

Sophos SD-RED 20

Sophos SD-RED 20 Rev. 1 Remote Ethernet Device User Manual

Model: SD-RED 20 (R20ZTCHMR)

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1. INTRODUCTION

This manual provides comprehensive instructions for the installation, configuration, and operation of your Sophos SD-RED 20 Rev. 1 Remote Ethernet Device. The SD-RED 20 is designed to securely extend your network to remote locations, ensuring encrypted and centrally managed connectivity.

Please read this manual thoroughly before using the device to ensure proper setup and optimal performance.

2. PRODUCT OVERVIEW

The Sophos SD-RED 20 is a Remote Ethernet Device that facilitates secure network extension. It simplifies the process of connecting remote offices or branches to your central Sophos firewall, creating a secure, dedicated VPN tunnel.

2.1 Front Panel



Figure 1: Front Panel of Sophos SD-RED 20. This image displays the front of the device, featuring the Sophos logo, model name (SD-RED 20), a COM port, a USB 3.0 port, and various LED indicators for LAN (LAN1, LAN2, LAN3, LAN4), WAN, Internet, and System status (Tunnel, Router).

The front panel includes status LEDs and essential ports:

- **COM Port:** For console access and initial configuration.
- **USB 3.0 Port:** For connecting external devices or 3G/4G modules.
- **LAN LEDs (LAN1-LAN4):** Indicate link status and activity for each LAN port.
- **WAN LED:** Indicates WAN connection status.
- **Internet LED:** Indicates internet connectivity status.

- **System LEDs (Tunnel, Router):** Provide status information about the VPN tunnel and router functionality.

2.2 Rear Panel



Figure 2: Rear Panel of Sophos SD-RED 20. This image displays the back of the device, featuring two 12V DC power inputs (DC IN 1, DC IN 2), four LAN ports (LAN1, LAN2, LAN3, LAN4), a shared WAN port, a USB 3.0 port, and a reset button.

The rear panel provides connectivity options:

- **DC IN 1 & 2 (12V):** Power input ports.
- **LAN Ports (LAN1-LAN4):** Ethernet ports for local network connections.
- **WAN (Shared) Port:** Ethernet port for Wide Area Network connection.
- **USB 3.0 Port:** Additional USB port for peripherals.
- **RESET Button:** Used to reset the device to factory defaults.

3. SETUP AND INSTALLATION

The Sophos SD-RED 20 is designed for "Plug-and-Protect" deployment, requiring minimal technical expertise at the remote site.

3.1 Initial Connection

1. **Power Connection:** Connect the provided power adapter to one of the 12V DC IN ports on the rear panel and plug it into a power outlet.
2. **WAN Connection:** Connect the WAN port of the SD-RED 20 to your internet service provider's modem or router using an Ethernet cable.
3. **Local Network Connection:** Connect your local network devices (e.g., computers, switches) to the LAN ports (LAN1-LAN4) on the rear panel.
4. **Optional Wi-Fi/3G/4G Module:** If using, insert the optional Wi-Fi-5 or 3G/4G module into the designated slot or USB port.

3.2 Firewall Integration

The SD-RED 20 must be registered and configured with your central Sophos firewall (XG or SG series) for operation.

1. **Obtain Device ID:** Locate the unique device ID on the SD-RED 20 unit.
2. **Sophos Firewall Configuration:** Access your Sophos firewall's administrative interface.
3. **Add SD-RED Device:** Navigate to the SD-RED configuration section and enter the device ID.
4. **Policy Definition:** Define the network policies and routing rules for the remote site. You can choose to:
 - Tunnel all traffic from the remote location through the central firewall.
 - Route only inter-office network traffic through the SD-RED, allowing direct internet access from the remote location.
5. **Automatic Tunnel Establishment:** Once the SD-RED 20 is online and connected to the internet, it will automatically contact your Sophos firewall and establish a secure, dedicated VPN tunnel.

4. OPERATION

4.1 Secure Connectivity

The SD-RED 20 establishes a secure VPN tunnel between the remote site and your central Sophos firewall. All data transmitted through this tunnel is encrypted using AES256, ensuring a secure, tamper-proof, and hacking-proof connection.

4.2 Centralized Management

Management of the SD-RED 20 is performed centrally through your Sophos XG or SG series firewall. This provides transparent protection across your entire distributed network, allowing for customized or replicated security policies.

4.3 Synchronized SD-WAN (with XG Firewall)

When managed by an XG Firewall, the Synchronized SD-WAN feature leverages Sophos Intercept X for 100% reliability, integrating synchronized security for enhanced network performance and security.

4.4 Flexible WAN Options

The device supports flexible WAN connectivity. You can utilize the standard Ethernet WAN port or optionally add a Wi-Fi-5 or 3G/4G module for wireless client connectivity or alternative internet connections.

5. MAINTENANCE

- **Firmware Updates:** Ensure your Sophos firewall and SD-RED devices are running the latest firmware versions for optimal security and performance. Updates are managed centrally via the Sophos firewall.
- **Physical Inspection:** Periodically inspect the device for any physical damage or loose cable connections.
- **Environmental Conditions:** Ensure the device is operated within recommended temperature and humidity ranges to prevent overheating or damage.
- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners.

