## Contents

- About Cisco Content Security Virtual Appliances, page 1
- System Requirements, page 2
- Prepare the Content Security Image and Files, page 5
- Deploy on KVM, page 7
- Deploy on VMWare ESXi, page 11
- Managing Your Cisco Content Security Virtual Appliance, page 16
- Troubleshooting and Support, page 18
- Additional Information, page 21

## About Cisco Content Security Virtual Appliances

Cisco content security virtual appliances function the same as physical email security, web security, or content security management hardware appliances, with only a few minor differences, which are documented in Managing Your Cisco Content Security Virtual Appliance, page 16.
Supported Virtual Appliance Models and AsyncOS Releases for KVM Deployments

<table>
<thead>
<tr>
<th>Product</th>
<th>AsyncOS Release</th>
<th>Model</th>
<th>Disk Space</th>
<th>RAM</th>
<th>Processor Cores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Web Security Virtual Appliance</td>
<td>AsyncOS 8.6 and later</td>
<td>S000V</td>
<td>250 GB</td>
<td>4096 MB</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>S100V</td>
<td>250 GB</td>
<td>6144 MB</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>S300V</td>
<td>1024 GB</td>
<td>8192 MB</td>
<td>4</td>
</tr>
</tbody>
</table>

Virtual Appliance Models for VMWare ESXi Deployments

Except as explicitly stated in the AsyncOS documentation, modifications to the ESXi configurations defined in the OVF are not supported.

Cisco Content Security virtual appliance OVF images have been pre-configured with the values in the following table.

<table>
<thead>
<tr>
<th>Product</th>
<th>Model</th>
<th>Disk Space</th>
<th>Memory</th>
<th>Processor Cores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Email Security Virtual Appliance</td>
<td>C000V</td>
<td>200 GB</td>
<td>4 GB</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>(For evaluation and demonstration only)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>C100V</td>
<td>200 GB</td>
<td>6 GB</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>C300V</td>
<td>500 GB</td>
<td>8 GB</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>C600V</td>
<td>500 GB</td>
<td>8 GB</td>
<td>8</td>
</tr>
<tr>
<td>Cisco Web Security Virtual Appliance</td>
<td>S000V</td>
<td>250 GB</td>
<td>4 GB</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>S100V</td>
<td>250 GB</td>
<td>6 GB</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>S300V</td>
<td>1024 GB</td>
<td>8 GB</td>
<td>4</td>
</tr>
<tr>
<td>Cisco Content Security Management Virtual Appliance</td>
<td>M000V</td>
<td>250 GB</td>
<td>4 GB</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>M100V</td>
<td>250 GB</td>
<td>6 GB</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>M300V</td>
<td>1024 GB</td>
<td>8 GB</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>M600V</td>
<td>2032 GB</td>
<td>8 GB</td>
<td>8</td>
</tr>
</tbody>
</table>

AsyncOS version requirements are described in Supported VMWare ESXi Hypervisors, page 4.

System Requirements

- KVM Deployments, page 3
- VMWare ESXi Deployments, page 4
KVM Deployments

The following are the qualified environments for KVM deployments. All deployments use thin provisioning for disk storage.

Red Hat Enterprise Linux Server

Host OS:
- Red Hat Enterprise Linux Server 7.0
  (Red Hat Enterprise Virtualization and Red Hat OpenStack platform are NOT supported.)

Version Info:
- Linux: 3.10.0-123.13.2.el7.x86_64
- libvirt/QEMU:
  Compiled against library: libvirt 1.1.1
  Using library: libvirt 1.1.1
  Using API: QEMU 1.1.1
  Running hypervisor: QEMU 1.5.3

Hardware:
- Qualified on: UCS B200 M3
- Redhat 7.0 certified UCS Platforms: https://access.redhat.com/search/browse/certified-hardware/#?&col=portal_certified_hardware&language=All&portal_certification_version=Red+Hat+Enterprise+Linux+7&portal_vendor=Cisco

Ubuntu Server

Host OS:
- Ubuntu Server 14.04.1 LTS (latest update)

Version Info:
- Linux: 3.13.0-43-generic
- Virsh/QEMU
  Compiled against library: libvirt 1.2.2
  Using library: libvirt 1.2.2
  Using API: QEMU 1.2.2
  Running hypervisor: QEMU 2.0.0

