

vShield Administration Guide

vShield Manager 4.1

vShield Edge 1.0

vShield App 1.0

vShield Endpoint Security 1.0

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About This Book

This manual, the *vShield Administration Guide*, describes how to install, configure, monitor, and maintain the VMware® vShield™ system by using the vShield Manager user interface, the vSphere Client plug-in, and command line interface (CLI). The information includes step-by-step configuration instructions, and suggested best practices.

Intended Audience

This manual is intended for anyone who wants to install or use vShield in a VMware vCenter environment. The information in this manual is written for experienced system administrators who are familiar with virtual machine technology and virtual datacenter operations. This manual assumes familiarity with VMware Infrastructure 4.x, including VMware ESX, vCenter Server, and the vSphere Client.

VMware Technical Publications Glossary

VMware Technical Publications provides a glossary of terms that might be unfamiliar to you. For definitions of terms as they are used in VMware technical documentation go to <http://www.vmware.com/support/pubs>.

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vShield Documentation

The following documents comprise the vShield documentation set:

- *vShield Administration Guide*, this guide
- *vShield Quick Start Guide*
- *vShield API Programming Guide*

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vShield Manager and vShield Zones

Overview of vShield

VMware® vShield is a suite of security virtual appliances built for VMware vCenter™ Server and VMware ESX™ integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.

This guide assumes you have administrator access to the entire vShield system. The viewable resources in the vShield Manager user interface can differ based on the assigned role and rights of a user, and licensing. If you are unable to access a screen or perform a particular task, consult your vShield administrator.

This chapter includes the following topics:

- [“vShield Components”](#) on page 13
- [“Migration of vShield Components”](#) on page 15
- [“VMware Tools”](#) on page 15
- [“Ports Required for vShield Communication”](#) on page 15

vShield Components

vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.

To run vShield, you need one vShield Manager virtual machine and at least one vShield App or vShield Edge module.

vShield Manager

The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components. A vShield Manager can run on a different ESX host from your vShield App and vShield Edge modules.

The vShield Manager leverages the VMware Infrastructure SDK to display a copy of the vSphere Client inventory panel.

For more on the using the vShield Manager user interface, see [Chapter 2, “vShield Manager User Interface Basics,”](#) on page 17.

vShield Zones

vShield Zones, included with the vShield Manager, provides firewall protection for traffic between virtual machines. For each Zones Firewall rule, you can specify the source IP, destination IP, source port, destination port, and service.

vShield Edge

NOTE You must obtain an evaluation or full license to use vShield Edge.

vShield Edge provides network edge security and gateway services to isolate the virtual machines in a port group, vDS port group, or Cisco® Nexus 1000V. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).

Standard vShield Edge services (including Cloud Director)

- Firewall: Supported rules include IP 5-tuple configuration with IP and port ranges for stateful inspection for TCP, UDP, and ICMP.
- Network Address Translation: Separate controls for Source and Destination IP addresses, as well as TCP and UDP port translation.
- Dynamic Host Configuration Protocol (DHCP): Configuration of IP pools, gateways, DNS servers, and search domains.

Advanced vShield Edge services

- Site-to-Site Virtual Private Network (VPN): Uses standardized IPsec protocol settings to interoperate with all major firewall vendors.
- Load Balancing: Simple and dynamically configurable virtual IP addresses and server groups.

vShield Edge supports syslog export for all services to remote servers.

vShield App

NOTE You must obtain an evaluation or full license to use vShield App.

vShield App is an interior, vNIC-level firewall that allows you to create access control policies regardless of network topology. A vShield App monitors all traffic in and out of an ESX host, including between virtual machines in the same port group. vShield App includes traffic analysis and container-based policy creation.

vShield App installs as a hypervisor module and firewall service virtual appliance. vShield App integrates with ESX hosts through VMsafe APIs and works with VMware vSphere platform features such as DRS, vMotion, DPM, and maintenance mode.

vShield App provides firewalling between virtual machines by placing a firewall filter on every virtual network adapter. The firewall filter operates transparently and does not require network changes or modification of IP addresses to create security zones. You can write access rules by using vCenter containers, like datacenters, cluster, resource pools and vApps, or network objects, like Port Groups and VLANs, to reduce the number of firewall rules and make the rules easier to track.

You should install vShield App instances on all ESX hosts within a cluster so that VMware vMotion™ operations work and virtual machines remain protected as they migrate between ESX hosts. By default, a vShield App virtual appliance cannot be moved by using vMotion.

The Flow Monitoring feature displays allowed and blocked network flows at the application protocol level. You can use this information to audit network traffic and troubleshoot operational.

vShield Endpoint

NOTE You must obtain an evaluation or full license to use vShield Endpoint.

vShield Endpoint delivers an introspection-based antivirus solution. vShield Endpoint uses the hypervisor to scan guest virtual machines from the outside without a bulky agent. vShield Endpoint is efficient in avoiding resource bottlenecks while optimizing memory use.

vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host.

vShield Endpoint provides the following features:

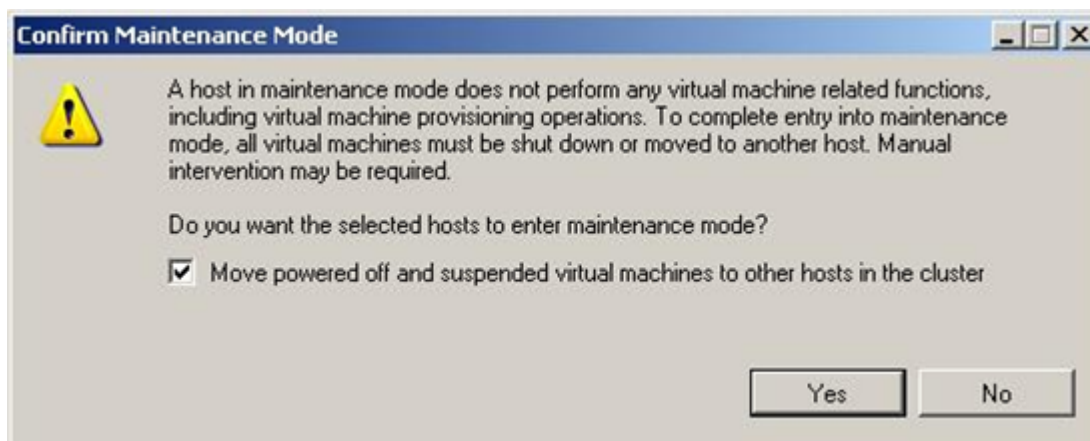
- On-demand file scanning in a service virtual machine.
- On-access file scanning in a service virtual machine.

Migration of vShield Components

The vShield Manager and vShield Edge virtual appliances can be automatically or manually migrated based on DRS and HA policies. The vShield Manager must always be up, so you must migrate the vShield Manager whenever the current ESX host undergoes a reboot or maintenance mode routine.

Each vShield Edge should move with its secured port group to maintain security settings and services.

vShield App and Port Group Isolation services cannot be moved to another ESX host. If the ESX host on which these services reside requires a manual maintenance mode operation, you must de-select the **Move powered off and suspended virtual machines to other hosts in the cluster** check box to ensure these virtual appliances are not migrated. These services restart after the ESX host comes online.



VMware Tools

Each vShield virtual appliance includes VMware Tools. Do not upgrade or uninstall the version of VMware Tools included with a vShield virtual appliance.

Ports Required for vShield Communication

The vShield Manager requires the following ports to be open:

- REST API: 80/TCP and 443/TCP
- Graphical User Interface: 80/TCP to 443/TCP and initiates connections to vSphere vCenter SDK.
- SSH access to the CLI (not enabled by default): 22/TCP

vShield Manager User Interface Basics

2

The vShield Manager user interface offers configuration and data viewing options specific to vShield use. By utilizing the VMware Infrastructure SDK, the vShield Manager displays your vSphere Client inventory panel for a complete view of your vCenter environment.

NOTE You can register the vShield Manager as a vSphere Client plug-in. This allows you to configure vShield components from within the vSphere Client. For more, see [“Register the vShield Manager as a vSphere Client Plug-in”](#) on page 22.

The chapter includes the following topics:

- [“Logging in to the vShield Manager User Interface”](#) on page 17
- [“Accessing the Online Help”](#) on page 18
- [“vShield Manager User Interface”](#) on page 18

Logging in to the vShield Manager User Interface

You access the vShield Manager management interface by using a Web browser.

To log in to the vShield Manager user interface


- 1 Open a Web browser window and type the IP address assigned to the vShield Manager.
The vShield Manager user interface opens in an SSH session.
- 2 Accept the security certificate.

NOTE To use an SSL certificate for authentication, see [“Add an SSL Certificate to Identify the vShield Manager Web Service”](#) on page 24.

The vShield Manager login screen appears.

- 3 Log in to the vShield Manager user interface by using the username **admin** and the password **default**.
You should change the default password as one of your first tasks to prevent unauthorized use. See [“Edit a User Account”](#) on page 34.
- 4 Click **Log In**.

Accessing the Online Help

The Online Help can be accessed by clicking  in the upper right of the vShield Manager user interface.

vShield Manager User Interface

The vShield Manager user interface is divided into two panels: the inventory panel and the configuration panel. You select a view and a resource from the inventory panel to open the available details and configuration options in the configuration panel.

When clicked, each inventory object has a specific set of tabs that appear in the configuration panel.





vShield Manager Inventory Panel

The vShield Manager inventory panel hierarchy mimics the vSphere Client inventory hierarchy. Resources include the root folder, datacenters, clusters, port groups, ESX hosts, and virtual machines, including your installed vShield App and vShield Edge modules. As a result, the vShield Manager maintains solidarity with your vCenter Server inventory to present a complete view of your virtual deployment. The vShield Manager is the only virtual machine that does not appear in the vShield Manager inventory panel. vShield Manager settings are configured from the **Settings & Reports** resource atop the inventory panel.


The inventory panel offers multiple views: Hosts & Clusters, Networks, and Secured Port Groups. The Hosts & Clusters view displays the datacenters, clusters, resource pools, and ESX hosts in your inventory. The Networks view displays the VLAN networks and port groups in your inventory. The Secured Port Groups view displays the port groups protected by vShield Edge instances. The Hosts & Clusters and Networks views are consistent with the same views in the vSphere Client.

There are differences in the icons for virtual machines and vShield components between the vShield Manager and the vSphere Client inventory panels. Custom icons are used to show the difference between vShield components and virtual machines, and the difference between protected and unprotected virtual machines.


Table 2-1. vShield Virtual Machine Icons in the vShield Manager Inventory Panel

Icon	Description
	A powered on vShield App in active protection state.
	A powered off vShield App.
	A powered on virtual machine that is protected by a vShield App.
	A powered on virtual machine that is not protected by a vShield App.

Refreshing the Inventory Panel

To refresh the list of resources in the inventory panel, click . The refresh action requests the latest resource information from the vCenter Server. By default, the vShield Manager requests resource information from the vCenter Server every five minutes.

Searching the Inventory Panel

To search the inventory panel for a specific resource, type a string in the field atop the vShield Manager inventory panel and click .

vShield Manager Configuration Panel

The vShield Manager configuration panel presents the settings that can be configured based on the selected inventory resource and the output of vShield operation. Each resource offers multiple tabs, each tab presenting information or configuration forms corresponding to the resource.

Because each resource has a different purpose, some tabs are specific to certain resources. Also, some tabs have a second level of options.

Management System Settings

The vShield Manager requires communication with your vCenter Server and services such as DNS and NTP to provide details on your VMware Infrastructure inventory.

The chapter includes the following topics:

- [“Identify Your vCenter Server”](#) on page 21
- [“Register the vShield Manager as a vSphere Client Plug-in”](#) on page 22
- [“Identify DNS Services”](#) on page 22
- [“Set the vShield Manager Date and Time”](#) on page 23
- [“Identify a Proxy Server”](#) on page 23
- [“Download a Technical Support Log from a Component”](#) on page 23
- [“View vShield Manager System Status”](#) on page 24
- [“Add an SSL Certificate to Identify the vShield Manager Web Service”](#) on page 24

Identify Your vCenter Server

After the vShield Manager is installed as a virtual machine, log in to the vShield Manager user interface to connect to your vCenter Server. This enables the vShield Manager to display your VMware Infrastructure inventory.

To identify your vCenter Server from the vShield Manager

- 1 Log in to the vShield Manager.

Upon initial login, the vShield Manager opens to the **Configuration > vCenter** tab. If you have previously configured the **vCenter** tab form, perform the following steps:

 - a Click the **Settings & Reports** from the vShield Manager inventory panel.
 - b Click the **Configuration** tab.

The **vCenter** screen appears.
- 2 Under vCenter Server Information, type the IP address of your vCenter Server in the **vSphere Server IP Address/Name** field.
- 3 Type your vSphere Client login user name in the **Administrator User Name** field.

This user account must have administrator access.

- 4 Type the password associated with the user name in the **Password** field.
- 5 Click **Save**.

The vShield Manager connects to the vCenter Server, logs on, and utilizes the VMware Infrastructure SDK to populate the vShield Manager inventory panel. The inventory panel is presented on the left side of the screen. This resource tree should match your VMware Infrastructure inventory panel. The vShield Manager does not appear in the vShield Manager inventory panel.

Register the vShield Manager as a vSphere Client Plug-in

The vSphere Plug-in option lets you register the vShield Manager as a vSphere Client plug-in. After the plug-in is registered, you can open the vShield Manager user interface from the vSphere Client.

To register the vShield Manager as a vSphere Client plug-in

- 1 If you are logged in to the vSphere Client, log out.
- 2 Log in to the vShield Manager.
- 3 Click **Settings & Reports** from the vShield Manager inventory panel.
- 4 Click the **Configuration** tab.

The **vCenter** screen appears.

- 5 Under **vSphere Plug-in**, click **Register**.

Registration might take a few minutes.

- 6 Log in to the vSphere Client.
- 7 Select an ESX host.
- 8 Verify that **vShield Install** appears as a tab.

You can install and configure vShield components from the vSphere Client.

Identify DNS Services

You must specify at least one DNS server during vShield Manager setup. The specified DNS servers appear in the vShield Manager user interface.

In the vShield Manager user interface, you can specify up to three DNS servers that the vShield Manager can use for IP address and host name resolution.

To identify a DNS server

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
 - 2 Click the **Configuration** tab.
- The **vCenter** screen appears.
- 3 Under **DNS Servers**, type an IP address in **Primary DNS IP Address** to identify the primary DNS server.
- This server is checked first for all resolution requests.
- 4 (Optional) Type an IP address in the **Secondary DNS IP Address** field.
 - 5 (Optional) Type an IP address in the **Tertiary DNS IP Address** field.
 - 6 Click **Save**.

Set the vShield Manager Date and Time

You can set the date, time, and time zone of the vShield Manager. You can also specify a connection to an NTP server to establish a common network time. Date and time values are used in the system to stamp events as they occur.

To set the date and time configuration of the vShield Manager

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Configuration** tab.
- 3 Click **Date/Time**.
- 4 In the **Date and Clock** field, type the date and time in the format YYYY-MM-DD HH:MM:SS.
- 5 In the **NTP Server** field, type the IP address of your NTP server.
You can type the hostname of your NTP server if you have set up DNS service.
- 6 From the **Time Zone** drop-down menu, select the appropriate time zone.
- 7 Click **Save**.

Identify a Proxy Server

If you use a proxy server for network connectivity, you can configure the vShield Manager to use the proxy server. The vShield Manager supports application-level HTTP/HTTPS proxies such as CacheFlow and Microsoft ISA Server.

To identify a proxy server

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Configuration** tab.
- 3 Click **HTTP Proxy**.
- 4 From the **Use Proxy** drop-down menu, select **Yes**.
- 5 (Optional) Type the host name of the proxy server in the **Proxy Host Name** field.
- 6 Type the IP address of the proxy server in the **Proxy IP Address** field.
- 7 Type the connecting port number on your proxy server in the **Proxy Port** field.
- 8 Type the **User Name** required to log in to the proxy server.
- 9 Type the **Password** associated with the user name for proxy server login.
- 10 Click **Save**.

Download a Technical Support Log from a Component

You can use the **Support** option to download the system log from a vShield component to your PC. A system log can be used to troubleshoot operational issues.

To download a vShield component system log

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Configuration** tab.
- 3 Click **Support**.

- 4 Under **Tech Support Log Download**, click **Initiate** next to the appropriate component.
Once initiated, the log is generated and uploaded to the vShield Manager. This might take several seconds.
- 5 After the log is ready, click the **Download** link to download the log to your PC.
The log is compressed and has the proprietary file extension **.blsl**. You can open the log using a decompression utility by browsing for **All Files** in the directory where you saved the file.

Back Up vShield Manager Data

You can use the **Backups** option to back up vShield Manager data. See [Chapter 7, “Backing Up vShield Manager Data,”](#) on page 39.

View vShield Manager System Status

The **Status** tab displays the status of vShield Manager system resource utilization, and includes the software version details, license status, and serial number. The serial number must be registered with technical support for update and support purposes.

To view the system status of the vShield Manager

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Configuration** tab.
- 3 Click **Status**.
- 4 (Optional) Click **Version Status** to review the current version of system software running on your vShield components.

The **Update Status** tab appears. See [“View the Current System Software”](#) on page 37.

Add an SSL Certificate to Identify the vShield Manager Web Service

You can generate or import an SSL certificate into the vShield Manager to authenticate the identity of the vShield Manager web service and encrypt information sent to the vShield Manager web server. As a security best practice, you should use the generate certificate option to generate a private key and public key, where the private key is saved to the vShield Manager.

To generate an SSL certificate

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Configuration** tab.
- 3 Click **SSL Certificate**.
- 4 Under **Generate Certificate Signing Request**, enter the following information:

Field	Description
Common Name	Enter the name that matches the site name. For example, if the IP address of vShield Manager management interface is 192.168.1.10, enter 192.168.1.10 .
Organization Unit	Enter the department in your company that is ordering the certificate.
Organization Name	Enter the full legal name of your company.
City Name	Enter the full name of the city in which your company resides.
State Name	Enter the full name of the state in which your company resides.
Country Code	Enter the two-digit code that represents your country. For example, the United States is US .

Field	Description
Key Algorithm	Select the cryptographic algorithm to use from either DSA or RSA.
Key Size	Select the number of bits used in the selected algorithm.

5 Click **Generate**.

To import an SSL certificate

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Configuration** tab.
- 3 Click **SSL Certificate**.
- 4 Under Import Signed Certificate, click **Browse** at Certificate File to find the file.
- 5 Select the type of certificate file from the **Certificate File** drop-down list.
- 6 Click **Apply**.

Zones Firewall Management

vShield Zones provides firewall protection access policy enforcement. Traffic details include sources, destinations, direction of sessions, applications, and ports being used. Traffic details can be used to create firewall allow or deny rules.

NOTE You can upgrade vShield Zones to vShield App by obtaining a vShield App license. vShield App enhances vShield Zones protection by offering Flow Monitoring, custom container creation (Security Groups), and container-based access policy creation and enforcement.

You do not have to uninstall vShield Zones to install vShield App. All vShield Zones instances become vShield App instances, the Zones Firewall becomes App Firewall, and the additional vShield App features are enabled.

This chapter includes the following topics:

- [“Using Zones Firewall”](#) on page 27
- [“Create a Zones Firewall Rule”](#) on page 29
- [“Create a Layer 2/Layer 3 Zones Firewall Rule”](#) on page 30
- [“Validating Active Sessions against the Current Zones Firewall Rules”](#) on page 31
- [“Revert to a Previous Zones Firewall Configuration”](#) on page 31
- [“Delete a Zones Firewall Rule”](#) on page 32

Using Zones Firewall

Zones Firewall is a centralized, hierarchical firewall for ESX hosts. Zones Firewall enables you to create rules that allow or deny access to and from your virtual machines. Each installed vShield Zones enforces the App Zones rules.

You can manage Zones Firewall rules at the datacenter, cluster, and port group levels to provide a consistent set of rules across multiple vShield Zones instances under these containers. As membership in these containers can change dynamically, Zones Firewall maintains the state of existing sessions without requiring reconfiguration of firewall rules. In this way, Zones Firewall effectively has a continuous footprint on each ESX host under the managed containers.

When creating Zones Firewall rules, you create 5-tuple firewall rules based on specific source and destination IP addresses.

Default Rules

By default, Zones Firewall enforces a set of rules allowing traffic to pass through all vShield Zones instances. These rules appear in the **Default Rules** section of the Zones Firewall table. The default rules cannot be deleted or added to. However, you can change the **Action** element of each rule from **Allow** to **Deny**.

Layer 4 Rules and Layer 2/Layer 3 Rules

Zones Firewall offers two sets of configurable rules: L4 (Layer 4) rules and L2/L3 (Layer 2/Layer 3) rules. *Layers* refer to layers of the Open Systems Interconnection (OSI) Reference Model.

Layer 4 rules govern TCP and UDP transport of Layer 7, or application-specific, traffic. Layer 2/Layer 3 rules monitor traffic from ICMP, ARP, and other Layer 2 and Layer 3 protocols. You can configure Layer 2/Layer 3 rules at the datacenter level only. By default, all Layer 4 and Layer 2/Layer 3 traffic is allowed to pass.

