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 Cisco Threat Grid M5 Appliance server (v2.7.2 and later). It empowers organizations operating under various compliance and policy restrictions, to submit malware samples to the appliance.

Note Cisco UCS C220-M3 (TG5000) and Cisco UCS C220 M4 (TG5400) servers are still supported for Threat Grid Appliance but the servers are end of life. See the Server Setup chapter in the *Cisco Threat Grid Appliance Setup and Configuration Guide* (v2.7 and earlier) for instructions.

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 can 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.

Assumptions

It is assumed that you have gathered the necessary information and completed the planning steps as described in the *Cisco Threat Grid Appliance Administration Guide*.

It is also assumed that you have already set up the Threat Grid Appliance based on the instructions in the *Cisco Threat Grid M5 Hardware Installation Guide*.

If you have not yet completed these two tasks, please do so before you begin the steps described in this Getting Started Guide.

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 Administration Guide*
- *Cisco Threat Grid M5 Hardware Installation Guide*

Note The Cisco Threat Grid M5 Appliance is supported in Threat Grid Version 3.5.27 and later, and appliance version 2.7.2 and later.

Note Prior versions of Cisco Threat Grid Appliance product documentation can be found at Threat Grid Install and Upgrade.

Threat Grid Portal UI Online Help

Threat Grid Portal user documentation, including Release Notes, 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.

What's New In This Release

The following changes have been implemented in this guide in Version 2.12:

Table 1: Changes in Version 2.12 Release - November 5, 2020

Feature or Update	Section
Updated NFS configuration to include information about clustered appliances.	Configure NFS
Updated Clustering configuration to include steps to configure the first cluster node and join additional cluster nodes.	Configure Clustering

Supported Browsers

Threat Grid supports the following browsers:

- Google Chrome™
- Mozilla Firefox®
- Apple Safari®

Note Microsoft Internet Explorer is **not** supported.

Updates

The initial Threat Grid Appliance setup and configuration steps **must be completed** before installing any Threat Grid Appliance updates. We recommend that you check for updates immediately after completing the initial configuration (see Install Updates).

Threat Grid Appliance updates cannot be downloaded until the license is installed, and the update process requires that the initial appliance configuration is completed. Updates must be done in sequence.

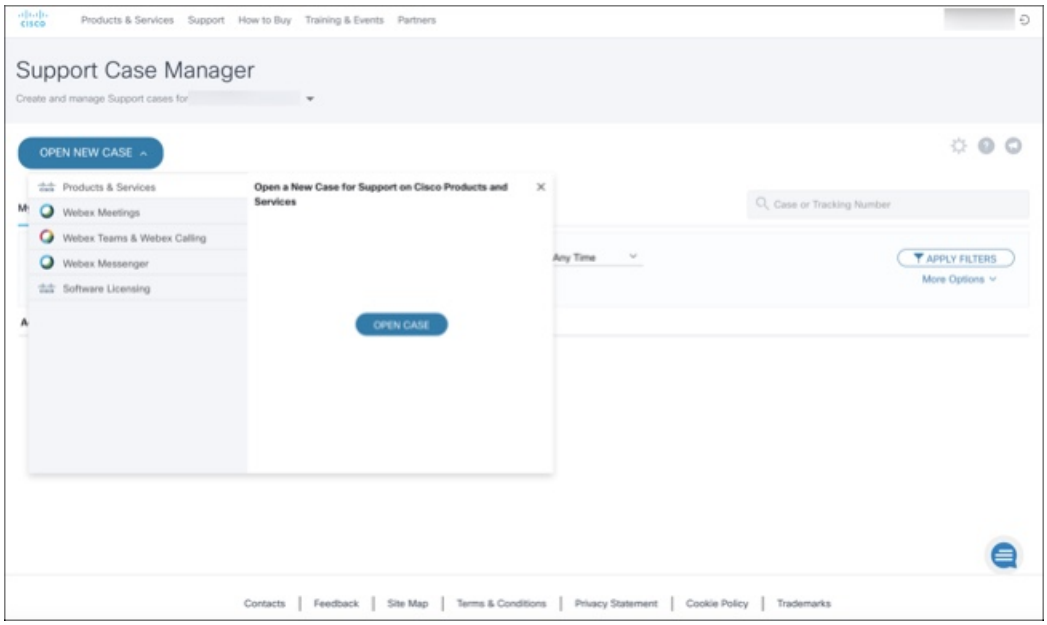
Note Verify that SSH is specified for updates.

Support

If you have questions or require assistance with Threat Grid, open a Support Case at https://mycase.cloudapps.cisco.com/case.

