

IBM Security Guardium Cloud Deployment for Azure

Guardium Technical Note
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IBM Security Guardium Cloud Deployment Guide for Azure

Introduction

Deployment of the IBM Security Guardium Data Protection App offering to the Microsoft Azure platform can be done in one of two ways. The first method uses the Guardium Solution Template on the Azure Marketplace while the second method uses Guardium Virtual Hard Disks (VHDs). Both deployment methods are described here.

Deploying with Azure Stack

To deploy the Guardium Data Protection App offering on Azure Stack copy the Guardium VHD files (with Azcopy or similar tool) to your own storage account in Azure Stack. After you copy the VHD files, use [Method 2: Guardium VHDs](#), to deploy the images. For more information about using the Azcopy command, see the Microsoft Azure Stack help (*Move a VM from Azure to Azure Stack Hub* topic and search for *Azcopy VHD*).

Method 1: Guardium Solution Template

1. Navigate to the IBM Guardium Multi-Cloud Data Protection App listing on the Microsoft Azure Marketplace:

<https://azuremarketplace.microsoft.com/en-us/marketplace/apps/ibm.ibm-guardium-multi-cloud-data-protection-app>


2. Click **Get It Now**



The screenshot shows the Microsoft Azure Marketplace interface. At the top, there is a navigation bar with 'Microsoft', 'Azure Marketplace', 'Apps', 'Consulting Services', and 'Hire an expert'. A search bar is on the right. Below the navigation bar, the breadcrumb 'Products > IBM Security Guardium Data Protection' is visible. The main content area features the IBM Security Guardium Data Protection app listing. On the left, there is a large blue 'GET IT NOW' button. Below it, there are links for 'Pricing information', 'Categories', 'Support', and 'Legal'. The main content area displays the app's name, 'IBM Security Guardium Data Protection', with a 'save for later' icon. Below the name is the ID 'IBM-Alliance-33972080', a 5.0 star rating, and a 'Preferred solution' badge. There are tabs for 'Overview', 'Plans', and 'Reviews'. The 'Overview' tab is selected, showing a description: 'Safeguard critical, sensitive, or regulated data wherever it resides'. Below this, there is a detailed description of the app's capabilities and a link to 'View our interactive demo'.

3. Click **Continue**

Create this app in Azure



IBM Security Guardium Data Protection
By IBM-Alliance-33972080

Software plan

IBM Security Guardium Solution Template

Pricing: This solution template deploys software components and Azure infrastructure components. The price is the cost of those components.


Details: Safeguard critical, sensitive, or regulated data wherever it resides

I agree to the provider's [terms of use](#) and [privacy policy](#) and understand that the rights to use this product do not come from Microsoft, unless Microsoft is the provider. Use of Azure Marketplace is governed by separate [terms](#).

[Continue](#)

4. Click **Create** to create a Guardium VM instance:

IBM Security Guardium Data Protection ✨
IBM-Alliance-33972080



IBM Security Guardium Data Protection [Save for later](#)

IBM-Alliance-33972080

[Preferred solution](#)

[Create](#)

[Overview](#) [Plans](#)

IBM Security Guardium Data Protection: Safeguard critical, sensitive, or regulated data wherever it resides.

A Guardium Collector can be run as a standalone instance or as part of scaled, multi-tier architecture utilizing both an Aggregator and Central Manager. An Aggregator allows for data to be consolidated and/or purged from Collectors while a Central Manager enables central administration of all Guardium instances.

Current Guardium customers can use their existing licenses.

New to Guardium? [View our interactive demo](#)

5. Configure basic settings:

- Select your subscription.
- Create a resource group or select an existing one.
- Select the region of the instance deployment.
- Enter the name of your virtual machine.
- Click **Next** to configure Virtual Machine settings.

Project details

Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription * ⓘ

Resource group * ⓘ

[Create new](#)

Instance details

Region * ⓘ

Virtual Machine name * ⓘ

6. Configure Virtual Machine settings:

- a. Select the VM size.

Note: Ensure that your VM meets the minimum system requirements. For more information, see [Software Appliance Technical Requirements for IBM Guardium V11.2](#).

- b. Create a storage account or select an existing one.
- c. Create a new virtual network or select an existing one.
- d. Configure a subnet for the virtual network.
- e. Specify a name for the Network Security Group.

Note: Ports 22 and 8443 are open by default to allow SSH and UI access

- f. Set source IP or CIDR ranges to limit access to the VM.

Note: This can be modified after deployment if needed by modifying the network security group.

- g. Specify a name for the Availability Set.
- h. Specify the number of VMs that you would like to deploy.
- i. Select the version of the Guardium instance to deploy.
- j. Select the unit type of the instance to deploy.
- k. Click **Next** to Review and Create.

Virtual machine size * ⓘ

1x Standard A6
4 vcpus, 28 GB memory
[Change size](#)

Storage account * ⓘ

(new) guardiumvm1c4c19a474
[Create New](#)

Configure virtual networks

Virtual network * ⓘ

(new) guardium-vm-vnet
[Create new](#)

Subnet * ⓘ

(new) Subnet (172.16.0.0/24)

Network Security Group name * ⓘ

guardium-vm-nsg

Source IP addresses/CIDR ranges * ⓘ

127.0.0.1

Availability Set ⓘ

my-availability-set

Count ⓘ

1

Guardium version * ⓘ

11.2

Guardium unit type * ⓘ

Collector

[Review + create](#)

[< Previous](#)

[Next : Review + create >](#)

7. Once validation passes, click **Create** to deploy the instance:

✓ Validation Passed

Basics Virtual Machine Settings

[Review + create](#)

PRODUCT DETAILS

IBM Security Guardium Data

Protection

by IBM-Alliance-33972080

[Terms of use](#) | [Privacy policy](#)

TERMS

By clicking "Create", I (a) agree to the legal terms and privacy statement(s) associated with the Marketplace offering(s) listed above; (b) authorize Microsoft to bill my current payment method for the fees associated with the offering(s), with the same billing frequency as my Azure subscription; and (c) agree that Microsoft may share my contact, usage and transactional information with the provider(s) of the offering(s) for support, billing and other transactional activities. Microsoft does not provide rights for third-party offerings. See the [Azure Marketplace Terms](#) for additional details.

