



Fireware v12.8.3 Release Notes

Supported Devices	Firebox NV5
Release Date	1 December 2022
Release Notes Revision	14 February 2023
Fireware OS Build	668785
WatchGuard System Manager Build	668709

Introduction

Fireware v12.8.3 supports the initial release of the new Firebox NV5 appliance. This firmware version is available for Firebox NV5 only but not for other Firebox models.

The Firebox NV5 is a VPN gateway tabletop appliance that provides a simplified solution for remote workers, small offices, or remote devices that need a secure connection to the corporate office or data center. The Firebox NV5 offers a fast connection to the data both employees and devices need using the VPN configuration for BOVPN (Branch Office VPN) in WatchGuard Cloud.

The Firebox NV5 is intended as a secure VPN gateway appliance. The Firebox NV5 uses a Standard Support license, and does not support these features:

- Subscription Security Services
- FireCluster
- Load Balancing
- Link Aggregation



With the release of Fireware v12.8, WatchGuard announced the deprecation of the WatchGuard Log Server, Report Server, and Quarantine Server. WSM v12.8.x releases still include these server components, but we will remove them in a future WSM release.

Before You Begin

Before you install this release, make sure that you have:

- The required hardware and software components as shown below. If you use WatchGuard System Manager (WSM), make sure your WSM version is equal to or higher than the version of Fireware OS installed on your Firebox and the version of WSM installed on your Management Server.
- Feature key for your Firebox — If you do not have a feature key for your device, you can log in to the WatchGuard website to download it.

If you have a new Firebox, make sure you use the instructions in the *Quick Start Guide* that shipped with your device. If this is a new FireboxV installation, make sure you carefully review [Fireware Help in the WatchGuard Help Center](#) for important installation and setup instructions. We also recommend that you review the [Hardware Guide](#) for your Firebox model. The *Hardware Guide* contains useful information about your device interfaces, as well as information on resetting your device to factory default settings, if necessary.

Product documentation for all WatchGuard products is available on the WatchGuard web site at <https://www.watchguard.com/wgrd-help/documentation/overview>.

Known Issues and Limitations

Known issues for Fireware v12.8.3 and its management applications, including workarounds where available, can be found on the [Technical Search > Knowledge Base](#) tab. To see known issues for a specific release, from the **Product & Version** filters you can expand the Fireware version list and select the check box for that version.

Some Known Issues are especially important to be aware of before you upgrade, either to or from specific versions of Fireware. To learn more, see [Release-specific upgrade notes](#).

Download Software

You can download software from the [WatchGuard Software Downloads Center](#).

There are several software files available for download with this release. See the descriptions below so you know what software packages you will need for your upgrade.

WatchGuard System Manager

With this software package you can install WSM and the WatchGuard Server Center software:

WSM_12_8_3.exe — Use this file to install WSM v12.8.3 or to upgrade WatchGuard System Manager from an earlier version.

Fireware OS

You can upgrade the Fireware OS on your Firebox automatically from the Fireware Web UI **System > Upgrade OS** page or from WatchGuard Cloud.

If you prefer to upgrade from Policy Manager, or from an earlier version of Fireware, you can download the Fireware OS image for your Firebox. Use the .exe file if you want to install or upgrade the OS using WSM. Use the .zip file if you want to install or upgrade the OS manually using Fireware Web UI. Use the .ova or .vhd file to deploy a new FireboxV device.

If you have...	Select from these Fireware OS packages
Firebox NV5	Firebox_NV5_12_8_3.zip Firebox_OS_NV5_12_8_3.exe

Additional Firebox Software

The files in the list below are not directly used by the Firebox or for Firebox management, but are necessary for key features to work. In most cases, the file name includes the Fireware version that was current at the time of release.

