

# Global Support Services

## Dell SonicWALL Support Services Reference Guide

### Overview

Dell™ SonicWALL™ Global Support is available whenever you need it—24 hours a day, seven days a week. We're here to give you the assistance and advice you need to help you make the most of your Dell SonicWALL investment. This guide will provide you with the details on using all of our support resources—from the Customer Support Center to the Knowledge Base to RMA fulfillment.

### Getting started

You must register your Dell SonicWALL appliance or software solution at [www.MySonicWALL.com](http://www.MySonicWALL.com) prior to requesting support.

You will first need to create a MySonicWALL.com user account.

Complete the online subscription form at [www.MySonicWALL.com](http://www.MySonicWALL.com). Once you complete the form, you'll receive a subscription code via return email. This usually takes less than 30 minutes. After receiving the subscription code return to [www.MySonicWALL.com](http://www.MySonicWALL.com), enter the subscription code and your account will be activated.

### Registering your Dell SonicWALL solution

You can register your Dell SonicWALL hardware or software solution at [MySonicWALL.com](http://MySonicWALL.com) by following the instructions on the site. To register your solution you will need the following information:

- The 12-digit serial number of the solution to be registered
- The 8-digit authentication code. For appliances, you will find the authentication code on the silver label on the back or bottom of the appliance
- You can enter a "Friendly Name" for the Dell SonicWALL solution you register. This name is for your use and may help you identify a specific user or location
- You can choose to associate your new Dell SonicWALL solution with other registered solutions by selecting a Product Group name from the drop-down menu provided

If your Dell SonicWALL appliance is not registered, the following message appears in the Security Services folder in the Status page: "Your Dell SonicWALL is not registered. Click here to register your Dell SonicWALL."

Type your MySonicWALL.com account username and password in the User Name and Password fields and click Submit. You can also enter a "Friendly Name" for the Dell SonicWALL device you register.

You can also register your Dell SonicWALL from the management interface of the appliance. To do so, you must first have created a MySonicWALL.com user account.

Click Submit. Your Dell SonicWALL is now registered.

- [www.MySonicWALL.com](http://www.MySonicWALL.com)
- Technical resources
- Support and RMA policy
- Global Support Services
- Contacting support
- Service request status
- Service level agreement
- Escalation
- Customer satisfaction
- Duty manager
- MySonicWALL.com user policy
- Product lifecycle

## Technical resources

Dell SonicWALL provides a wealth of online technical information. It's a good idea to review this information prior to requesting support.

### Documentation

All of Dell SonicWALL's product documentation is freely available online in Adobe Acrobat format at <http://www.sonicwall.com/us/support.html>.

### Knowledge portal

Dell SonicWALL's state-of-the-art Knowledge Base system is a simple-to-use system that gets you answers to installation, configuration and trouble-shooting questions. The Knowledge Base is updated daily with the most current information about our network security, secure remote access, content security, backup and recovery, and policy and management solutions.

### The Forum

Our online, moderated Forum is a great place to get technical assistance, ideas and suggestions from the Dell SonicWALL user community. You'll find The Forum at <https://forum.sonicwall.com/>. Use your MySonicWALL.com account to log onto the Forum and post questions—and answers—to other Dell SonicWALL users, customers and employees.

### Software and firmware updates

Software and firmware downloads are available on the Download Center at MySonicWALL.com. You will be presented with the list of updates you are entitled to when you select the "Type." Updates are limited to customers with valid service contracts.

## Support and RMA policy

Dell SonicWALL provides chat, email, web and telephone support, unlimited software/firmware updates and upgrades and hardware replacement (RMA) for appliances covered under an active Gold, E-Class, Silver or Dynamic Support contract. In addition to support for hardware, Dell SonicWALL

also provides chat, email, web and telephone support as well as unlimited software updates and upgrades for software solutions covered under an active Gold, E-Class, Silver or Dynamic Support contract. A matrix of the offerings and attributes follows. All Dell SonicWALL hardware solutions include a one-year Limited Hardware Warranty for the replacement of defective hardware.<sup>1</sup>

Dell SonicWALL's support contracts and warranty support provide technical assistance during standard coverage hours, usually 8x5<sup>2</sup> or 24x7. A Dell SonicWALL technical specialist will work with you remotely to diagnose and identify software and hardware not performing to documented specifications. Support also includes general assistance regarding use and implementation on a limited basis. Dell SonicWALL support contracts and warranties do not include installation or configuration assistance. If you need help installing or configuring your Dell SonicWALL solution, Dell SonicWALL will refer you to a certified value-added reseller or offer you one of our Professional Services.

