



## WatchGuard Dimension™ v1.3

### Release Notes

---

**Build Number** 454260

**Revision Date** 1 August 2014

WatchGuard Dimension v1.3 adds several key enhancements to our next-generation cloud-ready visibility solution for Firebox and XTM devices. These new features and enhancements improve visibility of your network security, and make it easier for you to administer Dimension.

### Release Highlights

---

Dimension v1.3 includes several enhancements and bug fixes that result in improved logging and reporting functionality, enhanced user experience, and improved stability. The major highlights of this release include:

- New **Policy Map** is a visual, interactive policy audit tool that provides a big-picture view of traffic flows in your network, with an option to filter and drill-down to see more details.
- New **dashboard** to identify any Zero-day malware that has not been blocked by the firewall because it has been analyzed for the first time in the APT Blocker cloud service.
- **Enhanced Reports** give you more insight on your network traffic and use of security services:
  - Updated Executive Summary Report now includes a new Top Zero-Day Malware (APT) Report
  - Security Services summary and detail reports now include Zero-day Malware (APT) reports and also include packet disposition information (allowed or denied)
  - Improved DLP activity report, now based on top 50 hits
  - Per Client reports are organized into summary and detail sections for easier interpretation of data, with the option to download reports for further analysis
  - New Per Client Detail reports now include URL Audit Detail and Web Audit by Category Detail reports for more detailed insights about client activity
- **Increased stability** and support for VHDX disk format for all new Hyper-V installations
- New **ease-of-use** features for the Dimension administrator:
  - Consolidate the management of CA certificates trusted by Dimension for outbound connections
  - Option for safe and easy shut down of the Dimension VM from the Dimension Web UI
- **Other** minor updates
  - Collapsible left navigation pane for report groups under *Reports* tab and collapsible search criteria widget for Per Client reports
  - Support for IPv6 in Threat Map, to the country level (city-level data is not yet available)
  - Minor enhancements to reports such as user interface, report names, and ordering to make them more consistent, meaningful, and easier to understand.

If you are interested in installing Dimension in the Amazon Cloud, please contact WatchGuard Technical Support by logging in to <http://www.watchguard.com/support> and opening a technical support case.

For more information about WatchGuard Dimension, review the Product [Help](#) or the [Introduction to WatchGuard Dimension](#) or [What's New in WatchGuard Dimension v1.3](#) presentations.

## Before You Begin

---

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

- To see reporting data related to Firewall policies or subscription services (WebBlocker, spamBlocker, Gateway AV, IPS, RED, Application Control, DLP, or APT Blocker), you must:
  - Enable logging in your policies
  - Enable subscription services in your Firebox or XTM device configuration,
    - Make sure to 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 Firewall XTM v11.x or higher
  - 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.
- 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.

## System Requirements

---

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 v9.1.9 or higher.

## 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 or v1.2 to Dimension v1.3



It is not possible to upgrade from Dimension v1.0 directly to Dimension v1.3. You must upgrade to v1.1 or v1.2 first. For instructions on how to upgrade from v1.0, see the [Dimension v1.1 or v1.2 Release Notes](#).

### 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 v1.3 upgrade file — `watchguard-dimension_1_3_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 existing 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_3_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 the upgrade fails with a disk space error, see the [Known Issues and Limitations](#) section for a possible workaround.

To verify that the upgrade was successful:

1. Select **Administration > System Settings**.
2. In the **Dimension System Information** section, verify that the **Version** is **1.3**.

## Installation Instructions for VMware

---

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

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

### Before You Begin

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

- Download the WatchGuard Dimension OVA file.  
From the **WatchGuard Portal > Articles & Software** page, find and download the `watchguard-dimension_1_3.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_3.ova` file you downloaded. 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, power on Dimension.  
*It can take a few moments for the Dimension VM to start up and get an IP address from the DHCP server.*
5. In the **General** section, find the IP address for Dimension.  
*This is the IP address you use to connect to the WatchGuard Dimension web UI to launch the Dimension Setup Wizard .*

## Run the WatchGuard Dimension Setup Wizard

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

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

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

To run the Dimension Setup Wizard:

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

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

## About the Dimension Database

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

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

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

## Installation Instructions for Hyper-V

---

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

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

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

### Before You Begin

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

- Download the WatchGuard Dimension VHD file.  
From the **WatchGuard Portal > Articles & Software** page, find and download the `watchguard-dimension_1_3_vhd.zip` file and extract the `watchguard-dimension_1_3.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

When you install the Dimension VM, you must allocate the minimum amount of startup memory for Dimension. Dynamic memory allocation is not supported.

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 Server 2012 R2, the Specify Generation page appears.*
7. (2012 R2) On the **Specify Generation** page, select **Generation 1**. Click **Next**.  
*The Assign Memory page appears.*



8. In the **Startup memory** text box, type the amount of memory to allocate to your Dimension VM. You must allocate a minimum of 2048 MB. Click **Next**.  
*The Configure Networking page appears.*
9. 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.*
10. Select **Use an existing virtual hard disk**.
11. Click **Browse** and select the location where you saved the Dimension VHD file.
12. Click **Next**.  
*The Summary page appears.*
13. 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. You can add either an IDE or an SCSI virtual hard drive.

### Option 1) Add an IDE Virtual Hard Disk

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**.  
*For Server 2008, the Choose Disk Type page appears. For Server 2012 and 2012 R2, the Choose Disk Format page appears.*
6. (Server 2012 and 2012 R2) Select **VHD** or **VHDX**. 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**.  
*The Settings dialog box closes.*

## (Option 2) Add an SCSI Virtual Hard Disk

If you choose to add an SCSI virtual hard drive, for the most flexibility, make sure to add a dynamically expanding hard disk.

