

# FAQ for Security Appliances from Symantec™

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## What security appliances are covered by this document?

This FAQ pertains to the following security appliances from Symantec: Symantec Database Auditing and Security (3100 series appliance), Symantec Network Access Control and Enforcer (SNAC) appliances (6100 series appliances), Symantec Mail Security (SMS) appliances (8100 series and 8200-8300 series appliances), Symantec Security Information Manager (SSIM) appliances (9500-9600 series appliances).

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## What kind of maintenance coverage comes with my new Symantec Security Appliance?

In all cases, Software Support Services for Symantec appliances must be purchased separately from the hardware warranty. Software Support Service options consist of Symantec Basic Maintenance, Essential Support, or Business Critical Contracts. Details on the Symantec Software Support Services options are detailed at [http://www.symantec.com/business/services/category.jsp?pcid=support\\_services](http://www.symantec.com/business/services/category.jsp?pcid=support_services). Symantec Software Support will not cover support of the appliance hardware, even for Business Critical customers.

Symantec appliances come with a separate hardware warranty. With the exception of the SNAC appliances, hardware support is provided under the appliance 3 year warranty. This warranty covers next business day parts and service unless a same day uplift option is purchased. SNAC appliances come with a 1 year hardware warranty, also covering next business day parts and service. For high availability installations or Business Critical customers, it is strongly recommended that redundant appliances with a same day support uplift contract be purchased, where available.

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## What is covered by my Symantec hardware warranty?

With the exception of the SNAC appliances, hardware support is provided under the appliance 3 year warranty (SNAC appliances have a 1 year warranty). This warranty covers next business day parts and service unless a same day uplift option is purchased. All SSIM appliances come with the same day uplift option applied upon initial purchase. For the SMS 8300 appliance, the same day uplift option can be purchased at the time of initial purchase of the appliance, or any time there after for the 3 year warranty period. The same day uplift option is only available in certain regions. Contact your Symantec Sales representative for more information on same day uplift availability.

A technician will be dispatched to make any necessary hardware replacements. In all cases, the primary method of repairing hardware failure will be field parts replacement. If the situation cannot be rectified as demonstrated by 3 consecutive failed field replacement attempts in 10 days, then Symantec may, in its sole discretion, choose to provide a whole unit replacement. Symantec does not have on-site service in all geographic locations. For locations with no on-site service, field replaceable parts will be shipped to be installed by the customer with remote technical support provided by Symantec. The detailed Symantec appliance repair process utilized by Symantec Technical Support can be accessed by your Symantec Sales Representative.

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## How long does my Symantec hardware warranty last?

SNAC appliances are sold with a 1 year hardware warranty. All other new Symantec security appliances come with a 3 year, next business day warranty except SSIM appliances, which have same day warranty coverage.

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#### Who do I call for Symantec security appliance hardware warranty support?

Symantec Technical Support Phone Numbers can be found here: [http://www.symantec.com/business/support/all\\_products.jsp](http://www.symantec.com/business/support/all_products.jsp). Click on the appropriate product, and then click contact Technical Support on the right hand side of your computer screen.

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#### What information do I need to provide for my Symantec security appliance hardware warranty support?

Symantec security appliance customers must provide the physical location & address of the failing equipment, the name of the person who can provide access along with their phone and email, and a description of the problem. Support will also collect the service tag number. If the physical location of the unit does not match the registered location, then a service tag transfer is required. Service tag transfers can significantly delay initiation of support activities. If the Symantec security appliance is moved between customer facilities, a Service Tag Transfer should be initiated PRIOR to movement of the appliance.

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#### How can I get same day hardware warranty support?

It is best to purchase your same day warranty support at the time you initially purchase your Symantec security appliance. It is important to recognize the availability needs of the environment the appliance will be supporting, and either purchase same business day support, or even consider redundant systems to ensure the environment's uptime goals will be met. The SSIM appliance already comes with same day support. Your Symantec Sales Representative can provide you with pricing information for same day uplift options for the geographies that this option is available.

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#### Can I upgrade from Next Day Support to Same Day Support after purchasing my Symantec appliance?

While it is best to purchase the same day support uplift at the time of initial Symantec security appliance purchase, the same day uplift option can be added at any time during the 3 year warranty period. Contact your Symantec Sales Representative for specific pricing.

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#### Does Symantec Business Critical Support (BCS) cover both hardware and software?

No, BCS covers Symantec Software support only. If the appliance is being placed into an environment requiring BCS software support, it is strongly recommended that the same day support option be purchased as a minimum, and that fully redundant hardware be considered.

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#### How does the length of my Symantec software subscription relate to my Symantec hardware warranty period?

Your Symantec software subscription is separate coverage from your hardware appliance. The Symantec Security Appliance hardware coverage is for 3 years at time of purchase (except for SNAC appliances which is 1 year).

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#### Can I extend my Symantec hardware warranty and for how long?

No, Symantec offers a 3 year next business day warranty for all of their Security appliance hardware (SNAC appliances are 1 year). SSIM appliances come with a same day support uplift for the 3 year period. SMS 8300 appliances can have separate same day support uplift SKUs, depending on the location of the appliance as there are geographic restrictions.

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#### What happens when my warranty ends?

When your Symantec security appliance hardware warranty ends, it is strongly recommended you contact your Symantec Sales Representative to explore your options. As you know, hardware technology rapidly improves, and it is likely in your best interest to upgrade to a new hardware platform. Contacting the hardware provider for warranty extensions is an option for Symantec customers, but is not recommended due to hardware obsolescence rates.

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#### Can I purchase a warranty extension for my hardware?

Symantec does not provide warranty extensions beyond the initial hardware warranty period – 3 years standard for most appliances, 1 year for SNAC appliances.

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#### What do I need to do when I move an appliance to a different location?

Prior to moving a Symantec security appliance, a service tag transfer must be completed. Please contact Symantec Technical Support at [http://www.symantec.com/business/support/all\\_products.jsp](http://www.symantec.com/business/support/all_products.jsp). Click on the appropriate product, and then click contact Technical Support on the right hand side of your computer screen. Moving an appliance could result in differing support options, as not all support offerings are available in all geographies. Certain countries are restricted and may result in termination of your support agreement.

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#### How can I get a faulty appliance replaced?

In all cases, the primary method of repairing hardware failure will be field parts replacement. If the situation cannot be rectified as demonstrated by 3 consecutive failed field replacement attempts in 10 days, then Symantec may, in its sole discretion, choose to provide a whole unit replacement. Symantec does not have on-site service in all geographic locations. For locations with no on-site service, field replaceable parts will be shipped to be installed by the customer with remote technical support provided by Symantec. The detailed Symantec appliance repair process utilized by Symantec Technical Support can be accessed by your Symantec Sales Representative.

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#### Where can I get more information regarding my appliance software support services and hardware warranty coverage?

Please refer to your end user Support Certificate(s), your end user License Agreement(s) and Symantec's current Enterprise Technical Support Policy which contain the terms under which support is delivered. This FAQ is not intended to supersede those documents.

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#### *Contact Us Today*

Call toll-free 1 (800) 745 6054

#### *Visit our Web site*

<http://enterprise.symantec.com>

#### *About Symantec*

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