Hierarchy of Zones Firewall Rules

Each vShield Zones instance enforces Zones Firewall rules in top-to-bottom ordering. A vShield Zones instance checks each traffic session against the top rule in the Zones Firewall table before moving down the subsequent rules in the table. The first rule in the table that matches the traffic parameters is enforced.

Zones Firewall rules are enforced in the following hierarchy:

- 1 **Data Center High Precedence Rules**
- 2 **Cluster Level Rules**
- 3 **Data Center Low Precedence Rules** (seen as **Rules below this level have lower precedence than cluster level rules** when a datacenter resource is selected)
- 4 **Secure Port Group Rules**
- 5 **Default Rules**

Zones Firewall offers container-level and custom priority precedence configurations:

- Container-level precedence refers to recognizing the datacenter level as being higher in priority than the cluster level. When a rule is configured at the datacenter level, the rule is inherited by all clusters and vShield agents therein. A cluster-level rule is only applied to the vShield Zones instances within the cluster.
- Custom priority precedence refers to the option of assigning high or low precedence to rules at the datacenter level. High precedence rules work as noted in the container-level precedence description. Low precedence rules include the Default Rules and the configuration of Data Center Low Precedence rules. This flexibility allows you to recognize multiple layers of applied precedence.

At the cluster level, you configure rules that apply to all vShield Zones instances within the cluster. Because Data Center High Precedence Rules are above Cluster Level Rules, ensure your Cluster Level Rules are not in conflict with Data Center High Precedence Rules.

Planning Zones Firewall Rule Enforcement

Using Zones Firewall, you can configure allow and deny rules based on your network policy. The following examples represent two common firewall policies:

- **Allow all traffic by default.** You keep the default allow all rules and add deny rules based on Flow Monitoring data or manual App Firewall configuration. In this scenario, if a session does not match any of the deny rules, the vShield App allows the traffic to pass.
- **Deny all traffic by default.** You can change the **Action** status of the default rules from **Allow** to **Deny**, and add allow rules explicitly for specific systems and applications. In this scenario, if a session does not match any of the allow rules, the vShield App drops the session before it reaches its destination. If you change all of the default rules to deny any traffic, the vShield App drops all incoming and outgoing traffic.

Create a Zones Firewall Rule

Zones Firewall rules allow or deny traffic based on the following criteria:

Criteria	Description
Source (A.B.C.D/nn)	IP address with netmask (nn) from which the communication originated
Source Port	Port or range of ports from which the communication originated. To enter a port range, separate the low and high end of the range with a colon. For example, 1000:1100.
Destination (A.B.C.D/nn)	IP address with netmask (nn) which the communication is targeting
Destination Application	The application on the destination the source is targeting
Destination Port	Port or range of ports which the communication is targeting. To enter a port range, separate the low and high end of the range with a colon. For example, 1000:1100.
Protocol	Transport protocol used for communication

You can add destination and source port ranges to a rule for dynamic services such as FTP and RPC, which require multiple ports to complete a transmission. If you do not allow all of the ports that must be opened for a transmission, the transmission fails.

To create a firewall rule at the datacenter level

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter resource from the resource tree.
- 3 Click the **vShield Zones** tab.
- 4 Click **Zones Firewall**.
By default, the **L4 Rules** option is selected.
To create L2/L3 rules, see [“Create a Layer 2/Layer 3 Zones Firewall Rule”](#) on page 30.
- 5 Do one of the following:
 - Click **Add** to add a new rule to the Data Center Low Precedence Rules (**Rules below this level have lower precedence...**).
 - Select a row in the Data Center High Precedence Rules section of the table and click **Add**. A new appears below the selected row.
- 6 Double-click each cell in the new row to select the appropriate information.
You must type IP addresses in the **Source** and **Destination** fields, and port numbers in the **Source Port** and **Destination Port** fields.
- 7 (Optional) Select the new row and click **Up** to move the row up in priority.
- 8 (Optional) Select the **Log** check box to log all sessions matching this rule.
- 9 Click **Commit** to save the rule.

To create a firewall rule at the cluster level

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a cluster resource from the resource tree.
- 3 Click the **vShield Zones** tab.
- 4 Click **Zones Firewall**.
By default, the **L4 Rules** option is selected.
To create L2/L3 rules, see [“Create a Layer 2/Layer 3 Zones Firewall Rule”](#) on page 30.

- 5 Click **Add**.

A new row appears in the Cluster Level Rules section of the table.

- 6 Double-click each cell in the new row to select the appropriate information.

You must type IP addresses in the **Source** and **Destination** fields, and port numbers in the **Source Port** and **Destination Port** fields.

- 7 (Optional) Select the new row and click **Up** to move the row up in priority.
- 8 (Optional) Select the **Log** check box to log all sessions matching this rule.
- 9 Click **Commit** to save the rule.

To create a firewall rule at the port group level

- 1 In the vSphere Client, go to **Inventory > Networking**.

- 2 Select a port group from the resource tree.

- 3 Click the **vShield Zones** tab.

- 4 Click **Zones Firewall**.

- 5 Click **Add**.

A new row is added at the bottom of the Secure Port Group Rules section.

- 6 Double-click each cell in the new row to select the appropriate information.

You must type IP addresses in the **Source** and **Destination** fields, and port numbers in the **Source Port** and **Destination Port** fields.

- 7 (Optional) Select the new row and click **Up** to move the row up in priority.
- 8 (Optional) Select the **Log** check box to log all sessions matching this rule.
- 9 Click **Commit** to save the rule.

Create a Layer 2/Layer 3 Zones Firewall Rule

The Layer 2/Layer 3 firewall enables configuration of allow or deny rules for common Data Link Layer and Network Layer requests, such as ICMP pings and traceroutes.

You can change the default Layer 2/Layer 3 rules from allow to deny based on your network security policy.

Layer 4 firewall rules allow or deny traffic based on the following criteria:

Criteria	Description
Source (A.B.C.D/nn)	IP address with netmask (nn) from which the communication originated
Destination (A.B.C.D/nn)	IP address with netmask (nn) which the communication is targeting
Protocol	Transport protocol used for communication

To create a Layer 2/Layer 3 firewall rule

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.

- 2 Select a datacenter resource from the resource tree.

- 3 Click the **vShield Zones** tab.

- 4 Click **Zones Firewall**.

- 5 Click **L2/L3 Rules**.

- 6 Click **Add**.

A new row is added at the bottom of the DataCenter Rules section of the table.

- 7 Double-click each cell in the new row to type or select the appropriate information.
You can type IP addresses in the **Source** and **Destination** fields
- 8 (Optional) Select the **Log** check box to log all sessions matching this rule.
- 9 Click **Commit**.

Validating Active Sessions against the Current Zones Firewall Rules

By default, a vShield Zones instance matches firewall rules against each new session. After a session has been established, any firewall rule changes do not affect active sessions.

The CLI command `validate sessions` enables you to validate active sessions against the current Zones Firewall rule set to purge any sessions that are in violation of the current rule set. After a firewall rule set update, you should validate active sessions to purge any existing sessions that are in violation of the updated policy.

After the Zones Firewall update is complete, issue the `validate sessions` command from the CLI of a vShield Zones instance to purge sessions that are in violation of current policy.

To validate active sessions against the current firewall rules

- 1 Update and commit the Zones Firewall rule set at the appropriate container level.
- 2 Open a console session on a vShield Zones instance issue the `validate sessions` command.


```
vShieldZones> enable
Password:
vShieldZones# validate sessions
```

Revert to a Previous Zones Firewall Configuration

The vShield Manager saves a snapshot of App Firewall settings each time you commit a new rule. Clicking **Commit** causes the vShield Manager to save the previous configuration with a timestamp before adding the new rule. These snapshots are available from the **Revert to Snapshot** drop-down menu.

To revert to a previous App Firewall configuration

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter or cluster resource from the inventory panel.
- 3 Click the **vShield Zones** tab.
- 4 Click **Zones Firewall**.
- 5 From the **Revert to Snapshot** drop-down list, select a snapshot.
Snapshots are presented in the order of timestamps, with the most recent snapshot listed at the top.
- 6 View snapshot configuration details.
- 7 Do one of the following:
 - To return to the current configuration, select the **-** option from the **Revert to Snapshot** drop-down list.
 - Click **Commit** to overwrite the current configuration with the snapshot configuration.

Delete a Zones Firewall Rule

You can delete any App Firewall rule you have created. You cannot delete the any rules in the Default Rules section of the table.

To delete an App Firewall rule

- 1 Click an existing row in the Zones Firewall table.
- 2 Click **Delete**.
- 3 Click **Commit**.

User Management

Security operations are often managed by multiple individuals. Management of the overall system is delegated to different personnel according to some logical categorization. However, permission to carry out tasks is limited only to users with appropriate rights to specific resources. From the Users section, you can delegate such resource management to users by granting applicable rights.

User management in the vShield Manager user interface is separate from user management in the CLI of any vShield component.

This chapter includes the following topics:

- [“Managing User Rights”](#) on page 33
- [“Add a User”](#) on page 34
- [“Assign a Role and Rights to a User”](#) on page 34
- [“Edit a User Account”](#) on page 34
- [“Delete a User Account”](#) on page 35

Managing User Rights

Within the vShield Manager user interface, a user’s rights define the actions the user is allowed to perform on a given resource. Rights determine the user’s authorized activities on the given resource, ensuring that a user has access only to the functions necessary to complete applicable operations. This allows domain control over specific resources, or system-wide control if your right encompasses the System resource.

The following rules are enforced:

- A user can only have one right to one resource.
- A user cannot add to or remove assigned rights and resources.

Table 5-1. vShield Manager User Rights

Right	Description
R	Read only
CRUD	Read and Write

Table 5-2. vShield Manager User Resources

Resource	Description
System	Access to entire vShield system
Datacenter	Access to a specified datacenter resource
Cluster	Access to a specified cluster resource
None	Access to no resources

Managing the Default User Account

The vShield Manager user interface includes one default user account, user name **admin**, which has rights to all resources. You cannot edit the rights of or delete this user. The default password for admin is **default**.

Change the password for this account upon initial login to the vShield Manager. See [“Edit a User Account”](#) on page 34.

Add a User

Basic user account creation requires assigning the user a login name and password.

To create a new user account

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Users** tab.
- 3 Click **Create User**.

The New User screen opens.

- 4 Type a **User Name**.

This is used for login to the vShield Manager user interface. This user name and associated password cannot be used to access the vShield App or vShield Manager CLIs.

- 5 (Optional) Type the user’s **Full Name** for identification purposes.
- 6 (Optional) Type an **Email Address**.
- 7 Type a **Password** for login.
- 8 Re-type the password in the **Retype Password** field.
- 9 Click **OK**.

After account creation, you configure right and resource assignment separately.

Assign a Role and Rights to a User

After creating a user account, you can assign the user a role and rights to system resources. The role defines the resource, and the right defines the user’s access to that resource.

To assign a role and right to a user

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Users** tab.
- 3 Double-click the **Resource** cell for the user.
- 4 From the drop-down menu that opens, select an available resource.
- 5 Double-click the **Access Right** cell for the user.
- 6 From the drop-down menu that opens, select an available access right.

Edit a User Account

You can edit a user account to change the password.

To edit an existing user account

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Users** tab.
- 3 Click a cell in the table row that identifies the user account.

- 4 Click **Update User**.
- 5 Make changes as necessary.
If you are changing the password, confirm the password by typing it a second time in the **Retype Password** field.
- 6 Click **OK** to save your changes.

Delete a User Account

You can delete any created user account. You cannot delete the **admin** account. Audit records for deleted users are maintained in the database and can be referenced in an Audit Log report.

To delete a user account

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Users** tab.
- 3 Click a cell in the table row that identifies the user account.
- 4 Click **Delete User**.

Updating System Software

vShield software requires periodic updates to maintain system performance. Using the **Updates** tab options, you can install and track system updates.

This chapter includes the following topics:

- [“View the Current System Software”](#) on page 37
- [“Upload an Update”](#) on page 37
- [“Review the Update History”](#) on page 38

View the Current System Software

The current versions of vShield component software display under the **Update Status** tab.

To view the current system software

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Updates** tab.
- 3 Click **Update Status**.

Upload an Update

vShield updates are available as offline updates. When an update is made available, you can download the update to your PC, and then upload the update by using the vShield Manager user interface.

When the update is uploaded, the vShield Manager is updated first, after which, each vShield App is updated. If a reboot of either the vShield Manager or a vShield App is required, the **Update Status** screen prompts you to reboot the component. In the event that both the vShield Manager and all vShield App instances must be rebooted, you must reboot the vShield Manager first, and then reboot each vShield App.

To upload an update

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Updates** tab.
- 3 Click **Upload Settings**.
- 4 Click **Browse** to locate the update.
- 5 After locating the file, click **Upload File**.

- 6 Click **Confirm Install** to confirm update installation.

There are two tables on this screen. During installation, you can view the top table for the description, start time, success state, and process state of the current update. View the bottom table for the update status of each vShield App. All vShield App instances have been upgraded when the status of the last vShield App is displayed as **Finished**.

- 7 After the vShield Manager reboots, click the **Update Status** tab.
- 8 Click **Reboot Manager** if prompted.
- 9 Click **Finish Install** to complete the system update.
- 10 Click **Confirm**.

Review the Update History

The **Update History** tab lists the updates that have already been installed, including the installation date and a brief description of each update.

To view a history of installed updates

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Updates** tab.
- 3 Click **Update History**.

Backing Up vShield Manager Data

You can back up and restore your vShield Manager data, which can include system configuration, events, and audit log tables. Configuration tables are included in every backup. You can, however, exclude system and audit log events. Backups are saved to a remote location that must be accessible by the vShield Manager.

Backups can be executed according to a schedule or on demand.

This chapter includes the following topics:

- [“Back Up Your vShield Manager Data on Demand”](#) on page 39
- [“Schedule a Backup of vShield Manager Data”](#) on page 40
- [“Restore a Backup”](#) on page 40

Back Up Your vShield Manager Data on Demand

You can back up vShield Manager data at any time by performing an on-demand backup.

To back up the vShield Manager database

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Configuration** tab.
- 3 Click **Backups**.
- 4 (Optional) Select the **Exclude System Events** check box if you do not want to back up system event tables.
- 5 (Optional) Select the **Exclude Audit Logs** check box if you do not want to back up audit log tables.
- 6 Type the **Host IP Address** of the system where the backup will be saved.
- 7 (Optional) Type the **Host Name** of the backup system.
- 8 Type the **User Name** required to log in to the backup system.
- 9 Type the **Password** associated with the user name for the backup system.
- 10 In the **Backup Directory** field, type the absolute path where backups are to be stored.
- 11 Type a text string in **Filename Prefix**.
This text is prepended to the backup filename for easy recognition on the backup system. For example, if you type **ppdb**, the resulting backup is named as **ppdbHH_MM_SS_DayDDMonYYYY**.
- 12 From the **Transfer Protocol** drop-down menu, select either **SFTP** or **FTP**.
- 13 Click **Backup**.
Once complete, the backup appears in a table below this form.
- 14 Click **Save Settings** to save the configuration.

Schedule a Backup of vShield Manager Data

You can only schedule the parameters for one type of backup at any given time. You cannot schedule a configuration-only backup and a complete data backup to run simultaneously.

To schedule periodic backups of your vShield Manager data

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Configuration** tab.
- 3 Click **Backups**.
- 4 From the **Scheduled Backups** drop-down menu, select **On**.
- 5 From the **Backup Frequency** drop-down menu, select **Hourly**, **Daily**, or **Weekly**.
The **Day of Week**, **Hour of Day**, and **Minute** drop-down menus are disabled based on the selected frequency. For example, if you select **Daily**, the **Day of Week** drop-down menu is disabled as this field is not applicable to a daily frequency.
- 6 (Optional) Select the **Exclude System Events** check box if you do not want to back up system event tables.
- 7 (Optional) Select the **Exclude Audit Log** check box if you do not want to back up audit log tables.
- 8 Type the **Host IP Address** of the system where the backup will be saved.
- 9 (Optional) Type the **Host Name** of the backup system.
- 10 Type the **User Name** required to login to the backup system.
- 11 Type the **Password** associated with the user name for the backup system.
- 12 In the **Backup Directory** field, type the absolute path where backups will be stored.
- 13 Type a text string in **Filename Prefix**.
This text is prepended to each backup filename for easy recognition on the backup system. For example, if you type **ppdb**, the resulting backup is named as **ppdbHH_MM_SS_DayDDMonYYYY**.
- 14 From the **Transfer Protocol** drop-down menu, select either **SFTP** or **FTP**, based on what the destination supports.
- 15 Click **Save Settings**.

Restore a Backup

To restore an available backup, the **Host IP Address**, **User Name**, **Password**, and **Backup Directory** fields in the **Backups** screen must have values that identify the location of the backup to be restored. When you restore a backup, the current configuration is overridden. If the backup file contains system event and audit log data, that data is also restored.

IMPORTANT Back up your current data before restoring a backup file.

To restore an available vShield Manager backup

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Configuration** tab.
- 3 Click **Backups**.
- 4 Click **View Backups** to view all available backups saved to the backup server.
- 5 Select the check box for the backup to restore.
- 6 Click **Restore**.
- 7 Click **OK** to confirm.

System Events and Audit Logs

System events are events that are related to vShield operation. They are raised to detail every operational event, such as a vShield App reboot or a break in communication between a vShield App and the vShield Manager. Events might relate to basic operation (Informational) or to a critical error (Critical).

This chapter includes the following topics:

- [“View the System Event Report”](#) on page 41
- [“System Event Notifications”](#) on page 42
- [“Syslog Format”](#) on page 42
- [“View the Audit Log”](#) on page 43

View the System Event Report

The vShield Manager aggregates system events into a report that can be filtered by vShield App and event severity.

To view the System Event report

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **System Events** tab.
- 3 (Optional) Select one or more vShield App instances from the **vShield** field.
All vShield App instances are selected by default.
- 4 From the **and Severity** drop-down menu, select a severity by which to filter results.
All severities are included by default. You can select one or more severities at a time.
- 5 Click **View Report**.
- 6 In the report output, click an **Event Time** link to view details about a specific event.

System Event Notifications

vShield Manager Virtual Appliance Events

	Power Off	Power On	Interface Down	Interface Up
Local CLI	Run show log follow command.	Run show log follow command.	Run show log follow command.	Run show log follow command.
GUI	NA	NA	NA	NA

	CPU	Memory	Storage
Local CLI	Run show process monitor command.	Run show system memory command.	Run show filesystem command.
GUI	See “View vShield Manager System Status” on page 24.	See “View vShield Manager System Status” on page 24.	See “View vShield Manager System Status” on page 24.

vShield App Events

	Power Off	Power On	Interface Down	Interface Up
Local CLI	Run show log follow command.	Run show log follow command.	Run show log follow command.	Run show log follow command.
Syslog	NA	See “Syslog Format” on page 42.	e1000: mgmt: e1000_watchdog_task: NIC Link is Up/Down 100 Mbps Full Duplex. For scripting on the syslog server, search for NIC Link is .	e1000: mgmt: e1000_watchdog_task: NIC Link is Up/Down 100 Mbps Full Duplex. For scripting on the syslog server, search for NIC Link is .
GUI	“Heartbeat failure” event in System Event log. See “View the System Event Report” on page 41.	See “View the Current System Status of a vShield App” on page 64.	See “View the Current System Status of a vShield App” on page 64.	See “View the Current System Status of a vShield App” on page 64.

	CPU	Memory	Storage	Session reset due to DoS, inactivity, or data timeouts
Local CLI	Run show process monitor command.	Run show system memory command.	Run show filesystem command.	Run show log follow command.
Syslog	NA	NA	NA	See “Syslog Format” on page 42.
GUI	See “View the Current System Status of a vShield App” on page 64.	See “View the Current System Status of a vShield App” on page 64.	See “View the Current System Status of a vShield App” on page 64.	Refer to the System Event Log. See “View the System Event Report” on page 41.

Syslog Format

The system event message logged in the syslog has the following structure:

```

syslog header (timestamp + hostname + sysmgr/)
Timestamp (from the service)
Name/value pairs
Name and value separated by delimiter ':' (double colons)
Each name/value pair separated by delimiter ';;' (double semi-colons)

```

The fields and types of the system event are:

```
Event ID :: 32 bit unsigned integer
Timestamp :: 32 bit unsigned integer
Application Name :: string
Application Submodule :: string
Application Profile :: string
Event Code :: integer (possible values: 10007 10016 10043 20019)
Severity :: string (possible values: INFORMATION LOW MEDIUM HIGH CRITICAL)
Message ::
```

View the Audit Log

The **Audit Logs** tab provides a view into the actions performed by all vShield Manager users. The vShield Manager retains audit log data for one year, after which time the data is discarded.

To view the Audit Log

- 1 Click **Settings & Reports** from the vShield Manager inventory panel.
- 2 Click the **Audit Logs** tab.
- 3 Narrow the output by clicking one or more of the following column filters:

Column	Description
User Name	Select the login name of a user who performed the action.
Module	Select the vShield resource on which the action was performed.
Operation	Select the type of action performed.
Status	Select the result of action as either Success or Failure.
Operation Span	Select the vShield component on which the action was performed. Local refers to the vShield Manager.

