

License Guide

Symantec Encryption
January 2024

Product Overview

The Symantec Encryption portfolio has historically been sold on a component-by-component, feature-by-feature basis, creating a plethora of SKUs and leading to confusion in the market. With the latest release, we have simplified our offerings to the following three products:

- **PGP[®] Encryption Suite:** This is a new bundle that combines the following products and components:
 - *Endpoint Encryption:* This product delivers strong full-disk and removable media encryption.
 - *Desktop Email Encryption:* This product automatically encrypts, decrypts, digitally signs, and verifies messages according to individual or centrally managed policies.
 - *File Share Encryption:* This product enables administrators to set encryption policy so data is automatically encrypted when produced from selected applications or sent to specific folders.
 - *Key Management Server:* This product enables organizations to store encryption keys within a centralized location, so they do not need to be installed on every server. Applications and servers can access these keys via a client and/or API.
 - *PGP Encryption Server Admin Console:* This component was previously included with other encryption products and is also included as part of this bundle. The console provides an integrated management platform to allow organizations to quickly deploy and manage their endpoint encryption clients and policies from a single console.
- **Gateway Email Encryption:** This product automatically encrypts email messages according to highly configurable rules at the email gateway, so there is no need to install software on the client. This solution also provides PDF Messenger, which enables users to send secure content to recipients who do not have PGP software installed using a secure PDF. This functionality also includes Web Email Protection, which allows an organization to exchange sensitive data in a secure manner without the need to install any software or exchange any keys for encryption.
- **PGP Command Line Encryption:** This product enables organizations to securely exchange large volume of information through integration with almost any automated process. Applications can leverage an established, proven cryptographic standard to encrypt data before it is moved from one environment to another. The solution can also be used to protect large volumes of information stored on servers.

The second major change introduced in the latest release is a new license tracking feature, including a new dashboard that provides visibility into the customer's encryption entitlements and current utilization of those licenses and feature activation status. Upon upgrading to the latest version of the software, customers will be prompted to upload a new license file (pre-generated license files will be available on the support portal). A 90-day grace period will be given to customers to upload a valid license for new installs or upgrades; however, any unlicensed features will be blocked after the 90-day period. Additionally, the solution will notify customers at least 30 days in advance of license expiration. The solution will also warn customers when their usage exceeds their licenses. In this case, they will receive a warning, but the solution will not block the software.

It should also be noted that Symantec Encryption Desktop (SED), previously offered as an independent, unmanaged client, is no longer available. SED is renamed as PGP Encryption Desktop and available only as a managed client. The Symantec Encryption Management Server (SEMS) has also been renamed to the PGP Encryption Server.

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General Licensing Overview

Since the Broadcom acquisition, product management has been simplifying the licensing process for many of our products, including the encryption portfolio. With the latest release, we have introduced further improvements in how our encryption products are sold. The following table outlines the simplified SKUs and new licensing metrics that have been introduced the latest release for the three product offerings.

Old SKU	Description	Metric		New SKU	Metric
SEE-SUB	Endpoint Encryption	per device	➔	PGP-ENC-SUITE-SUB	per user
ENC-FSE-SUB	File Share Encryption	per user			
ENC-DEE-SUB	Desktop Email Encryption	per user			
ENC-CMD1-2-SUB	PGP Command Line (1 key)	per CPU	➔	PGP-ENC-CMDLine	per server
ENC-CMD-2-SUB	PGP Command Line (2 CPUs)	per CPU			
ENC-CMD-4-SUB	PGP Command Line (4 CPUs)	per CPU			
ENC-CMD-8-SUB	PGP Command Line (8 CPUs)	per CPU			
ENC-CMD-16-SUB	PGP Command Line (16 CPUs)	per CPU			
ENC-CMD-32-SUB	PGP Command Line (32 CPUs)	per CPU			
ENC-CMD-64-SUB	PGP Command Line (64 CPUs)	per CPU			
ENC-GEE-SUB	Gateway Email Encryption	per user		PGP-ENC-GW-SUB	per server

Please note the following components and products are now bundled with the one or more of the three product offerings, so they are no longer licensed separately.

Old SKU	Description	Metric		New SKU	Metric
ENC-NEW-1-25-1Y	Encryption Management Server	per user	➔	Not Applicable	N/A
ENC-KMS-PER	Key Management Server	per server			
ENC-KMCCLI-PER	Key Management Client Access and CLI API	per device			

Notes:

1. All the perpetual SKUs have been migrated to Subscription SKUs.
2. Command Line Encryption is now licensed on a per-server basis instead of on a CPU basis.
3. If you have any questions regarding older Symantec Encryption product SKUs, please reach out to Product Management.

