WatchGuard Dimension™ v1.1 Update 1 Release Notes

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WatchGuard Dimension is the next-generation cloud-ready visibility solution for our Unified Threat Management (UTM) appliances. With Dimension, you get innovative, insightful, and interactive dashboard views of your network security, as well as visual and responsive logging and reporting.

With WatchGuard Dimension v1.1,(released in early February) we're pleased to add the following new features and functionality:

- Hyper-V support - See the Installation section for more information
- Dynamic IP address to name resolution for reports
- New Static IP Address Map feature lets you identify your devices by a static name instead of an IP address
- The ability to back up and restore your Dimension database to/from certain SFTP servers
- Support for an external Postgres server, v9.2, 9.1.9, or 9.1.11
- New Report Types for Gateway AV and IPS details
- Support for SMTP gateways that require STARTTLS
- New "Status Report" section has been added to the Dimension Administration > Database page so you can more easily see database status information
- The ability to specify a file location as a target for publishing scheduled reports

In late February, we updated Dimension v1.1 to v1.1 Update 1 to resolve recent several bugs reported by our customers, as well as to enable support access from the Dimension virtual machine console.

For more information about WatchGuard Dimension, review the product Help or the Introduction to WatchGuard Dimension or What's New in WatchGuard Dimension v1.1 presentations.

Before You Begin

WatchGuard Dimension can be installed on VMWare or on Hyper-V. You can find installation instructions in these *Release Notes* and in the Dimension Help.

Dimension is distributed as an OVA file for installation on VMWare ESXi 5.x and as a VHD file for installation on Hyper-V for Microsoft Windows Server 2008 R2, 2012, or 2012 R2. The vSphere client is used to provision and install the OVA file. You cannot use VMWare Client, Player, or any other non-EXSi server/client mechanisms to deploy the Dimension OVA file. To deploy the VHD file, you can use a Hyper-V Manager on Microsoft Server, or another Hyper-V environment.

Dimension must be installed on a virtual machine with a 64-bit OS.

Browser Compatibility

The WatchGuard Dimension web UI supports the following browsers:

- Firefox v22 and later
- Internet Explorer 9 and later
- Safari 5 and later
- Safari on iOS6 and later
- Chrome v29 and later

Additionally, you can successfully use the WatchGuard Dimension Web UI on most mobile phone and tablet devices.

XTM Device Configuration Requirements

WatchGuard Dimension can accept log messages and generate reports for:

- Any device running Fireware XTM OS
- WatchGuard System Manager Management Server and Quarantine Server

In the logging configuration settings for your Firebox or XTM device, use the IP address and log encryption key you used when you set up WatchGuard Dimension. Use this same IP address and log encryption key in your WatchGuard Server Center settings.

Upgrade from Dimension v1.0 to v1.1

If you have already updated to Dimension v1.1, you can upgrade to Dimension v1.1 Update 1 from the Dimension Web UI with the procedure outlined below in Steps 6-9 and the `watchguard-dimension_1_1_U1.apt.tgz` file available on the Dimension Software Downloads page.

When you upgrade your instance of Dimension from v1.0 to v1.1, you must complete a two-step upgrade process. Step 1 is necessary only for this first Dimension upgrade; future upgrades will not include this extra step.

1. Upgrade Dimension with the v1.1 upgrade preparation file.
2. Upgrade Dimension with the v1.1 upgrade file.

After you complete the first upgrade, your Dimension system reboots to restart all the Dimension services and processes, but the Dimension virtual machine (VM) does not reboot. Make sure you do not power off your Dimension VM before the upgrade is complete. Your Dimension system does not reboot again after you upload the second upgrade file.

WatchGuard recommends that you take a snapshot of your Dimension VM in VMWare or Hyper-V before you start the upgrade process.

Before you can upgrade Dimension to v1.1, connect to the WatchGuard Portal and download the two upgrade files:

- v1.1 upgrade preparation file — `watchguard-dimension_1_1_U1_amd64.deb`
- v1.1 upgrade file — `watchguard-dimension_1_1_U1_apt.tgz`

To upgrade Dimension to v1.1:

1. In a web browser, connect to your v1.0 instance of Dimension at `https://<IP address of Dimension>`, and log in.
2. Select **Manage Services > System Settings**.
   The System Settings > Status page appears.

