



**Quick Guide: Doing Business with Symantec™  
Business Edition**

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July 2009—Same guide you know and love with updated content

Confidence in a connected world.



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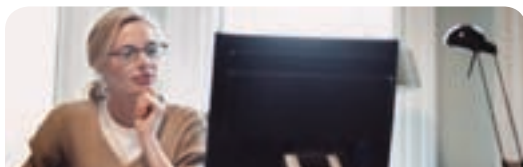
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## Using This Guide

**Symantec values** the time you spend in the product and services buying experience. This *Quick Guide* is an online resource for enterprise customers and partners that makes it easy to quickly find answers to common questions about doing business with Symantec. Topics cover each phase of the buying experience (see illustration) with links to more information and contact details for getting additional help.



The Customer Buying Experience

### Quick Guide to the Symantec Buying Experience

Symantec offers a wide variety of software products and services. There are a number of ways customers can buy from us, or renew a license or maintenance agreement—through a network of partners, online, or in some cases directly from Symantec. Either way, our order process is designed to give you an efficient buying experience.

The buying process includes a series of steps through maintenance and support, software version upgrade, renewals, customer service and other account management services. This *Quick Guide* provides simple, clear direction to help buyers and partners quickly work through those steps.

### Mission of Symantec Licensing

Licensing is an integral part of the end to end buying experience, so Symantec's focus is to enable customers and partners throughout the buying lifecycle by:

- Providing an easy process for doing business with Symantec



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- Offering our customers choices in how they can acquire our software
- Making software license management and compliance as simple as possible to minimize administrative overhead
- Delivering tools and processes that allow customers to control and manage Symantec licenses within their software environments

### Using this Quick Guide

Symantec invites you to experience this *Quick Guide* right now and to share it with anyone who needs to find fast answers to questions about working with Symantec. Click on any tab to go directly to information on that topic.

Quick Guide URL

<http://go.symantec.com/doingbusiness>

### Frequently Asked Questions ►

# Frequently Asked Questions

(Click on a question to go to that section)

## Using This Guide

- How can this [Quick Guide help](#) me get the most from my interaction with Symantec?

## Useful Links

- Where do I click for [details?](#)

## Licensing Symantec Products

- What are my [options for volume purchasing](#) discounts?
- How do I qualify for [discounts without a purchasing commitment?](#)
- As a large customer, how do we [centralize licensing and qualify for discounts?](#)
- As a [government agency or nonprofit](#), how do we qualify for discounts without contracts?
- As an [academic institution](#), how do we qualify for discounts without contracts?
- As an academic institution, how do we procure licenses and support on a [subscription](#) basis?
- As a global enterprise, how does Symantec make it easier for us to [buy and deploy software?](#)

## Ordering

- How do I [place an order](#) to buy Symantec software or services?



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## Activating Software

- How do I [activate new software](#) or manage existing licenses?

## Upgrading Products

- What is a [Software Version Upgrade](#), and who is eligible?

## Getting Help

- How do I get [answers to nontechnical questions?](#)

## Getting Technical Help

- How do I get [answers to technical questions?](#)

## Renewing Maintenance/Support

- How do I ensure that we always get [access to technical support](#) and product updates?

## Useful Links

The modules in this guide contain basic information about various aspects of doing business with Symantec. If you know what you are looking for and simply need a link, use this quick-reference list.

### Licensing Programs and Activating Software

- **Licensing Programs**  
<http://www.symantec.com/business/products/licensing>
- **Licensing Portal**  
<https://licensing.symantec.com>  
(Login ID is your email address)
- **MySymantec**  
<https://mysymantec.symantec.com>

### Partner-specific Information

- **Partner Edition of this Quick Guide**  
<https://partnernet.symantec.com/Partnernet/SiteSearch/SearchResults.jsp?externallink=true&requestid=9283>
- **PartnerNet Home Page**  
<https://partnernet.symantec.com>

- **PartnerNet Login**  
<https://partnernet.symantec.com/Partnercontent/Login.jsp>
- **Partner Technical Support**  
<https://partnernet.symantec.com/Partnercontent/Program/TechSupport.jsp>

### Product and Services Information

- **Symantec Business Products and Solutions**  
<http://www.symantec.com/business>
- **Symantec Global Services**  
<http://www.symantec.com/business/services>
- **End User Articles and Webcasts**  
<http://www.symantec.com/business/resources/articles/index.jsp>

### Renewals

- **Renewals Policy**  
[http://eval.symantec.com/mktginfo/enterprise/other\\_resources/b-global\\_support\\_renewals\\_policy\\_09-2008.pdf](http://eval.symantec.com/mktginfo/enterprise/other_resources/b-global_support_renewals_policy_09-2008.pdf)



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### Technical and Non-technical Support

- **Enterprise Technical Support**  
<http://entsupport.symantec.com>
- **My Support**  
<https://mysupport.symantec.com>  
(Login ID is your email address)
- **Customer Care: (non-technical issues)**  
[http://www.symantec.com/business/support/assistance\\_information.jsp](http://www.symantec.com/business/support/assistance_information.jsp)
- **Support Policies**  
[www.symantec.com/business/support/support\\_policies.jsp](http://www.symantec.com/business/support/support_policies.jsp)

### Try Symantec Products

- **Trialware downloads**  
<http://www.symantec.com/business/licensing/trialware.jsp>

### Obtaining a Return Materials Authorization (RMA)

Please contact your Symantec sales representative or reseller who sold you the product for an RMA. If your situation qualifies for an RMA, they will initiate a Return Authorization Request and get the process started.

