

# NetWitness<sup>®</sup> Platform XDR

Version 12.2.0.0

## NetWitness Respond User Guide

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## NetWitness Respond Process

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NetWitness Respond collects alerts from multiple sources and provides the ability to group them logically and start an Incident Respond workflow to investigate and remediate the security issues raised. NetWitness Respond enables you to configure rules that automatically aggregate alerts into incidents. Alerts are normalized by the system to a common format to provide users with a consistent view for the rule criteria regardless of the data source. You can build query criteria based on the alert data with the ability to query on fields that are common as well as specific to data sources.

The rule engine allows you to group similar alerts together into an incident so that the investigation and remediation workflow can be shared across a set of similar alerts. You can create rules that can group alerts into incidents depending on a common value they share for one or two attributes (for example, source hostname) or if they are reported within a limited time window (for example, alerts that are within four hours of each other).

If an alert matches a rule, an incident is created using the criteria. As new alerts are ingested, if an existing incident was already created that matched those criteria, and that incident is not "in progress" yet, the new alerts continue to be added to the same incident. If there is no existing incident for the grouped value (for example, the specific hostname) or the time window, a new incident is created and the alert is added to it.

You can have multiple incident rules. The rules can either group alerts into incidents or suppress alerts from being matched by any rule. The rules are ranked top-to-bottom and only the first rule to match an incoming alert is used to include that alert in an incident. The incidents provide a context for the alerts, provide tools to record the investigation status, and track the progress of associated tasks.

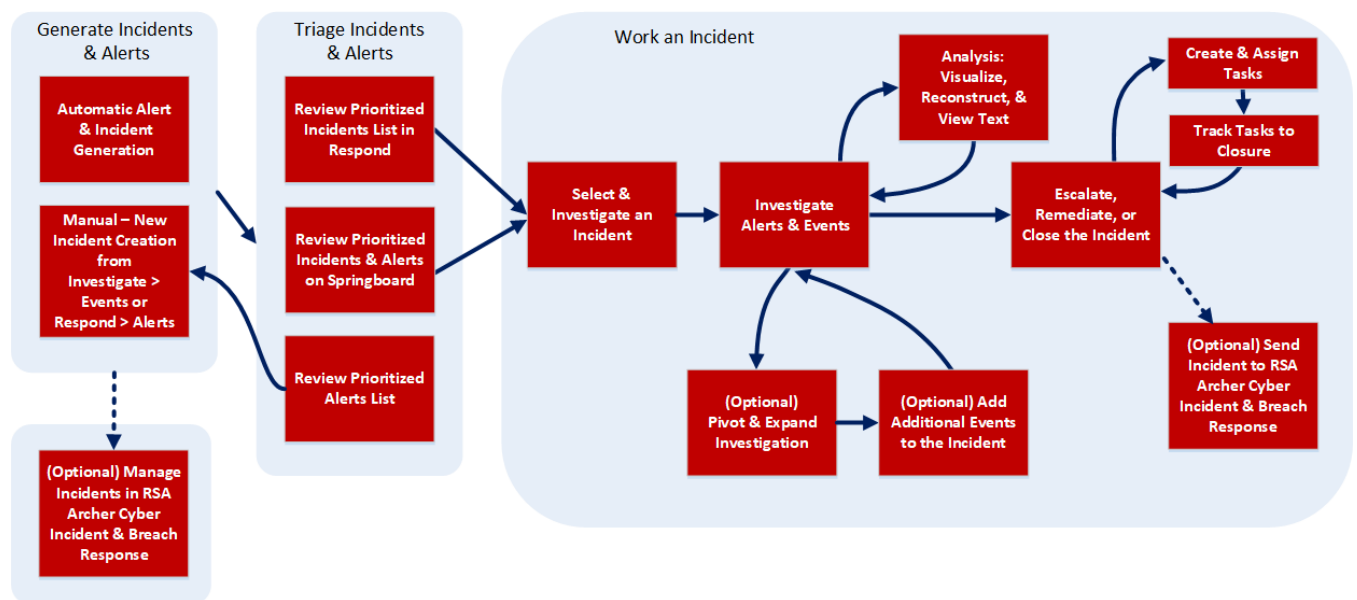
The stages in the NetWitness Respond process are:

- **Generate Incidents & Alerts**
  - Automatic Alert & Incident Generation
  - Manual - New Incident Creation from Investigate > Events or Respond > Alerts
  - (Optional) Manage Incidents in Archer Cyber Incident and Breach Response (If you manage incidents in Archer instead of in NetWitness Respond, the process ends here.)
- **Triage Incidents & Alerts**
  - Review Prioritized Incident List in Respond
  - Review Prioritized Incidents & Alerts on Springboard
  - Review Prioritized Alerts List
- **Work an Incident**
  - Select & Investigate Incident
  - Investigate Alerts & Events
    - Analysis: Visualize, Reconstruct, and View Text
    - (Optional) Pivot & Expand Investigation
    - (Optional) Add Additional Events to Incident

- Escalate, Remediate, or Close the Incident
  - Create & Assign Tasks
  - Track Tasks to Closure
  - (Optional) Send Incidents to Archer Cyber Incident & Breach Response. (In NetWitness version 11.2 and later, if Archer is configured as a data source in Context Hub, you can send incidents to Archer Cyber Incident & Breach Response.)

## NetWitness Respond Workflow

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



## Responding to Incidents

An *Incident* is a logically grouped set of alerts created automatically by the Incident Aggregation Engine and grouped by a specific criteria. An incident, available in the Respond view, allows an Analyst to triage, investigate, and remediate these groups of alerts. Incidents can be moved between users, notated, and explored using a nodal graph. Incidents allow users to ensure that they understand the full scope of an attack or event in their NetWitness system and then take action.

The **Respond** view is designed to help you quickly identify the ongoing issues in your network and work with other Analysts to quickly solve the issues.

The Respond view presents Incident Responders 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. This enables you to determine the incident scope so you can escalate or remediate it as appropriate.

Within the Respond view, you can see Incidents, Alerts, and Tasks:

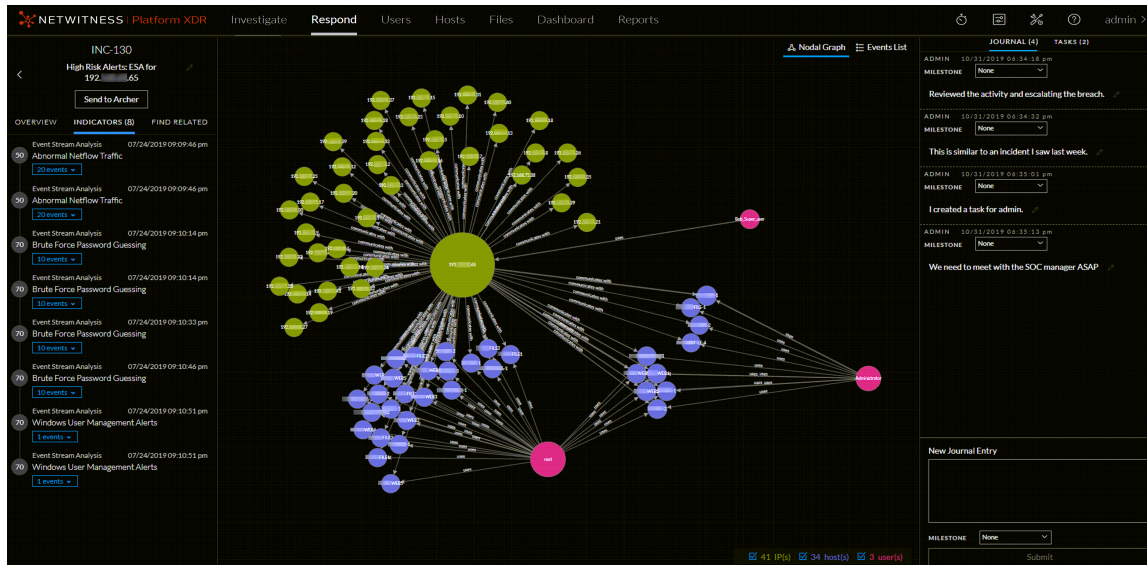
- **Incidents:** Enables you to respond to and manage incidents from start to finish.
- **Alerts:** Enables you to manage alerts from all sources received by NetWitness and create incidents from selected alerts.
- **Tasks:** Enables you to view and manage the complete list of tasks created for all incidents.

If you navigate to Respond > Incidents, you can see the Incidents List view and from there you can access the Incident Details view for a selected incident. These are the main views that you use to respond to incidents. The following figure shows the list of prioritized incidents in the **Incidents List** view.

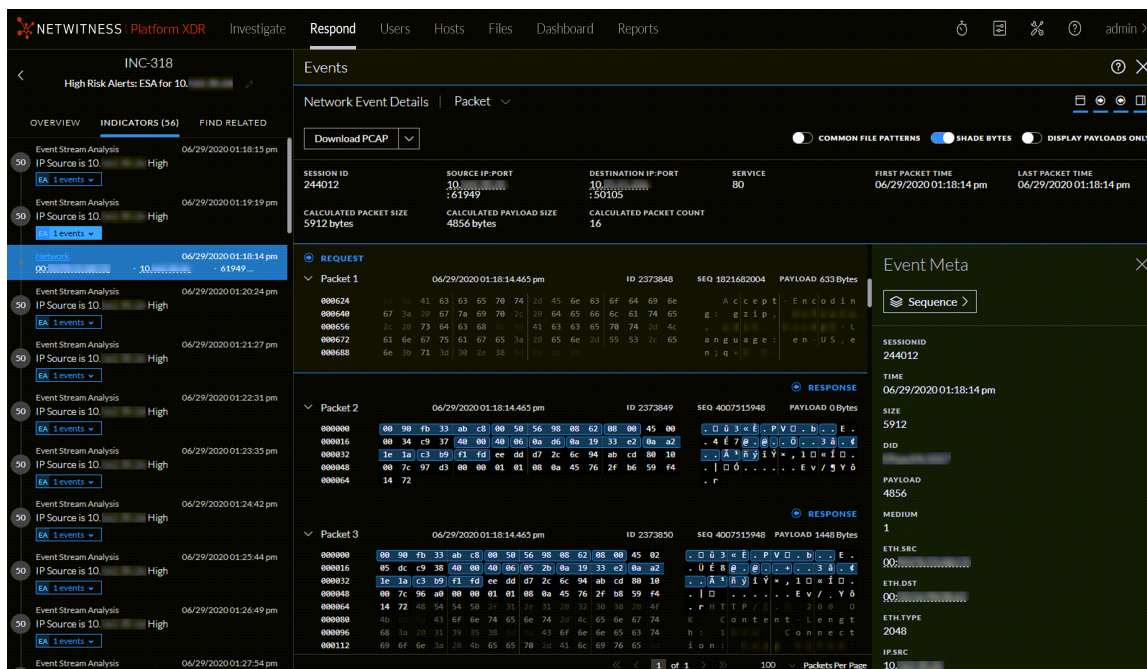
CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
05/05/2020 02:15:41 pm	CRITICAL	100	INC-610	Threshold Breached for FILE_S850xhost.exe	New		1
05/05/2020 05:16:05 am	CRITICAL	100	INC-72	Threshold Breached for FILE_vyhost.exe	New		8
05/05/2020 05:15:04 am	CRITICAL	100	INC-70	Threshold Breached for FILE_vyppa.dll	Task Requested	analyst	4
05/05/2020 05:14:34 am	CRITICAL	100	INC-68	Threshold Breached for FILE_IWVDriver20073.sys	New		7
05/05/2020 04:28:04 am	CRITICAL	100	INC-22	Threshold Breached for FILE_vyhost.exe	New		9
05/05/2020 04:28:04 am	CRITICAL	100	INC-21	Threshold Breached for FILE_S850xhost.exe	New		8
05/05/2020 04:28:04 am	CRITICAL	100	INC-20	Threshold Breached for FILE_vyhost.exe	New		9
05/05/2020 04:27:34 am	CRITICAL	100	INC-19	Threshold Breached for FILE_dhost.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-13	Threshold Breached for FILE_crad.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-14	Threshold Breached for FILE_services.exe	New		1
05/05/2020 04:26:13 am	CRITICAL	100	INC-13	Threshold Breached for FILE_dwm.exe	New		6
05/05/2020 04:20:04 am	CRITICAL	100	INC-6	High Risk Alerts: ESA for 10.10.10.10	New		1
05/05/2020 03:34:50 pm	HIGH	60	INC-602	Manual Incident created from Event Analysis	Assigned	admin	29
05/05/2020 03:20:29 pm	HIGH	50	INC-673	High Risk Alerts: ESA for 10.10.10.10	New		2
05/05/2020 02:20:26 pm	HIGH	50	INC-613	High Risk Alerts: ESA for 10.10.10.10	New		56
05/05/2020 02:11:58 pm	HIGH	60	INC-606	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:47:24 pm	HIGH	60	INC-380	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:20:20 pm	HIGH	50	INC-332	High Risk Alerts: ESA for 10.10.10.10	New		56
05/05/2020 01:10:12 pm	HIGH	60	INC-340	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 12:30:21 pm	HIGH	60	INC-300	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 12:20:10 pm	HIGH	50	INC-488	High Risk Alerts: ESA for 10.10.10.10	New		56

The next figure shows an example of details available in the **Incident Details** view.

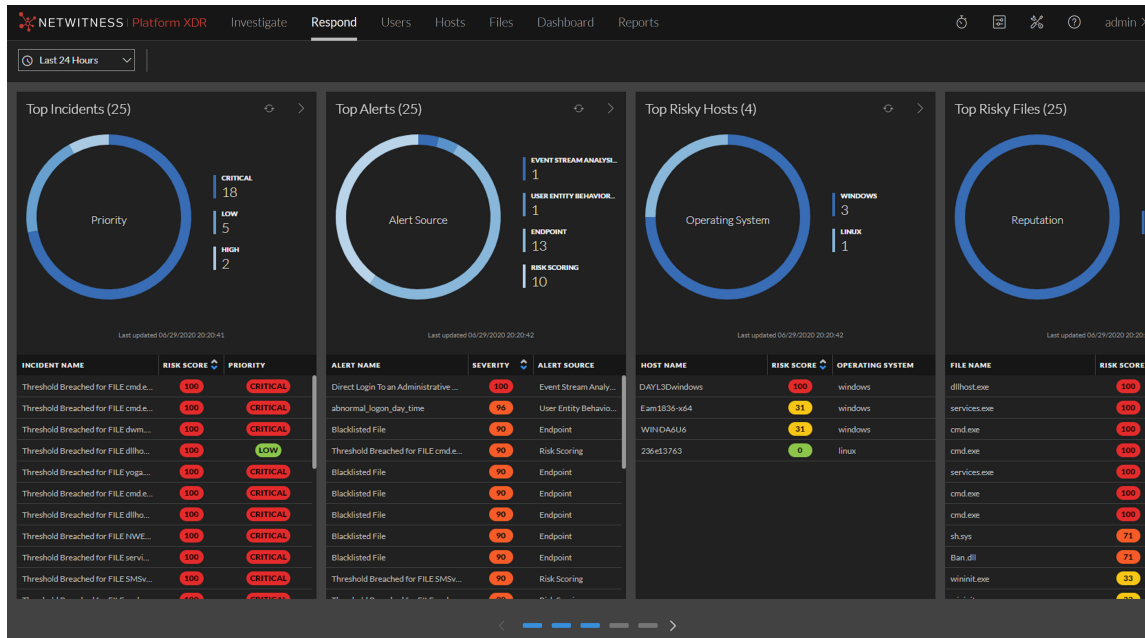




The Respond view is designed to make it easy to evaluate incidents, contextualize that data, collaborate with other analysts, and pivot to a deep-dive investigation as needed. The following figure shows an example of an event analysis in the Incident Details view.



In NetWitness Version 11.4 and later, alerts and incidents are also displayed in the Springboard by default. Springboard is a landing page for analysts showing them all risks detected by the platform in a single place. For more information on the Springboard, see "Managing the Springboard" in the *NetWitness Platform Getting Started Guide*. Go to the [NetWitness All Versions Documents](#) page and find NetWitness Platform guides to troubleshoot issues.



## Respond Persist Data

The primary objective of this feature is to enable you to investigate events for a longer period of time. When investigating a set of alerts or events, it is important to have the assurance that the underlying data (raw and meta) will be available for both the length of time it takes to run the analysis, and for historical look up. From NetWitness Platform Version 11.6, you can persist events that are associated with particular incidents, thereby enabling you to view the incident in the future, regardless of its age. You can also add a new journal entry in the **JOURNAL** tab for the persisted events for future reference. The event data will always be available for viewing and reconstruction as long as the event is persisted, enabling you to easily refer back to details, even if the original event has rolled over from the NetWitness database.

Once you persist an event, the data is copied from the NetWitness database into a long term storage cache within the data source. You can persist or suspend persist events per incident or per alert within an incident or a specific event in an alert that belongs to an incident. The roll over in the NetWitness database does not impact the events that are already saved in the long term cache.

You can:

- You can persist or suspend persist events per incident or per alert within an incident or a specific event in an alert that belongs to an incident.
- Perform complete event reconstruction for persisted events even after the session is rolled over from the NetWitness database.

- Filter incidents which has persisted events.
- Suspend persist of all events associated with an incident, even if only a few events persisted in it.
- Remove all associated persisted events by deleting an alert or incident.

This topic contains the following basic Respond Persist Data procedures:

- [Customizing Respond Persist Data](#)
- [Working with Incident Filters](#)
- [Persist and Suspend Persist Events](#)
- [Change Event Retention](#)

## Customizing Respond Persist Data

The persisted events are saved in the directory `/var/netwitness/pin-<servicetype>`, by default. You can manually change the event storage location from the default directory to any other directory, as per the requirement. You can increase the storage space as per your requirement by performing an Network File System (NFS) mount. For more information on how to perform an NFS mount, see [Configure the Destination Using NFS](#).

To customize the persist directory:

1. Go to **Admin > Services**.  
The **Services** page appears.
2. From the **Filter** pull down menu, select the concentrator and the log decoder services.  
The concentrator and log decoder are listed in the **Services** page.
3. Go to **Actions > View > Explore**.  
The **Explore** page appears.
4. Go to **sdk > config** .  
The **Configuration** page appears.

The following table provides information on the default values for each parameter that are configured in the **Configuration** page.

S.No	Parameter	Default Value
1.	Long Term Cache Behavior (pin.cache.behavior)	fail-on-new
2.	Long Term Cache Directory (pin.cache.dir)	/var/netwitness/pin-<serviceType>***
3.	Long Term Cache Size (pin.cache.size)	10 GB

2. [Optional]\*\*\* In the **Long Term Cache Directory (pin.cache.dir)**, enter the path of the custom directory where you want to save the persisted events, if you do not want to use the default location. The default path is `/var/netwitness/pin-S<serviceType>`.

**Note:** When you install NetWitness Platform for the first time or upgrade to the 11.6 version, the directories are pre-configured with default values.

## Working with Incident Filters

You can filter incidents based on the persisted events.

To filter incidents:

1. Go to **Respond > INCIDENTS**.

The **INCIDENT** page appears.

2. In the **FILTERS** tab, the **CONTAINS PERSISTED EVENTS** menu provides the filters to view incidents based on the persisted events.

- a. Select **Yes** to view the incidents that contain persisted events.
- b. Select **No** to view the incidents that do not contain persisted events.

For more information on working with filters, see [Filter the Incident List](#).

The screenshot shows the NetWitness Respond interface. The top navigation bar includes 'NETWITNESS | Platform XDR', 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The 'Respond' tab is active. Below the navigation bar, there are tabs for 'INCIDENTS', 'ALERTS', and 'TASKS'. The 'INCIDENTS' tab is selected. On the left side, there is a 'Filters' panel with a search icon and a close button. The 'Filters' panel has several sections: 'Assigned' with checkboxes for 'Assigned', 'In Progress', 'Task Requested', 'Task Complete', 'Closed', and 'Closed - False Positive'; 'ASSIGNEE' with a dropdown menu; 'Show only unassigned incidents' with a checkbox; 'CATEGORIES' with a dropdown menu; and 'CONTAINS PERSISTED EVENTS' with checkboxes for 'Yes' (checked) and 'No'. Below the filters panel are buttons for 'Reset', 'Save', and 'Save as...'. The main area displays a table of incidents with columns: 'CREATED', 'PRIOR...', 'RISK S...', 'ID', 'NAME', 'STATUS', 'ASSIGNEE', and 'ALE...'. The table contains 8 rows of incident data. At the bottom right of the table, it says 'Showing 8 out of 8 items | 0 selected'.

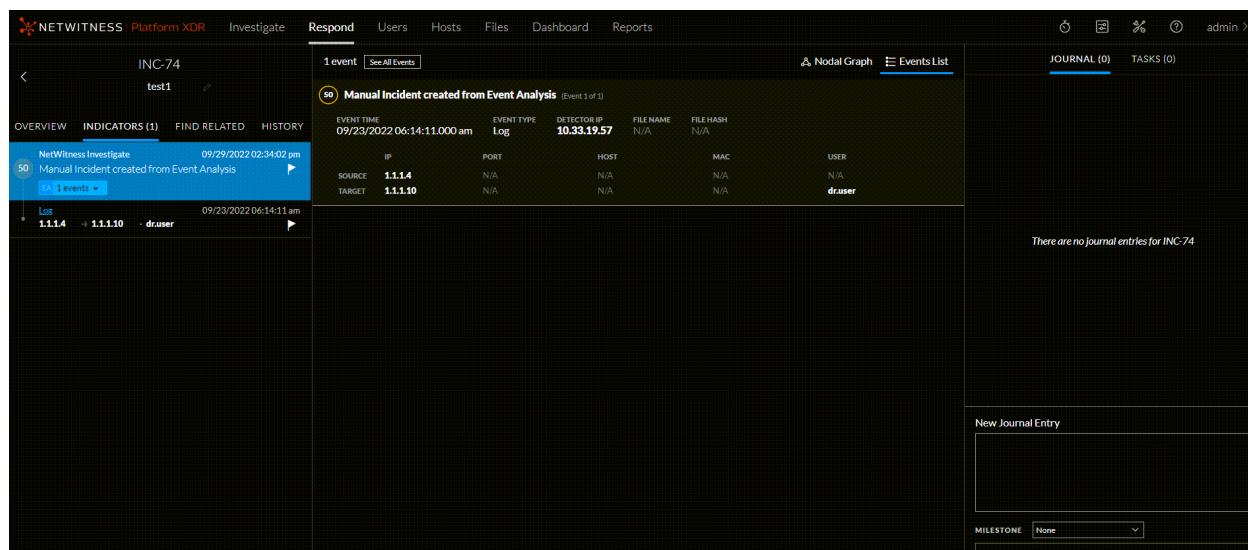
CREATED	PRIOR...	RISK S...	ID	NAME	STATUS	ASSIGNEE	ALE...
06/07/2021 0...	LOW	30	INC-7754	INClog	New		2
06/07/2021 0...	LOW	30	INC-7753	INC315	New		3
06/05/2021 1...	LOW	30	INC-7743	EFSL2	New		1
06/05/2021 1...	LOW	30	INC-7742	EFSL	New		1
06/03/2021 0...	LOW	30	INC-7749	INC12345	New		2
06/02/2021 0...	LOW	30	INC-7741	INCERT	New		1
06/02/2021 0...	HIGH	50	INC-7736	persistEventForPersistEvent	New		2
06/02/2021 0...	HIGH	50	INC-7735	High Risk Alerts: ESA for 192.168.1...	New		2

## Persist and Suspend Persist Events

Persist an event to retain the event and thereby, copy the event data from the regular database into a long-term storage cache within the NetWitness source. Suspend persist the event to delete the event in the long-term storage cache.

- To persist an event, click the flag listed under each of the event. The selected flag is highlighted, and the message Event Persisted successfully appears.
- To suspend persist event, click a highlighted flag (persisted event) once again. The selected flag is no longer highlighted, and the message Suspended Event Persist successfully appears.
- To persist all events in an alert, click the flag at the alert level. The selected flag is highlighted along with all the flags associated with events of the alert.

- To suspend persist all events in an alert, click the flag at the alert level. The selected flag is highlighted along with all the flags associated with events of the alert.



## Change Event Retention

Incidents can contain multiple persisted events, for which analysis has been completed. They can be suspended from persisting at a time using this feature.

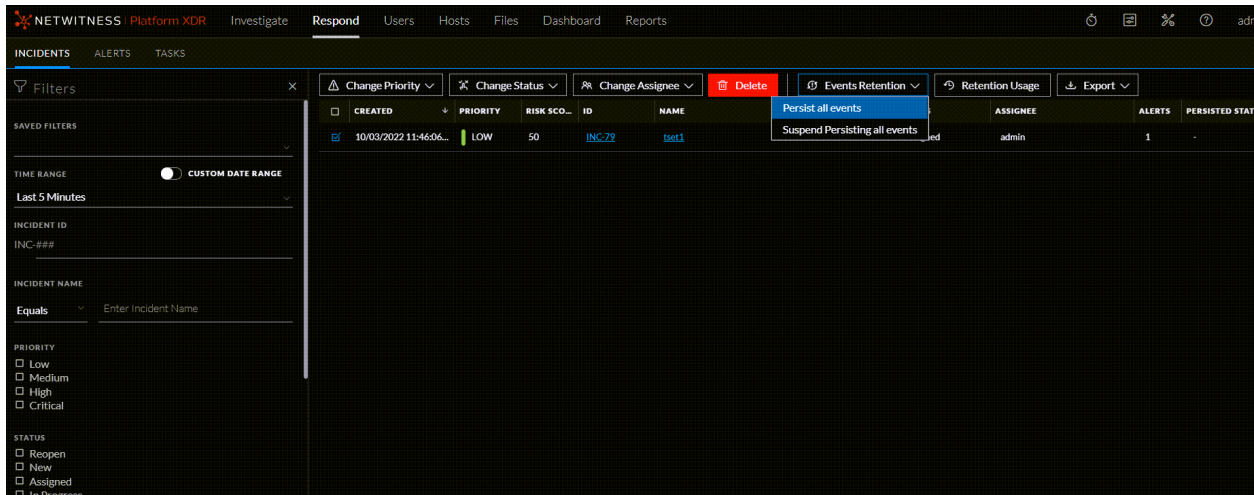
**Note:** A maximum of 1 incident can be persisted or suspend persisted at a time in the source NetWitness database. If you try to change event retention for more than 1 incidents, an error message will be displayed. This limitation is introduced to optimize and extract the best performance for this feature. This limit cannot be changed.

To change event retention:

1. Go to **Respond > INCIDENTS**.  
All the incidents are listed in the **INCIDENTS** page.
2. Click the selection check-box to select the incident.
3. Click **Change Events Retention > Persist all events** or **Suspend Persist all events**.  
The **Confirm change in Retention** window appears.
4. Click **OK**.  
The events in the selected incident are either persisted or suspended from persisting.

**Note:** You cannot change the event retention for incidents that are in **New** or **Closed** state.

**Note:** Suspending persist of events in an incident from NetWitness will delete it from the long term cache of the source only. This may not be reversible if the original event data has rolled out in the source database. The events will be deleted permanently.



