

## Customer Frequently Asked Questions

# Symantec™ Endpoint Protection and Symantec Network Access Control

## General overview

<p><b>QUESTION</b></p> <p>What happened to Symantec AntiVirus Corporate Edition and Symantec Client Security?</p>	<p><b>ANSWER</b></p> <p>Symantec AntiVirus Corporate Edition and Symantec Client Security are now Symantec Endpoint Protection.</p> <p>Please read the Migration and Version Upgrade sections of this FAQ to learn more about how to migrate and upgrade. Also, please visit our Migration and Installation site at <a href="http://www.symantec.com/enterprise/support/endpointsecurity/migrate/">www.symantec.com/enterprise/support/endpointsecurity/migrate/</a> and our Version Upgrade site at <a href="http://www.symantec.com/business/licensing/upgrades/">www.symantec.com/business/licensing/upgrades/</a>.</p>
<p><b>QUESTION</b></p> <p>What happened to Symantec AntiVirus Enterprise Edition?</p>	<p><b>ANSWER</b></p> <p>Symantec AntiVirus Enterprise Edition is now Symantec Multi-tier Protection.</p> <p>Please read the Migration and Version Upgrade sections of this FAQ to learn more about how to migrate and upgrade. Also, please visit our Migration and Installation site at <a href="http://www.symantec.com/enterprise/support/endpointsecurity/migrate/">www.symantec.com/enterprise/support/endpointsecurity/migrate/</a> and our Version Upgrade site at <a href="http://www.symantec.com/business/licensing/upgrades/">www.symantec.com/business/licensing/upgrades/</a>.</p>
<p><b>QUESTION</b></p> <p>What is Hamlet?</p>	<p><b>ANSWER</b></p> <p>Hamlet is the code name of Symantec's next-generation endpoint security solutions. It delivers a single, scalable management platform to manage antivirus, antispyware, firewall, intrusion prevention (IPS), device control, and network access control technologies. The Hamlet project will also produce a seamlessly integrated agent that delivers Symantec AntiVirus™ technology and acquired technologies from WholeSecurity, Sygate, and Veritas. It:</p> <ul style="list-style-type: none"> <li>• Redefines and raises the bar as to what endpoint security should be</li> <li>• Provides an unmatched combination of endpoint protection and compliance</li> <li>• Delivers the most comprehensive endpoint protection and compliance</li> <li>• Maintains our unmatched leadership at the endpoint</li> </ul>

Hamlet delivers two core products:

- Symantec Endpoint Protection 11.0
- Symantec Network Access Control 11.0

Both products are sold separately. Symantec Network Access Control already exist in a dormant state in the Symantec Endpoint Protection agent and simply needs to be activated. The Symantec Network Access Control features are activated and managed using the same management console used to manage the Symantec Endpoint Protection features.

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**QUESTION**

What business problems do Symantec Endpoint Protection and Symantec Network Access Control solve?

**ANSWER**

Symantec Endpoint Protection and Symantec Network Access Control address many enterprise and medium and small business pain points, including the following:

- Symantec Endpoint Protection will help protect your business against the growing number of existing and emerging threats such as bots, zero-day threats and rootkits.
- Symantec Network Access Control will also help ensure that endpoints are properly protected and have not been compromised prior to being allowed access to the network.
- They provide a lower total cost of ownership.
- They enable simplified centralized management of endpoint protection and compliance.

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**QUESTION**

Will trialware be available for Symantec Endpoint Protection and Symantec Network Access Control?

**ANSWER**

Yes, trialware of the Symantec Endpoint Protection agent will be available in October 2007.

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**QUESTION**

What does the new Symantec Endpoint Protection include?

**ANSWER**

Symantec Endpoint Protection is the next-generation antivirus solution from Symantec. It combines Symantec AntiVirus with advanced threat prevention to deliver an unmatched defense against malware such as viruses, worms, spyware, Trojan horses, zero-day threats, and rootkits. The unified product delivers the most advanced technology available to protect you against today's sophisticated threats and threats not seen before. It increases protection for laptops, desktops, and servers by including proactive technologies that automatically analyze application behaviors and network communications to detect and actively block threats. It is a single, comprehensive product that gives you all these capabilities with the ability to enable the pieces you need, as you need them. Whether the attack is coming from a malicious insider or is externally motivated, endpoints will be protected.

This multilayered approach significantly lowers risks and increases your confidence that your business assets are protected. Symantec Endpoint Protection reduces administrative overhead and the costs associated with managing multiple endpoint security products by providing this protection in a single agent that is administered via a single management console. This simplifies endpoint security administration and provides operational efficiencies such as one-click software updates and policy updates, unified and central reporting, and a single licensing and maintenance program.

	Antivirus	Antispyware	Firewall	IPS	Device Control
Symantec Endpoint Protection 11.0	•	•	•	•	•

#### QUESTION

What do the new Symantec Network Access Control and Symantec Network Access Control Starter Edition include? What are the differences between the two?

#### ANSWER

Symantec Network Access Control grants access only to endpoints that comply with your defined security policies by evaluating compliance status, providing automatic remediation, and ensuring that access is properly provisioned and secured. The result is a network environment in which businesses can realize significant reductions in security incidents, increased levels of compliance with configuration policies, and confidence that endpoint security mechanisms are properly enabled.

