

Release Notes

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Platform Compatibility

The Dell SonicWALL SRA 7.0.0.5 release is supported on the following platforms:

- Dell SonicWALL SRA 1200
- Dell SonicWALL SRA 1600
- Dell SonicWALL SRA 4200
- Dell SonicWALL SRA 4600
- Dell SonicWALL SRA Virtual Appliance

Licensing on the SRA Appliances and Virtual Appliance

The Dell SonicWALL SRA 7.0.0.5 firmware provides for user-based licensing on Dell SonicWALL SRA appliances and SRA Virtual Appliance. By default, the SRA 4600/4200 comes with a 25-user license and the SRA 1600/1200 and Virtual Appliance come with a 5-user license. On the SRA 4600/4200, extra licenses are added in 10, 25, and 100 user denominations, up to a maximum that allows for 500 concurrent user sessions. On the SRA 1600/1200 and Virtual Appliance, customers can add licenses in 5-user and 10-user denominations, up to a maximum of 50 concurrent user sessions.

Licensing is controlled by the Dell SonicWALL license manager service, and customers can add licenses through their MySonicWALL accounts. Unregistered units support the default license allotment for their model, but the unit must be registered in order to activate additional licensing from MySonicWALL.

License status is displayed in the SRA management interface, on the Licenses & Registration section of the 'System > Status' page. The TSR, generated on the 'System > Diagnostics' page, displays both the total licenses and active user licenses currently available on the appliance.

If a user attempts to log in to the Virtual Office portal and no user licenses are available, the login page displays the error, "No more User Licenses available. Please contact your administrator." The same error is displayed if a user launches the NetExtender client when all user licenses are in use. These login attempts are logged with a similar message in the log entries, displayed in the 'Log > View' page.

To activate licensing for your appliance or virtual appliance, perform the following steps:

1. Login as admin, and navigate to the System > Licenses page.
2. Click the **Activate, Upgrade or Renew services** link. The MySonicWALL login page is displayed.
3. Type your MySonicWALL account credentials into the fields to login to MySonicWALL. This must be the account to which the appliance is, or will be, registered. If the serial number is already registered through the MySonicWALL web interface, you will still need to login to update the license information on the appliance itself.

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- For the SRA 4600/4200/1600/1200 appliances, MySonicWALL automatically retrieves the serial number and authentication code. For the virtual appliance, you will need to enter this information:
 - Type the serial number of the virtual appliance into the **Serial Number** field. The serial number and authentication code are provided when the software is purchased.
 - Type the authentication code into the **Authentication Code** field.
- Type a descriptive name for the appliance or virtual appliance into the **Friendly Name** field, and then click **Submit**.
- Click **Continue** after the registration confirmation is displayed.
- Optionally upgrade or activate licenses to other services displayed on the System > Licenses page.
- After activation, view the System > Licenses page to see a cached version of the active licenses.

Important Differences between the SRA Appliances

Although all SRA appliances support major SRA features, not all features are supported on all SRA appliances.

Similarities

The Dell SonicWALL SRA appliances and SRA Virtual Appliance share most major SRA features, including:

- Virtual Office
- NetExtender
- Secure Virtual Assist
- Secure Virtual Access
- Application Offloading
- Web Application Firewall
- End Point Control
- Geo IP & Botnet Filter

Differences

Important differences between the SRA appliances are shown in the table below. An 'X' indicates that the feature is supported on that appliance model.

Feature	SRA 4600	SRA 4200	SRA 1600	SRA 1200	SRA Virtual Appliance
Hardware-based SSL Acceleration		X			
Generic SSL Offloading Portals	X	X			X
Application Profiling	X	X			X
High Availability (HA)	X	X			X
Virtual Meeting	X	X			X

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Following are examples of the different System > Settings pages on the SRA Virtual Appliance and SRA hardware appliances:

