

Tech Note

Introduction

SonicWALL has introduced a new Email Security Licensing Model that increases the flexibility and scalability of licensing for organizations of all sizes. New and existing customers can take advantage of the model starting May 7th, 2008. This tech note describes its features and functionality.

The key elements of the new licensing model are:

Decoupling User Licenses from Appliances / Server Software

- You can now select exactly how many users you want on your Email Security system. Select the correct user count based on your business needs and the right hardware appliance or server software based on your business needs.

Flexible User Counts

- You can now add incremental user subscriptions to reach a desired user count at any time. This allows you to align your subscriptions in a more granular way with the number of users on your network.

System Licensing

- You can now license users as required and then distribute those licenses to all your appliances or servers when running multiple units as a system (Split-Mode).

These changes provide more functionality without removing any capabilities and are not hardware/software specific. All of these features are enabled on SonicWALL's backend systems through MySonicWALL.

Components of the New Licensing Model

The new Email Security licensing model has the following components:

Base Model

- Either a SonicWALL Email Security appliance or server software license

Email Protection Subscription

- Anti-spam and anti-phishing subscription, which includes software technical support. For the primary unit, the subscription includes firmware updates, upgrades, and Advance Exchange hardware replacement. This subscription is required, and the number of users you protect with this subscription determines the number of users who are licensed for the entire system.

Optional Subscriptions

- Email Anti-virus Protection (SonicWALL Time Zero and McAfee or Kaspersky)
- Email Compliance Module

Remote Analyzer Hardware Maintenance Subscription (Split-Mode Only)

- Includes firmware updates and upgrades, and Advance Exchange hardware replacement for Remote Analyzers

See the Sample Scenario Section at the end of this document for a description of when these components are applied.

Changes to the MySonicWALL interface

The following changes to the MySonicWALL interface support the new licensing mode:

A new "**Multiple Activation Key Entry**" feature. When registering a new unit or renewing the subscriptions for an existing unit, you can now enter multiple activations keys at once. Using this feature, you can "stack" or combine multiple user licenses to achieve a specific user count.



Tech Note

The Multiple Activation Key Entry looks like this:

Renew Service

Enter an Activation Key and Submit or Click the Shopping cart to buy Activation keys online.

Multiple activations can be performed by adding keys for the same service separated by a comma.

Activation Key:

A new **“Product Association”** feature. You will see a new “Associated Products” section on the Service Status page for an individual appliance or server software. This section is used for multi-unit configurations (Split-Mode) to enable system licensing. Users running a single appliance (All-in-One Mode) do not use system licensing.

The Associated Products section looks like this:

ASSOCIATED PRODUCTS	
Child Product Type	Registered
Secondary Control Center	0
Remote Analyzer	0

Use the Associated Products section to associate multiple units together as part of a system license. This section enumerates the Secondary Control Centers and Remote Analyzers associated with a Primary Control Center.

A new table interface for subscription service simplifies and streamlines the renewal and upgrade process. The table displays the results of the renewal or upgrade before the user makes a selection.

The new table interface looks like this:

Service Status	
<input type="radio"/> Email Protection Subscription (Anti-Spam and Anti-Phishing)	
Current Status	Status Upon Order Completion
Current Expiration Date: Dec 7 2007	Expiration Date on Order Completion: Apr 14 2010 Clients Licenses on Order Completion: 25
<input type="radio"/> Email Protection Subscription (Anti-Spam and Anti-Phishing)	
Current Status	Status Upon Order Completion
Current Expiration Date: Dec 7 2007	Expiration Date on Order Completion: Apr 23 2008 Clients Licenses on Order Completion: 2025

Using the New Licensing Features

You must have Email Security version 6.0 or later to use these new features. If you do not wish to use system licensing, you are not required to change anything until your Control Center license expires.



Tech Note

Flexible User Counts

Use the new “Multiple Activation Key Entry” feature when registering or renewing. You can now enter multiple activation keys at one time. You can also stack user licenses or add user count packages incrementally to reach a desired user count.

