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Radware Customer Onboarding and License Generation Last Updated: 03/10/17

Radware Virtual DefensePro and Radware APSolute Vision VA require licenses.

In order to obtain these licenses, it will be necessary to register on the Radware portal, using the products' serial numbers which you will receive from Radware. The serial number and/or license notifications will be sent to the email address provided during registration/ordering.

Once you have received the serial number information, please register as a customer on the Radware portal.

Registering to the Radware.com Customer Portal

To register to the Radware portal, please visit: https://portals.radware.com/login.aspx

1. Go to <u>www.radware.com</u> and click My Account at the upper-right corner of the window:



2. In the Create Your Account section, click the online form link located in the Radware Customer topic:

Welcome to Radware	
Access Your Account	Create Your Account
Existing Radware channel partners and customers please sign in here	New User? You will need to create an account to complete your request.
User name:	Radware Customers. To create your Radware username and password, please complete the <u>contine torm</u> Make sure to include the existing MAC address and serial number of your Radware device.
Password: Log on	Radware Partners - The Radware partner portal is accessible to Radware certified partners only. If your company is a member of the Radware partner program and you do not yet have access to the partner portal please complete the <u>online form</u> to get your partner account approved and set up.
Eorgotten password For other login issues please contact support@radware.com	Radware Technology Partners - The Radware partner portal is accessible to Radware certified partners only. If your company is a technology partner and you do not yet have access to the technology partner portal please complete the <u>online form</u> to get your partner account approved and set up.
	If you are not a Radware channel partner and would like to become one, please fill in the following form and a Radware representative will contact you.

3. Complete the **User Information** form.

Note:

- Serial Number The serial number is on the email you received from Radware. Contact <u>Radware</u> <u>Technical Support</u> if you lost the serial number.
- Email A valid email address must be used in order to validate the registration information.
- Login (Username) The length is 2 to 10 characters.
- Password The length is 6-30 characters.

Customer Registration Form				
The Radware Customer Central Por If you are a Radware customer and in the form below to get your portal Note: Customer registration require Please enter MAC in the following f or other characters.	tal is available for Radware customers only. do not have access to the customer portal, please fill account approved and set up. is entering product Serial Number / Mac Address. ormat 0003B2024000 with capital letters, no spaces			
Product Information				
Mac Address or Serial Number: *				
Customer Information				
Company Name: *				
First Name: *				
Last Name: *				
Job Function: *				
Address: *				
City: *				
Zip Code / Postal Code:				
Country: *	(eslast souster)			
Phone: *	+			
Fax:	+			
Email: *				
Login Information				
Login (Between 2-10 characters): *				
Password (Between 6-30 characters): *	Password strength:			
Retype Password: *				
CAPTCHA verification: *	Enter security code: 295349 Submit			

- 4. Click Submit:
 - a. A configuration message is displayed:



b. A registration confirmation email is received:

Dear John Smith, Thank you for registering at our site. Please click the link below to complete your registration	on for username
John Smith :	
https://portals.radware.com/Not-Logged-In/Email-Confirmation.aspx?userguid=e0687ac2-5bef-4f3f-bd25-	
e5dd202ac447&hash=8ff51498e37f73bdb493b982f4fc981f2029a877ef4ac08bc4d420f1584a8bb9	
Regards, Radware	

- 5. Click the link in the email to confirm and complete the registration.
- 6. The account is now approved. You will be notified by email that the account is approved and can be used.



Log In to Radware.com Customer Portal

1. Go to www.radware.com and click My Account at the upper-right corner of the window:



2. In the Access Your Account section, enter your Radware credentials, then click Log on:

Welcome t	o Radware	
Access Your Account		Create Your Account
Existing Radware channel p	artners and customers please sign in here	New User? You will need to create an account to complete your request.
User name: Password:		Radware Customers - To create your Radware username and password, please complete the <u>online form</u> . Make sure to include the existing MAC address and serial number of your Radware device.
	Log on Stay logged in on this computer	Radware Partners - The Radware partner portal is accessible to Radware certified partners only. If your company is a member of the Radware partner program and you do not yet have access to the partner portal please complete the <u>online form</u> to get your partner account approved and set up.
For other login issues please	Eorgotten password a contact <u>support@radware.com</u>	Radware Technology Partners - The Radware partner portal is accessible to Radware certified partners only. If your company is a technology partner and you do not yet have access to the technology partner portal please complete the <u>online</u> form to get your partner account approved and set up.

