

Channel Frequently Asked Questions

Symantec™ Endpoint Protection 11.0 and Symantec™ Network Access Control 11.0

Overview

QUESTION

What are Symantec Endpoint Protection 11.0 and Symantec Network Access Control 11.0?

ANSWER

Symantec™ Endpoint Protection combines Symantec AntiVirus™ with advanced threat prevention technologies to deliver unmatched defense against malware such as viruses, worms, spyware, Trojans, zero-day threats, and rootkits. This unified product delivers the most advanced technology available to protect from today's most sophisticated threats.

Functionally, Symantec Endpoint Protection 11.0 includes antivirus, antispware, firewall, intrusion prevention, and device control.

Symantec Network Access Control 11.0 securely controls access to corporate networks, enforces endpoint security policy, and easily integrates with existing network infrastructures.

Symantec Endpoint Protection 11.0 and Symantec Network Access Control 11.0 combine in a seamlessly integrated agent that unites Symantec antivirus technologies with acquired technologies from Whole Security and Sygate.

QUESTION

Why are Symantec Endpoint Protection 11.0 and Symantec Network Access Control 11.0 important to me?

ANSWER

These solutions enable you to return to your existing Symantec customer base under maintenance and provide new functionality at no additional cost. This may also be an opportunity to renew maintenance agreements with customers whose contracts have lapsed.

This is an opportunity to offer your professional services and assessments for customers migrating from Symantec AntiVirus Corporate Edition to Symantec Endpoint Protection 11.0. Forty-three percent of SMBs plan to get outside help from consultants and system integrators for policy creation and enforcement with Network Access Control (NAC). (Forrester, *State of Security in SMBs and Enterprises*)

Displace point product competitors in existing Symantec customer environments where Symantec Endpoint Protection 11.0 and Symantec Network Access Control will decrease deployment and administrative costs and simplify security administration.

	<p>The products provide an opportunity to engage new prospects where no prior relationship existed.</p> <p>Increase your antivirus deal sizes by selling Symantec Network Access Control 11.0 to new and existing customers as a way to expand your market presence into the NAC market segment.</p> <p>If you are a Symantec Availability-focused partner, use this easiest-to-sell security solution of Symantec Endpoint Protection 11.0 to cross the boundary between the Security and Availability spaces. Symantec Endpoint Protection 11.0 offers instant customer value and aligns with what customers are asking for in endpoint security. Its game-changing functionality provides a great opportunity to explore selling in the Security space—allowing you to become a broader solution advisor for your customers.</p>
<p>QUESTION</p> <p>How do these two products interoperate?</p>	<p>ANSWER</p> <p>Both products will be sold separately; however, Symantec Endpoint Protection 11.0 will be Symantec Network Access Control ready. This means that Symantec Network Access Control will be present, but not enabled, in the Symantec Endpoint Protection 11.0 agent if not purchased initially. When purchased, Symantec Network Access Control will be available and managed using the same management console as that used by Symantec Endpoint Protection 11.0.</p>
<p>QUESTION</p> <p>What segments are these products relevant in?</p>	<p>ANSWER</p> <p>What segments are these products relevant in?</p> <ul style="list-style-type: none"> • Small Business* • Medium Business* • Enterprise • Large Enterprise—See “Packaging” section
<p>QUESTION</p> <p>What vertical markets?</p>	<p>ANSWER</p> <p>Symantec Endpoint Protection 11.0 and Symantec Network Access Control 11.0 are horizontal security applications, although they are particularly relevant to the Finance and Banking, Legal, Government (Federal, Local, State), Healthcare, and Education markets because of the type of data generated by these segments and the system and regulatory compliance reporting required of most.</p>
<p>QUESTION</p> <p>What key business benefits do these products provide?</p>	<p>ANSWER</p> <p>Primary business benefits include:</p> <ul style="list-style-type: none"> • Lower total cost of ownership • Simplified centralized management of endpoint protection and compliance • Protection against the growing number of existing and emerging threats • Growing remote endpoint security policy concerns are addressed by ensuring endpoints are properly protected prior to being allowed access to the network

* There are also offerings for specific customer needs (Symantec Network Access Control Starter Edition, Symantec Endpoint Protection 11.0 Business Packs, and Symantec Endpoint Protection Small Business Edition 11.0).

