

# Release Notes

**NOTE: THE HOTFIX MUST BE INSTALLED BEFORE THE SERVICE PACK 2 PATCH IS INSTALLED.**

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## Platform Compatibility

This **HotFix** and **Service Pack** can be applied to any SonicWALL GMS/ViewPoint 6.0 deployment running as a **Virtual Appliance, on Windows, or on a SonicWALL UMA EM5000**. This is a comprehensive service pack update; upgrading to Service Pack 1 is not a prerequisite. Note there are two builds of the Service Pack 2: the Service Pack 2 (Build 6060.1575) Early Release and the Service Pack 2 (Build 6068.1668) General Availability Release. If you are already running Service Pack 2 (Build 6060.1575), please update your system to the latest Service Pack 2 (Build 6068.1668).

**NOTE:** With the newer build (6068.1668), the history in the /appliance Settings screen will show the Description as “GMS/ViewPoint/UMA 6.0 Service Pack 2 (ID: 96022)”. The original build, (6060.1575), lists the ID in the Description as 96020.

For supported platforms, see the following sections:

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### GMS/ViewPoint Virtual Appliance Supported Platforms

SonicWALL GMS/ViewPoint 6.0 Service Pack 2 (Build 6068.1668) is supported on the SonicWALL GMS/ViewPoint 6.0 Virtual Appliance running on the following VMware platforms:

- ESXi 4.0 Update 1 (Build 208167 and newer)
- ESX 4.0 Update 1 (Build 208167 and newer)



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## Virtual Appliance Hardware Resource Requirements

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

- RAM – 3168 MB  
This is the maximum amount of RAM supported by the SonicWALL GMS/ViewPoint Virtual Appliance operating system, SonicLinux (VM), which is a 32-bit OS. Additional RAM provided to SonicWALL GMS/ViewPoint Virtual Appliance in the virtual environment will not be utilized.
- CPU – 2  
This is the minimum number of CPUs required for the SonicWALL GMS/ViewPoint Virtual Appliance. SonicWALL recommends allocating 4 CPUs for best performance.
- Hard disk space:
  - 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

## UMA EM5000 Requirements

The SonicWALL Universal Management Appliance (UMA) 6.0 Service Pack 2 (Build 6068.1668) release is supported on the following SonicWALL appliance:

- SonicWALL E-Class UMA EM5000

## GMS – Windows Operating System Requirements

SonicWALL GMS 6.0 Service Pack 2 (Build 6068.1668) is supported on the following Windows operating systems:

- Windows Server 2008 SBS 64-bit
- Windows Server 2008 Standard 32-bit and 64-bit (SP1)
- Windows Server 2003 32-bit and 64-bit (SP2)

In all instances SonicWALL GMS is running as a 32-bit application.

## ViewPoint – Windows Operating System Requirements

SonicWALL ViewPoint 6.0 Service Pack 2 (Build 6068.1668) is supported on the following Windows operating systems:

- Windows 7, 32-bit and 64-bit
- Windows Vista (SP1), 32-bit and 64-bit
- Windows XP Professional (SP3), 32-bit
- Windows Server 2008 SBS, 64-bit
- Windows Server 2008 Standard (SP1), 32-bit and 64-bit
- Windows Server 2003 (SP2), 32-bit and 64-bit

In all instances SonicWALL ViewPoint is running as a 32-bit application.

## Java Support

SonicWALL GMS and ViewPoint 6.0 Service Pack 2 automatically download the Java Plug-in 1.6 and use Tomcat 6.0.20.



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## Database Support and Requirements for GMS

For fresh installations or after upgrading to 6.0 from 5.1, SonicWALL GMS 6.0 Service Pack 2 supports the following databases:

- MySQL 32 bit version 5.0.83 for Windows, bundled with SonicWALL GMS
- Microsoft SQL Server 2008, 32-bit and 64-bit
- Microsoft SQL Server 2005 (SP2), 32-bit and 64-bit, as follows:
  - SQL Server 2005 Workgroup
  - SQL Server 2005 Standard
  - SQL Server 2005 Enterprise
  - SonicWALL GMS does **not** support Microsoft SQL 2005 Express
- Microsoft SQL Server 2000 (SP4)

The requirements for the bundled MySQL database server on Windows are as follows:

- Minimum 3 GHz dual-core CPU Intel processor
- Windows 2000 (SP4) and above
- NTFS file system
- 300 GB hard disk free space
- Minimum 2 GB RAM
- Not a Virtual Machine (VM)

The MySQL 5.0 separate installer that was provided with SonicWALL GMS/ViewPoint 5.0 is still supported.

