

# RSA NetWitness

Version 11.7

## Getting Started Guide



## Contact Information

NetWitness Community at <https://community.netwitness.com> contains a knowledge base that answers common questions and provides solutions to known problems, product documentation, community discussions, and case management.

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# Getting Started with NetWitness Platform

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## Overview

NetWitness is a powerful threat detection suite that enables Security Operation Centers (SOCs) to quickly locate, prioritize, and triage threats. NetWitness helps you to isolate and remediate known threats as well as those that were previously unknown. It provides deep insight into packets, logs, and endpoints that provide you with an unparalleled view into your enterprise or business.

NetWitness is powerful, but it is easier for Tier 1 Analysts to use because it automates the process of identifying and prioritizing suspicious threats. Tier 2 and Tier 3 Analysts can hunt for and locate threats by searching and filtering events and then examining events using reconstruction and analysis tools.

## Architecture

RSA NetWitness is a distributed and modular system that enables highly flexible deployment architectures that scale with the needs of the organization. NetWitness allows administrators to collect three types of data from the network infrastructure: packet data, log data, and endpoint data. The key aspects of the architecture are:

- **Distributed Data Collection:** The **Decoder** ingests packet data while the **Log Decoder** ingests log data. Decoders parse and reconstruct all collected network traffic from Layers 2 - 7, or log and event data from hundreds of devices and event sources, including NetWitness Endpoint data (if installed and configured). The **Concentrator** indexes metadata extracted from network or log data and makes it available for enterprise-wide querying and real-time analytics while also facilitating reporting and alerting. The **Broker** aggregates data captured by other devices and event sources. Brokers aggregate data from configured Concentrators; Concentrators aggregate data from Decoders. Therefore, a Broker bridges the multiple real-time data stores held in the various Decoder or Concentrator pairs throughout the infrastructure.
- **Real-time Alerting:** The NetWitness **Event Stream Analysis (ESA)** service provides advanced stream analytics such as correlation and complex event processing at high throughputs and low latency. It can process large volumes of disparate event data from Concentrators. ESA uses an advanced Event Processing Language (EPL) that allows analysts to express filtering, aggregation, joins, pattern recognition, and correlation across multiple disparate event streams. Event Stream Analysis helps to perform powerful incident detection and alerting.
- **Real-time Analytics** (automatic analysis of events): The RSA Automated Threat Detection functionality includes preconfigured ESA analytics module for detecting Command and Control traffic.
- **NetWitness Server:** The NetWitness Server provides reporting, investigation, administration, and other aspects of the user interface.
- **Capacity:** NetWitness has a modular-capacity architecture enabled with direct-attached capacity (DACs) or storage area networks (SANs), that adapts to the organization's short-term investigation and long-term analytic and data-retention needs.

NetWitness provides large deployment flexibility. You can design its architecture using as many as multiple dozens of physical hosts or a single physical host, based on the particulars of the customer's performance and security-related requirements. In addition, the entire NetWitness system has been optimized to run on virtualized infrastructure.

The System Architecture comprises of these major components- Decoders, Brokers, Concentrators, Archivers, ESA, and Warehouse Connectors. NetWitness components can be used together as a system or can be used individually.

- In a security information and event management (SIEM) implementation, the base configuration requires these components- Log Decoder, Concentrator, Broker, Event Stream Analysis (ESA), and the NetWitness Server.
- In a forensics implementation, the base configuration requires these components- Decoder, Concentrator, Broker, ESA, Malware Analysis, and Endpoint Log Hybrid. The Respond Server service is also required and is used to prioritize alerts.

The table provides a synopsis of each major component:

| System Component                    | Description  |
|-------------------------------------|--|
| <p><b>Decoder / Log Decoder</b></p> | <ul style="list-style-type: none"> <li>• NetWitness collects packet, log, and endpoint data.</li> <li>• Packet data, that is, network packets, are collected using the Decoder through the network tap or span port, which is typically determined to be an egress point on an organization's network.</li> <li>• A Log Decoder can collect four different log types - Syslog, ODBC, Windows eventing, and flat files.</li> <li>• Windows eventing refers to the Windows 2008 collection methodology and flat files can be obtained via SFTP.</li> <li>• Both types of Decoders ingest raw transactional data that is enriched, closed out, and aggregated to other NetWitness components.</li> <li>• The process for ingesting and parsing transactional data is a dynamic and open framework.</li> </ul> |
| <p><b>Endpoint Log Hybrid</b></p>   | <ul style="list-style-type: none"> <li>• Collects and manages endpoint (host) data from Windows, Mac, or Linux hosts.</li> <li>• Records data about every critical action, such as process, file, registry modification, network connections, and user console interactions.</li> <li>• Collects Windows logs and file logs from Windows host, if configured.</li> <li>• Generates metadata to correlate endpoint data with sessions from other events sources, such as logs and network.</li> <li>• Performs on-demand memory analysis and suspicious user behavior detection.</li> </ul>   |

| System Component                   | Description  |
|------------------------------------|--|
| <b>Concentrator</b>                | <ul style="list-style-type: none"> <li>• Provides index and query capability to NetWitness Collections.</li> <li>• Can optionally forward data to ESA.</li> </ul>  |
| <b>Broker</b>                      | <ul style="list-style-type: none"> <li>• Distributes NetWitness Collection access across many Concentrators or Archivers, making the entire NetWitness enterprise appear as a single collection.</li> </ul>  |
| <b>Archiver</b>                    | <ul style="list-style-type: none"> <li>• The Archiver service enables long-term log archiving by indexing and compressing log data and sending it to archiving storage.</li> <li>• The archiving storage is optimized for long-term data retention, and compliance reporting.</li> <li>• Archiver stores raw logs and log metadata from Log Decoders for long-term retention, and it uses Direct-Attached Capacity (DAC) for storage.</li> </ul> <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> Raw packets and packet metadata are not stored in the Archiver.</p> </div> |
| <b>Event Stream Analysis (ESA)</b> | <ul style="list-style-type: none"> <li>• ESA provides event stream analytics such as correlation and complex event processing at high throughputs and low latency. It can process large volumes of disparate event data from Concentrators.</li> <li>• ESA uses advanced Event Processing Language that allows users to express filtering, aggregation, joins, pattern recognition, and correlation across multiple disparate event streams.</li> <li>• ESA helps to perform powerful incident detection and alerting.</li> </ul>  |

## Core Versus Downstream Components

In NetWitness, the Core services ingest and parse data, generate metadata, and aggregate generated metadata with the raw data. The Core services are Decoder, Log Decoder, Concentrator, and Broker. Downstream systems use data stored on Core services for analytics; therefore, the operations of downstream services are dependent on Core services. The downstream systems are Archiver, ESA, Malware Analysis, Investigate, and Reporting.

Although the Core services can operate and provide a good analytics solution without the downstream systems, the downstream components provide additional analytics. ESA provides real-time correlation across sessions and events as well as between different types of events, such as log, packet, and endpoint data. Investigate provides the ability to drill into data, examine events and files, and reconstruct events in a safe environment. The Malware Analysis service provides real-time, automated inspection for malicious activity in network sessions and associated files.



## Logging in to NetWitness Platform

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**Note:** NetWitness supports modern (or current) versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari. It is possible to use a different browser, but some features may not function as expected. Internet Explorer is no longer supported.

Logging in to NetWitness can vary based on your environment. You may have an internal user account or an external user account. Internal user accounts are local to the NetWitness and internal users can log in to NetWitness and receive role-based permissions. External user accounts authenticate outside of the NetWitness and are mapped to NetWitness roles. If you are an external user and you cannot access NetWitness or view the information that you need, contact your System Administrator. Your Administrator can assign the appropriate roles to your account.

NetWitness Platform 11.4 or later also supports Single Sign-On authentication (SSO) using Security Assertion Markup Language 2.0 (SAML 2.0) protocol with Active Directory Federation Services (ADFS) as the Identity Provider.

If SSO authentication is enabled by your administrator, you will be redirected to the Identity Provider User Interface instead of the default NetWitness login page. After you enter the username and password you will be securely logged into NetWitness Platform.

**Note:** In 11.4 or later, Single Sign-On (SSO) authentication can be used to access the NetWitness Platform UI, and Analyst UI Deployment.

1. Use the icon provided by your Administrator, or type the following in your web browser:  
`https://<hostname or IP address>/login`  
Where `<hostname or IP address>` is the hostname or the IP address of your NetWitness server. If Single Sign-On authentication is enabled, this redirects you to the ADFS login screen.
2. Enter the username and password, and then click **Sign in**.  
If the login is successful, you will be logged into the landing page specified in the user preferences.

**Note:** If you had previously authenticated to any other application configured to the same IDP, then you may be redirected to the requested NetWitness Platform UI without being prompted for the credentials.

### If you are locked out:

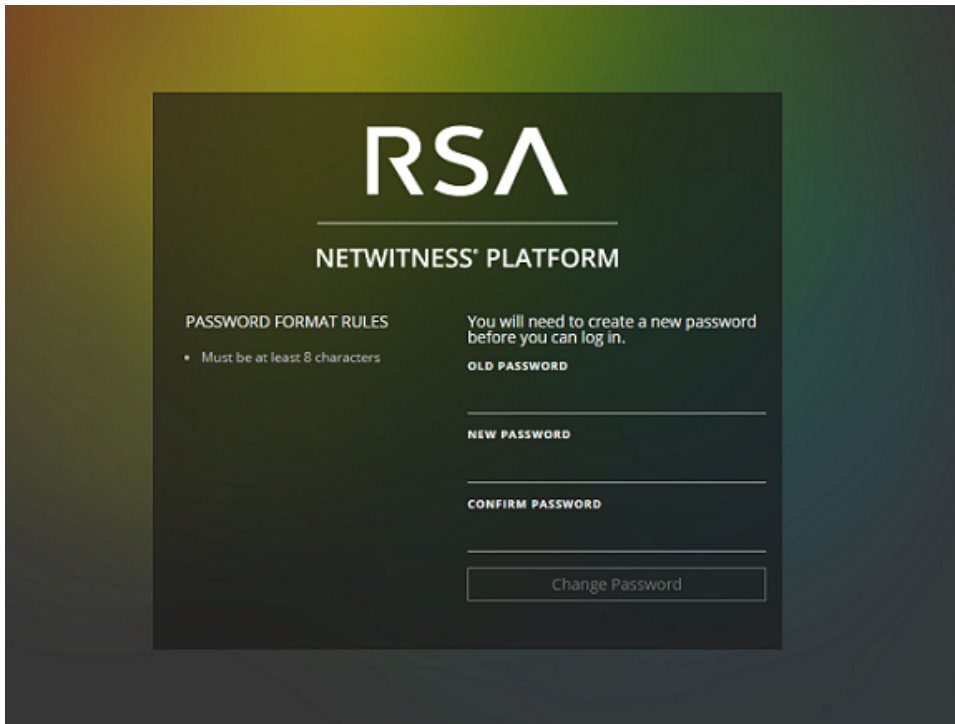
**Note:** This information applies to internal accounts only. It does not apply to Active Directory or PAM accounts.

If you try too many times to log in with an incorrect username or password, your account will be locked. Contact your Administrator to unlock your account.

### If you have a new account or your account is expired:

**Note:** This procedure applies to internal accounts only. It does not apply to Active Directory or PAM accounts.

1. In the dialog to create a new password, enter your old password, type a new password, and confirm it. Password format rules (as defined by your system administrator) are provided on the left and your new password must conform to the indicated format rules.



2. Click **Change Password**.

#### **If you do not have the appropriate access to NetWitness:**

If you are able to log in successfully, but you are not able to view the information that you need, it is possible that you need a user role assigned to your user account. Contact your Administrator for assistance.

## **Log Off NetWitness Platform**

#### **To log off from the Respond and some Investigate views:**

1. In the main menu bar, select your username, for example, **admin** .
2. In the User Preferences, click **Sign Out**.

#### **To log off from the other views:**





In the main menu bar, select your username and then select **Sign Out**.

## Changing Your Password

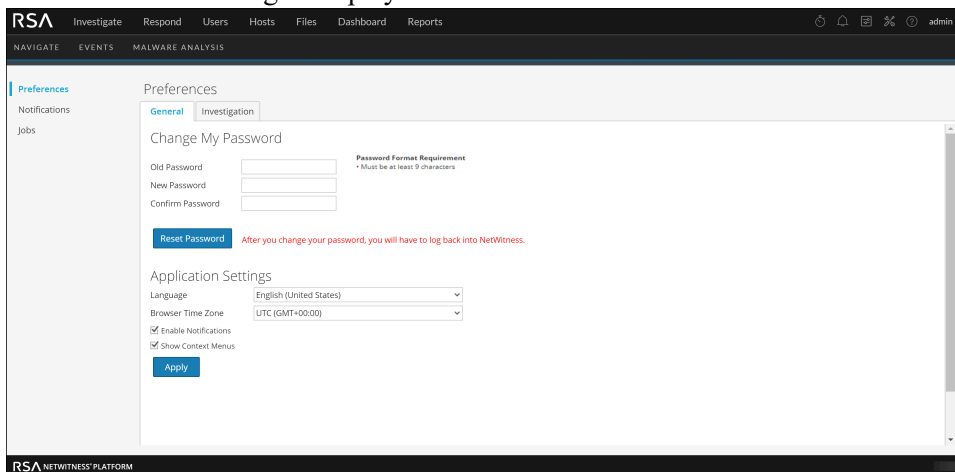
You can change the password that you use for NetWitness authentication at any time in your user preferences. Your administrator defines the appropriate password strength requirements for your NetWitness password, such as minimum password length and minimum number of uppercase, lowercase, decimal, non-Latin alphabetic, and special characters. These requirements are then displayed when changing your password.

### To change your password:

1. Do one of the following:

- For most views, such as Investigate, Dashboard, Reports,  (Configure) or  (Admin), select your username, for example **admin** , and then select **Profile**.
- In the Springboard, Investigate view (Events), Respond, Users, Hosts, and Files, select your username, for example **admin** , and in the User Preferences dialog click **Change my password**.

The Preferences dialog is displayed.



2. In the **Change My Password** section, enter the password that you used to authenticate to NetWitness in the **Old Password** field.
3. In the **New Password** field, enter the password that you want to use for the next login.
4. In the **Confirm Password** field, retype the new password.
5. Click **Reset Password**.  
You will be logged out of NetWitness for the changes to take effect. The new password becomes effective the next time you log in to NetWitness.

For more information on user preferences, see [Setting User Preferences](#).

## Identifying Your Role

The roles listed here are the typical roles or functions of a Security Operations Center (SOC). Determine the role or roles that you perform in the SOC. You can use these functions as a guide to decide how to set up and navigate NetWitness so that you can efficiently perform your job tasks.



SOC Team



SOC Manager  
(SOC Management  
and Reporting)

- Manage SOC readiness
- Respond to incidents
- Respond to data breaches



Data Privacy  
Officer

- Monitor and protect privacy and sensitive information



Incident Responder  
(T1 Analyst)

- Respond to incidents
- Remediate incidents



Threat Hunter  
(T2/T3 Analyst)

- Hunt for threats
- Conduct forensic analysis
- Recommend issues for remediation
- Remediate issues



Content Expert  
(Threat Intelligence)

- Investigate new threat intelligence
- Evaluate and create new feeds
- Create correlation rules to flag indicators of compromise



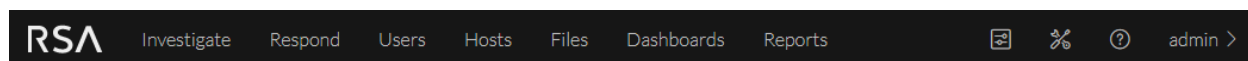
System  
Administrator



- Install and configure equipment and software
- Manage user access
- Monitor and fine tune performance
- Backup and restore data
- Manage storage and archives
- Update software
- Create reports for regulatory compliance

## NetWitness Platform Basic Navigation

The NetWitness application is divided into ten main functional areas, known as views, that are based on typical Security Operation Center (SOC) roles.




**Note:** On upgrade to version 11.5 or later, by default the Springboard is displayed if you have not configured the default landing page in previous versions.



- **Springboard:** Springboard presents Analysts with the platform-wide detections and signals in a single view to hunt and investigate faster than ever before. System Administrators set up and maintain the Springboard. You can view the Springboard at any time by clicking RSA in the main menu. For more information, see [Managing the Springboard](#).
- **Investigate:** This view is primarily for Threat Hunters, who prefer to manually hunt for threats using NetWitness metadata, raw event data, and event reconstruction and analysis. Incident Responders also use this view to get details about events associated with an incident being investigated. Both Threat Hunters and Incident Responders can use the forensic event reconstruction and event analysis features in this view.
- **Respond:** This view is for Incident Responders, who can view a list of prioritized incidents to triage. These incidents come from sources such as ESA rules, NetWitness Endpoint, or ESA Analytics modules for Automated Threat Detection. You can also view all of the alerts received by NetWitness here.
- **Users:** This view is for SOC Managers and Analysts to discover, investigate, and monitor risky behaviors across entities namely Users and Network in your environment.
- **Hosts:** This view is for Analysts, who can investigate or perform analysis on hosts using attributes such as IP address, host name, Mac address, risk score, and so on.
- **Files:** This view is for Analysts, who can investigate or perform analysis on files using attributes such as IP address, host name, Mac address, risk score, and so on.
- **Dashboard:** This view is for all users. You can view dashboards on different areas of interest depending on your user permissions.
- **Reports:** This view is for all users. You can view reports on different areas of interest depending on your user permissions.
-  **Configure:** This view is for Threat Intel personnel (Content Experts), who configure data sources and inputs to NetWitness. Content Experts use this area to download and manage Live content. They can also create and manage incident and ESA rules.
-  **Admin:** This view is for System Administrators, who set up and maintain the overall application.

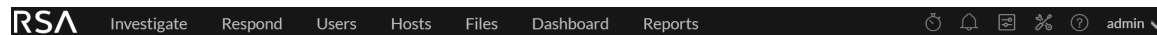
## Menu changes

The following table illustrates the top-level menu changes in the 11.5 version.

| Previous Version - 11.4 and earlier | 11.5 Version   |
|-------------------------------------|--|
| N/A                                 |  Click the RSA logo at the top left corner to view the Springboard. |
| Monitor > Dashboard                 | Dashboard  |
| Monitor > Reports                   | Reports  |
| Investigate > Hosts                 | Hosts  |
| Investigate > Files                 | Files  |
| Investigate > Entities              | Users  |
| Configure                           |   |
| Admin                               |   |

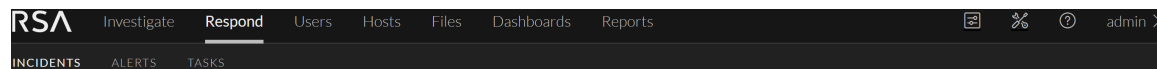
## Accessing Main Views

The options that open each of the main views are listed at the top of the browser window. With the appropriate permissions, you can access any of these views at the top of every UI at any time.



## Secondary Menus





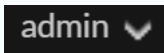
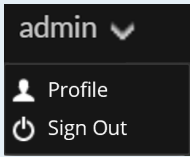

The main views have secondary menus with additional views that you can select, which vary according to the tasks that you can complete. The following example shows the Respond menu.



## Additional Options



In addition to the main views, there are additional options at the top of the UI that are common to the application.

The following table describes the common options.

| Common Option  | Name             | Description  |
|--|------------------|--|
|   | Jobs             | In the Investigate, Dashboard, Reports,  (Configure) , and  (Admin) views, click this icon to view and manage your jobs in the Jobs tray. Jobs are on-demand or scheduled tasks that take some time to complete in the NetWitness application. |
|   | Notifications    | Click this icon to view notifications from the application.  |
|   | User Preferences | Click this icon to view your available user preference options. You can manage your user preferences and log out of NetWitness.  |
|   | User Profile     | Click your user profile to view the available options. You can manage your user preferences, change your password, and log out of NetWitness UI.   |
|  | Help             | Click this icon to view NetWitness help topics.  |

## Main Views

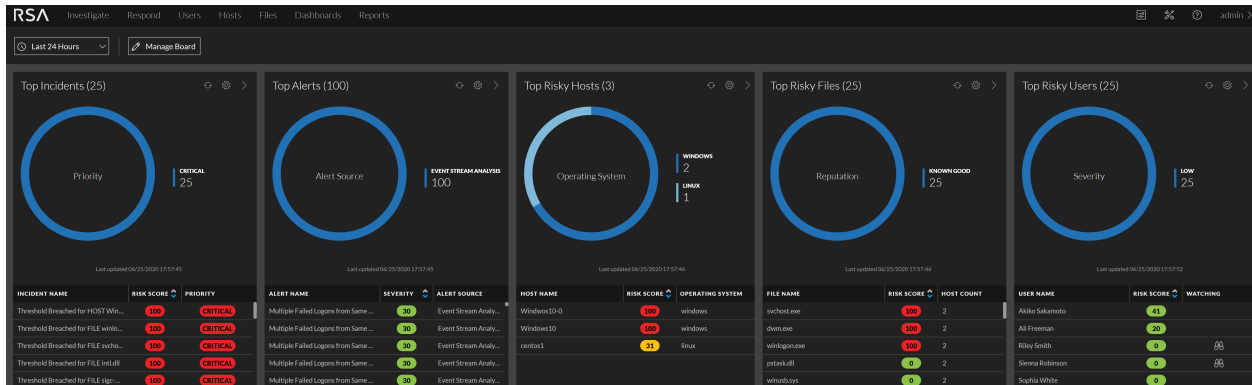
The following sections explain the main views:

- [Springboard](#)
- [Investigate](#)
- [Respond](#)
- [Users](#)
- [Hosts](#)
- [Files](#)
- [Dashboard](#)
- [Reports](#)
-  [Configure](#)
-  [Admin](#)

## Springboard

(From 11.5 and later) RSA NetWitness Platform Springboard is an easy-to-use landing page that presents platform-wide detections and signals in a single view to help analysts hunt and investigate faster than ever before.

Click the RSA logo at the top left corner to view the Springboard.



### What can I do here?

- View out-of-the-box panels
- Edit a panel
- Refresh a panel
- Select time range
- View all incidents, alerts, users, files, and hosts
- View details of selected incident, alert, user, file, and host
- Manage Board (add, rearrange, and delete panels)

### Path

Springboard view

### Show me how

See [Managing the Springboard](#).

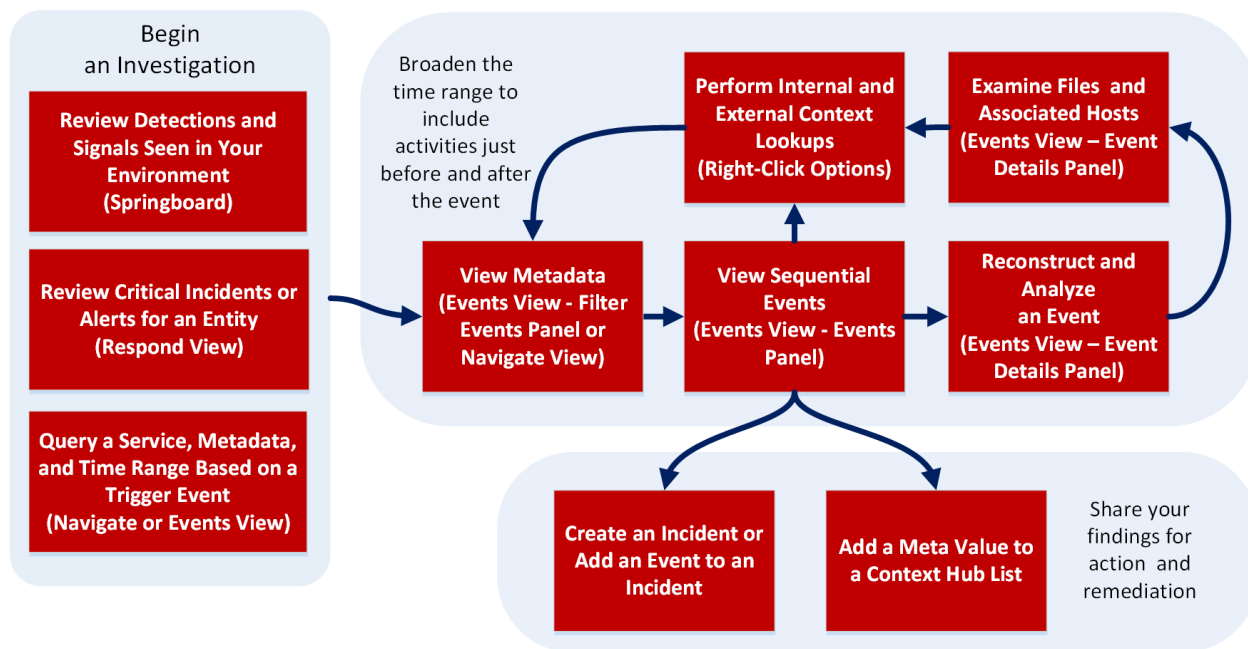
Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.