## Licensing Symantec Products

### Symantec Licensing Programs

make it easy for customers to earn discount eligibility for volume purchases with simple, streamlined purchasing processes tailored for any sized commercial, government and academic customer. Symantec partners and resellers administer Licensing Programs for their customers in the Americas, Europe, the Middle East, Africa, Asia Pacific, and Japan. Customers are encouraged to work with their Symantec partner to determine which licensing program is the most relevant to their business.

### Why Licensing Programs Matter

Discount eligibility is based on the amount of business that customers do with Symantec and Symantec Partners. Most Licensing Programs provide discount eligibility based on the size of the specific order. The Rewards and Enterprise

Options Licensing Programs allow organizations with de-centralized purchasing to easily aggregate the value of purchases by subsidiaries and affiliates for even bigger discounts.

### Program Elements

#### Express

For **small to mid-sized** companies that need an easy way to purchase small license quantities—without complexity of contracts.

- Available for all software products
- Low minimum requirements
- Incentives for total volume of each purchase
- Certificate-based program—(no signed contract required)
- Simple ordering process
- No financial commitment

#### Rewards

For **mid-sized and large** organizations that need streamlined procurement, volume-purchasing incentives, predictable pricing, and de-centralized purchasing.

- Available for all software products
- Rewards ongoing purchasing volume and an ongoing relationship
- Easy online enrollment
- Online account management and tracking
- Enables support and maintenance service co-termination
- Simple ordering process



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Enhancing your discount eligibility for volume purchasing helps you manage your bottom line.

**Continued** ▶

## Licensing Symantec Products continued

### Ancillary Programs

**Enterprise Options**—Allows large organizations to deploy a specific dollar amount of products, within specific Symantec product families, for specific OS platforms, over a specific time period, at specific discounts. Detailed in contract.

**Government**—Streamlines the government procurement process with simplified ordering and no signed contracts. Similar to Express. Available to approved government entities including federal, state, provincial, local, county and tribal.

**Academic**—Standardizes the way qualified academic institutions and charities purchase Symantec products. No signed contracts. Similar to Express. Available to qualified academic institutions and charitable organizations.

**Academic Subscription**—Offers qualified academic institutions a flexible way to purchase software licenses, bundled with Essential Support (24x7), on a subscription basis. Annual contracts. Available to government-approved academic institutions.

### Express and Rewards Program Elements

Element	Express*	Rewards
Minimum purchase requirements	1 server per transaction or 5 licenses	6,000 points initial order**
Agreement type	Certificate	Certificate
Discounts	Per transaction	Based on terms of program/ accumulated points
License deployment rights	Country of purchase	Based on program terms
De-centralized purchasing (for subsidiaries/affiliates)	No	Yes
Available support and maintenance services	Yes	Yes
Consolidation of support and maintenance service	No	Yes
Symantec Agreement Number (SAN)	Yes	Yes

\* Express elements also apply to government and academic buyers, who may alternatively enroll in Rewards for enhanced benefits if eligible.

\*\* Points are based upon the point value assigned to a SKU times the number ordered against that SKU.

### Licensing Symantec Products

#### Questions

For more information about Licensing Programs, see <http://www.symantec.com/business/products/licensing/index.jsp>

*Customers:* contact your Symantec reseller for information about your Licensing Program, or log into your account at [MySymantec.com](http://MySymantec.com)

*Partners:* may see more information about Licensing Programs from a reseller perspective by logging into their account at <https://partnet.symantec.com/Partnercontent/Licensing/Home.jsp>

## Express

**Symantec Express Program** is for small to mid-sized companies that need an easy way to purchase small license quantities—without the complexity of contracts.

### Why the Express Program Matters

The Express Program simplifies buying small license quantities for use within the country of purchase. Buyers are freed from formal contracts and commitments, and are eligible to receive discounts for purchases that grow with the size of each order. Managing your discount eligibility can help you manage your bottom line.

### Benefits

- Available for all software products
- Low minimum requirements
- Incentives for total volume of each purchase
- No signed contact required
- No ongoing financial commitment

### Express Bands

Each band represents a discount range\* applied to the total amount of each purchase. Levels are calculated by product, SKU quantity, total purchase amount, region and currency rates.

#### Express Bands

Band Levels	Minimum Quantities
S	1
A	5–24
B	25–49
C	50–99
D	100–249
E	250–499
F	500+

### Program Elements

Element	Express
Minimum purchase requirements	1 server per transaction or 5 desktop licenses
Agreement type	Certificate
Discounts	Per transaction
License deployment rights	Country of purchase
De-centralized purchasing (for subsidiaries/affiliates)	No
Available support and maintenance services	Yes
Consolidation of support and maintenance services	No
Symantec Agreement Number (SAN)	Yes

\* Discounts are provided to the entity placing the order with Symantec. For channel orders Symantec provides the appropriate band level pricing to the channel partner, and the customer then arranges pricing the order with its reseller.

