

SonicWALL Internet Security Appliances

SonicWALL TZ 170 SP/W/SPW
SonicOS Standard 2.2
Administrator's Guide



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Preface

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This warranty does not apply if the product has been subjected to abnormal electrical stress, damaged by accident, abuse, misuse or misapplication, or has been modified without the written permission of SonicWALL.

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1 Introduction

Thank you for purchasing the SonicWALL Internet Security Appliance. Organizations of all kinds face an array of security threats -- and must react quickly with limited IT resources. That means that SonicWALL offers security solutions for specific business applications such as networking, site-to-site communications, telecommuting, POS transactions, or secure web-sites. SonicWALL offers solutions that are specifically designed to meet the objectives of today's Internet connected business.

SonicWALL Internet firewall/VPN security appliances support an array of security applications and deliver powerful firewall and VPN performance. SonicWALL appliances are built on stateful inspection firewall technology, and a dedicated security ASIC designed to ensure maximum performance for VPN enabled applications. With integrated support for firewall, VPN, Anti Virus, content filtering, and an award-winning Global Management System (GMS), IT administrators can trust SonicWALL to protect their network while securely and reliably connecting their remote businesses or personnel.

SonicWALL SonicOS Standard Overview

SonicWALL SonicOS Standard is the standard operating system for the SonicWALL TZ 170, SonicWALL 2040, and SonicWALL 3060, which provides a complete security solution to protect your network from attacks, intrusions, and malicious tampering. In addition, SonicOS provides secure, encrypted communications via IPSec VPN to business partners and branch offices as well as support for a growing number of SonicWALL Security Services, such as SonicWALL Content Filtering Service and SonicWALL Network Anti-Virus.



Tip! SonicWALL SonicOS Standard can be upgraded to SonicOS Enhanced. For detailed instructions on upgrading to SonicOS Enhanced, see the **Upgrading SonicOS Standard to SonicOS Enhanced** Technote available on the PRO 2040 Product CD or at <http://www.sonicwall.com/services/documentation.html>.

SonicWALL Management Interface

The SonicWALL's Web Management Interface provides a easy-to-use graphical interface for configuring your SonicWALL. SonicWALL management functions are performed through a Web browser.



Tip! Microsoft Internet Explorer 5.0 or higher, or, Netscape Navigator 4.5 or higher are two recommended Web browsers.

Accessing the Management Interface

To access the SonicWALL Management Interface, you need to configure the Management Station TCP/IP settings in order to initially contact the SonicWALL. A computer used to manage the SonicWALL is referred to as the "Management Station." Any computer on the same network as the SonicWALL can be used to access the management interface.

MD5 authentication is used to secure communications between your Management Station and the SonicWALL Web Management Interface. MD5 Authentication prevents unauthorized users from detecting and stealing the SonicWALL password as it is sent over your network.

The Web browser used to access the management interface must be Java-enabled and support HTTP uploads in order to fully manage the SonicWALL. If your Web browser does not support these functions, certain features such as uploading firmware and saved preferences files are not available.



Note: For instructions on setting up your Management Station for accessing the SonicWALL Management Interface, see Appendix B.

Navigating the Management Interface

Navigating the SonicWALL Management Interface includes a hierarchy of menu buttons on the navigation bar (left side of window). The SonicOS Standard menu buttons on the navigation bar include:

- **System**
- **Network**
- **Firewall**
- **VPN**
- **Users**
- **Security Services**
- **Log**
- **Help**
- **Wizards**
- **Logout**

When you click a menu button, related management functions are displayed as submenu items in the navigation bar. To navigate to a submenu page, click the link. When you click a menu button, the first submenu item page is displayed.

Applying Changes

Click the **Apply** button at the top right corner of the SonicWALL Management Interface to save any configuration changes you made on the page.

If the settings are contained in a secondary window within the Management Interface, when you click **OK**, the settings are automatically applied to the SonicWALL.

Getting Help

Each SonicWALL includes Web-based online help available from the Management Interface.

Clicking the question mark ? button on the top right corner of every page accesses the context-sensitive help for the page.



Alert! SonicWALL online help requires Internet connectivity.

Logging Out

The Logout button at the bottom of the menu bar terminates the Management Interface session and displays the Authentication page.

About this Guide

Welcome to the *SonicWALL SonicOS Standard Administrator's Guide*. This manual provides the information you need to successfully activate, configure, and administer SonicOS Standard 2.2 for the SonicWALL TZ170, PRO 2040, and PRO 3060 Internet Security Appliances.

This manual is updated and released with SonicOS Standard 2.2. Always check <http://www.sonicwall.com/services/documentation.html> for the latest version of this manual as well as other SonicWALL Security Service and upgrade manuals.



Tip! *The **Quick Start Guide** for your SonicWALL provides instructions for quickly installing and configuring your SonicWALL for connecting your network through the SonicWALL for secure Internet connectivity.*

Organization of this Guide

The *SonicOS Standard Administrator's Guide* organization follows the SonicWALL Web Management Interface structure.

Chapter 1, **Introduction** - Overview of SonicOS Standard, the SonicWALL Web-based Management Interface, and this manual's conventions.

Chapter 2, **Internet Connectivity Using the Setup Wizard** - explains how to get your network securely connected to the Internet with the SonicWALL using the Setup Wizard.

Chapter 3, **System Setting** - describes the configuration of the SonicWALL IP settings, time, and password as well as providing instructions to restart the SonicWALL, import and export settings, upload new firmware, and perform diagnostic tests.

Chapter 4, **Network** - outlines configuring network settings manually for the SonicWALL as well as static routes and RIPv2 advertising on the network. Setting up the SonicWALL to act as the DHCP server on your network is also covered in this chapter.

Chapter 5, **Firewall** - explains how to permit and block traffic through the SonicWALL, set up One-to-One NAT, and configuring automatic proxy forwarding.

Chapter 6, **VPN** - explains how to create a VPN tunnel between two SonicWALLs and creating a VPN tunnel from the VPN client to the SonicWALL.

Chapter 7, **Users** - describes the configuration of user level authentication as well as the setup of RADIUS servers for user authentication.

Chapter 8, **Security Services** - provides configuration instructions for SonicWALL Content Filtering Service and Anti-Virus features.

Chapter 9, **Logging and Alerts** - illustrates the SonicWALL logging, alerting, and reporting features.

Chapter 10, **Appendices**

Appendix A, **SonicWALL Support Solutions** - describes available support options from SonicWALL.

Appendix B, **Configuring Management Station TCP/IP Settings** - provides instructions for configuring your Management Station's IP address.

Guide Conventions

The following Conventions used in this guide are as follows:

Convention	Use
Bold	Highlights items you can select on the SonicWALL Management Interface.
<i>Italic</i>	Highlights a value to enter into a field. For example, “type <i>192.168.168.168</i> in the IP Address field.”
Menu Item>Menu Item	Indicates a multiple step Management Interface menu choice. For example, “ Security Services>Content Filter means select Security Services, then select Content Filter.

Icons Used in this Manual

These special messages refer to noteworthy information, and include a symbol for quick identification:



Alert! *Important information that cautions about features affecting firewall performance, security features, or causing potential problems with your SonicWALL.*



Tip! *Useful information about security features and configurations on your SonicWALL.*



Note: *Important information on a feature that requires callout for special attention.*

SonicWALL Technical Support

For timely resolution of technical support questions, visit SonicWALL on the Internet at [<http://www.sonicwall.com/services/support.html>](http://www.sonicwall.com/services/support.html). Web-based resources are available to help you resolve most technical issues or contact SonicWALL Technical Support.

To contact SonicWALL telephone support, see the telephone numbers listed below:

North America Telephone Support

U.S./Canada - 888.777.1476 or +1 408.752.7819

International Telephone Support

Australia - + 1800.35.1642

Austria - + 43(0)820.400.105

EMEA - +31(0)411.617.810

France - + 33(0)1.4933.7414

Germany - + 49(0)1805.0800.22

Hong Kong - + 1.800.93.0997

India - + 8026556828

Italy - +39.02.7541.9803

Japan - + 81(0)3.5460.5356

New Zealand - + 0800.446489

Singapore - + 800.110.1441

Spain - + 34(0)9137.53035

Switzerland - +41.1.308.3.977

UK - +44(0)1344.668.484



Note: Please visit [<http://www.sonicwall.com/services/contact.html>](http://www.sonicwall.com/services/contact.html) for the latest technical support telephone numbers.

More Information on SonicWALL Products and Services

Contact SonicWALL, Inc. for information about SonicWALL products and services at:

Web: <http://www.sonicwall.com>

E-mail: sales@sonicwall.com

Phone: (408) 745-9600

Fax: (408) 745-9300

2 Internet Connectivity Using the Setup Wizard

The **Setup Wizard** takes you step by step through network configuration for Internet connectivity. There are four types of network connectivity available: Static IP, DHCP, PPPoE, and PPTP.

The first time you log into the SonicWALL, the **Setup Wizard** is launched automatically. To launch the **Setup Wizard** at any from the Management Interface, log into the SonicWALL. Click **Wizards** and select **Setup Wizard**.



Note: The Wizard pages shown in this chapter are for the SonicWALL TZ170 but they are identical to Wizard pages for the PRO 2040 and PRO 3060.



Tip! You can also configure all your WAN and network settings on the **Network>Settings** page of the SonicWALL Management Interface

Configuring a Static IP Address with NAT Enabled

Using NAT to set up your SonicWALL eliminates the need for public IP addresses for all computers on your LAN. It is a way to conserve IP addresses available from the pool of IPv4 addresses for the Internet. NAT also allows you to conceal the addressing scheme of your network. If you do not have enough individual IP addresses for all computers on your network, you can use NAT for your network configuration.

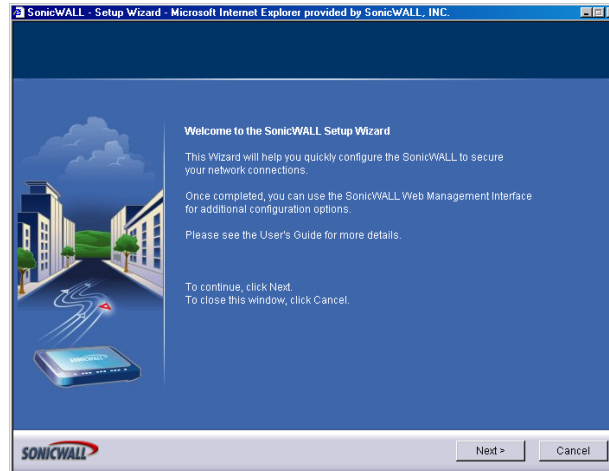
Essentially, NAT translates the IP addresses in one network into those for a different network. As a form of packet filtering for firewalls, it protects a network from outside intrusion from hackers by replacing the internal (LAN) IP address on packets passing through a SonicWALL with a “fake” one from a fixed pool of addresses. The actual IP addresses of computers on the LAN are hidden from outside view.

This section describes configuring the SonicWALL appliance in the NAT mode. If you are assigned a single IP address by your ISP, follow the instructions below.



Tip!: Be sure to have your network information including your WAN IP address, subnet mask, and DNS settings ready. This information is obtained from your ISP.

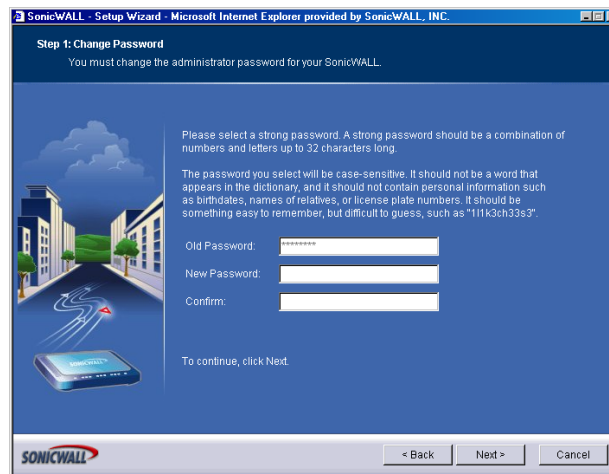
Setup Wizard



Note: Your Web browser must be Java-enabled and support HTTP uploads in order to fully manage SonicWALL. Internet Explorer 5.0 and above as well as Netscape Navigator 4.0 and above are recommended.

