The following tables list the Symantec SCS Certification exam objectives for the Administration of Symantec™ Endpoint Protection 12.1 exam and how these objectives align to the Symantec Endpoint Protection 12.1: Administration course.

The recommended course to prepare for this exam is:

- Symantec Endpoint Protection 12.1: Administration (ILT/VA/WBT)
- Symantec Endpoint Protection Tech Center Modules

The product documentation for this course includes the following:

- Symantec Endpoint Protection 12.1 from Symantec, version 12.1
- http://edm.symantec.com/endpointsecurity/
- http://www.symantec.com/business/services/support_services.jsp

**Note:** Product documentation can be obtained from [https://sort.symantec.com/documents](https://sort.symantec.com/documents)

Examples of Hands-on Experience (Real World or Virtual):

- Explain how communication works between clients, manager, and the console, and configure clients to communicate properly.
- Integrate with Active Directory or LDAP.
- Manage the embedded or Microsoft SQL Symantec Endpoint Protection Manager database settings.
- Have a basic knowledge of Symantec Endpoint Protection replication, load balancing, and failover.
- Perform basic troubleshooting for Symantec Endpoint Protection.
- Aware of the Symantec Endpoint Protection support tools including Power Eraser.
- Activate the product with the appropriate license or serial number.
- Create and Manage Administrator accounts in the Symantec Endpoint Protection Manager console.
- Have a basic knowledge of Symantec Endpoint Protection domains.
- Design basic architectures.
- Distinguish between client-mode and user-mode.
- Design complex architectures, for example, large sites with low bandwidth and multiple data centers.
- Interpret the results of reports and determine the action to take to remediate the situation.
- Use unmanaged detector feature.
- Install and configure Macintosh and Linux clients.
- Configure Symantec Endpoint Protection replication, load balancing, and failover.
- Configure and implement Symantec Endpoint Protection domains.
- Perform basic disaster recovery planning and implementation.
- Enable debugging and gather logs for technical support use.
• Deploy software packages to new systems and update Symantec Endpoint Protection on existing clients.
• Verify Symantec Endpoint Protection clients are online and functional.
• Respond to Symantec Endpoint Protection client messages and apply a solution accordingly.
• Create Symantec Endpoint Protection policies based on a specified design.
• Describe the components that make up the Symantec Endpoint Protection 12.1 infrastructure.
• Prepare for, install, and configure the Symantec Endpoint Protection Manager and client software.
• Explain the process to upgrade a Symantec Endpoint Protection Manager and client.
• Possess in-depth knowledge of the Symantec Endpoint Protection Manager console and menus.
• Manage clients through groups and locations.
• Manage and apply policies, such as Virus and Spyware Protection policies, Firewall policies, Intrusion Prevention policies, Application and Device Control policies, LiveUpdate policies, and Centralized Exception policies.
• Use reports and logs to identify security problems and monitor status and security events.
• Update products and content.
• Explain the options for updating clients.

For more information on the Symantec Certification Program, visit http://go.symantec.com/certification.

EXAM AREA 1
Products and Concepts

<table>
<thead>
<tr>
<th>SCS Exam Objectives</th>
<th>Course Topics from Symantec Endpoint Protection 12.1: Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain common threats and security risks to the endpoint and the technologies</td>
<td>Lesson: The Symantec Endpoint Product Solution</td>
</tr>
<tr>
<td>that can protect against them, such as virus and spyware protection, Symantec</td>
<td>Topics: Why use Symantec Endpoint Protection, Symantec Endpoint</td>
</tr>
<tr>
<td>Online Network for Advanced Response (SONAR), application and device control, the</td>
<td>Protection technologies, Symantec Endpoint Protection services</td>
</tr>
<tr>
<td>client firewall, intrusion prevention, and Symantec Insight.</td>
<td>Lesson: Introducing Antivirus, Insight, and SONAR</td>
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<tr>
<td></td>
<td>Topics: All</td>
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<tr>
<td></td>
<td>Lesson: Introducing Network Threat Protection and Application and</td>
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<td></td>
<td>Device Control</td>
</tr>
<tr>
<td></td>
<td>Topics: All</td>
</tr>
<tr>
<td>Describe the Symantec Endpoint Protection components, such as the Symantec Endpoint</td>
<td>Lesson: The Symantec Endpoint Product Solution</td>
</tr>
<tr>
<td>Protection Manager (SEPM), the Symantec Endpoint Protection client, Shared Insight</td>
<td>Topic: Symantec Endpoint Protection components</td>
</tr>
<tr>
<td>Cache, and the SEPM database.</td>
<td>Lesson: Installing Symantec Endpoint Protection</td>
</tr>
<tr>
<td></td>
<td>Topic: Identifying installation requirements</td>
</tr>
<tr>
<td></td>
<td>Lesson: Deploying Clients</td>
</tr>
<tr>
<td></td>
<td>Topic: Client requirements and deployment methods</td>
</tr>
<tr>
<td></td>
<td>Lesson: Virtualization</td>
</tr>
<tr>
<td></td>
<td>Topic: Shared Insight Cache</td>
</tr>
<tr>
<td></td>
<td>Lesson: Interfacing the SEPM with Protection Center</td>
</tr>
<tr>
<td></td>
<td>Topic: Describing Protection Center</td>
</tr>
</tbody>
</table>
| SCS Exam Objectives | Course Topics from  
| Symantec Endpoint Protection 12.1: Administration |
|----------------------|------------------------------------------------|
| Explain how policies and concepts, such as groups, locations, sites, domains, and client modes relate to the Symantec Endpoint Protection architecture. | Lesson: The Symantec Endpoint Product Solution  
Topic: Symantec Endpoint Protection policies and concepts  
Lesson: Configuring the Symantec Endpoint Protection Environment  
Topic: Describing policy types and components  
Lesson: Client and Policy Management  
Topics: All |
| Given a scenario, determine proper placement for Group Update Provider (GUP), SEPM, and LiveUpdate Administrator (LUA) for communication and content deployment. | Lesson: Configuring Content Updates  
Topics: All  
Lesson: Designing a Symantec Endpoint Environment  
Topics: All |