<p>QUESTION</p> <p>What specific customer needs and market drivers do Symantec Endpoint Protection 11.0 and Symantec Network Access Control 11.0 address?</p>	<p>ANSWER</p> <p>A threat landscape that has morphed from "hacking for fame" to "stealing for gain" dictates a substantial change in security risk levels and criminal stealth strategies.</p> <p>Extensive customer research (focus groups, customer councils, individual interviews, and analyst discussions) tell us that customers want:</p> <ul style="list-style-type: none"> • IT security enhancement, which SMB customers rated first among infrastructure priorities in 2006 (Forrester, <i>State of Security in SMBs and Enterprises</i>) • Network access control, which enterprise customers rated the technology they wanted most for IT security (Forrester, <i>State of Security in SMBs and Enterprises</i>) • Single Agent architecture for easier deployment and administration • Single management console architecture for better reporting and administration • A smaller memory 'footprint' than a mixed environment of point product agents • Better protection against difficult-to-catch unknown malware threats <p>Symantec Endpoint Protection 11.0 and Symantec Network Access Control 11.0 have been designed to meet all the customer requirements driven by the change in the threat landscape over the last 24 months. These security solutions change the game in endpoint security by redefining antivirus.</p>
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Resources: Tools and Materials

<p>QUESTION</p> <p>What kind of tools and resources will be available and when?</p>	<p>ANSWER</p> <p>Tools and materials will be available on PartnerNet and on our theme site on www.symantec.com/endpointsecurity. These will include QuickStart guides, data sheets, SKU Mapping tool, training materials, and more. These will be available on or before June 15.</p>
<p>QUESTION</p> <p>How will sales training be conducted?</p>	<p>ANSWER</p> <p>Sales training will be available via webcasts; in self-paced multimedia modules that you can work through whenever you like; and through Symantec's video modules. Scheduled dates and places for face-to-face training and other training opportunities are on PartnerNet.</p>
<p>QUESTION</p> <p>What kind of technical training will be available? When?</p>	<p>ANSWER</p> <p>Technical training will be available via instructor-led, online webcasts, online courses (Virtual Academy), and webcast archives for replay. Reference materials will be available online before the general availability of the product. Dates for scheduled onsite and webcast training are available on PartnerNet and through the channel newsletter.</p>

<p>QUESTION</p> <p>Will Symantec Endpoint Protection 11.0 and Symantec Network Access Control 11.0 trialware be available for my customers?</p>	<p>ANSWER</p> <p>Trialware will be available for Symantec Endpoint Protection 11.0 in late October. The trialware will include the SEP client only (no console), and will expire on a fixed date in March of 2008. It will be available at www.symantec.com/endpointsecurity.</p> <p>At this time, there are no plans for trialware for Symantec Network Access Control 11.0, but it is available as internal and evaluation licenses to our partners.</p>
<p>QUESTION</p> <p>What tools do I have to help a customer through an evaluation?</p>	<p>ANSWER</p> <p>Prior to First Customer Ship (FCS), you can direct customers to the beta download for those that wish to evaluate its functionality. After FCS, please use the Internal License and Evaluation programs.</p>
<p>QUESTION</p> <p>Are NFR copies available to us?</p>	<p>ANSWER</p> <p>There will be evaluation software available, but not specifically under the NFR program; they're available under the Internal License and Evaluation programs. Internal Licenses are 12 months and include Basic Maintenance.</p> <p>Using PartnerNet, partners can request software through one of two programs:</p> <ol style="list-style-type: none"> 1. Internal licenses—To be used on internal production networks, in training facilities, in briefing centers, and for customer demonstration 2. Evaluation software—To be given by the partner to potential customers for evaluation and to be used in training facilities, briefing centers, and for customer demonstration purposes <p>Please see the Licensing Guide on PartnerNet for exact details.</p>

Packaging

<p>QUESTION</p> <p>What are the specific packages made from these various technologies?</p>	<p>ANSWER</p> <ul style="list-style-type: none"> • Symantec Endpoint Protection 11.0—Includes antivirus, antispymware, firewall, intrusion prevention, and device control • Symantec Multi-tier Protection 11.0—Includes Symantec Endpoint Protection + Symantec AntiVirus for Macintosh + Symantec AntiVirus for Linux + Mail Security (SMTP, Domino and Exchange) • Symantec Endpoint Protection Small Business Edition 11.0—Includes Symantec Endpoint Protection and Mail Security for MS Exchange • Symantec Network Access Control 11.0 • Symantec Network Access Control Starter Edition 11.0
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Symantec Endpoint Protection 11.0

