

SOPHOS

Security made simple.

Sophos Mobile Control User guide for Android

Product version: 4

Document date: May 2014



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1 About Sophos Mobile Control

Sophos Mobile Control is a mobile device management solution for smartphones and tablets. It allows configuration and software distribution as well as security settings and many other device management operations on mobile devices. The Sophos Mobile Control system consists of a server and a client component which communicate through data connections and SMS messages.

Sophos Mobile Control secures corporate data on your mobile device and ensures that your device is compliant with the corporate policy that applies in your company.

With the Sophos Mobile Control Self Service Portal you can register your mobile device with Sophos Mobile Control. In addition, you can remotely locate, lock or wipe your device and reset your password/passcode without having to contact the helpdesk.

Note: The functions available in the Self Service Portal may vary depending on the system configuration according to company policy. Some functions described in this guide may not be available in your Self Service Portal.

2 About this guide

This guide describes how to

- install and set up Sophos Mobile Control on Android devices
- view messages sent by the server on your device
- view compliance violations on your device and in the Self Service Portal
- manually synchronize registered devices with the Sophos Mobile Control server
- lock devices in case of theft or loss
- reset your device password/passcode
- reset devices to their factory settings (wipe) in case of theft or loss
- reconfigure your device if Sophos Mobile Control has been removed from it
- show the location of devices in case of theft or loss
- decommission devices and delete them from the list of registered devices in the Self Service Portal
- reset app protection passwords

Note: The functions available in the Self Service Portal may vary depending on the system configuration according to company policy. Some functions described in this guide may not be available in your Self Service Portal.

3 Login to the Self Service Portal

3.1 First login

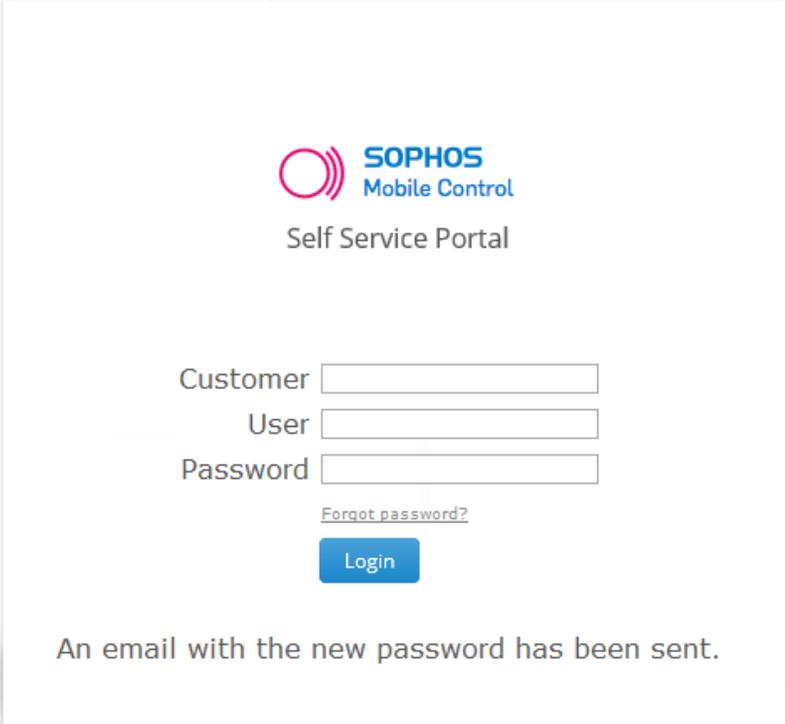
Note: Depending on the system configuration, the first login procedure may differ from the one described in this section. The procedure described refers to users created through Sophos Mobile Control internal user management. If a different user management method is used, you will receive the required login information from your system administrator.

For login at the Self Service Portal you receive the Self Service Portal URL from your system administrator. For the first login you also receive a welcome email with your user credentials and a link for generating a one-time password.

To log in at the Self Service Portal for the first time:

1. In the Self Service Portal welcome mail, click the link for generating a one-time password.

The Self Service Portal login dialog is displayed.



SOPHOS
Mobile Control

Self Service Portal

Customer

User

Password

[Forgot password?](#)

Login

An email with the new password has been sent.

You receive a second email with a randomly generated password.

2. In the Self Service Portal login dialog, enter the user credentials (customer and user) from the Self Service Portal welcome email and the password from the second email.

3. Click **Login**.

You are prompted to change your password.

4. Enter a new password, confirm it and click **Save**.

A message confirms that the changes have been saved. You can now use the new password for login.

3.2 Login

1. Go to the Self Service Portal URL.

The Self Service Portal login dialog is displayed.

