



# SonicExpress 2.4

## User Guide

SONICWALL<sup>®</sup>

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# About SonicExpress

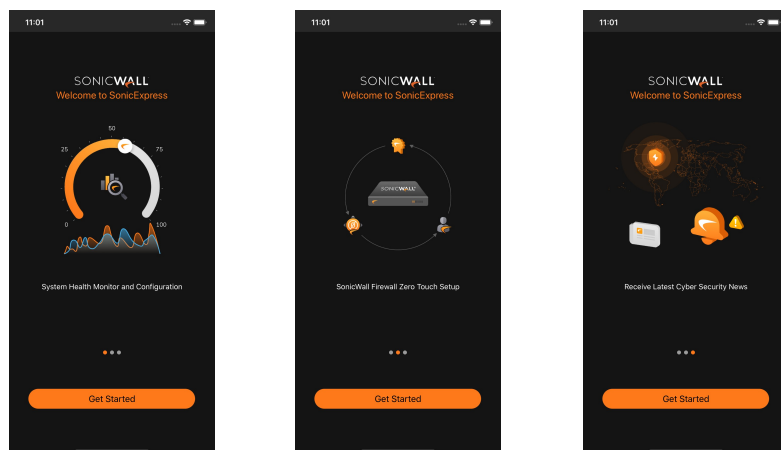
SonicExpress is a mobile application that lets you easily register, set up, manage and monitor your SonicWall appliances. To set up your new SonicWall next-generation firewall, simply launch the app, plug in the USB cable that came with your mobile device, and follow instructions from the [intuitive setup guide](#) with step-by-step instructions. Additionally, stay updated with the latest SonicWall security news from the app.

- [Getting Started with SonicExpress](#)
- [Using SonicExpress Lite Mode](#)
- [Browsing Registered Appliances](#)
- [Registering Appliances](#)
- [Managing Appliances](#)
- [Setting Up Appliances using SonicExpress](#)
- [Using the Wireless Network Manager](#)
- [Browsing SonicWall Security News](#)
- [Accessing Additional Features or Information about SonicExpress](#)



# Getting Started with SonicExpress

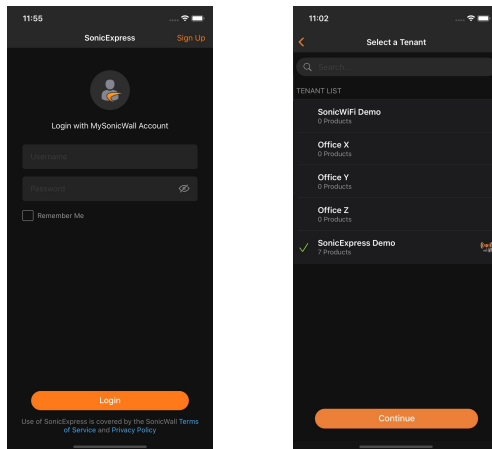
When you start the SonicExpress application, a series of welcome screens are available for you. You can swipe through these to view that information about SonicExpress.



## *To begin using SonicExpress:*

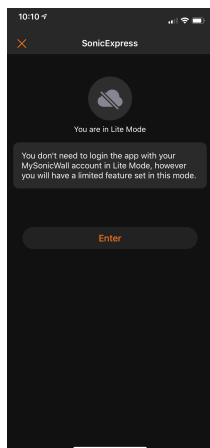
1. Tap **Get Started** to begin using the application.
2. Enter your username and password for your **MySonicWall** account.  
① | **NOTE:** If you do not already have a **MySonicWall** account, **you will need to create one.**
3. Tap **Login**.

4. Select the tenant that contains the network security appliance you want to manage or to which you want to add a new device or tap **Continue** to view the currently selected tenant.



## Using SonicExpress Lite Mode

SonicExpress Lite Mode does not require that you be logged into MySonicWall so you can quickly connect to an appliance using either a direct USB connection or HTTPS by providing only its login credentials.

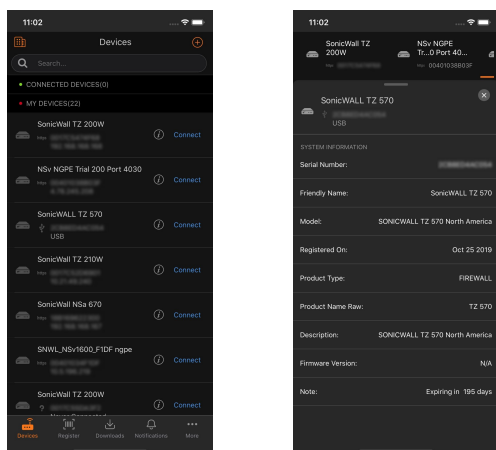


In Lite Mode, any of the features that require a connection to MySonicWall are not available, including:

- Registration
- Onboarding
- License Sync
- "Remember Me" for appliance logins
- Export of preferences files

## Browsing Registered Appliances

Using SonicExpress, you can browse registered SonicWall network security appliances by the tenants in which they reside.



- Tapping on the device will display the detailed information for the selected device.
- To select a different tenant, tap the icon on the top left of the screen.

# Setting Up Appliances using SonicExpress

You can set up your SonicWall network security appliances using SonicExpress using either HTTPS or by connecting it to your mobile device with a USB cable.

## Topics:

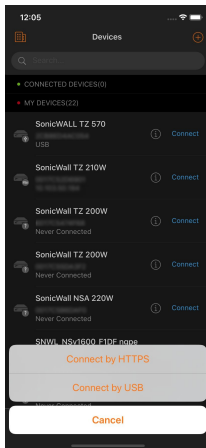
- [Setting Up Appliances Using HTTPS](#)
- [Setting Up Appliances Using USB](#)

## Setting Up Appliances Using HTTPS

### *To set up a SonicWall network security appliance using HTTPS:*

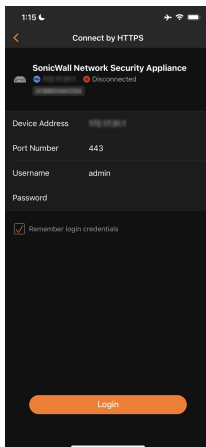
1. Start the SonicExpress app on your mobile device.
2. When prompted, log in using your MySonicWall username and password.  
① | **NOTE:** If you do not already have a [MySonicWall](#) account, [you will need to create one](#).
3. Tap **Devices**.
4. Tap **Connect** next to the device you want to configure.  
① | **NOTE:** If only **Connect by USB** is displayed, press and hold **Connect** for a moment and both connection options should become available.

