

# NetWitness<sup>®</sup> Platform XDR

Version 12.2.0.0

## Release Notes

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## What's New in 12.2.0.0 Release

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The NetWitness 12.2.0.0 Release Notes describe new features, enhancements, security fixes, upgrade paths, fixed issues, known issues, end-of-life functionality, build numbers, and self-help resources.

### Enhancements

The following sections are a complete list and description of enhancements to specific capabilities:

- [Policy-based Centralized Content Management](#)
- [Respond](#)
- [Core Database Tuning](#)
- [Endpoint Enhancements](#)
- [Concentrator, Decoder, and Log Decoder Services](#)
- [Integration](#)

To locate the documents that are referred to in this section, see <https://community.netwitness.com/t5/netwitness-platform-online/netwitness-platform-all-documents/tap/676246>.

The [Product Documentation](#) section has links to the documentation for this release.

### Policy-based Centralized Content Management

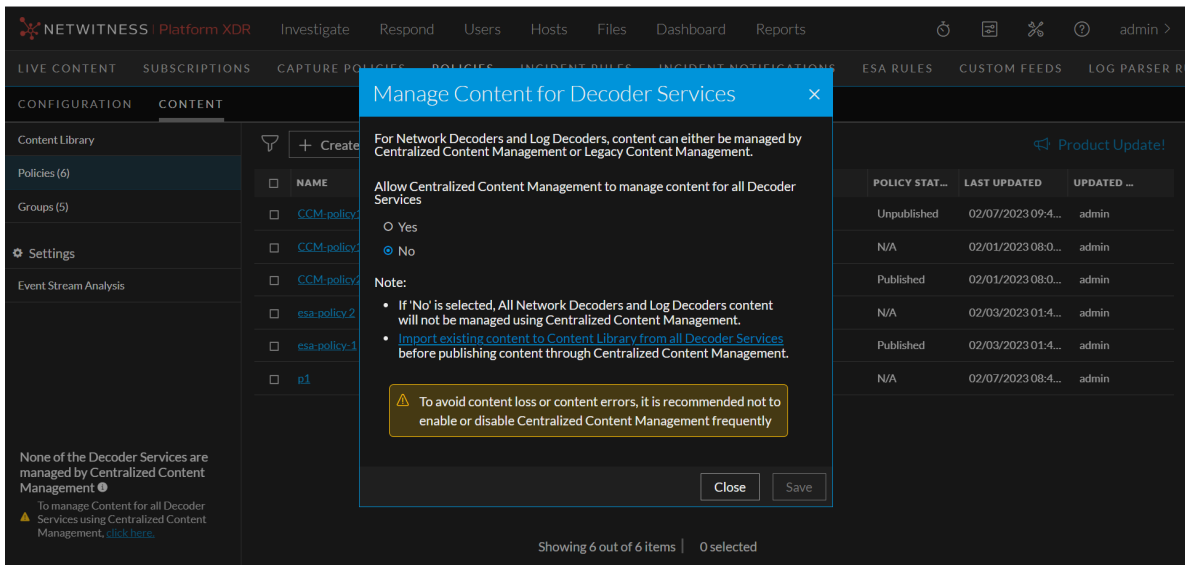
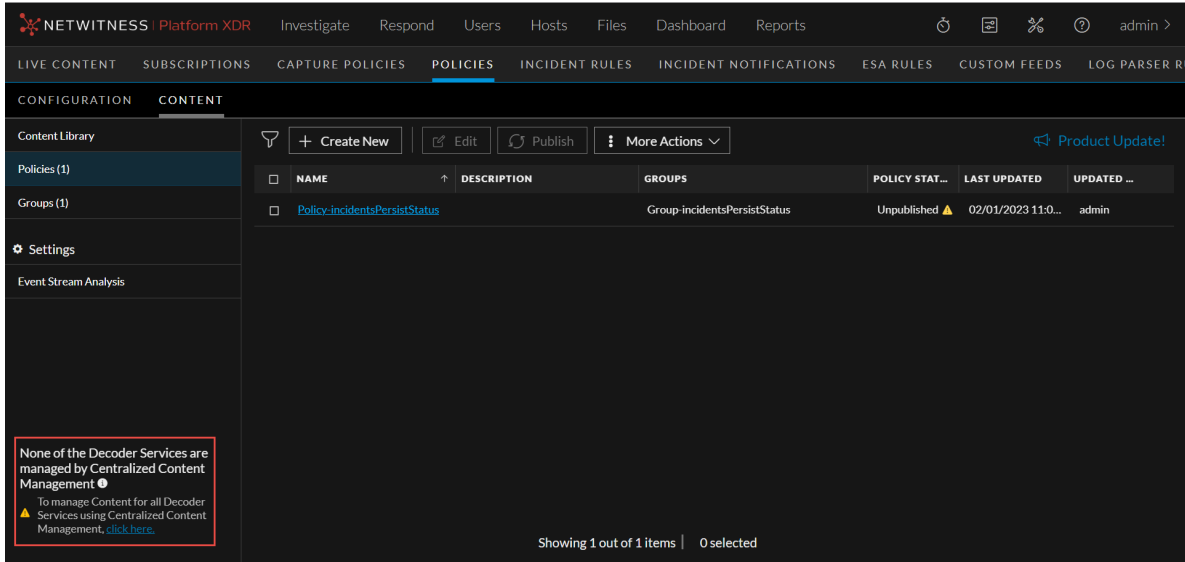
The following enhancements are made for Policy-based Centralized Content Management in 12.2.0.0 version:

- In order to enable the administrator to choose when to enable CCM, a single CCM toggle is introduced in the UI to enable or disable CCM for all 12.0 and later versions of Decoder Services. The toggle is available on the **Content** page and the toggle can be used to enable or disable CCM for all eligible Core Services at once. The CCM toggle has three states:
  - State1: None of the Decoder Services are managed by CCM