1. Click the **Setup Wizard** button on the **Network>Settings** page. Read the instructions on the **Welcome** window and click **Next** to continue.

Step 1: Change Password

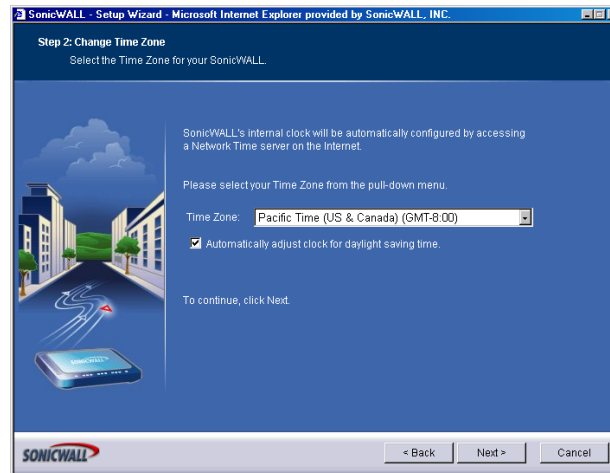


2. To set the password, enter a new password in the **New Password** and **Confirm New Password** fields. Click **Next**.



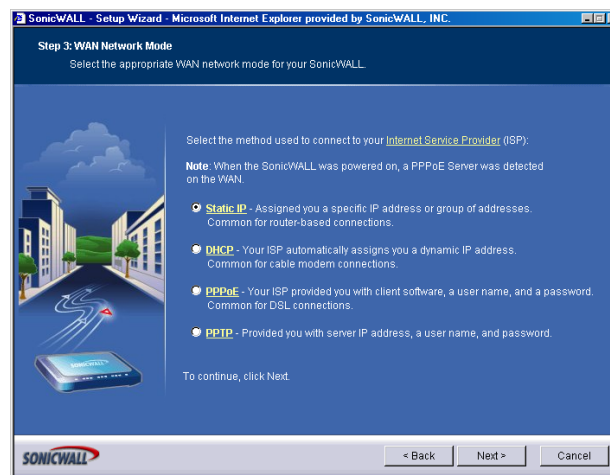
Tip! It is very important to choose a password which cannot be easily guessed by others.

Step 2: Change Time Zone



3. Select the appropriate **Time Zone** from the **Time Zone** menu. The SonicWALL internal clock is set automatically by a Network Time Server on the Internet. Click **Next**.

Step 3: WAN Network Mode

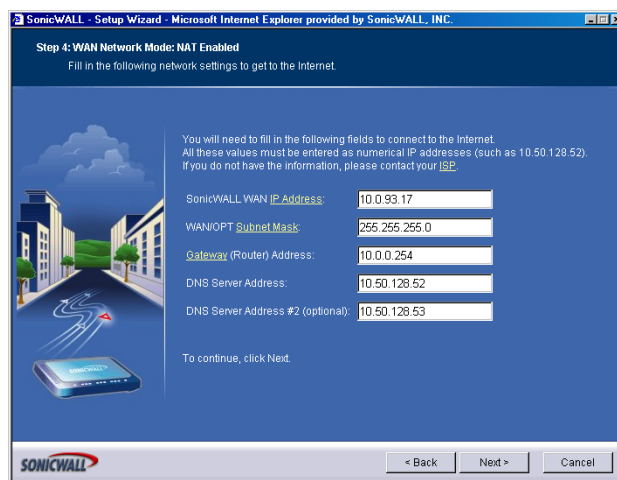


4. Confirm that you have the proper network information necessary to configure the SonicWALL to access the Internet. Click the hyperlinks for definitions of the networking terms.

You can choose:

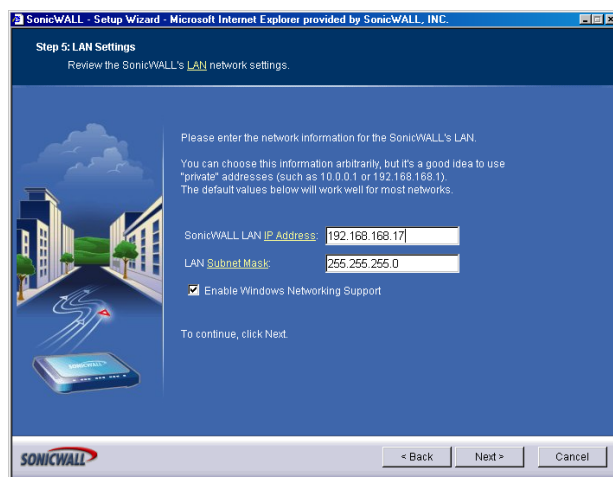
- Static IP**, if your ISP assigns you a specific IP address or group of addresses.
 - DHCP**, if your ISP automatically assigns you a dynamic IP address.
 - PPPoE**, if your ISP provided you with client software, a user name, and a password.
 - PPTP**, if your ISP provided you with a server IP address, a user name, and password.
5. Choose **Static IP** and click **Next**.

Step 4: WAN Network Mode: NAT Enabled



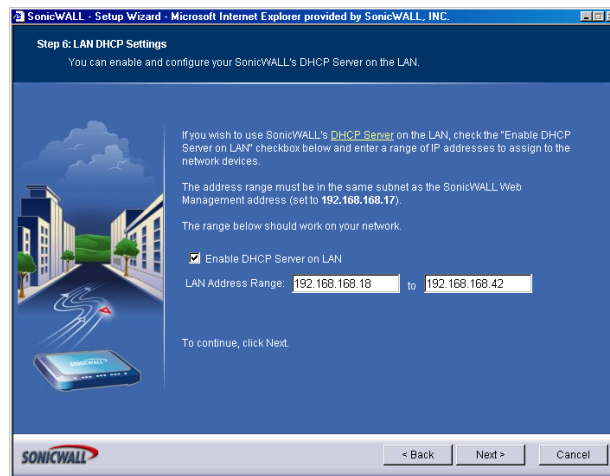
6. Enter the public IP address provided by your ISP in the **SonicWALL WAN IP Address**, then fill in the rest of the fields: **WAN/OPT/DMZ Subnet Mask**, **WAN Gateway (Router) Address**, and **DNS Server Addresses**. Click **Next**.

Step 5: LAN Settings



7. The **LAN** page allows the configuration of the **SonicWALL LAN IP Addresses** and the **LAN Subnet Mask**. The **SonicWALL LAN IP Addresses** are the private IP address assigned to the LAN port of the SonicWALL. The **LAN Subnet Mask** defines the range of IP addresses on the LAN. The default values provided by the SonicWALL work for most networks. If you do not use the default settings, enter your preferred private IP address and subnet mask in the fields. Click **Next**.

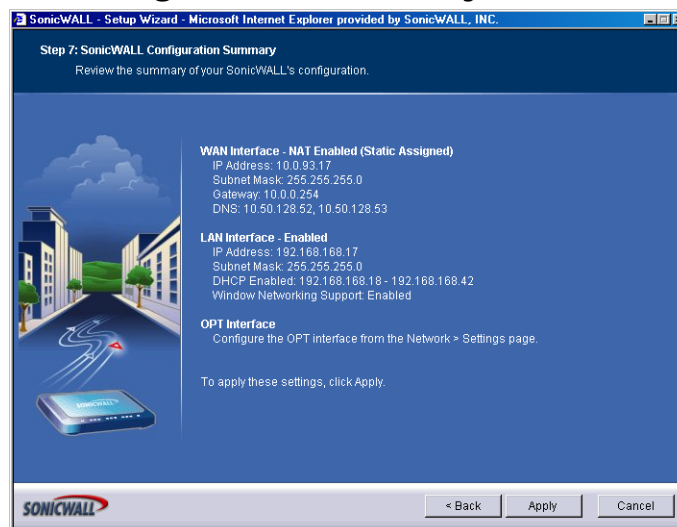
Step 6: LAN DHCP Settings



8. The **Optional-SonicWALL DHCP Server** window configures the SonicWALL DHCP Server. If enabled, the SonicWALL automatically configures the IP settings of computers on the LAN. To enable the DHCP server, select **Enable DHCP Server**, and specify the range of IP addresses that are assigned to computers on the LAN.

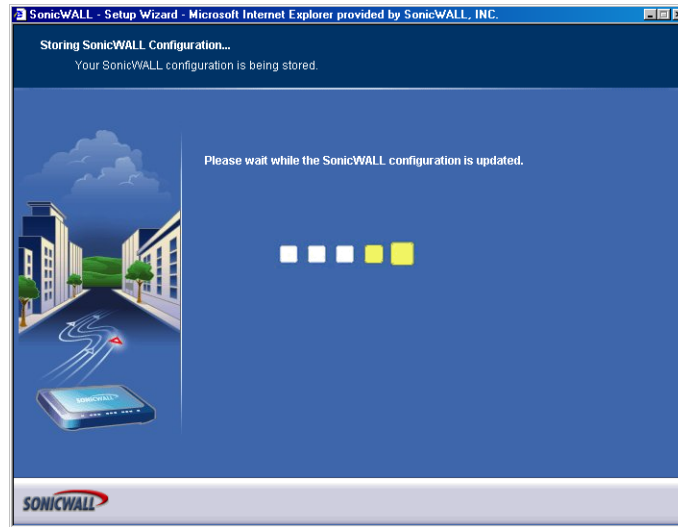
If **Disable DHCP Server** is selected, you must configure each computer on your network with a static IP address on your LAN. Click **Next**.

Step 7: SonicWALL Configuration Summary



9. The **Configuration Summary** window displays the configuration defined using the Installation Wizard. To modify any of the settings, click **Back** to return to the **Connecting to the Internet** window. If the configuration is correct, click **Next**.

Storing SonicWALL Configuration



Setup Wizard Complete

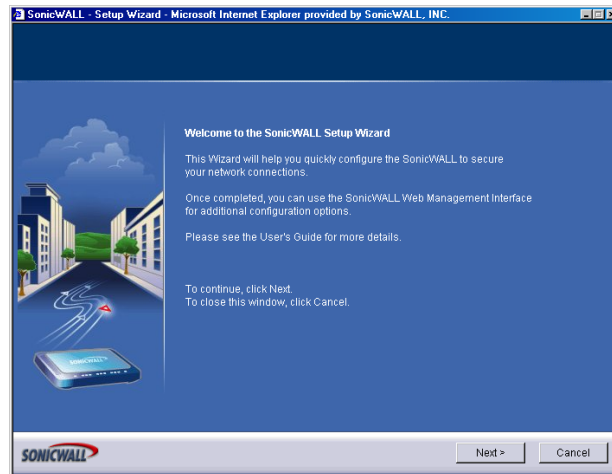


10. The SonicWALL stores the network settings.
11. Click **Restart** to restart the SonicWALL. The SonicWALL takes approximately 90 seconds or longer to restart. During this time, the yellow **Test** LED is lit.

Configuring DHCP Networking Mode

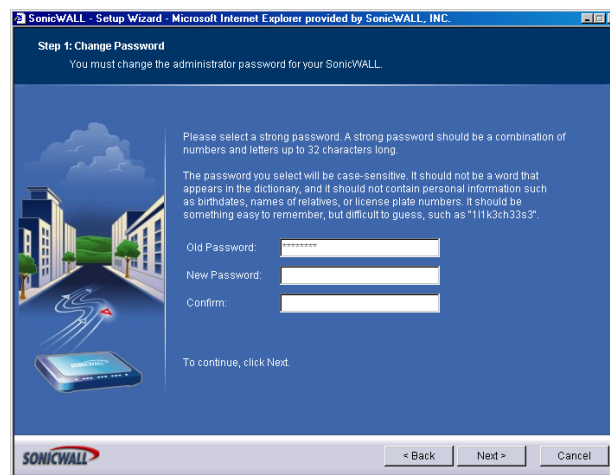
DHCP is a networking mode that allows you to obtain an IP address for a specific length of time from a DHCP server. The length of time is called a lease which is renewed by the DHCP server typically after a few days. When the lease is ready to expire, the client contacts the server to renew the lease. This is a common network configuration for customers with cable or DSL modems. You are not assigned a specific IP address by your ISP.