Uninstalling vShield Components

This chapter details the steps required to uninstall vShield components from your vCenter inventory.

This chapter includes the following topics:

- [“Uninstall a vShield App or vShield Zones”](#) on page 45
- [“Uninstall a vShield Edge from a Port Group”](#) on page 46
- [“Uninstall Port Group Isolation from an ESX Host”](#) on page 46
- [“Uninstall a vShield Endpoint Module”](#) on page 47

NOTE The *vShield Quick Start Guide* details installation of vShield components.

Uninstall a vShield App or vShield Zones

Uninstalling a vShield App or vShield Zones removes the agent from the network.



CAUTION Uninstalling a vShield App or vShield Zones places the ESX host in maintenance mode. After uninstallation is complete, the ESX host reboots. If any of the virtual machines that are running on the target ESX host cannot be migrated to another ESX host, these virtual machines must be powered off or migrated manually before the uninstallation can continue. If the vShield Manager is on the same ESX host, the vShield Manager must be migrated prior to uninstalling the vShield App or vShield Zones.

To uninstall a vShield App or vShield Zones instance

- 1 Log in to the vSphere Client.
- 2 Select the ESX host from the inventory tree.
- 3 Click the **vShield** tab.
- 4 Click **Uninstall** for the **vShield App** or **vShield Zones** service.
The instance is uninstalled.

Uninstall a vShield Edge from a Port Group

You can uninstall a vShield Edge from a port group by using the vSphere Client.



CAUTION If you have enabled Port Group Isolation, you must migrate or power off the virtual machines on the ESX host from which you want to uninstall a vShield Edge. Uninstalling Port Group Isolation places the ESX host in maintenance mode. After uninstallation is complete, the ESX host reboots. If any of the virtual machines that are running on the target ESX host cannot be migrated to another ESX host, these virtual machines must be powered off or migrated manually before the uninstallation can continue. If the vShield Manager is on the same ESX host, the vShield Manager must be migrated prior to uninstalling Port Group Isolation.

If you did not install and enable Port Group Isolation on an ESX host, you do not have to migrate virtual machines to uninstall a vShield Edge.

To uninstall a vShield Edge

- 1 Log in to the vSphere Client.
- 2 Go to **View > Inventory > Networking**.
- 3 Click the **Edge** tab.
- 4 Click **Uninstall**.

Uninstall Port Group Isolation from an ESX Host

Uninstalling Port Group Isolation requires multiple steps that must be performed in the following order.



CAUTION Uninstalling Port Group Isolation places the ESX host in maintenance mode. After uninstallation is complete, the ESX host reboots. If any of the virtual machines that are running on the target ESX host cannot be migrated to another ESX host, these virtual machines must be powered off or migrated manually before the uninstallation can continue. If the vShield Manager is on the same ESX host, the vShield Manager must be migrated prior to uninstalling Port Group Isolation.

To uninstall Port Group Isolation

- 1 Migrate all vShield Edge instances and their secured port groups off the ESX host from which Port Group Isolation is being uninstalled.
- 2 Go to **View > Inventory > Networking**.
- 3 Right-click the vDS from which Port Group Isolation will be uninstalled.
- 4 Select **vShield > Disable Isolation**.
- 5 Go to **View > Inventory > Hosts and Clusters**.
- 6 Click the ESX host from the vSphere Client inventory panel on which Port Group Isolation is installed.
- 7 Click the **vShield** tab.
- 8 Click **Uninstall** for to the **vShield Edge Port Group Isolation** service.

Uninstall a vShield Endpoint Module

Before you uninstall the a vShield Endpoint module from the vShield Manager, you must unregister the SVM from the vShield Endpoint module.



CAUTION Uninstalling vShield Endpoint places the ESX host in maintenance mode. After uninstallation is complete, the ESX host reboots. If any of the virtual machines that are running on the target ESX host cannot be migrated to another ESX host, these virtual machines must be powered off or migrated manually before the uninstallation can continue. If the vShield Manager is on the same ESX host, the vShield Manager must be migrated prior to uninstalling vShield Endpoint.

Unregister an SVM from a vShield Endpoint Module

You must specify the virtual machine ID of the SVM to unregister the SVM from the vShield Endpoint module.

Example 9-1. Unregistering an SVM

Request:

```
DELETE <vshieldmanager-uri>/endpointsecurity/svm/<vmId>
```

Example:

```
DELETE /api/1.0/endpointsecurity/svm/vm-1234 HTTP/1.1
host: 10.112.199.123:80
Authorization: Basic YWRtaW46ZGVmYXVsdA==
```

Response:

```
HTTP 204 No Content: The Endpoint Security VM is successfully unregistered.
HTTP 401 Unauthorized: The username or password sent in Authorized header is wrong.
HTTP 405 Method Not Allowed: If the vmId is missed in the URI.
HTTP 400 Bad Request: Internal error codes. Please refer the Error Schema for more details.
  40002=Acquiring data from VC failed for <>
  40007=SVM with moid: <> not registered
  40015=vmId is malformed or of incorrect length : <>
```

Uninstall the vShield Endpoint Module from the vSphere Client

Uninstalling an vShield Endpoint module puts the ESX host into maintenance mode and reboots it.



CAUTION Migrate your vShield Manager and any other virtual machines to another ESX host to avoid shutting down these virtual machines during reboot.

To uninstall an vShield Endpoint module from an ESX host

- 1 Log in to the vSphere Client.
 - 2 Select an ESX host from the inventory tree.
 - 3 Click the **vShield** tab.
 - 4 Click **Uninstall** for to the **vShield Endpoint** service.
- Uninstallation removes port group `epsec-vmk-1` and vSwitch `epsec-vswitch-2`.

vShield Edge and Port Group Isolation

vShield Edge Management

vShield Edge provides network edge security and gateway services to isolate the virtual machines in a port group, vDS port group, or Cisco[®] Nexus 1000V. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).

This chapter includes the following topics:

- [“View the Status of a vShield Edge”](#) on page 51
- [“Specify a Remote Syslog Server”](#) on page 52
- [“Managing the vShield Edge Firewall”](#) on page 52
- [“Manage NAT Rules”](#) on page 53
- [“Manage DHCP Service”](#) on page 54
- [“Manage VPN Service”](#) on page 56
- [“Manage Load Balancer Service”](#) on page 58
- [“Start or Stop vShield Edge Services”](#) on page 59

View the Status of a vShield Edge

The **Status** option presents the network configuration and status of services of a vShield Edge module. Details include interface addressing and network ID. You can use the network ID to send REST API commands to a vShield Edge module.

To view the status of a vShield App

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **Edge** tab.
- 4 Click the **Status** link.

Specify a Remote Syslog Server

You can send vShield Edge events, such as violated firewall rules, to a syslog server.

To specify a remote syslog server

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **vShield Edge** tab.
- 4 Click the **Status** link.
- 5 Under Remote Syslog Servers, place the cursor in the top text box and type the IP address of a remote syslog server.
- 6 Click **Commit** to save the configuration.

Managing the vShield Edge Firewall

The vShield Edge provides firewall protection for incoming and outgoing sessions. The default firewall policy allows all traffic to pass. In addition to the default firewall policy, you can configure a set of rules to allow or deny traffic sessions to and from specific sources and destinations. You manage the default firewall policy and firewall rule set separately for each vShield Edge agent.

You can change the **Default Policy** from **Allow** to **Deny** on a vShield Edge to deny any sessions that do not match any of the current firewall rules.

Create a vShield Edge Firewall Rule

vShield Edge firewall rules police traffic based on the following criteria:

Criteria	Description
Source IP	IP address from which the communication originated. To enter an IP address range, use a hyphen. For example, 192.168.10.1-192.168.10.5.
Source Port	Port or range of ports from which the communication originated. To enter a port range, use a hyphen. For example, 1000-1100.
Destination IP	IP address which the communication is targeting. To enter an IP address range, use a hyphen. For example, 192.168.10.1-192.168.10.5.
Destination Port	Port or range of ports which the communication is targeting. To enter a port range, use a hyphen. For example, 1000-1100.
Protocol	Transport protocol used for communication.
Direction	Direction of transmission. Options are IN, OUT, or BOTH.
Action	Action to enforce on transmission. Options are ALLOW or DENY. The default action on all traffic is ALLOW.

You can add destination and source port ranges to a rule for dynamic services such as FTP and RPC, which require multiple ports to complete a transmission. If you do not allow all of the ports that must be opened for a transmission, the transmission is blocked.

To create a vShield Edge firewall rule

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **vShield Edge** tab.
- 4 Click the **Firewall** link.

- 5 Click **Add**.
A new row appears in the table.
- 6 Double-click each cell in the row to enter or select the appropriate information.
You must type IP addresses in the **Source** and **Destination** fields.
- 7 (Optional) Click **Log** to send log events to a specified syslog server when the firewall rule is violated.
- 8 (Optional) Select the new row and click **Move Up** to move the rule up in priority.
- 9 Click **Commit** to save the rule.

Validate Active Sessions Against Current vShield Edge Firewall Rules

By default, a vShield Edge matches firewall rules against each new session. After a session has been established, any firewall rule changes do not affect active sessions.

The CLI command `validate sessions` enables you to validate active sessions against the current vShield Edge firewall rule set to purge any sessions that are in violation of the current rule set. After a firewall rule set update, you should validate active sessions to purge any existing sessions that are in violation of the updated policy.

After a vShield Edge firewall update is complete, issue the `validate sessions` command from the CLI of a vShield Edge instance to purge sessions that are in violation of current policy.

To validate active sessions against the current firewall rules

- 1 Update and commit the vShield Edge firewall rule set.
- 2 Open a console session on a vShield Edge instance to issue the `validate sessions` command.

```
vShieldEdge> validate sessions
```

Manage NAT Rules

The vShield Edge provides network address translation (NAT) service to protect the IP addresses of internal, private networks from the public network. You must configure NAT rules to provide access to services running on privately addressed virtual machines.

The NAT service configuration is separated into SNAT and DNAT rules. An SNAT rule translates a private internal IP address into a public IP address for outbound traffic. A DNAT rule maps a public IP address to a private internal IP address.

NAT rules adhere to the following criteria:

Criteria	Description
Original (Internal) Source IP/Range	SNAT only. Internal IP address or IP address range of protected virtual machines. To enter an IP address range, use a hyphen. For example, 192.168.10.1-192.168.10.5.
Translated (External) Source IP/Range	SNAT only. External IP address or IP address range used to masquerade internal addressing of protected virtual machines. To enter an IP address range, use a hyphen. For example, 192.168.10.1-192.168.10.5.
Translated (Internal) Destination IP/Range and Port/Range	DNAT only. Internal IP address or IP address range of protected virtual machines. To enter an IP address range, use a hyphen. For example, 192.168.10.1-192.168.10.5.
Original (External) Destination IP/Range and Port/Range	DNAT only. External IP address or IP address range used to masquerade internal addressing of protected virtual machines. To enter an IP address range, use a hyphen. For example, 192.168.10.1-192.168.10.5.
Protocol	DNAT only. Transport protocol used for communication.
Log	Select the check box to send NAT events to a configured syslog server.

To configure an SNAT rule for a vShield Edge

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an Internal port group where a vShield Edge has been installed.
- 3 Click the **vShield Edge** tab.
- 4 Click the NAT link.
- 5 Under Direction OUT (SNAT), click **Add Rule**.
A new row appears in the table.
- 6 Double-click each cell in the row to enter the appropriate information.
- 7 Click **Commit** to save the rule.

To configure a DNAT rule for a vShield Edge

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an Internal port group where a vShield Edge has been installed.
- 3 Click the **vShield Edge** tab.
- 4 Click the NAT link.
- 5 Under Direction In (DNAT), click **Add Rule**.
A new row appears in the table.
- 6 Double-click each cell in the row to enter or select the appropriate information.
- 7 Click **Commit** to save the rule.

Manage DHCP Service

vShield Edge supports IP address pooling and one-to-one static IP address allocation. Static IP address binding is based on the vCenter managed object ID and interface ID of the requesting client.

vShield Edge DHCP service adheres to the following rules:

- Listens on the vShield Edge internal interface for DHCP discovery.
- Uses the IP address of the internal interface on the vShield Edge as the default gateway address for all clients, and the broadcast and subnet mask values of the internal interface for the container network.

To add a DHCP IP pool

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **vShield Edge** tab.
- 4 Click the **DHCP** link.
- 5 Under IP Pools, click **Add Pool**.
A new row appears in the table.
- 6 Double-click each cell in the row to enter or select the appropriate information.

The Primary Name Server and Secondary Name Server fields refer to DNS service. You must enter the IP address of a DNS server for hostname-to-IP address resolution.

The Domain Name and Lease Time fields are optional. The default lease time is one day.

- 7 Click **Commit** to save the rule.
- 8 If DHCP service has not been enabled, enable DHCP service.
See [“Start or Stop vShield Edge Services”](#) on page 59.

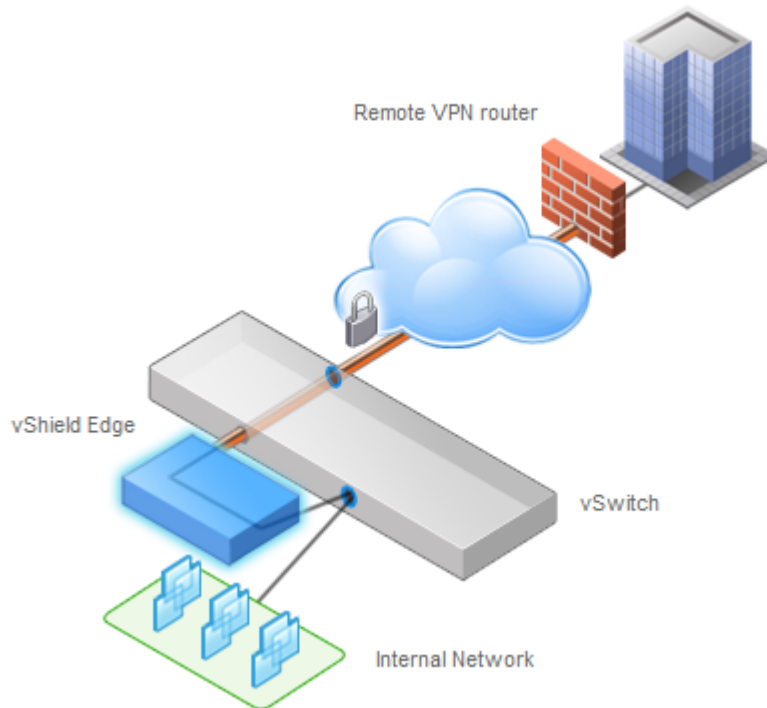
To add a DHCP static binding

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **vShield Edge** tab.
- 4 Click the **DHCP** link.
- 5 Under Static Bindings, click **Add Bindings**.
A new row appears in the table.
- 6 Double-click each cell in the row to enter or select the appropriate information.
The Primary Name Server and Secondary Name Server fields refer to DNS service. You must enter the IP address of a DNS server for hostname-to-IP address resolution.
The Domain Name and Lease Time fields are optional. The default lease time is one day.
- 7 Click **Commit** to save the rule.
- 8 If DHCP service has not been enabled, enable DHCP service.
See [“Start or Stop vShield Edge Services”](#) on page 59.

Manage VPN Service

vShield Edge modules support site-to-site IPSec VPN between a vShield Edge and remote sites.

Figure 10-1. vShield Edge Providing VPN Access from a Remote Site to a Secured Port Group



At this time, vShield Edge supports pre-shared key mode, IP unicast traffic, and no dynamic routing protocol between the vShield Edge and remote VPN routers. Behind each remote VPN router, you can configure multiple subnets to connect to the internal network behind a vShield Edge through IPSec tunnels. These subnets and the internal network behind a vShield Edge must have non-overlapping address ranges.

You can deploy a vShield Edge agent behind a NAT device. In this deployment, the NAT device translates the VPN address of a vShield Edge into a publicly accessible address facing the Internet. Remote VPN routers use this public address to access the vShield Edge.

Remote VPN routers can be located behind a NAT device as well. You must provide both the VPN native address and the NAT public address to set up the tunnel.

On both ends, static one-to-one NAT is required for the VPN address.

To configure VPN on a vShield Edge

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **vShield Edge** tab.
- 4 Click the **VPN** link.
- 5 Type an **External IP Address** for the VPN service on the vShield Edge.
- 6 Type the **NATed Public IP** that represents the External IP Address to the external network.
- 7 Select the **Log** check box to log VPN activity.
- 8 Click **Apply**.

Next, identify a peer site.

To identify a VPN peer site

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **vShield Edge** tab.
- 4 Click the **VPN** link.
- 5 Under Peer Site Configuration, click **Create Site**.
- 6 Type a name to identify the site in **Site Name**.
- 7 Type the IP address of the site in **Remote EndPoint**.
- 8 Type the **Shared Secret**.
- 9 Type an **MTU** threshold.
- 10 Click **Add**.

Next, add a tunnel to connect to the site.

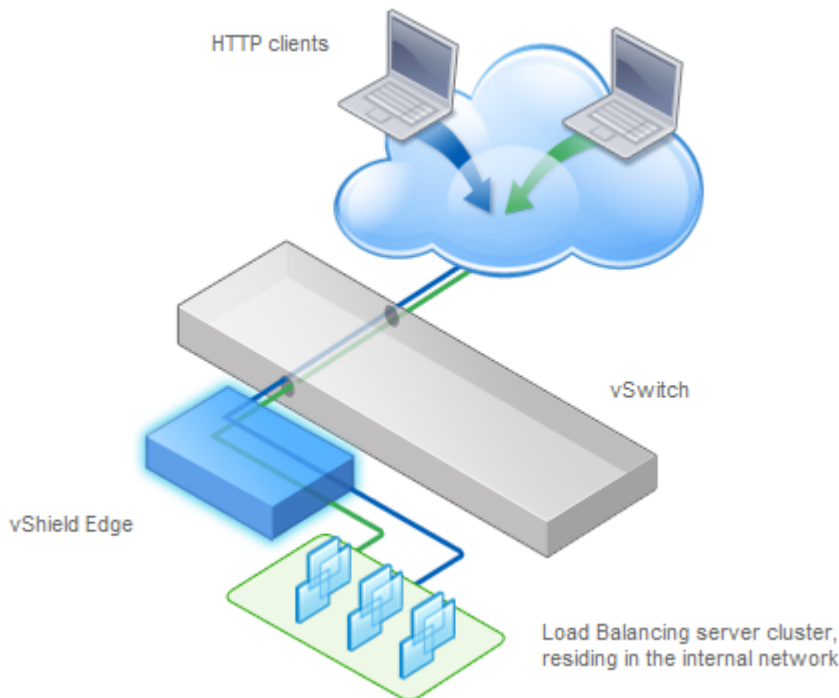
To identify a VPN peer tunnel

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **vShield Edge** tab.
- 4 Click the **VPN** link.
- 5 Under Peer Site Configuration, select the appropriate peer from the **Select or create a site** drop-down list.
- 6 Click **Add Tunnel**.
- 7 Double-click the Tunnel Name cell and type a name to identify the tunnel.
- 8 Double-click the **Remote Site Subnet** cell and enter the IP address in CIDR format (A.B.C.D/M).
- 9 Double-click the **Encryption** cell and select the appropriate encryption type.
- 10 Click **Commit**.
- 11 Enable VPN service. See [“Start or Stop vShield Edge Services”](#) on page 59.

Manage Load Balancer Service

The vShield Edge provides load balancing for HTTP traffic. Load balancing (up to Layer 7) enables Web application auto-scaling.

Figure 10-2. vShield Edge Providing Load Balancing Service for Protected Virtual Machines



You map an external (or public) IP address to a set of internal servers for load balancing. The load balancer accepts HTTP requests on the external IP address and decides which internal server to use. Port 80 is the default listening port for load balancer service.

To configure load balancer service

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **vShield Edge** tab.
- 4 Click the **Load Balancer** link.
- 5 Click **Add Configuration** above the External IP Addresses table.
A new row appears in the table.
- 6 Enter the **External IP Address** for the service.
- 7 Select the routing algorithm from the **Algorithm** drop-down list.
- 8 (Optional) Select the Log check box to send a syslog event for each request to the external IP address.
- 9 Click **Add**.
- 10 Enter the IP address of the first web server and click **Add**.
You can add additional web servers in the same manner.
- 11 Click **Commit**.
- 12 If load balancer service has not been enabled, enable the service.
See [“Start or Stop vShield Edge Services”](#) on page 59.

Start or Stop vShield Edge Services

You can start and stop the VPN, DHCP, and load balancing services of a vShield Edge from the vSphere Client. By default, all services are stopped, or in Not Configured state.

NOTE You should configure a service before starting it.