Dell SonicWALL support contracts and Limited Hardware Warranty provide for replacement of failing hardware returned to Dell SonicWALL's factory. The replacement product may be new, or like-new. In the event of product obsolescence, Dell SonicWALL reserves the right to replace failing product with a product of like or better features and functionality.

Contact a Dell SonicWALL Global Technical Assistance Center if you think you have a hardware problem. The support specialist will log your case and determine with you whether a replacement appliance is required. If so, you will be provided with a Returned Material Authorization (RMA) number for your reference. Dell SonicWALL will ship you a replacement appliance via pre-paid, next business day airfreight to the address that you specify.

In EMEA, routine RMA orders are filled on the day that they are received if the RMA is processed before 3:00 p.m. GMT/4:00 p.m. CET. This is the time at which the delivery details for the following day are passed to our RMA fulfillment center. The appliance must be diagnosed as needing RMA and all the required details collected and ready to pass to our RMA fulfillment center before 3:00 p.m. GMT/4:00 p.m. CET. Customers will be asked to provide billing authorization either via a signed RMA-FAX Form, including relevant customer delivery information such as the VAT, SR, and RMA numbers or by a credit card number to secure the return of the defective appliance to Dell SonicWALL. Dell SonicWALL will automatically transfer the registration information and subscription services to the replacement appliance.

The replacement appliance will include instructions for returning the defective appliance to Dell SonicWALL. Shipping is paid by Dell SonicWALL. Please make sure that the RMA number is included with your shipment and that you return the defective appliance to Dell SonicWALL within 30 days. After 30 days you will be billed the retail price of the new appliance if the defective appliance has not been returned to Dell SonicWALL.

For more information on guidelines and policies related to Dell SonicWALL support contracts and warranty support see <http://www.sonicwall.com/us/support/Services.html>.

## Dell SonicWALL Global Support Services

Dell SonicWALL support services are designed not only to keep your security infrastructure current, but to also react swiftly to any problem that may occur. However that's not enough to keep your network safe these days. So our support services also include crucial updates and upgrades, the finest technical support, access to extensive electronic tools and timely hardware replacement.

### Gold Support

Exclusive to the NSA 5600, NSA 6600 and SuperMassive 9000 Series of Next-Generation Firewalls, Gold Support provides the advanced support features and technical expertise enterprise organizations need to keep their networks running reliably and securely.

Gold support	
Chat/Telephone/ Email/Web support	24x7 direct access to a team of seasoned Senior Support Engineers for chat, telephone, email and web-based technical support
Software/Firmware updates	All software and firmware updates and upgrades
Hardware replacement	Advance Exchange for replacement of defective hardware
Support tools	Access to Dell SonicWALL electronic support tools

### E-Class Support

Designed for customers with Dell SonicWALL E-Class solutions, Dell SonicWALL E-Class Support delivers the enterprise-class support features and quality of service that enterprise companies require to keep their networks running smoothly and efficiently.

E-Class support	
Chat/Telephone/ Email/Web support	24x7 direct access to a team of highly-trained Senior Support Engineers for chat, telephone, email and web-based technical support
Software/Firmware updates	All software and firmware updates and upgrades
Hardware replacement	Advance Exchange for replacement of defective hardware
Support tools	Access to Dell SonicWALL electronic support tools

### Silver Support

Designed for customers who need continued protection through advanced technical support, firmware updates and hardware replacement, Dell SonicWALL Silver Support is available during normal business hours, or 24x7, depending on your needs.

Silver support	
Chat/Telephone/ Email/Web support	Chat, email, web and telephone support 24x7 for basic troubleshooting assistance or 8x5 during local business hours (8:00 am-5:00 pm, local time Monday-Friday) <sup>2</sup>
Software/Firmware updates	All software and firmware updates and upgrades
Hardware replacement	Advance Exchange for replacement of defective hardware
Support tools	Access to Dell SonicWALL electronic support tools

### Dynamic Support

Customers with mission-critical network requirements cannot afford downtime. Dell SonicWALL Dynamic Support 8x5 and 24x7 provide advanced technical support, hardware replacement and the additional benefits of on-going software and firmware updates to help customers maximize their Dell SonicWALL investment.

