



PFSENSE

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91

Love pfSense, beware of Netgate hardware self:PFSENSE

Submitted 22 hours ago by [numberseventythree](#)

Posting in hopes of helping others. I have always either built pfSense boxes myself or gone with Qotom units of various sizes. While they've been great, I needed something for the tiniest operations and thought the (now discontinued?) SG-1000 fit the bill perfectly. What I've learned since then:

1) Netgate does not appear to make quality hardware. This unit died within 60 days, and based on other posts this isn't an anomaly:

a) *So we have 26 devices out there with various customers, put in over the past 2 years and this week we've had our 4th device brick / fail (others were over the last 6 months). (...) They were all official Netgate devices and this failure rate just won't cut it for remote sites. In the previous 8 years of business we've had either Netgear, Juniper or CISCO devices out there with not a single one of them failing in all that time.*

b) *I've been deploying pfSense/Netgate branded firewalls for about 5 years and I'm pretty much over their hardware quality issues. I've purchased many of the models over the years in the \$200-800 range, and the failure rate of the units is _much_ higher than small Sonicwall or ASA units. I love pfSense but their hardware is crap. I need alternate hardware.*

2) Netgate's return process is basically an exercise in customer abuse. Wow, that sounds really harsh when I write it down but that's really the way to convey the process.

- They require that you pay not just for the original shipping and the shipping back to them (fairly standard,) but also **that you include a pre-paid shipping label for them to use**. To fix the faulty product they sold you.

- The require the original box and everything it came with, in their words: "Products being returned MUST be in the original product box with all accessories, manuals, and/or software and hardware." Industry standard is just the product itself, and packed securely. I don't know about you guys, but I keep original boxes for 30 days, no more.

- The troubleshooting required to even obtain an RMA goes far beyond standard. Now I know neither pfSense nor Netgate firewalls/vpn appliances are likely to be sold to the average joe tech-wise, but the process they required was this:

- Connect to the console port, install a device driver for their usb to serial adapter, search /dev/ for the right device, use screen to connect to the console port. Then, after a voltage error was

PFSENSE

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The [pfSense](#) project is a free, open source tailored version of [FreeBSD](#) for use as a firewall and router with an easy-to-use web interface.

You can buy official pfSense appliances directly from [Netgate](#) or a [Netgate Partner](#). You can install the software yourself on your own hardware.

We have a great community that helps [support each other](#), but we also provide 24x7 [commercial support](#).

If you're interested in supporting the pfSense project, we offer a [Gold Subscription](#) which gives you access to premium content, such as a digital version of the book, Auto Config Backups, and monthly hangouts.

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clearly defined, they insisted on trying to boot from another service. Normally this is cake, but on a device with no keyboard/video it involves grabbing an image file, using shasum to checksum it, dd to flash a spare micro sd card, opening the case of the device itself and installing it, then reporting results. None of this is difficult for folks like us, my point is the device was clearly malfunctioning and they outsource troubleshooting to their (knowledgeable) customers. To underscore this point, they require you print your troubleshooting out and put it in the box (not just an RMA # will do.) Despite the fact that it's already documented in their RMA system.

I have escalated this issue to their Director of Operations, they 100% stand by their positions. The only reason I went through with buying from an unknown vendor was their statement on the first page of their Warranty & Returns [page](#): "We believe in 'doing the right thing.' We value your business and want to be your supplier of choice." This is definitely not the case, at least in my experience.

I am not posting to get a resolution, that is my own problem, but I hope to help others avoid the same pains. Questions and comments welcome.

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↑ [\[-\]](#) [GShepherd9](#) • 21 points 21 hours ago

We've been running 3x SG-4860s for a few years now without issue. Their tech support has been able to help with several items including some interesting openvpn configurations. Thanks for your perspective.

One thing to note that trips my team up. When a box loses power it will not turn back on immediately, it needs to be de-energized before it will reboot. Our procedure is to unplug the power cord, turn off the power switch, hold the red button for 30 seconds, then power back up. This is a 'feature', though not everyone would agree.

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↑ [\[-\]](#) [vtpilot](#) • 5 points 15 hours ago

Man I thought this was just my 4860. Glad to know it's a "feature"

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↑ [\[-\]](#) [Borsaid](#) • 7 points 20 hours ago

Thanks for your comments. Some of it is pretty helpful to myself and others. Hopefully Netgate can come here and respond in a PR positive way.

