

Clearswift SECURE Email Gateway SEGV3 to SEGV4 Upgrade FAQ



As data is your organisations most valuable asset, and email remains a key business collaboration tool, your Clearswift security technology should be considered one of your most important business systems to protect critical data from threats.

Clearswift is constantly developing and enhancing its security suite to combat today's evolving threat landscape; within and outside your organisation. This means that upgraded software versions are released regularly throughout the year for you to implement and keep your security platform up to date.

Each software release contains important enhancements, including new tools and features that can improve threat prevention and increase data protection at your organisation, so your team, customers and business partners can collaborate safely and securely via email.

As your Clearswift software hasn't been upgraded for some time, you're now using an old version of email security software that is missing a lot of these valuable tools and features which are crucial to protect your organisation's critical data information from today's threats.

Why do you need to upgrade from SEGV3 to SEGV4?

Since the Clearswift SECURE Email Gateway (SEG) was launched in 2006, the product has seen numerous updates and releases each year. It has been developed and enhanced with countless new tools and features to increase the protection of critical information from inbound threats such as malware, ransomware and phishing attacks, and outbound sensitive data loss risks such as inadvertent or malicious actions across email.

SEGV3 is now coming to its end of life and will no longer be developed from March 2017. It will continue to be supported through to February 2018 at an uplifted cost throughout that period.

To avoid the uplift and make sure you're using the latest Clearswift technology, it is recommended you upgrade to the latest version of SEG which is currently v4.4, or v4.5 which will be released in November 2016.

What are the Key Benefits of upgrading to SEGV4?

Ultimately, you'll be strengthening your email security infrastructure and increasing the protection your organisation's critical information. The latest version of SEG will enable you to enhance inbound threat prevention and reduce data breach risks across email.

Your existing Clearswift software protects you from yesterday's threats, not today's. It's important to keep your security software up to date so your organisation is properly protected with the latest technology.

How long does it take to upgrade?

Typically the upgrade process is half a day, however it will depend on the size of your organisation, how the upgrade is deployed, how many instances you have, and most importantly, your business requirements. A Clearswift specialist can get involved to help plan and implement your upgrade which will also include reviewing and updating your email security policy and undertaking a general health check of your system.

What are the Key Features of SEGV4?

The key features of SEGV4 include, but are not limited to:-

- x64 Red Hat Linux offering better platform support
- An improved, more resilient security system
- Cloud assisted AV with heuristics and behavioural analysis
- Enhanced Anti-spam engine
- Enhanced TLS functionality
- Enhanced System Monitoring (SCOM, SNMP)
- Data Redaction, Structural Sanitisation, Document Sanitisation, Encryption and Portal encryption components can be easily 'switched on' (optional)

Refer to the Clearswift [Major Features Overview – Version 4 Releases](#) document for the comprehensive list and descriptions of key features within the latest versions of SEG.

What costs are involved?

There are various upgrade options available that may or may not involve costs. Ultimately it will depend on your business requirements and how your organisation deploys the upgrade. It is encouraged to upgrade from SEGV3 to SEGV4 before March 2017 to avoid an extended support charge. Refer to the [Extended Support Option for SEGV3 resource](#) for more information.

What are the next steps?

Your Clearswift Technology Partner or Account Manager will be contacting you very soon to discuss this communication and your subsequent upgrade plan. You can initiate action immediately by emailing support@clearswift.com

Visit the [SEG Product Support page](#) on the Clearswift website for more resources and collateral in relation to upgrading from SEGV3 to SEGV4.

About Clearswift

Clearswift is trusted by organizations globally to protect their critical information, giving them the freedom to securely collaborate and drive business growth. Our unique technology supports a straightforward and 'adaptive' data loss prevention solution, avoiding the risk of business interruption and enabling organizations to have 100% visibility of their critical information 100% of the time.

Clearswift operates world-wide, having regional headquarters in Europe, Asia Pacific and the United States. Clearswift has a partner network of more than 900 resellers across the globe.

More information is available at www.clearswift.com

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