience Success Beyond Support