SonicWall Diagnostic Mode and GUI v7 and GUI v6

If you have trouble on the Traffic Shaping tab of an Access Policy when trying to add Bandwidth Object from BWM Dropdown Menu, you may be in GUI v7 and need to use diagnostic mode to go back to GUI v6 to make the changes. If you are NOT on firmware 7.0.1-8080-R3248 or higher you will likely need to do this but if on firmware version 7.0.1-8080-R3248 or higher you shouldn't have the problem.

The next 3 pages show how to get into the diagnostic version of the SonicWall to turn off GUI v7 and go to GUI v6 to make the changes then go back to GUI v7.

To go back into the diagnostic mode to get back to GUI v7 you type in the local or external access IP then login then change the URL from https://ipaddress/main.html to https://ipaddress/diag.html to get to the Internal Settings so you can scroll down to select making the SonicUI7 the default management again.

How can I access the internal settings of the firewall?

11/22/2021

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Description

This article describes how to access the Internal settings of SonicWALL Firewall.

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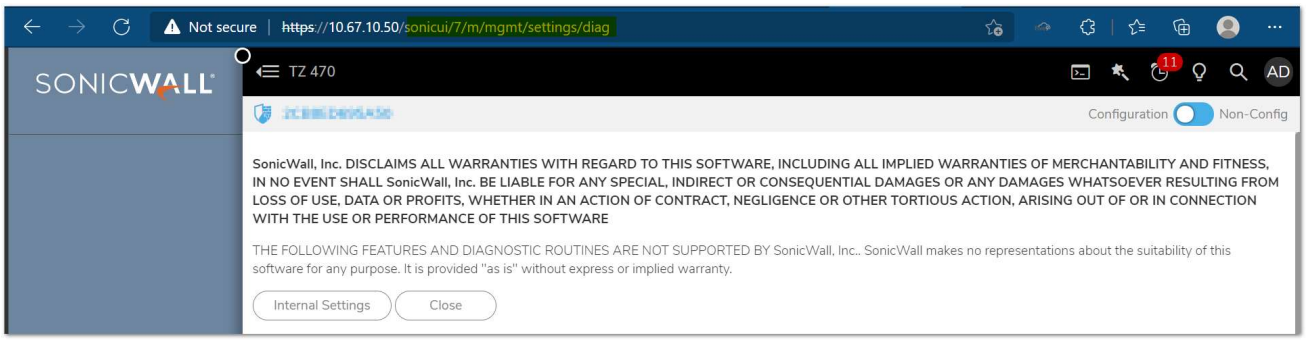
Resolution for SonicOS 7.X

This release includes significant user interface changes and many new features that are different from the SonicOS 6.5 and earlier firmware. The below resolution is for customers using SonicOS 7.X firmware.

1. The Diag page can be reached by typing in the LAN IP of the SonicWall in the browser, with a IP/sonicui/7/m/mgmt/settings/diag at the end.

   EXAMPLE: 192.168.168.168/sonicui/7/m/mgmt/settings/diag

2. Click on internal settings to access the internal settings page or diag page



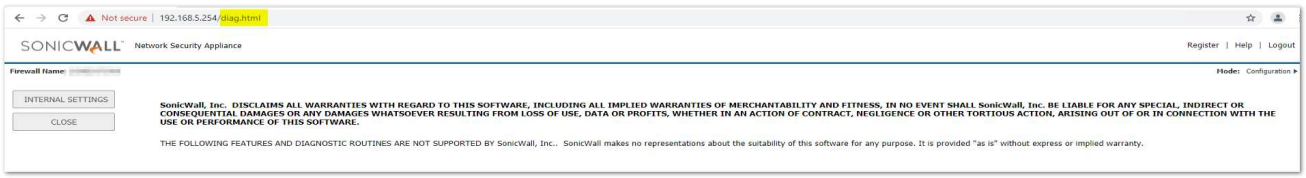
Resolution for SonicOS 6.5

This release includes significant user interface changes and many new features that are different from the SonicOS 6.2 and earlier firmware. The below resolution is for customers using SonicOS 6.5 firmware.

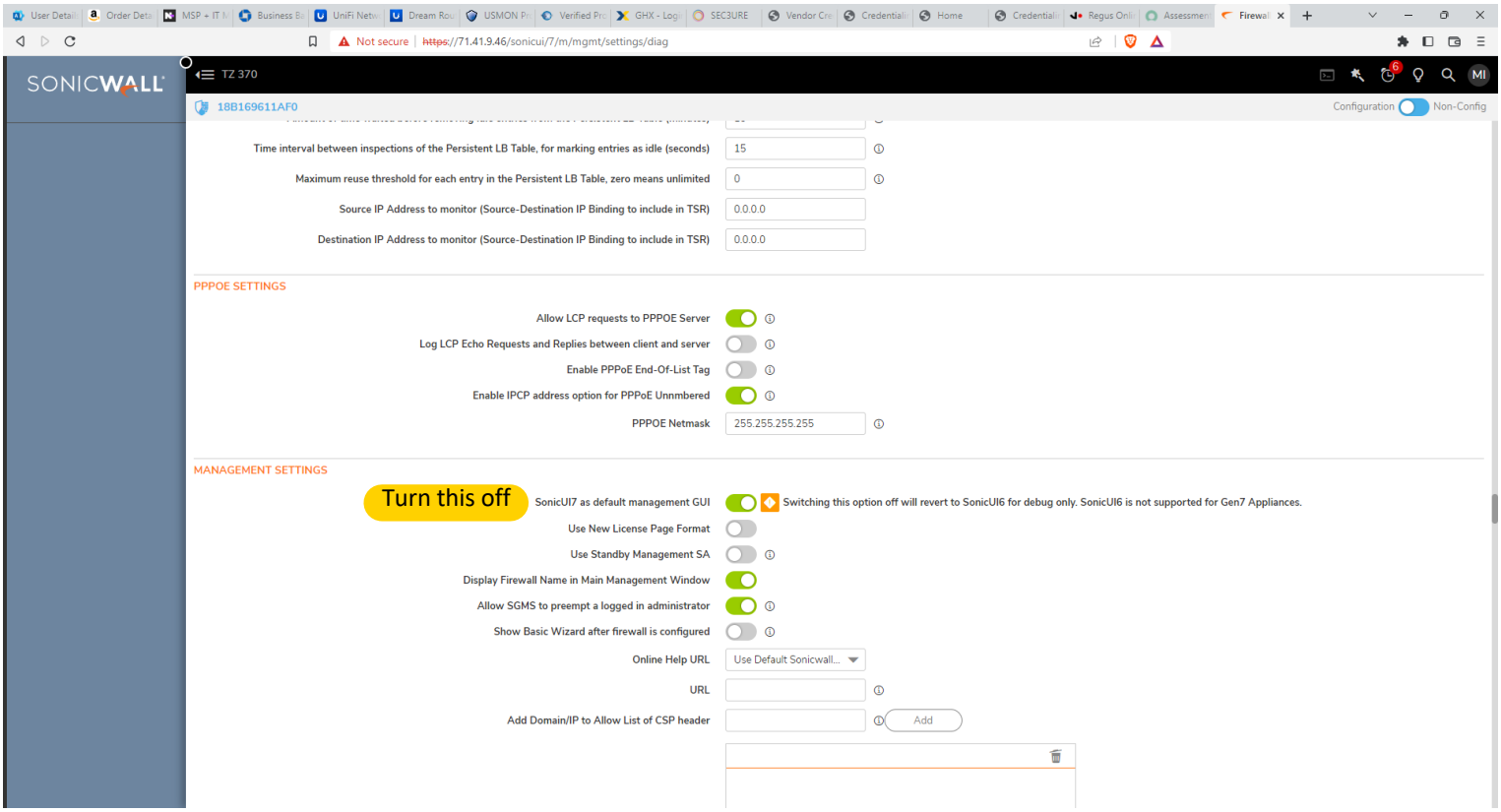
1. The Diag page can be reached by typing in the LAN IP of the SonicWall in the browser, with a /diag.html at the end.

