How-To Threat Centric NAC (Cognitive Threat Analysis (CTA) and Cisco Identity Services Engine (ISE) using STIX Technology

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About this Document

This document is intended for Cisco Engineers and customers integrating CTA (Cognitive Threat Analytics) with Cisco Identity Services Engine (ISE 2.2+) using Cisco Web Security Appliance (WSA). Supported WSA Async images are: WSA8.5.1 GD, WSA 8.0.8, WSA 7.7.5 and 9.1.1-074 and supported WSA hardware: WSA-S100V, WSA S160, and WSA 5300V and Virtual WSA. ISE requires an APEX license for the ability to subscribe to CTA cloud instance.

The readers should have some familiarity with ISE and WSA and it is assumed that all the licenses have been installed and the reader has accounts on the Cisco CTA cloud instance.

CTA leverages WSA telemetry to identify security breaches or identity infected devices leveraging web traffic behavior analysis, machine learning and anomaly detection. These incidents are then reported to ISE using MITRE's Trusted Automated eXchange of Indicator Information (TAXII) as the transport protocol and reported incidents are in Structured Threat Information eXpression (STIX) language format and integrates with ISE via the Incident Response Feed (IRF) CTA adapter.

This provides visibility into the compromised endpoints in ISE. The ISE admin can take Adaptive Network Control (ANC) mitigation actions to automatically quarantine these compromised endpoints by configuring ISE CTA Course of Action authorization policies limiting network access or assigned Security Group Tags (SGT) or manually quarantining the endpoint by assigning the compromised endpoint to an ISE ANC quarantine policy.

This document covers the following:

- Introduction
    - Value proposition of the integration
    - Definition of the individual technologies
- Architecture and configuration procedure
    - Configuring CTA cloud instance to setup WSA
    - Configuring WSA to upload CTA log information to CTA Cloud instance
    - Configuring CTA to add ISE TAXII Account
    - Enabling ISE TC-NAC
    - Configuring ISE IRF CTA Adapter
    - Configuring ISE CTA Course of Action policies based on an organization's security policy.
- Use cases
    - Analyzing CTA events
    - Analyzing CTA events from ISE

Introduction

Value of the integration – Our data confirms that breaches are not a domain of a particular company type or size and to some extent cannot be avoided. In a situation where preventative measures fail, a breach happens. Dealing with breaches requires a specific process that is similar to incident response - with few exceptions. It needs to be executed much faster and has to be able to detect the breaches in the first place.

The integration between CTA and ISE covers a use-case where detection of a breached machine in the corporate environment is made by CTA and risk of data leak is determined as imminent. In such cases, being able to automatically disconnect and quarantine the endpoint is critical.

In later stages of the breach detection and mitigation process, more information is gathered in order to fully understand the scope and root cause of the breach by utilizing AMP for Endpoints, ThreatGrid and other technologies. Finally breached machines tend to get reimaged before they are used again.

Cisco® Cognitive Threat Analytics (CTA) is a cloud-based service that analyzes WSA telemetry data in order to detect breached devices on the network where prevention failed and attackers managed to establish their presence. Once inside, the malicious activity tends to become difficult to detect resulting in large windows of opportunity for further escalations and extractions. CTA automatically detects command and control channels and other evidence of an active infection and is able to track individual campaigns and attackers. CTA does not rely on existing security intelligence and is therefore effective against unknown variants of known threats as well as unique threats never seen before.

Cisco Web Security Appliance (WSA) is a web-based threat protection solution providing protection against malware, includes application and visibility controls which provides more visibility into web-based transactions for monitoring or blocking these transactions based on the organization's web security policy. Identity profiles determine the authentication profiles and web access policies determine the organization's web security policy. The WSA will send the telemetry data to the CTA account for behavior analysis.

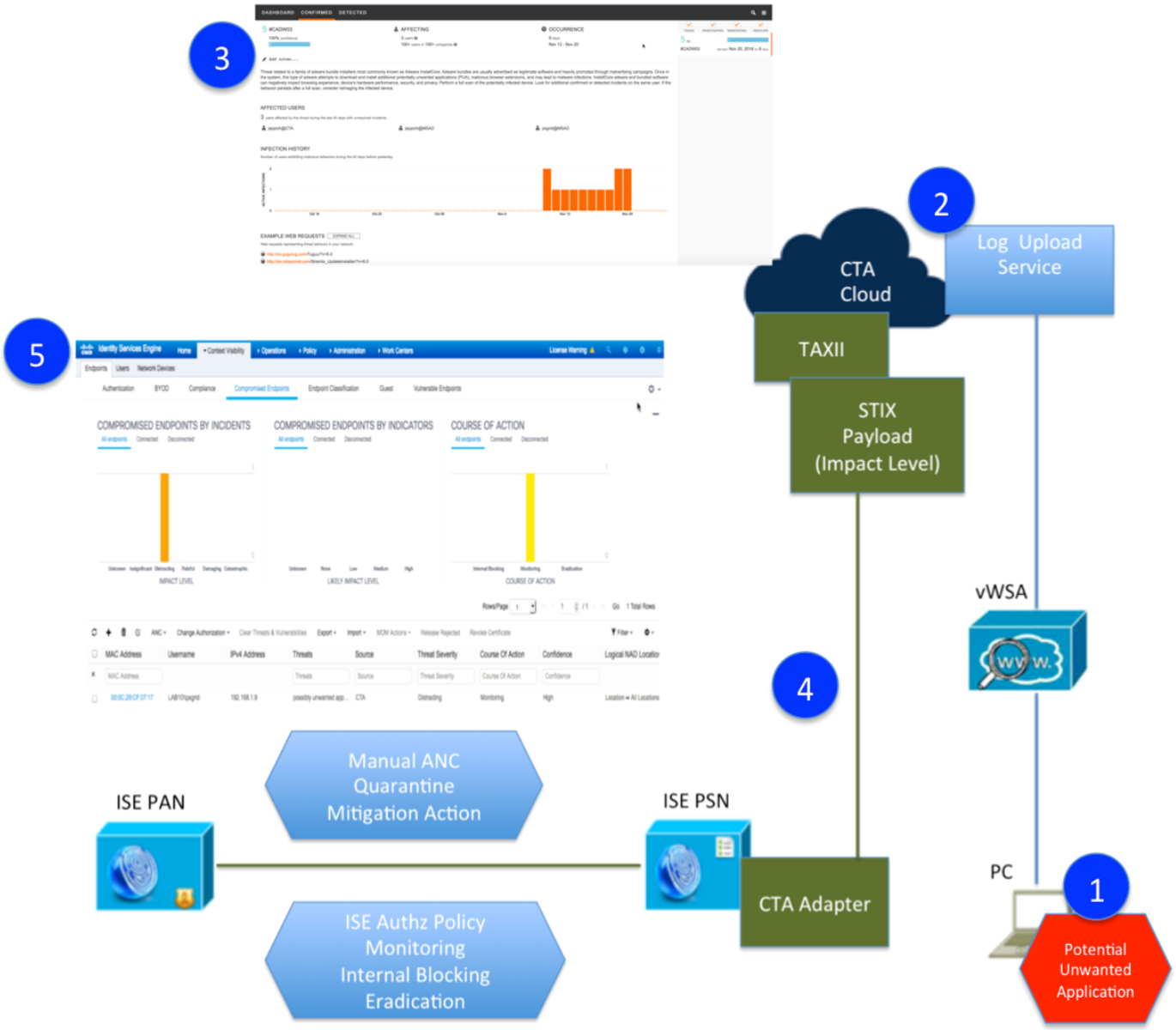
Cisco Identity Services Engine (ISE) is an identity software solution providing IEEE 802.1X authentication for wired, wireless, and virtual environments. In addition, ISE can perform additional functions such as Guest, Posture, and incorporate SGT (Security Group Tags), which is a component for the Cisco Trustsec Solution. When a user or device authenticates to the network, there is rich contextual information that is available from these authenticated sessions. With CTA integration, ISE can now detect if the host is infected or has been compromised and automated Adaptive Network Control (ANC) mitigation actions can be taken to limit network access until the endpoint has been remediated.

Trusted Automated Exchange of Indicator Information (TAXII) is a standard for exchanging information represented using the Structured Threat Information Expression (STIX) language, enabling organizations to share structured cyber threat information in a secure and automated manner. CTA supports TAXII through the CTA Cloud instance. The ISE CTA adapter is configured to poll the CTA Cloud instance for threat incident information. This threat incident information is defined in the STIX format.

Technical Details

Architecture

The following illustrates the solution architecture and process of analysis by web access log collection by WSA, analysis by CTA and quarantine action instructed by ISE towards other network and security devices.



1. Endpoint requests a HTTP/HTTPs resource, or accesses a potential malware site, this activity is logged to the WSA.
2. After a certain interval, the WSA sends all new proxy logs to CTA cloud service using SCP for behavioral analysis and breach detection.
3. With enough evidence, CTA determines the endpoint as breached and creates all incidents describing the risk and other details.
4. ISE receives new CTA incidents: Unknown, Insignificant, Unknown, Distracting, Painful, Damaging, Catastrophic using Structured Threat Information expression (STIX) language format over MITRE's Trusted Automated Exchange of Indicator Information (TAXII) communication transport. These incidents are received by the ISE CTA Adapter (enabled on a PSN node) and contain pre-defined risk factor scores as determined by the CTA development engineers. These incidents are also tied to the ISE Authorization Course of Action condition rules such as eradication, monitoring and internal blocking for taking automated ANC mitigation actions on the compromised endpoint. Manual ANC mitigation and manual network actions can be taken by assigning the compromised endpoint to ANC policy (not legacy EPS).
5. Incident is passed on to the PAN node and is visible in ISE under Context Visibility view under compromised hosts.

Configuring CTA Analysis of WSA Telemetry Data

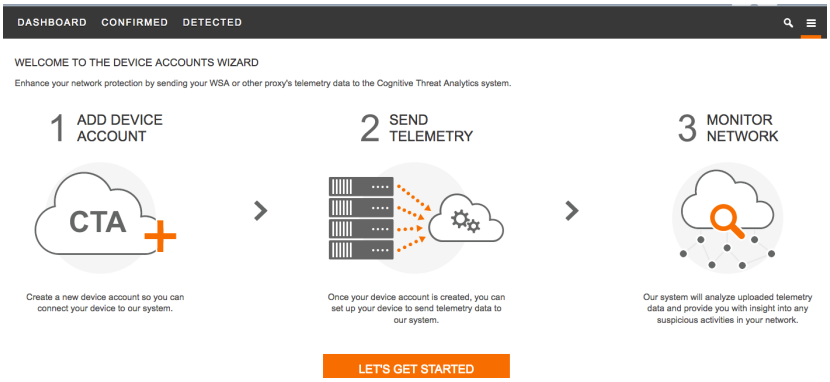
The CTA Portal is where you configure the WSA as a device for uploading the subscription logs or behavior analysis. This is also where you define an ISE TAXII account for the ISE CTA Adapter. You may log into the CTA portal via https://cognitive.cisco.com/login .

CTA can accept proxy logs from several sources, such as Bluecoat SG or Cisco Cloud Web Security. In this document we will focus on the Cisco WSA.

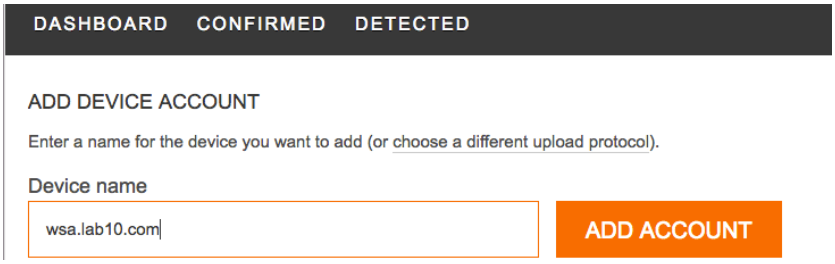
Adding WSA as a Device Account

In this section, CTA is configured to allow for receiving telemetry data from the WSA.

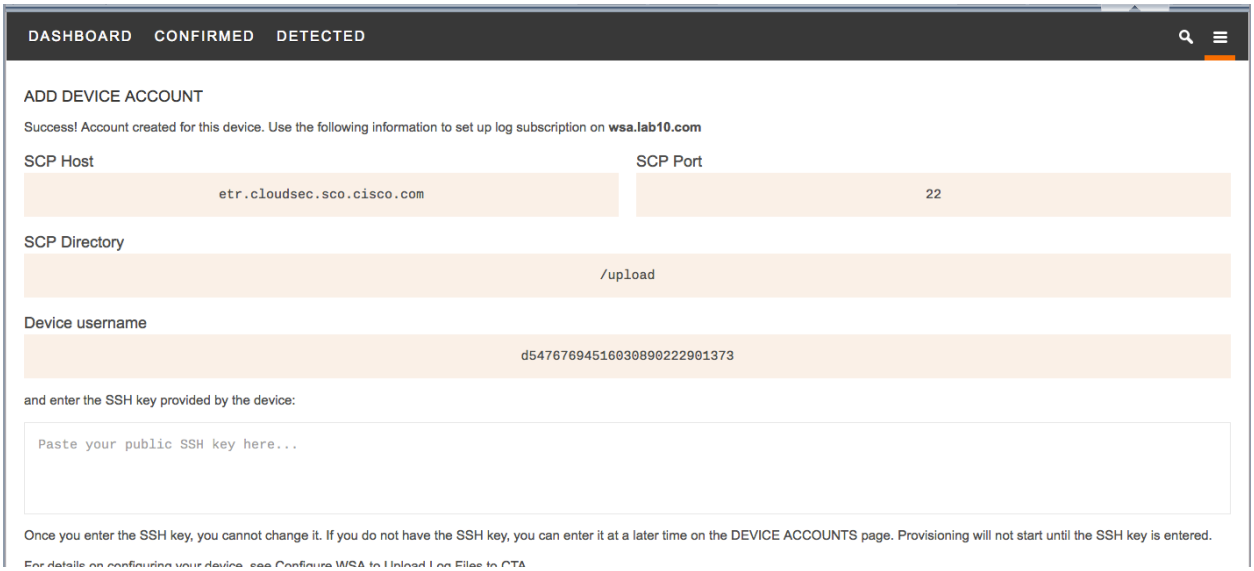
Step 1 Select **Threats->Device Accounts**
You should see the following:



Step 2 Select **Lets Get Started**
Step 3 Select **Automatic->SCP->Add device account**



Step 4 Select **Add Account**
You should see the following:



Step 5 Leave this window open as you will need the account details when **Configuring WSA**. You will also need to paste the SSH key obtained from the WSA in later steps. Alternatively the same information can be viewed later by going to the sandwich menu in top right hand corner, selecting Device Accounts and expanding the account name. There you can either view the account info again or provide the SSH key.

Note**: If this screen times out, you can refresh and login. Select **Threats->Devices** and provide **SSH Key

Configuring the WSA to Send Telemetry Data

In this section, the WSA is configured for CTA integration. This includes creating the CTA log file for sending the telemetry events to the CTA Cloud instance and also for configuring the communication parameters between the WSA and the CTA Cloud instance.

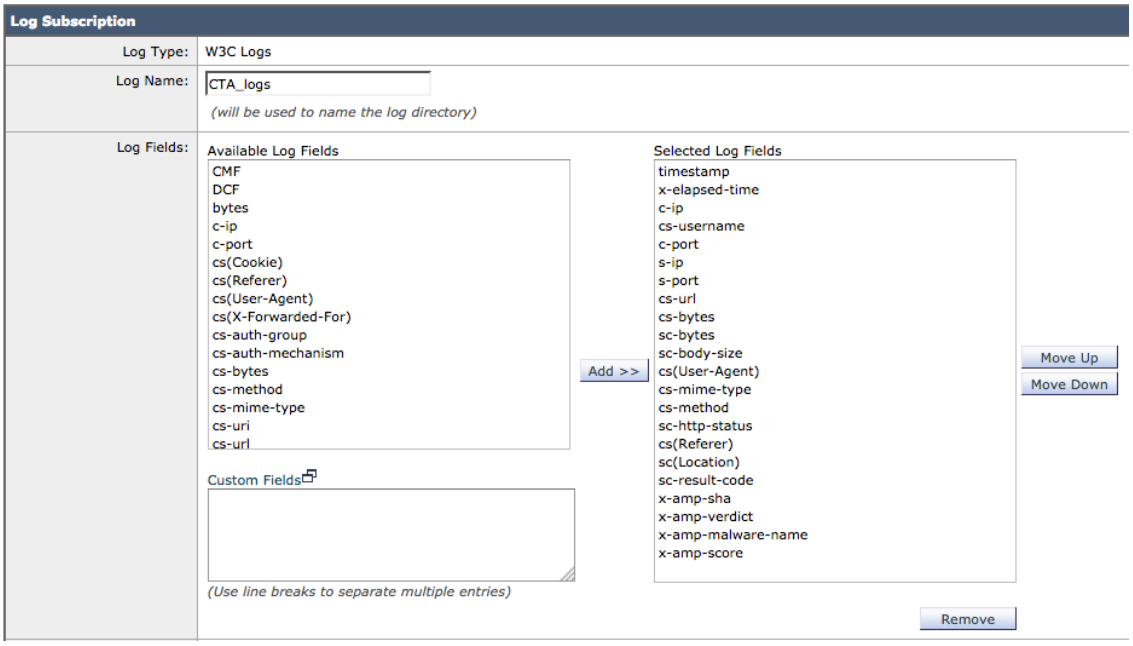
Step 1 Point your web browser to your WSA: http://wsa_*hostname*:8080/
Step 2 Log in as admin.
Step 3 Navigate to **System Administration > Log Subscriptions**.
Step 4 Click **Add Log Subscription**.
Step 5 In the **Log Type** pull-down, select **W3C Logs**.
Step 6 In the **Log Name** field, enter a descriptive name for the log directory. (i.e. **CTA logs**)
Step 7 Remove the pre-selected Log Fields by selecting all items in the **Selected Log Fields** box and clicking **Remove**
Step 8 In the **Custom Fields** box, enter the following items, using line breaks to separate them:

```
timestamp
x-elapsed-time
c-ip
cs-username
c-port
```

```
s-ip
s-port
cs-url
cs-bytes
sc-bytes
sc-body-size
cs(User-Agent)
cs-mime-type
cs-method
sc-http-status
cs(Referer)
sc(Location)
sc-result-code
x-amp-sha
x-amp-verdict
x-amp-malware-name
x-amp-score
```

Note: On WSA version 7.7.5, AMP is not supported; so do not add the four "x-amp" fields.

