Overview

The Remote Implementation Service for SonicWall DPI-SSL is a deployment service “Activity” that deploys and integrates the product into a customer environment. This service (“Activity”) is typically implemented within 5-10 business days after the SonicWall Advanced Services Partner receives the completed implementation planning document(s). The Activities under this offer are limited to those outlined within this document.

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

Configuration
- Create custom Public and Private Keys required to deploy DPI-SSL
  » Will use customer provided Keys if applicable
- Enable SSL Inspection on Security services
  » Intrusion Prevention
  » Gateway Anti-Virus
  » Gateway Anti-Spyware
  » Application Firewall
  » Content Filter
- Enable 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 Content Filter Inclusions/Exclusions
- Provide a single landing page for the user to execute the installation of the required certificates
- Provide Certificate Enrollment for up to 150 client systems
- Verify DPI-SSL configuration is working correctly on five arbitrary customer machines

Installation
- Advanced Services Partner engineer will work with customer over the phone to complete the installation
- Verify DPI-SSL Features are working correctly
- Verify Business Critical Applications are working correctly
- After testing is complete, provide customer with a backup of all settings
- Configurations will be completed during normal business hours 0800 – 1700 hours Monday – Friday Local Standard Time
- Service Cutover must be during business hours to provide real time feedback on Critical Business APPs functionality

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):
- Enforced Anti-Virus implementation
- Configuration of Comprehensive Anti-Spam Service
- Configuration of WAN Acceleration
- Configuration of additional VPN Tunnels
- Virtual Assist configuration
- Analyzer:
  » Scrutinizer installation/configuration
  » GMS installation/configuration
  » Training/Consulting Services
- Provide configuration after hours
**Prerequisites**

- The customer must ensure that the existing infrastructure and hardware configuration is sufficient to support the environment.
- The customer must commit a technical resource on a full-time basis to provide SonicWall or the partner with the assistance required.
- The customer must be aware of all business critical applications needed to be tested in the DPI-SSL deployment process.
- The customer is required to perform self-enrollment of DPI-SSL Certificate.
- The customer is required to perform all Microsoft configurations to include Root CA creation if they are providing the certificate to be used for deployment and group policy configurations.

**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.

- It is the customer’s responsibility to ensure it has the appropriate agreements with the provider of the Activities.
- The provision of the Activities does not include the development of any intellectual property. All right, title and interest arising from the performance of Activities shall vest in SonicWall.
- SonicWall and/or the provider of the Activities may require execution of additional documentation before performance of the Activities begin. This additional documentation may include (without limitation) dates for the work to begin. If the provider of the Activities can accommodate a change in schedule related to the Activities, the provider may require a two (2) week lead time (or more before Activities can be performed.
- If a customer makes any changes during or after the Activities begin, additional charges and/or schedule changes may apply.
- Only configured features publicly posted by SonicWall in the Datasheets may be configured.
- Not all Activities may need to be configured.
- All Activities will be performed remotely utilizing the phone and web conferencing.
- The information provided herein is a general description of Activities. Any services delivered that are not explicitly outlined herein are not a part of this offer.
- The duration for the provision of Activities may vary based on many factors including, but not limited to, the complexity of the customer’s environment.
- SonicWall is not responsible for ensuring Customer’s compliance with data security and PCI requirements.
- Customer agrees that additional fees may be due and payable if Customer makes any such changes or otherwise fails to meet the prerequisites set forth herein.
- Only authorized SonicWall providers may provide the Activities described by this offer.
About Us

SonicWall has been fighting the cyber-criminal industry for over 25 years, defending small, medium size businesses and enterprises worldwide. Our combination of products and partners has enabled a real-time cyber defense solution tuned to the specific needs of the more than 500,000 businesses in over 150 countries, so you can do more business with less fear.

If you have any questions regarding your potential use of this material, contact:

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Refer to our website for additional information.
www.sonicwall.com