SONICWALL®

MySonicWall MSSP Monthly Billing

Feature Guide



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1

Overview

Welcome to the MySonicWall MSSP Monthly Billing Feature Guide. This guide is applicable for MySonicWall users who have MSSP permissions.

This guide helps you provision, manage Tenant, and Product. It also helps you generate the monthly license reports by Tenant.

With help of this guide, you can perform the below listed operations:

- Provisioning Tenant and Product
- Editing Tenant or Product Details
- Access Management
- Deleting Product
- Generating the Monthly License Report
- Exporting the Table Data

Topics:

- Monthly Products
- Access Management
- License Report

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Monthly Products

Navigation: **Monthly Billing** > **Monthly Products**

The **Monthly Products** page gives you a quick overview of Tenants, and Products registered under Tenant.



The **Monthly Products** page summarizes the list of Products added under each Tenant group in a tabular form.

From the **Monthly Products** table, you can perform the below operations on the table data:

- Filter the table data with all possible combinations and save the filter preferences for next time log in
- Refresh and sort the table data to identify the specific results
- Customize columns to show or hide the table data
- Export the table data into CSV or XLS format

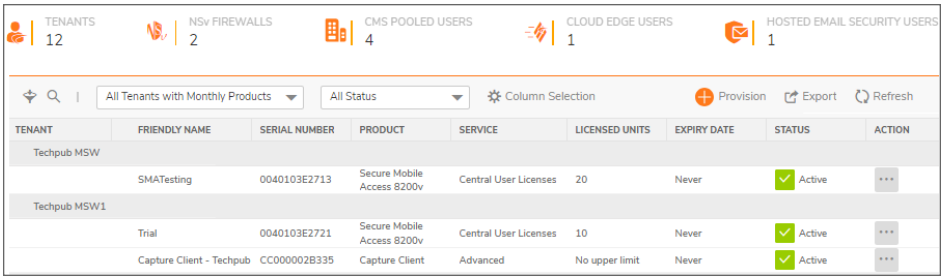
From the **Monthly Products** page, you can perform the below operations:

- Provision Tenant and Product
- Edit details of the Tenant
- Launch CSC Product console
- Modify the allocation of licensed units, expiry date, and service type (if applicable) of the Product
- Download the Product details of the Tenant into CSV or XLS format
- Transfer the Product to another Tenant
- Delete the Product
- Remove the Product from Monthly Billing

Default page:

The **Monthly Products** page summarizes the list of Products added under each Tenant.

- The **Monthly Products** table includes **TENANT**, **FRIENDLY NAME**, **SERIAL NUMBER**, **PRODUCT**, **SERVICE**, **LICENSED UNITS**, **EXPIRY DATE**, and **ACTION**.
- **BILLABLE QUANTITY**, **FIRMWARE**, **REGISTRATION DATE**, and **STATUS** are not shown in the default view. To show them in the table, click the **Column Selection** icon and check the boxes.



You can filter, refresh, export, and customize the table data with the help of the options available on top of the table.

Topics:

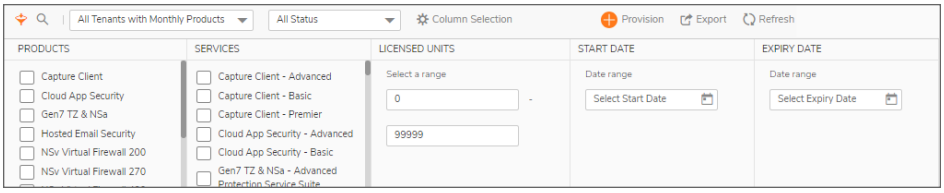
- Options for Monthly Products
- Quick Filter
- Customizing the Table Data
- Interpreting the Monthly Products Table
- Provisioning Tenant and Product
- Editing Tenant or Product Details
- Deleting Product
- Sorting the Table Data
- Exporting the Table Data

Options for Monthly Products

Icon	Description
	Use the **Quick Filter** icon to filter the table data for specific results according to Quick Filter groups and save the filter preferences for next time log in. You can apply these filter groups either individually or in combination to find the specific results.
	Use the **Drop-down** icon to select a specific Tenant from the list.
	Use the **Search** icon to filter the table data with a specific string.
	Use the **Refresh** icon to get the most recent data in the table.
	Use the **Export** icon to export the table data into CSV or XLS format.
	Use the **Column Selection** icon to view additional fields available to show or hide the details in the table data, **BILLABLE QUANTITY**, **FIRMWARE**, **REGISTRATION DATE**, and **STATUS**.

Quick Filter

Use the **Quick Filter** option if you are looking for details of any single group or combination of the groups listed below.



FILTER GROUPS

Group Name	Description
PRODUCTS	The **PRODUCTS** group displays the list of products available under Monthly Billing.
SERVICES	The **SERVICES** group displays the complete list of services available for the products listed under **PRODUCTS** group.
LICENSED UNITS	The **LICENSED UNITS** group allows to enter the minimum and maximum number of licensed units.
START DATE	The **START DATE** group allows to select the start date of the service.
EXPIRY DATE	The **EXPIRY DATE** group allows to select the expiry date of the service.

To Filter Data by Quick Filter:

1. Click the **Quick Filter** icon available at top left corner of the table.
2. Select the required filter options.
3. Click **Apply** to set the filter preferences only for this time, otherwise, click **Save & Apply** to set and save the filter preferences for next time log in.

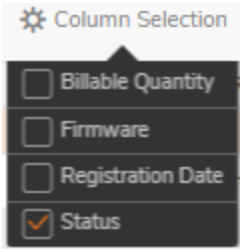
   ⓘ | **NOTE:** Saved filter preferences are applied until you choose to **Clear** and **Save & Apply**.
4. Click **Clear** to reset the filters.

ⓘ | **NOTE:**

- To show or hide the filter groups at any point, click the **Quick Filter** icon available at top-left corner of the table.
- If none of the filter group is selected from the **Quick Filter**, the table displays the details for all filter groups.

Customizing the Table Data

You can customize the **Monthly Products** table to show or hide the **BILLABLE QUANTITY**, **FIRMWARE**, **REGISTRATION DATE**, and **STATUS** details. By the default, these details are not shown in the **Monthly Products** table. Click the **Column Selection** icon and check the required boxes to include in the table.



ⓘ **NOTE:** Once you check the boxes, the selected details remain checked and shown in the table data for next time log in until you change the preferences.

Provisioning Tenant and Product

Navigation: **Monthly Billing** | **Monthly Products**

Topics:

- Provisioning Tenant
- Provisioning Product

Provisioning Tenant

To add a Tenant:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Click **Provision** > **Tenant**.
3. Enter details of a new Tenant.
4. Do one of the following:
    - Click **Save & Close** to add the **Tenant**.
    - Click **Next: Add Product** to add the **Tenant** and proceed with addition of **Product**.

    You are prompted for **Address Confirmation** if you have not entered the standard address.
5. Click **Return to previous page to try again** to edit the address, else click **USE THIS ADDRESS** to add Tenant.

