Deploy CSM With Different workflow Modes with / without Ticketing

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Introduction

This document describes how deployment works on CSM with different workflow modes: with and without ticketing.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Security Manager
- Adaptive Security Appliance

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Security Manager 4.25
- Adaptive Security Appliance

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command**.**

Background Information

The Cisco Security Manager delivers centralized management and monitoring services for Cisco ASA device.

Non-Workflow mode – The activities are automatically generated upon login to Configuration Manager. It either continues your previous activity if it was unsaved , or starts a new one.

You can define, save, submit, and deploy policies in a single process. This is the default mode.

Workflow mode - Workflow mode is tailored for organizations with distinct roles for defining and administering security policies.

It enforces a structured change-tracking and management system by mandating that all policy configurations occur within explicitly created activities.

Users can create multiple activities to group logically related policy changes within a single activity.

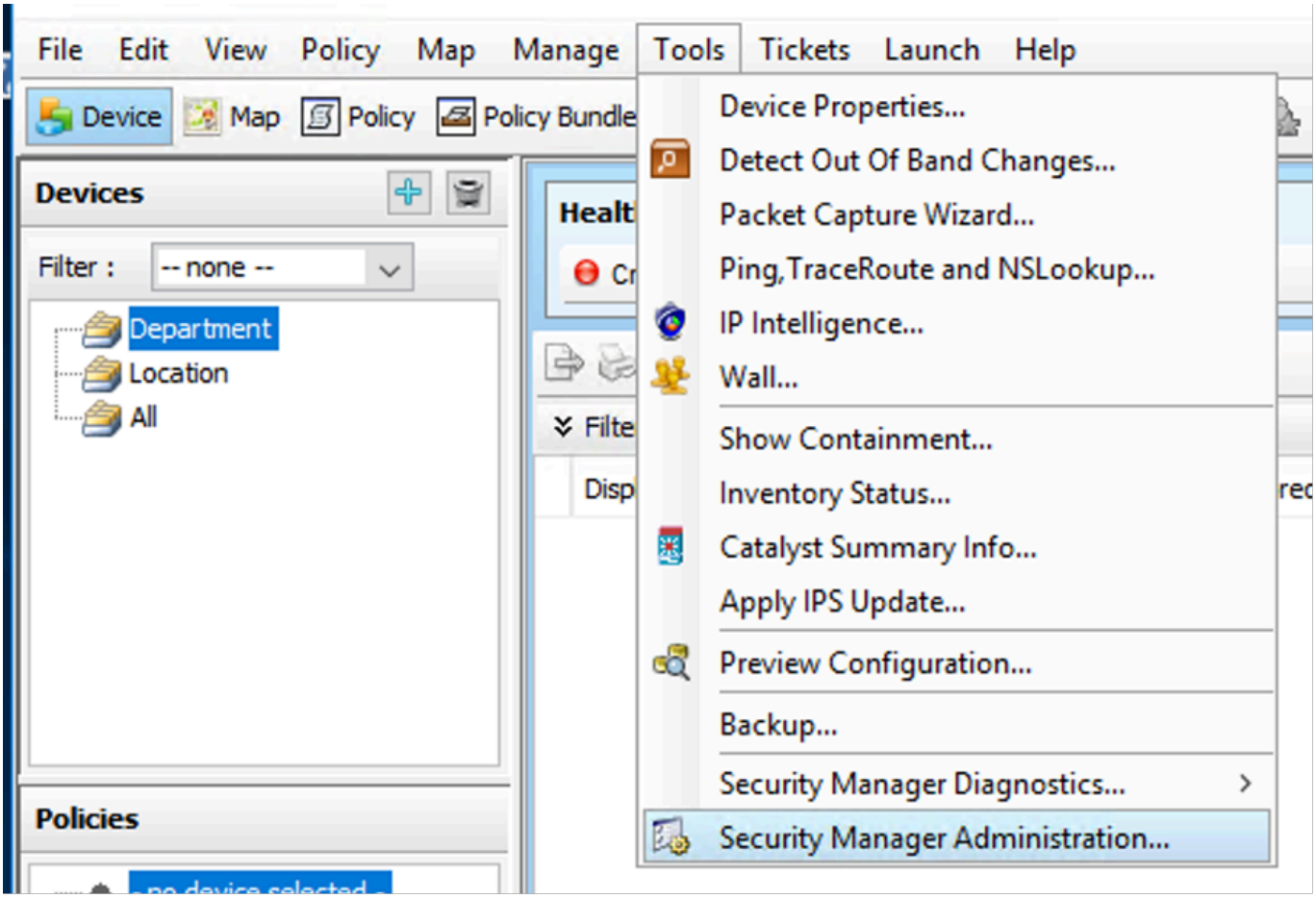
Demonstration Methodology

Cisco Security Manager offers three closely related features within Configuration Manager, ensuring flexible and secure policy management while enabling your organization to implement change control processes.
This document can help you understand how deployment works using these modes.

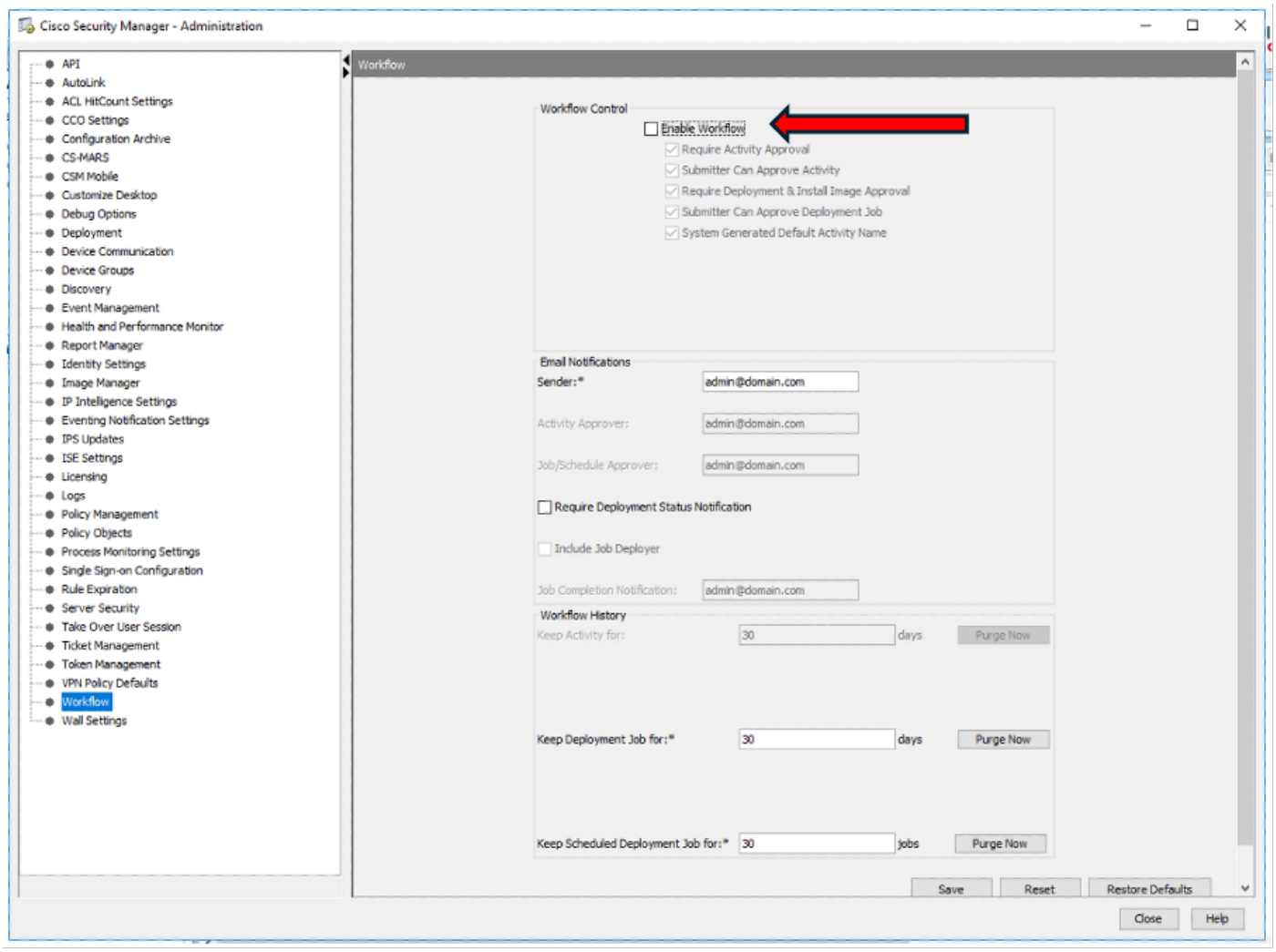
- Non-Workflow mode with ticketing
- Workflow mode with ticketing
- Only workflow mode

