

Symantec Endpoint Protection 11.0

Home Use & Student Use Overview

This document is intended to clarify for Symantec-internal employees and Symantec partners the purpose and restrictions of the Home Use and Student Use licenses for **Symantec™ Endpoint Protection 11.0**. All pricing and SKUs should be obtained from the current, appropriate regional price list. Symantec reserves the right to change this document at any time, without notice.

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HOME USE OVERVIEW— SYMANTEC ENDPOINT PROTECTION 11.0

Symantec™ Endpoint Protection offers Home Use licenses that are intended to allow customers to obtain and deploy a limited number of copies of the client software onto the home machines of employees or consultants (or faculty and staff) at an additional discount. The installation, configuration, and management method for these agents is at the discretion of the customer.

HOME USE REQUIREMENTS*

- A Home Use license entitles the customer to install one copy of the Symantec™ Endpoint Protection software client onto an employee, faculty, or staff home computer for each Home Use license purchased.
- **For each Home Use licensed individual, the customer must also have at least one “standard” Symantec Endpoint Protection license for such individual at the office workplace** (such as a license purchased via a “BNDL STD LIC” SKU, or “COMP UG” SKU, etc.).
- The customer can purchase a maximum number of Home Use licenses equal to the customer’s number of “standard” licenses.
- The customer owns the Home Use right and purchases the Home Use licenses in bulk on behalf of the home use employees. Home users do not purchase the license directly.
- The Home Use equipment must not be company-issued. Home Use equipment must be the personal property of the employee, faculty, or staff home user.
- The customer is responsible for providing and deploying the software to its personnel’s home-use machines; typically through download from a central intranet. The deployment technique must provide appropriate controls to ensure that only qualified Home Users can access and install the software.
- Support is not sold for Home Use licenses; Support is shared with the Support agreement covering the associated standard license. The customer is responsible for providing support to the home-user; issues requiring escalation to Symantec are submitted normally via the customer’s registered technical contacts and maintenance agreement.
- The Home Use right-to-use is contingent upon continued employment with the customer licensee. Thus, the Home Use right-to-use terminates if and when employment is terminated. In the case of consultants, the Home Use license can only be used to support the customer who purchased the license and must also cease when the consultant’s engagement with that customer ceases.
- The license type (e.g., perpetual, subscription, etc.) is indicated in the SKU Description. If no explicit license type is indicated, e.g. “SUBSCRIPTION” or “SUB”, the license is presumed to be perpetual.
- For bundled products that include Symantec™ Endpoint Protection (such as Symantec™ Endpoint Protection Small Business Edition and Symantec™ Multi-tier Protection), the standard Symantec™ Endpoint Protection Home Use license may still be purchased, but the license and right-to-use only apply to the Symantec™ Endpoint Protection product within the product bundle.
- Symantec AntiVirus for Macintosh 10.x includes Home Use and Student Use rights in the normal product purchase. No separate Home Use or Student Use license purchase is required for SAV for Mac 10.x. For each standard license purchased, customers may deploy a copy of SAV for Mac in a qualified Home Use or Student Use scenario (see respective requirements section in this document) without additional purchase beyond the standard license.

* The above is a summary for convenient reference only. The legal terms and conditions covering Home Use licenses are included in the customer’s Symantec License Certificates or signed license agreements.



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STUDENT USE OVERVIEW — SYMANTEC ENDPOINT PROTECTION 11.0

Symantec™ Endpoint Protection offers Student Use licenses that are intended to allow academic customers to obtain and deploy a limited number of copies of the client software onto the home machines of employees or consultants (or faculty and staff) at an additional discount. The installation, configuration, and management method for these agents is at the discretion of the customer.

STUDENT USE REQUIREMENTS*

- A Student Use license entitles the customer to install one copy of the Symantec™ Endpoint Protection software client onto a student computer for each Student Use license purchased.
- **The entity purchasing the Student Use licenses (e.g., college, department, university, etc.) must have adopted Symantec™ Endpoint Protection as their standard endpoint security product, and purchased standard licenses, for the administration personnel, faculty, and staff supporting the student body for which the Student Use licenses are being purchased.**

NOTE: The EMEA Academic Subscription Program does **not** have this requirement, but does have some other requirements; please see notes below.

