

SonicWall™ Secure Mobile Access SMA 500v Virtual Appliance 8.6

Getting Started Guide



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Legend



WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.



CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.



IMPORTANT, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

SMA 500v Getting Started Guide
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Contents

Overview	5
Before You Begin	6
Supported Platforms	6
Requirements	6
Files for Installation	7
Creating a MySonicWall Account	7
Installing the SMA 500v Virtual Appliance	8
Downloading the SMA 500v Virtual Appliance Software	8
Installing the SMA 500v	10
Configuring the SMA 500v Virtual Appliance	17
Powering the Virtual Appliance On or Off	17
Configuring interface IP and route settings on the console	18
Using the Command Line Interface	19
Setup Wizard	20
Reboot	20
Restart SSL VPN Services	21
Logout	21
Save TSR to Flash	21
Display EULA	21
Configuring Settings on the Appliance Web Interface	21
Registering Your Appliance	23
Using the 30-day Trial Version	24
Deployment Considerations	24
Registering the 30-day Trial Virtual Appliance	25
Upgrading Your Appliance	27
Obtaining the Latest Image Version	27
Exporting a Copy of Your Configuration Settings	27
Uploading a New Image	28

Introduction

- Overview
- Before You Begin
- Installing the SMA 500v Virtual Appliance

Overview

This Getting Started Guide contains installation procedures and configuration guidelines for deploying the SonicWall SMA 500v Virtual Appliance on a server on your network. The SMA 500v includes a software appliance, which has been pre-installed and pre-configured for VMware environments, and allows for the secure and easy development of SMA 500v Virtual Appliance solutions within a virtual environment.

The SMA 500v provides the following benefits:

- Scalability and Redundancy
 - Multiple virtual machines can be deployed as a single system, enabling specialization, scalability, and redundancy.
- Operational Ease
 - Users can virtualize their entire environment and deploy multiple machines within a single server or across multiple servers.
- Product Versatility
 - SMA 500v is compatible with other SonicWall platforms either as a stand-alone (All-in-One) unit, control center, or remote analyzer.
- Security
 - SMA 500v provides an optimized, non-tamperable software and hardware architecture.

For more SMA 500v information, refer to the *SonicWall Secure Mobile Access Administrator's Guide*. This and other documentation are available at:

<https://support.sonicwall.com/sonicwall-secure-mobile-access/sma%206200/technical-documents>

Before You Begin

This section contains the following topics:

- [Supported Platforms](#) on page 6
- [Requirements](#) on page 6
- [Files for Installation](#) on page 7
- [Creating a MySonicWall Account](#) on page 7

Supported Platforms

The elements of basic VMware structure must be implemented prior to deploying the SMA 500v. The following VMware platforms are supported:

- ESXi 6.0
- ESXi 5.5
- ESXi 5.1

You can use the following client applications to import the image and configure the virtual settings:

- **VMware vSphere**—Provides infrastructure and application services in a graphical user interface for ESXi, included with ESXi. Provides Thick Provisioning when deploying a SMA 500v.

Requirements

The following are the minimum requirements for the SMA 500v:

- **2 GB RAM**

This is the minimum amount of RAM needed by the SMA 500v operating system to meet the product performance and capacity specifications. A smaller amount of RAM can be configured, but is not recommended.

- **1 CPU**

This is the default number of CPUs provisioned in the SMA 500v. The minimum required number of CPUs is 1.

- **2 GB Hard Disk space**

- **Internet access** (for communication between the and the SonicWall Licensing Manager)

Files for Installation

NOTE: You will use different files for a fresh installation than when updating to a newer version

SMA 500v is available for download from <http://www.MySonicWall.com>. For a fresh install, the Open Virtual Appliance (OVA) file with a file name similar to the following format is available for import and deployment to your ESXi server:

sw_smavm_eng_8.6.0.0_tip_5sv_966392.ova

Creating a MySonicWall Account

A MySonicWall account is required for product registration. If you already have an account, log in and continue to the [Registration](#) section.

To create a MySonicWall account:

- 1 In your browser, navigate to <http://www.MySonicWall.com>.
- 2 In the login screen, click the **Register Now** link.

The screenshot shows the SonicWall MySonicWall login and registration interface. At the top, the SonicWall logo and 'MySonicWall' text are displayed. Below this, there are two input fields: 'Username/Email' and 'Password', each with a 'Forgot?' link to its right. A 'Login' button is positioned below the password field. Under the login button, there is a link for 'Not a registered user? Register Now'. At the bottom of the form area, there are several links: 'Privacy Policy', 'Conditions for use', 'Feedback', 'Live Demo', 'SonicALERT', 'Document Library', and 'Report Issues'. The footer of the page includes 'Version: 12.0', '©2017 SonicWall', and 'S2MSW06'. At the very bottom, there are three circular icons representing Android, Apple, and Windows operating systems.

- 3 Complete the registration form, then click **Register**.
- 4 Verify that the information is correct, then click **Submit**.
- 5 In the screen confirming that your account was created, click **Continue**.

NOTE: MySonicWall registration information is not sold or shared with any other company.

Installing the SMA 500v Virtual Appliance

The SMA 500v Virtual Appliance is installed by deploying an OVA file to your ESXi server. Each OVA file contains all software components related to the SMA 500v.

You can deploy the OVA files as needed for your SMA 500v environment. The SMA 500v can be configured for a single server or in a distributed environment on multiple servers.

This section contains the following topics:

- [Downloading the SMA 500v Virtual Appliance Software](#) on page 8
- [Installing the SMA 500v](#) on page 10

Downloading the SMA 500v Virtual Appliance Software

This section details the process for downloading the SMA 500v software from MySonicWall. If you do not have a MySonicWall account, you can easily create one. Refer to [Creating a MySonicWall Account](#) on page 7 for more information.

