



Data Loss Prevention 15.1

FAQ

What's new in DLP 15.1?

Symantec Data Loss Prevention 15.1 introduces new information protection capabilities, powered by the industry's leading data loss prevention technology, to give you greater visibility, protection and control over your confidential data:

- **Expanded integration with Information Centric Encryption (ICE):** DLP 15.1 expands protection for cloud email channels, including Office 365 and Gmail, via new integrations with ICE, Symantec identity based encryption and digital rights management product. Now, sensitive data discovered in email bodies and attachments can be protected with persistent encryption that stays with the data everywhere it goes – even when it leaves your managed environment.
- **Enhanced integration with Data Classification:** With DLP 15.1 you can easily configure DLP policies in the Enforce management console to detect classified content based on the taxonomy from Symantec Information Centric Tagging (ICT). Thus DLP can read user-driven tags and automatically enable protection based on sensitivity level assigned to the data.
- **Single agent installer for DLP, ICT and ICE:** Simplifies deployment by letting you simultaneously install the Data Loss Prevention, Information Centric Tagging and Information Centric Encryption agents.
- **Simplified software upgrade process:** With DLP's new software installer, customers can upgrade their system (Enforce Server & Detection Servers) in one step from previous versions (14.x) to the latest version (15.1) all while running their existing version without any system downtime.
- **Improved detection performance:** DLP 15.1 features significantly improved performance of DLP fingerprinting capabilities for structured and unstructured data with Single-Pass Exact Data Matching, Single-Pass Indexed Document Matching, and Incremental IDM Indexing.

1. When will DLP 15.1 become Generally Available (GA)?

June 25, 2018. To learn more, download the release notes on [Symantec Sales Central](#) | [Symantec PartnerNet](#).

2. How long can I sell DLP 15.0 for?

After June 25, 2018, you can no longer sell licenses and initial support on DLP 15.0 to new customers. For quotes created on DLP 15.0 SKUs that've been provided to the customer prior to June 25, 2018 and are still valid, order admin can typically be booked by re-activating the 15.0 SKUs.

3. How do new customers receive the license key and software for DLP 15.1?

They will receive a Symantec License Certificate email that contains their original License Certificate in PDF format. In some instances, customers will also receive the license file as an attachment. For each product the customer has purchased, the License Certificate will list the following information:

- Serial Number: Required to download software from [Flexera \(FileConnect\)](#) and to generate License File(s) from the Symantec Licensing Portal
- Support ID: Required to download documentation from
- License Key: Required during software installation process
- Detailed instructions are provided in the License Certificate email confirming each new purchase.

4. If a current customer wants to upgrade from DLP 15.0 (or prior), do they need to purchase new licenses for Oracle?

No, customers with current maintenance do not need to purchase a new license for Oracle. You can continue using the Oracle version previously released with DLP 14.6 for DLP 15.0. However, due to the EOL of Oracle 11g, existing customers will need to be upgraded from Oracle 11g SE/SE1 to Oracle 12c SE2 at the time of their renewal or before September 25, 2018, whichever comes first. For details on the EOL and upgrade process, go to Chapter 3: Licensing.

5. How do current customers obtain the software and new license key for DLP 15.1?

Customers with current maintenance will receive a customer notification via email or physical mail from Symantec near General Availability (GA). The notification will provide an embedded link to a secure hosted site to download a new license file and a link to Symantec [Flexera \(FileConnect\)](#) to download the Symantec DLP 15.1 software and documentation.

If your customer does not receive the notification or has issues with the link, contact [Symantec Customer Support](#)

6. Where can I find the End-User License Agreement (EULA)?

It is available on www.symantec.com/about/profile/policies/eulas

7. Where can I find the last date of support for a particular version of Symantec DLP?

It is available on https://support.symantec.com/en_US/dpl.56500.html

8. Which products are included in the DLP Enterprise Suite SKU?

- Network Monitor
- Network Prevent for Email
- Network Prevent for Web
- Network Discover
- Network Protect
- Endpoint Discover
- Endpoint Prevent

It does not include Sensitive Image Recognition, Cloud Prevent for Microsoft Office 365 Exchange, Cloud Storage [for Box], Veritas Data Insight, Veritas Data Insight Self-Service Portal, Oracle, DLP Appliances, or DLP Cloud Services. They must all be purchased separately from the DLP Enterprise Suite.

9. How does a customer buy the DLP Sensitive Image Recognition Addon?

Sensitive Image Recognition (SIR) is an add-on detection product that can be purchased by customers who own one or more of our network and/or storage detection products: Network Monitor, Network Prevent for Email, Network Prevent for Web, Network Discover and Network Protect. It is licensed on a per managed user basis. Each managed user license can be used for any number of their DLP detection servers.

