

SonicWall Basic Troubleshooting

If you have a SonicWall Router and are unable to get updates, renew license, or backup, the following may help. SonicWall routers do not send the second packet until they get the ACK for the first packet, which the SonicWALL will not do if the HTTP Host Tag option is enabled. follow these steps to uncheck "Enforce Host Tag Search for CFS".

1. Access the hidden diag.html page. (<http://your.ip.address/diag.html>)
2. Click Internal Settings.
4. Deactivate the 'Enforce Host Tag Search with for CFS' check box.
5. Click Apply then Close to save the change.

If you are unable to work around your SonicWall we recommend contacting your SonicWall administrator or SonicWall support.