**EXAM AREA 2**  
Installation and Configuration

| SCS Exam Objectives | Course Topics from  
| Symantec Endpoint Protection 12.1: Administration |
|----------------------|------------------------------------------------|
| Describe how to prepare, install, license and configure the Symantec Endpoint Protection management infrastructure. | Lesson: Installing Symantec Endpoint Protection  
Topics: All  
Lesson: Configuring the Symantec Endpoint Protection Environment  
Topics: All |
| Describe how to create and manage groups and locations to effectively configure and manage clients, and how to import users and groups from Active Directory or LDAP. | Lesson: Client and Policy Management  
Topics: All |
| Describe how to prepare and install the Symantec Endpoint Protection clients including creating client packages and choosing an appropriate deployment method. | Lesson: Deploying Clients  
Topics: All  
Lesson: Client and Policy Management  
Topics: All |
| Identify how to verify client connectivity and find clients in the console display. | Lesson: Client and Policy Management  
Topics: Describing SEPM and client Communications, Administering clients |
| Describe how to configure communication settings, general settings, and security settings. | Lesson: Client and Policy Management  
Topic: General client settings and Tamper Protection |
| Describe how to configure Symantec Endpoint Protection 12.1 for a virtual environment. | Lesson: Virtualization  
Topics: All |
| Describe how to configure LiveUpdate policies. | Lesson: Configuring Content Updates  
Topics: All |
| Describe when and how to configure exceptions. | Lesson: Managing Exception Policies  
Topics: All |
## EXAM AREA 3
### Configuring Virus and Spyware Protection

<table>
<thead>
<tr>
<th>SCS Exam Objectives</th>
<th>Course Topics from Symantec Endpoint Protection 12.1: Administration</th>
</tr>
</thead>
</table>
| Describe how protection technologies interact and their dependencies. | Lesson: Introducing Antivirus, Insight, and SONAR  
  **Topic:** All  
  **Lesson:** Managing Virus and Spyware Protection Policies  
  **Topic:** Configuring administrator-defined scans |
| Describe how to configure scheduled and on-demand scans. | Lesson: Introducing Antivirus, Insight, and SONAR  
  **Topic:** Administrator-defined scans  
  **Lesson:** Managing Virus and Spyware Protection Policies  
  **Topics:** Configuring administrator-defined scans, Configuring advanced options, Configuring Virus and Spyware policy settings for Mac clients |
| Describe how to configure Auto-Protect for the file system and email clients. | Lesson: Introducing Antivirus, Insight, and SONAR  
  **Topic:** Auto-Protect scans  
  **Lesson:** Managing Virus and Spyware Protection Policies  
  **Topics:** Configuring Auto-Protect, Configuring Virus and Spyware policy settings for Mac clients |
| Describe how to configure Insight and Download Insight. | Lesson: Introducing Antivirus, Insight, and SONAR  
  **Topics:** Reputation and Insight, Download Insight  
  **Lesson:** Managing Virus and Spyware Protection Policies  
  **Topics:** Configuring administrator-defined scans, Configuring Download Insight, Configuring SONAR |
| Describe how to configure SONAR. | Lesson: Introducing Antivirus, Insight, and SONAR  
  **Topic:** SONAR  
  **Lesson:** Managing Virus and Spyware Protection Policies  
  **Topic:** Configuring SONAR |
| Explain the remediation actions for infected files. | Lesson: Introducing Antivirus, Insight, and SONAR  
  **Topics:** All  
  **Lesson:** Managing Virus and Spyware Protection Policies  
  **Topics:** Configuring advanced options, Managing scanned clients |
**EXAM AREA 4**