### Express Licensing Program

#### For

Small to mid-sized companies that need to buy small quantities without a signed contract

#### Contacts

*Customers:* Contact your Symantec sales representative or reseller, or log into your account at [MySymantec.com](http://MySymantec.com)

*Partners:* Log into your PartnerNet account at <https://partnet.symantec.com/login/login.asp>

## Rewards

**Symantec Rewards Program** is for mid-sized to large organizations and affiliates that need streamlined procurement, volume-purchasing incentives, predictable pricing, and de-centralized purchasing under a common Symantec Agreement Number (SAN).

### Why the Rewards Program Matters

The Rewards Program provides discounts for aggregated purchasing volume across distributed organizations and affiliates, plus flexible procurement processes to simplify buying in large, decentralized organizations—especially multinationals.

### Benefits

- Available for all software products
- Rewards purchasing volume and ongoing relationship
- Easy online enrollment
- Online account management and tracking
- Enables support and maintenance service co-termination
- Simple ordering process

### Rewards Bands

Each band represents a discount range\* applied to new purchases. Band levels are based on points accumulated from purchases made. The initial order sets the initial price band. Then, aggregated points accumulation creates an opportunity to move your organization into more advantageous price bands. Band levels for ongoing purchasing are adjusted annually based on points earned in the prior year.

#### Reward Bands

Band Levels	Minimum Accumulated Points
A	6,000–11,999
B	12,000–19,999
C	20,000–49,999
D	50,000–99,999
E	100,000+

### Program Elements

Element	Rewards
Minimum purchase requirements	6,000 points initial order**
Agreement type	Certificate
Discounts	Based on terms of program/accumulated points
License deployment rights	Based on program terms
De-centralized purchasing (for subsidiaries/affiliates)	Yes
Available support and maintenance services	Yes
Consolidation of support and maintenance services	Yes
Symantec Agreement Number (SAN)	Yes

### Rewards Licensing Program

#### For

Mid-sized to large organizations with complex purchasing processes and higher purchasing volume

#### Contacts

*Customers:* Contact your Symantec sales representative or reseller, or log into your account at [MySymantec.com](http://MySymantec.com)

*Partners:* Log into your PartnerNet account at <https://partnernet.symantec.com/login/login.asp>

\* Discounts are provided to the entity placing the order with Symantec. For channel orders Symantec provides the appropriate band level pricing to the channel partner, and the customer then arranges pricing the order with its reseller.

\*\* Points are assigned as a calculated value based on product, purchase volume and amount, region and currency rates. See the [Rewards Program Guide](#) for details.

# Government

**Symantec Government Program** is for qualified government entities that need to purchase small license quantities without signed contracts or financial commitments.

## Why the Government Program Matters

The Government Program simplifies buying license quantities for use in the country of purchase. Government buyers are freed from formal contracts and commitments, and are eligible to earn increased discounts for purchases that grow with the size of each order. Managing your discount eligibility can help you meet the budget challenges of government entities at all levels.

## Benefits

- Available for all software products
- Low minimum requirements
- Incentives for total volume of each purchase
- No signed contact required
- No financial commitment

## Eligibility

The Government Licensing Program is available to qualified entities at the federal, state, territory, county, municipal or tribal level. Departments of qualifying government entities may include executive, legislative, judicial or administrative functions. Qualified Government Institutions may include other special entities such as the United Nations and affiliates, NATO, public utilities, public hospitals, public libraries and other quasi-governmental agencies, excluding academic.

Contact your Symantec sales representative or reseller for country- or entity-specific information about eligibility.

## Government Bands

Each band represents a discount range\* applied to the total amount of each purchase. Levels are calculated by product, SKU quantity, total purchase amount, region and currency rates.

### Government Bands—Americas

Band Levels	Minimum Quantities
S	1
A	5–249
H	250+

### Government Bands—Japan

Band Levels	Minimum Quantities
S	1
D	5–249
H	250+

## Program Elements

Element	Government
Minimum purchase requirements	1 server per transaction or 5 desktop licenses
Agreement type	Certificate
Discounts	Per transaction
License deployment rights	Country of purchase
De-centralized purchasing (for subsidiaries/affiliates)	No
Available support and maintenance services	Yes
Consolidation of support and maintenance services	No
Symantec Agreement Number (SAN)	Yes

**Government Bands—Canada, Mexico, Latin and South America, Europe, Middle East, Africa, and Asia-Pacific**

Band Levels	Minimum Quantities
S	1
A	5

## Government Licensing Program

### For

Government entities that need to buy small quantities without a signed contract

### Contacts

*Customers:* Contact your Symantec sales representative or reseller, or log into your account at [MySymantec.com](http://MySymantec.com)

*Partners:* Log into your PartnerNet account at <https://partnernet.symantec.com/login/login.asp>

\* Discounts are provided to the entity placing the order with Symantec. For channel orders Symantec provides the appropriate band level pricing to the channel partner, and the customer then arranges pricing the order with its reseller.

## Academic

**Symantec Academic Program** is for qualified academic institutions and charities that need to purchase small license quantities without signed contracts or financial commitments.

