

## Dell SonicWALL<sup>™</sup> SonicOS 6.2.2.0

### **Release Notes**

#### January, 2015

These release notes provide information about the Dell SonicWALL SonicOS 6.2.2.0 release.

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## About SonicOS 6.2.2.0

SonicOS 6.2.2.0 introduces support for the Dell SonicPoint ACe, ACi, and N2 wireless access points on Dell SonicWALL network security appliances capable of running SonicOS 6.2 firmware. This release includes a number of related SonicPoint and wireless features. See the New features section for more information.

This release provides all the features and contains all the resolved issues that were included in the SonicOS 6.2.0.0 and 6.2.0.1 releases. For more information, see the previous release notes:

SonicOS 6.2.0.1 Release Notes	https://support.software.dell.com/download/downloads?id=5744093
SonicOS 6.2.0.0 Release Notes	https://support.software.dell.com/download/downloads?id=5601864

(i) IMPORTANT: SonicOS 6.2.2.0 includes a *design change* added in recent releases for the treatment of traffic over VPN Tunnel Interfaces. By default, NAT policies are now applied to this traffic. In SonicOS 6.2.0.0, and in SonicOS 6.1.1.9 and earlier 6.1.1.x, traffic over VPN Tunnel Interfaces was exempt from NAT policies. Upgrading from one of these earlier releases to 6.2.2.0 may require configuration changes.

## Supported platforms

The SonicOS 6.2.2.0 release is supported on the following Dell SonicWALL network security appliances:

• SuperMassive 9600	• NSA 6600
• SuperMassive 9400	• NSA 5600
SuperMassive 9200	• NSA 4600
	• NSA 3600
	• NSA 2600

### New features

The following are the new features in the SonicOS 6.2.2.0 release:	
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### SonicPoint AC and N2 support

SonicOS 6.2.2.0 provides support for the new Dell SonicPoint wireless access points:

- Dell SonicPoint ACe 802.11ac compliant with external antennas
- Dell SonicPoint ACi 802.11ac compliant with internal antennas
- Dell SonicPoint N2 802.11n compliant with external antennas

Dell SonicPoint ACe and ACi support the 802.11ac standard for Wi-Fi. This includes higher throughput in the 5-GHz band, wider channels, more spatial streams, and other features that boost throughput and reliability. The Dell SonicPoint ACe/ACi provide the following key technical components:

- Wider Channels-80 MHz channel bandwidths
- New Modulation and Coding-64-QAM, rates 3/4 and 5/6 added as option modes
- Up to 4 Spatial Streams—Adding spatial streams increases throughput proportionally. Two streams double the throughput of a single stream. Four streams increase the throughput four times.

Dell SonicPoint ACe, ACi, and N2 provide dual radios for wireless access on both the 5-GHz and 2.4-GHz radio bands.

Dell SonicPoint ACi and N2 are powered by 802.3at compliant Power Over Ethernet (PoE).

Dell SonicPoint ACe can be powered by 802.3at compliant PoE or with the included power adaptor (input 120V-240V AC to output 12V DC).

### SonicPoint and wireless enhancements

The following SonicPoint and wireless enhancements are included in SonicOS 6.2.2.0:
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### Internal radio IDS scan scheduling

Advanced IDP or Wireless Intrusion Detection and Prevention (WIDP) monitors the radio spectrum for the presence of unauthorized access points (intrusion detection) and automatically takes counter measures (intrusion prevention). Previously, only a wireless scan was done. SonicOS 6.2.2.0 provides a solution that detects rogue access points and takes action according to the administrator settings.

SonicOS Wireless Intrusion Detection and Prevention is based on SonicPoint N and cooperates with a Dell SonicWALL NSA gateway. This feature turns SonicPoint Ns into dedicated WIDP sensors that detect unauthorized access points connected to a Dell SonicWALL network.

This feature is available for single radio SonicPoint N, including SonicPoint Ne and SonicPoint Ni.

Under SonicPoint, a new GUI page is added with Advanced IDP options.

🕨 🧟 Network	SonicPoint / Advanced IDP	
🕨 🔀 Switching		_
▶ 🕑 3G/4G/Modem	Cancel Refresh	
🕶 📥 SonicPoint		
SonicPoints	Wireless Intrusion Detection and Prevention Settings	
Station Status	Enable Wireless Intrusion Detection and Prevention	
IDS		
Advanced IDP		
Virtual Access Point	Rogue Access Points: All Rogue Access Points	
RF Monitoring	Add any unauthorized AP into Rogue AP list	
RF Analysis	Add connected unauthorized AP into Rogue AP list (requires active WIDP sensor)	
FairNet	Enable ARP cache lookup to detect connected rogue AP	
Wi-Fi Multimedia	Finable active probe to detect connected reque AD	
🕨 🇌 Firewall		
Firewall Settings	Add evil twin into Rogue AP list	
DPI-SSL	Block traffic from rogue AP and its associated clients	
► 剑 VoIP	Rogue Device IP addresses: All Rogue Devices	
🕨 🐻 VPN	☑ Disassociate rogue AP and its associated clients	
🕨 🔣 SSL VPN		_
🕨 🔒 Virtual Assist	Sonicrointin WIDP Sensor units:	

When a SonicPoint N is configured as a WIDP sensor, it can no longer function as an access point. IDS scans are done automatically.

Network	ID:	S								
3G/Modem ) SonicPoint	Disc	overed Access Points								Items 1
Station Status	View	Style: SonicPoint: All	SonicPoints 🛛 👻							
IDS	#	SonicPoint 👻	MAC Address (BSSID)	SSID	Type	Channel	Manufacturer	Signal Strength	Max Rate	Authorize
WIDP		SonicPointN 27e300 - T	he last scan was performed 00	):01:11 ago				IDS Scan pe	rforms automat	cally for Ser
RE Monitoring	1	SonicPointN 27e300	00:17:c5:66:1b:8f	wirelessDev-TB-Ne-L2-WPA	2.4GHz	1	SonicWALL	60% - Very Good	300 Mbps	Ø
RF Analysis	2	SonicPointN 27e300	00:17:c5:27:e2:0e	Corp_WiFi_g	2.4GHz	11	SonicWALL	39% - Fair	130 Mbps	Ø
FairNet	3	SonicPointN 27e300	00:17:c5:27:e2:0f	Guest_WiFi	2.4GHz	11	SonicWALL	39% - Fair	130 Mbps	Ø
Firewall	4	SonicPointN 27e300	00:17:c5:33:22:15	sonicwall-2215	2.4GHz	5	SonicWALL	18% - Poor	300 Mbps	Ø
DPI-SSL	5	SonicPointN 27e300	00:02:6f:2e:21:de	LBCWiFi	2.4GHz	11	Senao	39% - Fair	54 Mbps	Ø
Application Firewall	6	SonicPointN 27e300	00:17:c5:47:7c:2d	kevin-200w-wpa2	2.4GHz	3	SonicWALL	18% - Poor	300 Mbps	Ø
			00.17.5.79.55.02	seeigual 6602	2.404-		ConiciAII	199/ Deer	200 Mbps	

When an access point is identified as a rogue access point, its MAC address is added to the All Rogue Access Points group, and its source IP address is added to All Rogue Devices group.

