

# Release Notes

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## Platform Compatibility

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The Dell SonicWALL GMS 7.1 release can be hosted in three deployment scenarios as follows:

- Microsoft Windows Server software
- VMware ESX/ESXi Virtual Appliance
- UMA appliance

Deployment Considerations:

- Before selecting a platform to use for your GMS deployment, please read the *Capacity Planning and Performance Tuning* appendix in the *Dell SonicWALL GMS 7.1 Administrator's Guide*. This helps you setup the correct GMS system for your deployment.
- It is highly recommended that steps are taken to minimize abrupt shutdowns of the server hosting GMS, as this can cause corruption of the Reporting database, potentially leading to loss of data for the current month. A possible solution includes using an Uninterrupted Power Supply (UPS).

## Microsoft Windows Server Operating Systems

The Dell SonicWALL GMS supports the following Microsoft Windows operating systems:

- Windows Server 2012 Standard 64-bit
- Windows Server 2008 SBS R2 64-bit
- Windows Server 2008 R2 Standard 64-bit
- Windows Server 2008 SP2 64-bit
- Windows Server 2003 32-bit and 64-bit (SP2)

**Note:** In all instances, GMS is running as a 32-bit application. Bundled databases run in 64-bit mode on 64-bit Windows operating systems. All listed operating systems are supported in both virtualized and non-virtualized (VMware ESXi 4.1) environments.

## Hardware for Windows Server

- x86 Environment: minimum 3 GHz processor dual-core CPU Intel processor
- 4GB RAM minimum
- 300 GB disk space

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**Note:** A Windows 64-bit operating system with a RAM of 8-GB is highly recommended for better performance of reporting modules. Please read the *Capacity Planning and Performance Tuning* appendix in the *Dell SonicWALL GMS 7.1 Admin Guide*.

## **GMS Virtual Appliance Supported Platforms**

The elements of basic VMware structure must be implemented prior to deploying the Dell SonicWALL GMS Virtual Appliance. The GMS Virtual Appliance runs on the following VMware platforms:

- ESXi 4.1, 5.0, and 5.1
- ESXi 4.0 Update 1 (Build 208167 and newer)
- ESX 4.1
- ESX 4.0 Update 1 (Build 208167 and newer)

## **Deployment Considerations**

Please consider the following before deploying the GMS Virtual Appliance:

- GMS management is not supported on Apple MacOS.
- Microsoft HyperVisor is not a supported virtual environment.
- All modules of the application run in 64-bit mode.
- Using the Flow Server Agent role requires a minimum of:
  - Quad Core
  - 16 GB of memory
  - 300 HDD

## **GMS Virtual Appliance Hardware Resource Requirements**

The following hardware resources are required for the GMS Virtual Appliance:

- **RAM— at least 4 GB:**

Starting with GMS 7.1 the Virtual Appliances are 64-bit, which take advantage of additional RAM available to it. A minimum of 4 GB RAM is required. However, 8 GB of RAM is highly recommended for better performance of reporting modules. Please read the *Capacity Planning and Performance Tuning appendix* in the *GMS 7.1 Admin Guide*.

- **CPU— 2:**

This is the default number of CPUs provisioned in the GMS Virtual Appliance. The minimum required number of CPUs is one, and the maximum that the GMS Virtual Appliance can use is four CPUs.

- **Hard disk space:**

- For the 40 GB image – Up to 40 GB on any datastore

**Note:** The 40 GB GMS Virtual Appliance should be installed in non-production environments only. Examples of non-production environments include those for Proof of Concept (POC), pilot, and demo deployments. Only the 250 GB and 950 GB virtual appliances are supported in production environments.

- For the 250 GB image – Up to 250 GB on any datastore

- For the 950 GB image – Up to 950 GB on a datastore with either a 4 MB or 8 MB block size

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## UMA EM5000 Requirements

The Dell SonicWALL Universal Management Appliance (UMA) 7.1 release is supported on the Dell SonicWALL E-Class UMA EM5000 appliance.