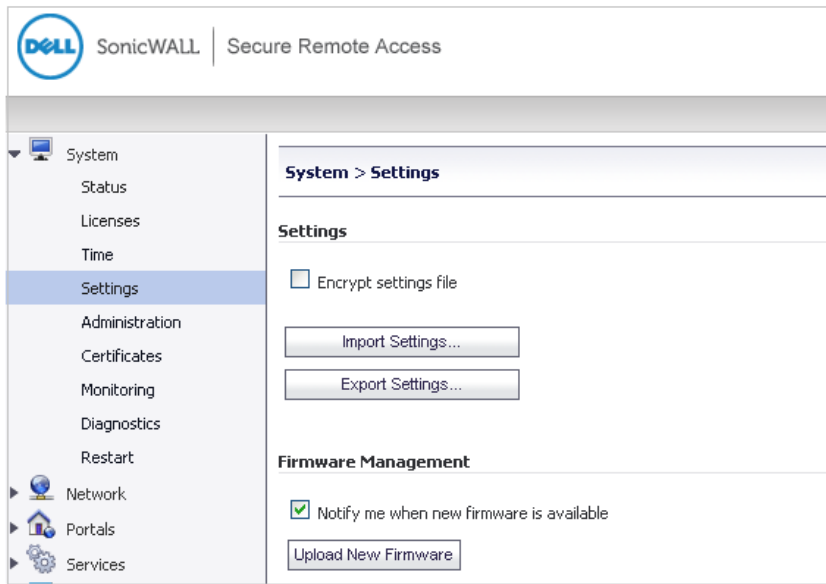


Figure 1 System > Settings page for SRA Virtual Appliance

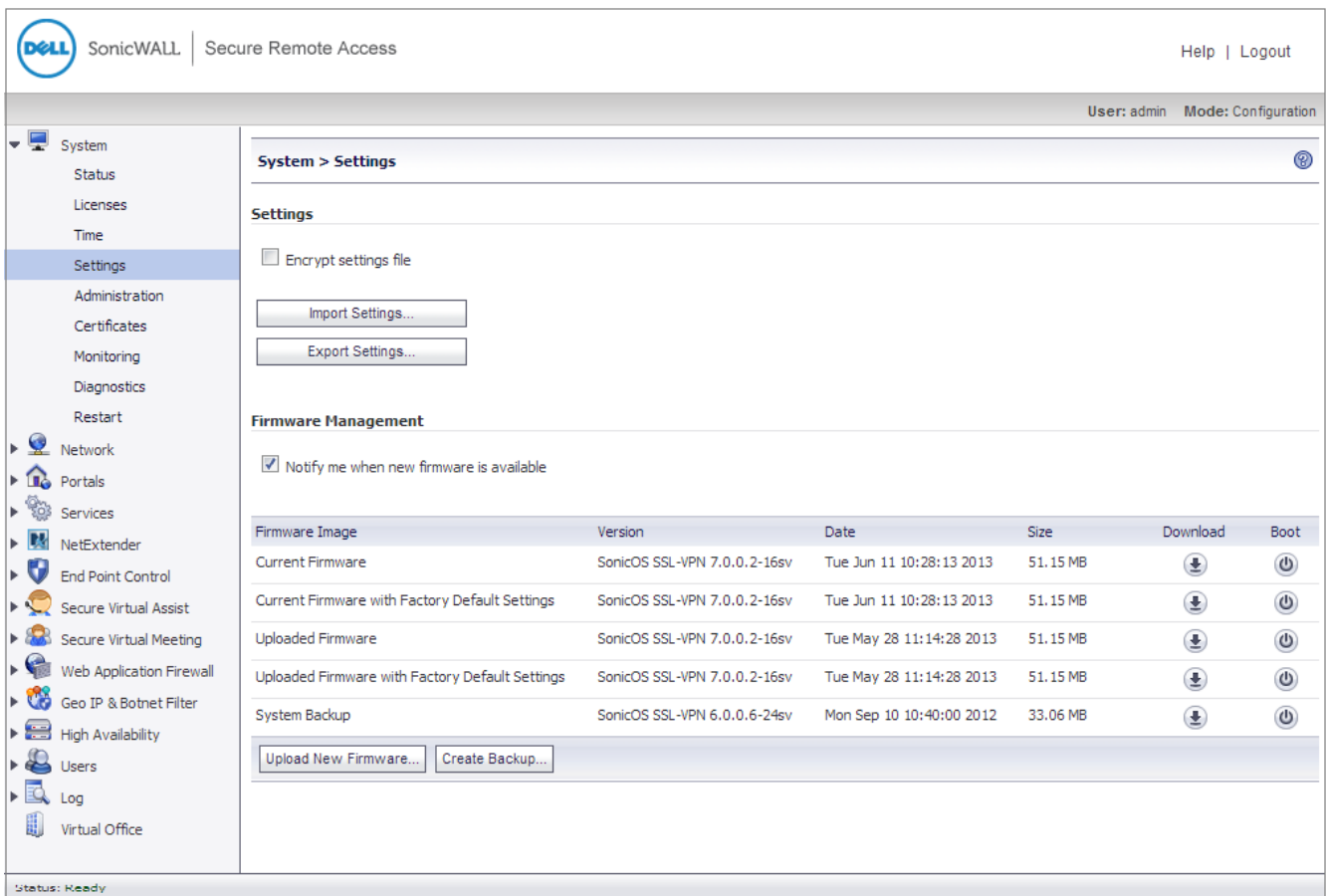


Figure 2 System > Settings page for SRA Hardware Appliances

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Known Issues

This section contains a list of known issues in the SRA 7.0.0.5 release.

Endpoint Control

Symptom	Condition / Workaround	Issue
When the EPC recurring interval is reached, portal users are neither notified nor logged out from the portal.	Occurs when using the EPC recurring interval option.	125536
Users can login and access an offloaded application.	Occurs when using an offloaded portal and the client machine does not meet EPC requirements.	124262

Resolved Issues

The following issues are resolved in the SRA 7.0.0.5 release:

Authentication

Symptom	Condition / Workaround	Issue
One Time Password displays a script error.	Occurs when there is a cross-site scripting attack.	132144

Endpoint Control

Symptom	Condition / Workaround	Issue
A failed EPC check for a registry key shows the user what registry key is required.	Occurs when the user clicks to view the details for the failed instance of the EPC check, and is able to see what registry key is missing and could possibly configure the same and login.	130879

High Availability

Symptom	Condition / Workaround	Issue
In an HA pair, the standby SRA 4600 repeatedly logs the errors: "License Manager SSL connection failed - Please check your Internet connection and DNS settings."	Occurs after upgrading from a 6.0.0.12 image to 7.0.0.0-14sv, and subsequently to 7.0.0.2-16sv.	132508

Load Balancing

Symptom	Condition / Workaround	Issue
Load balancing between two Web servers connected to the SRA appliance sometimes does not work properly. The Load Balancing and Probe status are displayed as Red, indicating that the Web server is not accessible to the load balancer. No probe requests are logged by the SRA appliance.	Occurs when one or both of the Web server domains goes down, and HTTP or TCP Probing is configured on the SRA appliance. Occurs randomly, not every time.	132327

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NetExtender

Symptom	Condition / Workaround	Issue
