

# Next-Generation Firewall

## Set Up Network Access for External Services

Previous: [Perform the Initial Setup and Configuration for NGFWs](#) | Next: [Cheat Sheet: Onboard NGFWs to Panorama or Strata Cloud Manager](#)

### Where Can I Use This?

- NGFWs

### What Do I Need?

- ☐ No prerequisites needed

By default, the NGFW uses the MGT interface to access remote services, such as DNS servers, content updates, and license retrieval. If you do not want to enable external network access to your management network, you must set up an in-band data port to provide access to required external services and set up service routes to instruct the NGFW what port to use to access the external services.

**!** Do not enable management access from the internet or from other untrusted zones inside your enterprise security boundary. Follow the [Administrative Access Best Practices](#) to ensure that you are properly securing your NGFW.

**!** This task requires familiarity with NGFW interfaces, zones, and policies. For more information on these topics, see [Configure Interfaces and Zones](#) and [Set Up a Basic Security Policy](#).

### STEP 1 - Decide which interface you want to use for access to external services and connect it to your switch or router port.

The interface you use must have a static IP address.

### STEP 2 - Log in to the NGFW web interface.

Using a secure connection (<https://>) from your web browser, log in using the new IP address and password you assigned during initial configuration (<https://<IP address>>). You will see a certificate warning; that is okay. Continue to the web page.

### STEP 3 - (Optional) The NGFW comes preconfigured with a default virtual wire interface between ports Ethernet 1/1 and Ethernet 1/2 (and a corresponding default security policy and zones). If you do not plan to use this virtual wire configuration, you must manually delete the configuration to prevent it from interfering with other interface settings you define.

You must delete the configuration in the following order:

- ① To delete the default security policy, select **Policies > Security**, select the rule, and click **Delete**.
- ② To delete the default virtual wire, select **Network > Virtual Wires**, select the virtual wire and click **Delete**.
- ③ To delete the default trust and untrust zones, select **Network > Zones**, select each zone and click **Delete**.
- ④ To delete the interface configurations, select **Network > Interfaces** and then select each interface (ethernet1/1 and ethernet1/2) and click **Delete**.
- ⑤ Commit the changes.

