Secure Mobile Access 500v 10.2

Getting Started Guide

for ESXi

SONICWALL®

Contents

Introduction **3**

Before You Begin **4**
Supported Platforms 4
Requirements 4
Files for Installation 5
Creating a MySonicWall Account 5

Installing the SMA 500v for ESXi Virtual Appliance **7**
Downloading the SMA 500v for ESXi Virtual Appliance Software 7
Installing SMA 500v for ESXi 9

Configuring the SMA 500v for ESXi Virtual Appliance **16**
Powering the Virtual Appliance On or Off 16
Using the Command Line Interface 16
- Setup Wizard 17
- Reboot 18
- Restart SSL VPN Services 18
- Logout 18
- Save TSR to Flash 18
- Display EULA 18

Configuring Settings on the Appliance Web Interface 19

Licensing and Registering Your Appliance **21**
Registering the SMA 500v for ESXi 22

Using the 30-day Trial Version **23**
Deployment Considerations 23
Registering the 30-day Trial Virtual 24
Converting a Free Trial License to Full 25

Upgrading Your Appliance **26**
Obtaining the Latest Image Version 26
Exporting a Copy of Your Configuration 26
Uploading a New Image 27

SonicWall Support **28**
About This Document 29

1

Introduction

This Getting Started Guide contains installation procedures and configuration guidelines for deploying the SonicWall SMA 500v for ESXi Virtual Appliance on a server in your network. The SMA 500v for ESXi includes a software appliance, which has been preinstalled and preconfigured for your virtual environment, and allows for the secure and easy development of the SMA 500v for ESXi Virtual Appliance solutions within that 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**
  - You can virtualize your 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 as a remote analyzer.
- **Security**
  - SMA 500v for ESXi provides an optimized, non-tamperable software and hardware architecture.

2

Before You Begin

Topics:

- Supported Platforms
- Requirements
- Files for Installation
- Creating a MySonicWall Account

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 6, 6.5, 7.0 and higher
- 2 vCPUs, 4G memory, 32G storage

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

ⓘ | **NOTE:** You use different files for fresh installations than you do when updating to a newer version.

SMA 500v for ESXi is available for download from www.MySonicWall.com. For a fresh installation, 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 www.MySonicWall.com.
2. In the login screen, click the **Sign Up** link.

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

   ⓘ | **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.

ⓘ | **NOTE:** MySonicWall registration information is not sold or shared with any other company.

3

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.

Topics:

- Downloading the SMA 500v for ESXi Virtual Appliance Software
- Installing SMA 500v for ESXi

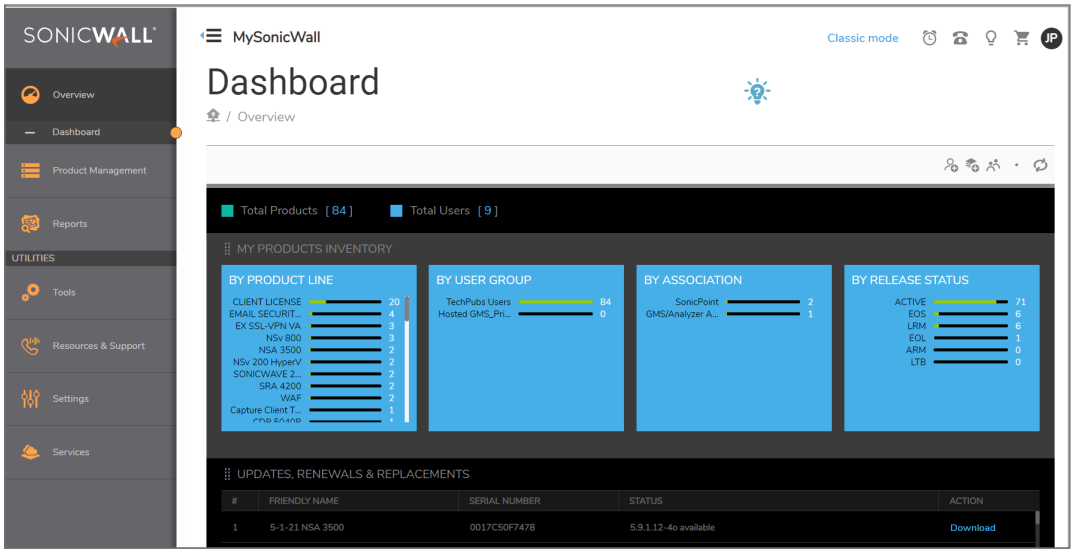
Downloading the SMA 500v for ESXi Virtual Appliance Software

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 for more information.

