

# FAQs on Symantec's Offerings for Amazon Web Services

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## What is cloud computing?

Cloud computing is an option for computing in which dynamically scalable and often virtualized compute resources are provided as a service over a network.

Hosting services on the Internet are referred to as “Public Clouds,” while hosting services on an internal network is referred to as a “Private Cloud.”

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## What is Amazon Web Services (AWS)?

Amazon Web Services (AWS) is an infrastructure-as-a-service provider that serves companies of all sizes. With AWS, companies can requisition compute power, storage, and other services, gaining access to a suite of elastic IT infrastructure services, as business demands them.

For more information, click: <http://aws.amazon.com/what-is-aws/>.

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## What is Amazon Elastic Compute Cloud or Amazon EC2?

Amazon Elastic Compute Cloud (Amazon EC2) is a web service that provides resizable compute capacity in the cloud.

For more information, click: <http://www.amazon.com/ec2>

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## What is an Amazon Machine Image (AMI)?

An Amazon Machine Image (AMI) is a pre-built package of software that can be used to create or instantiate a virtual machine within Amazon EC2. An AMI forms the basic unit of deployment for services delivered using Amazon EC2 and typically includes the operating system and additional software necessary to deliver a service.

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## What is the difference between “on-premises” versus “cloud”?

On-premises usually refers to software that is installed on hardware owned or leased by an end user. Amazon EC2 provides an alternative option to purchasing or leasing hardware by providing cloud-based web services allowing customers to easily scale up and down their compute power as the demands of their business fluctuates. Customers only pay for what they actually use.

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## What is the relationship between Symantec and AWS?

Symantec recognizes AWS as a leading cloud infrastructure-as-a-service provider and has partnered with AWS to bring Symantec’s products to the cloud.

Symantec does not endorse or resell AWS offerings nor does Amazon resell any of Symantec’s products. Customers are encouraged to evaluate the product and service offerings made available by Symantec and AWS, and identify how each solution would benefit a particular use-case.

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## What does a Symantec AMI provide with AWS?

Symantec has selected publicly available AMIs hosted by AWS and added Symantec proprietary software to them to create Symantec AMIs, which are publicly available for users of the Amazon EC2 service.

In order for Amazon EC2 users to gain access to Symantec AMIs, Amazon EC2 users must subscribe to the individual Symantec AMI they seek to use. Amazon EC2 users can subscribe to Symantec AMIs from Symantec's corporate website.

To subscribe and learn more about the available Symantec AMIs within AWS, visit <http://www.symantec.com/amazon>, and click on "Available AMIs".

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### **Is Symantec interested in working with other cloud infrastructure and service providers?**

Yes. Symantec recognizes the value of cloud computing and our intention is to expand our product offerings both within the Amazon EC2 service offering as well as to other cloud platforms. The choice of cloud infrastructure platforms and service providers, and timelines for new product releases will largely be determined by customer demand.

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### **What products does Symantec have available for use on AWS?**

Currently, Symantec Endpoint Protection and Veritas Storage Foundation™ Basic from Symantec are available for use on AWS.

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### **Is Symantec planning on making more products available for use on AWS?**

We are working on enabling other Symantec products within the Amazon EC2 cloud. We will update the complete product offerings page when we release other product-specific AMIs when new offerings become available.

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### **How do I subscribe to a Symantec AMI?**

Go to <http://www.symantec.com/amazon> and then click on "Available AMIs" to select an AMI subscription.

Or you can subscribe from Amazon's site: <http://aws.amazon.com/solutions/global-solution-providers/symantec>.

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### **How does my Symantec AMI subscription work in the cloud?**

Your subscription to a Symantec AMI works exactly like any other Amazon EC2 product subscription. You will be billed by Amazon Payments on a monthly basis for the usage charges incurred per AMI. The subscription and usage charges for the Symantec AMIs are listed on the Symantec web page (go to <http://www.symantec.com/amazon>, click on "Available AMIs"). You will not be billed or charged by Symantec directly.

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### **I am currently a Symantec Customer, can I use the software license I already own on Amazon EC2?**

Currently, Symantec does not support bringing existing Symantec software licenses within AWS or other infrastructure-as-a-service providers.

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### **What types of instances are supported by Symantec AMIs?**

Symantec's 32-bit AMIs currently support:

- Small instance
- High-CPU medium instance

Symantec's 64-bit AMIs currently support:

- Large instance

- Extra large instance
  - High-CPU extra large instance
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#### **How much does it cost to subscribe to a Symantec AMI?**

The cost to subscribe to each AMI differs based on the services offered and its configuration. All Symantec product offerings available on Amazon EC2 and their specific pricing are listed on the Symantec web page (go to <http://www.symantec.com/amazon>, click on "Available AMIs").

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#### **Who bills me?**

When you subscribe to the Symantec Endpoint Protection or Veritas Storage Foundation Basic AMIs, you are billed directly by Amazon Payments.

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#### **How do I pay for the subscription?**

Major credit cards billable to U.S. banks are accepted by Amazon Payments.

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#### **Where can I find additional support on Symantec's Endpoint Protection and Veritas Storage Foundation Basic?**

Here are links for online support sites for each product:

- Endpoint Protection (Symantec Forum): <http://www.symantec.com/connect/security/forums/endpoint-protection>
  - Endpoint Protection (Symantec Knowledge Base): <http://www.symantec.com/business/support/overview.jsp?pid=54619>
  - Storage Foundation for Windows (Symantec Forum):  
<http://www.symantec.com/connect/storage-management/forums/storage-foundation-windows>
  - Storage Foundation Basic (Symantec Knowledge Base): <http://www.symantec.com/business/support/overview.jsp?pid=53132>
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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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