File name	Description	Updated in this release
WG-Authentication-Gateway_12_7_2.exe	Single Sign-On Agent software - required for Single Sign-On and includes optional Event Log Monitor for clientless SSO	No
WG-Authentication-Client_12_7.msi	Single Sign-On Client software for Windows	No
WG-SSOCLIENT-MAC_12_5_4.dmg	Single Sign-On Client software for macOS	No
SSOExchangeMonitor_x86_12_0.exe	Exchange Monitor for 32-bit operating systems	No
SSOExchangeMonitor_x64_12_0.exe	Exchange Monitor for 64-bit operating systems	No

File name	Description	Updated in this release
TO_AGENT_SETUP_11_12.exe	Terminal Services software for both 32-bit and 64-bit systems.	No
WG-MVPN-SSL_12_7_2.exe	Mobile VPN with SSL client for Windows ⁵	No
WG-MVPN-SSL_12_7_2.dmg	Mobile VPN with SSL client for macOS ⁵	No
WG-Mobile-VPN_Windows_x86-64_1504_29378.exe ¹	WatchGuard IPSec Mobile VPN Client for Windows (64-bit), powered by NCP ²	No
WG-Mobile-VPN_macOS_x86-64_461_29053.dmg ¹	WatchGuard IPSec Mobile VPN Client for macOS, powered by NCP ²	No
Watchguard_MVLS_Win_x86-64_200_rev19725.exe ¹	WatchGuard Mobile VPN License Server (MVLS) v2.0, powered by NCP ³	No

¹ The version number in this file name does not match any Fireware version number.

² There is a license required for this premium client, with a 30-day free trial available with download.

³ Click [here](#) for more information about MVLS. If you have a VPN bundle ID for macOS, it must be updated on the license server to support the macOS 3.00 or higher client. To update your bundle ID, contact WatchGuard Customer Support. Make sure to have your existing bundle ID available to expedite the update.

⁴ SSO Agent v12.7 supports Fireware v12.5.4 or higher only. Before you install SSO Agent v12.7, you must upgrade the Firebox to Fireware v12.5.4 or higher. If you install SSO Agent v12.7, we recommend that you upgrade all SSO Clients to v12.7. You cannot use SSO Client v12.7 with versions of the SSO Agent lower than v12.5.4. Fireware v12.7.2 supports previous versions of the SSO Agent.

⁵ Not supported on ARM processor architecture.

Upgrade to Fireware v12.8.3

Important information about the upgrade process:

- You can use WatchGuard Cloud, Fireware Web UI, or Policy Manager to upgrade your Firebox.
- We strongly recommend that you save a local copy of your Firebox configuration and create a Firebox backup image before you upgrade.
- If you use WatchGuard System Manager (WSM), make sure your WSM version is equal to or higher than the version of Fireware OS installed on your Firebox and the version of WSM installed on your Management Server. Also, make sure to upgrade WSM *before* you upgrade the version of Fireware OS on your Firebox.
- In Fireware v12.6.2 or higher, Fireware Web UI prevents the addition of users with reserved user names to the Firebox-DB authentication server. We recommend that you delete or replace any user with a reserved name before you upgrade to Fireware v12.6.2 or higher. For more information, see [Reserved Firebox-DB authentication server user names](#).
- In Fireware v12.7 or higher, you cannot name new authentication servers *AuthPoint*. If you have an existing authentication server called *AuthPoint*, it will be automatically renamed to *AuthPoint.1* when you upgrade your Firebox to Fireware v12.7 or higher, or when you use WSM v12.7 or higher to manage a Firebox that runs Fireware 12.6.x or lower.

Back Up Your WatchGuard Servers

It is not usually necessary to uninstall your previous server or client software when you upgrade to WSM v12.x. You can install the v12.x server and client software on top of your existing installation to upgrade your WatchGuard software components. We do, however, strongly recommend that you back up your WatchGuard Servers (for example, your WatchGuard Management Server) to a safe location before you upgrade. You will need these backup files if you ever want to downgrade.

For instructions on how to back up your Management Server configuration, see [Fireware Help](#).

Upgrade to Fireware v12.8.3 from WatchGuard Cloud

From WatchGuard Cloud, you can upgrade the firmware for a Firebox that runs Fireware v12.5.2 or higher. To upgrade from WatchGuard Cloud, see [Upgrade Firmware from WatchGuard Cloud](#) in *WatchGuard Cloud Help*.

Upgrade to Fireware v12.8.3 from Fireware Web UI

You can upgrade the Fireware OS on your Firebox automatically from the **System > Upgrade OS** page. To upgrade manually, see [Upgrade Fireware OS or WatchGuard System Manager](#) in *Fireware Help*.