Provisioning Product

Currently SonicWall offers the below listed **Products** and **Services** on **Monthly Billing** program. You can provision any of the **Products** and **Services** listed below.

ⓘ **IMPORTANT:** To enable the MDR services, you must first on board with SonicWall MDR team. For more information, contact SonicWall Sales.

Product				**Service**			
Capture Client	Premier	Advanced					
MDR Services	Capture Client MDR	SonicWall Endpoint Security MDR					
Cloud App Security	Basic	Advanced					
SonicWall Endpoint Security	Premier	Advanced					
Hosted Email Security	Advanced						
NSv Virtual Firewall 270	Essential Protection Security Suite (EPSS)	Advanced Protection Security Suite (APSS)	Managed Protection Security Suite (MPSS)		High Availability	Network Security Manager	SSLVPN
NSv Virtual Firewall 470	Essential Protection Security Suite (EPSS)	Advanced Protection Security Suite (APSS)	Managed Protection Security Suite (MPSS)		High Availability	Network Security Manager	SSLVPN
NSv Virtual Firewall 870	Essential Protection Security Suite (EPSS)	Advanced Protection Security Suite (APSS)	Managed Protection Security Suite (MPSS)		High Availability	Network Security Manager	SSLVPN
NSv Virtual Firewall S/M/L	Essential Protection Security Suite (EPSS)	Advanced Protection Security Suite (APSS)	Managed Protection Security Suite (MPSS)	Secure Connect	High Availability	Network Security Manager	SSLVPN

Product			Service		
NSv Virtual Firewall 50	Basic	Total Secure	Total Secure Advanced		
Secure Mobile Access 8200v	Central User Licenses				
TZ & NSa Services	Essential Protection Security Suite (EPSS)	Advanced Protection Security Suite (APSS)	Managed Protection Security Suite (MPSS)	Secure Connect Lite	SSLVPN

Managed Protection Security Suite annual is now added to the list of eligible Co-termination bundles. Customers can now request Co-termination for MPSS annual.

All the existing Gen 7 Firewalls with active TPSS, EPSS and APSS support will automatically get SaaS Management until support expiry, when the old NSM Essential/Advanced license is expired.

All firewalls with monthly billed security services **EPSS, APSS, MPSS, NSM and SSL-VPN**, configured with a **"Never Expire"** policy have had their service validity automatically extended to **March 31, 2027**.

NOTE: Gen 6 NSv (10,25,50,100, 200, 300, 400 & 1600) will not be available as either MSSP or non-MSSP products.

NOTE: **Managed Protection Security Suite** can be upgraded using SKU only if the hardware has been registered more than 90 days ago.

NOTE: When a service has multiple licensing keys, the system generates quotes and renewal opportunities exclusively from the most recently activated key; older keys are ineligible for this purpose. Upon activation of a new key, its start date is set to the actual activation date, while the end date remains governed by existing calculation logic based on node count and expiry date.

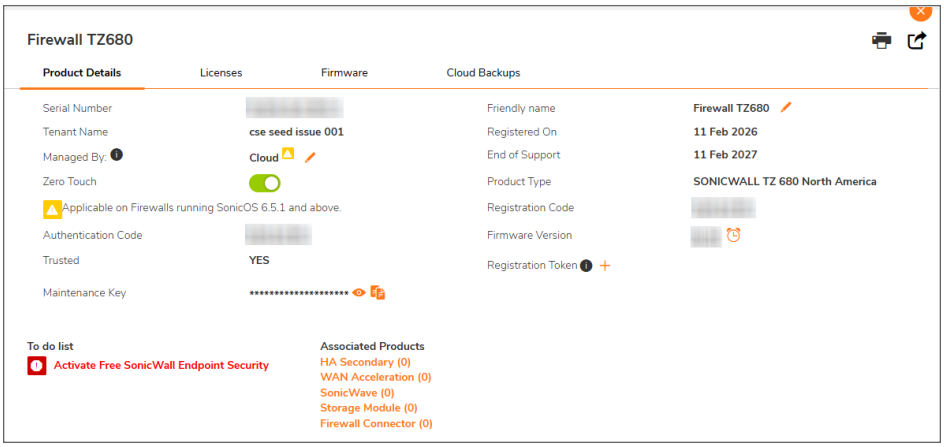
SonicWall Endpoint Security (SES)

Firewalls that are newly registered or upgraded to Gen 7 and above, with an active **Advanced Protection Security Suite (APSS)** or **Managed Protection Security Suite (MPSS)**, can activate **SonicWall Endpoint Security**. Once **SonicWall Endpoint Security** is activated, 5 Premier licenses will be automatically added to the tenant where the Firewall is registered.

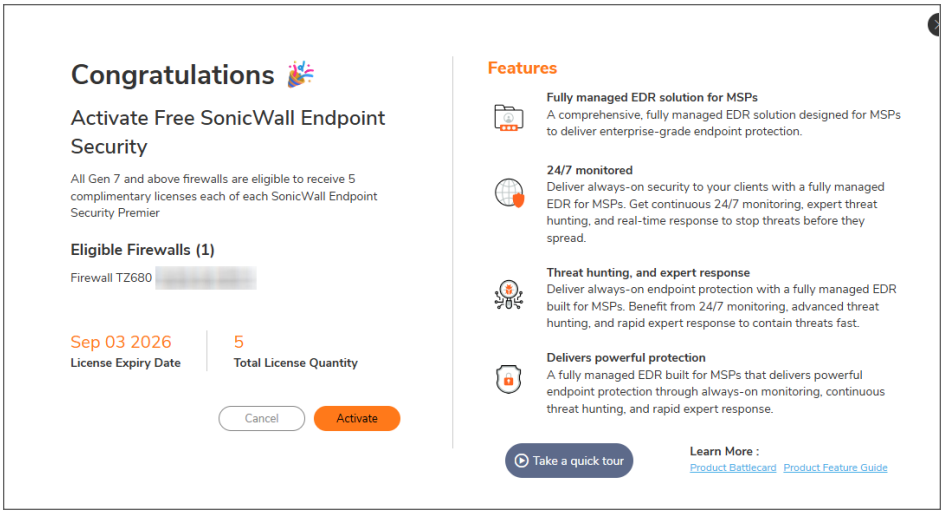
Customers who purchase and register a SonicWall Gen 8 three year Secure Upgrade bundle (such as **Advanced Protection Security Suite(APSS)** or **Managed Protection Security Suite(MPSS)**) are entitled to promotional seed licenses for **SonicWall Endpoint Security** Advanced Tier.