□ ► 13 All SonicPoints	Group	0
All Authorized Access Points	Group	$\oslash$
□ ► 15 All Rogue Access Points	Group	$\oslash$
□ ► 16 Node License Exdusion List	Group	
□ ► 17 RBL User White List	Group	$\oslash$
□ ► 18 RBL User Black List	Group	$\oslash$
▶ 19 Public Mail Server Address Group	Group	
Default Trusted Relay Agent List	Group	$\oslash$
All Rogue Devices	Group	$\oslash$
□ ► 22 Default SonicPoint ACL Allow Group	Group	$\oslash$

For SonicPoint Ns, no access point mode Virtual Access Point (VAP) is created. One station mode VAP is created, which is used to do IDS scans, and to connect to and send probes to unsecured access points.

### SonicPoint 802.11e (WMM) QoS

SonicPoint access points now support Wi-Fi Multimedia (WMM) to provide a better Quality of Service experience on miscellaneous applications, including VoIP on Wi-Fi phones, and multimedia traffic on IEEE 802.11 networks. WMM is a Wi-Fi Alliance interoperability certification based on the IEEE 802.11e standard. It prioritizes traffic according to four access categories: voice, video, best effort, and background. Note that WMM does not provide guaranteed throughput.

The following table shows the User Priority to Access Category mapping for the four access categories:

Priority	UP (Same as 802.1D user priority)	802.1D designation	AC	Designation (informative)
Lowest	1	BK	AC_BK	Background
	2		AC_BK	Background
	0	BE	AC_BE	Best Effort
	3	EE	AC_BE	Best Effort
V	4	CL	AC_VI	Video
Highest	5	VI	AC_VI	Video
	6	VO	AC_VO	Voice
	7	NC	AC_VO	Voice

Each Access Category has its own transmit queue. WMM requires the SonicPoint N to implement multiple queues for multiple priority access categories. The SonicPoint N relies on either the application or the firewall to provide type of service (TOS) information in the IP data in order to differentiate traffic types. One way to provide TOS is through firewall services and access rules; another way is through VLAN tagging.

#### Firewall services and access rules:

Services using a certain port can be prioritized and put into a proper transmit queue. For example, UDP traffic sending to port 2427 can be regarded as a video stream. The SonicOS administrator can add a custom service on the Firewall > Service Objects page, similar to the following:

ame:	ShoreTel IP Phone Control 2427	
Protocol:	UDP(17) -	
Port Range:	2427 - 2427	
Sub Type:	None 🔹	

At least one access rule should be added on the Firewall > Access Rules page for the new service. For example, when such a service happens from a station on the LAN zone to a wireless client on the WLAN zone, an access rule can be inserted. In the QoS setting tab, an explicit DSCP value is defined. Later, when packets are sent to the SonicPoint N through the firewall using UDP protocol with destination port 2427, their TOS fields are set according to the QoS setting in the access rule. The General and QoS tabs of an example access rule are shown below:

General	Advanced Qo	s		Conoral	Advanced	0.02
				Contra	Autonood	400
Settings				DECD Marking Fo	ttings	
Action:	Allow O Deny O Discard			DSCP Marking Se	ungs	
From :	LAN	•	1	DSCP Marking Action	Explicit 🔻	
To :	WLAN	•		Explicit DSCP Value:	5	-
Source Port:	SonicWALL SSO Agents	٠	•		0 - Best effort/Default	*
Service:	ShoreTel IP Phone Control 2427	٠	)	802.1p Marking S	2	
Source:	Any	•		802.1p Marking Actio	3	E
Destination:	Any	-		Note: No 802.1p tag	5	
Users Included:	All	•	these users will be allowed if not excluded,		6	13
Users Excluded:	None	•	these users will be denied.		8 - Class 1	
Schedule:	Always on	•			9 10 - Class 1, Gold (AF1	11)
Comment:	IPv4:From Any to Any for Any ser				11 12 Olare 1 Olare (AE	10
Enable Loggin	ng	E	Enable Geo-IP Filter		12 - Class T, Sliver (AF	12)
Allow Fragme	ented Packets	E	Enable Botnet Filter		14 - Class 1, Bronze (A	F13)
Enable flow n	eporting				16 - Class 2	
Enable packe	t monitor				17 18 - Class 2, Gold (AE2	21)
E Fachla Marca					19	··/

#### VLAN tagging:

Prioritization is possible in VLAN over Virtual Access Point (VAP), because the SonicPoint N and ACs allow a VAP to be configured to connect with a VLAN by using same VLAN ID. You can set priority for VLAN traffic through a firewall access rule.

The firewall access rule is similar to that shown above to set priority for a UDP service destined to a port such as 2427, but is configured with a VLAN (VLAN over VAP) interface, such as WLAN Subnets, as the **Source** and **Destination**, and is a WLAN to WLAN rule.

General	Advanced	QoS
Settings		
Action:	Allow © Deny ©	Discard
From :	WLAN	-
To :	WLAN	•
Source Port:	ShoreTel IP Phone Cor	trol 2427 👻
Service:	ShoreTel IP Phone Cor	trol 2427 👻
Source:	WLAN Subnets	<b>•</b>
Destination:	WLAN Subnets	-
Users Included:	All	<ul> <li> these users will be allowed if not exclude</li> </ul>
Users Excluded:	None	<ul> <li> these users will be denied.</li> </ul>
Schedule:	Always on	-
Comment:	IPv4:From Any to Any fo	r Any ser
Enable Loggir	ng	Enable Geo-IP Filter
Allow Fragme	nted Packets	Enable Botnet Filter
Enable flow r	eporting	
Enable packe	t monitor	

#### SonicPoint WMM configuration

The **SonicPoint** > **Wi-Fi Multimedia** page provides a way to configure WMM profiles, including parameters and priority mappings.

