

IBM Security QRadar Risk Manager  
Version 7.1.0 (MR2)

*Installation Guide*



**Note**

Before using this information and the product that it supports, read the information in “Notices” on page 19.

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## About this guide

This information is intended for use with IBM® Security QRadar® Risk Manager. QRadar Risk Manager is an appliance used to monitor device configurations, simulate changes to your network environment, and prioritize risks and vulnerabilities in your network.

This guide contains instructions for installing QRadar Risk Manager and adding QRadar Risk Manager as a managed host on IBM Security QRadar SIEM console.

QRadar Risk Manager appliances are preinstalled with software and a Red Hat Enterprise Linux operating system. You can also install QRadar Risk Manager software on your own hardware.

### Intended audience

This guide is intended for network administrators that are responsible for installing and configuring QRadar Risk Manager systems in your network.

Administrators need a working knowledge of networking and Linux systems.

### Technical documentation

For information about how to access more technical documentation, technical notes, and release notes, see Accessing IBM Security Documentation Technical Note (<http://www.ibm.com/support/docview.wss?rs=0&uid=swg21612861>).

### Contacting customer support

For information about contacting customer support, see the Support and Download Technical Note (<http://www.ibm.com/support/docview.wss?rs=0&uid=swg21612861>).

### Statement of good security practices

IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated or misused or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service or security measure can be completely effective in preventing improper use or access. IBM systems, products and services are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM DOES NOT WARRANT THAT ANY SYSTEMS, PRODUCTS OR SERVICES ARE IMMUNE FROM, OR WILL MAKE YOUR ENTERPRISE IMMUNE FROM, THE MALICIOUS OR ILLEGAL CONDUCT OF ANY PARTY.



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## Chapter 1. Prepare to install IBM Security QRadar Risk Manager

You can install an IBM Security QRadar Risk Manager appliance as a managed host on your IBM Security QRadar SIEM console. Only one QRadar Risk Manager can exist on a QRadar SIEM console.

As of version 7.1 of QRadar Risk Manager, QRadar SIEM and QRadar Risk Manager use the same installation process and ISO for installation. For this reason, you can use the deployment editor in QRadar SIEM to add QRadar Risk Manager to your deployment. A QRadar Risk Manager appliance installation includes the QRadar Risk Manager software and a Red Hat Enterprise Linux operating system.

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### Before you install

You must complete the installation process for an IBM Security QRadar SIEM console before you install IBM Security QRadar Risk Manager. As a best practice, install QRadar SIEM and QRadar Risk Manager on the same network switch.

For information about installing QRadar SIEM, including hardware and software requirements, see *IBM Security QRadar SIEM Installation Guide*.

Since IBM Security QRadar Risk Manager is a 64-bit appliance, make sure that you download the correct installation software for your operating system.

### Identify network settings

You must gather information about your network settings before starting the installation process.

Gather the following information for your network settings:

- Host name
- IP address
- Network mask address
- Subnet mask
- Default gateway address
- Primary Domain Name System (DNS) server address
- Secondary DNS server (optional) address
- Public IP address for networks that use Network Address Translation (NAT) email server name
- Email server name
- Network Time Protocol (NTP) server (Console only) or time server name

### Configure port access on firewalls

Firewalls between the IBM Security QRadar SIEM console and IBM Security QRadar Risk Manager must allow traffic on certain ports.

Ensure that any firewall located between the QRadar SIEM console and QRadar Risk Manager allows traffic on the following ports:

- Port 443 (HTTPS)

- Port 22 (SSH)
- Port 37 UDP (Time)

## Unsupported features in QRadar Risk Manager

It is important to be aware of the features that are not supported by IBM Security QRadar Risk Manager.

The following features are not supported in QRadar Risk Manager:

- High availability (HA)
- Dynamic Routing for Border Gateway Protocol (BGP), Open Shortest Path First (OSPF), or Routing Information Protocol (RIP)
- IPv6
- Non-contiguous network masks
- Load-balanced routes
- Reference maps
- Store and Forward

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## Additional hardware requirements

Additional hardware is required before you can install IBM Security QRadar Risk Manager.

