Getting Started Guide for Symantec™ Endpoint Protection Small Business Edition

Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's maintenance offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization

- Telephone and Web-based support that provides rapid response and up-to-the-minute information

- Upgrade assurance that delivers automatic software upgrade protection

- Global support that is available 24 hours a day, 7 days a week

- Advanced features, including Account Management Services

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL:

www.symantec.com/techsupp/

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL:

www.symantec.com/techsupp/

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level

- Hardware information

- Available memory, disk space, and NIC information

- Operating system

- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/techsupp/

Customer service

Customer service information is available at the following URL:

www.symantec.com/techsupp/

Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and maintenance contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Maintenance agreement resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:

Asia-Pacific and Japan	contractsadmin@symantec.com
Europe, Middle-East, and Africa	semea@symantec.com
North America and Latin America	supportsolutions@symantec.com

Additional enterprise services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively.

Enterprise services that are available include the following:

Symantec Early Warning Solutions	These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.
Managed Security Services	These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.
Consulting Services	Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring, and management capabilities. Each is focused on establishing and maintaining the integrity and availability of your IT resources.
Educational Services	Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.

Getting Started

This document includes the following topics:

- About Symantec Endpoint Protection Small Business Edition

- Planning the installation

- What's included in Symantec Endpoint Protection Small Business Edition

- System requirements

- Where to get more information about Symantec Endpoint Protection Small Business Edition

About Symantec Endpoint Protection Small Business Edition

Symantec Endpoint Protection Small Business Edition combines virus protection with advanced threat protection to proactively secure your computers against known and unknown threats.

Symantec Endpoint Protection Small Business Edition is a client-server solution that protects the client computers in your network. Providing low maintenance and high power, Symantec Endpoint Protection Small Business Edition communicates over your network to automatically safeguard computers against viruses and security threats.

Planning the installation

This topic describes the high-level process for installing Symantec Endpoint Protection Small Business Edition.

Note: See the *Implementation Guide for Symantec Endpoint Protection Small Business Edition* for comprehensive instructions for planning, installing, and configuring the product.

Table 1-1 summarizes the installation steps for Symantec Endpoint Protection Small Business Edition.

Table 1-1   Installation planning

Step	Action	Description
Step 1	Plan network architecture	Identify the computers on which you want to install Symantec Endpoint Protection Small Business Edition.
Step 2	Review product license requirements	Purchase a license within 30 days of product installation.
Step 3	Review system requirements	Make sure your computers comply with the minimum system requirements. See "System requirements" on page 11.
Step 4	Prepare computers for installation	Uninstall other virus protection software from your computers. Symantec does not recommend that you run two virus protection programs on the same computer. Follow your company's procedure to uninstall the other software before installing Symantec Endpoint Protection Small Business Edition. For example, you can use Windows Add or Remove Programs to uninstall the program.
Step 5	Identify installation settings	Identify the user names, passwords, email addresses, and other installation settings. Have the information on hand during the installation.
Step 6	Install server	Install Symantec Protection Center.
Step 7	Migrate Symantec legacy virus protection software	Optionally migrate policy and group settings from your Symantec legacy virus protection software.
Step 8	Prepare computers for client installation	Prepare for client installation as follows: ■ Identify the methods to use to deploy the client software to your computers. ■ Uninstall third-party virus protection software from your computers. ■ Modify or disable the firewall settings on your computers. ■ Prepare your computers for remote client deployment. ■ Set up the console computer groups to match your organizational structure.

Table 1-1   Installation planning *(continued)*

| Step	Action	Description
Step 9	Install clients	Install the Symantec Endpoint Protection Small Business Edition client on your unprotected computers. Symantec recommends that you also install the client on the computer that hosts Symantec Protection Center.
Step 10	Identify post-installation tasks	Identify the tasks that you want to perform after you install Symantec Endpoint Protection Small Business Edition. The post-installation tasks include the following tasks: ■ Install additional clients, if necessary. ■ Migrate Symantec legacy virus protection software if you did not perform this task earlier. ■ Become familiar with the features and functions of the console. ■ Verify that your client computers are online and protected. ■ Check the LiveUpdate schedule and adjust if necessary. ■ Check notifications. ■ Set up computer groups. ■ Create additional administrator accounts. ■ Register your product serial number, and import your license file into the console.

What's included in Symantec Endpoint Protection Small Business Edition

Table 1-2 lists the Symantec Endpoint Protection Small Business Edition components.

Table 1-2   Product components

Component	Description
Symantec Protection Center	Symantec Protection Center centrally manages the client computers that connect to your company's network.
	Symantec Protection Center comprises the following software:
	■ The console software coordinates and manages security policies and client computers.
	■ The server software provides secure communication to and from the client computers and the console.
Database	A database stores security policies, events, and product licenses. The database is installed on the computer that hosts Symantec Protection Center.
Symantec Endpoint Protection Small Business Edition client	The Symantec Endpoint Protection Small Business Edition client enforces virus and other protection technologies on the client computers. It runs on the servers, desktops, and portable computers that you want to protect.