When you delete incidents or alerts, or suspend persist all the events in an incident, the action will always be successful. However, there are chances for the back-end function to fail due to, but not limited to the following reasons:

- Decoder/Concentrator outage
- Network disruption
- Service Outage

A data retention job is scheduled to run on a daily basis to clean up the events that failed from being deleted. To access the data retention job settings, see [To change event retention:](#)

The following table provides information on the parameters that are configured to run the job, which are enabled by default:

Parameter	Default Setting
failure-count	5
persisted-events-retention-job-enabled	true - default false.
persisted-alerts-retention-period	90 Days

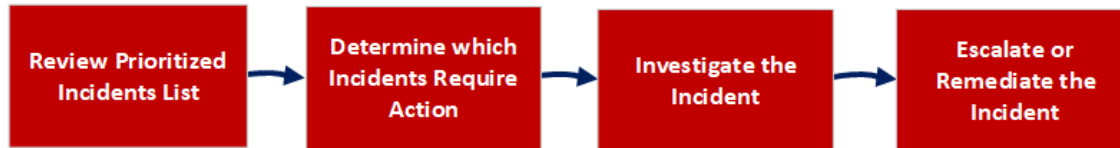
Everyday at a preset time, the data retention job is executed. The default `failure-count` is set to 5 days. If the data retention job is unable to suspend persist an event from the back-end after 5 days, it deletes the event from the repository.

**Note:** The retention period of risk score context is the same as the retention period of alerts. For example, if the retention period for alerts is set to 90 days, then the retention period of risk score context is also set to 90 days automatically.



## Responding to Incidents Workflow

This workflow shows the high-level process that Incident Responders use to respond to incidents in the Respond view.



First, you review the list of prioritized incidents, which shows basic information about each incident, and determine which incidents require action. You can click a link in an incident to get a clearer picture of the incident with supporting details in the Incident Details view. From there, you can further investigate the incident. You can then determine how to respond to the incident, by escalating or remediating it.

These are the basic steps for responding to an incident:

1. [Review Prioritized Incident List](#)
2. [Determine which Incidents Require Action](#)
3. [Investigate the Incident](#)
4. [Escalate or Remediate the Incident](#)

## Review Prioritized Incident List

In the Respond view, you can view the list of prioritized incidents. The incident list shows both active and closed incidents.

This topic contains the following basic incident list procedures:

- [View the Incidents List](#)
- [Filter the Incident List](#)
- [Remove My Filters from the Incidents List View](#)
- [Save the Current Incidents Filter](#)
- [Update a Saved Incidents Filter](#)
- [Delete a Saved Incidents Filter](#)
- [View My Incidents](#)
- [Find an Incident](#)
- [Sort the Incidents List](#)
- [View Unassigned Incidents](#)

- [Assign Incidents to Myself](#)
- [Unassign an Incident](#)

## View the Incidents List

After logging in to NetWitness, most Incident Responders see the Respond view, which is set as the default view. If you have a different initial view, you can navigate to the Respond view.

1. Log in to NetWitness.

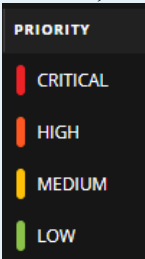
The Respond view shows the list of incidents, also referred to as the Incident List view.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
05/05/2020 02:15:41 pm	CRITICAL	100	INC-610	Threshold Breached for FILE_SMSvcHost.exe	New		1
05/05/2020 05:16:05 am	CRITICAL	100	INC-72	Threshold Breached for FILE_sxshost.exe	New		8
05/05/2020 05:15:04 am	CRITICAL	100	INC-70	Threshold Breached for FILE_vpsa.dll	Task Requested	analyst	4
05/05/2020 05:14:34 am	CRITICAL	100	INC-69	Threshold Breached for FILE_NWLDriver30673.sys	New		7
05/05/2020 04:28:04 am	CRITICAL	100	INC-22	Threshold Breached for FILE_sxshost.exe	New		9
05/05/2020 04:28:04 am	CRITICAL	100	INC-21	Threshold Breached for FILE_SMSvcHost.exe	New		8
05/05/2020 04:28:04 am	CRITICAL	100	INC-20	Threshold Breached for FILE_sxshost.exe	New		9
05/05/2020 04:27:34 am	CRITICAL	100	INC-19	Threshold Breached for FILE_dllhost.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-15	Threshold Breached for FILE_cord.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-14	Threshold Breached for FILE_services.exe	New		1
05/05/2020 04:26:13 am	CRITICAL	100	INC-13	Threshold Breached for FILE_dwm.exe	New		6
05/05/2020 04:20:04 am	CRITICAL	100	INC-6	High Risk Alerts: ESA for 10...	New		1
05/05/2020 03:34:50 pm	HIGH	60	INC-689	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 03:20:29 pm	HIGH	50	INC-673	High Risk Alerts: ESA for 10...	New		29
05/05/2020 02:20:26 pm	HIGH	50	INC-613	High Risk Alerts: ESA for 10...	New		56
05/05/2020 02:11:58 pm	HIGH	60	INC-606	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:47:24 pm	HIGH	60	INC-590	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:20:20 pm	HIGH	50	INC-552	High Risk Alerts: ESA for 10...	New		56
05/05/2020 01:10:12 pm	HIGH	60	INC-540	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 12:30:21 pm	HIGH	60	INC-500	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 12:20:10 pm	HIGH	50	INC-488	High Risk Alerts: ESA for 10...	New		56

2. If you do not see the incidents list in the Respond view, go to **Respond > Incidents**.
3. Scroll through the incidents list, which shows basic information about each incident as described in the following table.

Column	Description
Created	Shows the creation date of the incident.




Column	Description
Priority	<p>Shows the incident priority. Priority can be Critical, High, Medium, or Low.</p> <p>The Priority is color coded, where red indicates a <b>Critical</b> incident, orange represents a <b>High</b> risk incident, yellow indicates a <b>Medium</b> risk incident, and green represents a <b>Low</b> risk incident. For example:</p> 
Risk Score	Shows the incident risk score. The risk score indicates the risk of the incident as calculated using an algorithm and is between 0-100. 100 is the highest risk score.
ID	Shows the automatically created incident number. Each incident is assigned a unique number that you can use to track the incident.
Name	Shows the incident name. The incident name is derived from the rule used to trigger the incident. Click the link to go to the Incident Details view for the selected incident.
Status	Shows the incident status. The status can be: <b>Reopen, New, Assigned, In Progress, Task Requested, Task Complete, Closed, and Closed - False Positive.</b>
Assignee	Shows the team member currently assigned to the incident.
Alerts	Shows the number of alerts associated with the incident. An incident may include many alerts. A large number of alerts might mean that you are experiencing a large-scale attack.


At the bottom of the list, you can see the number of incidents on the current page, the total number of incidents, and the number selected. For example: **1 - 500 of 2400 Incidents | 0 selected**. The maximum number of incidents that you can view at one time is 1,000. You can also change the maximum number of incidents per page by selecting from the drop-down at the bottom right corner.

The screenshot shows the NetWitness Respond interface. The top navigation bar includes 'NETWITNESS Platform XDR', 'Investigate', and 'Respond' (selected). Below the navigation bar are tabs for 'INCIDENTS', 'ALERTS', and 'TASKS'. The 'INCIDENTS' tab is active, showing a table of incidents. The table columns are: CREATED, PRIORITY, RISK SCORE, ID, NAME, STATUS, ASSIGNEE, ALERTS, and PERSISTED STATUS. A 'Filters' panel is open on the left, showing options for 'TIME RANGE', 'INCIDENT ID', 'INCIDENT NAME', 'PRIORITY', 'STATUS', and 'ASSIGNEE'. At the bottom of the incident list, a red box highlights the text '1 - 307 of 307 Incidents | 0 selected'. Another red box highlights the '1000' incidents per page dropdown menu, with a red arrow pointing to it.

## Filter the Incident List

The number of incidents in the Incidents List view can be very large, making it difficult to locate particular incidents. The Filter enables you to specify those incidents that you would like to view. You can also choose the timeframe when those incidents occurred. For example, you may want to view all of the new critical incidents created within the last hour.

1. Verify that the Filters panel appears to the left of the incidents list. If you do not see the Filters panel, in the Incident List view toolbar, click , which opens the Filters panel.

 **Filters** ✕

---

**SAVED FILTERS** ▼

---

**TIME RANGE**  **CUSTOM DATE RANGE**

**All Data** ▼

---

**INCIDENT ID**

INC-###

---

**PRIORITY**

- Low
- Medium
- High
- Critical

**STATUS**

- New
- Reopen
- Assigned
- In Progress
- Task Requested
- Task Complete
- Closed
- Closed - False Positive

**ASSIGNEE**

---

Show only unassigned incidents

▼ Responding to Incidents

2. In the Filters panel, select one or more options to filter the incidents list:

- **Time Range:** You can select a specific time period from the Time Range drop-down list. The time range is based on the creation date of the incidents. For example, if you select Last Hour, you can see incidents that were created within the last 60 minutes.
- **Custom Date Range:** You can specify a specific date range instead of selecting a Time Range option. To do this, click the white circle in front of Custom Date Range to view the Start Date and End Date fields. Select the dates and times from the calendar.

- **Incident ID:** Type the number of the incident that you would like to locate. For example, for INC-1050, type only the number "1050" to view the incident.
- **Priority:** Select the priorities that you would like to view.
- **Status:** Select one or more incident statuses. For example, select Closed - False Positive to view only false positive incidents, which were initially identified as suspicious, but then they were later found to be safe.
- **Assignee:** Select the assignee or assignees of the incidents that you would like to view. For example, if you only want to view the incidents assigned to Cale or Stanley, select Cale and Stanley from the Assignee drop-down list. If you want to view incidents regardless of the assignee, do not make a selection under Assignee.  
(Available in version 11.1 and later) To view only unassigned incidents, select **Show only unassigned incidents**.
- **Categories:** Select one or more categories from the drop-down list. For example, if you only want to view incidents classified with the Backdoor or Privilege abuse categories, select Backdoor and Privilege abuse.

- **Sent to Archer:** (In version 11.2 and later, if Archer is configured as a data source in Context Hub, you can send incidents to Archer Cyber Incident & Breach Response and this option will be available in NetWitness Respond.) To view incidents that were sent to Archer, select **Yes**. For incidents that were not sent to Archer, select **No**.
- **CONTAINS PERSISTED EVENTS:** Select a filter to view incidents based on the persisted events.


The incidents list shows a list of incidents that meet your selection criteria. You can see the number of incidents in your filtered list at the bottom of the incident list.

Showing 1000 out of 91205 items | 0 selected

3. If you want to close the Filters panel, click . Your filters remain in place until you remove them.

## Remove My Filters from the Incidents List View

NetWitness remembers your filter selections in the Incidents List view. You can remove your filter selections when you no longer need them. For example, if you are not seeing the number of incidents that you expect to see or you want to view all of the incidents in your incident list, you can reset your filters.

1. In the Incident List view toolbar, click .  
The Filters panel appears to the left of the incidents list.
2. At the bottom of the Filters panel, click **Reset**.

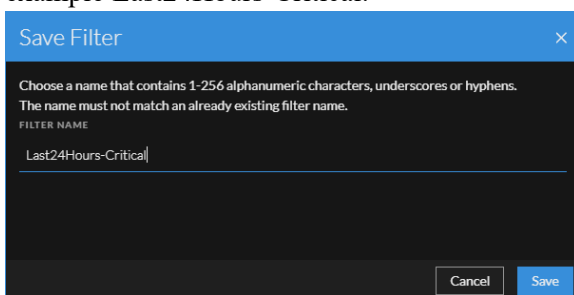
## Save the Current Incidents Filter

**Note:** This option is available in NetWitness Platform Version 11.5 and later.

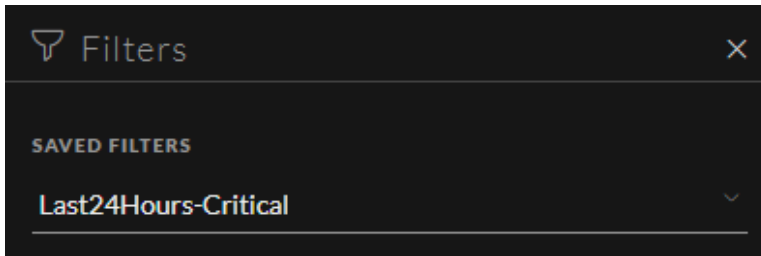
Saved filters provide a way for analysts to save and quickly apply specific filter conditions to the list of incidents. You can also use these filters to customize the Springboard landing page. For example, you may want to create a filter to show only critical incidents over the last 24 hours.

Saved filters are global. You can save a filter for other analysts to use and you can use any saved filter.

1. In the Filters panel, select one or more options to filter the incidents list. For example, in the Time Range field, select Last 24 Hours, and for Priority, select Critical.
2. Click **Save As** and in the **Save Filter** dialog, enter a unique name for the filter and save it, for example Last24Hours-Critical.



The filter is added to the **Saved Filters** list.



## Update a Saved Incidents Filter

**Note:** This option is available in NetWitness Platform Version 11.5 and later.

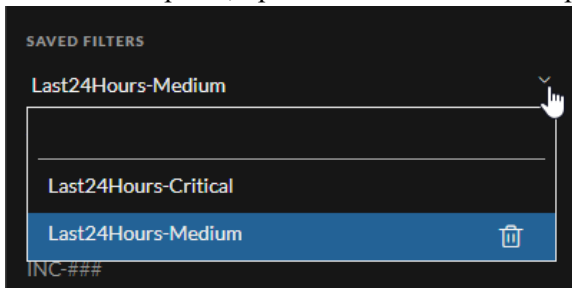
1. In the Filters panel **Saved Filters** drop-down list, select a saved filter.
2. Update your filter selections and click **Save**.


## Delete a Saved Incidents Filter

**Note:** This option is available in NetWitness Platform Version 11.5 and later.

When a saved filter is no longer required, you can remove it from the saved filters list. Filters used in the Springboard cannot be deleted.


1. In the Filters panel, open the **Saved Filters** drop-down list.

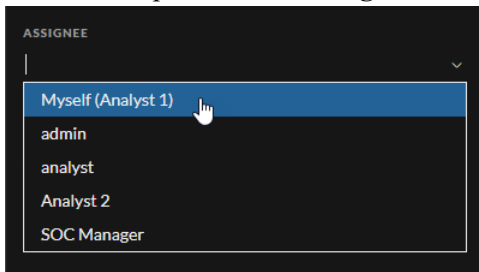


2. Next to the filter name, click  to delete it.

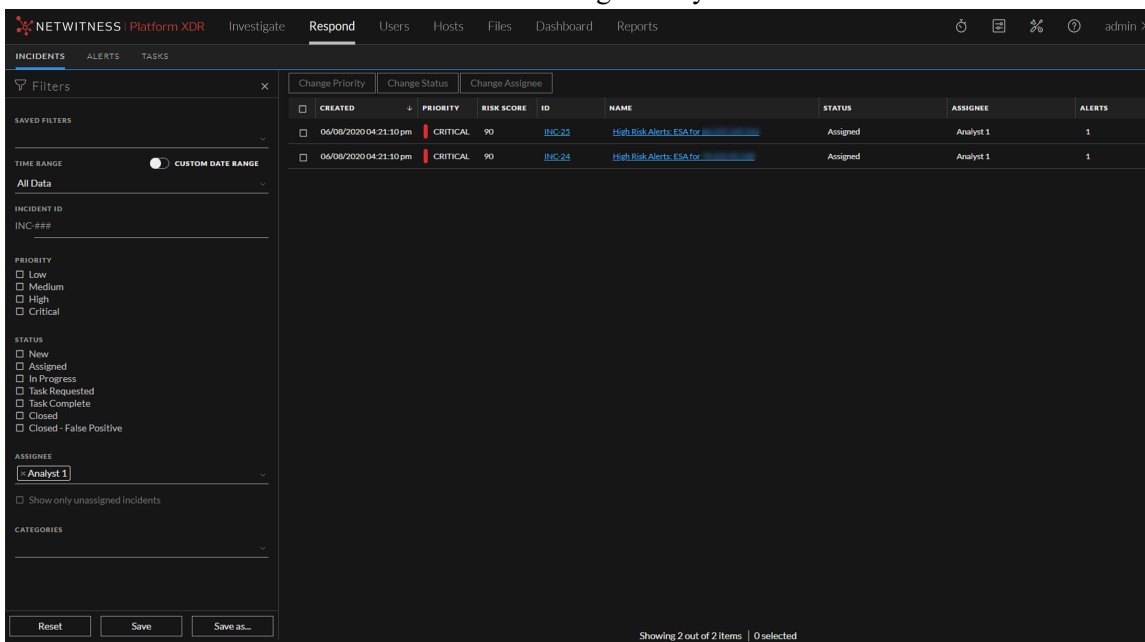
## View My Incidents

You can view your incidents by filtering the incidents by your username.

1. If you cannot see the Filter panel, in the Incidents List view toolbar, click .
2. In the Filter panel, under **Assignee**, select **Myself (your full name)** from the drop-down list.




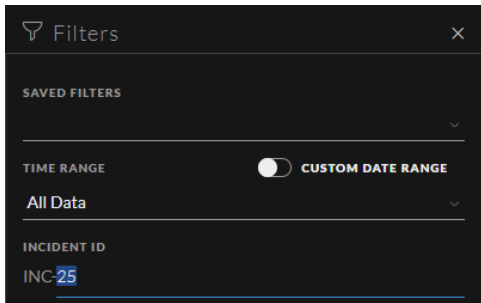
The incidents list shows the incidents that are assigned to you.



## Find an Incident

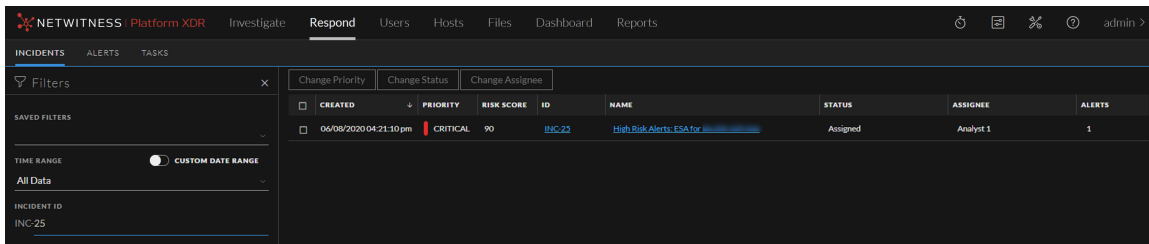
If you know the Incident ID, you can quickly locate an incident using the Filter. For example, you may want to locate a specific incident out of thousands of incidents.

1. Go to **Respond > Incidents**.  
The Filters panel is located to the left of the incidents list. If you do not see the Filters panel, in the Incident Lists view toolbar, click , which opens the Filters panel.




- In the **INCIDENT ID** field, type the Incident ID for an incident that you would like to locate, for example, type **25** for INC-25.

The specified incident appears in your incident list. If you do not see any results, try resetting your filters.




## Sort the Incidents List

The default sort for the incidents list is by Created date in descending order  (newest on the top).

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
06/29/2020 09:25:27 pm	LOW	10	INC-299	My ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:24:27 pm	LOW	10	INC-298	My ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:23:21 pm	LOW	10	INC-297	My ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:22:20 pm	LOW	10	INC-296	My ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:22:20 pm	HIGH	30	INC-293	High Risk Alerts: ESA for 10 [redacted]	New		4

You can change the sort order of the incidents list by clicking a column header in the list.

For example, to prioritize the incidents, you can sort your view by clicking the Priority column header.

The following figure shows the incidents list sorted by Priority in ascending order  (lowest priority on top).

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
06/29/2020 09:29:07 am	LOW	10	INC-87	My ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:30:13 am	LOW	10	INC-88	My ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:31:13 am	LOW	10	INC-89	My ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:32:18 am	LOW	10	INC-90	My ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:33:23 am	LOW	10	INC-91	My ESA Alerts Low for 10 [redacted]	New		1

To sort by Priority in descending order (highest priority on top), click the Priority column header again. The highest priority incidents are at the top as shown in the following figure.




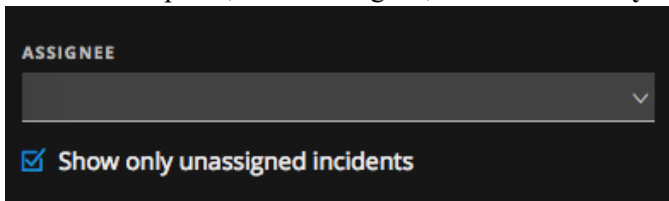
CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
06/29/2020 05:30:41 pm	CRITICAL	100	INC-378	Threshold Reached for FILE.cmd.exe	Assigned	Analyst 1	1
06/29/2020 03:33:10 pm	CRITICAL	100	INC-452	Threshold Reached for FILE.cmd.exe	Assigned	Analyst 1	1
06/29/2020 03:33:10 pm	CRITICAL	100	INC-451	Threshold Reached for FILE.dum.exe	New		1
06/29/2020 12:31:09 pm	CRITICAL	100	INC-289	Threshold Reached for FILE.yours.dll	New		2
06/29/2020 12:31:09 pm	CRITICAL	100	INC-288	Threshold Reached for FILE.cmd.exe	New		1

## View Unassigned Incidents

**Note:** This option is available in NetWitness Platform Version 11.1 and later.

You can view unassigned incidents using the Filter.

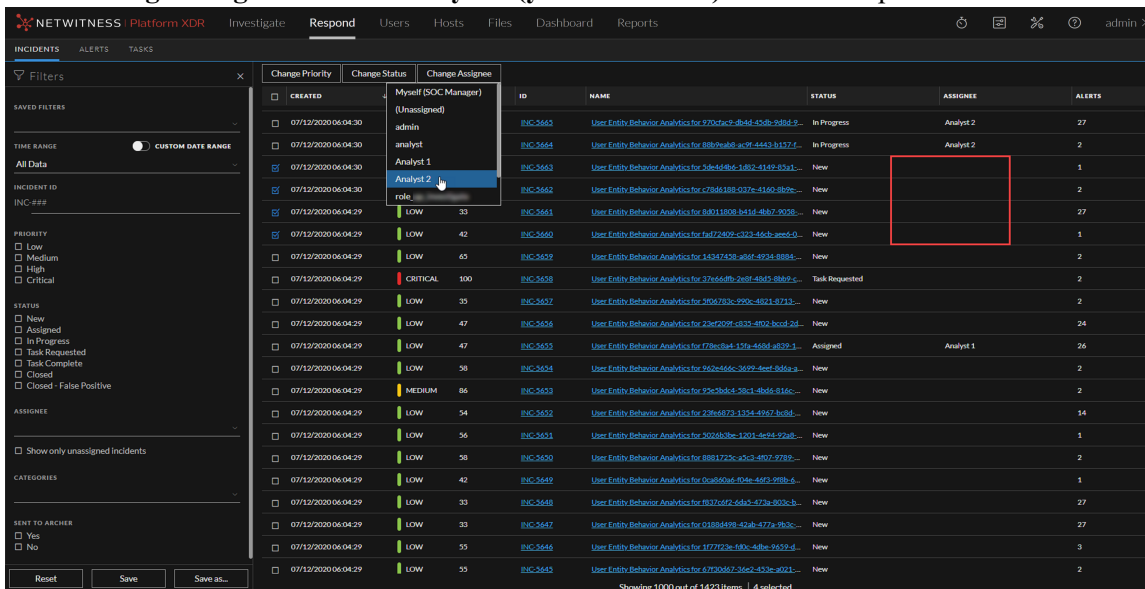
1. If you cannot see the Filter panel, in the Incident List view toolbar, click .
2. In the Filters panel, under Assignee, select **Show only unassigned incidents**.



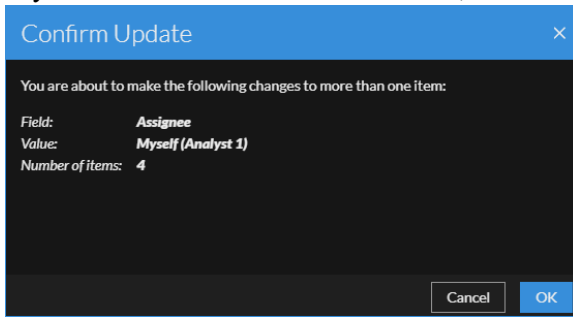
The incidents list is filtered to show unassigned incidents.

## Assign Incidents to Myself

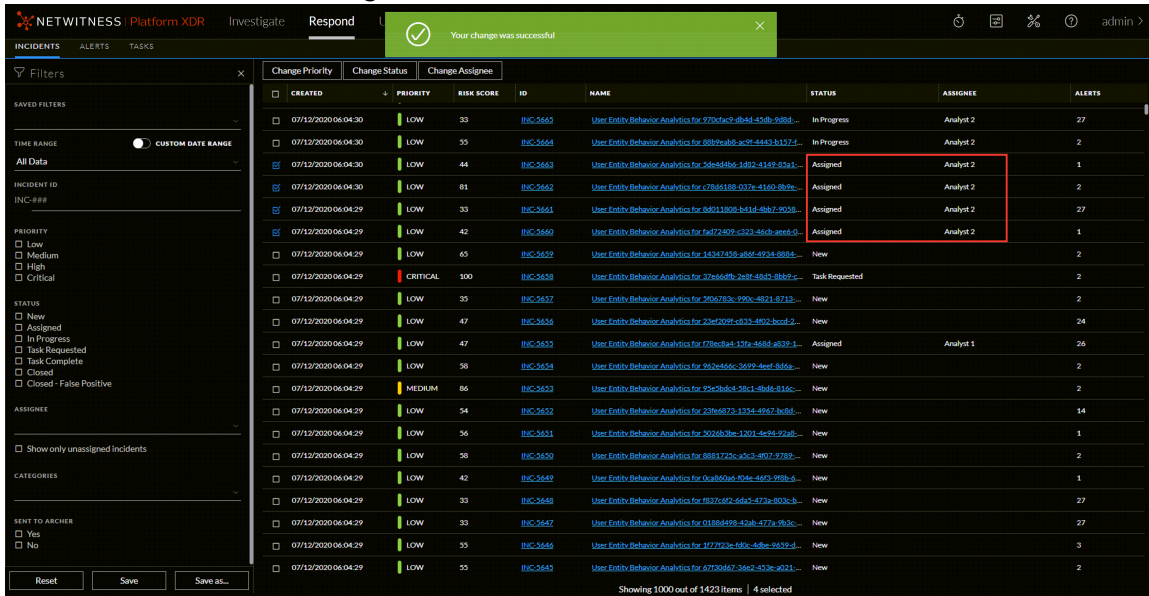
1. In the Incident List view, select one or more incidents that you want to assign to yourself.
2. Click **Change Assignee** and select **Myself (your full name)** from the drop-down list.



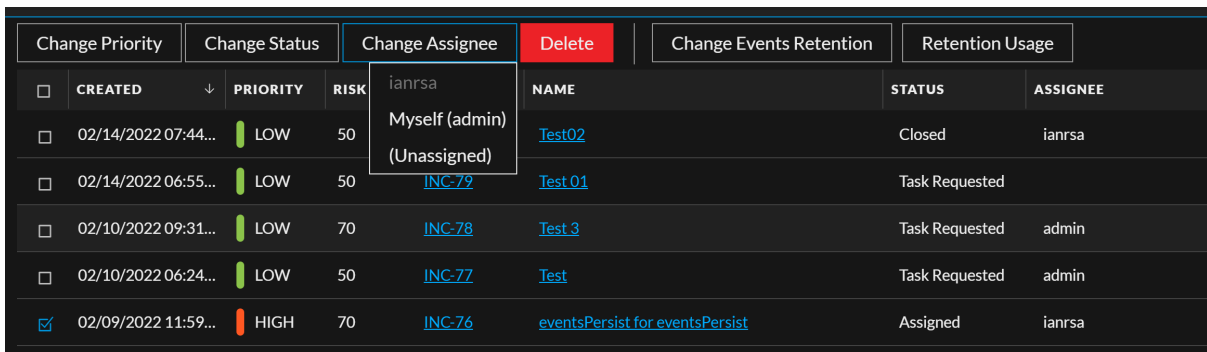
- If you selected more than one incident, in the Confirm Update dialog, click **OK**.



