

# Using SonicWALL Mobile Connect for Android

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SonicWALL Mobile Connect for Android™ is an app that enables Android handheld devices to establish secure, mobile connections to private networks protected by SonicWALL security appliances.

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## How SonicWALL Mobile Connect Works

Modern business practices increasingly require that users be able to access any network resource (files, internal websites, etc.), anytime, anywhere. At the same time, ensuring the security of these resources is a constant struggle. While most users are aware that they must take care to protect computers from network security risks, this security awareness does not always extend to mobile devices. And yet, mobile devices are increasingly subject to security attacks. Furthermore, mobile devices often use insecure, untrusted, public wi-fi hotspots to connect to the Internet. It is therefore a challenge to provide secure, mobile access while still guarding against the inherent security risks of using mobile devices.

The SonicWALL Mobile Connect app for Android handheld devices provides secure, mobile access to sensitive network resources. SonicWALL Mobile Connect establishes a Secure Socket Layer Virtual Private Network (SSL VPN) connection to private networks that are protected by SonicWALL security appliances. All traffic to and from the private network is securely transmitted over the SSL VPN tunnel.

To get started with SonicWALL Mobile Connect:

1. Install SonicWALL Mobile Connect from the Android Market.
2. Enter connection information (server name, username, password, etc.).
3. Initiate a connection to the network.
4. SonicWALL Mobile Connect establishes a SSL VPN tunnel to the SonicWALL security appliance.
5. You can now access resources on the private network. All traffic to and from the private network is securely transmitted over the SSL VPN tunnel.

## Prerequisites

The following sections describe prerequisites for SonicWALL Mobile Connect:

- [“Android Product Support” on page 2](#)
- [“SonicWALL Appliance Support” on page 2](#)
- [“Required Network Information” on page 3](#)

## Android Product Support

SonicWALL Mobile Connect requires the Android 4.0 platform.

SonicWALL Mobile Connect has been verified to run on the following Android devices running the official Android 4.0 platform:

- Motorola Xoom Tablet
- Samsung Galaxy Nexus
- Samsung Nexus S

**Note**

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Although SonicWALL Mobile Connect is designed to work with all Android devices running the 4.0 platform, only the above platforms have been tested and verified to run SonicWALL Mobile Connect. Custom ROMs are not officially supported.

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## SonicWALL Appliance Support

SonicWALL Mobile Connect is a free app, but requires a concurrent user license on one of the following SonicWALL solutions in order to function properly:

- SonicWALL firewall appliances including the TZ, NSA, E-Class NSA running SonicOS 5.8.1.0 or higher
- SonicWALL SRA appliances running 5.5 or higher
- SonicWALL Aventail E-Class Secure Remote Access (SRA) appliances running 10.5.4 or higher

## Required Network Information

In order to use SonicWALL Mobile Connect, you will need the following information from your network administrator or IT support:

- Server name or address – This is either the IP address or URL of the SSL VPN server that you will connect to.
- Username and password – Typically, you will be required to enter your username and password, although some connections may not require this.
- Domain name – The domain name of the SSL VPN server. SonicWALL Mobile Connect may be able to automatically determine this when it first contacts the server, or there may be multiple domains that can be selected.

## Installing SonicWALL Mobile Connect

SonicWALL Mobile Connect is installed through the Android Market.

1. On your Android device's web browser, go to the SonicWALL Mobile Connect page on the Android Market:  
<https://market.android.com/details?id=com.sonicwall.mobileconnect&hl=en>
2. Click the **Install** button under **SonicWALL Mobile Connect**. The app will install on your device. When installation is complete, the SonicWALL Mobile Connect icon will appear on your device.



**Note**

If you encounter an error when attempting to download SonicWALL Mobile Connect, please see the Android Market Help Center, where you can find troubleshooting procedures and instructions on how to report the issue using your Google account:

<http://support.google.com/androidmarket/>

## Using SonicWALL Mobile Connect

The following sections describe how to use SonicWALL Mobile Connect:

- [“Creating a Connection” on page 4](#)
- [“Connecting to the Mobile Connect Server” on page 13](#)
- [“Configuring SonicWALL Mobile Connect Settings” on page 18](#)

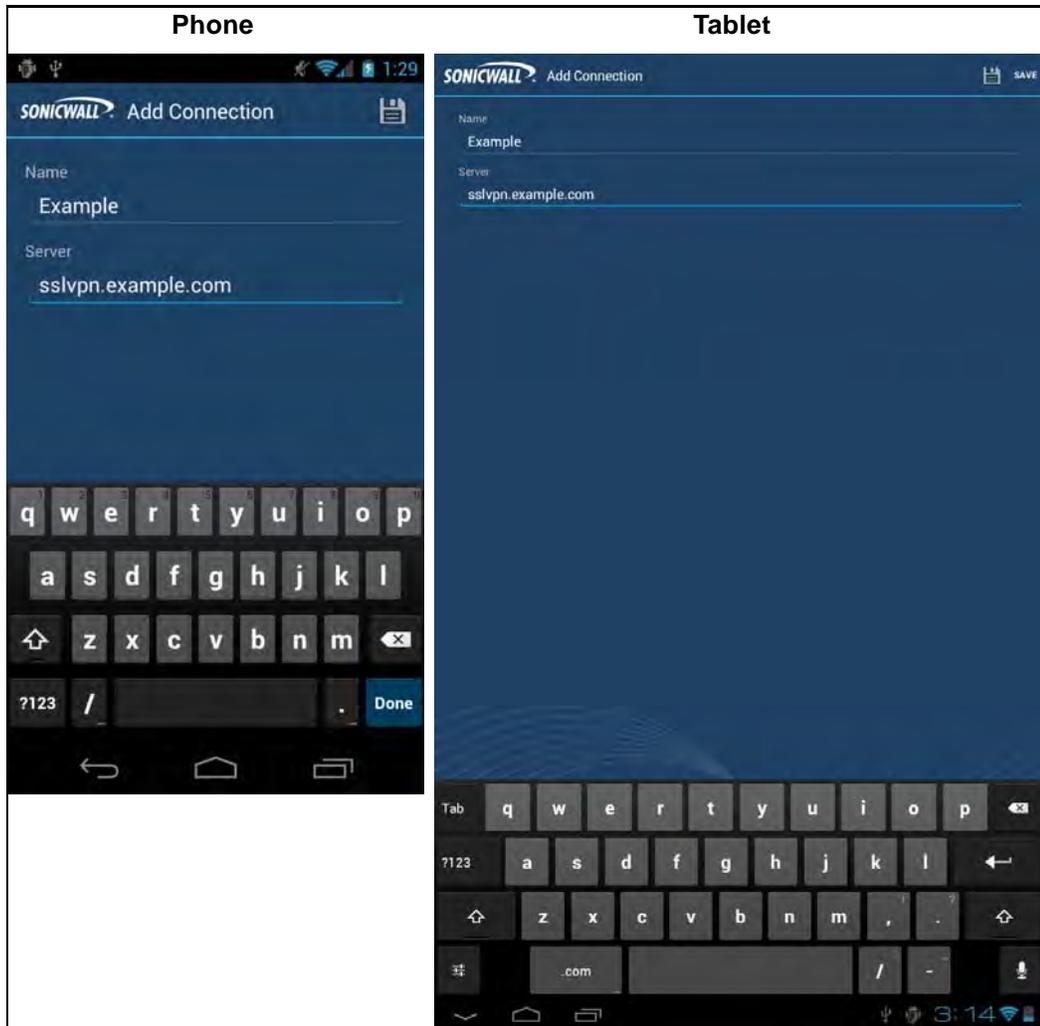
## Creating a Connection

The process of creating a Mobile Connect connection is slightly different depending on which type of SonicWALL appliance you are connecting to. The following sections describe how to create a connection:

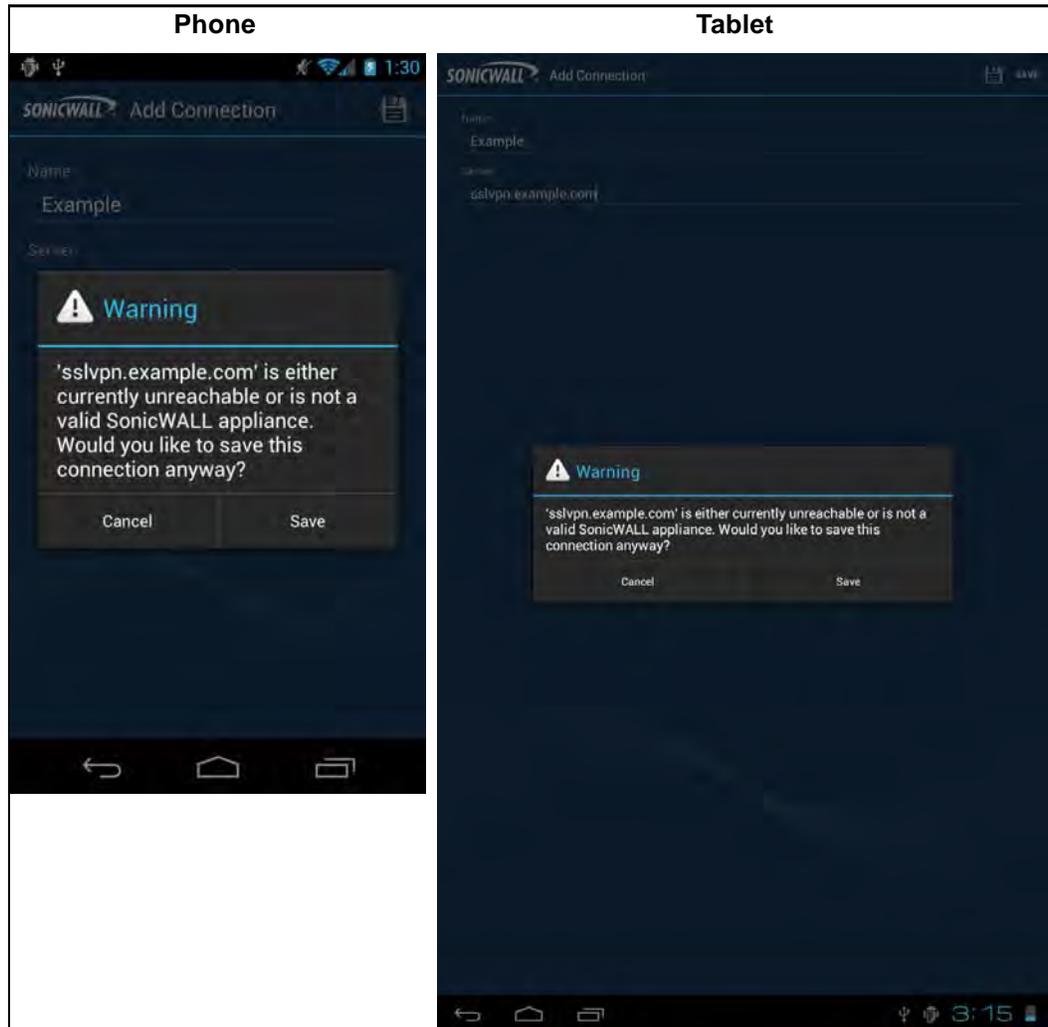
- [“Creating a Connection to SonicWALL Firewall and SRA Appliances” on page 4](#)
- [“Creating a Connection to SonicWALL Aventail Appliances” on page 8](#)

### Creating a Connection to SonicWALL Firewall and SRA Appliances

1. Launch SonicWALL Mobile Connect. You will be presented with the screen to begin your first connection. Tap **Add connection**.
  - **Name:** Enter a descriptive name for the connection.
  - **Server:** Enter the URL or IP address of the server.