You can also create a WMM profile or select an existing WMM profile when configuring a SonicPoint N or a SonicPoint AC Profile from the SonicPoint > SonicPoints page. The Configuration window provides a WMM (Wi-Fi Multimedia) drop-down list on the Radio Advanced tabs with these options.

General Radio 0 Basic	Radio 0 Advanced	Ra	idio 1 Basic	General	Radio 0 Basic	Radio 0 Advanced	Radio 1 Bas	Radio 1 Advanced
Radio 0 Advanced Settings				Radio 1 Advan	ced Settings			
Hide SSID in Beacon				Hide SSID in	Beacon	Dischlad		
Schedule IDS Scan:	Disabled		•	Schedule IDS Sc	n;	Disabled		
Data Rate:	Best			Data Rate:		Dest	• •	
Transmit Power:	Full Power	•		Transmit, Power:		Full Power		
Beacon Interval (milliseconds):	100			Beacon Interval (	milliseconds):	100		
DTIM Istanol	1			DTIM Interval:		1		
Drim Interval:	1			RTS Threshold (b	ytes):	2346		
RTS Threshold (bytes):	2346			Maximum Client /	Associations:	32		
Maximum Client Associations:	32			Station Inactivity	Timeout (seconds):	300		
Station Inactivity Timeout (seconds):	300			Preamble Length		Long	•	
WMM (WI-FI Multimedia):	Disabled			WMM (Wi-Fi Mult	imedia):	Disabled	-	1
Enable Green AP	Disabled	file		Enable Gree	n AP	Disabled Create new WMM prof	ile .	
Green AP Timeout(s):	20	une	-6-	Green AP TI	meout(s):	20	- 13	

When configuring the WMM profile, on the **Settings** tab, the administrator can configure the size of the contention window (CWMin/CWMax) and the arbitration interframe space (AIFS) number when creating a WMM profile. These values can be configured individually for each priority, AC\_BK, AC\_BE, AC\_VI, and AC\_VO on the Access Point (SonicPoint N, AC) and for the Station (firewall).

The Mapping tab allows you to map priority levels to DSCP values. The default DSCP values are as same as the ones in SonicPoint > Wi-Fi Multimedia > Add Wlan WMM Profile.

Settings	Маррі	ng			Settings	_	Mapping	 _	_	_
VMM Profile Se	ttings				WMM Мар	ping				
Profile Name:	W	mmDefa	ult		Access Categ	ory DSCP				
MMM Paramete	re of Acc	ace Point			AC_BE(0)	0				
Access Category	CWMin	CWMax	AIFS		AC_BK(1)	8				
AC_BE(0)	4	6	3		AC_VI(2)	40				
AC_BK(1)	4	10	7		AC_VO(3)	48				
AC_VI(2)	3	4	1		5 C.F. 645 (2, 155 C					
AC_VO(3)	2	3	1							
WMM Paramete	rs of Stat	ion								
Access Category	CWMin	CWMax	AIFS							
AC_BE(0)	4	10	3							
AC_BK(1)	4	10	7							
AC_VI(2)	3	4	2							
AC_VO(3)	2	3	2							

#### SonicPoint auto provisioning

A SonicPoint can be re-provisioned automatically according to a wireless zone profile. This increases management efficiency and ease of use, as previously a SonicPoint had to be deleted and re-added in order to be re-provisioned with a modified profile.

To enable automatic provisioning, navigate to the Network > Zones page and click the Configure icon for the WLAN zone. In the Edit Zone window on the Wireless tab, select Auto provisioning for each type of SonicPoint Provisioning Profile listed there, and then click OK.

SonicWALL   SuperMa	assive			
General	Guest Serv	vices	Wireless	
Wireless Settings				
SSLVPN Enforcement				
SSLVPN server: -	.Coloct on	oddrooo	object	
SSLVPN service: -	SonicPo Check this	int Auto P s option to a	Provisioning allow	*
SonicPoint Settings	be provision profile get	ts attached oned autom ts modified.	with profile to natically when	
SonicPoint Provisioning Pro	ofile:	SonicPo	int 👻	Auto provisioning
SonicPointN Provisioning P	Profile:	SonicPo	intN 🔻	Auto provisioning
SonicPointNDR Provisionin	g Profile:	SonicPo	intNDR 🔻	Auto provisioning
SonicPointAC Provisioning	Profile:	SonicPo	int ACe 👻	Auto provisioning
Only allow traffic generation	erated by a	SonicPoint /	/ SonicPointN	

### SonicPoint customized configuration preservation

SonicOS includes the ability to configure SonicPoint profiles so that the SonicPoints retain portions of their configuration after they are deleted and resynchronized. To configure this feature, navigate to the SonicPoint > SonicPoints page and click the Configure icon for the appropriate SonicPoint profile. Enable the Retain Settings checkbox and click Edit to configure which settings to retain.

(	SonicWALL	SuperMassive				
	General	Radio 0 Basic	Radio 0 Advanced	Radio	1 Basic	Radio 1 Ac
	SonicPoint Pr	ofile 'SonicPoint AC	e' Settings		-	
ſ	Enable Soni	icPoint	✓ Ret	ain Settings	Edit	
	🛃 Retain Setting	gs - Mozilla Firefox	10 th	en-uzo *		
	https://10.2	03.28.76/wlanSonicPoi	ntNDRRetainSettings.	html		
	SonicV	VALL SuperMassive				
	Retain Settir	ngs				
	Retain All S	Settings				
	🗹 Retain Son	icPoint Name and Countr	y Code 📃 Ret	ain SonicPoin	t IP Informati	on
	🔲 Retain Ena	ble SonicPoint	Ret	ain Enable Re	tain Settings	
	🔲 Retain Ena	ble RF Monitoring				
	Retain WIE	DP Sensor				
	802.11 Radio	o 0 Settings				
	Retain Virte	ual Access Point Settings	Retain	Radio Settings	5	
	🗹 Retain Adv	anced Radio Settings	Retain	Wireless Secu	rity Settings	
	Retain ACL	. Enforcement				
	802.11 Radio	o 1 Settings				
	🔲 Retain Virte	ual Access Point Settings	Retain	Radio Settings	5	
1	🗹 Retain Adv	anced Radio Settings	Retain	Wireless Secu	rity Settings	
	Retain ACL	. Enforcement				

### SonicPoint diagnostics enhancement

A SonicPoint can collect critical runtime data and save it into persistent storage. If the SonicPoint has a failure, the Dell SonicWALL managing appliance retrieves that data when the SonicPoint reboots, and incorporates it into the Tech Support Report (TSR). A subsequent SonicPoint failure overwrites the data.

