

Secure Mobile Access 12.4 Upgrade Guide

SONICWALL[®]

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Introduction

This document describes the process of updating your SonicWall Secure Mobile Access (SMA) firmware.

Specific upgrade scenarios include:

- Upgrading a standalone SMA 1000 appliance
- Upgrading the Central Management Server (CMS) along with its managed SMA 1000 appliances

Topics:

- [Upgrade Description](#)
- [Special Considerations](#)
- [Preparation](#)
- [SMA Infrastructure Upgrade](#)
- [Post-Upgrade Tasks](#)

Upgrade Description

Upgrading your SMA infrastructure is a multi-task process that includes obtaining the updates or hotfixes, updating the SMA appliances, and updating the client endpoints. Instructions for creating a MySonicWall account and how to register your appliances are also included, if you haven't already done that.

① | **IMPORTANT:**

- It is **STRONGLY** recommended that customers/partners to upgrade their CMS and managed appliances to the latest/actively supported feature release and client/platform hotfixes with 12.4 firmware, and stay up to date from feature set, performance and security standpoint.
- It is **STRONGLY** recommended that customers/partners upgrade the managed appliances (SMA) to the latest/actively supported feature release and client/platform hotfixes with 12.4 firmware first before the CMS. After successful upgrade of the SMA appliances, the CMS should be upgraded to the identical, latest/actively supported feature release (only the platform hotfixes) with 12.4 firmware. The CMS and SMA appliances part of the cluster must be on the same latest/actively supported feature release and client/platform hotfixes with 12.4 firmware.
- It is **STRONGLY** recommended that customers/partners upgrade their Connect Tunnel clients to the latest versions available with actively supported feature release and client/platform hotfixes with 12.4 firmware, and stay up to date from feature set, performance and security standpoint.
- Customers running 12.4 and above+ latest hotfixes are advised to upgrade to 12.4.3 as it is the most recent and latest 12.4.x feature release.

① | **NOTE:** The SMA 12.4.3 version includes all the bug fixes that are available with 12.4 and above + latest hotfixes.

Topics:

- [Upgrade Summary](#)
- [Platform Compatibility](#)
- [Discontinued Features](#)

Upgrade Summary

The upgrade process for SMA includes updating both the SMA appliances and the client end points such as SMA clients. Instructions for both are provided. The Appliance Management Console (AMC) displays a warning with a direct link to either download or install available hotfixes and upgrades. Hotfixes are released to patch bugs. There are platform and client hotfixes. They should be applied to the platform first and then the client. Both hotfixes, and also related client upgrades, are necessary to resolve all known issues fixed by that hotfix set.

1. Click the upgrade/hotfixes link in the message bar to upgrade.

Or

Login to MySonicWall and register your devices on MySonicWall. Registration provides access to essential resources, such as your license file, firmware updates, documentation, and technical support information.

- Go to **System Configuration > Maintenance > System software updates > Update > Choose File** to import the downloaded update.

2. Select the version, and the upgrade starts.

After the appliance restarts, log in to AMC and verify the new version number in the bottom-left corner of the appliance home page.

3. Install the client upgrade on all the client endpoints and verify them.

Platform Compatibility

The SMA supports the following SMA 1000 series appliances running SMA 12.4.3 firmware:

- SMA 6200
- SMA 6210
- SMA 7200
- SMA 7210
- SMA 8200v (Azure/AWS/KVM/ESXi/Hyper-V)

① | **NOTE:** EX6000, EX7000, and EX9000 appliances cannot be upgraded to SMA 12.4.3

① | **NOTE:** You can upgrade to 12.4.3 from 12.4.2, 12.4.1, and 12.1.0.

① | **NOTE:** Upgrading a virtual appliance hosted on ESXi requires network adapter changes. Refer to the SonicWall Support Knowledge Base article at: <https://www.sonicwall.com/support/knowledge-base/170502800288963>.