For an alternative standpoint, I have about a dozen SG-1000s in action. They have their limits in performance, but they're solid and I haven't had any issues with any of the ones I've deployed.

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- This subreddit is primarily for the community to help each other out, if you have something you want the maintainers of the project to see we recommend posting in the appropriate category on our [Netgate forum](#).

This is a community subreddit so lets try and keep the discourse polite.

tl;dr: Be excellent with each other.

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3

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↑ [-] [numberseventythree](#)  • 6 points 19 hours ago

I welcome their public response. Failure of a single product happens to all manufacturers. It's how they handle that failure that makes for future purchases or searches for other suppliers.

For example I buy a healthy supply of hard drives, trying to follow BackBlaze's reliability statistics where applicable. Turns out if you buy non-enterprise Toshiba drives they will not send replacement drives but instead issue you with a visa gift card. Due to the variation in hard drive prices it has not been enough to purchase a replacement of the exact same model. Seagate and Western Digital are like dreams in comparison, I especially like Seagate's \$20 advance exchange option.

I had hoped to buy many more Netgate products, it made a lot of sense. Oh well!

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↑ [-] [xOhoKsDU9Va](#) • 23 points 20 hours ago

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↑ [-] [numberseventythree](#)  • 29 points 19 hours ago

If I'm banned for relaying a truthful experience with a tiny bit of backing evidence, then so be it.

This experience has not tempered my enthusiasm for pfSense in the slightest. It's not perfect but it's still pretty great.

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↑ [-] [Shufflebuzz](#) - I have no idea what I'm doing. • 5 points 18 hours ago

Depends if they've been taking customer service lessons from [/u/NolanT](#) of [/r/Roll20](#) infamy.

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↑ [-] [numberseventythree](#)  • 4 points 17 hours ago

lol I would expect no less.

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↑ [-] [50208](#) • 3 points 15 hours ago

I would hope not, your post was not defamatory IMO.

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↑ [-] [julietscause](#) • 4 points 6 hours ago

Come on now, we all know several people are watching this thread (me being one) to see how the Netgate team responds.

In the past it hasnt been pretty, one of the huge issues I have with pfsense and several times ive contemplated moving away just because of it. So far its been quiet which is nice to see

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↑ [-] [sven784230](#) • 9 points 6 hours ago

Pfsense Staff is gilding positive comments LOL

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↑ [-] [Pinesol_Shots](#) • 15 points 20 hours ago 

The motherboard died on my SG-4860 as it was coming up to its 3rd year of service, which was a bit disappointing because I expected to

get at least 5-6 years out of the hardware. My experience with Netgate, however, was totally different from yours.

Despite my appliance being nearly two years out of warranty, they offered to replace the motherboard free of charge. It was the week of Christmas when it died and I was desperate to get my network back online. I overnighted the firewall to them, they repaired the board in one day, and then shipped it back to me overnight. They even paid for the return shipping despite my offer to pay for it. I got the appliance back on Christmas eve and was jazzed. One of the best RMA experiences I've had, and they weren't even under obligation to repair it.

Sorry to hear that your experience was not quite as nice.

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↑ [-] **Sedorox** • 10 points 16 hours ago

I'm betting the 4860 used one of the boards affected by the Intel timing bug, which iirc, SuperMicro was replacing those board when the issue arose.

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↑ [-] **sven784230** • 1 point 7 hours ago

We bought a SG-4860 for our business and it has the C2558 CPU, are we affected? If it suddenly dies a lot of stuff will break for us.. Kinda scared now

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↑ [-] **Sedorox** • 1 point 6 hours ago

I don't know what they are doing now, and when they were fixed, but this was a year or two ago. I would imagine if you just bought it, it's probably had the fix done (but Netgate would be able to answer that).

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↑ [-] **sven784230** • 1 point 6 hours ago

I bought it almost two years ago and I had to patch the c2000 bug so its definitely affected.

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↑ [-] **gonzopancho** **Netgate** - Netgate • 1 point 12 hours ago

Supermicro was reworking the boards sent for RMA, not replacing them.