Organizations that deploy Symantec Network Access Control or Symantec Network Access Control Starter Edition can experience multiple measurable benefits, including:

- Reduced propagation of malicious code such as viruses, worms, spyware, and other forms of crimeware
- Lowered risk profile through increased control of unmanaged and managed endpoints accessing the corporate network
- Greater network availability and reduced disruption of services for end users
- Verifiable organizational compliance information through near-real-time endpoint compliance data
- Minimized total cost of ownership based on an enterprise-class centralized management architecture
- Verification that endpoint security investments such as Symantec AntiVirus and the client firewall are properly enabled

	Enforcement type				Agent*		
	Self-Enforcement (Uses Symantec Endpoint Protection desktop firewall)	Gateway (Appliance)	DHCP (Appliance/ plug-in)	LAN-802.1x (Appliance)	Client (Persistent Agent)	On-demand (Dissolvable Agent)	Agentless (SNAC Scanner)
Symantec Network Access Control 11.0	•	•	•	•	•	•	•
Symantec Network Access Control Starter Edition 11.0	•	•			•	•	•

\* Note: On-demand agent and agentless SNAC Scanner must be purchased separately.

**QUESTION**

What does Symantec Multi-tier Protection include?

**ANSWER**

Symantec Multi-tier Protection is the next generation of Symantec AntiVirus Enterprise Edition. It safeguards enterprise assets and lowers risk by providing unmatched protection against malware for multiplatform enterprise networks and mail servers and gateways.

**Endpoint protection**

Symantec Multi-tier Protection includes the next-generation antivirus solution, Symantec Endpoint Protection. It combines Symantec AntiVirus with advanced threat prevention to deliver an unmatched defense against malware for laptops, desktops, and servers. It delivers the most advanced technology available to protect you against today's sophisticated threats and threats not seen before. It includes proactive technologies that automatically analyze application behaviors and network communications to detect and actively block threats. It also provides device and application control features to manage actions and secure data. This multilayered approach lowers risks significantly and increases your confidence that your business assets are protected. Symantec Multi-tier Protection also includes Symantec AntiVirus for Linux® and Macintosh®.

**Email protection**

Symantec Mail Security helps to provide high-performance mail protection against virus threats and security risks, and enforces company email security policies on SMTP gateways and Microsoft® Exchange and IBM® Domino® servers. With the purchase of a license key, Symantec Premium AntiSpam™ can be integrated to provide accurate spam detection without additional administration, installation, or hardware.

Symantec offers a range of consulting, technical education, and support services to guide you through the migration, deployment, and management of Symantec Multi-tier Protection and help you realize the full value of your investment. Essential Support Services provide confidence that your critical assets are protected around the clock. For organizations that want to outsource security monitoring and management, Symantec also offers Managed Security Services to deliver real-time security protection.

**QUESTION**

What does the new Symantec Endpoint Protection Small Business Edition include?

**ANSWER**

Symantec Endpoint Protection Small Business Edition is a simple, easy-to-use, and cost-effective solution designed to safeguard business assets through Symantec's trusted protection against malware. Symantec Endpoint Protection Small Business Edition includes endpoint and email protection.

**Endpoint protection**

Symantec Endpoint Protection is included as part of Symantec Endpoint Protection Small Business Edition. Symantec Endpoint Protection is our next-generation antivirus solution, and it combines Symantec AntiVirus with advanced threat prevention to deliver an unmatched defense against malware for laptops, desktops, and servers. It delivers the most advanced technology available to protect you against today's sophisticated threats and threats not seen before. It includes

proactive technologies that automatically analyze application behaviors and network communications to detect and actively block threats. It also provides device and application control features to manage actions and secure data. This multilayered approach lowers risks significantly and increases your confidence that your business assets are protected.

**Email protection**

Symantec Mail Security provides high-performance mail protection against virus threats and security risks for Microsoft Exchange servers. With the purchase of a license key, Symantec Premium AntiSpam can be integrated to provide accurate spam detection without additional administration, installation, or hardware.

Symantec offers a range of consulting, technical education, and support services to guide you through the migration, deployment, and management of Symantec Endpoint Protection Small Business Edition and helps you realize the full value of your investment. For businesses that want to outsource security monitoring and management, Symantec also offers Managed Security Services to deliver real-time security protection.

**QUESTION**

What is the difference between Symantec Multi-tier Protection and Symantec Endpoint Protection Small Business Edition?

**ANSWER**

The key differences between these products are described in the following table.

	Symantec Endpoint Protection 11.0 (Windows)	Symantec Mail Security*
Symantec Multi-tier Protection	●	● Microsoft Exchange/Domino/SMTP
Symantec Endpoint Protection Small Business Edition	●	● Microsoft Exchange only

\* These products are not manageable by the central management console (Symantec Endpoint Protection Manager).

**QUESTION**

Is Symantec Premium AntiSpam included in Symantec Multi-tier Protection?

**ANSWER**

No. Symantec Premium AntiSpam does not come standard with Symantec Multi-tier Protection or Symantec Endpoint Protection Small Business Edition. However, it is easily integrated if purchased.

## Features and benefits

QUESTION	ANSWER
What are the key features and benefits of Symantec Endpoint Protection?	The key features and benefits are listed in the following table.

