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# Manage Symantec Hosted Endpoint to Pax8 Partners

## Partner Management Console(PMC) Setup

This Guide will walk you through the “My Partner Provisioning-Symantec Section” of the Pax8 Command Console. In addition, you will learn how to create your own Partner Management Console(PMC) and how to import your customers for management purposes. For more information about the Partner Management Console please see the [Symantec Endpoint Partner Console PMC Administrators Guide.pdf](#)

### In this guide..

- ✓ My Partner Provisioning
- ✓ Partner Management Console (PMC) Setup
- ✓ Adding accounts to your PMC

## My Partner Provisioning

Navigate to [www.mycommandconsole.com](http://www.mycommandconsole.com) and log in as the (1) “Partner Primary Admin”. (2) Hover over “Settings” tab and select “MY PARTNER PROVISIONING”

The screenshot displays the Pax8 Command Console interface. At the top, the Pax8 logo and 'Command Console' text are visible. A user profile dropdown shows 'Partner Primary Admin' with a 'view' link and a 'Back to original role' button. The main navigation bar includes tabs for DASHBOARD, ORDERS (with a notification badge), BILLING, ACCOUNTS, CATALOG, RESOURCES, SETTINGS, and HELP. The 'SETTINGS' tab is active, and its dropdown menu is open, showing options like VIEW NOTIFICATIONS, MANAGE PROMO CODES, MY PARTNER PROFILE, MY PARTNER PROVISIONING (highlighted with a red box and a '2' in a red circle), MANAGE ROLES, MANAGE USER DEFAULTS, and MANAGE CUSTOMER USERS. The main content area features a 'Partner Account Setup Required' section with a red banner and a list of accounts: MaaS360 and Infracore. Below this, there are two charts: 'Partner Sales Metrics' and 'Daily Sales - Recurring Revenue (MR)'. The 'Daily Sales' chart shows a line graph with data points from 7/9 to 7/22.



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Select the Symantec Tab.

The screenshot shows the Pax8 Command Console interface. At the top, there's a header with the Pax8 logo, the text "Command Console", and a "Partner Primary Admin View" button with a "Back to original role" link. Below the header is a navigation bar with icons and labels for DASHBOARD, ORDERS (with a blue notification bubble), BILLING, ACCOUNTS, CATALOG, RESOURCES, SETTINGS, and HELP. The main content area is titled "[Redacted] - Partner Shell Accounts". Below this title is a tabbed interface with four tabs: "About", "Maas 360", "Infrascale", and "Symantec". The "Symantec" tab is selected and highlighted with a red border. The content under the "Symantec" tab includes three paragraphs of text explaining how to set up partner shell accounts for Symantec products, how customers are provisioned, and the importance of setting up a partner shell account before provisioning customers.

1.This is your [www.clients.messagelabs.com](http://www.clients.messagelabs.com) information. 2. This is your Client ID/Username allowing you to access the Email and Web Management console, [www.clients.messagelabs.com](http://www.clients.messagelabs.com) 3. Select "Endpoint Management Console", the Endpoint Management Console is also called the Partner Management Console(PMC) this console is where you can manage your Endpoint accounts only.

**[Redacted] - Partner Shell Accounts**

About Maas 360 Infracore Symantec

**1**

**Your Symantec partner account**

Technical Contact First Name  
[Redacted]

Technical Contact Last Name  
[Redacted]

Technical Contact Email Address  
[Redacted]

Account Number: [Redacted]  
Account Code: **ABC1234**

Specify where to provision your customer accounts

**Current Status:** provisioning under your shell

[Change to provision under Pax8](#)

Symantec web sites

**2** • [Email and Web Management Console](#) - Username: **ABC1234**

**3** • [Endpoint Management Console](#) - Username: [Redacted]

## Creating an Endpoint Management Console

After following #3 from above you will be redirected to <http://manage.symanteccloud.com>.

You will need to select "Sign up Now" if you have not already created a PMC. **NOTE: A PMC console is not automatically created for you by Pax8, you will need to manually create your own personal PMC**

**Partner Management Console**

Email

Password

[Sign In](#) ☐ Remember me

[Forgot your password?](#)

Don't have an account? [Sign up now](#) [Learn More](#)



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## Manage Symantec Hosted Endpoint to Pax8 Partners

Fill out the Partner Signup form, and select submit.



### Partner Signup

Welcome to the signup page.

The Partner Management Console allows you to deliver better service to more customers quickly and easily. It is free to all Symantec partners – no trial needed.

Please complete this form as accurately as possible, avoiding the use of special characters. Incorrect or incomplete data may result in a manual review of your application and delay processing. Start now!

#### Login Information

Email Address

New Password

Confirm Password

#### Company Information

Company

Address

Country

Please select your country ▼

State or Province

Select State ▼

City

ZIP or Postal Code

#### Contact Information

First Name

Last Name

Work Phone

#### Validation



## Importing Existing Customers into the PMC

Go back to <http://manage.symanteccloud.com> and log in using your new credentials you just created.

Select the “Customers” tab.

