

SonicWall™ NSA 2600/3600/4600/5600/6600

Getting Started Guide

Regulatory Model Numbers:

1RK29-0A9 – NSA 2600

1RK26-0A2 – NSA 3600

1RK26-0A3 – NSA 4600

1RK26-0A4 – NSA 5600

1RK27-0A5 – NSA 6600



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Legend



WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.



CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.



IMPORTANT, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

In this Guide

This *SonicWall™ NSA 2600/3600/4600/5600/6600 Getting Started Guide* provides instructions for basic installation and configuration of SonicWall NSA 2600, NSA 3600, NSA 4600, NSA 5600, and NSA 6600 appliances.

- **Contents** on page 4
- **Getting Started Task Overview** on page 7

SonicWall NSA appliances provide these key features:

- The NSA 6600 supports up to 12 Gbps of high-performance firewall throughput and up to 6000 VPN clients.
- The NSA 5600 delivers up to 9 Gbps firewall inspection throughput, NSA 4600 delivers 6 Gbps, NSA 3600 delivers 3.4 Gbps, and NSA 2600 delivers 1.9 Gbps.
- Each of these platforms consolidate intrusion prevention, gateway anti-virus and anti-spyware, network-based malware protection, and application intelligence and control. All support high availability deployments when paired with the same model.
- You can add bandwidth management, application blocking, Capture Advanced Threat Protection, deep packet inspection with DPI-SSL and DPI-SSH, secure connectivity with SSL VPN and IPSec VPN, content filtering, client anti-virus, anti-spam, stateful high availability, and, on the NSA 6600, high availability clustering.

For more product information, visit <https://www.sonicwall.com>.

Contents

Chapter 1

Sections included:

[In this Guide](#) on page 3

- [Contents](#) on page 4
 - [Getting Started Task Overview](#) on page 7
-

Chapter 2

Sections included:

[Hardware Overview](#) on page 9

- [SonicWall NSA Package Contents](#) on page 10
 - [NSA 2600 Front Panel](#) on page 12
 - [NSA 2600 Back Panel](#) on page 13
 - [NSA 3600/4600/5600 Front Panel](#) on page 14
 - [NSA 3600/4600/5600 Back Panel](#) on page 15
 - [NSA 6600 Front Panel](#) on page 16
 - [NSA 6600 Back Panel](#) on page 17
-

Chapter 3

Sections included:

Initial Setup on page 19

- [Determining the WAN Type on page 20](#)
 - [System Requirements on page 21](#)
 - [Recording Configuration Information on page 21](#)
 - [Initial Configuration on page 23](#)
 - [Connecting to the Internet on page 26](#)
 - [Troubleshooting Connections on page 30](#)
-

Chapter 4

Sections included:

Registering, Licensing, and Upgrading on page 31

- [Using MySonicWall on page 32](#)
 - [Creating a MySonicWall Account on page 32](#)
 - [Registration Overview on page 33](#)
 - [Registering in SonicOS on page 33](#)
 - [Alternative Registration Options on page 33](#)
 - [Licensing Security Services on page 35](#)
 - [Activating Licenses Using a Key on page 37](#)
 - [Upgrading Firmware on page 37](#)
-

Chapter 5

Sections included:

Support and Training Options on page 41

- Customer Support on page 42
- Knowledge Base on page 42
- User Forums on page 42
- Training on page 42
- Related Documentation on page 43
- Additionally Supported Languages on page 43

Chapter 6

Section included:

Rail Assembly and Rack Mounting
Instructions on page 45

- Rail Assembly and Rack Mounting on page 46

Chapter 7

Sections included:

Product Safety and Regulatory
Information on page 51

- Safety Instructions on page 52
- Sicherheitsanweisungen on page 54
- 安全說明 on page 56
- Declaration of Conformity on page 58
- Warranty Information on page 58
- (台灣 RoHS)/ 限用物質含有情況標示資訊 on page 59

For general support information, see [SonicWall Support](#) on page 61.

Getting Started Task Overview

The following flow chart illustrates the necessary steps in the process of getting started with your new SonicWall NSA appliance.

Configuration Process



Registration, Licensing, and Deployment Process



Hardware Overview

This section describes the items shipped with the SonicWall NSA appliance and provides front and rear illustrations of the appliances.

- [SonicWall NSA Package Contents](#) on page 10
- [NSA 2600 Front Panel](#) on page 12
- [NSA 2600 Back Panel](#) on page 13
- [NSA 3600/4600/5600 Front Panel](#) on page 14
- [NSA 3600/4600/5600 Back Panel](#) on page 15
- [NSA 6600 Front Panel](#) on page 16
- [NSA 6600 Back Panel](#) on page 17

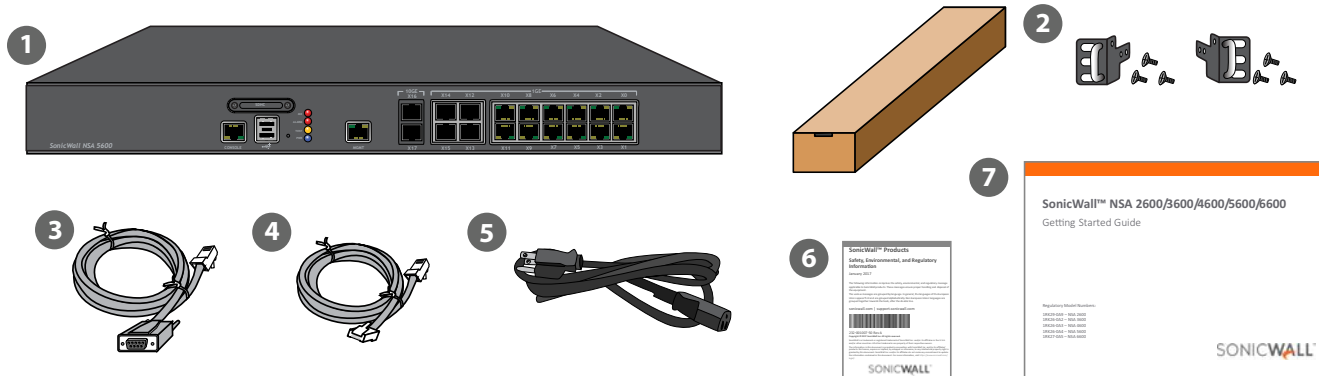
SonicWall NSA Package Contents

Before you begin the setup process, verify that your package contains the following items:

- 1 One SonicWall NSA 2600, NSA 3600, NSA 4600, NSA 5600, or NSA 6600 appliance
- 2 One rack mounting rail kit (with NSA 3600/4600/5600/6600) *or* two rack mounting ear kits (with NSA 2600)
- 3 One serial CLI cable
- 4 One Ethernet cable
- 5 One power cord*
- 6 One *Safety, Environmental, and Regulatory Information* document
- 7 One *SonicWall NSA 2600/3600/4600/5600/6600 Getting Started Guide*

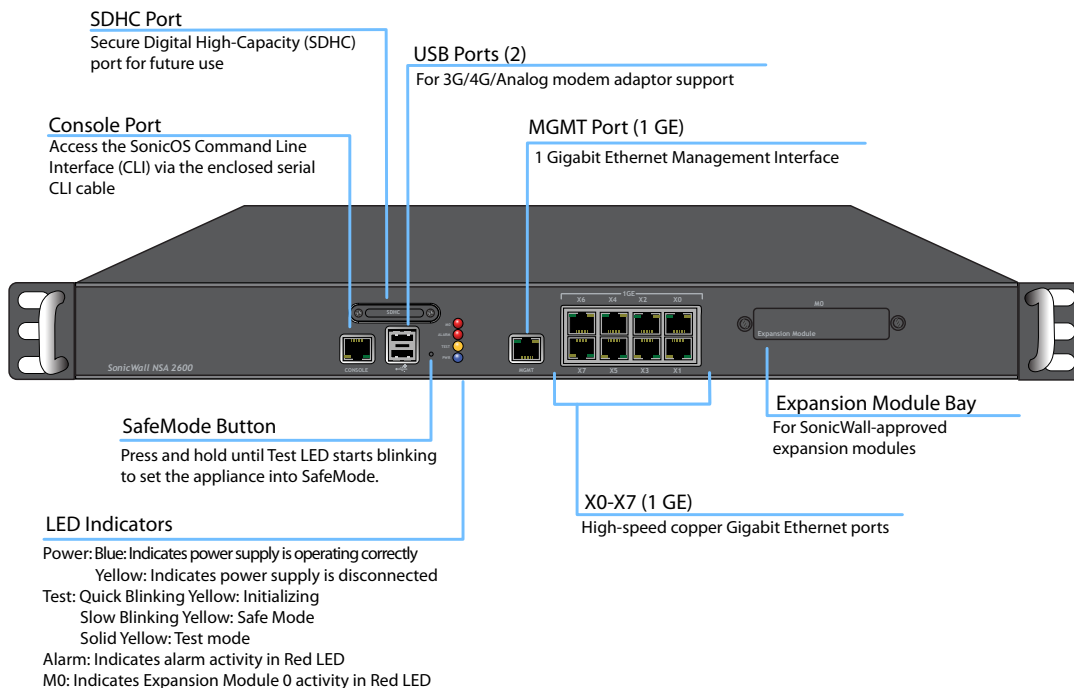
*The included power cord is approved for use only in specific countries or regions. Before using a power cord, verify that it is rated and approved for use in your location. The power cord is for AC mains installation only. See [Installation Requirements](#) on page 52 for more information.

