



NSv MSSP

Getting Started Guide



Contents

- Introduction** 3
- SonicWall Support** 5
- About This Document 6

Introduction

This Getting Started Guide provides the information on SonicWall NSv products. MSSP program is a monthly service offer that is being extended to support Gen7 NSv models, NSv 270 and NSv 470. Services gets expired on the last day of the month if you do not renew before expiry date. There is a grace period of 14 days to renew the services before the unit gets deactivated. During the grace period security services are expired.

SonicWall offers three types of SKUs for NSv 270, and NSv 470 per below:

- Total Secure Essential - Provides Software along with Essential Services
- Total Secure Advanced - Provides Software along with Advanced Services
- High Availability Virtual Appliance - Adds redundancy for your primary unit

Below are examples of the NSv service statuses screen shots:

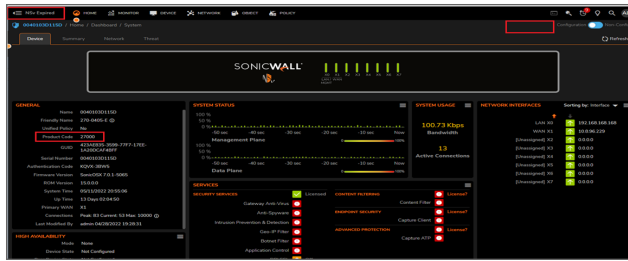
Service Expired

Service	Status	Expiry Date	Action
Service Bundle	Expired	30 May 2022	Renew
Advanced Protection Service Suite	Expired	30 May 2022	Renew
Management & Analytics Services	Expired	30 May 2022	Renew
Gateway Services	Expired	30 May 2022	Renew
Endpoint & Remote Access Services	Expired	30 May 2022	Renew
Support & Consulting Services	Expired	30 May 2022	Renew

Service Renewed

Service	Status	Expiry Date	Action
Service Bundle	Renewed	31 Jun 2022	Renew
Advanced Protection Service Suite	Renewed	31 Jun 2022	Renew
Management & Analytics Services	Renewed	31 Jun 2022	Renew
Gateway Services	Renewed	31 Jun 2022	Renew
Endpoint & Remote Access Services	Renewed	31 Jun 2022	Renew
Support & Consulting Services	Renewed	31 Jun 2022	Renew

Unit Deactivated



Below are the sample descriptions for each type of SKU:

- SonicWall NSv 270 Total Secure Essential 1 MO
- SonicWall NSv 270 Total Secure Advanced 1 MO
- SonicWall NSv 270 High Availability Virtual Appliance 1 MO

NSv 270, and 470 are available for all platforms - ESXi, KVM, Azure, AWS, and Hyper-V. For more information, refer to the [NSv Series Getting Started Guides](#) available on SonicWall Technical Documentation portal.

For NSv 270, 470 products, refer to the [Master and Regular MSSP Feature Guides](#) available on SonicWall Technical Documentation portal:

- Provisioning MSSP, Tenant, and Product
- License Usage Report
- Inviting a new User
- Creating a new User Group

SonicWall Support

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

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://www.sonicwall.com/support>.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- View and participate in the Community forum discussions at <https://community.sonicwall.com/technology-and-support>.
- View video tutorials
- Access <https://mysonicwall.com>
- Learn about SonicWall professional services
- Review SonicWall Support services and warranty information
- Register for training and certification
- Request technical support or customer service

To contact SonicWall Support, visit <https://www.sonicwall.com/support/contact-support>.

About This Document

NSv MSSP Getting Started Guide
Updated - February 2023
Software Version -
232-005104-00 Rev B

Copyright © 2023 SonicWall Inc. All rights reserved.

The information in this document is provided in connection with SonicWall and/or its affiliates' products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, SONICWALL AND/OR ITS AFFILIATES ASSUME NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL SONICWALL AND/OR ITS AFFILIATES BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF SONICWALL AND/OR ITS AFFILIATES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SonicWall and/or its affiliates make no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. and/or its affiliates do not make any commitment to update the information contained in this document.

For more information, visit <https://www.sonicwall.com/legal>.

End User Product Agreement

To view the SonicWall End User Product Agreement, go to: <https://www.sonicwall.com/legal/end-user-product-agreements/>.

Open Source Code

SonicWall Inc. is able to provide a machine-readable copy of open source code with restrictive licenses such as GPL, LGPL, AGPL when applicable per license requirements. To obtain a complete machine-readable copy, send your written requests, along with certified check or money order in the amount of USD 25.00 payable to "SonicWall Inc.", to:

General Public License Source Code Request
Attn: Jennifer Anderson
1033 McCarthy Blvd
Milpitas, CA 95035