



Preparing to Install

How the Cisco Security Agent Works

The Cisco Security Agent provides distributed security to your enterprise by deploying agents that defend against the proliferation of attacks across networks and systems. These agents operate using a set of rules provided by the Management Center for Cisco Security Agents and selectively assigned to each client node on your network by the network administrator.

This section includes the following topics.

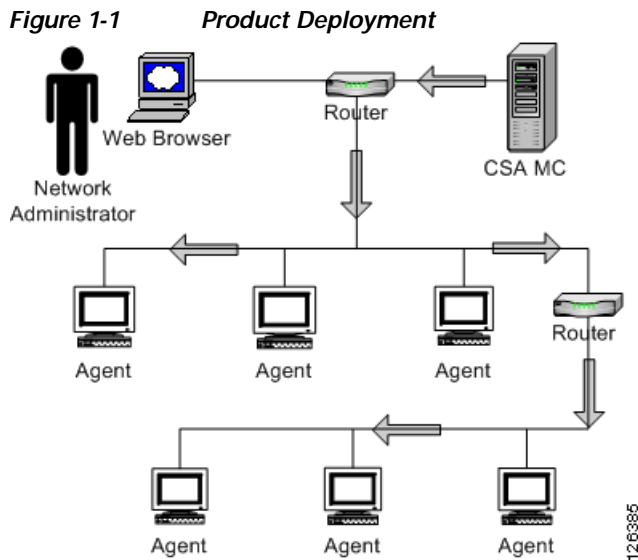
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Cisco Security Agent Overview

Cisco Security Agent contains two components:

- The Management Center for Cisco Security Agents (CSA MC)- installs on a secured server and includes a web server, a configuration database, and a web-based user interface.
- The Cisco Security Agent (the agent)- installs on desktops and servers across your enterprise and enforces security policies on those systems.

Administrators configure security policies on CSA MC using the web-based interface. They distribute these policies to agents installed on end user systems and servers. Policies can allow or deny specific system actions. The agents check policies before allowing applications access to system resources.



Before Proceeding

Before installing CSA MC software, refer to the Release Notes for up-to-date information. Not doing so can result in the misconfiguration of your system.

Make sure that your system is compatible with the Cisco product you are installing and that it has the appropriate software installed.

Read through the following information before installing the CSA MC software.

System Requirements



Note

The acronym CSA MC is used to represent the Management Center for Cisco Security Agents.

CSA MC is a component of the CiscoWorks VPN/Security Management Solution (VMS). The CSA MC installation also checks for the required version of VMS and will abort the installation if the correct version is not present.

For information on all bundle features and their requirements, see the CiscoWorks2000 VPN/Security Management Solution Quick Start Guide.

[Table 1-1](#) shows VMS bundle server requirements for Windows 2000 systems.

Table 1-1 Server Requirements

System Component	Requirement
Hardware	<ul style="list-style-type: none"> • IBM PC-compatible computer • Color monitor with video card capable of 16-bit
Processor	1 GHz or faster Pentium processor
Operating System	<p>Windows 2000 Server or Advanced Server (Service Pack 4)</p> <p>Note: Terminal services are not supported on Server and Advanced Server running CSA MC.</p> <p>Note: Running CSA MC on dual homed systems is not supported.</p>
File System	NTFS
Memory	1 GB minimum memory

System Component	Requirement
Virtual Memory	2 GB virtual memory
Hard Drive Space	9 GB minimum available disk drive space Note The actual amount of hard drive space required depends upon the number of CiscoWorks Common Services client applications you are installing and the number of devices you are managing with the client applications. Additionally, a large agent deployment requires substantial space for the database to operate properly.

- Pager alerts require a Hayes Compatible Modem.
- For optimal viewing of the CSA MC UI, you should set your display to a resolution of 1024x768 or higher.
- On a system where CSA MC has not previously been installed, the CSA MC setup program first installs the Microsoft SQL Server Desktop Engine (MSDE) with Service Pack 3a. If the CSA MC installation detects any other database type attached to an existing installation of MSDE, the installation will abort. This database configuration is not supported.