	Small Businesses (10–99 employees)	Medium Businesses (100–999 employees)	Enterprise (1,000–4,999 employees)	Large Enterprise (5,000+ employees)
Symantec Endpoint Protection 11.0	Packs and licenses	Licenses	Licenses	Licenses
Symantec Endpoint Protection Small Business Edition 11.0	Packs and licenses	N/A	N/A	N/A
Symantec Multi-tier Protection 11.0	Licenses	Licenses	Licenses	Licenses

Symantec Network Access Control 11.0

	Small Businesses (10–99 employees)	Medium Businesses (100–999 employees)	Enterprise (1000–4,999 employees)	Large Enterprise (5,000+ employees)
Symantec Network Access Control-11.0	Licenses*	Licenses*	Licenses	Licenses
Symantec Network Access Control Starter Edition 11.0	Licenses	Licenses	Licenses	Licenses

* May purchase if desired but not target market segments.

How do our former antivirus and NAC products map to the new packages?

Before	Now
Symantec AntiVirus Corporate Edition and Symantec Client Security* and Sygate Symantec Enterprise Protection	Symantec Endpoint Protection 11.0
Symantec AntiVirus Enterprise Edition	Symantec Multi-tier Protection 11.0 (Symantec Endpoint Protection + Symantec AntiVirus for Macintosh + Symantec AntiVirus for Linux + Mail Security)
Symantec AntiVirus Groupware (packs only) Symantec Client Security Groupware (packs only)	Symantec Endpoint Protection Small Business Edition 11.0 (available in packs and licenses)
Symantec Network Access Control	Symantec Network Access Control 11.0
Did not exist	Symantec Network Access Control Starter Edition 11.0

* With the release of Symantec Endpoint Protection, Symantec Client Security will be on a path to end of life.

In Front of the Customer

QUESTION	ANSWER
What are the cross-sell, upsell, and service opportunities for Symantec Endpoint Protection 11.0?	<ul style="list-style-type: none"> • Leverage maintenance renewal to migrate customers to Symantec Endpoint Protection 11.0 • Upsell to SNAC or SNAC Starter Edition based on the requirements and applications • Upsell to Symantec Critical System Protection, Symantec Mobile Security and Symantec On-Demand Protection

Use Symantec Endpoint Protection, Symantec Network Access Control, and the enterprise or small business editions as a bridgehead to add other Symantec Security and Availability solutions to the customer's environment. For details on which solutions and services to cross-sell or upsell, please use the Compass tool.

QUESTION

How should I position this with my customers compared with other products we sell?

ANSWER

Both Symantec Endpoint Protection and Symantec Network Access Control are interoperable with other popular antivirus and firewall products, though we believe that the integrated solution benefits are compelling for many customers now evaluating or reevaluating security. Symantec Endpoint Protection and Symantec Network Access Control are industry-leading solutions that address new customer thinking around IT security.

QUESTION

How should I explain to customers that Symantec Endpoint Protection 11.0 is different from just antivirus?

ANSWER

Providing effective IT security is more complex than just installing antivirus now. You need the most advanced technologies to protect from today's more sophisticated threats. Symantec Endpoint Protection starts with Symantec AntiVirus and combines advanced threat prevention in a single agent administered via a single management console. This is the next generation of AntiVirus from Symantec.

QUESTION

Does Symantec Endpoint Protection address the technical concerns about Symantec AntiVirus I've heard from my customers?

ANSWER

Yes. For one thing, the agent footprint is smaller and more efficient than in past versions. We know some customers have had concerns about the overhead of the solution, so Symantec Endpoint Protection was designed, in part, to address those concerns. We think your customers will be pleased.

QUESTION

What should I tell a customer who says they don't need or want all the functionality in Symantec Endpoint Protection?