### STEP 4 - Configure the interface you plan to use for external access to management services.

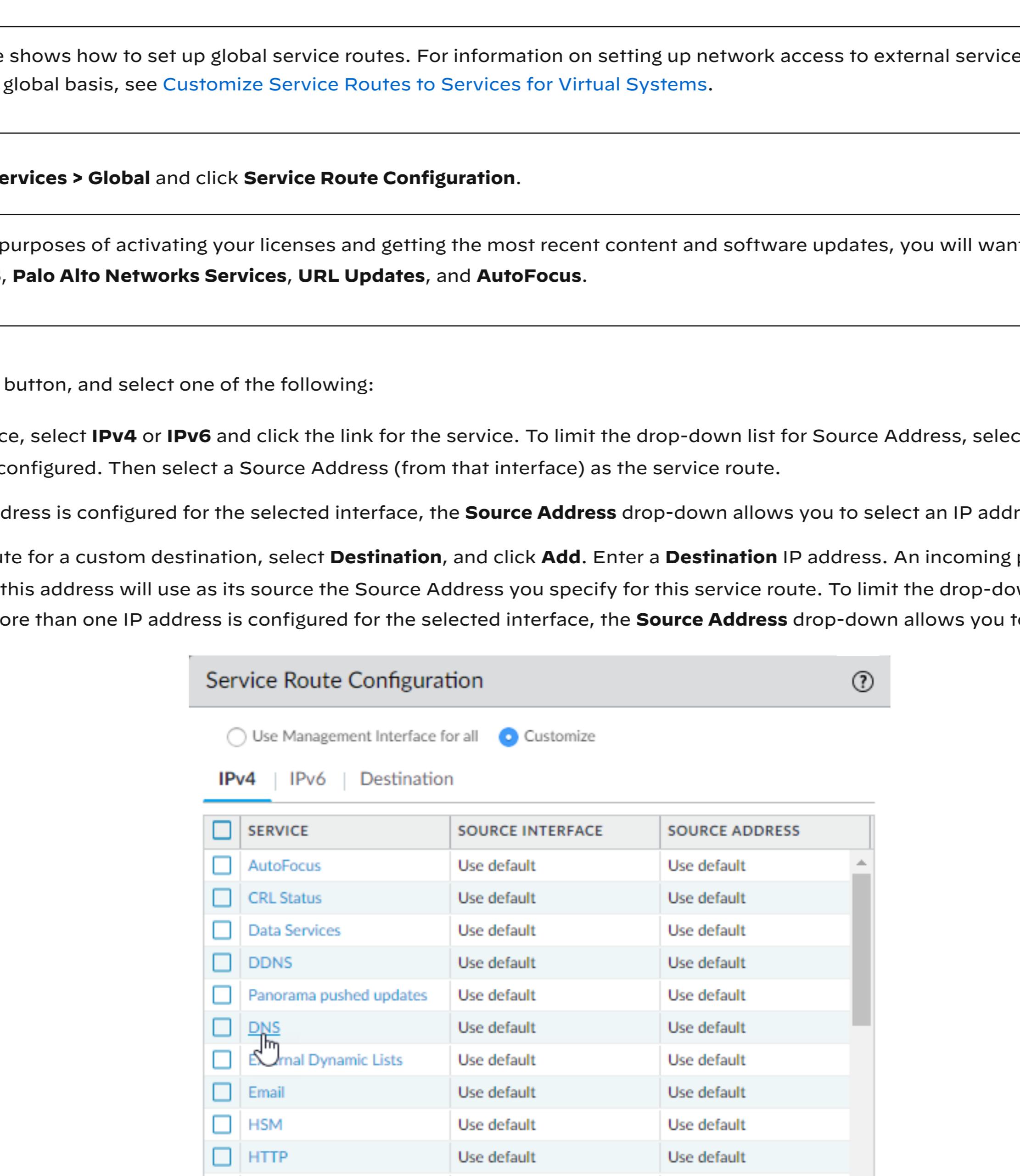
① Select **Network > Interfaces** and select the interface that corresponds to the interface you cabled in Step 1.

② Select the **Interface Type**. Although your choice here depends on your network topology, this example shows the steps for **Layer3**.

③ On the **Config** tab, expand the **Security Zone** drop-down and select **New Zone**.

④ In the Zone dialog, enter a **Name** for new zone, for example Management, and then click **OK**.