## Investigate

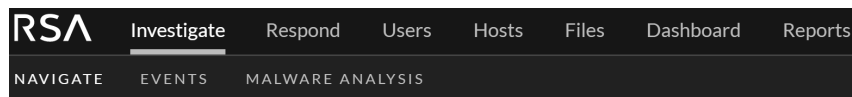
The Investigate view is the tool for SIEM, network, and endpoint data investigation, presenting different views into a set of data. Analysts can see metadata and raw data for endpoints, logs, and events, as well as potential indicators of compromise. In addition to investigating data on a specific service, you can pivot into Investigate from Respond, the Dashboard view, an entry in a report generated by the Reporting Engine, or a properly configured third-party application.

You can begin your investigation in any Investigate view, then continue the investigation seamlessly in another Investigate view. The manner in which you proceed is determined by the question that needs to be answered. If you find an event that needs a response, you can create an incident in Respond where an incident responder will take further action. The following figure depicts the high-level flow of an investigation. The *NetWitness Investigate User Guide* provides detailed information.



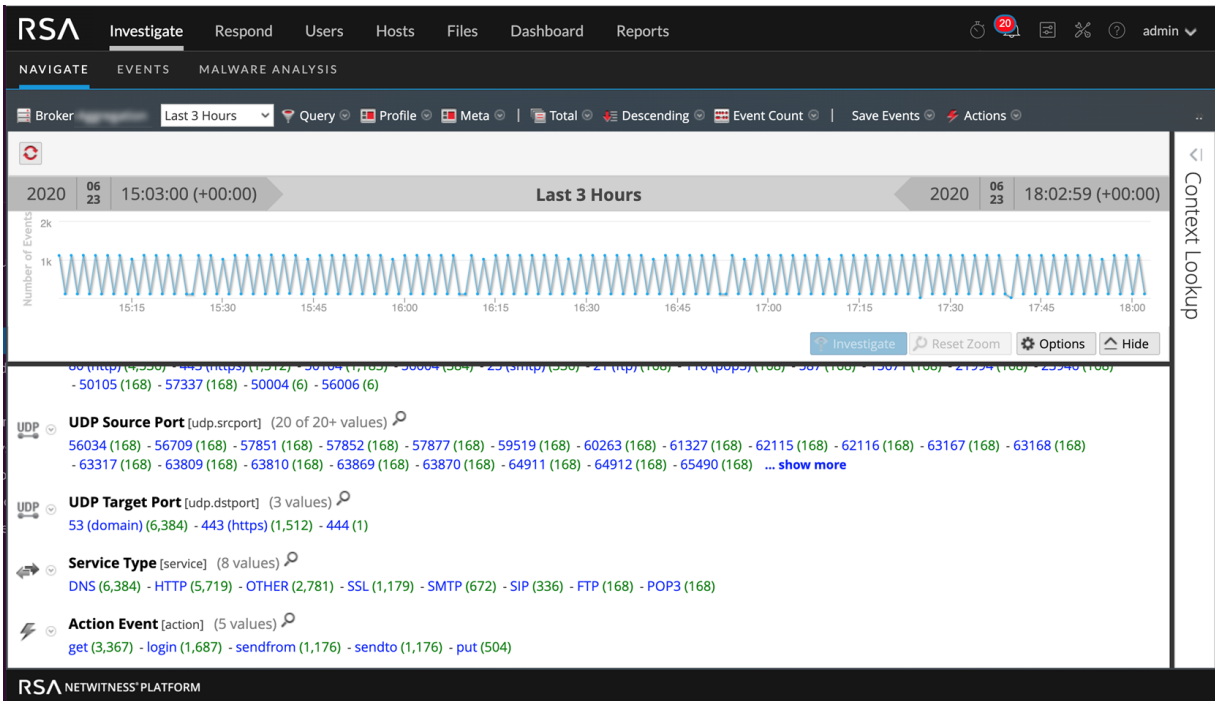


## Investigate Menu

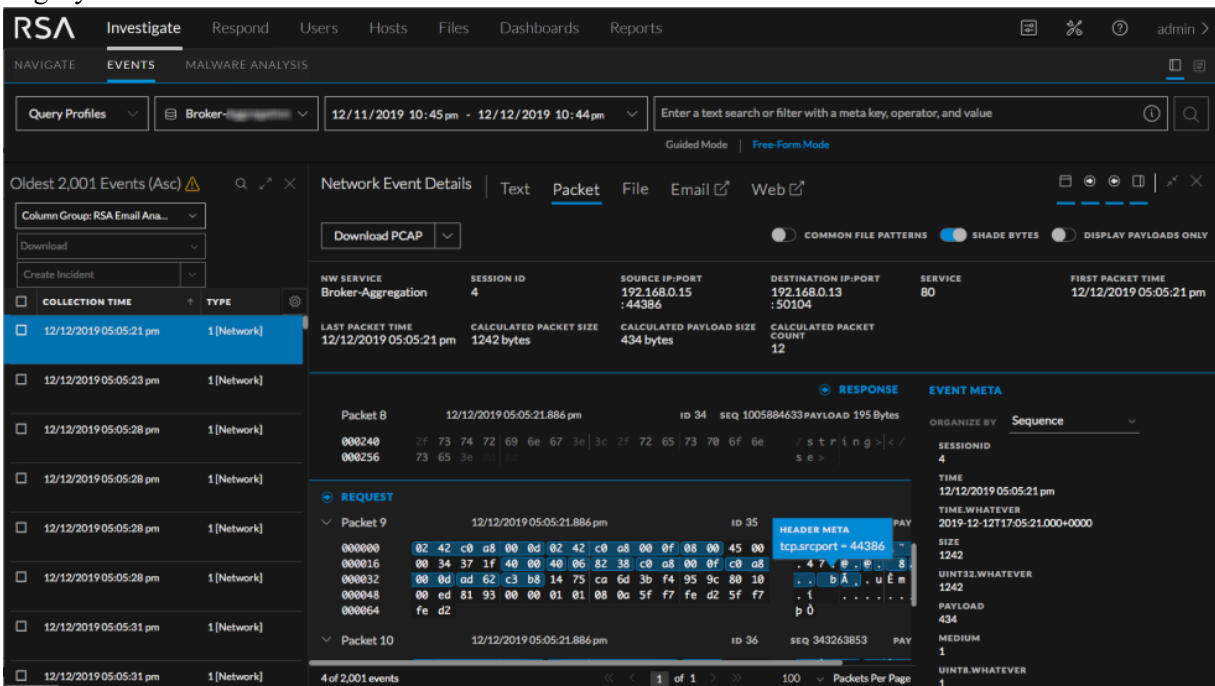


The Investigate menu has the following options:

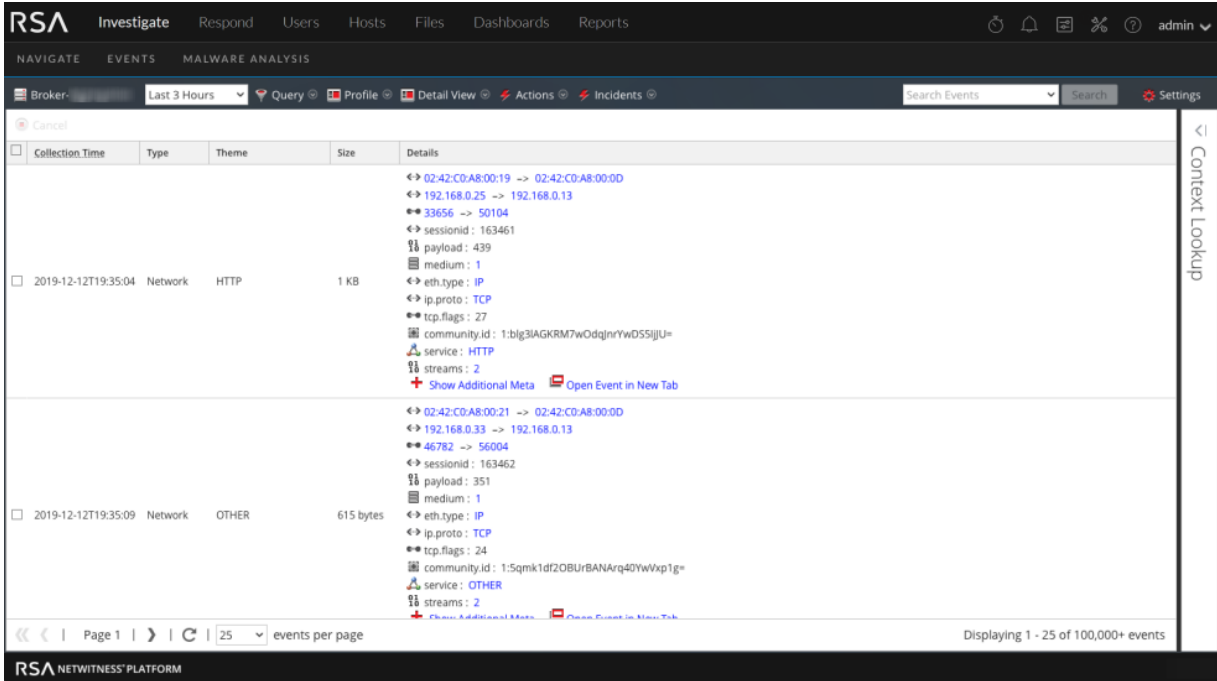
- **Navigate:** The Navigate view provides a list of meta keys and meta values with a focus on metadata. You can drill into the data, search for events, open a selected event in the Events view, and look up additional context from the Context Hub service.



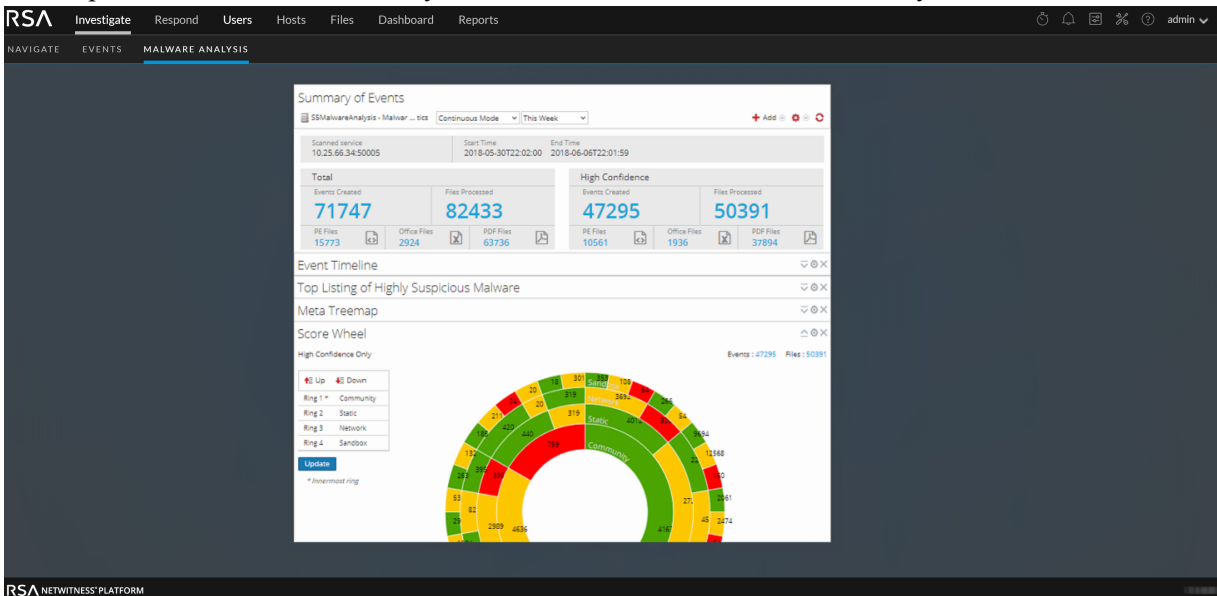
- **Events:** The Events view (formerly Event Analysis view) is the default user interface for interacting with events. It provides a sortable list of events with focus on metadata and raw data. You can search for events, view a reconstruction that offers helpful cues to identify points of interest, pivot to standalone Endpoint, look up additional context from the Context Hub service, look up data in Live, do external lookups, and create an incident for incident responders. By default only the Events view appears in the menu, but when the Legacy Events view is enabled, both the Events view and the Legacy Events view are visible in the menu bar.



- Legacy Events:** With major functionality added to the 11.3 Events view, the Legacy Events is no longer needed and it is hidden unless the administrator enables it. The Legacy Events view provides a list of events with a focus on raw data. You can browse a simple list of events, a detailed list, and a log list. You can search for events, view a reconstruction of an event, look up additional context from the Context Hub service, and create an incident for incident responders.



- Malware Analysis:** Malware Analysis is an automated malware analysis processor designed to analyze certain types of file objects (for example, Windows PE, PDF, and MS Office) to assess the likelihood that a file is malicious. Using Malware Analysis, you can prioritize the massive number of files captured in order to focus analysis efforts on the files that are most likely to be malicious.



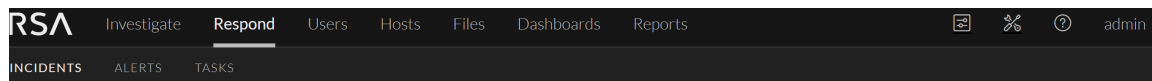
| What can I do here?                         | Path                        | Show me how   |
|---|-----------------------------|---|
| Configure Investigate Views and Preferences | Investigate view            | See "Configuring Investigate Views and Preferences" in the <i>NetWitness Investigate User Guide</i> . |
| Browse Event Metadata                       | Navigate view               | See "Refining the Results Set" in the <i>NetWitness Investigate User Guide</i> .                      |
| Browse Raw Events                           | Events view                 | See "Refining the Results Set" in the <i>NetWitness Investigate User Guide</i> .                      |
| Analyze Raw Events and Metadata             | Events view                 | See "Reconstructing and Analyzing Events" in the <i>NetWitness Investigate User Guide</i> .           |
| Scan Files and Events for Malware           | Malware Analysis view       | See the <i>Malware Analysis User Guide</i> .  |
| Triage an Incident                          | Pivot from the Respond view | See the <i>NetWitness Respond User Guide</i> .  |

Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.

## Respond

The Respond view presents analysts with a queue of incidents in severity order. When you take an incident from the queue, you receive relevant supporting data to help you investigate the incident. From there, you can determine the incident scope and escalate or remediate it as appropriate.

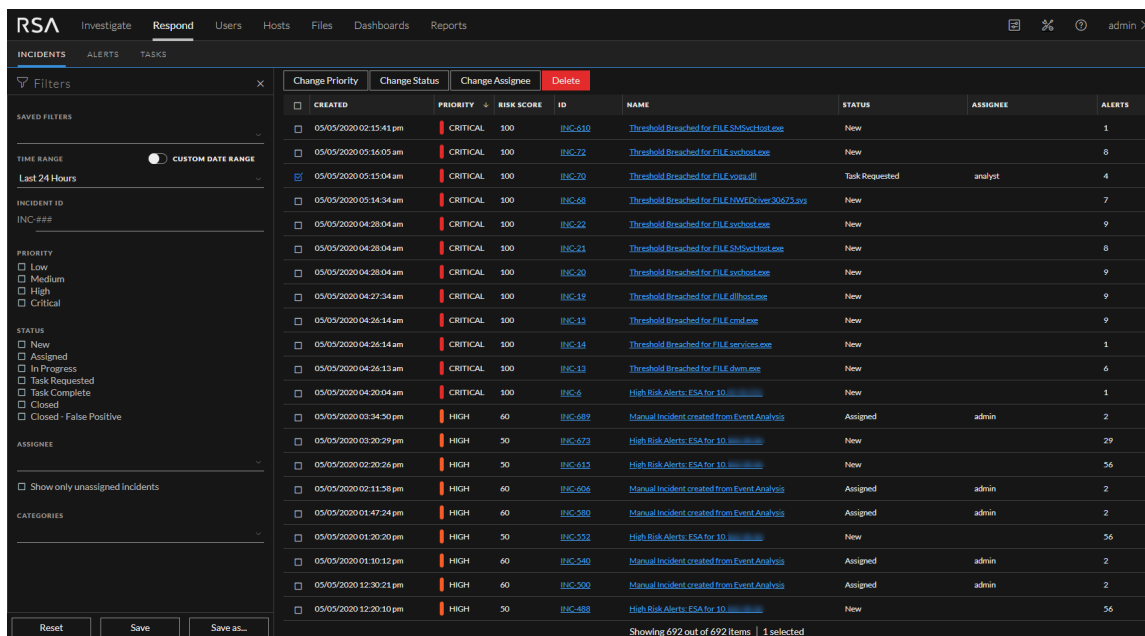
### Respond Menu



The Respond menu has the following options:

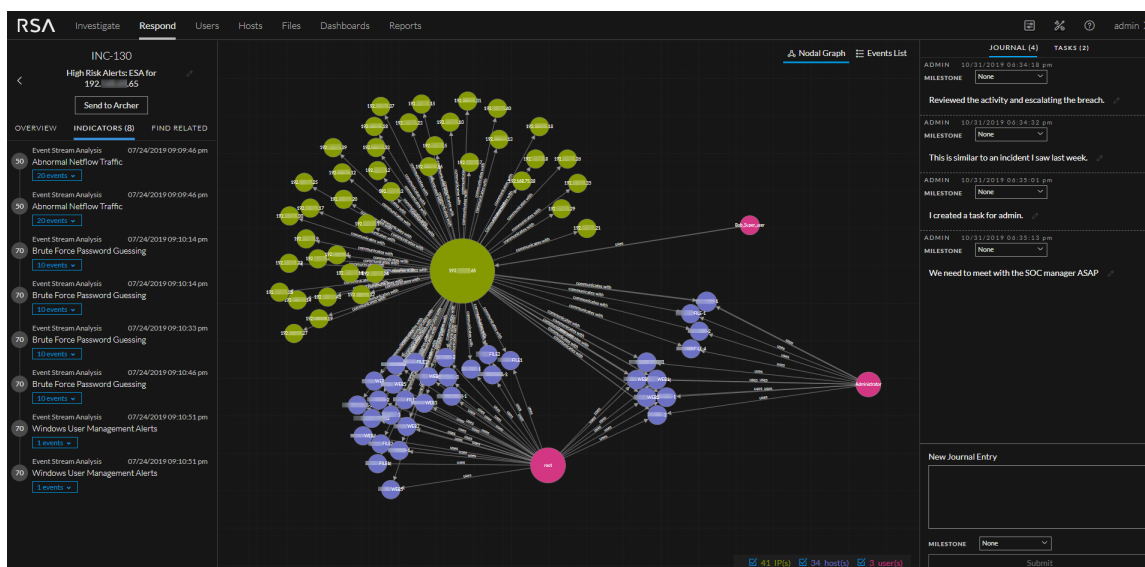
- **Incidents:** The Incidents List view contains a list of all incidents with basic information. The Incident Details view provides extensive details about the incident.
- **Alerts:** The Alerts List and Alert Details views provide information about all of the threat alerts and indicators received by NetWitness in one location.
- **Tasks:** The Tasks List view enables you to create tasks and track them to completion.

The following figure shows the Respond view - Incidents List view, which shows a list of prioritized incidents.

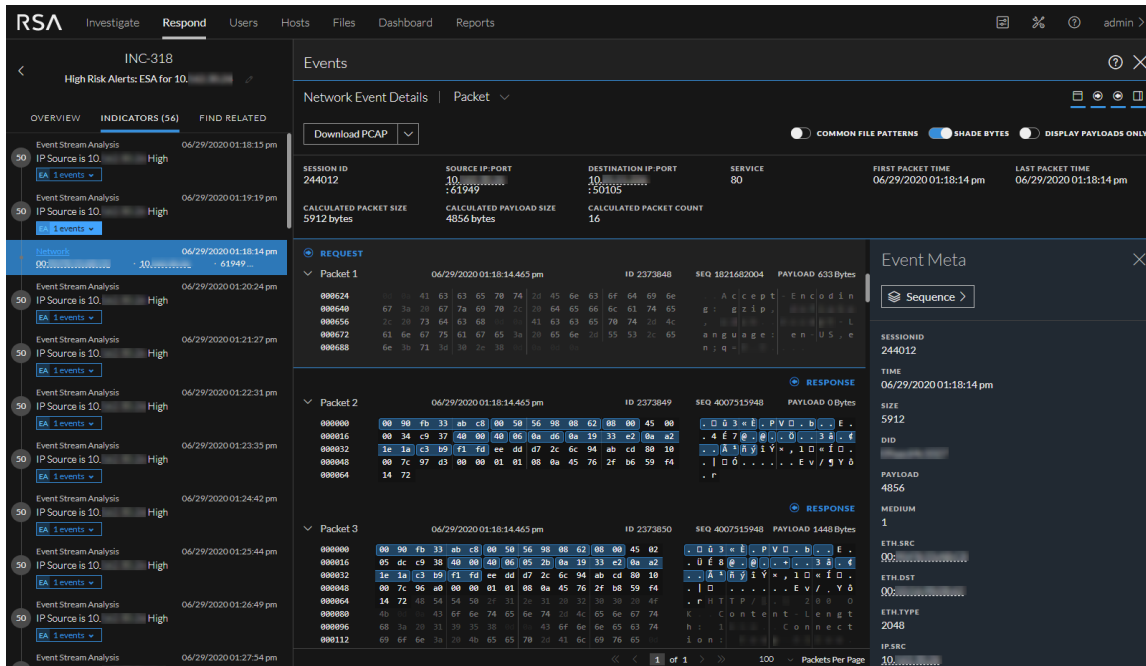


When using NetWitness as your case management tool, you can also manage incidents from this view. New incidents appear at the top of the incident queue.

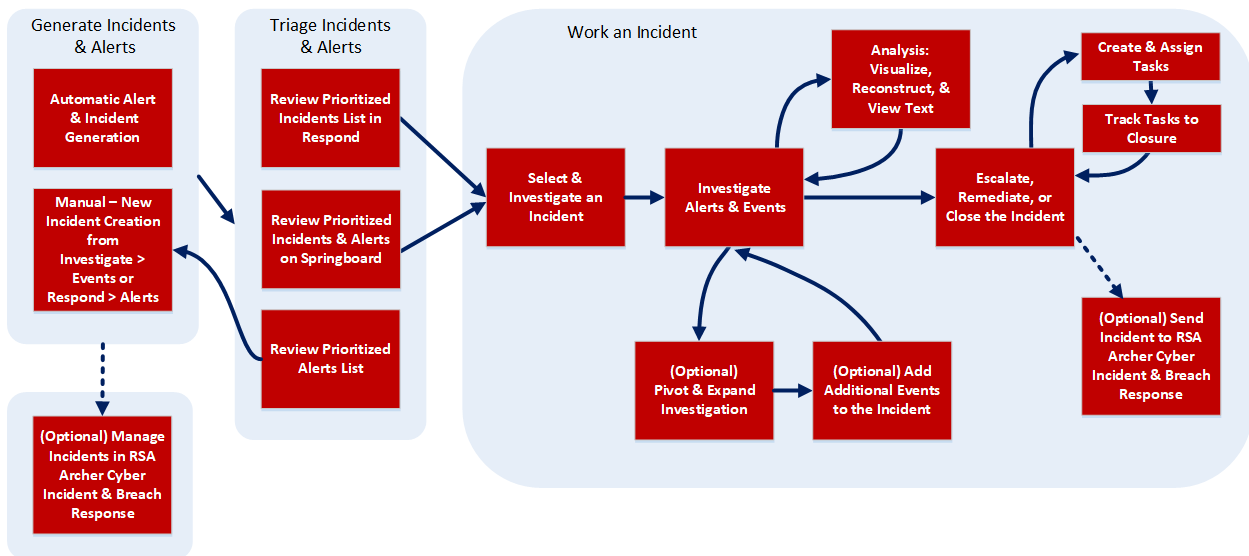
The following figure shows an example of the Respond view - Incident Details view, which shows details for a selected incident.



