Enhanced support provides the service components described on this page. It's available as follows:

- **Sophos customers** get it if they have the Enhanced Support Plan, valid licenses and, solely with respect to products, paid-up maintenance fees.
- **Sophos partners** get it at no cost if their customers have valid Term licenses, or if they have valid Flex licenses on behalf of their customers.

Software downloads, updates, and maintenance

- Web-based access to the latest scheduled software upgrades, including error correction packages and functionality upgrades
- Web-based access to Sophos malware and spam updates in order to provide rapid protection against the latest security threats

Web self-help support and Support Forums

- Web-based access to our forums
- Comprehensive, searchable knowledgebase
- Customer Resource Centers for each Sophos solution including:
    - “Getting Started and Making the Most of Your Solution” tips and best practices
    - System requirements, start-up guides, and manuals
    - Videos and demonstrations of the Sophos solutions
- Product Upgrade Center with information on new versions, system requirements, and upgrade guides
- Product advisories and security threat information

Access to news subscriptions

- Registration for news and alerts
- General information on security threats and protection strategies through support news bulletins
- Product release information on errors corrected, new features, and installation instructions

- Keep up to date on the latest products news, events, and news via Twitter; follow @SophosSupport

Online Support case management and reporting portal

Unlimited access to the online Sophos Support Portal

- View, open, close, and manage Sophos Support cases
- Access the latest support notifications, advisories, and articles

Remote Assistance Support

- In order to expedite the diagnosis and resolution of Cases, Sophos Support may request remote access to the affected system. In the event that remote access to the affected system is not available, the elapsed time to resolve Cases may be extended. During remote access sessions, the tech support engineer might also request access to items such as diagnostic logs to aid in the investigation.
- Remote access will only be carried out with the express permission of the customer or partner and shall remain under the customer's or partner's supervision and instruction.
- Sophos Support will only use industry-recognized tools such as SSH (Secure Shell), Microsoft Terminal Services, LogMeIn Rescue, or TeamViewer, to enable remote access to the affected system.

Advance Hardware Replacement

If there are any discrepancies, the following legal document prevails over this page's content: Hardware Replacement Policy

Advance Hardware Replacement is available for the following products if they're covered by the required valid and continuous[1] support contract:

- XG and XGS Series appliances
- SG Series appliances
- SD-RED
- Access Points (APX and AP6 Series)
- Sophos Switch

Customers with an active support plan are eligible for Sophos Advance RMA (Return Merchandise Authorization) service. Sophos will make reasonable efforts to ship a

replacement unit to the customer by the next business day if the RMA number is fully processed (the RMA was raised by Sophos Support and the RMA was approved by Sophos Compliance) before the applicable cut-off time. For SLA, cut-off times, and cost, see Hardware Replacement Policy.

This advance replacement service is available for the duration of the purchased support contract. Sophos ships the replacement unit to the customer Monday to Friday, excluding weekends and holidays. The customer is responsible for shipping the device to Sophos, which they do at their own risk.

SG, XG, and XGS Series

Non-HA appliances

License type and OS	Eligibility
Term license for SG, XG, XGS Series on SFOS	Requires Enhanced Support. It's included in Standard Protection and Xstream Protection.
MSP license for SG, XG, XGS Series on SFOS	Requires Xstream Protection or Standard Protection (MSP).
SG running on UTM 9	Requires Premium Support or valid subscription.

HA appliances

HA mode	Primary device	Auxiliary device
Term license for SG, XG, XGS Series on SFOS		

HA mode	Primary device	Auxiliary device
Active-Active	Requires Enhanced Support.	Requires Enhanced Support.
Active-Passive	Requires Enhanced Plus Support.	Only the primary device requires the subscription. Both devices are eligible for Advance Hardware Replacement.
MSP license for SG, XG, XGS Series on SFOS		
Active-Active	Requires Xstream Protection or Standard Protection.	Requires Xstream Protection or Standard Protection.
Active-Passive	Requires Xstream Protection.	Only the primary device requires the subscription. Both devices are eligible for Advance Hardware Replacement.
License for SG on UTM 9		
Active-Active	Requires Premium Support or valid subscription.	Requires Premium Support or valid subscription.

HA mode	Primary device	Auxiliary device
Active-Passive	Requires Premium Support or valid subscription.	Only the primary device requires the subscription. Both devices are eligible for Advance Hardware Replacement.

Access Points, SD-RED, and Sophos Switch

Device	Management Type	Eligibility Requirement
AP6	Sophos Central	Must have an active support subscription.
Sophos Switch	Sophos Central	Must have an active support subscription.
SD-RED 20 and 60[2]	Managed with SFOS devices	The connected SFOS device must have an active Enhanced Plus Support subscription.
	Managed with UTM 9 devices	The connected UTM 9 device must have an active Premium Support subscription.
APX Devices[2]	Managed with SFOS devices	The connected SFOS device must have an active Enhanced Plus Support subscription.
	Managed with UTM 9 devices	The connected UTM 9 device must have an active Premium Support subscription.

Device	Management Type	Eligibility Requirement
	Standalone units	Not eligible for Advance Hardware Replacement.

More resources

- Hardware Warranty Policy
- Sophos Network Security Lifecycle Policy
- Licensing guide

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1. If a support subscription for XGS is purchased more than thirty (30) days after the expiration of either (i) any applicable Warranty Period or (ii) the previous support subscription, the Customer will not be eligible to receive Replacement Hardware during the first three (3) months of the new support subscription ("Waiting Period"), unless reinstatement fees are paid to waive the Waiting Period. ↩
2. For APX and SD-RED, eligibility for Advance Hardware Replacement is limited to a maximum of five (5) years from the date Sophos has processed the order from its channel partner or the End-of-Life date, whichever is earlier. ↩↩