

SonicWall® Secure Mobile Access SMA 500v for ESXi Virtual Appliance 10.0

Getting Started Guide

SONICWALL®

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Introduction

- [Overview](#)
- [Before You Begin](#)
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Overview

This Getting Started Guide contains installation procedures and configuration guidelines for deploying the SonicWall SMA 500v for ESXi Virtual Appliance on a server on your network. The SMA 500v for ESXi includes a software appliance, which has been preinstalled and preconfigured for VMware environments, and allows for the secure and easy development of SMA 500v for ESXi Virtual Appliance solutions within a virtual environment.

The SMA 500v for ESXi provides the following benefits:

- Scalability and Redundancy
 - Multiple virtual machines can be deployed as a single system, enabling specialization, scalability, and redundancy.
- Operational Ease
 - Users can virtualize their entire environment and deploy multiple machines within a single server or across multiple servers.
- Product Versatility
 - SMA 500v for ESXi is compatible with other SonicWall platforms either as a stand-alone (All-in-One) unit, control center, or remote analyzer.
- Security
 - SMA 500v for ESXi provides an optimized, non-tamperable software and hardware architecture.

Before You Begin

Topics:

- [Supported Platforms](#) on page 5
- [Requirements](#) on page 5
- [Files for Installation](#) on page 6
- [Creating a MySonicWall Account](#) on page 6

Supported Platforms

The elements of basic VMware structure must be implemented prior to deploying the SMA 500v for ESXi. The following VMware platforms are supported:

- ESXi 5.0 and higher

You can use the following client applications to import the image and configure the virtual settings:

- **VMware vSphere**—Provides infrastructure and application services in a graphical user interface for ESXi, included with ESXi. Provides Thick Provisioning when deploying a SMA 500v for ESXi.

Requirements

The following are the minimum requirements for the SMA 500v for ESXi:

- **2 GB RAM**

This is the minimum amount of RAM needed by the SMA 500v for ESXi operating system to meet the product performance and capacity specifications. A smaller amount of RAM can be configured, but is not recommended.

- **1 CPU**

This is the default number of CPUs provisioned in the SMA 500v for ESXi. The minimum required number of CPUs is 1.

- **2 GB Hard Disk space**

- **Internet access** (for communication between the and the SonicWall Licensing Manager)

Files for Installation

i | **NOTE:** You will use different files for a fresh installation than when updating to a newer version.

SMA 500v for ESXi is available for download from <http://www.MySonicWall.com>. For a fresh install, download the OVA file with a filename similar to the following format. This file is available for import and deployment to your ESXi server:

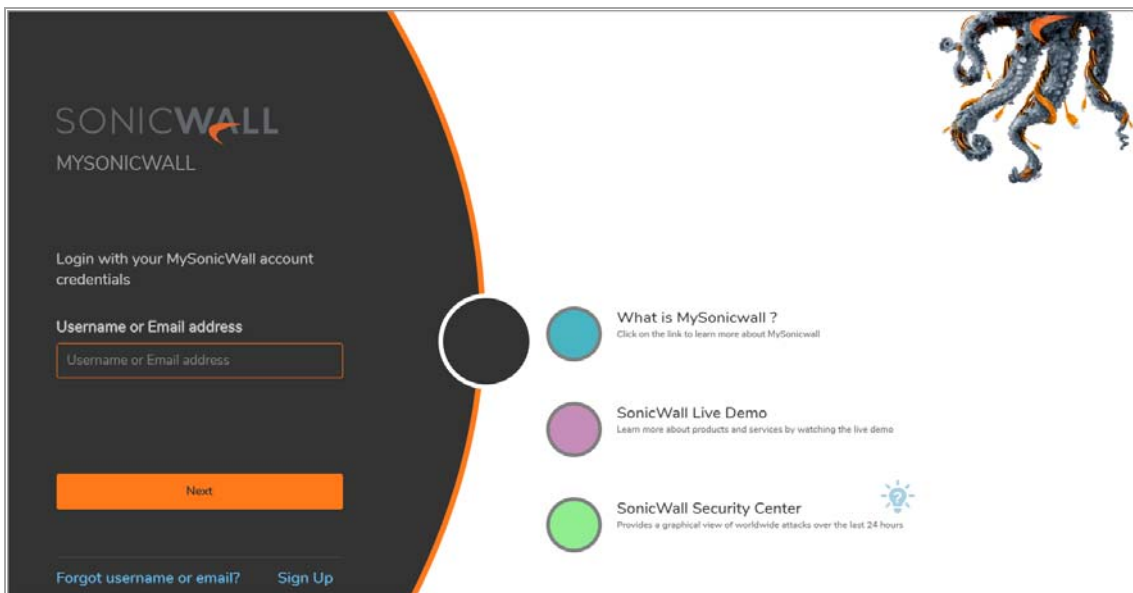
```
sw_smavm_eng_10.X.X.X_10.X.X._p_XXsv_XXXXXX.ova
```

Creating a MySonicWall Account

A MySonicWall account is required for product registration. If you already have an account, log in and continue to the [Registration](#) section.

To create a MySonicWall account:

- 1 In your browser, navigate to <http://www.MySonicWall.com>.
- 2 In the login screen, click the **Sign Up** link.



- 3 Complete the account information, including email and password.

i | **NOTE:** Your password should be at least eight characters, but no more than 30 characters.
- 4 Enable two-factor authentication if desired.
- 5 If you enabled two-factor authentication, select one of the following authentication methods:
 - **Email (one-time passcode)** where an email with a one-time passcode is sent each time you log into your MySonicWall account.
 - **Microsoft/Google Authentication App** where you use a Microsoft or Google authenticator application to scan the code provided. If you are unable to scan the code, you can click on a link for a secret code.
- 6 Click **CONTINUE** to go to the **Company** page.

- 7 Complete the company information and click **CONTINUE**.
 - 8 On the **Your Info** page, select whether you want to receive security renewal emails.
 - 9 Identify whether you are interested in beta testing new products.
 - 10 Click **CONTINUE** to go to the **Extras** page.
 - 11 Select whether you want to add additional contacts to be notified for contract renewals.
 - 12 If you opted for additional contacts, input the information and click **ADD CONTACT**.
 - 13 Click **DONE**.
 - 14 Check your email for a verification code and enter it in the **Verification Code*** field. If you did not receive a code, contact Customer Support by clicking the link.
 - 15 Click **DONE**. You are returned to the login window so you can login into MySonicWall with your new account.
- i** | **NOTE:** MySonicWall registration information is not sold or shared with any other company.

Installing the SMA 500v for ESXi Virtual Appliance

The SMA 500v for ESXi Virtual Appliance is installed by deploying an OVA file to your ESXi server. Each OVA file contains all software components related to the SMA 500v for ESXi.