How to check if workflow mode is enabled.

From Configuration Manager navigate to **Tools > Security Manager Administration**



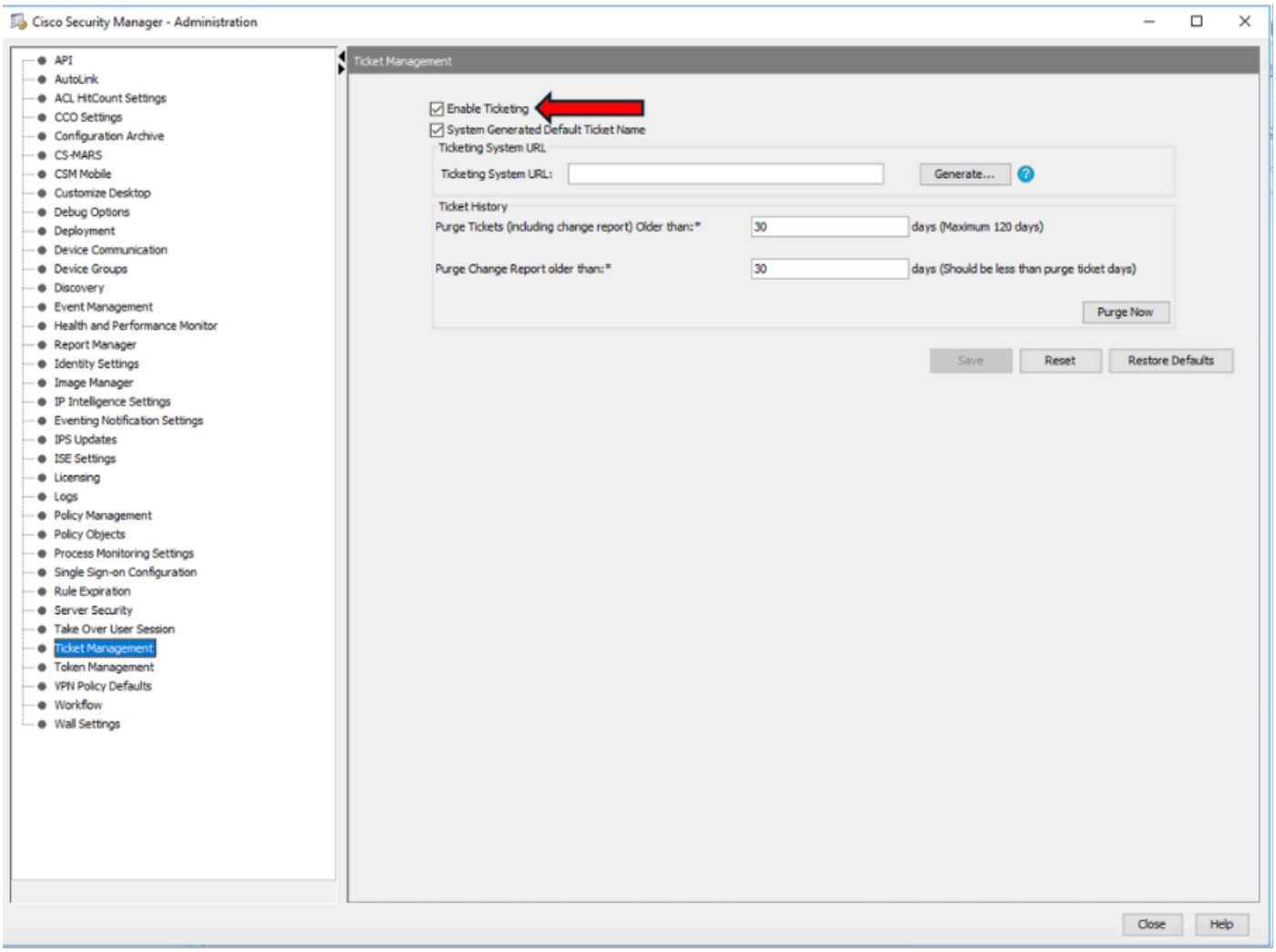
Choose **Workflow** option from the window which pops up and check if the **Enable Workflow** checkbox is selected.
If yes , then it is in workflow mode.