2. Enter your **Customer**, **User** name and your **Password** and click **Login**.

You are logged on to the Self Service Portal. The Self Service Portal Welcome page is displayed.

3.3 Password recovery

If you have forgotten your password for logging in to the Sophos Mobile Control Self Service Portal, you can reset it to receive a new password.

1. In the **Login** dialog of the Self Service Portal, click **Forgot password?**

The **Reset password** dialog is displayed.

2. Enter your **Customer** and **User** information and click **Reset**.

You receive an email with a link for resetting your password.

3. Click the link.

The login dialog is displayed with a message that an email with a new password has been sent to you. This second email contains a randomly generated password.

4. Enter the password to log in.

You are logged in to the Self Service Portal and prompted to change your password.

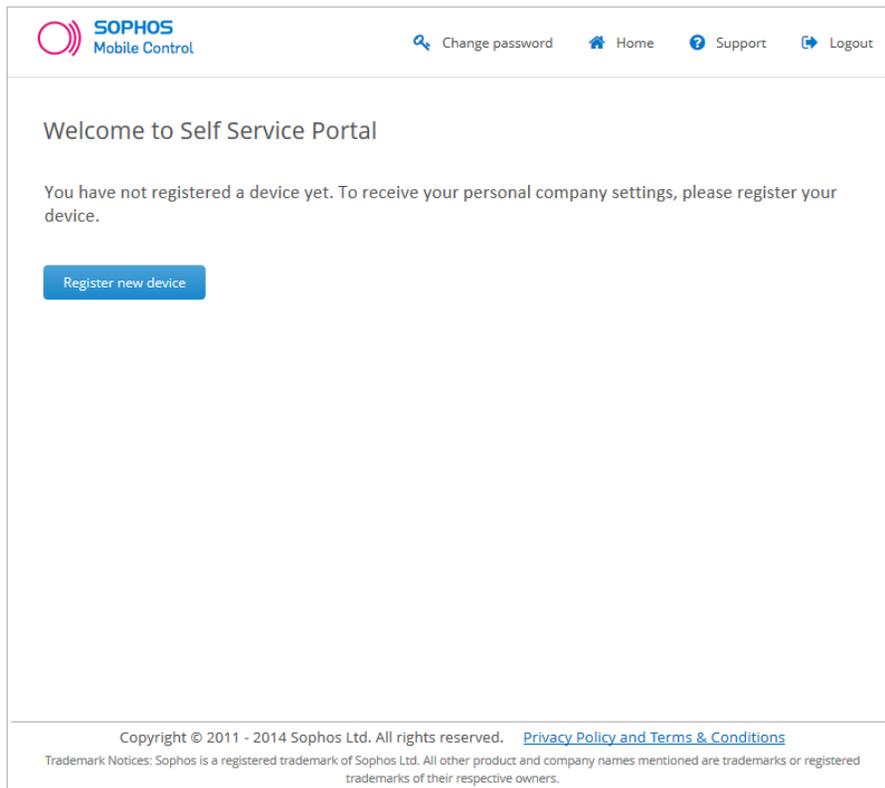
3.4 Logout

To log out from the Self Service Portal, click the blue **Logout** button in the header.

4 Set up Sophos Mobile Control on an Android phone

1. Log in to the Sophos Mobile Control Self Service Portal.

The Self Service Portal Welcome page is displayed.



Note: If other devices have been registered for you, they are displayed in a list on the Welcome page. This list shows all devices you have registered through the Self Service Portal and devices that have been registered for you by your system administrator.

Note: The number of devices you can register through the Self Service Portal may be restricted by company policy. In this case, you cannot register any further devices after the specified number has been exceeded.

2. Click **Register new device**.

The **Company Policy** page is displayed.

3. Read the company policy information, select **I accept the terms** and click **Next**.

4. On the **Select device** page, select **Android** and click **Next**.

SOPHOS
Mobile Control

Home Support Logout

Select device

- Android**
for example Samsung Galaxy devices, Google Nexus devices, HTC Android devices
- Apple iOS**
for example Apple iPhone 5, Apple iPad, Apple iPod touch
- Windows Mobile**
for example HTC Touch, HTC HD 2, Samsung Omnia
- Windows Phone 8**
for example Nokia Lumia 920, Samsung Ativ S, HTC Windows Phone 8S

Back Next

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5. On the **Installation mode** page, select **The installation is done via pc** and click **Next**.

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Installation mode

Please select the installation mode.

The installation is done via pc

The installation is done directly on the appropriate device

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Note: If you are accessing the Self Service Portal on the device you want to install Sophos Mobile Control on, select **The installation is done directly on the appropriate device**. In this case, continue with step 6 in *Set up Sophos Mobile Control on an Android tablet* (section 5).