To complete the download process:

1. Navigate to www.MySonicWall.com.

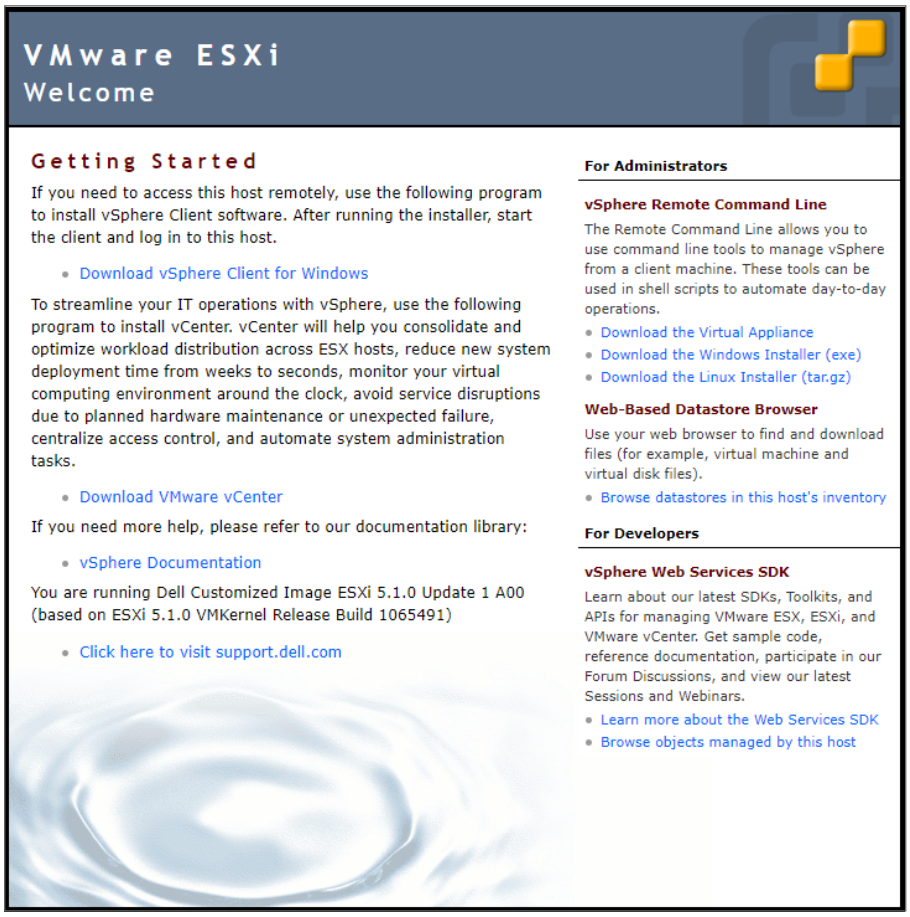
2. Enter your **Username or Email** and **Password** in the required fields, then click **Login**. The MySonicWall page displays the following screen:



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 **SMA**, 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 software image to your computer.

Installing 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**.

