IBM Internet Security Systems

IBM Proventia Management SiteProtector Configuration Guide

Version 2.0, Service Pack 8.0

IBM Internet Security Systems

IBM Proventia Management SiteProtector Configuration Guide

Version 2.0, Service Pack 8.0

Note

Before using this information and the product it supports, read the information in “Notices” on page 263.

This edition applies to version 2.0, service pack 8.0 of IBM Proventia Management SiteProtector and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

About this publication

This guide contains the information a Security Manager needs to configure, update, and maintain a SiteProtector™ system. This guide explains what you need to do to configure your SiteProtector system and make it fully operational. This guide also contains configuration information you need to maintain your site as it grows and as new software becomes available. Before you begin, you must have installed your SiteProtector system and any components that support agents and appliances.

Use this guide to configure and maintain your SiteProtector system after you have installed your SiteProtector system and any components that support agents and appliances. To configure your SiteProtector system the first time, use the "Checklist for this stage" on page 10. Then use the guide as a reference guide for installing agents and appliances, changing configuration settings, and maintaining your SiteProtector system.

Intended audience

This guide is written for the person who configures, updates, and maintains your SiteProtector system. For many sites, that person is the Security Manager who is responsible only for maintaining the security of the network. For other sites, the Security Manager may also be responsible for aspects of network and security administration, such as network administration and security analysis.

You must be a SiteProtector system Administrator to perform most of the tasks in this guide.

Prerequisite and related information

Use the following documents if you have not yet installed your SiteProtector system and need information about SiteProtector system configuration options:

- *SiteProtector System Requirements*
- *SiteProtector System Supported Agents and Appliances*

The following table describes other SiteProtector system user documents.

Document	Contents
SiteProtector System Installation Guide	Provides the tasks for installing SiteProtector system components and optional modules. It includes information about advanced configuration tasks such as hardening third-party software security, securing database communication, configuring firewalls for SiteProtector system traffic, and configuring failover Event Collectors.
SiteProtector System Policies and Responses Configuration Guide	Contains information for a Security Manager to configure, update, and maintain policies and responses for a SiteProtector system
SiteProtector System User Guide for Security Analysts	Contains information for a Security Analyst to manage policy and responses for a SiteProtector system

Document	Contents
SiteProtector System Help	Contains all the procedures that you need to use a SiteProtector system, including advanced procedures that may not be available in a printed user document

Locate all the SiteProtector documents as portable document format (PDF) files in the following places:

- The IBM® ISS Web site at http://www.iss.net/support/documentation
- The Deployment Manager

Note: Documents must be manually downloaded to the Deployment Manager.

How to send your comments

Your feedback is important in helping to provide the most accurate and highest quality information. To submit any comments about this book or any other SiteProtector documentation:

- Send your comments by e-mail to document@iss.net. Be sure to include the name of the book, the part number of the book, the version of SiteProtector, and if applicable, the specific location of the text that you are commenting on (for example, a page number or table number.)
- Complete one of the forms at the back of the book and mail it, send it by fax, or give it to an IBM representative.

About this publication

This guide contains the information a Security Manager needs to configure, update, and maintain a SiteProtector system. This guide explains what you need to do to configure your SiteProtector system and make it fully operational. This guide also contains configuration information you need to maintain your site as it grows and as new software becomes available. Before you begin, you must have installed your SiteProtector system and any components that support agents and appliances.

Use this guide to configure and maintain your SiteProtector system after you have installed your SiteProtector system and any components that support agents and appliances. To configure your SiteProtector system the first time, use the “Checklist for this stage” on page 10. Then use the guide as a reference guide for installing agents and appliances, changing configuration settings, and maintaining your SiteProtector system.

Intended audience

This guide is written for the person who configures, updates, and maintains your SiteProtector system. For many sites, that person is the Security Manager who is responsible only for maintaining the security of the network. For other sites, the Security Manager may also be responsible for aspects of network and security administration, such as network administration and security analysis.

You must be a SiteProtector system Administrator to perform most of the tasks in this guide.

Prerequisite and related information

Use the following documents if you have not yet installed your SiteProtector system and need information about SiteProtector system configuration options:

- *SiteProtector System Requirements*
- *SiteProtector System Supported Agents and Appliances*

The following table describes other SiteProtector system user documents.

Document	Contents
SiteProtector System Installation Guide	Provides the tasks for installing SiteProtector system components and optional modules. It includes information about advanced configuration tasks such as hardening third-party software security, securing database communication, configuring firewalls for SiteProtector system traffic, and configuring failover Event Collectors.
SiteProtector System Policies and Responses Configuration Guide	Contains information for a Security Manager to configure, update, and maintain policies and responses for a SiteProtector system
SiteProtector System User Guide for Security Analysts	Contains information for a Security Analyst to manage policy and responses for a SiteProtector system
SiteProtector System Help	Contains all the procedures that you need to use a SiteProtector system, including advanced procedures that may not be available in a printed user document

Locate all the SiteProtector documents as portable document format (PDF) files in the following places:

- The IBM ISS Web site at http://www.iss.net/support/documentation
- The Deployment Manager

  Note: Documents must be manually downloaded to the Deployment Manager.

How to send your comments

Your feedback is important in helping to provide the most accurate and highest quality information. To submit any comments about this book or any other SiteProtector documentation:

- Send your comments by e-mail to document@iss.net. Be sure to include the name of the book, the part number of the book, the version of SiteProtector, and if applicable, the specific location of the text that you are commenting on (for example, a page number or table number.)
- Complete one of the forms at the back of the book and mail it, send it by fax, or give it to an IBM representative.

How to use SiteProtector system documentation

Using this guide

Use this guide to configure and maintain your SiteProtector system after you have installed your SiteProtector system and any components that support agents and appliances. To configure your SiteProtector system the first time, use the "Checklist for this stage" on page 10. Then use the guide as a reference guide for installing agents and appliances, changing configuration settings, and maintaining your SiteProtector system.

Assumptions

When a procedure references an installation folder, it refers to the default installation folder. If you used a different folder, you must adjust the procedure accordingly.

User role

You must be a SiteProtector system Administrator to perform most of the tasks in this guide.

Related publications

Use the following documents if you have not yet installed your SiteProtector system and need information about SiteProtector system configuration options:

- *SiteProtector System Requirements*
- *SiteProtector System Supported Agents and Appliances*

Other SiteProtector system user documents

The following table describes other SiteProtector system user documents.

Document	Contents
SiteProtector System Installation Guide	Provides the tasks for installing SiteProtector system components and optional modules. It includes information about advanced configuration tasks such as hardening third-party software security, securing database communication, configuring firewalls for SiteProtector system traffic, and configuring failover Event Collectors.
SiteProtector System Policies and Responses Configuration Guide	Contains information for a Security Manager to configure, update, and maintain policies and responses for a SiteProtector system
SiteProtector System User Guide for Security Analysts	Contains information for a Security Analyst to manage policy and responses for a SiteProtector system
SiteProtector System Help	Contains all the procedures that you need to use a SiteProtector system, including advanced procedures that may not be available in a printed user document

Licensing agreement

For licensing information on IBM Internet Security System products, download the IBM Licensing Agreement from http://www.ibm.com/services/us/iss/html/contracts_landing.html.

Technical support contacts

IBM Internet Security Systems (ISS) provides technical support through its Web site and by e-mail or telephone.

The IBM ISS Web site

The IBM Internet Security Customer Support Web page (http://www.ibm.com/services/us/iss/support/) provides direct access to online user documentation, current versions listings, detailed product literature, white papers, and the Technical Support Knowledgebase.

Hours of support

The following table provides hours for Technical Support at the Americas and other locations:

Location	**Hours**
Americas	24 hours a day
All other locations	Monday through Friday, 9:00 A.M. to 6:00 P.M. during their local time, excluding IBM ISS published holidays **Note:** If your local support office is located outside the Americas, you may call or send an e-mail to the Americas office for help during off-hours.

Contact information

For contact information, go to the IBM Internet Security Systems Contact Technical Support Web page at http://www.ibm.com/services/us/iss/support/.

Chapter 1. Introduction to the SiteProtector System

This chapter introduces SiteProtector system components and the agents that work with the SiteProtector system.

Terms to know

The following table describes the terms used for security products in this document:

Term	Description
agent	The generic term for all sensors, scanners, and Desktop agents.
appliance	An inline security device on a network or gateway. Depending on the type of appliance, it can provide any combination of intrusion detection and prevention, antivirus, antispam, virtual private networking (VPN), Web filtering, and firewall functions.
scanner	An agent that scans assets for vulnerabilities and other security risks.
sensor	An agent that monitors network traffic on the network and on servers to identify and, in some cases, stop attacks.

Topics

What is the SiteProtector system?

A SiteProtector system is a centralized management system that unifies management and analysis for network, server, and desktop protection agents and appliances. You can easily scale the SiteProtector system to provide security for large, enterprise-wide deployments.

Reference: Refer to the *SiteProtector - Supported Agents and Appliances* document available at http://www.iss.net/support/documentation/ for information about the agents and appliances that can be configured to communicate with and be managed by the SiteProtector system.

Components and agents

The components and agents in a SiteProtector system fall into these categories:

- The SiteProtector system consists of required and optional components that provide the base functionality necessary to accept, monitor, and analyze network events. Depending on your Site requirements, you may need to install more than one of some components.
- You can purchase add-on components for the SiteProtector system that provide additional security and management functions.
- You can purchase agents that complete your security system, including vulnerability scanners, intrusion detection and prevention appliances and sensors, and integrated security appliances.

SiteProtector system components by type

The following table provides lists of the required and optional SiteProtector system components, add-on components, and the agents that the SiteProtector system manages:

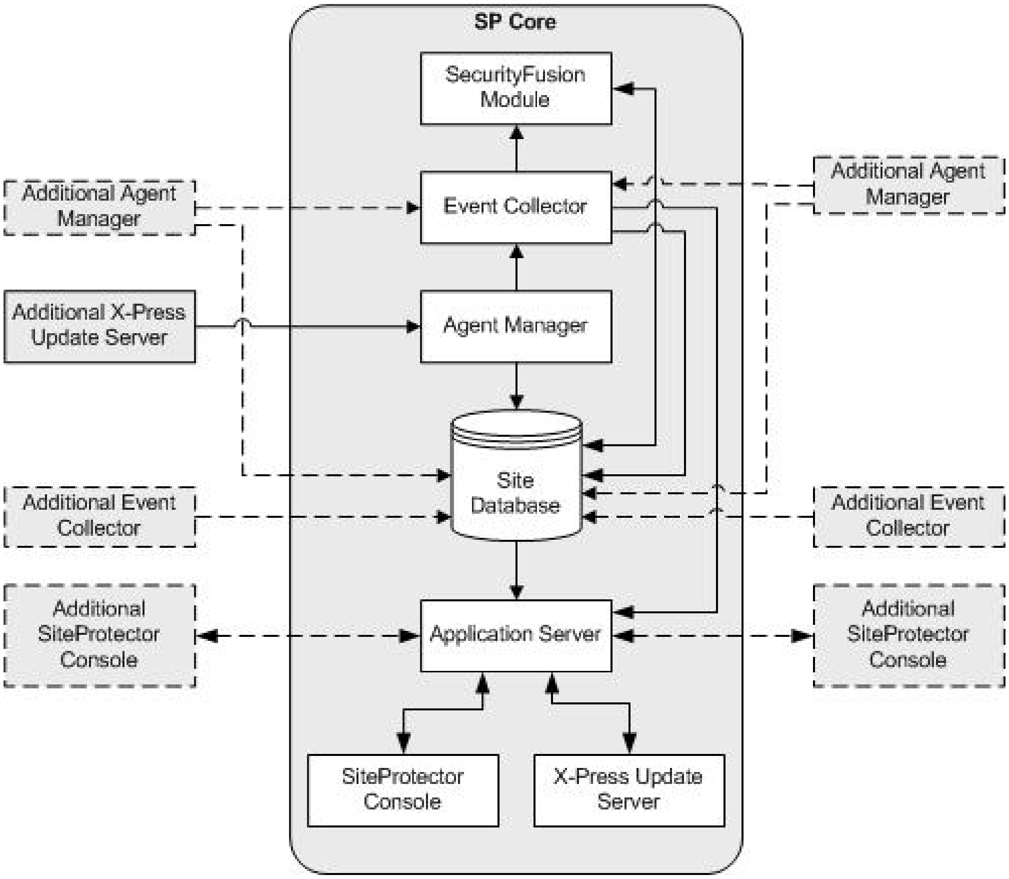
SiteProtector System Components	Add-on Components	Agents That The SiteProtector System Manages
Agent Manager Console Site Database Deployment Manager Event Archiver Event Collector Event Viewer SP Core (includes the application server and sensor controller) X-Press Update Server Web Console	SiteProtector system Reporting Module SiteProtector system SecurityFusion™ Module SiteProtector system Third Party Module SiteProtector system SecureSync Integrated Failover System	sensors scanners appliances Desktop agents

SiteProtector system architecture

The SiteProtector system has established communication channels that are set up when you install the product. Depending on your Site requirements, you may need to install more than one of some components. The most typical SiteProtector system installations use one, two, or three computers. When you use more than one computer, the Recommended option (from the Deployment Manager) installs the components on the correct computers automatically.

Illustration of component

The following figure illustrates the components in a standard instance of the SiteProtector system that uses three computers:



SiteProtector system components and features

The SiteProtector system consists of required and optional components that provide the base functionality necessary to accept, monitor, and analyze network events.

Component descriptions

The following table describes the purpose of the SiteProtector system Core components:

SiteProtector System Component	**Description**
Agent Manager	The Agent Manager manages the command and control activities of the Desktop Protection agents, Proventia® G and M appliances, Event Archiver, and X-Press Update Server; and it facilitates data transfer from agents to the Event Collector.
Console	The SiteProtector system Console is the main interface to the SiteProtector system where you can perform most SiteProtector system functions, such as monitoring events, scheduling scans, generating reports, and configuring agents.
Deployment Manager	The Deployment Manager is a Web server that lets you install any of the SiteProtector system components and agents on computers on your network.
Event Archiver	The Event Archiver provides the capability to archive security events to a remote location.
Event Collector	The event collector manages real-time events from sensors and vulnerability data from scanners.
Event Viewer	The SiteProtector system Event Viewer receives unprocessed events from the Event Collector to provide near real time access to security data for troubleshooting.
SecurityFusion Module	The SiteProtector system SecurityFusion Module greatly increases your ability to quickly identify and respond to critical threats at your Site. Using advanced correlation and analysis techniques, the Module identifies both high impact events and patterns of events that may indicate attacks. **Impact analysis** — The Module correlates intrusion detection events with vulnerability assessment and operating system data and immediately estimates the impact of events.
Site database	The SiteProtector system database stores raw agent data, occurrence metrics (statistics for security events triggered by agents), group information, command and control data, and the status of X-Press Updates (XPUs).

SiteProtector System Component	Description
SP Core	The SP core includes the following components: • The application server enables communication between the SiteProtector system Console and the SiteProtector system database. • The sensor controller manages the command and control activities of agents, such as the command to start or stop collecting events.
X-Press Update Server	A Web server that downloads requested X-Press Updates (XPUs) from the IBM ISS Download center and makes them available to the agents and components on the network. The Update Server eliminates the need to download updates for similar products more than once and allows users to manage the update process more efficiently.
Web Console	The SiteProtector system Web Console is an interface that provides easy access to some of the features in the SiteProtector system for monitoring SiteProtector system assets and security events.

Add-on components

The add-on components for the SiteProtector system provide additional protection and functionality that go beyond the base protection of the SiteProtector system.

SecureSync Module

The Secure Sync Module provides a failover system that lets you transfer Site data between primary and back-up Sites and transfer agent management from one Site to another.

Third Party Module

The SiteProtector system Third Party Module retrieves data from third-party firewalls, enabling you to view firewall activity and to associate security events with specific firewalls.

Reporting Module

Graphical summary and compliance reports provide the information managers need to assess the state of their security. Reports cover vulnerability assessment, attack activities, auditing, content filtering, Desktop, SecurityFusion and virus activity.

Stages of the setup process

This topic provides an overview of the SiteProtector system setup process.

The initial setup process provides a structured method for implementing, configuring, and integrating your SiteProtector system and your other IBM ISS products. This process is complex and incremental, meaning that some setup tasks cannot be performed until others have been completed. The setup process is divided into stages, and each stage has a specific purpose and goal.

Note: This guide only describes the best approach for setting up the SiteProtector system. The guide does not address alternate setup methods.

Related information

This guide provides an overview and checklist for each stage of the setup process. If you are an experienced SiteProtector system user or are using this guide only as a reference, then you can skip this information. Each chapter is designed to assist both users who are setting up a SiteProtector system for the first time and users who are using the guide as a product reference.

Stages

The following table describes the stages of the SiteProtector system setup process.

Stage	Description
1	SiteProtector System Configuration and Updates: • Configure the SiteProtector system components. • Update the SiteProtector system components. • Set up SiteProtector system users and permissions for the users.
2	Group Setup: • Develop a plan for organizing network assets and agents into groups. • Create the groups and subgroups to support the organizational plan. • Configure properties for the groups, such as membership rules and group-level permissions. **Reference:** See Chapter 15, “Setting Up Groups,” on page 165.

Stage	Description
3	Agent Setup: • Install, update, and configure the other IBM ISS products (agents) that you want to use with SiteProtector system, such as Desktop Protection products, appliances, sensors, and scanners. • Verify that the products are registered and configured to work with your SiteProtector system. **Reference:** See Chapter 19, “Setting Up Agents,” on page 213.
4	Policy Configuration: • Configure security policies and responses for your agents. • Configure Central Responses. • Configure ticketing. **Reference:** See the *SiteProtector System Policies and Responses Configuration Guide*.
5	Asset Setup: • Add critical network assets to your SiteProtector system that will be monitored by the agents. • Adjust asset grouping. **Reference:** See Chapter 21, “Adding Assets,” on page 237.

Next steps

After you have set up your SiteProtector system, you should install and configure any additional modules that you purchased.

- For information about using the Reporting Module, see the *SiteProtector System User Guide for Security Analysts*.
- For information about using SecureSync for failover, see the *SiteProtector - SecureSync Guide*.
- For information about using Third Party Module to display firewall events from third party firewalls in your SiteProtector system, see the *SiteProtector Third Party Module Guide*.

Chapter 2. The Configuration and Update Stage

This chapter provides an overview of the SiteProtector system configuration and update stage.

The first stage in setting up your SiteProtector system is the Configuration and Update stage. In this stage, you configure the SiteProtector system components, update the components to the latest versions, and set up SiteProtector system users.

The procedures in this stage are intended to configure and update the components that comprise a SiteProtector system, such as the Agent Manager, X-Press Update Server, and the Site Database.

Reference: For information about configuring and updating other products that work with a SiteProtector system, such as Network Sensor and Network Internet Scanner®, see Chapter 19, “Setting Up Agents,” on page 213.

Topics

“Overview of this stage”

“Checklist for this stage” on page 10

Overview of this stage

This topic provides an overview of the Configuration and Update stage.

Configuration

The SiteProtector system is designed with complex configuration options to meet your individual security requirements. When you configure your SiteProtector system for the first time, you must perform the configuration tasks in a specific sequence. If you do not follow this sequence during the initial setup, then some components might not be able to communicate properly with each other. The chapters in this part of the manual are organized according to the sequence you must follow when you configure and update a SiteProtector system.

Note: After you configure the SiteProtector system components the first time, you can change these configuration settings to meet your security needs.

Updates

IBM ISS regularly releases updates for the SiteProtector system. Some updates might have been released since you installed the product. IBM ISS recommends that you update your SiteProtector system as soon as possible in the initial setup process to ensure that you have the most current and secure versions of the software. These updates do not affect your configuration settings.

The X-Press Update Server must be configured and updated before you update the other SiteProtector system components because the XPU Server retrieves and delivers the updates.

Note: After you update the SiteProtector system components the first time, you should always apply the latest software updates as soon as they are released.

SiteProtector system users

The SiteProtector system automatically grants full access to the user who has installed it. You should have this user perform all the initial setup tasks. If you have to delegate any of these tasks to other users, you must first set up the users in your SiteProtector system, and then give them the permissions required to perform those tasks.

Important: Managing permissions in your SiteProtector system is complicated. You should review the entire setup process before you delegate any setup tasks to additional users.

Checklist for this stage

This topic provides a checklist for configuring and updating your SiteProtector system.

Checklist

The following table provides a task checklist to ensure that you perform all the tasks required to configure and update your SiteProtector system.

✓	**Task**
□	Start and configure the Console. See Chapter 3, "Configuring the Console," on page 13.
□	Set up licenses and tokens for the following: • your SiteProtector system • all the other IBM ISS products you plan to manage with your SiteProtector system See Chapter 4, "Setting Up Licenses," on page 27.
□	Configure Agent Managers. See Chapter 5, "Configuring Agent Managers," on page 41.
□	Configure the X-Press Update Server(s). See Chapter 6, "Configuring X-Press Update Servers," on page 47.
□	Update SiteProtector system components. See "Determining update status" on page 66.
□	Configure Event Collectors. Chapter 8, "Configuring Event Collectors," on page 87.
□	Enable the Event Viewer. See Chapter 9, "Enabling the Event Viewer," on page 93.

✓	Task
□	Configure Site Database maintenance. See Chapter 10, “Configuring the Site Database,” on page 97.
□	Add users and groups to SiteProtector system User Groups. See Chapter 11, “Configuring User Permissions,” on page 113.
□	Configure Event Archiver. See Chapter 12, “Configuring the Event Archiver,” on page 129.

Chapter 3. Configuring the Console

The chapter provides information about configuring Console options. The options you set in this chapter apply to any Site you access with the Console. You cannot set different Console options for different Sites.

Note: The Console is designed to operate without any custom configuration, so configuring the Console is optional. If the default Console settings accommodate your requirements, then you can skip the tasks in this chapter.

Topics

Configuring general options

Use general options to configure the default view, time zone, time format, exit prompt, subgroups, X-Force® Alertcon rating, Site group permission message, and to restore tab behavior.

Procedure

1. Click **Tools** → **Options**.
2. Click the **General** icon.
3. Specify the following Startup options:

Option	Description
Restore Tabs from previous session	Restores tabs from the previous session
Open Default View	Specifies the default view displayed when you open the Console
Time Zone	Specifies the time zone
Time Format	Specifies the date/time format in selection fields throughout the Console **Note:** Time format does not affect date/time format in portlets in the Summary view.
Prompt before console exit	Displays a confirmation window when you exit the Console
Include subgroups	Displays all subgroups when you expand folders in your Site
Show AlertCon / refresh every	Displays the X-Force AlertCon rating and automatically refresh it at the 15 minute interval you select
Show message regarding View permission on Site Group	Displays ″permission denied″ information when you do not have permission to view the current Site group
Set cell select mode in edit menu default to on	Cell Select Mode allows you to select a single cell at a time, instead of selecting the entire row in a table

4. Specify the following Table options:

Option	Description
Maximum number of rows to display	Specifies the maximum number of rows to display in tables in the Console
Font size	Specifies the font size of data in the Console
Show grid lines	Specifies whether to display grid lines in tables in the Console

5. Specify the following Auto Refresh options:

Option	Description
Refresh interval	Specifies the maximum number of rows to display in tables in the Console
Enable automatic refresh by default when opening a new tab	Enables automatic refresh for active consoles only or all consoles

Configuring logging options

Use logging options to configure how activity is recorded.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Logging** icon.
3. Select a **Root Logger** level from the list:

   Note: The default Root Logger level is Error. This setting should only be changed while troubleshooting.

Option	Description
Fatal	Shows only fatal messages
Error	Shows error and fatal messages
Warn	Shows warning, error, and fatal messages
Info	Shows info, warning, error, and fatal messages
Debug	Shows debug and all other levels of tracing. This level produces the highest volume of messages.
All	Shows all levels of tracing

4. Select an output type:

Option	Description
Standard Output	Sends logging information to the standard output device of the operating system
Text File	Saves logging information in a text file to the path you specify

5. Optional: To set the Root Logger level or output type for a specific area of the Console, click **Advanced**.

   Note: When you increase Root Logger levels, the Console uses more disk space for log files.

Configuring documentation options

Use documentation options to configure whether you want SiteProtector to retrieve security information and user documentation locally or from the IBM ISS Web site.

About this task

By default, security information and user documents are stored on the IBM ISS Web site. If you want to access those documents locally, you must download them and specify their paths. For detailed instructions, see the *SiteProtector System Configuration Guide*.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Documentation** icon.
3. Select the location of security information.

Option	Description
Local directory	Specifies the local directory where vulnerability documentation is retrieved
Remote URL	Specifies the remote URL where vulnerability documentation is retrieved **Note:** The path for vulnerability documentation on the IBM ISS Web site is http://www.iss.net/security_center/reference/vuln/

4. Select the location of documentation.

Option	Description
On SiteProtector Server	Specifies the SiteProtector Server where documentation is retrieved when you click **Help** → **SiteProtector Manuals**
On www.iss.net	Retrieves documentation from the IBM ISS Web site when you click **Help** → **SiteProtector Manuals**

Configuring browser options

Use browser options to configure how Web content and Anomaly Detection System (ADS) content is retrieved and displayed by the Console.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Browser** icon.
3. Specify the following browser options:

Option	Description
Use Proxy	Enables the Console to retrieve information from the Web if you are behind a firewall that blocks the Internet traffic
Proxy Host	Specifies the IP address or DNS name of the proxy server
Proxy Port	Specifies the proxy port number. **Note:** The default proxy port number is 8080.
View browser links in new window	Enables the Console to open ADS content in a separate browser window
Open links in existing browser tabs	Enables the Console to open ADS content in an existing browser tab **Note:** If you have selected to open links in existing browser tabs, when you open new ADS content, it replaces ADS content previously opened in the same tab.

Configuring global summary options

Use global summary options to specify what you want to see in the Summary view when you open the Console.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Global Summary** icon.
3. Select what you want to see in the Summary tab when you start the Console:

Option	Description
What's New in SiteProtector	Displays information about new functionality in the SiteProtector system
IBM Internet Security Systems™ homepage	Displays the IBM ISS Web site in the Summary view when you first open the Console
Custom Location	Displays the Web site you specify in the Summary view when you first open the Console

Configuring notifications options

Use Notifications options to specify the severity of notifications to display in the Console and to configure e-mail alerts for Critical or High severity notifications.

About this task

Note: E-mail notifications are only sent once, unless severity increases. Console notifications appear for each occurrence.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Notifications** icon.
3. Click the **Console** tab, and then select at least one Severity.
4. Click the **Email** tab.
5. Select a site from the list.
6. Select the **Send an email for every Critical and High severity notification** check box.
7. Type the SMTP Server and System Email.
8. Select or type e-mail addresses to send notifications.

Configuring report options

Use Report options to include your company logo on reports.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Report** icon.
3. Select a site from the list.
4. Browse for your company logo.

   Note: You can only have one image per site. Your image must be in jpg, png, or bmp format and cannot exceed 240 pixels in width or 96 pixels in height.
5. Click **Apply**.

Configuring authentication options

Use Authentication options if your Site requires a user certificate to log on to SiteProtector. The certificate may be from a Windows® store or from a smart card.

About this task

Note: Authentication options affect the fields that appear in the Logon to SiteProtector window. Your SiteProtector administrator should know how to configure the options for your Site.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Authentication** icon.
3. Do one of the following:
   - If you use the standard Windows certificate store, select **Local windows certificate store**, and then skip to the last step.
   - Select **Smart Card**.
4. Specify the location of your card reader's PKCS#11 library that the console needs to communicate with the smart card.

   Note: Check the documentation for your card reader to find the location of the library.
5. If you need to enter the personal identification number (PIN) for the smart card in the Logon to SiteProtector window, select the **Use login dialog field to enter pin** check box.

   Note: Do not select this check box if the smart card provides a keypad or its own window for the PIN.
6. Click **OK**.

Setting summary options

This topic provides information about settings summary view options.

Summary information

The following table describes the information that you can display on the Summary view.

Information	**Displays the following information:**
Agent Event History by Day	Displays a bar graph that illustrates the following information: • total number of high priority security events by day • total number of medium priority security events by day • total number of low priority security events by day • total number of all security events by day Provides navigation to the Analysis View (Event Analysis - Details) by clicking on the graph (High/Med/Low) or the days (Sun, Wed, Thurs, etc.) and prepopulates the Severity and Date filters
Agent Event History by Month	Displays a bar graph that illustrates the following information: • total number of high priority security events by month • total number of medium priority security events by month • total number of low priority security events by month • total number of all security events by month Provides navigation to the Analysis View (Event Analysis - Details) by clicking on the graph (High/Med/Low) or the days (Sun, Wed, Thurs, etc.) and prepopulates the Severity and Date filters
Agent Event History by Week	Displays a bar graph that illustrates the following information: • total number of high priority security events by week • total number of medium priority security events by week • total number of low priority security events by week • total number of all security events by week Provides navigation to the Analysis View (Event Analysis - Details) by clicking on the graph (High/Med/Low) or the days (Sun, Wed, Thurs, etc.) and prepopulates the Severity and Date filters

Information	Displays the following information:
Available Updates	The number of updates in the following categories: • Security content updates for SiteProtector system agents and for other agents • Product maintenance updates for SiteProtector system agents and for other agents • Product feature updates for SiteProtector system agents and for other agents
Offline/Stopped Agents	Shows the number of offline or stopped agents, by group, with navigation to the Agent tab. Data is shown for the selected group and up to two levels of subgroups
Scan Progress	Shows the number of scan jobs currently in progress and provides a link to the Properties tab for the Site where you can view all command jobs for the Site.
Site/[Group] Summary	• Name of the Site (may be the IP address of the Site Host) • Site port • Asset Count • Number of agents in the Site and how many are active **Note:** The SiteProtector system displays Site Summary information if you have selected a Site in the left pane and Group Summary information if you have selected a Group in the left pane.
[Site]/Group Summary	• Group Name • Group Description • Asset Count • Number of agents in the Group and how many are active **Note:** The SiteProtector system displays Group Summary information if you have selected a Group in the left pane and Site Summary information if you have selected a Site in the left pane.
System Health	• The number of components that are unhealthy, healthy, and have a warning • Provides a link to the Health Summary tab of each agent that has a warning • Provides a link to the Agent tab for the Site where you can view detailed information for each agent, but only if all components are healthy

Information	Displays the following information:
Ticket Status	• Displays the total number of critical, high, medium, and low priority tickets by status Provides navigation to Ticket view with Severity and Status filters set
Today’s Event Summary by Event Name	Lists all security events for the current day by Event Name and Severity and provides navigation to the Analysis View, Event Analysis - Details
Today’s Event Summary by Source	Lists all security events for the current day by source IP address and provides the following information for each event: • source IP address of the security event • number of high priority security events on the source IP address • number of medium priority security events on the source IP address • number of low priority security events on the source IP address • total number of security events in all priority categories for the source IP address Provides navigation to Analysis tab with Severity, Source, and Date filters set
Today’s Event Summary by Target	Lists all security events for the current day by target IP address and provides the following information for each event: • target IP address of the security event • number of high priority security events on the target IP address • number of medium priority security events on the target IP address • number of low priority security events on the target IP address • total number of security events in all priority categories for the target IP address Provides navigation to Analysis tab with Severity, Target, and Date filters set
Vulnerability History by Day	Displays a bar graph that illustrates the following information: • total number of high priority vulnerabilities by day • total number of medium priority vulnerabilities by day • total number of low priority vulnerabilities by day • total number of all vulnerabilities by day Provides navigation to Analysis view (Vuln Analysis - Details) with Severity and Date filters set

Information	Displays the following information:
Vulnerability History by Month	Displays a bar graph that illustrates the following information: • total number of high priority vulnerabilities for the month • total number of medium priority vulnerabilities for the month • total number of low priority vulnerabilities for the month • total number of all vulnerabilities for the month Provides navigation to Analysis view (Vuln Analysis - Details) with Severity and Date filters set
Vulnerability History by Week	Displays a bar graph that illustrates the following information: • total number of high priority vulnerabilities by week • total number of medium priority vulnerabilities by week • total number of low priority vulnerabilities by week • total number of all vulnerabilities by week Provides navigation to Analysis view with Severity and Date filters set
Vulnerability Summary by OS	Lists vulnerabilities for each operating system and provides the following information for each operating system: • total number of high priority vulnerabilities on the operating system • total number of medium priority vulnerabilities on the operating system • total number of low priority vulnerabilities on the operating system • total number of vulnerabilities in all categories on the operating system Provides navigation to Analysis view (Vuln Analysis - Target OS) with Severity and OS filters set

Configuring summary options

Use summary options to configure which portlets are displayed and how content is updated in the Summary view.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Summary** icon.
3. Select the **Update content on group change** check box to update data in the Summary view automatically when you select a new group in the My Sites pane.
4. Create a list of portlets to display in the Summary view.

   Note: You can move portlets up and down to control the order in which they are displayed in the Summary view.

Configuring asset options

Use asset options to configure the default Asset view, risk index, and how data is updated in the Asset view.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Asset** icon.
3. Specify the following asset options:

Option	Description
Update content on group change	Enables the Console to update data in the Asset view automatically when you select a new group in the My Sites pane
Asset Default View	Specifies the default when you open a new Asset view **Note:** Any custom views you save are available in this list.
Show vulnerabilities for the past	Specifies the number of days used to determine the risk index. The risk index appears in the Asset view as low, medium, or high. The risk index is the highest level vulnerability for an asset during the number of days you specify. The level of a vulnerability is determined by the X-Force Catastrophic Risk Index. **Tip:** It is a good practice to show vulnerabilities based on how often you perform system scans. For example, if you perform a system scan every 45 days, you should show vulnerabilities for the past 45 days.

Configuring ticket options

Use ticket options to configure the default Ticket view.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Ticket** icon.
3. Select the **Ticketing Default View**.

   Note: Any custom views you save are available in this list.

Configuring agent options

Use agent options to configure the default Agent view and how data is updated in the Agent view.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Agent** icon.
3. Specify the following agent options:

Option	Description
Update content on group change	Updates data in the Agent view automatically when you select a new group in the My Sites pane
Agent Default View	Specifies the Agent Default view **Note:** Any custom views you save are available in this list.

4. Click **Apply**, and then click **OK**.

Configuring analysis options

Use analysis options to configure how data is updated in the Analysis view.

Procedure

1. Click **Tools** → **Options**.
2. Click the **Analysis** icon.
3. Specify the following analysis options:

Option	Description
Update content on group change	Updates data in the Analysis view automatically when you select a new group in the My Sites pane
Analysis Default View	Specifies the Analysis Default view **Note:** Any custom views you save are available in this list.

Option	Description
Bring up blank by default	Opens analysis view without retrieving data **Note:** If you have selected to restore tabs in General options, consider bringing up the analysis view blank by default. If you bring up blank by default, you do not have to wait on the Console to retrieve data for the analysis view when you sign in to your Site.

Chapter 4. Setting Up Licenses

This chapter provides information about setting up licenses for your SiteProtector system and the other IBM ISS products that you want to use with the SiteProtector system.

Requirement

You *must* set up licenses and tokens for your SiteProtector system and other IBM ISS products as soon as possible in the initial setup process. Otherwise, you will not be able to use the full capabilities of your SiteProtector system or perform all the tasks described in this guide.

Archiving licenses

In the event that you have to reinstall and reconfigure your SiteProtector system, IBM ISS strongly recommends that you archive your licenses in a safe, remote location as soon as you receive them from IBM ISS.

Topics

What are licenses?

A license is issued to you for each IBM ISS purchase. The license verifies your right to use the product. The license contains the following information:

- the period of time that you can use the product
- the number of agents by type that you can use
- the number of IP addresses that you can scan with Network Internet Scanner or Enterprise Scanner
- the maintenance expiration date for the product (maintenance allows you to get updates for the product)

  Note: You must renew all maintenance dates yearly. If you do not renew your maintenance date, then you cannot get updates for the product after the expiration date.

Types

The following table describes the types of licenses that a SiteProtector system supports.

Type	Description	Components and Products
OneTrust License	An alphanumeric ID, called a token, is associated with your IBM ISS customer ID, and that identifies your OneTrust licenses. **Note:** If you have an earlier type of license for a product and you also have a OneTrust license for that product, your SiteProtector system uses the OneTrust license.	Issued for SiteProtector system components, Proventia Network Enterprise Scanner, and for Proventia Multifunction
	A serial number on an appliance that enables the appliance to download licenses	SiteProtector system appliance
Agent License	A file that contains the license key and other license information. The file has one of the following extensions: • .key (a text file that contains the license key and other license information) **Example:** IS500.key • .isslicense (a text file that contains the license key and other license information) **Example:** ISSInternetScanner.isslicense	Issued for all IBM ISS products *except* the following: • Proventia Multifunction • Proventia Network Enterprise Scanner

Separate licenses

IBM ISS accepts separate license files for the following:

IBM ISS Products:

- RealSecure® Network Gigabit
- RealSecure Server Sensor
- Internet Scanner software
- Proventia Desktop
- Proventia Network IDS
- Proventia Network IPS
- Proventia Network MFS

- Proventia Server

License requirement for updates

Before you can update any SiteProtector system components, you must set up at least one license in your SiteProtector system.

What are OneTrust tokens and OneTrust licenses?

The topic provides information about OneTrust tokens and OneTrust licenses and how these items are used with Proventia OneTrust licensing.

Tokens

The OneTrust token is an alphanumeric ID that IBM ISS distributes to you if you buy one of the following products:

- SiteProtector system
- Network Mulitfunction

The token is associated with your OneTrust license at IBM ISS.

Licenses

The OneTrust license contains the following information:

- the list of products that you have purchased
- the quantity of each product
- the maintenance plan expiration dates for the products
- the usage expiration for the products

The information in the license is encrypted. A SiteProtector system extracts and decrypts this information and displays it for you in the Console. As you purchase new products, your SiteProtector system automatically updates the information displayed in the Console.

Multiple tokens

Typically, you can expect to have one customer ID and one token. In some cases, your company might purchase products separately for different divisions within your organization. In this case, IBM ISS issues different customer IDs and tokens for the different divisions. The result is that you might have multiple tokens in your SiteProtector system for the different divisions. However, there can be only one license file that contains all licenses for this Site.

Proventia OneTrust licensing

Proventia OneTrust licensing is the latest licensing system for IBM ISS products.

Benefits

OneTrust licensing offers the following benefits:

- provides a single, simplified licensing process to acquire IBM ISS products
- decreases the time required to deploy IBM ISS products
- decreases the amount of license key management
- moves product usage and maintenance management to IBM ISS

Previous licensing

Previous licensing required a separate license key for each IBM ISS product order. OneTrust licensing requires a single token.

Access levels

The following table describes the four access levels.

Access Level	**Description**
Full Access	This level provides the following: • licensed use of purchased products • access to all products and features[a] • use of an unlimited quantity of purchased products • access to updates for purchased products This level has the following requirement: • the maintenance agreement on at least one product must be current
Limited Access	This level provides the following: • licensed use of purchased products • use of an unlimited quantity of purchased products • access to updates for purchased products This level has the following requirements: • the maintenance agreement on at least one product must be current • one of each purchased product type must be current
No Access	This level provides no access to any products or product updates.

Access Level	Description
Evaluation Access	This level provides the following: • access to all products and features • use of an unlimited quantity of purchased products • access to updates for purchased products This access level has the following requirements: • the maintenance agreement on at least one product must be current • one of each purchased product type must be current • you have 45 days of access only

Note: Some products might not be included because of third-party agreements, export compliance issues, or other factors.

Processes for using OneTrust licenses

This topic describes the automatic and the manual processes for using OneTrust licenses.

Process: automatic

The following table describes the automatic process for using OneTrust licensing.

Stage	Description
1	You purchase the OneTrust-enabled product.
2	IBM ISS generates the following information: • a unique customer ID associated with the customer account • a unique token associated with the customer ID • a license associated with the customer ID
3	You configure your SiteProtector system with your MyISS account or product order number, and then your SiteProtector system downloads from IBM ISS and enters the token for you automatically.
4	Your SiteProtector system displays the license information in the Console.
5	You deploy the OneTrust-enabled product and register it with your SiteProtector system.
6	When you attempt to update the product, IBM ISS determines whether you can download updates for the product based on the license. This stage is performed at the IBM ISS Web server.

Process: manual

The following table describes the manual process for using OneTrust licensing.

