

LIVESECURITY

ONLINE RESOURCES

CUSTOMER CARE

EXPERT GUIDANCE

SOFTWARE UPDATES

EARLY-WARNING SERVICE



LIVESECURITY

LiveSecurity[®] Service

Keeping you informed, protected, and able to get on with your business.

LiveSecurity® Service – The Service You Really Want

Our superior customer care and support are like having your very own security expert on call.



LiveSecurity Service is designed around four main pillars of support to give you all of the tools you need to stay informed and keep your security system up to date:

- **Early Warning System**
- **Evolving Defense**
- **Expert Guidance and Support**
- **Superior Customer Care**

Early Warning System

LiveSecurity alerts provide an ongoing early-warning service, sending concise security intelligence directly to your e-mail inbox to help you stay ahead of attackers. Alerts are:

Timely. When new threats arise, you're among the first to know.

To the point. You'll know within four sentences what the issue is and how important it is to you.

Insightful. Mature security analysis cuts through the alarmism of less experienced "full disclosure" lists.

Practical. LiveSecurity alerts always list specific steps you can take to reduce or eliminate a new threat.

Comprehensive. LiveSecurity reports cover substantive network security issues (not merely firewall-related issues) for Windows®, Macintosh®, and Unix/Linux. Last year, we published nearly 200 alerts.

Relevant. Specify, from a list of 21 topics, what you want to know about and what you don't. Receive notifications about software and hardware you actually use, and eliminate irrelevant information.

Direct to you. Customize your own environment so that LiveSecurity alerts marked "urgent" arrive in your Inbox, text pager, PDA, or message-capable mobile phone.

SUPPORT THAT KEEPS YOUR SECURITY STRONG

WatchGuard® knows just how important support is when you are trying to secure your network with limited resources. We developed the LiveSecurity® Service because we recognized the need for greater knowledge and support in a world where security is becoming more critical. We're committed to making sure you have everything you need, when you need it, to protect your network, save valuable time, and maximize your security investment.

LiveSecurity Service helps ensure that all the components of your security system work together to protect your organization. We'll assist you in understanding what's happening in your network and show you what to do about it. And, we're standing by if you need assistance.

LIVESECURITY® – THE SERVICE YOU REALLY WANT

At WatchGuard, we focus on providing small- to mid-sized enterprises with integrated, expandable security appliances, add-on functions, and external services – all backed by superior service and support. An initial, easily renewable LiveSecurity Service subscription is included with your WatchGuard product.

WatchGuard LiveSecurity Service is like having your own security expert on call, ready to provide you with the information you need to prevent attacks on your network and increase your security knowledge.

LIVESECURITY® SERVICE
Alerts & Advice



MyDoom

MyDoom Demonstrates a True Viral Outbreak

26 January, 2004

About the Virus

A new virus, MyDoom (also called Novarg by some vendors, Mimail.R by others), is erupting on the Internet right now. Network Associates received 19,500 copies of the virus from over 3,400 email addresses in a single hour Monday afternoon, an extremely high rate. MyDoom seems to have been launched today, around 1:00 PM Pacific Standard Time. The virus presents a well-worded message advising that its attachment was necessary because a technical error prevented normal email transmission, a more clever social-engineering ploy than the garden variety "Here, open this." Since this new virus carries a trojan, MyDoom might feel appropriately named to its victims.

Distinguishing Characteristics

A MyDoom e-mail spoofs its sender so that it appears to come from one of your friends, contacts, or a credible institutions such as a bank or phone company. The Subject is randomized. So far we've seen the variations below:

- * hi
- * hello
- * HELLO
- * error
- * Mail Delivery System
- * Mail Transaction Failed
- * Server Report
- * status
- * test
- * Test
- * Server Request

▲ *LiveSecurity subscribers are among the first to learn about new threats, such as MyDoom, and what to do to thwart them.*

“ Your information service is excellent! We feel very good about being proactive on these issues much in part to your timely alerts. ”

SW Technology Associates, Inc., Chuck Coulter -President



Expert Guidance

The more you take advantage of our security instruction, the better equipped you'll be to handle security issues that arise in your organization. Become a network security hero by reading LiveSecurity® editorials and content that is:

Authoritative. Our editorials are written by some of the top security experts in the world. Our writers teach computer security to the NSA (National Security Agency), helped develop the first commercially-available firewall, and design network architectures for Fortune 100 companies.