To manage services on a vShield Edge

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select an internal port group that is protected by a vShield Edge.
- 3 Click the **vShield Edge** tab.
- 4 Click the **Status** link.
- 5 Under Edge Services, select a service and click **Start** to start the service.
Select a service and click **Stop** to stop a running service.
- 6 If a service has been started but is not responding, click **Refresh Status** to send a synchronization request from the vShield Manager. to the vShield Edge.

vShield App and vShield Endpoint

vShield App Management

vShield App is an interior, vNIC-level firewall that allows you to create access control policies regardless of network topology. A vShield App monitors all traffic in and out of an ESX host, including between virtual machines in the same port group. vShield App includes traffic analysis and container-based policy creation.

vShield App installs as a hypervisor module and firewall service virtual appliance. vShield App integrates with ESX hosts through VMsafe APIs and works with VMware vSphere platform features such as DRS, vMotion, DPM, and maintenance mode.

vShield App provides firewalling between virtual machines by placing a firewall filter on every virtual network adapter. The firewall filter operates transparently and does not require network changes or modification of IP addresses to create security zones. You can write access rules by using vCenter containers, like datacenters, cluster, resource pools and vApps, or network objects, like Port Groups and VLANs, to reduce the number of firewall rules and make the rules easier to track.

You can monitor the health of vShield App instances by using the vShield Manager user interface and by sending vShield App system events to a syslog server.

This chapter includes the following topics:

- [“Send vShield App System Events to a Syslog Server”](#) on page 63
- [“Back Up the Running CLI Configuration of a vShield App”](#) on page 64
- [“View the Current System Status of a vShield App”](#) on page 64

Send vShield App System Events to a Syslog Server

You can send vShield App system events to a syslog server.

To send vShield App system events to a syslog server

- 1 Log in to the vShield Manager user interface.
- 2 Select a vShield App from the inventory panel.
- 3 Click the **Configuration** tab.
- 4 Click **Syslog Servers**.
- 5 Type the **IP Address** of the syslog server.
- 6 From the **Log Level** drop-down menu, select the event level at and above which to send vShield App events to the syslog server.

For example, if you select **Emergency**, then only emergency-level events are sent to the syslog server. If you select **Critical**, then critical-, alert-, and emergency-level events are sent to the syslog server.

- 7 Click **Add** to save new settings. You send vShield App events to up to five syslog instances.

Back Up the Running CLI Configuration of a vShield App

The **CLI Configuration** option displays the running configuration of the vShield App. You can back up the running configuration to the vShield Manager to preserve the configuration.

To back up the running CLI configuration of a vShield App

- 1 Log in to the vShield Manager user interface.
- 2 Select a vShield App from the inventory panel.
- 3 Click the **Configuration** tab.
- 4 Click **CLI Configuration**.
- 5 Click **Backup Configuration**.

The configuration is populated in the **Backup Configuration** field. You can cut and paste this text into the vShield App CLI at the Configuration mode prompt.

View the Current System Status of a vShield App

The **System Status** option lets you view and influence the health of a vShield App. Details include system statistics, status of interfaces, software version, and environmental variables.

To view the health of a vShield App

- 1 Log in to the vShield Manager user interface.
- 2 Select a vShield App from the inventory panel.
- 3 Click the **Configuration** tab.
- 4 Click **System Status**.

From the System Status screen, you can perform the following actions:

- [“Force a vShield App to Synchronize with the vShield Manager”](#) on page 64
- [“Restart a vShield App”](#) on page 65
- [“View Traffic Statistics by vShield App Interface”](#) on page 65
- [“Download the Firewall Logs of a vShield App”](#) on page 65

Force a vShield App to Synchronize with the vShield Manager

The **Force Sync** option forces a vShield App to re-synchronize with the vShield Manager. This might be necessary after a software upgrade.

To force a vShield App to re-synchronize with the vShield Manager

- 1 Log in to the vShield Manager user interface.
- 2 Select a vShield App from the inventory panel.
- 3 Click the **Configuration** tab.
- 4 Click **System Status**.
- 5 Click **Force Sync**.

Restart a vShield App

You can restart a vShield App to troubleshoot an operational issue.

To restart a vShield App

- 1 Log in to the vShield Manager user interface.
- 2 Select a vShield App from the inventory panel.
- 3 Click the **Configuration** tab.
- 4 Click **System Status**.
- 5 Click **Restart**.
- 6 Click **OK** in the pop-up window to confirm reboot.

View Traffic Statistics by vShield App Interface

You can view the traffic statistics for each vShield interface.

To view traffic statistics by vShield port

- 1 Log in to the vShield Manager user interface.
- 2 Select a vShield App from the inventory panel.
- 3 Click the **Configuration** tab.
- 4 Click **System Status**.
- 5 Click an interface under the **Port** column to view traffic statistics.

For example, to view the traffic statistics for the vShield App management interface, click **mgmt**.

Download the Firewall Logs of a vShield App

You can download a log of the firewall activity from a vShield App. The firewall log details the results of the firewall operation based on matching firewall rules against traffic.

To download and view the firewall log for a vShield App

- 1 Log in to the vShield Manager user interface.
- 2 Select a vShield App from the inventory panel.
- 3 Click the **Configuration** tab.
- 4 Click **System Status**.
- 5 Under **App Firewall**, click **Show Logs**.

The vShield App uploads the log to the vShield Manager.

- 6 To download the log from the vShield Manager to your PC, click **Download App Firewall Logs**.

Flow Monitoring

Flow Monitoring is a traffic analysis tool that provides a detailed view of the traffic on your virtual network that passed through a vShield App. The Flow Monitoring output defines which machines are exchanging data and over which application. This data includes the number of sessions, packets, and bytes transmitted per session. Session details include sources, destinations, direction of sessions, applications, and ports being used. Session details can be used to create App Firewall allow or deny rules.

You can use Flow Monitoring as a forensic tool to detect rogue services and examine outbound sessions.

This chapter includes the following topics:

- [“Using Flow Monitoring”](#) on page 67
- [“View a Specific Application in the Flow Monitoring Charts”](#) on page 68
- [“Change the Date Range of the Flow Monitoring Charts”](#) on page 68
- [“View the Flow Monitoring Report”](#) on page 68
- [“Add an App Firewall Rule from the Flow Monitoring Report”](#) on page 69
- [“Editing Port Mappings”](#) on page 70

Using Flow Monitoring

The **Flow Monitoring** tab displays throughput statistics as returned by a vShield App. Flow Monitoring displays traffic statistics in three charts:

- Sessions/hr: Total number of sessions per hour
- Server KBytes/hr: Number of outgoing kilobytes per hour
- Client/hr: Number of incoming kilobytes per hour

Flow Monitoring organizes statistics by the application protocols used in client-server communications, with each color in a chart representing a different application protocol. This charting method enables you to track your server resources per application.

Traffic statistics display all inspected sessions within the time span specified. The last seven days of data are displayed by default.

View a Specific Application in the Flow Monitoring Charts

You can select a specific application to view in the charts by clicking the **Application** drop-down menu.

To view the data for a specific application in the Flow Monitoring charts

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter or cluster resource from the resource tree.
- 3 Click the **vShield App** tab.
- 4 Click **Flow Monitoring**.
- 5 From the **Application** drop-down menu, select the application to view.

The Flow Monitoring charts are refreshed to show data corresponding to the selected application.

Change the Date Range of the Flow Monitoring Charts

You can change the date range of the Flow Monitoring charts for an historical view of traffic data.

To change the date range of the Flow Monitoring chart

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter or cluster resource from the resource tree.
- 3 Click the **vShield App** tab.
- 4 Click **Flow Monitoring**.

The charts are updated to display the most current information for the last seven days. This might take several seconds.

- 5 In the **Start Date** field, type a new date.
This date represents the date furthest in the past on which to start the query.
- 6 Type a new date in the **End Date** field.
This represents the most recent date on which to stop the query.
- 7 Click **Update Chart**.

View the Flow Monitoring Report

The Flow Monitoring report presents the traffic statistics in tabular format. The report supports drilling down into traffic statistics based on the following hierarchy:

- 1 Select the firewall action: **Allowed** or **Blocked**.
- 2 Select an L4 or L2/L3 protocol.
 - L4: **TCP** or **UDP**
 - L2/L3: **ICMP**, **Other-IPv4**, or **ARP**
- 3 If an L2/L3 protocol was selected, select an L2/L3 protocol or message type.
- 4 Select the traffic direction: **Incoming**, **Outgoing**, or **Intra** (between virtual machines).
- 5 Select the port type: **Categorized** (standardized ports) or **Uncategorized** (non-standardized ports).
- 6 Select an application protocol or port.

- 7 Select a destination IP address.
- 8 Source a source IP address.

At the source IP address level, you can create an App Firewall rule based on the specific source and destination IP addresses.

To view the Flow Monitoring report

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter or cluster resource from the resource tree.
- 3 Click the **vShield App** tab.
- 4 Click **Flow Monitoring**.

The charts update to display the most current information for the last seven days. This might take several seconds.

- 5 Click **Show Report**.
- 6 Drill down into the report.
- 7 Click **Show Latest** to update the report statistics.

Add an App Firewall Rule from the Flow Monitoring Report

By drilling down into the traffic data, you can evaluate the use of your resources and send session information to App Firewall to create a new Layer 4 allow or deny rule. App Firewall rule creation from Flow Monitoring data is available at the datacenter and cluster levels only.

To add an App Firewall rule from the Flow Monitoring report

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter resource from the resource tree.
- 3 Click the **vShield App** tab.
- 4 Click **Flow Monitoring**.

The charts update to display the most current information for the last seven days. This might take several seconds.

- 5 Click **Show Report**.
- 6 Expand the firewall action list.
- 7 Expand the Layer 4 protocol list.
- 8 Expand the traffic direction list.
- 9 Expand the port type list.
- 10 Expand the application or port list.
- 11 Expand the destination IP address list.
- 12 Review the source IP addresses.
- 13 Select the **Zones Firewall** column radio button for a source IP address to create an App Firewall rule.

A pop-up window opens. Click **Ok** to proceed.

The App Firewall table appears. A new table row is displayed at the bottom of the Data Center Low Precedence Rules or Cluster Level Rules section with the session information completed.

- 14 (Optional) Double-click the **Action** column cell to change the value to **Allow** or **Deny**.
- 15 (Optional) With the new row selected, click **Up** to move the rule up in priority.
- 16 (Optional) Select the **Log** check box to log all sessions matching this rule.
- 17 Click **Commit** to save the rule.

Delete All Recorded Flows

At the datacenter level, you can delete the data for all recorded traffic sessions within the datacenter. This clears the data from charts, the report, and the database. Typically, this is only used when moving your vShield Zones deployment from a lab environment to a production environment. If you must maintain a history of traffic sessions, do not use this feature.

To delete traffic statistics for a datacenter

- 1 Select a datacenter resource from the inventory panel.
- 2 Click the **Flow Monitoring** tab.
- 3 Click **Delete All Flows**.
- 4 Click **Ok** in the pop-up window to confirm deletion.



CAUTION You cannot recover traffic data after you click **Delete All Flows**.

Editing Port Mappings

When you click **Edit Port Mappings**, a table appears, listing well-known applications and protocols, their respective ports, and a description. vShield recognizes common protocol and port mappings, such as HTTP over port 80. Your organization might employ an application or protocol that uses a non-standard port. In this case, you can use Edit Port Mappings to identify a custom protocol-port pair. Your custom mapping appears in the Flow Monitoring report output.

The Edit Port Mappings table offers complete management capabilities, and provides a model for you to follow. You cannot edit or delete the default entries.

Add an Application-Port Pair Mapping

You can add a custom application-port mapping to the port mappings table.

To add an application port-pair mapping

- 1 Go to **Inventory > Networking** in the vSphere Client.
- 2 Select a port group from the inventory panel.
- 3 Click the **Flow Monitoring** tab.
- 4 Click **Edit Port Mappings**.
- 5 Click a row in the table.
- 6 Click **Add**.
A new row is inserted above the selected row.
- 7 Double-click the **Application** cell and type the application name.
- 8 Double-click the **Port Number** cell and type the port number.
- 9 Double-click the **Protocol** cell to select the transport protocol.

- 10 Double-click the **Resource** cell to select the container in which to enforce the new mapping.
The **ANY** value adds the port mapping to all containers.
- 11 Double-click the **Description** cell and type a brief description.
- 12 Click **Hide Port Mappings**.

Delete an Application-Port Pair Mapping

You can delete any application-port pair mapping from the table. When you delete a mapping, any traffic to the application-port pair is listed as Uncategorized in the Flow Monitoring statistics.

To delete an application-port pair mapping

- 1 Go to **Inventory > Networking** in the vSphere Client.
- 2 Select a port group from the inventory panel.
- 3 Click the **Flow Monitoring** tab.
- 4 Click **Edit Port Mappings**.
- 5 Click a row in the table.
- 6 Click **Delete** to delete it from the table.

Hide the Port Mappings Table

When you click **Edit Port Mappings**, the label changes from Edit Port Mappings to Hide Port Mappings. Click **Hide Port Mappings**.

App Firewall Management

vShield App provides firewall protection through access policy enforcement. The App Firewall tab represents the vShield App firewall access control list.

NOTE App Firewall rules apply to vShield App instances, but not vShield Edge or vShield Endpoint instances. The Zones Firewall tab becomes the App Firewall tab when the vShield App license is activated.

This chapter includes the following topics:

- [“Using App Firewall”](#) on page 73
- [“Create an App Firewall Rule”](#) on page 75
- [“Create a Layer 2/Layer 3 App Firewall Rule”](#) on page 77
- [“Creating and Protecting Security Groups”](#) on page 77
- [“Validating Active Sessions against the Current App Firewall Rules”](#) on page 78
- [“Revert to a Previous App Firewall Configuration”](#) on page 79
- [“Delete an App Firewall Rule”](#) on page 79

Using App Firewall

The App Firewall service is a centralized, hierarchical firewall for ESX hosts. App Firewall enables you to create rules that allow or deny access to and from your virtual machines. Each installed vShield App enforces the App Firewall rules.

You can manage App Firewall rules at the datacenter, cluster, and port group levels to provide a consistent set of rules across multiple vShield App instances under these containers. As membership in these containers can change dynamically, App Firewall maintains the state of existing sessions without requiring reconfiguration of firewall rules. In this way, App Firewall effectively has a continuous footprint on each ESX host under the managed containers.

Securing Containers and Designing Security Groups

When creating App Firewall rules, you can create rules based on traffic to or from a specific container that encompasses all of the resources within that container. For example, you can create a rule to deny any traffic from inside of a cluster that targets a specific destination outside of the cluster. You can create a rule to deny any incoming traffic that is not tagged with a VLAN ID. When you specify a container as the source or destination, all IP addresses within that container are included in the rule.

A security group is a trust zone that you create and assign resources to for App Firewall protection. Security groups are containers, like a vApp or a cluster. Security groups enables you to create a container by assigning resources arbitrarily, such as virtual machines and network adapters. After the security group is defined, you add the group as a container in the source or destination field of an App Firewall rule. See [“Creating and Protecting Security Groups”](#) on page 77.

Default Rules

By default, the App Firewall enforces a set of rules allowing traffic to pass through all vShield App instances. These rules appear in the **Default Rules** section of the App Firewall table. The default rules cannot be deleted or added to. However, you can change the **Action** element of each rule from **Allow** to **Deny**.

Layer 4 Rules and Layer 2/Layer 3 Rules

The **App Firewall** tab offers two sets of configurable rules: L4 (Layer 4) rules and L2/L3 (Layer 2/Layer 3) rules. Layers refer to layers of the Open Systems Interconnection (OSI) Reference Model.

Layer 4 rules govern TCP and UDP transport of Layer 7, or application-specific, traffic. Layer 2/Layer 3 rules monitor traffic from ICMP, ARP, and other Layer 2 and Layer 3 protocols. You can configure Layer 2/Layer 3 rules at the datacenter level only. By default, all Layer 4 and Layer 2/Layer 3 traffic is allowed to pass.

Hierarchy of App Firewall Rules

Each vShield App enforces App Firewall rules in top-to-bottom ordering. A vShield App checks each traffic session against the top rule in the App Firewall table before moving down the subsequent rules in the table. The first rule in the table that matches the traffic parameters is enforced.

The rules are enforced in the following hierarchy:

- 1 **Data Center High Precedence Rules**
- 2 **Cluster Level Rules**
- 3 **Data Center Low Precedence Rules** (seen as **Rules below this level have lower precedence than cluster level rules** when a datacenter resource is selected)
- 4 **Secure Port Group Rules**
- 5 **Default Rules**

App Firewall offers container-level and custom priority precedence configurations:

- Container-level precedence refers to recognizing the datacenter level as being higher in priority than the cluster level. When a rule is configured at the datacenter level, the rule is inherited by all clusters and vShield agents therein. A cluster-level rule is only applied to the vShield App within the cluster.
- Custom priority precedence refers to the option of assigning high or low precedence to rules at the datacenter level. High precedence rules work as noted in the container-level precedence description. Low precedence rules include the Default Rules and the configuration of Data Center Low Precedence rules. This flexibility allows you to recognize multiple layers of applied precedence.

At the cluster level, you configure rules that apply to all vShield App instances within the cluster. Because Data Center High Precedence Rules are above Cluster Level Rules, ensure your Cluster Level Rules are not in conflict with Data Center High Precedence Rules.

Planning App Firewall Rule Enforcement

Using App Firewall, you can configure allow and deny rules based on your network policy. The following examples represent two common firewall policies:

- **Allow all traffic by default.** You keep the default allow all rules and add deny rules based on Flow Monitoring data or manual App Firewall rule configuration. In this scenario, if a session does not match any of the deny rules, the vShield App allows the traffic to pass.
- **Deny all traffic by default.** You can change the **Action** status of the default rules from **Allow** to **Deny**, and add allow rules explicitly for specific systems and applications. In this scenario, if a session does not match any of the allow rules, the vShield App drops the session before it reaches its destination. If you change all of the default rules to deny any traffic, the vShield App drops all incoming and outgoing traffic.

Create an App Firewall Rule

App Firewall rules allow or deny traffic based on the following criteria:

Criteria	Description
Source (A.B.C.D/nn)	Container, direction in relation to container, or IP address with netmask (nn) from which the communication originated.
Source Port	Port or range of ports from which the communication originated. To enter a port range, separate the low and high end of the range with a colon. For example, 1000:1100.
Destination (A.B.C.D/nn)	Container, direction in relation to container, or IP address with netmask (nn) which the communication is targeting.
Destination Application	The application on the destination the source is targeting. If you select a protocol from the drop-down list, the well-known port for the selected protocol appears in the Destination Port field.
Destination Port	Port or range of ports which the communication is targeting. To enter a port range, separate the low and high end of the range with a colon. For example, 1000:1100.
Protocol	Transport protocol used for communication.

You can add destination and source port ranges to a rule for dynamic services such as FTP and RPC, which require multiple ports to complete a transmission. If you do not allow all of the ports that must be opened for a transmission, the transmission fails.

To create a firewall rule at the datacenter level

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter resource from the resource tree.
- 3 Click the **vShield App** tab.
- 4 Click **App Firewall**.
By default, the **L4 Rules** option is selected.
To create L2/L3 rules, see [“Create a Layer 2/Layer 3 App Firewall Rule”](#) on page 77.
- 5 Do one of the following:
 - Click **Add** to add a new rule to the Data Center Low Precedence Rules (**Rules below this level have lower precedence...**).
 - Select a row in the Data Center High Precedence Rules section of the table and click **Add**. A new appears below the selected row.
- 6 Double-click each cell in the new row to select the appropriate information.
You can type IP addresses in the **Source** and **Destination** fields, and port numbers in the **Source Port** and **Destination Port** fields.
- 7 (Optional) Select the new row and click **Up** to move the rule up in priority.
- 8 (Optional) Select the **Log** check box to log all sessions matching this rule.
- 9 Click **Commit** to save the rule.

NOTE Layer 4 firewall rules can also be created from the Flow Monitoring report. See [“Add an App Firewall Rule from the Flow Monitoring Report”](#) on page 69.

To create a firewall rule at the cluster level

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a cluster resource from the resource tree.
- 3 Click the **vShield App** tab.
- 4 Click **App Firewall**.
By default, the **L4 Rules** option is selected.
To create L2/L3 rules, see [“Create a Layer 2/Layer 3 App Firewall Rule”](#) on page 77.
- 5 Click **Add**.
A new row appears in the Cluster Level Rules section of the table.
- 6 Double-click each cell in the new row to select the appropriate information.
You can type IP addresses in the **Source** and **Destination** fields, and port numbers in the **Source Port** and **Destination Port** fields.
- 7 (Optional) Select the new row and click **Up** to move the row up in priority.
- 8 (Optional) Select the **Log** check box to log all sessions matching this rule.
- 9 Click **Commit** to save the rule.

NOTE Layer 4 firewall rules can also be created from the Flow Monitoring report. See [“Add an App Firewall Rule from the Flow Monitoring Report”](#) on page 69.

