



Sophos EDR 3.0 Known Issues

April 29, 2020

Live Discover			
ID	Issue	Details	Notes
CESG-12134	Telemetry filter options not working	When selecting filters for the Telemetry accordion in Live Discover the appropriate devices are not filtered	
CESG-12133	Query Results over 1 MB are rejected without error	When returning a large result set the amount of data can exceed 1MB. When this happens the result is rejected by Central and no error is displayed.	The size limit will be increased prior to GA and if a query exceeds the size limit an error will be displayed. Try setting a LIMIT (Some number of rows) to the query to work around this during EAP
CESG-12033	Device Selection accordion, sorting IP Address	When sorting by IP Address the displayed IP Address for devices with multiple IP's is not used in the sort criteria	
CESG-12155	Sorting query results may clear all results for a specific query	When sorting query results the displayed results may be cleared when running the 'Special permissions added to user logons' query	
WINEP-26700	Message Relays not officially supported for the first stage of the EAP	Where Message Relays are receiving large numbers of connections from endpoints behind devices performing Network Address Translation, we have seen intermittent issues with those endpoints returning Live Discover results	
CESG-12156	Export button not activated or not functioning with Microsoft Edge or IE browser	When using the Microsoft Edge or Internet Explorer browser, the Query and Telemetry results Export buttons are either not activated or not functioning	
CESG-12157	Drop downs on Query selection page hidden when using Internet Explorer	The 'All OS types' and 'All Performance types' drop downs get hidden behind the table on the Query selection page when using the Internet Explorer web browser	
	Error codes shown in telemetry are incomplete	We are aware these details are insufficient and truncated and are working to address.	

Live Response

ID	Issue	Details	Notes
CESG-12376	Copy and Paste shortcuts not working	Ctrl -> c to copy and Ctrl -> v to paste does not work in Windows Endpoint and Server Live Response terminals.	Copying and pasting using mouse right click does work.
WINEP-24399	Message Relays not officially supported for the first stage of the EAP	Live Response connections are not supported on devices using Message Relays	
WINEP-26873	Connections through authenticated proxies not supported for the first stage of the EAP		
WINEP-27014	Connections through unauthenticated proxies using per protocol definitions not supported for the first stage of the EAP		
	Some browsers may block Live Response pop up from opening when attempting to start a session		

General Issues

ID	Issue	Details	Notes
CESG-11902	Non Intercept X accounts joining the EDR 3.0 EAP do not set EDR options correctly	When joining an endpoint or server to the EAP, if the device is part of an Endpoint Advanced license without Intercept X the threat policy does not correctly enable policy controls.	Under Remediation the option to 'Enable Threat Case Generation' and 'Allow Computers to send data on suspicious files, network events and admin tool activity to Sophos Central' should be enabled