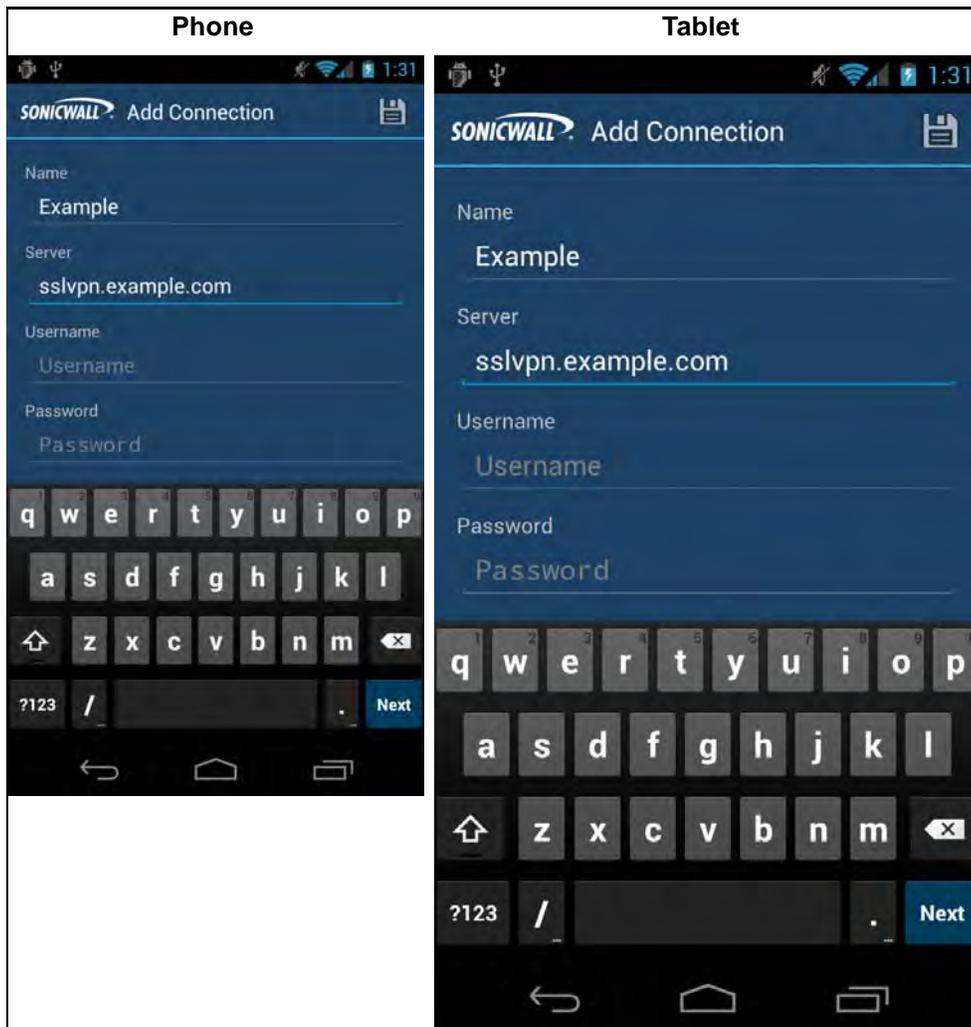


2. Tap **Next**. SonicWALL Mobile Connect will then attempt to contact the SonicWALL appliance. If the attempt fails, a warning message will display, asking if you want to save the connection.



3. Before tapping **Save**, verify that the server address or URL is spelled correctly.

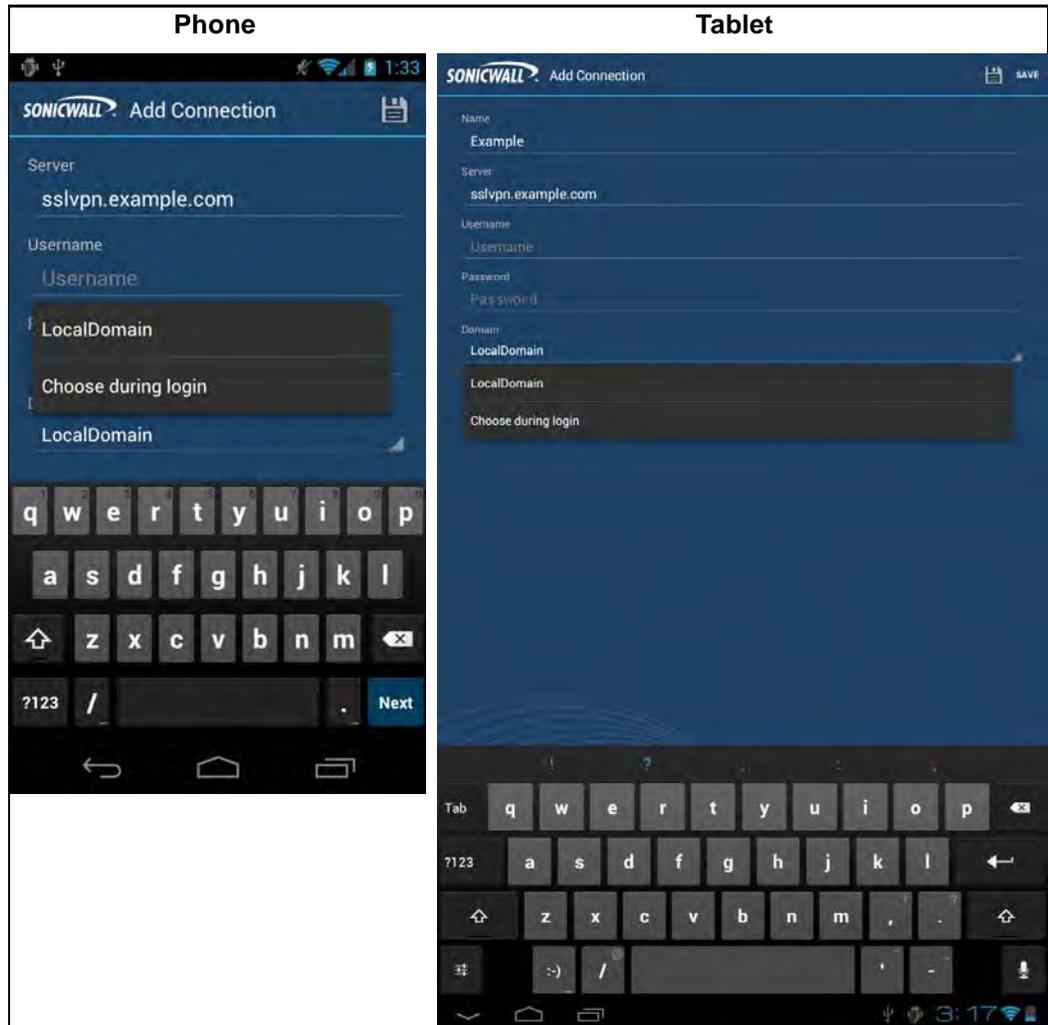
4. If SonicWALL Mobile Connect successfully contacts the server, you will be prompted to enter your **Username** and **Password** (unless the server does not require this information).



**Note**

If the screenshots above do not match what is displayed on your device, you are connecting to a SonicWALL Aventail appliance. Proceed to [“Creating a Connection to SonicWALL Aventail Appliances” on page 8, step 4.](#)