Dynamic support	
Chat/Telephone/ Email/Web support	Chat, email, web and telephone support 24x7 for basic troubleshooting assistance or 8x5 during local business hours (8:00 am-5:00 pm, local time Monday-Friday) <sup>2</sup>
Software/Firmware updates	All software and firmware updates and upgrades
Hardware replacement	Advance Exchange for replacement of defective hardware
Support tools	Access to Dell SonicWALL electronic support tools

## Dell SonicWALL Support Services matrix

Service offering	Hours of availability	Chat support <sup>2</sup>	Phone, email and web support	Firmware updates	Hardware warranty	RMA fulfillment	Technical Assistance Center (TAC)
Gold support	24x7	●	●	●	1 Year <sup>1</sup>	Advance Exchange <sup>4</sup>	Enterprise TAC
E-Class support	24x7	●	●	●	1 Year <sup>1</sup>	Advance Exchange <sup>4</sup>	Enterprise TAC
Silver support	8x5 <sup>3</sup> or 24x7	●	●	●	1 Year <sup>1</sup>	Advance Exchange <sup>4</sup>	SMB or Advanced TAC <sup>5</sup>
Dynamic support	8x5 <sup>3</sup> or 24x7	●	●	●	1 Year <sup>1</sup>	Advance Exchange <sup>4</sup>	SMB or Advanced TAC <sup>5</sup>
Comprehensive GMS	24x7	●	●	●	1 Year <sup>1</sup>	Advance Exchange <sup>4</sup>	SMB, Advanced or Enterprise TAC <sup>5</sup>

<sup>1</sup>Warranty support begins on the date of product registration. Hardware duration varies by country according to local laws and customs. Telephone fees may apply for phone assistance. Telephone numbers and hours of operation vary by geographic region and are subject to change. Email Security comes with 14 days of Email Protection Subscription and Dynamic 8x5 Support. E-Class products do not come with Limited Software Warranty. <sup>2</sup>Chat support is available on firewall products 6:00 am-6:00 pm Pacific Time Monday through Friday excluding holidays. <sup>3</sup>8:00 am-5:00 pm local time is defined as follows: In North America: 8:00 am-5:00 pm Mountain Standard Time (MST); In Latin America: 8:00 am-5:00 pm Local Standard Time in the country where the product is deployed; In Europe, the Middle East and Africa: 9:00 am-6:00 pm GMT +1; In Asia Pacific: 8:00 am-5:00 pm Local Standard Time in the country where the product is deployed; In Japan: 5:00 pm-2:00 am UTC/GMT. <sup>4</sup>Hardware replacement terms and conditions vary by geography. Contact your local Dell SonicWALL reseller/distributor for details in your area. <sup>5</sup>TAC routing is based on product class.

## Dell SonicWALL product warranties

In addition to being extremely reliable, Dell SonicWALL products are recognized for being easy to install, configure and manage. Dell SonicWALL provides a 1-year Limited Hardware Warranty that enhances these features with delivery of critical replacement parts for defective parts under warranty. In addition, non E-Class products all include a 90-day Limited Software Warranty.

### For E-Class appliances

All Dell SonicWALL E-Class appliances come with a 1-year Limited Hardware Warranty which provides delivery of critical replacement parts for defective parts under warranty. Dell SonicWALL E-Class appliances do not come with a Limited Software Warranty. All E-Class appliances and software products must be accompanied by a support contract at the time of purchase.

### For Dell SonicWALL non E-Class appliances

Dell SonicWALL non E-Class appliances come with a 1-year Limited Hardware Warranty which provides delivery of critical replacement parts for defective parts under warranty. In addition, for 90 days from the warranty start date,<sup>1</sup> customers are entitled to a Limited

Software Warranty which provides bug fixes, updates and any maintenance releases that occur during the coverage term.

During the Limited Hardware Warranty, Dell SonicWALL will provide a replacement appliance via ground shipment. Customers are required to return the defective appliance with 30 days or be liable for the full replacement cost of the appliance.

### Dell SonicWALL security services

Dell SonicWALL will provide telephone, email and web-based support for active security services regardless of the appliance the subscription is activated upon. Support for Security Services requires an active support contract for the appliance on which the security service is running. Support is limited to the subscription and does not include issues related to the operation of the appliance, firmware or software updates/upgrades or hardware replacement.