You should see the following:



Step 9 Once all items are entered, click **Add >>**.

Step 10 In the **Rollover by File Size** field, enter `500M`.

Step 11 In the Rollover by Time pull-down, select Custom Time Interval.

Step 12 In the **Rollover every** field, enter for example `55m`.

Number of Users Behind Proxy	Recommended Upload Period
Unknown or less than 2000	55 minutes
2000 to 4000	30 minutes
4000 to 6000	20 minutes
More than 6000	10 minutes

Step 13 In the **File Name** field, enter `w3c_log`.

Step 14 Enable compression by checking **Log Compression**.

Step 15 For Retrieval Method, select SCP on Remote Server.

Step 16 In the **SCP Host** field, enter the SCP host provided in Cisco CTA Cloud instance, e.g. `etr.cloudsec.sco.cisco.com`

Step 17 In the **SCP Port** field, enter `22`.

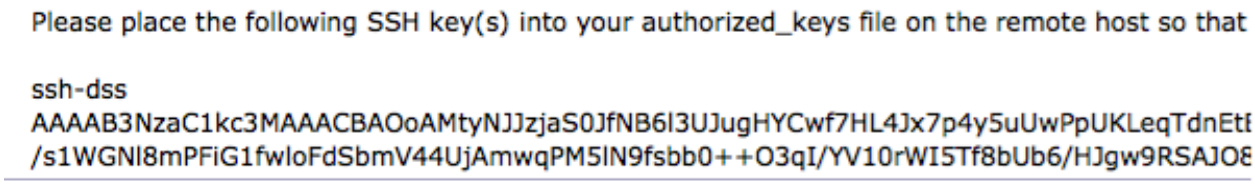
Step 18 In the **Directory** field, enter `/upload`.

Step 19 In the **Username** field, enter the username generated for your device in the CTA portal. The device username is case sensitive and different for each proxy device.

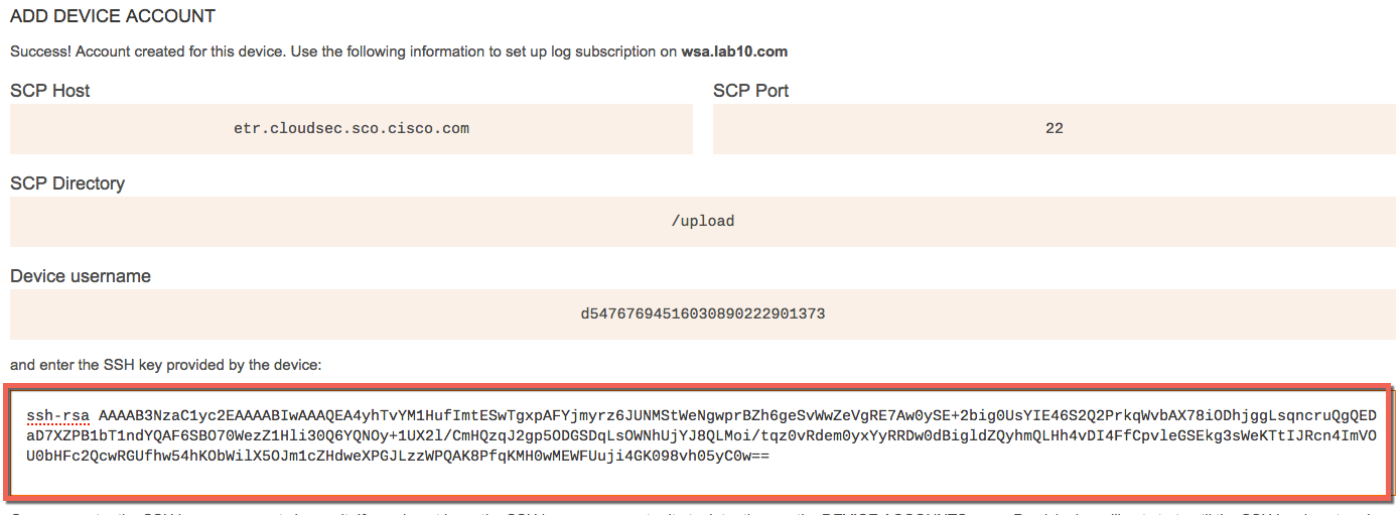
Step 20 Select the **Enable Host Key Checking** check box, and select the **Automatically Scan** radio button.

Step 21 Click **Submit**.

Step 22 The WSA Management Console displays a public SSH key. Copy and paste the whole key, including the "ssh-dss" at the beginning, into the device account in Cisco CTA Cloud Instance. Successful authentication between your proxy device and CTA system will allow log files from your proxy device to be uploaded to the CTA system for analysis.



Step 23 Copy/paste the **Device username** ssh key into the device account

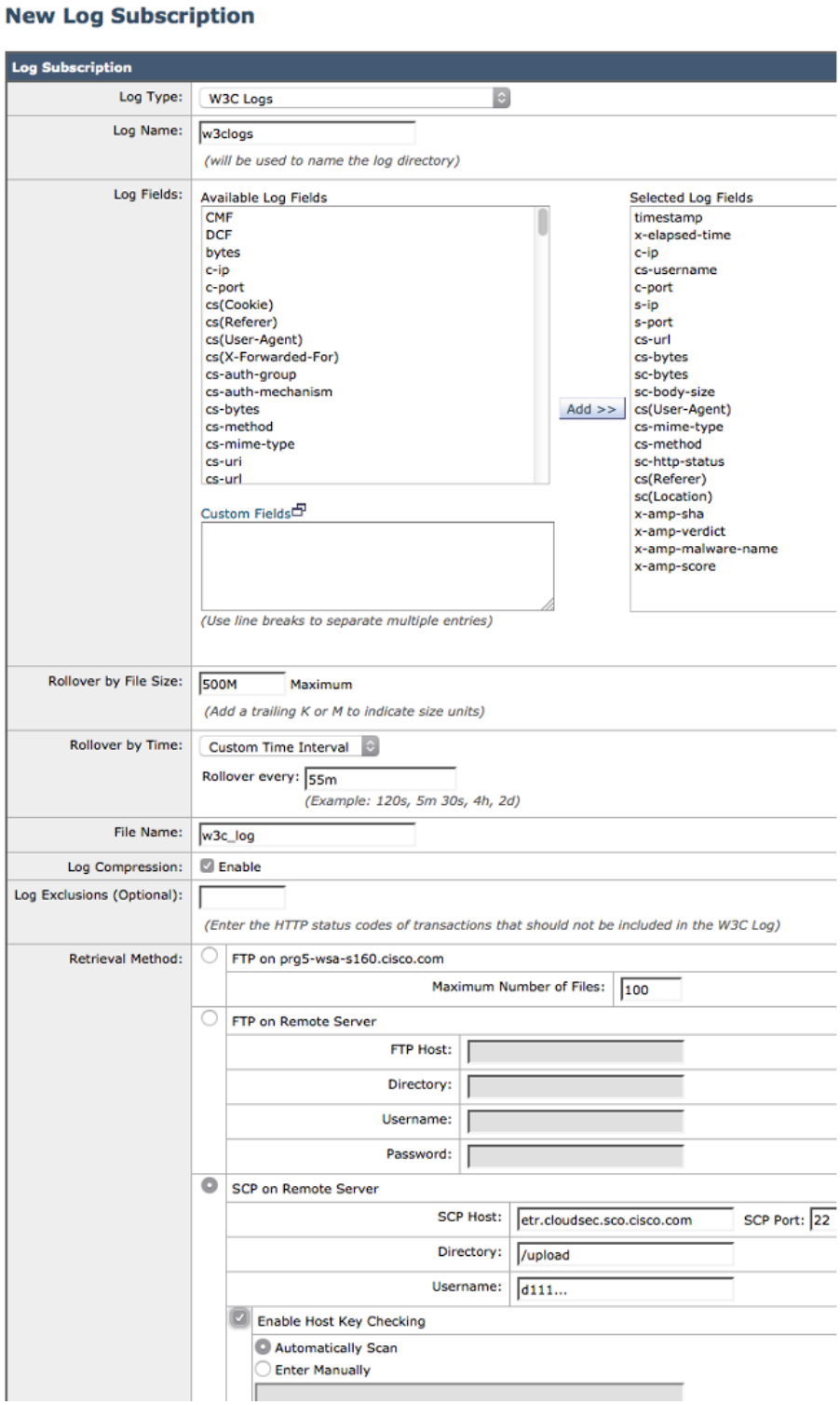


Step 24 Select **Finish**

Step 25 Click **Commit Changes**

Note: In order to process these changes, the proxy process will restart after you commit changes. This will cause a brief interruption in service. Additionally, the authentication cache will be cleared, which might require some users to authenticate again. We recommended you configure the WSA during an off-hour maintenance window to avoid impacting users during production hours.

You should see the following:



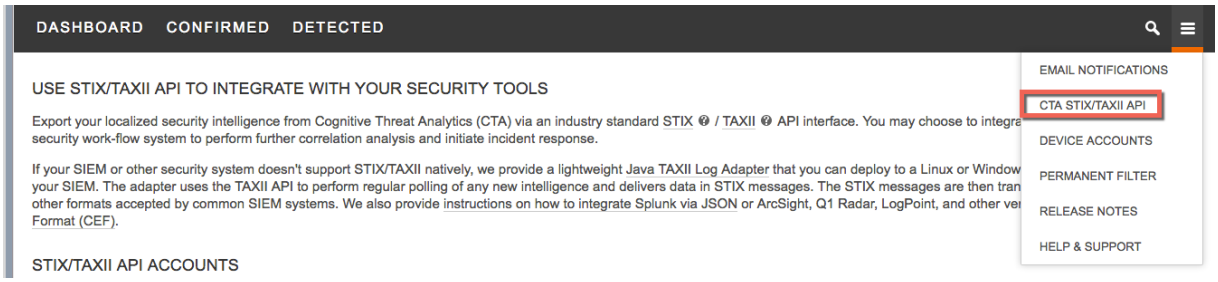
Configuring Incidents Export from CTA to ISE

Creating ISE STIX/TAXII Account

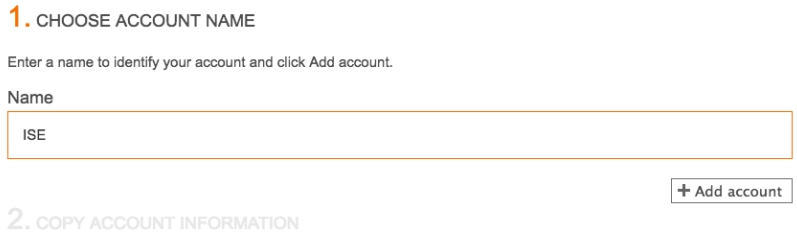
In this section, new STIX/TAXII Account is created in CTA cloud instance to be later used by ISE to poll the incident data.

Step 1 Add ISE Account in Scansafe

Select **Threats->**  **->CTA STIX/TAXII API**



Step 2 Select **Add Account** add ACCOUNT NAME

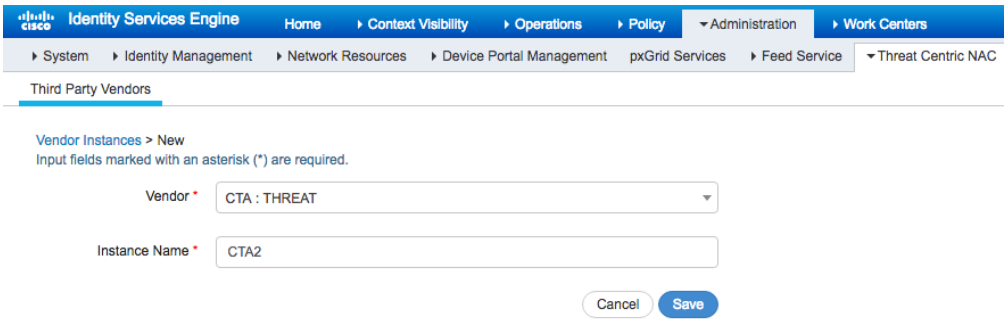


Step 3 Select **Add Account**

Step 4 Copy Account Information and paste into ISE CTA Adapter Configuration in **Configuring ISE CTA Adapter**

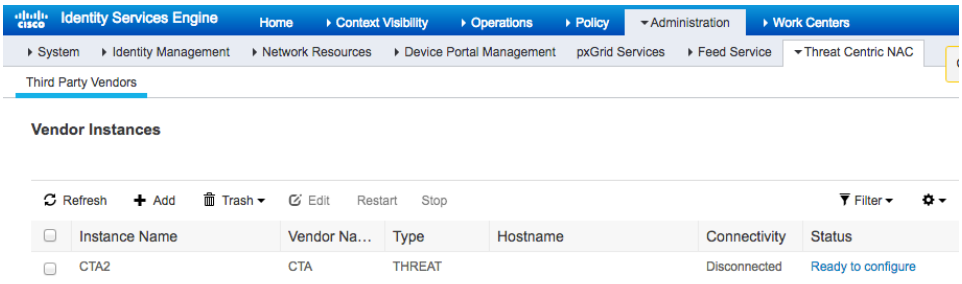
Configuring ISE CTA Adapter

Step 1 Select **Administration->Threat Centric NAC->Third Party Vendors->CTA** from Vendor Drop down and enter instance name (i.e. CTA2)

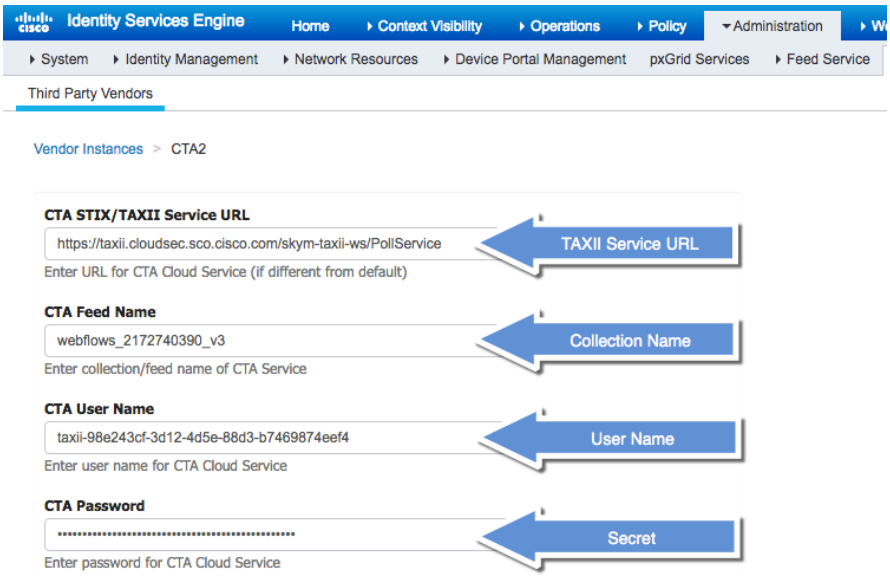


Step 2 Select **Save**

Step 3 Select **Ready to Configure**

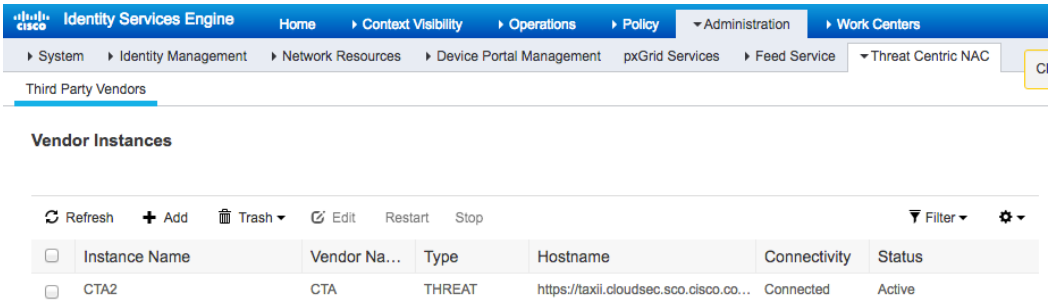


Step 4 Paste in CTA STIX information

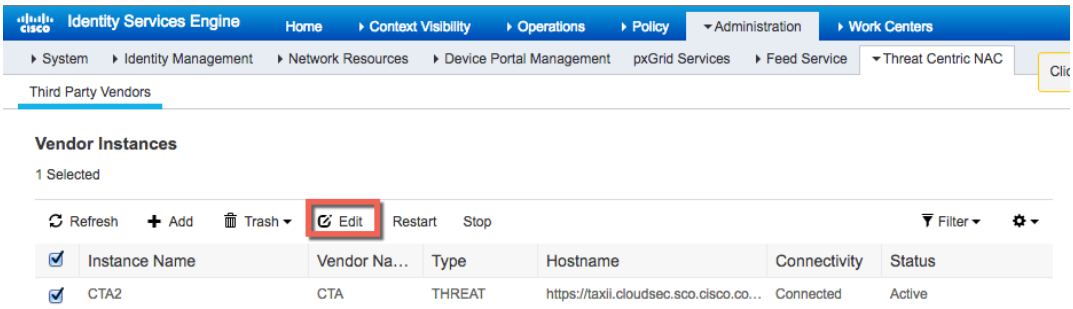


Step 5 Select **Next->Finish**

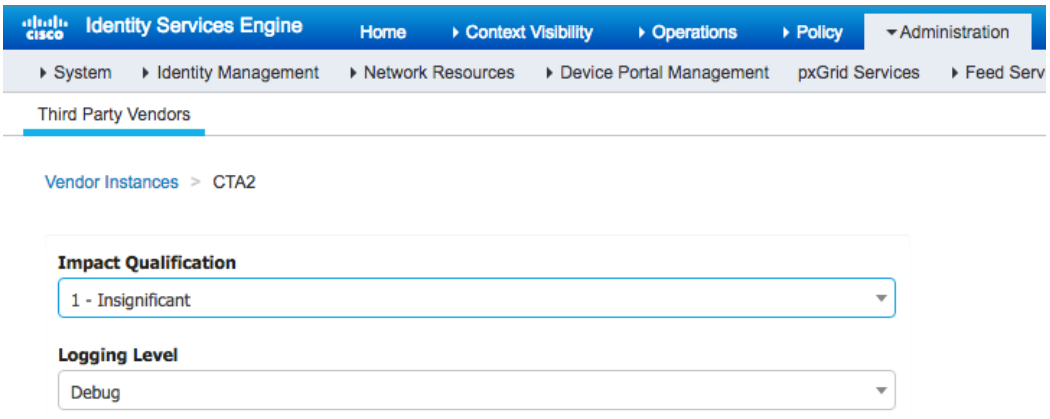
Step 6 You should see an **Active Status**



