

Secure Mobile Access on Hyper-V 12.4

Getting Started Guide

SONICWALL[®]

Contents

Introducing SMA 8200v for Hyper-V	3
Supported Platforms	4
Hardware Resource Requirements	4
Files for Installation	4
Setting Up SMA 8200v on Hyper-V	5
Installing the SMA 8200v on Hyper-V	5
Completing Hyper-V Setup	15
Configuring Settings in AMC	18
Licensing and Registering Your SMA 8200v	27
Creating a MySonicWall Account	27
Retrieving Your SMA 8200v License	28
Importing Your SMA 8200v License	28
Registering the SMA 8200v	29
License Manager	29
Upgrading the 8200v Virtual Appliance	31
SonicWall Support	32
About This Document	33

Introducing SMA 8200v for Hyper-V

This Getting Started Guide describes how to install SonicWall SMA 8200v on the Microsoft Hyper-V environment and provides basic configuration information. The SMA 8200v is a virtual appliance that has nearly all the features and functionality of a SonicWall SMA 1000 Series hardware appliance.

Feature supported on the SMA 8200v include:

- FIPS Mode (vendor approved)
- CMS

The SMA 8200v provides the following benefits:

- Cost savings
 - No need to purchase and maintain hardware appliances, reducing hardware costs, power consumption, and maintenance costs.
- Operational ease
 - In a virtual environment, new virtual appliances can easily be commissioned and old ones can be easily decommissioned.
 - Installation files are imported into the virtual environment with no need to run an installer.
 - Obtain high availability of your VPN using your virtual infrastructure's high availability features.
- Easy reallocation of resources
- Strong security with the same operating system as the SMA-1000 series hardware-based appliances.

For more information, refer to the *SMA 12.4 Administration Guide*. This and other documents are available at: <https://www.sonicwall.com/support/technical-documentation>.

Supported Platforms

The following hypervisor platforms are supported:

Release	Supported Hypervisor Versions
SMA 12.4	<ul style="list-style-type: none">Microsoft Hyper-V Windows Server 2019Microsoft Hyper-V Windows Server 2022

Hardware Resource Requirements

The following hardware resources are required for the SMA 8200v appliance.

Requirement	For Microsoft Hyper-V
RAM	8 GB
CPU	4
Hard disk space	240 GB

Files for Installation

SMA 8200v is available for download from MySonicWall. Different files are used depending on the type of installation.

Type of Installation	Installation File Name
For a fresh installation in a Microsoft Hyper-V environment:	12.x.x-xxxx.vhd.tgz or 12.x.x-xxxx.iso
For an update for either platform:	upgrade-xx.x.x-xxx.bin

Upload the upgrade file to the **System software updates** area of the **Maintenance** page on the appliance management interface of your SMA 8200v deployment.

All service packs for patches and hot fixes are the same for the SMA 8200v as for SMA-1000 series appliances.

Setting Up SMA 8200v on Hyper-V

Topics:

- [Installing the SMA 8200v on Hyper-V](#)
- [Completing Hyper-V Setup](#)

Installing the SMA 8200v on Hyper-V

The SMA 8200-v can be installed on the Microsoft Hyper-V environment on these operating platforms:

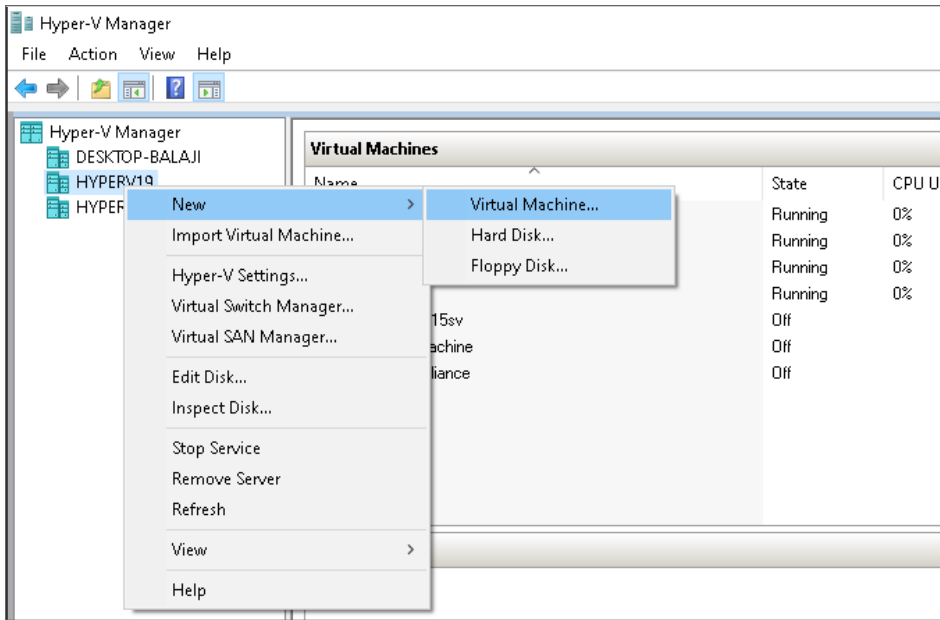
- Windows Server 2019
- Windows Server 2022

The SMA 8200v can be installed by deploying an SMA ISO or VHD files to your Hyper-V environment. The VHD file contain all related software components.

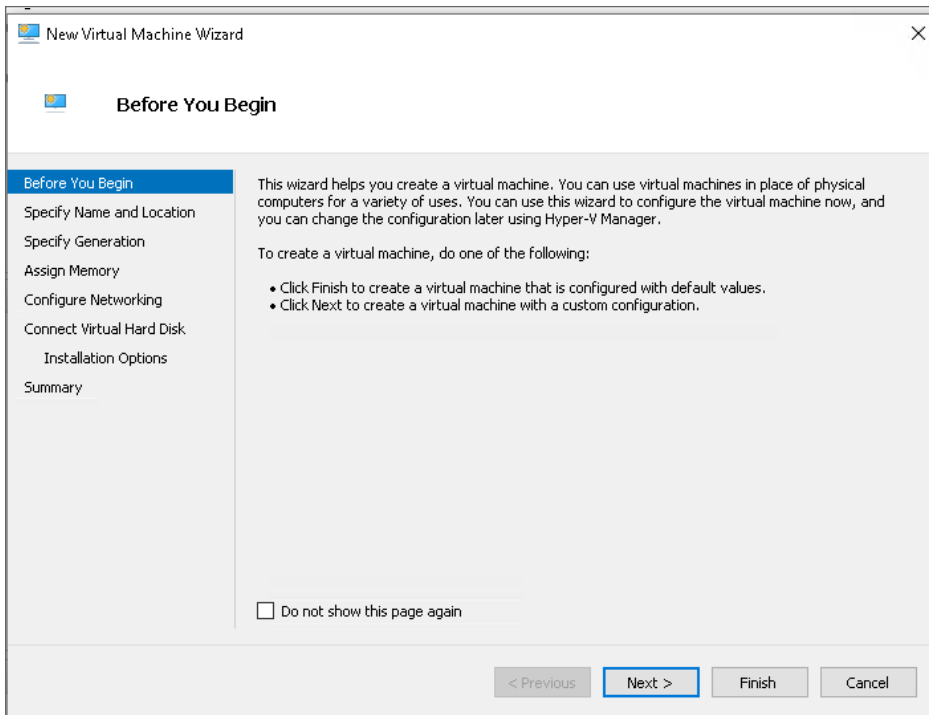
① | **NOTE:** From 12.4.2 onwards, VHD file is available that can be also used for Hyper-V deployment.