## Database Support and Requirements

For fresh installations or after upgrading to 7.1, GMS 7.1 supports the following databases:

- Microsoft SQL Server 2005 SP2 64-bit
- Microsoft SQL Server 2008 R2 64-bit

Regarding MS SQL Server 2005, GMS supports:

- SQL Server 2005 Workgroup
- SQL Server 2005 Standard
- SQL Server 2005 Enterprise

**Note:** GMS does not support MS SQL Server 2005 or 2008 Express.

## MySQL Requirements

The GMS automatically installs MySQL as part of the base installation package. Separately installed instances of MySQL are not supported with GMS 7.1.

## Java Support

Download and install the latest version of the Java 7 plug-in on any system that accesses the GMS 7.1 UI. This can be downloaded from [www.java.com](http://www.java.com) or <http://www.oracle.com/technetwork/java/javase/downloads/index.html>

## Dell SonicWALL Appliances Supported for GMS Management

Dell SonicWALL GMS 7.1 supports the following Dell SonicWALL appliances and firmware versions:

Dell SonicWALL Platforms	Dell SonicWALL Firmware Version
<b>Firewall / Network Security</b>	
SuperMassive 10000 Series	SonicOS 6.0 or newer <b>Note:</b> Only partial policy management and reporting support is currently available. The following SuperMassive specific features are not supported for centralized policy management in GMS 7.1: <ul style="list-style-type: none"><li>• Multi-blade CASS</li><li>• High Availability/Clustering</li><li>• Support for Management Interface</li><li>• Flow Reporting Configurations</li><li>• Multi-blade VPN</li><li>• Advanced Switching</li><li>• Restart: SonicOS versus Chassis</li></ul> Contact your Dell SonicWALL Sales representative for more information.
SuperMassive 9000 Series	SonicOS 6.1 or newer
NSA Series	SonicOS Enhanced 5.0 or newer
TZ Series	SonicOS Enhanced 3.2 or newer

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	SonicOS Standard 3.1 or newer
PRO Series	SonicOS Enhanced 3.2 or newer
CSM Series	SonicOS CF 2.0 or newer
<b>Email Security/ Anti-Spam</b>	
Email Security Series	Email Security 7.2 or newer (management only)
<b>Secure Remote Access</b>	
SMB SSL-VPN Series	SonicOS SSL-VPN 2.0 or newer (management) SonicOS SSL-VPN 2.1 or newer (reporting)
E-Class SRA Series	SRA 9.0 or newer
<b>Backup and Recovery</b>	
CDP Series	CDP 2.3 or newer (management) CDP 5.1 or newer (reporting)

## Notes:

- GMS 7.1 supports Dell SonicWALL firewall App Control policy management and reporting. For SonicOS firewall **App Control policy management** support, use a Dell SonicWALL firewall running SonicOS 5.8.1.4 or newer. And for SonicOS firewall **App Control reporting support**, use a Dell SonicWALL firewall running SonicOS 5.8.1.0 or newer.
- Legacy SonicWALL XPRS/XPRS2, SonicWALL SOHO2, SonicWALL Tele2, and SonicWALL Pro/Pro-VX models are not supported for Dell SonicWALL GMS management. Appliances running SonicWALL legacy firmware including SonicOS Standard 1.x and SonicWALL legacy firmware 6.x.x.x are not supported for GMS management.

## Non-Dell SonicWALL Appliance Support

Dell SonicWALL GMS provides monitoring support for non-Dell SonicWALL TCP/IP and SNMP-enabled devices and applications.

## Browser Support



Dell SonicWALL GMS uses advanced browser technologies such as HTML5, which are supported in most recent browsers. Dell SonicWALL recommends using the latest Chrome, Firefox, Internet Explorer, or Safari browsers for administration of the Dell SonicWALL GMS.

