Symantec™ Data Loss Prevention (DLP)
The Benefits of Renewing Your Maintenance Today

Why Renew?

Maintenance enables continuous coverage for emerging data loss channels to accelerate your digital transformation, facilitate compliance with regulations, and protect your company's reputation. It also entitles you to the latest versions of DLP at no extra cost, regular product updates, and enables 24/7 access to technical support. Subsequent to the initial purchase of DLP, maintenance must be renewed for continued access to the latest updates and other benefits, and to remain compliant with the End User License Agreement (EULA).
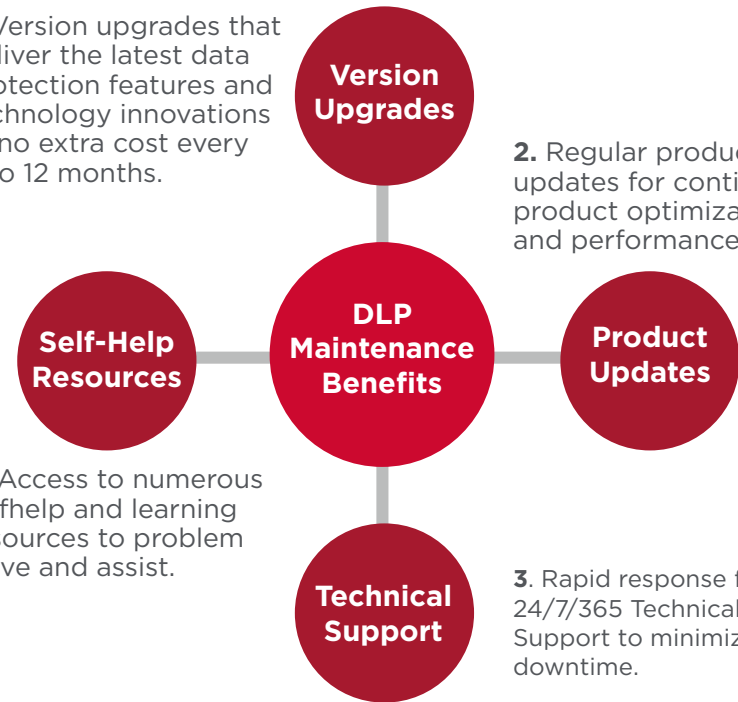
DLP Maintenance Benefits

1. Version upgrades that deliver the latest data protection features and technology innovations at no extra cost every 6 to 12 months.

2. Regular product updates for continued product optimization and performance.

4. Access to numerous selfhelp and learning resources to problem solve and assist.

3. Rapid response from 24/7/365 Technical Support to minimize downtime.

Version Upgrades · Product Updates · Technical Support · Self-Help Resources · DLP Maintenance Benefits

✓Symantec™
A Division of **Broadcom**

Version Upgrades

Don't Miss These New Features in DLP 15.7

Running the latest version is vital for ongoing data protection, supportability, performance, and is available with your subscription at no extra cost.

DLP 15.7 brings you new and improved versions of the features you rely on in an easy-to-use package. See why upgrading makes sense for organizations currently running older versions of DLP:

- **File upload monitoring for Office 2019 and Office 365.** Get added visibility into sensitive content users are saving from Microsoft Office 2019 and Office 365 applications to OneDrive, SharePoint, and WebDAV locations.

- **New and updated policy templates and data identifiers.** Save time defining keywords and policies with over 50 new policy templates and data identifiers, including a policy template for the new California Consumer Privacy Act (CCPA) and European data identifiers for the General Data Protection Regulation (GDPR).

- **Fast, incremental indexing for Exact Match Data Identifiers (EMDI).** Significantly speed up the process of fingerprinting your EMDI data source files by reindexing only the data that has been changed or created since the last successful index.

- **Optimized grid scanning for file systems.** Reduce the idle time of your DLP system and run at full capacity by allowing busy DLP Network Discover detection servers to join ongoing grid scans as soon as they become available.

- **New set of incident reporting REST APIs.** Integrate DLP incident data with other applications or systems to provide dynamic reporting, create a custom incident remediation process, or support business processes that rely on DLP incidents.

- **Expanded platform support.** The DLP Agent adds support for Windows Server 2019 and macOS 10.15.

- **Expanded packet capture support.** DLP Network Monitor detection servers support the Npcap packet capture library for Windows as an alternative to WinPcap.

Product Updates

Regular software updates, enhancements, bug fixes, and patches via regular maintenance packs and minor releases that do the following:

- Enable Symantec security products to work optimally, adapt to technology and operating system changes, and provide ongoing product stability.

- Provide support for any new, and changes to existing, industry standards and regulations on data privacy and security that impact the ability to remain compliant.

- The more up-to-date Symantec DLP is, the better it will function, evolve, and adapt.

Technical Support

**Current Maintenance provides Essential Support.
This offers:**

- An award winning, global support organization

- 24×7 technical support by phone (Severity 1) or through the Broadcom Customer Support Portal (Severity 2, 3, and 4)

- Global reach with continuous support for Severity 1 cases

Self-help Resources

- **Tech Docs** with user guides and reference documentation

- **Broadcom Community** forum to engage online with other users and Symantec technicians

- **SymDiag**: A Symantec diagnostic and security analysis utility that provides insight into technical issues, reports and best practice recommendations

- **eLibrary** with subscription access to over 1,500 on-demand, online training modules

Online Resources

- **Maintenance Overview**
- **Upgrading Products**
- **Getting Started**

✓Symantec™
A Division of **Broadcom**