To perform a fresh install of the SMA 8200v in a Hyper-V environment:

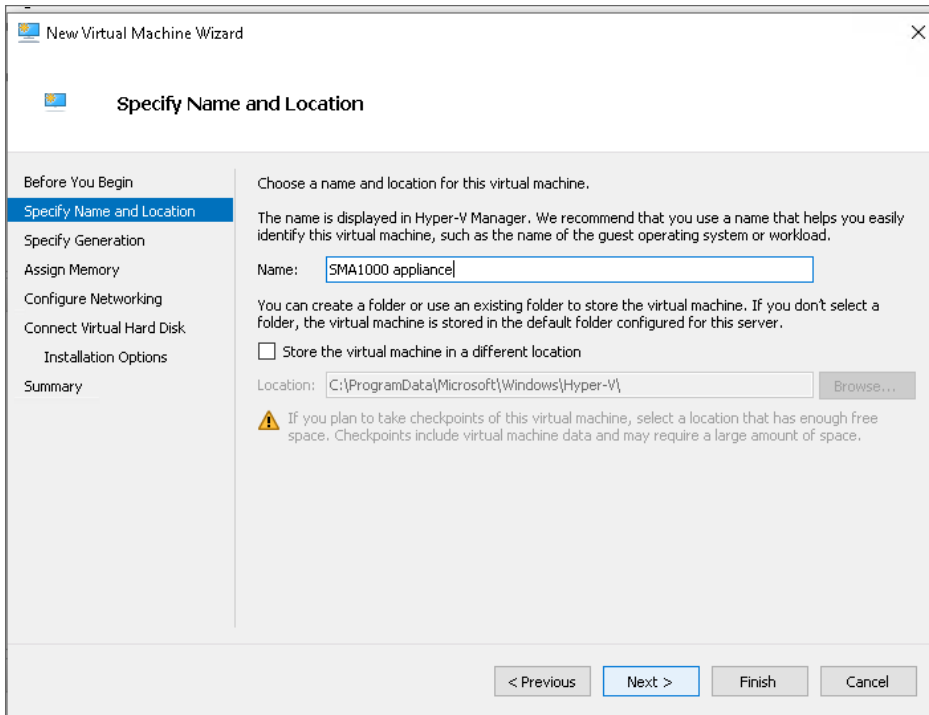
1. Download the SMA ISO file (such as `12.x.x-xxxx.iso`) or VHD file (such as `12.x.x-xxxx.vhd.tgz`) from MySonicWall to a location that can be accessed by the Hyper-V Manager.
2. In the Hyper-V Manager, create a new virtual machine.



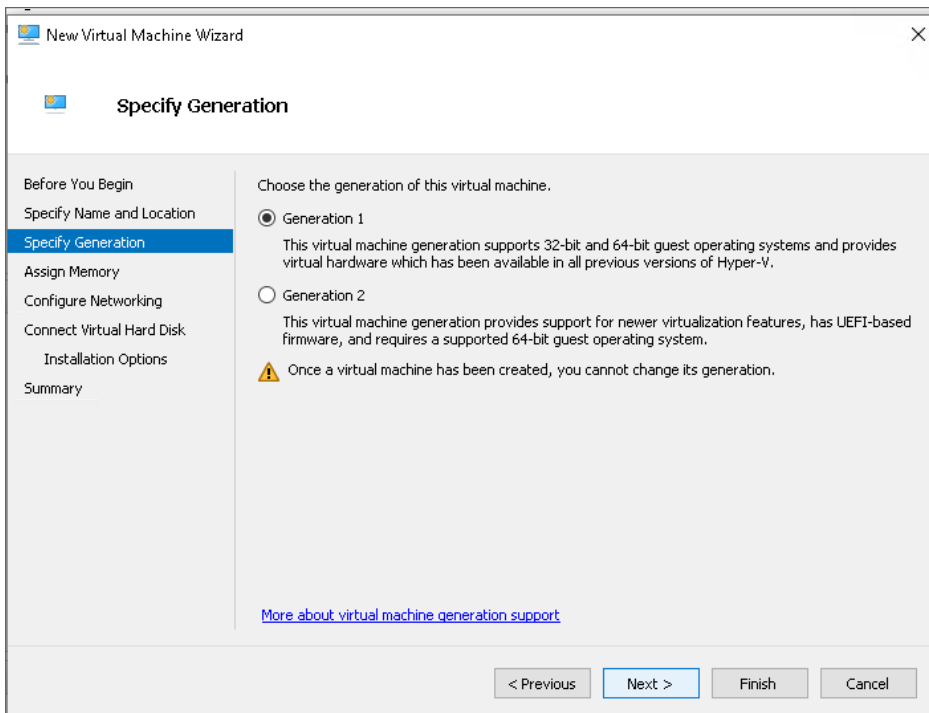
3. If the **Before You Begin** page opens, click **Next**.



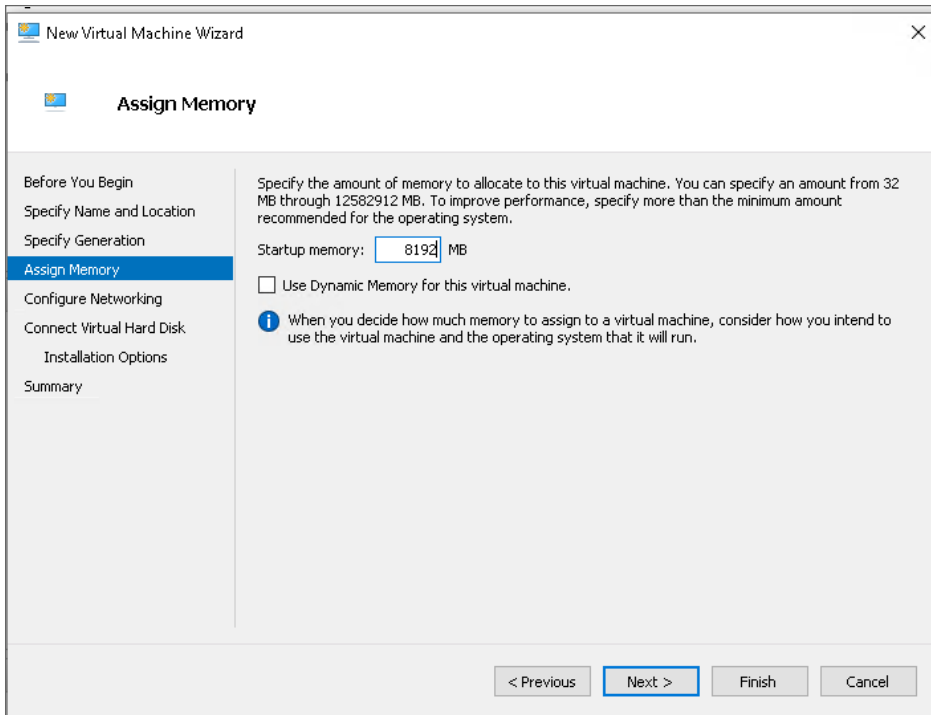
4. In the **Specify Name and Location** screen, Type in a descriptive name for the virtual machine and optionally specify a different location, then click **Next**.



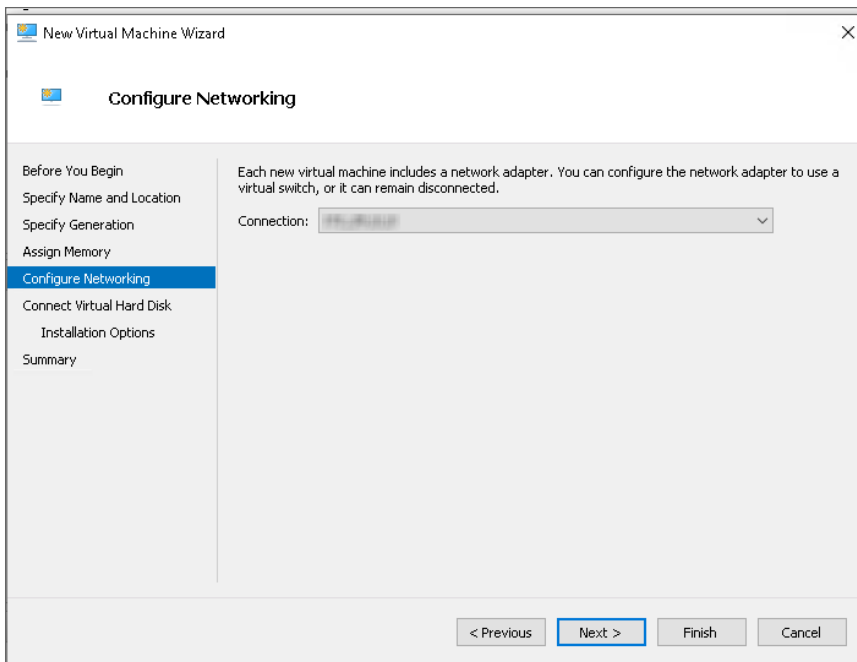
5. In the **Specify Generation** screen, select **Generation 1**, then click **Next**.