   EXAMPLE: 192.168.168.168/diag.html

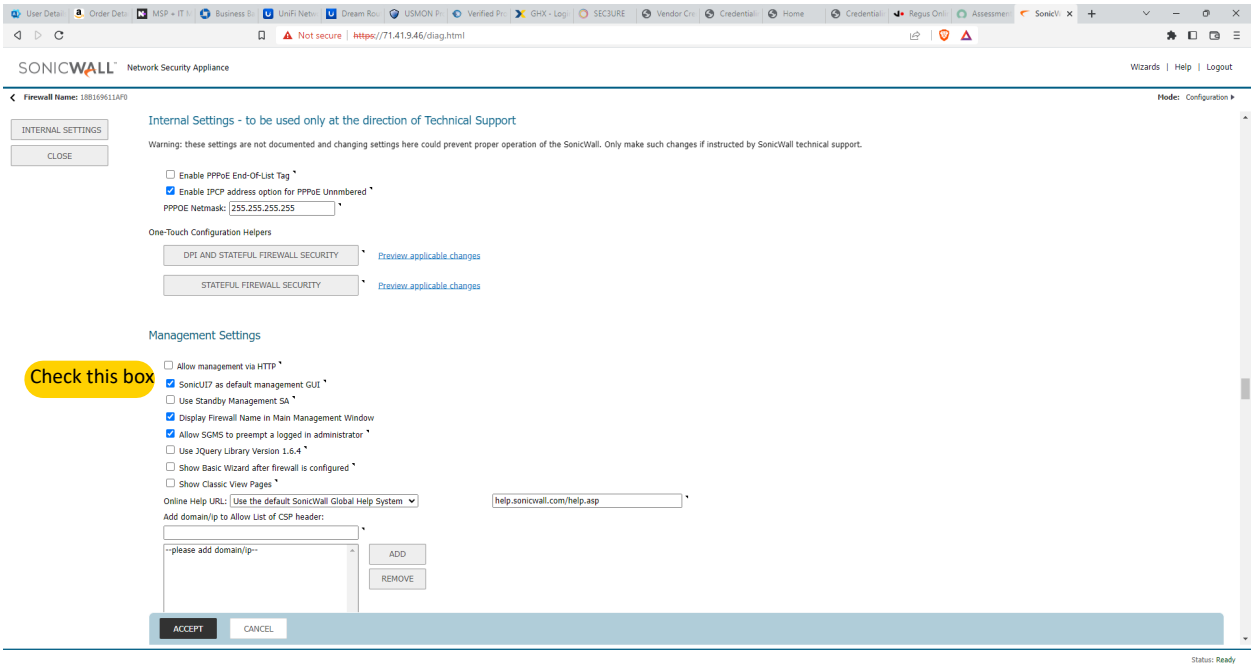
2. Click on internal settings to access the internal settings page or diag page



Scroll down until you see “SonicUI7 as default management GUI”. You will turn this off then scroll back up to the top and click “Accept”



To change back to GUI v7 scroll down the Internal Settings and click on the box for “SonicUI7 as default management GUI” then click “Accept” at the bottom.



The screenshots below are from GUI v6 so if you are on GUI v7 some of them will look different and the BWM will not be in the same place. If you went into GUI v6 above feel free to go into it for the changes below too.

Configuring your Sonicwall for Kinect

This configuration is on a Sonicwall TZ205 with 5.9.1.7-2o firmware, but should be relatively similar for all models.

Note: Sonicwall's IPS service has been known to block VoIP even if you have these rules set as it confuses it for a DDoS attack. If you lower the protection level from high, it generally fixes it.

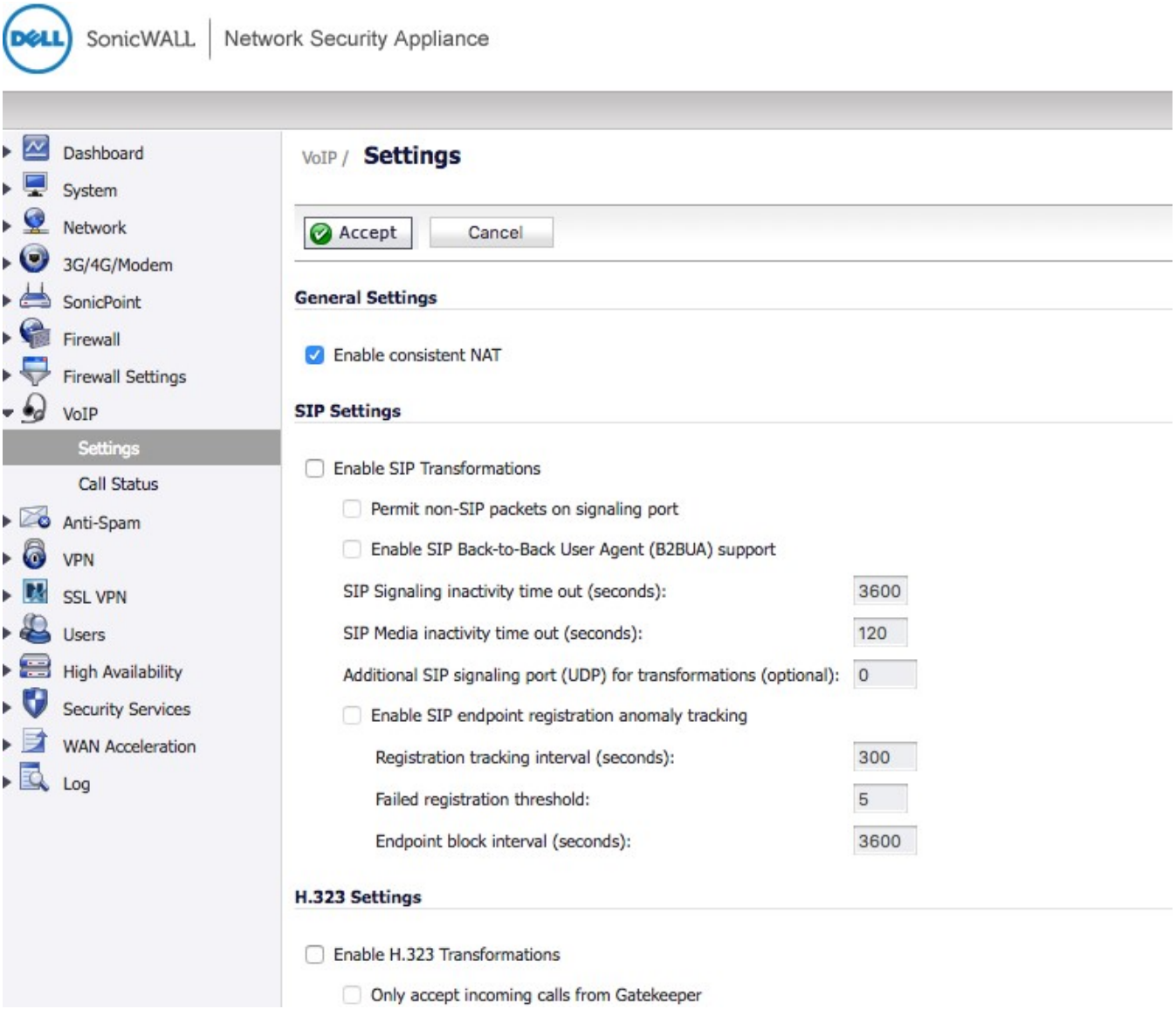
Note: The FQDNS on this doc are for APOLLO clusters. You should follow this doc and use the server addresses your site/customer is associated with:

Generic Firewall Settings

We recommend the TZ series for no more then 25 phones. If you plan to expand beyond that we recommend the NSA series.

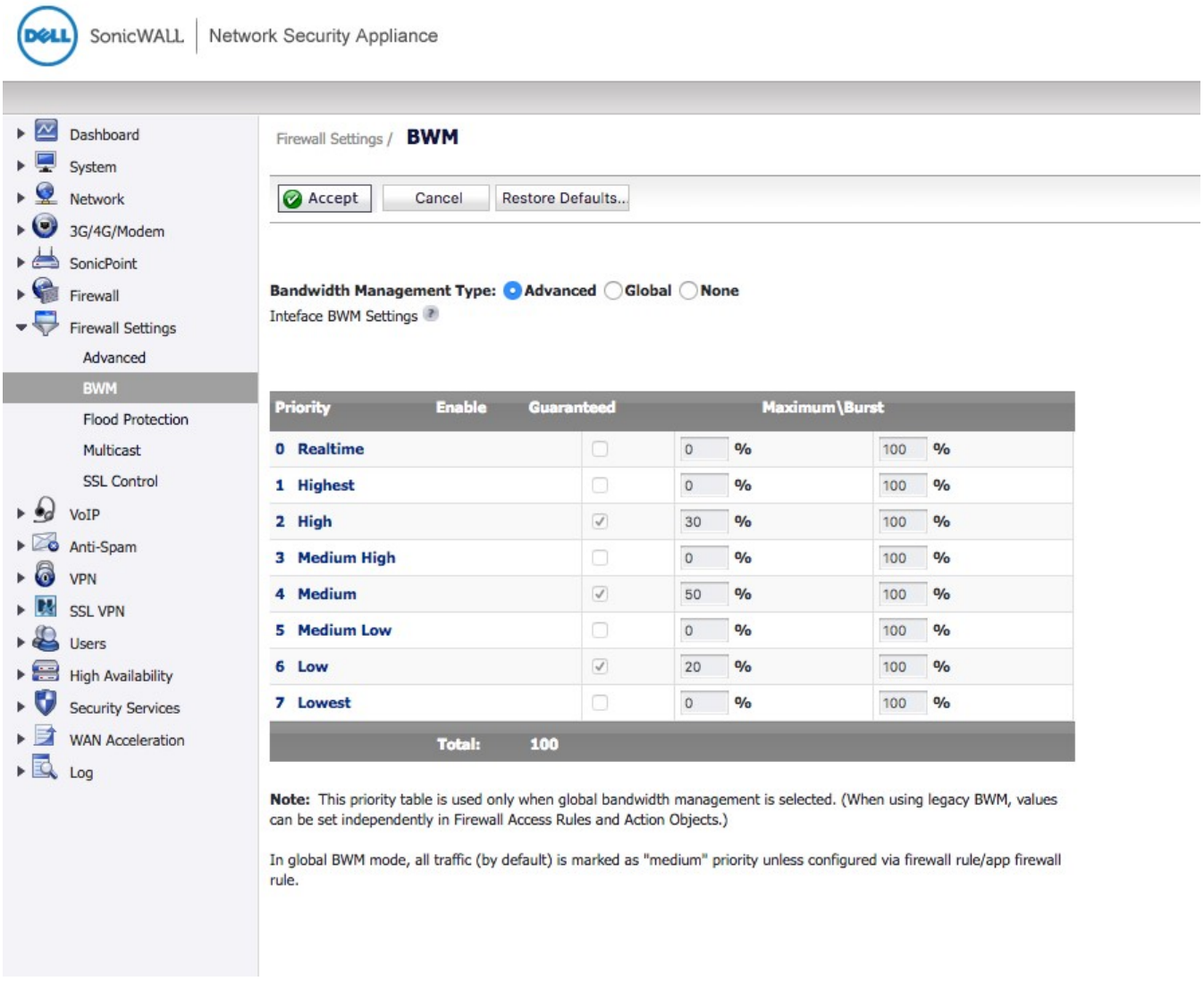
1. Consistent NAT

Ensure "Enable Consistent Nat" is checked



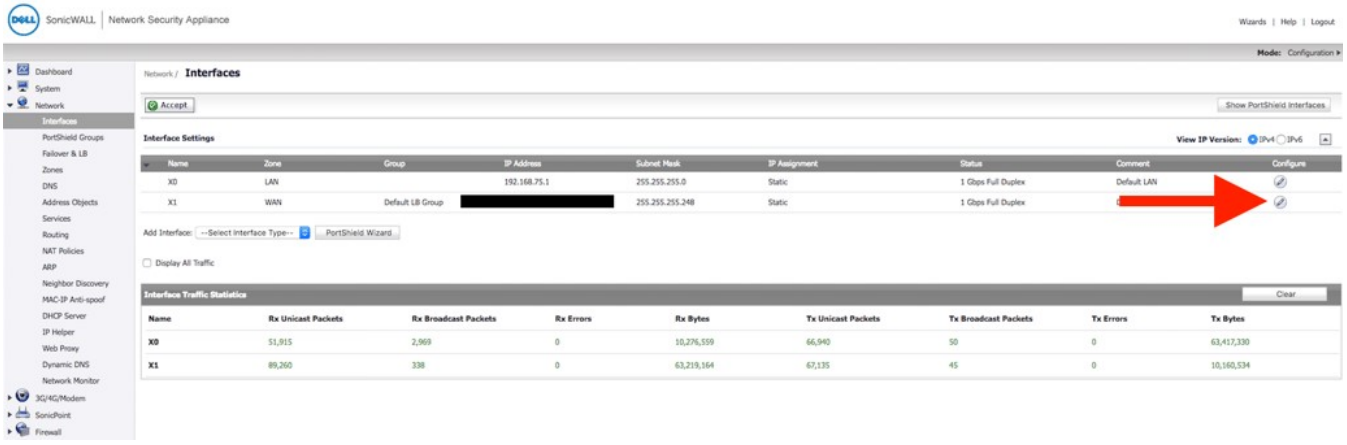
2. Enable WAN BWM (Bandwidth Management)

