MyUTM User Guide

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What is MyUTM?

MyUTM is your personal licensing portal for managing Sophos UTM licenses. It is also used for delegation and handling of user accounts, working with the free Sophos UTM Manager key everyone is entitled to, retrieving your personal home use key for UTM, and various other minor functions.

How do I log in to MyUTM?

In your browser open https://myutm.sophos.com and log in with your existing MyUTM/ MyAstaro credentials. If you do not have an account, you can register at the bottom of the page under "Create a New MyUTM Account."

I'm logged in, what can I do?

First, have a look in the top right area. You will see three areas you can access in MyUTM—— Overview, Account Management and License Management.

What's the Overview section?

This section acts as a dashboard and prominently shows licenses nearing expiry or which might require your attention. There are also some shortcuts for easily creating a new license, viewing the details of an existing license you own, editing your profile and managing accounts, along with some assorted support tools.

You can also edit your own details and completely log out of MyUTM by using the icons on the right in the Login Details section.

What's the Account Management section?

Account Management lets you see your own account details, but is primarily used for managing sub accounts and users. There is a tree structure of all managed accounts you have set up or are entitled to. For example, if you are responsible for various companies and their installations, you can create a detailed hierarchy of these businesses and their license keys.

What are Contact sets?

Contact sets let you save information to re-use across licenses without having to re-enter the same information over and over. For example, if "Rob Doe" is the admin for a company that has five sites, and you as the partner are responsible for that company's organization, you can create a contact set for Rob Doe with all his details and then assign him as the contact for all five installations.

What's the License Management section?

This is the place where you will spend most of your time while in MyUTM. License Management is for editing the parameters and entitlements for your licenses. You can access your main overview of licenses by clicking on License Management in the top right, or drill into a key directly by clicking on it from the Overview page.

As an Account Manager, the display will start by showing the licenses of your own account. If you want to see the licenses of your managed accounts, you can add these licenses by choosing the subaccount via "Click here to change your selection." Click to select/deselect a node, or double-click to select/deselect a whole branch.

How do I create a UTM license?

When purchasing a Sophos UTM appliance (hardware, software or virtual), you will receive an activation key (ACT-XXXXXX), which is used to create the final license within the MyUTM portal.

First, click the shortcut "Create a new license" at the middle of the License Management page. On the upcoming page select an existing contact set for this license or create a new one.

On the next page, paste the activation key into the field and click "submit." On the final page, enter the serial number of your hardware appliance and optionally change the auto-generated license name to a more meaningful name.

You will then be shown an outline of the license you have activated.

If you have purchased any additional subscription, you will have received additional upgrade keys (UPG-XXXXXX), which need to be applied to the license. If you want to activate them now, click on "Apply Upgradekey," enter one key into the upcoming window and click "OK." Repeat this with all keys you want to apply.

After you have created your final license, click on "Download License File" to store the license on your computer and upload it to your UTM appliance afterwards.

How do I create IPSec Client licenses?

Sophos IPSec (SIC) licenses can be purchased in bundles (e.g., a one pack, a ten pack, etc.). You will receive one activation key (ACT-XXXXXX) per pack, which is used to create a single license file.

Once the license has been created, you can download the single file that will contain all the serial numbers and activation codes (not to be confused with a UTM activation key) for the number of clients you have bought. These are required to activate the client.

How do I renew a license?

If you have purchased a renewal for an existing subscription you will have received an upgrade key (UPG-XXXXXX), which needs to be applied to the license. On the license management page select the appropriate license and click on "Apply Upgradekey," enter the key into the new window and click "OK."

You will then be shown an outline of the license with the new subscription terms.

Click on "Download License File" to store the updated license file on your PC and upload it to your UTM appliance afterwards.

Please note:

RENEWAL Upgrade Keys can only be used for extending the duration of an existing subscription by any number of months or years.

RENEWAL Upgrade Keys can not be used for adding a new subscription to a license for the first time.

How do I create my free home user license?

All accounts can create a personal license for home use. To do this, go to the License Management page and click "Create license here" in the Home Use License section to generate your key. Thirty (30) days before your license expires, you can create a new one.

I see a key in the Overview section that says it will soon expire, what do I do?

Click on the license you want to access. This will bring you to the License Management area, which is also accessible anytime by clicking on License Management in the top right of MyUTM. Because you have clicked on a key, you will be brought to that key automatically.

In the Overview section, what else will cause a license to appear under "Needs your attention?"

