

WatchGuard® XTM Remote Installation Services

WatchGuard devices running the WatchGuard XTM software that have an active LiveSecurity subscription are eligible to purchase WatchGuard XTM Remote Installation Services.



Service Deliverables

WatchGuard Remote Installation Services for WatchGuard XTM products includes the following configuration deliverables:

- Complete WatchGuard XTM software installation
- License WatchGuard XTM appliance
- Upgrade to latest release and/or patches
- Configure interface/device settings
- Verify reliable connectivity for essential services such as DNS, HTTPS access for LiveSecurity
- Configure two device in FireCluster (active/active, active/passive)
- Configure NAT statements (static and 1-to-1 NAT maximum 10 each)
- Configure inbound proxy policies such as HTTP, SMTP, POP3
- Configure subscription security services such as WebBlocker, GAV, IPS, spamBlocker, Reputation Enabled Defense
- Configure network routes
- Setup and configure logging and reporting servers
- Setting up VPNs: site-to-site and client-to-site (maximum of 5 VPNs)
- Extended authentication integration (LDAP, Active Directory, Radius)
- 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 XTM Remote Installation Questionnaire
- Provide WatchGuard with remote access to the appliance
- Download and install latest WatchGuard software before the start of the Remote Installation
- Retrieve device feature key from the WatchGuard website

Delivery Phases

WatchGuard XTM 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, DNS changes, etc.
- 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 XTM Deployment Service

- WatchGuard contacts the customer at the scheduled appointment time.
- WatchGuard XTM 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 XTM device configuration.
- WatchGuard provides knowledge transfer for XTM appliance administration and troubleshooting.
- The WatchGuard rep reviews the WatchGuard XTM configuration with the customer and tests for proper operation.
- WatchGuard provides a backup of completed WatchGuard XTM settings.
- The customer has three business days to contact WatchGuard with follow-up questions related to the WatchGuard XTM 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).