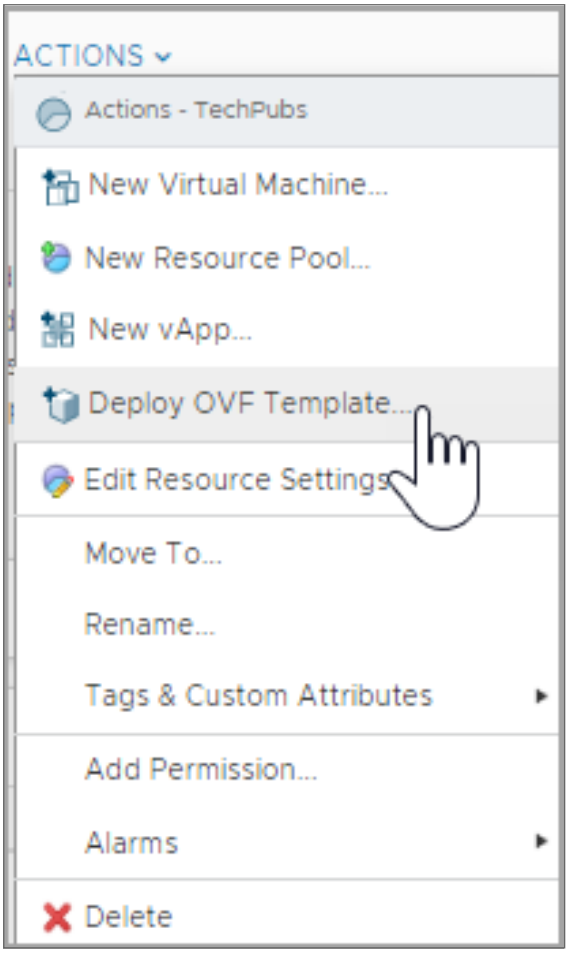


To perform a fresh install of the SMA 500v for ESXi using the vSphere client:

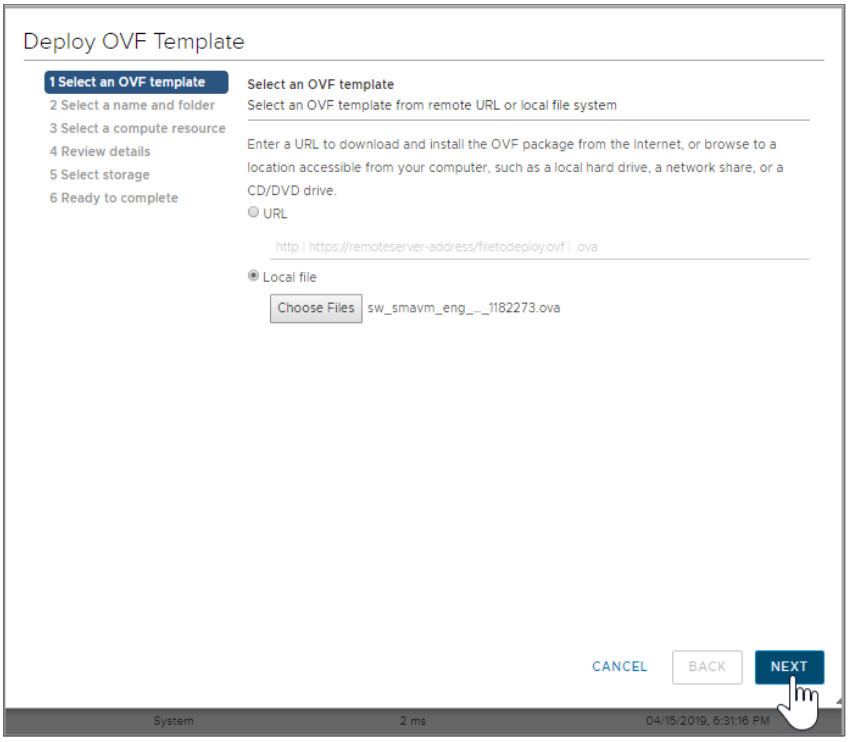
1. Download the OVA file (similar to the file name format: `sw_smavm_eng_10.X.X.X_10.X.X._p_XXsv_XXXXXX.ova`) from MySonicWall to a system that is accessible to your ESXi server.
2. Launch vSphere and use it to log on to your ESXi server.

