SYMANTEC TECHNOLOGY NETWORK: SECURITY

Symantec Endpoint Protection 11.0

Microsoft Small Business Server 2003 Best Practices White Paper

November 30, 2007

Contents

Scope

This white paper focuses strictly on providing guidance on how to successfully deploy the core Symantec Endpoint Protection 11.0 management and protection components to a Microsoft® Small Business Server 2003. It also provides guidance on recovering from potential issues that may arise during the deployment and a list of useful online resources. This white paper does not cover deploying Symantec Endpoint Protection 11.0 to workstations or other more general administration concerns; for guidance on these topics, please refer to the product documentation. Note also, to date the content of this document has only been validated with the US English version of both Microsoft Small Business Server 2003 and Symantec Endpoint Protection 11.0.

What is Microsoft Small Business Server (SBS) 2003?

Microsoft Windows Small Business Server 2003 is a version of Windows 2003 server with tailor made wizards and management tools designed with ease of use in mind for the small business market. SBS includes, as standard, many common, popular Microsoft server applications. There are two different versions of SBS 2003, standard and premium. The matrix below shows which key server applications are included with each:

Component	Standard SP1	Premium SP1	Standard R2	Premium R2
Exchange 2003	✓	✓	✓	✓
Sharepoint Services	✓	✓	✓	✓
Windows Server Update Services	✓	✓	✓	✓
SQL Server 2000 Standard Edition		✓		
SQL Server 2005 Workgroup Edition				✓
ISA Server 2004		✓		✓

Some points to note (primarily intended for those who are not so familiar with Microsoft Small Business Server):

- A Microsoft Small Business Server 2003 can perform most of the typical roles associated with a Windows 2003 server, such as Active Directory domain controller, file server, DNS server, DHCP server, web server (IIS), etc.
- Microsoft recommends SBS for a maximum of 75 users/workstations, and after that customers need to migrate to full versions of the provided Microsoft server software.
- The original Microsoft Small Business Server 2003 (not SP1 or R2) included ISA 2000, not ISA 2004.
- Microsoft Small Business Server 2003 is available in 32-bit versions only, no 64-bit support.

- Even though more complete versions of MS-SQL are provided with Premium, typically the provided install wizards for the server applications that require a database will utilise MSDE 2000 instances by default.
- Two database instances are setup by default, MSSQL$SBSMONITORING (disabled by default) and MSSQL$SHAREPOINT.
- Microsoft Small Business Server 2003 R2 comes with a customised version of Windows Server Update Services (WSUS) 2.0 on the SBS CDs. It provides the same core functionality but also includes simplified administration and reporting views.
- On an SBS 2003 machine, Windows Server Update Services 2.0 and 3.0 create a new website in IIS called 'WSUS Administration', which is configured to listen on TCP port 8530.
- If installed, by default Windows Server Update Services 2.0 (from SBS CDs) utilises a MSDE instance called MSSQL$WSUS.
- If installed, by default Windows Server Update Services 3.0 utilises a custom version of MSDE 2000 called "Windows Internal Database". This is essentially a version of MSDE with no restrictions on the size of the database or the maximum number of allowable concurrent connections.
- If installed, by default ISA Server 2004 utilises a MSDE instance called MSSQL$MSFW.
- Much of Microsoft Small Business Server's server software heavily utilises Internet Information Server.

What is Symantec Endpoint Protection (SEP) 11.0?

Symantec Endpoint Protection 11.0 combines Symantec Antivirus with advanced threat prevention to deliver unmatched defense against malware for laptops, desktops and servers. It seamlessly integrates essential security technologies in a single agent and management console, increasing protection and helping lower total cost of ownership.