1. Click the **Setup Wizard** button on the **Network>Settings** page.



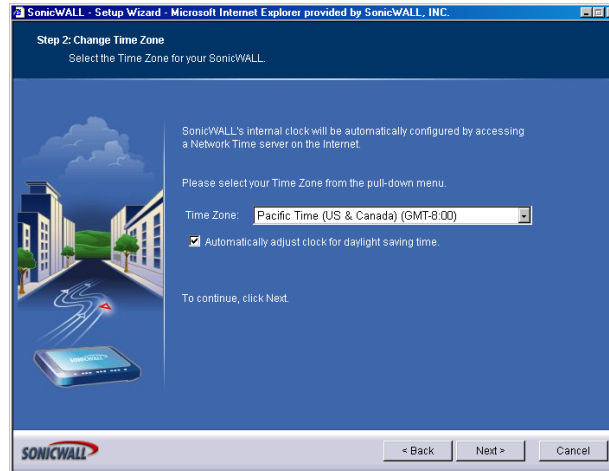
2. Read the instructions on the **Welcome** window and click **Next** to continue.

Step 1: Change Password



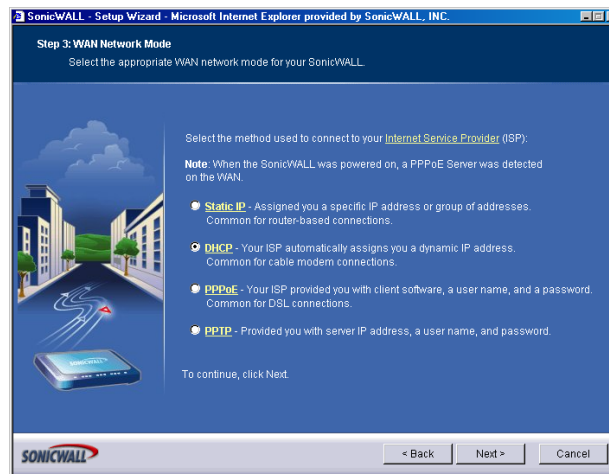
3. To set the password, enter a new password in the **New Password** and **Confirm New Password** fields. Click **Next**.

Step 2: Change Time Zone



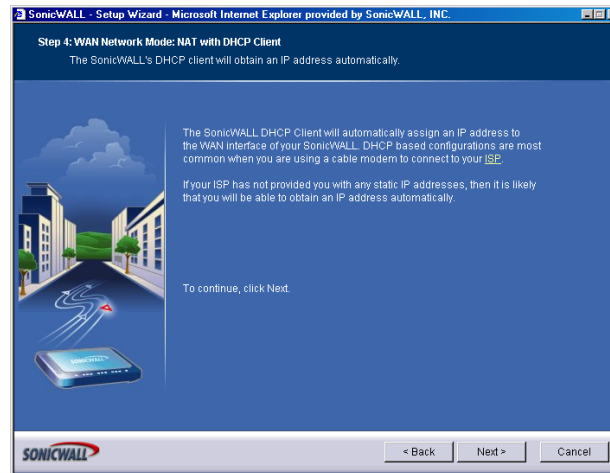
4. Select the appropriate **Time Zone** from the **Time Zone** menu. The SonicWALL internal clock is set automatically by a Network Time Server on the Internet. Click **Next**.

Step 3: WAN Network Mode



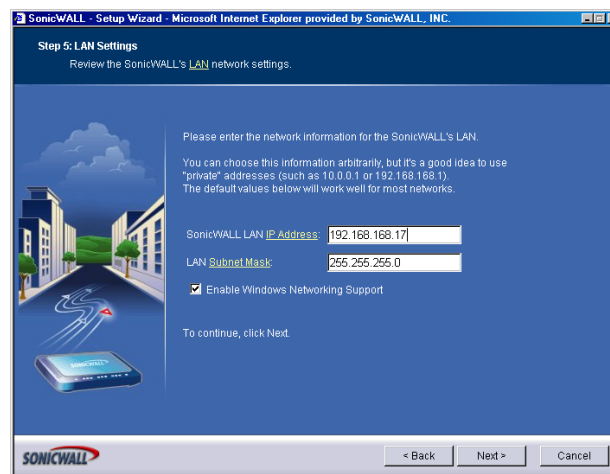
5. Select **DHCP**, the **Obtain an IP address automatically** window is displayed. Click **Next**.

Step 4: WAN Network Mode: NAT with DHCP Client



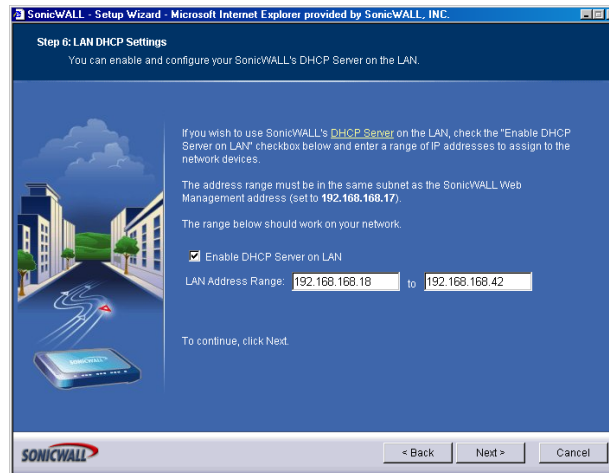
6. The **Obtain an IP address automatically** window states that the ISP dynamically assigns an IP address to the SonicWALL. To confirm this, click **Next**. DHCP-based configurations are most common with cable modem connections.

Step 5: LAN Settings



7. The **Fill in information about your LAN** page allows the configuration of SonicWALL LAN IP Addresses and Subnet Masks. SonicWALL LAN IP Addresses are the private IP addresses assigned to the LAN of the SonicWALL. The **LAN Subnet Mask** defines the range of IP addresses on the networks. The default values provided by the SonicWALL are useful for most networks. Click **Next**.

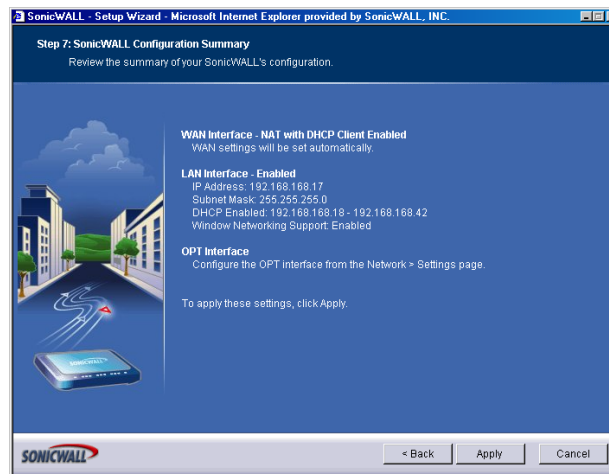
Step 6: DHCP Settings



8. The **Optional-SonicWALL DHCP Server** window configures the SonicWALL DHCP Server. If enabled, the SonicWALL automatically assigns IP settings to computers on the LAN. To enable the DHCP server, select **Enable DHCP Server**, and specify the range of IP addresses assigned to computers on the LAN.

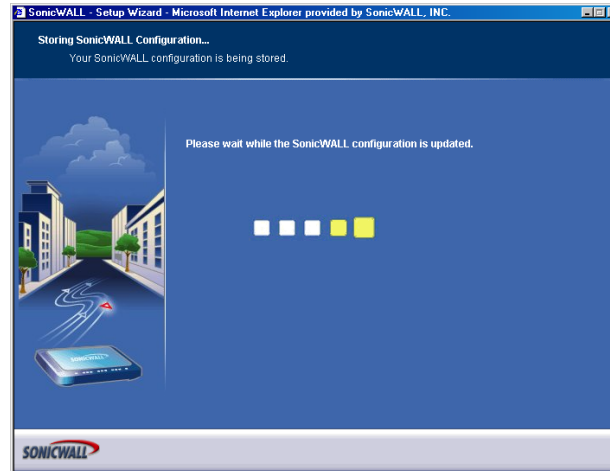
If **Disable DHCP Server** is selected, the DHCP Server is disabled. Click **Next** to continue.

Configuration Summary



9. The **Configuration Summary** window displays the configuration defined using the **Installation Wizard**. To modify any of the settings, click **Back** to return to the **Connecting to the Internet** window. If the configuration is correct, click **Apply**.

Storing SonicWALL Configuration



Setup Wizard Complete



10. Click **Restart** to restart the SonicWALL. The SonicWALL takes 90 seconds to restart. During this time, the yellow **Test** LED is lit.



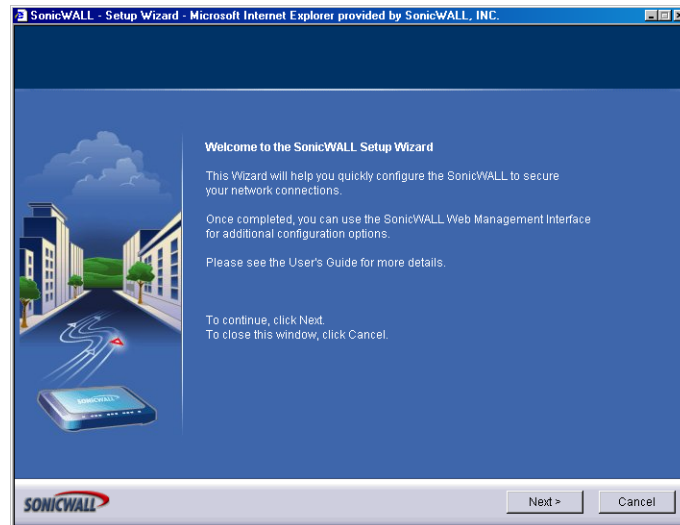
Tip!

The new SonicWALL LAN IP address, displayed in the **URL** field of the **Congratulations** window, is used to log in and manage the SonicWALL.

Configuring NAT Enabled with PPPoE

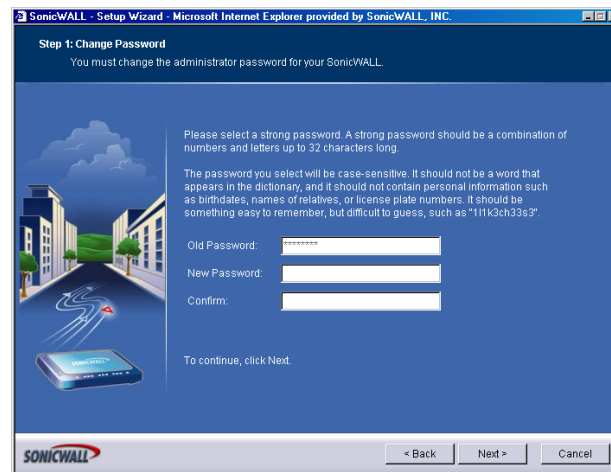
NAT with PPPoE Client is a network protocol that uses Point to Point Protocol over Ethernet to connect with a remote site using various Remote Access Service products. This protocol is typically found when using a DSL modem with an ISP requiring a user name and password to log into the remote server. The ISP may then allow you to obtain an IP address automatically or give you a specific IP address.