- In the **Assign Memory** screen, in the **Startup Memory** field, type in **8192**. This provides 8 GB (8192 MB) of memory for the virtual machine. Click **Next**.



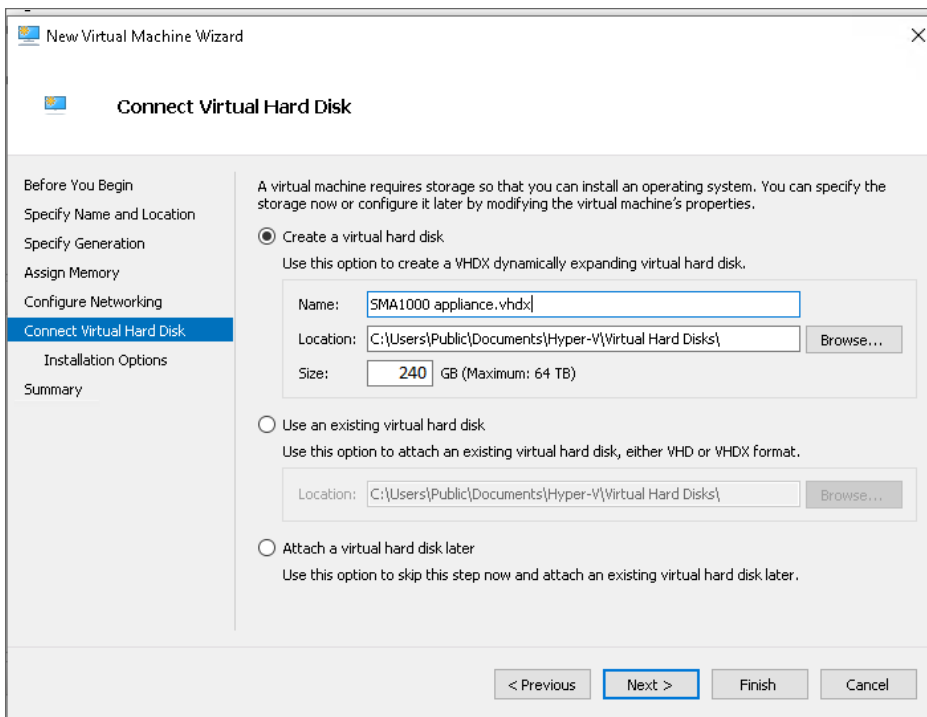
- In the **Configure Networking** screen, from the **Connection** drop-down list, select the virtual switch to use for connecting the network adapter of the virtual machine, then click **Next**



8. In the **Connect Virtual Hard Disk** screen:

If you used ISO file for deploying, select **Create a virtual hard disk**

- a. Enter 240 GB in the **Size** field. The new drive name should have the same name as the original file you installed. If the file name extension is not already `.vhdx` (instead of `.vhd`), change it to `.vhdx`.
- b. Click **Next**.
- c. Click **Finish**, for further instruction proceed from *step 9* to *14*.

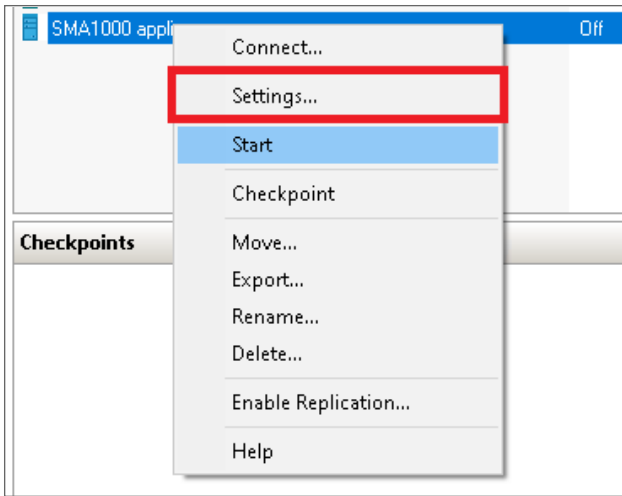


(or)

If you used VHD file for deploying, select **Use an existing virtual hard disk**.

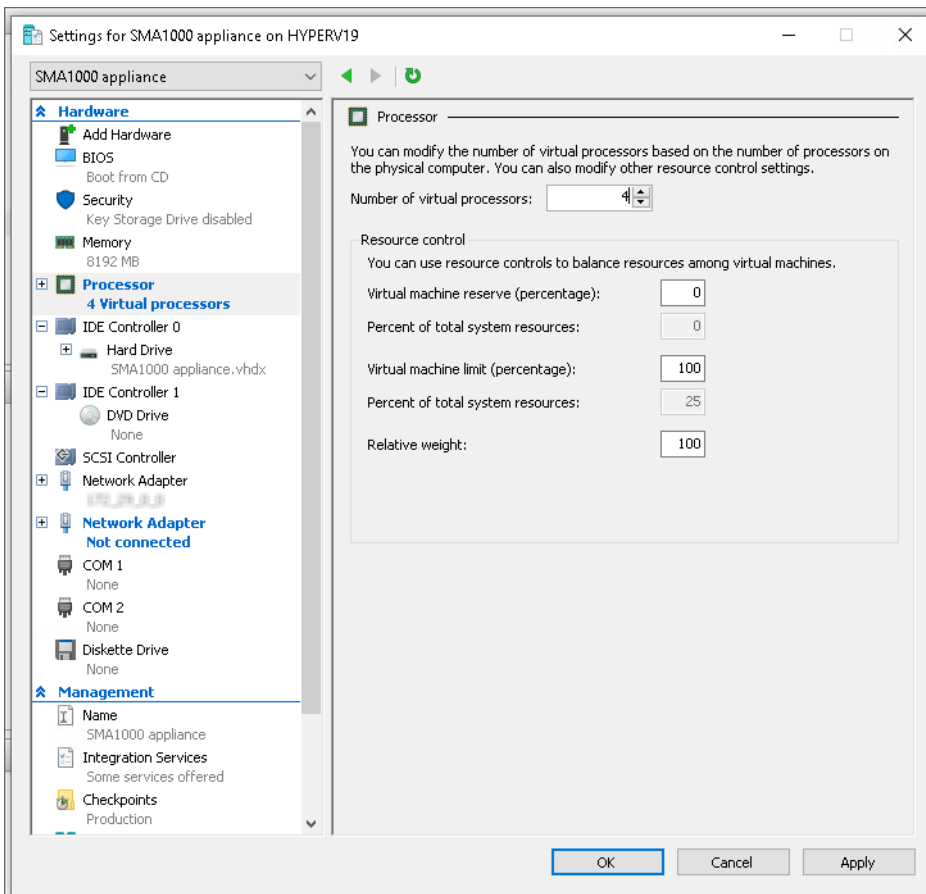
- a. Click **Browse** for the `vhd` or `.vhdx` file location to attach an existing virtual hard disk.
- b. Click **Next**.
- c. Click **Finish**, proceed to *step 14*.

