CSC-MA 1.7.3 to NSM

Migration Guide

SONICWALL®

Contents

Introduction

This document describes the process of migrating from Capture Security Center to Network Security Manager. This is a recommended upgrade which can be scheduled based on availability of slots.

- This is a mandatory upgrade from Capture Security Center 1.7.3.
- Migration happens in the background.
- Migration can be scheduled based on available slots, which helps customers to move from CSC 1.7.3 to NSM seamlessly.
- Migration will be made available for customers in phases. Not all tenants get a chance to migrate at the same time.
- In each phase, selected set of tenants will get an opportunity to migrate.
- Migration notification will be made available for selected set of tenants in Capture Security Center.

Considerations

Migrating to Network Security Manager is a mandatory process, which can be scheduled based on available slots. The migration process happens in the background without user intervention. During the migration process, the user is logged off.

***To perform the migration:***

1. The tenant should be CSC 1.7.3.
2. Some features related to Capture Security Center 1.7.3 will not be migrated.
3. Group/ View Level Configurations that are available in Capture Security Center 1.7.3 will not be migrated.
4. You need to have a MySonicWall account.

Creating MySonicWall Account

You need to have a validate MySonicWall account to use NSM. A MySonicWall account is critical to receiving the full benefits from SonicWall security services, firmware updates, and technical support. MySonicWall is used to license your site and to activate or purchase licenses for other security services specific to your security solution.

To create a new MySonicWall account from any computer:

1. Navigate to https://www.mysonicwall.com.
2. In the login screen, click **Sign Up**.
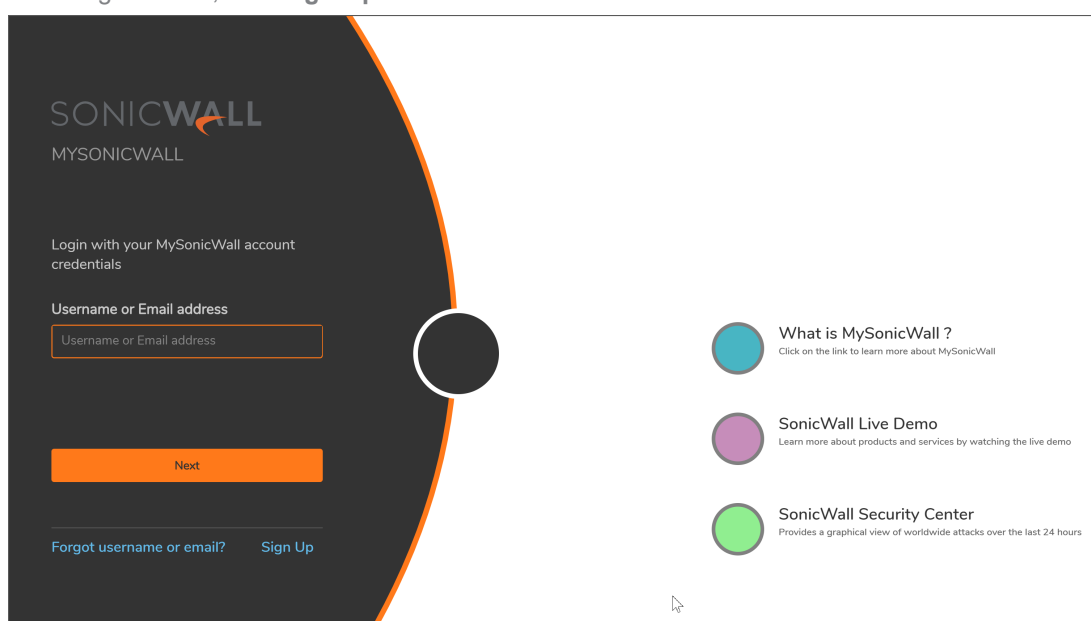
3. Enter your email address and choose a password that meets the security requirements.
4. From the drop-down menu select how you want to use two-factor authentication.
5. Finish CAPTCHA and click on **Continue** to go the Company page.
6. Fill your company information and click **Continue**.
7. On the **YOUR INFO** page, complete the details and select your preferences.
8. Click **Continue** to go to the **EXTRAS** page.
9. Select whether you want to add additional contacts to be notified for contract renewals.

10. To set up additional contacts:

    a. Input the **First name**.

    b. Input the **Last name**.

    c. Add the **Email address** for that person

    d. Click **Add Contact**.

