# **Deploy Example on CSM to ASA**

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### Introduction

This document describes a deployment on Cisco Security Manager (CSM) using workflow and ticket base.

## Prerequisites

#### Requirements

Cisco recommends that you have knowledge of these topics:

- Knowledge of Adaptive Security Appliance (ASA)
- Knowledge of Firewall configuration

#### **Components Used**

The information in this document is based on these software and hardware versions:

- Windows Server 2012
- CSM v4.22
- ASA v9.12.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

### **Background Information**

Specific requirements for this document include:

- Ensure you have enough privileges to make the necessary changes
- Ensure that you understand the changes you are going to make with each deployment

• Choose the appropriate guide depending on your current configuration

## Configure

#### Non-Workflow Mode without Ticket Management

Step 1. Log in to Cisco Security Manager Client. From the dropdown, choose Configuration Manager.

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	Cisco Se Version 4.22	curity Manager	
	Server Name loca	ihost	9
	Password	Conferentian Manager	
	Detaut View	ogin <u>Help</u>	
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Step 2. Make changes that you like to deploy.

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Step 3. Navigate to Submit & Deploy Changes.

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	2	0	TESTnetwork	no tags	no user	All-IPv	no tags	P P	0	Never	outside	in	
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Step 4. Choose the devices that you want to deploy to and when you are ready, click **Deploy**.

Q	Deploy Saved Changes	x
Changed Devices	List of Changes Last Modified 29-Sep-2023 00:48:06	User admin
	III     Detect OOB     Edit deploy method	Add other devices
1 of 1 device selected.		
	Deploy	Cancel Help



Note: While deployment is running, a pop-up window appears where you can monitor the progress.

		s Details for deplo	yment started by	aunin at FLS	ep 29 00.50.09 P	UT 2023
eployment Status	Details					
		0.07				
Statuc		Deploying (0 out of 1 d	evices completed )			
Deployment	t Job Name:	admin job 2023-09-29	00:30:09.419			
Devices To	Be Deployed:	1				
Devices Dep	ployed Successfully:	0				
Devices Dep	ployed With Errors:	0				
Deployment Det	tails (1/1 loaded)					
Device	Status	Summary	Method	Config	Transcript	Last Ticket(s)
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Step 5. (Optional) Once the deployment is accomplished, you can download the report or Transcript.

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	etails						
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#### Non-Workflow Mode with Ticket Management

#### **Enable Ticket Management**

In order to use the ticket base, it must be enabled. If you already have a ticket base flow enabled, skip this step.

Step 1. Navigate to Tools > Security Manager Administration.

Q			Cisco Security	Manager	- Configuration M	anager - ad	min Connected	to 'WIN-A7JU1	18QCA72'				_ 🗆 X
File Edit View Policy Map N	Manage icy Bundle	Too	ls Launch Help Device Properties	<b>6</b>	a G & B (	,					Q Search A	I Categories	cisco
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Policies           Firewall         ^	<	•	Security Manager Diagnostics  Security Manager Administration	o tags	no user	SALES	no tags		0	Never	Inside	n	
Connection Profiles	1 ASA	8.3 or	nwards the device uses Real IP(pre-natted IP) i	n firewall ruk	es.Use Real IP addresses								Save

Step 2. Navigate to Ticket Management and check the option Enable Ticketing.

5	Cisco Security Manager - Administration	_ 🗆 🗙
CS-MARS     CSM Moble     Customize Desktop     Debig Options     Deployment     Device Communication     Device Communication     Device Company     Discovery     Event Management     Health and Performance Monitor     Report Manager     Identity Settings     Image Manager     Identity Settings     Eventing Notification Settings     ES Settings     Ucensing     Licensing     Licensing     Doky Management     Policy Objects     Process Monitoring Settings     Single Sign-on Configuration     Rule Expiration     Server Security     Take Over User Section     Policy Identes	Idet Management  Idet Management  Idet Management  Idet Management  Idet Management  Idet Massive Generate Default Totet Name  Idet Massive Idet Massor  Idet Mas	Restore Defaults
a 1981 Dalou Dafe dia		Close Help

Step 3. Click yes in order to confirm that you understand the warning and want to proceed.