To complete the download process:

1. Navigate to www.MySonicWall.com.



- 2 Enter your **Username/Email** and **Password** in the required fields, then click **Login**. The MySonicWall page displays the following screen:

The screenshot shows the MySonicWall dashboard. At the top, it says "SONICWALL | MySonicWall". On the right, there's a "Welcome | Logout" link. Below the header, there's a "Notifications" section with a "View all" link. The notifications list includes links to Microsoft Security Bulletin Coverage, Sage ransomware, Microsoft postpones February security updates, and OpenSSL vulnerabilities. Below this is a "Quick Register" section with a "REGISTER A PRODUCT" button and a "Next" button. To the right of this is a "Free Trial Software" section with a "Click Here" link. Below the registration section is a "Most Recently Registered Products" section showing a table with columns for Name, Serial Number, and Type. The table lists one product: "5.1.361.300W" with type "TZ300W". To the right of this is a "Latest Downloads" section showing "SMA 400" with version "8.5.0.4-18sv" and release date "Jan 10, 2017". At the bottom, there's a "Service Renewal" section stating "You have no Upcoming service renewals".

SONICWALL | MySonicWall

Welcome | Logout

Notifications [View all](#)

SonicWall Security Center

17 hours ago

[Microsoft Security Bulletin Coverage \(Feb 23, 2017\)](#)

[New variants of Sage ransomware Spotted In the Wild. \(Feb 17, 2017\)](#)

[Microsoft Postpones February Security Updates to March \(Feb 16, 2017\)](#)

[Cancer Ransomware forgets how to ransomware \(Feb 10, 2017\)](#)

[OpenSSL Multiple Vulnerabilities \(Feb 10, 2017\)](#)

Quick Register

REGISTER A PRODUCT

Enter Activation Key or Serial number

Free Trial Software

[Click Here](#) to Try for free, SonicWALL Software Products.

Latest Downloads

Showing 1 of 1.

SMA 400 **Early Release**

Version: 8.5.0.4-18sv, Release Date: Jan 10, 2017

Most Recently Registered Products

Showing 1 product(s) of 32.

Name	Serial Number	Type
5.1.361.300W	[redacted]	TZ300W

[View all](#)

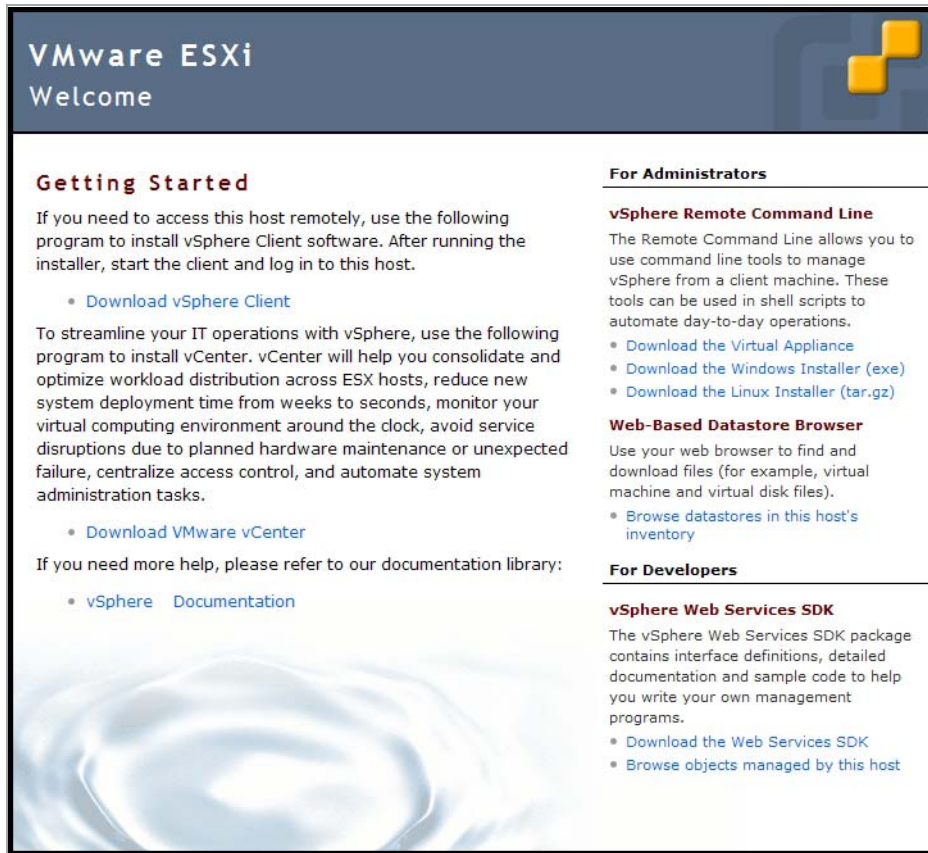
Service Renewal

You have no Upcoming service renewals

- 3 Click the **Downloads** button in the left-pane menu. The Download Center page is displayed.
- 4 Click the **Language** drop-down list, and select your preferred language.
- 5 Click the **Software Type** drop-down list, and select SMA 500v Virtual Appliance Base Firmware.
- 6 In the Available Software list, click **SMA 500v Virtual Appliance Base Firmware**.
- 7 Save the SMA 500v Virtual Appliance image to your computer.

Installing the SMA 500v

You can deploy an OVA file by using the vSphere client, which comes with ESXi. For vSphere, point your browser to your ESXi server, and click Download vSphere Client.



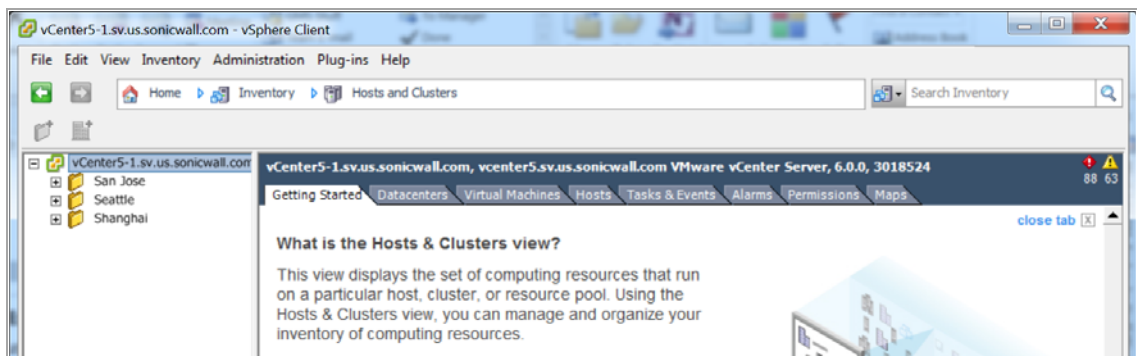
To perform a fresh install of the SMA 500v using the vSphere client:

- 1 Download the OVA file (similar to the file name format: `sw_smavm_eng_8.6.0.0_tip_5sv_966392.ova`) from MySonicWall to a system that is accessible to your ESXi server.