Step 7 Change the Impact Qualification Settings to 1-Significant
Select **Administration->Threat Centric NAC->Third Party Vendors-Edit the Instance (i.e. CTA2)**



Step 8 Under **Advanced Settings**, select **Change,** and from the drop-down menu select **Insignificant** also change the **Logging Level** to Debug



Note: Changing the Impact Qualification to Insignificant you will receive more CTA telemetry information

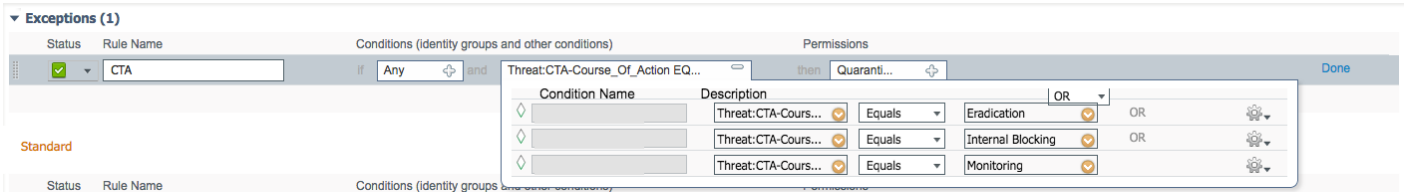
Step 9 Select **Next->Finish**

Configuring ISE Adaptive Network Control (ANC) Mitigation Policies

This section describes creating automated and manual ANC mitigations policies on endpoint once the endpoint has been compromised. There can be an automated ANC mitigation action based on the ISE Course of Action authorization policies. These mitigation actions can result in a Quarantine SGT and given limited network access.

Configuring ISE CTA Authorization Policy

Step 1 Select **Policy->Authorization->Exceptions->Create new exception**, create the following rule:



Step 2 For the rule name, enter: **CTA**

Step 3 Select the **Condition(s) "+" ->Create new Condition->Description->Threat:CTACourseofAction->Equals->Eradication->** Click on gear to Add attribute value

Step 4 Select **OR** instead of AND

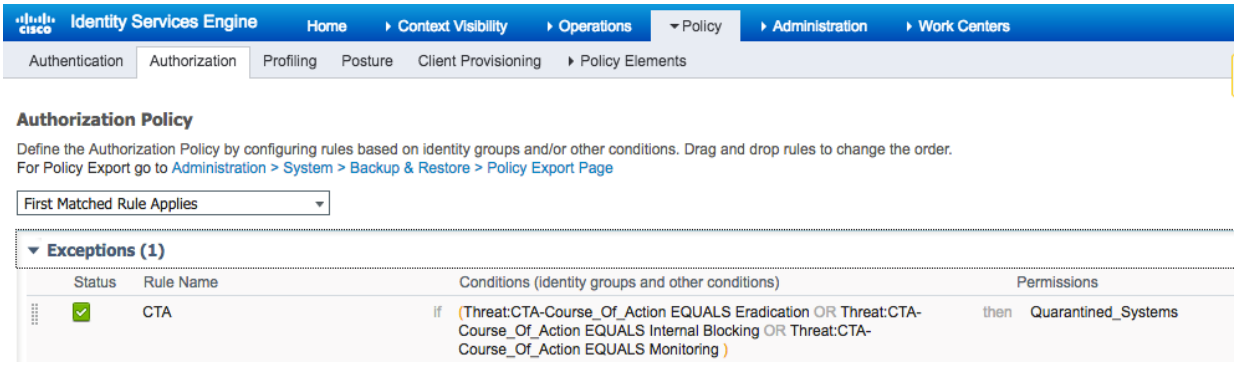
Step 5 **Create new Condition->Description->Threat:CTACourseofAction->Equals->Internal Blocking->** Click on gear to Add attribute value

Step 6 **Create new Condition->Description->Threat:CTACourseofAction->Equals->Monitoring->** Click on gear to **Add attribute value**

Step 7 Under Permissions, select **Authz Pr… + ->Security Group->Quarantined Systems**

Step 8 Select **Done->Save**

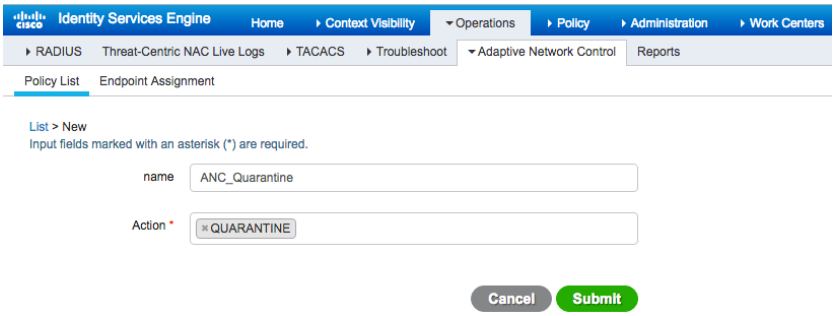
You should see the following:



Configuring ISE Adaptive Network Control (ANC) Policy

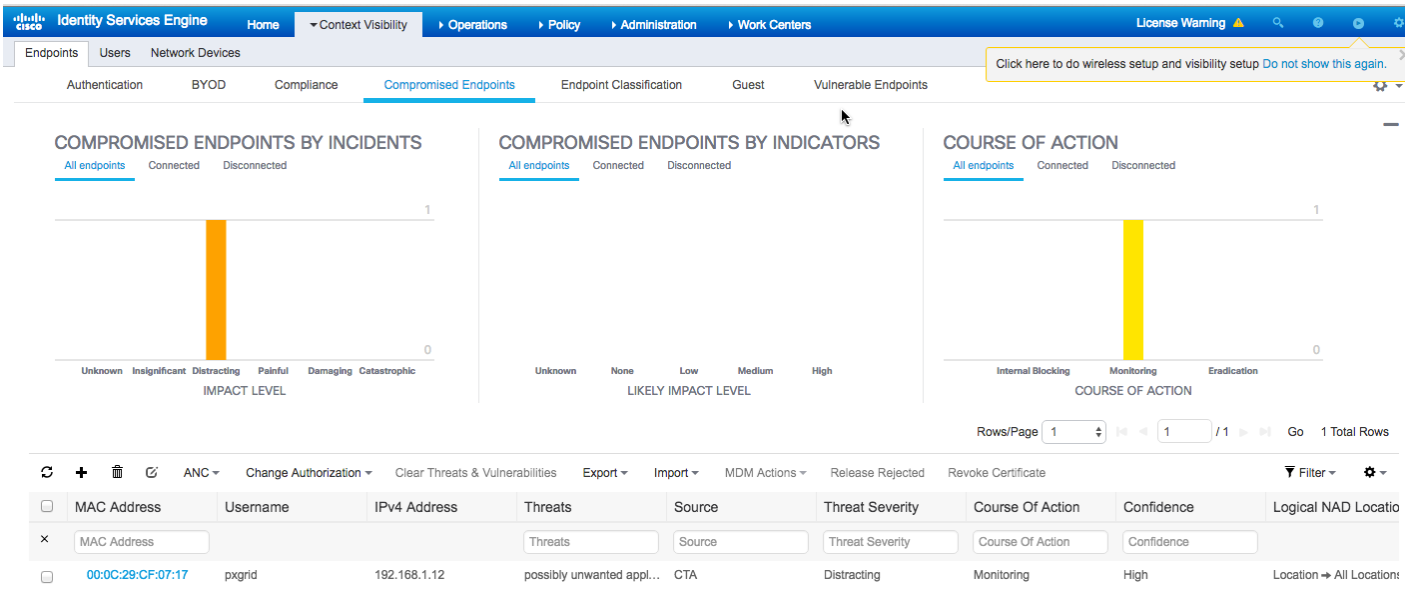
Step 1 Select **Operations->Adaptive Network Control->Policy List->Add, enter name: ANC_Quarantine**

Step 2 Select **Quarantine** from the Drop-Down menu under **Action**

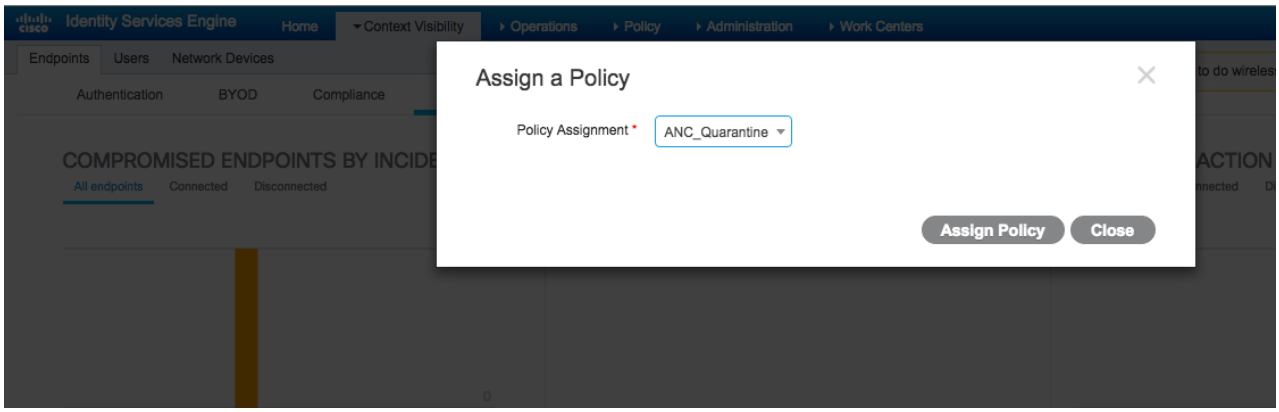


Step 3 Select **Submit**

Step 4 Select **Context Visibility->Endpoints->Compromised Endpoints**

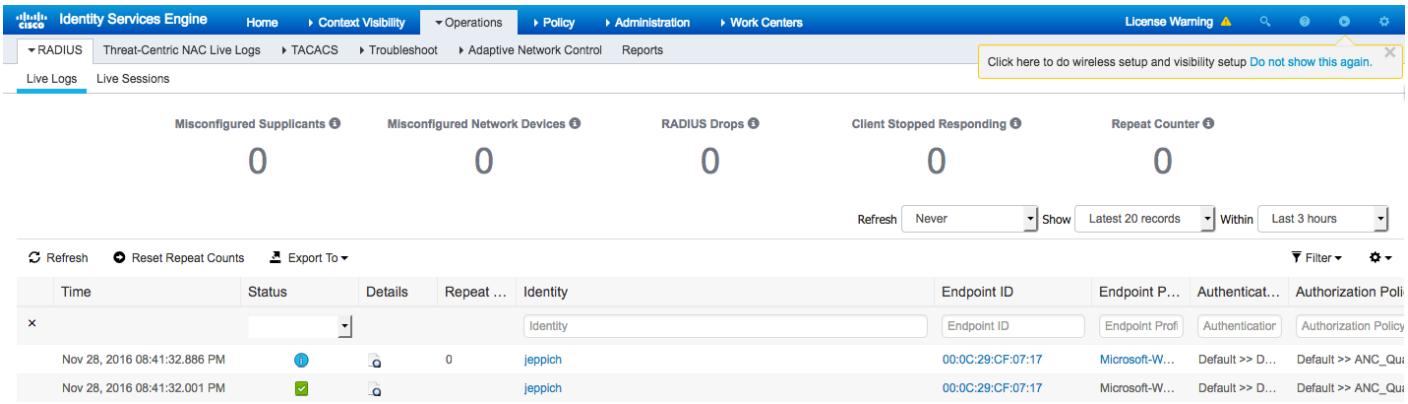


Step 5 Select the desired **MAC address->ANC->Assign a Policy->Policy Assignment->ANC_Quarantine**

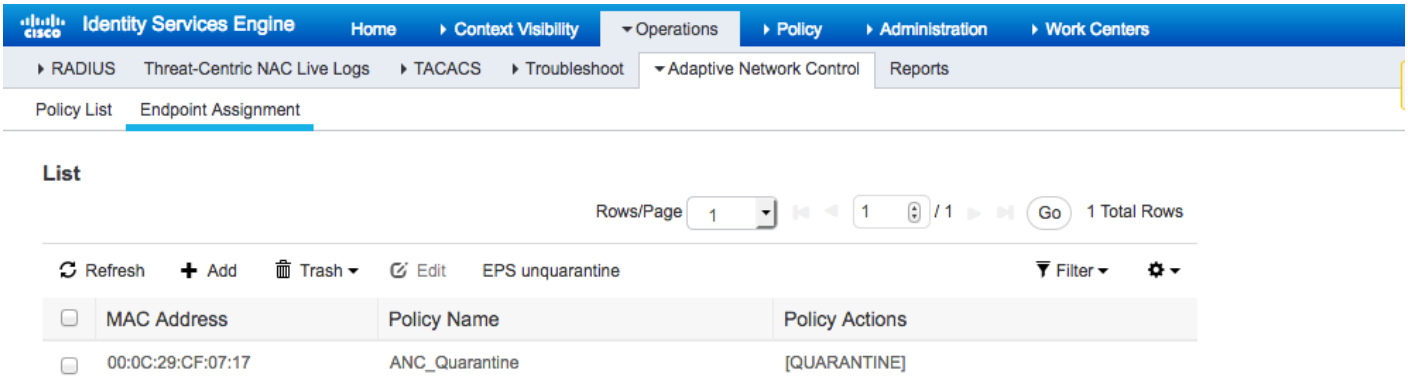


Step 6 Select **Assign Policy**

Step 7 You should see the following:



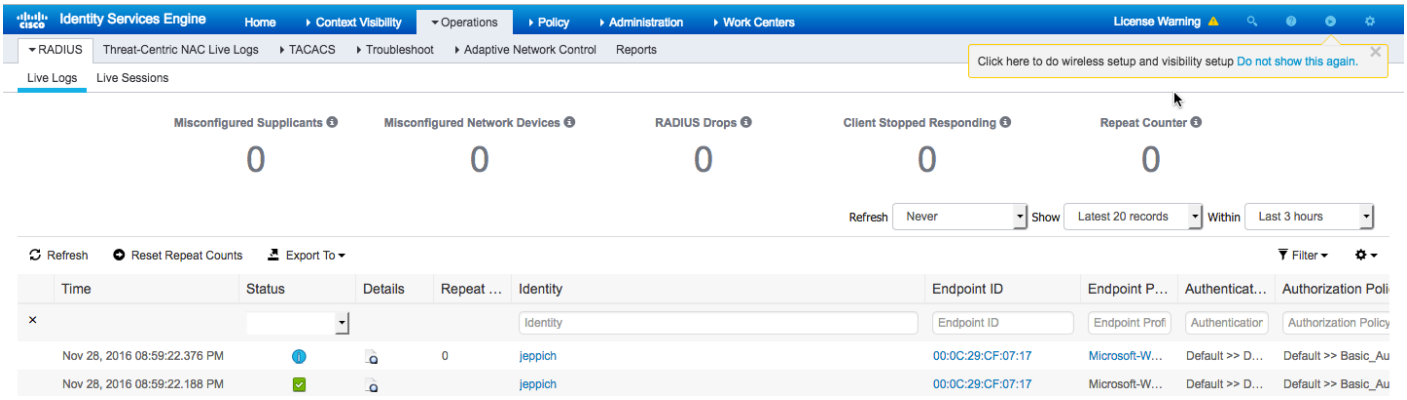
Step 8 To Unquarantine, Select **Operations->Adaptive Network Control->Endpoint Assignment**