3. Once logged in, click **Tools**.



4. Click on Virtual Appliance License Generator.

ardware Appliance License (Generator Virtual Appli	ance License Generator	Password Generator	Security Updates	HW Diagnostic Tool	WAF Security Updates
Hanna & Tanla & Maturi Applicant I	Linear Commenter					
Home > Tools > Virtual Appliance ι	License Generator	nse Gener	ator			
Home > Tools > Virtual Appliance I	iance Lice	nse Gener	ator			

5. Click on the + sign to expand the asset.

Home > Tools > Virtual Appliance License Generat	License G	enerator			
	Election of	cherator			
earch My Products: Enter MA	C, SN or IP address	Enter customer name	Select P	roduct 💌	Search 📀
Owner	Product Name	Product Line	Mac	Serial Number	Support
ACME CORPORATION	Virtual DefensePro 10000 Behavioral Protection	Virtual DefensePro			Active

6. Click on **Generate License** to generate the Virtual DefensePro and/or the APSolute Vision license key information.

Owner	Product Name	Product Line	Mac	Serial Number	Suppor
ACME CORPORATION	Virtual DefensePro 10000 Behavioral Protection	Virtual DefensePro		,	Active
Configuration Info					
Part Number	Description				
19060080	Virtual DefensePro 1000	0 Behavioral Protection			
Generated Licenses					
Feature	License		Generated on		
No Data Available	No Data Available		No Data Available		enerate License

7. The Software License Generator screen is displayed. Please leave this screen available, as we will return to it later, in Step 1 of the **Generating Your Licenses via the Radware Portal** section, after gathering the required information in order to generate the license(s).

nter MAC/IP Address below, click Gen	erate to get th	e license
	y	
Use one of the following conventions:		
MAC : 001122AABBCC, 00:11:22:AA:BB:CC or 00-11	-22-AA-BB-CC	
IPv4 : 192.168.0.1		
IPv6 : 2001:0db8:85a3:0000:0000:8a2e:0370:7334		
		One and the second

Obtaining the IP Address for the Radware Virtual DefensePro License

Note: We will return to the Radware portal once we obtain the Management IP address for the Virtual DefensePro instance and the MAC address of the Vision server. These two details will serve as key on the Radware portal to generate the applications' individual licenses. For clustered vDP deployments, you will need to generate a license per vDP instance.

1. Log in to your Firepower device. Under the **Logical Devices** menu, edit the Logical Device you will use with Virtual DefensePro.

							Add Device
ISA 🤇	Standalone S	itatus: ok					Fi 2.3
Security Module	Application	Version	Management IP	Gateway	Management Port	Status	
Security Module 1	ASA	9.5.1.110	10.10.10.20	10.10.10.1	Ethernet1/8	🛞 online	Ernstand Private
Data Interfa	ces: Ethernet1/: Ethernet1/:	Ethernet1/2	Clust Mana Mana	er Operational Status : not gement URL : http gement IP : 10.1	t-applicable ps://10.10.10.20/ 10.10.20		
						CI	ick on Edit

2. Click the vDP icon shown in **Decorators**. Assign a vDP Management IP and take note of the IP address.

pvisioning - ASA_VDP	Radware: Virtual DefensePro - Configuration	System Tools Piep aumini (P) X Save Cancel
Indiatone Cisco: Adaptive Security Appliance 9.5.1.130	Veneral Information Security Module-1 Management Interface: Ebernet1/8 DEFALT Address Type: IPv4 Management IP: 10.10.10.21 Network Gateway: 10.10.10.11 Data Ports: Ebernet1/1 Ebernet1/3	2: Management Interface config for vDP
Security Module Application Version Security Module 1 ASA 9.5.1.110 Posts Data Inforfaces: Ethernet1/1 Ethernet1/2 Ethernet1/3	OK Cance	Status

Note: To verify the IP address, you can also issue the following command at the CLI of the Virtual DefensePro: net ip-interface.

Obtaining the MAC Address for the APSolute Vision License

- 1. Load the APSolute Vision VA into your virtual environment (KVM or VMware).
- 2. Once the VA is loaded, go to the console to configure the APSolute Vision Management IP through the text based wizard. You will need to log in with the default username and password (radware/radware).
- 3. Browse to https://<visionIP> in order to log in to the Vision UI. Capture the APSolute Vision MAC address listed on the login page. Enter the username and password again.