To activate SonicWall Endpoint Security:

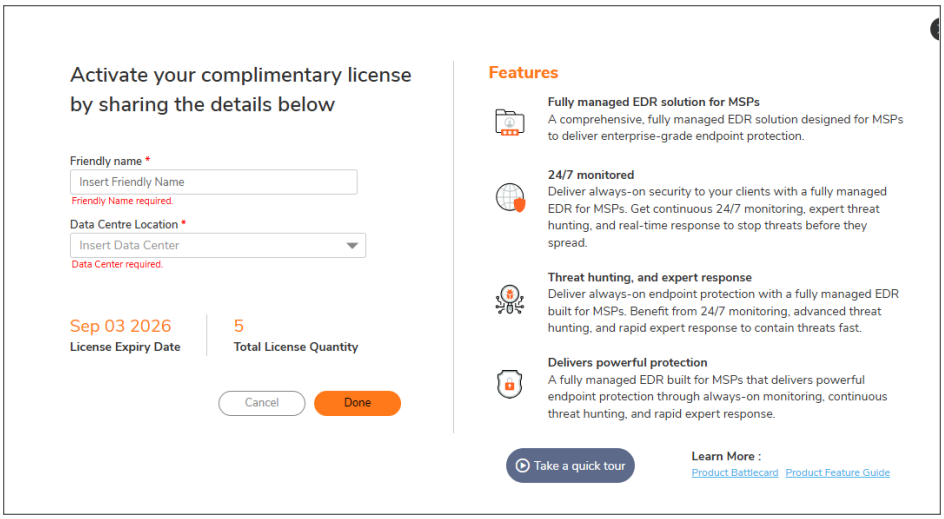
1. Navigate to **My Workspace > Products**.
2. Select a Firewall with active **APSS** or **MPSS**.
3. In the To do list an option to activate **SES** will appear as shown in the screenshot.



4. Click on **'Activate Free SonicWall Endpoint Security'**.
    a. If the **MSW** tenant does not have an active **SES** Premier product.
        1. A pop-up lists eligible Firewalls and the total number of licenses to be activated, including the License expiry date.



        2. Click on **Activate**.



3. Enter the value for **Friendly name**.
4. Select the **Data Centre Location**.
5. Click on **Done** to complete the activation process.

b. If the **MSW** tenant already has an active **SES** Advanced product.

1. A pop-up displays the details of the existing product and how it will be updated. The expiry date for the existing SES Product will be co-termed based on the previous expiry date.
2. Click on **Done** to update the existing SES Advanced product with 5 additional Premier licenses.

5. When SES activation is successful the item in the To do list will be marked **Complete** on all Firewalls where the SES license was activated.

SES Expired Tenant Lifecycle

When an SES tenant license expires, MySonicWall enforces a 45-day grace period before initiating automatic tenant deletion:

- **Grace Period (Days 1–45):** The tenant and its data remain accessible. Administrators can continue to log in to the SES management console, manage endpoints, and apply renewal licenses. If the license is renewed within this window, normal operations resume without interruption.
- **Automatic Deletion (Day 45):** If the license remains expired for 45 consecutive days, MySonicWall automatically and permanently deletes the SES tenant, its registered serial number, and all associated configuration and reporting data.

Expiration Notification Schedule

To prevent unintended service loss, automated email notifications are sent to the Tenant Administrator at regular intervals throughout the grace period:

Notification	Timing	Purpose
Initial notice	Day 0 (Expiry date)	Confirms license expiration and outlines the 45-day grace period.
Weekly reminders	Day 7, 14, 21, 28, and 35	Tracks remaining days until tenant and data deletion.
Final notice	Day 45 (Deletion Date)	Confirms permanent removal of the tenant and serial number from MySonicWall.

Topics:

- Provisioning Capture Client, MDR Services, Cloud App Security, SonicWall Endpoint Security, HES, NSv 50, and SMA Products
- Provisioning NSv 270/470/870/S/M/L Products
- Provisioning TZ and NSa Devices
- Limitations of Provisioning TZ and NSa Products under Monthly Billing

Provisioning Capture Client, MDR Services, Cloud App Security, SonicWall Endpoint Security, HES, NSv 50, and SMA Products

This section explains the steps to provision the below listed products on Monthly Billing:

- Capture Client
- MDR Services
- Cloud App Security
- SonicWall Endpoint Security
- Hosted Email Security
- NSv Virtual Firewall 50
- Secure Mobile Access 8200v

NOTE: You **cannot** provision the below listed products more than once under a tenant. For example, if the Capture Client is already a part of a tenant, you cannot add any more Capture Clients to that particular tenant. But, you can add other products to the same tenant.

- Capture Client
- MDR Services
- Cloud App Security
- Hosted Email Security

To provision a product:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Click **Provision** > **Product**.

   IMPORTANT: MDR Services are available only if you have completed on boarding with SonicWall MDR team.
3. Select the **Tenant Name** under which you want to add the **Product**.
4. Select the required **Product** from the list if applicable.

a. Select the **Platform** for NSv Virtual Firewall 50.

ⓘ | **NOTE:** The NSv Virtual Firewall 50 is available for **VMWare**, **Azure**, and **KVM** platforms.

5. Select the required **Service** from the list if applicable.

   a. For the **Basic** Service of the Cloud App Security, select the **Application** from list.

   ⓘ | **NOTE: Basic** Service of Cloud App Security is available for **Office 365** and **Google** applications.

6. Enter the **Friendly Name** of the **Product** if applicable.

   ⓘ | **NOTE:** For the **Capture Client** and **MDR Services**, the **Friendly Name** gets generated automatically with **Product - Tenant Name** combination.

7. Enter the **Sub domain** name for **Cloud App Security**.
8. Enter the number of licensed **Units** to be provisioned if applicable.

   a. For the **Capture Client** and **MDR Services**, you can select **Set upper limit** to enter the maximum allowable units or select **No upper limit** to set the maximum allowable units to 99999.

9. Set the **Expiry Date** of the Product.

   ⓘ | **NOTE:** For **Capture Client** and **MDR Services**, selecting **Never** as the Expiry Date sets the validity for 5 years.

10. Select the applicable **Data Center**.

    For **MDR Services**, Data Center gets selected by the default.

11. Click **Provision**.
12. Check **STATUS** of the added Product in the **Monthly Products** table.

Active	The Product is successfully provisioned, and ready to use.
Provisioning in progress	The Product provisioning is in progress. Wait until the status is changed to **Active** to use the Product.
Expired	The Product is expired and not available for use.

ⓘ | **NOTE:** You can find the **CSC Console** icon for the **Active** Products except for NSv Products.

Provisioning Cloud Secure Edge

This section explains the steps to provision the Cloud Secure Edge (CSE) on Monthly Billing.

To provision a product:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Click **Provision** > **Product**.
3. Select the **Tenant Name** under which you want to add the **Product**.
4. Enter the **Friendly Name** of the **Product**.
5. Enter a unique **Cloud Secure Edge Name** to identify on the CSE portal.

   ⓘ | **NOTE:** Follow the below criteria to define the name:

- Name should start with a letter.
- Only lowercase letters a-z, numbers 0-9, and hyphen (-) are allowed.
- The length of the name should be between 4 and 50 characters.

6. Select Secure Private Access and Secure Internet Access levels.

NOTE:
- You must select at least one of the services between **Private** and **Internet** access. If you do not want to provision for Private access, you can choose **No Change** and for Internet access, you must select the access between Basic and Advanced.
- **Secure Internet Access** is available only after you select the option for **Secure Private Access**.
- For more information about the bundles, refer to the Cloud Secure Edge data sheet or contact sales@sonicwall.com.

- Select **Secure Private Access** to access the resources on the intranet (within the network).