To enable this feature, navigate to the System > Diagnostics page and select the SonicPointN Diagnostics checkbox in the Tech Support Report section, then click Accept.

SonicWALL S	SuperMassive
v 📮 System	System / Diagnostics
Status Licenses Administration SNMP Contification	Accept     Cancel     Refresh       Tech Support Report
Time Schedules Settings Packet Monitor	Include:       Sensitive Keys       ARP Cache       DHCP Bindings       IKE Info       SonicPointN Diagnostics         List of current users       Inactive users       Detail of users       IP Stack Info         IPv6 NDP       IPv6 DHCP       Geo-IP/Botnet Cache
Diagnostics Restart I Stewark	Debug information in report           Download Report         Send Diagnostic Reports to Support
<ul> <li>Switching</li> <li>3G/4G/Modem</li> </ul>	Enable Periodic Secure Backup of Diagnostic Reports to Support Time Interval (minutes) 1440

### SonicPoint DFS support

After a Dynamic Frequency Selection (DFS) certificate is issued, the SonicPoint N can support dynamic frequency selection to allow a SonicPoint N to be deployed in sensitive channels of the 5GHz frequency band.

To view and select from these 5GHz channels, navigate to SonicPoint > SonicPoints and configure a SonicPoint N Profile or an individual SonicPoint N. On the 802.11n Radio tab, select any 5GHz setting in the Mode field and then select either Standard or Wide as the Radio Band. The Standard Channel or Primary Channel drop-down lists display a choice of sensitive channels.

SonicWALL SuperMassi	ve Radio Advanced Sensor	SonicWALL   SuperMassiv Settings   802.11n F	Radio Advanced Sensor
802.11n Radio Settings		802.11n Radio Settings	
Enable Radio	Always on	Enable Radio	Always on 👻 🖌
Mode:	5GHz 802.11n Only   Enable DFS Channels	Mode:	5GHz 802.11n/a Mixed
SSID:	sonicwall-2694	SSID:	sonicwall-2694
Radio Band:	Standard - 20 MHz Channel	Radio Band:	Wide - 40 MHz Channel 🔹
Standard Channel	Channel 165 (5825MHz)	Primary Channel:	Channel 161 (5805MHz)
Enable Short Guard Inter	Channel 36 (5180MHz) Channel 36 (5180MHz) Channel 40 (5200MHz) Channel 44 (5220MHz) Channel 48 (5240MHz) Channel 48 (5240MHz)	Secondary Channel:	Auto Channel 36 (5180MHz) Channel 40 (5200MHz) Channel 44 (5220MHz) Channel 52 (5200MHz) Channel 52 (5280MHz <sup>*</sup> )
Authentication Type: WEP Key Mode:	Channel 153 (5765MHz) Channel 157 (5785MHz) Channel 161 (5805MHz) Channel 165 (5825MHz)	Authentication Type: WEP Key Mode:	Channel 60 (5300/Hrz*) Channel 100 (5500/Hrz*) Channel 100 (5500/Hrz*) Channel 104 (5520/Hrz*) Channel 108 (5540/Hrz*)
Default Key:	Key 1 ¥	Default Key:	Channel 112 (5560MHz*) Channel 116 (5580MHz*)
Key Entry:	Alphanumeric •	Key Entry:	Channel 132 (5660MHz*) Channel 136 (5680MHz*)
Key 1:		Key 1:	Channel 149 (5745MHz)
Key 2:		Key 2:	Channel 157 (5785MHz)
Key 3:		Key 3:	Channel 161 (5805MHz)
Key 4:		Key 4:	

### SonicPoint FairNet support

After optimizing the system resources, FairNet is now supported on the SonicPoints to provide bandwidth fairness control in the WLAN. To configure a FairNet policy, navigate to the **SonicPoint > FairNet** page and click **Add**.

SonicWALL	SuperMassive
Enable policy	
Direction:	Both Direction -
Start IP:	172.16.31.190
End IP:	172.16.31.199
Min Rate(kbps):	100
Max Rate(kbps):	20000
Interface:	X4 -
Ready	OK Cancel

Use the **Start IP** and **End IP** fields to specify a subset of the SonicPoint DHCP range. The rates are per client; the minimum is 100Kbps and the maximum is 300Mbps (300,000 Kbps), although 20Mbps might be a more typical **Max Rate** setting.

#### SonicPoint Layer 3 management phase 1

This enhancement provides the DHCP and tunneling solution to support SonicPoint deployment in a Layer 3 network. SonicOS DHCP-based Discovery Protocol (SDDP) is based on the well-known DHCP protocol and allows the Dell SonicWALL gateway and SonicPoint to discover each other automatically across Layer 3 local networks. The remote network management protocol, SonicOS SSLVPN-based Management Protocol (SSMP), is based on SonicOS SSLVPN infrastructure to allow SonicPoints to be managed by a Dell SonicWALL network security appliance with the SSL-VPN option enabled. This feature is supported on the SonicPoint wireless access points.

To configure the Layer 3 settings, navigate to the Network > Interfaces page and click Add WLAN Tunnel Interface below the Interface Settings table.

								Mode:	Configuratio
Dashboard	X16*	Unassigned	0.0.0.0	0.0.0.0	N/A	No link	0		Ø
System	X17	Unassigned	0.0.0.0	0.0.0.0	N/A	No link	0		Ø
Interfaces	X18*	Unassigned	0.0.0.0	0.0.00	N/A	No link	0		Ø
PortShield Groups	X19*	Unassigned	0.0.0.0	0.0.0.0	N/A	No link	0		Ø
Failover & LB Zones	MGMT*	MGMT	192.168.1.254	255.255.255.0	Static	No link		Default MGMT	Ø
DNS	WTO	WLAN	172.17.31.1	255.255.255.0	Static	WLAN Tunnel Interface	0	Bound to	Øx

When first displayed, the configuration page displays only three fields.

General	Advanced			
Interface Settings				
Interface Settings		Unassigned	•	
Interface Settings Zone: Tunnel Id:		Unassigned 0	<b>•</b>	

Select WLAN for the Zone. More fields are displayed. Select an interface that is connected to the SonicPoint from the Tunnel Source Interface drop-down list.

