

Cyberoam EOL Questions

Why is Sophos accelerating the Cyberoam EOL?

We have a responsibility to protect our customers with the most powerful and advanced cybersecurity and migrating Cyberoam customers to XG Firewall enables us to defend our customers with the latest and greatest innovations.

What action does my customer need to take before March 31, 2021?

This will depend on the customer scenario. See below for further information.

Customer Appliance	Customer Software	Action to take before March 31, 2021
CR (iNG or other)	CROS	Upgrade HW to XG + SW to SFOS
CR (iNG or other)	SFOS/XG Firewall	Upgrade HW to XG
XG Series	SFOS/XG Firewall	No action required

What incentives are available for customers?

The existing promotions listed below are valid through March 31, 2021 and will enable customers to get a new XG Series appliance for free if they purchase, upgrade, or renew their software subscription to an XG version.

Qualifying Deal	Offer	Promo Code
NEW! Sell one year FullGuard Plus subscription for an equivalent (or one step up) XG Model	Free XG Appliance	EOL_CR_1_FGP (link to the Cyberoam appliance in your quote)
NEW! Sell two year FullGuard Plus subscription for an equivalent (or one step up) XG Model	Free XG Appliance and extra year of FullGuard Plus	EOL_CR_3_FGP (link to the Cyberoam appliance in your quote)
Sell three year FullGuard subscription	Free XG Appliance	CR_XG_UPG_3_FG

Which Cyberoam appliances are affected by this news?

This announcement applies to all Cyberoam products that have not already reached their EOL date. Please consult the Cyberoam EOL page for details (<https://cyberoam.com/endoflife.html>).

What if my customer has already renewed and their subscription terms go beyond the EOL date, will the support date for their iNG appliance be extended?

If a customer has subscription terms which go beyond the EOL date, they can transfer them over to their new XG Series appliance when migrating. You can use the above promos to help them with their refresh.

Support and RMAs will not be extended beyond the EOL date for any appliance. It is not enough to just upgrade to SFOS on a CR appliance as the appliance will be EOL and so no longer supported. We realise that the new dates are challenging, however, we ask that you support our strategic efforts to move customers over to XG to give them the best protection we have to offer.

Only in very exceptional circumstances will a compensation by Sophos considered. If offered, calculated allowances will be made for purchases of any Sophos product for customers who term is past the EOL date. Allowances are calculated using the MSRP of the remaining term past EOL date.

Can I still take orders for XG Firewall/SFOS subscriptions for Cyberoam appliances?

No, all subscriptions for CR appliances are now end-of-sale and can no longer be ordered.

What if my customer can't upgrade their Cyberoam appliance right now and will only be able to do so at a later date - will their appliance stop working?

The Cyberoam hardware appliance will continue to function but only with very limited capabilities.

Details:

- URL categorization and web policies will no longer function
- Pattern updates will no longer be received but IPS, AV, and App services will continue to function (except on the 10iNG) with prior patterns unless the device is RESET in which case a signature pack will not be downloaded and these services will no longer function
- Subscriptions continue to remain active until expiry date
- VM firewall devices will be deactivated 30 days after EOL date of 31 March 2021
- License migration to SFOS will no longer work seamlessly
- SFOS running on a CR device will continue to work but is not supported

We urgently recommend that customers upgrade to XG hardware as soon as possible to remain protected, continue to receive support, and be eligible for RMA.

FREE migration support

Your Sophos team is here to help you migrate your Cyberoam customers to XG Firewall. The Sophos Presales Desk supports all types of migration efforts from software and license updates to full hardware replacements with new XG appliances. Contact via Chat or at presalesdesk@sophos.com

Sophos Technical Support provides one hour of telephone or web-based support for all Cyberoam customers and partners.