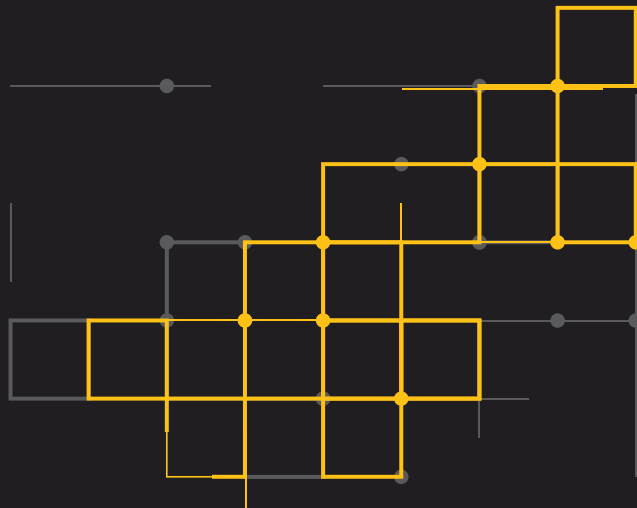


# Symantec™ Diagnostic Tool

Enterprise Customer Support



## Overview

Get more out of your Symantec™ investment and reduce your security risk with the Symantec™ Diagnostic Tool (SymDiag), a multi-product, multi-language diagnostic and security analysis utility. SymDiag helps enterprise customers find solutions to technical product issues and offers industry-leading, zero-day threat analysis. The tool provides best practice recommendations and takes a proactive approach to monitoring your protection status and providing in-depth recommendations for improvement. And if contacting technical support becomes necessary, SymDiag makes support easier with automated data gathering and support case submission.

## Benefits

Extract maximum value from your Symantec technology investment. Follow best practices for your industry to minimize the risk of downtime and embarrassing security breaches. Monitor your organization's protection score proactively. Give your IT help desk staff the detailed visibility they need to spot existing and potential issues, so that they have less need to contact technical support and so that they expend less time & effort to get support when it is required. For more information about SymDiag, please visit:

[https://support.symantec.com/en\\_US/article.TECH170752.html](https://support.symantec.com/en_US/article.TECH170752.html)

## About Symantec

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## Features

### Self-help Resources:

- Zero-day threat analyzer
- Pre-install checker
- Health check
- Best practice guidelines

### Assisted Support:

- Log gathering
- System information gathering
- Data normalization & filtering
- Automated data upload to support case record

### Proactive Support:

- Protection Score
- Protection Overview
- Deep-dive Configuration Review

## Covered Products

- Advanced Threat Protection
- Data Loss Prevention
- Data Center Security
- Endpoint Encryption
- Endpoint Protection
- Endpoint Protection Cloud
- Mail Security for Microsoft Exchange
- Norton product family
- PGP
- Protection Engine
- VIP Access Desktop

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps businesses, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton suite of products for protection at home and across all of their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit [www.symantec.com](http://www.symantec.com) or connect with us on Facebook, Twitter, and LinkedIn.

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