Ensure advanced is checked as seen below



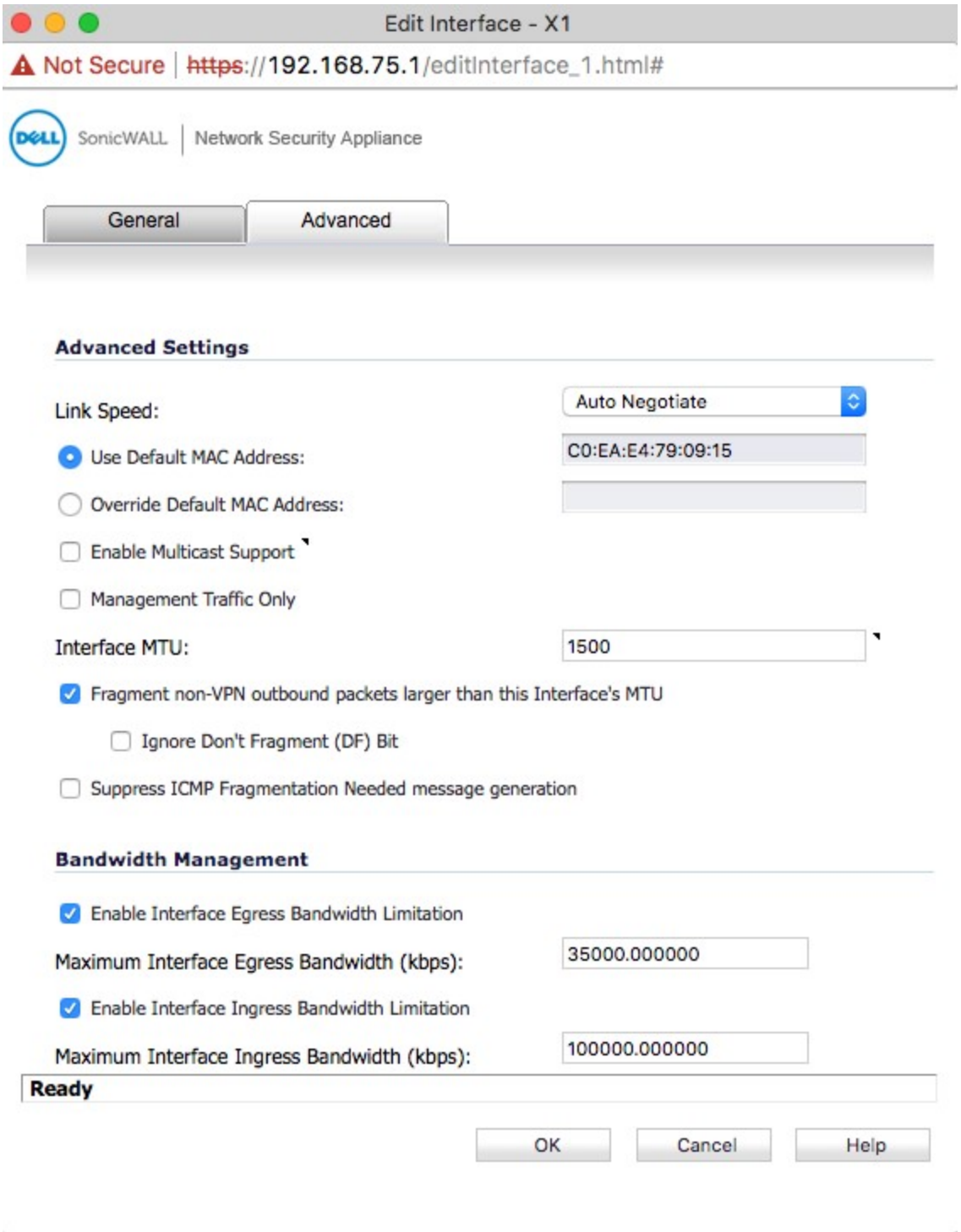
3. Enable BWM on WAN

Click the configure pencil located next to your primary WAN connection

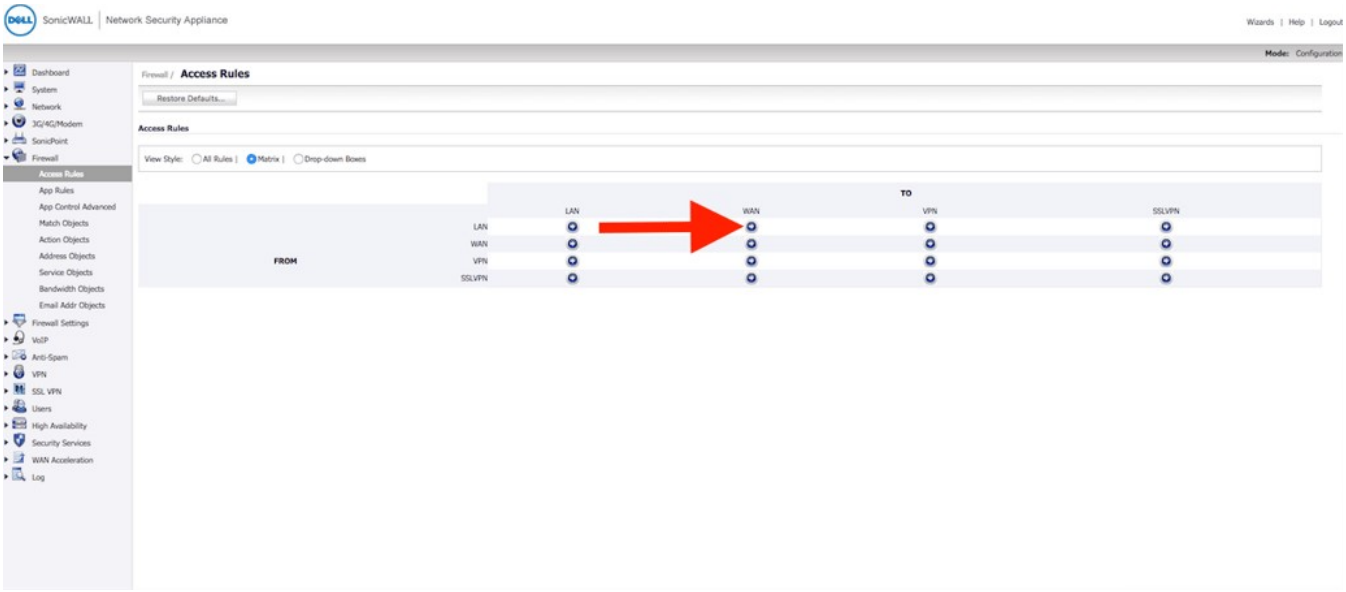


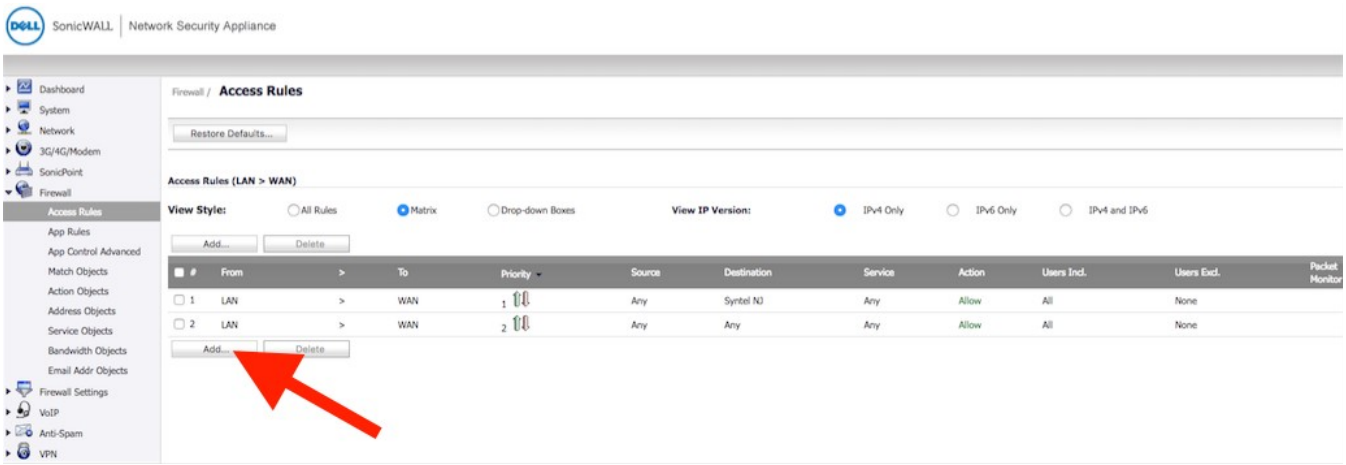
Under the bandwidth management section, check both enable Egress and Ingress. Egress is the upload speed of your internet connection. Ingress is the download speed. Best practice is to run a speed test before setting these options.

The example below shows a 100MBPS download and 35MBPS upload speed connection.