You can deploy the OVA files as needed for your SMA 500v for ESXi environment. The SMA 500v for ESXi can be configured for a single server or in a distributed environment on multiple servers.

This section contains the following topics:

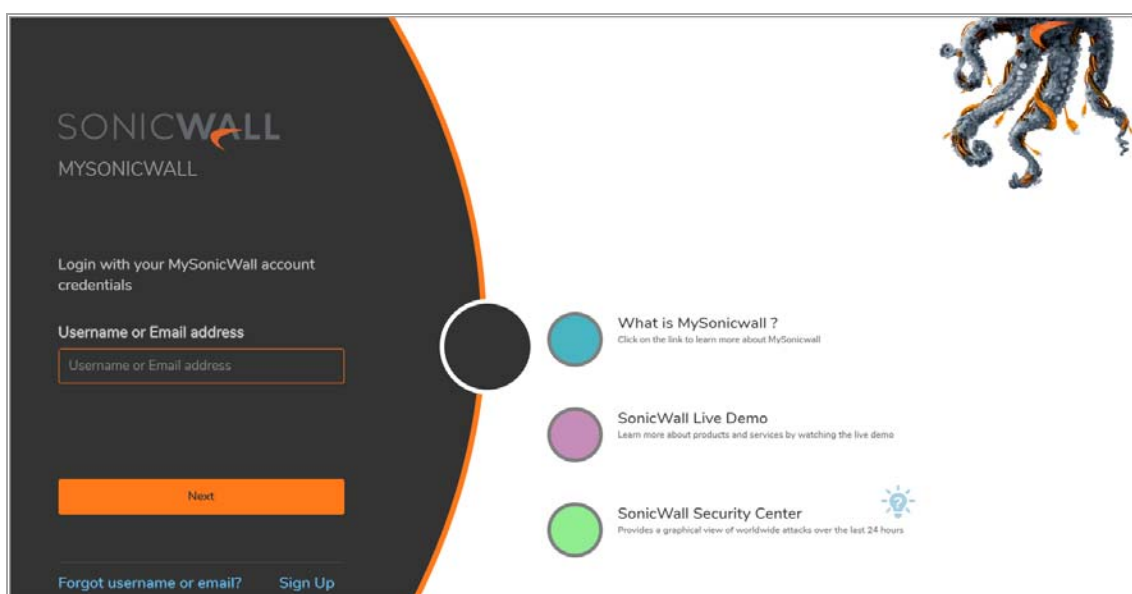
- [Downloading the SMA 500v for ESXi Virtual Appliance Software](#) on page 8
- [Installing the SMA 500v for ESXi](#) on page 10

Downloading the SMA 500v for ESXi Virtual Appliance Software

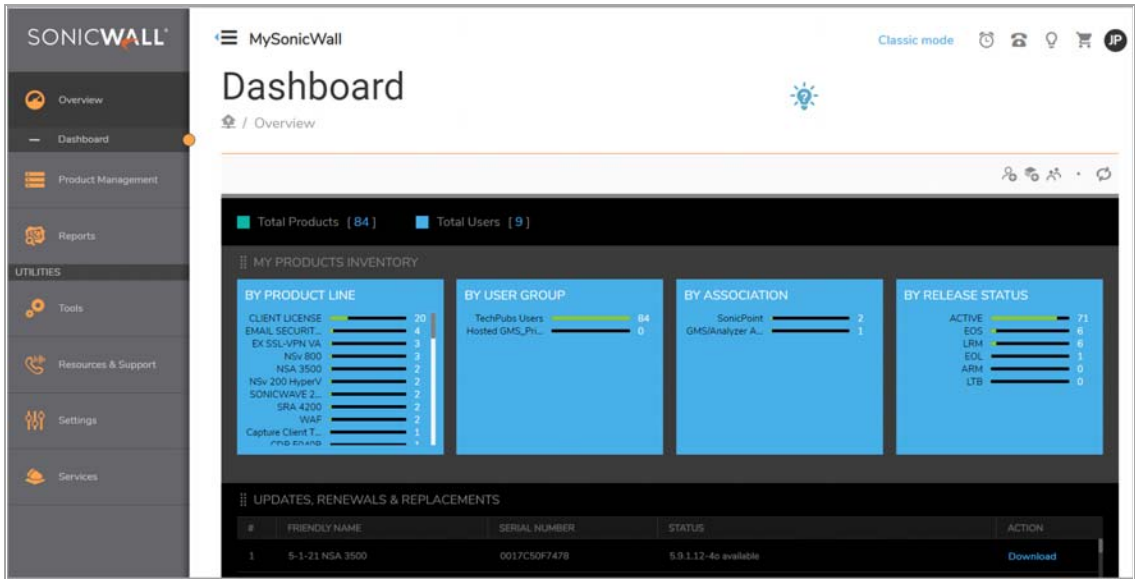
This section details the process for downloading the SMA 500v for ESXi software from MySonicWall. After purchasing SMA 500v for ESXi, you will receive an email with a serial number and Authentication Code. Log in to MySonicWall, go to **My Downloads**, and complete the steps that follow. If you do not have a MySonicWall account, you can easily create one. Refer to [Creating a MySonicWall Account](#) on page 6 for more information.

To complete the download process:

- 1 Navigate to www.MySonicWall.com.



- 2 Enter your **Username or Email** and **Password** in the required fields, then click **LOGIN**. The MySonicWall page displays the following screen:



- 3 Click **My Downloads** in the left-pane menu under **Resources & Support**. The My Downloads page is displayed.
- 4 From the button bar, narrow selections by choosing from **Recent Releases**, **Select a Product**, **Language**, **Firmware or Documentation**, and the **Version** you would like to download.
- 5 Click the **Select a Product** drop-down list, go to **SRA**, and select **SMA 500v for ESXi Virtual Appliance Base Firmware**.
- 6 In the Available Software list, click **SMA 500v for ESXi Virtual Appliance Base Firmware**.
- 7 Save the SMA 500v for ESXi Virtual Appliance OVA image to your computer.

Installing the SMA 500v for ESXi

You can deploy an OVA file using the vSphere client that comes with ESXi. For vSphere, point your browser to your ESXi server, and click **Download vSphere Client**.



VMware ESXi
Welcome

Getting Started

If you need to access this host remotely, use the following program to install vSphere Client software. After running the installer, start the client and log in to this host.

- [Download vSphere Client for Windows](#)

To streamline your IT operations with vSphere, use the following program to install vCenter. vCenter will help you consolidate and optimize workload distribution across ESX hosts, reduce new system deployment time from weeks to seconds, monitor your virtual computing environment around the clock, avoid service disruptions due to planned hardware maintenance or unexpected failure, centralize access control, and automate system administration tasks.