If you are planning to deploy no more than 500 agents, the shipped version of Microsoft SQL Server Desktop Engine should be adequate. For a larger deployment, you also have the option of installing Microsoft SQL Server 2000 instead of using the Microsoft SQL Server Desktop Engine that is provided. Note that if you are using SQL Server 2000, it must be licensed separately and it must be installed on the system before you begin the CSA MC installation. See [Chapter 3, “Installing the Management Center for Cisco Security Agents”](#) for details.

To run the Cisco Security Agent on Windows servers and desktop systems, the requirements are as follows:

Table 1-2 Agent Requirements (Windows)

System Component	Requirement
Processor	<p>Intel Pentium 200 MHz or higher</p> <p>Note Uni-processor, dual processor, and quad processor systems are supported.</p>
Operating Systems	<ul style="list-style-type: none"> • Windows Server 2003 (Standard, Enterprise, Web, or Small Business Editions) • Windows XP (Professional or Home Edition) Service Pack 0, 1, or 2 • Windows 2000 (Professional, Server or Advanced Server) with Service Pack 0, 1, 2, 3, or 4 • Windows NT (Workstation, Server or Enterprise Server) with Service Pack 6a • All Windows, Internet Explorer 4.0 or higher required. <p>Note Citrix Metaframe and Citrix XP are supported. Terminal Services are supported on Windows 2003, Windows XP, and Windows 2000 (Terminal Services are not supported on Windows NT.)</p> <p>Supported language versions are as follows:</p> <ul style="list-style-type: none"> • For Windows 2003, XP, and 2000, all language versions, except Arabic and Hebrew, are supported. • For Windows NT, US English is the only supported language version.
Memory	128 MB minimum—all supported Windows platforms

System Component	Requirement
Hard Drive Space	15 MB or higher Note This includes program and data.
Network	Ethernet or Dial up Note Maximum of 64 IP addresses supported on a system.

To run the Cisco Security Agent on your Solaris server systems, the requirements are as follows:

Table 1-3 Agent Requirements (Solaris)

System Component	Requirement
Processor	UltraSPARC 400 MHz or higher Note Uni-processor, dual processor, and quad processor systems are supported.
Operating Systems	Solaris 8, 64 bit 12/02 Edition or higher (This corresponds to kernel Generic_108528-18 or higher.) Note If you have the minimal Sun Solaris 8 installation (Core group) on the system to which you are installing the agent, the Solaris machine will be missing certain libraries and utilities the agent requires. Before you install the agent, you must install the "SUNWlibCx" library which can be found on the Solaris 8 Software disc (1 of 2) in the /Solaris_8/Product directory. Install using the pkgadd -d . SUNWlibCx command.
Memory	256 MB minimum

System Component	Requirement
Hard Drive Space	15 MB or higher Note This includes program and data.
Network	Ethernet Note Maximum of 64 IP addresses supported on a system.

**Caution**

On Solaris systems running Cisco Security Agents, if you add a new type of Ethernet interface to the system, you must reboot that system twice for the agent to detect it and apply rules to it accordingly.

To run the Cisco Security Agent on your Linux systems, the requirements are as follows:

Table 1-4 Agent Requirements (Linux)

System Component	Requirement
Processor	500 MHz or faster x86 processor Note Uni-processor, dual processor, and quad processor systems are supported.
Operating Systems	RedHat Enterprise Linux 3.0 WS, ES, or AS
Memory	256 MB minimum
Hard Drive Space	15 MB or higher Note This includes program and data.
Network	Ethernet Note Maximum of 64 IP addresses supported on a system.

**Note**

Agent systems must be able to communicate with CSA MC over HTTPS.

**Note**

The Cisco Security Agent uses approximately 20 MB of memory. This applies to agents running on all supported Windows and UNIX platforms.

