

# SonicOS Standard 3.8.0.3 TZ 180 Series International

SonicWALL, Inc.  
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## PLATFORM COMPATIBILITY

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SonicOS Standard version 3.8.0.3 is supported on the following platforms:

- SonicWALL TZ 180
- SonicWALL TZ 180 Wireless

## SONICWALL RECOMMENDATIONS

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SonicWALL strongly recommends that you always upgrade your SonicWALL security appliances with the latest firmware before deploying them into production.

For the latest firmware, please log into your account at [www.mysonicwall.com](http://www.mysonicwall.com) and download the most recent firmware and release notes.

For instructions on upgrading the firmware, see the “Upgrading SonicOS Standard/Enhanced Image Procedures” section later in this document.

## OVERVIEW

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The SonicWALL TZ 180 and TZ 180 Wireless are full-featured security appliances that support integrated network security including virus protection, intrusion prevention, anti-spyware, and content filtering. The TZ 180 Series appliance can be deployed as the primary gateway for home or small business use, connecting users on the LAN and WLAN to the Internet.

In addition to the deep-packet inspection architecture, the TZ 180 Series provides built-in VPN capability that enables remote employees to use the SonicWALL Global VPN Client to login securely to the SonicWALL appliance and to access the user’s LAN and WLAN networks. Additionally, home, remote offices, or distributed locations can be joined to a network using site-to-site VPN.

IT managers can centrally manage remote TZ 180 Series appliances to quickly troubleshoot any network issues. SonicWALL Global Management System provides provisioning and management of all devices on the extended network.

For information about installing and configuring the TZ 180 Series appliance, refer to the TZ 180 and TZ 180 Wireless *Getting Started Guides*, and the *SonicOS Standard 3.8 Administrator’s Guide*, available at the SonicWALL documentation Web site:

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

### KNOWN ISSUES

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#### Dashboard

- **46253: Symptom:** Refreshing the Dashboard page from cache can take more than six minutes. **Condition:** Occurs when the SonicOS User Interface times out after the connection is lost between the UI and the Dashboard server.

#### GMS

- **47919: Symptom:** Using a POST string to delete a WGS profile on the SonicWALL appliance does not work. **Condition:** Occurs when using a POST string of the form:  
`sgmstool -posts https://10.x.x.x/main.cgi "wgsAcctProfileName_-3=test"`
- **47254: Symptom:** SonicOS 3.8 Standard does not return the right XML values for Diagnostics > Reverse Name Resolution in the GMS management interface. **Condition:** Occurs when GMS posts a reverse name lookup request for an IP address.

#### Networking

- **47384: Symptom:** In some cases, the DHCP server on a SonicWALL security appliance does not renew the virtual IP address for a GVC client. **Condition:** Occurs when the DHCP server is configured to provide a static IP address for the virtual interface.

#### Security Services

- **47200: Symptom:** Uploading a signature file for Gateway Anti-Virus / Intrusion Prevention Service / Anti-Spyware to a SonicWALL security appliance can cause intermittent failures. **Condition:** Occurs when using an Internet Explorer browser to upload the signature file manually after applying the license keyset. **Workaround:** Rather than applying the license keyset and uploading the signature file manually, upload it through the License Manager. Or, use a Firefox browser when uploading the signature file.

#### Wireless

- **46737: Symptom:** In certain cases, a TZ 180 Wireless configured as a bridge does not process authentication packets from another TZ 180W. **Condition:** Occurs when both wireless devices are using WEP key encryption and have the same WEP key.

#### Wizards

- **48383: Symptom:** Using the Wireless Wizard after manually configuring wireless settings can cause incorrect behavior or configuration changes. **Condition:** Occurs in either of the following two situations:
  - After configuring WPA-EAP as the authentication type in the Wireless > Security screen of the SonicOS Enhanced 3.8 user interface, if you run the Wireless Wizard for any purpose it will create an invalid RADIUS access rule. You can see the rule in the Firewall > Access Rules screen.
  - After you disable the wireless radio in the Wireless > Settings screen and then run the Wireless Wizard and ensure that the WLAN radio checkbox is cleared, the wireless radio status remains disabled but a WLAN client can still associate to it.