### Why the Academic Program Matters

The Academic Program simplifies buying license quantities for use in the country of purchase. Academic buyers are freed from formal contracts and commitments, and are eligible to receive discounts for purchases that grow with the size of each order. Managing your discount eligibility can help you meet the budget challenges of education and charity work.

### Benefits

- Available for all software products
- Low minimum requirements
- Incentives for total volume of each purchase
- No signed contact required
- No financial commitment

### Eligibility

An Academic Institution must be organized and operated for educational purposes, such as a public or private school, college or university, and be accredited by an appropriate government board of education or accrediting organization. Other Qualified Institutions can include healthcare entities with a major teaching component or libraries owned and operated by a qualified Academic Institution. Qualified Charitable organizations are also eligible under

the Academic Licensing Program. Contact your Symantec sales representative or reseller for country-specific information about eligibility.

### Academic Bands

Each band represents a discount range\* applied to the total amount of each purchase. Levels are calculated by product, SKU quantity, total purchase amount, region and currency rates.

#### Academic Bands—Americas

Band Levels	Minimum Quantities
S	1
A	5–249
H	250+

#### Academic Bands—Japan

Band Levels	Minimum Quantities
S	1
D	5–249
H	250+

### Program Elements

Element	Academic
Minimum purchase requirements	1 server per transaction or 5 desktop licenses
Agreement type	Certificate
Discounts	Per transaction
License deployment rights	Country of purchase
De-centralized purchasing (for subsidiaries/affiliates)	No
Available support and maintenance services	Yes
Consolidation of support and maintenance services	No
Symantec Agreement Number (SAN)	Yes

### Academic Bands—Europe, Middle East, Africa, and Asia-Pacific

Band Levels	Minimum Quantities
S	1
A	5

### Academic Licensing Program

#### For

Academic institutions and charities that need to buy small quantities without a signed contract

#### Contacts

*Customers:* Contact your Symantec sales representative or reseller, or log into your account at [MySymantec.com](https://mysymantec.com)

*Partners:* Log into your PartnerNet account at <https://partnernet.symantec.com/login/login.asp>

\* Discounts are provided to the entity placing the order with Symantec. For channel orders Symantec provides the appropriate band level pricing to the channel partner, and the customer then arranges pricing the order with its reseller.

# Academic Subscription

## Symantec Academic Subscription Program

offers government-approved academic institutions a flexible way to purchase software licenses, bundled with Essential Support (24x7), on a subscription basis. The program makes it easy to procure and administer software licenses and helps reduce the total cost of software licensing.

### Why the Academic Subscription Program Matters

The Academic Subscription Program is a contract-based rental program that allows qualifying academic customers to subscribe, in the country of purchase, to a selection of Symantec products for a year or part of a year at a preferential rate. The license quantity can be based on the entire PC and/or server estate, all full time employees (or equivalents\*) or all full time students (or equivalents\*). The customer's faculty and staff members may use a copy of the software on their home computers, and licenses can be ordered for full time students to use on their own computers.

### Benefits

- Low entry purchase requirements
- Simple and flexible subscription licensing
- Essential Support bundled with all products
- Home use rights for faculty and staff
- Student use option
- Annual renewable license agreement
- Co-termination of all licensing purchased under the program

### Eligibility

An Academic Institution must be organized and operated for educational purposes, such as a public or private school, college or university, and be accredited by an appropriate government board of education or accrediting organization.

### Academic Subscription Bands

To enroll in the Academic Subscription Program a customer's initial order must be at least 250 units or total \$5,000 MSRP. The number of units provided on the initial order will establish the customer's initial program band.\*\*

Initial orders can be submitted once the customer has received a Welcome Letter from Symantec with their Academic Subscription Symantec Agreement Number (SAN). The initial order, including the Academic Subscription Program Worksheet, must be submitted within 14 calendar days of receiving the Welcome Letter.

Band Levels	Minimum Quantities
A	250–499
B	500–999
C	1,000–4,999
D	5,000–9,999
E	10,000+

### Subscription Renewal Period

On an annual basis, Symantec will notify customers of their pending Subscription Renewal Period. The Annual Subscription Renewal Period for the Academic Subscription Program is based on the Contract Start Date.

### Home Use Rights

During the subscription period, a customer's faculty and staff members have the right to operate one copy of the desktop-based products offered in the Academic Subscription program on their personal home computers. The faculty and staff member must maintain current employment status in order to enjoy the home use rights. No separate purchase of a home use license is required; the home use rights are included in the customer's academic subscription license fees.

**Continued ►**

\* Refer to Full Time Equivalent Calculations paragraph, next page.

\*\* Discounts are provided to the entity placing the order with Symantec. For channel orders Symantec provides the appropriate band level pricing to the channel partner, and the customer then arranges pricing the order with its reseller.

## Academic Subscription continued

### Student Use Option for Campus Customers

During a subscription period, a Campus customer may order applicable student-use licenses for each full-time student to use on their student-owned computers. A Campus must order a copy for each student based on the student-use count calculation below. The student must maintain current enrolled status in order to enjoy the student use rights. Please see the current Academic Subscription price list for a list of the products available for student use.