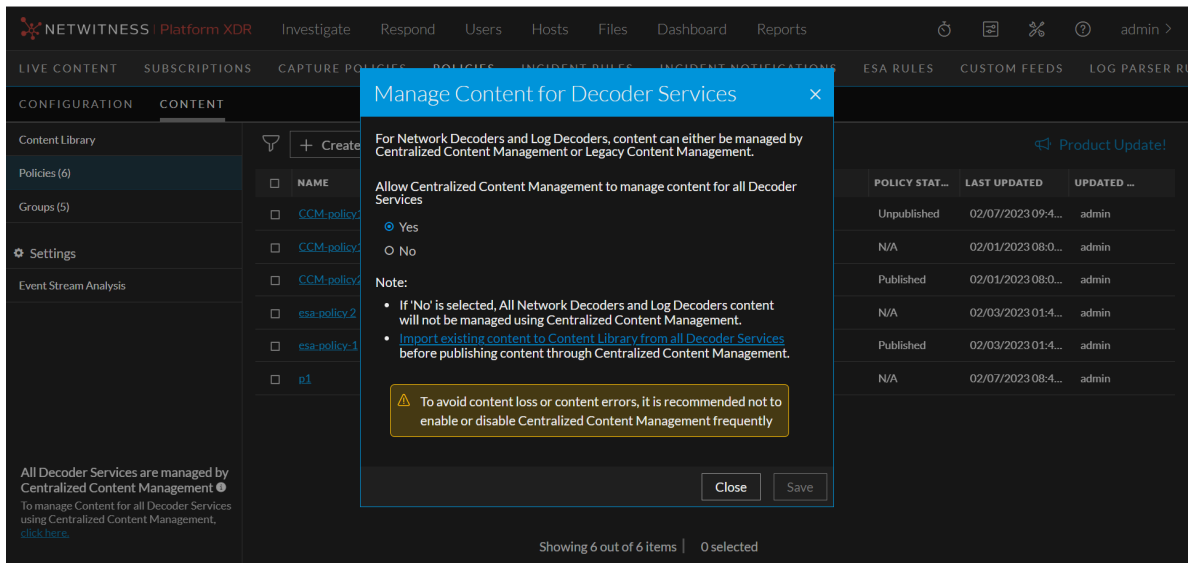
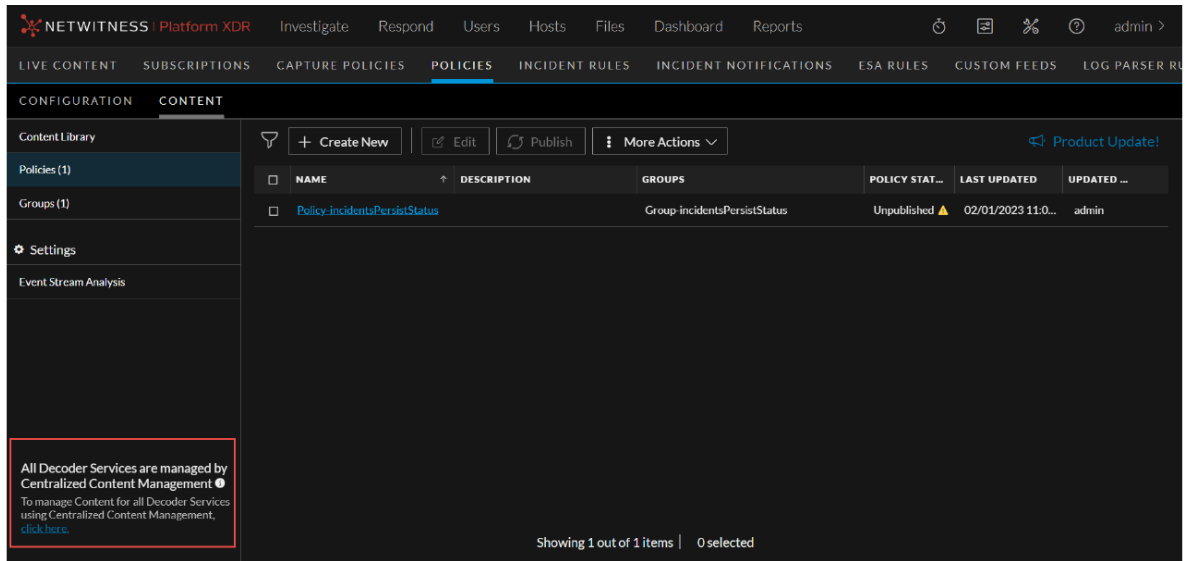
**Note:** This is the default status. The default status is applicable only:  
- If customers are upgrading from 11.x to 12.2 version  
- If customers have turned off the feature in previous versions

- State 2: All Decoder Services are managed by CCM
- State 3: Some Decoder Services are managed by CCM

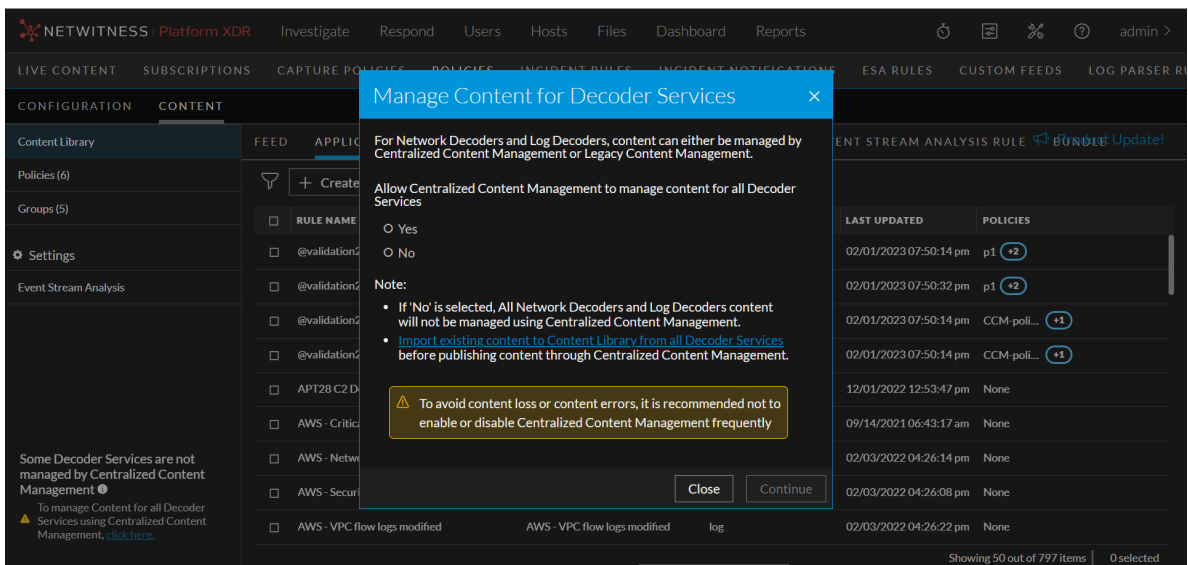
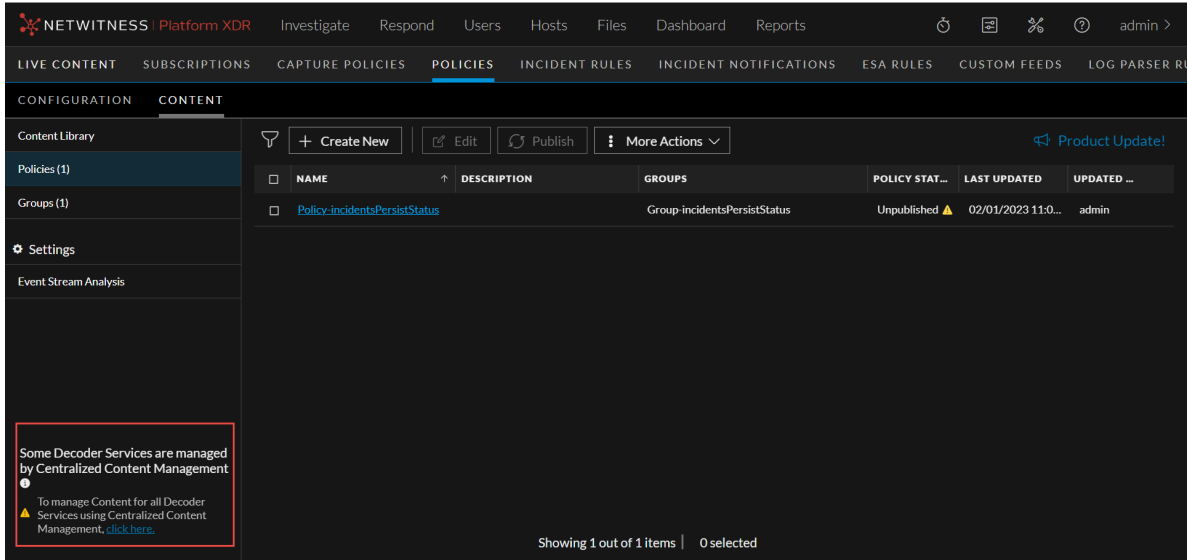
**State1: None of the Decoder Services are managed by CCM**