- [Download VMware vCenter](#)

If you need more help, please refer to our documentation library:

- [vSphere Documentation](#)

You are running Dell Customized Image ESXi 5.1.0 Update 1 A00 (based on ESXi 5.1.0 VMKernel Release Build 1065491)

- [Click here to visit support.dell.com](#)

For Administrators

vSphere Remote Command Line

The Remote Command Line allows you to use command line tools to manage vSphere from a client machine. These tools can be used in shell scripts to automate day-to-day operations.

- [Download the Virtual Appliance](#)
- [Download the Windows Installer \(exe\)](#)
- [Download the Linux Installer \(tar.gz\)](#)

Web-Based Datastore Browser

Use your web browser to find and download files (for example, virtual machine and virtual disk files).

- [Browse datastores in this host's inventory](#)

For Developers

vSphere Web Services SDK

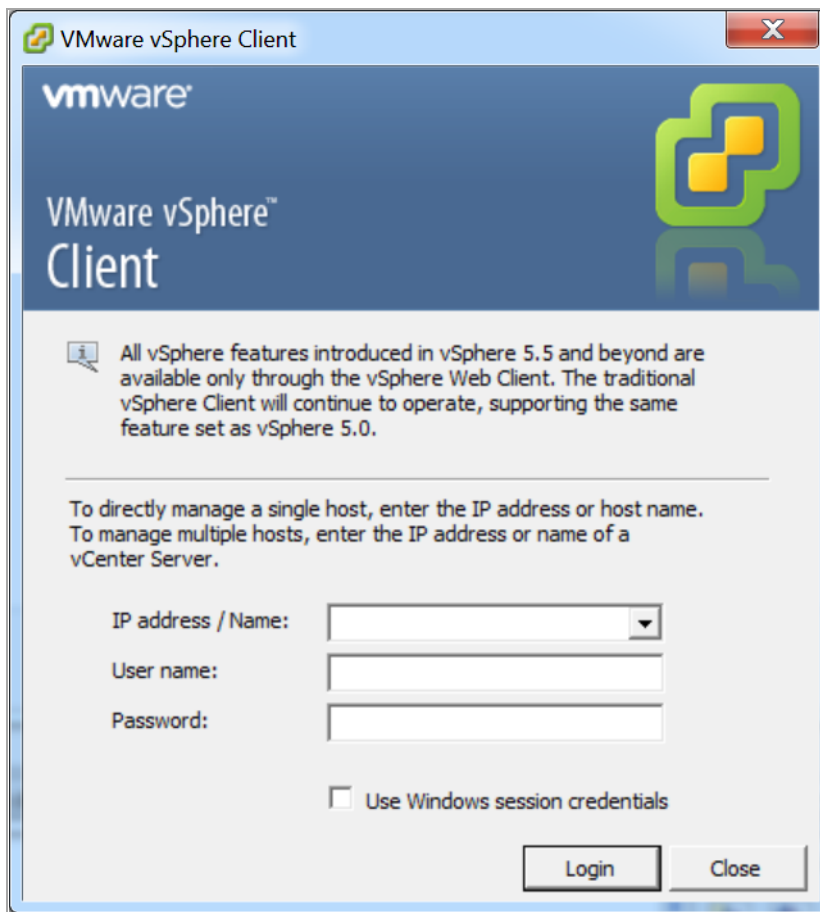
Learn about our latest SDKs, Toolkits, and APIs for managing VMware ESX, ESXi, and VMware vCenter. Get sample code, reference documentation, participate in our Forum Discussions, and view our latest Sessions and Webinars.

- [Learn more about the Web Services SDK](#)
- [Browse objects managed by this host](#)

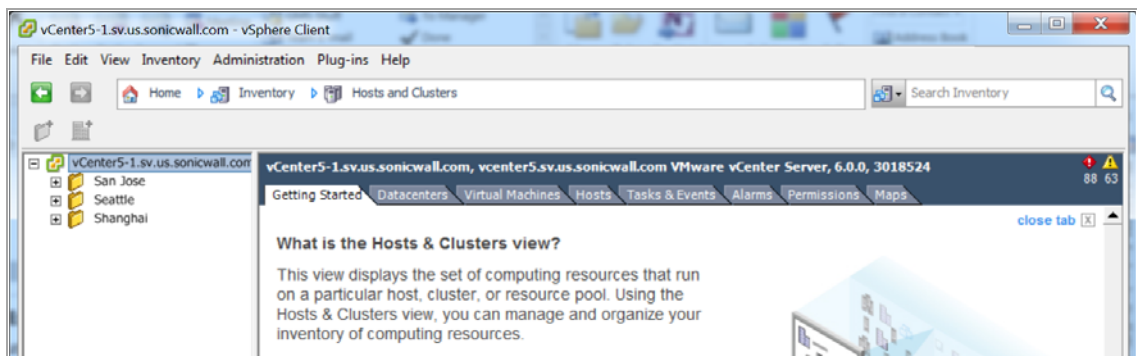
To perform a fresh install of the SMA 500v for ESXi using the vSphere client:

- 1 Download the OVA file (similar to the file name format: `sw_smavm_eng_10.X.X.X_10.X.X._p_XXsv_XXXXXX.ova`) from MySonicWall to a system that is accessible to your ESXi server.

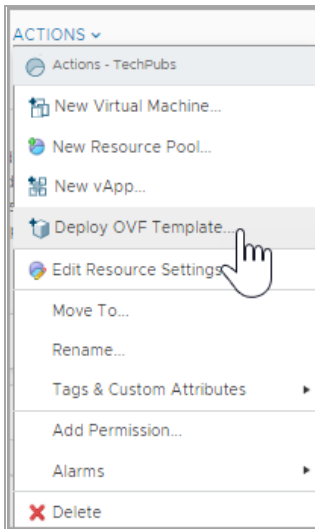
- 2 Launch vSphere and use it to log on to your ESXi server.