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↑ [-] **browner87** • 7 points 11 hours ago

I'm curious what issue you had? My SG-1000 was also out of warranty and replaced quickly (I had to pay one way shipping I think) and painlessly. But they replaced because it had come to light online that a bad batch of boards went out with clocks they were dying, rendering the board useless. They acknowledged that issue and were replacing boards that demonstrated the exact behavior of being unable to even boot to a serial console. An entire batch of known bad hardware that they just backed away from could become a lot more of a PR problem than a single user with a random problem. I'm wondering if some of the happy return stories here are from that particular incident. Unrelated, I'm curious who keeps guilding the positive stories. It feels oddly like attempted ranking manipulation by giving the happy posts a little star. If that's you Negate, please save that money and use it to pay for shipping on your own defective products instead...

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↑ [-] **numberseventythree** **S** • 3 points 10 hours ago

Surely they fixed that issue, but you're correct, this board won't fully boot to the serial console. It does come up

enough to have some possibly useful information. Reading comments here, their support seems highly dependent on the assigned technician. It's also possible they handle things differently based on class of hardware purchased, which is a penny wise and pound foolish decision if true. Penalizes those with hardware issues who were just dipping their toes in the water. I doubt I'm the only one who started with a very small satellite office prior to rolling their hardware out to the main offices.

Unrelated, I'm curious who keeps guilding the positive stories. It feels oddly like attempted ranking manipulation by giving the happy posts a little star. If that's you Negate, please save that money and use it to pay for shipping on your own defective products instead...

This gilding is either one SUPER HAPPY Netgate customer, or a very sad attempt at ranking manipulation, as you say.

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↑ [-] **numberseventythree**  • 3 points 19 hours ago

That is stunningly different. I would understand that if I were a jerk, had been rude, etc. Perhaps it was because my first purchase was of such a low end piece of hardware versus the normal class/cost I purchase?

Thanks for your perspective!

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↑ [-] **lebean** • 6 points 18 hours ago

I'm in your boat, sg-2440 died at 14 months of life, so it was out of the one year warranty. Pursued it with support, they were sorry but it's out of warranty. Yeah, but it's an expensive device for a small firewall and nothing else in our environment has died since I've been here (2011). Two other 2440s are fine, this one was just a lemon that waited until past warranty to croak.

Yeah, it was past a year, yada yada, but only two months past so I'd hope for a at least a price break on the replacement unit our something (HA pair so we needed another). Nope, full price. We definitely aren't buying netgate as we replace our EOL ASAs this year, where before they were a strong contender because like you, I like the project.

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↑ [-] **50208** • 2 points 15 hours ago

What alternatives have you found for pfSense hardware (if not Netgate) to replace ASA's?

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↑ [-] **swedge** • 4 points 20 hours ago

We put two SG-1000 units in place at remote sites. One died pretty quickly, but the other has been going fine for a few years. We are adding an SG-3100 at a remote site and are sending a backup with it due to our previous experience.

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↑ [-] **TehSn3akerz** • 7 points 17 hours ago*

I agree, the SG-1000 are rubbish. Two sit in a drawer some place rotting away.

That said, I have 4 XG-2758s. They've treated us well. My only complaint about the hardware is that the cpu is throttled to 50%

and there isn't a damn thing you can do to change it. Compare it to a similar SuperMicro Rangeley and you get considerable more performance. (tested via openssl speed, vpn testing, AES-NI testing). You get comparable results if you turn on heavy throttling on the SuperMicro.

Now it just so happens not long after we purchased those units that the scandal happened with the competitors like domain name. I got to have a very unpleasant talk with my superiors as well as their superiors about why we were funding hate crimes / terrorism as it almost got our program shut down.

Needless to say no other Netgate products will enter the program or enterprise. Our efforts to try and make the device complaint were wasted.

I'm still tore up about losing the ability to have my beloved pfSense in the future at work (enterprise policies dictate we can't go buy a server and build it ourselves. We must buy from the vendor with support)

Now I just remind myself that no one ever gets fired for buying [Cisco]Juniper]. Meh.

That said, if you find the right support person, they will go well above expectations with helping you. If you get a wrong one, you get things like what OP describes. It would be nice if they stopped going to both extremes and find their place somewhere in the middle.

I just hope they are successful enough to keep pfSense around and to keep up with its progress. That's one plus you don't see too often. Since Netgate took the reins releases are more consistent, security updates are usually considerably faster. The videos and what not is a plus as well.

If you made it to this point, I apologize for the wall of text.