Key protection features	
Features	Benefits
<p><b>Multilayered protection—new!</b> Seamlessly integrates best-of-breed protection technologies (antivirus, antispymware, desktop firewall, IPS, and device control) in a single agent. Delivers both traditional, signature-based protection along with proactive protection. Also provides the ability to enable the pieces you need, as you need them.</p>	<ul style="list-style-type: none"> <li>• Provides comprehensive protection against known and unknown threats</li> <li>• Protects against sophisticated threats such as spyware and rootkits</li> <li>• Turnkey package provides guaranteed interoperability, as opposed to disparate point products</li> </ul>
<p><b>Advanced antivirus/antispymware protection</b> Best-of-breed, market-leading antivirus and antispymware that includes enhanced real-time antivirus detection and blocking along with automated antivirus removal.</p>	<ul style="list-style-type: none"> <li>• Prevents security outbreaks</li> <li>• Protects your critical assets and business</li> <li>• Stops malware such as viruses, spyware, adware, and rootkits</li> </ul>
<p><b>Advanced rootkit detection and removal—new!</b> Provides superior rootkit detection and removal by integrating VxMS (Veritas™ Mapping Service—a Veritas technology). This provides access below the operating system to allow thorough analysis and repair.</p>	<ul style="list-style-type: none"> <li>• Detects and removes the most difficult rootkits that other vendors miss</li> <li>• Saves time and money in lost productivity associated with having to re-image infected machines</li> </ul>
<p><b>Rule-based traffic filtering</b> Best-of-breed rule-based firewall engine inspects both encrypted and cleartext network traffic.</p>	<ul style="list-style-type: none"> <li>• Prevents security outbreaks</li> <li>• Protects your critical assets and business</li> <li>• Stops malware and crimeware</li> </ul>
<p><b>Generic Exploit Blocking—new!</b> Generic Exploit Blocking prevents entry of new threats at the network layer, using a vulnerability-based Intrusion Prevention Solution.  Note: Originally introduced in Symantec Client Security.</p>	<ul style="list-style-type: none"> <li>• Blocks all new exploits (including variants) of a vulnerability with a single signature</li> <li>• Blocks malware before it can enter a system</li> </ul>
<p><b>Deep packet inspection—new!</b> Scans network traffic against a continuously updated set of intrusion prevention signatures created by Symantec Response. Administrators can also create custom signatures to tailor the level of protection to their environment.</p>	<ul style="list-style-type: none"> <li>• Blocks malware before it can enter a system</li> <li>• Gives administrators complete control to manage intrusion prevention signatures</li> </ul>

### Key protection features (continued)

Features	Benefits
<p><b>TruScan™ proactive threat scan—new!</b> Behavioral-based protection (a WholeSecurity technology), TruScan proactive threat scan is our proactive threat scanning technology. Unlike other heuristic-based technologies, TruScan scores both good and bad behaviors of unknown applications, providing more accurate detection of malware.</p>	<ul style="list-style-type: none"> <li>• Accurately detects malware without the need to set up rule-based configurations or worry about false positives</li> </ul>
<p><b>Application control—new!</b> Allows administrators to control access to specific processes, files, and folders by users and other applications. It provides application analysis, process control, file and registry access control, and module and DLL control. It enables administrators to restrict certain activities deemed as suspicious or high risk.</p>	<ul style="list-style-type: none"> <li>• Prevents malware from spreading or doing harm to the endpoint</li> <li>• Locks down endpoints to prevent data leakage</li> </ul>
<p><b>Device control—new!</b> Controls which peripherals can be connected to a machine and controls how they are used. It locks down an endpoint by preventing thumb drives, CD burners, printers, and other USB devices from connecting.</p>	<ul style="list-style-type: none"> <li>• Prevents sensitive and confidential data from being extracted or stolen from endpoints (data leakage)</li> <li>• Prevents endpoints from being infected by viruses spread from peripheral devices</li> </ul>
<p><b>(Optional) network access control—new!</b> Symantec Endpoint Protection is network access control–ready and can be activated easily when a separate enforcement method is purchased.</p>	<ul style="list-style-type: none"> <li>• Implement network access control without having to deploy additional agents or additional management consoles</li> <li>• Single platform to manage endpoint protection and endpoint compliance</li> </ul>

### Key manageability and administration features

Features	Benefits
<p><b>Single agent—new!</b> Delivers a single agent for all Symantec Endpoint Protection technologies and Symantec Network Access Control.</p>	<ul style="list-style-type: none"> <li>• Provides operational efficiencies such as single software updates, single policy updates</li> <li>• Unified and central reporting</li> <li>• Unified licensing and maintenance</li> <li>• Requires no change to the client when adding Symantec Network Access Control enforcement</li> <li>• Lowers TCO for endpoint security</li> <li>• Reduces administrative effort</li> </ul>

## Key manageability and administration features (continued)

Features	Benefits
<p><b>Single management console—new!</b> Delivers a single integrated interface for managing all Symantec Endpoint Protection technologies and Symantec Network Access Control. All allow for a single communication method and content delivery system across all technologies.</p>	<ul style="list-style-type: none"> <li>• Provides operational efficiencies such as single software updates, single policy updates</li> <li>• Unified and central reporting</li> <li>• Unified licensing and maintenance</li> <li>• Requires no additional management console when adding Symantec Network Access Control enforcement</li> <li>• Lowers TCO for endpoint security</li> <li>• Reduces administrative effort</li> </ul>
<p><b>Simplified client interface—new!</b> Offers an interface that is customizable by the administrator, who may lock out configuration options from the end user or choose to completely hide the interface.</p>	<ul style="list-style-type: none"> <li>• Easy to use</li> <li>• Intuitive navigation</li> </ul>
<p><b>Microsoft Active Directory® support—new!</b> Symantec Endpoint Protection management supports the import of Organization Units from Active Directory. Group structures of users, computers, and servers can be imported and synchronized with Microsoft Windows NT® domains, Active Directory, and/or LDAP.</p>	<ul style="list-style-type: none"> <li>• Reduces administrative effort</li> <li>• Increases operational efficiency</li> </ul>
<p><b>Roles-based administration—new!</b> Flexible management allows different administrators to be given different levels of access to the management system.</p>	<ul style="list-style-type: none"> <li>• Reduces administrative effort</li> <li>• Increases operational efficiency</li> </ul>
<p><b>Patch management and distribution—new!</b> Determines patches necessary for every Symantec Endpoint Protection client and automatically generates appropriate patch downloads for each. Management in Symantec Endpoint Protection also includes tools for rolling patches out to Symantec Endpoint Protection clients.</p>	<ul style="list-style-type: none"> <li>• Reduces administrative effort</li> <li>• Increases operational efficiency</li> </ul>
<p><b>Integration with Altiris endpoint management solutions—new!</b> Makes it easier to distribute software packages, migrate older Symantec AntiVirus or other antivirus deployments, and view new agent rollout status and activity.</p>	<ul style="list-style-type: none"> <li>• Reduces and simplifies upgrade effort</li> <li>• Provides enhanced visibility and control over migration and deployment activities and tasks</li> </ul>