Stage	Description
1	You purchase the OneTrust-enabled product.
2	IBM ISS generates the following information: • a unique customer ID associated with the customer account • a unique token associated with the customer ID • a license associated with the customer ID
3	You use one of the following manual methods to obtain the token: • Obtain the token from IBM ISS through email. • Use your “MyISS” account to download the token. • Use the Manual Upgrader to download the token.
4	You manually enter the token.
5	You obtain the license manually from the IBM ISS Download Center and use the Import License feature to import the license to the correct location in your SiteProtector system.
6	Your SiteProtector system displays the license information in the Console.
7	You deploy the OneTrust-enabled product and register it with your SiteProtector system.

Downloading OneTrust licenses

This topic explains how to download OneTrust licenses.

Methods

The following table describes the two methods for downloading OneTrust licenses.

Method	Description
Automatic	You can configure your SiteProtector system to contact IBM ISS and download your licenses automatically. This method requires Internet access for your SiteProtector system and one of the following: • a token • a valid MyISS user name and password • a valid Onyx user name and password

Method	Description
Manual	You can download a license with the Manual Upgrader, and then import the file into your SiteProtector system manually. This method requires the Manual Upgrader software and Internet access on the computer where the Manual Upgrader is installed.

Task overview: manually downloading licenses

If your installation of your SiteProtector system does not have Internet access, then you can download your license with Manual Upgrader. Table 14 describes the tasks for manually downloading a license.

Task	Description
1	Download the license from IBM ISS with the Manual Upgrader. For more information about Manual Upgrader, including instructions for installing the software, see "Downloading update files with the Manual Upgrader" on page 79.
2	Import the license into your SiteProtector system.

Automatically downloading licenses

Use the Download Options window to configure your SiteProtector system to download license updates automatically from the IBM ISS Download Center.

Procedure

1. In the left pane, select Site Node.
2. Select **Tools** → **Licenses** → **OneTrust**. The OneTrust License Information window appears.
3. Select the **Licenses** tab, and then click **Download Options**. The Download Options window appears.
4. Select **Auto Download Licenses**.
5. Click **OK**.
6. Click**Add**, and then provide one of the following:
   - a token
   - a valid MyISS username and password
   - a valid Onyx username and password

   Your SiteProtector system uses this information to access the IBM ISS Download Center.
7. Click **OK**.

Downloading licenses with Manual Upgrader

This topic describes how to download a license with Manual Upgrader.

About this task

Note: To complete this procedure, you must have an agent license file.

Procedure

1. Double-click ManualUpgrader.exe.
2. Did the Specify Credentials window appear?
   - If *yes*, go to Step 3.
   - If *no*, go to Step 6.
3. Choose one or the available license options, then supply your license information.
4. Click **Open**. The EULA window appears.
5. Read and accept all licensing and export agreements. A Manual Upgrader alert window appears.
6. Do you want to receive a new catalog of available updates to the Web?
   - If *yes*, click **Yes**.
   - If *no*, click **Yes**.
7. In the Manual Upgrader menu bar, select **Licensing** → **Request a One Trust License**. The Token Requests window appears.
8. Do you want to manually enter your token?
   - If *yes*, type your token into the Manually enter a token box, and then click **Use Token**.
   - If *no*, type your user name and password in the section called Download a Token from IBM Internet Security Systems, and then click **Download Token**.
9. Repeat Step 8 for as many tokens as you want to enter. As you add tokens, the tokens are displayed in the **Current Token List** box.
10. To select the directory where you want to place your OneTrust license, click the ellipses (...) located to the right of the OneTrust License directory field, select a directory, and then click **OK**.

    Notes:
    - You can skip this step to accept the current directory. The current directory is listed in the box called Onetrust License directory.
    - You can store only one token file in a directory, but your token file can contain several tokens.
11. Click **Download OneTrust** License. If the operation is successful, a message appears stating that the OneTrust License is received.
12. Import the license into your SiteProtector system.

What to do next

For information about importing licenses into your SiteProtector system, see “Importing licenses” on page 35.

Importing licenses

Use the Choose Import Directory window to import a license manually.

Procedure

1. Copy the license directory that you want to import to your SiteProtector system Console.

   Note: The "license directory" refers to the directory you specified in Step 10 of the procedure, "Downloading licenses with Manual Upgrader" on page 34.
2. Select **Tools** → **Licenses** → **OneTrust**. The OneTrust License Information window appears.
3. Select the **License** tab, and then click **Remove**.

   Note: If no old license information exists in your SiteProtector system, the Remove button is not available. Go to the next step.
   Your SiteProtector system removes any old license information.
4. Click **Import**. The Choose Import Directory window appears.
5. Navigate to the directory that contains your licenses, and then select **Open**. Your license information appears in the **Licenses** tab.
6. Click **OK**.

Working with OneTrust tokens

This topic explains how to perform the following tasks:

- obtain tokens from IBM ISS
- add tokens to your SiteProtector system manually
- add tokens to your SiteProtector system automatically
- edit tokens
- delete tokens

Note: When you add, edit, or delete a token, the OneTrust license summary will reflect the changes.

Requirement

You must add the required tokens to your SiteProtector system before you can download or view the contents of your OneTrust license in the Console.

Obtaining tokens

To obtain your token, you can use one of the following methods:

- Contact your sales representative or go to ibm.com/services/us/iss for more information.
- Log on to MyISS or Onyx with a valid user name and password, and then copy the token.
- Configure your SiteProtector system to contact the IBM ISS Download Center, and then download the token for you automatically.

  See "Adding OneTrust tokens using the Internet" on page 36.
- Use the Manual Upgrader to download the tokens and licenses.

Adding tokens manually

Use the Add Token(s) window to add a token to your SiteProtector system manually.

About this task

Note: If your installation of your SiteProtector system does not have Internet access, then you must add tokens to your SiteProtector system manually. You must obtain your token before you perform this task.

Procedure

1. In the left pane, select the Site Node.
2. Select **Tools** → **Licenses** → **OneTrust**. The OneTrust License Information window appears.
3. Select the **Licenses** tab, and then click **Add**. The Add Token(s) window appears.
4. Select the **Token** option.
5. Type the 32-digit token number, and then click **OK**.

   Important: Make sure that you enter the token number correctly. Your SiteProtector system does not check the validity of the number you enter. If you enter the token number incorrectly, then the Summary tab does not show any licenses. Use the Edit button to reenter the token number correctly. You can use the copy and paste functionality to ensure that you enter the number correctly.

Adding OneTrust tokens using the Internet

If your Site is connected to the Internet, you can add a OneTrust token to the Console.

Procedure

1. Click **Tools** → **Licenses** → **OneTrust**.
2. Click the **Licenses** tab, and then click **Add**.
3. In the Add Token(s) window, do one of the following:
   - Type your MyISS or Onyx user name and password.
   - Type your token.
4. Click **OK.**

Editing tokens

Use the Edit Token(s) window to edit a token.

Procedure

1. In the left pane, select the Site Node.
2. Select **Tools** → **Licenses** → **OneTrust**. The OneTrust License Information window appears.
3. Select the **Licenses** tab.
4. Select the token you want to edit, and then click **Edit**. The Edit Token(s) window appears.
5. Type the correct token number, and then click **OK**.

Deleting tokens

Use the OneTrust License Information window to delete a token.

Procedure

1. In the left pane, select the Site Node.
2. Select **Tools** → **Licenses** → **OneTrust**. The OneTrust License Information window appears.
3. Select the **Licenses** tab.
4. Select the token you want to delete, and then click **Remove**. Your SiteProtector system displays a confirmation message.
5. Click **Yes**.

Obtaining agent and Desktop licenses

This topic describes the methods to obtain agent licenses with varying levels of security.

There are several ways to obtain agent licenses with varying levels of security. You should use the most secure method available.

Methods

The following table describes the methods for obtaining an agent or Desktop license.

Method	Description
Browser download	Download the license with your browser. This method takes advantage of the built-in Secure Sockets Layer (SSL) security in your browser.
Email	Request that IBM ISS send the license to you in an email with PGP encryption or without PGP encryption. If you want to use PGP encryption, then you must provide IBM ISS with your public PGP key to use this method. Please contact your sales representative or go to ibm.com/services/us/iss for more information.

Method	Description
Browser	Copy and paste the license from the text displays in the browser to your license repository.

Storing licenses

IBM ISS strongly recommends that you archive licenses in a secure, remote location separate from your SiteProtector system as soon as you receive them from IBM ISS. This practice ensures quick access to these items in the event that you must reinstall and reconfigure your SiteProtector system for any reason. If you misplace or lose your agent licenses, then you must request and wait for new ones to be issued.

Obtaining tokens

For information about how to obtain tokens, see “Working with OneTrust tokens” on page 35.

Adding and removing agent licenses

This topic explains how to add and remove the following types of licenses to your SiteProtector system:

- Agent and module licenses

Adding agent/module licenses

Use the Licenses tab to add an agent/module license for agents that do not use OneTrust licensing.

About this task

Note: Extensions are (.key) and (.isslicense).

Procedure

1. Click **Tools** → **Licenses** → **Agent/Module**.
2. Click the **Licenses** tab, and then click **Add**.
3. Type or select the **File name**.
4. Click **OK**.

Removing an agent/module license

Use the Licenses tab to remove an expired license if it cannot be updated.

About this task

Attention: Before you remove a license, be sure you no longer use any products licensed in the file.

Tip: If a license file contains licenses for multiple products, it appears more than once in the Name column on the Licenses tab. Click the Name column header to sort licenses alphabetically.

Procedure

1. Click **Tools** → **Licenses** → **Agent/Module**.
2. Click the **Licenses** tab, and then select the license you want to remove.
3. Click **Remove**.
4. Click **Yes**, and then click **OK**.

Chapter 5. Configuring Agent Managers

Components and agents communicate with the SiteProtector system either through the Agent Manager or the Sensor Controller. This chapter explains procedures related to using the Agent Manager.

Agents and components

The SiteProtector system regularly adds support for new agents. The following is a partial list of SiteProtector system components and agents that communicate with the Agent Manager:

- X-Press Update Server
- Event Archiver
- RealSecure Desktop 7.0 and Proventia Desktop
- Proventia Network IPS and Proventia Network MFS
- Proventia Server IPS and Proventia Server IPS for Windows
- Enterprise Scanner
- Proventia Network ADS

Secure communication

To ensure secure communication between the components and the Agent Manager, set up Agent Manager accounts before you configure the other SiteProtector system components that communicate with the Agent Manager.

Topics

What is the Agent Manager?

Description

The Agent Manager provides the following functions for SiteProtector system components and agents:

- manages the various command and control activities
- facilitates data transfer to the Event Collector
- accepts heartbeats
- provides updates for Proventia Desktop and Proventia Server IPS for Windows

Process

The following table describes the process for how SiteProtector system components and agents get policies and other important information from a SiteProtector system through the Agent Manager.

Stage	Description
1	The agent initiates a heartbeat to its Agent Manager.
2	The Agent Manager receives the heartbeat.
3	The Agent Manager compares the agent settings to its group settings to determine what data to send the agent.
4	The Agent Manager sends the agent the required data. The data sent can include any of the following: • no data • policy changes • files the agent requested when the agent sees that it is out-of-date • policy changes and updates

Heartbeat

A heartbeat is a scheduled request that includes the agent status and a request for the latest applicable policies. Poster-acceptor agents periodically send heartbeats to the Agent Manager, and the Agent Manager responds with any policies that have changed.

Heartbeats are encrypted HTTP or HTTPS requests. RealSecure Desktop 7.0 sends HTTP requests. All other poster-acceptor agents send HTTPS requests by default.

Note: Scheduled heartbeats do not affect security events.

Configuring Agent Manager properties

About this task

This topic explains how to configure Agent Manager properties. These settings control the following Agent Manager behaviors:

- how the Agent Manager installs Desktop Protection agents
- how the Agent Manager reports events from Desktop Protection agents
- how the Agent Manager responds when the connection with the Site Database is lost
- how agents authenticate communication with the Agent Manager

  See “Creating an Agent Manager account” on page 45.

Procedure

1. In the left pane, select the Site Node.
2. In the view drop-down menu, select **Agent**.
3. In the right-pane, right-click **Agent Manager**, and then select **Properties** from the pop-up menu. The Agent Manager properties tab appears.
4. In the left pane, select **Agent Properties**, and then click **Edit Agent Properties** in the right pane. The Policy Editor appears.
5. Edit the following properties as needed:
   - Communication Settings
   - Diagnostic Settings
   - Database Connection Loss Actions
   - Accounts
   - Proventia Desktop Access Control

   Note: For instructions on how to edit these settings, see the Policy Editor help.
6. Click **Save**, and then from the **File** menu, select **Exit**.

Viewing Agent Manager properties

This topic provides information about viewing Agent Manager properties.

Procedure

1. In the left pane, select the Site Node.
2. In the **Go to** list, select **Agent**.
3. In the right pane, right-click the **Agent Manager**, and then select **Properties** from the pop-up menu. The Properties tab displays the properties.

Agent Manager property descriptions

This topic describes the Agent Manager properties.

Property	Description
License State	Indicates whether the license for the Agent Manager is valid, such as Key Good.
Sensor Status	Status of the Agent Manager, such as Active.
Event Collector Connection Status	Status of the Agent Manager connection to its Event Collector, such as Online.
Version	Version of the Agent Manager, such as 6.9 (SP 7.1).
XPU Status	Status of the software version, such as Current.
Last Installed XPU	Version of the last software updated installed, such as SP 7.1.
Event Collector Assigned	Name of the Event Collector assigned to the Agent Manager, such as ComputerName_EventCollector.
Event Collector Keys Installed	Indicates whether the required encryption keys from the Event Collector are installed on the Agent Manager, such as Yes.
XPU Date	Date and time the last software update was installed, such as October 1, 2005 1:00PM.
Option Flag	Option flag set for the Agent Manager, such as Default.
Logging Level	Indicates the type of information created in the log files for the Agent Manager, such as Informational.
Event Port	The event port that the Agent Manager uses for communication, such as 914.
Control Port	The control port that the Agent Manager uses, such as Default.
Master Console	The name of the Console assigned Master Status.
Control Channel	The status of the control channel, such as Closed.
Engine UUID	The identification for the engine.
Last Modified by	The name of the component that last modified the Agent Manager and the date and time of the modification.

Creating an Agent Manager account

When an agent calls in to the Agent Manager, it authenticates with the account name and password. Therefore, the Agent Manager must be configured with an account before you can use it to generate desktop protection builds.

Procedure

1. Select **Agent** from the **Go to** list.
2. Select the Agent Manager, and then click **Object** → **Properties**.
3. Click **Agent Properties**.
4. Click the **Edit Agent Properties** link.
5. In the Agent Manager Properties window, select **Accounts**.
6. Click **Add**.
7. Type an **Account Name**.
8. Click **Enter Password**, type and confirm a password, and then click **OK**.
9. Type or select a **Database Severity Threshold**.
10. Type a short description, and then click **OK**.

Assigning Agent Managers to agents

This topic explains how to assign Agent Managers to agents. If you can assign a more than one Agent Manager, them in order in which you want them to be used.

Procedure

1. In the left pane, right-click the group that contains the agent, and then select **Manage Policy**.
2. Right-click the **Default Repository**, and then click **New** → **Policy**.
3. In the Create New Policy window, select **Group Settings** for **Policy Type**, and then type a **Policy Name**. The Group Settings policy opens in a tab.
4. Select the **Agent Manager List** tab.
5. If the Agent Manager you want to select appears in the Agent Manager Information list, go to Step 8.
6. Click **Add**.
7. To select an Agent Manager that is on another Site, type the information in the fields, and then go to Step 11.
8. Click **Choose an Agent Manager**.
9. Select the Agent Manager to use, and then click **OK**.
10. On the Add Agent Manager Information window, click **OK**.
11. If the list contains more than one Agent Manager, select the primary Agent Manager, and click the up arrow to move the primary Agent Manager to the top row.
12. Click **OK**.
13. Close policy window, and click **Yes** to confirm saving the changes.
14. Check the **Deploy This New Version** check box, and then click **OK**.
15. In the Deploy Policy window, select **Targets** and check each group that you want to deploy the policy to.
16. Click **OK**.

Chapter 6. Configuring X-Press Update Servers

You must configure the XPU Server before you can update your SiteProtector system. This chapter provides information about the following X-Press update Server (XPU Server) tasks:

- configuring the integrated XPU Server that is installed with the Application Server
- installing and configuring XPU Servers on remote computers

Topics

What is the X-Press Update Server?

The X-Press Update Server (XPU Server) provides a secure, streamlined method for updating your SiteProtector system and other the IBM ISS products that you manage with your SiteProtector system.

The SiteProtector system installation includes one integrated XPU Server as part of the Application Server, but you can install additional stand-alone XPU Servers on other computers.

Integrated XPU Server

The integrated XPU Server is installed on the Application server and is completely integrated with the Application Server. The XPU Server cannot be separated or removed from the Application Server without uninstalling the entire Application Server. In addition, you cannot install an additional XPU Server on the Application Server.

The XPU Server integrated on one instance of your SiteProtector system can be used as the remote XPU Server for another instance of your SiteProtector system. For example, the integrated XPU Server on Site A contacts the integrated XPU Server on Site B for updates.

Stand-alone XPU Servers

A stand-alone XPU Server can be installed separately on non-Application Server computers using the Deployment Manager. Stand-alone XPU servers can be added and removed without affecting the Application Server.

A stand-alone XPU Server can be used by an integrated XPU Server or by another standalone XPU Server for updates.

For example, the integrated XPU Server on Site A contacts a stand-alone XPU Server. The stand-alone XPU Server then contacts another stand-alone XPU Server for updates.

Downloading updates

Integrated and stand-alone XPU Servers can download updates directly from xpu.iss.net. By default, an XPU server is configured to download updates directly from this location. This default setting requires that the XPU Server have Internet access.

In some cases, an XPU server does not have Internet access or is specifically configured not to contact the Internet. In these cases, you can set up XPU cascading. XPU cascading allows you to point the XPU Server to another XPU server, and then point that XPU Server to another, and so on. Eventually, one XPU Server must connect to the Internet to download the updates. If you do not have any XPU Servers in your SiteProtector system installation that can contact the Internet, then you must manually download the updates using one of the following methods:

- Manual Upgrader
- an Internet browser that connects to the IBM ISS download center

Configuring the Server Settings policy

This topic provides instructions for configuring the Server Settings policy.

About this task

The Server Settings policy controls the following XPU Server behaviors:

- whether an XPU Server can download updates from other XPU servers including https://xpu.iss.net
- how much bandwidth an XPU Server can use when sending updates to SiteProtector system components and agents
- what types of information the XPU Server sends to the log files

Procedure

1. In the left pane, select the group that contains the X-Press Update Server.
2. In the **Go to** list, select **Agent**.
3. In the right pane, right-click the **X-Press Update Server**, and then select **Manage Policy**. The Policy tab appears.
4. In the right-pane, expand **Policy Types Not Deployed**.
5. Right-click **Server Settings**, and then select **Open Policy**.

Note: For a new installation, the X-Press Update Server is in the **Locally Configured Agents** group.

6. Configure the following options:

Option	Description
Download from other XPress Update Servers	Select this option if you want the XPU Server to be able to download updates from another XPU Server or from xpu.iss.net. Default Setting = Enabled
Throttle downloads to clients	Select this option to limit the bandwidth that your SiteProtector system can use for downloading XPUs from the XPU Server. If you select this option, then you must set the following: • Maximum number of connections allowed to the XPU Server • Maximum bandwidth in kilobytes per second that the XPU Server can use
Logging	Select the type of information you want your SiteProtector system to record in the XPU Server log files: • Debug • Info • Warn • Error
Maximum number of log files	The number of log files to maintain **Note:** A new log file is created for every restart.
Rotate Log Files	When to close a log and start a new one • Every Restart • Every Day
Status Page: Enable detailed status page	Allows more information to be displayed on your status page (http://your_IP_address:3994/updateserver/status)
Heartbeating Interval	How frequently the X-Press Update Server heartbeats in **Note:** Under normal circumstances it should not be necessary to increase the frequency.

7. Click **Save All**.

Configuring the XPU Settings policy

The XPU settings policy controls how the XPU Server downloads, installs, and manages updates for itself only.

About this task

Advanced Parameters are used for debugging problems with updates and certain communication settings. Advanced parameters are unnecessary for most users.

Procedure

1. In the left pane, select the group that contains the X-Press Update Server.
2. In the **Go to** list, select **Agent**.
3. In the right pane, right-click the **X-Press Update Server**, and then select **Manage Policy**. The Policy tab appears.
4. In the right-pane, right-click **XPU Settings**, and then select **Open Policy**.
5. Select the **XPU** tab, and then configure the following options:

Option	Description
Automatically download updates	Select this option to automatically download updates for the XPU Server when they are available.
Automatically install updates	Select this option to automatically install updates for the XPU Server after they are downloaded. Do not select this option if you want to manually install updates for the XPU Server.
Check for updates every X hours	Select how often you want the XPU Server to check for available updates. The default value is once every 24 hours.

   Note: These settings do not control how the XPU Server downloads, installs, and manages updates for other SiteProtector system components or agents. This topic provides instructions for configuring XPU settings.

6. Select the **Servers** tab, and then add, remove, and edit the servers from which the XPU Server can download updates.

   Reference: For instructions on how to configure an XPU Server to download updates from another XPU Server, See “Configuring XPU Servers to download from other XPU Servers” on page 54.

7. Click **Save All**.

Setting up additional stand-alone XPU Servers

This topic provides information about setting up and configuring additional stand-alone XPU Servers. These servers cannot be installed on the Application Server.

After you set up the stand-alone XPU servers, you can configure the stand-alone XPU servers to connect to IBM ISS for updates, and then configure the integrated XPU Server to download updates from the stand-alone XPU Server. This approach allows you to download updates from IBM ISS without allowing your Application Server Internet access.

Important: Do not install additional stand-alone XPU Servers until after you have installed your SiteProtector system. If you try to install additional stand-alone XPU Servers before you install your SiteProtector system, then it will be difficult for you to provide required information during the XPU Server installation.

Before you begin

When you install an additional XPU Server, the installation program asks for certain information that is used to automatically configure some XPU Server settings for you. To ensure that you have this information during the installation process, IBM ISS recommends that you perform the tasks in the following table before you install the additional XPU Servers.

Task	Description
1	Set up a license for the XPU Server. See “Proventia OneTrust licensing” on page 30.
2	Create an Agent Manager account for the XPU Server (optional). You will need the following information during the installation: • Account name • Password See “Creating an Agent Manager account” on page 45.
3	Create and configure the group where you want to put the XPU Server, including the Agent Manager settings, or obtain the name of an existing group (optional). You will need the name of the group during the installation. See “Creating groups” on page 173.

Task	Description
4	Obtain information about the Agent Manager that the XPU Server will connect to. You will need this information during the installation: • name (optional) • IP address or DNS name where the Agent Manager is installed • Port • Account name and password for the Agent Manager account (optional)
5	If the XPU Server will need access through a firewall or proxy server, then obtain the information about the firewall or proxy server. You will need the following information during the installation: • IP address • port

Installing an additional XPU Server

This topic describes how to install an additional XPU Server.

Procedure

1. Connect to the Deployment Manager on the computer where you want to install the XPU Server.

   Note: Do not install the XPU Server on the same computer where the Agent Manager is installed. If you do, then the Agent Manager might experience performance issues.
2. Select **Install SiteProtector**. The SiteProtector Installation page appears.
3. Select **Additional X-Press Update Server Installation**. The Prerequisites page appears.
4. Review the prerequisites, and then click **Next**. The Prepare to Install window appears.
5. Click **Install**. The File Download window appears.
6. Click **Open**. The InstallShield Wizard Welcome window appears.
7. Click **Next**. The License Agreement window appears.
8. Review the terms of the license agreement, click **I Accept**, and then click **Next**. The Choose Destination Location window appears.
9. Select a destination folder, and then click **Next**. The X-Press Update Server Configuration (Specify Agent Manager location) window appears.
10. Complete the following fields, and then click **Next**:

Field	Description
Name	The name of the Agent Manager that the XPU Server will connect to. **Example:** AgentManager_100
Address (IP or DNS)	Either the IP address or DNS where the Agent Manager is located.

Field	Description
Port	The port the XPU Server should use to communicate with the Agent Manager. (3995 is the default port.)
Account Name	The user name the XPU Server should use to initiate communication with the Agent Manager.
Password	The password the XPU Server must use to initiate communication with the Agent Manager.

The X-Press Update Server Configuration (Specify SiteProtector Group Name) window appears.

11. Complete the following fields, and then click **Next**:

Field	Description
SiteProtector Group Name	The name of the group where you to put the XPU Server. If you leave this field blank, then your SiteProtector system puts the XPU Server in Ungrouped Assets.
X-Press Update Server security mode	One of the following: • Trust all, which allows other servers to connect to the XPU Server every time it attempts a connection; no certificates are used for authentication. • First time trust, which allows other servers to connect to this XPU Server one time only. After the first connection, the XPU Server uses the connecting server's certificate to authenticate all future connections. • Explicit trust, which requires this XPU Server to use a local certificate to authenticate the server it is connecting to.
Primary IP	If the local computer has more than one network interface, select the IP address that will be used for XPU Server communication.
Address (IP or DNS)	If the XPU Server will require access through a firewall or proxy server, then enter the IP address or DNS of the firewall or proxy server.
Port	The port through which the XPU Server will access the firewall or proxy server.

The Archival: Private Key Archival window appears.

12. In the **Folder** box, type the location where you want to archive private keys, and then click **Next**.

    Tip: IBM ISS recommends that you archive keys on a removable medium. The Ready to Install the Program window appears.

13. Click **Install**. The InstallShield Wizard Complete Window appears.
14. Click **Finish**.

15. Configure the XPU Server settings as described in this chapter.

Configuring XPU Servers to download from other XPU Servers

This topic provides instructions for setting up an XPU Server to download updates from another XPU Server.

Important: Do not use the procedures in this topic to configure XPU Servers for Proventia Network MFS or Proventia Network IPS.

Purpose

After you set up stand-alone XPU Servers, you can configure the integrated XPU Server to download updates from the stand-alone XPU Server, rather than the IBM ISS download center. This approach is useful for customers who want to prevent the Application Server from accessing the Internet but still want to download updates from IBM ISS.

Cascading

You can use the XPU Server cascading feature where the local XPU server is installed on the Application Server and the remote XPU server is not installed on the Application Server.

Note: The remote XPU server for a given SiteProtector system instance can be an XPU server installed on the Application Server of a different SiteProtector system instance.

Task overview

The following table describes the tasks for configuring an XPU Server to download updates from another XPU Server.

Task	Description
1	Verify that the Download from other X-Press Update Servers option is enabled for the XPU Server. This option is enabled by default.
2	Add an XPU Server to the list of possible servers that the XPU Server can download from, and move it to the top of the server list.

Required information

Before you configure an XPU Server to download updates from another XPU Server, you must obtain the following information about the XPU Servers that you are configuring:

- IP address or DNS name
- Port (default port is 3994)

XPU Server list

In XPU Server settings, you can set up a list of XPU Servers and direct the XPU Server to download updates from the servers in the list. An XPU Server can only download updates from one server at a time. The XPU Server contacts the servers in the order listed. For example, the XPU Server attempts to contact the first server in the list. If this server is unavailable, then the XPU Server attempts to contact the next server in the list. The process continues until the XPU Server successfully establishes communication with one of the servers in the list.

In XPU Server settings, you can manage this list as follows:

- add servers to the list
- remove servers from this list
- change the order in which the servers are listed

Verifying that XPU Server can download from other servers

This topic describes how to verify that the XPU Server is configured to download from other XPU Servers.

Procedure

1. In the left pane, select the group that contains the X-Press Update Server.
2. In the **Go to** list, select **Agent**.
3. In the right pane, right-click the **X-Press Update Server**, and then select **Manage Policy**. The Policy tab appears.
4. In the right-pane, right-click **Server Settings**, and then select **Open Policy**. The Policy tab appears.
5. Verify that the **Download from other XPU Servers** option is enabled.

Adding XPU Servers to the XPU Server list

This topic describes how to add an XPU Server to the list of available servers that the XPU Server can download from.

Procedure

1. In the left pane, select the group that contains the X-Press Update Server.
2. In the **Go to** list, select **Agent**.
3. In the right pane, right-click the **X-Press Update Server**, and then select **Manage Policy**. The Policy tab appears.
4. In the right-pane, right-click **Server Settings**, and then select **Open Policy**. The Policy tab appears.
5. Select the **Servers** tab The pane displays the Download from these X-Press Update Servers list.
6. Click **Add**. The Add XPU Server window appears.
7. Complete the following fields:
   - **Name**
   - **Host or IP**
   - **Port**
   - **Proxy Host**
   - **Proxy Port**
   - **Proxy User**
   - **Proxy Password**
   - **Trust level**
8. Click **OK**. The XPU Server is added to the list. The XPU Server that you are configuring can now download updates from this XPU Server.

9. Select the XPU Server you added, and then click Up to move it to the top of the list. The XPU Server attempts to contact this server first for updates.

Securing XPU Servers

Unprotected X-Press Update Servers are vulnerable to malicious attacks and software piracy. Unauthorized distribution of IBM ISS software can violate your license agreement. IBM ISS recommends that you protect XPU Servers from unauthorized remote access. To secure this communication, consider implementing the following:

- firewalls or proxies between X-Press Update Servers and the Internet
- RealSecure Server Sensors or Proventia Server IPS for Windows on computers where X-Press Update Servers are installed
- secure trust levels
- SSL certificates

Proxy servers

A proxy server can allow or deny the XPU Server access to the Internet based on the XPU Server's User-Agent string.

If the XPU Server accesses the Internet using a proxy server, then you must make sure that the proxy server is configured to allow the User-Agent string called "UpdateMirrorWorker." The XPU Server sends this User-Agent string when it tries to access the Internet through a proxy server.

Trust levels

The following table describes the trust levels you can establish between XPU Servers and other XPU Servers.

Level	Description
Trust all	The client trusts the server and does not try to validate the certificate.
First time trust	The client trusts the first certificate it receives from the server and stores this certificate locally. The client uses this certificate to validate all future communication with this server.
Explicit trust	The server's certificate must reside on the client's local directory before the agent or component can initiate communication with the server. Typically, the server's certificate is transferred to the client outside the standard communication channels.

Server SSL certificates

SSL certificates are used to validate a server's identity when an XPU Server attempts to communicate with the server. Typically, an XPU Server stores certificates locally and then tries to match it to the certificate that the server sends during the communication startup. If these certificates do not match, the XPU Server shuts down the connection.

The certificate is created when you install the XPU Server.

Clustering XPU Servers

Clustering XPU Servers can improve performance and provide failover. You can cluster with or without load balancing.

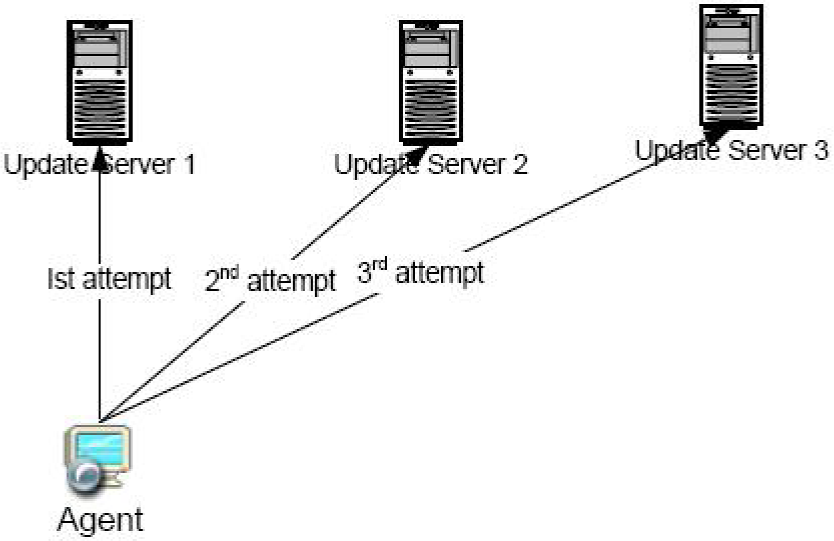
Load balancing

Load balancing tries to distribute the workload to the available servers evenly so that the work is done more efficiently and so that failover can occur smoothly. IBM ISS does not support the clustering of X-Press Update Servers with load balancing; however, IBM ISS recommends that you use the mod_rewrite program that is free with Apache software.

Note: If you want robust load balancing, consider using a commercial solution such as Cisco's Local Director or Microsoft® Network Load Balancing.

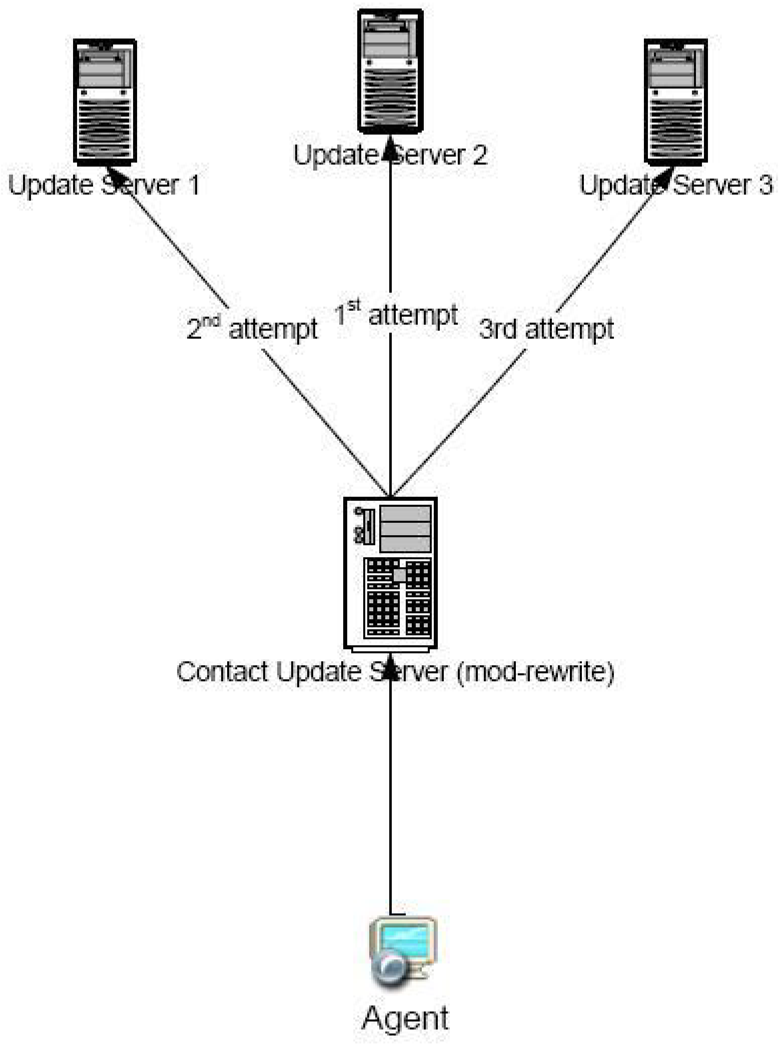
Option 1: Clustering without load balancing

When you configure a list of X-Press Update Servers, agents connect to a list of X-Press Update Servers in a round-robin fashion. Agents try to connect with the first server on the list. If the first connection fails, the agent attempts to connect to the second server on the list, and so on, as shown in the following figure:



Option 2: Clustering with load balancing

Apache software provides a free mod_rewrite program that can redirect agents to X-Press Update Servers in a way that distributes the workload. The contact server randomly redirects agents to each X-Press Update Server in the group:



Reference: For information about configuring the mod_rewrite module to perform load balancing, refer to your Apache Web server documentation.

Configuring XPU Servers for manual updates

This topic explains how to download update files for the XPU Server manually get updates directly from the IBM ISS Download Center.

The X-Press Update Server is designed to keep itself updated with the latest features and fixes from the IBM ISS Web site. However, for security reasons, some users do not have access to the Internet from their SiteProtector systems.

Task overview

The following table describes the tasks for configuring an XPU Server to update itself manually.

Task	Description
1	Download the required update files from the IBM ISS Download Center.
2	Add a required license file to the XPU Server, and configure the Update Server.conf file.
3	Modify the XPU Server's file structure.

Downloading an update file

Use the Manual Upgrader to download update files.

See "Downloading update files with the Manual Upgrader" on page 79.

Configuring the XPU Server for updates

This topic describes how to modify the XPU Server's file structure.

About this task

The XPU Server also requires a specific file structure for self-updating. The integrated XPU Server uses a different file structure than a stand-alone XPU Server.

Procedure

1. Navigate to the XPU Server's Apache2 directory.

Server	Default Path
Integrated XPU Server	\Program Files\ISS\SiteProtector\Application Server\webserver\Apache2
Stand-alone XPU Server	\Program Files\ISS\SiteProtector\X-Press Update Server\webserver\Apache2

2. Create a folder within the Apache2 directory called XpuSelf as follows:

   \Program Files\ISS\SiteProtector\X-Press Update Server\webserver\Apache2\XpuSelf
3. In the XpuSelf directory, create a SiteProtector folder as follows:

   \Program Files\ISS\SiteProtector\X-Press Update Server\webserver\Apache2\XpuSelf\SiteProtector
4. Put the XPU_5_1.xml catalog file in the SiteProtector directory.

5. In the SiteProtector directory, create an UpdateServer directory as follows:

   \Program Files\ISS\SiteProtector\X-Press Update Server\webserver\Apache2\XpuSelf\SiteProtector\UpdateServer
6. Move the XPU files to the Update Server directory. The XPU Server is configured to update itself manually. The self-update could take several hours or more, depending on the policy settings for the XPU Server.

Chapter 7. Updating Your SiteProtector System

This chapter provides information about the following:

- updating your SiteProtector system
- updating agent security content
- updating your SiteProtector system manually

Requirement

You must update your SiteProtector system with the latest software updates before you configure the other components. This approach ensures that you have the latest, most secure and reliable IBM ISS software available.

Topics

Section A: Updates Overview

This section provides information about the update process and the types of updates that IBM ISS provides for its products.

Note: The information in this section applies to all other IBM ISS products such as Network Sensor and Server Sensor.

Topics

Update process

This topic explains the following:

- the stages of a typical update process
- the types of update files required during the update process
- the statuses that components and agents might show during the update process.

Note: The information in this topic assumes that the XPU Server is configured with Internet access. For information about updating agents and components without Internet access, see Manually Updating Agents and Components.

Updating components and agents

The update process relates to:

- Legacy agents (Network Sensor, Server Sensor)
- Database Service Packs
- SiteProtector Core XPU
- Event Collector XPU
- Agent Manager XPU

The update process does not relate to the Update Server, Event Archiver, Proventia Network MFS or Proventia Network IPS.

Typical process

The following table describes a typical update process.

Stage	Description
1	The SiteProtector system checks the IBM ISS Web site for new catalog files once every 24 hours by default.
2	If a new catalog file is available, then the SiteProtector system retrieves the new catalog file.
3	The SiteProtector system reviews the information in the catalog file to determine that available product or component updates.
4	The Console updates the status of components to reflect whether updates are available. If an update is available for a component, then the component’s status is Out of Date.
5	The SiteProtector system downloads the update files to a repository on the Application Server when you make an XPU request.
6	The Sensor Controller applies the update files to the Out of Date components (according to your scheduling settings) or applies the update files when you initiate the process.

Required files

The following table describes the files required during an update:

Required File	Description
License file	• a file that allows you to use and update the IBM ISS products • required for the SiteProtector system Export Compliance check that ensure all updates and downloads meet Export Compliance laws
Catalog file	• contains information about the updates available for the product or component • the SiteProtector system uses the information in this file to determine the status of components • available from the IBM ISS Download Center • downloaded automatically if your Site has Internet connectivity
Update file	• contains the content for the update • available from the IBM ISS Download Center • downloaded automatically if your Site has Internet connectivity

X-Press Updates

An X-Press Update (XPU) is a software release that contains new security content, including the following:

- new signatures
- new checks
- revised signatures
- revised checks
- revised policies that address security issues

Agents

IBM ISS provides XPUs for all agents, including the following:

- Desktop Protection agents such as Proventia Desktop
- appliances such as Proventia Network MFS and Proventia Network IPS
- agents such as Network Sensor, Server Sensor, and Proventia Server IPS
- scanners such as Network Internet Scanner and Network Enterprise Scanner vulnerability assessment application

SiteProtector system components

IBM ISS provides XPUs for the following SiteProtector system components:

- the Site Database
- the XPU Server

- Event Archiver

Cumulative and incremental XPUs

The following table describes the differences between cumulative and incremental XPUs.

