# SonicWALL Secure Remote Access Series

SECURE REMOTE ACCESS

## Easy-To-Use, Affordable and Clientless Secure Remote Access

- **Seamless integration behind virtually any firewall**
- **NetExtender technology**
- **Personalized web portal**
- **Remote support**
- **Remote PC control**
- **Web Application Firewall Service**
- **Tokenless two-factor authentication**
- **Mobile device support**
- **Load balancing**
- **High availability**
- **Spike licenses**
- **Unified policy**
- **SonicWALL Clean VPN**

In recent years, there has been an increased dependence on mobile workers. Today, your office is wherever you are: at home, at the airport, at a café. There is greater demand for secure remote access to more resources from more remote devices and platforms than ever—including smartphones and tablets—as well as a corresponding demand for remote PC control and support. While traditional IPSec solutions are viable for fixed site-to-site VPNs, pre-installing and maintaining IPSec clients on remote or distributed devices can be costly and inefficient. In addition, disaster preparedness requires work to continue from anywhere with the ability to support a spike in the number of remote access users.

The SonicWALL® Secure Remote Access (SRA) Series provides clientless, network-level access for Windows®, Windows Mobile, Apple® Mac OS®, iOS, Linux®, and Google Android®, plus optional Web Application Firewall Service and multi-platform remote support. The SRA Series offers small- to medium-sized businesses (SMBs) granular unified policy, two-factor authentication, load balancing and high availability. The SRA Series lets authorized mobile workers and contractors connect over SSL VPN using a standard web browser. Easily and flexibly deployed into virtually any network with no pre-installed clients, the SRA Series eliminates costs of deploying and maintaining traditional IPSec VPNs.

SonicWALL Virtual Assist* permits Windows-based technicians to support Windows, Mac OS or Linux devices remotely.

The SonicWALL Mobile Connect™ unified client app for iOS—downloadable from the App Store$^{SM}$—provides Apple iPad™, iPhone®, and iPod touch® users full network-level access to corporate and academic resources.

### Features and Benefits

**Seamless integration behind virtually any firewall** enables organizations to leverage the existing network infrastructure.

**NetExtender technology** enables network-level access to resources, services and applications.

A **personalized web portal** displays only the resources that are available to the user based on company policy.

**Remote support** using SonicWALL Virtual Assist* enables technicians to provide secure on-demand assistance to customers while leveraging the existing infrastructure.

**Remote PC control** using SonicWALL Virtual Access* enables administrators or authorized end users to gain secure remote control of their unattended Windows, Macintosh or Linux computers from anywhere.

**Web Application Firewall Service*** protects web applications against web-based vulnerabilities such as cross-site scripting, injection attacks and cookie tampering, to provide compliance with OWASP Top 10 and PCI DSS mandates. In addition, it also prevents credit card and Social Security Number theft.

**Tokenless two-factor authentication** provides enhanced protection against key loggers by combining a unique one-time password generated by the SSL VPN appliance and sent to a remote user's mobile device or email address, with the user's network user name and password.

**Mobile device support** is available for multiple platforms such as Windows Mobile, Google® Android, iOS (iPhone, iPad and iPod touch) and Symbian platforms for easy access to email. Extensive ActiveSync support allows easy access to calendar, email and contacts. NetExtender provides network-level connectivity for Windows Mobile and Google Android devices. SonicWALL Mobile Connect unified client app for iOS—provides Apple iPad™, iPhone®, and iPod touch® users full network-level access.

**Load balancing** can be deployed to partition requests across multiple Web servers.

**High availability** allows administrators to deploy an active-backup pair of appliances to enhance uptime while reliably providing security for remote access users.

**Spike licenses*** can increase licensed remote user count immediately for seamless continuity during disruptions or emergencies.

**Unified policy** displays granular bookmarks and policies in one centralized page, streamlining configuration, troubleshooting and administrative overhead. Administrators can easily create multiple LDAP policies that can restrict user access to specific applications or resources, and prevent unauthorized access.

**SonicWALL Clean VPN™** both secures the integrity of VPN access and decontaminates malicious threats before they can enter the corporate network through combined deployment with a SonicWALL firewall.