Duplicate IP addresses are assigned for NetExtender connections.	Occurs occasionally when multiple clients connect via NetExtender to an SRA appliance. Also occurs when using Mobile Connect to an SRA appliance with "Enforce login uniqueness" and "Auto Reconnect" enabled, and connecting from two client devices with the same user credentials.	133241
The NetExtender plugin for Chrome cannot be installed, and the error message "this application is not supported on this computer" is displayed.	Occurs when using Google Chrome on a Windows 8 64-bit PC, and attempting to add NetExtender to Chrome from the Chrome store.	132326
NetExtender blocks all traffic from clients with a Linux kernel.	Occurs when using NetExtender in Tunnel All mode on systems running Linux kernel 3.6+. Known affected distributions include Fedora 18, Suse 12.3, Ubuntu 13.04, and Arch Linux 2013.05.01.	130334

Portals

Symptom	Condition / Workaround	Issue
An HTTP 400 error is displayed when accessing an application via an offloaded portal.	Occurs when a user accesses SharePoint 2013 via an offloaded portal.	132866
An offloaded application displays an HTTP 404 error and the message "err=sessionExpired".	Occurs when a user accesses an HTTP Application Offloaded URL that begins with /go.	131612

Web Application Firewall

Symptom	Condition / Workaround	Issue
Appliances cannot download the signature database and an error message is displayed when clicking the Sync button on both the License and Web Application Firewall status pages.	Occurs when the License Manager server closes the TCP connection with the appliance to signify the end of the signature set and there is no tag to indicate completion.	131875

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Upgrading SRA Image Procedures

The following procedures are for upgrading an existing SRA firmware image or Virtual Appliance software image to a newer version:

<i>Obtaining the Latest SRA Image Version</i>	6
<i>Exporting a Copy of Your Configuration Settings</i>	6
<i>Uploading a New SRA Image</i>	6
<i>Resetting the Dell SonicWALL SRA Appliances Using SafeMode</i>	7

Obtaining the Latest SRA Image Version

To obtain a new SRA firmware image file for your Dell SonicWALL security appliance:

1. Connect to your mysonicwall.com account at <http://www.mysonicwall.com>.

Note: If you have already registered your Dell SonicWALL SRA appliance, and you selected **Notify me when new firmware is available** on the **System > Settings** page, you are automatically notified of any updates available for your model.