Type of XPU	Description
Cumulative XPU	• used for agents such as Network Sensor and Server Sensor • contains all the changes released in previous XPUs • when you install a cumulative XPU, the SiteProtector system updates the agent with all current signature and code changes • when you remove a cumulative XPU, the SiteProtector system returns the agent to its previous state before the XPU was applied
Incremental XPU	• used for agents such as Network Internet Scanner • contains only the changes since the previous XPU • does not include changes from prior XPUs • when you install an incremental XPU, the SiteProtector system automatically installs any prior XPUs not already installed • when you remove an incremental XPU, the SiteProtector system removes only the most recently applied XPU. To remove all changes, you must remove each previously applied XPU separately to return the agent to its previous state

Naming conventions

XPUs are numbered based on the following format:

XPU a.b

b increments with each XPU

a increments with each major change in the XPU stream*b*

Examples:

- RealSecure Server Sensor Policy Update for XPU 22.36
- RealSecure Server Sensor Policy Update for XPU 22.37
- RealSecure Server Sensor Policy Update for XPU 23.2

Required XPUs for agents that use policies

When you update an agent that uses policies, the SiteProtector system applies two XPUs:

- the XPU that updates the agent
- the XPU that updates the policy

If you manually download XPUs, then you must make sure you download both required files for agents of this type.

Example: You are downloading update files for Network Internet Scanner manually. You must download the following XPUs:

- XPU called Internet Scanner 7.0 SP2 - XPU 7.2.10, which updates the agent
- XPU called Internet Scanner Policy XPU for Internet Scanner 7 (XPU 7.2.10), which updates the policies

Service packs

A service pack is a software release that includes any of the following:

- product fix
- product enhancement
- new security content

The release might include a new agent, new manager, daemon binary, or some combination of files. If you have a strict change control process, then you might be required to manage service packs in the same way that you manage full releases.

Agents

IBM ISS provides service packs for all agents, including the following:

- Desktop Protection agents such as Proventia Desktop
- Sensors such as Network Sensor and Server Sensor
- Scanners such as Network Internet Scanner vulnerability assessment application

SiteProtector system components

IBM ISS provides service packs for the following SiteProtector system components:

- SiteProtector Core component, which includes the Application Server, Sensor Controller, and an integrated XPU Server
- Event Collector
- Agent Manager
- SecurityFusion module
- Database
- Console

Obtaining service packs

You can obtain a service pack from the following:

- product interface
- IBM ISS Download Center
- product CD

Naming conventions

Service packs are named and numbered based on the following format:

Product/Component Name Version **Service Pack** *x.y*

Examples:

- Agent Manager 6.9 Service Pack 6.23
- SiteProtector Database 2.0 Service Pack 5.13
- Event Collector 6.9 Service Pack 1.12

Section B: Updating SiteProtector System Components

This section provides information about updating your SiteProtector system.

Before you begin

Before you update your SiteProtector system, you must complete the following tasks:

- Set up licenses for your SiteProtector system.
  See Chapter 4, “Setting Up Licenses,” on page 27.
- Configure the XPU Server.
  See Chapter 6, “Configuring X-Press Update Servers,” on page 47.

Topics

“Determining update status”

“Applying updates to SiteProtector system components” on page 67

“Applying updates to the SiteProtector Core component” on page 69

Determining update status

This topic explains how to determine the update status of a SiteProtector system component or an agent.

Update statuses

The following table describes the available update statuses for SiteProtector system components.

Component	Status	Description
• SiteProtector Core • Agent Manager • Site Database • Event Collector • SecurityFusion module • Third Party Module	Current	No updates are available for the component.
	Out of Date	Updates are available for the component, and you must update the component.
	Error	An error condition exists.
	In Progress	The SiteProtector system is updating the component.
	blank	The component is not reporting its update status to the SiteProtector system.

Reference: "Determining whether security content updates are available" on page 71 for information about agent update statuses.

Determining the update status

This topic describes how to determine the update status of a SiteProtector system component.

Procedure

1. In the left pane, select the Site Node.
2. In the **Go to** list, select **Agent**.
3. Locate the component in the Update Status column. This column shows the update status for the component.

Applying updates to SiteProtector system components

This topic explains how to apply updates to SiteProtector system components.

Note: You cannot remove updates from SiteProtector system components.

Task overview

After you install the SiteProtector system, some SiteProtector system components might be Out of Date, which indicates that updates have been released since you installed the product. In this case, you must update all of the SiteProtector system components and follow this sequence.

Task	Description
1	Update the following components if updates are available: • Site Database • Event Collector • Agent Manager

Task	Description
2	Update the SiteProtector Core component. This update includes an update for the Console. After you update the Core component, the status of other components might change to Out of Date, indicating that additional updates are available as a result of the Core update.
3	Update any components whose status changed to Out of Date. If you are updating more than one component, then update the components in this order: • Event Collector(s) • Database XPUs • Database Service Packs • Agent Manager(s) • Deployment Manager • SecurityFusion module **Note:** The recommended sequence might vary depending on the release. See the release notes for more information.

Applying an update to a SiteProtector system component

Use the Schedule Update window to apply updates to SiteProtector system components.

Procedure

1. In the left pane, select the Site Node.
2. In **Go to** list, select **Agent**. The Agent view appears in the right pane.
3. In the right pane, right-click the component you want to update, and then select **Updates** → **Apply XPU**. The Schedule Update window appears.
4. Do you want to update the agent immediately?
   - If *yes*, select Run Once in the Recurrence Pattern section, click **OK**, and then go to Step 5.
   - If *no*, schedule a command job to update agents on a recurring basis, and then click **OK**.

   Note: If you selected Run Once to install the update immediately, then the installation process begins. If you scheduled the update to install at later time, then the installation process will begin at the time you set.
   For immediate installations, the SiteProtector system displays progress as follows:

Indicator	Description
Overall progress	Indicates progress of the entire update process
Current step progress	Indicates progress of each individual step in the update process; the text box displays a summary of the current step

The End User License Agreement window appears.

5. Review the agreement, and then select **I Accept**. The Select XPU window appears.
6. Select the type of update you want to install:
   - Security Content
   - Product Maintenance
   - Product Features
7. When you are ready to install the updates, click **Finish**.

   Important: If you are updating the SiteProtector Core component, then the process can take up to 45 minutes. Do not reboot during this time.
8. Click **Finish** when the installation process is finished.

Applying updates to the SiteProtector Core component

The process for updating the SiteProtector Core component is different from the process for updating other SiteProtector system components. The XPU downloads an installation file that you must run from the Application Server computer to install the update.

Before you begin

Check the following before you begin to update the SiteProtector Core component:

- You must have administrative rights to log on to the Application Server computer.
- You must supply the credentials for an account with administrative access to the SQL Server database.
- You must close all local consoles.

During the installation

The following table describes the major steps of the installation program.

Installation Step	Result
System check	Before the core update begins, the program checks for the following: • Disk space The installation stops if insufficient disk space is available. • Database space The installation stops if insufficient database space is available. • System memory A warning is issued if system memory is too low. • Processor speed A warning is issued if the processor speed is too low.

Installation Step	Result
Antivirus handling	• On an Application Server computer, the update presents a list of known antivirus programs found on the computer that you should shut down. • On the SiteProtector appliance, the Proventia Server services are shut down and restarted after the update.
Installation	As the installation runs, the current step is shown in the installation program window.
If the update fails	The installation program identifies the step on which the installation failed to use for troubleshooting.

Process

The following table describes the process to follow to update the SiteProtector Core component.

Stage	Description
1	Download the SiteProtector Core XPU through the standard Apply Update process for the SP Core component. Watch for important messages that provide information about pre- and post-installation requirements. **Note:** When the download completes, the SP Core version will not change.
2	Run the Core Update from the Application Server. Click **Start** → **Programs** → **ISS** → **SiteProtector** → **Install SiteProtector 2.0 SP8**. The installation program guides you through the process.

Section C: Applying Security Content to Agents

The speed with which you update your agents with the latest signatures and checks can make or break the security of your network. To save time, the SiteProtector system provides a streamlined process for applying the security content of X-Press Updates (XPUs) to multiple agents.

Scope

This section applies only to appliances that are new to the IBM ISS product line, such as the latest versions of the Proventia Network IPS and Proventia Network IDS. The procedures for updating or removing other XPU content are as follows:

- To update or remove software updates from agents, you must use the agent's local management interface. These updates are referred to in SiteProtector system as major or minor features. See the documentation for the agent that you want to configure.
- To update or remove security content from earlier Proventia Network IPS and Proventia Network IDS, you must use the agent's local management interface.

Agent security content

Agent security content consists of updates that prevent threats, vulnerabilities, or other security issues from occurring. Security content updates for the Proventia Network IPS and Proventia Network IDS are referred to as Protocol Anomaly Module (PAM) updates.

Topics

“Determining whether security content updates are available”

“Updating agent security content” on page 72

“Verifying an agent's update history” on page 74

“Removing agent security content” on page 75

Determining whether security content updates are available

The SiteProtector system provides an easy way to determine whether agent updates are available and to verify the status of those updates. The statuses covered in this topic apply to following agent updates:

- security content
- software or firmware

Update Status column

The Update Status column lets you sort agents so that agents that require updating (Out of Date status) appear first in the list. You can right-click a selection of these agents and apply multiple updates at the same time.

Update status messages

The following table lists status messages in the Update Status column of the Agent view. These messages appear in the status column as details of the “Out of Date” messages.

Update Status	Description
Not licensed	Agent is not licensed. You must provide a valid license before you can update this agent.
Critical Content	Time-sensitive security content is available for this agent. Consider updating this agent as soon as possible. You can update this content in the SiteProtector system and in the agent’s Proventia Manager.
Content	Security content is available for this agent. Consider updating this agent. You can apply these updates in the SiteProtector system and in the agent’s Proventia Manager.
Maintenance	Time sensitive software updates that may contain important bug fixes are available. You must apply these updates in the agent’s Proventia Manager.
Minor Features	Software updates that contain enhancements to existing features or user interfaces are available. You must apply these updates in the agent’s Proventia Manage.
Major Features	Software updates that contain new features or user interfaces are available. You must apply these updates in the agent’s Proventia Manager.

Note: Depending on the agent, some of the statuses listed in this table may not appear.

Updating agent security content

When you update the security content of certain agents, the SiteProtector system lets you apply updates to multiple agents and skip several steps in the update process so that agents can begin to use this content without delay. This topic provides a procedure for updating agent security content with the Apply XPU option.

How it works?

The Apply XPU option discovers, downloads, and applies the latest security content of an X-Press Update to a selected agent, folder, or group of agents. The Apply XPU option appears when you right-click an agent in the Agent view.

Important: The procedure in this topic applies only to certain agents. To determine whether this option is available for an agent, right-click the agent in the Agent view, and then verify that the Apply XPU option is available (not dimmed) on the pop-menu.

How long does it take to update agents?

The update process begins shortly after you select the Apply XPU option. Depending on the number of agents you are updating, this process may take several minutes. You can monitor the progress of these updates, including the overall XPU status, in the Command Jobs window.

Note: The SiteProtector system first tries to contact the agent that you are trying to update. If the first attempt is unsuccessful, the agent will continue to contact the SiteProtector system as part of its normal communication process until the update can be applied successfully.

Requirements for applying security content updates to multiple agents

The following requirements apply if you select multiple agents in the Agent view or select a folder from the grouping tree:

- If the group you select contains different versions that belong to the same agent type, the SiteProtector system applies the updates that are required to update each agent to the latest version.
- If the group you select contains agents or components that belong to different agent types, the SiteProtector system prompts you to choose the agent type that you want to update.

  Note: You can update only one agent type at a time.

Updating agent security content of an agent or agents

This topic describes how to update the security content of an agent or agents.

Procedure

1. Select the Agent view.
2. Do one of the following:

If you want to apply the update to...	Then do this...
a single agent in the Agent view	Right-click the agent that you want to update, and then select **Updates** → **Apply XPU** from the pop-up menu.
multiple agents in the Agent view	Use the Windows shift-click (or cntrl-click) command to select agents you want to update, right-click the agents, and then select **Updates** → **Apply XPU** from the pop-up menu.
a folder in the grouping tree	Right-click the group that you want to update, and then select **Updates** → **Apply XPU** from the pop-up menu.

   Note: If you are updating groups of agents, make sure that you apply updates to agents that are of the same type.
3. To verify the progress, right-click the active group, and then select Properties from the pop-up menu. The Properties window for the current group appears.

   Note: You must view the progress of updates, including individual policy updates, at the group level.

4. Select the **Command Jobs** icon from the left column, and then do the following:

To view the...	**Then do this....**
cumulative progress of the updates	View the top pane of the Command Jobs window. The progress of the entire group is displayed in a single status bar.
progress for each agent update	View the bottom pane of the Command Jobs window. The progress for an individual agent is provided in a separate status bar under the **Activity** tab. When an update finishes, the job that corresponds to this update is removed from the list.

5. If you want to review the progress of a command job after it has completed, right-click the command job, and then select **Open** from the pop-up menu.
6. If you want to stop or rerun an update, right-click the command job that corresponds to the update that you want to run, and then select one of the following options from the pop-up menu:
   - **Cancel**
   - **Rerun**

Verifying an agent's update history

Use the Command Jobs window to verify an agent's update history.

About this task

After you apply an update or group of updates, you may need to verify details of the command job or determine whether it was run successfully. The SiteProtector system provides a detailed history of updates that have been applied to an agent or group of agents in the Command Jobs window.

Procedure

1. Right-click the agent, component, or active group folder and then select **Properties** from the pop-up menu. The Properties window appears.
2. Select the **Command Jobs** icon from the left column. A list of command jobs appears in the Command Jobs window.
3. Sort the **Command** column so that the **Apply XPU** commands appear first in the list, and then locate the job that you want to view.
4. Right-click the job that you want to view, and then select **Open** from the pop-up menu.
5. Expand the Apply XPU window to navigate to the details of each individual update.

Removing agent security content

Security content updates can sometimes cause agents to perform in ways that you do not expect. To alleviate this, the SiteProtector system lets you remove security content that was last applied to an agent without affecting software updates.

Important: The procedure in this topic applies only to certain agents. To determine whether this option is available for an agent, right-click the agent in the Agent view, and then verify that the Remove Last XPU option is available from the pop-up menu.

How it works

The Remove Last XPU option removes the update or group of updates that was last applied to this agent or, in other words, returns each agent to the XPU state that existed before the last update.

Why the Remove Last XPU option does not always remove updates?

Because there is a limit to the number of updates you can remove from an agent, the Remove Last XPU option may not always remove updates, as illustrated in the example in the following table.

Stage	Action	Result
1	Apply security update 1.2 to the following agents: • Agent A (1.0) • Agent B (1.1)	• Agent A (1.2) • Agent B (1.2)
2	Apply security update 1.3 to Agent A (1.2) only	• Agent A (1.3) • Agent B (1.2)
3	Remove Last XPU from the following agents: • Agent A (1.3) • Agent B (1.2)	• Agent A (1.2) • Agent B (1.1)
4	Remove Last XPU from the following agents: • Agent A (1.2) • Agent B (1.1)	• Agent A (1.0) • Agent B (1.1)

Note: When the Remove Last XPU option is applied to Agent B in Stage 4, no remaining updates can be removed from this agent. Therefore, Agent B's version does not change.

Removing a security content update

This topic describes how to remove a security content update from an agent.

Procedure

1. Open the Agent view.
2. Do one of the following:

If you want to remove updates from...	Then do this...
a single agent in the **Agent** view	Right-click the agent that you want to update, and then select **Updates** → **Remove Last XPU** from the pop-up menu.
multiple agents in the **Agent** view	Use the Windows shift-click (or cntrl-click) command to select agents you want to update, right-click the agents, and then select **Updates** → **Remove Last XPU** from the pop-up menu.
a folder in the grouping tree	Right-click the group that you want to update, and then select **Updates** → **Remove Last XPU** from the pop-up menu.

   Note: If you are updating groups of agents, make sure that you apply updates to agents that are of the same type.

3. To verify the progress of the removal job, right-click the active group, and then select **Properties** from the pop-up menu. The Properties window appears.

   Note: You must view the progress of update removal jobs, including individual jobs, at the group level.

4. Select the **Command Jobs** icon from the left column, and then view the status bar in the top pane to verify the progress of the removal job.
5. Select the **Command Jobs** icon from the left column, and then do the following:

To view the...	Then do this....
cumulative progress of the removal jobs	View the top pane of the Command Jobs window. The progress of the entire group is displayed in a single status bar.
progress for each removal job	View the bottom pane of the Command Jobs window. The progress for an individual agent is provided in a separate status bar under the **Activity** tab. When an update finishes, the job that corresponds to this update is removed from the list.

6. If you want to review the progress of a command job after it has completed, right-click the command job, and then select **Open** from the pop-up menu.
7. If you want to stop or rerun a removal job, right-click the command job that corresponds to the one that you want to configure, and select one of the following options from the pop-up menu:
   - **Cancel**
   - **Rerun**

Section D: Applying Updates without XPU Server Internet Access

This section provides information about a manual method for updating the SiteProtector system and other IBM ISS products. The method described in this section is intended for customers whose XPU Server is not configured with Internet access. This method requires that you manually download the required update files, store them in the correct folders, and apply the updates manually.

Topics

“Update process without XPU Server Internet access”

“Downloading update files with the Manual Upgrader” on page 79

“Downloading update files from the IBM ISS Download Center” on page 80

“Copying update files to the XPU Server” on page 81

“Manually refreshing component or agent status” on page 84“Updating the Update Server and the Event Archiver” on page 84

Update process without XPU Server Internet access

The manual process for updating the SiteProtector system components and agents is complex and can take a significant amount of time to finish. This topic provides an overview of the manual update process.

Process

The following table describes the tasks required to update components and agents manually.

Stage	Description
1	Configuring the XPU Server. Turn off automatic downloads in the XPU Server settings. This action prevents the SiteProtector system from deleting the catalog file you manually put on the Application Server. See “Configuring the XPU Settings policy” on page 50.

Stage	Description
2	Downloading the files to your computer. Use the Manual Upgrader utility to download the required update files to a computer that has access to the Internet. This computer does not have to be a computer where the SiteProtector system is installed. See "Downloading update files with the Manual Upgrader" on page 79. **Note:** As an alternative, you can download the files individually from the IBM ISS Download Center, but you must identify each required file and copy it to the required subdirectories manually. See "Downloading update files from the IBM ISS Download Center" on page 80.
3	Setting up the file storage on your computer. Copy the required update files to the computer where the XPU Server resides. You can copy the files to either of the following: • The integrated XPU Server on the Application Server • A stand-alone XPU Server See "Copying update files to the XPU Server" on page 81.
4	Refreshing the SiteProtector system components and agents to refresh the status level. Restart the Sensor Controller service to refresh the status of your SiteProtector system components and agent. See "Manually refreshing component or agent status" on page 84. **Note:** This stage happens automatically (without a restart) according to the schedule set in SP Core Properties.
5	Updating the components and agent updates. Update the SiteProtector system components and agents with the update files you downloaded. • See "Applying updates to SiteProtector system components" on page 67. • "Section D: Updating Agents" on page 227.

Downloading update files with the Manual Upgrader

The Manual Upgrader is a utility that you can use to retrieve update files from the IBM ISS Download Center, including the following:

- XPUs for agents
- XPUs for policies
- service packs
- OneTrust licenses
- Catalog files

You might use the Manual Upgrader if the XPU Server cannot access the IBM ISS Download Center for any reason. The utility is available on the IBM ISS Download Center in the Other Section of the SiteProtector system area.

Advantages of the Manual Upgrader

An update to the SiteProtector system often requires a large number of files. That number may increase substantially depending on the number of agents at the Site. The Manual Upgrader offers the following advantages over downloading the files individually:

- The Manual Upgrader identifies all the packages and downloads all the files you need, including those for any prerequisites.
- The Manual Upgrader saves each file in the subdirectory where it is needed to perform the update.
- The Manual Upgrader is scriptable so you can create a job to run it daily. See the Read Me file for the Manual Upgrader for detailed instructions.

Installing the Manual Upgrader

This topic describes how to install the Manual Upgrader.

Procedure

1. Obtain the Manual Upgrader files from one of the following locations:
   - Product CD

     The file is located in the following folder:

     \accessories\ManualUpgrader
   - IBM ISS Download Center

     The application is located in the SiteProtector system area under “Other Downloads.”
2. Copy the Manual Upgrader directory to a computer that has Internet access.
3. If you obtained the file from the IBM ISS Download Center, then you must extract the zip file to a directory.

   Note: If you enable the Use Folder Names option when you extract the zip file, then the program extracts the files to a directory called “ManualUpgrader.” The Manual Upgrader is available to use.

Running the Manual Upgrader

This topic describes how to run the Manual Upgrader.

Procedure

1. On the computer where you installed the utility, navigate to the folder that contains the program.
2. To complete the process, refer to the Read Me file that comes with the Manual Upgrader.

Downloading update files from the IBM ISS Download Center

This topic explains how to download update files from the IBM ISS Download Center.

File name requirements

Some programs, such as Internet Explorer and WinZip, automatically add a .zip extension to file names when they download files. The XPU Server cannot locate files with a .zip extension. If you use a program such as Internet Explorer or WinZip to download the update files, then you must rename the files after you download them and remove the .zip extension.

License requirements

You can only download update files that are released prior to the expiration date for the maintenance agreement for your agents and components. If you do not see an XPU listed on the IBM ISS Download Center or if you are unable to see the XPU after you download the file, then you should check the maintenance expiration date on the license to ensure that it has not expired.

Locating files

The following table lists the locations of update files on the IBM ISS Download Center Web page.

Files	How files are listed
Agent XPUs	Agent XPUs are listed by their product name and version number.
Policy XPUs	Policy XPUs are listed under the SiteProtector system section by their product name and version number.
Service packs	Service packs are listed by their product name and version number.

Required files for SiteProtector system components

The following table lists the required files that you must download when you are updating SiteProtector system components.

Component	Cumulative Updates	Required Files
SiteProtector Core	No	Service Pack
Agent Manager	No	Service Pack

Component	Cumulative Updates	Required Files
Site Database	No	Service Pack XPU
Event Collector	No	Service Pack
Deployment Manager	No	Service Pack
SecurityFusion	No	Service Pack
X-Press Update Server and Event Archiver	No	XPU

Required files for agents

The following table lists the required files that you must download when you are updating agents that use policies.

Product	Cumulative Update	Required Files
Network Sensor	Yes	Agent XPU Policy XPU
Server Sensor	Yes	Agent XPU Policy XPU
Proventia appliances	Yes	Database Service Packs
Proventia Desktop	Yes	Database Service Packs
Network Internet Scanner	No	Agent XPU Policy XPU

Copying update files to the XPU Server

After you download the required files to update the agent or the SiteProtector system component, you must copy the files to the appropriate directory on the computer where the XPU Server is installed. You can use either the integrated XPU Server that is installed on the same computer as the Application Server or an XPU Server that is installed on a separate computer.

If you did not download the required files to the computer where the XPU Server is installed, then you must transfer the files to that computer.

Required directories

You must copy the required files to specific directories on the computer where the XPU Server is installed. If these directories do not exist, then you must create them before you can apply the updates.

Important: When you create the directories, you must spell and capitalize the directory names exactly as described in this topic. The directories described in this topic assume that you are creating the directories on the integrated XPU Server. If you are creating the directories on a remote XPU Server, then you must create the directories in the following directory on the computer where the remote XPU Server is installed:

\Program Files\ISS\SiteProtector\X-Press Update Server\webserver\Apache2\ htdocs\XPU\

Note: The Manual Upgrader creates all subdirectories in the correct relative paths. Copy them to the \htdocs\XPU\ path as is.

Required directories for SiteProtector system components

The following table lists the required directories for update files and OneTrust license files for the SiteProtector system.

Update File	Required Directory
Site Database updates	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\SiteProtector Example filenames: DB_XPU_ DB_SP
SiteProtector system component updates and service packs	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\SiteProtector Example filenames: DepMan_ RSEvntCol69_ AgentManager69_ SP2_
SiteProtector catalog files	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\SiteProtector Example filenames: XPU_2_6.xml RiskIndex.xml

Required directories for agents

The following table lists the required directories for agents.

Update File	Required Directory
Network Sensor non-policy updates	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\RealSecure Example filename: RSNetSnsr70_MU_

Update File	Required Directory
Server Sensor non-policy updates	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\RealSecure Example filename: RSSvrSnsr70_MU_
Proventia Network IPS non-policy updates and catalogs	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\Proventia\G-Series
Proventia Network MFS non-policy updates and catalogs	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\Proventia\M-Series
Network Internet Scanner non-policy updates	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\InternetScanner Example filename: XPressUpdate7_
Catalog Files	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\SiteProtector Example filenames: XPU_2_5.xml RiskIndex.xml
Policy updates	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\SiteProtector Example filenames: SPIS_POLICY_ SPNS_POLICY_ SPSS_POLICY_ SPIA_POLICY_
Enterprise Scanner	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\Proventia\ES-Series
Proventia Network IDS	\Program Files\ISS\SiteProtector\ Application Server\webserver\Apache2\ htdocs\XPU\Proventia\A-Series

Manually refreshing component or agent status

Restarting the Sensor Controller ensures that the agents and components show the correct status, “Out of Date,” in the Console.

Note: The SiteProtector system updates a status automatically according to the schedule that you set in SP Core Properties. You must restart the Sensor Controller only if you need to update a status immediately.

Before you begin

Before you restart the Sensor Controller, verify that no scheduled command jobs are running. If you restart the Sensor Controller while the command jobs are running, then the jobs will fail.

Procedure

On the Application Server, restart SiteProtector Sensor Controller Service using Windows service management.

Note: After you restart the Sensor Controller, the status of the agents and components should change to “Out of Date.” If the status changes to “Unknown,” then the Sensor Controller will re-read the catalog file to determine what updates are available and update the statuses.

Updating the Update Server and the Event Archiver

Follow the instructions in this topic to update the Update Server and the Event Archiver.

Before you begin

Before you update the Update Server or the Event Archiver, do the following:

1. Download all available updates and catalog files and download your OneTrust tokens using the ISS Download Center or the Manual Upgrader.
2. Import the OneTrust tokens and license documents into the OneTrust licensing dialog.

Updating the Update Server

Procedure

1. Open an **Agent** tab in the Console, and then select the group containing the Update Server that you want to update.
2. Right-click the Update Server, then select **Manage Policy**.
3. In the right pane, right-click the **Server Settings** policy, and then click **Open**.
4. Clear the **Download from other X-Press Update Servers** check box.
5. In the navigation pane, select the Update Server again.
6. In the right pane, right-click the **XPU Settings** policy, and then click **Open**.
7. On the **XPU** tab, clear the **Download updates automatically** check box.
8. On the same tab, verify that the **Install updates automatically** check box is selected.
9. Save the policies, and then Deploy your policy changes to the Update Server.
10. Refresh the Update Server agent.
11. Copy XPU_5_1.xml to the Update Server's \XpuSelf directory.
    - For the Update Server on the Application Server:

      \ISS\SiteProtector\Application Server\webserver\Apache2\XpuSelf\SiteProtector
    - For a standalone Update Server:

      \ISS\SiteProtector\X-Press Update Server\webserver\Apache2\XpuSelf\SiteProtector
12. Create a directory named UpdateServer in the path from Step 11.
13. Copy the Update Server update files into the UpdateServer directory that you just created.
14. If you want to update your Update Server immediately, restart the SiteProtector Web Server service on the Update Server computer.

    Note: If you do not restart the server, the Update Server is updated the next time its self-update process runs, which is every 24 hours by default.

Updating the Event Archiver

Procedure

1. Open an **Agent** tab in the Console, and then select the group containing the Event Archiver that you want to update.
2. Right-click on the Event Archiver, then select **Manage Policy**.
3. In the right pane, right-click the **XPU Settings** policy, and then click **Open**.
4. On the **XPU** tab, clear the **Download updates automatically** check box.
5. On the same tab, verify that the **Install updates automatically** check box is selected.
6. Save the policy, and then Deploy your policy changes to the Event Archiver.
7. Refresh the Event Archiver agent.
8. Copy XPU_5_1.xml to the Event Archiver's XpuSelf directory:

   \ISS\SiteProtector\Event Archiver\XpuSelf\SiteProtector
9. Create a directory named EventArchiver in the path from Step 8.
10. Copy the Event Archiver update files into the EventArchiver directory that you just created.
11. If you want to update your Event Archiver immediately, restart the ″SiteProtector Event Archiver″ service on the Event Archiver computer.

Note: If you do not restart the server, the Event Archiver is updated the next time its self-update process runs, which is every 24 hours by default.

Chapter 8. Configuring Event Collectors

The Event Collector is configured to function without any additional configuration. The tasks in this chapter are optional. These tasks are intended for customers who want to implement Event Collector failover and customize the Event Collector settings.

Topics

What is the Event Collector?

The Event Collector gathers security data generated by an agent and directs the data to the SiteProtector Database for storage and processing. Agents pass security data to the Event Collector in real-time. There is no persistent storage on the agents. If the agent loses communication with the Event Collector, the agent caches the security data until it reestablishes communication with the Event Collector.

Agents and components

An Event Collector is assigned to the following SiteProtector system components and agents:

Agents

- Network Internet Scanner
- Network Sensor
- Proventia Network IPS
- Proventia Network IDS
- Server Sensor

SiteProtector system components

- Deployment Manager
- Other Event Collectors
- SecurityFusion module
- Third Party Module
- Agent Managers

Assigning Event Collectors

The following table describes the methods for assigning Event Collectors to agents.

Method	Description
Manual	You can manually assign an Event Collector to an agent at any time. **Reference:** See "Assigning a different Event Collector to an agent."
Auto-Assignment with Deployment Manager	When you install an agent with Deployment Manager, the agent is automatically assigned an Event Collector as follows: • The Deployment Manager creates a registration file for the agent. • The Sensor Controller retrieves the registration file, processes it, and then assigns an Event Collector to the agent. • If you have more than one Event Collector, then the Site Database chooses the Event Collector with the fewest number of agents assigned to it. **Reference:** See "Installing agents with the Deployment Manager" on page 215.
New Agent Wizard	When you use the New Agent Wizard to register an agent with the Site, you select an Event Collector to assign to the agent. **Reference:** See "New Agent Wizard" on page 218.

Assigning a different Event Collector to an agent

Specific situations can require you to assign an agent or Site database (Site DB) to a different Event Collector.

About this task

Examples of when to change an Event Collector:

- Malfunction of the computer where the Event Collector is installed
- Addition of a new Event Collector to improve performance
- Custom installation requiring a Site DB to a remote Event Collector

Tip: Ensure you have installed the Event Collector to which you want to reassign the agent or Site DB. Leave the default Event Collector in place, but do not associate agents with it.

Procedure

1. Select the group that contains the agent you want to assign to a different Event Collector.
2. Select **Agent** from the view list.
3. Select the agent, and then click **Action** → **Configure Agents** → **Assign Event Collector**.

Note: This command reassigns a single agent to a different Event Collector. To reassign multiple agents at the same time, use the **Reassign Event Collector** command.

4. Select the new Event Collector from the list, and then click **OK**.

Event Collector failover process

Event Collector failover is the process of automatically directing events to a secondary Event Collector if the primary Event Collector becomes unavailable.

Data preservation

Agents are capable of storing events on the computer where the agent is installed until an Event Collector becomes available. This approach ensures that you do not loose important security data while the Event Collector is unavailable.

Process

The following table describes the stages of the Event Collector failover process.

Stage	Description
1	The Site Database performs an initial check on the primary Event Collector's status at the rate of one check every 10 minutes. You can change the frequency of the initial check using the Daily Frequency parameter.
2	If the Site Database detects that primary Event Collector status is any one of the following, then the Site Database fails over to the secondary Event Collector: • not responding • unknown • stopped or stopping • paused or pausing • error • offline
3	The Site Database continues to perform subsequent checks on the primary Event Collector's status at the rate of one check every 5 minutes until it is available again, and then it fails back to the primary Event Collector. You can change the frequency of the subsequent check using the WAITFORRDELAY parameter.
4	When the primary Event Collector becomes available again, you manually redirect the agents back to the primary Event Collector.

Configuring Event Collectors for failover

This topic explains how to configure Event Collectors for failover.

Before you begin

Before you configure Event Collectors for failover, you must complete the following tasks:

- Use the Deployment Manager to install an additional Event Collector; this Event Collector serves as the secondary "backup" Event Collector.

  See the *SiteProtector System Installation Guide*.
- Verify that the Application Server is set up as a key administrator on the secondary Event Collector.
- Obtain the following database scripts from the IBM ISS product CD, and then put them in any directory on the Site Database:
  – Accessories\ECAutoFailover\AutoChangeECid.sql
  – Accessories\ECAutoFailover\CreateSP.bat
  – Accessories\ECAutoFailover\ECJob.sql

About this task

The following table describes the parameters that control the frequency with which the Site Database checks the primary Event Collector's status.

Parameter	Description
Daily frequency	Controls how often the SiteProtector system performs the initial check of the primary Event Collector's status. **Default:** One check every 10 minutes
WAITFORDELAY	Controls how often the SiteProtector system performs the subsequent checks of the primary Event Collector's status after it becomes unavailable. **Default:** One check every 5 minutes

Configuring a secondary Event Collector

Procedure

1. On the Site Database, open a Windows command prompt, and then run the CreateSP.bat script.
2. Start the Microsoft SQL Enterprise Manager.
3. Select the **Tree** tab, and then expand the server group and server that contain the Site Database.
4. Expand the Management folder, expand **SQL Server Agent**, then select **Jobs**.
5. Double click the AutoChangeECid.sql job in the table on the right pane. The AutoChangeECid Properties window appears.
6. Click the **Steps** tab, and then double click the first row in the table (ID 1). The Edit Job Step window appears.
7. In the **Command** field, designate the primary and secondary Event Collector as follows, and then click **OK**.
   - replace Event_Collector_A with the name of the primary Event Collector
   - replace Event_Collector_B with the name of the secondary Event Collector

   Example: ATL100_EC01
8. To change how often the database performs initial checks on the primary Event Collector's status:
   - Click the **Schedules** tab, and then double click the first row in the **Command** field.
   - Click **Change**.
   - Set the **Occurs every __minute** field as appropriate, and then click **OK**.
9. To change how often the Site Database performs subsequent checks on the primary Event Collector's status:
   - Select the **Tree** tab, and then expand the server group and server that contains the Site Database.
   - Select **Databases** → **RealSecureDB** → **Stored Procedures**.
   - Right-click the dbo.iss_AutoChangeECid script, and then select **Edit** from the menu.
   - Locate the following line in the script:

     ’WAITFORDELAY ’00:05:00’
   - Set how often you want the Site Database to perform the subsequent checks in the following parameter:

     ’00:05:00’

     Example: For 1 check every 10 minutes, type the following:
     ’00:10:00’
   - Select **Query** → **Execute**.

Chapter 9. Enabling the Event Viewer

This chapter provides information about enabling and using the Event Viewer. You can enable the Event Viewer if you want to view unprocessed security events outside of the SiteProtector Console. The Event Viewer is designed primarily for troubleshooting.

Topics

What is the Event Viewer?

The Event Viewer is a program that runs independently from the Console and provides an alternative method for viewing events that are generated by the Event Collector.

Secure communication

Communication between the Event Collector and the Event Viewer is always authenticated and encrypted.

Overview process

The following table describes the process of transmitting events from the Event Collector to the Event Viewer.

Stage	Description
1	The Event Collector generates event log files.
2	The Event Viewer connects to the Event Collector.
3	The Event Viewer retrieves events from the event log files on the Event Collector.
4	The Event Viewer filters these events, based on user-defined settings, and then displays them.

Enabling the Event Viewer

This topic tells how to enable the Event Viewer.

Procedure

1. In the left pane, select the group that contains the Event Collector.
2. In the **Go to** list, select **Agent**.
3. In the right pane, right-click the **Event Collector**, and then select **Properties** from the pop-up menu. The Event Collector properties tab appears.
4. Click **Agent Properties**.
5. Click **Edit Agent Properties**. The Event Collector Properties window appears.
6. Select the **General** tab, and then click **Advanced**. The Advanced Event Collector Configuration window appears.
7. In the Event Collector logging section, set the following options:

Option	Description
Enable event logging to log files	Select this option if you want to view events with the Event Viewer.
E.C. log file directory	Specify a location where you want to save event log files on the Event Collector.
Switch log files	Specify how often you want the Event Collector to create a new log file. You can specify the interval in MB or seconds. **Example:** Create a new log file every 10 MB or 120 seconds.
Automatically clean up old log files	Select this option if you want the SiteProtector system to remove old log entries, and then specify how often you want the Event Collector to remove old log files. You can specify the interval in MB or seconds. **Example:** Remove old log files when the log file directory reaches 500 MB. Remove old log files when log file is older than 10 days.

8. Click **OK**. The Event Collector Properties window appears.
9. Click **OK**.
10. Right-click the **Event Collector Properties** tab, and then select **Close**.

Starting the Event Viewer

This topic explains how to start the Event Viewer from the Console or from the Windows Desktop.

Starting the Event Viewer from the Console

Procedure

1. In the left pane, select the group that contains the Event Collector.
2. In the **Go to** list, select Agent.
3. In the right pane, right-click the Event Collector, and then select **Launch** → **Event Viewer** from the pop-up menu. The SiteProtector Event Viewer appears.

Starting the Event Viewer from the Desktop

Procedure

1. Click Start on the task bar, and then select **Programs** → **ISS** → **SiteProtector** → **Event Viewer**. The Login to SiteProtector Event Viewer window appears.
2. Complete the fields as follows:

Field	Description
Event Service	The IP address or URL of the Event Collector computer.
Event Service Port	The port number to use with the Event Collector computer. The default is 3993.
App Server	The IP address or URL of the application server computer.
App Server Port	The port number to use with the Event Collector computer. The default is 3998.
User name	Your SiteProtector user name.
Password	Your SiteProtector password.

3. Click **OK**. The SiteProtector Event Viewer appears.

Chapter 10. Configuring the Site Database

The Site Database is designed to perform minimal maintenance tasks automatically. For full maintenance, you must configure the Site Database maintenance options described in this chapter.

Supported databases

The SiteProtector system supports SQL Server 2005, for both X86 and X64 platforms, and SQL Express 2008.

Related documentation

For more information about database maintenance, refer to your Microsoft SQL documentation or go to the Microsoft Web site.

Topics

Viewing Site Database properties

This topic provide information about viewing Site Database properties.

Procedure

1. In the left pane, select the Site Node.
2. In the **Go to** list, select **Agent**.
3. In the right pane, right-click **SiteProtector Database → Properties**, and then select **Agent Details** from the pop-up menu. The Properties tab displays the properties.

Site Database property descriptions

This topic describes the Site Database properties.

Property	Description
License State	Indicates whether the license for this component is valid, such as Key Good.
Sensor Status	Status of the Site Database, such as Active.
Data File Status	Percentage full for the Site Database, such as 6% Full.
Transaction Log Status	Percentage full for the Site Database log file, such as 2% Full.
SQL Server Agent Status	Status of the SQL database that works with the Site Database, such as Running.
Data Load Status	Number of rows of data loaded to the Console, such as 5 rows were loaded on October 1, 2005 1:00PM.
Purge Status	Current status of a purge.
Purge Status Last Updated	Last time the purge ran.
Data Used (MB)	Amount of space used in the Site Database, such as 146 MB.
Auto Maintenance Job	Information about the automatic database maintenance jobs.
Auto Purge Setting	Schedule for the automatic database purge, such as Daily.
Defragment Index Setting	Schedule for the defragment index maintenance job, such as Daily.
Misc Maintenance Settings	Information about other database maintenance jobs, such as Auto Backups: Off; Emergency Purge: On; Recovery Model: simple.
Health Status Last Checked At	Date and time of last database health check.
Version	Version of the Site Database, such as 2.0 (SP 6.0:XPU 1.49).
XPU Status	Software update status, such as Out of Date.
Last Installed XPU	Version of the last software update that was installed, such as XPU 1.49.
Site Group Name	Name of the top-level group in the Site, such as *ComputerName*.
Install Date	Date and time that the Site Database was installed, such as Aug 1 2005 1:00PM.
XPU Date	Date and time that the last XPU was applied, such as Aug 1 2005 1:00PM.
Option Flag	Option flag set for the Site Database, such as None.
Logging Level	Type of logging configured for the Site Database, such as Informational.
Last Modified by	Name of component that last modified the Site Database, such as Sensor Controller.

Setting database maintenance options

This topic explains how to set the database maintenance options.

Note: After you set up database maintenance the first time, you can adjust the settings later to accommodate your specific requirements.