Similar to subscription services which require an active support contract for technical support and updates/upgrades, Dell SonicWALL Analyzer requires a valid Dynamic, Silver, E-Class or Gold Support contract in order to receive technical support and updates/upgrades.

Support and updates/upgrades for Dell SonicWALL Global Management System (GMS) require a valid GMS support contract, regardless of the appliance(s) that GMS is used to manage.

### Dell SonicWALL Support Services Reinstatement

Dell SonicWALL requires continuous coverage for support contracts. Generally, new contracts are retroactively applied to the expiration date of the most recent warranty or support contract. Dell SonicWALL Support Services Reinstatement enables customers with expired warranties or support to purchase a new support contract and receive the full term of the support contract from date of activation. Also included in Dell SonicWALL Support Services Reinstatement is a single software or firmware update, providing customers with access to the most current features. For information about purchasing support reinstatement, contact Dell SonicWALL Sales. Dell SonicWALL Support Services Reinstatement is waived with the purchase of a two-year or three-year Dynamic Support or Comprehensive Gateway Security Suite contract.

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## Contacting support

To request support, contact the SonicWALL Global Technical Assistance Center for your country.

Visit <http://www.sonicwall.com/us/support/contact.html> for the latest Support contact information.

Telephone numbers and hours of operation are subject to change.

## Gold Support for Dell SonicWALL products

Dell SonicWALL requires an active Gold Support contract on the following products:

Dell SonicWALL SuperMassive 9000 Series

- SuperMassive 9200
- SuperMassive 9400
- SuperMassive 9600

Dell SonicWALL NSA Series

- NSA 5600
- NSA 6600

## E-Class Support for Dell SonicWALL E-Class products

An active E-Class Support contract is required on all Dell SonicWALL E-Class products. The following products are part of Dell SonicWALL's E-Class Series:

Dell SonicWALL E-Class NSA Series

- E5500
- E6500
- E7500
- E8500
- E8510

Dell SonicWALL Aventail™ Series

- SRA EX6000
- SRA EX7000
- SRA EX9000

Dell SonicWALL Global Management System (GMS)

Dell SonicWALL UMA EM5000

### North America, Latin America and Asia Pacific

Please call our Toll-Free Gold and E-Class Support phone number at +1 888.793.2840 or contact us by sending an email to GoldSupport@SonicWALL.com for products with an active Gold Support contract or EClassSupport@SonicWALL.com for products with an active E-Class Support contract.

- Your call will be transferred to the appropriate Dell SonicWALL Gold or E-Class Technical Support team.

- Please have the serial number of the appliance available so that we can validate your contract and immediately begin resolving any issue you may have with your new Dell SonicWALL solution.

### Europe, Middle East and Africa

Please call the phone number for your country listed in the table above.

- Select the "Gold or E-Class Support" option when prompted and your call will be transferred to the appropriate Dell SonicWALL Gold or E-Class Technical Support team.
- Please have the serial number of the appliance available so that we can validate your contract and immediately begin resolving any issue you may have with your new Dell SonicWALL solution.

## Email support for Anti-Spam Desktop product

For help with Dell SonicWALL Anti-Spam Desktop, please review the product documentation where you'll find answers to many common questions. Additional information on the Anti-Spam Desktop product can be found by using the Online Help pages or reviewing the Product FAQ. If you need further assistance, please contact Dell SonicWALL Global Support at ASDSupport@sonicwall.com. Please allow up to two business days for a response to your inquiry and remember to include in the email the Virtual Serial Number you received when you purchased Dell SonicWALL Anti-Spam Desktop product.

## Email support for all other products and services

Requesting support by email is simple. Here are the steps.

- Send the email support request to support@sonicwall.com.
- In the subject line of your email, include the serial number of the affected Dell SonicWALL product.

- The serial number provided in the subject line must have a current support contract or be covered under product warranty.
- The "From" email address must be associated with the MySonicWALL registered owner account for the device, either the registered owner or a user under the registered owner account.  
OR
- The "From" email address must be associated with an authorized Dell SonicWALL Partner account.
- Include a detailed description of your issue in the email and attach any applicable files (up to 10 MB).

Once your email support case is created, you'll get a confirmation email with your case number. You can use that confirmation email to correspond with the engineer assigned to your case. If for some reason we're unable to process your email support request, you'll receive an email notification providing other methods for contacting Dell SonicWALL Support.