You can see a successful change notification.

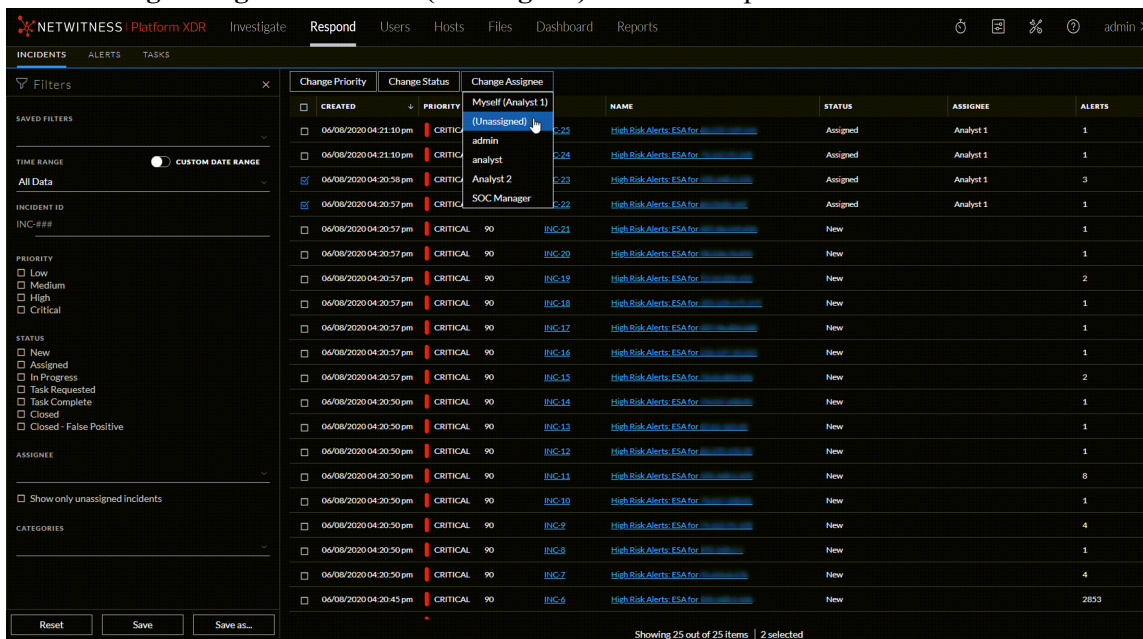


**Note:** On selecting any particular incident, current assignee name is grayed out under **Change Assignee** drop-down list. This is not applicable in case multiple incidents are selected. Refer the following figure.

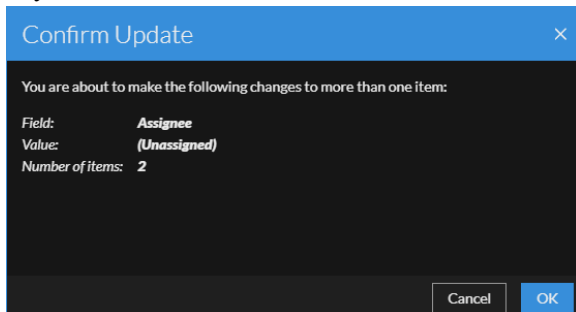


## Unassign an Incident

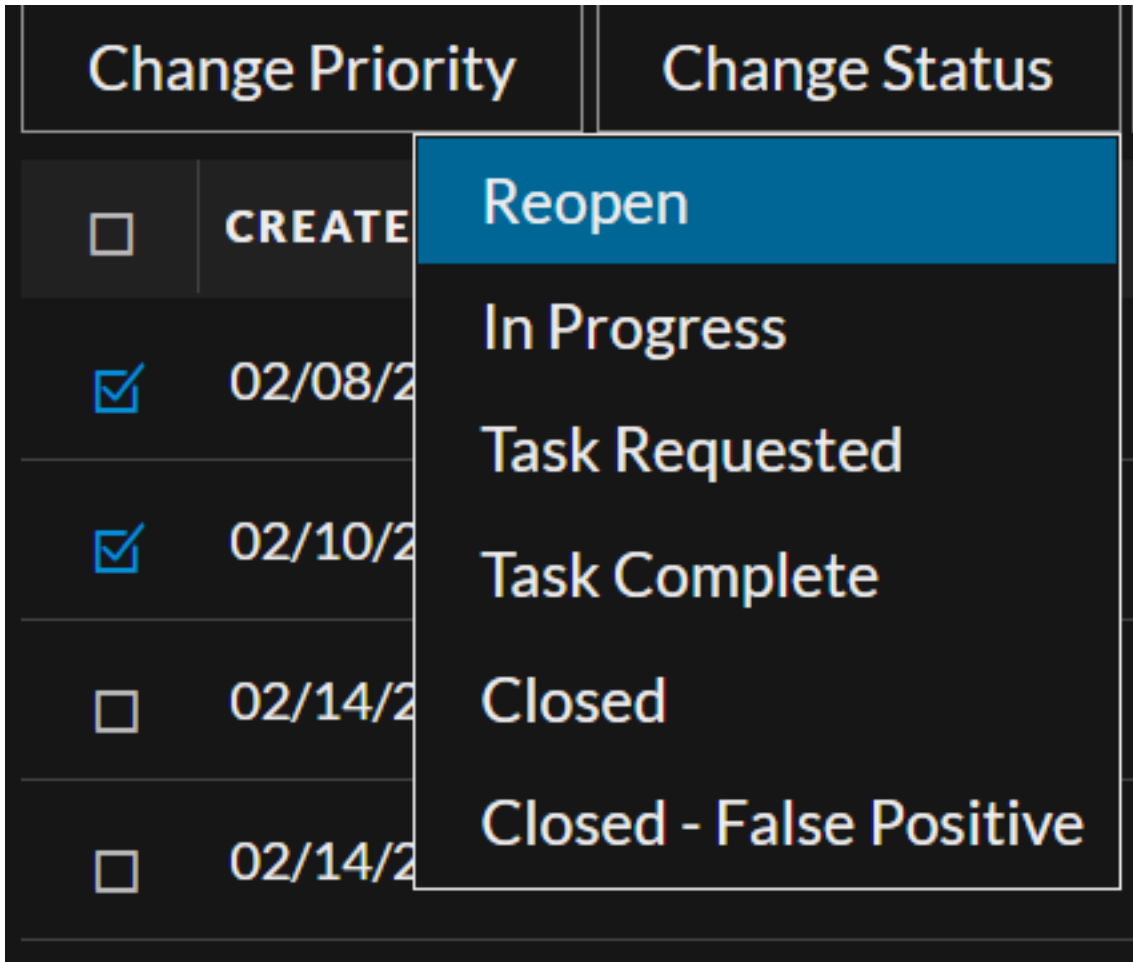
1. In the Incident List view, select one or more incidents that you want to unassign.
2. Click **Change Assignee** and select **(Unassigned)** from the drop-down list.



3. If you selected more than one incident, in the Confirm Update dialog, click **OK**.



4. Verify that the Status is still correct and make changes as required. To change the status, select one or more incidents, click **Change Status**, and select a new status.



**Note:** You must assign the incidents to change their status. If you try to change the incident status without assigning the incident, the error message **One or more incidents are not having assignee.** For example, **INC-x has no assignee, Please assign.** is displayed. Refer the following figures.

CREATED	PRIORITY	RISK SC...	ID	NAME	STATUS	ASSIGNEE	ALER...	PERSISTED ST...
07/19/2016 18:03...	MEDIU...	88	INC-102	Suspected command and control communication...	New	John Nellie	80	Failed
07/19/2016 18:04...	HIGH	50	INC-108	Suspected command and control communication...	Task Complete	Sim Boyd	1	Partial
07/19/2016 18:04...	HIGH	50	INC-109	Suspected command and control communication...	Task Complete	Joe Kasandra	1	In-progress
07/13/2016 09:08...	HIGH	50	INC-101	Suspected command and control communication...	Task Requested		1	Failed
07/19/2016 18:03...	HIGH	50	INC-106	Suspected command and control communication...	Task Requested		1	Partial
07/12/2016 11:19...	HIGH	30	INC-100	Suspected command and control communication...	Closed - False P...		1	-
06/29/2016 10:51...	HIGH	20	INC-93	Suspected command and control communication...	Closed - False P...		1	-

Your change was successful

Change Priority Change Status Change Assignee Delete Change Events Retention Retention Usage

<input type="checkbox"/>	CREATED	PRIORITY	RISK SC...	ID	NAME	STATUS	ASSIGNEE	ALER...	PERSISTED ST...
<input type="checkbox"/>	07/19/2016 18:03...	MEDIU...	88	<a href="#">INC-102</a>	Suspected command and control communication...	New	John Nellie	80	Failed
<input type="checkbox"/>	07/19/2016 18:04...	HIGH	50	<a href="#">INC-108</a>	Suspected command and control communication...	Task Complete	Sim Boyd	1	Partial
<input type="checkbox"/>	07/19/2016 18:04...	HIGH	50	<a href="#">INC-109</a>	Suspected command and control communication...	Task Complete	Joe Kasandra	1	In-progress
<input checked="" type="checkbox"/>	07/13/2016 09:08...	HIGH	50	<a href="#">INC-101</a>	Suspected command and control communication...	Task Complete	Joe Kasandra	1	Failed
<input checked="" type="checkbox"/>	07/19/2016 18:03...	HIGH	50	<a href="#">INC-106</a>	Suspected command and control communication...	Task Complete	Joe Kasandra	1	Partial
<input type="checkbox"/>	07/12/2016 11:19...	HIGH	30	<a href="#">INC-100</a>	Suspected command and control communication...	Closed - False P...		1	-
<input type="checkbox"/>	06/29/2016 10:51...	HIGH	20	<a href="#">INC-93</a>	Suspected command and control communication...	Closed - False P...		1	-

## Determine which Incidents Require Action

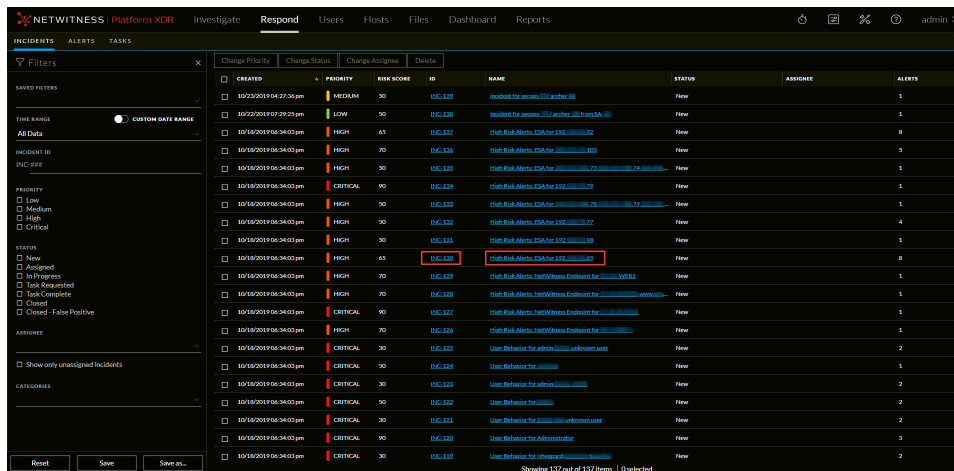
Once you get the general information about the incident from the Incident List view, you can go to the Incident Details view for more information to determine the action required.

You can perform the following procedures in the Incident Details view to determine the action required on an incident:

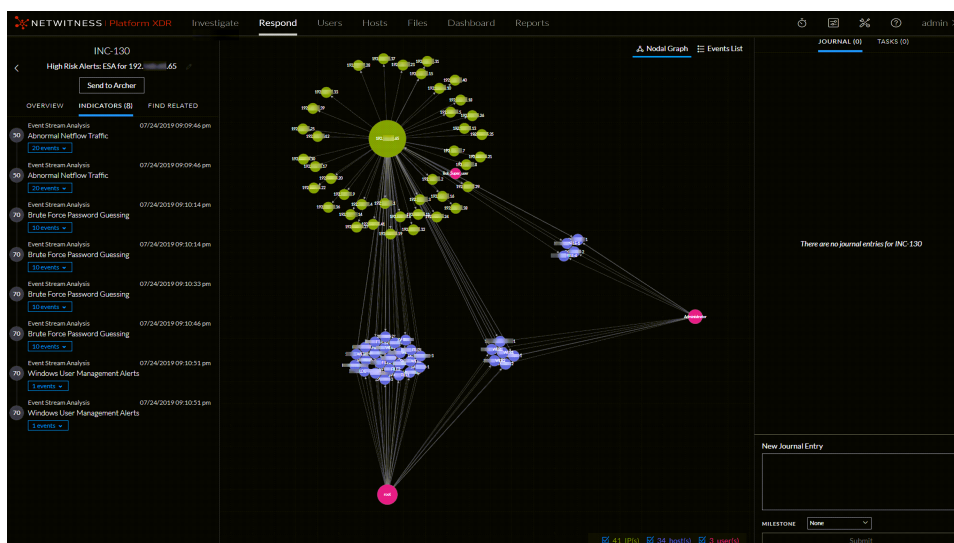
- [View Incident Details](#)
- [View Basic Summary Information about the Incident](#)
- [View the Indicators and Enrichments](#)
- [View and Study the Events](#)
- [View C2 Enrichment Information for Suspected C&C Incidents](#)
- [View and Study the Entities Involved in the Events on the Nodal Graph](#)
- [Nodal Graph Behaviors and Characteristics](#)
- [Select Node Types to View on the Nodal Graph](#)
- [Filter the Data in the Incident Details View](#)
- [View the Tasks Associated with an Incident](#)
- [View Incident Notes](#)
- [Find Related Indicators](#)
- [Add Related Indicators to the Incident](#)

## View Incident Details

To view details for an incident, in the Incidents List view, choose an incident to view and then click the link in the **ID** or **NAME** column for that incident.



The Incident Details view for the selected incident appears with the Indicators panel, Nodal Graph, and Journal in view.



The Incident Details view has the following panels:

- **Overview:** The incident Overview panel contains high-level summary information about the incident, such as the score, priority, alerts, and status. You have the option to send the incident to Archer and change the incident Priority, Status, and Assignee.
- **Indicators:** The Indicators panel contains a chronological listing of indicators. *Indicators* are alerts, such as an ESA alert or a NetWitness Endpoint alert. This listing helps you to connect indicators and

notable data. For example, an IP address connected to a command and communication ESA alert might also have triggered a NetWitness Endpoint alert or other suspicious activities.

- **Related Indicators:** The Related Indicators panel enables you to search the NetWitness alerts database to find alerts that are related to this incident. You can also add related alerts that you find to the incident.
- **History:** The History panel allows you to view the different actions performed by the user on an incident. Events such as Incident Assignee change, Incident Status change, Incident Priority change, and Incident creation are recorded in this panel.
- **Nodal Graph:** The nodal graph is an interactive graph that shows the relationship between the entities involved in the incident. An *Entity* is represented by an IP address, MAC address, user, host, domain, file name, or file hash.
- **Events List:** The Events List, also known as the Events table, lists the events associated with the incident. It also shows event source and destination information along with additional information depending on the event type. You can click the top of an event in the list to view the detailed data for that event.
- **Journal:** The Journal panel enables you to access the Journal for the selected incident, which allows you to communicate and collaborate with other analysts. You can post notes to a journal, add Investigation Milestone tags (Reconnaissance, Delivery, Exploitation, Installation, Command and Control, Action on Objective, Containment, Eradication, and Closure), and view the history of activity on your incident.
- **Tasks:** The Tasks panel shows all of the tasks that have been created for the incident. You can also create additional tasks from here.

To view more information in the left-side panel without scrolling, you can hover over the right edge and drag the line to resize the panel as shown in the following figure:

The screenshot displays the NetWitness Respond interface for incident INC-130. The interface is divided into several panels:

- Left Panel (Overview):** Shows a list of events under the heading "High Risk Alerts: ESA for 192...". The events include "Abnormal NetFlow Traffic", "Brute Force Password Guessing", and "Windows User Management Alerts". Each event has a timestamp and a "View" link.
- Center Panel (Nodal Graph):** A network graph showing relationships between entities. Nodes are represented by colored circles (yellow, blue, pink) and connected by lines. A central yellow node is connected to many other nodes.
- Right Panel (Journal/Events List):** The "Events List" tab is active, showing a table of events. Below it, the "Journal" tab is visible, indicating "There are no journal entries for INC-130".
- Bottom Panel:** Shows a list of users and their roles, including "192... Administrator".

The interface also includes a top navigation bar with tabs for "Investigate", "Respond", "Users", "Hosts", "Files", "Dashboard", and "Reports".

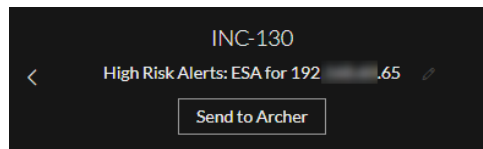


## View Basic Summary Information about the Incident

You can view basic summary information about an incident in the Overview panel.

Above the Overview panel, you can see the following information:

- **Incident ID:** This is an automatically created unique ID assigned to the incident.
- **Name:** The incident name is derived from the rule used to trigger the incident.
- **Send to Archer / Sent to Archer:** (In version 11.2 and later, if Archer is configured as a data source in Context Hub, you can send incidents to Archer Cyber Incident & Breach Response and this option is available in NetWitness Respond.) This shows whether an incident has been sent to Archer Cyber Incident & Breach Response. An incident sent to Archer shows as Sent to Archer. An incident that has not been sent to Archer shows as Send to Archer. You can click the Send to Archer button to send the incident to Archer Cyber Incident & Breach Response.

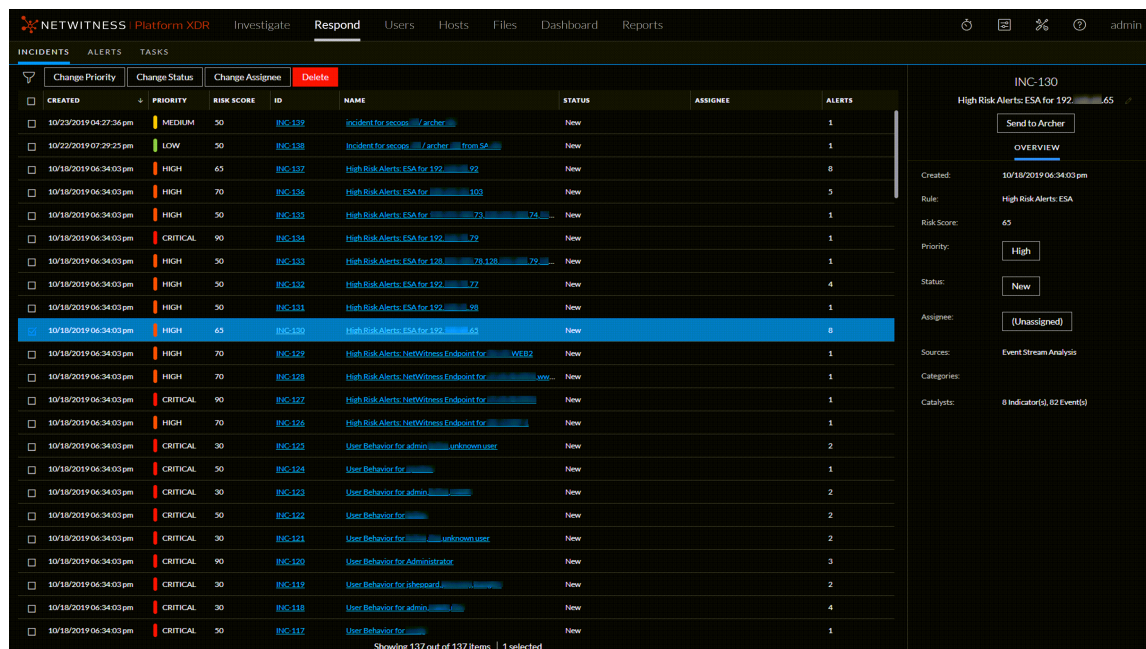


To view the Overview panel from the Incident Details view, select **Overview** in the left panel.

The screenshot shows a dark-themed interface for an incident overview. At the top, the incident ID 'INC-293' is displayed with a close button (X) to its right. Below it, the incident name 'INC2' is shown with an edit icon (pencil). A button labeled 'Send to Archer' is positioned below the name. The section is titled 'OVERVIEW' with a blue underline. The overview details are as follows:

Risk Score:	50
Priority:	Low
Status:	Closed
Assignee:	Administrator
Sources:	NetWitness Investigate
Categories:	
Catalysts:	1 Indicator(s), 1 Event(s)
External ID:	-
Time To Acknowledge:	6m 19s
Time To Detect:	1m 36s
Time To Resolve:	7m 56s
Persisted Status:	-

To view the Overview panel from the Incidents List view, click a row in the incident list. The Overview panel appears on the right.



The Overview panel contains basic summary information about the selected incident:

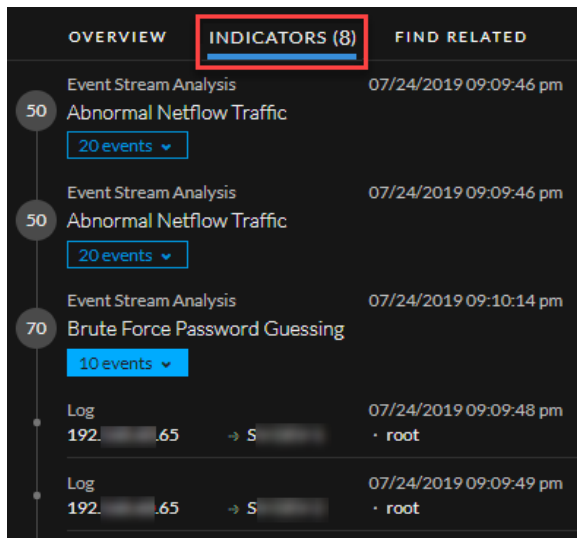
- **Created:** Shows the creation date and time of the incident.
- **Rule / By:** Shows the name of the rule that created the incident or the name of the person who created the incident.
- **Risk Score:** Shows a value between 0 and 100 that indicates the risk of the incident as calculated by an algorithm. 100 is the highest risk score.
- **Priority:** Shows the incident priority. Priority can be Critical, High, Medium or Low.
- **Status:** Shows the incident status. The status can be Reopen, New, Assigned, In Progress, Task Requested, Task Complete, Closed, and Closed - False Positive. After you create a task, the status changes to Task Requested.
- **Assignee:** Shows the team member currently assigned to the incident.
- **Sources:** Indicates the data sources used to locate the suspicious activity.
- **Categories:** Shows the categories of the incident events.
- **Catalysts:** Shows the count of indicators that gave rise to the incident.
- **External ID:** Allows storing the Incident ID referrals from a different platform such as Archer.
- **Time to Acknowledge:** Shows the time taken to assign an Incident after creating it.
- **Time to Detect:** Shows the time taken for completing the task after the Incident is assigned.
- **Time to Resolve:** Shows the time taken for closing the task after the Incident is created.
- **Persisted Status:** Shows the persist status of the Incident. The status can be Complete, Partial, or None (-).

## View the Indicators and Enrichments

**Note:** *Indicators* are alerts, such as an ESA alert or a NetWitness Endpoint alert.

You can find indicators, events, and enrichments on the Indicators panel. The Indicators panel is a chronological listing of indicators that helps you to find enrichments and events related to the triggering indicator. For example, an indicator might be a Command and Control alert, a NetWitness Endpoint alert, a Suspicious Domain (C2) alert, or an alert from an Event Stream Analysis (ESA) rule. The Indicators panel helps you to aggregate and order these indicators (alerts) from different systems so that you can see how they are related and also help you develop a timeline of a given attack.

To view the Indicators panel, in the left panel of the Incident Details view, select **Indicators**.



*Indicators* are alerts, such as an ESA alert or a NetWitness Endpoint alert. This listing helps you to connect indicators and notable data. For example, indicators can show the data found by your rules. In the Indicators panel, the risk score for an indicator is shown within a solid-colored circle.

Data source information is shown below the names of the indicators. You can also see the creation date and time of the indicator and the number of events in the indicator. When data is available, you can see the number of enrichments. You can click the event and enrichment buttons to view the details.

**Note:** The maximum number of indicators (alerts) displayed in the Indicators panel is 1,000.

## View and Study the Events

You can view and study the events associated with the incident from the Events List. It shows information about the events, such as event time, source IP, destination IP, detector IP, source user, destination user, and file information about the events. The amount of information listed depends on the event type.

There are two types of events:

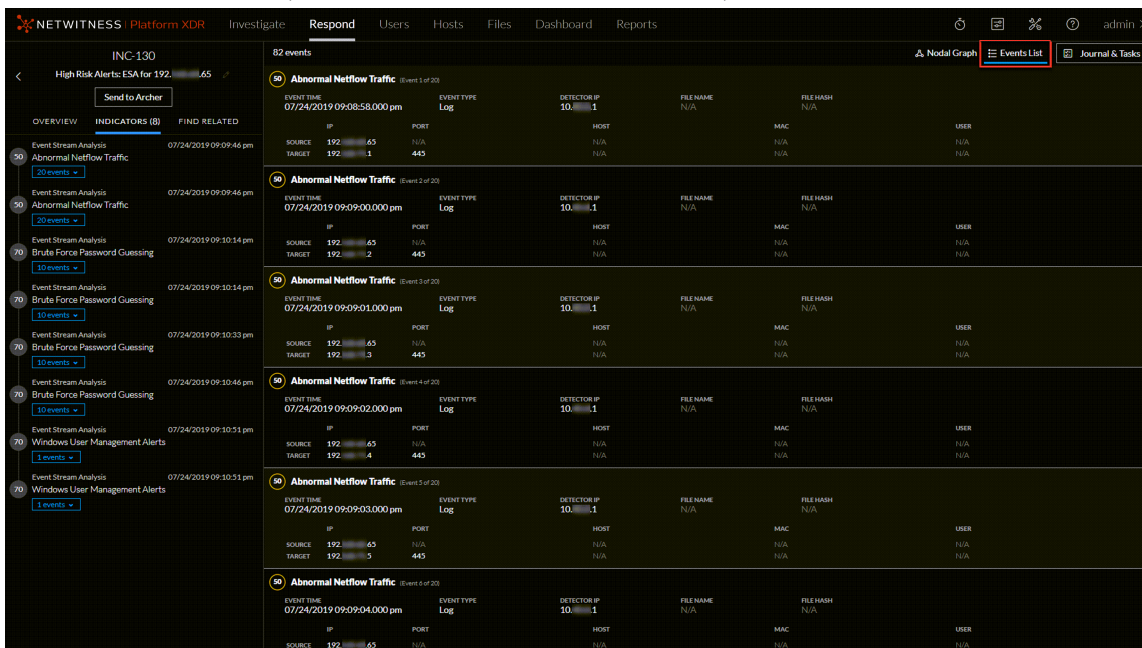
- A transaction between two machines (a Source and a Destination)
- An anomaly detected on a single machine (a Detector)

Some events will only have a Detector. For example, NetWitness Endpoint finds malware on your machine. Other events will have a Source and Destination. For example, packet data shows communication between your machine and a Command and Control (C2) domain.

