Symantec™ PKI Client Government Edition
Service Description

Introduction
Symantec™ PKI Client Government Edition is middleware for authentication, data protection, and digital signing using smart cards with a variety of applications. Symantec PKI Client Government Edition is optimized for use with government-issued smart cards (PIV, PIV-I, CAC and TWIC) and a variety of desktop and online applications. Symantec PKI Client PIV API meets the Federal Information Processing Standards (FIPS) 201 requirements and is approved by the US Government GSA for deployment in Homeland Security Presidential Directive 12 (HSPD-12) programs.

Capabilities
Symantec PKI Client Government Edition provides the following key capabilities:

- **Smart Card Login**
  
  Login to a PC using a government-issued smart card and PIN number. Lock and unlock the computers screensaver using the same smart card and PIN.

- **Email Signing and Encryption**
  
  Encrypt email and insert digital signatures into email for data protection and non-repudiation. Automatic configuration of Outlook simplifies the usage of smart cards for email signing and encryption.

- **Securely Login to Websites**
  
  Authenticate to websites using a government-issued smart card and PIN over SSL, providing extra security.

- **Sign and Encrypt Files, Documents, and PDFs**
  
  Enables native encryption functionality (if any) of Microsoft Word documents, Adobe PDF’s, and other files while inserting digital signatures into them for data protection and non-repudiation.

- **VPN and Wireless Authentication**
  
  Authenticate securely into many common VPN and wireless clients using a government issued smart card and PIN.

- **Supports CAC, PIV, PIV-Interoperable, and TWIC Smart Cards**
  
  Supports most Common Access Cards (CAC), Personal Identity Verification (PIV), PIV Interoperable (PIV-I) and Transportation Worker Identity Card (TWIC) smartcards.

- **Standard CSP and PKCS#11 functionality**
  
  Supports standard applications and algorithms including: RSA 1024/2048, MD5, SHA1, DES, 3DES, and RC2 through standard application interfaces.

- **Supports standard SP-800-73 PIV Application Programming Interface**
  
  Software SDK supporting the SP-800-73 PIV application programming interface.
Clients Supported:

- Microsoft® Windows®
  - XP SP3 (32 bit), Vista SP2 (32 bit), 2003 SP2 (32 bit), 7 (32/64 bit), 2008 (64 bit)
- Pentium® III or higher with 256 MB RAM, 25 MB free hard disk
- Email Clients: Outlook® 2003/2007, Thunderbird® 3
- Browsers: Internet Explorer® 7/8, Firefox® 3
- Adobe Acrobat® 9
- GSA FIPS 201 approved Personal Identity Verification (PIV) based Smart Card (*)
- GSA FIPS 201 approved USB PC/SC compliant smart card reader and driver (*)

(*) Product must be approved by GSA’s FIPS-201 Approved Products List: http://fips201ep.cio.gov/apl.php

* * *

Microsoft, Windows, Internet Explorer and Outlook are trademarks of the Microsoft group of companies.
Adobe and Acrobat are trademarks of Adobe Systems, Incorporated.
Firefox and Thunderbird are trademarks of Mozilla Corporation.
Pentium is a trademark of Intel Corporation.

Symantec and the Symantec Logo are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

SYMANTEC PKI CLIENT GOVERNMENT EDITION TERMS AND CONDITIONS

1. DEFINITION

"Agreement" means the applicable agreement, which is entered into between Symantec and Customer and incorporates this Service Description by reference.

"Software" means any software component provided by Symantec to Customer, including without limitation, the Symantec PKI Client.

2. CUSTOMER’S OBLIGATIONS

(a) Customer Obligations. Customer is solely responsible for acquiring and maintaining requisite hardware requirements on its premises for the Services and Software, and maintaining the security of its network and computer systems.

(b) Customer’s Warranties. In addition to the express limited warranties set forth in the Agreement, Customer warrants to Symantec that Customer: (i) will not monitor, interfere with, reverse engineer the technical implementation of, or otherwise knowingly compromise the security of any Symantec system, Software or Services; (ii) will comply with its obligations under HSPD-12 and the processes and obligations set forth in the Federal Information Processing Standards Publication 201-1; (iii) will not copy the Software or permit others to copy the Software, except for backup or archival purposes; and (iv) will not remove any copyright, trademark, proprietary rights, disclaimer or warning notices included in or embedded in any part of the Software or in any copy made of the Software.

(c) Audit. Not more than twice a year, Symantec may audit and inspect, at its own expense, Customer’s utilization of the Services and Software in order to ensure compliance with the terms of this Additional Information Supplement, the applicable Service Description, the Services Order and the Agreement. Any such audit will be conducted during normal business hours of Customer upon reasonable written notice to Customer and will not unreasonably interfere with Customer’s business activities. Customer shall reasonably cooperate with Symantec in connection with any such audit. If the audit reveals that Customer has underpaid fees to Symantec, such underpaid fees shall be immediately due and payable by Customer.