## Creating a support case

You will need the following information in order to create a support case:

- The serial number of the appliance or software solution
- Your first and last name
- Your email address
- Your telephone number
- A description of the problem
- The severity of the problem

Customers calling the EMEA (Europe, Middle East and Africa) Technical Assistance Center will, (depending on the number dialed) either be offered support in the appropriate language for the country they are making the call from or be given the opportunity to select the language they would like to use (the options are English, French, German, Italian and Spanish). They can then select from CSSA Partner Support, Sales Support, Email Security Support, CDP Support and support for other Dell SonicWALL products.



The CSSA Partner Support line is staffed by Escalation Level Engineers and support is only provided in English. Our Escalation Level Engineers are required to validate whether callers to the CSSA Partner line have the CSSA qualification required to contact Escalation Level Engineers directly.

In situations where all Level 3 Engineers are engaged, incoming callers will be offered the option to wait for a Level 3 Engineer to become free, to have the call transferred to a lower level agent who will take details and assist in resolving the call or escalating to a Level 3 Engineer, or to be transferred to a non-technical phone agent who will arrange for a callback.

## Submitting an electronic service request

Dell SonicWALL's state-of-the-art support management system allows you to log, track, manage and update service requests easily and quickly online. To request support via the web, see <http://www.sonicwall.com/us/support/contact.html>. Links to the system are also posted through [www.SonicWALL.com](http://www.SonicWALL.com) and [www.MySonicWALL.com](http://www.MySonicWALL.com).

Please note that one cannot create high priority (Severity 1 and 2, see below) cases online. For any issue requiring immediate response, please contact Dell SonicWALL Support by telephone.

Use your MySonicWALL.com account to log onto the system. To create a new service request, select "Create a Service Request." Enter the serial number of the appliance or software solution on which you need support. If you do not have the serial number of the appliance or software solution, click on the envelope icon for a list of solutions registered to your account. Enter the required information and click Submit.

You will be notified via electronic mail when there is an update to your case within 24 hours. To view the update, click on "Check My Service Requests."

To speed resolution of web-based service requests, please provide as much information as possible including TSR reports, network diagrams and any other pertinent information. Web-based support is, by nature, delayed interaction and the duration of your case may be longer. If you have issues that need faster resolution or you need to escalate your case, please call us and ask to have your case escalated.

## Service Request status information update

Dell SonicWALL Technical Support uses a worldwide customer support tracking system in which every customer Service Request (SR) will be logged under a unique Service Request number (e.g. 1-123456789). As part of its lifetime any SR can have one of the following case statuses:

**Open:** The Service Request has been created but is not assigned to a technical resource yet.

**In process:** The Service Request is actively being worked on by the Dell SonicWALL Technical Assistance Center.

**Waiting on customer:** The customer was either asked to post additional information required by the Support Technical Assistance Center in order to investigate the problem further, or the customer was supplied with information which may have already resolved it. In both situations a customer update is required to allow the Technical Assistance Center to continue working the Service Request.

**Pending closed:** The Technical Assistance Center believes that the correct answer or solution was provided. If the customer feels that a correct answer or solution was not provided, the customer has five days to re-open a Service Request. The priority of a Service Request is not affected by this process. 'Pending Closed' is also used if there has been no contact with or response from the customer after multiple attempts.

## Severity levels

### Severity 1

Your production network is down, causing critical impact to business operations if service is not restored quickly. No work-around is available. Response Time: 0-4 hours

### Severity 2

Your production network is severely degraded, impacting significant aspects of business operations. No work-around is available. Response Time: 4-8 hours

### Severity 3

Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue. Response Time: 24-48 hours

### Severity 4

Information regarding product capabilities, installation or configuration, documentation issues and questions. Response Time: 48+ hours

## Basic service level agreement

Dell SonicWALL uses an escalating three-tier support structure. Most issues are resolved at Level 1. In the event additional troubleshooting, testing or technical specialization is required, Level 2 and/or Level 3 support may be engaged according to these service levels.

### Level 1 support

Response: Direct to specialist telephone support typically within a few minutes.

Definition: General product information, collection of relevant technical problem identification information, determination of non-technical problems vs. technical problems.

Escalation: After 30 minutes of interaction with Level 2 Support Specialist who determines that escalation is required.

## Level 2 support

Response: Direct to specialist telephone support following Level 1 support.