6. On the **Device information** page, enter the **Phone number** of your device. For easy identification, enter a **Device description**. In the **Owner** field, select **My private device** or **Company device**.

Home Support Logout

Device information

Please enter the phone number of the device. You have to enter the number in international format (for example: +441701234567 for a UK number or +12025551234 for a number in North America). For easy identification, you should name the device (for example John Doe's iPhone).

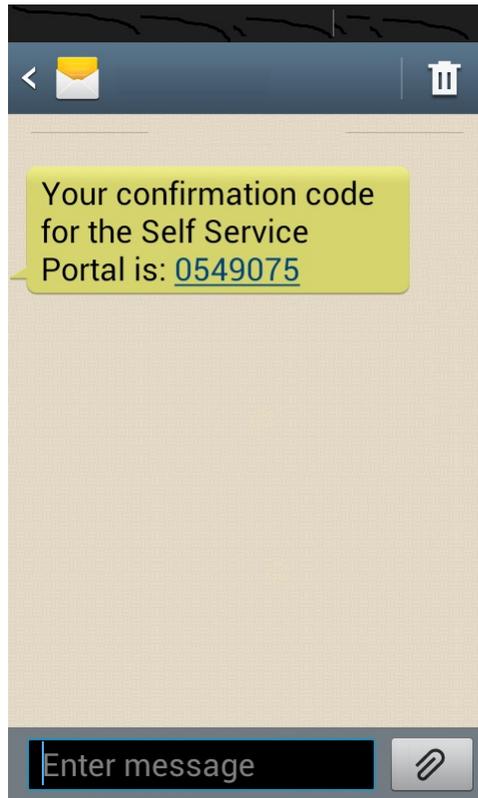
Phone number:
Device description:
Owner:

[← Back](#) [→ Next](#)



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7. After you click **Next** a message with a confirmation code is sent to the phone number you have entered.



In your browser, the **Confirm phone number** page is displayed.

8. On the **Confirm phone number** page, enter the confirmation code.

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Mobile Control

Home Support Logout

Confirm phone number

An SMS with a code has been sent to number **+431111111111**. Please enter the code in the field. If you do not receive an SMS, check the phone number you have entered. With "Back" you can change the phone number.

Confirmation code:

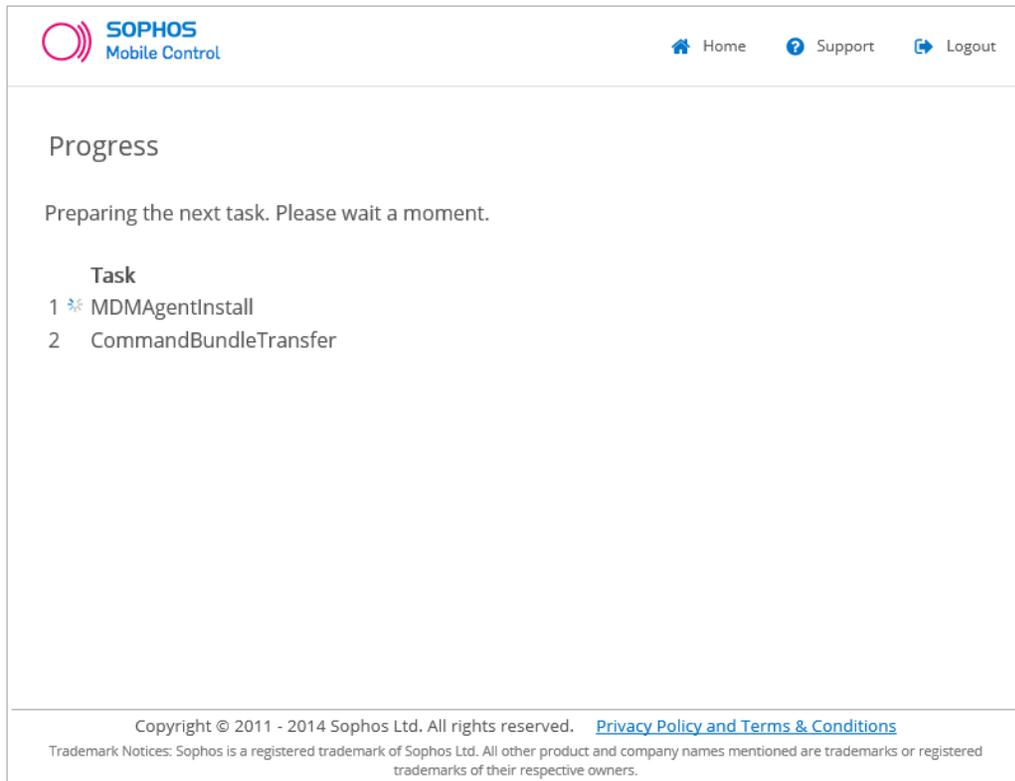
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9. Click **Next** to initiate installation.

