The Remote Implementation Service for SonicWall Deep Packet Inspection-Secure Socket Layer (DPI-SSL) is a deployment service ("Activity") that deploys and integrates the DPI-SSL decryption service into a customer environment. This Activity is typically implemented within 5-10 business days after the SonicWall Advanced Services Partner receives the completed implementation planning document(s). The Activities will be limited to those stated herein.

Overview

SonicWall Remote Implementation Services are delivered by SonicWall's Advanced Services partners who have completed extensive training, certification and have demonstrated expertise in all aspects and products of SonicWall's solution platform. Upon the completion of purchase and processing, the Advanced Services partner will begin the coordination of the Remote Implementation Service within five (5) business days. Upon completion of the Remote Implementation Service, the Advanced Services partner will continue to support the configuration for thirty (30) calendar days.

Activities

The planned Activities include the following:

Pre-Deployment Steps

- Review existing network topology and configuration
- Review firewall intended use and compliance requirements
- Review of underlying virtual infrastructure for appropriate sizing (if applicable)

Configuration

- Create custom Public and Private Keys required to deploy DPI-SSL (Customer provided certificates from customer controlled Certificate Authority are also acceptable)
- Enable DPI-SSL Inspection on Security services
  - Intrusion Prevention Service
  - Gateway Anti-Virus
  - Anti-Spyware
  - Application Firewall
  - Content Filter
- Enable Server-side Authentication on decrypted connections
- Enable SSL control services to SonicWall best practices
- Provide a SonicWall-maintained and compiled DPI-SSL Exclusion list for well-known Common Names sites
- Configure Content Filter Inclusions/Exclusions
- Provide a single landing page for the user to execute the installation of the required certificates

- Provide Certificate deployment for up to 150 supported client systems
- Verify DPI-SSL configuration is working correctly on five arbitrary customer machines

Installation

- Work with customer over the phone to complete the DPI-SSL configuration
- Verify DPI-SSL Features are working correctly
- Verify Business Critical Applications are working correctly
- After testing is complete, provide customer with a backup of all settings
- Configurations will be completed during normal business hours 0800 – 1700 hours Monday – Friday Local Standard Time
- Service enablement should be during business hours to provide real time feedback on Critical Business Applications functionality

Post-Implementation

- 30 days of post-implementation support is included should the customer need technical support for the specific implementation (the installation and configuration of the product only).
- The customer should contact SonicWall Support for product-related issues.
- Additional implementation support or management services (beyond 30 days) may be available for purchase (additional fees may apply).

Scope, Prerequisites and Other Terms

Scope

The following services are NOT included in the planned Activities for this service but, may be purchased separately (additional fees may apply):

- Enforced Anti-Virus implementation
- Configuration of Comprehensive Anti-Spam Service
- Configuration of WAN Acceleration
- Configuration of additional VPN Tunnels
- Virtual Assist configuration
- GMS installation/configuration
- Training/Consulting Services
- Provide configuration after hours
- Provide Landing page or Automated certificate enrollment method

SonicWall Remote Implementation Service - DPI-SSL Implementation

Prerequisites

- The customer must ensure that the existing infrastructure, hardware and (if applicable) virtualized configuration is sufficient to support the environment

- The customer must commit a technical resource on a full-time basis to provide SonicWall or the partner with the assistance required

- Customer must be aware of all business critical applications needed to be tested in the DPI-SSL deployment process

- Customer is required to perform self-enrollment of DPI-SSL Certificate

- Customer is required to have a healthy Active Directory, and will make all Microsoft configurations

Other Terms

- All activities will be performed remotely utilizing the phone and web conferencing

- It is the customer's responsibility to ensure it has the appropriate agreements with the provider of the Activities.

- The provision of the Activities does not include the development of any intellectual property. All right, title and interest arising from the performance of Activities shall vest in SonicWall.

- SonicWall and/or the provider of the Activities may require execution of additional documentation before performance of the Activities begin. This additional documentation may include (without limitation) dates for the work to begin. If the provider of the Activities can accommodate a change in schedule related to the Activities, the provider may require a two (2) week lead time (or more) before Activities can be performed.

- If a customer makes any changes during or after the Activities begin, additional charges and/or schedule changes may apply.

- Only configured features publicly posted by SonicWall in the Datasheets may be configured.

- Not all Activities may need to be configured.

- The information provided herein is a general description of Activities. Any services delivered that are not explicitly outlined herein are not a part of this offer.

- The duration for the provision of Activities may vary based on many factors including, but not limited to, the complexity of the customer's environment.

- SonicWall is not responsible for ensuring Customer's compliance with data privacy, security and PCI requirements.

- Customer agrees that additional fees may be due and payable if Customer makes any such changes or otherwise fails to meet the prerequisites set forth herein.

- Only authorized SonicWall providers may provide the Activities described by this offer.

Purchase Information

SKU ID	DESCRIPTION
01-SSC-2496	SonicWall Remote Implementation DPI-SSL Deployment - 150 Users

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About Us

Over a 27 year history, SonicWall has been the industry's trusted security partner. From network security to access security to email security, SonicWall has continuously evolved its product portfolio, enabling organizations to innovate, accelerate and grow. With over a million security devices in almost 200 countries and territories worldwide, SonicWall enables its customers to confidently say yes to the future.

If you have any questions regarding your potential use of this material, contact:

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