5. Select **Connect by HTTPS**

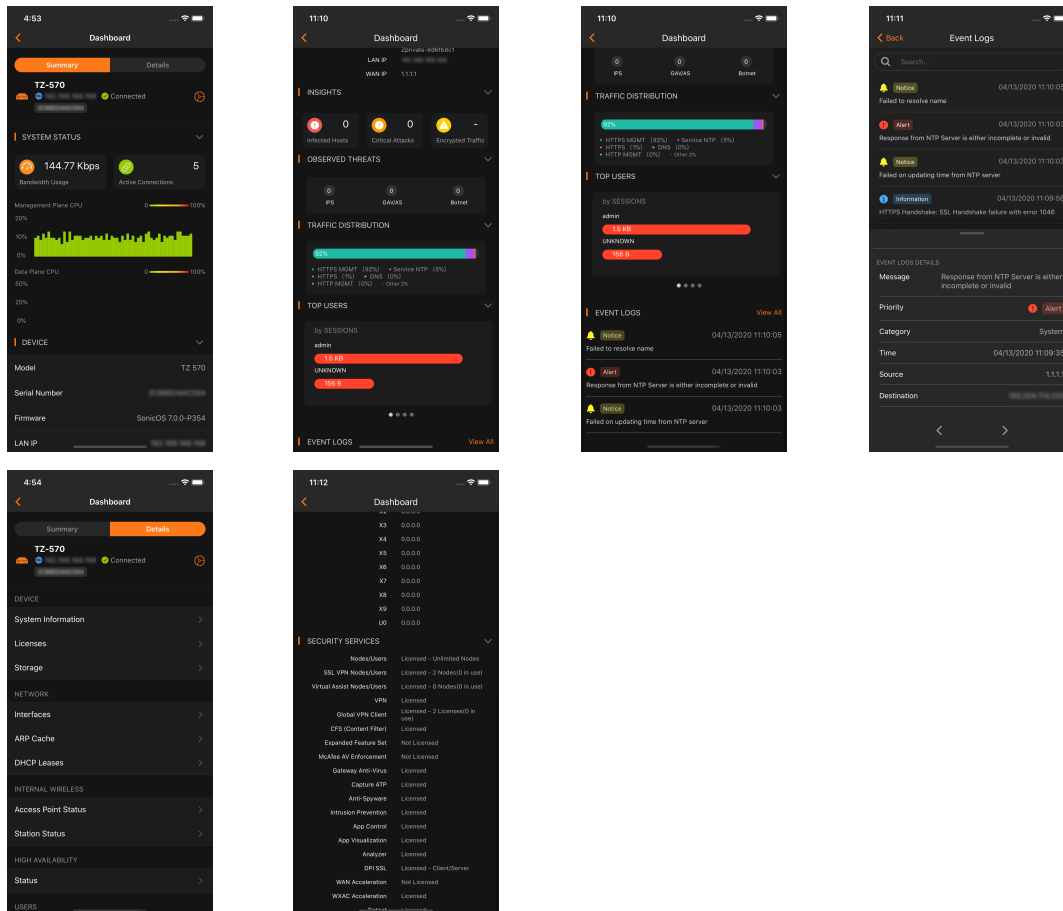


**NOTE:** If only **Connect by USB** is displayed, tap **Cancel** and then press and hold the **Connect** button for a moment and both connection options should become available.

6. Enter the administrator **Username** and **Password** associated with the appliance.



7. Tap **Connect**. After the device has been successfully connected, the **Dashboard** for the device displays. Scroll down to view the details for the connected appliance.



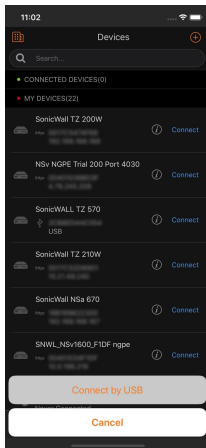
## Setting Up Appliances Using USB

You can set up a SonicWall network security appliance by connecting it to your mobile device using an USB cable. The intuitive setup guide will guide you through steps to configure your device.

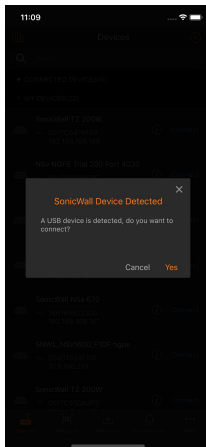
### *To set up a SonicWall network security appliance using USB:*

1. Start the SonicExpress app on your mobile device.
2. When prompted, log in using your MySonicWall username and password.
  - ① | **NOTE:** If you do not already have a **MySonicWall** account, **you will need to create one**.
3. In the top right corner of the screen, tap the plus (+) icon.

- When prompted, select **Connect by USB**.



- Connect your mobile device to the SonicWall network security appliance.
- SonicExpress will display a prompt when the device is detected.



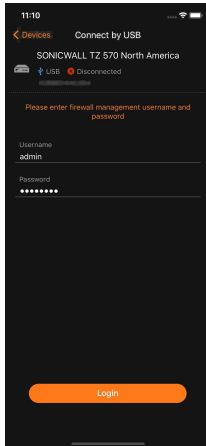
- Tap **Yes** to continue.



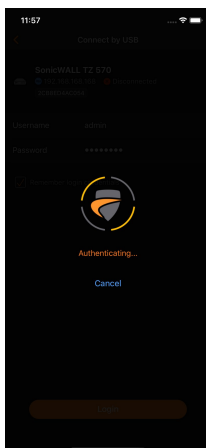
8. Enter the default administrator **Username** and **Password** associated with the appliance.

① | **NOTE:** The default username is `admin` and the default password is `password`.

① | **NOTE:** When you log into a SonicWall network security appliance using the default password, or any password that does not comply with administration settings, you might be required to create and enter a new password that meets the password requirements configured for that device.

