



**Cisco Threat Grid Appliance Getting Started Guide Version 2.11** 

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## Introduction

This chapter provide a brief description of the Cisco Threat Grid Appliance, the intended audience and how to access relevant product documentation. It includes the following:

- About Cisco Threat Grid Appliance, on page 1
- Audience, on page 2
- Assumptions, on page 2
- Product Documentation, on page 2
- What's New In This Release, on page 3
- Supported Browsers, on page 3
- Updates, on page 4
- Threat Grid Support, on page 4
- Setup and Configuration Overview, on page 6

# **About Cisco Threat Grid Appliance**

The Cisco Threat Grid appliance provides safe and highly secure on-premises advanced malware analysis, with deep threat analytics and content. A Threat Grid Appliance provides the complete Threat Grid malware analysis platform, installed on a Cisco Threat Grid M5 Appliance server (v2.7.2 and later). It empowers organizations operating under various compliance and policy restrictions, to submit malware samples to the appliance.



Note

Cisco UCS C220-M3 (TG5000) and Cisco UCS C220 M4 (TG5400) servers are still supported for Threat Grid Appliance but the servers are end of life. See the Server Setup chapter in the *Cisco Threat Grid Appliance Setup and Configuration Guide* (v2.7 and earlier) for instructions.

Many organizations that handle sensitive data, such as banks and health services, must follow various regulatory rules and guidelines that do not allow certain types of files, such as malware artifacts, to be sent outside of the network for malware analysis. By maintaining a Cisco Threat Grid Appliance on-premises, organizations can send suspicious documents and files to it to be analyzed without leaving the network.

With a Threat Grid Appliance, security teams can analyze all samples using proprietary and highly secure static and dynamic analysis techniques. The appliance correlates the analysis results with hundreds of millions of previously analyzed malware artifacts, to provide a global view of malware attacks and campaigns, and their distributions. A single sample of observed activity and characteristics can quickly be correlated against

millions of other samples to fully understand its behaviors within an historical and global context. This ability helps security teams to effectively defend the organization against threats and attacks from advanced malware.

### **Audience**

Before a new appliance can be used for malware analysis, it must be set up and configured for the organization's network. This guide is intended for the security team IT staff tasked with setting up and configuring a new Threat Grid Appliance.

This document describes how to complete the initial setup and configuration for a new Threat Grid Appliance, up to the point where malware samples can be submitted to it for analysis.

# **Assumptions**

It is assumed that you have gathered the necessary information and completed the planning steps as described in the *Cisco Threat Grid Appliance Administration Guide*.

It is also assumed that you have already set up the Threat Grid Appliance based on the instructions in the *Cisco Threat Grid M5 Hardware Installation Guide*.

If you have not yet completed these two tasks, please do so before you begin the steps described in this Getting Started Guide

## **Product Documentation**

The latest versions of Cisco Threat Grid Appliance product documentation can be found on Cisco.com:

- Cisco Threat Grid Appliance Release Notes
- Cisco Threat Grid Version Lookup Table
- Cisco Threat Grid Appliance Administration Guide
- Cisco Threat Grid M5 Hardware Installation Guide



Note

The Cisco Threat Grid M5 Appliance is supported in Threat Grid Version 3.5.27 and later, and appliance version 2.7.2 and later.



Note

Prior versions of Cisco Threat Grid Appliance product documentation can be found at Threat Grid Install and Upgrade.

### **Threat Grid Portal UI Online Help**

Threat Grid Portal user documentation, including Release Notes, Threat Grid Online Help, API documentation, and other information is available from the **Help** menu located in the navigation bar at the top of the user interface.

## **What's New In This Release**

The following changes have been implemented in this guide in Version 2.11:

Table 1: Changes in Version 2.11 - May 8, 2020

Feature or Update	Section
Moved the following information to the Cisco Threat Grid Appliance Administration Guide:	NA
Enable Support Mode	
Support Snapshots	
• Planning	
Moved the following topics to the Introduction chapter in this guide:	Supported Browsers Updates
Supported Browsers	
• Updates	
OpAdmin is replaced with a completely modernized Admin user interface.	NA
Updated Admin UI configuration and screenshots.	Admin UI Configuration

# **Supported Browsers**

Threat Grid supports the following browsers:

- Google Chrome $^{TM}$
- Mozilla Firefox®
- Apple Safari®



Note

Microsoft Internet Explorer is **not** supported.

## **Updates**

The initial Threat Grid Appliance setup and configuration steps **must be completed** before installing any Threat Grid Appliance updates. We recommend that you check for updates immediately after completing the initial configuration (see Install Threat Grid Appliance Updates).

Threat Grid Appliance updates cannot be downloaded until the license is installed, and the update process requires that the initial appliance configuration is completed. Updates must be done in sequence.



