



SonicOS 7

Diagnostics

Administration Guide

for the NSsp 13700, NSa Series, TZ Series

SONICWALL®

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Introduction to Diagnostics

This administration guide provides information about the SonicOS Diagnostics feature for the NSsp 13700, NSa Series, TZ. You can use this book also for NSv series when running SonicOS 7 (Classic Mode).

Diagnostics tools allow the administrator to test connectivity by performing a Ping, TCP connection test, DNS lookup, reverse lookup, and trace route for a specific IP address or web site. Other Diagnostics tools provide a way to view or monitor the Geo and Botnet, the MX Banner, GRID result, PMTU Discovery, and other features.

The platforms supported by this guide include NSsp 13700, NSa Series, TZ:

- TZ Series: TZ270, TZ270W, TZ370, TZ370W, TZ470, TZ470W, TZ570, TZ570W, TZ570P, TZ670
- NSa: NSa 2700, NSa 3700, NSa 4700, NSa 6700
- NSsp: NSsp13700

① **NOTE:** The Terminal option that was available on TZ series is now moved to the top banner and no longer appears in the Diagnostics menu. For more information, refer to *About SonicOS* and *SonicOS/X* guide. For information about the Diagnostics features in SonicOSX 7, refer to the Diagnostics administration guides for NSv and NSsp at [Technical Documentation](#).

① **NOTE:** For more information on NSv running SonicOSX, refer the guide *SonicOSX 7 Diagnostics for the NSv Series* at [Technical Documentation](#).

The various tools available in Diagnostics menu group include:

- [Tech Support Report](#)
- [Check Network Settings](#)
- [DNS Name Lookup](#)
- [Network Path](#)
- [Ping](#)
- [Trace Route](#)
- [Real-Time Blacklist](#)
- [Reverse Name Lookup](#)
- [Connection TopX](#)
- [Geo and Botnet](#)

- MX and Banner
- GRID Check
- URL Rating Request
- PMTU Discovery
- Switch Diagnostics

Tech Support Report

The Tech Support Report generates a detailed report of the SonicWall security appliance configuration and status and saves it to the local hard disk using the DOWNLOAD REPORT button. This file can then be emailed to SonicWall Technical Support to help assist with a problem.

① | **NOTE:** You must register your SonicWall security appliance on MySonicWall to receive technical support.

Topics:

- [Completing a Tech Support Request](#)
- [Generating a Tech Support Report](#)

Completing a Tech Support Request

Before emailing the Tech Support Report to the SonicWall Technical Support team, complete a Tech Support Request Form at <https://www.mysonicwall.com>. After the form is submitted, a unique case number is returned. Include this case number in all correspondence, as it allows SonicWall Technical Support to provide you with better service.

Generating a Tech Support Report

TECH SUPPORT REPORT

Automatic secure crash analysis reporting

Periodic secure diagnostic reporting for support purposes

Time Interval (minutes)

Include raw flow table data entries when sending diagnostic report

CONFIGURE

Sensitive Keys <input type="checkbox"/>	Inactive users <input checked="" type="checkbox"/>	Extra Routing Info <input type="checkbox"/>
ARP Cache <input type="checkbox"/>	Detail of users <input checked="" type="checkbox"/>	Capture ATP Cache <input type="checkbox"/>
DHCP Bindings <input type="checkbox"/>	IP Stack Info <input type="checkbox"/>	Vendor Name Resolution <input type="checkbox"/>
IKE Info <input type="checkbox"/>	IPv6 NDP <input type="checkbox"/>	Debug info in report <input checked="" type="checkbox"/>
List of current users <input checked="" type="checkbox"/>	IPv6 DHCP <input type="checkbox"/>	IP Report <input type="checkbox"/>
DNS Proxy Cache <input type="checkbox"/>	Geo-IP/Botnet Cache <input type="checkbox"/>	ABR Entries <input type="checkbox"/>
Wireless Diagnostics <input type="checkbox"/>	User Name <input checked="" type="checkbox"/>	Application Signatures <input type="checkbox"/>

To generate a Tech Support Report (TSR):