## Database Support and Requirements for ViewPoint

For fresh installations or after upgrading to 6.0 from 5.1, SonicWALL ViewPoint 6.0 Service Pack 2 supports the following database:

- MySQL 32-bit version 5.0.83 for Windows, bundled with SonicWALL ViewPoint

The MySQL 5.0 separate installer that was provided with SonicWALL GMS/ViewPoint 5.0 is still supported.

After upgrading from 5.1 to 6.0, SonicWALL ViewPoint 6.0 Service Pack 2 supports the following databases only when the database was already in use prior to upgrading:

- Microsoft SQL Server 2005 (SP2), 32-bit and 64-bit, as follows:
  - SQL Server 2005 Workgroup
  - SQL Server 2005 Standard
  - SQL Server 2005 Enterprise
  - SonicWALL GMS/ViewPoint does **not** support Microsoft SQL 2005 Express
- Microsoft SQL Server 2000 (SP4)
- Microsoft Desktop Engine (MSDE) bundled with ViewPoint

The requirements for the bundled MySQL database server on Windows are as follows:

- Minimum 3 GHz dual-core CPU Intel processor
- Windows 2000 (SP4) and above
- NTFS file system
- 300 GB hard disk free space
- Minimum 2 GB RAM
- Not a Virtual Machine (VM)



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## SonicWALL Appliances Supported for GMS Management

SonicWALL GMS 6.0 Service Pack 2 supports the following SonicWALL appliances and firmware versions:

SonicWALL Platforms	SonicWALL Firmware Version
<b>Firewall / UTM / VPN Appliances:</b>	
SonicWALL NSA Series, E-Class NSA Series	SonicOS Enhanced 5.0 or newer
SonicWALL TZ Series	SonicOS Enhanced 3.2 or newer SonicOS Standard 3.1 or newer
SonicWALL PRO Series	SonicOS Enhanced 3.2 or newer
SonicWALL CSM Series	SonicOS CF 2.0 or newer
<b>Email Security/ Anti-Spam Appliances:</b>	
SonicWALL Email Security Series	Email Security 7.1 or newer
<b>Secure Remote Access Appliances:</b>	
SonicWALL SMB SSL-VPN Series	SonicOS SSL-VPN 2.0 or newer
SonicWALL Aventail Series	Aventail 9.0 or newer
<b>Backup and Recovery Appliances:</b>	
SonicWALL CDP Series	SonicWALL CDP 2.3 or newer; for Multi-Solution Management, SonicWALL CDP 5.1 or newer is required

## SonicWALL Appliances Supported for GMS/ViewPoint Reporting

SonicWALL GMS 6.0 Service Pack 2 supports the following SonicWALL appliances and firmware versions:

SonicWALL Platforms	SonicWALL Firmware Version
<b>Firewall / UTM / VPN:</b>	
SonicWALL NSA Series, E-Class NSA Series	SonicOS Enhanced 5.0 or newer
SonicWALL TZ Series	SonicOS Enhanced 3.2 or newer SonicOS Standard 3.1 or newer
SonicWALL PRO Series	SonicOS Enhanced 3.2 or newer
SonicWALL CSM Series	SonicOS CF 2.0 or newer
<b>Secure Remote Access:</b>	
SonicWALL SMB SSL-VPN Series, SRA 4200	SonicOS SSL-VPN 2.0 or newer
SonicWALL Aventail EX Series	Aventail 9.0 or newer
<b>Backup and Recovery Appliances (reporting supported on GMS only):</b>	
SonicWALL CDP 6080B, 5040B, 220, 210	SonicWALL CDP 6.0 or newer
SonicWALL CDP 6080, 5040, 210, 110	SonicWALL CDP 6.0 or newer
SonicWALL CDP 4440i, 3440i, 2440i, 1440i	SonicWALL CDP 6.0 or newer