Before you install IBM QRadar Risk Manager systems, you need access to the following hardware components:

- monitor and keyboard or a serial console
- Uninterrupted Power<sup>®</sup> Supply (UPS)

QRadar Risk Manager appliances or systems that are running QRadar Risk Manager software that store data must be equipped with an Uninterrupted Power Supply (UPS). Using a UPS ensures that your QRadar Risk Manager data, such as consoles, event processors, and QFlow Collectors, is preserved during a power failure.

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## Additional software requirements

Additional software is required before you can install IBM Security QRadar Risk Manager.

The following software must be installed on the desktop system that you use to access the QRadar Risk Manager user interface:

- Java<sup>™</sup> runtime environment
- Adobe Flash, version 10 or higher

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## Supported web browsers

You access the IBM Security QRadar SIEM console from a standard web browser. QRadar supports certain versions of Mozilla Firefox and Microsoft Internet Explorer web browsers.

When you access the system, a prompt is displayed asking for a user name and a password. The user name and password must be configured in advance by the QRadar Risk Manager administrator.



Table 1. Supported web browsers for IBM Security QRadar SIEM

Web browser	Supported version
Mozilla Firefox	10.0  Mozilla Firefox has a short release cycle. We cannot commit to testing on the latest versions of the Mozilla Firefox browser. However, we are fully committed to investigating any issues that are reported.
Microsoft Internet Explorer, with Compatibility View Enabled	<ul style="list-style-type: none"> <li>• 8.0</li> <li>• 9.0</li> </ul> For instructions on how to enable Compatibility View, see “Enabling compatibility view”

## Enabling compatibility view

You need to enable compatibility view if you use Microsoft Internet Explorer to access IBM Security QRadar.

### Procedure

1. In your Microsoft Internet Explorer browser, press F12 to open the **Developer Tools** window.
2. To configure browser mode, from the **Browser Mode** list box, select the version of your web browser.
3. To configure document mode, from the **Document Mode** list box, select **Internet Explorer 7.0 Standards**.



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## Chapter 2. Install IBM Security QRadar Risk Manager appliances

An IBM Security QRadar Risk Manager deployment includes an IBM Security QRadar SIEM Console and QRadar Risk Manager appliance as a managed host.

Installing QRadar Risk Manager involves the following steps:

1. Preparing your appliance.
2. Installing QRadar Risk Manager.
3. Adding QRadar Risk Manager to QRadar SIEM.

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### Preparing your appliance

You must prepare your appliance before you install an IBM Security QRadar Risk Manager appliance.

#### Before you begin

You must install all necessary hardware and you need an activation key. The activation key is a 24-digit, four-part, alphanumeric string that you receive from IBM. You can find the activation key:

- Printed on a sticker and physically placed on your appliance.
- Included with the packing slip; all appliances are listed along with their associated keys.

To avoid typing errors, the letter I and the number 1 (one) are treated the same, as are the letter O and the number 0 (zero).

If you do not have an activation key for your QRadar Risk Manager appliance, contact customer support (<http://www.ibm.com/support>).

For information about your appliance, see the *IBM Security QRadar Hardware Installation Guide*.

#### Procedure

1. Choose one of the following options:
  - Connect a notebook to the serial port on the rear of the appliance.  
If you use a notebook to connect to the system, you must use a terminal program, such as HyperTerminal, to connect to the system. Make sure that you set **Connect Using** to the appropriate COM port of the serial connector and **Bits per second** to 9600. You must also set **Stop Bits** (1), **Data bits** (8), and **Parity** (None).
  - Connect a keyboard and monitor to their respective ports.
2. Power on the system and login. The username, which is case-sensitive, is root.
3. Press Enter.
4. Read the information in the window. Press the Spacebar to advance each window until you reach the end of the document.
5. Type yes to accept the agreement, and then press Enter.
6. Type your activation key and press Enter.

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## Access the IBM Security QRadar Risk Manager user interface

IBM Security QRadar Risk Manager uses default login information for the URL, user name, and password.