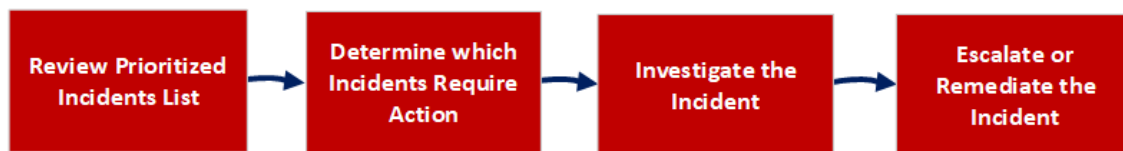
The Respond view is designed to make it easy to evaluate incidents, contextualize that data, collaborate with other analysts, and pivot to a deep-dive investigation as needed. The following figure shows an example of an event analysis in the Incident Details view.



The following figure shows the high-level Respond workflow process.



The following figure shows the high-level process that Incident Responders use to respond to incidents in the Respond view.



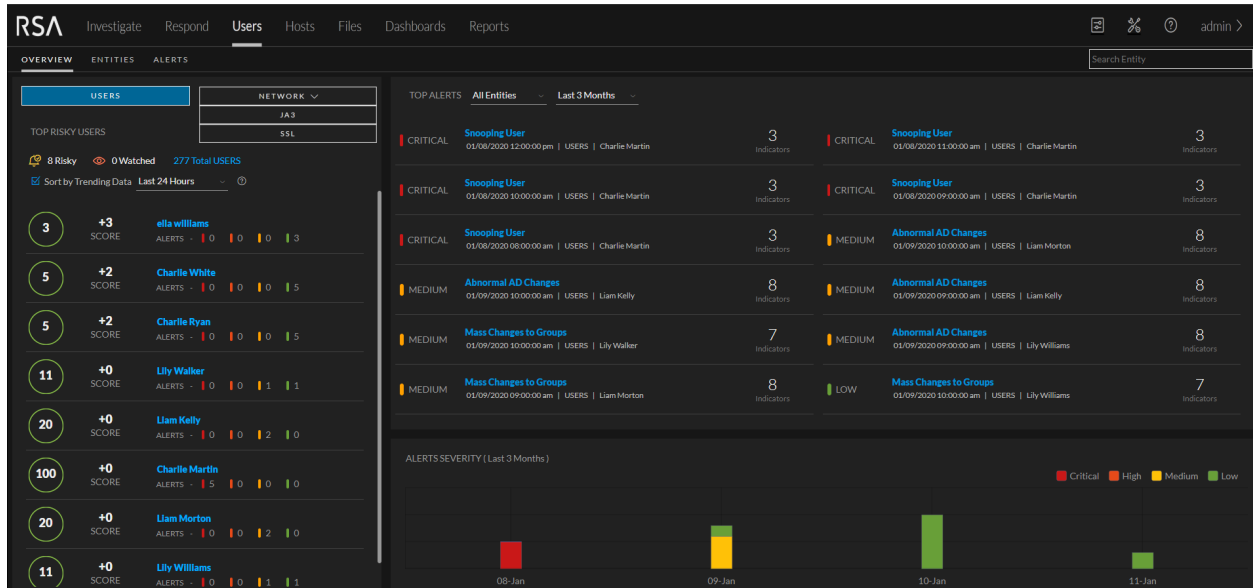
In the Respond view, analysts look at the prioritized list of incidents and determine which incidents require action. They click an incident for a clear picture of the incident with supporting details and they can investigate the incident further. Analysts can then determine how to respond to the threat, by escalating or remediating it.

| What can I do here?   | Path  | Show me how  |
|---|---|--|
| View prioritized incident lists                               | Respond > Incidents (Incidents List view)   | See the <i>NetWitness Respond User Guide</i> .   |
| Determine which incidents require action (Triage an incident) | Respond > Incidents (Incident Details view)                                       | See the <i>NetWitness Respond User Guide</i> .   |
| Investigate the incident                                      | Respond > Incidents (Incident Details view)                                       | See the <i>NetWitness Respond User Guide</i> . (You can also pivot to the Investigate view.) |
| Escalate or Remediate the Incident                            | Respond > Incidents (Incident Details view) and Respond > Tasks (Tasks List view) | See the <i>NetWitness Respond User Guide</i> .   |
| Review Alerts   | Respond > Alerts (Alerts List and Alert Details views)                            | See the <i>NetWitness Respond User Guide</i> .   |

Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.

## Users

The Users view provides visibility into risky user behaviors across your enterprise with RSA NetWitness UEBA. You can view a list of high-risk users and a summary of the top alerts for risky behavior for your environment. Then you can select a user or an alert and view details about the risky behavior and a timeline during which the behaviors occurred.



The Users menu has the following options:

- **Overview:** It provides an initial view into the recent and most important user or network entity activities in the environment. Each panel shows either prioritized incidents for investigation or consolidated metrics reflecting potential risks to the enterprise.
- **Entities:** It is a proactive threat hunting console. You can use behavioral filters to build use case driven target lists, and to continuously monitor the environment for specific risky behavior patterns.

**Note:** The Entities view is only available if you are assigned the role of Administrator or UEBA Analyst.

- **Alerts:** It displays details about all the alerts in your environment. You can view forensic information about suspicious activity in your environment that is based on a specific timeframe.

| What can I do here?      | Path       | Show me how                                 |
|--------------------------|------------|---|
| Find Risky User Behavior | Users view | See the <i>NetWitness UEBA User Guide</i> . |

Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.



## Hosts

The Hosts view lists all hosts that have a NetWitness Endpoint agent running. You can filter hosts based on operating system, agent last seen, last scan time, risk score, and other factors. You can open a specific host to view events related to alerts, anomalies, process details, and information related to logged-in users.

| HOSTNAME   | RISK SCORE | OS - DESCRIPTION                | LAST SCAN TIME         | AGENT LAST SEEN | AGENT SCAN STATUS | AGENT ID           |
|------------|------------|---------------------------------|------------------------|-----------------|-------------------|--------------------|
| [REDACTED] | 0          | CentOS Linux 7 (Core)           | 02/25/2021 09:31:12 am | 3 months ago    | Pending           | 131BB970-1E11-42DD |
| [REDACTED] | 0          | Microsoft Windows 10 Pro        | 05/07/2021 01:49:38 pm | 2 days ago      | Idle              | 401D77AD-C629-8ABF |
| [REDACTED] | 0          | Microsoft Windows 10 Pro        | --                     | 2 days ago      | Idle              | 685F0ECD-95CC-0A16 |
| [REDACTED] | 0          | Microsoft Windows 10 Pro        | --                     | 2 days ago      | Idle              | D40A09C4-F48F-01DA |
| [REDACTED] | 0          | Microsoft Windows 10 Enterprise | 02/26/2021 01:58:43 pm | 3 months ago    | Pending           | 20632DE6-15C7-3972 |
| [REDACTED] | 0          | Microsoft Windows 10 Enterprise | --                     | 3 months ago    | Scanning          | DCCF5F24-302B-30D8 |
| [REDACTED] | 0          | Microsoft Windows 10 Enterprise | --                     | 2 months ago    | Idle              | 6627129D-56B4-3DE7 |
| [REDACTED] | 0          | Microsoft Windows 10 Enterprise | 02/26/2021 10:46:56 am | 3 months ago    | Scanning          | 104708FC-70D7-334F |
| [REDACTED] | 0          | Microsoft Windows 10 Enterprise | 03/02/2021 02:09:23 am | 2 months ago    | Pending           | 42078157-69C7-3767 |
| [REDACTED] | 0          | Microsoft Windows 10 Education  | --                     | 2 months ago    | Scanning          | 14FE92A7-2743-6C87 |
| [REDACTED] | 0          | Microsoft Windows 10 Pro        | 03/30/2021 08:59:30 am | a month ago     | Pending           | EDBA48E5-2C44-E7F9 |
| [REDACTED] | 0          | Microsoft Windows 10 Pro        | 03/16/2021 10:40:34 am | a month ago     | Pending           | 11DAD376-F1E0-E895 |
| [REDACTED] | 0          | Microsoft Windows 10 Enterprise | 02/24/2021 09:50:29 am | 3 months ago    | Scanning          | 659081C2-76BD-5397 |
| [REDACTED] | 0          | Microsoft Windows 10 Education  | 03/16/2021 07:31:20 am | 2 months ago    | Idle              | B552CB34-D32B-8F88 |

| What can I do here?   | Path       | Show me how                                     |
|-----------------------|------------|---|
| Investigate Endpoints | Hosts view | See the <i>NetWitness Endpoint User Guide</i> . |

Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.

## Files

The Files view provides a holistic view of all files in your deployment. You can apply filters, sort, and categorize files by status to reduce the number of files for analysis, and identify suspicious or malicious files.

| FILE NAME                      | RISK SCORE | FIRST SEEN TIME        | ON HOSTS | REPUTAT... | SIZE     | SIGNATURE                 | PE.RESOURCE...    | FILE STATUS |
|--------------------------------|------------|------------------------|----------|------------|----------|---------------------------|-------------------|-------------|
| msfs.sys                       | 0          | 05/04/2021 05:11:10 am | 1        | Known G... | 22.0 KB  | microsoft,signed,valid... | Microsoft Corp... | Neutral     |
| webengine.dll                  | 0          | 05/06/2021 06:55:17 am | 1        | Known      | 26.2 KB  | signed,valid              | Microsoft Corp... | Neutral     |
| mxavdltaudm                    | 0          | 05/06/2021 06:55:17 am | 1        | Known      | 18.6 MB  | signed,valid              | Microsoft Corp... | Neutral     |
| rspsdl.sys                     | 0          | 05/04/2021 05:11:10 am | 1        | Known G... | 59.5 KB  | microsoft,signed,valid... | Microsoft Corp... | Neutral     |
| MegaSR.sys                     | 0          | 05/04/2021 05:11:10 am | 1        | Known G... | 230.1... | microsoft,signed,valid    | LSI Corporatio... | Neutral     |
| wbemess.dll                    | 0          | 05/04/2021 05:11:10 am | 1        | Known G... | 334.5... | microsoft,signed,valid... | Microsoft Corp... | Neutral     |
| WmiAp89d.dll                   | 0          | 05/04/2021 05:11:10 am | 1        | Known G... | 87.5 KB  | microsoft,signed,valid... | Microsoft Corp... | Neutral     |
| rtwlane.sys                    | 0          | 05/06/2021 06:55:17 am | 1        | Known      | 1.8 MB   | signed,valid              | Realtek Semico... | Neutral     |
| msvcrl00_clr0400.dll           | 0          | 05/06/2021 06:55:17 am | 1        | Known      | 17.6 KB  | signed,valid              | Microsoft Corp... | Neutral     |
| PerfCounter.dll                | 0          | 05/04/2021 05:11:10 am | 1        | Known G... | 83.3 KB  | microsoft,signed,valid    | Microsoft Corp... | Neutral     |
| acql.sys                       | 0          | 05/04/2021 05:11:10 am | 1        | Known G... | 267.9... | microsoft,signed,valid    | Microsoft Corp... | Neutral     |
| PresentationFramework_Aero.dll | 0          | 05/06/2021 06:55:17 am | 1        | Known      | 244.2... | signed,valid              | Microsoft Corp... | Neutral     |
| stlanhost.exe                  | 0          | 05/04/2021 05:33:56 am | 1        | Known G... | 21.0 KB  | microsoft,signed,valid... | Microsoft Corp... | Neutral     |
| MIGUIControls.nl.dll           | 0          | 05/06/2021 06:55:17 am | 1        | Known      | 6.1 MB   | unsigned                  | --                | Neutral     |

### What can I do here?

Find Suspicious Endpoint Files

### Path

Files view

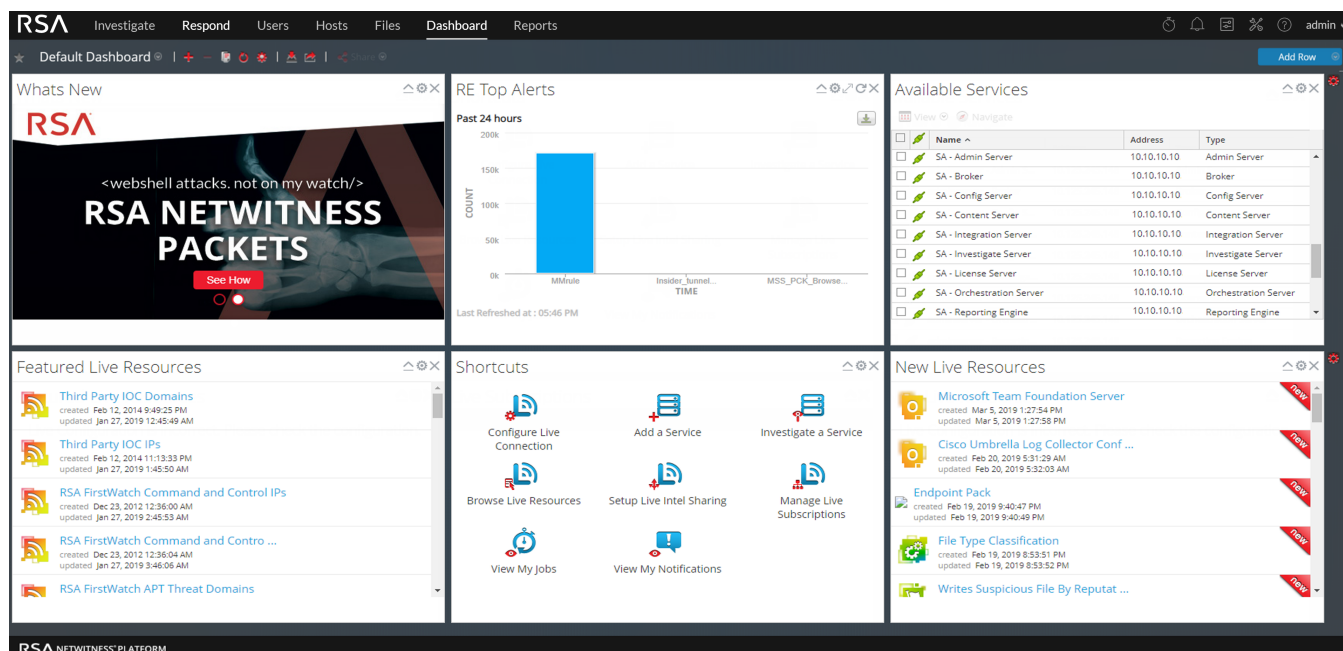
### Show me how

See the *NetWitness Endpoint User Guide*.

Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.

## Dashboard

A dashboard is a group of dashlets that give you the ability to view data in one space, the key snapshots of the various components that you consider important. In RSA NetWitness® Platform, you can compose dashboards to obtain high-level information and metrics that portray the overall picture of a NetWitness Platform deployment, displaying only the information that is most relevant to the day-to-day operations.



NetWitness Platform has predefined dashboards that you can select in the Dashboard view depending on the tasks you perform:

You can select the following preconfigured dashboards:

- Default
- Identity
- Investigation
- Operations - File Analysis
- Operations - Logs
- Operations - Network
- Operations - Protocol Analysis
- Overview
- RSA SecurID
- Threat - Hunting
- Threat - Intrusion
- Threat - Malware Indicators

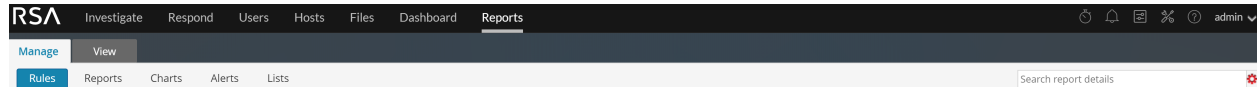
| What can I do here? | Path           | Show me how                               |
|---------------------|----------------|---|
| Select a Dashboard  | Dashboard view | See <a href="#">Managing Dashboards</a> . |
| Create a Dashboard  | Dashboard view | See <a href="#">Managing Dashboards</a> . |
| Manage Dashboards   | Dashboard view | See <a href="#">Managing Dashboards</a> . |

Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.

## Reports

The Reports view enables you to view and manage reports relevant to your SOC role according to your assigned permissions.

### Reports Menu



The Reports menu has the following options:

- **Manage:** This panel allows you to create or modify an rules, reports, charts, alerts, and lists as per the requirement.
- **View:** You can view a report or list of all reports. You can also view the scheduled reports to know the state of the scheduled report. If the scheduled report is in a stop or disable state, you can start or enable the scheduled report.

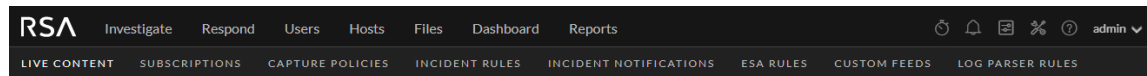
| What can I do here? | Path             | Show me how                           |
|---------------------|------------------|---------------------------------------|
| View a Report       | Reports > View   | See the <i>Reporting User Guide</i> . |
| Manage Reports      | Reports > Manage | See the <i>Reporting User Guide</i> . |

Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.

## Configure

The Configure view enables Threat Intel personnel (Content Experts) to configure data sources and inputs to NetWitness in one convenient location.

### Configure Menu











The Configure menu has the following options:

- **Live Content (Live Services):** The Live Content view enables you to search for and subscribe to Live Services resources. Live Services is the component of the NetWitness that manages communication and synchronization between NetWitness services and a library of Live content available to RSA NetWitness customers. You can view, search, deploy, and subscribe to content from the RSA Live Content Management System (CMS) to NetWitness services and software. When you subscribe to a resource, you agree to receive updates on a regular basis from RSA Live Services.
- **Subscriptions (Live Services):** The Subscriptions view enables you manage the Live content that you subscribed to, in the Live Content view. To set up Live Services on NetWitness, you configure the connection and synchronize between the CMS server and NetWitness.

- **Capture Policies:** The Capture Policies view enables you to set up selective network data collection, which gives you the ability to apply centrally managed capture policies across your Network Decoders. This results in better use of service resources, including hard drive space, which leads to more predictable costs and lessens the burden of managing multiple services. You can determine which traffic is stored and how it is stored by using policies. Each policy contains a list of supported base protocols and definitions for handling any other protocols that are detected.
- **Incident Rules:** The Incident Rules view enables you to create incident rules with various criteria to automatically create incidents. You can view prioritized incidents in the Respond view.
- **Incident Notifications:** The Incident Notifications view enables you to automatically send email notifications to SOC Managers and the Analysts assigned to the incidents when incidents are created or updated.
- **ESA Rules:** The ESA Rules view enables you to manage the Event Stream Analysis (ESA) rules that specify criteria for problematic behavior or threatening events in your network. When ESA detects a threat that matches the rule criteria, it generates an alert.  
You can create ESA rules yourself or download them from Live Services. The Rule Library shows all ESA rules created or downloaded. To activate rules, you have to add them to a deployment. Deployments map rules from your rule library to the appropriate ESA services.
- **Custom Feeds (Live Services):** The Custom Feeds view streamlines the task of creating and managing custom feeds, as well as populating the feeds to selected Decoders and Log Decoders. You can set up and maintain custom and identity feeds.  
NetWitness uses feeds to create metadata based on externally defined metadata values. A feed is a list of data that is compared to sessions as they are captured or processed. For each match, additional metadata is created.  
You can create custom feeds to provide extra metadata extraction, for example, to accommodate custom network applications.
- **Log Parser Rules:** The Log Parser Rules tab displays information about individual log parsers, as well as the default, "parse all" parser that can parse logs that are not associated with a particular log parser. This tab contains the following information:
  - You can view the rules for a particular event source type, including the default parser.
  - You can view the names, literals, patterns, and metadata for each configured log parser.
  - You can add log parsers.
  - You can add, edit, and delete custom rules for log parsers.

**Note:** The Log Parser Rules tab is available in the Configure menu in versions 11.2 and later. For earlier versions, it is located in Admin > Event Sources.

| What can I do here?             | Path   | Show me how                                     |
|---------------------------------|--|---|
| Create a Live Services account. | RSA Live Registration Portal:<br><a href="https://cms.netwitness.com/registration/">https://cms.netwitness.com/registration/</a> | See the <i>Live Services Management Guide</i> . |

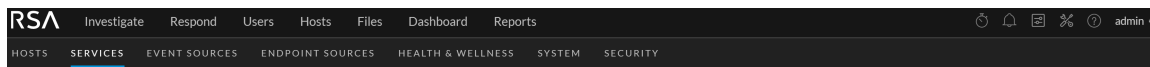
| What can I do here?                             | Path   | Show me how   |
|---|--|---|
| Find and deploy Live Services resources.        |  (Configure) > Live Content           | See the <i>Live Services Management Guide</i> .                 |
| Set up selective network data collection.       |  (Configure) > Capture Policies       | See the <i>Decoder Configuration Guide</i> .                    |
| Set up Live Services Services on NetWitness.    |  (Configure) > Subscriptions          | See the <i>Live Services Management Guide</i> .                 |
| Create incidents automatically.                 |  (Configure) > Incident Rules         | See the <i>NetWitness Respond Configuration Guide</i> .         |
| Configure incident notifications.               |  (Configure) > Incident Notifications | See the <i>NetWitness Respond Configuration Guide</i> .         |
| Configure alerts.                               |  (Configure) > ESA Rules              | See the <i>Alerting with ESA Correlation Rules User Guide</i> . |
| Set up and maintain custom and identity feeds.  |  (Configure) > Custom Feeds           | See the <i>Live Services Management Guide</i> .                 |
| View and edit log parsers and log parser rules. |  (Configure) > Log Parser Rules       | See the <i>Log Parser Customization Guide</i> .                 |


Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.

## Admin

In the Admin view, administrators can manage network hosts and services; monitor the health and wellness of NetWitness; and manage system-level security. They can also configure global system resources and manage event sources.

### Admin Menu










The  (Admin) menu has the following options:






- **Hosts:** The Hosts view is where you set up and maintain hosts. A host is the machine on which services run and a host can be a physical or virtual machine.
- **Services:** The Services view enables you to manage services, manage service users and roles, maintain service configuration files, and explore and edit service properties. A service performs a unique function, such as a Decoder service, which captures network data in packet form.
- **Event Sources:** The Event Sources view enables you to manage event sources and configure alerting policies for them. Organizations typically monitor event sources in groups based on the criticality of

the event sources. You can create monitoring policies for each event source group and order them based on priority.

- **Endpoint Sources:** The Endpoint Sources view enables you to manage and update endpoint agent configurations through groups and manage the agents behavior using policies. You can either use the default policies or customize these policies.
- **Health & Wellness:** The Health & Wellness view enables you to monitor the health of the NetWitness hosts and services in your network environment.
- **System:** The System view enables you to set global NetWitness configurations. You can configure global audit logging, email, system logging, jobs, RSA Live Services, URL integration, Investigation, Event Stream Analysis (ESA), ESA Analytics, and advanced performance settings. In addition, you can manage NetWitness versions and configure the local licensing server.
- **Security:** The Admin Security view provides the capability to manage user accounts, manage user roles, map external groups to NetWitness roles, and modify other security-related system parameters. These apply to the NetWitness system and are used in conjunction with the security settings for individual services.