ANSWER

Symantec Endpoint Protection pricing will be approximately the same as Symantec AntiVirus Corporate Edition 10.2 pricing for new purchases. In other words, you might say they don't pay any more for the new functionality. Also, the modular architecture of Symantec Endpoint Protection allows the customer to enable only the functionality they want or need.

You should probe to open the discussion into why they feel they don't need the other functionality, services or to roll their multiple point product functionality into our integrated Endpoint Protection solution.

Current customers, on maintenance, can test any of the feature modules of Symantec Endpoint Protection at no additional cost.

QUESTION

What kind of help will customers have to migrate from a previous version of Symantec AntiVirus? How can I enable my staff to provide it?

ANSWER

There will be functionality in Symantec Endpoint Protection to make migration simple and straightforward for current Symantec antivirus customers.

- There is a First Time Migration wizard that walks the administrator through the management console installation, the migration of policies from the previous Symantec antivirus environment, and new client deployments.
- On the CD there are two tutorials. One is a Symantec Endpoint Protection overview, and the second one covers migration. There is also a hardcopy migration guide.

For larger organizations (>40,000 clients) there will be (post FCS) a sizing/ scalability document that will provide guidance on hardware requirements and other configuration details to make Symantec Endpoint Protection run smoothly with large numbers of clients.

For new prospects, assessment services can be provided by Symantec to help a customer determine how his environment will benefit from the use of Symantec Endpoint Protection or Symantec Network Access Control. You can sell such services after certification by Symantec's Services team.

The Partner Education courses include migration modules for your technical team that will enable you to sell your own services to your customers, especially smaller SMB organizations. The materials mentioned are listed on PartnerNet, the technical support site, and on our theme Web site on www.symantec.com/endpointsecurity.

QUESTION

What services will be offered for Symantec Endpoint Protection and Symantec Network Access Control 11.0?

ANSWER

Consulting Services: Symantec consulting services start with antivirus deployment and migration assistance providing solution design, deployment and migration planning, installation package creation, and testing.

Technical Education Services: Our 5-day Symantec Endpoint Protection 11.0 course will be available in both classroom (instructor-led) and Virtual Academy (live online) versions. In addition to features and functions, students will learn installation, management, and troubleshooting techniques.

QUESTION

When will training courses be available?

ANSWER

The Installation, Upgrade, and Migration for Symantec Endpoint Protection 11.0 training courses have been available since mid-June.

The Symantec Endpoint Protection 11.0 sales training course became available in mid-August.

The Symantec Network Access Control 11.0 training course will be available in mid-September.

<p>QUESTION</p> <p>Will these solutions help my customers meet any regulatory requirements?</p>	<p>ANSWER</p> <p>The protective functionality of both Symantec Endpoint Protection and Symantec Network Access Control markedly decrease break-ins, data theft, and infection by remote workers that put regulatory compliance at risk. Both system and regulatory compliance are enabled by the reporting and event logs of Symantec Endpoint Protection and Symantec Network Access Control.</p>
<p>QUESTION</p> <p>How can I learn how to quote my customers on-this?</p>	<p>ANSWER</p> <p>The Partner Pricing and Licensing QuickStart on PartnerNet contains all the information you require. If you are having difficulty constructing a quote, please contact your Symantec Channel Sales Manager or the Symantec Endpoint Protection Product Manager.</p>
<p>QUESTION</p> <p>Will this be included in the Opportunity Registration program?</p>	<p>ANSWER</p> <p>Yes. Details are on PartnerNet.</p>

Competitive

<p>QUESTION</p> <p>What are our key competitive differentiators in Symantec Endpoint Protection?</p>	<p>ANSWER</p> <ul style="list-style-type: none"> • Symantec Endpoint Protection 11.0 with advanced threat prevention which includes antivirus, antispayware, firewall, intrusion prevention, and device control. • Single agent/single console • Proactive threat scanning • Symantec Network Access Control ready: Every deployment of Symantec Endpoint Protection includes Symantec Network Access Control in the agent. It remains dormant until enabled by licensing the SNAC option separately. • Our Global Intelligence Network
<p>QUESTION</p> <p>What are our key competitive differentiators in Symantec Network Access Control?</p>	<p>ANSWER</p> <ul style="list-style-type: none"> • Deployable Network Access Control enforcement: operating system neutral and hardware neutral • More enforcement options: offers DHCP, LAN, 802.1x, inline gateway enforcement, and self enforcement options • More evaluation options: offers persistent, dissolvable, and non-agent-based scanning options • Better integration with Symantec Endpoint Protection <p>For more details on competitive solutions and how we compare, please refer to the competitive materials posted on PartnerNet.</p>

SCENARIO

If my customer is running a competitive AV/Security solution, and has no intention to switch to SEP, can they still use SNAC SE for its self enforcement capabilities?