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

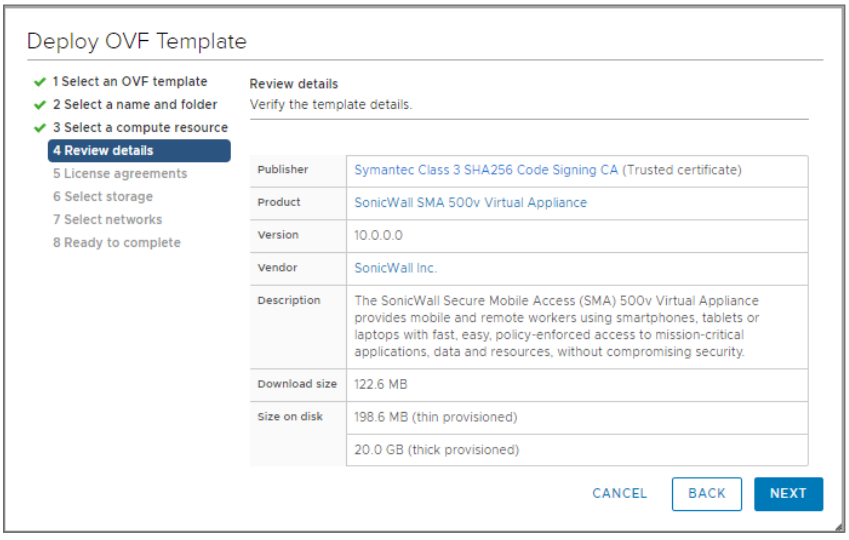
4. To begin the import process, click **Actions** and select **Deploy OVF Template**.



5. On 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**.



6. 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**.
7. 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.

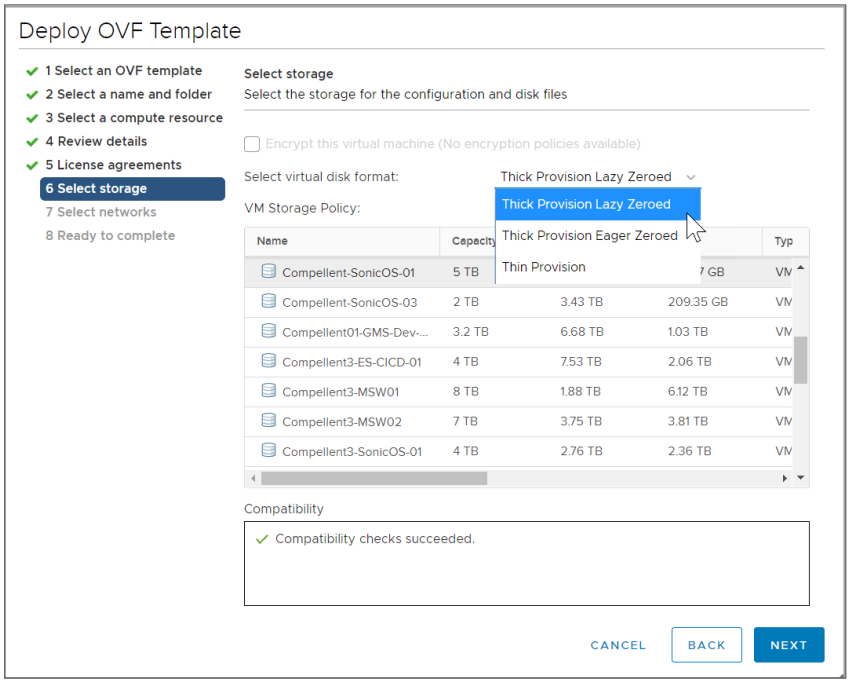


9. In the **End User Product Agreement** screen, read the agreement, and click **I accept all license agreements**. Then, click **Next**.