1. In the Tech Support Report section, turn on any of the following report options:
 - **Sensitive Keys** - Saves shared secrets, encryption, and authentication keys to the report.
 - **ARP Cache** - Saves a table relating IP addresses to the corresponding MAC or physical addresses.
 - **DHCP Bindings** - Saves entries from the firewall DHCP server.
 - **IKE Info** - Saves current information about active IKE configurations.
 - **List of current users** - Lists all currently logged in active local and remote users.
 - **Wireless Diagnostics** - Lists log data if the SonicPoint or internal wireless radio experiences a failure and reboots.
 - **DNS Proxy Cache** - This option is not selected by default.
 - **Inactive users** - Lists the users with inactive sessions. Selected by default.
 - **Detail of users** - Lists additional details of user sessions, including timers, privileges, management mode if managing, group memberships, CFS policies, VPN client networks, and

other information. The Current users report checkbox must be enabled first to obtain this detailed report.

- **IP Stack Info** - This option is not selected by default.
 - **IPv6 NDP** - This option is not selected by default.
 - **IPv6 DHCP** - This option is not selected by default.
 - **Geo-IP/Botnet Cache** - Saves the currently cached Geo-IP and Botnet information.
 - **User Name** - Shows user name in the report.
 - **Extra Routing Info** - Shows extra routing information in the report.
 - **Capture ATP Cache** - Saves the currently cached Capture information.
 - **Vendor Name Resolution** - This option is not selected by default.
 - **Debug Info in report** - Specifies whether the downloaded TSR is to contain debug information.
 - **IP Report** - This option is not selected by default.
 - **ABR Entries** - This option is not selected by default.
 - **Application Signatures** - Shows application signature information in the report.
2. Click **Accept** to save the changes.
 3. Click **Download Tech Support Report** to save the file to your system.
 4. Click **OK** to save the file.
 5. Attach the report to your Tech Support Request email.
 6. To send the TSR, system preferences, and trace log to SonicWall Engineering (not to SonicWall Technical Support), click **Send Diagnostic Reports to Support**. The Status indicator at the bottom of the page displays **Please wait!** while the report is sent, and then displays **Diagnostic reports sent successfully**. You would normally do this after talking to Technical Support.
 7. To download the SSO authentication log, click **Download SSO Auth Log**.
 8. To download system logs, click **Download System Logs** and then click **Confirm**.
 9. To send diagnostic files to SonicWall Tech Support for crash analysis, select the **Automatic secure crash analysis reporting** toggle switch.
 10. To periodically send the TSR, system preferences, and trace log to MySonicWall for SonicWall Engineering:
 - a. Select the **Periodic secure diagnostic reporting for support purposes** switch.
 - b. Enter the interval in minutes between the periodic reports in the **Time Interval (minutes)** field. The default is 1440 minutes (24 hours).
 11. To include flow table data in the TSR, toggle the switch for **Include raw flow table data entries when sending diagnostic report**.

Check Network Settings

Check Network Settings is a diagnostic feature that automatically checks the network connectivity and service availability of several pre-defined functional areas of SonicOS, returns the results, and attempts to describe the causes if any exceptions are detected.

GENERAL NETWORK CONNECTION						
						Test All Selected
<input type="checkbox"/>	SERVER	IP ADDRESS	TEST RESULTS	NOTES	TIMESTAMP	PROGRESS
<input type="checkbox"/>	Default Gateway (X1)	→ 10.203.28.1				
<input type="checkbox"/>	DNS Server 1	→ 8.8.8.8				
<input type="checkbox"/>	DNS Server 2	→ 10.50.129.148				
<input type="checkbox"/>	DNS Server 3	→ 10.50.129.149				
Total: 4 item(s)						
SECURITY MANAGEMENT						
						Test All Selected
<input type="checkbox"/>	SERVER	IP ADDRESS	TEST RESULTS	NOTES	TIMESTAMP	PROGRESS
<input type="checkbox"/>	My SonicWall	→ www.mysonicwall.com				
<input type="checkbox"/>	License Manager	→ lm2.sonicwall.com				
<input type="checkbox"/>	Content Filtering	→ webcfs05.global.sonicwall.cc				
Total: 3 item(s)						

This tool helps you locate the problem area when users encounter a network problem. The feature lists both IPv4 and IPv6 network settings in different tabs.