Basics

Subscription	Microsoft Azure Enterprise
Resource group	guardium-vm
Region	East US
Virtual Machine name	guardium-vm

Virtual Machine Settings

Virtual machine size	Standard_A6
Storage account	guardiumvm1c4c19a474
Virtual network	guardium-vm-vnet

[Create](#)

[< Previous](#)

[Next](#)

[Download a template for automation](#)

8. After the VM is deployed to Azure, set the private IP address to static.
 - a. In Azure, go to Virtual Machines > Guardium Instance > Networking.
 - b. Select the interface name.
 - c. Click **IP configurations**.
 - d. Click the name of the IP configuration.
 - e. Set the Assignment to Static.
 - f. Click **Save**

9. After the VM is deployed to Azure, set the public IP to static, if applicable

- a. In Azure, go to Virtual Machines > Guardium Instance > Networking.
- b. Click the public IP.
- c. Click **Configuration**.
- d. Set the Assignment to Static.
- e. Click **Save**.

Note: The VM may reboot at this stage.

10. To open an SSH connection, SSH as user *cli*.

Note: The default password is *guardium*. You are prompted to change your password on first login.

11. To connect to the Guardium UI, use the URL <https://<ip or hostname>:8443> and login as user admin or accessmgr.

Note: The default password is *guardium*. You are prompted to change your password on first login.

Method 2: Guardium VHDs

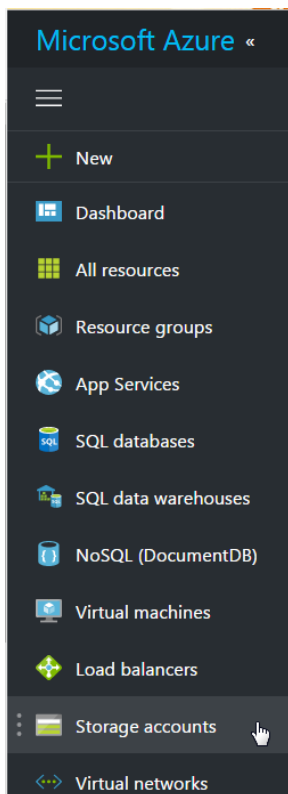
Before you proceed with the steps below, install Azure PowerShell 1.0 (or later) and the AzCopy tool.

The public VHD URLs included here contain the source container path followed by the name of the VHD.

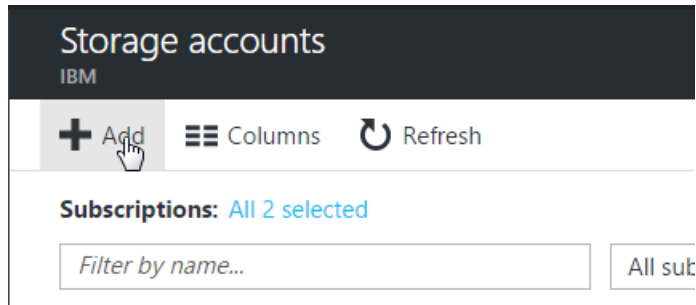
https://guardiumv113images.blob.core.windows.net/aggregator/Guardium_v113_Aggregator.vhd

https://guardiumv113images.blob.core.windows.net/collector/Guardium_v113_Collector.vhd

1. Go to <https://portal.azure.com>
2. From menu, click **Storage accounts**.



3. Create a destination storage account.
 - a. Click **Add**.

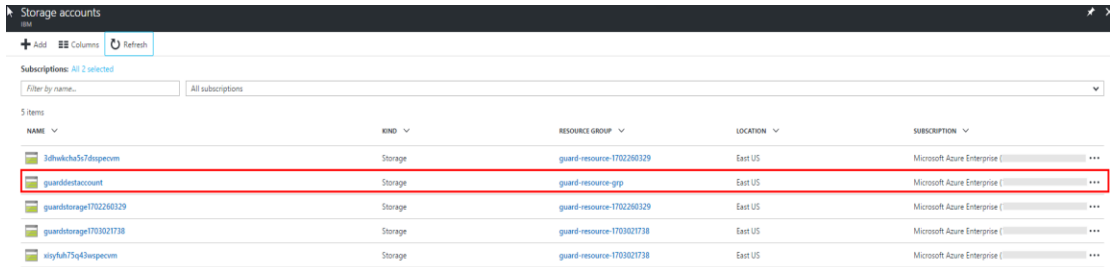


b. Specify a valid storage account and resource group name.

Note: All other fields can be personalized as needed.

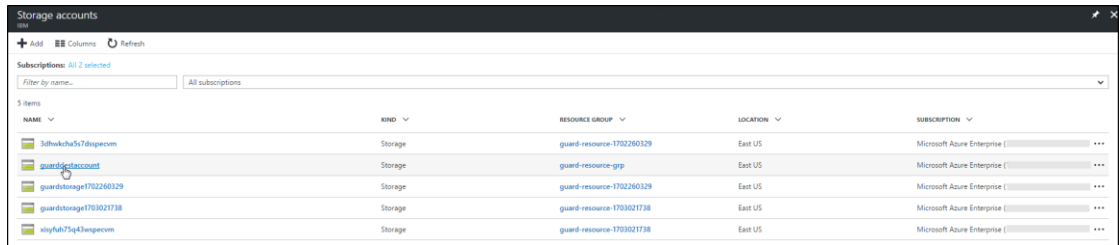
c. Click **Create**.