<b>QUESTION</b> What are the key features and benefits of Symantec Network Access Control?	<b>ANSWER</b> The key features and benefits of Symantec Network Access Control are outlined in the following table.
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Features	Benefits
<b>Endpoint compliance checking</b>	<ul style="list-style-type: none"> <li>• Prevents security outbreaks</li> <li>• Protects your critical assets and business</li> <li>• Reduces propagation of malicious code such as viruses, worms, spyware, and other crimeware</li> <li>• Provides greater network availability and reduced disruption of services for end users</li> <li>• Provides verifiable organizational compliance information through near-real-time endpoint compliance data</li> </ul>
<b>Flexible endpoint evaluation options</b> Endpoint evaluation options are offered as a persistent agent, dissolvable agent, and/or a non-agent-based scanning option.	<ul style="list-style-type: none"> <li>• Evaluates both managed and unmanaged endpoints</li> <li>• Evaluates non-Windows-based endpoints</li> <li>• Lends itself to more comprehensive scanning of various endpoint types</li> <li>• Enables you to choose from agent bases and agentless implementations</li> </ul>
<b>Auto-enforcement, quarantine, and remediation</b>	<ul style="list-style-type: none"> <li>• Reduces time and energy required to remediate noncompliant endpoints</li> <li>• Helps increase end-user productivity</li> <li>• Prevents security outbreaks</li> <li>• Protects your critical assets and business</li> <li>• Stops malware and crimeware</li> </ul>
<b>Network hardware neutral</b>	<ul style="list-style-type: none"> <li>• Helps save time and money because you don't have to upgrade existing networking components</li> <li>• Is a network access control solution you can deploy today</li> </ul>

<b>QUESTION</b> What are the key technologies included in Symantec Endpoint Protection and Symantec Network Access Control?	<b>ANSWER</b> Symantec Endpoint Protection contains the following best-of-breed technologies:  <ol style="list-style-type: none"> <li>1. Antivirus</li> <li>2. Antispyware</li> <li>3. Firewall</li> <li>4. Intrusion Prevention</li> <li>5. Device control</li> <li>6. Network access control ready</li> </ol> Symantec Network Access Control contains the following key technologies:  <ol style="list-style-type: none"> <li>1. Endpoint evaluation technologies</li> <li>2. Enforcers</li> </ol>
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<p><b>QUESTION</b></p> <p>Can Symantec Endpoint Protection and Symantec Network Access Control be used with a different antivirus product?</p>	<p><b>ANSWER</b></p> <p>Yes. Symantec Endpoint Protection and Symantec Network Access Control are both interoperable with other popular antivirus products. However, if you are a Symantec Endpoint Protection customer using a third-party antivirus product, you will not be able to use the antivirus/antispysware functionality.</p>
<p><b>QUESTION</b></p> <p>Can Symantec Endpoint Protection and Symantec Network Access Control be used with a different desktop firewall?</p>	<p><b>ANSWER</b></p> <p>Yes. Symantec Endpoint Protection and Symantec Network Access Control are both interoperable with other popular desktop firewall products. However, if you are a Symantec Endpoint Protection customer using a third-party firewall, you will not be able to use Symantec firewall related functionality.</p>

## Competitive

<p><b>QUESTION</b></p> <p>What are the key competitive differentiators for Symantec Endpoint Protection?</p>	<p><b>ANSWER</b></p> <p>Several benefits sets our market-leading Symantec Endpoint Protection apart from the competition:</p> <ul style="list-style-type: none"> <li>• <i>Optimized integration</i>—Provides a single unified agent that offers antivirus, antispysware, firewall, IPS, device control, and optional network access control capabilities, all in a smaller footprint.</li> <li>• <i>Better protection</i>—Integrates award-winning, market-leading proactive technologies from Symantec, Sygate, and WholeSecurity into a single technology. Unique differentiating protection features include Generic Exploit Blocking, behavioral-based intrusion prevention, and rootkit detection and removal technology leveraged from Veritas technology.</li> </ul>
<p><b>QUESTION</b></p> <p>What are the key competitive differentiators for Symantec Network Access Control?</p>	<p><b>ANSWER</b></p> <p>Several benefits sets our award-winning Symantec Network Access Control solution apart from the competition:</p> <ul style="list-style-type: none"> <li>• <i>Deployable network access control enforcement</i>—Operating system and hardware neutral, so it does not require expensive hardware or network infrastructure upgrades</li> <li>• <i>More enforcement options</i>—Offers DHCP, LAN, 802.1x, inline gateway enforcement, and self-enforcement options</li> <li>• <i>More evaluation options</i>—Offers persistent, dissolvable, and non-agent-based scanning options</li> <li>• <i>Better integration</i>—Integrates seamlessly with Symantec Endpoint Protection, utilizing the same agent footprint and management console</li> </ul>

## QUESTION

Will Symantec Network Access Control be interoperable with other network access control infrastructures?