3. Click **Upgrade** and click **Browse** to select the primary Dimension upgrade file: `watchguard-dimensio`
   `n_1_1_U1_amd64.deb`.
4. Click **OK**. Wait for the upgrade to complete and Dimension to reboot.
   The upgrade process can take a few minutes. When the upgrade is complete and Dimension finishes the reboot process, the Log In page appears. If the Log In page does not appear, refresh the page in your browser
5. Log in again.
6. Select **Administration > System Settings**.
   The System Settings > Status page appears.
7. Click **Upgrade** and click **Browse** to select the secondary Dimension upgrade file: `watchguard-dimens`
   `ion_1_1_U1_apt.tgz`.
8. Click **OK**. Wait for the upgrade to complete.
   A confirmation message appears.
9. Click **OK**.

To verify that the upgrade was successful:

1. Verify the version number is correct:
   a. Select **Administration > System Settings**.
   b. In the **Dimension System Information** section, verify that the **Version** is **1.1**.
2. Verify that the remote backup feature is configured and enabled:
   a. Select **Administration > System Settings > Diagnostics**.
   b. Scroll down to the **Status Report** section.
   c. In the Status Report, verify that the **Remote Backup** section appears.

Installation Instructions for VMware

WatchGuard Dimension is distributed as an OVA file for installation on VMWare ESXi 5.x (64-bit required). WatchGuard recommends you use the VMWare vSphere Client to provision and install the OVA file.

After you install and start the virtual machine in vSphere, you run the web-based WatchGuard Dimension Setup Wizard to configure the basic settings for your new instance of Dimension.

Before You Begin

Before you can deploy the Dimension OVA file and set up your Dimension VM, you must:

- Download the WatchGuard Dimension OVA file.
  From the **WatchGuard Portal > Articles & Software** page, find and download the `watchguard-dimen`
  `sion_1_1.ova` file to install WatchGuard Dimension on your ESXi v5.x host.
- Have a DHCP server configured in the network you choose for the Dimension virtual machine, if you want to use a DHCP server to get the initial IP address for Dimension. You can also manually set a static IP address for Dimension (instructions to set a static IP address provided in *Dimension Help*). You then use this initial IP address to connect to Dimension to run the Dimension Setup Wizard and complete your Dimension configuration.
- Have an ESXi host configured where you can deploy your Dimension VM.

Install the Dimension Virtual Machine

To deploy the WatchGuard Dimension VM:

1. Open VMWare vSphere Client and connect to your ESXi host.
2. Select **File > Deploy OVF template**.
3. Browse to the location of the `watchguard-dimension_1_1_U1.ova` file you downloaded from the WatchGuard Portal. Click **Next**.
4. On the **OVF Template Details** page, click **Next**.
5. Click **Accept** to accept the End User License Agreement. Click **Next**.
6. In the **Name** text box, type a descriptive name for your Dimension VM. Click **Next**.
7. Select an option for disk provisioning. Click **Next**.
   You can select any of the options to provision your disk, but WatchGuard recommends that you select **Thick Provision Lazy Zeroed**. This is the default option, provides more predictable performance, and enables the VM to increase the disk size as necessary.
8. On the **Network Mapping** page, select the destination network for the virtual machine.
   Make sure you select a network with a DHCP server.
   Click **Next**.
9. Verify your settings and click **Finish**.
   Your new Dimension VM appears in the vSphere Client.

Review the Dimension VM Settings

After you have deployed your new Dimension VM, you can power on the VM, review the settings for the VM, and find the IP address to use to connect to the WatchGuard Dimension web UI to run the Dimension Setup Wizard.

In the vSphere Client:

1. In the ESXi host tree, select the Dimension VM.
2. Select the **Summary** tab.
3. In the **General** section, review the settings for the VM and make sure everything is correct.
4. In the **Commands** section, click ▶ to power on Dimension.
   It can take a few moments for the Dimension VM to start up and get an IP address from the DHCP server.
5. In the **General** section, find the IP address for Dimension.
   This is the IP address you use to connect to the WatchGuard Dimension web UI to launch the Dimension Setup Wizard .

Run the WatchGuard Dimension Setup Wizard

After your Dimension VM is set up and powered on, you can connect to Dimension to run the Dimension Setup Wizard and complete the configuration for your Dimension system.

Before you start the Setup Wizard, make sure you have this information to add in the wizard:

- Host name for Dimension
- IPv4 settings for the Eth0 interface
- Log Encryption Key
- Administrator passphrase

To run the Dimension Setup Wizard:

1. Open a web browser and connect to Dimension at `https://<Dimension IP address>`.
   For example, if the IP address assigned to your instance of Dimension is 203.0.113.201, you connect to Dimension at `https://203.0.113.201`.
   The login page appears.