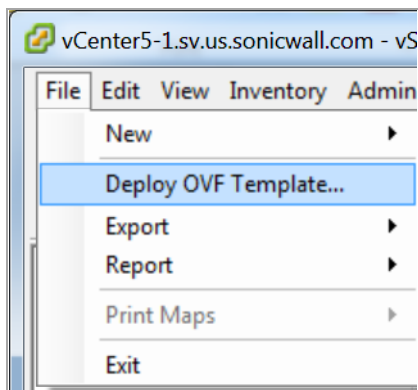
- 2 Launch vSphere and use it to log on to your ESXi server.



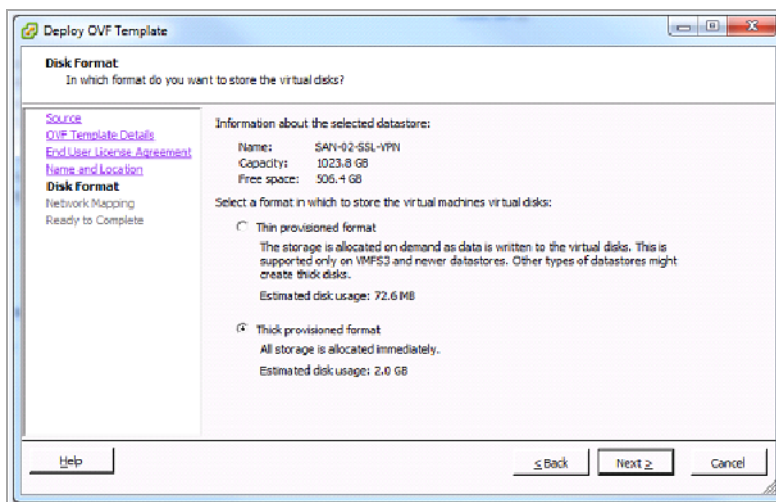
- 3 From the Home screen, click the Inventory icon to display the virtual appliances running on your ESXi server.



- 4 To begin the import process, click **File** and select **Deploy OVF Template**.



- 5 In the Source screen of the Deploy OVF Template window, under **Deploy from a file or URL** click **Browse** and then select the OVA file to import or type the URL of the OVA file. Click **Next**.
- 6 In the **OVF Template Details** screen, verify the information about the selected file. To make a change, click the Source link to return to the Source screen, and select a different file. To continue, click **Next**.
- 7 In the **End User License Agreement** screen, read the agreement, and click **Accept**. Then, click **Next**.
- 8 In the **Name and Location** screen, enter a descriptive name for the virtual appliance in the Name field.
- 9 Select the desired location in the Inventory Location field. Click **Next**.
- 10 If using ESXi4, in the Disk Format screen, select either **Thin provisioned format** or **Thick provisioned format**. Thick provisioned format allocates the maximum storage space on disk immediately, while Thin provisioned allocates a small amount immediately and allocates extra storage as needed, up to the maximum.



If using ESXi5, in the Disk Format screen, select:

- **Thick Provision Lazy Zeroed** - Thick provisioned Lazy Zeroed format allocates the maximum storage space on disk immediately, but the blocks aren't actively zeroed out.
- **Thick Provision Eager Zeroed** - Thick provisioned Eager Zeroed format allocates the maximum storage space on disk immediately and all allocated blocks are immediately zeroed out. Eager zeroing is slightly faster than Lazy zeroing because it doesn't have to periodically zero out blocks when more storage is needed.

- **Thin Provision** - Thin provisioned format allocates a small amount immediately and allocates extra storage as needed, up to the maximum.

The screenshot shows the 'Deploy OVF Template' wizard window. The title bar reads 'Deploy OVF Template'. The main heading is 'Disk Format' with the subtext 'In which format do you want to store the virtual disks?'. On the left, a navigation pane lists the following steps: Source, OVF Template Details, End User License Agreement, Name and Location, Host / Cluster, Resource Pool, Storage, **Disk Format** (highlighted), Network Mapping, and Ready to Complete. The main area contains the following fields and options: 'Datastore:' with a dropdown menu showing 'ESX-17-RAID10-local1'; 'Available space (GB):' with a text box showing '1919.8'; and three radio button options: 'Thick Provision Lazy Zeroed' (selected), 'Thick Provision Eager Zeroed', and 'Thin Provision'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- 11 In the Network Mapping screen, map the networks used in the OVF template to networks in your inventory.

Deploy OVF Template

Network Mapping
What networks should the deployed template use?