- **The entity purchasing the Student Use licenses (e.g., college, department, university, etc.) must purchase Student Use licenses for the entire Full-Time Equivalent (FTE) student body enrolled with that entity. Three (3) part-time students may be counted as one (1) Full-Time Equivalent.**

NOTE: The EMEA Academic Subscription Program requires that the Academic institution purchases Subscription licenses for all full-time students in the student population.

- **Since it is normal for the size of the student body to far exceed the size of the faculty and staff, there is no maximum or required ratio of Student Use licenses to standard licenses (in contrast to Home Use).**
- The customer owns the Student Use right and purchases the Student Use licenses in bulk on behalf of the student users. Student users do not purchase the license directly.
- The customer is responsible for providing and deploying the software on the student-use machine; typically through download from a central intranet. The deployment technique must provide appropriate controls to ensure that only qualified Student Users can access and install the software.
- Support is not sold for Student Use licenses; Support is shared with the Support agreement covering the customer's standard licenses for administration personnel, faculty and staff. The customer is responsible for providing support to the student-user; issues requiring escalation to Symantec are submitted per normal processes via the customer's registered technical contacts and maintenance agreement.
- The Student Use right-to-use is contingent upon continued enrollment with the academic institution that obtained and provided the license. Thus, the Student Use right-to-use terminates if and when enrollment is terminated.
- Student Use licenses are typically an annual subscription. The license type is indicated in the SKU Description.
- **The Student Use SKUs include size descriptors, which indicate the size of the academic institution seeking to purchase the Student Use licenses. These definitions may vary by region and/or country. The following definitions apply for North America, as of the date of this overview:**

SMALL —	fewer than 1500 FTE (Full-Time Equivalent) staff & faculty
MED —	1500 – 2500 FTE
LARGE —	2500+ FTE

NOTE: The EMEA Academic Subscription Program does not use these size descriptors. The EMEA Academic Subscription Program is a distinct program with distinct SKUs and pricing bands.

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- Student Use licenses are **only** available to academic customers and may not be used by other types of enterprise customers.
- For bundled products that include Symantec™ Endpoint Protection (such as Symantec™ Endpoint Protection Small Business Edition and Symantec™ Multi-tier Protection), the standard Symantec™ Endpoint Protection Student Use subscription license may still be purchased, but the license and right-to-use only apply to the Symantec™ Endpoint Protection product within the product bundle.
- Symantec AntiVirus for Macintosh 10.x includes Home Use and Student Use rights in the normal product purchase. No separate Home Use or Student Use license purchase is required for SAV for Mac 10.x. For each standard license purchased, customers may deploy a copy of SAV for Mac in a qualified Home Use or Student Use scenario (see respective requirements section in this document) without additional purchase beyond the standard license.

* The above is a summary for convenient reference only. The legal terms and conditions covering the Student Use program are included in the customer's Symantec License Certificates or signed license agreements.

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HOME USE AND STUDENT USE DEPLOYMENT OPTIONS

At the discretion of the customer, these copies of the software may be:

- managed as part of the central deployment or administered by the Home/Student end-user;
- configured with the default policy or pre-configured with a customer-specified policy;
- installed in fully interactive, unattended, or silent modes.

OPTION 1 – INSTALL CLIENT FROM MEDIA

The first option for client deployment is to install the client from the distribution media. The default client installation package is found in the “SEP” folder (32-bit Windows) and “SEPWin64\x64” folder (64-bit Windows) on CD1. Simply run “Setup.EXE” from the applicable folder to install. This option provides the following benefits:

- Installs the client in unmanaged mode.
- Installs the client with the default policy.
- The installation is fully interactive, allowing the end-user to configure all install-time options, including installation path and modules that will be installed.
- Uses a multi-file package layout, exposing the .MSI files.

OPTION 2 – INSTALL CLIENT FROM EXPORTED CLIENT PACKAGE

The second option for client deployment is to install the client from a client package that is configured on and exported from the Symantec™ Endpoint Protection Manager (SEPM). The package is created and exported from the Admin -> Install Packages tab in the SEPM Console. This option provides the following benefits:

- Installs the client in unmanaged or managed mode, depending on the options selected during export.
- Installs the client with default policy or with a pre-configured policy, depending on the options selected during export.
- Allows fully interactive, unattended, or silent installation, depending on the options selected during export.
- Installs the features/modules specified during the export.
- Allows the selection of a single .EXE or multi-file package layout.

