

Symantec™ Protection Suite - Enablement FAQ for Partners

Frequently Asked Questions about Licensing and Entitlement - Symantec INTERNAL AND PARTNER USE ONLY

1. What are the appropriate product mappings into the new Symantec Protection Suite offerings?

Existing Product	New Product
Symantec™ AntiVirus Starter Edition <i>(EMEA and LAM only)</i>	Symantec™ Endpoint Protection Small Business Edition 12.0
Symantec™ Multi-tier Protection Small Business Edition Symantec™ Endpoint Protection Small Business Edition 11.0*	Symantec™ Protection Suite Small Business Edition
Symantec Multi-tier Protection Symantec™ AntiVirus Enterprise Edition	Symantec™ Protection Suite Enterprise Edition
Symantec™ AntiVirus Corporate Edition Symantec™ Client Security	Symantec™ Endpoint Protection** OR Symantec Endpoint Protection Small Business Edition 12.0

* Old version of Symantec Multi-tier Protection Small Business Edition bundle, not the same as Symantec Endpoint Protection Small Business Edition 12.0.

** Existing product, appropriate upgrade path for mid-market and enterprise customers.

2. What Symantec products are included in Symantec Protection Suite Enterprise Edition?

Endpoint Security

- Symantec™ Endpoint Protection
- Symantec™ Network Access Control Self Enforcement - NEW!
- Symantec™ AntiVirus for Mac
- Symantec™ AntiVirus for Linux
- Symantec™ Mobile AntiVirus for Windows Mobile

Messaging Security

- Symantec Brightmail™ Gateway
- Symantec™ Mail Security for Microsoft Exchange
- Symantec™ Mail Security for Domino
- Symantec™ Premium AntiSpam

Backup and Recovery

- Symantec Backup Exec™ System Recovery Desktop Edition - NEW!

3. What Symantec products are included in Symantec Protection Suite Small Business Edition?

Endpoint Security

- Symantec™ Endpoint Protection Small Business Edition 12.0 - NEW!
- Symantec AntiVirus for Mac

Messaging Security

- Symantec Mail Security for Microsoft Exchange
- Symantec Premium AntiSpam

Backup and Recovery

- Symantec Backup Exec System Recovery Desktop Edition - NEW!
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4. What is the difference between cross-grade licensing and direct entitlement options?

Cross-grade licensing is an active transition, requiring a licensing transaction on specific cross-grade SKUs. Direct entitlement is an automatic transition, whereby existing customers get access to different product licensing and/or maintenance with no transaction required. The introduction of Symantec Protection Suite will require cross-grade licensing for existing Symantec customers, with no direct entitlement at this time.

For more information on licensing, see: <https://partnet.symantec.com/Partnercontent/Licensing/Home.jsp>

5. Which customers should cross-grade to Symantec Protection Suite Enterprise Edition? Is there any difference in price?

Symantec Protection Suite Enterprise Edition is designed for mid-market, enterprise, and large enterprise customers (>100 users). In particular, Symantec Multi-tier Protection and Symantec AntiVirus Enterprise Edition customers should consider cross-grading to this new suite. The price is the same, but there is new functionality added to the new suite.

Customers who are currently using Symantec Endpoint Protection and Symantec AntiVirus Corporate Edition should also consider cross-grading to the new suite to expand their protection across their enterprise. For these customers, there is a price increase in making the transition, but by taking advantage of the cross-grade, they can take advantage of significant savings compared to a standard new license purchase of the suite.

6. Which customers should cross-grade to Symantec Protection Suite Small Business Edition? Is there any difference in price?

Symantec Protection Suite Small Business Edition is designed for small businesses with up to 100 users. In particular, Symantec Multi-tier Protection Small Business Edition and Symantec Endpoint Protection Small Business Edition 11.0 customers should consider cross-grading to this new suite. *Note that Symantec Endpoint Protection Small Business Edition 11.0 is an older bundle from Symantec and NOT the new Symantec Endpoint Protection Small Business Edition 12.0 product.* The price for the new suite is less expensive than the prior Small Business Edition bundles.

Customers who are currently using Symantec AntiVirus Corporate Edition or Symantec Client Security should also consider cross-grading to the new suite to expand their protection and access new technologies. For these customers, there is a price increase in making the transition, but by taking advantage of the cross-grade, they can take advantage of significant savings compared to a standard new license purchase of the suite.

7. Will Symantec Multi-tier Protection and Symantec Multi-tier Protection Small Business Edition customers get direct entitlement to the new suites?

No, as discussed above, customers will not be getting direct entitlement as part of their current maintenance at this time. The Symantec Protection Suite is a new product offering from Symantec, and not a version upgrade to the Symantec Multi-tier Protection bundles. However, customers should consider cross-grading to the appropriate Symantec Protection Suite at the time of renewal in order to get more value for the same (Enterprise Edition) or lower (Small Business Edition) price.

8. When should customers switch over to the new suites?

The best time to make a transition to the new Symantec Protection Suites is at the time of renewal. This enables an easy cross-grade transaction without forfeit of any current maintenance period.