9. To add the hard drive to the virtual machine, right-click on the virtual machine and select **Settings** to configure it.

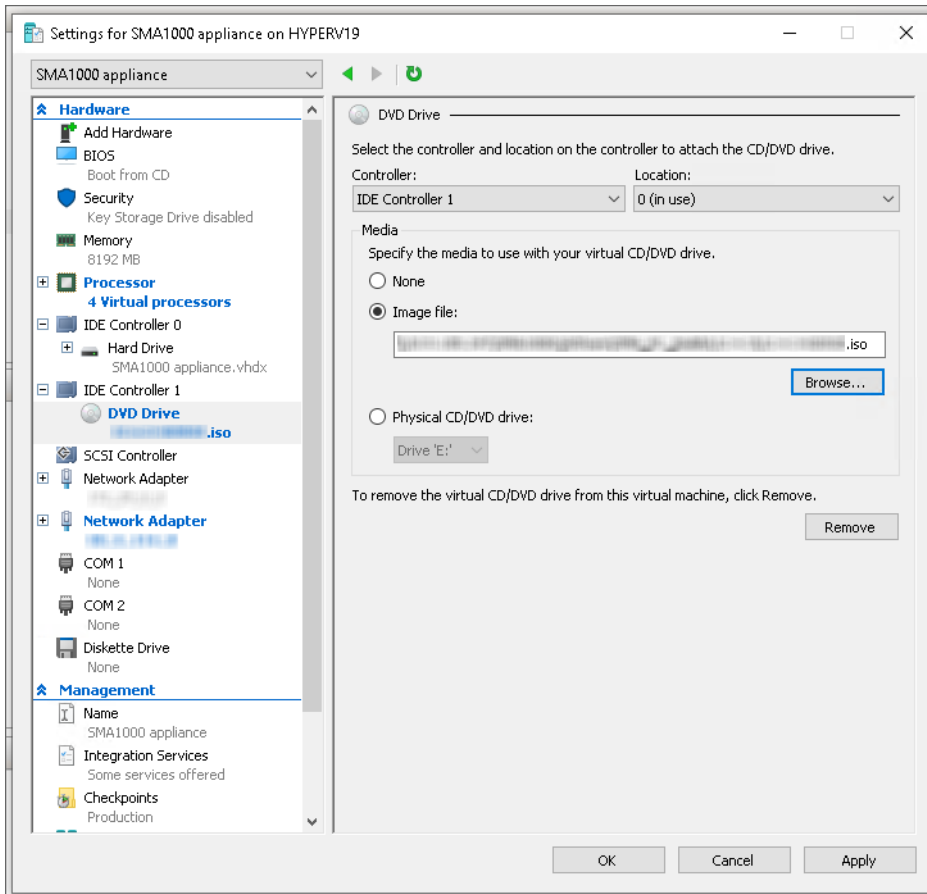


The **Hard Drive** page displays. Modify the number of virtual processors to 4.

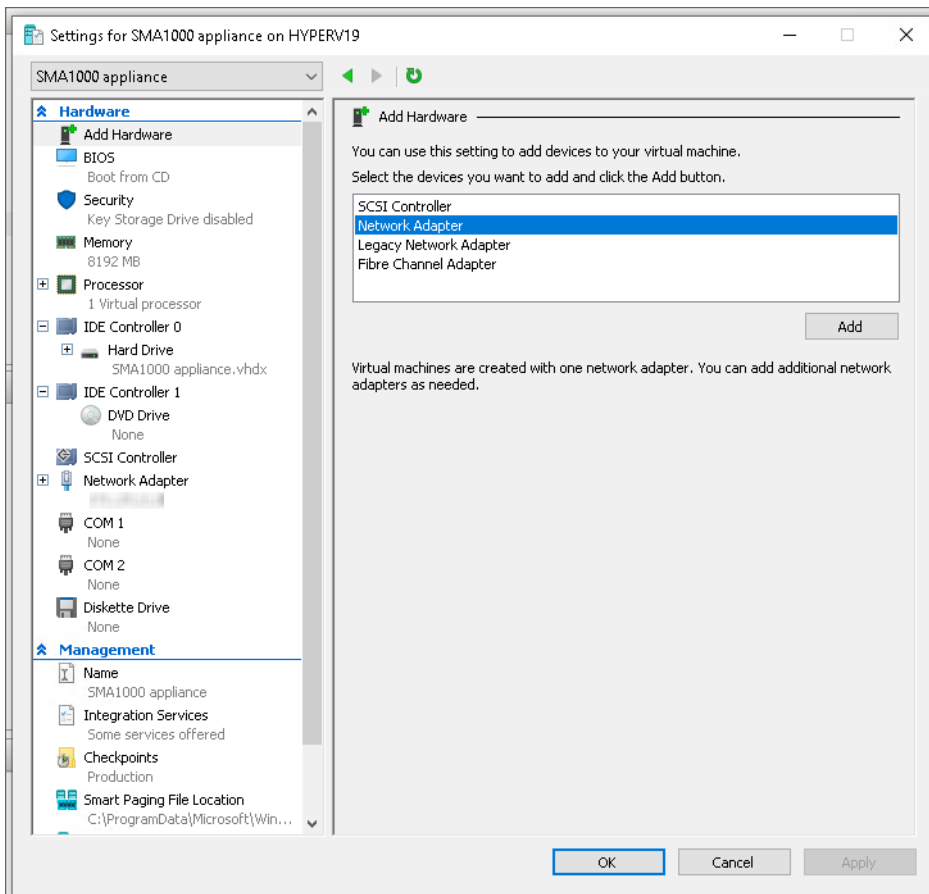
① | **NOTE:** Recommended number of virtual processors is 4.



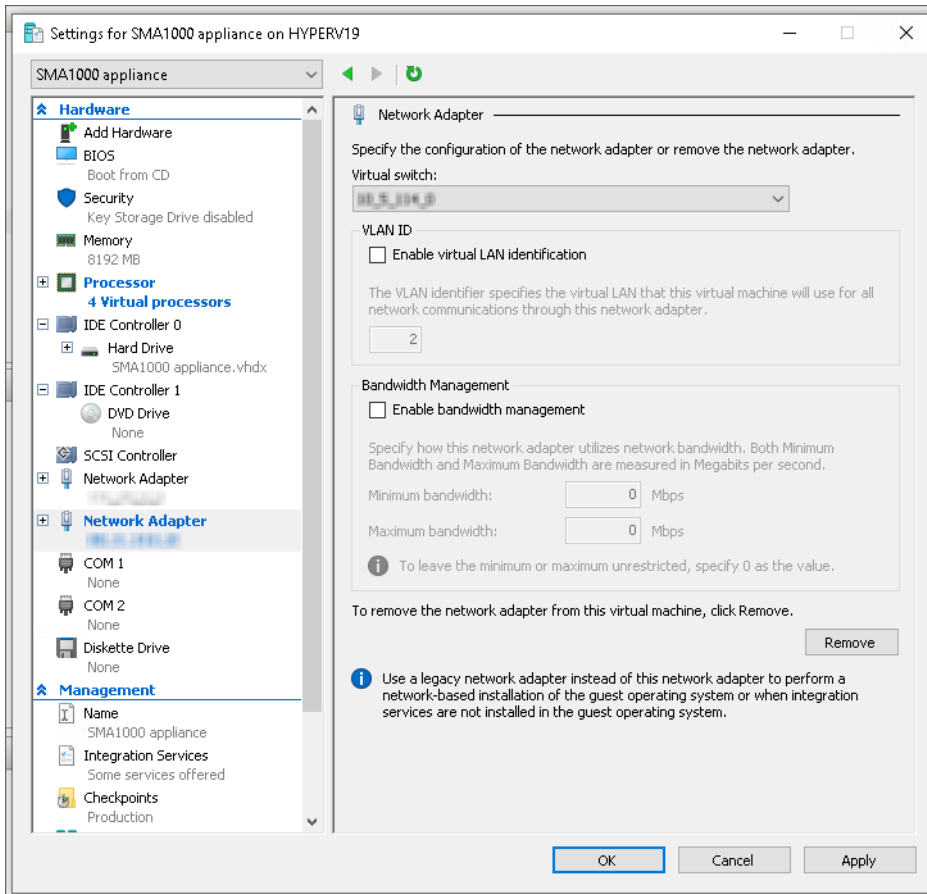
10. Click **IDE Controller1** and select **image file** to setup an IDE controller.