**Note:** For versions 11.2 and later, the Event Sources > Log Parser Rules tab can be found in the Configure view.

| What can I do here?  | Path   | Show me how  |
|--|--|--|
| Manage hosts.  |  (Admin) > Hosts                          | See the <i>Host and Services Getting Started Guide</i> . |
| Manage services including managing service user access and security.   |  (Admin) > Services                       | See the <i>Host and Services Getting Started Guide</i> . |
| Manage event sources and configure alerting policies for them.   |  (Admin) > Event Sources                  | See the <i>Event Source Management Guide</i> .           |
| Manage endpoint sources and configure alerting policies for them.  |  (Admin) > Endpoint Sources               | See the <i>Event Source Management Guide</i> .           |
| Set up and monitor alarms for the hosts and services in your NetWitness domain.  |  (Admin) > Health & Wellness > Alarm      | See the <i>System Maintenance Guide</i> .                |
| Monitor statistics for the NetWitness hosts and the services running on the hosts.   |  (Admin) > Health & Wellness > Monitoring | See the <i>System Maintenance Guide</i> .                |
| Create and apply policies to your hosts and services to help you maintain the health and wellness of your NetWitness domain. |  (Admin) > Health & Wellness > Policies   | See the <i>System Maintenance Guide</i> .                |

| What can I do here?   | Path  | Show me how  |
|---|---|--|
| Set global configurations for NetWitness.   |  (Admin) ><br>System                   | See the <i>System Configuration Guide</i> .                |
| Configure Global Audit Logging.   |  (Admin) ><br>System > Global Auditing | See the <i>System Configuration Guide</i> .                |
| Set up system security.   |  (Admin) ><br>Security                 | See the <i>System Security and User Management Guide</i> . |
| Manage system users with roles and permissions.   |  (Admin) ><br>Security                 | See the <i>System Security and User Management Guide</i> . |
| Set up Public Key Infrastructure (PKI) authentication. PKI is available in NetWitness 11.3 and later. |  (Admin) ><br>Security                 | See the <i>System Security and User Management Guide</i> . |

Go to the [NetWitness Documents - All Versions](#) to find all RSA NetWitness Platform 11.x documents.



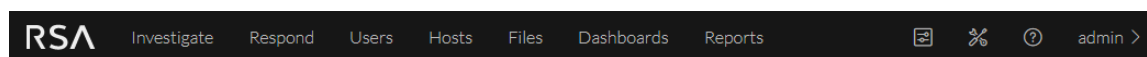
## Setting Up Your Default View by SOC Role



After logging in to NetWitness, you can navigate into the application easier by setting up your default view based on your Security Operations (SOC) role. You can set your default view, also known as a landing page, in your user preferences.

On upgrade to version 11.5 or later, by default the Springboard is displayed if you have not configured the default landing page in previous versions.

In version 11.4 and prior versions, if you configured the default landing page as Respond or Investigate in the User Preferences, then on upgrade to version 11.5, the default landing page will be Respond or Investigate view.

On fresh install of NetWitness 11.5 version, when you log in, by default Springboard is the landing page. The following figure shows the main NetWitness views.





- **Springboard:** This view is for Analysts, who can see panels for prioritized alerts, incidents, risky hosts, risky users, risky files, and focused event data to help hunt and investigate faster than ever before.
- **Investigate:** This view is for Threat Hunters, who investigate and hunt for advanced threats. Other analysts such as Incident Responders may pivot into this view for deeper analysis of an incident.
- **Respond:** This view is for Incident Responders, who can view a list of incidents to triage and alerts.
- **Users:** This view is for SOC Managers and Analysts to discover, investigate, and monitor risky behaviors across entities namely Users and Network in your environment.
- **Hosts:** This view is for Analysts, who can investigate or perform analysis on hosts using attributes such as IP address, host name, Mac address, risk score, and so on.
- **Files:** This view is for Analysts, who can investigate or perform analysis on files using attributes such as IP address, host name, Mac address, risk score, and so on.
- **Dashboard:** This view is for all users. You can view dashboards on different areas of interest depending on your user permissions. You have the option to select a preconfigured dashboard, import a dashboard, or create your own custom dashboard.
- **Reports:** This view is for all users. You can view reports on different areas of interest depending on your user permissions.
-  **Configure:** This view is for Threat Intel personnel (Content Experts), who configure data sources and inputs to NetWitness. Content Experts use this area to download and manage Live content. They can also create and manage incident and ESA rules.
-  **Admin:** This view is for System Administrators, who set up and maintain the overall application.

You can select any of the main NetWitness views as your default view. In addition to the main views, NetWitness has predefined dashboards that you can select in the Dashboards view depending on the tasks you perform:

- Default Dashboard
- Identity Dashboard
- Operations - Logs Dashboard
- Operations - Network Dashboard
- Overview Dashboard
- Threat - Indicators Dashboard
- Threat - Intrusion Dashboard

The following table shows typical SOC roles and the available views you can select as your landing page in your user preferences based on your SOC role. If you have more than one role, select the view that is most appropriate for you to start with when you log in to NetWitness.

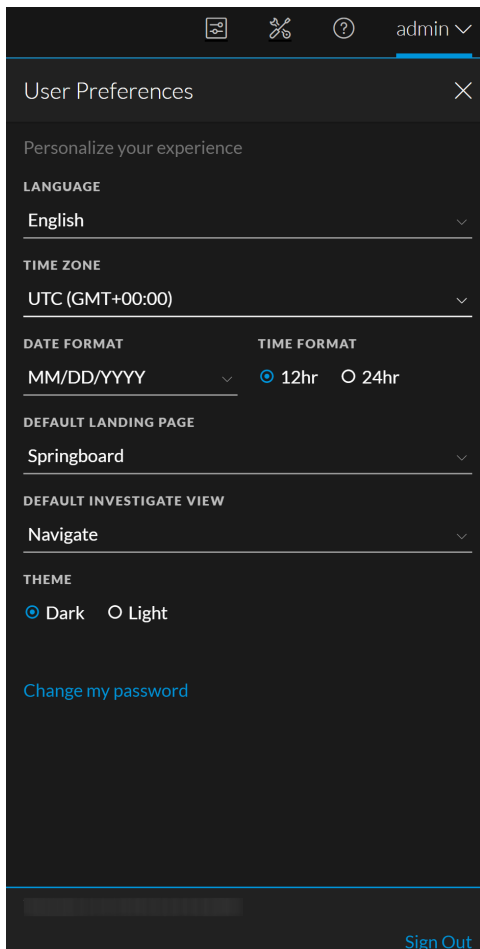
| SOC Roles                                  | Role Description  | Consider this Default Landing Page  |
|--|---|---|
| Incident Responder (Tier 1 Analyst)        | Addresses incidents and alerts queued for them to review and mitigate.                      | <b>Springboard</b> or <b>Respond</b>  |
| Threat Hunter (Tier 2/Tier 3 Analyst)      | Investigates and hunts for advanced threats.  | <b>Springboard, Investigate, Users, Hosts, or Files</b><br>For information on selecting the default Investigate view, see the <i>NetWitness Investigate User Guide</i> .  |
| SOC Manager (SOC Management and Reporting) | Manages SOC readiness and responds to incidents and data breaches.                          | <b>Springboard</b> or <b>Dashboard</b><br>When you log in, select the appropriate predefined dashboard for your SOC role. You can also import a dashboard or create your own dashboard.   |
| Content Expert (Threat Intelligence)       | Configures data sources and inputs to NetWitness.   | <b>Dashboard</b> or  (Configure)<br>When you log in, select the appropriate predefined dashboard for your SOC role. You can also import a dashboard or create your own dashboard. If you choose Dashboard as your default view, you can navigate to the  (Configure) view from the main menu. |
| Data Privacy Officer (DPO)                 | Similar to an Administrator, but a DPO monitors and protects privacy-sensitive information. | <b>Dashboard</b><br>When you log in, select the appropriate predefined dashboard for your SOC role. You can also import a dashboard or create your own dashboard.   |

| SOC Roles            | Role Description  | Consider this Default Landing Page |
|----------------------|---|------------------------------------|
| System Administrator | Focuses on the configuration and stability of the overall application. Manages user access. | <b>Springboard</b>                 |

## Set Your Default View

1. On the main menu bar, select your username, for example, **admin**.

The User Preferences dialog shows your current preferences.



2. In the **Default Landing Page** field, select the default view that you would like to see when you log in to NetWitness. Use the above table to make your selection based on your SOC role. For example, if you are an Analyst, you can select **Springboard**; if you are an Incident Responder you can select **Respond**; and if you are a Threat Hunter, you can select **Investigate**.

Your preferences become effective immediately. You can change your default landing page at any time. For information on other preferences, see [Setting User Preferences](#).

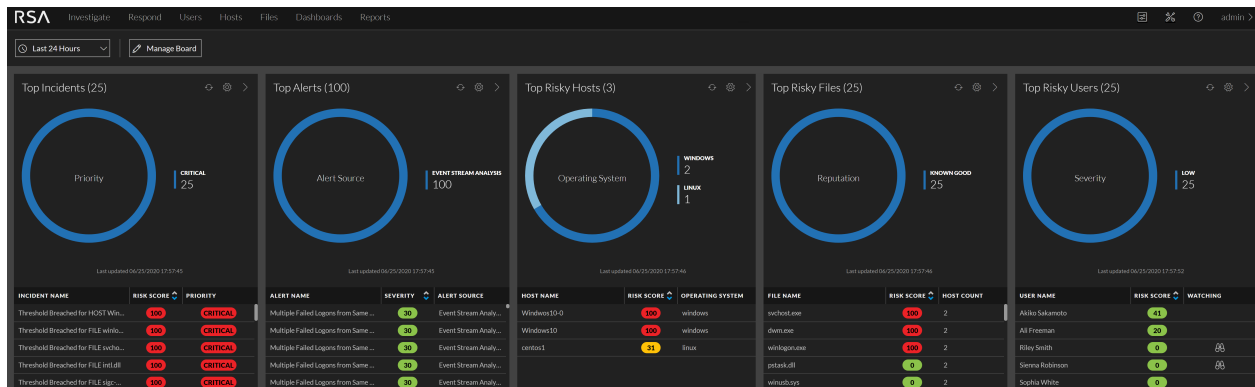
3. To verify that you can see the correct default view, click **Sign Out** to log out and then log back in to NetWitness.

## Managing the Springboard

(From 11.5 and later) RSA NetWitness Platform Springboard presents platform-wide detections and signals in this view so analysts hunt and investigate faster than ever before.

The Springboard congregates the following information for analysts to view:

- Critical incidents and high severity alerts that require attention.
- Hosts and files with high risk scores that may be potential threats.
- Risky users that are potential leads for investigation.



The Springboard displays important information for the last 24 hours in the following out-of-the-box panels:


- Top Incidents
- Top Alerts
- Top Risky Hosts
- Top Risky Files
- Top Risky Users




For example, the Top Risky Hosts displays the top 25 risky hosts based on the highest risk score and Operating system (Windows, Linux, and Mac). The result displays hosts of all Endpoint Servers if the Endpoint Broker is available. Otherwise, it displays the result of the first Endpoint Server.

### You can perform the following actions on the Springboard:

- Change the time range for some panels namely Incidents and Alerts panels. To change the time range, select the time range selection box from the drop-down menu in the top left corner of the Springboard view.

**IMPORTANT:** If the selected filter has a time range selected, it is given priority, otherwise the Springboard time range for the specified panel is considered.

- Increase the display of the results in the table to view more than 25 results. Click  on the panel, the Edit Panel dialog is displayed. Edit the number of results field and click **Save Panel**.
- Click a row in the table to view details or to investigate.

- Click  at the top of the panel to view all the results. For example, in the Top Incidents panel, click  to view all incidents in the **Incidents** list view.
- Click a row name in the events panel to view or investigate the event details with relevant filters applied in the **Events** view.
- Scroll to view the different panels using the  scroll bar available below the panels.

Administrators can customize the Springboard by performing the following:

- Edit the out-of-the-box panels. For more information, see [Edit a Panel](#).
- Refresh the out-of-the-box panels. For more information, see [Refresh a Panel](#).
- Create new panels with important system indicators. For example, a new panel showing focused event metadata based on pre-defined query conditions can be created. For more information, see [Add a Panel](#).

## Working with the Springboard

**Note:** An administrator must provide the appropriate permissions to allow users to edit the springboard panels. For more information see the the Springboard section in the "Role Permissions" topic in the *System Security and User Management Guide*.

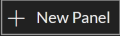

You can customize the information on the out-of-the-box Springboard by adding, editing, copying, moving, and deleting panels.

### Add a Panel

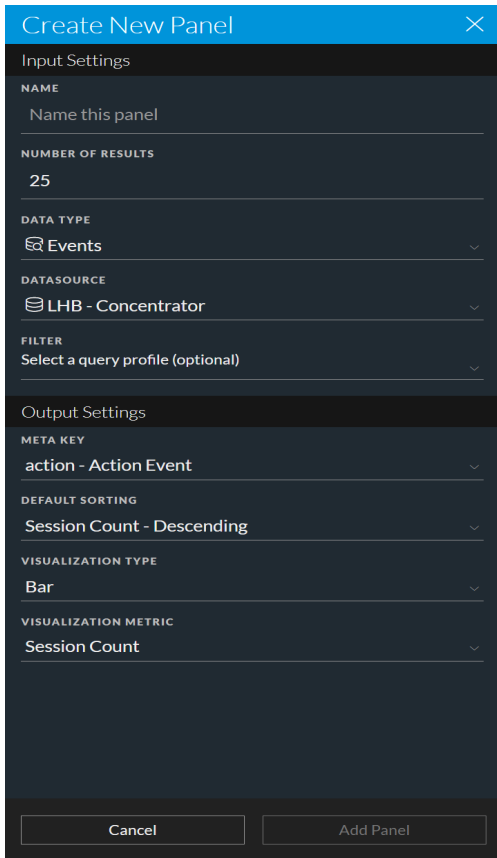
You can add a panel to the Springboard according to the analyst preferences. For example, an analyst can watch top risky users or top risky hosts for a particular region in a panel.

**Note:** The maximum number of panels on the Springboard should not exceed 20 panels.

#### To add a panel:

1. Click **Manage Board**.
2. Click  either on the top or on the right side of the view or click  at the bottom of the view to add a panel.

The Create New Panel dialog is displayed. The following figure is an example of the events panel configuration.



3. In the Input Settings section:


- **Name:** Enter a unique name for the panel. The name can include letters, numbers, spaces, and special characters, such as `_ - ( ) [ ]`.
- **Number of Results:** By default, the number of results is 25. Specify the number of results that range from 25 to 100.
- **Data Type:** Select the type of data to use for the panel:
  - Alerts
  - Incidents
  - Events
  - Files
  - Hosts
  - Users
- **Data Source:** Select the source of the data to use for the panel. This field is enabled when the data type is Events, Files, or Hosts.
  - Events: Select either Broker or Concentrator.
  - Files: Select either Endpoint Broker Server or Endpoint Server.

- Hosts: Select either Endpoint Broker Server or Endpoint Server.
  - (Optional) **Filter** : Filter the data as required from the drop-down for each data type from the saved filters list.
4. In the Output Settings section, select the appropriate settings based on the data type.
  5. Click **Add Panel**.
  6. Click **Save Board** once you have added all the panels.

## Edit a Panel

You can edit the out-of-the-box or newly added panels on the Springboard.

### To edit a panel:

1. Click  on the panel that you want to edit. The Edit Panel dialog is displayed.
2. Edit and click **Save Panel**.

## Rearrange Panels

You can arrange the panels by dragging and dropping them into a different order on the Springboard.

### To rearrange panels:

1. Click **Manage Board**.
2. To move a panel, click anywhere on the panel, drag and drop the panel to the desired location.
3. Click **Save Board**.

## Delete Panels

You can delete panels permanently in the following situations:

- Services are not installed. For example, if you do not have Endpoint Log Hybrid installed, then you can delete the panels for Top Risky Hosts and Files.
- The maximum number of panels have exceeded the limit, that is 20, and you want to add a new panel.

### To delete existing panels:

1. Click **Manage Board**.
2. Select the panels that you want to delete.
3. Click **Remove Panel**.
4. Click **Save Board**.



## Restore System Default Settings


**Note:** This is enabled only if any changes are made to the out-of-the-box Springboard panels.

### To restore the out-of-the-box panels:

1. Click **Manage Board**.
2. Click **Restore System Default**.  
A confirmation pop-up is displayed to confirm if you want to restore the out-of-the-box panels or not.
3. Click **Restore System Default**.

## Refresh a Panel

### To refresh a panel:

Click  on the panel that you want to refresh, it loads the latest data in the panel.

## Managing Dashboards

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A dashboard is a group of dashlets that give you the ability to view data in one space, the key snapshots of the various components that you consider important. In NetWitness, you can compose dashboards to obtain high-level information and metrics that portray the overall picture of a NetWitness deployment, displaying only the information that is most relevant to the day-to-day operations.

The dashboards for all NetWitness components are available to add to the default NetWitness dashboard or a custom NetWitness dashboard.

You can view dashboards on different areas of interest depending on your user permissions. You have the option to select a preconfigured dashboard, import a dashboard, or create your own custom dashboard. The dashboards help you to quickly and easily view reports. You can configure your dashboards to display the information that supports your workflow. This topic explains the high-level tasks that can be done when you are setting up a dashboard.

### Dashboard Basics

If the Dashboard view is your default landing page following logging in to NetWitness, you always see either the default dashboard or the currently configured dashboard immediately after completing the login process. To return to the dashboard from another NetWitness component, click **Dashboard**.

### Dashboard Title

The dashboard title reflects the currently active dashboard; for example, Default Dashboard.



Default Dashboard ▾

### Dashboard Selection List

You can access preconfigured and custom dashboards on the dashboard selection list. When you select a dashboard, its title is displayed below the NetWitness toolbar.



A dashboard has:





- The dashboard toolbar
- The dashboard title and the dashboard selection list.






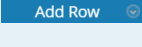

## Dashboard Toolbar

The dashboard toolbar is available next to the title of the selected dashboard. The dashboard toolbar allows various operations on dashboards and dashlets.




**Note:** The Copy, Delete, Import, Export, Share, and Add Row options are disabled for preconfigured dashboards.

| Option  | Description   |
|---|---|
|  | Sets the selected dashboard as the Favorite.  |
|  | Displays the list of available dashboards from which you can make a selection.      |
|  | Displays the Create a Dashboard dialog, where you define or add a custom dashboard. |
|  | Deletes a custom dashboard. The default dashboard cannot be deleted.                |

| Option  | Description   |
|---|---|
|  | Allows you to copy a dashboard.   |
|  | Displays the Manage Dashlet dialog.   |
|  | Exports a dashboard as a .zip file.   |
|  | Imports a dashboard as .zip or.cfg file.  |
|  | Allows you to share a dashboard with another user.  |
|  | Enables user to add rows and columns to the dashboard based on the requirement. Click the  icon in a row to add a dashlet. |

## The Default Dashboard

The default dashboard is configured to display specific dashlets in specific positions. The default dashboard serves as an example of dashboard composition and a starting point for customization.

- You can customize the information on the default dashboard by editing, adding, moving, maximizing, and deleting dashlets.
- After modifying the default dashboard, you can restore the default dashboard () to its original layout.
- The default dashboard cannot be deleted or shared.

## Selecting a Preconfigured Dashboard

On installation of NetWitness, the following preconfigured dashboards are automatically activated and are available to you:

- Default
- Identity
- Investigation
- Operations - File
- Operations - Logs
- Operations - Network
- Operations - Protocol Analysis
- Overview

- RSA SecurID
- Threat - Hunting
- Threat - Intrusion
- Threat - Malware Indicators

You cannot perform the following actions on a preconfigured dashboard:

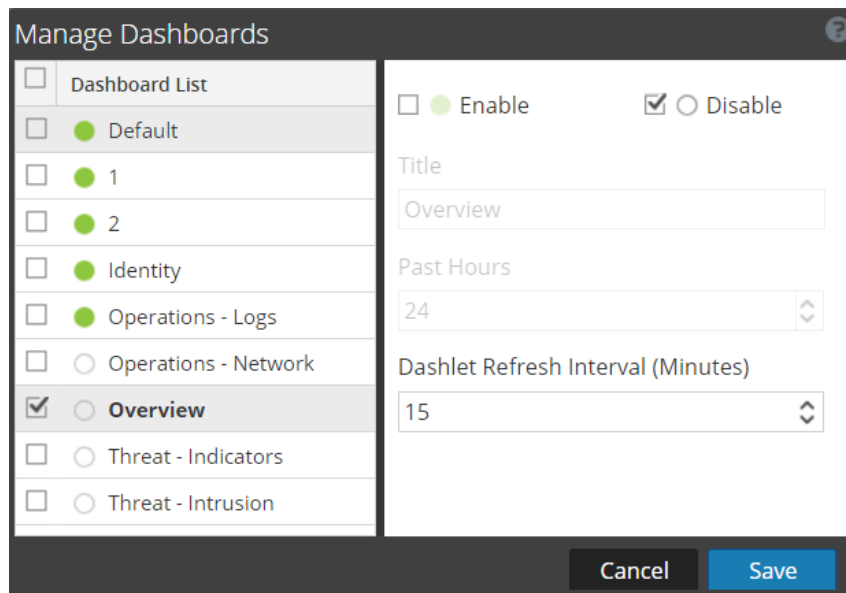
- Edit a dashboard
- Export a dashboard
- Share a dashboard
- Delete a dashboard

For more information on each preconfigured dashboard, see the [Dashboards Catalog](#) in the [NetWitness Content](#) space on NetWitness Community.

## Enabling or Disabling Dashboards

When you enable or disable a dashboard, all the dashlets within the dashboard are enabled or disabled along with the associated charts, unless they are used in any other dashboard.

NetWitness modules can display only those dashlets presented in the Manage Dashboard dialog. The main dashboard offers all NetWitness dashlets. This is an example of currently available dashlets.

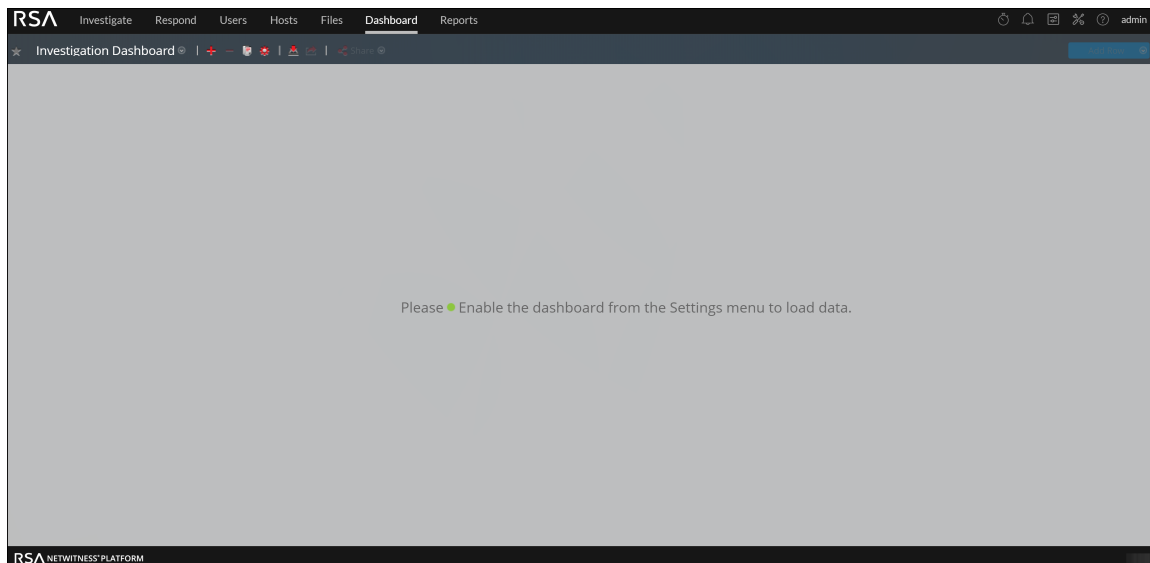


| Name  | Description   |
|---|---|
| Dashboard List  | Displays a list of the default, preconfigured, and custom dashboards. |
| <input checked="" type="checkbox"/> <span style="color: green;">●</span> Enable | Indicates if the selected dashlet is enabled.                         |


| Name   | Description   |
|--|---|
| <input type="checkbox"/> <input type="radio"/> Disable | Indicates if the selected dashlet is disabled.                                    |
| Title  | Displays the title of the selected dashlet and you can also rename the dashboard. |
| Past Hours   | Displays the time for which the data is collected.                                |
| Dashlet Refresh Intervals (Minutes)                    | Displays the refresh interval time of a dashlet.                                  |

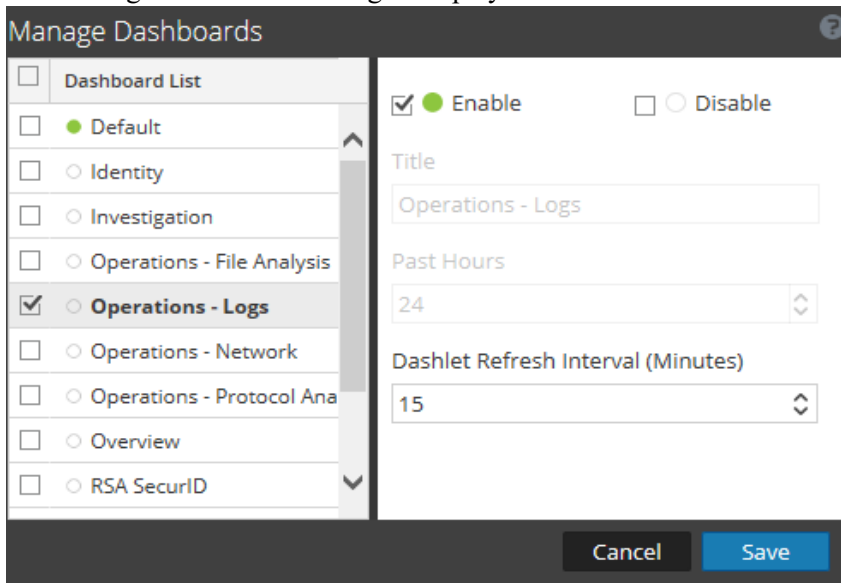
## Enable a Dashboard

If you select a dashboard that is not enabled, a masked screen is displayed.



