

Astaro Security Gateway V7

Frequently Asked Questions

Release 1.0

Q: *What is new in ASG V7.0?*

A: There are many new features incorporated into ASG V7. Beside the completely re-designed GUI the most important ones are:

- Transparent Email Encryption
- Active/Active Clustering
- SSL VPN
- Instant Messaging and Peer-to-Peer management
- End-User self servicing capabilities

Please refer to the document "What's new in Astaro Security Gateway V7" for a complete list of all new features.

Q: *Are there any licensing changes?*

A: Yes, we made the following changes:

- A 1000 user license has been added for ASG software
- Base Proxy functionality has been moved from the base license to the subscriptions
- Within ASG software the limits for maximum IPs / users are now enforced in the following way:
 - The administrator will get an email notification if the IP limit is reached.
 - At that time new IPs / users will still be accepted up to a maximum of 110% of the licensed number of IPs (grace limit)
 - If the grace limit is reached no more IPs / users will be accepted

Q: *Are there any changes in subscriptions?*

A: Yes, we made the following changes:

- Email and Web Security have been renamed to Email and Web Filtering
- A new Email Encryption subscription has been added to offer transparent encryption, decryption and digital signatures for SMTP mails based on OpenPGP and S/MIME technology.

Q: *How can I test the various subscriptions?*

A: At first installation of ASG V7 the base license as well as all subscriptions will be enabled for a 30 day trial period. Before this period ends customers need to upload a valid license to be able to continue using and managing the product.

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Q: *Are there any changes in maintenance contracts?*

A: Yes, in order to offer everyone the same high level of service, only gold and platinum support will be offered, which includes email, web and phone support. Also, a new offering was added called Platinum Plus. Platinum Plus is an extended offering of Astaro's Platinum support program and is catered to large enterprises which house mission-critical infrastructures and would like a personalized support partnership with Astaro. Platinum Plus will provide customers with a single point of contact, in-depth resources, remote consulting, and onsite support to receive the most personalized and comprehensive services available from Astaro. This service will be priced on a project basis.

Q: *Are there any pricing changes?*

A: Yes, due to the enormous number of new features included we increased the pricing for the email filtering subscription (former email security) by 10%. Furthermore we introduced a new 1000 user license for ASG software which is priced similar to the former unlimited license. In turn the pricing for unlimited licenses and subscriptions have been increased by 25%.

We also removed prices for 2-year subscriptions and maintenance contracts and added 5-year prices instead.

Furthermore the price for ASG 525F has been reduced to the price of the ASG 525.

Q: *How are High Availability (active/passive and active/active) licensed?*

A: Active/passive HA (stand-by mode) is licensed similar as within older version, i.e. for the stand-by unit you only have to buy an additional base license. All subscriptions and maintenance is only needed once for both units.

For the new Active/Active HA clustering solution you have to buy similar licenses and maintenance contracts for each unit within a cluster, either being master, slave or cluster node. The number of IPs supported by the cluster will be similar to the number of IPs supported by each single license.

Q: *Is there still a Home-User license available?*

A: Yes, we will continue offering a Home-Use package for a flat yearly fee. The V7 package will include the base license, all subscriptions and Astaro Up2Date but will be limited to 10 IPs/10 Users, 1000 concurrent connections. Astaro will provide no support to home users and they need to agree to participate in Astaro's Threat Research Network.

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Q: *How can I upgrade from an older version?*

A: As with previous releases Astaro will offer an upgrade option only for ASG appliances by issuing a specific V6 up2date release which includes an "upgrade to V7"-button. For all ASG software installations customers need to make a configuration backup, install the new V7 software and restore the backup. Only backups of release 6.306 and higher can be restored into V7.

All existing Astaro Security Gateway customers with a valid maintenance contract can upgrade to the new version free of charge.

Q: *Are there any specific requirements for the WebAdmin workstation?*

A: Astaro Security Gateway V7 WebAdmin will support the following browser/platform combinations:

MS Windows 2000/XP/Vista

- IE6 or higher (including IE7)
- Mozilla Firefox 1.5 or higher

Linux:

- Mozilla Firefox 1.5 or higher

Mac OSX:

- Safari 2.0.3 or higher
- Mozilla Firefox 1.5 or higher

Other browsers could also work, but might be subject to rendering or JavaScript issues. They are officially unsupported. Java or Flash support is not needed.

As with the new GUI technology much of the GUI processing has been moved from the appliance to the management workstation we recommend using [Firefox](#) on a system with a minimum of 512 MB RAM and a minimum CPU speed of 1,5 GHz. More system performance will increase GUI processing speed significantly.

Q: *Where can I download the new version?*

A: The new version is available at Astaro's official download servers

ftp://ftp.astaro.de/pub/ASL/v7.0/iso_i386/

http://download.astaro.de/ASL/v7.0/iso_i386/

Q: *What are the hardware requirements for the gateway?*

A: Minimum recommendations are a Intel Pentium III 667 MHz, 256MB RAM, 10 GB hard disk drive and above. Best performance results are achieved with Dual Xeon or Athlon, 2GB RAM, 36 GB SCSI 15krpm hard disk drive and above.

For proved hardware components please check our Hardware Compatibility List (HCL) at: <http://www.astaro.com/lists/HCL-ASG-V7.txt>

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Q: *Will the new software be able to run on all existing Astaro Security Gateway appliances?*

A: Yes

Q: *Which Astaro management applications will support ASG V7?*

A: Astaro Command Center V1.3 will support the new software right from the start. Astaro Report Manager will support V7 with the next major release (Q1'07). Astaro Configuration Manager will not support V7.

Q: *Are there any user limitations for the new email encryption subscription?*

A: Yes, for the Astaro Security Gateway Software the same maximum number of users applies as for the base license.

Similarly for Astaro Security Gateway appliances the ASG110 is limited to 10 email encryption users. Licenses on all other appliances are unrestricted.

Q: *Is the end-user portal customizable?*

A: Within the initial version you can customize the text on the start page (beside many other end-user messages that are now customizable within V7).