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FREQUENTLY ASKED QUESTIONS

WHAT ARE HOME USE AND STUDENT USE LICENSES?

Home Use licenses are designed to assist customers in promoting the proactive use of security products for employees, faculty, or staff working on their home computers by offering the right to use an additional copy of the software at a significant discount.

Student Use licenses are designed to assist customers in promoting the proactive use of security products for students on their computers while enrolled in school by offering the right to use the software at a significant discount.

HOW DO THE HOME USE AND STUDENT USE LICENSES WORK?

A Home Use license entitles a customer to permit an employee or consultant to load a Symantec™ Endpoint Protection license on his or her home-use computer. Each Home Use license purchased entitles the customer to install one copy of the Symantec™ Endpoint Protection software client onto an employee, faculty, or staff home computer.

A Student Use license entitles a customer to permit a student to load a Symantec™ Endpoint Protection license on his or her computer. Each Student Use license purchased entitles the customer to install one copy of the Symantec™ Endpoint Protection software client onto a student computer.

The customer owns the Student Use and/or Home Use right and purchases the licenses in bulk on behalf of the home or student users. Home and/or Student users do not own or purchase the license directly.

HOW MUCH DO THE HOME USE AND STUDENT USE LICENSES COST?

The price (and availability) of these licenses may vary between regions and/or countries, so please refer to the appropriate price list for details. However, both are typically offered at a dramatic discount from the normal new-purchase list prices for the product.

CAN I PURCHASE HOME USE AND/OR STUDENT USE LICENSES FOR PRODUCT BUNDLES LIKE MULTI-TIER PROTECTION OR SYMANTEC ENDPOINT PROTECTION SMALL BUSINESS EDITION?

For bundled products that include Symantec™ Endpoint Protection (such as Symantec™ Endpoint Protection Small Business Edition and Symantec™ Multi-tier Protection), the standard Symantec™ Endpoint Protection Home Use or Student Use license may still be purchased, but the license and right-to-use only apply to the Symantec™ Endpoint Protection product within the product bundle.

IS THERE A LIMITATION ON HOW MANY HOME USE LICENSES A CUSTOMER CAN PURCHASE?

The customer must have at least one “standard” Symantec™ Endpoint Protection license (e.g., a standard-price license, such as a license purchased via a “BNDL STD LIC” or “COMP UG” SKU) for every Home Use license (i.e., the customer can purchase a maximum number of Home Use licenses equal to the customer’s number of “standard” licenses). Each Home Use license can only be used by an individual who is also separately licensed to use the same product at the customer’s office/workplace.



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IS THERE A LIMITATION ON HOW MANY STUDENT USE LICENSES A CUSTOMER CAN PURCHASE?

Since it is normal for the size of the student body to far exceed the size of the faculty and staff, there is no maximum or required ratio of Student Use licenses to standard licenses (in contrast to Home Use). However, the Full-Time Equivalent (FTE) requirements do also apply (please see the “Requirements of the Student Use Program” section above for details on the FTE requirements).

There are some guidelines on the pre-requisites and the number that may be purchased.

The entity purchasing the Student Use licenses (e.g., college, department, university, etc.) must have adopted Symantec™ Endpoint Protection as their standard endpoint security product, and purchased standard licenses, for the administration, faculty, and staff supporting the student body for which the Student Use licenses are being purchased.

The entity purchasing the Student Use licenses (e.g., college, department, university, etc.) must purchase Student Use licenses for the entire Full-Time Equivalent student body enrolled with that entity. Three (3) part-time students may be counted as one (1) Full-Time Equivalent.

NOTE: Customers enrolled in Symantec’s Academic Subscription Program will purchase subscription licenses for the total number of full-time students enrolled (Academic Subscription Program is subject to regional availability).

CAN I USE HOME USE LICENSES TO DEPLOY THE CLIENT TO STUDENT MACHINES?

No. For academic customers, the Home Use license allows the deployment of clients to the home-use machines of **faculty and staff only**. A separate Student Use license is offered for students; please see below.

CAN I USE STUDENT USE LICENSES TO DEPLOY THE CLIENT TO EMPLOYEE, FACULTY, OR STAFF MACHINES?