QUESTION

1. What do I sell them?

ANSWER

1. You sell SNAC SE and install just the SNAC agent.

QUESTION

2. What capabilities do they get?

ANSWER

2. They receive Host Integrity & Remediation. This means they can assess the endpoints compliance with endpoint policy and automatically fix the problem.

QUESTION

3. What capabilities do they not get that a SEP customer would enjoy?

ANSWER

3. They do not receive the firewall Quarantine Policy. This means they can only detect the problem and initiate automated remediation, but they **CANNOT** quarantine it and prevent it from accessing the network—they need the firewall to actually quarantine.

Pricing and Licensing

QUESTION	ANSWER
Will there be an upgrade cost? What product(s) is your customer entitled to?	Customers currently under maintenance contract are entitled to a 1 for 1 license upgrade as listed below:

EXISTING LICENSES	ENTITLEMENT
<ul style="list-style-type: none"> • Symantec AntiVirus Corporate Edition • Symantec Client Security • Confidence Online for Corporate PC's (Whole Security) • Symantec Sygate Enterprise Protection 	Symantec Endpoint Protection 11.0
<ul style="list-style-type: none"> • Symantec AntiVirus Enterprise Edition 	Symantec Multi-tier Protection 11.0
<ul style="list-style-type: none"> • Symantec AntiVirus with Groupware Protection • Symantec Client Security with Groupware Protection 	Symantec Endpoint Protection Small Business Edition 11.0
<ul style="list-style-type: none"> • Symantec Network Access Control (LAN and/or DHCP) 	Symantec Network Access Control 11.0
<ul style="list-style-type: none"> • Symantec Network Access Control (only Gateway and/or CNAC) 	Symantec Network Access Control Starter Edition 11.0
<ul style="list-style-type: none"> • Symantec Sygate Enterprise Protection (with Self Enforcement) 	Symantec Endpoint Protection 11.0 and Symantec Network Access Control Starter Edition 11.0

QUESTION	ANSWER
Will there be price changes for new customers/purchases?	<p>Symantec Endpoint Protection pricing will be approximately the same as Symantec AntiVirus Corporate Edition 10.2 pricing for new purchases. There will be a slight increase in renewal pricing in some higher Bands. For full details check the Channel Notification and/or Price List on PartnerNet.</p> <p>Symantec Multi-tier Protection pricing will be approximately the same as Symantec AntiVirus Enterprise Edition 10.2 pricing for new purchases and renewals. For full details check the Channel Notification and/or Price List on PartnerNet.</p> <p>Symantec Network Access Control 11.0 pricing will be somewhat lower than the similar Symantec Network Access Control 5.1 product. For full details check the Channel Notification and/or Price List on PartnerNet.</p>

<p>QUESTION</p> <p>What is the process to upgrade customers to the new product versions?</p>	<p>ANSWER</p> <p>Symantec is committed to providing customers and channel partners with an enhanced and simplified version upgrade process to make it faster and easier to upgrade.</p> <p>Customers have multiple ways to access the new software:</p> <ul style="list-style-type: none"> • Eligible customers will automatically receive an email notification which they can use to download the appropriate software. • Customers can download software by directly going to FileConnect (Symantec's electronic software distribution Web site (serial number required) • Customers can visit Symantec's improved Licensing Portal that delivers multi-function capabilities in one easy to navigate portal (serial and/or account number required)
<p>QUESTION</p> <p>Will there be a competitive upgrade program?</p>	<p>ANSWER</p> <p>Yes, there is a competitive upgrade program. Generally the customer pays some maintenance cost to upgrade to a Symantec product. The actual percentage depends on the band under which they're purchasing. Please refer to the posted price list.</p>
<p>QUESTION</p> <p>I have customers using Citrix and they'll want licensing for Symantec AntiVirus on thin clients. What is our licensing model for thin clients?</p>	<p>ANSWER</p> <p>We license on a per-seat basis. Thin clients require per-seat licenses to protect local resources and data or resources and data accessed through other clients, servers, or other locally mapped drives. It is strongly recommended that thin clients be secured locally, as they may still be candidates for the distribution and proliferation of threats to the network to which they have access.</p>