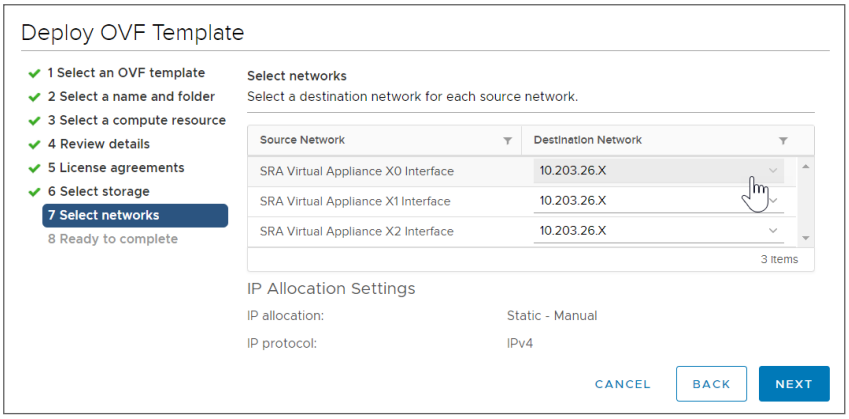
10. If using ESXi4, in the Disk Format screen, select either **Thin provisioned format** or **Thick provisioned format**. Thick provisioned format allocates the maximum storage space on disk immediately, while Thin provisioned format allocates a small amount immediately and allocates extra storage as needed, up to the maximum.

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

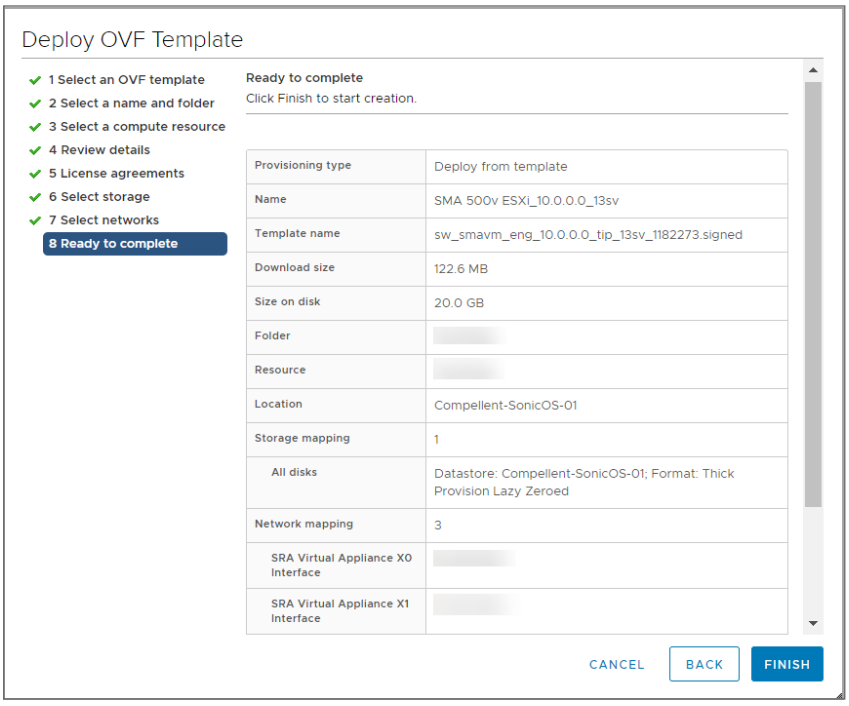
- **Thick Provision Lazy Zeroed** - Thick provisioned Lazy Zeroed format allocates the maximum storage space on disk immediately, but the blocks are not actively zeroed out.
- **Thick Provision Eager Zeroed** - Thick provisioned Eager Zeroed format allocates the maximum storage space on disk immediately and all allocated blocks are immediately zeroed out. Eager zeroing is slightly faster than Lazy zeroing because it does not 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.



