

SOP-NET-004_SonicWall_Registration_v1.0.0

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Loaded cached credentials.

Standard Operating Procedure: SOP-NET-004

Title: Register Device in MySonicwall
Version: 1.1
Author: Gemini
Date: 2025-12-02

1.0 Purpose

To provide a standardized procedure for registering a new SonicWall device in the MySonicwall portal.

2.0 Scope

This procedure applies to all IT personnel and network administrators responsible for the deployment and management of SonicWall devices.

3.0 Prerequisites

- **Credentials:** You must have valid login credentials for the [MySonicwall portal](#) (<https://www.mysonicwall.com>).
- **Device Information:** You must have the **Serial Number** and **Authentication Code**.
- **Tenant Information:** You must know the name of the tenant the device will be assigned to.

> **TERMINOLOGY NOTE:** SonicWall uses "Authentication Code" (not "Activation Code"). The Authentication Code is used to register the device with the MySonicwall portal.

4.0 Procedure

1. **Log In to MySonicwall Portal:**
 - Navigate to `https://www.mysonicwall.com`.
 - Log in with your authorized credentials.
2. **Navigate to Product Registration:**

- Once logged in, locate and click on the **Register Products** option in the portal's main menu.
3. **Select or Create Tenant:**
 - You will be prompted to associate the device with a tenant.
 - **If the tenant already exists,** select it from the list.
 - **If the tenant does not exist,** select the **Create New Tenant** option and follow the prompts to create a new tenant.
 4. **Enter Device Details:**
 - Enter the **Serial Number** and **Authentication Code** from the device or its packaging.
 5. **Assign a Friendly Name:**
 - In the "Friendly Name" field, provide a descriptive name for the device that easily identifies its function.
 6. **Set Management Options:**
 - Under the "Management Options" section, select **On Box**.
 - **On Box** = Firewall managed locally through its web interface
 - **Cloud Management** = Managed via SonicWall Network Security Manager (NSM)
 7. **Complete Registration:**
 - Click the **Done** or **Register** button to finalize the process.
 - **Note the Registration Code** displayed - you will need this for the firewall.
 8. **Obtain Registration Code (if not shown):**
 - Navigate to **My Products** in MySonicWall.
 - Click on the registered device name or serial number.
 - Locate the **Registration Code** in the device details.
 - Copy this code for the next section.

5.0 Sync Registration to Firewall (CRITICAL)

- > **IMPORTANT:** Portal registration alone is NOT sufficient. The firewall must be synced to the portal to ensure full functionality.
1. **Access the Firewall:**
 - Log into the SonicWall web interface.
 2. **Navigate to MySonicWall Settings:**
 - Go to **Device > Settings > MySonicWall** (Gen 7)
 - Or **System > Administration > MySonicWall** (Gen 6)
 3. **Check Registration Status:**
 - If status shows "Registered" with valid licenses, registration is complete.
 - If status shows "Not Registered", proceed to Step 4.
 4. **Enter Registration Code:**
 - Enter the **Registration Code** obtained from the MySonicWall portal.
 - Click **Register** or **Submit**.

- Wait for confirmation message.
5. **Alternative: Login with MySonicWall Credentials:**
- If Registration Code entry is not available, enter your MySonicWall credentials directly.
 - Click **Login** or **Associate**.
 - The firewall will authenticate and sync registration.
6. **Verify Licenses Synchronized:**
- Navigate to **Device > Settings > Licenses**.
 - Confirm all purchased services show as active with valid expiration dates.

6.0 Verification

- After completing the procedure, navigate to the **Products** list within the MySonicwall portal.
- Confirm that the newly registered device appears in the list, associated with the correct registration code.
- On the firewall, confirm registration status shows "Registered" with synchronized licenses.

7.0 Troubleshooting

Issue	Resolution
"Serial number is already registered to another account"	Device is registered under a different account. Unregister from previous account.
Firewall shows "Not Registered" after portal registration	Portal registration doesn't automatically sync with the firewall. Click INTO the device details (not just view) to sync.
Registration Code not found in portal	Click INTO the device details (not just view) to sync.
Firmware upload fails with "Device not registered"	Complete Section 5.0. Registration must be successful before uploading firmware.
Licenses not showing on firewall	Navigate to Device > Settings > Licenses and click "Sync".
Cannot access MySonicWall from firewall	Verify WAN has internet connectivity. Check DNS settings.

8.0 References

- MySonicwall Portal: `https://www.mysonicwall.com`
- SOP-NET-001: Initial SonicWall Firewall Setup
- SOP-NET-006: SonicWall Configuration Backup

9.0 Revision History

Version	Date	Author	Description
1.0	2025-12-02	Gemini	Initial document creation.
1.1	2025-12-29	Jeremy Smith	SME Review: Corrected terminology (Authentication Code, Registration Code).

****End of Document****