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## Enhancements

The following is a key enhancement in the SonicWALL GMS 6.0 Service Pack 2 release:

- **Password Recovery** – Allows the system interface password to be reset. On the system interface login page, there is a new link on the bottom-right corner for “Forgot Password?”
- **Support for GMS Mobile** – Is available as a beta release for Apple iPhone and is supported when deployed with SonicWALL GMS 6.0 Service Pack 2. This free application can be downloaded from the Apple iTunes Store and allows you to connect from your iPhone to your SonicWALL GMS 6.0 system. After configuring GMS Mobile with the SonicWALL GMS host information and login credentials, you can access managed appliances. If you have suggestions, comments, or questions about the GMS Mobile application, please email your feedback to [GMS\\_Beta@SonicWALL.com](mailto:GMS_Beta@SonicWALL.com).

**iPhone Usage Instructions** – To enable GMS 6.0 Service Pack 2 for the GMS Mobile application, the following steps must be performed on the GMS Server side:

1. Refer the Public URI field in Console/Web and Services/Settings screens to a URL that the iPhone can access. For instance, do not use URLs such as “https://localhost:443/”
2. Access the Console/Management/Users screen and select the **Use Web Services** checkbox for the username that the iPhone client is going to use to access GMS. See the screen capture below:

The screenshot shows the 'Unit Permissions' configuration window. At the top, there are tabs for 'General', 'Screen Permissions', 'Unit Permissions', and 'Action Permissions'. The 'Unit Permissions' tab is active. Below the tabs, there are three sections: 'Units', 'Views', and 'Others'. Each section contains a list of permissions with checkboxes. In the 'Others' section, the 'Use Web Services' checkbox is checked and highlighted with a blue border. At the bottom right, there are two buttons: 'Update' and 'Reset'.

Section	Permission	Checked
Units	Add Unit	Yes
	Modify Unit	Yes
	Delete Unit	Yes
	Rename Unit	Yes
	Login to Unit	Yes
Modify Properties	Yes	
Re-assign Agents	Yes	
Views	Manage View	Yes
	Change View	Yes
Others	Enable CLI	No
	Enable SonicToday	Yes
	Use Web Services	Yes

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## The following are known issues in the GMS Mobile beta release:

- GMS Mobile users can connect to SonicWALL GMS using credentials for only a 'LocalDomain' user authenticating against the default 'LocalAuthServer'. To connect using credentials for any other domain user or authenticating against any other authentication server (such as Active Directory, LDAP, RADIUS), a HotFix (#99474) will be made available, which will need to be installed on top of SonicWALL GMS 6.0 Service Pack 2.
- When authentication to SonicWALL GMS fails, the error message is not user friendly: "The operation couldn't be completed. (NSXMLParseErrorDomain error 76.)" The user should correct the login credentials and try again.
- The login credentials are persistent in the GMS Mobile application. If you change the user name in the Settings screen of GMS Mobile, you must close the application and re-open it for the change to take effect.
- **Support for Special Characters in SonicWALL GMS Usernames** – Previously in SonicWALL GMS, only alphanumeric characters were supported for SonicWALL GMS usernames. Administrators can now use special characters, such as period, at symbol (@), underscore, and hyphen in SonicWALL GMS usernames. This is especially helpful for SonicWALL GMS deployments using Microsoft Active Directory, where periods are often used between user's first and last names.
- **Support to Configure SonicOS Network Access Rules for Zones at Group Level** – Previously in SonicWALL GMS, SonicOS network access rules for zones not bound to an interface were not displayed or configurable at the group level. Administrators can now centrally manage these SonicOS network access rules, they appear in the access rules list in italics as depicted below:

Up :: Access Rules User: admin@LocalDomain | Administrators

**Access Rules**  
View Style:  All Rules  Matrix  Drop-down Boxes

**Access Rules Search**  
Search:

Items 1 to 10 (of 14)