11. Click **Add Hardware** and select **Network Adapter** to create a second network adapter.

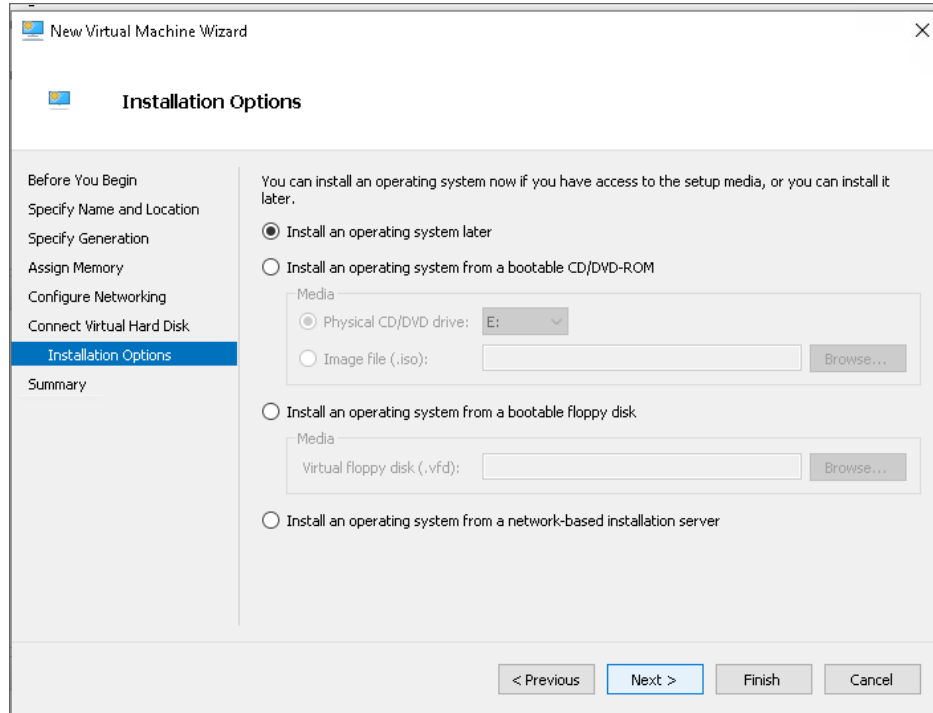


12. Select the virtual switch to connect the second network adapter to, and click **Apply**.

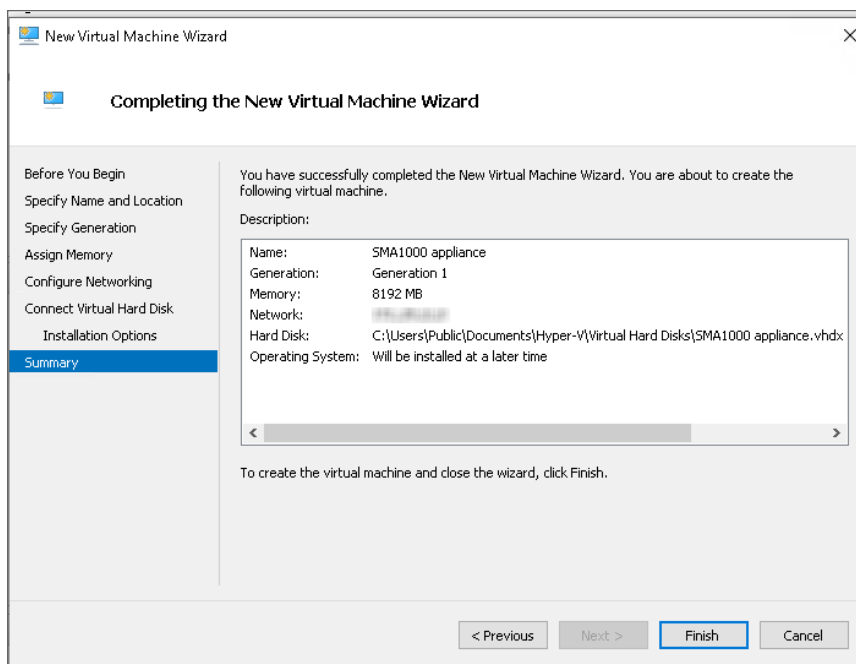


13. The virtual machine is created as a DVD, so in the **Installation Options** screen, choose the following:
 - a. Select the **Install an operating system from a bootable CD/DVD-ROM** option.
 - b. In the **Image file** field, specify the media for the DVD to be the SMA ISO file.
NOTE: The image file name follows the format `x.x.x-yyy.iso`, where `x.x.x` is the version number of the SMA firmware and `yyy` is the build number.

- c. Change the virtual machine BIOS boot order so that DVD is first.



14. Click **Next**.
15. In the **Summary** screen, click **Finish**.



① | **NOTE:** The settings shown in the description reflects the settings for your configuration.

Completing Hyper-V Setup

- ① | **NOTE:** This section is only applicable if you used ISO file for deploying Hyper-V.
- ① | **NOTE:** If you used VHD file for deploying Hyper-V, the Hyper-V setup starts automatically and the virtual machine boots from the hard drive and you can configure the SMA 8200v from the console.