Secure Private Access Basic	With this bundle, ZTNA and VPNaaS are delivered through Global Edge.
Secure Private Access Advanced	Select this bundle if you have EDR/MDM/SIEM integrations or Passwordless/Clientless access requirements.
No Change	Select this option if you do not want to make a provision.

- Select **Secure Internet Access** to access the resources on the internet (outside of the network).

Secure Internet Access Basic	The bundle comes with DNS filtering that protects the device anywhere.
Secure Internet Access Advanced	Select this bundle if you have Cloud Access Security Broker, Advanced Secure Web Gateway, and integration requirements.
No Change	Select this option if you do not want to make a provision.

7. Set the number of units to be provisioned for the Private and Internet access.

   Select **Set upper limit** to enter the maximum allowable units or select **No upper limit** to set the maximum allowable units to 99998.

8. Set the **Expiry Date** of the Product for Private and Internet access.

   NOTE: Selecting **Never** as the Expiry Date sets the validity for 5 years, but the license is renewed automatically on the expiry date.

9. Select the applicable **Data Center**.
10. Click **Provision**.
11. Check the **STATUS** of the added Product in the **Monthly Products** table.

Active	The Product has been successfully provisioned and is ready to use.

Provisioning in progress	The Product provisioning is in progress. Wait until the status is changed to **Active** to use the Product.
Expired	The Product is expired and not available for use.

ⓘ | **NOTE:** You can find the **CSC Console** icon for the **Active** Products except for NSv Products.

MySonicWall enables end customers and partners to self-service co-terminate Cloud Secure Edge SKUs, supporting below scenarios

1. Cloud Secure Edge to Cloud Secure Edge, which aligns SPA and SIA end dates.
2. Cloud Secure Edge to non Cloud Secure Edge, which aligns Cloud Secure Edge services with other SonicWall assets such as firewall service bundles.

Provisioning NSv 270/470/870/S/M/L Products

This section explains the steps to provision the NSv Virtual Firewall 270/470/870/S/M/L on Monthly Billing.

To provision a product:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Click **Provision** > **Product**.
3. Select the **Tenant Name** under which you want to add the **Product**.
4. Select the **Product** NSv from the drop down.
5. Select the **Model 270/470/870/S/M/L** from the drop down.
   ⓘ | **NOTE:** NSv XS model now comes with 30 day trail license of Advanced Protection Security Suite.
6. Enter the **Friendly Name** of the **Product** if applicable.
7. Turn on the **HA Pair** if you want to create High Availability.
8. Select the **Security Service Bundle**.
   Each bundle comes with basic or advanced reporting. If you want to have an advanced reporting and analytics or retain data more than the duration comes with bundle, you can add on to the bundle.
9. Select **Data retention add-on** to add 7, 30, 90, or 365 days of advanced reporting and analytics to add to the bundle or **No Change** to go with only bundle.

Security Service Bundle	NSM Management SaaS (Cloud)	Reporting and Analytics
Secure Connect (For NSv S/M/L only)	Comes with 7 days of advanced reporting and analytics	Support of add on advanced reporting and analytics with data retention of 7, 30, 90, and 365 days.
Essential Protection Security Suite	Comes with 7 days of advanced reporting and analytics	Support of add on advanced reporting and analytics with data retention of 7, 30, 90, and 365 days.

Security Service Bundle	NSM Management SaaS (Cloud)	Reporting and Analytics
Advanced Protection Security Suite	Comes with 7 days of advanced reporting and analytics	Support of add on advanced reporting and analytics with data retention of 30, 90, and 365 days.
Managed Protection Security Suite	Allows all features of APSS license for 30 days.	Support of add on advanced reporting and analytics with data retention of 90 and 365 days.

ⓘ **NOTE:** When your NSM license expires, a grace period now applies before your firewall is removed from the console. **Annual licenses** get 30 days of full access plus 30 days of read-only access (60 days total). **Monthly licenses** get 7 days of full access plus 7 days of read-only access (14 days total). This is not applicable for Gen 8 NSv products.

10. Leave the **Zero Touch** enabled. By the default, the **Zero Touch** option is enabled.
11. Select the applicable **Data Center**.
12. Enable **SSLVPN Users** to increase SSLVPN Users count under Monthly Billing for NSv Virtual Firewall 270/470/870.



    a. Enter the number of monthly licenses to be added in **SSLVPN Users** field.

    ⓘ **NOTE:**
    - Adding **SSLVPN Users** count on this screen, adds the number to the existing default count. Total count of licenses is equal to total of **default and monthly licenses**. For example, if the unit has 2 default licenses and add 10 monthly licenses, total license count will be 12.
    - Maximum allowed licenses including default and monthly licenses are displayed on the screen.
    - You cannot provision licenses more than the maximum count shown on the screen. The maximum number of licenses allowed differs from each unit.

    b. Set the **Expiry Date** for monthly licenses.

    You can set the **Expiry Date** if want to use the monthly licenses for any specific period or else set it to **Never**.

13. Click **Provision**.
14. Check **STATUS** of the added Product in the **Monthly Products** table.

Active	The Product is successfully provisioned, and ready to use.
Provisioning in progress	The Product provisioning is in progress. Wait until the status is changed to **Active** to use the Product.
Expired	The Product is expired and not available for use.

ⓘ **NOTE:** You can find the **CSC Console** icon for the **Active** Products except for NSv Products.

NOTE: NSv S/M/L can now be provisioned in closed networks by manually generating a keyset, exporting it, and using it to register the product within the closed network.

Secure upgrade for NSv S/M/L

You register a secure upgrade serial number from MSW and upgrade the eligible trade in units as per the below mappings

Trade-in unit	Secure upgrade to
NSv 10/25/50/100/200, NSv 270.	NSv S.
NSv 10/25/50/100/200, NSv 200/300/400, NSv 270/470.	NSv M.
NSv 10/25/50/100/200, NSv 200/300/400/800/1600, NSv 470/870.	NSv L.

NOTE: Upgrading to the same model is not supported. For example, an NSv S cannot be upgraded to another NSv S.

Upgrade Managed Protection Security Suite(MPSS) using SKUs

Managed Protection Security Suite(MPSS) can now be upgraded using the below mentioned SKUs.

- SONICWALL MANAGED PROTECTION SECURITY SERVICE FOR NSV - ANNUAL CONVERSION LESS THAN 6 MONTHS REMAINING
- SONICWALL MANAGED PROTECTION SECURITY SERVICE FOR NSV - ANNUAL CONVERSION 6-12 MONTHS REMAINING
- SONICWALL MANAGED PROTECTION SECURITY SERVICE FOR NSV - ANNUAL CONVERSION MORE THAN 12 MONTHS REMAINING

When you upgrade an MPSS using SKU, the active TPSS/EPSS/APSS license will be expired and new term as per the SKU will be activated.