If your Firebox runs Fireware v11.9.x or lower, follow the steps in [this knowledge base article](#).

If you have installed another release of this OS version on your computer, you must run the installer twice (once to remove the previous release and again to install this release).

Upgrade to Fireware v12.8.3 from WSM/Policy Manager

To upgrade from WSM/Policy Manager, see [Upgrade Fireware OS or WatchGuard System Manager](#) in *Fireware Help*.

If you have installed another release of this OS version on your computer, you must run the installer twice (once to remove the previous release and again to install this release).



If you like to make updates to your Firebox configuration from a saved configuration file, make sure you open the configuration from the Firebox and save it to a new file after you upgrade. This is to make sure that you do not overwrite any configuration changes that were made as part of the upgrade.

Fireware v12.8.3 Operating System Compatibility Matrix

Last reviewed 3 October 2022

WSM/ Fireware Component	Microsoft Windows 8.1, 10, 11	Microsoft Windows Server 2012 & 2012R2	Microsoft Windows Server 2016, 2019 & 2022	macOS v10.14, v10.15, v11.x, & v12.x	Android 7.x, 8.x, 9.x, 10.x, 11.x, & 12.x	iOS v9, v10, v11, v12, v13, v14, & v15
WatchGuard System Manager	✓	✓	✓			
WatchGuard Servers <i>For information on WatchGuard Dimension, see the Dimension Release Notes.</i>	✓	✓	✓			
Single Sign-On Agent (Includes Event Log Monitor)¹		✓	✓			
Single Sign-On Client	✓	✓	✓	✓ ⁴		
Single Sign-On Exchange Monitor²		✓	✓			
Terminal Services Agent³		✓	✓			
Mobile VPN with IPSec	✓ ¹⁰			✓ ^{4,5,11}	✓ ⁵	✓ ⁵
Mobile VPN with SSL	✓			✓ ^{4,8}	✓ ⁶	✓ ⁶
Mobile VPN with IKEv2	✓			✓ ^{4,9}	✓ ⁷	✓
Mobile VPN with L2TP	✓			✓ ⁵	✓	✓

Notes about Microsoft Windows support:

- Windows 8.x support does not include Windows RT.
- Documentation might include references and examples for Windows OS versions that are no longer supported. This is provided to assist users with those OS versions, but we cannot guarantee compatibility.

The following browsers are supported for both Fireware Web UI and WebCenter (Javascript required):

- IE 11
- Microsoft Edge⁴²
- Firefox v82
- Safari 13
- Safari iOS 14
- Safari (macOS Catalina)

- Safari (macOS Big Sur)
- Chrome v86

¹The Server Core installation option is supported for Windows Server 2016.

²Microsoft Exchange Server 2010 SP3 and Microsoft Exchange Server 2013 is supported if you install Windows Server 2012 or 2012 R2 and .NET Framework 3.5.

³Terminal Services support with manual or Single Sign-On authentication operates in a Microsoft Terminal Services or Citrix XenApp 6.0, 6.5, 7.6, or 7.12 environment.

⁴To learn more about client support for macOS Catalina, see [macOS Catalina 10.15 software compatibility](#). To learn more about client support for macOS Big Sur 11.x, see [macOS Big Sur 11.x software compatibility](#). To learn more about client support for macOS Monterey 12.x, see [macOS Monterey 12.x software compatibility](#).

⁵Native (Cisco) IPsec client is supported for all recent versions of macOS and iOS.

⁶OpenVPN is supported for all recent versions of Android and iOS.

⁷StrongSwan is supported for all recent versions of Android.

⁸In macOS 10.15 (Catalina) or higher, you must install v12.5.2 or higher of the WatchGuard Mobile VPN with SSL client.

⁹In macOS 12.x (Monterey) you must manually update the authentication settings after you install the Mobile VPN with IKEv2 client profile. For more information, see [this KB article](#).

¹⁰ Mobile VPN with IPsec NCP client for Windows (version 15.04 build 29378) supports Windows 10 and Windows 11 only.

¹¹ Mobile VPN with IPsec NCP client for macOS (version 4.61 build 29053) supports macOS Big Sur 11.x or higher only.