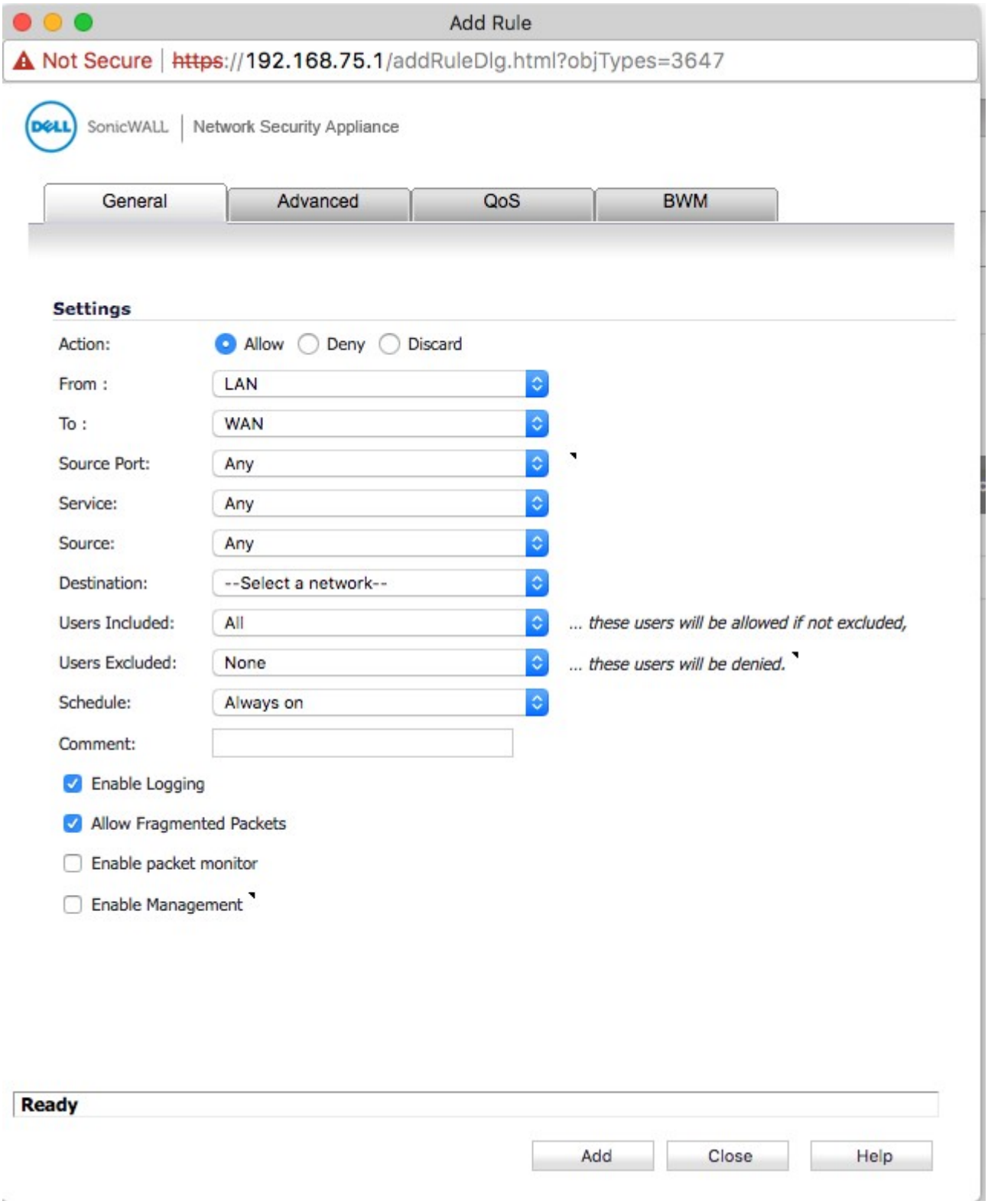


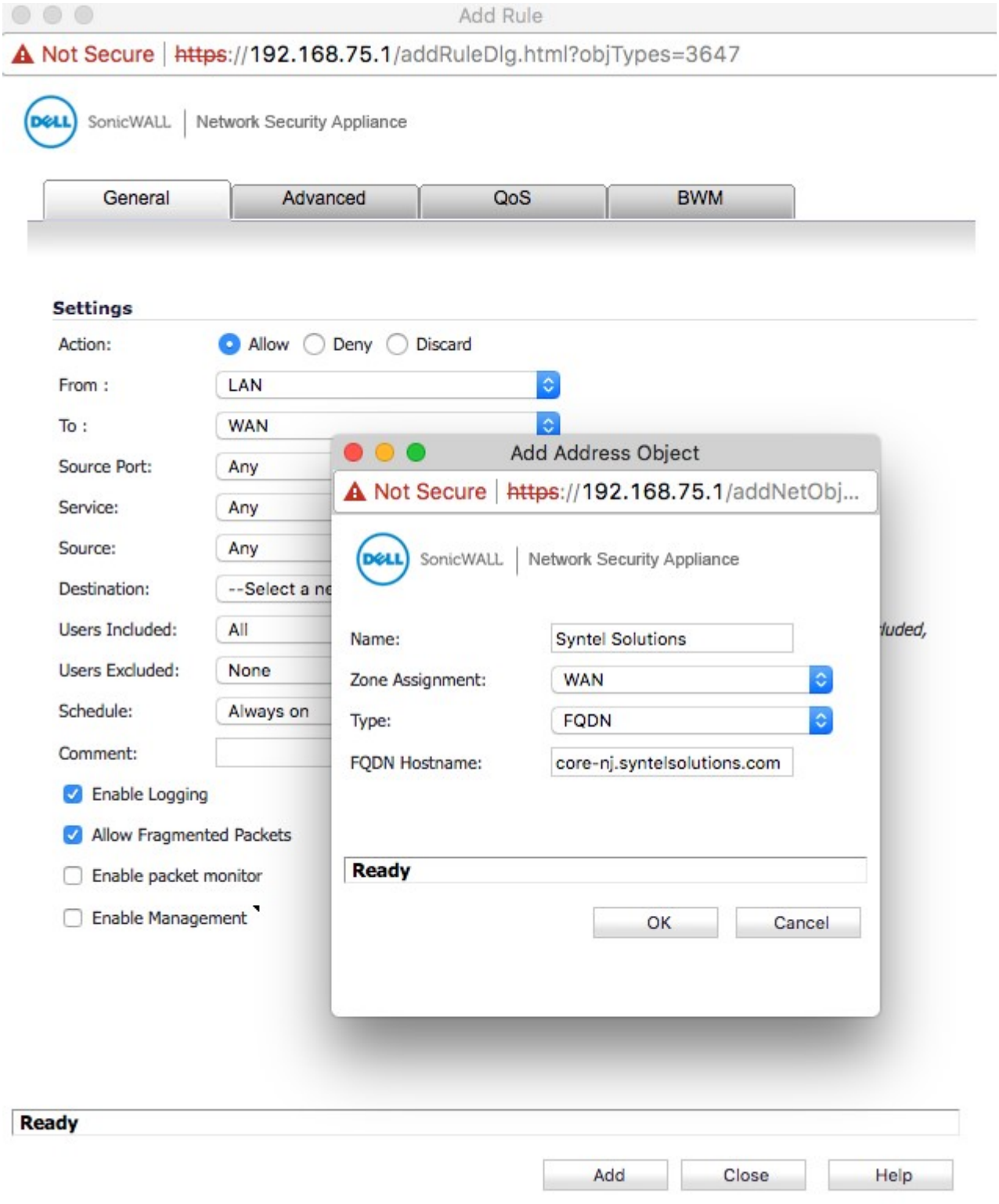
4. Create LAN>Wan firewall rule to allow and prioritize all traffic to both Kinect Servers



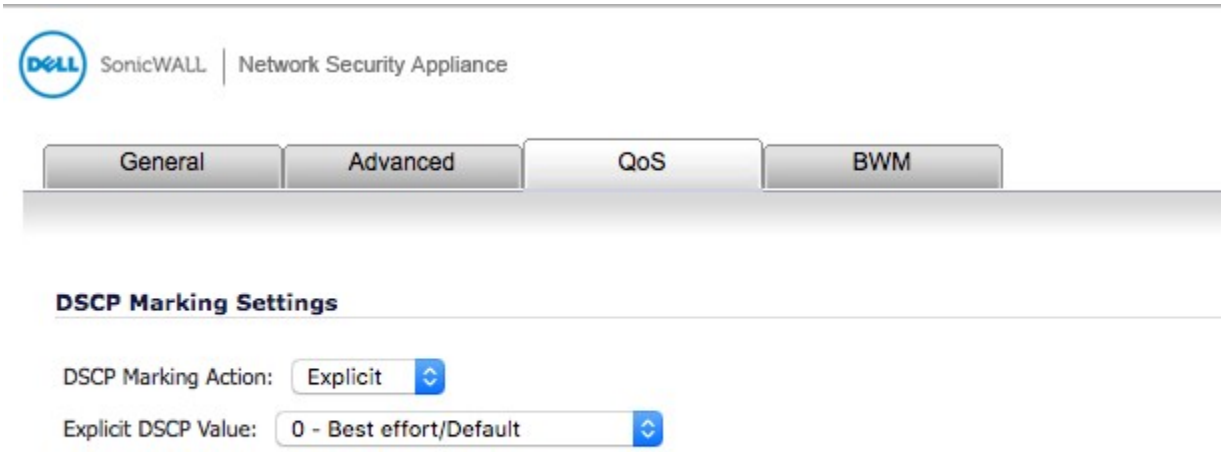


You are going to create a rule that allows all traffic to our server as seen in the screen shots below. Under the destination submenu click "create new network" to add our servers. You will build this rule three times, two using our NJ servers FQDN of core2-nj.syntelsolutions.com & core-nj.syntelsolutions.com, and the third rule will use our FL server of core-fl.syntelsolutions.com