This release supports the following Web browsers:

- Chrome 18.0 and higher (recommended browser for dashboard real-time graphics display)
- Firefox 16.0 and higher
- Internet Explorer 8.0 and higher (do not use compatibility mode)

**Note:** Internet Explorer version 10.0 in Metro interfaces of Windows 8 is currently not supported.

Mobile device browsers are not recommended for Dell SonicWALL GMS system administration.

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## Enhancements in GMS 7.1

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The following are the enhancements introduced in GMS 7.1:

- **Multiple Agents behind a Single Gateway**— This feature allows the user to add multiple agents behind the same gateway. In previous versions of GMS, only one agent was permitted behind a gateway and additional devices were required for every distributed server added behind a gateway. The agent can be configured with settings allowing GMS to identify the gateway as either a NAT Device or a fully functioning GMS Gateway. This feature is supported only for agents that are setup for HTTPS Management of managed appliances.
- **Default Tasks**— The Defaults Tasks feature allows the Super Administrator to configure the tasks that get pushed to the appliances when they first get acquired by the GMS. This feature also allows users to push these tasks at a later time, not just when an appliance gets acquired by the GMS.
- **Enhanced Live Monitoring**— The Live Monitor page in the GMS management interface has an enhanced look and feel.
- **Enhanced Filter Bar**— The Filter bar in the Reports panel now allows you to specify multiple values per attribute for filtering instead of a single value per attribute. For instance, this feature allows you to filter on two websites, say “www.cnn.com” and “www.dell.com”, instead of only one, as in GMS 7.0. This feature also allows you to create reports on a subnet range of IP addresses.
- **Reports Privacy**— The Reports Privacy feature allows a GMS user to configure the GMS system to mask all IPs, user names and host names in Reports, and requires a double-authentication mechanism to unmask such identities.
- **64-Bit Virtual Appliance**— The GMS Virtual Appliance is now available in 64-bit versions.
- **Scheduled XML Reports**— XML scheduled reports can be sent out periodically and configured by users. These reports are Emailed or archived based on the configuration chosen while creating reports. Reports are sent out to the email addresses provided or archived to the specified or the default directory.
- **HTTPS Management**— GMS has changed the management protocol to use HTTPS for all communication with Dell SonicWALL DPI security appliances.
- **Web Services Enhancements**—A single web service is provided which lists all the appliances, their types, what services are available, if the service is subscribed or not subscribed, and when the service is expired or going to expire.
- **Flow Activity Reporting**— The Flow Activity Reports offers administrators an effective and efficient interface to visually monitor their network in real time, providing effective flow charts of real-time data, customizable rules, and flexible interface settings. With the Flow Activity Reports, administrators can efficiently view and sort real-time network and bandwidth data in order to:
  - Identify applications and websites with high bandwidth demands
  - View application usage on a per-user basis
  - Anticipate attacks and threats encountered by the network
- **SonicOS 6.1 Support**— GMS integrated support for the SonicOS 6.1 features.

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## Known Issues

This section contains a list of known issues in the GMS 7.1 release.

### Backup/Restore

Symptom	Condition / Workaround	Issue
The backup/restore process times out while restoring large backup files usually greater than 2GB in size.	Occurs when downloading a backup file using the Auto Export tool, and then trying to restore the system with that file.	124697

### Policies

Symptom	Condition / Workaround	Issue
The Acceptable Use Policy's example template is not functioning properly.	Occurs when attempting to use the Acceptable Use Policy example template in the Users > Settings screen.	127003
Some checkbox options and drop-down menus are available in the GMS management interface, but not in the firewall management interface.	Occurs when viewing options in the Policies tab of the GMS management interface, and then trying to viewing the same options in the firewall management interface, notice they do not exist.	126050

### Reports

Symptom	Condition / Workaround	Issue
The Flow Analytics and Flow Reports screens are blank.	Occurs when upgrading the Console and Flow Server Agents, and then navigating to the Flow Activity > Flow Analytics or Flow Reports screen.	126759
Reassigning a Flow Server to a firewall may not work.	Occurs when removing a Flow Server from a firewall and then trying to add it again.	126250