 Warning
Changing the state of Ticket will require any other clients connected to logout and login again. Do you want to continue?
Yes No

#### Deployment with Non-Workflow Mode with Ticket Management

Step 1. Open a new ticket by navigating to Ticket > New ticket.

<b>Q</b>		Cisco Security	Manager - Config	uration Manager	- admin Conn	ected to 'WIN-	A7JU18QCA72	' - No open Tic	kets			_ 🗆 🗙
File Edit View Policy Map I	Manage Tools icy Bundle   💽	Tickets Launch Help New Ticket		li 🛛 🧶 🖪 d	t 🗊 🖷 🖲	🗟 🍓 🚳 I (	2			No Open Tid	ets Il Categories	cisco
Devices 🔮 🗑 Filter : none 🗸	Device: 10.4.23 Policy Assigned: * Filter: ( nor	Close Ticket View Changes		Policy: A Assigned	ccess Rules (Uni To: <u>local device</u>	fied)		Inherits	From: <u> none -</u>			IRP
Department     Coation     Al     Solution     10.4.23.125	No. F	Validate Ticket Submit Ticket Discard Ticket	Security Group	User	Destinations Network	Security Group	Service	HitCount	LastHitTime	Interface	Dir.	Options
	1 2 3 4	All-IPv4-Address     All-IPv4-Address     All-IPv4-Address     All-IPv4-Address     All-IPv4-Address     IEX     IDISCO     IDISCO     IDISCO     IDISCO	ses no tags no tags no tags no tags	no user no user no user	الله DISCO الله All-IPv الله All-IPv الله All-Ad	no tags no tags no tags no tags	9 P 9 P 9 TOP 9 BGP	0 0 0	Never Never Never Never	outside     outside     outside     outside     inside	out in in in	
Policies	5	V BDISCO	no tags	no user	SALES	no tags	₽ НТТРS	0	Never	inside	in	
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Step 2. Name the new ticket and add a description.

	Create Ticket	x
Ticket:	Ticket_example Ticket for deployment	
Description:		
	OK Cancel Help	



**Tip**: You can verify the new ticket is open and the current ticket in use, at the top right of the screen.

Q		Cisc	o Security Manage	r - Configuratio	on Manager - adm	in Connected	to "WIN-A7JU	18QCA72' - Tick	et: Ticket_exar	nple		_	D X
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Access Rules (Unified)													
- Inspection Rules (Unified)													
Botnet Traffic Filter Rules													
- Transparent Rules	<				ш								>
	Enable co	nflict detect	ion Generate Re	port					Refre	sh Hit Count	Query #	↑ ↓ 🕈	
NAT	() ASA 8.3 on	wards the d	levice uses Real IP(pre-nat	tted IP) in firewall ru	les.Use Real IP addresse	s.							
< III >													Save
	р.												



**Tip**: Alternatively you can use Ticket Manager in order to Create, Submit, and Discard tickets by clicking on the top right button.