4. Go to the *Storage accounts* page and verify that the storage account was created successfully.

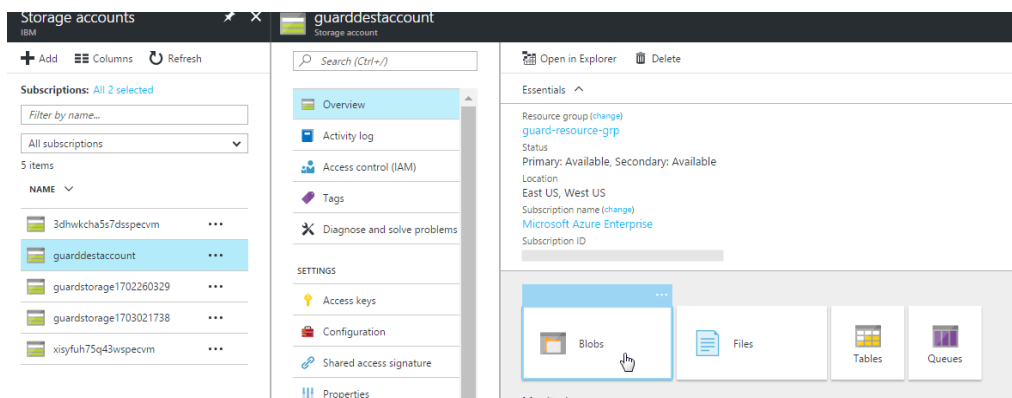


5. Create a destination container.

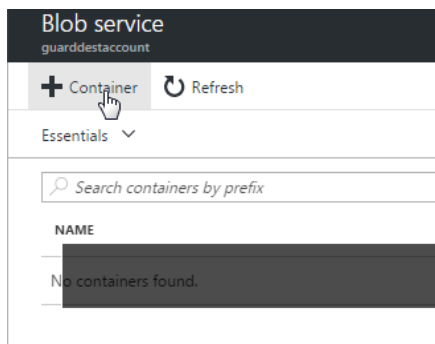
a. Click the storage account name.



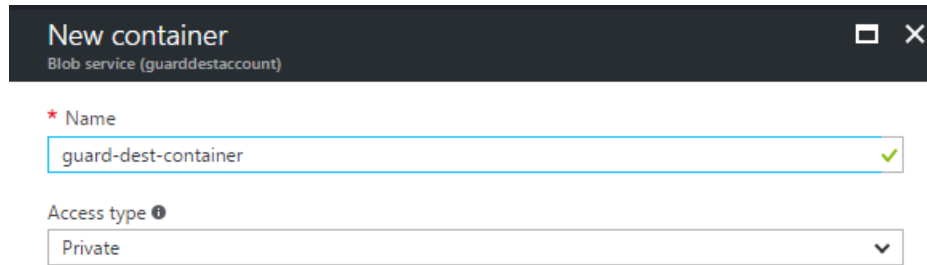
b. Click **Blobs**.



c. On the *Blob service* page, add a **Container**.



d. Set a valid container name and set **Access type to Private**.

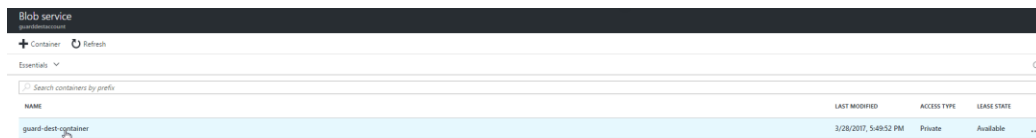


e. Verify that the container was created successfully.

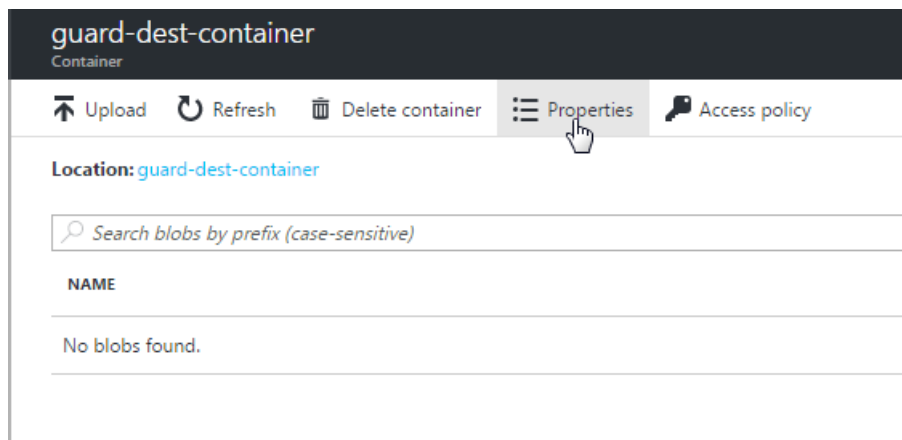


6. Retrieve the destination storage account URL and access key.

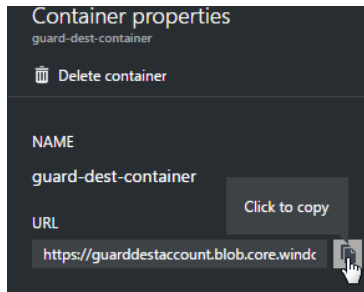
a. On the *Blob service* page, click the destination container name.



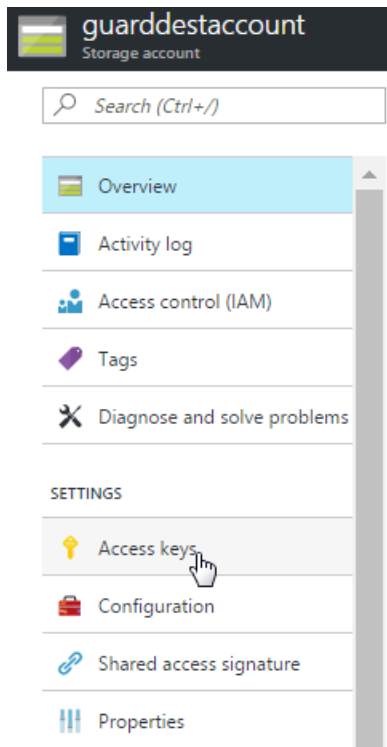
b. Click **Properties**.



c. Copy the destination container URL and store it in a secure location for later use.