[Source](#)
[OVF Template Details](#)
[End User License Agreement](#)
[Name and Location](#)
[Host / Cluster](#)
[Resource Pool](#)
[Storage](#)
[Disk Format](#)
Network Mapping
Ready to Complete

Map the networks used in this OVF template to networks in your inventory

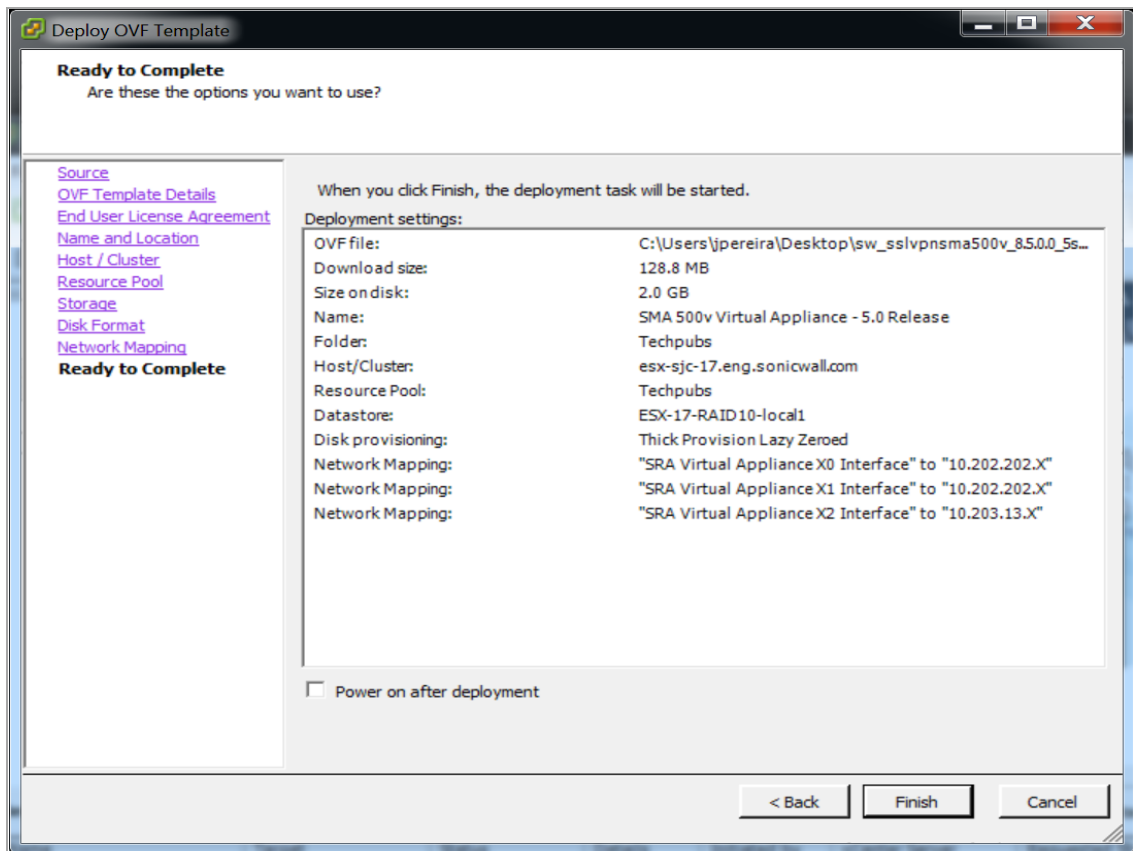
Source Networks	Destination Networks
SRA Virtual Appliance X0 Interface	10.202.202.X
SRA Virtual Appliance X1 Interface	10.202.202.X
SRA Virtual Appliance X2 Interface	10.203.13.X

Description:
The SRA Virtual Appliance X2 Interface network

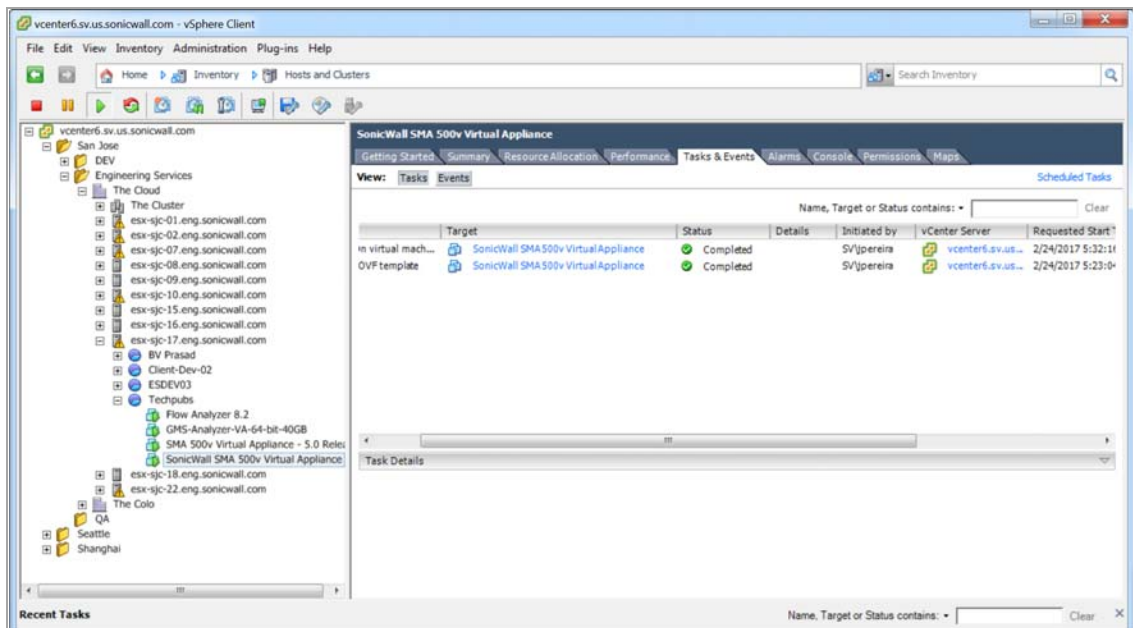
Warning: Multiple source networks are mapped to the host network: 10.202.202.X

< Back Next > Cancel

- 12 In the **Ready to Complete** section, review and verify the displayed information. To begin the deployment with these settings, click **Finish**. Otherwise, click **Back** to navigate back through the screens to make a change.



- 13 When the deployment is completed, click **Finish** in the Deployment Completed Successfully dialog box. The name of the new SMA 500v appears in the left pane of the vSphere window.



Using the SMA 500v Virtual Appliance

- [Configuring the SMA 500v Virtual Appliance](#)
- [Registering Your Appliance](#)
- [Using the 30-day Trial Version](#)
- [Upgrading Your Appliance](#)

Configuring the SMA 500v Virtual Appliance

This section describes how to power on and configure basic settings on the SMA 500v Virtual Appliance, including virtual hardware settings and networking settings.