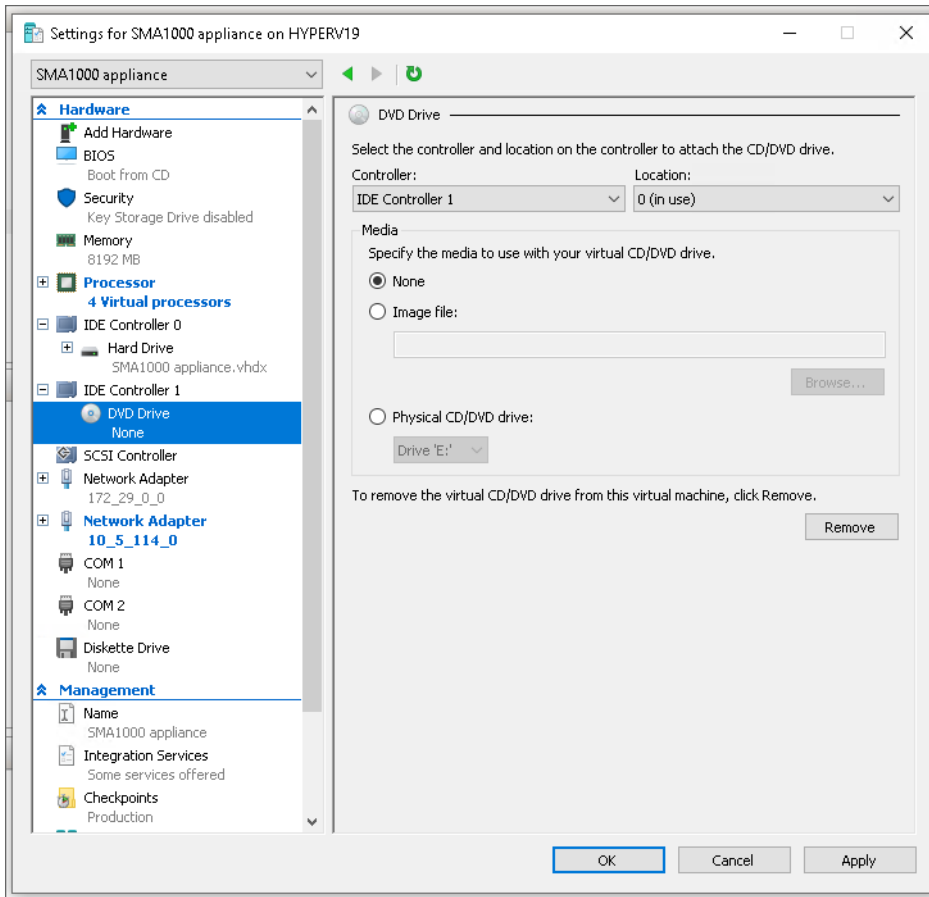
1. To start the virtual machine, right-click it and select **Start**. It boots from the DVD.

```
File Action Media Clipboard View Help
Booting 'CDROM'
tsc: Fast TSC calibration failed
hda: task_no_data_intr: status=0x51 { DriveReady SeekComplete Error }
hda: task_no_data_intr: error=0x00 { }
hda: possibly failed opcode: 0xef
Removing GRUB and partition table...
10+0 records in
10+0 records out
Doing full install...
Turning off DMA for virtual machines during installation

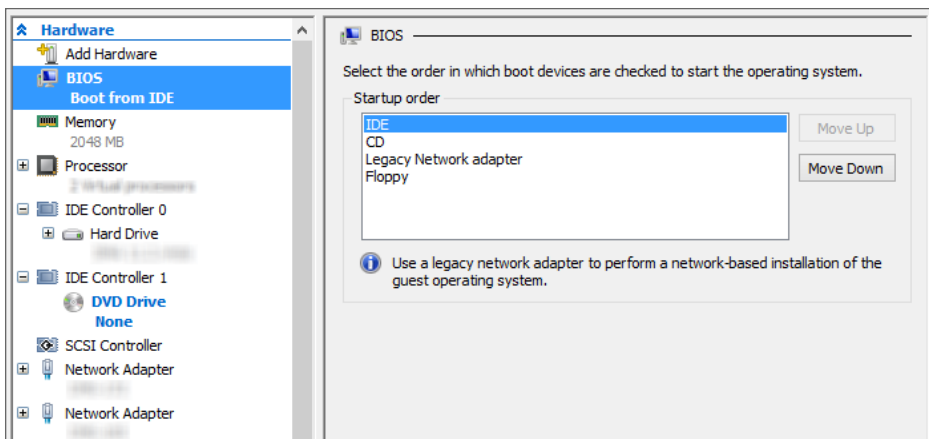
/dev/hda:
  setting using_dma to 0 (off)
  using_dma          = 0 (off)
Starting installation...
Tue Nov 11 13:05:06 UTC 2014
Verifying MD5 signature /tmp/rescue-image/xda1.cpio.gz.md5 -- xda1.cpio.gz: OK
Verifying MD5 signature /tmp/rescue-image/xda6.cpio.xz.md5 -- _
```

After a successful start, an SMA 8200v is created and the virtual machine is automatically stopped.

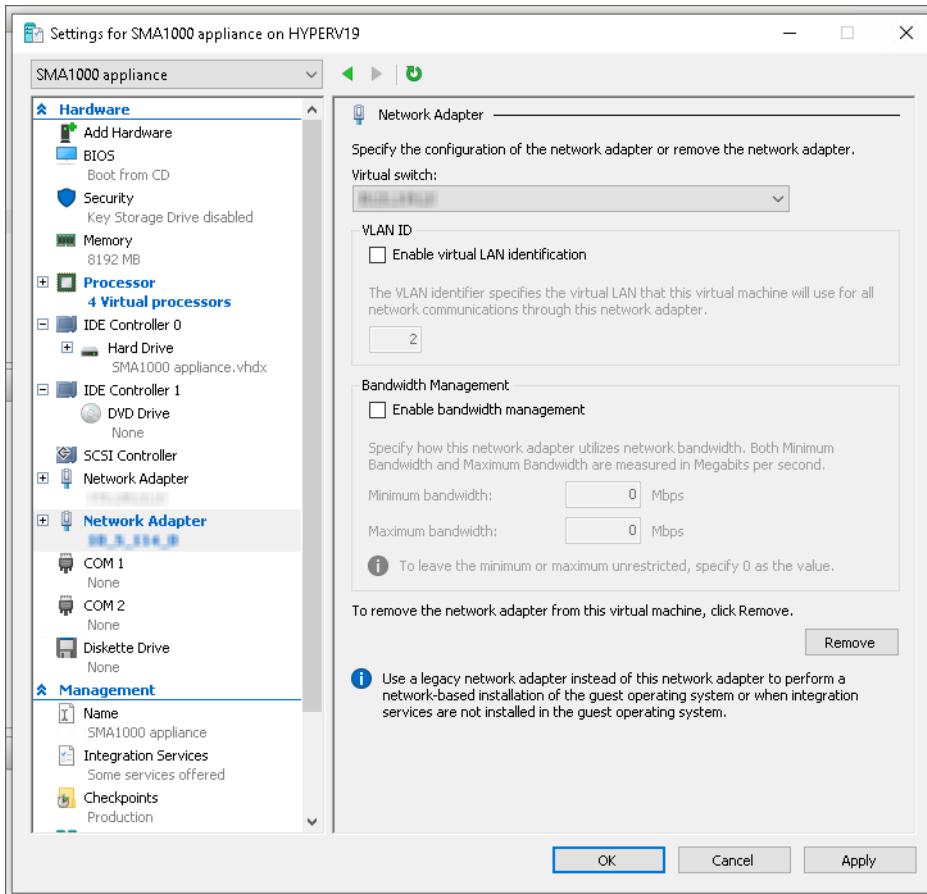
2. Remove the ISO DVD, as it is no longer needed. (Under **Media**, select **None**.)



3. Change the virtual machine BIOS boot order so that the hard drive comes before the CD.



4. Connect the network adapters to the appropriate virtual switch in the Hyper-V environment.



The next time the virtual machine is started, it boots from the hard drive and you can configure the SMA 8200v from the console.

Configuring Settings in AMC

After configuring the IP address and default route settings on the SMA 8200v console, the next steps are to change the administrator password and configure host name, network, and time settings in the Appliance Management Console (AMC).

The first time you access the AMC, the Setup Wizard runs automatically to guide you through the process of initial setup.

To run the Setup Wizard for the SMA 8200v:

1. In a browser, enter the URL of the SMA 8200v, for example: `https://<IP address>:8443`.

The Setup Wizard **Welcome** screen displays.

The screenshot shows the 'Welcome' screen of the SonicWall Secure Mobile Access Setup Wizard. On the left is a navigation menu with the following items: Welcome (highlighted), License Agreement, Basic Settings, Network Settings, Routing, Name Resolution, User Access, and Completion. The main content area is titled 'Welcome to SonicWall Secure Mobile Access' and contains the following text:

This Setup Wizard guides you through a series of required and optional settings for getting the appliance up and running quickly:

- Basic Settings:** Set the password you'll use to administer the appliance, and the date and time.
- Network Settings:** Set the name of the appliance, which is used in log files, and the IP address and subnet mask for the internal and external network interfaces.
- Routing:** Configure the gateways for internal and external network traffic.
- Name Resolution:** Configure the domain name of the network to which the appliance will be connected and the internal DNS.
- User Access:** Create a basic security policy. You can change it later in the Appliance Management Console (AMC).

After you complete the Setup Wizard:

- You will be redirected to AMC. To log in, type "admin" in the Username box, and then enter the administrator password that you set on the Basic Settings page.
- Register your appliance on [MySonicWall](#). Registration gives you access to essential resources, such as your license file and updates. In order to register, you need both the serial number for your appliance, and its authentication code, which is visible on the General Settings page in AMC.