1. Click the **Setup Wizard** button on the **Network>Settings** page.



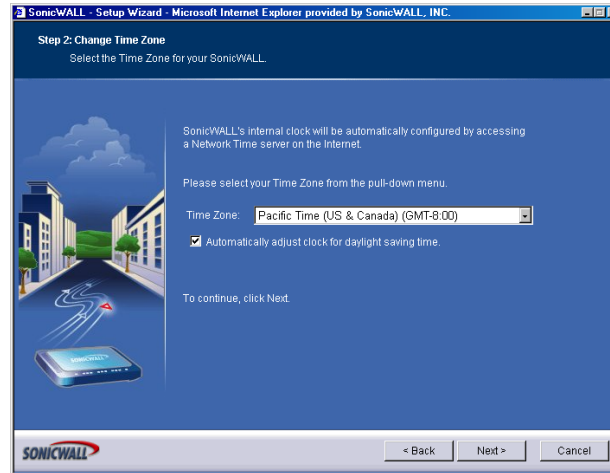
2. Read the instructions on the **Welcome** window and click **Next** to continue.

Step 1: Change Password



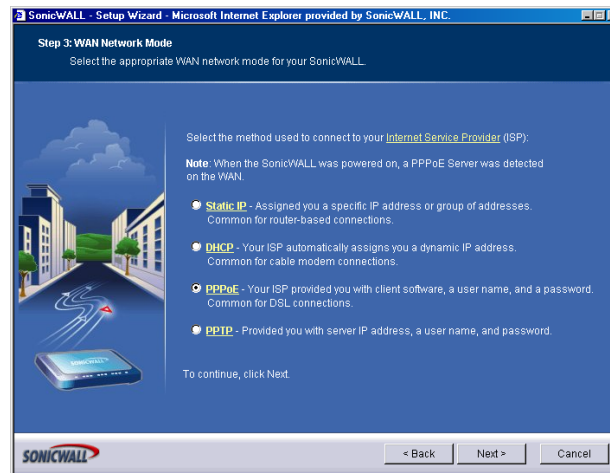
3. To set the password, enter a new password in the **New Password** and **Confirm New Password** fields. Click **Next**.

Step 2: Change Time Zone



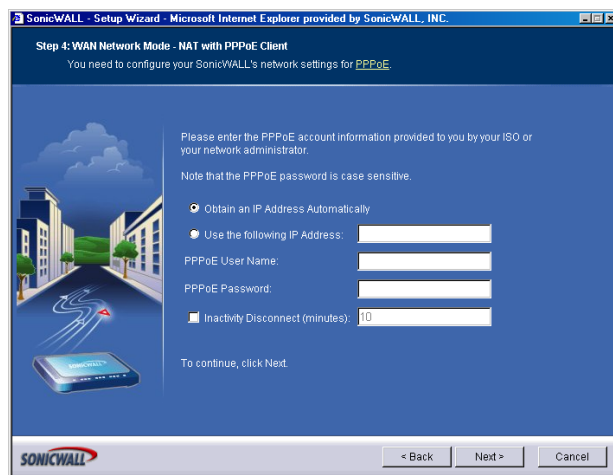
4. Select the appropriate **Time Zone** from the **Time Zone** menu. The SonicWALL internal clock is set automatically by a Network Time Server on the Internet. Click **Next**.

Step 3: WAN Network Mode



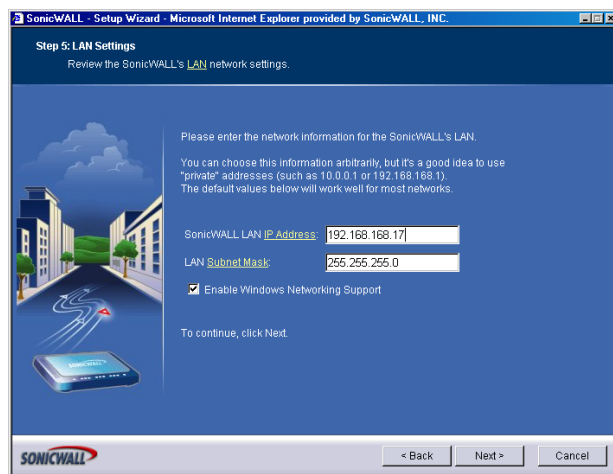
5. The SonicWALL automatically detects the presence of a PPPoE server on the WAN. If not, then select **PPPoE: Your ISP provided you with desktop software, a user name and password**. Click **Next**.

Step 4: WAN Network Mode: NAT with PPPoE Client



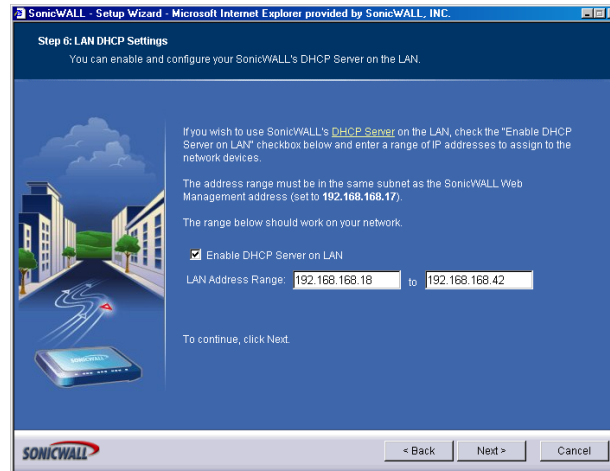
6. Enter the user name and password provided by your ISP into the **User Name** and **Password** fields. Click **Next**.

Step 5: LAN Settings



7. The **LAN Settings** page allows the configuration of SonicWALL LAN IP Addresses and LAN Subnet Mask. The SonicWALL LAN IP Address is the private IP address assigned to the LAN port of the SonicWALL. The **LAN Subnet Mask** defines the range of IP addresses on the LAN. The default values provided by the SonicWALL are useful for most networks. If you do not use the default settings, enter your preferred IP addresses in the fields. Click **Next**.

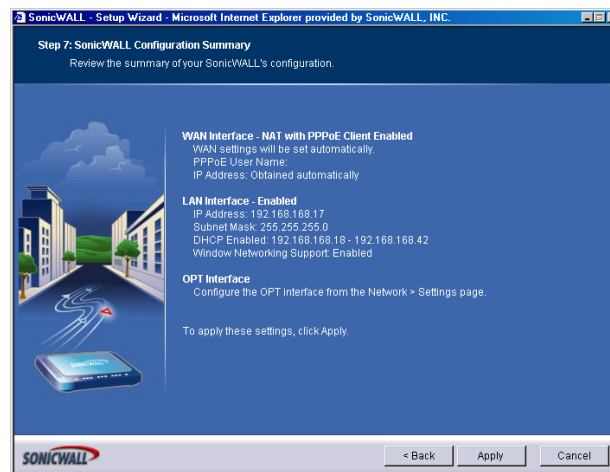
Step 6: DHCP Server



8. The **Optional-SonicWALL DHCP Server** window configures the SonicWALL DHCP Server. If enabled, the SonicWALL automatically assigns IP settings to computers on the LAN. To enable the DHCP server, select **Enable DHCP Server**, and specify the range of IP addresses that are assigned to computers on the LAN.

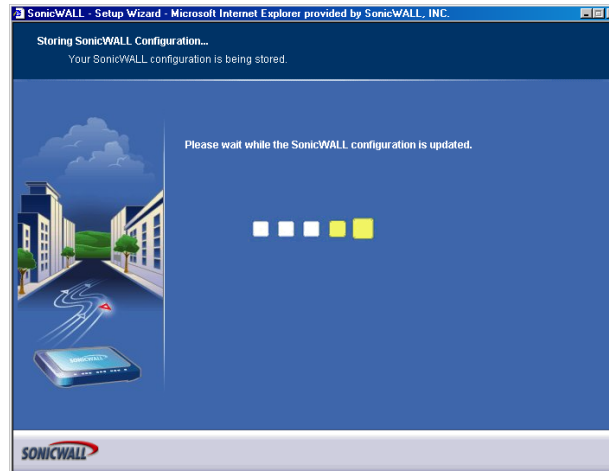
If **Disable DHCP Server** is selected, you must configure each computer on your network with a static IP address on your LAN. Click **Next**.

Step 7: SonicWALL Configuration Summary



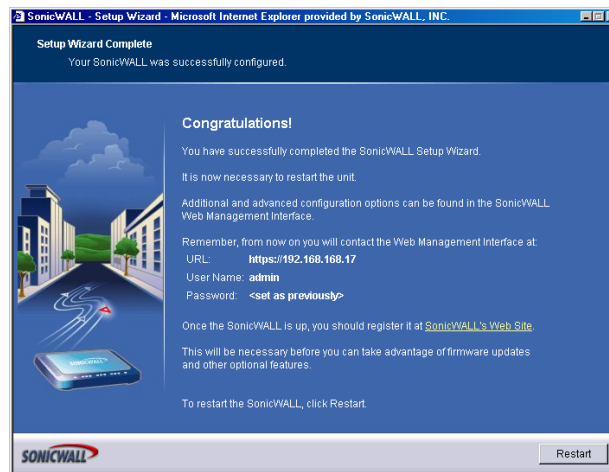
9. The **Configuration Summary** window displays the configuration defined using the **Installation Wizard**. To modify any of the settings, click **Back** to return to the **WAN Settings** window. If the configuration is correct, click **Next** to proceed to the **Congratulations** window.

Storing SonicWALL Configuration



Tip! The new SonicWALL LAN IP address, displayed in the **URL** field of the **Congratulations** window, is used to log in and manage the SonicWALL.

Setup Wizard Complete

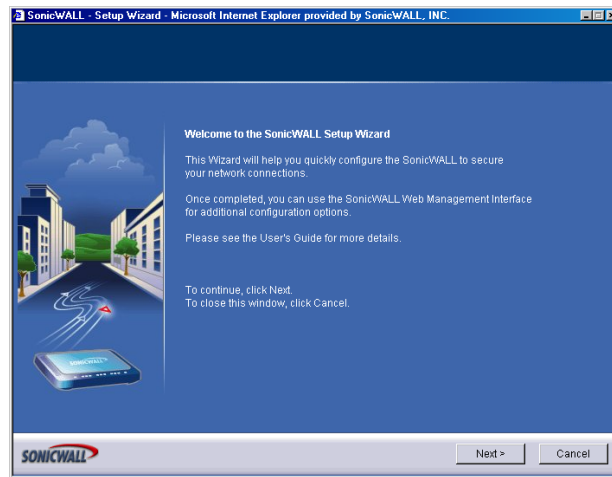


10. Click **Restart** to restart the SonicWALL.
11. The SonicWALL takes approximately 90 seconds or longer to restart. During this time, the yellow **Test** LED is lit.

Configuring PPTP Network Mode

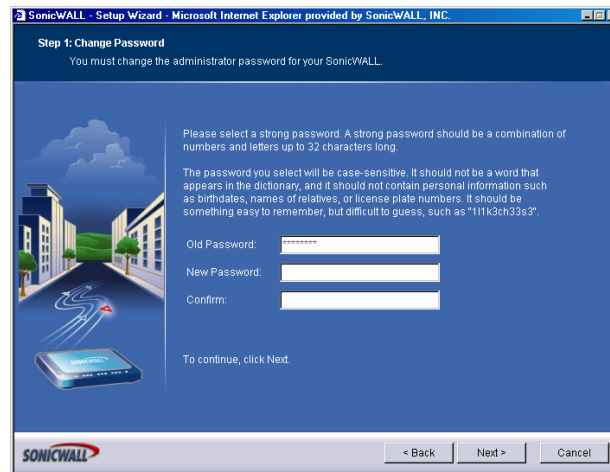
NAT with PPTP Client mode uses Point to Point Tunneling Protocol (PPTP) to connect to a remote server. It supports older Microsoft implementations requiring tunneling connectivity.