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↑ [-] **seanieb64** • 3 points 12 hours ago

I had a top of the line device in a critical functional area throw a hardware failure that was recoverable - but would result in errant system resets - We were out of support after the warranty program changes and were referred to the OEM who did repair the device but it no longer runs the "proprietary" build of PF, just community edition. [SuperMicro returned it with no data on the SSD]

It's cheaper for me to carry a stock of spare versions of all of our hardware because of the support pricing at this time. (XG-1540 equivalents, SG-8840s). I am used to enterprise equipment having you pay for shipping in but I didn't get charged for return shipment when this same device failed 2 previous times. In the future I'll just buy the same SuperMicro networking platform machines and load PF myself. I did buy the 3100 for a VPN connected remote workgroup & a warehouse so I'll see how that goes.

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↑ [-] **Tzeejay** • 3 points 18 hours ago

This is a very unfortunate experience.

I was looking for pfSense compatible hardware that was designed by Netgate. I ended up buying a SG-1000 which I'm hammering at times with thermals running up to ~80C and so far no issues (it's roughly a year old now).

I would love to buy Netgate's own hardware in the future in order to keep handing them money directly and support the product that I rely on directly. I would really like to see them invest in rock solid open source hardware.

I would also like to see more ARM based firewalls. People are building pretty crazy ARM CPUs these days and they could avoid the

Intel tax entirely.

Thank you for sharing your experience! It really got me thinking about what I'll do once my SG-1000 dies now that it's EOL'd.

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↑ [-] **gonzopancho**  - Netgate • 2 points 12 hours ago

I ended up buying a SG-1000 which I'm hammering at times with thermals running up to ~80C and so far no issues (it's roughly a year old now).

It's end of *sale* not end of life. We have a stockpile for RMA, etc, but they're not for sale.

Also: If you're running it in an 80C environment, that's way out of spec.

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↑ [-] **Tzeejay** • 1 point 9 hours ago

I know that it's out of spec but traffic is supposed to flow through it. When I also use VPN to connect to it and then open the UI the thermals sometimes show very high temps and then go down again. I'm checking right now and there isn't a lot happening while thermals show 65C.

Again, I'd like to see you invest in ARM CPUs that maybe lower then entry level prices a little since you wont have to pay the Intel tax anymore.

Thank you for trying to look out for me though!

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↑ [-] **numberseventythree**  • 2 points 17 hours ago

That's exactly it - I really wanted to support Netgate for the sake of pfSense, and since I don't need the support buying their hardware made a lot of sense. Also, you know, as far as I knew they were a US manufacturer (not the case, which they used as a reason why I should pay shipping in all directions) and when I can, I prefer to support companies in the same country I'm in. Oh well, short of a massive response from Netgate I'm resigned to returning to my tried-and-true solutions for the time being.

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↑ [-] **kachunkachunk** • 2 points 19 hours ago

One quick question first - are you based outside of the US? *Sometimes* RMA/support policies are completely back-asswards from companies who don't have typical dealings in your country. For instance Samsung flash and memory RMAs must be handled via a **contracted** organization for Canadian customers. Any efforts through Samsung Canada result in months of trouble and no resolution.

But yikes, that's still horrible. And if you're a US customer getting that kind of treatment, that's just unacceptable to me.

I have an SG-3100 that's been running a few months with zero problems, but looking at this, I'm really not holding my breath if anything goes wrong later.

(Sure, I'll open a ticket and such, if it's within the warranty period, but I'd sooner just stand up a pfSense VM or two and go back to that kind of configuration, or if I want it all in dedicated hardware, I'd reimplement my Ubiquiti USG-Pro 4 and offload basics like DNS/DHCP to a pfSense VM if feature parity still isn't really adequate for Unifi there).

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↑ [-] **numberseventythree**  • 1 point 17 hours ago

Based in the US - good catch though, I could see support policies severely discriminating against non-US users, as unfortunate as that is.

↑ [-] **50208** • **2 points** 15 hours ago

I've just made the switch from ASA's to Netgate SG-3100's for my clients. I have yet to deploy the number of devices, nor have had the experience of the OP ... but I'll be upset if I do.

Personally, I'd never go with an SG-1000 in production ... especially not to replace an ASA, but hope Netgate figures out a way to avoid this type of situation in the future for the benefit of everyone.

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↑ [-] **2wr60tsfkhsp** • **7 points** 20 hours ago*

Just don't complain about the upcoming AES-NI requirement and you'll be fine 🙄👉

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↑ [-] **gonzopancho** **Netgate** - Netgate • **5 points** 19 hours ago

What's wrong with AES?

