

Symantec Endpoint Protection 11.0: Top SMB Customer Frequently Asked Questions

INTRODUCTION

Updated as of September 24, 2008

This document provides information, pointers to resources, and resolution to assist Small Business Users in utilizing Symantec Endpoint Protection 11.0 (SEP 11.0).

UPCOMING TRAINING

For more in-depth training and review, please join Symantec Endpoint Protection technical experts for upcoming partner webcasts.

Webcast: **Migration Strategies – Symantec Endpoint Protection 11.0**

Date: Wednesdays and Fridays

Register: Partners can register at: https://symantecmeetingcenter.webex.com/meet/web_symc

In this live webcast you will:

- Receive a technical review on the process of migrating from existing installations of Symantec AntiVirus Corporate Edition or Symantec Client Security to Symantec Endpoint Protection 11.0.
- Learn about pre-migration strategies to prepare for the migration process
- Review the Altiris Symantec Endpoint Protection Integration Component
- Deep dive into the Migration and Installation Wizard
- Have the opportunity for live Q&A!

PRODUCT UPDATES

MR3 availability

Symantec Endpoint Protection 11.0 MR3 provides expanded customization, management and performance enhancements including optimized client and server performance, further scalability controls, and virtualization support. MR3 builds upon the previous maintenance release (MR2) by further improving the the stability and efficiency of Symantec Endpoint Protection, enabling comprehensive protection and optimal performance for all environments.

MR3 INCLUDES THE FOLLOWING KEY IMPROVEMENTS:

Improved Client Performance

- Code optimizations have been made on the client to reduce the amount of disk activity and the amount of resources used during startup. Customers will notice decreased SEP startup time and improved experience in other applications since client performance has been optimized.

Improved Management Server Performance

- Symantec Endpoint Protection Manager will now utilize fewer system resources to perform standard functions. SEPM impact to server performance has been reduced to ensure other applications and services running on the system are minimally impacted.

Additional Flexibility Controls

- Additional granular access controls to the Limited Administrator role enable more administrative rights assignment flexibility.

Scalability improvements

Additional configuration options will also allow customization for the amount of content and disk space size; allowing a GUP to balance the need to update clients who are offline for an extended period of time.

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Enhanced Virtualization Support

- Randomize Client connections to SEPM for obtaining Content Updates. This ensures less chance of heavy disk reading and writing due to the SEP client on different virtual machines loading new content at the same time. Content downloads are streamlines and more virtualization friendly.

New! Tolly report findings indicate Symantec's Endpoint Protection 11.0 provides faster processing for common functions such as opening and saving Word and PowerPoint files. Findings were based on SEP MR3. For more details: http://www.symantec.com/business/products/articles.jsp?pcid=pcat_security&pvid=endpt_prot_1

How to access Endpoint Protection Maintenance Release 3

The third maintenance release for Symantec Endpoint Protection (SEP build version 11.0.3) is now posted on File Connect <<http://fileconnect.symantec.com>>. Please download MR3 directly from File Connect, or receive MR3 updates through LiveUpdate.

MR3 Schedule:

Languages	Download Available	Physical Media Available
English	9/18/2008	9/30/2008
French	9/18/2008	10/1/2008
German	10/10/2008	10/23/2008
Spanish	10/10/2008	10/23/2008
Italian	10/10/2008	10/23/2008
Japanese	10/14/2008	10/23/2008
Korean	10/24/2008	11/4/2008
Chinese Simplified	10/29/2008	11/7/2008
Chinese Traditional	10/29/2008	11/7/2008
Portuguese Brazil	10/31/2008	11/13/2008
Czech	10/31/2008	11/13/2008
Polish	10/31/2008	11/13/2008
Russian	10/31/2008	11/13/2008

TOP CUSTOMER FAQs AND RESOLUTIONS

FAQ: Can I move directly from SEP MR1 to MR3?

Resolution: Yes, you can automatically upgrade from MR1 to MR3.

FAQ: I heard that SEP 11.0 and SNAC 11.0 have compatibility issues with Vista SP1.

Resolution: These issues are resolved since MR2. MR2 supports Vista SP1. Please upgrade to MR3.

FAQ: Does TruScan(TM) Proactive Threat Scan work with 64-bit or Server operating systems?

Resolution: TruScan(TM) supports 64-bit systems and Application and Device Control supports servers. Both of these features are bundled under the Proactive Threat Protection category which causes inconsistencies in the UI when it needs to display a disabled state. Engineering is aware of this issue and is currently working on resolving this.

FAQ: I have heard that multiple reboots are required to install the agent. Is this true?

Resolution: No reboot is required for Antivirus, Antispyware, or Proactive Threat Scan to work. A reboot is only required for Application and Device Control, Firewall and Intrusion Prevention.

FAQ: What do I do when my small business server stops receiving network connections?

Symantec Endpoint Protection 11.0: Top SMB Customer Frequently Asked Questions

Resolution: This fix has been resolved since MR1. Please upgrade to MR3 to address this concern as well as to receive additional key enhancements.

FAQ: What can I do to prevent my server from running out of disk space?