#	Zone >	Zone	Source	Destination	Service	Action	Users	Comment	Logging	Enabled	Configure
1	LAN >	LAN	Any	LAN Primary IP	Ping	Allow	All		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
2	LAN >	LAN	Any	LAN Primary IP	HTTPS Management	Allow	All		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
3	LAN >	LAN	Any	Any	Any	Allow	All		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4	DMZ >	DMZ	Any	Any	Any	Allow	All		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
5	VPN >	LAN	Any	LAN Primary IP	HTTPS Management	Allow	All		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6	VPN >	LAN	Any	LAN Primary IP	HTTP Management	Allow	All		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	VPN >	LAN	Any	LAN Primary IP	SNMP	Allow	All		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
8	VPN >	LAN	Any	LAN Primary IP	Ping	Allow	All		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
9	LAN >	WAN	Any	Any	Any	Allow	All		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
10	LAN >	DMZ	Any	Any	Any	Allow	All		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Add Rule  Restore Rules to Defaults

- **Integration Support for ConnectWise** – This enhancement allows ConnectWise users to integrate with GMS using industry standard web services API. This allows them to view reporting and miscellaneous data of GMS-managed units in the ConnectWise portal. For more information about configuring ConnectWise with GMS, refer to the *GMS and ConnectWise PSA Integration Technote*:

[http://www.sonicwall.com/us/support/2134\\_17409.html](http://www.sonicwall.com/us/support/2134_17409.html)



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- **CDP 6.0 Reporting Support** – This release provides support for XML-based syslog data collection and reporting. *This feature is not supported on SonicWALL ViewPoint software.* The SonicWALL GMS Reporting feature is only supported on SonicWALL CDP appliances running firmware version 6.0 or higher. This feature provides powerful visualization reports of free versus consumed backup capacity at group and unit level views. Visualization of the granular capacity can be seen at the agent level along with detailed file-level reports for each agent's backup activity. Along with these new visualization reports, real-time email alerts are also configurable when the network administrator needs to be notified of backup capacity warnings for "CDP Agent Quota Reached" and "CDP Appliance Capacity Status" event messages. The following new CDP reports are available:
  - **General Reporting**
    - *Global View Status* (available on the Policies panel for GMS and UMA) – Provides Global Node count of the total number of CDP appliances and individual appliance licensing status.
  - **Dashboard Reporting**
    - *Dashboard Summary* – Provides a high-level overview report containing a status summary of all CDP appliances.
  - **Status Reporting**
    - *Status Summary* (by Group or by individual appliance reporting) – Provides a capacity status report at group or individual appliance level.
    - *Group Summary* – Displays the capacity status overtime (administrator configured start and end date range).
    - *Appliance Summary* – Provides a summary of total capacity usage, including *used* and *free* capacity. This includes a report of all the agents backing up to this appliance, including the backup used and free quota. This is very similar to the Group Summary report, however the report is specific to the capacity status of an individual appliance.
  - **Backup Reporting**
    - *Top Agent Summary* – Provides a pie chart of the most active Backup Agents for a specified date range. Click on the Agent Name to display Backup Details.
    - *Top File Type Summary* – Provides a drill-down of file types categorized by file extensions.
    - *Backup Details* – Provides granular details of backup activities, including appliance name, agent name, folder name, and file name and file size.

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## Known Issues

The following are known issues in the SonicWALL GMS/ViewPoint 6.0 Service Pack 2 release:

### Reporting

Symptom	Condition / Workaround	Issue
SonicWALL GMS and Viewpoint fail to delete data based on their data retention schedule policy.	This occurs when the administrator configures a data retention schedule policy for "per unit retention" and files with .nmm file extensions. When the time comes for scheduled maintenance of retained data, the data is not deleted as expected. <b>Workaround:</b> Manually delete the data to avoid issues with memory capacity.	95724
After acquiring a SonicWALL CDP appliance running CDP 6.0 firmware, the GMS software may not immediately display the CDP reports panel during unit acquisition.	This occurs after the first time the administrator adds CDP appliances running CDP 6.0 firmware for GMS management and reporting. <b>Workaround:</b> After you add a CDP appliance for management, wait 2-3 minutes and then refresh your browser to view the CDP reports panel.	95523
SonicWALL GMS reporting for CDP appliances: <b>Capacity &gt; Summary &gt; Reports</b> based on "Used Quota" or "Total Quota" displays a <i>No Data Available</i> message.	This occurs when the administrator selects "Used Quota" or "Total Quota" for <b>Capacity &gt; Summary &gt; Reports</b> .	95673
A search by category in <b>Web Usage &gt; Top Sites</b> does not return search results.	This occurs after you have configured SonicWALL security appliances for GMS management, you are receiving syslog for Web Usage, and you run a search by category for <b>Web Usage &gt; Top Sites</b> .	95709