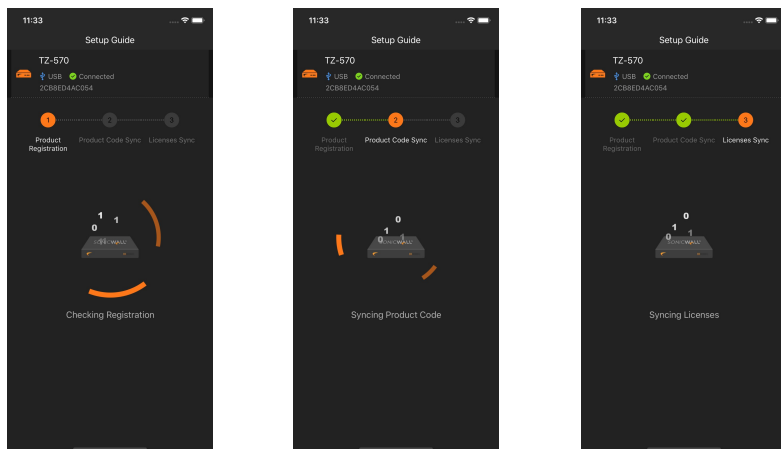


9. Tap **Connect**. The screen changes when the device has been successfully connected.

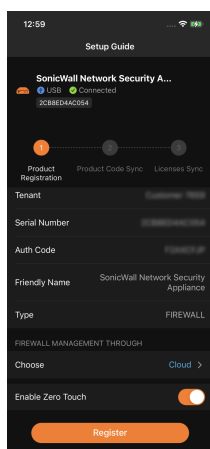


10. Tap **Setup Guide** to continue.

11. SonicExpress will verify that the SonicWall appliance is properly registered, synchronize the product code, and synchronize the license.



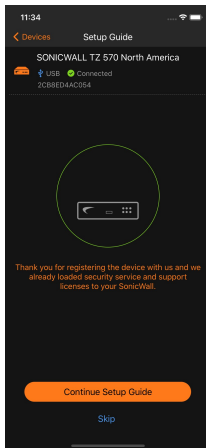
12. Depending on the licensing you have purchased for the device, you may be able to set additional options for managing the device.



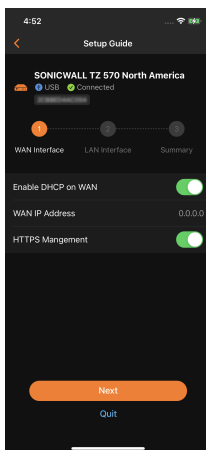
- For **Firewall Management Through**, from the **Choose** list, depending on your licensing, you may be able to select:
  - **On-Box**
  - **Cloud**
  - **On-Prem**
- Tap the toggle next to **Enable Zero Touch** to enable Zero Touch configuration of the device.
  - ① **NOTE:** This option must be enabled for the device through **MySonicWall** for it to be available through SonicExpress.
- If this is the first device on this tenant to use **Cloud** firewall management, you will need to select a data center from the **Data Center Location** list.

Tap **Register** to register the device with these settings.

13. Tap **Continue Setup Guide**.



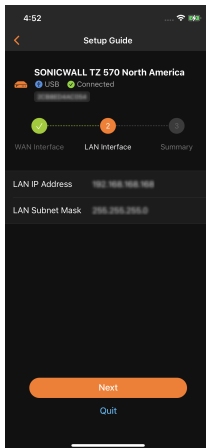
14. Set the management options.



- Tap the toggle next to **Enable DHCP on WAN** to use dynamic IP addressing for the device.
- Tap the toggle next to **HTTPS management** to use HTTPS to manage the device.

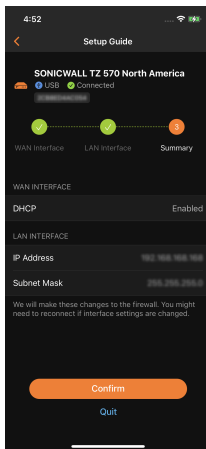
Tap **Next**.

15. Enter the appropriate IP addresses for the **LAN IP Address** and **LAN Subnet Mask**.



Tap **Next**.

16. Review the settings you have entered for the device.



Tap **Confirm**.

17. After the setup of the device is successfully completed, tap **Firewall Dashboard** to view the information about the device on your SonicExpress dashboard.

# Managing Appliances

You can manage your SonicWall network security appliances using SonicExpress using either HTTPS or by connecting it to your mobile device with a USB cable.

## Topics:

- [Managing Appliances Using HTTPS](#)
- [Managing Appliances Using USB](#)
- [Using the Diagnostic Tools](#)