You can drill further into an event to get detailed data about the event.

### To view and study the events:

1. To view the Events List, in the Incident Details view toolbar, click  Events List.



EVENT TIME	EVENT TYPE	DETECTOR IP	FILE NAME	FILE HASH
07/24/2019 09:08:58.000 pm	Log	10.10.10.1	N/A	N/A
07/24/2019 09:09:00.000 pm	Log	10.10.10.1	N/A	N/A
07/24/2019 09:09:01.000 pm	Log	10.10.10.1	N/A	N/A
07/24/2019 09:09:02.000 pm	Log	10.10.10.1	N/A	N/A
07/24/2019 09:09:03.000 pm	Log	10.10.10.1	N/A	N/A

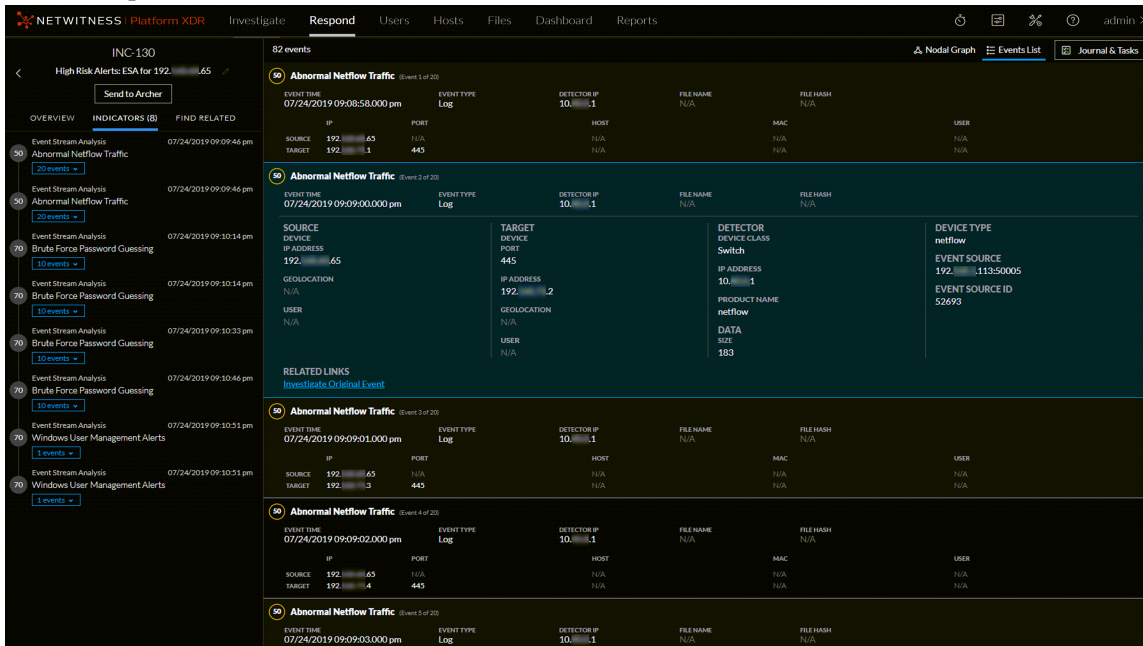
**Note:** The EVENT TIME displayed on this screen is the same as the COLLECTION TIME from the investigation page.

The Events List shows different information about each event depending on the event type. The maximum number of events displayed in the Events List is 1,000.

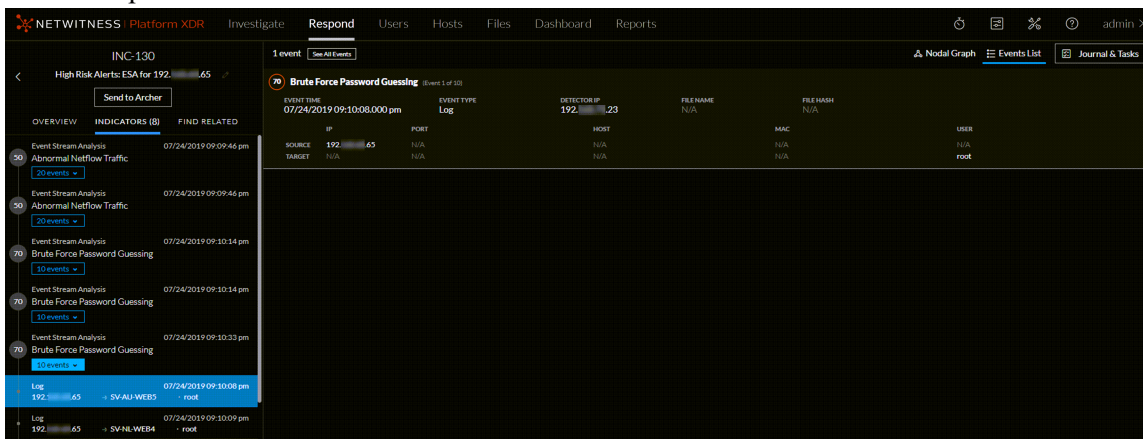
The following table lists typical event information. For details specific to endpoint events, see [Events List](#).

Field	Description
EVENT TIME	Shows the time the event occurred.
EVENT TYPE	Shows the type of alert, such as Log and Network.
DETECTOR IP	Shows the IP address of the machine where an anomaly was detected.
FILE NAME	Shows the file name if a file is involved with the event.
FILE HASH	Shows a hash of the file contents.
SOURCE IP	Shows the source IP address if there was a transaction between two machines.
SOURCE PORT	Shows the source port of the transaction. The source and destination ports can be on the same IP address.
SOURCE HOST	Shows the destination host where the event took place.
SOURCE MAC	Shows the MAC address of the source machine.
SOURCE USER	Shows the user of the source machine.
TARGET IP	Shows the destination IP address if there was a transaction between two machines
TARGET PORT	Shows the destination port of the transaction. The source and destination ports can be on the same IP address.
TARGET HOST	Shows the host name of the destination machine.
TARGET MAC	Shows the MAC address of the destination machine.
TARGET USER	Shows the user of the destination machine.

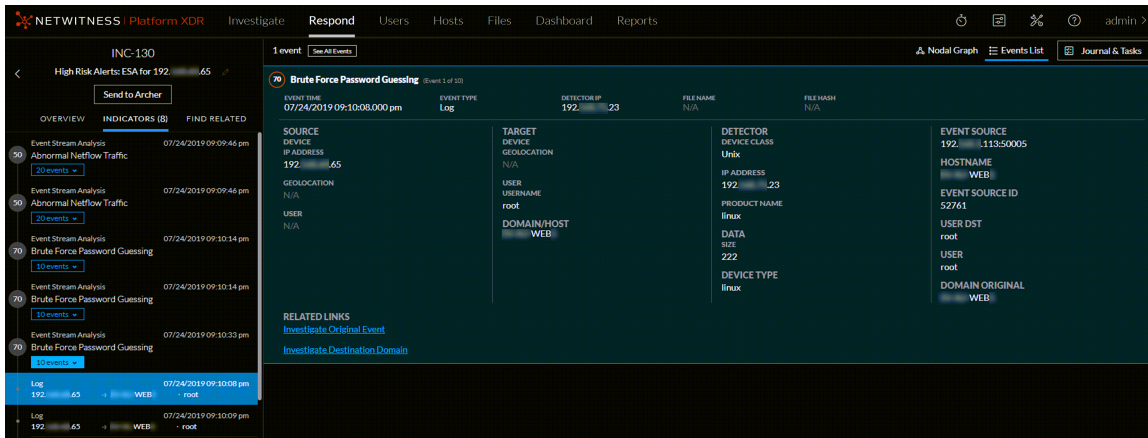
- Click the top of an event in the Events List to view the event details. This example shows the event details for a selected event in the list.



- To view the events for a specific traffic indicator (alert), go to the Indicators panel on the left and click the indicator to view the events for that indicator in the Events List on the right. This example shows one event for a selected indicator.



- To view event details for a specific indicator event, select an event in the Indicators panel. Click the top of the event to view the details. The following example shows information for the selected event.



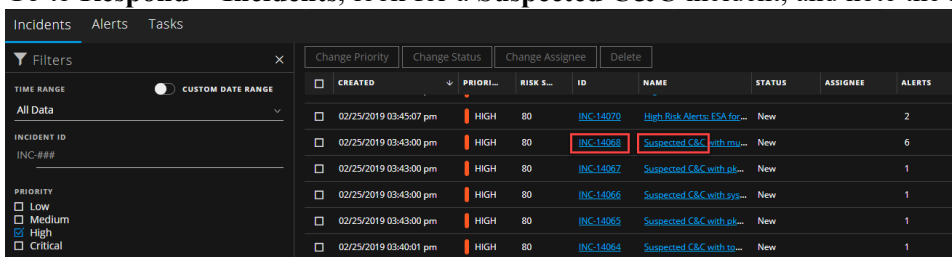
If you have additional Investigate-server permissions, you can also access event analysis details for events. See [View Event Analysis Details for Indicators](#). If you have the UEBA\_Analysts role, you can access UEBA details for indicators. See [View User Entity Behavior Analytics for Indicators](#).

## View C2 Enrichment Information for Suspected C&C Incidents

**Note:** This procedure applies only to incidents from ESA Analytics in NetWitness Version 11.3 and 11.4. The Event Stream Analytics Server (ESA Analytics) service, which is used for Automated Threat Detection, is end of life (EOL) and not supported in NetWitness Platform Version 11.5 and later.

The Events List in version 11.3 and later does not show the Command and Control (C2) enrichment information for HTTP packet alerts in Suspected C&C incidents. However, you can view the C2 enrichment information in the Alert Details view.

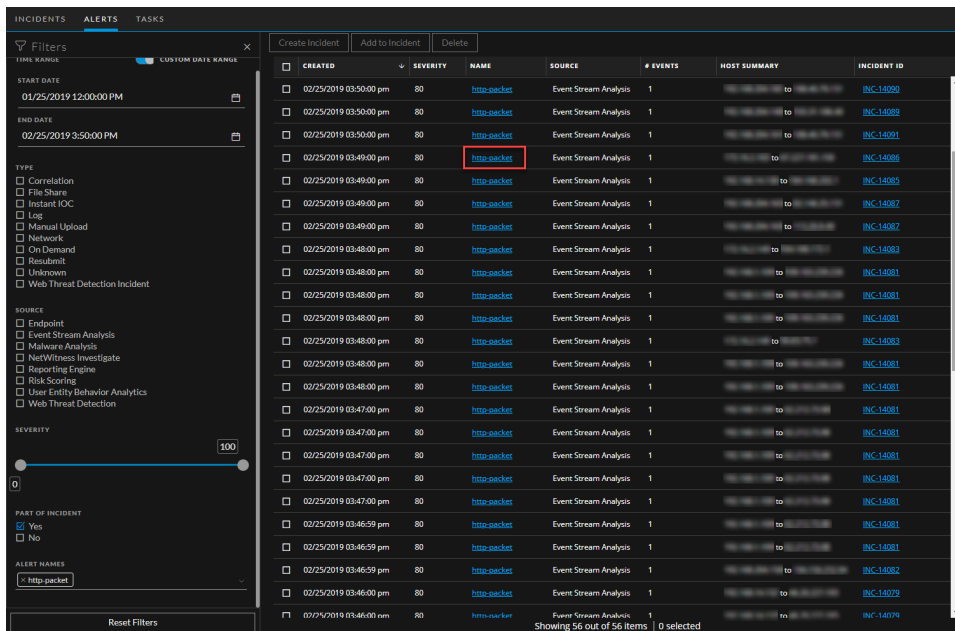
1. Go to **Respond > Incidents**, look for a **Suspected C&C** incident, and note the incident ID.



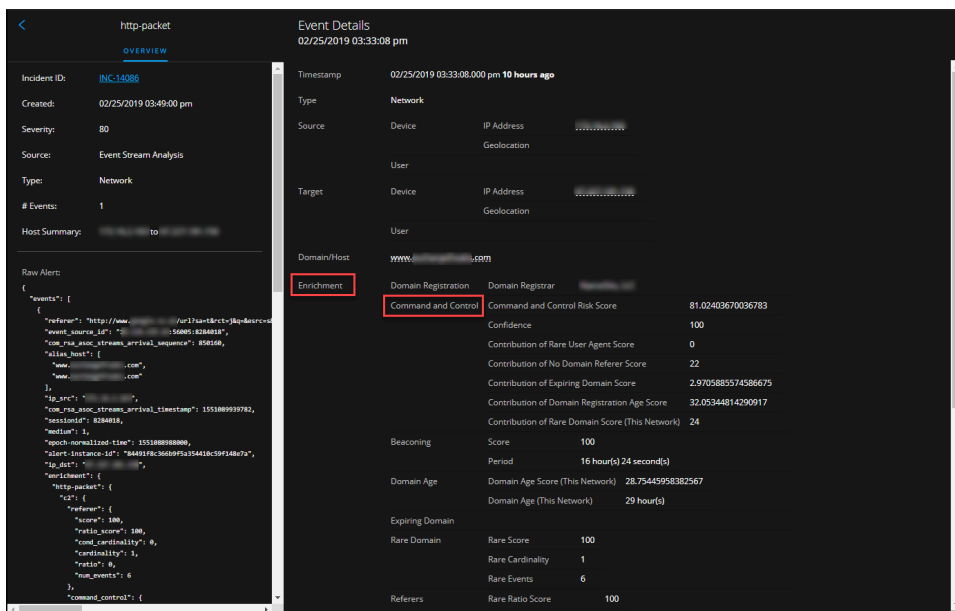
2. Go to **Respond > Alerts** and in the Filters panel, select the following to locate an alert in the Alerts list with the incident ID noted above:
  - a. In the **Part of Incident** section, select **Yes**.
  - b. In **Alert Names** section, select **http-packet**.



If you are still not able to locate an alert in the Alerts list with the incident ID noted above, try filtering your alerts list more using the time range of the incident.



3. In the Alerts list, click the **http-packet** link in the **NAME** field of the alert associated with the incident ID.  
The Event Details view shows the C2 enrichment information.



## View and Study the Entities Involved in the Events on the Nodal Graph

An *Entity* is either an IP address, MAC address, user, host, domain, file name, or file hash. The nodal graph is an interactive graph that you can move around to get a better understanding of how the entities involved in the events relate to each other. The nodal graphs look different depending on the type of event, the number of machines involved, whether the machines are associated with users, and if there are files associated with the event.

The following figure shows an example nodal graph with six nodes.



If you look closely at the nodal graph, you can see circles that represent nodes. A nodal graph can contain one or more of the following types of nodes:

- **IP address** (If the event is a detected anomaly, you can see a Detector IP. If the event is a transaction, you can see a Destination IP and a Source IP.)
- **MAC address** (You may see a MAC address for each type of IP address.)
- **User** (If the machine is associated with a user, you can see a user node.)
- **Host**
- **Domain**

- **Filename** (If the event involves files, you can see a filename.)
- **File Hash** (If the event involves files, you may see a file hash.)

In NetWitness 11.3 events, nodes for source filename and file hash are supported, but nodes for target filename and file hash are not supported. In NetWitness 11.4 and later events, nodes for both source and target filenames as well as file hashes are supported.

The legend at the bottom of the nodal graph shows the number of nodes of each type and the color coding of the nodes.

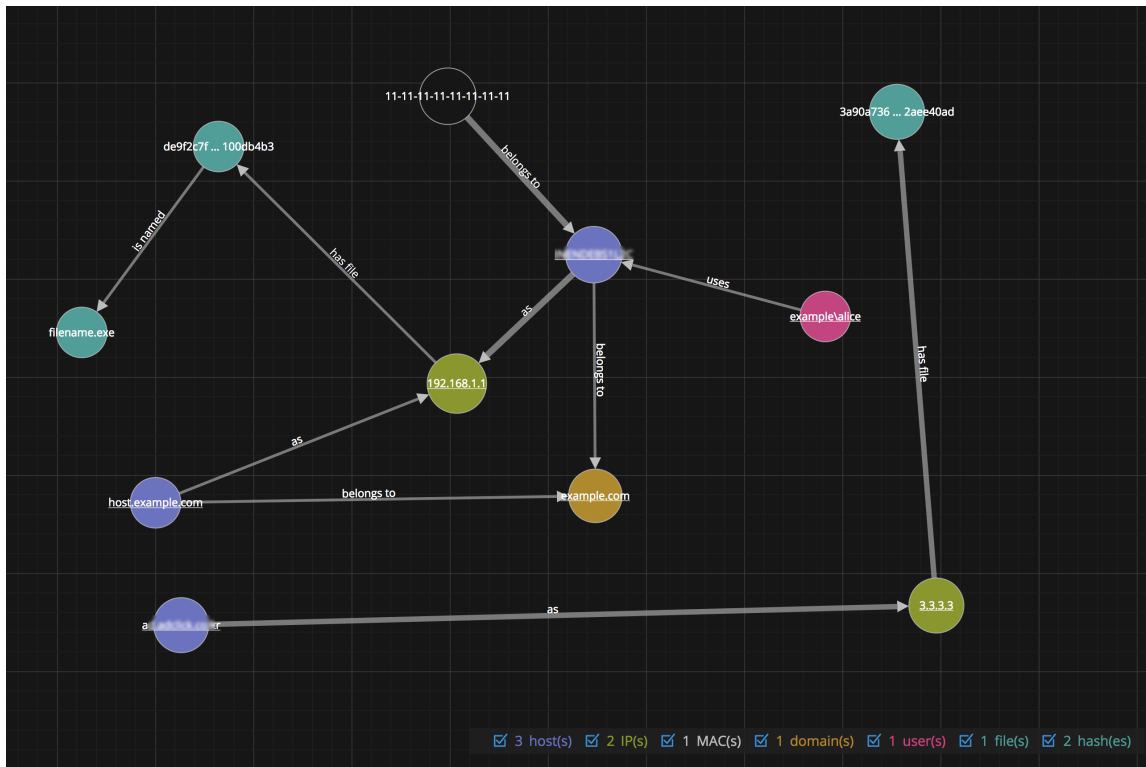
You can click and drag any node to reposition it.

The arrows between the nodes provide additional information about the entity relationships:

- **Communicates with:** An arrow between a Source machine node (IP address or MAC address) and a Destination machine node labeled with "communicates with" shows the direction of the communication.
- **Has file:** An arrow between a machine node (IP address, MAC address, or Host) and a file hash node labeled with "has file" indicates that the IP address has that file.
- **Uses:** An arrow between a User node and a machine node (IP address, MAC address, or Host) labeled with "uses" shows the machine that the user was using during the event.
- **Calls:** (This arrow is available in NetWitness Platform 11.4 and later.) An arrow between two file hash (checksum) nodes labeled with "calls" indicates the direction of the interaction between the associated files. The source file hash "calls" the target (destination) file hash, which indicates that the source file associated with the source file hash is performing an action on the target file associated with the target file hash.
- **As:** (This relationship type represents attributes of the connected node.) An arrow between nodes labeled with "as" provides additional information about the IP address that the arrow points to. In the above example, there is an arrow from the host node circle that points to an IP address node that is labeled with "as". This indicates that the name on the host node circle is the hostname of that IP address and is not a different entity.
- **Is named:** (This relationship type represents attributes of the connected node.) An arrow from a File Hash node to a File Name node labeled with "is named" indicates that the file hash corresponds to a file with that name.
- **Belongs to:** (This relationship type represents attributes of the connected node.) An arrow between two nodes labeled with "belongs to" indicates that they pertain to the same node. For example, an arrow between a MAC address and a Host labeled with "belongs to" indicates that it is the MAC address for the host.

Larger line size arrows indicate more communication between the nodes. Larger nodes (circles) indicate more activity than smaller nodes. The larger nodes are the most common entities mentioned in the events.

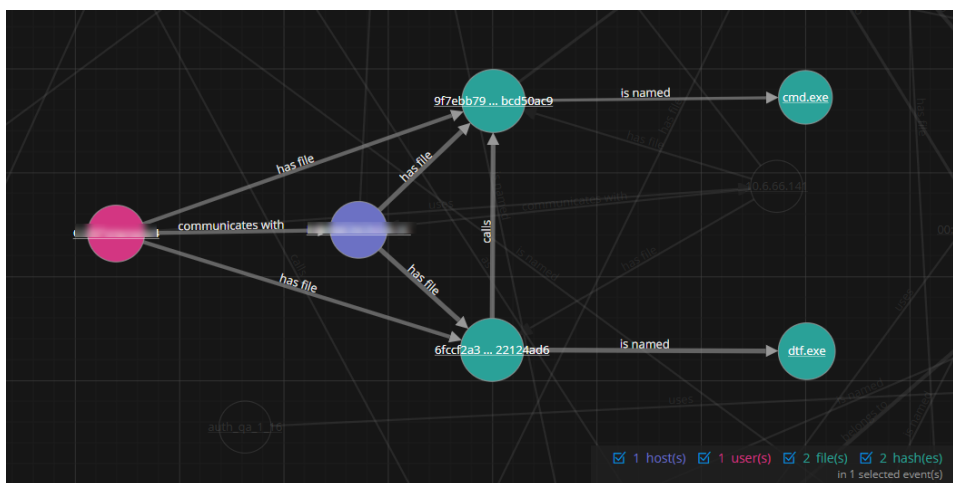
The following nodal graph example has 11 nodes.



In this example, notice that there are two IP nodes. They both have hashed files, but they do not communicate with each other. The IP address at the top (192.168.1.1) represents one machine with two hostnames (host.example.com is one of them) in the example.com domain. The MAC address of the machine is 11-11-11-11-11-11-11-11-11-11 and Alice uses it.

**Note:** The following example applies to NetWitness Platform 11.4 and later.

In the following nodal graph example, you can see the interaction between source and target (destination) files. There are six nodes in the selected event.



In this example, the user communicates with a host that has `dtf.exe` and `cmd.exe` files. The `dtf.exe` file on the host "calls" (in this case, launches) the `cmd.exe` file, which is suspected to be malicious activity. Notice that the "calls" arrow appears between the source and target file hashes, which are associated with the files.

## Nodal Graph Behaviors and Characteristics

**Note:** These nodal graph behaviors and characteristics are available in NetWitness Platform Version 11.4 and later.

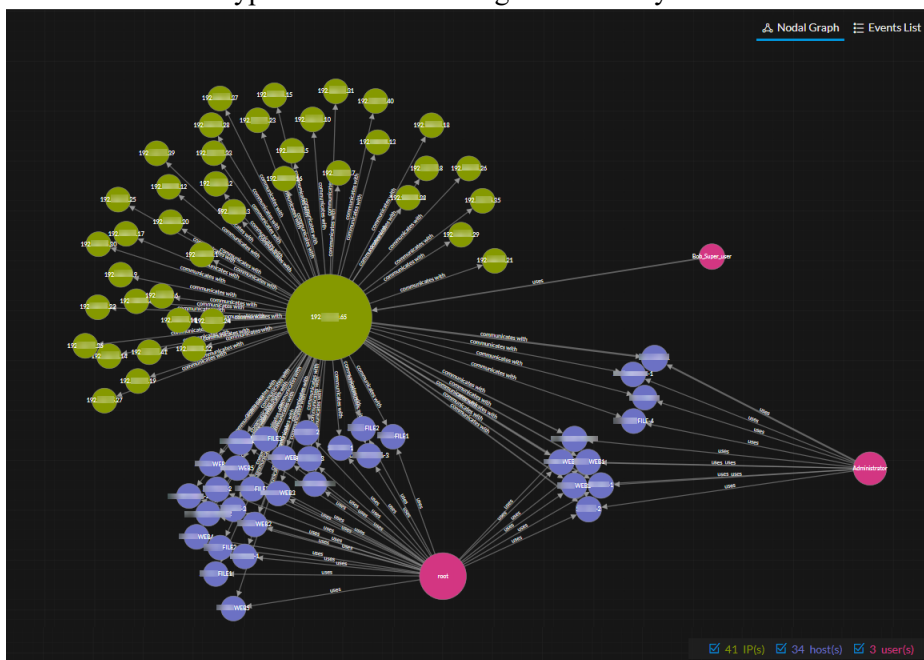
The nodal graph makes it easier for an analyst to get an initial understanding of an incident with minimal effort.

The nodal graph provides the following benefits to an analyst when responding to an incident:

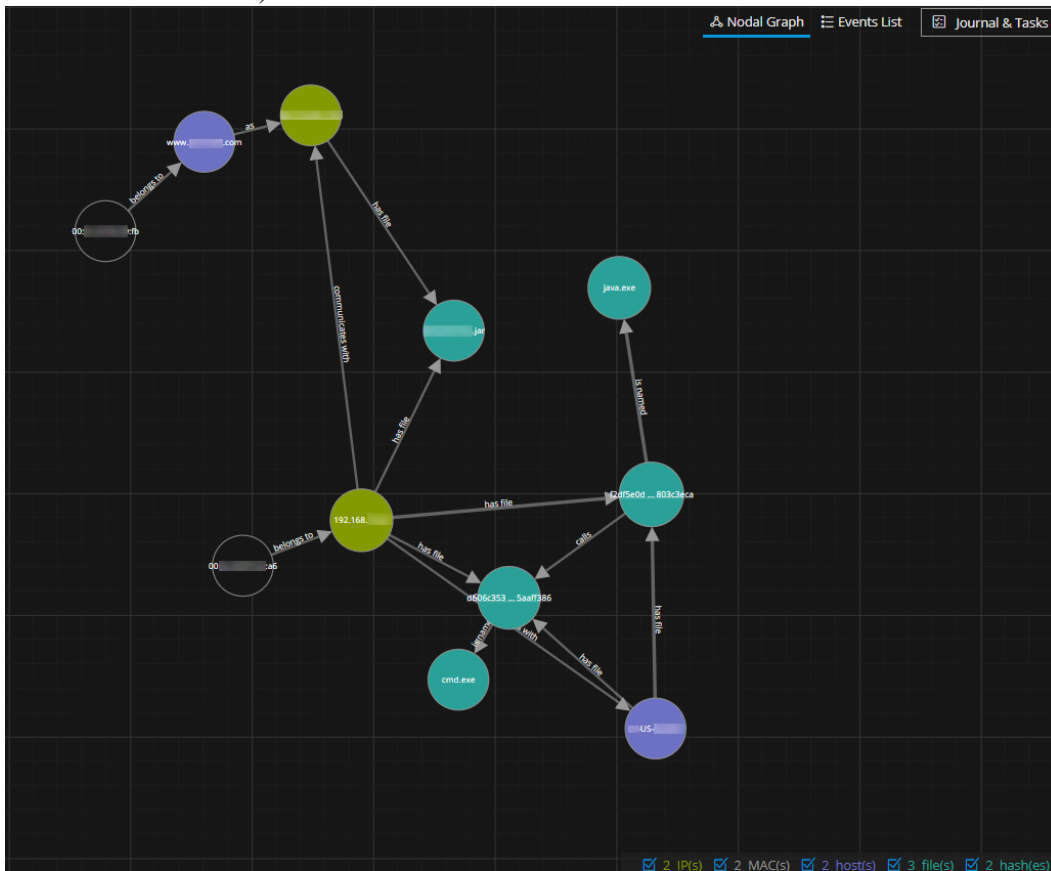
- The nodal graph helps determine scope, commonalities, and outliers in a given dataset, which can be useful context for an analyst.
- In many cases, the initial nodal graph layout presents valuable insight without any interaction from the analyst.
- In cases where the initial layout does not give enough clarity or when an analyst wants to view things differently, a few nodal mouse-drag position adjustments can provide a much faster method of exposing insightful relationships and clusters.