How to check if ticketing is enabled

From Configuration Manager navigate to **Tools > Security Manager Administration**

Choose **Ticket Management** option from the window which pops up and verify that the **Enable Ticketing** checkbox is selected.



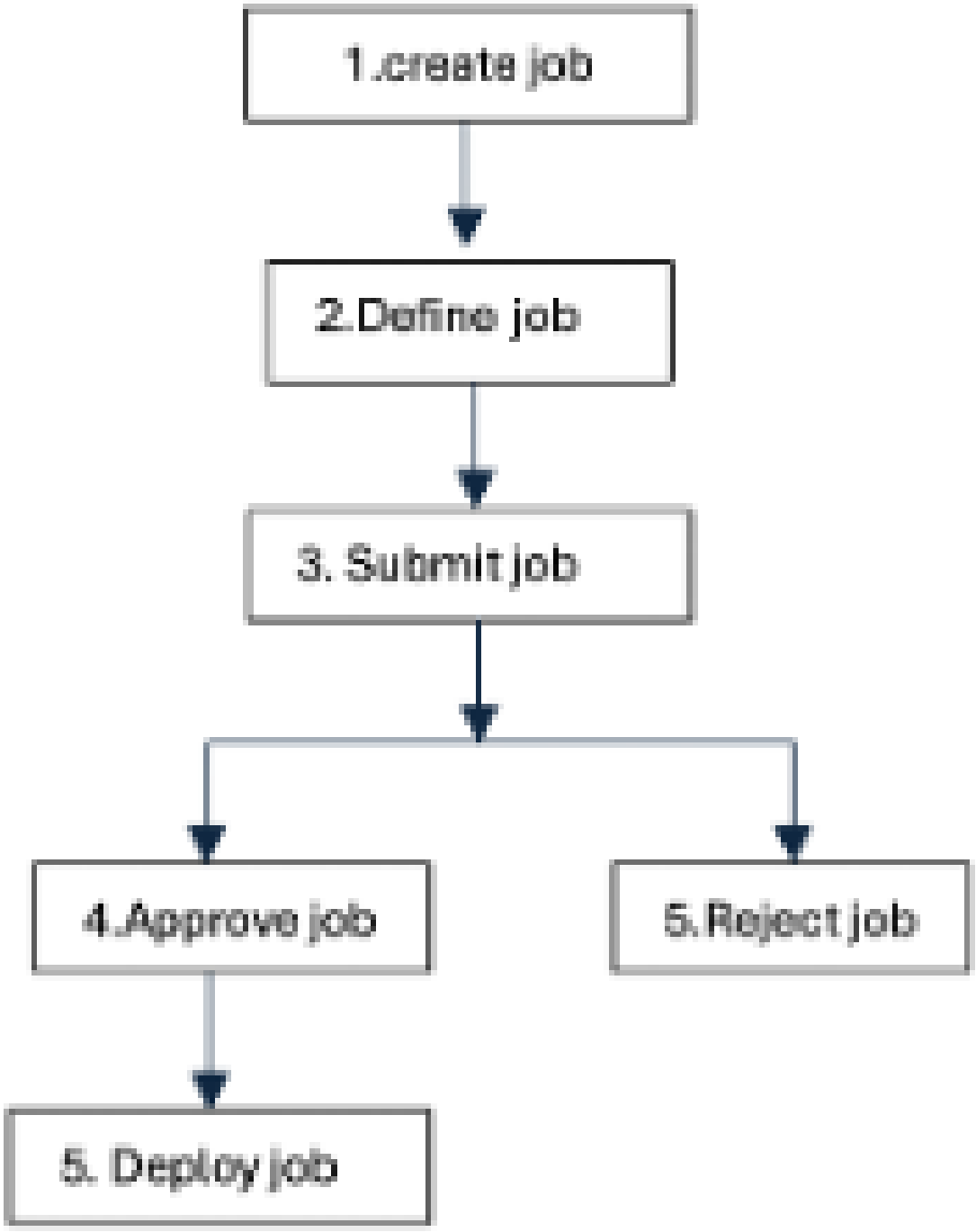
Deployment Process