*Additional license required; available as a software add-on module

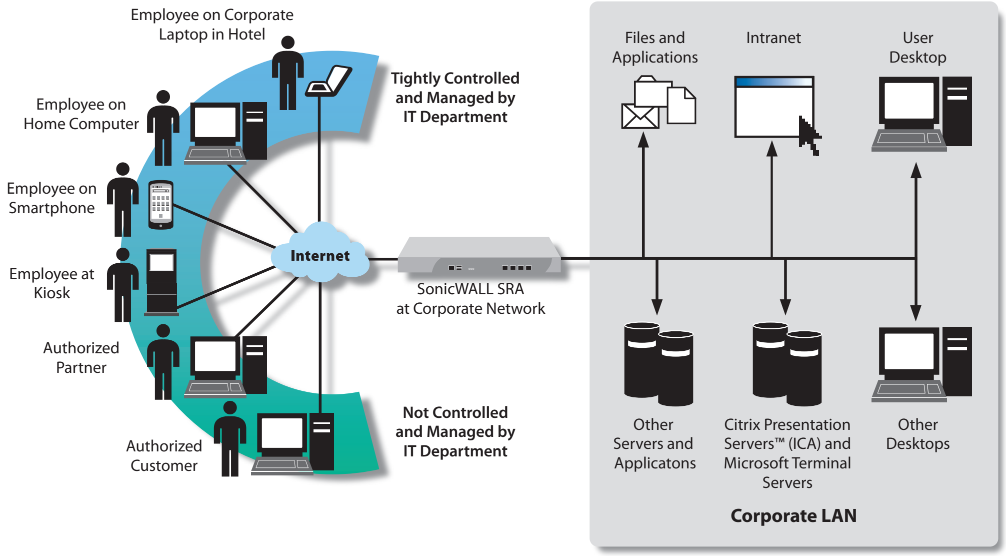
SONICWALL®

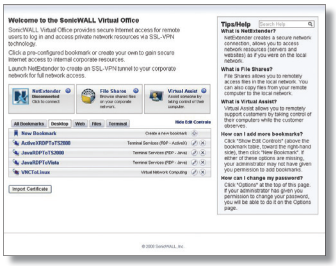
DYNAMIC SECURITY FOR THE GLOBAL NETWORK™

*Secure remote access that's easy to deploy, use and won't break your budget*

## Granular Access to Authorized Users

The SRA Series for SMBs extends secure remote access beyond managed employees to unmanaged remote employees, partners, and customers without compromising security, by employing fine-grained access controls.


Employee on Corporate Laptop in Hotel
Employee on Home Computer
Employee on Smartphone
Employee at Kiosk
Authorized Partner
Authorized Customer
Tightly Controlled and Managed by IT Department
Not Controlled and Managed by IT Department
Internet
SonicWALL SRA at Corporate Network
Files and Applications
Intranet
User Desktop
Other Servers and Applicatons
Citrix Presentation Servers™ (ICA) and Microsoft Terminal Servers
Other Desktops
Corporate LAN



**Welcome to the SonicWALL Virtual Office**

SonicWALL Virtual Office provides secure Internet access for remote users to log in and access private network resources via SSL-VPN technology.

Click a pre-configured bookmark or create your own to gain secure Internet access to internal corporate resources.

Launch NetExtender to create an SSL-VPN tunnel to your corporate network for full network access.

**What is NetExtender?**
NetExtender creates a secure network connection, allows you to access network resources (servers and websites) as if you were on the local network.

**What is File Shares?**
File Shares allows you to remotely access files in the local network. You can also copy files from your remote computer to the local network.

**What is Virtual Assist?**
Virtual Assist allows you to remotely support customers by taking control of their computers while the customer observes.

**How can I add more bookmarks?**
Click "Show Edit Controls" (above the bookmark table, toward the right-hand side), then click "New Bookmark". If either of these options are missing, your administrator may not have given you permission to add bookmarks.

**How can I change my password?**
Click "Options" at the top of this page. If your administrator has given you permission to change your password, you will be able to do it on the Options page.

