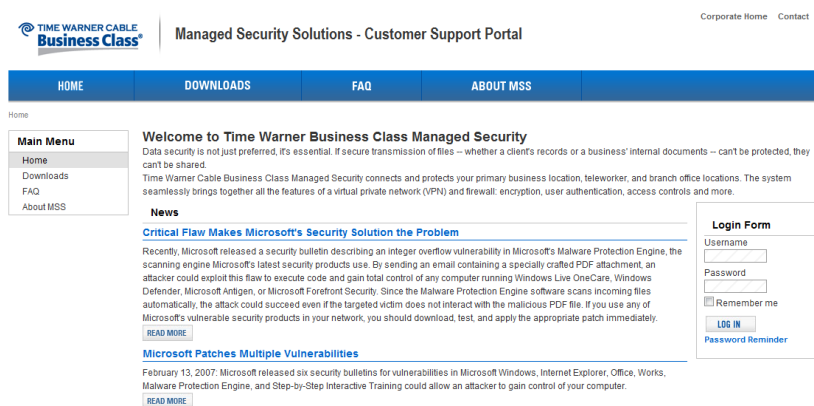


## Time Warner Cable Business Class Managed Security Solutions Quick Start Guide

- To access the Time Warner Cable Business Class Managed Security Solutions Customer Support Portal, go to <https://mss.twcbc.com>. The home page provides unauthenticated access to the Downloads and FAQ links, along with current security news.



TIME WARNER CABLE Business Class Managed Security Solutions - Customer Support Portal Corporate Home Contact

HOME DOWNLOADS FAQ ABOUT MSS

Home

**Main Menu**

- Home
- Downloads
- FAQ
- About MSS

**Welcome to Time Warner Business Class Managed Security**

Data security is not just preferred, it's essential. If secure transmission of files – whether a client's records or a business' internal documents – can't be protected, they can't be shared.

Time Warner Cable Business Class Managed Security connects and protects your primary business location, teleworker, and branch office locations. The system seamlessly brings together all the features of a virtual private network (VPN) and firewall: encryption, user authentication, access controls and more.

**News**

**Critical Flaw Makes Microsoft's Security Solution the Problem**

Recently, Microsoft released a security bulletin describing an integer overflow vulnerability in Microsoft's Malware Protection Engine, the scanning engine Microsoft's latest security products use. By sending an email containing a specially crafted PDF attachment, an attacker could exploit this flaw to execute code and gain total control of any computer running Windows Live OneCare, Windows Defender, Microsoft Antigen, or Microsoft Forefront Security. Since the Malware Protection Engine software scans incoming files automatically, the attack could succeed even if the targeted victim does not interact with the malicious PDF file. If you use any of Microsoft's vulnerable security products in your network, you should download, test, and apply the appropriate patch immediately.

[READ MORE](#)

**Microsoft Patches Multiple Vulnerabilities**

February 13, 2007, Microsoft released six security bulletins for vulnerabilities in Microsoft Windows, Internet Explorer, Office, Works, Malware Protection Engine, and Step-by-Step Interactive Training could allow an attacker to gain control of your computer.

[READ MORE](#)

**Login Form**

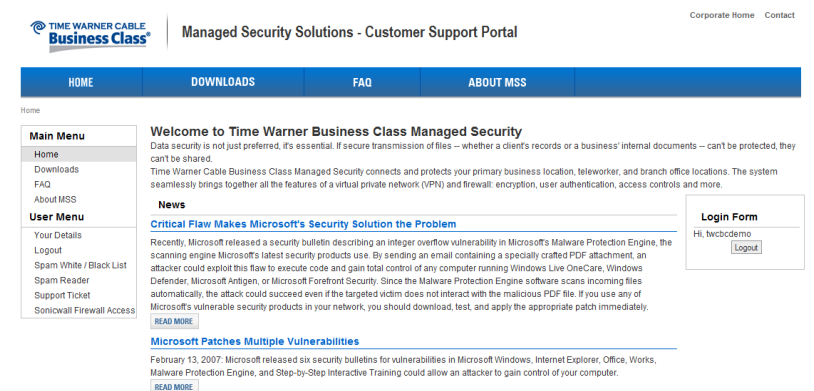
Username

Password

Remember me

[Password Reminder](#)

- After logging in with your credentials, your user menu will update on the left side of the page and you will be presented with the options relevant to your account.



TIME WARNER CABLE Business Class Managed Security Solutions - Customer Support Portal Corporate Home Contact

HOME DOWNLOADS FAQ ABOUT MSS

Home

**Main Menu**

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**User Menu**

- Your Details
- Logout
- Spam White / Black List
- Spam Reader
- Support Ticket
- Sonicwall Firewall Access

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[READ MORE](#)

**Login Form**

Hi, twcbcdemo

- The Downloads link currently provides access documentation regarding Time Warner Cable Business Class Managed Security Solutions.

The screenshot shows the 'Managed Security Solutions - Customer Support Portal' with the 'Downloads' tab selected. The page features a navigation menu on the left and a main content area with a list of download items:

Download Item	Count
Managed Security Support Portal Documents	4
Managed Security Support Portal Documents to help assist with questions about portal usage	
Spam Filter Help Guides	2
Spam Filter Help Guides to help assist with questions about the Spam filtering system	
Sonicwall Reporting Guides	1
Sonicwall Reporting Guides to help assist with questions about the Sonicwall Reporting Usage	
Mobile User VPN Clients	5
Mobile User VPN Clients	
Mobile User VPN Setup	3
Mobile User VPN Setup Guides	

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- The FAQ link provides access to different FAQ documents.

The screenshot shows the 'Managed Security Solutions - Customer Support Portal' with the 'FAQ' tab selected. The page features a navigation menu on the left and a main content area with a list of frequently asked questions:

- Time Warner Cable Business Class Support Site FAQ (Frequently Asked Questions)
- Available FAQ Lists
  - Virtual Private Networks (VPN)
  - Viruses, Vandals, and Malicious Code

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- The "Your Details" allows the end user to change settings regarding their identity, email, and password.

The screenshot shows the 'Managed Security Solutions - Customer Support Portal' with the 'Your Details' tab selected. The page features a navigation menu on the left and a main content area with a form titled 'Edit Your Details':

<b>Your Display Name</b>	<input type="text" value="TWCBC Demo"/>
<b>Email Address</b>	<input type="text" value="demodomain@demodomain.com"/>
<b>System Login Name</b>	<input type="text" value="twcbcdemo"/>
<b>Password</b>	<input type="password"/>
<b>Verify Password</b>	<input type="password"/>
<input type="button" value="Update"/>	

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