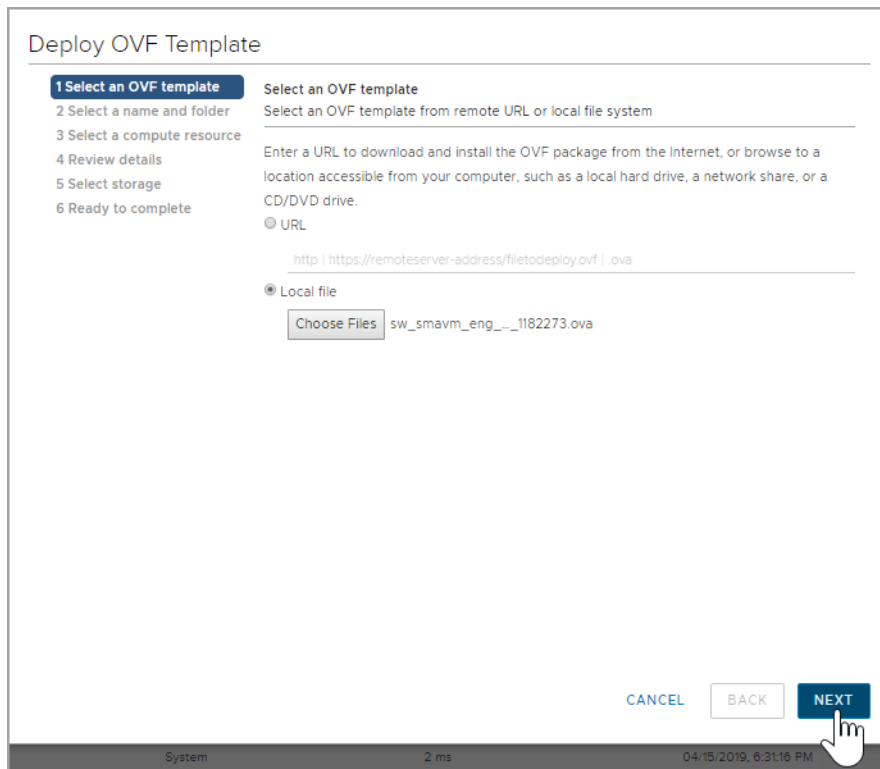
- 3 From the Home screen, click the Inventory icon to display the virtual appliances running on your ESXi server.



- To begin the import process, click **Actions** and select **Deploy OVF Template**.



- In the Source screen of the Deploy OVF Template window, under **Local file** click **Choose Files** and then select the OVA file to import or type the URL of the OVA file. Click **Next**.



- In the **Select name and folder** screen, verify the information about the selected file. Change the default virtual machine name to a friendly name of your choice, click the location you would like to install this virtual machine. To continue, click **Next**.
- In the **Select a compute resource screen**, verify the destination compute resource for this operation. Then, click **Next**.

- 8 After validating your settings, you can **Review details**. If all checks out, click **Next**. Click **Back** if you would to make changes.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- 4 Review details**
- 5 License agreements
- 6 Select storage
- 7 Select networks
- 8 Ready to complete

Review details
Verify the template details.

Publisher	Symantec Class 3 SHA256 Code Signing CA (Trusted certificate)
Product	SonicWall SMA 500v Virtual Appliance
Version	10.0.0.0
Vendor	SonicWall Inc.
Description	The SonicWall Secure Mobile Access (SMA) 500v Virtual Appliance provides mobile and remote workers using smartphones, tablets or laptops with fast, easy, policy-enforced access to mission-critical applications, data and resources, without compromising security.
Download size	122.6 MB
Size on disk	198.6 MB (thin provisioned) 20.0 GB (thick provisioned)

CANCEL BACK NEXT

- 9 In the **End User Product Agreement** screen, read the agreement, and click **I accept all license agreements**. Then, click **Next**.
- 10 If using ESXi4, in the Disk Format screen, select either **Thin provisioned format** or **Thick provisioned format**. Thick provisioned format allocates the maximum storage space on disk immediately, while Thin provisioned format allocates a small amount immediately and allocates extra storage as needed, up to the maximum.

If using ESXi5, in the Disk Format screen, select:

- **Thick Provision Lazy Zeroed** - Thick provisioned Lazy Zeroed format allocates the maximum storage space on disk immediately, but the blocks aren't actively zeroed out.
- **Thick Provision Eager Zeroed** - Thick provisioned Eager Zeroed format allocates the maximum storage space on disk immediately and all allocated blocks are immediately zeroed out. Eager zeroing is slightly faster than Lazy zeroing because it doesn't have to periodically zero out blocks when more storage is needed.

- **Thin Provision** - Thin provisioned format allocates a small amount immediately and allocates extra storage as needed, up to the maximum.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- ✓ 5 License agreements
- 6 Select storage
- 7 Select networks
- 8 Ready to complete

Select storage
Select the storage for the configuration and disk files

Encrypt this virtual machine (No encryption policies available)

Select virtual disk format: Thick Provision Lazy Zeroed ▼

VM Storage Policy: Thick Provision Lazy Zeroed

Name	Capacity	Used	Free	Typ
Compellent-SonicOS-01	5 TB		7 GB	VM
Compellent-SonicOS-03	2 TB	3.43 TB	209.35 GB	VM
Compellent01-GMS-Dev-...	3.2 TB	6.68 TB	1.03 TB	VM
Compellent3-ES-CICD-01	4 TB	7.53 TB	2.06 TB	VM
Compellent3-MSW01	8 TB	1.88 TB	6.12 TB	VM
Compellent3-MSW02	7 TB	3.75 TB	3.81 TB	VM
Compellent3-SonicOS-01	4 TB	2.76 TB	2.36 TB	VM

Compatibility

✓ Compatibility checks succeeded.

CANCEL
BACK
NEXT

- 11 In the **Select networks** screen, map the networks used in the OVF template to networks in your inventory.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- ✓ 5 License agreements
- ✓ 6 Select storage
- 7 Select networks
- 8 Ready to complete

Select networks
Select a destination network for each source network.

Source Network	Destination Network
SRA Virtual Appliance X0 Interface	10.203.26.X
SRA Virtual Appliance X1 Interface	10.203.26.X
SRA Virtual Appliance X2 Interface	10.203.26.X