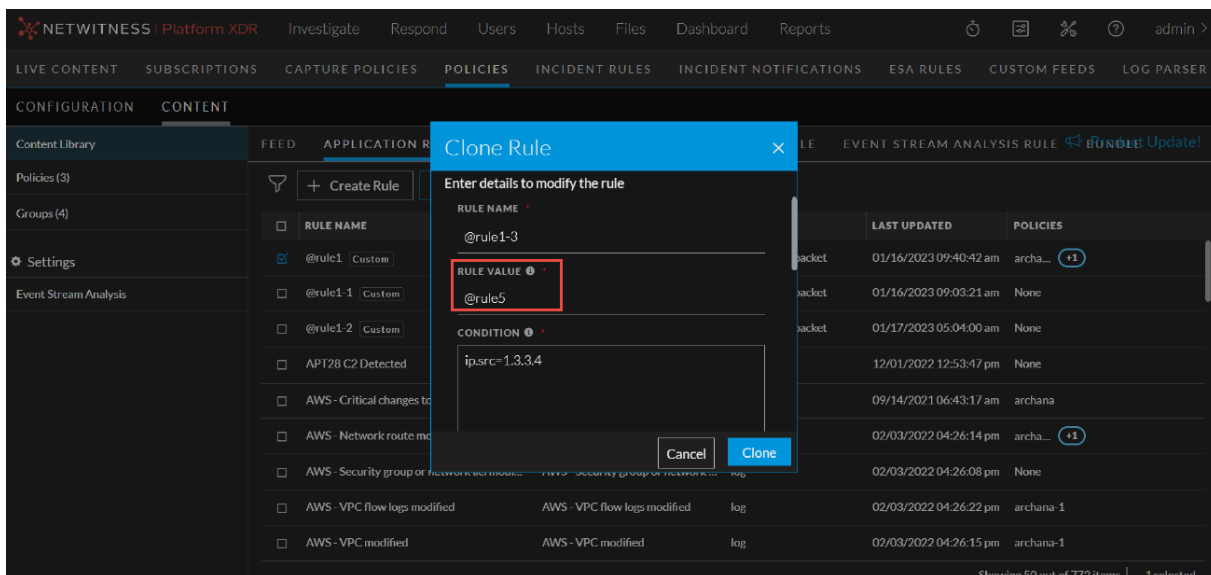
**State 2: All Decoder Services are managed by CCM**



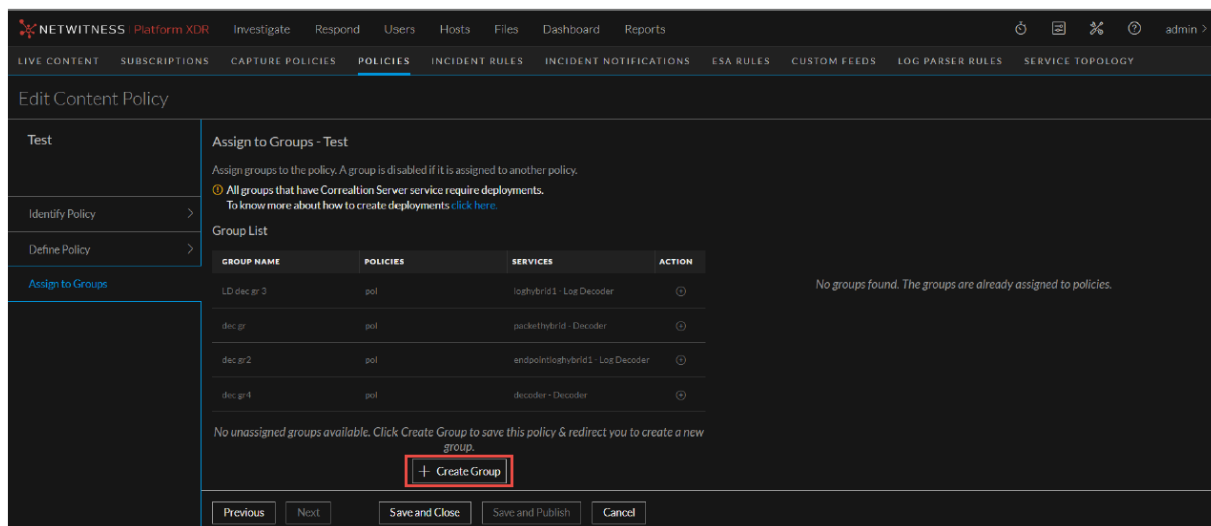
### State 3: Some Decoder Services are managed by CCM



- The administrator can edit the rule value while editing or cloning the Application Rule or Network Rule.

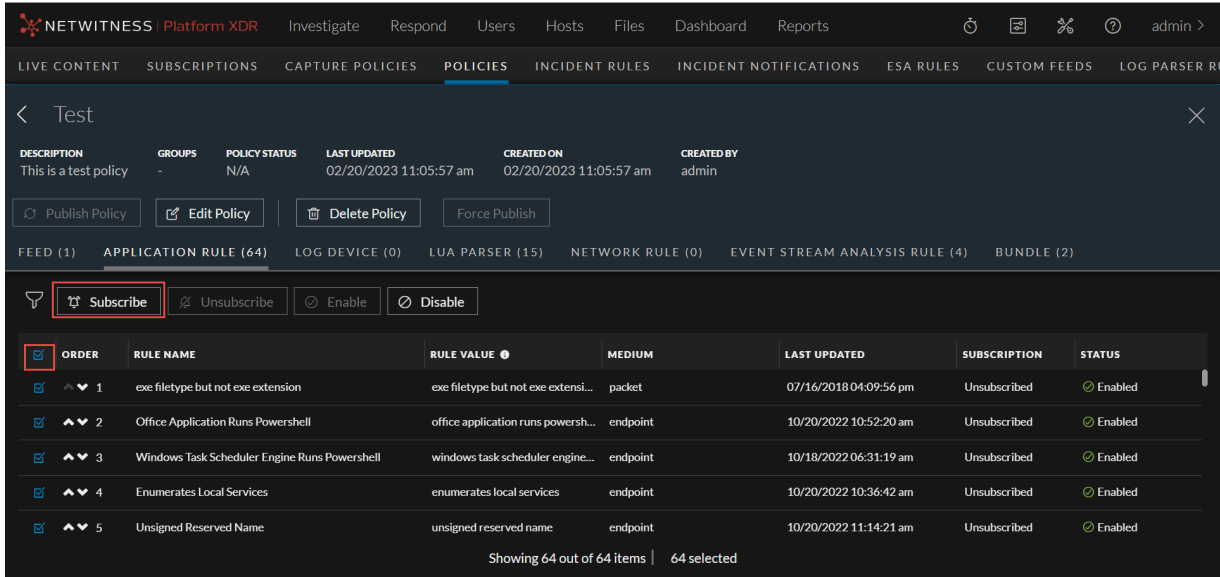


- During policy creation or modification, the administrator can create a new group and assign it to the policy if there are no unassigned groups available for the policy.

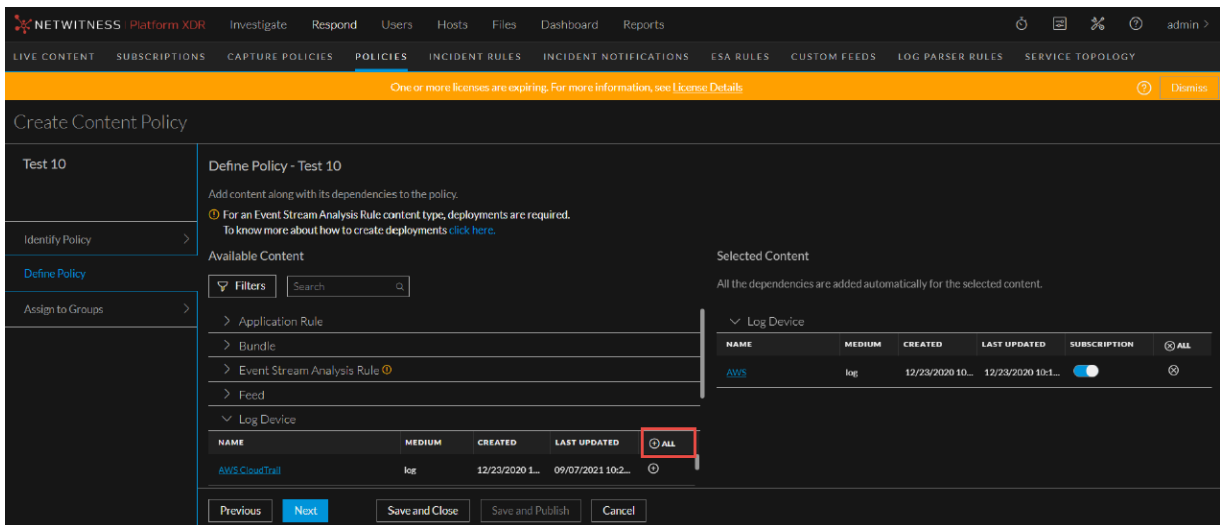



- For a policy, the administrator can subscribe to multiple content at once. This feature is available from 12.1.0.0 version or later.