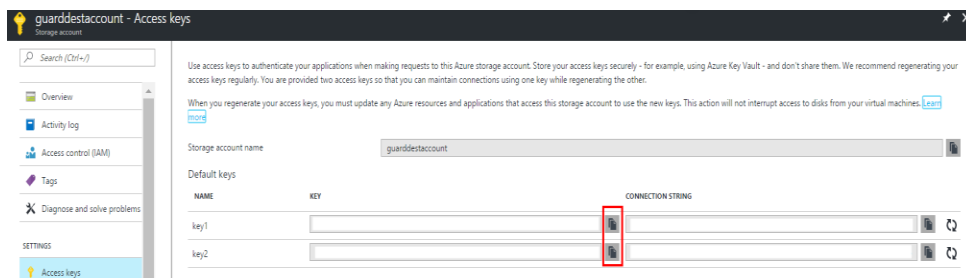


- d. Go back to the destination storage account and click **Access keys**.

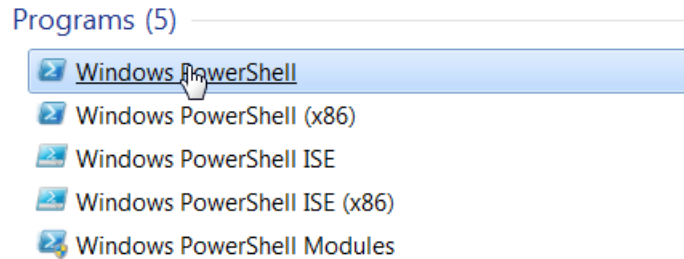


- e. Copy the access keys and store them in a secure location for later use.

7. Create a copy of the VHD blob file in the destination container.



- a. Open Windows Powershell.



- b. CD to the directory where the azcopy.exe command is located.
- c. Run the following Powershell command with the following changes:

- Replace <destination-storage-acct> and <dest-container> with the destination storage account and container information that destination storage account access key that you generated in step 6.
- Replace <SAS token> with a valid SAS token. For more information, see the Microsoft Azure documentation about getting started with AzCopy (using a SAS token).

```
.\azcopy copy  
'https://guardiumv112images.blob.core.windows.net/collector/Guardium_v112_Collector.vhd' 'https://<destination-storage-acct>.blob.core.windows.net/<dest-container>/Guardium_v112_Collector.vhd<SAS token>'
```

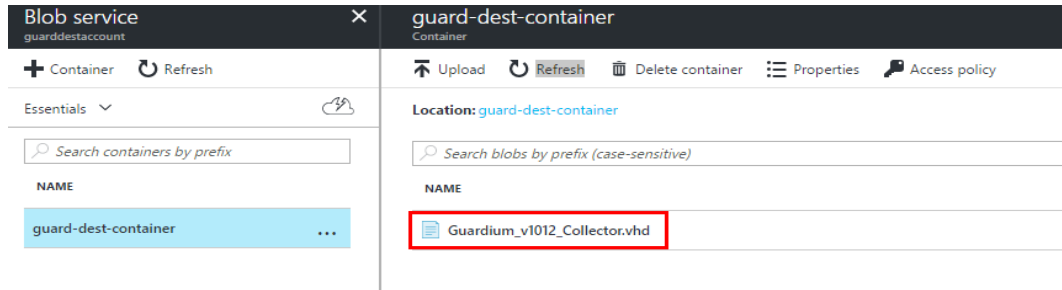
Note: This operation can take a significant amount of time.

- d. When the operation is complete, a transfer summary is available. Ensure that the transfer completed successfully.

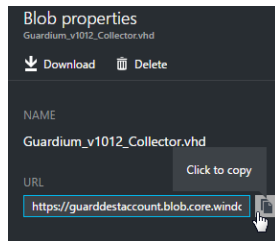
A screenshot of the AzCopy transfer summary output, showing a dark blue background with white text. The text reads: 'Finished 1 of total 1 file(s). [2017/03/28 22:13:11] Transfer summary: ----- Total files transferred: 1 Transfer successfully: 1 Transfer skipped: 0 Transfer failed: 0 Elapsed time: 00.00:15:01'.

```
Finished 1 of total 1 file(s).  
[2017/03/28 22:13:11] Transfer summary:  
-----  
Total files transferred: 1  
Transfer successfully: 1  
Transfer skipped: 0  
Transfer failed: 0  
Elapsed time: 00.00:15:01
```

- e. Verify that the blob was copied over successfully by accessing the *Blob service* page.

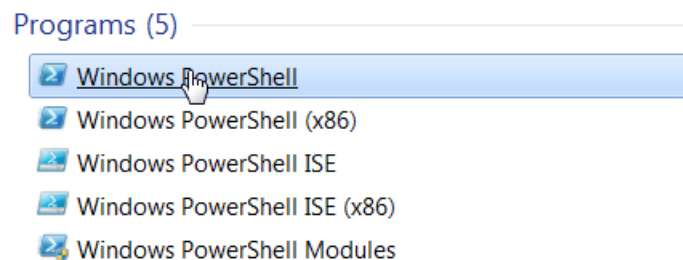


- f. Obtain the VHD URI by clicking the Blob and copying the associated URL. Store the URL in a secure location.



8. Deploy the IBM Security Guardium appliance.

- a. Open Windows PowerShell.



- b. If not logged in already, run the following command to log in.

```
Login-AzureRmAccount
```

- c. Set the following parameters. In this example, the virtual machine name is set to *guard-dest-vm* and the location to *East US*.

Note: the ResourceGroupName should be the destination resource group created in step 3

```
$resourceGroupName = 'guard-resource-grp'
```

```
$vmName = 'guard-dest-vm'

$location = 'eastus'
```

- d. Create a new OS disk from the VHD that was copied over in step 8.