## Resolved Issues

This section contains a list of resolved issues in the GMS 7.1 release:

### Domains

Symptom	Condition / Workaround	Issue
Single quotation marks or apostrophes can sometimes conflict with the rendering of the content on the pages when the value is pulled from the database.	Occurs when adding a domain to the Global Management System with a username or password that contains single quotation marks or apostrophes.	119192

### Firewall

Symptom	Condition / Workaround	Issue
After editing an Access Rule's settings, the changes do not populate in the management interface.	Occurs when enabling or disabling any existing Access Rule and setting it for immediate execution.	114414

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## **Policies**

Symptom	Condition / Workaround	Issue
A virtual access point cannot be edited.	Occurs when adding a virtual access point and then trying to edit it. All the fields are greyed out and cannot be edited.	122919
The list of VLANs in the Virtual Access Point screen does not display correctly.	Occurs when configuring a VLAN interface, and then configuring the same VLAN ID on an internal wireless interface.	122868
Special characters such as “double quotes” in a Shared Secret can cause synchronization problems between the GMS and firewall.	Occurs when configuring a VPN between the GMS and firewall with a Shared Secret that contains special characters.	122161
The Source of Allowed Domains is incorrectly changed to “None”.	Occurs when editing an existing CFS policy's URL list, and then checking the CFS policy settings.	116257

## **Reports**

Symptom	Condition / Workaround	Issue
Using a negative filter type “!=” to filter a report may cause an error message.	Occurs when excluding a user, site IP, or Initiator from a report by using the “!=” filter.	122483
Configuration of Lightweight Hotspot Messaging in GMS is still done by using an IP address instead of an Address Object.	Occurs when configuring Lightweight Hotspot Messaging in the GMS management interface.	119893
Daily scheduled reports are sent at a later time (increments of 10 minutes) each day.	Occurs when scheduling daily reports to run at the same time every day with servers that do not have synchronized system times.	116797

## **Universal Dashboard**

Symptom	Condition / Workaround	Issue
The “drag and drop” feature does not function properly for widgets in the Universal Dashboard.	Occurs when clicking a widget in the Universal Dashboard and moving it to a different location. The widget can be moved, but not released.	120245



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## Installing and Upgrading GMS 7.1

This section provides procedures for upgrading an existing Dell SonicWALL GMS installation to GMS 7.1. The GMS 7.1 release only supports upgrades from the GMS 7.0 or newer release. The GMS can be configured for a single server or in a distributed environment on multiple servers. The GMS 7.1 can be installed as a fresh install or as an upgrade from GMS 7.0. If you wish to perform a fresh install of GMS 7.1, please refer to the *GMS Getting Started Guide* that relates to your platform.

This section includes the following subsections:

<i>Installing and Upgrading Considerations</i> .....	8
<i>Upgrading from an Earlier Version of GMS Software for Windows</i> .....	8
<i>Upgrading the GMS 64-bit Virtual Appliance</i> .....	9
<i>Upgrading the GMS UMA EM5000 Appliance</i> .....	10

### **Installing and Upgrading Considerations**

- The 40 GB GMS Virtual Appliance should be installed in non-production environments only. Examples of non-production environments include those for Proof of Concept (POC), pilot, and demo deployments. Only the 250 GB and 950 GB virtual appliances are supported in production environments. It is not possible to upgrade a 40 GB virtual appliance to a 250 GB or 950 GB virtual appliance. You need to download the 250 GB or 950 GB virtual appliance if you are planning to use this software now or in the future for a production environment.
- In non-production environments, the amount of syslog data collected by the virtual appliance may exceed the 40 GB limit, in which case Dell SonicWALL will be unable to support the 40 GB virtual appliance.
- You must disable the User Account Control (UAC) feature on Windows before running the GMS installer. In addition, disable Windows Firewall or your personal firewall before running this installer.
- The GMS Virtual Appliance can be upgraded from 7.0 to 7.1, but cannot be directly upgraded from GMS versions earlier than 7.0. To upgrade the GMS Virtual Appliance from a version earlier than 7.0, you need to upgrade to major versions of GMS until you reach 7.0, then you can upgrade to GMS 7.1.
- For appliances under management using a GMS Management Tunnel or Existing Tunnel, make sure that HTTPS management is allowed from the GMS servers. This is because GMS 7.1 logs into the appliances using HTTPS only.
- The scheduled reports created in GMS 7.0 will continue to work properly after upgrading to 7.1. However, the Legacy reports created in GMS 6.0 or earlier versions will not be migrated. For more information on viewing legacy reports, refer to the *Dell SonicWALL GMS 7.1 Administrator's Guide*.