A **Progress** page shows an overview on the set up progress. It is followed by a **Progress** page with a short instruction on how to proceed.

Note: In part the installation and configuration process depend on your company-specific configuration, so different tasks may be shown.



The screenshot displays the Sophos Mobile Control interface. At the top left is the Sophos Mobile Control logo. To the right are navigation links: Home, Support, and Logout. The main content area is titled "Progress" and contains the text "Preparing the next task. Please wait a moment." Below this is a section titled "Task" with a list of two items: "1 * MDMAgentInstall" and "2 CommandBundleTransfer". At the bottom of the page, there is a copyright notice: "Copyright © 2011 - 2014 Sophos Ltd. All rights reserved. [Privacy Policy and Terms & Conditions](#)" and a trademark notice: "Trademark Notices: Sophos is a registered trademark of Sophos Ltd. All other product and company names mentioned are trademarks or registered trademarks of their respective owners."

SOPHOS
Mobile Control

Home Support Logout

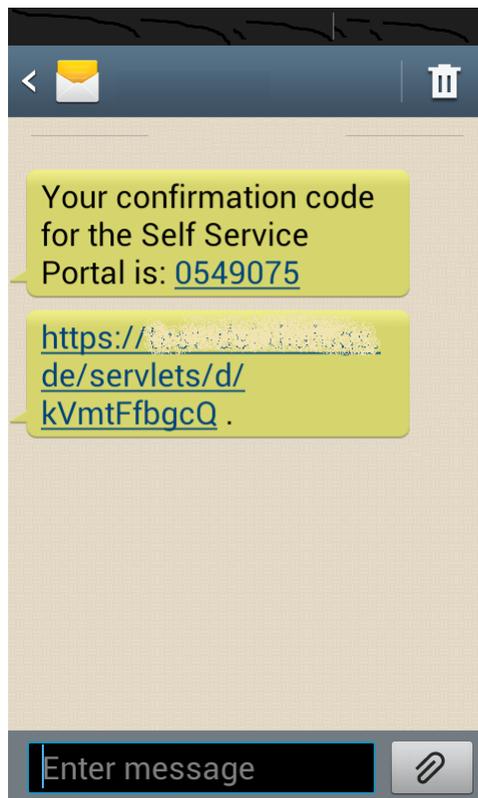
Progress

In a few seconds you will receive an SMS with a link.
Please open the message, click on the download link and install the software package.

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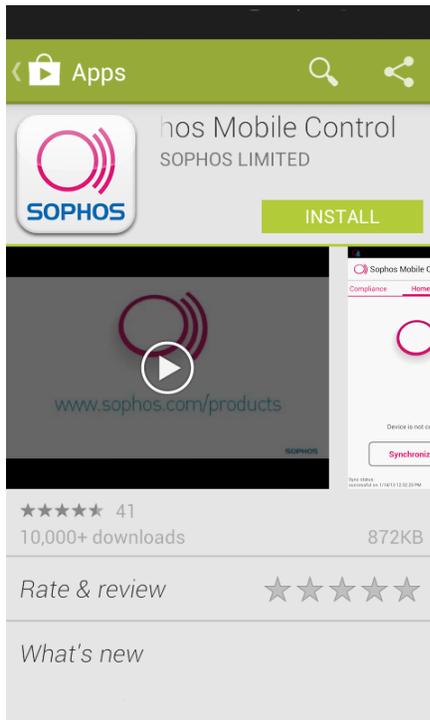
Note: With the **Home** button in the page header you can return to the Self Service Portal Welcome page. To return to the progress page, click **Show tasks** for the relevant device.

10. On your phone, you receive a message with a link.



11. Tap the link. Depending on your system configuration, you may be asked which browser you want to use. Select **Play Store**.

The Sophos Mobile Control app is displayed in Google Play Store.

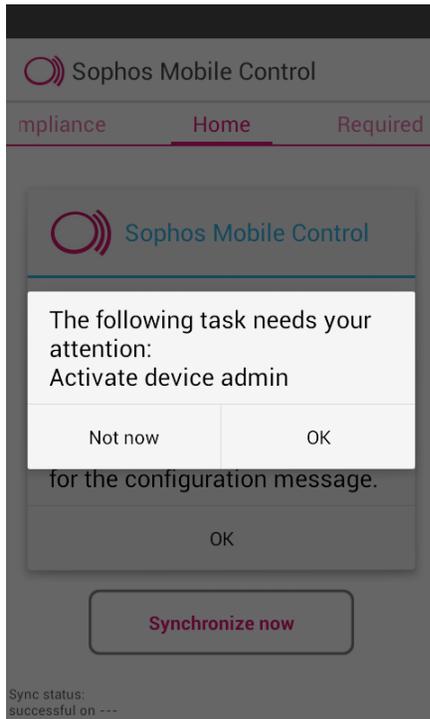


12. Download and install the Sophos Mobile Control app.

Upon completion a success message is displayed.