Specifically, Check Network Settings automatically tests the following functions:

- Default Gateway settings
- DNS settings
- MySonicWall server connectivity
- License Manager server connectivity
- Content Filter server connectivity

The return data consists of two parts:

- Test Results – Provides a summary of the test outcome
- Notes – Provides details to help determine the cause if any problems exist

The **Check Network Settings** feature is dependent on the **Network Monitor** feature available under **Network | Network Monitor** view. Whenever the Check Network Settings tool is being executed (except during the Content Filter test), a corresponding Network Monitor Policy appears on the **Network | Network Monitor** page, with a special diagnostic tool policy name in the form:

```
diagTestPolicyAuto_<IP_address/Domain_name>_0
```

To use the Check Network Settings tool, first select it in the Diagnostic Tools drop-down list and then click the Test button in the row for the item that you want to test. The results are displayed in the same row. A green check mark signifies a successful test, and a red X indicates that there is a problem.

To test multiple items at the same time, check the box for each desired item and then click **TEST ALL SELECTED**.

DNS Name Lookup

The DNS lookup tool returns the IPv4 and IPv6 IP address of a URL. If you enter an IPv4 and/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.

With the **DNS Server** radio buttons, you can select either a **System** or **Customized** DNS server. The options change, depending on which you choose.

The **IPv4/IPv6 DNS Server** fields display the IP addresses of the DNS Servers configured on the firewall. If there is no IP address (0.0.0.0 for IPv4 or :: for IPv6) in the fields, you must configure them on the **Network > DNS** page.

Under **Lookup name or IP**, enter the URL and select, IPv4, IPv6, or All and click **GO**.

Resolving a System DNS Server

To resolve a system DNS Server:

1. Select **System** for the DNS Server.

DNS Server System
 Customized

IPv4 DNS Server

IPv6 DNS Server

Lookup name or IP

IPv4

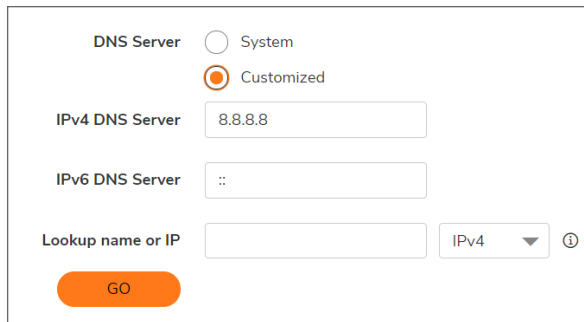
2. In the **Lookup name or IP** field, enter either the domain name or the IP address.
3. Select the type of IP address from the drop-down menu:
 - IPv4 (default)
 - IPv6
 - All
4. Click **GO**. The firewall returns the matching pair of addresses and domain names.

IMPORTANT: When specifying a domain name, do not add http or https to the name.

Resolving a Customized DNS Server

To resolve a Customized DNS Server:

1. Select **Customized** under DNS Server.



The screenshot shows a configuration panel for DNS settings. At the top, there are two radio buttons: 'System' (unselected) and 'Customized' (selected). Below this, there are three input fields: 'IPv4 DNS Server' containing '8.8.8.8', 'IPv6 DNS Server' containing '::', and 'Lookup name or IP' which is empty. To the right of the 'Lookup name or IP' field is a dropdown menu currently set to 'IPv4' and an information icon. At the bottom left of the panel is an orange 'GO' button.

2. If the DNS Server IP address is not populated, enter it in the IPv4 or IPv6 field.
3. In the **Lookup name or IP** field, enter either the domain name or the IP address.
4. Select the type of IP address from the drop-down menu:
 - IPv4 (default)
 - IPv6
 - All
5. Click **GO**.

Network Path

Enter an IP address to determine the network path of it. The Network Path feature finds if the IP is located on a specific network interface, if it reached a router gateway IP address, and if it reached through an Ethernet address.