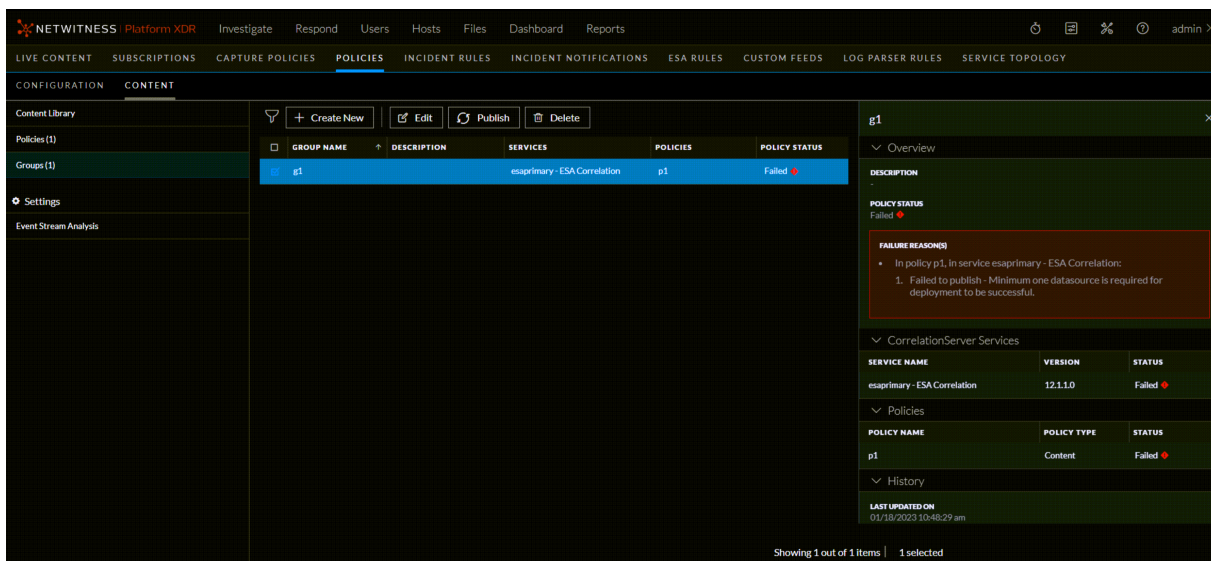




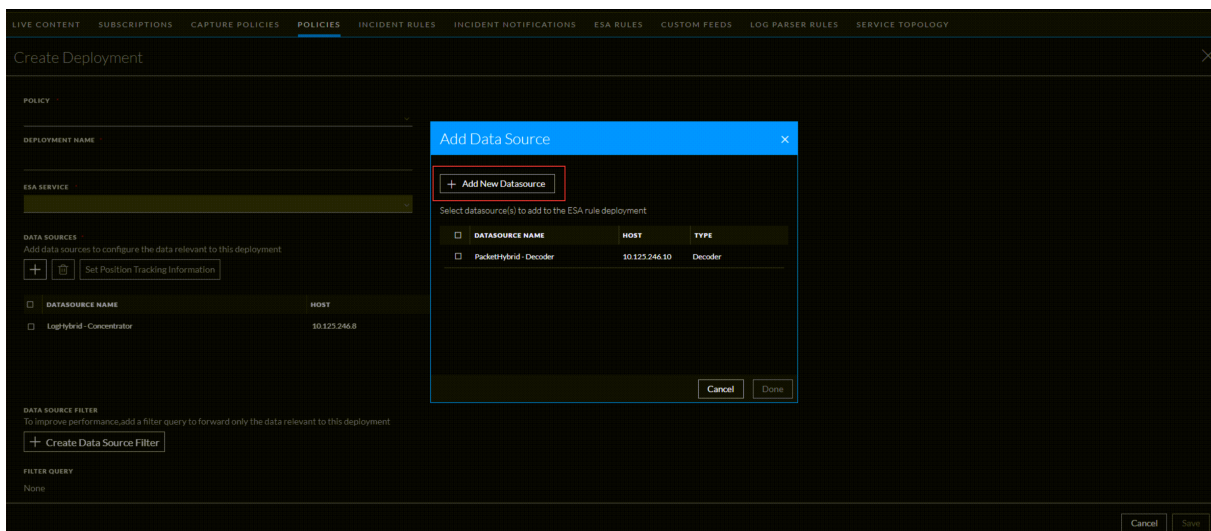
- During policy creation, the administrator can add all content to the policy based on the resource type.



- For a policy failed status, a caution icon  message banner is displayed in the **Policies** view and **Groups** view, indicating that the policy status failed for multiple reasons. Administrator can now see the policy overview section in the UI to find the failure reason and the workaround.



- Added + **Add New Datasource** option to add data sources in **Create Deployment** view and **Edit Deployment** view. Administrator can now add new data sources from the **Create Deployment** view, and **Edit Deployment** view when the required data source is unavailable.



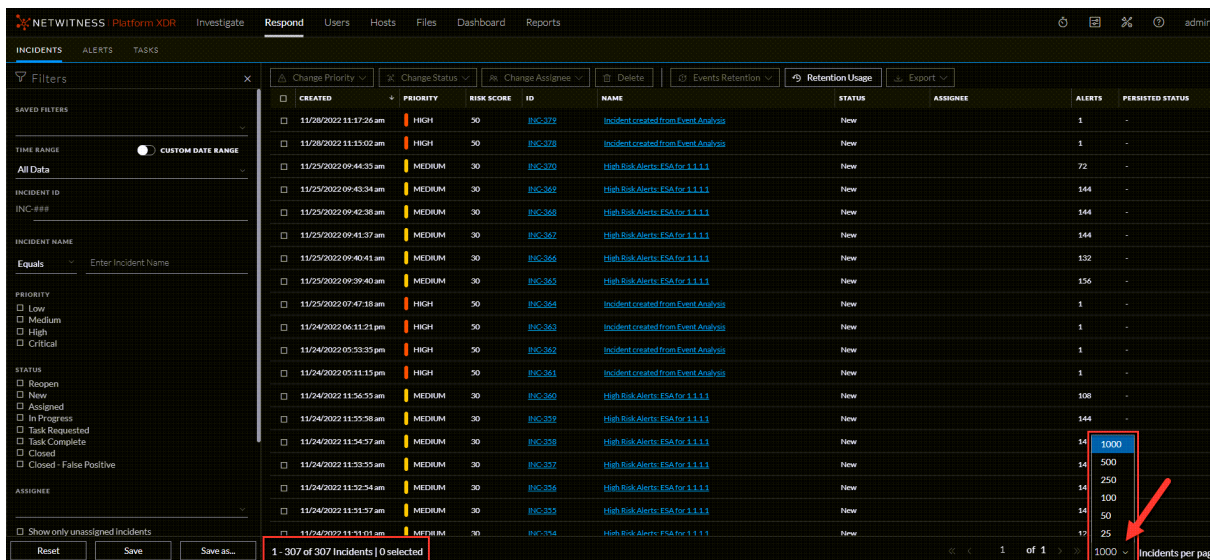
For more information on the enhancements, see [Policy-based Centralized Content Management Guide](#).