**Partner Management Console**

Home Customers Reports Alerts Administration

Welcome, [Redacted]  
Last Updated Thursday, July 23, 2015 9:20:16 AM

Display: All Customers

**My Profile**

Partner Name: PAX8  
Member Since: Tuesday, April 30, 2013  
Total Installed: None

**My Account** ([Manage My Account](#))  
Endpoint Protection

**Total Customers**

- 1 Partner Managed
- 0 Customer Managed
- 1 Co-Managed

**Product Usage Summary**

Endpoint Protection - 0 Seats

- 0 paid customers
- 0 trial customers

**Quick Tasks**

- + Add a customer
- + Activate a Product or Trial
- + Manage the customer's product
- + Most recent MSP Executive Summary Report
- + Most recent Service Utilization and Billing Report
- + Activate a serial number
- + Offline computers

**Product Deployment**

Filter By: Last 7 days | Endpoint Protection

Product	Count
Endpoint Protection	0



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Select "Import Existing Customer".

The screenshot shows the 'Partner Management Console' interface. On the left, under the 'Actions' section, the 'Import existing customer' link is highlighted with a red box. The main area displays a table of customers. The first row is for 'PAX8' with a 'Co-Managed' type. The second row is for a customer with a redacted name and a 'Partner Managed' type. The table has columns for Customer, Type, Alerts, Products, and Used/Capacity. Below the table, it shows 'Displaying 10 rows per page' and '1 of 1'.

Customer	Type	Alerts	Products	Used/Capacity
★ PAX8	Co-Managed	No alerts	No Products	No Products
[Redacted]	Partner Managed	No alerts	No Products	No Products

Enter the Unique email address that was used to create the customer you are trying to import. Select "Send"

The screenshot shows the 'Import Customer' dialog box. The 'Send Import Request' section contains the text: 'Please enter the email address of the customer you wish to import. You will get a confirmation email of the customer action.' Below this, the email address 'customeralias@partnercompanydomain.com' is entered in the text field, and the 'Send' button is highlighted with a red box. The 'Request Status' section shows a table with columns: Requested At, Email, Status, and Updated At. The table is currently empty, displaying 'There is no data.' at the bottom. A 'Close' button is located at the bottom right of the dialog.

Requested At	Email	Status	Updated At
There is no data.			





After selecting “Send”, log into the email box and approve the import to under your PMC.

## Logging into a customer account from the PMC

Click the customer link. For this example we selected PAX8.

The screenshot shows the Partner Management Console (PMC) interface. The top navigation bar includes links for Home, Customers, Reports, Alerts, and Administration. The main content area is titled "Customer" and features a search bar and a table of customers. The table has columns for Customer, Type, Alerts, Products, and Used/Capacity. The first row, labeled "★ PAX8", is highlighted with a red box. The second row is labeled with a blacked-out customer name. The table also includes a "Displaying 10 rows per page" indicator and pagination controls.


Customer	Type	Alerts	Products	Used/Capacity
★ PAX8	Co-Managed	No alerts	No Products	No Products
[Redacted]	Partner Managed	No alerts	No Products	No Products



You will now be viewing the customer's details. To log in as the customer navigate to the bottom of the page and Select "manage customer"

### Product Entitlement

Activate a Product or Trial

 Symantec Endpoint Protection Small Business Edition  
Usage: 0 licenses

Serial Number	Type	Capacity	Time Remaining	Start Date	End Date	Action
There are no products subscribed.						

### Customer Information

#### Company Information

Company Name

Address1

Address2

City

State or Province

ZIP or Postal Code

Country

Edit Address

#### Contact Information

Contact Name

Email Address

Phone Number

Language

Time Zone

Daylight Saving

Password

Reset Password

#### Management Status

Management Type

Co-Managed

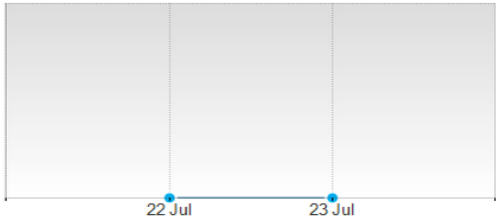
Manage Customer

### Endpoint Protection

Protected Endpoints	0	Disabled Endpoints	0
Total Detections	0	Endpoint Out-of-Date	0
Risks Blocked	0	Quarantined Items	0

### Endpoint Protection Deployments

Filter by Last 24 hours



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Selecting “manage customer” will log you into the customer’s Endpoint account at  
<http://www.hostedendpoint.spn.com>

The screenshot shows the Symantec Endpoint Protection Small Business Edition dashboard for a customer named PAX8. The interface includes a navigation bar with links for Home, Settings, Subscriptions, and Support. The main content area is divided into several sections:

- Computer:** Displays Computer Health with three status indicators (0% for each) and a green checkmark stating "There are no computers at risk."
- News Alerts:** Lists two alerts regarding Windows 10 updates, with the most recent dated Wednesday, July 22, 2015.
- Services:** Indicates that the user is not subscribed to any services, with a link to "Add Licenses."
- Symantec ThreatCon:** Shows a threat level of "Level 2: Elevated" and provides details about a scheduled patch update for July 2015, covering vulnerabilities in Microsoft Windows, Office, VBScript Engine, JScript9 Engine, SQL Server, Hyper-V, and others.
- Quick Tasks:** Includes a link to "Buy Additional Subscriptions."

For more information about the Partner Management Console please see the  
[Symantec Endpoint Partner Console PMC Administrators Guide.pdf](#)