SonicWALL   SuperMassive	
General Advanced	
Interface Settings	
Zone:	WLAN -
Tunnel Id:	0
Tunnel Source Interface:	Х3 -
Mode / IP Assignment:	Static IP Mode 🗸
IP Address:	0.0.0.0
Subnet Mask:	255.255.255.0
SonicPoint Limit:	128 SonicPoints -
Reserve SonicPoint Address:	
Automatically	
Comment:	
Management:	HTTPS Ping SNMP SSH
User Login:	HTTP HTTPS
	Add rule to enable redirect from HTTP to HTTP

You can choose a Mode / IP Assignment of either Static IP Mode (shown above) or Layer 2 Bridged Mode (shown below). Fill in the IP Address or Bridged to interface and select the management options, then click OK.

General Advanced	
Interface Settings	
Zone:	WLAN 👻
Tunnel Id:	0
Tunnel Source Interface:	Х3 🗸
Mode / IP Assignment:	Layer 2 Bridged Mode 🗸
Bridged to:	Select an interface 👻
	Block all non-IP traffic
	Never route traffic on this bridge-pair
	Only sniff traffic on this bridge-pair
SonicPoint Limit:	128 SonicPoints -
Reserve SonicPoint Address:	
Automatically	
Comment:	

After completing the configuration, the **SonicPointNs** table on the **SonicPoint > SonicPoints** page shows **MGMT: Layer 3** in the **Network Settings** column.

### SonicPoint RADIUS server failover

Provides round-robin algorithm and more flexibility to manage the primary and secondary RADIUS servers. To configure the RADIUS servers, navigate to the SonicPoint > SonicPoints page. Add or Edit a SonicPoint or a SonicPoint Profile. On the 802.11n Radio tab under Wireless Security, select one of the following for Authentication Type:

- WPA EAP
- WPA2 EAP
- WPA2 Auto EAP

The Radius Server Settings section appears in the window.

Settings 802.	11n Radio Advanced	Sensor
02.11n Radio Settin	as	
Enable Radio	Always on	· ·
1ode:	2.4GHz 802.11n/g/b Mi	ixed -
SID:	sonicwall-2694	
tadio Band:	Auto	-
rimary Channel:	Auto	•
econdary Channel:	Auto	•
		<b>F</b>
	nterval	Enable Aggregation
Enable MIMO		
de a Parte a Tara		
uthentication Type:	WPA2 - AUTO - EAP	·
lpher Type:	AES -	
Group Key Interval seconds):	86400	

Click the Configure button to configure the RADIUS server settings.

Radius Server Global S	ettings	
Radius Server Retries:	0	]
Retry Interval (seconds):	0	]
Radius Server Settings	1	
Radius Server 1 IP:		Port: 1812
Radius Server 1 Secret:		
Radius Server 2 IP:		Port: 1812
Radius Server 2 Secret:		
	C	OK Cancel

You can set the **Radius Server Retries** to a value between 1 and 10. This is the number of times the firewall will attempt to connect before it fails over to the other RADIUS server. The **Retry Interval** can be set to a value between 0 and 60 seconds, with a default of 0 meaning no wait between retries.

Under Radius Server Settings, enter the IP address, Port, and Secret for each RADIUS server.

# SonicPoint WPA TKIP countermeasures and MIC failure flooding detection and protection

Wi-Fi Protected Access (WPA) TKIP countermeasures will lock down the entire Wireless LAN network in situations where an intruder launches a WPA passphrase dictionary attack to generate a Message Integrity Check (MIC) failure flood in an attempt to impact the WLAN functionality and performance. This SonicOS solution can detect a TKIP MIC failure flood and take action with TKIP countermeasures against the source to automatically block them by adding them to the runtime blacklist, protecting the overall system.

To configure this feature, navigate to the **SonicPoint > SonicPoints** page. **Add** or **Edit** a SonicPoint Profile. On the **802.11n Radio** tab under **Wireless Security**, select one of the following for **Authentication Type**:

- WPA PSK
- WPA2 PSK
- WPA2 Auto PSK

For the Cipher Type, select TKIP. Under ACL Enforcement, select the Enable MIC Failure ACL Blacklist checkbox. You can adjust the MIC Failure Frequency Threshold setting. The default is three times per minute. After the threshold is reached, the source is blacklisted.

Authentication Type:	WPA2 - PSK	-	
Cipher Type:	TKIP -		
Group Key Interval (seconds):	86400		
Passphrase:		]	
ACL Enforcement	Enable MAC Filter List		
Allow List:	All MAC Addresses	*	
Deny List:	No MAC Addresses	*	•

When a source is blacklisted, it is added to the dynamically created **Default SonicPoint ACL Deny Group**. You can view this on the **Network > Address Objects** page.

### Traffic quota based guest server policy

Guest sessions can be controlled based on traffic quota policy for better usability. This allows you to configure different transmit/receive limits for different guest clients, possibly based on payment.

To configure a traffic quota based policy, navigate to the Users > Guest Accounts page and click Add Guest. In the Add Guest window on the Guest Services tab, set the desired number of megabytes in the Receive limit and Transmit limit fields. Set the fields to 0 to disable limits. Click OK.

SonicWALL   Superi	Massive	
Settings	Guest S	Services
Guest Services		
🗹 Enable Guest Service	es Privileg	e
Enforce login unique	eness	
Automatically prune	account ι	pon account expiration
Activate account up	on first log	jin
Account Expires:	7	Days 👻
Session Lifetime:	1	Hours -
Idle Timeout:	10	Minutes -
Receive limit (0 to disable):	Unlimit	ed MB -
Transmit limit (0 to disable):	Unlimit	ted MB 🕶

### **Virtual Access Point ACL support**

Each Virtual Access Point (VAP) can support an individual Access Control List (ACL) to provide more effective authentication control. Unified ACL support is provided for both SonicPoints and built-in wireless radio.

To enable this feature, navigate to the SonicPoint > Virtual Access Point page. Add or Edit a Virtual Access Point and click the Advanced tab. In the ACL Enforcement section, select Enable MAC Filter List.

	Advanced
Virtual Access Poin	t Schedule Settings
VAP Schedule Name:	Always on 👻
Virtual Access Poin	t Advanced Settings
Profile Name:	Create New Virtual Access Point Profile 👻
Radio Type:	SonicPoint -
Authentication Type:	Open -
Cipher Type:	None 💌
Maximum Clients:	16
ACL Enforcement	C Enable MAC Filter List tings All MAC Addresses
Allow List:	All MAC Addresses
Allow List:	
Allow List: Deny List:	No MAC Addresses

You can select the Use Global ACL Settings checkbox, or select an Address Group for both the Allow List and Deny List. You can also create a new, custom MAC Address Object Group.

