Release Notes

Management and Reporting	Dell SonicWALL Analyzer 7.2 Release Notes

Contents

Platform Compatibility

The Dell SonicWALL Analyzer 7.2 can be hosted in the following deployment scenarios:

- Microsoft Windows Software
- VMware ESX/ESXi Virtual Appliance

Deployment Considerations:

- Before selecting a platform to use for your Analyzer deployment, please use the Capacity Calculator 2. This helps you setup the correct Analyzer system for your deployment.
- It is highly recommended that steps are taken to minimize abrupt shutdowns of the server hosting Analyzer, as this can cause corruption of the Reporting database, potentially leading to loss of data for the current month. A possible solution includes using an Uninterrupted Power Supply (UPS).
- Analyzer is not supported on laptops and tablets.
- Analyzer reporting is not supported on Apple MacOS.

Microsoft Windows Operating Systems

The Dell SonicWALL Analyzer supports the following Microsoft Windows operating systems:

- Windows Server 2012 Standard 64-bit
- Windows Server 2008 SBS R2 64-bit
- Windows Server 2008 R2 Standard 64-bit
- Windows Server 2008 SP2 64-bit
- Windows Server 2003 32-bit and 64-bit (SP2)

Tip: For best performance and scalability, it is recommended to use a 64-bit Windows operating system. Bundled databases run in 64-bit mode on 64-bit Windows operating systems. All listed operating systems are supported in both virtualized and non-virtualized environments.

Hardware for Windows Server

Use the Capacity Calculator 2 to determine the hardware requirements for your deployment.

Note: A Windows 64-bit operating system with at least 8-GB of RAM is highly recommended for better performance of reporting modules. Please read the "Capacity Planning and Performance Tuning" appendix in the *GMS Administrator's Guide.*

Hard Drive HDD Specifications

The following hard drive HDD specifications are required when using Analyzer software:

- **Spindle Speed** : 7200 and higher

- **Cache**: 64MB and higher

- **Transfer rate**: 600 MB/s or higher

- **Average Latency**: 4 ms or lower

Analyzer Virtual Appliance Supported Platforms

The elements of basic VMware structure must be implemented prior to deploying the Dell SonicWALL Analyzer Virtual Appliance. SonicWALL Analyzer Virtual Appliance runs on the following VMware platforms:

- ESXi 4.1, 5.0, and 5.1

- ESXi 4.0 Update 1 (Build 208167 and newer)

- ESX 4.1

- ESX 4.0 Update 1 (Build 208167 and newer)

Analyzer Virtual Appliance Hardware Resource Requirements

Use the Capacity Calculator 2 to determine the hardware requirements for your deployment.

The performance of Analyzer Virtual Appliance depends on the underlying hardware. It is highly recommended to dedicate all the resources that are allocated to the Virtual Appliance, especially the hard-disk (datastore). In environments with high volumes of syslogs or AppFlow (IPFIX), you will need to dedicate local datastores to the Analyzer Virtual Appliance.

Starting with Analyzer 7.1 the Virtual Appliances are 64-bit, which take advantage of additional RAM available to it. A minimum of 4 GB RAM is required. However, at least 8 GB of RAM is highly recommended for better performance of reporting modules. Please read the "Capacity Planning and Performance Tuning" appendix in the *GMS Administrator's Guide*.

Hard Drive HDD Specifications

The following hard drive HDD specifications are required when using the Analyzer Virtual Appliance:

- **Spindle Speed** : 7200 and higher

- **Cache**: 64MB and higher

- **Transfer rate**: 600 MB/s or higher

- **Average Latency**: 4 ms or lower

MySQL Requirements

Analyzer automatically installs MySQL as part of the base installation package. Separately installed instances of MySQL are not supported with Analyzer.

Java Support

Download and install the latest version of the Java 7 plug-in on any system that accesses the Analyzer management interface. This can be downloaded from:

www.java.com

or

http://www.oracle.com/technetwork/java/javase/downloads/index.html.

