

# FAQs for Symantec™ Endpoint Protection AMIs for Amazon EC2

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## Why is Symantec Endpoint Protection needed in the cloud?

Even if your information resides in the cloud, it is still subject to various malicious attacks such as viruses, worms, spyware, and zero-day threats. Symantec has traditionally offered Symantec Endpoint Protection as an on-premises solution. Now, Symantec and AWS have teamed up to provide this award-winning security solution in the cloud in the form of an AMI based on the Windows operating system.

With Symantec Endpoint Protection you can ensure that your work is safeguarded and that your business assets are protected. Feel confident that your Windows servers are being protected in the cloud.

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## What version of Symantec Endpoint Protection is included in the Symantec Endpoint Protection AMIs for Amazon EC2?

Symantec Endpoint Protection 11.0 is the version that will be available for Amazon EC2 users on a subscription basis only. Symantec has Amazon Machine Images (AMIs) available with Symantec Endpoint Protection, using the Windows® 2003 operating system.

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## What protection technologies are included in the Symantec Endpoint Protection AMIs for Amazon EC2?

Symantec Endpoint Protection AMIs for Amazon EC2 provides multilayered protection that includes antivirus, antispyware, intrusion prevention, and firewall technologies.

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## How do I start using my Symantec Endpoint Protection AMI for Amazon EC2 that I just subscribed to?

Refer to the *Quick Start Guide for Symantec Endpoint Protection for Amazon EC2* for step-by-step directions on how to set up, configure, maintain and upgrade your instances. You can access the Quick Start Guide on Symantec's web page, <http://www.symantec.com/amazon>, click on "Available AMIs".

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## Am I entitled to receive support from Symantec for my subscription to a Symantec™ Endpoint Protection AMI for Amazon EC2?

Yes, cloud-based support is available solely via the web for users with a valid subscription for a Symantec Endpoint Protection AMI. There is no additional fee for web support.

Symantec does not provide telephone, email or remote assistance support. The Symantec support policies, including performance metrics or case management activities described at [http://www.symantec.com/enterprise/support/support\\_policies.jsp](http://www.symantec.com/enterprise/support/support_policies.jsp), do not apply to cloud-based support. Amazon does not provide support for Symantec Endpoint Protection.

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## What does support for the Symantec Endpoint Protection AMIs for Amazon EC2 include?

Online support by Symantec includes:

- Technical support through a Symantec moderated and searchable forum on a 24x7 basis, for an unlimited number of cases, and for cases at all severity levels at <http://www.symantec.com/connect/security/forums/endpoint-protection>
- Symantec Technical Support Knowledge Base and product release notes at <http://www.symantec.com/business/support/overview.jsp?pid=54619>
- Applicable bug fixes and patches as Symantec makes them generally available to customers at

<https://vias.symantec.com/labs/vpcs/vpcs>

- Applicable content updates as Symantec makes them generally available to customers
  - Self-help tools that Symantec makes available in the AMI or via a link at Amazon Web Services (AWS)
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### **What information do I need in order to submit a question to the Technical Support forum?**

Before submitting a question to the Technical Support forum on Symantec Connect, <http://www.symantec.com/connect/security/forums/endpoint-protection>, ensure that you have satisfied the system requirements that are listed in your product documentation.

Then, when you submit an issue to the forum, be sure to include the following information:

- Identify which Symantec product AMI you are inquiring about
  - Product, version and patch level
  - Instance type, available memory, and disk space
  - Problem description; for example, error messages, log files, any troubleshooting attempted before submitting question to forum, and any recent software configuration changes and network changes
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### **Are there any geographic or similar restrictions on the availability of support for the Symantec Endpoint Protection AMIs for Amazon EC2?**

Support is available worldwide, and is provided in English only.

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### **Who can I call for more information about purchasing Symantec Endpoint Protection for on-premises use?**

To speak with a Product Specialist in the U.S., call toll-free 1(800) 745-6054.

## FAQ: Infrastructure as a Service FAQs for Symantec™ Endpoint Protection AMLs for Amazon EC2

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### *Visit our websites*

<http://www.symantec.com/amazon>

<http://aws.amazon.com/solutions/global-solution-providers/symantec>

### *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 <http://www.symantec.com/globalsites/index.jsp>

### *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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