Note

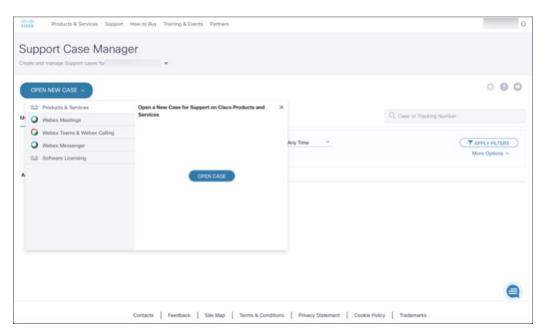
Verify that SSH is specified for updates.

# **Threat Grid Support**

If you have questions or require assistance with Threat Grid, open a Support Case at https://mycase.cloudapps.cisco.com/case.

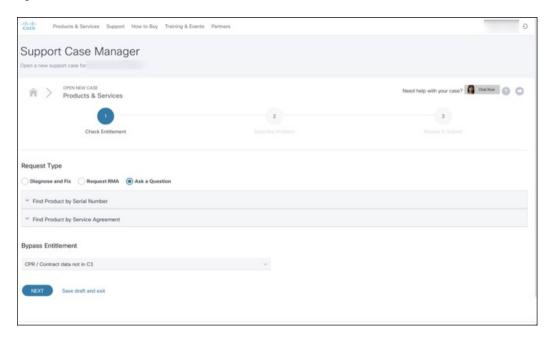
**Step 1** In Support Case Manager, click **Open New Case > Open Case**.

Figure 1: Open New Case



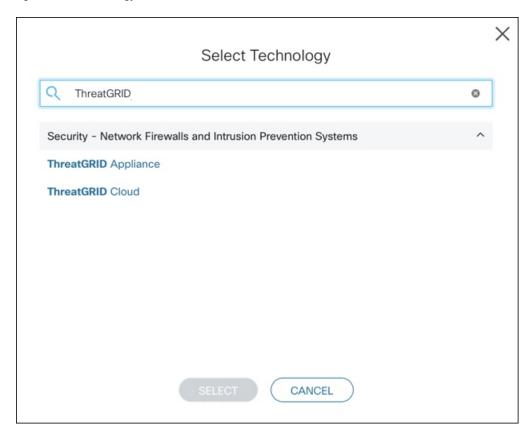
Step 2 Click the Ask a Question radio button and search for your Cisco Security Product Serial Number or Product Service Contract. This should be the serial number or service contract for Threat Grid.

Figure 2: Check Entitlement



- Step 3 On the **Describe Problem** page, enter a **Title** and **Description** of the problem (mention Threat Grid Appliance in the title).
- Step 4 Click Manually select a Technology and search for ThreatGRID.

Figure 3: Select Technology



- **Step 5** Choose **ThreatGRID Appliance** from the list and click **Select**.
- **Step 6** Complete the remainder of the form and click **Submit**.

If you are unable to open a case online, contact Cisco Support:

- US and Canada: 1-800-553-2447
- Worldwide Contacts: https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html

For additional information on how to request support:

- See Enable Support Mode and Support Snapshots in the *Threat Grid Appliance Administration Guide*.
- See the blog post: **Changes to the Cisco Threat Grid Support Experience** at https://community.cisco.com/t5/security-blogs/changes-to-the-cisco-threat-grid-support-experience/ba-p/3911407
- See the main Cisco Support & Downloads page at: https://www.cisco.com/c/en/us/support/index.html

## **Setup and Configuration Overview**

The following setup and initial configuration steps are described in this guide:

- Initial Network Configuration
- Admin UI Configuration
- Installing Updates
- Testing Appliance Setup



Note

You should allow approximately 1 hour to complete the configuration.

Additional tasks that require administrator configuration (such as license installation, email server, and SSL certificates) are documented in the *Cisco Threat Grid Appliance Administration Guide*.

**Setup and Configuration Overview** 



# **Initial Network Configuration**

This chapter provides instructions for completing the initial network configuration using the TGSH Dialog. It includes the following topics:

- Power On and Boot Up Appliance, on page 9
- Configure Network Using TGSH Dialog, on page 10

# **Power On and Boot Up Appliance**

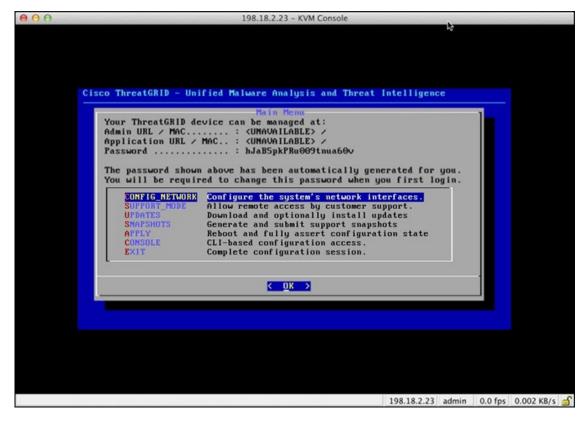
Once you have connected the server peripherals, network interfaces, and power cables, turn on the Threat Grid M5 Appliance and wait for it to boot up. The Cisco screen is briefly displayed.