There are four reasons a license will appear here:

‣ Serial number for an appliance is missing

‣ **"Subscription expires"** – A license has a subscription that is set to expire in the next 30 to 90 days.

‣ **"Subscription expires soon"** – A license has a subscription which is set to expire in the next 30 days.

‣ **"Subscription has expired"** – A license has a subscription which has expired. This notice will clear automatically 90 days after the expiration date, keeping the alerts page from becoming cluttered with subscriptions you might not want to renew.

How can I locate a license from the Overview section?

You can use the dropdown box to increase the number of displayed keys, and/or use the live search in the top right to instantly look through your licenses to locate any text or number. For example, you can search for "acme" or for "404" to look for licenses you control that belong to the Acme Company or for licenses that contain the digits "404."

Once I am looking at the details for an individual key, what can I do?

The License Details page contains many functions you can perform. You can rename the license with a new label and add the serial number of your appliance to the key by hovering over the respective fields and clicking to edit. At the bottom is the actions toolbox that gives you the following abilities:

‣ Serial number for an appliance is missing

‣ **Download License File** – downloads a copy of the license to your computer for uploading into UTM

‣ **Delete License** – expires the key and removes it from your active view

‣ **Change Account** – gives the key to a different owner in your account. Commonly used by a partner to move a key to one of their customers.

‣ **Apply Upgrade Key** – extends the powers of the license by adding time to existing subscriptions or entitlements to new ones.

‣ **Upgrade Cluster Nodes** – extends the powers of the license by trading current time entitlements for the ability to have more active nodes at once. A time-trade statistic will be shown when you select how many active units you would like. For example, upgrading from one active appliance to two active units will reduce the time remaining on the subscriptions by one-half.

‣ **Upgrade Protected IPs** – for software installations only*; this allows you to trade the time remaining on your license for the ability to protect more users at once. A time-trade statistic and calculation figure will be shown when you select how many users you would like to extend your license for.

‣ **Upgrade Appliance Type** – you can upgrade your license to a higher model. (see figure below). For the SG105 and SG115 you can add more features on the same platform by upgrading from BasicGuard to FullGuard.

You can also upgrade your existing UTM appliance license to a newer SG series license. Please see diagram below for possible model upgrade paths.
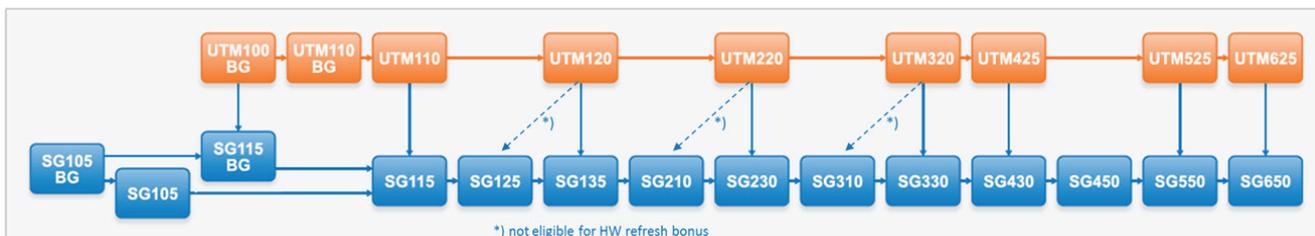
*Note: if you want to upgrade a UTM 120 or higher or any SG model, you will have to exchange your hardware appliance for the new model.

What is the Subscription Management Tool?

This is one of the more powerful tools of MyUTM. Using this tool, you can align the existing subscriptions you have to end on the same date. Once the license has been aligned, you can then choose to trade time remaining on the license for additional subscriptions. The time cost of the subscription varies depending on the subscriptions you have and the remaining days of the key. This value is then calculated against what you would like to add.
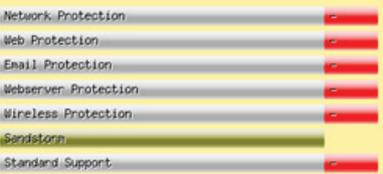
For example, if you have a SG105 with all subscriptions except premium support and Sandstorm which expires in two years and wish to add Sandstorm, it might cost just over a month of "time" to enable such a feature.

All costs are clearly shown, and you have the option to quit without committing to any changes. It is not possible to disable a subscription to extend the validity of others using this tool, nor is it possible to reverse changes made. Be sure to double-check your changes before committing to them.

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