SonicWall NSA Package Contents



Missing Items? If any items are missing from your package, contact SonicWall Support at:
<https://support.sonicwall.com/contact-support>

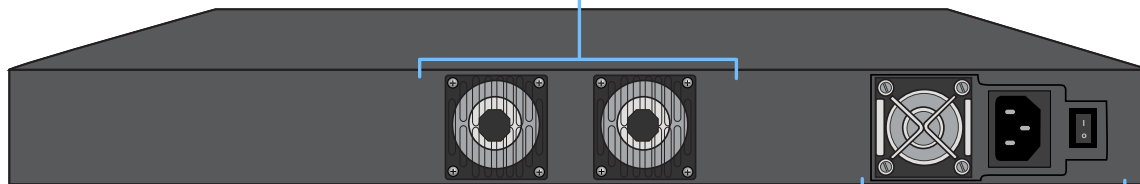
NSA 2600 Front Panel



NSA 2600 Back Panel

Fans (2)

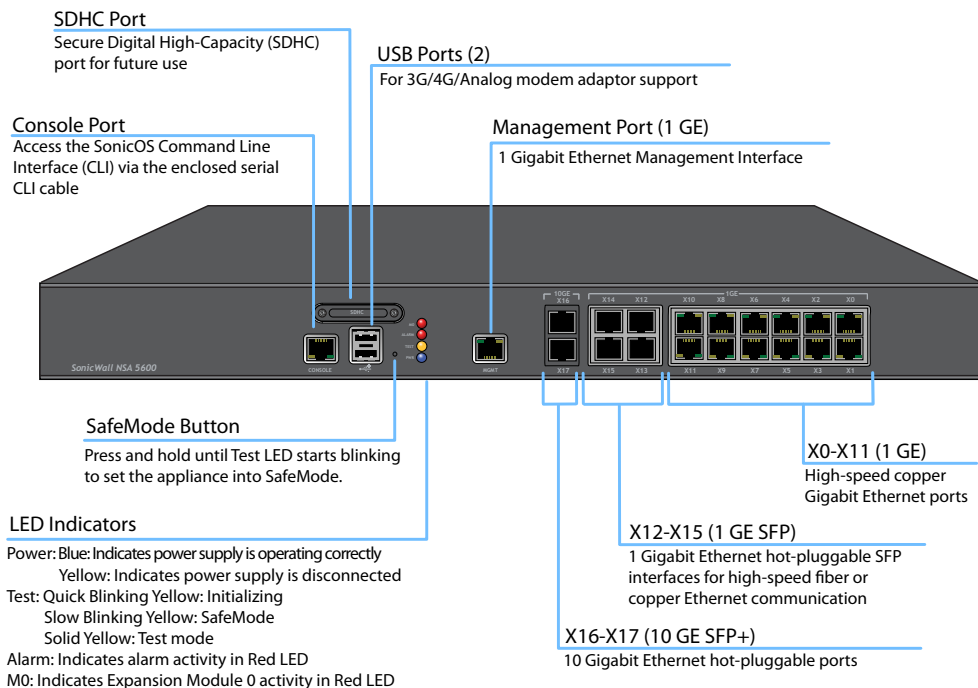
Dual auto-throttling fans for system temperature control



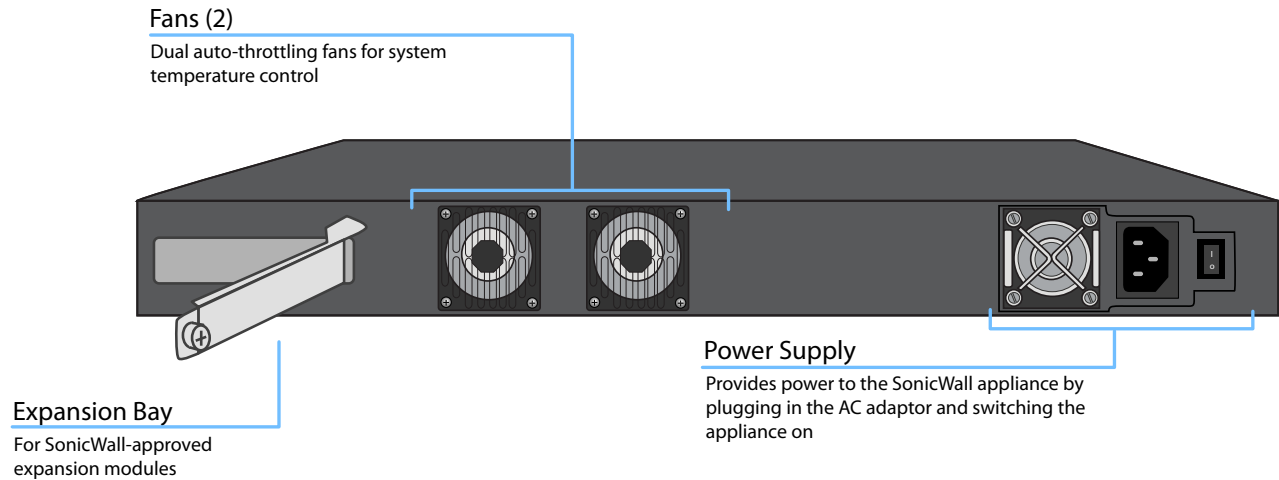
Power Supply

Provides power to the SonicWall appliance by plugging in the AC cord and switching the appliance on

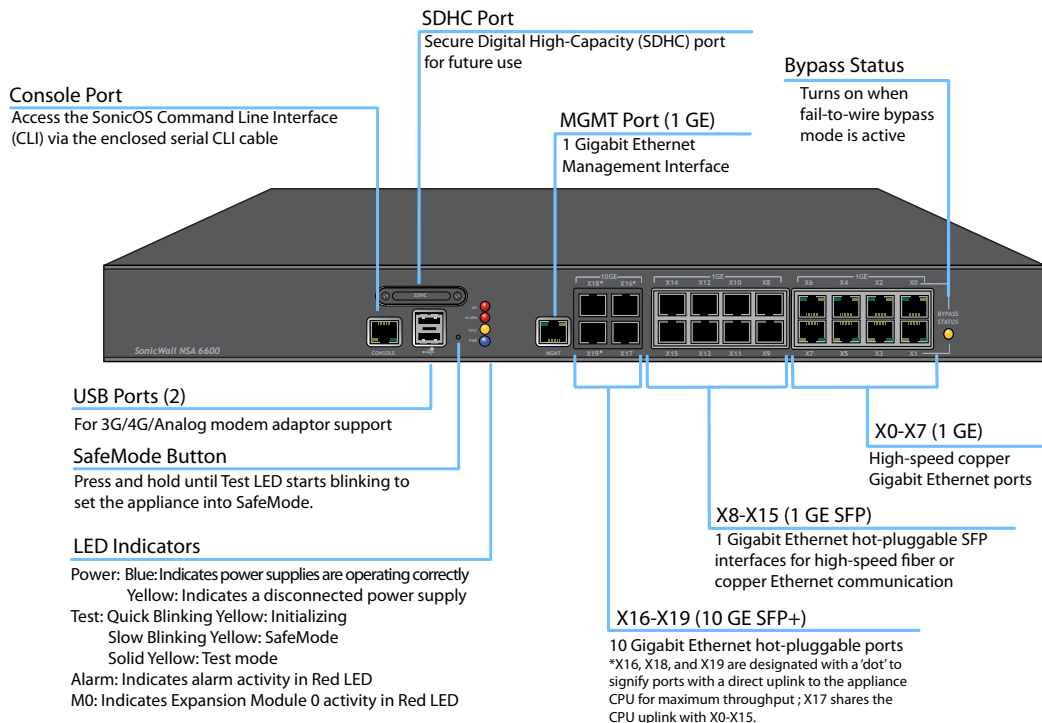
NSA 3600/4600/5600 Front Panel



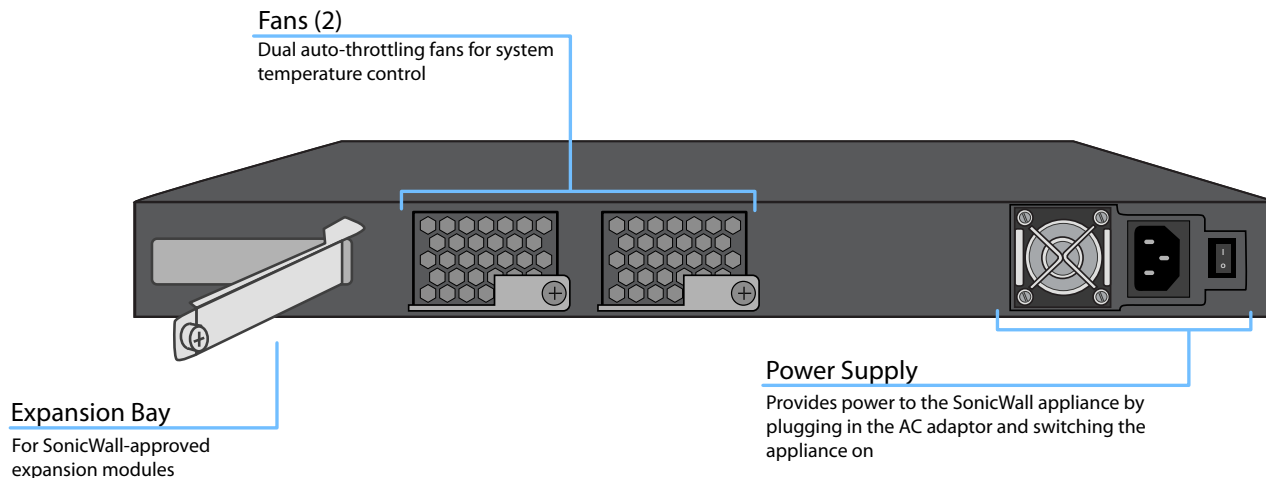
NSA 3600/4600/5600 Back Panel



NSA 6600 Front Panel



NSA 6600 Back Panel



WARNING: Potential Hazard from Fan



This manual contains specific warning and caution statements where they apply. Please read the Safety Instructions before use! See **Product Safety and Regulatory Information** on page 61.

Initial Setup

This section provides an overview of available WAN types, a section to record configuration information, and initial setup information and procedures.