1. Click the **Setup Wizard** button on the **Network>Settings** page.



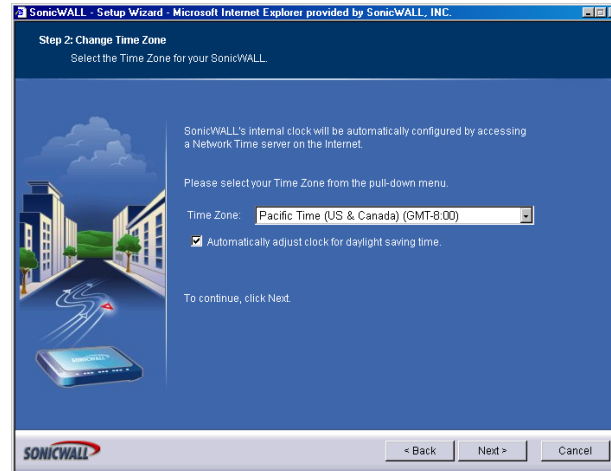
2. Read the instructions on the **Welcome** window and click **Next** to continue.

Step 1: Change Password



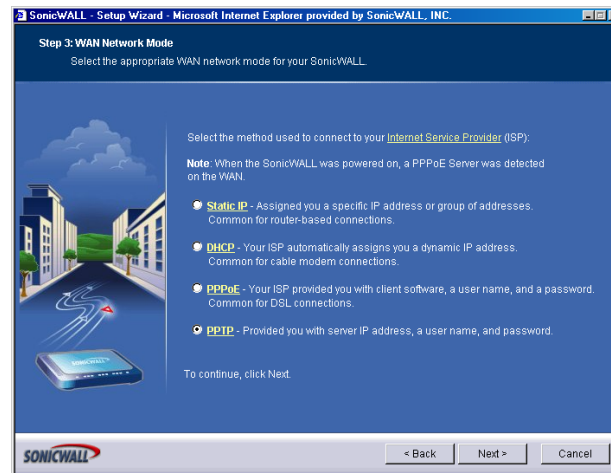
3. To set the password, enter a new password in the **New Password** and **Confirm New Password** fields. Click **Next**.

Step 2: Change Time Zone



4. Select the appropriate **Time Zone** from the **Time Zone** menu. The SonicWALL internal clock is set automatically by a Network Time Server on the Internet. Click **Next**.

Step 3: WAN Network Mode



5. Select **PPTP: Provided you with a server IP address, a user name and password**. Click **Next**.

Step 4: WAN Network Mode: NAT with PPTP Client

SonicWALL - Setup Wizard - Microsoft Internet Explorer provided by SonicWALL, INC.

Step 4: WAN Network Mode: NAT with PPTP Client
You need to configure your SonicWALL's **ISP** settings for **PPTP**.

PPTP Server IP Address:

PPTP User Name:

PPTP Password:

☒ Obtain an IP Address Automatically
☐ Use the following IP Address

SonicWALL WAN IP Address:

WAN/OPT Subnet Mask:

Gateway (Router) Address:

To continue, click Next.

< Back Next > Cancel

6. Enter the user name and password provided by your ISP into the **User Name** and **Password** fields. Click **Next**.

Step 5: LAN Settings

SonicWALL - Setup Wizard - Microsoft Internet Explorer provided by SonicWALL, INC.

Step 5: LAN Settings
Review the SonicWALL's **LAN** network settings.

Please enter the network information for the SonicWALL's LAN.

You can choose this information arbitrarily, but it's a good idea to use "private" addresses (such as 10.0.0.1 or 192.168.1.1). The default values below will work well for most networks.

SonicWALL LAN IP Address:

LAN Subnet Mask:

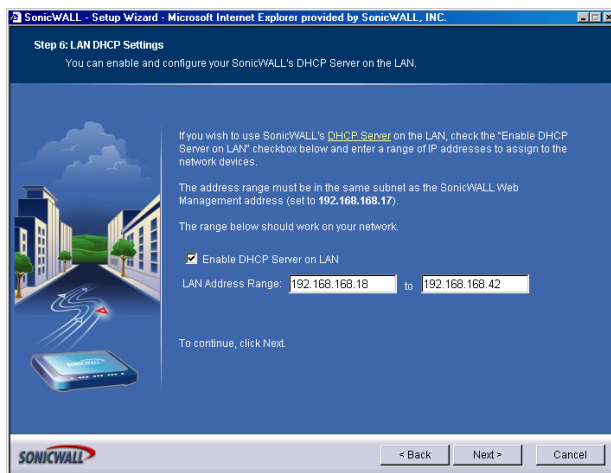
☒ Enable Windows Networking Support

To continue, click Next.

< Back Next > Cancel

7. The **LAN Settings** page allows the configuration of SonicWALL LAN IP Addresses and LAN Subnet Mask. The SonicWALL LAN IP Address is the private IP address assigned to the LAN port of the SonicWALL. The **LAN Subnet Mask** defines the range of IP addresses on the LAN. The default values provided by the SonicWALL are useful for most networks. If you do not use the default settings, enter your preferred IP addresses in the fields. Click **Next**.

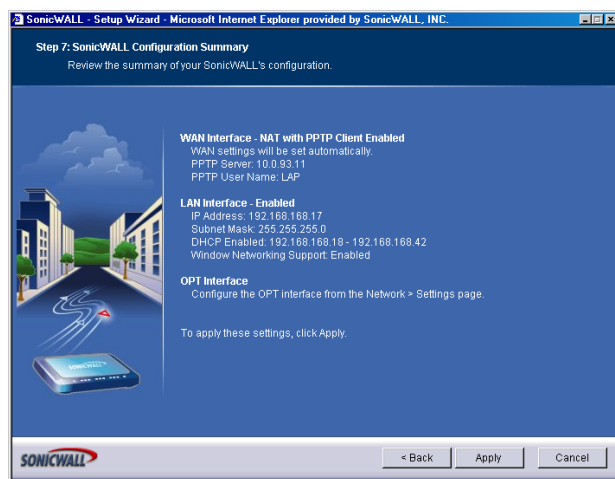
Step 6: DHCP Server



8. The **Optional-SonicWALL DHCP Server** window configures the SonicWALL DHCP Server. If enabled, the SonicWALL automatically assigns IP settings to computers on the LAN. To enable the DHCP server, select **Enable DHCP Server**, and specify the range of IP addresses that are assigned to computers on the LAN.

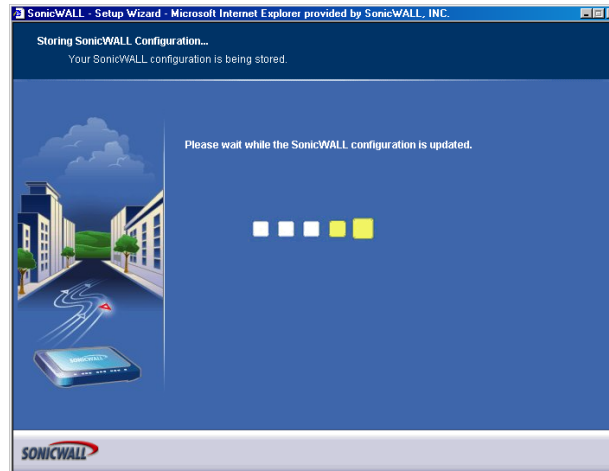
If **Disable DHCP Server** is selected, you must configure each computer on your network with a static IP address on your LAN. Click **Next**.

Step 7: SonicWALL Configuration Summary



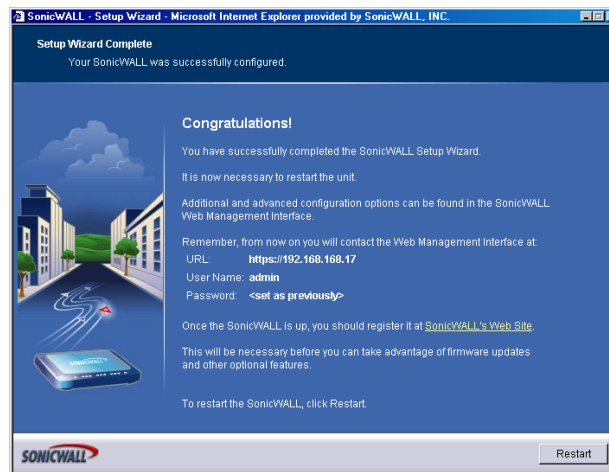
9. The **Configuration Summary** window displays the configuration defined using the **Installation Wizard**. To modify any of the settings, click **Back** to return to the **Connecting to the Internet** window. If the configuration is correct, click **Next** to proceed to the **Storing SonicWALL Configuration** window.

Storing SonicWALL Configuration



Tip! The new SonicWALL LAN IP address, displayed in the **URL** field of the **Congratulations** window, is used to log in and manage the SonicWALL.

Setup Wizard Complete



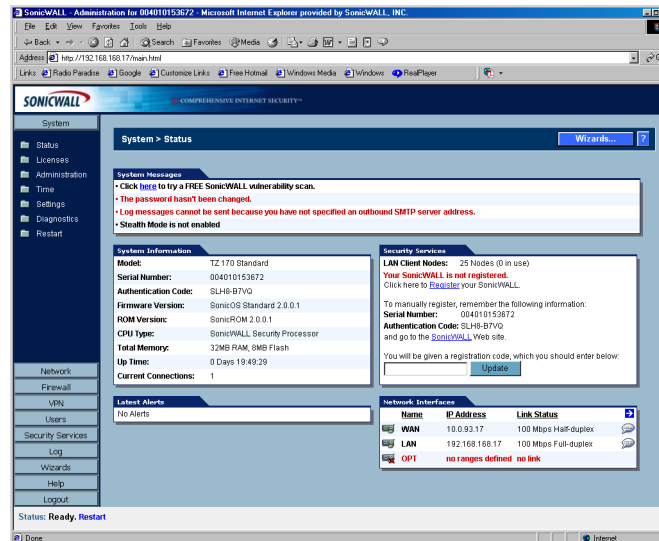
10. Click **Restart** to restart the SonicWALL. The SonicWALL takes approximately 90 seconds or longer to restart. During this time, the yellow **Test** LED is lit.

3 System Settings

This chapter describes the configuration of the SonicWALL IP settings, time, and password as well as providing instructions to restart the SonicWALL, import and export settings, upload new firmware, and perform diagnostic tests.

System>Status

The **Status** page contains five sections: **System Messages**, **System Information**, **Latest Alerts**, **Security Services**, and **Network Interfaces**.



System Messages

Any information considered relating to possible problems with configurations on the SonicWALL such as password, log messages, etc.

System Information

The following information is displayed in this section:

- **Model** - type of SonicWALL product
- **Serial Number** - also the MAC address of the SonicWALL
- **Authentication Code** - the alphanumeric code used to authenticate the SonicWALL on the registration database at <<https://www.mysonicwall.com>>.
- **Firmware Version** - the firmware version loaded on the SonicWALL.
- **ROM Version** - indicates the ROM version.
- **CPU Type** - displays the type and speed of the SonicWALL processor.
- **Total Memory** - indicates the amount of RAM and flash memory.
- **Uptime** - the length of time, in days, hours, and seconds the SonicWALL is active.
- **Current Connections** - the number of network connections currently existing on the SonicWALL.
- **Registration Code** - the registration code is generated when your SonicWALL is registered at <<http://www.mysonicwall.com>>.

Security Services

A list of available SonicWALL Security Services are listed in this section with the status of **Licensed** or **Not Licensed**. If **Licensed**, the **Status** column displays the number of licenses and the number of licenses in use. Clicking the **Arrow** icon displays the **System>Licenses** page in the SonicWALL Web Management Interface. SonicWALL Security Services and Internet Security Appliance registration is managed by mySonicWALL.com.

Registering Your SonicWALL

If your SonicWALL is not registered at mySonicWALL.com, the following message is displayed in the **Security Services** folder: Your SonicWALL is not registered. Click here to Register your SonicWALL.



Note: You need a mySonicWALL.com account to register your SonicWALL or activate security services. You can create a mySonicWALL.com account directly from the SonicWALL Management Interface.

You can manually register your SonicWALL at the mySonicWALL.com site using the **Serial Number** and **Authentication Code** displayed in the **Security Services** folder. Click the SonicWALL link to access your mySonicWALL.com account. You will be given a registration code after you have registered your SonicWALL. Enter the registration code in the field below **You will be given a registration code, which you should enter below**, then click **Update**.