**Caution**

When upgrading or changing operating systems, uninstall the agent first. When the new operating system is in place, you can install a new agent kit. Because the agent installation examines the operating system at install time and copies components accordingly, existing agent components may not be compatible with operating system changes.

DNS and WINS Environments

For agents and browsers to successfully communicate with CSA MC, the CSA MC machine name must be resolvable through DNS (Domain Name Service) or WINS (Windows Internet Naming Service).

Browser Requirements

You use a web browser to access the CiscoWorks UI. In order to view CSA MC both locally on the system where you are installing CiscoWorks and for remote access. Browser requirements are as follows:

Internet Explorer:

- Version 6.0 or later
- You must have cookies enabled. This means using a maximum setting of "medium" as your Internet security setting. Locate this feature from the following menu, Tools>Internet Options. Click the Security tab.
- JavaScript must be enabled.

Netscape:

- Version 7.1 or later
- You must have cookies enabled. Locate this feature from the following menu, Edit>Preferences>Advanced.
- JavaScript must be enabled.

**Note**

Java Virtual Machine is required to access the CiscoWorks UI and subsequently CSA MC. Java plug-in version 1.4.2_06 is the current supported version. If you do not have this plug-in, when you attempt to access CiscoWorks, you are prompted to download and install it.

Time and Date Requirements

Before you install CSA MC, make sure that the system to which you plan install the software has the correct and current time, date, and time zone settings. If these settings are not current, you will encounter MC/agent certificate issues.

Windows Cluster Support

Cisco Security Agent supports Network Load Balancing and Server Cluster for Windows 2003 and 2000 Server platforms. Cluster support may require certain network permissions to operate. As with other network services, your CSA MC policies must account for these network permissions. (Component Load Balancing, and Solaris and Linux Clusters are not officially supported in this release.)

Internationalization Support

All Cisco Security Agent kits contain localized support for English, French, German, Italian, Japanese, Korean, Simplified Chinese, and Spanish language desktops. This support is automatic in each agent kit and no action is required by the administrator. The agent UI, events, and help system will appear in the language of the end user's desktop.

The following table lists CSA localized support and qualification for various OS types.

Table 1-5 CSA Localizations

Language	Operating System	Localized	Qualified
Chinese (Simplified)	Windows 2000	Yes	Yes
	Windows XP	Yes	Yes
	Windows 2003	Yes	Yes
French	Windows 2000	Yes	Yes
	Windows XP	Yes	Yes
	Windows 2003	Yes	Yes
German	Windows 2000	Yes	Yes
	Windows XP	Yes	Yes
	Windows 2003	Yes	Yes
Italian	Windows 2000	Yes	Yes
	Windows XP	Yes	Yes
	Windows 2003	Yes	Yes
Japanese	Windows 2000	Yes	Yes
	Windows XP	Yes	Yes
	Windows 2003	Yes	Yes
Korean	Windows 2000	Yes	Yes
	Windows XP	Yes	Yes
	Windows 2003	Yes	Yes
Spanish	Windows 2000	Yes	Yes
	Windows XP	Yes	Yes
	Windows 2003	Yes	Yes

Explanation of terms:

Localized: Cisco Security Agent kits contain localized support for the languages identified in Table 1-5. This support is automatic in each agent kit and no action is required by the administrator. The agent UI, events, and help system will appear in the language of the end user's desktop. All localized languages are agent qualified and supported. (CSA MC is not localized.)

Qualified: The Cisco Security Agent was tested on these language platforms. Cisco security agent drivers are able to handle the local characters in file paths and registry paths. All qualified languages are supported.

Supported: The Cisco Security Agent is suitable to run on these language platforms. The localized characters are supported by all agent functions.

Refer to the following tables.

Internationalization Support Tables

The following tables detail the level of support for each localized version of Windows operating systems. **Note that support for a localized operating system is different from localized agent.** A localized operating system may be supported even though the corresponding language is not translated in the agent. In this case, the dialogs will appear in English. The tables below define the operating system support, not agent language support. Note, for Multilingual User Interface (MUI) supported languages, installs are **always** in English (Installshield does not support MUI), and the UI/dialogs are in English unless the desktop is Chinese (Simplified), French, German, Italian, Japanese, Korean, or Spanish.