Step 9 Select the **MAC Address->Trash**

Step 10 Select **Operations->RADIUS-Live Logs**

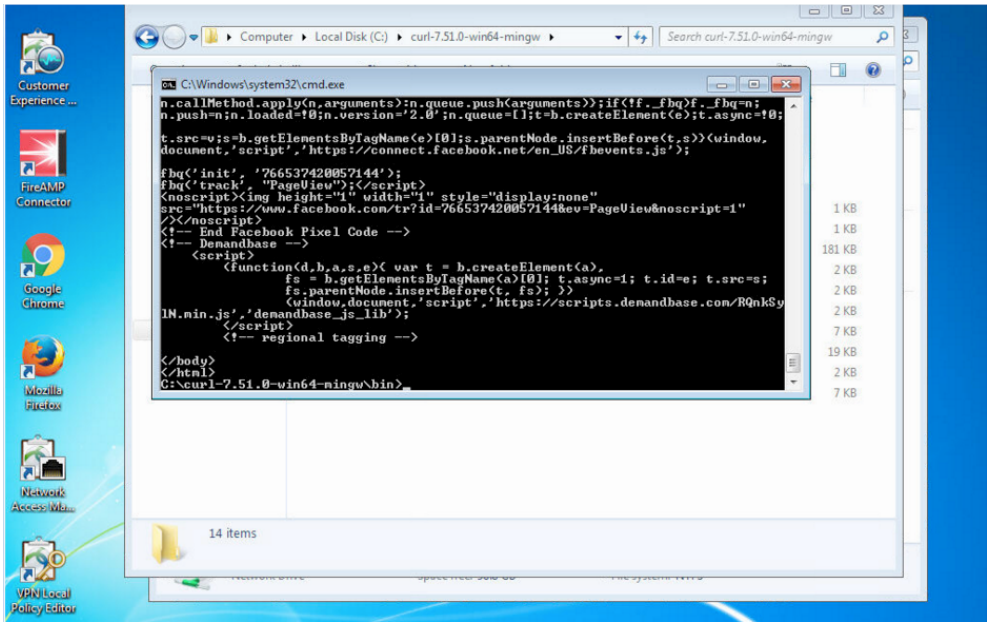
You should see the endpoint has been unquarantined



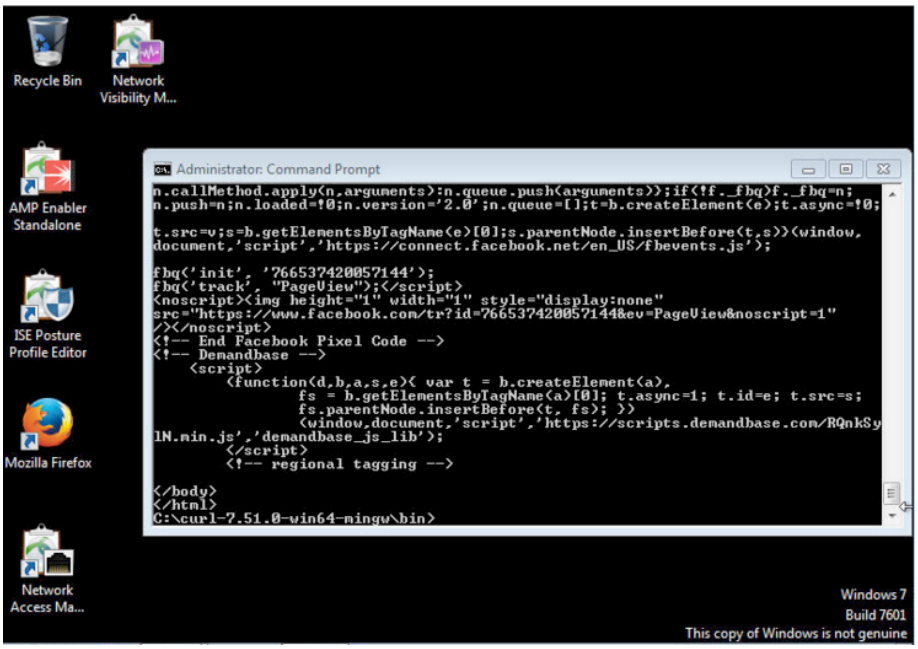
Testing

Two Windows 7 PC's were used for testing. A test.bat file was run on both PC's. This file contains known malware sites and legitimates sites, using curl script to send all traffic through the WSA. The WSA will upload the logs to the CTA cloud instance for analysis. ISE will receive CTA incidents and can be will be viewed under Compromised hosts under the Context and Visibility View in ISE.

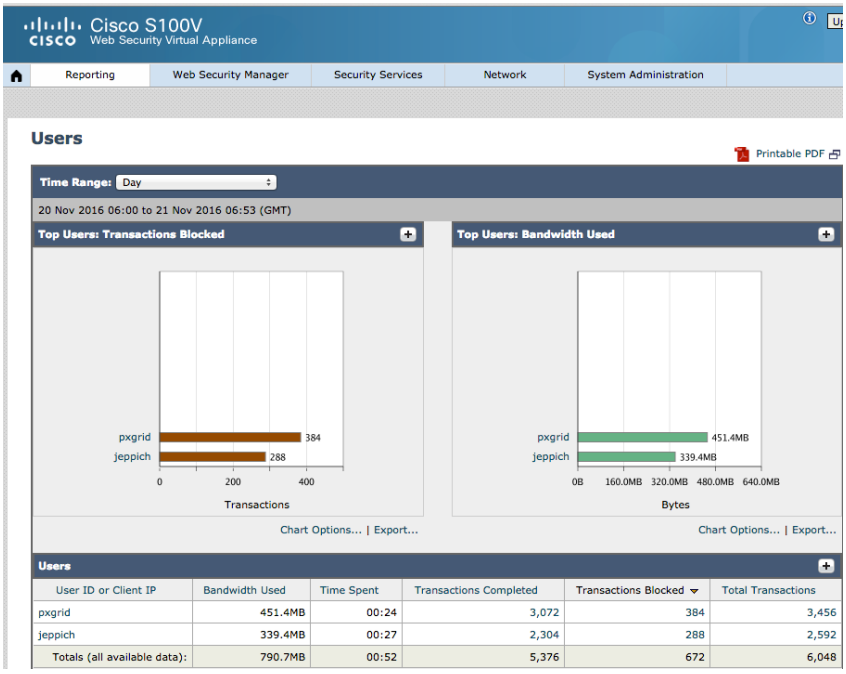
The end user logs in and test.bat was run in the curl-7.51.0-win64-mingw\bin folder



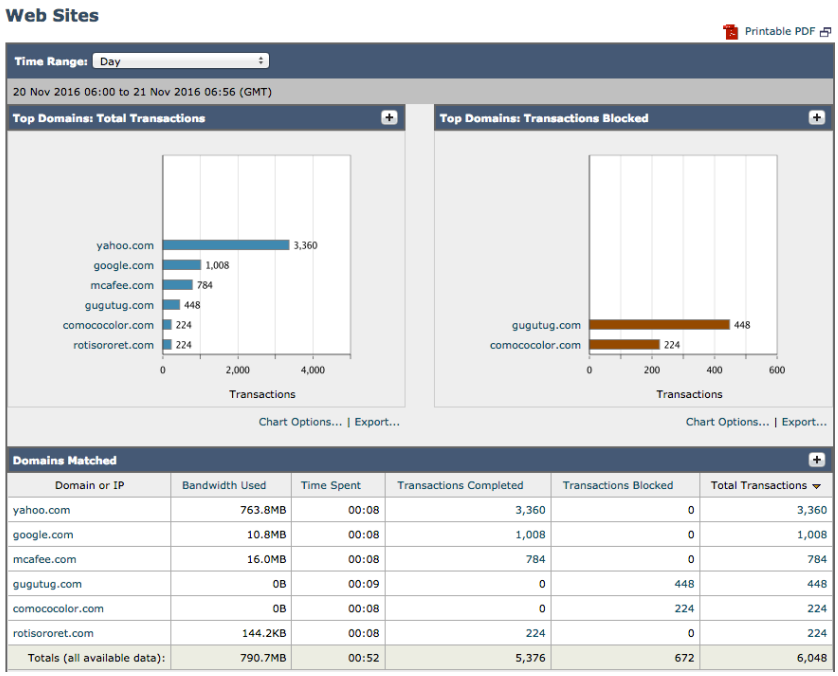
Simultaneously, another end-user logs in on the second PC.



From the WSA, Select **Reporting->Users** to ensure that user traffic is flowing through the WSA

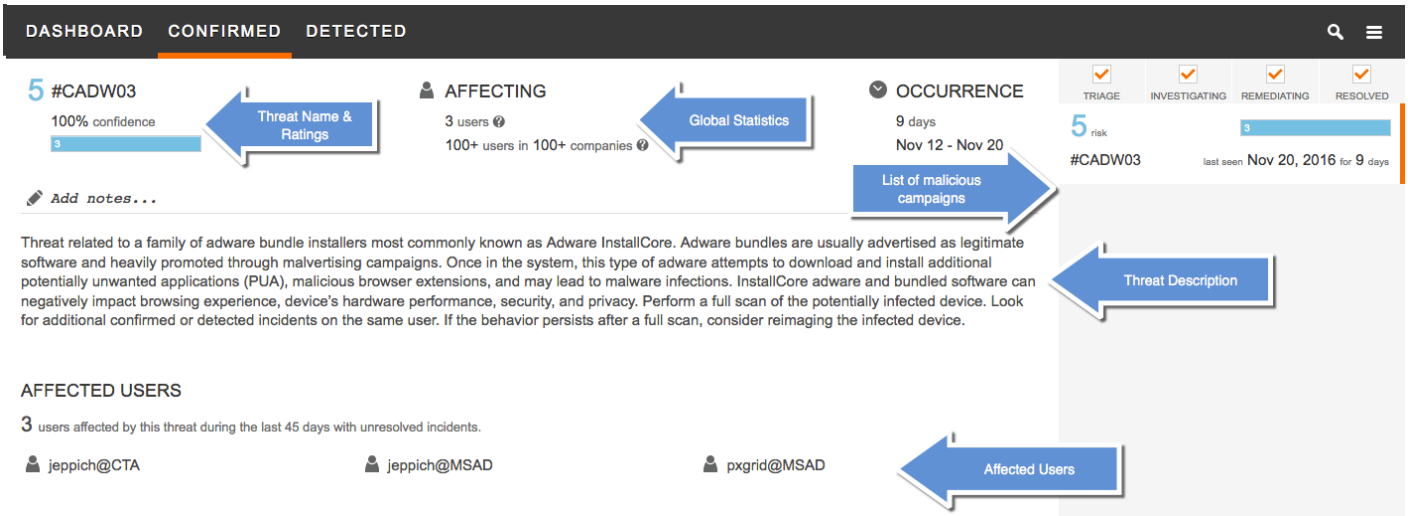


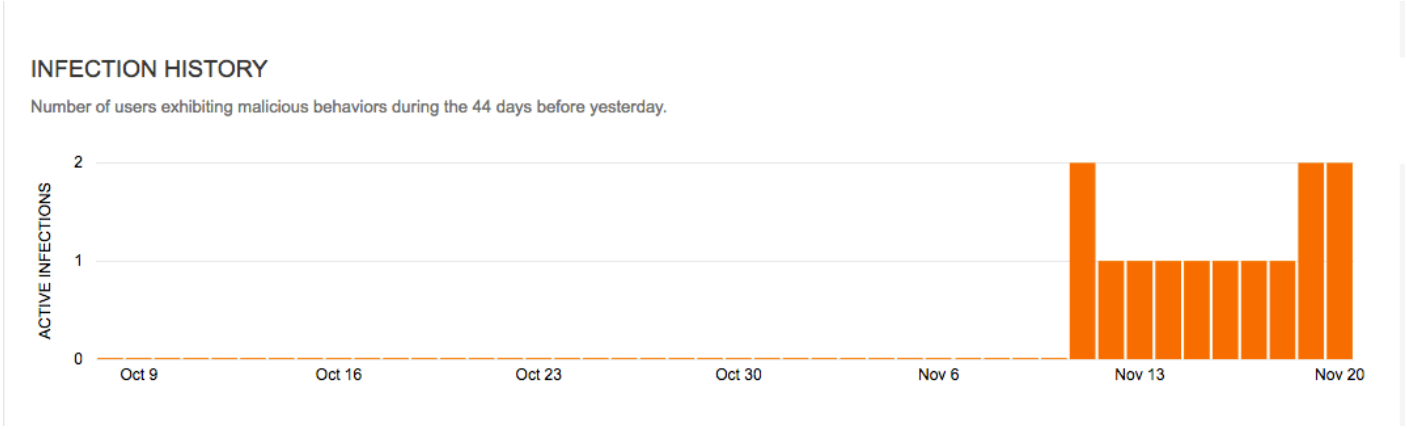
Select **Reporting->Web Sites** to see a list of web sites visited by end-users, notice comocolor that is one of the malware sites.

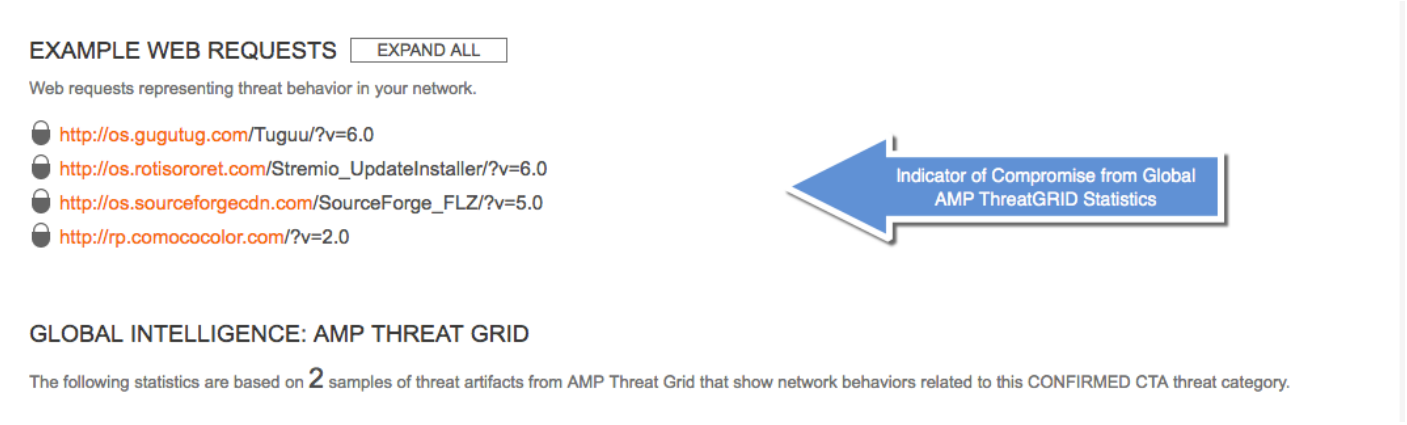


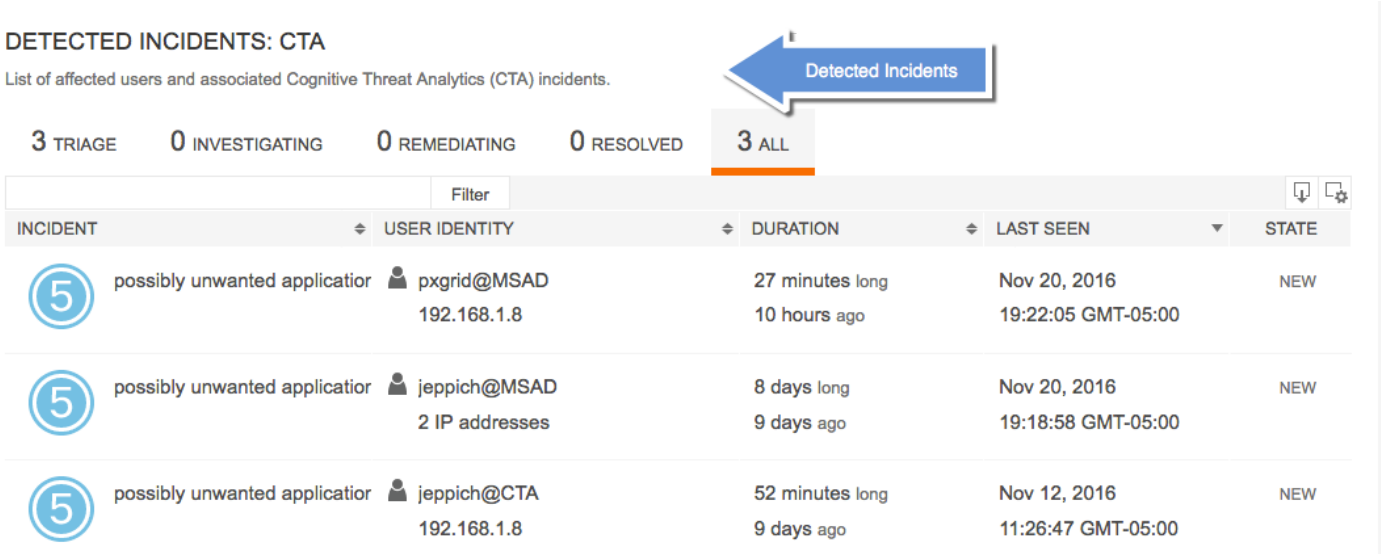
CTA Analysis

Below is a sample incident report with detailed descriptions of the CTA incident.