Hardware:
- Qualified on: UCS B200 M3
System Requirements

- Ubuntu 14.04 Certified UCS Platform: 

KVM Drivers

Supported KVM drivers:
- CDROM: IDE CDROM
- Network: E1000, Virtio
- Disk: VirtIO

KVM Packages

Required/related KVM packages to be installed on the host:
- qemu-kvm
- qemu-img
- libvirt
- libvirt-python
- libvirt-client
- virt-manager (requires X-windows)
- virt-install

VMWare ESXi Deployments

Supported VMWare ESXi Hypervisors

<table>
<thead>
<tr>
<th>AsyncOS Version</th>
<th>VMWare ESXi Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>AsyncOS 9.x (Email)</td>
<td>5.0, 5.1, and 5.5</td>
</tr>
<tr>
<td>AsyncOS 9.x (Management)</td>
<td></td>
</tr>
<tr>
<td>AsyncOS 8.7 and later (Web)</td>
<td></td>
</tr>
<tr>
<td>AsyncOS 8.5 (Web)</td>
<td>5.0 and 5.1</td>
</tr>
<tr>
<td>AsyncOS 8.4 (Management)</td>
<td></td>
</tr>
<tr>
<td>AsyncOS 8.5.x (Email)</td>
<td>4.x, 5.0, and 5.1</td>
</tr>
<tr>
<td>AsyncOS 8.0.x (Web)</td>
<td></td>
</tr>
<tr>
<td>AsyncOS 8.0 (Email)</td>
<td>4.x and 5.0</td>
</tr>
<tr>
<td>AsyncOS 7.7.5 (Web)</td>
<td></td>
</tr>
</tbody>
</table>

Other VMware hypervisors are supported on a “Best Effort” basis: Cisco will try to help you, but it may not be possible to reproduce all problems, and Cisco cannot guarantee a solution.
Hardware Requirements for VMWare ESXi Deployments

Cisco UCS servers (blade or rack-mounted) are the only supported hardware platform.

Minimum requirements for the server hosting your virtual appliances:
- Two 64-bit x86 processors of at least 1.5 GHz each
- 8 GB of physical RAM
- A 10k RPM SAS hard drive disk

Other hardware platforms are supported on a “Best Effort” basis: we will try to help you, but it may not be possible to reproduce all problems, and we cannot guarantee a solution.

Note

Except as explicitly stated in the documentation, Cisco does not support the alteration of the Cisco Content Security virtual appliance’s hardware configuration, such as removing IP interfaces or changing the appliance’s CPU cores or RAM size. The appliance may send alerts if such changes are made.

(Hosted Email Security Only) Deployment in FlexPod Solutions

For AsyncOS for Email release 8.5 and later:
For more information about deploying a virtual Email Security appliance as part of a FlexPod solution, see http://www.cisco.com/c/dam/en/us/products/collateral/security/email-security-appliance/white-paper-c11-731731.pdf. Your CCO login determines whether you have access to this document.
FlexPod does not apply to virtual Web Security appliance or virtual Content Security Management appliance deployments.

(For Deployments On VMware ESXi 4.x Only) Create a New Datastore

VMware ESXi version 4.x comes with a file system that has a default block-size of 4 MB, which supports a virtual disk image of up to 1 TB. However, the larger Cisco virtual security appliances (e.g., S300V, C600V) require more than 1 TB of disk space. In order to run these models, you will need to create a new datastore and format it with an 8 MB or larger block size.
For information on block size and instructions on how to create a new datastore, see VMware’s technical documentation at http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1003565.

Prepare the Content Security Image and Files

Determine the Best Virtual Appliance Image for Your Deployment

Determine the best-sized virtual appliance image for your needs. See the data sheet for your products, available from the following locations:
Prepare the Content Security Image and Files

**Before You Begin**
- Obtain a license from Cisco for your virtual appliance.
- See Determine the Best Virtual Appliance Image for Your Deployment, page 5.

<table>
<thead>
<tr>
<th>Appliance</th>
<th>Link to Data Sheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMA</td>
<td>Look for the &quot;Cisco Content Security Management Appliance Data Sheet&quot; link on this page:</td>
</tr>
</tbody>
</table>

**Download the Cisco Content Security Virtual Appliance Image**

**Before You Begin**
- Obtain a license from Cisco for your virtual appliance.
- See Determine the Best Virtual Appliance Image for Your Deployment, page 5.

