WatchGuard® XCS Remote Installation Services

WatchGuard XCS appliances that have an active LiveSecurity subscription are eligible to purchase WatchGuard XCS Remote Installation Services.

Service Deliverables

WatchGuard Remote Installation Services for Extensible Content Security (XCS) includes the following configuration deliverables:

- Complete WatchGuard XCS software installation
- License WatchGuard XCS appliance
- Upgrade to latest release and/or patches
- Configure interfaces, DNS, NTP, support access, etc.
- Verify reliable connectivity for essential services such as DNS, HTTPS access for Security Connection/LiveSecurity
- Configure administrative access and tier admin users
- Configure WatchGuard XCS for inbound/outgoing SMTP Relay (Mail Gateway)
- Configure connection level reject (Threat Prevention, ReputationAuthority, Client Access Restrictions)
- Configure Intercept AntiSpam
- Configure content control settings (attachment control, content scanning, dictionaries, content rules, email encryption)
- LDAP integration (recipient validation, policy, authentication, etc.)
- Enable and configure backscatter detection for outgoing messages
- Configure domain key signing for outgoing messages
- Configure AntiVirus, Outbreak Control, and Malformed Scanning
- Configure Email Encryption
- Configure and schedule reporting
- Knowledge transfer

Note: Based on individual customer requirements, not all deliverables may be applicable.

Customer Requirements

Prior to the start of the service, customers are required to complete the following tasks:

- Create a WatchGuard profile and register your device
- Complete WatchGuard XCS Remote Installation Questionnaire
- Provide WatchGuard with remote access to the appliance
Delivery Phases

WatchGuard XCS Remote Installation Service is delivered in three phases:

- Phase 1: Requirements Review
- Phase 2: Deployment Service
- Phase 3: Customer Sign-off

Phase 1: Requirements Review

- WatchGuard contacts the customer to review the Remote Installation Questionnaire, discuss deployment options and service deliverables.
- Review any networking changes such as ports required to be open, mail flow, DNS changes or publishing of SPF or domain key record.
- WatchGuard creates an Installation Plan and Acceptance Test Criteria based on Remote Installation Questionnaire and discussion with customer.
- Once the customer approves the Delivery and Implementation Plan, WatchGuard will schedule the Remote Installation.

Phase 2: WatchGuard XCS Deployment Service

- WatchGuard contacts the customer at the scheduled appointment time.
- WatchGuard XCS device is deployed in accordance to the agreed upon Delivery and Implementation Plan.
- The configuration will be scheduled for two hours. The customer will be charged for additional time spent with the installation.

Phase 3: Customer Sign-off

- WatchGuard walks customer through the WatchGuard XCS device configuration.
- WatchGuard provides knowledge transfer for XCS appliance administration and troubleshooting.
- The WatchGuard rep reviews the WatchGuard XCS configuration with the customer and tests for proper operation.
- WatchGuard provides a backup of completed WatchGuard XCS settings.
- The customer has three business days to contact WatchGuard with follow-up questions related to the WatchGuard XCS configuration. Once this period has expired, the Remote Installation is considered complete.

For more information on WatchGuard Remote Installation Services, contact WatchGuard at 1.800.734.9905 (U.S.) or +1.206.613.0895 (International).