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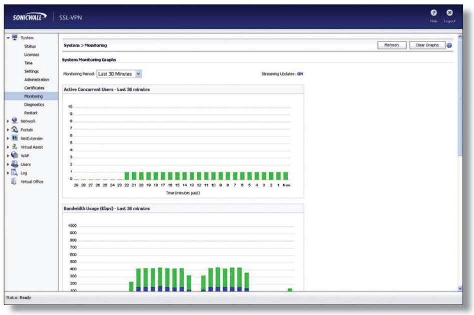
## Broad Access to Resources

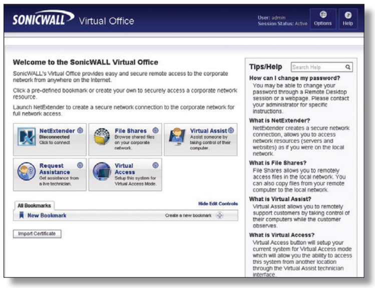
The SRA Series can be used to provide users with access to a broad range of resources

- NetExtender enables native access to corporate network applications such as Microsoft® Outlook
- The Virtual Office portal enables web-based access to intranet (HTTP, HTTPS), file (FTP, CIFS), desktop (Citrix®, Terminal Server, VNC), and terminal (Telnet, SSH) resources
- If an application supports URL rewriting, it can be accessed by bookmarks; otherwise, by Application Offloading

## Simple to Manage

SRA Series solutions feature Unified Policy and an intuitive web-based management interface that offers context-sensitive help to enhance usability. In addition, multiple products can be centrally managed using the SonicWALL Global Management System (GMS 4.0+). Resource access via the products can be effortlessly monitored using the SonicWALL Analyzer reporting tool.





**Welcome to the SonicWALL Virtual Office**

SonicWALL's Virtual Office provides easy and secure remote access to the corporate network from anywhere on the Internet.

Click a pre-defined bookmark or create your own to securely access a corporate network resource.

Launch NetExtender to create a secure network connection to the corporate network for full network access.

**How can I change my password?**
You may be able to change your password through a Remote Desktop session or a webpage. Please contact your administrator for specific instructions.

**What is NetExtender?**
NetExtender creates a secure network connection, allows you to access network resources (servers and websites) as if you were on the local network.

**What is File Shares?**
File Shares allows you to remotely access files in the local network. You can also copy files from your remote computer to the local network.

**What is Virtual Assist?**
Virtual Assist allows you to remotely support customers by taking control of their computers while the customer observes.

**What is Virtual Access?**
Virtual Access button will setup your current system for Virtual Access mode which will allow you the ability to access this system from another location through the Virtual Assist technician interface.

## Remote PC Control

In organizations with distributed or branch locations, secondary disaster recovery sites, outsourced managed services or teleworkers, an administrator, technician, trusted service provider or authorized employee may require full control of specific PCs within the LAN from remote locations. SonicWALL Virtual Assist licensed with Virtual Access, enhances productivity by enabling secure remote control of unattended Windows-based computer desktops.

## Enhanced Solution

SonicWALL SRA Series appliances integrate seamlessly into almost any network topology and can be easily deployed alongside virtually any third-party firewall. Deployment with a SonicWALL firewall running Gateway Anti-Virus, Anti-Spyware and Intrusion Prevention Service along with Application Intelligence and Control further enhances protection benefits. Deploying NetExtender in conjunction with Enforced Client Anti-Virus and Anti-Spyware on managed PCs enforces endpoint security. Virtual Assist also offers seamless integration by leveraging the appliance's local and external authentication facilities. Furthermore, Web Application Firewall Service applies reverse proxy analysis of Layer 7 traffic against known signatures, denies access upon detecting web application vulnerabilities such as SQL Injection attacks, and redirects users to an explanatory error page.