### **Upgrading from an Earlier Version of GMS Software for Windows**

You can use the Dell SonicWALL UMS installer to upgrade from the GMS 7.0 to the 7.1 release. To complete registration, the system must have access to the Internet and you must have a MySonicWALL account. For a fresh install of the GMS 7.1 Software, please refer to the *GMS Software Getting Started Guide*.

When upgrading a distributed deployment, upgrade and register the primary system first. This is usually the GMS Console system from the original deployment. All subsequent instances of GMS will use the primary system's 12 character serial number when registering as components of the deployment. Each server in the distributed deployment must be upgraded and registered individually.

If the GMS Console (Web server) is set up for HTTPS management, the upgrade to GMS will preserve the HTTPS settings for the GMS Web server.

The upgrade installer checks with the Dell SonicWALL backend to see if the GMS deployment has a valid support license. If it does not, then the upgrade discontinues. If the GMS installer detects that the Dell SonicWALL backend site is not accessible, it prompts the user to enter an Upgrade Key. If the key is valid, it allows the upgrade to continue. If the key is invalid, the installation fails.



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In a distributed environment, stop all GMS services on all GMS servers before performing an upgrade. You must upgrade all GMS servers in your deployment to the same version of GMS 7.1. You cannot have some servers running version 7.0 and others running 7.1.

It is highly recommended that you backup your database, GMS installation folders, and the **GMS installation folder>\conf\sgmsConfig.xml** file on all GMS servers prior to performing the GMS upgrade.

To upgrade the GMS software for Windows Server, perform the following steps:

1. Log on to your Dell SonicWALL GMS management computer as administrator (Windows). Launch the Dell SonicWALL Universal Management Suite 7.1 installer, by double-clicking the file **sw\_gmsvp\_win\_eng\_7.1.xxxx.xxxx.exe** (where “xxxx” are the exact version numbers). It may take several seconds for the InstallAnywhere self-extractor to initialize.
2. In the Introduction screen, click **Next**.
3. In the License Agreement screen, select the radio button next to **I accept the terms of the License Agreement**. Click **Next**. Wait while the installer prepares to install UMS on your system.  
**Note:** You must have a valid support license to upgrade your GMS.
4. Click **Install** to upgrade your installation. The Installer detects the previous installation of GMS. Click **Install** to proceed with the upgrade.
5. If you see a Windows Security Alert for Java, click **Unblock**.  
The installer displays a progress bar as the files are installed. Wait a few minutes for the installer to finish installing.
6. After the files are installed, whether or not the system has a Personal Firewall such as Windows Firewall enabled, a dialog is displayed notifying you to either disable the firewall or manually open the syslog and SNMP ports, and to ensure that these ports are open on your network gateway or firewall if you plan to use HTTPS Management mode for managing remote appliances (instead of GMS Management Tunnel or Existing Tunnel modes). Click **OK**. Be sure to adjust the settings as recommended.
7. The final installer screen contains the path of the installation folder, and warns you that the Universal Management Suite Web page will be launched next. Click **Done**.