Any Windows 2000, Windows XP or Windows 2003 platforms/versions not mentioned in the tables below should be treated as not supported.

The following letter combinations are used to describe the level of support:

Table 1-6 Support Level Key

L	Agent localized, supported and qualified. (Note: L(S) – Localized and supported only)
T	Supported and qualified.
S	Supported but not qualified – Bugs will be fixed when reported by customers, but the exact configuration was not tested.
NA	Not applicable – Microsoft does not ship this combination.
NS	Not supported.

Table 1-7 Windows 2000 Support

	Professional	Server	Advanced Server
MUI	T	S	S
Arabic	NS	NA	NA
Chinese (Simplified)	L	L(S)	L(S)
Chinese (Traditional)	T	S	S
Czech	S	S	NA
Danish	T	NA	NA
Dutch	S	S	NA
English	L	L	L
Finnish	S	NA	NA
French	L	L(S)	L(S)
German	L	L(S)	L(S)
Greek	S	NA	NA
Hebrew	NS	NA	NA
Hungarian	S	S	NA
Italian	L	L(S)	NA
Japanese	L	L(S)	L(S)
Korean	L	L(S)	L(S)
Norwegian	S	NA	NA
Polish	S	S	NA
Portuguese	S	S	NA
Russian	S	S	NA
Spanish	L	L(S)	L(S)
Swedish	S	S	NA
Turkish	S	S	NA

Table 1-8 Windows XP Support

	Professional	Home
Arabic	NS	NS
Chinese (Simplified)	L	L(S)
Chinese (Traditional)	T	S
Chinese (Hong Kong)	S	S
Czech	S	S
Danish	T	S
Dutch	S	S
English	L	L
Finnish	S	S
French	L	L(S)
German	L	L(S)
Greek	S	S
Hebrew	NS	NS
Hungarian	S	S
Italian	L	L(S)
Japanese	L	L(S)
Korean	L	L(S)
Norwegian	S	S
Polish	S	S
Portuguese	S	S
Russian	S	S
Spanish	L	L(S)
Swedish	S	S
Turkish	S	S

Table 1-9 Windows 2003 Support

	Standard	Web	Enterprise
Chinese (Simplified)	L	L(S)	L(S)
Chinese (Traditional)	T	S	S
Chinese (Hong Kong)	S	S	S
Czech	S	S	S
Dutch	S	NA	NA
English	L	L	L
French	L	L(S)	L(S)
German	L	L(S)	L(S)
Hungarian	S	S	S
Italian	L	L(S)	L(S)
Japanese	L	L(S)	L(S)
Korean	L	L(S)	L(S)
Polish	S	S	S
Portuguese	S	S	S
Russian	S	S	S
Spanish	L	L(S)	L(S)
Swedish	S	S	S
Turkish	S	S	S

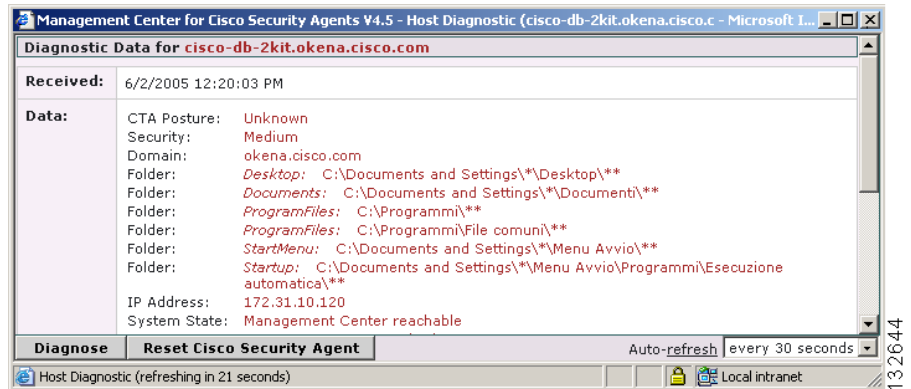
On non-localized but tested and supported language platforms, the administrator is responsible for policy changes arising from directory naming variations between languages.