Note: The sourceUri will be the VHD URI that you copied in step 8e.

```
$sourceUri =
https://storageaccount.blob.core.windows.net/vhdcontainer/osdisk.vhd

$osDiskName = 'guardosDisk'

$osDisk = New-AzureRmDisk -DiskName $osDiskName -Disk (New-
AzureRmDiskConfig -AccountType StandardLRS -Location $location
-CreateOption Import -SourceUri $sourceUri) -ResourceGroupName
$resourceGroupName
```

- e. Create the subNet.

In this example we create a subnet named *guardiumSubNet* with subnet address prefix 10.0.0.0/24.

```
$subnetName = 'guardiumSubNet'

$singleSubnet = New-AzureRmVirtualNetworkSubnetConfig -Name
$subnetName

-AddressPrefix 10.0.0.0/24
```

- f. Create the vNet.

In this example we set the virtual network name to *guardiumVnet* and the address prefix for the virtual network to 10.0.0.0/16.

```
$vnetName = 'guardiumVnet'

$vnet = New-AzureRmVirtualNetwork -Name $vnetName -ResourceGroupName
$destinationResourceGroup -Location $location -AddressPrefix
10.0.0.0/16 -Subnet $singleSubnet
```


g. Create a Network Security Group (NSG) and configure Inbound security rules:

- For **UI**: "tcp:8443"
- For **GIM**: "tcp:8444-8446; tcp:8081"
- For **FAM**: "tcp:16022-16023"
- For **UNIX S-TAP**: "tcp:16016-16018"
- For **Windows S-TAP**: "tcp:9500-9501"
- For **Quick Search**: "tcp:8983; tcp:9983"
- For **MySQL**: "tcp:3306"

For a complete list of ports that are used in IBM Security Guardium, see [Guardium Port Requirements](#).

This example sets the rule names as follows:

- NSG name to *guardiumNsg*
- UI rule to *guardiumUIRule*
- GIM rule name to *guardiumGIMRule*
- FAM rule name to *guardiumFAMRule*
- UNIX S-TAP rule name to *guardiumUnixStapRule*
- Windows S-TAP rule name to *guardiumWindowsStapRule*
- Quick Search rule name to *guardium QuickSearchRule*
- MySQL rule name to *guardiumMysqlRule*.

If logging in to the VM by using Remote Desktop Protocol (RDP), you need to create a security rule that allows RDP access on port 3389. In this example, an RDP rule is defined and is named *guardiumRdpRule*.

```
$nsgName = 'guardiumNsg'  
  
$guardiumUIRule = New-AzureRmNetworkSecurityRuleConfig -Name  
guardiumUI  
  
-Description 'UI Access' -Access Allow -Protocol Tcp -Direction  
Inbound  
  
-Priority 100 -SourceAddressPrefix * -SourcePortRange *  
  
-DestinationAddressPrefix * -DestinationPortRange 8443
```

```

$guardiumGIMRule1 = New-AzureRmNetworkSecurityRuleConfig -Name
guardiumGIM1

-Description 'GIM Access' -Access Allow -Protocol Tcp -Direction
Inbound

-Priority 101 -SourceAddressPrefix * -SourcePortRange *

-DestinationAddressPrefix * -DestinationPortRange 8444-8446

$guardiumGIMRule2 = New-AzureRmNetworkSecurityRuleConfig -Name
guardiumGIM2

-Description 'GIM Access' -Access Allow -Protocol Tcp -Direction
Inbound

-Priority 102 -SourceAddressPrefix * -SourcePortRange *

-DestinationAddressPrefix * -DestinationPortRange 8081

$guardiumFAMRule = New-AzureRmNetworkSecurityRuleConfig -Name
guardiumFAM

-Description 'FAM Access' -Access Allow -Protocol Tcp -Direction
Inbound

-Priority 103 -SourceAddressPrefix * -SourcePortRange *

-DestinationAddressPrefix * -DestinationPortRange 16022-16023

$guardiumUnixStapRule = New-AzureRmNetworkSecurityRuleConfig -Name
guardiumUnixStap

-Description 'Unix Stap Access' -Access Allow -Protocol Tcp -
Direction Inbound

-Priority 104 -SourceAddressPrefix * -SourcePortRange *

-DestinationAddressPrefix * -DestinationPortRange 16016-16018

$guardiumWindowsStapRule = New-AzureRmNetworkSecurityRuleConfig -
Name guardiumUnixStap

-Description 'Windows Stap Access' -Access Allow -Protocol Tcp -
Direction Inbound

-Priority 105 -SourceAddressPrefix * -SourcePortRange *

-DestinationAddressPrefix * -DestinationPortRange 9500-9501

```

```

$guardiumQuickSearchRule1 = New-AzureRmNetworkSecurityRuleConfig -
Name guardiumQuickSearch1

-Description 'Quick Search Access' -Access Allow -Protocol Tcp -
Direction Inbound

-Priority 106 -SourceAddressPrefix * -SourcePortRange *

-DestinationAddressPrefix * -DestinationPortRange 8983

$guardiumQuickSearchRule2 = New-AzureRmNetworkSecurityRuleConfig -
Name guardiumQuickSearch2

-Description 'Quick Search Access' -Access Allow -Protocol Tcp -
Direction Inbound

-Priority 107 -SourceAddressPrefix * -SourcePortRange *

-DestinationAddressPrefix * -DestinationPortRange 9983

$guardiumMysqlRule = New-AzureRmNetworkSecurityRuleConfig -Name
guardiumMysql

-Description 'Mysql Access' -Access Allow -Protocol Tcp -Direction
Inbound

-Priority 108 -SourceAddressPrefix * -SourcePortRange *

-DestinationAddressPrefix * -DestinationPortRange 3306

$rdpRule = New-AzureRmNetworkSecurityRuleConfig -Name myRdpRule

-Description 'Allow RDP' -Access Allow -Protocol Tcp -Direction
Inbound

-Priority 109 -SourceAddressPrefix Internet -SourcePortRange *

-DestinationAddressPrefix * -DestinationPortRange 3389

$nsg = New-AzureRmNetworkSecurityGroup -ResourceGroupName
$resourceGroupName -Location $location -Name $nsgName -SecurityRules
$guardiumUIRule, $guardiumGIMRule1, $guardiumGIMRule2,
guardiumFAMRule, guardiumUnixStapRule, $guardiumWindowsStapRule,
$guardiumQuickSearchRule1, $guardiumQuickSearchRule2,
$guardiumMysqlRule, $rdpRule