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↑ [-] **My_username_of_choice** • **5 points** 18 hours ago

Nothing's wrong with AES, I think it's just that people's hardware won't work.

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↑ [-] **gonzopancho** **Netgate** - Netgate • **-1 points** 18 hours ago

Nothing's wrong with AES, I think it's just that people's hardware won't work.

Why is that?

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↑ [-] **stoplsay** • **3 points** 18 hours ago

I'd imagine tons of people run it on low power systems with CPUs that don't have AES-NI. I know I used to until very recently.

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↑ [-] **My_username_of_choice** • **0 points** 18 hours ago

Because people have already built devices running PFSense that don't support AES-NI, so their devices won't work when PFSense makes it a requirement.

It might already be a requirement, I can't remember.

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↑ [-] **gonzopancho** **Netgate** - Netgate • **7 points** 17 hours ago*

It's not currently a requirement. As announced, 2.5 CE will [require a CPU with AES-NI](#), and we've discussed 'why' (see the link). That said, development on 2.5 has just started, and I don't know if we're going to put [RESTCONF](#) in at this point. If we don't, then there won't be an AES-NI requirement.

We do know we're going to base 2.5 on FreeBSD 12, and the routed IPsec [already went into 2.4.4](#)

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↑ [-] **My_username_of_choice** • **0 points** 15 hours ago

Lol I didn't see your flair.

Not sure why you're confused about this though. People have hardware they want

to use that now won't work. How this that hard to understand? I understand and appreciate the need for the AES-NI requirement, but that doesn't change how annoying it may be for people.

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↑ [-] **gonzopancho**  - Netgate • 7 points
13 hours ago

The only hardware that is unsupported today is 32-bit Intel, and that's as of *today*. Literally 31 Oct 2018, as the 2.3.x series went EOL today, and 32-bit Intel isn't supported on 2.4 and forward.

If we put RESTCONF (or any REST API, really) in pfSense, then we are doing a disservice to the community if we fail to consider the long-term security implications of same.

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↑ [-] **My_username_of_choice** • -2 points 13 hours ago*

Yea, cool. I don't understand why you're replying to me like I disagree with those points. You just seem to be completely ignoring why people might find this annoying.

Think about it from their perspective, they have to buy new hardware because it won't work. Can you see that?

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↑ [-] **gonzopancho**  - Netgate • 10 points 12 hours ago

I announced this in May of 2017, hoping to give people enough time that, if they were buying new hardware, they had notice that the requirements would change for a future release where development had yet to start.

It's now effectively very early November 2018, or very late October 2018. In any case, 18-19 months have passed, and, again, work has just started and FreeBSD 12-RELEASE is [due to occur in a few weeks](#).

I also promised to continue to support the 2.4 for at least a year after 2.5 drops, just as we did when we announced that 32-bit Intel wouldn't be supported in 2.4, but we would support the 2.3 series for a year after 2.4 release.

So even if 2.5 development took an elapsed time of a single day (!), everyone

running on hardware that didn't support AES-NI would have a bit more than 2.5 years from the announcement on a supported version of pfSense to the day that support for the 2.4 series (where no AES-NI requirement exists) ends.

And even then, it's not like 2.4 would magically stop working. You just wouldn't have us fixing any security issues from that date. Since pfSense is open source, you could fix these yourself, or hire someone to do it.

So, in summary, you're saying that people find it annoying that:

- I told them in May 2017 that there was a change coming in the future that would require that their hardware would support AES-NI,
- stated the reasons for same,
- announced that their existing version of software, without the AES-NI requirement would continue to be supported for at least a year after release of the version that had the AES-NI requirement

And you're wondering why I don't 'see' that people are annoyed.

Sure, I understand that people are annoyed. That's why I decided to announce that I would expend Netgate resources to continue to support 2.4 for a year after 2.5 drops. I thought I was doing the right thing, but it's clear that proactive communication with the community is something I don't do well.

Tell ya what, [/u/My_username_of_choice](#), how long *is* enough notice? You tell me.

I'll also point out that some are worse than annoyed. I was (and still am) accused of somehow attempting to stop people buying cheap hardware from sources other

than Netgate, when there has never been a requirement that people buy their appliance from us.

I'm annoyed at people like the poster upthread who seem to enjoy spreading disinformation about the situation.

