

FAQs for Veritas Storage Foundation™ Basic AMIs for Amazon EC2

How do I select which Symantec AMI to use?

Symantec Amazon Machine Images (AMIs) are based on the publicly available Microsoft Windows® AMIs on Amazon EC2. The 32-bit and 64-bit Windows AMIs with SQL Express pre-installed can be used as generic Windows AMIs. These AMIs are most suitable for all Web 2.0 and ASP.NET applications.

The 64-bit Windows AMI with SQL Server Standard does not have a storage limit and enables use cases that require large databases and enterprise-scale Windows computing.

How do I start using my Storage Foundation Basic AMI that I just subscribed to?

Refer to the *Quick Start Guide for Using Veritas Storage Foundation Basic 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".

Am I entitled to receive support from Symantec for my subscription to Storage Foundation Basic AMIs for Amazon EC2?

Yes, cloud-based support is available solely via the web for users with a valid subscription for any of the Storage Foundation Basic AMIs. 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, do not apply to cloud-based support. Amazon does not provide support for Storage Foundation Basic.

What does support for Storage Foundation Basic 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/storage-management/forums/storage-foundation-windows>
 - Symantec Technical Support Knowledge Base and product release notes at <http://www.symantec.com/business/support/index.jsp>
 - Applicable bug fixes and patches as Symantec makes them generally available to customers at <https://vias.symantec.com/labs/vpcs/vpcs>
 - Self-help tools that Symantec makes available in the AMI or via a link at AWS
 - *Veritas Storage Foundation Administrator's Guide* for Windows at <http://seer.entsupport.symantec.com/docs/306319.htm>
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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/storage-management/forums/storage-foundation-windows>, 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 Storage Foundation Basic AMIs for Amazon EC2?

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

I have an on-premises license to Storage Foundation for Windows already. Can I use my Storage Foundation for Windows on-premises license at Amazon EC2?

No, customers will have to subscribe to a Storage Foundation Basic AMI provided by Symantec for Amazon EC2. On-premises software licenses are not supported within Amazon's EC2 environment.

To learn more about Storage Foundation Basic AMIs for Amazon EC2 and other products Symantec makes available on Amazon Web Services (AWS), visit <http://www.symantec.com/amazon>, click on "Available AMIs".

Now that I have worked with Storage Foundation Basic, I want to learn more about the product and additional features available with the full version. Where can I find more information?

For more information on Storage Foundation for Windows, visit <http://www.symantec.com/business/storage-foundation-for-windows>.

For more information on the Storage Foundation family of products, visit <http://go.symantec.com/sf>.

For articles, how-to videos, blogs and more on the product, visit <http://www.symantec.com/connect/storage-management>.

Who can I call for more information about purchasing the full version of Storage Foundation for Windows?

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

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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