## Respond

The following enhancements are made for Respond component in 12.2.0.0 version:

- Introduced new pagination settings for the **Incidents** list view and **Alerts** list view. Administrator can now see all the available incidents with this feature and do the pagination settings for the following:
  - Navigate through required page numbers.

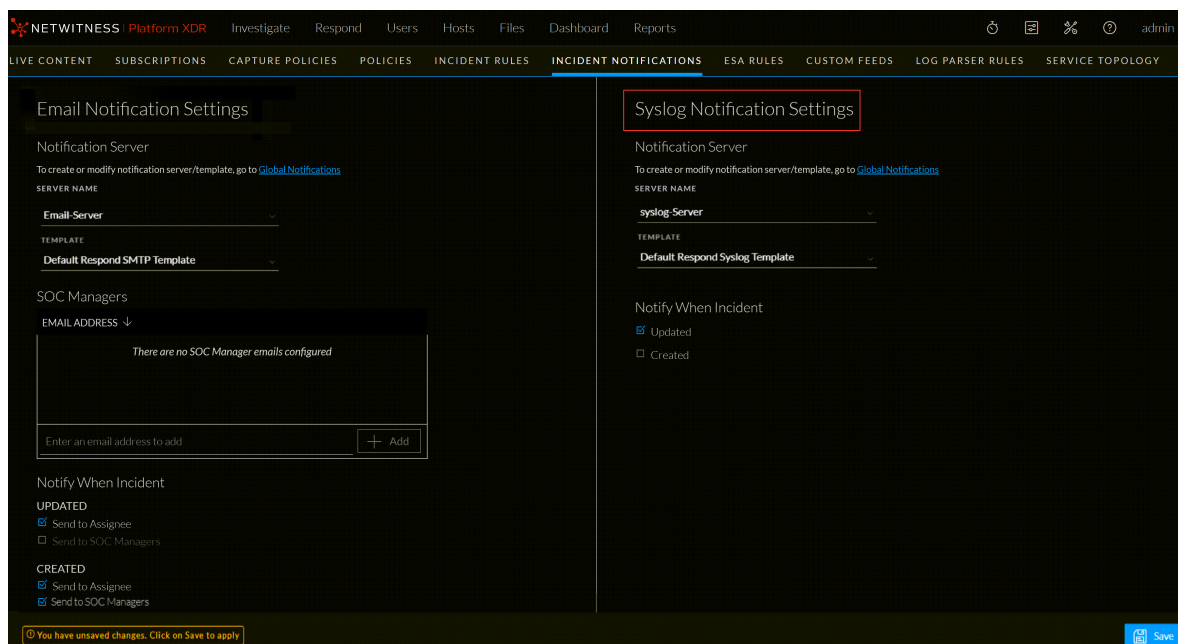
- Set the incidents per page as per the options available.



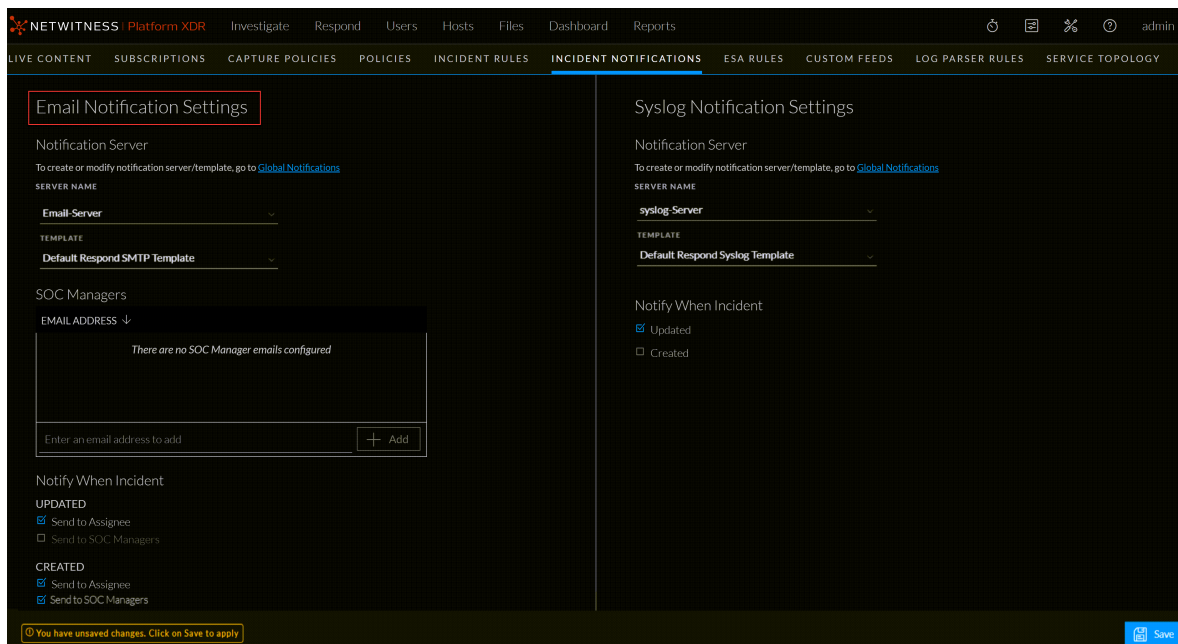
For more information, see [Incidents List View](#) and [Alerts List View](#) topics in *NetWitness Respond User Guide*.

- Introduced new **Syslog Notification Settings**.

- Administrators can now configure syslog alerts for new incidents added to the incidents queue. In addition, a new template field is added with Default Respond SMTP Template. Administrators can now select the pre-configured custom syslog notification template to configure the respond OOTB template available under global notification settings or write a custom respond template.



- Enhanced **Email Notification Settings**.
  - A new template field is added in the **Email Notification Settings** with Default Respond SMTP Template. Administrator can now select the pre-configured custom email notification template to configure the respond OOTB template available under global notification settings or write a custom respond template.



For more information, see [Configure Incident Notification Settings](#) topic in the *NetWitness Respond Configuration Guide*.

## Endpoint Enhancements

The following section describes the new enhancements for Endpoint component:

### Hosts View Enhancements

The **Hosts** view is enhanced to help analysts get an accurate number of Hosts and the list of Windows, Mac, and Linux machines on which the suspicious Autoruns are configured.

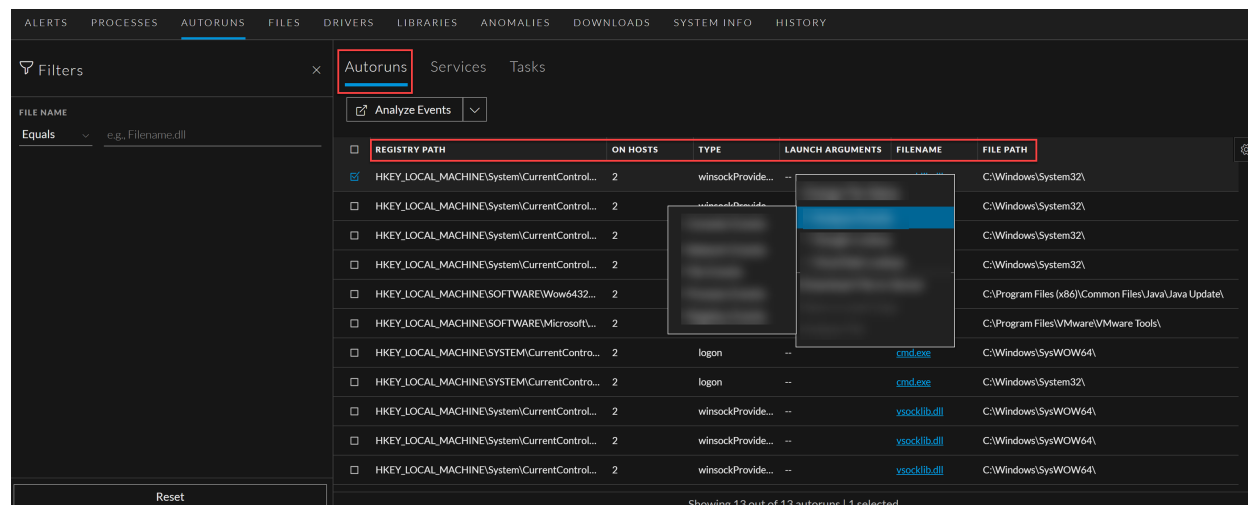
To optimize the view for analysts, a few columns in the **Hosts > Autoruns** view such as **Global Risk Score**, **Local Risk Score**, **Reputation**, **File Status**, **Downloaded**, **File Creation Time**, and **Signature** are removed.