Apply SKU on NSM SaaS license

The below table represents how the SKU will be applied when the firewall has an active NSM SaaS license

NSM License	How SKU is applied
Legacy NSM Essentials License	Expire the license and activate NSM Advanced with 30-Day Advanced Analytics and Reporting for the term as per the key.
Legacy NSM Advanced License	Convert the license to the new NSM Advanced with 365-Day reporting and match the expiry date of the MPSS service.
New NSM Advanced License 7-Day	Convert the license to the new NSM Advanced with 30-Day reporting and match the expiry date of the MPSS service.
New NSM Advanced License 30/90/365-Day	Match the expiry date of the MPSS service.

The upgrade using SKU will be rejected in the following cases.

- The target firewall is currently licensed via Monthly billing.
- The target firewall does not have an active TPSS/EPSS/APSS license.
- The target firewall's active TPSS/EPSS/APSS license has validity less than the term of the key.
- The target firewall's tenant has other non MPSS licensed firewalls.

Provisioning SonicSwitch

To provision a product:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Click **Provision** > **Product**.
3. Select the **Tenant Name** under which you want to add the **Product**.
4. Select **SonicSwitch** from **Product** list.
5. **Select Switch** from the list.

   You can either **Register a New Switch** or select the already registered Switch from the list. When you select:

   - **Register a New Switch**, a new tab opens to register a new Switch.
   - An existing switch from the list, displays **Active Annual Licensing** status.

     ⓘ | **NOTE:** Provisioning an existing annual license in Monthly Billing overwrites the remaining value of the license and will be lost.
6. Click the **Refresh** icon next to **Select Switch** field if you register a new Switch.
7. Select the **Security Service Bundle**.

   ⓘ | **NOTE:** Only **Essential** bundle is available for SonicSwitch. This bundle includes **Wireless Network Management** and **Wireless 24x7 Support** services.
8. Set the **Expiry Date** for Security Service Bundle.

   By the default, expiry date is set to **Never**.
9. Check **I understand that by provisioning monthly licensing, the remaining value of my annual licenses will be lost.** box to overwrite an existing license value.

   ⓘ | **NOTE:** This only applies if you are converting an existing term or annual license with future validity.
10. Select the **Data Center**.
11. Click **Provision**.
12. Check **STATUS** of the added Product in the **Monthly Products** table.

Active	The Product is successfully provisioned, and ready to use.
Provisioning in progress	The Product provisioning is in progress. Wait until the status is changed to **Active** to use the Product.
Expired	The Product is expired and not available for use.

ⓘ | **NOTE:** You can find the **CSC Console** icon for the **Active** Products except for NSv Products.

Provisioning SonicWave

To provision a product:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Click **Provision** > **Product**.
3. Select the **Tenant Name** under which you want to add the **Product**.
4. Select **SonicWave** from **Product** list.
5. **Select SonicWave** from the list.

   You can either **Register a New SonicWave** or select the already registered SonicWave from the list. When you select:

   - **Register a New SonicWave**, a new tab opens to register a new SonicWave.
   - An existing SonicWave from the list, displays **Active Annual Licensing** status.

     ⓘ | **NOTE:** Provisioning an existing annual license in Monthly Billing overwrites the remaining value of the license and will be lost.
6. Click the **Refresh** icon next to **Select SonicWave** field if you register a new SonicWave.
7. Select the **Security Service Bundle**.

Security Service Bundle	Description
Essential	This bundle includes **Secure Cloud WiFi** and **Wireless 24x7 Support** services.
Advanced	This bundle includes **Secure Cloud WiFi**, **Capture Advanced Threat Protection**, **Content Filtering**, **Cloud Anti-Virus**, and **Wireless 24x7 Support** services.

8. Set the **Expiry Date** for Security Service Bundle.

   By the default, expiry date is set to **Never**.
9. Check **I understand that by provisioning monthly licensing, the remaining value of my annual licenses will be lost.** box to overwrite an existing license value.

   ⓘ | **NOTE:** This only applies if you are converting an existing term or annual license with future validity.
10. Select the **Data Center**.
11. Click **Provision**.
12. Check **STATUS** of the added Product in the **Monthly Products** table.

Active	The Product is successfully provisioned, and ready to use.
Provisioning in progress	The Product provisioning is in progress. Wait until the status is changed to **Active** to use the Product.
Expired	The Product is expired and not available for use.

ⓘ | **NOTE:** You can find the **CSC Console** icon for the **Active** Products except for NSv Products.

Provisioning TZ and NSa Devices

This section explains the steps to provision the below listed products under MSSP Monthly services:

Generation	Product Line	Models
Gen 8	TZ Series	TZ80, TZ280, TZ280W, TZ280P, TZ380, TZ380W, TZ480, TZ580, TZ680
	NSa Series	NSa 2800, NSa 3800, NSa 4800, NSa 5800, NSa 6800
Gen 7	TZ Series	TZ270, TZ270W, TZ370, TZ370W, TZ470, TZ470W, TZ570, TZ570W, TZ570P, TZ670
	NSa Series	NSa 2700, NSa 3700, NSa 4700, NSa 5700, NSa 6700

ⓘ **NOTE:** License expiry date for TZ or NSa devices that are licensed through the monthly billing program shows as end of the month but the license gets renewed every month automatically.

ⓘ **NOTE:** Upgrading to the same model is not supported. For example, an NSa 2800 cannot be upgraded to another NSa 2800.

To provision a product:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Click **Provision** > **Product**.
3. Select the **Tenant Name** under which you want to add the **Product**.
4. Select **TZ & NSa** from **Product** list.
5. **Select Firewall** from the list.

   You can either **Register a New Firewall** or select the already registered firewall from the list. When you select:

   - **Register a New Firewall**, a new tab opens to register a new firewall.
   - An existing firewall from the list, displays **Active Annual & Perpetual Licensing** statuses, Security Services Bundle and Data retention add-on.

     ⓘ **NOTE:** Provisioning an existing annual license in Monthly Billing overwrites the remaining value of the license and will be lost.
6. Select the **Security Service Bundle**.

   Each bundle comes with basic or advanced reporting. If you want to have an advanced reporting and analytics or retain data more than the duration comes with bundle, you can add on to the bundle.
7. Select **Data retention add-on** to add 7, 30, 90, or 365 days of advanced reporting and analytics to add to the bundle or **No Change** to go with only bundle.

Security Service Bundle	NSM Management SaaS (Cloud)	Reporting and Analytics
Essential Protection Security Suite	Comes with 7 days of basic reporting and device management.	Support of add on advanced reporting and analytics with data retention of 7, 30, 90, and 365 days.
Advanced Protection Security Suite	Comes with 7 days of advanced reporting and analytics.	Support of add on advanced reporting and analytics with data retention of 30, 90, and 365 days.
Managed Protection Security Suite	Allows all features of APSS license for 30 days.	Support of add on advanced reporting and analytics with data retention of 90 and 365 days.
Secure Connect Lite	Allows only web and chat support for 5 years and also comes with cloud management feature with 7-day alerting for 5 years.	

NOTE: Secure Connect Lite is applicable only for TZ80

NOTE: When your NSM license expires, a grace period now applies before your firewall is removed from the console. **Annual licenses** get 30 days of full access plus 30 days of read-only access (60 days total). **Monthly licenses** get 7 days of full access plus 7 days of read-only access (14 days total). This is not applicable for TZ80 models.