Figure 4: Cisco Screen During Bootup



The **TGSH Dialog** is displayed on the console when the server has successfully booted up and connected.

Figure 5: TGSH Dialog



The Admin URL shows as unavailable because the network interface connections are not yet configured and the Admin UI cannot be reached yet to perform this task.



**Important** 

The **TGSH Dialog** displays the initial administrator Password, which will be needed to access and configure the Admin UI later in the configuration. Make a note of the Password in a separate text file (copy and paste).

# **Configure Network Using TGSH Dialog**

The initial network configuration is completed in the TGSH Dialog. The basic configuration, once completed, allows access to the Admin UI, where you can complete additional configuration tasks.



Note

For DHCP users, the following steps assume that you are using static IP addresses. If you are using DHCP to obtain your IP addresses, see the *Cisco Threat Grid Appliance Administration Guide*.

Step 1 On the TGSH Dialog, select CONFIG\_NETWORK. The Network Configuration console opens.

198.18.2.23 - KVM Console Cisco T Network Configuration DNS Servers
DNS Primary
DNS Secondary Interface: clean DHCP Enabled? (Y/N) Configure Non-Default Routes? (Y/N) Address Netmask Default Gateway DNS Name DHCP Enabled? (Y/N) Configure Non-Default Routes? (Y/N) Address Netmask Default Gateway DNS Name (Validate) < Cancel > 198.18.2.23 admin 0.4 fps 0.002 KB/s 💣

Figure 6: TGSH Dialog - Network Configuration Console

- **Step 2** Complete the blank fields according to the settings provided by your network administrator for the Clean, Dirty, and Admin interfaces.
- Step 3 Change DHCP Enabled to N.
  - **Note** You need to backspace over the old character before you can enter the new one.
- **Step 4** Leave the **Configure Non-Default Routes** field set to the default **N** (unless additional routes are needed).
- **Step 5** If your network is using a DNS name for the Clean network, enter the name in the **DNS Name** field.
- **Step 6** Leave the Dirty network **DNS Name** field blank.

Figure 7: Network Configuration In-Progress (Clean and Dirty)

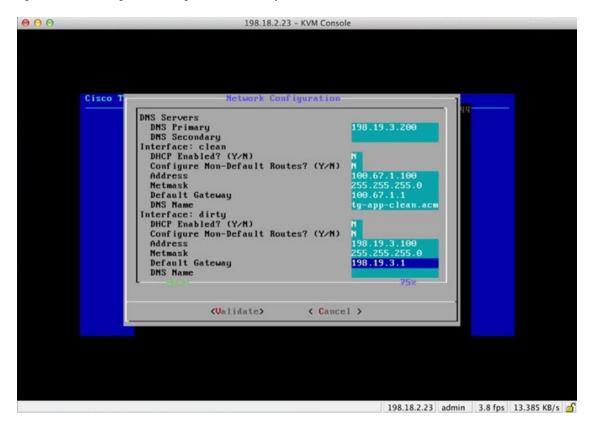
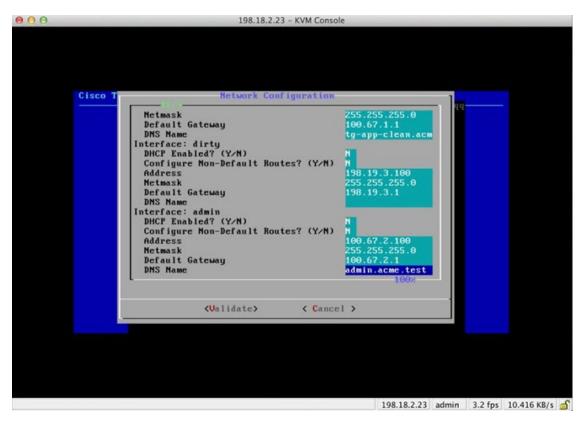


Figure 8: Network Configuration In-Progress (Admin)

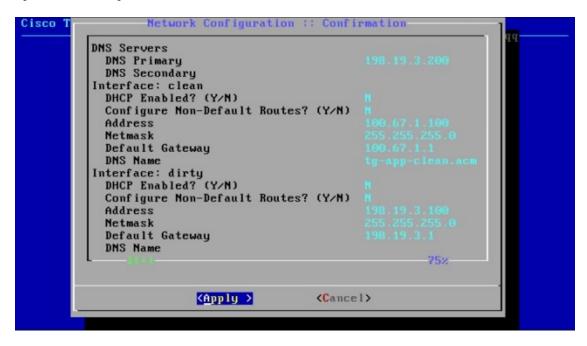


Step 7 After you finish entering all the network settings, tab down and select Validate to verify your entries.