Authentication Support

This table provides a quick view of the types of authentication servers supported by key features of Fireware. Using an authentication server gives you the ability to configure user and group-based firewall and VPN policies in your Firebox or XTM device configuration. With each type of third-party authentication server supported, you can specify a backup server IP address for failover.

- ✓ Fully supported by WatchGuard
- Not supported by WatchGuard

	AuthPoint Authentication Server	AuthPoint RADIUS Server	Active Directory	LDAP	RADIUS	SecurID	Firebox (Firebox-DB) Local Authentication	SAML
Mobile VPN with IPSec for iOS, Windows, and macOS	–	✓	✓	✓	✓	✓	✓	–
Mobile VPN with IPSec for Android	–	✓	✓	✓	✓	–	✓	–
Mobile VPN with SSL	✓	✓	✓	✓	✓	✓	✓	–
Mobile VPN with IKEv2 for Windows	✓	✓	✓ ¹	–	✓	–	✓	–
Mobile VPN with L2TP	–	✓	✓ ¹	–	✓	–	✓	–
Built-in Web Page on Port 4100 and 8080	✓	✓	✓	✓	✓	✓	✓	–
Access Portal	–	✓	✓	✓	✓	✓	✓	✓
AD Single Sign-On Support (<i>with or without client software</i>)	–	–	✓	✓	–	–	–	–
Terminal Services Manual Authentication	–	–	✓	✓	✓	✓	✓	–
Terminal Services Authentication with Single Sign-On	–	–	✓	–	–	–	–	–

¹ Active Directory authentication methods are supported only through a RADIUS server.

System Requirements

	If you have WatchGuard System Manager client software only installed	If you install WatchGuard System Manager and WatchGuard Server software
Minimum CPU	Intel Core or Xeon 2GHz	Intel Core or Xeon 2GHz
Minimum Memory	1 GB	2 GB
Minimum Available Disk Space	250 MB	1 GB
Minimum Recommended Screen Resolution	1024x768	1024x768

FireboxV Model	Minimum Total Memory	Recommended Memory	Maximum vCPUs
Small	2048 MB ¹	4096 MB	2
Medium	4096 MB	4096 MB	4
Large	4096 MB	8192 MB	8
Extra Large	4096 MB	16384 MB	16

Technical Assistance

For technical assistance, contact WatchGuard Technical Support by telephone or log in to the WatchGuard Portal at <https://www.watchguard.com/wgrd-support/overview>. When you contact Technical Support, you must supply your registered Product Serial Number or Partner ID.

	Phone Number
U.S. End Users	877.232.3531
International End Users	+1 206.613.0456
Authorized WatchGuard Resellers	206.521.8375

Localization

This release includes updates to the localization for the management user interfaces (WSM application suite and Web UI) through Fireware v12.6.4. UI changes introduced since v12.6.4 might remain in English.

Supported languages are:

- French (France)
- Japanese
- Spanish (Latin American)

Note that most data input must still be made using standard ASCII characters. You can use non-ASCII characters in some areas of the UI, including:

- Proxy deny message
- Wireless hotspot title, terms and conditions, and message
- WatchGuard Server Center users, groups, and role names



Although some other Web UI and Policy Manager fields might accept Unicode characters, problems can occur if you enter non-ASCII characters in those fields.

Any data returned from the device operating system (e.g. log data) is displayed in English only. Additionally, all items in the Fireware Web UI System Status menu and any software components provided by third-party companies remain in English.

Fireware Web UI

The Web UI will launch in the language you set in your web browser by default.

WatchGuard System Manager

When you install WSM, you can choose which language packs you want to install. The language displayed in WSM will match the language you select in your Microsoft Windows environment. For example, if you use Windows 10 and want to use WSM in Japanese, go to Control Panel > Language and select Japanese as your Display Language.

Dimension, WebCenter, Quarantine Web UI, and Wireless Hotspot

These web pages automatically display in whatever language preference you set in your web browser.

Documentation

The latest version of localized Fireware Help is available from [WatchGuard Help Center](#). In the top-right of a Fireware Help page, click the Globe icon and select your language from the drop-down list.