Specifically, Symantec Endpoint Protection 11.0 provides the following protection technologies:

- Antivirus and Antispyware
- Firewall
- Intrusion Prevention (both Network and Host based)
- Device Control
- Network Access Control (optional add-on)

The core components required to run a centrally managed Symantec Endpoint Protection 11.0 environment include:

- Symantec Endpoint Protection client (on each machine you wish to protect, including the Manager)
- Symantec Endpoint Protection Manager (a web server, utilising IIS and Apache Tomcat)
- Database (by default, the SEPM automatically installs an embedded database, based upon Sybase Adaptive Server Anywhere version 9, and alternatively, it also supports one based upon MS-SQL 2000 SP4 or MS-SQL 2005 SP2
- Symantec Endpoint Protection Manager console (Java-based, can be run from anywhere with network access to the Manager)

General note on compatibility

It is absolutely possible to run a Symantec Endpoint Protection Manager and Symantec Endpoint Protection client on the same machine as a Microsoft Small Business Server 2003. By default, there are no technical conflicts between the two. If you are considering this approach, the key consideration is resource usage on the target machine, plus as a general best practice, good planning and preparation are also strongly recommended (this document will provide guidance on those topics).

Recommended hardware

While every environment varies, below are some high-level guidelines on recommended (not mandatory) hardware that will help to ensure the Microsoft Small Business Server 2003 machine will run smoothly with Symantec Endpoint Protection 11.0:

Processor	Dual-Core / Dual CPU
Memory	2GB RAM (total installed in the machine)
Disk space	15GB of free disk space (mostly to allow room for the database to grow over time) **Note:** At least 500mb of free space is required on the system drive (usually C:) even if not installing there.

Important! It is strongly recommended that you take some time to review how utilised the resources are currently on the target machine before moving ahead with the installation of the Symantec Endpoint Protection 11.0 components, especially memory and processor. Below are some guidelines on how much memory the components require on average:

- Symantec Endpoint Protection Manager – Between 250MBs and 500MBs
- Symantec Endpoint Protection client – Between 25MBs and 80MBs
- Symantec Endpoint Protection Manager Console – Between 40MBs and 80MBs

  Note: The Console can be run from a remote machine also. See the "Frequently Asked Questions" section for more detail.

Phase 1: Planning and Preparation

- Take time to familiarise yourself with the software: Read the product documentation and it is strongly recommended to also test all core components completely in a non-production environment (ideally one which has at least a very similar configuration to that of your production SBS environment).
- As a precaution, ensure you have a complete backup of your existing Microsoft Small Business Server 2003 environment, and ensure the backup has been tested and confirmed to work.
- Schedule to do the actual installation to your production Microsoft Small Business Server 2003 at an off-peak time when there will be no users or applications interacting with the server.

- Ensure you have registered your company with Symantec Technical Support and have information on how to contact them to log a support case, so you're prepared for the unlikely event that you encounter issues.
- If another vendor's antivirus or firewall product is currently running on the Microsoft Small Business Server 2003, this will need to be removed in advance of installing the Symantec Endpoint Protection 11.0 software.
    - If this means the server will be unprotected for a short period of time, you could consider unplugging the server from the network for the duration of the installation work, and carry out the installation locally on the server.

Phase 2: Installing and configuring the Symantec Endpoint Protection Manager

Important! If a Symantec Antivirus primary/parent server version 10 or 9 is running on the Microsoft Small Business Server 2003 machine, please be aware:

- it is strongly recommended that you review the following online migration tutorial before continuing: http://www.symantec.com/business/support/endpointsecurity/sep11x_topic2/index.htm
- Installing the Symantec Endpoint Protection Manager will not replace/upgrade an existing Symantec Antivirus Server version 10 or 9. They will run in parallel as part of a phased migration.
- Installing the Symantec Endpoint Protection client later on (in Phase 4) will replace an existing Symantec Antivirus Server version 10 or 9.
- If you have a Symantec System Center and/or Reporting Server installed on the SBS machine, they should be removed through Add/Remove Programs before continuing (no reboot required). Please note though:
    - If you still require a Symantec System Center available, it can be installed on a remote machine.
    - All historical data from the Reporting Server will be lost at this time.