2. Type the default user credentials:
   - **User Name** — admin
   - **Password** — readwrite

   You will change the administrator passphrase when you run the Setup Wizard.
3. Complete the wizard to configure Dimension.

   After you finish the wizard, the Dimension login page appears.
4. Use the new administrator password that you specified in the wizard to log in to Dimension.

After you have completed the wizard and logged in to Dimension, you can complete the configuration settings for your Dimension system and Log Server, create report schedules, and manage users, as described in the *Dimension Help*.

About the Dimension Database

The Dimension VM is deployed by default with a data disk size of 40GB. The data disk is fully reserved for the log database and the related overhead space required by PostgreSQL. After the Dimension VM is deployed, the data disk size cannot be reduced. If you want to limit the size to be less than 40GB, you must use this procedure before you power on the VM for the first time to avoid data loss:

1. In the Dimension VM Summary tab in the vSphere Client, click **Edit Settings**.
2. Delete **Hard Disk 2**.
3. Add a new Hard Disk with the appropriate size. Make sure **SCSI (0:1**) is selected in the Virtual Device Node section (this is the default selection).

The Dimension database maximum size is automatically set based on the size of the VM's data disk. Currently it is set to approximately 80% of the total file system size on the data disk, reserving some space for PostgreSQL's own disk space requirements to handle large queries and temporary tables. If you want to increase the database size, you can resize the data disk using vSphere and reboot. The reboot is necessary because the disk size increase is not made visible to the guest VM until the reboot occurs.

Installation Instructions for Hyper-V

WatchGuard Dimension is distributed as a VHD file for installation on Hyper-V for Windows Server 2008 R2, 2012, or 2012 R2 (64-bit required). WatchGuard recommends you use the Microsoft Server Hyper-V Manager to install your Dimension VM, but you can choose to use another Hyper-V environment.

To install Dimension on Hyper-V, you must complete these steps:

1. Deploy and start the Dimension virtual machine.
2. Add a data disk to use as the Dimension data disk.
3. Run the web-based WatchGuard Dimension Setup Wizard to configure the basic settings for your new instance of Dimension.

Before You Begin

Before you can deploy the Dimension VHD file and set up your Dimension VM, you must:

- Download the WatchGuard Dimension VHD file.
  From the **WatchGuard Portal > Articles & Software** page, find and download the `watchguard-dimen sion_1_1_U1_vhd.zip` file and extract the `watchguard-dimension_1_1_U1.vhd` file to install WatchGuard Dimension on your Hyper-V server.

- Have a DHCP server configured in the network you choose for the Dimension virtual machine, if you want to use a DHCP server to get the initial IP address for Dimension. You can also manually set a static IP address for Dimension. You then use this initial IP address to connect to Dimension to run the Dimension Setup Wizard and complete your Dimension configuration.
- Have Hyper-V installed on a server where you can deploy your Dimension VM.

Install the Dimension Virtual Machine

To deploy the WatchGuard Dimension VM:

1. On your Windows server, launch Hyper-V Manager.
2. In the Hyper-V Manager tree, right-click your Hyper-V server and select **New > Virtual Machine**.
   The New Virtual Machine wizard appears, with the Before You Begin page selected.
3. Read the instructions for the wizard and click **Next**.
   The Specify Name and location page appears.
4. In the **Name** text box, type a descriptive name for this instance of Dimension.
5. To store the virtual machine in a folder other than the default folder, select the **Store the virtual machine in a different location** check box. Click **Browse** and select the location to store the virtual machine.
6. Click **Next**. For Windows Server 2012 R2 installations only, you must specify the generation of the virtual machine. Select **Generation 1** and click **Next**.
   The Assign Memory page appears.
7. In the **Startup memory** text box, type amount of memory to allocate to your Dimension VM. You must allocate a minimum of 2048 MB. Click **Next**.
   The Configure Networking page appears.
8. From the **Connection** drop-down list, select the virtual network adapter to use for the external interface, eth0. Click **Next**.
   The Connect Virtual Hard Disk page appears.
9. Select **Use an existing virtual hard disk**.
10. Click **Browse** and select the location where you saved the Dimension VHD file.
11. Click **Next**.
    The Summary page appears.
12. Review the settings you specified for this instance of Dimension. Click **Finish**.
    The Dimension VM appears in the Virtual Machines list.

