



Dell SonicWALL™ SonicOS 6.2 Upgrade Guide

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This Upgrade Guide provides instructions for upgrading your Dell SonicWALL™ network security appliance from SonicOS 6.1 firmware or a previous version of SonicOS 6.2 to the latest version of SonicOS 6.2.

This guide also provides information about importing the configuration settings from an appliance running SonicOS 5.8, 5.9, 6.1, or 6.2 to an appliance running SonicOS 6.2. See [Importing configuration settings](#) for details about the models and firmware versions supported.

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Obtaining the latest SonicOS firmware

To obtain a new SonicOS firmware image file for your Dell SonicWALL security appliance:

- 1 In a browser on your management computer, log into your MySonicWALL account at <http://www.mysonicwall.com>.
- 2 In MySonicWALL, click **Downloads** in the left navigation pane to display the Download Center screen.
- 3 Select your product in the **Software Type** drop-down list to display available firmware versions.
- 4 To download the firmware to your computer, click the link for the firmware version you want. You can download the Release Notes and other associated files in the same way.

Creating a system backup and exporting your settings

Before beginning the update process, make a system backup on your Dell SonicWALL appliance.

On Dell SonicWALL NSA and SuperMassive 9000 series appliances, the backup feature saves a copy of the current system state, firmware, and configuration settings on your appliance, protecting all your existing settings in the event that it becomes necessary to return to a previous configuration state.

On Dell SonicWALL TZ series appliances, you can create a backup of your current configuration *settings* on the appliance, to be used with the current firmware version or with a newly uploaded firmware version.

You can also export the appliance configuration settings to a file on your local management station. This file serves as an external backup of the configuration settings, and can be imported into another appliance or into the same appliance if it is necessary to reboot the firmware with factory default settings.

To save a system backup on your appliance and export configuration settings to a file on your local management station:

- 1 On the System > Settings page, do one of the following:
 - On a SuperMassive or NSA appliance, click **Create Backup**. SonicOS takes a “snapshot” of your current system state, firmware, and configuration preferences, and makes it the new System Backup firmware image. Clicking Create Backup overwrites the existing System Backup image, if any. The System Backup entry is displayed in the Firmware Management table.
 - On a TZ appliance, click **Create Backup Settings**. SonicOS saves a small file on the appliance with all your configuration settings. Any previous backup settings file is overwritten. The Firmware Management table displays the Current Firmware with Backup Settings entry.

i **NOTE:** A Download button is displayed in the Firmware Management table for the System Backup and the Backup Settings file. However, the downloaded files cannot be imported into another appliance, nor can they be uploaded like firmware. Use **Export Settings** to save your configuration settings for import into another appliance.

- 2 To export your settings to a local file, click **Export Settings** and then click **Export** in the popup window that displays the name of the saved file.

Upgrading firmware with current settings

You can update the SonicOS image on a Dell SonicWALL security appliance remotely if the LAN or WAN interface is configured for management access. On Dell SonicWALL NSA or SuperMassive platforms, you can also connect directly to the MGMT port and point your browser to <http://192.168.1.254> to log in and perform the upgrade.

To upload new firmware to your Dell SonicWALL appliance and use your current configuration settings upon startup:

- 1 Download the SonicOS firmware image file from MySonicWALL and save it to a location on your local computer.
- 2 Point your browser to the appliance IP address, and log in as an administrator.
- 3 On the System > Settings page, click **Upload New Firmware**.
- 4 Browse to the location where you saved the SonicOS firmware image file, select the file, and click **Upload**. After the firmware finishes uploading, it is displayed in the Firmware Management table.
- 5 On the System > Settings page, click the Boot icon in the row for **Uploaded Firmware - New!**
- 6 In the confirmation dialog box, click **OK**. The appliance restarts and then displays the login page.
- 7 Enter your user name and password. Your new SonicOS image version information is displayed on the System > Status page.