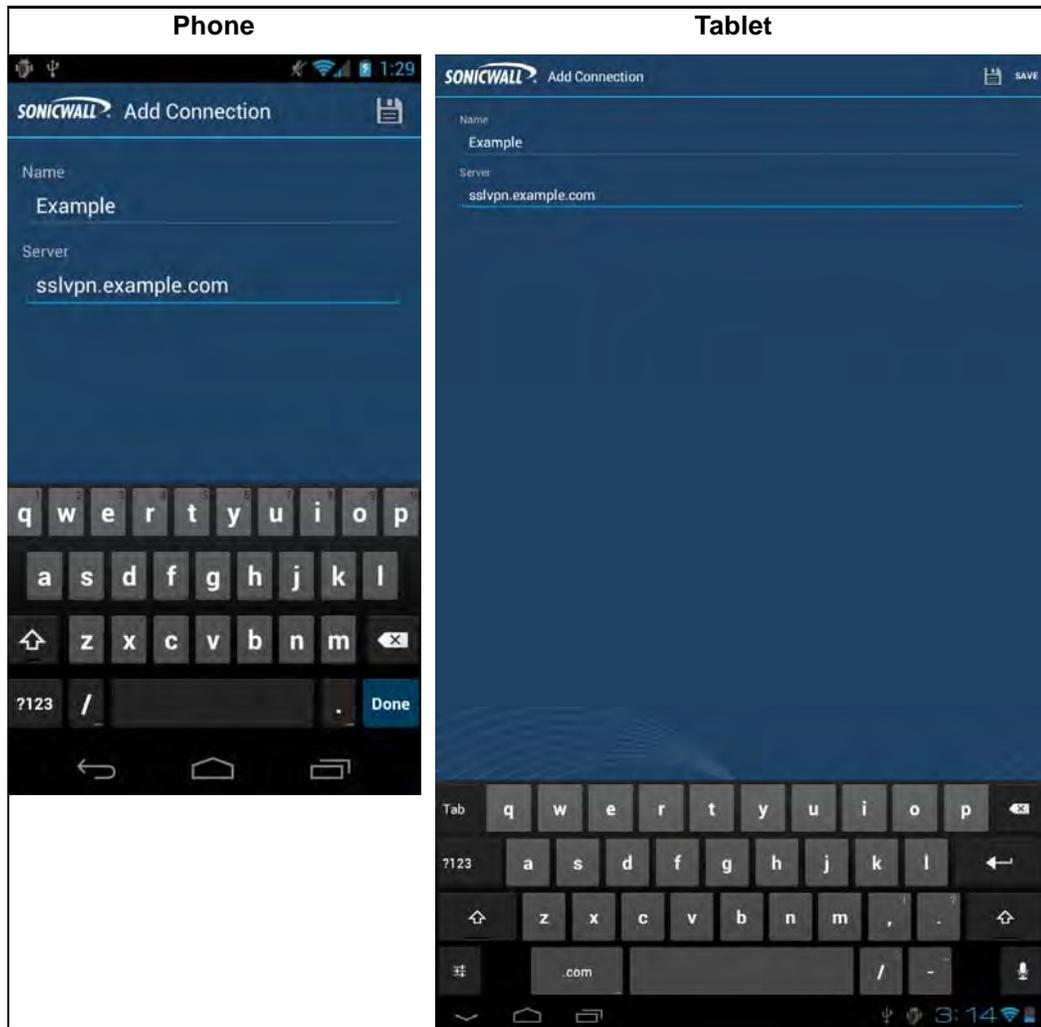
- The **Domain** field is auto-populated with the default domain from the server. To select a different domain, tap on **Domain** to display a dropdown menu of the available options.



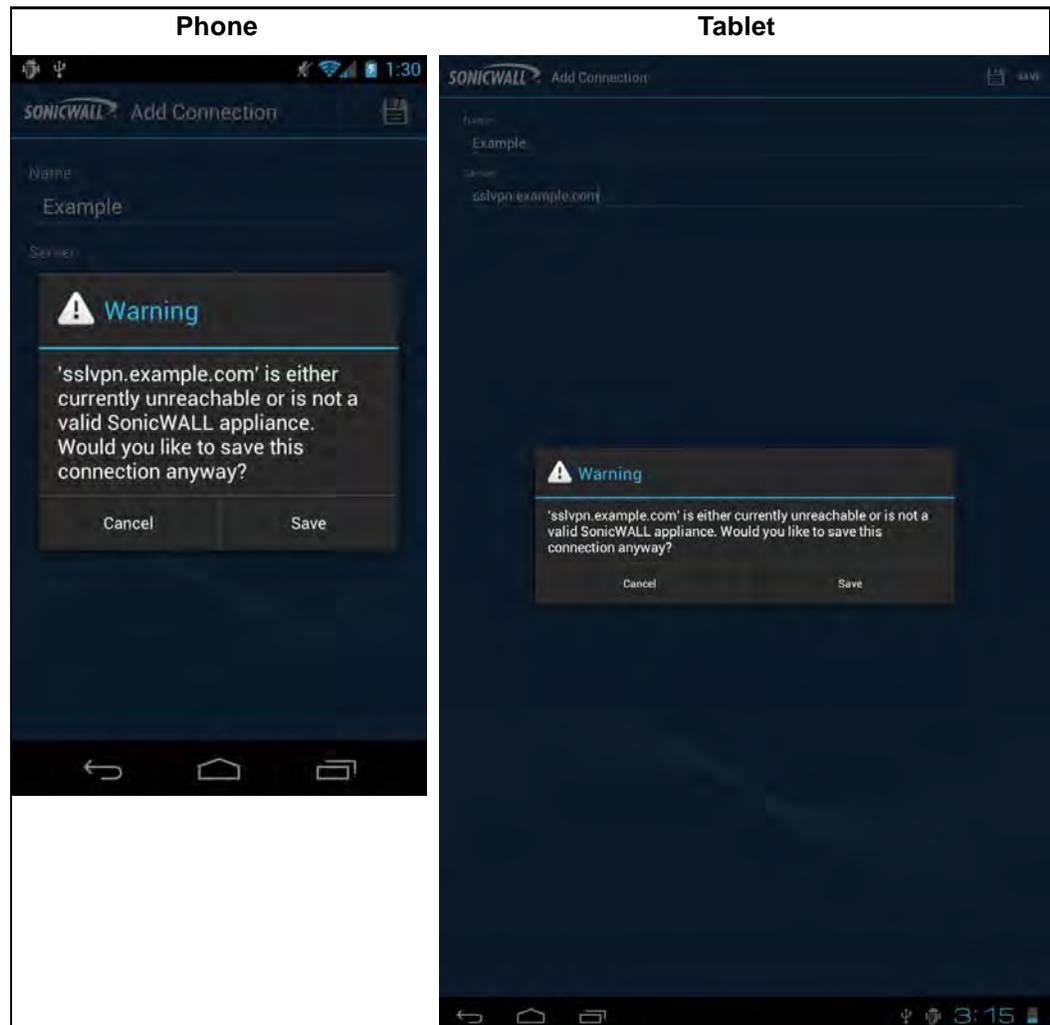
- Tap **Save**.

## Creating a Connection to SonicWALL Aventail Appliances

1. Launch SonicWALL Mobile Connect. You will be presented with the screen to begin your first connection. Tap **Add connection**.
  - **Name:** Enter a descriptive name for the connection.
  - **Server:** Enter the URL or IP address of the server.

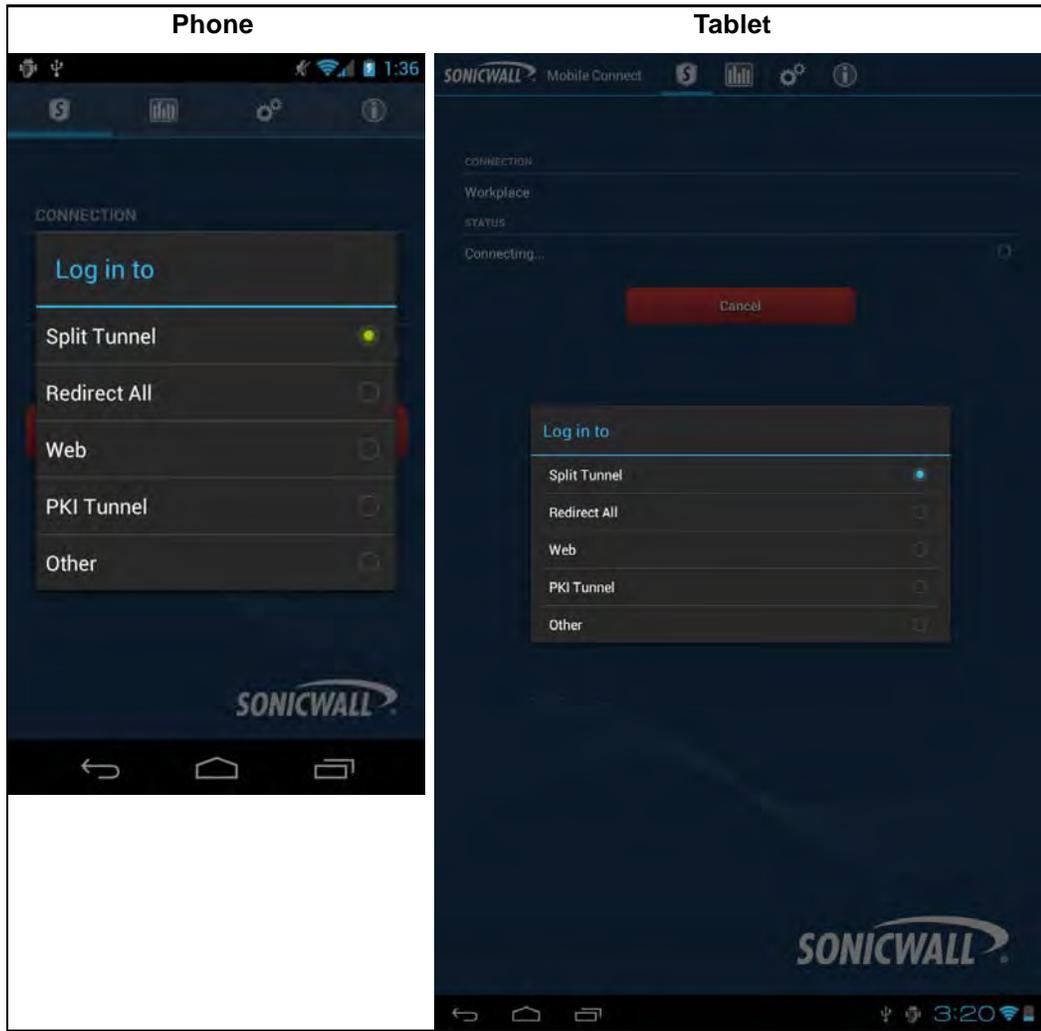


2. Tap **Next**. SonicWALL Mobile Connect will then attempt to contact the SonicWALL appliance. If the attempt fails, a warning message will display, asking if you want to save the connection.