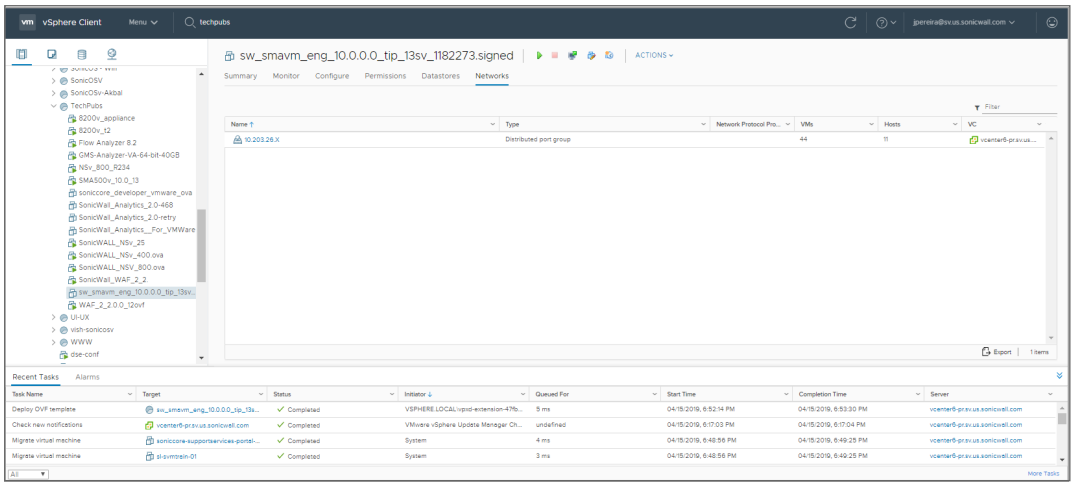
1. In the **Select networks** screen, map the networks used in the OVF template to networks in your inventory.



2. 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.



3. 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.


vSphere Client
techpubs
sw_smavm_eng_10.0.0.0_tip_13sv_1182273.signed
ACTIONS
Summary
Monitor
Configure
Permissions
Datastores
Networks
Recent Tasks
Alarms

4

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
- Using the Command Line Interface
- Configuring Settings on the Appliance Web Interface

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** in 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
- Reboot
- Restart SSL VPN Services
- Logout
- Save TSR to Flash
- Display EULA

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 (TSR) to flash memory on the SMA 500v for ESXi Virtual Appliance.

Display EULA

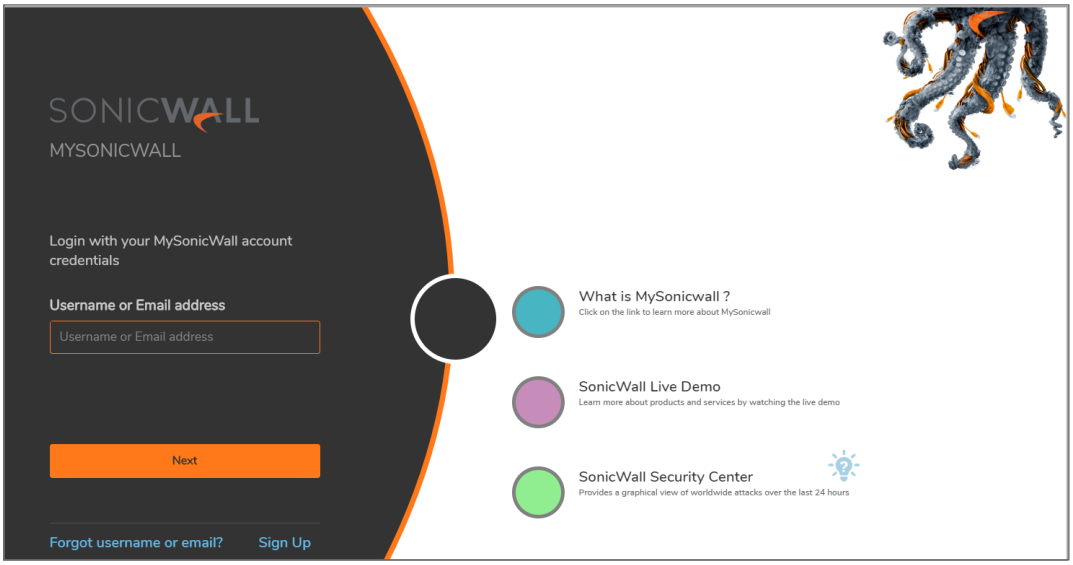
Displays the End User License Agreement (EULA) associated with the SMA 500v for ESXi Virtual Appliance.

