

# TZ & NSa MSSP Monthly Services

## Getting Started Guide

SONICWALL®

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# Introduction

This Getting Started Guide provides the information on SonicWall Gen 7 TZ and NSa products. MSSP program is a monthly service offer that is being extended to support Gen 7 TZ (TZ670, TZ 570, TZ 470, TZ370, TZ270, TZ 570W, TZ 470W, TZ370W, TZ270W, TZ570P) and NSa (NSa 6700, NSa 5700, NSa 4700, NSa 3700, NSa 2700) models. Services gets expired on the last day of the month if you do not renew before expiry date. You do not get any grace period to renew the services before the unit gets deactivated. When the service expires, MSW deletes the service immediately.

**NOTE:** License expiry date for TZ or NSa devices that are licensed through the monthly billing program shows as end of the month but the license gets renewed every month automatically.

SonicWall offers below listed SKUs:

SKU	Description
Threat Protection Service Suite (TPSS)	Available only on TZ 270, TZ 370, and TZ 470
Essentials Protection Service Suite (EPSS)	Available on all Gen7 TZ and NSa products
Advanced Protection Service Suite (APSS)	Available on all Gen7 TZ and NSa product
Network Security Manager Essentials	Available for TPSS and APSS
Network Security Manager Advanced	Available only for EPSS

Below are examples of the TZ service statuses screen shots:

## Service Expired

Service	Status	Count	Expiry Date	Actions
Threat Protection Service Suite	Expired	1	Nov 9 2023	Refresh, Renew, Start Trial
Essentials Protection Service Suite	Expired	1	Nov 9 2023	Refresh, Renew, Start Trial
Advanced Protection Service Suite	Expired	1	Nov 9 2023	Refresh, Renew, Start Trial
Network Security Manager Essentials	Expired	1	Nov 9 2023	Refresh, Renew, Start Trial
Network Security Manager Advanced	Expired	1	Nov 9 2023	Refresh, Renew, Start Trial
NSM Essential	Expired	1	Nov 12 2023	Refresh, Renew, Start Trial
NSM Advanced	Expired	1	Nov 12 2023	Refresh, Renew, Start Trial
Setup Analytics	Expired	1	Nov 12 2023	Refresh, Renew, Start Trial
Gateway Services	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Gateway APT-Insider/Insider Prevention/Kiops Control	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Content Filtering Service	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Spam Mail Protection	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Comprehensive Anti-Spam Service	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
NS Content Center to Standalone unit	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
NSM Reporting	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Custom Advanced Threat Protection	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Endpoint & Remote Access Services	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Endpoint Client Base	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Endpoint Client Advanced	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Endpoint Client Prosumer	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
SSL VPN	Expired	2 (max:10)	Nov 14 2023	Refresh, Renew, Start Trial
Secure VPN Client	Expired	1 (max:200)	Nov 14 2023	Refresh, Renew, Start Trial
Support & Consulting Services	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
24x7 Support	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Standard Support	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Hardware Warranty	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial
Remote Implementation Service	Expired	1	Nov 14 2023	Refresh, Renew, Start Trial

## Service Renewed

Service Name	Status	Count	Start Date	Actions
<b>Service Bundles</b> (1 Licensed)				
Threat Protection Service Suite	Unlicensed			Unlicense   Renew   Start Trial
Endpoint Protection Service Suite	Licensed	Nov 14, 2023		Unlicense   Renew   Start Trial
Advanced Protection Service Suite	Unlicensed			Unlicense   Renew   Start Trial
<b>Management &amp; Analytics Services</b> (1 Licensed)				
NSM Essential	Unlicensed			Unlicense   Renew   Start Trial
NSM Advanced	Licensed	Nov 14, 2023		Unlicense   Renew   Start Trial
Topology Analysis	Unlicensed			Unlicense   Renew   Start Trial
<b>Gateway Services</b> (1 Licensed)				
Gateway Anti-malware/Intrusion Prevention/URL Control	Licensed	Nov 14, 2023		Unlicense   Renew   Start Trial
Content Filtering Service	Unlicensed			Unlicense   Renew   Start Trial
Spam Mail Availability	Unlicensed			Unlicense   Renew   Start Trial
Comprehensive Anti-Spam Service	Licensed	Nov 14, 2023		Unlicense   Renew   Start Trial
NSM Content Center to Shareware Unit	Unlicensed			Unlicense   Renew   Start Trial
DMZ Filtering	Unlicensed			Unlicense   Renew   Start Trial
Capture Advanced Threat Protection	Licensed	Nov 14, 2023		Unlicense   Renew   Start Trial
<b>Endpoint &amp; Remote Access Services</b> (1 Licensed)				
Endpoint Client Basic	Unlicensed			Unlicense   Renew   Start Trial
Endpoint Client Advanced	Unlicensed			Unlicense   Renew   Start Trial
Endpoint Client Premier	Unlicensed			Unlicense   Renew   Start Trial
SSL VPN	Licensed	3 (Nov 2023)		Unlicense   Renew   Start Trial
Global VPN Client	Licensed	5 (Nov 2023)		Unlicense   Renew   Start Trial
<b>Support &amp; Consulting Services</b> (1 Licensed)				
24x7 Support	Licensed	Nov 14, 2023		Unlicense   Renew   Start Trial
Advanced Support	Unlicensed			Unlicense   Renew   Start Trial
Hardware Warranty	Licensed	Nov 13, 2024		Unlicense   Renew   Start Trial
Remote Implementation Service	Unlicensed			Unlicense   Renew   Start Trial