## ANSWER

Yes. Symantec Network Access Control is interoperable with NAC infrastructures such as Cisco NAC and Trusted Computing Group's Trusted Network Connect now and will be interoperable with Microsoft NAP when it becomes available. While Symantec Network Access Control is an interoperable solution, it is also an end-to-end network access control option that can work independent of these infrastructures.

## Entitlement

## QUESTION

How do I determine what product(s) I am entitled to?

## ANSWER

Customers with valid maintenance for:

- Symantec AntiVirus Corporate Edition
- Symantec Client Security
- Confidence Online for Corporate PCs (WholeSecurity)
- Symantec Sygate™ Enterprise Protection

are entitled to: **Symantec Endpoint Protection 11.0**

Customers with valid maintenance for:

- Symantec AntiVirus Enterprise Edition

are entitled to: **Symantec Multi-tier Protection 11.0**

Customers with valid maintenance for:

- Symantec AntiVirus with Groupware Protection
- Symantec Client Security with Groupware Protection

are entitled to: **Symantec Endpoint Protection Small Business Edition 11.0**

Customers with valid maintenance for:

- Symantec Network Access Control (LAN and/or DHCP)

are entitled to: **Symantec Network Access Control 11.0**

Customers with valid maintenance for:

- Symantec Network Access Control (only Gateway and/or CNAC)

are entitled to: **Symantec Network Access Control Starter Edition 11.0**

Customers with valid maintenance for:

- Symantec Sygate Enterprise Protection (with Self Enforcement)

are entitled to: **Symantec Network Access Control Starter Edition 11.0 and Symantec Endpoint Protection 11.0**

## Licensing/Version Upgrade

<b>QUESTION</b> Does my upgrade cost anything?	<b>ANSWER</b> No. As long as you are on current maintenance/support, there is no charge for version upgrade for supported licenses.
<b>QUESTION</b> When will I receive my upgrade notification?	<b>ANSWER</b> Symantec intends to deliver upgrade notifications via email and physical mail to eligible customers over an 8- to 10-week timeframe, beginning on September 27, 2007.
<b>QUESTION</b> Should I wait for my upgrade notification?	<b>ANSWER</b> Symantec intends to deliver upgrade notifications to eligible customers over an 8- to 10-week timeframe, beginning on September 27, 2007. Notifications will be sent to customer contacts designated as Technical Contacts or to contacts designated as License Owners within the Symantec Licensing Portal. Beginning September 27, 2007, qualified customers can go to the Licensing Portal to retrieve their upgrade.  See “In which languages will Symantec Endpoint Protection and Symantec Network Access Control be available?” for the product release language schedule.
<b>QUESTION</b> What information will be provided in the upgrade notification?	<b>ANSWER</b> The upgrade notification will indicate your product entitlement and provide instruction for obtaining your entitlement.
<b>QUESTION</b> How do I find out if I am eligible for an upgrade? If I do not receive a notification about my entitlement, how can I find out if I am entitled to an upgrade?	<b>ANSWER</b> You are able to see your upgrade notifications on the Licensing Portal using the following steps: <ol style="list-style-type: none"><li>1. Go to <a href="https://licensing.symantec.com">https://licensing.symantec.com</a>.</li><li>2. Log in or create an account.</li><li>3. Once logged in, click the Version Upgrade button.</li><li>4. Click the “I do not have a notification ID” button.</li><li>5. Follow the instructions on the pages to obtain your upgrade.</li></ol> For more information on licensing and version upgrades, please visit: <a href="http://www.symantec.com/enterprise/licensing/upgrades/index.jsp">www.symantec.com/enterprise/licensing/upgrades/index.jsp</a> .

## Migration

### QUESTION

How do I know what product(s) I should migrate to?

### ANSWER

Customers with valid maintenance for:

- Symantec AntiVirus Corporate Edition
- Symantec Client Security
- Confidence Online for Corporate PCs (WholeSecurity)
- Symantec Sygate™ Enterprise Protection

are entitled to: **Symantec Endpoint Protection 11.0**

Customers with valid maintenance for:

- Symantec AntiVirus Enterprise Edition

are entitled to: **Symantec Multi-tier Protection 11.0**

Customers with valid maintenance for:

- Symantec AntiVirus with Groupware Protection
- Symantec Client Security with Groupware Protection

are entitled to: **Symantec Endpoint Protection Small Business Edition 11.0**

Customers with valid maintenance for:

- Symantec Network Access Control (LAN and/or DHCP)

are entitled to: **Symantec Network Access Control 11.0**

Customers with valid maintenance for:

- Symantec Network Access Control (only Gateway and/or CNAC)

are entitled to: **Symantec Network Access Control Starter Edition 11.0**

Customers with valid maintenance for:

- Symantec Sygate Enterprise Protection (with Self Enforcement)

are entitled to: **Symantec Network Access Control Starter Edition 11.0 and Symantec Endpoint Protection 11.0**

To learn more, visit our Migration and Installation site:

[www.symantec.com/enterprise/support/endpointsecurity/migrate/](http://www.symantec.com/enterprise/support/endpointsecurity/migrate/).