If you have a mySonicWALL.com account, follow these steps to register your SonicWALL:

1. Click the here link to automatically register your SonicWALL. The **mySonicWALL.com Login** page is displayed.
2. Type your mySonicWALL.com username and password in the **User Name** and **Password** fields and click **Submit**.
3. Type in a “friendly name” for your SonicWALL in the **Friendly Name** field. A friendly name is used to help identify your SonicWALL, such as its location.
4. Click **Submit**. Your SonicWALL is now registered.

mySonicWALL.com

mySonicWALL.com delivers a convenient, one-stop resource for registration, activation, and management of your SonicWALL products and services. Your mySonicWALL.com account provides a single profile to do the following:

- Register your SonicWALL Internet Security Appliances
- Purchase/Activate SonicWALL Security Services and Upgrades
- Receive SonicWALL firmware and security service updates and alerts
- Manage (change or delete) your SonicWALL security services
- Access SonicWALL Technical Support

Creating a mySonicWALL.com account is easy and free. Simply complete an online registration form. Once your account is created, you can register SonicWALL Internet Security Appliances and activate any SonicWALL Security Services associated with the SonicWALL.

Your mySonicWALL.com account is accessible from any Internet connection with a Web browser using the HTTPS (Hypertext Transfer Protocol Secure) protocol to protect your sensitive information. You can also access mySonicWALL.com license and registration services directly from the SonicWALL management interface for increased ease of use and simplified services activation.



Tip! For more information on mySonicWALL.com, access the online help available at <https://www.mysonicwall.com>.



Note: mySonicWALL.com registration information is not sold or shared with any other company.

Latest Alerts

Any messages relating to system errors or attacks are displayed in this section. Attack messages include AV Alerts, forbidden e-mail attachments, fraudulent certificates, etc. System errors include WAN IP changed and encryption errors. Clicking the blue arrow displays the **Log>Log View** page.

Network Interfaces

The following information is contained in this section:

- **WAN** - network speed, for example 100 Mbps, and devices connected to the WAN link.
- **LAN** - network speed and network address mode
- **OPT/DMZ** - network speed and network address mode

Clicking the arrow displays the **Network>Settings** page.

System>Licenses

The **System>Licenses** page provides links to activate, upgrade, or renew SonicWALL Security Services and upgrades.



Note: For more information on SonicWALL Security Services and Upgrades, visit [<http://www.sonicwall.com>](http://www.sonicwall.com)

Security Services Summary

The **Security Services Summary** table lists the available and activated security services on the SonicWALL. The Security Service column lists all the available SonicWALL security services and upgrades available for the SonicWALL. The Status column indicates if the security service is activated (**Licensed**), available for activation (**Not Licensed**), or no longer active (**Expired**). The number of nodes/users allowed for the license is displayed in the **Count** column.

The information listed in the **Security Services Summary** table is updated from your mySonicWALL.com account the next time the SonicWALL automatically synchronizes with your mySonicWALL.com account (once a day) or you can click the link in **To synchronize licenses with mySonicWALL.com click here** in the **Manage Security Services Online** section.

Manage Security Services Online

To activate, upgrade, or renew services, click the link in **To Activate, Upgrade, or Renew services, click here**. Click the link in **To synchronize licenses with mySonicWALL.com click here** to synchronize your mySonicWALL.com account with the **Security Services Summary** table.

You can also get free trial subscriptions to SonicWALL Content Filter Service and Network Anti-Virus by clicking the **For Free Trials click here link**. When you click these links, the **mySonicWALL.com Login** page is displayed. Enter your mySonicWALL.com account username and password in the **User Name** and **Password** fields and click **Submit**. The **Manage Services Online** page is displayed with licensing information from your mySonicWALL.com account.

Manual Upgrade

Manual Upgrade allows you to activate your services by typing the service activation key supplied with the service subscription not activated on mySonicWALL.com. Type the activation key from the product into the **Enter upgrade key** field and click **Submit**.



Tip! You must have a mysonicwall.com account to upgrade and activate services through the SonicWALL.



Note: If your SonicWALL is deployed in a high-security environment that does not allow direct Internet connectivity from the SonicWALL, you can enter the encrypted license key information manually in the enter keyset field. See the SonicWALL TechNote **Manual Upgrades for Closed Environments using License Keyset** at <www.sonicwall.com/services/SonicOS_FW_documentation.html> for instructions.

System>Administration

The screenshot shows the SonicWALL Administration web interface in Microsoft Internet Explorer. The browser address bar shows <http://192.168.168.17/man.html>. The page title is "SonicWALL - Administration for 0040101535F9". The left sidebar contains a tree view with the following items: System, Status, Licenses, Administration, Time, Settings, Diagnostics, and Restart. The main content area is titled "System > Administration" and contains the following sections:

- Firewall Name:** A text field containing "0040101535F9".
- Name/Password:** Fields for Administrator Name (admin), Old Password, New Password, and Confirm Password.
- Login Security:** A section with a checkbox for "Enable User Lockout" (unchecked), a field for "Failed login attempts per minute before logout" (5), and a field for "Logout Period (minutes)" (5).
- Management Protocol:** A section with checkboxes for "HTTP" and "HTTPS" (both checked), a field for "Port" (80), a field for "Port" (443), and a field for "Certificate Common Name" (192.168.168.168).
- Advanced Management:** A section with checkboxes for "Enable SNMP" and "Enable Management Using GMS" (both unchecked), and "Configure" buttons next to each.

At the bottom of the page, a status message reads: "Status: The configuration has been updated." The browser status bar shows "Done" and "Internet".

Firewall Name

The **Firewall Name** uniquely identifies the SonicWALL and defaults to the serial number of the SonicWALL. The serial number is also the MAC address of the unit. The Firewall Name is mainly used in e-mailed log files. To change the Firewall Name, enter a unique alphanumeric name in the **Firewall Name** field. It must be at least 8 characters in length.

Name/Password

Administrator Name

The **Administrator Name** can be changed from the default setting of **admin** to any word using alphanumeric characters up to 32 characters in length. To create a new administrator name, enter the new name in the **Administrator Name** field. Click **Apply** for the changes to take effect on the SonicWALL.

Changing the Administrator Password

To set the password, enter the old password in the **Old Password** field, and the new password in the **New Password** field. Enter the new password again in the **Confirm New Password** field and click **Apply**. Once the SonicWALL has been updated, a message confirming the update is displayed at the bottom of the browser window.

Login Security

The **Administrator Inactivity Timeout** setting allows you to set the length of inactivity time that elapses before you are automatically logged out of the Web Management Interface. By default, the SonicWALL logs out the administrator after 5 minutes of inactivity.



Tip! *If the Administrator Inactivity Timeout is extended beyond 5 minutes, you should end every management session by clicking Logout to prevent unauthorized access to the SonicWALL Web Management Interface.*

Enter the desired number of minutes in the **Administrator Inactivity Timeout** section and click **Update**. The **Inactivity Timeout** can range from 1 to 99 minutes. Click **Apply**, and a message confirming the update is displayed at the bottom of the browser window.

Enable Administrator/User Lockout

You can configure the SonicWALL to lockout an administrator or a user if the login credentials are incorrect. Select the **Enable Administrator/User Lockout** check box to prevent users from attempting to log into the SonicWALL without proper authentication credentials. Enter the number of failed attempts before the user is locked out in the **Lock out user after __ failed login attempts in a 1 minute** period field. Enter the length of time that must elapse before the user attempts to log into the SonicWALL again in the **Lockout Period (minutes)** field.



Alert! *If the administrator and a user are logging into the SonicWALL using the same source IP address, the administrator is also locked out of the SonicWALL. The lockout is based on the source IP address of the user or administrator.*

Management Protocol

The SonicWALL can be managed using HTTP or HTTPS and a Web browser. Both HTTP and HTTPS are enabled by default. The default port for HTTP is port 80, but you can configure access through another port. Enter the number of the desired port in the **Port** field, and click **Update**. However, if you configure another port for HTTP management, you must include the port number when you use the IP address to log into the SonicWALL. For example, if you configure the port to be 76, then you must enter <LAN IP Address>:76 into the Web browser, i.e. <http://192.168.168.1:76>

The default port for HTTPS management is 443, the standard port. You can add another layer of security for logging into the SonicWALL by changing the default port. To configure another port for HTTPS management, enter the preferred port number into the **Port** field, and click **Update**. For example, if you configure the HTTPS Management Port to be 700, then you must log into the SonicWALL using the port number as well as the IP address, for example, <https://192.168.168.1:700> to access the SonicWALL.

The **Certificate Common Name** field defaults to the SonicWALL LAN Address. This allows you to continue using a certificate without downloading a new one each time you log into the SonicWALL.

Advanced Management

Enable SNMP

SNMP (Simple Network Management Protocol) is a network protocol used over User Datagram Protocol (UDP) that allows network administrators to monitor the status of the SonicWALL and receive notification of critical events as they occur on the network. The SonicWALL supports SNMP v1/v2c and all relevant Management Information Base II (MIB) groups except **egg** and **at**. The SonicWALL replies to SNMP Get commands for MIBII via any interface and supports a custom SonicWALL MIB for generating trap messages. The custom SonicWALL MIB is available for download from the SonicWALL Web site and can be loaded into third-party SNMP management software such as HP Openview, Tivoli, or SNMPC.

To enable SNMP on the SonicWALL, select the **Enable SNMP** check box, and then click **Configure** in the System>Administration page.



Note: v1 traps are not supported on the SonicWALL.

1. Enter the host name of the SonicWALL in the **System Name** field.
2. Enter the network administrator's name in the **System Contact** field.

3. Enter an e-mail address, telephone number, or pager number in the **System Location** field.
4. Enter a name for a group or community of administrators who can view SNMP data in the **Get Community Name** field.
5. Enter a name for a group or community of administrators who can view SNMP traps in the **Trap Community Name** field.
6. Enter the IP address or host name of the SNMP management system receiving SNMP traps in the Host 1 through Host 4 fields. You must configure at least one IP address or host name, but up to four addresses or host names can be used.
7. Click **OK**.

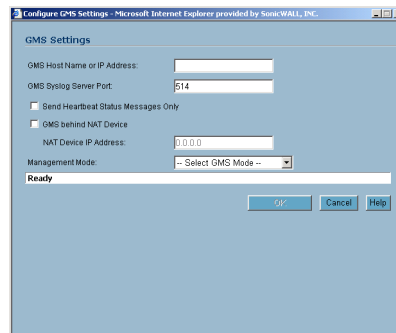
Trap messages are generated only for the alert message categories normally sent by the SonicWALL. For example, attacks, system errors, or blocked Web sites generate trap messages. If none of the categories are selected on the **Log>Settings** page, then no trap messages are generated.

By default, the SonicWALL responds only to **Get SNMP** messages received on its LAN interface. Appropriate rules must be configured to allow SNMP traffic to and from the WAN interface. SNMP trap messages can be sent via the LAN or WAN. See Chapter 5, **Firewall**, for instructions on adding services and rules to the SonicWALL.

If your SNMP management system supports discovery, the SonicWALL agent automatically discover the SonicWALL appliance on the network. Otherwise, you must add the SonicWALL to the list of SNMP-managed devices on the SNMP management system.

Enable Management Using SonicWALL GMS

To enable the SonicWALL to be managed by SonicWALL Global Management System (GMS). Select the **Enable Management using GMS** checkbox, then click **Configure**. The **Configure GMS Settings** window is displayed.



To configure the SonicWALL for GMS management:

1. Enter the host name or IP address of the GMS Console in the **GMS Host Name or IP Address** field.
2. Enter the port in the **GMS Syslog Server Port** field. The default value is 514.
3. Select **Send Heartbeat Status Messages Only** to send only heartbeat status instead of log messages.
4. Select **GMS behind NAT Device** if the GMS Console is placed behind a device using NAT on the network. Type the IP address of the NAT device in the **NAT Device IP Address** field.
5. Select one of the following GMS modes from the **Management Mode** menu.