**Step 1**
Go to the Cisco Download Software page for your virtual appliance:
- For email security:
- For web security:
- For content security management:

**Step 2**
In the left navigation pane, select an AsyncOS version.

**Step 3**
Click Download for the virtual appliance model image you want to download.

**Step 4**
Save the image to your local machine.

**Related Topics**
- Deploy on KVM, page 7
- Deploy on VMWare ESXi, page 11
Prepare the License and Configuration Files to Load at Startup (KVM Deployments)

This feature was introduced in AsyncOS 8.6 for Cisco Web Security Appliances. It is not available for other content security appliances or in other AsyncOS releases.

You can automatically load the Cisco Content Security Virtual Appliance license and configuration files the first time the Cisco appliance starts. (These files will not load after the first startup.)

**Step 1**
Obtain and name your license and/or configuration files:
- Configuration file: config.xml
- License file: license.xml

**Step 2**
Create an ISO image that contains one or both of these files.

**What To Do Next**
When you deploy the AsyncOS .QCOW image, you will attach the ISO as a virtual CD-ROM drive to the virtual machine instance.

After startup, you can check the Status log on your Cisco virtual appliance. Error messages related to this functionality include the keyword “ZERO”.

**Related Topics**
- Deploy on KVM, page 7

## Deploy on KVM

<table>
<thead>
<tr>
<th>Action</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Ensure that your equipment and software meet all system requirements.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Review the Release Notes for your AsyncOS release.</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>Set up the UCS server, host OS, and KVM.</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>Download the virtual content security appliance image.</td>
</tr>
<tr>
<td><strong>Step 5</strong></td>
<td>Ensure that the Cisco image is compatible with your deployment.</td>
</tr>
<tr>
<td><strong>Step 6</strong></td>
<td>(Optional) Prepare an ISO file that includes the license and configuration files to automatically load at startup.</td>
</tr>
</tbody>
</table>
Ensure Virtual Appliance Image Compatibility With Your KVM Deployment

The qcow version of our image is not compatible with QEMU versions lower than 1.1. If your QEMU version is lower than 1.1, you must convert the image to make it compatible with your deployment.

Deploy the Virtual Appliance Using Virtual Machine Manager

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 7</td>
<td>Determine the amount of RAM and the number of CPU cores to allocate to your virtual appliance model.</td>
<td>See Supported Virtual Appliance Models and AsyncOS Releases for KVM Deployments, page 2.</td>
</tr>
<tr>
<td>Step 8</td>
<td>Deploy the virtual content security appliance image.</td>
<td>Use one of the following methods:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Deploy the Virtual Appliance Using Virtual Machine Manager, page 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Deploy the Virtual Appliance Using virt-install: Example, page 9</td>
</tr>
<tr>
<td>Step 9</td>
<td>If you will deploy the High Availability feature introduced in AsyncOS 8.5 for Cisco Web Security Appliances, configure the host to support this feature.</td>
<td>See (Optional) Configure the Virtual Interface to Support High Availability, page 10.</td>
</tr>
<tr>
<td>Step 10</td>
<td>If you did not configure the system to load license and configuration files at first startup:</td>
<td>• To install the virtual appliance license file, see Install the Virtual Appliance License File, page 14</td>
</tr>
<tr>
<td></td>
<td>• Install the virtual appliance license file</td>
<td>• To install feature licenses and configure the appliance, see the User Guide or online help for your AsyncOS release.</td>
</tr>
<tr>
<td></td>
<td>• Install feature licenses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Configure your Cisco content security virtual appliance.</td>
<td></td>
</tr>
<tr>
<td>Step 11</td>
<td>Configure the appliance to send alerts when license expiration nears.</td>
<td>See the online help or user guide for your AsyncOS release.</td>
</tr>
</tbody>
</table>

Cisco Content Security Virtual Appliance Installation Guide
Step 7  Browse to and select the virtual appliance image that you downloaded.

Step 8  Select Forward.

Step 9  Enter RAM and CPU values for the virtual appliance model you are deploying.
See Supported Virtual Appliance Models and AsyncOS Releases for KVM Deployments, page 2.

Step 10  Select Forward.

Step 11  Select the Customize check box.

Step 12  Select Finish.