Upgrading firmware with factory default settings

To upload new firmware to your Dell SonicWALL appliance and start it up using the default configuration:

- 1 Download the SonicOS firmware image file from MySonicWALL and save it to a location on your local computer.
 - 2 Point your browser to the appliance IP address, and log in as an administrator.
 - 3 On the System > Settings page, do one of the following:
 - On a SuperMassive or NSA appliance, click **Create Backup**.
 - On a TZ appliance, click **Create Backup Settings**.Wait for the backup to complete.
 - 4 Click **Upload New Firmware**.
 - 5 Browse to the location where you saved the SonicOS firmware image file, select the file, and click **Upload**.
 - 6 On the System > Settings page, click the Boot icon in the row for **Uploaded Firmware with Factory Default Settings - New!**
 - 7 In the confirmation dialog box, click **OK**. The appliance restarts and then displays the options to launch the Setup Wizard or go to the login page of the SonicOS management interface.
- i** **NOTE:** The IP address for the X0 (LAN) interface reverts to the default, 192.168.168.168. You can log into SonicOS by connecting to X0 and pointing your browser to <https://192.168.168.168>. On Dell SonicWALL NSA or SuperMassive platforms, you can also log in by connecting to the MGMT port and pointing your browser to <http://192.168.1.254>.
- 8 Enter the default user name and password (admin / password) to access the SonicOS management interface.

Using SafeMode to upgrade firmware

If you are unable to connect to the SonicOS management interface, you can restart the Dell SonicWALL security appliance in SafeMode. The SafeMode feature allows you to quickly recover from uncertain configuration states with a simplified management interface that includes the same settings available on the System > Settings page.

The SafeMode procedure uses a recessed *SafeMode* button in a small pinhole near the USB ports on the front of the Dell SonicWALL appliance.

To use SafeMode to upgrade firmware on a Dell SonicWALL security appliance:

- 1 Do one of the following:
 - On a Dell SonicWALL TZ appliance, connect your computer to the X0 port on the appliance and configure your computer with an IP address on the 192.168.168.0/24 subnet, such as 192.168.168.20.
 - On a Dell SonicWALL NSA or SuperMassive appliance, connect your computer to the MGMT port on the appliance and configure your computer with an IP address on the 192.168.1.0/24 subnet, such as 192.168.1.20.
- 2 Use a narrow, straight object, like a straightened paper clip or a toothpick, to press and hold the SafeMode button on the security appliance for more than 20 seconds.

The Test light starts blinking when the appliance has rebooted into SafeMode.

- 3 Do one of the following to access the SafeMode management interface:
 - On a Dell SonicWALL TZ appliance, point your browser to <http://192.168.168.168>.
 - On a Dell SonicWALL NSA or SuperMassive appliance, point your browser to <http://192.168.1.254>.
- 4 Click **Upload New Firmware**, and then browse to the location where you saved the SonicOS firmware image, select the file, and click **Upload**.
- 5 Click the Boot icon in the row for one of the following:
 - **Uploaded Firmware - New!**
Use this option to restart the appliance with your current configuration settings.
 - **Uploaded Firmware with Factory Default Settings - New!**
Use this option to restart the appliance with factory default configuration settings.
- 6 In the confirmation dialog box, click **OK** to proceed.
- 7 After successfully booting the firmware, the login screen is displayed. If you booted with factory default settings, enter the default user name and password (admin / password) to access the SonicOS management interface.

On a Dell SonicWALL NSA or SuperMassive appliance, you can continue to manage the appliance from the MGMT interface at 192.168.1.254.

On all Dell SonicWALL platforms, you can manage the appliance from the X0 interface or another LAN interface, or from the WAN interface, if configured. The default IP address of the X0 interface is 192.168.168.168.
- 8 To manage the appliance from an interface other than the one to which it is physically connected:
 - a. Disconnect your computer from the appliance.
 - b. Reconfigure the computer to automatically obtain an IP address and DNS server address, or reset it to its normal static values.
 - c. Connect the computer to your network or to the desired interface on the appliance.
 - d. Point your browser to the appropriate WAN or LAN IP address of the appliance.

Importing configuration settings

You can import configuration settings from one appliance to another, which can save a lot of time when replacing an older appliance with a newer model. This feature is also useful when you need multiple appliances with similar configuration settings.

