Frequently Asked Questions

Symantec Endpoint Protection Cloud (SEP Cloud)
Symantec Endpoint Protection Small Business Edition (SEP SBE)

With endpoint threats continually changing, it's important that customers run the latest, most up-to-date cyber security solutions possible for *all* endpoints. To that end, Broadcom is announcing that all customers running Symantec Endpoint Protection Cloud (SEP Cloud) or Symantec Endpoint Protection Small Business Edition (SEP SBE) will receive a *free upgrade* to Symantec Endpoint Security (SES), the industry-leading endpoint protection platform. Below are questions and answers around this free upgrade.

Why are you giving customers a free upgrade?

The endpoint security world has changed dramatically, moving beyond malware. We've seen an increase of more than 33% in mobile ransomware, more than 600% increase in Internet-of-Things (IoT) attacks, and more than an 80% increase in iOS and Android vulnerabilities. With endpoint threats continually changing, it's important that you run the latest, most up-to-date cyber security solutions possible for *all* your endpoints. Because we believe that so strongly, we're transitioning our customers from older, more legacy endpoint solutions to our innovative and comprehensive security solution: Symantec Endpoint Security (SES).

How do I renew my Symantec Endpoint product now? My authorized reseller has not been able to help.

The transition in ordering systems has been more difficult than we thought. We apologize for the challenges you faced as we transitioned to Broadcom. Our systems are back online and ramping up slowly. Because we are slowly ramping our ordering systems, we are extending various SEP Cloud or SEP SBE licenses to the middle of May 2020. You can see if your subscription is extended by looking at your SEP console.

Are you really just getting out of the Endpoint Security business altogether?

Absolutely not. Broadcom is very much committed to investing and innovating the Symantec Endpoint Security solutions. Because Endpoint Security is moving quickly beyond malware, we passionately believe our customers need to be on the latest most-up-to-date endpoint security to stay better protected. With that in mind, we're offering this free upgrade to our customers to ensure they are protected. Symantec will be investing R&D in three Endpoint Security Solutions:

- Symantec Endpoint Protection (SEP 14.X which provides on-premises management)
- Symantec Endpoint Security (SES which provides protection for workstations, servers, and mobile devices with the option of on-premises management or cloud management)
- Symantec Endpoint Security Complete (SESC that provides everything in SES plus additional enterprise grade features like EDR, Application Isolation, Application Control and Active Directory Defense)

Are you really just abandoning your small business customers?

No, not at all. Rather, we are providing our latest Symantec Endpoint Security solution as a free upgrade to our small business customers. All businesses, no matter what size, need to deploy the most up-to-date endpoint security to stay completely protected. Threats to endpoints are continually changing, and it's important that businesses run the latest, most up-to-date cyber security solutions possible for *all* endpoints.

Which flavor of Symantec Endpoint Security are SEP Cloud and SEP SBE customers eligible for a free upgrade for?

All customers running Symantec Endpoint Protection Cloud (SEP Cloud) or Symantec Endpoint Protection Small Business Edition (SEP SBE) will receive a *free upgrade* to the Symantec Endpoint Security (SES) that includes protection for workstations, servers, and mobile devices.

How do I know if I'm eligible for the free upgrade?

You are eligible for the free upgrade if you hold a current valid subscription for Symantec Endpoint Protection Cloud (SEP Cloud) or Symantec Endpoint Protection Small Business Edition (SEP SBE). The two solutions have been called different names in the past so below is a table of previous names of those same services.

CURRENT NAME	PREVIOUS NAMES
SEP CLOUD	Symantec Endpoint Protection Cloud (SEPC) Symantec Unified Endpoint Protection (SUEP) Symantec Unified Endpoint Protection Cloud (SUEPC)
SEP SBE	Symantec Endpoint Protection Small Business Edition 2013 (SEP SBE 2013) Symantec Endpoint Protection Cloud (SEP.cloud)

I don't remember the name of my security software, is there another way for me to know if I'm eligible?

Yes. You can determine if you are eligible by checking the URL you navigate to in order to manage your SEP subscription. See the table below:

URL YOU USE TO MANAGE SEP	ARE YOU ELIGIBLE?
hostedendpoint.spn.com	Yes
sepc.securitycloud.symantec.com	Yes
manage.symanteccloud.com	Yes
sep.securitycloud.symantec.com	No

I started a trial with SEP Cloud or SEP SBE. Am I eligible for a free upgrade?