Figure 1-1   Symantec Endpoint Protection Small Business Edition components

Computers running the
Symantec Endpoint
Protection Small
Business Edition client,
connecting through a
VPN tunnel

Internet

Firewall

Local Ethernet Network

Symantec Protection Center, with
the Symantec Endpoint
Protection Small Business Edition
client installed

Computers running the Symantec
Endpoint Protection Small
Business Edition client
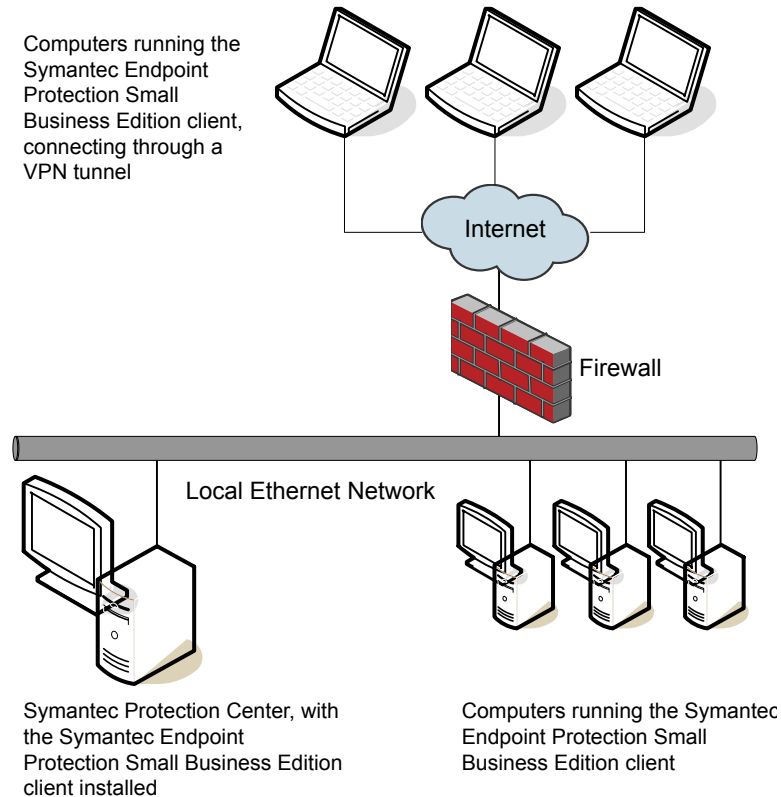
System requirements

Symantec Endpoint Protection Small Business Edition requires specific operating
systems and hardware. All the computers on which you install the product should
meet or exceed the recommended system requirements.

The Symantec Protection Center system requirements are as follows:

■ 32-bit processor: 1-GHz Intel Pentium III or equivalent minimum (Intel Pentium
4 or equivalent recommended)

■ 64-bit processor : 2-GHz Pentium 4 with x86-64 support or equivalent minimum
Intel Itanium IA-64 is not supported.

■ Operating systems: Windows 2000 Server, Windows XP (32-bit, 64-bit),
Windows Server 2003 (32-bit, 64-bit), Windows Server 2008 (32-bit, 64-bit),

Windows Small Business Server 2008 (64-bit), or Windows Essential Business Server 2008 (64-bit)
Windows Vista (32-bit, 64-bit) is not officially supported.

- RAM memory: 1 GB of RAM minimum (2 GB of RAM recommended)

- Hard disk: 4 GB or more free space

The client system requirements are as follows:

- 32-bit processor: 1-GHz Intel Pentium III or equivalent minimum (Intel Pentium 4 or equivalent recommended)

- 64-bit processor: 2-GHz Pentium 4 with x86-64 support or equivalent minimum Intel Itanium IA-64 is not supported.

- Operating systems: Windows 2000 Professional/Server, Windows XP (32-bit, 64-bit), Windows XP Embedded , Windows Vista (32-bit, 64-bit), Windows Server 2003 (32-bit, 64-bit), Windows Server 2008 (32-bit, 64-bit), Windows Small Business Server 2008 (64-bit), or Windows Essential Business Server 2008 (64-bit)

- RAM memory: 256 MB of RAM minimum (1 GB of RAM recommended)

- Hard disk: 700 MB or more free space

- Browser: Internet Explorer 6 or later
The Remote Push Installation client deployment method does not verify that Internet Explorer 6.0 or later is installed on computers. If the computers do not have the correct version of Internet Explorer, the installation fails without warning.

Where to get more information about Symantec Endpoint Protection Small Business Edition

Symantec Endpoint Protection Small Business Edition includes the following sources of information:

- *Getting Started Guide for Symantec Endpoint Protection Small Business Edition*

- *Implementation Guide for Symantec Endpoint Protection Small Business Edition*

- *Client Guide for Symantec Endpoint Protection Small Business Edition*

- *Remote Installation Troubleshooting*
This file includes background information on the Push Deployment Wizard. The Push Deployment Wizard helps you deploy the client software on computers remotely from a computer that does not run Symantec Protection

Center. You can find the tool in the Tools\PushDeploymentWizard folder of the product disc.

■ *Symantec Client Firewall Policy Migration Guide*
This guide includes information on how to convert policies from Symantec Client Firewall Administrator to Symantec Protection Center.

■ *Readme for Symantec Endpoint Protection Small Business Edition*

■ Online Help for Symantec Protection Center

■ Online Help for the Symantec Endpoint Protection Small Business Edition client

The user documentation might be updated between product releases.

You can locate the latest user documentation at the Symantec Technical Support Web site.

Technical Support resources

Table 1-3 lists the Symantec Web sites where you can find more information .

Table 1-3   Symantec Web sites

Types of information	Web address
Symantec Endpoint Protection Small Business Edition trialware	http://www.symantec.com/business/products/downloads/
Public Knowledge Base Releases Manuals and documentation updates Contact options Release Notes and additional post-release information	http://www.symantec.com/business/support/overview.jsp?pid=55357
Virus and other threat information and updates	http://securityresponse.symantec.com
Product news and updates	http://enterprisesecurity.symantec.com
Symantec Endpoint Protection Small Business Edition forums	http://www.symantec.com/community
Free online technical training	http://www.symantec.com/education/endpointsecurity