Step 13  Configure the disk drive:
   a. In the left pane, select the drive.
   b. Under Advanced options, select options:
      • Disk bus: Virtio.
      • Storage format: qcow2
   c. Select Apply.

Step 14  Configure the network device for the management interface:
   a. In the left pane, select a NIC.
   b. Select options:
      • Source Device: Your management vlan
      • Device model: virtIO
      • Source mode: VEPA.
   c. Select Apply.

Step 15  Configure network devices for four additional interfaces (WSA only):
Repeat the previous set of substeps for each interface you will use.

Step 16  If you prepared an ISO image with the license and configuration files to be loaded at startup:
Attach the ISO as a virtual CD-ROM drive to the Virtual Machine instance.

Step 17  Select Begin Installation.

Related Topics
• Deploy on KVM, page 7

Deploy the Virtual Appliance Using virt-install: Example

Before You Begin
Determine the amount of RAM and number of CPU cores needed for your appliance. See Supported Virtual Appliance Models and AsyncOS Releases for KVM Deployments, page 2.

Procedure

Step 1  Create the storage pool where your virtual appliance will reside:
**Deploy on KVM**

---

**Step 2** Copy the virtual appliance image to your storage pool:

```
virsh pool-define-as --name vm-pool --type dir --target /home/username/vm-pool
virsh pool-start vm-pool
```

**Step 3** Install the virtual appliance:

```
cd /home/username/vm-pool
tar xvf ~/asyncos-8-6-0-007-S100V.qcow2.tar.gz
```

**Step 4** Start the virtual appliance:

```
virsh start wsa-example
```

---

**Related Topics**
- **Deploy on KVM, page 7**

---

### (Optional) Configure the Virtual Interface to Support High Availability

The high availability feature was introduced in AsyncOS 8.5 for Cisco Web Security Appliances and is described in detail in the user guide and online help.

If your Web Security appliance will be added to a failover group for high availability, configure the virtual interface to use promiscuous mode, in order to enable the appliances in the failover group to communicate with each other using multicasting.

You can make this change at any time.

---

**Step 1** On the host OS, find the `macvtap` interface associated with the interface with which the multicast traffic will be associated.

**Step 2** Set the `macvtap` interface to use promiscuous mode:
Deploy on VMWare ESXi

Enter on the host: ifconfig macvtapX promisc

Related Topics
- Deploy on KVM, page 7

## Deploy on VMWare ESXi

<table>
<thead>
<tr>
<th>Action</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Download the virtual appliance image and MD5 hash from Cisco.</td>
<td>You will need the MD5 hash to check the data integrity of the appliance image. Prepare the Content Security Image and Files, page 5.</td>
</tr>
<tr>
<td>3. Deploy the virtual appliance on your ESXi host or cluster.</td>
<td>Deploy the Virtual Appliance, page 12.</td>
</tr>
<tr>
<td>4. (Optional) Clone the image if you want to run multiple virtual appliances on your network.</td>
<td>(Optional) Clone the Virtual Appliance, page 12.</td>
</tr>
<tr>
<td>5. Prevent intermittent connectivity issues.</td>
<td>Disable unused network interface cards (NICs) on the virtual machine.</td>
</tr>
<tr>
<td>7. If DHCP is disabled, set up the appliance on your network.</td>
<td>If DHCP Is Disabled, Set Up the Appliance on the Network, page 13</td>
</tr>
<tr>
<td>9. Log into the web UI of your appliance and configure the appliance software as you would do for a physical appliance.</td>
<td>For instructions on accessing and configuring the appliance, including gathering required information, see the online help or user guide for your AsyncOS release, available from the relevant location in Additional Information, page 21. To migrate settings from a physical appliance, see the release notes for your AsyncOS release. Feature keys are not activated until you enable the respective features.</td>
</tr>
<tr>
<td>For example, you can:</td>
<td></td>
</tr>
<tr>
<td>• Run the System Setup Wizard</td>
<td></td>
</tr>
<tr>
<td>• Upload a configuration file</td>
<td></td>
</tr>
<tr>
<td>• Manually configure features and functionality.</td>
<td></td>
</tr>
<tr>
<td>10. Configure the appliance to send alerts when license expiration nears.</td>
<td>See the online help or user guide for your AsyncOS release, available from the relevant location in Additional Information, page 21.</td>
</tr>
</tbody>
</table>
(Optional) Clone the Virtual Appliance

If you will run multiple virtual security appliances in your environment:

- Cisco recommends that you clone the virtual security appliance before you run it the first time.
- Cloning a virtual security appliance after the license for the virtual appliance has been installed forcefully expires the license. You will have to install the license again.
- You must shut down the virtual appliance before cloning it.
- If you want to clone a virtual appliance that is already in use, see Clone a Virtual Appliance Already in Use, page 15 for more information.