Dell SonicWALL Appliances Supported for Analyzer Reporting

Dell SonicWALL Analyzer supports the following Dell SonicWALL appliances and firmware versions:

Dell SonicWALL Platforms	Dell SonicWALL Firmware Version
Firewall / Network Security	
SuperMassive 10000 Series	SonicOS 6.0 or newer **Note**: Only partial reporting support is currently available. Contact your Dell SonicWALL Sales representative for more information.
SuperMassive 9000 Series	SonicOS 6.1 or newer
NSA Series	SonicOS Enhanced 5.0 or newer
TZ Series	SonicOS Enhanced 3.2 or newer SonicOS Standard 3.1 or newer
PRO Series	SonicOS Enhanced 3.2 or newer
CSM Series	SonicOS CF 2.0 or newer
Secure Remote Access	
SMB SSL-VPN Series	SonicOS SSL-VPN 2.0 or newer (management) SonicOS SSL-VPN 2.1 or newer (reporting)
Aventail Series	Aventail 9.0 or newer
Backup and Recovery	
CDP Series	CDP 2.3 or newer (management) CDP 5.1 or newer (reporting)

Notes:

- Dell SonicWALL Analyzer 7.2 supports firewall App Control reporting. Please refer to the SonicOS documentation for information on the supported SonicOS firmware versions.

- Appliances running firmware newer than this Analyzer release can still be managed and reports can still be generated. However, the new features in the firmware release will be supported in an upcoming release of Analyzer.

- Legacy SonicWALL XPRS/XPRS2, SonicWALL SOHO2, SonicWALL Tele2, and SonicWALL Pro/Pro-VX models are not supported for Dell SonicWALL Analyzer reporting. Appliances running SonicWALL legacy firmware including SonicOS Standard 1.x and SonicWALL legacy firmware 6.x.x.x are not supported for SonicWALL Analyzer reporting.

- Dell SonicWALL Analyzer can be connected to SSL-VPN 2000 and 4000 appliances. Use the **Log > ViewPoint** page to set up the Analyzer connection (in addition to the configuration changes made on the Analyzer). In Dell SonicWALL SRA SSL-VPN 5.5 or later firmware versions, a **Log > Analyzer** page is provided for configuration of Analyzer settings.

Enhancements in Analyzer 7.2

The following enhancements are included in the Analyzer 7.2 firmware release:

- **IPv6 Support** — IPv6 is supported in Analyzer 7.2, allowing the user to:
  - Install Analyzer in an IPv6 network environment. Analyzer can now access various Network Elements using IPv6 addresses, such as: Firewalls, SMTP servers, RADIUS/LDAP Authentication Servers, SNMP Managers, WebServices, etc.
  - Access Analyzer web interfaces on an IPv6 network.
  - Generate IPv6 based reports.

- **Summarizer IPv6 and Enhanced Syslogs** — Syslog tags used by Summarizer for IPv6 and enhanced syslogs are supported.

- **Intrusion Reporting Enhancements** — Two new reports are added at root level to the Intrusion reports:
  - Reports > Intrusions > Details
  - Reports > Intrusions > Alerts

- **Log Analyzer Enhancements** — The Log Analyzer interface is customizable to allow expansion and easy distribution of columns for ease of navigation.

- **Scheduled Reports Permission Management** — In Analyzer 7.1, scheduled reports created by an end user can only be viewed and configured by the creator and Administrator. Analyzer 7.2 gives the scheduled report creator the ability to manage permissions of the scheduled reports so other users in the deployment can view and configure the report. This feature is available to users within the LocalDomain ONLY.

- **Syslogs sent by Appliances that are not under Reporting or Management** — Some of the units which are no longer managed by Analyzer send syslogs that create NMM files which impact performance. In Analyzer 7.2, the user will be notified if this occurs and they can make the unit stop sending syslog messages.

- **Application Level Data Archiving and Aging** — In Analyzer 7.1 data was not deleted from the application table e.g. logs and meta data tables, causing the number of rows to grow quickly in the tables, affecting overall performance of the application. In Analyzer 7.2 the console logs and application meta data tables are aged and archived to fix this issue.

- **Localization** — Support for the Korean language is included in Analyzer 7.2.

- **Disable archiving of syslogs to File System** — Added the option to disable storing of archived syslogs.

- **Reverse DNS Support** — This feature enhances the quality of data by performing a reverse lookup on the private IPs (LAN Side) with a missing hostname sent by the firewall. The reverse lookup is performed by logging into the DNS server on the LAN side of the firewall. This functionality requires the Analyzer to be installed on the LAN side of the firewall, to be able to access the DNS Server.

