

SONICWALL DPI-SSL REMOTE IMPLEMENTATION SERVICE

Overview

The Remote Implementation Service for SonicWall DPI-SSL is a deployment service that deploys and integrates the product into a customer environment within 10 business days.

This service is delivered by Advanced Services partners who have completed training and have demonstrated expertise in DPI-SSL implementation and configuration. The implementation and integration of the DPI-SSL solution will commence once the implementation planning document is received, processed and approved. The service delivery process and in-scope activities are outlined in the following pages.

Scope, Prerequisites and Dependencies

Pre-Deployment Steps

- Review existing network topology and configuration
- Service engineer will assure performance metrics meet customer requirements before DPI-SSL is deployed

Configuration

- Configure DPI-SSL Client inspection functionality



- Create a custom Root CA
 - » Will use a customer-provided Root CA if applicable
- Enable security services on DPI-SSL traffic
 - » Intrusion Prevention
 - » Gateway Anti-Virus
 - » Gateway Anti-Spyware
 - » Application Firewall
 - » Content Filter
- Enable feature for server-side authentication on decrypted connections
- Enable SSL Control services to SonicWall best practices
- Provide a SonicWall-maintained and compiled DPI-SSL Exclusion list for well-known Common Names sites
- Configure customer-defined Exclusion/Inclusion list for address and service objects
- Configure Content Filter Inclusions/Exclusions
- Execute certificate enrollment on up to a maximum of 160 client systems

Installation

- Service engineer will work with customer over the phone to complete the installation

- Verify DPI-SSL configuration is working correctly on five (5) arbitrary customer machines
- Perform Common Name Exclusions based on customer-specific requirements
- Perform client enrollment
 - » Up to 150 Windows client systems if they are domain-joined
 - » Up to 10 Windows client systems if they are not domain-joined

Post-Implementation

Thirty days of post-implementation support is included should the customer need technical support for the specific implementation (the installation and configuration of the product only). The customer should contact SonicWall Support for product-related issues. Additional implementation support or management services (beyond 30 days) may be available for purchase (additional fees may apply).

Out-of-Scope Activities

The following services are NOT included in the planned activities for this service, but may be purchased separately (additional fees may apply):

- Enrollment of certificate in any other browser than Microsoft Internet Explorer/Edge or browsers not relying on the shared IE trust store

Thirty days of post-implementation support is included should the customer need technical support for the specific implementation.

- Perform client enrollment on mobile devices
- Creation and exportation of Domain Root CA
- Training/consulting services

Prerequisites

- The customer must ensure that the existing infrastructure and hardware configuration is sufficient to support the environment; this includes all required value-added services in the infrastructure required to deploy and facilitate this service
- The customer assures that all registration required for the integration and implementation service are available upon request; this includes, among other things, up-to-date information on:
 - » IPAM



All activities will be performed remotely utilizing the phone and web conferencing.

- » Layer 2 registrations
- » Topology (diagrams)
- » On-premise, value-added services required for operation
- The customer must commit a technical resource on a full-time basis to provide

SonicWall or the partner with the assistance required

- Customer is required to perform self-enrollment of DPI-SSL Certificate when a domain is not present to deploy certificate through Group Policy
- Customer is required to perform self-enrollment of DPI-SSL Certificate when a third-party mobile device management or network access control device is used to enroll the certificate
- Customer is required to have a healthy Active Directory environment and will make all required mutations to the required Microsoft product line reconfiguration

Other terms

The duration may differ based on many factors including, but not limited to, the complexity of the environment. The previous information is a general description of consulting services that your SonicWall Advanced Services partner may provide during the services engagement. The actual services to be provided will be as stated in the order for such services. All activities will be performed remotely utilizing the phone and web conferencing. This Remote Implementation Service (RIS) is not a migration service.

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About Us

Over a 25 year history, SonicWall has been the industry's trusted security partner. From network security to access security to email security, SonicWall has continuously evolved its product portfolio, enabling organizations to innovate, accelerate and grow. With over a million security devices in almost 200 countries and territories worldwide, SonicWall enables its customers to confidently say yes to the future.

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