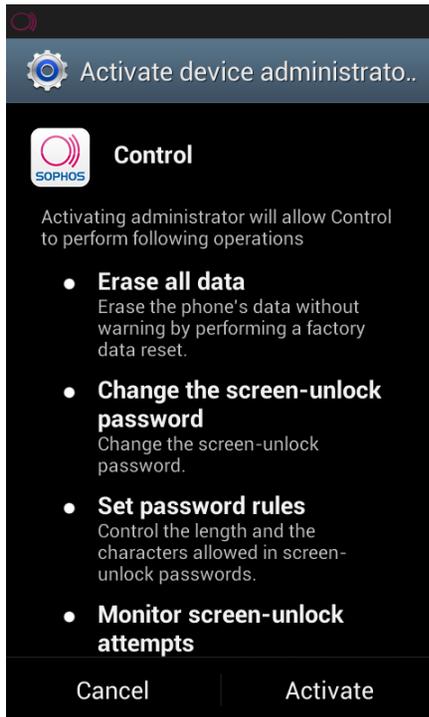
13. Start Sophos Mobile Control on your device.

You are prompted to activate Sophos Mobile Control as a device administrator.



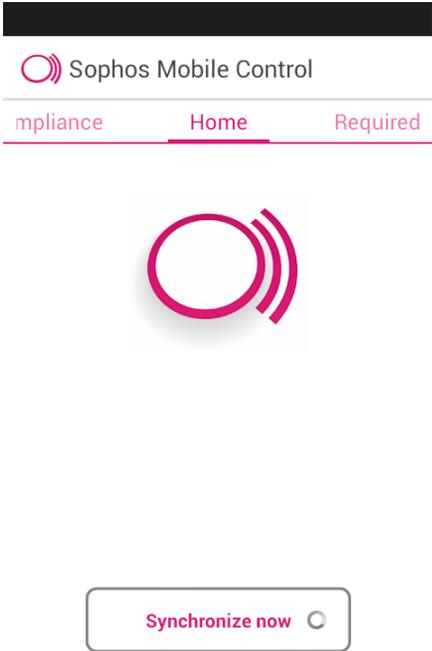
14. Tap **OK**.

The dialog for activating Sophos Mobile Control as device administrator is displayed.



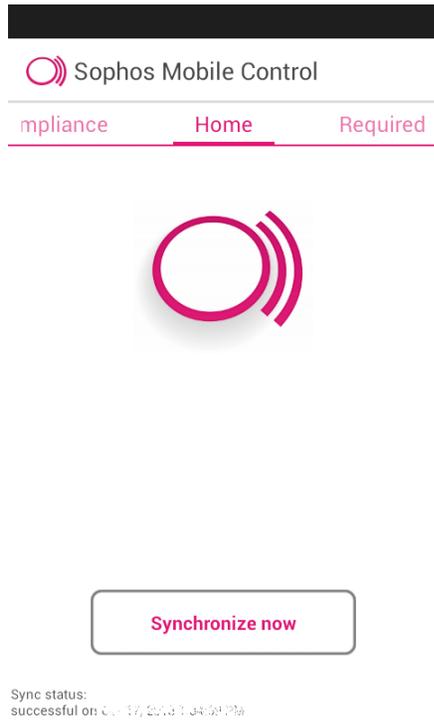
15. Tap **Activate**.

A configuration SMS with encrypted contents is sent to your phone in the meantime. It is processed by the app and deleted. The Sophos Mobile Control app starts synchronization automatically.



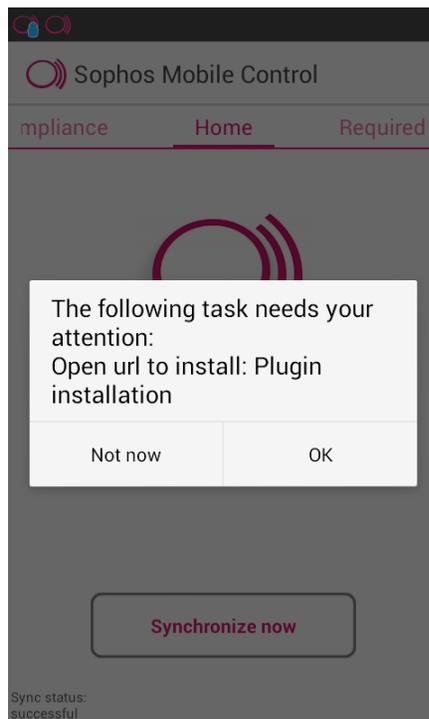
Sync status:
successful on 2018-11-29 15:04:34 PM

16. After synchronization has been completed, the sync status shows the last successful synchronization.



Other configuration dependant steps might follow.