FIND NETWORK PATH

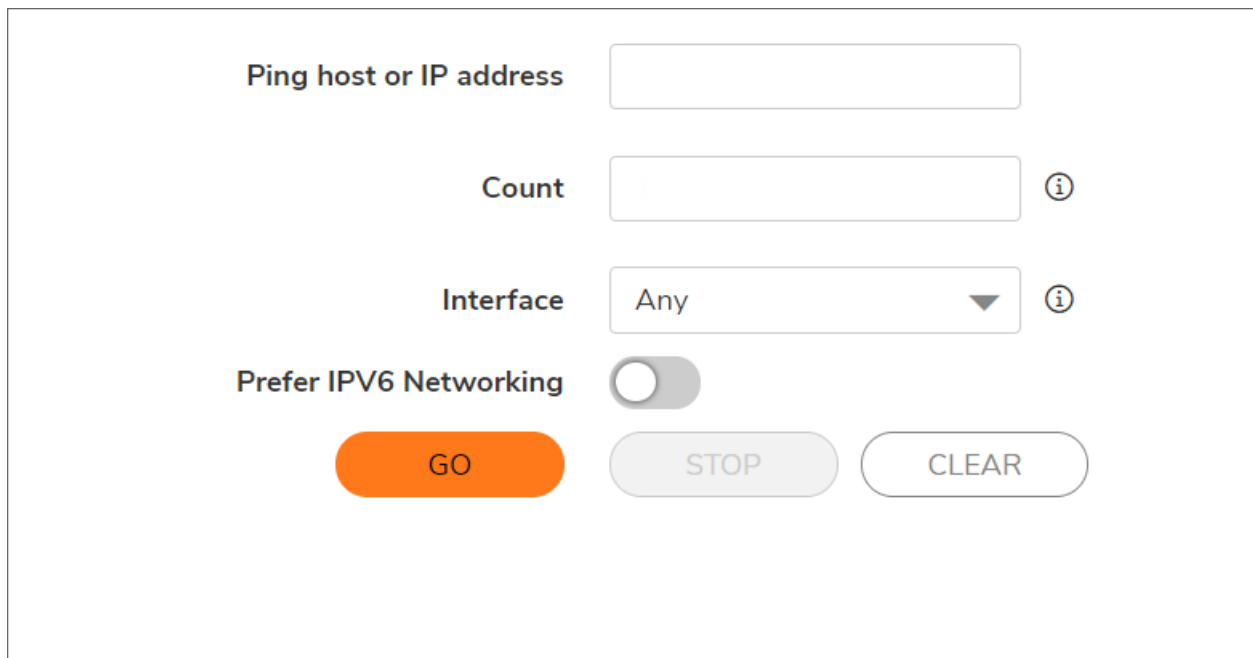
Find location of this IP address

To find network path of an IP address:

1. Under **Diagnostics**, click **Network Path**.
2. Enter the IP address of the network.
3. Click **GO**.

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.



The screenshot shows a web-based configuration interface for a ping test. It includes the following elements:

- Ping host or IP address:** A text input field.
- Count:** A text input field with an information icon (i) to its right.
- Interface:** A drop-down menu currently set to "Any" with a downward arrow and an information icon (i) to its right.
- Prefer IPV6 Networking:** A toggle switch that is currently turned off.
- Buttons:** Three buttons at the bottom: "GO" (orange), "STOP" (grey), and "CLEAR" (white with grey border).

To ping an IP address:

1. Specify the **Ping host or IP address** of the target device.
2. Specify the **Count**.
3. In the **Interface** drop-down menu, select which WAN interface you want to test the ping from. Selecting **ANY** allows the appliance to choose among all interfaces—including those not listed in the drop-down.

4. Toggle **Prefer IPv6 Networking** switch if you prefer pinging to an IPv6 address.
5. Click **GO**.

Trace Route

Trace Route is a diagnostic utility that assists in diagnosing and troubleshooting router connections on the Internet. By using Internet UDP packets similar to Ping packets, Trace Route can test interconnectivity with routers and other hosts that are spread along the network path until the connection fails or until the remote host responds.

Trace Route tool includes a IPv6 networking option. When testing interconnectivity with routers and other hosts, SonicOS uses the first IP address that is returned and shows the actual Trace Route address. If both IPv4 and IPv6 addresses are returned, by default, the firewall checks the IPv4 address. If the **Prefer IPv6 Networking** option is enabled, the check only IPv6 address.