List of Malicious Campaigns –

Defines the malicious campaigns and risk, threat name, number of infected users and time of last malicious activity

Threat Description –

Describes the infection

Affected Users –

If one infection targeted three hosts, the information is aggregated into one incident. This is performed by looking at similarities between hosts or shared malware infrastructure. Such information helps to diagnose the spread of malware over time and reduces costs by focusing on the infection as a whole. Knowing the size of the infection is essential for prioritization.

In the above example, the affected user graph displays the number of infected user on a daily basis. As an example, on Nov 20, 2016, there are 2 affected users.

Global Statistics–

The global statistics of the threat represent behavior similarity across the shared information and across the whole customer base. Such information is more anonymized and presented in aggregate form. The goal of such information is to be able to differentiate between targeted and emerging threats (low numbers) and infections that operate on a global scale (high numbers).

Threat Name-

These names are internal to CTA and allow tracking of larger campaigns where the malicious actor might change, underlying malware or technique. Due to the behavioral similarity evolving threats are tracked. A particular common name of the threat associated with the current infected user is found in the description. The common name is especially useful when looking into other sources of intelligence.

Risk-

This score represents the overall potential of the malware and how high it should be on the list for remediation. High numbers, 7 to 9 are generally reserved to malware with highly destructive missions while lower numbers could indicate various botnets performing click-fraud operations and unwanted applications such as adware or TOR

Confidence-

This number represents how certain the system is that this incident belongs to the assigned category. In some cases we were able to correlate the behavior with existing campaign and achieve 100% confidence. In other cases, the number is lower- usually above 80%. This number does not indicate false positive rates, as these detections are 100% confirmed breaches.

In-line Blocking-

This percentage represents the statistics gathered from CWS that represent how much of the detected traffic was blocked inline by AMP inline blocking, outbreak intelligence, antivirus, and other inline technologies running on CWS (available only when CWS is used as a proxy). Low numbers indicate that the attackers are extremely well prepared as no part of their infrastructure or traffic going over that infrastructure to the infected endpoint is detectable. On the other hand, even if those numbers indicate that 100% of the traffic detected by CTA is blocked inline, we still have an active threat in out network that needs to be remediated. Blocking in this case does not solve the problem.

Indicator of Compromise from Global AMP ThreatGRID Statistics

This section applies to all confirmed incidents. When CTA detects a command and control channel, a query to AMP ThreatGRID API is made to get context of other files that utilized the same command and control infrastructure. While the latest samples might be impossible to sandbox, if the attackers have reused part of the infrastructure and there were other malicious files uploaded to AMP ThreatGRID., we can pivot from that and reveal the nature of the malicious campaign. Also by having visibility into many sandboxed files, we can derive statistics that give us probability of various artifacts to be on the infected endpoint. This gives us endpoint-level details without having to deploy an agent.

The report gives precise confidence, such as which files are to be likely found on the target system. Due to various missions that one infection can lead to, this gives good insight into what the malicious groups as a whole does.

ISE Context Visibility

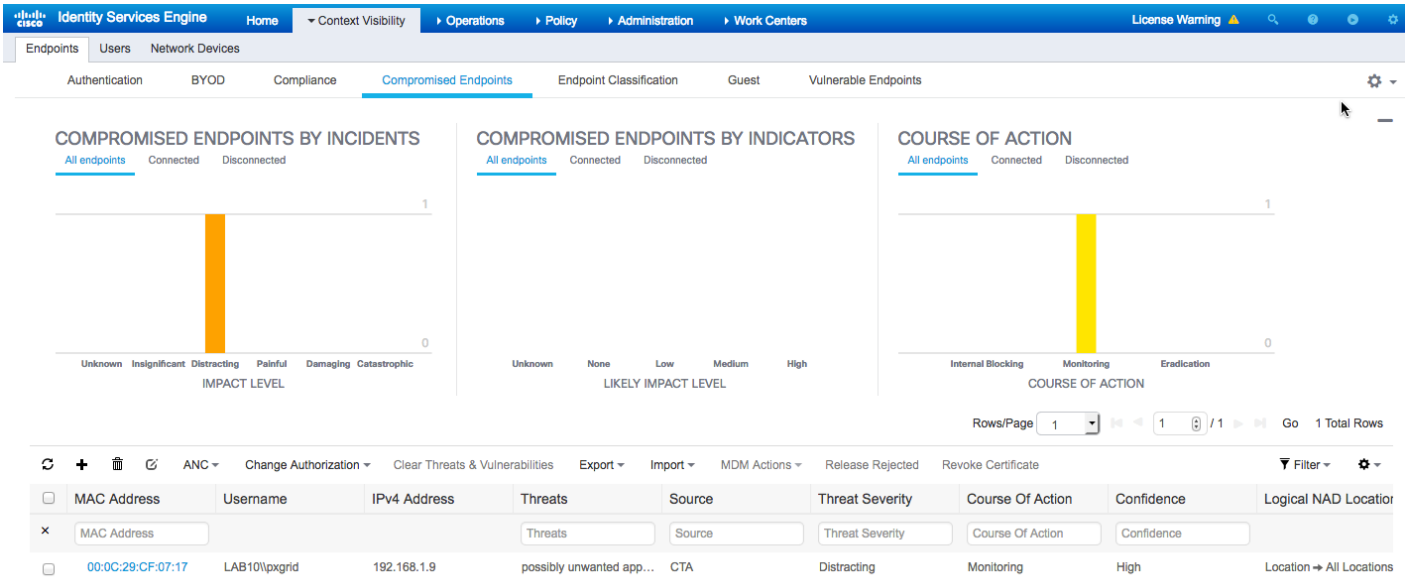
This section illustrates the graphic view of compromised hosts in ISE.

Each incident indicated by CTA has the following attributes:

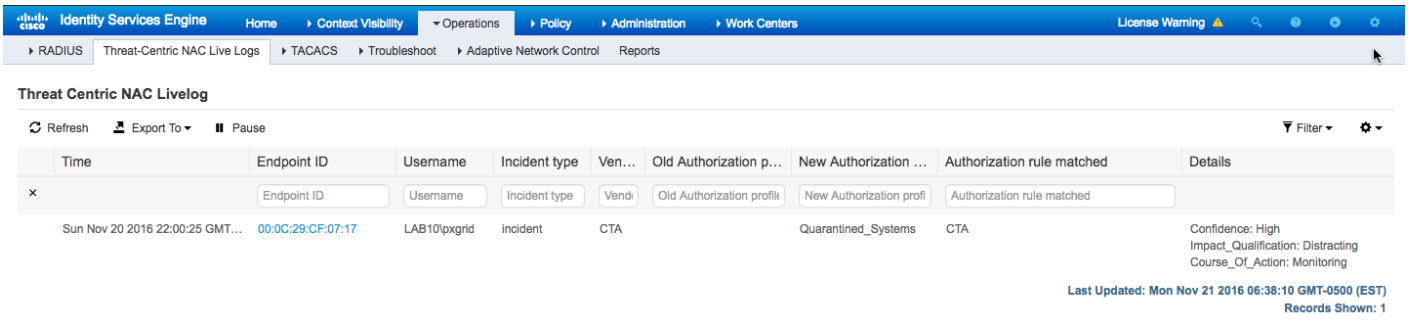
- Impact Level: Impact assessment for this cyber threat incident
- Likely Impact Level: Confidence held in the characterization of the incident
- Recommended Course of Action: Recommended type of incident response action

Select **Context Visibility->Endpoints->Compromised Hosts**

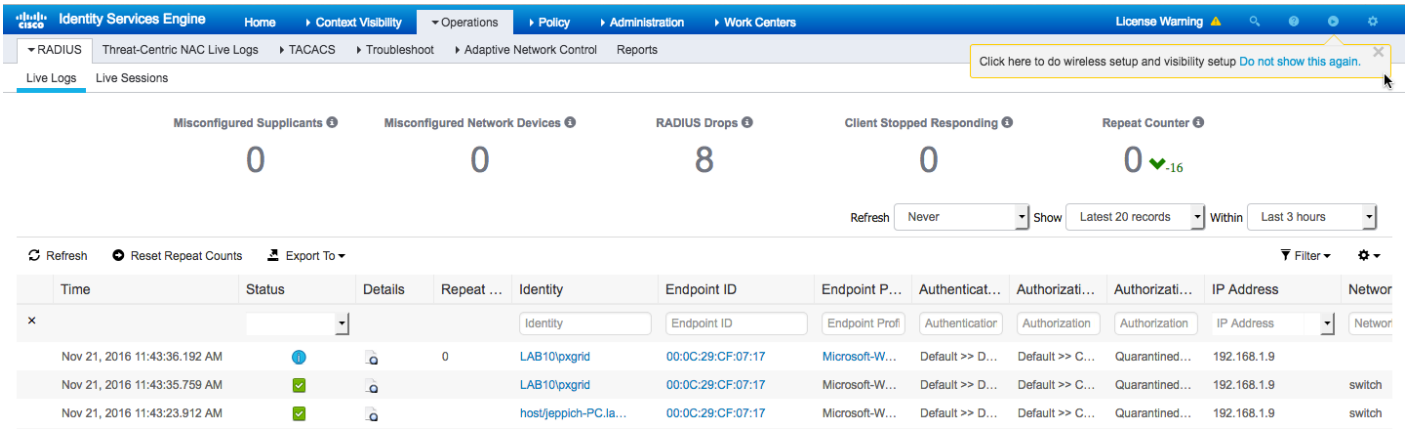
You will see the reported incident(s) from the CTA instance and the ISE Course of Action response as determined by the ISE Authorization Course of Action policy.



Select **Operations->Threat Centric NAC Live Logs** you should also see the incidents.



Select Operations**->RADIUS->Radius Live Logs,** you should see the endpoints assigned a Security Group Tag (SGT) of Quarantined Systems



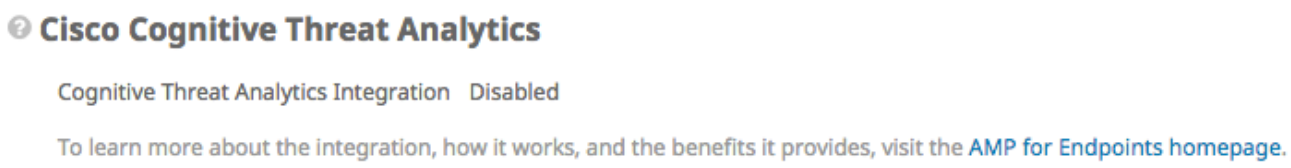
Provisioning CTA through AMP (Optional)

Internal CTA accounts, please reach out to ipss-salesoperations@cisco.com, you can provision a CTA account from your AMP console.

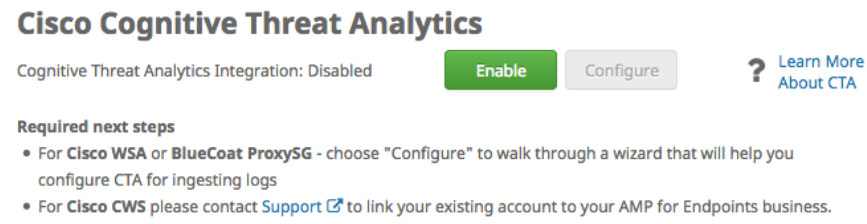
Logins to both instances are defined below:

- CTA for cloud instance: https://scancenter.scansafe.com/portal/admin/login.jsp
- AMP for endpoints cloud instance: https://api.amp.sourcefire.com

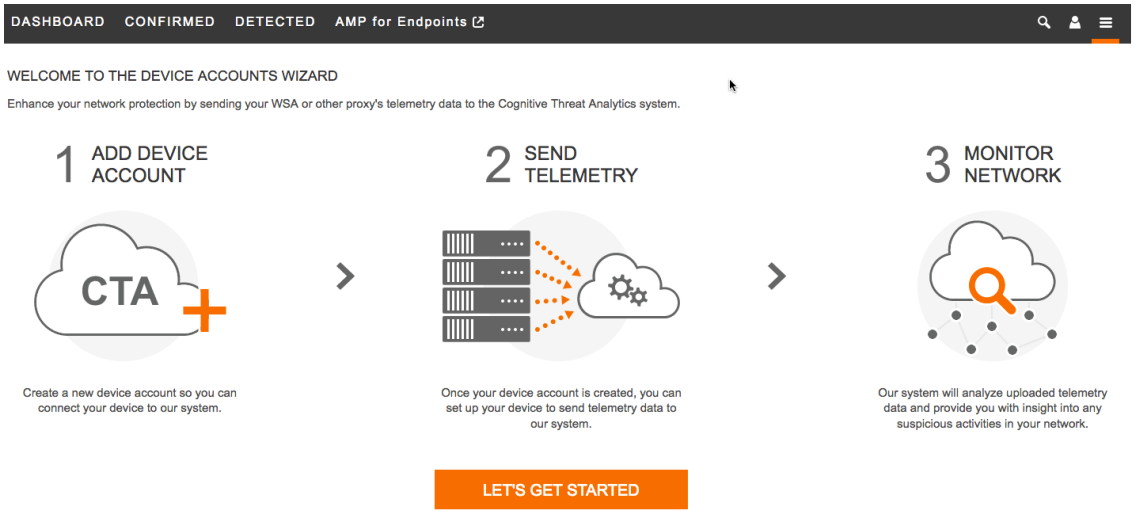
Step 1 Select **Accounts-Business**
You should see CTA as being disabled



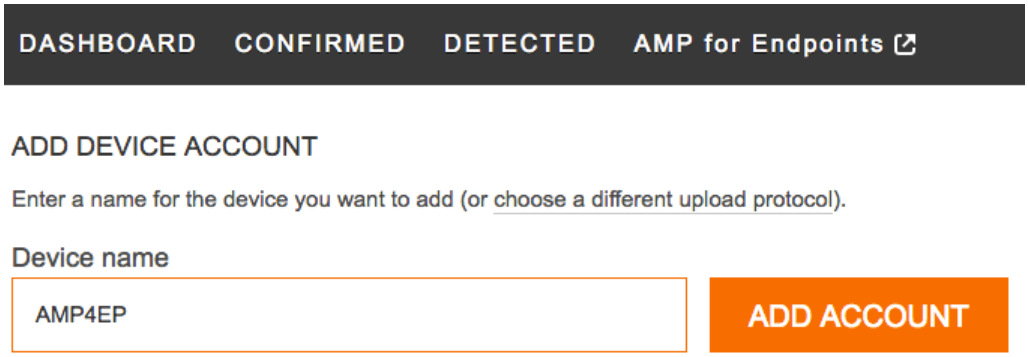
Step 2 Select **Edit**
You should see the following



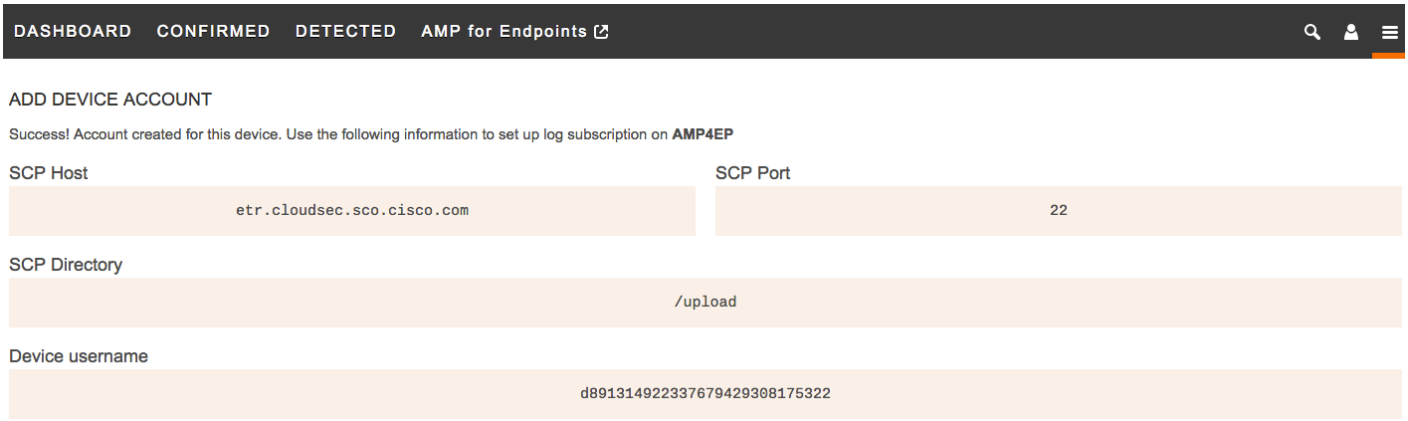
Step 3 Select **Enable->Configure**
Step 4 You should see the following:



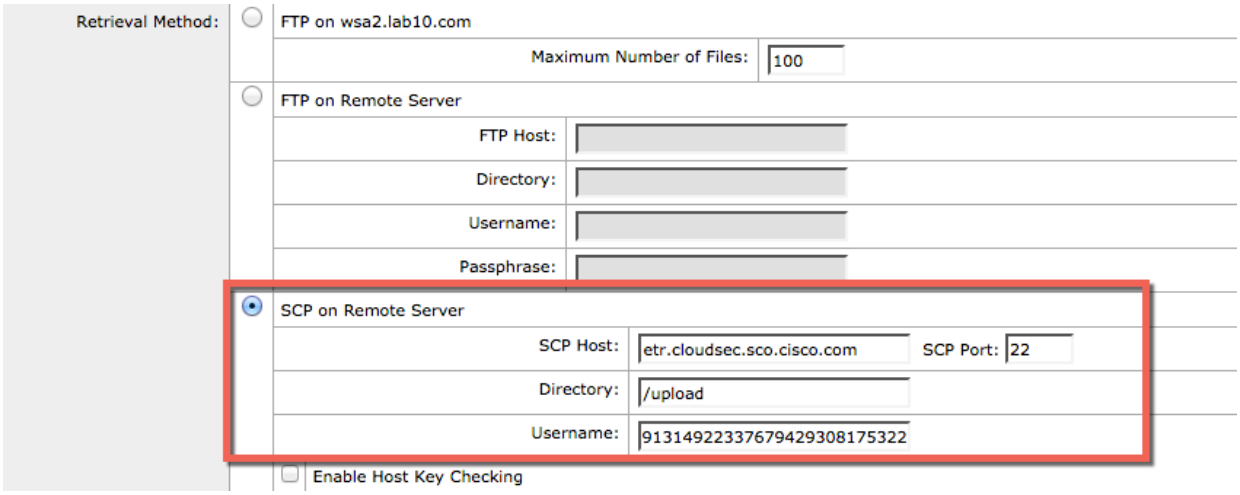
Step 5 Select **Lets Get Started**
Step 6 Select **SCP**
Step 7 Add **Device Account**



Step 8 On the WSA, select System Administration->Log Subscriptions->CTALogs, scroll down to **Retrieval Method** and enter the following under **SCP on remote server**

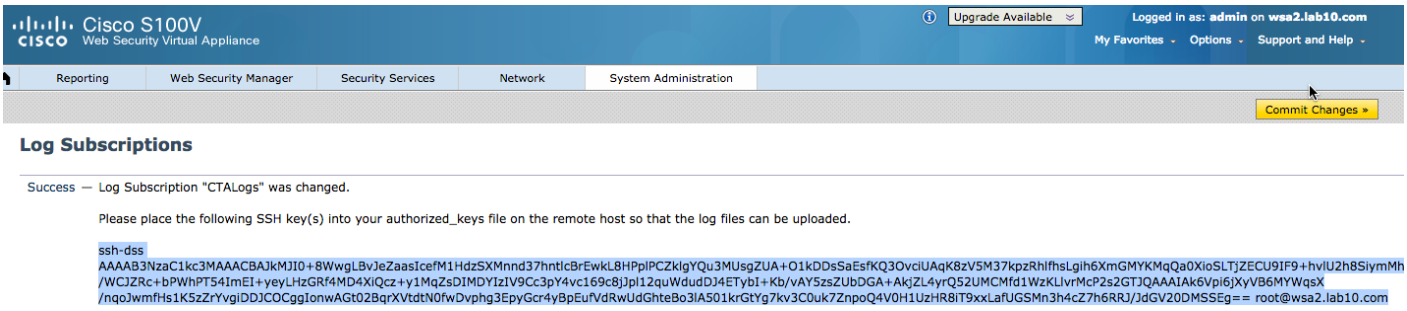


Step 9 On the WSA, you should see the following:

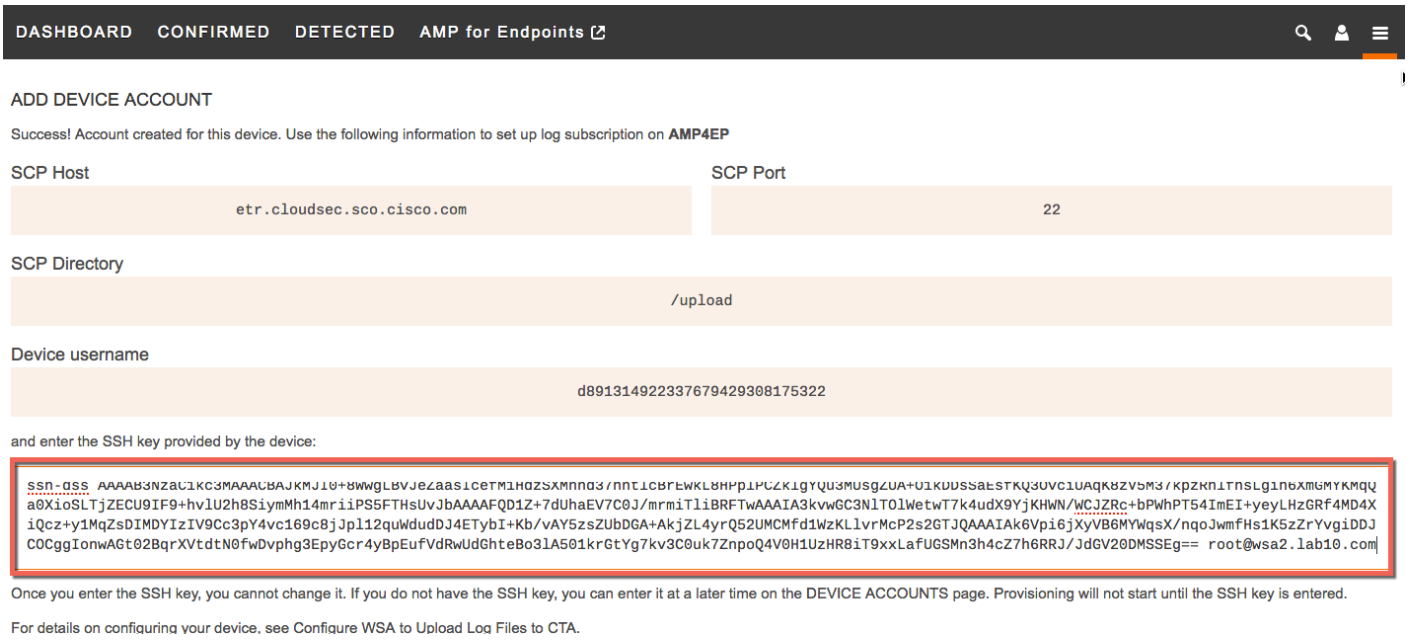


Step 10 Enable **Host Key Checking->Automatically Scan->Submit**

Step 11 Copy the ssh-dss key

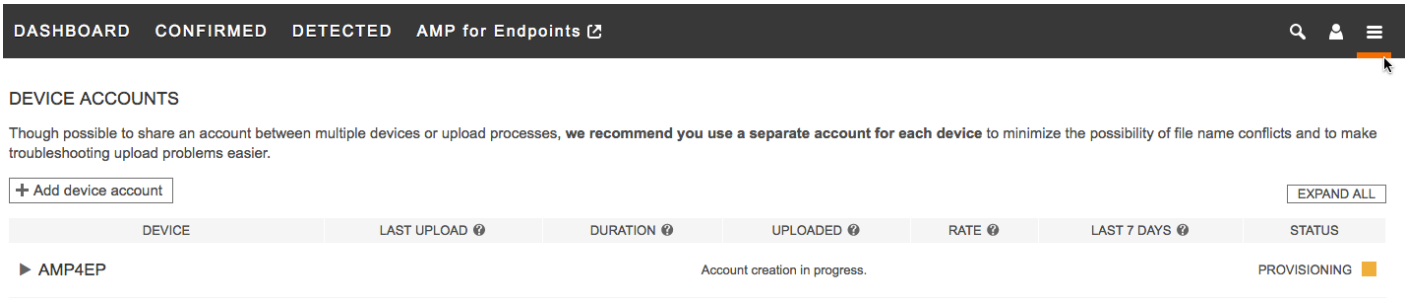


Step 12 Paste into ssh-key for AMP4EP configuration

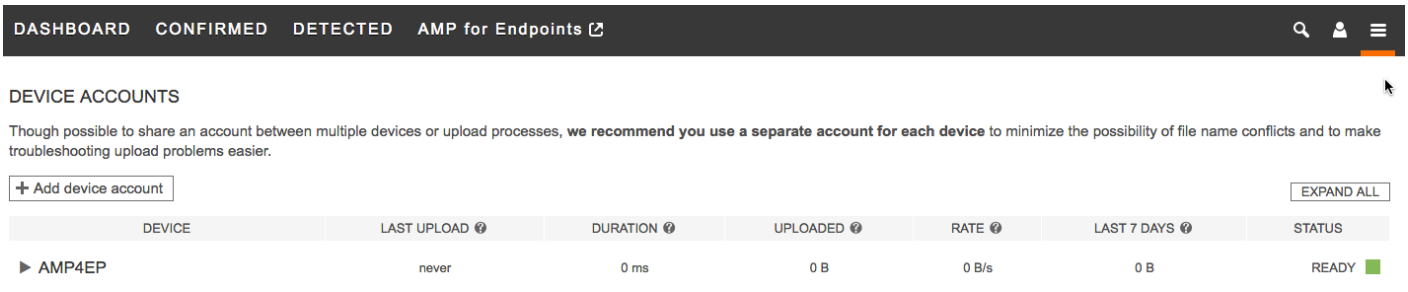


Step 13 Select **Finish**

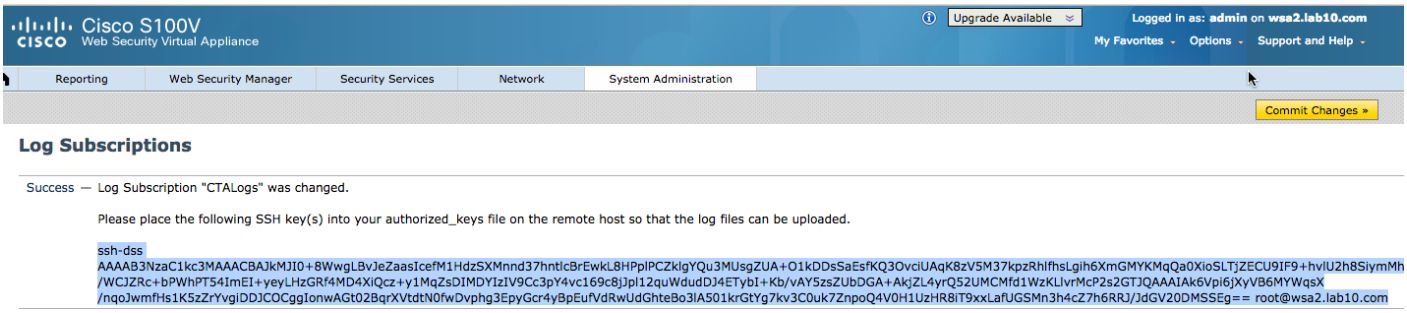
Step 14 You should see the following



Step 15 You can refresh the refresh the screen to see a READY state

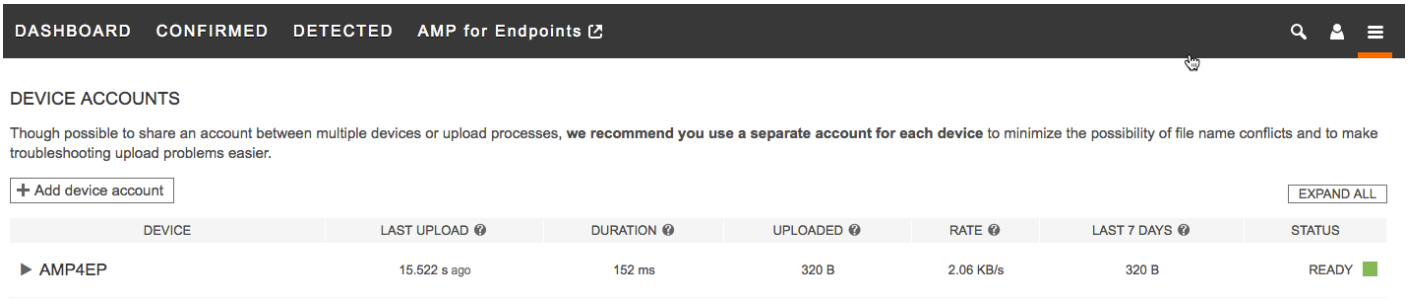


Step 16 Go back to the WSA and commit the changes



Step 17 Select **Commit Changes->Commit Changes**

Step 18 On the AMP4EP device account screen you should see the following after a couple of minutes

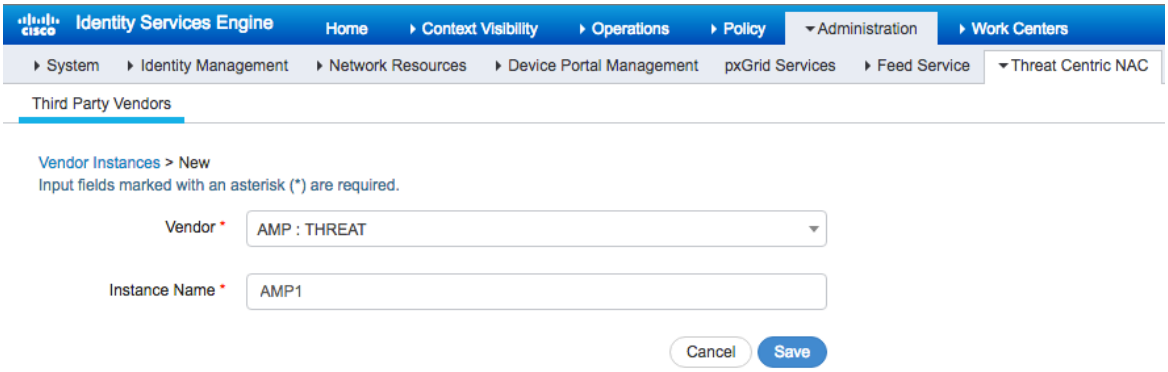


Configuring ISE AMP Adapter

Step 1 Select **Administration->Threat Centric NAC->Add->AMP:Threat** from the menu drop-down menu

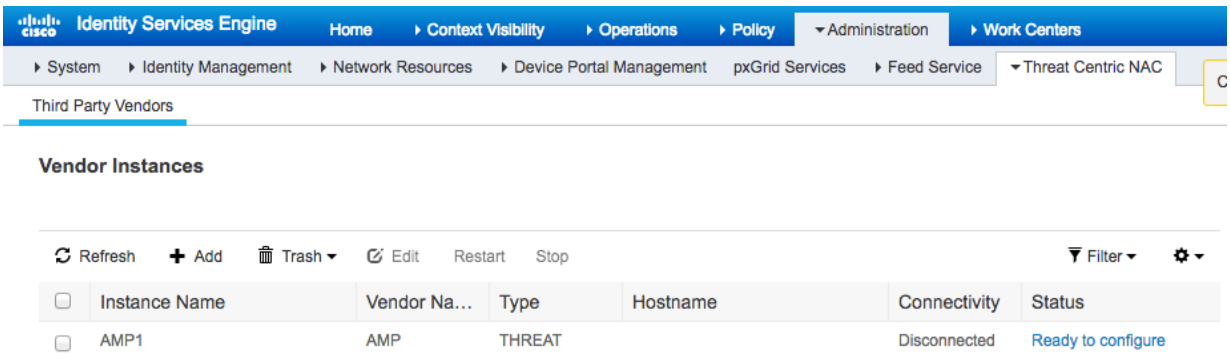
Step 2 Provide an Instance Name **AMP1**

You should see the following:



Step 3 Select **Save**

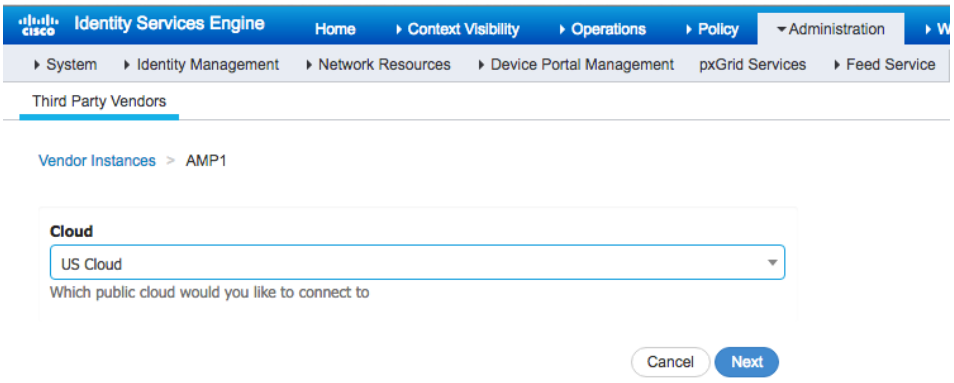
You should see: **Ready to Configure**



Step 4 Select **Ready to Configure**

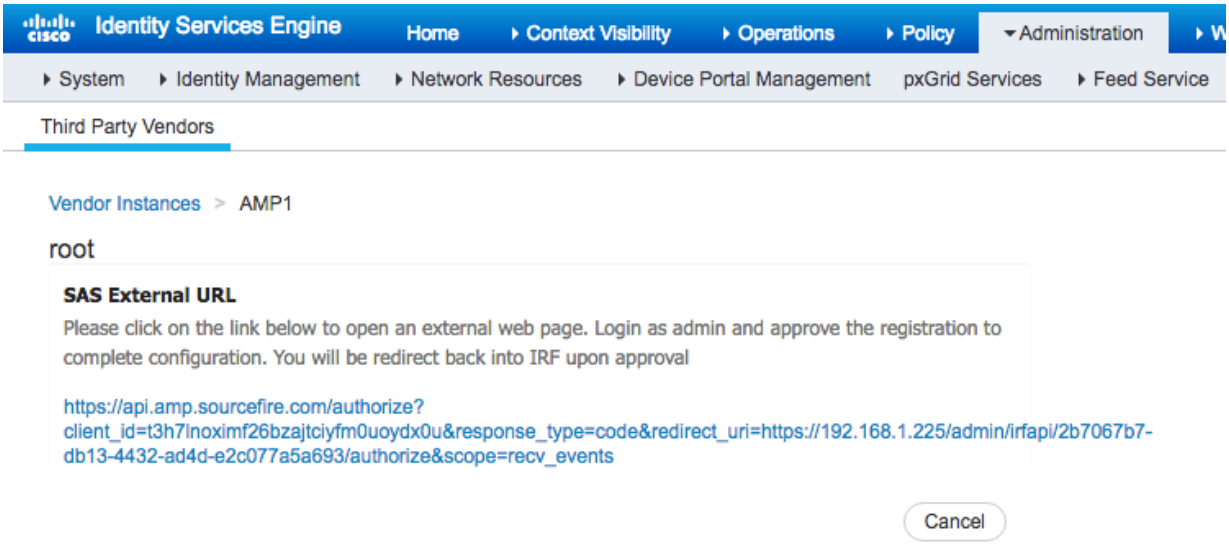
Step 5 Enter proxy information if applicable select **Next**