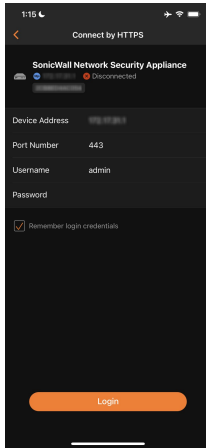
## Managing Appliances Using HTTPS

### *To manage a SonicWall network security appliance using HTTPS:*

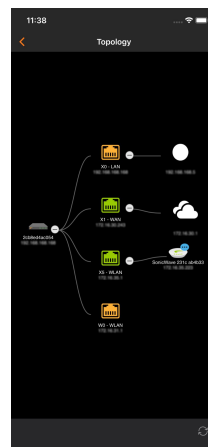
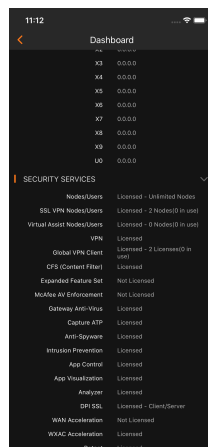
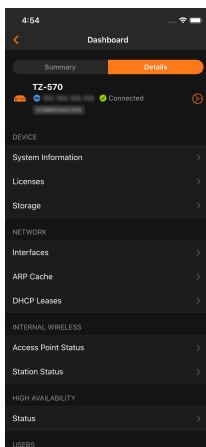
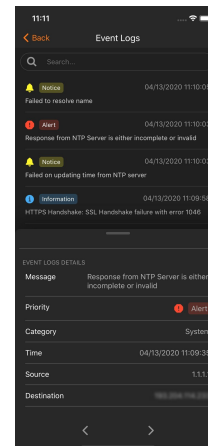
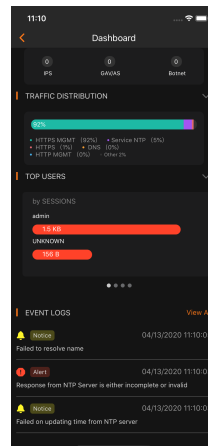
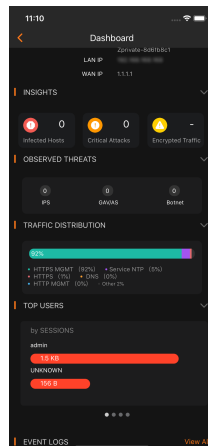
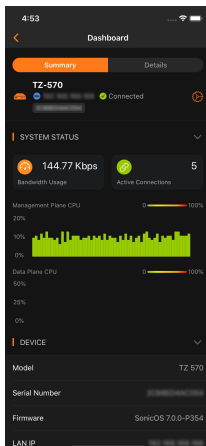
1. Start the SonicExpress app on your mobile device.
2. When prompted, log in using my MySonicWall username and password.  
① | **NOTE:** If you do not already have a [MySonicWall](#) account, [you will need to create one](#).
3. Tap **Devices**.
4. In the **Devices** list, tap the name of the device that you want to manage.

- Enter the administrator **Username** and **Password** associated with the appliance.

**NOTE:** When you log into a SonicWall network security appliance using the default password, or any password that does not comply with administration settings, you might be required to create and enter a new password that meets the password requirements configured for that device.



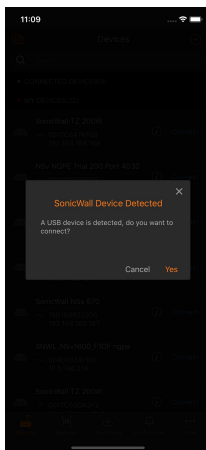
- Tap **Login**. After the device has been successfully connected, the **Dashboard** for the device displays. Scroll down to view the details for the connected appliance.



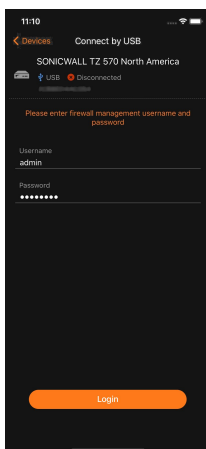
# Managing Appliances Using USB

## *To manage a SonicWall network security appliance using USB:*

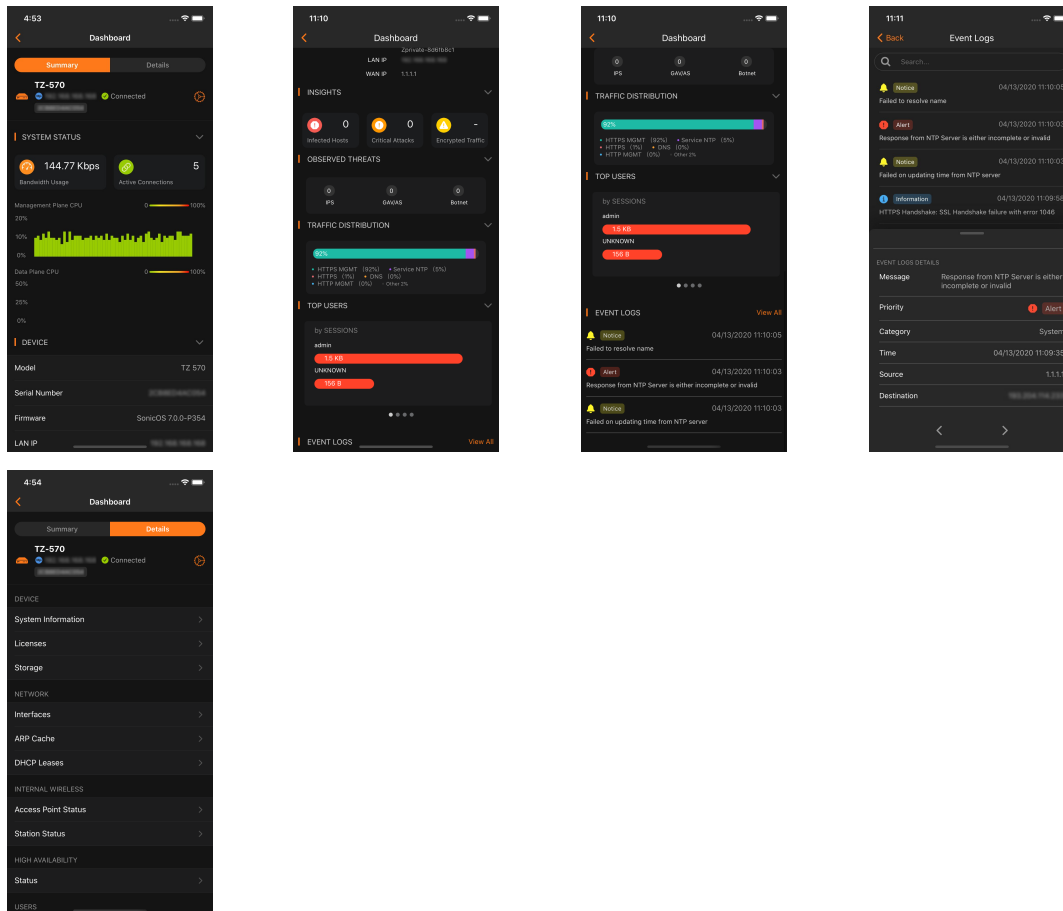
1. Start the SonicExpress app on your mobile device.
2. When prompted, log in using my MySonicWall username and password.  
**i | NOTE:** If you do not already have a **MySonicWall** account, **you will need to create one**.
3. Connect your mobile device to the SonicWall network security appliance.
4. SonicExpress will display a prompt when the device is detected.



5. Tap **Yes** to continue.
6. Enter the administrator **Username** and **Password** associated with the network security appliance.  
**i | NOTE:** When you log into a SonicWall network security appliance using the default password, or any password that does not comply with administration settings, you might be required to create and enter a new password that meets the password requirements configured for that device.