Before you begin

This procedure schedules database backups. Before you schedule or run the database backup job, you must set up a backup device. If you do not set up the backup device before you run the backup job, then the SiteProtector system cannot write the files to the correct location and the backup job will fail.

You must also add the backup device each time the backup part drive is changed.

For instructions on how to add a backup device, See "Automatic database backup" on page 109.

Database maintenance time

Set the maintenance to occur during off-peak business hours.

Default: The default maintenance time is midnight Sunday EST.

Time tab: The Time tab allows you to set the database maintenance time.

Setting general database maintenance options

This topic describes how to set general database maintenance options.

Procedure

1. In the left pane, select the group that contains the Site Database.
2. In the Go to list, select Agent.
3. In the right-pane, right-click **SiteProtector Database** → **Properties**.
4. Click the Database Maintenance icon. The Database Maintenance options appear.
5. Select the General tab, and then set the following options:

Option	Description
Defragment: Frequency	Choose how often you want the SiteProtector system to run the defragmenting job: • once daily • once weekly • never **Note:** If your Site uses Microsoft SQL Server 2005 Enterprise Edition, this option rebuilds the index online instead of defragmenting the index.

Option	Description
Maximum Log Entry Age (in days)	Set the maximum allowed age in days for log entries in the following logs: • Analysis log • Message log • Maintenance log
Maintain risk history data	The SiteProtector system prepares data to be used for the Risk Detail and Risk Summary reports. **Note:** If you find loading performance is slow and you don't use the risk reports, turn this setting off.

6. Select the **Time** tab, and then set the following options:

Option	Description
Database Maintenance Time	Choose a time zone: • Locally set time zone • Greenwich Mean Time (GMT)
Weekly maintenance day	For jobs that run once a week, choose the day of the week you want to run the jobs.
Maintenance time of day	For jobs that run once a day, choose the time of day you want to run the jobs.

7. Select the Purge tab, and then set the following options:

Option	Description
Emergency Purge	Select this option to enable automatic emergency database purges in the event that the database exceeds the size you specify in the Database Size Threshold.
Database Size Threshold	Set the maximum allowed percentage full for the database. **Note:** If the database size exceeds this percentage, then the SiteProtector system runs the emergency purge to bring the database size below this percentage.
Purge Margin	Specify the bulk percentage of data that the emergency purge job can remove if necessary to create more space in the database. During a second emergency purge, the job removes data in bulk regardless of the age of the data. See "Emergency database purge" on page 106 "Database table purge" on page 103
Purge Frequency	Choose how often you want to the SiteProtector system to run the database purge job:

8.
9.
10.
11.
12.

Database defragmenting

The database defragmenting job is designed to lower database index fragmentation and to maintain optimum database performance. This job runs automatically on a user-defined weekly or daily schedule. You cannot change the criteria for defragmenting. The defragmenting job runs while the system is in use and does not affect the SiteProtector system performance.

Note: If your Site uses Microsoft SQL Server 2005 Enterprise Edition, this option rebuilds the index online instead of defragmenting the index.

Default settings

The default settings for defragmenting are the same regardless of the installation type. The following options are set by default:

- Enabled
- Runs once weekly
- Defragments indexes with a scan density less than 90%
- Defragments indexes with a logical fragmentation greater than 10%

General tab

The General tab allows you to set defragmenting frequency.

Rebuilding indexes

For information about how to rebuild indexes, see the IBM ISS Knowledgebase.

Log file purge

The log file purge job is designed to remove out-dated entries from the following log files and prevent the size of these log files from negatively affecting database performance:

- analysis log
- message log
- maintenance log

The purge job runs once every 10 minutes by default and cannot be disabled or rescheduled. The job removes any log entry that is older than the maximum allowed age. The maximum allowed age is user-defined.

Default settings

The following table lists the default settings for the log file purge job by installation type.

Installation Type	Default Setting
Express	The following options are set by default: • Enabled • Runs once every 10 minutes • Purges Analysis log entries older than 7 days • Purges Message log entries older than 30 days • Purges Maintenance log entries older than 7 days
Recommended	The following options are set by default: • Enabled • Runs once every 10 minutes • Purges Analysis log entries older than 7 days • Purges Message log entries older than 30 days • Purges Maintenance log entries older than 7 days

General tab

The General tab is where you set the maximum allowed age for log entries.

Log file descriptions

The following table describes the logs purged during a log file purge.

Log File	Description
Analysis log	Contains queries generated by the Analysis tab for diagnostic purposes.
Message log	Contains errors and information messages generated by SQL procedures in the Site database.
Maintenance log	Contains information about the activity of automated maintenance procedures.

Database table purge

The database table purge job is designed to remove non-essential data from the following database tables and improve database performance:

-
- Audit
- Incidents
- Metrics
- Cleared Observances
- Cleared Agent Data
- Resolved Tickets
- Exceptions
- Job History
- Observances
- Agent Data
- Unused Assets

The job does not purge rules associated with incidents and exceptions.

Default settings

The following table lists the default settings for the database table purge job by installation type.

Installation Type	Default Settings
Express.	The maximum item age (in days) is set by default as follows: • Audit 14 days • Incidents 90 days • Metrics 180 days • Cleared Observances 14 days • Cleared Agent Data 14 days • Resolved tickets 30 days • Exceptions 14 days • Job History 7 days • Observances 90 days • Agent Data 30 days • Unused Assets 30 days
Recommended	The database table purge job is disabled by default

Tabs

The following describes the tabs where you set database table purge options.

Tab	Description
Time	Use the Time tab to set the time of day that the job runs.

Tab	Description
Purge	Use the Purge tab to set the following options: • purge frequency (never, daily, or weekly) • maximum allowed age for items in the SiteProtector system database tables **Note:** The job purges any item older than the user-defined age.
Advanced Purge	Use the Advanced Purge tab to set the maximum allowed age for items in different categories of data. **Note:** These values you set on the Advanced Purge tab override values you set on the Purge tab. The job purges any item older than the user-defined age.

Database tables

The following table describes the data purged and indicates where the data appears in the SiteProtector Console.

Item	Description	Displayed
Audit	Detailed information about user actions in the SiteProtector system.	Audit report
Incidents	Detailed information about events that you designate as incidents.	Analysis view
Metrics	Highly summarized, metric data that requires very little database space.	Summary view
Cleared Observances	Summary information about events that you designate as cleared.	Not displayed
Cleared Agent Data	Events generated by agents such as Network Sensor or Proventia Desktop that you designate as cleared.	Not displayed
Resolved tickets	Tickets that have been resolved.	Ticketing view
Exceptions	Information about events that you designate as exceptions.	Analysis view
Job History	Information about command jobs you run in SiteProtector system such as apply policy, apply update, or scan.	*Site Node* properties
Observances	Summary information about events.	Analysis view
Sensor Data	Events generated by agents such as Network Sensor or Proventia Desktop.	Analysis view

Item	Description	Displayed
Mail data	Events generated by Proventia Mail Filter	Analysis view
Unused Assets	Depends on whether the **Purge assets even if grouped** check box is selected If the check box is selected, the purge job removes the following: • The IP address of any asset that is ungrouped, unregistered, or not referenced in any event, including source IPs, target IPs, and agent IPs • all assets with an Added Date older than the user defined maximum item age • all assets that are not members of a group • all assets with no registered agents • all assets with no events associated with them If the check box is cleared, the purge job removes the following: • The IP address of any asset that is unregistered, or not referenced in any event, including source IPs, target IPs, and agent IPs • all assets with an Added Date older than the user defined maximum item age • all assets with no registered agents • all assets with no events associated with them	Asset view

Recommendations

The amount of data the Site Database stores and processes has a large impact on database performance. When the database receives a request for information, the database must determine the best way to retrieve the data, and then read the data from tables to provide the results. These operations involve using CPU, memory, and disk access.

The best way to improve database performance is to store only essential and necessary data in the database. IBM ISS recommends that you use the default settings for maximum item age. If you choose to change these settings, then follow these recommendations:

- Keep observances longer than you keep cleared observances.
  - Observances Maximum Item Age = 90 days
  - Cleared Observances Maximum Item Age = 14 days
- Keep sensor data longer than you keep cleared sensor data.
  - SensorData Maximum Item Age = 90 days
  - Cleared SensorData Maximum Item Age = 14 days

Changing maximum item ages

This topic describes how to change the maximum item ages.

Procedure

1. In the left pane, select the group that contains the Site Database. In the **Go to** list, select **Agent**.
2. In the right pane, right-click the **Site Database**, and then select **Properties**. The Site Database Properties tab appears.
3. Click the **Database Maintenance** icon. The Database Maintenance tabs appear.
4. Select the **Purge** tab, and then change the Maximum Item Age (in days) fields.
5. If you want to apply the purge settings to assets that belong to one or more groups, select the **Purge assets even if grouped** check box.
6. Click **Save All**.
7. Right-click the **Site Database Properties** tab, and then select **Close** Tab from the popup menu.

Emergency database purge

The emergency database purge job is designed to prevent the database from becoming full and keeps the database size within a certain user-defined size limit. The job runs only if the database size exceeds the user-defined size limits and continues to run once every 10 minutes until the database size is within the user-defined size limitations.

Default Settings

The following table lists the default settings for the emergency database purge job by installation type.

Installation Type	Default Setting
Express	The following options are set by default: • Enabled • Database Size Threshold 85% • Purge Margin 5%
Recommended	This job is disabled by default.[a]

a. If you do not enable this job, then the SiteProtector system automatically stops the Event Collectors and Agent Managers when the database reaches 85% full. These components remain inactive until you manually create more space in the database.

Purge tab

Use the Purge tab to enable or disable the emergency database purge job and set the options described in the following table.

Option	Description
Database Size Threshold	The percentage full the database size must exceed before the emergency database purge job begins.
Purge Margin	The emergency database purge job first removes data from the database based on the age of the data. If this purge does not bring the database size below the Database Size Threshold, then the job begins purging data from the database in bulk regardless of the age of the data. The Purge Margin is the percentage of data that the job can remove during a single purge. For example, if you set the Purge Margin to 5%, then the purge job can remove 5% of data from the database regardless of the age of the data.

Enabling an emergency database purge

This topic describes how to enable an emergency database purge.

Procedure

1. In the left pane, select the group that contains the Site Database. In the **Go to** list, select **Agent**.
2. In the right pane, right-click the **Site Database**, and then select **Properties**. The Site Database Properties tab appears.
3. Click the **Database Maintenance** icon. The Database Maintenance tabs appear.
4. Select the **Purge** tab, and then select the **Emergency Purge** check box.
5. Set the following options:

Option	Description
Database Size Threshold	The percentage full the database size must exceed before the emergency database purge job begins.
Purge Margin	The emergency database purge job first removes data from the database based on data age. If this purge does not bring the database size below the Database Size Threshold, then the job begins purging data from the database in bulk regardless of the age of the data. The Purge Margin is the percentage of data that the job can remove during a single purge. For example, if you set the Purge Margin to 5%, then the purge job can remove 5% of data from the database regardless of the age of the data.

6. Click **Save All**.
7. Right-click the **Site Database Properties** tab, and then select **Close** Tab from the popup menu.

Configuring database notifications

This describes how to specify database notifications and the way in which these notifications are communicated to your security staff, including email and SNMP responses.

About this task

In enterprise environments, the Site database can reach capacity long before you expect it. To stay abreast of these changes, you can configure the SiteProtector system to alert you when the SiteProtector system purges the database or when the database size thresholds that you specify are exceeded.

You must configure a component rule to specify database notifications. The Database Status Notification option is a pre-configured response that is available in the Component Rules tab of your site's Central Responses policy.

Procedure

1. Select the **Policy** view.
2. Check to make sure **Central Responses** is selected in the **Agent Type** list.
3. Select the Site group in the grouping tree.
4. In the right pane, right-click **Response Rules**, and then select **Open Policy** from the pop-up menu. The contents of the Response Rule policy is displayed in the right pane.
5. Select the **Component Rules** tab, and then click the **Add** icon. The Add Component Rule window appears.
6. Select the **Enabled** box, and then select the **Filters** tab.
7. Type the name of this response rule in the **Name** box, and then select **Database Status Notification** from the list.
8. Do the following:

If you want the SiteProtector system to notify you when the Site database...	Then...
reaches a specified size	select **Enable Size Threshold Exceeded Notification** box, and then use the slider to specify the database size limit that will enable this notification
is automatically purged	select the **Purge** box

9. Select the **Responses** tab.
10. Select the **Response Frequency** check box, and then type or select the appropriate values for Send at most [n] responses within [n] [time period].

    Note: The default is one response within 60 seconds. If you do not specify a response frequency, then the SiteProtector system sends a notification every time the rule is matched.
11. Complete one or more of the following tasks:

    Note: If you do not see the e-mail, SNMP, or user-specified information you want to associate with this rule in the list, click **Manage Responses** to add it to the list. See "Configuring Site-level Responses" in the *SiteProtector System Policies and Responses Configuration Guide*.

- Select the **Email** tab, and then select the check box in the **Enabled** column for the email response to associate with this rule.
- Select the **SNMP** tab, and then select the check box in the **Enabled** column for the SNMP response to associate with this rule.
- Select the **User-Specified** tab, and then follow the instructions for "“Configuring Log Evidence Settings in the Response Objects Policy" in the *SiteProtector System Policies and Responses Configuration Guide*.

Automatic database backup

The automatic database backup job is designed to archive data in the Site Database called RealSecureDB only. The backup does not include data from the following databases:

- MasterDB
- model
- msdb

Important: IBM ISS strongly recommends that you implement a system to back up these databases.
Backing up the database can help you restore the following:

- data that is purged during automatic database maintenance
- databases that are damaged or corrupted

Requirements

Before you schedule or run the database backup job, you must set up a backup device. If you do not set up the backup device before you run the backup job, then the SiteProtector system cannot write the files to the correct location and the backup job will fail. You must also add the backup device each time the backup part drive is changed.

For instructions on how to add a backup device, see "Adding a backup device" on page 111.

Default Settings

The following table lists the default settings for the automatic database backup job by installation type.

Installation Type	Default Settings
Express	The automatic database backup job is disabled by default.
Recommended	The automatic database backup job is disabled by default.

Tabs

The following table describes the tabs where you set automatic database backup options.

Tab	Description
Time	Use the Time tab to set the time of day that the job runs$_a$.
Daily Backup	Use the Daily Backup tab to set the following options: • The location where you want to save the backup files (Backup Path) • The recovery model you want to use to restore the database if necessary (simple, full, or bulk logged)^b • The log backup threshold

a. Schedule automatic database backups to run during off-peak hours to prevent a negative impact on SiteProtector system performance.

b. The recovery model determines the types of database backups created and the frequency the backups are created. See Recovery Models.

Recovery models

The following table describes the SQL database recovery models that the automatic database backup job supports.

Model	Description	Backups and Frequency
Simple	This method has the following advantages: • fast database performance • low space requirements for backup files and transaction logs • easy to implement • low processing requirements	A full backup is created once daily every day.
Full	This method has the following disadvantages: • high space requirements for routine operations • high space requirements for backup files and transaction logs (up to four times the size of the database)	Backups are created as follows: • A full backup is created once weekly. • Differential backups are created once a day every day.
Bulk Logged	This method has the following advantages and disadvantages: • moderate space requirements for routine operations • high space requirements for backup files and transaction logs (up to four times the size of the database)	Backups are created as follows: • A full backup is created once weekly. • Differential backups are created once a day every day.

Reference: For more information about the three recovery models, including the advantages and disadvantages of each, refer to the Microsoft SQL documentation.

Adding a backup device

This procedure describes how to add a backup device to the SQL Server database.

About this task

You must be an SQL Server System Administrator (SA) to perform this procedure. If you are using MSDE, then you do not have a full version of SQL Server and you must use the Command prompt to run the SQL Server script in this procedure.

Procedure

1. Log on as SQL Server System Administrator (SA) on the Site Database computer.
2. Open the SQL Server Analyzer tool on the Site Database computer.
3. In the SQL Server window, type the following:
   ```
   USE RealSecureDB
   Go
   EXEC iss_AddBackupDevice
   ```
4. Click the **Execute** icon. The output appears in the bottom window and lists the devices removed and added.
5. Close the window.
6. Start the SiteProtector Console, and then login the Site that you want to backup.
7. In the left pane, select the group that contains the Site Database.
8. Verify that the **Status** field for the SiteProtector Database is **Active**.
9. On the Site Database computer, select **Start** → **Programs** → **Microsoft SQL Server** → **Query Analyzer**.
10. Run the exec sp_helpdevice command.
11. On the bottom of the page, locate the files beginning with RealSecureDB_.

    Note: These are the backup files for the database.
12. Verify that the files are pointing to the correct location.

Chapter 11. Configuring User Permissions

This chapter provides details about the different methods of managing user permissions in a SiteProtector system, including information about the following:

- SiteProtector system user groups
- global permissions
- group-level permissions
- policy permissions

Requirement

A SiteProtector system includes one default administrator group which contains the Application Server's local Administrators group as member. This is the same user who installs the SiteProtector system. Before other users can connect to Sites and use the Console, you must add the users to your SiteProtector system.

Note: IBM ISS recommends that you set up group-level permissions and policy permissions *after* you set up groups, agents, and policies. For more information about these types of permissions, see the following:

- See "Setting up group-level permissions" on page 184.
- See the *SiteProtector System Policies and Responses Configuration Guide*.

Topics

Section A: SiteProtector System Permission Management

This section provides information about the SiteProtector system's permission management features.

Topics

Methods for managing permissions

This topic provides information about the methods available in the SiteProtector system to manage permissions.

Methods

The following table describes the methods for managing permissions in the SiteProtector system and provides examples of each.

Method[a]	Description
describes the methods for managing permissions in the SiteProtector system and provides examples of each.	Use SiteProtector system user groups to assign a set of permissions to a user or group or users. When you add an individual user or group of users to a SiteProtector system user group, the user or users automatically receive all the permissions assigned to that user group. This method provides a quick way to grant an entire set of permissions to a user or group of users. IBM ISS recommends that you manage most user permissions with SiteProtector system user groups. **Example:** Add a user called *jsmith* to the SiteProtector system user group called *Operator*. The jsmith user automatically receives all the permissions assigned to the Operator user group. You do not have to assign the permissions individually.
Global permissions	Use global permissions to assign Site-wide permissions to a user or group of users. Global permissions are set at the Site level. **Example:** Grant the global permission called *Clear/Restore Events* to a user called *jsmith*. The jsmith user can clear and restore events in the entire Site.
Group-level permissions	Use group-level permissions to assign permissions that are specific to a group of assets. Group-level permissions are set at the asset group level. **Example:** For a group of assets called *Atlanta Servers*, grant the group-level permission for Network Internet Scanner called *Scan-Control* to a user called jsmith. The jsmith user can run scans on the assets in this group and/or the jsmith user can run scans using Network Internet Scanner in this group.See “Setting up group-level permissions” on page 184.
Policy permissions	Use the Modify Policy permission to give users the ability to modify an individual policy or response. The Modify Policy permission is granted for individual policies and responses only. See the following for more information: See the *SiteProtector System Policies and Responses Configuration Guide*.

a. Although not recommended, you can use any combination of the methods described here to manage permissions. For example, the user jsmith can be a member of a SiteProtector system user group, have global permissions, and have group-level permissions.

Failover solution

If you plan to set up domain users and domain groups to the SiteProtector system or implement a failover solution, then you must install the Application Server on a computer that has access to the domain. When the Application Server has access to the domain, you can do the following:

- add domain users and domain groups to the SiteProtector system
- look up domain users and domain groups with the Check Names feature
- implement a failover solution

If you do not install the Application Server on a computer with access to the domain, then you can only add local users and local groups to the SiteProtector system.

Note: When the SiteProtector system fails over to the secondary Site, only domain users and domain groups stored in the Site Database fail over to the secondary Site Database. If you do not have any domain users or domain groups set up in the SiteProtector system, then you will not be able to log on to or use the secondary Site.

Searching for users and groups

The SiteProtector system provides the Check Names feature to help you search for the following:

- local users and groups
- domain users and groups

This feature is available when you are performing the following tasks:

- adding members to the SiteProtector system user groups
- assigning global permissions to members
- assigning group-level permissions to members

Search options

The following table describes the search options available with the Check Names feature.

If you want to...	Then...
display all the users and groups in a specific domain	type `domain name\`, and then click **Check Names**. **Example:** us\This search displays all the domain users and groups that exist in the *us* domain.
display all the users and groups that begin with a specific letter	type `the letter`, and then click **Check Names**. **Example:** aThis search displays all domain users and groups that begin with the letter *a* in all domains.

Permissions affected by upgrades

This topic describes how the SiteProtector system users and permissions are affected by upgrading to the SiteProtector system 2.0, Service Pack 6.0, or later.

Background

In previous releases, the SiteProtector system included an editable file called security.xml. This file included the following default SiteProtector system user roles and the default permissions for each role:

- Administrator
- Analyst
- Operator

You could manually edit this file to customize user permissions in the SiteProtector system, such as add user roles and change the default permissions assigned to user roles.

What is not retained in the security.xml file

The SiteProtector system 2.0, Service Pack 6.0, or later does not support or implement changes or edits you make to the security.xml file. Excluded changes include the following:

- custom user roles that you created in addition to the three default user roles
- any users that you added to custom user roles
- changes you made to the default user roles, such as renaming, adding permissions, and deleting permissions

What is retained in the security.xml file

The SiteProtector system *does* retain the following:

- The security.xml file with your changes, but the file is not used in the SiteProtector system. You can still access it and print for permission set up purposes in the new system.
- The three default user roles (administrator, operator, and analyst) with their original permissions

  Note: *Original* means the permissions assigned to the user roles before you edited them.

  For example, if you added or removed permissions to the user role called Operator, then none of these changes are kept in the upgrade process. If you created a custom user role called *Atlanta Server Administrators*, then this role is lost in the upgrade.
- Any users you added to the three default user roles, their user role assignment, and the original permissions assigned to the user role

  For example, if you added a user call *jsmith* to the Operator user role, then the upgrade process automatically sets up *jsmith* as a member of the SiteProtector system user group called Operator. The user jsmith will have the original permissions assigned to the Operator user role, not any changes you made to the role.

Recreating custom user roles

If you created custom user roles in the security.xml file, then you must recreate the user roles in the SiteProtector system as custom SiteProtector system user groups. The SiteProtector system retains the edited version of the security.xml file in the same location. You can print this file and recreate the custom permissions in the SiteProtector system.

For information about creating custom SiteProtector system user groups, see "Creating SiteProtector system user groups" on page 120.

Policy permissions

This topic provides information about the permissions needed to create, edit, and deploy policies in SiteProtector.

Deploy Policy permission

Permissions to deploy policies are set at the group level. So, if a user has the Deploy Policy permission for a group, he or she can deploy policies to, or remove deployments from, that group. Group permissions are hierarchical, so if you grant Deploy Policy permissions to a group, that user or user group will have the same permissions in all subgroups unless you set different permissions specifically for that subgroup.

Modify policy permissions

Permissions to edit, create, and delete policies are set by agent type. They are also at the group level, but since all policies reside in the repository, permissions must be set for the group that contains the repository they reside in. For example, you can assign permissions to one user group to modify Network IPS policies, but not to modify Proventia Desktop policies in the same repository. If you use multiple repositories, you could also grant a user or user group permissions to modify Network IDS policies in one group's repository, but not in another.

Control policy permissions

The Control permission allows users or user groups to assign policy subscription groups to an agent type. They are also set for the group containing the repository they reside in. For example, you can assign permissions to one user group to change policy subscription groups for Network IPS agents, but not for Proventia Desktop agents.

Note: Network Enterprise Scanner has several policy types that also allow a View permission. For more information, please see the Enterprise Scanner documentation.

Shared policy types

Some policies are shared by different agent types. A user with permissions to a shared policy type for one agent can edit that policy for all agent types.

Example: The Group Settings policy is a shared policy. If you try to access Group Setting Policy from a repository in which you have Modify permissions for at least one of the following agents, you are allowed access:

- RealSecure Desktop

- Network Multi-Function Security
- X-Press Update Server
- Network IPS
- Event Archiver
- Proventia Server for Linux®
- Proventia Server for Windows

Note: You are not allowed access if you do not have Modify permissions for at least one of these agents.

Assigning Deploy Policy permissions

This topic describes how to grant Deploy Policy permissions for a user or group of users.

Procedure

1. Select a group, and then click **Object** → **Properties**.
2. Click the **Permissions** icon.
3. In the Users and/or Groups section, select the user or user group you want to assign Deploy Policy permissions.
4. For the Deploy Policy permission, click the circle in the **Control** column.
   - A black circle indicates that the user or user group can deploy policies to this group.
   - A white circle indicates that the user cannot deploy policy to this group.
5. Click the **Save** icon.

Assigning Modify or Control policy permissions

This topic describes how to grant users or user groups permissions to modify policies for an agent type.

Procedure

1. Select a group, and then click **Object** → **Properties**.
2. Click the **Permissions** icon.
3. In the Users and/or Groups section, select the user or user group you want to assign the permissions.
4. Expand the Agent type for which you want to grant permissions.
5. In the Policy permission section, click the circle in the **Modify** or**Control** column.
6. Click the **Save All** icon.

Section B: SiteProtector System User Groups

This section provides information about setting up and managing SiteProtector system user groups.

Topics

What is a SiteProtector system user group?

A SiteProtector system user group is a group of users in the SiteProtector system who all have the same set of global and group-level permissions. The SiteProtector system user groups are useful because they allow you to control the permissions for a entire group of users simultaneously according to the user's role within your organization.

When you add an individual user or group of users to a SiteProtector system user group, the user or users automatically receive all the permissions assigned to that user group. This method provides a quick way to grant an entire set of permissions to a user or group of users. IBM ISS recommends that you manage most user permissions with SiteProtector system user groups.

Important: It is very important to understand the differences and similarities between SiteProtector system user groups and local groups or domain groups. SiteProtector system user groups are managed entirely independently from local groups and domain groups.

Predefined user groups

The SiteProtector system provides the following predefined user groups, each with a specific set of permissions designed for different roles within a security organization:

- Administrator
- Analyst
- Operator
- Network Manager
- Desktop Manager
- Server Manager
- Assessment Manager

Custom user groups

If the predefined SiteProtector system user groups do not provide the permission sets that you need, then you can create custom SiteProtector system user groups to meet your requirements. The following table describes the tasks for setting up a custom SiteProtector system user group.

Task	Description
1	Create the SiteProtector system user group. See “Creating SiteProtector system user groups.”
2	Add members to the SiteProtector system user group. See “Adding members to SiteProtector system user groups” on page 121.
3	Assign global permissions to the SiteProtector system user group. See “Assigning and removing global permissions” on page 125.
4	Assign group-level permissions to the SiteProtector system user group. **Important:** Make sure you give the SiteProtector system user group the permission called *Group-View* at the *Site Group* level. If you do not, then none of the users in this group can login to a Site.See “Setting up group-level permissions” on page 184.

Creating SiteProtector system user groups

This topic explains how to create a SiteProtector system user group.

Procedure

1. In the left pane, select the Site Node.
2. Select **Tools** → **User Management**. The User Management window appears.
3. In the left pane, click **Add**, and then type the name for the new user group.
4. Click **OK**. The left pane displays the SiteProtector system user group. The right pane is empty until you add members to the SiteProtector system user group. See “Adding members to SiteProtector system user groups” on page 121.

Adding members to SiteProtector system user groups

This topic provides information about adding members to SiteProtector system user groups.

You can add the following to a SiteProtector system user group:

- local users
- local groups
- domain users
- domain groups

Definition: member

The term *member* refers to individual users as well as groups of users. For example, the domain group called *Server Administrators* and all the members in that domain group are collectively referred to as a one member in the SiteProtector system.

Windows permission management

Permission management in Windows has a large impact on permission management in the SiteProtector system. For example, when you add a member to a Windows group and that Windows group is also a member of a SiteProtector system user group, you automatically add the member to the SiteProtector system user group.

Example: In the SiteProtector system, you add a domain group called *Server Administrators* to the SiteProtector system user group called *Administrators*. This action gives all members of the domain group called *Server Administrators* all of the permissions assigned to the *Administrators* SiteProtector system user group.

In Windows Computer Management, you add a member called *jsmith* to the domain group called *Server Administrators*. This action automatically gives *jsmith* all of the permissions assigned to the *Administrators* SiteProtector system user group.

Before you begin

Before you add members to a SiteProtector system user group, you must complete the following tasks:

- Verify that the member exists in Windows.

  Note: You can only add members to the SiteProtector system that already exist in Windows.
- For local users and local groups, obtain the exact account information from Windows about the local user or local group, including the computer name and user name. You cannot look up local users or local groups in the SiteProtector system. You can look up domain users and domain groups.

Adding members to SiteProtector system user groups

This topic describes how to add members to SiteProtector system user groups.

Procedure

1. In the left pane, select the Site Node.
2. Select **Tools** → **Manage User Groups**. The Manage User Groups window appears.
3. In the left pane, select the SiteProtector system user group that you want to add members to.
4. In the Members section, click **Add**.
5. Use the following table to determine your next step:

If you want to add...	Then
local users or groups to the SiteProtector system user group	type the complete account using the following syntax, and then click **OK**: • *machine name\user name* • *machine name\group name* If you do not know the complete account information, then you must look it up using Windows Computer Management.
domain users or groups to the SiteProtector system user group	type the complete account name using the following syntax, and then click **OK**: • *domain name\user name* • *domain name\group name* If you do not know the complete account name, then you must look it up using Check Names.

   The Select User and Groups window appears.
6. Select the member in the list you want to add to the user group, and then click **OK**. The Members section list the member you added to the SiteProtector system user group.

Removing members from SiteProtector system user groups

This topic describes how to remove a member from a SiteProtector system user group.

Procedure

1. In the left pane, select the Site Node.
2. Select **Tools** → **Manage User Groups**. The Manage User Groups window appears.
3. In the **User Group** list, select the user group that contains the member you want to remove. The **Members** section displays the current members of the SiteProtector system user group.
4. In the Members section, select the individual member you want to remove, and then click **Remove**.

   Tip: To select multiple members at the same time, press and hold the CTRL key while you select the members.
   The SiteProtector system displays a confirmation message.
5. Click **Yes**. The selected members are removed from the SiteProtector system user group.

Section C: Global Permissions

This section defines global permissions and provides instructions for granting and removing global permissions.

Topics

What are global permissions?

Global permissions are Site-wide permissions that you can provide to any of the following:

- SiteProtector system user groups
- local users
- local groups
- domain users
- domain groups

A global permission allows the user to perform the related actions anywhere in the Site.

List of permissions

The SiteProtector system provides a fixed set of global permissions that you can grant and remove for users. You cannot create additional global permissions in the system. Table 55 describes the global permissions included with the SiteProtector system.

Permission	Description
Active Directory	This permission allows users to do the following: • import assets and groups from Active Directory • retrieve login information for agents
Auditing Setup	This permission allows user to enable/disable auditing for most actions in the console
Central Responses	This permission allows user to create/edit central response rules and create/edit network objects and response objects policies
Clear/Restore Events	This permission allows users to clear and restore security events on the Analysis view.
Database Maintenance Setup	On the Agent view at the Site level, set Database maintenance options, including the following: • schedule regular maintenance • set database purge options • set database backup options

Permission	Description
Export Analysis Data	This permission allows users to do the following on the Analysis view: • print data • export data • schedule data export job
Full Access to All Functionality	This permission allows users to perform all SiteProtector system functions.
Import Policy/Response	This permission allows the user to import policies and/or responses. **Note:** The SiteProtector system allows you to grant the Import Policy/Response global permission to non-administrative users, however, IBM ISS strongly advises against this. In some cases restricted permissions are circumvented when you grant non-administrative users the Import Policy/Response global permission.
Launch Event Viewer	On the Agent view at the Site level, open the Event Viewer.
Manage Global Permissions	This permission allows users to assign and remove global permissions to users and groups.
Manage Global Responses	This permission allows users to manage global responses.
Manage Health	This permission allows users to manage system health settings.
Manage Incidents and Exceptions	This permission allows users to create and edit incidents and exceptions on the Analysis view.
Manage Licenses	At the Site level, do the following: • Add and remove products licenses • View license information, including warnings and summary information • View available OneTrust tokens and license information for Proventia OneTrust Licensing
Manage SecureSync	At the Site level, use the SecureSync features, including the following: • Use the Site Management Transfer Wizard • Distribute keys • Manage agents • Release agents
Manage Session Properties	This permission allow users to set up a session properties file in order to scan using Network Internet Scanner.

Permission	Description
Manage Ungrouped Assets	This permission allows you to do the following: • see ungrouped assets, agents, and analysis events in the site ranges. • add or delete site ranges • perform the Auto Group Hosts function on ungrouped items.
Manage User Groups	This permission allows users to do the following: • create SiteProtector system user groups • delete SiteProtector system user groups • add members to SiteProtector system user groups • remove members from SiteProtector system user groups
Ticketing Setup	At the Site level, set and change ticketing options, including the following: • Email notification settings, including when to send emails and the email addresses of recipients • Ticket status categories • Ticket priority categories • Custom categories for tickets

Assigning and removing global permissions

This topic provides information about assigning and removing global permissions for the following:

- SiteProtector system user groups
- local users
- local groups
- domain users
- domain groups

Note: For products that use the Site-level Policy Editor, the SiteProtector system does not allow you to assign multiple permissions at once. Assigning permissions individually can decrease the likelihood that you will inadvertently assign a critical permission to the incorrect user.

Before you begin

Before you assign or remove global permissions, you must complete the following tasks:

- Verify that you have permission to manage global permissions; if you are a member of the SiteProtector system user group called Administrators, then you have this permission by default. If not, then you must obtain the global permission called Manage Global Permissions from your administrator.
- If you are assigning global permissions to a Windows member, then verify that the member exists in Windows.

- If you are assigning global permissions to a SiteProtector system user group, verify that the SiteProtector system user group exists in the SiteProtector system.
- If you are assigning global permissions to Windows local users or Windows local groups, obtain the exact account information from Windows about the local user or local group, including the machine name and user name. You cannot look up local users or local groups in the SiteProtector system. You can look up domain users and domain groups.

Assigning global permissions

Use the Global Permissions pane in the Site properties view to assign users permission to perform Site-level functions.

Before you begin

If you are assigning global permissions to Windows local users or Windows local groups, obtain the exact account information from Windows about the local user or local group, including the computer name and user name. You cannot look up local users or local groups in SiteProtector. You can look up domain users and domain groups using the check names feature.

Note: Only group owners or users with full access to all functionality can assign global permissions.

Procedure

1. Select the Site group, and then click **Object** → **Properties**.
2. Click the **Global Permissions** icon.
3. Select the global permission you want to assign, and then click **Action** → **Open Permission**.
4. Click the **Add** icon.
5. Type the complete account name in the Members Search box.

   Note: Search applies only to domain accounts and SiteProtector user groups.
6. Click **Check Names** to verify domain users, domain groups, or SiteProtector user groups.
7. Click **OK**, and then click **Action** → **Save All**.

Removing global permissions

Use the Global Permissions pane in the Site properties view to remove a global permissions from a user or group.

Procedure

1. In the left pane, right-click the Site Node, and then select **Properties** from the popup menu. The Site Properties tab appears.
2. Click the **Permissions** icon.
3. In the Manage Global Permissions section, right-click the global permission you want to remove from a user or group, and then select **Open Permission**. The Manage Users and/or Groups window appears.
4. Select the member you want to remove the permission from, and then click **Remove**.

   Tip: To select multiple members at the same time, press and hold the CTRL key while you select the members in the list.
   The SiteProtector system displays a confirmation message.
5. Click **Yes**. The Manager Users and/or Groups window appears. The member is no longer listed under the permission.
6. Click **OK**. The member name no longer appears next to the global permission.

Chapter 12. Configuring the Event Archiver

The Event Archiver archives event data on a separate computer so that the Site database is not required to store this data. Use the background information and procedures in this chapter to control the way in which the Event Archiver archives events and to configure multiple Event Archivers.

Event archival component

The Event Archiver is a stand-alone component that archives events in a predefined directory that you can access and view easily. The Event Archiver begins collecting events after you install it with no additional setup from you.

Note: The Event Archiver is not included in all SiteProtector system pricing plans. For more information, refer to the pricing plan that applies to your configuration.

Related documentation

See the *SiteProtector System Installation Guide* for information about installing the Event Archiver.

Topics

Important requirements and considerations

This topic gives you requirements and considerations for configuring the Event Archiver. Review these items before you configure the Event Archiver.

Requirements

You must install the Event Archiver and configure it to communicate with the SiteProtector system. See the *SiteProtector System Installation Guide* for more information.

Determining which events to archive

By default, the Event Archiver stores all the events that are collected by the Event Collector. You can use Event Filter Rules to filter the events you are archiving according to several criteria.

Multiple Event Archivers

You can use Event Rules to help divide the work of archiving events among multiple Event Archivers. For example, you could create a rule that forwards IDS events to an Event Archiver and another rule that forwards vulnerability events to a different Event Archiver.

Performance considerations

The Event Archiver may impact network performance because it increases traffic between components. The Event Archiver may impact the performance of the Event Collector, especially if the Event Archiver policies are configured to archive duplicate events. Consider configuring Event Archiver policies so that they do not archive duplicate events. See “Event rules” on page 131.

Updating Event Archivers

The Event Archiver uses the X-Press Update Server that is installed by default on the Application Server to retrieve updates from xpu.iss.net (Download Center). You can change these updated settings, including the X-Press Server that Event Archiver is configured to communicate with. See Chapter 6, “Configuring X-Press Update Servers,” on page 47.

Event rules

Event Rules can help you control the types of events you archive and help you divide the work of archiving events among multiple Event Archivers. Use the information in this topic to familiarize yourself with Event Rules.

What are Event rules?

Similar to the filters in the Central Responses policy, Event Rules let you filter archived events according to event type, port, source, and destination addresses, and user-defined parameters. You can configure a single rule to filter using up to four criteria. For example, you could configure an Event Rule to archive events, according to the criteria specified in the following table.

Criteria	Values
Event Type	http
Source IP	290.222.111
Destination IP	191.111.222
Source Port	8080
Destination Port	8081

Rule order

Event Rules appear in a list in the Add Event Rules window. By default, the SiteProtector system orders this list according to when the rule was created, from earliest to latest. You can change this order by moving rules up or down in the list.

How do Event Rules filter events?

The SiteProtector system tries to match each event that is collected with the Event Rules in the list, starting with the first rule in this list, and so on. If it detects a match, the SiteProtector system forwards and saves the event to the Event Archiver.

Creating Event Rules that filter by IP address

Use the procedures in this topic to create Event Rules that filter by the following:

- source IP address
- destination IP address

Specifying source IP addresses and ports

When you specify a rule's event source, you are associating events with specific source IP addresses or ports. The Central Responses server only generates a response if the event source matches an IP address and port you specified.

Procedure

1. In the **Add Event Rules** window, select the **Source** tab.
2. To include events from all IP addresses, select **Any**. Otherwise, select **Use Specific Source Address**, and then select a **Mode** from the list:

Option	Description
From	Includes events only from the IP addresses you specify
Not From	Excludes events from the IP addresses you specify

3. In the **Specific Sources** section, select one of the following options:

Option	Description
IP Address List	Applies the rule to specific IP addresses
Network Address/#Network Bits (CIDR)	Applies the rule to a block of IP addresses. **Value:** The entry after the slash is the prefix length and is a number from 1 to 32. Example: 127.0.0.1/24
IP Address Range	Applies the rule to IP addresses within a specified range. **Important:** Do not use 0.0.0.0-255.255.255.255 as the Site range. If you use this as the Site range, random IP addresses are added to your ungrouped assets folder, such as IP addresses from Web sites.
Address List Entry	Applies the rule to a Network Object Address Name selected from the list.

4. In the Source Port section, select one of the following options:

Option	Description
Any	Includes all ports in your Site
Single Port	Includes a single port in your Site
Port Range	Includes a specified range of ports **Value:** 0 to 65535.
Port List Entry	Includes a Network Object Port Name.

Specifying destination IP addresses and ports

When you specify a rule's event destination, you are associating events with specific destination IP addresses or ports. The Central Responses server only generates a response if the event destination matches an IP address and port you specified.