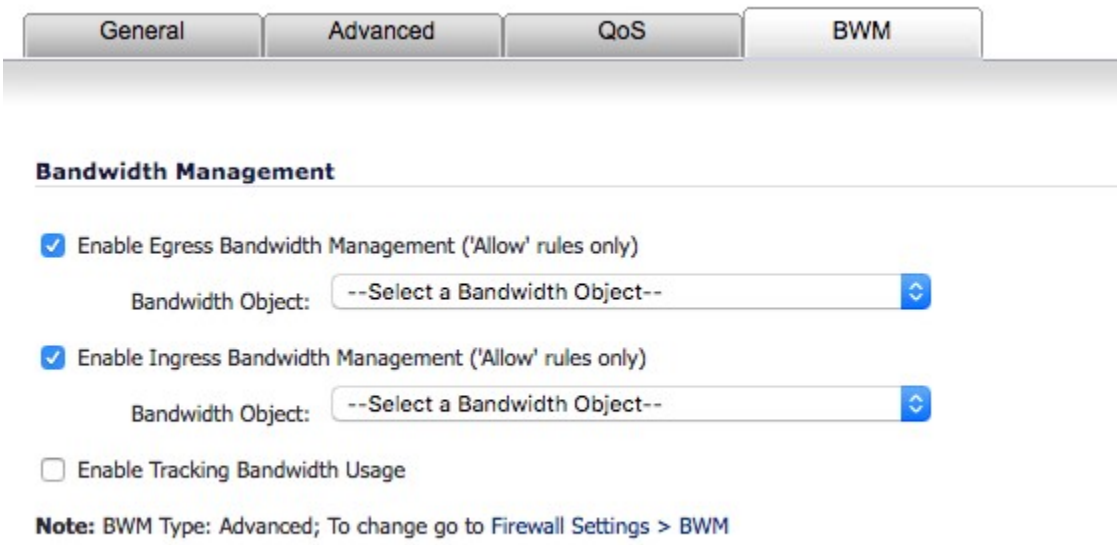

Add Rule
Not Secure | https://192.168.75.1/addRuleDlg.html?objTypes=3647
SonicWALL | Network Security Appliance
General
Advanced
QoS
BWM
Settings
Action: Allow Deny Discard
From : LAN
To : WAN
Source Port: Any
Service: Any
Source: Any
Destination: --Select a network--
Users Included: All ... these users will be allowed if not excluded,
Users Excluded: None ... these users will be denied.
Schedule: Always on
Comment:
Enable Logging
Allow Fragmented Packets
Enable packet monitor
Enable Management
Ready
Add
Close
Help