### QUESTION

Can the Symantec Endpoint Protection Management console manage agents from previous versions of subsumed products?

### ANSWER

Symantec AntiVirus 9.x, Symantec AntiVirus 10.x, and Symantec Client Security 2.x and Symantec Client Security 3.x agents cannot be managed by Symantec Endpoint Protection Manager. However, the Symantec Endpoint Protection/Symantec Network Access Control agents will intelligently install over (automatically uninstall) the Symantec AntiVirus 9.x, Symantec AntiVirus 10.x, and Symantec Client Security 2.x and Symantec Client Security 3.x agents.

Symantec Sygate Enterprise Protection 5.1 and Symantec Network Access Control 5.1 agents can be managed from Symantec Endpoint Protection Manager. They can also be intelligently upgraded (automatically uninstalled) by the Symantec Endpoint Protection/Symantec Network Access Control agents.

WholeSecurity Confidence Online for PCs and Sygate Secure Enterprise 4.x agents cannot be managed by Symantec Endpoint Protection Manager, and the Symantec Endpoint Protection/Symantec Network Access Control agents cannot be installed over those agents. These agents will have to be uninstalled before the Symantec Endpoint Protection/Symantec Network Access Control agents can be installed.

**QUESTION**

Will configuration and policy data in the current product(s) be carried over into Symantec Endpoint Protection Manager?

**ANSWER**

Configuration and policy migration tools are available.

**QUESTION**

Will the management console for the subsumed products be able to manage Symantec Endpoint Protection and Symantec Network Access Control agents?

**ANSWER**

No, the management console for the subsumed products will not be able to manage Symantec Endpoint Protection or Symantec Network Access Control agents.

**QUESTION**

What tools and services are available to help me with my migration?

**ANSWER**

Symantec provides many tools and services to assist with migration.

To make migration easier, documentation, best practices guides, and online training are available with the product. Numerous wizards have been developed to ease administrators through the migration process.

Symantec offers helpful migration capabilities such as a new wizard-based installer, automatic policy mapping, agent over-install, and the management console. All are installed on the same server on which your existing management software sits.

Symantec Endpoint Protection will also work with the Altiris endpoint management solutions to make it easy to distribute client software packages, migrate older Symantec AntiVirus or other antivirus deployments, and view deployment status and rollout activity. To help you deploy your agents, Symantec will offer a 30-day trial of the Altiris solution at no charge. This promotion will start in mid-October 2007.

## QUESTION

Is there a central resource to help me with my migration and installation?

## ANSWER

A central migration and installation Web site is available to help you deploy, install, and migrate to the new Symantec Endpoint Protection and Symantec Network Access Control endpoint security solutions.

The site includes:

- Mapping of migration paths
- Links to Symantec service offerings: Consulting, Education, Support, and Remote Expert Installation Services (REIS)
- Links to product tutorials, product collateral, and tours
- Product-specific documentation links that will lead to useful resources such as product admin guides, installation guides, readme files, and more
- Product-specific technical support links, product-specific knowledge databases, and hot topics to help you find the answers and solutions to common questions and problems
- Links to download software (FileConnect)
- Links to migration-specific information and tutorials (coming soon)
- Links to Altiris installation and support (coming soon)

The site can be found at:

[www.symantec.com/enterprise/support/endpointsecurity/migrate/](http://www.symantec.com/enterprise/support/endpointsecurity/migrate/).

## Services

### QUESTION

What kind of services will be offered with the Symantec Endpoint Protection 11.0 and Symantec Network Access Control 11.0 products?

### ANSWER

The choice of either Basic Maintenance or Essential Support will be bundled with each product. For customers who have minimal tolerance for downtime and more complex IT environments, Business Critical Services are available across both products.

- *Basic Maintenance*—Symantec's lowest-price option provides technical support during business hours for nonessential systems, including content updates, patches, product enhancements, and upgrades.
- *Essential Support*—With around-the-clock experts, accelerated response for high-severity issues, and one-stop interoperability support with all the services of Basic Maintenance, Essential Support Services is the best option for 24x7 confidence in your systems' protection.
- *Business Critical Services*—Designed for enterprises with minimal tolerance for service interruptions, Symantec's highest level of responsiveness includes:
  - Expedited, personalized, and proactive support from elite technical experts
  - Onsite or remote services coordinated by a single point of contact
  - Additional options for specialized services

## QUESTION

What other services are available?

## ANSWER

Symantec Global Services provides a range of consulting, education, and support services to better manage and maximize the value of your Symantec investments.

*Symantec Consulting Services*—Symantec consulting services start with endpoint protection deployment and migration assistance, providing solution design, deployment and migration planning, installation package creation, and testing. Integration services are also offered, including full operational review, followed by integration and optimization of the solution based on IT Service Management Best Practices and client compliance requirements. The next level of consulting service is Residency, where Symantec consultants work side by side with your IT staff to help you realize the full value of your endpoint protection technology investments and allow your internal resources to focus on your core business strategies. Symantec also offers Managed Services, wherein the entire endpoint protection function can be outsourced to Symantec to help you reduce operational costs, better manage your IT risks, and meet your security SLAs with confidence.