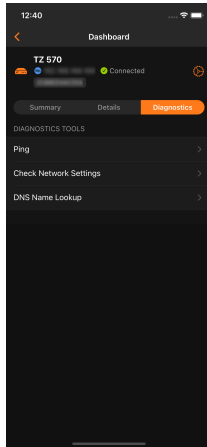
7. Tap **Connect**. After the device has been successfully connected, the **Dashboard** for the device displays. Scroll down to view the details for the connected appliance.





# Using the Diagnostic Tools

On the **Dashboard** is a **Diagnostics** tab that provides access these diagnostic tools for testing the connectivity of your appliances.

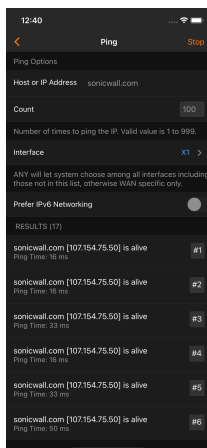


The diagnostic tools available include:

- **Ping**
- **Check Network Settings**
- **DNS Lookup**

## Ping

The **Ping** test sends a packet off a machine on the Internet and returns it to the sender.

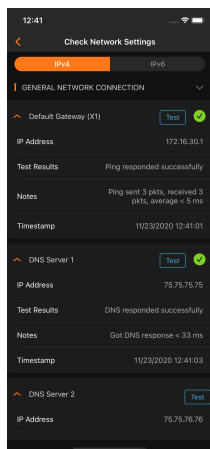


This test shows if the firewall is able to contact the remote host.

- If users on the LAN are having problems accessing services on the Internet, try pinging the DNS server, or another machine at the ISP location.
- If the test is unsuccessful, try pinging devices outside of the ISP.
- If you can ping devices outside of the ISP, then the problem lies with the ISP connection.

## Check Network Settings

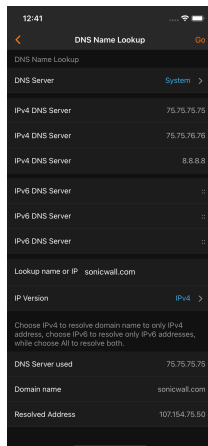
**Check Network Settings** tool can help you diagnose network-related issues.



It allows you to check such items as network connectivity and service availability of several predefined settings of SonicExpress, returns the results, and attempts to describe the possible causes if any issues are detected. This feature is available for both IPv4 and IPv6 network settings.

# DNS Lookup

The **DNS Lookup** tool returns the IPv4 and IPv6 IP address of a URL.



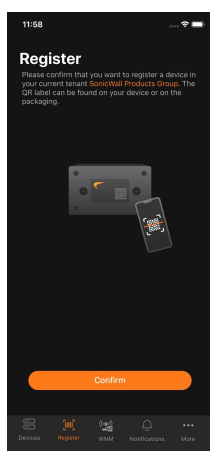
- If you enter an IPv4 or IPv6 IP address, the tool returns the domain name for that address.
- If you enter a domain name, the tool returns the DNS server used and the resolved address.

# Registering Appliances

You can use SonicExpress to register your SonicWall network security appliances.

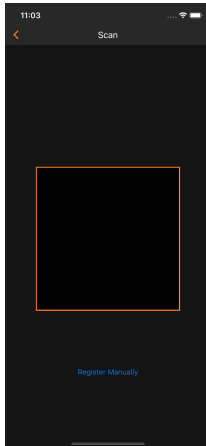
## *To register an appliance:*

1. Tap the **Register** icon.
2. When prompted verify that you want to register your appliance in the specified tenant.

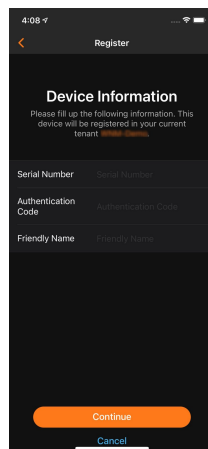


3. Locate the QR code for the appliance you want to register.  
① | **NOTE:** The label containing the QR code may be found on the appliance or its packaging.
4. Tap **Confirm**.

5. Either:

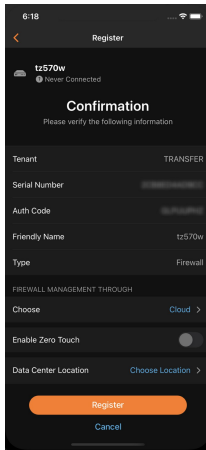


- Scan the QR code with your mobile device.
- Tap **Register Manually** to enter the required registration information for the appliance using the keyboard on your mobile device.



6. Tap **Continue**.

7. Depending on the licensing you have purchased for the device, you may be able to set additional options for managing the device.



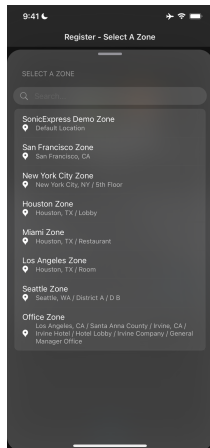
- For **Firewall Management Through**, from the **Choose** list, depending on your licensing, you may be able to select:
  - **On-Box**
  - **Cloud**
  - **On-Prem**
- Tap the toggle next to **Enable Zero Touch** to enable Zero Touch configuration of the device.
  - ① **NOTE:** This option must be enabled for the device through **MySonicWall** for it to be available through SonicExpress.
- If this is the first device on this tenant to use **Cloud** firewall management, you will need to select a data center from the **Data Center Location** list.

8. Tap **Register**.

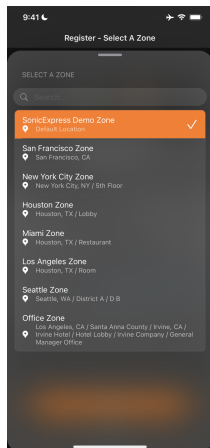
9. If the device is a wireless device than can be managed by Wireless Network Manager, you can assign the device to a zone managed by Wireless Network Manager.

① **NOTE:** This step is optional. Tap **Skip** to complete the registration of the device without assigned it to a Wireless Network Manager-managed zone

- a. Tap **Assign Zone**. A list of available zones displays.



You can search for specific zones by enter part or all of the name in the search field at the top of the screen.



