

Symantec Enterprise Security Manager™ Modules for ESX Server Release Notes

Release 1.0.1 for Symantec ESM ESM 6.0, 6.1, 6.5.x, and 9.0

For ESX Server 3.0.x/3.5



Symantec ESM Modules for ESX Server Release Notes

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As part of Symantec Security Response, the Symantec Global Technical Support group maintains support centers throughout the world. The Technical Support group's primary role is to respond to specific questions on product feature/function, installation, and configuration, as well as to author content for our Web-accessible 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 as well as Symantec Security Response to provide Alerting Services and Virus Definition Updates for virus outbreaks and security alerts.

Symantec technical support offerings include:

- A range of support options that gives you the flexibility to select the right amount of service for any size organization
- Telephone and Web support components that provide rapid response and up-to-the-minute information
- Upgrade insurance that delivers automatic software upgrade protection
- Content Updates for virus definitions and security signatures that ensure the highest level of protection
- Global support from Symantec Security Response experts, which is available 24 hours a day, 7 days a week worldwide in a variety of languages
- Advanced features, such as the Symantec Alerting Service and Technical Account Manager role, that offer enhanced response and proactive security support

Please visit our Web site for current information on Support Programs. The specific features that are available may vary based on the level of support purchased and the specific product that you are using.



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Contacting Technical Support

Customers with a current support agreement may contact the Technical Support group by phone or online at www.symantec.com/techsupp.

Customers with Platinum support agreements may contact Platinum Technical Support by the Platinum Web site at www-secure.symantec.com/platinum/.

When contacting the Technical Support group, please have the following:

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



Customer Service

To contact Enterprise Customer Service online, go to www.symantec.com, select the appropriate Global Site for your country, then choose Service and Support. Customer Service is available to assist with 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 on product updates and upgrades
- Information on upgrade insurance and maintenance contracts
- Information on Symantec Value License Program
- Advice on Symantec's technical support options
- Nontechnical presales questions
- Missing or defective CD-ROMs or manuals

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Release Notes for Symantec ESM Modules for ESX Server Release 1.0.1

This document summarizes the updates to Symantec ESM Modules for ESX Server in this release. Full documentation is included in the *Symantec ESM Modules for ESX Server User's Guide*.

What is new

The following are new in Symantec ESM Modules for ESX Server Release 1.0.1:

- Support for the modules on ESX Server 3.5 (x86, Opteron and EM64T)
- LiveUpdate support for updating the modules

Resolved issues

The following issues are resolved in the ESM Modules for ESX Server Release 1.0.1:

ESX Configuration (ESX Server 3.0.x/3.5)	The Guest connection control check no longer reports the No problems found message for all cases. The check now correctly reports the name of the devices that the Guest can connect or disconnect.
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ESM Network (ESX
Server 3.5)

The Port groups in VLAN check no longer reports the No problems found message for all cases. The check now correctly detects whether the port groups are in the same VLAN ID that is specified in template.

Known Issue

The following issue is known in the ESM Modules for ESX Server Release 1.0.1:

- The Patch module returns a message stating “Patch not installed”, even when a Patch is installed on ESX 3.5. This happens when the ESX server fails to recognize the installed patch.