17. If your device supports Samsung SAFE, you may be prompted to install the Sophos Mobile Control Samsung SAFE plugin. Tap **OK** in the message displayed and install the plugin.



18. After all configuration steps have been completed, a success message is displayed in your browser. Click **OK**.

The **Configuration finished** page is displayed. The remainder of the installation and configuration process depends on your company-specific configuration.

Depending on the system configuration you may receive a post-install message that describes any further required steps. Follow the instructions in the message.

Sophos Mobile Control has been installed and set up on your device.

Your device is displayed in the Sophos Mobile Control list of registered devices.

5 Set up Sophos Mobile Control on an Android tablet

1. In the browser on your Android tablet, log on to the Sophos Mobile Control Self Service Portal.

The Self Service Portal Welcome page is displayed.

Note: If other devices have been registered for you, they are displayed on the Welcome page. This list shows all devices you have registered through the Self Service Portal and devices that have been registered for you by your system administrator.

2. Tap **Register new device**.

The **Company Policy** page is displayed.

3. Read the company policy information, select **I accept the terms** and tap **Next**.

4. On the **Select device** page, select Android and tap **Next**.

5. On the **Installation mode** page, select **The installation is done directly on the appropriate device** and tap **Next**.

Note: The **Installation mode** page is only displayed, if Sophos Mobile Control cannot detect automatically if the Self Service Portal is accessed from the browser of an Android device.

6. On the **Device information** page, enter a **Device description** for easy identification. In the **Owner** field, select **My private device** or **Company device**.

7. Tap **Next** to initiate installation.

The **Progress** page is displayed. It shows the tasks of the installation process.

Note: In part the installation and configuration process depend on your company-specific configuration, so different tasks may be displayed.

Note: With the **Home** button you can return to the Self Service Portal Welcome page during installation. This page shows an overview on devices. To return to the installation progress page, tap **Show tasks** for the relevant device.

8. After installation has been prepared a page with two links is displayed: one for installation and one for configuration.

9. Tap the installation link. Depending on your system configuration, you may be asked which browser you want to use. Select **Play Store**.

The Sophos Mobile Control app is displayed in Google Play Store.

10. Download and install the Sophos Mobile Control app.

11. Return to your browser and tap the configuration link.

12. When prompted, activate Sophos Mobile Control as device administrator.

13. After configuration has been completed, the **Configuration finished** page is displayed.

Note: Tasks 1 and 2 shown on the **Configuration finished** page are always displayed. The remainder of the installation and configuration process depends on your company-specific configuration, so different tasks may be displayed.

Depending on system configuration you may receive a post-install message that describes any further required steps. Follow the instructions in the message.

Tap **OK**.

Sophos Mobile Control has been installed and set up on your device. Your device is displayed in the Sophos Mobile Control list of registered devices.

6 What to expect after installation

Depending on the settings of the configuration profile installed, the following can be expected after installation:

- New applications may be available.
- Your system administrator may have specified required and recommended apps to be installed on your device. To view and install them, open Sophos Mobile Control on your device and flick to **Required** or **Recommended**. For further information, see [Install required and recommended apps](#) (section 7.2).
- When your device becomes non-compliant with the company policy (for example due to a non-compliant app installed on it), a Sophos Mobile Control notification is displayed in the notification bar on your device. In the Sophos Mobile Control app, you can view all violations. For further information, see [View compliance violations on your device](#) (section 7.5). You can also view the compliance violations for devices registered for you in the Self Service Portal. For further information, see [View compliance violations in the Self Service Portal](#) (section 8.1).
- If your system administrator has configured app protection for specific apps on your device, you will be prompted to define a password when you open a protected app for the first time. You need to enter this password every time you open the protected app afterwards or after your device has been locked. In the Sophos Mobile Control app, you can view the protected apps and lock all of them at once. For further information, see [Lock protected apps](#) (section 7.3).
- If a TouchDown email client is available on your device, it will be configured as your primary email client.
- The Sophos Mobile Control app may ask for your email password.

7 Using the Sophos Mobile Control app

After your device has been registered with Sophos Mobile Control and the Sophos Mobile Control app has been installed on your device, you can carry out the procedures described in the following sections by using the Sophos Mobile Control app.

7.1 Synchronize your device manually

After you have installed and configured the software on your device, you can manually synchronize it with the Sophos Mobile Control server.