**Define and Configure Firewall, Intrusion Prevention, and Application and Device Control**

<table>
<thead>
<tr>
<th>SCS Exam Objectives</th>
<th>Course Topics from Symantec Endpoint Protection 12.1: Administration</th>
</tr>
</thead>
</table>
| Describe how to configure the Firewall policy, including firewall rule processing order, built-in rules, protection and stealth settings, and Windows integration settings. | Lesson: Introducing Network Threat Protection and Application and Device Control  
Topic: The firewall  
Lesson: Managing Firewall Policies  
Topics: All |
| Describe how to configure intrusion prevention policies including settings and exceptions for network and browser intrusion prevention. | Lesson: Introducing Network Threat Protection and Application and Device Control  
Topic: Intrusion Prevention  
Lesson: Managing Intrusion Prevention Policies  
Topics: All |
| Describe how to configure application and device control policies including application rule sets and system lockdown. | Lesson: Introducing Network Threat Protection and Application and Device Control  
Topic: Application and Device Control  
Lesson: Managing Application and Device Control Policies  
Topics: All  
Lesson: Customizing Network Threat Protection and Application and Device Control  
Topics: Tools for customizing network threat protection |
| Describe how to customize firewall, intrusion prevention, and application and device control policies using file fingerprint liSCS, host groups, network services, network adapters, and hardware devices, and learned applications. | Lesson: Client and Policy Management  
Topic: Configuring locations  
Lesson: Customizing Network Threat Protection and Application and Device Control  
Topics: All |

**EXAM AREA 5**

**Additional Management and Monitoring Tasks**

<table>
<thead>
<tr>
<th>SCS Exam Objectives</th>
<th>Course Topics from Symantec Endpoint Protection 12.1: Administration</th>
</tr>
</thead>
</table>
| Explain when to install additional Symantec Endpoint Protection Managers and sites and how to configure them for replication, failover, and load-balancing. | Lesson: Designing a Symantec Endpoint Environment  
Topics: All  
Lesson: Configuring Replication and Failover and Load Balancing  
Topics: All |
| Describe how to edit server and site properties, for example, adding notification email servers, directory servers, proxy servers, and external logging. | Lesson: Configuring the Symantec Endpoint Protection Environment  
Topic: Console authentication  
Lesson: Performing Server and Database Management  
Topics: All |
<table>
<thead>
<tr>
<th>SCS Exam Objectives</th>
<th>Course Topics from Symantec Endpoint Protection 12.1: Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain the procedures for Symantec Endpoint Protection database management, backup, restore and Symantec Endpoint Protection disaster recovery.</td>
<td>Lesson: Performing Server and Database Management</td>
</tr>
<tr>
<td></td>
<td>Topics: All</td>
</tr>
<tr>
<td>Describe how to create, view, and manage notifications including how to create and view logs, monitors, and reports and act on events with actionable reports.</td>
<td>Lesson: Configuring the Symantec Endpoint Protection Environment</td>
</tr>
<tr>
<td></td>
<td>Topic: Starting and Navigating the SEPM</td>
</tr>
<tr>
<td></td>
<td>Lesson: Advanced Monitoring and Reporting</td>
</tr>
<tr>
<td></td>
<td>Topics: All</td>
</tr>
<tr>
<td>Describe how to manage administrator accounts and delegation of roles using the Symantec Endpoint Protection Management console.</td>
<td>Lesson: Configuring the Symantec Endpoint Protection Environment</td>
</tr>
<tr>
<td></td>
<td>Topic: Console authentication</td>
</tr>
<tr>
<td>Describe how and when to use supplemental Symantec tools, such as Power Eraser, Sylinkdrop, SymHelp, and IT Analytics (Understand and Apply with some Analyze/Evaluate scenario items possible)</td>
<td>Lesson: Installing Symantec Endpoint Protection</td>
</tr>
<tr>
<td></td>
<td>Topic: Identifying system requirements</td>
</tr>
<tr>
<td></td>
<td>Lesson: Client and Policy Management</td>
</tr>
<tr>
<td></td>
<td>Topic: Configuring domains</td>
</tr>
<tr>
<td></td>
<td>Lesson: The Symantec Protection Product Solution</td>
</tr>
<tr>
<td></td>
<td>Topic: Symantec Endpoint Protection components</td>
</tr>
</tbody>
</table>

If you have questions about the Symantec Certification Program, send an email to global_exams@symantec.com.
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.

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