Discontinued Features

The following features have been deprecated on all SMA 1000 series appliances in SMA 12.4.1:

- vWorkspace
- Support for Fallback Servers for Network Tunnel clients.
- Application Control

The following features have been deprecated on all SMA 1000 series appliances in SMA 12.4.3:

- RSA ClearTrust
- Cache Cleaner

① **NOTE:** When upgrading the SMA version with discontinued features, it is mandatory to remove the existing configuration and then proceed with the upgrade.

Special Considerations

Some customer configurations may need some additional consideration when planning your SMA upgrade. Solutions with Connect Tunnel implemented also have special considerations for updating endpoints.

Topics:

- [Client Upgrade Requirements](#)

Client Upgrade Requirements

Client component upgrades follow the same requirements as appliance upgrades. After you upload the client hotfix to your appliance, the client-side fixes are then automatically pushed to each client system as it connects to the appliance. Depending on your environment, this can take a few days, weeks, or even months before all clients have connected and received the client-side fixes.

Preparation

You need to complete several tasks before updating your SMA infrastructure:

- [Finding the Authentication Code](#)
- [Registering your SMA Appliance](#)
- [Verifying the Downloaded Upgrade File](#)
- [Backing up your Current Configuration](#)

Finding the Authentication Code

When you register your SMA appliance, you need to provide an authentication code. Your authentication code is the hardware identifier for your appliance. It is displayed in the following places:

- On the appliance label
- On the **System Configuration > General Settings** page in the Appliance Management Console (AMC)

Registering your SMA Appliance

Registering your appliances ensures that you have access to the latest updates and hotfixes.

① **NOTE:** You must have a MySonicWall account in order to register the appliance. If you do not already have a MySonicWall account, navigate to <https://mysonicwall.com> and follow the prompts to create one.

To register your appliance:

1. Locate your software serial number, which is printed on the back of your SonicWall appliance.
2. Navigate to [MySonicWall](#) and log in with your username and password.
3. Click on the **Add Product** icon on the far right of your MySonicWall **Dashboard**. The **Quick Register** dialog box displays.
4. Enter your serial number, and then click **Confirm**.
5. Confirm your serial number.

6. Enter a name for this appliance.
7. Enter the authentication code.
8. Select the Product group to which you want to assign the appliance.
9. Click **Register**.
10. Follow the online prompts to complete the registration process.

Verifying the Downloaded Upgrade File

To verify that the update was successfully transferred to your local computer, compare its checksum against the MD5 checksum information displayed on MySonicWall.

To verify the MD5 checksum of the upgrade file on a PC, use a Windows- or Java-based utility. Microsoft, for example, offers an unsupported command-line utility on their site named *File Checksum Integrity Verifier (FCIV)*.

To compare checksums using the File Checksum Integrity Verifier:

1. At the DOS command prompt, type the following, which returns a checksum for the downloaded file:
`fciv <upgrade_filename>.bin`
2. Compare the result against the MD5 checksum displayed on MySonicWall. If they match, you can safely continue with your update. If they differ, try to the download again and compare the resulting checksums. If they still do not match, contact *Technical Support*.
3. To verify the MD5 checksum directly on your appliance, copy the upgrade file to the appliance and type the following command to see the checksum for the downloaded file:
`md5sum <upgrade_filename>.bin`

Backing up your Current Configuration

Before updating, back up the current configuration of your appliance. You can use the export feature in the Appliance Management Console (AMC). These steps are optional, but recommended.

1. From the main AMC navigation menu, navigate to **System Configuration > Maintenance**.
2. In the **System Configuration** section, in the **Import or export** area, click **Import/Export**.
3. In the **Export Configuration** section, click the **Export** button.
 - ① **NOTE:** If you have configured any third party agents, select the **Include third party agents** checkbox and click the **Export** button to back up your third party configurations.
4. Click **OK**.
5. If it prompts you to open the .aea file or save it, save it to your hard drive.
 - ① **NOTE:** On Windows operating systems, Internet Explorer may block the download of the .aea file. To work around this, click the information bar that appears beneath the Internet Explorer **Address** box, and then click **Download File**.