©		Cis	co Security Manager	- Configuratio	on Manager - adn	nin Connected	to 'WIN-A7JU	18QCA72' - Tic	ket: Ticket_exa	mple		Ŀ	>
File Edit View Policy Map	Manage Too	ols Ticket	s Launch Help								Ticket_example	100	🧕 ahah
S Device Map S Policy A Po	licy Bundle 🛛 🧕	8	🗟 🕲 🔓 🖆 🖆	Q Q P [	à 🔟 🤽 🧧 🗟	( 📑 🖷 🖲	🗟 🍓 🐻 I 🤇	3			Search All Ca	ategories T	icket Manage
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Filter : none v	¥ Filter: (	none)											œ
Department			Sources			Destinations							
B-AI	NO.	Permit	Network	Security Group	User	Network	Security Group	Service	HitCount	Lasthitime	Interface	Dr.	Options
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	3	0	📑 DISCO	no tags	no user	All-IPv	no tags	P TCP	0	Never	<ul> <li>outside</li> </ul>	in	
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Policies													
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AAA Rules (Unified)													
- Inspection Rules (Unified)													
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NAT	ASA 8.3 0	owards the	device uses Real IP(pre-nat	ted IP) in firewall rul	es.Use Real IP address	<b>15</b> .							
Site to Site VPN V													

Step 3. Make necessary changes to the configuration and save.

Q	Ci	sco Security Manager	- Configuration	n Manager - adr	nin Connected	to "WIN-A7JU	18QCA72' - Tic	ket: Ticket_Exa	mple		_	. 🗆 X
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Devices 🔹 🙀	Device: 10.4.23.125 Policy Assigned: loca	d		Policy: Ac	cess Rules (Unifie	d)		Inherite Fro	·····			
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Department	<ul> <li>Filter: ( none)</li> </ul>										-	0.0
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- 57 IN 4725 IZ5	E SLocal (5 Rule	es)					-					
	1 🥝	All-IPv4-Addresses	no tags	no user	DISCO	no tags	P P	0	Never	outside	out	
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	3 🥝	DISCO	no tags	no user	All-IPv	no tags	😭 ТСР	0	Never	outside	in	
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	5 🖌	📑 DISCO	no tags	no user	FINANCE	no tags	<b>PHTTPS</b>	0	Never	💌 inside	in	
	<ul> <li>✓ Enable conflict dete</li> <li>③ ASA 8.3 onwards the</li> </ul>	sction Generate Reg e device uses Real IP(pre-nati	Ad     A     Co     Co     Co     Co     A     Co     A     Co     A     Co     A	d Row th Row lete Row t t py ste over Row Up over Row Down ow Events ow MARS Events port Rules mbine Rules	CtrI+R CtrI+E CtrI+D CtrI+X CtrI+C CtrI+V CtrI+Up CtrI+Up CtrI+Down			Refre	sh Hit Count	Query		> 2 10 Save

Step 4. (Optional) You can Discard or View Changes.





Caution: Discarding a Ticket undoes all configuration changes made on the ticket.

Step 5. Submit the ticket once configuration changes have been approved and validations have been done.





Tip: Validation and submission of tickets can also be done by the Ticket Manager.

		Ticket Manag	er	_ □
¥ Filter: ( none)				Q- Type to Search
* Ticket	Last Modified	▼ <sup>1</sup> State	User	Last Action
	02-Oct-2023 20:08:19	Discarded	admin	Ticket discarded
	29-Sep-2023 00:48:32	Submitted	admin	Ticket approved
	29-Sep-2023 00:48:06	Submitted	admin	Ticket approved
admin 29.Sep.2023 00.28.02	29-Sep-2023 00:28:58	Submitted	admin	Ticket approved
admin 29.Sep.2023 00.23.05	29-Sep-2023 00:26:44	Submitted	admin	Ticket approved
Ticket example	02-Oct-2023 20:12:13	Edit Open	admin	Create
		Comments History:		
		Comments	Date/Time	User
Ticket: Ticket_example				
Created: 02-Oct-2023 20:12:13				
ast Modified: 02-Oct-2023 20:12:13				
escription: Ticket for deployment				
				•

Step 6. Click OK when validations have been reviewed.

Validation Result
Validation resulted in 1 warning. Click 'Details' to see the report. Click 'Ok' to proceed.
OK Cancel Details

Step 7. Submit ticket.

Submit Ticket
Comment:



Tip: You can leave a comment when submitting a ticket.