- b. Tap the name of the zone to which you want to assign the device.
- c. Tap **Continue**.
- d. When the device has been successfully assigned to the zone, a new screen will display that will allow you to register additional devices or tap **Done** to return to the SonicExpress dashboard.

# Using the Wireless Network Manager

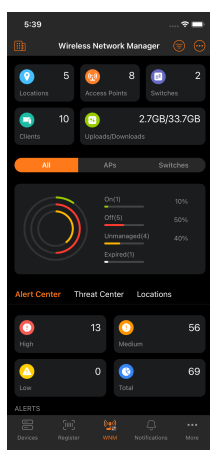
SonicExpress provides you with the ability to manage devices using the SonicWall Wireless Network Manager.

## Topics:

- [Managing Access Points Using Wireless Network Manager](#)
- [Managing Switches Using Wireless Network Manager](#)
- [Setting the Time Range for the Wireless Network Manager Dashboard](#)
- [Setting Wireless Network Manager Dashboard Options](#)

For more information about using Wireless Network Manager, refer to the *Wireless Network Manager Administration Guide*. This and other documentation are available under the product name “Secure Wireless Products” on the SonicWall support website at: <https://www.sonicwall.com/support/technical-documentation/>.

Tap the **WNM** icon to view the Wireless Network Manager Dashboard.



The information displayed on the Wireless Network Manager Dashboard refreshes automatically every 30 seconds. From the Wireless Network Manager Dashboard, you can view summaries of:

- **Locations:** the total number of locations
- **Access Points:** the total number of access points managed by Wireless Network Manager
- **Switches:** the total number of Switches managed by Wireless Network Manager

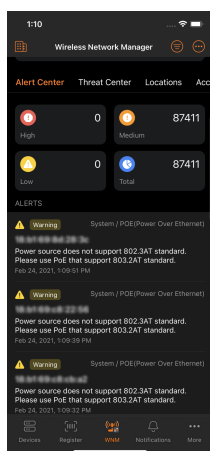


- **Clients:** the total number of client devices that connected to the access points
- **Uploads/Downloads:** the total upload and download traffic statistics

① **NOTE:** These sections provide summary information only. Tapping them will not display more detailed information.

All of the Dashboard screens also provide access to these sections:

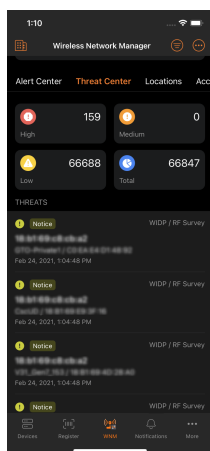
- **Alert Center**



This section displays:

- the number alerts rated by **High**, **Medium**, or **Low**, and the total number of alerts
- up to 10 of the most current logged alerts

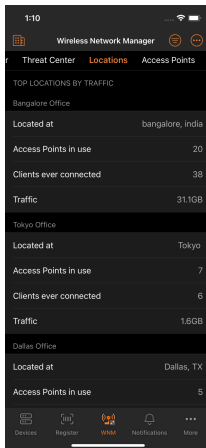
- **Threat Center**



This section displays:

- the number threats rated by **High**, **Medium**, or **Low**, and the total number of threats
- up to 10 of the most current logged threats

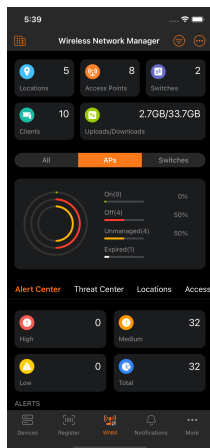
- **Locations:** lists up to 10 of the top locations by the amount of traffic



# Managing Access Points Using Wireless Network Manager

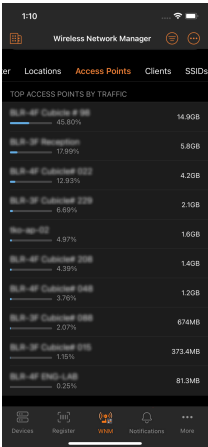
Tap the **WNM** icon to view the Wireless Network Manager Dashboard, then tap **APs**.

The chart and values that show the number and percentage of access points categorized by **On**, **Off**, **Unmanaged**, and **Expired**.

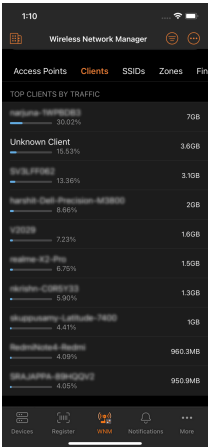


In addition to **Alert Center**, **Threat Center**, and **Locations**, these options become available:

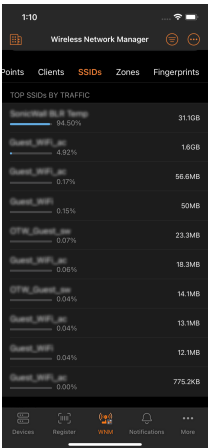
- **Access Points:** lists up to 10 of the top access points by the amount of traffic



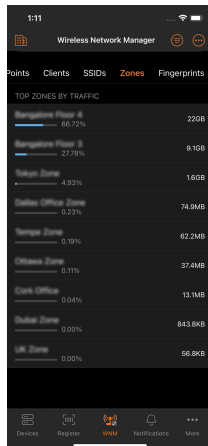
- **Clients:** lists up to 10 of the top clients by the amount of traffic



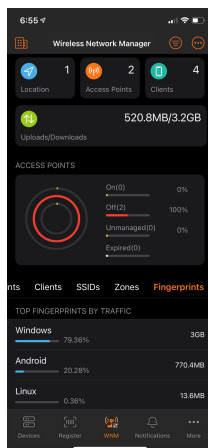
- **SSIDs:** lists up to 10 of the top SSIDs by the amount of traffic



- **Zones:** lists up to 10 of the top zones by the amount of traffic



- **Fingerprints:** lists up to 10 of the top fingerprints by the amount of traffic




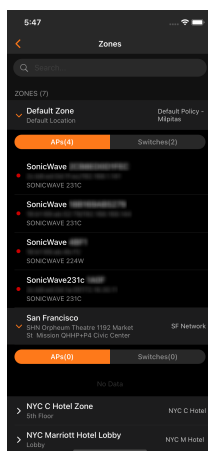
## Topics:

- [Viewing Access Points in Zones](#)

# Viewing Access Points in Zones

*To view the access points within a zone:*

- Tap the  icon at the top right of the Wireless Network Manager screen.
- Tap **Zones**. The **Zones** screen displays.