Examples:

125 users = 100 users + 25 users

325 users = 250 users + 50 users + 25 users

800 users = 750 users + 50 users

To use this feature

1. Obtain the licenses that match the desired user count for a subscription.
2. Enter the activation key for each license in the “Activation Key” field under the “Renew Service” section for existing units or the “New Service” section for new units.

Each activation key increments the user count for the subscription until the desired total is reached. All active subscriptions must have the same user count across a system license.

The screenshot shows the MySonicWALL user interface. The top navigation bar includes the SonicWall logo, the user name 'Usha Sanagala', and a 'Logout' button. A left sidebar contains navigation links for Home, My Products, My Client Licenses, My Account (Personal Info, Preferences), My Groups (User Group, User List, Product Group), My Orders (View Cart, Auto-Renewal, Service Cotermination, Order History), Reports, and Downloads (Download Center, Free Downloads, My Downloads, Download Signatures).

The main content area is titled 'Status - Email Protection Subscription (Anti-Spam and Anti-Phishing)'. It displays the following details:

Product Name:	primarycc
Serial Number:	004010222F96
License Key:	SAE-220-018-080-601-13C-9A5-CE9-C29
Activation Status:	Enabled
Expiration Date:	1 May 2008
Number Of Licenses:	Unlimited

A 'BACK' button is located below the details. Below this is the 'Renew Service' section, which contains the text: 'Enter an Activation Key and Submit or Click the Shopping cart to buy Activation keys online.' A red box highlights this section, which also includes the instruction: 'Multiple activations can be performed by adding keys for the same service separated by a comma.' The 'Activation Key' input field contains the text 'ETUKR2L5'. To the right of the input field is a 'BUY' button with a shopping cart icon. Below the input field is a 'SUBMIT' button.

NOTE: The Multiple Activation Key Entry feature is only supported on MySonicWALL at this time. It will be supported on the product interface.



Tech Note

System Licensing

System Licensing applies only to multi-unit configurations (Split-Mode).

In Split-Mode, you can license as many users as required on the Control Center and automatically distribute the licenses to all of the other units in the system. Use the new "Associate Products" section on MySonicWALL to create a link between your units and your Control Center.

To Create Associations with MySonicWALL

Go to the Service Management page on mySonicWALL.com.

1. Ensure all Email Security units are registered on MySonicWALL.com
2. Identify the primary Control Center (CC) and click on this device on mySonicWALL.com. SonicWALL recommends that you select the appliance furthest from expiration, because the license for the whole system will be based on this date.
3. In the Associated Products section of the page, choose the desired product type, either Remote Analyzer or Secondary Control Center.

ASSOCIATED PRODUCTS	
Child Product Type	Registered
Secondary Control Center	0
Remote Analyzer	0

4. Using the drop-down menu, select the unit that will be Remote Analyzer or Secondary CC, and click on the associate button.

ASSOCIATE NEW PRODUCTS	
Serial Number:	0040102215BD - SecondaryCC ▾
	0040102215BD - SecondaryCC

5. Repeat the previous two steps for each of the units to be associated with the primary control center.

Now all of the units are part of a system. Remote Analyzers and Secondary Control Centers automatically inherit their subscription licensing from the primary Control Center.

When you select a Remote Analyzer or Secondary Control Center, you can see the parent, or primary unit.