If errors occur, fix the invalid values and select Validate again.

After validation, the **Network Configuration Confirmation** page displays the entered values.

Figure 9: Network Configuration Confirmation



**Step 8** Select **Apply** to apply your configuration settings.

After the configuration settings are applied (it may take 10 minutes or more to complete), details about the changes are displayed.

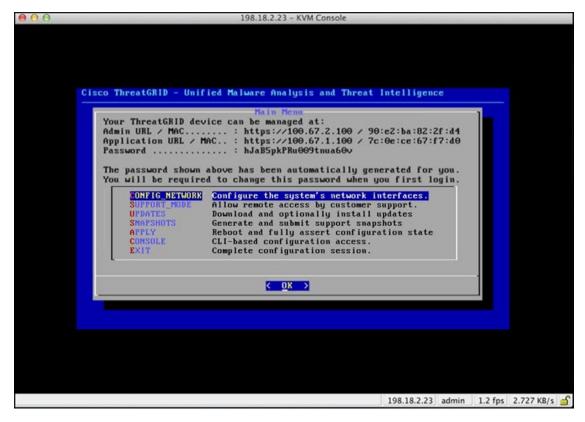
Figure 10: Network Configuration - List of Changes Made



#### Step 9 Select OK.

The **Network Configuration** console refreshes again and displays the entered IP addresses.

Figure 11: IP Addresses



You have completed the network configuration of your Threat Grid Appliance.

**Note** The URL for the Clean interface is not active until the Admin UI configuration is complete.

#### What to do next

The next step in the Threat Grid Appliance setup is to complete the remaining configuration tasks using the Admin UI, as described in Admin UI Configuration.



# **Admin UI Configuration**

This chapter provides instructions for configuring your appliance using the Admin UI. It includes the following topics:

- Introduction, on page 17
- Configuration Wizard, on page 20
- Install Threat Grid Appliance Updates, on page 30
- Test the Appliance Setup, on page 31

## Introduction

The Admin UI is the recommended tool for administrators to use to configure the Threat Grid Appliance. It is a Web user interface that can be used once an IP address has been configured on the Admin interface.

The configuration includes the following steps:

- Change Admin UI Admin Password
- Review End User License Agreement
- Configure Network Settings
- Install License
- Configure NFS
- Configure Clustering
- Configure Email
- Configure Notifications
- Configure Date and Time
- Configure System Log
- Review and Install Configuration Settings



Note

Not all configuration steps are completed using the configuration wizard. See the *Cisco Threat Grid Appliance Administration Guide* for configuring settings not included in the wizard, such as SSL Certificates and Clustering.



Important

The steps in the following sections should be completed in one session to reduce the chance of an interruption to the IP address during configuration.

## Log In to the Admin UI

Perform the following steps to log in to the Threat Grid Admin UI.

Step 1 In a browser, enter the URL for the Admin UI (https://<adminIP>/ or https://<adminHostname>/) to open the Threat Grid Admin UI login screen.

**Note** The Hostname is the appliance serial number.

Figure 12: Admin UI Login Screen



Step 2 Enter the initial Admin Password that you copied from the TGSH Dialog and click Log In.

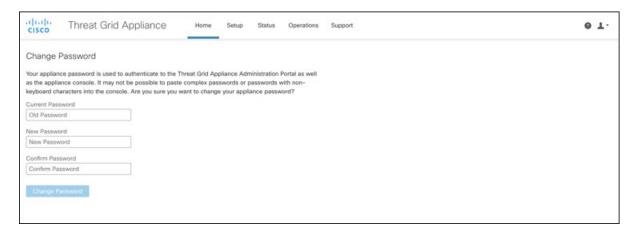
#### What to do next

Proceed to Change Admin Password.

### **Change Admin Password**

The initial Admin password was generated randomly during the pre-ship Threat Grid installation and is visible as plain text in the TGSH Dialog. You must change the initial Admin password before continuing with the configuration.

Figure 13: Change Admin Password



- **Step 1** Enter the old password from the TGSH Dialog in the **Current Password** field. (You should have this password saved in a text file.)
- Step 2 Enter a New Password and re-enter it in the Confirm New Password field.

The new password must contain the following: 8 characters minimum, one number, one special character, at least one uppercase and one lowercase character.

**Step 3** Click **Change Password**. The password is updated.

**Note** The new password will not be displayed in visible text in the TGSH Dialog so be sure to save it somewhere.

#### What to do next

Proceed to Review End User License Agreement.

## **Review End User License Agreement**

Review the license agreement and confirm that you agree to it.

- **Step 1** Review the End User License Agreement.
- **Step 2** Scroll to the end and click **I HAVE READ AND AGREE**.