			::• radware
	APSolute Visio	n Login	(
	User Name:	radware	
	Password:	•••••	
	MACAddress:	00:0C:29:17:D6:BA	
	License String:		
1 The i	nstallation does n	ot have an activation license. Ple	ase provide it.
			Login

4. The APSolute Vision MAC address can also be obtained through the CLI, by logging into the console. It will be in the G1 interface.

r	
Last login: Tue Jan 12 (90:23:53 on tty1
APSolute Vision 3.30.00 AVR version: avr-2.1.1-: DPM version: 3.30.9	(build 1170) - Aug 03 2015, 14:39 1.×86_64
MAC Address of Port G3: MAC Address of Port G2: MAC Address of Port G1:	00:0C:29:FF:8F:BE 00:0C:29:FF:8F:AA 00:0C:29:FF:8F:B4
exit help history net ping reboot shutdown system igrep imore	Logs out of the device. Displays help. Displays command history. Network configuration. Ping a host Reboots the device. Shuts down the device. System parameters. Selects lines matching a pattern. Paginates output.
CAPSOLUTE-VISION 1\$ _	

Note: If you have forgotten the mangement IP address, you can issue the following command at the CLI: net ip get.

Generating Your Licenses via the Radware Portal

1. You can now return to the **Software License Generator** screen on the Radware portal. Enter the IP address for Virtual DefensePro and click **Generate License**.



2. The generated license will look something like the following:

Throughput: 10Gbps-XvlkjKwg

- Similarly, use the appropriate APSolute vision asset, and repeat steps 4-6 from the Login to Radware.com Customer Portal section at the beginning of this document. Once in the Vision asset Virtual Appliance License Generator screen, input the APSolute Vision MAC address and click Generate License.
- 4. Two licenses will be generated. They will look something like the following:

Application: vision-activation-7cF6Cc0f Feature: vision-security-reporter-ABVgDxbU

Adding the Licenses to Virtual DefensePro and to APSolute Vision VA

Adding the Virtual DefensePro License

The Virtual DefensePro license must be added using the vDP console on DefensePro.

- 1. Connect to the vDP console.
- 2. To set the license:

DefensePro# system license throughput set <license-string>

For example:

DefensePro# system license throughput set 10Gps-Xv1kjkwg

3. To view the license:

DefensePro# system license throughput get

Adding the APSolute Vision Licenses

1. Browse to https://<visionIP> and enter the **vision-activation** license into the box presented at the login screen. As with the CLI, the default user name and password is radware/radware.

2. Once logged in, click on the **License Management** menu item in the middle pane, then click the + icon on the right hand pane.

		10	Item
General S	ettings		APSolute Vision Activation License
Basic P Connect Alert Se Monito Server Authent Device APSolu Licens	arameters ttivity ettings ring Alarm tication Protocols Drivers te Vision Reporter e Management ttings	R	
Defens Advanc Display	ePipe Settings ed		

3. This will bring up an input box for the **vision-security-reporter** license. Enter the license string you generated and then click the **Submit** button.

Product Names and Cisco Part Numbers

FPR-RVDP-30G	Radware Virtual Defense Pro 30Gbps license for Firepower
L-FPR-RVDP-30G=	Radware Virtual Defense Pro 30Gbps license for Firepower
FPR-RVDP-20G	Radware Virtual Defense Pro 20Gbps license for Firepower
L-FPR-RVDP-20G=	Radware Virtual Defense Pro 20Gbps license for Firepower
FPR-RVDP-10G	Radware Virtual Defense Pro 10Gbps license for Firepower
L-FPR-RVDP-10G=	Radware Virtual Defense Pro 10Gbps license for Firepower
CON-RVDP-30G-1Y	1 Year Support for RDWR Virtual Defense Pro 30Gbps
CON-RVDP-20G-1Y	1 Year Support for RDWR Virtual Defense Pro 20Gbps
CON-RVDP-10G-1Y	1 Year Support for RDWR Virtual Defense Pro 10Gbps
L-RDWR-APV-VA=	Radware Manager Vision. Supports up to 10 Virtual instances
L-RDWR-APV-RTU6=	Radware Manager Vision Right to Use (RTU) 60 Virtual instances
L-RDWR-APV-RTU200=	Radware Manager Vision Right to Use (RTU) 200 Virtual Instances
L-RDWR-REPOSITORY=	Radware Security Event Repository Access – Software Option

Radware Support Phone and Email Access

If you have any questions about this process, please review the provided documentation or contact Radware Customer Support.

Currently, there are two ways to open a ticket with the Radware Technical Assistance Center (TAC):

- By email: support@radware.com
- By phone:

- · International TAC: +972 3 7668686
- America TAC: +1 877 236-9807

The Radware Support Home Page offers several troubleshooting tools so it is recommended to visit this page before contacting Radware TAC. Your Request for support (either by mail or phone) will be assigned to a Radware TAC engineer within 24 hours.

Radware TAC is available 24x7, 365 days, for every customer with a valid Support Program.

For a complete listing of Radware contacts, please visit: www.radware.com/Support

Please reference the Cisco SO# related to this order when contacting Radware Customer Support.



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