

# Remote Implementation of a Firewall Appliance

## Overview

Remote Implementation of a SonicWall-branded Firewall Appliance service ("Activity") is typically implemented within five (5) business days after the SonicWall authorized provider partner receives the completed implementation planning document(s). The Activities under this offer are limited to those stated herein.

## Activities

The planned Activities include:

### Pre-Deployment Steps

- Review existing network topology and configuration

### Configuration

- Register unit and upgrade firmware
- Pre-configuration of the unit remotely
  - Convert all NAT and Firewall rules from existing security appliance(s)
  - Configure General Settings (e.g. System Time, DHCP, etc.)
  - Configure Network Interfaces
  - Define Address Objects
  - Define Access Control Rules
  - Define NAT policies
  - Configure Global VPN Client and/or SSL-VPN
    - o Configure Global VPN Client and/or SSL-VPN with advanced authentication (LOCAL, AD, LDAP, or RADIUS)
    - o Configuration on up to three devices with any OS (Windows, iOS, Mac OSX, Android, etc.) if applicable
  - Configure Site-to-Site VPN Tunnels (up to 10) with other SonicWall firewalls (if applicable – need access to remote firewall)
  - Configure High Availability unit (if applicable – may require additional hardware)
  - Configure Security Services to recommended settings:
    - o GAV
    - o IPS
    - o Anti-Spyware
    - o Geo-IP
    - o Botnet

- o CFS (No more than two policies)
- o Application Visualization (if requested)
- o Application Control (Best practice standard configuration)
- o Capture ATP
- Configure integrated wireless (if applicable) with a Corp and Guest SSID
- Convert policies from existing non-SonicWall firewall
- Configuration of DPI-SSL
  - o Manual Certificate Enrollment on up to 3 Clients

### Installation

- Work with customer over the phone to complete the physical installation
- 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 are able to connect
- High Availability Failover testing
- WAN Failover testing
- CFS testing
- Application Visualization testing
- After testing is complete, provide customer with a backup of all settings
- 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).

# Remote Implementation of a Firewall Appliance

Scope, prerequisites, dependencies and other terms

## Scope

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

- Configuration of SonicPoints
- Switch configuration for SonicPoints or WAN backup
- Configure more than 5 local users for authentication
- 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
- Provide configuration after hours
- Provide Landing page or Automated certificate enrollment method

## Prerequisites

- The customer must ensure that the existing infrastructure and hardware configuration is sufficient to support the environment
- The customer must commit a technical resource on a full-time basis to provide SonicWall or the partner with the assistance required
- Customer is required to present DPI-SSL certificate to the installation technician
- Customer is required to perform self-enrollment of DPI-SSL Certificate
- Customer is required to have health Active Directory, and will make all Microsoft configurations.

## Other terms

- All activities will be performed remotely utilizing the phone and web conferencing
- 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.
- 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.
- 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 privacy, security and PCI requirements.
- 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.