This is for example useful in the following situations:

- Your device has been switched off for a long period of time and therefore has not been synchronized with the server. In this case, your device is non-compliant and you may for example not be able to receive emails on your device. To make your device compliant again, you have to synchronize it with the Sophos Mobile Control server.
- Your device is non-compliant due to other reasons (for example non-compliant apps) and you have to make changes on your device to comply with your company policy. After you have made the necessary changes, you have to synchronize your device with the Sophos Mobile Control server.

To manually synchronize your device:

1. Open the Sophos Mobile Control app on your device.
2. In the **Home** view, tap **Synchronize now**.

7.2 Install required and recommended apps

Your system administrator may have configured required and recommended apps for your device. You can install these apps directly from the Sophos Mobile Control app.

1. Open the Sophos Mobile Control app on your device.
2. Flick to **Required apps/Recommended apps**.

Depending on the system configuration, the app is suggested for installation or installed directly on your device.

7.3 Lock protected apps

If your system administrator has configured app protection for specific apps on your device, you will be prompted to define a password when you open a protected app for the first time. Afterwards the app is password-protected. You need to enter the password every time you open the app or

after your device has been locked. In the Sophos Mobile Control app, you can view the protected apps and lock all of them at once. This is for example useful, if you want to hand over your device to somebody else to prevent them from using your protected apps.

Note: The Sophos Mobile Control Self Service Portal offers a function for resetting the password for protected apps. For further information, see [Reset app protection password](#) (section 8.9).

1. Open the Sophos Mobile Control app on your device.
2. Flick to **App protection**.
3. Under **PROTECTED APPS** all apps your system administrator has configured as protected are shown.
4. Tap **Lock listed apps**.

7.4 View apps not allowed to start

If your system administrator has configured **App control** for specific apps on your device, you cannot start these apps on your device. In the Sophos Mobile Control app, you can view the apps that cannot be started.

1. Open the Sophos Mobile Control app on your device.
2. Flick to **App Control**.
3. Under **App Control**, you can see a list of all apps that are not allowed to start.
4. Tap **Lock listed apps**.

7.5 View compliance violations on your device

As soon as your device becomes non-compliant with the company policy (for example due to a non-compliant app installed on it), a Sophos Mobile Control notification is displayed in the notification bar on your device.

In the Sophos Mobile Control app, you can view all violations:

1. Open Sophos Mobile Control on your device.
2. Flick to **Compliance**.

A list of all compliance violations is displayed. For some compliance violations, there is a detail view offering more detailed information. Tap the violation to display the detail view. You can now carry out the necessary steps to make your device compliant again.

7.6 View server messages on your device

After Sophos Mobile Control has been installed and set up on your device, you can view messages sent by the Sophos Mobile Control server directly on your device.

1. Open Sophos Mobile Control on your device.

2. Flick to **Messages**.

The server messages are displayed in the **Messages** view. You can delete messages from this view.

7.7 Use the Support view

The Sophos Mobile Control app offers a **Support** view that shows support information.

To use the **Support** view:

1. Open Sophos Mobile Control on your device.
2. Flick to **Support**.

The **Support** view is displayed with support contact information. You can use this view to contact support directly.

8 Using the Self Service Portal after Sophos Mobile Control setup

After your device has been registered with Sophos Mobile Control and the Sophos Mobile Control app has been installed on your device, you can carry out the procedures described in the following sections by using the Self Service Portal.

8.1 View compliance violations in the Self Service Portal

You can view all compliance violations for devices registered for you in the Self Service Portal.

Prerequisites:

- Your system administrator has activated this function for the Self Service Portal.
- Compliance violations have occurred on your device. Otherwise, this function is not available for selection in the Self Service Portal.

1. On the Welcome page of the Self Service Portal, go to the relevant device in the table of registered devices.
2. Select **Show compliance violations** from the **Please select** dropdown list and click **Perform**.

A table with all violations for the selected device is shown. It shows the violation and the date and time it was detected. You can now carry out the necessary steps to make your device compliant again.

8.2 Synchronize your device manually

After you have installed and configured the software on your device, you can manually synchronize it with the Sophos Mobile Control server.

This is for example useful in the following situations:

- Your device has been switched off for a long period of time and therefore has not been synchronized with the server. In this case, your device is non-compliant and you may for example not be able to receive emails. To make your device compliant again, you have to synchronize it with the Sophos Mobile Control server.
- Your device is non-compliant due to other reasons (for example non-compliant apps) and you have to make changes on your device to comply with your company policy. After you have made the necessary changes, you have to synchronize your device with the Sophos Mobile Control server.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

To manually synchronize your device:

1. Go to the relevant device on the Self Service Portal **Welcome** page.
2. Select **Refresh data** from the **Please select** dropdown list and click **Perform**.