```

- h. To safeguard against external threats, IBM Security Guardium recommends using a VPN gateway to connect to the virtual machine. If for some reason public IP allocation is required, use the following command to create the public IP and the associated NIC. In this example, the public IP address name is set to *guardiumIP* and the NIC name is set to *guardiumNic*. If public IP allocation is not required, skip to the next step.

```
$ipName = 'guardiumIP'

$pip = New-AzureRmPublicIpAddress -Name $ipName -ResourceGroupName
$destinationResourceGroup -Location $location -AllocationMethod
Dynamic

$nicName = 'guardiumNic'

$nic = New-AzureRmNetworkInterface -Name $nicName -ResourceGroupName
$resourceGroupName -Location $location -SubnetId $vnet.Subnets[0].Id
-PublicIpAddressId $pip.Id -NetworkSecurityGroupId $nsg.Id
```

- i. Set the VM name and size. This example sets the VM name to *guard-dest-vm* and the vm size to *Standard_A6*.

Note: IBM Security Guardium requires a minimum of 4 vCPUs and 24 GB RAM. *Standard_A6* is the minimum sizing that supports this configuration. (Refer to the following link for a list of General Purpose VM sizes: <https://docs.microsoft.com/en-us/azure/virtual-machines/windows/sizes-general>).

```
$vmName = 'guard-dest-vm'

$vmConfig = New-AzureRmVMConfig -VMName $vmName -VMSize 'Standard_A6'
```

- j. Add the NIC.

```
$vm = Add-AzureRmVMNetworkInterface -VM $vmConfig -Id $nic.Id
```

- k. Add the OS disk.

```
$vm = Set-AzureRmVMOSDisk -VM $vm -ManagedDiskId $osDisk.Id -
StorageAccountType StandardLRS -CreateOption Attach -Linux
```

I. Create the VM.

```
New-AzureRmVM -ResourceGroupName $resourceGroupName -Location

```

m. Verify that the VM was created.

- After the VM is created successfully, a status summary is available for review.

```
RequestId IsSuccessStatusCode StatusCode ReasonPhrase
-----
True OK OK
```

- ii. In addition to verifying that the newly created VM is accessible through the Azure portal (*Browse > Virtual machines*), the following PowerShell commands can be used as well:

```
$vmList = Get-AzureRmVM -ResourceGroupName
$resourceGroupName

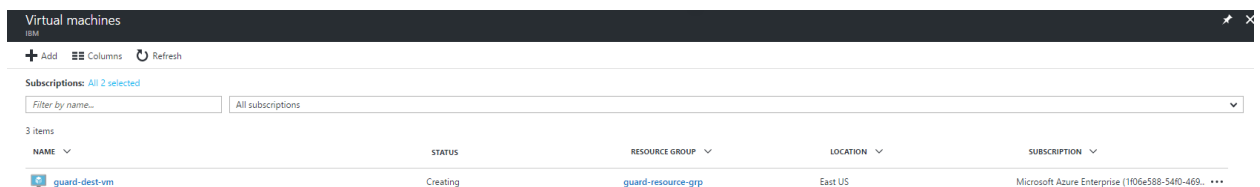
$vmList.Name
```

See the Azure documentation for information about creating a VM using a specialized VHD:

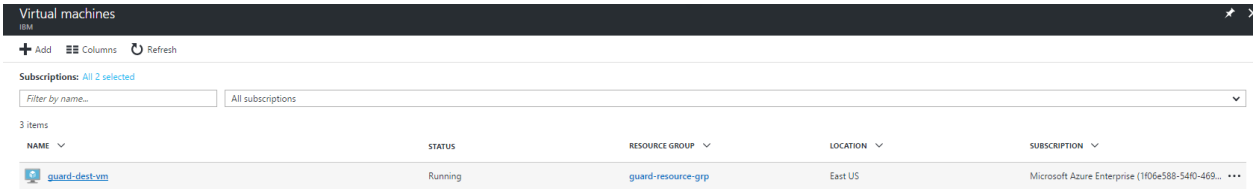
<https://docs.microsoft.com/en-us/azure/virtual-machines/windows/create-vm-specialized>

9. Access *Virtual Machines* and verify that the VM is being allocated with status *Creating*.

Note: After the VM is allocated, the status changes to *Running*.

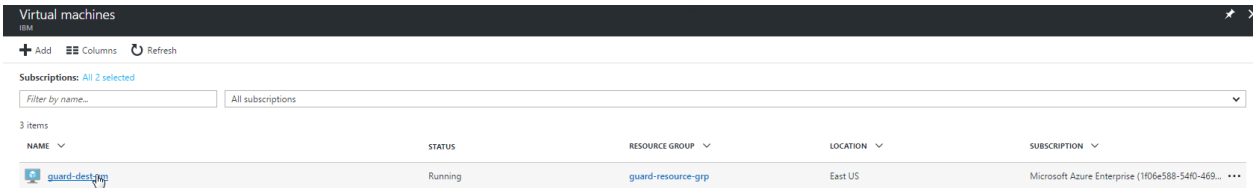


NAME	STATUS	RESOURCE GROUP	LOCATION	SUBSCRIPTION
guard-dest-vm	Creating	guard-resource-grp	East US	Microsoft Azure Enterprise (1106a588-5410-469...