To create a firewall rule at the port group level

- 1 In the vSphere Client, go to **Inventory > Networking**.
- 2 Select a port group from the resource tree.
- 3 Click the **vShield App** tab.
- 4 Click **App Firewall**.
- 5 Click **Add**.
A new row is added at the bottom of the Secure Port Group Rules section.
- 6 Double-click each cell in the new row to select the appropriate information.
You can type IP addresses in the **Source** and **Destination** fields, and port numbers in the **Source Port** and **Destination Port** fields.
- 7 (Optional) Select the new row and click **Up** to move the row up in priority.
- 8 (Optional) Select the **Log** check box to log all sessions matching this rule.
- 9 Click **Commit** to save the rule.

NOTE Layer 4 firewall rules can also be created from the Flow Monitoring report. See [“Add an App Firewall Rule from the Flow Monitoring Report”](#) on page 69.

Create a Layer 2/Layer 3 App Firewall Rule

The Layer 2/Layer 3 firewall enables configuration of allow or deny rules for common Data Link Layer and Network Layer requests, such as ICMP pings and traceroutes. You can change the default Layer 2/Layer 3 rules from allow to deny based on your network security policy.

Layer 2/Layer 3 firewall rules allow or deny traffic based on the following criteria:

Criteria	Description
Source (A.B.C.D/nn)	Container, direction in relation to container, or IP address with netmask (nn) from which the communication originated
Destination (A.B.C.D/nn)	Container, direction in relation to container, or IP address with netmask (nn) which the communication is targeting
Protocol	Transport protocol used for communication

To create a Layer 2/Layer 3 firewall rule

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter resource from the resource tree.
- 3 Click the **vShield App** tab.
- 4 Click **App Firewall**.
- 5 Click **L2/L3 Rules**.
- 6 Click **Add**.
A new row is added at the bottom of the DataCenter Rules section of the table.
- 7 Double-click each cell in the new row to type or select the appropriate information.
You can type IP addresses in the **Source** and **Destination** fields
- 8 (Optional) Select the **Log** check box to log all sessions matching this rule.
- 9 Click **Commit**.

NOTE Layer 2/Layer 3 firewall rules can also be created from the Flow Monitoring report. See [“Add an App Firewall Rule from the Flow Monitoring Report”](#) on page 69.

Creating and Protecting Security Groups

The Security Groups feature enables you to create custom containers to which you can assign resources, such as virtual machines and network adapters, for App Firewall protection. After a security group is defined, you add the security group to a firewall rule for protection.

Add a Security Group

In the vSphere Client, you can add a security group at the datacenter resource level.

To add a security group by using the vSphere Client

- 1 Click a datacenter resource from the vSphere Client.
- 2 Click the **vShield App** tab.
- 3 Click **Security Groups**.
- 4 Click **Add Group**.

- 5 Double-click the row and type a name for the group.
- 6 Click **Add**.

After security group creation is complete, assign resources to the group.

Assign Resources to a Security Group

You can assign virtual machines and network adapters to a security group. These resources have associated IP addresses that define the source or destination parameters for which an App Firewall rule enforces an access policy.

To assign resources to a security group

- 1 Click a datacenter resource from the vSphere Client.
- 2 Click the **vShield App** tab.
- 3 Click **Security Groups**.
- 4 Click the arrow next to the name of a security group to expand the details of the group.
- 5 Select a vNIC from the drop-down list and click **Add**.

The selected vNIC appears under vNIC Membership.

Repeat these steps for each vNIC you want to place in this security group.

- 6 Click **Commit**.

After assigning resources, add the security group to a firewall rule as a container. See [“Create an App Firewall Rule”](#) on page 75.

Validating Active Sessions against the Current App Firewall Rules

By default, a vShield Edge matches firewall rules against each new session. After a session has been established, any firewall rule changes do not affect active sessions.

The CLI command `validate sessions` enables you to validate active sessions that are in violation of the current rule set. You would use this procedure for the following scenarios:

- You updated the firewall rule set. After a firewall rule set update, you should validate active sessions to purge any existing sessions that are in violation of the updated policy.
- You viewed sessions in Flow Monitoring and determined that an existing or historical flow requires a new access rule. After creating a firewall rule that matches the offending session, you should validate active sessions to purge any existing sessions that are in violation of the updated policy.

After the App Firewall update is complete, issue the `validate sessions` command from the CLI of a vShield App to purge sessions that are in violation of current policy.

To validate active sessions against the current firewall rules

- 1 Update and commit the App Firewall rule set at the appropriate container level.
- 2 Open a console session on a vShield App issue the `validate sessions` command.

```
vShieldApp> enable
Password:
vShieldApp# validate sessions
```

Revert to a Previous App Firewall Configuration

The vShield Manager saves a snapshot of App Firewall settings each time you commit a new rule. Clicking **Commit** causes the vShield Manager to save the previous configuration with a timestamp before adding the new rule. These snapshots are available from the **Revert to Snapshot** drop-down list.

To revert to a previous App Firewall configuration

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter or cluster resource from the inventory panel.
- 3 Click the **vShield App** tab.
- 4 Click **App Firewall**.
- 5 From the **Revert to Snapshot** drop-down list, select a snapshot.
Snapshots are presented in the order of timestamps, with the most recent snapshot listed at the top.
- 6 View snapshot configuration details.
- 7 Do one of the following:
 - To return to the current configuration, select the - option from the **Revert to Snapshot** drop-down list.
 - Click **Commit** to overwrite the current configuration with the snapshot configuration.

Delete an App Firewall Rule

You can delete any App Firewall rule you have created. You cannot delete the any rules in the Default Rules section of the table.

To delete an App Firewall rule

- 1 Click an existing row in the App Firewall table.
- 2 Click **Delete**.
- 3 Click **Commit**.

vShield Endpoint Events and Alarms

vShield Endpoint delivers an introspection-based antivirus solution. vShield Endpoint uses the hypervisor to scan guest virtual machines from the outside without a bulky agent. vShield Endpoint is efficient in avoiding resource bottlenecks while optimizing memory use.

vShield Endpoint health status is conveyed by using alarms that show in red and yellow on the vCenter Server console. In addition, more status information can be gathered by looking at the event logs.

IMPORTANT Your vCenter Server must be correctly configured for vShield Endpoint security:

- Not all guest operating systems are supported by vShield Endpoint. Virtual machines with non-supported operating systems are not protected by the security solution.
 - All virtual machines (with supported operating systems) that reside on a vShield Endpoint-protected ESX host must be protected by a vShield Endpoint module.
 - Not all ESX hosts in a vCenter Server must be protected by the security solution, but each protected ESX must have an SVM installed on it.
-



CAUTION vMotion migration of a protected virtual machine are blocked if the target ESX is not enabled for vShield Endpoint. Make sure that the resource pool for vMotion of protected virtual machines contains only security enabled ESX hosts.

This chapter includes the following topics:

- [“View vShield Endpoint Status”](#) on page 81
- [“Alarms”](#) on page 82
- [“Events”](#) on page 83
- [“Audit Messages”](#) on page 86

View vShield Endpoint Status

Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.

To view vShield Endpoint status

- 1 In the vSphere Client, go to **Inventory > Hosts and Clusters**.
- 2 Select a datacenter, cluster, or ESX host resource from the resource tree.
- 3 Click the **vShield App** tab (or **vShield** tab on ESX hosts).
- 4 Click **Endpoint Status**.

Alarms

Alarms signal the vCenter Server administrator about vShield Endpoint events that require attention. Alarms are automatically cancelled in case the alarm state is no longer present.

vCenter Server alarms can be displayed without a custom vSphere plug-in. See the *vCenter Server Administration Guide* on events and alarms.

Upon registering as a vCenter Server extension, the vShield Manager defines the rules that create and remove alarms, based on events coming from the three vShield Endpoint components: SVM, vShield Endpoint module, and thin agent. Rules can be customized. For instructions on how to customize rules for alarms, see the vCenter Server documentation. In some cases, there are multiple possible causes for the alarm. The tables that follow list the possible causes and the corresponding actions you might want to take for remediation.

vShield Endpoint defines three sets of alarms:

- “Host Alarms” on page 82
- “SVM Alarms” on page 82
- “VM Alarms” on page 83

Host Alarms

Host alarms are generated by events affecting the health status of the vShield Endpoint module.

Table 14-1. Warnings (Marked Yellow)

Possible Cause	Action
SVM is registered, but vShield Endpoint module does not see any virtual machines to protect. No requests for protection are coming from any virtual machines. No virtual machines are currently protected.	<ul style="list-style-type: none"> ■ Usually a transient state occurring while existing virtual machines are being moved with vMotion, or are just coming up. No action required. ■ The ESX host has no virtual machines yet, or only virtual machines with non-supported operating systems. No action required. ■ Check the vShield Manager console for the status of the virtual machines that should be protected on that host. If one or more have an error status, the Endpoint thin agents in those machines may be malfunctioning.

Table 14-2. Errors (Marked Red)

Possible Cause	Action
The SVM version is not compatible with the vShield Endpoint module version.	Install compatible components. Look in the <i>vShield Endpoint Installation Guide</i> for compatible versions for vShield Endpoint module and SVM.

SVM Alarms

SVM alarms are generated by events affecting the health status of the vShield Endpoint module.

Table 14-3. Red SVM Alarms

Problem	Action
The vShield Monitor is not receiving status from the SVM.	Either there are network issues between the vShield Monitor and the SVM, or the SVM is not operating properly.
The SVM failed to initialize	Contact your security provider for help with SVM errors.

VM Alarms

VM alarms are generated by events affecting the health status of the vShield Endpoint module.

Table 14-4. Warnings

Possible Cause	Action
The SVM is overloaded. The virtual machines will not be protected while the alarm persists.	Check resources allocation for the SVM and allocate more resources, if necessary. Check the vCenter Server event log for the ESX the SVM is attached to. An event code of 1002 can indicate an overloaded SVM.
The thin agent in one or more virtual machines is initialized but not reporting events. Those virtual machines are not protected while this warning persists.	This is usually a transient alarm that does not require attention. If it persists or turns to red, look at the vCenter Server event log for the protected VM. An event code of 1000 indicates a non-functioning thin agent.

Table 14-5. Errors

Possible Cause	Action
The thin agent version is not compatible with the vShield Endpoint module	Install compatible components. Look in the <i>vShield Endpoint Installation Guide</i> for compatible versions for vShield Endpoint module and SVM.
The thin agent is not reporting vShield Endpoint events. The virtual machine is not protected.	The thin agent is malfunctioning, or not initialized. Look at the event log to see if the thin agent was initialized successfully.
The virtual machine is still powered on, but the thin agent is disabled. The virtual machine is not protected.	If the error persists, this thin agent is malfunctioning. (A virtual machine that is shutting down or in the process of a vMotion move does not generate a red alarm.)

Events

Events are used for logging and auditing conditions inside the vShield Endpoint-based security system.

Events can be displayed without a custom vSphere plug-in. See the *vCenter Server Administration Guide* on events and alarms.

Events are the basis for alarms that are generated. Upon registering as a vCenter Server extension, the vShield Manager defines the rules that create and remove alarms.

Default base arguments for an event are the reported time and the vShield Manager `event_id`.

Table 14-6 lists vShield Endpoint events reported by the SVM and the vShield Manager (VSM) in order by code number. The table shows the even code, name, the VC arguments, the event category, and a description. In the Event Category column, events that generate error alarms are colored red. Events that generate warning alarms are colored yellow.

Table 14-6. vShield Endpoint Events

Code	Name	VC Arguments	Event Category	Description
0001	VSM_FSPD_EVENT_VERSION_MISMATCH	timestamp, SVM version of FSPD protocol, FSPD version of FSPD protocol	error	vShield Endpoint: The SVM was contacted by a non-compatible version of the vShield Endpoint Thin Agent.
0003	VSM_FSPD_EVENT_DISK_FULL	timestamp	warning	The vShield Endpoint Thin Agent encountered a "disk full" error while attempting to write to the local disk.
0004	VSM_FSPD_EVENT_TIMEOUT	timestamp	warning	A timeout occurred in the communication between the SVM and the Thin Agent.

Table 14-6. vShield Endpoint Events (Continued)

Code	Name	VC Arguments	Event Category	Description
0005	VSM_FSF_EVENT_UNKNOWN_STATE	timestamp	warning	N/A
0006	VSM_FSF_EVENT_MISSING_TIMER	timestamp	error	Lost communication with Thin Agent.
0007	VSM_FSF_EVENT_TIMER_RESTORED	timestamp, FSFD version of FSFD protocol	info	Established communication with Thin Agent.
1000	VSM_VM_EVENT_CONNECTED	timestamp	info	VM has connected with the SVM.
1001	VSM_VM_EVENT_DISCONNECTED	timestamp	info	VM has disconnected from the SVM
1002	VSM_VM_EVENT_UNKNOWN_STATE	timestamp	warning	Thin Agent Health Status Information has been lost.
N/A	VM_POWERED_OFF	timestamp	info	Detected VM power off.
2000	VSM_SVM_EVENT_ENABLED	timestamp, SVM version of LKM protocol, SVM version of FSFD protocol, port SVM is listening on.	info	SVM enabled.
2001	VSM_SVM_EVENT_INIT_FAILURE	timestamp	error	SVM initialization failed.
2003	VSM_SVM_EVENT_FSF_FLOOD_DETECTED	timestamp	warning	SVM detected high volume of vShield Endpoint events.
2005	VSM_SVM_EVENT_DROPPED_EVENTS	timestamp	warning	Health Status information has been lost.
2006	VSM_SVM_EVENT_MISSING_REPORT	timestamp	error	vShield Manager lost communication with SVM.
2007	VSM_SVM_EVENT_REPORT_RESTORED	timestamp	info	vShield Manager communication with SVM have been restored.
3000	VSM_HOST_EVENT_VERSION_MISMATCH	timestamp, SVM version of LKM protocol, Host version of LKM protocol	error	vShield Endpoint: The SVM was contacted by a non-compatible version of the vShield Endpoint module.
3002	VSM_HOST_EVENT_UNKNOWN_STATE	timestamp	warning	vShield Endpoint Module Status Information has been lost.
3003	VSM_HOST_EVENT_SVM_REGISTERED	timestamp	info	SVM is registered with the vShield Manager.
3004	VSM_HOST_EVENT_SVM_UNREGISTERED	timestamp	info	SVM is unregistered with the vShield Manager.
3005	VSM_HOST_EVENT_VMS_CONNECTED	timestamp, Host version of vShield Endpoint module protocol	info	vShield Endpoint module has connected with SVM.
3006	VSM_HOST_EVENT_VMS_DISCONNECTED	timestamp	info	vShield Endpoint module has disconnected from the SVM

Possible causes for events are listed in [Table 14-7](#):

Table 14-7. Possible Causes for Events

Code	Event	Possible Cause
0001	VSM_FSPD_EVENT_VERSION_MISMATCH	Compatible versions of the vShield Endpoint modules must be used. Please refer to the vShield Endpoint Installation guide for a compatibility list.
0003	VSM_FSPD_EVENT_DISK_FULL	The vShield Endpoint Thin Agent may need to write to a file on the local disk for file remediation purposes, as well as for temporary storage. The file location for the temporary files is: %SYSTEMROOT%\temp\vmware\eps010\ For remediation purposes, the needed storage is comparable to the size of the file being remediated. It is recommended that local disks are at 95% or less capacity. Running out of disk space may prevent vShield Endpoint from functioning properly and from effectively protecting the affected VM.
0004	VSM_FSPD_EVENT_TIMEOUT	VM is slow to respond to SVM requests. This may happen when the VM is temporarily running low on CPU resources.
0005	VSM_FSPD_EVENT_UNKNOWN_STATE	N/A
0006	VSM_FSPD_EVENT_MISSING_TIMER	Thin agent is not operating properly.
0007	VSM_FSPD_EVENT_TIMER_RESTORED	N/A
1000	VSM_VM_EVENT_CONNECTED	VM configured for vShield Endpoint protection will generate this event when loaded on the corresponding ESX host, for example, during power-up or incoming vMotion.
1001	VSM_VM_EVENT_DISCONNECTED	VM configured for vShield Endpoint protection will generate this event when loaded on the corresponding ESX host, for example, during shutdown or outgoing vMotion.
1002	VSM_VM_EVENT_UNKNOWN_STATE	Heavy load of event reporting on the SVM, or a communication problem between the SVM and the vShield Manager.
N/A	VM_POWERED_OFF	N/A
2000	VSM_SVM_EVENT_ENABLED	N/A
2001	VSM_SVM_EVENT_INIT_FAILURE	vShield Endpoint SVM component failed to initialize. Please consult partner SVM installation documentation for causes.
2003	VSM_SVM_EVENT_FSPD_FLOOD_DETECTED	The SVM is overloaded. The number of events exceeds the maximum concurrent events threshold.
2005	VSM_SVM_EVENT_DROPPED_EVENTS	Heavy load of event reporting on the SVM, or communication problem between the SVM and the vShield Manager.
2006	VSM_SVM_EVENT_MISSING_REPORT	1 Check SVM status. 2 Check network connection between vShield Manager and SVM.
2007	VSM_SVM_EVENT_REPORT_RESTORED	N/A
3000	VSM_HOST_EVENT_VERSION_MISMATCH	Compatible versions of the vShield Endpoint modules must be used. Please refer to the vShield Endpoint Installation guide for a compatibility list.
3002	VSM_HOST_EVENT_UNKNOWN_STATE	Heavy load of event reporting on the SVM, or communication problem between the SVM and the vShield Manager.
3003	VSM_HOST_EVENT_SVM_REGISTERED	N/A
3004	VSM_HOST_EVENT_SVM_UNREGISTERED	N/A
3005	VSM_HOST_EVENT_VMS_CONNECTED	N/A
3006	VSM_HOST_EVENT_VMS_DISCONNECTED	N/A

Audit Messages

Audit messages include fatal errors and other important audit messages and are logged to `vmware.log`. The following conditions are logged as AUDIT messages:

- Thin agent initialization success (and version number.)
- Thin agent initialization failure.
- Successfully found SCSI device to communicate with the security virtual machine (SVM).
- Failure to create filter device object, or failure to attach to device stack.
- Established first time communication with SVM.
- Failure to establish communication with SVM (when first such failure occurs).

Generated log messages have the following substrings near the beginning of each log message: “vf-AUDIT”, “vf-ERROR”, “vf-WARN”, “vf-INFO”, “vf-DEBUG”.

Appendixes



Command Line Interface

Each vShield virtual machine contains a command line interface (CLI). This appendix details CLI usage and commands.

User account management in the CLI is separate from user account management in the vShield Manager user interface.

This appendix includes the following topics:

- [“Logging In and Out of the CLI”](#) on page 89
- [“CLI Command Modes”](#) on page 89
- [“CLI Syntax”](#) on page 90
- [“Moving Around in the CLI”](#) on page 90
- [“Getting Help within the CLI”](#) on page 91
- [“Securing CLI User Accounts and the Privileged Mode Password”](#) on page 91
- [“Command Reference”](#) on page 93

Logging In and Out of the CLI

Before you can run CLI commands, you must initiate a console session to a vShield virtual machine. To open a console session within the vSphere Client, select the vShield virtual machine from the inventory panel and click the **Console** tab. You can log in to the CLI by using the default user name **admin** and password **default**.

You can also use SSH to access the CLI. By default, SSH access is disabled. Use the **ssh** command to enable and disable the SSH service on a vShield virtual appliance. See [“ssh”](#) on page 102.

To log out, type `exit` from either Basic or Privileged mode.

CLI Command Modes

The commands available to you at any given time depend on the mode you are currently in.

NOTE vShield Edge virtual machines have Basic mode only.

- **Basic:** Basic mode is a read-only mode. To have access to all commands, you must enter Privileged mode.
- **Privileged:** Privileged mode commands allow support-level options such as debugging and system diagnostics. Privileged mode configurations are not saved upon reboot. You must run the `write memory` command to save Privileged mode configurations.

- **Configuration:** Configuration mode commands allow you to change the current configuration of utilities on a vShield virtual machine. You can access Configuration mode from Privileged mode. From Configuration mode, you can enter Interface configuration mode.
- **Interface Configuration:** Interface Configuration mode commands allow you to change the configuration of virtual machine interfaces. For example, you can change the IP address and IP route for the management port of the vShield Manager.

CLI Syntax

Run commands at the prompt as shown. Do not type the (), <>, or [] symbols.

command A.B.C.D (option1 | option2) <0-512> [word]

- Text and numerical values that must be entered are italicized.
- Multiple, required keywords or values are enclosed in parentheses and separated by a pipe character.
- Required value and numerical ranges are enclosed in angle brackets.
- An optional keyword or value is enclosed in square brackets.

Moving Around in the CLI

The following commands move the pointer around on the command line.

Keystrokes	Description
CTRL+A	Moves the pointer to beginning of the line.
CTRL+B or the left arrow key	Moves the pointer back one character.
CTRL+C	Ends any operation that continues to propagate, such as a ping.
CTRL+D	Deletes the character at the pointer.
CTRL+E	Moves the pointer to end of the line.
CTRL+F or the right arrow key	Moves the pointer forward one character.
CTRL+K	Deletes all characters from the pointer to the end of the line.
CTRL+N or the down arrow key	Displays more recent commands in the history buffer after recalling commands with CTRL+P (or the up arrow key). Repeat to recall other recently run commands.
CTRL+P or the up arrow key	Recalls commands in the history, starting with the most recent completed command. Repeat to recall successively older commands.
CTRL+U	Deletes all characters from the pointer to beginning of the line.
CTRL+W	Deletes the word to the left of pointer.
ENTER	Scrolls down one line.
ESC+B	Moves the pointer back one word.
ESC+D	Deletes all characters from the pointer to the end of the word.
ESC+F	Moves the pointer forward one word.
SPACE	Scrolls down one screen.

