

Frequently Asked Questions

Symantec Remote Expert Installation Services

QUESTION

What are Symantec Remote Expert Installation Services? Why should a small business be interested in them?

ANSWER

Symantec Remote Expert Installation Services (REIS) provide small businesses with low-cost, expert installation and upgrade services for Symantec™ Endpoint Protection 11.x. REIS remotely installs the then-current version of Symantec Endpoint Protection, delivering a multitude of important benefits to small businesses, including:

- Timely access to highly skilled resources
- Reduced risk associated with upgrade and implementation
- Service delivery at a conveniently scheduled time
- Lower IT operating expense (and time) associated with software implementation and upgrade
- Smooth transition to new versions of software utilizing industry best practices
- Knowledge transfer and product orientation facilitated via a Symantec expert and specialized documentation
- Accelerated time to value of Symantec Endpoint Protection 11.x

QUESTION

What are the service options available with REIS?

ANSWER

The REIS offering has two new installation services available for Symantec Endpoint Protection 11.x:

- **Basic Remote Expert Installation Service** for one Symantec Endpoint Protection Manager and up to five endpoints
- **Extended Remote Expert Installation Service** for up to 25 additional endpoints

<p>QUESTION</p> <p>What do the two service options offer?</p>	<p>ANSWER</p> <p>The Basic Remote Expert Installation Service installs and configures one Symantec Endpoint Protection Manager and up to five Symantec Endpoint Protection endpoints. There is a limit of one Basic Remote Expert Installation Service per customer.</p> <p>The Extended Remote Expert Installation Service installs Symantec Endpoint Protection on up to 25 additional endpoints. Small to medium-sized business customers that want to install more than five endpoints must purchase an Extended Remote Expert Installation Service for each additional 25 endpoints, with a limit of four Extended Remote Expert Installation Services per customer (up to 100 additional endpoints).</p> <p>The Basic Remote Expert Installation Service is a prerequisite for the Extended Remote Expert Installation Service.</p>
<p>QUESTION</p> <p>What is the pricing of REIS service options?</p>	<p>ANSWER</p> <ul style="list-style-type: none"> • The Basic Remote Expert Installation Service for one Symantec Endpoint Protection Manager and up to five endpoints has an MSRP of US\$249. • The Extended Remote Expert Installation Service for up to 25 additional endpoints has an MSRP of US\$99.
<p>QUESTION</p> <p>When and where are these services available for purchase?</p>	<p>ANSWER</p> <p>The two Remote Expert Installation Services are initially available only to new and existing Symantec Endpoint Protection 11.x customers in North America. This offering is currently accessible through the Symantec Store and will be available through the Reseller [Large Account Reseller (LAR) and Value Added Reseller (VAR)] channel beginning October 4, 2007.</p>
<p>QUESTION</p> <p>Can I purchase/obtain REIS for any version of Symantec Endpoint Protection?</p>	<p>ANSWER</p> <p>While REIS will be available for all versions of Symantec Endpoint Protection, the Remote Expert Installation Service will install only the then-current version of Symantec Endpoint Protection, which is now 11.0. As a best practice in security, Symantec can only install the most up-to-date version of Symantec Endpoint Protection software.</p>
<p>QUESTION</p> <p>What are the deliverables of REIS? How are the REIS services delivered?</p>	<p>ANSWER</p> <p>REIS are delivered via remote broadband network access services. The services provide a comprehensive technical implementation including a preinstallation session with a Symantec specialist, delivery of the services at a scheduled time convenient to the customer, and installation and configuration of Symantec Endpoint Protection 11.x Manager and endpoints. The services conclude with thorough verification tests, a postinstallation customer acceptance checklist, and product orientation to help familiarize the customer with the product usage.</p>

QUESTION

The REIS offering is targeted at small and medium-sized business (SMB); however, this is a broad category. Who within SMB is it suitable for?

ANSWER

The REIS offering is best suited for small businesses with up to 100 employees (endpoints). Although Symantec is currently exploring the development of additional REIS services targeted specifically at customers with environments that contain 100 to 1,000 endpoints, at this time, businesses that need more than 100 seats (endpoints) should contact Symantec Consulting Services for assistance with Symantec Endpoint Protection installation. Refer to the [Symantec Endpoint Security Consulting Services](#) Web site for additional information on Symantec Consulting Services.

QUESTION

When can I expect to receive the services after purchase? When and how should I schedule them?

ANSWER

Upon completion of your purchase of REIS, Symantec will send you a certificate confirming your purchase as well as the terms and conditions of REIS and a welcome packet. Once you receive these materials, please call +1 (800) 342 8652 to schedule your service. The representative will request your email address to send you a preinstallation checklist and your phone number to have an engineer contact you to schedule your installation service. The preinstallation checklist must be received no later than 24 hours prior to the scheduled installation appointment. The installation will be performed remotely, via a WebEx type of session. Once the installation is completed, the engineer will ask you to complete a postinstallation checklist and will leave you with critical installation information. Finally, a customer satisfaction survey will be mailed to you for feedback regarding your installation experience.