### Full Time Equivalent Calculation

Use the following calculation when determining the total Full Time Equivalent (FTE) for Campus Enrollments in the Academic Subscription Program.

#### Faculty/Staff Count:

- Full-time Faculty (= to 1 FTE)
  - Part-Time Faculty (= 1/3 of a FTE)
  - Full-Time Staff (= to 1 FTE)
  - Part-Time Staff (= to 1/2 of a FTE)
- FTE Faculty/Staff Baseline

#### Student Count for Student Use Option and Campus Managed Software for Student Coverage:

- Full-Time Students (= to 1 FTE)
  - Part-Time Students (= 1/3 of a FTE)
- FTE Student Baseline

### Academic Subscription Licensing Program

#### For

Academic institutions that need a flexible way to purchase software licenses, bundled with support, on a subscription basis.

#### Contacts

Customers: Contact your Symantec sales representative or reseller, or log onto your account at [MySymantec.com](http://MySymantec.com)

Partners: Log into your PartnerNet account at <https://partnet.symantec.com/Partnercontent/Login.jsp>

### Program Elements

Element	Academic Subscription
Minimum purchase requirements	250 units and \$5,000 MSRP
Agreement type	Contract
Discounts	Per transaction
License deployment rights	Country of purchase
Decentralized purchasing (for subsidiaries/affiliates)	No
Available support and maintenance services	Yes
Consolidation of support and maintenance services	No
Symantec Agreement Number (SAN)	Yes

# Enterprise Options

**Symantec Enterprise Options** is a prepaid Licensing Program that allows large domestic and global organizations to deploy a specific monetary value of new licenses, within specific Symantec product families, for specific OS platforms, over a specific time period, at specific discounts. Enterprise Options are negotiated contractual engagements.

## Why the Enterprise Options Program Matters

The Enterprise Options Program provides Symantec's largest global enterprise customers with an extra level of flexibility in deployment and self-management of new licenses—for a prepaid fixed, discounted price. Its automated, self-service, online management system allows customers to control and adjust deployment of new security and availability licenses at the moment and location needed.

## Benefits

- Available for most Symantec security and availability products
- Keep pace with changing needs while getting defined savings of a prepaid discount custom licensing program
- Enables support and maintenance service co-termination
- Flexible, self-managed deployment of new licenses at the time they are needed
- Online account management streamlines purchasing, management and tracking new license deployments

## View the Tutorial

For a tour of the Enterprise Options "Site License Online Application," [click here](#).

## Program Elements

Element	Enterprise Options
Agreement type	Formal paper contract
Decentralized Purchasing	Yes
Consolidation of support and maintenance services	Yes
Designated Customer Care contact	Yes
Online 24x7 contract Management account	Yes
Symantec Agreement Number (SAN)	Yes

## Enterprise Options Licensing Program

### For

Large global organizations who need flexible, self-managed licensing for large-scale projects or solutions

### Contacts

*Customers:* Contact your Symantec sales representative or reseller, or log into your account at [MySymantec.com](http://MySymantec.com)

*Partners:* Log into your PartnerNet account at <https://partnetnet.symantec.com/login/login.asp>

## Ordering

Thank you for your decision to submit an order for Symantec products or services.

### How to place your order

Orders for Symantec products and services are placed through Symantec channel partners or resellers.

To get information about ordering, or to locate a partner or reseller, visit the appropriate site for your business:

#### Enterprise:

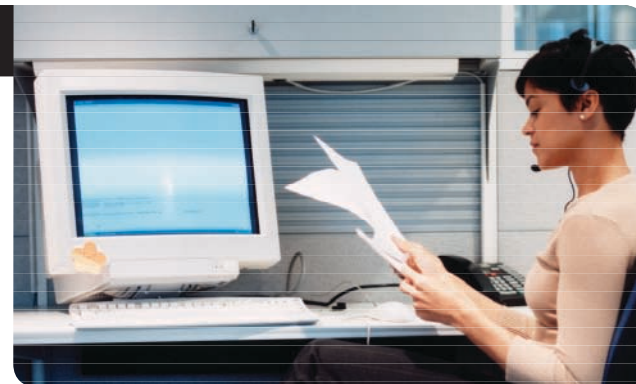
[http://www.symantec.com/business/contact\\_sales.jsp](http://www.symantec.com/business/contact_sales.jsp)

#### Small to mid-sized businesses:

<http://www.symantec.com/business/theme.jsp?themeid=contactsales>

If you already have a Symantec account representative assigned to your company please contact the account representative for information or to place an order.

To purchase Norton by Symantec products go to the [Symantec online store](#).



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## Activating Software

The **Licensing Portal** is an online tool for product activation, registration of licenses for software subscriptions, maintenance/support (including software version upgrades), delivery of license keys, management of existing license data, and processing of software version upgrade notifications.

### Why the Licensing Portal Matters

When a key is required for product registration, activation and administrative management, the **Licensing Portal** offers a self-service method to obtain the necessary information to activate the product or to extend the current product's maintenance/support, including content updates.