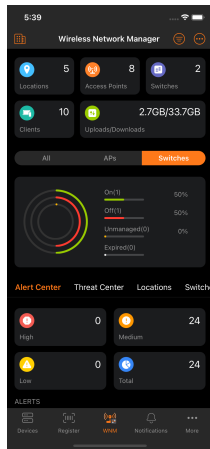


- Tap the zone section to expand it.
- Tap **APs** to view the access points in that zone.

## Managing Switches Using Wireless Network Manager

For more information on configuring and using the SonicWall Switch, refer to the *Switch Administration Guide*. This and other documentation are available under the product name “Switch” on the SonicWall support website at: (missing or bad snippet).

Tap the **WNM** icon to view the Wireless Network Manager Dashboard, then tap **Switches**.

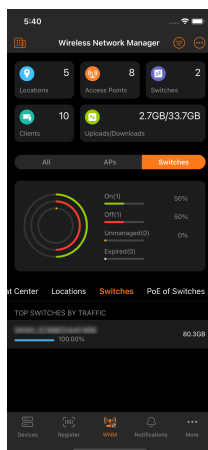


The chart and values that show the number and percentage of Switches categorized by:

- **On**
- **Off**
- **Unmanaged**
- **Expired**.

In addition to **Alert Center**, **Threat Center**, and **Locations**, these options become available:

- **Switches**: lists up to 10 of the top Switches by the amount of traffic



- **PoE of Switches**: lists up to 10 of the top PoE Switches by power draw

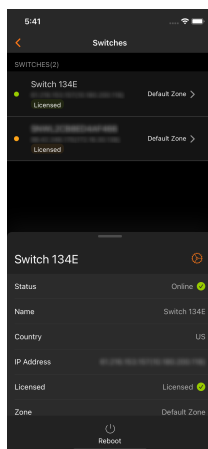
## Topics:

- **Restarting Switches**
- **Configuring and Shutting Down Switches**
- **Viewing Switches in Zones**

# Restarting Switches

## *To restart a Switch:*

1. Navigate to **WNM > Options > Network > Switches**.
2. Tap the section for a Switch to view its details.

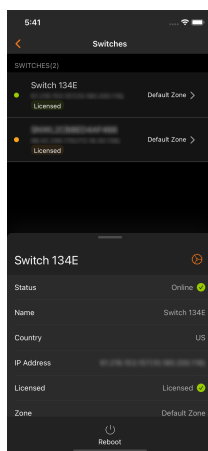


3. Tap the **Reboot** icon at the bottom to restart the Switch.

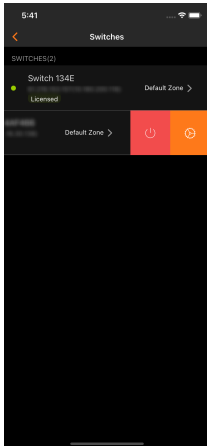
# Configuring and Shutting Down Switches

## *To configure or power down a Switch:*

1. Navigate to **WNM > Options > Network > Switches**.
2. Tap the section for the Switch you want to manage.




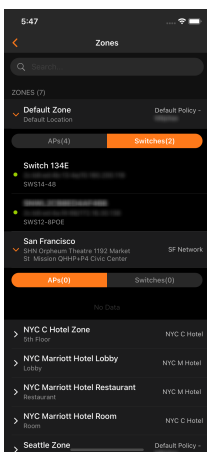
- Slide the section for a Switch to access the controls to power down or configure it.



## Viewing Switches in Zones

*To view the Switches within the zones:*

- Tap the  icon at the top right of the Wireless Network Manager screen.
- Tap **Zones**. The **Zones** screen displays.




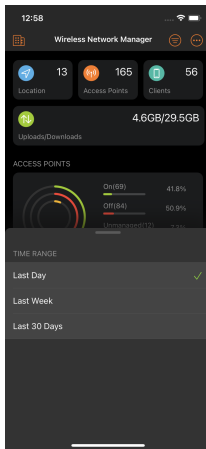
- Tap the zone section to expand it.
- Tap **Switches** to view the Switches in that zone.



# Setting the Time Range for the Wireless Network Manager Dashboard

*To set the time scale for the Wireless Network Manager Dashboard:*

1. Tap the  icon at the top right of the Wireless Network Manager screen.
2. On the **Time Range** screen, tap the time range which you want displayed on the Wireless Network Manager Dashboard:




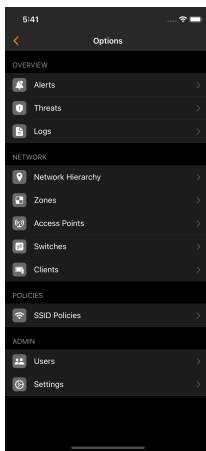
The available options are:

- **Last Day** (previous 24 hours)
  - **Last Week** (previous 7 days)
  - **Last 30 Days**
3. The display will return to the Wireless Network Manager Dashboard, displaying the data based on the time range that you selected.

# Setting Wireless Network Manager Dashboard Options

**To set the options for the Wireless Network Manager Dashboard:**

1. Tap the  icon at the top right of the Wireless Network Manager screen.
2. From the **Options** screen you can access detailed information about these items:

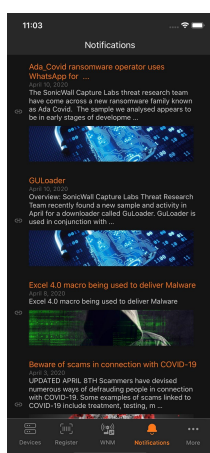


- **Overview**
  - Alerts
  - Threats
  - Logs
- **Network**
  - Network Hierarchy
  - Zones
  - Access Points
  - Switches
  - Clients
- **Policies**
  - SSID Policies
- **Admin**
  - Users
  - Settings

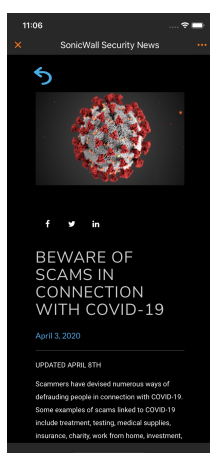
For more information about the Wireless Network Manager options, refer to the *Wireless Network Manager Administration Guide*. This and other documentation are available under the product name “Secure Cloud Wireless” on the SonicWall support website at: (missing or bad snippet).