Customers who own DLP Form Recognition will not be entitled to SIR when they upgrade to DLP 15. For customers who have previously purchased Form Recognition license and are current on maintenance, non-standard pricing on SIR can be offered on a case by case basis to account for the previous investment in Form Recognition.

Note: Sensitive Image Recognition is not supported on the DLP Endpoint Agent, DLP Appliances or DLP Cloud Services.

10. Can a customer buy the network products separately?

Network Monitor can be bought as a standalone product. Network Prevent for Email and Network Prevent for Web must be bought bundled with or as an add-on to Network Monitor. The only exception is when the customer already owns Symantec Messaging Gateway.

These are the options for buying the network products:

- Network Monitor standalone
- Network Monitor + Network Prevent for Email bundle
- Network Monitor + Network Prevent for Web bundle
- Network Monitor + Network Prevent for Email + Network Prevent for Web bundle
- Symantec Messaging Gateway + Network Prevent for Email Add-On (does not require Network Monitor)

11. I have a customer with 1,000 users who need to be protected by DLP. All of the users have access to a computer for work-related activities. However, only 800 of the users can send email and access the Internet; the other 200 users cannot send email or access the Internet (blocked by a proxy server). How many licenses of Network Monitor, Network Prevent for Email, and Network Prevent for Web do they need?

The customer will need 1,000 licenses of Network Monitor, Network Prevent for Email, and Network Prevent for Web. DLP for Network products are licensed per Managed User. A Managed User is anyone who has access to a network that is managed, monitored and/or protected by DLP. It doesn't matter whether the person has access to email and web. What matters is the potential risk of that person leaking confidential data over the network that is protected by the software. Therefore, the number of licenses required is based on total number of employees or networked users.

12. I have a customer with 10,000 employees, but they only want to buy Network Discover for 1,000 users. Can they do that?

It depends. Most customers choose to purchase coverage for all enterprise users who have access to the corporate network, which includes the data and document repositories to be scanned by Network Discover. You could argue, "Well, I only want to scan a Microsoft SharePoint site and I only give 1,000 users access to it. So, I really don't need those extra 9,000 licenses." But ...

- How do you know which files and folders contain sensitive data?
- How do you know which users and groups should have access to that data?
- What if those users and groups are given access privileges that are far too broad (i.e., outside the scope of their role)?
- What if unauthorized users gain access to the site and download sensitive documents?

13. My customer has 1,000 users who could use Citrix XenApp (or Microsoft Hyper-V or Terminal Services) and installs an Endpoint agent on the XenApp server, which can support up to 100 concurrent sessions. Do they need 1,000 licenses for all the users that may connect or just 100 licenses for the maximum concurrent number of sessions)?

100. In this virtualization scenario, the license quantity is based on the maximum number of concurrent session supported by the XenApp server.

14. My customer has a perpetual license for Network Prevent for Web. Is there a cross-grade SKU for my customer to move to Network Prevent for Web hardware appliance?

No. Network Prevent for Web hardware appliance is licensed per appliance. There is no cross-grade between different meters.

15. My customer has a perpetual license for Network Prevent for Web. Is there a cross-grade SKU for my customer to move to Network Prevent for Web virtual appliance?

No. Network Prevent for Web virtual appliance is subscription only. There is no cross-grade between different licensing models.

16. My customer has a subscription license for Network Monitor and Network Prevent for Web bundle. Is there a cross-grade SKU for my customer to move to Network Prevent for Web virtual appliance?

No. Your customer can purchase subscription license for Network Prevent for Web virtual appliance once their current subscription of Network Monitor and Network Prevent for Web bundle is expired.

Contacts:

DLP PRODUCT TEAM

- DL-DLP-ProductManagers@symantec.com, PM, DLP
- Linda_Park@symantec.com, Sr. PMM, DLP
- Carmine_Clementelli@symantec.com, Sr. PMM, DLP

DEAL QUOTING

- Partners: Contact your Symantec Partner Account Manager
- Employees: Contact your Regional Sales Support Helpdesk
 - Americas: SSA@symantec.com
 - EMEA: EMEA_SFDC_Support@symantec.com
 - APJ:
 - ASR: salesupportasr@symantec.com
 - PAC: salesupportpac@symantec.com
 - Korea: xrm-slssptkorea@symantec.com
 - GCR: salesupportgcr@symantec.com
 - Japan: xrm-slssuptjp@symantec.com
 - India: salesupportindia@symantec.com

For customer licenses contact Symantec Support via <https://support.symantec.com> or license@symantec.com.