

Dear Symantec Partner,

Attached is our September Partner update including a new Partner Help Desk email address, eStore enhancements and product updates.

New Partner Help Desk Email

As a reminder, please register for the Partner Portal which is where you will find access to important Announcements, Partner Events, Partner Program information, FAQ's, Product Content and Partner Training. Learn how to register for the Partner Portal [here](#). If you have any questions, please reach out to: partner.helpdesk@broadcom.com

eStore Enhancements

eStore has gone through several enhancements to facilitate order processing more efficiently. This includes SKU validation and SAAS tenant transactions. For SAAS tenant transactions, a prior contract number and contract line are required. Customers can find this information via a Broadcom Software Delivery email, a license contract email, or My Entitlements page via the [Broadcom Support Portal](#). If they search via the My Entitlements page, they should follow these steps:

1. Search by Support Site ID, Serial # or Email
2. Contract Number & Line Number MUST be "Active" Status
3. eStore will not allow an Inactive entry to be processed
4. Secure information prior to entering eStore quote

Quote requests for SAAS tenant transactions via google forms have been suspended as of September 13, 2020. Additional information coming soon. Distributors can view the eStore training document on the Distributor Dashboard.

Additionally, new Hardware Delivery contact fields are being added to eStore. These will be required for Hardware orders and the Distributor will need to fill in these fields when placing orders for Hardware deals starting Sept 20th when they are released. These fields are being added to ensure we have the correct contact that will be receiving the Hardware from the freight forwarder. The fields are as follows:

- Hardware Delivery Contact
- Hardware Delivery Phone#
- Hardware Delivery Email

Product Announcements

Symantec Enterprise: Using Detection to Drive Prevention - The right security controls AND ease of use

We're far removed from the halcyon era - which wasn't so long ago - when money flowed freely into enterprise Security Operations Centers (SOCs). Today, SOCs, which are cost centers for the enterprise, are being forced to do more with less even as their workloads get heavier all the time.

That's why this may be the time to ask how we can make SOCs both more efficient and better able to handle the myriad of threats they're tasked with investigating. To read more and share with your customers please visit our [Blog Site](#).

Announcing New Security Analytics Hardware and Enterprise Licensing with EOS of Older Models

Symantec is announcing a new set of Security Analytics (SA) appliances. The new hardware will replace the current SA-S500, SA-E5660, and SA-J5300 compute and storage appliances. Also announced is new Enterprise Licensing. This new hardware and licensing are now available for customers to order.

In conjunction with the new hardware, End of Sale and End of Life (EOL) notification will be issued for the legacy hardware. Link to the Announcement on the Partner Portal [here](#).

Symantec Endpoint Protection Cloud & Small Business Edition update of service cutoff date approaching 11/2

On February 25, 2020, Broadcom announced the End of Life for Symantec Small Business Edition (SEP SBE) and Symantec Endpoint Protection Cloud (SEP Cloud). These products will be discontinued on November 2, 2020. On this date, the product will stop protecting the endpoints, and access to the console no longer will be available. We recommend that customers migrate to Symantec Endpoint Security Enterprise.

Customers with active, pre-paid subscriptions received three emails. The first, originating from e-delivery@broadcom.com, contained a Broadcom-issued entitlement and contract information for a free subscription to Symantec Endpoint Security Enterprise. This email was sent both to the distributor and to the customer technical contact email address provided to Symantec at the time of purchase. A second email provided access to Symantec Endpoint Security Enterprise in the cloud and originated from cyberdefense@saas.broadcom.com. The third email, originating from e-delivery@broadcom.com, included the license key and other information for an on-premises deployment. If you have a customer with an active, pre-paid subscription who has not received an entitlement, that customer should contact [support](#).

Customers with monthly subscriptions that were purchased through the marketplaces have been instructed to contact their distribution partner to request assistance in setting up their Symantec Endpoint Security Enterprise entitlement. Check here for a list of distributors who are ready to receive monthly subscriptions. Partners with customers who have purchased monthly subscriptions should refer to the following Symantec resources to provide the appropriate help:

- [Partner Webcast](#)
- 2 Symantec Knowledge Base Articles:
 - [End of Life Notice](#)
 - [Upgrading to Symantec Endpoint Security from Symantec Endpoint Protection](#)
- Partner Portal: [Partner FAQ on SEP Cloud/SEP SBE Transition](#)

We currently have several partners that are live on the new cloud platform (we are adding more in the next 30 days). Please work with any of the following to help your customer's transition to the new product.

- AMS/LATAM - Synnex
- EMEA - Arrow
- EMEA - ALSO
- EMEA - Microwarehouse
- EMEA - Inty
- EMEA - IT101/Destiny

Availability of Stand-alone Symantec EDR

As of November 2019, Symantec EDR became part of the Symantec Endpoint Security Complete (SESC) offering. However, the EDR SKU still is in place for special circumstances. It is our goal to focus all renewals on SESC. Yet, there may be instances where the customer is unable to move to SESC, due to different renewal times between EDR and SEP, for example. The EDR SKU should not be actively promoted, but it is in place as a bridge to help customers eventually renew to SESC.

PacketShaper - Reminder of Prior EOL Announcement

On March 31 Symantec informed existing Symantec PacketShaper customers that the product is End of Sale. Our recommendation is that any existing customers engage Allot, a WAN Optimization provider that is better equipped to provide the level of service our customers need. If you have any additional questions, please refer to our [partner message here](#).

Email Security.cloud, Phase 2 migration to Google Cloud Platform (GCP)

Between December 2020 and February 2021 the remaining Email Security.cloud infrastructure will migrate to GCP from AWS (Phase 2). Phase 1 completed in May 2020. There is no need for customers to take any action before, during or after migration. There is a customer communication program in place, and our development teams will be migrating the infrastructure in batches to monitor the success of each stage. We can revert back to AWS in the unlikely event of service disruption. Read more on the Partner Portal [here](#).

Web Security Service (WSS) End-of-Maintenance

Symantec is focused on developing and delivering innovative and functionally richer products that address customer needs. Part of this process is to reduce the complexity of accessing our products and services, and as a result it is customary to end the support of older agent versions as newer versions with greater capabilities become available. To take advantage of new functionality, customers are encouraged to upgrade newer agents before the End-of-Maintenance (EOM) occurs for the older versions.

In this period of extended remote-work, the WSS Agent has become a key connectivity option for Symantec proxy customers seeking to extend their on-premises policy through the Web Security Service (WSS). Therefore, Symantec is taking the following actions:

- Replacing the Unified Agent (UA) with WSS Agent (WSSA) to enhance diagnostic data collection and introduce the remote disablement feature.
- Newer versions of the WSS Agent remain supported. WSS Agent becomes part of the WSS base license.
- Unified Agentx enters EOM on March 31, 2021. After March 31, 2021, no further support will be available. This EOM also applies to the Unified Agent v4.x operating in local enforcement mode.

To clarify and assist customers with update planning, the following WSS Agent support policy takes effect:

- All Major software releases (ex: v6, v7, etc.) receive support for two years (24 months) from their original release date.
- For the purposes of this policy, WSS Agent v6 remains supported for two years from September 30, 2020.

Issue support continues for two years from each Major version release date. Phone fixes and enhancements will only be available by moving to the most current Maintenance Release. End of Maintenance guidelines are outlined in our [Broadcom Maintenance Policy Handbook](#). Access [this link](#).

Partner Forums

Symantec Forums for Partners & Knights - <https://community.broadcom.com/home>