Step 6 Select **US Cloud** from the menu drop-down

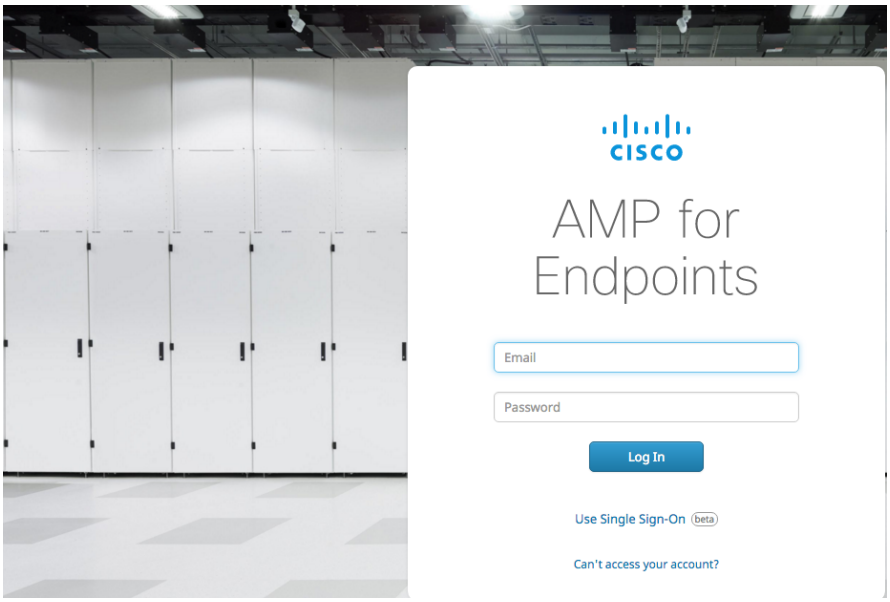


Step 7 Select **Next**

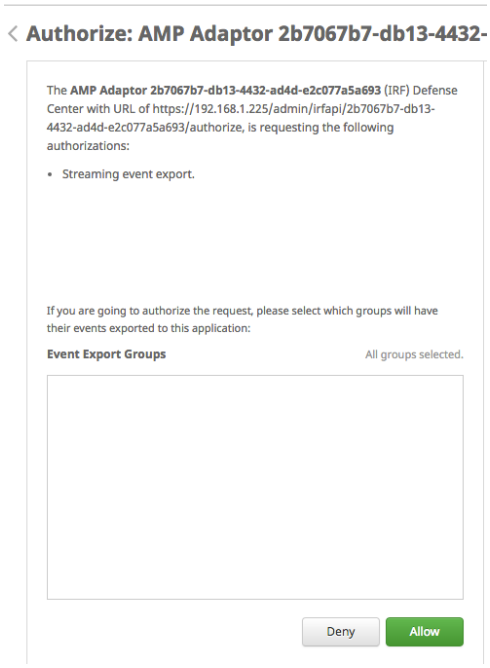
Step 8 Click on the registration link



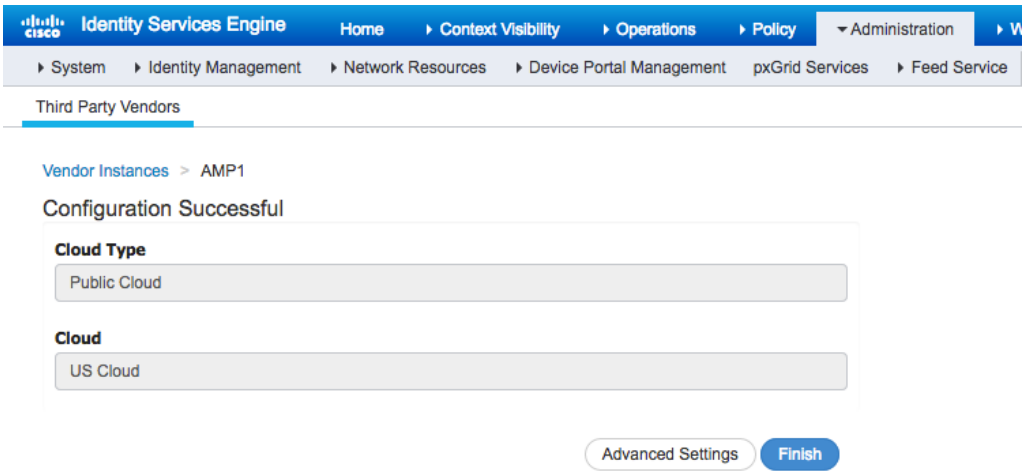
Step 9 Login as admin



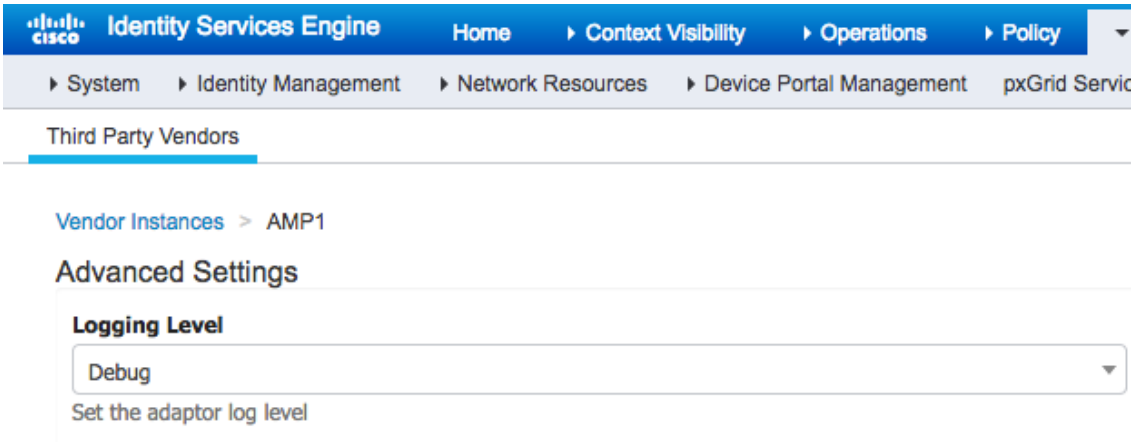
Step 10 Select **Allow**



Step 11 You should see the following



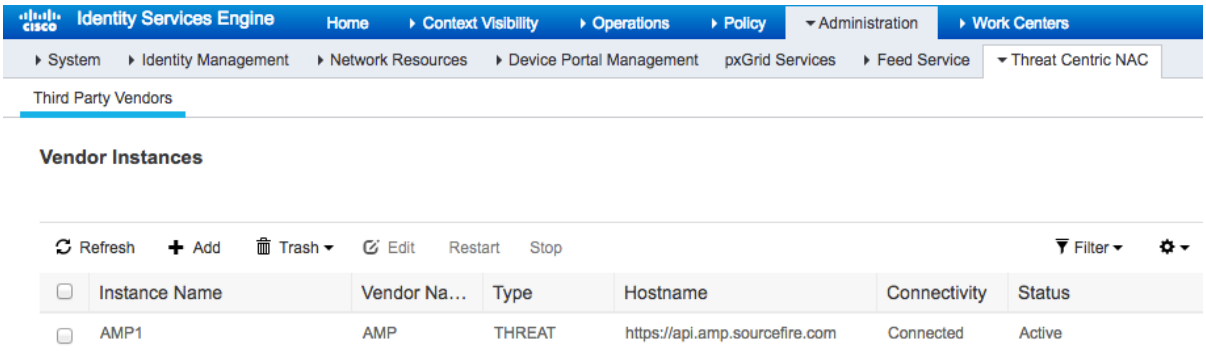
Step 12 Select **Advanced Settings,** change Logging Level from Info to Debug



Step 13 Select **Next**

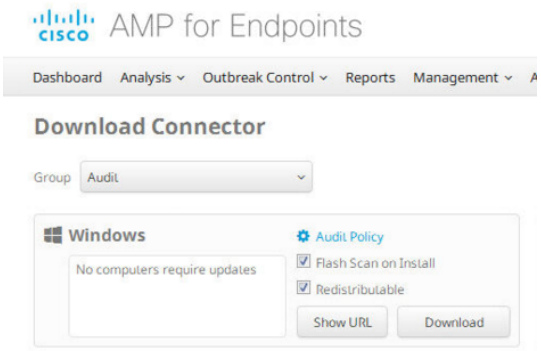
Step 14 Select **Finish**

You should see the following:

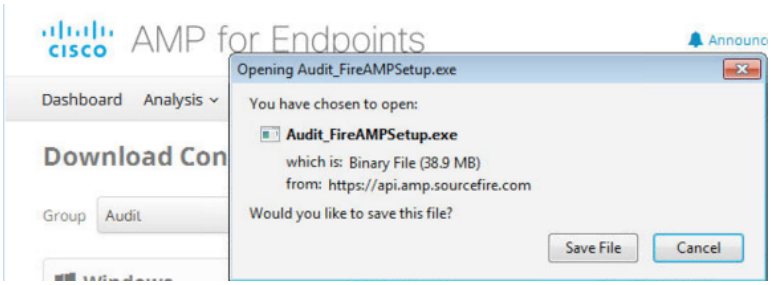


Installing AMP Connector

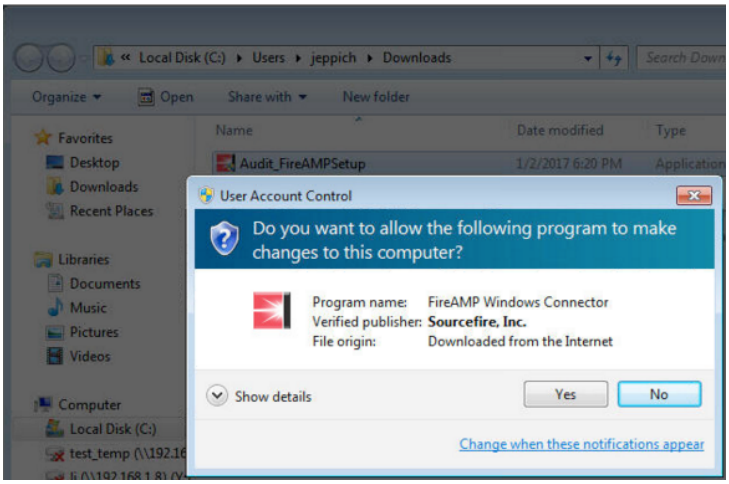
Step 1 Select **Management->Download Connector->Select Group->Audit**



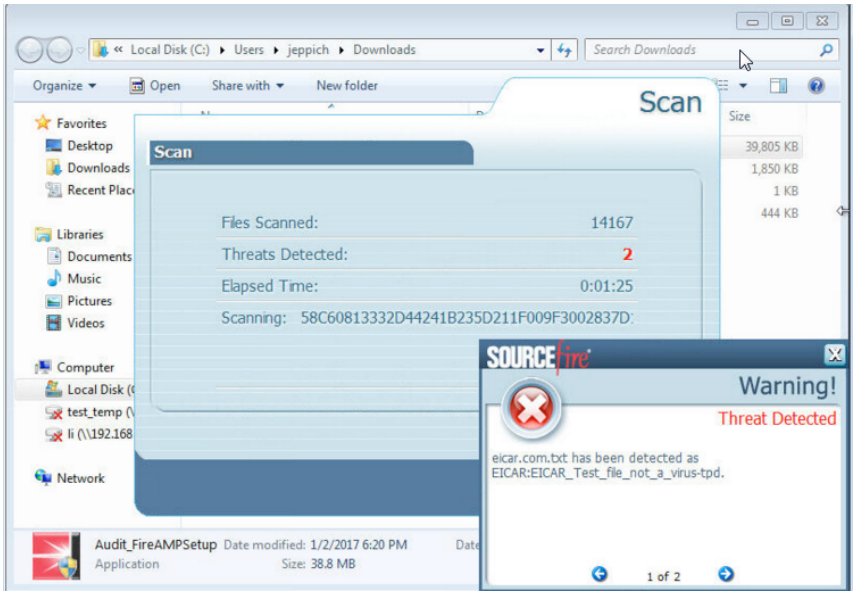
Step 2 Select **Download** and save the file locally



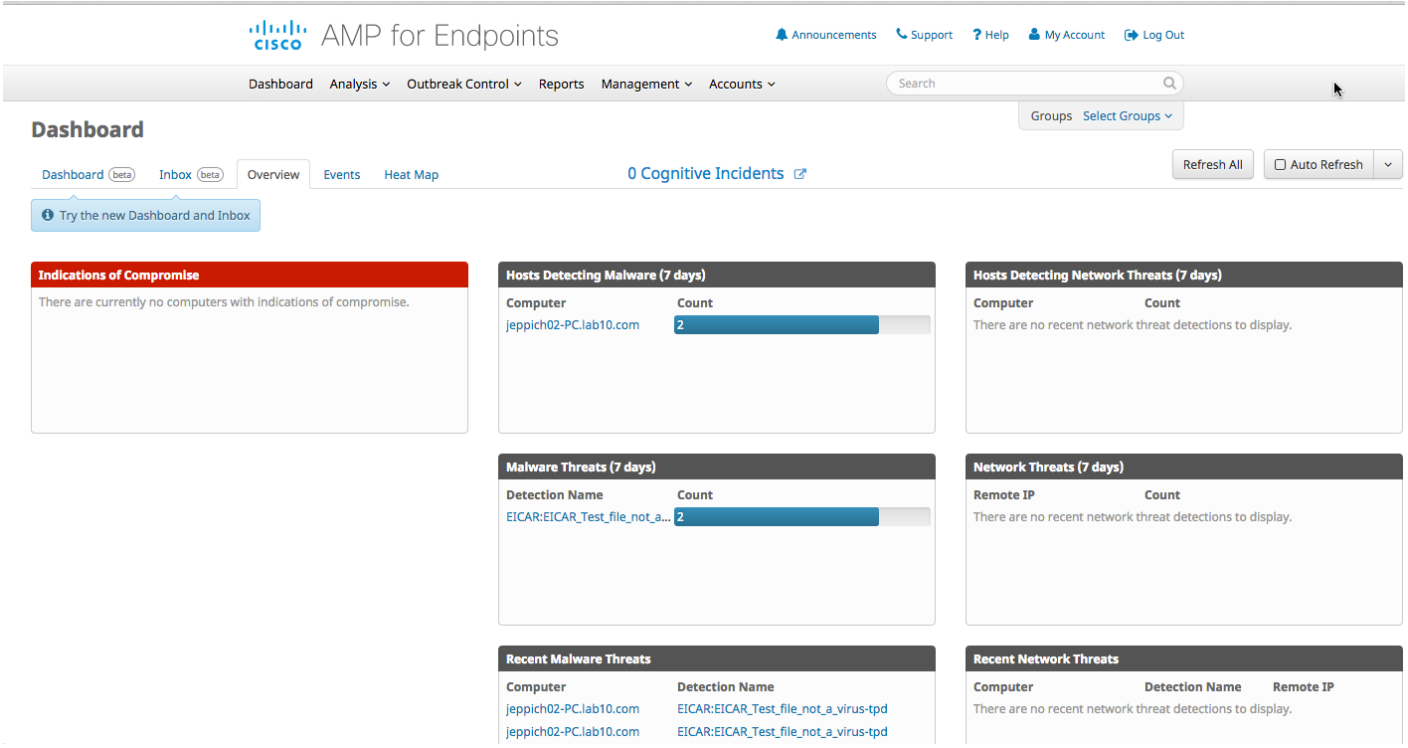
Step 3 Run the setup and install the connector application