3 items

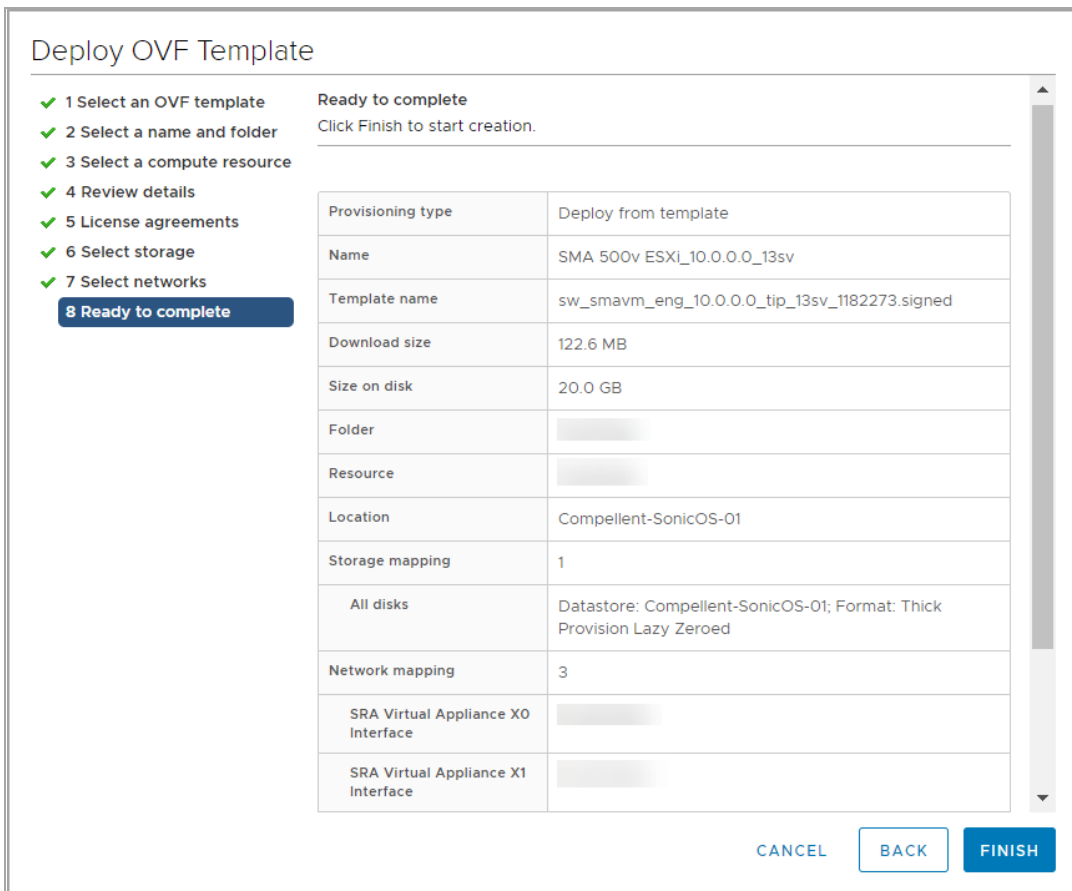
IP Allocation Settings

IP allocation: Static - Manual

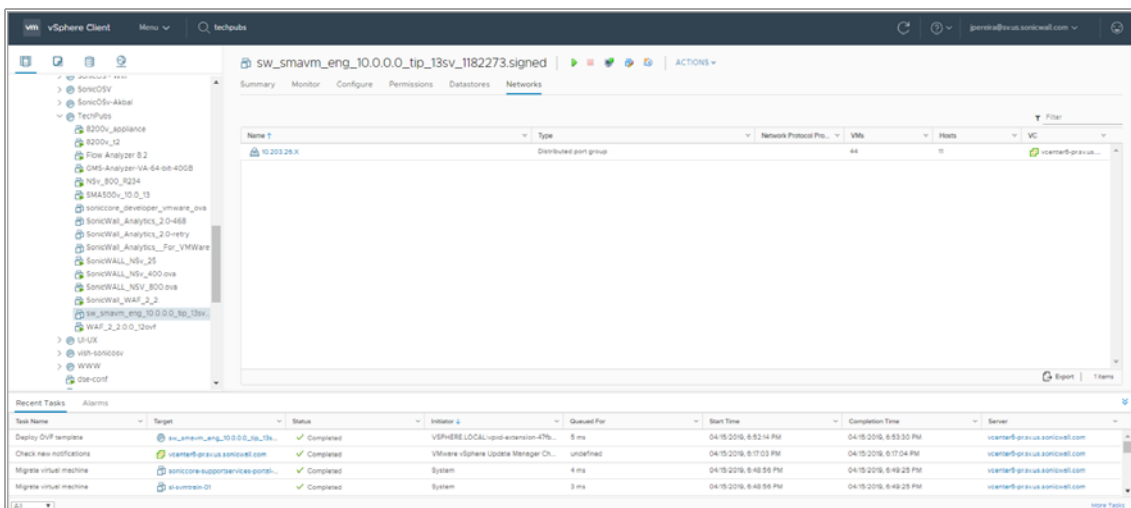
IP protocol: IPv4

CANCEL
BACK
NEXT

- 12 In the **Ready to complete** screen, review and verify the displayed information. To begin the deployment with these settings, click **Finish**. Otherwise, click **Back** to navigate back through the screens to make a change.



- 13 When the deployment is completed, click **Finish** in the Deployment Completed Successfully dialog box. The name of the new SMA 500v for ESXi appears in the left pane of the vSphere window.



Using the SMA 500v for ESXi Virtual Appliance

- [Configuring the SMA 500v for ESXi Virtual Appliance](#)
- [Registering Your Appliance](#)
- [Using the 30-day Trial Version](#)
- [Upgrading Your Appliance](#)

Configuring the SMA 500v for ESXi Virtual Appliance

This section describes how to power on and configure basic settings on the SMA 500v for ESXi Virtual Appliance, including virtual hardware settings and networking settings.

Topics:

- [Powering the Virtual Appliance On or Off](#) on page 17
- [Using the Command Line Interface](#) on page 17
- [Configuring Settings on the Appliance Web Interface](#) on page 20

Powering the Virtual Appliance On or Off

There are multiple ways to power the SMA 500v for ESXi on or off:

- Right-click the SMA 500v for ESXi in the left pane and navigate to **Power > Power On** or **Power > Power Off** in the right-click menu.
- Select the SonicWall SMA 500v for ESXi Virtual Appliance in the left pane and then click **Power on the virtual machine** or **Shut down the virtual machine** on the Getting Started view in the right pane.
- Select the SonicWall SMA 500v for ESXi Virtual Appliance in the left pane and then click **Power On** or **Shut down guest** on the Summary view in the right pane.

Using the Command Line Interface

The Command Line Interface (CLI) is a text-only mechanism for interacting with a computer operating system or software by typing commands to perform specific tasks. It is a critical part of the deployment of the SMA 500v for ESXi Virtual Appliance, where basic networking needs to be configured from the console.

While the physical SMA 500v for ESXi Virtual Appliance has a default IP address and network configuration that requires a client's network settings to be reconfigured to connect, as the network settings in the VMware virtual environment might conflict with the SonicWall defaults. The CLI utility remedies this by allowing basic configuration of the network settings when deploying the SMA 500v for ESXi Virtual Appliance.

After the SMA 500v for ESXi Virtual Appliance firmware has fully booted, a login prompt is displayed.

To access the CLI, login as admin. The password is the same as the password for the "admin" account configured on the appliance. The default is password.

```
sslvpn login: admin
Password: <password>
```

If an incorrect password is entered, the login prompt is displayed again. If the correct password is entered, the CLI is launched.

NOTE: The User input used in the examples highlighted in red indicates text entered by the user, there is no coloring of text done on the actual CLI.

Basic system information and network settings are displayed along with the main menu.