TRACE ROUTE

TraceRoute this host or IP address

Interface ▼ ⓘ

Prefer IPv6 Networking

GO

To troubleshoot with Trace Route:

1. Select **Trace Route** from **Diagnostics** menu.
2. Type the IP address or domain name of the destination host in the **TraceRoute this host or IP address** field.
3. In the **Interface** drop-down menu, select which WAN-specific interface you want to test the trace route from. Selecting ANY, the default, allows the firewall to choose among all interfaces—including those not listed in the drop-down menu.
4. To TraceRoute for IPv6, select the **Prefer IPv6 Networking** checkbox.
5. Click **GO**. Depending on the route, this may take a few minutes. A popup table displays with each hop to the destination host. By following the route, you can diagnose where the connection fails between the firewall and its destination.

Real-Time Blacklist

The Real-Time Blacklist feature allows you to blacklist SMTP IP addresses, RBL services, and DNS servers.

REAL-TIME BLACKLIST

IP address

RBL Domain

DNS Server

GO

To blacklist an IP address, RBL domain, or a DNS server:

1. Click **Real-Time Blacklist** under **Diagnostics**.
2. Enter an IP address in the **IP address** field, a FQDN for the RBL in the **RBL Domain** field, or DNS server information in the **DNS Server** field.
3. Click **GO**.

Reverse Name Lookup

The Reverse Name Lookup feature returns the DNS server name for a given IP address. The Log Resolution DNS server 1, 2, and 3 shows the DNS servers configured for the firewall. You can manually configure the DNS servers from **Network > DNS**.

REVERSE NAME LOOKUP

Log Resolution DNS Server 1	<input type="text" value="10.65.1.51"/>
Log Resolution DNS Server 2	<input type="text" value="10.50.129.148"/>
Log Resolution DNS Server 3	<input type="text" value="0.0.0.0"/>
Reverse Lookup the IP Address	<input type="text"/>


GO


To look up an IP address:

1. Click **Reverse Name Lookup** under **Diagnostics**.
2. Enter the IP address in the **Reverse Lookup the IP Address** field.
3. Click **GO**.

Connection TopX

The Connection TopX feature lists the top 10 connections by the source and destination IP addresses. Before you can use this tool, you must enable source IP address connection limiting and /or destination IP address connection limiting for your appliance. If these are not enabled, the page displays a message to tell you where you can enable them.

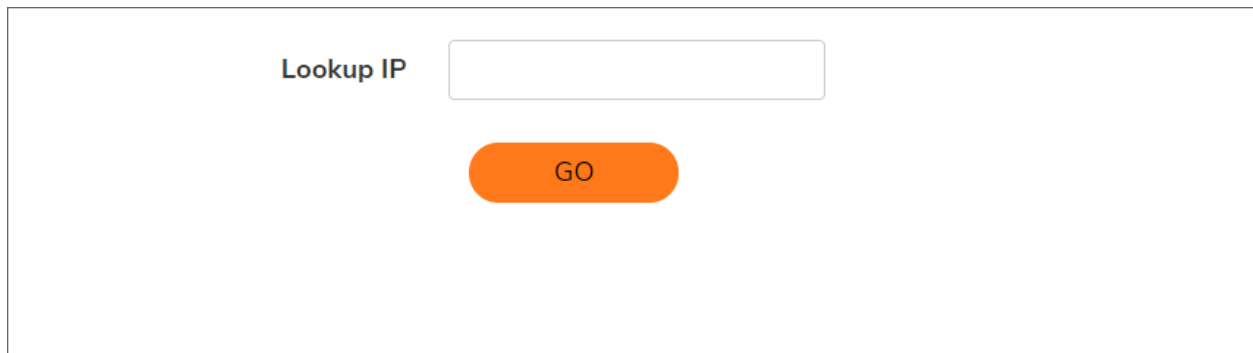
 NOTE: Access Rules listed here are those policies that are enabled and on which source or destination IP address connection limit is enabled.

 Refresh

#	FROM	TO	PRIORITY	SOURCE	DESTINATION	SERVICE	USER INCLUDED	USER EXCLUDED	COMMENT
No Data									
Total: 0 item(s)									

Geo and Botnet

The Geo and Botnet Lookup feature allows you to look up the connections to or from a geographic location based on IP address and to or from Botnet command and control servers.



The screenshot shows a user interface for a lookup feature. It consists of a text input field with the label "Lookup IP" to its left. Below the input field is a rounded orange button with the text "GO" in white capital letters.

