

Physical Deployment

Safe Access Post Connect Sensor is installed in one of two ways:

Out-of-band – An installation that monitors network traffic and blocks attacks by inserting policies into the firewall. Safe Access Post Connect Sensor running in *standard mode* uses this physical configuration.

In-line – An installation that can be positioned either in front of or behind your firewall and blocks attacks *pre-emptively*, before any portion of the attack reaches your network. Safe Access Post Connect Sensor running in *gateway mode* use this physical configuration.

NOTE

For illustrations of these configurations, see the Installation guide, "Physical deployment."

Software Installation

Software installation is easy—simply insert the install CD, reboot the server, and follow the instructions detailed in the Safe Access Post Connect Sensor *Installation Guide*.

WARNING

The install process reformats the hard drive, erasing all existing data.

Install CD – contains:

- install image
- /docs folder
 - Quick-start card
 - Installation guide
 - Users guide

Installation Guide – contains:

- System requirements
- Install steps
- Installation and configuration check list
- Minimum configuration settings

Upgrading – When it is time for an upgrade, StillSecure sends subscribers a link to the latest ISO image which you can download and burn on a CD. We also send subscribers an upgrade CD in the mail.

Post-installation Configuration

Installation and configuration check list – Save time during the install process by gathering the information on this check list prior to beginning the install.

NOTE

Get the check list from the Installation guide, "Installation and configuration check list."

License key – Subscribers to Safe Access Post Connect Sensor must use a license key.

NOTE

Get a subscriber's Safe Access Post Connect Sensor license key from your sales representative.

Configuration wizard – The first time you log into Safe Access Post Connect Sensor, you are stepped through the configuration screens.

NOTE

For configuration instructions, see the Installation guide, "Initial configuration."

Users Guide

Task-based instructions – The users guide describes how to view and respond to attacks via the Safe Access Post Connect Sensor user interface.

The users guide can be found:

- In the /docs directory on the install CD
- By clicking the help icon from the Safe Access Post Connect Sensor user interface

NOTE

See the users guide for task-based instructions on using Safe Access Post Connect Sensor.

Getting Support

StillSecure prides itself on providing exceptional customer support.

Live support – Available to subscribers:

- Monday - Friday
- 8:00 AM - 6:00 PM Mountain
- support@stillsecure.com
- (303) 381-3802

Online support – Online support is available at:

<http://www.stillsecure.com/support>

Support options include:

- **Knowledgebase** – Library of tips and troubleshooting documents.
- **FAQS** – Frequently asked questions, covering the range from high-level product descriptions to specific functionality and usage tips.
- **Updates** – The list of inter-release product updates that enhance functionality and address technical and usability issues.
- **Training** – high-level multimedia training hosted by StillSecure Security Engineering. This training includes topics such as product orientation, configuration tips, and new features.