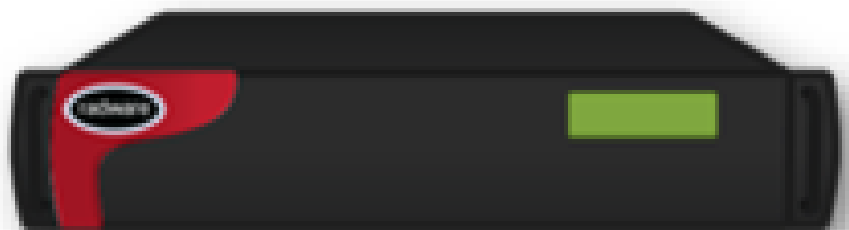




DefensePro X  
Version 10.x

# Training Lab Manual Troubleshooting Aide



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## Introduction

This is an aide to help you with specific situations you might encounter during the lab.

## RDP PC

### Screen Resolution

Windows virtual desktop screen appear in a new browser tab. **NOTE:** The size of your remote desktop is defined by the size of the browser window you start it from. **HINT:** If you want to have full screen, use the F11 key on the browser before you click on the link.

### Credentials

If you get locked out from your remote desktop windows session, after a break etc, the login password is **radware**. Find below additional credentials:

Cyber Controller: radware/radware and root/radware

DefensePro: radware/radware1

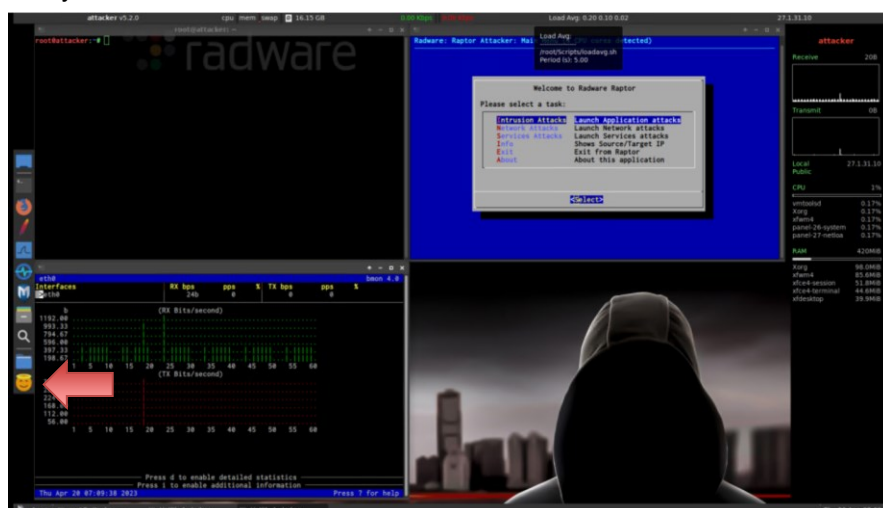
VMRC Console: student/radware1!

### I am in VMRC console and can't use anything else

If you are in VMRC (VMWare Remote Console) i.e. working in DefensePro X console, you might not be able to click to any other window in RDP computer due to VMRC curcor lock. VMRC uses **Ctrl-Alt** to release cursor lock.

### I mistakenly closed windows in Attacker/Legit/Target server

If you mistakenly close any window, close all windows and click on the “angel” icon on the bottom of left side icon tray, or just reboot the system.



## Cyber Controller

### NTP Service Not Running / Time discrepancy

Check that Cyber Controller is using NTP server to ensure that the PC, DefensePro and Cyber Controller are synced.

1. Login to Cyber Controller (10.10.240.15) via SSH; credentials: **radware / radware**.
2. If there is no SSH existing connection on mRemoteNG, create a new SSH connection to 10.10.240.15.
3. Use the command: **system ntp servers get** to see if a server is defined.  
If no server is defined, use this command: **system ntp servers add < server IP address>** to define the server, lab server IP address is 10.10.240.1.  
Answer **yes** to the restarting services.
4. If you restarted the services in the above step you don't need to perform this, otherwise use **system ntp service restart** to restart the NTP service.  
At the prompt asking if you want to restart Cyber Controller services, select **Y**.  
NOTE: In a production environment you will only need to start the service.
5. Check to make sure all services are started and healthy. Issue a command **system cyber-controller-server status**. If any service is still in “(health: starting)” mode, wait a few minutes and issue the command again. Services should be in “(healthy)” status (or not labeled).

### Can't login to Cyber Controller or Radware User Got Locked

If you can't login as radware/radware to Cyber Controller, you can reset the password.

1. Use **mRemoteNG** Cyber Controller SSH to login as a **root**.
2. Issue **restore\_radware\_user\_password** command and answer the questions. Set the password to **radware** and time to **365**.

## DefensePro X

### I don't see security events in Cyber Controller

Make sure DefensePro is registered for security reporting.

1. In **Sites and Devices** (tree view - left side), select the DefensePro device to be registered. **vDefensePro**  
Locking is not required for device registration.
2. In **Sites and Devices** click **Edit** (pencil) button to edit **Device Properties**.
3. In **Device Properties** window click **Event Notification**
4. Make sure select both checkboxes **Register This ...** and **Remove All...** and double check APSolute Vision register on G1 (10.10.240.15)
5. Click **Submit** button to save changes.
6. Go to **Configuration → Setup → Device Security → SNMP → Target Address** and double click “Vision-V3-10.10.240.15” entry (or select entry and click **Edit** (pencil) icon. Set **Minimal Risk Level for Sending Traps: Info**.
7. Click **Submit** and confirm **Yes** when asked to continue.



For questions, contact [training@Radware.com](mailto:training@Radware.com)

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