IPSEC Management Tunnel - Use the IPsec management tunnel included with the SonicWALL. The default IPsec VPN settings are displayed.

Existing Tunnel - Use an existing tunnel for GMS management of the SonicWALL.

HTTPS - Use HTTPS for GMS management of the SonicWALL. The following configuration settings for HTTPS management mode are displayed:

Send Syslog Messages in Cleartext Format - Sends Syslog messages as cleartext.

Send Syslog Messages to a Distributed GMS Reporting Server - Sends Syslog Messages to a GMS Reporting Server separated from the GMS management server.

GMS Reporting Server IP Address - Enter the IP address of the GMS Reporting Server, if the server is separate from the GMS management server.

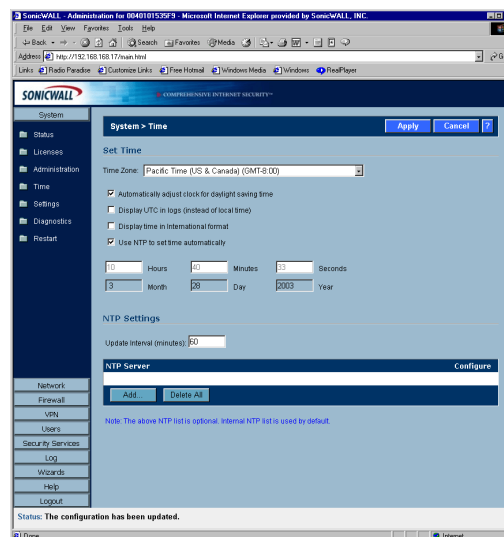
GMS Reporting Server Port - Enter the port for the GMS Reporting Server. The default value is 514

6. Click **OK**.

System>Time

Set Time

The SonicWALL uses the time and date settings to time stamp log events, to automatically update SonicWALL Security Services, and for other internal purposes. By default, the SonicWALL uses an internal list of public NTP servers to automatically update the time. Network Time Protocol (NTP) is a protocol used to synchronize computer clock times in a network of computers. NTP uses Coordinated Universal Time (UTC) to synchronize computer clock times to a millisecond, and sometimes to a fraction of a millisecond.



To select your time zone and automatically update the time, choose the time zone from the **Time Zone** menu. The **Use NTP to set time automatically** is activated by default to use the NTP (Network Time Protocol) to set time automatically. If you want to set your time manually, uncheck this setting. Select the time in the 24-hour format using the **Time (hh:mm:ss)** menus and the date from the **Date** menus.

Automatically adjust clock for daylight saving changes is activated by default to enable automatic adjustments for daylight savings time.

Selecting **Display UTC in logs (instead of local time)** specifies the use universal time (UTC) rather than local time for log events.

Selecting **Display time in International format** displays the date in International format, with the day preceding the month.

After selecting your System Time settings, click **Apply**.

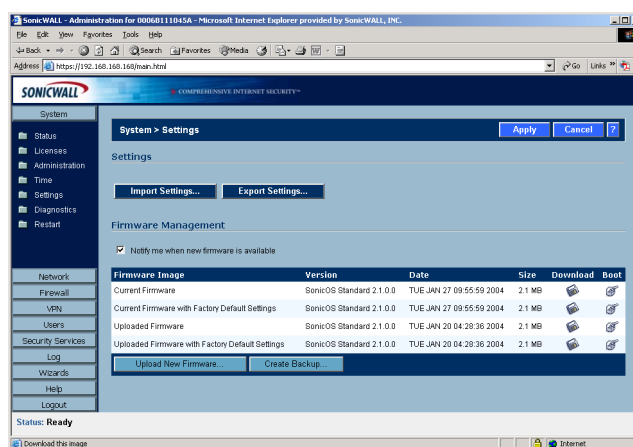
NTP Settings

Network Time Protocol (NTP) is a protocol used to synchronize computer clock times in a network of computers. NTP uses Coordinated Universal Time (UTC) to synchronize computer clock times to a millisecond, and sometimes, to a fraction of a millisecond. The SonicWALL use an internal list of NTP servers so manually entering a NTP server is optional.

Select **Use NTP to set time automatically** if you want to use your local server to set the SonicWALL clock. You can also configure **Update Interval (minutes)** for the NTP server to update the SonicWALL. The default value is 60 minutes.

To add an NTP server to the SonicWALL configuration, click **Add**. The **Add NTP Server** window is displayed. Type the IP address of an NTP server in the **NTP Server** field. Click **Ok**. Then click **Apply** on the **System>Time** page to update the SonicWALL. To delete an NTP server, highlight the IP address and click **Delete**. Or, click **Delete All** to delete all servers.

System>Settings



Settings

Import Settings

To import a previously saved preferences file into the SonicWALL, follow these instructions:

1. Click **Import Settings** to import a previously exported preferences file into the SonicWALL. The **Import Settings** window is displayed.
2. Click **Browse** to locate the file which has a *.exp file name extension.
3. Select the preferences file.
4. Click **Import**, and restart the firewall.

Export Settings

To export configuration settings from the SonicWALL, use the instructions below:

1. Click **Export Settings**.
2. Click **Export**.
3. Click **Save**, and then select a location to save the file. The file is named "sonicwall.exp" but can be renamed.

- Click **Save**. This process can take up to a minute. The exported preferences file can be imported into the SonicWALL if it is necessary to reset the firmware.

Firmware Management

The **Firmware Management** section provides settings that allow for easy firmware upgrade and preferences management. The **Firmware Management** section allows you to:

- Upload and download firmware images and system settings.
- Boot to your choice of firmware and system settings.
- Manage system backups.
- Return your SonicWALL to the previous system state.

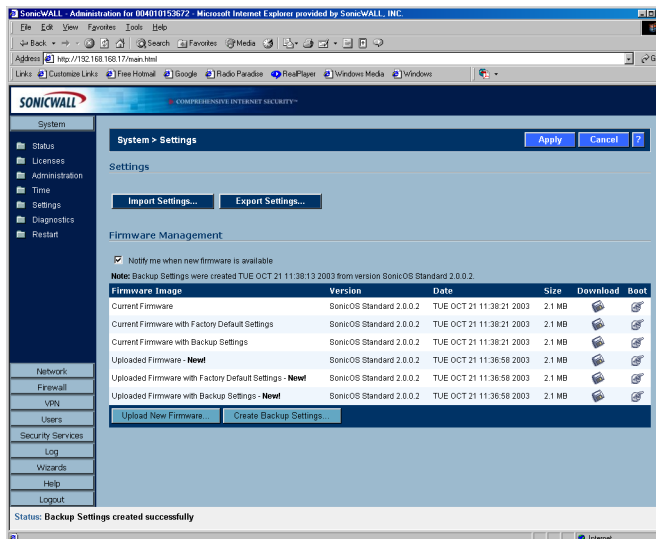


Note: SonicWALL SafeMode, which uses the same settings used in the Firmware Management section, provides quick recovery from uncertain states.

New Firmware

To receive automatic notification of new firmware, select the **Notify me when new firmware is available** check box. If you enable this feature, the SonicWALL sends a status message to the SonicWALL firmware server daily with the following information:

- **SonicWALL Serial Number**
- **Product Type**
- **Current Firmware Version**
- **Language**
- **Currently Available Memory**
- **ROM Version**
- **Options and Upgrades**



Alert! After the initial 90 days from purchase, firmware updates are available only to registered users with a valid support contract. You must register your SonicWALL at <https://www.mysonicwall.com>.

Updating Firmware Manually

Click **Upload New Firmware** to load new firmware in the SonicWALL. A dialogue box is displayed warning you that your current firmware version is overwritten by the uploaded version. You should export your current SonicWALL settings to a preferences file before uploading new firmware. Click **Browse** to locate the new firmware version. Once you locate the file, click **Upload** to load the new firmware onto the SonicWALL.

Firmware Management Settings

Firmware Management

☒ Notify me when new firmware is available

Firmware Image	Version	Date	Size	Download	Boot
Current Firmware	SonicOS Enhanced 2.0.0.0b5	THU SEP 25 16:51:31 2003 GMT	2.2 MB		
Current Firmware with Factory Default Settings	SonicOS Enhanced 2.0.0.0b5	THU SEP 25 16:51:31 2003 GMT	2.2 MB		
Uploaded Firmware	SonicOS Enhanced 2.0.0.0b5	WED SEP 24 22:47:35 2003 GMT	2.2 MB		
System Backup - New!	SonicOS Enhanced 2.0.0.0b5	WED SEP 24 22:47:35 2003 GMT	2.2 MB		

Upload New Firmware...

Create Backup...

The **Firmware Management** table has the following columns:

- **Firmware Image** - In this column, types of firmware images are listed:
 - **Current Firmware**, firmware currently loaded on the SonicWALL
 - **Current Firmware with Factory Default Settings**, rebooting using this firmware image resets the SonicWALL to its default IP addresses, user name, and password
 - **Uploaded Firmware**, the last version uploaded from mysonicwall.com
 - **Uploaded Firmware with Factory Default Settings**, rebooting using this firmware image resets the SonicWALL to its default IP addresses, user name, and password
 - **Current Firmware with Backup Settings**, a firmware image created by clicking **Create Backup Settings**.
- **Version** - The firmware version is listed in this column.
- **Date** - The day, date, and time of downloading the firmware.
- **Size** - The size of the firmware file in Megabytes (MB).
- **Download** - Clicking the icon saves the firmware file to a new location on your computer or network. Only uploaded firmware can be saved to a different location.
- **Boot** - Clicking the icon reboots the SonicWALL with the firmware version listed in the same row.



Alert! When uploading firmware to the SonicWALL, you must not interrupt the Web browser by closing the browser, clicking a link, or loading a new page. If the browser is interrupted, the firmware may become corrupted.

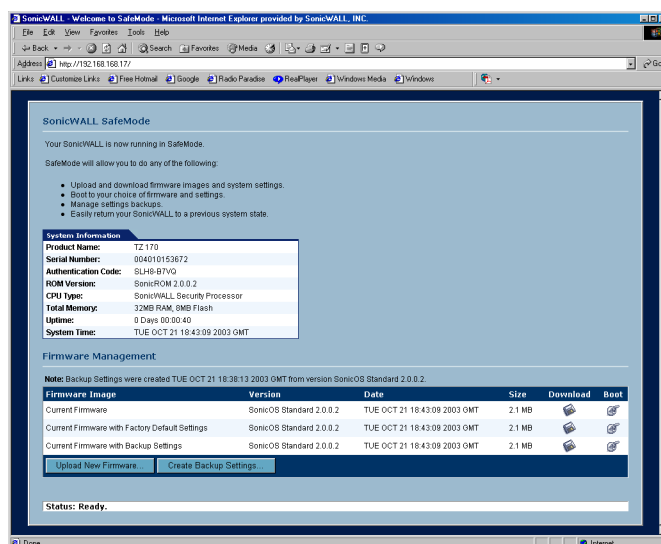


Note: Clicking **Boot** next to any firmware image overwrites the existing current firmware image making it the Current Firmware image. On the TZ170, the uploaded firmware images are removed from the table after rebooting the SonicWALL.

SafeMode - Rebooting the SonicWALL

SafeMode allows easy firmware and preferences management as well as quick recovery from uncertain configuration states. It is no longer necessary to reset the firmware by pressing and holding the Reset button on the appliance. Pressing the Reset button for one second launches the SonicWALL into SafeMode. SafeMode allows you to select the firmware version to load and reboot the SonicWALL.