## Unit Deactivated



Below are the sample descriptions for each type of SKU:

- SonicWall TZ 470 Total Secure - Essential Edition 1 MO
- SonicWall TZ 470 Total Secure - Advanced Edition 1 MO
- SonicWall TZ 470 Total Secure - Threat Protection Edition 1 MO
- SonicWall Network Security Manager Essentials with Management and 7-day Reporting
- SonicWall Network Security Manager Advanced for TZ 470 2YR

# Prerequisites

Make sure that the below listed prerequisites are met to provision the license for TZ or NSa products under MSSP Monthly services:

- You own a Gen 7 TZ or NSa hardware.

① **NOTE:**

- You cannot license the secondary units in high availability pairs, you must license the primary.
  - You cannot license Security-as-a-service (SECAAS) units.
- You are part of MSSP Monthly program. If you are not part of MSSP Monthly program, follow the link <https://www.sonicwall.com/partners/become-a-partner/>.

## Benefits

MSSP Monthly Services is a cost-effective service without any up-front or long-term commitments and provides in-arrears billing option according to MSSP's billing procedure. You can enjoy the benefits listed below over annual licensing when you provision the licenses through MSSP Monthly services.

- Simple provisioning
- Monthly billing
- Unified billing with other MSSP Monthly program products
- PSA Integration
- No need for renewal management
- Lower upfront costs
- Ability to scale up or down at any time

# Use-case Scenarios of MSSP Monthly Services

You can use MSSP Monthly services to provision the licenses for Gen 7 TZ or NSa in the below listed scenarios.

- Newly procured Gen 7 TZ or NSa hardware. Follow the steps listed below to provision a new Gen 7 TZ or NSa.
    1. [Registering Hardware](#)
    2. [Provisioning Licenses for TZ and NSa](#)
  - Renewing or converting an existing Gen 7 TZ or NSa. Convert an existing Gen 7 TZ or NSa license into MSSP Monthly license according to [Provisioning Licenses for TZ and NSa](#).
- ① | **NOTE:** Converting an existing annual license into MSSP Monthly license overwrites the remaining value of the license and will be lost.

# Registering Hardware

Registration is an important part of the setup process and is necessary to receive the benefits of SonicWall security services, firmware updates, and technical support. You can register a newly purchased TZ or NSa hardware in one of the following ways:

- [Registering Hardware through MSW](#)
- [Registering Hardware through User Interface](#)

## Registering Hardware through MSW

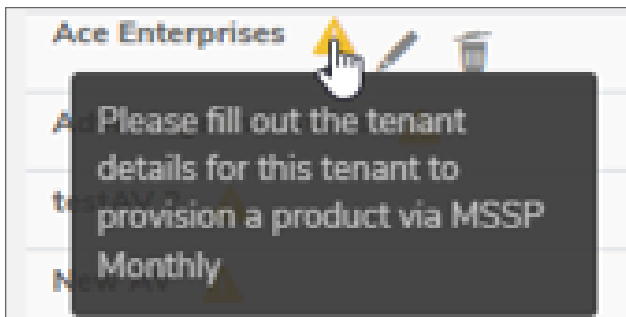
*To register a newly purchased TZ and NSa hardware through MSW:*

1. Login to [MySonicWall](#).
2. Provision the Tenant if not provisioned.  
For more information about provisioning tenant, refer to [Master or Regular MSSP Feature Guide](#) available on SonicWall Technical Documentation portal.
3. Navigate to **MyWorkspace > Register Products**.
4. Select the Tenant to which you want to register the hardware.
5. Enter a **Serial number** or **Activation key** or **Assign token** of the purchased TZ and NSa hardware.
6. Enter **Authentication code** if prompted.  
For more information about identification of Serial number and Authentication Code on the hardware, click the **Help** icon next to the **Authentication Code** field.



7. Navigate to **MSSP Monthly > MSSP Tenants** and make sure that the tenant information is complete to which the new hardware is registered.

