



## WatchGuard Dimension™ v1.2 Release Notes

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**Build Number** 448117

**Revision Date** 11 November 2014

A PDF version of these Release Notes is available on the WatchGuard Portal: [WatchGuard Dimension v1.2 Release Notes \(PDF\)](#).

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.

### Release Highlights

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Dimension v1.2 includes several bug fixes and enhancements that result in increased system performance, improved logging and reporting functionality, and enhanced user experience. The major highlights of this release include:

- Logging and reporting support for the new APT Blocker subscription service, available in Fireware XTM v11.9.
- Performance improvements, including faster rendering of Executive Dashboard and improved log search performance for new log data.
- Reporting enhancements related to IP Address Mapping, Security Dashboard, PCI Compliance, VPN Bandwidth report, and Device groups.
- Improved user experience and updated look and feel for FireWatch (*including auto-refresh in "full screen" mode*) as well as more flexible Log Search experience (*with support for both OR and AND operators*).
- PostgreSQL upgrade to v9.2.8 to support larger transaction volumes and includes fixes for vulnerabilities in previous releases.
- Feedback feature enables Dimension to send general information periodically to WatchGuard about how Dimension is deployed and used. This feature is enabled by default when you upgrade to Dimension v1.2. The information that Dimension sends to WatchGuard does not include information about your company, employees, or other related confidential information. WatchGuard will use this feedback to enhance the performance and functionality of Dimension in future releases.
- Localized user interface available in French, Spanish (LA), Japanese, Korean, and both Traditional and Simplified Chinese. Explanatory text in the Executive Summary and Compliance reports is also localized.

For more information about WatchGuard Dimension, review the product [Help](#) or the [Introduction to WatchGuard Dimension](#) or [What's New in WatchGuard Dimension v1.2](#) presentations.

## Before You Begin

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As you get started with Dimension it is important to remember:

- To see reporting data related to Fireware subscription services (WebBlocker, spamBlocker, Gateway AV, IPS, RED, Application Control, DLP, or APT Blocker), you must:
  - Enable the subscription services in your Firebox or XTM device configuration
  - Enable logging in the policies that use those subscription services
  - Make sure there has been traffic to which these services apply
- 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.

## System Requirements

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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.

## PostgreSQL Compatibility

Dimension installs by default with a PostgreSQL database, v9.2.8. If you choose to use an external PostgreSQL database, Dimension supports v9.2.x, v9.1.11, or v9.1.9.

## 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 iOS 6 and later
- Chrome v29 and later

## Upgrade from Dimension v1.1 to v1.2

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### Before You Begin

- WatchGuard recommends that you take a snapshot of your Dimension VM in VMware or Hyper-V before you start the upgrade process.
- Connect to the [WatchGuard Portal](#) and download the v1.2 upgrade file — `watchguard-dimension_1_2_apr.tgz`.
- Do not reboot the VM while a Dimension upgrade is in process. If you reboot during the upgrade, 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."

### Upgrade Instructions

*Estimated time to upgrade: < 3 minutes*

1. In a web browser, connect to your v1.1 instance of Dimension at `https://<IP address of Dimension>`, and log in.
2. Select **Administration > System Settings**.  
*The System Settings > Status page appears.*
3. Click **Upgrade** and click **Browse** to select the secondary Dimension upgrade file: `watchguard-dimension_1_2_apr.tgz`.
4. Click **OK**. Wait for the upgrade to complete.  
*If the upgrade requires the Dimension services to restart, you will be redirected to the Log In page. If a restart is not required, a confirmation page appears and you must restart Dimension.*

To verify that the upgrade was successful:

1. Select **Administration > System Settings**.
2. In the **Dimension System Information** section, verify that the **Version** is **1.2**.

## Upgrade from Dimension v1.0 to v1.2

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When you upgrade your instance of Dimension from v1.0 to v1.2, you must complete a two-step upgrade process. The two steps are necessary only when you upgrade from v1.0; future upgrades do not include this extra step.

