

## Symantec Endpoint Protection 11.0: Top SMB Customer Frequently Asked Questions

### INTRODUCTION

*Updated as of April 11th, 2008*

This document provides information, pointers to resources, and resolution to assist Small Business Users in utilizing Symantec Endpoint Protection 11.0 (SEP 11.0).

### UPCOMING TRAINING

**For more in-depth training and review, please join Symantec Endpoint Protection technical experts for upcoming partner webcasts.**

Webcast: **Migration Strategies – Symantec Endpoint Protection 11.0**

Date: Tuesdays and Fridays Time: 4pm ET/1pm PT

Register: Partners can register at: [https://symantecmeetingcenter.webex.com/meet/web\\_symc](https://symantecmeetingcenter.webex.com/meet/web_symc)

In this live webcast you will:

- Receive a technical review on the process of migrating from existing installations of Symantec AntiVirus Corporate Edition or Symantec Client Security to Symantec Endpoint Protection 11.0.
- Learn about pre-migration strategies to prepare for the migration process
- Review the Altiris Symantec Endpoint Protection Integration Component
- Deep dive into the Migration and Installation Wizard
- Have the opportunity for live Q&A!

### PRODUCT UPDATES

#### MR2 availability

The upcoming maintenance release (MR2) of Symantec Endpoint Protection builds upon the previous maintenance release (MR1) and the targeted RTM date is April 11<sup>th</sup>. (English only). SEP 11.0 MR2 is a more stable and efficient product that provides added protection and management benefits. Below is a summary of key enhancements under MR2:

#### \* Improved resource utilization of SEP client and SEPM server

Under MR2, both the client footprint and resource utilization of the SEPM server have been reduced to enhance the user experience, especially in small and medium business environments. Administrators have the option to increase the space and memory allocation of the server to fit their business environment.

#### \* Enhanced Device Control supports Device ID

Customers can now set a policy for a specific device that is allowed or not allowed to be attached to the endpoints. This enhancement ensures that rogue USB memory sticks are not used unless they are in the approved company policy.

#### \*Support for Microsoft Windows 2008 Server

Support for Windows Server 2008 has been added to the SEP Client.

### How to Access Endpoint Protection Maintenance Release 2

The second maintenance release for Symantec Endpoint Protection (SEP version 11.0.2) is targeted to be posted on File Connect <<http://fileconnect.symantec.com>> the week of April 13. Please download MR2 directly from File Connect, as MR2 updates will not be available through LiveUpdate. Once MR2 has been installed, future updates can be accessed through LiveUpdate.

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### MR2 Schedule:

Languages	Download Available	Physical Media Available
English	4/13/2008	4/25/2008
French	4/15/2008	4/25/2008
German	4/28/2008	5/8/2008
Italian	4/28/2008	5/8/2008
Spanish	4/28/2008	5/8/2008
Chinese Simplified	5/2/2008	5/14/2008
Chinese Traditional	5/2/2008	5/14/2008
Japanese	5/2/2008	5/14/2008
Korean	5/2/2008	5/14/2008
Portuguese Brazil	5/2/2008	5/14/2008
Czech	5/22/2008	6/3/2008
Polish	5/22/2008	6/3/2008
Russian	5/22/2008	6/3/2008

### TOP CUSTOMER FAQs AND RESOLUTIONS

**FAQ: I heard that SEP 11.0 and SNAC 11.0 have compatibility issues with Vista SP1.**

**Resolution:** These issues are resolved in MR2. This newest maintenance release for both SEP and SNAC are targeted to support Vista SP1.

**FAQ: Does TruScan(TM) Proactive Threat Scan work with 64-bit or Server operating systems?**

**Resolution:** TruScan(TM) supports 64-bit systems and Application and Device Control supports servers. Both of these features are bundled under the Proactive Threat Protection category which causes inconsistencies in the UI when it needs to display a disabled state. Engineering is aware of this issue and is currently working on resolving this.

**FAQ: I have heard that multiple reboots are required to install the agent. Is this true?**

**Resolution:** No reboot is required for Antivirus, Antispyware, or Proactive Threat Scan to work. A reboot is only required for Application and Device Control, Firewall and Intrusion Prevention.

**FAQ: What do I do when my small business server stops receiving network connections?**

**Resolution:** This fix has been included in MR1 (the latest maintenance release). Please upgrade to MR2 to address this concern as well as to receive additional key enhancements.

**FAQ: What can I do to prevent my server from running out of disk space?**

- **Resolution:** Symantec has taken steps to optimize disk utilization and this issue has been resolved in SEP MR2.

**FAQ: How come my SEP Client computers are experiencing difficulty communicating with the SEP Manager?**

**Resolution:** Under MR2, Symantec has improved communication between SEPM and SEP client. Key enhancements include the following:

- Addressed issues with SEP client communicating with SEPM behind a firewall with NAT or after changing the remote console port
- Addressed issue when SNAC Enforcer fails after adding too many MAC addresses
- Addressed issue with Agent SNAC service blocking Checkpoint VPN client connections

SEP clients not appearing or disappearing in the SEPM console may also be due to a variety of reasons such as network

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connections, etc. Here is a list of helpful documents that can assist in helping resolve this issue.