## Upgrading to the GMS 64-bit Virtual Appliance

The GMS Virtual Appliance can be upgraded from 7.0 to 7.1, but cannot be directly upgraded from GMS versions earlier than 7.0. To upgrade the GMS Virtual Appliance from a version earlier than 7.0, you need to upgrade to major versions of GMS until you reach 7.0, then you can upgrade to GMS 7.1. For Dell SonicWALL GMS Virtual Appliance deployments, upgrading from the GMS 7.0 release to the GMS 7.1 release can be performed on the **System > Settings** page.

In a distributed environment, stop all GMS services on all GMS servers before performing an upgrade. You must upgrade all GMS servers in your deployment to the same version of Dell SonicWALL GMS 7.1. You cannot have some servers running version 7.0 and others running 7.1.

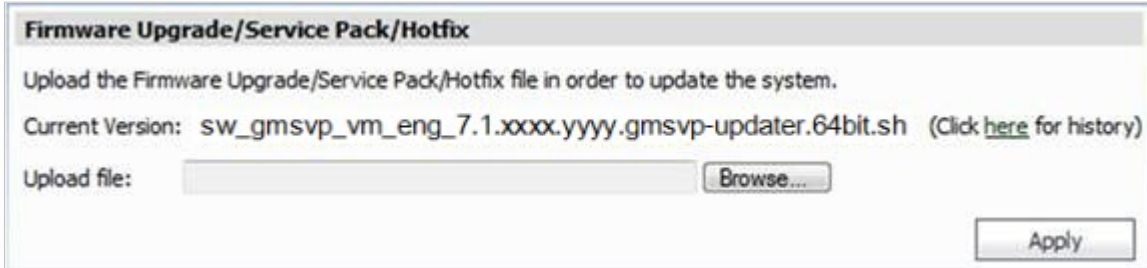
For a fresh install of the GMS 7.1 64-bit Virtual Appliance, please refer to the *GMS Virtual Appliance Getting Started Guide*.

To upgrade, perform the following:

1. Download the respective file from the MySonicWALL.com Software Download Center to your workstation:
  - **sw\_gmsvp\_vm\_eng\_7.1.xxxx.yyyy.gmsvp-updater.64bit.sh**
2. Open the GMS Virtual Appliance console.
3. Navigate to the **System > Settings** page.

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- Click on the **Browse** button, navigate to the location where you saved the above file, and then select it.



- Click the **Apply** button to begin the firmware upgrade installation.

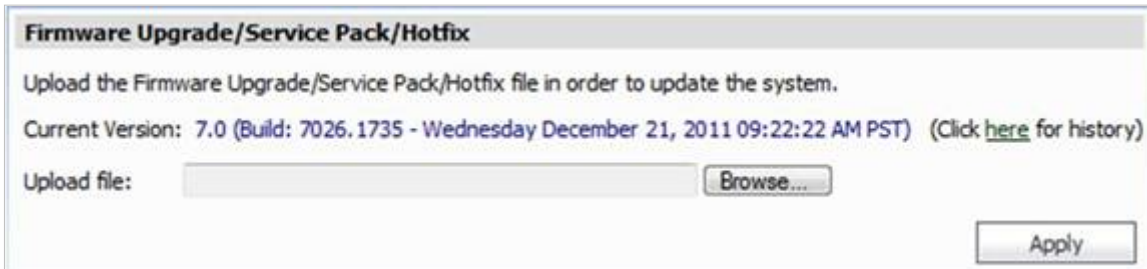
## Upgrading the GMS UMA EM5000 Appliance

For the Dell SonicWALL UMA EM5000 appliance, upgrading from the GMS 7.0 release to the GMS 7.1 release can be performed on the **System > Settings** page. For a fresh install of GMS 7.1, please refer to the *GMS UMA EM5000 Getting Started Guide*.

In a distributed environment, stop all GMS services on all GMS servers before performing an upgrade. You must upgrade all GMS servers in your deployment to the same version of Dell SonicWALL GMS 7.1. You cannot have some servers running version 7.0 and others running 7.1.