Definition: Problem isolation and product specification defect determination; lab simulation and interoperability testing; action plan definition; ability to analyze traces.

Escalation: After two hours of interaction with Level 3 Support Specialist who determines that escalation is required.

## Level 3 support

Response: Level 3 Support is scheduled and based on customer and specialist availability.

Definition: Fixing or generating workarounds to identified bugs and/or defects. Issues that require engineering resources are managed through Level 3 Technical Support.

Escalation: At the discretion of the Level 3 Support Engineer and with Support Services management approval.

## Escalation guidelines

Escalation within Dell SonicWALL involves both defined and subjective decisions on the part of the Support Specialist. Once basic troubleshooting procedures have taken place without resolving the issue, the Support Specialist will make timely decisions about when to escalate and will identify the appropriate resources to resolve the issue. This decision can be based solely on time limits set by Dell SonicWALL (30 minutes or two hours to the next escalation level) or on more subjective criteria. As a customer, you may always request to speak with a manager if you believe your case is not being handled properly.

If an issue falls out of scope or contacts cannot be reached for escalation, the Support Specialist will notify the Escalation Manager, who will be one of a team of management and

executive level staff members. The responsibility of the Escalation Manager is to gather the right resources to resolve the situation and communicate status to you.

## Customer satisfaction

Dell SonicWALL's goal is to exceed customer expectations. In order to achieve that, Dell SonicWALL manages customer satisfaction very closely. When you contact Dell SonicWALL, please be aware that your telephone calls and web cases may be monitored for quality assurance and customer satisfaction reasons. Additionally, Dell SonicWALL uses an independent company to routinely measure customer satisfaction via survey. The telephone surveys take no more than five minutes to complete and provide us invaluable information about your experience. If you are contacted for a survey, please help us by giving us your feedback. You may also experience that Dell SonicWALL sends out automatically created emails after the closure of a Service Request to gather direct customer feedback that way.

## Role of the technical assistance center duty manager

A critical element of the Technical Assistance Center organization is the role of the Duty Manager who is responsible for following up on support quality related issues. Support quality issues are escalated to the Duty Manager internally and his/her function is to validate escalations and ensure proper procedures are being followed. The Technical Assistance Center Duty Manager investigates the issue and reports back to the Dell SonicWALL staff member who raised the issue. The Duty Manager is a non-technical management position responsible for resolving genuine problems with support. Availability of the Duty Manager is 24x7 globally.

## MySonicWALL.com user policy

In order to maintain the security and privacy of our customers, Dell SonicWALL has implemented the following MySonicWALL.com user policy.

### Passwords

Customers have the ability to change their MySonicWALL.com passwords, including those you have forgotten. In order to do so, you must know your MySonicWALL.com username and email address. Follow the "Forgot Password" and "Forgot Username" links on the MySonicWALL home page to change the password.

If you do not have access to this information, you must contact [registration@sonicwall.com](mailto:registration@sonicwall.com).

Customers must provide the Tech Support Report of the registered appliance or software solution and proof of ownership to have these passwords changed.

### Transferring appliances between accounts

Customers may transfer appliances between MySonicWALL.com accounts by following the "Transfer" link on the Service Management page of MySonicWALL.com. The transfer must be initiated by the user with the registered appliance. In cases where the appliance is registered under an account they do not control, customers should contact the owner of the account and request a transfer. There are situations where this is either impossible or impractical.

### Intra-company transfers

Situation: The MySonicWALL.com account owner leaves a company without transferring registration or communicating the account information to another employee.

Policy: Dell SonicWALL will transfer the registered appliance(s) to another employee of the same company providing the following conditions are met:

- The transfer request is in writing and includes complete contact information: name, title, physical address, email address and telephone number.
- The email address of the new account has the same domain name as the original account.

#### **All other transfers**

Situation: A Dell SonicWALL partner controls the registration of an appliance and is no longer in business or unwilling to make the transfer; the appliance is previously owned; appliances registered by consultants no longer available, etc. Policy: SonicWALL will transfer the registered appliance to another account providing the following conditions are met:

- The transfer request is made in writing and includes the reason for the transfer request and complete contact information: name, title, physical address, email address and telephone number.
- Dell SonicWALL contacts the registered user by email or telephone requesting the transfer and the registered user gives written approval of the transfer.
- If Dell SonicWALL is unable to contact the registered user or if the registered user does not give approval for the transfer, Dell SonicWALL will make the transfer anyway if the requestor provides a Tech Support Report for the appliance and proof of ownership. Prior to making the transfer, Dell SonicWALL will verify that the registration code in the TSR is correct for the appliance being transferred.