- [Determining the WAN Type](#) on page 20
- [System Requirements](#) on page 21
- [Recording Configuration Information](#) on page 21
- [Initial Configuration](#) on page 23
- [Connecting to the Internet](#) on page 26
- [Troubleshooting Connections](#) on page 30

Determining the WAN Type

Before configuring your SonicWall NSA appliance, you need to determine the type of WAN connection that your setup will use. SonicWall supports the following types:

- **Static**—Configures the appliance for a network that uses static IP addresses.
- **DHCP**—Configures the appliance to request IP settings from a DHCP server on the Internet.
- **PPPoE**—Point-to-Point Protocol over Ethernet (PPPoE) is typically used with a DSL modem. If your ISP requires desktop software with a username and password, select NAT with PPPoE mode.
- **PPTP**—Point-to-Point Tunneling Protocol (PPTP) is used to connect to a remote server. PPTP typically supports older Microsoft Windows implementations that require tunneling connectivity.
- **L2TP**—Layer 2 Tunneling Protocol (L2TP) is used to transmit Layer 2 data over IP or other Layer 3 routed networks. Internet Service Providers (ISPs) often use it to enable virtual private networks (VPNs) for customers over the Internet. It does not encrypt network traffic itself. If L2TP is not available in the Setup Wizard, you can configure it later in the SonicOS management interface.

- **Wire Mode (2-Port Wire)**—Inserts the appliance into the network using two paired interfaces. Available Wire Mode types include **Bypass**, **Inspect**, and **Secure**. *Bypass mode* allows for quick and non-disruptive insertion into the data path. *Inspect mode* extends Bypass mode with traffic inspection for classification and flow reporting. *Secure mode* provides full SonicWall ReAssembly-Free Deep Packet Inspection™ (RF-DPI) and control of network traffic.

Secure Mode affords the same level of visibility and enforcement as conventional NAT or L2 Bridged Mode deployments, but without any L3/L4 transformations, and with no alterations of ARP or routing behavior. If Wire Mode is not available in the Setup Wizard, you can configure it later in the SonicOS management interface.

NOTE: When operating in Wire Mode, the firewall's MGMT interface is used for local management. To enable remote management and dynamic security services and application intelligence updates, a WAN interface (separate from the Wire Mode interfaces) must be configured for Internet connectivity.





- **Tap Mode (1-Port Tap)**—Using a single interface, the firewall connects to and receives mirrored packets from an adjacent switch SPAN port. Similar to Inspect mode in Wire Mode, but with a single port and not in the physical path of traffic.

System Requirements

Before beginning the setup process, verify that you have:

- An Internet connection
- A Web browser supporting Java Script and HTTP uploads

Supported Browsers

	Accepted Browser	Browser Version Number
	Internet Explorer	9.0 and higher
	Chrome	18.0 and higher
	Firefox	16.0 and higher
	Safari	5.0 and higher, running on non-Windows machines

Recording Configuration Information

Use this section to record your configuration information. Be sure to keep it for future reference.

 **NOTE:** The default MGMT interface IP address is 192.168.1.254.

Registration Information

Serial Number: Record the serial number found on the bottom panel of your SonicWall NSA appliance.

Authentication Code: Record the authentication code found on the bottom panel of your SonicWall NSA appliance.

Networking Information

LAN IP Address:	Select a static IP address for your SonicWall NSA appliance that is within the range of your local network. (default for X0 is 192.168.168.168)
Subnet Mask:	Record the subnet mask for the local network (default mask is 255.255.255.0). Client devices connecting through the appliance LAN interface are assigned IP addresses in this network (default client addresses assigned by the SonicOS DHCP server are on the 192.168.168.0/24 subnet).
WAN IP Address:	Select a static IP address for your Ethernet WAN interface (X1). This setting only applies if you are using an Internet Service Provider (ISP) that assigns a static IP address.
Wire Mode Interface and Paired Interface:	If using Wire Mode, enter the two paired interfaces. These can be in any non-wireless zone(s).
Tap Interface:	If using Tap Mode, enter the interface, and optionally the switch interface, used.

Administrator Information

Admin Name:	Select an administrator account name. (default is <i>admin</i>)
Admin Password:	Select an administrator password. (default is <i>password</i>)

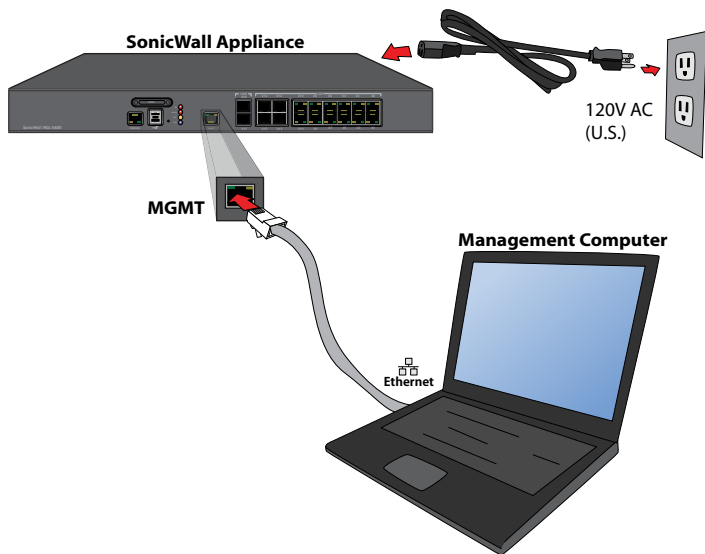
Internet Service Provider (ISP) Information

Record the following information about your current Internet service:

If you are connecting with DHCP	No information is usually required. However, some providers may require a host name. Host Name: _____
If you are connecting with a Static IP address	IP Address: _____._____._____._____ Subnet Mask: _____._____._____._____ Default Gateway: _____._____._____._____ Primary DNS: _____._____._____._____ DNS 2 (optional): _____._____._____._____ DNS 3 (optional): _____._____._____._____

Initial Configuration

The diagram below illustrates how to connect your management computer to the SonicWall NSA appliance for initial setup.



NOTE: Appliance port configuration varies by platform, but the MGMT port location is similar on all SonicWall NSA 2600/3600/4600/5600/6600 appliances.

The following sections provide initial configuration information and instructions for connecting your SonicWall NSA appliance for initial setup:

- [Connecting to the MGMT Port](#) on page 24
- [Applying Power to the NSA](#) on page 24
- [SonicWall NSA LED Activity](#) on page 24
- [Using the Setup Wizard](#) on page 25

Connecting to the MGMT Port

The MGMT port is a dedicated 1 gigabit Ethernet interface for appliance management and SafeMode access.

- 1 Using the provided Ethernet cable, connect one end of the cable to the computer you are using to manage the SonicWall NSA appliance.
- 2 Connect the other end of the Ethernet cable to the MGMT port on your SonicWall NSA appliance.

Applying Power to the NSA

Connect the AC power cord from the SonicWall NSA appliance into an appropriate power outlet.

For further information regarding power requirements, refer to [Product Safety and Regulatory Information](#) on page 51 of this document.

SonicWall NSA LED Activity

The Power LEDs on the front panel illuminate blue when the appliance is powered on.

The Test LED or Alarm LED may illuminate and blink while the appliance performs a series of diagnostic tests. When these LEDs are no longer illuminated and the Power LEDs remain steadily lit, the SonicWall NSA appliance is ready for configuration. This typically occurs within a few minutes of turning on the power.

If the Test or Alarm LEDs remain lit after the SonicWall NSA has completed powering on, restart the appliance by disconnecting the power, waiting 1 minute, and then connecting the power again.

For a connected MGMT or copper gigabit Ethernet port, the Link LED for the port illuminates green or amber depending on the link throughput speed, indicating an active connection:

- Amber indicates 1 Gbps
- Green indicates 100 Mbps
- An unlit left LED with the right LED lit indicates 10 Mbps

Using the Setup Wizard

When you are ready to begin initial setup, configure your management computer with a static IP address on the 192.168.1.0/24 subnet, such as 192.168.1.20. This allows your computer to connect to SonicOS via the MGMT interface.

i **NOTE:** Be sure to disable pop-up blocking software, or set your web browser to allow pop-ups and cookies.

To configure initial settings using the Setup Wizard:

- 1 With your computer connected to the appliance MGMT port, start your web browser and navigate to the default MGMT interface IP address:
http://192.168.1.254

The initial screen displays the options to launch the Setup Wizard or configure the appliance manually.

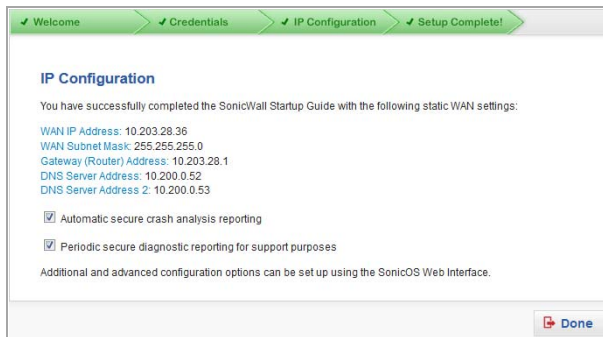


- 2 Launch the SonicOS Setup Wizard by clicking the first **here** link. This wizard helps you quickly configure the SonicWall appliance to secure your Internet connection.
- 3 Follow the on-screen prompts to configure the admin password and network settings.

If a DHCP server is available on the network, the wizard requests IP settings from it. You can click **Next** to accept these or click **Manual Config** to enter a static IP address and other network settings.

In the Manual Configuration screen, click **Retry** to revert to DHCP, or enter your own settings and then click **Next**.

- Once completed, click **Done** in the Setup Complete screen.



- Continue to [Connecting to the Internet](#) on page 26 to connect the appliance for Internet access.

Then, refer to [Registering, Licensing, and Upgrading](#) on page 31 to begin the registration process.

Connecting to the Internet

After initial setup is complete, physically connect the SonicWall NSA LAN and WAN interfaces to the appropriate network devices in your environment to provide access to external networks or the Internet.