9. What happens if a customer wants to move to the suites BEFORE their renewal is up?

An early transition is **not** recommended, since the easiest upgrade path is to complete a cross-grade licensing transaction at the time of renewal. However, if a customer chooses to cross-grade early, they will lose credit for the remaining time on their previous maintenance and simply transition to the new license and new maintenance period. If assistance is needed in transitioning a strategic account early, please contact your Symantec account manager for assistance.

10. Are Symantec Multi-tier Protection and Symantec Multi-tier Protection Small Business Edition going away?

No, Symantec is not discontinuing the Symantec Multi-tier Protection or Symantec Multi-tier Protection Small Business Edition bundles at this time. They will continue to be available. However, Symantec encourages existing customers to cross-grade to the appropriate Symantec Protection Suite at the time of renewal, and new customers to take advantage of the increased functionality included in Symantec Protection Suite.

11. Will current Symantec Multi-tier Protection customers automatically get the Backup Exec System Recovery Desktop Edition and Symantec Network Access Control Self Enforcement licenses?

No, as discussed above, Symantec Protection Suite is a new product offering and not a product upgrade to Symantec Multi-tier Protection. In order to get access to the new product licenses, a customer must cross-grade to Symantec Protection Suite. Symantec recommends that customers make this transition at the time of renewal.

12. How can a Symantec Endpoint Protection customer migrate to the new Symantec Endpoint Protection Small Business Edition?

Symantec does not encourage this transition. Symantec Endpoint Protection includes several additional features, such as Device & Application Control, AntiVirus for Linux, and integrated Symantec Network Access Control capabilities, that would not be available after a migration to the Small Business Edition. If assistance is needed in transitioning an account prior to the standard renewal date, please contact your Symantec account manager for assistance.

13. What if a customer is using Symantec Mail Security for SMTP? Is entitlement for Symantec Mail Security for SMTP still included in Symantec Protection Suite Enterprise Edition?

Although the software for Symantec Mail Security for SMTP is not included as part of Symantec Protection Suite Enterprise

Edition, existing customers who previously purchased licenses for Symantec AntiVirus Enterprise Edition or Symantec Multi-tier Protection 11.0 and cross-grade to this new product suite will still be able to use their implementation of Symantec Mail Security for SMTP and receive content updates. Symantec Mail Security for SMTP is still sold separately and supported by Symantec.

14. How do I deploy the Symantec Brightmail Gateway license in Symantec Protection Suite Enterprise Edition?

Symantec Protection Suite Enterprise Edition includes a full license for Symantec Brightmail Gateway deployments. The Symantec Brightmail Gateway is an appliance-based solution, however, and customers have two deployment options. Customers preferring traditional appliances can purchase Symantec Brightmail / Mail Security 8300 Series hardware units from Symantec, and deploy the software using their Symantec Protection Suite license. Customers preferring a more flexible software-based deployment and the benefits of server virtualization can deploy the Symantec Brightmail Gateway Virtual Edition, a virtual appliance option, on a hardware platform of their choice running VMware ESX or ESXi. There is no need for an additional purchase from Symantec. Customers must purchase or acquire the appropriate VMware license directly from VMware or through a VMware partner.

15. Is Symantec Data Loss Prevention 9.0 included in Symantec Protection Suite?

No, Symantec Data Loss Prevention is a separate purchase (and up-sell path) for customers using Symantec Protection Suite. The data loss prevention (DLP) technology included in Symantec Protection Suite Enterprise Edition includes comprehensive capabilities for implementing DLP over email traffic. It also includes instant messaging controls and device and application control for endpoints. Symantec Protection Suite Small Business Edition includes limited DLP capabilities for basic content filtering of email messages.

Customers interested in extending their DLP deployment across their network with a multi-tier, multi-protocol solution protection endpoints, storage systems, and other communications protocols should consider purchasing Symantec Data Loss Prevention. Symantec Protection Suite Enterprise Edition and Symantec Data Loss Prevention have native integration capabilities that simplify joint deployment, interoperability, scalability, and performance.

16. If a customer has a separate license for Backup Exec System Recovery or Symantec Network Access Control, do they need to renew these products separately if they purchase Symantec Protection Suite?

Both versions of Symantec Protection Suite include Backup Exec System Recovery Desktop Edition, and Symantec Protection Suite Enterprise Edition includes Symantec Network Access Control Self Enforcement. Customers interested in these products will not need to license the point products separately and do not need to renew them separately if they have already been purchased. Customers who want to leverage Backup Exec System Recovery Server Edition will need to purchase this product separately. Customers who want to extend their NAC deployment to other enforcement options available in Symantec Network Access Control, such as peer-to-peer, 802.1X, DHCP, or in-line network enforcement, will also need to purchase the full Symantec Network Access Control product separately. These are both up-sell opportunities for Symantec Protection Suite customers.

Additional Resources

- <http://www.symantec.com/business/protection-suite-enterprise-edition>
- <http://www.symantec.com/business/protection-suite-small-business-edition>
- <http://www.symantec.com/business/endpoint-protection>
- <http://www.symantec.com/business/endpoint-protection-small-business-edition>
- <https://partnernet.symantec.com>

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About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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