Awards

Personal Computer World BUSINESS RECOMMENDED

Recommended ITR IT Reviews www.itreviews.co.uk

Certifications

VASCO Certified

VASCO READY

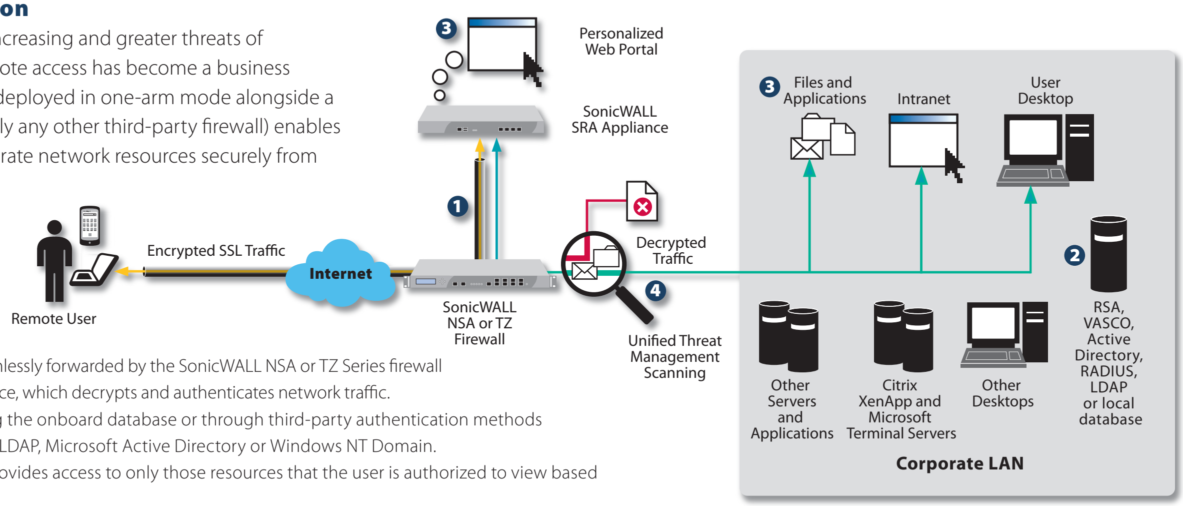
(SRA 1200, SRA 4200)

RSA SECURED®

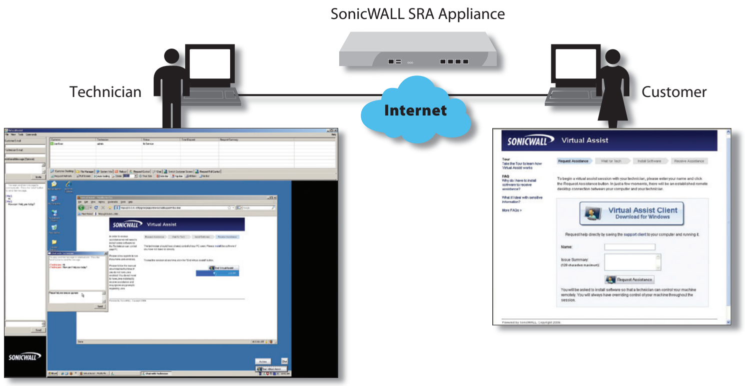
# SonicWALL Secure Remote Access Solutions

## Remote Access Solution

With the mobile workforce increasing and greater threats of unexpected disruptions, remote access has become a business necessity. An SRA appliance deployed in one-arm mode alongside a SonicWALL firewall (or virtually any other third-party firewall) enables remote users to access corporate network resources securely from anywhere outside the LAN.


3
Personalized Web Portal
SonicWALL SRA Appliance
1
Remote User
Encrypted SSL Traffic
Internet
SonicWALL NSA or TZ Firewall
Decrypted Traffic
4
Unified Threat Management Scanning
3 Files and Applications
Intranet
User Desktop
2
Other Servers and Applications
Citrix XenApp and Microsoft Terminal Servers
Other Desktops
RSA, VASCO, Active Directory, RADIUS, LDAP or local database
Corporate LAN

1. Incoming HTTPS traffic is seamlessly forwarded by the SonicWALL NSA or TZ Series firewall to the SonicWALL SRA appliance, which decrypts and authenticates network traffic.
2. Users are authenticated using the onboard database or through third-party authentication methods such as RSA, VASCO, RADIUS, LDAP, Microsoft Active Directory or Windows NT Domain.
3. A personalized web portal provides access to only those resources that the user is authorized to view based on company policies.
4. To create a Clean VPN environment, traffic is passed through to the NSA or TZ Series firewall (running Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention, and Application Intelligence and Control), where it is fully inspected for viruses, worms, Trojans, spyware and other sophisticated threats.