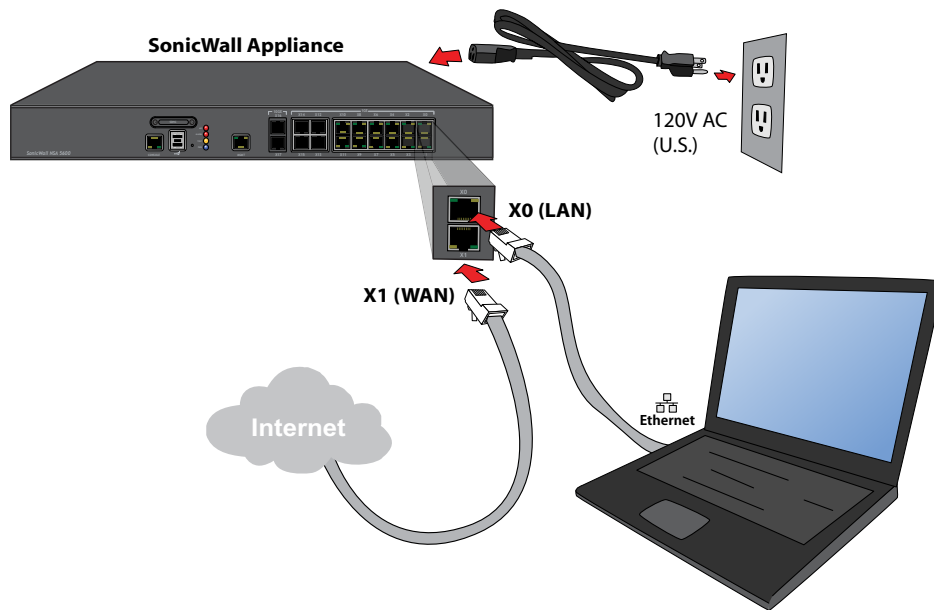
- NOTE:** Internet connectivity is needed for the recommended product registration process. For initial Internet access, connect your computer to the NSA XO interface or to the LAN subnet. You cannot reach the Internet or other external destinations while connected to the MGMT interface without first configuring a default gateway in its interface settings.

The [Internet Access](#) diagram illustrates how to connect your computer to the SonicWall NSA appliance for Internet access.

Topics:

- [Connecting the LAN Port](#) on page 28
- [Connecting the WAN Port](#) on page 28
- [Testing Your Internet Connection](#) on page 29

Internet Access



Connecting the LAN Port

- 1 Connect one end of an Ethernet cable to your local network switch or other networking device, or to your computer.
- 2 Connect the other end of the Ethernet cable to the X0 (LAN) port on your SonicWall NSA appliance.

Connecting the WAN Port

- 1 Connect one end of an Ethernet cable to your Internet connection.

If you have a router, DSL modem, or cable modem, connect the Ethernet cable to a LAN port on the router or modem.

- 2 Connect the other end of the Ethernet cable to the X1 (WAN) port on your SonicWall NSA appliance.

NOTE: If X1 is configured in Wire Mode, configure a different interface with one of the other WAN types for use in this step.

Testing Your Internet Connection

To test your Internet connection:

- 1 After you exit the Setup Wizard, connect your computer to the LAN subnet or directly to the X0 (LAN) port.
- 2 Point your browser to the X0 IP address configured during initial setup (default: *192.168.168.168*).
- 3 When the login page appears, log into the SonicOS management interface as the administrator (default: *admin*), using the configured password (default: *password*).
- 4 Open a command prompt window on your computer and enter the command: `ping sonicwall.com`
- 5 Open another web browser and navigate to:
<https://www.sonicwall.com>

If you can view the SonicWall home page, you have configured your SonicWall NSA appliance correctly.

If you cannot view the SonicWall home page, try one of these solutions:

- Verify that the Local Area Connection settings on your computer are set to use either DHCP or a static IP on the LAN subnet.
- Verify that the WAN interface being used for Internet connectivity is not configured in Wire Mode or Tap Mode.
- Renew your computer's DHCP address or restart your computer to accept new network settings from the DHCP server in the SonicWall appliance.
- Restart your Internet router to communicate with the DHCP client in the SonicWall appliance.
- Check **Troubleshooting Connections** on page 30 for more suggestions.

NOTE: WAN connectivity issues are unrelated to completion of the MySonicWall registration process.

Troubleshooting Connections

Use the suggestions in this section to troubleshoot your MGMT and LAN connections.

Troubleshooting Your MGMT Connection

If you cannot connect to the SonicWall NSA appliance or the Setup Wizard does not display, consider the following:

- Did you correctly enter the SonicWall NSA management IP address beginning with “http://” or “https://” in your web browser?
- Did you try restarting your management station while it is connected to the SonicWall appliance?
- Are the Local Area Connection settings on your computer set to a static IP address on the 192.168.1.0/24 subnet?
- Is the Ethernet cable connected to your computer and to the MGMT port on your appliance?
- Is the connector clip on your network cable properly seated in the port of the security appliance?

Troubleshooting Your LAN Connection

If you do not see the SonicOS login prompt when you point your browser to the X0 (LAN) IP address, consider the following:

- Did you correctly enter the IP address for the SonicWall NSA X0 interface into your web browser, beginning with “http://” or “https://”?
- Did you try restarting your management station while it is connected to the SonicWall appliance?
- Are the Local Area Connection settings on your computer set to one of the following?:
 - Obtain an IP address automatically using DHCP
 - A static IP address on the default LAN subnet (192.168.168.0/24)
 - A static IP address on the configured LAN subnet, if you changed it during initial setup
- Is the Ethernet cable connected to your computer and to the X0 (LAN) port on your appliance?
- Is the connector clip on your network cable properly seated in the port of the security appliance?

Registering, Licensing, and Upgrading

This section provides instructions for registering on MySonicWall, licensing security services, and upgrading firmware on your SonicWall NSA appliance.

- [Using MySonicWall](#) on page 32
- [Creating a MySonicWall Account](#) on page 32
- [Registration Overview](#) on page 33
- [Registering in SonicOS](#) on page 33
- [Alternative Registration Options](#) on page 33
- [Licensing Security Services](#) on page 35
- [Activating Licenses Using a Key](#) on page 37
- [Upgrading Firmware](#) on page 37

Registration is an important part of the setup process and is necessary in order to receive the benefits of SonicWall security services, firmware updates, and technical support.

Using MySonicWall

SonicWall requires a MySonicWall account prior to configuring your appliance. If you already have a MySonicWall account, you can continue to [Registration Overview](#) on page 33.

MySonicWall is used during registration of your SonicWall appliance and to activate or purchase licenses for security services, support, or software specific to your SonicWall device.

For a High Availability configuration, MySonicWall provides a way to associate a secondary unit that can share security service licenses with your primary appliance.

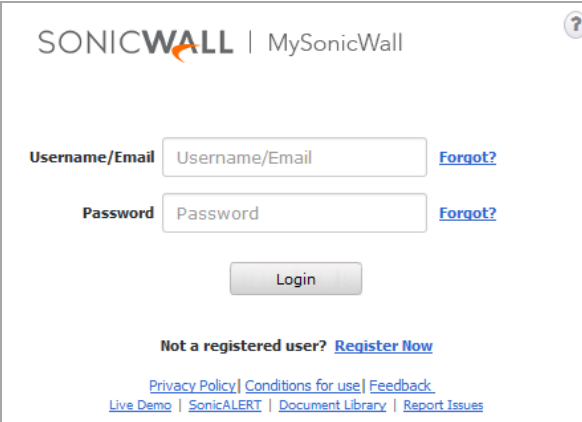
i **NOTE:** MySonicWall registration information is not sold or shared with any other company.

Creating a MySonicWall Account

A MySonicWall account is required in order to register the SonicWall NSA appliance. You can create a new MySonicWall account from any computer by navigating to:
<https://www.mysonicwall.com>

To create a MySonicWall account:

- 1 In your Web browser, navigate to:
<https://www.mysonicwall.com>
- 2 In the login screen, click the **Register Now** link.



SONICWALL | MySonicWall

Username/Email [Forgot?](#)

Password [Forgot?](#)

Login

Not a registered user? [Register Now](#)

[Privacy Policy](#) | [Conditions for use](#) | [Feedback](#)
[Live Demo](#) | [SonicAlert](#) | [Document Library](#) | [Report Issues](#)

- 3 Complete the Registration form, and then click **Register**.
- 4 Verify that the information is correct, and then click **Submit**.
- 5 To confirm your account was created, click **Continue**.

Registration Overview

Although there are several ways to register your new SonicWall appliance, SonicWall recommends registering your appliance through the SonicOS management interface.

This section describes how to register and license your appliance through SonicOS, as well as the alternate options available on MySonicWall.

i **NOTE:** If you haven't created a MySonicWall account, see [Creating a MySonicWall Account](#) on page 32.

Registering in SonicOS

After you have completed the Setup Wizard and can successfully connect to your SonicWall NSA appliance, you are ready to register the security appliance.

- 1 Log into your SonicWall appliance. Use the LAN (X0) defaults (*<https://192.168.168.168> and *admin / password**), or if you changed these fields during the initial setup process, use the new IP address and credentials. Then, click **Login**.
- 2 Navigate to the **System > Status** page.

- 3 The screen displays a message that your SonicWall appliance is not registered. Click the **Register** link.
- 4 Enter your MySonicWall username (your email address) and password in the appropriate fields. Then, click **Submit**.
- 5 The licensing server acquires the necessary information directly from the appliance. If asked, optionally specify a **Friendly Name** or **Product Group** for the SonicWall appliance.
- 6 Acknowledge the registration completion notification by clicking **Continue**. The **Licenses > License Management** page now lists all the Security Services associated to your appliance.

Alternative Registration Options

If you have registered your SonicWall appliance through the SonicOS interface, you can continue to [Licensing Security Services](#) on page 35.

Although SonicWall strongly recommends registering your appliance using the SonicOS interface, you can optionally use MySonicWall to register your appliance.

Registering on MySonicWall

To register your appliance directly on MySonicWall:

- 1 Log into your MySonicWall account. If you do not have an account, create one at:
<https://www.mysonicwall.com>
- 2 Type the SonicWall appliance serial number in the **Register a Product** field. The serial number is displayed in the **System > Status** page and is also on the bottom panel of your appliance.
- 3 Click **Next**.
- 4 Type a **Friendly Name** for the appliance.
- 5 Select the **Product Group** from the drop-down list, if available.
- 6 Enter the appliance **Authentication Code**. The authentication code is displayed in the **System > Status** page and is also on the bottom panel of your appliance.
- 7 Click **Register**.

Synchronizing Licenses Manually

To manually synchronize licenses with MySonicWall from the SonicOS interface:

- 1 Log into your appliance and navigate to the **System > Licenses** page.
- 2 Scroll to the **Manage Security Services Online** section.
- 3 Click the **Synchronize** button to synchronize licenses with MySonicWall.