With ticketing, there is no need to create a job specifically to perform the deployment.

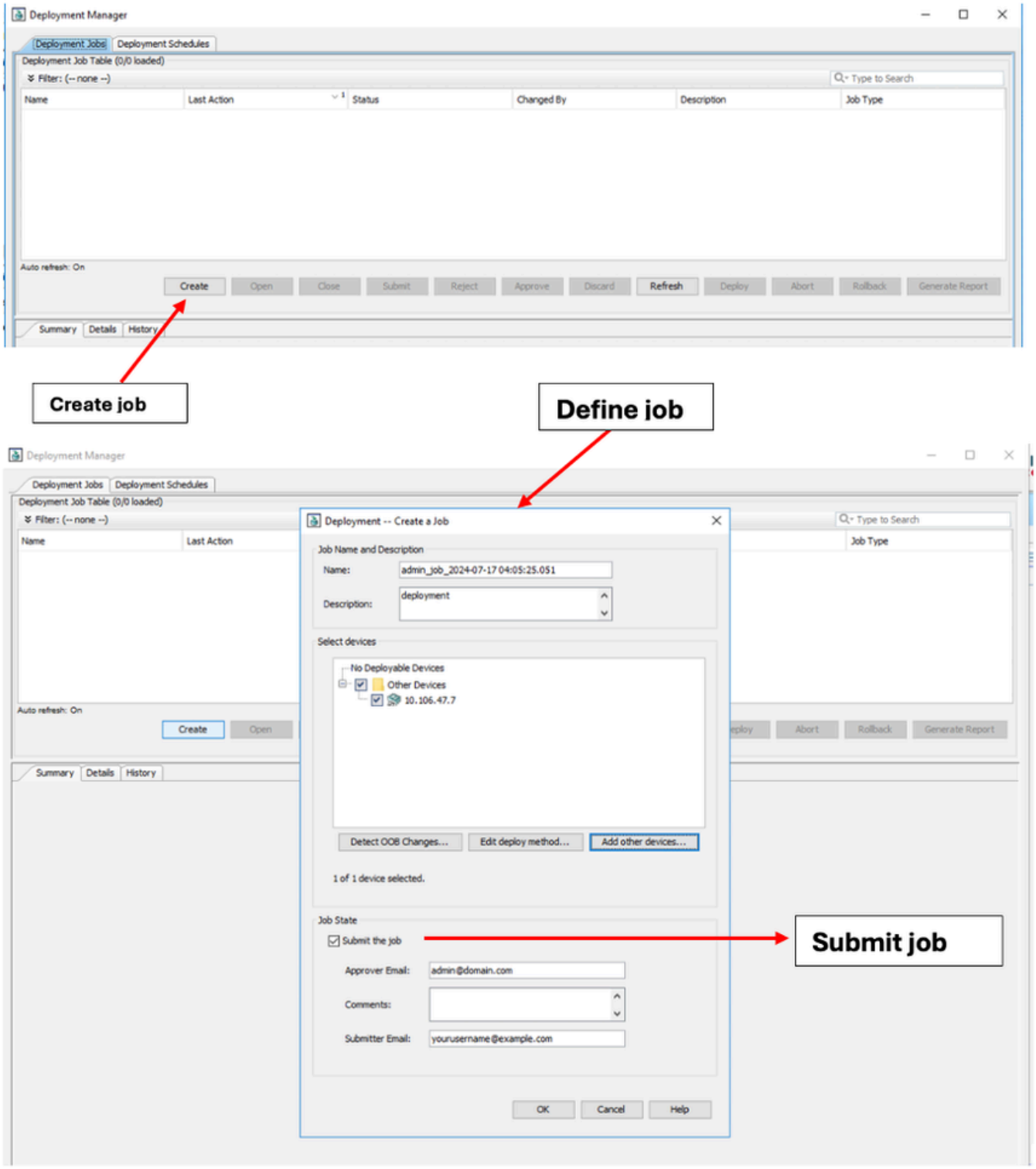
Configuration Manager creates a deployment job for you when you deploy configuration changes. When it comes to workflow mode, then we need to create a job to perform the deployment.