Add a Hard Disk to the Dimension VM

After you have deployed your Dimension VM, you must add a new virtual hard disk to the Dimension VM for the Dimension Log Server log database.

From the **Virtual Machines** list:

1. Right-click your Dimension VM and select **Settings**.
   The Settings page for your Dimension VM appears.
2. Select **Add Hardware > IDE Controller 0** and click **Add**.
   The IDE Controller page appears.
3. From the **IDE Controller 0** list, select **Hard Drive** and click **Add**.
   The Hard Drive page appears.
4. Select **Virtual hard disk** and click **New**.
   The New Virtual Hard Disk Wizard appears, with the Before You Begin page selected.

5. Read the instructions for the wizard and click **Next**.
    On Windows 2012 and 2012 R2 installations only, the Choose Disk Format page appears.
6. For Windows 2012 and 2012 R2 installations only, select **VHD**.This is not necessary if you install on Windows 2008 R2. Click **Next**.
    The Choose Disk Type page appears.
7. Select **Dynamically expanding**. Click **Next**.
    The Specify Name and Location page appears.
8. In the **Name** text box, type a descriptive name for this virtual hard disk.
9. To specify a location for the hard disk other than the default location, click **Browse** and select a location.
10. Click **Next**.
    The Configure Disk Size page appears.
11. Select **Create a new blank virtual hard disk**.
12. In the text box, type the size for the virtual hard disk in GB.
    Specify a minimum of 40 GB.
13. Click **Next**.
    The Summary page appears.
14. Review the settings you specified for the hard disk. Click **Finish**.
    The wizard completes and the Hard Drive page in the Dimension VM Settings appears.
15. Click **OK**.

Start the Dimension VM

After you add a virtual hard disk to your Dimension VM, you can start the Dimension VM.

1. From the Hyper-V Manager **Virtual Machines** list, select your Dimension VM.
2. Right-click the Dimension VM and select **Start**.
    The Dimension VM starts.

Find the External IP Address

If the external network has a DHCP server, the Dimension external interface is automatically assigned an IP address. If you want to assign a static IP address for Dimension, you can find the instructions in the *Dimension Help*. To find the DHCP-assigned IP address to use to connect to the Dimension, you can use the command line.

To use the command line to find the IP address for Dimension:

1. In the **Virtual Machines** list , select the Dimension VM.
2. Right-click the VM and select **Connect**.
3. At the login prompt, type `wgsupport`. Press **Enter** on your keyboard.
4. At the password prompt, type `readwrite`. Press **Enter** on your keyboard.
    This is the default admin account passphrase. A prompt to change the password appears.
5. Type the new password to use for the *wgsupport* account. Press **Enter** on your keyboard.
    The password is changed and the IP address for the external interface appears..
6. To log out, type `exit`.

Run the WatchGuard Dimension Setup Wizard

After your Dimension VM is set up and powered on, you can connect to Dimension to run the Dimension Setup Wizard and complete the configuration for your Dimension system.

Before you start the Setup Wizard, make sure you have this information to add in the wizard:

- Host name for Dimension
- IPv4 settings for the Eth0 interface
- Log Encryption Key
- Administrator passphrase

To run the Dimension Setup Wizard:

1. Open a web browser and connect to Dimension at `https://<Dimension IP address>`.
   For example, if the IP address assigned to the external interface of your instance of Dimension is
   203.0.113.201, you connect to Dimension at `https://203.0.113.201`.
   The login page appears.
2. Type the default user credentials:
   - **User Name** — admin
   - **Password** — readwrite
   You will change the administrator passphrase when you run the Setup Wizard.
3. Complete the wizard to configure Dimension.
   After you finish the wizard, the Dimension login page appears.
4. Use the new administrator password that you specified in the wizard to log in to Dimension.

After you have completed the wizard and logged in to Dimension, you can complete the configuration settings for your Dimension system and Log Server, create report schedules, and manage users, as described in the *Dimension Help*.

Resolved Issues in Dimension v1.1 Update 1

This update resolves several issues reported in the Dimension v1.1 release.

- You can now enable Support Access from the Dimension virtual machine console.*[78588]*
- This release loosens the restrictions on the SFTP server you use for remote Dimension backups so that backups to some Windows-based SFTP servers, such as Copssh, now work correctly. *[78801]*
- You can now successfully add a group name from a two-level domain infrastructure. *[78885]*
- You can now successfully add a group name that includes a hyphen. *[78897]*
- An issue has been resolved that caused the Log Server service to crash when viewing log messages for a large time range in Dimension installations configured with less than 3GB of memory. *[77836]*
- Active Directory groups that have the same name are now handled correctly. *[78922]*

Resolved Issues in Dimension v1.1

This release resolves a number of issues in the Dimension 1.0 release and introduces several new features.