3. Before tapping **Save**, verify that the server address or URL is spelled correctly.

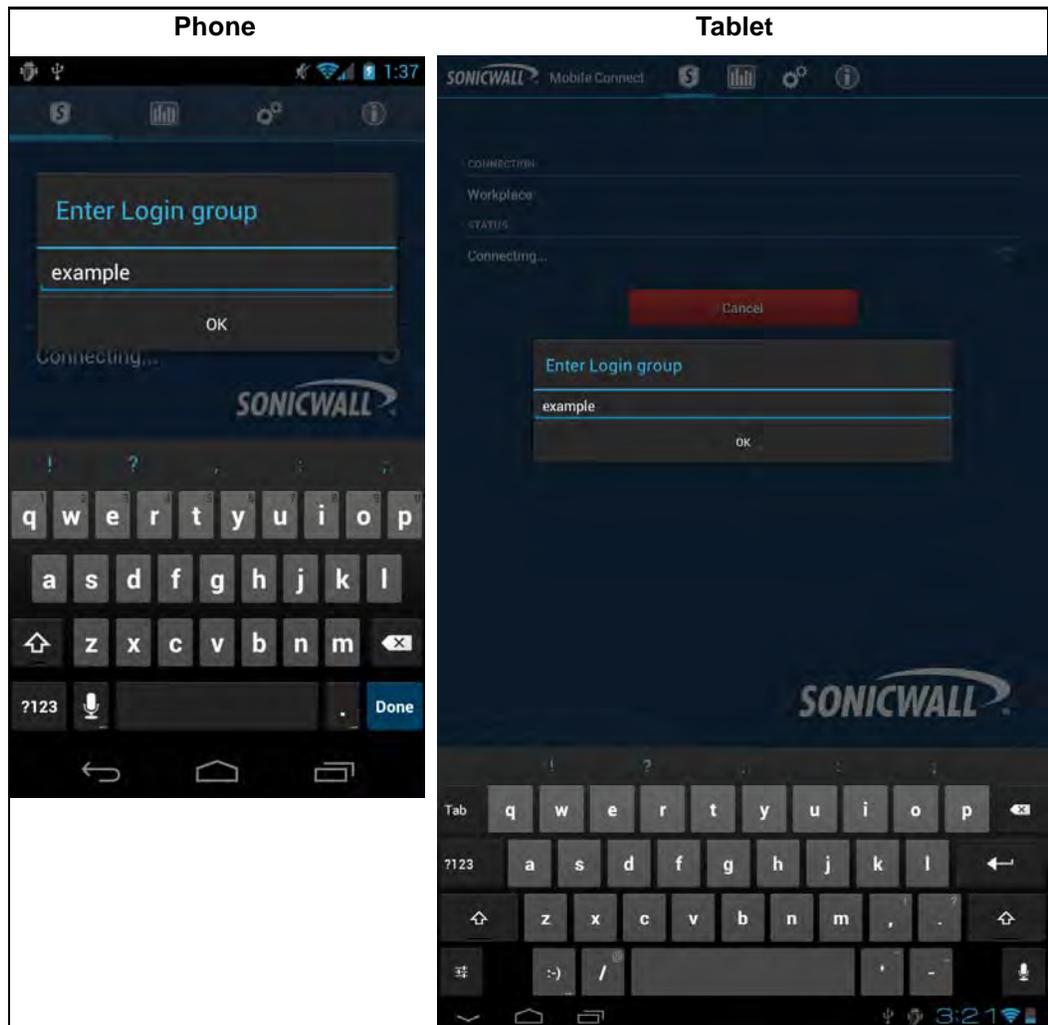
4. If SonicWALL Mobile Connect successfully contacts the server, you will be prompted to select which Login Group on the appliance you want to connect to. If you do not know which Login Group to connect to, contact your network administrator.



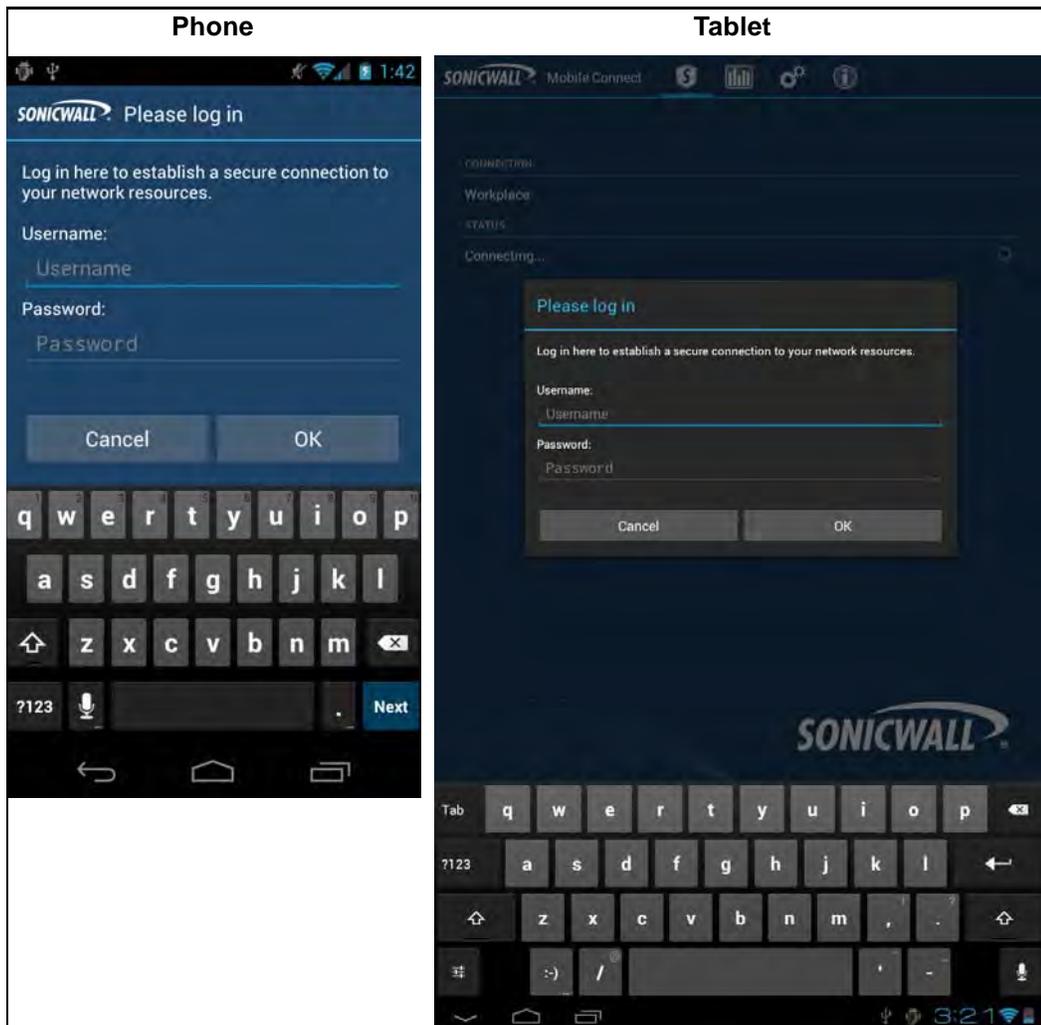
**Note**

If the screenshots above do not match what is displayed on your device, you are connecting to a SonicWALL firewall or SRA appliance. Proceed to [“Creating a Connection to SonicWALL Firewall and SRA Appliances”](#) on page 4, step 4.

- If the Login Group you connect to is not listed, select **Other...** to manually type in the group name.



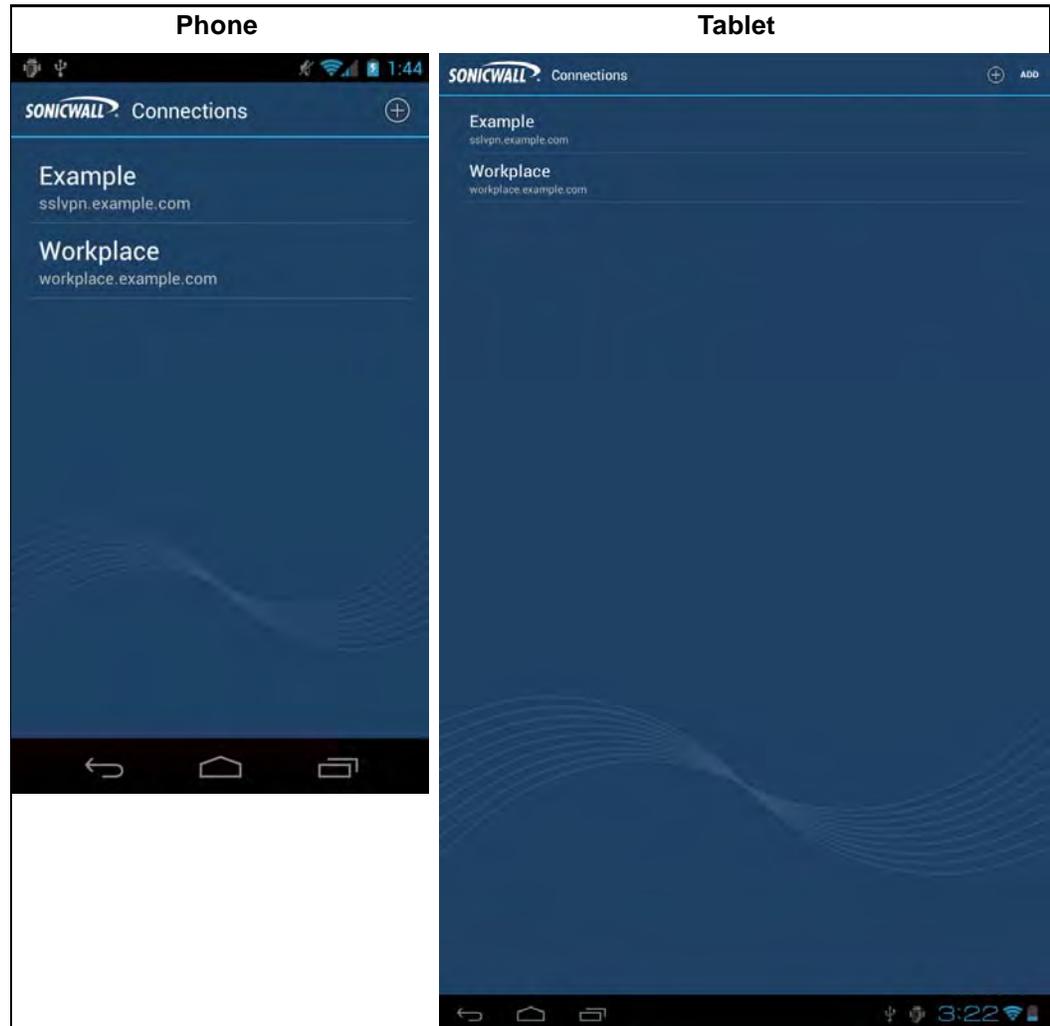
- You will then be prompted to enter your **Username** and **Password** (unless the server does not require this information).