Procedure

1. From the **Add Event Rules** window, select the **Destination** tab.
2. In the Destination Address section, select one of the following options:

Option	Description
Any	Applies the rule to events from all IP addresses.
IP Address List	Applies the rule to specific IP addresses
Network Address/#Network Bits (CIDR)	Applies the rule to a block of IP addresses. **Value:** The entry after the slash is the prefix length and is a number from 1 to 32. Example: 127.0.0.1/24
IP Address Range	Applies the rule to IP addresses within a specified range. **Important:** Do not use 0.0.0.0-255.255.255.255 as the Site range. If you use this as the Site range, random IP addresses are added to your ungrouped assets folder, such as IP addresses from Web sites.
Address List Entry	Applies the rule to a Network Object Address Name selected from the list.

3. In the Destination Port section, select one of the following options:

Option	Description
Any	Includes all ports in your Site
Single Port	Includes a single port in your Site
Port Range	Includes a specified range of ports **Value:** 0 to 65535.
Port List Entry	Includes a Network Object Port Name.

Creating event rules that filter by event type

Event filters are options in the Event Rules window that let you let you filter archived events according to the SecurityFusion module statuses or appliance statuses. Event Filters provide more precise filtering than rules that filter by IP address.

Procedure

1. In the **Agent** view, right-click the Event Archival component, and then select **Policy** from the pop-up menu. The **Policy** tab appears in the right pane organized.
2. Open the **Event Filter Rules** policy for the Event Archiver to receive the events.

   Note: If the policy does not already exist, you must create it.
   The **Event Rules** tab appears in the right pane.
3. Click the **Add** icon. The Add Event Rules window appears.
4. Select the **Enabled** box.
5. Type the rule name in the **Name** box, and then type an optional description in the **Comment** box.
6. Select the **Events** tab, and then click **Add**. The Add Event Filters window appears.
7. Select the **Enabled** box.
8. Type the name of the event in the **Event** box.

   Tip: To filter for a group of events that belong to the same category, type the prefix or partial name plus the wildcard symbol (*), such as http* or ftp*.
9. If you want to filter events by **Priority** (High, Medium, and Low), select an option from the list.
10. If you want to filter events by a SecurityFusion module or appliance statuses, select the check boxes that apply from the **Status** list.

    Note: All check boxes are selected by default.
11. Click **OK**.

Setting the order of Event Rules

You can change the order of Event Rules on your Site. This topic includes background information and a procedure for setting the order of Event Rules.

Guideline for setting the order of Event Rules

To improve the performance of Event Rules, consider changing the order so that rules that filter on broader criteria appear first in the list. For example, you would position an Event Rule that filters an entire domain of IP addresses higher than a rule that filters a single address.

Event rule order

When you create a new rule, it appears in the list above the rule you had selected. If you had no rule selected, the new rule appears at the bottom of the list. You can change the order of any rule in the list.

Setting the order of event rules

Use the Event Rules tab to set the order of event rules.

Procedure

1. In the **Agent** view, right-click the Event Archival component, and then select **Policy** from the pop-up menu. The Policy tab appears in the right pane.
2. Open the Event Filter Rules policy for the Event Archiver to receive the events.

   Note: If the policy does not already exist, you must create it.
   The **Event Rules** tab appears in the right pane.
3. Select an Event Rule in the list, and then use the up or down arrow to reorder the rule. The **Order** box in the Add Event Rules window is updated to reflect the rule's position in the list.

Viewing archived events

Use the background information and procedures in this topic to view archived events and verify that the Event Archiver is collecting events correctly.

How are archived events organized?

The SiteProtector system stores archived events in text files on the Event Archiver computer. By default, a new file is created every 60 minutes. The file name contains the time and date the events were archived. Table 57 describes the directory structure for these files.

Column	Description
First	IP address of the Sensor that sent the event year the event was archived
Second	year the event was archived
Third	month the event was archived
Fourth	the day the event was archived

Scripts used to access archived events

If you are accessing archived events often, consider using a third-party scripting tool, such as Perl, to create a script that can browse and search these files. A script can help you locate files quickly and manage archived events more efficiently.

Viewing archived events

View archived events by locating the log files on the Event Collector computer.

About this task

You must be able to access the Event Archiver computer before you can view archived events.

Note: You can also view archived events with the Event Archive Viewer.

Procedure

1. On the computer where the Event Archiver is installed, locate the following folder: C:\Program Files\ISS\SiteProtector\EventArchiver\
2. Open the EventLogDir folder, and then locate the IP address of the sensor that sent the events that you want to view.
3. Locate the event file that corresponds with the date and time of the event you are searching for. For example: C:\Program Files\ISS\SiteProtector\EventArchiver\EventLogDir\192.111.111.111\2006\05\25\EventLog_2006_5_25_16.49.28

Modifying the Event Archiver Directory Structure

You can customize the location of your Event Archiver log files by modifying the Event Archiver directory structure. Information related to performing this task is included in this topic.

Modifying the directory structure

Procedure

1. Stop the Event Archiver service.

   For information about how to stop the Event Archiver service, see the Starting or stopping the SiteProtector Event Archiver service section in this topic.
2. Open the EventArchiver.policy file using Notepad.

   The EventArchiver.policy file's default location is the following:

   C:/Program Files/ISS/SiteProtector/Event Archiver/
3. To see all the parameters that are available for you to use, go to ""Listing your available parameters," later in this topic.
4. To see how to add or remove parameters to the EventArchiver.policy file, go to "Adding a parameter in the EventArchiver.policy file" on page 137 or "Removing a parameter in the EventArchiver.policy file" on page 138, later in this topic.
5. In the policy file, add or remove the parameters to create the desired directory structure.
6. Save your changes, and then close the policy file.
7. Start the Event Archiver service.

For information about how to start the Event Archiver service, see "Starting or stopping the SiteProtector Event Archiver service"next in this topic.

Starting or stopping the SiteProtector Event Archiver service

Procedure

1. Open Administrative Tools in the Control Panel, and then double-click Services. The Services utility appears.
2. In the Name column of the right pane, right-click **SiteProtector Event Archiver**, and then do one of the following:
   - Click **Start** on the pop-up menu.
   - Click **Stop** on the pop-up menu.

Adding a parameter in the EventArchiver.policy file

About this task

Listing your available parameters: The parameters that are available to you depends on the agent(s) you are using with the SiteProtector system. Some parameter names, such as SensorAddress and AlertDateTime, are common to all agents, but many parameter names not common to all agents. You can see the parameters available to you by viewing the EventLog file.

The following tips can assist you in determining your available parameters:

- In the log file, the parameter names are located between the R| and = symbols. For example, the AlertFormatVersion parameter appears as R|AlertFormatVersion=85 in the log file. (In this case, the value for AlertFormatVersion is 85.)
- It is easier for you to see the available parameters in Notepad when the word wrap feature is turned off.

Procedure

1. Locate the following section near the bottom of the file:

   [\Event Archiver\DirectoryStructure];

   Note: The parameter structures appear after the line shown above. Each parameter structure consists of three lines. By default, the Event Archiver lists two parameters, SensorAddress and AlertDateTime.
2. Cut and paste any three-line parameter structure to the desired location in the list, and then update the parameter number.

   Tip: How do I determine the "desired location"? A parameter number appears at the end of the first line of each three-line structure. This number represents the directory level for the parameter. For example, if the number is \3, then the parameter is located within two other directories, making it third in the directory structure. If you want this parameter to appear sixth in the directory structure, replace the \3 with \6.

   Note: You must number your parameter numbers sequentially, i.e., you should not skip any numbers. For example, don't use /3 as a parameter number if you don't use /1 and /2 as the parameter numbers in the two previous parameter structures.

Note: The Event Archiver creates the directory structure based on the parameter number, not on the order that the parameter is listed in the policy file. It is better, however, to list the parameters in the order of their parameter numbers to avoid confusion.

3. In the second line of the structure you just pasted, change the old parameter to the desired parameter name.

   Note: For more information about how to find the parameters that are available to you, see "Listing your available parameters".

Example: Adding a parameter

To add the AlertFormatVersion parameter to the third position in your directory structure, you would do the following:

First, cut and paste the following parameter structure so that it is listed third in the EventArchiver.policy file:

[\Event Archiver\DirectoryStructure\2];

Field =S AlertDateTime;

ParameterLoc =S Required;

then, change the first line from [\Event Archiver\DirectoryStructure\2]; to [\Event Archiver\DirectoryStructure\3]; to list the new parameter third in the directory.

to use the AlertFormatVersion parameter instead of the AlertDateTime parameter, next change the second line from Field =S AlertDateTime; to Field =S AlertFormatVersion.

Removing a parameter in the EventArchiver.policy file

Procedure

1. Locate the following line near the bottom of the file:

   [\Event Archiver\DirectoryStructure];

   Note: The parameter structures appear after the line shown above. Each parameter structure consists of three lines. By default, the Event Archiver lists two parameters, SensorAddress and AlertDateTime.
2. Locate the parameter you want to delete, and then delete its entire three-line structure.

   Note: Be sure to renumber the parameter numbers in the remaining structures, if needed. The parameter numbers appear at the end of the first line of each three-line parameter structure.

Chapter 13. Configuring Ticketing

This chapter provides information about configuring the ticketing function in the SiteProtector system and working with tickets.

What is ticketing?

You can use the SiteProtector system's ticketing function to assign problem tickets/issues, events, agents, and assets to a SiteProtector system user. When you have an issue with an event, agent, or asset, the system creates a ticket and then forwards it to the person who is assigned to the ticket. The user then investigates and resolves the issue. During this time, the user can change the status of a ticket, such as from "New" to "Open" to "In Progress" to "Closed."

Writing a plug-in

The SiteProtector system contains a built-in ticketing system and includes a third-party ticketing API. With the API, a third-party plug-in writer can create a plug-in that allows tickets created in the SiteProtector system to be managed by a third-party ticketing system. The ticketing API was used to implement a plug-in for the BMC Remedy Action Request System.

Reference: *Programmer's Guidelines for Writing a Third-Party Ticketing Plug-In* at http:// www.iss.net/support/documentation/.

Topics

"Working with the Remedy Action Request System (Remedy)" on page 140

"Working with tickets" on page 143

"Working with Vulnerability Auto Tickets" on page 146

"Viewing response logs for tickets" on page 151

"Defining notification settings" on page 152

"Defining ticket priorities" on page 153

"Defining ticket status" on page 155

"Defining custom categories" on page 157

"Managing plug-ins" on page 142

"Defining response settings" on page 159

"Defining auto ticketing settings" on page 160

Working with the Remedy Action Request System (Remedy)

This topic discusses Remedy, the IBM ISS-supported third-party ticketing system. The SiteProtector system works with Remedy to streamline your event tracking and remediation processes. This topic explains how to access information to set up this product to use with the SiteProtector system.

What is Remedy?

Remedy is a web-accessible workflow automation organizer that tracks tasks and records items, or tickets, of importance. For more information about Remedy, see http://www.remedy.com.

Support for Remedy

For more information about using the plug-in, download the Integration Notes document for IBM Internet Security Systems from the partners pages on the BMC Software, Inc., Web site.

Configuring the SiteProtector system to use Remedy

You can configure the SiteProtector system to use Remedy to track tickets. This integration allows users to create Remedy tickets from the SiteProtector system Console. For information on how to set up the build-in plug-in for Remedy, see http://www.bmc.com/remedy/ppp/request.cfm.

The SiteProtector system and Remedy are integrated at the server level using a Remedy/ Java™ application programming interface (API). When you save a ticket in the SiteProtector system, the information is also saved in the Remedy server. You can then use Remedy to edit, maintain, and track the tickets. If you use Remedy to maintain tickets, then you cannot edit them in the SiteProtector system; however, a copy of each ticket created in the SiteProtector system is saved in the SiteProtector system Database.

Requirements

The following IBM ISS software and Remedy products must be installed and operating correctly prior to the integration:

- Remedy Action Request System 6.3
- SiteProtector system 2.0 Service Pack 6 or later

Remedy integration process

The following table describes the stages of the Remedy integration process.

Stage	Description
1	Import SiteProtector system definitions to the Remedy server.
2	Create a Remedy user with a fixed license.
3	Set Remedy options (server name, user name and password).
4	Modify the RemedyPluginConfig.xml file.
5	Open the SiteProtector system Console and log into your Site.

Stage	Description
6	Add the Remedy ticketing plug-in to the SiteProtector system.

Importing SiteProtector system definitions to the Remedy server

Use the Import Definition window to import the SiteProtector system definitions to the Remedy server.

Procedure

1. Log on to the Remedy server through the Remedy Administrator.
2. From the **Tools** menu, select **Import Definitions** → **From Definition File**.
3. Select SP Remedy Plugin.def (provided by IBM ISS and located on your SiteProtector system server in Program Files\ISS\SiteProtector\Application Server\config)
4. Click **Open**. The Import Definition window appears.
5. Select **Forms and Active Links**, and then click **Add** to move the definitions into Objects to Import.
6. Click **Import**.

   Note: These forms will be used to interact with the Remedy system. They will not overwrite the current forms you are using for Remedy.

Integrating the SiteProtector system with Remedy

This topic describes how to integrate the SiteProtector system with Remedy.

Procedure

1. Create a Remedy user with a fixed license.
2. Open the RemedyPluginConfig.xml file from Program Files\ISS\SiteProtector\Application Server\config.
3. Set the server entry to the server name or IP address.
4. Set the user entry to the user name to login to the Remedy server.
5. If you are using a non-encrypted password, do the following:
   - Set the encrypted-password to false.
   - Change the value of the password entry to the password for the user.
   - Go to Step 7.
6. If you are using an encrypted password, do the following:
   - Change the encrypt-password to true.
   - Change the password to Remedy.Password.
   - Go to the DOS prompt at Program Files\ISS\SiteProtector\Application Server\bin.

     Note: For SiteProtector system software updated from a version earlier than 2.0 (Service Pack 6), the directory is Program Files\ISS\RealSecure SiteProtector\Application Server\bin
   - Type `CCEngine –setremedypassword`, and then type the password you are using for Remedy.
   - Press ENTER.

7. Save the RemedyPluginConfig.xml file.

Managing plug-ins

Use the Plug-in tab to add or modify third-party software plug-ins that integrate ticketing into SiteProtector. For example, SiteProtector supports the Remedy Action Request System.

About this task

Note: The Site Protector ticketing plug-in is enabled by default and you cannot modify it.

Important: Since only one plug-in at a time can be active in SiteProtector, after you activate a third-party plug-in, any new SiteProtector tickets you create will be viewable only in the third-party ticketing system.

For more information about integrating SiteProtector with Remedy, see the *SiteProtector Configuration Guide*.

Procedure

1. Click the **Plug-in** tab in the Ticketing Setup window.
2. Click **Add**.
3. Type the plug-in name in the **Name** field.

   Example: For the Remedy plug-in, type `Remedy`.
4. Type a description of the plug-in in the **Description** field.

   Example: For the Remedy plug-in, type `Ticketing`.
5. Type the exact name of the class in the **Class Name** field.

   Example: For the Remedy plug-in, type `net.iss.rssp.ticketing.plugin.impl.RemedyTicketingPlugin.`
6. Click **OK**.
7. Select the plug-in you just added or modified and click **Activate**.
8. Click **OK**, and then click **Close**.

Working with tickets

This topic explains how to create, view, open, and edit tickets for the following:

- agents
- assets
- events

Tickets

A *ticket* is a work request created in response to a situation that requires further investigation. Here are some examples of possible tickets:

- patching a range of assets against vulnerabilities
- investigating a new asset that recently appeared on the network, and dealing with it as appropriate
- locating an asset that is running an unapproved operating system, and updating it or removing it from the network

Creating tickets

Use the New Ticket tab to create a new ticket in SiteProtector.

Procedure

1. Select **Agent**, **Asset**, or **Analysis** from the **Go to** list.
2. Select the agent, asset, or event, and then select **Object** → **New** → **Ticket**.

   Note: After you create a ticket, you are not able to continue filtering the activity that is associated with the ticket from the Console.
3. Specify the following options:

Option	Description
Priority	Ticket priority level that categorizes tickets by the amount of time allocated to resolve the ticket **Notes:** • SiteProtector creates the **Due Date** automatically based on the priority you select in this field. • You can change the priorities in the Priority tab on the Ticketing Setup window.
Responsibility	SiteProtector user who is responsible for handling the ticket **Note:** This field contains Administrators and users populated with Active Directory.
Due Date	SiteProtector creates the **Due Date** automatically based on the priority you select in the **Priority** field. If you want to change the due date, select a date by which the ticket must be closed. **Note:** If a ticket is not resolved by the Due Date, SiteProtector sends an email notification to the ticket's creator.

Option	Description
Category	Category for organizing tickets **Note:** This field is optional and defaults to the Default category. You can create custom categories in the Custom Category tab on the Ticketing Setup window.
Synopsis	Summary of the issue
Actions	Steps required to resolve the issue

4. Select the **Custom Category** icon, and then type values for any custom categories that apply.
5. Select **Action** → **Save All**. SiteProtector displays a message that the ticket is created, and provides the ticket ID number.
6. Click **OK** at the prompt to close the New Ticket tab.

Viewing and editing tickets

Use the Ticket view to view and edit tickets in SiteProtector. If you are using the SiteProtector native ticketing system, you can edit ticket details in SiteProtector. If you are using a third-party ticketing system (such as Remedy), you can view the tickets created in SiteProtector, but you must use the third-party ticketing system to edit tickets.

Procedure

1. Select the group or Site for which you want to view tickets.
2. Select **Ticket** from the **Go to** list.
3. Select the ticket you want to view and select **Object** → **Open**. The Ticket Detail window appears.

   Note: You can also double-click a ticket or a ticket revision at the bottom of the window to view ticket details.
4. Edit the following fields as necessary:

Option	Description
Priority	Specifies the ticket priority level that categorizes tickets by the amount of time allocated to resolve the ticket **Notes:** • SiteProtector creates the **Due Date** automatically based on the priority in this field. • You can change the priorities in the Priority tab on the Ticketing Setup window.
Responsibility	Specifies the SiteProtector user who is responsible for handling the ticket **Note:** This field contains Administrators and users populated with Active Directory.

Option	Description
Due Date	SiteProtector creates the **Due Date** automatically based on the priority you select in the **Priority** field. If you want to change the due date, select a date by which the ticket must be closed. **Note:** If a ticket is not resolved by the Due Date, SiteProtector sends an email notification to the ticket's creator.
Status	Specifies the level of progress made toward resolving the ticket
Synopsis	Summary of the issue
Actions	Specifies the actions taken to resolve the ticket **Tip:** Include the dates of the actions taken to help create an action history for the ticket.

5. Select **Action** → **Save All**. SiteProtector saves the ticket and modifies the RevisionID field.
6. Click **OK**.

What to do next

Note: To view and modify multiple tickets in the Ticket view, press **Shift** and select the tickets you want to modify. Then double-click the selected tickets and modify the fields as necessary. The changes you make to the fields affect all the selected tickets.

Opening tickets

This topic describes how to open a ticket for an agent, asset, or event.

Procedure

1. In the left pane, select the group that contains the agent, asset, or event.
2. In the **Go to** list, select **Agent** or **Asset**.
3. In the right pane, right-click the agent or asset and then select **List Tickets**. The Tickets for Selected Items tab appears and lists the tickets for the item.
4. In the right pane, right-click the ticket, and then select **Open Ticket**. The Ticket ID tab appears and displays the ticket information.

Working with Vulnerability Auto Tickets

Use the SiteProtector system vulnerability auto ticketing feature to create auto ticketing rules that apply to vulnerable events in a group. When a vulnerable event matches an auto ticketing rule during a vulnerability assessment scan, the SiteProtector system automatically generates a new ticket.

Note: Only users with global ticketing permissions can create and modify auto ticketing rules.

Auto ticketing rule criteria

For each group of assets, you can create vulnerability auto ticketing rules to specify the criteria by which the SiteProtector system auto-generates tickets. These criteria include:

- Severity of the vulnerability
- Asset criticality
- Asset function
- Asset operating system
- Common Vulnerability Scoring System (CVSS) value of the vulnerability

Vulnerability auto ticketing rules also allow you to configure the ticket priority and the person responsible for addressing the ticket.

Auto ticketing rule eligibility

You must create auto ticketing rules for vulnerable events at the group level. When you create a rule, it will apply to all the assets in the group. You can group the assets so that the SiteProtector system generates only one auto ticket for a each asset, rather than creating individual tickets for each vulnerability.

Note: You cannot create auto ticketing rules for ungrouped assets.
Vulnerability auto ticketing rules apply to vulnerable events identified by either IBM Proventia Network Enterprise Scanner or IBM Internet Scanner.

Auto ticketing process

The following table describes the stages of the auto ticketing process.

Stage	Description
1	Create and enable auto ticketing rules for vulnerable events at the group level. **Note:** When auto ticketing rules are enabled for a group, an auto ticketing icon appears on the group folder in the left pane.
2	Specify the Default Responsible Party in the Auto Ticketing tab on the Ticketing Setup window. **Note:** Once auto ticketing rules are created, you can click the **Link to Auto Ticketing tab** link in the Vulnerability Auto Ticketing Properties tab to open the Auto Ticketing tab on the Ticketing Setup window.

Stage	Description
3	Use the up and down arrows to order the auto ticketing rules in the Vulnerability Auto Ticketing Properties tab. **Important:** The sequence of vulnerability auto ticketing rules is important. During the ticket auto-generation process, the SiteProtector system applies rules in the order which they appear in the Vulnerability Auto Ticketing Properties tab. If a vulnerable event meets the criteria established in a rule, the SiteProtector system creates a ticket with the ticket priority and responsible user defined in the rule, and stops further rule processing for the event.
4	When a vulnerable event matches an auto ticketing rule, the SiteProtector system automatically generates a new ticket. **Notes:** • If an asset is in multiple groups, the SiteProtector system creates a ticket based on the first auto ticketing rule that matches in the group that was created. • Once the ticket is generated, the SiteProtector system removes the vulnerable event from the Analysis view. To view the vulnerability, select the Show Incidents check box in the Analysis view. • You can view auto tickets in the Ticket view. The Creator for auto tickets is ″Auto Ticket″ and the Synopsis field describes which auto ticketing rule matched to generate the ticket.

Rule inheritance

Auto ticketing rule inheritance occurs when a subgroup inherits the auto ticketing rules from a group of assets in the next higher group in your Site structure (if the subgroup does not have any auto ticketing rules).

Example: The asset group Atlanta Servers contains a subgroup of assets called Accounting Servers. If you create auto ticketing rules for the Atlanta Servers group, the Accounting Servers subgroup (that does not have any auto ticketing rules applied) inherits the auto ticketing rules from the Atlanta Servers group.

Note: You can override the auto ticketing rule inheritance by creating auto ticketing rules for individual groups.

Responsibility rules

When multiple vulnerabilities with different responsible asset owners or SiteProtector system users are included in a single ticket, the SiteProtector system applies the following rules:

- If an asset owner and a SiteProtector system user are both selected as the responsible parties, the SiteProtector system assigns the ticket to the asset owner.

- If different SiteProtector system users or different asset owners are selected as the responsible parties, the SiteProtector system assigns the ticket to the Default Responsible Party identified in the Auto Ticketing tab on the Ticketing Setup window.

Configuring properties for auto ticketing rules

Use the Vulnerability Auto Ticketing pane in the Properties tab to view, add, edit, delete, and order auto ticketing rules for vulnerabilities.

Before you begin

Important: Use the **Up** and **Down** arrows to order the rules in the Properties tab since SiteProtector applies them in the order in which they are listed here.

Procedure

1. Select a group, and then click **Object** → **Properties**.

   Tip: You can also right-click a group, and then select **Properties** from the pop-up menu.
2. Click the **Vulnerability Auto Ticketing** icon.
3. To group the rules by asset, select the **Group By Asset** check box.

   Note: Select this check box if you want SiteProtector to generate only one auto ticket for a single asset, rather than creating individual tickets for each vulnerability. You can modify the number of vulnerabilities per ticket in the Auto Ticketing tab in the Ticketing Setup window.
4. Do one of the following:
   - Click the **Add** ✚ icon.
   - Select an existing rule, and then click the **Edit** ✎ icon.
5. To delete a rule, select the rule and then click the **Delete** ✖ icon.

Defining auto ticketing rules

Use the Define Rule window to add, edit, order, enable, and delete vulnerability auto ticketing rules.

Procedure

1. In the Rule Criteria section, specify the rule options as needed:

Note: You can set a rule to match one or more criteria options.

Option	Description
Enable Rule	Enables the rule **Notes:** • If you want to disable the rule, clear the **Enable Rule** check box. SiteProtector saves the rule for the group so you can enable it later. • When auto ticketing rules are enabled for a group, an auto ticketing icon appears on the group folder in the left pane.
Order	Read-only field that displays the rule order number **Note:** When you add a new auto ticketing rule, SiteProtector adds the rule to the end of the list. You can change the order of the rules in the **Properties** tab.
Rule Name	Unique name for the rule
Vuln Severity	Specifies the severity level of the vulnerable event to match
Asset Criticality	Specifies the **Criticality** field in the asset to match **Note:** The Criticality field is defined in the asset properties. To view or modify the asset **Criticality**, do the following: 1. Select the group in the left pane. 2. Select **Asset** from the **Go to** list. 3. Select the asset and click **Object** → **Properties**.
Asset Function	Specifies the **Function** field in the asset to match **Note:** The **Function** field is defined in the asset properties. To view or modify the asset **Function**, do the following: 1. Select the group in the left pane. 2. Select **Asset** from the **Go to** list. 3. Select the asset and click **Object** → **Properties**.
Asset OS	Specifies the **OS Name** (operating system name) field in the asset to match **Note:** The **OS Name** field is defined in the asset properties. To view or modify the asset **OS Name**, do the following: 1. Select the group in the left pane. 2. Select **Asset** from the **Go to** list. 3. Select the asset and click **Object** → **Properties**.

Option	Description
CVSS Value	Specifies the Common Vulnerability Scoring System (CVSS) score value to match **Notes:** • You can select an operator (for example, “greater than” or “equal to”), and enter a CVSS value between 0.1 and 10.0, to establish a threshold for auto-generating tickets. • CVSS scores are available only if you scan with Enterprise Scanner. Enterprise Scanner retrieves the base and temporal scores from the X-Force database. X-Force uses the scores from the National Vulnerability Database.

2. In the Ticket Values section, select the **Ticket Priority** level for tickets generated based on this rule.

   Note: To add or edit ticket priorities, click **Tools** → **Ticketing Setup**.
3. Select the **Responsibility**:

Option	Description
Asset Owner	Specifies the asset **Owner** responsible for handling the ticket once it is created **Note:** The **Owner** field is defined in the asset properties. To view or modify the asset **Owner**, do the following: 1. Select the group in the left pane. 2. Select **Asset** from the **Go to** list. 3. Select the asset and click **Object** → **Properties**.
SiteProtector User	Specifies the SiteProtector user responsible for handling the ticket once it is created **Note:** To edit the list of SiteProtector users, click **Tools** → **User Groups**.

   Important: When multiple vulnerabilities with different responsible asset owners or SiteProtector users are included in a single ticket, SiteProtector applies the following rules:
   - If an asset owner and a SiteProtector user are both selected as the responsible parties, SiteProtector assigns the ticket to the asset owner.
   - If different SiteProtector users or different asset owners are selected as the responsible parties, SiteProtector assigns the ticket to the **Default Responsible Party** identified in the Auto Ticketing tab in the Ticketing Setup window.
4. Click **OK**.

Deleting auto ticketing rules

Put your short description here; used for first paragraph and abstract.

Before you begin

You need to do this first.

About this task

The stage needs to be set just so.

Procedure

1. Do this
2. Then this
   a. which is done by doing this
   b. and then this.
3. And finally, this.

Example

Here's an example... Insert tab A into slot B.

What to do next

Now, you too can do this...

Viewing response logs for tickets

Use the Log tab to view all the operations the system has performed on behalf of the ticket. For example, if the system sent an email, which was then forwarded to another person through the system, all of these steps would appear. The Log tab may also show pending system statuses.

Procedure

1. Select the group for which you want to view the ticket response log.
2. Select **Agent** or **Asset** from the **Go to** list.
3. Select the agent, asset, or event and then select **Action** → **List Tickets**.

   Tip: You can also right-click an agent, asset, or event, and then select **List Tickets** from the pop-up menu.
   The Tickets for Selected Items tab appears and lists the tickets for the agent, asset, or event.
4. Select the ticket you want to view and select **Object** → **Open**. The Ticket detail window appears.
5. In the left pane, click the **Response Logs** icon.
6. You can review the following response log information:
   - **Time stamp**
   - **Reason**
   - **Action**
   - **Status**
   - **Error**

- **Error Count**

Defining notification settings

The SiteProtector system can notify persons by email when certain aspects of a ticket change. For example, when a ticket status is updated, the SiteProtector system can notify the person who created the ticket. This feature provides a means of communicating ticket changes to persons associated with the ticket.

Notification settings

Notification settings control the following:

- when the system notifies the person who creates the ticket
- when the system notifies the person responsible for the ticket
- the email addresses of SiteProtector system users

Setting ticketing notification properties

Use the Notification tab to define the notification settings for communicating ticket changes to persons associated with the ticket.

Procedure

1. Select **Tools** → **Ticketing Setup**.
2. Click the **Notification** tab in the Ticketing Setup window.
3. In the **E-mail Ticket Creator** and **E-mail Responsible Party** sections, select the following options to set notification properties:

Option	Description
On latent ticket	Notifies the ticket creator or person responsible when the ticket is past due
On change to the ticket status	Notifies the ticket creator or person responsible when the ticket status changes
On change to the ticket due date	Notifies the ticket creator or person responsible when the ticket due date changes
On change to the ticket priority	Notifies the ticket creator or person responsible when the ticket priority changes
When a ticket is assigned	Notifies the person responsible for the ticket when the ticket is assigned to that person (E-mail Responsible Party section only)

4. Click **Apply**, and then click **OK**.
5. Click **Close**.

Defining ticket priorities

Ticket priority provides a means of categorizing tickets by the amount of time allocated to resolve the ticket. The less time allocated to resolve the ticket, the higher its priority. This topic explains the following:

- the default ticket priorities available in the SiteProtector system
- how to create new ticket priorities
- how to delete ticket priorities
- how to update the attributes for a ticket priority

Default ticket priorities

The SiteProtector system provides four default ticket priorities. You can edit the time allocations associated with the default ticket priorities, but you cannot delete the default ticket priorities. The following describes the default ticket priorities.

Priority	Desciption
Critical	Ticket must be resolved within a week.
High	Ticket must be resolved within a month.
Medium	Ticket must be resolved within two months.
Low	Ticket must be resolved within six months.

Defining ticket priorities

Use the Priority tab to define priorities that categorize tickets by the amount of time allocated to resolve the ticket.

About this task

SiteProtector provides four default ticket priorities: Critical, High, Medium, and Low. You can edit the time allocations associated with the default ticket priorities, but you cannot delete the default ticket priorities.

Procedure

1. Click the **Priority** tab in the Ticketing Setup window.
2. Do one of the following:
   - To add a new priority, click **Add**.
   - To edit an existing priority, select the priority, and then click **Modify**.
3. Specify the following ticket attributes:

Attribute	Description
Priority	Name of the priority **Note:** You cannot modify the name of the four default ticket properties: Critical, High, Medium, and Low.

Attribute	Description
Maximum Latency (in hours)	Maximum number of hours in which a ticket should be resolved **Note:** This setting automatically determines the due date when a ticket is created. **Note:** If a ticket has not been resolved by the Maximum Latency value, SiteProtector emails the ticket creator.
Description	Description of the priority

4. Click **OK**, and then click **Close**.

Deleting ticket priorities

Put your short description here; used for first paragraph and abstract.

Before you begin

You need to do this first.

About this task

The stage needs to be set just so.

Procedure

1. Do this
2. Then this
   a. which is done by doing this
   b. and then this.
3. And finally, this.

Example

Here’s an example... Insert tab A into slot B.

What to do next

Now, you too can do this...

Defining ticket status

Ticket status describes the condition of a SiteProtector system ticket. This topic explains the following:

- the default ticket statuses available in the SiteProtector system
- how to add new ticket statuses
- how to modify the attributes for a ticket status
- how to delete ticket statuses

Default ticket statuses

The SiteProtector system provides eight default ticket statuses. Each status is composed of the status name, tracking and reporting options (Working, Resolved, and Purgeable), and a description.

You can modify the tracking and reporting options or the description of a default status value, but you cannot rename or delete the status. The following table describes the default ticket statuses.

Status	Description
New	The ticket was just entered into the SiteProtector system.
Open	The ticket has been modified since being created.
In Progress	The ticket is currently being addressed.
Closed	Work required for the ticket has been completed.
Verified Closed	Ticket verification has been completed.
Pending System Verification	Vulnerabilities have been fixed. **Note:** Use this ticket status to verify fixes with the next scan.
System Verified Still Vulnerable	Vulnerabilities still exist after rescanning.
System Verified Success	Vulnerabilities have been fixed.

Defining ticket status

Use the Status tab to add, modify, or delete ticket status values.

About this task

SiteProtector provides eight default ticket statuses. Each status is composed of the status name, tracking and reporting options (Working, Resolved, and Purgeable), and a description. You can modify the tracking and reporting options or the description of a default status value, but you cannot rename or delete it. You can also create additional status values.

Procedure

1. Click the **Status** tab in the Ticketing Setup window.
2. Do one of the following:
   - To add a new status, click **Add**.
   - To edit an existing status, select the status, and then click **Modify**.
3. Type a **Status** name.

   Note: You cannot modify the name of a default ticket status.
4. Select tracking and reporting options for the status:

Option	Description
Working	Keeps tickets active and stored in the Site database
Resolved	Sets tickets as inactive but stored in the Site database **Note:** The time a ticket is in this state will not add to the total working time of the ticket.
Purgeable	Allows tickets to be removed from the Site database **Note:** Ticket purging is based on the database maintenance schedule you define. To modify the database schedule, click the **Database Maintenance** icon in the System view.

5. Type a **Description** of the status.
6. Click **OK**.

Deleting ticket statuses

Procedure

1. Do this
2. Then this
   a. which is done by doing this
   b. and then this.
3. And finally, this.

Example

Here's an example... Insert tab A into slot B.

What to do next

Now, you too can do this...

Defining custom categories

Use the Custom Category tab to review and create custom categories for organizing tickets.

About this task

Each category is listed in the All Categories section. When you select a category, the category's fields display in the Fields associated with the selected category list section.

Procedure

1. Click the **Custom Category** tab in the Ticketing Setup window.
2. Do one of the following:
   - To add a new category, click **Add**.
   - To edit an existing category, select the category, and then click **Modify**.
3. Type the name of the custom category in the **Category** field.

   Note: You cannot modify the name of a default category.
4. Type a **Description** of the category.
5. In the Custom Fields section, click **Add**.

   Note: You can add a maximum of five fields to a custom category.
6. Type the name of the custom field in the **Field Name** field.
7. Type a description of the custom field in the **Field Description** field.
8. If the field will contain more than twenty-five characters, select the **Large Field** option.
9. Click **OK**.
10. To change the order of the custom fields, select a field, and then click **Move up** or **Move down** to arrange the fields.
11. Click **OK**, and then click **Close**.

Managing plug-ins

Use the Plug-in tab to add or modify third-party software plug-ins that integrate ticketing into SiteProtector. For example, SiteProtector supports the Remedy Action Request System.

About this task

Note: The Site Protector ticketing plug-in is enabled by default and you cannot modify it.

Important: Since only one plug-in at a time can be active in SiteProtector, after you activate a third-party plug-in, any new SiteProtector tickets you create will be viewable only in the third-party ticketing system.

For more information about integrating SiteProtector with Remedy, see the *SiteProtector Configuration Guide*.

Procedure

1. Click the **Plug-in** tab in the Ticketing Setup window.
2. Click **Add**.
3. Type the plug-in name in the **Name** field.

   Example: For the Remedy plug-in, type `Remedy`.
4. Type a description of the plug-in in the **Description** field.

   Example: For the Remedy plug-in, type `Ticketing`.
5. Type the exact name of the class in the **Class Name** field.

   Example: For the Remedy plug-in, type `net.iss.rssp.ticketing.plugin.impl.RemedyTicketingPlugin.`
6. Click **OK**.
7. Select the plug-in you just added or modified and click **Activate**.
8. Click **OK**, and then click **Close**.

Defining response settings

Ticket response settings control the content and frequency of ticketing email notifications.

Default response settings

You can modify the descriptions of the default SiteProtector system response settings. The following table describes the default ticket statuses.

Response setting	Description
Latent Response Scheduler Interval (hours)	Frequency that the SiteProtector system checks tickets to determine if they are latent. **Note:** Tickets are considered latent if the current date/time is past the due date/time.
Email content for latent ticket notification	The text that appears in the body of latent notification emails.
Email subject for latent ticket notification	The text that appears in the Subject line of latent ticket notification emails.
Maximum attempts	The number of times the SiteProtector system attempts to send an email response.
System email address	The email address that appears in the From field of outgoing emails.
System email server	The name or IP address of the outgoing mail server.
Email content for ticket change notification	The text that appears in the body of ticket change notification emails.
Email subject for ticket change notification	The text that appears in the Subject line of ticket change notification emails.
Email content for ticket creation notification	The text that appears in the body of ticket creation notification emails.
Email subject for ticket creation notification	The text that appears in the Subject line of ticket creation notification emails.
Validation response scheduler interval (hours)	How often the SiteProtector system checks tickets with a status of “pending system verification” to determine if they should be updated to a status of “system verified success” or “system verified still vulnerable.”

Modifying response settings

Use the Response tab to modify the ticketing email notification settings that control the content and frequency of email notifications.

Procedure

1. Click the **Response** tab in the Ticketing Setup window.
2. Select a response, and then click **Modify**.

   Note: You cannot modify response names.
3. Type the new value for the attribute in the **Attribute Value** field, and then click **OK**.
4. Click **Apply**, and then click **OK**.

Defining auto ticketing settings

This topic explains how to modify the vulnerability auto ticketing settings. These settings control the processes associated with the automatic generation of tickets for vulnerabilities identified in a vulnerability assessment scan.

Note: You cannot modify attribute names.

Reference: For more information about vulnerability auto ticketing, see "Working with Vulnerability Auto Tickets" on page 146.

Modifying auto ticketing settings

Use the Auto Ticketing tab to modify the vulnerability auto ticketing settings that control the processes associated with the automatic generation of tickets for vulnerabilities identified in a vulnerability assessment scan.

Procedure

1. Click the **Auto Ticketing** tab in the Ticketing Setup window.
2. Select one of the following auto ticketing attributes to modify:

   Note: You cannot modify attribute names.

Option	Description
Default Responsible Party	Specifies the user that SiteProtector assigns as the responsible party for auto-generated tickets if not specified in the auto ticketing rule **Important:** When you create an auto ticketing rule, you must also specify the **Default Responsible Party**. **Note:** To edit the list of SiteProtector users, click **Tools** → **User Groups**. To add an email address, click **Tools** → **User Email Addresses**.
Scheduler interval for running all group rules	Specifies the frequency that SiteProtector will apply the auto ticketing rules

Option	Description
System Validity Period	Specifies the number of days that SiteProtector will not generate more than one auto ticket for the same vulnerability **Note:** If SiteProtector creates an auto ticket for a vulnerability within this time period, it will not generate another auto ticket for the same vulnerability. For example, if this is set to 30, and the vulnerability still exists, on the 31st day SiteProtector will create a new auto ticket.
Vulnerabilities per Ticket	Specifies the number of vulnerabilities included in one auto ticket when the auto tickets are grouped by asset **Notes:** • Once this maximum is reached, SiteProtector creates a new ticket. For example, if you set this to 40, when there are 41 vulnerabilities SiteProtector creates two separate tickets. • If you want SiteProtector to generate only one auto ticket for a single asset (rather than creating individual tickets for each vulnerability), select the **Group By Asset** check box in the Vulnerability Auto Ticketing pane in the Properties tab.

3. Click **Modify**.
4. Type the new value for the attribute in the **Attribute Value** field, and then click **OK**.
5. Click **Apply**, and then click **OK**.

Chapter 14. The Group Setup Stage

The second stage of the SiteProtector system setup process is the Group Setup stage. In this stage, you create groups that appear in the left pane of the Console and implement a system for populating the groups with assets and agents. This chapter provides an overview of the Group Setup stage.

Note: The SiteProtector system automatically organizes and groups the SiteProtector system components, such as the Agent Manager and Site Database, into the Site Node. You cannot move these components out of this group, so there is no need to regroup these components. The procedures in this stage are intended to group other assets and agents.

Topics

Overview of this stage

This topic provides an overview of the Group Setup stage.