To enable one or more dashboards:


1. Navigate to the dashboard to be enabled.
2. In the dashboard toolbar, click  (Manage Dashboards). The Manage Dashboards dialog is displayed.

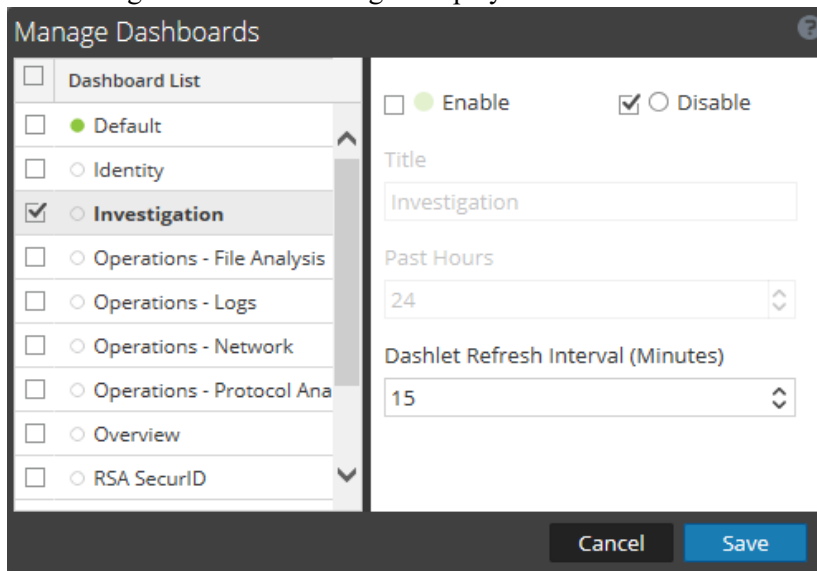


3. From the dashboard list, select the dashboards to be enabled.
4. Select the **Enable** checkbox.
5. Click **Save**.

## Disable a Dashboard

To disable one or more dashboards:


1. Navigate to the dashboard to be disabled.
2. In the dashboard toolbar, click  (Manage Dashboards). The Manage Dashboards dialog is displayed.



3. From the dashboard list, select the dashboards to be disabled.
4. Select the **Disable** checkbox.
5. Click **Save**.

## Setting a Dashboard as a Favorite

To customize the views in NetWitness, you can set a preconfigured or custom dashboard as a Favorite. The NetWitness dashboard offers all NetWitness dashlets. The Favorite dialog sets a specific dashboard as your favorite dashboard and is listed as favorite every time you log in to NetWitness.


1. Navigate to any dashboard.
2. In the dashboard toolbar, click . If the favorite icon is red in color, it indicates that selected dashboard is set as a Favorite and is listed on top above the line.



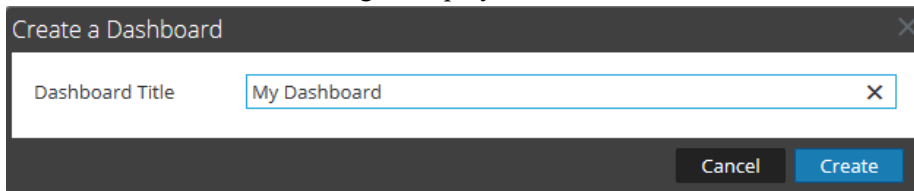
## Creating Custom Dashboards

You can create custom dashboards to serve a particular purpose; for example, to represent a specific geographical or functional area of the network. Each custom dashboard is appended to the dashboard selection list.

To create a custom dashboard:

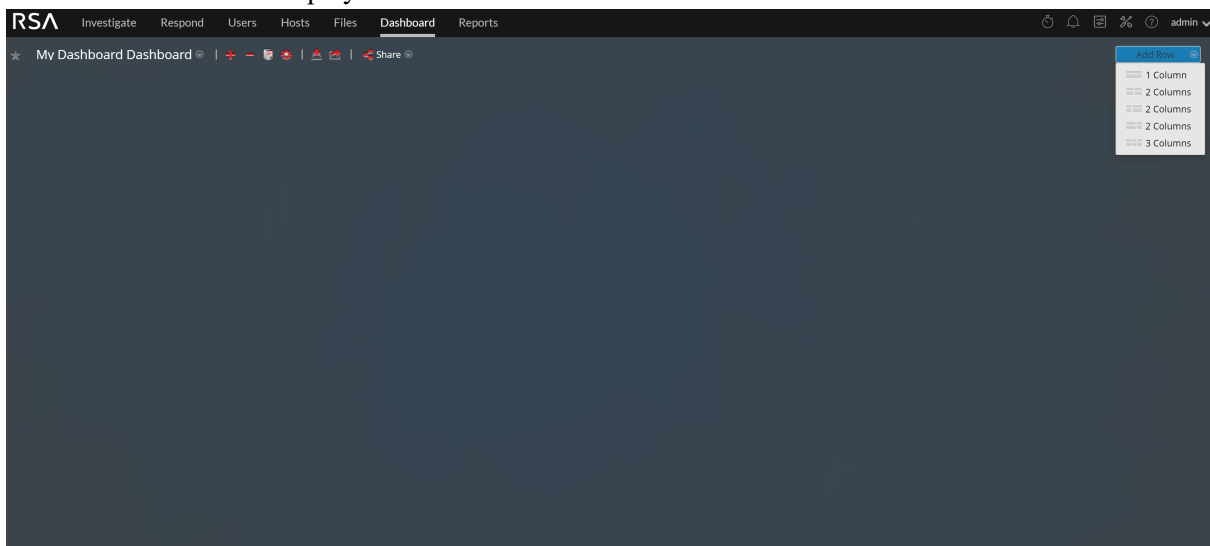
1. In the dashboard toolbar, click .


The Create a Dashboard dialog is displayed.



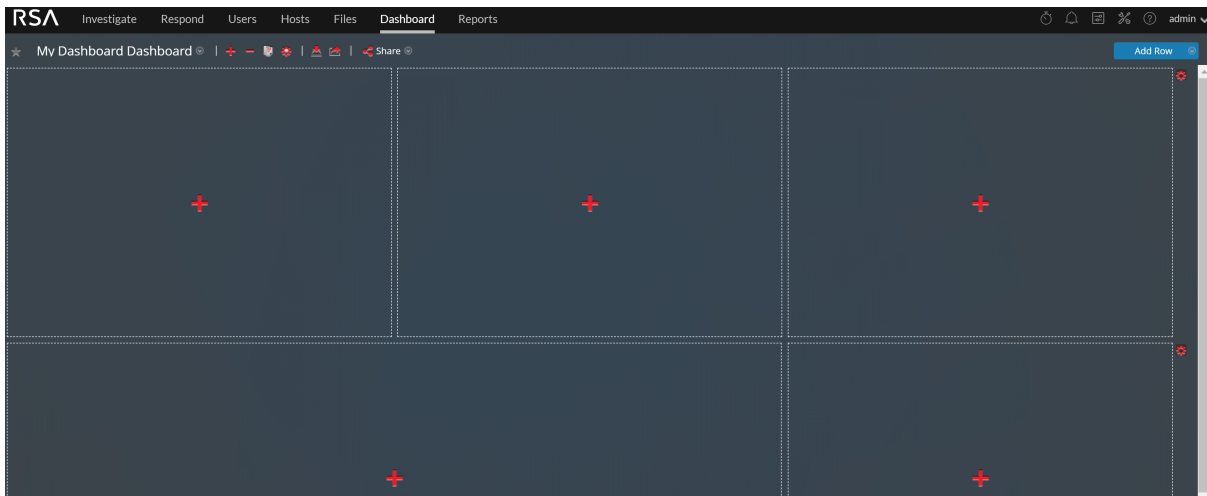
2. Enter a title for the new dashboard and click **Create**.


The new dashboard is displayed as a blank screen.



3. Add rows to the dashboard, which can contain one or more columns, using the **Add Row** option on the right side of the screen (). Click the desired column configuration in the drop-down list to add one row to the dashboard with the selected number of columns. Repeat the process

to add more rows.



4. You can add any desired dashlets to the dashboard by clicking  in an empty placeholder in a row. For complete details on adding and managing dashlets, see [Working with Dashlets](#).

After custom dashboards are created, you can:

- Switch between dashboards by selecting an option from the dashboard selection list.
- Delete any custom dashboard.
- Import or export a dashboard.

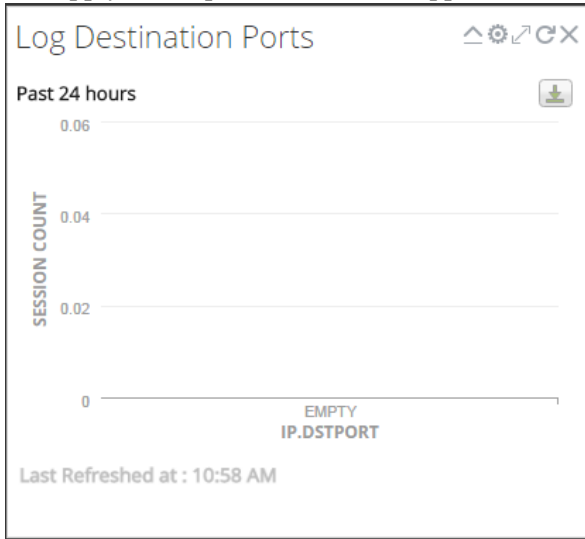
Each dashboard has:

- The dashboard toolbar.
- The dashboard title and the dashboard selection list.
- Zero or more dashlets.

## Working with Dashlets

Dashlets are the parts that make up a dashboard. NetWitness uses dashlets to display focused subsets of system information, services, jobs, resources, subscriptions, rules, and other information.

The controls for a dashlet are in the title bar. All dashlets use a common set of controls, and only those that apply to the particular dashlet appear in the title bar of the dashlet.



The following table displays the description of each icon on the dashlet.

| Icon              | Name                | Description  |
|-------------------|---------------------|--|
|                   | Collapse vertically | Collapses the dashlet vertically so that only the title is visible.  |
|                   | Expand vertically   | Expands the dashlet to its original size.  |
|                   | Reload              | Reloads the dashlet.   |
|                   | Settings            | Displays configurable settings for the dashlet.  |
|                   | Maximize            | In some dashlets with content that does not fit horizontally within the width of the dashlet, maximizes a chart or a dashlet to full screen.   |
|                   | Delete              | Deletes the dashlet from the dashboard.  |
| Last Refreshed at |                     | Displays the time at which the data is polled from the related chart.  |
| View More         |                     | When clicked, navigates to the corresponding dashboard which is linked to the main dashlet and displays more details. If you have not linked the dashboard to an existing dashlet, this link will not be available on the dashlet. To configure this option, click , and in the Dashboard Link field select a related dashboard view more details of the specific dashlet. |

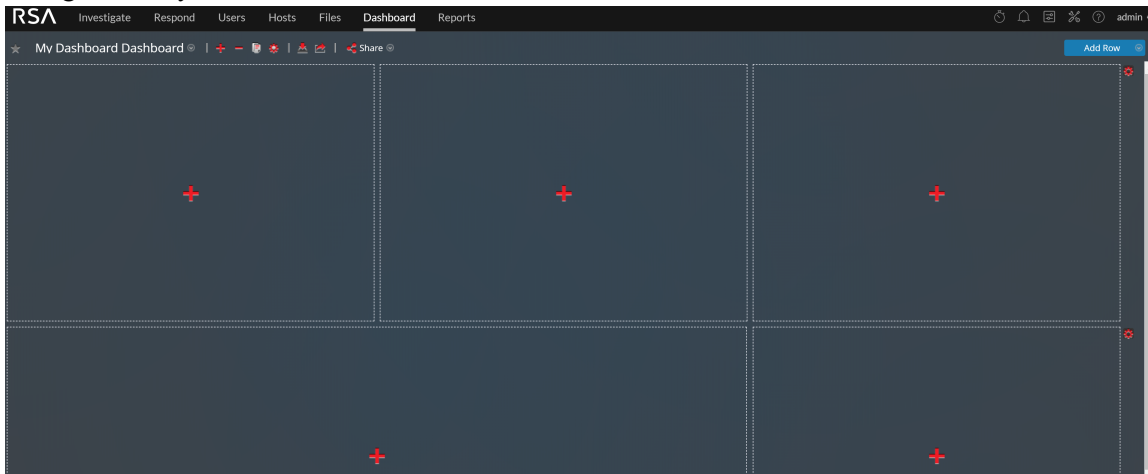
You can add dashlets to the default dashboard or construct a custom dashboard with your own useful set of dashlets to make your workflow more efficient.


## Add a Dashlet

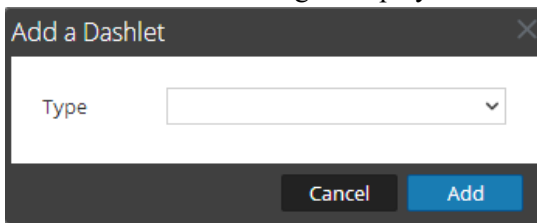
To customize the views in NetWitness, you can add dashlets to a default dashboard or create custom dashboards. However, you cannot add dashlets to preconfigured dashboards.

To add a dashlet:

1. Navigate to any dashboard or create a new dashboard.



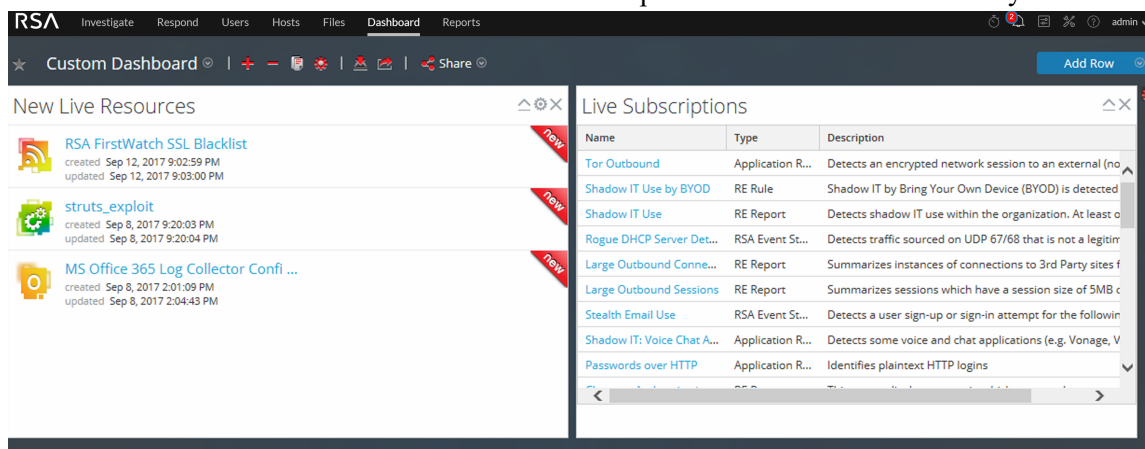
2. Click  on the placeholder where you want to add the dashlet. The Add a Dashlet dialog is displayed.



3. Click the **Type** selection list to view the available dashlets, and select the type of dashlet you want to add. Depending on the type of dashlet you are adding, some configurable fields appear in the **Add a Dashlet** dialog.
4. Type a title for the dashlet. The title can include letters, numbers, special characters, and spaces.
5. If there are additional configurable fields for the dashlet, set appropriate values.

6. When all required fields have been configured, click **Add**.

The dashlet is added to the dashboard in the selected placeholder and is automatically saved.



## Edit Dashlet Properties

All preconfigured dashlets are read-only and their properties cannot be edited. Other dashlets are editable and allow users to customize some aspect of the data displayed in the dashlet. A dashlet with editable properties has a settings (⚙️) option that displays all the editing options.

After the dashlets are added, you can drag and drop them and they can be swapped.

A dashlet without editable properties, such as the Live Subscriptions dashlet, does not display the settings option in the title bar. Many dashlets have an editable title where you can edit the following properties:

- Dashlet display title.
- Type of services to monitor; for example, you can monitor only Decoders, or you can monitor Decoders and Concentrators.

Other dashlets have parameters that you define to specify the kind and amount of information you want to see in the dashlet. For example, a Realtime Chart Dashlet has the settings option.

1. To display and modify the options for a dashlet, click settings (⚙️) in the dashlet title bar.

The Options dialog is displayed.

The image shows an 'Options' dialog box with the following fields and values:

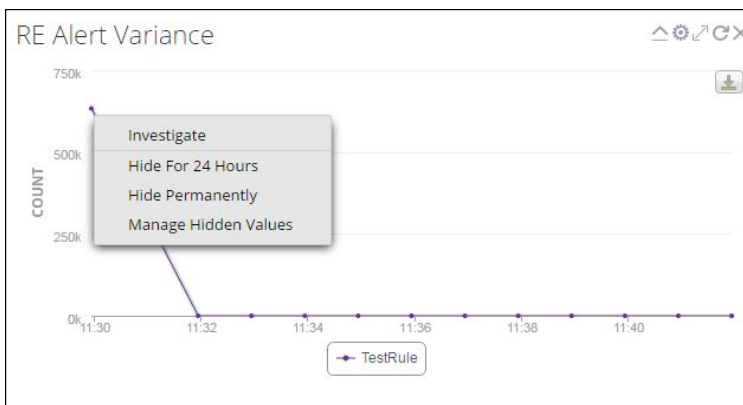
|                                    |                        |                |
|------------------------------------|------------------------|----------------|
| Chart                              | /Hunting/Investigatio  | Browse         |
| Title                              | Investigation Context  |                |
| Series                             | Chart Values over Time |                |
| Top                                | 10                     |                |
| Chart Type                         | Line                   |                |
| Past Hours                         | 24                     |                |
| Dashlet Refresh Interval (Minutes) | 15                     | Dropdown arrow |
| Dashboard Link                     | None                   | Dropdown arrow |

Buttons: Cancel, Apply

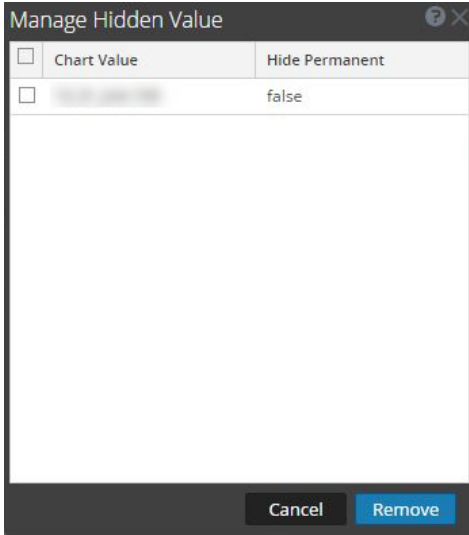
2. Edit any of the displayed properties. For example, in an in Operations - File Analysis Dashboard, edit Dashlet Refresh Interval from 15 to 20.
3. Click **Apply**.

Some dashlets have configuration options to tailor the appearance or the contents of the dashlet. The following options are available for RE Top Alerts, RE Alert Variance, and RE Realtime Charts dashlets on left-click:

- **Hide For 24 Hours:** This option allows you to hide the selected value for the next 24 hours. After 24 hours, the data is automatically displayed on the dashlet, if the value is configured and listed on top.
- **Hide Permanently:** This option allows you to hide the selected value permanently until you add it back using the Manage Hidden Values option.



- **Manage Hidden Values:** This option displays a list of all the hidden values. You can select the checkbox for a value and click **Remove** to view the data back on the chart.




The options to Hide for 24 Hours, Hide Permanently, and Manage Hidden Values are not available for Geomap charts.

**Note:** When you edit a value in a preconfigured dashboard, it is a user-specific change. The changes made to a preconfigured dashboard are applicable only to your dashboard and cannot be viewed by other users who use the same preconfigured dashboard. For example, if you hide a value in an overview dashboard, the change is applicable only to your dashboard. If another user views the same overview dashboard, the value is still displayed. The same applies to a custom dashboard. When you hide a value in the custom dashboard and share the same dashboard with another user, the values are still displayed even though the dashboard is shared.

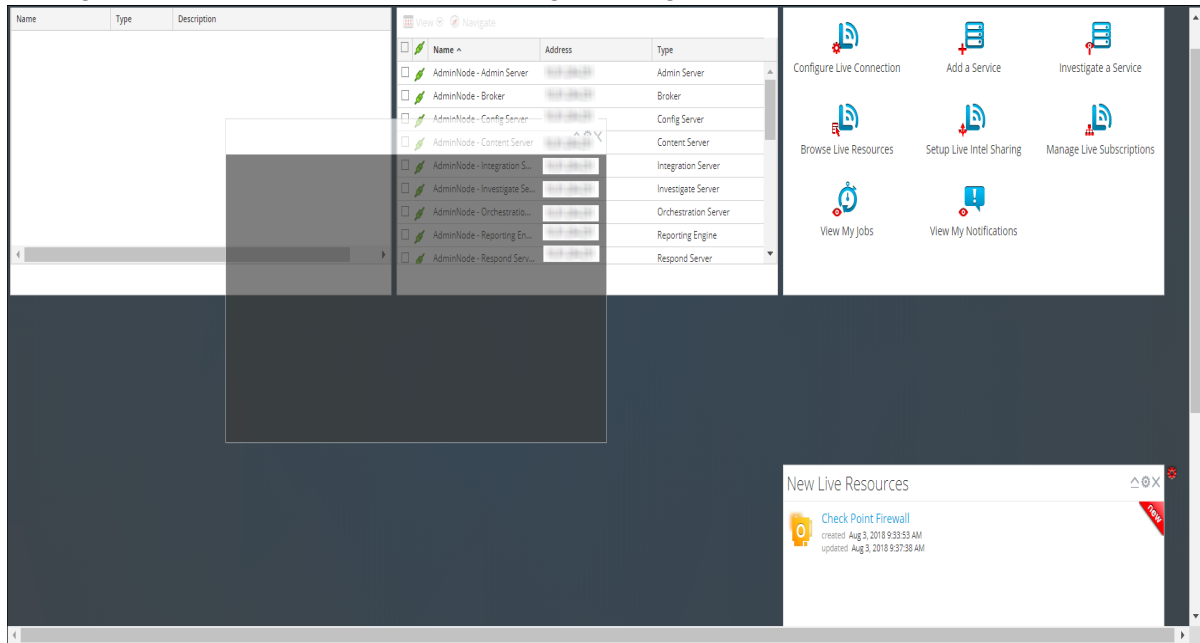
For more information on available dashlets, see the [Dashboards Catalog](#) in the [NetWitness Content](#) space on NetWitness Community.

## Rearrange a Dashlet

You can arrange dashlets according to your preference by dragging and dropping them into a different order on the dashboard.

1. To move a dashlet, hover in the header of the dashlet that you want to move. The directional cursor  appears over the dashlet. Click and hold in the header of the dashlet that you want to move.


- Continue to hold the left mouse button and drag the window toward the new location. The figure below shows a dashlet as it is being re-arranged.




- Release the mouse button when the dashlet is in the desired location. The dashlet that currently occupies that position moves down.