This section contains the following topics:

- [Powering the Virtual Appliance On or Off](#) on page 17
- [Configuring interface IP and route settings on the console](#) on page 18
- [Using the Command Line Interface](#) on page 19
- [Configuring Settings on the Appliance Web Interface](#) on page 21

Powering the Virtual Appliance On or Off

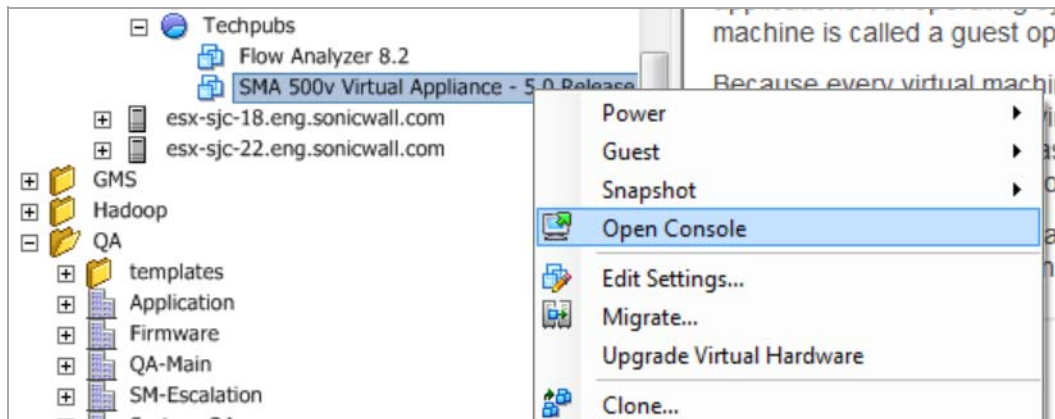
There are multiple ways to power the SMA 500v on or off:

- Right-click the SMA 500v in the left pane and navigate to **Power > Power On** or **Power > Power Off** in the right-click menu.
- Select the SonicWall SMA 500v Virtual Appliance in the left pane and then click **Power on the virtual machine** or **Shut down the virtual machine** on the Getting Started tab in the right pane.
- Select the SonicWall SMA 500v Virtual Appliance in the left pane and then click **Power On** or **Shut down guest** on the Summary tab in the right pane.

Configuring interface IP and route settings on the console

To open the console and configure the IP address and default route settings:

- 1 In vSphere, right-click the SonicWall SMA 500v Virtual Appliance in the left pane and select **Open Console** in the right-click menu.



- 2 When the console window opens, click inside the window, type **admin** at the Login prompt and press **Enter**. Then, type **password** at the Password prompt and press **Enter**. The **SNWLCLI>** prompt is displayed.

```
RAMDISK: Loading 434KiB [1 disk] into ram disk... done.
UFS: Mounted root (squashfs filesystem) readonly.
Freeing unused kernel memory: 192k freed
kjournald starting. Commit interval 5 seconds
EXT3 FS on sda1, internal journal
EXT3-fs: recovery complete.
EXT3-fs: mounted filesystem with ordered data mode.
kjournald starting. Commit interval 5 seconds
EXT3 FS on sda3, internal journal
EXT3-fs: mounted filesystem with ordered data mode.
kjournald starting. Commit interval 5 seconds
EXT3 FS on sda6, internal journal
EXT3-fs: mounted filesystem with ordered data mode.
Adding 1959888k swap on /dev/sda5. Priority:-1 extents:1 across:1959888k
eth0: link up
eth0: link up
starting pid 5226, tty '/dev/tty1': '/bin/sh'
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
!! System is up and running !!
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

starting pid 5232, tty '/dev/tty1': '/opt/vsa/bin/snwl-getty'

Login: admin
Password: _
```

NOTE: The mouse pointer disappears when you click in the console window. To release it, press **Ctrl+Alt**.

- 3 Configure the local IP address for the virtual appliance with the command:
`interface eth0 <IP Address> <SubnetMask>`
- 4 Configure the DNS with the command:
`dns --namesrver <DNS IP>`

- 5 Configure the default route for the virtual appliance with the command:

```
route --add default -- destination <gateway IP>
```

You can test connectivity by pinging another server or your main gateway, for example:

```
ping <gateway IP>
```

Press Ctrl+c to stop pinging.

- 6 Type **exit** to exit the CLI. Close the console window by clicking the **X**.

i **NOTE:** Refer to [Using the Command Line Interface](#) on page 19 for more information about changing the settings.

Using the Command Line Interface

The Command Line Interface (CLI) is a text-only mechanism for interacting with a computer operating system or software by typing commands to perform specific tasks. It is a critical part of the deployment of the SMA 500v Virtual Appliance, where basic networking needs to be configured from the console.

While the physical SMA 500v Virtual Appliance has a default IP address and network configuration that requires a client's network settings to be reconfigured to connect, as the network settings in the VMware virtual environment might conflict with the SonicWall defaults. The CLI utility remedies this by allowing basic configuration of the network settings when deploying the SMA 500v Virtual Appliance.

After the SMA 500v Virtual Appliance firmware has fully booted, a login prompt is displayed.

To access the CLI, login as admin. The password is the same as the password for the "admin" account configured on the appliance. The default is password.

```
sslvpn login: admin
Password: <password>
```

If an incorrect password is entered, the login prompt is displayed again. If the correct password is entered, the CLI is launched.

i **NOTE:** The User input used in the examples highlighted in red indicates text entered by the user, there is no coloring of text done on the actual CLI.

Basic system information and network settings are displayed along with the main menu.