1. Insert the Symantec Endpoint Protection 11.0 CD into the CD/DVD drive, the CD should auto run and the menu should appear.
2. Click **Install Symantec Endpoint Protection**
3. Click **Install Symantec Endpoint Protection Manager**
4. A wizard will launch and a welcome dialog will appear, click **Next**
5. Select **I accept...** then click **Next**
6. Select the location to which you wish to install the Symantec Endpoint Protection 11.0 Manager, then click **Next**
7. **Use the default website** will be selected by default, click **Next**

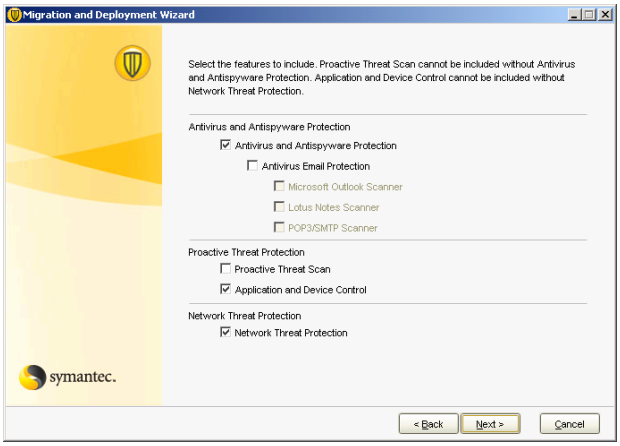
    Note: Selecting **Use the default website** will ensure the Microsoft Small Business Server 2003 application websites that utilize the IIS Default Website will continue to run as normal.

8. Click **Install** to kick off the installation. This can take up to 5 minutes to complete. When prompted, click **Finish**. (At this point, the **Management Server Configuration Wizard** will launch automatically)

9. Ensure **Install my first site** is selected, then click **Next**
10. Ensure the default Server name, Server port and Server data folder are suitable, then click **Next**
11. Enter your company name as the **Site Name**, then click **Next**
12. Enter an encryption password, then click **Next**
13. **Embedded database** will be selected by default, click **Next**

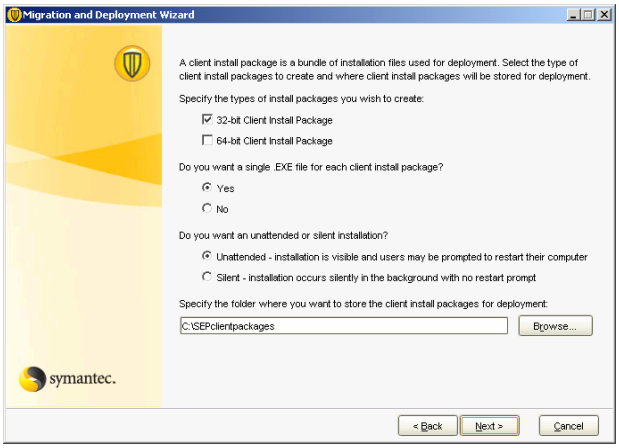
> **Note:** If you are using SBS 2003 R2 Premium, it is also possible to use MS-SQL 2005 Workgroup Edition for the Symantec Endpoint Protection Manager's database, but utlising the Symantec provided embedded database is still the Symantec recommended approach in this case, since in general, it provides a less resource intensive database engine, with no significant lack of functionality or performance. See the "Frequently Asked Questions" section for more detail.