8. Leave the **Zero Touch** enabled. By the default, the **Zero Touch** option is enabled.
9. Check **I understand that by provisioning monthly licensing, the remaining value of my annual licenses will be lost. Perpetual licensing such as SSL VPN is additive and is not overwritten** box to overwrite an existing license value.

   NOTE: The **Security Services Bundle** and/or **Data retention add-on** is overwritten when the service is selected other than **No Change**. This only applies if you are converting an existing term or annual license with future validity. This does not affect perpetual licenses like SSLVPN/GVC or Stateful High Availability.

10. Enable **SSLVPN Users** to increase SSLVPN Users count under Monthly Billing.



   a. Enter the number of monthly licenses to be added in **SSLVPN Users** field.

      NOTE:
      - Adding **SSLVPN Users** count on this screen, adds the number to the existing default count. Total count of licenses is equal to total of **default and monthly licenses**. For example, if the unit has 2 default licenses and add 10 monthly licenses, total license count will be 12.
      - Maximum allowed licenses including default and monthly licenses are displayed on the screen.

- You cannot provision licenses more than the maximum count shown on the screen. The maximum number of licenses allowed differs from each unit.

b. Set the **Expiry Date** for monthly licenses.

You can set the **Expiry Date** if want to use the monthly licenses for any specific period or else set it to **Never**.

11. Click **Provision**.
12. Check **STATUS** of the added Product in the **Monthly Products** table.

Active	The Product is successfully provisioned, and ready to use.
Provisioning in progress	The Product provisioning is in progress. Wait until the status is changed to **Active** to use the Product.
Expired	The Product is expired and not available for use.

ⓘ | **NOTE:** You can find the **CSC Console** icon for the **Active** Products except for NSv Products.

ⓘ | **NOTE:** The TZ80 HA conversion SKU will convert an TZ80 HA SKU to a TZ80 Secure Connect 1 Year PTO bundle.

SonicWall TZ80 Unlocked

Enables the TZ80 appliance to operate as a Layer 5 firewall for 10 years with firmware updates and standard 1-year RMA coverage, without mandatory recurring service licenses. Security services do not appear as licensed in MySonicWall. Customers can add Secure Connect (for 24x7 support) or APSS / MPSS bundles at any time. Added subscriptions run for their purchased term and revert to base Layer 5 operation upon expiration without interrupting the remaining 10-year hardware lifecycle.

Limitations of Provisioning TZ and NSa Products under Monthly Billing

When you procure Monthly Billing licensing for TZ and NSa products, you **cannot**:

- Transfer the device to a user outside of your organization.
- Use the device as part of a Secure Upgrade.
- Apply an annual license key to it.
- Co-term the MSSP services.
- Use the MSSP Monthly licensed units in closed network scenario's.

ⓘ | **NOTE:** Limitations are no longer applicable once the product is removed from Monthly Billing.

Interpreting the Monthly Products Table

From the **Monthly Products** table, you can perform the below list of operations.

Icon	Description
	Use the **Edit** icon to edit Tenant, and Product details. To edit Tenant details, point to the required Tenant name in the table and click **Edit** icon.
	Use the **More Actions** icon to: •  **Edit Product Provisioning** •  Connect to **CSC Console** •  **Download** the Products details into CSV or XLS format. •  **Transfer** the Product to another Tenant. •  **Delete** the Product. •  **Remove from MSSP Monthly**.

Editing Tenant or Product Details

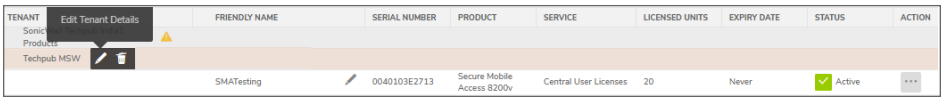
Topics:

- Editing Tenant Details
- Editing Product Details

Editing Tenant Details

To edit Tenant details:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Hover over the **Tenant** name to be edited in the table and click **Edit** icon.

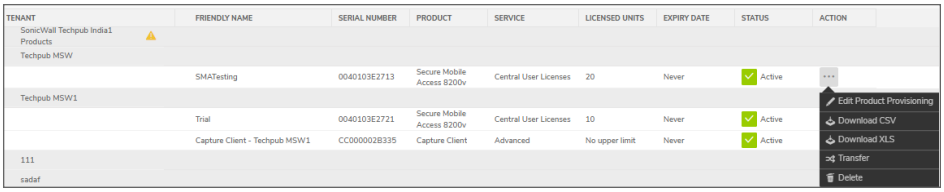


3. Make the necessary changes and click **Save**.

Editing Product Details

To edit Product details:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Under **ACTION** column, click **Edit Product Provisioning** icon in the table for editing the **Product**.

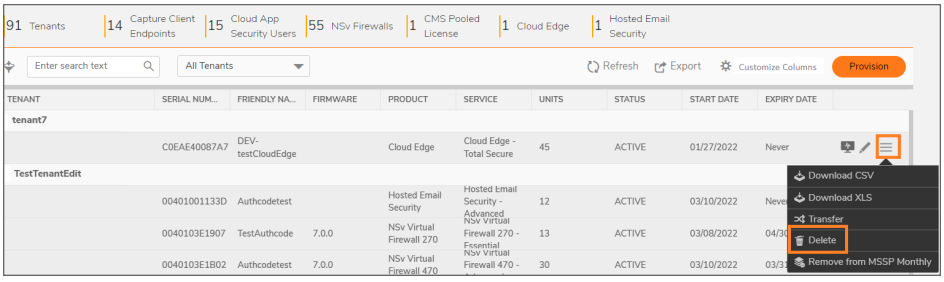


3. Update the provisioned details of the Product as required.
4. Click **Save**.

Deleting Product

To delete Product:

1. Navigate to **Monthly Billing | Monthly Products**.
2. Under **ACTION** column, click **More Actions** icon in the table.
3. Click **Delete** icon to delete the product.



4. Select the reason for deleting the product and click **Delete**.

Sorting the Table Data

Click the table headings to sort the data in ascending or descending order.

Exporting the Table Data

You can export the filtered table data into CSV or XLS format.

To export the table data, click the **Export** icon and select **Export CSV** or **Export XLS**.

3

Access Management

Access Management helps define and control the role based access and permissions for the users.

The **Access Management** page lists the **Users** added to your account and **User Groups** created for MSSP. The User Group is defined by these attributes:

- List of **Users**
- **Scope** of access for the users
- Role based **Permissions**

From the **Users** tab, you can:

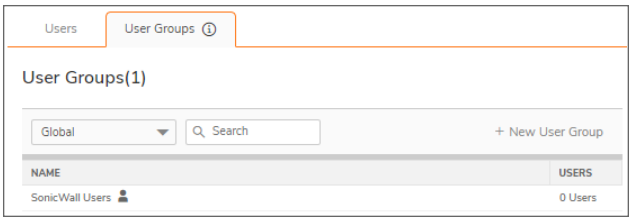
- Filter and customize the user table data
- Invite a new user
- Define or modify the Monthly Billing permissions of the user
- Update 2FA and External IDP for the user
- Generate an API key
- Delete an existing user

From the **User Groups** tab, you can:

- Create a new user group
- Add or remove the users from the user group
- Define or modify the scope to include or exclude the Tenants from the user group
- Define or modify the permissions for the user group

Default page:

The **Access Management** page shows the **User Groups** tab with list of user groups added under your account in a tabular form.