Importing configuration settings, or preferences ("prefs"), to Dell SonicWALL network security appliances running SonicOS 6.2 is generally supported from the following Dell SonicWALL appliances running 5.8, 5.9, 6.1, or 6.2:

- SuperMassive 9000 Series (Gen 6)
- NSA 6600/5600/4600/3600/2600 (Gen 6)
- TZ 600/500/400/300 (Gen 6)
- NSA E-Class Series (Gen 5)
- NSA Series (Gen 5)
- TZ 215/210/205/105 Series (Gen 5)

To export the configuration settings from an appliance, navigate to the System > Settings page in SonicOS and click the **Export Settings** button. You can then import the settings file to another appliance by clicking the **Import Settings** button on that page.

The matrices in the following sections provide details about which firmware versions or which models support importing configuration settings to other models and firmware versions for 5.8, 5.9, 6.1, or 6.2.

SonicOS versions supporting configuration import

The following matrix illustrates the supported source and destination versions of SonicOS when importing configuration settings from one appliance to another.

SonicOS Configuration Import/Export Support

	<u>To</u>				
	5.8 (Min. 5.8.1.12)	5.9	6.1.1.x	6.1.2.x	6.2
From					
5.8 (Min. 5.8.1.12)	Y	Y	Y	Y	Y
5.9	N	Y	N	N	Y (Min. 5.9.0.4)
6.1.1.x	N	N	Y	Y	Y
6.1.2.x	N	N	Y	Y	Y
6.2	N	N	N	N	Y

If answer is "Y" above, please look in below table for your specific products

If answer is "N" above, this configuration upgrade is not supported

TZ configuration import support

The following matrix shows the Dell SonicWALL firewalls whose configuration settings can be imported to Dell SonicWALL TZ platforms. The source firewalls are in the left column, and the destination firewalls are listed across the top.

		DESTINATION FIREWALLS									
		TZ300	TZ400	TZ500	TZ600	TZ 105/ TZ 205	TZ 105w/ TZ 205w	TZ 210	TZ 210w	TZ 215	TZ 215w
S O U R C E F I R E W A L L S	TZ 105 / TZ 205	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	TZ 105W / TZ 205W	C	C	C	C	C	Y	C	Y	C	Y
	TZ 210	C	Y	Y	Y	Y	Y	Y	Y	Y	Y
	TZ 210W	C	C	C	C	C	Y	C	Y	C	Y
	TZ 215	C	Y	Y	Y	Y	Y	Y	Y	Y	Y
	TZ 215W	C	C	C	C	C	Y	C	Y	C	Y
	NSA 220	C	Y	Y	Y	N	N	N	N	N	N
	NSA 220W	C	C	C	C	N	N	N	N	N	N
	NSA 240	C	C	C	Y	N	N	N	N	N	N
	NSA 250M	N	N	Y	Y	N	N	N	N	N	N
	NSA 250MW	N	N	C	C	N	N	N	N	N	N
	NSA 2400	N	N	N	Y	N	N	N	N	N	N
	NSA 2400MX	N	N	N	C	N	N	N	N	N	N
	NSA 3500	N	N	N	N	N	N	N	N	N	N
	NSA 4500	N	N	N	N	N	N	N	N	N	N
	NSA 5000	N	N	N	N	N	N	N	N	N	N
	NSA E5500	N	N	N	N	N	N	N	N	N	N
	NSA E6500	N	N	N	N	N	N	N	N	N	N
	NSA E7500	N	N	N	N	N	N	N	N	N	N
	NSA E8500	N	N	N	N	N	N	N	N	N	N
	NSA E8510	N	N	N	N	N	N	N	N	N	N
	NSA 2600	N	N	N	N	N	N	N	N	N	N
	NSA 3600	N	N	N	N	N	N	N	N	N	N
	NSA 4600	N	N	N	N	N	N	N	N	N	N
	NSA 5600	N	N	N	N	N	N	N	N	N	N
	NSA 6600	N	N	N	N	N	N	N	N	N	N
	SM 9200	N	N	N	N	N	N	N	N	N	N
	SM 9400	N	N	N	N	N	N	N	N	N	N
	SM 9600	N	N	N	N	N	N	N	N	N	N

Y	Supported
N	Unsupported. While importing the settings file may be successful, firewall limitations may result in the removal of items such as DHCP scopes, VPN settings, etc.
C	Configuration information from extra interfaces will be removed. NAT policies, Firewall access rules, and other interface-dependent configuration will also be removed.

