

# Symantec™ Multi-tier Protection Customer FAQ

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Symantec Multi-tier Protection safeguards enterprise assets and lowers risk by providing unmatched protection against threats for laptops, desktops, mobile devices, mail servers, and SMTP gateways. It includes both endpoint and messaging security to deliver superior protection against today's sophisticated threats.

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## **What is the Symantec Multi-tier Protection (SMP) product suite?**

The SMP product suite is a product bundle that provides comprehensive antispam, antivirus and data loss prevention for all layers of the network. It includes a combination of Symantec Endpoint Protection, Symantec Mail Security and Symantec Brightmail Gateway products.

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## **What's included in the new Symantec Multi-tier Protection product suite?**

The following Symantec products are tied together in a single product suite called Symantec Multi-tier Protection. New additions are highlighted below:

- Symantec Brightmail™ Gateway (Symantec Mail Security 8300 Series) Software Subscription and Virtual Edition (New!)
  - Symantec Premium AntiSpam™ (New!)
  - Symantec AntiVirus™ for Windows® Mobile (New!)
  - Symantec Endpoint Protection
  - Symantec AntiVirus™ for Macintosh®
  - Symantec AntiVirus™ for Linux
  - Symantec Mail Security for Domino
  - Symantec Mail Security for Microsoft® Exchange
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## **Is Symantec Brightmail Gateway a new product from Symantec?**

No. While Symantec Brightmail Gateway is a new addition to the SMP bundle, the product itself is not new. Symantec Brightmail Gateway used to be called Symantec Mail Security 8300 Series. The product delivers inbound and outbound messaging security for email and IM, with effective and accurate antispam and antivirus protection, advanced content filtering, and data loss prevention technology.

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## **Is antispam included in the new SMP bundle?**

Yes. Symantec Brightmail Gateway software subscription/Virtual Edition and Symantec Premium AntiSpam are now included. These antispam products are based on award-winning Brightmail AntiSpam technology and provide an industry-leading combination of effectiveness (catching more than 97% of spam) and accuracy (less than one false positive in a million legitimate emails).

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## **What Is the difference between Symantec Premium Antispam and Symantec Brightmail Gateway?**

Symantec Premium AntiSpam is an antispam add-on license that can be integrated seamlessly with Symantec Mail Security for Microsoft Exchange and Domino, and Symantec Mail Security for SMTP products. Symantec Brightmail Gateway (formally Symantec Mail Security 8300 Series) is a stand-alone gateway product that offers antispam, antivirus, advanced content filtering, and data loss prevention for SMTP gateways. Symantec Brightmail Gateway comes in two form factors: a physical appliance and a virtual appliance called Symantec Brightmail Gateway Virtual Edition.

**Is the license for the Brightmail Gateway Virtual Edition included in the new SMP bundle?**

Yes. The SMP bundle includes the license for Brightmail Gateway software, which is the same license as the Brightmail Gateway Virtual Edition (virtual appliance option).

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**Are advanced content filtering and data loss prevention for messaging included in the new SMP bundle?**

Yes. As of October 2008, advanced content filtering and data loss prevention for messaging is included in the bundle. This is previously known as Premium Content Control. Current SMP bundle customers can contact customer support if they have any questions.

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**How can SMP customers deploy the Brightmail Gateway on a physical appliance?**

Customers can purchase Symantec Brightmail / Mail Security 8300 Series hardware appliances, and register the software using their SMP license. In some markets, Symantec offers a 30-day evaluation period for hardware appliances.

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**Are there any feature difference between the software subscription and the Virtual Edition?**

No. The antispam, antivirus, and advanced content filtering features work on both standard and virtual deployments. If a customer chooses the virtual deployment option, the software subscription included in the SMP bundle can be deployed on the customer's own servers. The customer's servers need to be running VMware ESX Server.

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**On what versions of VMware software will the Brightmail Gateway Virtual Edition run? What about other virtualization platforms?**

The Virtual Edition is certified for production deployments on VMware ESX Server 3.x. Customers can also test the software on VMware Server 1.x, but this platform is not supported in production environments.

Other versions of VMware ESX Server and VMware Server as well as other VMware products, such as VMware Workstation and VMware Player, and virtualization platforms from other vendors, such as Xen and Microsoft® Virtual PC, are not currently supported.

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**For physical appliance deployments, which Symantec Brightmail / Mail Security 8300 Series hardware models are recommended?**

The hardware appliances are available in four models, designed for every size organization. The 8320 appliance is designed for deployments of up to 100 seats of email and IM protection. The 8340 appliance expands that capacity to 1,000 users. The 8360 can support over 1,000 users, while the 8380 is a high-capacity model designed for large enterprise deployments. Customers can deploy multiple appliances in parallel in order to scale to larger environments and build in redundancy.

## FAQ: Virus Protection, Antispam, and Content Filtering Symantec™ Multi-tier Protection Customer FAQ

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