### When to Use the Licensing Portal

The **Licensing Portal** is used for a subset of Symantec products and services. Each license certificate specifies what a product is, and sometimes lists a license key or keys. No registration or activation of a product on the **Licensing Portal** is required if a license key is printed on the certificate. Use the **Licensing Portal** to obtain a product key and to activate a product only if a key is required and is **not** listed on a certificate. All Maintenance Serial Numbers must be registered to receive software maintenance and technical support, including content updates and software version upgrades.

### Who Should Use the Licensing Portal

Customers are the intended users of the Licensing Portal. Customers may delegate use of the Licensing Portal to the channel partner who sold them the product, who would then populate and manage account data on behalf of their customer. Channel partners who manage a Licensing Portal account on behalf of a customer must deliver newly assigned license keys to the customer for product activation.



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### Functions of the Licensing Portal

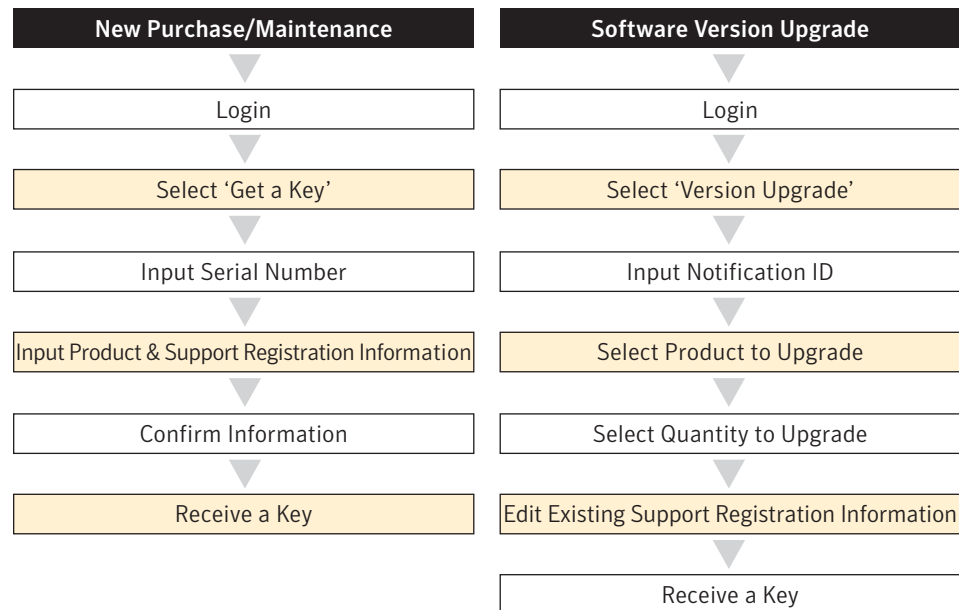
- **Get a Key**—Quickly register to get license keys for new purchases, software version upgrades and re-hosts. Not used for Enterprise Flexible license keys.
- **Manage My Licenses**—Used to view and manage current licenses, share licenses, and track custom user-defined data against each license.
- **Enterprise Flexible**—Gives Enterprise Flexible customers ability to draw down and manage licenses against their Enterprise Flexible contract.
- **Voucher Center**—Allows OEM customers to convert vouchers into licenses.
- **FileConnect**—Enables users to download software.

**Continued** ►

## Activating Software continued

### Licensing Process Flows

If a License Key is printed on your certificate, you do not need to follow the steps below.



### Activating Software

#### Questions

*Customers:* Log onto Licensing Portal at:  
<https://licensing.symantec.com>

*Partners:* Get additional guides and information on your PartnerNet account at:  
<https://partnet.symantec.com>

#### Need more help

*Customers and Partners:* Contact  
[Customer Care](#)

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## Upgrading Products

Symantec customers with current maintenance/support\* on an enterprise product are entitled to a **Software Version Upgrade** for any new major release of that product or its successor. Eligible license owners are notified of the version upgrade opportunity by Symantec and given instructions for how to get the new software.

### Why Software Version Upgrade Matters

For no extra cost, maintenance/support gives eligible customers the most current version of software for stronger security. Use of the new software provided by the Software Version Upgrade process may also improve functionality, simplify centralized management, or help customers ensure compliance.

\*Maintenance/support is purchased for a specific period of time. "Current" means that this period of time has not expired and the support agreement is in effect.

### Who Gets a Software Version Upgrade

Enterprise customers can get a free Software Version Upgrade for each qualified product currently covered by an active maintenance/support agreement. Software Version Upgrade is initiated by the designated license owner (see below, "How Software Version Upgrade Occurs"). If an enterprise purchasing agent is listed as the organization's contact, Symantec recommends the Software Version Upgrade process be conducted by a qualified IT or security specialist responsible for deployment and management of that particular product.

### Which Products Get Software Version Upgrade

Any product from Symantec that has a major new release automatically includes a Software Version Upgrade. Software Version Upgrade is available on the public release date of the new Symantec software. Eligibility requires customers to have current maintenance/support on the related old product.



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### Notification for Software Version Upgrade

If a license owner has provided Symantec with a current email address, customer notification of a Software Version Upgrade automatically occurs via email. Otherwise, notification occurs by physical mail to the license owner's address on record.