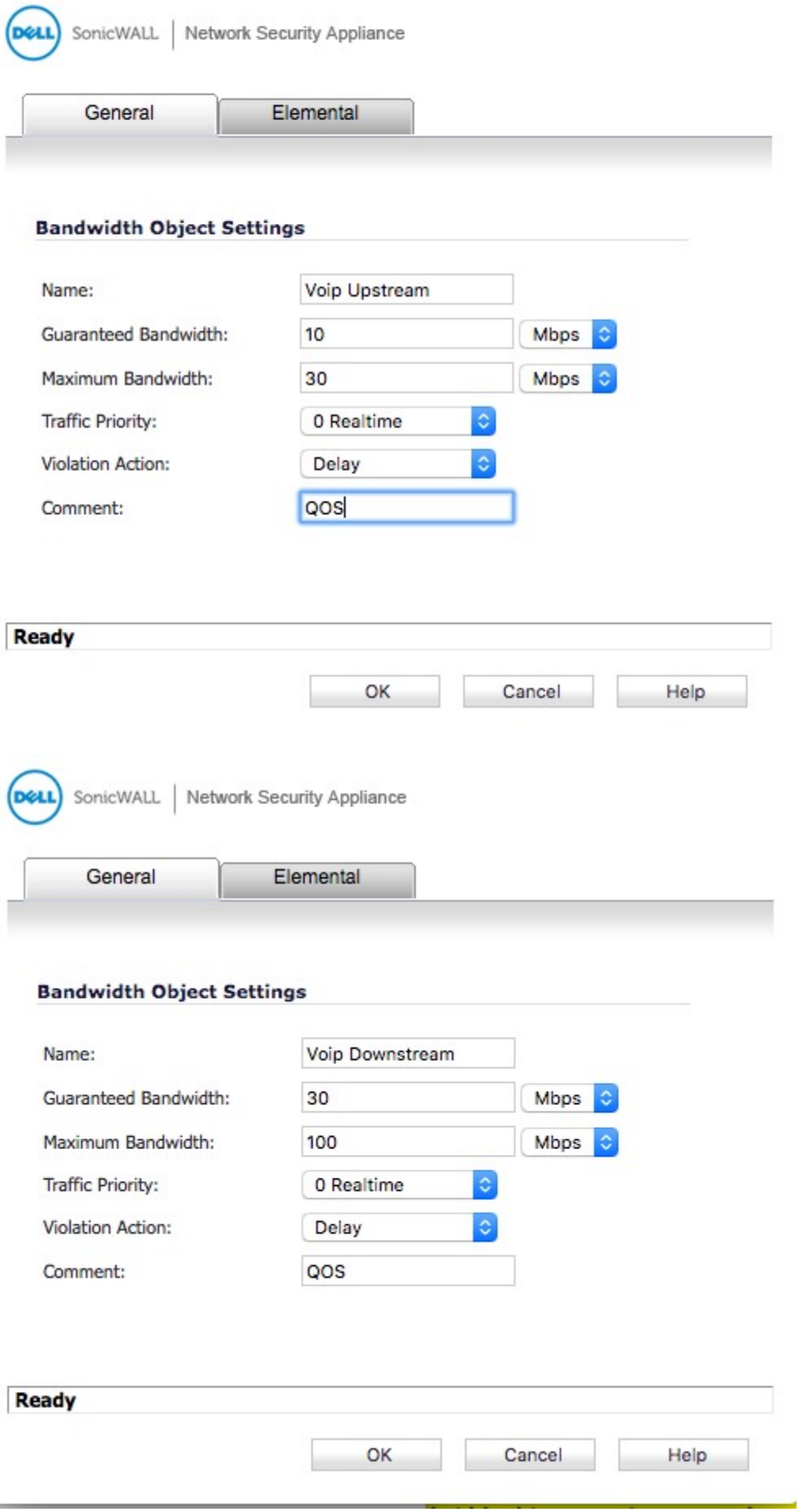


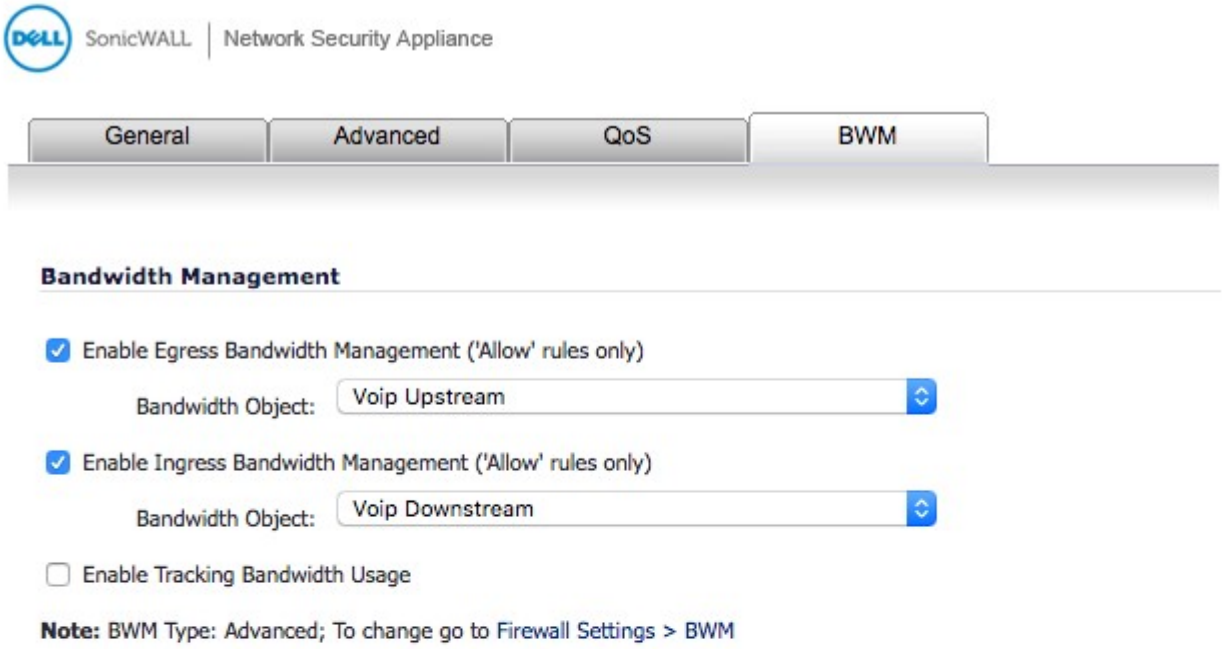
Then under the QOS tab, change DSCP to "Explicit"