- New features include:

  - Hyper-V support
  - Ability to see Database Status information *[77253]*
  - IP Address Mapping feature enables IP address-to-name resolution for devices with static or dynamic IP addresses *[77934]*
  - Ability to back up and restore database to/from an SFTP server *[76550]*
  - Support for external Postgres server *[76223]*
  - New Report Types for Gateway AV and IPS details *[77106 and 76656]*
  - Support for SMTP gateways that require STARTTLS *[77091]*
  - You can now specify a file location as a target for publishing scheduled reports *[75587 and 75908]*
- Reports for groups or multiple devices now show the report data for all appliances *[77055 and 76974]*
- You no longer need to disable Ad Block Plus, NoScript, or any other Java blocking browser plug-ins and extensions for the IP address of your Dimension instance. *[76994]*
- The Executive Dashboard now loads correctly in a Mac OS X/Safari 6 environment. *[76933]*
- In the PCI compliance report, the Gateway AV-Host report data and the Gateway AV-Protocol report data now show on the correct pages. *[76972]*
- You can now specify a per-client filter for DLP rulenames in this release. *[76367]*
- The Intrusion Prevention Summary report now correctly contains the category name, description and WatchGuard Security Portal link for signatures. *[76656]*
- Compliance reports for device groups are now accurate. *[76996]*
- This release includes several fixes to functionality related to sending scheduled reports through email. *[75929, 76459, 76853, 76861, 77140, 77597, 77720]*
- Any report that has time/date information now converts the time/date information to the user's timezone when displayed. *[77113]*
- An issue has been resolved that caused the Executive Dashboard report to load slowly after accumulating several weeks of log data. *[77136]*
- In the Web Activity Trend report, the data for uploads and downloads now appears in the correct section. *[77188]*

Known Issues and Limitations

- Dimension backup files cannot be restored with certain Windows SFTP servers. *[79512]*

> **Workaround**
> Use the OpenSSH sftp-server included with Ubuntu 12.04 (1:5.9p1-5ubuntu1.1) or Copssh 2.4.0 (Windows SSH-FTP server) to back up and restore the Dimension database.

- You cannot upgrade WatchGuard Dimension from v1.0 to v1.1 if the virtual disk/var partition is full. This occurs often for customers whose Dimension installation is configured for database backup to the internal storage of the virtual machine. When you try to upgrade WatchGuard Dimension from v1.0 to v1.1, the upgrade fails with the error message "Invalid upgrade package file".

> **Workaround**
> You must contact WatchGuard Technical Support for assistance with this issue. Support will instruct you to allow "Support Access", and remotely purge the backup files to allow the upgrade to complete.

- The Executive Summary report Application Control sections do not include the proxy transaction byte counts. *[75910]*
- There is no warning given if you import a Static IP Address Map file that contains existing IP addresses but different host names. *[78058]*
- The new IP Address Mapping feature does not provide name resolution in all reports. See *Dimension Help* for more information. *[78591]*
- If you reboot the VM while a Dimension upgrade is in process, after the upgrade completes and you log in to Dimension, this message appears at the top of the **System Settings > Status** page and does not disappear for 30 days: "A Dimension upgrade is in process. Do not reboot the system. "
- WatchGuard does not support migration of log data from a Windows-based Log Server to WatchGuard Dimension.
- The dashboard and executive reports will include bandwidth data if it is available. Fireware XTM v11.7.x and earlier generated bandwidth data only for connections handled by proxy policies, if the underlying proxy action had logging for reports enabled . Fireware XTM v11.8 will also log this data for connections handled by packet filter policies, if logging for allowed packets is enabled.*[56957]*
- When you print a PDF report, the top portion of the report is cropped. You can select the **Fit Size** or **Shrink Oversized Pages** option if you want to see this content. *[75833]*
- The Web Audit and WebBlocker reports are shown as available when there are only allowed logs (for Web Audit) or denied logs (for WebBlocker) for a specified time period. *[75957]*

Technical Assistance

For technical assistance, contact WatchGuard Technical Support by telephone or log in to the WatchGuard Portal on the Web at http://www.watchguard.com/support. 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
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Authorized WatchGuard Resellers	206.521.8375