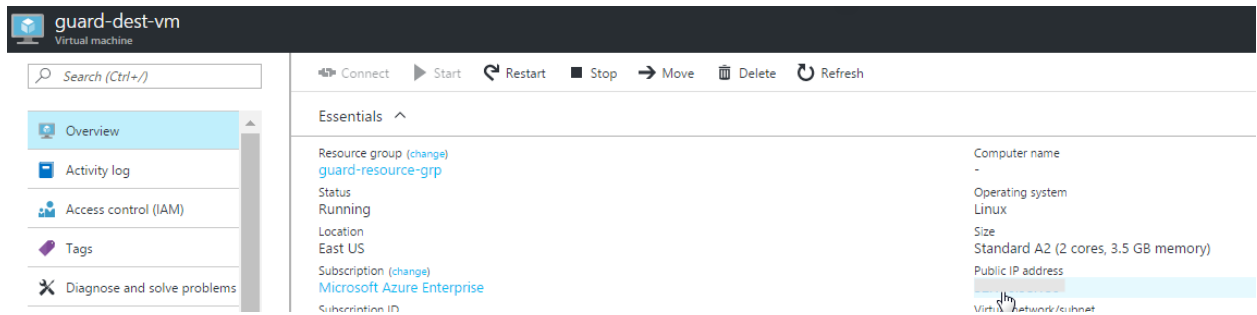
Configuring the VM Network:

1. Click the VM instance.

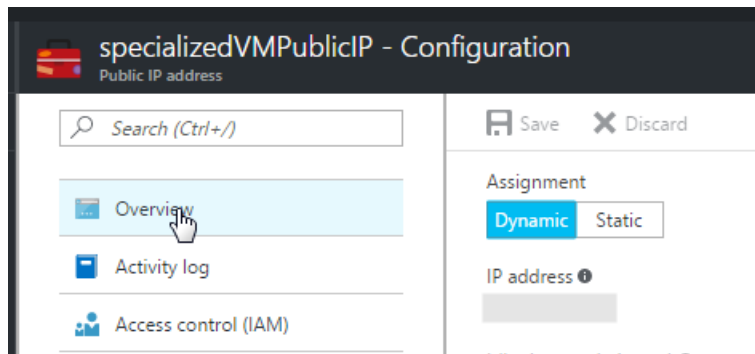


2. By default, the VM is assigned a public IP address. To disassociate the public IP:
 - a. Click the Public IP address.

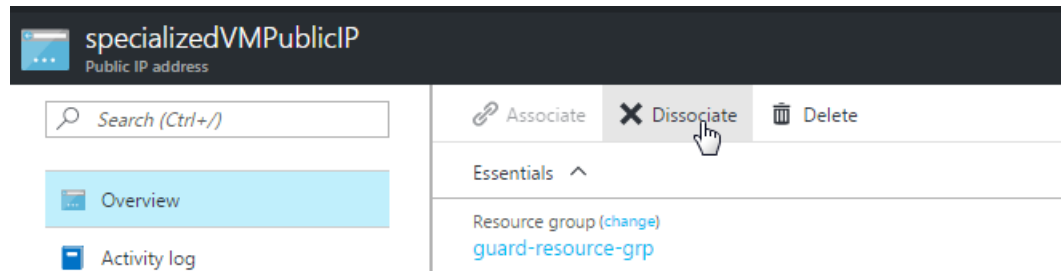
- a. Click the Public IP address.



- b. Click **Overview**.



- c. Remove the public IP by clicking **Dissociate**.



d. When asked to confirm disassociating the public IP, click **Yes**.



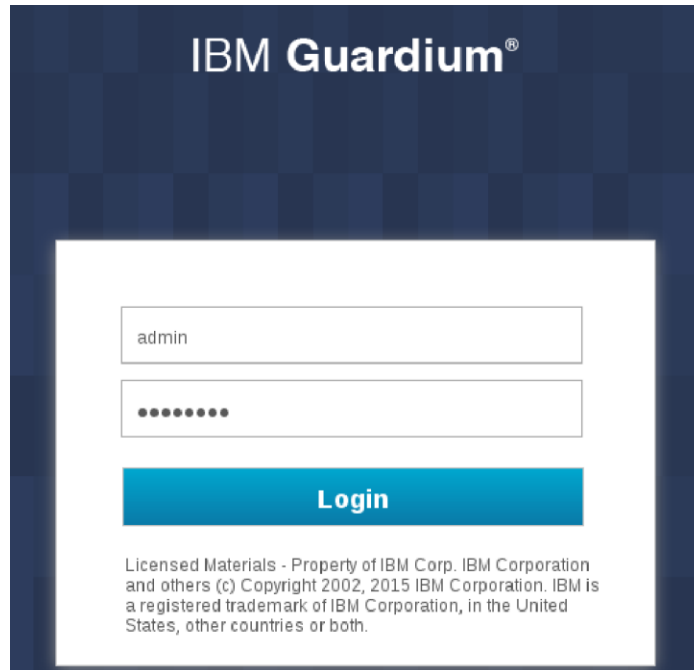
Connecting to the Guardium Appliance

To connect to the Guardium appliance via the private IP, you must establish a VPN connection to the Azure Virtual Network. For steps on how to create and configure a VPN connection to the Azure Cloud, refer to the following doc:

<https://docs.microsoft.com/en-us/azure/vpn-gateway/vpn-gateway-howto-point-to-site-resource-manager-portal>

Connect to the GUI

After the VPN connection is established, open a web browser and go to this address: **https://<guardium-ip>:8443**. Login with the credentials provided by Guardium. The system prompts you to change the password upon first login.