11. Select whether you want to add tax information.

12. If providing tax information:

    a. In the **Reseller for** field, select the state from the drop-down menu.

    b. Add your **Federal Tax ID**.

    c. Add the **Expiry (expiration) Date**.

    d. Enter the **Certificate ID**.

    e. Click on **ADD TAX ENTRY**.

13. Select whether you want to add your distributor information.

14. To set up the distributor information:

    a. Input the **Distributor Name**.

    b. Input the C**ustomer Number**.

    c. Click **Add Distributor**.

15. Click **Finish**.

16. 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 on the support link.

Scheduling the Migration

Upgrade to Network Security Manager is a mandatory procedure. You will get a pop-up message when they log in to CSC-MA 1.7.3, click **Schedule Now** and select an available slot to upgrade, or you can select **Remind Me Later** and schedule the upgrade to a later time. The migration process runs in the background and does not need user intervention.
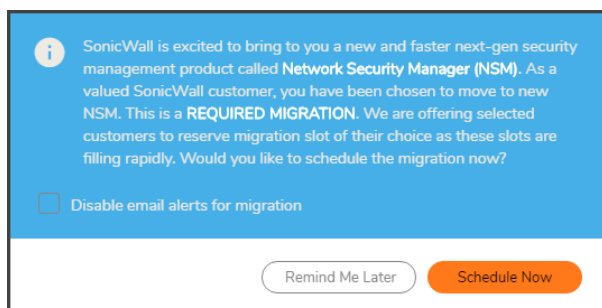
Migration can be done in one go or in batches based on the number of devices in your inventory.

NOTE: If your device inventory cannot be migrated in a single instance, you will get a message to perform migration in batches.

If you are performing partial migration, you can select which devices to migrate first based on availability.

Scheduling the migration:

1. Log in to Capture Security Center

2. Click **Management**.

3. In the pop-up, click **Schedule Now**.
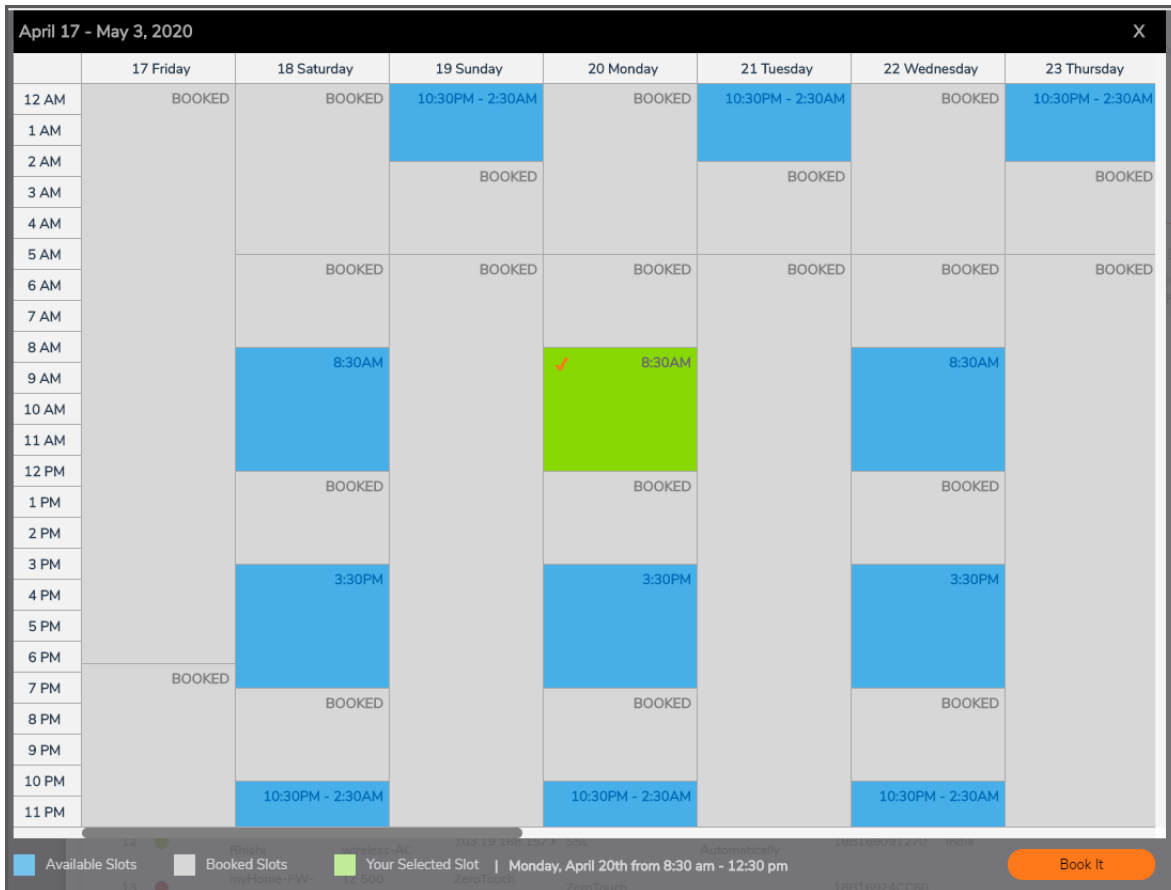
4. Select an available slot from the table. Selected slot turns green.
5. Click **Book It**.
6. After scheduling the upgrade, a timer with remaining days will be shown at the top of the screen.
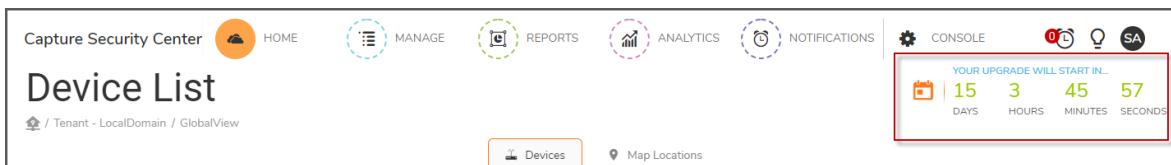
7. The administrator will immediately receive the date on which the migration is scheduled. The administrator will also receive periodic updates about the migration.
8. You can reschedule the migration three days before the scheduled time. The migration process cannot be rescheduled when less than three days available for migration.
9. The migration process happens in background on the scheduled time.