The following behaviors and characteristics are now part of the graph:

- Entities of similar types tend to cluster together visually.

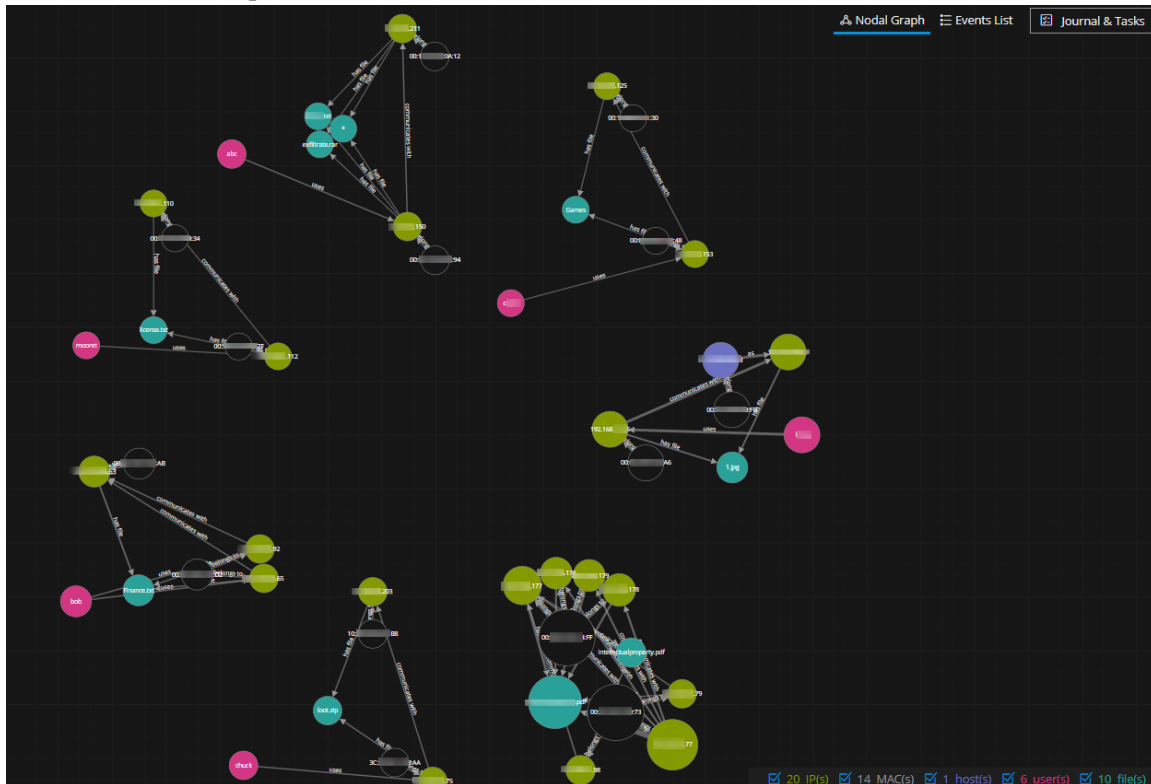


- Attributes and actions are better differentiated. Arrows that represent attributes ("as", "is named", "belongs to", and "has file") tend to be shorter than those representing actions ("call" and "communicates with").



- Leaf nodes, which are nodes that only have a single relationship to a single entity, tend to stay closer together.

- Disjoint graphs, such as clusters of entities and relationships that do not have connections with one another, are forced apart.



Dragged nodes are pinned in place. Double-click a node to unpin it and allow the forces to apply again to the node.

## Select Node Types to View on the Nodal Graph

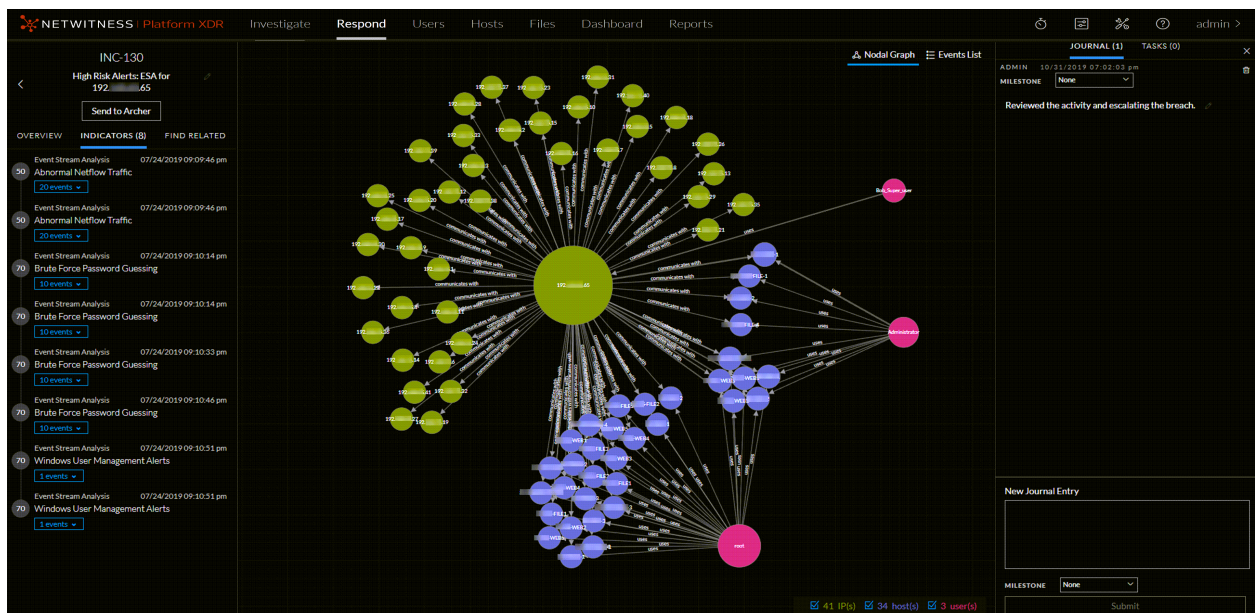
**Note:** This option is available in NetWitness Platform Version 11.2 and later.

In the Incident Details view nodal graph, you can hide node types to further study the interactions between the entities on the nodal graph.

1. Go to **Respond > Incidents**.
2. In the Incidents List view, choose an incident to view and then click the link in the **ID** or **NAME** column for that incident.

The Incident Details view for the selected incident appears with the Nodal Graph in view. The legend below the nodal graph has all of the entity node types selected by default.

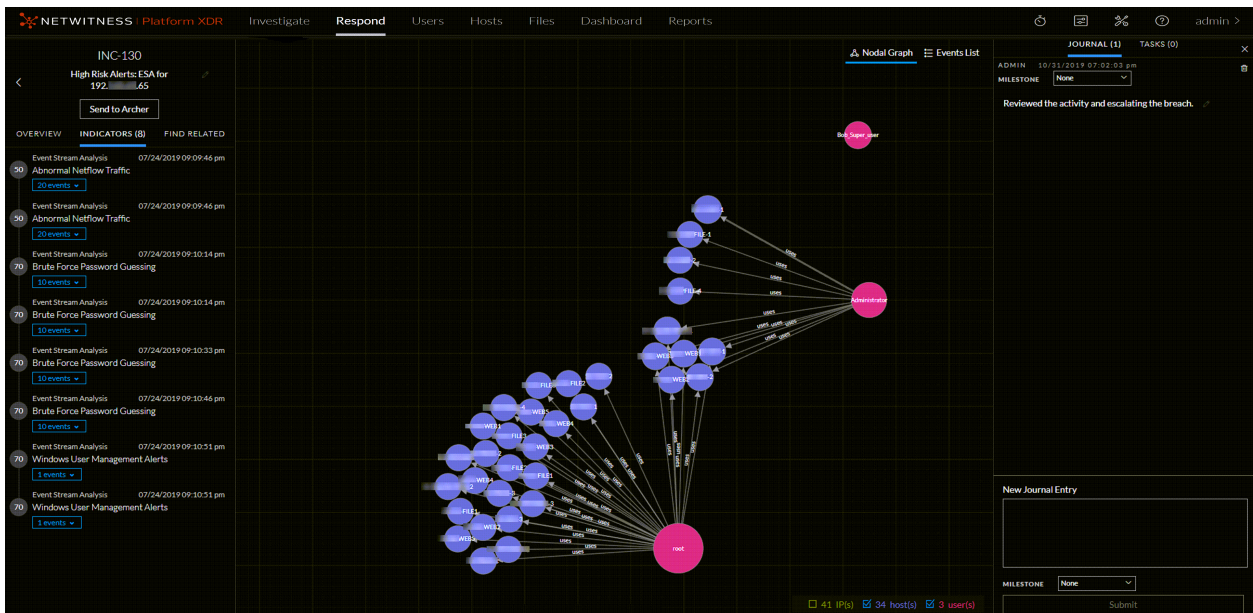
If you do not see the nodal graph, click [Nodal Graph](#).



3. To hide node types, in the legend, clear the checkbox for the node types that you would like to hide in the nodal graph.

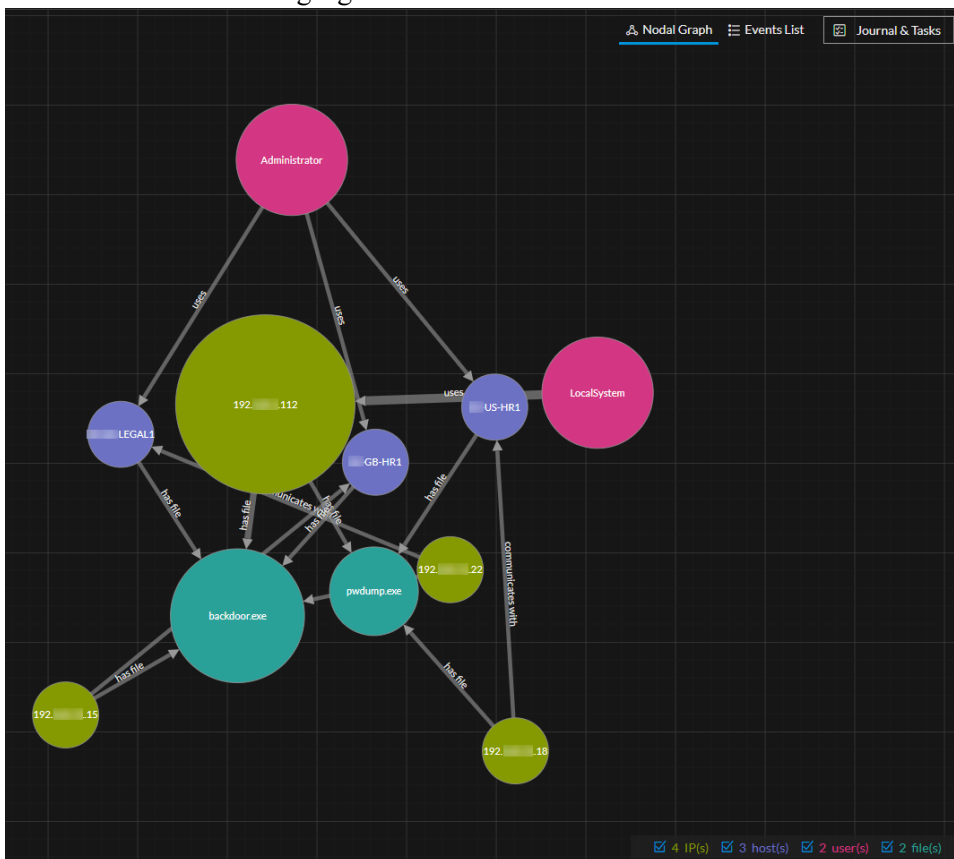
The following example shows the IP address node type cleared and the IP address nodes are now hidden.



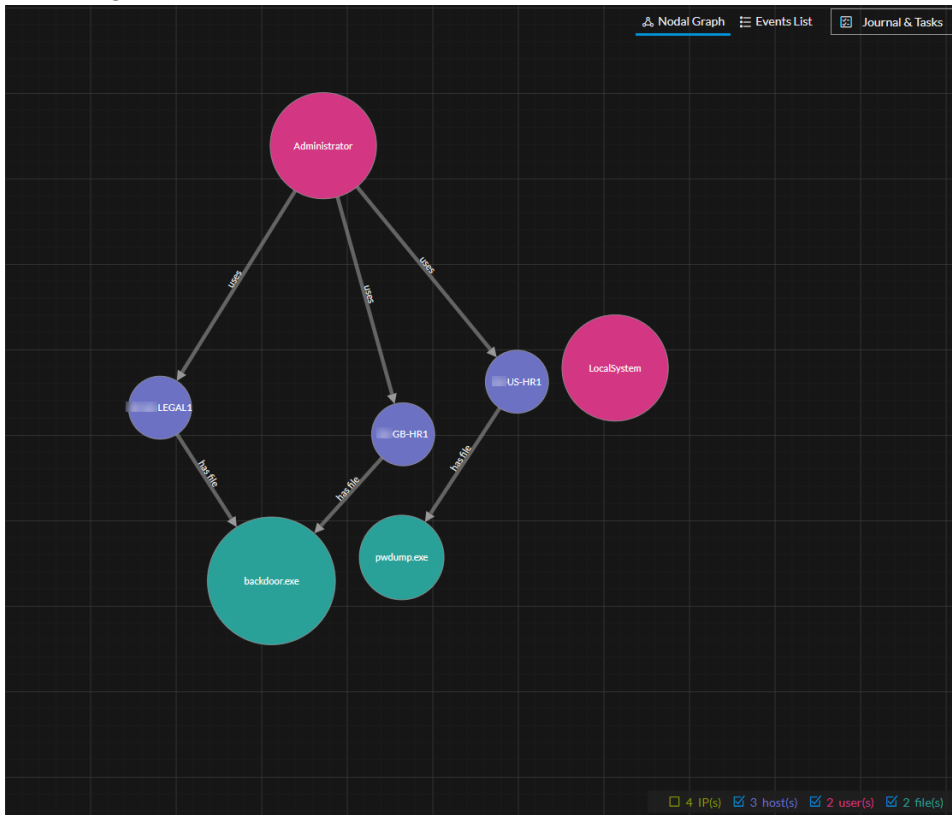


- To include (unhide) node types, select the checkbox for the node types that you would like to appear in the nodal graph.

Hiding node types can be especially helpful if the nodal diagram has overlapping entity relationships as shown in the following figure.



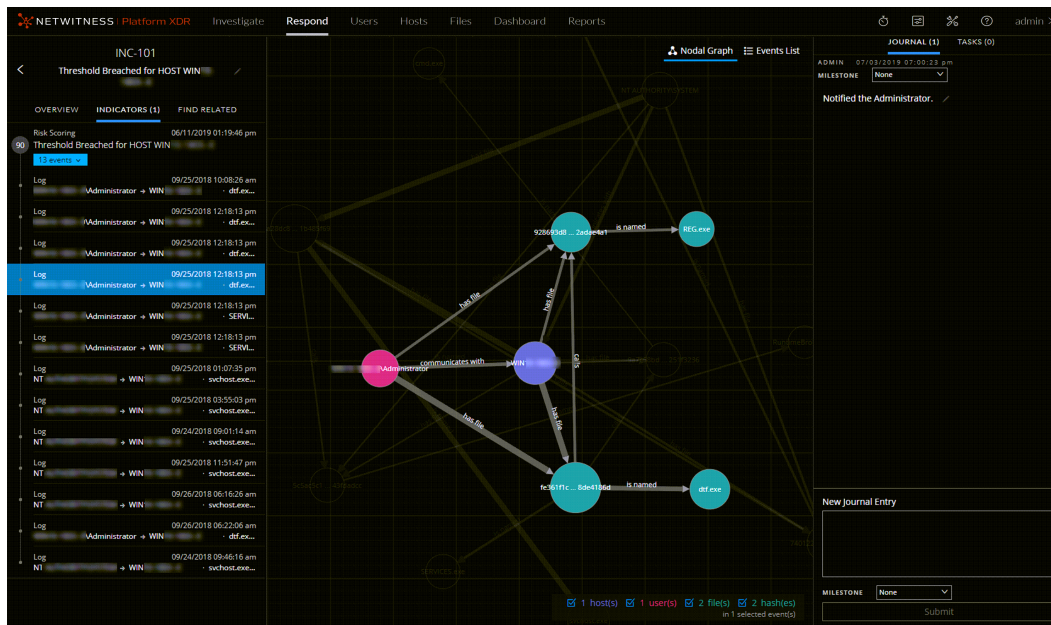
After hiding the IP node types, you can get a better understanding of what is happening with the remaining nodes.



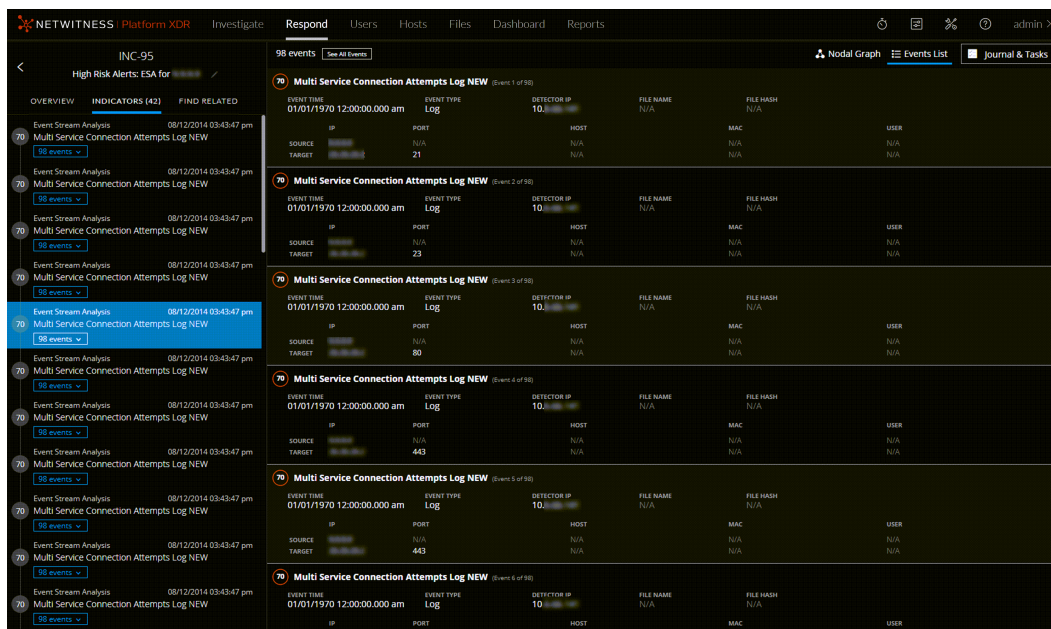
## Filter the Data in the Incident Details View

You can click indicators in the Indicators panel to filter what you can see in the Nodal Graph and the Events List.

If you select an indicator to filter the nodal graph, data that is not part of your selection is dimmed, but it is still in view as shown in the following figure.



If you select an indicator to filter the Events List, only the events for that indicator are shown in the list. The following figure shows an indicator selected that contains ninety-eight events. The filtered Events List shows those ninety-eight events.



## View the Tasks Associated with an Incident

Threat responders and other analysts can create tasks for an incident and track those tasks to completion. This can be very helpful, for example, when you require actions on incidents from teams outside of your security operations. You can view the tasks associated with an incident in the Incident Details view.

1. Go to **Respond > Incidents** and locate the incident that you want to view in the Incidents List.
2. Click the link in the **ID** or **NAME** field of the incident.
3. In the Journal on the right side of the Incident Details view, click the **TASKS** tab.

If you cannot see the Journal, click **Journal & Tasks** and then click the **TASKS** tab.

The Tasks panel shows all of the tasks for the incident.

The screenshot shows a dark-themed interface with a 'TASKS (2)' tab selected. At the top is an 'Add New Task' button. Below are two task entries for incident 'REM-2 / INC-5658':

- Task 1:** NAME: Discussion Required, ASSIGNEE: Analyst User, PRIORITY: Critical, STATUS: New. DESCRIPTION: Discuss this incident with the SCO Manager.
- Task 2:** NAME: Breach, ASSIGNEE: Admin, PRIORITY: Critical, STATUS: New. DESCRIPTION: Follow breach protocol. IT Task AAA-1234.

For more information about tasks, see [Tasks List View](#), [View All Incident Tasks](#), and [Create a Task](#).

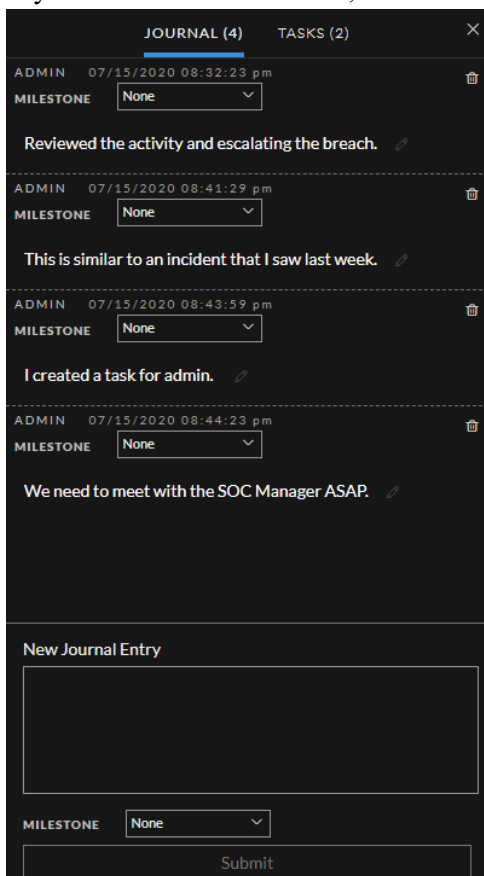
## View Incident Notes

The incident Journal enables you to view the history of activity on your incident. You can view journal entries from other analysts and also communicate and collaborate with them.

1. Go to **Respond > Incidents** and locate the incident that you want to view in the Incidents List.
2. Click the link in the **ID** or **NAME** field of the incident.

The Journal on the right side of the Incident Details view shows all of the journal entries for the incident.

If you cannot see the Journal, in the toolbar, click **Journal & Tasks**.

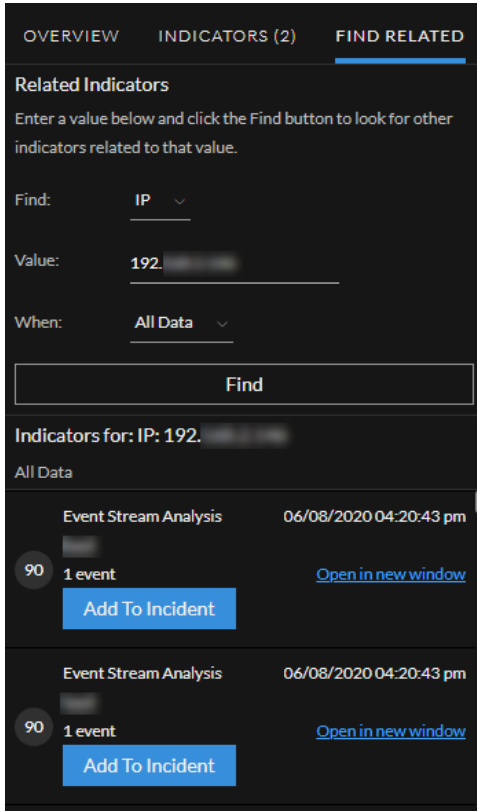


## Find Related Indicators

*Related Indicators* are alerts that were not originally part of the selected incident, but they are related in some way to the incident. The relationship may or may not be obvious. For example, related indicators can involve one or more entities from the incident, but they can also be related due to some intelligence outside of NetWitness.

In the Incident Details view Related Indicators panel, you can search for an entity (such as IP, MAC, Host, Domain, User, Filename, or Hash) in other alerts outside of the current incident.

1. Go to **Respond > Incidents** and locate the incident that you want to view in the Incidents List.
2. Click the link in the **ID** or **NAME** field of the incident.
3. In the left panel of the Incident Details view, click the **FIND RELATED** tab. The Related Indicators panel is displayed.

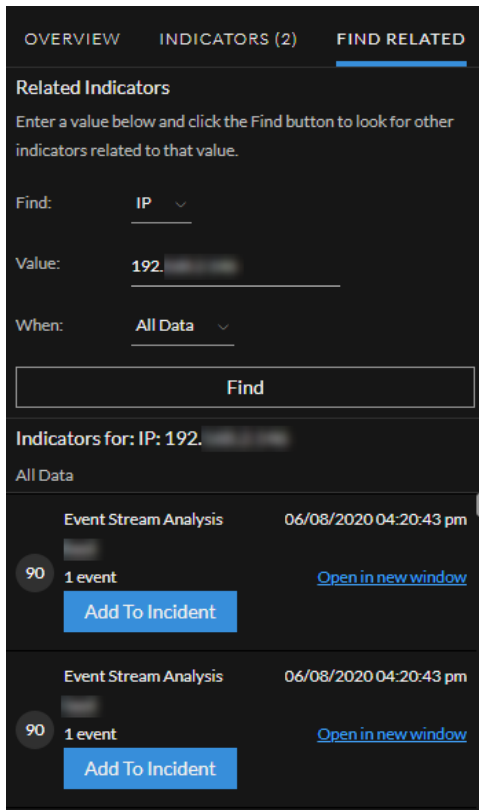


4. In the **Find** field, select the entity type to search, such as IP.
5. In the **Value** field, type a value for the entity, such as a specific IP address.
6. In the **When** field, select the time period to search, such as the Last 24 Hours.
7. Click **Find**.  
A list of related indicators (alerts) appear below the **Find** button in the **Indicators for** section. If an alert is not part of another incident, you can click the **Add to Incident** button to add the related indicator (alert) to the current incident. See [Add Related Indicators to the Incident](#) below.

## Add Related Indicators to the Incident

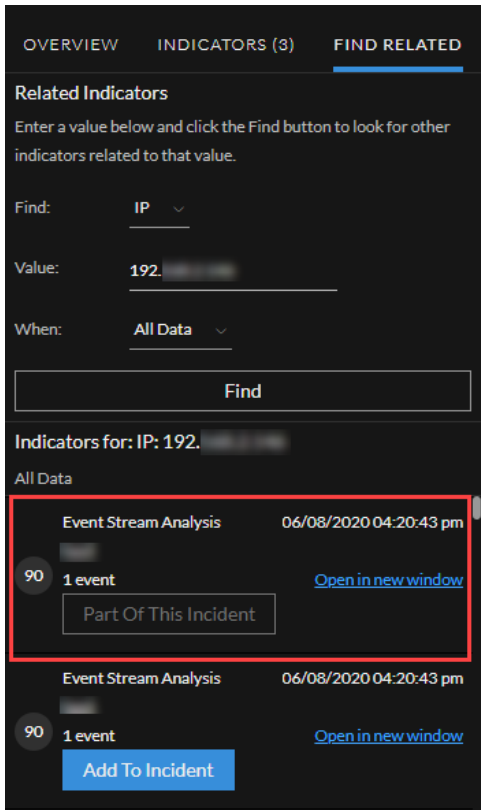
You can add related indicators (alerts) to the current incident from Related Indicators panel. An indicator that is already part of an incident cannot be part of another incident. In the search results, if an alert is not already part of an incident, it has an **Add to Incident** button.