The following summarizes the key features of the Symantec Consulting Services portfolio:

- Endpoint and network access control technology assessment
- Deployment analysis and remediation assistance
- Deployment/upgrade/migration planning and assistance
- Day-to-day endpoint operations and support
- Centralized monitoring and alerting 24 hours a day, 7 days a week
- Data capture, analysis, trending, reporting, and benchmarking
- Comprehensive process for change control and incident handling
- Root cause analysis of high-impact incidents
- Generalized best practice guidance regarding information security

*Education Services*—Related educational services include the following courses:

### **Symantec Endpoint Protection 11.0**

Length: 5 days, Classroom or Virtual Academy

This course provides system and network administrators with in-depth, hands-on training on administering Symantec Endpoint Protection 11.0. Topics include product components, planning the installation and deployment, performing an installation, understanding the database, creating users and groups, and creating and administering antivirus and intrusion and behavioral protection policies from the Symantec Endpoint Protection Manager (SEPM). LiveUpdate™, monitoring, reporting, and troubleshooting are also covered. The last two days of this course include how to write, deploy, and manage firewall policies.

### **Migration to Symantec Endpoint Protection 11.0**

Length: 2 days, Classroom or Virtual Academy

4 hours, Web or CD-ROM

This course provides hands-on training for system and network administrators who are performing an upgrade of Symantec AntiVirus Corporate Edition 9.x and 10.x and Symantec Client Security 2.x and 3.x to Symantec Endpoint Protection 11.0. Topics include planning for and installing the Symantec Endpoint Protection Manager (SEPM), the antivirus client, malware, spyware, and intrusion and behavioral protection. Additional topics include how to deploy software to antivirus clients, how to add and migrate antivirus and firewall policies, and how these policies are managed through the SEPM.

### **Symantec Network Access Control 11.0**

Length: 2 days, Classroom or Virtual Academy (no hands-on labs)

This course is for system and network administrators who plan to administer Symantec Network Access Control 11.0. This course provides instruction on the key features of the product, including host integrity, self-enforcement, and the enforcers. Topics include an overview of Symantec Network Access Control components, network topology, and how the product is managed by the Symantec Endpoint Protection Manager (SEPM). Additional topics include installation, host integrity and self-enforcement features, the Gateway, DHCP, and LAN enforcers.

To learn more about Symantec's Virtual Academy online learning environment, visit [www.symantec.com/virtualacademy](http://www.symantec.com/virtualacademy).

### **Symantec AntiVirus Tech Center**

Web-based subscription (1 year)

The Symantec AntiVirus Tech Center is a collection of on-demand modules that address key features, common questions, and advanced topics that relate to the use of Symantec Endpoint Protection in your organization. Each concise module is designed to help you quick-fix problems, plan your environment, and get the most out of Symantec Endpoint Protection. Each module presents a single topic and describes how it makes your life easier. Many include self-running demonstrations showing the solution being implemented by a Symantec expert.

*Enterprise Support Services*—A choice of either Basic Maintenance or Essential Support will be bundled with each product. To enhance customer satisfaction and reduce the opportunity for customer frustration when seeking the help of Technical Support, Symantec strongly recommends like coverage when the products are purchased together (i.e., Essential Support for Symantec Endpoint Protection 11.0 and Essential Support for Symantec Network Access Control 11.0). Because of the critical nature of these products, Symantec recommends 24x7 Essential Support as the minimal level of coverage. Business Critical Services are also available for enterprises with minimal tolerance for service interruptions—it's Symantec's highest level of responsiveness.

*Remote Expert Installation Services*—Why install Symantec Endpoint Protection 11.x yourself? Let Symantec install it for you. Symantec Remote Expert Installation Services (REIS) for Endpoint Protection provides a fast, virtually “hands-free” installation and upgrade service to small, qualified organizations using remote technology and expert technicians. The initial service is available in North America for Symantec Endpoint Protection 11.x software for environments with up to 100 endpoints.

This set of remote services provides installation or upgrade of your Symantec software at a convenient time scheduled by you, in a timely, cost-effective manner, utilizing our implementation experts. Customers will have access to skilled resources with deep domain experience who utilize standardized processes and best practices. Two new installation services are available for Symantec Endpoint Protection 11.x:

- Basic Remote Expert Installation Service for one Symantec Endpoint Protection Manager and up to five endpoints.
- Extended Remote Expert Installation Service for up to 25 additional endpoints. The Basic Remote Expert Installation Service is a prerequisite for the extended service. The extended service may be purchased several times in addition to the Basic installation to install up to 100 endpoints in a single session.

Remote Expert Installation Services increase the speed and convenience of installing and/or upgrading to the latest protection technology, freeing your IT staff for other tasks. It also reduces the risk associated with your product upgrade and/or implementation, because it is performed by Symantec expert technicians who can complete the work quickly and correctly, with a seamless transition.

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#### QUESTION

Can you give me more details about the Residency and Managed Services options?

#### ANSWER

Yes. Symantec offers three categories of *Residency Services*. Each provides highly qualified resident consultants to undertake essential project roles and deliver sustained onsite security expertise.

- Executive Residency provides seasoned leadership and enterprise IT management expertise to guide a global security strategy, oversee operations, and minimize operational disruption in the event of unexpected personnel changes.
- Expert Residency provides consultant or project manager resources that deliver strategic security expertise across a broad range of areas to help manage IT risk and bridge technical and business functions.
- Technical Residency delivers the optimal set of skills to manage day-to-day administration, maintenance, monitoring, and troubleshooting of endpoint protection environments so that existing staff can focus on core competencies and key initiatives.