**Note** We recommend that you follow the configuration workflow and configure the networks before you install the license.

Proceed to Configure Network Settings.

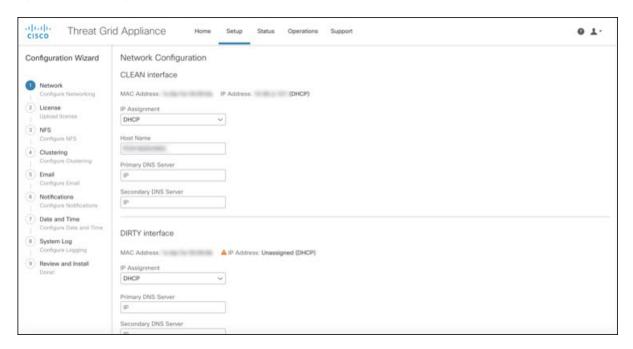
# **Configuration Wizard**

The Configuration wizard takes you through configuring your Threat Grid Appliance.

## **Configure Network Settings**

If you configured static network settings in the TGSH Dialog, the IP addresses displayed on the **Network Configuration** page reflect the values you entered in the TGSH Dialog during the Threat Grid Appliance network configuration.

Figure 14: Network Configuration



- **Step 1** Review the IP addresses and confirm they are accurate.
- **Step 2** If you used DHCP for your initial connection and now need to change the Clean and Dirty IP networks to static IP addresses, follow the steps in the Using DHCP section of the Cisco Threat Grid Appliance Administration Guide.

### What to do next

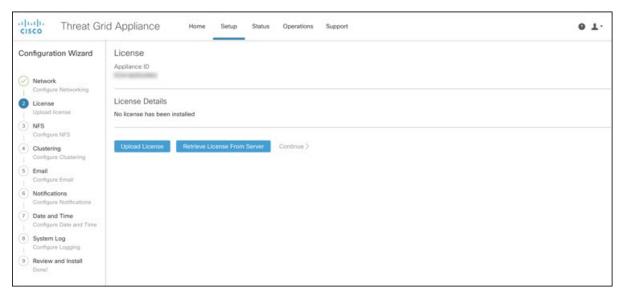
Proceed to Install License.

### **Install License**

After the networks are configured, you are ready to install the Threat Grid license.

**Step 1** Click **License** in the navigation pane to open the **License** page.

Figure 15: License Page Prior to Installation

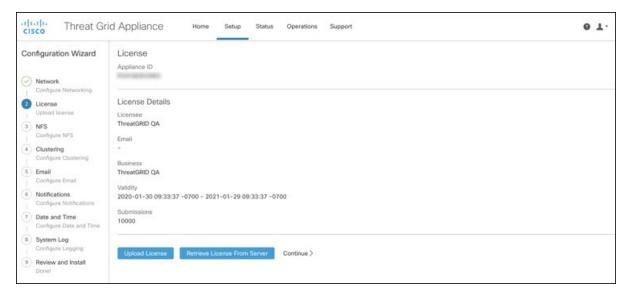


**Step 2** Click **Upload License** and select the license file from your file manager.

Alternatively, you can retrieve the license from the server. If the appliance has network access when being installed, click **Retrieve License From Server** to get the license over the network.

- **Step 3** Enter your license password in the **Passphrase** field.
- **Step 4** Click **Save** to install the license. The page refreshes and your license information is displayed.

Figure 16: License Information After Successful Installation



#### Step 5 Click Continue.

#### What to do next

Proceed to Configure NFS.

### **Configure NFS**

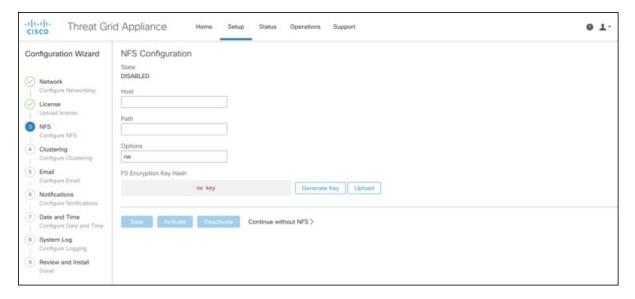
The next step in the workflow is NFS configuration. This task is required for backups and clustering. See the NFS Requirements section in the *Cisco Threat Grid Appliance Administration Guide* for more information.

The configuration process includes mounting the NFS store, mounting the encrypted data, and initializing the Theat Grid Appliance local datastores from the contents of the NFS store.

If you would like to skip this step or continue and return later, click Continue without NFS.