Tour
Take the Tour to learn how Virtual Assist works

FAQ
Why do I have to install software to receive assistance?

What if I deal with sensitive information?

More FAQs >

To begin a virtual assist session with your technician, please enter your name and click the Request Assistance button. In just a few moments, there will be an established remote desktop connection between your computer and your technician.

Request help directly by saving the support client to your computer and running it.

Name:

Issue Summary:
(128 characters maximum):

You will be asked to install software so that a technician can control your machine remotely. You will always have overriding control of your machine throughout the session.

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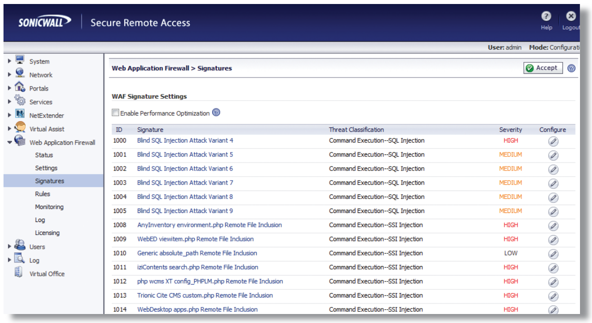
## Remote Support Solution

With more employees working remotely and customers dispersed globally, it is becoming increasingly important for organizations to provide remote support for off-site business devices such as laptops and home PCs. Ineffective support using expensive and cumbersome tools can undermine IT service level agreements and inhibit remote worker productivity. SonicWALL Virtual Assist is a remote support tool for distributed businesses and service providers that enables a technician to assume control of a customer's Windows, Macintosh or Linux computer. Over a web browser, customers can give technicians instant permission to chat, transfer files, access and reboot their computer remotely to diagnose and fix problems.

## Web Application Firewall and PCI Compliance

The SonicWALL Web Application Firewall Service offers businesses a complete, affordable, well integrated compliance solution for web-based applications that is easy to manage and deploy. It supports OWASP Top Ten and PCI DSS compliance, providing protection against injection and cross-site scripting attacks (XSS), credit card and Social Security Number theft, cookie tampering and cross-site request forgery (CSRF). Dynamic signature updates and custom rules protect against known and unknown vulnerabilities. Web Application Firewall can detect sophisticated web-based attacks and protect web applications (including SSL VPN portals), deny access upon detecting web application malware, and redirect users to an explanatory error page. It provides an easy-to-deploy offering with advanced statistics and reporting options for meeting compliance mandates.



