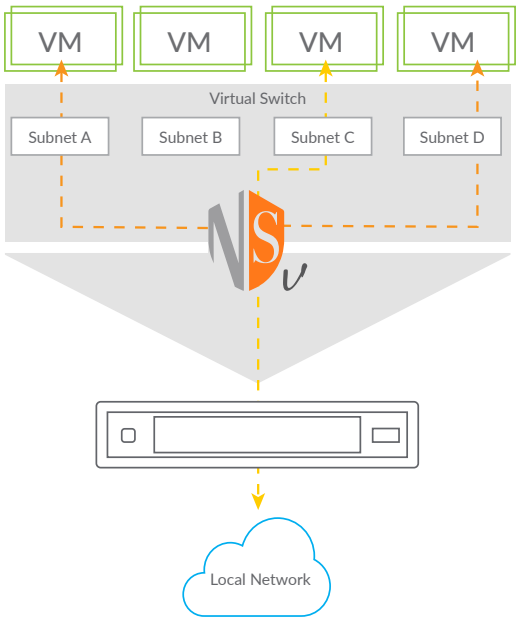
SONICWALL REMOTE IMPLEMENTATION SERVICE – NETWORK SECURITY VIRTUAL (NSv) FIREWALLS

Overview

The Remote Implementation Service ("Activity") for SonicWall-branded NSv virtual firewall products is a professional service "Activity" that deploys and integrates SonicWall Network Security virtual firewall products into a cloud environment. This service, delivered by SonicWall Advanced Services Partners, is typically completed within 5-10 business days after the SonicWall Advanced Services Partner receives the completed implementation planning document(s). The service delivery process and associated activities and pre-requisites are outlined in the following pages.



Activities

The following sections describe the Activity and associated components that are included (in scope) with this service offering (Activity) and those that are not (out of scope) or may be available for purchase separately.

In Scope

This service offering is limited to the installation and configuration of the virtual appliance, specifically the in scope Activities listed in this section.

Pre-Deployment Steps

- Review existing network topology
- Review existing virtualization environment
- Review any existing security documentation (policy, rulesets, etc.)
- Validate and complete Zone to vNIC to PortGroup to Physical Interface mapping table

Zone	
VLAN ID	
vNIC (0-7)	
PortGroup	
vSwitch	
Physical NIC ID(s)	
Switchport	

Installation

- Work with customer over the phone to complete the software installation
  - » Deploy OVA and map vNICs to assigned PortGroups
  - » Register unit and upgrade firmware
  - » Prepare ESXi cluster and resource group
- Pre-configuration of the virtual appliance remotely
  - » Convert all NAT and Firewall rules from existing security appliance(s)
  - » Configure General Settings
  - » Configure Network Interfaces
  - » Define Zones
  - » Define Address Objects
  - » Define Access Control Rules
  - » Define NAT policies

Configuration

- Configure routing
- Configure Global VPN Client and/or SSL-VPN
  - » Configure Global VPN Client and/or SSL-VPN with advanced authentication (LOCAL, AD, LDAP, or RADIUS)
  - » Configure Global VPN Client on up to three devices with any OS (Windows, iOS, Mac OSX, Android, etc.) if service is required
- Configure Site-to-Site VPN Tunnels (up to 10) with other SonicWall firewalls (if applicable – need access to remote firewall)
- Configure High Availability virtual appliance (if applicable – will require an ESXi multi-host cluster)
- Configure Security Services to recommended settings:
  - » GAV
  - » IPS
  - » Anti-Spyware
  - » Geo-IP
  - » Botnet
  - » CFS (No more than two policies)
  - » Application Visualization (if requested)
  - » Application Control (Best practice standard configuration)
  - » Capture ATP
- Convert policies from existing non-SonicWall firewall
- Configuration of DPI-SSL (if requested)

Post Configuration

- Verify NAT and Firewall rules are working as expected
- Verify Site-to-Site VPN(s) are passing data
- Verify Global Client VPN and/or SSL-VPN users can connect
- High Availability Failover testing
- WAN Failover testing (if applicable)
- CFS testing
- After testing is complete, provide customer with a backup of all settings