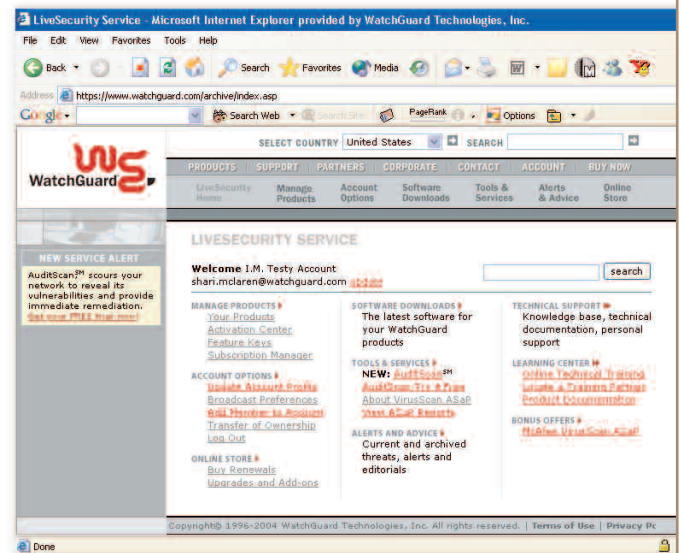
Engaging. LiveSecurity content has style, expressing technically complex concepts in everyday language touched with humor. We receive hundreds of customer e-mails thanking us for making the boring interesting, and the complexity of security easily understandable.

Written for you. Whatever your level of security knowledge, we design articles specifically for you – from our acclaimed “Foundation” series to high-end discussions of advanced networking features such as QoS, ToS, and VLANs.

You can also access a wealth of online self-help resources directly from your LiveSecurity home page, such as:

- **Online training modules**
- **Advanced FAQs**
- **"Learn About" pages**
- **Security networking glossary**
- **An interactive User Forum**
- **The latest User Guides**
- **Software updates**
- **Expert technical support**

So even if you're well informed about security today, the environment changes so quickly that the moment you stop keeping



▲ The LiveSecurity home page offers many online self help resources and customizable pages to personalize your experience.

track of what's happening, you start falling behind. LiveSecurity articles help you feel like an expert. No other security vendor does as much to educate you in the role of security-savvy network administrator.

Giving customers what they need when they need it to protect their network, save valuable time, and maximize their security investment.

Evolving Defenses

Because Internet threats evolve so quickly, there's no such thing as “set it and forget it” security. LiveSecurity gives you ongoing updates to your software, improving defenses while ensuring that your security is always working in top form.

Security updates give you the standard bug fixes, but unlike other security vendors, we also give you feature enhancements, full-rev updates, and new capabilities as long as your LiveSecurity Subscription is active. Obtaining security updates requires no paperwork and no additional charge – simply download them from your LiveSecurity Service home page.

Superior Customer Care

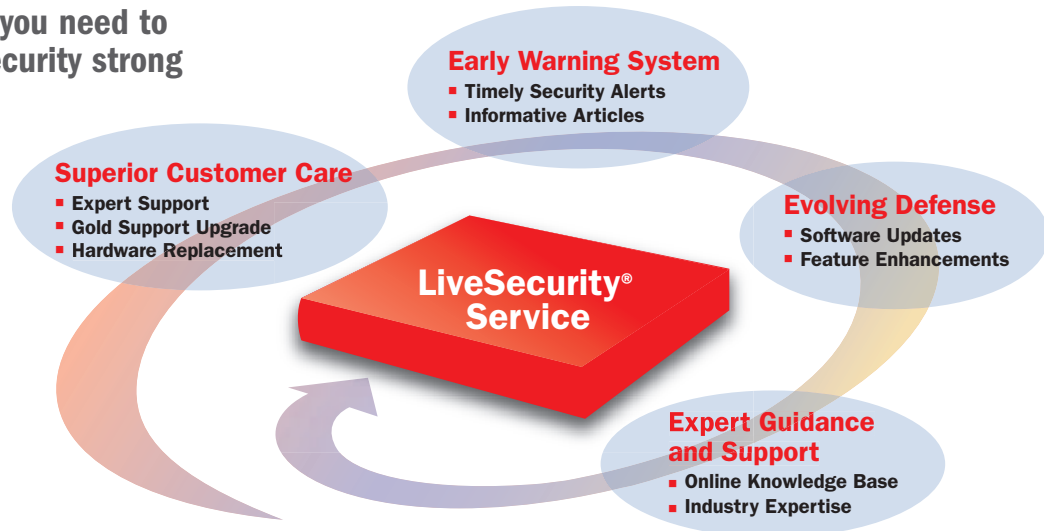
Our base-level support is what other companies charge extra for and call “premium.” WatchGuard® Technical Support responds quickly. What do we mean by “quickly”? We target our responses to within 4 hours (1 hour for Gold Service subscribers). In addition, our support team is available 12 hours every day in every local time zone around the world. Priority queuing for critical issues is also available.

Results-driven WatchGuard support engineers pride themselves in taking ownership of your problem. They're committed to working with you to help resolve issues, even if the trouble isn't caused by our product.

The best real-world protection.

Consider the difference between a security vendor who merely supports products, and a vendor who supports you. WatchGuard® supports you by acting as your remote security advisor, keeping you informed, protected, and able to get on with your business.

The support you need to keep your security strong



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