To upgrade the UMA EM5000 appliance, perform the following:

- Download the respective file from the MySonicWALL.com Software Download Center to your workstation:
  - sw\_uma\_em5000\_eng\_7.1.xxxx.xxxx.gmsvp-updater.sh** (UMA EM5000 appliance)



- Click on the **Browse** button, and navigate to the location where you saved the above files. Click the **Apply** button to begin the firmware upgrade installation.

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## Online Training Materials

Dell SonicWALL Technical Training Services offers GMS software and UMA appliance eLearning for essential security administrator certification. This Certified Dell SonicWALL Security Administrator (CSSA) course provides fundamental instructions to help you understand the basic deployment best practices for Managed Security Service Providers.

The following link provides the latest information regarding Dell SonicWALL GMS eLearning courses:

<http://www.sonicwall.com/us/support/eLearning.html#tab=technical>

Click on the **Global Management System Certification Training** link.

The screenshot shows a presentation slide with a dark blue background and white text. The title is "CSSA\* - SonicWALL GMS Configuration". Below the title, it says "Module 1: SonicWALL GMS Configuration" followed by a bulleted list: "Global Management System 6.x" and "User-level Overview". There is a logo on the right side of the slide depicting a graduation cap over a globe with three people icons below it. The SonicWALL logo is in the bottom right corner. At the bottom left, it says "\* - Certified SonicWALL Security Associate" and "Copyright © 2010, SonicWALL. All Rights Reserved." The presentation player interface is visible at the bottom, showing "Slide 1 / 15 | Stopped" and a timer at "00:04 / 00:05".

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**FREE:** files download to read and study. Click the paperclip button on the bottom navigation.

This area will contain supplemental information. You will find the answers to many of your test questions in this text area.

Use the "||" (pause) button on the lower right to pause the presentation.

Use the scroll bar on the left-side of this window to view all the reading content.

The narrator **WILL NOT READ** this text area to you.

7 Minutes 22 Seconds Remaining

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## Related Technical Documentation

Dell SonicWALL reference documentation is available at the Dell SonicWALL Technical Documentation Online Library:

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

Dell SonicWALL GMS video training is available from the GMS Development Team:

<http://software.sonicwall.com/gmsvp/Dev-Training/>

The screenshot shows the Dell SonicWALL Product Support page for the Global Management System. The page has a dark blue header with the Dell logo, SonicWALL name, and navigation links: Products, Solutions, How to Buy, Support, Sign In, and Register. A search bar is located in the top right corner. Below the header, there is a breadcrumb trail 'Where am I?' and a left-hand navigation menu. The main content area is titled 'Product Support' and 'Global Management System'. It features two tabs: 'Support Documents' (selected) and 'Knowledge Base'. Under 'Support Documents', there are three sections: 'List View Options', 'Product Guides', and 'Technical Notes'. The 'List View Options' section allows users to adjust filters and includes a 'Categories' list with checkboxes for Video Tutorials, Product Guides, Technical Notes, FAQs, Release Notes, and Support Data Sheets. The 'Product Guides' section shows a list of 6 items, including 'Dell SonicWALL UMA EM5000 Getting Started Guide' (5 Mar 2013), 'Dell SonicWALL GMS 7.1 Virtual Appliance Getting Started Guide' (5 Mar 2013), 'Dell SonicWALL GMS 7.1 Software Getting Started Guide' (5 Mar 2013), 'Dell SonicWALL GMS 7.1 Administrator's Guide' (4 Mar 2013), 'SonicWALL GMS/UMA 7.0 Administrator Guide' (10 Sep 2012), and 'SonicWALL UMA EM5000 Getting Started Guide' (21 Feb 2012). The 'Technical Notes' section shows a list of 6 items, including 'Autotask Integration with Dell SonicWALL GMS' (5 Mar 2013) and 'ConnectWise Integration with GMS TechNote' (5 Nov 2012).

