

Managing Your Virtual Appliance

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The Virtual Appliance License

Note You cannot open a Technical Support tunnel before installing the virtual appliance license. Information about Technical Support tunnels is in the User Guide for your AsyncOS release.

The Cisco Content Security virtual appliance requires an additional license to run the virtual appliance on a host. You can use this license for multiple, cloned virtual appliances.

For Cisco Secure Email Gateway and Cisco Secure Web virtual appliances:

- Feature keys for individual features can have different expiration dates.
- After the virtual appliance license expires, the appliance will continue to serve as an SMTP proxy (Cisco Secure Email Gateway), web proxy (Cisco Secure Web Appliance), or automatically handle quarantined messages (Secure Email and Web Manager) without security services for 180 days. Security services are not updated during this period. On the Content Security Management appliance, administrators and end users cannot manage quarantines, but the management appliance continues to accept quarantined messages from managed Secure Email Gateway appliances, and scheduled deletion of quarantined messages will occur.

Note For information about the impact of reverting the AsyncOS version, see the online help or user guide for your AsyncOS release.

Powering Off a Virtual Appliance

Force reset, power off, and reset options are not fully supported. You can terminate or stop the instance running the Secure Email Gateway, Secure Web or Secure Email and Web Manager virtual appliance.

CLI Commands on the Virtual Appliance

The following are the CLI command changes for virtual appliances:

Command	Supported on Virtual Secure Email Gateway	Supported on Virtual Secure Web Appliance?	Supported on Virtual Secure Email and Web Manager?	Information
loadlicense	Yes	Yes	Yes	This command allows you to install a license for your virtual appliance. You cannot run System Setup Wizard on the virtual appliance without installing a license using this command first.
etherconfig	Yes	Yes	—	The Pairing option is not included on virtual appliances.
version	Yes	Yes	—	This command will return all the information about the virtual appliance except for the UDI, RAID, and BMC information.
resetconfig	Yes	Yes	—	Running this command leaves the virtual appliance license and the feature keys on the appliance.
revert	Yes	Yes	—	Behavior is described in the System Administration chapter in the online help and user guide for your appliance.
reload	Yes	Yes	—	Running this command removes the virtual appliance license and all the feature keys on the appliance. This command is available only for Secure Web Appliance.

Command	Supported on Virtual Secure Email Gateway	Supported on Virtual Secure Web Appliance?	Supported on Virtual Secure Email and Web Manager?	Information
diagnostic	Yes	Yes	—	The following **diagnostic > raid** sub-menu options will not return information: **1. Run disk verify** **2. Monitor tasks in progress** **3. Display disk verify verdict** This command is only available for Secure Web Appliance.
showlicense	Yes	Yes	Yes	View license details. For virtual Cisco Secure Web appliances, additional information is available via the **featurekey** command.

SNMP on the Virtual Appliance

AsyncOS on virtual appliances will not report any hardware-related information and no hardware-related traps will be generated. The following information will be omitted from queries:

- `powerSupplyTable`
- `temperatureTable`
- `fanTable`
- `raidEvents`
- `raidTable`

Getting Support for Virtual Appliances



Note To get support for virtual appliances, call Cisco TAC and have your Virtual License Number (VLN) number ready.

If you file a support case for a Cisco Content Security virtual appliance, you must provide your contract number and your Product Identifier code (PID).

You can identify your PID based on the software licenses running on your virtual appliance, by referencing your purchase order, or from the following lists:

- Product Identifier Codes (PIDs) for Cisco Secure Email Gateway Virtual Appliances
- Product Identifier Codes (PIDs) for Cisco Secure Web Virtual Appliances

Product Identifier Codes (PIDs) for Cisco Secure Email Gateway Virtual Appliances

Functionality	PID	Description
Cisco Secure Email	CSEMAIL-SEC-SUB	A Cisco Secure Email software subscription license that can be deployed on-premises, cloud or hybrid. This Stock Keeping Unit (SKU) only allows prepaid and annual billing options.
Essential		Includes: • Anti-spam filtering • Outbreak Filtering • Sophos Anti-Virus filtering • Cisco Secure Email Malware Defense - includes reputation and Cisco Threat Grid sandboxing capabilities
Advantage		Includes: • All Essential features • Cisco Secure Email Encryption Service • Cisco Data Loss Protection (DLP)
Premier		Includes: • All Advantage features • Cisco Secure Awareness Training
Add-on - Intelligence Multiscan		Provides additional antispam classification capabilities by combining the results of the multiple antis-pam classifiers with the Cisco IPAS classifier in the Inbound and Premium Bundles. It increases the spam catch rate at the possible expense of a greater number of false positives.
Add-on: Graymail Safe Unsubscribe		Allows users who receive legitimate marketing emails to unsubscribe safely through a third party.

Functionality	PID	Description
Add-on: McAfee Anti-Malware		Provides additional anti-virus protection as an add-on to the Sophos Anti-Virus engine that comes with the Inbound and Premium Bundles.
Add-on: Image Analyzer		Provides scanning for adult content in images contained in emails, often deployed along with DLP to implement acceptable user policies.
Centralized Email Management	SMA-EMGT-LIC	All centralized Secure Email functionality.

Product Identifier Codes (PIDs) for Cisco Secure Web Virtual Appliances

Functionality	PID	Description
Cisco Secure Web	WEB-SEC-SUB	Cisco Web Security Unified SKU
Web Security Essentials	WSA-WSE-LIC	Includes: • Web Usage Controls • Web Reputation
Web Security Advantage	WSA-WSP-LIC	Includes: • Essentials feature • Sophos and Webroot Anti-Malware signatures
Web Security Premier	WSA-WSS-LIC	Includes: • Advantage feature • Cisco Advanced Malware Protection • Cisco Cognitive Threat Analytics • Cisco Threat Grid
McAfee Anti-Malware	WSA-AMM-LIC	—
Advanced Malware Protection	WSA-AMP-LIC	—
SMA Centralized Web Management	SMA-WMGT-LIC	All centralized Secure Web functionality.
SMA Add-On: Advanced Reporting - Higher Data Tier	SMA-WSPL-HIGH-LIC	—

Functionality	PID	Description
SMA Add-On: Advanced Reporting - Lower Data Tier	SMA-WSPL-LOW-LIC	—

Cisco TAC

Contact information for Cisco TAC, including phone numbers:

http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html