The following summarizes the key features of the Symantec Residency Services portfolio:

- Comprehensive process for incident handling, including escalations and change management
- Data capture, analysis, reporting, trending, and benchmarking
- Project management and reporting, including regular status reports documenting work progress and quarterly meetings to discuss engagement progress with upper management
- Regular training for Symantec resident consultants to maintain expertise
- Generalized information security guidance on best practices

With Symantec Endpoint Security Managed Services, Symantec offers clients the flexibility to outsource key security functions or the entire security operation, based on cost, performance, and strategic considerations. Managed Services are delivered under strict SLAs and are customized to the client's unique IT and business environment. In addition, the services can be delivered onsite or remotely, per the client's specific requirements. By assuming ownership for endpoint protection and other security technology areas, Symantec consultants operate under business-driven SLAs and can help reduce the client's IT risks by:

- Careful analysis of risks and business impact
- Development of risk-mitigating solutions
- Use of industry-proven best practices from a recognized leader in security, availability, performance, and compliance solutions

The following summarizes key capabilities within the Symantec Managed Services portfolio:

- Endpoint and network access control technology assessment
- Deployment analysis and remediation assistance
- Deployment/upgrade/migration planning and assistance
- Day-to-day endpoint operations and support
- Centralized monitoring and alerting 24 hours a day, 7 days a week
- Data capture, analysis, trending, reporting, and benchmarking
- Comprehensive process for change control and incident handling
- Root cause analysis of high-impact incidents
- Generalized best practice guidance regarding information security

For more information on Symantec Global Services, contact your account manager or visit us on the Web at [www.symantec.com/enterprise/globalservices](http://www.symantec.com/enterprise/globalservices).

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**QUESTION**

Where, when, and how can I attend training?

**ANSWER**

You can attend training in person at a Symantec Education Center or at a Symantec Education partner site, onsite at your location or online via our Virtual Academy learning environment. For dates and locations, visit [www.symantec.com/education](http://www.symantec.com/education) and select your country.

<p><b>QUESTION</b></p> <p>How do I enroll in an Education course?</p>	<p><b>ANSWER</b></p> <p>You may enroll in a Symantec Education course by contacting your local Education team via phone or email. Visit <a href="http://www.symantec.com/education">www.symantec.com/education</a> to find the Education contact information for your country/region. You can also enroll online via the Symantec Education Web site.</p>
<p><b>QUESTION</b></p> <p>How do we get an Education cost quotation?</p>	<p><b>ANSWER</b></p> <p>For cost quotations, contact your local Education team via phone or email. Visit <a href="http://www.symantec.com/education">www.symantec.com/education</a> to find the Education contact information for your country/region. In addition to cost quotations, we can also discuss purchase options, including discount programs.</p>
<p><b>QUESTION</b></p> <p>Who can I talk to for information about onsite training?</p>	<p><b>ANSWER</b></p> <p>Contact your local Education team via phone or email to learn more about onsite training. Visit <a href="http://www.symantec.com/education">www.symantec.com/education</a> to find the Education contact information for your country. We can also discuss team education, skills assessments, customization options, training plans, and managed training programs.</p>
<p><b>QUESTION</b></p> <p>How do I sign up for support services?</p>	<p><b>ANSWER</b></p> <p>At the time of purchase, your Symantec reseller or sales rep will assist you in selecting the support coverage that is right for you.</p>
<p><b>QUESTION</b></p> <p>How do I access Symantec Endpoint Protection 11.0 and Symantec Network Access Control 11.0 product support?</p>	<p><b>ANSWER</b></p> <p>You will need a valid support agreement to contact the Symantec Technical Support organization. A support agreement may be purchased through your Symantec reseller. Knowledge articles and other publicly available product information may be accessed online from <a href="http://www.symantec.com/enterprise/support/all_products.jsp">www.symantec.com/enterprise/support/all_products.jsp</a> or via the support forums at <a href="http://forums.symantec.com/discussions/index.jspa?categoryID=1">http://forums.symantec.com/discussions/index.jspa?categoryID=1</a>.</p>
<p><b>QUESTION</b></p> <p>Is BCS available for Symantec Endpoint Protection and Symantec Network Access Control?</p>	<p><b>ANSWER</b></p> <p>For customers who have minimal tolerance for downtime and more complex IT environments, Business Critical Services are available across both products.</p>
<p><b>QUESTION</b></p> <p>I'm considering adopting the network access control technology. Is this covered by my Platinum/Premium Platinum subscription?</p>	<p><b>ANSWER</b></p> <p>The Symantec Network Access Control technology is acquired through a separate license. In order to receive technical product support, upgrades, and patches, you will need to purchase a support agreement for this product. It is not covered under your existing Symantec support and maintenance agreements for Symantec Endpoint Protection.</p>

**QUESTION**

Will I obtain both products as a result of my active maintenance contract?

**ANSWER**

No. Because the products are licensed separately, both products must be covered under individual support contracts. So that we can best assist you for any technical issues you experience related to the products, Symantec strongly recommends that you purchase the same level of coverage across both products (i.e., Essential Support for Symantec Endpoint Protection 11.0 and Essential Support for Symantec Network Access Control 11.0). And, because of the critical nature of these products, Symantec recommends 24x7 Essential Support as the minimal level of coverage.

**QUESTION**

Are there separate telephone numbers to call if I have both products?

**ANSWER**

If you have a valid support agreement, you will have a single telephone number, based on your geographic location, to call for technical assistance with any Symantec business product.

**QUESTION**

Is there a standard price list for consulting, education, and support services?

**ANSWER**

Consulting, education, and support services are included on the standard price list and may be purchased through the Symantec Buying Programs.

**QUESTION**

How do I contact a consultant?

**ANSWER**

If you're an existing Symantec client or partner, please contact your account manager. Existing and new customers and partners can visit us on the Web at [www.symantec.com/enterprise/global services](http://www.symantec.com/enterprise/global services).