SuperMassive/NSA configuration import support

The following matrix shows the Dell SonicWALL firewalls whose configuration settings can be imported to Dell SonicWALL SuperMassive 9000 series and Gen 6 NSA series platforms. The source firewalls are in the left column, and the destination firewalls are listed across the top.

		DESTINATION FIREWALLS							
		NSA 2600	NSA 3600	NSA 4600	NSA 5600	NSA 6600	SM 9200	SM 9400	SM 9600
S O U R C E F I R E W A L L S	TZ 105 / TZ 205	N	N	N	N	N	N	N	N
	TZ 105W / TZ 205W	N	N	N	N	N	N	N	N
	TZ 210	N	N	N	N	N	N	N	N
	TZ 210W	N	N	N	N	N	N	N	N
	TZ 215	N	N	N	N	N	N	N	N
	TZ 215W	N	N	N	N	N	N	N	N
	NSA 220	Y	Y	Y	Y	Y	Y	Y	Y
	NSA 220W	N	N	N	N	N	N	N	N
	NSA 240	C	Y	Y	Y	Y	Y	Y	Y
	NSA 250M	N	N	N	N	N	N	N	N
	NSA 250MW	N	N	N	N	N	N	N	N
	NSA 2400	Y	Y	Y	Y	Y	Y	Y	Y
	NSA 2400MX	N	N	N	N	N	N	N	N
	NSA 3500	Y	Y	Y	Y	Y	Y	Y	Y
	NSA 4500	Y	Y	Y	Y	Y	Y	Y	Y
	NSA 5000	Y	Y	Y	Y	Y	Y	Y	Y
	NSA E5500	N	Y	Y	Y	Y	Y	Y	Y
	NSA E6500	N	Y	Y	Y	Y	Y	Y	Y
	NSA E7500	N	Y	Y	Y	Y	Y	Y	Y
	NSA E8500	N	Y	Y	Y	Y	Y	Y	Y
NSA E8510	N	Y	Y	Y	Y	Y	Y	Y	
NSA 2600	Y	Y	Y	Y	Y	Y	Y	Y	
NSA 3600	N	Y	Y	Y	Y	Y	Y	Y	
NSA 4600	N	Y	Y	Y	Y	Y	Y	Y	
NSA 5600	N	Y	Y	Y	Y	Y	Y	Y	
NSA 6600	N	Y	Y	Y	Y	Y	Y	Y	
SM 9200	Y	Y	Y	Y	Y	Y	Y	Y	
SM 9400	Y	Y	Y	Y	Y	Y	Y	Y	
SM 9600	Y	Y	Y	Y	Y	Y	Y	Y	

Y	Supported
N	Unsupported. While importing the settings file may be successful, firewall limitations may result in the removal of items such as DHCP scopes, VPN settings, etc.
C	Configuration information from extra interfaces will be removed. NAT policies, Firewall access rules, and other interface-dependent configuration will also be removed.

E-Class NSA configuration import support

The following matrix shows the Dell SonicWALL firewalls whose configuration settings can be imported to Dell SonicWALL E-Class NSA platforms. These E-Class NSA appliances do not run SonicOS 6.2, but are listed here for reference. The source firewalls are in the left column, and the destination firewalls are listed across the top.