#### **Exceptions**

Policy exceptions must be approved in writing by the Director of Sales responsible for the region or the Vice President of Services.

## **Product lifecycle management**

Dell SonicWALL's approach to product lifecycle management includes five post-release phases: Last Day Order (LDO), Active Retirement Mode (ARM), Last Day Order for 1-Year Support, Limited Retirement Mode (LRM) and End of Support (EOS).

### **Last Day Order**

Last Day Order (LDO) is advanced notification to Dell SonicWALL customers and partners that Dell SonicWALL intends to start the end of life process. The duration of this phase is variable and depends on numerous factors including material availability, Dell SonicWALL and channel inventory and end user demand. Last Day Order is informational only; products in this phase are active. Dell SonicWALL continues to sell support contracts.

### **Active Retirement Mode**

Active Retirement Mode (ARM) is a statement by Dell SonicWALL that it is no longer actively manufacturing or selling the product. Products in ARM are removed from all price lists and marketing collateral. Support contracts for products in this phase may remain on price lists and continue to be available. During this time Dell SonicWALL may release a limited number of new features and will issue bug fixes only to the latest version of firmware available for the device. Software/firmware support and hardware warranty are available throughout ARM for products with an active support contract. The duration of this phase is two years beginning one day after the end of Last Day Order.

### **1-Year Support Last Day Order**

1-Year Support Last Day Order represents the final day to purchase a 1-year support contract or subscription service that bundles support from Dell SonicWALL. Partners and customers may purchase and activate the 1-year support contract so that the product will be eligible to receive support until the product has reached End of Support.

### **Limited Retirement Mode**

Limited Retirement Mode (LRM) is an announcement by Dell SonicWALL to indicate that it will no longer develop or release firmware updates or new features for these products. Software and firmware support for products in LRM is limited to critical bugs and security vulnerabilities. Support contracts are not available for purchase on products. Software/firmware support and hardware warranty are available throughout LRM for products with an active support contract. The duration of this phase is three years beginning one day after the end of Active Retirement Mode.

### **End of Support**

End of Support (EOS) is an announcement by Dell SonicWALL to indicate that it will no longer provide technical support, firmware updates/upgrades or hardware replacement for the product, and that all remaining unique inventory or materials will become unavailable. Dell SonicWALL may continue to offer security service subscriptions such as Content Filtering and Intrusion Prevention during the End of Support phase, but it will no longer provide technical support for the product or any security service running on it. Should a technical issue arise on one of the subscription services that is offered during the End of Support phase, customers may be required to transition to an upgrade product at their own cost. Certain remaining entitlements on the End of Support appliance may be transitioned to the upgrade appliance upon request.

Note: For Dell SonicWALL CDP Series products and those products that were transitioned to Active Retirement Mode prior to August 6, 2013, Dell SonicWALL provides software/firmware and hardware support for up to three years from the Last Day Order date. Current product status is available at [http://www.sonicwall.com/us/support/Product\\_Lifecycle.html](http://www.sonicwall.com/us/support/Product_Lifecycle.html).



Questions about specific products  
should be directed to:  
[Products@sonicwall.com](mailto:Products@sonicwall.com).

<sup>1</sup> Limited Hardware Warranty and Limited Software Warranty begin on the date of product registration. Hardware duration varies by country according to local laws and customs. Telephone fees may apply for phone assistance. Telephone numbers and hours of operation vary by geographic region and are subject to change. E-Class products do not come with a Limited Software Warranty. E-Class Support 24x7 is available on E-Class products only.

<sup>2</sup> 8:00 am-5:00 pm local time is defined as follows:  
In North America: 8:00 am-5:00 pm Mountain Standard Time (MST); In Latin America: 8:00 am-5:00 pm Local Standard Time in the country where the product is deployed; In Europe, the Middle East and Africa: 9:00 am-6:00 pm GMT +1; In Asia Pacific: 8:00 am-5:00 pm Local Standard Time in the country where the product is deployed; In Japan: 5:00 pm-2:00 am UTC/GMT.

<sup>3</sup> Available only to CSSA certified customers and partners.

<sup>4</sup> May vary by geography.