At the bottom of the screen, there are three buttons: 'Cancel', '< Back', and 'Next >'. The 'Next >' button is highlighted in orange. The SonicWall logo and 'SECURE MOBILE ACCESS' text are located in the bottom left corner.

2. Click **Next** for the **License Agreement** screen.

Welcome

License Agreement

Basic Settings

Network Settings

Routing

Name Resolution

User Access

Completion

License Agreement

To continue with setup, you must accept the terms of the End User License Agreement. Please read the agreement carefully.

SonicWall End User Product Agreement

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THIS PRODUCT. BY DOWNLOADING, INSTALLING OR USING THIS PRODUCT, YOU ACCEPT AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. FOR DELIVERIES OUTSIDE THE UNITED STATES OF AMERICA, PLEASE GO TO [HTTPS://WWW.SONICWALL.COM/LEGAL/EUPA.ASPX](https://www.sonicwall.com/legal/eupa.aspx) TO VIEW THE APPLICABLE VERSION OF THIS AGREEMENT FOR YOUR REGION. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT OR THE APPLICABLE VERSION OF THIS AGREEMENT FOR YOUR REGION, DO NOT DOWNLOAD, INSTALL OR USE THIS PRODUCT.

This SonicWall End User Product Agreement (the "Agreement") is made between you, the Customer ("Customer" or "You") and the Provider, as defined below.

1. Definitions. Capitalized terms not defined in context shall have the meanings assigned to them below:

(a) "Affiliate" means any legal entity controlling, controlled by, or under common control with a party to this Agreement, for so long as such control relationship exists.

Print

I accept the terms of the license agreement

I do not accept the terms of the license agreement

SONICWALL
SECURE MOBILE ACCESS

Cancel < Back **Next >**

3. Select the **I accept the terms of the license agreement** option.
4. Click **Next** for the **Basic Settings** screen.

5. Under **Administrator password**, enter the password you want for the admin account and confirm it.
 - ① **NOTE:** Be sure to save or write this password down in a secure location, as it is encrypted and cannot be recovered if you forget it.
6. Under **Date and time**, select the appropriate time zone from the **Time Zone** menu.
7. Click **Next** for the **Network Settings** screen.

8. Enter a descriptive name for your SMA 8200v in the **Appliance name** field.
9. If this SMA 8200v is accessible only from within your local network, do the following steps:
 - Select the **Single interface** option.
 - Enter the **Internal Interface IP address** and **Subnet mask**.
10. If this SMA 8200v is accessible from outside your local network, do the following steps:
 - a. Select the **Dual interfaces** option.
 - b. Enter the **Internal Interface IP address** and **Subnet mask**.
 - c. Enter the **External Interface IP address** and **Subnet mask**.
11. Click **Next** for the **Routing** screen.

Routing

Network traffic is first sent to a static route (configured later in AMC) if one exists for the destination. If there is no route, traffic is sent to the gateway you specify here.

If you plan to access AMC from a computer on a different subnet than the appliance (), you must use a default gateway that will pass traffic to that subnet. Alternatively, you can define a static route later in AMC to the subnet from which the appliance is to be accessed.

Routing mode:

Default gateway IP address: *

This gateway is used for all network traffic. It must be on the same subnet as the internal (192.168.1.254/24) interface.

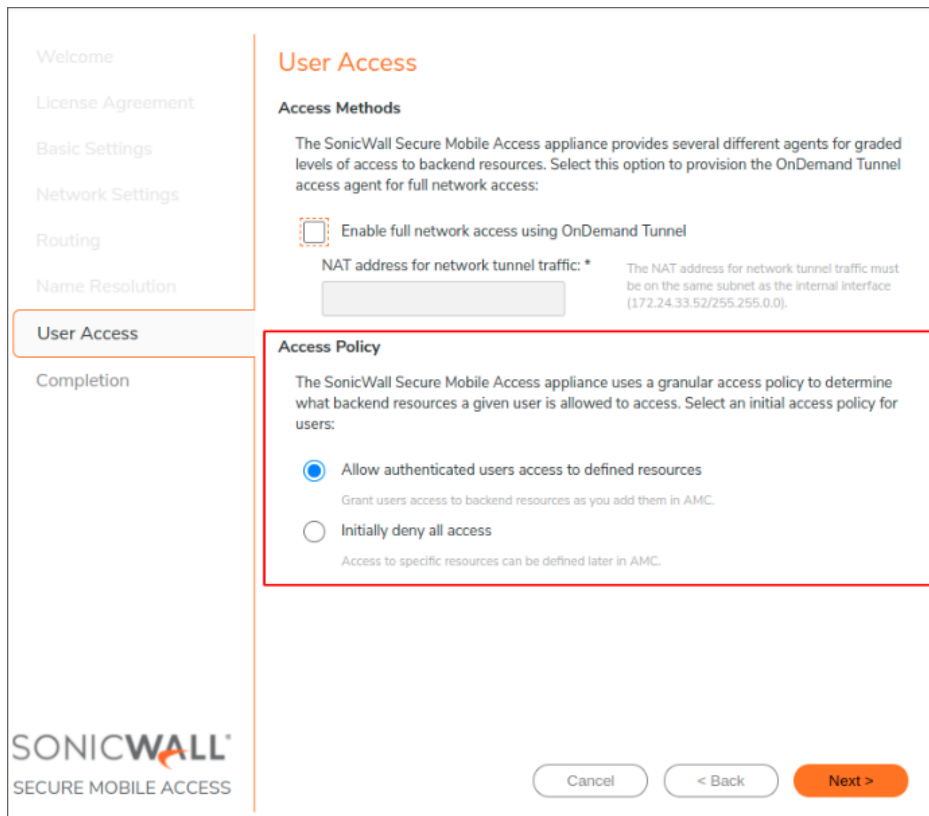
SONICWALL
 SECURE MOBILE ACCESS

Cancel < Back Next >

12. If you selected the **Single interface** option on the **Network Settings** screen, do the following steps:
 - a. From the **Routing mode** menu, select **Default gateway**.
 - b. In the **Default gateway IP address** field, enter the gateway IP address.
13. If you selected the **Dual interfaces** option on the **Network Settings** screen, do the following steps:
 - a. From the **Routing mode** menu, select **Dual gateway**.
 - b. In the **Internal gateway IP address** field, enter internal gateway IP address.
 - c. In the **External gateway IP address** field, enter external gateway IP address.
14. Click **Next** for the **Name Resolution** screen.

The screenshot shows the 'Name Resolution' configuration page in the SonicWall AMC interface. On the left is a navigation menu with the following items: Welcome, License Agreement, Basic Settings, Network Settings, Routing, Name Resolution (highlighted), User Access, and Completion. The main content area is titled 'Name Resolution' and contains the following text: 'Specify the domain in which the appliance is located and the primary DNS server used for name resolution. This allows the appliance to reach resources on your internal network by name.' Below this text are two input fields: 'Default domain: *' (with a dashed red border) and 'DNS Server:'. To the right of the 'Default domain' field is a help text: 'The domain in which the appliance is located (such as example.com)'. To the right of the 'DNS Server' field is a help text: 'Enter the IP address for your primary DNS server. More DNS servers can be added later in AMC.' At the bottom of the page are three buttons: 'Cancel', '< Back', and 'Next >'. The SonicWall logo and 'SECURE MOBILE ACCESS' are visible in the bottom left corner.

15. Enter your domain in the **Default domain** field.
16. Enter the IP address of the primary DNS server into the **DNS Server** field.
17. Click **Next** for the **User Access** screen.



18. If you want to provision the OnDemand Tunnel access agent for full network access, select the **Enable full network access using OnDemand Tunnel** check box.
19. Enter the NAT IP address in the **NAT address for network tunnel traffic** field.
20. Under **Access Policy**, select one of the following options:
 - **Allow authenticated users access to all defined resources**
This option automatically creates rules for user access to backend resources as you add users in AMC.
 - **Initially deny all access**
This option creates rules that deny access. Later you can define access rules for specific resources in AMC.
21. Click **Next** for the Completion screen.