You access IBM Security QRadar Risk Manager through the QRadar SIEM console. Use the information in the following table when you log in to your IBM Security QRadar SIEM console.

*Table 2. Default login information for QRadar Risk Manager*

Login information	Default
URL	https://<IP address>, where <IP address> is the IP address of the QRadar SIEM console.
User name	admin
Password	The password that is assigned to QRadar Risk Manager during the installation process.
License key	A default license key provides access to the system for 5 weeks.

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## Network parameter information for IPv4

Network information for Internet Protocol version 4 (IPv4) network settings is required when you install IBM Security QRadar Risk Manager or when you change network settings.

Use the information in the following table when you install or reinstall IBM Security QRadar Risk Manager, or when you need to change network settings.

*Table 3. Network information required for IBM Security QRadar Risk Manager installation*

Network information	Description
Email server	Type the name of the email server. If you do not have an email server, type localhost in this field.
Gateway	Type the default gateway of the system.
Hostname	Type a fully qualified domain name as the system hostname.
IP address	Type the IP address of the system.
Network mask	Type the network mask address for the system.
Primary DNS	Type the primary DNS server address.
Public IP	Optional. Type the Public IP address of the server.  This secondary IP address is used to access the server, usually from a different network or the Internet, and is managed by your network administrator. The Public IP address is often configured using the Network Address Translation (NAT) services on your network or firewall settings on your network. NAT translates an IP address in one network to a different IP address in another network.

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## Installing IBM Security QRadar Risk Manager

You can install IBM Security QRadar Risk Manager after you prepare your appliance.

### Before you begin

You must complete the preparation steps before you install QRadar Risk Manager.

### Procedure

1. Select normal for the type of setup. Select **Next** and press Enter.
2. Select your time zone continent or area. Select **Next** and press Enter.
3. Select your time zone region. Select **Next** and press Enter.
4. Select an Internet Protocol version. Select **Next** and press Enter.
5. Select the interface that you want to specify as the management interface. Select **Next** and press Enter.
6. Type your hostname, IP address, network mask, gateway, primary DNS, secondary DNS, public IP, and email server. For network parameter information, see “Network parameter information for IPv4” on page 6.
7. Select **Next** and press Enter.
8. Type a password to configure the QRadar Risk Manager root password.
9. Select **Next** and press Enter.
10. Retype your new password to confirm. Select **Finish** and press Enter. This process typically takes several minutes.

### What to do next

Use the deployment editor to add QRadar Risk Manager as a managed host to your QRadar SIEM console.

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## Adding QRadar Risk Manager to QRadar SIEM

You must add IBM Security QRadar Risk Manager as a managed host to IBM Security QRadar SIEM.

### Before you begin

If you want to enable compression, then the minimum version for each managed host must be QRadar SIEM 7.1 or QRadar Risk Manager 7.1.

To add a non-NATed managed host to your deployment when the Console is NATed, you must change the QRadar SIEM console to a NATed host. You must change the console before you add the managed host to your deployment. For more information, see the *IBM Security QRadar SIEM Administration Guide*.

### Procedure

1. Open your web browser.
2. Type the URL, `https://<IP Address>`, where <IP Address> is the IP address of the QRadar SIEM console.
3. Type your user name and password.  
For default login information, see Table 2 on page 6
4. On the **Admin** tab, click **Deployment Editor**.

5. From the menu, select **Actions**, and then select **Add a Managed Host**.
6. Click **Next**.
7. Enter values for the following parameters:

Option	Description
Enter the IP of the server or appliance to add	Type the IP address of QRadar Risk Manager.
Enter the root password of the host	Type the root password for the host.
Confirm the root password of the host	Type the password again.
Host is NATed	Select the check box to use an existing Network Address Translation (NAT) on this managed host. If you want to enable NAT for a managed host, the NATed network must be using static NAT translation. For more information, see the <i>IBM Security QRadar SIEM Administration Guide</i> .
Enable Encryption	Select the check box to create an SSH encryption tunnel for the host. To enable encryption between two managed hosts, each managed host must be running QRadar SIEM 7.1 or QRadar Risk Manager 7.1.
Enable Compression	Select the check box to enable data compression between two managed hosts.