**Step 1** Click **NFS** in the navigation pane to open the **NFS** Configuration page.

Figure 17: NFS Configuration



### **Step 2** Enter the following information:

- Host The NFSv4 host server. We recommend using the IP address.
- Path The absolute path to the location on the NFS host server under which files will be stored.
- Options NFS mount options to be used, if this server requires any deviations from standard Linux defaults for NFSv4. The default is rw.
- FS Encryption Key Hash Click Generate Key to generate a new encryption key. You will need this key to restore backups later. (At that time, click Upload and upload the key required for the backup.)
- Step 3 Click Save. The page refreshes and a FS Encryption Password Key ID is displayed.

The first time you configure this page, options to **Delete** or **Download** the encryption key become visible. The **Upload** option is available if you have NFS enabled but do not have a key created. Once you create a key, the **Upload** button changes to **Download**. (If you delete the key, the **Download** button becomes **Upload** again.)

**Note** If the key correctly matches the one used to create a backup, the **Key ID** displayed in Admin UI after upload will match the name of a directory in the configured path. Backups cannot be restored without the encryption key.

- **Step 4** Click **Activate** to activate the key. The Activating Key dialog is displayed.
- **Step 5** When activation has succeeded, click **Continue**.

### What to do next

Proceed to Configure Clustering.

### **Configure Clustering**

The next step in the wizard workflow is to configure clustering.

Step 1 Click Clustering in the navigation pane to open the Cluster Configuration page.

#### Figure 18: Cluster Configuration



- See Clustering in the *Threat Grid Appliance Administration Guide* for more information. We recommend that you skip this step during the initial configuration, and return once configuration is completed.
- **Step 3** Click **Continue** to move to the next step in the workflow.

#### What to do next

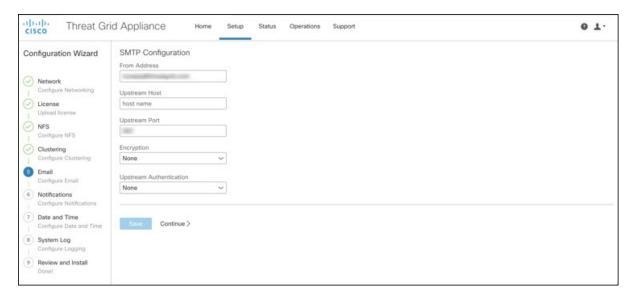
Proceed to Configure Email.

## **Configure Email**

The next step in the workflow is to configure the email host.

**Step 1** Click **Email** in the navigation pane to open the **SMTP Configuration** page.

Figure 19: SMTP Configuration



- **Step 2** Enter the email From Address.
- **Step 3** Enter the name of the Upstream Host (email host).
- Step 4 Change the port from 587 to 25.
- **Step 5** Keep the defaults for the other settings.
- **Step 6** Click **Save** to save your settings.
- **Step 7** Click **Continue** to move to the next step in the workflow.

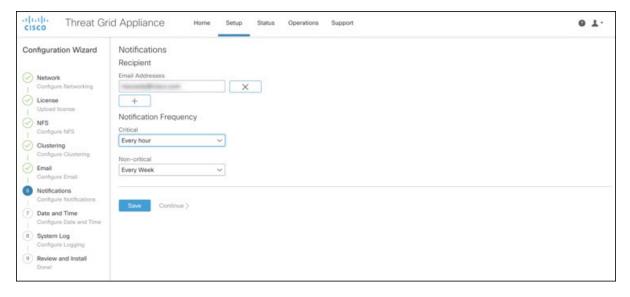
Proceed to Configure Notifications.

# **Configure Notifications**

The next step in the workflow is to configure notifications that can be delivered periodically to one or more email addresses. System notifications are displayed in the Threat Grid portal interface, but this page allows you to set up notifications that are also sent via email.

**Step 1** Click **Notifications** in the navigation pane to open the **Notifications** page.

Figure 20: Notifications



- Step 2 Under Recipients, enter the Email Address for at least one notifications recipient. If you need to add multiple email addresses, click the + icon to add another field; repeat as needed.
- **Step 3** Under **Notification Frequency**, choose the settings for **Critical** and **Non-critical** from the drop-down lists.
- Step 4 Click Save.
- **Step 5** Click **Continue** to move to the next step in the workflow.

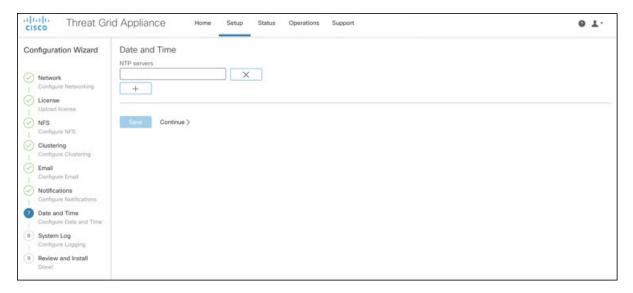
Proceed to Configure Date and Time.

## **Configure Date and Time**

The next step is to specify the Network Time Protocol (NTP) servers to configure the date and time.