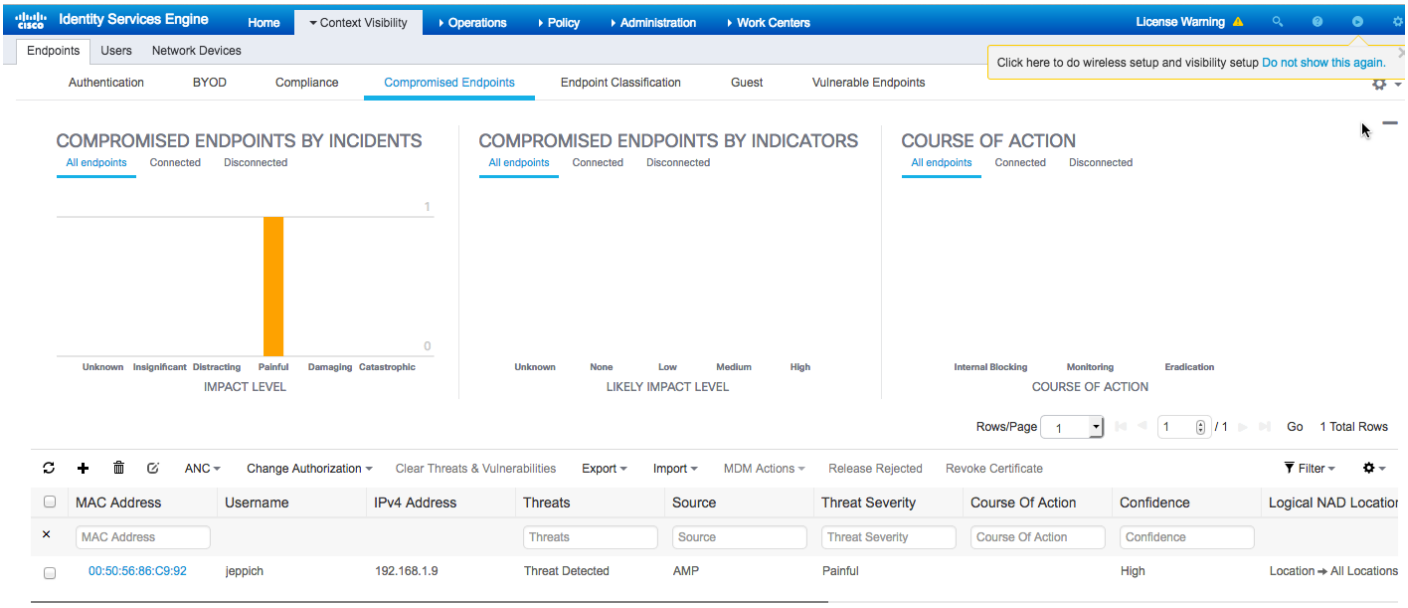
Step 4 Run a full scan



Step 5 Login in to AMP for Endpoint instance



Step 6 Select **Context Visibility->Endpoints->Compromised Endpoints**

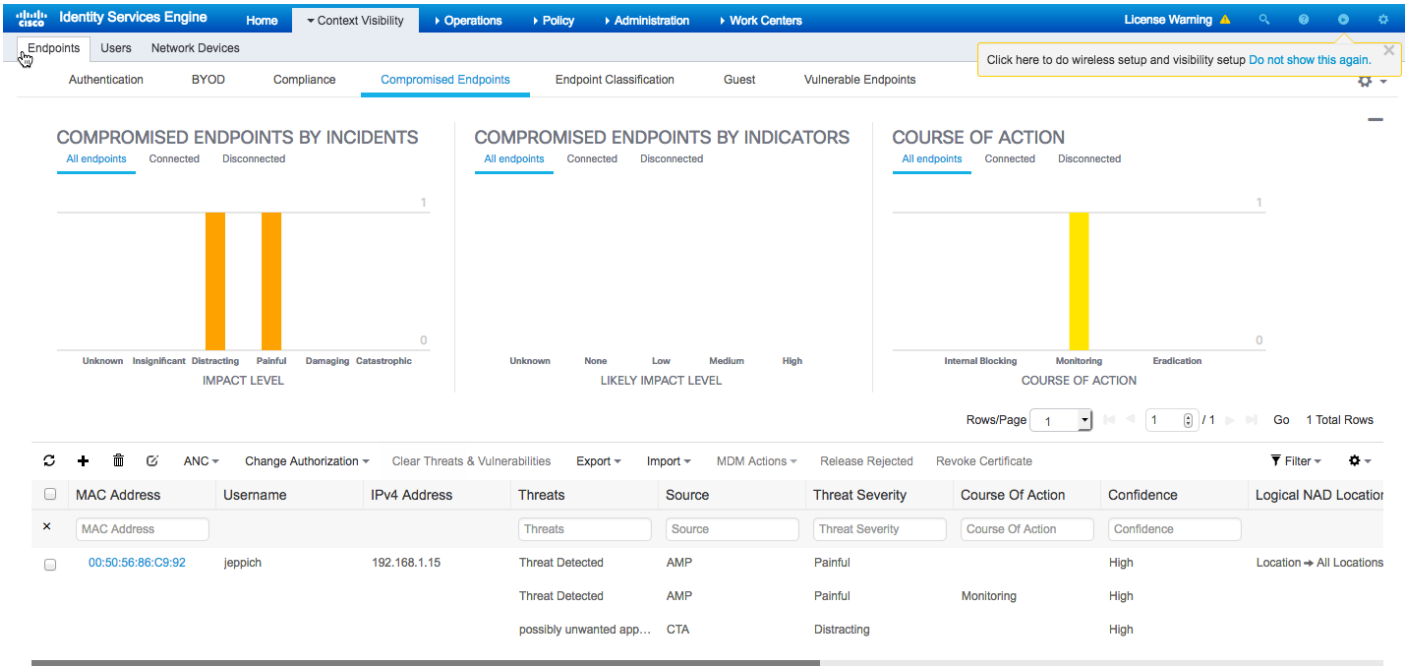


Step 7 To enable CTA events to appear in ISE, you need to create the CTA Adapter and add ISE to the TAXII/STIX CTA account. Please see: Configuring Incidents Export from CTA to ISE.

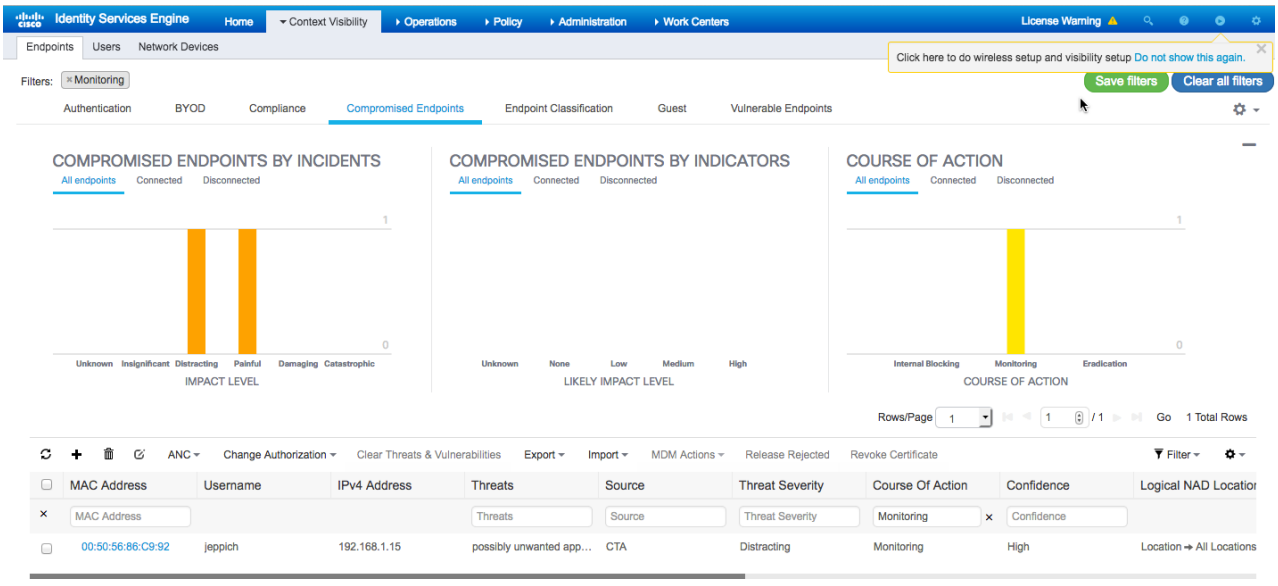
Testing

Select **Context Visibility->Endpoints->Compromised Endpoints**

Here we see the results with both the ISE AMP Adapter and ISE CTA Adapter installed.

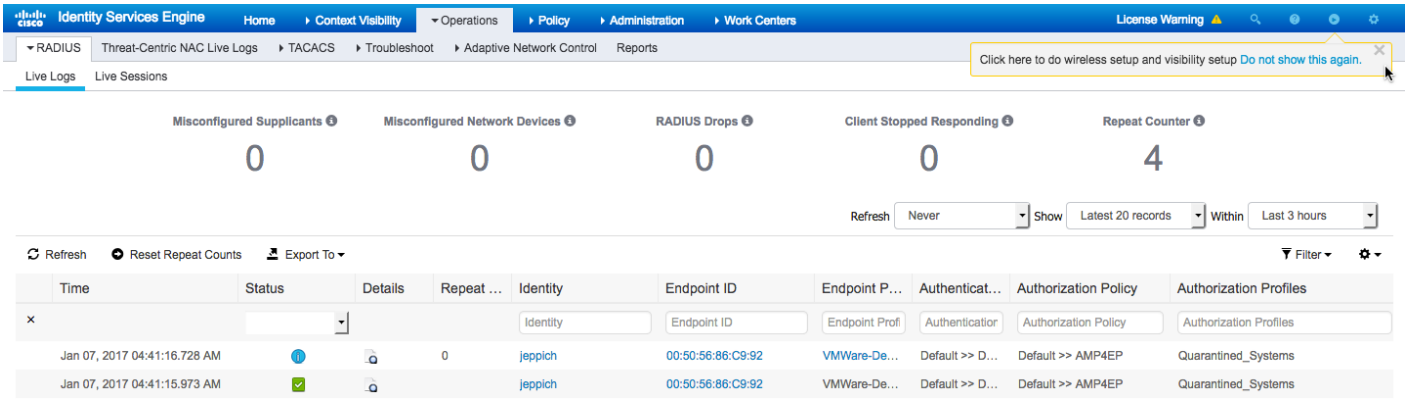


Note the CTA incident of "potentially unwanted application" under threat and the associated monitoring event and the associated Monitoring Course of action event.



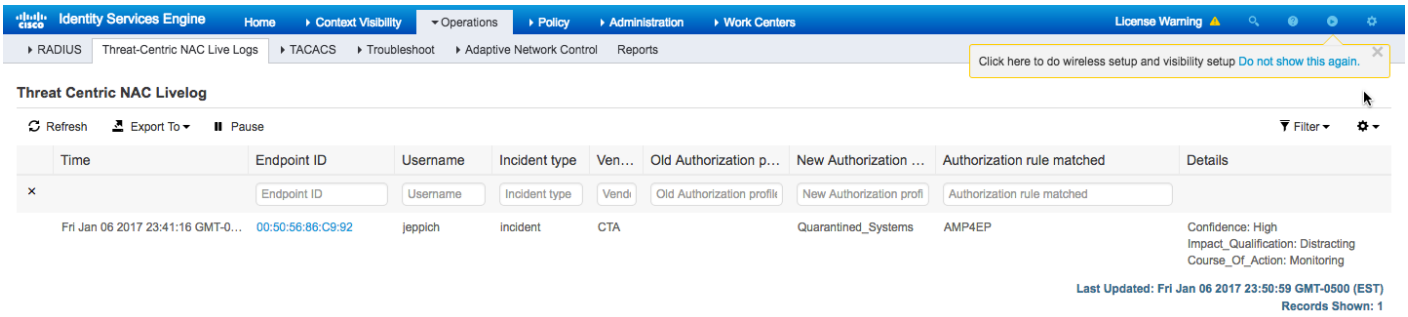
Select **Operations->RADIUS->Live Logs**

Here the endpoint is successfully quarantined and assigned the Quarantine Security Group Tag of Quarantine.

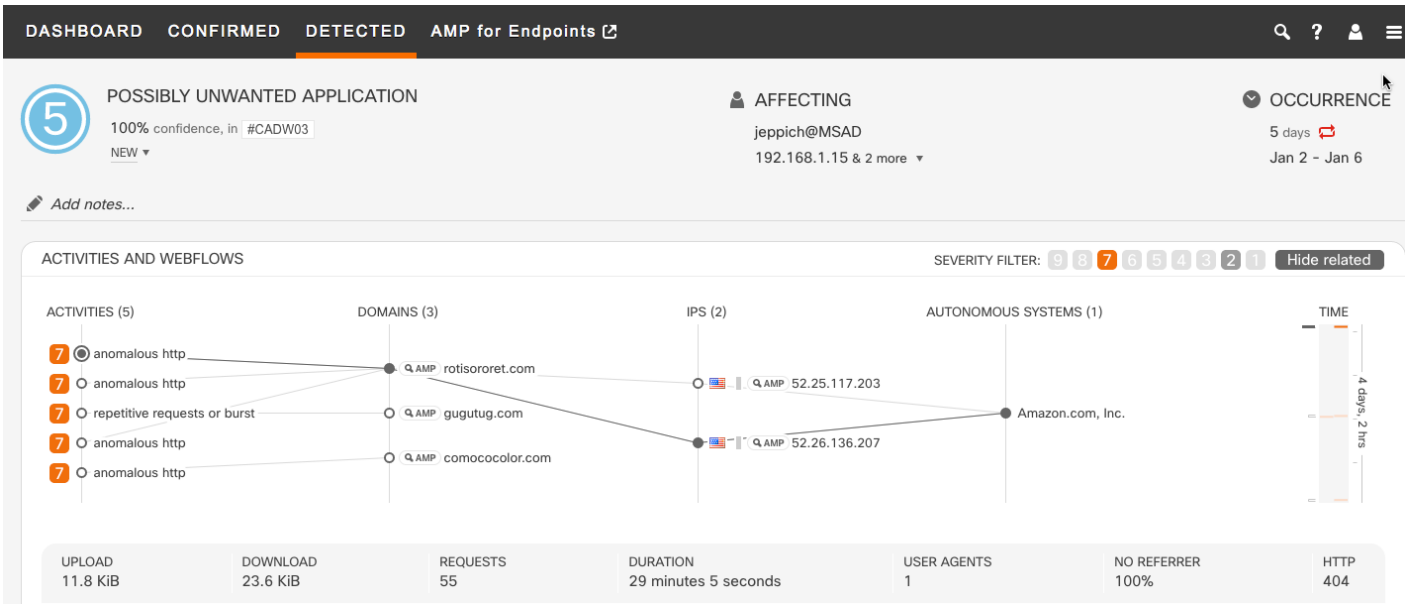


Select **Operations->Threat Centric NAC Live Logs**

Here we see the ISE Course of Action Policy



On the CTA instance, we see the related CTA incident

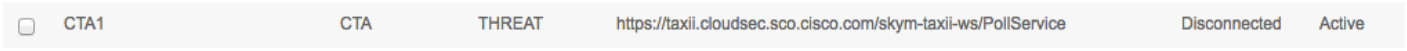


Troubleshooting

This section highlights some of the troubleshooting procedures between ISE and CTA communication:

Activity in Disconnected State

If the you see the CTA adapter in a disconnected state,

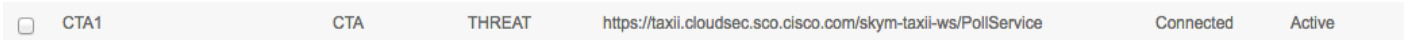


Select ISE->System->Deployment-> edit node and **disable** the **TC-NAC service**. Wait a few seconds and re-start the TC-NAC service

Run the below command to view the state of TC-NAC services

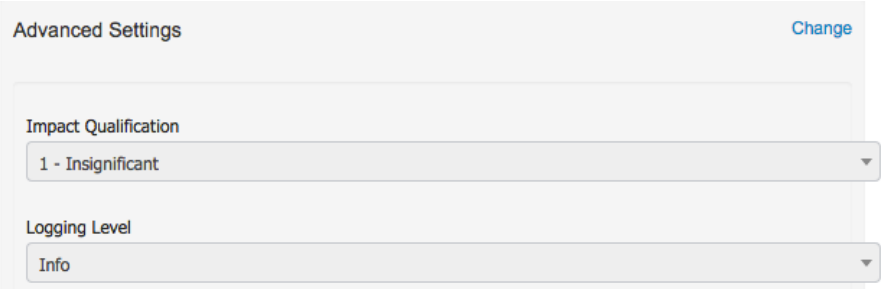
```
sh application status ise

ISE PROCESS NAME                       STATE            PROCESS ID
--------------------------------------------------------------------
Database Listener                      running          3774
Database Server                        running          69 PROCESSES
Application Server                     running          8024
Profiler Database                      running          5442
ISE Indexing Engine                    running          9466
AD Connector                           running          13243
M&T Session Database                   running          5349
M&T Log Collector                      running          8246
M&T Log Processor                      running          8071
Certificate Authority Service          running          13016
EST Service                            running          20577
SXP Engine Service                     disabled
Docker Daemon                          running          608
TC-NAC MongoDB Container               running          16184
TC-NAC RabbitMQ Container              running          16327
TC-NAC Core Engine Container           running          16957
VA Database                            running          17436
VA Service                             running          17629
Wifi Setup Helper Container            running          12604
 Wifi Setup Helper Vault               running          31
--More--
```

You should now see the CTA adapter in the “connected state”



Not Seeing CTA Events in ISE

- Please make sure you have the Impact Qualification set to **Insignificant,** this will allow the CTA adapter to receive all incidents from the CTA cloud instance



- Select **Admnistration->Threat Centric NAC->edit the CTA instance** and under **Advanced Settings**, **Change** the Impact Qualification to **Insignificant**, select **Next->Finish**

References

Integration Guides: https://communities.cisco.com/docs/DOC-64012