The columns such as **Registry Path**, **Filename**, **File Path**, **On Hosts**, **Type**, and **Launch Arguments** are re-arranged in the following order:

1. Registry Path
2. On Hosts
3. Type
4. Launch Arguments

## 5. Filename

## 6. File Path



For more information, see the [Hosts View - Autoruns Tab](#) topic in the *NetWitness Endpoint User Guide*.

## Advanced Linux Agent - Process Event Tracking Enhancement

- **Linux Agent - Process Event Tracking** is introduced to help analysts view the `createprocess` activities. Analysts can view and monitor process events to detect threats on Linux machines.

For more information, see [Introduction to Endpoint Investigation](#) topic in the *NetWitness Endpoint User Guide*.

## REST API Enhancements

- New REST API's such as **Host Tag Management** and **Reset Risk Score** are added to help you access them while plugging into your custom deployments.

For more information, see [NetWitness API Guide](#).

## Supported Operating Systems Enhancements

- Administrators have the option to deploy Endpoint agents on the following Operating Systems:
  - **macOS Ventura (13)**
  - **Windows 11 (version 22H2)**

For more information, see [Introduction to Endpoint Agent Installation](#) topic in the *NetWitness Endpoint Agent Installation Guide*.

## Core Database Tuning

Introduced a new index config threshold `slice.memory.max`. When the index slice memory usage exceeds the threshold, an `index save` will save the index to disk, keeping the index memory usage in control. With this new setting, administrators can freely enable indexing all unique meta values on the meta keys they choose.

For more information, see the *Index All Values* topic in the [NetWitness Core Database Tuning Guide](#).

## Concentrator, Decoder, and Log Decoder Services

- HTTP2 parser now supports demultiplex interleaved streams and extracts the application payload for detections in other parsers looking at tokens in the payload. This also benefits analysts to reconstruct HTTP/2 sessions, download them as PCAPs, and extract data from the compressed payloads.

For more information, see the *Visibility into HTTP/2 Sessions* topic in the *NetWitness Decoder Configuration Guide*.

- Introduced the following Logstash event sources to collect logs from different event sources.
  - HTTP Receiver
  - IPFIX
  - Kubernetes

For more information, see the *Configure Logstash Event Sources* topic in the *NetWitness Log Collection Guide*.

## Integration

NetWitness Platform XDR supports the integration of the following parser services to collect logs. These services are supported on NetWitness Platform XDR 11.7.0.0 or later.

- Zscaler ZIA
- Zscaler ZPA
- OPSWAT Meta Access Cloud
- Symantec Endpoint Security Events
- Symantec Endpoint Security Incidents
- S3 Universal Connector support for access logs from Application Load Balancer (ALB).

For more information on integrating the parser services, see [NetWitness Platform Integrations Guide](#).

## Security Fixes

For more information on Security Fixes, see <https://community.netwitness.com/t5/netwitness-platform-advisories/ct-p/netwitness-advisories#security>.

## Upgrade Paths

The following upgrade paths are supported for NetWitness 12.2.0.0

- NetWitness 12.1.1.0 to 12.2.0.0
- NetWitness 12.1.0.1 to 12.2.0.0
- NetWitness 12.1.0.0 to 12.2.0.0
- NetWitness 12.0.0.0 to 12.2.0.0
- NetWitness 11.7.2.0 to 12.2.0.0
- NetWitness 11.7.1.2 to 12.2.0.0
- NetWitness 11.7.1.1 to 12.2.0.0
- NetWitness 11.7.1.0 to 12.2.0.0
- NetWitness 11.7.0.2 to 12.2.0.0
- NetWitness 11.7.0.1 to 12.2.0.0
- NetWitness 11.7.0.0 to 12.2.0.0
- NetWitness 11.6.x.x to 12.2.0.0

For more information on upgrading to 12.2.0.0, see [Upgrade Guide for NetWitness 12.2.0.0](#)

**Warning:** Before upgrading the UEBA host to 12.2.0.0, you must perform the backup of your Elasticsearch data such as Users, Entities, Alerts, and Indicators to retain them post upgrade. For more information, see [NetWitness UEBA Configuration Guide for 12.2.0.0](#).

## Product Version Life Cycle for NetWitness Platform

See for [Product Version Life Cycle for NetWitness Platform](#) a list of versions that reach End of Primary Support (EOPS).

## What's New in Previous Releases (11.7 to 12.1.1)

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The section provides new features and enhancements for all supported previous releases.

For more information, see <https://community.netwitness.com/t5/netwitness-platform-online/what-s-new-in-previous-releases-11-7-to-12-1-1/ta-p/695650>.



## Fixed Issues in 12.2.0.0 Release

This section lists issues fixed in 12.2.0.0 version.

### Reporting Engine Fixes

Tracking Number	Description
ASOC- 127373	Test chart feature in <b>Reports (Reports &gt; Charts &gt; Add new chart &gt; Test Chart)</b> is unable to load with certain time ranges such as 1hr, 3hr, 6hr, 12hr, and 24hr. This issue occurs because Start and End dates are set as required request parameters.

### Health Wellness Fixes

Tracking Number	Description
ASOC-122793	The <b>Hosts</b> section under <b>Health &amp; Wellness &gt; Monitoring</b> doesn't display the <b>Physical drive</b> , <b>Logical drive</b> , and <b>adapter</b> details due to an upgrade of the percli library to the newer version.
ASOC-109837	In Multi-server setup, both endpoint servers with a similar name are not populated in the <b>Health &amp; wellness</b> host in the <b>Files</b> drop-down list. As a result, showing only one endpoint server leads to the wrong telemetry data being displayed.

### CCM Fixes

Tracking Number	Description
ASOC-124432	The partial status is missing in policy and group listing under the select policy status ( <b>Policy List</b> or <b>Group List &gt; Open filter &gt; Select Policy Status</b> ). This effect to filter the partial status for the policies and groups.
ASOC-127302	Inappropriate banner message displayed in Group Details panel ( <b>Policies &gt; Event Stream Analysis &gt; ESA Deployments</b> ) if the policy is published to ESA group without deployment. As a result, it conveys a wrong message.

## SMS Fixes

Tracking Number	Description
ASOC-111141	After upgrading or installing 11.6, 11.6.1, and 11.7 versions, the logs are not written to <b>sms.log</b> but instead to <b>wrapper.log</b> . This is because multiple libraries were updated in these versions.

## ESM Fixes

Tracking Number	Description
ASOC-119909	In the <b>Event Source Discover</b> tab, the saved parser mappings are reverted when acknowledged. This occurs because the event source data is consolidated from different sources, but acknowledgment data is deleted due to an error.