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

After you complete the first step, your Dimension system restarts all the Dimension services and processes. Make sure you do not power off your Dimension VM before the upgrade is complete. Your Dimension system does not restart again after you upload the second upgrade file.

### Before You Begin

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

- Connect to the [WatchGuard Portal](#) and download the two upgrade files:
  - v1.2 upgrade preparation file — watchguard-dimension\_1\_2\_amd64.deb
  - v1.2 upgrade file — watchguard-dimension\_1\_2\_apr.tgz.
- Do not reboot the VM while a Dimension upgrade is in process. If you reboot during the upgrade, 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."



You cannot upgrade WatchGuard Dimension from v1.0 to v1.1 or higher 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. If you try to upgrade WatchGuard Dimension from v1.0 and the upgrade fails with the error message "Invalid upgrade package file" you must contact WatchGuard Technical Support for assistance.

## Upgrade Instructions

*Estimated time to upgrade: < 5 minutes*

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 upgrade preparation file: watchguard-dimension\_1\_2\_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 has rebooted, 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 Dimension v1.2 upgrade file: watchguard-dimension\_1\_2\_apr.tgz.
8. Click **OK**. Wait for the upgrade to complete.  
*A confirmation message appears.*

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 **1.2**.
2. Verify that the remote backup feature is available:
  - 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

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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-dimension_1_2.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_2.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

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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 [Software Downloads](#) page, find and download the `watchguard-dimension_1_2_vhd.zip` file and extract the `watchguard-dimension_1_2.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 `wgssupport`. 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 `wgssupport` 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 v1.2

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This update resolves several issues reported in the earlier Dimension releases.

- The local time zone (as used in the client browser) is now used for exported CSV and PDF reports, instead of UTC. [66715, 77064]
- The **Devices** page now includes the Fireware XTM OS version number and build number for each device. [80238]
- The IP Address Mapping feature now provides name resolution in all relevant reports. [78591]
- An issue that caused the Log Collector service to fail to start has been resolved in this release. [78537]
- The Security Dashboard panel names have been updated to reflect that they show blocked traffic. [79868]
- A problem that caused the Web Audit (detail) report to show denied events has been resolved. [80286]
- The Application Control section of the Executive Summary report now shows proxy transaction byte count data. [75910]
- Reports on packet filter data are more accurate in this release. [79427]
- The Top Protocol pivots on the Security Dashboard and Executive Summary reports now sort correctly by byte instead of by hits. [79401]
- Server task history events related to Dimension upgrades, reboots, and manual system time changes, are now displayed on the **Administration > System Settings > Diagnostics > Dimension Server** page. [76309]
- An automatic file system check process has been implemented to occur when Dimension reboots to prevent problems customers faced in increasing the Dimension database size. [79949]
- Per-process memory statistics are now displayed in the System Status report. [78004]
- A display problem with the web category name in the Executive Summary report has been resolved. [79780]
- Log Server email notification messages no longer includes the loopback address. [79659]
- All connections now display correctly when you pivot on the Threat Map. [79341]
- A report scheduling problem caused by a change to Daylight Savings Time has been resolved in this release. [79399]

## Known Issues and Limitations

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You can find information about known issues for Dimension, including workarounds, where available, in the WatchGuard [Knowledge Base](#). You must log in to the WatchGuard Portal to search for Known Issues. Known Issues are not available in the public version of the Knowledge Base. After you log in, you can use the filters available in the WatchGuard Portal > Knowledge Base tab to find articles about known issues for this release. To see known issues for Dimension, select the WatchGuard Dimension version from the Operating System drop-down list.

The screenshot shows a search interface with the following elements:

- Search** section with a search input field and a **Go** button.
- Search Only Article Types** section with four checkboxes:  Article,  Known Issue,  Software Downloads, and  Support Alerts. A **Clear Search** button is located below.
- Filter Your Results** section with two dropdown menus: **Products** and **Operating System**. A **Clear Filters** button is located below.

## Technical Assistance

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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
International End Users	+1 206.613.0456
Authorized WatchGuard Resellers	206.521.8375