SMA Infrastructure Upgrade

Before upgrading, you need to validate that your appliances are running the latest hotfix. The most recent Hotfix list for each firmware version as of the release of this document is shown below. Additional hotfixes may be released in the future. The most up-to-date hotfix is available at **MySonicWall account > Download Center**. The release notes is available at [Technical Documentation portal](#).

Current Hotfixes (as of Publication Date)

Firmware version	Latest Platform (Appliance) Hotfix	Latest Client Hotfix
12.4	pform-hotfix-latest	clt-hotfix-12.4.0-latest
12.4.2	pform-hotfix-latest	clt-hotfix-12.4.2-latest

① **NOTE:** Upgrading a virtual appliance hosted on ESXI is known to have problems. Refer to the SonicWall Knowledge Base article at <https://www.sonicwall.com/support/knowledge-base/170502800288963> for more information.

Topics:

- [Installing an Update or Hotfix Using the Appliance Management Console](#)
- [Upgrading CMS and Managed Appliances](#)
- [Verifying the SMA Update](#)
- [Verifying the Managed Appliances Update](#)
- [Verifying the CMS Update](#)

Installing an Update or Hotfix Using the Appliance Management Console

① **NOTE:** AMC now notifies the administrators of available upgrades and hotfixes, and provides a one-click upgrade option.

If you have not already downloaded the update or hotfix file, see [Obtaining the Upgrade File or Hotfix](#) for instructions. Save the file to your local system.

① **NOTE:**

- If you have OPSWAT V3 attributes configured, upgrading to SMA 12.4.2 is prevented. To upgrade to SMA 12.4.2, remove the OPSWAT V3 attributes and proceed with the upgrade process.
- If you have configured TLS transport protocol as “Any TLS version” or “TLS version 1.2 or 1.1” in prior version of SMA, upgrading to SMA 12.4 is prevented. To upgrade to SMA 12.4, select “TLS version 1.2 only” in AMC and proceed with the upgrade process.

To install the update or hotfix:

1. From the main navigation menu in AMC, navigate to the **System Configuration > Maintenance**.
2. In the **System Software Updates** section, in the **Update** area, click **Update**.
3. Click **Choose File** to locate the update or hotfix file, or type the file path.
4. Expand the **Advanced** section if you want to schedule installation of the update or hotfix for a later time.
5. Click **Install update**.
6. This step may take several minutes, depending on the network connection speed.

After the file upload process is completed, the update or hotfix is automatically installed on the appliance. You cannot cancel this part of the installation process. The appliance will automatically restart when the installation of the update or hotfix is completed.

If you have any issues after the upgrade, you can roll back the SMA version to the prior version. For more information, see [Rolling Back SMA to a Previous Version](#)

Upgrading CMS and Managed Appliances

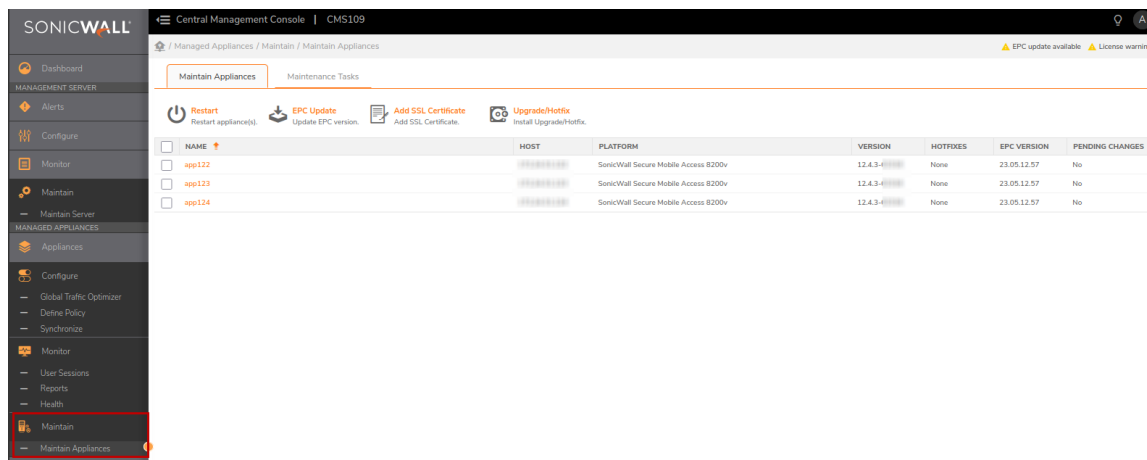
You can use the Central Management Console (CMC) to upgrade and apply hotfixes to your entire VPN infrastructure, including the CMS and all its managed appliances. You can click the upgrade/hotfixes link in the message bar to upgrade or download the CMS upgrade file or hotfix file from MySonicWall.

