

Remote Start-up and Configuration Service

NETWORK SECURITY

SonicWALL Remote Start-up and Configuration Service for the TZ Series

Overview

SonicWALL® Remote Start-up and Configuration Service for the TZ Series provides secure remote configuration of your SonicWALL TZ Series network security appliance. A CSSA-certified SonicWALL engineer works with you via e-mail and over the phone to build a configuration plan based on your requirements. Once you've agreed to the plan, the SonicWALL security engineer will configure your TZ Series appliance quickly and efficiently for rapid deployment into your network. And, if you need help after the work is completed, you've got five additional days to e-mail SonicWALL with follow-up questions related to your configuration.*

Benefits

Key benefits of SonicWALL Remote Start-up and Configuration Service for the TZ Series include:

- **Rapid Deployment** – SonicWALL security engineers are experienced at configuring security appliances, enabling you to deploy your TZ Series appliance quickly and securely into a new or existing network.
- **Reliability and Confidence** – Whether it's one appliance or 100, you can be confident that the SonicWALL security engineer has the expertise to ensure your TZ Series solution is properly configured and ready for deployment.
- **Low TCO** – We'll help you minimize your costs by taking care of one of the most important aspects of your deployment plan so that you can focus on the others.



Eligible Products

Products eligible for the SonicWALL Remote Start-up and Configuration Service for the TZ Series include:

- TZ 210 Series, TZ 200 Series, TZ 100 Series, TZ 190 Series and TZ 180 Series network security appliances

Service Deliverables

SonicWALL Remote Start-up and Configuration Service for the TZ Series includes the following configuration deliverables. Note: Based on appliance, firmware version or customer requirements, not all deliverables may be applicable

- Loading the latest firewall firmware
- Activating the service license keys and enabling security services
- Creation of one security service exclusion list (maximum 10 items per service. Applies to Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention and Content Filtering only)
- Configuring administrator accounts
- Specifying mode of operation, zones, IP address, subnet mask, hostname, static routes, DNS, SYSLOG
- Setting up the addresses and custom services if applicable (maximum of 20 objects each)
- Setting up the network address translation (maximum of 10 policies)
- Setting up firewall policies including bandwidth management (maximum of 10 policies)
- Enabling wireless security features (wireless appliances only) – intrusion detection and wireless guest services
Note: does not include wireless configuration on end client devices (laptops)
- Setting up VPNs: site-to-site and client-to-site (maximum of 6 VPNs)
- Setting up SSL VPN for remote access
- Setting up user level authentication using external authentication servers
- Setting up WAN failover/failback connections and load balancing (also USB-based 3G/analog modem devices)



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Customer Requirements

Prior to the start of the service, customers are required to complete the following actions:

- Ensure the appliance is covered under an active support contract or warranty support. SonicWALL will not provide the Remote Start-up and Configuration Service on any appliance that does not have active support
- Create a MySonicWALL.com account and register the appliance
- Complete and submit the Preliminary Engagement and Remote Start-up and Configuration Information forms to SonicWALL
- Provide SonicWALL with remote access to the appliance via Web browser and command line (CLI)
- For TZ 210 Series, 200 Series and 190 Series appliances, ensure stable wireless WAN connectivity

Delivery Phases

SonicWALL Remote Start-up and Configuration Service for the TZ Series is delivered in four phases:

Phase 1: Requirements Gathering

Phase 2: Configuration Planning

Phase 3: Remote Appliance Configuration

Phase 4: Validation and Customer Sign-off

Phase 1: Requirements Gathering

- The customer completes the online Preliminary Engagement Web form on the SonicWALL Web site
- After completing the online form, the customer submits the information to SonicWALL for review by the SonicWALL Customer Service Agent
- The Customer Service Agent contacts the customer to discuss the service and sends the Remote Start-up and Configuration Information form. The Customer Service Agent also applies the activation key

Phase 2: Configuration Planning

- The customer fills out the form with technical information - interfaces, IP addresses, zones, routes, etc. – and returns it to SonicWALL along with a valid network diagram
- A SonicWALL engineer reviews the form and network details and verifies there are no issues with the configuration information provided by the customer
- If no issues are found, a Customer Service Agent contacts the customer to schedule the configuration appointment
- The SonicWALL engineer builds a configuration plan based on the technical information provided by the customer and forwards this information to the customer for approval
- The customer approves the configuration plan upon receipt, or notifies SonicWALL if there are any issues

Phase 3: Remote Appliance Configuration

- A SonicWALL engineer contacts the customer at the scheduled appointment time to work on the configuration (typically conducted over the phone)
- The SonicWALL engineer performs the remote configuration based on the technical information agreed upon in the Remote Start-up and Configuration Information form. The configuration may take up to two hours to complete

Phase 4: Validation and Customer Sign-off

- The SonicWALL engineer walks through the configuration with the customer and tests for proper operation
- The SonicWALL engineer ensures valid access to the appliance by the customer for management tasks, and changes and documents the passwords if requested by the customer
- The customer has a five (5) calendar day acceptance period to contact SonicWALL with follow-up questions related to the configuration. Once this period has expired, the configuration will be considered accepted
- SonicWALL will provide the customer with the configuration backup settings (exp file)



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Not Included: *The following items are not included with SonicWALL Remote Start-up and Configuration Service for the TZ Series*

- Configuration and support of third-party, non-SonicWALL products
- On-site visits in the event a problem arises
- SonicWALL responsibility for customer issues related to external devices or network related issues that result in a loss of connectivity

Availability

SonicWALL Remote Start-up and Configuration Service for the TZ Series is a telephone-based offering available only in North America from 5:00 am to 5:00 pm Pacific time. Contact your SonicWALL sales representative for more information.

*Please note that this is not a substitute for a support contract. Standard warranty coverage applies unless a valid support contract has been purchased from SonicWALL or an authorized reseller.