Because there are hardware differences between the TZ 170 and the PRO 2040/PRO 3060, Safe Mode on the TZ 170 cannot store as many firmware images as the PRO 2040/3060. After rebooting, the TZ 170 does not retain uploaded firmware images. To access the SonicWALL using SafeMode, press the Reset button for 1 second. After the SonicWALL reboots, open your Web browser and enter the current IP address of the SonicWALL or the default IP address: 192.168.168.168. The SafeMode page is displayed:



SafeMode allows you to do any of the following:

- Upload and download firmware images to the SonicWALL.
- Upload and download system settings to the SonicWALL.
- Boot to your choice of firmware options.
- Create a system backup file.
- Return your SonicWALL to a previous system state.

System Information

System Information for the SonicWALL is retained and displayed in this section.

Firmware Management

The **Firmware Management** table has the following columns:

- **Firmware Image** - In this column, five types of firmware images are listed:
 - **Current Firmware**, firmware currently loaded on the SonicWALL
 - **Current Firmware with Factory Default Settings**, rebooting using this firmware image resets the SonicWALL to its default IP addresses, user name, and password
 - **Uploaded Firmware**, the last version uploaded from mysonicwall.com
 - **Uploaded Firmware with Factory Default Settings**, rebooting using this firmware image resets the SonicWALL to its default IP addresses, user name, and password
 - **System Backup**, a firmware image created by clicking **Create Backup**.
- **Version** - The firmware version is listed in this column.
- **Date** - The day, date, and time of downloading the firmware.
- **Size** - The size of the firmware file in Megabytes (MB).
- **Download** - Clicking the icon saves the firmware file to a new location on your computer or network. Only uploaded firmware can be saved to a different location.
- **Boot** - Clicking the icon reboots the SonicWALL with the firmware version listed in the same row.

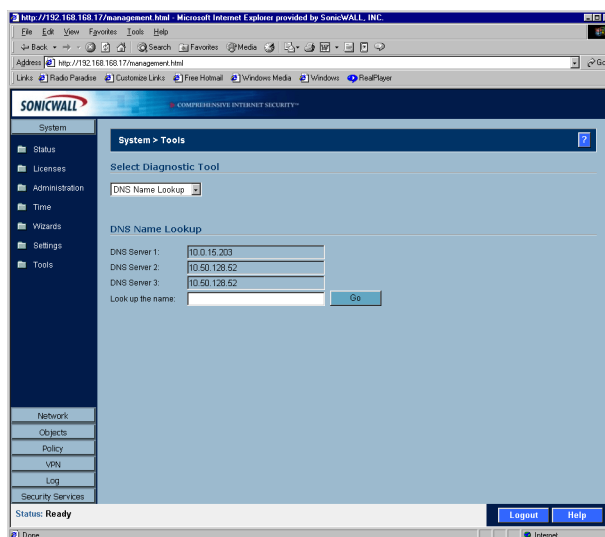


Note: Clicking **Boot** next to any firmware image overwrites the existing current firmware image making it the **Current Firmware** image.

Click **Boot** in the firmware row of your choice to restart the SonicWALL.

System>Diagnostics

The SonicWALL has several diagnostic tools which help troubleshoot network problems on the **System>Diagnostics** page. You select the diagnostic tool from the menu in the **Select Diagnostic Tool** section.



DNS Name Lookup

The SonicWALL has a DNS lookup tool that returns the IP address of a domain name. Or, if you enter an IP address, it returns the domain name for that address.

1. Enter the host name or IP address in the **Look up name** field. Do not add *http* to the host name.
2. The SonicWALL queries the DNS Server and displays the result in the **Result** section. It also displays the IP address of the DNS Server used to perform the query.

The **DNS Name Lookup** section also displays the IP addresses of the DNS Servers configured on the SonicWALL. If there is no IP address or IP addresses in the **DNS Server** fields, you must configure them on the **Network>Settings** page.

Find Network Path

Find Network Path indicates if an IP host is located on the WAN, OPT/DMZ, or the LAN. This can diagnose a network configuration problem on the SonicWALL. For example, if the SonicWALL indicates that a computer on the Internet is located on the LAN, then the network or Intranet settings may be misconfigured. **Find Network Path** can be used to determine if a target device is located behind a network router and the Ethernet address of the target device. It also displays the gateway the device is using and helps isolate configuration problems.

Ping

The **Ping** test bounces a packet off a machine on the Internet and returns it to the sender. This test shows if the SonicWALL is able to contact the remote host. If users on the LAN are having problems accessing services on the Internet, try pinging the DNS server, or another machine at the ISP location. If the test is unsuccessful, try pinging devices outside the ISP. If you can ping devices outside of the ISP, then the problem lies with the ISP connection.

1. Select **Ping** from the **Diagnostic Tool** menu.
2. Enter the IP address or host name of the target device and click **Go**.
3. If the test is successful, the SonicWALL returns a message saying the IP address is alive and the time to return in milliseconds (ms).

Packet Trace

The **Packet Trace** tool tracks the status of a communications stream as it moves from source to destination. This is a useful tool to determine if a communications stream is being stopped at the SonicWALL, or is lost on the Internet.

To interpret this tool, it is necessary to understand the three-way handshake that occurs for every TCP connection. The following displays a typical three-way handshake initiated by a host on the SonicWALL LAN to a remote host on the WAN.

1. TCP received on LAN [SYN]
From 192.168.168.158 / 1282 (00:a0:4b:05:96:4a)
To 204.71.200.74 / 80 (02:00:cf:58:d3:6a)

The SonicWALL receives SYN from LAN client.

2. TCP sent on WAN [SYN]
From 207.88.211.116 / 1937 (00:40:10:0c:01:4e)
To 204.71.200.74 / 80 (02:00:cf:58:d3:6a)

The SonicWALL forwards SYN from LAN client to remote host.

3. TCP received on WAN [SYN,ACK]
From 204.71.200.74 / 80 (02:00:cf:58:d3:6a)
To 207.88.211.116 / 1937 (00:40:10:0c:01:4e)

The SonicWALL receives SYN,ACK from remote host.

4. TCP sent on LAN [SYN,ACK]
From 204.71.200.74 / 80 (02:00:cf:58:d3:6a)
To 192.168.168.158 / 1282 (00:a0:4b:05:96:4a)

The SonicWALL forwards SYN,ACK to LAN client.

5. TCP received on LAN [ACK]
From 192.168.168.158 / 1282 (00:a0:4b:05:96:4a)
To 204.71.200.74 / 80 (02:00:cf:58:d3:6a)

Client sends a final ACK, and waits for start of data transfer.

6. TCP sent on WAN [ACK]
From 207.88.211.116 / 1937 (00:40:10:0c:01:4e)
To 204.71.200.74 / 80 (02:00:cf:58:d3:6a)

The SonicWALL forwards the client ACK to the remote host and waits for the data transfer to begin.

When using packet traces to isolate network connectivity problems, look for the location where the three-way handshake is breaking down. This helps to determine if the problem resides with the SonicWALL configuration, or if there is a problem on the Internet.

Select **Packet Trace** from the **Diagnostic tool** menu.



Tip! *Packet Trace requires an IP address. The SonicWALL DNS Name Lookup tool can be used to find the IP address of a host.*

7. Enter the IP address of the remote host in the **Trace on IP address** field, and click **Start**. You must enter an IP address in the **Trace on IP address** field; do not enter a host name, such as "www.yahoo.com". The **Trace is off** turns from red to green with Trace Active displayed.
8. Contact the remote host using an IP application such as Web, FTP, or Telnet.
9. Click **Refresh** and the packet trace information is displayed.
10. Click **Stop** to terminate the packet trace, and **Reset** to clear the results.

The **Captured Packets** table displays the packet number and the content of the packet, for instance, *ARP Request send on WAN 42 bytes*.

Select a packet in the **Captured Packets** table to display packet details. Packet details include the packet number, time, content, source of the IP address, and the IP address destination.

Tech Support Report

The **Tech Support Report** generates a detailed report of the SonicWALL configuration and status, and saves it to the local hard disk. This file can then be e-mailed to SonicWALL Technical Support to help assist with a problem.



Alert! *You must register your SonicWALL on [mySonicWALL.com](https://www.mysonicwall.com) to receive technical support.*

Before e-mailing the Tech Support Report to the SonicWALL Technical Support team, complete a Tech Support Request Form at <<https://www.mysonicwall.com>>. After the form is submitted, a unique case number is returned. Include this case number in all correspondence, as it allows SonicWALL Technical Support to provide you with better service.

In the **Tools** section, select **Tech Support Report** from the **Select a diagnostic tool** menu. Four **Report Options** are available in the **Tech Support Report** section:

- **VPN Keys** - saves shared secrets, encryption, and authentication keys to the report.
- **ARP Cache** - saves a table relating IP addresses to the corresponding MAC or physical addresses.
- **DHCP Bindings** - saves entries from the SonicWALL DHCP server.
- **IKE Info** - saves current information about active IKE configurations.

Generating a Tech Support Report

1. Select **Tech Support Report** from the **Choose a diagnostic tool** menu.
2. Select the **Report Options** to be included with your e-mail.
3. Click **Save Report** to save the file to your system. When you click **Save Report**, a warning message is displayed.
4. Click **OK** to save the file. Attach the report to your **Tech Support Request** e-mail.

Trace Route

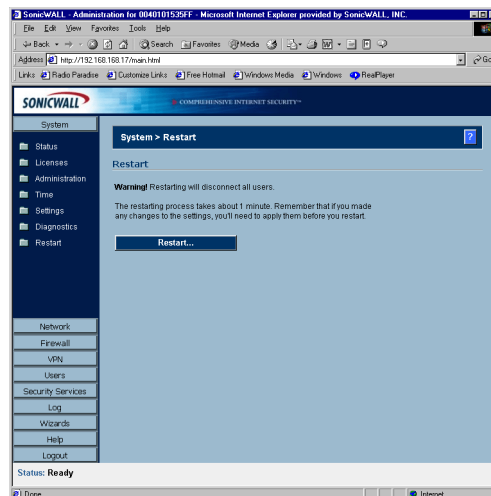
Trace Route is a diagnostic utility to assist in diagnosing and troubleshooting router connections on the Internet. By using Internet Connect Message Protocol (ICMP) echo packets similar to Ping packets, **Trace Route** can test interconnectivity with routers and other hosts that are farther and farther along the network path until the connection fails or until the remote host responds.

Enter the IP address or domain name of the destination host. For example, enter yahoo.com and click **Go**.

A second window is displayed with each hop to the destination host.

By following the route, you can determine where the connection fails between the SonicWALL and the destination.

System>Restart



Click **Restart** to display the **System>Restart** page. The SonicWALL can be restarted from the Web Management interface. Click **Restart SonicWALL** and then click **Yes** to confirm the restart.

The SonicWALL takes approximately 60 seconds to restart, and the yellow Test light is lit during the restart. During the restart time, Internet access is momentarily interrupted on the LAN.

4 Network

This chapter describes the Network section of the management interface and the configuration of the SonicWALL Internet Security appliance Network settings. The **Network** menu includes

- **Settings** - select your network mode and manually configure the network settings on the SonicWALL.
- **One-to-One NAT** - map internal IP addresses to public IP addresses using One-to-One NAT.
- **Web Proxy** - A Web proxy server intercepts HTTP requests and determines if it has stored copies of the requested Web pages. If it does not, the proxy completes the request to the server on the Internet, returning the requested information to the user and also saving it locally for future requests.
- **Intranet** - The SonicWALL can be configured as an Intranet firewall to prevent network users from accessing sensitive servers.
- **Routing** - view the **Route Table**, **ARP Cache** and configure **Static Routes**.
- **ARP** - view the ARP settings and clear the ARP cache as well as configure ARP cache time.
- **DHCP Server** - configure the SonicWALL as a DHCP Server on your network to dynamically assign IP addresses to computers on your network.

Network>Settings

The **Network>Settings** page allows you to configure the your network and Internet connectivity settings. You can configure your WAN (Internet), LAN, and DMZ interfaces.



Tip!

If you are unsure about configuring network settings manually, click **Setup Wizard**. The **Setup Wizard** offers a easy-to-use method for configuring your SonicWALL. See Chapter 2 for complete **Setup Wizard** instructions.