① | **NOTE:** The CMS and all its managed SMA appliances use the same upgrade and hotfix file.

To upgrade the CMS and its managed appliances:

① | **NOTE:** All the Managed appliances need to be updated to 12.4.3 first and then upgrade the CMS.

1. On the Central Management Console, navigate to **Managed Appliances > Maintain Appliances**.



2. Select the SMA appliance you want to upgrade.

① | **NOTE:** You can select multiple appliances to update at the same time.

3. Click **Upgrade/Hotfix**.

4. Choose a time to upgrade each appliance.

5. Click **Choose File** to select the downloaded upgrade file.

6. Select **Create Task**. This will upgrade all the selected managed appliances.

① | **NOTE:** You can update one appliance at a time, and not all at the same time.

- Once all the managed appliances have been upgraded, navigate to the **Management Server > Maintain Server** page.
- Under **System Software Updates**, click **Update**.
- Click **Choose File** to select the downloaded upgrade file.
- Expand the **Advanced** section if you want to schedule installation of the update or hotfix for a later time.
- Click **Install update**. This step may take several minutes, depending on the network connection speed.

Verifying the SMA Update

1. Log in to AMC.
2. From the main navigation menu, navigate to **Monitoring > System Status**.
3. Verify that the update succeeded by verifying the **Version** number in the **System information** section.
For example, *12.4.3-<multi-digit build number>*

Verifying the Managed Appliances Update

To verify the Managed Appliance update:

1. Log in to Central Management Console (CMC).
2. From the main navigation menu, under **Managed Appliances > Maintain Appliances**.
3. Verify that the update succeeded by verifying the **Version** number in the **Maintain Appliances** tab.
For example, 12.4.3-*<multi-digit build number>*

Verifying the CMS Update

To verify the CMS update:

1. Log in to Central Management Console (CMC).
2. From the main navigation menu, under **Management Server**, navigate to **Monitor > System Status**.
3. Verify that the update succeeded by verifying the **Version** number in the **System information** section.
For example, 12.4.3-*<multi-digit build number>*

Post-Upgrade Tasks

These sections describe tasks you may need to perform if the upgrade does not complete successfully.

Topics:

- [Importing a Configuration](#)
- [Rolling Back SMA to a Previous Version](#)
- [Rolling Back CMS to a Previous Version](#)

Importing a Configuration


If the installation of the update or hotfix file is interrupted or fails, you can import the configuration you saved earlier in the process.

To import a configuration:

1. From the main navigation menu in AMC, navigate to **System Configuration > Maintenance**.
2. In the **System Configuration** section, in the **Import or Export** area, click **Import/Export**.
3. In the **File name** field, click **Choose File** to locate the configuration file.
① | **NOTE:** The filename format is: `<appliance_name>-<date>-<nnn>.aea`.
4. Click **Import**.
5. Click the **Pending changes** link to apply the pending changes.
6. In the **Apply Pending Changes** prompt, expand the **Advanced** section if you want to schedule the apply changes for a later time.
OR
Select **Apply Changes** to activate the imported configuration immediately.

