



# eTrust® Secure Content Manager r8

## Frequently Asked Questions

### Q. What is eTrust® Secure Content Manager r8 (eTrust SCM)?

A. eTrust SCM is a fully integrated, policy-based, multilayered content security solution that safeguards against the external transmission of proprietary, controlled or company-confidential information including intellectual property leakages and helps enterprises comply with government laws and regulations. A key feature offered is additional layers of spam filtering, including sender reputation, embedded URL filtering, malformed email detection and an evasion techniques dictionary that offer protection from unwanted and unsolicited emails leading to business productivity and improved service continuity.

### Q. How is eTrust SCM sold?

- A. eTrust SCM is sold primarily as follows:
- eTrust SCM – Provides, integrated, fully featured content management tools for the gateway.
  - eTrust SCM Suite – Provides integrated, fully featured, content management tools for the gateway and also includes the latest release of eTrust® Antivirus for comprehensive AV protection on desktops, servers, laptops and PDAs.

The following individual components of eTrust SCM are also now available: eTrust SCM Antivirus Gateway (Antivirus and Malicious Mobile Code Protection); eTrust SCM Anti-Spam (Email & Anti-Spam Filtering, Antivirus and Malicious Mobile Code Protection) and eTrust SCM Web Filter (Web & URL Filtering, Antivirus and Malicious Mobile Code Protection).

Please note that the value of eTrust SCM is, however, as a comprehensive, integrated content filtering solution.

### Q. What updates are available for eTrust SCM?

- A. Updates are available to customers on a daily basis, depending on the solution option purchased and as long as they are on active maintenance for:
- Antivirus
  - Anti-Spam
  - Web URL

### Q. Does eTrust SCM offer end-to-end email management?

- A. eTrust SCM, along with CA iLumin for email archiving, offers end-to-end email management.

### Q. Is eTrust SCM available in languages other than English?

- A. Yes, eTrust SCM is available in the following ten languages: English, French, Italian, German, Spanish, Japanese, Brazilian Portuguese, Traditional Chinese, Simplified Chinese and Korean.

### Q. What if I have already purchased eTrust Antivirus from CA?

- A. CA has an easy migration path for eTrust Antivirus customers to upgrade to the SCM Suite which includes eTrust SCM at the gateway and eTrust Antivirus for desktops, servers and PDAs.

## Frequently Asked Questions

### Q. What is the return on investment of using eTrust SCM vs. implementing point products?

A. When compared with the costs of licensing, implementing, and maintaining multiple point products over a five year period, eTrust SCM solution offers extraordinary value by way of a lowered total cost of ownership. This is due in large part to CA's single pricing strategy. In addition, using fewer staff and resources to manage the software, enable you to free up critical budgets for other high-priority projects.

### Q. How does your integrated solution compare with best-of-breed products?

A. eTrust SCM includes best-of-breed options for antivirus, anti-spam and web URL filtering functionality all part of an integrated suite from a single vendor.

### Q. Does eTrust SCM affect my browsing performance and response times?

A. No. eTrust SCM provides your system administrators with powerful tools to monitor and fine-tune a security plan that meets your specific security and performance needs.

### Q. Can eTrust SCM protect against viruses and worms?

A. Yes. eTrust SCM offers comprehensive antivirus scanning and scans SMTP attachments and HTTP/FTP downloads. With regard to HTTP/FTP downloads eTrust SCM scans for malicious mobile code, such as Java applets and ActiveX. eTrust SCM extracts compressed files for worms and virus detection, and strips infected attachments from emails.

### Q. Does eTrust SCM help prevent spyware downloads and phishing attacks?

A. Yes. eTrust SCM provides an added layer of security by preventing employees from unknowingly accessing malicious sites that contain or distribute spyware. By protecting against these threats, your IT department is able to focus on strategic business initiatives.

### Q. Can eTrust SCM reside on the same machine as a mail server, such as Microsoft Exchange?

A. Yes. eTrust SCM can be configured to reside on the same machine as Microsoft Exchange as well as eTrust mail servers in environments with a small number of users. We generally recommend that eTrust SCM is on a separate server than that used for mail for most environments.

### Q. Is this a server-based or client-based spam filtering solution?

A. eTrust SCM contains software that runs on a gateway server to perform the spam filtering. The eTrust SCM Suite

also includes everything in eTrust<sup>®</sup> Antivirus — gateway, groupware, server, desktop and PDA.

### Q. Does eTrust SCM scale for large enterprises?

A. Yes, eTrust SCM is a scalable enterprise solution we have large enterprise deployments that we can provide as references.

### Q. Who makes the determination on what is spam?

A. The administrator can set a global policy for defining spam. A user can change that policy for their own email, if the administrator wants to allow the user to manage their own email. The administrator may choose not to allow this feature to be active.

### Q. If a customer already has eTrust Antivirus will they need to uninstall these products?

A. No, eTrust Antivirus customers who migrate to the eTrust SCM Suite which includes the latest release of eTrust Antivirus, will not need to uninstall existing eTrust Antivirus software on desktops, laptops, PDAs, servers or groupware (Microsoft Exchange and Lotus Notes/Domino). Updates in the eTrust SCM Suite, if any, will be installed in addition to or on top of existing antivirus software on desktops, servers and PDAs.

### Q. How does eTrust SCM handle failover and high availability?

A. eTrust SCM can be configured to forward email to multiple email servers. High-availability and load balancing solutions can also be used in conjunction with eTrust SCM. These are available through our partners.

### Q. How is eTrust SCM different than other solutions currently available?

A. eTrust SCM is an integrated, comprehensive, cost-effective, content management software solution from one vendor which addresses virtually every content security issue facing an enterprise today. By and large, the solutions in the market today are point products that require separate installations and management. These point products pose several problems to customers, including lack of integration, rising costs and multi-vendor management.

### Q. How can I get additional information about eTrust SCM?

A. For more information about eTrust SCM, please call 1-800-875-9659, visit [ca.com/threatmgmt](http://ca.com/threatmgmt) or email [SCMinfo@ca.com](mailto:SCMinfo@ca.com).