1. In the Related Indicators panel, do a search to find related indicators. See [Find Related Indicators](#) above.

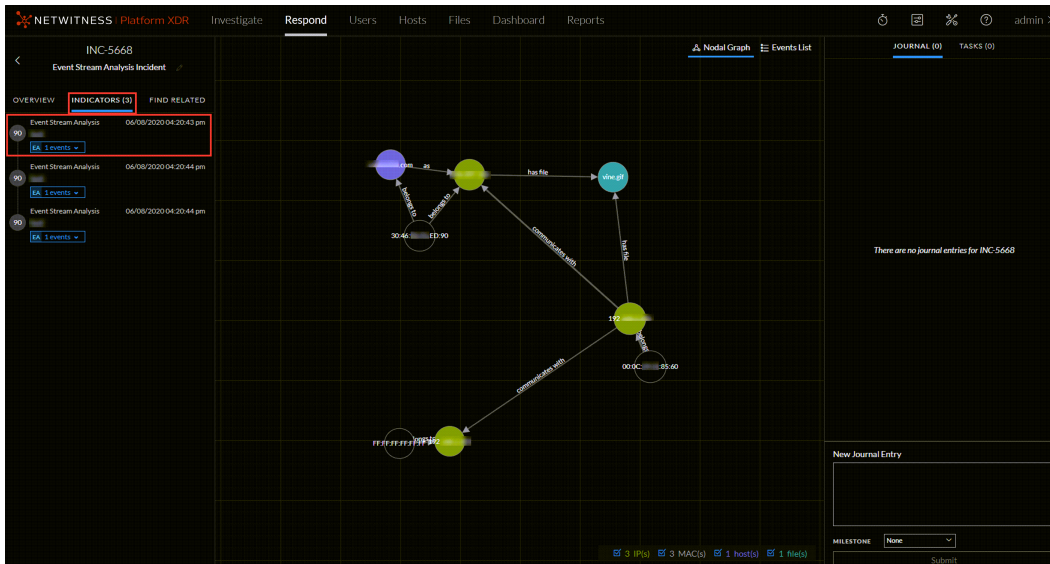


2. Review the alerts in the search results. The **Indicators for** section (below the Find button) lists the related indicators (alerts).
3. To inspect the details of an alert before adding it as a related indicator to the incident, you can click the **Open in New Window** link to view the alert details for that indicator.
4. For each alert that you want to add to the current incident as a related indicator, click the **Add to Incident** button.

The button in the Related Indicators panel now shows **Part of This Incident**.



The selected related indicator adds to the Indicators panel. The Indicators tab now shows the additional indicator.





## Investigate the Incident

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To further investigate an incident within the Incident Details view, you can find links that take you to additional contextual information about the incident when it is available. This additional context can help you understand additional technical context and business context about a specific entity in the incident. It can also provide additional information that you may want to research to ensure that you understand the full scope of the incident.

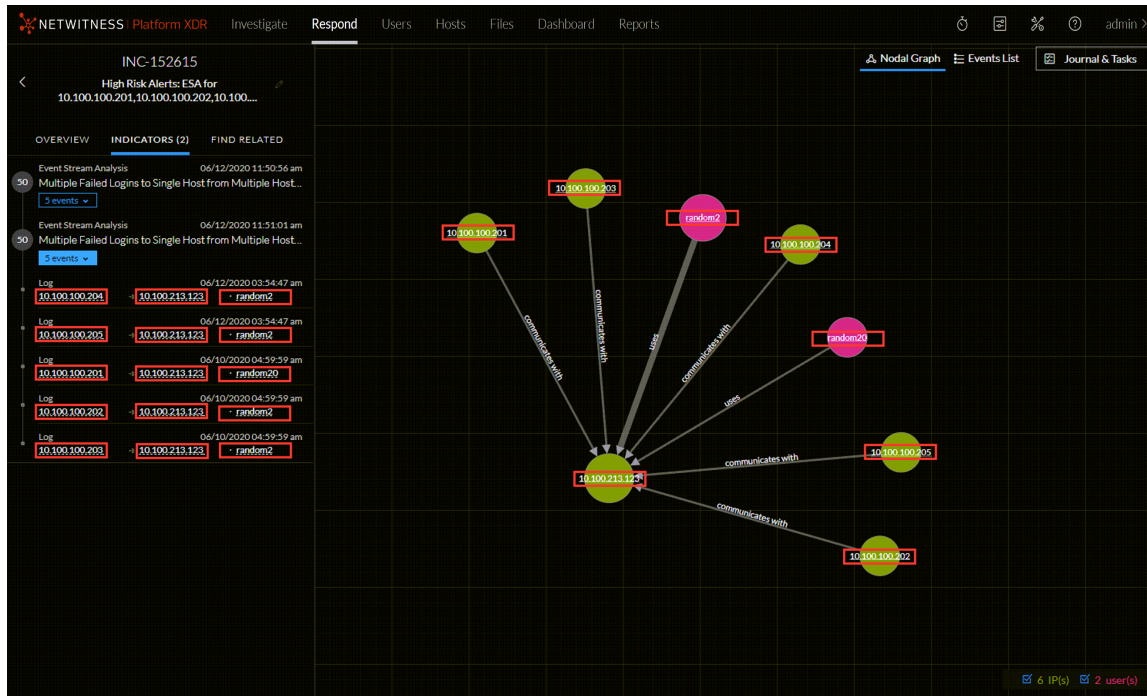
You can perform the following procedures to further investigate an incident:

- [View Contextual Information](#)
- [Add an Entity to a Whitelist](#)
- [Create a List](#)
- [View the Reputation Status of a File Hash](#)
- [Pivot to the Investigate > Events View](#)
- [Pivot to the Hosts or Files View](#)
- [Pivot to NetWitness Endpoint Thick Client](#)
- [Pivot to Archer](#)
- [View Event Analysis Details for Indicators](#)
- [View User Entity Behavior Analytics for Indicators](#)
- [Document Steps Taken Outside of NetWitness](#)
  - [View the Journal Entries for an Incident](#)
  - [Add a Note](#)
  - [Delete a Note](#)

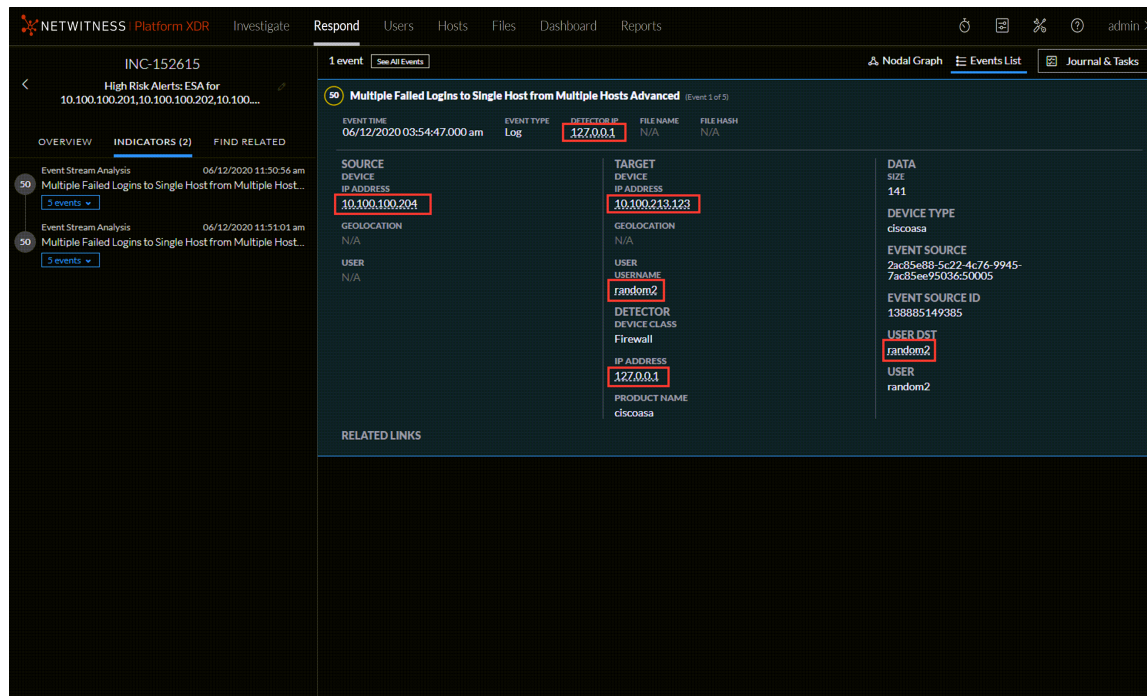
## View Contextual Information

In the Indicators panel, Events List, or the Nodal Graph, you can view the underlined entities. If an entity is underlined, NetWitness is populating information about that entity type in the Context Hub. There may be additional information available about that entity in the Context Hub.

The following figure shows underlined entities in the Indicators panel and the Nodal Graph.



The following figure shows underlined entities in the Events list details.

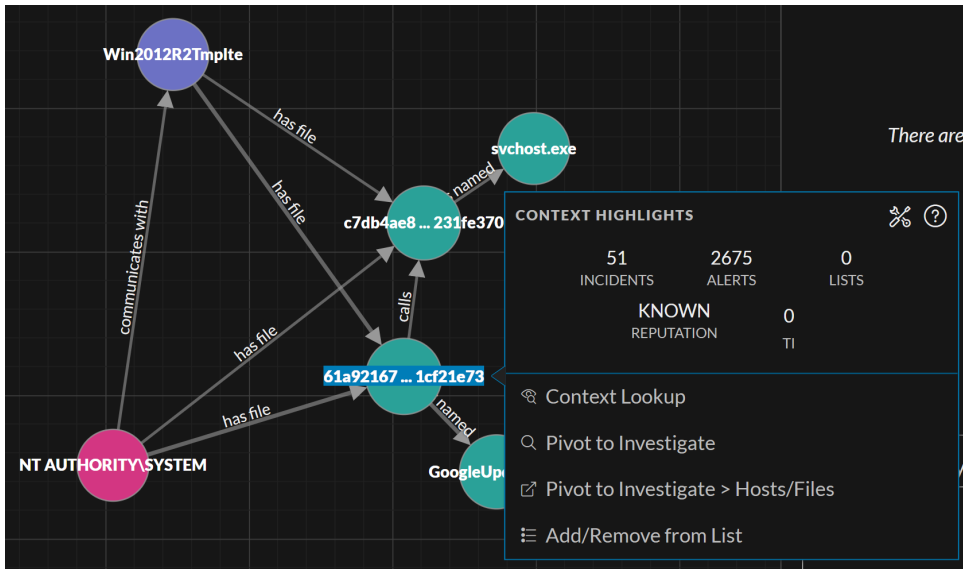


The Context Hub is preconfigured with meta fields mapped to the entities. NetWitness Respond and NetWitness Investigate use these default mappings for context lookup. For information about adding meta keys, see "Configure Settings for a Data Source" in the *Context Hub Configuration Guide*.

**Caution:** For the Context Lookup to work correctly in the Respond and Investigate views, NetWitness recommends that when mapping meta keys in the **Admin > System > Investigation > Context Lookup** tab, you add only meta keys to the Meta Key Mappings, not fields in the MongoDB. For example, ip.address is a meta key and ip\_address is not a meta key (it is a field in the MongoDB).

**To view contextual information:**

1. In the Indicators panel, Events List, or the Nodal Graph, left or right-click an underlined entity. A context tooltip appears with a quick summary of the type of context data that is available for the selected entity.



The information in the **Context Highlights** section helps you to determine the actions that you would like to take. It can show related data for Incidents, Alerts, Lists, Endpoint//, Criticality, Asset Risk, Reputation, and Threat Intelligence (TI). Depending on your data, you may be able to click these items for more information.

The above example shows 0 related incidents, 6800 alerts, 0 lists for the selected host, 0 incidents for TI, and no information available for Endpoint, Live Connect, Criticality, and Asset Risk.

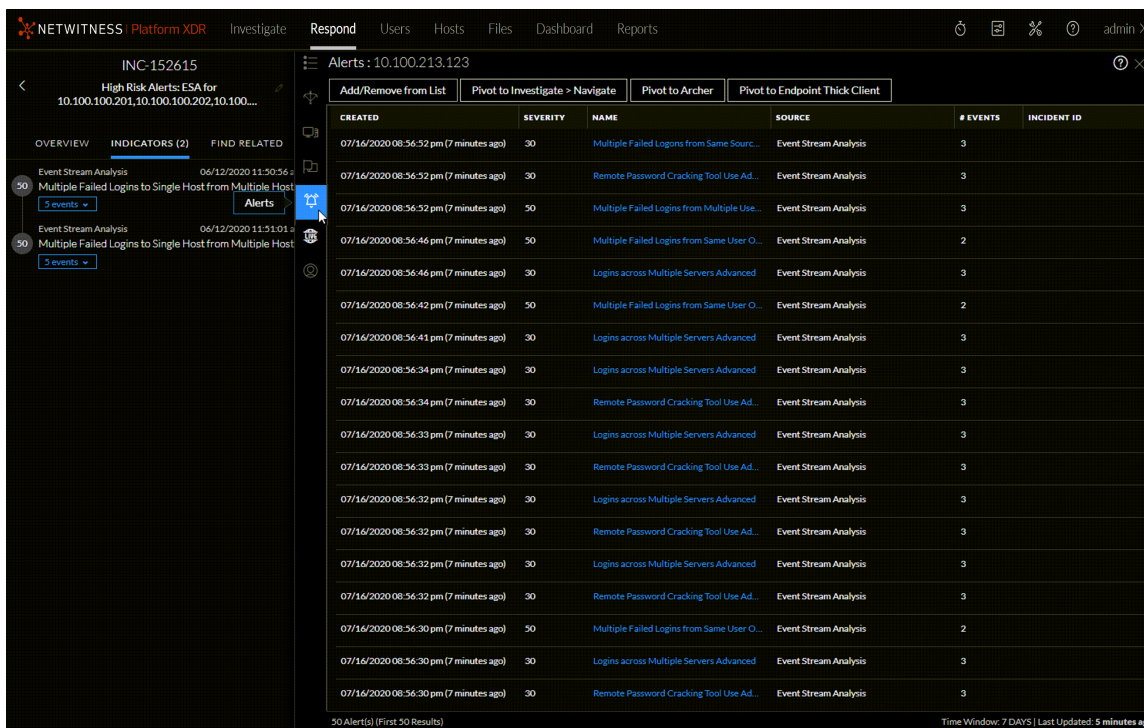
TI information comes from the STIX data source configured in Context Hub. For more information, see the *Context Hub Configuration Guide*.

The **Actions** section lists the available actions. In the above example, the Add/Remove from List, Pivot to Investigate > Navigate, Pivot to Investigate > Hosts/Files and Pivot to Endpoint Thick Client options are available.

**Note:** The Pivot to Archer link is disabled when Archer data is not available or when the Archer data source is not responding. Check that the Archer configuration is enabled and configured properly.

For more information, see [Pivot to the Investigate > Events View](#), [Pivot to Archer](#), [Pivot to NetWitness Endpoint Thick Client](#), [Pivot to the Hosts or Files View](#), and [Add an Entity to a Whitelist](#).

- To see more details about the selected entity, click the **View Context** button. The Context Lookup panel opens and shows all of the information related to the entity. The following example shows contextual information for a selected host. It lists all of the incidents that mention that host.

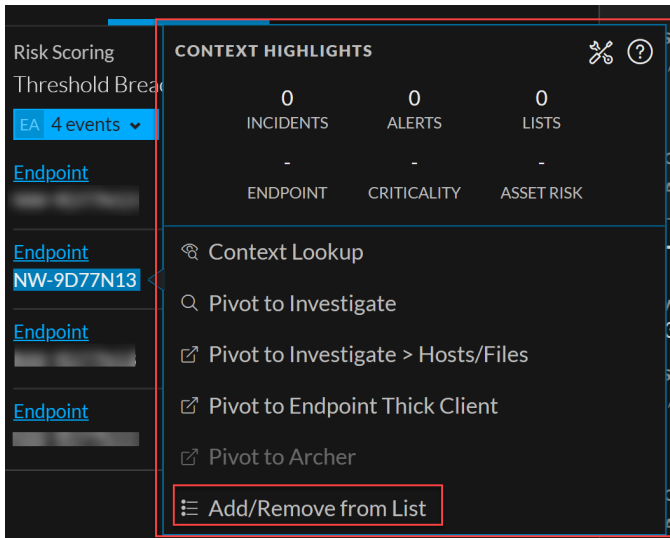


To understand the different views within the Context Hub Lookup panel, see [Context Lookup Panel - Respond View](#).

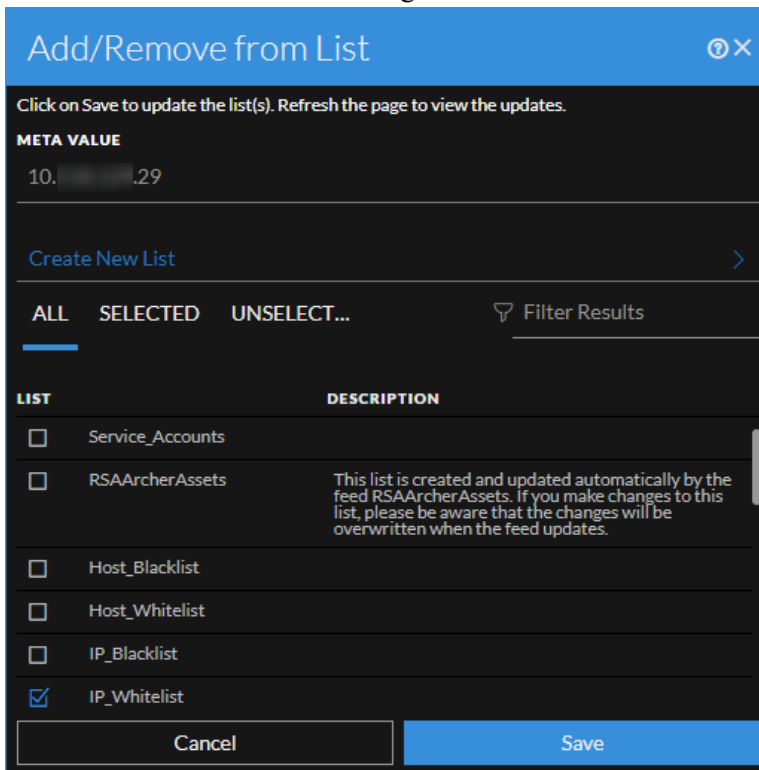
## Add an Entity to a Whitelist

You can add any underlined entity to a list, such as a Whitelist or Blacklist, from a context tooltip. For example, to reduce false positives, you may want to whitelist an underlined domain to exclude it from the related entities.

1. In the Indicators panel, Events List, or the Nodal Graph, left or right-click the underlined entity that you would like to add to a Context Hub list. A context tooltip appears showing the available actions.



- In the **ACTIONS** section of the tooltip, click **Add/Remove from List**. The Add/Remove from List dialog shows the available lists.



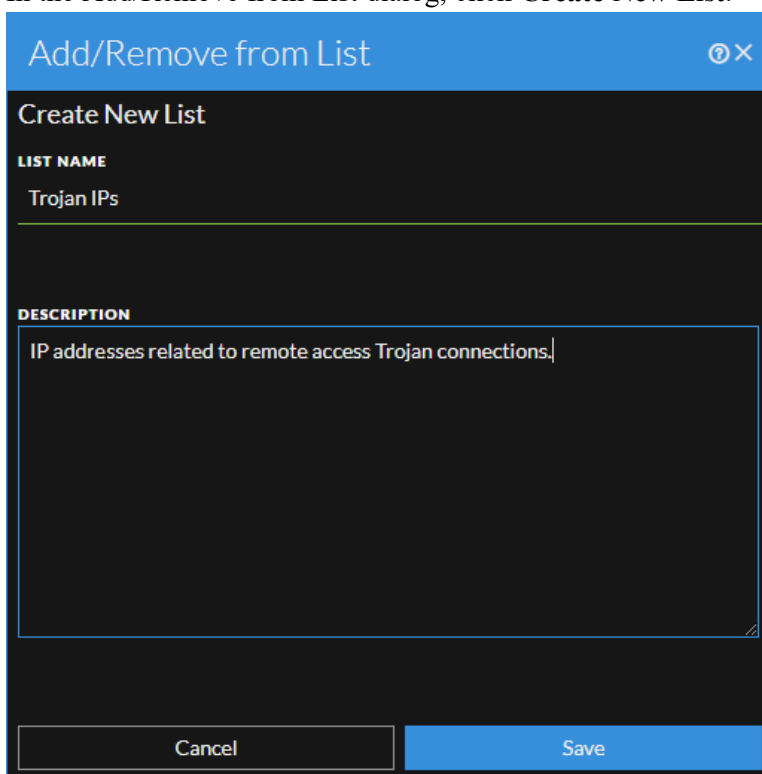
- Select one or more lists and click **Save**. The entity appears on the selected lists. [Add/Remove from List Dialog](#) provides additional information.

## Create a List

You can create lists in Context Hub from the Respond view. In addition to using lists to whitelist and blacklist entities, you can use lists to monitor entities for abnormal behavior. For example, to improve the visibility of a suspicious IP address and Domain under investigation, you may want to include them in two separate lists. One list could be for domains suspected of being related to command and control connections, and another list could be for IP addresses related to remote access Trojan connections. You can then identify indicators of compromise using these lists.

### To create a list in Context Hub:

1. In the Indicators panel, Events List, or the Nodal Graph, left or right-click the underlined entity that you would like to add to a Context Hub list.  
A context tooltip opens showing the available actions.
2. In the **Actions** section of the tooltip, click **Add/Remove from List**.
3. In the Add/Remove from List dialog, click **Create New List**.



The screenshot shows a dialog box titled "Add/Remove from List" with a close button in the top right corner. The main content area is titled "Create New List" and contains two input fields. The first field is labeled "LIST NAME" and contains the text "Trojan IPs". The second field is labeled "DESCRIPTION" and contains the text "IP addresses related to remote access Trojan connections.". At the bottom of the dialog, there are two buttons: "Cancel" and "Save".

4. Type a unique **List Name** for the list. The list name is not case sensitive.
5. (Optional) Type a **Description** for the list.  
Analysts with the appropriate permissions can also export lists in CSV format to send to other analysts for further tracking and analysis. The *Context Hub Configuration Guide* provides additional information.

## View the Reputation Status of a File Hash

The File Reputation service available on RSA Live checks the reputation of every file hash against an extensive database of known file hashes updated in real-time. The file reputation is displayed in the Investigate and Respond views. In the View Context lookup, if the reputation status changes, Context Hub notifies the change in reputation status to all Endpoint servers. Information about the file hash such as any suspicious or malicious activity on the file is populated from Context Hub. There may be additional information available about that entity in the Context Hub.

The following table describes the file hash reputations.

Reputation	Description
Malicious	File hash is labeled as malicious.
Suspicious	File hash is suspected to be malicious.
Unknown	File hash is not known.
Known	File hash information is known to the file reputation service and does not have any previous bad record.
Known Good	File hash information is known good, such as files signed by Microsoft or NetWitness.
Invalid	File hash format is invalid.

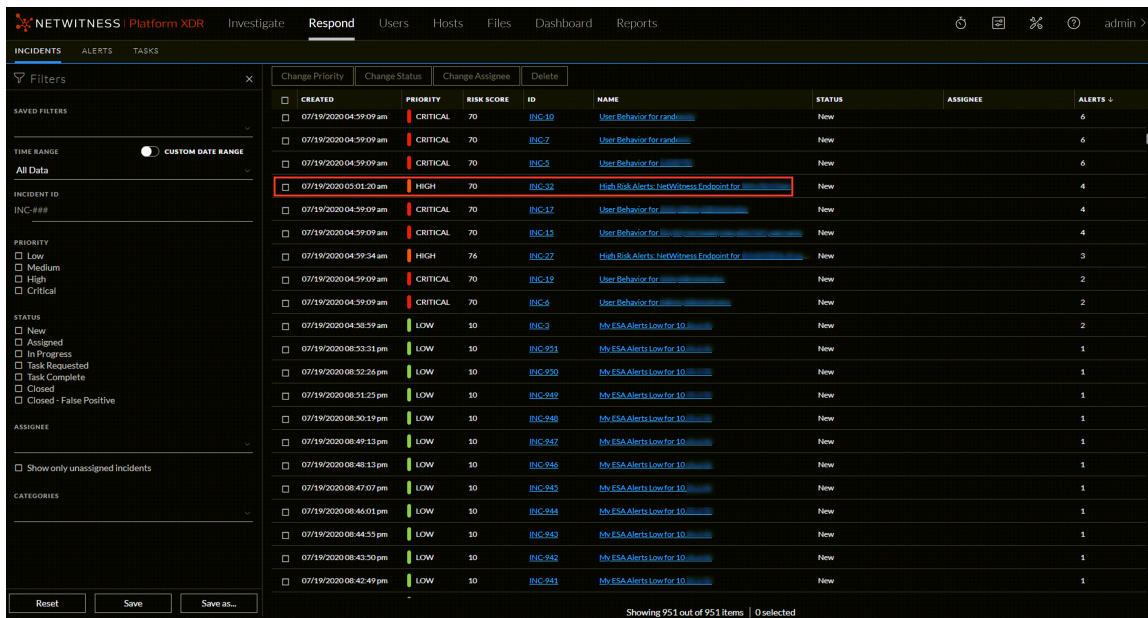
**Note:** A reputation status is visible for a file hash entity only and File Reputation service supports a maximum of 10 million files for a reputation of file hash.

The suspicious or malicious files are available for further analysis in the **Investigate > Navigate** view and **Investigate > Events** view. For more information on the file reputation service, see the *Live Services Management Guide* and the *NetWitness Endpoint User Guide*.

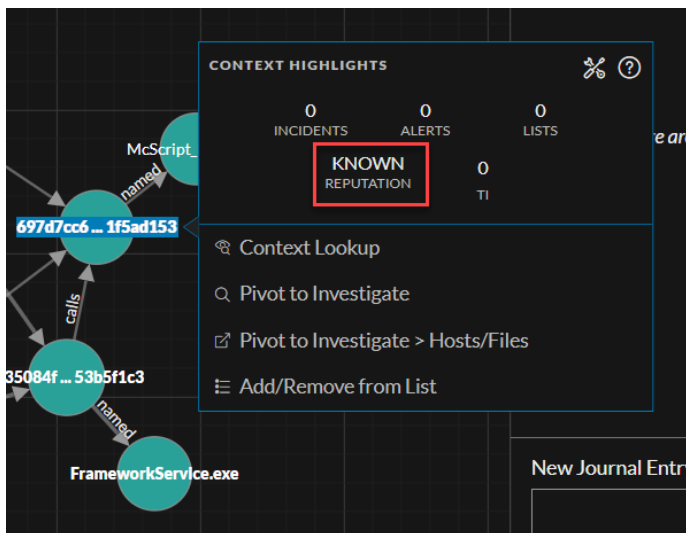


**To view the reputation of a file hash:**


1. Go to **Respond > Incidents**.
2. In the Incidents List view, choose an incident to view and then click the link in the **ID** or **Name** column for that incident.