User: admin Mode: Configurati

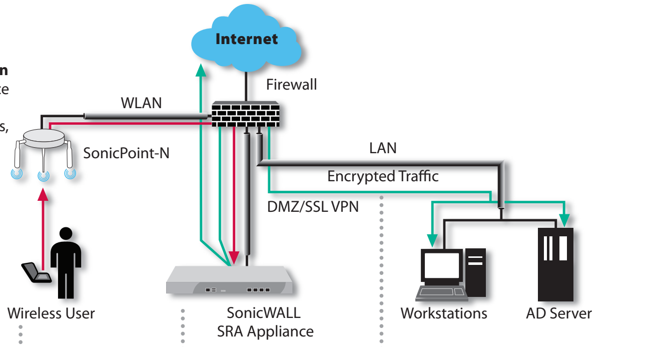
Web Application Firewall > Signatures

WAF Signature Settings

□ Enable Performance Optimization

| ID | Signature | Threat Classification | Severity | Configure |
|---|---|---|---|---|
| 1000 | Blind SQL Injection Attack Variant 4 | Command Execution--SQL Injection | HIGH | ✎ |
| 1001 | Blind SQL Injection Attack Variant 5 | Command Execution--SQL Injection | MEDIUM | ✎ |
| 1002 | Blind SQL Injection Attack Variant 6 | Command Execution--SQL Injection | MEDIUM | ✎ |
| 1003 | Blind SQL Injection Attack Variant 7 | Command Execution--SQL Injection | MEDIUM | ✎ |
| 1004 | Blind SQL Injection Attack Variant 8 | Command Execution--SQL Injection | MEDIUM | ✎ |
| 1005 | Blind SQL Injection Attack Variant 9 | Command Execution--SQL Injection | MEDIUM | ✎ |
| 1008 | AnyInventory environment.php Remote File Inclusion | Command Execution--SSI Injection | HIGH | ✎ |
| 1009 | WebED viewitem.php Remote File Inclusion | Command Execution--SSI Injection | HIGH | ✎ |
| 1010 | Generic absolute_path Remote File Inclusion | Command Execution--SSI Injection | LOW | ✎ |
| 1011 | iziContents search.php Remote File Inclusion | Command Execution--SSI Injection | HIGH | ✎ |
| 1012 | php wcms XT config_PHPLM.php Remote File Inclusion | Command Execution--SSI Injection | HIGH | ✎ |
| 1013 | Trionic Cite CMS custom.php Remote File Inclusion | Command Execution--SSI Injection | HIGH | ✎ |
| 1014 | WebDesktop apps.php Remote File Inclusion | Command Execution--SSI Injection | HIGH | ✎ |

**Wireless Authentication**
The SonicWALL appliance can be configured to authenticate WLAN users, granting them access to internal resources while keeping the session secure. The benefit to this method of acccess is "clientless" access from the WLAN.



**Step 1:**
Wireless user obtains DHCP lease on the WLAN network.

**Step 2:**
When browser is opened, the user is redirected to the appliance and prompted for authentication.

**Step 3:**
Once authenticated, the user can open a NetExtender session which will create a "tunnel all" route from the client's system to the appliance. The user will be given a NetExtender client subnet and can now access internal and external resources.

## Clean Wireless Remote Access Solution

More corporations, universities, hospitals and governmental organizations are implementing wireless networks and using SSL VPN as a secure and centralized access control solution. SonicWALL SSL VPNs integrate seamlessly with SonicWALL wireless access solutions. When deployed alongside a SonicWALL firewall (running Gateway Anti-Virus, Anti-Spyware, Intrusion Prevention, and Application Intelligence and Control), and SonicWALL SonicPoints, a SonicWALL SSL VPN solution ensures that users get access from anywhere on campus, and that the wireless connections are encrypted via the SSL protocol. As an added bonus, remote workers away from campus can connect into the corporate network via an SSL VPN connection. IT maintains centralized, granular access control over who can access what resources using a single gateway.

# Specifications

SonicWALL SRA 1200, 5 User 01-SSC-6063

**SRA 1200 Additional Users**
(50 User Maximum)
Add 1 Concurrent User 01-SSC-6067
Add 5 Concurrent Users 01-SSC-6068
Add 10 Concurrent Users 01-SSC-6069

**SRA 1200 Support**
SonicWALL Dynamic Support 24x7
for up to 25 Users (1-year) 01-SSC-8868
SonicWALL Dynamic Support 8x5
for up to 25 Users (1-year) 01-SSC-8871

SonicWALL SRA 4200, 25 User 01-SSC-5998

**SRA 4200 Additional Users**
(500 User Maximum)
Add 10 Concurrent Users 01-SSC-5999
Add 25 Concurrent Users 01-SSC-6005
Add 100 Concurrent Users 01-SSC-6012

**SRA 4200 Support**
SonicWALL Dynamic Support 24x7
for up to 100 Users (1-year)* 01-SSC-6013
SonicWALL Dynamic Support 8x5
for up to 100 users (1-year)* 01-SSC-6022
SonicWALL Dynamic Support 24x7
for 101 to 500 users (1-year)* 01-SSC-6029
SonicWALL Dynamic Support 8x5
for 101 to 500 users (1-year)* 01-SSC-6035