For instructions on cloning a virtual machine, see VMWare’s technical documentation at http://www.vmware.com/support/ws55/doc/ws_clone.html.

Related Topics
- Deploy on KVM, page 7
- Deploy on VMWare ESXi, page 11

Deploy the Virtual Appliance

Before You Begin

- Set up the ESXi host or cluster on which you will deploy the virtual appliance. See System Requirements, page 2 for more information.
- Install the VMware vSphere Client on your local machine.
- Download the image as described in Prepare the Content Security Image and Files, page 5.

Step 1
Unzip the .zip file for the virtual appliance in its own directory; e.g., C:\vESA\C100V or \vWSA\S300V.

Step 2
Open the VMware vSphere Client on your local machine.

Step 3
Select the ESXi host or cluster to which you want to deploy the virtual appliance.

Step 4
Choose File > Deploy OVF template.

Step 5
Enter the path to the OVF file in the directory you created.

Step 6
Click Next.

Step 7
Complete the wizard.

- Thin provisioning for disk storage is supported at the hypervisor layer. Disk space and performance may be reduced if you select this option.

Note
Except as explicitly stated in the AsyncOS documentation, modifications to the ESXi configurations defined in the OVF are not supported.

Related Topics
- Deploy on KVM, page 7
- Deploy on VMWare ESXi, page 11
Important! Prevent Random Failures

Virtual machines have inherent timing quirks that you must address in order to avoid random failures on your Cisco Content Security virtual appliance. To prevent these issues, enable exact time stamp counter synchronization on your virtual machine.

Before You Begin

- For more information on timekeeping basics, virtual time stamp counters, and exact synchronization, see VMWare’s Timekeeping in Virtual Machines PDF at http://www.vmware.com/files/pdf/techpaper/Timekeeping-In-VirtualMachines.pdf.
- Instructions for your version of the vSphere client may vary from the procedure below. Use this as a general guide and see the documentation for your client as needed.

Step 1 In the vSphere Client, select a virtual appliance from the list of machines.
Step 2 Power off the virtual appliance.
Step 3 Right-click the appliance and select Edit Settings.
Step 4 Click the Options tab and select Advanced > General.
Step 5 Click Configuration Parameters.
Step 6 Edit or add the following parameters:
  - monitor_control.disable_tsc_offsetting=TRUE
  - monitor_control.disable_rdtsc_opt_bt=TRUE
  - timeTracker.forceMonotonicTTAT=TRUE
Step 7 Close the settings window and run appliance.

Related Topics

- Deploy on KVM, page 7
- Deploy on VMWare ESXi, page 11

If DHCP Is Disabled, Set Up the Appliance on the Network

Note

If you cloned the virtual security appliance image, perform the following steps for each image.

Step 1 From the vSphere client console, run interfaceconfig.
Step 2 Write down the IP address of the virtual appliance’s Management port.

Note The Management port obtains its IP address from your DHCP server. If the appliance cannot reach a DHCP server, it will use 192.168.42.42 by default.

Step 3 Configure the default gateway using the setgateway command.
Step 4 Commit the changes.
Install the Virtual Appliance License File

Before You Begin
(Optional) FTP into the virtual appliance to upload the license file. If you will paste the license into the terminal, you do not need to do this.

Procedure

Step 1 Using SSH or telnet in a terminal application, log into the appliance’s CLI as the admin/ironport user.

Note You cannot paste the contents of the license file into the CLI using the vSphere client console.

Step 2 Run the loadlicense command.

Step 3 Install the license file using one of the following options:

- Select option 1 and paste the contents of the license file into the terminal.
- Select option 2 and load the license file in the configuration directory, if you have already uploaded the license file to the appliance’s configuration directory using FTP.

Step 4 Read and agree to the license agreement.