8.3 Lock device

In case of theft or loss you can lock your registered device.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Select **Lock device** from the **Please select** dropdown list and click **Perform**.
4. Click **Lock device**.

Your device is locked with your current password.

8.4 Reset device password

You can remotely reset your device password in the Self Service Portal.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Select **Reset password** from the **Please select** dropdown list and click **Perform**.

A message box is displayed.

4. Enter a new password in the **New password** field and confirm it.
5. Click **Reset password**.

Your password has been reset. The device is locked automatically and you need to enter the new password to unlock your device.

8.5 Wipe device

In case of theft or loss you can reset your registered device to its factory settings (wipe). If you are in doubt whether a full wipe is required, contact your system administrator.

Note: If you wipe your device, all data on the device is deleted.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.

3. Select **Wipe device** from the **Please select** dropdown list and click **Perform**.

A message box is displayed.

4. Select **I am aware that the following action cannot be undone**.
5. Click **Delete all data**.

Your device is reset to its factory settings. All data is deleted.

8.6 Reconfigure device

If Sophos Mobile Control has been removed from your device (for example because the device has been wiped) and your device is still registered, you can reconfigure your device with the Self Service Portal.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Select **Reconfiguration** from the **Please select** dropdown list and click **Perform**.

A message box is displayed.

4. Click **Reconfiguration**.

A **Notice** page is displayed.

5. Click **Next**.

The installation and configuration process is initiated. The steps are identical with those described for setting up Sophos Mobile Control on Android phones and tablets. After the process has been completed, Sophos Mobile Control is set up again on your device.

8.7 Show location of your device

In case of theft or loss you can locate your registered Android device based on GPS coordinates.

Prerequisites:

- Your system administrator has activated this function for the Self Service Portal.
- For this function, location services using GPS or wireless networks need to be allowed for your device.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Select **Show location** from the **Please select** dropdown list and click **Perform**.

A message box is displayed showing the last location.

4. To show the last known location, click **Show Location**. If the device has not been located before, the message **The location is unknown. Do you want to request the location?** is displayed. Click **Request new location**.

A **Task in progress** page is displayed.

Note: With the **Home** button you can return to the Self Service Portal Welcome page. To return to the progress page, click **Show tasks** for the relevant device.

After the task has been completed, you can view the location of your device in Google Maps.

8.8 Decommission device

If you no longer use your managed device, for example because you got a new one, you can decommission it.

This is particularly useful, if the number of devices you can register in the Self Service Portal is limited.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

To decommission a managed device:

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Select **Decommission** from the **Please select** dropdown list and click **Perform**.

A message box is displayed.

4. Select **I am aware that the following action cannot be undone** and click **Decommission**.

Your device is removed from device management:

- The Sophos Mobile Control device administrator is disabled.
- If installed, the Samsung SAFE Plugin device administrator is disabled.
- All data is removed from the app, but the app remains on the device.

Note: The Sophos Mobile Control app is not uninstalled automatically. If required, you have to uninstall it manually.

8.8.1 Delete decommissioned device

After you have decommissioned a device you can delete it in the Self Service Portal to remove it from the system.

Prerequisite: Your system administrator has activated this function for the Self Service Portal.

1. Go to the Self Service Portal Welcome page.

2. In the list of registered devices, go to the relevant device.
3. Select **Delete device** from the **Please select** dropdown list and click **Perform**.

A message box is displayed.

4. Select **I am aware that the following action cannot be undone**.
5. Click **Delete device**.

8.9 Reset app protection password

If your system administrator has configured app protection for specific apps on your device, you will be prompted to define a password when you open a protected app for the first time. You need to enter the password every time you open the app or after your device has been locked. You can reset the password in the Self Service Portal.

1. Go to the Self Service Portal Welcome page.
2. In the list of registered devices, go to the relevant device.
3. Select **Reset app protection password** from the **Please select** dropdown list and click **Perform**.

A message box is displayed.

4. Enter a new password in the **New password** field and confirm it.
5. Click **Reset password**.

8.10 Support information in the Self Service Portal

Should any problems occur while using the Self Service Portal that require assistance by your support team, click the blue **Support** button (showing a question mark) in the header. In the **Support** view, you find the contact information for your support team and any further information required.

9 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the SophosTalk community at <http://community.sophos.com/> and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledgebase at <http://www.sophos.com/en-us/support.aspx>.
- Download the product documentation at <http://www.sophos.com/en-us/support/documentation.aspx>.
- Send an email to support@sophos.com, including your Sophos software version number(s), operating system(s) and patch level(s), and the text of any error messages.

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