Topics:

- Options for the Access Management
- Quick Filter
- Customizing Columns
- Inviting a New User
- Modifying the Monthly Billing Permissions
- Interpreting the Users Table
- Creating a New User Group
- Adding the Users to the User Group
- Removing the User from the User Group
- Defining or Modifying the Scope
- Modifying the User Group Permissions

Options for the Access Management

Icon	Description
	Use the **Quick Filter** icon to filter the table data for specific results. You can apply these filter groups either individually or in combination to find the specific notification results.
	Use the **Search** icon to filter the table data with a specific string.
	Use **Generate My API Key** icon to generate an API key.
	Use **View My API Key** icon to view the API key details, but you cannot view the complete API key.
	Use the **Customize Columns** icon to show or hide **TYPE**, **ACCESS SCOPE**, **USER GROUP**, **ORGANIZATION**, **MSSP NAME**, and **MSSP PERMISSION** details.

Quick Filter

Use the **Quick Filter** option if you are looking for users of any single filter group or combination of the groups.

To filter data by Quick Filter:

1. Click the **Quick Filter** icon and check the required boxes under each filter group.
2. Click **Apply**.
3. Click the **Search** icon and type the specific string to reduce the number of results being displayed.

   ⓘ **NOTE:** You can use the **Search** icon either individually or in combination with the **Quick Filter** groups.

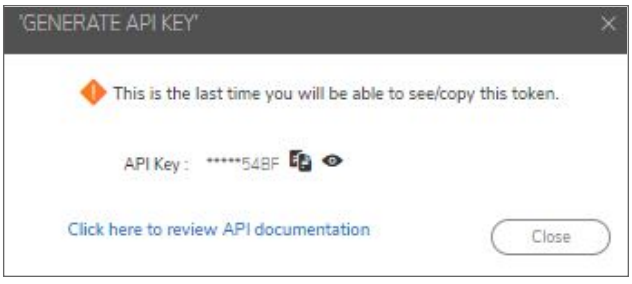
ⓘ **NOTE:** The **Users** table displays the results for all filter groups if none of the filter groups is selected from the **Quick Filter**.

Generating MSW API Key

To generate MSW API key:

1. Navigate to **Monthly Billing | Access Management > Users**or **My Workspace | User Groups > User list**.
2. Click **Generate My API Key** on top of the table.
3. Enter **Description**, **Source IP Address (optional)** for the MSW API Key.

   By the default, **Validity** of the key is set for 1 year. However, you can set the validity for 1 and 6 months if required.
4. Click **Confirm**.
5. Click the **Copy to clipboard** icon to copy the **API Key**.



△ **CAUTION: You cannot view or copy the API key once you close the GENERATE API KEY pop-up window. Make sure that the API key is copied and saved to use in the Swagger or any other API platform.**

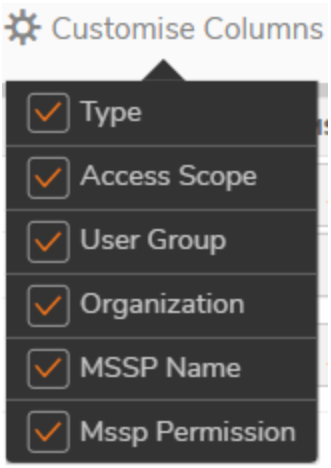
6. Click **Close**.

NOTE:

- Admin of the account can view the API keys generated for the users. If required, admin can revoke the API Key.
- Your API access is determined based on the access levels in MySonicWall.

Customizing Columns

You can customize the table to show or hide **TYPE**, **ACCESS SCOPE**, **USER GROUP**, **ORGANIZATION**, **MSSP NAME**, and **MSSP PERMISSION**. By the default, these details are shown in the **Users** table. To hide them in the table, click **Customize Columns** icon on top of the table and uncheck the boxes for the required details.



Inviting a New User

To invite a new user:

1. Navigate to **Monthly Billing | Access Management > Users**.
2. Click **Invite New User**.
3. Select the **User Group** under which you want to add the invited user.
4. Select the **Contact Type**. You can invite the user as **Partner**, **Employee**, or **Customer**.
5. Enter **Email Address**, **First Name**, and **Last Name** of the user.
6. Click **Invite**.

Modifying the Monthly Billing Permissions

To modify the monthly billing permissions:

1. Navigate to **Monthly Billing | Access Management > Users**.
2. Modify the **Monthly Billing** permission of users as required under **MSSP PERMISSION** column.
   If the **MSSP PERMISSION** column is not visible in the table, include according to Customizing Columns.

Permission Typ	Permissions
ADMIN	This user can view, provision, edit, and delete monthly products and services.
READ-ONLY	This user can view the Monthly Billing screens but cannot modify monthly products and services.
NO ACCESS	This user does not have the ability to view the Monthly Billing screens or modify any monthly products.

ⓘ | **NOTE:** By the default, all MSSP users get **ADMIN**.

Interpreting the Users Table

From the **Users** table, you can perform the below list of operations.

On the **Users** tab > **ACTIONS** column, hover over the required user.

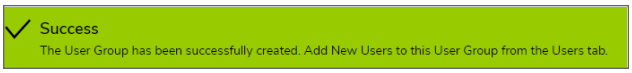
Icon	Description
	Use the **Delete** icon to delete an existing user from the account
	Use the **Lock** icon to turn ON or OFF the 2FA mode
	Use the **IDP** icon to enable or disable external IDP for the user

Creating a New User Group

To create a new user group:

1. Navigate to **Monthly Billing | Access Management > User Groups**.
2. Select the **MSSP** from the drop-down menu under which you want to create a new user group.

3. Click the **New User Group** (+) icon.
4. Enter a name for the new user group.
5. Click the **Tick** mark next to the **Name** box.
   On successful User Group creation, you get **Success** notification.



Adding the Users to the User Group

To add users to the user group:

1. Navigate to **Monthly Billing | Access Management > User Groups**.
2. Select the **MSSP** from the drop-down menu.
3. Select the required **User Group** from the menu.
   ⓘ **NOTE:** Use **Search** option to filter the required user group from the list if required. If you want to create a new user group, follow Creating a New User Group.
4. In the **Users** section, click **+ Add User**.
5. Check the **Available users** boxes from the list and click **Add** for existing users.
6. Click **Invite New User** and follow Inviting a New User to invite and add a new user if users are not available in the list.

Removing the User from the User Group

To remove user from the user group:

1. Navigate to **Monthly Billing | Access Management > User Groups**.
2. Under **Users** section, click the **Delete** icon of the user to be removed from the user group.

Defining or Modifying the Scope

To define or modify scope:

The **Scope** section allows you to specify the selection of the **Tenants** to the User Group access.