- Tap **Login**.

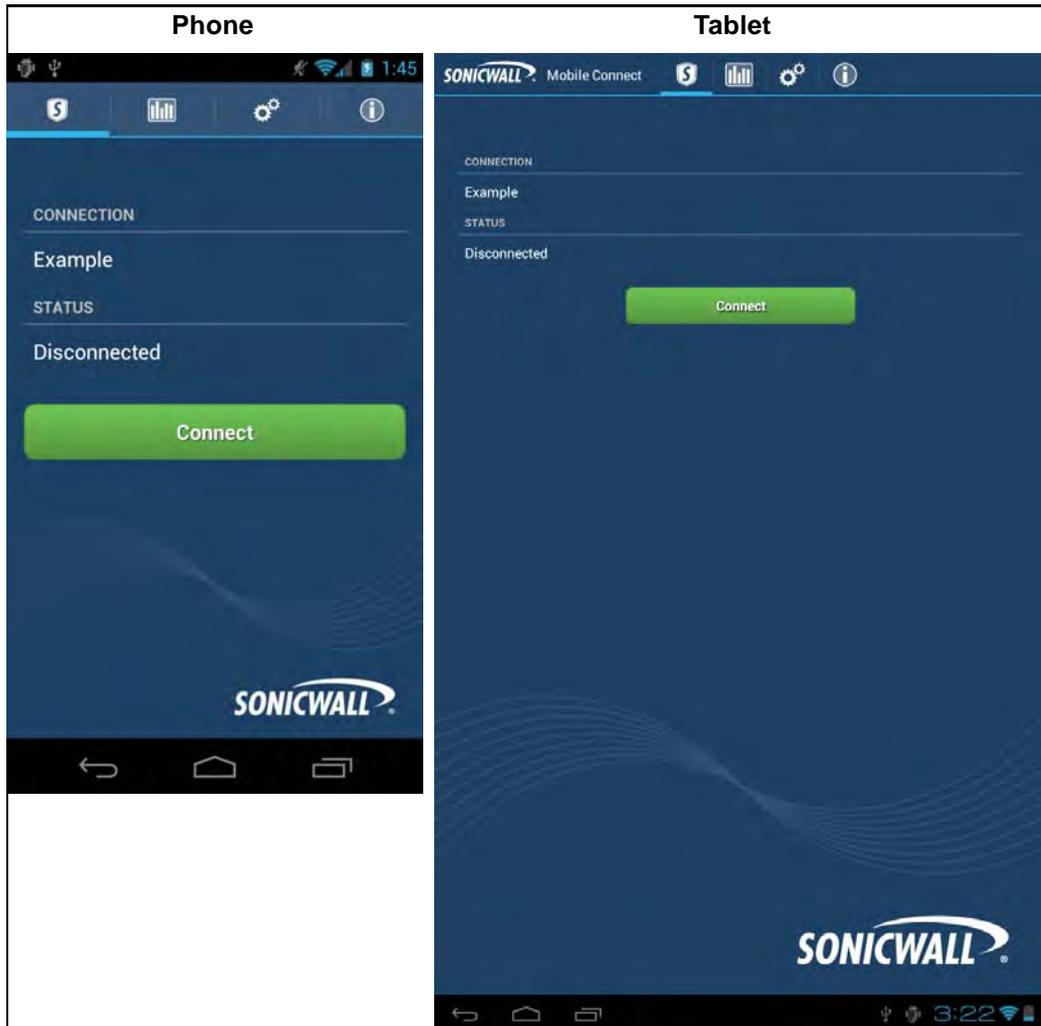
## Connecting to the Mobile Connect Server

After you save a new connection, the list of all configured connections displays.

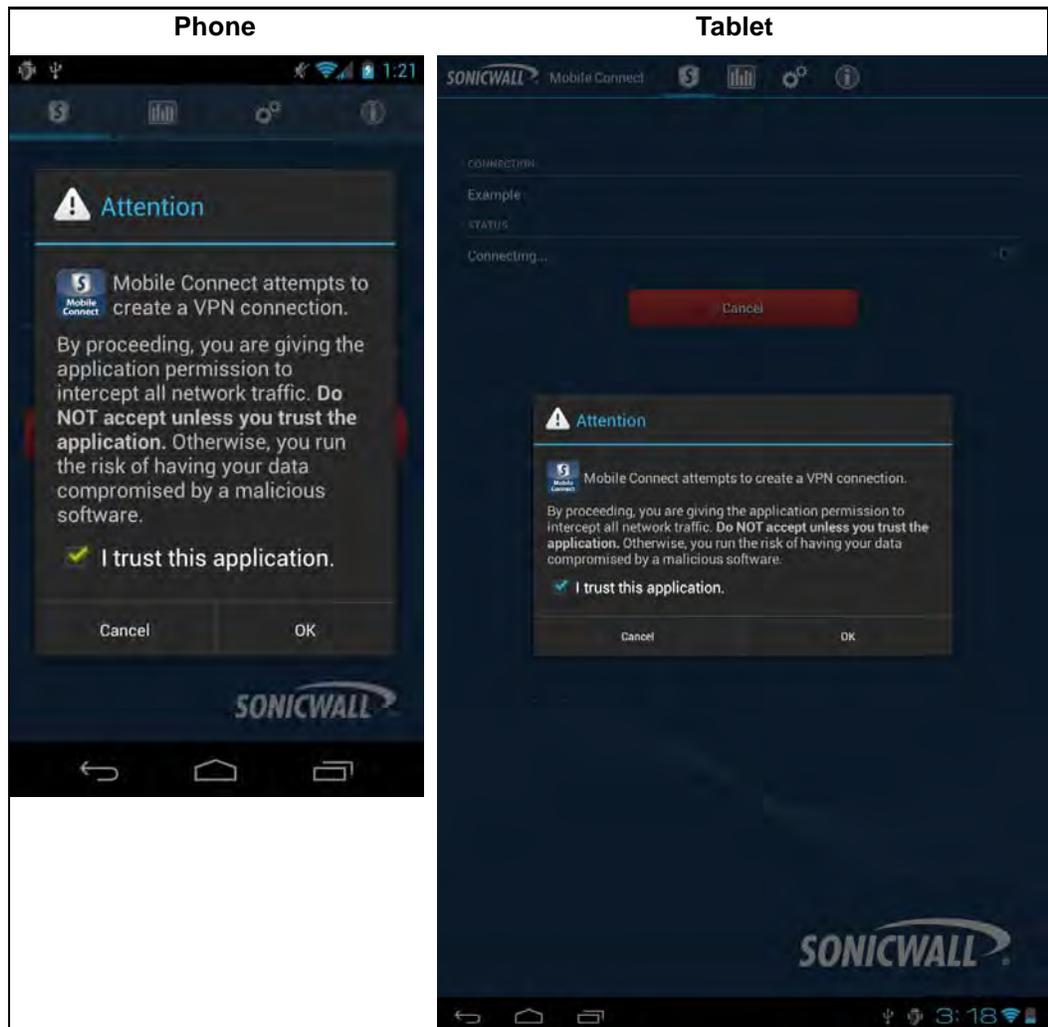


To establish a SonicWALL Mobile Connect session, perform the following tasks:

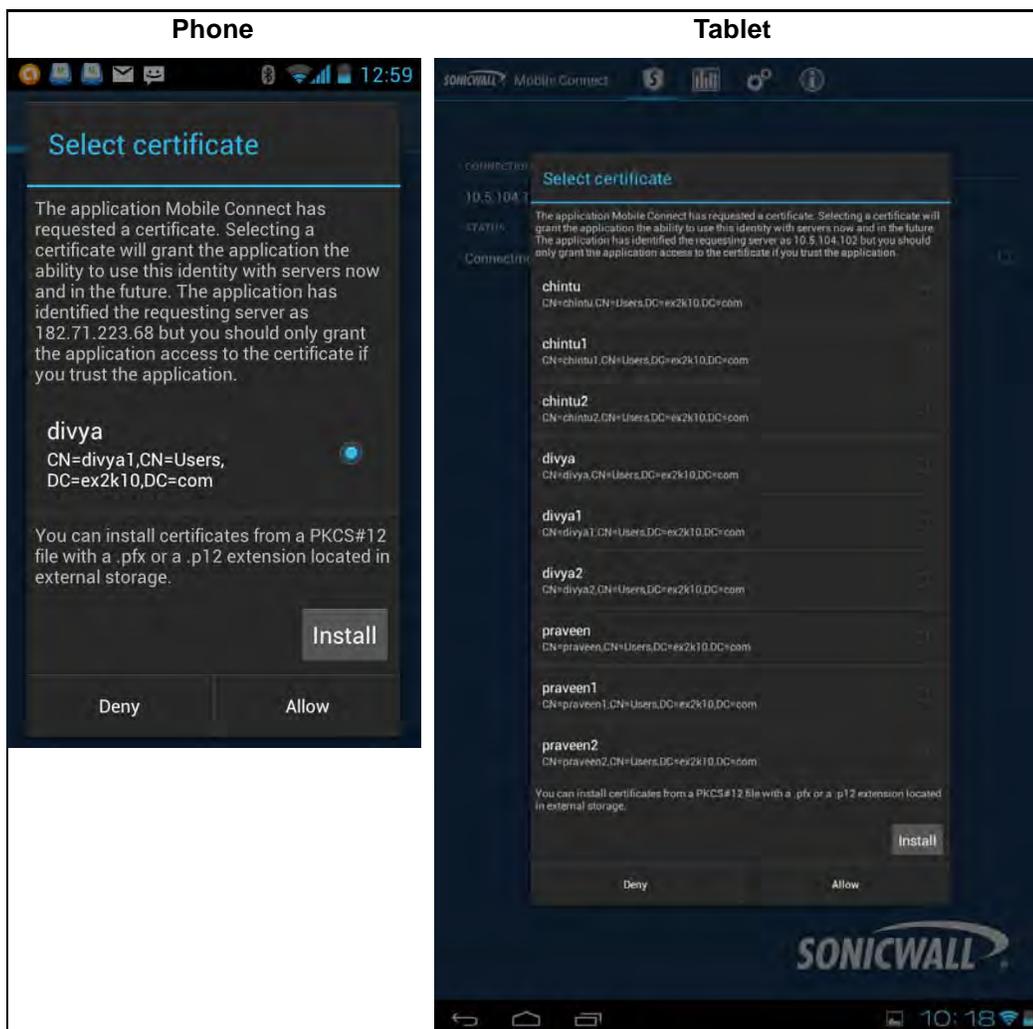
1. Tap on the connection in the list that you want to initiate. The **Connection Status** page displays. Tap **Connect**.