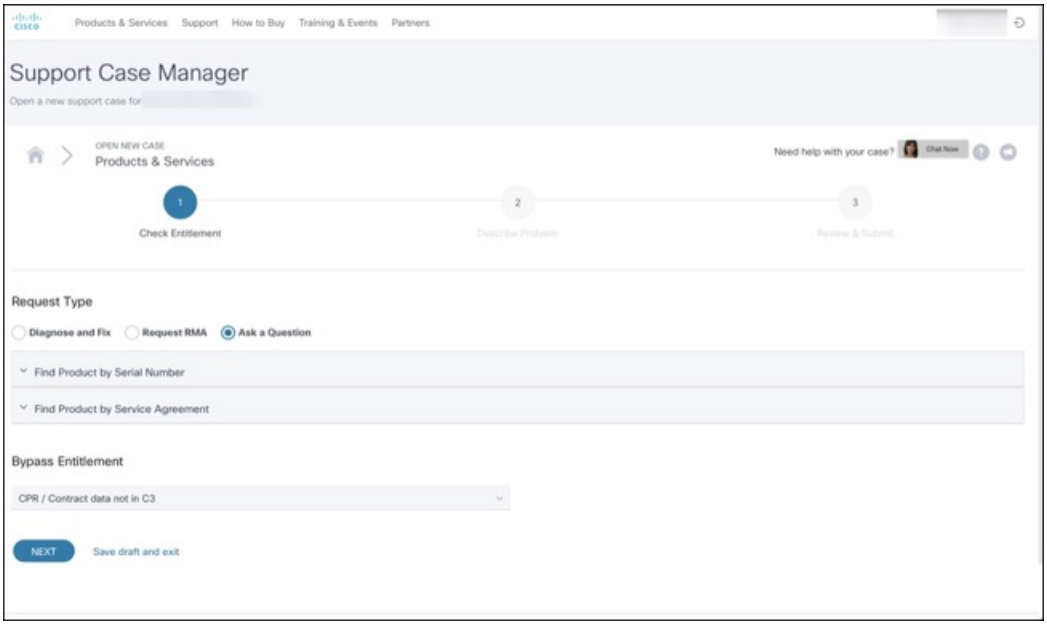
Step 1 In Support Case Manager, click **Open New Case > Open Case**.

Figure 1: Open New Case



Step 2 Click the **Ask a Question** radio button and search for your Cisco Security **Product Serial Number** or **Product Service Contract**. This should be the serial number or service contract for Threat Grid.

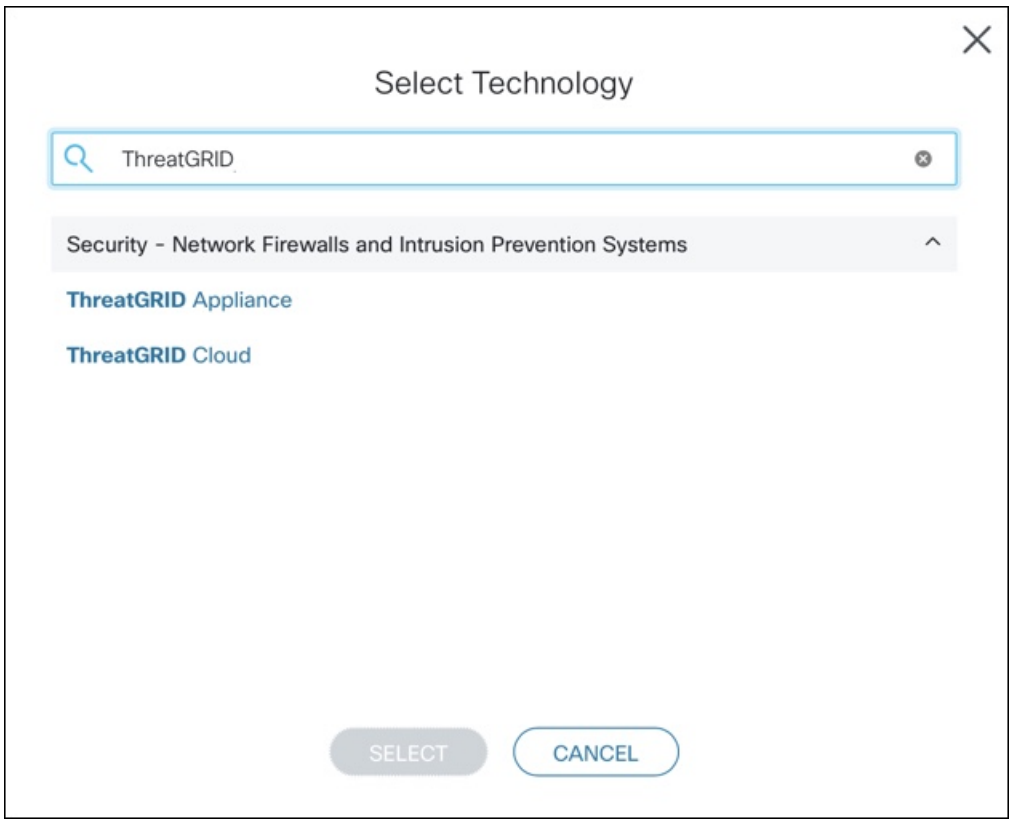
Figure 2: Check Entitlement



Step 3 On the **Describe Problem** page, enter a **Title** and **Description** of the problem (mention Threat Grid Appliance in the title).

Step 4 Click **Manually select a Technology** and search for **ThreatGRID**.

Figure 3: Select Technology



Step 5 Choose **ThreatGRID Appliance** from the list and click **Select**.

Step 6 Complete the remainder of the form and click **Submit**.

If you are unable to open a case online, contact Cisco Support:

- **US and Canada**: 1-800-553-2447
- **Worldwide Contacts**: https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html

For additional information on how to request support:

- See Enable Support Mode and Support Snapshots in the *Threat Grid Appliance Administration Guide*.
- See the blog post: **Changes to the Cisco Threat Grid Support Experience** at https://community.cisco.com/t5/security-blogs/changes-to-the-cisco-threat-grid-support-experience/ba-p/3911407
- See the main **Cisco Support & Downloads** page at: https://www.cisco.com/c/en/us/support/index.html

Setup and Configuration Overview

The following setup and initial configuration steps are described in this guide:

- Initial Network Configuration
- Admin UI Configuration
- Installing Updates
- Testing Appliance Setup

Note You should allow approximately 1 hour to complete the configuration.

Additional tasks that require administrator configuration (such as license installation, email server, and SSL certificates) are documented in the *Cisco Threat Grid Appliance Administration Guide*.