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**.

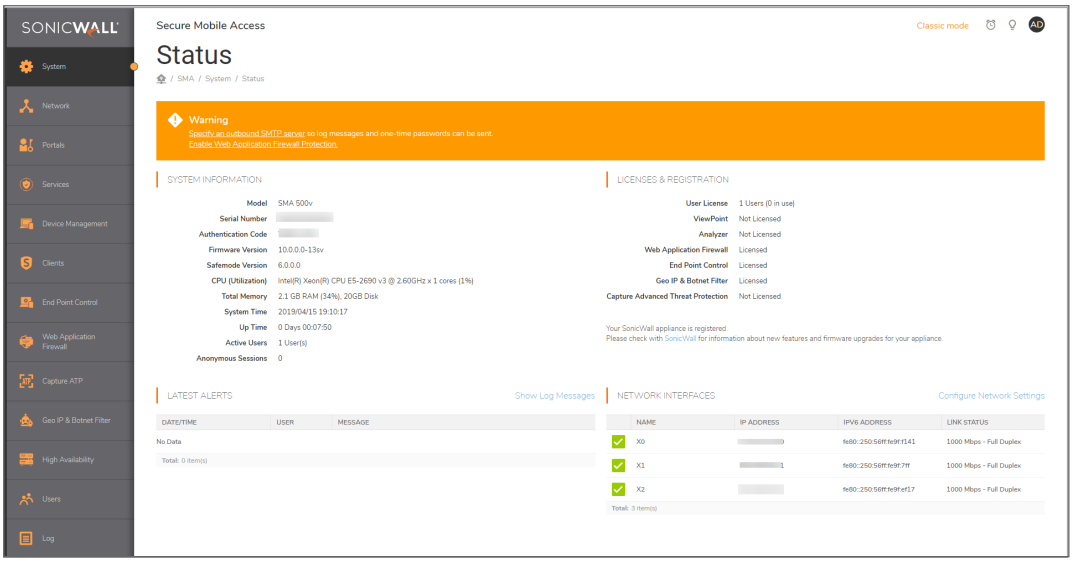


The default credentials are:

User - *admin*

Password - *password*

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



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

5

Licensing and Registering Your Appliance

This section contains information about licensing and registering yourSMA 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 management interface. After the registration is completed, the SMA 500v for ESXi is licensed and ready to use. For the 30-Day Trial Virtual Appliance registration process, refer to Registering the 30-day Trial Virtual Appliance.

NOTE: The SMA 500v for ESXi shares the same SKU and license structure as the SMA 500v for ESXi. After you have purchased an SMA 500v for ESXi Virtual Appliance from MySonicWall, you can use the serial number and authorization code you get to register the SMA 500v for ESXi or for SMA 500v for ESXi. However, you cannot use the same serial number and authorization code to register both.

SMA 500v for ESXi provides user-based licensing. By default, the virtual appliance comes with a 5-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, on 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 when all user licenses are in use. These login attempts are logged with a similar message in the log entries, and 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 *SMA Administration Guide* for more information.

Topics:

- Registering the SMA 500v for ESXi

Registering the SMA 500v for ESXi

After you have installed and configured the network settings for your SMA 500v for ESXi Virtual Appliance, you can log into the management console and register it to your MySonicWall account. Registration of your SonicWall SMA 500v for ESXi Virtual Appliance follows the same process as for other SonicWall hardware-based appliances.

ⓘ | **NOTE:** System functionality is extremely limited when registration is not completed.

To register your SMA 500v for ESXi Virtual Appliance:

1. Log in to your SMA 500v for ESXi. Navigate to the **System > Licenses** page.
2. Under **Manage Security Services Online**, click **Activate, Upgrade, or Renew services**. This should take you to a MySonicWall login.
3. Enter your MySonicWall.com account username or email address and password in the appropriate fields. Click **Submit**.
4. The **Dashboard** displays. Click the **Add Product** icon in the top button bar.
5. The Administration section displays. Enter the **Serial Number**, **Authentication Code**, and **Friendly Name** for your SonicWall appliance. Click **Submit** to finish the registration process.
6. 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.