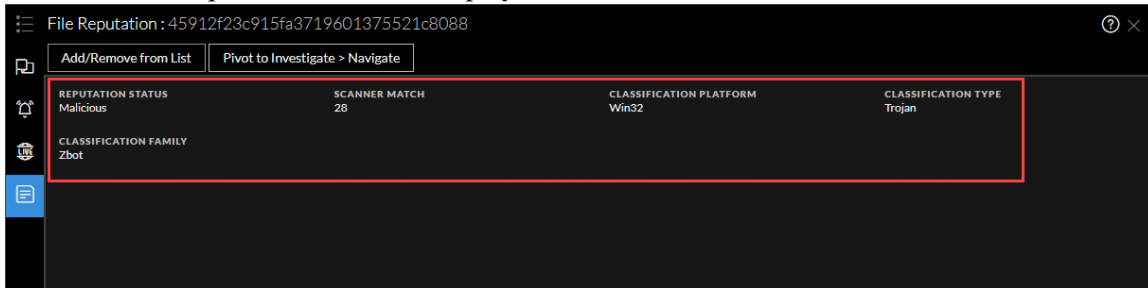


3. In the Incident Details view, left or right click the file hash entity. The context tooltip displays the reputation status of the selected file hash entity.



4. Click **Reputation** to view the reputation status information.

- Click the **File Reputation** icon  to view further details. The details for reputation status are displayed.



## Pivot to the Investigate > Events View

For a more thorough investigation of the incident, you can access the **Investigate > Events**.

- In the Indicators panel, Events List, or the Nodal Graph, left or right click any underlined entity to access a context tooltip.
- In the context tooltip panel, select **Pivot to Investigate**.  
The Events view opens, which enables you to perform a deep dive investigation.

For more information, see the *NetWitness Investigate User Guide*. For troubleshooting information with the Investigate > Events link see the *Alerting with ESA Correlation Rules User Guide*.

## Pivot to the Hosts or Files View

For a more thorough investigation about specific Hosts and Files, you can access the Hosts and Files views.

- In the Indicators panel, Events List, or the Nodal Graph, hover over any entity to access a context tooltip.
- In the context tooltip panel, select **Pivot to Investigate > Hosts/Files**.  
If you hover over a host or IP or MAC address entity and click **Pivot to Investigate > Hosts/Files**, it displays the Hosts view with a specific host listed.  
If you hover over a filename or file hash entity and click **Pivot to Investigate > Hosts/Files** it displays the Files view with a specific file listed.

**Note:** By default, the search for entities is on the previously selected Endpoint Server. However, you can select a different Endpoint Server to fetch the information or data.

For more information, see the *NetWitness Investigate User Guide*.

## Pivot to NetWitness Endpoint Thick Client

If you have the NetWitness Endpoint thick client application installed, you can launch it through the context tooltip. From there, you can further investigate a suspicious IP address, Host, or MAC address.

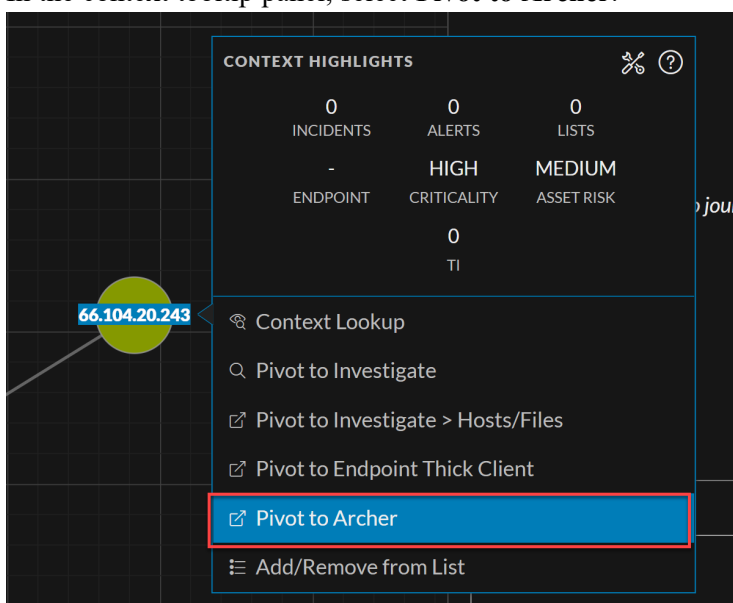
1. In the Indicators panel, Events List, or the Nodal Graph, hover over any underlined entity to access a context tooltip.
2. In the context tooltip panel, select **Pivot to Endpoint Thick Client**.  
The NetWitness Endpoint thick client application opens outside of your web browser.

For more information on the thick client, see the *NetWitness Endpoint User Guide*.

## Pivot to Archer

For viewing more details about the device in Archer Cyber Incident & Breach Response, you can pivot to the device details page. This information is displayed only for IP address, host, and Mac address.

1. In the Indicators panel, Events List, or the Nodal Graph, left or right click any underlined entity (IP address, host, and Mac address) to access a context tooltip.
2. In the context tooltip panel, select **Pivot to Archer**.



3. The device details page in **Archer Cyber Incident & Breach Response** opens if you are logged in to the application, otherwise the login screen is displayed.

**Note:** The Pivot to Archer link is disabled when Archer data is not available or when the Archer Datasource is not responding. Check that the Archer configuration is enabled and configured properly.

For more information, see the *NetWitness Archer Integration Guide*.

## View Event Analysis Details for Indicators

In the Incident Details view Indicators panel, you can drill deeper into the events associated with the listed indicators to get a better understanding of the events. In the Events panel, you can view raw events and metadata with interactive features that enhance your ability to find meaningful patterns in the data. You can examine network, log, and endpoint events in the Events panel. The Events panel in the Respond view shows the Events view from Investigate for specific indicator events. For detailed information about the Events view, see the *NetWitness Investigate User Guide*.

**Note:** You must have the following Investigate-server permissions to view the Events panel in the Respond view:

```
event.read
content.reconstruct
content.export
```

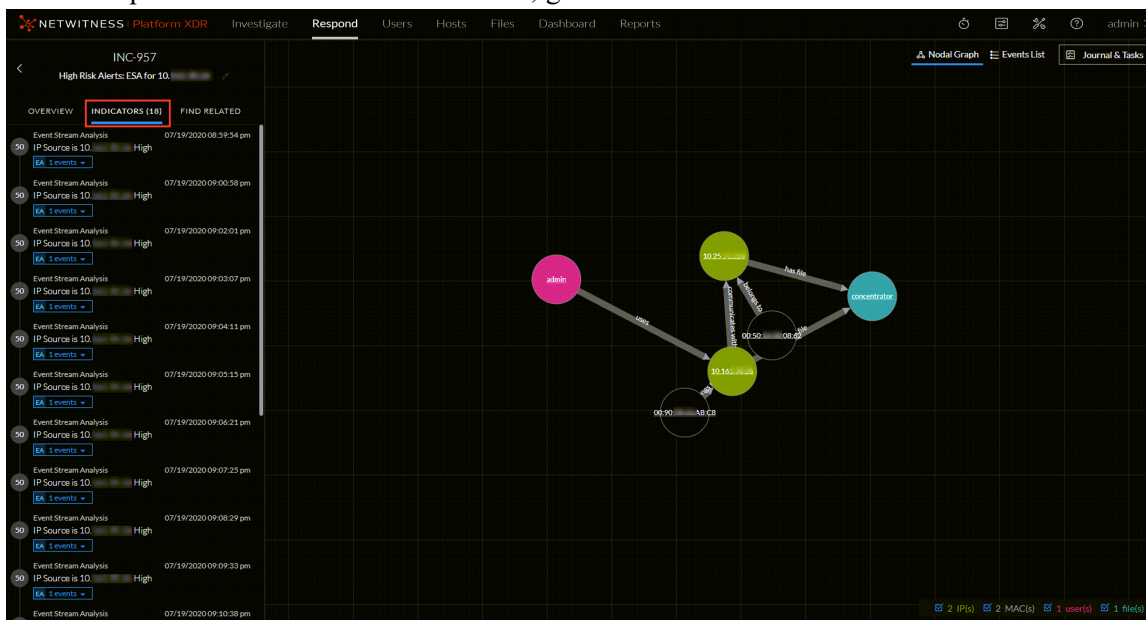
The Events view requires all Core services to be on NetWitness Platform 11.4 or later.

## Migration Considerations

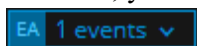
Migrated incidents from NetWitness versions before 11.2 will not show the Events panel in the Respond Incident Details view Indicators panel. Likewise, if you use alerts that were migrated from versions before 11.2 to create incidents in 11.5, you will also not be able to view the Events panel in the Respond view for those incidents.

**To access event analysis details for an event in the Indicators panel:**

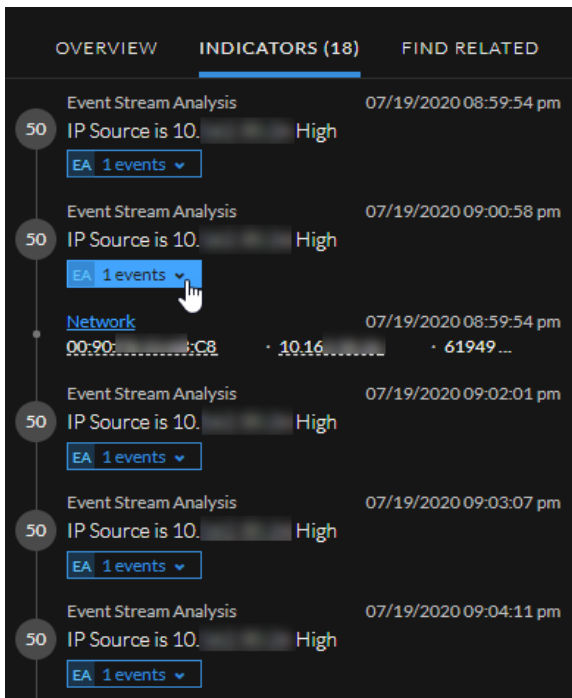
1. Go to **Respond > Incidents**.
2. In the Incidents List view, choose an incident to view and then click the link in the **ID** or **NAME** column for that incident.  
The Incident Details view is displayed.
3. In the left panel of the Incident Details view, go to the **Indicators** tab.



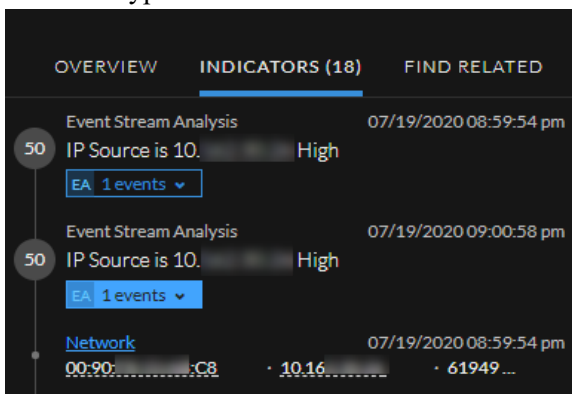
Data source information is shown above the names of the indicators. You can also see the creation date and time as well as the number of events in the indicator. If event analysis (EA) information is available, you can see an EA icon in front of the event count as shown in the following figure.



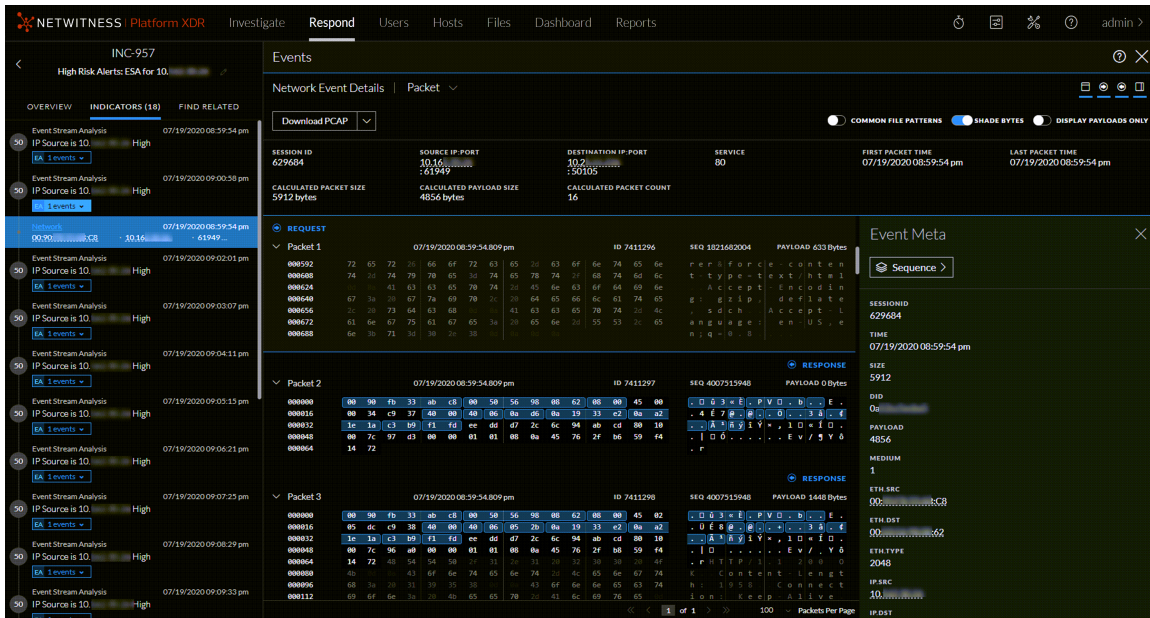
- Click an event count with an **EA** icon to view additional event information.



- Click an event type hyperlink within the event to open the Events panel. In the following example, the event type is Network.



The Events panel shows event details for the event, such as packet analysis details. The information available can vary based on the event type.

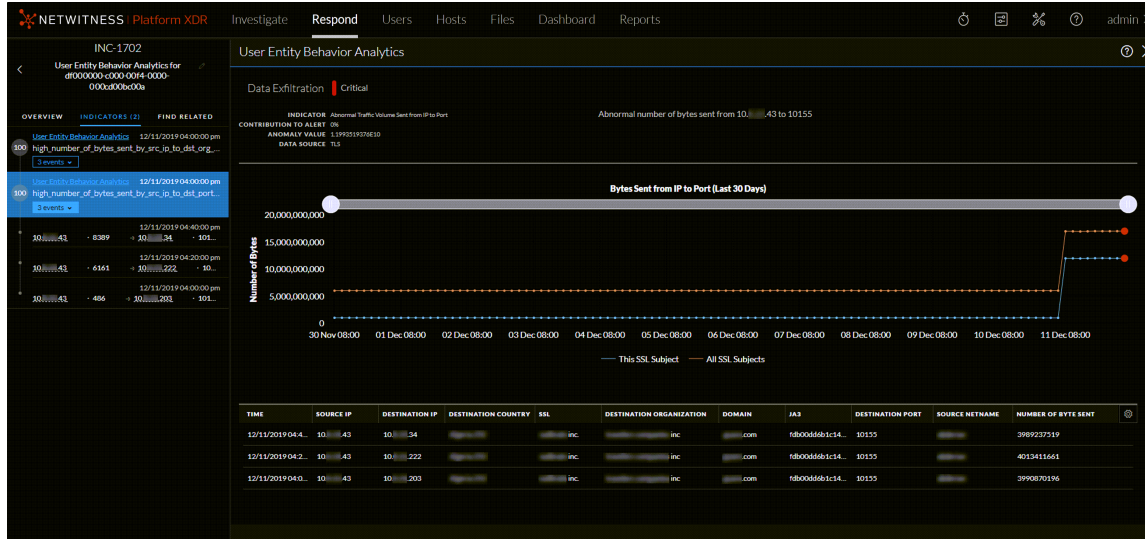


For detailed information about the Events view, see the *NetWitness Investigate User Guide*.

**Note:** If you want to send the Events URL link to another analyst, you can copy the event type hyperlink, for example Network.

## View User Entity Behavior Analytics for Indicators

NetWitness UEBA (User and Entity Behavior Analytics) is an advanced analytics solution for discovering, investigating, and monitoring risky behaviors across all users and entities in your network environment. You can access UEBA from the Respond Incident Details view Indicators panel. Indicators with a **User Entity Behavior Analytics** hyperlink have additional UEBA information available. For detailed information about UEBA, see the *NetWitness UEBA User Guide*.



## Document Steps Taken Outside of NetWitness

The journal shows notes added by analysts and it enables you to collaborate with your peers. You can post notes to a journal, add Investigation Milestone tags (Reconnaissance, Delivery, Exploitation, Installation, Command and Control, Action on Objective, Containment, Eradication, and Closure), and view the history of activity on your incident.

## View the Journal Entries for an Incident

The Journal is on the right side of the Incident Details view.



The screenshot shows the NetWitness Respond interface for incident INC-5655. The left sidebar contains a list of indicators under the heading "INDICATORS (26)". The main area displays a Nodal Graph with a central cluster of nodes and a single node on the right. The right-hand panel, titled "JOURNAL (4) TASKS (0)", is open and shows a list of journal entries:

- ANALYST1: 07/17/2020 10:02:48 pm  
MILESTONE: None  
INC-5655 was escalated to the SOC Manager.
- ANALYST1: 07/19/2020 10:02:24 pm  
MILESTONE: None  
I am researching this incident. It is similar to one that I looked at yesterday.
- ANALYST1: 07/19/2020 10:03:47 pm  
MILESTONE: None  
I plan to create a task for Marlene.
- SOCMANAGER: 07/19/2020 10:09:13 pm  
MILESTONE: None  
This is very serious. Let's discuss it.

At the bottom of the journal panel, there is a "New Journal Entry" section with a text input field and a "Submit" button. The top right of the interface shows the user "admin" and navigation icons.

If you do not see the Journal, in the toolbar, click **Journal & Tasks**.

This screenshot is identical to the one above, but with a red box highlighting the "Journal & Tasks" button in the top right toolbar. The interface elements, including the indicators list, the Nodal Graph, and the journal entries, are the same as in the previous image.

The Journal shows the history of activity on an incident. For each journal entry, you can see the author and time of the entry.

The screenshot displays the 'JOURNAL (4)' interface. At the top, there are navigation icons and the user 'analyst1'. Below the title bar, there are two tabs: 'JOURNAL (4)' and 'TASKS (0)'. The journal entries are listed as follows:

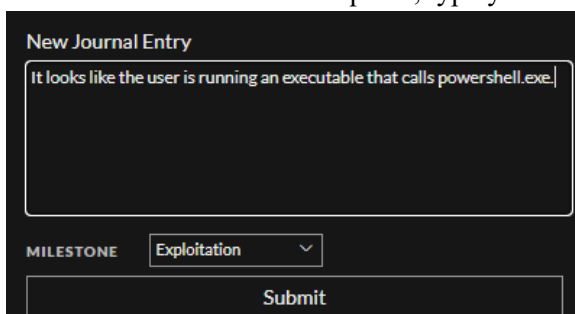
- ANALYST1** | 07/19/2020 10:02:48 pm | MILESTONE: None | Entry: INC-5655 was escalated to the SOC Manager.
- ANALYST1** | 07/19/2020 10:03:26 pm | MILESTONE: None | Entry: I am researching this incident. It is similar to one that I looked at yesterday.
- ANALYST1** | 07/19/2020 10:03:47 pm | MILESTONE: None | Entry: I plan to create a task for Marlene.
- SOCMANAGER** | 07/19/2020 10:09:13 pm | MILESTONE: None | Entry: This is very serious. Let's discuss it.

At the bottom, there is a 'New Journal Entry' section with a text input field containing 'Pierre should be able to help with this.', a 'MILESTONE' dropdown menu set to 'None', and a 'Submit' button.

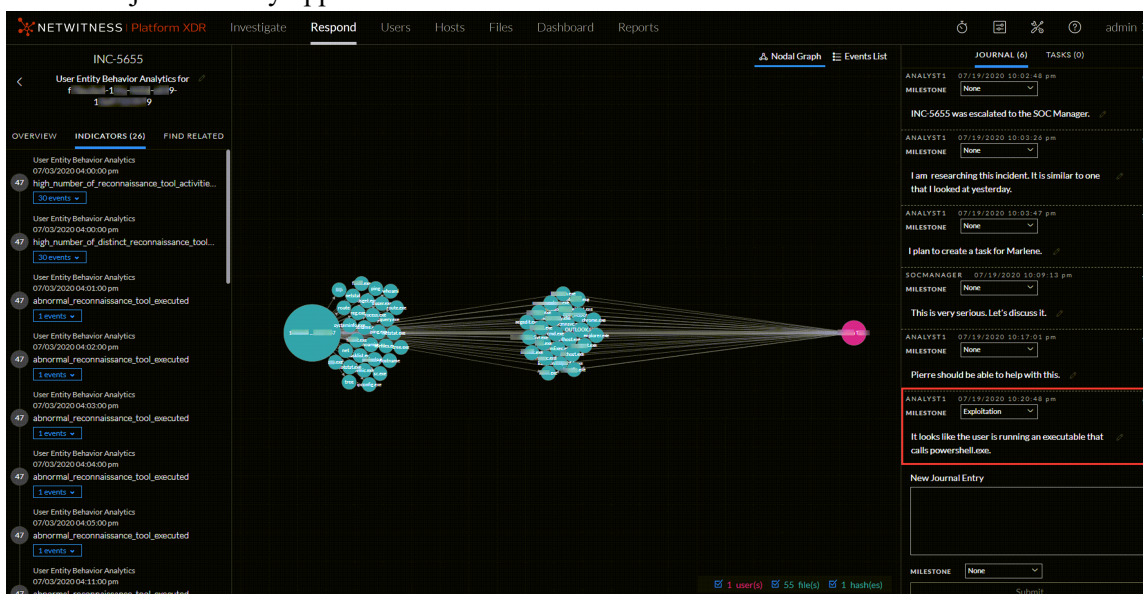
## Add a Note

Typically, you will want to add a note to allow another analyst to understand the incident, or add a note for posterity so that your investigative steps are documented.


1. At the bottom of the Journal panel, type your note in the **New Journal Entry** box.

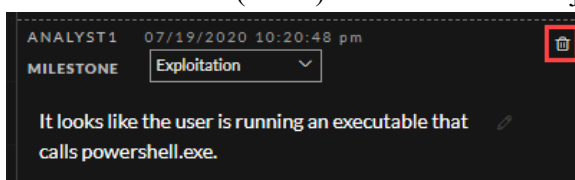


2. (Optional) Select an Investigation Milestone from the drop-down list (Reconnaissance, Delivery, Exploitation, Installation, Command and Control, Action On Objective, Containment, Eradication, and Closure).
3. After you finish your note, click, **Submit**.  
Your new journal entry appears in the Journal.



## Delete a Note

1. In the Journal panel, locate the journal entry that you would like to delete.
2. Click the trash can (delete) icon  next to the journal entry.



3. In the confirmation dialog that appears, click **OK** to confirm that you want to delete the journal entry. This action cannot be reversed.

## Escalate or Remediate the Incident

You may want to escalate an incident, assign incidents to another Analyst, or change the status and priority of an incident as you gather more information about it. This is useful if, for example, you upgrade the priority of an incident from high to critical after determining that the incident is a major breach. You may also want to send the incident to Archer Cyber Incident & Breach Response for additional analysis and action.

You can perform the following procedures to escalate or remediate an incident:

- [Send an Incident to Archer](#)
- [View All Incidents Sent to Archer](#)
- [Update an Incident](#)
- [Change Incident Status](#)
- [Change Events Retention](#)
- [Obtain Retention Usage Details](#)
- [Export Incident Data](#)
- [Change Incident Priority](#)
- [Assign Incidents to Other Analysts](#)
- [Rename an Incident](#)
- [View All Incident Tasks](#)
- [Filter the Tasks List](#)
- [Remove My Filters from the Tasks List](#)
- [Create a Task](#)
- [Find a Task](#)
- [Modify a Task](#)
- [Delete a Task](#)
- [Close an Incident](#)

## Send an Incident to Archer

**Note:** This option is available in NetWitness Version 11.2 and later. If Archer is configured as a data source in Context Hub, you can send incidents to Archer and you can see the Send to Archer option and Sent to Archer Status in NetWitness Respond.

When you send an incident to Archer, a Sent to Archer notification appears within the incident. When configured, the NetWitness Platform can start additional business processes in Archer Cyber Incident & Breach Response. You can view all of the incidents that were sent to Archer Cyber Incident & Breach Response using the filter in the Incident Lists view.

You send an incident to Archer by clicking the Send to Archer button in the Overview panel in the Incident Lists view or the Incident Details view.

**Caution:** The **Send to Archer** action is not reversible.

1. Go to **Respond > Incidents**.
2. From the Incidents List view, click the incident that you want to send to Archer Cyber Incident & Breach Response.

The Overview panel appears on the right.

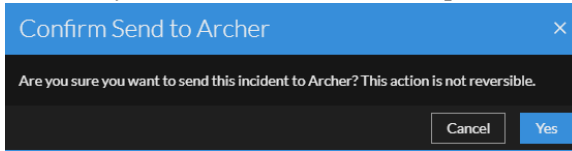
The screenshot displays the NetWitness Respond interface. On the left, there is a table of incidents. The table has columns for CREATED, PRIORITY, RISK S., ID, NAME, STATUS, ASSIGNEE, and AL... The first row is selected. On the right, the Overview panel for incident INC-1 is visible, showing details such as Rule, Risk Score, Priority, Status, Assignee, Sources, Categories, and Catalysts. A 'Send to Archer' button is present in the Overview panel.

CREATED	PRIORITY	RISK S.	ID	NAME	STATUS	ASSIGNEE	AL...
01/06/2020 07:58:3...	CRITICAL	90	INC-1	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-2	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-3	High Risk Alerts: ESA for 10...	New		3
01/06/2020 07:58:3...	CRITICAL	90	INC-4	High Risk Alerts: ESA for 10...	New		3
01/06/2020 07:58:3...	CRITICAL	90	INC-5	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-6	High Risk Alerts: ESA for 10...	New		3
01/06/2020 07:58:3...	CRITICAL	90	INC-7	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-8	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-9	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-10	High Risk Alerts: ESA for 10...	New		3
01/06/2020 07:58:3...	CRITICAL	90	INC-11	High Risk Alerts: ESA for 10...	New		3
01/06/2020 07:58:3...	CRITICAL	90	INC-12	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-13	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-14	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-15	High Risk Alerts: ESA for 10...	New		42
01/06/2020 07:58:3...	CRITICAL	90	INC-16	High Risk Alerts: ESA for 10...	New		2
01/06/2020 07:58:3...	CRITICAL	90	INC-17	High Risk Alerts: ESA for 10...	New		2

Showing 17 out of 17 items | 1 selected

3. In the Overview panel, click **Send to Archer**.

4. Read the **Confirm Send to Archer** dialog and then click **Yes** to confirm sending the incident to Archer Cyber Incident & Breach Response. This action is not reversible.



You will receive a confirmation that the incident was sent to Archer along with an Archer incident ID. In the Overview panel, the Send to Archer button changes to Sent to Archer.

CREATED	PRIORITY	RISK #	ID	NAME	AL...
01/06/2020 07:58:3...	CRITICAL	90	INC-1	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-2	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-3	High Risk Alerts: ESA for 10...	3
01/06/2020 07:58:3...	CRITICAL	90	INC-4	High Risk Alerts: ESA for 10...	3
01/06/2020 07:58:3...	CRITICAL	90	INC-5	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-6	High Risk Alerts: ESA for 10...	3
01/06/2020 07:58:3...	CRITICAL	90	INC-7	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-8	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-9	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-10	High Risk Alerts: ESA for 10...	3
01/06/2020 07:58:3...	CRITICAL	90	INC-11	High Risk Alerts: ESA for 10...	3
01/06/2020 07:58:3...	CRITICAL	90	INC-12	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-13	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-14	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-15	High Risk Alerts: ESA for 10...	42
01/06/2020 07:58:3...	CRITICAL	90	INC-16	High Risk Alerts: ESA for 10...	2
01/06/2020 07:58:3...	CRITICAL	90	INC-17	High Risk Alerts: ESA for 10...	2


In the Incident Details view (click the link in the ID or NAME field of the incident sent to Archer) you can see the Sent to Archer notification above the Overview and Indicators panels. If you open the Journal, you can see a system journal entry that shows that the incident was sent to Archer and it now has an Archer ID number.