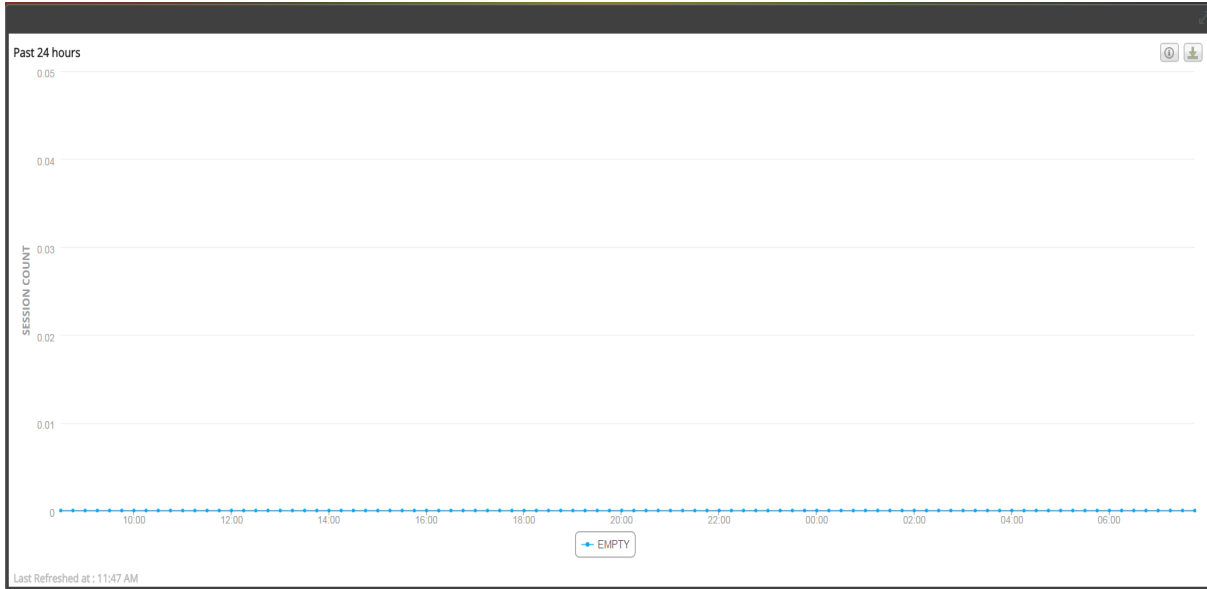
## Maximize a Single Dashlet

This section explains how to open a dashlet on the entire area of the main NetWitness dashboard with the same dashlet title. Dashlets that have a lot of columns or charts, for example some Reporting dashlets, are easier to view when maximized so that the entire contents is visible without scrolling.

To maximize a dashlet, click the maximize control icon in the dashlet title bar: . The dashlet is displayed on full screen.

To minimize a dashlet, click the same control icon in the dashlet title bar: . The dashlet is restored to previous size.





## Delete a Dashlet

1. Click **X** in the dashlet title bar:  
A confirmation pop-up is displayed to confirm if you want to delete the dashlet.
2. Click **Yes**, if you want to delete. The dashlet is removed from the dashboard.  
Click **No**, if you do not want to delete.


**Note:** After you remove the dashlet, the empty space is replaced by a placeholder where you can add another dashlet using the above Add a Dashlet procedure.

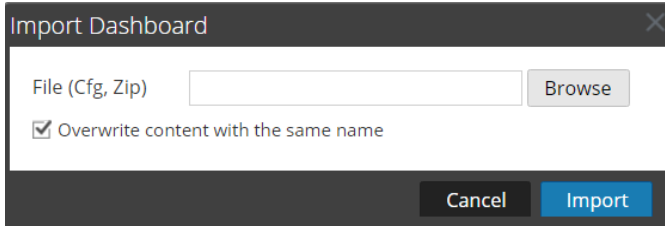
## Importing and Exporting Dashboards

The ability to customize dashboards to changing circumstances and conditions could result in a large number of dashboards that are not needed on a daily basis. Rather than reinvent the wheel each time you want to recreate a particular custom dashboard, you can export your dashboards that are not currently in use. When you are ready to use a previously exported dashboard, import the dashboard into NetWitness.

### Import a Dashboard

**Note:** You can import the Reporter Realtime Charts dashboard and its related charts in different instances of the NetWitness server and Reporting Engine from which it was exported.

1. In the dashboard toolbar, click  (Import Dashboard).  
The Import Dashboard dialog is displayed.



2. Browse to the dashboard file in the **Import Dashboard** dialog. You can import .cfg and .zip files.
3. Click **Import**.  
The dashboard is displayed in NetWitness


**Note:** If you import a dashboard from Security Analytics 10.6. x into NetWitness11.x, the dashboard and the associated rules and charts must be imported separately. But when you import a dashboard from NetWitness11.x into NetWitness, the dashboard and all the rules and charts associated with it are imported in .zip format.

## Export a Dashboard

**Note:** When you export a Reporter Realtime dashboard, the corresponding Reporting Engine contents is also exported.

Exported dashboards are designed to work within the same NetWitness instance. It is also possible to share your custom dashboards with other users in your organization, provided they have equivalent permissions.

To export a dashboard, you must have the dashboard open to access the Export Dashboard option under the Edit drop-down menu in the dashboard toolbar.

1. Navigate to the dashboard that you want to export. All existing dashboards appear in the drop-down **Dashboard Selection List** in the currently displayed dashboard.
2. In the dashboard toolbar, click  (Export Dashboard).  
The exported file is saved in .zip format.


**Note:** The Export feature is not applicable for preconfigured dashboards.

## Copying a Dashboard

To customize the views in NetWitness, you can copy dashboards to the NetWitness dashboard or a custom dashboard. The NetWitness dashboard, as the name suggests, offers all NetWitness dashlets. The Copy Dashboard dialog creates a duplicate dashboard, which can be customized. When you copy a dashboard, the default name is prefixed with `Copy of`. For example, if the name of the original dashboard is `XYZ`, the default title of the copied dashboard will be `Copy of XYZ`.

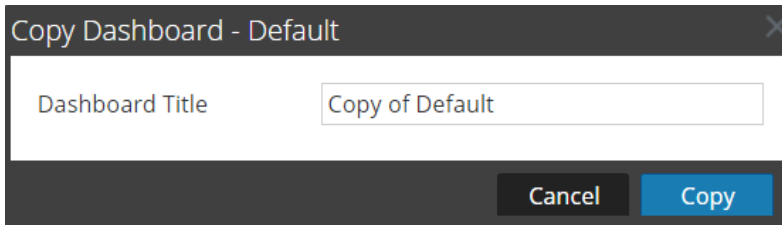
To copy a dashboard:

1. Navigate to any dashboard.

2. In the dashboard toolbar, click .

The Copy Dashboard dialog is displayed. The following screenshot is an example of copying a

dashboard.





3. Enter the Dashboard Title.
4. Click **Copy**.

## Sharing a Dashboard

In NetWitness, as an administrator you can share dashboards for viewing purposes with other roles such as Administrators, Analysts, Operators and so on. When you share a dashboard, the users can only view the dashboard, make dashboard as favorite, copy the dashboard, and export the dashboard. In case of other roles such as Analysts, Operators, and so on, you can share the dashboard only with similar roles. For example, an analyst can share a dashboard with other analysts only.

1. Navigate to any dashboard.

2. In the dashboard toolbar, click  and select the checkbox of the role with whom you want to share the dashboard.

**Note:** If you do not want to share the dashboard, clear the checkbox of the role. If a dashboard is shared, the dashboard name will be displayed with the share icon .

## Removing Unwanted Dashboards


You can remove the following dashboards by enabling the dashboard cleaning job.

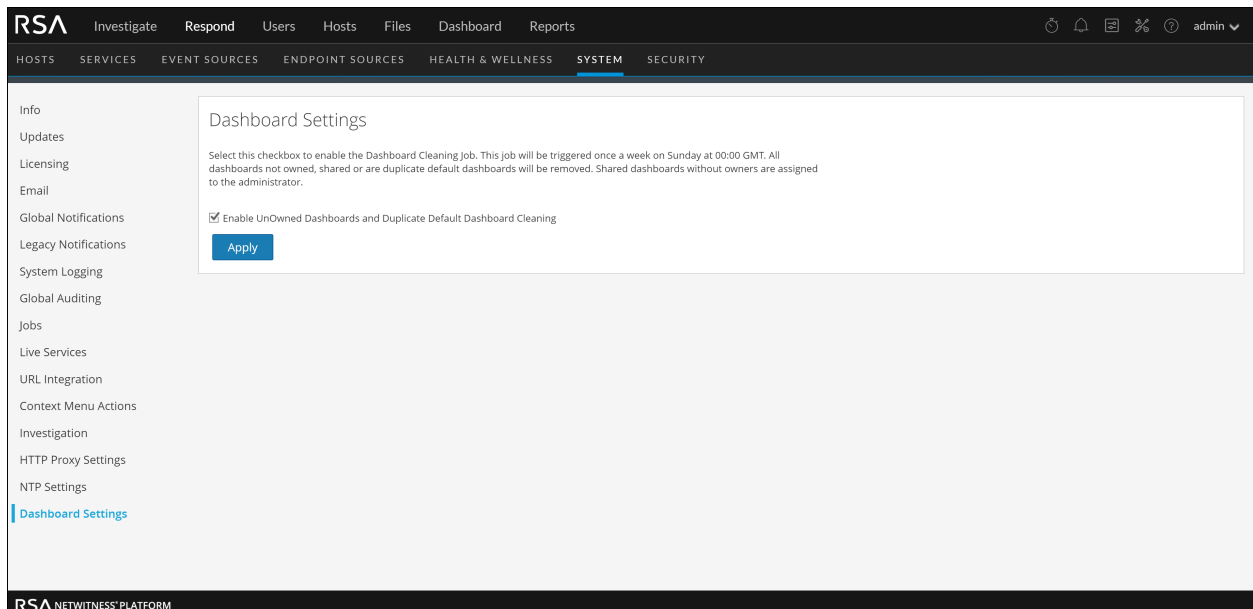
- Dashboards not owned by anyone
- Dashboards not shared
- Duplicates default dashboards

When the dashboard cleaning job is enabled, a scheduled job is triggered once a week on Sunday at 00:00.

Shared dashboards without owners are assigned to the administrator.

### To enable Dashboard Cleaning Job:

1. Go to  (Admin) > System > Dashboard Settings.
2. Select the **Enable UnOwned Dashboards and Duplicate Default Dashboard Cleaning** checkbox.
3. Click **Apply**.



## Using Dashboards in the Analyst User Interface

Large environments that include geographical distribution with a single data center and multiple NetWitness Servers require Analyst UI instances in all their NetWitness locations or managed entities. For example, if an Analyst UI is deployed for the EMEA SOC team, analysts can query their EMEA NetWitness Platform hosts directly. If the EMEA team has Broker hosts and Concentrator hosts within the region, the Analyst UI can connect and query them instead of connecting back to Primary User Interface (Primary UI).

When using the dashboards in the Analyst UI, these features apply and affect the dashboards available to analysts:

- Each Analyst UI instance is connected to its local Reporting Engine service. Every Reporting Engine has its own copy of the built-in content such as rules and charts and the local Reporting Engine runs them on the default data source (if configured in Reporting Engine) when the dashboard is enabled.
- The built-in Reporting Engine content that is modified on local Analyst UI is available only to that specific Analyst UI. This behavior is same for an Admin UI as well.
- Dashboards that are shared across different Analyst deployments display the Reporting Engine chart data from the shared instance. To edit the shared dashboard, the analyst must create a copy or contact the Admin to customize it.
- When built-in preconfigured dashboards are enabled from an Admin UI, the dashboard is enabled for all the roles and for all the Analyst UIs. However, the data displayed in every Analyst UI is specific to the associated Reporting Engine.
- By default, all the built-in preconfigured dashlets are disabled and can be enabled only from an Admin UI. Before you enable a preconfigured dashlet, you must set up the Live Services Account, see the *Set Up Live Services* topic in the Live Services Management Guide.

## Getting Started Guide

The screenshot displays the RSA NetWitness Platform Analyst UI Dashboard. The interface includes a top navigation bar with the following menu items: Investigate, Respond, Users, Hosts, Files, Dashboard, and Reports. The dashboard is organized into several panels:



- Whats New:** Features a promotional banner for the RSA NetWitness Suite with the text "RESPOND IN A WHOLE NEW WAY WITH THE NEW RSA NETWITNESS SUITE" and a "Learn More" button.
- Shortcuts:** A grid of icons for quick access to functions: Configure Live Connection, Add a Service, Investigate a Service, Browse Live Resources, Setup Live Intel Sharing, Manage Live Subscriptions, View My Jobs, and View My Notifications.
- Available Services:** A table listing various services available for configuration. The table has columns for Name, Address, and Type.
- Featured Live Resources:** A list of resources with details on creation and update dates.
- Live Subscriptions:** A table with columns for Name, Type, and Description, currently empty.
- New Live Resources:** A section indicating "No matching resources found."

The footer of the dashboard displays "RSA NETWITNESS PLATFORM".

**Note:** The Analyst UI functions are similar to the Admin UI functions, except all configurations must be performed from the Admin UI.

## Setting User Preferences


You can view and manage your NetWitness global application preferences from your user profile. There are two global user preference dialogs that have different options. The user Preferences dialog is accessible from the Springboard, Investigate (Events), Respond, Users, Hosts, Files and Configure views.



The Preferences dialog is accessible from the Investigate, Dashboard, Reports,  (Configure) , and  (Admin) views. The dialog that you see depends on where you access the user preferences.

You can:



- Change the application language
- Set the application time zone
- Set the application date and time format\*
- Select your default NetWitness starting location\*
- Select your default Investigate view\*
- Choose a dark or light theme for the application\*
- Change your password (See [Changing Your Password](#) for more information.)
- Enable or disable notifications\*\*
- Enable or disable context menus\*\*

\* You can make this change from the **User Preferences** dialog accessible from these views:

Springboard, Investigate > Events (formerly Event Analysis), Respond, Users, Hosts, Files, and  (Configure) > (Capture Policies, Incident Rules, Incident Notifications, and Log Parser Rules). See [User Preferences](#).

\*\* You can make this change from the **Preferences** dialog accessible from these views: Investigate, Dashboard, Reports,  (Configure) > (Live Content, Subscriptions, ESA Rules, and Custom Feeds), and  (Admin) . See [Preferences](#).

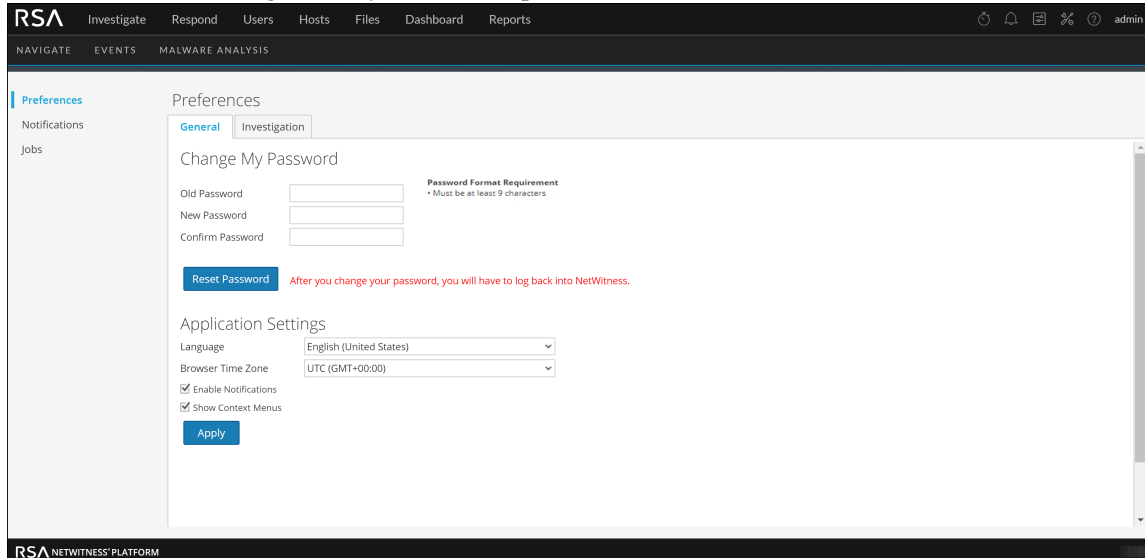
## Preferences

This section gives instructions for various tasks that can be performed in the Preferences dialog that is accessible in Investigate, Dashboard, Reports,  (Configure) , and  (Admin) .

## View your Preferences

In the upper right corner of the NetWitness browser window, select your username, for example **admin**, and then select **Profile**.

The Preferences dialog shows your current preferences.



## Set the Language and Time Zone

**Note:** The Language preference option applies to NetWitness 11.2 and later.

You can change your preferred language for the entire NetWitness Platform. The default language is English (United States).

1. In the Preferences dialog, select your localization preferences:
  - a. **Language:** Select your preferred language for NetWitness.
  - b. **Browser Time Zone:** Set the time zone to use in the NetWitness.
2. Click **Apply**.  
Your preferences become effective immediately.

**Note:** When Daylight Saving Time (DST) starts or ends, if the selected time zone for the currently logged in user observes DST, the user interface automatically updates to reflect the correct time.

## Enable or Disable System Notifications for Your User Account

By default, NetWitness system notifications are enabled when a new user account is created. You can disable and enable these notifications at any time.

1. In the Preferences dialog Application Settings section:
  - To enable notifications for your user account, select the **Enable Notifications** checkbox.
  - To disable notifications, clear the **Enable Notifications** checkbox.

2. Click **Apply**.

Your preference becomes effective immediately.

## Enable or Disable Context Menus for Your User Account


By default, context menus are enabled when a new user account is created. Context menus provide additional functions for specific views when you right-click a view.

1. In the Preferences dialog Application Settings section:
  - To enable context menus for your user account, select the **Show Context Menus** checkbox.
  - To disable context menus, clear the **Show Context Menus** checkbox.
2. Click **Apply**.

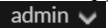
Your preference becomes effective immediately.


**Note:** Settings available on the Investigate tab in the Preferences dialog are documented in the *NetWitness Investigate User Guide*.

## User Preferences

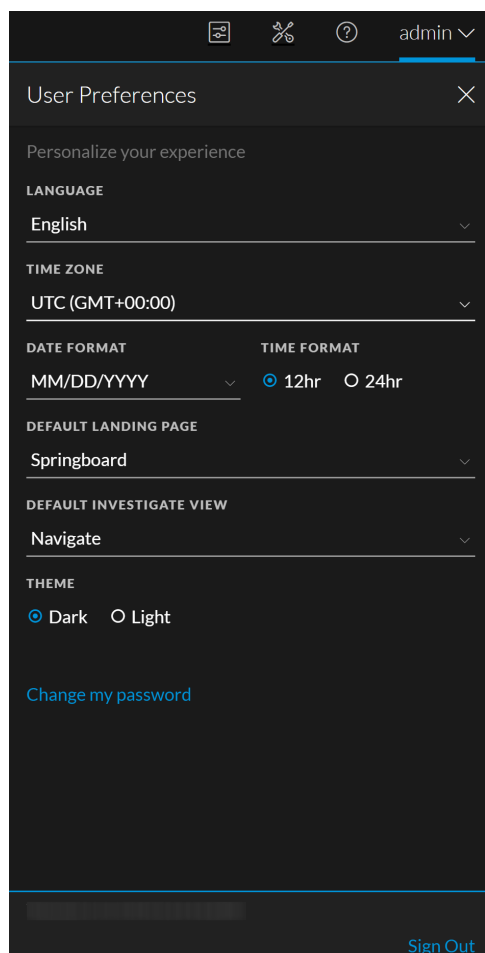
This section gives instructions for various tasks that can be performed in the User Preferences dialog that is accessible in the Springboard, Events, Respond, Users, Hosts, Files and  (Configure) views.

### View Your User Preferences

In the upper right corner of the NetWitness browser window, select your username, for example, .

The User Preferences dialog shows your current preferences when accessed through the Springboard, Events, Respond, Users, Hosts, Files and  (Configure) views.





Any selections that you make become effective immediately.

## Set the Language, Time Zone, and Date and Time Format

**Note:** The Language preference option applies to NetWitness 11.2 and later.

You can change your preferred language for the entire NetWitness Platform UI. The default language is English (United States). You can also change the time zone and the format of the date and time for your location.

1. Open the User Preferences dialog.
2. In the User Preferences dialog, select your localization preferences:
  - a. **Language:** Select your preferred language for NetWitness.
  - b. **Time Zone:** Set the time zone to use in the NetWitness.
  - c. **Date Format:** Set the format for the order of the display of the month (MM), day (DD), and year (YYYY). For example, the MM/DD/YYYY format shows the date as 05/11/2019.
  - d. **Time Format:** Set the time as 12-hour or 24-hour time. For example, 2:00 PM in 12-hour time is 14:00 in 24-hour time.

Changes in the Investigate and Respond views become effective immediately.

**Note:** When Daylight Saving Time (DST) starts or ends, if the selected time zone for the currently logged in user observes DST, the user interface automatically updates to reflect the correct time.

## Select the Default NetWitness Platform Starting Location

1. Open the User Preferences dialog.
2. In the **Default Landing Page** field, select the opening view that you would like to see when you log in to NetWitness. You can choose Springboard, Investigate, Respond, Users, Hosts, Files, Dashboard, Reports, Configure, and Admin, and according to your user role. For example, you can choose Respond to go directly to the relevant section of the application for Incident Responders. For more information, see [Setting Up Your Default View by SOC Role](#) to help you select the appropriate default view.

This selection sets the default view for the entire application. The changes take effect immediately.

## Select the Default Investigate View

1. Open the User Preferences dialog.
2. In the **Default Investigate View** field, select the default landing page when you log in to NetWitness and navigate to Investigate. You can choose Navigate, Legacy Events (if enabled), Events (formerly Event Analysis), or Malware Analysis as the default Investigate view. For example, you can choose Events for the default Investigate view to go directly to the Events view to see the events generated for a service. See [Setting Up Your Default View by SOC Role](#) to help you select the appropriate default view. For more information, see the *NetWitness Investigate User Guide*.

**Note:** After you have applied the change in the drop-down, sometimes it takes few seconds for the changes to take effect.

## Choose the Appearance of NetWitness Platform

**Note:** This option is only available for NetWitness versions 11.1 and later.

You can choose a dark theme or a light theme for your application, depending on your personal preference. When you change the theme, the Respond view and some Investigate views change to the light or dark theme. Your selection only changes how NetWitness appears to you, not other users.

1. Open the User Preferences dialog.
2. Under **THEME**, select one of the following options:
  - **Dark:** The dark theme is best for darker environments or when you do not need as much contrast.
  - **Light:** The light theme is best for lighter environments, when you need more contrast, or when you are projecting the application for others to view. Since some views are not affected by the theme changes, you may want to choose the light theme for a more cohesive viewing experience.

Changes become effective immediately.

The following figure shows the dark theme.