PARENT PRODUCT			
Parent Product Type	Friendly Name	Serial Number	
Primary Control Center	primarycc	004010222F96	Remove

Renewals and Upgrades

You can now renew or upgrade licenses at any time. SonicWALL has enhanced the renewal and upgrade interface in MySonicWALL with a new table interface that simplifies and streamlines the renewal and upgrade process. When adding a new license to an existing deployment, you see a table that clearly specifies how the license will be applied. You can see the results of a choice before you make a final selection. For example:



Tech Note

Service Status	
<input type="radio"/> Email Protection Subscription (Anti-Spam and Anti-Phishing)	
Current Status	Status Upon Order Completion
Current Expiration Date: Dec 7 2007	Expiration Date on Order Completion: Apr 14 2010 Clients Licenses on Order Completion: 25
<input type="radio"/> Email Protection Subscription (Anti-Spam and Anti-Phishing)	
Current Status	Status Upon Order Completion
Current Expiration Date: Dec 7 2007	Expiration Date on Order Completion: Apr 23 2008 Clients Licenses on Order Completion: 2025

In this particular example, the administrator has an expired system with 2000 users and is applying a new license for an additional 25 users. The administrator can continue with 25 licenses for the next 2 years (a renewal), or have 2025 licenses for the next 9 days (an upgrade). All services must be licensed for the same number of users. The primary user count is determined by the number of users protected by the Anti-Spam license. All other services must be licensed for the same number of users.

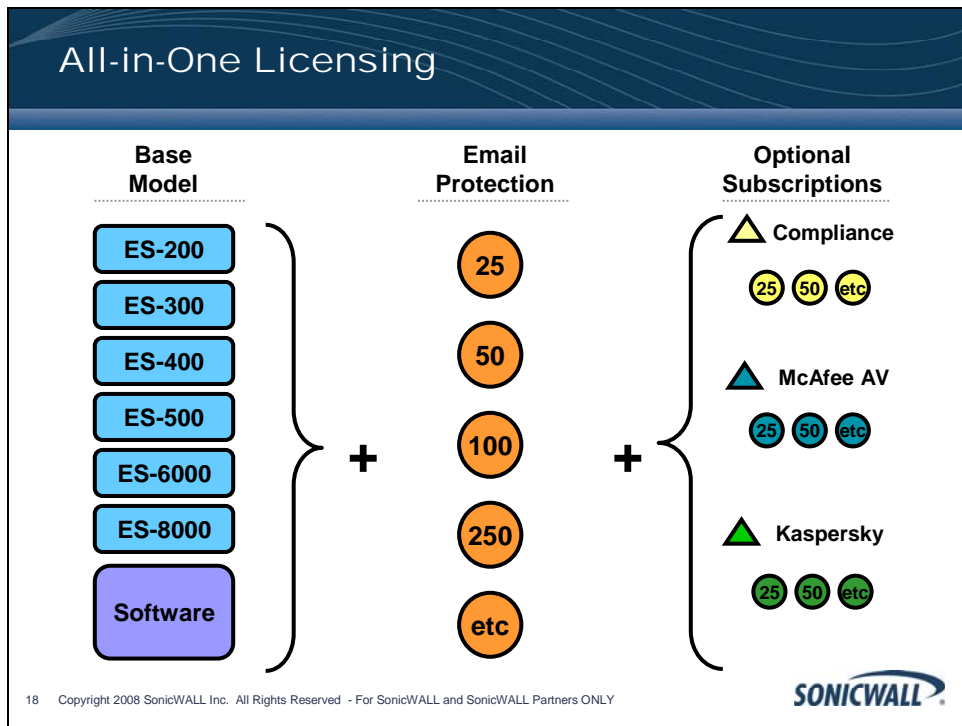
Sample Scenarios

Scenario #1 – All-in-One Configuration

Greenfield deployment for an All-in-One configuration (single unit)

The customer needs to make the following decisions when purchasing an All-in-One configuration:

- Desired base model (either hardware appliance or server software)
- Desired user count and duration
- Which optional services to purchase



Tech Note

In this scenario, the customer has chosen to purchase the following:

- A hardware appliance with RAID features
- Email Protection subscription service for 125 users for 1 year
- An additional anti-virus subscription

To complete this scenario, the customer follows these steps:

1. Purchases an ES-400, the entry-level hardware appliance with RAID feature
2. Obtains licenses for the following:
 - 1x Email Protection Subscription and Dynamic Support 8x5 - 100 Users - 1 Server (1 Year)
 - 1x Email Protection Subscription and Dynamic Support 8x5 - 25 Users - 1 Server (1 Year)
 - 1x SonicWALL Email Anti-Virus (Kaspersky and SonicWALL Time Zero) - 100 Users - 1 Server (1 Year)
 - 1x SonicWALL Email Anti-Virus (Kaspersky and SonicWALL Time Zero) - 25 Users - 1 Server (1 Year)
3. Using the "Multiple Key Entry Feature" on MySonicWALL, the customer enters the activation keys for the Email Protection module and for the Email Anti-Virus module.

The ES-400 is now licensed for 125 users for Email Protection and Email Anti-Virus for a period of 1 year.

Scenario #2 – Split-Mode Configuration

Customer has a Split-Mode configuration:

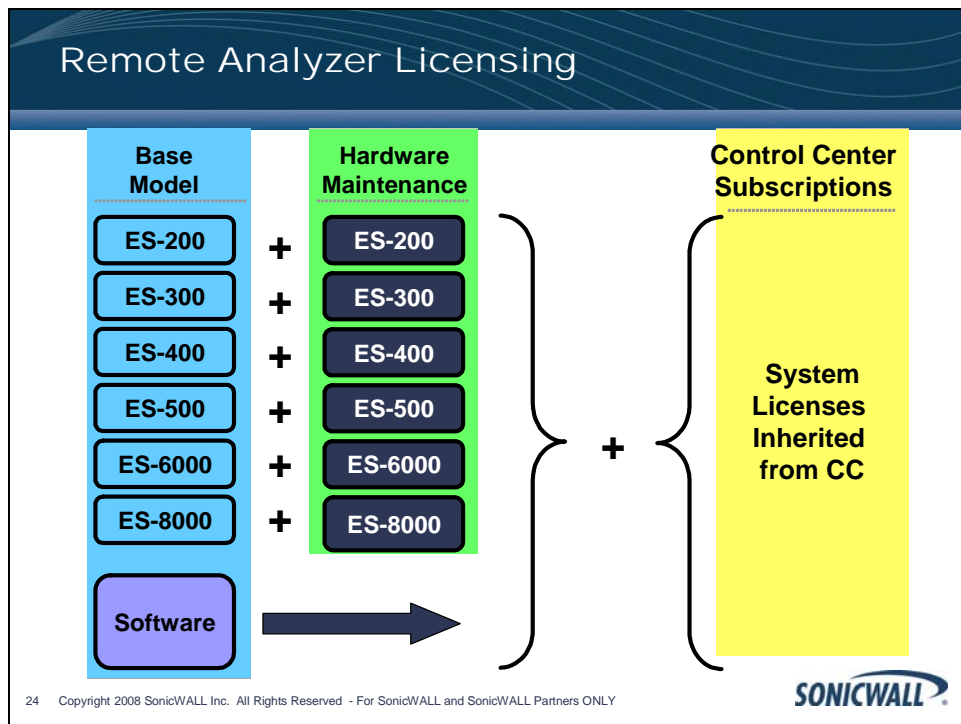
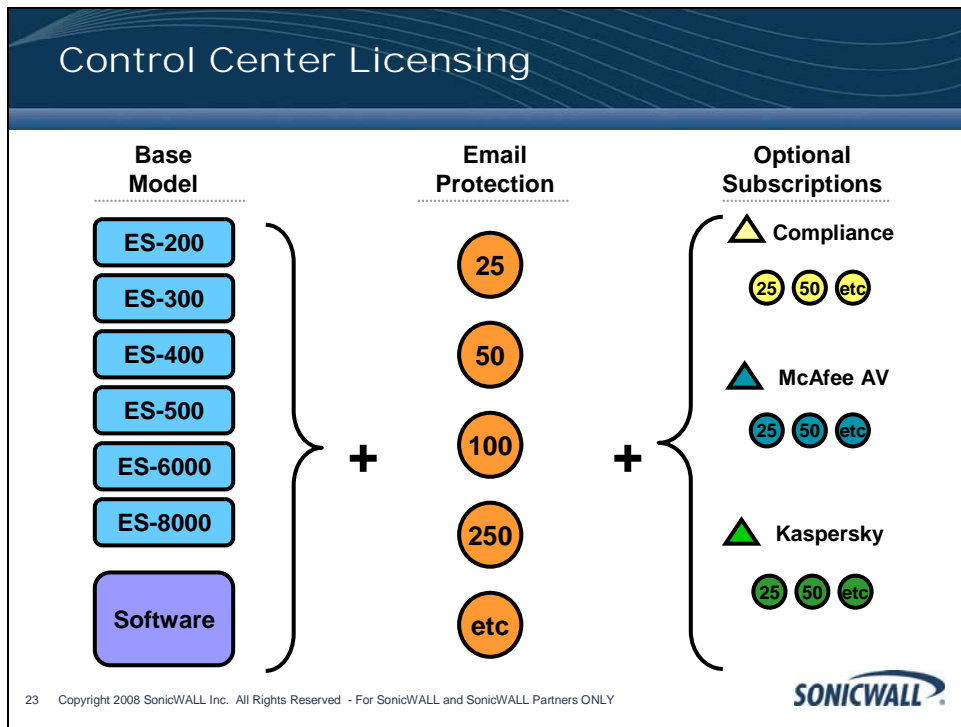
- One Control Center, three Remote Analyzers, all of which are ES 8000 Appliances
- Current subscriptions for Email Protection and Dynamic Support; Compliance; and McAfee Anti-Virus
 - All subscriptions services are licensed for 5000+ users
 - All subscriptions services are valid until June 20, 2008