### System

- **50141: Symptom:** When there is WAN disconnection or WAN IP setup is not static and takes some time to get an assigned IP address, the node license count for registered device the shows default value of 5. There is an issue internally where the node license count does not match with the internal upgrade key structure. Whenever the device boots up, it needs WAN connection to retrieve the correct node license count from the SonicWALL License Manager server.
- **50347: Symptom:** After going through the normal License and Registration Wizard and required device restart, the user is again prompted to update registration before the license information is shown on System Status View service pane and System License View page.
- **Symptom:** Clicking a help button displays the online help in English instead of each language.  
**Condition:** Language specific online help is not supported in this firmware release, will be supported in a future release.
- **Symptom:** SonicWALL TZ 180 appliances running SonicOS Standard 3.8 do not support importing/exporting the configuration preferences between European languages (French, Italian, German and Spanish) and Asian languages (Japanese and Chinese). **Workaround:** After changing the firmware image between European and Asian, boot the uploaded firmware with Factory Default Settings and reconfigure manually.

### HOW TO CHANGE GUI LANGUAGE

In this international release firmware, you can choose English or a firmware specific language for GUI (i.e. English or French). To change GUI language, open "System > Administration" page and select a language from "Language Selection" option, then click "Apply" button. After clicking "Apply", Status bar displays "Restart SonicWALL for changes to take effect." Click "Restart" link and "Yes" button to restart the firewall. After booting up, GUI is displayed in selected language.

## UPGRADING SONICOS STANDARD/ENHANCED IMAGE PROCEDURES

The following procedures are for upgrading an existing SonicOS Standard or SonicOS Enhanced image to a newer version.

- OBTAINING THE LATEST SONICOS STANDARD/ENHANCED IMAGE VERSION
- UPGRADING A SONICOS STANDARD IMAGE TO A SONICOS ENHANCED IMAGE
- SAVING A BACKUP COPY OF YOUR CONFIGURATION PREFERENCES
- UPGRADING A SONICOS STANDARD/ENHANCED IMAGE WITH CURRENT PREFERENCES
- UPGRADING A SONICOS STANDARD/ENHANCED IMAGE WITH FACTORY DEFAULTS
- RESETTING THE SONICWALL SECURITY APPLIANCE USING SAFEMODE

### Obtaining the Latest SonicOS Standard/Enhanced Image Version

You can update the SonicOS Standard/Enhanced image on a SonicWALL security appliance remotely if the LAN interface or the WAN interface is configured for management access, except when upgrading from SonicOS Standard to SonicOS Enhanced.

1. To obtain a new SonicOS Standard/Enhanced image file for your SonicWALL security appliance, connect to your mySonicWALL.com account at <http://www.mysonicwall.com>.



**Note:** If you have already registered your SonicWALL security 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 SonicOS Standard/Enhanced image file to a directory on your management station.

### Upgrading a SonicOS Standard Image to SonicOS Enhanced Image

SonicOS Enhanced is available as an upgrade for the following SonicWALL security appliances running SonicOS Standard:

SonicWALL TZ 180	SonicWALL PRO 1260
SonicWALL TZ 180 Wireless	SonicWALL PRO 2040
SonicWALL TZ 170	SonicWALL PRO 3060
SonicWALL TZ 170 SP	
SonicWALL TZ 170 Wireless	

 **Alert:** When you upgrade your SonicWALL security appliance from SonicOS Standard to SonicOS Enhanced, you must manually re-enter all of your configuration settings after the upgrade. You cannot export your settings from SonicOS Standard, and then import them into SonicOS Enhanced. Because there is no way to import your previous configuration, you should write down all your settings before beginning the upgrade. This also prohibits performing a remote upgrade to SonicOS Enhanced.

When booting SonicOS Enhanced for the first time, on the System > Settings page, select the boot icon for the following entry: **Uploaded Firmware with Factory Defaults – New!** . After the appliance boots up, you can enter your configuration settings.

Note that **Uploaded Firmware – New!**  will use the current SonicOS Standard configuration preferences, which are not compatible with SonicOS Enhanced.



