Symantec Endpoint Encryption Full Disk
Maintenance Pack Release Notes

Thank you for using this Symantec Corporation product. These Release Notes contain important information regarding this release of Symantec Endpoint Encryption Full Disk. Symantec Corporation strongly recommends you read this entire document.

Symantec Corporation welcomes your comments and suggestions. You can use the information in Contacting Technical Support to contact us.

**Product:** Symantec Endpoint Encryption Full Disk 8.2.1.MP2 (Maintenance Pack 2)
Symantec Endpoint Encryption Framework 8.2.1.MP2 (Maintenance Pack 2)

**Warning:** Export of this software may be restricted by the U.S. government.

**Note:** To view the most recent version of this document, go to the [Products section on the Symantec Corporation Web site](http://www.symantec.com).

www.symantec.com

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About Symantec Endpoint Encryption Full Disk

Symantec Endpoint Encryption Full Disk ensures that only authorized users can access data stored on hard disks. This safeguards enterprises from the accidental loss or theft of a laptop or computer and eliminates the legal need for public disclosure.

Symantec Endpoint Encryption Full Disk provides seamless integration with Microsoft Active Directory for fast, simple deployment of endpoint data protection controls in a familiar administrative environment.

Symantec Endpoint Encryption Full Disk includes a server and client installation. The Mac OS X client is powered by PGP Desktop.

Installation Notes

In General
Symantec Endpoint Encryption Framework 8.2.1.MP2 is only compatible with Symantec Endpoint Encryption Full Disk 8.2.1.MP2 and Symantec Endpoint Encryption Removable Storage 8.2.1.MP2. If you are running Symantec Endpoint Encryption Removable Storage and plan to upgrade to Symantec Endpoint Encryption Full Disk 8.2.1.MP2, you must also upgrade to Symantec Endpoint Encryption Removable Storage 8.2.1.MP2.

For Mac OS X Installations
For information on installing this maintenance pack release—including information on upgrading the operating system—see the section Information for Mac OS X.

Changes in This Release

Resolved Issues

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2714423</td>
<td>Resolved an incompatibility with the storage controller on the following systems:</td>
</tr>
<tr>
<td>2773154</td>
<td>Dell Optiplex 755</td>
</tr>
<tr>
<td>2855047</td>
<td>Hewlett-Packard Slate 2</td>
</tr>
<tr>
<td>2829054</td>
<td>Hewlett-Packard 6300</td>
</tr>
<tr>
<td>2658299</td>
<td>Hewlett-Packard Z820</td>
</tr>
<tr>
<td></td>
<td>Panasonic CF-S10CDHZ1M</td>
</tr>
<tr>
<td>2851656</td>
<td>Resolved an issue that prevented successful installation of SEE Full Disk.</td>
</tr>
<tr>
<td>2829219</td>
<td>Resolved a boot issue with the Sony Vio VPCZ22SHX.</td>
</tr>
<tr>
<td>2733067</td>
<td>Resolved an issue that prevents users from using a USB keyboard and mouse for pre-boot authentication.</td>
</tr>
<tr>
<td>2855023</td>
<td></td>
</tr>
</tbody>
</table>
## Number Description

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2665566</td>
<td>Resolved a reboot issue with HP 8560p and HP Probook 6560p systems.</td>
</tr>
<tr>
<td>2665567</td>
<td></td>
</tr>
<tr>
<td>2656082</td>
<td></td>
</tr>
<tr>
<td>2656082</td>
<td>Resolved an incompatibility issue during system boot on the Dell E5520 running Microsoft Windows 7.</td>
</tr>
<tr>
<td>2750145</td>
<td>Users are now able to use USB after pre-boot authentication for the following systems: Dell 990 Dell 780 Dell 760 Dell 755 HP5750</td>
</tr>
<tr>
<td>2667705</td>
<td>Resolved an issue to enable users to successfully save a downloaded file to a USB.</td>
</tr>
</tbody>
</table>

## Additional Information

### Opal Support
For a current list of certified hardware for Opal support, visit [http://www.symantec.com/docs/S:TECH165854](http://www.symantec.com/docs/S:TECH165854).

## Information for Mac OS X

### Installing This Maintenance Pack on the Mac OS X Client
To install this maintenance pack release at the same time as you are upgrading the operating system, see the note following the instructions.

The Java Runtime Engine (JRE) is required when installing Symantec Endpoint Encryption Full Disk on Mac OS X version 10.7 (Lion). During Symantec Endpoint Encryption Full Disk installation, you are prompted to install the JRE if it is not present on your system. If you choose not to install the JRE, the installation of Symantec Endpoint Encryption Full Disk will not continue.

To install Symantec Endpoint Encryption Full Disk on your Mac OS X system:

1. Ensure the client can access the client installation package zipped file.
2. Log on to the Mac OS X client using administrative privileges.
3. Close all applications.
4. Double-click the client installation package zipped file.
5. Open the pgpdesktop directory.
6. Double-click the PGP.pkg file.
7. Follow the on-screen instructions.
8. If prompted to do so, restart your system.

For additional information, including upgrade instructions, see the Symantec Endpoint Encryption Full Disk for Mac OS X User's Guide.
**Note:** If you are upgrading your computer to a new major release of Mac OS X (such as from 10.6 to 10.7) and want to use this version of Symantec Endpoint Encryption Full Disk, be sure to uninstall any previous versions of Symantec Endpoint Encryption Full Disk before upgrading to the new version of Mac OS X and installing this release. You will need to unencrypt your disk before you can uninstall Symantec Endpoint Encryption Full Disk.

### Upgrading Your Operating System

This maintenance pack provides compatibility with Mac OS X 10.7. To upgrade your computer to the new release of Mac OS X, be sure to use the following procedure.

To upgrade your operating system and install this version of Symantec Endpoint Encryption Full Disk:

1. If your disk is encrypted, decrypt the disk.
2. Uninstall Symantec Endpoint Encryption Full Disk.
3. Upgrade your system to the new version of Mac OS X.
4. Install this maintenance release of Symantec Endpoint Encryption Full Disk 8.2.1.
5. Encrypt your disk.

**Note:** This version of Symantec Endpoint Encryption Full Disk is not compatible with Apple Boot Camp, included with Mac OS X.

### Technical Support

#### About

Symantec Technical Support maintains support centers globally. Technical Support’s primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec’s support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec’s support offerings, you can visit our Web site at the following URL:

www.symantec.com/business/support/

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

#### Contacting

Customers with a current support agreement may access Technical Support information at the following URL:

www.symantec.com/business/support/
Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

**Licensing and Registration**
If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/business/support/

**Customer Service**
Customer service information is available at the following URL:

www.symantec.com/business/support/

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

**Support Agreement Resources**
If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan customercare_apac@symantec.com
Europe, Middle-East, Africa semea@symantec.com
North America, Latin America supportsolutions@symantec.com
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