Using the License Keyset

MySonicWall provides an encrypted license keyset for each registered appliance. You can use the license keyset to manually apply all active licenses to your SonicWall appliance.

To obtain and apply the license keyset:

- 1 Log into your MySonicWall account and click the link for your appliance.
- 2 On the **Services Management** page, click the **View License Keyset** link.
- 3 Click the encrypted text, then press **Ctrl+A** to select the entire keyset, and then copy it to your clipboard.

- 4 Log into your appliance and navigate to the **System > Licenses** page.
- 5 Scroll down to the **Manual Upgrade** section and paste the keyset in the appropriate field.
- 6 When finished entering the keyset, click **Submit**.

Licensing Security Services

To license a security service, first access the **Service Management** page in MySonicWall. The **Service Management** page is specific to your product and lists security services, support options, and software that you can purchase or try with a free trial.

To access the **Service Management** page, do one of the following:

- Log into your appliance, navigate to **System > Licenses**, click the **To Activate, Upgrade, or Renew services, click here** link, and then enter your MySonicWall credentials.
- Point your browser to <https://www.mysonicwall.com> and enter your MySonicWall credentials, then navigate to **My Products > Product Management** and click on your appliance name or serial number.

Next, scroll down to the **Applicable Services** section to select a free trial or purchase the service:

- **Free Trial of Service**—Click the **Try** icon in the **Action** column for the security service you wish to try for a 30-day free trial. The free trial immediately activates and notifies you of the trial expiration date. The **Service Management** page displays updated information about the free trial service.
- **Purchase a Service**—Click the **Cart** icon to purchase a security service. In the **Buy Service** page, specify the desired quantity of licenses, then click **Add to Cart**. Once the item(s) have been added, click the **Checkout** button. Follow the instructions to complete your purchase.

Applicable Services and Software

On the **Service Management** page in MySonicWall, the **Applicable Services** section lists the services available for your product.

The **Status** column indicates whether the service is *Licensed*, *Not Licensed*, or *Expired*. The **Action** column lets you purchase or activate additional services.

The following products and services are available for your SonicWall NSA appliance:

- Service Bundles:
 - Advanced Gateway Security Suite (AGSS)
 - Comprehensive Gateway Security Suite (CGSS)
 - Client/Server Anti-Virus Suite
- Gateway Services:
 - Capture Advanced Threat Protection
 - Gateway AV / Anti-Spyware / Intrusion Prevention
 - App Visualization
 - App Control
 - Deep Packet Inspection for SSL (DPI-SSL)
 - Deep Packet Inspection for SSH (DPI-SSH)
 - Content Filtering: Premium Edition
 - Comprehensive Anti-Spam Service (CASS)
 - Botnet Filter
 - SonicOS Expanded
 - Stateful High Availability
 - Active/Active Clustering Service (NSA 6600 only)

- Desktop & Server Software:
 - Enforced Client Anti-Virus and Anti-Spyware
 - Global VPN Client
 - Content Filtering Client
 - Analyzer
 - SSL VPN
 - Virtual Assist
 - WAN Acceleration Software
 - WAN Acceleration Client
- Support Services:
 - Dynamic Support 24x7
 - Dynamic Support 8x5
 - Software and Firmware Updates
 - Hardware Warranty



NOTE: Applicable services per platform sometimes change. Please check MySonicWall for the current list of services available for your appliance.

Activating Licenses Using a Key

If you registered your appliance through SonicOS, all licensed services are already activated. You can continue to [Upgrading Firmware](#) on page 37.

If you purchased a service subscription or upgrade from a sales representative separately, you will have an *Activation Key* for the service. This key is emailed to you after online purchases, or is on the front of the certificate that was included with your purchase.

To activate your service licenses using the key:

- 1 Log into your MySonicWall account
- 2 In the **My Products** page, click the appliance name to open the **Service Management** page. The **Applicable Services** table displays a list of services that are already licensed or are available to license on your SonicWall appliance.

Note that your initial purchase may have included security services or other software bundled with the appliance. These licenses are enabled on MySonicWall when the appliance is delivered to you.

- 3 Locate the service in the **Applicable Services** section and click the *key* icon.

- 4 Type or paste your key into the **Activation Key** field, and then click **Submit**.

After activating the service, the **Status** and **Expiration** columns display updated information when you return to the **Service Management** page.

Upgrading Firmware

SonicWall recommends that you run the latest available firmware on your security appliance. You will need to upgrade the factory-installed firmware to the latest version available on MySonicWall.

See the following sections to upgrade an existing SonicOS firmware image to a newer version:

- [Saving a Backup and Exporting Settings](#) on page 38
- [Obtaining the Latest Firmware](#) on page 38
- [Upgrading the Firmware](#) on page 39
- [Using SafeMode to Upgrade Firmware](#) on page 39

Saving a Backup and Exporting Settings

Before beginning the update process, make a system backup on your SonicWall appliance. The backup feature saves a copy of the current system state, firmware, and configuration settings on your SonicWall security appliance, protecting all your existing settings in the event that it becomes necessary to return to a previous configuration state.

You can also export the configuration settings (preferences) to a file on your local management station. This file serves as an external backup of the configuration settings, and can be imported back into the SonicWall security appliance if it is necessary to reboot the firmware with factory default settings.

To save a system backup on your appliance and export configuration settings:

- 1 On the **System > Settings** page, click **Create Backup**. SonicOS takes a “snapshot” of your current system state, firmware, and configuration settings, and makes it the new System Backup firmware image. Creating a new backup overwrites the existing System Backup image, if any. The **System Backup** entry is displayed in the **Firmware Management** table.

- 2 To export your settings to a local file, click **Export Settings**. A popup window displays the name of the saved file.
- 3 In the popup window, click **Export**.

Obtaining the Latest Firmware

To obtain a new SonicOS firmware image file:

- 1 In a browser on your management computer, log into your MySonicWall account at:
<https://www.mysonicwall.com>
- 2 In MySonicWall, click **Downloads** in the left navigation pane to display the Download Center screen.
- 3 Depending on your platform, select **NSA 2600 Firmware**, **NSA 3600 Firmware**, **NSA 4600 Firmware**, **NSA 5600 Firmware**, or **NSA 6600 Firmware** in the **Software Type** drop-down list to display available firmware versions.
- 4 Locate the firmware version you want, and click the link to download it to a convenient location on your computer. You can download the Release Notes and other associated files in the same way.

Upgrading the Firmware

The appliance must be properly registered before the firmware can be upgraded. Refer to [Registering in SonicOS](#) on page 33 for more information.

To upload new firmware to your SonicWall appliance and reboot with current configuration settings:

- 1 Download the SonicOS firmware image file from MySonicWall and save it to a convenient location on your local computer.
- 2 Point your browser to the appliance IP address, and log in as an administrator.
- 3 On the **System > Settings** page, click **Upload New Firmware**.
- 4 Browse to the location where you saved the SonicOS firmware image file, select the file and click the **Upload** button.

After the firmware finishes uploading, it is displayed in the **Firmware Management** table.

- 5 Click the Boot icon in the row for **Uploaded Firmware - New!** to restart the appliance with the new firmware using your existing configuration settings.

- 6 In the confirmation dialog box, click **OK**. The appliance restarts and then displays the login page.
- 7 Enter your user name and password. The new SonicOS image version information is displayed on the **System > Status** page.

Using SafeMode to Upgrade Firmware

If you are unable to connect to the SonicOS management interface, you can restart the security appliance in *SafeMode*. The SafeMode feature allows you to recover quickly from uncertain configuration states with a simplified management interface that includes the same settings available on the **System > Settings** page.

The SafeMode procedure uses a recessed *SafeMode* button in a small pinhole near the USB ports on the front of the SonicWall appliance.


To use SafeMode to upgrade firmware on a SonicWall security appliance:

- 1 Connect your computer to the MGMT port on the appliance and configure your computer with an IP address on the 192.168.1.0/24 subnet, such as 192.168.1.20.

- 2 Use a narrow, straight object, like a straightened paper clip or a toothpick, to press and hold the SafeMode button on the front of the SonicWall appliance for more than 20 seconds (possibly in the range of 90 seconds).

The Test light begins blinking when the appliance has rebooted into SafeMode.

- 3 Point your browser to **http://192.168.1.254** to access the SafeMode management interface.

 **NOTE:** Use **http** rather than **https** in SafeMode.

- 4 Click **Upload New Firmware**, and then browse to the location where you saved the SonicOS firmware image, select the file and click **Upload**.
- 5 Click the Boot icon in the row for one of the following:

- **Uploaded Firmware - New!**

Use this option to restart the appliance with your current configuration settings.

- **Uploaded Firmware with Factory Default Settings - New!**

Use this option to restart the appliance with factory default configuration settings.

- 6 In the confirmation dialog box, click **OK** to proceed.



CAUTION: Do not power off the appliance while it is rebooting.

- 7 After successfully booting the firmware, the login screen displays.

After a factory default, you will see the initial login screen, which displays options to launch the Setup Wizard or to log into SonicOS and configure the appliance manually. If you choose the latter, enter the default user name and password (*admin / password*) to access the SonicOS management interface.

- 8 You can continue to manage the appliance from the MGMT interface at 192.168.1.254.

If you prefer to connect to SonicOS through the WAN or LAN interface of the appliance:

- a Disconnect your computer from the appliance.
- b Reconfigure your computer to automatically obtain an IP address and DNS server address, or reset it to its normal static values.
- c Connect the computer to your network or to the desired interface on the appliance.
- d Point your browser to the WAN or LAN IP address of the appliance.

Support and Training Options

This section provides overviews of customer support and training options for your SonicWall NSA appliance. SonicWall offers a variety of online support and training options for your convenience.

- [Customer Support](#) on page 42
- [Knowledge Base](#) on page 42
- [User Forums](#) on page 42
- [Training](#) on page 42
- [Related Documentation](#) on page 43
- [Additionally Supported Languages](#) on page 43

Customer Support

SonicWall offers telephone, email and web-based support to customers who have a valid warranty or support contract.

Designed for business-critical environments, SonicWall 24x7 Support is an around-the-clock support service that includes phone, email and web-based technical support, ongoing software and firmware updates, direct access to a team of highly trained senior support engineers, advance exchange hardware replacement in the event of failure, and access to electronic support tools.