**Step 1** Click **Date and Time** in the navigation pane to open the **Date and Time** page.

Figure 21: Date and Time



- **Step 2** Enter the **NTP Server(s)** IP or NTP name.
  - If there are multiple NTP servers, click the + icon to add another field; repeat as needed.
- Step 3 Click Save.
- **Step 4** Click **Continue** to move to the next step in the workflow.

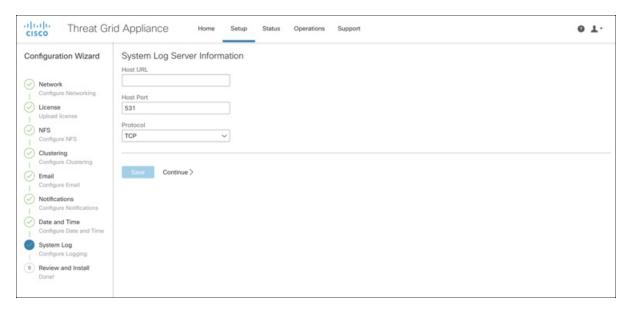
Proceed to Configure System Log.

## **Configure System Log**

The **System Log Server Information** page is used to configure a system log server to receive syslog messages and Thread Grid notifications.

Step 1 Click System Log in the navigation pane to open the System Log Server Information page.

Figure 22: System Log Server Information



- **Step 2** Complete the Host URL, Host Port, and Protocol fields and click **Save**.
- **Step 3** Click **Continue** to move to the final step in the workflow.

See the Cisco Threat Grid Appliance Administration Guide for more information.

#### What to do next

Proceed to Review and Install Configuration Settings.

### **Review and Install Configuration Settings**

The final step in the workflow is to review and install your network configuration settings.

- Step 1 Click Review and Install in the navigation pane and then click Start Installation to begin installing the configuration scripts.
  - **Note** The installation may take over 10 minutes to complete. The screen displays configuration information as it is applied.

Figure 23: Activating Configuration



After successful installation, the **State** changes from **Running** to **Successful**, and the **Reboot** button becomes enabled (green). The configuration output is also displayed.

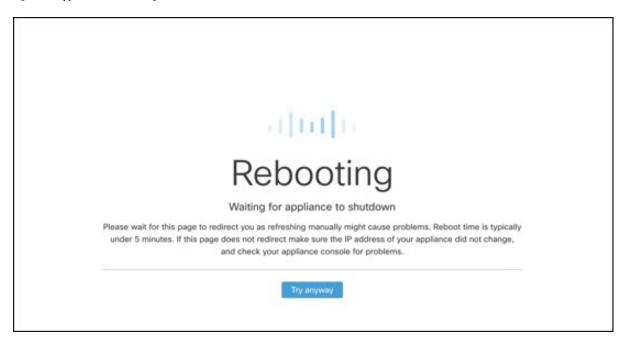
Figure 24: Successful Appliance Installation



#### Step 2 Click Reboot.

**Note** Rebooting may take up to 5 minutes. Do not make any changes while the Threat Grid Appliance is rebooting.

Figure 25: Appliance is Rebooting



After reboot, the appliance opens to the Admin UI Home page. This completes the configuration process.

# **Install Threat Grid Appliance Updates**

After you complete the initial Threat Grid Appliance setup, we recommend that you install any available updates before continuing. Threat Grid Appliance updates are applied through the Admin UI.

Users with air-gapped implementations may contact Threat Grid Support and request a downloadable update boot image.

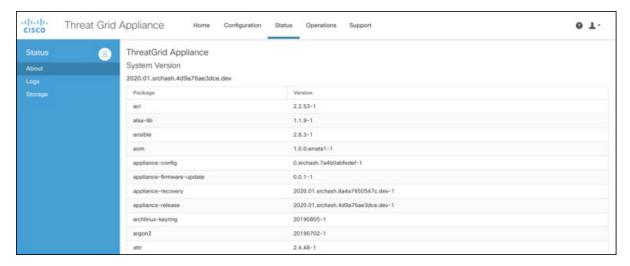


Note

For more information about installing updates, see the Cisco Threat Grid Appliance Administration Guide.

- **Step 1** Log in to the Admin UI, if you are not already logged in.
- **Step 2** From the **Operations** menu, choose **Update Appliance** to open the **Updates** page, which displays the current build of the appliance.

Figure 26: Appliance Build Number



**Note** See the *Cisco Threat Grid Appliance Version Lookup Table* for the corresponding release version.

#### Step 3 Click Check for Updates.

A check is run to see if there is a more recent update/version of the Threat Grid Appliance software, and if so, downloads it. This may take some time.

