SonicWall® Secure Mobile Access 10.0

Upgrade Guide

July 2019

This Upgrade Guide provides instructions for upgrading your SonicWall® Secure Mobile Access 100 Series appliance from previous versions of Secure Mobile Access firmware to the latest version of SMA 10.0. This guide also provides information about importing the configuration settings from an appliance running versions of SMA 8.x, 9.0 or 10.0 to an appliance running SMA 10.0. See Importing Configuration Settings for details about the models and firmware versions supported.

Topics:

Obtaining The Latest Secure Mobile Access Firmware

NOTE: Secure Mobile Access 10.0 firmware is only supported on SMA 200, 210, 400, and 410 appliances, SMA 500v for ESXi, and SMA 500v for Hyper-V. Version 10.0 is not available for SRA platforms.

NOTE: If you have already registered your SonicWall SMA 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.

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

1. In a browser on your management computer, log into your MySonicWall account at https://www.mysonicwall.com/.
2. In MySonicWall, navigate to **Product Management > My Products** in the left navigation pane to display the list of your registered appliances.
3. Mouse over the row that displays your appliance model. Options appear at the right side of the row.
4. Click the **Firmware** icon.

5. Click the **Browse All Firmware** button to display all available firmware versions.

6 Mouse over the row for the firmware you want. Options appear at the right.

For example:

- For the SonicWall SMA 400 appliance, this is a file such as: sw_sma400_eng_10.0.0.1_10.0.0_p_19sv_1197051.sig
- For the SonicWall SMA 500v for ESXi, this is a file such as:
  - For upgrading an existing SMA 500v for ESXi: sw_smavm_eng_10.0.0.1_10.0.0_p_19sv_1197051.sig
  - For fresh installation of SMA 500v for ESXi: sw_smavm_eng_10.0.0.0_10.0.0_p_16sv_1185568.ova
- For the SonicWall SMA 500v for Hyper-V, this is a file such as:
  - For upgrading an existing SMA 500v for Hyper-V: sw_smavm_eng_10.0.0.1_10.0.0_p_19sv_1197051.sig
  - For fresh installation of SMA 500v for Hyper-V: sw_smavm_eng_10.0.0.1_10.0.0_p_19sv_1197051.vhdx.zip

7 Click the Download icon to download the firmware to your computer, and click the PDF icon to display the *Release Notes*.

8 For a SMA 500v for Hyper-V fresh installation, extract the VHD file from the downloaded zip file.

Exporting a Copy of your Configuration Settings

Before beginning the update process, export a copy of your SonicWall SMA appliance configuration settings to your local machine. The EXPORT option 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 in SMA 10.0 and export them to a file on your local management station, click **EXPORT** on the **System > Settings** page and save the settings file to your local computer. The default settings file is named ***sslvpnsettings-xxxxxxxx.zip*** (where *xxxxxxx* is the serial number of the appliance).

To export the configuration settings from an appliance running SMA 9.0 or earlier, navigate to the **System > Settings** page in the SMA appliance and click **Export Settings**.

TIP: To more easily restore settings in the future, rename the .zip file to include the version of the SonicWall SMA 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 appliance and then reboot the appliance with the new firmware.

Firmware upgrade to SMA 10.0 is supported from the following previous versions:

- SMA 9.0.x.x

NOTE: SonicWall SMA 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 8.0 is incrementally upgraded going from version 8.0 to 8.1, then 8.1 to 8.5, 8.5 to 8.6, 8.6 to 9.0, and then it can be upgraded from 9.0 to 10.0. 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 appliance with the new Secure Mobile Access image. Do one of the following:
   - To reboot the image with current preferences, mouse over the **New Firmware** row and click the boot icon at the right, then click **BOOT** in the **BOOT FIRMWARE** dialog.

     
   - To reboot the image with factory default settings, mouse over the **New Firmware** row and click the boot icon at the right, select the **Boot with factory default settings** option, and then click **BOOT** in the **BOOT FIRMWARE** dialog.

   NOTE: Be sure to save a backup of your current configuration settings to your local computer before rebooting the SonicWall SMA appliance with factory default settings, as described in the **Exporting a Copy of your Configuration Settings** section.
4. After clicking **BOOT**, do not power off the device while the image is being uploaded to the flash memory.
5. After your SMA appliance successfully restarts with the new firmware, the login screen is displayed. The updated firmware information is displayed on the **System > Status** page and in the **Current Firmware** row on the **System > Settings** page.

Resetting the SMA Appliance using SafeMode

If you are unable to connect to the SonicWall SMA 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 appliance in SafeMode:

1. Connect your management station to the X0 port on the SonicWall SMA 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.

NOTE: The SonicWall SMA 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 SafeMode button on the security appliance for five to ten seconds. The SafeMode button is on the front panel in a small hole to the right of the USB connectors.

TIP: If this procedure does not work while the power is on, turn the unit off and on while holding the SafeMode button until the Test light starts blinking.

3 Connect to the SafeMode 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 SafeMode 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** option.

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 10.0 is generally supported from the following SonicWall appliances running 9.0 or 10.0:

- SMA 410
- SMA 400
- SMA 210
- SMA 200
- SMA 500v for ESXi
- SMA 500v for Hyper-V
- SRA 1600
- SRA 1200
- SRA 4600
- SRA 4200

Skipping versions when importing settings is not recommended. See the SMA Configuration Import/Export Support by Firmware Version table for the supported scenarios before importing settings between versions.

To import configuration settings to an appliance running SMA 10.0, navigate to the **System > Settings** page and click **IMPORT**. Select the settings file to import the saved settings and restart the SMA appliance. You can enable the **Import the settings partially** option to prevent overwriting some settings on your appliance, including interfaces, routes, DNS, WINS, and licenses.

The tables in the following sections provide details about which firmware versions or which models support importing configuration settings to other Secure Mobile Access 100 Series models and firmware.

- SMA Versions Supporting Configuration Import
- Platform Configuration Import Support Table

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.x/9.x/10.x. The SMA 1000 Series platforms have different software and they run SMA 11.x or 12.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 by Firmware Version

		To					
		SRA 8.0	SMA 8.1	SMA 8.5	SMA 8.6	SMA 9.0	SMA 10.0
	SRA 8.0	Y	Y	Y	Y	N	N
From	SMA 8.1	N	Y	Y	Y	N	N
	SMA 8.5	N	N	Y	Y	N	N
	SMA 8.6	N	N	N	Y	Y	N
	SMA 9.0	N	N	N	N	Y	Y
	SMA 10.0	N	N	N	N	N	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: Downgrading versions is not supported.

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 10.0. 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 Configuration Settings Import Support by Platform

		Destination Appliances					
		SMA 200	SMA 210	SMA 400	SMA 410	SMA 500v for ESXi	SMA 500v for Hyper-V
Source	SMA 200	Y	Y	N	N	Y	Y
	SMA 210	Y	Y	N	N	Y	Y
	SMA 400	N	N	Y	Y	Y	Y
	SMA 410	N	N	Y	Y	Y	Y
	SMA 500v for ESXi	N	N	N	N	Y	Y
	SMA 500v for Hyper-V	N	N	N	N	Y	Y
	SRA 1200	Y	Y	N	N	Y	Y
	SRA 1600	Y	Y	Y	Y	Y	Y
	SRA 4200	N	N	Y	Y	Y	Y
	SRA 4600	Y	Y	Y	Y	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 an 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.

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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