6

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 Virtual Appliance Software.

Topics:

- Deployment Considerations
- Registering the 30-day Trial Virtual Appliance
- Converting a Free Trial License to Full License

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.

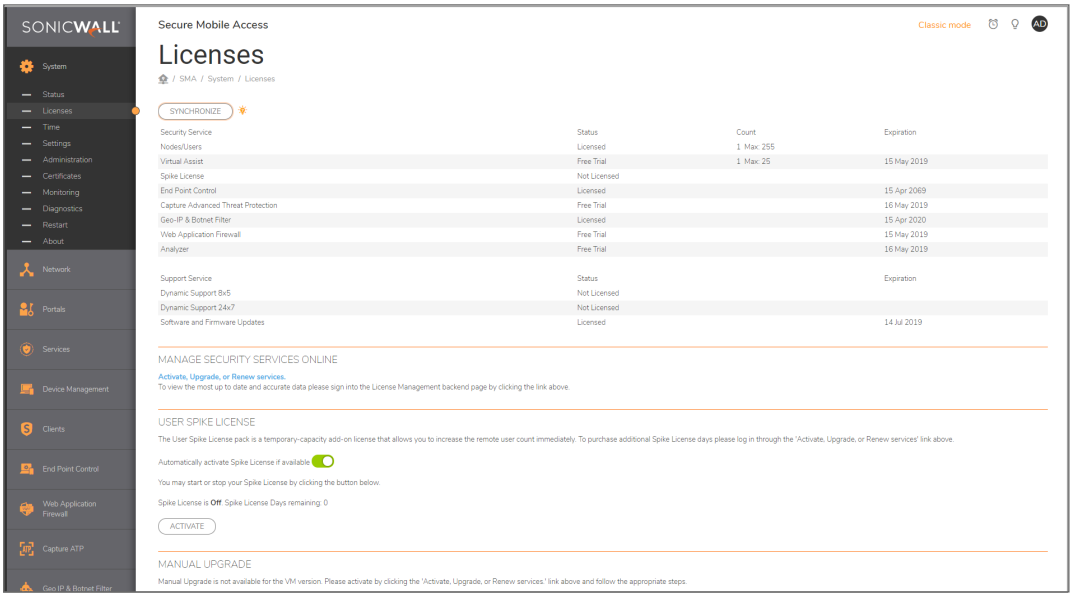
Registering the 30-day Trial Virtual

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

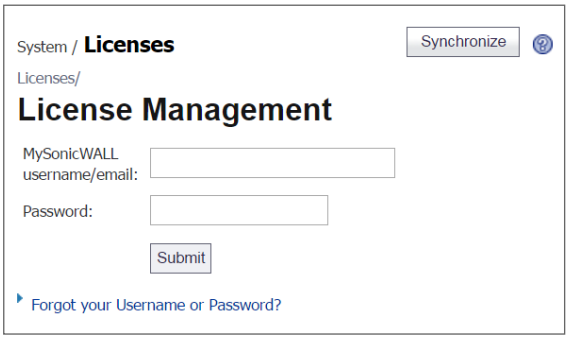
NOTE: Before starting the registration process, contact SonicWall Sales to obtain a serial number and authorization code.

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.



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

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 Secure Mobile Access 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.

7

Upgrading Your Appliance

Topics:

- Obtaining the Latest Image Version
- Exporting a Copy of Your Configuration Settings
- Uploading a New Image

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.

   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_XXXXXXX.ova`

Exporting a Copy of Your Configuration

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 even 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 `slvpnSettings.zip`.

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**.

ⓘ **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.

8

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.

Secure Mobile Access 500v for ESXi Getting Started Guide
Updated - June 2021
Software Version - 10.2
232-005649-00 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/legal/end-user-product-agreements/.

Open Source Code

SonicWall Inc. 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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