**Step 4** Once the updates have been downloaded, click **Apply Update** to install them.

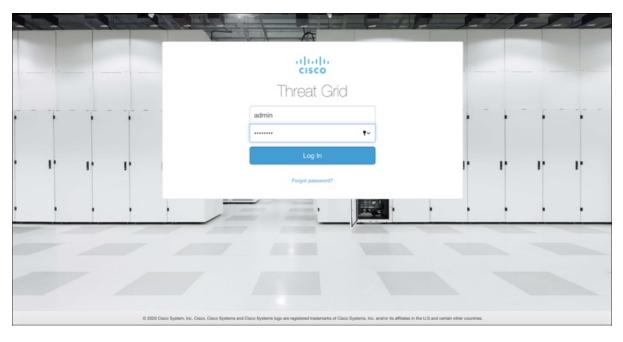
# **Test the Appliance Setup**

Once the Threat Grid Appliance is updated to the current version, you should test that it has been configured properly by submitting a malware sample to Threat Grid.

**Step 1** In a browser, open Threat Grid using the address you configured as the Clean interface.

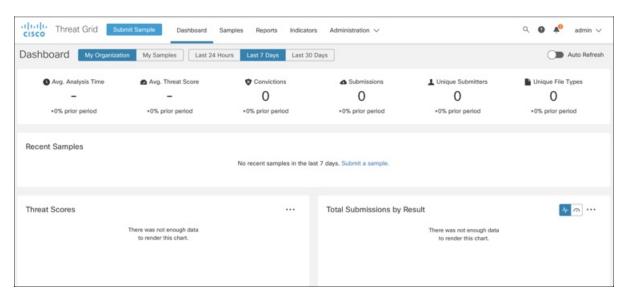
The Threat Grid login page opens.

Figure 27: Threat Grid Login



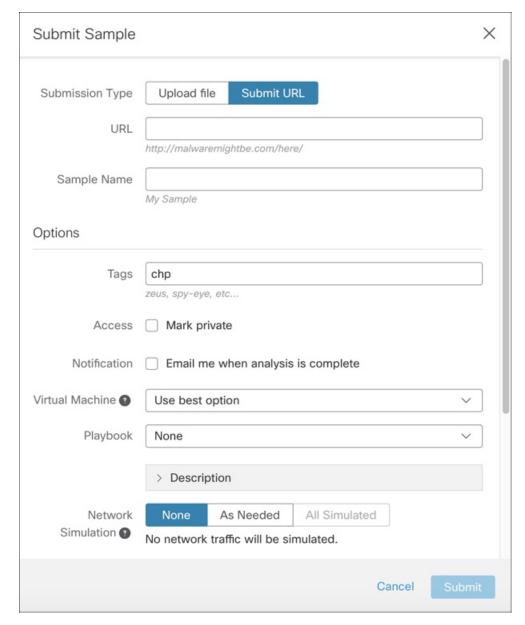
- **Step 2** Enter the default credentials:
  - Login admin
  - **Password** Use the new password entered during the first step of the Admin UI configuation workflow. We encourage you to change it for the portal when you have a chance.
- Step 3 Click Log In to open the main Threat Grid dashboard. There will be no sample data available yet.

Figure 28: Threat Grid Dashboard



**Step 4** Click **Submit a Sample** to open the sample submission dialog.

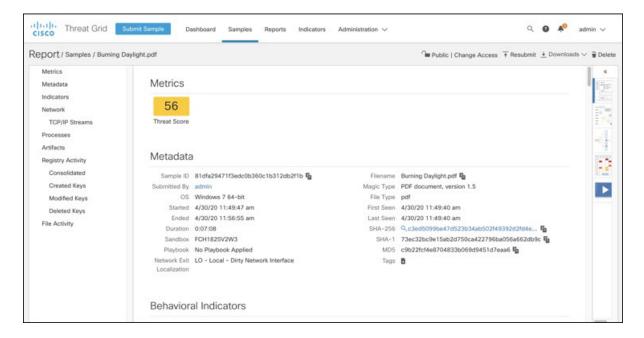
Figure 29: Submit Sample



- Note There is help available at the bottom of this form, describing sample submission file types, size, and other information. You can also click the ? icon located in the upper-right corner to view the Threat Grid Release Notes and online help, including complete documentation on how to submit a sample and review the analysis results.
- **Step 5** Upload a file or enter a URL to submit for malware analysis. Leave the other options set at the defaults if you are not yet sure what they mean.
- Step 6 Click Submit.

The Threat Grid sample analysis process is launched. You should see your sample going through several stages of analysis. During analysis, the sample is listed in the **Samples** page. Once analysis is completed, the results should be available in the Analysis Report.

Figure 30: Analysis Report



#### What to do next

Once the Threat Grid Appliance has been set up and initial configuration is completed, additional tasks can be performed by the appliance administrator, such as managing SSL certificates and adding users. See the *Cisco Threat Grid Appliance Administration Guide* for information about administrator tasks.