### CDP Management

Symptom	Condition / Workaround	Issue
When adding a SonicWALL CDP appliance running CDP 6.0 firmware for GMS management for the first time, the following message is displayed: <i>The appliance user name or password was incorrect.</i>	Occurs when a SonicWALL CDP unit is added for the first time for GMS management. GMS successfully acquires the unit without any user intervention after a few minutes.	95526
After removing a SonicWALL CDP appliance from GMS management and selecting the option to retain report data, the report data is missing.	This occurs when you remove a GMS managed SonicWALL CDP appliance from GMS, select the option to not delete the report data, add the CDP unit back to GMS, and then verify if the report data has been retained.	95956
SonicWALL CDP appliances managed by GMS are not displaying "Agent Quota Reached" alerts in <b>CDP &gt; Current Alerts</b> .	After configuring a SonicWALL CDP appliance for GMS management, set a CDP agent backup quota. Once the CDP agent backup quota is reached, an email alert from GMS is sent to the administrator. However, when the administrator logs into GMS and views the <b>CDP &gt; Current Alerts</b> view, no message is displayed for this SonicWALL CDP appliance. This is only a UI display issue and will be resolved in the next maintenance release.	96374





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## Resolved Issues

The following issues are resolved since the SonicWALL GMS/ViewPoint 6.0 Service Pack 1 release:

Symptom	Condition / Workaround	Issue
The Domain\User format cannot be used in Web User Exclusion Filter to exclude domain users from Web Usage reports.	Occurs when the username is entered into the Web User Exclusion Filter on the <b>Console &gt; User Settings &gt; Reports</b> page in the Domain\User format, which includes a backslash character. The backslash is removed, preventing this method from working correctly.	89243
Anti-Spyware and Intrusion Prevention settings are displayed differently in SonicWALL GMS than they are on the firewall itself.	Occurs when global settings are displayed correctly, but settings at a category level are not displayed at a signature level in GMS.	92331
Changes to the rogue access point detection settings are not pushed to SonicWALL TZ 190 appliances.	Occurs when using SonicWALL GMS to enable rogue access point detection on the SonicWALL TZ appliance. SonicWALL GMS shows that the change was made, but the unit does not show the change.	93632
Clicking the Update button for a change to the SonicPoint Download URL resets the Administrator Login Name back to the default "admin".	Occurs when the <b>System &gt; Administrator</b> page is used to change the Administrator login name and also to manually specify the SonicPoint download URL location at the same time.	94693
SonicWALL GMS disables safe search enforcement in the firewall if other changes are made through GMS.	Occurs when CFS policy changes are made to the firewall through SonicWALL GMS.	89130
Attempting to upgrade firmware on a managed firewall results in the error: "Task execution failure: Firmware Upgrade (The firmware could not be uploaded to the appliance)."	Occurs when using the "Firmware Upgrade from Local File" option to upgrade the firmware on the managed firewall.	89200
Scheduled Reports are not sent out due to orphaned reports from a deleted unit.	Occurs when the serial number of a managed unit is modified or the unit is deleted, and the serial number is not updated in the summarizer unit settings map, causing a null value to be used as the pattern to be matched to delete older XML files.	89646
A Java Security Warning pops up with the message: "Java has discovered application components that could indicate a security concern."	Occurs when the SonicWALL GMS tree control loads, after updating the management computer with Java 6 updates 19 and 20, and then logging into GMS.	89964