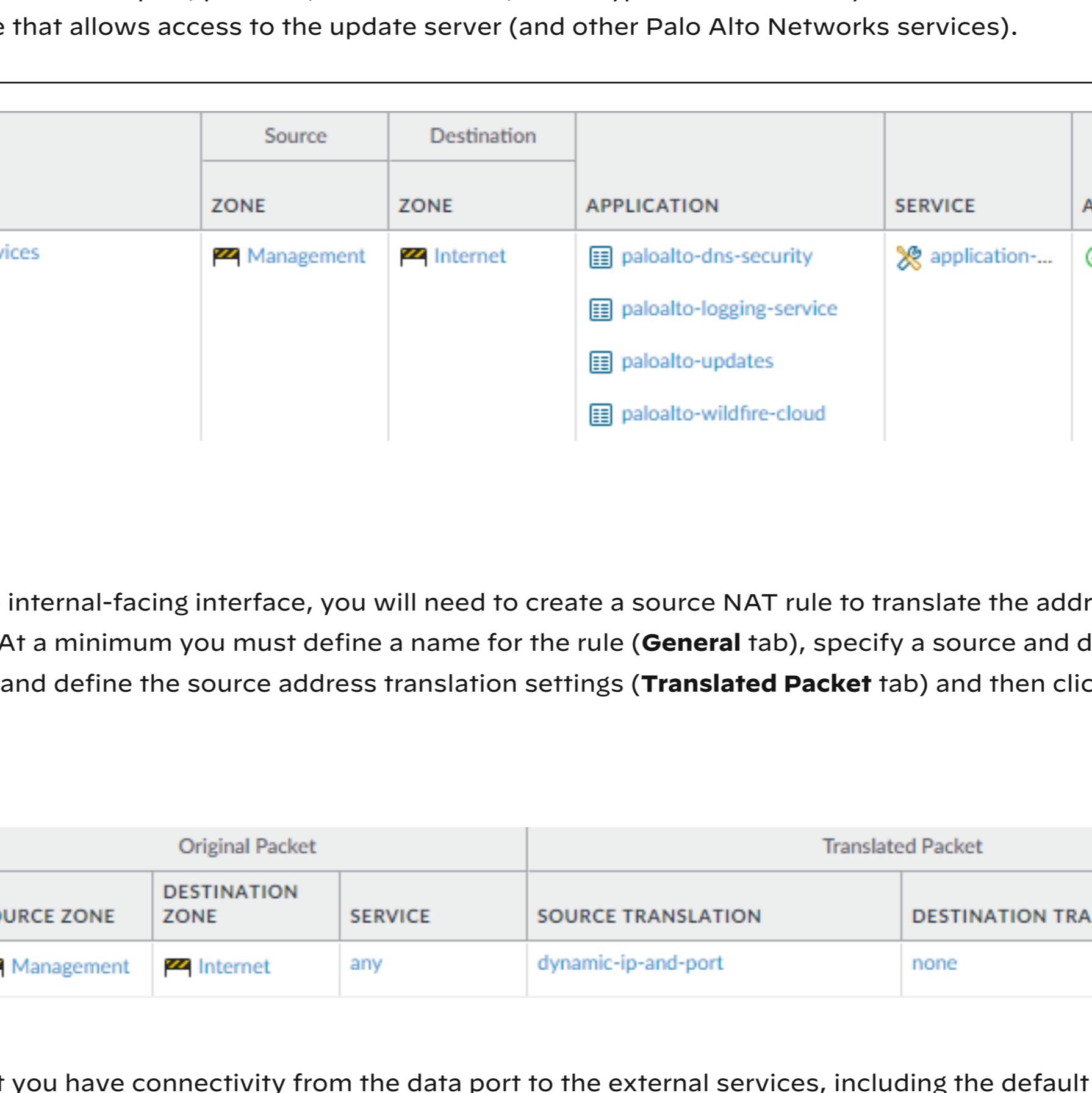
⑤ Select the **IPv4** tab, select the **Static** radio button, and click **Add** in the IP section, and enter the IP address and network mask to assign to the interface, for example 192.168.1.254/24. You must use a static IP address on this interface.



⑥ Select **Advanced > Other Info**, expand the **Management Profile** drop-down, and select **New Management Profile**.

⑦ Enter a **Name** for the profile, such as `allow_ping`, and then select the services you want to allow on the interface. For the purposes of allowing access to the external services, you probably only need to enable **Ping** and then click **OK**.

**!** These services provide management access to the NGFW, so only select the services that correspond to the management activities you want to allow on this interface. For example, don't enable HTTP or Telnet because those protocols transmit in plaintext and therefore aren't secure. Or if you plan to use the MGT interface for NGFW configuration tasks through the web interface or CLI, you don't enable HTTP, HTTPS, SSH, or Telnet so that you prevent unauthorized access through the interface (if you must allow HTTPS or SSH in this scenario, limit access to a specific set of **Permitted IP Addresses**). For details, see [Use Interface Management Profiles to Restrict Access](#).



⑧ To save the interface configuration, click **OK**.

### STEP 5 - Configure the Service Routes.

By default, the NGFW uses the MGT interface to access the external services it requires. To change the interface the NGFW uses to send requests to external services, you must edit the service routes.

**!** This example shows how to set up global service routes. For information on setting up network access to external services on a virtual system basis rather than a global basis, see [Customize Service Routes to Services for Virtual Systems](#).