**Note:** Refer to the [Upgrading SonicOS Standard to SonicOS Enhanced](#) document for complete upgrade procedures, available on the SonicWALL documentation Web site:

[http://www.sonicwall.com/us/support/2134\\_269.html](http://www.sonicwall.com/us/support/2134_269.html)

## Saving a Backup Copy of Your Configuration Preferences

Before beginning the update process, make a system backup of your SonicWALL security appliance configuration settings. The backup feature saves a copy of your current configuration settings on your SonicWALL security appliance, protecting all your existing settings in the event it becomes necessary to return to a previous configuration state.

In addition to using the backup feature to save your current configuration state to the SonicWALL security appliance, you can export the configuration preferences file to a directory on your local management station. This file serves as an external backup of the configuration preferences, and can be imported back into the SonicWALL security appliance.

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

1. If you are using a **SonicWALL TZ 180, TZ 180 Wireless, TZ 170, TZ 170 SP, TZ 170 Wireless,** or **SonicWALL PRO 1260**, click the **Create Backup Settings** button on the **System > Settings** page. Your configuration preferences are saved. The last backup settings information is displayed in the **Note** area above the **Firmware Management** table on the **System > Settings** page.

Firmware Image	Version	Date	Size	Download	Boot
Current Firmware	SonicOS Standard 3.0.0.5-17s	MON FEB 14 18:05:08 2005	2.5 MB		
Current Firmware with Factory Default Settings	SonicOS Standard 3.0.0.5-17s	MON FEB 14 18:05:08 2005	2.5 MB		
Current Firmware with Backup Settings	SonicOS Standard 3.0.0.5-17s	MON FEB 14 18:05:08 2005	2.5 MB		

2. On the **System > Settings** page, click the  button and save the preferences file to your local machine. The default preferences file is named *sonicwall.exp*. You can rename the file but you should keep the .exp extension.

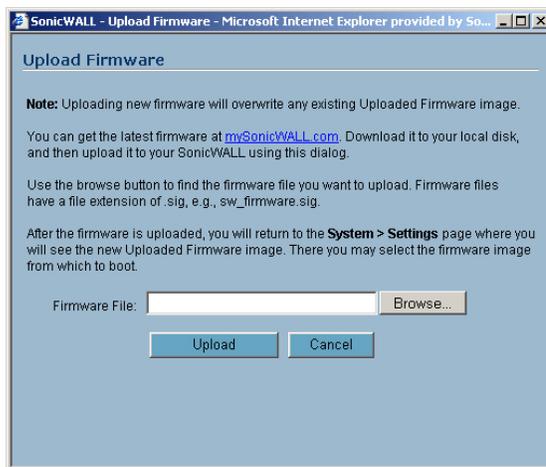
 **Tip:** Rename the .exp file to include the version of the SonicOS Standard/Enhanced image from which you are exporting the settings. For example, if you export the settings from the SonicOS Standard 3.8.0.0 image, rename the file using the format: [date]\_[version]\_[mac].exp to "051607\_3.8.0.0s\_000611223344.exp" (the [mac] format entry is the serial number of the SonicWALL security appliance). Then if you need to roll back to that version of the SonicOS Standard/Enhanced image, you can correctly choose the file to import.

## Upgrading a SonicOS Standard/Enhanced Image with Current Preferences

 **Note:** SonicWALL security appliances do not support downgrading a SonicOS Standard/Enhanced image and using the configuration preferences file from a higher version. If you are downgrading to a lower version of a SonicOS Standard/Enhanced image, you must select **Uploaded Firmware with Factory Defaults – New!** . You can import a preferences file previously saved from the downgrade version or reconfigure manually. Refer to "Updating SonicOS Standard/Enhanced with Factory Default Settings."

1. Download the SonicOS Standard/Enhanced image file from mysonicwall.com and save it to a location on your local computer.

2. Select **Upload New Firmware** from the SonicWALL's **System > Settings** page. Browse to the location where you saved the SonicOS Standard/Enhanced image file, select the file, and click the **Upload** button. The upload process can take up to one minute.



3. When the upload is complete, you are ready to reboot your SonicWALL security appliance with the new SonicOS Standard/Enhanced image. From the SonicOS **System > Settings** page, select the boot icon for the following entry:

### Uploaded Firmware – New!

4. A message dialog is displayed informing you that the image update booting process will take between one and two minutes, and warning you not to power off the device while the image is being uploaded to the flash memory. Click **OK** to proceed.
5. After successfully uploading the image to your SonicWALL security appliance, the login screen is displayed. Enter your user name and password. Your new SonicOS Standard/Enhanced image version information is listed on the **System > Settings** page.

