

Symantec™ Protection Suite Small Business Edition 4.0

Getting Started Guide



SPS Small Business Edition 4.0 Getting Started

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Documentation version: 12.01.00.00

Legal Notice

Copyright © 2011 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, Bloodhound, Confidence Online, Digital Immune System, LiveUpdate, Norton, Norton 360, Sygate, and TruScan are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

<http://www.symantec.com>

Printed in the United States of America.

10 9 8 7 6 5 4 3 2 1

Getting Started with Symantec Protection Suite Small Business Edition 4.0

This document is not intended to replace the point-product Getting Started Guides. Please see the “Where to get more information” section for further details.

This document includes the following topics:

- [About Symantec Protection Suite](#)
- [Components of SPS SBE 4.0](#)
- [Getting Started with SPS SBE 4.0](#)
- [Where to get more information](#)
- [Accessing the Suite Software](#)

About Symantec Protection Suite Small Business Edition 4.0

Symantec Protection Suite Small Business Edition 4.0 (SPS SBE 4.0) combines the fastest, most effective desktop security with recovery and spam-blocking Microsoft Exchange email security—all priced for small business.

The patented technology of Symantec Insight tracks billions of files from millions of systems that identify new threats as they are created. Maximize your employees' productivity by blocking 99 percent of spam.

Save time and get superior data protection with automatic security with event-triggered backups, or recover entire Windows desktops completely in minutes. Simple central management enables fast, automated protection and recovery.

About the components included in SPS SBE 4.0

Symantec Protection Suite includes multiple layers of protection from the market-leading endpoint security, messaging security, web, data loss prevention, and data and system recovery technologies.

Symantec Protection Suite provides effective protection from viruses, malware, spyware, and new threats. Email security blocks 99% of spam and protect emails in Microsoft Exchange and efficiently manage, monitor, and recover systems from backups

Table 1-1 describes the protection technologies included in SPS SBE 4.0 and their benefits.

Table 1-1 – Protection Suite Components

SPS Component	Description	Benefit
Endpoint Protection	<p>Symantec Insight Patented technology separates files at risk from those that are safe, for faster and more accurate malware detection, blocking more threats including mutating and zero-day.</p> <p>Antivirus and antispymware for Windows and Macintosh provides unmatched, malware protection, market-leading antivirus and spyware protection, new rootkit protection, reduced memory footprint, and blazing performance.</p> <p>Single endpoint agent and single management console provides antivirus, antispymware, desktop firewall, and intrusion prevention all in a single agent – managed by a single management console.</p>	<ul style="list-style-type: none"> ■ Symantec Insight—Accurately detects and blocks new and rapidly mutating malware. ■ Browser Intrusion Prevention—Effectively blocks attacks directed at browser vulnerabilities. ■ Endpoint Protection for Mac OS® X—Now managed through the Symantec Endpoint Protection management console. ■ Symantec Power Eraser—Powerful tool for removing malware on heavily infected systems. ■ Smart Scheduler—Stays out of your way by performing security tasks when your computer is idle.

SPS Component	Description	Benefit
Mail Security for Exchange	<p>Symantec Mail Security provides real-time protection for email against viruses, spam, spyware, phishing, and other attacks while enforcing content policies. Powered by Brightmail technology, this email security software stops 99 percent of spam while making fewer than 1 false positive per million messages. It supports 64 bit and Virtualized server environments with easy installation and simple administration.</p>	<ul style="list-style-type: none"> ■ Protects against viruses, mass-mailer worms, Trojan horses, spam, spyware, phishing, and denial of service attacks ■ Stops 99 percent of spam while making fewer than 1 mistake per million messages. ■ Filters email content with pre-defined policies, regular expressions, attachment criteria and True File typing. ■ Management console provides centralized server group policy configuration, notifications, alerts, and reporting. ■ Integration with Microsoft Operations Manager and Systems Center Operations Manager creates an email security software solution that enables end-to-end monitoring of your IT environment.
System Recovery Desktop Edition	<p>Symantec System Recovery 2011 delivers fast and reliable system recovery to help you minimize downtime and meet recovery time objectives with confidence. Quickly restore Windows desktops/laptops in minutes, even to bare metal, dissimilar hardware, remote locations, or virtual environments.</p> <p>Symantec System Recovery is one of the most proven, trusted, and reliable system recovery solutions.</p> <p>The Optional System Recovery Management Solution allows you to manage machines in a one-to-many configuration, simplifying administration. Systems can still be managed one-to-one without the Management Solution.</p>	<ul style="list-style-type: none"> ■ Dramatically minimize downtime and avoid disruption and employee productivity losses. ■ Replace time-consuming, manual and error-prone desktop/laptop recovery processes with fast, reliable, automated system recovery. ■ Recover what you need, when and where you need it, including individual files, folders or complete systems in minutes. ■ Eliminate the need to have duplicate hardware on standby for recovery purposes and save on hardware costs. ■ Easily perform hardware refreshes and migrations. ■ Centrally manage backup and recovery tasks for multiple desktops/laptops across your entire organization