2. Copy the new SRA image file to a directory on your management station.

For the Dell SonicWALL SRA 4600/4200/1600/1200 appliance, this is a file such as:

sw_sslvpnsra4600_eng_7.0.0.2_tip_16sv_554863.sig

For the Dell SonicWALL Virtual Appliance, this is a file such as:

sw_sslvpnsra-vm_eng_7.0.0.2_tip_16sv_554863.sig

Note: For SRA Virtual Appliances, image files for new deployments have an .ova file extension, and image files for upgrades have a .sig file extension.

Exporting a Copy of Your Configuration Settings

Before beginning the update process, export a copy of your Dell SonicWALL SRA appliance configuration settings to your local machine. The Export Settings feature saves a copy of your current configuration settings on your Dell SonicWALL SRA appliance, protecting all your existing settings in the event that it becomes necessary to return to a previous configuration state.


Perform the following procedures to save a copy of your configuration settings and export them to a file on your local management station:

1. Click the **Export Settings . . .** button on the **System > Settings** page and save the settings file to your local machine. The default settings file is named *sslvpnSettings.zip*.





Tip: To more easily restore settings in the future, rename the .zip file to include the version of the Dell SonicWALL SRA image from which you are exporting the settings.

Uploading a New SRA Image

Note: Dell SonicWALL SRA appliances do not support downgrading an image and using the configuration settings file from a higher version. If you are downgrading to a previous version of a Dell SonicWALL SRA image, you must select **Uploaded Firmware with Factory Defaults – New!** . You can then import a settings file saved from the previous version or reconfigure manually.

1. Download the SRA image file from www.mysonicwall.com and save it to a location on your local computer.
2. Select Upload New Firmware from the System > Settings page. Browse to the location where you saved the SRA image file, select the file, and click the Upload button. The upload process can take up to one minute.

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- When the upload is complete, you are ready to reboot your Dell SonicWALL SRA appliance with the new SRA image. Do one of the following:
 - To reboot the image with current preference, click the boot icon for the following entry:
Uploaded Firmware – New! 
 - To reboot the image with factory default settings, click the boot icon for the following entry:
Uploaded Firmware with Factory Defaults – New! 
- Note:** Be sure to save a backup of your current configuration settings to your local machine before rebooting the Dell SonicWALL SRA appliance with factory default settings, as described in the previous *Exporting a Copy of Your Configuration Settings* section.
- A warning message dialog is displayed saying **Are you sure you wish to boot this firmware? Click OK to proceed.** After clicking **OK**, do not power off the device while the image is being uploaded to the flash memory.
 - After successfully uploading the image to your Dell SonicWALL SRA appliance, the login screen is displayed. The updated image information is displayed on the **System > Settings** page.

Resetting the Dell SonicWALL SRA Appliances Using SafeMode

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

To reset the Dell SonicWALL security appliance, perform the following steps:

- Connect your management station to a LAN port on the Dell SonicWALL security appliance and configure your management station IP address with an address on the 192.168.200.0/24 subnet, such as 192.168.200.20.


Note: The Dell SonicWALL security appliance can also respond to the last configured LAN IP address in SafeMode. This is useful for remote management recovery or hands off recovery in a datacenter.

- Use a narrow, straight object, like a straightened paper clip or a pen tip, to press and hold the reset button on the security appliance for five to ten seconds. The reset button is on the front panel in a small hole to the right of the USB connectors.



Tip: If this procedure does not work while the power is on, turn the unit off and on while holding the **Reset** button until the **Test** light starts blinking.

The **Test** light starts blinking when the Dell SonicWALL security appliance has rebooted into SafeMode.