10. If the migration process fails, contact **Technical Support**.

11. If the migration is successful, you will receive **Migration was successful** message. CSC is migrated to Network Security Manager
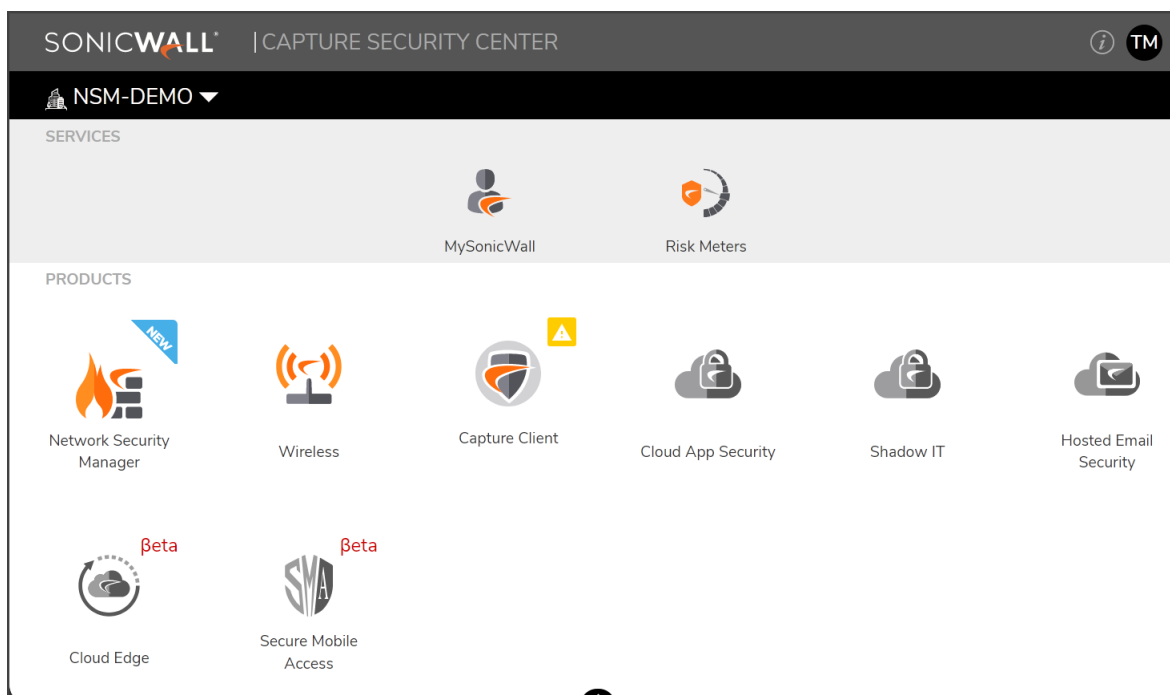
Starting Network Security Manager