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↑ [-] **mikeil** • 2 points 5 hours ago

To jump in here... I can see how this can be frustrating, but for me personally, I find it a good excuse to upgrade and buy new hardware. How long has AES-NI processors been around? I'm running pfsense on a box without AES-NI (repurposed board about 10 years old) and I'm itching for an excuse to upgrade it.

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↑ [-] **-RYknow** • 2 points 16 hours ago

This is an interesting read. I've been running an older Netgate apu for about 5 years now. I've not had a single issue. With the pending AES requirement, I was leaning towards the sg3100 as my replacement. Some of the comment here are mentioning the 3100 as also not being super reliable.

I might just got with an R210ii and call it a day.

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↑ [-] **thelanguy** • 2 points 21 hours ago 🏆

I've bought a number of APU devices as well as some rebadged Lanner devices that are all still running.

We've retired all the older APU2 units, but the APU4's are still running today. They are due to be phased out as I don't believe they support AES-NI. Still working on what to replace them with.

We have one SG3100 unit in production that has only been running for 3 months but it seems ok.

I have emailed tech support at 9pm on a Friday and had a tech call me that night to resolve the issue.

I'm not saying you haven't had problems and I'm definitely not minimizing your aggravation. I am not at all impressed with paying the freight both ways on an RMA.

Thanks for sharing this.

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↑ [-] **rainmakerraw** • 6 points 21 hours ago

I used to run an APU2C4, and they do have hardware AES support. They'll do about 550Mbps down on pfSense and full symmetrical gigabit on Vyos/IPFire/Linux.

↑ [-] **Nephilimi** • 1 point 7 hours ago

My experience with the cheap Linksys, Dlink, Belkin, TrendNET, and asus gear is much worse than what yours seems to be. Consider for a moment all the security vulns these devices constantly have discovered. Even the holy Cisco has a big issue with hardcoded passwords that they do seem to be slowly purging. Taken in your context the scary thing is they all "work" for the daily stuff but who else are they working for? Even Microtik is having issues in this area because of some horrible default decisions they made.

That all said it doesn't make any excuses for a bad RMA process. The premium money being spent on official product should come with a premium Dell or Apple like repair process. I'd be annoyed if I had your experience too.

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↑ [-] **autobahn** • 1 point 3 hours ago

Oh wow.

Was considering getting a netgate box for a work project to support them... But that return process is absolutely bonkers.

I'll just be going with supermicro.

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↑ [-] **b1ttly** • 1 point 17 hours ago 🏆

We've been running various netgate and prior to netgate boxes without any issues, for nearly 6 years.

Sorry to hear you're having issues.

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↑ [-] **CaptPikel** • 1 point 17 hours ago

I like my SG3100 but it has had some random reboots every couple of weeks. No crash messages and logs just simply stop at the time of reboot. No option to submit a report or anything. No indicators anywhere as to why. My Zyxel had an uptime of 3 years before I switched. It's not super critical but I don't have a lot of confidence.

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↑ [-] **weehooy** • 0 points 7 hours ago

Sorry to hear you are having an unpleasant experience. That can be frustrating.

Our experience with Netgate has been completely different.

We have been an authorized Netgate reseller for almost two years now. Prior to that we were selling the big commercial devices (Fortinet, Watchguard).

We have not had a single device fail — fingers crossed that I don't go into work to find one today.

We have deployed the 1000, 2220, 2440, 3100, and 7100 — the majority being 3100. We keep the first the SG-1000 we bought kicking (literally has been kicked) around the office for training, testing, and emergency replacement.

This year, we started deploying all devices with a dedicated and connected UPS. We did find issues with abrupt power loss corrupting the system requiring we reload the firmware. With a UPS plus NUT and apcupsd this problem has gone away. We really should have been doing that from the start.

We have also found Netgate fair in their approach to customers. I would rather a fixed problem than an RMA any day.

We appreciate their work with updates and fixes to pfSense. All issues get addressed and released — and there are only a few.

Working with Netgate and pfSense has been refreshing. Unlike the big firewall companies who sell you buggy firmware, use customers as beta-testers, and then force you to a new version once it is stable so they can sell you new hardware. And, they make their UI so complicated it requires a PhD to navigate.

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↑ [-] **purduephotog** • 0 points 6 hours ago

Holy shit. I just deployed some of these for work, and had I known any of that was going to be like that I'd have dumped their whole concept in the trash.

Thanks for the heads up. They're off the list from now on, unless I deploy it on my own COTS hardware that can be replaced easily.

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