Step 5 (Optional) Run showlicense to review the license details.

What to Do Next
For KVM deployments:
- Return to Deploy on KVM, page 7.
For ESXi deployments:
- For more information on the Management interface’s IP address, see Deploy on VMWare ESXi, page 11.
- If you cloned the virtual security appliance image, repeat the procedure in this topic for each image.
- See remaining setup steps in Deploy on VMWare ESXi, page 11.
Migrate Your Virtual Appliance to Another Physical Host

You can use VMware® VMotion™ to migrate a running virtual appliance to a different physical host. Requirements:

- Both physical hosts must have the same network configuration.
- Both physical hosts must have access to the same defined network(s) to which the interfaces on the virtual appliance are mapped.
- Both physical hosts must have access to the datastore that the virtual appliance uses. This datastore can be a storage area network (SAN) or Network-attached storage (NAS).
- The Email Security virtual appliance must have no mail in its queue.

Step 1 Migrate the virtual machine using the VMotion documentation.
Step 2 After migration, load the license.

Clone a Virtual Appliance Already in Use

Before You Begin

- For instructions on cloning a virtual machine, see VMware’s technical documentation at http://www.vmware.com/support/ws55/doc/ws_clone.html.
- For information on how to manage the network settings and security features of your appliance, see the user guide for your Cisco content security product and release.

Step 1 If you are cloning an Email Security virtual appliance:
Suspend the appliance using the suspend command in the CLI and enter a delay period long enough for the appliance to deliver all messages in the queue.

Step 2 If you are cloning a Security Management virtual appliance:
Disable centralized services on your managed Email and Web Security appliances.

Step 3 Shut down the virtual appliance using the shutdown command in the CLI.

Step 4 Clone the virtual appliance image.

Step 5 Start the cloned appliance using the VMware vSphere Client and perform the following:

a. If you cloned a configured image rather than the unmodified .OVF image file downloaded from Cisco.com:
   - Install the license file on the cloned virtual appliance.
   - Modify the network settings of the cloned virtual appliance.

   Network adapters do not automatically connect when powering on. Reconfigure IP address, Hostname and IP address. Then power on network adapters.

   Configurations will not be complete until after you install feature keys.

b. For cloned Email Security virtual appliances:
   - Delete all messages in the quarantines.
   - Delete the message tracking and reporting data.
c. For cloned Web Security virtual appliances:
   - Clear the proxy cache.
   - Clear the proxy authentication cache using the authcache > flushall command in the CLI.
   - Remove reporting and tracking data with the diagnostic > reporting > deletedb command in the CLI.
   - For Authentication Realms, rejoin the domain.
   - For Authentication Settings, modify the redirect hostname.
   - If the original virtual appliance was managed by an Security Management appliance, add the cloned appliance to the Security Management appliance.

Step 6
Start the original virtual appliance using the VMware vSphere Client and resume operation. Make sure that it is running properly.

Step 7
Resume operation on the cloned appliance.

Managing Your Cisco Content Security Virtual Appliance

IP Address

When the virtual appliance is first powered on, the Management port gets an IP address from your DHCP host. If the virtual appliance is unable to obtain an IP address from a DHCP server, it will use 192.168.42.42 as the Management interface’s IP address. The CLI displays the Management interface’s IP address when you run the System Setup Wizard on the virtual appliance.

The Virtual Appliance License

Note
You cannot open a Technical Support tunnel before installing the virtual appliance license. Information about Technical Support tunnels is in the User Guide for your AsyncOS release.

The Cisco Content Security virtual appliance requires an additional license to run the virtual appliance on a host. You can use this license for multiple, cloned virtual appliances. Licenses are hypervisor-independent.

For AsyncOS for Web Security 8.5 and later, AsyncOS for Email Security 8.5.x and later, and AsyncOS for Security Management 8.4 and later:

- Feature keys for individual features can have different expiration dates.
- After the virtual appliance license expires, the appliance will continue to serve as a web proxy (Web Security appliance), deliver mail (Email Security appliance), or automatically handle quarantined messages (Security Management appliance) without security services for 180 days. Security services are not updated during this period. On the Content Security Management appliance, administrators and end users cannot manage quarantines, but the management appliance continues to accept quarantined messages from managed Email Security appliances, and scheduled deletion of quarantined messages will occur.
For AsyncOS for Email Security 8.0 and AsyncOS for Web Security 7.7.5 and 8.0:

- Feature keys are included as part of the virtual appliance license. The feature keys expire at the same time as the license, even if the feature has not been activated. Purchasing new feature keys will require downloading and installing a new virtual appliance license file.
- Because feature keys are included in the virtual appliance license, there are no evaluation licenses for AsyncOS features.