The main menu has six selections:

- [Setup Wizard](#) on page 18
- [Reboot](#) on page 19
- [Restart SSL VPN Services](#) on page 19
- [Logout](#) on page 19
- [Save TSR to Flash](#) on page 19
- [Display EULA](#) on page 19

Setup Wizard

This option launches a simple wizard to change the basic network settings, starting with the X0 IP Address, X0 subnet mask, default gateway, primary and secondary DNS, and the hostname. The following CLI output illustrates an example where each field is changed:

```
X0 IP Address (default 192.168.200.1): 192.168.200.201
X0 Subnet Mask (default 255.255.255.0): 255.255.0.0
Default Gateway (default 192.168.200.2): 192.168.200.1
Primary DNS: 10.50.128.52
Secondary DNS (optional, enter "none" to disable): 4.2.2.2
Hostname (default sslvpn): sra4200

New Network Settings:
X0 IP Address:      192.168.200.201
X0 Subnet mask:    255.255.0.0
Default Gateway:   192.168.200.1
Primary DNS:       10.50.128.52
Secondary DNS:     4.2.2.2
Hostname:          sra

Would you like to save these changes (y/n)?
```

If a field is not filled out, the prior value is retained, allowing you to change only a single field. After each field has been prompted, the new network settings are shown and a confirmation message is given for the user to review and verify the changes before applying them. The following shows the result when you save the changes:

```
Would you like to save these changes (y/n)? y
Saving changes...please wait....
Changes saved!
Press <Enter> to continue...
```

After saving the changes, press **Enter** to return to the original display of the **System Information and Network Settings**. Verify that the changes have taken effect.

If no changes are saved, a message displays. Pressing **Enter** returns to the initial display of the **System Information and Network settings**.

NOTE: When applying settings that change the IP address, there could be a delay of up to five seconds as the interface settings are updated.

Reboot

Selecting this option displays a confirmation prompt, and then reboots:

```
Reboot
Are you sure you want to reboot (y/n)?
```

Restart SSL VPN Services

This option displays a confirmation prompt, and then restarts the Web server and the related SSL-VPN daemon services. This command is equivalent to issuing the Easy Access Ctrl restart command.

```
Restart SSL-VPN Services
Are you sure you want to restart the SSL-VPN services (y/n)? y

Restarting SSL-VPN services...please wait.
Stopping SMM: [ OK ]
Stopping Firebase :[ OK ]
Stopping FTP Session:[ OK ]
Stopping HTTPD: [ OK ]
Cleaning Apache State: [ OK ]
Stopping Graphd :[ OK ]

Cleaning Temporary files.....
Starting SMM: [ OK ]
Starting firebase: [ OK ]
Starting httpd: [ OK ]
Starting ftpsession: [ OK ]
Starting graphd: [ OK ]

Restart completed...returning to main menu...
```

Logout

The logout option ends the CLI session and returns to the login prompt.

 **NOTE:** The X0 interface is the only interface configurable through the CLI. Currently, configuring any other interfaces using the CLI on a SonicWall SMA 500v for ESXi Virtual Appliance is not supported.

Save TSR to Flash

Saves the Technical Support Report to flash memory on the SMA 500v for ESXi Virtual Appliance.

Display EULA

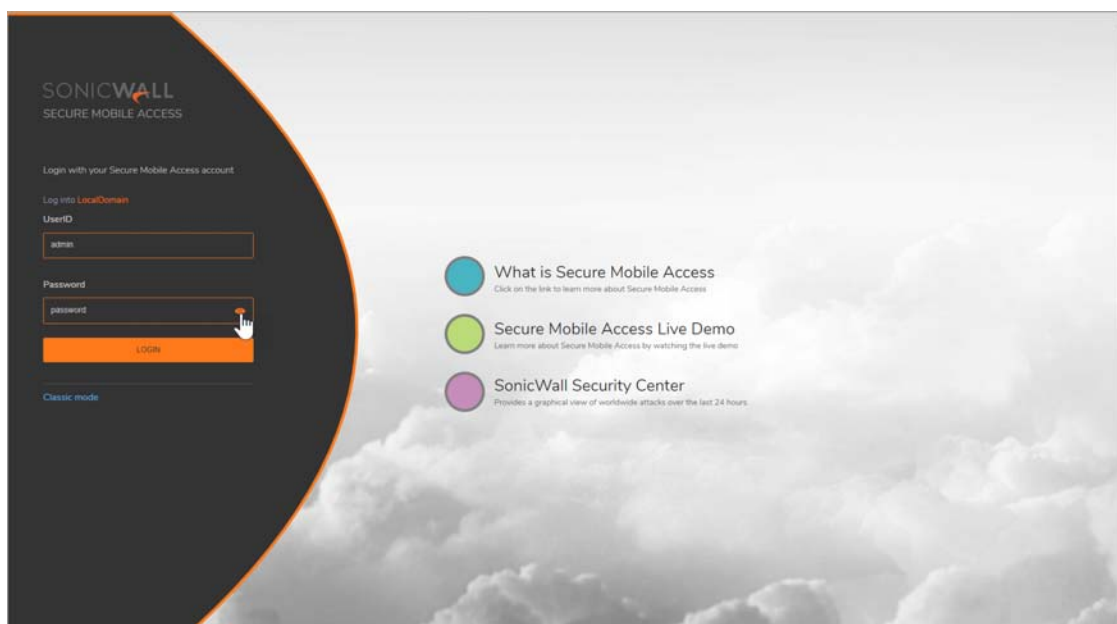
Displays the End User License agreement associated with the SMA 500v for ESXi Virtual Appliance.

Configuring Settings on the Appliance Web Interface

This section provides procedures to configure the remaining appliance settings as you would for the SonicWall SMA 500v for ESXi Virtual Appliance hardware appliance.

To complete the host configuration:

- 1 Launch a browser and enter the URL of the virtual appliance.
- 2 On the appliance interface login page, type in the default credentials and then click **Login**.



The default credentials are:

User - *admin*

Password - *password*

After you log in, the SMA 500v for ESXi Virtual Appliance management interface is displayed.

The screenshot displays the SonicWall SMA 500v Status page. The interface includes a left-hand navigation menu with options like System, Network, and Services. The main content area is titled 'Status' and features a warning banner at the top. Below the banner, there are four main sections: System Information, Licenses & Registration, Latest Alerts, and Network Interfaces.

Warning: Some unauthenticated SMTP agents or log messages and one-time passwords can be sent. Enable Web Application Firewall Protection.