The main menu has six selections:

- [Setup Wizard](#) on page 20
- [Reboot](#) on page 20
- [Restart SSL VPN Services](#) on page 21
- [Logout](#) on page 21
- [Save TSR to Flash](#) on page 21
- [Display EULA](#) on page 21

Setup Wizard

This option launches a simple wizard to change the basic network settings, starting with the X0 IP Address, X0 subnet mask, default gateway, primary and secondary DNS, and the hostname. The following CLI output illustrates an example where each field is changed:

```
X0 IP Address (default 192.168.200.1): 192.168.200.201
X0 Subnet Mask (default 255.255.255.0): 255.255.0.0
Default Gateway (default 192.168.200.2): 192.168.200.1
Primary DNS: 10.50.128.52
Secondary DNS (optional, enter "none" to disable): 4.2.2.2
Hostname (default sslvpn): sra4200

New Network Settings:
X0 IP Address:      192.168.200.201
X0 Subnet mask:     255.255.0.0
Default Gateway:    192.168.200.1
Primary DNS:        10.50.128.52
Secondary DNS:      4.2.2.2
Hostname:           sra

Would you like to save these changes (y/n)?
```

If a field is not filled out, the prior value is retained, allowing you to change only a single field. After each field has been prompted, the new network settings are shown and a confirmation message is given for the user to review and verify the changes before applying them. The following shows the result when you save the changes:

```
Would you like to save these changes (y/n)? y
Saving changes...please wait....
Changes saved!
Press <Enter> to continue...
```

After saving the changes, press Enter to return to the original display of the System Information and Network Settings. Verify that the changes have taken effect

If no changes are saved, a message displays. Pressing Enter returns to the initial display of the System Information and Network settings.

NOTE: When applying settings that change the IP address, there might be a delay of up to five seconds as the interface settings are updated.

Reboot

Selecting this option displays a confirmation prompt, and then reboots:

```
Reboot
Are you sure you want to reboot (y/n)?
```

Restart SSL VPN Services

This option displays a confirmation prompt, and then restarts the Web server and the related SSL-VPN daemon services. This command is equivalent to issuing the Easy Access Ctrl restart command.

```
Restart SSL-VPN Services
Are you sure you want to restart the SSL-VPN services (y/n)? y

Restarting SSL-VPN services...please wait.
Stopping SMM: [ OK ]
Stopping Firebase :[ OK ]
Stopping FTP Session:[ OK ]
Stopping HTTPD: [ OK ]
Cleaning Apache State: [ OK ]
Stopping Graphd :[ OK ]

Cleaning Temporary files.....
Starting SMM: [ OK ]
Starting firebase: [ OK ]
Starting httpd: [ OK ]
Starting ftpsession: [ OK ]
Starting graphd: [ OK ]

Restart completed...returning to main menu...
```

Logout

The logout option ends the CLI session and returns to the login prompt.

NOTE: The X0 interface is the only interface configurable through the CLI. Currently, configuring any other interfaces using the CLI on a SonicWall SMA 500v Virtual Appliance is not supported.

Save TSR to Flash

Saves the Technical Support Report to flash memory on the SMA 500v Virtual Appliance.

Display EULA

Displays the End User License agreement associated with the SMA 500v Virtual Appliance.

Configuring Settings on the Appliance Web Interface

This section provides procedures to configure the remaining appliance settings as you would for the SonicWall SMA 500v Virtual Appliance hardware appliance.

To complete the host configuration:

- 1 Launch a browser and enter the URL of the virtual appliance.
- 2 On the appliance interface login page, type in the default credentials and then click Login.

The default credentials are:

User - admin

Password - password

After you login, the SMA 500v Virtual Appliance management interface is displayed.

The screenshot displays the SonicWall Secure Mobile Access (SMA) 500v Virtual Appliance management interface. The top navigation bar includes the SonicWall logo, 'Secure Mobile Access', and user information (User: admin, Mode: Configuration). The left sidebar shows a menu with categories like System, Network, and Services. The main content area is titled 'System / Status' and contains several sections:

- To-Do List:** A list of tasks such as 'Please check with SonicWall for information about new Services and Upgrades for your SMA appliance.' and 'Specify an outbound SMTP server so log messages and one-time passwords can be sent.'
- System Information:** A table showing hardware and software details.

Model:	SMA 200
Serial Number:	[REDACTED]
Authentication Code:	[REDACTED]
Firmware Version:	8.6.0.0-3sv
Safemode Version:	4.0.0.3
CPU (Utilization):	1.74 GHz Intel Atom(TM) C2358 Dual Core Processor (10%)
Total Memory:	2.0 GB RAM (25%), 2GB Flash
System Time:	2017/02/27 13:56:28
Up Time:	32 Days 21:42:18
Active Users:	1 User(s)
Anonymous Sessions:	0
- Licenses & Registration:** A table showing license details.

User License:	5 Users (0 in use)
ViewPoint:	Not Licensed
Analyzer:	Licensed
Secure Virtual Assist:	1 Technician License
Web Application Firewall:	Licensed
End Point Control:	Licensed
Geo IP & Botnet Filter:	Licensed
- Latest Alerts:** A table showing recent system alerts.

Date/Time	User	Message
2017-02-21 12:21:59	admin	User login failed
2017-02-20 07:11:00	System	License Manager SSL connection failed - Please check your Internet connection and DNS settings.
2017-02-20 07:05:54	System	License Manager SSL connection failed - Please check your Internet connection and DNS settings.
2017-02-20 04:33:04	System	License Manager SSL connection failed - Please check your Internet connection and DNS settings.
2017-01-25 16:13:04	admin	SSLVPN restarted
- Network Interfaces:** A table showing network interface details.

Name	IP Address	IPv6 Address	Link Status
X0	192.168.200.1	n/a	No link
X1	10.203.28.102	fe80::1ab1:69ff:fe09:3049	1000 Mbps - Full Duplex

3 Configure your settings for the SMA 500v.

Registering Your Appliance

This section contains information about registering your SMA 500v Virtual Appliance.

You must purchase a license and register your SMA 500v before first use. Registration is performed using the appliance management interface. When registration is completed, SMA 500v will be licensed and ready to use. For the 30-Day Trial Virtual Appliance registration process, refer to [Registering the 30-day Trial Virtual Appliance](#) on page 25.

SMA 500v provides user-based licensing. By default, the virtual appliance comes with a 5-user license. Extra licenses can be added in 5, 10, and 25 user denominations, up to a maximum that allows for 50 concurrent user sessions.