Step 8. Review the status of the ticket and ensure that it was successfully approved before proceeding with deployment.

in a			Ticket Manager			- • ×
					Q- Type to Search	
	* Ticket	Last Modified	State	User	Last Action	
	Ticket example	02-Oct-2023 20:26:30	Submitted	admin	Ticket approved	^

Step 9. Navigate to **Deployment Manager**.

©		Cisco	o Security Manager	- Configurati	on Manager - adn	in Connected	to 'WIN-A7JU	18QCA72' - Tic	ket: Ticket_exa	mple		Ŀ	. <u> </u>
File Edit View Policy Map M	Manage Tools	Tickets	Launch Help								Ticket_example	e 🔄 🕻	aludu.
🛃 Device 🔀 Map 🗊 Policy 🖴 Pol	cy Bundle   🚇	ê 🗉 [	3 3 4 🖉	Q Q P 1	là 🔟 🖊 🖪 🗟	1 🖬 🖷 🖲	🗟 🗞 🐻 I 🤇	0			Search All	Categories	cisco
Devices 🔡 🗑	Device: 10.4.2 Policy Assigned	3.125 : local	Deployment Manage	a	Policy: Acc Assigned To	ess Rules (Unifie i: <u>local device</u>	J)		Inherits Fro	m: <u> none</u>			
Filter : none V	¥ Filter: ( n	one)											ĐĐ
- All	No.	Permit	Sources	Security Group	Liser	Destinations	Security Group	Service	HitCount	LastHitTime	Interface	Dir.	Options
10.4.23.125	E GLO	cal (S Rules)		becany aroup		The share	action of a cosp						
	1	0	All-IPv4-Addresses	no tags	no user	DISCO	no tags	👮 IP	0	Never	outside	out	
	2	0	TESTnetwork	no tags	no user	All-IPv	no tags	P IP	0	Never	outside	in	
	3	0	DISCO	no tags	no user	All-IPv	no tags	TCP	0	Never	💌 outside	in	
	4	1	10.10.10.10	no tags	no user	🚮 All-Ad	no tags	🗩 BGP	0	Never	💌 inside	in	
	5	<b>v</b>	🛃 DISCO	no tags	no user	FINANCE	no tags	₽ HTTPS	0	Never	💌 inside	in	
Frewall     AAA Rules (Unified)       Access Rules (Linifed)     Inspecton Rules (Linifed)       Inspecton Rules (Linifed)     Inspecton Rules (Linifed)       Bothet Traffic Filter Rules     Web Filter Rules       Web Filter Rules     NAT       Site to Site VPN     Configuration Wizerd       Access VPN     Configuration Profiles       Dynamic Access     Dynamic Access	<				11								>
Global Settings									0.6	the state of the s	0		
Public Key Infrastructure	ASA 8.3 on	wards the de	vice uses Real IP(pre-nati	ted IP) in firewall ru	iles.Use Real IP address	5.			Kefre	sh hit Count	Query	T 🖤 🗖	
< m >													Save

Step 10. Click **Deploy** when you are ready to push configuration changes.

9			Deployment Manager		
Deployment Jobs Deployment Sche	edules				
Deployment Job Table (3/3 loaded)					
¥ Filter: ( none)					Q- Type to Search
Name	Last Action	★ <sup>1</sup> Status	Changed By	Description	Job Type
admin_job_2023-10-02 20:27:09.396	02-Oct-2023 20:27:19	Deployed	admin	Auto Created Deployment Job in N	on one time
admin_job_2023-09-29 00:48:45.286	29-Sep-2023 00:49:02	Deployed	admin	Auto Created Deployment Job in N	on one time
admin_job_2023-09-29 00:30:09.419	29-Sep-2023 00:30:45	Deployed	admin	Auto Created Deployment Job in N	on one time
Auto refresh: On			F		
			L	Deploy Refresh Redeploy	Abort Rollback Generate Report
Commany Datala					
Summary Details					
					Close Help

Step 11. The deployment window shows Tickets to deploy and to what devices it is targeting. Once the information has been reviewed, click **Deploy**.