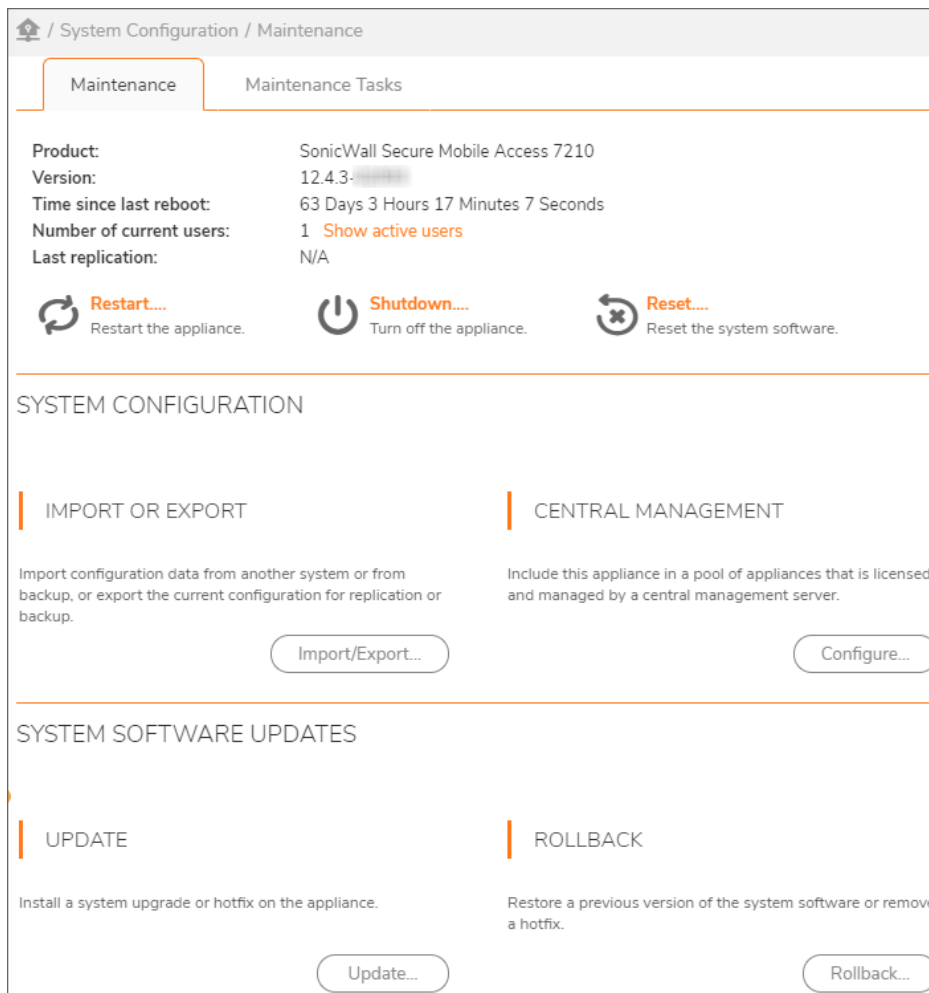
Rolling Back SMA to a Previous Version

From AMC, you can undo the most recent update installed on the system. If you experience problems after completing an update, you can roll back to the previous version. Each time you roll back the software image, it removes the most recent system update and restores the version that existed just prior to the update.

 **CAUTION:** If you have made any configuration changes since updating the system, rolling back the software image erases these changes.

To roll back SMA to a previous version:


1. From the main navigation menu in AMC, navigate to **System Configuration > Maintenance**.
2. In the **System Software Updates** section, in the **Rollback** area, select **Rollback**.