Group structure

Before you begin the process of creating the groups, you should develop a plan for organizing the groups that is based on your environment and security requirements. The SiteProtector system supports any group structure that meets your security management needs. The plan can guide you in the Group Setup stage.

Note: If you import assets from Active Directory, then the Active Directory structure, including the groups and subgroups, will appear in the Console. You cannot edit or change imported Active Directory groups. If you want to be able to edit and change the groups and still retain the Active Directory structure, then you must replicate the Active Directory structure in the Console.

Group properties

During the Group Setup stage, you configure properties for the groups you create, such as the following:

- *Group Membership Rules* that help the SiteProtector system automatically populate the groups with network assets identified by agents.

  When the SiteProtector system and the other IBM ISS products integrated with it begin to identify security events and assets on your network, the amount of information entering the SiteProtector system can be significant. *Group Membership Rules* work together the *Group Ungroup Assets* job to automatically organize this information as it enters the system. Setting up Group Membership rules in advance can eliminate the cumbersome tasks of manually grouping assets after they enter the system.
- *Group-Level User Permissions* that control the tasks a SiteProtector system user can perform on the assets and agents in the group.

The number assets, agents, and tasks required to manage a group can be significant. This variety can require different users to perform different tasks on the same group. The SiteProtector system provides you with the ability to control and restrict a user's actions at the very specific group level. For example, you can grant one user the ability to run scans on a group of assets, and you can grant another use the ability to apply policies to the agents in the same group.

Group tuning

After you set up the groups in the Console, you can add, delete, and edit groups and group properties later to meet your changing security requirements.

Checklist for this stage

This topic provides a checklist for setting up groups.

Checklist

The following table provides a task checklist to ensure that you perform all the tasks required to set up groups for your assets and agents.

✓	**Task**
□	Develop a plan and structure for organizing your network assets and the agents that monitor them into groups. See "Organizing groups and subgroups" on page 172.
□	Create the groups based on this structure, and then define the properties for the groups, including Membership Rules. See "Creating groups" on page 173.
□	Set up permissions for users to perform tasks with the assets and agents in the groups. See "Setting up group-level permissions" on page 184.

Chapter 15. Setting Up Groups

This chapter provides information about setting up groups.

Requirement

After installation, the SiteProtector system includes the default groups only. You must set up additional groups for your assets and other IBM ISS products. The SiteProtector system does not create these groups for you.

Topics

What are groups?

A group is a collection of network assets and the SiteProtector system components or agents that reside on those assets. For example, you create a group called *Atlanta Servers* with an IP range of 175.12.13.15-175.20.30.50. This group includes the following members:

- the assets with an IP address within the IP range
- the agents installed on the assets

A subgroup is a group that exists beneath another group.

Importance of groups

Groups are important because they provide the following:

- A method for organizing, accessing, and managing important information about the network assets monitored by the SiteProtector system and other IBM ISS products.
- A method for organizing and managing the other IBM ISS products that work with the SiteProtector system.
- A method for performing SiteProtector system tasks on groups of assets and agents, such as applying policies to agents in a group or viewing the security events for a specific group of assets.
- A navigational tool in the Console that you can use to move between different groups of network assets and agents as you perform your security management tasks.

Default group names

The SiteProtector system includes some default groups after initial installation. For a complete list of these groups and descriptions of each, see "Default group names" on page 167.

How are assets and agents added to groups?

The SiteProtector system Console provides several different views into the contents of a group. The following table lists the views and describes the group contents that you can see with each view.

View	Contents
Agent View	Shows the agents and the SiteProtector system components[a] installed on the assets in this group.
Asset View	Shows the assets[b], including computers, servers, and other devices, that are members of the group.
Analysis View	Shows the security events generated by agents in this group; events are related to the assets in the group.
Policy View	Shows the security policies and responses set for the agents in the group.
Reporting View	Provides options for generating reports about the group such as a report showing events generated by a Desktop Protection agent in the group.
Ticketing View	Shows the open and closed tickets for agents, components, and assets in the group; also shows ticket activity and history; also provide options for managing tickets for the group.
Properties	Shows the following: • For agents that are members of the group, it shows properties such as details and command jobs for the agents. • For components that are members of the group, it shows properties such as details and command jobs. • For the group itself, it shows properties such as the permissions set on the group and the membership rules set for the group. • For the *Site Node* group, it shows properties such as global Site permissions and command jobs for the entire Site. • For the group called *Site Group*, it shows properties such as command jobs and policies for any “Site-level policy” agents that are members of the group. **Note:** You must choose an agent, component, group, or Site to view the Properties View. It is not listed as a choice in the Go to list.

a. The SiteProtector system keeps the Site components, including Site Database, Event Collector, Application Server, and Agent Manager, in the Site Group. You cannot move the components out of this group, but you can copy them to other groups. The Site Group is the top level group in the Site and has a user-defined name. IBM ISS recommends that you manage the SiteProtector system components in the Site Group.

b. An asset can be a member of multiple groups.

Group properties

The following table describes the group properties that you can set and manage.

Property	Description
Details	Used to manage detailed information about the group, including group name and description.
Membership Rules	Used when you run an Group Ungrouped Assets job to automatically group ungrouped assets; before the SiteProtector system can add an asset to the group, the asset must meet the criteria you set in the membership rules for the group.
Permissions	Used to control a user's ability to view, modify, and control the assets in the group.
Command Jobs	Used to view information about SiteProtector system jobs such as scan jobs that you run on the group, including the following: • SiteProtector system jobs that are scheduled to run on the group • SiteProtector system jobs that have completed running on the group • the progress of SiteProtector system jobs currently running on the group

Default group names

This topic describes the default groups that appear in the left pane after you first install the SiteProtector system.

Default group name

The following table describes the default groups displayed in the left pane of the Console; the table lists the names in the order that they appear in the left pane.

Name	Description
My Sites	Includes all active Sites appear below *My Sites*. For example, if you log on to five sites, then you see the five sites listed under *My Sites*. The *My Sites* name is created by default at the time you install the SiteProtector system and cannot be changed or deleted. **Contents** *My Sites* contains all active Sites. **Tasks Allowed** You can perform Console-level tasks such as configuring Console options at the *My Sites*-level. **Node Name** *My Sites* is referred to as the root node. **Icon** The IBM ISS icon represents *My Sites*.
Site Node	The *Site Node* is the name of the computer where the Site resides. The name of the *Site Node* is system-generated at the time you install the SiteProtector system and cannot be changed or deleted. You can log on to multiple Sites in the Console. If you are logged on to multiple Sites, then you will see multiple *Site Nodes* in the left pane of the Console. **Contents** The *Site Node* contains SiteProtector system components only. You cannot remove the components from the *Site Node*, but you can copy them to other groups. **Tasks Allowed** You can perform Site-level tasks at the *Site Node*-level such as managing global permissions and policies for some IBM ISS products. **Node Name** *Site Node* is referred to as Site node. **Icon** The building icon represents the *Site Node*. **Examples** • 125.1.4.50 • Atlanta Computer_01 • Localhost

Name	Description
Site Group	The *Site Group* is the first group created in the Site. It is automatically created by the SiteProtector system during installation. The name of the *Site Group* is user defined at the time you install the SiteProtector system. You can change the *Site Group* name in the Site Group Properties, but you cannot delete the *Site Group*. **Contents** The *Site Group* can contain SiteProtector system components and other network assets. **Tasks Allowed** You can perform group-level tasks at the *Site Group*-level such as setting group permissions and applying policies. **Node Name** *Site Group* is referred to as the Site Group node. **Icon** The folder icon represents the *Site Group*. **Examples** • Atlanta Site • Site 01 • Site East

Name	Description
Group	A *Group* is any group that you create in the SiteProtector system to hold assets. No groups exist in the Site until you create them. All groups are subgroups to the *Site Group*. The *Group* name is user defined at the time you create the group. You can create an unlimited number of groups in the Site as well as name and organize them based on your requirements. *Subgroups* are exactly like groups except they exists below another group. **Contents** *Groups* can contain SiteProtector system components and network assets monitored by the SiteProtector system, such as servers, routers, and other network devices. *Groups* do not contain SiteProtector system components. **Tasks Allowed** You can perform group-level tasks at the *Group*-level such as setting group permissions and applying policies. **Node Name** *Group* is referred to as the Group node. **Icon** The folder icon represents a *Group*. **Examples** • DMZ • Web Servers • Event Collectors • Desktop Agents

Name	Description
Ungrouped Assets	The *Ungrouped Assets* group is created and named by default at the time you install the SiteProtector system and cannot be changed or deleted. As the SiteProtector system detects assets on your network, they are typically moved to other groups and subgroups during jobs to Group Ungrouped Assets. Any asset that remains ungrouped is stored in *Ungrouped Assets*. **Contents** *Ungrouped Assets* contains *site ranges*, which contain ungrouped assets listed by their IP address. **Tasks Allowed** You can perform the following tasks at the *Ungrouped Assets*-level: • Run a Group Ungrouped Assets job to automatically move ungrouped assets to other groups and subgroups based on group membership rules • Create Site ranges **Node Name** *Ungrouped Assets* is referred to as the Ungrouped Assets node. **Icon** The world icon represents *Ungrouped Assets*. **Note:** IBM ISS recommends that you move ungrouped assets into groups and subgroups with more meaningful names as soon as possible in the set up.
Site Range	A *site range* is a unique type of subgroup in *Ungrouped Assets*. The first site range is created and named by default at the time you install the SiteProtector system. You can delete this site range or create additional site ranges as necessary. **Contents** *Site ranges* contain ungrouped assets listed by their IP address. **Examples** • 120.5.6.70 - 120.5.6.90 • 125.4.5.60 - 125.4.5.90

Organizing groups and subgroups

Before you create groups and subgroups, you should develop a plan for organizing the groups. This topic provides information about organizing groups.

Strategies

Most strategies for organizing groups are based on categories of assets that reflect the asset's purpose, function, and security position in your organization. The following table lists some of these categories and provides examples of group names based on the categories.

Category[a]	**Example**
Department	*Site Node* *Site Group* Human Resources Accounting Customer Support Manufacturing
Geography	*Site Node* *Site Group* Atlanta Dallas Los Angeles
Business Purpose	*Site Node* *Site Group* Development Web Sales
Asset Type	*Site Node* *Site Group* Servers Desktops Databases Routers
Agent Type	*Site Node* *Site Group* Network Sensors Network Internet Scanners Event Collectors Appliances
Command Jobs	*Site Node* *Site Group* Monitor Scan
Combination	*Site Node* *Site Group* Network Sensors Network Internet Scanners Event Collectors Appliances Scan Analyze Atlanta Servers Dallas Servers

Category[a]	Example

Combination with subgroups	*Site Node*
	   Site Group
	      Sensors
	        Network Sensors
	        Server Sensors
	      Scanners
	          Network Internet Scanner
	      Appliances
	        Proventia Network IPS
	        Proventia Network MFS
	      Atlanta
	        Servers
	        Routers
	      Dallas
	        Servers
	        Routers

a. An asset can be a member of multiple groups. For example, an asset might be a member of Scan and Web Servers.

Creating groups

After you develop a plan for organizing your assets into groups, you should create the groups, define the properties for the groups, and structure them to reflect the organizational plan. For example, if you choose to organize assets into groups by geography, then you should create groups for each geographic region.

Task overview

The following table describes the tasks for creating groups.

Task	Description
1	Create the group.
2	Assign an Agent Manager to the group.
3	Define membership rules for the group.
4	Set group-level permissions for the group.

Membership rules

You can run or schedule a Group Ungrouped Assets job to automatically move assets out of Ungrouped Assets to other groups in the Site. The job uses membership rules to determine where to relocate the assets. You must set up membership rules before you run or schedule a Group Ungrouped Assets job.

When you define membership rules, you must choose only one type per group. Table 69 describes the available types and provides the allowed formats and examples for each type.

Table 1. Types of membership rules

Type	Description	Formats	Examples
IP Address	Use this type to restrict membership based on an asset’s IP address.	Single IP address	125.4.5.60
		IP address range	120.4.5.50-120.4.5.53
		IP address with wildcard	126.4.5.*

Table 1. Types of membership rules (continued)

Type	Description	Formats	Examples
DNS Name	Use this type to restrict membership based on an asset's DNS name.	Single DNS name	HR_01.Atlantabranch.com
		DNS name with wildcard	AP_*.Atlantabranch.com
NetBIOS Name	Use this type to restrict membership based on an asset's NetBIOS name.	Single NetBIOS name that includes any of the following characters: • 0-9 • A-Z • a-z • the dash (-) • !@#$%^&()._~{}	AT-US_9A0Z@
		Single NetBIOS name that includes wildcards	AT-*
Operating System Name	Use this type to restrict membership based on an asset's operating system.	Any operating system name that includes any characters	Windows 2000
		Operating system name that includes wildcards	Windows*

Creating a group

This topic describes how to create a group.

Procedure

1. In the left pane, right-click a group, and then select **New** → **Group** from the pop-up menu.

   Note: If you are adding groups to the SiteProtector system for the first time, then you must select the top level group to begin. After you add the first group, you can add other groups as subgroups of these groups.
   The *New Group* folder appears below the selected group.
2. Type the group name in the highlighted box, and then press ENTER. The group appears in the left pane.

Assigning Agent Managers

Procedure

1. In the left pane, right-click the group, and then select **Properties** from the pop-up menu. The Properties tab appears.
2. In the left pane, select **Group Settings**. The Group Settings window appears in the right pane.
3. Select the **Agent Manager List** tab.
4. Select an Agent Manager from the list.

   Note: If the Agent Manager you want to assign does not appear in the list, then click **Add** to add the Agent Manager to the list.
5. Click **OK**.
6. Right-click the **Properties** tab, and then select Close from the pop-up menu.

Defining membership rules

Procedure

1. In the left pane, right-click the group, and then select **Properties** from the pop-up menu. The Properties tab appears.
2. Click the **Membership Rules** icon.
3. In the **Type** list, select the type of membership rules to use to for this group:
   - IP Address
   - DNS Name
   - NetBIOS Name
   - Operating System Name

   Note: You can use only one type per group, but you can define multiple rules of that type. For example, if you choose IP address, then you can define ten membership rules based on IP address. You cannot define one rule based on IP address and one rule based on operating system.
4. Type a **Rule** in the row that has an asterisk in the first column, and then press ENTER.

   Tip: For more information about rules, see table, “Types of membership rules” or the help below the Type box in the Console.

   Note: For IP address types, if you type an invalid rule, the asterisk changes to a red X. You must correct the membership rule before you continue.
5. Right-click the **Properties** tab, and then select **Close** from the pop-up menu.

Creating System Scanner Vulnerability Assessment Application Groups

When the SiteProtector system receives the first event from the System Scanner™ Databridge, it automatically creates a *System Scanner vulnerability assessment application group*. This topic explains how to perform the following tasks on this group:

- move the group
- rename the group

Default subgroup structure

The SiteProtector system automatically creates the following subgroup structure for the System Scanner vulnerability assessment application group in the Enterprise Groups pane.

Level	Description
1	System Scanner vulnerability assessment application
2	*SystemScannerDNSName_SystemScannerDatabaseName*
3	System Scanner vulnerability assessment application group names that appear in the System Scanner Console.

Moving the group

This topic describes how to move the System Scanner vulnerability assessment application group.

Procedure

1. In the left pane, delete the default System Scanner vulnerability assessment application group.
2. Create a new group named **System Scanner**. The SiteProtector system creates the new group structure as it receives new events, such as when you scan an asset.

Renaming the group

This topic describes how to rename the System Scanner vulnerability assessment application group.

Procedure

1. In the left pane, create a new group.
2. Run the following SQL command in the SQL Query Analyzer:

   ```
   INSERT INTO VERSION (ATTRIBUTENAME, ATTRIBUTEVALUE)
   VALUES('SystemScannerGroupName','Custom_Group_Name'
   ```

   Example: To change the name of your System Scanner group to "SystemScannerevents," run the following command:

   ```
   INSERT INTO VERSION (ATTRIBUTENAME, ATTRIBUTEVALUE)

   VALUES('SystemScannerGroupName','SystemScannerevents')
   ```

   The SiteProtector system creates the new group structure as it receives new events, such as when you scan an asset.

Chapter 16. Setting Group-Level Permissions

This chapter provides information about setting group-level permissions.

Recommendation

The default SiteProtector system user groups have some default group-level permissions. If you add users to these groups, then the users automatically have the default group-level permissions. You must set group-level permissions in the following situations:

- The group-level permissions set for the SiteProtector system user groups do not meet your security requirements.
- You create custom SiteProtector system user groups and want to set group-level permissions for the user groups.
- You want to implement very specific control over a users actions at the asset group level.
- You want to provide a user with very limited and restricted access to the SiteProtector system.

Topics

What are group-level permissions?

Group-level permissions are different from global permissions, which provide Site-wide functionality to users, such as the ability to manage licenses or manage global security responses in the entire Site. Group-level permissions do not provide Site-wide functionality. Group-level permissions provide control over the actions a user can perform with the assets and agents in an individual group or groups.

Definition: group

The term group in group-level permissions refers to SiteProtector system groups that contain assets and agents. For example, you might set up group-level permissions for an Atlanta Servers group. The term does not refer to user groups as in the Administrator user group.

Who has group-level permissions?

All SiteProtector system users, including individual users, groups of users, and members of SiteProtector system user groups, have group-level permissions. The permissions assigned to the SiteProtector system users groups vary depending on the role of the users in the group. You can also assign group-level permissions to individual users or groups of users who are not members of a SiteProtector system user group.

What do group-level permissions control?

Group-level permissions provide very specific control over users actions in the SiteProtector system. For example, group-level permissions control users ability to perform actions such as the following:

- log on to the Site
- change group properties, such as name and membership rules
- add, modify, and remove assets in a group
- add, modify, and remove agents in a group
- apply updates and policies to agents in a group
- view properties and log files for assets and agents in a group
- print report about the assets and agents in a group
- start, stop, restart, and refresh agents in a group

Because the SiteProtector system supports many agents and group related tasks, there are many individual group-level permissions. Each permission controls a very specific action in the SiteProtector system.

When do you set group-level permissions?

You can set group-level permissions at any time. For example, you can set group-level permissions before you populate the group with assets or agents, or you can wait until after you populate the group to set the group-level permissions. IBM ISS recommends that you set up the groups and populate the groups before you configure permissions for the group.

The following table provides information about the tasks required to set group-level permissions at different times in the SiteProtector system setup process.

If you want to...	Then...
set group-level permissions before you set up the actual groups and populate them with agents	set the group-level permissions at the top-level group, called the *Site Group*, and then turn on the Inherit Permissions options for all subgroups. **Note:** This action replicates the top-level group permissions on all subgroups in the Site. Because all groups in the Site are subgroups of the *Site Group*, this action essentially replicates the top-level group permissions on all groups in the Site.
set group-level permissions after you set up the actual groups and populate them with agents	complete the tasks described in the following sections before you set up group-level permissions: • Chapter 15, “Setting Up Groups,” on page 165 • Chapter 19, “Setting Up Agents,” on page 213 IBM ISS recommends that you set group-level permissions after you set up the groups and populate them.

Who manages group-level permissions?

The group owner sets and manages group-level permissions for a specific group. You specify the group owner at the time you create the group or in the group properties after you create the group. The group owner can perform the following tasks:

- grant and remove group-level permissions
- change the group owner

By default, the user or user group that creates the group is the group owner. The group owner can be any of the following:

- an individual local user
- a local user group
- an individual domain user
- a domain user group
- a SiteProtector system user group

There is no limit to the number of actual users who can be group owner, but you can only assign a maximum of one individual user or one user group as group owner. For example, you create a SiteProtector system user group called *Atlanta Administrators* and put five individual users in the group. You then assign Atlanta Administrators as group owner to a group. All five individual users are considered group owner.

Where do you manage group-level permission?

You set and manage group-level permissions in the properties for the group on the Permission Property window.

Reference: See "Working with the Permissions Property window" on page 182.

How many users can have group-level permissions?

There is no limit to the number of different users who can have group-level permissions for the same group. You can also set different permissions for the different users in the same group. For example, you can set group-level permissions so that three users have different permissions on the same group as follows:

- One user called *jsmith* has permission to view the assets in the group and run reports about the assets in the group.
- Another user called *ataylor* has permission to run scans on the assets in the group.
- Another user called *pharris* has permission to update the agents in the group.

How do I pass down permissions to subgroups?

After you set group-level permissions for one group, you can pass the permissions to all the subgroups in that group. This feature is called permission inheritance. For more information, see "Working with permission inheritance" on page 188.

Working with the Permissions Property window

This topic provides information about the Permissions Property window and instructions for the following tasks:

- understanding color indicators on the Permissions Property window
- selecting and deselecting permissions in the permissions list
- expanding and collapsing permissions in the permissions list

Permissions Property window description

For each group of assets and agents, the SiteProtector system provides a Permission Property window. You can view and manage all the group-level permissions for that group in this window.

Areas of the window

The following table lists all the possible agents such as Network Internet Scanner that might be present in the group and the group-level permissions for each agent.

Area	Description
Left pane	• Lists all the users and user groups who have permissions for this group. • Provides options for adding and removing users from the group.
Right pane	Lists all group-level permissions. This lists includes all possible permissions, including permissions for agents that might not be in the group.

In the permissions property sheet, you can define all types of access to that group and set up multiple access profiles for different users, groups or SiteProtector system groups. For example, you can set up two access profiles for a group:

- one that provides a user group read only access to the group of assets and access to some reports
- one that provides the user group with the ability to update the group and run agents in the group.

If a specific type of asset is not present in the group, then the related group-level permission is not applicable to that group. For example, if there are no Network Internet Scanners in a group, then the group-level permissions related to Network Internet Scanner are not applicable to that group.

Understanding color indicators

The following table describes the color indicators that appear on the Permission Property window.

Circle Color	Description
Black	This color indicates one of the following: • If it appears next to an individual permission, then the permission is assigned to the user or group. • If it appears next to a top level permission, meaning that there are sub-permissions within that main category, then all individual permissions in that category are assigned to the user or group. You can edit the permissions.
White	This color indicates one of the following: • If it appears next to an individual permission, then the permission is not assigned to the user or group. • If it appears next to a top level permission, meaning that there are sub-permissions within that main category, then none of the individual permissions in that category are assigned to the user or group. You can edit the permissions.
Half black, half white	This color combination can only appear next to a top level permission. A top level permission is one that contain sub-permissions. This combination indicates that some of the individual permissions in that category are assigned to the user or group, but not all. You cannot edit the permission.
Grey	This color indicates that permission inheritance is turned on for this asset group. You cannot edit the permissions.

Selecting or deselecting permissions

To select or deselect permissions from the permissions list:

- Select the circle that corresponds to the permission.

  The color of the circle changes depending upon whether the permission is selected.

Expanding the permissions list

- To expand the permissions list for an individual report or agent:
  - Click the plus sign (+) next to the permission.
- To expand all permissions:
  - Right-click any permission, and then select **Expand All**.

Collapsing the permissions list

- To collapse the permission list for an individual report or agent:
  - – Click the minus sign (–) next to the permission.
- To expand all permissions:
  - – Right-click any permission, and then select **Collapse All**.

Setting up group-level permissions

This topic explains how to set group-level permissions for the following:

- SiteProtector system user groups
- local users and groups
- domain users and groups

Important: If you turn on the “inherit permissions from parent group” when you grant a group-level permissions, then the permissions set on the group’s parent are transferred to this group.

Group owner

Only the group owner or Administrator can set up group-level permissions.

Group levels in the left pane

You can grant group-level permissions at the following group levels in the left pane:

- *Site Group* level
- *Group* level

You cannot grant group-level permissions at the following group levels in the left pane:

- *Site Node* level
- *Ungrouped Assets* level

  Only users in the SiteProtector system user grouped called Administrator can work with the Ungrouped Assets group.
- *Site Range* level

Requirement

All SiteProtector system users *must* have the permission called Group-View at the *Site Group* level before they can login to a Site. This requirement applies to all of the following:

- local users and local groups
- domain users and domain groups
- SiteProtector system user groups

Before you begin

IBM ISS recommends that you set up groups before you configure group-level permissions. See “Creating groups” on page 173.

Setting permissions before you setup assets and agents

You can set up group-level permissions before set up agents and assets. Setting group-level permissions before you set up agents and assets is recommended in the following situations:

- You can anticipate exactly the assets and agents that will be members of the group.
- You want to set the permissions at the *Site Group* level (top level group in the Site) and force all groups and subgroups in the Site to inherit the permissions.

Without agents or assets present in the Site, it is very difficult to anticipate the permission requirements for the groups in the Site. If you want to set up agent and assets first, then go to these topic and complete these tasks before you set up group-level permissions:

- Chapter 19, "Setting Up Agents," on page 213
- Chapter 21, "Adding Assets," on page 237

Permissions required for Enterprise Scanner policies

For users to effectively run scans with Proventia Network Enterprise Scanner, one of the permissions they must have is the View permission on the Network Locations policy. You must assign this permission at the group they need to scan, as well as any group above this one in the hierarchy.

Suggestion: Grant View Network Locations Policy permissions and do not remove inheritance, so the user will have this permission at the Site group level and each child group within the Site.

Task overview

The following table describes the tasks for setting up group-level permissions.

Task	Description
1	Add the user or group to the asset group.
2	Grant and remove group-level permissions for the user or group.

Adding users or groups to asset groups

Use the Group-level permissions management window to add a user or group to the asset group.

Procedure

1. In the left pane, right-click the *Site Group* or another *group*, and select **Properties**. The Group Properties tab appears.
2. Click the **Permissions** icon. The Group-level permissions management window appears.
3. In the Users and/or Groups column, click **Add**. The Search Users/Groups to Add window appears.
4. Use the following table to determine your next steps:

If you want to add...	Then...
local users or groups to the SiteProtector system user group	type the complete account using the following syntax, and then click **OK**: • `computer name\user name` • `computer name\group name` If you do not know the complete account information, then you must look it up using Windows Computer Management.
domain users or groups to the SiteProtector system user group	type the complete account name using the following syntax, and then click **OK**: • `domain name\user name` • `domain name\group name` If you do not know the complete account name, then you must look it up using Check Names.

5. Click **OK**. The Select Users and/or Groups window appears.
6. Select the member you want to add to the asset group, and then click **OK**. The member appears in the Users and/or Groups column. You can assign group-level permissions to this member.
7. Click **Save**.

Assigning group-level permissions

Use group-level permissions to specify which SiteProtector users can access and modify specific asset groups on your Site.

About this task

Tip: Before you assign group-level permissions, you should first set up asset groups and import assets into those groups. You can assign additional permissions to new asset groups when you create them. Subgroups automatically inherit the parent group’s permissions, unless you configure them not to.

Procedure

1. Select a group, and then click **Object** → **Properties**.
2. Click the **Permissions** icon.
3. In the Users and/or Groups area, select the user or user group you want to assign or remove permissions.
4. In the Manage Security area, select the circle that corresponds to the permission you want to assign or remove.

Option	Description
●	The selected user or group has the individual permission or all permissions in the list.
◓	The selected user or group has some of the permissions in the list.
○	The selected user or group does not have the individual permission or does not have any permissions in the list.

5. Click **Action** → **Save**, and then close the Properties tab.

Removing group-level permissions

Use the Group-level permissions management window to remove group-level permissions from a user or group.

Procedure

1. In the left pane, right-click the *Site Group* or another *group*, and select **Properties**. The Group Properties tab appears.
2. Click the **Permissions** icon. The Group-level permissions management window appears.
3. In the Users and/or Groups column, select the user or group.
4. In the Manage Security section, clear the circle that corresponds to the permission you want to grant. A white circle indicates that the permission is removed.
5. Click **Save**.
6. Right-click the **Group Properties** tab, and then select **Close** from the pop-up menu.

Working with permission inheritance

This topic defines permission inheritance and provides information about how permission inheritance works.

This topic also provides instructions for the following tasks:

- turning on permissions inheritance
- turning off permission inheritance
- determining whether permissions are inherited
- editing inherited permissions
- removing inherited permissions

Definition: permission inheritance

Permission inheritance occurs when a subgroup of assets inherits its permission settings from a group of assets above it in the hierarchy. For example, the asset group *Atlanta Servers* contains a subgroup of assets called *Accounting Servers*. Permission inheritance occurs when the subgroup called Accounting Servers inherits its permission settings from the group called *Atlanta Servers*.

Permission inheritance is a powerful permission management tool because it provides a quick means of setting permissions on subgroups of assets and eliminates the cumbersome and repetitive task of setting permissions on all subgroups.

Example 1:

You configure the permissions for a group of assets called *Atlanta Servers*. There are 40 subgroups in the *Atlanta Servers* group. With permission inheritance, you can pass the permission settings from the *Atlanta Servers* group to all 40 subgroups automatically. This approach is much quicker than configuring the permission settings on all 40 subgroups.

Example 2:

You provide a user named *jsmith* permission to scan the assets in a group called *Atlanta Servers*. You then create a subgroup in the *Atlanta Servers* called *Accounting Servers* and turn on permission inheritance for this subgroup. The user named *jsmith* can run scans on the assets in the *Accounting Servers* subgroup. This approach provides an easy way to pass the permissions for *jsmith* from one asset group to another.

Default setting

By default, the SiteProtector system enables the permission inheritance option for all groups and subgroups.

Disable this option if you want to prevent a group from inheriting permission settings from its parent group. When you turn off permission inheritance for a group, the SiteProtector system provides you with the opportunity to either copy the permission settings from the parent group into the subgroup or clear the permission settings from the group.

Permission inheritance

If you turn off permission inheritance, it affects all the subgroups in the group. When you do this, the SiteProtector system provides you with an opportunity to copy permission settings from the parent group into the subgroup or clear the permission settings for the subgroup. If you copy the permission settings into the subgroup, then the SiteProtector system displays the permission indicator in black, which indicates that you can change or remove them.

Turning off permission inheritance

Use the Permissions Property window to turn off permission inheritance for a group.

Procedure

1. In the left pane, right-click select the group, and then select **Properties**. The Group Properties tab appears.
2. Click the **Permissions** icon. The Permissions Property window appears.
3. Click **Advanced**. The Advanced Properties window appears.
4. Uncheck the **Inherit from Parent Group** check box.
5. Choose one of the following:
   - Click **Copy** to copy the inherited permissions to the group before you turn off permission inheritance.
   - Click **Remove** to clear all permissions settings on the group before you turn off permission inheritance.
6. Click **OK**. The SiteProtector system either copies the inherited permissions to the group or clears them, and then turns off permission inheritance.
7. Click **Save**.
8. Right-click the **Group Properties** tab, and then select **Close** from the pop-up menu.

Turning on permission inheritance

Use the Advanced Property window to turn on permission inheritance for a group.

Procedure

1. In the left pane, right-click select the group, and then select **Properties**. The Group Properties tab appears.
2. Click the **Permissions** icon. The Permissions Property window appears.
3. Click **Advanced**. The Advanced Properties window appears.
4. Check the **Inherit from Parent Group** check box.
5. Click **OK**.
6. Click **Save**.
7. Right-click the **Group Properties** tab, and then select **Close** from the pop-up menu.

Determining permission inheritance on Permissions Property

Use the Permissions Property window to determine permission inheritance on Permissions Property.

Procedure

1. In the left pane, right-click select the group, and then select **Properties**. The Group Properties tab appears.
2. Click the **Permissions** icon. The Permissions Property window appears.

   If the circle indicators are grey, then the permissions are inherited. If they are any other color, then the permissions are not inherited.

Determining permission inheritance on Advanced Properties

Use the Advanced Properties window to determine permissions inheritance on the Advanced Properties.

Procedure

1. In the left pane, right-click select the group, and then select **Properties**. The Group Properties tab appears.
2. Click the **Permissions** icon. The Permissions Property window appears.
3. Click **Advanced**. The Advanced Properties window appears.

   The Permissions tab indicates whether the permissions are inherited. If the **Inherit from Parent Group** check box is selected, then the permissions are inherited. If not, then the permissions are not inherited.

Editing and removing inherited permissions

This topic describes how to edit an inherited permission.

Procedure

1. Locate the group's parent group in the left pane.
2. Edit the group-level permissions on that asset group as needed.

What to do next

See "Setting up group-level permissions" on page 184.

Remove an inherited permission at parent level

This topic describes how to remove an inherited permission at the parent level.

Procedure

1. Locate the group's parent group in the left pane.
2. Remove the permission at the parent group level.

Remove an inherited permission at group level

This topic describes how to remove an inherited permission at the group level.

Procedure

1. Turn off permission inheritance.
2. Remove the permission from the group.

What to do next

Reference: See "Setting up group-level permissions" on page 184.

Setting permissions with Show Subgroups enabled

This topic provides information about setting group-level permissions when you enable the Show Subgroups option.

Showing subgroups

The Show Subgroups option was formerly called "Recursion." This option, when enabled, allows you to view all of the assets and agents in all subgroups.

Example:

You turn on the option called Show Subgroups. In the left pane of the Console, you have a group called Atlanta. There are two subgroups in the *Atlanta* group:

- one group called *Servers*
- one group called *Routers*

You select the Atlanta group, and then select the Agent view. The Console shows you all of the agents in all three groups.
When you are setting group-level permissions with this option enabled, it can be difficult to determine where you are actually setting the permission. In the above example, you have a Network Sensor installed on an asset in the Servers group. The Console shows you the Network Sensor as part of the Atlanta group because Show Subgroups is enabled. You give a user permission to apply policies to the Network Sensor. You assign the permission at the Atlanta group even though the actual Network Sensor resides on an asset in the Servers group. The SiteProtector system sends this permission down to the group where the agent is installed.

These principles apply to all group-level permissions.

Chapter 17. Working with Components

This chapter provides information about the following tasks:

- stopping, starting, and refreshing SiteProtector system components
- determining SiteProtector system component status
- viewing and editing SiteProtector system component properties
- resetting passwords for SiteProtector system components
- distributing required encryption keys manually to SiteProtector system components

Note: None of the tasks described in this chapter are required to initially set up the SiteProtector system. These tasks are designed for troubleshooting and maintenance purposes.

Topics

"Stopping, starting, and refreshing components"

"Resetting component passwords" on page 196

"Distributing keys to SiteProtector system components" on page 200

Stopping, starting, and refreshing components

This topic provides instructions for the following tasks:

- stopping a component, which stops the issDaemon
- starting a component, which stops the issDaemon
- refreshing a component

Note: Components are referred to as *agents* in the SiteProtector system interface.

Before you begin

Before you stop, start, or refresh a SiteProtector system component, view all command jobs in the Site to make sure there are no command jobs in progress for the component. If you stop, start, restart, or refresh a component while a command job is running, then you will interrupt and cancel the command job.

Viewing all command jobs in the Site

Procedure

1. In the left pane, right-click the Site Node, and then select **Properties** from the pop-up menu. The Properties tab for the Site appears.
2. Click the **Command Jobs** icon. The right pane lists all the scheduled and running command jobs for all components and agents in the entire Site.

Stopping an agent

Use the Action menu to stop an agent.

About this task

Important: Before you stop an agent, make sure no command jobs are running for the agent. If you stop the agent while a command job is running, you will interrupt and cancel the command job.

Procedure

1. Select the group that contains the agent, and then select **Agent** from the view list.
2. Select the agent and then click **Action** → **Stop Agent**.
3. On the Stop Agent window, verify the action, asset, and agent name.
4. Click the **Schedule** icon, and then schedule a job to stop the agent:

If you want the job to run...	Then...
one time	1. Select **Run Once**. 2. If you want the job to start later, select the **Start** time.
on a recurring schedule	1. Select **Daily**, **Weekly**, or **Monthly**. 2. Select the time to **Start** the jobs. 3. If you want to limit the number of occurrences, select the **End by** date.

5. Click **OK**.

Starting an agent

Use the Action menu to start an agent that has been stopped.

Procedure

1. Select the group that contains the agent, and then select **Agent** from the view list.
2. Select the stopped agent and then click **Action** → **Start Agent**.
3. On the Start Agent window, verify the action, asset, and agent name.
4. Click the **Schedule** icon, and then schedule a job to start the agent:

If you want the job to run...	Then...
one time	1. Select **Run Once**. 2. If you want the job to start later, select the **Start** time.
on a recurring schedule	1. Select **Daily**, **Weekly**, or **Monthly**. 2. Select the time to **Start** the jobs. 3. If you want to limit the number of occurrences, select the **End by** date.

5. Click **OK**.

Restarting an agent

Use the Action menu to restart an agent that is not responding.

About this task

Important: Before you restart an agent, make sure no command jobs are running for the agent. If you restart the agent while a command job is running, you will interrupt and cancel the command job.

Procedure

1. Select the group that contains the agent, and then select **Agent** from the view list.
2. Select the agent and then click **Action** → **Restart Agent**.
3. On the Restart Agent window, verify the action, asset, and agent name.
4. Click the **Schedule** icon, and then schedule a job to restart the agent:

If you want the job to run...	Then...
one time	1. Select **Run Once**. 2. If you want the job to start later, select the **Start** time.
on a recurring schedule	1. Select **Daily**, **Weekly**, or **Monthly**. 2. Select the time to **Start** the jobs. 3. If you want to limit the number of occurrences, select the **End by** date.

5. Click **OK**.

Refreshing an agent

Use the Action menu to force an agent to send a heartbeat signal to the agent manager before the default interval.

About this task

Note: For a Network Multi-Function Security agent, the Refresh Agent option does not create a command job that you can monitor. Instead, an information icon ⓘ appears in the status bar at the bottom of the Console if a problem or error occurs in communicating with the agent. Double-click the icon to see detailed error information.

Procedure

1. Select the group that contains the agent you want to contact the agent manager.
2. If you want only specific agents in the group to send a heartbeat signal, select the **Agent** view, and then select the agent you want to refresh.
3. Click **Action** → **Refresh Agent**.
4. Click **OK**.

Resetting component passwords

The SiteProtector system maintains a user account for each SiteProtector system component. The Site Database uses this account to identify the component, and the component uses the account to login to the Site Database. The user account includes the following details:

- a user name for the component based on the name of the computer where the component is installed

  Example:

  The user name for an Event Collector installed on a computer named ATL1000 is “EventCollector_ATL1000.”
- an encrypted system-generated password for the component

  You cannot access the system-generated password. You can reset component passwords with the password maintenance utilities.

This topic provides information about resetting the password for the following components:

- Event Collectors
- Agent Managers
- SecurityFusion module
- Application Server

When do I reset the password?

In some situations, you must reset the password for the components as in the following examples:

- You want to change the system-generated password to one that you know.
- You must change the passwords for security management purposes.
- You are preparing the SiteProtector system for failover.

Component password maintenance utilities

The following table describes the password maintenance utilities for SiteProtector system components.

Utility	Description
Event Collector Login Utility	Use this utility to reset the password for the Event Collector.
Agent Manager Login Information Utility	Use this utility to reset the password for the Agent Manager.
SecurityFusion module Database Password Changing Utility	Use this utility to reset the password for the SecurityFusion module.

Resetting Event Collector passwords

This topic describes how to reset the Event Collector password.

Procedure

1. On the Event Collector computer, stop the issDaemon service.
2. Start the Event Collector login utility.

   The utility is located in the following directory:

   \Program Files\ISS\SiteProtector\Event Collector\ECLogin.exe The SiteProtector Event Collector Login Utility window appears. The Login text box shows the user name for the Event Collector.
3. Type the new password in the **Password** box.
4. Type the new password again in the **Confirm** box.
5. Click **Save**.
6. On the primary Site Database computer, select **Start** → **Programs** → **Microsoft SQL Server** → **Enterprise Manager**. The SQL Server Enterprise Manager window appears.
7. Select **Microsoft SQL Servers** → **SQL Server Group** → **(local) (Windows NT)** → **Security** → **Logins**.
8. In the right pane, right-click the Event Collector name, and then select **Properties**.
9. In the **Password** box, type the new password for the Event Collector.
10. On the **General** tab, click **OK**. The Confirm Password window appears.
11. In the **Confirm new password** box, retype the password for the Event Collector, and then click **OK**. SQL Server Enterprise Manager resets the password.
12. Restart the issDaemon service on the Event Collector.

Resetting Agent Manager passwords

This topic describes how to reset the Agent Manager password.