The screenshot displays the NetWitness Respond interface in dark theme. The top navigation bar includes 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboards', and 'Reports'. The main content area shows a list of incidents with the following columns: CREATED, PRIORITY, RISK SCORE, ID, NAME, STATUS, ASSIGNEE, and ALERTS. The left sidebar contains filter options for TIME RANGE, INCIDENT ID, PRIORITY, STATUS, ASSIGNEE, and CATEGORIES. The bottom status bar indicates 'Showing 1000 out of 1970 items | 1 selected'.

| CREATED                | PRIORITY | RISK SCORE | ID       | NAME   | STATUS | ASSIGNEE | ALERTS |
|------------------------|----------|------------|----------|--|--------|----------|--------|
| 12/16/2019 07:23:38 am | LOW      | 19         | INC-1970 | User Entity Behavior Analytics for 21463e44-...  | New    |          | 3      |
| 12/16/2019 06:23:15 am | HIGH     | 63         | INC-1969 | User Entity Behavior Analytics for 4c0dcd3b-4... | New    |          | 1      |
| 12/16/2019 05:23:43 am | HIGH     | 63         | INC-1968 | User Entity Behavior Analytics for 3f2f23a0-4... | New    |          | 1      |
| 12/15/2019 11:24:03 am | LOW      | 2          | INC-1967 | User Entity Behavior Analytics for 9f37ad54-3... | New    |          | 13     |
| 12/15/2019 11:24:03 am | LOW      | 2          | INC-1966 | User Entity Behavior Analytics for ab733ac6-e... | New    |          | 10     |
| 12/15/2019 11:24:03 am | LOW      | 1          | INC-1965 | User Entity Behavior Analytics for 46e7b153-...  | New    |          | 12     |
| 12/15/2019 11:24:03 am | LOW      | 5          | INC-1964 | User Entity Behavior Analytics for 5da02725-...  | New    |          | 9      |
| 12/15/2019 11:23:58 am | LOW      | 3          | INC-1963 | User Entity Behavior Analytics for 9f37ad54-3... | New    |          | 14     |
| 12/15/2019 11:23:58 am | LOW      | 3          | INC-1962 | User Entity Behavior Analytics for ab733ac6-e... | New    |          | 17     |
| 12/15/2019 11:23:58 am | LOW      | 4          | INC-1961 | User Entity Behavior Analytics for 46e7b153-...  | New    |          | 15     |
| 12/15/2019 11:23:58 am | LOW      | 2          | INC-1960 | User Entity Behavior Analytics for 5da02725-...  | New    |          | 18     |
| 12/15/2019 08:23:43 am | MEDIUM   | 35         | INC-1959 | User Entity Behavior Analytics for 98bce2d3-f... | New    |          | 3      |
| 12/15/2019 08:23:43 am | LOW      | 8          | INC-1958 | User Entity Behavior Analytics for 0ddff6e0-f... | New    |          | 15     |
| 12/15/2019 07:23:19 am | HIGH     | 69         | INC-1957 | User Entity Behavior Analytics for 86a78c8d-...  | New    |          | 1      |
| 12/15/2019 07:23:19 am | MEDIUM   | 35         | INC-1956 | User Entity Behavior Analytics for 84d8e6a3-...  | New    |          | 3      |
| 12/15/2019 06:23:15 am | MEDIUM   | 35         | INC-1955 | User Entity Behavior Analytics for 3e66452d-...  | New    |          | 3      |
| 12/15/2019 06:23:15 am | CRITICAL | 100        | INC-1954 | User Entity Behavior Analytics for 40b4d472-...  | New    |          | 1      |
| 12/15/2019 05:23:32 am | CRITICAL | 100        | INC-1953 | User Entity Behavior Analytics for 5b139e48-...  | New    |          | 1      |
| 12/15/2019 04:23:34 am | HIGH     | 69         | INC-1952 | User Entity Behavior Analytics for 736f147c-5... | New    |          | 1      |

The following figure shows the light theme.

The screenshot displays the RSA Incident Response application interface. At the top, there is a navigation bar with the RSA logo and menu items: Investigate, Respond (selected), Users, Hosts, Files, Dashboards, and Reports. On the right of the navigation bar, there are icons for help, search, and a user profile labeled 'admin'. Below the navigation bar, there are tabs for INCIDENTS, ALERTS, and TASKS. A 'Filters' sidebar is open on the left, containing sections for TIME RANGE (All Data), INCIDENT ID (INC-###), PRIORITY (Low, Medium, High, Critical), STATUS (New, Assigned, In Progress, Task Requested, Task Complete, Closed, Closed - False Positive), ASSIGNEE, and CATEGORIES. A 'Reset Filters' button is at the bottom of the sidebar. The main area shows a table of incidents with columns: CREATED, PRIORITY, RISK SCORE, ID, NAME, STATUS, ASSIGNEE, and ALERTS. The first row is selected. At the bottom right, it says 'Showing 1000 out of 1970 items | 1 selected'.

| CREATED                | PRIORITY | RISK SCORE | ID       | NAME   | STATUS | ASSIGNEE | ALERTS |
|------------------------|----------|------------|----------|--|--------|----------|--------|
| 12/16/2019 07:23:38 am | LOW      | 19         | INC-1970 | User Entity Behavior Analytics for 21463a44-...    | New    |          | 3      |
| 12/16/2019 06:23:15 am | HIGH     | 63         | INC-1969 | User Entity Behavior Analytics for 4c0dcd3b-8-...  | New    |          | 1      |
| 12/16/2019 05:23:43 am | HIGH     | 63         | INC-1968 | User Entity Behavior Analytics for 3f2f29a0-8-...  | New    |          | 1      |
| 12/15/2019 11:24:03 am | LOW      | 2          | INC-1967 | User Entity Behavior Analytics for 9f37ad54-3-...  | New    |          | 13     |
| 12/15/2019 11:24:03 am | LOW      | 2          | INC-1966 | User Entity Behavior Analytics for ab735ac6-e-...  | New    |          | 10     |
| 12/15/2019 11:24:03 am | LOW      | 1          | INC-1965 | User Entity Behavior Analytics for 46e7b153-...    | New    |          | 12     |
| 12/15/2019 11:24:03 am | LOW      | 5          | INC-1964 | User Entity Behavior Analytics for 5da02722-...    | New    |          | 9      |
| 12/15/2019 11:23:58 am | LOW      | 3          | INC-1963 | User Entity Behavior Analytics for 9f37ad54-3-...  | New    |          | 14     |
| 12/15/2019 11:23:58 am | LOW      | 3          | INC-1962 | User Entity Behavior Analytics for ab735ac6-e-...  | New    |          | 17     |
| 12/15/2019 11:23:58 am | LOW      | 4          | INC-1961 | User Entity Behavior Analytics for 46e7b153-...    | New    |          | 15     |
| 12/15/2019 11:23:58 am | LOW      | 2          | INC-1960 | User Entity Behavior Analytics for 5da02722-...    | New    |          | 18     |
| 12/15/2019 08:23:43 am | MEDIUM   | 35         | INC-1959 | User Entity Behavior Analytics for 98bce2d3-f-...  | New    |          | 3      |
| 12/15/2019 08:23:43 am | LOW      | 8          | INC-1958 | User Entity Behavior Analytics for 0d4ff6e02-f-... | New    |          | 15     |
| 12/15/2019 07:23:19 am | HIGH     | 69         | INC-1957 | User Entity Behavior Analytics for 86a78cbd-...    | New    |          | 1      |
| 12/15/2019 07:23:19 am | MEDIUM   | 35         | INC-1956 | User Entity Behavior Analytics for 844ee6a2-...    | New    |          | 3      |
| 12/15/2019 06:23:15 am | MEDIUM   | 35         | INC-1955 | User Entity Behavior Analytics for 3e66452d-...    | New    |          | 3      |
| 12/15/2019 06:23:15 am | CRITICAL | 100        | INC-1954 | User Entity Behavior Analytics for 40b4dc72-...    | New    |          | 1      |
| 12/15/2019 05:23:32 am | CRITICAL | 100        | INC-1953 | User Entity Behavior Analytics for 5b139a48-...    | New    |          | 1      |
| 12/15/2019 04:23:34 am | HIGH     | 69         | INC-1952 | User Entity Behavior Analytics for 756f147c3-...   | New    |          | 1      |

## Managing Jobs

Inevitably, there are on-demand or scheduled tasks in NetWitness that take a few minutes to be completed. The NetWitness jobs system lets you begin a long-running task and continue using other parts of NetWitness while the job is running. Not only can you monitor the progress of the task, but you can also receive notifications when the task has completed and whether the result was a success or failure.

While you are working in NetWitness, you can open a quick view of your jobs from the toolbar. You can look anytime, but when a job status has changed, the Jobs icon (🕒) is flagged with the number of running jobs. Once all jobs are completed, that number disappears.

You can also see the jobs in these two views:

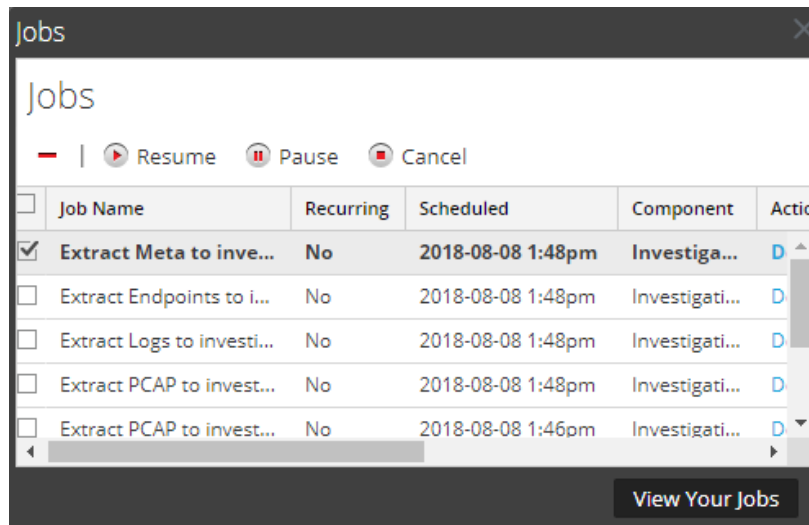
- In the user Profile Jobs panel, you see the same jobs in a full panel. These are only your jobs.
- In the System view, users with administrative privileges can view and manage all jobs for all users in a single jobs panel.

The structure of the jobs panel is the same in all views.

## Display the Jobs Tray

In the NetWitness toolbar, click the Jobs icon (🕒).

The Jobs Tray is displayed.



The Jobs Tray lists all recurring and non-recurring jobs that you own, using a subset of the columns available in the Jobs panel. Otherwise the Jobs Tray and the user Profile view Jobs panel are the same. In the Admin System view, the Jobs panel lists information about all NetWitness jobs for all users.

## View All of Your Jobs

To see a complete view of your jobs, in the Jobs Tray, click **View Your Jobs**. The Jobs panel is displayed. The Query column is available in Version 11.5 and later.

| Job Name                  | Recurring | Scheduled         | Component      | Owner | Action   | Message                            | Query  | Status    | Progress                         |
|---------------------------|-----------|-------------------|----------------|-------|----------|------------------------------------|--|-----------|----------------------------------|
| Extract Meta to Broker... | No        | 2020-04-30 7:53pm | Investigati... | admin | Download | Extracting meta for 1 sessions     | [ deviceid = 7 query = select * where sessio...  | Completed | <div style="width: 100%;"></div> |
| Extract XML to Concen...  | No        | 2020-04-30 7:53pm | Investigati... | admin | Download | Extracting logs for 2 sessions     | [ deviceid = 4 sessions = 778,763 packets = ...  | Completed | <div style="width: 100%;"></div> |
| Extract Meta to Broker... | No        | 2020-04-30 7:46pm | Investigati... | admin | Download | Extracting meta for 1 sessions     | [ deviceid = 7 query = select * where sessio...  | Completed | <div style="width: 100%;"></div> |
| Extract XML to Concen...  | No        | 2020-04-30 7:45pm | Investigati... | admin | Download | Extracting logs for 2 sessions     | [ deviceid = 4 sessions = 778,763 packets = ...  | Completed | <div style="width: 100%;"></div> |
| Extract JSON to Conce...  | No        | 2020-04-30 7:05pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract CSV to Concen...  | No        | 2020-04-30 7:05pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract XML to Concen...  | No        | 2020-04-30 7:04pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract XML to Concen...  | No        | 2020-04-30 7:04pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract Logs to LogDe...  | No        | 2020-04-30 7:01pm | Investigati... | admin | Download | Extracting logs for 2,001 sessions | [ deviceid = 2 sessions = 54346,54334,5433...    | Completed | <div style="width: 100%;"></div> |
| Extract XML to Concen...  | No        | 2020-04-30 6:43pm | Investigati... | admin | Download | Extracting logs for 2 sessions     | [ deviceid = 4 sessions = 778,763 packets = ...  | Completed | <div style="width: 100%;"></div> |
| Extract JSON to Conce...  | No        | 2020-04-30 5:49pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract CSV to Concen...  | No        | 2020-04-30 5:49pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract XML to Concen...  | No        | 2020-04-30 5:49pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract Logs to Conce...  | No        | 2020-04-30 5:48pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract Meta to Broker... | No        | 2020-04-30 5:29pm | Investigati... | admin | Download | Extracting meta for 1 sessions     | [ deviceid = 7 query = select * where sessio...  | Completed | <div style="width: 100%;"></div> |
| Extract XML to Concen...  | No        | 2020-04-30 5:29pm | Investigati... | admin | Download | Extracting logs for 2 sessions     | [ deviceid = 4 sessions = 778,763 packets = ...  | Completed | <div style="width: 100%;"></div> |
| Extract JSON to Conce...  | No        | 2020-04-30 4:03pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract CSV to Concen...  | No        | 2020-04-30 4:03pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |
| Extract XML to Concen...  | No        | 2020-04-30 4:02pm | Investigati... | admin | Download | Extracting logs for 1 sessions     | [ deviceid = 4 sessions = 778 packets = null ... | Completed | <div style="width: 100%;"></div> |

## Pause and Resume Scheduled Execution of a Recurring Job

The Pause and Resume options apply only to recurring jobs. You can pause a recurring job that is running; however, it has no effect on that execution. The next execution (assuming the job is still paused) is skipped.

1. To stop the next execution of a recurring job, in any **Jobs panel**, select the job, and click **Pause**. The next execution of the job is skipped, and the schedule is paused until you click Resume.
2. To restart execution of paused recurring jobs, select the job and click **Resume**. The next execution of the job occurs as scheduled, and the schedule for the job resumes.

## Cancel a Job

To cancel jobs that are executing or in the queue to execute:

1. In the **Jobs Tray** or either **Jobs panel**, select one or more jobs.
2. Click **Cancel**. A confirmation dialog is displayed.
3. Click **Yes**. The jobs are canceled, and the entries remain in the list with a status of **canceled**.

If you cancel a recurring job, it cancels that execution of the job. The next time the job is scheduled to run, it executes normally.

## Delete a Job

**Caution:** When you delete a job, the job is instantly deleted from the list. No confirmation dialog is offered. If you delete a recurring job, all future executions are removed as well.

Users can delete their own jobs before, during, or after execution. Administrators can delete any job. To delete jobs:

1. Select one or more jobs.
2. Click **-**.

The jobs are deleted from the list.

## Download a Job

When a job has the Download status in the Action column, you can download the result of the job. If you are working in the Investigate view and extract the packet data for a session as a PCAP file or extract the payload files (for example, Word documents and images) from a session, a file is created. To download the file to your local system, click **Download**.

## Viewing and Deleting Notifications

While you are working in NetWitness, you can view recent system notifications without leaving the area where you are working. You can open a quick view of notifications from the NetWitness toolbar. You can look anytime, but when a new notification is received, the Notifications icon is flagged (🔔).

Examples of notifications include:

- A host upgrade completed.
- A parser push to decoders completed.
- A newer software version is available.

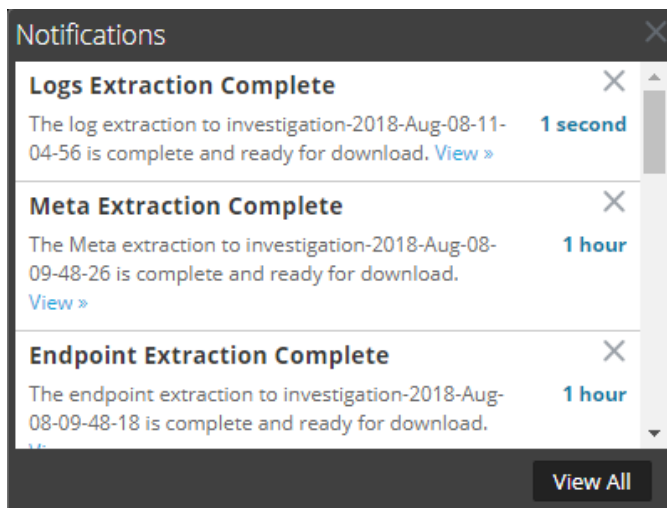
You can see notifications in these two views:

- In the Notifications tray, you can see your recent notifications.
- In the user Profile Notifications panel, you can view all of your notifications.

### View Recent Notifications

To display recent notifications, click the Notifications icon (🔔).


The Notifications tray is displayed.



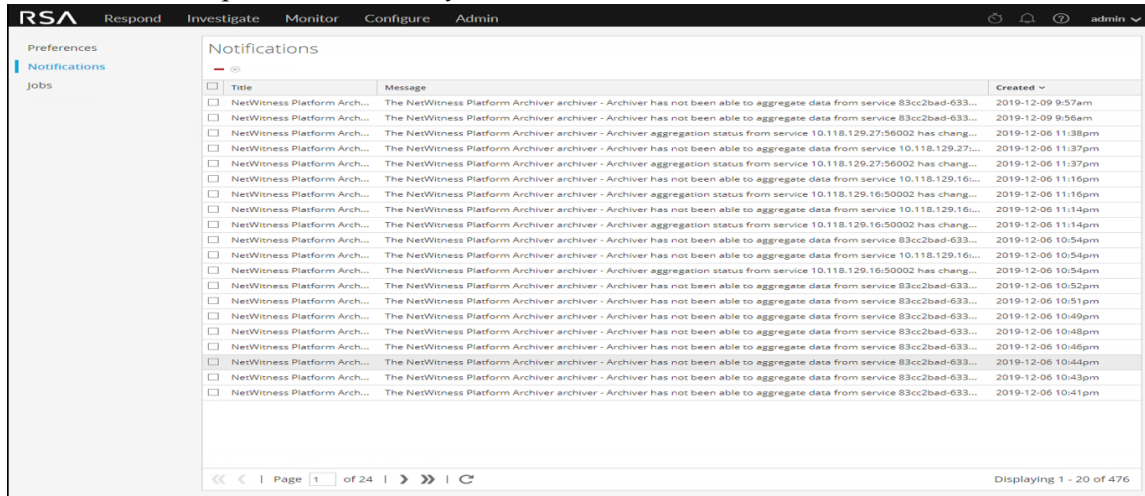


## View All Your Notifications

To view all of your notifications, do one of the following:


- Click  to open the Notifications tray and then click **View All** in the Notifications tray.
- In the upper right corner of the NetWitness browser window, select your username and then select **Profile**. In the options panel of the Preferences dialog, select **Notifications**.

The Notifications panel shows all of your notifications.



## Delete Notification Records

To delete notification records:


1. In the **Profile Notifications** list, select the notifications that you want to delete.
2. Click .

The selected notifications are deleted from this list and from the Notifications tray.

## Viewing Help in the Application

There are different ways available to get help while using NetWitness. You can use inline help, tooltips, and online help links.

### View Inline Help

Inline help provides additional information about what to do in sections or fields that you are currently viewing in the NetWitness user interface. To display inline help, hover over . The inline help shows a brief description of the element.

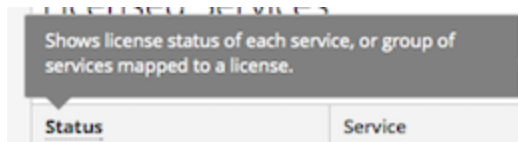
Inline help example:



### View Tooltips


Tooltips are a quick way for you to see a description of the text or additional information about an action, field, or parameter. Tooltips appear as underlined text. To display the tooltip and see a brief description of the term, hover over the underlined text.

Tooltip example:

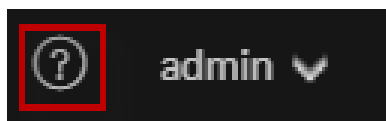


### View Online Help

Online help links take you outside of NetWitness to the RSA Link online documentation. This site has a complete documentation set for NetWitness, and the links take you directly to the topic that describes the part of the user interface currently in view.

To view the online help topic for the current location, click  in the NetWitness toolbar or in a dialog. The relevant help topic is displayed in a separate browser window. The topic describes the features and functions of the current view or dialog. From that topic, you can quickly navigate to the related procedures.

The following figure is an example of the online help icon in the NetWitness toolbar.



## Finding Documents on NetWitness Community

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The NetWitness documentation is located on NetWitness Community. NetWitness Community brings all of your NetWitness resources together in one place. It includes advisories, product documentation, knowledge base articles, downloads, and training. To view a *Guided Tour of NetWitness Community*, see <https://community.netwitness.com/t5/netwitness-platform/ct-p/netwitness>.

### Locate NetWitness Documentation

NetWitness Logs, Networks, Endpoints, and UEBA documentation is at the following link: <https://community.netwitness.com/t5/netwitness-platform/ct-p/netwitness-documentation>

**To navigate to NetWitness Logs, Networks, Endpoints, and UEBA documentation:**

1. On the NetWitness Community homepage (<https://community.netwitness.com>), under **Products**, click **NetWitness Platform**.
2. On the NetWitness Platform page, click **Documentation**.

### Locate NetWitness Content

NetWitness Content contains feeds, parsers, reports, and rules. It is located at the following link: <https://community.netwitness.com/t5/threat-intelligence/ct-p/threat-intelligence>.

**To navigate to NetWitness Content:**

1. On the NetWitness Community homepage (<https://community.netwitness.com>), under **Products**, click **NetWitness Platform**.
2. On the NetWitness Platform page, click **Documentation > Threat Intelligence**.

### Locate NetWitness Supported Event Sources

The NetWitness Integrations Catalog is located at the following link: <https://community.netwitness.com/t5/netwitness-platform-integrations/tkb-p/netwitness-integrations>.

**To navigate to the NetWitness Integrations Catalog:**

1. On the NetWitness Community homepage (<https://community.netwitness.com>), under **Products**, click **NetWitness Platform**.
2. On the NetWitness Platform page, click **Integrations**


## Locate Hardware Setup Guides

The Hardware Setup Guides are at the following link: <https://community.netwitness.com/t5/netwitness-platform-hardware/tkb-p/netwitness-hardware-documentation>.

1. On the NetWitness Community homepage (<https://community.netwitness.com>), under **Products**, click **NetWitness Platform**.
2. On the NetWitness Platform page, click **Documentation** > **Hardware Setup Guides**.

## Follow Content for Updates

You can follow pages or documents to be notified of changes.

1. Log in to [NetWitness Community](#).
2. Navigate to a page or a document and next to the Search bar, click  > **Subscribe**.

## Send Your Feedback to RSA

Your feedback is very important to us and helps us to provide a better experience for our customers. Please send your suggestions to [nwdocsfeedback@netwitness.com](mailto:nwdocsfeedback@netwitness.com)

## Troubleshooting the User Interface

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This section describes common issues that users may face during setup and provides basic troubleshooting information.

### Basic Troubleshooting Tips for User Setup

The following table provides basic troubleshooting tips that may be helpful for user setup in NetWitness.

| Problem  | Troubleshooting Tip   |
|--|---|
| When I log in to NetWitness, I see the wrong default view.                                     | Verify that the correct default view is set in the Default Landing Page field in your user preferences. If you select the Dashboard view, you can select the predefined dashboard that is most appropriate for your SOC role. You can also import or create your own dashboard. |
| I see the correct view, but the metadata does not load.  | Make sure that you are using the latest version of the browser. If that does not work, try using another browser. For example, if you are using Safari, try using Firefox or Chrome.  |
| I am using Internet Explorer 10 and I get the following error:<br>The page can't be displayed. | NetWitness supports current versions of Firefox, Chrome, and Safari. Internet Explorer is no longer supported.  |
| When I log in, I cannot see anything.  | See your administrator, you may need a user role assigned to your account or additional troubleshooting.  |
| I can't see where to change my default landing page.   | Go to the User Preferences in the Respond view or Events view (formerly Event Analysis view) or see your administrator.   |

## Analyst User Interface Dashlet Issue

| Problem  | Cause  | Solution  |
|--|--|---|
| I see the following error message on my dashboard: The underlying chart for this dashlet is unavailable. | This scenario occurs on an Analyst UI deployment when an Analyst creates a dashboard on one NetWitness Server, logs in to another NetWitness Server, and tries to view a dashboard that the Analyst did not share. | Share the dashboard to view the data. For more information, see <a href="#">Sharing a Dashboard</a> . |

## Springboard Issue

| Problem  | Cause  | Solution  |
|--|--|---|
| I see the following error message on a Springboard panel: Filter definition is missing! Edit the panel to remove the filter or update with a new filter. | A query profile that is used to filter events in the panel may have been deleted in the Investigate view. Springboard panels that use a deleted query profile as a filter do not work. | Edit the Springboard panel to remove the filter or use a different filter. For more information, see <a href="#">Managing the Springboard</a> . |

## Springboard Fails to Load the Panel Issue

| Problem  | Cause   | Solution  |
|--|---|---|
| <p>I see the following error messages on a Springboard panel: Request timed out! Contact your administrator or refer to the Getting Started Guide on RSA Link for details.</p> <pre>Failed to fetch the results. Refresh the panel. If the issue persists, contact your administrator or refer to the Getting Started Guide on RSA Link for details.</pre> | <ul style="list-style-type: none"> <li>• The Springboard panels request time out in 60 seconds.</li> <li>• The associated data sources are offline or not reachable.</li> <li>• Allocated memory is insufficient to execute the query.</li> </ul> | <ul style="list-style-type: none"> <li>• Limit the results by narrowing the time range for the Springboard using the time range field above the panels.</li> <li>• Go to the Investigate &gt; Events view and refine the Query Profile used in the panel as described in "Use Query Profile to Encapsulate Common Areas of Investigation" in the <i>Investigate User Guide</i>.</li> <li>• Make sure that the associated data sources are online.</li> <li>• Increase the memory by modifying the <code>max.query.memory</code> parameter setting.</li> <li>• If the above solution does not work and if the issue still persists, check the service logs in the given order: <ul style="list-style-type: none"> <li>▪ Admin server</li> <li>▪ Investigate server</li> <li>▪ Respective core services</li> </ul> </li> </ul> <p>For more information, see "Display System and Service Logs" section in the <i>System Maintenance Guide</i>.</p> |

## Inconsistent Event Panel Count Issue

| Problem                                   | Cause   | Solution  |
|---|---|---|
| Event count on the panel is inconsistent. | The underlying data sources are offline or not reachable. | Make sure that all underlying data sources are online and refresh the panel. For more information, see <a href="#">Managing the Springboard</a> . |

## NetWitness Platform Getting Started References

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The following section contains user interface reference information related to getting started with the NetWitness application.