SYSTEM INFORMATION

Model	SMA 500v
Serial Number	[REDACTED]
Authentication Code	[REDACTED]
Firmware Version	10.0.0.0-13v
Safemode Version	6.0.0.0
CPU (Utilization)	Intel(R) Xeon(R) CPU E5-2690 v3 @ 2.60GHz x 1 cores (1%)
Total Memory	2.1 GB RAM (34%), 20GB Disk
System Time	2019/04/15 19:10:17
Up Time	0 Days 00:07:50
Active Users	1 User(s)
Anonymous Sessions	0

LICENSES & REGISTRATION

User License	1 Users (0 in use)
ViewPoint	Not Licensed
Analyzer	Not Licensed
Web Application Firewall	Licensed
End Point Control	Licensed
Geo IP & Botnet Filter	Licensed
Capture Advanced Threat Protection	Not Licensed

Your SonicWall appliance is registered. Please check with SonicWall for information about new features and firmware upgrades for your appliance.

LATEST ALERTS

DATE/TIME	USER	MESSAGE
No Data		
Total: 0 items		

NETWORK INTERFACES

NAME	IP ADDRESS	IPv6 ADDRESS	LINK STATUS
X0	[REDACTED]	fe80:250:56ff:fe91:141	1000 Mbps - Full Duplex
X1	[REDACTED]	fe80:250:56ff:fe91:7ff	1000 Mbps - Full Duplex
X2	[REDACTED]	fe80:250:56ff:fe91:f17	1000 Mbps - Full Duplex
Total: 3 items			

3 Configure your settings for the SMA 500v for ESXi.

Registering Your Appliance

This section contains information about registering your SMA 500v for ESXi Virtual Appliance.

You must purchase a license and register your SMA 500v for ESXi before first use. Registration is performed using the appliance management interface. When registration is completed, SMA 500v for ESXi will be licensed and ready to use. For the 30-Day Trial Virtual Appliance registration process, refer to [Registering the 30-day Trial Virtual Appliance](#) on page 24.

SMA 500v for ESXi provides user-based licensing. By default, the virtual appliance comes with a five-user license. Extra licenses can be added in 5, 10, and 25 user denominations, up to a maximum that allows for 50 concurrent user sessions.

Licensing is controlled by SonicWall's license manager service, and customers can add licenses through their MySonicWall accounts. Unregistered units support the default license allotment for their model, but the unit must be registered in order to activate additional licensing from MySonicWall.

License status is displayed in the SMA 500v for ESXi Virtual Appliance management interface, of the **Licenses & Registration** section of the **System > Status** page.

Communication with the SonicWall Licensing Manager is necessary while using the SMA 500v for ESXi Virtual Appliance, and requires Internet access.

If a user attempts to log in to the Virtual Office portal and there are no more available user licenses, the login page displays the error, "No more User Licenses available. Please contact your administrator." The same error is displayed when a user launches the NetExtender client and all user licenses are in use. These login attempts are logged then with a similar message in the log entries, displayed in the **Log > View** page. You can add user licenses if this occurs regularly. For occasional spikes in remote access needs, you can purchase a Spike License to temporarily increase the number of remote users your virtual appliance can support. See the *SonicWall Secure Mobile Access Administrator's Guide* for more information.

To register your SMA 500v for ESXi:

- 1 Log in to your SMA 500v for ESXi. The **System > Status** page displays.
- 2 Navigate to the **System > Licenses** page.
- 3 Under the Manage Security Services Online heading, click **Activate, Upgrade, or Renew services**. On the **License Management** screen that appears, enter your MySonicWall.com account username and password in the appropriate fields. Click **Submit**.
- 4 The Administration section displays. Enter the **Serial Number, Authentication Code, and Friendly Name** for your SonicWall appliance. Click **Submit** to finish the registration process.
- 5 You have successfully registered your SMA 500v for ESXi. Click **Continue** to view the Manage Licenses screen or continue configuring other settings within the appliance.

Using the 30-day Trial Version

The SMA 500v for ESXi Virtual Appliance is offered in a 30-day Trial version. The installation, registration, and functionality of the 30-Day Trial appliance is the same as the full SMA 500v for ESXi, except for differences noted below in Deployment Considerations. An email is sent from the SonicWall License Manager to warn you when your trial is near its expiration date.

To upgrade to the full version:

- Purchase the full SMA 500v for ESXi.
- Export your settings from the 30-day Trial version.
- Install and register the full SMA 500v for ESXi.
- Import your settings.

You must install the SMA 500v for ESXi software before registering your 30-Day Trial. For more information on obtaining the software, see [Downloading the SMA 500v for ESXi Virtual Appliance Software](#) on page 8.

Topics:

- [Deployment Considerations](#) on page 23
- [Registering the 30-day Trial Virtual Appliance](#) on page 24
- [Converting a Free Trial License to Full License](#) on page 25

Deployment Considerations

The following is a list of deployment considerations for the 30-day Trial version:

- The SMA 500v for ESXi is disabled after 30 days.
- A maximum of two concurrent users are allowed to login to the appliance.
- Trial versions of Web Application Firewall are activated during registration.
- No paid add-on licenses or services can be added.
- Communication with the SonicWall Licensing Manager is required during the entire trial period.
- It is recommended to save a copy of your appliance's configuration settings before upgrading to the actual version of the SMA 500v for ESXi.

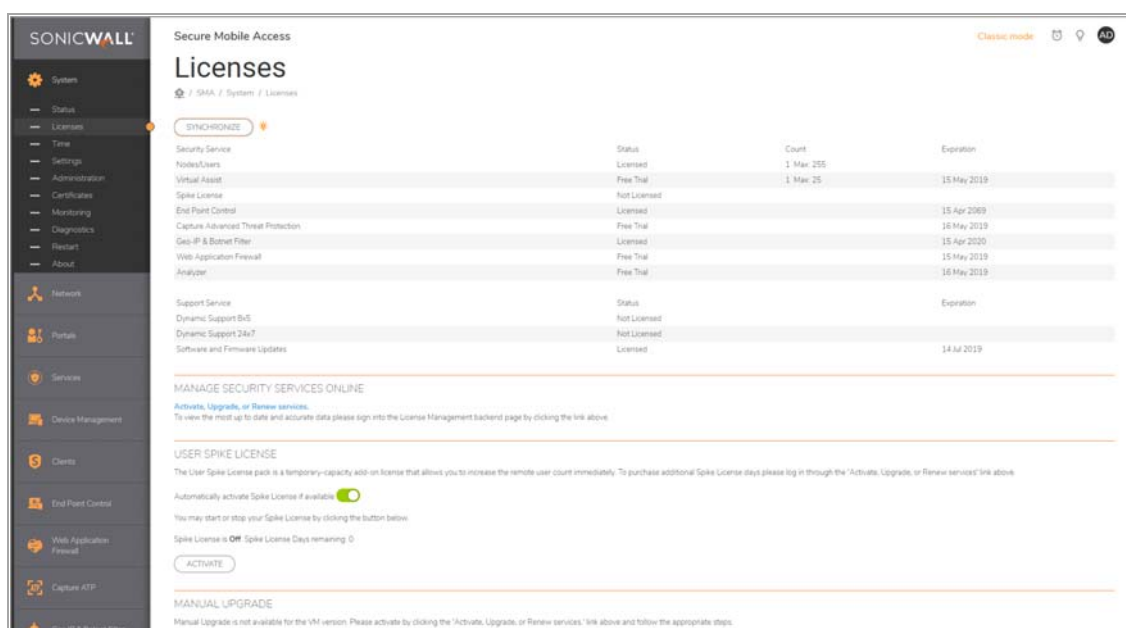
Registering the 30-day Trial Virtual Appliance

This section details registration of the SonicWall 30-day Trial Virtual Appliance.