3. SYMANTEC’S OBLIGATIONS

(a) Software License. Notwithstanding the Agreement, Symantec grants Customer a perpetual, non-exclusive, non-transferable, non-sublicensable license to use the Software in accordance with the Agreement and the applicable documentation. The license granted herein is not a sale of the Software or any copy of it or any source code applicable to it, nor is it a waiver of the rights of Symantec under the U.S. copyright laws or any other federal, state or other applicable laws.

(b) Installation. Unless expressly provided in the applicable Order Document, Services do not include
Software installation and/or system configuration services.
In the event that any installation work is required due to
unusual or particularly complex Customer systems or
requirements, such additional work may be purchased
separately from Symantec.

(c) Support and Maintenance. Customer is
responsible for setting up first-level support to customer’s
individual users. Customer must purchase support and
maintenance for the Software, the support and maintenance
period shall be as specified in the applicable Services
Order. Symantec shall provide Customer with second-level
and third-level support and maintenance for the Software.
The support and maintenance commitments of Symantec
are described in the applicable Service Level Agreement
available on Symantec’s website.

(d) Acknowledgement of Delivery. The parties’
execution of the Services Order to which this Services
Description is applicable shall confirm Symantec’s delivery
to Customer of the Software and related documentation,
and Customer’s acknowledgement of receipt thereof.

(e) Limited Warranty. Symantec warrants that the
Software will operate in material conformance to
Symantec’s published specifications during the first ninety
(90) days following Customer’s initial receipt of the
Software (“Warranty Period”). If Customer discovers a
non-conformity in the Software during the Warranty
Period, Customer shall submit to Symantec a written report
describing the non-conformity in sufficient detail to permit
Symantec to reproduce such non-conformity. Upon
confirmation by Symantec that the reported non-conformity
has been reproduced and confirmed to be such by
Symantec, Symantec will use reasonable efforts to, at its
option: (i) correct the non-conformity; (ii) provide a work
around or software patch (collectively “Fixes”); or (iii)
replace the Software. If Symantec determines that none of
these alternatives are reasonably available, upon
Customer’s request Symantec shall refund any license fees
paid for the affected Software and accept its return. All
Fixes provided by Symantec shall constitute Software as
defined hereunder, as applicable, and shall be governed by
the terms hereof. This warranty shall not apply to any non-
conformity caused by any unauthorized modification to the
Software or by Customer’s failure to incorporate any Fixes
provided by Symantec. This warranty applies only to the
initial delivery of the Software. Fixes are provided with a
limited warranty of thirty (30) days from receipt of such
Fix or for the remainder of the initial Warranty Period,
whichever is greater. The foregoing express warranties are
in lieu of all liabilities or obligations on the part of
Symantec. CUSTOMER’S SOLE REMEDY FOR
BREACH OF WARRANTY SHALL BE A
CORRECTION, FIX OR REFUND AS SET FORTH IN
THIS SECTION.

(f) Disclaimers. EXCEPT AS SET FORTH IN THIS
SERVICE DESCRIPTION OR THE AGREEMENT, THE
SERVICES AND THE SOFTWARE IS PROVIDED “AS
IS” AND WITHOUT ANY WARRANTIES
WHATSOEVER, INCLUDING BUT NOT LIMITED TO,

THE IMPLIED WARRANTIES OF
MERCHANTABILITY, NON-INFRINGEMENT, AND
FITNESS FOR A PARTICULAR PURPOSE (ALL OF
WHICH ARE HEREBY DISCLAIMED). SYMANTEC
MAKES NO WARRANTY THAT THE SERVICES OR
SOFTWARE WILL BE UNINTERRUPTED OR ERROR-
FREE.

4. EFFECT OF TERMINATION
In the event of a termination of the Agreement or this
license for any reason: (a) Customer will immediately cease
use of the Services and Software; (b) the rights to use the
Services and Software will immediately terminate; (c)
Customer will permanently delete the Software from any
storage media upon which such Software is stored; and (d)
neither party shall be relieved of obligations or liabilities
which accrued prior to the date of termination.

5. U.S. Government Restricted Rights
The Software is provided with “Restricted Rights.” Use,
duplication or disclosure by the U.S. Government is subject
to restrictions as set forth in subparagraph (c)(1)(ii) of the
Rights in Technical Data and Computer Software clause at
DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of
the Commercial Computer Software - Restricted Rights at
48 CFR 52.227-19, as applicable (and the successor clauses
to any of the foregoing). The contractor/manufacturer is
Symantec Corporation. All Software provided to the U.S.
Government, including its civilian and military agencies, is
commercial computer software that was developed at
private expense prior to its provision to any U.S.
Government entity. Subject to any applicable regulations
set out in the FAR or DFARS (and any superseding
regulations), the Software is provided with the commercial
license rights and restrictions described elsewhere in this
Service Description or the Agreement. For Department of
Defense agencies, the restrictions set forth in the Technical
Data - Commercial items clause at DFARS 252.227-7015
(Nov 1995) shall also apply.