2. The first time you initiate a connection, a warning message displays. Tap the **I trust this application** checkbox, and then tap **OK**.



- The first time you initiate a connection to a SonicWALL Aventail SRA SSL-VPN appliance, you may be prompted to select and accept the certificate for Mobile Connect (if PKI authentication is configured or End Point Control based on certificate is configured). To accept, select the certificate and tap **Allow**.



- If your network administrator has given you a certificate to use with Mobile Connect, tap **Install**.



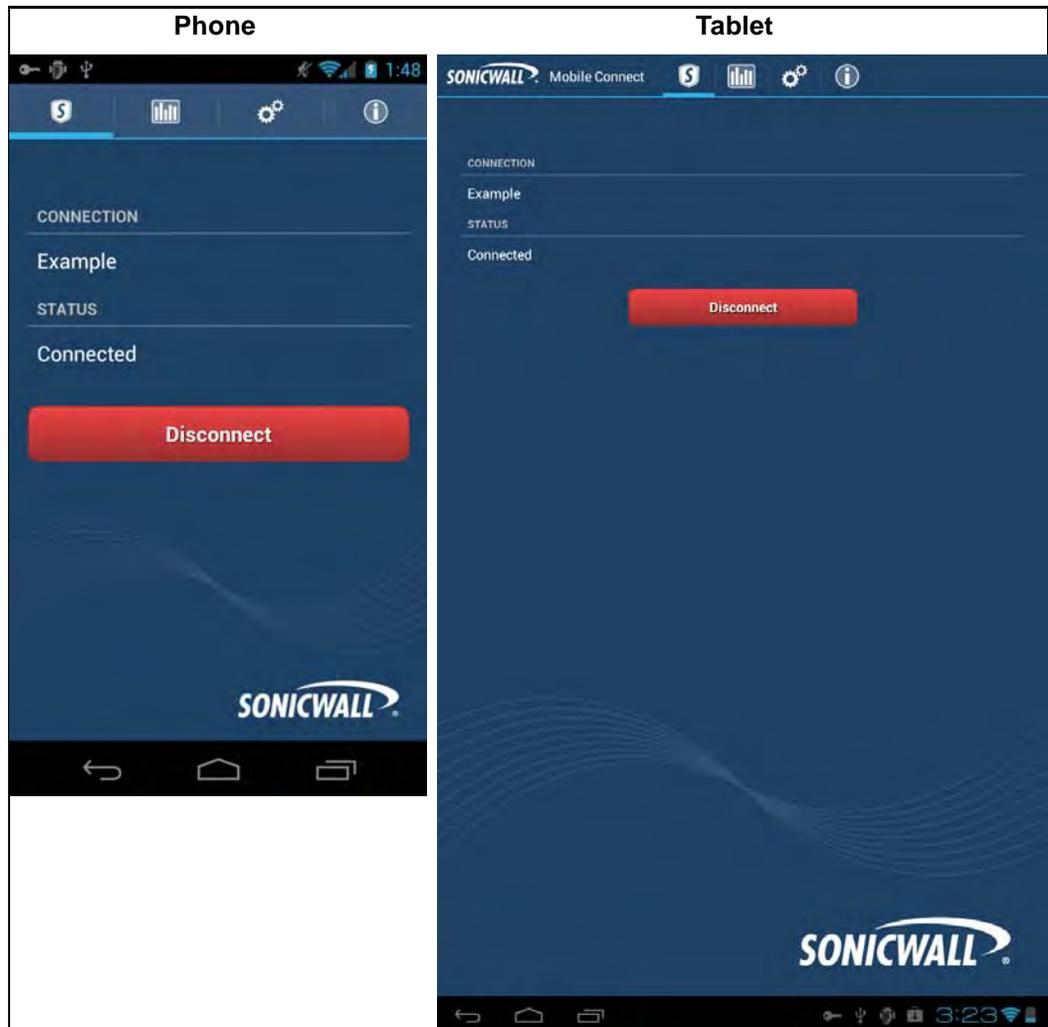
Tip

For information on how to install certificates on your Android device, see the instructions on this Google Mobile support page:

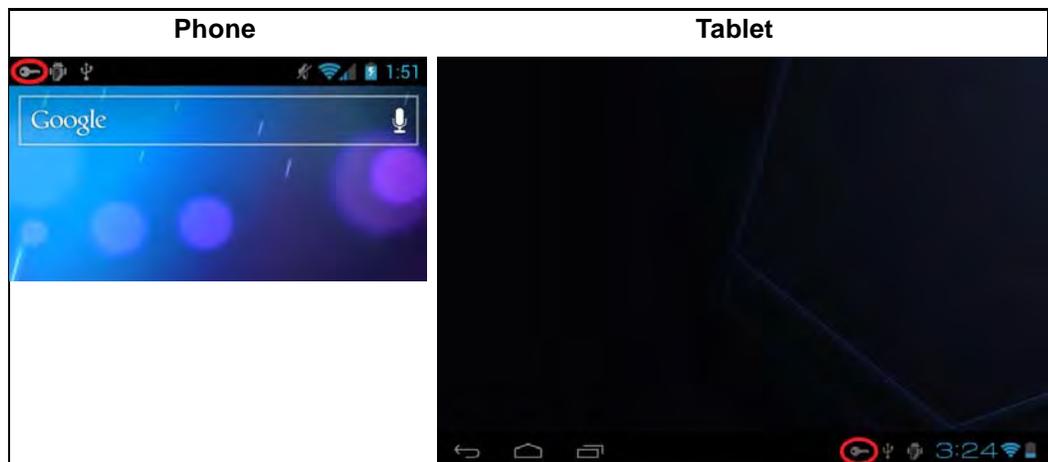
<http://support.google.com/mobile/bin/answer.py?hl=en&answer=168466>

- Enter your username and password if prompted (depending on whether the SonicWALL appliance you are connecting to allows for saving usernames and passwords).

6. When the connection is successfully established, the **Status** changes to **Connected**.



7. Press the **Home** button to return to your device's home screen. You can now navigate to other apps to access your Intranet network. The status bar will display a VPN icon  to indicate that the session is still connected.

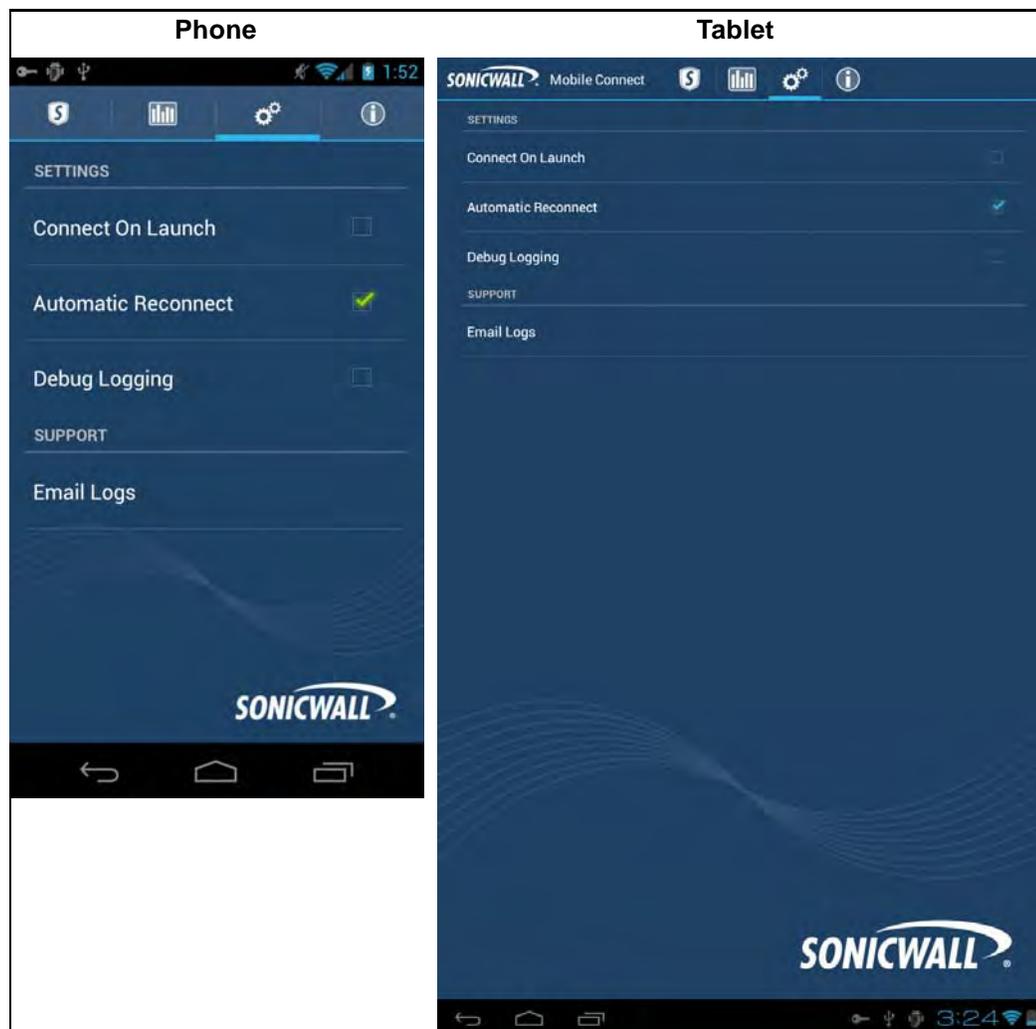


If the VPN connection is interrupted, the VPN icon will disappear and you will no longer be able to access the Intranet network. This can happen if your device's connection transitions from wi-fi to 3G or to another network type.

Return to SonicWALL Mobile Connect to reestablish the connection. Optionally, you can configure the **Automatic Reconnect** option on the **Settings** tab to have SonicWALL Mobile Connect automatically attempt to reestablish interrupted connections.