Getting Help within the CLI

The CLI contains the following commands for assisting your use.

Command	Description
?	Moves the pointer to the beginning of the line.
sho?	Displays a list of commands that begin with a particular character string.
exp+TAB	Completes a partial command name.
show ?	Lists the associated keywords of a command.
show log ?	Lists the associated arguments of a keyword.
list	Displays the verbose options of all commands for the current mode.

Securing CLI User Accounts and the Privileged Mode Password

You must manage CLI user accounts separately on each vShield virtual machine. By default, you use the admin user account to log in to the CLI of each vShield virtual machine. The CLI admin account and password are separate from the vShield Manager user interface admin account and password.

You should create a new CLI user account and remove the admin account to secure access to the CLI on each vShield virtual machine.

User account management in the CLI conforms to the following rules.

- You can create CLI user accounts. Each created user account has administrator-level access to the CLI.
- You cannot change the password for any CLI user account on a vShield Manager or vShield App virtual machine. If you need to change a CLI user account password, you must delete the user account, and then re-add it with a new password. You can change the password of any non-admin account on the vShield Edge.

The CLI admin account password and the Privileged mode password are managed separately. The default Privileged mode password is the same for each CLI user account. You should change the Privileged mode password to secure access to the CLI configuration options.

IMPORTANT Each vShield virtual machine has two built-in CLI user accounts for system use: nobody and vs_comm. Do not delete or modify these accounts. If these accounts are deleted or modified, the virtual machine will not work.

Add a CLI User Account

You can add a user account with a strong password to secure CLI access to each vShield virtual machine. After adding a user account, you should delete the admin user account.

To add a CLI user account

- 1 Log in to the vSphere Client.
- 2 Select a vShield virtual machine from the inventory.
- 3 Click the **Console** tab to open a CLI session.
- 4 Log in by using the admin account.

```
manager login: admin
password:
manager>
```

- 5 Switch to Privileged mode.

```
manager> enable
password:
manager#
```

- 6 Switch to Configuration mode.

```
manager# configure terminal
```
- 7 Add a user account.

```
manager(config)# user root password plaintext password
```
- 8 Save the configuration.

```
manager(config)# write memory
Building Configuration...
Configuration saved.
[OK]
```
- 9 Exit the CLI.

```
manager(config)# exit
manager# exit
```

Delete the admin User Account from the CLI

After adding a CLI user account, you can delete the admin user account to secure access to the CLI.

IMPORTANT Do not delete the admin user account until you add a user account to replace the admin account. This prevents you from being locked out of the CLI.

To delete the admin user account

- 1 Log in to the vSphere Client.
- 2 Select a vShield virtual machine from the inventory.
- 3 Click the **Console** tab to open a CLI session.
- 4 Log in by using a user account other than admin.
- 5 Switch to Privileged mode.
- 6 Switch to Configuration mode.
- 7 Delete the admin user account.

```
manager(config)# no user admin
```
- 8 Save the configuration.
- 9 Run the `exit` command twice to log out of the CLI.

Change the CLI Privileged Mode Password

You can change the Privileged mode password to secure access to the configuration options of the CLI.

To change the Privileged mode password

- 1 Log in to the vSphere Client.
- 2 Select a vShield virtual machine from the inventory.
- 3 Click the **Console** tab to open a CLI session.
- 4 Log in to the CLI.
- 5 Switch to Privileged mode.
- 6 Switch to Configuration mode.
- 7 Change the Privileged mode password.

```
manager(config)# enable password (hash | plaintext) password
```

- 8 Save the configuration.
- 9 Run the exit command twice to log out of the CLI.
- 10 Log in to the CLI.
- 11 Switch to Privileged mode by using the new password.

Command Reference

The command reference details each CLI command, including syntax, usage, and related commands.

- [“Administrative Commands”](#) on page 93
- [“CLI Mode Commands”](#) on page 94
- [“Configuration Commands”](#) on page 97
- [“Debug Commands”](#) on page 104
- [“Show Commands”](#) on page 108
- [“Diagnostics and Troubleshooting Commands”](#) on page 125
- [“User Administration Commands”](#) on page 128
- [“Terminal Commands”](#) on page 129
- [“Deprecated Commands”](#) on page 131

Administrative Commands

list

Lists all in-mode commands.

Syntax

```
list
```

CLI Mode

Basic, Privileged, Configuration, Interface Configuration

Example

```
vShieldMgr> list
enable
exit
list
ping WORD
quit
show interface
show ip route
ssh WORD
telnet WORD
telnet WORD PORT
traceroute WORD
...
```

reboot

Reboots a vShield virtual machine. You can also reboot a vShield App from the vShield Manager user interface. See [“Restart a vShield App”](#) on page 65.

Syntax

```
reboot
```

CLI Mode

Privileged

Example

vShield# reboot

Related Commands

shutdown

shutdown

In Privileged mode, the `shutdown` command powers off the virtual machine. In Interface Configuration mode, the `shutdown` command disables the interface.

To enable a disabled interface, use `no` before the `shutdown` command.

Syntax

[no] shutdown

CLI Mode

Privileged, Interface Configuration

Example

vShield# shutdown

or

```
vShield(config)# interface mgmt
vShield(config-if)# shutdown
vShield(config-if)# no shutdown
```

Related Commands

reboot

CLI Mode Commands**configure terminal**

Switches to Configuration mode from Privileged mode.

Syntax

configure terminal

CLI Mode

Privileged

Example

```
vShield# configure terminal
vShield(config)#
```

Related Commands

interface

disable

Switches to Basic mode from Privileged mode.

Syntax

disable

CLI Mode

Basic

Example

```
vShield# disable  
vShield>
```

Related Commands

enable

enable

Switches to Privileged mode from Basic mode.

Syntax

enable

CLI Mode

Basic

Example

```
vShield> enable  
password:  
vShield#
```

Related Commands

disable

end

Ends the current CLI mode and switches to the previous mode.

Syntax

end

CLI Mode

Basic, Privileged, Configuration, and Interface Configuration

Example

```
vShield# end  
vShield>
```

Related Commands

exit

quit

exit

Exits from the current mode and switches to the previous mode, or exits the CLI session if run from Privileged or Basic mode.

Syntax

exit

CLI Mode

Basic, Privileged, Configuration, and Interface Configuration

Example

```
vShield(config-if)# exit
vShield(config)# exit
vShield#
```

Related Commands

```
end
quit
```

interface

Switches to Interface Configuration mode for the specified interface.

To delete the configuration of an interface, use `no` before the command.

Syntax

```
[no] interface (mgmt | p0 | u0)
```

Option	Description
mgmt	The management port on a vShield virtual machine.
p0	vShield App p0 interface.
u0	vShield App u0 interface.

CLI Mode

Configuration

Example

```
vShield# configure terminal
vShield(config)# interface mgmt
vShield(config-if)#
or
vShield(config)# no interface mgmt
```

Related Commands

```
show interface
```

quit

Quits Interface Configuration mode and switches to Configuration mode, or quits the CLI session if run from Privileged or Basic mode.

Syntax

```
quit
```

CLI Mode

Basic, Privileged, and Interface Configuration

Example

```
vShield(config-if)# quit
vShield(config)#
```

Related Commands

```
end
exit
```

Configuration Commands

clear vmwall rules

Resets the firewall rule set on a vShield App to the default rule set. This is a temporary condition that can be used to troubleshoot firewall issues. You can restore the firewall rule set by performing a force sync operation for the vShield App from the vShield Manager. For more information on forcing synchronization, see [“Force a vShield App to Synchronize with the vShield Manager”](#) on page 64.

Syntax

```
clear vmwall rules
```

CLI Mode

Privileged

Usage Guidelines

vShield App CLI

Example

```
manager# clear vmwall rules
```

Related Commands

```
show vmwall log
```

```
show vmwall rules
```

cli ssh allow

Enable or disable access to the CLI via SSH session.

Syntax

```
[no] cli ssh allow
```

CLI Mode

Configuration

Usage Guidelines

Use this command with the `ssh` command to allow or disallow CLI access via SSH.

Example

```
manager(config)# ssh start
manager(config)# cli ssh allow
```

Related Commands

```
ssh
```

copy running-config startup-config

Copies the current system configuration to the startup configuration. You can also copy and save the running CLI configuration of a vShield App from the vShield Manager user interface. See [“Back Up the Running CLI Configuration of a vShield App”](#) on page 64.

Syntax

```
copy running-config startup-config
```

CLI Mode

Privileged

Example

```
manager# copy running-config startup-config
Building Configuration...
Configuration saved.
[OK]
```

Related Commands

```
show running-config
show startup-config
```

database erase

Erases the vShield Manager database, resetting the database to factory defaults. This command clears all configuration data from the vShield Manager user interface, including vShield App configurations, event data, and so forth. The vShield Manager CLI configuration is not affected by this command.

Syntax

```
database erase
```

CLI Mode

Privileged

Usage Guidelines

vShield Manager CLI

Example

```
manager# database erase
```

enable password

Changes the Privileged mode password. You should change the Privileged mode password for each vShield virtual machine. CLI user passwords and the Privileged mode password are managed separately. The Privileged mode password is the same for each CLI user account.

Syntax

```
enable password (hash | plaintext) password
```

Option	Description
hash	Masks the password by using the MD5 hash. You can view and copy the provided MD5 hash by running the <code>show running-config</code> command.
plaintext	Keeps the password unmasked.
<i>password</i>	Password to use. The default password is default.

CLI Mode

Configuration

Example

```
vShield# configure terminal
vShield(config)# enable password plaintext abcd123
```

Related Commands

```
enable
```

hostname

Changes the name of the CLI prompt. The default prompt name for the vShield Manager is `manager`, and the default prompt name for the vShield App is `vShield`.

Syntax

```
hostname word
```

Option	Description
<i>word</i>	Prompt name to use.

CLI Mode

Configuration

Example

```
vShield(config)# hostname vs123
vs123(config)#
```

ip address

Assigns an IP address to an interface. On the vShield virtual machines, you can assign an IP addresses to the `mgmt` interface only.

To remove an IP address from an interface, use `no` before the command.

Syntax

```
[no] ip address A.B.C.D/M
```

Option	Description
<i>A.B.C.D</i>	IP address to use.
<i>M</i>	Subnet mask to use.

CLI Mode

Interface Configuration

Example

```
vShield(config)# interface mgmt
vShield(config-if)# ip address 192.168.110.200/24
```

or

```
vShield(config)# interface mgmt
vShield(config-if)# no ip address 192.168.110.200/24
```

Related Commands

```
show interface
```

ip name server

Identifies a DNS server to provide address resolution service. You can also identify one or more DNS servers by using the vShield Manager user interface. See [“Identify DNS Services”](#) on page 22.

To remove a DNS server, use `no` before the command.

Syntax

```
[no] ip name server A.B.C.D
```

Option	Description
<i>A.B.C.D</i>	IP address to use.

CLI Mode

Configuration

Example

```
vShield(config)# ip name server 192.168.1.3
```

or

```
vShield(config)# no ip name server 192.168.1.3
```

ip route

Adds a static route.

To delete an IP route, use **no** before the command.

Syntax

```
[no] ip route A.B.C.D/M W.X.Y.Z
```

Option	Description
<i>A.B.C.D</i>	IP address to use.
<i>M</i>	Subnet mask to use.
<i>W.X.Y.Z</i>	IP address of network gateway.

CLI Mode

Configuration

Example

```
vShield# configure terminal
```

```
vShield(config)# ip route 0.0.0.0/0 192.168.1.1
```

or

```
vShield(config)# no ip route 0.0.0.0/0 192.168.1.1
```

Related Commands

```
show ip route
```

manager key

Sets a shared key for authenticating communication between a vShield App and the vShield Manager. You can set a shared key on any vShield App. This key must be entered during vShield App installation. If the shared key between a vShield App and the vShield Manager is not identical, the service cannot install and is inoperable.

Syntax

```
manager key key
```

Option	Description
<i>key</i>	The key that the vShield App and vShield Manager must match.

CLI Mode

Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# manager key abc123
```

Related Commands

setup

ntp server

Identifies a Network Time Protocol (NTP) server for time synchronization service. Initial NTP server synchronization might take up to 15 minutes. From the vShield Manager user interface, you can connect to an NTP server for time synchronization. See [“Set the vShield Manager Date and Time”](#) on page 23.

All vShield App instances use the NTP server configuration of the vShield Manager. You can use this command to connect a vShield App to an NTP server not used by the vShield Manager.

To remove the NTP server, use **no** before the command.

Syntax

```
[no] ntp server (hostname | A.B.C.D)
```

Option	Description
<i>hostname</i>	Hostname of the NTP server.
<i>A.B.C.D</i>	IP address of NTP server.

CLI Mode

Configuration

Usage Guidelines

vShield App CLI

Example

```
vShield# configure terminal
vShield(config)# ntp server 10.1.1.113
```

or

```
vShield# configure terminal
vShield(config)# no ntp server
```

Related Commands

show ntp

set clock

Sets the date and time. From the vShield Manager user interface, you can connect to an NTP server for time synchronization. All vShield App instances use the NTP server configuration of the vShield Manager. You should use this command if you meet one of the following conditions.

- You cannot connect to an NTP server.
- You frequently power off and power on a vShield App, such as in a lab environment. A vShield App can become out of sync with the vShield Manager when it is frequently power on and off.

Syntax

```
set clock HH:MM:SS MM DD YYYY
```

Option	Description
<i>HH:MM:SS</i>	Hours:minutes:seconds
<i>MM</i>	Month
<i>DD</i>	Day
<i>YYYY</i>	Year

CLI Mode

Privileged

Example

```
vShield(config)# set clock 00:00:00 08 28 2009
```

Related Commands

```
ntp server
```

```
show clock
```

```
show ntp
```

setup

Opens the CLI initialization wizard for vShield virtual machine installation. You configure multiple settings by using this command. You run the **setup** command during vShield Manager installation and manual installation of vShield App instances. Press ENTER to accept a default value.

Syntax

```
setup
```

CLI Mode

Basic

Usage Guidelines

The **Manager** key option is applicable to vShield App setup only.

Example

```
manager(config)# setup
Default settings are in square brackets '[]'.
Hostname [manager]:
IP Address (A.B.C.D or A.B.C.D/MASK): 192.168.0.253
Default gateway (A.B.C.D): 192.168.0.1
Old configuration will be lost, and system needs to be rebooted
Do you want to save new configuration (y/[n]): y
Please log out and log back in again.
```

```
manager>
```

ssh

Starts or stops the SSH service on a vShield virtual appliance.

Syntax

```
ssh (start | stop)
```

CLI Mode

Configuration

Usage Guidelines

Starting the SSH service and enabling CLI access via SSH (`cli ssh allow`) allows user to access the CLI via SSH.

Example

```
manager(config)# ssh start
manager(config)# cli ssh allow
```

or

```
manager(config)# no cli ssh allow
manager(config)# ssh stop
```

Related Commands

```
cli ssh allow
```

syslog

Identifies a syslog server to which a vShield virtual machine can send system events. You can also identify one or more syslog servers by using the vShield Manager user interface. See [“Send vShield App System Events to a Syslog Server”](#) on page 63.

To disable syslog export, use `no` before the command.

Syntax

```
[no] syslog (hostname | A.B.C.D)
```

Option	Description
<i>hostname</i>	Hostname of the syslog server.
<i>A.B.C.D</i>	IP address of syslog server.

CLI Mode

Configuration

Example

```
vShield(config)# syslog 192.168.1.2
```

Related Commands

```
show syslog
```

write

Writes the running configuration to memory. This command performs the same operation as the `write memory` command.

Syntax

```
write
```

CLI Mode

Privileged

Example

```
manager# write
```

Related Commands

`write memory`

write erase

Resets the CLI configuration to factory default settings.

Syntax

`write erase`

CLI Mode

Privileged

Example

`manager# write erase`

write memory

Writes the current configuration to memory. This command is identical to the `write` command.

Syntax

`write memory`

CLI Mode

Privileged, Configuration, and Interface Configuration

Example

`manager# write memory`

Related Commands

`write`

Debug Commands**debug copy**

Copies one or all packet trace or tcpdump files and exports them to a remote server. You must enable the `debug packet capture` command before you can copy and export files.

Syntax

`debug copy (scp|ftp) URL (packet-traces | tcpdumps) (filename | all)`

Option	Description
<code>scp</code>	Use SCP as transport protocol.
<code>ftp</code>	Use FTP as transport protocol.
<code>URL</code>	Add a URL in the format <code>userid@<ip_address>:<directory></code> . For example: <code>admin@10.10.1.10:/tmp</code>
<code>packet-traces</code>	Copy and export packet traces.
<code>tcpdumps</code>	Copy and export system tcpdumps.
<code>filename</code>	Identify a specific packet trace or tcpdump file to export.
<code>all</code>	Copy and export all packet trace or tcpdump files.

CLI Mode

Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# debug copy ftp 192.168.1.1 tcpdumps all
```

Related Commands

debug packet capture

debug remove

debug show files

debug packet capture

Captures all packets processed by a vShield App, similar to a tcpdump. Enabling this command can slow vShield App performance. Packet debug capture is disabled by default.

To disable packet capture, use `no` before the command.

Syntax

```
[no] debug packet capture (segment 0 | interface (mgmt | u0 | p0)) [expression]
```

Option	Description
segment 0	The segment on the vShield App for which the debug function captures tcpdump information. Segment 0 is the only active segment. Segments 1 and 2 have been deprecated.
interface (mgmt u0 p0)	The specific interface from which to capture packets. Interface p1, u1, p2, u2, p3, and u3 have been deprecated.
<i>expression</i>	A tcpdump-formatted string. You must use an underscore between words in the expression.

CLI Mode

Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# debug packet capture segment 0 host_10.10.11.11_port_8
```

Related Commands

debug copy

debug packet display interface

debug packet display interface

Displays all packets captured by a vShield App or vShield Edge interface, similar to a tcpdump. Enabling this command can impact vShield App or vShield Edge performance.

To disable the display of packets, use `no` before the command.

Syntax

vShield App

[no] debug packet display interface (mgmt | u0 | p0) [*expression*]

Option	Description
mgmt u0 p0	The specific vShield App interface from which to capture packets.
<i>expression</i>	A tcpdump-formatted string. You must use an underscore between words in the expression.

vShield Edge

[no] debug packet display interface (intif | extif) [*expression*]

Option	Description
intif extif	The specific vShield Edge interface from which to capture packets.
<i>expression</i>	A tcpdump-formatted string. You must use an underscore between words in the expression.

CLI Mode

Privileged

Usage Guidelines

vShield App or vShield Edge CLI

Example

vShield# debug packet display interface mgmt host_10.10.11.11_and_port_80

Related Commands

debug copy

debug packet capture

debug remove

Removes one or all packet trace or tcpdump files from a vShield App.

Syntaxdebug remove (packet-traces|tcpdumps) (*filename*|all)

Option	Description
packet-traces	Remove one or all packet trace files.
tcpdumps	Remove one or all tcpdump files.
<i>filename</i>	Identify a specific packet trace or tcpdump file to export.
all	Remove all packet trace or tcpdump files.

CLI Mode

Privileged

Usage Guidelines

vShield App CLI

Example

vShield# debug remove tcpdumps all

Related Commands

debug copy
 debug packet capture

debug service

Enables logging for a service, noting the specific engine for the service and the severity of events to log. You can run the `show services` command to view the list of running services.

To disable logging for a specific service, use `no` before the command.

Syntax

```
[no] debug service (ice|sysmgr|vdb|word) (low|medium|high)
```

Option	Description
<i>service</i>	Name of the service.
<i>ice</i>	vShield App protocol decoding engine.
<i>sysmgr</i>	vShield App system manager.
<i>vdb</i>	Deprecated.
<i>word</i>	Reserved for technical support.
<i>low</i>	Low severity events.
<i>medium</i>	Medium severity events.
<i>high</i>	High severity events.

CLI Mode

Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# debug 2050001_SAFLOW-FTPD-Dynamic-Port-Detection sysmgr high
```

Related Commands

show services

debug service flow src

Debugs messages for a service that is processing traffic between a specific source-to-destination pair. You can run the `show services` command to view the list of running services.

To disable logging, use `no` before the command.

Syntax

```
[no] debug service flow src A.B.C.D/M:P dst W.X.Y.Z/M:P
```

Option	Description
<i>service</i>	The name of the service.
<i>A.B.C.D</i>	Source IP address to use.
<i>M</i>	Source subnet mask to use.
<i>P</i>	Source port to use.
<i>W.X.Y.Z</i>	Destination IP address of use.

Option	Description
<i>M</i>	Destination subnet mask to use.
<i>P</i>	Destination port to use.

CLI Mode

Privileged

Usage Guidelines

vShield App CLI. A source or destination value of 0.0.0.0/0:0 matches all values.