## Context Hub Fixes

Tracking Number	Description
ASOC-124629	The Context Hub Server Config page ( <b>Admin</b> ) > <b>Services</b> > select the ContextHub Server > <b>View</b> > <b>Config</b> keeps loading if the RSA Endpoint (ECAT Data Sources) is not removed from the Context Hub Server before upgrading from 11.7 and older versions to 12.0, 12.1, or 12.1.x.x versions. Therefore, you cannot access the Data Sources.

## Core Services (Broker, Concentrator, Decoder, Archiver)

### Fixes

Tracking Number	Description
ASOC-123672	The regex expression in the Snort rule is causing too many recursive calls and causes a Decoder crash.

Tracking Number	Description
ASOC-113835	When accidentally a log is being sent to the LC service with more than 65535 characters (the standard limit for Syslog messages), the LD service rejects the log. This can block the LD appliance, decreasing the capture rate to 0.
ASOC-123806	Security scanner reported that HSTS Security Header (Strict-Transport-Security parameter) missing from HTTPS Response Header on NextGen Core Service Rest Ports/Pages.

## UEBA Fixes

Tracking Number	Description
ASOC-127311	<p>DAG's are failing due to invalid entries in the <code>management_store_metadata</code> collection of the presidio database.</p> <p>This causes DAG to clean the invalid store, which does not exist in the local cache, throwing a null pointer.</p>

## Risk Scoring Server Fixes

Tracking Number	Description
ASOC-127965	The <b>rsa-nw-logdecoder-analytics-content rpm</b> is removed since it has deprecated content. Due to the removal, fields such as <b>Risk</b> , <b>attack.tactic</b> and <b>attack.technique</b> are unavailable in the <b>events.json</b> file. As a result, the Endpoint Investigation is affected by removing <b>rsa-nw-logdecoder-analytics-content rpm</b> .

## Endpoint Fixes

Tracking Number	Description
ASOC-127727	When you select a host and perform the YARA scan, the username associated with the host is not displayed in the <b>Username</b> column.
ASOC-125796	The <b>File Name</b> column is not exported when you export the Files attributes to a CSV file.

Tracking Number	Description
ASOC-124056	The <b>Delete</b> filter is not working properly in the <b>Hosts</b> , <b>Files</b> , and <b>Respond</b> pages because the springboard does not trigger an API call request. As a result, you cannot delete already available filters.
ASOC-123536	When initiating YARA scan for a bulk agent, a few agents are not getting the correct banner. As a result, instead of getting a green banner, orange banner displays, which is a warning sign.
ASOC-124482	The <b>Cancel</b> and <b>Reset</b> options in the <b>Reset Risk Score</b> window ( <b>Files</b> > select a file > <b>More Actions</b> > <b>Reset Risk Score</b> ) cannot be accessed. As a result, you can neither cancel the Risk Score reset operation nor reset the Risk Score of the selected file
ASOC-124434	The Agent performs the YARA scan only for the YARA Rule files with .yar extension in their filenames and ignores other extensions such as <b>.txt</b> and <b>.yara</b> . As a result, agent YARA scan was not performed. This issue occurs due to rule file extensions validation check.
ASOC-122298	In multi-EPS deployment, when a malicious file is discovered in an agent machine, it gets alerted every time that file does some activity on the agent. This generates the same alert multiple times.

For additional information on fixed issues, see the Fixed Version column in the [NetWitness® Platform Known Issues list \(https://community.netwitness.com/t5/netwitness-platform-known-issues/netwitness-platform-known-issues/ta-p/571872\)](https://community.netwitness.com/t5/netwitness-platform-known-issues/netwitness-platform-known-issues/ta-p/571872) on NetWitness Community Portal.

## Known Issues in 12.2.0.0 Release

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Issues that remain unresolved in this release are documented in the NetWitness® Platform Known Issues list on the NetWitness community portal: <https://community.netwitness.com/t5/netwitness-platform-known-issues/netwitness-platform-known-issues/ta-p/571872>

## Build Numbers for 12.2.0.0 Components

The following table lists the build numbers for various components of NetWitness 12.2.0.0

Component	Version Number
NetWitness Admin Server	rsa-nw-admin-server-12.2.0.0-230124065138.5.184b10e.el7.centos.noarch.rpm
NetWitness Appliance	rsa-nw-appliance-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Appliance Nonfips	rsa-nw-appliance-nonfips-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Archiver	rsa-nw-archiver-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Audit Plugin	rsa-audit-plugins-12.2.0.0-4848.5.30cefb778.el7.noarch.rpm
NetWitness Audit RT	rsa-audit-rt-12.2.0.0-4848.5.30cefb778.el7.x86_64.rpm
NetWitness Bootstrap	rsa-nw-bootstrap-12.2.0.0-2301121706.5.0a6347a.el7.noarch.rpm
NetWitness Broker	rsa-nw-broker-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Broker Nonfips	rsa-nw-broker-nonfips-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Carlos RT	rsa-carlos-rt-12.2.0.0-2759.5.28e6e4de0.el7.x86_64.rpm
NetWitness Cloud	rsa-nw-cloud-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Cloud Connector Server	rsa-nw-cloud-connector-server-12.2.0.0-230118124022.5.b9c88af.el7.centos.noarch.rpm
NetWitness Cloud Link Server	rsa-nw-cloud-link-server-12.2.0.0-230220045950.5.500181d.el7.centos.noarch.rpm
NetWitness Collectd	rsa-collectd-12.2.0.0-4848.5.30cefb778.el7.x86_64.rpm
NetWitness Collectd SMS	rsa-collectd-sms-12.2.0.0-4848.5.30cefb778.el7.x86_64.rpm
NetWitness Component Descriptor	rsa-nw-component-descriptor-12.2.0.0-2303021034.5.b1ff7cb.el7.noarch.rpm
NetWitness Concentrator	rsa-nw-concentrator-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Concentrator Nonfips	rsa-nw-concentrator-nonfips-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Config Management	rsa-nw-config-management-12.2.0.0-2302081344.5.d08c441.el7.noarch.rpm
NetWitness Config Server	rsa-nw-config-server-12.2.0.0-230124083725.5.91779f1.el7.centos.noarch.rpm
NetWitness Console	rsa-nw-console-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm

NetWitness Content Server	rsa-nw-content-server-12.2.0.0-230207033420.5.5299c23.el7.centos.noarch.rpm
NetWitness ContextHub Server	rsa-nw-contexthub-server-12.2.0.0-230204061353.5.6f68ae9.el7.centos.noarch.rpm
NetWitness Correlation Server (ESA)	rsa-nw-correlation-server-12.2.0.0-230227121018.5.2446c5a.el7.centos.noarch.rpm
NetWitness Decoder	rsa-nw-decoder-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Decoder Content	rsa-nw-decodercontent-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Decoder Nonfips	rsa-nw-decoder-nonfips-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Deployment Upgrade	rsa-nw-deployment-upgrade-12.2.0.0-2302070741.5.5205c19.el7.noarch.rpm
NetWitness Endpoint Agents	rsa-nw-endpoint-agents-12.2.0.0-2302071537.5.1ec89c1.el7.x86_64.rpm
NetWitness Endpoint Broker Server	rsa-nw-endpoint-broker-server-12.2.0.0-230125042841.5.fee0f65.el7.centos.noarch.rpm
NetWitness Endpoint Server	rsa-nw-endpoint-server-12.2.0.0-230217070532.5.be551c9.el7.centos.noarch.rpm
NetWitness Esper Enterprise	rsa-nw-esper-enterprise-12.2.0.0-2212061609.5.01712a3.el7.noarch.rpm
NetWitness Integration Server	rsa-nw-integration-server-12.2.0.0-230301073755.5.d489dbc.el7.centos.noarch.rpm
NetWitness Investigate Server	rsa-nw-investigate-server-12.2.0.0-221230003657.5.5c5ffcd.el7.centos.noarch.rpm
NetWitness Legacy Web Server	rsa-nw-legacy-web-server-12.2.0.0-230215151116.5.8722310.el7.centos.noarch.rpm
NetWitness License Server	rsa-nw-license-server-12.2.0.0-221213050556.5.add9a8.el7.centos.noarch.rpm
NetWitness Log Collector	rsa-nw-logcollector-12.2.0.0-15076.5.4ef5cbd1d.el7.x86_64.rpm
NetWitness Log Collector Perl	rsa-nw-logcollector-perl-12.2.0.0-15076.5.4ef5cbd1d.el7.x86_64.rpm
NetWitness Log Collector Tools	rsa-nw-logcollector-tools-12.2.0.0-15076.5.4ef5cbd1d.el7.x86_64.rpm
NetWitness Log Decoder	rsa-nw-logdecoder-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Log Player	rsa-nw-logplayer-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm
NetWitness Malware Analytics Server	rsa-nw-malware-analytics-server-12.2.0.0-230120063640.5.f6a7a0e.el7.centos.x86_64.rpm

