

Assessment Manager Security Content Update 2017-3 Release Notes

Versions: AM 11.1 and AM 11.1.1



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Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our website at the following URL:

www.symantec.com/business/support/

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.symantec.com/business/support/

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information

- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

support.symantec.com

Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan customercare_apj@symantec.com

Europe, Middle-East, and Africa semea@symantec.com

North America and Latin America supportsolutions@symantec.com

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What's New

This chapter includes the following topics:

- [Content modified in 2017-3 update](#)
- [Files modified in 2017-3 update](#)

Content modified in 2017-3 update

After you install the Security Content Update 2017-3 on CCS Assessment Manager (AM) 11.1 and CCS AM 11.1.1, the following English content is modified:

- General Data Protection Regulation (EU)
See "[Legal disclaimer for General Data Protection Regulation \(EU\) questionnaire](#)" on page 11.

What has changed?

- **Hierarchical structure replaced with flat structure**

The General Data Protection Regulation (EU) was introduced in the Security Content Update (SCU) 2017-2 on CCS Assessment Manager (AM) 11.1 and CCS AM 11.1.1. The General Data Protection Regulation (EU) questionnaire contained questions grouped in a hierarchical structure comprising the following:

- Chapter
- Section in the chapter
- GDPR article in the section
- Questions grouped as per the GDPR article

In the SCU 2017-3, this hierarchical structure is replaced with the flat structure for ease of use. Now, the General Data Protection Regulation (EU) questionnaire contains questions grouped under the relevant articles only. You do not have to expand the chapters or sections to read the articles and the questions.

- Modified answer template

Earlier the answer template for the General Data Protection Regulation (EU) questions comprised the following options:

- Yes
- No
- Not Sure
- Not Applicable

In the SCU 2017-3 the **Not Sure** option is replaced with the **Partial (Partially Applicable/Work In Progress)** option. This change helps you get better clarity on your compliance with the General Data Protection Regulation (EU).

Note: You must manually delete the General Data Protection Regulation (EU) questionnaire that you installed in SCU 2017-2, and then install the SCU 2017-3. Then the modifications described earlier will be reflected in the questionnaire.

See “[Installing 2017-3 Update on AM 11.1 and AM 11.1.1](#)” on page 9.

Files modified in 2017-3 update

The following English content file in CCS Assessment Manager (AM) is modified in the 2017-3 content update for AM 11.1 and AM 11.1.1:

- GDPR.xmlq

See “[Content modified in 2017-3 update](#)” on page 7.

Installation

This chapter includes the following topics:

- [Installing 2017-3 Update on AM 11.1 and AM 11.1.1](#)

Installing 2017-3 Update on AM 11.1 and AM 11.1.1

To install the 2017-3 Update for the AM Windows module

- 1 Manually delete the General Data Protection Regulation (EU) questionnaire that you installed with the SCU 2017-2.

For information about deleting a questionnaire, refer to the **Deleting a questionnaire** section in the Symantec CCS Assessment Manager User Guide (Version 11.1 or 11.1.1).

- 2 Run the `CCS_11_x_17_3_Content_Update_Win.exe`.

The CCS Assessment Manager SCU 2017-3 Installation Wizard welcome page is displayed.

- 3 Click **Next**.

- 4 In the **Add Components** panel, select the components to be installed.

You must have the CCS Assessment Manager Base Maintenance license for the completion of this installation. For the installation of ISO questionnaires, you must have the RAM ISO Questionnaire license 11.0. You may require additional Symantec Enterprise License Service (ELS) licenses for installation of the selected components.

- 1 Click **Next**.
- 2 In the **Licensing** panel, click **Add Licenses**, and then add the respective licenses.

Note: If you are upgrading from CCS AM 11.0 to CCS AM 11.1, you can continue using the existing 11.0 licenses till they are valid. When the CCS AM 11.0 licenses expire, you need CCS AM 11.1 licenses. However, license version for RAM ISO Questionnaire has not been changed to 11.1 and it continues to be 11.0.

Click **Next**.

- 3 In the **Summary** panel, review the summary, and then click **Install**.

Note: For more information about installing CCS Assessment Manager, refer to the *Symantec CCS Assessment Manager Installation Guide*.

See “[Content modified in 2017-3 update](#)” on page 7.

Legal Disclaimer

This chapter includes the following topics:

- [Legal disclaimer for General Data Protection Regulation \(EU\) questionnaire](#)

Legal disclaimer for General Data Protection Regulation (EU) questionnaire

The Customer acknowledges and agrees that this questionnaire is provided for general information and internal record keeping purposes only. Neither the questionnaire nor the dashboards and the reports generated on its basis constitute legal advice or opinion of any kind, or any advertising or solicitation, and should not be treated as such. No lawyer-client, advisory, fiduciary or other relationship is created between Symantec and the Customer by virtue of this questionnaire.

This questionnaire is comprised of a series of questions based on an arbitrary and discretionary subset of the general provisions and requirements of Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR) as published in the Official Journal of the European Union (L 119/1) on May 4th, 2016. This questionnaire is in no event meant to provide a complete, accurate or adequate review of the GDPR and the Customer is solely responsible to determine the relevance and adequacy of each question to the Customer's activities, operations and requirements and to the GDPR. The sole purpose of this questionnaire is to record the Customer's statement as to whether the Customer is able to document its self-determined answer to each question.

Consequently the Customer acknowledges and agrees that:

- the questionnaire does not intend to comprehensively cover all requirements of the GDPR;
- the inclusion of any question in the questionnaire does in no way imply that the question is relevant or applicable to the Customer, as only the Customer can make such determination;

- the absence of any reference to a particular provision or requirement of the GDPR from the questionnaire does in no way imply that the particular provision or requirement is not relevant or applicable to the Customer, as only the Customer can make such determination; and
- the dashboards and reports generated on the basis of the questionnaire only provide a record of the Customer's self-determined answers to each question and do in no way constitute any reliable indication or statement of legal conformity, compliance or adequacy under the provisions and requirements of the GDPR or of any other legislative or regulatory instrument.

Symantec makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability or suitability with respect to the purpose, content and/or results of the questionnaire. Any reliance the Customer may place on the questionnaire and the results generated is therefore strictly at the Customer's own discretion and risk.

In no event shall Symantec be liable for any damages, losses or causes of action of any nature arising from the provision or use of the questionnaire tool (including the dashboards and reports generated and their interpretation) by the Customer.