Browser Support

Dell SonicWALL Analyzer 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 the Dell SonicWALL Analyzer.

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)

    Note: Internet Explorer version 10.0 in Metro interfaces of Windows 8 is currently not supported.

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

Known Issues

This section contains a list of known issues in the Analyzer 7.2 release.

Reports

Symptom	Condition / Workaround	Issue
The wrong report is highlighted in the Reports panel.	Occurs when loading a custom report. You should be directed to the **Reports > Custom Reports** screen. *Example*: Go to the **Reports > Data Usage > Initiators** screen. Click the **Load Custom Report** drop-down and select a custom report. Observe that the custom report is generated, but the **Reports** panel still has **Data Usage** highlighted, instead of **Custom Reports**.	136747

Universal Scheduled Reports

Symptom	Condition / Workaround	Issue
A Local Domain user is able to provide user permission to a Custom Domain user that does not have units/unit permission.	Occurs when performing the following: 1. Login to Analyzer as the **Admin** from **LocalDomain**. 2. Add a new custom domain, then add a user that does not have units added/unit permission. 3. Go to **Universal Scheduled Reports** > **Add a Scheduled Report** or **Manage Scheduled Reports**. 4. In **Permission Management** page, observe that the user from the Custom Domain is displayed in user list that does not have units/unit permission.	134320

Resolved Issues

This section contains a list of issues resolved in Analyzer 7.2 release.

Appliance

Symptom	Condition / Workaround	Issue
Previously uploaded firmware cannot be deleted.	Occurs when navigating to the **System > File Manager** screen in the "/appliance" interface, and then attempting to delete firmware that was previously uploaded.	124891

Archived Syslogs / Backup Files

Symptom	Condition / Workaround	Issue
Decompression utilities do not work for un-zipping compressed archived syslogs files or backup files.	Occurs when un-zipping a compressed ".zip" file with an Analyzer Virtual Appliance.	132194

Event Manager

Symptom	Condition / Workaround	Issue
Cannot edit alerts that were created by another user.	Occurs when a user tries to edit an alert that was created by another user in the same user group.	129942

Summarizer

Symptom	Condition / Workaround	Issue
The report summarization process becomes unresponsive and the unit must be rebooted.	Occurs when sending syslogs with extended characters.	135426

Upgrading to Analyzer 7.2

This section provides procedures for upgrading an existing Dell SonicWALL Analyzer 7.1 installation to the Analyzer 7.2.

You can try out Dell SonicWALL Analyzer easily by activating a 30-day trial license for Analyzer on the devices you would like to report on using Analyzer. However, if you would like to continue using Analyzer you will have to purchase and activate an Analyzer retail licenses for each appliance.

When five or more registered devices are connected to Dell SonicWALL Analyzer reporting, the **Try GMS Free - 30 Days** button appears next to the tabs at the top of the Analyzer management interface. This gives you the option of upgrading to Dell SonicWALL GMS without reinstalling. You can start a 30-day Free Trial of Dell SonicWALL GMS by clicking a button or link in either the Analyzer or Universal Management Host interface and following a simple procedure. When you are ready to finalize the upgrade, your Dell SonicWALL reseller can provide you with the license key for a seamless transition to Dell SonicWALL GMS. For more information on the GMS 30-day Free Trial, refer to the *Analyzer Administrator's Guide*.

Upgrading Considerations

Consider the following before upgrading to Analyzer 7.2:

- The Analyzer 7.2 cannot be installed as a "fresh install" it can only be installed as an upgrade from Analyzer 7.1. For a fresh install of Analyzer 7.2, please refer to the *Analyzer Getting Started Guide* that relates to your platform.

- The 40 GB Analyzer Virtual Appliance should be installed in non-production environments only. Examples of non-production environments include those for Proof of Concept (POC), pilot, and demo deployments. Only the 250 GB and 950 GB virtual appliances are supported in production environments. It is not possible to upgrade a 40 GB virtual appliance to a 250 GB or 950 GB virtual appliance. You need to download the 250 GB or 950 GB virtual appliance if you are planning to use this software now or in the future for a production environment.

- In non-production environments, the amount of syslog data collected by the virtual appliance may exceed the 40 GB limit, in which case Dell SonicWALL will be unable to support the 40 GB virtual appliance.