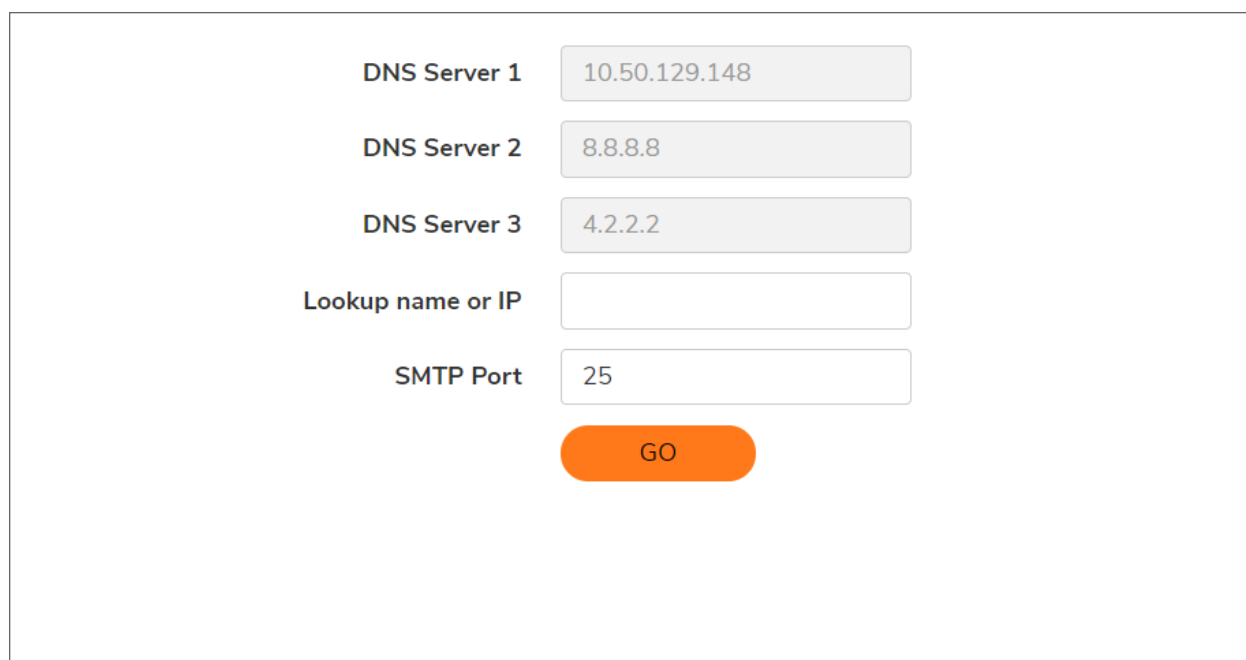
To troubleshoot with GEO Location and BOTNET Server Lookup:

1. Select **Geo and Botnet** under **Diagnostics** menu.
2. Type the IP address or domain name of the destination host in the **Lookup IP** field.
3. Click **GO**. The result displays underneath the Lookup IP field.

MX and Banner

In the MX Record Lookup and Banner Check section, you can perform:

- An MX Record lookup for a given domain name.
- A connection check to the resulting host server or supplied IP address to retrieve the SMTP banner.



The screenshot shows a configuration interface for MX Record Lookup and Banner Check. It features five input fields and a GO button. The fields are: DNS Server 1 (10.50.129.148), DNS Server 2 (8.8.8.8), DNS Server 3 (4.2.2.2), Lookup name or IP (empty), and SMTP Port (25). The GO button is orange and located below the SMTP Port field.

DNS Server 1	10.50.129.148
DNS Server 2	8.8.8.8
DNS Server 3	4.2.2.2
Lookup name or IP	
SMTP Port	25

GO

The DNS servers are displayed by default in the **DNS Server 1/2/3** fields. The SMTP port is displayed in the **SMTP Port** field.

When you enter a domain name or IP address, the Comprehensive Anti-Spam service attempts to connect to that server and retrieve the SMTP banner. This feature allows you to verify that an email sender is not spoofing an address to appear more legitimate.

