

Troubleshoot Samples and Devices Not Present in ThreatGrid Appliance Dashboard

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Introduction

This document describes the reason samples and devices are not present in the current ThreatGrid Appliance (TGA) Dashboard and how to configure the TGA to do so.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ThreatGrid Appliance
- Cisco Firepower Management Center
- Cisco Email and Web Security Appliances

Components Used

This document is not restricted to specific software and hardware versions.

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

By default, TGA places the initial users into the Initial Organization and places integration devices into a separate organization that starts with VRT. Devices can be moved to the initial organization so further submitted samples show under the dashboard.

Note: Previously submitted samples do not move dashboards and remain in the current location.

Configuration

Note: In a TGA Cluster, select any node to complete the required procedure. The procedure only needs to be completed once for all nodes to reflect the updated dashboard.

Step 1. Log in to the Clean Interface of the TGA using the Admin credentials.

Step 2. Navigate to **Administration > Manage Organization**.

Step 3. Multiple organizations are listed; Initial Organization and at least one organization with VRT in the name (If no VRT group exists, troubleshoot connectivity between the integration device and the TGA).

Step 4. Navigate to **Administration > Manage Users**.

Step 5. Review the users and note the Organization that the Device/User is part of.

Step 6. Repeat the procedure for each Device/User that needs to be moved.

Step 1. Select each device from the VRT group and Select **Change Org** on the top right-hand corner.

Step 2. Type the name of the Organization noted in Step 5.

Step 3. Click **Change**.

Step 4. Navigate to **Administration > Manage Users** and confirm the device is moved. All future submitted samples show on the dashboard for the Device/User.