## Configuring SonicWALL Mobile Connect Settings

SonicWALL Mobile Connect provides several settings for connection and logging options.

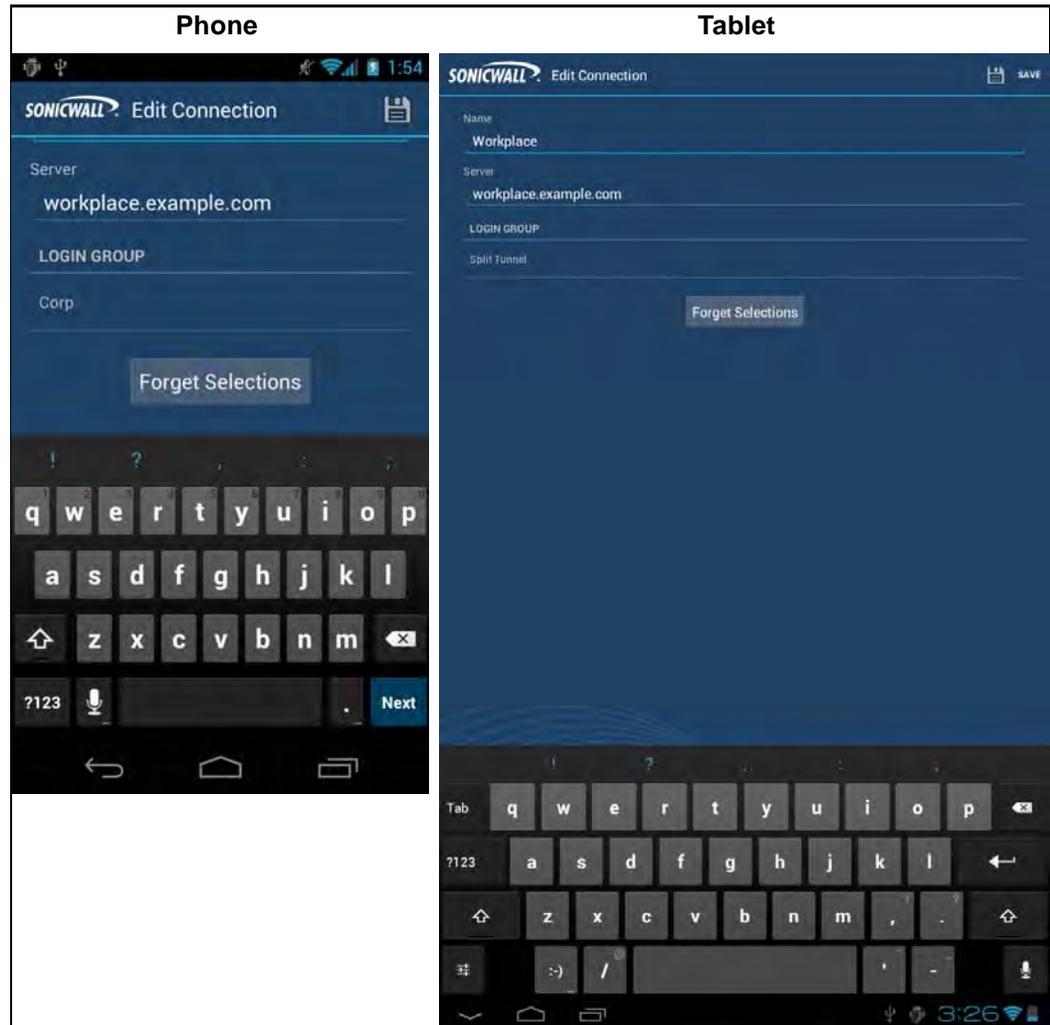


The **Settings** tab provides the following options:

- **Connect on Launch** - Sets Mobile Connect to automatically initiate a connection to the last-used profile when it is launched.
- **Automatic Reconnect** - Sets Mobile Connect to automatically attempt to reconnect if the connection is lost. The SSL VPN connection can be disrupted when your device's connection transitions to a different network type (for example, from wi-fi to 3G). This setting lets applications rely on a sustained VPN connection. There is no limit on the amount of time it takes to reconnect.

- **Debug Logging** - Enables full debug log messages of Mobile Connect activity. Leave this setting disabled unless instructed to enable it by SonicWALL support staff.
- **Email Logs** - Launches an email to send the Mobile Connect log to SonicWALL support staff. Tap **Send** to send the email.

Connections to SonicWALL Aventail appliances have an additional option that is available on the **Edit Connection** window. To view this option, go to the **Connection** tab and, tap and hold on the Connection line to bring up the **Edit Connection** window.



The **Forget Selections** button is displayed below the connection information. SonicWALL Mobile Connect remembers the Login Group that you specified when configuring the connection. To change to a different Login Group, tap **Forget Selections**. The next time you connect to the server, you will be prompted to select a new Login Group.

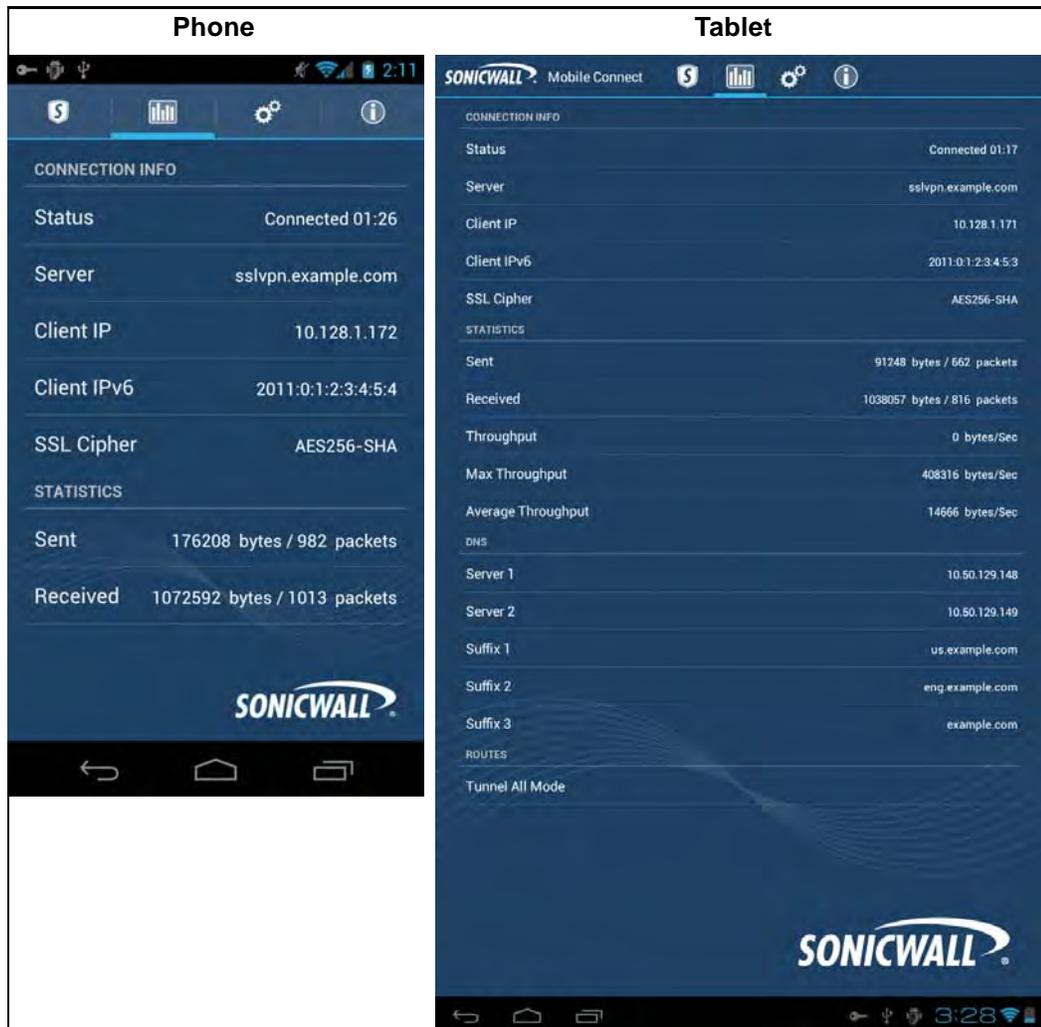


**Note**

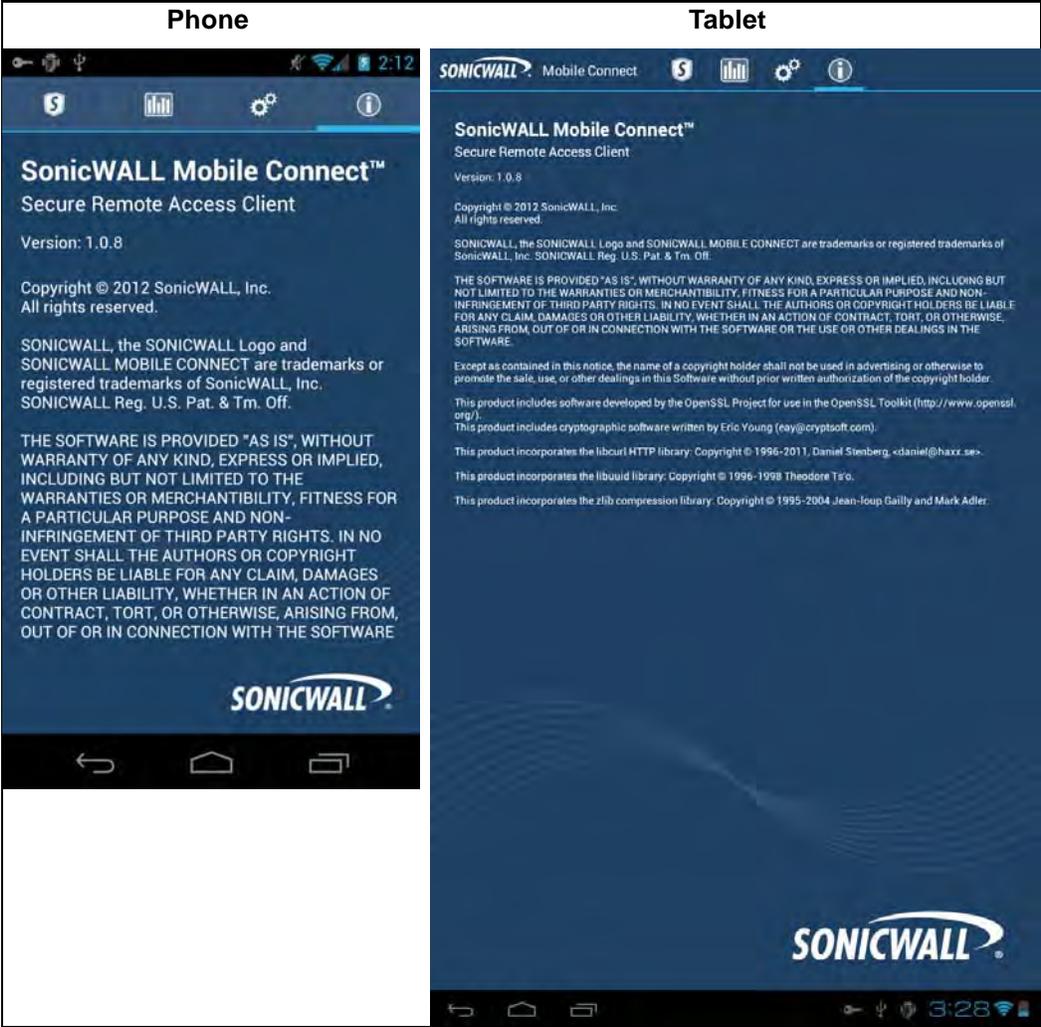
If this option is not displayed, then you are connecting to either a SonicWALL firewall or SRA appliance.