1. Navigate to **Monthly Billing | Access Management > User Groups**.
2. Select the **User Group**from the drop-down menu.
   ⓘ **NOTE:** Use **Search** option to filter the required user group from the list if required.

3. In the **Scope** section, click **Edit**.
4. Do one of the following to include or exclude in the User Group:
    - Select **MSSP** to include all the Tenants created under the specific MSSP.
    - Select **Tenant** and check to include individual Tenants.

      ⓘ | **NOTE:** Use **Search** option to filter the required Tenants from the list if required.
5. Click **Save**.

Modifying the User Group Permissions

To modify the user group permissions:

1. Navigate to **Monthly Billing | Access Management > User Groups**.
2. Select the required **User Group** from the drop-down menu.

   ⓘ | **NOTE:** Use **Search** option to filter the required user group from the list if required.
3. In the **Permissions** section, click **Edit**.
4. Set the permissions as required.

   By the default, **Admin** access is provided for all User Groups. You can modify the permissions as required.
5. Click **Save**.

4

License Report

Navigation: **Monthly Billing** | **License Report**

The **License Report** page gives you an overview of the monthly usage of the Products in a tabular form.

The **License Report** is available on the 1st of every month at 12:00 AM UTC for the previous months billed quantities. The report includes Billing Month, Snapshot Date, Tenant, Friendly Name, Serial, Product, Service, SKU#, SKU Description, and Billed Quantity for each procured product. The **License Report** is **NOT** an invoice. The License Report can be queried via API, and we also support syncing License Report to agreements with the ConnectWise Manage PSA via our native integration for our partners.

During the last week of each month, SonicWall takes a snapshot of the count of endpoints commissioned or installed for Capture Client as well as the count of provisioned licenses for Firewall Subscription Bundles, Firewall SSL VPN Users, Cloud App Security, Cloud Edge Security, Hosted Email Security, NSv, and SMA products. SonicWall does not prorate or do partial billing, this means that if a license is removed before the snapshot date, it is not billed but any license that is active during the snapshot is billed for the entire month. MSPs and MSSPs need to know their licensed products so they can bill their customers properly and the License Report is how they can receive that information on the 1st of every month.

Usage for the complete month is based on the counts taken as per above process. The **License Report** stores the data for last 24 months.

From the **License Report** table, you can filter, save the filter preferences, and export the usage of the Products for a month or multiple months in a year. You can also filter the table data for a specific Tenant.

Default page:

The **License Report** page gives you an overview on the usage of the Products for previous month of the current year in a tabular form.

You can filter, save the filter preferences, and export the table data with the help of the options available on top of the table.

Topics:

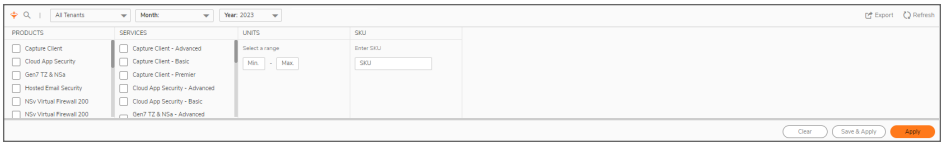
- Options for License Report
- Quick Filter
- Generating the Monthly License Report
- Sorting the Table Data
- Exporting the Table Data

Options for License Report

Icon	Description
	Use the **Quick Filter** icon to filter the table data for specific results according to Quick Filter groups and save the filter preferences for next time log in. You can apply these filter groups either individually or in combination to find the specific notification results.
	Use the **Drop-down** icon to select a specific Tenant from the list.
	Use the **Search** icon to filter the table data with a specific string.
	Use the **Export** icon to export the table data into CSV or XLS format.
	Use the **Refresh** icon to get the most recent data in the table.

Quick Filter

Use the **Quick Filter** option if you are looking for details of any single group or combination of the groups listed below.



FILTER GROUPS

Group Name	Description
PRODUCTS	The **PRODUCTS** group displays the list of products available under Monthly Billing.
SERVICES	The **SERVICES** group displays the complete list of services available for the products listed under **PRODUCTS** group.
UNITS	The **UNITS** group gives an opportunity to enter the minimum and maximum number of units.
SKU	The **SKU** group gives an opportunity to filter the product by SKU.

To Filter Data by Quick Filter:

1. Click the **Quick Filter** icon available at top left corner of the table.
2. Select the required filter options.
3. Click **Apply** to set the filter preferences only for this time, otherwise, click **Save & Apply** to set and save the filter preferences for next time log in.

   ⓘ | **NOTE:** Saved filter preferences are applied until you choose to **Clear** and **Save & Apply**.
4. Click **Clear** to reset the filters.

ⓘ | **NOTE:**

- To show or hide the filter groups at any point, click the **Quick Filter** icon available at top-left corner of the table.
- If none of the filter group is selected from the **Quick Filter**, the table displays the details for all filter groups.

Generating the Monthly License Report

Navigation: **Monthly Billing** | **License Report**

To generate a monthly report:

1. Set the required filters according to Quick Filter.
2. Click the **Search** icon and type a search string if you are looking for any specific details.
3. Select the required Tenant from the drop-down list.
4. Select a month and year from the respective drop-downs.

   NOTE:
   - You can select a month or multiple months for the selected year.
   - You can filter and view the license report for any month in the last 24 months.

   NOTE: Usage metrics for all SonicWall Endpoint Security and SonicWall Endpoint Security MDR tenants is captured and displayed on the Monthly License Report page.

Sorting the Table Data

Click the table headings to sort the data in ascending or descending order.

Exporting the Table Data

You can export the filtered table data into CSV or XLS format.

To export the table data, click the **Export** icon and select **Export CSV** or **Export XLS**.

5

SonicWall Support

Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year.

The Support Portal enables you to:

- View Knowledge Base articles and Technical Documentation
- View and participate in the Community Forum discussions
- View Video Tutorials
- Access MySonicWall
- Learn about SonicWall Professional Services
- Review SonicWall Support services and warranty information
- Register at SonicWall University
    - For Technical Certifications
    - For Training and Assets

About This Document

MySonicWall MSSP Monthly Billing Feature Guide
Updated - November 2026
232-005846-00 Rev Y

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For more information, visit https://www.sonicwall.com/legal.

Use of Artificial Intelligence

Portions of this document were developed with artificial intelligence (AI) assistance. All AI-assisted content has been reviewed, verified, and modified as needed by qualified SonicWall technical staff to ensure accuracy and completeness. SonicWall assumes full responsibility for the accuracy of this document.

End User Product Agreement

To view the SonicWall End User Product Agreement, go to: https://www.sonicwall.com/legal/end-user-product-agreements/.

Open Source Code

SonicWall Inc. is able to provide a machine-readable copy of open source code with restrictive licenses such as GPL, LGPL, AGPL when applicable per license requirements. To obtain a complete machine-readable copy, send your written requests, along with certified check or money order in the amount of USD 25.00 payable to "SonicWall Inc.", to:

General Public License Source Code Request
Attn: Jennifer Anderson
1033 McCarthy Blvd
Milpitas, CA 95035