Licensing is controlled by SonicWall's license manager service, and customers can add licenses through their MySonicWall accounts. Unregistered units support the default license allotment for their model, but the unit must be registered in order to activate additional licensing from MySonicWall.

License status is displayed in the SMA 500v Virtual Appliance management interface, on the Licenses & Registration section of the **System > Status** page.

Communication with the SonicWall Licensing Manager is necessary while using the SMA 500v Virtual Appliance, and requires Internet access.

If a user attempts to log in to the Virtual Office portal and there are no more available user licenses, the login page will display the error, "No more User Licenses available. Please contact your administrator." The same error is displayed if a user launches the NetExtender client when all user licenses are in use. These login attempts are logged with a similar message in the log entries, displayed in the **Log > View** page. You can add user licenses if this occurs regularly. For occasional spikes in remote access needs, you can purchase a Spike License to temporarily increase the number of remote users your virtual appliance can support. See the *SonicWall Secure Mobile Access Administrator's Guide* for more information.

To register your SMA 500v:

- 1 Log in to your SMA 500v. The **System > Status** page displays.
- 2 Navigate to the **System > Licenses** page.
- 3 Enter your MySonicWall.com account username and password in the appropriate fields. Click **Submit**.
- 4 The Administration section displays. Enter the **Serial Number**, **Authentication Code**, and **Friendly Name** for your SonicWall appliance. Click **Submit** to finish the registration process.
- 5 You have successfully registered your SMA 500v. Click **Continue** to view the Manage Licenses screen or continue configuring other settings within the appliance.

Using the 30-day Trial Version

The SMA 500v Virtual Appliance is offered in a 30-day Trial version. The installation, registration, and functionality of the 30-Day Trial appliance is the same as the full SMA 500v, except for differences noted below in Deployment Considerations. An email is sent from the SonicWall License Manager to warn you when your trial is near its expiration date.

To upgrade to the full version:

- Purchase the full SMA 500v.
- Export your settings from the 30-day Trial version.
- Install and register the full SMA 500v.
- Import your settings.

You must install the SMA 500v software before registering for your 30-Day Trial. For more information on obtaining the software, see [Downloading the SMA 500v Virtual Appliance Software](#) on page 8.

This section contains the following topics:

- [Deployment Considerations](#) on page 24
- [Registering the 30-day Trial Virtual Appliance](#) on page 25

Deployment Considerations

The following is a list of deployment considerations for the 30-day Trial version:

- The SMA 500v is disabled after 30 days.
- A maximum of two concurrent users are allowed to login to the appliance.
- Trial versions of Virtual Assist, Web Application Firewall, and ViewPoint are activated during registration.
- No paid add-on licenses or services can be added.
- Communication with the SonicWall Licensing Manager is required during the entire trial period.
- It is recommended to save a copy of your appliance's configuration settings before upgrading to the actual version of the SMA 500v.
- Virtual Assist includes only one technician license.
- The elements of basic VMware structure must be implemented prior to deploying the SMA 500v.

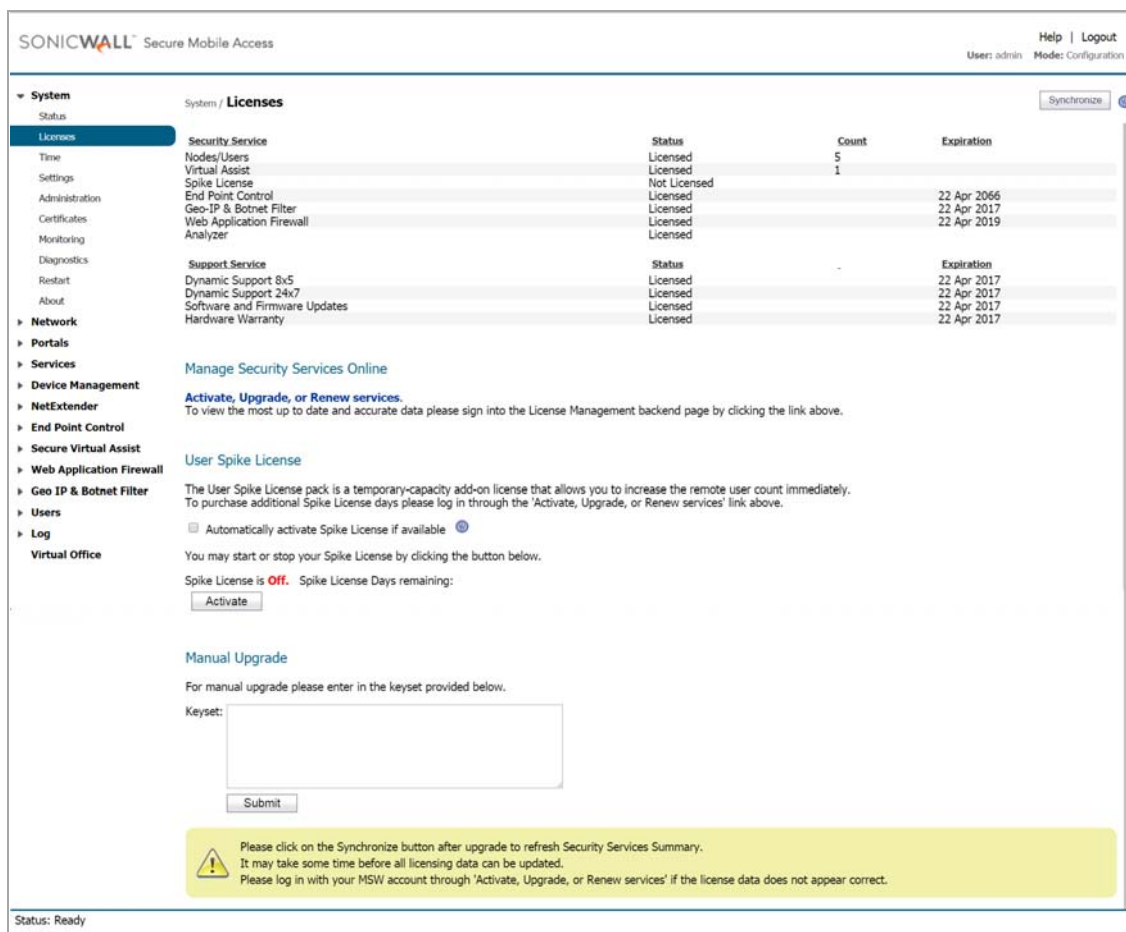
Registering the 30-day Trial Virtual Appliance

This section details registration of the SonicWall 30-day Trial Virtual Appliance.