Migration

<p>QUESTION</p> <p>Can the Symantec Endpoint Protection Management Console manage agents from previous versions of legacy products?</p>	<p>ANSWER</p> <p>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.</p> <p>Symantec Sygate Enterprise Protection 5.1 and Symantec Network Access Control 5.1 agents can be managed from Symantec Endpoint Protection Manager and can also be intelligently upgraded (automatically uninstall) to the Symantec Endpoint Protection/Symantec Network Access Control agents.</p> <p>WholeSecurity Confidence On-line 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 agent can be installed.</p>
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<p>QUESTION</p> <p>Will configuration and policy data in the current product(s) be carried over into Symantec Endpoint Protection Manager?</p>	<p>ANSWER</p> <p>Configuration and policy migration tools are available to support migration of such data.</p>
<p>QUESTION</p> <p>Will the management console for the legacy products be able to manage Symantec Endpoint Protection and Symantec Network Access Control agents?</p>	<p>ANSWER</p> <p>No, the management console for legacy products will not be able to manage Symantec Endpoint Protection or Symantec Network Access Control agents.</p>
<p>QUESTION</p> <p>What services are available to help me with migration?</p>	<p>ANSWER</p> <p>There are a number of services to help partners and customers with migration. Further information is available on PartnerNet and will be updated as we get closer to first customer shipment.</p>
<p>QUESTION</p> <p>What tools will be made available to help me with migration?</p>	<p>ANSWER</p> <p>Symantec provides a number of tools and services to assist customers with migration. Further information is available on PartnerNet.</p> <p>Documentation, best practices guides and on-line training to make migration easier are available. Extensive wizards have been developed to walk administrators through the migration process.</p> <p>Symantec offers helpful migration capabilities such as a new wizard-based installer, automatic policy mapping, agent over-install and allowing the management console to be installed on the same server that your existing management server sits on.</p> <p>Symantec Endpoint Protection will also work with Altiris' endpoint management solutions to make it easy to distribute client software packages, migrate from older Symantec Antivirus or other antivirus solutions and view deployment status and rollout activity.</p> <p>Symantec will make available a 30-day trial of an Altiris management solution at no charge to help customers deploy their Endpoint Protection agents. This promotion will start in mid-October 2007.</p> <p>Symantec also offers a host of consulting and educational services to help customers migrate.</p>
<p>QUESTION</p> <p>What are the End-of-Life (EOL) plans for Symantec AntiVirus Corporate Edition, Symantec Client Security and Symantec Sygate Enterprise Protection?</p>	<p>ANSWER</p> <p>Symantec AntiVirus Corporate Edition, Symantec Sygate Enterprise Protection, and Symantec Client Security will no longer be promoted as standalone products and we will announce EOL details for them in the near future.</p> <p>Customers under valid maintenance for Symantec AntiVirus CE, Symantec Client Security, or Symantec Sygate Enterprise Protection will receive equivalent licenses of Symantec Endpoint Protection 11.0.</p>

Miscellaneous

QUESTION What should we tell customers who have performance concerns about implementing software with all this different functionality on-their servers and desktops?	ANSWER For one thing, the single agent footprint is smaller and more efficient than in past versions of Symantec antivirus. We know some customers have had concerns about the overhead of the solution in the past. Symantec Endpoint Protection was designed, in part, to address those concerns. We think your customers will be pleased.
QUESTION Is Web Security in the Symantec Multi-tier Protection or Symantec Endpoint Protection Small Business Edition?	ANSWER No, Web Security will no longer be a part of Symantec Multi-tier Protection 11.0 and will not be offered as part of Symantec Endpoint Protection Small Business Edition 11.0.
QUESTION What happens to Confidence Online for PCs and Confidence Online for Web applications?	ANSWER Confidence Online for PCs will reach end of life because the functionality is being incorporated into Symantec Endpoint Protection. We'll still support it for 30 months as our customers make the transition.