

Appliance and Cloud Portal Start of Year Maintenance Checklist

Organisation

Name

Date

This checklist contains two sections:

- Appliance: Specific steps to check in your On-Premise Appliance
- Appliance and Cloud Portal: Steps to check in Cloud Portal, On-Premise Appliance or both, depending on your setup

If you've worked through the checklist and require additional help, [contact Smoothwall Support](#).

Appliance

#	Action	Navigation	Description	Done	Not Required	Notes
1	Check your Certificates.	System > Certificates > Certificates for Services	Check the expiry date on your: <ul style="list-style-type: none"> • Default Certificate Authority. • Dynamic Certificates. If one or both will expire in September, renew them before students return.			
2	Update your On-Premise Appliance.	System > Maintenance > Updates & releases	Ensure you update to the latest version and release available to you. The current release is Maiden .			

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3	Check services are working.	Sign in to On-Premise Appliance to view the Dashboard	Dashboard items will show either: <ul style="list-style-type: none"> Green ticks: This is working as expected. Grey: You don't use this feature. Red crosses: Contact Smoothwall Support. 			
4	Add new IP addresses to your interfaces.	Network > Configuration > Interfaces then Web Proxy > Authentication > Manage policies	If your internal network has changed: <ol style="list-style-type: none"> Update internal interfaces with the new IP addresses. Add or edit a Web Proxy authentication policy to use the new interfaces. 			
5	Add any new IP address range(s) to Tenants.	System > Administration > Tenants	Ensure you update your tenants with any new Subnet information .			
6	Check your third-party Firewall.		If you use a third-party Firewall, ensure you: <ul style="list-style-type: none"> Allow these domains Prevent QUIC access Allow outbound DNS, HTTP and HTTPS (UDP/TCP 53, TCP 80 and TCP 443). 			
7	Schedule regular backups.	System > Maintenance > Archives	You can schedule backups or create them manually . Ensure you set the Prune archives field to a value other than Don't prune .			

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8	Optimise log settings.		Reduce over-logging to clear up disk space.			
9	Check your System Alerts.	Reports > Settings > Output Settings	Ensure alerts are sent to the right people in your Distribution Group .			
10	Check the System time.	System > Preferences > Time	To prevent issues with Authentication and directories: <ul style="list-style-type: none"> • Ensure the time set for your On-Premise appliance is correct. • Update the details for new Servers or Network Interfaces on the Time page. 			
11	Update Domains in DNS forwarders.	Network > Configuration > DNS	If you made network or infrastructure changes, update your conditional DNS forwarders with any new IP addresses or domains.			

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Appliance and Cloud Portal

#	Action	Navigation	Description	Done	Not Required	Notes
1	Confirm network and appliance connectivity.		Ensure all network and infrastructure appliances are on and connected to your systems and the internet.			
2	Update email addresses.		If your email domains have changed, ensure you update email addresses across all your systems before their old email addresses expire, to prevent users from losing access.			
3	Check access for all administrators and users.	<ul style="list-style-type: none"> • System > Administration > Administrative users in On-Premise Appliance • Varies in Cloud Filter and Reports 	If you've had staffing changes, or need to give more people access to Filter or Reporting, add them as a user: <ul style="list-style-type: none"> • Cloud Portal • On-Premise Appliance 			
4	Install Smoothwall software to new devices.		Ensure you deploy Cloud Filter Extension, Android Filter App or Smoothwall Browser to all new devices.			

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5	Check your Safeguarding Alerts.	<ul style="list-style-type: none"> On-Premise Appliance: Reports > Safeguarding > Notifications Cloud Filter: Filter > Safeguarding 	<p>Ensure Safeguarding Alert emails are sent to the correct people:</p> <ul style="list-style-type: none"> On-Premise Appliance: Check and update the users in your Distribution group. Cloud Filter: Add or update email addresses in the Contacts field. 			
6	Prevent 'Double Filtering'.	Guardian > Client interfaces > Cloud Filter	If you use a Hybrid setup, ensure your On-Premise Appliance and Cloud filter are not Double Filtering by segregating devices or turning on the 'Secret Knock'.			
7	Update your Directories.	<ul style="list-style-type: none"> On-Premise Appliance: Services > Authentication > Directories. Cloud Portal: Admin Panel > Directories. 	<p>If you made changes to your Directory groups, remap your User Groups.</p> <ul style="list-style-type: none"> Update any group based Web Filter policies. In On-Premise Appliance, check that your directories show green ticks. If they show red crosses, fix the issues or contact Smoothwall Support. 			

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8	Ensure only required services are connected.		Only connect Smoothwall Appliance or Cloud Filter to networks that require filtering or firewall protection. For example, don't connect networks used by cashless catering, door access, boiler control, building management, CCTV, or sign-in systems.			
9	Test your Web Filter policies.	Guardian > Web Filter > Manage policies	Use a student or staff member's device to check their access to blocked or allowed content and the Filtering Mode . If content is allowed or blocked incorrectly: <ul style="list-style-type: none"> • Check your Web Filter policies. • Check HTTPS inspection settings. • Use the Real Time Log Viewer to identify the website so you know what to block or allow in your Web Filter policies. • For applications, check their documentation for ports or URLs to allow or block. 			