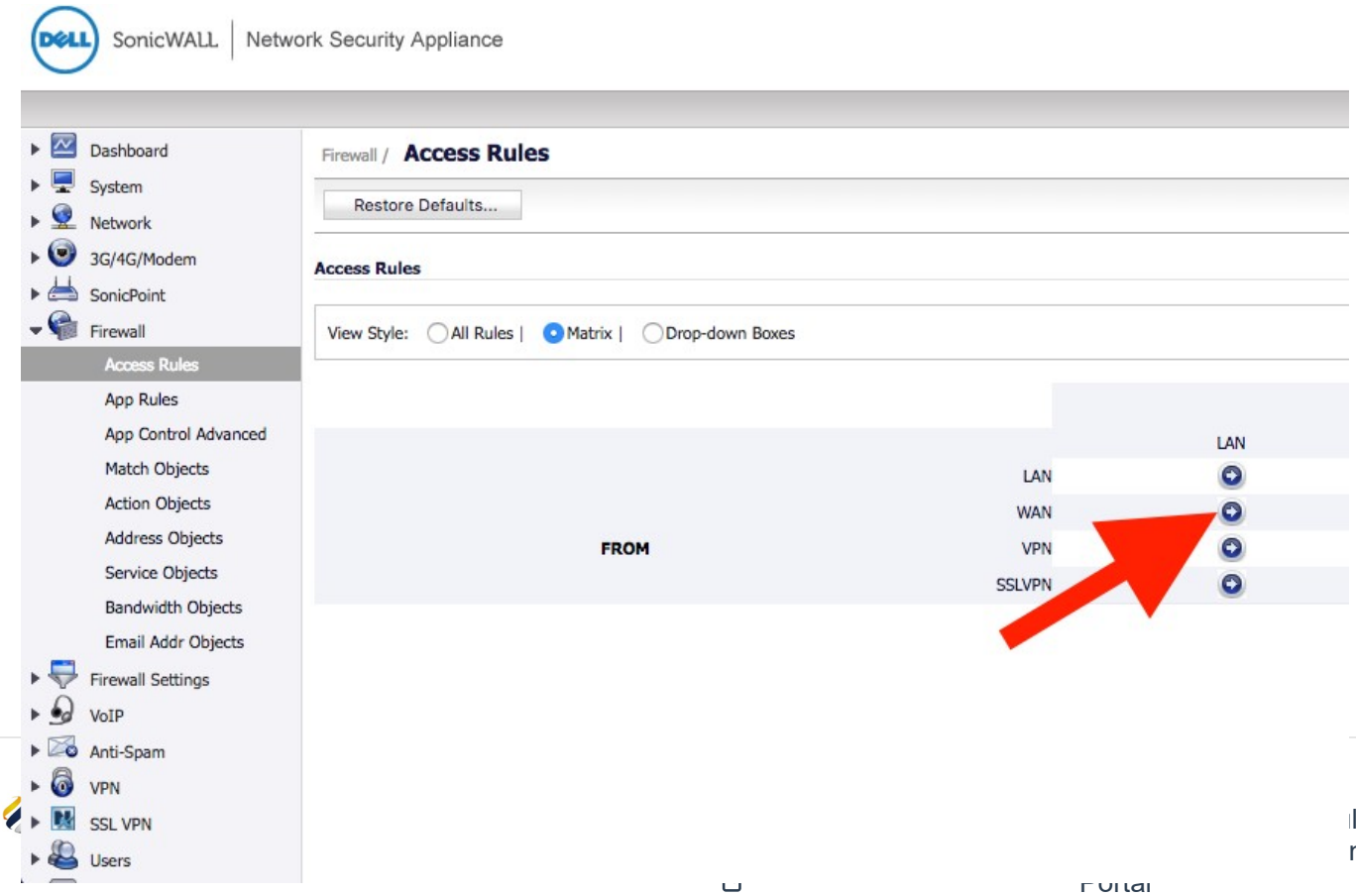
Under the BWM tab, check enable Egress and ingress, under the drop down you will create a new bandwidth object. You will use this for both inbound and outbound firewall rules as you will see later. The best rule of thumb is to guarantee about 25% of the bandwidth to the phones, and to allow 100% if needed. This way phone calls always will have priority, but not use the entire connection when not in use.



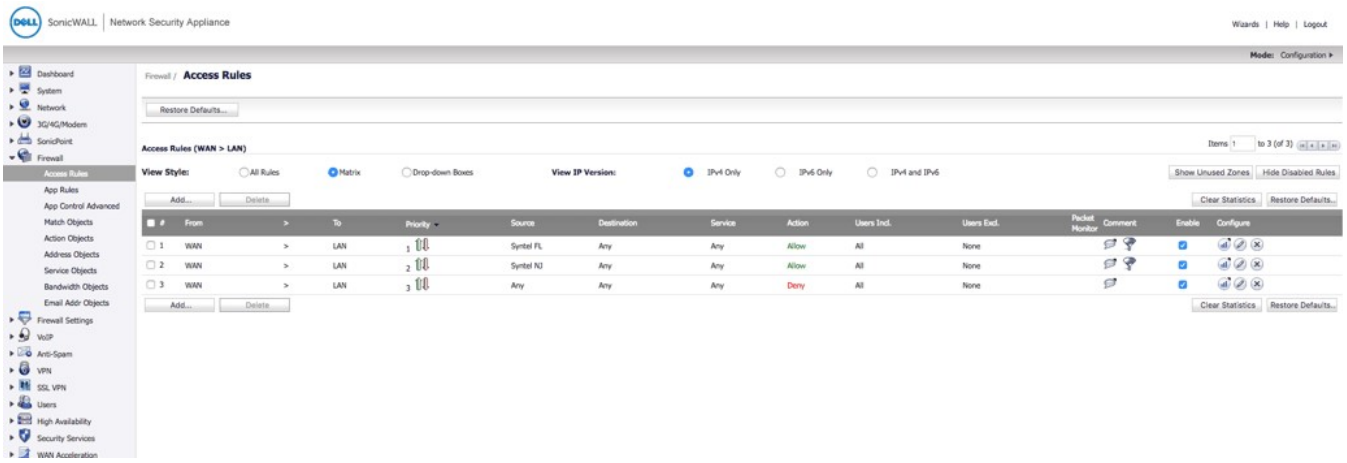

SonicWALL | Network Security Appliance
General
Elemental
Bandwidth Object Settings
Name:
Voip Upstream
Guaranteed Bandwidth:
10
Mbps
Maximum Bandwidth:
30
Mbps
Traffic Priority:
0 Realtime
Violation Action:
Delay
Comment:
QOS
Ready
OK
Cancel
Help
SonicWALL | Network Security Appliance
General
Elemental
Bandwidth Object Settings
Name:
Voip Downstream
Guaranteed Bandwidth:
30
Mbps
Maximum Bandwidth:
100
Mbps
Traffic Priority:
0 Realtime
Violation Action:
Delay
Comment:
QOS
Ready
OK
Cancel
Help



5. Now we go back to access rules, to create a similar rule from WAN>LAN



Here you will build similar rules to LAN>WAN, the only difference being we will be changing the "Source" to the Kinect Servers, and the other options to "any". Therefore creating a rule saying all traffic ONLY from our servers, is allowed and prioritized.



Be sure to set the QOS and BWM tabs the same as the previous rules

Congrats! You've successfully configured your firewall for the Syntel Solutions UCaas Platform.

Download the PDF

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