If the tenant information is incomplete, it looks similar to the below screen shot. Update the tenant information to continue with provisioning through MSSP Monthly services.



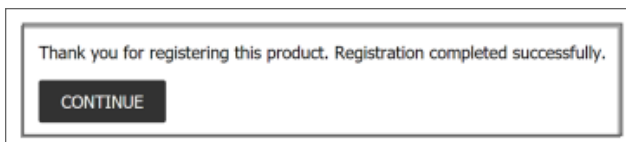
## Registering Hardware through User Interface

*To register a newly purchased TZ or NSa hardware through user interface (UI):*

1. Continue from the Setup Guide or point your browser to the appliance LAN IP address (default <https://192.168.168.168>) and log in using the administrator credentials.
2. Click **Register** in the top banner or on the **MONITOR | Current Status | System Status** page under **Security Services**.



- ① **TIP:** Registering the appliance from TZ or NSa UI requires that DNS Server settings are configured on the WAN (X1) interface.
3. Log in using your MySonicWall account name and password. If you do not have a MySonicWall account, go to <https://www.mysonicwall.com> to create an account.
4. MySonicWall directly obtains the necessary information from the appliance. When finished, a message that the registration has been completed appears. Click **CONTINUE**.



# Provisioning Licenses for TZ and NSa

You can provision the licenses for the registered Gen 7 TZ or NSa products under MSSP Monthly services in one of the following ways:

- From **Tenant Products** page according to [Provisioning Licenses from Tenant Products](#).
- From **MSSP Tenants** page according to [Provisioning Licenses from MSSP Tenants](#).

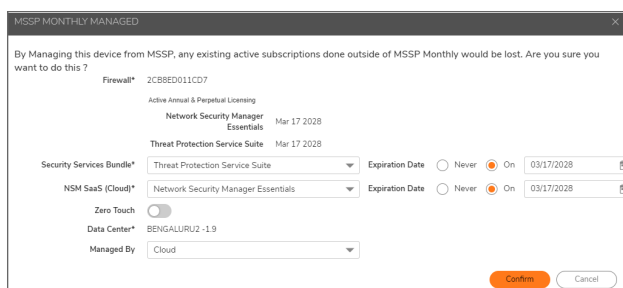
Refer to the [Master and Regular MSSP Feature Guides](#) available on SonicWall Technical Documentation portal for TZ and NSa Gen 7 products:

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

## Provisioning Licenses from Tenant Products

*To provision a product from Tenant Products page:*

1. Login to [MySonicWall](#).
2. Navigate to **MyWorkspace > Tenant Products**.
3. Identify and click the serial number from the list for which you want enable MSSP Monthly services.
4. Enable **MSSP Monthly Managed?** under **Product Details** tab.



5. Select the **Security Service Bundle** and the respective **NSM Saas (Cloud)**.

<b>Security Service Bundle</b>	<b>NSM Saas (Cloud)</b>	
Threat Protection Service Suite	Network Security Manager Essentials	Network Security Manager Advanced
Essentials Protection Service Suite	Not applicable	Network Security Manager Advanced
Advanced Protection Service Suite	Network Security Manager Essentials	
	ⓘ <b>NOTE:</b> Network Security Manager Essentials comes with Advanced Protection Service Suite. No action is required here. By the default, NSM Essentials is selected and you cannot make any changes to it.	

6. Set the **Expiry Date** for Security Service Bundle and NSM Saas (Cloud).
  - ⓘ **NOTE:** If **Advanced Protection Service Suite** is selected as **Security Service Bundle**, you need to set the **Expiry Date** only for **Advanced Protection Service Suite**.
7. Disable the **Zero Touch** if you want to turn off for the product. By the default, the **Zero Touch** option is enabled.  
The **Zero Touch** option is available only if **Advanced Protection Service Suite** or **NSM** licensing is selected.
8. Check **I understand that by provisioning MSSP Monthly licensing, my annual licensing will be overwritten and the remaining value of the license will be lost** box to overwrite an existing license value.
  - ⓘ **NOTE:** This only applies if you are converting an active existing annual license.
9. Click **Provision**.
10. Check **STATUS** of the added Product in the **MSSP Tenants** table.

Active	The Product is successfully provisioned, and ready to use.
Provisioning in progress	The Product provisioning is in progress. Wait until the status is changed to <b>Active</b> to use the Product.
Expired	The Product is expired and not available for use.

- ⓘ **NOTE:** You can find the **CSC Console** icon for the **Active** Products except for NSv Products.

# Provisioning Licenses from MSSP Tenants

To provision a product from MSSP Tenants page:

1. Login to [MySonicWall](#).
2. Navigate to **MSSP Monthly | MSSP Tenants**.
3. Click **Provision > Product**.
4. Select the **MSSP Name** and **Tenant Name** under which you want to add the **Product**.  
① | **NOTE:** You get **MSSP Name** option if you are a Master MSSP only.
5. Select **Gen7 TZ & NSa** from **Product** list.
6. **Select Firewall** from the list.