# Monitoring SonicWALL Mobile Connect

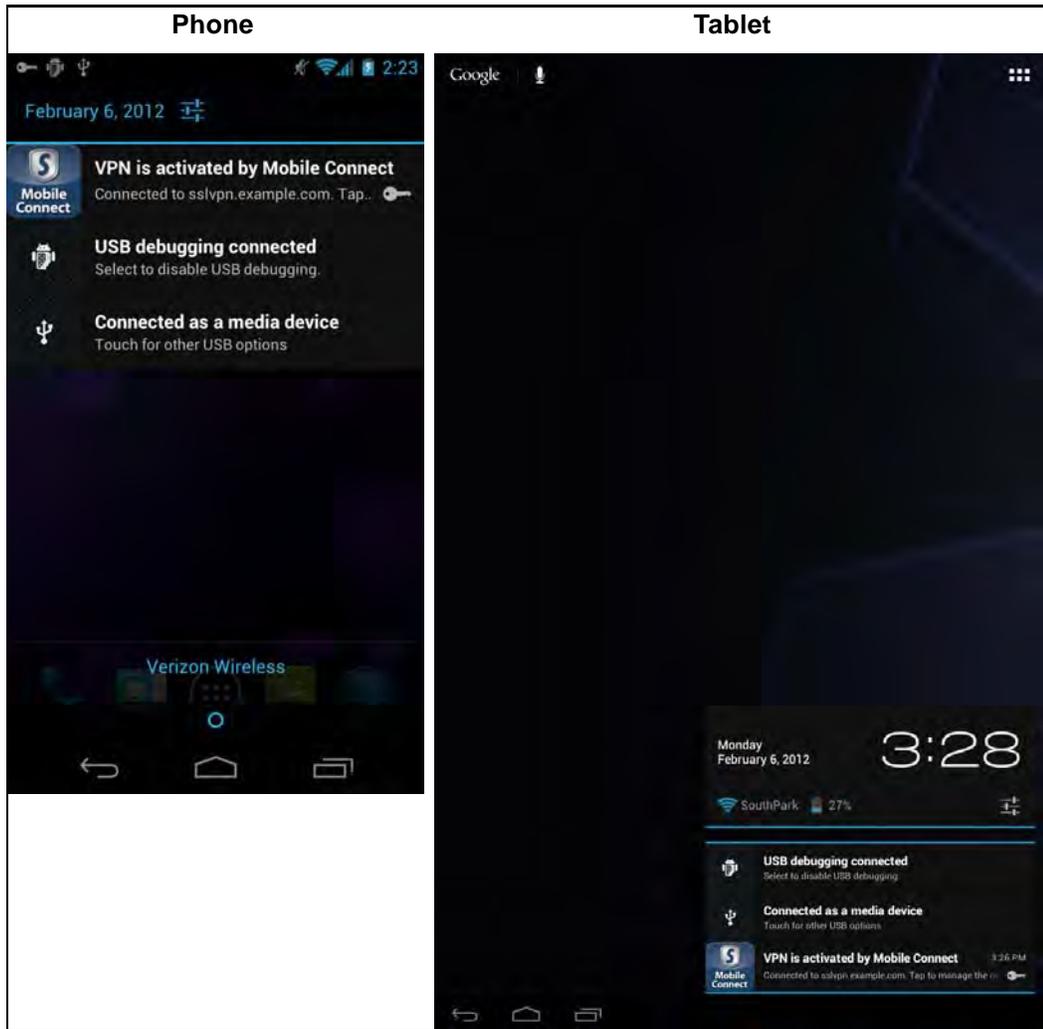
The **Monitor** tab displays additional details about the connection, statistics on traffic transmitted, DNS information, and routes that have been installed.



The **About** tab of SonicWALL Mobile Connect displays the version number and legal text.

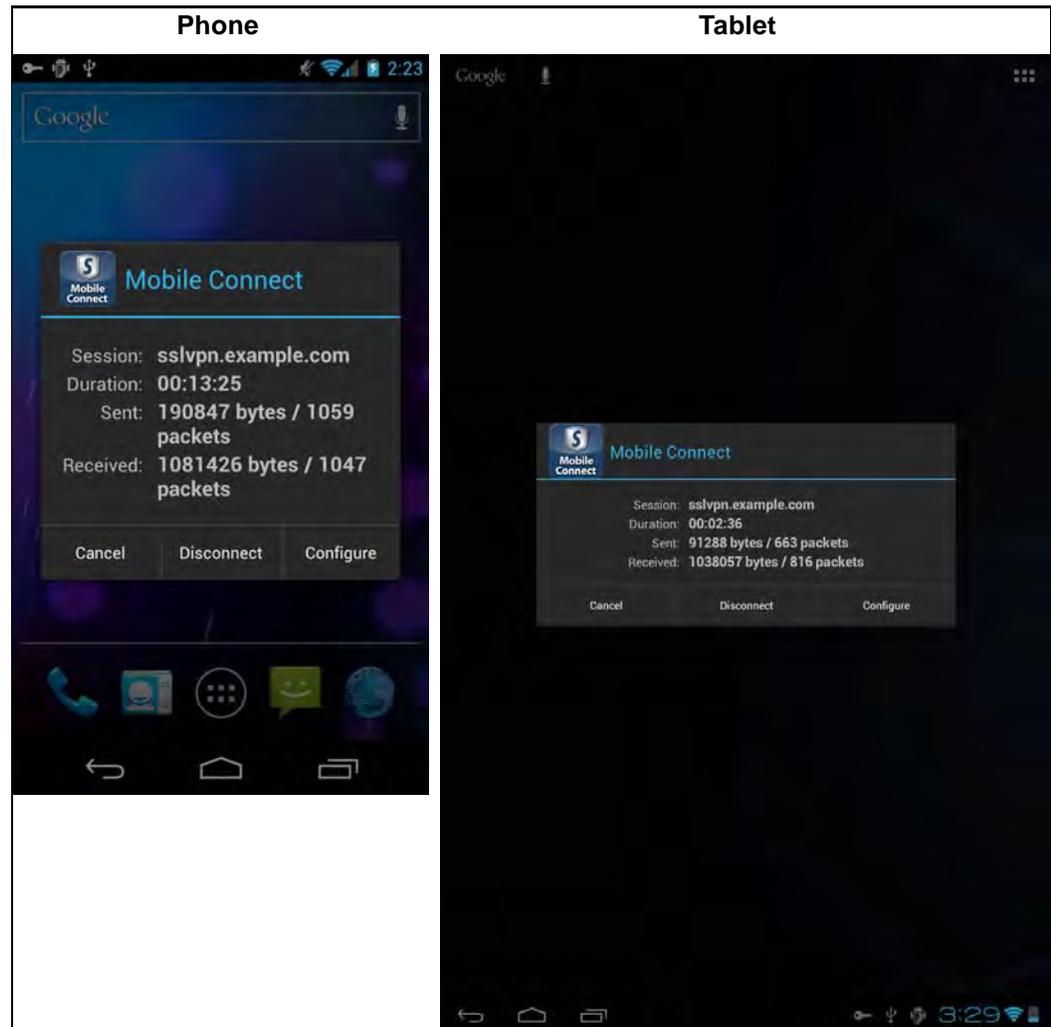


When a SonicWALL Mobile Connect session is active, the Android System Notifications area includes an entry indicating that the VPN is connected.



Tapping on the SonicWALL Mobile Connect entry in the Android System Notifications area displays a summary of statistics on the VPN session. The statistics page displays the server name, duration of the session, and the amount of traffic that has been sent and received. Three buttons are also provided on this screen:

- **Cancel** – Closes the statistics screen.
- **Disconnect** – Disconnects the SonicWALL Mobile Connect session.
- **Configure** – Launches the SonicWALL Mobile Connect app.



# Troubleshooting SonicWALL Mobile Connect

If you are unable to connect to the SonicWALL server, perform the following steps to troubleshoot the connection.

1. Double check that you have entered the server name properly in the connection configuration.
1. Go to the web browser on your device and attempt to navigate to the SSL VPN appliance web portal.
2. If you are unable to load the web portal, the problem is with the SonicWALL appliance. Contact your network administrator if the problem persists.
3. If the web portal loads successfully on the browser and you still cannot establish a SonicWALL Mobile Connect connection, notify SonicWALL support, as follows:
  - a. On the **Settings** tab, enable the **Debug Logging** option.
  - b. Attempt a connection to the server again to ensure that full debugging messages are logged for the attempt.
  - c. Then return to the **Settings** tab and tap the **Email Logs** button. An email will launch in your mail client with the SonicWALL Mobile Connect log attached. Add any additional comments to the email and tap **Send**. SonicWALL support staff will contact you after reviewing your case.

## Trademarks

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Android is a trademark of Google Inc.