If the previous operating system tables do not indicate that CSA is localized (L) then the system administrator is responsible for checking to ensure that the tokens are in the language they expect and the directory path is the one they intend to protect.

To determine if language tokens are correct, follow this procedure:

- Step 1 Move your mouse over **Systems** in the menu bar and select **Hosts** from the drop-down menu.
- Step 2 Click the link to the host name using the language you want to verify.
- Step 3 In the Host Status area, click the **Detailed Status and Diagnostics** link.
- Step 4 Click the **Diagnose** button.
- Step 5 Look at the folder information in the Data area of the Diagnosis Data page. (See [Figure 1-2 on page 1-15](#).) These are the values of the directory tokens CSA needs for localization. Make sure that the folder paths are in the language you expect and that they protect the correct directory.

Figure 1-2 *Diagnosis for Localized Host*



CSA MC Local Agent and Policies

The CSA recommended deployment is to have only CSA MC and Security Monitor installed as part of your VMS bundle on the CSA MC system. When you install CSA MC, an agent containing the policies necessary to protect CSA MC and other limited CiscoWorks daemons and operations is automatically installed as well. The policies that are enforced by this agent are fairly restrictive and are appropriate if you are running the recommended deployment.

If you are running other non VMS products or software on the CiscoWorks system, this restrictive policy may impede these other products. Although, it is recommended that you do not install other products on the CSA MC system (other than Security Monitor), you can do so if you remove the restrictive policy from the agent protecting the system, leaving you with a more open policy. Without the restrictive policy, the system remains protected, but the policy allows more products to run on the system and access network resources. Therefore, the system is inherently less secure. If you wish to deploy CSA MC on a system running other software, navigate to the "CiscoWorks VMS Systems" Group and remove the "CiscoWorks Restrictive VMS Module" from the group.

**Note**

If you feel comfortable doing so, rather than removing the CiscoWorks Restrictive VMS Module, you can edit it to allow the actions your other installed products require.

**Caution**

If you are installing or uninstalling various VMS components, and you have a Cisco Security Agent protecting the VMS bundle, you should disable the agent service before you begin the install/uninstall of any other VMS component. (You do not have to do this when installing/uninstalling CSA MC.) To disable the agent service, from a command prompt type `net stop "Cisco Security Agent"`. (You may receive a prompt asking if you want to stop the agent service. You should answer Yes.) To enable the service, type `net start "Cisco Security Agent"`.

If you do not disable the agent service and you attempt to alter a CiscoWorks system configuration, the agent may disallow the action or it may display multiple queries to which you must respond.

Installation Note

Any system to which you are installing CSA MC or the Cisco Security Agent itself must not have the Cisco IDS Host Sensor Console or the Cisco IDS Host Sensor installed. If the CSA MC or the agent installer detect the presence of any Cisco IDS Host Sensor software on the system, the installation will abort.

Because there may be incompatibilities between Cisco IDS Host Sensor software and CSA MC or agent software, you must uninstall the Cisco IDS Host Sensor and Cisco IDS Host Sensor Console software before installing CSA MC or agent software. Documentation for uninstalling Cisco IDS Host Sensor software can be found at the following location:

<http://www.cisco.com/univercd/cc/td/doc/product/iaabu/csids/host/host25/install/hidsch2.htm#1024883>

About CSA MC

The CSA MC user interface installs as part of the overall Cisco Security Agent solution installation and is managed from CiscoWorks 2000. It is through a web-based interface that all security policies are configured and distributed to agents. CSA MC provides monitoring and reporting tools, letting you generate reports with varying views of your network enterprise health and status. Providing this web-based user interface allows an administrator to access CSA MC from any machine running a web browser.

See the User Guide for further details.

Figure 1-3 CSA MC, Top Level View

