

SonicWall™ Secure Mobile Access 8.6

Upgrade Guide

October 2018

This Upgrade Guide provides instructions for upgrading your SonicWall™ Secure Mobile Access appliance from previous versions of SMA/SRA firmware to the latest version of SMA 8.6.

This guide also provides information about importing the configuration settings from an appliance running versions of SRA 8.0, SMA 8.1 or SMA 8.5 to an appliance running SMA 8.6. See [Importing Configuration Settings](#) for details about the models and firmware versions supported.

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Obtaining The Latest Secure Mobile Access Firmware

To obtain a new Secure Mobile Access firmware image file for your SonicWall appliance:

- 1 Log in to your MySonicWall account at <http://www.MySonicWall.com/>.

i **NOTE:** If you have already registered your SonicWall SMA/SRA appliance, and 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 In MySonicWall, click **Downloads** in the left navigation pane to display the Download Center screen.
- 3 Select your product in the **Software Type** drop-down list to display available firmware versions.
- 4 To download the firmware to your computer, click the link for the firmware version you want and save it to a location on your management station.
 - For the SonicWall SMA 400 appliance, this is a file such as:
sw_sma400_eng_8.6.0.4_8.6.0_p_13sv_1025513.sig
 - For the SonicWall SMA 200 appliance, this is a file such as:
sw_sma200_eng_8.6.0.4_8.6.0_p_13sv_1025513.sig
 - For the SonicWall SRA 4600 appliance, this is a file such as:
sw_sra4600_eng_8.6.0.4_8.6.0_p_13sv_1025513.sig
 - For the SonicWall SRA 1600 appliance, this is a file such as:
sw_sra1600_eng_8.6.0.4_8.6.0_p_13sv_1025513.sig

- For the SonicWall SMA 500v, this is a file such as:
sw_smavm_eng_8.6.0.4_8.6.0_p_13sv_1025513.sig

Exporting a Copy of your Configuration Settings

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

To save a copy of your configuration settings and export them to a file on your local management station, click **Export Settings** on the **System > Settings** page and save the settings file to your local computer. 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 SonicWall SMA/SRA firmware from which you are exporting the settings.

Upgrading the Appliance with New Firmware

This section describes how to upload a new firmware image to the SonicWall SMA/SRA appliance and then reboot the appliance with the new firmware.

Firmware upgrade is supported from the following previous versions:

- SMA 8.6.x.x
- SMA 8.5.x.x
- SMA 8.1.x.x
- Any versions of SRA 8.0.x.x

NOTE: SonicWall SMA/SRA appliances do not support downgrading to an earlier firmware version and directly rebooting the appliance with the configuration settings from a higher version. If you are downgrading to a previous version of the Secure Mobile Access firmware, you must select **Boot with factory default settings**. You can then import a settings file saved from the previous version or reconfigure manually.

NOTE: SonicWall recommends a stepped upgrade process that goes from one major version to the next. For Example, a system running 7.5 is incrementally upgraded going from version 7.5 to 8.0, then 8.0 to 8.1, then 8.1 to 8.5, and then it can be upgraded from 8.5 to 8.6. Skipping versions may work, but is not recommended. Skip versions at your own risk.

To upload a new firmware image and restart the appliance:

- 1 Download the Secure Mobile Access image file 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 Secure Mobile Access image file, select the file, and click **Accept**. The upload process can take up to one minute.
- 3 When the upload is complete, you are ready to reboot your SonicWall SMA/SRA appliance with the new Secure Mobile Access image. Do one of the following:
 - To reboot the image with current preferences, click the boot icon for **New Firmware**.
 - To reboot the image with factory default settings, click the boot icon for **New Firmware** and select the **Boot with factory default settings** check box.

NOTE: Be sure to save a backup of your current configuration settings to your local computer before rebooting the SonicWall SMA/SRA appliance with factory default settings, as described in the **Exporting a Copy of your Configuration Settings** section.