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Renewing Encryption Customers

When renewing existing customers, you must migrate customers over to the new SKUs introduced in the previous section. It should be noted that due to the lack of licensing enforcement within the products, some customers may be using products and capabilities to which they are not entitled. For this reason, we strongly recommend that you get your customers migrated as quickly as possible to avoid any disruption to their service when they upgrade.

The following sections outline the pricing differences between the old and new SKUs.

Old SKU	Description	MSRP		New SKU	MSRP		
SEE-SUB	Endpoint Encryption	\$97 per device		PGP-ENC-SUITE-SUB	\$95 per user (100 user minimum)		
ENC-FSE-SUB	File Share Encryption	\$90 per user					
ENC-DEE-SUB	Desktop Email Encryption	\$90 per user					
ENC-CMD1-2-SUB	PGP Command Line (1 key)	\$1,539 per CPU		PGP-ENC-CMDLine	\$5,000 per server		
ENC-CMD-2-SUB	PGP Command Line (2 CPUs)	\$4,623 per CPU					
ENC-CMD-4-SUB	PGP Command Line (4 CPUs)	\$6,473 per CPU					
ENC-CMD-8-SUB	PGP Command Line (8 CPUs)	\$10,174 per CPU					
ENC-CMD-16-SUB	PGP Command Line (16 CPUs)	\$15,107 per CPU					
ENC-CMD-32-SUB	PGP Command Line (32 CPUs)	\$22,508 per CPU					
ENC-CMD-64-SUB	PGP Command Line (64 CPUs)	\$29,909 per CPU					
ENC-GEE-SUB	Gateway Email Encryption	\$26 per user				PGP-ENC-GW-SUB	\$75,000 per server

Notes:

- When renewing these SKUs (or selling capacity), please migrate the contracts to the new Subscription SKUs. Annual maintenance for perpetual licenses must also be migrated over to the new subscription SKUs. If you have customers running any legacy SKUs not covered in this guide, please reach out to product management.
- Previously PGP Command Line was licensed per CPU, not per server. With the new subscription licenses, PGP Command Line is now licensed for each server you install it on.
- Previously, the Gateway Email Server was licensed on per user, not per server. With the new subscription licenses, Gateway Email Server is licensed for each server you install it on. The new server licenses include unlimited users.
- Server Licenses: Each seat of PGP Command Line or Gateway Email Server can be installed on one production server, and one non-production server, such as a development box. If you have one production server, and a hot standby server, only one server can be used in production at the same time. If two production servers are being used, two seats of these server licenses must be purchased. The non-production servers can be used to develop scripts, policies, applications, etc. and test non-production data with either PGP Command Line or Gateway Email.

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Support and Maintenance Service Offerings

Symantec Enterprise Support Services are available (subject to geographic restrictions) and include:

- **Standard Support:** This level of support works for many customers. It provides generalized assistance by Support, but does not designate a specific Support Engineer to handle the support experience and is handled by a generalized support queue. It provides Support Monday through Friday during normal business working hours. Support is available after hours only for Sev1/Production-Down issues by Symantec's support experts and includes fast response times.
- **Premium Support:** This option is recommended for a much more catered support experience specifically to the customer environment. A Designated Support Engineer is assigned and is also available during normal business hours and can be reached on-demand. Technical account management is provided and tracked by this Designated Support Engineer who learns the customer environment thoroughly. This places a product family expert at the center of your tailored support experience with competitive pricing.

For more information about the Enterprise Support Services, please visit the following website:

<https://support.broadcom.com/security>

If a customer is interested in purchasing Premium Support, a Designated Support Engineer would be assigned to their account. For more information, Premium Support offerings are described at:

<https://docs.broadcom.com/doc/designated-support-engineer-program>

Product Contacts

Solutions Engineering:

Global: Shawn Sprague – shawn.sprague@broadcom.com

Americas: Jeremy Miller – jeremy.miller@broadcom.com

EMEA: Jordi Gascon – Jordi.gascon@broadcom.com

APJ: Paul Connor – paul.connor@broadcom.com

Product Management: Manoj Pandey – Manoj.pandey@broadcom.com

Marketing: Rob Marti – Robert.marti@broadcom.com

Partner Team: partner.helpdesk@broadcom.com