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 single UCS server: Cisco UCS C220-M3 (TG5000) or Cisco UCS C220 M4 (TG5400). It empowers organizations operating under various compliance and policy restrictions, to submit malware samples to the appliance.

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 are able to 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.

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

Prior version of Cisco Threat Grid Appliance product documentation can be found on the Threat Grid Install and Upgrade page.

Threat Grid Portal UI Online Help

Threat Grid Portal user documentation, including *Release Notes*, *Using 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.

Hardware Documentation

- *Cisco UCS C220 M4 Server Installation and Service Guide*
- *Cisco UCS C220 Server Installation and Service Guide*
- *Spec Sheet for Cisco UCS C220 M4 High-Density Rack Server (Small Form Factor Disk Drive Model)* (product has been discontinued)
- *Spec Sheet for Cisco UCS C220 M3 High-Density Rack Server (Small Form Factor Disk Drive Model)* (product has been discontinued)

Threat Grid Support

There are several ways to request support from a Threat Grid engineer:

- **Email**. Send email to **support@threatgrid.com** with your query.
- **Open a Support Case**. You will need your Cisco.com ID (or to generate one) to open a support case. You will also need your service contract number, which was included on the order invoice. Enter your support case with the Cisco Support Case Manager.
- **Call**. For Cisco phone numbers and contact information see the Cisco Contact page.

When requesting support from Threat Grid, please send the following information with your request:

- Appliance version (OpAdmin > Operations > Update Appliance)
- Full service status (service status from the shell)
- Network diagram or description (if applicable)
- Support Mode (Shell or Web interface)
- Support Request Details

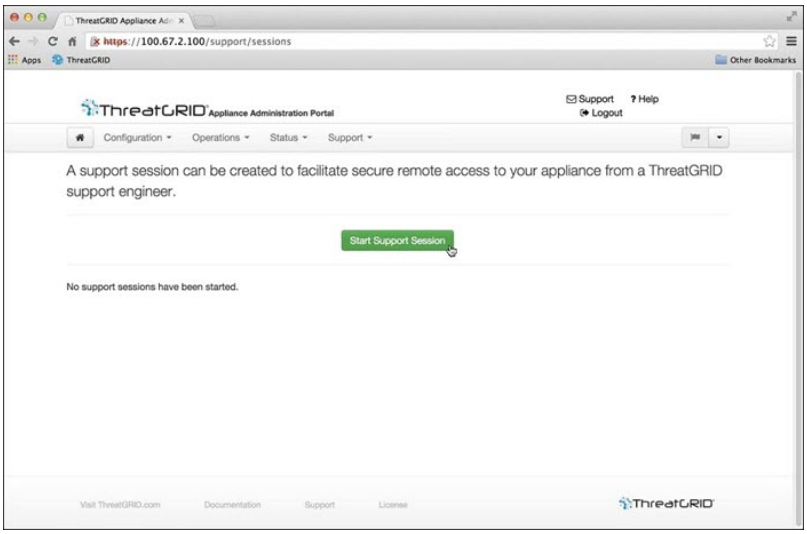
Enable Support Mode

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 1: OpAdmin Start a Live Support Session



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.