



CONTENTS

Preface ix

- Audience x
- Conventions x
- Product Documentation x
 - Security Manager, Auto Update Server, and Performance Monitor Documentation xi
 - Related Documentation xii
- Obtaining Documentation and Submitting a Service Request xii

CHAPTER 1

Overview 1-1

- Introduction to Component Applications 1-1
 - Common Services 1-1
 - Security Manager 1-2
 - Auto Update Server 1-2
 - Performance Monitor 1-3
 - Resource Manager Essentials 1-3
- Introduction to Related Applications 1-4
- Effect of Enabling Event Management 1-4

CHAPTER 2

Licensing 2-1

- Determining Which License You Need to Install and Use Security Manager 4.2 2-1
 - New Installation of Security Manager 4.2 2-1
 - Upgrade from Security Manager 4.0, 4.0.1, or 4.1 2-1
 - If You Have a Valid SAS Contract Purchased with Security Manager 4.0, 4.0.1, or 4.1 2-2
 - If You *Do Not* Have a Valid SAS Contract Purchased with Security Manager 4.0, 4.0.1, or 4.1 2-2
 - Upgrade from Security Manager 3.3 or 3.3.1 2-2
 - Upgrade from Security Manager 3.2, 3.2.1, or 3.2.2 2-2
- Description of Licenses for Security Manager 2-2
 - Standard and Professional 2-2
 - 90-day Evaluation License 2-4
- Standard-to-Professional Upgrade License 2-4
- Version Upgrade License 2-4
- Incremental (“Add-on”) Licenses 2-4
- Active and Standby Servers 2-4

- Licenses for Component Applications 2-5
 - RME and Performance Monitor 2-5
 - Common Services and AUS 2-5
- Device Count 2-5
- Installing a License for Security Manager or Component Applications 2-6
- Updating a License for Security Manager or Component Applications 2-6
- Additional Documentation on Licensing 2-6
- Getting Help with Licensing 2-6

CHAPTER 3

Requirements and Dependencies 3-1

- Required Services and Ports 3-1
- Server Requirements and Recommendations 3-3
 - Understanding Regional and Language Options and Related Settings 3-7
 - Using SAN Storage 3-8
 - Requirement for iSCSI Volumes 3-8
- Client Requirements 3-9

CHAPTER 4

Preparing a Server for Installation 4-1

- Best Practices for Enhanced Server Performance and Security 4-1
- Readiness Checklist for Installation 4-3

CHAPTER 5

Installing and Upgrading Server Applications 5-1

- Understanding the Required Server User Accounts 5-1
- Using Remote Desktop Connection or VNC To Install Server Applications 5-2
- Installing Security Manager Server, Common Services, and AUS 5-2
- Installing Performance Monitor 5-5
- Installing Resource Manager Essentials (RME) 5-7
- Upgrading Server Applications 5-8
 - Ensuring Security Manager Pending Data is Submitted and Approved 5-11
 - Restoring Changes that You Made to Property Files 5-11
 - Backing Up the Database for Remote Upgrades 5-12
 - Backing Up the Server Database By Using the CLI 5-12
 - Restoring the Server Database 5-13
 - Making Required Changes After Upgrade 5-15
- Migrating Security Manager to a New Computer or Operating System 5-15
- Updating Security Manager, Performance Monitor, and RME Licenses 5-17
- Obtaining Service Packs and Point Patches 5-18

Adding Applications to the Server's Home Page	5-18
Uninstalling Server Applications	5-19
Downgrading Server Applications	5-20

CHAPTER 6**Installing and Configuring the Client 6-1**

Configuring Web Browser Clients	6-1
HTTP/HTTPS Proxy Exception	6-1
Configuring Internet Explorer Settings	6-2
Configuring Firefox Settings	6-3
Editing the Preferences File	6-3
Editing the Size of the Disk Cache	6-4
Disabling the Popup Blocker or Creating a White List	6-4
Enabling JavaScript	6-4
Displaying Online Help on a New Tab in the Most Recent Window and Reusing Existing Windows on Subsequent Requests	6-5
Enabling and Configuring Exceptions in Third-party Tools	6-5
Tips for Installing the Security Manager Client	6-5
Installing the Security Manager Client	6-6
Handling Security Settings That Prevent Installation	6-8
Configuring a Non-Default HTTP or HTTPS Port	6-9
Unable to Upgrade From a Previous Version of the Client	6-9
Patching a Client	6-10
Logging In to the Applications	6-10
Logging In To Security Manager Using the Security Manager Client	6-10
Logging In to Server Applications Using a Web Browser	6-11
Uninstalling Security Manager Client	6-12