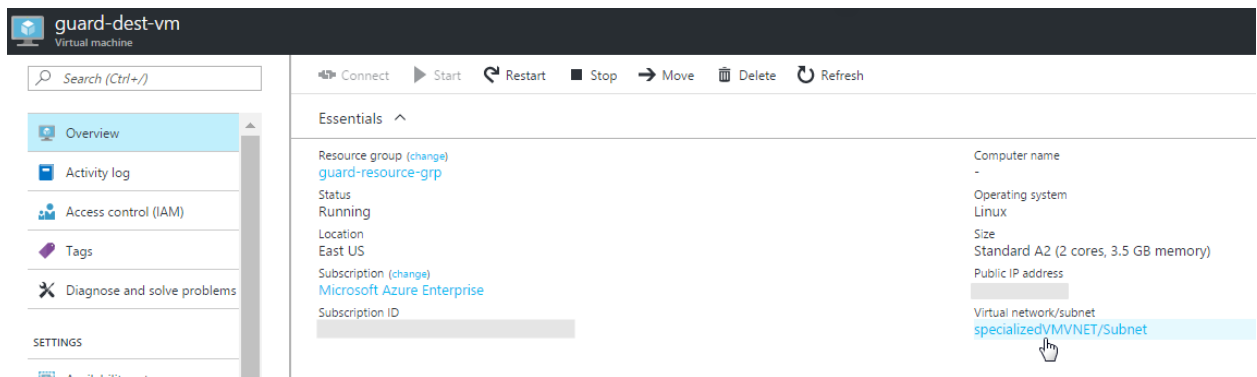


Connect to CLI

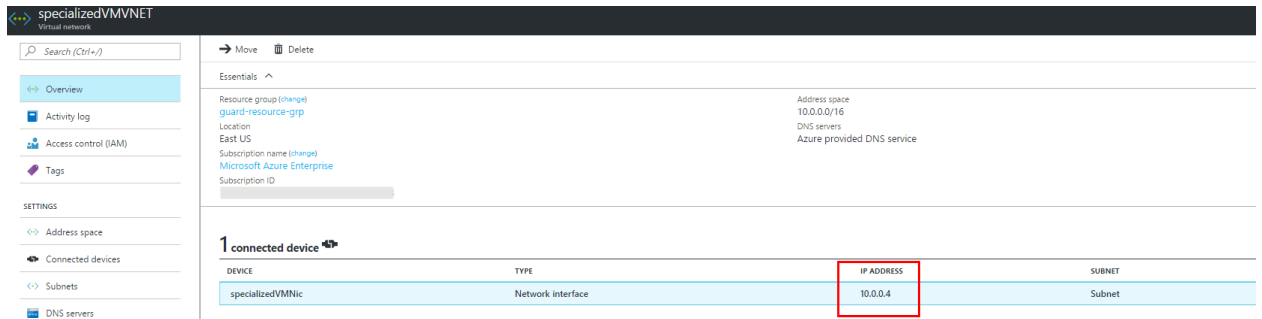
To connect to the Guardium CLI, ssh (or use Putty) to the Guardium IP and login as user **cli**. You are prompted to change the password on first login.

Configuring Appliance Network:

1. Select the VM on the Virtual Machines page in the Azure portal.
2. Click on the Virtual network/subnet.



3. Make note of the private IP associated with the VM.



4. Configure network settings. The changes will take place after the next network restart.

- a. SSH into the appliance using the private ip as CLI user.
- b. Change your password on first log in

```
ssh cli@10.0.0.4

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cli@10.0.0.4 password:
Last login: Fri Jan 20 21:12:06 2017
Welcome cli - this is your first login in this system.
Your password has expired.
Changing password for 'cli'.
Enter current password:
Enter new password:
Re-enter new password:
```

c. Configure the system IP (use the private ip).

```
localhost.localdomain> store network interface ip 10.0.0.4
Mar 29 14:12:20 guard-network[19801]: INFO Sanitizing Hosts
```

d. Configure the netmask.

```
localhost.localdomain> store network interface mask 255.255.255.255
```

e. Set the GID for this instance.

```
localhost.localdomain > store product <gid>
```

f. Configure the internal route.

```
localhost.localdomain > store network route default 10.0.0.1
```

g. Configure the network resolver

```
localhost.localdomain> store network resolver 1 168.63.129.16
```

h. Configure the hostname

Note: If the appliance is cloned, be sure to answer yes ('y') when prompted.

```
Localhost.localdomain> store system hostname guardiumcollector
Is it a newly cloned appliance (y/n)?y
Mar 29 14:23:06 guard-network[23308]: INFO set_hostname
Mar 29 14:23:06 guard-network[23308]: INFO Host is currently vm-
collector-demo.guard.swg.usma.ibm.com
Mar 29 14:23:06 guard-network[23308]: INFO Setting hostname to
guardiumcollector.guard.swg.usma.ibm.com for ip 10.0.0.4
ok
```

i. Configure the domain.

```
Localhost.localdomain> store system domain guardium.azure.cloud.com
Mar 29 14:23:37 guard-network[23836]: INFO set_hostname
Mar 29 14:23:37 guard-network[23836]: INFO Host is currently
guardiumcollector.guard.swg.usma.ibm.com
Mar 29 14:23:37 guard-network[23836]: INFO Setting hostname to
guardiumcollector.guardium.azure.cloud.com for ip 10.0.0.4
ok
```

j. Restart network in order to apply changes

```
localhost.localdomain> restart network
Do you really want to restart network? (Yes/No)
yes
Restarting network
Shutting down interface eth0: RTNETLINK answers: No such file or
directory
[ OK ]
Shutting down loopback interface: [ OK ]
Bringing up loopback interface: [ OK ]
Bringing up interface eth0:
Determining IP information for eth0... done.
[ OK ]

Network System Restarted.
In Standalone clause
firewall/iptables rebuilt.
setting solr
Changing to port 8443
From port 8443
Stopping.....
success: true
ok
```

Warnings and Known Limitations:

The following CLI commands will not work on an appliance that is deployed in the Azure Cloud due to DHCP handling limitations in the appliance:

- show network verify
- show network interface inventory

Do not run the following CLI commands on the Azure Cloud Platform as the appliance can become inaccessible:

- store network interface reset
- store net interface inventory

Working with Guardium support

If you need to contact Guardium support, the support team might need to access your system for debugging purposes. You can grant temporary access to the support team by running the following CLI command:

```
cli> support reset-password cloudsupport
```

To see the current passkey for cloudsupport, run the following CLI command:

```
cli> show passkey cloudsupport
```

When requested, copy and paste the passkey that is returned in the output and send it to Guardium Support.

For more information about the CLI commands, see [Support CLI commands](#).

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