14. Enter a password for the admin user, click **Next** (Configuration will begin and can take up to 5 minutes to complete)
15. When prompted, ensure **Yes** is selected, then **Finish** (The Migration and Deployment Wizard will launch automatically)
16. The Welcome dialog will appear, click **Next**
17. Ensure **Deploy the client is selected**, click **Next**
18. Select **Specify the name of a new group...** and enter a name of **Microsoft Small Business Server**, then click **Next**
19. Select specifically the features shown below, then click **Next**



> **Note:**
>
> - The behaviour-based detection engine of the **Proactive Threat Scan** feature is not supported on Server operating systems, therefore it is recommended that this feature **should not be selected** for this client installation package.
>
> g. The **Antivirus Email Protection** features are aimed at providing additional protection to client-side email applications such as Microsoft Outlook and Lotus Notes, therefore if you won't run these directly on the Small Business Server, these **features should not be selected**.
>
> h. **If you are currently running the ISA 2004** firewall on the Microsoft Small Business Server, you should not install and run the Symantec Endpoint Protection client firewall component, therefore you must ensure that the **Network Threat Protection feature should not be selected**.

20. Enter a path such as that shown below in the **Specify the folder...** field, then click **Next**



21. Select **No, just create them...** then click **Next**. Creation of a client package will begin, this can take up to 5 minutes
22. Once the client package has been created, the management console will automatically launch
23. Login using the following credentials - **Username:** admin**, Password:** <as you specified earlier>

Note: The Liveupdate processes will begin to run silently in the background at this point, as part of an automated post-install task. Their purpose is to download the latest content (Antivirus and Antispyware definitions, etc) to the Symantec Endpoint Protection Manager. This process can run for varying lengths of time depending on the speed of the internet connection available to the Microsoft Small Business Server. The total size of the downloaded content is typically 50MB ~ 100MB, depending on whether the content includes product updates/patches or not. You do **not** need to wait for this process to complete before progressing to Phase 3, but should be aware it is active in the background.

Phase 3: Importing and assigning the Microsoft Small Business Server 2003 specific policies

To retrieve the policy files for use in this Phase:

Download the following zip file and extract the contained policy files to a local directory on the SBS machine:

http://www.symantec.com/business/support/endpointsecurity/migrate/SEP_SBS2003_BestPractice_PolicyFiles.zip

Once logged into the console, you can go ahead with assigning the Symantec provided Microsoft Small Business Server 2003 specific policies to the group in which the machine resides. Follow the instructions detailed below:

1. Click on the **Policies** tile icon on the navigation menu
2. Click the task to **Import an Antivirus and Antispyware policy**
3. Browse to the Symantec provided **SBS2003 - Antivirus and Antispyware.dat** file, highlight it then click **Import**
4. Right-click the newly imported policy and click **Assign**
5. Select the **Microsoft Small Business Server** group, then click **Assign**
6. Click **Firewall** under **View Policies**
7. Click the task to **Import a Firewall policy**
8. Browse to the Symantec provided **SBS2003 - Firewall.dat** file, highlight it then click **Import**

9. Right-click the newly imported policy and click **Assign**
10. Select the **Microsoft Small Business Server** group, then click **Assign**
11. Click **Centralized Exceptions** under **View Policies**
12. Click the task to **Import a Centralized Exceptions policy**
13. Browse to the Symantec provided **SBS2003 - Exceptions.dat** file, highlight it then click **Import**
14. Right-click the newly imported policy and click **Assign**
15. Select the **Microsoft Small Business Server** group, then click **Assign**
16. Log off and then close the Symantec Endpoint Protection Manager Console

Phase 4: Installing the Symantec Endpoint Protection client

Important! If a Symantec Antivirus primary/parent server version 10 or 9 is running on the Microsoft Small Business Server 2003 machine, please be aware:

- A Symantec Endpoint Protection Manager cannot directly manage Symantec Antivirus clients.
- Installing the Symantec Endpoint Protection client will replace an existing Symantec Antivirus primary/parent server version 10 or 9.
- Installation of the client will be blocked if a Symantec System Center is still installed on this machine.
- While not essential, the Symantec recommended best practice is to upgrade all workstations in your environment from a managed Symantec Antivirus version 10 or 9 client to a Symantec Endpoint Protection 11.0 managed client before you proceed with this phase (since otherwise these workstations will have an unmanaged client running until they are upgraded to a Symantec Endpoint Protection 11.0 managed client). Refer to the product documentation for guidance.