- Connect to the management interface by pointing the Web browser on your management station to **http://192.168.200.1**. The SafeMode management interface displays.
- Try rebooting the Dell SonicWALL security appliance with your current settings. Click the boot icon  in the same line with **Current Firmware**.
- After the Dell SonicWALL security appliance has rebooted, try to open the management interface again. If you still cannot open the management interface, use the reset button to restart the appliance in SafeMode again. In SafeMode, restart the SRA image with the factory default settings. Click the boot icon in the same line with **Current Firmware with Factory Default Settings**.

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Related Technical Documentation

This section contains a list of technical documentation available on the Dell SonicWALL Technical Documentation Online Library located at:

<http://www.sonicwall.com/us/Support.html>

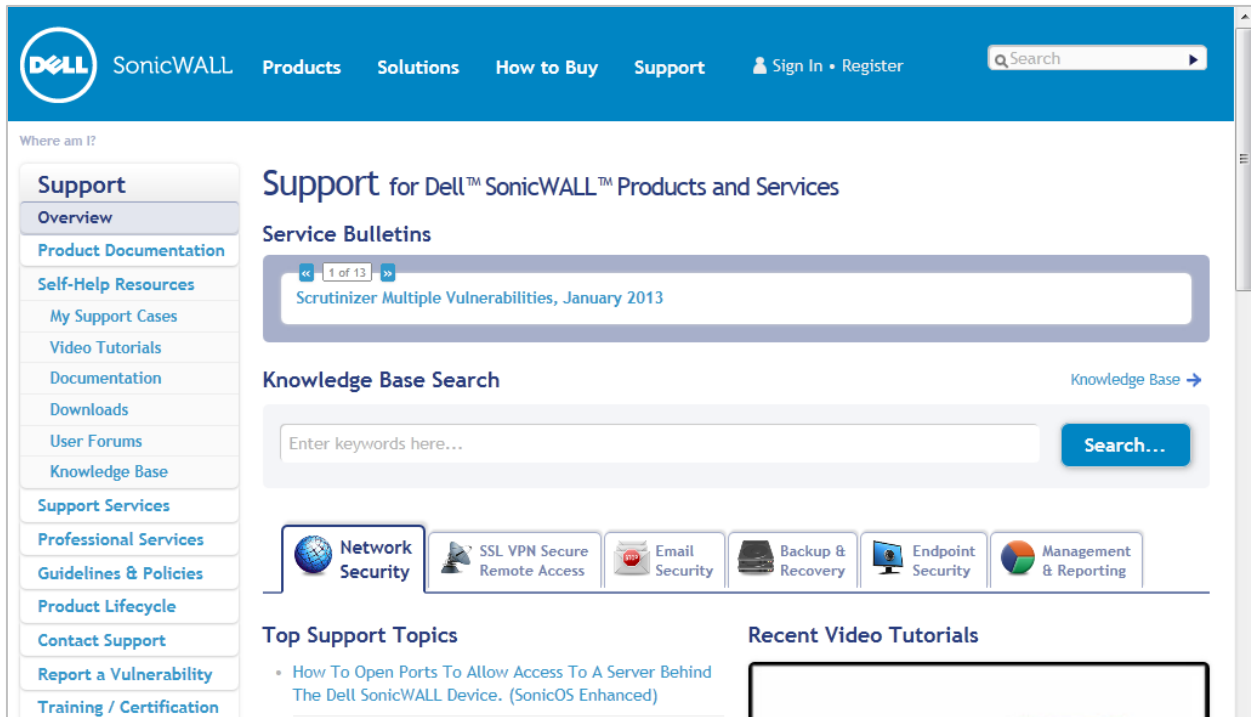


Figure 3 Dell SonicWALL Technical Documentation Online Library

Information about Dell SonicWALL SRA is found in the many reference guides available on the Web site, including the following:

- *Dell SonicWALL SRA Administrator Guide*
- *Dell SonicWALL SRA User Guide*
- *Dell SonicWALL SRA NetExtender Feature Module*
- *Dell SonicWALL SRA Citrix Access Feature Module*
- *Dell SonicWALL SRA Web Application Firewall Feature Module*
- *Dell SonicWALL SRA Application Offloading and HTTP(S) Bookmarks Feature Module*
- *Dell SonicWALL SRA Geo IP & Botnet Filter Feature Module*

Last updated: 8/23/2013