SPS SBE 4.0 Reference Architecture

When fully deployed, Symantec Protection Suite Enterprise Edition provides coverage across multiple attack vectors in the network, including email for Exchange (via Symantec Mail Security), and endpoints (via Symantec Endpoint Protection and Symantec Endpoint Protection for Mac). Windows desktops and laptops can be quickly recovered in the event of a critical system failure.

The solutions in Symantec Protection Suite 4.0 Enterprise Edition can be grouped into three categories:

Endpoint Security

- Symantec Endpoint Protection
- Symantec Endpoint Protection for Mac

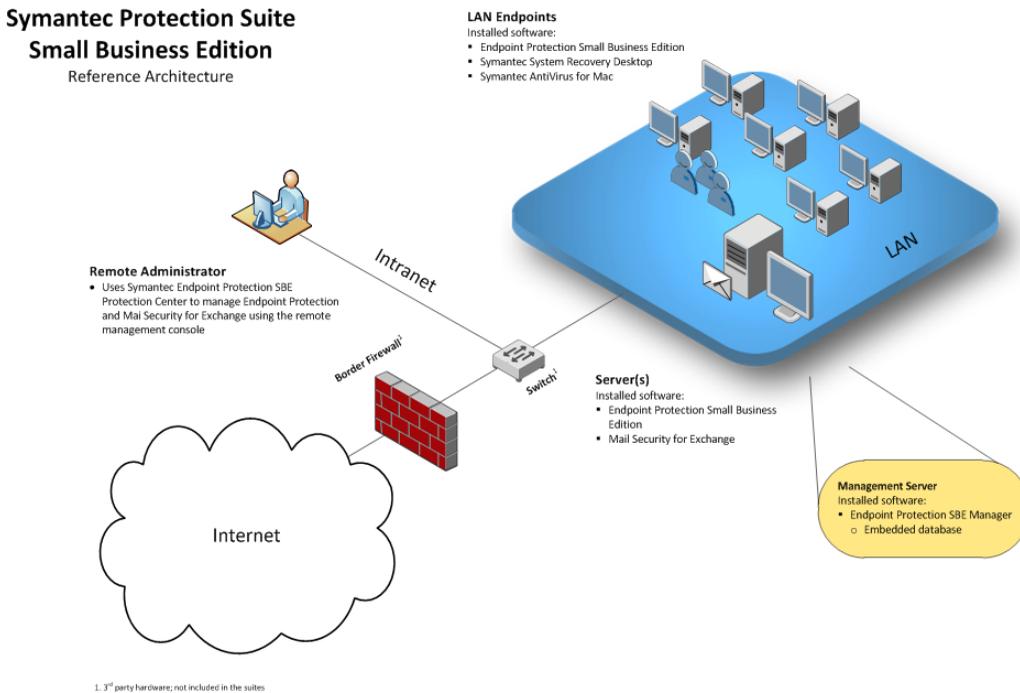
Messaging Security

- Symantec Mail Security for Microsoft Exchange

Backup and Recovery

- Symantec System Recovery Desktop Edition

Figure 1-1 Reference Architecture



Getting Started with SPS SBE 4.0

Before beginning the deployment of Symantec Protection Suite 4.0 Enterprise Edition you should assess your security requirements and prioritize the installation of critical technologies. In this section we will describe how to implement a total solution and take advantage of the full value that Symantec Protection Suite 4.0 Small Business Edition provides.