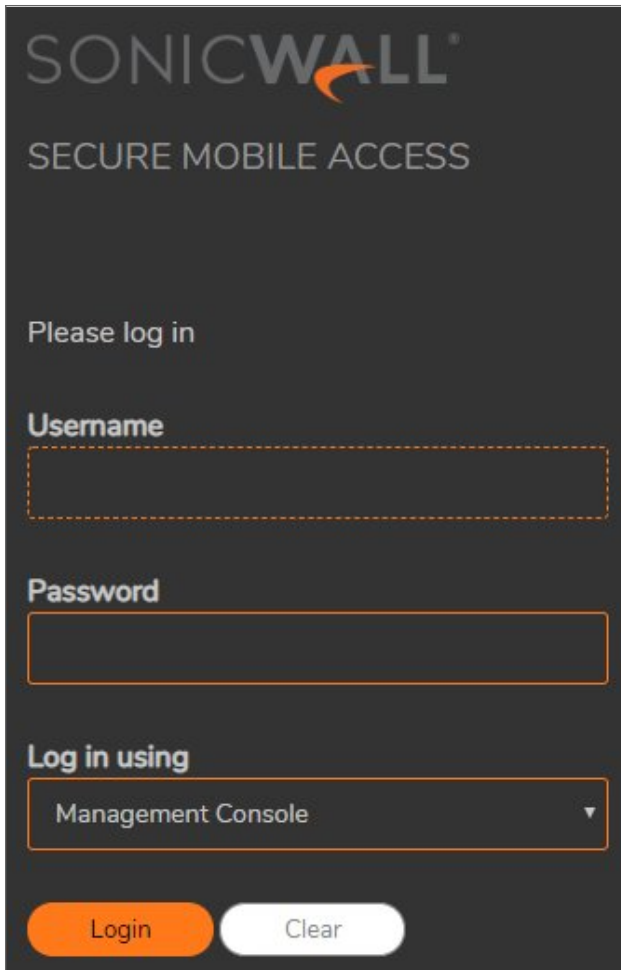
22. Review the settings to make sure they are defined correctly.

23. To change anything, click the **Back** button.

24. To apply the settings, click **Finish**.

The SMA 8200v applies the changes and restarts, which causes you to lose your current connection. A progress bar is displayed while the settings are being applied. This process may take several minutes.

25. After restarting, type **admin** in the **Username** field.



The image shows a dark-themed login interface for SonicWall Secure Mobile Access. At the top, the SonicWall logo is displayed in white, with the text "SONICWALL" and a stylized orange swoosh. Below the logo, the text "SECURE MOBILE ACCESS" is written in white. The main heading "Please log in" is also in white. There are three input fields: a dashed orange box for "Username", a solid orange box for "Password", and a dropdown menu for "Log in using" with "Management Console" selected. At the bottom, there are two buttons: an orange "Login" button and a white "Clear" button with an orange border.

26. Enter the **Password** that you set in *Step 5*.
27. Click **Login**.

Licensing and Registering Your SMA 8200v

All SMA 8200v appliances must be registered before use.

Topics:

- [Creating a MySonicWall Account](#)
- [Retrieving Your SMA 8200v License](#)
- [Importing Your SMA 8200v License](#)
- [Registering the SMA 8200v](#)
- [License Manager](#)

Creating a MySonicWall Account

A MySonicWall account is required for product registration. If you already have an account, continue to the section on [Registering the SMA 8200v](#).

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.
① | **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.

Retrieving Your SMA 8200v License

Your SMA 8200v license file can be downloaded from MySonicWall. The license file provides the serial number and the authentication code for your SMA 8200v, which you need in order to register it on MySonicWall.

Alternatively, you can retrieve an initial user license from MySonicWall that is valid for one user (the administrator plus one end user) for an unlimited number of days. To become familiar with the Appliance Management Console (AMC) and test it in your environment with additional users, request a lab license.

To retrieve the license file for your appliance:

1. In your Web browser, go to <https://www.mysonicwall.com>, log in with your username and password, and then click the link for the SMA 8200v that requires a license.
2. On the **Service Management** page, follow the link **To get the latest applicable firmware/software, please click here**.
3. Save the license file (.xml) to your computer. After you get your SMA 8200v up and running, you must import this license file using AMC.

Importing Your SMA 8200v License

After initial setup and testing, download your appliance license file from <https://www.mysonicwall.com> and then import it to the appliance. The SMA 8200v supports up to 250 concurrent users.

The process for importing an appliance license file is described in detail in the online help for the Appliance Management Console (AMC). Briefly, the steps are as follows:

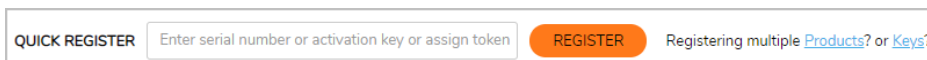
1. Point your Web browser to the IP address (and a colon followed by the port, if any) of the SMA 8200v.
2. In the AMC login page:
 - a. Type `admin` in the **Username** field.
 - b. Enter the password you created with Setup Wizard.
 - c. Select **Management Console** in the **Log in using** field
 - d. Click the **Login** button.
3. From the main navigation menu in AMC, click **System Configuration > General Settings**.
4. Click **Edit** in the **Licensing** area. The **Manage Licenses** page appears.
5. Click **Import License**.
6. In the **License** field, type the path for the license file you retrieved from your MySonicWall account, or click **Browse** to locate it.
7. Click **Upload**.
8. Apply the change by clicking the **Pending changes** link in the upper-right corner.

Registering the SMA 8200v

After importing the license file to the SMA 8200v in AMC, you are ready to register the SMA 8200v.

To register your appliance:

1. In AMC, navigate to the **System Configuration > General Settings**.
2. In the **Licensing** section note the serial number and authentication code for your SMA 8200v.
3. In your Web browser, go to <https://www.mysonicwall.com> and log in with your MySonicWall username and password.
4. On the top of your MySonicWall **Dashboard** page, in the **Quick Register** field, type in the serial number of your SMA 8200v and then click **Next**.



QUICK REGISTER REGISTER Registering multiple [Products?](#) or [Keys?](#)

5. Enter the authentication code and a friendly name for this appliance.
6. Click **Register** to continue and follow the online prompts to fill out the survey and complete the registration process.

License Manager

Due to licensing restrictions, the SMA 8200v must be able to make contact with the License Manager server (software.sonicwall.com) every 24 hours. All communication is encrypted with TLS and uses port 443.

The ability or inability to make contact affects the license in the following ways:

- If the contact does not succeed in a 3-day period, a warning appears in AMC.
- If the contact does not succeed in a 7-day period, the license reverts to 2 users (note that the full license is not deleted, but only becomes inactive).
- If connectivity is restored at any point and the contact succeeds, the full license is reinstated.

If you make a change to your network and want to attempt contact again immediately, you must reboot the SMA 8200v. Navigate to the Maintenance page in the AMC, and click **Restart**.

Upgrading the 8200v Virtual Appliance

If you attempt to upgrade to SMA 12.4 from SMA 11.3 or earlier, the upgrade stops, and you get a message stating that you cannot upgrade from your current version.

You can upgrade a supported SMA 8200v appliance directly to version 12.4.3 from these versions:

- 12.4 and above + latest hotfixes
- 12.1 + latest hotfixes

① **NOTE:** When you are upgrading from SMA 12.3 to 12.4, it is recommended to upgrade to 12.4.0 first, then upgrade to 12.4.3.

To upgrade an 8200v by importing the configuration:

1. Export the configuration from the current virtual machine to a local computer.
2. Deploy a new virtual machine.
3. Import the configuration from the local computer to the new virtual machine.

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 at <https://sonicwall.com/pes>.
- 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

Secure Mobile Access on Hyper-V Getting Started Guide

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