During the migration process, user will be logged out of CSC. After successful migration, you will receive "Migration was successful" screen. Administrators will also receive email confirmation.
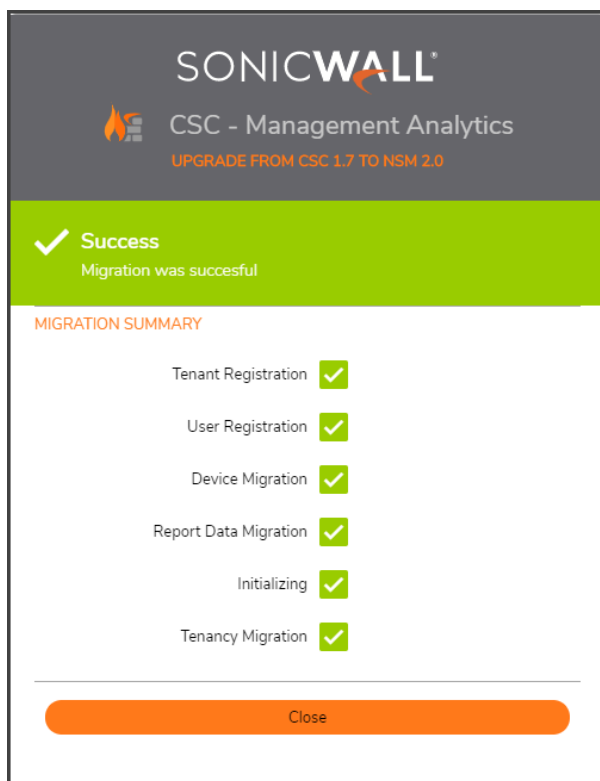

To log in to Network Security Manager:

1. On successful migration, click **Close**.
2. The tenant will be migrated to Network Security Manager.
3. Log in using MySonicWall.
4. Click Network Security Manager tile.

After successful migration, migration status can be accessed for the migrated tenant.

To find the migration status:

- Log into Network Security Manager.
- In **HOME** view, click **CSC Users**.
- Click **Migration Status**.
- If the migration was successful, you will get the **Success** message.
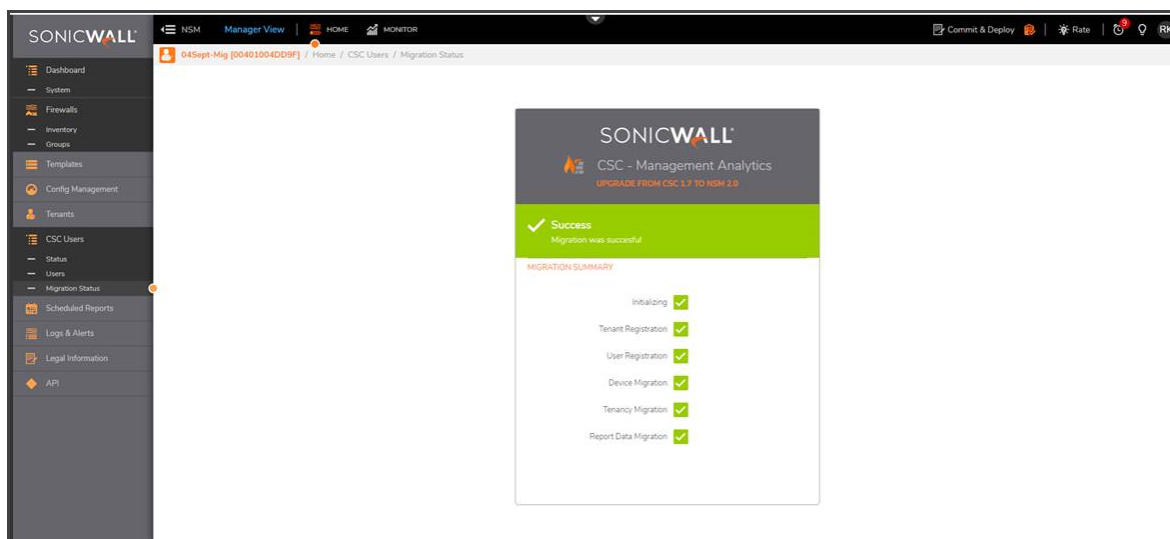
SonicWall Support

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

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 and participate in the Community forum discussions at https://community.sonicwall.com/technology-and-support.
- View video tutorials
- Access https://mysonicwall.com
- 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

ⓘ | **NOTE:** A NOTE icon indicates supporting information.

ⓘ | **IMPORTANT:** An IMPORTANT icon indicates supporting information.

ⓘ | **TIP:** A TIP icon indicates helpful information.

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

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