For more information, visit:

<https://support.sonicwall.com/essentials/support-offerings>

Knowledge Base

The SonicWall Knowledge Base allows you to search by queries containing unique keywords, symptoms or details, filter results, view, rate, email and print articles.

For more information, visit:

<https://support.sonicwall.com/kb-product-select>

User Forums

The SonicWall User Forums provide a way for you to collaborate with peers and connect with experts to discuss a variety of security and appliance topics. To access the forums, log in using your MySonicWall credentials.

For more information, visit: <https://forum.sonicwall.com>

Training

SonicWall offers an extensive sales and technical training curriculum. SonicWall Training provides E-Training, instructor-led training, custom training, technical certifications, and uses authorized training partners.

For more information, visit:

<https://support.sonicwall.com/training-product-select>

Related Documentation

SonicWall technical documentation is available on MySonicWall and on the Support portal, including:

- SonicOS Administration Guides
- SonicOS Release Notes
- SonicOS Upgrade Guides
- SonicOS Configuration Guides
- SonicOS Deployment Guides
- SonicOS Reference Guides

See the support page that matches your appliance platform:

<https://support.sonicwall.com/sonicwall-nsa-series/2600/technical-documents>

<https://support.sonicwall.com/sonicwall-nsa-series/3600/technical-documents>

<https://support.sonicwall.com/sonicwall-nsa-series/4600/technical-documents>

<https://support.sonicwall.com/sonicwall-nsa-series/5600/technical-documents>

<https://support.sonicwall.com/sonicwall-nsa-series/6600/technical-documents>

Additionally Supported Languages

SonicWall Getting Started Guides, Quick Start Guides, User Guides, appliance firmware, and various end-user clients are available in multiple languages.

After registering your product, you can check for applicable firmware or end-user client software on MySonicWall. New releases are posted as they become available, so please check periodically for additional firmware, software, and documents.

本地化固件和文档通知

SonicWall 《入门指南》、《快速入门指南》、《用户指南》、设备固件和多种终端用户客户端现已支持多种语言。请从 <https://support.sonicwall.com/zh-cn> 查找可用的中文文档。

请按照《入门指南》或《快速入门指南》中的说明，在 MySonicWall 网站 <https://www.mysonicwall.com> 注册您的设备。注册完成后，您可以在 MySonicWall 网站查看相应的固件和终端用户客户端软件。我们会在第一时间发布可用的新版本，请定期检查以获取最新的固件、软件和文档。

ローカライズ版ファームウェアおよびドキュメントについて

SonicWall 導入ガイド、クイック スタート ガイド、ユーザガイド、装置用ファームウェア、および多彩なエンドユーザクライアントが複数の言語で利用できるようになりました。利用可能な日本語ドキュメントは、<https://support.sonicwall.com/ja-jp> をご覧下さい。

導入ガイドまたはクイック スタート ガイドの手順に沿って、MySonicWall (<https://www.mysonicwall.com>) で製品を登録します。製品の登録後に、利用可能なファームウェアまたはエンドユーザクライアントを MySonicWall 上で確認できます。新しいリリースは利用可能になると公開されるので、ファームウェア、ソフトウェア、およびドキュメントを定期的に確認してください。

펌웨어 및 문서 한글화 안내

SonicWall Getting Started 가이드, Quick Start 가이드, 사용자 가이드, 어플라이언스 펌웨어 및 다양한 엔드유저 클라이언트가 다국어를 지원합니다. 다음에서 사용 가능한 한국어 문서를 찾아 보세요.

Getting Started 가이드 또는 Quick Start 가이드에 있는 절차에 따라 <https://www.mysonicwall.com> 에서 제품 등록을 하

세요. 제품 등록 후, MySonicWall 에서 적용 가능한 한국어 펌웨어 또는 사용자 클라이언트 소프트웨어를 확인할 수 있습니다. 새로운 버전은 사용 가능할 때 등록됩니다. 그러므로, 추가되는 한국어 펌웨어, 소프트웨어와 문서가 있는지 주기적으로 체크하세요

<https://support.sonicwall.com/ko-kr>.

Notificação de Firmware e Documentação Localizada

As Guias de noções básicas, Guias de início rápido, Guias de Usuário, firmware de aplicações, e varios clientes de usuário final de SonicWall estão agora disponíveis em varias línguas. Pode encontrar a documentação disponível em Português em <https://support.sonicwall.com/pt-br>.

Siga as instruções da Guia de noções básicas ou Guia de início rápido para registrar seu produto em MySonicWall no <https://www.mysonicwall.com>. Depois de registrar o produto, você pode procurar firmware ou clientes de usuário final aplicáveis em MySonicWall. Novos lançamentos são publicados tão pronto estejam disponíveis, assim que por favor visite periodicamente esta página para ver firmware, software e documentos adicionais.

Rail Assembly and Rack Mounting Instructions

This section provides illustrated rail assembly and rack mounting instructions for SonicWall NSA 3600, NSA 4600, NSA 5600, and NSA 6600 appliances. The SonicWall NSA 2600 appliance does not use rails, but comes with rack ears which fasten directly to the appliance and the rack for mounting purposes.

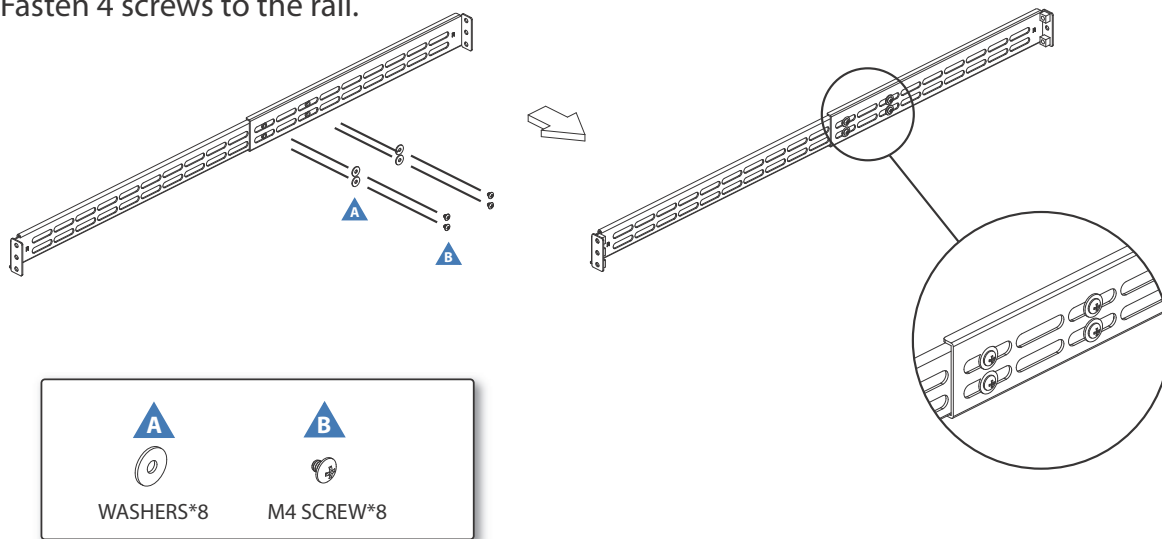
For safety information related to rack mounting and other aspects of product installation, see [Product Safety and Regulatory Information](#) on page 51.

- [Rail Assembly and Rack Mounting](#) on page 46

Rail Assembly and Rack Mounting

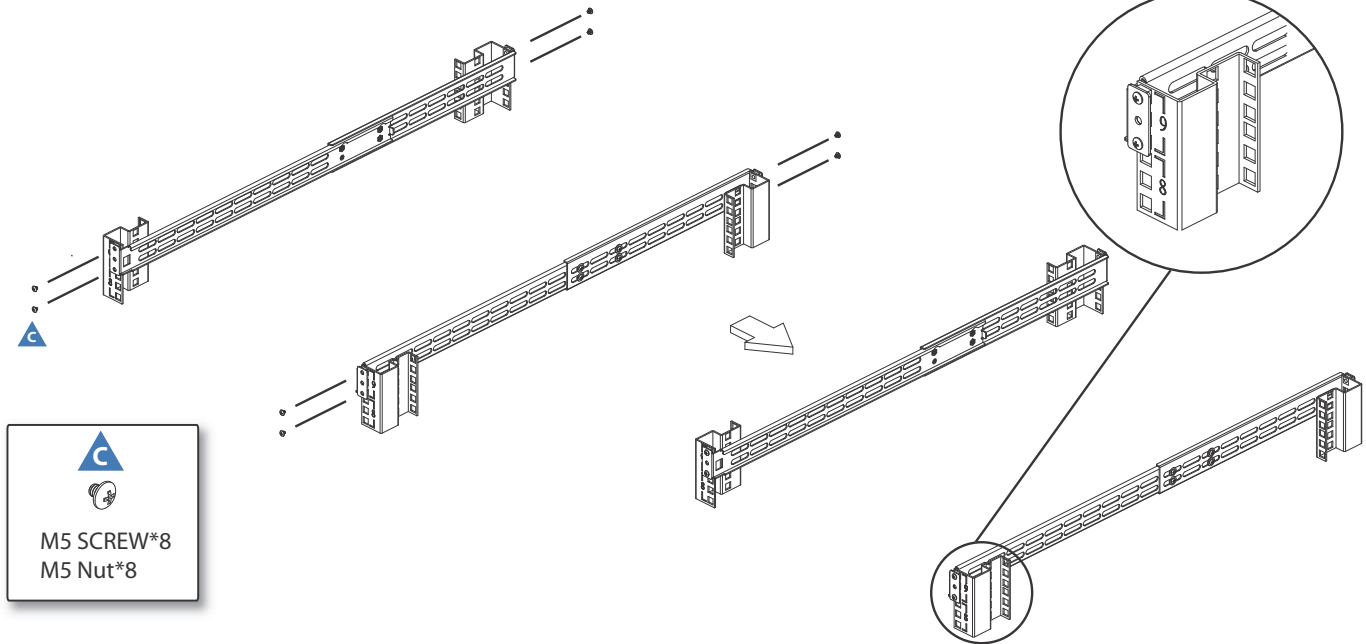
Assemble the Slide Rail

Fasten 4 screws to the rail.