1. Locate the recently exported **setup.exe** file, which typically will reside in **C:\SEPclientpackages\Microsoft Small Business Server_32-bit**
2. Double-click this **setup.exe** file to launch an unattended install of the Symantec Endpoint Protection client
3. After approximately 5-10 minutes, a **Restart Notification** dialog will appear, click **Restart Now**

   Note: The Antivirus and Antispyware protection component will typically be active before reboot but the firewall requires a reboot, so in the Symantec Endpoint Protection client user interface, it is normal to not see the firewall protection component present in the client user interface until a reboot has occurred.
4. After restart, log back into Windows

Phase 5: Recommended post-installation tasks

1. After a few minutes, verify a yellow shield icon with a green circle above it now appears in the system tray... 

(Initially, the icon may appear with a yellow exclamation mark above it; this is expected, as the client retrieves and loads the latest content from the manager)

2. Login to the Symantec Endpoint Protection Manager Console, click **Clients** on the navigation menu, then highlight the **Microsoft Small Business Server** group, and confirm the client is present.
3. As a precaution, take a database backup immediately and also schedule weekly automatic database backups to occur. Below is some guidance on how this can be achieved:
   a. While still logged into the Console, click **Admin** on the navigation menu, then click **Server**
   b. Under View, click the icon that represents database
   c. Under Tasks, click **Backup Site Now**, and when prompted, click **Yes**. Wait for the backup to complete, then click **OK** (The backup process can be resource intensive and take 10+ minutes to complete)
   d. Under Tasks, click **Edit Backup Settings**
   e. In the **Backup Site for Local Site** dialog box, click **Schedule**
   f. Choose a specific day and time that suits for the weekly automatic backup to occur (typically it makes sense to choose an off-peak time such as Sunday at 2am).

      Note: By default the database backup file is created in <drive>:\Program Files\Symantec\Symantec Endpoint Protection Manager\data\backup\. It is strongly recommended to regularly copy these back up files to a secure **remote** location, so if the local hard disks ever fail, you are still in a position to recover the database content.

   g. A backup of the private key, public key and server certificate was automatically taken as part of the install. Copy all files from <drive>:\Program Files\Symantec\Symantec Endpoint Protection Manager\Server Private Key Backup\ to the same secure remote location as the database backups. This should be a task you only need to complete once.
4. Ensure the Windows Firewall is **not** enabled on the network interfaces, since the Symantec Endpoint Protection client firewall is now protecting these.
5. Ensure the installed client has received the latest content updates by launching the Symantec Endpoint Protection client interface (you can double-click the icon in the system tray) and reviewing the content date and revision beside each protection component.
6. **Important!** Review the following knowledge base article and follow the included instructions, as appropriate:
   Windows Servers stop accepting network connections with Symantec Endpoint Protection 11.0 installed
   http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007102613484948
7. Via the console, review the policies and settings currently assigned to the **Microsoft Small Business Server** group and update them to suit your requirements. Refer to the product documentation for guidance.

That's it!

Symantec Endpoint Protection 11.0 is now successfully deployed and running on your Microsoft Small Business Server :-)

What to expect from this point onward

Now that Symantec Endpoint Protection 11.0 has been successfully deployed to your Microsoft Small Business Server (and the workstations in your environment most likely), here are some general high-level guidelines on what to expect from this point onward:

- Symantec will typically publish between 1-3 certified Antivirus and Antispyware definitions per day to the public Liveupdate servers.
- Content updates (such as Antivirus and Antispyware definitions) will be automatically and silently downloaded by the Symantec Endpoint Protection Manager and distributed to the managed Symantec Endpoint Protection clients.
- The Symantec Endpoint Protection client firewall is currently running with a relative open policy, so will accept connections from remote sources but at the same time, will scan all network traffic destined for the SBS machine with its Intrusion Prevention component (current content updates contain 1000+ signatures for this IPS component). Please review and modify the firewall policy via the Symantec Endpoint Protection Manager console to suit your requirements.
- The database will automatically purge data as it becomes old or as the database fills up. In general, no manual intervention should be required to ensure this occurs.

