



Professional Services Automation Integration 1 Release Notes

This release notes provide information about the SonicWall Professional Services Automation Integration (PSA Integration) 1 release.

Versions:

- [Version 1.2.0](#)
- [Version 1.1.0](#)
- [Version 1.0.0](#)

Version 1.2.0

June 2024

Compatibility and Installation Notes

- Most popular browsers are supported, but Google Chrome is preferred for the real-time graphics display on the Dashboard.
- A [MySonicWall](#) account is required.
- Currently PSA Integration supports ConnectWise Manage PSA platform.

What's New

- Now PSA Integration supports creating service desk tickets for Capture Client MDR services tenants.

Resolved Issues

Issue ID	Issue Description
PSA-239	Resolved the UI issue in updating the synchronization status of PSA Integration.

Known Issues

No known issues in this release.

Additional References

PSA-240, PSA-245, PSA-247

Version 1.1.0

April 2024

Compatibility and Installation Notes

- Most popular browsers are supported, but Google Chrome is preferred for the real-time graphics display on the Dashboard.
- A [MySonicWall](#) account is required.
- Currently PSA Integration supports ConnectWise Manage PSA platform.

What's New

- Now additions for Capture Client MDR services are also created on ConnectWise Manage similar to other Monthly Billing products.
- **Need help?** button is introduced on PSA Integrations page.

Resolved Issues

No resolved issues in this release.

Known Issues

Issue ID	Issue Description
PSA-236	Service desk tickets are not getting created on ConnectWise Manage PSA for Capture Client MDR alerts.

Additional References

N/A

Version 1.0.0

January 2024

Compatibility and Installation Notes

- Most popular browsers are supported, but Google Chrome is preferred for the real-time graphics display on the Dashboard.
- A **MySonicWall** account is required.
- Currently PSA Integration supports ConnectWise Manage PSA platform.

What's New

- Automatic sync is now scheduled once a month on 1st of the next month at 2:00 am local time based on the Timezone for the primary user's MSW account (based on data from the 26th snapshot of the previous month).
- Optional setting of **Add network products as additions** is removed. Now CWM integration creates **Configurations** by the default for all **Network Products**.
- CWM Integration Admin can reset the PSA Integration integration settings. Resetting removes all stored configurations for ConnectWise integration from MSW and the associated batch job for Automatic sync.
- Now CWM integration creates **Configurations** on CWM for SonicWall Switches under mapped **Company**.
- Separate additions are created on ConnectWise Manage for the following services provisioned through **Monthly Billing** program:
 - SonicWall Firewall services
 - SSL VPN service attached to active SonicWall Firewall provisioned through **Monthly Billing** program
- Improved user experience of the PSA configuration page. New columns are added to the table to show total count of the following products that each tenant has:
 - Network Products
 - Monthly Billing products

- You can sync **Network Products** to configurations under Company without mapping Agreement on CWM configuration by toggling the Auto sync button manually.

Resolved Issues

Issue ID	Issue Description
PSA-122	Resolved the issue with creating configurations for TZ series firewalls.

Known Issues

Issue ID	Issue Description
PSA-130	In case of Monthly Billing Product's service upgrade/downgrade, Service sync may take up to 30 minutes to reflect on ConnectWise Manage PSA platform despite of sync successful message on MSW.

Additional References

PSA-52

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.

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① | **IMPORTANT:** An IMPORTANT icon indicates supporting information.

① | **TIP:** A TIP icon indicates helpful information.

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

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

Professional Services Automation Integration Release Notes

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Software Version - 1.2.0

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