The customer needs to make the following decisions when renewing subscription services on June 19th, 2008:

- User count
- Which services to renew
- Whether to take advantage of system licensing
- Whether to purchase optional RA Hardware Maintenance subscription



Tech Note



In this scenario, the customer decides to do the following:

- Downgrade to 2000 users
- Renew all services for 1 year
- Take advantage of system licensing
- Purchase RA Hardware Maintenance subscriptions



Tech Note

To complete this scenario, the customer follows these steps:

1. System Licensing – Customer selects the Primary Control Center and associates the Remote Analyzers using the “Associate Product” method.
2. Downgrade – Customer obtains licenses for the following:
 - 1x Email Protection Subscription and Dynamic Support 24X7 - 2000 Users - 1 Server (1 Year)
 - 1x SonicWALL Email Compliance Subscription - 2000 Users - 1 Server (1 Year)
 - 1x SonicWALL Email Anti-Virus (McAfee and SonicWALL Time Zero) - 2000 Users - 1 Server (1 Year)
3. Using the standard renewal process, the customer enters the license keys.
4. As part of a system, the Remote Analyzers automatically inherit their subscriptions from the primary Control Center.
5. For the Remote Analyzers, the customer purchases the following hardware maintenance subscriptions:
 - 3x SonicWALL Email Security 400 Remote Analyzer Hardware Maintenance - 1 Appliance (1 Year)

The system is now licensed for 2000 users for Email Protection, Email Compliance, and Email AV for a period of 1 year. The system consists of one Control Center and three Remote Analyzers, all of which are ES 8000 Appliance. Each Remote Analyzer inherits its subscription licenses from the primary Control Center, with the additional license for hardware maintenance for 1 year.

Conclusion

SonicWALL has introduced a new Email Security Licensing Model designed to increase flexibility and scalability of the model for all users. Key new elements of this model are (1) Decoupling of User Licenses from Appliances / Server Software, (2) Flexible User Counts, and (3) System Licensing. These enhancements give you more flexibility in your hardware choices, and enable you to add additional users or new hardware more easily.

If you have any questions not answered by this document, please send email to ESLicenses@sonicwall.com.

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