# 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

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.

# What's New In This Release

The following changes have been implemented in this guide in Version 2.9:

*Table 1: Changes in Version 2.9Mfg - December 17, 2019*

| Feature or Update | Section |
|---|---|
| No changes. | |

*Table 2: Changes in Version 2.9 - December 12, 2019*

| Feature or Update | Section |
|---|---|
| Threat Grid Shell command for disabling the Admin port. | Threat Grid Shell (tgsh) |
| Updated Network Interfaces to include ability to disable Admin port in Admin interface. | Network Interfaces |
| Updated Threat Grid Web portal UI Administrator password | Login Names and Passwords (Default)<br>Test Appliance Setup |
| Updated Support information. | Threat Grid Support |

# 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.

# 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 Administrator 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

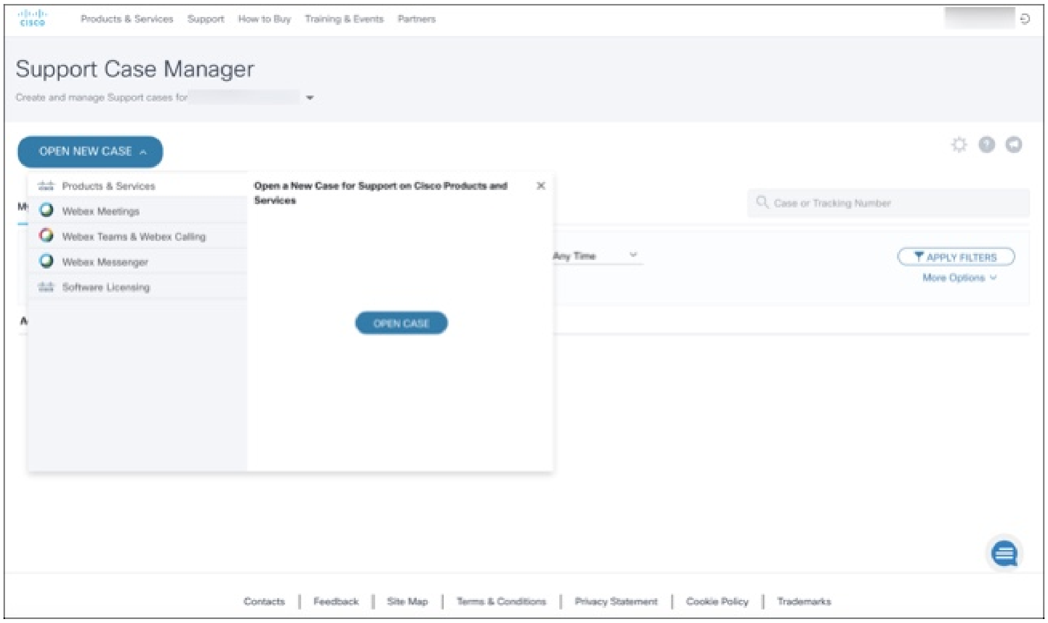
Threat Grid Portal user documentation, including Release Notes, Threat Grid Online Help, API documentation, and other information is available from the **Help** menu located in the navigation bar at the top of the user interface.

