# Symantec Endpoint Protection.cloud FAQ

### 1.  What is Symantec Endpoint Protection.cloud?

Symantec Endpoint Protection.cloud helps protect Windows-based desktops, laptops, and file servers with advanced technologies for antivirus, antispyware, firewall, and host intrusion prevention - all managed from a single Web-based management console.

With Symantec Endpoint Protection.cloud, automatic security updates occur transparently over an Internet connection, enabling employee systems to stay current whether workers are in the office or on the road.

### 2.  What is the difference between Symantec Endpoint Protection and Symantec Endpoint Protection. cloud?

Symantec Endpoint Protection is primarily an on-premise product, whereby Symantec Endpoint Protection. cloud offers comprehensive cloud-based security services, which includes real time visibility and management of each endpoint regardless of the of geographic location or network environment.

### 3.  Is the Symantec Endpoint Protection.cloud service backed by Service Level Agreements?

Symantec Endpoint Protection.cloud provides a Service Level Agreement for 100% service availability and leverages the Symantec Global Intelligence Network.

### 4.  What size organisation is Symantec Endpoint Protection.cloud suitable for?

Symantec Endpoint Protection.cloud is recommended for organisations with 10 to 250 users. Larger organizations have found the service to be a suitable solution for their requirements.

### 5.  Has Symantec Endpoint Protection.cloud received any awards which has been recognised by the industry?

Symantec Endpoint Protection.cloud has received numerous awards including Passmark Performance Benchmark Testing where Symantec Endpoint Protection Cloud was ranked #1.

### 6.  What platforms / operating systems does Symantec Endpoint Protection.cloud supports?

Symantec Endpoint Protection.cloud supports the following client operating systems:
• Windows XP Home SP3+(32-bit)
• Windows XP ProfessionalSP3+ (32- & 64-bit)
• Microsoft Vista SP2 (32- & 64-bit)
• Windows 7(32- & 64-bit)
• Windows 2003 Standard SP2
• Windows 2003 Web SP2 (32- & 64-bit)
• Windows 2003 Enterprise Server SP2 (32- & 64-bit)
• Windows 2003 Datacenter SP2 (32- & 64-bit)
• Windows 2008 Server SP2 (32- & 64-bit)
• Windows 2008 Enterprise Server SP2 (32- & 64-bit)
• Windows 2008 Small Business Server SP2 (32- & 64-bit)

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### 7. What are the key features of Symantec Endpoint Protection.cloud?

| Feature | Description |
|---|---|
| AntiVirus & Anti-spyware | • Performance enhancements<br>  – Scan performance mitigation<br>  – Reduced Memory usage<br>• Real-time spyware protection<br>  – AutoProtect used for detection<br>• Exclusions<br>  – Simple exclusions for corporate approved application<br>• Automatic removal<br>  – Files, registry entries, load points<br>• New client user interface<br>• Common exclusions<br>• Signatures provided by Symantec Global Intelligence Network<br>• Symantec SONAR Threat Scan<br>  – Uses heuristics to analyze process behavior to detect characteristics of threats and suspicious behavior<br>  – Does not rely on file signatures<br>  – Uses behavioral signatures<br>  – Detects zero-day threats<br>  – Is enhanced by Symantec Insight |
| Smart Firewall | • Defends against hackers with a quiet two-way firewall. The Smart Firewall monitors the communications between protected user desktops and laptops and other systems on the Internet. |
| Web Protection | • Browsers Protection<br>  – Smart firewall let administrators block network traffics leaving the companies<br>  – Protect Internet Explorers from being hijacked and protect your Web browser against drive-by downloads from malicious Web sites, proactively blocking new or unknown malware programs before they attack endpoint systems.<br>• Download Intelligence<br>  – Endpoint Protection.cloud uses the reputation database to check applications already installed on end user laptops and desktops, as well as assists with more efficient scanning |

### 8. What is the timeframe required for implementation?

The time frame of implementing Symantec Endpoint Protection.cloud is much shorter than a traditional implementation, due to the elimination of onsite management hardware and software installation. Each implementation timeframe may differ depending on the environment size.

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### 9. What type of reporting is available through Symantec Endpoint Protection.cloud?

Symantec Endpoint Protection.cloud provides flexible reporting including:
- **Alert History** - A historical view of alerts/events that have occurred for one or more users.
- **Security Audit** - A historical view of user generated events
- **Firewall History** - Provides a summary of firewall events for one or more computers.
- **Risk Detection** - Details the numerous types of risks detected in one or more computers.
- **Security Overview** - Provides a summary of the overall security of all computers.
- Reports can be exported into PDF, HTML and XML formats.

*Administrators can run on-demand reports or choose to schedule reporting at specified intervals and send via email for review.

### 10. How simple is it to implement Symantec Endpoint Protection.cloud into your organisation?

Deploying Symantec Endpoint Protection.cloud is simple and can be deployed in the following methods:

1. Standard Protection Agent Install - This installation method downloads a small installer that manages the full installation of the Protection Agent. It requires:

   – A user login for your Endpoint Protection.cloud account
   – Your physical presence at the computer or a remote connection to it

2. Redistributable installer package - Enables a network administrator to push out the Protection Agent for Endpoint Protection.cloud to the computers requiring protection. It provides a silent install of Endpoint Protection.cloud.  (NOTE: The Redistributable Package can also be configured for deployment using Microsoft Active Directory. )

3. Email invitation - Enables you to send email invitations to download the Protection Agent for Endpoint Protection.cloud:

   – Up to 50 email addresses separated by a semicolon can be submitted
   – Invitation contains a URL valid for 30 days unless withdrawn by the admin
   – Allows computer user to perform the installation themselves without administrator intervention
   – An Administrator can revoke the invitation, if necessary.

### 11. What is the Symantec Endpoint Protection.cloud agent and how does it work?

The Symantec Endpoint Protection.cloud agent delivers services to a selected endpoint (laptop, desktop, or file server); it communicates information about system health, threats, and security policies with the management console. The agent receives protection updates via the service infrastructure. Agents are deployed via standard download or email invitation. They can also be deployed to an organization's computers using a redistributable package. Once an agent has been installed on the selected endpoint systems, the agent is in position to help defend customer computer systems against a myriad of risks and threats.

### 12. What are the impacts of installing Symantec Endpoint Protection.cloud on a Microsoft Exchange server?

Symantec Endpoint Protection.cloud will automatically detect the exchange server and will not interfere with any mail flow.

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### 13. Does Symantec Endpoint Protection.cloud offers competitive uninstall?

Competitive uninstall is available when installing Symantec Endpoint Protection.cloud through the management console.

### 14. Can local administrators uninstall the product?

If an uninstall is attempted, Symantec Endpoint Protection.cloud will prompt for a password in order to proceed.

### 15. How does Symantec Endpoint Protection.cloud affect the performance of user's machine during definition updates and virus scans?

The performance of the user's machine won't be affected as the services delivered by Symantec Endpoint Protection.cloud has been enhanced  by scan performance mitigation and reduced memory usage.

### 16. How does the corporate policy apply to remote users?

Automated updates occur transparently over an Internet connection to help keep employee systems current and consistent with policies, even when they're not logged into the VPN.

### 17. What type of support is available for Symantec Endpoint   Protection .Cloud?

Symantec Endpoint Protection.cloud provide 24 / 7 support via telephone, email or live chat.

### 18. Which language is Symantec Endpoint Protection.cloud available in?

The endpoint agent is supported in U.S English and the management portal is supported in English, French, Italian, German and Spanish.

**Next Steps**
**Contact a product specialist:**
**Singapore: +65 6333 6366**
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