

Diagnostic Tool (SymDiag)

Customer Success

Features

- Self-help resources:
 - Zero-day threat analyzer
 - Pre-install checker
 - Health check
 - Best practice guidelines
- Assisted support:
 - Log gathering
 - System information gathering
 - Data normalization and filtering
 - Automated data upload to support case record
- Proactive support:
 - Protection score
 - Protection overview
 - Deep-dive configuration review

Overview

Get more out of your Symantec™ investment and reduce your security risk with the Symantec Diagnostic Tool (SymDiag), a multi-product, multi-language diagnostic and security analysis utility. SymDiag helps enterprise customers find solutions to technical product issues and offers industry-leading, zero-day threat analysis. The tool provides best practice recommendations and takes a proactive approach to monitoring your protection status and providing in-depth recommendations for improvement. And if contacting technical support becomes necessary, SymDiag makes support easier with automated data gathering and support case submission.

Benefits

Extract maximum value from your Symantec technology investment. Follow best practices for your industry to minimize the risk of downtime and embarrassing security breaches. Monitor your organization's protection score proactively. Give your IT help desk staff the detailed visibility they need to spot existing and potential issues, so that they have less need to contact technical support and so that they expend less time and effort to get support when it is required.

For more information about SymDiag, [visit this article](#).

Covered Products

- Advanced Threat Protection (Linux)
- Auth Connector
- Authentication and Authorization Agent
- Data Center Security Management Server
- Data Insight
- Data Loss Prevention 11.0 and later
- Encryption Powered by PGP
- Endpoint Encryption
- Endpoint Protection 11.0
- Endpoint Protection Small Business Edition (.Cloud)
- Endpoint Protection Cloud
- Information Center Analytics
- Information Centric Tagging
- Mail Security for Microsoft Exchange 6.5.2 and later
- Messaging Gateway
- Management Platform
- Optical Character Recognition
- Protection Engine
- Unified Agent/Web Security Service Agent
- VIP Access
- Web Security Service
- Web Isolation