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Symptom	Condition / Workaround	Issue
Screens such as Interfaces or Zones do not show all entries once the unit has been acquired.	Occurs when viewing a unit with SonicWALL GMS shortly after acquiring it for management, or when the unit has not been recently synchronized with GMS in the Policies/System/Tools screen.	92508
Newly created backups are not displayed in the list under Database Restore after clicking Immediate Backup on the Console > Management > Database Maintenance page and waiting until the backup process completes.	Occurs when a database backup is created shortly after a new calendar year begins, and a backup from the previous year already exists in the list under Database Restore.	88651
Reporting data is not archived for the detail tables in By User or By Site reports for Web Usage or Web Filter.	Occurs when archiving report data into a MySQL database.	87901
Searching user login reports on the <b>ViewPoint &gt; SSLVPN &gt; Authentication &gt; User Login</b> page displays "No data available" even if reports exist.	Occurs when searching user login reports using "Source Host" with Equals/Contains/Start/End options.	85996
The Enable Client Null Probing Detection and Association Flood Detection options are displayed for units that do not support these options.	Occurs when viewing the <b>Policies &gt; Wireless &gt; IDS</b> page in the SonicWALL GMS management interface for managed TZ 210W, TZ 200W, or TZ 100W units.	85995

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## Installing the HotFix and the Service Pack 2 Updates

Before you apply the Service Pack 2 file (sw\_gmsvp\_all\_eng\_6.0.sp2.sig), it is very important that you first apply the HotFix file (sw\_gmsvp\_all\_eng\_6.0.hotfix.dts.90982.sig). After you apply the HotFix file, reboot your GMS/ViewPoint server, and then apply the Service Pack 2 file.

**WARNING:** Failure to apply the HotFix first could make your system unstable.

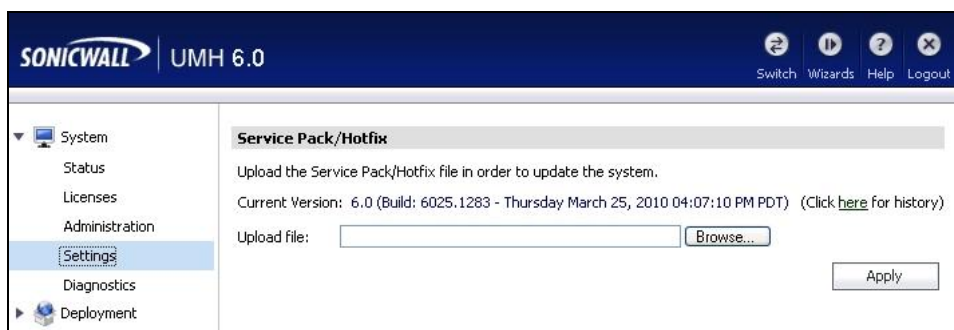
Note that there are two builds of the Service Pack 2: the Service Pack 2 (Build 6060.1575) Early Release and the Service Pack 2 (Build 6068.1668) General Availability Release. If you have already installed the Hotfix and Build 6060.1575, you do not need to re-install the Hotfix before updating your system to the latest Service Pack 2 (Build 6068.1668). Also, installing Build 6060.1575 is not required before installing Build 6068.1668.

You can verify if the HotFix was applied by going to your /appliance System/Settings screen and clicking on the History link there.

This HotFix and Service Pack 2 patch update can be applied to any SonicWALL GMS/ViewPoint 6.0 running on Windows, as a Virtual Appliance, or on a SonicWALL UMA EM5000.