For further details on any of the actions or descriptions listed below see the individual

point-product Getting Started and Implementation/Installation guides.

Table 1-2 – Getting Started

Action	Description
<p>Prerequisites</p> <p>Plan your Architecture</p>	<p>Make sure you have appropriate hardware resources for the Protection Suite technologies.</p> <ul style="list-style-type: none"> ■ Mail Security for Exchange will be installed directly to the mail servers. ■ The Small Business Endpoint Protection Management server uses the default embedded database. <p><i>Please see the point product Getting Started and Implementation guides for complete system requirements.</i></p>
<p>Security Management</p> <p>Install the Small Business Endpoint Protection Manager</p>	<ul style="list-style-type: none"> ■ Install the Symantec Endpoint Protection SBE Manager. The SEP SBE Management console can be installed to a shared resource server but make sure the system requirements are appropriate for all server activities.
<p>Mail Protection</p> <p>Install the mail security solution</p>	<p>Install the Symantec Mail Security server next to protect mail.</p> <ul style="list-style-type: none"> ■ Install Mail Security to your existing Exchange mail server.
<p>Security Configuration</p> <p>Configure policies</p>	<p>Identify any special requirements your organization may need. Although the default policies for the Protection Suite technologies are very robust and effective your environment may have unique requirements that are not covered in the default templates and policies. Try to minimize any unnecessary changes to simplify troubleshooting steps if required.</p> <ul style="list-style-type: none"> ■ Endpoint Protection policies: client groups and locations, scanning exclusions for special file types or directories, communication settings, etc. ■ Mail Security: Endpoint Protection exclusions, thread tuning, etc.
<p>Client Deployment & Configuration</p> <p>Deploy the System Recovery agents</p>	<ul style="list-style-type: none"> ■ Deploy the Symantec System Recovery agent to the endpoints. ■ Identify the storage locations for your endpoint backups. Storage locations can be local (directly attached to the endpoint) or on a network resource that the endpoint can access. Performance will depend on transfer rates of the network or hardware devices. Backups can be password protected and backup data can be compressed. Note that compression levels may affect backup performance. ■ Backup policies can be configured to perform a full with incremental to reduce the amount of time that subsequent backups will take.
<p>Perform a full endpoint backup</p>	<ul style="list-style-type: none"> ■ Having a full endpoint backup can simplify troubleshooting or recovery in the case of failures during client agent implementation or migration. ■ Create and test the Symantec Recovery Disk to ensure you can perform a system recovery if necessary.

Deploy the Endpoint Protection Agent	<ul style="list-style-type: none"> ■ Once the systems have been backed up deploy the Endpoint Protection Agent. The SEP agent can be deployed in a number of ways depending on your endpoints and users. <p style="text-align: center;"><i>See the Endpoint Protection SBE Implementation Guide for deployment options.</i></p>
Update definitions and run a full system scan on the endpoints	<ul style="list-style-type: none"> ■ Run a full system scan on the endpoints with the latest virus definitions to identify any threats that may be dormant on the endpoint. This can be a manual or scheduled scan that is defined in the SEP SBE protection policies.

Where to get more information

Your first stop for the Protection Suites once you receive your licensing information should be fileconnect.symantec.com. Full product documentation for each point product is available for download along with the installation media.

The individual point-products also include several sources of information. The primary documentation is available in the Documentation folder on the product disc.

Updates to the documentation are available from the Symantec Technical Support Web site at <http://www.symantec.com/business/support>

The Protection Suites include the following point product documentation:

- *Implementation Guides*
These guides include procedures to install, configure, and manage the product.
- *Client and User Guides*
These guides include procedures for users to use and configure client software.
- *Online Help*
Online Help systems contain the information that is in the guides plus context-specific content.

