



Symantec Endpoint Protection Cloud Upgrade Guide

If your customers are eligible for the upgrade, a notification banner appears in the SEP SBE console, starting 30 days before the upgrade. The banner provides a link to the upgrade readiness page, where you can find out more about the upgrade, review notifications, and take any required actions.

If you see any notifications in the upgrade readiness page, resolve them before the upgrade. Any computers with unresolved issues are not upgraded.

You can upgrade before the end of the 30-days preview window. However, once you click Upgrade Now, you can no longer access the SEP SBE console. Instead, you are automatically redirected to SEP Cloud after your upgrade order is processed.

BEST PRACTICES

- ✓ If you are a Symantec partner, you should remove any customers that you don't want to upgrade
- ✓ Remove any computers that you don't want to upgrade including the trial test computers that you may have added
- ✓ Make sure that all computers are online
- ✓ Confirm that computers have the latest up-to-date virus definitions, clean health (no warnings or errors), and plenty of disk space
- ✓ Review your policies and alerts
- ✓ Review the system policy upgrade schedule and make any updates to it. Computers are upgraded based on the schedule in the system policy

USEFUL LINKS

- [VIDEO](#)
- [OVERVIEW](#)
- [UPGRADE READINESS](#)
- [UPGRADED DEVICES](#)
- [TAKE A TOUR](#)

Kontakt



Kim Borup
 Product Sales Specialist
 +45 3016 1370
 kim.borup@arrow.com

TOPIC	DESCRIPTION
Upgrading from SEP SBE	When upgrading from SEP SBE, the device upgrades start automatically 24 hrs after the console upgrade, based on the schedule in the System Policy that governs the device. If you need to modify the upgrade schedule for some reason, you can do so from the Get Started wizard. <ul style="list-style-type: none"> ✓ The customer will get a new SEP Cloud account but Symantec upgrades the devices
SEP SBE ExSP migration	Symantec auto-maps the customer and send them and the partner an invite to upgrade. This is documented in the welcome email.
SEP Cloud trial conversions	Only CSP trials can be converted to paid licenses through the chosen CSP's conversion API. Any direct trials cannot transfer to CSP or the other way around.
SEP Cloud in preview mode	During the SEP SBE upgrade 30-days preview window, after which you are upgraded automatically, you can sign in to SEP Cloud from the SEP SBE console to familiarize yourself with the new interface, view all your assets, and install test devices.
Per-device subscription	In the preview mode, you can view your existing SEP SBE data as it syncs to SEP Cloud, but you can't modify it until after the upgrade. All management tasks are disabled. For example, you cannot perform any group, user, device, or policy-related tasks.
Multiple subscriptions	If you already have a SEP Cloud subscription or buy one during SEP SBE upgrade preview window, you can view your existing SEP SBE data as it syncs to SEP Cloud, but you can't modify it until after the upgrade. All management tasks that are related to the SEP SBE assets are disabled. For example, you cannot perform any group, user, device, or policy-related tasks. However, the assets that are related to your SEP Cloud subscription are all manageable. The default group and policies from SEP SBE are synced to SEP Cloud with the following names: <ul style="list-style-type: none"> ✓ Default Group as SEP SBE Default Group ✓ Default System Policy as SEP SBE Default System Policy
Troubleshooting	SEP Cloud assists partners and customers with upgrading their devices from SEP SBE to SEP Cloud. However, each customer's environment is unique, so some devices may require a partner or a customer admin to assist with completing the upgrade. Table of upgrade errors and possible reasons.
Error codes returned by the DING installer	Click here to get an overview of error codes and equivalent error message.

Please visit the [Symantec Endpoint Protection Cloud Help Center](#) page to browse all topics.

Release Notes Supported platforms and known issues	Get Started Essential steps to get up and running	Video Tutorials Visual overview of key tasks	Reports & Dashboard Create templates, generate reports, and get an overview of devices	Alerts & Events Device health diagnosis through alert, events and notifications
Groups, User & Devices A user-centric model makes it easy to manage device security	Policies Secure and manage devices with policy-based enforcement	Settings Manage subscriptions, certificates, installation packages and more	API Access Symantec Endpoint Protection Cloud APIs	SEP SBE Upgrade Familiarize with SEP Cloud and prepare for upgrade