- You must disable the User Account Control (UAC) feature on Windows before running the Analyzer installer. In addition, disable Windows Firewall or your personal firewall before running this installer.

- The Analyzer can only be configured for a single server.

Upgrading the Analyzer Software for Windows

You can use the Dell SonicWALL UMS installer to upgrade from the Analyzer 7.1 to the 7.2 release. To complete registration, the system must have access to the Internet and you must have a MySonicWALL account. For a fresh install of the Analyzer 7.2 Software, please refer to the *Analyzer Software Getting Started Guide*.

If the Analyzer Console (Web server) is set up for HTTPS management, the upgrade to Analyzer will preserve the HTTPS settings for the Analyzer Web server.

The upgrade installer checks with the Dell SonicWALL backend to see if the Analyzer deployment has a valid support license. If it does not, then the upgrade discontinues. If the upgrade installer detects that the Dell SonicWALL backend site is not accessible, it prompts the user to enter an Upgrade Key. If the key is valid, it allows the upgrade to continue. If the key is invalid, the installation fails.

It is highly recommended that you backup your database, Analyzer installation folders, and the **Analyzer installation folder>\conf\sgmsConfig.xml** file on the Analyzer server prior to performing the upgrade.

To upgrade the Analyzer software for Windows Server, perform the following steps:

1. Log on to your Dell SonicWALL Analyzer management computer as administrator (Windows). Launch the Dell SonicWALL Universal Management Suite 7.2 installer, by double-clicking the file **sw_gmsvp_win_eng_7.2.xxxx.xxxx.exe** (where "xxxx" are the exact version numbers). It may take several seconds for the InstallAnywhere self-extractor to initialize.

2. In the Introduction screen, click **Next.**

3. In the License Agreement screen, select the radio button next to **I accept the terms of the License Agreement**. Click **Next.** Wait while the installer prepares to install UMS on your system.

   Note: You must have a valid support license to upgrade your Analyzer.

4. Click **Install** to upgrade your installation. The Installer detects the previous installation of Analyzer. Click **Install** to proceed with the upgrade.

5. If you see a Windows Security Alert for Java, click **Unblock**.
   The installer displays a progress bar as the files are installed. Wait a few minutes for the installer to finish installing.

6. After the files are installed, whether or not the system has a Personal Firewall such as Windows Firewall enabled, a dialog is displayed notifying you to either disable the firewall or manually open the syslog and SNMP ports, and to ensure that these ports are open on your network gateway or firewall if you plan to use HTTPS Management mode for managing remote appliances (instead of Analyzer Management Tunnel or Existing Tunnel modes). Click **OK**. Be sure to adjust the settings as recommended.

7. The final installer screen contains the path of the installation folder, and warns you that the Universal Management Suite Web page will be launched next. Click **Done**.

Upgrading the Analyzer Virtual Appliance

The Analyzer Virtual Appliance can be upgraded from 7.1 to 7.2, but cannot be directly upgraded from Analyzer versions earlier than 7.1. To upgrade the Analyzer Virtual Appliance from a version earlier than 7.1, you need to upgrade to major versions of Analyzer until you reach 7.1, then you can upgrade to 7.2. For Analyzer Virtual Appliance deployments, upgrading from the 7.1 release to the 7.2 release can be performed on the **System > Settings** page.

For a fresh install of the Analyzer 7.2 Virtual Appliance, please refer to the *Analyzer Virtual Appliance Getting Started Guide*.

To upgrade, perform the following:

1. Download the respective file from the MySonicWALL.com Software Download Center to your workstation:
   sw_gmsvp_vm_eng_7.2.xxxx.yyyy.gmsvp-updater.64bit.sh

2. Login to the /appliance (System) interface of the Analyzer server.

3. Navigate to the **System > Settings** page.

4. Click on the **Browse** button, navigate to the location where you saved the above file, and then select it.

5. Click the **Apply** button to begin the firmware upgrade installation.

Related Technical Documentation

Dell SonicWALL reference documentation is available at the Dell SonicWALL Technical Documentation Online Library:

http://www.sonicwall.com/us/Support.html

Dell SonicWALL Analyzer video training is available from the Analyzer Development Team:

http://software.sonicwall.com/gmsvp/Dev-Training/

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