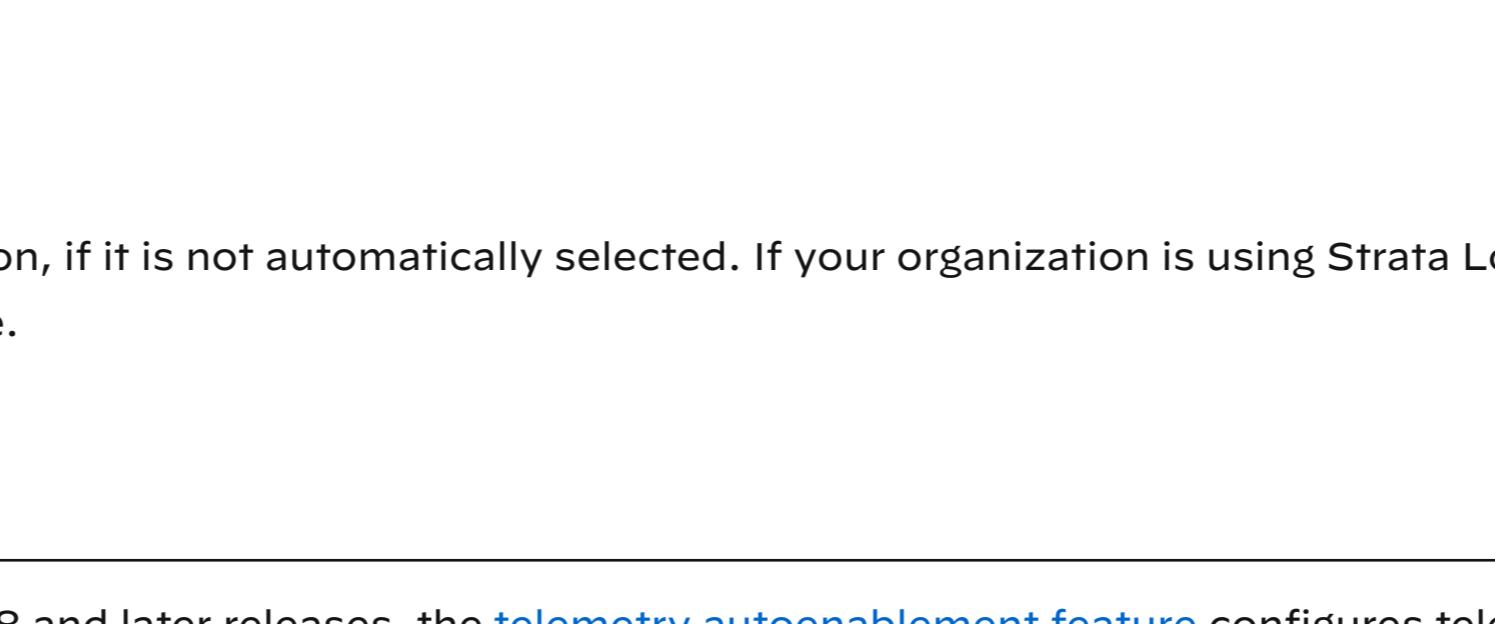
① Select **Device > Setup > Services > Global** and click **Service Route Configuration**.

For the purposes of activating your licenses and getting the most recent content and software updates, you will want to change the service route for **DNS**, **Palo Alto Networks Services**, **URL Updates**, and **AutoFocus**.

② Click the **Customize** radio button, and select one of the following:

- For a predefined service, select **IPv4** or **IPv6** and click the link for the service. To limit the drop-down list for Source Address, select **Source Interface** and select the interface you just configured. Then select a Source Address (from that interface) as the service route.
- If more than one IP address is configured for the selected interface, the **Source Address** drop-down allows you to select an IP address.

③ To add a service route for a custom destination, select **Destination**, and click **Add**. Enter a **Destination IP Address**. An incoming packet with a destination address that matches this address will use as its source the Source Address you specify for this service route. To limit the drop-down for Source Address, select a **Source Interface**. If more than one IP address is configured for the selected interface, the **Source Address** drop-down allows you to select an IP address.