8. Choose one of the following options:
  - If you selected the **Host is NATed** check box, then you must enter values for the NAT parameters.

Option	Description
Enter public IP of the server or appliance to add	Type the public IP address of the managed host. The managed host uses this IP address to communicate with other managed hosts in different networks that use NAT.
Select NATed network	From the list box, select the network that you want this managed host to use.  If the managed host is on the same subnet as the QRadar SIEM console, select the console of the NATed network.  If the managed host is not on the same subnet as the QRadar SIEM console, select the managed host of the NATed network.

- If you did not select the **Host is NATed** check box, click **Next**.
9. Click **Finish**. This process can take several minutes to complete. If your deployment includes changes, then you must deploy all changes.
  10. Click **Deploy**.

## What to do next

Clear your web browser cache and then log in to QRadar SIEM. The **Risks** tab is now available.

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## Clearing web browser cache

You must clear the web browser cache before you can access the **Risks** tab in QRadar SIEM.

### Before you begin

Ensure that only one web browser is open. If you have multiple browsers open, the cache can fail to clear properly.

If you are using a Mozilla Firefox web browser, you must clear the cache in your Microsoft Internet Explorer web browser too.

### Procedure

1. Open your web browser.
2. Clear your web browser cache. For instructions, see your web browser documentation.

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## Risk Manager user role

You must assign the Risk Manager user role for users that requires access to the **Risks** tab.

A user account defines the , default password, and email address for a user. You need to assign a user role and security profile for each new user account.

Before you can allow access to IBM Security QRadar Risk Manager functionality to other users in your organization, you must assign the appropriate user role permissions. By default, QRadar SIEM provides a default administrative role, which provides access to all areas of QRadar Risk Manager.

For information about creating and managing user roles, see the *IBM Security QRadar SIEM Administration Guide*.

## Assigning the Risk Manager user role

You can assign the Risk Manager user role for users that need access to the **Risk** tab.

### Procedure

1. Click the **Admin** tab.
2. On the navigation menu, click **System Configuration**.
3. In the **User Management** pane, click the **User Roles** icon.
4. Click the **Edit** icon next to the user role you want to edit.
5. Select the **Risk Manager** check box.
6. Click **Next**. If you add Risk Manager to a user role that has Log Activity permission, then you must define the log sources that the user role can access. You can add an entire log source group by clicking the **Add** icon in the **Log Source Group** pane. You can select multiple log sources by holding the Control key while you select each log source you want to add.
7. Click **Return**.
8. From the **Admin** tab menu, click **Deploy Changes**.

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## Troubleshoot the Risks tab

You can troubleshoot if the **Risks** tab does not display properly or is inaccessible.

When the Risks tab is not displaying properly or is inaccessible, you remove and readd IBM Security QRadar Risk Manager as a managed host.

### Removing a managed host

You can remove your IBM Security QRadar Risk Manager managed host from IBM Security QRadar SIEM to change network settings or if there is a problem with the **Risks** tab.

#### Procedure

1. Open your web browser.
2. Type the URL `https://<IP Address>`, where `<IP Address>` is the IP address of the QRadar SIEM console.
3. Type your user name and password.  
For default login information, see Table 2 on page 6
4. On the **Admin** tab, click **Deployment Editor**.
5. Click the **System View** tab.
6. Right-click the managed host that you want to delete and select **Delete**. Repeat for each non-Console managed host until all hosts are deleted.
7. Click **Save**.
8. Close the deployment editor.
9. On the **Admin** tab, click **Deploy Changes**.

#### What to do next

Readd QRadar Risk Manager as a managed host.

### Readd QRadar Risk Manager as a managed host

You can readd QRadar Risk Manager as a managed host after it is removed.