You can either **Register a New Firewall** or select the already registered firewall from the list. When you select:

- **Register a New Firewall**, a new tab opens to register a new firewall. For more information, refer to [Registering Hardware through MSW](#).
- An existing firewall from the list, displays **Active Annual & Perpetual Licensing** statuses, Security Services Bundle and NSM Saas (Cloud).

① | **NOTE:** Provisioning an existing annual license into MSSP Monthly license overwrites the remaining value of the license and will be lost.

7. Click the **Refresh** icon next to **Select Firewall** field if you register a new firewall.
8. Select the **Security Service Bundle** and the respective **NSM Saas (Cloud)**.

Security Service Bundle	NSM Saas (Cloud)	
Threat Protection Service Suite	Network Security Manager Essentials	Network Security Manager Advanced
Essentials Protection Service Suite	Not applicable	Network Security Manager Advanced
Advanced Protection Service Suite	Network Security Manager Essentials ①   <b>NOTE:</b> Network Security Manager Essentials comes with Advanced Protection Service Suite. No action is required here. By the default, NSM Essentials is selected and you cannot make any changes to it.	

9. Set the **Expiry Date** for Security Service Bundle and NSM Saas (Cloud).  
① | **NOTE:** If **Advanced Protection Service Suite** is selected as **Security Service Bundle**, you need to set the **Expiry Date** only for **Advanced Protection Service Suite**.
10. Disable the **Zero Touch** if you want to turn off for the product. By the default, the **Zero Touch** option is enabled.  
The **Zero Touch** option is available only if **Advanced Protection Service Suite** or **NSM** licensing is selected.

11. Check **I understand that by provisioning MSSP Monthly licensing, my annual licensing will be overwritten and the remaining value of the license will be lost** box to overwrite an existing license value.

① | **NOTE:** This only applies if you are converting an active existing annual license.

12. Click **Provision**.

13. Check **STATUS** of the added Product in the **MSSP Tenants** table.

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Active	The Product is successfully provisioned, and ready to use.
Provisioning in progress	The Product provisioning is in progress. Wait until the status is changed to <b>Active</b> to use the Product.
Expired	The Product is expired and not available for use.

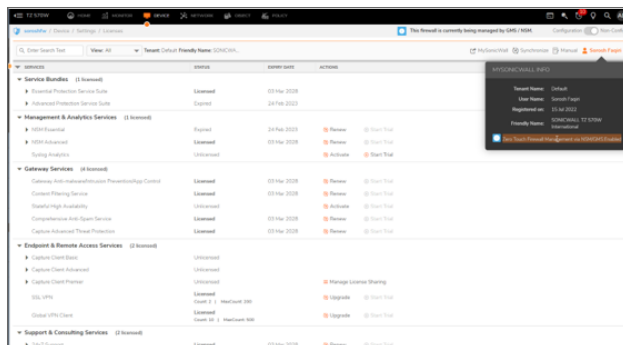
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① | **NOTE:** You can find the **CSC Console** icon for the **Active** Products except for NSv Products.

# Validating Licenses through User Interface

**To validate licenses through user interface (UI):**

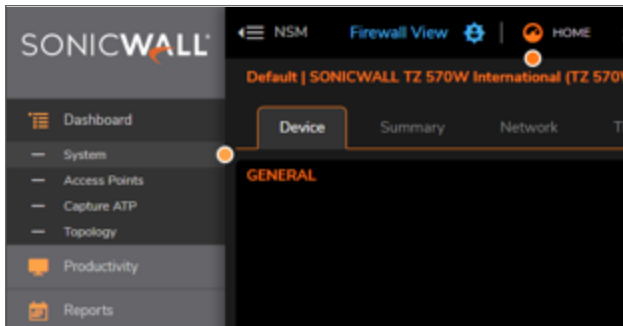
1. Login to the firewall UI.
2. Navigate to **DEVICE | Settings > Licenses**.
3. Check the license details are matched with MySonicWall licensing screen.
4. Click **Synchronize** if you do not see the correct expiration dates, bundles, or Zero Touch setting.



5. Login to Network Security Manager page.
6. Navigate to **FIREWALLS | Inventory**.  
**Inventory** option is shown only if NSM licensing is provisioned.  
Make sure that unit shows Online with correct Zero Touch setting.



7. Click the **Friendly Name** to go into firewall view.  
You are licensed for NSM Advanced if you see the **Productivity** in the left pane menu.



# 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

TZ & NSa MSSP Monthly Services Getting Started Guide

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Software Version -

232-006032-00 Rev A

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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

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