- 4 A warning message dialog is displayed saying *Are you sure you wish to boot this firmware?* Click **Boot** to proceed. After clicking **Boot**, do not power off the device while the image is being uploaded to the flash memory.
- 5 After your SMA/SRA appliance successfully restarts with the new firmware, the login screen is displayed. The updated firmware information is displayed on the **System > Settings** page.

Resetting the SMA/SRA Appliance using SafeMode

If you are unable to connect to the SonicWall SMA/SRA appliance management interface, you can restart the 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.

The SafeMode procedure uses a recessed SafeMode button in a small pinhole near the power button on the front of the SonicWall appliance.

To reset the SMA/SRA appliance in SafeMode:

- 1 Connect your management station to a LAN port on the SonicWall SMA/SRA 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.

i | **NOTE:** The SonicWall SMA/SRA 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 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.

i | **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.

- 3 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.
- 4 Try rebooting the SonicWall security appliance with your current settings. Click the boot icon in the same line with **Current Firmware**.
- 5 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 Secure Mobile Access image with the factory default settings. Click the boot icon for **Current Firmware** and select the **Boot with factory default settings** check box.

Moving an SRA Virtual Appliance to SMA 8.6.0.x

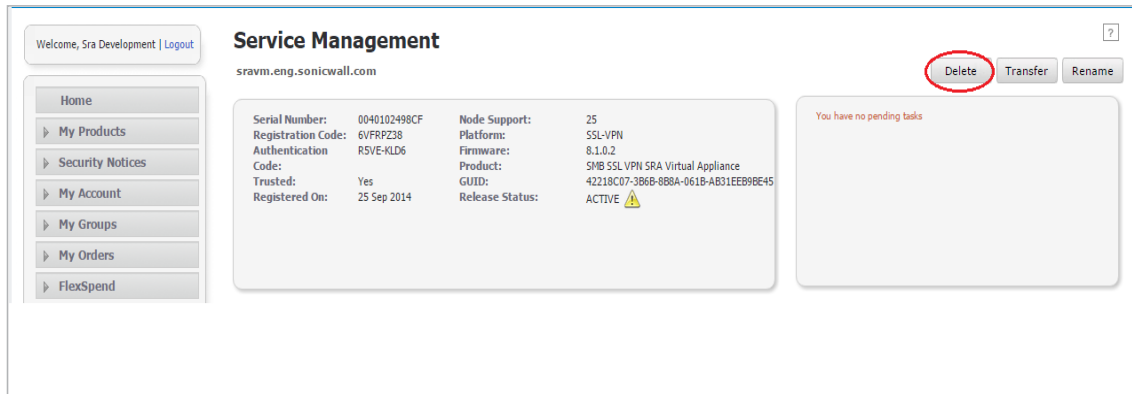
An SRA Virtual Appliance running 8.0 and older, or an SMA appliance running 8.1.x.x cannot be upgraded to the SMA 500v 8.6.0.x Virtual Appliance.

An SRA Virtual Appliance running SRA 7.0, or older, cannot be upgraded to SMA 8.6.0.x because of operating system changes in the SRA Virtual Appliance software. Instead, you must reconfigure the virtual machine, as explained in the following steps:

To reconfigure the virtual machine:

- 1 Export the configuration settings from the old virtual appliance, as explained in [Exporting a Copy of your Configuration Settings](#).
- 2 Make a note of the serial number and authentication code of the old virtual appliance. You can find these on the **System > Status** page.
- 3 Shut down and power off the old SRA Virtual Appliance.

- 4 Deploy a new SMA 500v Virtual Appliance using the SMA 8.6.0.x OVA file available from <http://www.MySonicWall.com>.
- 5 Power on the new SMA 500v Virtual Appliance and configure the X0 interface using the command line interface (CLI).
- 6 Log in to the new SMA 500v Virtual Appliance as “admin” and import your saved configuration settings.
- 7 In MySonicWall, click the serial number of the old SRA Virtual Appliance. On the Service Management page for it, click **Delete** to delete licensing for the old SRA Virtual Appliance. If you are unable to delete the licensing, contact SonicWall support.