- [User Preferences](#)
- [Notifications Panel and Notifications Tray](#)
- [Jobs Panel and Jobs Tray](#)






## User Preferences

To adjust NetWitness to best fit your environment and work practices, you can set your own global application preferences. You can:

- Change the application language
- Set the application time zone
- Set the date and time formats
- Select your default NetWitness starting location
- Select your default Investigate view
- Choose a dark or light theme for the application
- Change your password
- Enable notifications
- Enable context menus
- Change Investigate preferences - Described in the *NetWitness Investigate User Guide*.

Your global preference options vary depending on whether you access them, such as Springboard, Investigate, Respond, Users, Hosts, Files, Dashboard, Reports, Configure, and Admin. There are two global user preferences dialogs accessible from the main menu bar:

- **User Preferences** dialog - Accessible from these views: Springboard, Investigate > Events (formerly Event Analysis), Respond, Users, Hosts, Files, and  (Configure) > (Capture Policies, Incident Rules, Incident Notifications, and Log Parser Rules).
- **Preferences** dialog - Accessible from these views: Investigate, Dashboard, Reports,  (Configure) > (Live Content, Subscriptions, ESA Rules, and Custom Feeds), and  (Admin) .

### What do you want to do?

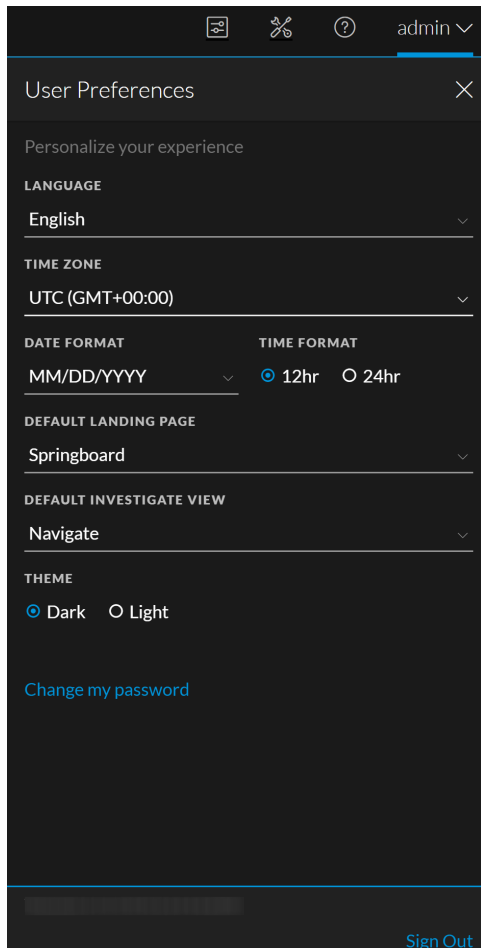
| Role | I want to ...                  | Show me how  |
|------|--------------------------------|--|
| All  | Change my Password             | <a href="#">Change My Password Section</a>               |
| All  | Choose my Default Landing Page | <a href="#">Setting Up Your Default View by SOC Role</a> |
| All  | Set my User Preferences        | <a href="#">Setting User Preferences</a>                 |

### Related Topics

- [NetWitness Platform Basic Navigation](#)



## User Preferences

To access your user preferences, click your username, for example, `admin`. The User Preferences dialog shows your current preferences and the NetWitness version.



The following table describes the global application preference options that you can access from the User Preferences dialog.





| Option      | Description  |
|-------------|--|
| Language    | (This option applies to NetWitness 11.2 and later.) Sets the preferred language for the entire NetWitness Platform. The default language is English (United States). |
| Time Zone   | Sets the time zone to use in NetWitness.   |
| Date Format | Sets the format for the order of the display of the month (MM), day (DD), and year (YYYY). For example, the MM/DD/YYYY format shows the date as 05/11/2017.          |
| Time Format | Sets the time as 12-hour or 24-hour time. For example, 2:00 PM in 12-hour time is 14:00 in 24-hour time.   |

| Option                   | Description   |
|--------------------------|---|
| Default Landing Page     | Enables you to select the default view when you log in to NetWitness. You can choose Springboard, Investigate, Respond, Users, Hosts, Files, Dashboard, Reports,  (Configure) , and  (Admin) , according to your user role. For example, you can choose Respond to go directly to the relevant section of the application for Incident Responders. This selection sets the default view for the entire application.   |
| Default Investigate View | (This option applies to NetWitness 11.1 and later.) Select the default landing page for the Investigate view. You can choose Navigate, Legacy Events (if enabled), Events (formerly Event Analysis), or Malware Analysis as the default Investigate view. For example, you can choose Events for the default Investigate view to go directly to the Events page to view the events generated for a service.   |
| Theme                    | <p>(This option applies to NetWitness 11.1 and later.)</p> <p>Changes the appearance of the Respond view and some Investigate views that you see in the application. You can choose between light and dark themes:</p> <ul style="list-style-type: none"> <li>• <b>Dark:</b> The dark theme is best for darker environments or when you do not need as much contrast.</li> <li>• <b>Light:</b> The light theme is best for lighter environments, when you need more contrast, or when you are projecting the application for others to view. Since some views are not affected by the theme changes, you may want to choose the light theme for a more cohesive viewing experience.</li> </ul> <p>Your selection only changes how NetWitness appears to you, not other users.</p> |
| Change my password       | Opens the Preferences dialog where you can change your password.  |
| Version                  | Shows the NetWitness version.   |
| Sign Out                 | Enables you to log out of NetWitness.   |

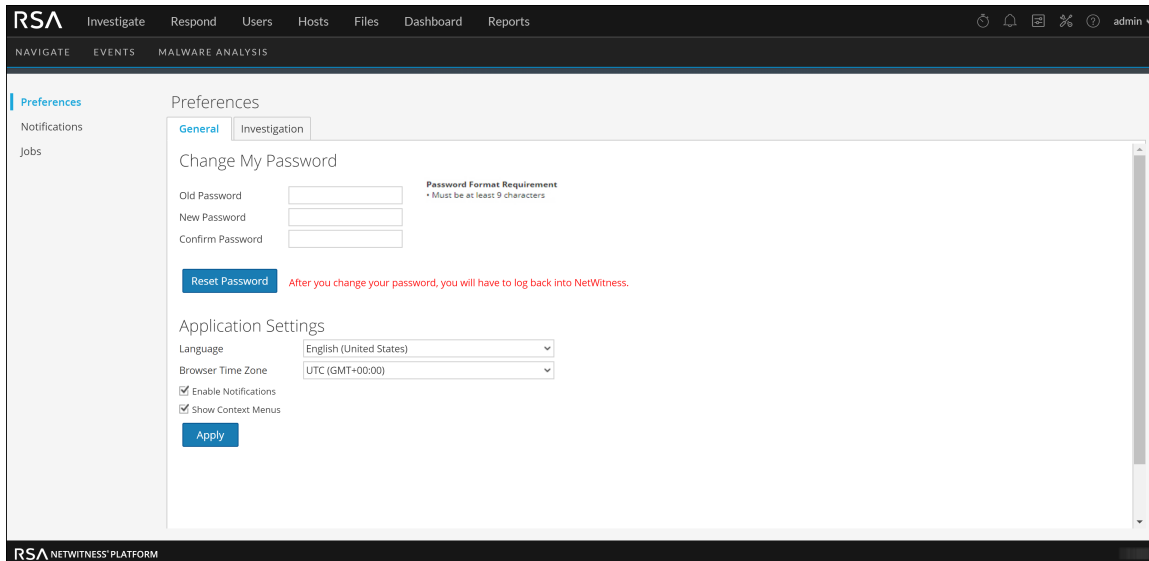
Any selections that you make become effective immediately.

## Preferences

To access additional global user preferences, do one of the following:

- For most views, such as Investigate, Dashboard, Reports,  (Configure) , or  (Admin) , select your username and then select **Profile**.
- In the Springboard, Investigate view [Events (formerly Event Analysis)], Respond, Users, Hosts, Files, and some  (Configure) views, select your username, for example `admin` , and in the User Preferences dialog click **Change my password**.

The Preferences dialog shows your current preferences.



The following tables describe the global application preference options that you can access from the Preferences dialog.

## Change My Password Section

This section enables you to change your password. Your administrator defines the appropriate password strength requirements for your NetWitness password, such as minimum password length and minimum number of uppercase, lowercase, decimal, non-Latin alphabetic, and special characters. These requirements are then displayed when changing your password.

The following table describes the options in the Change My Password section.

| Option           | Description   |
|------------------|---|
| Old Password     | Enter the password that you used to log in to NetWitness.   |
| New Password     | Enter the password that you want to use for the next login.   |
| Confirm Password | Retype the new password.  |
| Reset Password   | Updates your user profile with the new password. You will be logged out of NetWitness for the changes to take effect. The new password becomes effective the next time you log in to NetWitness. The password change is applied to your system login and to all NetWitness services on which your account has been added. |

If you changed your password, you will be logged out of NetWitness for the changes to take effect. The new password becomes effective the next time you log in to NetWitness.

## Application Settings Section


The following table describes the options in the Application Settings section.

| Option               | Description   |
|----------------------|---|
| Language             | (This option applies to NetWitness 11.2 and later.)<br>Sets the preferred language for the entire NetWitness Platform. The default language is English (United States).   |
| Browser Time Zone    | Sets the time zone to use in NetWitness. Your time zone preference is displayed on the toolbar.   |
| Enable Notifications | This checkbox enables and disables notifications for your user account. By default, NetWitness system notifications are enabled when a new user account is created.   |
| Enable Context Menus | This checkbox enables and disables context menus for your user account. By default, context menus are enabled when a new user account is created. Context menus provide additional functions for specific views when you right-click in a view. |
| Apply                | Updates your preferences and applies the changes immediately.   |

## Notifications Panel and Notifications Tray

NetWitness provides system notifications to advise users about certain actions or conditions:

- A host upgrade completed.
- A parser push to decoders completed.
- A service went down (critical log of a certain type).
- A visualization completed.
- A report completed.
- A newer software version is available.

While you are working in NetWitness, you can view recent system notifications without leaving the area where you are working. You can open a quick view of notifications from the NetWitness toolbar. You can look anytime, but when a new notification is received, the Notifications icon is flagged (.

When you are viewing notifications in the Notifications tray, only recent notifications are displayed. You can access all of your notifications from your user Profile and from the Notifications tray by selecting the View All option. Procedures for viewing notifications are provided in [Viewing and Deleting Notifications](#).


**Note:** In the Analyst UI, the license notifications are not displayed in the notification tray or login window when the license goes out of compliance or when the license expires. This is displayed only on the Admin UI.

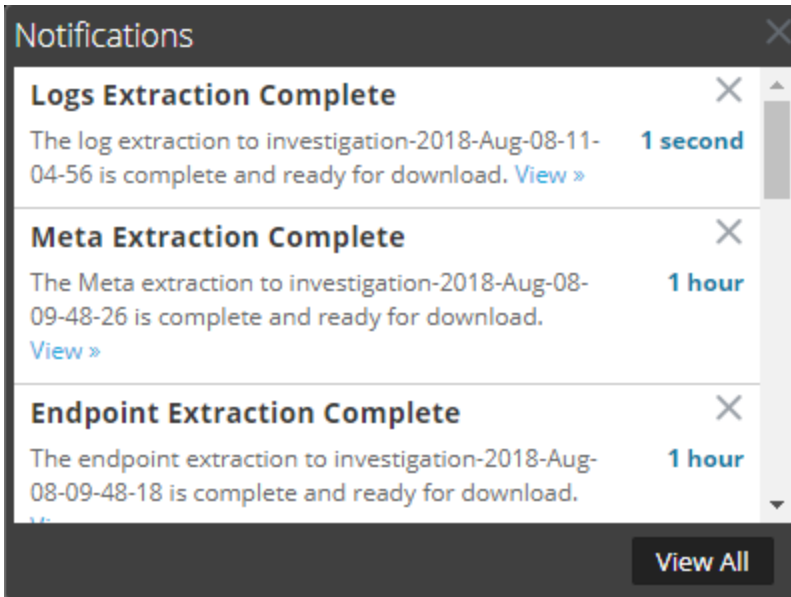
### What do you want to do?

| Role | I want to ...          | Show me how  |
|------|------------------------|--|
| All  | View all notifications | <a href="#">Viewing and Deleting Notifications</a> |
| All  | Delete notifications   | <a href="#">Viewing and Deleting Notifications</a> |

## Quick Look

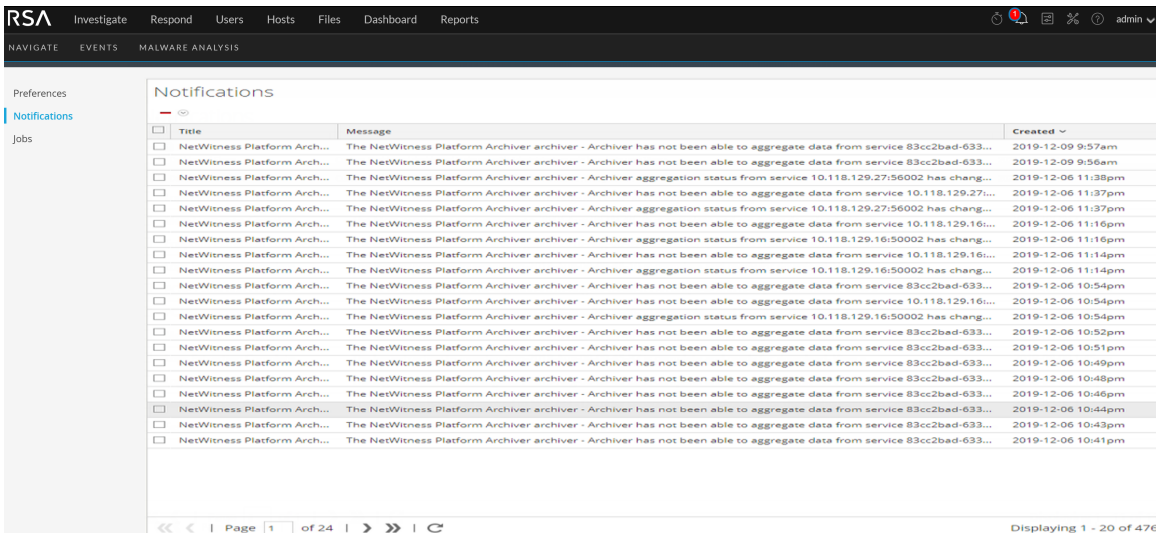
To access the Notifications panel, do one of the following:

- Click  to open the Notifications tray and then click **View All** in the Notifications tray.




- In the upper right corner of the NetWitness browser window, select your username and then select **> Profile**. In the options panel of the Preferences dialog, select **Notifications**.

The Notifications panel is displayed.




The Notifications tray shows your recent notifications. It contains a subset of the information in the Notifications panel. The Notifications panel shows all of your notifications. The following table describes the Notifications panel and Notifications tray features.


| Feature   | Description  |
|---|--|
|  | (Notifications panel only) Displays a drop-down menu where you can delete the selected notification or all of your notifications in the Notifications panel and in the Notifications tray.                               |
| Title   | The title of the notification, for example, <b>Logs Extraction Complete</b> .  |
| Message   | The entire message, for example, <b>The log extraction to Investigation is complete and ready for download</b> .   |
| View  | Some messages include a <b>View</b> link that displays a view where you can take action. For example, if there is a file to download, clicking this link opens the Jobs panel, the view where you can download the file. |
| Created   | The date and time the notification was created.<br>In the Notifications tray, it shows the number of hours or days since the notification was created.   |
| View All  | (Notification tray only) Opens the Notifications panel, which lists all of your notifications.   |



## Jobs Panel and Jobs Tray

Jobs are started by various NetWitness components; for example, downloading Content Management System (CMS) resources from Live Services and extracting logs, meta, and PCAP files from NetWitness Investigate.

In the  (Admin) > System view, Administrators can manage all NetWitness jobs in the Jobs panel. Other non-administrative users can view their own jobs in the user Profile Jobs panel.

In addition, while working in NetWitness, you can open a quick view of your jobs from the NetWitness toolbar. When a job status has changed, the Jobs icon () is flagged with the number of running jobs. Once all jobs are completed, that number disappears.

In the Jobs panel, you can:

- View and sort the jobs
- Pause or resume a job
- Cancel a job
- Delete a job
- Download a job

The structure of the jobs panel is the same in all views.

### What do you want to do?

| Role | I want to ...                    | Show me how                   |
|------|----------------------------------|-------------------------------|
| All  | Pause and Resume a Scheduled Job | <a href="#">Managing Jobs</a> |
| All  | Cancel or Delete a Job           | <a href="#">Managing Jobs</a> |
| All  | Download a Job                   | <a href="#">Managing Jobs</a> |


Your actions may be limited to your own jobs depending on your permissions.

### Quick Look

To access the Jobs panel, do one of the following:


- In the upper right corner of the NetWitness browser window, select your username and then select **Profile**. In the options panel of the Preferences dialog, select **Jobs**. The Jobs panel is displayed. It shows the jobs of a particular user.

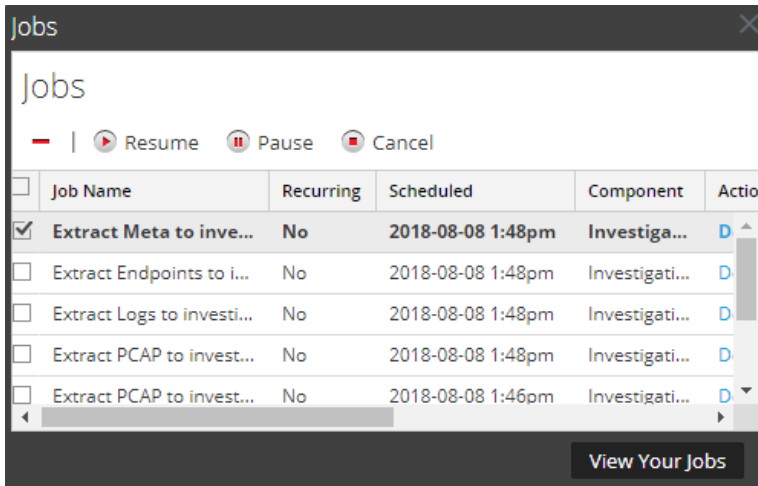
The screenshot displays the 'Jobs' panel in the RSA NetWitness Platform. The panel includes a sidebar with 'Preferences' and 'Notifications' sections, and a main area with a table of jobs. The table has the following columns: Job Name, Recurring, Scheduled, Component, Owner, Action, Message, Query, Status, and Progress. The jobs listed are all 'Completed' and include various tasks like 'Extract Meta to Broker...', 'Extract XML to Concen...', 'Extract JSON to Concen...', 'Extract CSV to Concen...', 'Extract Logs to LogDe...', and 'Extract Logs to Concen...'. The interface also shows navigation controls like 'Resume', 'Pause', and 'Cancel' buttons, and a pagination indicator 'Page 1 of 3'.

- Go to  (Admin) > System, and in the options panel, select **Jobs**. The Jobs panel in the Admin System view is displayed. It shows the jobs for all users.

This screenshot is identical to the one above, showing the 'Jobs' panel in the RSA NetWitness Platform. It displays a table of jobs with columns for Job Name, Recurring, Scheduled, Component, Owner, Action, Message, Query, Status, and Progress. All jobs are marked as 'Completed' with green progress bars. The interface also shows navigation controls like 'Resume', 'Pause', and 'Cancel' buttons, and a pagination indicator 'Page 1 of 3'.

The Jobs panel organizes information about jobs into a list. The columns present a job progress bar, the job name, an indication that the job is recurring or not recurring, the NetWitness component that is controlling the job, the owner of the job, the status, any associated message, and a download button to allow downloading of a job's packet capture files or payload files.

To display the Jobs tray, click the **Jobs** icon .



The Jobs tray lists all jobs that you own, recurring and non-recurring, using a subset of the columns available in the **Jobs** panel. Otherwise the Jobs tray and the user Profile Jobs panel are the same. In the Admin System view, the Jobs panel lists information about all NetWitness jobs for all users.

The following table describes the available options in the Jobs panel.

| Option | Description   |
|--------|---|
| Resume | The Resume option applies only to recurring jobs that have been paused. When you resume a paused job, the next execution of the job executes as scheduled.  |
| Pause  | The Pause option applies only to recurring jobs. When you pause a recurring job that is running, it has no effect on that execution. The next execution (assuming the job is still paused) is skipped.  |
| Cancel | Cancels a recurring or non-recurring job. You can cancel a job while it is running. If you cancel a recurring job, it cancels that execution of the job. The next time the job is scheduled to run, it executes normally.                           |
|        | Deletes a recurring or non-recurring job from the Jobs panel. When you delete a job, the job is instantly deleted from the Jobs panel. No confirmation dialog is offered. If you delete a recurring job, all future executions are removed as well. |

The following table describes the Jobs tray and Jobs panel columns.

| Column         | Description   |
|----------------|---|
| Selection box  | Enables you to select one or more jobs.   |
| Job Name       | Displays the name of the job; for example, <b>Extract Files</b> or <b>Upgrade Service</b> .   |
| Recurring      | Indicates whether the job is recurring or non-recurring. <b>Yes</b> = recurring, <b>No</b> = non-recurring.   |
| Scheduled      | Indicates the date and time at which the job was scheduled to begin.  |
| Component      | Indicates the component in which the job originated; for example, <b>Investigation</b> or <b>Administration</b> .   |
| Owner          | Indicates the owner of the job. The owner of the job is not included in the default <b>Jobs Tray</b> , because only the current user's jobs are displayed here. The column is available to add.   |
| Action         | Views the job in another view or downloads job files for the job to the default <b>Downloads</b> directory on the local system. Only successfully completed jobs have the <b>View</b> link in the <b>Action</b> column. Only jobs that create a file have the <b>Download</b> link in the <b>Action</b> column. |
| Message        | Displays additional information about the job; for example, <b>Extracting files</b> or <b>No sessions found</b> .   |
| Query          | Displays the query associated with the job to help you understand any issues with the result. This example provides the deviceid and the query that was submitted:<br>[Deviceid = 7 query = select * where sessionid=35667 size = 0 flags = 0]  |
| Status         | Indicates the status of the job. Common values for status are <b>Paused</b> , <b>Running</b> , <b>Canceled</b> , <b>Failed</b> , <b>Completed</b> , and other status values are possible.   |
| Progress       | Shows the percentage complete for a job.  |
| View Your Jobs | (Jobs tray only) Displays your jobs in the <b>Jobs panel</b> .  |