#### Procedure

1. Open your web browser.
2. Type the URL `https://<IP Address>`, where `<IP Address>` is the IP address of the QRadar SIEM console.
3. Type your user name and password.  
For default login information, see Table 2 on page 6
4. On the **Admin** tab, click **Deployment Editor**.
5. Click the **System View** tab.
6. From the menu, select **Actions > Add a managed host**.
7. Click **Next**.
8. Enter values for the following parameters:

Option	Description
Enter the IP of the QRadar Risk Manager appliance	Type the IP address of your QRadar Risk Manager appliance.



Option	Description
Enter the root password of the host	Type the root password for QRadar Risk Manager.
Confirm the root password of the host	Type the root password again, to confirm.
Host is NATed	Select this option if you want to specify NAT values if necessary.
Enable Encryption	Select this option if you want to enable encryption.

9. Click **Next**.
10. Click **Finish**. The process of adding QRadar Risk Manager can take several minutes to complete.
11. Close the deployment editor.
12. On the **Admin** tab, click **Deploy Changes**.

## Results

If you are still experiencing issues viewing the **Risks** tab on QRadar SIEM, contact customer support.



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## Chapter 3. Reinstall QRadar from the recovery partition

When you reinstall IBM Security QRadar Risk Manager from the IBM Security QRadar SIEM ISO on the recovery partition, your system is restored back to factory default configuration. This means that your current configuration and data files are overwritten.

This information applies to new QRadar Risk Manager installations or upgrades from new QRadar Risk Manager installations on QRadar Risk Manager appliances. When you install QRadar Risk Manager, the installer (QRadar SIEM ISO) is copied into the recovery partition. From this partition, you can reinstall QRadar Risk Manager, which restores QRadar Risk Manager to factory defaults.

**Note:** If you upgrade your software after you install QRadar Risk Manager, then the ISO file is replaced with the newer version.

When you reboot your QRadar Risk Manager appliance, you are presented with the option to reinstall the software. Since QRadar SIEM and QRadar Risk Manager use the same ISO installation file, the QRadar SIEM ISO name displays.

If you do not respond to the prompt after 5 seconds, the system reboots as normal, which maintains your configuration and data files. If you choose to reinstall QRadar SIEM ISO, a warning message is displayed and you must confirm that you want to reinstall the software. After confirmation, the installer runs and you can follow the prompts through the installation process.

After a hard disk failure, you cannot reinstall from the recovery partition because it is no longer available. If you experience a hard disk failure, contact Customer Support for assistance.

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### Reinstalling QRadar Risk Manager by using Factory re-install

You can reboot and reinstall your QRadar Risk Manager appliance using the factory reinstall option.

#### Before you begin

Ensure that you have your activation key, which is a 24-digit, four-part, alphanumeric string that you receive from IBM. You can find the key:

- Printed on a sticker and physically placed on your appliance.
- Included with the packing slip; appliances are listed along with their associated keys.

To avoid typing errors, the letter I and the number 1 (one) are treated the same, as are the letter O and the number 0 (zero).

If you do not have an activation key for your QRadar Risk Manager appliance, contact customer support (<http://www.ibm.com/support>).

Software activation keys do not require serial numbers.

## Procedure

1. Reboot your QRadar Risk Manager appliance.
2. Select **Factory re-install**.
3. Type `flatten` to continue. The hard disk is partitioned and reformatted, the OS is installed, and then QRadar Risk Manager is reinstalled. You must wait for the flatten process to complete. This process can take up to several minutes, depending on your system.
4. Type `SETUP`.
5. Log in to QRadar Risk Manager as the root user.
6. Read the information in the window. Press the Spacebar to advance each window until you reach the end of the document. Type `yes` to accept the agreement, and then press `Enter`.
7. Type your activation key and press `Enter`.
8. Select **normal** for the type of setup. Select **Next** and press `Enter`.
9. Select your time zone continent or area. Select **Next** and press `Enter`.
10. Select your time zone region. Select **Next** and press `Enter`.
11. Select an Internet Protocol version. Select **Next** and press `Enter`.
12. Select the interface that you want to specify as the management interface. Select **Next** and press `Enter`.
13. Enter information for your hostname, IP address, network mask, gateway, primary DNS, secondary DNS, public IP, and email server. For network information, see “Network parameter information for IPv4” on page 6.
14. Type your password to configure the QRadar Risk Manager root password.
15. Select **Next** and press `Enter`.
16. Retype your new password to confirm. Select **Finish** and press `Enter`. This process typically takes several minutes.
17. Press `Enter` to select **OK**.
18. Press `Enter` to select **OK**.