Allow List options:

Allow List:	All MAC Addresses	•
Deny List:	Select an Address Object Group Create new MAC Address Object Group	
Note: ACL support per Virt	tual A All MAC Addresses	
If one Virtual Access Point	is us Default SonicPoint ACL Allow Group	
by default.		_
Remote MAC Address	s Access Control Settings	

#### Deny List options:

Allow List:	All MAC Addresses -
Deny List:	No MAC Addresses
Note: ACL support per V If one Virtual Access Pol	Intual ASelect an Address Object Group ht Is us Create new MAC Address Object Group
by default. Remote MAC Addre	No MAC Addresses

See the Network > Address Objects page to view the ACL Allow and Deny groups.

### VAP Group sharing on dual radio SonicPoints

The same Virtual Access Point / VLAN settings can be applied to dual radios. This allows you to use a unified policy for both radios, and to share a VLAN trunk in the network switch. Supported on the dual radio SonicPoint NDR and ACe/ACi/N2 access points.

To apply the settings to both radios, navigate to the **SonicPoint > SonicPoints** page and edit a SonicPoint dual radio profile. In the configuration window on the **General** tab, in the **Virtual Access Point Settings** section, select the same Virtual Access Point Group for both **Radio 0** and **Radio 1**. The drop-down list also provides the option to create the VAP Object Group.

General	Radio 0 Basic	Radio 0 Advanced	Radio 1 Basic	Radio 1 Advanced	Senso
SonicPoint Pro	file 'SonicPoint AC	Sattinge			
Enable Sonic	Point	Retain S	Settings Edit		
Enable RF Mo	onitoring	Enable	LED		
Name Prefix :	SonicPoint ACe				
Country Code:	United States-U	s 🗸			
EAPOL Version:	v2 - Note: v	2 provides better security.			
/irtual Access	Point Settings				
Radio 0 Virtual AP	Select a Virtua	Access Point Object	Group 👻 🍾		
Group:					
n h					

#### Virtual Access Point Layer 2 bridging

Each Virtual Access Point can be bridged to a corresponding VLAN interface on the LAN zone, providing better flexibility. To configure a Virtual Access Point Layer 2 bridge, navigate to the Network > Interfaces page. If you have a Virtual Access Point configured, then you already have a VLAN interface under an interface, such as X4, in the WLAN zone, and your Virtual Access Point is configured to use that VLAN ID. Create a corresponding VLAN interface under the desired "bridge to" interface, such as X0.

										Mode: (	Configura
Dashboard	Netv	vork / Int	terfaces								
System		Accent							Cha	DeatChield Is	
Interfaces		Accept							She	w PortShield In	terrace
PortShield Groups	Inte	rface Setti	ings					View IP Vers	ion:	● IPv4 ◎ IP	v6 [
Failover & LB	4	Name	Zone	Group	IP Address	Subnet Mask	IP Assignment	Status	Enabled	l Comment	Config
DNS	1000	X0	LAN	272725	192.168.168.168	255.255.255.0	Static	No link	0	Default LAN	
Address Objects Services		X1	WAN	Default LB Group	10.203.28.76	255.255.255.0	Static	1 Gbps Full Duplex		Default WAN	Ø
Routing		X2	Unassigned		0.0.0.0	0.0.00	N/A	No link	0		Ø
NAT Policies		X3	Unassigned		0.0.00	0.0.00	N/A	No link	0		Ø
ARP Neighbor Discovery		X4	WLAN		10.10.10.10	255.255.255.0	Static	1 Gbps Full Duplex	0		Ø
MAC-IP Anti-spoof		X5	Unassigned		0.0.0.0	0.0.0	N/A	No link	0		Ø
DHCP Server		¥6	Unassigned		0000	0000	N/A	No link	0		0

Next, edit the VLAN interface that is used by the VAP. For **IP** Assignment, select Layer 2 Bridged Mode, and for the Bridged to field, select the corresponding VLAN that you created under X0. Click OK.

General	Advanced
Interface 'X4' Settings	
Zone:	WLAN 👻
Mode / IP Assignment:	Layer 2 Bridged Mode 🗸
Bridged to:	X0 -
	Block all non-IP traffic
	Never route traffic on this bridge-pair
	Only sniff traffic on this bridge-pair
SonicPoint Limit:	128 SonicPoints -
Reserve SonicPoint Address	
Automatically	ally
Comment:	
Management:	HTTPS Ding SNMD SSH

### Virtual Access Point schedule support

Each Virtual Access Point schedule can be individually enabled or disabled, for ease of use. To select a VAP schedule, navigate to the **SonicPoint > Virtual Access Point** page. Add or Edit a Virtual Access Point. In the configuration window, click the **Advanced** tab. Select the desired schedule from the **VAP Schedule Name** drop-down list.

irtual Access Point	Schedule Settings
/AP Schedule Name:	Always on
irtual Access Point	Adv Always on
Des Clas Names	Work Hours
Profile Name:	M-T-W-TH-F 08:00 to 17:00
Radio Type:	After Hours
//	M-1-W-1H-F 00:00 to 08:00
Authentication Type:	M-1-W-1H-F 17:00 to 24:00
Nahan Tanan	SU-S 00:00 to 24:00
upner Type:	Weekend Hours
	AppFlow Report Hours

### Wireless client bridge support

A wireless bridge is supported in WLAN Layer 2 Bridge Mode to provide more flexibility. This feature allows you to bridge wired traffic wirelessly to another LAN.

To configure the bridge, edit the WLAN interface in Network > Interfaces. Set the IP Assignment field to Layer 2 Bridged Mode, and set the Bridged to interface to a LAN interface, such as XO.

SonicWALL   SuperMassive	
General Advanc	ed
Interface 'X4' Settings	
Zone:	WLAN -
Mode / IP Assignment:	Layer 2 Bridged Mode 🔹
Bridged to:	X0 •
	Block all non-IP traffic
	Never route traffic on this bridge-pair
	Only sniff traffic on this bridge-pair

#### Wireless radio built-in scan schedule

In SonicPoint > SonicPoints, Add or Edit a SonicPoint profile. The internal built-in radio on Dell SonicWALL TZ and NSA Wireless appliances can now be scheduled to perform Intrusion Detection/Prevention scanning with granular scheduling options to cover up to 24 hours a day, 7 days a week. The same scheduling options already exist on the 802.11n Radio tab (or comparable tab) when editing SonicPoint profiles for all SonicPoint models.