NOTE: Before starting the registration process, contact SonicWall Sales to obtain a serial number and authorization code.

To register the 30-day Trial:

- 1 Log in to your SMA 500v for ESXi Virtual Appliance.
- 2 Navigate to the **System > Licenses** page.



- 3 Click the **Activate, Upgrade, or Renew services** link.

The screenshot shows the 'License Management' login form. At the top, it says 'System / Licenses' and 'Licenses/'. There is a 'Synchronize' button with a refresh icon. The main heading is 'License Management'. Below this, there are two input fields: 'MySonicWALL username/email:' and 'Password:'. A 'Submit' button is located below the password field. At the bottom, there is a link: 'Forgot your Username or Password?'.

- 4 Enter your MySonicWall account name and password, then click **Submit**.
- 5 Enter the **Serial Number, Authentication Code**, and a **Friendly Name**.
- 6 Click **Submit**.
- 7 When the registration confirmation page displays, click **Continue**.

Converting a Free Trial License to Full License

An SMA 500v for ESXi instance installed as a 30-day free trial can easily be converted to a full production licensed SMA 500v for ESXi instance.

To convert your free trial to a production version:

- 1 Purchase an SMA 500v for ESXi license from a distributor. You should receive a fulfillment email with the new serial number and authentication code.
- 2 Log in to SMA on your free trial instance.
- 3 Navigate to the **System > Licenses** page.
- 4 Under **Manage Security Services Online**, click **Activate, Upgrade, or Renew services** and log in to your MySonicWall account.
- 5 Navigate to your My Products page, and select the free instance of the SMA 500v for ESXi you would like to unregister. Click **Deregister**.
- 6 Click **OK** in the confirmation dialog. The SMA 500v for ESXi returns to the unregistered state.
- 7 In MySonicWall, click to **Register** a new instance.
- 8 Enter the **Serial Number** and **Authentication Code** you received after purchasing your SMA 500v for ESXi instance. Your SMA 500v for ESXi is now registered.

Upgrading Your Appliance

Topics:

- [Obtaining the Latest Image Version](#) on page 26
- [Exporting a Copy of Your Configuration Settings](#) on page 26
- [Uploading a New Image](#) on page 27

Obtaining the Latest Image Version

To obtain a new SMA 500v for ESXi image file for your security appliance:

- 1 Go to www.MySonicWall.com and connect to your MySonicWall account.

i **NOTE:** If you have already registered your SMA 500v for ESXi and you chose to be notified when new firmware updates are available on the **System > Settings** page, you are automatically notified of any updates available for your model.

- 2 Copy the new SMA 500v for ESXi image file to a directory on your management station. For the Virtual Appliance, this is a file such as:

```
sw_smavm_eng_10.X.X.X_10.X.X_p_XXsv_XXXXXX.ova
```

Exporting a Copy of Your Configuration Settings

Before beginning the update process, export a copy of your SMA 500v for ESXi Virtual Appliance configuration settings to your local machine. The Export Settings feature saves a copy of your current configuration settings on your SMA 500v for ESXi, protecting all your existing settings in the event that it becomes necessary to return to a previous configuration state.

To save a copy of your configuration settings and export them to a file on your local management station, click **Export Settings** on the **System > Settings** page and save the settings file to your local machine. The default settings file is named `sslvpnSettings.zip`.

i **NOTE:** To more easily restore settings in the future, rename the .zip file to include the version of the SMA 500v for ESXi image from which you are exporting the settings.

Uploading a New Image

SMA 500v for ESXi Virtual Appliances do not support downgrading an image and using the configuration settings file from a higher version. To downgrade to a previous version of a SMA 500v for ESXi image, you must create a new Virtual Machine or load a snapshot taken earlier.

To upload a new SMA 500v for ESXi Virtual Appliance image:

- 1 Download the SMA 500v for ESXi image file and save it to a location on your local computer.
- 2 Select **Upload New Firmware** from the **System > Settings** page. Browse to the location where you saved the SMA 500v for ESXi Virtual Appliance image file, select the file, and click **Upload**. The upload process can take up to one minute.
- 3 When the upload is complete, you are ready to reboot your SMA 500v for ESXi with the new SMA 500v for ESXi Virtual Appliance image. Do one of the following:
 - To reboot the image with current preferences, click the boot icon for **New Firmware**.
 - To reboot the image with factory default settings, click the boot icon for **New Firmware** and select the check box to **Boot with factory default settings**.

i **NOTE:** Be sure to save a backup of your current configuration settings to your local computer before rebooting the SonicWall SMA 500v for ESXi Virtual Appliance with factory default settings, as described in [Exporting a Copy of Your Configuration Settings](#).

- 4 A warning message dialog displays that reads, “Are you sure you wish to boot this firmware?” Click **OK** to proceed. After clicking **OK**, do not power off the device while the image is being uploaded to the hard disk.
- 5 After successfully uploading the image to your SMA 500v for ESXi, the login screen displays. The updated image information displays on the **System > Settings** page.

Support

- [SonicWall Support](#)

SonicWall Support

Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract and to customers who have trial versions.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. To access the Support Portal, go to <https://www.SonicWall.com/support>.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- View video tutorials
- Access MySonicWall
- Learn about SonicWall professional services
- Review SonicWall Support services and warranty information
- Register for training and certification
- Request technical support or customer service

To contact SonicWall Support, visit <https://www.SonicWall.com/support/contact-support>.

About This Document

Legend



WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.



CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.



IMPORTANT, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

SMA 500v for ESXi Getting Started Guide
Updated - May 2019
Software Version - 10.0
232-004893-00 Rev. A

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For more information, visit <https://www.sonicwall.com/legal>.

End User Product Agreement

To view the SonicWall End User Product Agreement, go to: <https://www.sonicwall.com/en-us/legal/license-agreements>. Select the language based on your geographic location to see the EUPA that applies to your region.

Open Source Code

SonicWall is able to provide a machine-readable copy of open source code with restrictive licenses such as GPL, LGPL, AGPL when applicable per license requirements. To obtain a complete machine-readable copy, send your written requests, along with certified check or money order in the amount of USD 25.00 payable to "SonicWall Inc.", to:

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Milpitas, CA 95035