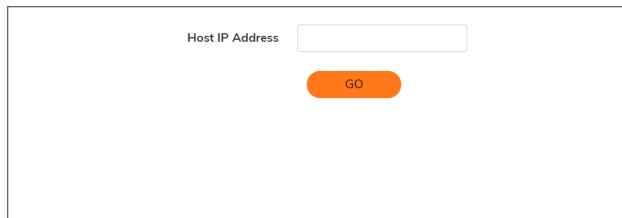
① **NOTE:** This feature is only available when the Essential Protection Service Suite or Comprehensive Anti-Spam Service is licensed on the firewall.

To look up the MX record of an emailer or domain:

1. Enter the domain name or IP address in the **Lookup name or IP** field.
2. Click **GO**. The results are displayed.

GRID Check

This feature helps to check the GRID Network IP Reputation - the reputation a particular IP address has, with members of the SonicWall GRID Network. When this feature is enabled, email is not accepted from IP addresses with a bad reputation. When SonicWall receives a connection from a known bad IP address, it responds with a **554 no smtpd here** error and the SMTP session is rejected.



The screenshot shows a simple web interface for performing a grid check. It consists of a rectangular box containing the text "Host IP Address" followed by a white text input field. Below the input field is an orange button with the word "GO" in white capital letters.

NOTE: This feature is only available when the Essential Protection Service Suite or Comprehensive Anti-Spam Service is licensed on the firewall.

To perform a grid-check:

1. Specify the Host IP Address.
2. Click **Go**.

URL Rating Request

Content Filtering Service feature classifies websites under 64 categories based on the content. You can find information about a website by looking up the URL in the CFS URL Rating Request feature.

CFS URL RATING REQUEST	
Lookup Rating for URL	<input type="text" value="https://www.sonicwall.com"/> <input type="button" value="Submit"/>
RESULT	
URL	www.sonicwall.com/
Rated as	Category 27: Information Technology/Computers

To look up a URL:


1. Under **Diagnostics**, click **CFS URL Rating Request**.
2. Enter the URL in the **Lookup Rating for URL** field.
3. Click **Submit**.

PMTU Discovery

PMTU Discovery is a diagnostic tool that uses a standardized technique for determining the maximum transmission unit (MTU) size on the network path between two Internet Protocol (IP) hosts, usually with the goal of avoiding IP fragmentation. PMTU Discovery works with both IPv4 and IPv6 protocols.

PMTU DISCOVERY

Path MTU Discovery to this host or IP address

Interface 

GO

To troubleshoot with PMTU Discovery::

1. Under **Diagnostics**, select **PMTU Discovery**.
2. Type the IP address or domain name of the destination host in the **Path MTU Discovery to this host or IP address** field.
3. In the Interface drop-down menu, select which WAN-specific interface you want to test the trace route from. Selecting **ANY**, the default, allows the firewall to choose among all interfaces—including those not listed in the drop-down menu.
4. Click **GO**.
Depending on the route, this may take a few minutes. A pop-up table displays with each hop to the destination host. By following the route, you can diagnose where the connection fails between the firewall and the destination.

Switch Diagnostics

The **Switch Diagnostics** page displays the port status and port counters of a SonicWall Switch connected to the firewall.

SWITCH DIAGNOSTICS

Interface

PORT STATUS

Interface	X2
Switch	0
Port	5
Admin Status	Enabled
Link Status	UP
Link Failed	No
Speed	1G
Duplex	FD
Auto Negotiation	No
Pause	- , -
Frame Maximum	2

PORT COUNTERS

Tx Octets	2201962353
TxDropPkts	0
TxBroadcastPkts	8065650
TxMulticastPkts	10441454
TxUnicastPkts	1774263
TxCollisions	0
RxOctets	2617220712
RxUndersizePkts	0
RxOversizePkts	0
RxJabbers	0
RxAlignmentErrors	0
RxFCSErrors	0
RxGoodOctets	0
RxDropPkts	0
RxUnicastPkts	52436
RxMulticastPkts	16361275
RxBroadcastPkts	6871614
RxFragments	0
RxJumboPkts	2526
RxDiscard	0

To access Switch Diagnostics:

1. Navigate to **Device | Diagnostics > Switch Diagnostics**.
2. Select the interface that is connected to the Switch from the **Interface** drop-down menu.

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

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.

SonicOS Diagnostics Administration Guide for the NSsp 13700, NSa Series, TZ Series

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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

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