If a notification does not reach a customer by email or physical mail, upgrade notifications are available on the [Licensing Portal](#) using the following steps:

- Login or create an account
- Once logged in click the Version Upgrade button
- Click the "I do not have a notification ID" button
- Follow the instructions on the pages to obtain your upgrade

**Continued ►**

## Upgrading Products continued

### How Software Version Upgrade Occurs

Upon the release of a new version of software, Symantec notifies customers by email or letter of their Software Version Upgrade. The notification provides instruction and access to applicable product licenses, media, and information.

The software download site, [FileConnect](#), offers the option to select electronic download or physical shipment of media. Most Software Version Upgrade customers are entitled to one copy of the physical media kit per serial number. In some cases, delivery of physical media is handled by the Symantec reseller.

### Importance of Keeping Maintenance/Support Current

Customers who do not keep their maintenance/support agreements current may lose access to the latest product upgrades, product functionality and fixes available under maintenance/support, putting their business environment at unnecessary risk.

### Upgrading Products

#### Questions

Contact your [Symantec reseller](#) or [Symantec Customer Care](#). Customer Care responds to non-technical licensing and serialization questions on Symantec's Enterprise products.

Software Version Upgrades and updates to license owner contact information may be done directly at the [Licensing Portal](#). Product serial number is required. For timely receipt of Software Version Upgrade and product update communications, please ensure that License Owner contact information is current on the Licensing Portal.

More information is available in the Software Version Upgrade [FAQ](#).

## Getting Help

### Global Enterprise Customer Care

Customer Care provides non-technical assistance relating to Software License Activation, Software Version Upgrading and general account support, to help ensure the experience of doing business with Symantec meets your needs and exceeds your expectations.

### Why Customer Care Matters

As a valued customer, it is important for you to have a single point of contact throughout your product license lifecycle. [Customer Care](#) strives to resolve your challenges during the initial point of contact, and will facilitate on your behalf in obtaining a solution.

### Types of Assistance Functions

- Assistance with obtaining and/or managing new license keys and serial numbers
- [Licensing Portal](#) education and assistance
- Obtaining or processing a Notification ID to upgrade product
- License keys/files installation support
- Using and accessing [MySymantec](#) for SAN management and Licensing Programs support
- Using and accessing FileConnect for file downloads and Physical Media requests
- Escalating customer and partner issues



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### Getting Help

#### Customers and Partners

Search Symantec knowledge base for solutions via the

[Customer Care Information Center](#)

### Create a License, Contract or Account Data Services Online Case

When [creating an online case](#) please be sure to include one of the following, which will aid the Customer Care Agent in responding effectively and efficiently to your request:

- Customer number
- Certificate number
- Reference number
- Version Upgrade Notification ID number
- Sales Order number

Every online case is assigned a case number for tracking.

## Getting Technical Help

**Enterprise Technical Support** helps customers and partners achieve significant and lasting value from Symantec solutions. Symantec's Global Enterprise Support Services provide technical support programs tailored to meet customers varying business requirements. The primary focus is to enable customers to leverage Symantec products' operational functionality by providing tools, resources and technical assistance. Over 2000 experienced Technical Support Engineers provide support directly from more than 20 regional support centers worldwide or through authorized support partners.

Symantec provides technical assistance by telephone, electronically and/or on-site, based upon the severity level you assign to the problem and the specific Support Services offering you have purchased. Along with responding to requests for technical assistance or problem resolution, Enterprise Technical Support includes Upgrade Assurance entitling you to Software Version Upgrades, and for certain products, also includes Content Updates.

### **Why Technical Support and Maintenance Matters**

Symantec Enterprise Technical Support helps you manage IT risk, performance and cost by keeping your Symantec products operating and up to date with Software Version Upgrades and Content Updates, and delivering continued value.



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### **Technical Support Services Offerings**

We have three core enterprise technical support and maintenance offerings.

**Business Critical Services** is for customers who want the highest level of response goals, with the fastest access to support engineers with expertise in Symantec products. A single point of contact delivers personalized support, as well as proactive notifications and account planning. Flexible coverage options include Remote Product Specialist, Data Center, National and Global.

**Essential Support Services** is for customers who require 24x7x365 access to our technical experts. This offering provides quicker problem response targets than Basic Maintenance. This is our most popular offering and is recommended as the appropriate level of support for most Symantec products.

**Basic Maintenance Services** is for our customers who only desire support during normal business hours. Like our other support offerings, this includes Software Version Upgrades and Content Updates and is our lowest price option.