**Note**
For information about the impact of reverting the AsyncOS version, see the online help or user guide for your AsyncOS release.

**Related Topics**
- Install the Virtual Appliance License File, page 14

### Force Reset, Power Off, and Reset Options Are Not Fully Supported

The following actions are the equivalent of pulling the plug on a hardware appliance and are not supported, especially during AsyncOS startup:

- In KVM, the Force Reset option.
- In VMWare, the Power Off and Reset options. (These options are safe to use after the appliance has come up completely.)

### CLI Commands on the Virtual Appliance

The Cisco Content Security virtual appliances include updates to existing CLI commands and includes a virtual appliance-only command, `loadlicense`. The following CLI command changes have been made:

<table>
<thead>
<tr>
<th>Command</th>
<th>Supported on Virtual SMA?</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>loadlicense</td>
<td>Yes</td>
<td>This command allows you to install a license for your virtual appliance. You cannot run System Setup Wizard on the virtual appliance without installing a license using this command first.</td>
</tr>
<tr>
<td>etherconfig</td>
<td>—</td>
<td>The Pairing option is not included on virtual appliances.</td>
</tr>
<tr>
<td>version</td>
<td>—</td>
<td>This command will return all the information about the virtual appliance except for the UDI, RAID, and BMC information.</td>
</tr>
<tr>
<td>resetconfig</td>
<td>—</td>
<td>Running this command leaves the virtual appliance license and the feature keys on the appliance.</td>
</tr>
<tr>
<td>revert</td>
<td>—</td>
<td>Beginning with AsyncOS 8.5 for Email Security: Behavior is described in the System Administration chapter in the online help and user guide for your appliance.</td>
</tr>
<tr>
<td>reload</td>
<td>—</td>
<td>Running this command removes the virtual appliance license and all the feature keys on the appliance. This command is available only for the Web Security appliance.</td>
</tr>
</tbody>
</table>
SNMP on the Virtual Appliance

AsyncOS on virtual appliances will not report any hardware-related information and no hardware-related traps will be generated. The following information will be omitted from queries:

- powerSupplyTable
- temperatureTable
- fanTable
- raidEvents
- raidTable

Troubleshooting and Support

- Troubleshooting: KVM Deployments, page 18
- Troubleshooting: VMWare ESXi Deployments, page 19
- Getting Support for Virtual Appliances, page 20

Troubleshooting: KVM Deployments

Virtual Appliance Hangs on Reboot

**Problem** The virtual appliance hangs when rebooting.

**Solution** This is a KVM issue. Perform the following workaround each time you reboot the host:

**Step 1** Check the following:
```
    cat /sys/module/kvm_intel/parameters/enable_apicv
```

**Step 2** If the above value is set to Y:

a. Stop your virtual appliances and reinstall the KVM kernel module:
```
    rmmod kvm_intel
```
modprobe kvm_intel enable_apicv=N
b. Restart your virtual appliance.

For more information, see https://www.mail-archive.com/kvm@vger.kernel.org/msg103854.html and https://bugs.launchpad.net/qemu/+bug/1329956.

Network Connectivity Works Initially, Then Fails

Problem Network connectivity is lost after previously working.
Solution This is a KVM issue. See the section on "KVM: Network connectivity works initially, then fails" in the openstack documentation at http://docs.openstack.org/admin-guide-cloud/content/section_network-troubleshoot.html.

Slow Performance, Watchdog Issues, and High CPU Usage

Problem Appliance performance is slow, watchdog issues occur, and the appliance shows unusually high CPU usage when running on an Ubuntu virtual machine.
Solution Install the latest Host OS updates from Ubuntu.

General Troubleshooting on Linux Deployments

Problem Any issues with virtual appliances running on KVM deployments.

Troubleshooting: VMWare ESXi Deployments

Intermittent Connectivity Issues

Problem Intermittent connectivity issues.
Solution Ensure that all unused NICs are disabled in ESXi.

