

SonicWall NSa 2800 and NSa 3800 FAQ

Description

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Resolution

What is SonicWall NSa 2800 / NSa 3800?

The SonicWall NSa 2800 and NSa 3800 are high-performance next-generation firewalls (NGFWs) designed for medium to large enterprises, delivering best-in-class security efficacy, scalable performance, and simplified management at a low TCO. Built to handle high-speed encrypted traffic and advanced threat protection, these firewalls provide intrusion prevention, anti-malware, content filtering, and application control without compromising performance. With enterprise-grade security, secure SD-WAN, and cloud-based management, the NSa 2800 and NSa 3800 ensure seamless protection across distributed environments, reducing operational complexity and security costs. Get industry-leading security and efficiency while optimizing your cybersecurity investment.

Key Features:

- Cloud / Centralized Management (NSM) included
- Multiple licensing models
- Better TCO
- Best-in-class Threat Protection Throughput
- Zero-touch Provisioning and Simplified Management
- Zero-Trust Edge Support

Hardware, Deployment, Licensing & Support

How many ports are on the NSa2800 and NSa3800?

SonicWall NSa2800 has 16 x 1G Copper / Ethernet Interfaces and 3 x 10G SFP+ Interfaces, a total of 19 ports, along with a dedicated Management port and a Console port.

SonicWall NSa3800 has 24 x 1G Copper/Ethernet Interfaces and 10 x 10 SFP+ Interfaces, a total of 34 ports, and a dedicated Management port and Console port.

Does NSa 2800/3800 have support for Redundant Power Supply?

Yes, both NSa2800 and NSa3800 support an optional Redundant power supply.

Do NSa2800 and NSa3800 support Cellular dongles?

Yes, SonicWall NSa2800 and NSa3800 support USB Cellular dongles – USB Type-A

Does the SonicWall Express App support SonicWall NSa2800 and NSa3800?

Yes, the SonicExpress mobile application supports the new SonicWall NSa2800 and NSa3800.

What are the new licensing options available with NSa2800 and NSa3800?

NSa2800 and NSa3800 can be purchased with three licensing tiers/bundles: EPSS- Essential Protection Service Suite, Advanced Protection Service Suite-APSS, and Managed Protection Service Suite-MPSS.

Both NSa2800 and NSa3800 can be purchased as hardware-only SKUs. Unlike the SonicWall TZ80, no subscription is necessary for them to function. However, we highly recommend licensing security services.

SonicWall NSa2800 and NSa3800 now include Centralized Management with every Support SKU, giving you seamless centralized configuration, change management, and zero-touch deployment—all at no extra cost! Simplify security, reduce IT overhead, and gain enterprise-level visibility with ease.

The following table provides detailed features for each of the service subscription licenses.

Feature	Hardware only	EPSS	APSS	MPSS
24x7 Support	Optional+	✓	✓	✓
Centralized Management & Orchestration	Included with Support License	✓	✓	✓
Layer 4/7 Stateful Firewall	✓	✓	✓	✓
Application Control	Optional+	✓	✓	✓
Intrusion Detection & Prevention	Optional+	✓	✓	✓
Content & Reputation-based Filtering	Optional+	✓	✓	✓
Capture ATP Sandboxing	Optional+	✓	✓	✓

DNS Filtering -Advanced	Optional+	Optional+	✓	✓
Basic Reporting	Optional+	✓	✓	✓
Advanced Reporting and Analytics	Optional+	Optional+	7-Day (Expandable to 30, 90, 365 days)	30-Day (Expandable to 90, 365 days)
24x7 Managed Firewall & Enhanced Support				✓
Embedded Firewall Warranty by		Up to \$100K	Up to \$100K	Up to \$200K

Table:1

+ Optional SKUs are available as add-ons or A-la-Carte for specific features/functions.

Settings Migration

Is a migration tool available for NSa2800 and NSa3800?

No, it is not required. The SonicWall NSa2800 and NSa3800 support migrating in-product / on-box settings from:

Export the settings/ EXP file from NSa2600/NSa2700 to NSa2800

Export the settings/ EXP file from NSa3600/NSa3650/NSa3700 to NSa 3800

With the introduction of NSM 3.0, we have a migration application on NSM that supports converting EXP/settings files from NSa2600/ NSa2650 onto NSa2800.

Which models are supported for on-box migration experience on NSa2800 and NSa3800?

NSa2800 supports in-product / on-box migration experience from NSa2600 and NSa2700 firewall models running the latest software versions like 6.5.4.13-105n/above and 7.0.1-5145/above

What configurations are not supported during the migration?

Interfaces like U1, VLAN, WLAN, and Tunnel are not supported during the migration. We recommend performing export/import for simple settings migration cases for bulk settings migration assistance, such as address objects, address groups, service objects, service groups, access rules, NAT Policies, and Route Policies. An error is displayed for all unsupported migrations.

Note: The above-listed limitations will not apply when migrating settings from a NSa2700 to NSa2800 and a NSa3700 to NSa3800.

Cloud Management, Reporting and Analytics

Which version of NSM can manage NSa2800 and NSa3800?

NSM version 3.0 and above can manage the NSa2800 and NSa3800 firewalls.

Do I need to pay for Cloud / Centralized management separately?

The support SKU or the EPSS, the APSS or MPSS license bundle includes cloud management at no additional cost. The APSS and MPSS bundles also include advanced reporting and analytics. Please refer to Table 1 for more details.

What cloud management services are included in each of the bundles?

NSa2800 and NSa3800 Support SKU include Support and Cloud Management with 7-day alerting. 7-day alerting refers to firewall UP/DOWN event reporting.

EPSS includes selective security services with 7 days of Basic Reporting.

APSS includes all the security services with Advanced cloud reporting and analytics for 7 days of data.

MPSS includes all security services, firewall-managed services, and 30 days of Advanced cloud reporting and analytics.

Are the flex packages available for cloud reporting?

We offer flex packages to add 30/90/365 days of Advanced Analytics and Reporting.

What is new in NSM 3.0?

NSM 3.0 brings in exciting new features. Please refer to the NSM 3.0 FAQ for more details: <https://www.sonicwall.com/support/knowledge-base/250425105502713>

Orderability & Activation

Is subscription mandatory for NSa2800 and NSa3800 to operate?

No, SonicWall NSa2800 and NSa3800 will operate as designed, even without any active service on the firewall, though this is not recommended.

What licenses besides EPSS, APSS, and MPSS hardware bundles are available?

Renewal SKUs for EPSS, APSS, MPSS, and flex SKUs for NSM Advanced reporting and analytics are available.

More details in the [Order Guide](#)

Customer Loyalty & Technology Migration Programs

Are NSa2800 and NSa3800 part of the Customer Loyalty Program?

Yes, buyers can use Secure Upgrade Plus to upgrade from their legacy firewalls to NSa2800/NSa3800 and qualify for special offers. Learn more about the program [here](#)

Are NSa2800 and NSa3800 of the SonicProtect Subscription Program?

Businesses can leverage SonicProtect Subscription on the 2600/3600 firewalls and upgrade to NSa2800/NSa3800 to enable cost protection and lock prices on multi-year APSS services. Learn more about [SonicProtect Subscription here](#).

Is 3&Free available for NSa2800 and NSa3800?

Yes, buvers can leverage the 3&Free promotional program with Cloud Secure Edge (CSE). Find more details in the [Order Guide](#)