The scheduling options are shown in the image below:

802.11n Radio Settings	
Enable Radio	Always on
Mode:	Always on
SSID:	Work Hours
Radio Band:	After Hours
Primary Channel:	M-1-W-1H-F 00:00 to 08:00 M-T-W-TH-F 17:00 to 24:00
Secondary Channel:	SU-S 00:00 to 24:00 Weekend Hours
Enable Short Guard Interv	AppFlow Report Hours SU-M-T-W-TH-F-S 00:00 to 24:00

#### Wireless rogue device detection and prevention

The SonicPoints can be configured in dedicated sensor mode to focus on rogue device detection and prevention, either passively or proactively on both the 2.4GHz and 5GHz bands. Both bands can be scanned even if only one is in use. The rogue device can be analyzed to report whether it is connected to the network and if it is blocked by a wired or wireless mechanism.

To scan rogue devices, navigate to the **SonicPoint** > **IDS** page. Select the type of scan to perform from the **Perform SonicPoint Scan** drop-down list.

SonicWALL   Sug	berMassive									Wizards   H	elp   Logout
										Mode:	Configuration >
<ul> <li>▶ Zashboard</li> <li>▶ Z System</li> </ul>	SonicPoint / IDS										
🕨 👱 Network	Refresh										
🕨 🔀 Switching											
G/4G/Modem	Discovered Access Points								Items 1	to 50 (of 63)	(1
SonicPoints	View Style: SonicPoint: All SonicPoints	×.									
Station Status	# SonicPoint • MAC Address		Туре	Channel	Authentication	Cipher	Manufacturer	Signa	il Strength	Max Rate	Authorize
Advanced IDP	SonicPointAC a76556 - The last scan	vas performed 1 Day 00:14:30 ago	ECU-	26	0.000	NONE	SeeleMALL	1000	Perform	SonicPoint SonicPoint	Scan 💌 Scan
Virtual Access Point	1 SONCPOINING 876556 CO.88.64.87.	55,50 Soriik,Wair-5550	JGHZ	30	Open	NONE	SOLICANALL	100%	Scan Bot	h Radios	hr
RF Monitoring	2 SonicPointAC a76556 c0:ea:e4:a7:	56:82 ZOOM5.0	5GHz	36	Open	NONE	SonicWALL	60%	Scan Rad	dio 1 (2.4GH	z)
RF Analysis	3 SonicPointAC a76556 c0:ea:e4:a7:	60:c6 Corp_WiFi_ac	5GHz	36	WPA2	AES	SonicWALL	18%	- Poor	1300 Mbps	Ø

A pop-up message will warn you that performing the scan will cause all current wireless clients to be disconnected. Click **OK** to proceed with the scan.

Performing AP Scanning will disconnect and/or cause a loss of connectivity for wireless cl	ients. Do you want to proceed?
	OK Cancel

#### **Remote MAC access control**

The Enable Remote MAC Access Control option has been added for SonicPoints.

In SonicPoint > SonicPoints, when a VAP is selected in the 802.11n Radio Virtual AP Group drop-down menu on the Settings tab, this section is not available.

Remote MAC Address Access Control Settings					
Enable Remote MAC Access Control	Configure				

Select Enable Remote MAC Access Control to enforce 802.11n wireless access control based on a MAC-based authentication policy in a remote Radius server.

CAUTION: You cannot enable the Remote MAC address access control option at the same time that the IEEE 802.11i EAP is enabled. If you try to enable the Remote MAC address access control option at the same time that the IEEE 802.11i EAP is enabled, you receive the following error message:

() NOTE: Remote MAC address access control cannot be set when IEEE 802.11i EAP is enabled.

## **Resolved issues**

The following issues are resolved in this release.

AppFlow	
Resolved issue	Issue ID
The IPFIX netflow data sent from the firewall to the external netflow collector randomly shows -ve or a large, incorrect duration for the flows and sometimes has the wrong timestamp of Jan 1, 1970.	152294
Occurs when there is a flow message for opening a connection. The finish time is incorrect due to a negative number being sent.	
Content Filtering	
Resolved issue	Issue ID
Users may experience slow web browsing and slowness in the local network. Some web sites take a long time to load and might not display at all.	154107
Occurs when a WebSense server is located upstream of the firewall, connected via a switch and the X1 interface of the firewall.	
HTTP traffic is very slow.	139990
Occurs when WebSense is enabled.	
Firewall	
Resolved issue	Issue ID
Access rules are not created for LAN > WAN, DMZ > WAN, and WLAN > WAN.	153047
Occurs when an interface is set to the DMZ zone and another interface is set to the WLAN zone and then the Firewall > Access Rules page is viewed.	
Log	
Resolved issue	Issue ID
The Log Monitor page stops responding and displays "Processing Please wait".	153449
Occurs when VPN names include the pipe character " ", which is also used for the table format in the Log Monitor page.	
Log events are not filtered according to the string entered in the Filter field.	145567
Occurs when characters are entered in the Filter field on the Log Monitor page.	
Networking	
Resolved issue	Issue ID
An IP Helper policy for user defined protocols cannot be deleted.	154543
Occurs when the policy is deleted and then created again, followed by attempting to delete the protocols and the policy.	

The DHCP server in SonicOS cannot allocate IP address leases for a period of time.137700Occurs when the number of DHCP clients has reached the limit and certain settings<br/>require adjustment so that expired leases can be recycled more aggressively.137700

#### SSL VPN

Resolved issue	Issue ID
SSLVPN Enforcement does not work on the WLAN zone. The user is redirected to the SSLVPN portal logon page, but it does not open.	154065
Occurs when browsing to any HTTP website from a client on the WLAN zone.	
Cannot associate an SSLVPN client to X1 when it is in the primary L2B mode. Occurs when the LAN SSLVPN access for this topology has not yet been enabled.	153576
An error occurs when the SSLVPN Enforcement for WLAN zone is disabled. Occurs when editing or disabling the SSLVPN Enforcement of a WLAN zone object.	153482
Users cannot launch the NetExtender client. Occurs when a user has installed NetExtender from the SSL VPN portal using Internet Explorer 11.	152827

#### Switching

Resolved issue	Issue ID
No reply is received when pinging a static IP address for a trunk port and its VLAN sub-interface, such as X5:V100.	153099
Occurs when a client receives a DHCP address from X5:V100 and then attempts to ping the interface at its static IP address.	