No. The Student Use license allows the deployment of clients to the machines of **enrolled students** of an academic customer only. A separate Home Use license is offered for employees, faculty, and staff of academic customers; please see above. The Student Use license is **only** available to academic customers and may not be used by other types of enterprise customers.

WHAT ARE ACCEPTABLE METHODS TO DEPLOY THE HOME USE OR STUDENT USE SOFTWARE?

Any deployment technique may be used that provides appropriate controls to ensure that only qualified Home or Student Users can access and install the software.

Acceptable Methods (examples, not an exhaustive list):

- Deployment to managed nodes via package management software
- Posting to an internal share/site that authenticates qualified Home/Student Users
- “Sneakernet” / physical media distribution to qualified users

Unacceptable Methods (examples, not an exhaustive list)

- Unauthenticated or open access share/site (public or internal)
- Shared login for authentication, e.g., login as “Home User”, that cannot distinguish between qualified users

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WHAT DO THE SIZE DESCRIPTORS IN THE STUDENT USE SKU DESCRIPTIONS MEAN?

These indicate the size of the academic institution seeking to purchase the Student Use licenses. Since these licenses are only sold in Academic Band S, this approximates the discounts according to customer size that is normally obtained through banded pricing.

These definitions may vary by region and/or country. The following definitions apply for North America as of the date of this overview:

SMALL —	fewer than 1500 FTE (Full Time Equivalent) staff & faculty
MED —	1500 – 2500 FTE
LARGE —	2500+ FTE

NOTE: The EMEA Academic Subscription Program does not use these size descriptors. The EMEA Academic Subscription Program is a distinct program with distinct SKUs and pricing bands.

WHY WOULD I WANT TO RUN SYMANTEC ENDPOINT PROTECTION ON MY HOME OR STUDENT COMPUTER?

Symantec™ Endpoint Protection combines Symantec AntiVirus™ with advanced threat prevention in a single agent, delivering an unmatched defense against malicious attacks for laptops, desktops, and servers.

WHAT IF A HOME USER OR STUDENT USER NEEDS TECHNICAL SUPPORT FOR THE CLIENT?

Support is not sold for Home or Student Use licenses; Support is shared with the Support agreement covering the associated standard licenses for employees, contractors, administration personnel, faculty, or staff. Therefore, the employee or student would contact his/her internal technical support team, who would contact Symantec for assistance. Symantec would then deliver support to the employer/institution's internal support team, for provision to the employee/student. **Direct support to home- and student-users is not provided.**

HOW DO I DEPLOY AND CONFIGURE A HOME USE OR STUDENT USE CLIENT?

The customer is responsible for providing and deploying the software to the home- or student-use machine; typically through download from an intranet. Installation and configuration options are discussed above in the "Deployment Options" section.

HOW DO HOME USERS AND STUDENT USERS KEEP THEIR DEFINITIONS UP-TO-DATE?

If deployed in managed mode, the customer's configured policies will determine how the client updates its definitions, e.g., from the management server, over the Internet, etc. If deployed in unmanaged mode, Home and Student Users may configure LiveUpdate to automatically update the client definitions across the Internet. They may also download the Intelligent Updater from www.symantec.com to manually update the definitions.

WHAT HAPPENS IF A HOME USER LEAVES THE COMPANY (OR SCHOOL)?

The right to use Symantec™ Endpoint Protection on, and obtain content updates for, the home-use machine is contingent on continued employment with the company (or academic institution). The software must be removed (or a standard licensed purchased) upon termination of employment.

WHAT HAPPENS IF A STUDENT USER LEAVES THE SCHOOL?

The right to use Symantec™ Endpoint Protection on, and obtain content updates for, the student-use machine is contingent on continued enrollment at the academic institution. The software must be removed (or a standard license purchased) upon termination of enrollment.



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DOES THE HOME USE OR STUDENT USE LICENSE APPLY TO SYMANTEC ANTIVIRUS FOR MACINTOSH?

No. Symantec AntiVirus for Macintosh 10.x includes Home Use and Student Use rights in the normal product purchase. No separate Home Use or Student Use license purchase is required for SAV for Mac 10.x. For each standard license purchased, customers may deploy a copy of SAV for Mac in a qualified Home Use or Student Use scenario (see respective requirements section in this document) without additional purchase beyond the standard license.

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