**Continued ►**

## Getting Technical Help continued

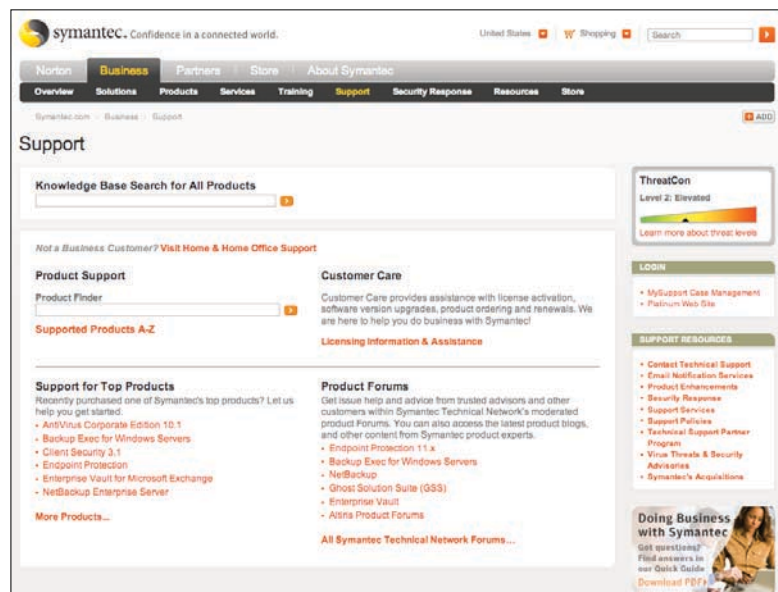
### How to Obtain Technical Support

Search the same knowledgebase utilized by our support engineers to find relevant technical notes, articles and documents, plus additional information to assist you with product issues or questions. Access the knowledgebase at <http://entsupport.symantec.com>.

Use MySupport to quickly create, update, and manage many of your support issues online. The MySupport Portal is located at <https://mysupport.symantec.com>. You will be asked to create a password-protected account on your initial visit.

Additional information about our support and maintenance offerings, along with our Enterprise Technical Support Policy, can be found at [www.symantec.com/business/support/support\\_policies.jsp](http://www.symantec.com/business/support/support_policies.jsp)

Share your product insight and solve issues with other Symantec users in our Symantec Connect Community. Log on at: <http://www.symantec.com/connect>



### Getting Technical Help

#### Questions

*Customers:*

In the United States and Canada call **+1 (800) 342 0652** or **(407) 357 7600**. [Click here](#) to find additional contact numbers.

Main Enterprise Support Page: <http://entsupport.symantec.com>

MySupport: Manage your cases online at <https://mysupport.symantec.com>

*Partners:*

Learn more at the Technical Support site on PartnerNet <https://partnernet.symantec.com/Partnercontent/Program/TechSupport.jsp>

## Renewing Maintenance/Support

**Symantec** is dedicated to helping our customers ensure they have access to the most up-to-date maintenance and support, with the goal of fully enabling Symantec products. A renewal is an extension of a technical support agreement for a specified renewal period of 12 months or longer.

### Why Renewing Enterprise Technical Support Matters

Every computing environment requires reliable technical support and timely upgrades. Renewals of Symantec enterprise maintenance and support services are vital to ensuring the security and availability of a customer's IT infrastructure. A renewal provides the customer with continued specific entitlements described in Symantec's enterprise technical support programs and policies, including access to the latest content, patches and maintenance enhancements. Renewals help customers ensure continued timely access to upgrades and Symantec support services.

**Key benefits:** reassurance of knowing your systems are current; initial cost savings associated with a value-priced service plan; and expert problem resolution.



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### Symantec Enterprise Technical Support Offerings

**Business Critical Services** is the highest level of protection, which provides personalized, proactive support 24x7 from technical experts for enterprises that require secure, uninterrupted access to their data and applications.

**Essential Support Services** is the recommended minimum level of support for most enterprises. It provides 24x7 access to Symantec's support experts, software version upgrades, and faster response times.

**Basic Maintenance Services** is an entry-level service offering suited for organizations running Symantec products on non-essential systems only. Technical support via telephone is provided during normal business hours.

**Continued ►**

## Renewing Maintenance/Support continued

### Renewal Definitions

**Single Year** renewal of maintenance/support is for a new period of 12 months.

**Multiple Year** renewal of maintenance/support is for a new period of 24 or more months where available on Symantec's price list.

**Reinstatement** renewal of maintenance/support is required when a customer has allowed a maintenance/support agreement or subscription to lapse and wish to reinstate their agreement/subscription immediately. Please refer to the [Renewal Policy](#) for additional penalties and process information.

Note that customers who do not keep their maintenance/support agreements current may lose access to the latest product upgrades, product functionality and fixes available under maintenance/support, putting their business environment at unnecessary risk.

### Documents for a Renewal Order

A "renewal order" requires some or even all of the following documents. Your Symantec sales representative or channel partner will specify which are required for a renewal order. It is important to include the Renewal ID number with each renewal order. The Renewal ID is a unique number that associates the renewal order with the original license purchased, and will be found on the Renewal Notification. *Any omission of necessary information will delay order processing until requirements are received by Symantec.*

**Renewal Quote** is an offer from Symantec or a Symantec partner to sell maintenance/support services in advance of expiration of an existing maintenance/support agreement for specific Symantec products for a specific price.

Partner Purchase Order (PO) formally presents an order from a distributor or reseller.

End-user Purchase Order presents an order directly from an enterprise user. For large orders placed through a distributor or reseller, an End-user PO may be required in addition to the Partner PO.

### Renewing Maintenance/Support

#### Questions

*Customers:* Your Renewal Notice provides instructions for how to renew support. Access the [Renewal Policy](#) for details. Queries go to your Symantec sales representative or Symantec resale partner

*Partners:* Contact your distributor or Symantec channel manager

## 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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Activating Software

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