6. TROUBLESHOOTING

6.1 Common Issues and Solutions

- **No Power:**
Ensure the power adapter is securely connected to both the device and a working power outlet. Check the power LED on the front panel.
- **No Internet Connectivity:**
Verify the WAN cable connection. Check the WAN and Internet LEDs on the front panel. Confirm that your upstream modem/router is functioning correctly. Ensure the device ID is correctly entered in your Sophos firewall and the configuration is active.
- **VPN Tunnel Not Established:**
Check the Tunnel LED. Ensure the SD-RED 20 has internet access. Verify the device ID and configuration on your Sophos firewall. Ensure there are no firewall rules blocking the connection between the SD-RED and the central firewall.
- **Local Network Access Issues:**
Check LAN cable connections and LAN LEDs. Verify DHCP settings if the SD-RED is configured to manage DHCP for the remote network. Ensure client devices are configured to obtain IP addresses automatically or have correct static IP settings.

6.2 Factory Reset

To reset the device to factory defaults, press and hold the RESET button on the rear panel for approximately 10 seconds while the device is powered on. Release the button when the system LEDs change state or the device reboots.

7. SPECIFICATIONS

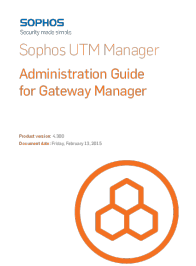
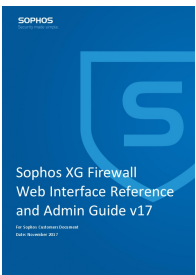
Feature	Detail
Model Name	SD-RED 20
Product Dimensions	23.62 x 23.62 x 33.46 inches
Item Weight	3 pounds
ASIN	B0873BHT9K
Manufacturer	Sophos
Brand	Sophos
Special Feature	Ergonomic
Frequency Band Class	Dual-Band
Wireless Communication Standard	802.11ac
Compatible Devices	Sophos APX Series Access Points, Sophos SG UTM/XG Firewall
Recommended Uses For Product	Business
Included Components	Body Camera <i>(Note: This information appears to be incorrect in the source data. The device typically includes the SD-RED unit and power supply.)</i>
Connectivity Technology	Wi-Fi
Color	red

8. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Sophos website or contact your authorized Sophos reseller. Product registration may be required to activate your warranty.

Online Resources: [Sophos Support Portal](#)



 <p>SOPHOS Sophos Firewall</p> <p>Powerful Protection and Performance Next-Generation Firewall Architecture with Integrated Security Sophos Firewall is a powerful, multi-protocol, high-performance firewall designed for protection and performance.</p>	<p>Sophos Firewall: Powerful Protection and Performance</p> <p>Explore the Sophos Firewall Xstream architecture, designed to provide robust network security, high performance, and advanced threat protection for businesses of all sizes. Discover features like TLS 1.3 Inspection, Deep Packet Inspection, Application Acceleration, and SD-WAN capabilities.</p>
 <p>SOPHOS Security made simple</p> <p>Sophos UTM Manager Administration Guide for Gateway Manager</p> <p>Product version 4.300 Revised date: Friday, February 11, 2011</p>	<p>Sophos UTM Manager Administration Guide for Gateway Manager</p> <p>Comprehensive administration guide for Sophos UTM Manager (SUM) version 4.300, detailing setup, configuration, monitoring, maintenance, and reporting for Sophos gateway products. Essential for managing network security infrastructure.</p>
 <p>SOPHOS Cybersecurity made simple</p>	<p>Sophos Migration Assistant: SG/UTM to XG Firewall Migration Guide</p> <p>This guide provides detailed instructions and best practices for migrating Sophos SG/UTM firewall configurations to the advanced Sophos XG Firewall platform using the Sophos Migration Assistant tool. Learn about prerequisites, conversion processes, and potential limitations for a smooth transition.</p>
 <p>SOPHOS Security made simple</p> <p>Sophos XG Firewall Web Interface Reference and Admin Guide v17.1</p> <p>For Sophos Customers Download Date: September 2016</p>	<p>Sophos XG Firewall Web Interface Reference and Admin Guide v17.1</p> <p>This comprehensive guide details the Sophos XG Firewall, a powerful network security appliance designed to provide advanced threat protection and network visibility. It covers essential aspects of managing and configuring the firewall, including its intuitive web-based Admin Console and Command Line Interface (CLI). Users will find detailed information on system monitoring, network configuration, security policies, and troubleshooting. This document serves as a primary resource for administrators to effectively deploy, manage, and maintain the Sophos XG Firewall for optimal network security and performance.</p>
 <p>SOPHOS Security made simple</p> <p>Sophos XG Firewall Web Interface Reference and Admin Guide v17</p> <p>For Sophos Customers Download Date: November 2017</p>	<p>Sophos XG Firewall v17: Web Interface Reference and Admin Guide</p> <p>Comprehensive guide for Sophos XG Firewall v17, covering web interface navigation, administration, configuration, monitoring, and security management for network administrators.</p>
 <p>SOPHOS Security made simple</p> <p>Quick Start Guide APX 320/530/740</p>	<p>Sophos APX Series Access Point Quick Start Guide (APX 320/530/740)</p> <p>Quick Start Guide for Sophos APX Series Access Points (APX 320, APX 530, APX 740). Learn how to deploy, mount, connect, configure, and troubleshoot your access point.</p>