Deployment Process in workflow mode

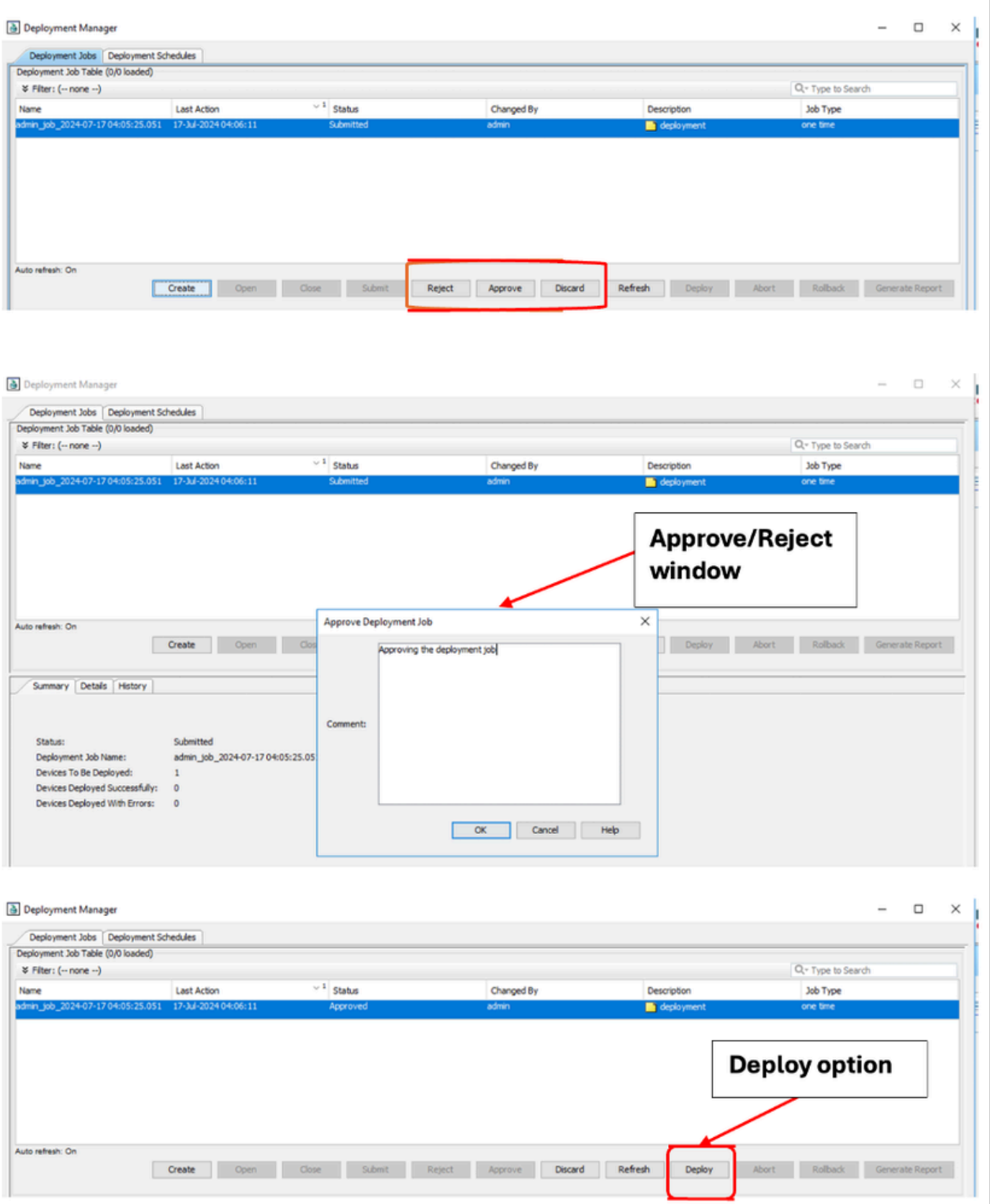
When the respective configuration changes are made navigate to **Manage > Deployments**, the deployment steps through this sequence:



Creating, defining, and submitting the job



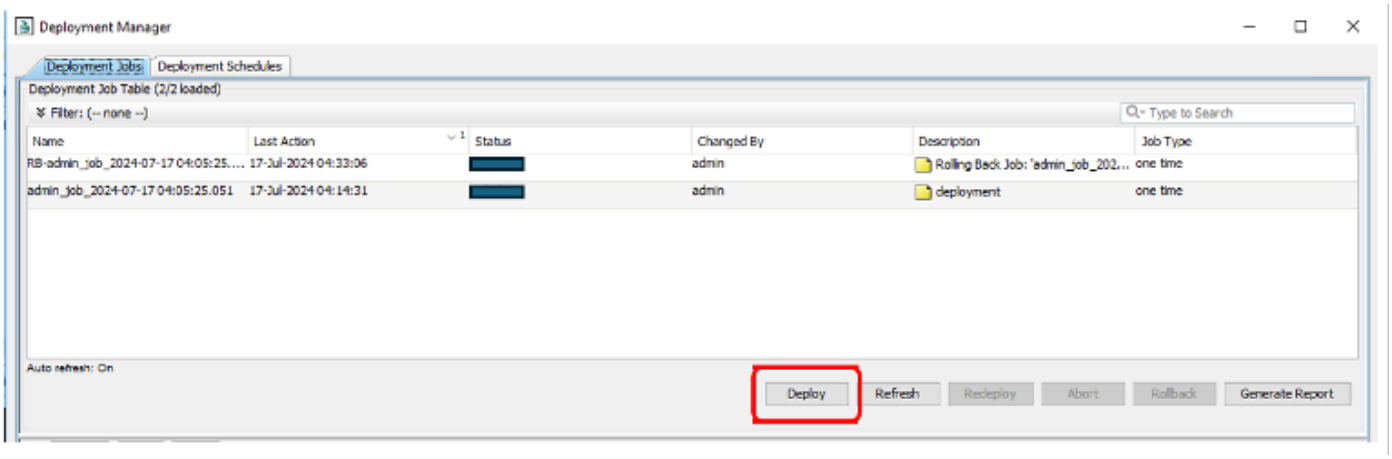
Approve / Reject Job and Deploy Actions



Deployment Process in Non-Workflow mode

When you are in Non-Workflow mode , and deployment is a two-step process (shown here).

Navigate to **Manage > Deployments**. A window appears with deploy button directly (as shown).


Deployment Manager
Deployment Jobs
Deployment Schedules
Deployment Job Table (2/2 loaded)
Filter: (-- none --)
Type to Search
Name
Last Action
Status
Changed By
Description
Job Type
RB-admin_job_2024-07-17 04:05:25.... 17-Jul-2024 04:33:06 admin Rolling Back Job: 'admin_job_202... one time
admin_job_2024-07-17 04:05:25.051 17-Jul-2024 04:14:31 admin deployment one time
Auto refresh: On
Deploy
Refresh
Redeploy
Abort
Rollback
Generate Report