## Upgrading a SonicOS Standard/Enhanced Image with Factory Defaults

1. Download the SonicOS Standard/Enhanced image file from [mysonicwall.com](http://mysonicwall.com) and save it to a known location on your local computer.
2. Make a system backup of your SonicWALL security appliance configuration settings by selecting **Create Backup Settings** or **Create Backup** from the **System > Settings** page of the SonicWALL management interface.
3. Select **Upload New Firmware** from the SonicWALL's **System > Settings** page. Browse to the location where you saved the SonicOS Standard/Enhanced image, select the file, and click the **Upload** button. The upload process can take up to 1 minute.
4. When the upload is complete, you are ready to reboot your SonicWALL security appliance with the new SonicOS Standard/Enhanced image. From the SonicWALL's **System > Settings** page, select the boot icon for the following entry:

### Uploaded Firmware with Factory Defaults – New!

5. A message dialog is displayed informing you that the firmware booting process will take between one and two minutes, and warning you not to power off the device while the image is being uploaded to the flash memory. Click **OK** to proceed.

6. After successfully uploading the firmware to your SonicWALL security appliance, the login screen is displayed. Enter your user name and password to access the SonicWALL management interface. Your new firmware is listed on the **System > Settings** page.

### Resetting the SonicWALL Security Appliance Using SafeMode

If you are unable to connect to the SonicWALL security appliance's management interface, you can restart the 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 SonicWALL security appliance, perform the following steps:

1. Connect your management station to a LAN port on the SonicWALL security appliance and configure your management station IP address with an address on the 192.168.168.0/24 subnet, such as 192.168.168.20.

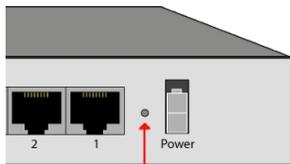


**Note:** *The SonicWALL security appliance can also respond to the last configured LAN IP address in SafeMode. This is useful for remote management recovery or hands off recovery in a datacenter.*

2. Use a narrow, straight object, like a straightened paper clip or a toothpick, to press and hold the reset button on the back of the security appliance for five to ten seconds. The reset button is in a small hole next to the power supply.



**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.*



TZ 180 Series Reset Button

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

3. To connect to the management interface, point the Web browser on your management station to **192.168.168.168**. The SafeMode management interface displays.

**SonicWALL SafeMode**

Your SonicWALL is now running in SafeMode.

SafeMode will allow you to do any of the following:

- Upload and download firmware images.
- Boot to your choice of firmware and settings.
- Manage settings backups.
- Easily return your SonicWALL to a previous system state.

**System Information**

Product Name:	TZ180
Serial Number:	0006B1012345
Authentication Code:	AQPD-WRL2
ROM Version:	SonicROM 4.0.0.10
CPU Type:	SonicWALL Security Processor
Total Memory:	128MB RAM, 16MB Flash

[Run Diagnostics...](#) [View Boot Log...](#)

**Firmware Management**

Note: Backup Settings were created FRI JAN 19 18:03:35 2007 GMT from version SonicOS Standard 3.8.0.0-18s.

Firmware Image	Version	Size	Download	Boot
Current Firmware	SonicOS Standard 3.8.0.0-18s	2.84 MB		
Current Firmware with Factory Default Settings	SonicOS Standard 3.8.0.0-18s	2.84 MB		
Current Firmware with Backup Settings	SonicOS Standard 3.8.0.0-18s	2.84 MB		

[Upload New Firmware...](#)

Create or update Backup Settings during next Boot

Status: Ready.

4. If you have made any configuration changes to the security appliance, make a backup copy of your current settings. Click **Create Backup Settings**.
5. Click the boot icon in the same line with **Current Firmware** to try rebooting the SonicWALL security appliance with your current settings.
6. After the 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 SonicOS image with the factory default settings. Click the boot icon in the same line with **Current Firmware with Factory Default Settings**.
7. After the SonicWALL security appliance has rebooted, try to open the management interface again. If you are able to connect, you can recreate your configuration or try to reboot with the backup settings: Restart the security appliance in SafeMode again, and click the boot icon in the same line with **Current Firmware with Backup Settings**.

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