The right to receive Remote Expert Installation Services is valid for a period of 90 days from the date of purchase. After 90 days, the right to receive Remote Expert Installation Services will expire, and no refunds will be permitted.

Refer to the current REIS data sheet on the [Symantec Remote Expert Installation Services](#) Web site for a step-by-step view of what to expect after purchasing REIS.

QUESTION

How should I accept REIS after they are delivered?

ANSWER

Upon completion of the services, you will be asked to accept the installation service, or you will have 48 hours in which to notify Symantec if the services fail to comply with the provided certificate and applicable data sheet. If Symantec is not notified of any problems within such period, the services will be deemed accepted.

QUESTION

What are the service eligibility requirements for REIS?

ANSWER

Customers are eligible for the delivery of Remote Expert Installation Services if they meet the following prerequisites and environmental requirements:

- They have an active Symantec Endpoint Protection support maintenance agreement in place.
- They agree to the conditions identified in the “Customer responsibilities” section of the REIS data sheet and on the certificate.
- They are properly licensed for Symantec Endpoint Protection.
- They have an existing or new functional/operational server preconfigured with an operating system, relevant service packs, and hot fixes and meet the hardware system requirements for Symantec Endpoint Protection Manager.
- Target endpoint systems meet the hardware and operating system requirements for Symantec Endpoint Protection.
- Symantec AntiVirus™, Symantec Client Security, and Symantec Sygate™ Enterprise Protection versions installed on the target systems match versions that support an upgrade.
- Firewalls, routers, and switches are set up so that they enable Symantec Endpoint Protection Manager to communicate with target endpoints and with Symantec LiveUpdate™ servers.
- Firewalls, routers, and switches are set up so that they enable remote control connectivity from Symantec networks.
- They have DSL, cable modem, or a faster connection speed.
- They have supported versions of Symantec AntiVirus and Symantec Client Security, which include Symantec AntiVirus 9.x and 10.x and Symantec Client Security 2.x and 3.x. Symantec Endpoint Protection 11.0 does not install on top of Symantec competitor products, nor does it migrate client security (firewall) policy. Customer firewall policies will be able to be migrated in December 2007.

Refer to the current REIS data sheet on the [Symantec Remote Expert Installation Services](#) Web site for the most up-to-date list of service eligibility requirements and conditions.

QUESTION

What are the customer responsibilities for the successful completion of REIS?

ANSWER

Customers are responsible for taking the following actions to help ensure the success of REIS:

- Back up all existing data and programs on affected systems and complete the subsequent recovery operations. Symantec has no liability for loss or recovery of data or programs.
- Review, complete, and provide the preinstallation checklist to Symantec.
- Ensure that all service eligibility prerequisites have been met.
- Assign a designated individual who:
 - Has authorization to grant all approvals, provide information, and ensure the availability of all hardware, firmware, and software that Symantec needs to deliver these services
 - Has ensured that Symantec Endpoint Protection is properly licensed
 - Is available to assist Symantec in facilitating the delivery of these services
- Provide the designated individual a suitable work area for the assigned delivery of the services, including access to an outside telephone line, power, and any broadband network connections required.
- Adhere to licensing terms and conditions regarding the use of Symantec software in the delivery of these services, if applicable.
- Provide a designated server for the installation of Symantec Endpoint Protection Manager.
- Provide a static IP address for the Symantec Endpoint Protection Manager server.
- Provide the Symantec Endpoint Protection installation media and any associated product keys.
- Provide a user account that has local administrator privileges on all systems targeted for installation.
- Provide a continuous external broadband Internet connection and required settings to enable WebEx or similar network services connectivity.
- Before the service begins, remove all existing non-Symantec endpoint security solutions from target systems.

Refer to the current REIS data sheet on the [Symantec Remote Expert Installation Services](#) Web site for the most up-to-date list of customer responsibilities and conditions for service.

QUESTION

What activities would exclude customers from REIS?

ANSWER

The following activities would preclude customers from receiving REIS:

- Installation on hardware that does not meet Symantec Endpoint Protection system requirements
- Installation on operating systems that do not meet Symantec Endpoint Protection system requirements
- Installation on virtual environments such as VMware
- Software application installation, configuration, or data transfer other than that specifically stated in the REIS data sheet
- Deinstallation or reinstallation of product(s) or software application(s) other than that specified in the REIS data sheet
- Warranty support or service for third-party systems
- Any services not clearly specified in the REIS data sheet or on the certificate

Refer to the current REIS data sheet on the [Symantec Remote Expert Installation Services](#) Web site for the most up-to-date list of REIS service exclusions.

QUESTION

What is the refund policy for the REIS offering?

ANSWER

You may receive a refund for unused REIS services at any time upon written notice within 30 days of the issue date on the REIS certificate. NO OTHER REFUNDS SHALL BE PERMITTED. Symantec may terminate at any time after the issue date if you fail to perform or observe any condition of the REIS certificate or data sheet.

QUESTION

Where can I learn more about REIS?

ANSWER

Visit the [Symantec Remote Expert Installation Services](#) Web site for more information about the services and how to purchase and schedule them. Learn more about REIS by visiting the [Symantec Endpoint Security](#) and [Endpoint Security Migration & Installation](#) Web sites.