Procedure

1. On the Agent Manager computer, stop the issDaemon service.
2. Start the Agent Manager Login Information Utility located in the following directory:

   \Program Files\ISS\SiteProtector\Agent Manager\AMLogin.exe

   The Agent Manager was formerly called Desktop Controller. If you installed the utility before the name change, then the path name to the utility is as follows:

   \Program Files\ISS\RealSecure SiteProtector\Desktop Controller\
3. Select the **Update** database login check box.
4. Type the new password in the **Password** box.
5. Type the new password again in the **Confirm** box.
6. Click **Save**.
7. On the primary Site Database computer, select **Start** → **Programs** → **Microsoft SQL Server** → **Enterprise Manager**. The SQL Server Enterprise Manager window appears.
8. Select **Microsoft SQL Servers** → **SQL Server Group** → **(local) (Windows NT)** → **Security** → **Logins**.
9. In the right pane, right-click the Agent Manager name, and then select **Properties**.
10. Type the new password for the Agent Manager in the **Password** box.
11. On the **General** tab, click **OK**. The Confirm Password window appears.
12. In the **Confirm new password** box, retype the password, and then click **OK**. SQL Server Enterprise Manager resets the password.
13. On the Agent Manager computer, restart the issDaemon service.

Resetting SecurityFusion module passwords

This topic describes how to reset the SecurityFusion module password.

Procedure

1. On the SecurityFusion module computer, stop the issDaemon service.
2. Start the SecurityFusion module Database Password Changing Utility in the following directory:

   \SiteProtector\SecurityFusionModule\ChangeFusionPassword.exe The SecurityFusion module Database Password Changing Utility window appears.
3. Type the new password for SecurityFusion module in the **New Password** box.
4. Type the new password again in the **Re-enter new password** box.
5. Click **OK**.
6. On the primary Site Database computer, select **Start** → **Programs** → **Microsoft SQL Server** → **Enterprise Manager**. The SQL Server Enterprise Manager window appears.
7. Select **Microsoft SQL Servers** → **SQL Server Group** → **(local) (Windows NT)** → **Security** → **Logins**.
8. In the right pane, right-click the SecurityFusion module name, and then select **Properties**.

9. In the **Password** box, type the new password for the Event Collector.
10. On the **General** tab, click **OK**. The Confirm Password window appears.
11. In the **Confirm new password** box, retype the password for the Event Collector, and then click **OK**. SQL Server Enterprise Manager resets the password.
12. On the SecurityFusion module computer, restart the issDaemon service.

Resetting Application Server passwords

This topic describes how to reset the Application Server password.

Procedure

1. Click Start on the taskbar, and then select **Settings** → **Control Panel** → **Administrative tools** → **Services** . The Component Services window appears.
2. Right-click SiteProtector Application Service, and then click **Stop** on the pop-up menu.
3. Right-click SiteProtector Sensor Controller Service, and then click **Stop** on the popup menu.
4. Click **Start** on the taskbar, and then select **Programs** → **Accessories** → **Command Prompt**. The Command Prompt window appears.
5. Change to the bin directory where the Application Server is installed.

   For example, if the Application Server is installed in the default location, you should type the following, and then press ENTER:

   ```
   cd "\Program Files\ISS\SiteProtector\Application Server\bin"
   ```
6. At the command prompt, type the following command:

   ```
   ccengine.bat -encrypt <your new password>
   ```
7. Click **Start** on the taskbar, and then select **Settings** → **Control Panel** → **Administrative tools** → **Services**. The Component Services window appears.
8. Right-click SiteProtector Application Service, and then select **Start** from the pop-up menu.
9. Right-click SiteProtector Sensor Controller Service, and then select **Start** from the pop-up menu.
10. Change the ISSapp user password in the Site Database.

Distributing keys to SiteProtector system components

This topic explains how to distribute the required encryption keys manually to the following components:

- Agent Manager
- Deployment Manager
- Event Collector
- SecurityFusion module
- Third Party Module

The topic also explains how to apply Event Collector keys to a component. You can use this procedure in cases where you must replace existing keys on a component.

Background

The SiteProtector system uses public-key encryption to securely communicate with other SiteProtector system components. Before the components can communicate with a Site, the components must have copies of the public keys for that Site. The required keys are automatically distributed to the components when you install the component with Deployment Manager.

When do I manually distribute keys?

In some cases, you must manually distribute the required keys to the components. The following are examples of when you might need to distribute the required encryption keys manually to components:

- You install the component from a separate installation package.
- You install the component before you install the SiteProtector system.
- The key is not present on the component computer for any reason.
- For the Application Server keys, the date of the key on the component computer does not match the date of the key on the Application Server.
- For the Event Collector keys, the date of the key on the component computer does not match the date of the key on the Event Collector.

Required keys

Application Server (Sensor Controller) Keys

- \Program Files\ISS\SiteProtector\Application Server\Keys\RSA\\ sp_con_computer_name_1024.PubKey
- \Program Files\ISS\SiteProtector\Application Server\Keys\RSA\\ sp_con_computer_name_1536.PubKey

Event Collector Keys

- \Program Files\ISS\SiteProtector\Event Collector\Keys\RSA\ rs_eng_computer_name_1024.PubKey
- \Program Files\ISS\SiteProtector\Event Collector\Keys\RSA\ rs_eng_computer_name_1536.PubKey

Distribution methods

The methods for distributing the required encryption keys to SiteProtector system components are as follows:

- Copy the required keys to the correct directories on the computers where the components are installed.
- Edit the crypt.policy file to allow the component to receive the required keys automatically from the Site the next time it connects to the Site.
- Use the Public Configuration Tool.

  See "Using the public key configuration tool" on page 225.

Copying keys to components

To distribute the RSA keys on the Application Server and Event Collector to SiteProtector system components.

Copy...	To the...
the following key subdirectories on the Application Server and Event Collector: • \Program Files\ ISS\SiteProtector\ Application Server\Keys\RSA • \Program Files\ ISS\SiteProtector\Event Collector\Keys\RSA	**Agent Manager:** \Program Files\ISS\SiteProtector\ Agent Manager\Keys
	Deployment Manager: \Program Files\ISS\SiteProtector\ Deployment Manager\Keys
	Event Collector: Program Files\ISS\SiteProtector\ Event Collector\Keys
	SecurityFusion module: \Program Files\ISS\SiteProtector\ SecurityFusionModule\Keys\ **Note:** Copy the RSA keys to the SecurityFusion module.
	Third Party Module (CheckPoint): \Program Files\ISS\issSensors\ ThirdPartyModule_CheckPoint_1\Keys\
	Third Party Module (Cisco): \Program Files\ISS\issSensors\ ThirdPartyModule_Cisco_1\Keys\

Key locations

The specific directory where the SiteProtector system components store encryption keys varies depending on the component. The following table lists the directories where the SiteProtector system components store encryption keys.

Component	Example Directory
Any SiteProtector system component	\Program Files\ISS\SiteProtector\ ComponentName\Keys
Agent Manager	\Program Files\ISS\SiteProtector\ Agent Manager\Keys
Deployment Manager	\Program Files\ISS\SiteProtector\ Deployment Manager\Keys

Component	Example Directory
Event Collector	\Program Files\ISS\SiteProtector\ Event Collector\Keys
SecurityFusion module	\Program Files\ISS\SiteProtector\ SecurityFusionModule \Keys
Third Party Module (for Check Point)	\Program Files\ISS\issSensors\ ThirdPartyModule_CheckPoint_1\Keys
Third Party Module (for Cisco)	\Program Files\ISS\issSensors\ ThirdPartyModule_Cisco_1\Keys

Editing the crypt.policy file

This topic describes how to reset the component's Allow First Connection setting manually and allow the SiteProtector system to send the required encryption keys to the component.

Procedure

1. Locate, and then delete the following folders on the component:

   \Program Files\ISS\issSensors\<*sensor_name*>\Keys\CerticomNRA

   \Program Files\ISS\issSensors\<*sensor_name*>\Keys\RSA This action removes all encryption keys from the component computer.
2. From a command prompt, type net stop issdaemon.
3. Edit the crypt.policy file located in the following directory:

   \Program Files\ISS\issDaemon\crypt.policy
4. In the crypt.policy file, change the 0 to a 1 in the following string:

   String before edit: "allowfirstconnection<tab> =L<tab>0";

   String after edit: "allowfirstconnection<tab> =L<tab>1;"
5. Save the file.
6. From a command prompt, type net start issdaemon.
7. From the SiteProtector Console, start the component. The component attempts to connect to the SiteProtector system. This change should allow the component to connect to the Site and receive the required encryption keys.
8. Verify that the required keys are stored on the component computer.

Applying keys to a component

This topic describes how to apply the Event Collector keys to a component.

Procedure

1. In the left pane, select the Site Node.
2. In the **Go to** list, select **Agent**.
3. In the right pane, stop the Event Collector, and then wait until the Event Collector status changes to *Stopped*.
4. In the right pane, right-click the component, and then select **Properties** from the popup menu.
5. Click **None** in the **Event Collector** box, and then click **OK**.
6. Start the Event Collector, and then wait until the Event Collector status is *Active*.
7. Right-click the component, and then select **Properties** from the pop-up menu.
8. Click **Edit Agent Properties**.
9. Change the **Event Collector** box from **None** to the appropriate Event Collector, and then click **OK**

   Tip: Review the key directories on the component computer to verify that the keys are present and in the correct location.
   The component status changes to *Active*.

Chapter 18. The Agent Setup Stage

The third stage in the SiteProtector system setup process is the Agent Setup stage. In this stage, you install and configure other IBM ISS products to work with the SiteProtector system. After they are set up, these products become agents in the SiteProtector system, and you can manage them in the Console and view security events generated by them.

Note: You can add additional IBM ISS products to your environment at any time after the initial setup. You can use the process and procedures described in this chapter to implement the products.

Note: For information about using agent builds to install Proventia Desktop (version 10.0 and later) and Proventia Server IPS for Windows (version 2.0 and later), see the *Administrator Guide for Proventia Server for Windows* at http://www.iss.net/support/ documentation/.

Topics

Overview of this stage

This topic provides an overview of the Agent Setup stage.

Licenses

Before you can use other IBM ISS products with the SiteProtector system, you must ensure that you have the required licenses for this purpose. You must set up the licenses in the SiteProtector system before the products can work together properly.

Installation and configuration

The SiteProtector system provides two methods for installing other IBM ISS products:

- Use the Deployment Manager to install all IBM ISS products, except for appliances and Desktop Protection agents.
- Use the Agent Manager method, Agent Builds, to install Desktop Protection agents and Proventia Server IPS for Windows.

IBM ISS strongly recommends that you install the SiteProtector system first, and then use these methods to install your products. These methods eliminate many manual tasks such as registering the product with the SiteProtector system and distributing required encryption keys.

Product registration

Regardless of the method you choose to install your IBM ISS products, the products must be registered with the SiteProtector system before you can manage them in the SiteProtector Console. If you choose to install your other IBM ISS products before you install the SiteProtector system or if you choose to install the products using other methods, then you will have to register the products with the SiteProtector system manually.

Grouping

The SiteProtector system uses groups to organize your IBM ISS products. Groups provides a method of organizing the products into manageable units and performing tasks on related products.

IBM ISS strongly recommends that you install the SiteProtector system and set up groups for your IBM ISS products before you install the products themselves. After you install the products, the SiteProtector system can automatically group the products into the groups you have already set up based on the IP address where the agent is installed. For appliance agents and for Proventia Server IPS for Linux, the group for the agent is added to the SiteProtector system when the agent sends its first heartbeat to the SiteProtector system.

Key distribution

The SiteProtector system cannot communicate with other IBM ISS products unless the two products exchange the required encryption keys.

IBM ISS strongly recommends that you install the SiteProtector system first and then use the Deployment Manager and Agent Builds to install your other products. These tools automatically exchange the encryption keys required for secure communication between the products. If you choose to install the products before you install the SiteProtector system or if you use alternative installation methods, then you must manually distribute the required encryption keys.

Policy configuration

Policy configuration and management for IBM ISS products is a complex tasks. This guide provides basic information about how to apply a policy to the products. For detailed information about policies for the various IBM ISS products, go to one of the following sources:

- the product documentation for the product
- the SiteProtector system help regarding policies

Updates

IBM ISS regularly releases updates for its products, including updates that affect the performance of the product and the security content in the product. IBM ISS strongly recommends that you keep your products with the latest service packs and updates.

Agent setup process

The exact process for setting up other IBM ISS products to work with the SiteProtector system varies depending on the product. The following table describes the general process for setting up other IBM ISS products.

Stage	Description
1	Licenses: You must set up a license for the product in the SiteProtector system, which allows you to manage and update the product with the SiteProtector system.
2	Installation and Configuration: You must install and configure the product. • For Desktop Protection agents and for Proventia Server IPS for Windows agents, you can configure the product completely in the SiteProtector system and deploy it to your organization using Agent Builds. • For most appliances, you must install and configure the appliance using Proventia Manager on the appliance before you can integrate it with the SiteProtector system. • For other products, you can install the product using Deployment Manager, and then configure the product.
3	Registration, Grouping, and Key Distribution: You must register the product with the SiteProtector system, group the product into the correct asset group, and distribute the SiteProtector system's encryption keys or certificate to the product for secure communication. • For products that can be installed with Deployment Manager, such as Network Internet Scanner and Network Sensor, these tasks occur automatically when you set up your groups in advance and provide the required information during the Deployment Manager-based installation process. • For Desktop Protection agents and for Proventia Server IPS for Windows agents, these tasks are eliminated when you configure the product in the SiteProtector system and install it using an Agent Build. • For most appliances, you have to manually set user-defined options, using Proventia Manager on the appliance, so that it can connect to the SiteProtector system and perform these tasks.

Stage	Description
4	Policies and Responses: You must define policies to control how the products handle and respond to security events. For more information on Policies and Responses, see the *SiteProtector Policies and Responses Configuration Guide*. • For most products, including Desktop Protection agents, Network Internet Scanner, and Network Sensor, you can set all policies for the product in the SiteProtector system and automatically distribute them to the products. • For appliances, you can set only some policies for the product in the SiteProtector system and set others in the product itself.
5	Updates: You must keep the products current with the latest software releases and security updates from IBM ISS. • For appliances, you update the firmware on the appliance itself, but you can update the security content from the SiteProtector system. • For all other products, you can update the products with the SiteProtector system.

Appliance setup checklists

This topic provides task checklists to ensure that you perform all the tasks required to set up the following appliances:

- Proventia Network MFS
- Proventia Network IPS

Proventia Network MFS checklist

The following table provides a checklist of the tasks required to set up the Proventia Network MFS.

✓	Task
□	Create an Agent Manager account for the appliance. See "Creating an Agent Manager account" on page 45.
□	Create a group for the appliance, and then define the group settings. See "Creating groups" on page 173.

✓	Task
□	Configure custom policies for the appliance. **Note:** You cannot configure all policies for the Proventia Network MFS in the SiteProtector system. You must configure some policies in the Proventia Manager.See the *Proventia Network Multi-Function Security Appliances User Guide*.
□	Install and configure the appliance, and then configure SiteProtector system management settings on the appliance. See the *Proventia Network Multi-Function Security Appliances User Guide*.
□	Update the appliance. See the *Proventia Network Multi-Function Security Appliances User Guide*.

Proventia Network IPS checklist

The following table provides a checklist of the tasks required to set up the Proventia Network IPS.

✓	Task
□	Create an Agent Manager account for the appliance. See "Creating an Agent Manager account" on page 45.
□	Create a group for the appliance, and then define the group settings. See "Creating groups" on page 173.
□	Configure custom policies for the appliance. **Note:** You configure all policies for the Proventia Network IPS in the SiteProtector system or in Proventia Manager.See the *Proventia Network Intrusion Prevention System User Guide*.
□	Install and configure the appliance, and then configure SiteProtector system management settings on the appliance. See the *Proventia Network Intrusion Prevention System User Guide*.
□	Update the appliance. See the *Proventia Network Intrusion Prevention System User Guide*.

Internet Scanner setup checklists

The following table provides a checklist of the tasks required to set up Network Internet Scanner.

✓	Task
□	Add a license to the SiteProtector system for the scanner. See Chapter 4, "Setting Up Licenses," on page 27.
□	Create a group for the scanner, and then define the group settings. See "Creating groups" on page 173.
□	Install the scanner with Deployment Manager. See the following for additional information: • "Installing agents with the Deployment Manager" on page 215 • *Network Internet Scanner Installation Guide*
□	Update the scanner. See "Section D: Updating Agents" on page 227.

Network Sensor and Server Sensor setup checklists

This topic provides task checklists to ensure that you perform all the tasks required to set up the following sensors:

- Network Sensor
- Server Sensor

Network Sensor

The following table provides a checklist of the tasks required to set up Network Sensor 6.5 and 7.0.

✓	Task
□	Add a license to the SiteProtector system for the sensor. See Chapter 4, "Setting Up Licenses," on page 27.
□	Create a group for the sensor. "Creating groups" on page 173.
□	Install the sensor with Deployment Manager. See "Installing agents with the Deployment Manager" on page 215.

✓	Task
□	Configure custom policies for the sensor, and then apply them to the sensor. See the *SiteProtector Policies and Responses Configuration Guide*.
□	Update the sensor. See "Section D: Updating Agents" on page 227.

Server Sensor

The following table provides a checklist of the tasks required to set up Server Sensor 6.5 and 7.0.

✓	Task
□	Add a license to the SiteProtector system for the sensor. Chapter 4, "Setting Up Licenses," on page 27.
□	Create a group for the sensor. "Creating groups" on page 173.
□	Install the sensor with Deployment Manager. See "Installing agents with the Deployment Manager" on page 215.
□	Configure custom policies for the sensor, and then apply them to the sensor. See the *SiteProtector Policies and Responses Configuration Guide*.
□	Update the sensor. See "Section D: Updating Agents" on page 227.

Chapter 19. Setting Up Agents

This chapter explains the procedures for setting up other IBM ISS products (agents) to work with SiteProtector, including the following:

- Appliances
- Network Sensor
- Scanners
- Databridges

Note: For information about using agent builds to install Proventia Desktop (version 10.0 and later) and Proventia Server IPS for Windows (version 2.0 and later), see the *Administrator Guide for Proventia Server for Windows* at http://www.iss.net/support/ documentation/.

Before you begin

Before you set up agents, you should set up groups for assets and agents. See Chapter 15, "Setting Up Groups," on page 165.

Requirement

SiteProtector is not preconfigured to work with any other IBM ISS products. If you want to manage your IBM ISS products with SiteProtector, then you must follow the procedures in this chapter to set up the products.

Related documentation

For complete documentation for any of the products discussed in this chapter, go to the IBM ISS Product Documentation Web site at http://www.iss.net/support/ documentation/.

Topics

Section A: Installing Agents

This section provides important information about the following tasks:

- installing other IBM ISS products with Deployment Manager, which automatically registers the products with SiteProtector and distributes the required encryption keys to the products
- installing other IBM ISS products with separate installation programs

Topics

Installation methods

This topic explains the various methods for installing IBM ISS products.

Methods

IBM ISS provides several methods for installing IBM ISS products:

- using the Deployment Manager
- using an agent build (for Proventia Desktop Protection agents and Proventia Server IPS for Windows)
- using a separate installation program

Deployment Manager

IBM ISS strongly recommends that you use Deployment Manager to install all IBM ISS products after you install and configure SiteProtector. This approach performs the following setup tasks for you automatically:

- registers the product with SiteProtector when you specify a Site name during product installation, and puts the product in the correct group based on the group membership rules you defined when you configured SiteProtector

  Note: If you use Deployment Manager to install products *before* you install and configure SiteProtector, then you will not be able to automatically register the product the Site or distribute the required encryption keys to the product.
- adds the Application Server as a key administrator on the computer where the product is installed, and distributes encryption keys to the product for secure communication between the product and SiteProtector
- assigns an Event Collector to the agent if applicable
- assigns an Agent Manager to the agent if applicable
- sets options for distributing certificates required for secure communication between the product and SiteProtector

Important: You cannot use Deployment Manager to install the software required for the appliances. For information on installing and configuring appliances, see the installation guides for the appliances.

Separate installation packages

IBM ISS does not recommend you use separate installation packages to install products. If you use a separate installation package to install the products, then you must manually register the products with SiteProtector and distribute the required encryption keys to the products manually.

Installing agents with the Deployment Manager

This topic explains how to install other IBM ISS products with the Deployment Manager.

Tasks performed

In addition to installing an IBM ISS product, the Deployment Manager can perform the following tasks:

- Register the product with a Site.

  To use this feature, you must specify the *Site Group* name during the installation. After the product is installed, it will appear in the *Site Group* you specified.
- Configure the product to receive the required encryption keys from the Site when it first connects to the Site.

  To use this feature, you must enable the Auto-Import option during the installation.

Before you begin

Before you install any product with Deployment Manager, you must complete the tasks described in the following table.

Task	Description
1	Install and configure SiteProtector, including setting up groups for the products you are installing. **Reference:** See Chapter 2, "The Configuration and Update Stage," on page 9.
2	Obtain the Site Group name from the Site where you want to register the agent. The Site Group name is user-defined at the time you install SiteProtector. **Reference:** See "Default group names" on page 167.
3	Obtain the IP address of the computer where the Site Application Server is installed.
4	Verify that the installation packages for the products you want to install are available in the Deployment Manager. If not, then download them. **Reference:** See "Adding installation packages to the Deployment Manager" on page 217.

Task	Description
5	Verify that the Deployment Manager is registered with the Site where you want to register the products. If you are not sure whether the Deployment Manager is registered with the Site, then connect a Console to the Site and ensure that the Deployment Manager is listed as a registered agent in the Site. If not, then register the Deployment Manager with the Site. **Reference:** See "Section B: Registering Agents" on page 218.
6	Verify that the computer where you are installing the product meets the system requirements. **Reference:** Go to http://www.iss.net/support/documentation.
7	Obtain and read the installation documentation for the product you are installing. This documentation provides important requirements and considerations for installing the individual products that might not be covered in the SiteProtector documentation. IBM ISS strongly recommends that you review this information before you install the product. **Reference:** Go to http://www.iss.net/support/documentation.

Installing a product with Deployment Manager

This topic describes how to install a product with Deployment Manager.

Procedure

1. On the computer where you want to install the product, open Internet Explorer, and then type the following address:

   `https://ip_address_or_server_name:3994/deploymentmanager` The Deployment Manager Main Menu appears.
2. Select **Install Agents**, and then select the product (agent) you want to install.
3. Select the version to install from the list, and then click **Next**.
4. Click **Install**.
5. Follow the on-screen instructions and provide the required information.
6. If you want Deployment Manager to automatically register the product with a Site and distribute the required encryption keys to the product, then you must do the following during the installation:
   - specify the Site Group name
   - enable the Auto-Import feature

Adding installation packages to the Deployment Manager

This topic explains how to manually add installation packages to the Deployment Manager.

About this task

The Deployment Manager can only install products if the installation package for that product exists in the Deployment Manager. When you install the Deployment Manager, the installation program asks you to select all the products that you will be installing with the Deployment Manager. The installation program then installs the required installation packages for the products that you selected along with Deployment Manager. In some cases, the required installation packages are not available to the Deployment Manager. In these cases, you can manually add the necessary installation packages to the Deployment Manager.

Procedure

1. On the computer where the Deployment Manager is installed, access the IBM ISS Download Center at http://www.iss.net/download/.
2. Find the download page for the specific product.
3. Download the installation package to the appropriate Deployment Manager folder:

   \Program Files\ISS\SiteProtector\Deployment Manager\DM packages
4. Stop the Application Server service, and then restart the service. The installation package for the agent is available for installation from the Deployment Manager.

Installing agents with separate installation packages

This topic describes the advantages and disadvantages of using separate installation packages to install IBM ISS products.

Disadvantages

If you install IBM ISS products with a separate installation package, then you will not be able to do the following automatically:

- register the product with SiteProtector
- place the product in the correct group

Advantages

If you install IBM ISS products with a separate installation package, then you will be able to do the following:

- Designate the Application Server as the Key Administrator for the agent you are installing; this task is part of the installation process for most agents, but you must provide the name of the Application Server, unless you are installing the agent on the Application Server.
- Turn on Auto Import / Allow First Connection, which allow SiteProtector to automatically send its authentication keys to the agent the first time it connects.

- use the New Agent Wizard to automatically register agents with a Site
- use the New Agent Wizard to manually register agents with a Site
- unregister agents from a Site

The information in this section only applies to agents that communicate with SiteProtector through the Event Collector. Agents that communicate with SiteProtector through the Agent Manager self-register when they initiate communication with the Site.

SiteProtector components

SiteProtector components should be installed with Deployment Manager except in very rare cases. SiteProtector components self-register with the Site when you install them with a registered Deployment Manager. If you must unregister and then reregister a SiteProtector component because of problems such as communication issues between the component and SiteProtector, then you can use the New Agent Wizard to register the SiteProtector component with the Site.

Reference: See “Installing agents with the Deployment Manager” on page 215.

Topics

“New Agent Wizard”

“Automatically registering agents” on page 220

“Manually registering agents with the Site” on page 221

New Agent Wizard

You can run the New Agent Wizard to register the following agents and SiteProtector components with a Site:

Agents:
- Internet Scanner
- Network Sensor
- Proventia Network IPS (G series appliances)
- Server Sensor

SiteProtector Components:
- Deployment Manager
- Event Collector
- SecurityFusion module
- Third Party Module

When to use the Wizard

In most cases, agents self-register when they are installed. The agent installation program asks you to provide the name of the Site where you want to register the agent, and then automatically registers the agent with that Site. In rare situations, you must use the Wizard to register an agent with the Site. Such situations are as follows:

- You install the agent from a separate installation package.
- You install the agent before you install SiteProtector.
- You install the agent with a Deployment Manager that is not registered with the Site.
- You install the agent with the Deployment Manager and do not specify the Site where you want to register the agent.

Automatic and manual registration

The following table describes the registration options available in the New Agent Wizard.

Option	Description
Automatically Register Agent	Select this option is you want the Wizard to do the following: • query the host to identify all agents on the host • register all the agents with the Site • validate the registration information for the agent **Important:** IBM ISS strongly recommends you select this option to avoid problems with registration information.
Manually Register Agent	Select this option if you have all the information required to register the agent, include host name, agent name, and agent type. When you select the Manual Registration option, the New Agent Wizard does not validate the registration information provided about the agent. For example, if you provide an incorrect Agent Type, then the New Agent Wizard registers the agent with the Site under the incorrect Agent Type. To correct the problem, you must unregister the agent, and then re-register it with the correct type. To avoid these issues, select Automatic Registration.

Required information

You must provide the following information when you run the New Agent Wizard:

- asset name or asset IP address
- Event Collector name
- If you do not specify an Event Collector when you register the agent, then you must assign an Event Collector to the agent later. See “Assigning a different Event Collector to an agent” on page 88.
- agent type
- agent name

Automatically registering agents

This topic explains how to use the New Agent Wizard to automatically register agents with the Site.

Description

If you choose the Automatically Register Agents option when you run the New Agent Wizard, then the system does the following automatically:

- queries the assets you specify and identifies all the agents that reside on the assets
- extracts the required registration information about the agents such as Agent Name and Agent Type
- registers the agents with the Site where you run the Wizard

Note: The system registers all agents that it identifies on the assets. For example, if the system finds a Network Internet Scanner and a Network Sensor on the asset, then it registers both agents with the Site. Also, in some cases, the system might register an agent more than once. This action has no negative impact on the system and does not create more than one entry for the agent. For example, if the system registers a Network Internet Scanner with the Site and the Network Internet Scanner is already registered with the Site, then this action does not create two entries for the Network Internet Scanner.

Registering agents on a single asset

This topic describes how to automatically register the agents on a single asset with the Site.

Procedure

1. In the left pane, right-click the group where you want to add the agent, and select **New** → **Agent**. The New Agent Wizard appears.
2. Type the asset name or asset IP address, and then click **Add**. The asset appears in the list. The Wizard registers any agent installed on this asset with the Site.
3. Click **Next**. The Choose Event Collector window appears.
4. Select one of the following:
   - the Event Collector you want the agents to report
   - **None** (If you choose this option, then you must assign an Event Collector to the agents later. Otherwise, the agent will appear as Not Managed in the Console).
5. Select **Automatically Register Agents**, and then click **Next**. The Wizard queries the asset you added for agents and registers any agents that it identifies with the Site. The Wizard also assigns the Event Collector you chose to the agents.

Registering agents on multiple assets

This topic describes how to automatically register the agents on multiple assets with the Site.

Procedure

1. In the left pane, right-click the group where you want to add the agent, and select **New** → **Agent**. The New Agent Wizard appears.
2. Type the asset name or asset IP address, and then click **Add**. The asset appears in the list.
3. Repeat Step 2 to add additional assets to the list. The Wizard registers any agents installed on any of these assets with the Site.
4. Click **Next**. The Choose Event Collector window appears.
5. Select one of the following:
   - the Event Collector you want the agents to report
   - **None** (If you choose this option, then you must assign an Event Collector to the agents later. Otherwise, the agent will appear as Not Managed in the Console).
6. Select **Automatically Register Agents**, and then click **Next**. The Wizard queries the assets you added for agents and registers any agents that it identifies with the Site. The Wizard also assigns the Event Collector you chose to the agents.

Manually registering agents with the Site

This topic explains how to use the New Agent Wizard to manually register agents with the Site.

Description

If you choose the Manually Register Agent option when you run the New Agent Wizard, then you must provide the required registration information for the agent such as Agent Name and Agent Type.

Recommendation

During a manual agent registration, the system does not validate the information you provide about the agent, and registers the agent with the Site regardless of whether the asset or agent exists at the time of registration. For example, if you select “Databridge” as the agent type when you manually register a Network Internet Scanner, then the system registers the Network Internet Scanner with the Site as a Databridge. For this reason, IBM ISS strongly recommends that you select the Automatically Register Agent option when you run the New Agent Wizard. If you provide inaccurate information during a manual agent registration, then you must unregister the agent and re-register it with the correct information. To avoid these issues, select the Automatically Register Agent option.

Reference: See “Automatically registering agents” on page 220.

Reasons for manually registering agents

The are very few valid reasons for manually registering an agent. The most common reason is that you want to set up an asset or an agent before you actually install the agent on the asset. This tasks is possible because the Manual Registration feature does not validate the information you provide. For example, if you want to add EventCollector_01 on asset 12.12.12.12, then you can perform this tasks even though the Event Collector or asset might not exist at the time of manual registration.

Registering agents on a single asset

This topic describes how to manually register an agent.

Procedure

1. In the left pane, right-click the group where you want to add the agent, and select **New** → **Agent**. The New Agent Wizard appears.
2. Type the asset name or asset IP address, and then click **Add**. The asset appears in the list.
3. Click **Next**. The Choose Event Collector window appears.
4. Select one of the following:
   - the Event Collector you want the agents to report
   - **None** (If you choose this option, then you must assign an Event Collector to the agents later. Otherwise, the agent will appear as Not Managed in the Console).
5. Select **Manually Register Agent**, and then click **Next**. The Register Agent window appears.
6. Select the following, and then click **Add**:
   - Agent type
   - Asset
   - Agent name

   Tip: To find all of the agents installed on a specific asset, select the asset, and then click **Query**.
   The agent appears in the Register the Following Agent list.
7. Click **Next**. The Wizard registers the agent with the information you provided. It does not validate the information.

Section C: Distributing Keys and Certificates

This section discussion how to distribute the required encryption keys manually to the following agents and how to use the public key configuration tool.

Topics

Manually distributing keys

This topic explains how to distribute the required encryption keys manually to the following agents:

- Server Sensor
- Network Sensor
- Proventia Network IDS
- Proventia Network IPS

Background

The Application Server and the Event Collector use public-key encryption to securely communicate with some managed agents. Before the agents can communicate with these SiteProtector components, the agents must have copies of the public keys for the components. The required keys are automatically distributed to the agents when you install the agent with a registered Deployment Manager.

When do I manually distribute keys?

You must manually distribute the required keys to the agents in some cases. You might need to distribute the required encryption keys manually in the following situations:

- you install the product from a separate installation package
- you install the product before you install SiteProtector
- the key is not present on the agent computer for any reason
- for the Application Server keys, the date of the key on the agent computer does not match the date of the key on the Application Server
- for the Event Collector keys, the date of the key on the agent computer does not match the date of the key on the Event Collector

Required keys

Application Server (Sensor Controller)

- \Program Files\ISS\RealSecure SiteProtector\Application Server\Keys\RSA\\sp_con_computer_name_1024.PubKey
- \Program Files\ISS\RealSecure SiteProtector\Application Server\Keys\RSA\\sp_con_computer_name_1536.PubKey

Event Collector

- \Program Files\ISS\RealSecure SiteProtector\Event Collector\Keys\RSA\rs_eng_computer_name_1024.PubKey
- \Program Files\ISS\RealSecure SiteProtector\Event Collector\Keys\RSA\rs_eng_computer_name_1536.PubKey

Distribution methods

The following are methods for distributing the required encryption keys to SiteProtector components:

- Copy the required keys to the correct directories on the computers where the components are installed.

- Edit the crypt.policy file to allow the component to receive the required keys automatically from the Site the next time it connects to the Site.
- Use the Public Configuration Tool.

  See "Using the public key configuration tool" on page 225.
- Use the File Transfer Protocol (FTP).

  This method is used to distribute keys to Solaris Network Sensors only.

Distributing RSA keys

To distribute the RSA keys on the Application Server and Event Collector to other agents.

Copy...	To the...
the following key subdirectories on the Application Server and Event Collector: • \Program Files\ISS\RealSecure SiteProtector\Application Server\Keys\RSA • \Program Files\ISS\RealSecure SiteProtector\Event Collector\Keys\RSA	Network Sensor: \Program Files\ISS\issSensors\network_sensor_1\Keys
	Server Sensor: \Program Files\ISS\issSensors\server_sensor_1\Keys
	Network Internet Scanner: Program Files\ISS\issSensors\Scanner_1\Keys

Key locations

The specific directory where agents store encryption keys varies depending on the agent and the operating system. Table 86 lists the directories where agents store encryption keys.

Agent	Directory
Any Windows agent	\Program Files\ISS\IssSensors\AgentName\Keys
Any Linux agent	/opt/ISS/issSensors/AgentName/Keys
Any Nokia agent	/opt/ISS/AgentName/Keys /opt/ISS/issSensors/AgentName/Keys
Network Sensor (Windows)	\Program Files\ISS\issSensors\Network_Sensor_1\Keys
Network Sensor (Linux)	/opt/ISS/issSensors/network_sensor_1/Keys
Network Sensor (UNIX®)	\opt\ISS\issSensors\agent_name\Keys\encryption_provider
Server Sensor (Windows)	\Program Files\ISS\issSensors\server_sensor_1\Keys
Server Sensor (UNIX)	\opt\ISS\issSensors\agent_name\Keys\encryption_provider
Network Internet Scanner (Windows)	\Program Files\ISS\issSensors\Scanner_1\Keys

Agent	Directory
Proventia Network IDS	/opt/ISS/issSensors/network_sensor_1/Keys
Proventia Network IPS	/opt/ISS/issSensors/network_sensor_1/Keys

Resetting the connection

This topic describes how to reset the agent's Allow First Connection setting manually and allow SiteProtector to send the required encryption keys to the agent.

Procedure

1. Locate, and then delete, the following folders on the agent:
   - \Program Files\ISS\RealSecure SiteProtector\Application Server\Keys\RSA
   - \Program Files\ISS\RealSecure SiteProtector\Event Collector\Keys\RSA

   This action removes all encryption keys from the agent computer.
2. From a command prompt, type `net stop issdaemon`.
3. Edit the crypt.policy file located in the following directory:

   \Program Files\ISS\issDaemon\crypt.policy
4. In the crypt.policy file, change the 0 to a 1 in the following string:

   String before edit: "allowfirstconnection<tab> =L<tab>0;"

   String after edit: "allowfirstconnection<tab> =L<tab>1;"
5. Save the file.
6. From a command prompt, type `net start issdaemon`.
7. From the SiteProtector Console, start the agent. The agent attempts to connect to SiteProtector. This change should allow the agent to connect to the Site and receive the required encryption keys.
8. Verify that the required keys are stored on the agent computer.

Using the public key configuration tool

The Public Key Configuration Tool is a program that performs tasks on agents that are installed and registered to SiteProtector:

- sets up an instance of SiteProtector as a Key Administrator on the agent; this allows the instance of SiteProtector to distribute encryption keys to the agent
- releases the agent from being managed by SiteProtector; this action removes SiteProtector from "Master Status," meaning that the Site is no longer managing the agent
- enables the Auto Import option, also called Allow First Connection option, on the agent; this action allows SiteProtector to connect to the agent the first time it attempts to, and replaces old encryption keys on the agent computer

In most cases, you do not need to use the Public Key Configuration Tool on newly installed agents because the agent's installation program automatically performs these tasks during the installation.

Using the tool with agents

You can use this tool for the following agents:

- Server Sensor

- Network Sensor
- Proventia Network IDS
- Proventia Network IPS

Using the tool with components

You can use this tool for the following SiteProtector components:

- Agent Manager
- Deployment Manager
- Event Collector
- SecurityFusion module
- Third Party Module

Running the configurator program

There are two ways to run the Public Key Configuration Tool:

- You can install and run the program on the agent computer.
- You can run the program from Deployment Manager. Use this option if you do not want to install the program on the agent computer.

When to use the Public Key Configuration Tool

You can use the Public Key Configuration Tool under the following circumstances:

- If you installed an agent and did not set up SiteProtector as a Key Administrator on the agent, then you can use the Public Key Configuration Tool to add SiteProtector to the agent as a Key Administrator.
- If you have an agent that is registered to another instance of SiteProtector and you want to re-register the agent to different instance of SiteProtector, then you can use the Public Key Configuration Tool on the agent.

Important: Do not register an agent to two instances of SiteProtector.

Running the Public Key Configuration Tool from Deployment Manager

Procedure

1. On the agent computer, start the Deployment Manager, and then select **Install Agents**.

   The Sensor Installation page appears.
2. Select **Install the Public Key Configuration Tool on my agent or Network Internet Scanner agent**.

   The File Download window appears.
3. Select **Run this program from its current location**.

   The Security Warning window appears.
4. Click **Yes**.

   Step 1 of the Public Key Configuration Wizard appears.
5. Click **Next**.

   The program stops the issDaemon service.

   Step 2 of the Public Key Configuration Wizard appears.

6. Enter the key administrator name for the computer where the Application Server is installed, and then click **Next**.

   The agent will accept public keys from this computer.

   Step 3 of the Public Key Configuration Wizard appears.
7. Select the **Auto-Import** check box, and then click **Next**.

   The Wizard activates the Auto-Import key feature. This feature allows the agent to accept public keys automatically.

   Step 4 of the Public Key Configuration Wizard appears.
8. Click **Yes**.

   The program restarts the issDaemon service, and then Step 5 of the Public Key Configuration Wizard appears.
9. Click **Finish**.

Section D: Updating Agents

After you install the products, you must apply any available updates. Updates are software releases that add new features and security updates to the products. This chapter explains how to perform the following tasks:

- determine the update status of an agent
- apply and remove updates for these agents:
  - Server Sensor
  - Network Internet Scanner
  - Proventia Network IPS
  - Network Sensor

Note: Other agents are self updating, which means that the agent will update itself after you set the parameters in the agent's policy.

Related information

For information about updates, the update process, and how to update agents when your XPU server is not configured with Internet access, see the following:

- "Update process" on page 62
- "Update process without XPU Server Internet access" on page 77

Topics

"Determining agent update status" on page 228

"Updating agents" on page 229

"Removing an update and verifying update removal" on page 231

Determining agent update status

This topic explains how to determine the update status of an agent.

Update statuses

The following table describes the available update statuses for agents.

Agent	Status	Description
• Server Sensor • Network Sensor • Network Internet Scanner • Proventia Network IDS • Proventia Network IPS	Current	No updates available for the agent.
	Out of Date	Updates are available for the agent, and you must update the agent.
	Error	An error condition exists.
	blank	The agent is not responding to SiteProtector.
• Desktop Protection agents such as Proventia Desktop • Proventia Network IPS • Proventia Network MFS • Network Enterprise Scanner	Current	No updates are available for the agent.
	Out of Date	Updates are available for the agent, and you must update the agent.
	Scheduled	SiteProtector is scheduled to update the agent.
	In Progress	SiteProtector is updating the agent.
	Error	An error condition exists.
	Unknown	The Sensor Controller service is attempting to refresh the agent information and is waiting for a response from the agent. This status is usually a temporary status and will either change to Active when the agent responds or Offline if the agent does not respond in a timely fashion.
	blank	The agent is not responding to SiteProtector.

Determining the agent update status

This topic describes how to determine the update status of an agent.

Procedure

1. In the left pane, select the Site Node.
2. In the **Go to** list, select **Agent**.
3. Locate the agent and the update status column.

   This column indicates the update status for the agent.