# Browsing SonicWall Security News

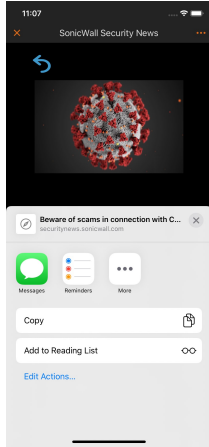
Tap the **Notifications** icon to view the latest security news from SonicWall.



Tap the title of the article to view it.

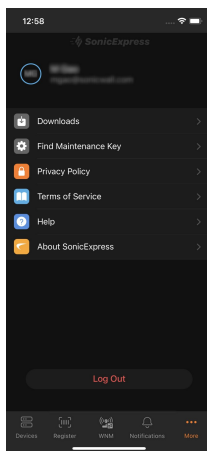


Tap the three dots (...) at the top right to send and or save the article.



Tap the **X** at the top left to close the article and return to the **Notifications** page.

## Accessing Additional Features or Information about SonicExpress



Tap the **More** icon to:

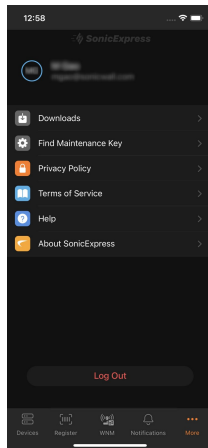
- [access downloaded configuration files](#)
- [get the maintenance key for a device](#)
- access additional information about SonicExpress by tapping the section to view the content associated with it
- log out of SonicExpress

# Managing Downloaded Configuration Files

You can use SonicExpress to manage the downloaded configuration files for your SonicWall network security appliances.

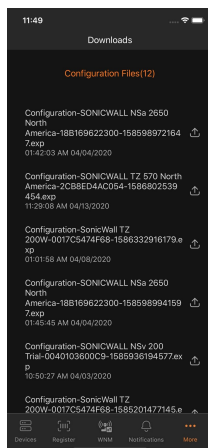
*To manage the downloaded configuration files:*

1. Tap **More**.



2. Tap **Downloads**.

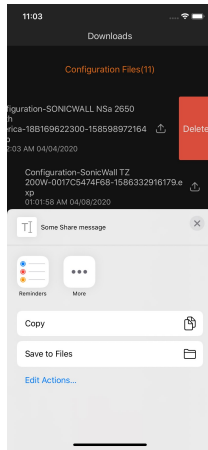
A list of configuration files for your appliances downloaded on your mobile device will display.



Scroll down to view any additional downloaded configuration files.

3. Tap the **Upload** icon to copy or save the file to a different location on your mobile device.

4. Swipe left to display the Delete option, then tap **Delete** to remove the downloaded configuration file from your mobile device.



## Finding the Maintenance Key

You can use SonicExpress to determine the maintenance key for an appliance, even if it has not yet been registered through MySonicWall.

① | **NOTE:** The feature is only available for SonicWall next-generation firewalls.

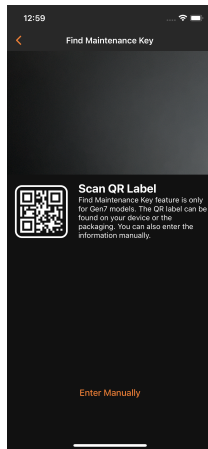
### *To get the maintenance key for an appliance:*

1. Tap **More**.
2. Tap **Find Maintenance Key**.
3. Locate the QR code for the appliance you want to get the maintenance key.

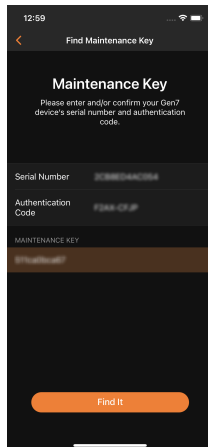
① | **NOTE:** The label containing the QR code may be found on the appliance or its packaging.

4. Either:

- Scan the QR code with your mobile device.



- Tap **Enter Manually**.



1. Enter the **Serial Number** and **Authentication Code** associated the device using the keyboard on your mobile device.
2. Tap **Find It**.  
The maintenance code is displayed in the shaded area.



# 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.

The **Support Portal** enables you to:

- View **Knowledge Base** articles and **Technical Documentation**
- View and participate in the **Community Forum** discussions
- View **Video Tutorials**
- Access **MySonicWall**
- Learn about **SonicWall Professional Services**
- Review **SonicWall Support services and warranty information**
- Register at **SonicWall University** for training and certification

## Creating a MySonicWall Account

You need to have a valid MySonicWall account to use SonicExpress. 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:***

1. Navigate to <https://mysonicwall.com>.
2. In the login screen, click **Sign Up**.
3. Enter the email address you want associated with your MySonicWall account.
4. Create a password that meets the security requirements.
5. From the drop-down menu select how you want to use two-factor authentication.
6. Finish CAPTCHA and click on **Continue** to go the Company page.

7. Fill your company information and click **Continue**.
8. On the **YOUR INFO** page, complete the details and select your preferences.
9. Click **Continue** to go to the **EXTRAS** page.
10. Select whether you want to add additional contacts to be notified for contract renewals.
11. 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**.
12. Select whether you want to add tax information.
13. 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**.
14. Select whether you want to add your distributor information.
15. To set up the distributor information:
  - a. Input the **Distributor Name**.
  - b. Input the **Customer Number**.
  - c. Click **Add Distributor**.
16. Click **Finish**.
17. 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.

# About This Document

① | **NOTE:** A NOTE icon indicates supporting information.

① | **IMPORTANT:** An IMPORTANT icon indicates supporting information.

① | **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.

SonicExpress User Guide

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232-005646-00 Rev F

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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:

General Public License Source Code Request  
Attn: Jennifer Anderson  
1033 McCarthy Blvd  
Milpitas, CA 95035