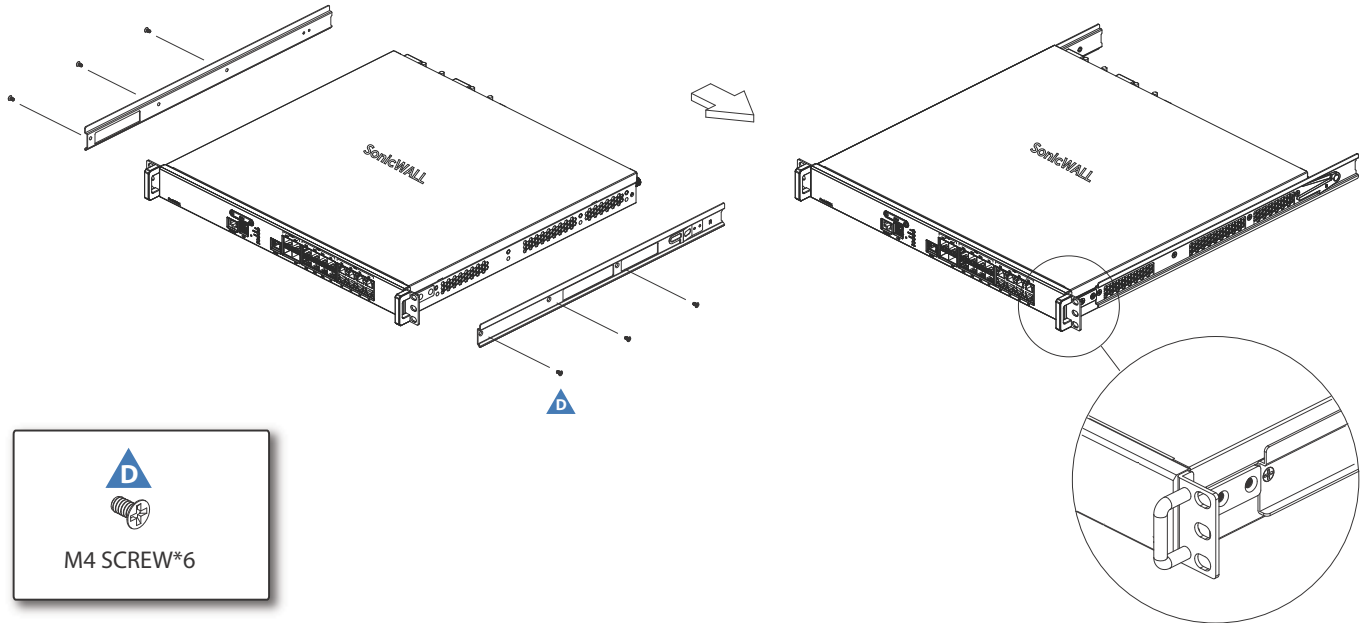
Assemble the Slide Rail

Fasten two-sided screws to the rail.



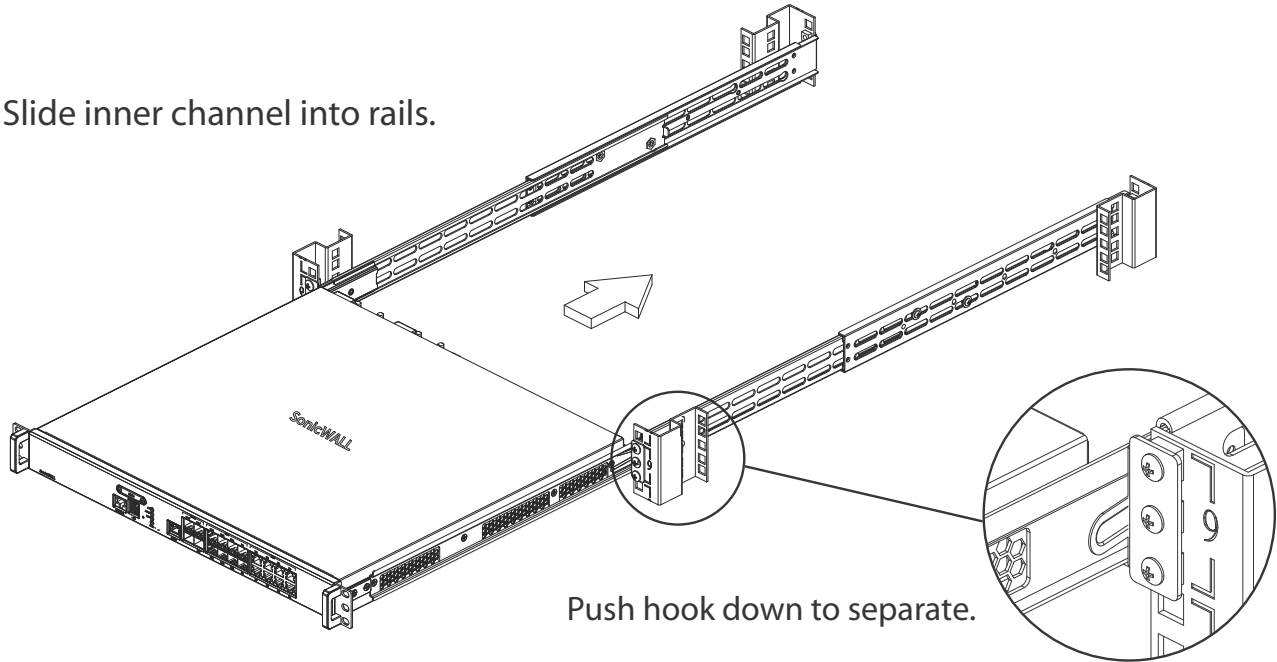
Assemble Inner Rail to Chassis

Fasten 6 screws to attach the inner channel onto the chassis.



Insert Chassis to Frame

Slide inner channel into rails.



Product Safety and Regulatory Information

This section provides product safety, regulatory, and warranty information.

- [Safety Instructions](#) on page 52
- [Sicherheitsanweisungen](#) on page 54
- [安全說明](#) on page 56
- [Declaration of Conformity](#) on page 58
- [Warranty Information](#) on page 58
- [\(台灣 RoHS\)/ 限用物質含有情況標示資訊](#) on page 59

Regulatory Model/Type	Product Name
1RK29-0A9	NSA 2600
1RK26-0A2	NSA 3600
1RK26-0A3	NSA 4600
1RK26-0A4	NSA 5600
1RK27-0A5	NSA 6600

Safety Instructions

- [Installation Requirements](#) on page 52
- [Lithium Battery Warning](#) on page 53
- [Cable Connections](#) on page 54

Installation Requirements

WARNING:

The following conditions are required for proper installation:

- 1 The SonicWall appliance is designed to be mounted in a standard 19-inch rack mount cabinet.
- 2 Use the mounting hardware recommended by the rack manufacturer and ensure that the rack is adequate for the application.
- 3 Ensure that no water or excessive moisture can enter the unit.
- 4 Allow unrestricted airflow around the unit and through the vents on the side of the unit. A minimum of 1 inch (26mm) clearance is recommended.
- 5 Route cables away from power lines, fluorescent lighting fixtures, and sources of noise such as radios, transmitters, and broadband amplifiers.
- 6 Mount in a location away from direct sunlight and sources of heat. A maximum ambient temperature of 104° F (40° C) is recommended.
- 7 If installed in a closed or multi-rack assembly, the operating ambient temperature of the rack environment may be greater than the room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum recommended ambient temperature.
- 8 Mount the SonicWall appliances evenly in the rack in order to prevent a hazardous condition caused by uneven mechanical loading.
- 9 Four mounting screws, compatible with the rack design, must be used and hand-tightened to ensure secure installation. Choose a mounting location where all four mounting holes line up with those of the mounting bars of the 19-inch rack mount cabinet.
- 10 A suitably rated and approved branch circuit breaker shall be provided as part of the building installation. Follow local code when purchasing materials or components.

- 11 Consideration must be given to the connection of the equipment to the supply circuit. Appropriate consideration of equipment nameplate ratings must be used when addressing this concern. Do not overload the circuit.
- 12 Reliable grounding of rack-mounted equipment must be maintained. Particular attention must be given to power supply connections other than direct connections to the branch circuits, such as power strips.
- 13 The included power cord is approved for use only in specific countries or regions. Before using a power cord, verify that it is rated and approved for use in your location.
- 14 Minimum power cord rating for European Union (CE): Certified power supply cord not lighter than light PVC sheathed flexible cord according to IEC 60227, designation, or H05 VV-F or H05 VVH2-F2, and rated for at least 3G 0.75 mm².
- 15 The following statement applies only to rack-installed products that are GS-Marked: This equipment is not intended for use at workplaces with visual display units, in accordance with §2 of the German ordinance for workplaces with visual display units.

For NSA 6600 only:

- 1 This product is not intended to be installed and used in a home or public area accessible to the general population. When installed in schools, this equipment must be installed in a secure location accessible only by trained personnel.
- 2 Thumbscrews should be tightened with a tool after both installation and subsequent access to the rear of the product.



Warning—Potential Hazard from Fan

- 3 Before replacing the fan unit, carefully read and follow the instructions provided with the unit.

Lithium Battery Warning

The Lithium Battery used in the SonicWall internet security appliance may not be replaced by the user. The appliance must be returned to a SonicWall authorized service center for replacement with the same or equivalent type recommended by the manufacturer. If, for any reason, the battery or

SonicWall security appliance must be disposed of, do so following the battery manufacturer's instructions.

Cable Connections

All Ethernet and RS232 (Console) cables are designed for intra-building connection to other equipment. Do not connect these ports directly to communication wiring or other wiring that exits the building where the SonicWall appliance is located.

Sicherheitsanweisungen

- [Anforderungen an die Installation](#) on page 54
- [Hinweis zur Lithiumbatterie](#) on page 56
- [Kabelverbindungen](#) on page 56

Anforderungen an die Installation

Verwarnung:

Für eine ordnungsgemäße Montage sollten die folgenden Hinweise beachtet werden:

- 1 Das SonicWall Modell ist für eine Montage in einem standardmäßigen 19-Zoll-Rack konzipiert.

