

Introduction

This site is a live public showcase for the Virtual Assist feature of SonicWALL's SSL-VPN appliances. The demonstration site was updated on May 21st, 2008, and runs the new 3.0 firmware. The appliance is connected to the public Internet on separate, protected interfaces of a SonicWALL NSA 2400 Security Appliance hardware failover pair. The NSA 2400's are licensed for all Unified Threat Management (UTM) services, including Gateway Anti-Virus, Anti-Spyware, Content Filtering and Intrusion Prevention. As the appliances are designed to work together, all users of the SSL-VPN appliances are protected via these licensed UTM services.

Site Overview

The site is fully functional and is set up to allow users to act as both the "Technician" and the "Customer", in order to test the capabilities of Virtual Assist from both perspectives. The Technician email capability can and will send real emails to the Customer. The site is licensed for up to 25 concurrent Technician/Customer sessions and is available at all times to SonicWALL customers, resellers, and distributors. Virtual Assist can be used to provide remote control capability to a customer's system running Windows 2000 SP4 or newer, Windows XP SP1 or newer, and Windows Vista or newer. The Virtual Assist applet allows the Technician to control, converse, and file transfer with the Customer's system. This feature is particularly valuable when dealing with remote customers/employees who are experiencing issues on their system and in cases where it is simply easier to take control and fix the issue as the customer watches.

This system is provided as an instructive and educational resource to SonicWALL resellers, distributors and customers – please do not intentionally alter or attempt to destroy the settings (for more information please see the Developers Note at the end of this document).

All access to and from the live demo sites is logged and monitored – intentional attempts to alter or destroy the system will be backtraced and all relevant evidence will be turned over to state and federal agencies for prosecution. If you have an issue with your usage of this system being logged and monitored do not utilize any of the system components.

Accessing the Site

You can access the site from anywhere via <https://virtualassist.demo.sonicwall.com>, or through the main site at <http://livedemo.sonicwall.com>.

Requirements

It's recommended you access the site from a Windows-based system using Microsoft Internet Explorer 6.0 or newer as the NetExtender component is ActiveX-based and will only run on Windows-based system. However, you may access the site with other browsers such as Firefox, Navigator, Safari, and Opera.

Your web browser ***must*** be configured for the following:

- Allow pop-ups from <https://virtualassist.demo.sonicwall.com>
- JavaScript enabled
- ActiveX enabled
- Cookies enabled
- SSL enabled



Tech Note

REQUIREMENTS, CONTINUED

- Sun Java version 1.3.1 or newer installed, Sun Java 5.0 update 10 or newer is recommended
- You can get the newest Sun Java installation package at: <http://www.java.com>

Site Logins

For all devices, the username is 'demo' and the password is 'password', regardless of where prompted. The Virtual Assist 'assistance code' is 'password'.

Tips for Users

- **Test out Technician capability** – log into the site using the username of 'demo' and a password of 'password'. When the portal appears click on the 'Virtual Assist' button to start the applet. When prompted, say yes/ok to all installation prompts until the applet initializes. When you are ready, enter the customer's real email address and wait until they get the email and accept the link contained in the email. When they do, you will see them listed as a waiting session in the applet. Click on the user's name to launch the Virtual Assist applet and take control of their system.
- **Test out customer capability** -- the Technician will ask you for a working, valid email address and then will send you an email link asking you for permission to take control of your system. Click on the live link in the email to install the applet. When prompted, say yes/ok to all installation prompts until the applet initializes and allow the Technician to take remote control of your system.
- **Test out chat feature** – click on the Chat icon on the top left of the applet to start a private, encrypted chat session with the Technician. Close the session when you are done.
- **Test out file transfer capability** -- click on the File Transfer icon on the top left of the applet to start a private, encrypted session with the Technician. Test file transfer connectivity in both directions. Close the session when you are done.

About NetExtender

The NetExtender component, when chosen, will download and install an ActiveX-based applet to your Windows system that will provide low-level access to the demo site, much like a standard VPN client would do. If you do not want this software installed, or you do not fully understand the implications of this, please do **not** install and run NetExtender.

Note: SonicWALL provides this resource as a sales and learning tool for customers, resellers, distributors and internal employees. Do not attempt to alter or change anything in the environment, and leave it as you found it when you are done. Please note that most functions on the internal servers are disabled to prevent misuse and the servers are reset on a regular basis

Tech Note

To Learn More

You can find detailed information on the SSL-VPN appliances here:

http://www.sonicwall.com/us/products/Secure_Remote_Access.html

User and Administrator guides for the SSL-VPN appliances can be found here:

<http://www.sonicwall.com/us/support/289.html>

The FAQ for the SSL-VPN appliances can be found here:

http://www.sonicwall.com/downloads/SSL-VPN_200_2000_4000_FAQ.pdf

The Virtual Assist guide can be found here:

http://www.sonicwall.com/downloads/SSL_VPN_2.5_Virtual_Assist.pdf

Developers Note

Even though the server images are locked, snapshotted, and will erase all changes during the automated reboot schedule each day, it's still not cool to just go and wreck the settings because you can. Yes, I could have just locked down all the settings and provided only minimal interaction, but doing so made for an almost pointless demonstration. I created the live demo sites so resellers and distributors could show customers our appliances processing live, actual data, instead of a lifeless flash demonstration. I did this mostly because I understand that many of you don't have the time or resources to set up demo environments of your own. Please respect this and use accordingly....and if you have any suggestions on how we can make this demonstration site better, please contact me at: dparry@sonicwall.com.

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