Appendix A: Potential issues

The following are issues which could potentially be encountered while deploying and running Symantec Endpoint Protection 11.0 with Microsoft Small Business Server 2003:

- You install the Symantec Endpoint Protection client directly from the autorun CD menu onto the server, and after reboot, users notice they can no longer access Windows Shares on the server.

  Resolution:
  This issue occurs since the default firewall policy for unmanaged clients includes a rule to block Windows Networking. To resolve the issue, launch the Symantec Endpoint Protection client user interface, click “Change Settings”, click “Configure Settings” beside Network Threat Protection. Click the “Microsoft Windows Networking” tab, then check the box to “Share my files and printers...”

  This will allow share access again but it is still important to ensure the Symantec Endpoint Protection client is made managed. An easy way to achieve this is to install the Symantec Endpoint Protection client again as recommended in Phase 3 and 4 above. The managed client will happily install over the top of the existing unmanaged client installation.

- After an undefined period of time, workstations which are accessing Windows shares on the Microsoft Small Business Server 2003 lose connection to these shares. From this point onward, no network drives can be mapped to the server.

Resolution:

This could have been triggered by a known product issue that will be addressed in Maintenance Release 1. While a reboot will temporarily return the Server to normal operation with Shares available again, in the interim, a workaround has been made available. Review the following knowledge base article for more information: http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007102613484948

- You select "Use a custom website" during the installation of the Symantec Endpoint Protection Manager, and since then, you notice the default website has been stopped in IIS, which results in many Microsoft Small Business Server 2003 web-based services becoming unavailable.

  Resolution:

  Uninstall the Symantec Endpoint Protection Manager, then install it again, this time ensuring to select the default option of "Default Web Site".

- You use the default firewall policy with the managed Symantec Endpoint Protection client on the Microsoft Small Business Server, which is performing the role of a DHCP server for your network. You reboot after installing the Symantec Endpoint Protection client and from that point onward, workstations can no longer successfully receive a DHCP lease from the server (i.e. a valid IP address).

  Resolution:

  Import and apply the provided SBS best practices firewall policy, as described in the section entitled "Phase 3" above.

- You notice the Windows System Event log is being filled up rapidly since you deployed the Symantec Endpoint Protection 11.0 client to the Microsoft Small Business Server.

  Resolution:

  This issue is scheduled to be resolved in Maintenance Release 1. In the interim, there is a two part workaround which can be implemented:

  1. On the Clients page of the Console, raising the Heartbeat Interval for the "Symantec Endpoint Protection 11.0 Manager" group will cause the frequency of this logging to decrease (i.e. more time between log entries being written). Note though, raising this frequency also means you'll have to wait longer for logs from the Symantec Endpoint Protection clients to reach the Symantec Endpoint Protection Manager.

  2. If the Symantec Endpoint Protection Manager itself is configured to run continuous Liveupdate, this will also cause increased logging. To workaround this, on the Admin page of the Console, click Servers, right-click on the site and choose Properties. On the Liveupdate tab, set the Frequency to 'Every 4 hours'.

Note: To search the Symantec Endpoint Protection 11.0 knowledge base for further issues you may encounter, see:

http://www.symantec.com/enterprise/support/overview.jsp?pid=54619

Appendix B: Symantec provided template policies

Along with this white paper, three template policies are provided by Symantec, which are tailor-made for Microsoft Small Business Server 2003. Environment variables have been used for the paths where possible but please double check the paths to ensure they are applicable for your specific environment.