**SRA Virtual Appliance**
SonicWALL SRA Virtual Appliance, 5 User
01-SSC-8469

**SRA Virtual Appliance Additional Users**
(50 User Maximum)
Add 5 Concurrent Users 01-SSC-9182
Add 10 Concurrent Users 01-SSC-9183
Add 25 Concurrent Users 01-SSC-9184

**SRA Virtual Appliance Support**
SonicWALL Dynamic Support 8x5
for up to 25 Users (1-year)* 01-SSC-9188
SonicWALL Dynamic Support 24x7
for up to 25 users (1-year)* 01-SSC-9191
SonicWALL Dynamic Support 8x5
for up to 50 Users (1-year)* 01-SSC-9194
SonicWALL Dynamic Support 24x7
for up to 50 users (1-year)* 01-SSC-9197

*Multi-year support SKUs are available

## SonicWALL Secure Remote Access Series

### Performance

| | |
|---|---|
| **SRA 1200** | Recommended for organizations with 50 or fewer employees |
| Concurrent User License*: | Starts with 5 concurrent users. Additional user licenses available in 5 and 10 user increments. |
| Maximum allowable concurrent Virtual Assist technicians: | 10 |
| Maximum Concurrent Users*: | 50 |
| **SRA 4200** | Recommended for organizations with 500 or fewer employees |
| Concurrent User License*: | Starts with 25 users. Additional users licences are available in 10, 25 and 100 user increments. |
| Maximum allowable concurrent Virtual Assist technicians: | 25 |
| Maximum Concurrent Users*: | 500 |
| **SRA Virtual Appliance** | Recommended for organizations of any size |
| Concurrent User License*: | User licenses available in 5, 10, and 25 user increments |
| Maximum allowable concurrent Virtual Assist technicians: | 25 |
| Maximum Concurrent Users*: | 50 |

*The maximum number of users supported would be limited by factors such as access mechanisms, applications being accessed and application traffic being sent.

### Key Features

| | |
|---|---|
| **Applications Supported** | |
| Proxy | Citrix (ICA), HTTP, HTTPS, FTP, SSH, Telnet, RDP, VNC, Windows® file sharing (Windows SMB/CIFS) , OWA 2003/2007/2010 |
| NetExtender | Any TCP/IP based application: ICMP, VoIP, IMAP, POP, SMTP, etc. |
| **Encryption** | ARC4 (128), MD5, SHA-1, SSLv3, TLSv1, 3DES (168, 256), AES (256), SHA-1, RSA, DHE |
| **Authentication** | RSA, Vasco, One-time Passwords, Internal user database RADIUS, LDAP, Microsoft, Active Directory, Windows NT Domain |
| **RDP Support** | Yes. Terminal Server farm (JAVA client only) and Remote Application support (Active-X only) included |
| **Multiple Domain Support** | Yes |
| **Multiple Portal Support** | Yes |
| **Fine Grain Access control** | At the user, user group and network resource level |
| **Session Security** | Inactivity timeouts prevent unauthorized use of inactive sessions |
| **Certificates** | |
| Server | Self-signed with editable common name and and imported from third parties |
| Client | Optional client certificates supported |
| **Cache Cleaner** | Configurable. Upon logout all cached downloads, cookies and URLs downloaded through the SSL tunnel are erased from the remote computer |
| **Client PC Operating Systems Supported** | |
| Proxy | All operating systems |
| NetExtender | Windows 2000, 2003, XP/Vista (32-bit and 64-bit), 7 (32-bit and 64-bit), Win Mobile 6.5 (Pocket PC), Win Mobile 6.5 (Classic/Professional), MacOS 10.4+ and SnowLeopard (PowerPC and Intel), Linux Fedora Core 3+ / Ubuntu 7+ / OpenSUSE, Linux 64-bit, Google® Android[1] |
| Mobile Connect | iOS 4.2 and higher |
| **Web Browsers Supported** | Microsoft Internet Explorer, Firefox Mozilla, Chrome, Opera, Safari |
| **Personalized Portal** | The remote user sees only those resources that the administrator has granted access to based on company policy |
| **Management** | Web GUI (HTTP, HTTPS), Send syslog and heartbeat messages to GMS (4.0 and higher) SNMP Support |
| **Usage Monitoring** | Graphical monitoring of memory, CPU, users and bandwidth usage |
| **Unified Policy** | Yes. Also supports policies which have multiple AD groups |
| **Logging** | Detailed logging in an easy-to-read format, Syslog supported email alerts |
| **Single-Arm Mode** | Yes |
| **SonicWALL Virtual Assist or Virtual Access (licensed together)** | Connection to remote PC, chat, FTP and diagnostic tools |
| **IPv6 Support** | Basic |
| **Load Balancing** | HTTP/HTTPs load balancing with failover. Mechanisms include Weighted Requests, Weighted Traffic, Least Requests |
| **High Availability** | SRA 4200 only |
| **Application Offloading** | Yes |
| **Web Application Firewall** | Yes |