/ System Configuration / Maintenance

Maintenance Maintenance Tasks

Product: SonicWall Secure Mobile Access 7210
Version: 12.4.3
Time since last reboot: 63 Days 3 Hours 17 Minutes 7 Seconds
Number of current users: 1 [Show active users](#)
Last replication: N/A

 **Restart...**
Restart the appliance.

 **Shutdown...**
Turn off the appliance.

 **Reset...**
Reset the system software.

SYSTEM CONFIGURATION

IMPORT OR EXPORT

Import configuration data from another system or from backup, or export the current configuration for replication or backup.

[Import/Export...](#)

CENTRAL MANAGEMENT

Include this appliance in a pool of appliances that is licensed and managed by a central management server.

[Configure...](#)

SYSTEM SOFTWARE UPDATES

UPDATE

Install a system upgrade or hotfix on the appliance.

[Update...](#)

ROLLBACK

Restore a previous version of the system software or remove a hotfix.

[Rollback...](#)

3. To roll back to the version displayed on the Rollback page, click **Rollback** and then **Yes** to confirm the rollback.

After the rollback process completes, the appliance will automatically restart and apply the changes.

4. After the appliance restarts, verify the version number in the bottom-left corner of the AMC home page.

Rolling Back CMS to a Previous Version

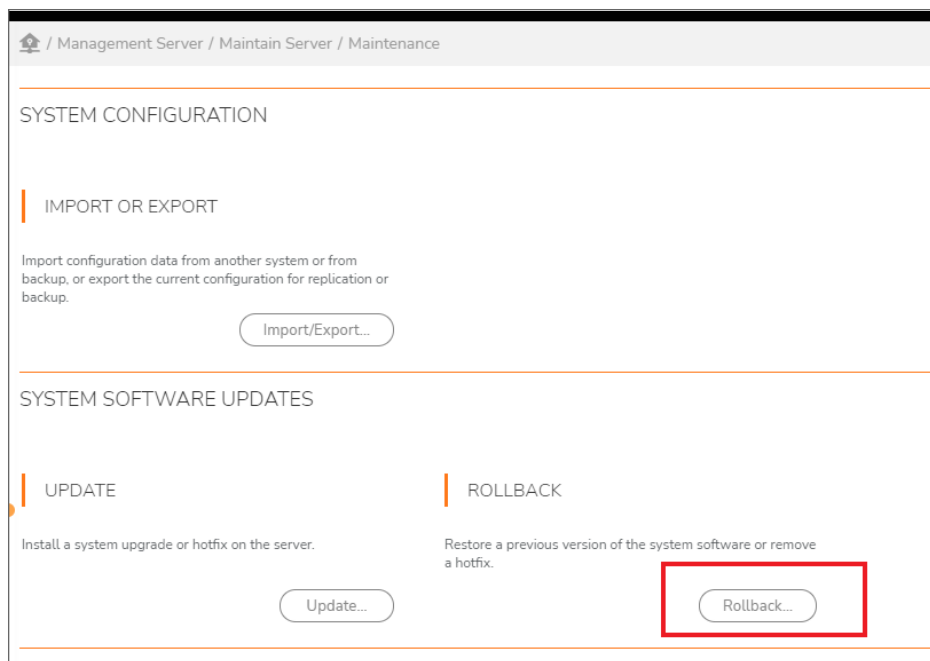
From Central Management console, you can undo the most recent update installed on the system. If you experience problems after completing an update, you can roll back to the previous version. Each time you roll back the software image, it removes the most recent system update and restores the version that existed just prior to the update.

CAUTION: If you have made any configuration changes since updating the system, rolling back the software image erases these changes.

To rollback the CMS to a previous version, you should rollback CMS first and then you should roll back all the managed appliances.

To roll back the CMS to a previous version:

1. On the Central Management Console, navigate to **Management Server > Maintain > Rollback**.



2. Under the Upgrades section, click **Rollback**. A pop up window appears you to confirm the rollback.
3. In the **Confirm Rollback** pop up window, click **Yes** to confirm the Rollback.
After the rollback process completes, the CMS will automatically restart and apply the changes.
4. After the CMS restarts, verify the version number in the bottom-left corner of the Central Management Console home page.

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

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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/>.

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