Example

```
vShield# debug 2050001_SAFLOW-FTPD-Dynamic-Port-Detection src 192.168.110.199/24:1234 dst
192.168.110.200/24:4567
```

Related Commands

show services

debug show files

Shows the tcpdump files that have been saved.

Syntax

debug show files

CLI Mode

Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield_Zones_host_49_269700# debug show files
total 0
-rw-r--r-- 1 0 Jun 23 16:04 tcpdump.d0.0
```

Related Commands

debug copy

debug remove

Show Commands**show alerts**

Shows system alerts as they relate to the protocol decoders or network events. If no alerts have been raised, no output is returned.

Syntax

show alerts (vulnerability|decoder|events)

Option	Description
vulnerability	Deprecated.
decoder	Alerts raised by protocol decoder errors.
events	Alerts raised by network events.

CLI Mode

Basic, Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# show alerts events
IP address      HW type  Flags  HW address      Mask  Device
192.0.2.130     0x1     0x6    00:00:00:00:00:81  *    virteth1
192.168.110.1   0x1     0x2    00:0F:90:D5:36:C1  *    mgmt
```

show arp

Shows the contents of the ARP cache.

Syntax

show arp

CLI Mode

Basic, Privileged

Example

```
vShield# show arp
IP address      HW type  Flags  HW address      Mask  Device
192.0.2.130     0x1     0x6    00:00:00:00:00:81  *    virteth1
192.168.110.1   0x1     0x2    00:0F:90:D5:36:C1  *    mgmt
```

show clock

Shows the current time and date of the virtual machine. If you use an NTP server for time synchronization, the time is based on Coordinated Universal Time (UTC).

Syntax

show clock

CLI Mode

Basic, Privileged

Example

```
vShield# show clock
Wed Feb  9 13:04:50 UTC 2005
```

Related Commands

ntp server

set clock

show configuration

Shows either the current global configuration or the configuration for a specified service on a vShield Edge.

Syntax

show configuration (dhcp | firewall | ipsec | lb | nat | syslog | system)

Option	Description
dhcp	Show the current DHCP configuration.
firewall	Show the current firewall configuration.

Option	Description
ipsec	Show the current VPN configuration.
lb	Show the current Load Balancer configuration.
nat	Show the current NAT configuration.
syslog	Show the current syslog configuration.
system	Show the current global configuration.

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vShieldEdge# show configuration system
```

show debug

Show the debug processes that are enabled. You must enable a debug path by running the `debug packet` or one of the `debug service` commands.

Syntax

```
show debug
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# show debug
No debug logs enabled
```

Related Commands

```
debug service
```

```
debug service flow src
```

show ethernet

Shows Ethernet information for virtual machine interfaces.

Syntax

```
show ethernet
```

CLI Mode

Basic, Privileged

Example

```
vShield# show ethernet
Settings for mgmt:
  Supported ports: [ TP ]
  Supported link modes: 10baseT/Half 10baseT/Full
                       100baseT/Half 100baseT/Full
                       1000baseT/Full
  Supports auto-negotiation: Yes
  Advertised link modes: 10baseT/Half 10baseT/Full
                       100baseT/Half 100baseT/Full
                       1000baseT/Full
  Advertised auto-negotiation: Yes
  Speed: 100Mb/s
  Duplex: Full
```

show filesystem

Shows the hard disk drive capacity for a vShield virtual machine. vShield App instances have one disk drive; the vShield Manager has two disk drives.

Syntax

```
show filesystem
```

CLI Mode

Basic, Privileged

Example

```
vShield# show filesystem
Filesystem      Size  Used Avail Use% Mounted on
/dev/hda3       4.9G  730M  3.9G  16% /
/dev/hda6       985M   17M  919M   2% /tmp
/dev/hda7       24G   1.7G  21G   8% /common
```

show gateway rules

Shows the current IP rules running on the vShield App.

Syntax

```
show gateway rules
```

CLI Mode

Privileged

Example

```
vShield# show gateway rules
bufsz:8192 inadequate for all rules; new bufsz = 9980
size of rule_details = 36
Kernel Rules Begin

Proxy Id = 0, Service Name = proxy-unused, Num Threads = 0 ACTION=FORWARD

Proxy Id = 1, Service Name = proxy-zombie, Num Threads = 0 ACTION=FORWARD

Proxy Id = 2, Service Name = vproxy-forward-allow, Num Threads = 0 ACTION=VPROXY

Proxy Id = 3, Service Name = vproxy-reverse-allow, Num Threads = 0 ACTION=UNKNOWN

...
```

show hardware

Shows the components of the vShield virtual machine.

Syntax

```
show hardware
```

CLI Mode

Basic, Privileged

Example

```
manager# show hardware
-[0000:00]--+00.0 Intel Corporation 440BX/ZX/DX - 82443BX/ZX/DX Host bridge
      +-01.0-[0000:01]--
      +-07.0 Intel Corporation 82371AB/EB/MB PIIX4 ISA
      +-07.1 Intel Corporation 82371AB/EB/MB PIIX4 IDE
      +-07.3 Intel Corporation 82371AB/EB/MB PIIX4 ACPI
      +-07.7 VMware Inc Virtual Machine Communication Interface
      +-0f.0 VMware Inc Abstract SVGA II Adapter
      +-10.0 BusLogic BT-946C (BA80C30) [MultiMaster 10]
      +-11.0-[0000:02]----00.0 Intel Corporation 82545EM Gigabit Etherne
t Controller (Copper)
      +-15.0-[0000:03]--
...

```

show hostname

Shows the current hostname for a vShield Edge.

Syntax

```
show hostname
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vshieldEdge# show hostname
```

show interface

Shows the status and configuration for all interfaces or a single interface. You can also view interface statistics for a vShield App from the vShield Manager user interface. See [“View the Current System Status of a vShield App”](#) on page 64.

Syntax

```
show interface [mgmt | p0 | u0]
```

Option	Description
mgmt	Management interface
p0	vShield App P0 interface
u0	vShield App port U0 interface

CLI Mode

Basic, Privileged

Example

```

manager# show interface mgmt
Interface mgmt is up, line protocol is up
  index 1 metric 1 mtu 1500 <UP,BROADCAST,RUNNING,MULTICAST>
  HWaddr: 00:50:56:9e:7a:60
  inet 10.115.216.63/22 broadcast 10.115.219.255
  Auto-duplex (Full), Auto-speed (1000Mb/s)
    input packets 5492438, bytes 2147483647, dropped 0, multicast packets 0
    input errors 0, length 0, overrun 0, CRC 0, frame 0, fifo 0, missed 0
    output packets 2754582, bytes 559149291, dropped 0
    output errors 0, aborted 0, carrier 0, fifo 0, heartbeat 0, window 0

```

Related Commands

interface

show ip addr

Shows the protocol addresses configured on a vShield Edge for all devices.

Syntax

show ip addr

CLI Mode

Basic, Privileged

Example

```
vShield# show ip addr
```

show ip route

Shows the IP routing table.

Syntax

show ip route [*A.B.C.D/M*]

Option	Description
<i>A.B.C.D</i>	IP address to use.
<i>M</i>	Subnet mask to use.

CLI Mode

Basic, Privileged

Example

```

vShield# show ip route
Codes: K - kernel route, C - connected, S - static,
       > - selected route, * - FIB route

```

```

S>* 0.0.0.0/0 [1/0] via 192.168.110.1, mgmt
C>* 192.168.110.0/24 is directly connected, mgmt

```

Related Commands

ip route

show iptables

Shows the IP routing table.

Syntax

```
show iptables [filter | mangle | nat | raw]
```

Option	Description
filter	Show the packet filtering table.
mangle	Show the mangle table. The mangle table is responsible for modification of the TCP packet QoS bits before routing occurs.
nat	Show the NAT table. NAT facilitates the transformation of the destination IP address to be compatible with the firewall's routing table.
raw	Show the raw table. The raw table is used to set a mark on packets that should not be handled by the connection tracking system.

CLI Mode

Basic, Privileged

Example

```
vShield# show iptables
```

show kernel message

Shows the last 10 kernel messages for a vShield Edge.

Syntax

```
show kernel message
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vshieldEdge# show kernel message
```

Related Commands

```
show kernel message last
```

show kernel message last

Shows last *n* kernel messages for a vShield Edge.

Syntax

```
show kernel message last n
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vshieldEdge# show kernel message last 20
```

Related Commands

```
show kernel message
```

show log

Shows the system log.

Syntax

```
show log [follow | reverse]
```

Option	Description
follow	Update the displayed log every 5 seconds.
reverse	Show the log in reverse chronological order.

CLI Mode

Basic, Privileged

Example

```
vShield# show log
Aug  7 17:32:37 vShield_118 syslog-ng[27397]: Configuration reload request received, reloading
configuration;
Aug  7 17:32:37 vShield_118 udev[21427]: removing device node '/dev/vcs12'
Aug  7 17:32:37 vShield_118 udev[21429]: removing device node '/dev/vcsa12'
Aug  7 17:32:37 vShield_118 udev[21432]: creating device node '/dev/vcs12'
Aug  7 17:32:37 vShield_118 udev[21433]: creating device node '/dev/vcsa12'
Aug  7 17:33:37 vShield_118 ntpdate[21445]: adjust time server 10.115.216.84 offset 0.011031 sec
Aug  7 17:34:37 vShield_118 ntpdate[21466]: adjust time server 10.115.216.84 offset 0.002739 sec
Aug  7 17:35:37 vShield_118 ntpdate[21483]: adjust time server 10.115.216.84 offset 0.010884 sec
...
```

Related Commands

```
show log alerts
```

```
show log events
```

```
show log last
```

show log alerts

Shows the log of firewall rule alerts.

Syntax

```
show log alerts
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# show log alerts
```

Related Commands

```
show log
```

show log events

Shows the log of vShield App system events.

Syntax

```
show log events
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield App CLI

Example

vShield# show log events

Related Commands

show log

show log lastShows last *n* lines of the log.**Syntax**show log last *n*

Option	Description
<i>n</i>	number of log lines to display

CLI Mode

Basic, Privileged

Example

```
vShield# show log last 2
Feb  9 12:30:55 localhost ntpdate[24503]: adjust time server 192.168.110.199 off
set -0.000406 sec
Feb  9 12:31:54 localhost ntpdate[24580]: adjust time server 192.168.110.199 off
set -0.000487 sec
```

Related Commands

show log

show manager log

Shows the system log of the vShield Manager.

Syntax

show manager log [follow | reverse]

Option	Description
follow	Update the displayed log every 5 seconds.
reverse	Show the log in reverse chronological order.

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Manager CLI

Example

```
vShield# show manager log
SEM Debug Nov 15, 2005 02:46:23 PM PropertyUtils Prefix:applicationDir
```

```
SEM Debug Nov 15, 2005 02:46:23 PM PropertyUtils Props Read:[]
SEM Info Nov 15, 2005 02:46:23 PM RefreshDb UpdateVersionNumbers info does not exist
```

```
SEM Debug Nov 15, 2005 02:46:23 PM RefreshDb Applications: []
SEM Info Nov 15, 2005 02:46:23 PM RefreshDb Compiler version pairs found: []
```

Related Commands

```
show manager log last
```

show manager log last

Shows the last *n* number of events in the vShield Manager log.

Syntax

```
show manager log last n
```

Option	Description
<i>n</i>	Number of events to display.

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Manager CLI

Example

```
manager# show manager log last 10
```

Related Commands

```
show manager log
```

show ntp

Shows the IP address of the network time protocol (NTP) server. You set the NTP server IP address by using the vShield Manager user interface.

Syntax

```
show ntp
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Manager CLI

Example

```
manager# show ntp
NTP server: 192.168.110.199
```

Related Commands

```
ntp server
```

show process

Shows information related to vShield Edge processes.

Syntax

```
show process (list | monitor)
```

Option	Description
list	List all currently running processes on the vShield Edge.
monitor	Continuously monitor the list of processes.

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vShieldEdge# show process list
```

show route

Shows the current routes configured on a vShield Edge.

Syntax

```
show route
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vShieldEdge# show route
```

show running-config

Shows the current running configuration.

Syntax

```
show running-config
```

CLI Mode

Basic, Privileged

Example

```
vShield# show running-config
Building configuration...
```

```
Current configuration:
!
segment 0 default bypass
!
```

Related Commands

```
copy running-config startup-config
```

```
show startup-config
```

show service

Shows the status of the specified vShield Edge service.

Syntax

```
show service (dhcp | ipsec | lb)
```

Option	Description
dhcp	Show the status of the DHCP service.
ipsec	Show the status of the VPN service.
lb	Show the status of the Load Balancer service.

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vShieldEdge# show service dhcp
```

show service statistics

Shows the current status of all services on a vShield Edge. Details include the running status for VPN and the Load Balancer, DHCP leases, and iptable entries for firewall and NAT.

Syntax

```
show service statistics
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vShieldEdge# show service statistics
```

show services

Shows the services protected by a vShield App.

Syntax

```
show services
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield App CLI. In the example, 2050001_SAFLOW-FTPD-Dynamic-Port-Detection is the full name of a service. You must copy and paste this string into the `debug service` command as the service name.

Example

```
vShield# show services
nproxy_D_T_0001 is ACTIVE
    56 - 2050001_SAFLOW-FTPD-Dynamic-Port-Detection
    57 - 2050001_SAFLOW-MSRPC-Dynamic-Port-Detection
    58 - 2050001_SAFLOW-ORACLE-Dynamic-Port-Detection-Reverse
    59 - 2050001_SAFLOW-FTPD-Dynamic-Port-Detection-Reverse
    60 - 2050001_SAFLOW-SUNRPC-Dynamic-Port-Detection
    61 - 2050001_SAFLOW-MSRPC-Dynamic-Port-Detection-Reverse
    62 - 2050001_SAFLOW-SUNRPC-Dynamic-Port-Detection-Reverse
    63 - 2050001_SAFLOW-ORACLE-Dynamic-Port-Detection
    64 - 2050001_SAFLOW-Generic-Single-Session-Inverse-Attached
    65 - 2050001_SAFLOW-Generic-Single-Session-Forward-Attached
```

Related Commands

```
debug service
```

```
debug service flow src
```

show session-manager counters

Shows historical statistics on the sessions processed by a vShield App, such as the number of SYNs received, the number of re-transmitted SYNs, and so forth.

Syntax

```
show session-manager counters
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# show session-manager counters
sa_tcp_sockets_allocated_high_water_mark 8
sa_tcp_tw_count_high_water_mark 3
SA_TCP_STATS_OpenreqCreated 61
SA_TCP_STATS_SockCreated 61
SA_TCP_STATS_NewSynReceived 61
SA_TCP_STATS_RetransSynReceived 0
```

Related Commands

```
show session-manager sessions
```

show session-manager sessions

Shows the current sessions in process on a vShield App.

Syntax

```
show session-manager sessions
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# show session-manager sessions
Active Internet connections (servers and established)
Proto Recv-Q Send-Q Local Address           Foreign Address         State
tcp      0      0 0.0.0.0:2601            0.0.0.0:*              LISTEN
tcp      0      0 0.0.0.0:7060            0.0.0.0:*              LISTEN
V_Listen
tcp      0      0 192.168.110.229:46132  0.0.0.0:*              LISTEN
```

Related Commands

```
show session-manager counters
```

show slots

Shows the software images on the slots of a vShield virtual machine. Boot indicates the image that is used to boot the virtual machine.

Syntax

```
show slots
```

CLI Mode

Basic, Privileged

Example

```
manager# show slots

Recovery: System Recovery v0.3.2
Slot 1:   13Aug09-09.49PDT
Slot 2:   * 16Aug09-23.52PDT (Boot)
```

show stacktrace

Shows the stack traces of failed components. If no components have failed, no output is returned.

Syntax

```
show stacktrace
```

CLI Mode

Basic, Privileged

Example

```
vShield# show stacktrace
```

show startup-config

Shows the startup configuration.

Syntax

```
show startup-config
```

CLI Mode

Basic, Privileged

Example

```
vShield# show startup-config
```

Related Commands

```
copy running-config startup-config
```

```
show running-config
```

show syslog

Shows the syslog configuration.

Syntax

```
show syslog
```

CLI Mode

Basic, Privileged

Example

```
vShield# show syslog
*.* -/var/log/messages
*.emerg /dev/tty1
```

Related Commands

```
syslog
```

show system events

Shows the latest vShield Edge system events which have not yet been read by the vShield Manager.

Syntax

```
show system events [follow | reverse]
```

Option	Description
follow	Update the displayed log every 5 seconds.
reverse	Show the log in reverse chronological order.

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vShieldEdge# show system events
```

show system load

Shows the average processing load on a vShield Edge.

Syntax

```
show system memory
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vShield# show system mem
MemTotal:      2072204 kB
MemFree:       1667248 kB
Buffers:       83120 kB
```

show system memory

Shows the summary of memory utilization.

Syntax

```
show system memory
```

CLI Mode

Basic, Privileged

Example

```
vShield# show system mem
MemTotal:      2072204 kB
MemFree:       1667248 kB
Buffers:       83120 kB
```

show system network_connections

Shows the currently opened network connections and listening interfaces for a vShield Edge.

Syntax

```
show system network_connections
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vShield# show system network_connections
```

show system storage

Shows the disk usage details for a vShield Edge.

Syntax

```
show system storage
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge CLI

Example

```
vShield# show system storage
```

show system uptime

Shows the length of time the vShield virtual machine has been operational since last reboot.

Syntax

```
show system uptime
```

CLI Mode

Basic, Privileged

Example

```
vShield# show system uptime  
0 day(s), 8 hour(s), 50 minute(s), 26 second(s)
```

show version

Shows the software version currently running on the virtual machine.

Syntax

```
show version
```

CLI Mode

Basic, Privileged

Example

```
vShield# show version
```

show vmwall log

Shows the sessions that matched a firewall rule.

Syntax

```
show vmwall log [follow | reverse]
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# show vmwall log
```

Related Commands

```
show vmwall rules
```

show vmwall rules

Shows the firewall rules that are active on the vShield App.

Syntax

```
show vmwall rules
```

CLI Mode

Basic, Privileged

Usage Guidelines

vShield App CLI

Example

```
vShield# show vmwall rules
Printing VMWall Rules and IP Lists...
```

Related Commands

```
clear vmwall rules
show vmwall log
```

Diagnostics and Troubleshooting Commands**export tech-support scp**

Exports the system diagnostics to a specific location via Secure Copy Protocol (SCP). You can also export system diagnostics for a vShield virtual machine from the vShield Manager user interface. See [“Download a Technical Support Log from a Component”](#) on page 23.

Syntax

```
export tech-support scp URL
```

Option	Description
<i>URL</i>	Enter the complete path of the destination.

CLI Mode

Basic and Privileged

Example

```
vShield# export tech-support scp user123@host123:file123
```

link-detect

Enables link detection for an interface. Link detection checks the status of an interface as enabled or disabled. Link detection is enabled by default.

To disable link detection for an interface, use **no** before the command.

Syntax

```
[no] link-detect
```

CLI Mode

Interface Configuration

Example

```
vShield(config-if)# link-detect
or
vShield(config-if)# no link-detect
```

ping

Pings a destination by its hostname or IP address.

Syntax

```
ping (hostname | A.B.C.D)
```

Option	Description
<i>hostname</i> <i>A.B.C.D</i>	The hostname or IP address of the target system.

CLI Mode

Basic, Privileged

Usage Guidelines

Enter **CTRL+C** to end ping replies.

Example

```
vShield# ping 192.168.1.1
```

ping interface addr

Pings an external destination from the internal address of a virtual machine protected by a vShield Edge.

Syntax

```
ping interface addr (source hostname | A.B.C.D) (destination hostname | A.B.C.D)
```

Option	Description
<i>source hostname</i> <i>A.B.C.D</i>	The hostname or internal IP address of a virtual machine protected by a vShield Edge.
<i>destination hostname</i> <i>A.B.C.D</i>	The hostname or IP address of the destination.

CLI Mode

Basic, Privileged

Usage Guidelines

vShield Edge only

This command is useful for debugging IPSec-related issues.

Enter **CTRL+C** to end ping replies.

Example

```
vshieldEdge# ping interface addr 192.168.1.1 69.147.76.15
```

show tech support

Shows the system diagnostic log that can be sent to technical support by running the `export tech-support scp` command.

Syntax

```
show tech support
```

CLI Mode

Basic, Privileged

Example

```
vShield# show tech support
```

Related Commands

```
export tech-support scp
```

ssh

Opens an SSH connection to a remote system.

Syntax

```
ssh (hostname | A.B.C.D)
```

Option	Description
<i>hostname</i> <i>A.B.C.D</i>	The hostname or IP address of the target system.

CLI Mode

Basic, Privileged

Example

```
vShield# ssh server123
```

telnet

Opens a telnet session to a remote system.

Syntax

```
telnet (hostname | A.B.C.D) [port]
```

Option	Description
<i>hostname</i> <i>A.B.C.D</i>	The hostname or IP address of the target system.
<i>port</i>	Listening port on remote system.