NOTE: Before starting the registration process, contact SonicWall Sales to obtain your serial number and authorization code.

To register the 30-day Trial:

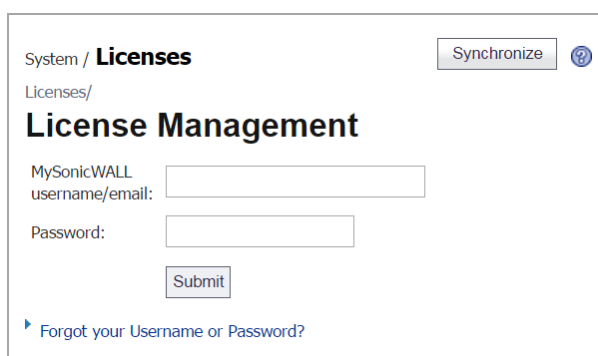
- 1 Log in to your SMA 500v.
- 2 Navigate to the **System > Licenses** page.



Security Service	Status	Count	Expiration
Nodes/Users	Licensed	5	
Virtual Assist	Licensed	1	
Spike License	Not Licensed		
End Point Control	Licensed		22 Apr 2066
Geo-IP & Botnet Filter	Licensed		22 Apr 2017
Web Application Firewall	Licensed		22 Apr 2019
Analyzer	Licensed		

Support Service	Status	Expiration
Dynamic Support 8x5	Licensed	22 Apr 2017
Dynamic Support 24x7	Licensed	22 Apr 2017
Software and Firmware Updates	Licensed	22 Apr 2017
Hardware Warranty	Licensed	22 Apr 2017

- 3 Click the **Activate, Upgrade, or Renew services** link.



System / **Licenses** Synchronize

Licenses/
License Management

MySonicWALL
username/email:

Password:

[Forgot your Username or Password?](#)

- 4 Enter your MySonicWall account name and password, then click **Submit**.

- 5 Enter the **Serial Number**, **Authentication Code**, and a **Friendly Name**.
- 6 Click **Submit**.
- 7 When the registration confirmation page displays, click **Continue**.

Upgrading Your Appliance

This section contains the following topics:

- [Obtaining the Latest Image Version](#) on page 27
- [Exporting a Copy of Your Configuration Settings](#) on page 27
- [Uploading a New Image](#) on page 28

Obtaining the Latest Image Version

To obtain a new SMA 500v image file for your security appliance:

- 1 Go to www.MySonicWall.com and connect to your MySonicWall account.

i **NOTE:** If you have already registered your SMA 500v and you selected to be notified when new firmware is available on the **System > Settings** page, you are automatically notified of any updates available for your model.

- 2 Copy the new SMA 500v image file to a directory on your management station. For the Virtual Appliance, this is a file such as:

`sw_smavm_eng_8.6.0.0_tip_5sv_966392.sig`

Exporting a Copy of Your Configuration Settings

Before beginning the update process, export a copy of your SMA 500v Virtual Appliance configuration settings to your local machine. The Export Settings feature saves a copy of your current configuration settings on your SMA 500v, protecting all your existing settings in the event that it becomes necessary to return a previous configuration state.

i **NOTE:** Exporting and Importing system configuration settings is supported when upgrading from a SonicWall SRA 4600 appliance to an SMA 500v.

To save a copy of your configuration settings and export them to a file on your local management station, click the **Export Settings** button on the **System > Settings** page and save the settings file to your local machine. The default settings file is named `sslvpnSettings.zip`.

i **NOTE:** To more easily restore settings in the future, rename the .zip file to include the version of the SMA 500v image from which you are exporting the settings.

Uploading a New Image

SMA 500v Virtual Appliances do not support downgrading an image and using the configuration settings file from a higher version. To downgrade to a previous version of a SMA 500v image, you must create a new Virtual Machine or load a snapshot taken earlier.

To upload a new SMA 500v Virtual Appliance image:

- 1 Download the SMA 500v image file and save it to a location on your local computer.
- 2 Select **Upload New Firmware** from the **System > Settings** page. Browse to the location where you saved the SMA 500v Virtual Appliance image file, select the file, and click the **Upload** button. The upload process can take up to one minute.
- 3 When the upload is complete, you are ready to reboot your SMA 500v with the new SMA 500v Virtual Appliance image. Do one of the following:
 - To reboot the image with current preferences, click the boot icon for **New Firmware**.
 - To reboot the image with factory default settings, click the boot icon for **New Firmware** and select the check box to **Boot with factory default settings**.

i NOTE: Be sure to save a backup of your current configuration settings to your local computer before rebooting the SonicWall SMA 500v Virtual Appliance with factory default settings, as described in the previous “Exporting a copy of your configuration settings” section.

- 4 A warning message dialog is displayed saying Are you sure you wish to boot this firmware? Click **OK** to proceed. After clicking **OK**, do not power off the device while the image is being uploaded to the hard disk.
- 5 After successfully uploading the image to your SMA 500v, the login screen is displayed. The updated image information is displayed on the **System > Settings** page.

SonicWall Support

Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract and to customers who have trial versions.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. To access the Support Portal, go to <https://support.sonicwall.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. In addition, the Support Portal provides direct access to product support engineers through an online Service Request system.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- Download software
- View video tutorials
- Collaborate with peers and experts in user forums
- Get licensing assistance
- Access MySonicWall
- Learn about SonicWall professional services
- Register for training and certification

To contact SonicWall Support, refer to <https://support.sonicwall.com/contact-support>.