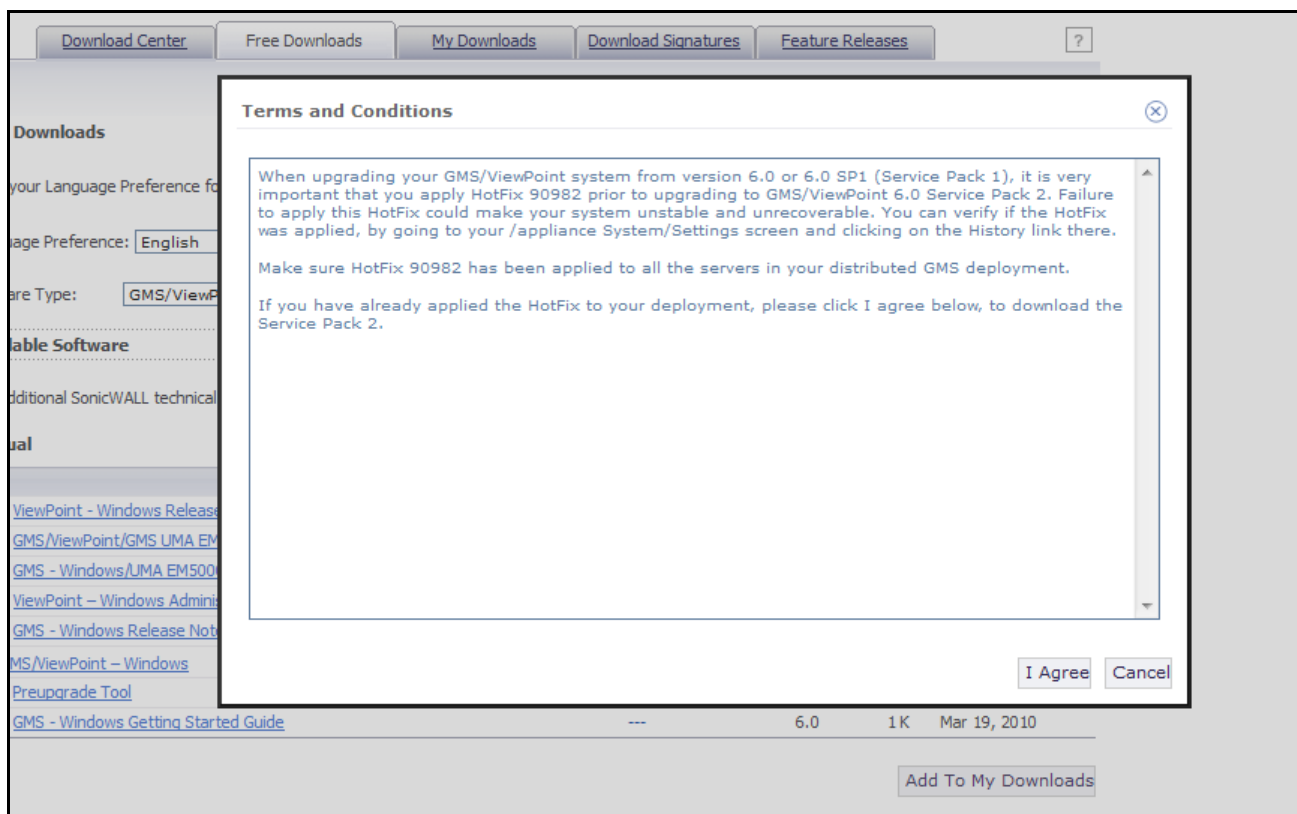
### Installing HotFix File

1. In the MySonicWALL Download Center under Free Downloads, select GMS or ViewPoint software for Windows, GMS or ViewPoint Virtual Appliance, or UMA EM5000 firmware according to your installation, and then download the **sw\_gmsvp\_all\_eng\_6.0.hotfix.dts.90982.sig** file.  
**WARNING:** This HotFix file must be first applied before installing the Service Pack 2 file in step 6.
2. In the UMH/UMA 6.0 management interface, navigate to the System > Settings page.
3. Click **Browse** to locate the HotFix file and enter the file name in the **Upload File** field. Click **Apply**.



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4. After the HotFix is installed, reboot the system to complete the upgrade.



## Installing Service Pack 2 File

1. **Installing Service Pack 2 Patch:** In the MySonicWALL Download Center under Free Downloads, select GMS or ViewPoint software for Windows, GMS or ViewPoint Virtual Appliance, or UMA EM5000 firmware according to your installation, and then download the **sw\_gmsvp\_all\_eng\_6.0.sp2.sig** file.  
**WARNING:** The HotFix file must be first applied before installing the Service Pack 2 file.
2. In the UMH/UMA 6.0 management interface, navigate to the System > Settings page.
3. Click **Browse** to locate the Service Pack 2 file and enter the file name in the **Upload File** field. Click **Apply**.
4. After the Service Pack 2 Patch is installed, reboot the system to complete the upgrade.

