Symantec™ Endpoint Protection 12.1 and Symantec™ Endpoint Protection Small Business

Unrivaled security. Blazing performance.

FAQ: Endpoint Security

1. What is the timeline for Symantec to release the two new Endpoint Protection products?

Symantec™ Endpoint Protection 12.1 and Symantec™ Endpoint Protection Small Business Edition 12.1 are available now through distribution.

2. What's new with Symantec Endpoint Protection 12.1?

Symantec Endpoint Protection 12.1 includes a new state-of-the-art protection system, Symantec Insight™, which allows Symantec Endpoint Protection to offer unrivaled security and blazing performance. Symantec Endpoint Protection 12.1 also has a set of features that make it ideal for securing virtual environments. A few of the new features include:

Symantec Insight—Separates files at risk from those that are safe for faster and more accurate malware detection.

Real-time SONAR 3—Examines programs as they run, identifying and stopping malicious behavior even for new and previously unknown threats.

Browser intrusion prevention—Scans for attacks directed at browser vulnerabilities.

Built for virtual environments—Protects your virtual infrastructure.

- **Virtual image exception**—White list files from a standard virtual machine image to optimize scanning.
- **Resource leveling**—Randomizes scan and update schedules to prevent resource utilization spikes.
- **Shared Insight cache**—Redirects Insight cloud lookups to a local server to reduce bandwidth and latency.
- **Virtual client tagging**—Symantec Endpoint Protection Manager automatically identifies and manages virtual clients.

Symantec Endpoint Protection for Mac® and Linux®—Managed through the Symantec Endpoint Protection management console.

Faster central console—Optimized database to increase responsiveness.

Smart Scheduler—Stays out of your way by performing non-critical security tasks when your computer is idle.

Enhanced client deployment—Improved wizards and more deployment options will allow new installs and upgrades to be faster and easier than ever before.

Symantec Endpoint Protection Manager integration with Symantec™ Workflow—Optimizes efficiency, enforces processes and policies, and automates redundant tasks by integrating the Symantec Endpoint Protection Manager with Symantec Workflow.

3. What's new with Symantec Endpoint Protection Small Business Edition 12.1?

Like Symantec Endpoint Protection 12.1, Symantec Endpoint Protection Small Business Edition 12.1 leverages many of the new technologies, including Symantec Insight and Real-time SONAR 3 for more accurate and faster malware detection. New features include:

Full Endpoint Protection for Mac OS® X—Single console to manage protection for both PCs and Macs.

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Symantec Power™ Eraser—Powerful tool for removing malware on heavily infected machines.

Smart Scheduler—Performs non-critical security tasks when your computer is idle.

Performance enhancement—Up to 70 percent faster so users won't notice Symantec Endpoint Protection is running in the background.

4. What are the differences between Symantec Endpoint Protection and Symantec Endpoint Protection Small Business Edition?

Symantec Endpoint Protection Small Business Edition offers the same antivirus and antimalware technologies as Symantec Endpoint Protection, including Symantec Insight and SONAR 3, but is designed is for easy deployment and management. It is ideal for companies with fewer than 100 users as it has a smaller footprint and removes the overhead necessary in Symantec Endpoint Protection for companies to manage hundreds of users.

Symantec Endpoint Protection is ideal for companies with 100 or more users. It includes virtualization features as well as Network Access Control, Device and Application Control, and support for Linux. These features, along with a robust management console and policy control, are designed to meet the needs of medium to large businesses and enterprises.

5. Which customers should partners target?

Your opportunities with Symantec Endpoint Protection and Symantec Endpoint Protection Small Business Edition are many: upgrade, cross-grade, and competitive sales provide you with new revenue and margin opportunities. In addition, the new features and technology in Symantec Endpoint Protection 12.1 allow you to demonstrate security leadership to your customers—Symantec Endpoint Protection ranked first in detection, remediation, and performance.[1]

Partners should target prospects who currently use competing security solutions and Symantec customers using older versions of Symantec security solutions, including Norton™ AntiVirus. Symantec Endpoint Protection is designed for companies with 100 or more users. Symantec Endpoint Protection Small Business Edition is an ideal fit for prospects with fewer than 100 users.

6. Are current Symantec Endpoint Protection or Symantec Endpoint Protection Small Business customers entitled to the new version? What about customers who are receiving Symantec Endpoint Protection through one of the Symantec™ Protection Suite products?

