**Office of the Chief Information Officer (OCIO)**
**Enterprise Resource Management (ERM)**

# Symantec Update (3/9/07)

Dear Symantec Valued Customer:

Symantec is pleased to offer you an upgrade from Ghost Solution Suite 1.0 or 1.1 to **Ghost Solution Suite 2.0**. This update is being offered free of charge as part of your Software Maintenance Agreement. All customers with a Ghost Solution Suite maintenance agreement current on December 6, 2006, are entitled to this upgrade.

## What's New in Ghost Solution Suite 2.0?

Vista support
Integrated user migration functionality
Ability to edit NTFS, FAT, and EXT2/3 images
Generic task creation
NTFS partition formatting with GDisk and GDisk32
GPT (GUID Partition Table) Support
Preconfigured RAID array support under WinPE
Multi-NIC support
ELS licensing system support

Because Symantec is upgrading our licensing system, we are using a temporary process to make this upgrade available to you now.

**IMPORTANT NOTES:**

The Ghost Solution Suite 2.0 that you will download is the full product - full features and full functionality.
The temporary license file that you will download and install is unlimited and will remain active for a period of 120 days from Jan 30, 2007.
After this 120-day period, your will need to obtain your permanent Ghost Solution Suite 2.0 license key to continue using the product without disruption.
Once the licensing system upgrade is complete, you will receive your Version Upgrade notification with instructions on how to obtain your permanent key for Ghost Solution Suite 2.0. This notification will be sent out via email to customers with a valid email address on file. Other customers will receive a physical mailing of this notification. **We expect these notifications to be sent out by the end of March**.

## Software Download

1.      Download to a computer that is capable of burning a CD.
2.      Go to https://fileshare.symantec.com and login using the information provided below. NOTE that the information is case sensitive.
3.      Put a check in the box for GSS 2.0, and click 'download' to start the transfer of the software to your computer.
4.      Please note that the speed of the download is dependent on multiple factors.

LOGIN ID:  gss20maint

PASSWORD:  gHo20k#y

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FILENAME for GSS 2.0:  Symantec_Ghost_Solution_Suite_2.0_AllWin_EN.zip

FILENAME for the 120-day license key:  6206715.slf .zip
5.      Unzip the downloaded .zip file to extract the ISO file.
6.      Burn the ISO file to a CD.  This CD will be identical to the actual product CD.
7.      Finally, unzip the file 6206715.slf.zip to extract the contained license file 6206715.slf .

## Installation Instructions:

Install the product using the standard product setup program. Ghost Solution Suite 2.0 will perform an "in-place" upgrade if a prior version of the software is detected. For questions, please refer to the Symantec Ghost Implementation Guide, section one: "Installing Symantec Ghost."

**Note**: As with any new software installation to your computer system, we recommend that you make a backup of your current installation prior to making any changes. For more information:

### Activation Process

To register Ghost Solution Suite 2.0 using the temporary key provided, launch the Ghost console ( ngcons.exe). From the Help menu, select 'Register Console' then 'Add Symantec License File'. From here you can browse to and select the temporary license file that you extracted earlier, 6206715.slf.

### Version Upgrade Process

For more information about the Version Upgrade process in the Licensing Portal, see the Guide at this site: https://licensing.symantec.com/acctmgmt/help/LicensingPortalFAQ.jsp

### Maintenance Agreement

Please note that the sending of this product release information is based on an active Maintenance Agreement at the time of product release and is **not linked with a renewal of Maintenance**. Please renew your Maintenance contract in advance of the Maintenance end date.

### Technical Support Policy

Ghost Solution Suite 2.0 is an upgrade from Ghost Solution Suite 1.1 . Symantec's Technical Support Policy for all products is available online at: http://www.symantec.com/enterprise/support/support_policies.jsp

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