- 8 Register the new SMA 500v Virtual Appliance from the **System > Licenses** page. Enter the serial number and authentication code.

This transfers all the licensed services from the old SRA Virtual Appliance to the new SMA 500v Virtual Appliance.

Importing Configuration Settings

You can import configuration settings from one appliance to another, which can save a lot of time when replacing an older appliance with a newer model. This feature is also useful when you need multiple appliances with similar configuration settings.

Importing configuration settings, or preferences (“prefs”), to SonicWall appliances running SMA 8.6 is generally supported from the following SonicWall appliances running 8.0, 8.1, 8.5, or 8.6:

- SMA 400
- SMA 200
- SMA 500v
- SRA 1600
- SRA 1200
- SRA 4600
- SRA 4200
- SRA Virtual Appliance

To export the configuration settings from an appliance, navigate to the **System > Settings** page in the SMA appliance and click **Export Settings**. You can then import the settings file to another appliance by clicking **Import Settings** on that page.

The tables in the following sections provide details about which firmware versions or which models support importing configuration settings to other Secure Mobile Access models and firmware. The tables include SMA models and firmware for both the SMA 100 series and SMA 1000 series.

- [SMA Versions Supporting Configuration Import](#)

- The following table illustrates the supported source and destination versions of SMA when importing configuration settings from one appliance to another.

NOTE: As the SMA 100 series and the SMA 1000 series are different product lines, they do not run the same firmware. At this time, the SMA 100 series platforms can run SMA 8.1/8.6. The SMA 1000 series platforms can run SMA 10.7 or SMA 11.x.

SMA Versions Supporting Configuration Import

The following table illustrates the supported source and destination versions of SMA when importing configuration settings from one appliance to another.

SMA Configuration Import/Export Support

| | | To | | | |
|------|---------|---------|---------|---------|---------|
| | | SRA 8.0 | SMA 8.1 | SMA 8.5 | SMA 8.6 |
| From | SRA 8.0 | Y | Y | Y | Y |
| | SMA 8.1 | N | Y | Y | Y |
| | SMA 8.5 | N | N | Y | Y |
| | SMA 8.6 | N | N | Y | Y |

If answer is "Y" above, look in the following table for your specific products

If answer is "N" above, this configuration upgrade is not supported

NOTE: SonicWall appliances do not support downgrading to an earlier firmware version.

Platform Configuration Import Support Table

The table in this section shows the SonicWall SMA appliances whose configuration settings can be imported to SonicWall SMA platforms running SMA 8.6. The source SMA appliances are in the left column, and the destination SMA appliances are listed across the top.

The legend for this table is:

| | |
|---|-------------|
| Y | Supported |
| N | Unsupported |

SMA/SRA configuration import support

| | | Destination Appliances | | |
|--------|-----------|------------------------|---------|----------|
| | | SMA 200 | SMA 400 | SMA 500v |
| Source | SMA 200 | Y | N | Y |
| | SMA 400 | N | Y | Y |
| | SMA 500 v | N | N | Y |
| | SRA 1200 | Y | N | Y |
| | SRA 1600 | Y | N | Y |
| | SRA 4200 | N | Y | Y |
| | SRA 4600 | N | Y | Y |

NOTE: High Availability will not function correctly on an SMA 500v after importing HA configuration settings from an SMA 400 or SRA 4600 to the SMA 500v. You must configure HA directly on the SMA 500v HA pair.

SonicWall Support

Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract and to customers who have trial versions.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. To access the Support Portal, go to <https://www.sonicwall.com/support>.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- View video tutorials
- Access MySonicWall
- Learn about SonicWall professional services
- Review SonicWall Support services and warranty information
- Register for training and certification
- Request technical support or customer service

To contact SonicWall Support, visit <https://www.sonicwall.com/support/contact-support>.

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Legend



WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.



CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.



IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

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