Yes. Current customers of Symantec™ Endpoint Protection 11 with an active subscription status will be entitled to Symantec Endpoint Protection 12.1. Likewise, current customers of Symantec Endpoint Protection Small Business Edition 12 with an active subscription status will receive entitlement to Symantec Endpoint Protection Small Business Edition 12.1.

Customers who received these products through one of the Protection Suite products will be entitled to the appropriate new version as well. More detailed information is available on our migration site.

7. How easy is the upgrade to Symantec Endpoint Protection 12.1?

The upgrade from the current version of Symantec Endpoint Protection 11 to 12.1 or Symantec Endpoint Protection Small Business Edition 12 to 12.1 is fast, automated, and straight forward. There is no need to rip and replace current infrastructure as it is a simple software update. More detailed information is available on our migration site.

[1.] PassMark™ Software, Feb., 2011 - http://www.passmark.com/AVReport AV Test, Feb, 2011 Report

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8. Where can I find out more about compatibility and platform support for Symantec Endpoint Protection products?

A full list of system requirements is available on http://go.symantec.com/sep12beta. Please note that for Windows® 2000 customers, Symantec Endpoint Protection 11 clients can be managed by the Symantec Endpoint Protection 12.1 Management Console.

9. What type of support is available for Symantec Endpoint Protection 12.1 beta customers?

Symantec will host dedicated, interactive forums where users and Symantec engineers can share information and tips while helping each other solve product issues.

10. Where can I find training for Symantec Endpoint Protection and Symantec Endpoint Protection Small Business Edition?

Symantec offers many high-value training options for our partners including product and sales training. All training and other tools and resources can be found at: https://partnernet.symantec.com. For additional information, contact your Symantec representative.

11. Where can I download and evaluate Symantec Endpoint Protection and Symantec Endpoint Protection Small Business Edition?

Trial versions of Symantec Endpoint Protection and Symantec Endpoint Protection Small Business Edition can be downloaded at: http://www.symantec.com/business/products/downloads/index.jsp.

12. I have an existing customer needing Symantec Endpoint Protection 12.1 and Symantec Endpoint Protection Small Business Edition 12.1 media. Where do I download it?

You can download media from FileConnect at: http://www.fileconnect.symantec.com.

13. Do customers need new license keys to go from Symantec Endpoint Protection 11 and Symantec Endpoint Protection Small Business Edition 12 to Symantec Endpoint Protection 12.1 and Symantec Endpoint Protection Small Business Edition 12.1?

Yes, Symantec Endpoint Protection 11 and Symantec Endpoint Protection Small Business Edition 12 customers with active support agreements will receive new license keys for Symantec Endpoint Protection 12.1 and Symantec Endpoint Protection Small Business Edition 12.1.

14. How will my customers with active Symantec Endpoint Protection or Symantec Endpoint Protection Small Business Edition support agreements be notified and upgraded to the new release?

Customers with active Symantec Endpoint Protection or Symantec Endpoint Protection Small Business Edition support agreements will be notified by email or postal mail with details on upgrading to the new release.

15. My customer is having technical difficulties. What should they do?

- For information on contacting Technical Support to help with your customer's technical issue, please visit:

  http://www.symantec.com/business/support/contact_techsupp_static.jsp.

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- Many questions can be answered via our online Symantec Security community at Symantec Connect. Please visit at: http://www.symantec.com/connect/security.

- For non-technical inquiries such as licensing, product delivery questions, maintenance renewal, or other non-technical issues please visit: http://customercare.symantec.com.

16. Where can I go as a partner to get more support?

A global team designed to proactively reach out to you in order to assist in utilization of all marketing tools, programs, promotions, assets, events, and enablement offerings is available for pre-sales assistance. Please contact the Partner Support Center toll free at 877-378-8030 or partcent4mrkt-na@symantec.com. Be sure to logon to PartnerNet to access training materials, specializations, and sales and marketing tools.

More Information

Visit our website

http://www.symantec.com/business/endpoint-protection

http://www.symantec.com/business/endpoint-protection-small-business-edition

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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Symantec helps organizations secure and manage their information-driven world with **security management**, **endpoint security**, **messaging security**, and **application security** solutions.   21183974-1 07/11

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