SentinelOne Complete Product Update

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This guide reviews important updates to the deployment and setup of SentinelOne *Complete*, including the introduction of a common administration portal for both *Core* and *Complete*, and more robust customer administration functionalities.

With the service updates, *Core* and *Complete* will be managed across a single, unified portal, making service and customer management more efficient for partners.

Pax8 plans to migrate all *Complete* Sites to the new hierarchy between Feb. 1 and Mar. 31. Your Pax8 sales representative will notify you directly that the migration has been successfully completed.

New Single SentinelOne SKU

These updates apply to partners who purchased the product through either the original SentinelOne *Complete* SKU or the new single SKU for both *Core* and *Complete*, known simply as *SentinelOne* in the Pax8 catalog.

- As part of the update process, Pax8 will create new subscriptions/accounts on the new hierarchy for partners not currently on the *SentinelOne* SKU. When the new subscription is added, those partners will receive a welcome email with the new unified portal URL, and a temporary password that can be change via the Users tab.

- Partners that currently have a *SentinelOne* subscription will not receive a new account or login. Their existing credentials will work for log in, and the *Complete* endpoints will be moved to their existing account under a single *Complete* Site.

Account Hierarchy Updates

Once these updates are implemented, your partner account will be set up at the Account level instead of the Site level, enabling you to create separate Sites for individual customers, instead of separate Groups. The new configuration adds a new Customer Administrator role and provides partners with greater access to reporting.

Your new *SentinelOne* subscription will create an Account for you, in addition to your existing Site, and Site Administrators created at the time of provisioning *Complete* will be elevated to Account Administrators. Using current credentials, they will then be able to access Account-level permissions. All other users will remain at the Site Admin level and Account Admins can promote them as necessary.

Pax8 will move your exclusions and policies over to the new site under your account. Please review these configurations once the move is completed to ensure your customers are receiving their expected service/protection. With the new functionality, you can add new customers as Sites. If you would like those endpoints that were moved to the new unified portal in individual sites, you will

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need to move the endpoints to a customer specific site via the Actions Button in the SentinelOne portal.

Migrating Endpoints to the New Portal

The move to a new hierarchy requires all endpoints provisioned within the *Complete* portal be migrated to the new unified portal. The current Pax8 SentinelOne *Complete* portal will be decommissioned once all endpoints have been migrated. Please note that from this point forward, net new customers should not be provisioned in the existing portal.

All endpoints will be moved to a default site within the new account between Feb. 1 and Mar. 31. From there, partners can create customer-specific Sites and move the desired endpoints via the Actions tab within the portal. Pax8 will move over policies with the endpoints.

> **ACTION REQUIRED:** Endpoints with *SentinelOne* agents on versions lower than 3.0 must be upgraded to 3.0 or above in order to be migrated. Endpoints on earlier version will not be moved by Pax8.
>
> In addition, all current threats in the SentinelOne *Complete* portal must be resolved for the corresponding endpoint in order to move it to the new account. Those that are not resolved will not be eligible to be moved which could prolong the migration timeline.
>
> Endpoints must be turned on or active in order to be moved. In order to accommodate this Pax8 will attempt to move your endpoints at different times in the day.

Endpoints must be active in order to move to the new portal. Those that have not been active for over 60 days will not be moved to the new account. If Pax8 is unable to move all the endpoints, a Pax8 Support ticket will be created on your behalf so we can communicate on the next steps for the remaining endpoints. If there are a handful that cannot be turned on, the best practice is to uninstall and redeploy those endpoints once in the new account.

Endpoints that have not been migrated after Mar. 31 will be decommissioned. Pax8 will have the passphrases needed to remove the endpoint from the agent at a later time if needed. Once the endpoints have been moved Pax8 will cancel the old SentinelOne *Complete* subscriptions to prevent double billing.

Contact Pax8 Support with questions related to the portal or the migration of endpoints.