## What to do next

Use the deployment editor to add QRadar Risk Manager as a managed host to your QRadar SIEM console.

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## Chapter 4. Change network settings

You can change the network settings of an IBM Security QRadar Risk Manager appliance that is attached to an IBM Security QRadar SIEM Console.

If you need to change the network settings, then you must complete these tasks in the following order:

1. Remove QRadar Risk Manager as a managed host.
2. Change network settings.
3. Readd QRadar Risk Manager as a managed host.

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### Removing a managed host

You can remove your IBM Security QRadar Risk Manager managed host from IBM Security QRadar SIEM to change network settings or if there is a problem with the **Risks** tab.

#### Procedure

1. Open your web browser.
2. Type the URL `https://<IP Address>`, where `<IP Address>` is the IP address of the QRadar SIEM console.
3. Type your user name and password.  
For default login information, see Table 2 on page 6
4. On the **Admin** tab, click **Deployment Editor**.
5. Click the **System View** tab.
6. Right-click the managed host that you want to delete and select **Delete**. Repeat for each non-Console managed host until all hosts are deleted.
7. Click **Save**.
8. Close the deployment editor.
9. On the **Admin** tab, click **Deploy Changes**.

#### What to do next

Readd QRadar Risk Manager as a managed host.

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### Change network settings

You can change the network settings of an IBM Security QRadar Risk Manager appliance that is attached to an IBM Security QRadar SIEM Console.

#### Before you begin

You must remove the QRadar Risk Manager managed host from QRadar SIEM before you change the network settings.

#### Procedure

1. Using SSH, log in to QRadar Risk Manager as the root user.
2. Type the command, `qchange_netsetup`.

3. Select an Internet Protocol version. Select **Next** and press Enter. Depending on your hardware configuration, the window displays up to a maximum of four interfaces. Each interface with a physical link is denoted with a plus (+) symbol.
4. Select the interface that you want to specify as the management interface. Select **Next** and press Enter.
5. Enter information for your hostname, IP address, network mask, gateway, primary DNS, secondary DNS, public IP, and email server. For network information, see “Network parameter information for IPv4” on page 6.
6. Type your password to configure the QRadar Risk Manager root password.
7. Select **Next** and press Enter.
8. Retype your new password to confirm. Select **Finish** and press Enter. This process typically takes several minutes.

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## Readd QRadar Risk Manager as a managed host

You can readd QRadar Risk Manager as a managed host after it is removed.

### Procedure

1. Open your web browser.
2. Type the URL `https://<IP Address>`, where <IP Address> is the IP address of the QRadar SIEM console.
3. Type your user name and password.  
For default login information, see Table 2 on page 6
4. On the **Admin** tab, click **Deployment Editor**.
5. Click the **System View** tab.
6. From the menu, select **Actions > Add a managed host**.
7. Click **Next**.
8. Enter values for the following parameters:

Option	Description
<b>Enter the IP of the QRadar Risk Manager appliance</b>	Type the IP address of your QRadar Risk Manager appliance.
<b>Enter the root password of the host</b>	Type the root password for QRadar Risk Manager.
<b>Confirm the root password of the host</b>	Type the root password again, to confirm.
<b>Host is NATed</b>	Select this option if you want to specify NAT values if necessary.
<b>Enable Encryption</b>	Select this option if you want to enable encryption.

9. Click **Next**.
10. Click **Finish**. The process of adding QRadar Risk Manager can take several minutes to complete.
11. Close the deployment editor.
12. On the **Admin** tab, click **Deploy Changes**.

## Results

If you are still experiencing issues viewing the **Risks** tab on QRadar SIEM, contact customer support.





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