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 > SCSI Controller** and click **Add**.  
*The SCSI Controller page appears.*
3. Select **Hard Drive** and click **Add**.  
*The Hard Drive page appears.*
4. In the **Media** section, 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**.  
*The Choose Disk Format page appears.*
6. Select **VHD** or **VHDX**. 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.  
Select 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**.  
*The Settings dialog box closes.*

## Start the Dimension VM

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

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

## Find the External IP Address

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

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

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

## 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](#).

## Enhancements and Resolved Issues in Dimension v1.3

---

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

- Devices and servers are now listed in alphabetical order by default. [81240]
- You can now export large zip files from Log Manager. [81073]
- This release includes enhanced diagnostics (CPU utilization reporting) for the Log Server, Dimension Server, and database. [79703]
- Summary reports that include less than 10 entries no longer incorrectly include a host entry of "Other" with zero byte information. [80317]
- An issue that prevented the Tools/Reports menu from loading for some users is resolved. [81389]
- The Log Server no longer crashes when sending reports to a ConnectWise server. [80782]
- This release includes several improvements to dynamic IP address resolution. [81071, 81089, 81151]
- DHCP Lease Activity report generation now correctly includes only information on IP addresses leased by the device. [81266]
- OpenSSL has been upgraded to v0.9.8za. [81082]
- The Executive Dashboard now correctly distinguishes between unauthenticated, but allowed, connections and authenticated connections from the same Windows Terminal Server. [80297]
- An issue has been resolved that occasionally caused Log Collector to crash at shut down with a segmentation fault. [80435]
- You can now correctly see connections in FireWatch when the number of connections exceeds 2,147,483,647. [81534]
- The Log Manager Refresh feature now works correctly when reviewing server log messages. [81713]
- Users configured with the *View Reports* role for multiple devices can now see the Threat Map dashboard for all devices they have permissions to see. [81097]
- Users configured with the *View Reports* role are no longer restricted to the default WatchGuard report template for PDF reports. [80542]
- An issue with Device Audit Trail report generation was resolved that occurred when configuration changes were done with the CLI on the serial console. [80853]
- This release improves performance of dashboard reports when all devices in a group run the same version of Fireware XTM OS. [80882]
- The HTTP proxy bytecount data reflected in reports is now accurate for large file downloads that exceed 4GB for all devices that run Fireware XTM OS v11.9.1 or higher. [79187, 79421]

## Known Issues and Limitations

- If the log file for the Dimension database service activity logs is too large, upgrades can fail with message “There is not enough available disk space on /var to perform this upgrade.” If Dynamic IP Address Resolution is enabled, Dimension might experience an error in processing incoming log messages, which can cause a large number of “current transaction is aborted” messages to appear in the Dimension database service activity logs. [81089]

### Workaround

If the log files for the database become too large to allow upgrade, you must contact WatchGuard Technical Support for assistance to resolve this issue. You will need to enable Support Access so the support team can clear the activity logs. Clearing the activity logs does not damage or remove any Firebox or XTM device log data stored on your Dimension system.

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

### Workaround

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

- The total page count in the Web Audit report displays incorrectly in the Web UI. [76937]
- Traffic handled by HTTPS proxy policies that do not have deep inspection (DPI) enabled are not included in the Top Domain, Top Destinations, or Most Popular Domains reports. [81450]
- Scheduled report tasks send multiple emails, one for each report type, instead of a single email with all reports. [81752]
- Dynamic memory and Live Backup are not supported for Dimension installations on Hyper-V. [81319, 81326]
- If you configure Dimension to use Active Directory authentication, but Dimension is not able to contact the Active Directory server by IP address, you will lose the ability to log in to the Dimension web UI. You must contact WatchGuard Technical Support (reference this issue ID) to correct this issue. [79869]
- The Source and Destination columns in the Alarm Details report do not show data for all types of alarm events because not all alarms include relevant information. [79056]
- If you configure an external PostgreSQL database to use with Dimension and the database goes down for any reason, the Dimension web UI performance slows significantly and no informative error message is shown. [80169]
- The Dimension Devices table does not correctly update when you change the system name of a FireCluster. [80314]
- There is no warning given if you import a Static IP Address Map file that contains existing IP addresses but different host names. [78058]
- When you print a PDF report, the top portion of the report is cropped. You can select the **Fit Size** or **Shrink Oversized Pages** option if you want to see this content. [75833]
- The IP-Spoofed Packets Intrusions report shows as available when there is no data for that report, but there is data for the Denied Packets report. [77242]
- The Web Audit and WebBlocker reports are both shown as available even when data is available for only one of these reports for the time period specified by the user. [75957]

- Compared to the Windows-based WatchGuard System Manager Log and Report Manager, WatchGuard Dimension is based on a comprehensive architecture redesign of the logging and report database to provide immediate and fast access to reports. Because of this, the migration of log data from the Windows-based Log Server to WatchGuard Dimension is not supported.

## Technical Assistance

---

For technical assistance, contact WatchGuard Technical Support by telephone or log in to the WatchGuard Portal on the Web at <http://www.watchguard.com/support>. When you contact Technical Support, you must supply your registered Product Serial Number or Partner ID.

	Phone Number
U.S. End Users	877.232.3531
International End Users	+1 206.613.0456
Authorized WatchGuard Resellers	206.521.8375