Resolution: Symantec has taken steps to optimize disk utilization and this issue has been resolved since SEP MR2.

Also, add the following here for those who were affected and need to reclaim disk space:

Reducing Embedded Database Size with the Dbunload tool

In earlier versions of Symantec Endpoint Protection 11.0, Symantec Endpoint Protection Manager did not periodically reclaim space that was freed by the embedded database. Consequentially, the embedded database (sem5.db) would grow unnecessarily large. This has been corrected in MR2, but the database size is not automatically shrunk just by installing MR2. If you use the embedded database rather than MS SQL, Symantec Technical Support recommends the following document to help reclaim the space:

[How to shrink the embedded database using the Dbunload tool](#)

<http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2008022616103648?Open&docid=2008043016452748&nsf=ent-security.nsf&view=docid>

FAQ: How come my SEP Client computers are experiencing difficulty communicating with the SEP Manager?

Resolution: Since MR2, Symantec has improved communication between SEPM and SEP client. Here is a list of helpful documents that can assist in helping resolve this issue.

- Document ID 2007110214173248 - Clients do not communicate properly with the Symantec Endpoint Protection Manager (SEPM): <http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007110214173248>
- Document ID 2007101711140148 - Testing Communication from an Endpoint Protection client to the Endpoint Protection Manager: <http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007101711140148>
- Document ID 2007101711103548 - Symantec Endpoint Protection Manager 11.x communication troubleshooting : <http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007101711103548>

FAQ: How do I minimize the RAM required on the SEP Management server ?

Resolution: Symantec has taken steps to reduce the amount of resources required to run the management console and SEPM. The Symantec Endpoint Protection Manager currently has a minimum requirement of 1 GB of total RAM before it can be installed on the system. In environments managing less than 100 nodes, it is optimized and now configured by default to average around 250-300 MB's of RAM.

FAQ: What do I do if I cannot log into the SEPM Console, or if I am seeing a blank or corrupted screen?

Resolution: Since MR2, many stability issues have been resolved that will reduce the amount of crashes and errors that may occur.

Also, since MR2, the administrator will be prompted during installation and configuration process if conflicts are detected.

FAQ: How can I improve my Small Business Server performance after installing SEPM management console?

Resolution: Changes in MR3 have further lowered resource consumption and provide a more optimized workflow. The following Knowledge Base article contains some recommended changes which improve performance in several key areas:

- Document ID 2007102311173048 - Symantec Endpoint Protection Client configuration changes for performance optimization: <http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007102311173048>

Symantec Endpoint Protection 11.0: Top SMB Customer Frequently Asked Questions

FAQ: How do I optimize the amount of HD space the client is using?

Resolution: Under MR2, Engineering has improved the amount of HD space the client is using. Symantec is continually working on ways to reduce the amount of HD space required after installing the Client. Symantec Endpoint Protection client hard drive space usage has been reduced in MR2

FAQ: How can I make the SEP management server easier to install?

Resolution: The Manager Server Configuration Wizard has been enhanced to include two new options: 1) Simple and 2) Advanced. The Simple options will set the configuration options of the manager so that memory and HD resources allocated are kept to a minimum. This is recommended for customers with fewer than 100 clients. The Advanced option will allow administrators to configure the server for the number of clients in their environment. In addition, the Management Server Configuration Wizard will check for port conflicts during configuration. If one is detected, an alternate port will be selected and reported to the administrator.

FAQ: Am I forced to install SEP if I completed a SAV renewal?

Resolution: Symantec AntiVirus Corporate Edition, Symantec AntiVirus Enterprise Edition, and Symantec Client Security customers may elect to continue using the prior version product until they wish to migrate to the new product or the prior version product is no longer supported. Again, customers are being encouraged to renew using 11.0 SKUs but are *not* being forced to move to the SEP 11.0 product. A customer who renews on 11.0 is entitled to use or move/down-grade and be supported on any prior version product that is still within its support life. Renewals and new or additional purchases for these products may be transacted on the current version product, but apply to any supported prior version product. If your prior version product requires a license key and you are not automatically sent one after your purchase, please contact Customer Care at http://www.symantec.com/business/support/assistance_care.jsp.

RECENT SMALL MEDIUM BUSINESS SEP 11.0 ACCOLADES

Symantec Endpoint Protection 11.0 receives the 2008 Excellence in Technology Award in the category of Network Security by Small Business Computing (1/08)

http://www.smallbusinesscomputing.com/news/article.php/11520_3723026_1

Symantec Endpoint Protection 11.0 voted as “Best Security Suite for SMBs” by PC World Mexico (12/07)

http://www.symantec.com/business/products/awards.jsp?pcid=2241&pvid=endpt_prot_1

Positive Feedback on Symantec Endpoint Protection 11.0 in the HealthCare Sector

http://searchcio-midmarket.techtarget.com/news/article/0,289142,sid183_gci1297656,00.html?track=NL-973&ad=623447&asrc=EM_NLN_3003601&uid=1308899

Endpoint Security represents a prime growth opportunity for VARS

http://eval.symantec.com/mktginfo/enterprise/articles/b-ewk_endpoint_vars.01_2008.en-us.pdf

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