



# Sophos Central Device Encryption Frequently Asked Questions

## Pricing and Licensing

**Q:** Can Sophos SafeGuard Device Encryption customers migrate to Sophos Central Device Encryption?

**A:** Yes, customers can migrate from SafeGuard Encryption to Sophos Central Encryption. At the time of writing Sophos Central Encryption only manages Device Encryption (i.e. full disk encryption), meaning that SafeGuard File Encryption customers cannot be migrated. File Encryption is planned for a future release of Sophos Central Encryption.

**License migration:** A SafeGuard license can be exchanged for a Sophos Central Device Encryption license mid-term. This is a manual process, so please contact sales operations for details and assistance.

**Software migration:** Customers with Sophos SafeGuard 8 or later can migrate devices encrypted by native device encryption (for example Windows BitLocker) to Sophos Central Device Management very easily, with no need to decrypt and re-encrypt any data. Simply remove the SafeGuard client software, install the Sophos Central Device Encryption agent from Sophos Central, and enable the Sophos Central Device Encryption policy. Mac users will be prompted for their login credentials before the migration is complete. A new recovery key will be generated and transferred to Sophos Central for both Windows and macOS users. Please note that devices encrypted by Sophos proprietary full disk encryption technology must be decrypted before the SafeGuard client is removed. Once Sophos Central Device Encryption is installed, the devices can be re-encrypted. Users can continue to use their computers normally during this process.

**Q:** Are Sophos Central Device Encryption licenses calculated per user or per device?

**A:** As with all Sophos Central products, Sophos Central Device Encryption is always licensed per user.

**Q:** How much does the Sophos Central Device Encryption license cost?

**A:** Please see the current price list for your region for the most up-to-date pricing. As a guideline, at 100 users, the launch pricing for Sophos Central Device Encryption is USD 20 per user per year (or USD 40 per user for three years).

**Q:** Can Sophos Central Device Encryption be sold as a stand-alone solution or does it have to be sold together with Sophos Central Endpoint licenses?

**A:** You can definitely sell Sophos Central Device Encryption as a stand-alone solution. There is no need to bundle with any other Sophos Central product.

**Q:** Is there a free trial for Sophos Central Device Encryption?

**A:** Yes. All new customers or prospects that sign up for a free Sophos Central 30-day trial will be able to try all the products and services that are available in Sophos Central, including Device Encryption.

**Q:** How can existing Sophos Central customers try Device Encryption?

**A:** Existing Sophos Central customers can activate a 30-day trial of Sophos Central Device Encryption by clicking **Explore Products** in the Sophos Central Admin navigation bar.

**Q:** Is Sophos Central Device Encryption part of the Sophos MSP offering?

**A:** Yes.

## Platform Coverage and System Requirements

**Q:** Does Sophos Central Device Encryption work on both Windows and Mac?

**A:** Yes, Sophos Central Device Encryption can manage both Windows BitLocker and macOS FileVault encryption in the same admin interface.

**Q:** Does Sophos Central Device Encryption also include Sophos proprietary full disk encryption for customers that do not have BitLocker? For example to use with Windows 7 versions without BitLocker.

**A:** No. Our strategy going forward for full disk encryption is to provide easy-to-use and solid management capabilities for native disk encryption technology like BitLocker and FileVault. Customers who require the proprietary Sophos full disk encryption can buy the SafeGuard Disk Encryption Advanced license, which provides Sophos own full disk encryption technology for Windows 7, in addition to management of BitLocker and FileVault.

## Deployment and Administration

**Q:** Do customers that already run Sophos Central Endpoint Protection have to install an additional agent or client for Sophos Central Device Encryption?

**A:** No. Sophos Central Device Encryption makes use of the same core agent as Sophos Central Endpoint Protection. Customers with Central Endpoint Protection already installed can deploy the necessary software over the air from the Sophos Central Admin interface without any additional installation required on the clients.

**Q:** How does a customer deploy Sophos Central Device Encryption if the Sophos Central Endpoint Protection agent isn't already installed on their computers?

**A:** Since customers don't have to own a Sophos Central Endpoint Protection license to run Sophos Central Device Encryption, they need to deploy a lightweight agent to manage Device Encryption. The deployment workflow uses installers and is similar to all other Sophos Central products.

**Q:** If Sophos Central Device Encryption manages the native device encryption such as BitLocker and FileVault, why is an agent on the computer still needed?

**A:** Along with relaying encryption status and alerts, the agent communicates with the Sophos Central backend to enforce encryption policies and provide recovery capabilities if users forget their PINs or passwords.

**Q:** Where are the customers' encryption keys stored? Can customers host their own key servers locally?

**A:** Sophos Central Device Encryption does not store any encryption keys. Encryption recovery keys are stored in a separate encrypted key storage area of the Sophos Central data store, which may be in the US or in the European Union dependent on customer choice at setup. Future versions of Sophos Central may enable hosting data locally in the customer's own environment.

**Q:** What happens when a license expires (including a trial license) while a computer is still encrypted?

**A:** When a license expires, the ability to access the Device Encryption functionality in the Sophos Central Admin interface will stop. The encryption on all protected devices will continue to be active even though encryption functionality like deployment, policies, recovery and reporting will no longer be available via Sophos Central. If customers no longer want to manage full disk encryption with Sophos Central Device Encryption, they are advised to the device recovery keys for each encrypted device using the standard operating system functions.

**Q:** What happens when users forget their full disk encryption PINs or passwords?

**A:** In addition to the traditional password recovery options like contacting the admin, users can also easily log on and access their recovery keys using the Sophos Central Self Service portal. This lets users get back to work faster without needing to contact the help desk, saving both time and IT resources.

**Q:** Does Sophos Central Device Encryption support Sophos Central's device-based policies?

**A:** Sophos Central Device Encryption supports both user and device-based policies in Sophos Central.