

## Remote Installation Services

If you need comprehensive assistance with the initial setup, configuration, or installation for your WatchGuard product, you can schedule an appointment for a remote installation consultation. An experienced WatchGuard technician will assist you for up to two hours to review your needs, configure your product, and test your configuration, while educating you on how to configure your product or service to achieve the best performance.



Get expert guidance as you prepare to deploy your WatchGuard solution

### CONFIGURE YOUR NETWORK SECURELY FROM THE START!

Many network and IT administrators today don't have the time to read detailed product manuals or to attend on-site training classes. Customers that use the LiveSecurity® remote installation services hit the ground running by getting their multi-function firewall or content security platform setup securely. But more important, the knowledge transfer ensures that they are prepared to implement best practices over the life of their WatchGuard solution.

### PROVEN THREE-PHASE PLAN

An experienced WatchGuard engineer works with you over the phone to get your system configured correctly. Your WatchGuard technician will work with you in a proven three-phase process that gets the appliance installed and security services configured securely.

#### ■ Phase 1: Preparation

Before beginning the remote install session, you will be asked to complete a remote installation questionnaire. The information you provide will allow the WatchGuard technician to assess your requirements. Based on that information, you and the WatchGuard technician will agree on a plan that can be delivered in the installation time frame.

#### ■ Phase 2: Deployment

WatchGuard works with you at the scheduled appointment time – your Remote Installation Slot – to get the system up and running. During this time, your technician will walk you through the setup of agreed upon features and help you become familiar with the product.

#### ■ Phase 3: Sign Off

Finally, before you sign-off on the project, the WatchGuard technician will review the configuration to ensure that the goals outlined in the preparation phase have been achieved.



"WatchGuard customer support is head and shoulders above the rest."

Kyle Young  
Senior Technical Analyst  
Houston Community Call Center



Earth-friendly technology



## Remote Installation by Appliance

### Configuration Options You May Include in Your Plan

WatchGuard Product	Technical Assistance
<b>All WatchGuard multi-function firewalls</b> XTM 2 Series XTM 5 Series XTM 8 Series XTM 1050 Firebox X Edge e-Series Firebox X Core e-Series Firebox X Peak e-Series	Network Interfaces and Device Settings Reliable connectivity for essential services such as DNS, HTTPS FireCluster (Active/Active, or Active/Passive) NAT Statements (Static and 1-to-1 NAT maximum 10 each) Inbound Proxy Policies (HTTP, SMTP, POP3) Subscription Security Services (WebBlocker, Gateway AV, Intrusion Prevention Service, spamBlocker,) Network routes Logging and Reporting Setting up VPNs: site-to-site and client-to-site (maximum of 5 VPNs) Extended Authentication integration (LDAP, Active Directory, Radius)
<b>XCS Content Security</b> XCS 170 XCS 370 XCS 570 XCS 770 XCS 970 XCS 1170	Configure Administrative Access and Tier Admin Users Configure XCS for Inbound/Outgoing SMTP Relay (Mail Gateway) Configure Connection-Level Reject (Threat Prevention, Reputation Authority, 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 Knowledge Transfer
<b>SSL Remote Access Appliances</b> SSL 100	LDAP integration Standard Web and Tunnel resources, such as Remote RDP tunnel set, Outlook Web Access, SharePoint access and Citrix Resources Bi-directional tunnel Full Network Access DNS forwarding for tunnel set End Point Security Check Single-Sign-On for File Share tunnel set, Terminal Services and Web resources WatchGuard SSL authentication method, such as Mobile Txt authentication and SSL password authentication Verify reliable connectivity for Application Portal access for remote users, Web Resource access, Tunnel Resources and End Point Security, Connection/Live Security etc., Configure Certificate Settings

## Customer Prerequisites

To realize the maximum benefit from your remote installation session, you will need to have the following components of your WatchGuard product in order.

- **Complete licensing** of the appliance and installation of the latest software version must be completed in advance.
- **Your user profile** must be available on the WatchGuard website.
- **Subscriptions must be active** for any security services that will be covered as part of the remote installation.
- **An active LiveSecurity subscription** is required.

## More Resources and Ongoing Help

Once you have successfully installed and configured your WatchGuard product through the Remote Installation, you can use the following resources and online tools to help you maintain security best practices and keep your network fine-tuned.

- **Knowledge Base** Use the Knowledge Base to find fast answers to your questions. It contains general product and support information, as well as procedures and quick tips for getting the most out of your WatchGuard products. To get started, visit <http://watchguard.com/support>.
- **Interactive User Forum** Post issues and get help from other users and WatchGuard staff
- **Technical Publications** Receive all-hours access to user guides and online help.
- **Video Training** Sometimes the best way to learn is to see it for yourself. Professionally produced instruction videos include how to upgrade your product, ways to defend against rootkits, and more.

## Additional Support Offerings

Your LiveSecurity subscription delivers many benefits including rapid-response technical support, software updates, hardware warranty with advance hardware replacement, and threat alerts and advice on dealing with the latest network threats.

The options listed below are also available to customers who have a current LiveSecurity subscription.

### Three-Incident Upgrade

If you have used all of the incidents included in your LiveSecurity subscription, you can get additional incidents by purchasing a Three-Incident Upgrade.

### One-Hour Priority Response Upgrade

If you have an issue that requires a more immediate response than your LiveSecurity subscription provides, you can upgrade your incident to get a one-hour response time from a WatchGuard technician. Please note that this guarantees a response time, not a resolution time. Case resolution time will vary depending on the issue.

### After Hours Upgrade

If you need to contact WatchGuard Customer Support outside the hours covered in your LiveSecurity subscription, you can upgrade your incident to have after hours support.

Address: 505 Fifth Avenue South, Suite 500, Seattle, WA 98104 • Web: [www.watchguard.com](http://www.watchguard.com) • U.S. Sales: 1.800.734.9905 • International Sales: +1.206.613.0895

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