Antivirus and Antispyware policy – Microsoft Small Business Server 2003

This policy provides Antivirus and Antispyware configuration; the following are differences between this policy and the default one:

- Tuned On-Demand and Scheduled Scans for Best Application Performance
- Deselected *Run a Quick Scan when new definitions arrive*
- Disabled Email AutoProtect scanning and Proactive Threat Scan
- Changed the Display a warning when definitions are outdated value to 14 days

Firewall policy - Microsoft Small Business Server 2003

This policy provides Firewall configuration; the following are differences between this policy and the default one:

- Added a rule to allow DHCP Server traffic.

Centralized Exceptions policy - Microsoft Small Business Server 2003

This policy provides Antivirus and Antispyware scanning exceptions for the following:

- Symantec Endpoint Protection Manager embedded database and logs
- Symantec Mail Security for Exchange version 6.x scanning directory
- Active Directory Domain Controller database, logs and working files
- Windows Server Update Services database and logs
- Sharepoint Services database and logs
- SBS monitoring database and logs
- ISA 2004 Server database and logs

Note: The Symantec Endpoint Protection client will automatically enable exceptions specifically for the key Microsoft Exchange 2003 files and directories. There is no further action required for the administrator to ensure this occurs. The specific files and directories which will be excluded are visible at the following registry key: HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\Symantec Endpoint Protection\AV\Exclusions\Exchange Server

Appendix C: Identifying running processes

The following matrix should help you to pinpoint what the purpose is of the key Symantec Endpoint Protection 11.0 and Microsoft Small Business Server 2003 specific processes that run:

Process name	Used by	Purpose	When it runs
SemSvc.exe	SEPM	Server	Always
dbsrv9.exe	SEPM	Embedded database engine	Always
Rtvscan.exe	SEP	Client management (Antivirus & Antispyware)	Always
Smc.exe	SEP	Client management (All other components)	Always
SmcGui.exe	SEP	Client management (All other components)	Always
SymCorpUI.exe	SEP	Client user interface	Only when client UI is run
ccApp.exe	SEP	Client proxy service	Always
ccSvcHst.exe	SEP	Client proxy service	Always
IeEmbed.exe	SEPM	Console	Only when console is run
javaw.exe	SEPM	Console and for certain SEPM operations	When console is run, or during certain SEPM operations
LUCOMS~1.exe	SEPM, SEP	Liveupdate	Only when Liveupdate runs
SescLU.exe	SEPM	Liveupdate	Only when Liveupdate runs
LuCallbackProxy.exe	SEPM, SEP	Liveupdate	Only when Liveupdate runs
LUALL.exe	SEPM, SEP	Liveupdate	Only when Liveupdate runs
sempub.exe	SEPM	Publish content updates and related files so clients can retrieve	After new content updates are downloaded by the SEPM
sqlservr.exe	SBS	SQL server instance (one for each instance)	Always
mad.exe	SBS	Exchange System Attendant	Always
Inetinfo.exe	SBS	Internet Information Server	Always
owstimer.exe	SBS	Windows SharePoint Services Timer service	Always
store.exe	SBS	Exchange Information Store (core process)	Always
exmgmt.exe	SBS	Exchange WMI Provider	Always
spoolsp.exe	SBS	Spooler SubSystem App (Print & Fax)	Always
sqlmangr.exe	SBS	Microsoft SQL Server Service Manager	Always
sbscrexe.exe	SBS	SBS Licensing Service	Always
IMBservice.exe	SBS	Exchange POP3 Connector	Always

Appendix D: Frequently Asked Questions

Q. I'm running SBS 2003 R2 Premium, should I use MS-SQL 2005 Workgroup Edition instead of the default embedded database for the Symantec Endpoint Protection Manager?