- 2 Vergewissern Sie sich, dass das Rack für dieses Gerät geeignet ist und verwenden Sie das vom Rack-Hersteller empfohlene Montagezubehör.
- 3 Stellen Sie sicher, dass das Gerät vor Wasser und hoher Luftfeuchtigkeit geschützt ist.
- 4 Stellen Sie sicher, dass die Luft um das Gerät herum zirkulieren kann und die Lüftungsschlitze an der Seite des Gehäuses frei sind. Hier ist ein Belüftungsabstand von mindestens 26 mm einzuhalten.
- 5 Achten Sie darauf, dass sich die Netzkabel nicht in der unmittelbaren Nähe von Stromleitungen, Leuchtstoffröhren und Störquellen wie Funksendern oder Breitbandverstärkern befinden
- 6 Wählen Sie für die Montage einen Ort, der keinem direkten Sonnenlicht ausgesetzt ist und sich nicht in der Nähe von Wärmequellen befindet. Die Umgebungstemperatur darf nicht mehr als 40 °C betragen.
- 7 Wenn das Gerät in einem geschlossenen 19"-Gehäuse oder mit mehreren anderen Geräten eingesetzt ist, wird die Temperatur in der Gehäuse höher sein als die Umgebungstemperatur. Achten Sie darauf, daß die Umgebungstemperatur nicht mehr als 40° C beträgt.

- 8 Bringen Sie die SonicWall waagerecht im Rack an, um mögliche Gefahren durch ungleiche mechanische Belastung zu vermeiden.
- 9 Verwenden Sie für eine sichere Montage vier passende Befestigungsschrauben, und ziehen Sie diese mit der Hand an. Wählen Sie einen Ort im 19-Zoll-Rack, wo alle vier Befestigungen der Montageschienen verwendet werden.
- 10 Ein angemessen dimensionierter und geprüfte Sicherung, sollte Bestandteil der Haus-Installation sein. Bitte folgen die den lokalen Richtlinien beim Einkauf von Material oder Komponenten.
- 11 Prüfen Sie den Anschluss des Geräts an die Stromversorgung, damit der Überstromschutz sowie die elektrische Leitung nicht von einer eventuellen Überlastung der Stromversorgung beeinflusst werden. Prüfen Sie dabei sorgfältig die Angaben auf dem Aufkleber des Geräts. Überlasten Sie nicht den Stromkreis.
- 12 Eine sichere Erdung der Geräte im Rack muss gewährleistet sein. Insbesondere muss auf nicht direkte Anschlüsse an Stromquellen geachtet werden wie z. B. bei Verwendung von Mehrfachsteckdosen.
- 13 Das im Lieferumfang enthaltene bzw. die im Lieferumfang enthaltenen Netzkabel sind nur für die

Verwendung in bestimmten Ländern und Regionen zugelassen. Überprüfen Sie bitte vor der Verwendung eines Netzkabels, ob es für die Verwendung in Ihrem Land oder Ihrer Region zugelassen ist und den geforderten Normen entspricht.

- 14 Mindest Stromkabel Bewertung für die Europäische Union (CE): Zertifizierte Netzkabel nicht leichter als leichte PVC-Schlauchkabel nach IEC 60227, Bezeichnung oder H05 VV-F oder H05 VVH2-F2 und bewertet für mindestens 3G 0,75 mm².
- 15 Der folgende Hinweis gilt nur für rackmontierte Produkte mit GS-Kennzeichen: Dieses Gerät ist nicht zur Verwendung an Arbeitsplätzen mit visuellen Anzeigegeräten gemäß § 2 der deutschen Verordnung für Arbeitsplätze mit visuellen Anzeigegeräten vorgesehen.

Nur für NSA 6600:

- 1 Dieses Produkt ist nicht dafür entwickelt, um in Bereichen mit öffentlichem Zugang betrieben zu werden. Wenn es in Schulen betrieben wird, stellen Sie sicher, dass das Gerät in einem abgeschlossenen Raum installiert wird, der nur von speziell ausgebildetem Personal betreten werden kann.

- 2 Vergewissern Sie sich, dass die Schrauben nach dem Austausch mit entsprechendem Werkzeug fest angezogen werden.



Achtung—Lüfter Potentielle Gefahrenquelle

- 3 Lesen Sie vor dem Austausch der Lüftereinheit die Anleitung, die mit dem Gerät geliefert wurde und befolgen Sie die Anweisungen.

Hinweis zur Lithiumbatterie

Die in der Internet Security Appliance von SonicWall verwendete Lithiumbatterie darf nicht vom Benutzer ausgetauscht werden. Zum Austauschen der Batterie muss die SonicWall in ein von SonicWall autorisiertes Service-Center gebracht werden. Dort wird die Batterie durch denselben oder entsprechenden, vom Hersteller empfohlenen Batterietyp ersetzt. Beachten Sie bei einer Entsorgung der Batterie oder der SonicWall Security Appliance die diesbezüglichen Anweisungen des Herstellers.

Kabelverbindungen

Alle Ethernet- und RS232-C-Kabel eignen sich für die Verbindung von Geräten in Innenräumen. Schließen Sie an die Anschlüsse der SonicWall Appliance keine Kabel an, die aus dem Gebäude in dem sich das Gerät befindet herausgeführt werden.

安全說明

- **安裝要求** on page 56
- **鋰電池警告** on page 58
- **纜線連結** on page 58

安裝要求

需要滿足以下條件以進行正確安裝：

- 1 **SonicWall** 設備被設計成安裝在一個標準的 19 吋機架安裝櫃。
- 2 使用機架製造商推薦的裝載硬體，確認機架足夠裝置所需
- 3 請確認裝置內不會滲入水分或過多的濕氣。

- 4 裝置週邊請保持通風，特別是裝置通風口側。建議裝置與牆壁間至少要有 1 英吋 (25.44 公釐) 的淨空。
- 5 纜線的路徑應遠離電源線、日光燈，以及會產生雜訊的來源，如無線電、發送器與寬頻放大器。
- 6 架設位置需遠離陽光直射與熱源。建議周圍溫度最高溫不要超過 104°F (40°C)。
- 7 如果是安裝於封閉式或多組機架配件，機架環境的周圍操作溫度可能會高過室內周遭。因此，在與上述建議之最高周圍溫度相容的環境中安裝設備時，應將此列入考量。
- 8 將 SonicWall 裝置平坦地裝設在機架中，如此才能避免因不均勻的機械負荷造成危險狀況。
- 9 必須使用四顆與機架設計相容的安裝螺釘，並用手鎖緊螺釘，確定安裝牢固。選擇一個安裝位置，將四個裝載洞孔對齊 19 吋架設機櫃的安裝桿。
- 10 應當提供一個合適額定值並且已被認可的分支電路斷路器作為安裝該裝置的一部分。在購買材料或部件時，應遵循當地安全代碼。
- 11 必須留心裝置與電源電路的連接問題，電路過載對過電流保護與電路電線的影響需降至最低。解決這個問題時，需正確考慮裝置銘牌額定值。不要過載電路。

12 必須維護可靠的機架裝載設備接地。必須特別留意電源供應器連線，而不是直接連接到電源板之類的分支電路。

13 隨附的電源線僅限於特定的國家或地區使用。使用前，請確認電源線的額定值且已被認可在你的地區上使用。

僅適用於 NSA 6600:

- 1 本產品的設計目的不是安裝並使用於住家或一般大眾可接觸到的公共區域。如果是安裝在學校，本設備只能安裝在受訓人員能接觸到的安全位置。
- 2 當安裝及後續接觸產品背面之後，必須用工具將指旋螺釘鎖緊。



風扇潛在危險警告

- 3 更換風扇部件前，請仔細閱讀，並遵循所提供的指示。

鋰電池警告

使用者不得自行更換 SonicWall 網際網路安全性裝置中使用的鋰電池。必須將 SonicWall 裝置送回 SonicWall 授權的服務中心，以更換相同的鋰電池或製造商推薦的同類型鋰電池。若因任何原因必須丟棄電池或 SonicWall 網際網路安全性裝置，請嚴格遵守電池製造商的指示。

纜線連結

所有乙太網路與 RS232 (主控台) 線路都是為與其他裝置進行內建連接所設計的。請不要將這些連接埠直接連接至通訊線路，或其他連出 SonicWall 裝置所在建築的線路。

Declaration of Conformity

A “Declaration of Conformity” in accordance with the directives and standards has been made and is on file at: SonicWall International Limited, City Gate Park, Mahon, Cork, Ireland.

CE declarations can be found online at:

<https://support.sonicwall.com>



NOTE: Additional regulatory notifications and information for this product can be found online at:
<https://support.sonicwall.com>

Warranty Information

All SonicWall appliances come with a 1-year Limited Hardware Warranty which provides delivery of critical replacement parts for defective parts under warranty. Visit the Warranty Information page details on your product's warranty:

<https://support.sonicwall.com>

(台灣 RoHS)/ 限用物質含有情況標示資訊

單元	限用物質及其化學符號					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr ⁺⁶)	多溴聯苯 (PBB)	多溴二苯醚 (PBDE)
機箱 / 檔板 (Chassis/Bracket)	-	0	0	0	0	0
機械部件 (風扇、 散熱器等) (Mechanical parts (fan, heatsink etc.)	-	0	0	0	0	0
電路板組件 (PCBA)	-	0	0	0	0	0
電線 / 連接器 (Cable/connector)	-	0	0	0	0	0
電源設備 (power supply)	-	0	0	0	0	0
配件 (Accessories)	-	0	0	0	0	0
備考 1. “0” 係指該項限用物質之百分比含量未超出百分比含量基準值。						
備考 2. “--” 係指該項限用物質為排除項目。						

Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract and to customers who have trial versions.

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://support.sonicwall.com/>.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- Download software
- View video tutorials
- Collaborate with peers and experts in user forums
- Get licensing assistance
- Access MySonicWall
- Learn about SonicWall professional services
- Register for training and certification

To contact SonicWall Support, refer to <https://support.sonicwall.com/contact-support>.

NSA 2600/3600/4600/5600/6600 Getting Started Guide
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