- Document ID 2007110214173248 - Clients do not communicate properly with the Symantec Endpoint Protection Manager (SEPM): <http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007110214173248>
- Document ID 2007101711140148 - Testing Communication from an Endpoint Protection client to the Endpoint Protection Manager: <http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007101711140148>
- Document ID 2007101711103548 - Symantec Endpoint Protection Manager 11.x communication troubleshooting : <http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007101711103548>

### **FAQ: How do I minimize the RAM required on the SEP Management server ?**

**Resolution:** Symantec has taken steps to reduce the amount of resources required to run the management console i.e. SEPM server in MR1. Symantec Endpoint Protection Manager has a minimum requirement of 1 GB before it can be installed on the system. In environments managing less than 100 nodes, it is optimized and now configured by default to average around 250-300 MB's of RAM.

### **FAQ: What do I do if I cannot log into the SEPM Console, or if I am seeing a blank or corrupted screen?**

**Resolution:** MR2 has addressed many stability issues that will reduce the amount of crashes and errors that appear. Port conflicts have also been resolved in MR2. The administrator will be prompted during installation and configuration process if conflicts are detected.

### **FAQ: How can I improve my Small Business Server performance after installing SEPM management console?**

**Resolution:** Changes in MR2 have addressed this issue as MR2 has lower resource consumption and a more optimized workflow. The following Knowledge Base article contains some recommended changes which improve performance in several key areas:

- Document ID 2007102311173048 - Symantec Endpoint Protection Client configuration changes for performance optimization: <http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007102311173048>

### **FAQ: How do I optimize the amount of HD space the client is using?**

**Resolution:** Under MR2, Engineering has improved the amount of HD space the client is using. Symantec is continually working on ways to reduce the amount of HD space required after installing the Client. Symantec Endpoint Protection client hard drive space has been reduced in version 11.0.2000 using the following two methods. 1) Removed the 5 copies of cached virus definitions that was contained in the install directory that were leveraged for content delta generation, instead the content already located in the Symantec\Common Files directory. 2) The cached installation was moved from the installation directory to the Symantec directory location in the Document and Setting directory. An option is included in the client installer to allow customers to choose not to install the client cache.

### **FAQ: How can I make the SEP management server easier to install?**

**Resolution:** This has been resolved in MR2. The Manager Server Configuration Wizard has been enhanced to include two new options: 1) Simple and 2) Advanced. The Simple options will set the configuration options of the manager so that memory and HD resources allocated are kept to a minimum. This is recommended for customers with fewer than 100 clients. The Advanced option will allow administrators to configure the server for the number of clients in their environment. In addition, the Management Server Configuration Wizard will check for port conflicts during configuration. If one is detected, an alternate port will be selected and reported to the administrator.

### **FAQ: Am I forced to install SEP if I completed a SAV renewal?**

**Resolution:** Symantec AntiVirus Corporate Edition, Symantec AntiVirus Enterprise Edition, and Symantec Client Security

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customers may elect to continue using the prior version product until they wish to migrate to the new product or the prior version product is no longer supported. Again, customers are being encouraged to renew using 11.0 SKUs but are \*not\* being forced to move to the SEP 11.0 product. A customer who renews on 11.0 is entitled to use or move/down-grade and be supported on any prior version product that is still within its support life. Renewals and new or additional purchases for these products may be transacted on the current version product, but apply to any supported prior version product. If your prior version product requires a license key and you are not automatically sent one after your purchase, please contact Customer Care at [http://www.symantec.com/business/support/assistance\\_care.jsp](http://www.symantec.com/business/support/assistance_care.jsp).

### RECENT SMALL MEDIUM BUSINESS SEP 11.0 ACCOLADES

**Symantec Endpoint Protection 11.0 receives the 2008 Excellence in Technology Award in the category of Network Security by Small Business Computing (1/08)**

[http://www.smallbusinesscomputing.com/news/article.php/11520\\_3723026\\_1](http://www.smallbusinesscomputing.com/news/article.php/11520_3723026_1)

**Symantec Endpoint Protection 11.0 voted as “Best Security Suite for SMBs” by PC World Mexico (12/07)**

[http://www.symantec.com/business/products/awards.jsp?pcid=2241&pvid=endpt\\_prot\\_1](http://www.symantec.com/business/products/awards.jsp?pcid=2241&pvid=endpt_prot_1)

**Positive Feedback on Symantec Endpoint Protection 11.0 in the HealthCare Sector**

[http://searchcio-midmarket.techtarget.com/news/article/0,289142,sid183\\_gci1297656,00.html?track=NL-973&ad=623447&asrc=EM\\_NLN\\_3003601&uid=1308899](http://searchcio-midmarket.techtarget.com/news/article/0,289142,sid183_gci1297656,00.html?track=NL-973&ad=623447&asrc=EM_NLN_3003601&uid=1308899)

**Endpoint Security represents a prime growth opportunity for VARS**

[http://eval.symantec.com/mktginfo/enterprise/articles/b-ewk\\_endpoint\\_vars.01\\_2008.en-us.pdf](http://eval.symantec.com/mktginfo/enterprise/articles/b-ewk_endpoint_vars.01_2008.en-us.pdf)

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