8	Deploy	Saved Changes		X
🖃 🖌 🔛 Changed Devices	List of Tickets			
🖻 🗹 🚔 All	Ticket	<b>▲</b> <sup>1</sup>	Last Modified	User
10.4.23.125	<u>Ticket example</u>		02-Oct-2023 20:25:02	admin
	Ticket example		02-Oct-2023 20:26:30	admin
	<		Ш	
		Detect OOB	Edit deploy method	Add other devices
1 of 1 device selected.				
			Deploy	Cancel Help

Step 12. Monitor deployment and review the final status.

3	Depl	oyment Status	Details for depl	oyment started b	oy admin at Mon	Oct 02 20:51:15	PDT 2023
Deplo	yment Status D	etails					
			100%				
	Status:		Deployed (1 out of	1 devices completed.)			
	Deployment J	lob Name:	admin_job_2023-10-	02 20:51:15.942			
	Devices To Be	e Deployed:	1				
	Devices Deplo	oyed Successfully:	1				
	Devices Deplo	oyed With Errors:	0				
De	eplovment Detai	ils (1/1 loaded)					
D	evice	Status	Summary	Method	Config	Transcript	Last Ticket(s)
10	.4.23.125	SUCCEEDED		Device	Ģ	Ģ	Ticket_example

### Troubleshoot

In case the deployment fails, it can be useful to review the report of the deployment. You can generate it by clicking **Generate Report** when the deployment has finished.

Deploy	ment Status De	tails for deploym	ent started by a	dmin at Wed Oc	t 04 01:05:09	PDT 2023 ×
Deployment Status Deta	ails					
	1005	%				
Status:	Fa	iled (1 out of 1 devices	completed.)			
Deployment Job	Name: ad	min_job_2023-10-04 01	1:05:09.404			
Devices To Be D	epioyea: 1					
Devices Deploye	d With Errors: 1					
Devices Depioye	a widterfors: 1					
Deployment Details (	(1/1 loaded)					
Device	Status	Summary	Method	Config	Transcript	Last Ticket(s)
Job Summary	Failed	S Error: 1		_	•	
10.4.23.125	FAILED: Uploading .	🐼 Error: 1	Device			admin 03.Oct.2023 2
						-
			Description			
Messages		Severity	An error occurre	d during device comm	unication via HTTP	S. Device communication
Unable to Communicat	te with Device	8	was performed u	using following URL: ht	ttps://10.4.23.125	5/admin/config
Deployment Log		1				
			Action			1
			ript for details. I	f this error occurred d	luring discovery, p	lease check that you h
			ave selected cor	rect OS Type for your	r device. Also selec	ct the System Context
			checkbox only if	you are adding a mult	ti mode PIX/FWSM	ASA devices system c
			Generate Report	Refresh	Abort	Close Help

Alternatively, you can navigate to **Deployment Manager**, choose the deployment, and click **Generate Report**.

			Deployment Manager						
Deployment Jobs Deployment Scher	dules								
eployment Job Table (6/6 loaded)									
¥ Filter: ( none)							Q+ Type to Search		
Name	Last Action	▼ <sup>1</sup> Status	Changed By	Description		Job Type			
dmin_job_2023-10-04 01:05:09.404	04-Oct-2023 01:07:11	Faled	admin		Auto Created Deployment Job in		n Non one time		
uto refresh: On									
				Deploy	Refresh	Redeploy	Abort	Rollback	Generate Repor
									-
Summary Details						1			
100	0%								
Status: F	aled (1 out of 1 devices completed.)	)							
Deployment Job Name: a	admin_job_2023-10-04 01:05:09.404								
Devices To Be Deployed:	i i								
Devices Deployed Successfully: 0	1								
Devices Deployed With Errors: 1	1								