### Hardware

| | |
|---|---|
| **Hardened Security Appliance** | |
| SRA 1200 | Yes |
| SRA 4200 | Yes |
| **Cryptographic Hardware Acceleration** | |
| SRA 1200 | No |
| SRA 4200 | Yes |
| **Interfaces** | |
| SRA 1200 | (2) Gigabit Ethernet, (2) USB, (1) Console |
| SRA 4200 | (4) Gigabit Ethernet, (2) USB, (1) Console |
| **Processors** | |
| SRA 1200 | x86 main processor |
| SRA 4200 | x86 main processor, cryptographic accelerator |
| **Memory (RAM)** | |
| SRA 1200 | 1 GB |
| SRA 4200 | 2 GB |
| **Flash Memory** | |
| SRA 1200 | 1 GB |
| SRA 4200 | 1 GB |
| **Power Supply/Input** | |
| SRA 1200 | Internal, 100-240Vac, 50-60Mhz |
| SRA 4200 | Internal, 100-240Vac, 50-60Mhz |
| **Max Power Consumption** | |
| SRA 1200 | 53 W |
| SRA 4200 | 75 W |
| **Total Heat Dissipation** | |
| SRA 1200 | 181.0 BTU |
| SRA 4200 | 256.0 BTU |
| **Dimensions** | |
| SRA 1200 | 17.00 x 10.13 x 1.75 in<br>43.18 x 25.73 x 4.45 cm |
| SRA 4200 | 17.00 x 10.13 x 1.75 in<br>43.18 x 25.73 x 4.45 cm |
| **Appliance Weight** | |
| SRA 1200 | 9.50 lbs<br>4.30 kg |
| SRA 4200 | 9.50 lbs<br>4.30 kgs |
| **WEEE Weight** | |
| SRA 1200 | 10.0 lbs<br>4.50 kg |
| SRA 4200 | 10.0 lbs<br>4.50 kgs |
| **Major Regulatory Compliance** | FCC Class A, ICES Class A, CE, C-Tick, VCCI Class A, MIC, NOM, UL, cUL, TUV/GS, CB |
| **Environment** | 32-105° F, 0-40° C<br>Humidity 5-95% RH, non-condensing |
| **MTBF** | |
| SRA 1200 | 13.0 years |
| SRA 4200 | 8.3 years |

### SRA Virtual Appliance

| | |
|---|---|
| **SRA Virtual Appliance Virtualized Environment Requirements** | |
| Hypervisor: | VMWare ESXi and ESX (version 4.0 and newer) |
| Appliance Size (on disk): | 2 GB |
| Allocated Memory: | 2 GB |

[1] Root access required.

For more information on SonicWALL Secure Remote Access solutions, visit **www.sonicwall.com.**

**SonicWALL's line-up of dynamic security solutions**

NETWORK SECURITY
**SECURE REMOTE ACCESS**
WEB AND E-MAIL SECURITY
BACKUP AND RECOVERY
POLICY AND MANAGEMENT

SONICWALL®
DYNAMIC SECURITY FOR THE GLOBAL NETWORK™

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