CHAPTER 7**Post-Installation Server Tasks 7-1**

Server Tasks To Complete Immediately	7-1
Verifying that Required Processes Are Running	7-2
Configuration of Heap Sizes for Security Manager Processes using MRF	7-3
Default Configuration	7-3
Configuration Commands	7-4
Configuring Heap Sizes for Processes	7-4
1. Save Existing Configuration	7-4
2. Read Existing Configuration	7-5
3. Modify Configuration	7-5
Summary of Configuring Heap Sizes for Processes	7-6

- Typical scenarios in which the User Might Have to Reconfigure Heap Sizes 7-7
 - Scenario 1 7-7
 - Scenario 2 7-7
 - Scenario 3 7-7
 - Scenario 4 7-7
- Best Practices for Ongoing Server Security 7-7
- Verifying an Installation or an Upgrade 7-8
- Where To Go Next 7-8

CHAPTER 8

Managing User Accounts 8-1

- Setting Up User Permissions 8-1
 - Security Manager ACS Permissions 8-2
 - Understanding CiscoWorks Roles 8-4
 - CiscoWorks Common Services Default Roles 8-4
 - Assigning Roles to Users in CiscoWorks Common Services 8-5
 - Understanding Cisco Secure ACS Roles 8-6
 - Cisco Secure ACS Default Roles 8-6
 - Customizing Cisco Secure ACS Roles 8-7
 - Default Associations Between Permissions and Roles in Security Manager 8-7
- Integrating Security Manager with Cisco Secure ACS 8-8
 - ACS Integration Requirements 8-9
 - Procedural Overview for Initial Cisco Secure ACS Setup 8-10
 - Integration Procedures Performed in Cisco Secure ACS 8-11
 - Defining Users and User Groups in Cisco Secure ACS 8-11
 - Adding Managed Devices as AAA Clients in Cisco Secure ACS 8-13
 - Creating an Administration Control User in Cisco Secure ACS 8-17
 - Integration Procedures Performed in CiscoWorks 8-17
 - Creating a Local User in CiscoWorks 8-18
 - Defining the System Identity User 8-18
 - Configuring the AAA Setup Mode in CiscoWorks 8-19
 - Configuring an SMTP Server and System Administrator Email Address for ACS Status Notifications 8-20
 - Restarting the Daemon Manager 8-21
 - Assigning Roles to User Groups in Cisco Secure ACS 8-21
 - Assigning Roles to User Groups Without NDGs 8-21
 - Associating NDGs and Roles with User Groups 8-22
- Troubleshooting Security Manager-ACS Interactions 8-24
 - Using Multiple Versions of Security Manager with Same ACS 8-24
 - Authentication Fails When in ACS Mode 8-24

System Administrator Granted Read-Only Access	8-25
ACS Changes Not Appearing in Security Manager	8-25
Devices Configured in ACS Not Appearing in Security Manager	8-26
Working in Security Manager after Cisco Secure ACS Becomes Unreachable	8-26
Restoring Access to Cisco Secure ACS	8-26
Authentication Problems with Multihomed Devices	8-27
Authentication Problems with Devices Behind a NAT Boundary	8-27

APPENDIX A**Troubleshooting A-1**

Startup Requirements for Cisco Security Manager Services	A-1
Comprehensive List of Required TCP and UDP Ports	A-1
Troubleshooting the Security Manager Server	A-4
Server Problems During Installation	A-4
Server Problems After Installation	A-5
Server Problems During Uninstallation	A-8
Troubleshooting the Security Manager Client	A-9
Client Problems During Installation	A-9
Client Problems After Installation	A-12
Running a Server Self-Test	A-15
Collecting Server Troubleshooting Information	A-16
Viewing and Changing Server Process Status	A-16
Restarting All Processes on Your Server	A-17
Reviewing the Server Installation Log File	A-17
Pop-up Showing Activation.jar in Use During the Time of Installation	A-17

APPENDIX B**Open Source License Notices for Cisco Security Manager B-1**

Notices	B-1
OpenSSL/Open SSL Project	B-2
License Issues	B-2
Axis	B-3
License	B-4
Castor	B-6
License	B-7
cglib	B-9
License	B-9
Velocity	B-12
License	B-12
Apache Commons	B-15

- Components **B-15**
- License **B-15**
- ODMG **B-18**
 - Availability **B-18**
 - License **B-18**
- log4j **B-19**
 - License **B-19**
- jdt-compiler-3.1.1.jar **B-21**
 - License **B-22**
- jta-1.1.jar **B-25**
 - License **B-25**
- slf4j-api-1.5.2.jar **B-27**
 - License **B-28**
- Quartz 1.8.0 **B-28**
 - License **B-28**
- Java(TM) Platform, Standard Edition Runtime Environment Version 6 (Java SE 6 Update 20 or JRE 1.6u20) **B-31**
- Lucene **B-37**
 - License **B-37**

INDEX