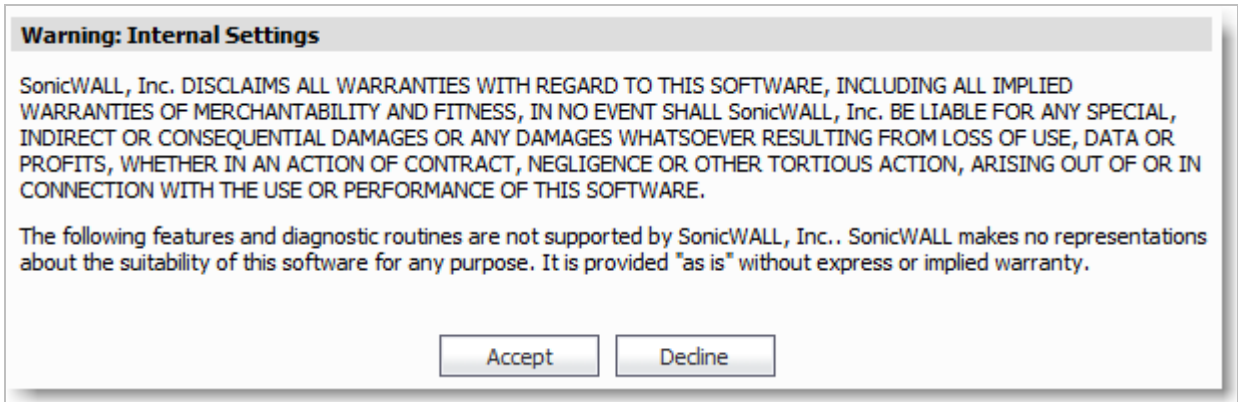


**Tip:** After a firmware upgrade on the SonicWALL UMA EM5000, the next boot time can be 5 to 10 minutes longer than the usual boot time. Please be patient.

5. After applying Service Pack 2 and rebooting, login to the **/appliance** interface.
6. Access the webpage <http://gms-vp-IP/appliance/techSupport.html>.

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7. Click **Accept** in the page that shows up:



8. Click the **Clear Cache** button:



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## Online Training Materials

SonicWALL offers online software and appliance training lessons that provide fundamental instructions and are meant to help you understand the basic concepts that can be refined through hands-on experience with the SonicWALL products. The following link provides more information regarding SonicWALL eLearning Courses:

[http://www.sonicwall.com/us/14844.html#Global\\_Management\\_System\\_GMS](http://www.sonicwall.com/us/14844.html#Global_Management_System_GMS)

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 globe with a graduation cap and three people. The SonicWALL logo is at the bottom right. At the bottom left, it says "\* - Certified SonicWALL Security Associate" and "Copyright © 2010, SonicWALL. All Rights Reserved." The slide is part of a presentation, as indicated by the "Slide 1 / 15 | Stopped" text at the bottom. A control bar at the very bottom shows a play button, a timer at "00:04 / 00:05", and other navigation icons.

**CSSA\* - SonicWALL GMS Configuration**

Module 1: SonicWALL GMS Configuration

- Global Management System 6.x
- User-level Overview

\* - Certified SonicWALL Security Associate  
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SONICWALL

Slide 1 / 15 | Stopped

00:04 / 00:05

GMS\_L1m1  
SonicWALL University  
online education  
Contact

Outline Notes Search

Slide Notes

Student Notes:

**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

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For SonicWALL GMS/ViewPoint online training videos, see the following Web site:

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

### **From the Desks of GMS Development Team** (Training Series)

Note: Please check this site frequently as new videos are being uploaded frequently.

- **GMS/ViewPoint/UMA 6.0**
  - [GMS/ViewPoint Virtual Appliances](#) - 45 minutes
  - [6.0 Overview](#) (needs Internet Explorer) - 1 hour 35 minutes
  - [Reverse Inheritance](#) - 18 minutes
  - [Operators in Views](#) - 9 minutes
  - [Granual Control: Switch Icon/Link](#) - 12 minutes
  - [GMS Web Services: Overview](#) - 22 minutes
  - [Live Monitoring](#) - 31 minutes

For basic and advanced deployment examples, refer to SonicWALL guides and technotes available on the SonicWALL Technical Documentation Online Library Web site:

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

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