#### Users

Resolved issue	Issue ID
Local or LDAP users or local administrators are logged out of the firewall after less than a minute. Local users must manually log in again.	154227
Occurs when running SonicOS 6.2.0.0 and Show User Login Status Window is not enabled.	

#### Wireless

Resolved issue	Issue ID
Guest Authentication and WLAN to WAN traffic can fail and logs the message "Guest login denied. Guest <name> is already logged in. Please try again later."</name>	154303
Occurs when Guest Services is enabled on the WLAN zone and a wireless client connects, receives a DHCP lease and successfully authenticates as a guest user, and then the client machine is changed to a static IP address. When the client attempts to access an external website, the page redirects to the SSLVPN user logon page, but the guest user cannot authenticate.	
A wireless client cannot connect to a SonicPoint AC if WPA2-EAP is selected for authentication. The WLAN > WAN RADIUS authentication packet source is NAT'd into the WLAN interface instead of the WAN interface.	153039
Occurs when the firewall is rebooted after it was working fine for wireless clients using the SonicPoint with WPA2-EAP and a RADIUS server for authentication.	
Throughput is always higher with lowest indexed Virtual Access Point object.	147509
Occurs when more than one Virtual Access Point is configured for a SonicPoint.	
No Virtual Access Point Groups can be added. Occurs when clicking the Add Group button on the SonicPoint > Virtual Access Point page and there are currently no VAP Groups displayed in the page.	143797

### **Known issues**

The following is a list of known issues in this release.

High Availability	
Known issue	Issue ID
After enabling the Preempt mode, IPv6 VPN SA cannot be established.	152565
Occurs after setting up the appliance and the Preempt mode has been enabled with an IPV6 manual key VPN policy. After checking the VPN SA traffic, a failover occurs by cutting the primary XO. The backup boots up ready, but after reconnecting the XO and waiting for the preempting to occur, the traffic fails.	
Log	
Known issue	Issue ID
The source and destination of the App Rules log messages are opposite. The source is the real destination, and the destination is the real source.	149458
Occurs when viewing the App Rules log messages.	
Networking	
Known issue	Issue ID
The WAN to WAN HTTPS/HTTP management access rule is not automatically added for the X1 WAN interface.	155245
Occurs when X1 WAN Mode is initially configured as Static IP with Management over HTTPS enabled and a static IP address is assigned, and then the WAN Mode is changed to PPTP or L2TP.	
Oversize packets cannot pass from one interface to another on the firewall.	155083
Occurs when using IPv6 and Jumbo Frames is enabled, with the MTU set to 9000 on both interfaces.	
The firewall cannot enable OSPF through the console.	153350
Occurs when trying to enable the OSPF through the firewall console. The network needs to first match the OSPF wildcard bits.	
The firewall cannot enable RIPv2 through the console.	153267
Occurs when trying to enable RIPv2 through the firewall console and the subnet is not set, or when the subnet is 32-bit as with 10.8.109.0 where the last byte of the IP address is 0.	
The firewall learns OSPF routes from areas other than area0.	153096
Occurs when the network topology includes 3 firewalls with 3 areas, all with VLANs configured, and the OSPF routes are checked on the area1 firewall.	
SSL VPN	
Known issue	Issue ID
TCP traffic between different SSL VPN clients works for a while, then fails with a message, "couldn't connect to host."	154958

Occurs when 10 SSL VPN clients are passing TCP traffic for several hours to a server that is also connected to the firewall via SSL VPN.

## System compatibility

This section provides additional information about hardware and software compatibility with this release.

### Dell SonicWALL WXA support

The Dell SonicWALL WXA series appliances (WXA 6000 Software, WXA 500 Live CD, WXA 5000 Virtual Appliance, WXA 2000/4000 Appliances) are also supported for use with Dell SonicWALL security appliances running SonicOS 6.2.2.0. The recommended firmware version for the WXA series appliances is WXA 1.3.1.

### **Browser support**

SonicOS with Visualization uses advanced browser technologies such as HTML5, which are supported in most recent browsers. Dell SonicWALL recommends using the latest Chrome, Firefox, Internet Explorer, or Safari browsers for administration of SonicOS.

This release supports the following Web browsers:

- Chrome 18.0 and higher (recommended browser for dashboard real-time graphics display)
- Firefox 16.0 and higher
- Internet Explorer 8.0 and higher (do not use compatibility mode)
- Safari 5.0 and higher

Mobile device browsers are not recommended for Dell SonicWALL appliance system administration.

## **Product licensing**

Dell SonicWALL network security appliances must be registered on MySonicWALL to enable full functionality and the benefits of Dell SonicWALL security services, firmware updates, and technical support.

After your Dell SonicPoint ACi, ACi, or N2 is connected to a registered Dell SonicWALL network security appliance, SonicOS will automatically register the SonicPoint on MySonicWALL, if connected to the Internet. It may take up to 24 hours for your SonicPoint to be automatically registered. Optionally, you can manually register your SonicPoint on MySonicWALL by logging into your account at: http://www.mysonicwall.com.

All Dell SonicPoint wireless access points include an initial subscription to Dell SonicWALL 24x7 Support. In order to receive technical support, your SonicPoint must have an active Support subscription.

## **Upgrading information**

For information about obtaining the latest firmware, upgrading the firmware image on your Dell SonicWALL appliance, and importing configuration settings from another appliance, see the *SonicOS 6.2 Upgrade Guide*, available on MySonicWALL or on the Dell Software Support page for SonicWALL NSA or SuperMassive appliances:

https://support.software.dell.com/download/downloads?id=5601743

## **Technical support resources**

Technical support is available to customers who have purchased Dell software with a valid maintenance contract and to customers who have trial versions. To access the Support Portal, go to <a href="http://software.dell.com/support/">http://software.dell.com/support/</a>.

Dell SonicWALL Administration Guides and related documents are available on the Dell Software Support site at https://support.software.dell.com/release-notes-product-select.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. In addition, the portal provides direct access to product support engineers through an online Service Request system.

The site enables you to:

• View Knowledge Base articles at:

https://support.software.dell.com/kb-product-select

• View instructional videos at:

https://support.software.dell.com/videos-product-select

- Engage in community discussions
- Chat with a support engineer
- Create, update, and manage Service Requests (cases)
- Obtain product notifications

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### **Contacting Dell**

Technical support: Online support

Product questions and sales: (800) 306-9329

Email: info@software.dell.com

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#### Legend

- 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.
- (i) IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

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