CLI Mode

Basic, Privileged

Example

```
vShield# telnet server123
```

or

```
vShield# telnet server123 1221
```

traceroute

Traces the route to a destination.

Syntax

```
traceroute (hostname | A.B.C.D)
```

Option	Description
<i>hostname</i> <i>A.B.C.D</i>	The hostname or IP address of the target system.

CLI Mode

Basic, Privileged

Example

```
vShield# traceroute 10.16.67.118
traceroute to 10.16.67.118 (10.16.67.118), 30 hops max, 40 byte packets
 1 10.115.219.253 (10.115.219.253) 128.808 ms 74.876 ms 74.554 ms
 2 10.17.248.51 (10.17.248.51) 0.873 ms 0.934 ms 0.814 ms
 3 10.16.101.150 (10.16.101.150) 0.890 ms 0.913 ms 0.713 ms
 4 10.16.67.118 (10.16.67.118) 1.120 ms 1.054 ms 1.273 ms
```

validate sessions

Validates the existing sessions against the current set of firewall rules.

Syntax

```
validate sessions
```

CLI Mode

Privileged

Usage Guidelines

vShield App CLI

Example

```
vShieldApp# validate sessions
```

User Administration Commands**default web-manager password**

Resets the vShield Manager user interface admin user account password to `default`.

Syntax

```
default web-manager password
```

CLI Mode

Privileged mode

Usage Guidelines

vShield Manager CLI

Example

```
manager# default web-manager password
Password reset
```

user

Adds a CLI user account. The user `admin` is the default user account. The CLI admin account and password are separate from the vShield Manager user interface admin account and password.

You cannot change the password for a CLI user. You must delete a user account and re-add it to change the password. If you must change a password, create a new user account to prevent CLI lockout.

IMPORTANT Each vShield virtual machine has two built-in CLI user accounts for system use: `nobody` and `vs_comm`. Do not delete or modify these accounts. If these accounts are deleted or modified, the virtual machine will not work.

To remove a CLI user account, use `no` before the command.

Syntax

```
[no] user username password (hash | plaintext) password
```

Option	Description
<i>username</i>	Login name of the user.
hash	Masks the password by using the MD5 hash. You can view and copy the provided MD5 hash by running the <code>show running-config</code> command.
plaintext	Keeps the password unmasked.
<i>password</i>	Password to use.

CLI Mode

Configuration

Example

```
vShield(config)# user newuser1 password plaintext abcd1234
```

or

```
vShield(config) no user newuser1
```

web-manager

Starts the Web service on the vShield Manager. The Web service is started after the vShield Manager is installed.

To stop the web service (HTTP daemon) on the vShield Manager, use `no` before the command. This command makes the vShield Manager unavailable to Web Console browser sessions.

Syntax

```
[no] web-manager
```

CLI Mode

Configuration

Usage Guidelines

vShield Manager CLI. You can use this command after you have run the `no web-manager` command to stop and then restart the HTTP services of the vShield Manager.

Example

```
manager(config)# no web-manager
manager(config)# web-manager
```

Terminal Commands**clear vty**

Clears all other VTY connections to the CLI.

Syntax

```
clear vty
```

CLI Mode

Privileged

Example

```
manager# clear vty
```

reset

Resets the terminal settings to remove the current screen output and return a clean prompt.

Syntax

```
reset
```

CLI Mode

Basic, Privileged, Configuration

Example

```
manager# reset
```

Related Commands

```
terminal length
```

```
terminal no length
```

terminal length

Sets the number of rows to display at a time in the CLI terminal.

Syntax

```
terminal length <0-512>
```

Option	Description
0-512	Enter the number of rows to display. If length is 0, no display control is performed.

CLI Mode

Privileged

Example

```
manager# terminal length 50
```

Related Commands

```
reset
```

```
terminal no length
```

terminal no length

Negates the terminal length command.

Syntax

```
terminal no length
```

CLI Mode

Privileged

Example

```
manager# terminal no length
```

Related Commands

```
reset
```

```
terminal length
```

Deprecated Commands

The vShield CLI contains commands that have been deprecated. The following table lists deprecated commands.

Table A-1. Deprecated Commands

Command
close support-tunnel
copy http URL slot (1 2)
copy http URL temp
copy scp URL slot (1 2)
copy scp URL temp
debug export snapshot
debug import snapshot
debug snapshot list
debug snapshot remove
debug snapshot restore
duplex auto
duplex (half full) speed (10 100 1000)
ip policy-address
linkwatch interval <5-60>
mode policy-based-forwarding
open support-tunnel
set support key
show raid
show raid detail

This section guides you through troubleshooting common vShield issues.

This appendix covers the following topics:

- [“Troubleshooting vShield Manager Installation”](#) on page 133
- [“Troubleshooting Operation Issues”](#) on page 134
- [“Troubleshooting Operation Issues”](#) on page 134
- [“Troubleshooting Port Group Isolation Issues”](#) on page 135
- [“Troubleshooting vShield Edge Issues”](#) on page 138
- [“Troubleshooting vShield Endpoint Issues”](#) on page 139

Troubleshooting vShield Manager Installation

vShield OVA File Extracted to a PC Where vSphere Client Is Not Installed

Problem

I obtained the vShield OVA file and downloaded it to my PC. If I do not have the vSphere Client on my PC, how do I install vShield?

Solution

You must have the vSphere Client to install vShield.

vShield OVA File Cannot Be Installed in vSphere Client

Problem

When I try to install the vShield OVA file, the install fails.

Solution

If a vShield OVA file cannot be installed, an error window in the vSphere Client notes the line where the failure occurred. Send this error information with the vSphere Client build information to VMware technical support.

Cannot Log In to CLI After the vShield Manager Virtual Machine Starts

Problem

I cannot log in to the vShield Manager CLI after I installed the OVF.

Solution

Wait a few minutes after completing the vShield Manager installation to log in to the vShield Manager CLI. In the Console tab view, press Enter to check for a command prompt if the screen is blank.

Cannot Log In to the vShield Manager User Interface

Problem

When I try to log in to the vShield Manager user interface from my Web browser, I get a Page Not Found exception.

Solution

The vShield Manager IP address is in a subnet that is not reachable by the Web browser. The IP address of the vShield Manager management interface must be reachable by the Web browser to use vShield.

Troubleshooting Operation Issues

vShield Manager Cannot Communicate with a vShield App

Problem

I cannot configure a vShield App from the vShield Manager.

Solution

If you cannot configure the vShield App from the vShield Manager, there is a break in connectivity between the two virtual machines. The vShield management interface cannot talk to the vShield Manager management interface. Make sure that the management interfaces are in the same subnet. If VLANs are used, make sure that the management interfaces are in the same VLAN.

Another reason could be that the vShield App or vShield Manager virtual machine is powered off.

Cannot Configure a vShield App

Problem

I cannot configure a vShield App.

Solution

This might be the result of one of the following conditions.

- The vShield App virtual machine is corrupt. Uninstall the offending vShield App from the vShield Manager user interface. Install a new vShield App to protect the ESX host.
- The vShield Manager cannot communicate with the vShield App.
- The storage/LUN hosting the vShield configuration file has failed. When this happens, you cannot make any configuration changes. However, the firewall continues to run. You can store vShield virtual machines to local storage if remote storage is not reliable.

Take a snapshot or create a TAR of the affected vShield App by using the vSphere Client. Send this information to VMware technical support.

Firewall Block Rule Not Blocking Matching Traffic

Problem

I configured an App Firewall rule to block specific traffic. I used Flow Monitoring to view traffic, and the traffic I wanted to block is being allowed.

Solution

Check the ordering and scope of the rule. This includes the container level at which the rule is being enforced. Issues might occur when an IP address-based rule is configured under the wrong container.

Check where the affected virtual machine resides. Is the virtual machine behind a vShield App? If not, then there is no agent to enforce the rule. Select the virtual machine in the resource tree. The App Firewall tab for this virtual machine displays all of the rules that affect this virtual machine.

Place any unprotected virtual machines onto a vShield-protected switch or protect the vSwitch that the VM is on by installing a vShield.

Enable logging for the App Firewall rule in question. This might slow network traffic through the vShield App.

Verify vShield App connectivity. Check for the vShield App being out of sync on the System Status page. If out of sync, click **Force Sync**. If it is still not in sync, go to the System Event log to determine the cause.

No Flow Data Displaying in Flow Monitoring

Problem

I have installed the vShield Manager and a vShield App. When I opened the Flow Monitoring tab, I did not see any data.

Solution

This might be the result of one or more of the following conditions.

- You did not allow enough time for the vShield App to monitor traffic sessions. Allow a few minutes after vShield App installation to collect traffic data. You can request data collection by clicking **Get Latest** on the Flow Monitoring tab.
- Traffic is destined to virtual machines that are not protected by a vShield App. Make sure your virtual machines are protected by a vShield App. Virtual machines must be in the same port group as the vShield App protected (p0) port.
- There is no traffic to the virtual machines protected by a vShield App.
- Check the system status of each vShield App for out-of-sync issues.

Troubleshooting Port Group Isolation Issues

Validate Installation of Port Group Isolation

To validate installation of Port Group Isolation

- 1 Make sure that the same port group and virtual machines are not also configured for vCloud Service Director network isolation or LabManager cross-host fencing. Double encapsulation mode is not supported currently.
- 2 Verify that the Port Group Isolation bundle is installed: `esxupdate query`
- 3 Verify that vshd is running.
 - ESXi: `ps | grep vsh`. The results might contain more than one instance, which is ok.
 - ESX Classic: `ps -eaf | grep vshd`

- 4 Verify that the kernel module is loaded: `vmkload_mod -l | grep vshd -ni`
- 5 Verify that the mirror virtual machine is powered on.
On the ESX host, look for a powered on virtual machine with name `vshield-infra-ni-<string>`.
- 6 Verify that the Port Group Isolation virtual machine is connected to the correct port group.
- 7 Verify that the VMX files for the protected virtual machines contain the filter entries.
Open the VMX file and search for `filter15`. There should be three entries. Make sure these entries are present on the correct Ethernet card. Each VMX file should have only three entries per vNIC related to the fence module (`filter15`). If the entries are repeated, that means that the VMX file had isolation entries from a previous configuration that was not cleaned up and later duplicate entries were added.
- 8 Verify that all virtual machines belonging to the port group have identical filter settings in the VMX files.
- 9 Verify that the vshd configuration is intact.
 - a Go to `/etc/opt/vmware/vslad/config`.
 - b Review the files in this directory. Ensure all files contain some data. They should not be empty.

If all of the above is correct, the ESX host is set up properly for Port Group Isolation.

Verify Install or Uninstall Script

The installation script creates the following entities.

- Creates a user named `vsouser` and sets a default password.
To see if the user was added: `vi /etc/passwd`
- Adds the role `vsouser` and associates the user `vsouser` to the role.
- Adds entries to start `vshd` and the script `svm-autostart` across every reboot.
You can verify this on ESXi by looking for entries related to `vshd` and `svm-autostart` in the file `/etc/chkConfig.db`. On ESX, you can verify this by doing `find / -name *vsh*` and confirming that there are scripts named `S<value>vslad` and `svm-autostart`.
- Adds an entry to the services list on ESX to expose VSHD services. You can verify this entry by opening the file `/etc/vmware/hostd/proxy.xml` and searching for word `vsh`.

The removal script removes all of the operations created by the installation script.

- Removes user `vsouser`.
- Removes the role `vsouser`.
- Removes the init entries for `vshd` and `svm-autostart`.
- Removes the `vshd` entry from `proxy.xml`.

Validate the Data Path

To troubleshoot packet drops, such as a ping between virtual machines in the same isolated port group

- 1 Make sure that addresses, routes, netmasks, and gateways are configured correctly.
- 2 Install `tcpdump` on a virtual machine in the isolated port group.
- 3 Run a packet capture inside that virtual machine.
- 4 Ping from the problematic virtual machine to the virtual machine where captures are running.

If an ARP packet is received, that means that broadcast packets are received. If you do not receive an ARP packet, that means none of the packets were received.

To troubleshoot if broadcast packets are being received but unicast packets are being dropped

- 1 Run `/opt/vmware/vslad/fence-util setSwitchMode 1` on all ESX hosts in question. This command instructs the vshd module to broadcast all fenced packets.

If after running the command on all hosts things start working, most of the times, this means that the issue lies with mirror virtual machines because mirror virtual machines are required to be configured correctly for the unicast packet delivery to work.

For more on `fence-util`, see [“Details of the fence-util Utility”](#) on page 137.

- 2 On each ESX host, check the mirror virtual machine’s NICs to make sure that at least one NIC is connected to the vSwitch to which these virtual machines are connected.
- 3 Confirm that the filter entries for this NIC in the mirror virtual machines VMX files are correct. All of the entries for that vSwitch should have the same `LanId?` value.

After fixing the problem, reset the mode to 0 by running `/opt/vmware/vslad/fence-util setSwitchMode 0`.

- 4 Confirm that the packets are reaching the other ESX host. If the mirror virtual machines are misconfigured, packets are dropped at the destination ESX host, not by the source host.

If still things are not working, this would most likely mean that the unicast switching is broken somewhere on the physical boxes in the network. This is rare because if broadcast packets are reaching, that means physical connectivity is present between the virtual machines communicating with each other. If broadcast is working and unicast is not working even after putting all vshd modules in broadcast mode using `fence-utils`, then problems may be present in the physical network for such unicasts.

There is also a chance of more than one vShield Manager, Port Group Isolation, vCenter installations on the same network. In that case, some of the host key MAC addresses may get duplicated within the same physical network. Because of this, the broadcast traffic may work fine, but the unicast traffic may reach the wrong hosts because the physical switches on the network may learn about same MAC from two different places.

To troubleshoot if no packets are being received and broadcasts are being dropped

- 1 Confirm that the two ESX hosts are present on a common physical network and on the same VLAN.
- 2 In the case of legacy switches, confirm that the same port group is connected to the same named vswitch on all the ESX hosts in question.
- 3 Confirm that the NIC connected to these vSwitches connect to the same physical network.
- 4 Run `/opt/vmware/vslad/fence-util info` command multiple times on all ESX hosts to see if any dropped packet counters are incremented.

This module also shows dropped packet numbers for unfenced packets entering into fenced vNICs. This would mean that all the other broadcasts on the network are dropped when they reach the fenced vNIC. Look for `Fenced From VM` and `Fenced To VM` counters.

- 5 Isolate the point where packets are getting dropped by running captures on the ESX interface at both ends.

In cases where packets are coming out of source ESX but are not reaching the destination ESX, there are rare chances that some intelligent device in between may be dropping these packets because of an unknown eth type in the packets.

Details of the fence-util Utility

`Log Level` indicates debug log level.

`Hostkey` is the configured host ID. There is a printing mistake in the fence util program where its attaching a 0 at the end of the host id. `host id of 0x30` means host Id 3.

`Configured LAN MTUs` refer to the explicitly set MTU values via vsdh.

Port Id is the first column in all other tables (Active Ports, Switch State, and Portstats) . This is a unique identifier assigned by the vshd module for each fence-enabled port. This ID is internal and has no external meaning. It is the dvfilter name for that port type casted to Uint64. The port ID is useful to query values for a specific port using the fenceutil portInfo <portId> command which outputs details of only one port.

Active Ports shows all the ports/vNICs where fencing is active. This includes the mirror vNICs. Your first host has five ports enabled for fencing, two of which are mirror vNICs. The mirror vNICs can be identified by a special fence ID of fffffe. The OPI column indicates the fence ID. In your setup, the first host has one fence with ID 000001. The next column indicates LanId? configured for that port. This is an indication of which vSwitch the ports might be connected to. In the output below, your first host has two vSwitches (legacy + dvswitches). One has been assigned LanId? 1 and the other one has LanId? 2. Thus, you see two mirror virtual machine vNICs (one for each vSwitch) with different LanIds? in active ports.

Switch State shows the learning table of the internal unicast learning in fence module. Inner MAC means the MAC of destination VM, the outer MAC means the hostkey MAC of the host on which this VM is present. The learning builds this table by looking at packets and it tries to learn which VM is on which host. This way, when one VM on that host tries to reach another virtual machine, this table is looked up. If the destination VM's mac is seen in the inner MAC column, then the OuterMac? is used as the destination hostkeymac to be put in the Outer MAC header added by the fence module. If an entry is not found here, such a packet will be broadcast (outer MAC header's destination MAC will be set to broadcast.). Like any other learning system, this one also has mechanisms to time out / modify learnt entries. This will take care of things like VMs moving to different hosts or to make sure that the table does not grow too much in size with stale mac entries. The used/age/seen bits represent the flags used by fence module to track frequency of these MAC entries. The learning is done on a per-port level, hence you would see the same inner MAC - outer MAC pairs on different ports. This table also shows same hostkey mac in outer MAC sections because even for VMs on the same host, the same code is used where a packet is encapsulated and sent from source port and decapsulated on the destination port. There is no optimization for same host VMs. Thus for VMs on the same host, the outer MAC will be hostkeyMAC of the same host.

Port Statistics shows packet stats on a per port basis. One port per row. The from and To vm stats indicate packets to and from vm. The subcategories indicate the specifics about the packet. The details of each counter are in the following structure. Let me know if you need any more info on this.

Troubleshooting vShield Edge Issues

Virtual Machines Are Not Getting IP Addresses from the DHCP Server

To determine why protected virtual machines are not being assigned IP addresses by a vShield Edge

- 1 Verify DHCP configuration was successful on the vShield Edge by running the CLI command: `show configuration dhcp`.
- 2 Check whether DHCP service is running on the vShield Edge by running CLI command: `show service dhcp`
- 3 Ensure that vmnic on virtual machine and vShield Edge is connected (**vCenter > Virtual Machine > Edit Settings > Network Adapter > Connected/Connect at Power On** check boxes).

When both a vShield App and vShield Edge are installed on the same ESX host, disconnection of NICs can occur if a vShield App is installed after a vShield Edge.

Load-Balancer Does Not Work

To determine why the load balancer service on a vShield Edge is not working

- 1 Verify that the Load balancer is running by running the CLI command: `show service lb`.
Load balancer can be started by issuing the `start` command.
- 2 Verify the load-balancer configuration by running command: `show configuration lb`.
This command also shows on which external interfaces the listeners are running.

Load-Balancer Throws Error 502 Bad Gateway for HTTP Requests

To determine why the load balancer service on a vShield Edge is throwing a 502 Bad Gateway error

This error occurs when the backend or Internal servers are not responding to requests.

- 1 Verify that internal server IP addresses are correct.
The current configuration can be seen through the vShield Manager or through the CLI command `show configuration lb`.
- 2 Verify that internal server IP addresses are reachable from the vShield Edge internal interface.
- 3 Verify that internal servers are listening on the IP:Port combination specified at the time of load balancer configuration.

If no port is specified, then IP:80 must be checked. The internal server must not listen on only 127.0.0.1:80; either 0.0.0.0:80 or <internal-ip>:80 must be open.

VPN Does Not Work

To determine why VPN does not work on a vShield Edge

- 1 Verify that the other endpoint of the tunnel is configured correctly. Use the CLI command: `show configuration ipsec`
- 2 Verify that IPsec service is running on the vShield Edge.
To verify using the CLI command: `show service ipsec`. IPsec service has to be started by issuing the `start` command.
If ipsec is running and any errors have occurred at the time of tunnel establishment, the output of `show service ipsec` displays relevant information.
- 3 Verify the configuration at both ends (vShield Edge and remoteEnd), notably the shared keys.
- 4 Debug MTU or fragmentation related issues by using ping with small and big packet sizes.
 - `ping -s 500 ip-at-end-of-the-tunnel`
 - `ping -s 2000 ip-at-end-of-the-tunnel`

Troubleshooting vShield Endpoint Issues

Thin Agent Logging

vShield Endpoint thin agent logging is done inside the protected virtual machines. Two registry values are read at boot time from the windows registry. They are polled again periodically.

There are two registry values, `log_dest` and `log_level`. The two entries are located in the following registry locations:

```
HKLM\System\CurrentControlSet\Services\VFileScsiFilter\Parameters\log_dest
HKLM\System\CurrentControlSet\Services\VFileScsiFilter\Parameters\log_level
```

Both are DWORD bit masks that can be any combination of the following values:

log_dest	WINDBLOG	0x1
	VMWARE_LOG	0x2
log_level	AUDIT	0x1
	ERROR	0x2
	WARN	0x4
	INFO	0x8
	DEBUG	0x10

By default, the values in release builds are set to VMWARE_LOG and AUDIT.

For more on monitoring vShield Endpoint health, see [Chapter 14, “vShield Endpoint Events and Alarms,”](#) on page 81.

Component Version Compatibility

The SVM version and the thin agent version must be compatible.

(There will be a compatibility matrix available after 1.0 for version compatibility checking.)

To retrieve version numbers for the various components, do the following:

- SVM: `strings libEPsec.so | grep BUILD_NUMBER` provides the build number. Also, the audit logs prints the build number when libEPsec.so is initialized.
- GVM: Right-click on the properties of the driver files to get the build number. Also, the audit logs prints the build number (vmware.log for release).
- vShield Endpoint Module: The `esxupdate` command provides the installed module version. Also, the audit logs print the build number.

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