Random Failures

Problem Random failures occur that have no obvious cause.
Solution See Important! Prevent Random Failures, page 13
Getting Support for Virtual Appliances

To get support for virtual appliances, call Cisco TAC and have your Virtual License Number (VLN) number ready.

If you file a support case for a Cisco content security virtual appliance, you must provide your contract number and your Product Identifier code (PID).

You can identify your PID based on the software licenses running on your virtual appliance, by referencing your purchase order, or from the following lists:

- **Product Identifier Codes (PIDs) for Virtual Email Security Appliances, page 20**
- **Product Identifier Codes (PIDs) for Virtual Web Security Appliances, page 21**
- **Product Identifier Codes (PIDs) for Virtual Content Security Management Appliances, page 21**

### Product Identifier Codes (PIDs) for Virtual Email Security Appliances

<table>
<thead>
<tr>
<th>Functionality</th>
<th>PID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Security Inbound</td>
<td>ESA-ESI-LIC=</td>
<td>Includes:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Anti-Spam</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Anti-Virus</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Outbreak Filters</td>
</tr>
<tr>
<td>Email Security Outbound</td>
<td>ESA-ESO-LIC=</td>
<td>Includes:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• DLP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Encryption</td>
</tr>
<tr>
<td>Email Security Premium</td>
<td>ESA-ESP-LIC=</td>
<td>Includes:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Anti-Spam</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Anti-Virus</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Outbreak Filters</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• DLP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Encryption</td>
</tr>
<tr>
<td>Cloudmark Anti-Spam</td>
<td>ESA-CLM-LIC=</td>
<td>—</td>
</tr>
<tr>
<td>Image Analyzer</td>
<td>ESA-IA-LIC=</td>
<td>—</td>
</tr>
<tr>
<td>McAfee Anti-Virus</td>
<td>ESA-MFE-LIC=</td>
<td>—</td>
</tr>
<tr>
<td>Intelligent Multi-Scan</td>
<td>ESA-IMS-LIC=</td>
<td>—</td>
</tr>
<tr>
<td>Advanced Malware Protection</td>
<td>ESA-AMP-LIC=</td>
<td>—</td>
</tr>
<tr>
<td>Graymail safe-unsubscribe</td>
<td>ESA-GSU-LIC=</td>
<td>(A la carte)</td>
</tr>
</tbody>
</table>
Product Identifier Codes (PIDs) for Virtual Web Security Appliances

<table>
<thead>
<tr>
<th>Functionality</th>
<th>PID</th>
<th>Description</th>
</tr>
</thead>
</table>
| Web Security Essentials              | WSA-WSE-LIC= | Includes:  
|                                      |           | • Web Usage Controls  
|                                      |           | • Web Reputation                                                           |
| Web Security Premium                 | WSA-WSP-LIC= | Includes:  
|                                      |           | • Web Usage Controls  
|                                      |           | • Web Reputation  
|                                      |           | • Sophos and Webroot Anti-Malware signatures                               |
| Web Security Anti-Malware            | WSA-WSM-LIC= | Includes Sophos and Webroot Anti-Malware signatures                          |
| McAfee Anti-Malware                  | WSA-AMM-LIC= | —                                                                            |
| Advanced Malware Protection          | WSA-AMP-LIC= | —                                                                            |

Product Identifier Codes (PIDs) for Virtual Content Security Management Appliances

<table>
<thead>
<tr>
<th>Functionality</th>
<th>PID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All centralized web security</td>
<td>SMA-WMGT-LIC=</td>
<td>—</td>
</tr>
<tr>
<td>functionality</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All centralized email security</td>
<td>SMA-EMGT-LIC=</td>
<td></td>
</tr>
<tr>
<td>functionality</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Cisco TAC

Contact information for Cisco TAC, including phone numbers:  

Additional Information

For more information, including information about support options, see the Release Notes and User Guide or online help for your AsyncOS release.

<table>
<thead>
<tr>
<th>Documentation For Cisco Content Security Products:</th>
<th>Is Located At:</th>
</tr>
</thead>
</table>
### Documentation For Cisco Content Security Products:

<table>
<thead>
<tr>
<th>Product Type</th>
<th>URL</th>
</tr>
</thead>
</table>

### Related Topics
- Deploy on KVM, page 7
- Deploy on VMWare ESXi, page 11