A. While it is possible to use MS-SQL 2005 Workgroup Edition for the Symantec Endpoint Protection Manager database, the Symantec recommended approach is to use the default embedded database as it is more suitable for use with SBS 2003. The default embedded database uses Sybase Adaptive Server Anywhere version 9, and its core process, dbsrv9.exe, typically utilizes approximately less than half the memory that a MS-SQL 2005 Workgroup Edition instance would use. Also, the embedded database can accept an unlimited number of connections and grow to an unlimited size, so provides no loss of functionality.

Q. Do I need to apply a license key/file to Symantec Endpoint Protection 11.0 to enable functionality?

A. There is no technical license key/file enforcement included with Symantec Endpoint Protection 11.0.

Q. Can I access the Symantec Endpoint Protection Manager console from remote machines?

A. Yes, by opening a web browser on any machine with network access to the Microsoft Small Business Server, and connecting to the URL, http://<SBSserver_hostname_or_IP>:9090

Q. Do I need to worry about any potential conflicts between Windows Server Update Services and the Symantec Endpoint Protection Manager?

A. No. With a standard version of Windows 2003, the Windows Server Update Services install wizard does, by default, suggest the Default Web Site for IIS integration BUT with Microsoft Small Business Server 2003, this same wizard shows the Default Web Site option as grayed out and only allows the user to select Custom Web Site, which means WSUS is setup with a new website for IIS integration and a custom TCP port of 8530.

Q. I plan on running Symantec Mail Security for Exchange on my Microsoft Small Business Server 2003 machine, as well as Symantec Endpoint Protection. Any extra steps I should take to optimize the environment?

A. No. In general, technically these two products will work on the same server and as part of Phase 3, you should have applied a Centralised Exception policy which ensures the Symantec Endpoint Protection client doesn't scan the SMS for Exchange version 6.0 scanning directory. The key consideration is the resource usage of running these two products in parallel so it is recommended you take some time to review available resource on the Microsoft Small Business Server before proceeding.

Appendix E: Useful Online Resources

Symantec Endpoint Security Migration and Installation website **Hot!**

http://www.symantec.com/enterprise/support/endpointsecurity/migrate/index.jsp

Symantec Endpoint Protection 11.0 - Free online tutorials providing an overview and migration walkthrough **Hot!**

http://www.symantec.com/business/theme.jsp?themeid=sep11x&header=0&footer=1&depthpath=0

Comparison Tour - Symantec System Center vs. the new Symantec Endpoint Protection Manager Console **Hot!**

http://www.symantec.com/business/support/endpointsecurity/ssc_sep/

Symantec Endpoint Protection 11.0 - Top customer frequently asked questions and resolutions

http://www.symantec.com/content/en/us/enterprise/media/stn/pdfs/Articles/faq_customer-installations-issues-resolutions.pdf

http://service1.symantec.com/SUPPORT/ent-security.nsf/docid/2007071909500548

Symantec Endpoint Protection 11.0 - Product Documentation

http://www.symantec.com/business/support/documentation.jsp?pid=54619

Symantec publicly accessible user forums (peer to peer forums, not a replacement for technical support):

https://forums.symantec.com/

Symantec Endpoint Protection 11.0 – Support homepage (search the Knowledge Base from here)

http://www.symantec.com/enterprise/support/overview.jsp?pid=54619

Top security recommendations for small and mid-sized businesses

http://www.symantec.com/business/library/article.jsp?aid=ten_security_recommendations_for_smbs

Microsoft virus scanning recommendations for computers running Windows 2003

http://support.microsoft.com/kb/822158

Various sources of information on Microsoft Small Business Server 2003

http://www.microsoft.com/windowsserver2003/sbs/evaluation/features/default.mspx

http://www.microsoft.com/technet/prodtechnol/sbs/2003/plan/sbssp1whatsnew.mspx

http://www.microsoft.com/windowsserver2003/sbs/evaluation/faq/prodinfo.mspx

About Symantec

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability, and integrity of their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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