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Sophos UTM 9 and XG Firewall Migration

Frequently Asked Questions

What is the difference between SG and XG?

As you know, Sophos SG Series appliances with UTM 9 firmware are our leading and award-winning Unified Threat Management (UTM) platform. Sophos UTM has a long and successful history that extends back several years. We will continue to develop and support this platform. You can learn more about Sophos UTM 9 and the SG Series and what makes them so great **here**.

Sophos XG Firewall, is our new firewall platform, that combines some of the great technology from UTM 9 with a variety of new technology including support for the new Sophos Security Heartbeat™, a new user interface, improved user-based policies and reporting, and much more. It comes pre-installed on XG Series appliances but you can also upgrade your SG Series appliances (more on that below).

You can learn more about Sophos XG Firewall here: **UTM** or **Next-Gen Firewall**.

What's the difference between the SG Series and XG Series hardware appliances?

SG Series appliances come pre-installed with UTM 9 firmware. XG Series appliances come pre-installed with XG Firewall firmware. Otherwise, the hardware specifications are identical.

Can I migrate from UTM 9 to the new XG Firewall?

Yes. As a Sophos UTM 9 customer with a valid license, you are entitled to migrate to XG Firewall when the timing is right for you. We strongly urge customers to be patient and wait for the automated migration tools as it will provide the best experience.

As an existing UTM 9 customer wishing to upgrade what should I do?

We suggest all UTM 9 customers spend some time to get familiar with the new XG Firewall utilizing the free trial option while patiently awaiting the migration tools to make the transition as seamless as possible.

Do I have to migrate from UTM 9 to XG Firewall?

No. While we are confident that most Sophos UTM 9 customers will want to take advantage of many of the great new features and benefits of XG Firewall over time, there is certainly no rush, and you don't have to migrate if you don't want to.

Will you continue to develop and support UTM 9?

Yes. Sophos UTM 9 will see continued development and support with a couple of new releases already in the planning stages.

Will the new XG Firewall firmware run on my existing hardware or virtual environment?

Sophos XG Firewall runs perfectly on all Sophos SG Series hardware appliances, as well as the same Intel compatible hardware and the same virtual environments as UTM 9. XG Firewall is not currently compatible with Amazon Web Services, but we plan to add support for AWS and Azure cloud deployments soon.

Customers with UTM Series or ASG Series hardware (prior to the SG Series) interested in migrating to XG Firewall should talk to their Sophos Partner about doing a hardware refresh to one of the XG Series that come pre-installed with XG Firewall.

When can I migrate from UTM 9 to XG Firewall?

We strongly recommend that customers wait until the migration tools are available. This will ensure a smooth migration. We recommend working with your preferred Sophos Partner to plan your migration when the time is right.

Is there a license fee associated with migrating?

No. Sophos is pleased to enable you to switch your license from UTM 9 to XG Firewall at no extra charge.

What are the various migration phases and tools available?

In order to make migration as smooth as possible, we are developing a series of migration tools that will be rolled out in phases following the launch of XG Firewall. Watch the **Sophos Corporate Blog** for migration news, tools, and help or **contact your Sophos Partner**.

Here are the migration phases:

Migration at Launch: While we strongly encourage existing customers to wait until Phase 1 or 2, early adopters who wish to migrate to XG Firewall following launch can do a manual migration. There will be no migration tools available during this phase so you will be setting up and configuring your XG Firewall from a fresh install.

Phase 1 Migration: is in planning and we anticipate being able to offer beta migration tools by mid-2016. The process will involve manually taking a backup of your UTM 9 device and uploading it to the Cloud Migration Service for conversion, making necessary adjustments, and then exporting it as a configuration for XG Firewall.

Phase 2 Migration: is planned to coincide with an update to XG Firewall in mid-2016. It will enable UTM 9.4 customers to use an option in Webadmin to initiate a migration adding some automation and less manual process with options to retain some quarantine items.

Phase 3 Migration: Later in 2016 we plan to simplify the migration process further with support for multiple device migration and more automation.

Are there UTM 9 features I need that are not in XG Firewall?

There are a few feature gaps you should be aware of. If you are dependent on any of these features, you will want to wait until the gaps are closed in a subsequent release of XG Firewall. Watch the **Sophos Corporate Blog** for XG Firewall updates and news.

Here are the most significant initial feature gaps:

‣ Multi-node clustering of 3 or more appliances is not supported initially
  (two appliance clustering for Active-Active or Active-Passive is supported)

‣ Clustering of "w" (integrated wireless) models is not supported initially

‣ Site-to-Site RED Tunnels are not supported initially
  (RED devices are fully supported in XG Firewall but not RED tunnels between firewalls)

‣ A couple of Advanced Web Protection features are not supported initially including block page override using a password and category-based quota time policies (global quotas are supported)

‣ Two-Factor Authentication is not supported initially

‣ Sophos Mobile Control integration is not supported initially

‣ Sophos Endpoint Deployment and Management from within the UTM is not supported (customers are encouraged to switch to Sophos Cloud Endpoint to take advantage of Security Heartbeat™)

Can I centrally manage both UTM 9 and XG Firewall with the new Sophos Firewall Manager?

Sophos UTM Manager (SUM) is the centralized management platform for UTM 9 and is still supported for managing multiple UTM 9 devices. It cannot manage XG Firewall devices.

Sophos Firewall Manager (SFM) is the new centralized management platform for XG Firewall. It cannot manage UTM 9 devices and therefore, if you plan to run a mix of UTM 9 and XG Firewall devices, you will need both SUM and SFM for centralized management respectively.

Can I centrally report on both UTM 9 and XG Firewall with the new Sophos iView?

Yes. The new version of Sophos iView can provide consolidated reports for UTM 9, XG Firewall, and CyberoamOS devices.

How can I take advantage of the new Security Heartbeat™?

Sophos Security Heartbeat requires both Sophos XG Firewall and Sophos Cloud Endpoint. **Learn more about Security Heartbeat**.

Where can I get further information?

Please contact your Sophos Partner should you have any further questions and monitor the **Sophos Corporate Blog** for ongoing news and updates related to your Sophos products. You can sign up for the Sophos Blog newsletter by entering your email address in the sign-up field in the upper right corner of the blog homepage. You can also sign up for our RSS feed.

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