Updating agents

This topic explains how to perform the following tasks:

- update a single agent
- update multiple agents at the same time

License requirement

You can only apply agent updates that were released before to the expiration date of your maintenance agreement for the agent.

Updating multiple agents

You can update multiple agents at the same time. All the agents must be the same type, same version, and same XPU level.

SiteProtector can only update 20 agents at a time. So if you apply an update to more than 20 agents, then Sensor Controller processes 20 agents at a time until it completes the process.

Important: IBM ISS recommends that you apply the update to a single agent for testing purposes before you update all agents of the same type.

Updating an agent

This topic describes how to update an agent.

Procedure

1. In the left pane, select the group that contains the agent you want to update.
2. In the **Go to** list, select **Agent**.
3. In the right pane, right-click the agent, and then select **Updates** → **Apply XPU**. The Schedule Update window appears.
4. Do you want to update the agent immediately?
   - If *yes*, select **Run Once** in the Recurrence Pattern section, and then click **Next**.
   - If *no*, schedule a command job to update the agent, and then click **Next**.

   The End User License Agreement window appears.
5. Click **I Accept**. The Select XPU window appears.
6. Select the type of update to install:
   - Full Upgrade
   - Service Pack
   - X-Press Update

The updates that will be installed are listed under Install the Following Updates.

7. Verify that the updates listed are the ones you want to install.

   To view the release notes for a particulate update, select the Release Notes for that update, and then click **View Release Notes**.

8. When you are ready to install the updates, click **Finish**.

   If you selected Run Once to install the update immediately, then the installation process begins. If you schedule the update to be install at later time, then the installation process will begin at that time.

   For immediate installations, SiteProtector displays progress as follows:

Indicator	Description
Overall progress	Indicates progress of the entire update process
Current step progress	Indicates progress of each individual step in the update process; the text box displays a summary of the current step

Removing updates

This topic explains how to remove a single update from agents.

Removing multiple updates

This procedure removes only the last update you applied. To remove multiple updates, you must repeat this procedure for each one.

Actions allowed

You can remove XPUs from the following agents:

- Network Sensor
- Server Sensor
- Network Internet Scanner
- Proventia Network IPS

Actions not allowed

You cannot remove updates from the following agents:

- Desktop Protection agents
- Proventia Network MFS

Removing an update and verifying update removal

This topic describes how to remove an update and how to verify that an update is removed.

Removing an update:
Procedure

1. In the left pane, select the group that contains the agent.
2. In the **Go to** list, select **Agent**.
3. In the right pane, right-click the agent, and select **Updates** → **Remove Last Update**. The Create Command Job window appears.
4. In the left pane, click the **Schedule** icon.
5. Do you want to remove the update immediately?
   - If *yes*, select **Run Once** in the Recurrence Pattern section, and then click **OK**.
   - If *no*, schedule a command job to remove the update, and then click **OK**.

Verifying update removal:
Procedure

1. In the left pane, select the group that contains the agent.
2. In the **Go to** list, select **Agent**.
3. In the right pane, verify the Update Status for the agent is Out of Date.

Chapter 20. The Asset Setup Stage

The fifth stage of the SiteProtector system set up process is the Asset Setup stage. In this stage, you add network assets to the SiteProtector system. The SiteProtector system supports several methods for adding network assets. Some of these methods are as follows:

- add assets from host files and asset definition files
- add assets from Active Directory
- add assets with Internet Scanner software
- add assets detected from other IBM ISS products

Topics

Overview of this stage

A network environment is dynamic. Assets are added and removed and can be active and inactive at various intervals. IBM ISS recommends that you use a combination of methods to add assets to the SiteProtector system. For example, you might use Network Internet Scanner to identify and add active assets and add other assets manually or from Active Directory. The process of identifying and managing assets in the SiteProtector system is ongoing and is not complete after you add assets to the SiteProtector system the first time.

Host and asset definition files

You can import data about your network assets from host files and asset definition files directly into the SiteProtector system. This method is useful for customers who currently maintain host or asset definition files for their network assets. This method requires that the data in the files be formatted according to very specific requirements.

Active Directory

Importing assets into the SiteProtector system from Active Directory is a powerful way to leverage data already structured and defined in Active Directory. However, the SiteProtector system does impose some limitations on the tasks that you can perform on this data after you import it into the SiteProtector system. For example, you cannot change the name of a SiteProtector system group if it was imported from Active Directory. IBM ISS recommends that you review these limitations before you import data into the SiteProtector system from Active Directory and develop a plan to address these limitations.

Network Internet Scanner

Running discovery scans with a Network Internet Scanner that is properly configured to work with the SiteProtector system is an quick way to add active assets to the SiteProtector system. Keep in mind that Network Internet Scanner can only identify assets that respond to it. If you plan to use Network Internet Scanner to add assets, then IBM ISS recommends that you schedule the scan jobs to run on a regular basis. This approach helps to ensure that the scanner identifies newly added network assets or network assets that might alternate between active and inactive states.

Other IBM ISS products

After your install and configure your other IBM ISS products, they will begin to detect security events in your environment and report them to the SiteProtector system. As it receives these events, the SiteProtector system also adds the asset related to the security event to the Site Database.

What are assets?

An asset is an individual computer or device on a network. The SiteProtector system organizes assets into groups and subgroups and displays them in the left pane of the Console. It also maintains information about assets in the Asset table in the Site Database and displays the detailed asset information in the Asset view. The SiteProtector system includes grouped and ungrouped assets. Grouped assets are assets that are members of a specific group in the Site. Ungrouped assets are assets identified by the SiteProtector system and stored in the *Ungrouped* Assets group.

Assets

The following table lists examples of assets.

Agent	Examples
SiteProtector system components	The following are examples of SiteProtector system components: • Site Database • Application Server • Event Collector • Agent Manager • X-Press Update Server
Agents	The following are examples of agents: • Internet Scanner software • Enterprise Scanner • Network Sensor • Server Sensor • Proventia Network IPS
High priority network host	The following are examples of high priority network hosts: • Web servers • Databases • Computers in the demilitarized zone (DMZ)

Methods for adding assets

The following table describes the methods for adding assets to groups.

Method	**Description**
Manual	You can manually add an asset to a group. Use this method to add a single asset to a specific group. This method requires that you have the asset information before you begin. See "Adding assets to groups manually" on page 238.
Host file	You can import data from a host file to add assets to groups. Use this method to add multiple assets to a specific group. This method requires an existing host file that meets the file requirements. See "Adding assets from a host file" on page 238.
Asset definition file	You can import data about a single asset from an asset definition file to add the asset to a group. Use this method to add a single asset to a specific group. This method requires an existing asset definition file that meets the file requirements. See "Adding assets from an asset definition file" on page 240.
Active Directory	You can import assets from Active Directory. Use this method to import existing Active Directory groups, structure, and content into the SiteProtector system. This method has several very important limitations. See "Adding assets from Active Directory" on page 242.
Internet Scanner	You can run discovery scans with Internet Scanner to add active assets to the SiteProtector system. Some identified assets might appear as members of the Ungrouped Assets group. This method requires Internet Scanner. "Adding assets with Network Internet Scanner" on page 244.

Chapter 21. Adding Assets

This chapter provides information and instructions about how to use the following methods to add assets to SiteProtector system groups:

- manual
- host file
- asset definition file
- Active Directory
- Internet Scanner

  Note: If you use Enterprise Scanner, follow the instructions in the *Proventia Network Enterprise Scanner User Guide*.

The chapter also provides instructions for managing and grouping ungrouped assets.

Note: When you register an agent with a Site with the New Agent Wizard, the Wizard automatically adds the asset where the agent resides to the Site also. You cannot, however, use the New Agent Wizard to add assets to the Site. For information about registering agents and their assets with a Site, see "Automatically registering agents" on page 220.

Before you begin

Before you add assets to the SiteProtector system, you should complete the following tasks:

- Create groups, and define the group properties.

  See "Creating groups" on page 173.
- Define Group Membership Rules and schedule a Group Ungroup Assets job for the SiteProtector system to automatically group assets that you add.

  See "Grouping ungrouped assets" on page 249.

Topics

Adding assets to groups manually

Use the New Asset window to manually add assets to groups.

Procedure

1. Select a group, and then click **New** → **Asset**.
2. Specify the following information as needed to add the asset:

Option	Description
Inventory Tag	an identifier that you create and assign to an asset or group of assets for tracking purposes
DNS Name	the Domain Name Service (DNS) name of the computer where the asset is installed
IP Address	the IP address for the asset (IPv4)
NetBIOS Name	the NetBIOS name of the host computer where the asset is installed
NetBIOS Domain	the NetBIOS domain of the host computer where the asset is installed
IPv6 Address	the IPv6 address for the asset
OS Name	the name of the asset's operating system
Criticality	a value you select representing how critical this asset is to your network
Owner	the name of the person responsible for the asset
Function	you can select a function from the list, or click **Add** to add a new function to the list, and then select it

3. Click **OK**.

Adding assets from a host file

This topic explains how to add assets to the SiteProtector system from a host file.

Recommendation

This method is recommended in the following situations:

- You are adding a small number of assets.
- You have an existing host file that contains the required host information in the proper format.

Host file

A host file contains the IP addresses of host on your network. Network Internet Scanner uses the information in this file when it runs scan jobs on your network. A host file can have one of the following extensions:

- .hst
- .csv

Format requirements

The entries in the host file must meet the following requirements:

- You must specify the host address as an IP address, DNS name, or NetBIOS name.
- You must put each host address either on its own separate line or start the address after a space.
- You must put a number sign (#) before any comments or data that you want ignored.
- You must indicate IP address ranges with a dash (-).

Example entries

The following table lists some examples of valid entries from a host file.

Entry	Description
1.1.1.1	single IP address
WebServer01	single Domain Name System (DNS) name
1.1.1.1 1.1.1.100	two IP address on separate lines
1.1.1.1,1.1.1.100	two IP addresses separated by commas
1.1.1.1-1.1.1.100	IP address range
209.134.161.35 # Intranet Server	single IP address with comment
# IP addresses for IT	ignored comment

Adding assets from host files

This topic describes how to add assets to the SiteProtector system from a host file.

Procedure

1. In the left pane, right-click the group where you want to add assets, and then select **New** → **Asset** from the pop-up menu. The New Asset window appears.
2. Click **Import**, browse, and then select the file you want to import.

   Note: The host file you are importing must have one of the following extensions:

   - .hst
   - .csv
3. (Optional) Select the **Resolve DNS and Netbios Names** check box if you want the SiteProtector system to resolve the DNS and NetBIOS names of the imported assets.
4. Click **OK**. The SiteProtector system adds the assets to the group you selected. The process for importing assets into the SiteProtector system from a host file can take a significant amount of time depending on the number of assets you are adding.
5. If you want to monitor the progress of the import job, click Command Job; otherwise, click **Close**.

Adding assets from an asset definition file

This topic explains how to add assets to the SiteProtector system from an asset definition file. This method is efficient for adding a large number of assets.

Using LDAP

If you are importing asset information from a separate directory, such as LDAP, then you can use a scripting tool to automate the transfer of this information to the correct fields in the asset definition file.

Group tags

The asset definition file is an XML file containing information about the groups and assets you want to import. The following tags are valid.

Tag	Description
<groups>	A top level element containing the groups or assets you want to define.
<group name='GroupName' description='Description' >	A group and its name with an optional description. If a group with this name already exists at the defined level it will use the existing group instead of creating a new one.
<asset>	Definition for an asset. The following attributes are allowed, which are the same as the Console equivalent: • netBiosDomain • netBiosName • os • osVersion • inventoryTag • criticality • owner
<nic>	Information about the nic card associated with an asset. This should be found inside an <asset> tag. The following attributes are allowed: • ipv4 • dnsName • ipv6 • macAddress
<function name='FunctionName'>	A function associated with an asset. This should be found inside an <asset> tag. If a function with this name already exists it will link it to that function. Otherwise it will create the function and link it to the new function.

Example 1

The following example shows how to import a single asset:

```
<asset inventoryTag='LADIDA-1999-12345' os='Windows XP' osVersion='SP2' owner='bill'
domain='WORKGROUP' netBiosName='SNOOPY' criticality='4'>
<nic ipv4='207.123.123.123' dnsName='johndoe.net'
ipv6='1111:2222:3333:4444:5555:6666:7777:8888'
macAddress='00:30:23:15:C9:D3'/>
<function name='Web Server'/>
<function name='Database'/>
</asset>
```

Example 2

The following example shows how to import multiple assets under your selected group:

```
<groups>
   <asset><nic ipv4='10.10.10.1'/></asset>
   <asset><nic ipv4='10.10.10.2'/></asset>
   <asset><nic ipv4='10.10.10.3'/></asset>
</groups>
```

Example 3

The following example shows how to import multiple groups under your selected group:

```
<groups>
   <group name='Asia'>
   </group>
   <group name='Americas'>
     <group name='Canada'></group>
     <group name='US'></group>
   </group>
</groups>
```

Example 4

The following example shows how to import multiple groups with assets under your selected group:

```
<groups>
   <group name='Asia'>
     <asset><nic ipv4='10.10.20.1'/></asset>
     <asset><nic ipv4='10.10.20.2'/></asset>
   </group>
   <group name='Americas'>
     <group name='Canada'>
       <asset><nic ipv4='10.10.30.1'/></asset>
       <asset><nic ipv4='10.10.30.2'/></asset>
       <asset><nic ipv4='10.10.30.3'/></asset>
     </group>
     <group name='US'>
       <asset><nic ipv4='10.10.40.1'/></asset>
     </group>
   </group>
</groups>
```

Adding assets from an asset definition file

This topic describes how to add an asset to the SiteProtector system from an asset definition file.

Procedure

1. In the left pane, right-click the group where you want to add assets, and then select **New** → **Asset** from the pop-up menu. The New Asset window appears.
2. Click **Import**, browse, and then select the asset definition file you want to import.

   Note: The asset definition file has an .xml extension.
3. Click **OK**. The SiteProtector system adds the asset to the group you selected.
4. If you want to monitor the progress of the import job, click **Command Job**; otherwise, click **Close**.

Adding assets from Active Directory

This topic provides information and instructions about how to add assets and asset groups to the SiteProtector system from Active Directory.

Restrictions

Adding assets to the SiteProtector system by importing them from Active Directory has the following restrictions:

- You can have only one Active Directory structure in the left pane of the Console.
- You can import Windows assets only.
- You can import only the structure, user information, and asset configuration data from Active Directory.
- You cannot move, change, or delete assets or asset groups after you import them from Active Directory. You can copy assets imported from Active Directory to other groups in the SiteProtector system, but any changes you make to the asset are global, meaning that the changes affect the asset in every group where it is a member.
- You cannot automatically update assets or asset groups in the SiteProtector system when you change them in Active Directory. You must rerun the import job to incorporate Active Directory changes into the SiteProtector system.

Reference: For information about using Active Directory, see the Microsoft documentation.

Imported data

The following table describes the data that the job imports from Active Directory.

Information	Description
Structure	The job replicates the asset grouping structure from Active Directory into the left pane of the Console.

Information	Description
User data	The job imports the following user data, and the Console displays it in the Asset view: • login name • full name • fully qualified path to a user object in Active Directory • phone number • domain • authenticating server
Asset configuration data	The job imports the following asset configuration data, and the Console displays it in the Asset view: • computer's distinguished name • DNS • OS

Before you begin

Before you import assets from Active Directory, you must complete the following tasks:

- Ensure that the information in Active Directory is current and correct.
- Ensure that the group structure of the information in Active Directory is the structure you want to use in the SiteProtector system. If the structure is incorrect, then you can use a third-party tool to organize the information in the Active Directory before you import it into the SiteProtector system.

Importing assets with Active Directory

Use the Active Directory Group Population window to import Active Directory group and asset data into a SiteProtector system or to update existing Active Directory data.

About this task

Attention: Before you import Active Directory data, make sure that no command jobs are running at the Site level. Select the Site node, and then select **Object** → **Properties** → **Command Jobs**.

Procedure

1. Select a Site node, and then click **Tools** → **Active Directory** → **Import**.
2. Click the **Import Active Directory** icon.
3. To change authentication credentials, click **Set Credentials**.
4. Type, select, or browse for the **Starting Domain** from which you want to import data.

5. Complete the following fields as needed:

Option	Description
Reassign agent policy based on Active Directory grouping	Forces agents that are assigned to more than one group to use policies assigned to the Active Directory group **Important:** If you already use the SiteProtector system and you are adding the Active Directory information for the first time, do not select this option. Policies for SiteProtector system groups may not work as scheduled. After you have added the Active Directory groups, apply the policies to them manually.
Grow Entire Forest	Includes all trees in the Active Directory forest

6. (Optional) To schedule a job to import Active Directory data, click the **Schedule** icon and complete the following fields:

If you want the job to run...	Then...
one time	1. Select **Run Once**. 2. If you want the job to start later, select the **Start** time.
on a recurring schedule	1. Select **Daily**, **Weekly**, or **Monthly**. 2. Select the time to **Start** the jobs. 3. If you want to limit the number of occurrences, select the **End by** date.

7. Click **OK**.

Adding assets with Network Internet Scanner

You can use Network Internet Scanner to run discovery scans and add assets to the SiteProtector system. Network Internet Scanner places the assets in the correct asset groups based on membership rules. Discovery scans identify active assets only. The scan does not add assets that do not respond to the scan.

Prerequisites

Before you run a scan job to add assets to the SiteProtector system, you must complete the following tasks:

- Create groups, and define the group properties.

  See “Creating groups” on page 173.
- Create Site ranges in Ungrouped Assets, and schedule a Group Ungrouped Assets job to automatically group the assets.

  See “Grouping ungrouped assets” on page 249.

  Note: If you do not have Site ranges defined in Ungrouped Assets, then you must use one of the methods described in this chapter to add assets to the group you want to scan before you run the scan.
- Install Network Internet Scanner, and verify that it is properly configured and registered with the SiteProtector system.

See the *Internet Scanner Installation Guide*.

Scope of scan

You should scan only a single domain in a discovery scan. If you need to scan more than one domain, then you must perform the following tasks:

- Divide the scan into a series of scans.
- Install Network Internet Scanner on an asset in each domain.

Information gathered

A discovery scan gathers the following information:

- IP Address
- NetBIOS Name
- DNS Name
- OS Name
- NetBIOS Domain Name

Task overview

The following table describes the tasks for adding assets with Network Internet Scanner.

Task	Description
1	Add a Network Internet Scanner.
2	Set the scan policy, and then use Network Internet Scanner to run a discovery scan.

Adding a Network Internet Scanner

This topic describes how to add a Network Internet Scanner host.

Procedure

1. In the left pane, right-click the group that you want to add the Network Internet Scanner host, and then select **New** → **Agent** from the pop-up menu. The New Agent Wizard appears.
2. Type the DNS name or the IP address of the Network Internet Scanner host, and then click **Add**.
3. Click **Next**.
4. From the list, select an Event Collector that you want this Network Internet Scanner to send events to, and then click **Next**. The Register Agent Software window appears, indicating the agent has been successfully installed.
5. Click **Finish**.

Running a scan

Use the Scan Group window to run a discovery scan.

Procedure

1. In the left pane, right-click the group that you want to scan, and then select Scan from the pop-up menu. The Scan Group window appears.
2. Select **Scan Policy** icon, and then select a policy from the list.

   Tip: Consider using the D1 Light Discovery policy for efficiency.
3. Select the **Session Properties** icon, and then select the default properties from the list in the right pane.
4. Click **OK**. The scan job identifies assets on your network and puts the assets into the SiteProtector system groups based on group membership rules.

Editing asset properties

You can edit the properties of an asset or a group of assets. This information can help you organize and track assets that you are monitoring. Consider editing asset properties in the following situations:

- you want to add assets in a piecemeal fashion because the method that you used to add or import assets did not populate all fields in the Asset table
- you want to change values of user-specified fields, such as criticality and function

Important: Certain fields can be overwritten if you update the Asset table after you edit Asset Properties. Use caution when you import hosts or run scans if you want to retain this information.

New Asset window

Each asset contains a properties file with the following fields. The SiteProtector system saves this information to the Asset table in the Site database and displays it in the Asset view. The following table describes these fields.

Field	Description
Inventory Tag	The Inventory Tag is an identifier that you create and assign to an asset or group of assets for tracking purposes. If you use identifiers from another tool to track assets, consider using these identifiers in the SiteProtector system.
DNS Name	The Domain Name System is a unique name assigned to the asset by a domain name server. If the host does not resolve host names using a DNS server, the DNS name for this host may not exist or may be unavailable.
IP Address	The IP address is the IPv4 address of the host. The SiteProtector system requires a valid Version 4 address to display an asset in the Asset view.
NetBIOS Name	NetBIOS is the name that identifies the asset in the Network Basic Input/Output System.

Field	Description
NetBIOS Domain	NetBIOS Domain name is the name of the computer, and it is typically followed by a dollar sign ($). Many client applications still use NetBIOS instead of DNS for naming hosts.
IPv6 Address	IPv6 address is the new standard for Internet Protocol that is specified by the IETF. Typically, this information appears only if the asset is associated with an IPv6 address.
OS Name	OS Name is the name of the host operating system. This field may be populated when you run a Network Internet Scanner scan, or import Active Directory or other information into the SiteProtector system.
OS Version	OS Version is the name of the version of the system specified in the **OS Name** box.
MAC address	The Media Access Control address is the unique hardware identifier for the asset.
Criticality	Criticality is an option that you can assign to an asset or groups of assets based on the asset's importance to your organization, as follows: • critical • high • medium • low • not critical
Owner	Owner is a user-defined field that lets you assign an owner, such as individual or department, to the asset.
Function	Function is a user-defined category that you can assign to an asset or groups of assets. Examples of function are database, router, or application server. The information that you enter in this box only appears in the Asset Event Detail report.

Editing properties for assets or groups of assets

Use the New Asset window to edit properties for assets or groups of assets.

Procedure

1. Select **Asset** from the menu. The Asset view appears in the right pane.
2. Right-click the asset you want to edit, and then select **Properties** from the menu.

   Note: You can select multiple assets to edit simultaneously.
   The New Asset window appears.
3. In the **Inventory Tag** box, use a combination of letters, numbers, and characters to type a unique identifier for this host. Example: 3JX-7809.

   Note: Because the inventory tag identifies a unique asset on your network, exercise caution if you must change this tag.
4. Edit the following fields:
   - DNS Name
   - IP Address (This field is required.)
   - NetBIOS Name
   - NetBIOS Domain

   Note: If you are editing the properties of more than one asset, DNS Name, IP Address, and NetBIOS Domain do not appear in this window.
5. Use only letters and numbers to type the host's **IPv6 address**, as follows: *xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx:xxxx*

   Important: The SiteProtector system requires a valid version 4 IP address to track and monitor an asset.
6. In the **OS Name** box, type the operating system of the asset.

   Note: After you edit this field, you cannot overwrite it by importing data or running a vulnerability scan.
7. In the **OS Version** box, type the version of the system you specified in Step 6.
8. From the **Criticality** list, select a category that you want to assign to this asset or group that indicates this asset's level of importance.
9. Type the individual or department that owns this asset in the **Owner** box.
10. Select the asset function from the **Function** list, or click **Add** to type the name in a separate window, and then add it to the list.

Grouping ungrouped assets

This topic provides information and instructions for grouping ungrouped assets.

Ungrouped asset

An ungrouped asset is any asset in the Ungrouped Assets group. These assets are identified by the SiteProtector system or one of the products that works with the SiteProtector system.

Methods

The following table describes the methods for grouping ungrouped assets.

Method	Description
Manual	Move the assets from Ungrouped Assets to other groups.
Site Ranges	A Site range is a special type of subgroup in Ungrouped Assets. It defines a starting and ending IP address. You can group ungrouped assets by their IP address into the Site ranges. The SiteProtector system installation creates the first Site range automatically. As agents detect security events, the assets where the events occur are automatically added to the Site and appear by IP address in Ungrouped Assets:*Site Range*. Create subgroups called *Site Ranges* in the Ungrouped Assets group and group these assets by IP address into the site ranges.
Group Ungrouped Assets job	You can run a job called Group Ungrouped Assets that automatically moves assets out of Ungrouped Assets into other groups. The job moves assets to other groups based on the asset IP address, DNS name, NetBIOS name, or operating system. For the job to function properly, you must define membership rules for groups. The job uses membership rules to determine where to relocate the assets. Before you run or schedule a Group Ungrouped Assets job, you must define membership rules for the group. Run or schedule a Group Ungrouped Assets job to automatically relocate ungrouped asset to other groups based on the asset's IP address, DNS name, NetBIOS name, or operating system name. **Note:** This job only works if you define membership rules for the groups in the Site before you run the job. See "Creating groups" on page 173 for instructions on how to set up group membership rules.

Manually grouping ungrouped assets

This topic describes how to manually group ungrouped assets.

Procedure

1. In the left pane, expand **Ungrouped Assets**, and then select a Site range.
2. In the **Go to** list, select **Asset**. The assets in the Site range appear in the **Asset** view.
3. Select the asset(s) you want to move in the **Asset** view, and then drag and drop the asset(s) to the appropriate group.

Creating a site range

Create site ranges to quickly identify assets on your network and to add multiple assets to different groups.

Procedure

1. Select **Asset** from the **Go To** menu.
2. In the My Sites pane, select the **Ungrouped Assets** group.
3. Click **Object** → **New** → **Site Range**, and then type a new IP address range or single IP address.

   Type IP addresses in one of the following formats, where x and y represent any number between 0 and 255:

Option	Description
Single IP address	x.x.x.x
Range of IP addresses	x.x.x.x-y.y.y.y or x.x.x.*

   Tip: Use an asterisk (*) as a wildcard.
   Assets in your network that are within the Site range appear in the Asset view.

Running Group Ungrouped Assets jobs

Use the Create Command Job: Group Ungrouped Assets window to run a Group Ungrouped Assets job.

Procedure

1. In the left pane, right-click a Site Range, and then select **Group Ungrouped Assets** from the pop-up menu. The Create Command Job: Group Ungrouped Assets window appears.
2. In the Recurrence Pattern section, select **Run Once** to run the job immediately, or schedule the job to run on a recurring schedule.

   Note: IBM ISS strongly recommends that you schedule this job to ensure that assets are regularly moved to their appropriate locations.
3. Click **OK**. The job runs based on the schedule you set.

Chapter 22. Configuring Audit Options

The SiteProtector system lets you track activity for auditing purposes and then generate this information in a preformatted report. This chapter provides information about audit records and a procedure for specifying the types of records that appear in audit reports.

Topics

Audit Options

The SiteProtector system lets you log almost all actions that are performed in the SiteProtector system. This topic provides descriptions of these options and the specific information that appears in each log record.

What do audit records contain?

A record appears in the Audit Detail report for each action that is logged by the SiteProtector system if the specified action was performed. Audit records typically contain the following information:

- the type of action
- the time and date an action occurred
- the user or SiteProtector system component that performed the action
- location where the action was performed

Important: The action and the action type apply to the specific audit option that is enabled.

Configuring audit options

Use the Auditing Setup window to select which activities SiteProtector logs for the Audit Detail report.

Procedure

1. Select **Tools > Auditing Setup**.
2. In the Auditing Setup window, select an audit category, and then do one of the following:
   - Select one or more of the actions listed
   - Select the **Select All** check box to enable all actions in this category
3. Click **OK**.

Chapter 23. Troubleshooting

This chapter provides descriptions and solutions for some of the issues you may encounter as you work with the SiteProtector system. It is not intended to represent a complete list of potential SiteProtector system issues.

Knowledgebase and IBM ISS Customer Support

For the most complete and up-to-date list of SiteProtector system issues, see the IBM ISS Knowledgebase at http://www.iss.net/support/knowledgebase/. If the Knowledgebase does not help you resolve your issue, contact IBM ISS Customer Support.

Topics

Issues related to agents and components

This topic provides solutions to issues that you might encounter when setting up agents.

Error when downloading agent logs

Description: The SiteProtector system issues the following error message when you attempt to download logs on a Network Sensor that is running on a Unix operating system:

```
Get files failed on Sensor #<sensor number>. 0 of 1 files transferred. Get
file <file name> failed. The current session user does not have permission
to perform the specified operation on the specified path. Please edit the
access control file on the remote server and add the necessary permissions
for the session.This problem is due to an incorrect permission contained in
the iss.access file of the sensor's daemon.
```

Note: The error message may also appear for Server Sensor.

Solution: Correct this issue as follows:

1. Access the iss.access file in the issDaemon folder, and then modify the following sections in the file:

   Note: The following text is an example. The path on your computer may be slightly different.

Before edit	[/opt/ISS/issSensors/network_sensor_1/ Logs/];
	ACL1 =S Role=Default FilePerms=RD DirPerms=R;

After edit	[/opt/ISS/issSensors/network_sensor_1/ Logs/];
	ACL1 =S Role=Default FilePerms=RD DirPerms=R Recursive;

2. Stop, and then restart the issDaemon service.

Network Sensor: keys not automatically distributed

Description: The following message appears under the **EC Public Keys** sent row when you click **Details** for Solaris RealSecure Network 7.0.

```
EC Public Keys sent: No - Error checking encryption algorithms on sensor,
RSA is not supported. No encryption key(include directory) found on sensor.
```

This message indicates that the encryption key exchange between the SiteProtector system and the Solaris RealSecure Network 7.0 is not functioning. This issue also causes the RealSecure Network to display a status of **Offline**. To fix the issue, you must manually send the keys from the SiteProtector system to the RealSecure Network agent.

Solution: Manually distribute the keys. See “Manually distributing keys” on page 223.

Deleted or expired Event Collector password

Description: The Event Collector username/password was deleted, changed, or has expired. The Event Collector cannot communicate with the Site Database.

Solution: Reset the Event Collector password. See “Resetting component passwords” on page 196.

Deleted or expired Application Server password

Description: The Application Server service fails to start.

Solution: Reset the Application Server password. See “Resetting component passwords” on page 196.

Deleted or expired Agent Manager password

Description: The Agent Manager service fails to start.

Solution: Reset the Agent Manager password. See “Resetting component passwords” on page 196.

Unknown or Not Responding agent status

Description: The agent status is *Unknown* or *Not Responding*.

Solution: Verify that all the required encryption keys are present on the agent computer. See "Distributing keys to SiteProtector system components" on page 200.

Inaccessible file structure and application registry

Description: When you install the SiteProtector system Console, the file structure and the application registry may not be accessible for some users and groups that have limited access privileges.

Solution: To change SiteProtector system Console access permission: See "Changing SiteProtector system Console access permission."

Changing SiteProtector system Console access permission

This topic describes how to change SiteProtector system Console access permission.

Procedure

1. Open Windows Explorer.
2. Navigate to the location where the SiteProtector system Console is installed.

   The default location is:

   \Program Files\ISS\SiteProtector\Console
3. Right-click the Console folder, and then select **Properties**. The folder's properties window appears.
4. Select the **Security** tab.
5. Click **Add**. The Select Users or Groups window appears.
6. Type in the names of the users and/or groups for which you want to add permissions, and then click **OK**. The Select Users or Groups window closes.
7. Select each user and/or group you added, and then ensure that they have, at least, the following permissions:

   For file folders:

   - Modify
   - Read & Execute
   - List Folder Contents
   - Read
   - Write
8. Click **Apply**, and then click **OK**.
9. Run the registry editor program, regedt32.exe. The Registry Editor window appears.
10. Select HKEY_LOCAL_MACHINE on Local Machine, and then follow the steps in the table to set the permissions:

Navigate to this path...	then follow these steps...
HKEY_LOCAL_MACHINE\Software\ISS\SiteProtector\Console	1. After navigating to the path, right-click the Console folder, and then select **Permissions**. The Permissions for Console window appears. 2. Click **Add**. The Select Users or Groups window appears. 3. Enter the account names for which you want to add permissions. **Note:** You can select **Check Names** to verify names. 4. Click **OK**. The Select Users or Groups window closes. 5. Check the permissions for each user. **Important:** You must set Read Permissions for this registry key. 6. Click **OK** to complete the operation. The Permissions for Console window closes.
HKEY_LOCAL_MACHINE\Software\ISS\JRE1.6.0_03	1. After navigating to the path, right-click JRE1.6.0_03 folder, and then select **Permissions**. The Permissions for JRE1.6.0_03 window appears. 2. Click **Add**. The Select Users or Groups window appears. 3. Enter the account names for which you want to add permissions. **Note:** You can select **Check Names** to verify names. 4. Click **OK**. The Select Users or Groups window closes. 5. Check the permissions for each user. **Important:** You must set Read Permissions for this registry key. 6. Click **OK** to complete the operation. The Permissions for JRE1.6.0_03 window closes.

Navigate to this path...	then follow these steps...
HKEY_LOCAL_MACHINE\Software\ISS\RealSecure	1. After navigating to the path, right-click the RealSecure folder, and then select **Permissions**. The Permissions for RealSecure window appears. 2. Click **Add**. The Select Users or Groups window appears. 3. Enter the account names for which you want to add permissions. **Note:** You can select **Check Names** to verify names. 4. Click **OK**. The Select Users or Groups window closes. 5. Check the permissions for each user. **Important:** You must set Read Permissions for this registry key. 6. Click **OK** to complete the operation. The Permissions for RealSecure window closes.
HKEY_LOCAL_MACHINE\Software\ISS\RealSecure\6.5\P olicyEditor	1. After navigating to the path, right-click the PolicyEditor folder, and then select **Permissions**. The Permissions for PolicyEditor window appears. 2. Click **Add**. The Select Users or Groups window appears. 3. Enter the account names for which you want to add permissions. **Note:** You can select **Check Names** to verify names. 4. Click **OK**. The Select Users or Groups window closes. 5. Check the permissions for each user. **Important:** You must set Read Permissions for this registry key. 6. Click **OK** to complete the operation. The Permissions for PolicyEditor window closes.

Issues related to operating a SiteProtector system

This topic provides solutions to issues that you might encounter as you are operating the SiteProtector system.

Cannot log on to the SiteProtector system

Description: When you attempt to connect to a Site, the SiteProtector system displays a Certificate Incompatibility message.

Explanation: The Certificate Incompatibility message appears when you try to connect to the server, but the certificate validation process determines a discrepancy in the certificate assigned to the server.

Solution: Record the information displayed in the Certificate Incompatibility message and contact your System Administrator to determine if the certificates have been updated.

- If your System Administrator confirms that they have updated the certificates, click **Valid**. The newly updated certificate will replace the previous certificate in the key store for that server.
- If your System Administrator verifies that they have not updated certificates, then click **Invalid**. The System Administrator should then contact IBM ISS Technical Support for assistance.

Note: The purpose of certificates is to alert you to attacks. Accepting an unknown certificate could make you vulnerable to attacks.

Computer absent from Active Directory

Description: Your computer appears in a domain and the DNS, but it does not appear in the Active Directory grouping tree.

Solution: Your computer may not have an assigned DNS Server name in the Active Directory object. If this is the case, then the SiteProtector system cannot resolve a name for your computer. See “Verifying that your computer has an assigned DNS name” on page 259.

Verifying that your computer has an assigned DNS name

This topic describes how to verify that your computer has an assigned DNS name.

Procedure

1. On the Domain Controller computer, access Administrative Tools.
2. Select **Active Directory Users and Computer**.
3. In the left pane, locate the computer that does not appear in the Active Directory listing.
4. Right-click the computer name, and then select **Properties**. The *Computer_Name* Properties window appears.
5. Does the full DNS name appear in the **DNS name** box?
   - If *yes*, then call IBM ISS Technical Support to help you with this issue.
   - If *no*, then go to the next step.
6. Go to the computer that does not appear in the Active Directory listing.
7. Right-click My Computer, and then select **Properties**. The System Properties window appears.
8. Manually change the **Full computer name** in System Properties to reflect the complete name of the computer.

   Note: The procedure to change the name that appears in the **Full computer name** field depends on your operating system version. See your operating system documentation for information about how to change your computer name.

Issues Related to reporting module

This topic provides descriptions and solutions for some of the issues you may encounter while working with the reporting module.

Cannot view a report

Description: The SiteProtector system displays the following error when you try to view a report:

```
The requested URL could not be retrieved.
```

This error can occur when you log on to the SiteProtector system Console using a Netbios computer name, but your Internet Explorer application cannot resolve by Netbios name. Your Internet Explorer application may be set to use a proxy, but the proxy server is not configured to resolve the Netbios address.

Solution: Log out of the SiteProtector system Console, and then log on using either the fully qualified domain name (FQDN) or the IP address of the SiteProtector system application server.

Issues related to low memory

This topic provides descriptions and solutions for some of the issues you may encounter due to a lack of memory on your SiteProtector system.

Importing a large application list

About this task

Description: If you import an application list containing more than 8000 entries into the global application list or into a policy, then an out of memory error can appear when you attempt to edit the global application list.

Solution: Perform the following procedure:

Procedure

1. Click **Start** on the taskbar, and then select **Run**. The Run window appears.
2. Type `regedit` in the **Open** box. The Registry Editor application appears.
3. In the left pane, navigate the following path:

   HKEY_LOCAL_MACHINE\SOFTWARE\ISS\SiteProtector\CPE\Parameters
4. Edit the string value for HeapSize to reflect the following:

   -Xmx(size in megabytes)M

   Note: IBM ISS recommends that you start with a value of 128, and then increase the value, if necessary, until the application runs. For example, type `-Xmx128M` to set the heap size to 128 megabytes.

Multiple console connections

About this task

Description: Your SiteProtector system may generate an "out of memory" error on the Application Server if any of the following occur:

- Multiple Consoles are simultaneously retrieving asset information from a Site.
- You have increased the default value for the maximum number of rows that The SiteProtector system displays.
- You are running very large, scheduled reports.

  Note: This is also applicable to the SiteProtector system Web Portal.

Solution: Perform the following procedure:

Procedure

1. On the application server, click **Start** on the taskbar, and then select Run. The Run window appears.
2. Type `regedit` in the **Open** box. The Registry Editor application appears.
3. In the left pane, navigate the following path:

   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\issSPAppService\ Parameters
4. Edit the string value for MaxHeap to reflect the following:

   -Xmx<size in megabytes>M

Note: IBM ISS recommends that you start with a value of 384, and then increase the value, if necessary, until the application runs. For example, type `-Xmx384M` to set the heap size to 384 megabytes.

Issues related to configuring and updating the SiteProtector system

This topic provides descriptions and solutions for some of the issues you may encounter when updating your SiteProtector system.

Missing or invalid license key errors

Description: After you add a license, the features do not appear, and errors related to a missing or invalid license appear.

Solution: The Sensor Controller polls for license changes every 60 seconds, so the change may not appear immediately.
Press the F5 key to refresh the licensing information. You can also wait 60 seconds, and then re-open the Add License window to see if the feature columns are populated. If the feature columns are populated, the license key has been successfully imported.

SQL Agent not running

Description: If the SQL Server Agent is not running on the SQL server that hosts the SiteProtector system database, the updates will fail.

Solution: Restart the SQL Server Agent, and then try to apply the update again.

Job ownership

Description: If SiteProtector system jobs are not owned by a user with the proper privileges, you may not be able to apply updates to your SiteProtector system database.

Solution:

- Make IssApp the owner of these jobs:
  - Check Sensor Controller in RealSecureDB
  - Load Sensor Data and Post Process in RealSecureDB
- Make a user with the sysadmin system role owner of these jobs:
  - Database Configuration Manager in RealSecureDB
  - Automated Maintenance in RealSecureDB
  - Maintain DB Health in RealSecureDB
- Apply the update.

Missing license files

Description: When trying to download update files, you receive one of the following error messages regarding missing license files:

- `Update file upload cancelled at user request.`
- `Sensor controller unable to automatically obtain file ( Warning: A valid license is required to download this update. If you have previously downloaded the update, you can brows to the file to perform the update. [ID=0xc7420055])`

- There are no appropriate licenses in SiteProtector to satisfy export requirements. You will not be able to obtain X-Press Updates for SiteProtector. Please contact our worldwide your sales representative or go to ibm.com/services/us/iss for more information.

Solution: Add a valid license. See Chapter 4, “Setting Up Licenses,” on page 27.

Notices

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

IBM World Trade Asia Corporation
Licensing
2-31 Roppongi 3-chome, Minato-ku
Tokyo 106-0032, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION ″AS IS″ WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
SiteProtector Project Management
C55A/74KB
6303 Barfield Rd.,
Atlanta, GA 30328
U.S.A

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at Copyright and trademark information at www.ibm.com/legal/copytrade.shtml.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Microsoft and Windows are trademarks of Microsoft Corporation in the United States, other countries, or both.

Other company, product, or service names may be trademarks or service marks of others.

Index

Printed in USA