④ Click **OK** to save the settings.

⑤ Repeat Steps 5.2 - 5.3 above for each service route you want to modify.

⑥ Commit your changes.

**!** As a best practice when creating Security policy rules, use application-based rules instead of port-based rules to ensure that you are accurately identifying the underlying application regardless of the port, protocol, evasive tactics, or encryption in use. Always leave the **Service** set to **application-default**. In this case, create a security policy rule that allows access to the update server (and other Palo Alto Networks services).

NAME	SOURCE	DESTINATION	APPLICATION	SERVICE	ACTION
ZONE	ZONE				
1 Palo Alto Networks Services	Management	Internet	paloalto-dns-security paloalto-logging-service paloalto-updates paloalto-wildfire-cloud	application- application- application- application-	Allow

### STEP 6 - Create a NAT policy rule.

① If you are using a private IP address on the internal-facing interface, you will need to create a source NAT rule to translate the address to a publicly routable address. Select **Policies > NAT** and then click **Add**. At a minimum you must define a name for the rule (**General** tab), specify a source and destination zone, Management to Internet in this case (**Original Packet** tab), and define the source address translation settings (**Translated Packet** tab) and then click **OK**.

② Commit your changes.

**!** This example shows how to set up global service routes. For information on setting up network access to external services on a virtual system basis rather than a global basis, see [Customize Service Routes to Services for Virtual Systems](#).

NAME	ORIGINAL PACKET	TRANSLATED PACKET			
NAME	SOURCE ZONE	DESTINATION ZONE	SERVICE	SOURCE TRANSLATION	DESTINATION TRANSLATION
1 Source NAT	Management	Internet	any	dynamic-ip-and-port	none

③ Access the NGFW CLI, and use the following command to retrieve information on the support entitlement for the NGFW from the Palo Alto Networks update server:

```
request support check
```

If you have connectivity, the update server will respond with the support status for your NGFW. Because your NGFW is not registered, the update server will return the following message:

```
Contact Us  
https://www.paloaltonetworks.com/company/contact-us.html  
Support Home  
https://www.paloaltonetworks.com/support/tabs/overview.html  
Device not found on this update server
```

### STEP 7 - Install a Device Certificate if you plan to manage your NGFWs through Strata Cloud Manager.

① Select **Device > Troubleshooting** and verify that you have connectivity from the data port to the external services, including the default gateway, using the **Ping** connectivity test, and the Palo Alto Networks Update Server using the **Update Server Connectivity** test. In this example, the NGFW connectivity to the Palo Alto Networks Update Server is tested.

After you verify you have the required network connectivity, continue to [Register the NGFW](#) and [Activate Subscription Licenses](#).

② Select **Update Server** from the Select Test drop-down.

③ Execute the Palo Alto Networks Update Server connectivity test.



④ Access the NGFW CLI, and use the following command to retrieve information on the support entitlement for the NGFW from the Palo Alto Networks update server:

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If you have connectivity, the update server will respond with the support status for your NGFW. Because your NGFW is not registered, the update server will return the following message:

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https://www.paloaltonetworks.com/support/tabs/overview.html  
Device not found on this update server
```

### STEP 8 - Setup Device Telemetry if you plan to manage your NGFWs through Strata Cloud Manager.

① Select **Device > Telemetry** and verify that you have connectivity from the data port to the external services, including the default gateway, using the **Ping** connectivity test, and the Palo Alto Networks Update Server using the **Update Server Connectivity** test. In this example, the NGFW connectivity to the Palo Alto Networks Update Server is tested.

After you verify you have the required network connectivity, continue to [Register the NGFW](#) and [Activate Subscription Licenses](#).

② Commit your changes.

**!** Beginning with PAN-OS 11.2.8 and later releases, the **telemetry autoenablement feature** configures telemetry to be enabled by default on your devices. Upon onboarding a new device (Panorama or firewall), telemetry is automatically enabled with settings centrally controlled through Strata Cloud Manager. This centralized approach ensures consistent telemetry settings across your entire environment.

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