Document Locations

Symantec Endpoint Protection

<http://www.symantec.com/business/support/index?page=landing&key=54619>

Symantec Mail Security for Exchange

<http://www.symantec.com/business/support/index?page=landing&key=51980>

Symantec System Recovery Desktop Edition

<http://www.symantec.com/business/support/index?page=landing&key=53847>

To provide feedback on SPS SBE 4.0 or this document please visit:

Symantec Connect SPS Forums

<http://www-secure.symantec.com/connect/security/forums/symantec-protection-suites-sps>

Accessing the Suite Software

Symantec uses the FileConnect website at <https://fileconnect.symantec.com>, which allows customers to download electronic media. FileConnect also provides the ability to request physical media.

1. Upon navigating to FileConnect you will be prompted to choose your language.



2. Next you will be prompted to log in.

Log In

View FileConnect [Browser Requirements](#).

Please enter the serial number associated with your product

Serial Number:

Example : B1234567891

[Choose a different language](#)

3. Enter your product serial number. The serial number will be located on the certificate you received from Symantec.
4. Read and agree to the terms of the end user license agreement.

End User License Agreement

For your convenience, Symantec has made certain products available on this web site for download. Access to this web site is limited to the authorized representatives of licensees of Symantec products. Access to this web site and/or the ability to download a product from this web site is not, and shall not be construed as, a grant of license for such product. You may only download a product in the appropriate language for which you have purchased a license and received a serial number and license key from Symantec. By clicking on the "I Agree" button below, you represent and warrant your right to access this web site, your right to download and use a product in accordance with a license granted to you from Symantec, and you confirm and acknowledge your agreement with the terms and conditions of use of this web site as set forth above. If you do not agree with the foregoing, or if you have gained access to this web site but are not authorized to do so, please exit this web site.

5. The most up-to-date full build Maintenance Releases are available from this site.
6. Select the product suite and language you wish to download

Two download methods are available:

HTTP Download:

Although the HTTP download allows one file to be selected for download at a time, it is a browser controlled download, and as such does not use the Java Runtime Environment or require the installation of any applets on your computer. The HTTP download uses HTTP 1.1 allowing browsers to resume an interrupted download in most cases. This method does, however, require that cookies be enabled, to transmit an encrypted hash code to the download server. Without this code, your download will fail.

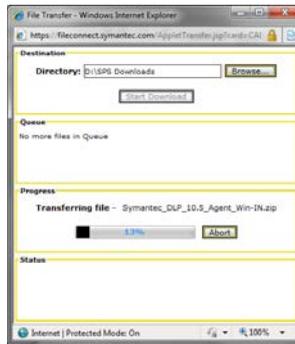
Managed FTP Download:

If you wish to begin downloading multiple files at the same time, this method allows you to select as many files as you wish, begin the download, and go on to other areas of business. The process requires that a Java Applet be installed on your machine that manages the download process, so that when one file completes its download, the next in the queue is initiated. It also allows for the use of the "Resume Downloads" feature on the web site. We recommend the use of the Java Runtime Environment (JRE) version 1.4.2, as there is a bug, documented on the Sun site, between Verisign certificates and certain other versions of the JRE. This bug will still allow the download, but a warning will appear stating that it is not a trusted source.

7. Select the Suite components you wish to download. If you chose "Managed Download" you will be able to select multiple options, if you chose "HTTP Download" you can only choose one option at a time.
8. When you have made your choice, click "Begin Downloading"
9. If you have chosen components which either have dependencies or multiple components, you will be prompted to add them to your download
10. If you wish to download further components, you can choose them here. Once again, if you chose the Managed download, you can select multiple options. If you chose HTTP Download, you will only be able to choose one option at a time.
11. Once you have made your choices, click Continue Downloading.
12. If you chose HTTP Download, then your browser will prompt you for a location to save the download file.
13. If you chose Managed Download, the download manager will launch. You may be prompted with security prompts; you will need to accept these to continue.



14. Once the download manager has launched, you click Browse and specify a location to save the downloads. Then click Start Download – your download progress will be shown.



15. Once the download has completed, you will see the screen below. At this point, you may close your browser and start installation of the suite products

