

SOPHOS PRODUCT END OF SALE / END OF LIFE

Frequently Asked Questions

1. What does End of Sale (EOS) mean?

The End of Sale (EOS) date is the last date that the product will be generally available for purchase. Existing customers can continue to renew and/or add licenses and/or support subscriptions up through the End of Life (EOL) date but the subscriptions may not extend beyond the EOL date. Sophos will continue to provide support, security updates, and critical bug fixes for existing customers in accordance with its standard policies up through the EOL date.

2. What does End of Life (EOL) mean?

The End of Life (EOL) date is the final date that Sophos will support and maintain the product. After that date, no further development will take place, including security hotfixes. Products licensed on a subscription basis will cease to function on the EOL date. Products licensed on a perpetual basis will continue to function, but support and maintenance will not be available, therefore it is recommended that you upgrade to Sophos' next-generation (next-gen) products.

3. Can I renew my license and/or support subscription if the renewal date occurs before the End of Life (EOL) date?

Existing customers may renew license and/or support subscriptions for term lengths up through the announced EOL date. However, we encourage you to migrate to Sophos' next-gen products where a migration path is offered and Sophos Central since they offer better protection and a broader feature set. To learn more about the applicable migration paths for the EOS/EOL products, please visit the [Product Lifecycle Page](#).

4. What is Sophos Central?

Sophos Central is a cloud-based unified console for managing all your Sophos products from a single interface. To learn more about Sophos Central, please visit the [Sophos Central Page](#).

5. How does the protection in the next-gen Sophos Central-managed products compare to the EOS/EOL products? What are the benefits of migrating?

While some of the features may differ between the EOS/EOL products and next-gen Sophos Central-managed products, the next-gen Sophos Central-managed products provide better overall protection. In addition, Sophos can deliver new features and functionality in the cloud more rapidly without requiring you to perform any manual updates or upgrades. This means you will be able to stay up to date with the latest protection more easily.

6. Can I request an extension of the End of Life (EOL) date for an EOS/EOL product?

Extensions to the EOL date will not be granted.

7. What options are available to me if my current license and/or support subscriptions run past the announced End of Life (EOL) date?

Your existing license and/or support subscription will continue up through the EOL date. Sophos strongly encourages customers to migrate to the Sophos next-gen migration product before the EOL date. You can contact your [local Sophos sales partner](#) to discuss additional options, including a mid-term subscription upgrade to the migration product. For products that do not have a migration path, please contact your [local Sophos sales partner](#) to discuss your options.

8. I would like to migrate to a Sophos next-gen product. How do I do that?

Please let your local partner or Sophos representative know that you are interested in migrating to a Sophos next-gen migration product. Sophos will continue to support your existing license and/or support subscription through your active subscription term or until the EOL date, whichever occurs first. The transition to the migration product must occur before the EOL date. Early notice to Sophos of your intention to migrate will give you more transition time. If you migrate, Sophos will provide you with a license for the legacy product or support subscription for the same number of users as the migration product, which will terminate at the end of the migration product subscription term or on the EOL date, whichever occurs first.

9. Can I ask for assistance with the product migration?

Sophos offers professional services to assist with the product migration. For details on [Sophos Professional Services](#), visit our professional services web page. You can also contact your [local Sophos sales partner](#) to discuss additional options.

10. Does Sophos provide technical documentation to help me perform the migration myself?

Yes. Sophos offers a wide range of resources to assist customers with product migrations, including technical documentation, community forums, and best practices. To get started, visit our [Product Lifecycle Page](#) and [Online Support Site](#).

11. I have purchased a product bundle. All the products in the bundle are transitioning to End of Sale/End of Life, but not all have a migration path. Will the products without a migration path continue to function after EOL and can I get support for them?

All products within a bundle licensed on a subscription basis will cease to function on the EOL date and will no longer be supported or maintained. For products that do not have a migration path, please contact your [local Sophos sales partner](#) to discuss your options.

12. How do features and functionality of my current product compare to the next-gen migration product?

For questions related to the features and functionality of the next-gen migration product, please refer to the specific product/service page on [Sophos.com](#) for detailed information.

United Kingdom and Worldwide Sales
Tel: +44 (0)8447 671131
Email: sales@sophos.com

North American Sales
Toll Free: 1-866-866-2802
Email: nasales@sophos.com

Australia and New Zealand Sales
Tel: +61 2 9409 9100
Email: sales@sophos.com.au

Asia Sales
Tel: +65 62244168
Email: salesasia@sophos.com