Environmental Requirements

- Configurations will be completed during normal business hours 0800 – 1700 hours Monday – Friday Local Standard Time
- Service Cutover may be after hours from 1700 – 1800 hours Monday – Friday Local Standard Time

Post-Implementation

30 days of post-implementation support is included should the customer need technical support for the specific implementation (the installation and configuration of the product only). The customer should contact SonicWall Support for product-related issues. Additional implementation support or management services (beyond 30 days) may be available for purchase (additional fees may apply).

Out of Scope

The following services are NOT included in the planned Activities for this service but, may be purchased separately (additional fees may apply):

- ESXi/vSphere configuration and support
- Physical network configuration and support
- Additional licenses are required for:
  - » Enforced Anti-Virus implementation
  - » Configuration of Comprehensive Anti-Spam Service
  - » Configuration of WAN Acceleration
  - » Configuration of additional VPN Tunnels
  - » Virtual Assist configuration
  - » Analyzer:
    - ° Scrutinizer installation/configuration
    - ° GMS installation/configuration
- Training/Consulting Services
- After hours configuration

Pre-Requisites

- The customer must ensure that the existing infrastructure and hardware configuration is sufficient to support the environment
- The customer must ensure that all networking and vSwitch configurations are completed and functional prior to Activities commencement
  - » The customer must commit a technical resource with Administrator access to vCenter on a full-time basis to provide SonicWall or the partner with the assistance required
- Customer must be aware of all business-critical applications needed to be tested in the deployment process
- Customer is required to perform self-enrollment of DPI-SSL Certificate if DPI-SSL is being implemented
- Customer is required to perform all Microsoft configurations to include Root CA creation if they are providing the certificate to be used for deployment and group policy configurations
- SonicWall and/or the provider of the Activities may require execution of additional documentation before performance of the Activities begin. This additional documentation may include (without limitation) dates for the work to begin. If the provider of the Activities can accommodate a change in schedule related to the Activities, the provider may require a two (2) week lead time or more before Activities can be performed.

Other terms

- It is the customer's responsibility to ensure it has the appropriate agreements with the provider of the Activities.
- The provision of the Activities does not include the development of any intellectual property. All right, title and interest arising from the performance of Activities shall vest in SonicWall.
- If a customer makes any changes during or after the Activities begin, additional charges and/or schedule changes may apply.
- Only configured features publicly posted by SonicWall in the Datasheets may be configured.
- Not all Activities may need to be configured.
- All Activities will be performed remotely utilizing the phone and web conferencing.
- The information provided herein is a general description of Activities. Any services delivered that are not explicitly outlined herein are not a part of this offer.
- The duration for the provision of Activities may vary based on many factors including, but not limited to, the complexity of the customer's environment.
- SonicWall is not responsible for ensuring Customer's compliance with data security and/or laws and regulations such as PCI DSS, HIPAA, GDPR, COPPA, etc.
- Customer agrees that additional fees may be due and payable if Customer makes any such changes or otherwise fails to meet the prerequisites set forth herein.
- Only authorized SonicWall providers may provide the Activities described by this offer.

Purchase Options

The following Remote Implementation Service – NSv offerings are available on the SonicWall pricelist.

- **02-SSC-0318**
  SonicWall Remote Implementation
  NSv 10/25/50/100 Series
- **02-SSC-0319**
  SonicWall Remote Implementation
  NSv 200/300/400 Series
- **02-SSC-0320**
  SonicWall Remote Implementation
  NSv 800/1600 Series

About Us

SonicWall has been fighting the cyber-criminal industry for over 25 years, defending small, medium size businesses and enterprises worldwide. Our combination of products and partners has enabled a real-time cyber defense solution tuned to the specific needs of the more than 500,000 businesses in over 150 countries, so you can do more business with less fear.
If you have any questions regarding your potential use of this material, contact:
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