NetWitness Metrics Server	rsa-nw-metrics-server-12.2.0.0-221202072640.5.851266d.el7.centos.noarch.rpm
NetWitness Node Infra Server	rsa-nw-node-infra-server-12.2.0.0-221206073311.5.edea288.el7.centos.noarch.rpm
NetWitness Orchestration Cli	rsa-nw-orchestration-cli-12.2.0.0-2302071321.5.4ebaac9.el7.noarch.rpm
NetWitness Orchestration Server	rsa-nw-orchestration-server-12.2.0.0-230207073853.5.1106db7.el7.centos.noarch.rpm
NetWitness Placeholder	rsa-nw-placeholder-12.2.0.0-2209081253.5.24af400.el7.noarch.rpm
NetWitness Presidio Airflow	rsa-nw-presidio-airflow-12.2.0.0-2302201200.5.c34ea1d.el7.noarch.rpm
NetWitness Presidio Config Server	rsa-nw-presidio-configserver-12.2.0.0-2302201200.5.c34ea1d.el7.noarch.rpm
NetWitness Presidio Core	rsa-nw-presidio-core-12.2.0.0-2302201200.5.c34ea1d.el7.noarch.rpm
NetWitness Presidio Elastic Search Init	rsa-nw-presidio-elasticsearch-init-12.2.0.0-2302201200.5.c34ea1d.el7.noarch.rpm
NetWitness Presidio Ext NetWitness	rsa-nw-presidio-ext-netwitness-12.2.0.0-2302201215.5.2a824fd.el7.noarch.rpm
NetWitness Presidio Flume	rsa-nw-presidio-flume-12.2.0.0-2302201214.5.59f17e0.el7.noarch.rpm
NetWitness Presidio Manager	rsa-nw-presidio-manager-12.2.0.0-2302201200.5.c34ea1d.el7.noarch.rpm
NetWitness Presidio Output	rsa-nw-presidio-output-12.2.0.0-2302201200.5.c34ea1d.el7.noarch.rpm
NetWitness Presidio UI	rsa-nw-presidio-ui-12.2.0.0-2302201218.5.8c1b186.el7.noarch.rpm
NetWitness Recovery Tools	rsa-nw-recovery-tool-12.2.0.0-2210190611.5.6c34df8.el7.noarch.rpm
NetWitness Relay Server	rsa-nw-relay-server-12.2.0.0-230125042932.5.90277be.el7.centos.noarch.rpm
NetWitness Reporting Engine Server	rsa-nw-re-server-12.2.0.0-5968.5.46e2acc44.el7.x86_64.rpm
NetWitness Respond Server	rsa-nw-respond-server-12.2.0.0-230220042139.5.2be6e0d.el7.centos.noarch.rpm
NetWitness Root CA Update	rsa-nw-root-ca-update-12.2.0.0-2212150907.5.f203f0e.el7.noarch.rpm
NetWitness SA Tools	rsa-sa-tools-12.2.0.0-2301110438.5.06889e6.el7.noarch.rpm
NetWitness Security Cli	rsa-nw-security-cli-12.2.0.0-2210190742.5.bfcb6ab.el7.noarch.rpm
NetWitness Security Server	rsa-nw-security-server-12.2.0.0-230117022537.5.ebfcbb.el7.centos.noarch.rpm



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NetWitness Shell	rsa-nw-shell-12.2.0.0-221202031207.5.667815c.el7.centos.noarch.rpm
NetWitness SOS Report Plugins	rsa-nw-sosreport-plugins-12.2.0.0-2209081311.5.478c3cb.el7.noarch.rpm
NetWitness SMS Runtime	rsa-sms-runtime-rt-12.2.0.0-4821.5.a6f1e295b.el7.x86_64.rpm
NetWitness SMS Server	rsa-sms-server-12.2.0.0-4848.5.30cefb778.el7.x86_64.rpm
NetWitness Source Server	rsa-nw-source-server-12.2.0.0-230207235654.5.caf2398.el7.centos.noarch.rpm
NetWitness User Interface	rsa-nw-ui-12.2.0.0-230208030341.5.b25c6a3fd3.el7.centos.noarch.rpm
NetWitness Workbench	rsa-nw-workbench-12.2.0.0-12704.5.eff9fdd6e.el7.x86_64.rpm

## Getting Help with NetWitness Platform XDR

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### Product Documentation

The following documentation is provided with this release.

Documentation	Location URL
NetWitness Platform Master Table of Contents	<a href="https://community.netwitness.com/t5/netwitness-platform-online/tkb-p/netwitness-online-documentation">https://community.netwitness.com/t5/netwitness-platform-online/tkb-p/netwitness-online-documentation</a>
NetWitness Platform 12.2.0.0 Product Documentation	<a href="https://community.netwitness.com/t5/netwitness-platform-online/tkb-p/netwitness-online-documentation">https://community.netwitness.com/t5/netwitness-platform-online/tkb-p/netwitness-online-documentation</a>
NetWitness Platform 12.2.0.0 Upgrade Guide	<a href="https://community.netwitness.com/t5/netwitness-platform-online/upgrade-guide-for-12-2/ta-p/696583">https://community.netwitness.com/t5/netwitness-platform-online/upgrade-guide-for-12-2/ta-p/696583</a>

### Self-Help Resources

There are several options that provide you with help as you need it for installing and using NetWitness:

- See the documentation for all aspects of NetWitness here: <https://community.netwitness.com/t5/netwitness-platform/ct-p/netwitness-documentation>
- Use the **Search** and **Create a Post** fields in NetWitness Community portal to find specific information here: <https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions>
- See the NetWitness Knowledge Base: <https://community.netwitness.com/t5/netwitness-knowledge-base/tkb-p/netwitness-knowledge-base>
- See Troubleshooting section in the guides.
- See also [NetWitness® Platform Blog Posts](#).
- If you need further assistance, contact NetWitness Support.

### Contact NetWitness Support

If you contact NetWitness Support, you should be at your computer. Be prepared to provide the following information:

- The version number of the NetWitness Platform product or application you are using.
- The type of hardware you are using.

Use the following contact information if you have any questions or need assistance.

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NetWitness Community Portal	<a href="https://community.netwitness.com">https://community.netwitness.com</a> In the main menu, click <b>Support &gt; Case Portal &gt; View My Cases</b> .
International Contacts (How to Contact NetWitness Support)	<a href="https://community.netwitness.com/t5/support/ct-p/support">https://community.netwitness.com/t5/support/ct-p/support</a>
Community	<a href="https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions">https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions</a>
NW Update	<a href="https://update.netwitness.com/">https://update.netwitness.com/</a>
LiveUI	<a href="https://live.netwitness.com/">https://live.netwitness.com/</a>

## Feedback on Product Documentation

You can send an email to [feedbacknwdocs@netwitness.com](mailto:feedbacknwdocs@netwitness.com) to provide feedback on NetWitness Platform XDR documentation.