# 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**.

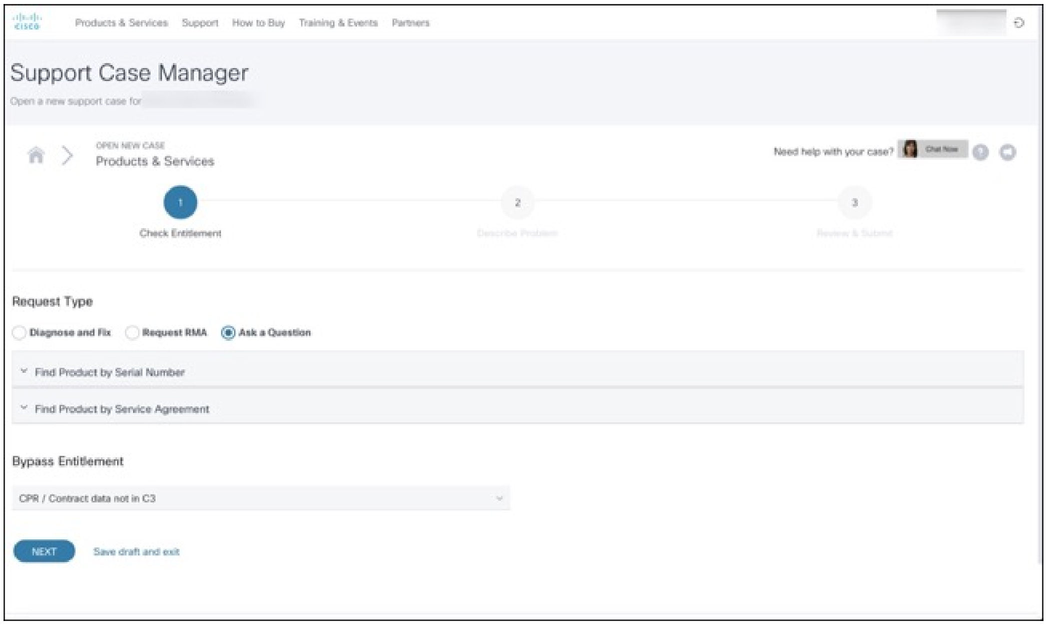
*Figure 1: Open New Case*



**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.

**Step 3** If you want to bypass entitlement, choose **Contract Data not in C3** and click **Next**.

*Figure 2: Check Entitlement*



Support Case Manager

Open a new support case for

Request Type

○ Diagnose and Fix ○ Request RMA ● Ask a Question

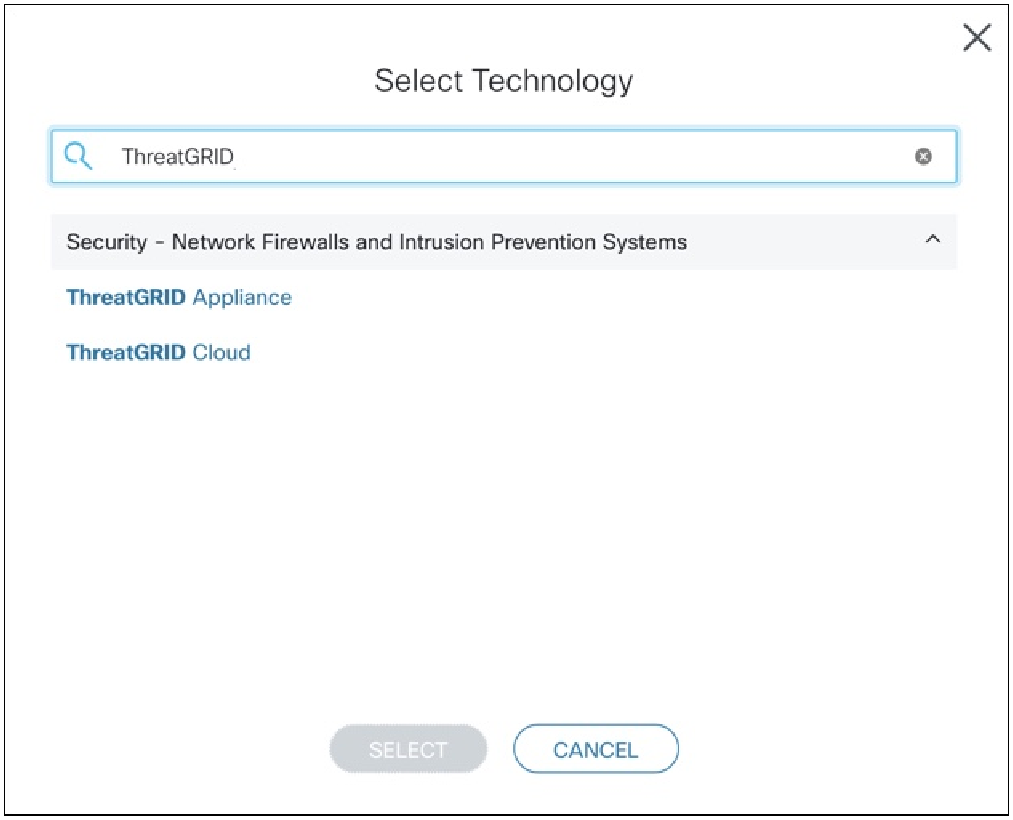
Bypass Entitlement

CPR / Contract data not in C3

**Step 4** On the **Describe Problem** page, enter a **Title** and **Description** of the problem (mention Threat Grid in the title).

**Step 5** Click **Manually select a Technology** and search for **ThreatGRID**.

*Figure 3: Select Technology*



Select Technology

ThreatGRID

Security - Network Firewalls and Intrusion Prevention Systems

ThreatGRID Appliance

ThreatGRID Cloud

**Step 6** Choose **ThreatGRID Appliance** from the list and click **Select**.

**Step 7** 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 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

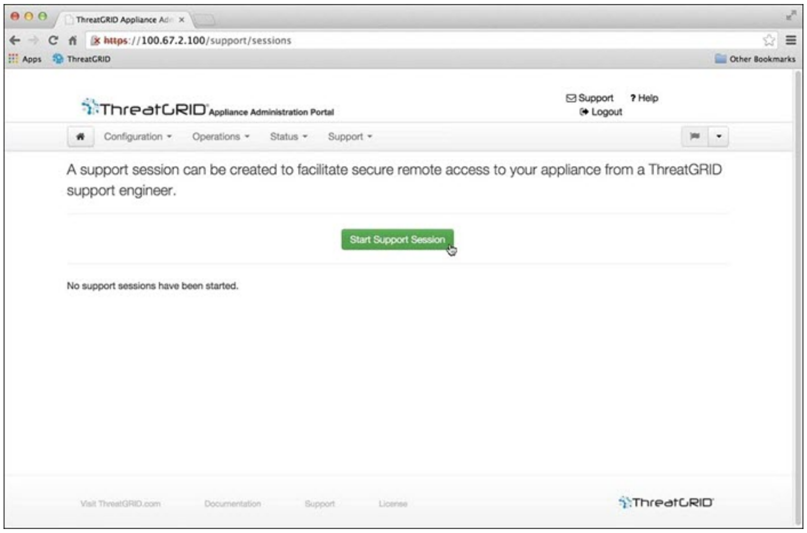
# Enable Support Mode

If you require support from a Threat Grid engineer, they may ask you to enable Support Mode, which is a live support session that gives Threat Grid support engineers remote access to the appliance. Normal operations of the appliance will not be affected.

You can enable Support Mode from the OpAdmin portal **Support** menu. You can also enable it from the TGSH Dialog, the legacy Face Portal UI, and when booting up in Recovery Mode.

**Step 1** In the OpAdmin portal, click the **Support** menu and choose **Live Support Session**.

***Figure 4: OpAdmin Start a Live Support Session***



A support session can be created to facilitate secure remote access to your appliance from a ThreatGRID support engineer.

No support sessions have been started.

**Step 2** Click **Start Support Session**.

**Note** You can exit the OpAdmin configuration wizard to enable Support Mode prior to licensing.

## Support Snapshots

A support snapshot is basically a snapshot of the running system, which contains logs, psoutput, etc., to help Support staff troubleshoot any issues.

**Step 1** Verify that SSH is specified for Support Snapshot services.

**Step 2** From the **Support** menu, choose **Support Snapshots**.

**Step 3** Take the snapshot.

**Step 4** Once you take the snapshot, download it as a **.tar** or **.gz** file, or click **Submit**, to automatically upload the snapshot to the Threat Grid snapshot server.