No. If you only have a trial version of SEP Cloud or SEP SBE, you are not eligible for the free upgrade.

I bought a multi-year subscription upfront. Will my free upgrade continue through the same timeframe?

Yes. If you bought an annual or multi-year subscription, you will receive a free upgrade that will expire on your current subscription expiration date. In order to get the full benefits from Symantec Endpoint Security you will need to transition to the new product before 2 NOV 2020.

My subscription is based on usage ("Pay As You Go"), will my free upgrade be the same?

No. At this time, SES does not have a "Pay As You Go" option. We are exploring a six-month subscription to replace your usage-based subscription. We will send you more information on this shortly.

Will you automatically migrate my data and configuration, or is there something that I have to do to transition to SES?

We can't automatically migrate your data and configuration, so you'll need to transition your endpoint security software yourself. We will send you complete instructions on how to transition your solution. Symantec Endpoint Security comes with a very intuitive User Interface and has hundreds of predefined policies right out of the box to help make the transition as easy to manage as possible.

When will you stop the SEP Cloud and SEP SBE services? How long do I have to transition to Symantec Endpoint Security (SES?)

We will shut down both services on 2 NOV 2020 and expect to send out instructions shortly so you will have several months to transition to SES.

What is the cost difference between SEP Cloud, SEP SBE, and SES?

SEP Cloud MSRP is $28 per device per year and includes protection for workstations and mobile devices. SEP Cloud Server license is $39 per server per year. SEP SBE MSRP is $28 per device per year and includes protection for workstations and servers, but not mobile devices. SES has an MSRP of $50 per device per year and includes protection for workstations, mobile devices and servers and provides advanced visibility and additional protection features.

I was able to add encryption on to my SEP Cloud solution. Can I do that with SES?

The encryption add-on you deployed only works with Symantec Endpoint Protection Cloud. There is no add-on for Symantec Endpoint Security.

If I move over to SES, what other security features do I get?

When you transition to SES, you will gain the following security protections:

- **Intensive Protection** that enables fine-grained tuning of the level of detection and blocking separately to optimize protection and gain enhanced visibility into suspicious files

- **Network Connection Security** that identifies rogue Wi-Fi networks and utilizes hotspot reputation technology to deliver a policy-driven VPN to protect network connections and support compliance

- **Artificial intelligence (AI)-guided security management** for establishing strong security policies with fewer misconfigurations to help improve overall security hygiene and posture

- **Continuing threat intelligence updates**, based on Symantec's Global Intelligence Network

- **Integration with other Symantec solutions** for more complete threat intelligence and correlated threat analysis

I bought SEP Cloud because it looked really easy to use. Is SES just as easy to use?

Yes and No. Symantec Endpoint Security is easy to use, with out of the box settings but it also has more security innovations in it than SEP Cloud that admins can use to customize protection for their environment. SES provides administrators with more fine grain control over security policies and endpoint management.

I purchased SEP Cloud with a "by user" license. Does SES have the same license? If not, how will you transition my license model with SES?

SES only comes in one flavor: by device. If you have a SEP Cloud license by device, the transition to SES is straight-forward. It is a straight swap. If you have a SEP Cloud license by user, we will do a calculation to transition you to a by device license. For example, the user subscription for SEP Cloud was for 5 devices maximum. We'll calculate a conversion that 1 SEP Cloud user license equals 5 SES licenses. Even if you didn't use your entire 5 devices, we'll give you 5 licenses of SES. If you also protected a server using SEP Cloud, then we'd add that as an additional license. When you are ready for a renewal, you would need to renew based on the number of devices they are using.

I have an open support issue still pending. Will that be resolved?

Yes. Any support issue underway will be resolved to the best of our ability. If you use a support button from within the product, it will no longer operate, starting 2 MAR 2020. While you cannot use this particular support button, we will continue to support customers through the primary customer support portal.

Once my customer's free subscription expires, what is the price of the SES renewal?

The renewal price will be whatever the fair market price is at the time, on a per device basis.

Where can I get help?

Just call our Customer Care Team at (800) 225-5224 and choose the Customer Care option.