		DESTINATION FIREWALLS				
		NSA E5500	NSA E6500	NSA E7500	NSA E8500	NSA E8510
S O U R C E F I R E W A L L S	TZ 105 / TZ 205	N	N	N	N	N
	TZ 105W / TZ 205W	N	N	N	N	N
	TZ 210	N	N	N	N	N
	TZ 210W	N	N	N	N	N
	TZ 215	Y	Y	Y	Y	Y
	TZ 215W	N	N	N	N	N
	NSA 220	Y	Y	Y	Y	Y
	NSA 220W	N	N	N	N	N
	NSA 240	Y	Y	Y	Y	Y
	NSA 250M	N	N	N	N	N
	NSA 250MW	N	N	N	N	N
	NSA 2400	Y	Y	Y	Y	Y
	NSA 2400MX	C	C	C	C	C
	NSA 3500	Y	Y	Y	Y	Y
	NSA 4500	Y	Y	Y	Y	Y
	NSA 5000	Y	Y	Y	Y	Y
	NSA E5500	Y	Y	Y	Y	C
	NSA E6500	Y	Y	Y	Y	C
	NSA E7500	Y	Y	Y	Y	C
	NSA E8500	Y	Y	Y	Y	C
	NSA E8510	C	C	C	C	Y
	NSA 2600	N	N	N	N	N
	NSA 3600	N	N	N	N	N
	NSA 4600	N	N	N	N	N
	NSA 5600	N	N	N	N	N
	NSA 6600	N	N	N	N	N
	SM 9200	N	N	N	N	N
	SM 9400	N	N	N	N	N
	SM 9600	N	N	N	N	N

Y	Supported
N	Unsupported. While importing the settings file may be successful, firewall limitations may result in the removal of items such as DHCP scopes, VPN settings, etc.
C	Configuration information from extra interfaces will be removed. NAT policies, Firewall access rules, and other interface-dependent configuration will also be removed.

NSA series configuration import support

The following matrix shows the Dell SonicWALL firewalls whose configuration settings can be imported to Dell SonicWALL NSA platforms (Gen 5). These NSA appliances do not run SonicOS 6.2, but are listed here for reference. The source firewalls are in the left column, and the destination firewalls are listed across the top.

		DESTINATION FIREWALLS									
		NSA 220	NSA 220W	NSA 240	NSA 250M	NSA 250MW	NSA 2400	NSA 2400MX	NSA 3500	NSA 4500	NSA 5000
S O U R C E F I R E W A L L S	TZ 105 / TZ 205	Y	Y	Y	Y	Y	N	N	N	N	N
	TZ 105W / TZ 205W	N	N	Y	N	Y	N	N	N	N	N
	TZ 210	Y	Y	Y	N	N	N	N	N	N	N
	TZ 210W	C	Y	Y	N	N	N	N	N	N	N
	TZ 215	Y	Y	Y	N	N	Y	Y	Y	Y	Y
	TZ 215W	C	Y	N	N	N	N	N	N	N	N
	NSA 220	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	NSA 220W	C	Y	N	N	N	N	N	N	N	N
	NSA 240	N	N	Y	C	C	Y	Y	Y	Y	Y
	NSA 250M	N	N	N	Y	N	N	N	N	N	N
	NSA 250MW	N	N	N	N	Y	N	N	N	N	N
	NSA 2400	C	N	C	N	N	Y	Y	Y	Y	Y
	NSA 2400MX	C	C	C	C	C	C	Y	C	C	C
	NSA 3500	C	N	C	N	N	C	Y	Y	Y	Y
	NSA 4500	C	N	C	N	N	C	Y	Y	Y	Y
	NSA 5000	C	N	C	N	N	C	Y	C	C	Y
	NSA E5500	C	N	C	N	N	C	Y	C	C	C
	NSA E6500	C	N	C	N	N	C	Y	C	C	C
	NSA E7500	C	N	C	N	N	C	Y	C	C	C
	NSA E8500	C	N	C	N	N	C	Y	C	C	C
	NSA E8510	C	N	Y	N	N	Y	Y	Y	Y	Y
	NSA 2600	N	N	N	N	N	N	N	N	N	N
	NSA 3600	N	N	N	N	N	N	N	N	N	N
	NSA 4600	N	N	N	N	N	N	N	N	N	N
	NSA 5600	N	N	N	N	N	N	N	N	N	N
	NSA 6600	N	N	N	N	N	N	N	N	N	N
	SM 9200	N	N	N	N	N	N	N	N	N	N
	SM 9400	N	N	N	N	N	N	N	N	N	N
SM 9600	N	N	N	N	N	N	N	N	N	N	

Y	Supported
N	Unsupported. While importing the settings file may be successful, firewall limitations may result in the removal of items such as DHCP scopes, VPN settings, etc.
C	Configuration information from extra interfaces will be removed. NAT policies, Firewall access rules, and other interface-dependent configuration will also be removed.

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