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## End User Software License Agreement

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PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE SONICWALL PRODUCT. BY INSTALLING OR USING THE SONICWALL PRODUCT, YOU (AS THE CUSTOMER, OR IF NOT THE CUSTOMER, AS A REPRESENTATIVE/AGENT AUTHORIZED TO BIND THE CUSTOMER) INDICATE ACCEPTANCE OF AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT FOR AND ON BEHALF OF THE CUSTOMER. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, THEN DO NOT USE THE PRODUCT AND RETURN IT TO THE PLACE OF PURCHASE WITH PROOF OF PURCHASE WITHIN THIRTY (30) DAYS OF PURCHASE FOR A REFUND. IF YOU DO PROCEED TO INSTALL OR USE THE SONICWALL PRODUCT, YOU WILL HAVE INDICATED ACCEPTANCE AND AGREEMENT WITH THE TERMS AND CONDITIONS HEREIN. NOTWITHSTANDING THE FOREGOING, THIS AGREEMENT SHALL NOT SUPERSEDE ANY OTHER SIGNED AGREEMENT BETWEEN YOU AND SONICWALL THAT EXPRESSLY GOVERNS USE OF THE SONICWALL PRODUCT. IN INSTANCES WHERE YOU PURCHASE THROUGH A RESELLER OR DISTRIBUTOR, FINAL PRICES AND TERMS AND CONDITIONS OF SALE, INCLUDING WITHOUT LIMITATION ANY TERMS REGARDING PAYMENT OR RETURNS, WILL BE AS AGREED BETWEEN YOU AND THE THIRD PARTY FROM WHICH YOU MAKE SUCH PURCHASES; HOWEVER, THE TERMS SET FORTH HEREIN REGARDING YOUR USE OF THE SOFTWARE REMAIN APPLICABLE.

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- (i) execute and use the Software on the Hardware with which the Software is provided (pre-installed) in accordance with the applicable Documentation; and,
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# Release Notes

CUSTOMER EXPRESSLY AGREES TO THE ALLOCATION OF LIABILITY SET FORTH IN THIS SECTION, AND ACKNOWLEDGES THAT WITHOUT ITS AGREEMENT TO THESE LIMITATIONS, THE PRICES CHARGED FOR THE PRODUCTS AND SERVICES WOULD BE HIGHER.

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(b) Assignment. Except as otherwise set forth herein, Customer shall not, in whole or part, assign or transfer any part of this Agreement or any rights hereunder without the prior written consent of SonicWALL. Any attempted transfer or assignment by Customer that is not permitted by this Agreement shall be null and void. Any transfer/assignment of a License that is permitted hereunder shall require the assignment/transfer of all copies of the applicable Software along with a copy of this Agreement, the assignee must agree to all terms and conditions of this Agreement as a condition of the assignment/transfer, and the License(s) held by the transferor Customer shall terminate upon any such transfer/assignment.

(c) Severability. If any provision of this Agreement shall be held by a court of competent jurisdiction to be contrary to law, such provision will be enforced to the maximum extent permissible and the remaining provisions of this Agreement will remain in full force and effect.

# Release Notes

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(e) Notices. All notices provided hereunder shall be in writing, delivered personally, or sent by internationally recognized express courier service (e.g., Federal Express), addressed to the legal department of the respective party or to such other address as may be specified in writing by either of the parties to the other in accordance with this Section.

(f) Disclosure of Customer Status. SonicWALL may include Customer in its listing of customers and, upon written consent by Customer, announce Customer's selection of SonicWALL in its marketing communications.

(g) Waiver. Performance of any obligation required by a party hereunder may be waived only by a written waiver signed by an authorized representative of the other party, which waiver shall be effective only with respect to the specific obligation described therein. Any waiver or failure to enforce any provision of this Agreement on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion.

(h) Force Majeure. Each party will be excused from performance for any period during which, and to the extent that, it is prevented from performing any obligation or service as a result of causes beyond its reasonable control, and without its fault or negligence, including without limitation, acts of God, strikes, lockouts, riots, acts of war, epidemics, communication line failures, and power failures.

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# Release Notes

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Version 2.0, January 2004

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