## View All Incidents Sent to Archer

**Note:** This option is available in NetWitness Version 11.2 and later. If Archer is configured as a data source in Context Hub, you can send incidents to Archer and you will be able to see the Sent to Archer option and Sent to Archer Status in NetWitness Respond.

You can view incidents sent to Archer Cyber Incident & Breach Response using the Filter.

1. Go to **Respond > Incidents**. The Incidents List is displayed.
2. If you cannot see the Filters panel, in the Incident List view toolbar, click .
3. In the Filters panel, under **Sent To Archer**, select **Yes**.  
The incidents list will be filtered to show incidents that were sent to Archer Cyber Incident & Breach

## Response.

The screenshot shows the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond' (selected), 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The sidebar on the left contains filters for 'SAVED FILTERS', 'TIME RANGE' (with a 'CUSTOM DATE RANGE' toggle), 'INCIDENT ID', 'INC-###', 'PRIORITY' (Low, Medium, High, Critical), 'STATUS' (New, Assigned, In Progress, Task Requested, Task Complete, Closed, Closed - False Positive), 'ASSIGNEE', 'CATEGORIES', and 'SENT TO ARCHER' (Yes, No). The main table displays a list of incidents with columns for 'CREATED', 'PRIORITY', 'RISK SCORE', 'ID', 'NAME', 'STATUS', 'ASSIGNEE', and 'ALERTS'. The table shows 6 items, with 0 selected.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
10/18/2019 06:34:03 pm	CRITICAL	90	INC-127	High Risk Alerts: NetWitness Endpoint for [redacted]	Assigned	Analyst 1	1
10/17/2019 04:15:25 pm	CRITICAL	100	INC-10	Threshold Breached for FILE [redacted]	New		1
10/17/2019 04:14:24 pm	CRITICAL	100	INC-3	Threshold Breached for FILE [redacted]	New		1
10/17/2019 04:13:24 pm	CRITICAL	100	INC-2	Threshold Breached for FILE [redacted]	New		1
10/18/2019 06:34:03 pm	HIGH	70	INC-125	High Risk Alerts: NetWitness Endpoint for [redacted]	New		1
10/18/2019 06:34:03 pm	HIGH	70	INC-128	High Risk Alerts: NetWitness Endpoint for [redacted]	New		1

## Update an Incident

You can update an incident from several places. You can change the priority, status, or assignee from the Incident List view and the Incident Details view. For example, if you are an Analyst, you may want to assign yourself a case from the Incident List view if you see that it is related to another case you are working on. If you are an SOC Manager or an Administrator, you may want to view unassigned incidents from the Incident List view and assign the incidents as they come in. SOC Managers and Administrators can do bulk updates of the priority, status, or assignee instead of updating them one incident at a time.

From the Details view, you might want to change the status to In Progress once you begin working on an incident, and then update it to Closed or Closed - False Positive after you resolve the issue. Or you might change the priority of the incident to Medium or High as you determine the details of the case.

## Change Incident Status

When an incident first appears in the incident list, it has an initial status of New. You can update the status as you complete your work on the incident. The following statuses are available:

- Reopen
- In Progress
- Task Requested
- Task Complete



- Closed
- Closed - False Positive

**Note:** New and Assigned statuses under the Change Status drop-down list are removed in the version 12.0 and later.

## Status Change Workflow

The table below lists all the statuses and provides information about specific Status Change Workflow.

Status	New	Reopen	Assigned	In Progress	Task Requested	Task Complete	Closed / Closed - False Positive
New	No	No	Yes	Yes	No	No	Yes
Reopen	No	No	Yes	Yes	No	No	Yes
Assigned	No	No	No	Yes	No	No	Yes
In Progress	No	No	No	No	Yes	Yes	Yes
Task Requested	No	No	No	Yes	No	Yes	Yes
Task Complete	No	No	No	Yes	Yes	No	Yes
Closed / Closed - False Positive	No	Yes	No	No	No	No	No

**Note:** When you select an incident and click Change Status, all the invalid statuses are grayed out under the Change Status drop-down list. This is not applicable for multi-select of incidents. Refer the following figure.

Change Priority	Change Status	Change Assignee	Delete	Change Events Retention	Retention Usage				
<input type="checkbox"/>	CREATE								
<input type="checkbox"/>	04/13/22	90	INC-4386383	High Risk Alerts: Reporting Engine for 10.100.9...	Closed	aa	1	-	
<input type="checkbox"/>	04/13/22	90	INC-4386382	High Risk Alerts: Reporting Engine for 10.100.32...	Closed	aa	1	-	
<input type="checkbox"/>	04/13/22	90	INC-4386381	High Risk Alerts: Reporting Engine for 10.100.9...	Closed	aa	1	-	
<input type="checkbox"/>	04/13/22	90	INC-4386380	High Risk Alerts: Reporting Engine for 10.254.20...	Closed	aa	1	-	
<input type="checkbox"/>	04/13/2022 11:15...	CRITIC...	90	INC-4386379	High Risk Alerts: Reporting Engine for 10.105.46...	aa	1	-	
<input checked="" type="checkbox"/>	04/13/2022 11:06...	HIGH	70	INC-4386378	ESA70 for 70.0	aa	563	-	
<input type="checkbox"/>	04/13/2022 11:06...	CRITIC...	90	INC-4386377	ESA70 for 90.0	aa	12	-	
<input type="checkbox"/>	04/13/2022 11:06...	HIGH	50	INC-4386376	ESA70 for 50.0	aa	681	-	
<input type="checkbox"/>	04/13/2022 11:06...	MEDIU...	30	INC-4386375	ESA70 for 30.0	aa	657	-	
<input type="checkbox"/>	04/13/2022 11:05...	CRITIC...	90	INC-4386374	High Risk Alerts: Reporting Engine for 10.238.22...	aa	1	-	
<input type="checkbox"/>	04/13/2022 11:05...	CRITIC...	90	INC-4386373	High Risk Alerts: Reporting Engine for 10.13.24...	aa	1	-	
<input type="checkbox"/>	04/13/2022 11:05...	CRITIC...	90	INC-4386372	High Risk Alerts: Reporting Engine for 10.4.153...	aa	1	-	
<input type="checkbox"/>	04/13/2022 11:05...	CRITIC...	90	INC-4386371	High Risk Alerts: Reporting Engine for 10.102.57...	aa	1	-	
<input type="checkbox"/>	04/13/2022 11:05...	CRITIC...	90	INC-4386370	High Risk Alerts: Reporting Engine for 10.108.20...	aa	1	-	
<input type="checkbox"/>	04/13/2022 11:05...	CRITIC...	90	INC-4386369	High Risk Alerts: Reporting Engine for 10.10.30...	aa	1	-	
<input type="checkbox"/>	04/13/2022 11:05...	CRITIC...	90	INC-4386368	High Risk Alerts: Reporting Engine for 10.13.25...	aa	1	-	

**To update the status of multiple incidents:**

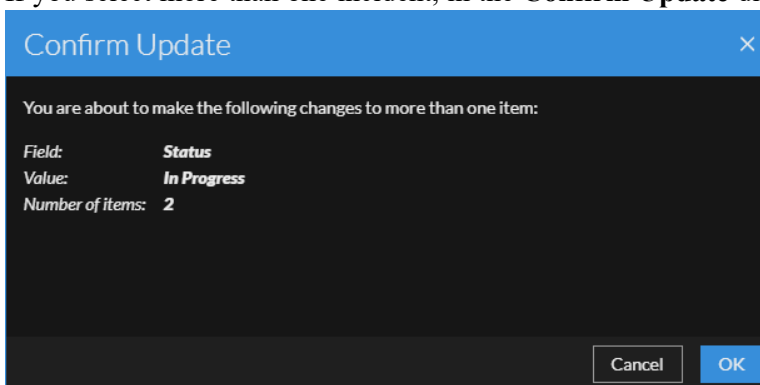
1. In the Incidents List view, select one or more incidents that you would like to change. To select all of the incidents on the page, select the box in the incidents list header row. The number of incidents selected appears in the incidents list footer.
2. Click **Change Status** and select a status from the drop-down list. In this example, the current status is Assigned, but the Assignee would like to change it to In Progress for the selected incidents.

Change Priority	Change Status	Change Assignee	Delete	Change Events Retention	Retention Usage				
<input type="checkbox"/>	CREATE								
<input checked="" type="checkbox"/>	10/05/22	50	INC-288	a3	Assigned	Ian RSA	1	-	
<input checked="" type="checkbox"/>	10/05/22	50	INC-287	a2	Assigned	Ian RSA	1	-	
<input type="checkbox"/>	10/05/22	50	INC-286	a1	Closed	Administrator	1	-	

**Note:** The incident status can be changed to **Reopen** only if the current status of the incident is **Closed** or **Closed - False Positive**. This is also applicable when multiple incidents are selected. Even if one of the multiple incidents selected has the status other than **Closed** or **Closed - False Positive**, the error message **One or more incidents status cannot be changed, Please select a valid status!.** For example, INC-x is displayed. Refer the following figure.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS	PERSISTED STATUS
02/08/2022 10:02:14 am	LOW	50	INC-74	TEST-01	Reopen	Administrator	1	Complete
02/10/2022 09:31:29 am	LOW	70	INC-78	Test-02	In Progress	Ian RSA	1	Complete
02/14/2022 06:55:04 am	LOW	50	INC-79	Test-03	Task Complete	Administrator	1	Complete
02/14/2022 09:12:30 am	LOW	50	INC-81	TEST-04	Reopen	Norm RSA	1	-
02/10/2022 06:24:09 am	MEDIUM	50	INC-77	Test-05	Reopen	ianrsa	1	-
02/14/2022 07:44:42 am	MEDIUM	50	INC-80	Test-06	Closed		1	-
02/08/2022 05:38:15 am	HIGH	70	INC-72	alertsPersist for alertsPersist	In Progress	Ian RSA	4	Partial
02/08/2022 05:40:29 am	HIGH	70	INC-73	incidentsPersist for incidentsPersist	Reopen		4	-
02/09/2022 08:48:03 am	HIGH	70	INC-75	eventsPersist for eventsPersist	Reopen	Norm RSA	24	-
02/09/2022 11:59:02 am	HIGH	70	INC-76	eventsPersist for eventsPersist	Closed	Norm RSA	12	Complete

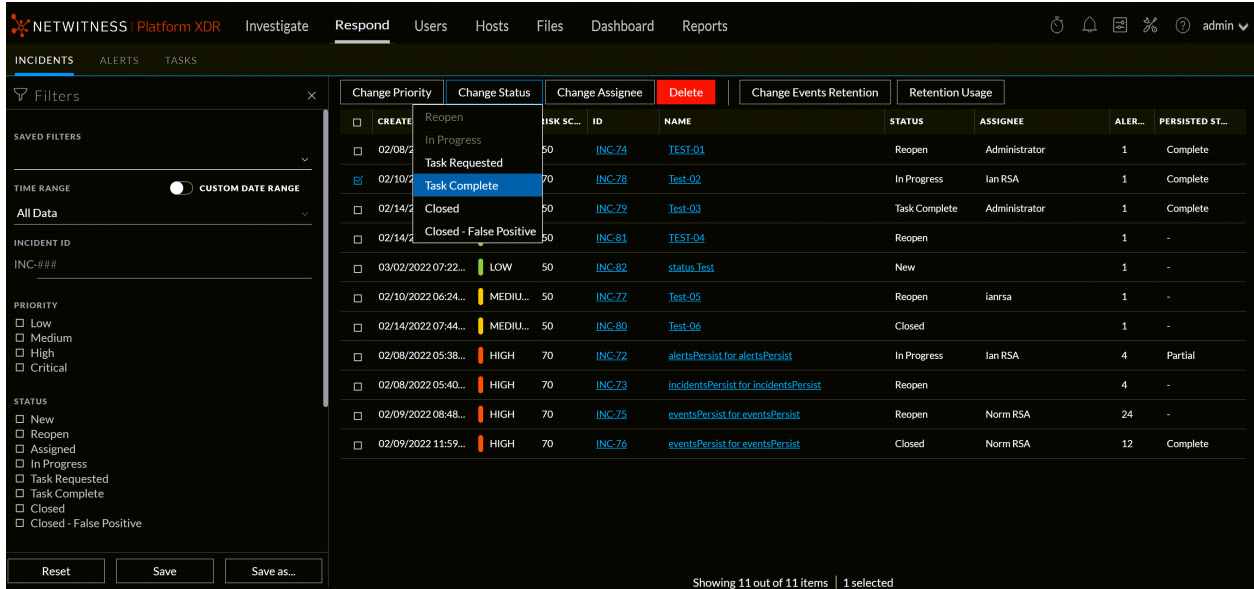
3. If you select more than one incident, in the **Confirm Update** dialog, click **OK**.



You can see a successful change notification. In this example, the status of the updated incidents now show In Progress.

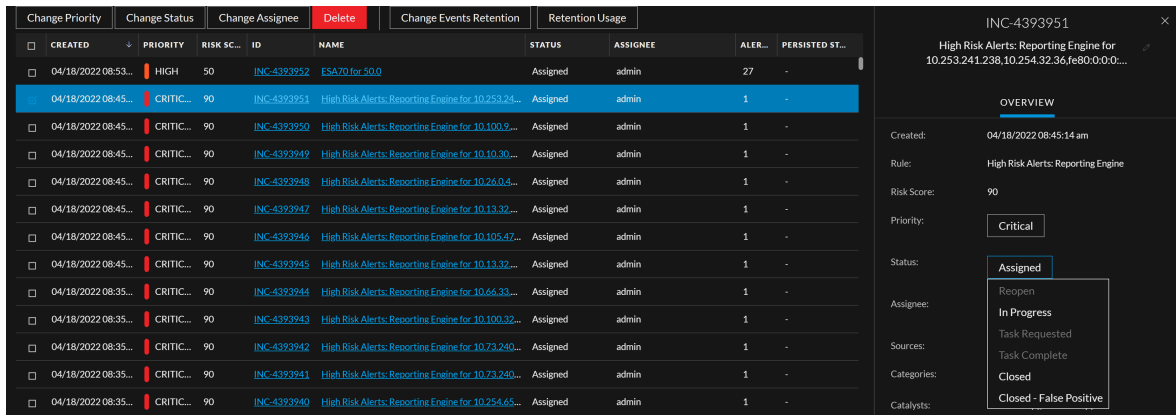
CREATED	PRIORITY	RISK SC...	ID	NAME	STATUS	ASSIGNEE	ALER...	PERSISTED ST...
10/05/2022 12:08...	LOW	50	INC-288	a3	In Progress	Ian RSA	1	-
10/05/2022 12:08...	LOW	50	INC-287	a2	In Progress	Ian RSA	1	-
10/05/2022 12:08...	LOW	50	INC-286	a1	Closed	Administrator	1	-

**Note:** If you select any incident and click **Change Status**, the current status of the incident is grayed out in the drop-down list. This is not applicable if you select multiple incidents. Refer the following figure.

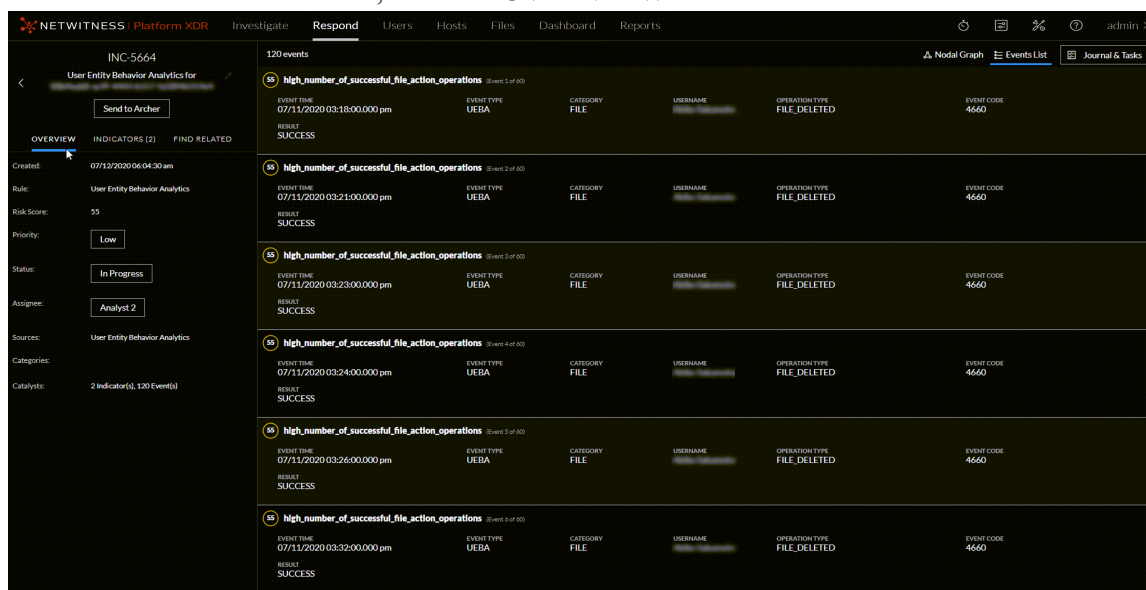


**To change the status of a single incident from the Overview panel:**

1. To open the Overview panel, do one of the following:
  - From the Incidents List view, click the row of an incident that needs a status update.



- From the Incident Details view, click the **OVERVIEW** tab.



In the Overview panel, the Status button shows the current status of the incident.

2. Click the **Status** button and select a status from the drop-down list.

INC-4375143

High Risk Alerts: NetWitness Endpoint for  
USWENZELVENICEL1CWI-  
EPS\_127\_VM\_241

OVERVIEW INDICATORS (325) FIND RELATED HISTORY

Created: 03/16/2022 04:19:55 am

Rule: High Risk Alerts: NetWitness Endpoint

Risk Score: 90

Priority: High

Status: In Progress

Assignee:

Sources:

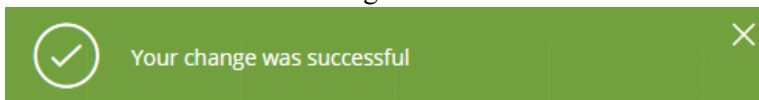
Categories:

Catalysts:

Persisted Status: -

- Reopen
- In Progress
- Task Requested
- Task Complete
- Closed
- Closed - False Positive

You can see a successful change notification.



**Note:** The incident status can be changed to **Reopen** only if the current status of the incident is **Closed** or **Closed - False Positive**.

## Change Events Retention

Events retention enables you to persist events that are associated with particular incidents, thereby enabling you to view the incident related events in the future, regardless of its age. The event data will always be available for viewing and reconstruction as long as the event is persisted, enabling you to easily refer back to details, even if the original event has rolled over from the NetWitness database. You can perform the following functions:

- Persist all events
- Suspend persisting all events

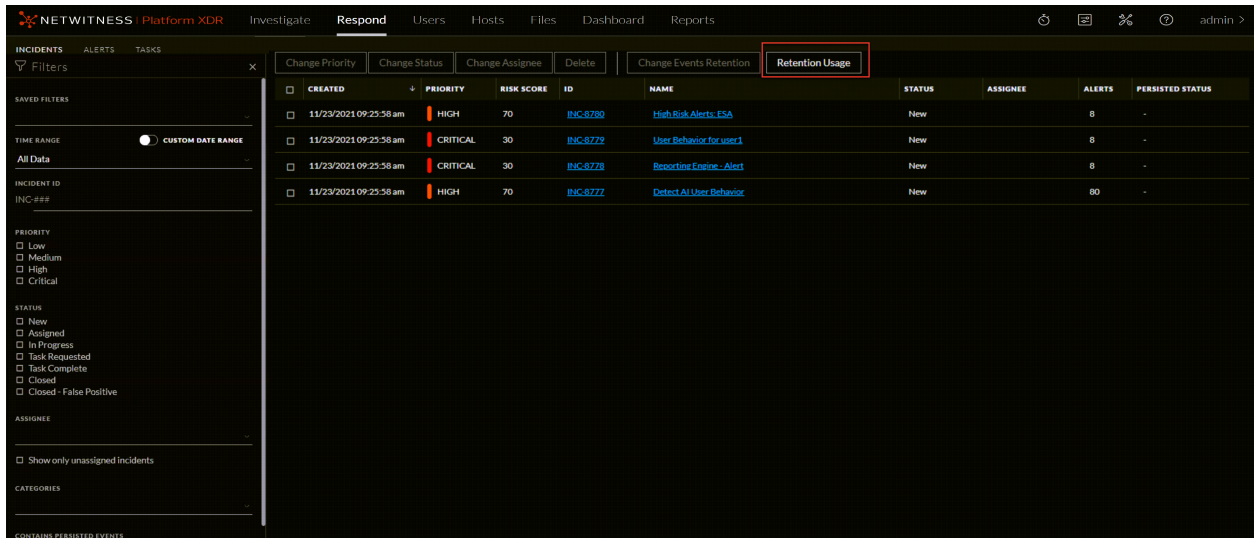
### To change event retention:

1. Select the incidents for which you want to change the event retention plan.
2. Select **Persist all events** from the **Change Events Retention** tab to persist all the events that are associated with the selected incidents.
  - a. The confirmation message appears. Click **OK** to persist all events.  
Persisting all events in an incident in NetWitness will save the events data in the long term cache of the source.
3. Select **Suspend Persisting all events** from the **Change Events Retention** tab to stop persisting the events that are associated with the selected incidents.
  - a. The confirmation message appears. Click **OK** to suspend persist all events.  
Suspending persist of events in an incident from NetWitness will delete it from the long term cache of the source only. This may not be reversible if the original event data has rolled out in the source database.

**Note:** You cannot change the event retention for incidents that are in **New** or **Closed** state.

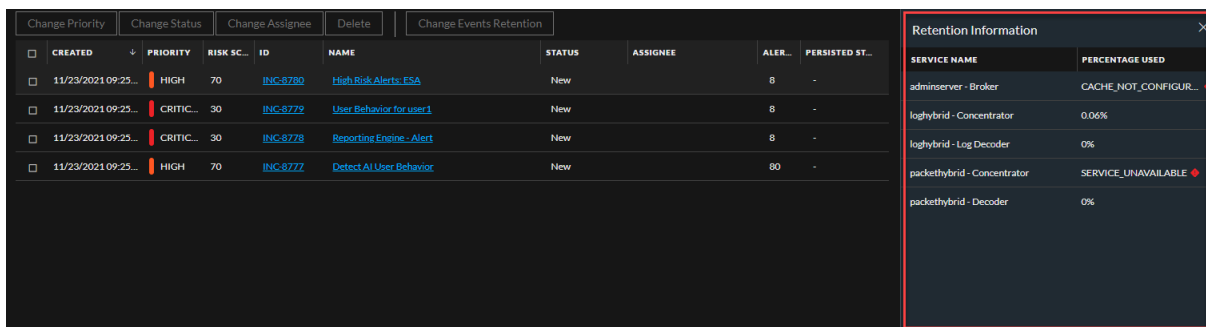
## Obtain Retention Usage Details

The Retention Usage tab allows an analyst to fetch all the persisted data disc usage stats of all the configured services and the percentage used by the pinned cache directories. This will enable the analyst to determine if the disk is running out of space and if additional space needs to be added or suspend persist on the existing events in an incident.



After the analyst clicks on the Retention Usage tab, a Retention Information panel is displayed with the following status:

- Percentage of the disk used when data is persisted
- Cache directory is configured or not. In case it is not configured it is explicitly indicated.
- List of all the status of a configured service. In case the service is not available it is explicitly indicated.



**Note:** In case the disk space exceeds the usage, a warning message displayed. The service threshold can be configured by navigating to **Respond > Services > respond/core/properties > warning-threshold** field.

## Export Incident Data

NetWitness Platform XDR enables the analysts to export and store the Incidents with Alerts and Events in JSON format for offline investigation. The **Export** drop-down allows you to export and download the data (such as fields or attributes) associated with Alerts and Events of the selected Incidents. The data can only be downloaded in JSON format.



## Schema Files for Incident Export

NetWitness Platform XDR provides Schema files (Default and Custom) located at `/var/netwitness/respond-server/export-schema` to allow you to export only a subset of attributes among the many list of attributes available in Mongo DB for Incidents and Alerts. Default schema files cannot be modified, but the Custom schema files can be modified to add the attributes as required. For more information, see [Schema Files for Incidents](#) and [Schema Files for Alerts](#).

## Schema Files for Incidents

The Incident Schema files contain various fields or attributes associated with an Incident. Based on the requirement, you can modify these Schema files and download additional fields. The Schema files are categorized into two types:

- **Default Incident Schema File (default\_incident\_export.json):** This file contains a default list of attributes associated with the Incidents (in Mongo DB) that are used to export. This pre-populated out-of-the-box file provided by NetWitness Platform XDR must not be modified.
- **Custom Incident Schema File (custom\_incident\_export.json):** This is an empty file provided by NetWitness Platform XDR to allow users to download the attributes unavailable in the **Default Incident Schema File**, but listed in the **incident** collection in Mongo DB.

### To download the required attributes using Custom Incident Schema File:

1. Edit the `custom_incident_export.json` file located at `/var/netwitness/respond-server/export-schema` to add the required attributes.
2. Restart the **Respond** Service.
3. Export the Incidents data from UI.

**Note:** The attributes downloaded using the **Custom Incident Schema File** include the attributes already listed in the **Default Incident Schema File** and the newly added attributes.

## Schema Files for Alerts

NetWitness Platform XDR allows you to download various fields or attributes associated with the Original and Normalized alerts.

## Original Alerts

The alerts triggered and received through different sources such as Endpoint, User Entity Behavior Analytics (UEBA), Event Stream Analysis (ESA), Malware Analysis, NetWitness Investigate, Reporting Engine, Risk Scoring, Web Threat Detection, and Detect AI are Original Alerts.

## Normalized Alerts

The structure or pattern of the Original Alerts varies based on the source from which the alerts are triggered. These alerts are normalized and standardized in the **Respond** service to unify their structure.

Based on the attributes (associated with the Original and Normalized Alerts) downloaded, the Alerts Schema files are categorized into:

- **Default Original Alerts Schema File (default\_alert\_original\_export.json):** This file contains a default list of attributes associated with the Original Alerts (in Mongo DB) that are used to export. This pre-populated out-of-the-box file provided by NetWitness Platform XDR must not be modified.
- **Custom Original Alerts Schema File (custom\_alert\_original\_export.json):** This is an empty file provided by NetWitness Platform XDR to allow you to download the attributes unavailable in the **Default Original Alerts Schema File**, but listed in the **originalAlert (alert > originalAlert)** collection in Mongo DB.
- **Default Normalized Alerts Schema File (default\_alert\_normalized\_export.json):** This file contains a default list of attributes associated with the Normalized Alerts (in Mongo DB) that are used to export. This pre-populated out-of-the-box file provided by NetWitness Platform XDR must not be modified.
- **Custom Normalized Alerts Schema File (custom\_alert\_normalized\_export.json):** This is an empty file provided by NetWitness Platform XDR to allow you to download the attributes unavailable in the **Default Normalized Alerts Schema File**, but listed in the **alert (alert > alert)** collection in Mongo DB.

### To export the Incident data:

1. Go to **Respond > Incidents**.
2. In the Incidents List view, select one or more incident and click the **Export** drop-down.

CREATED	PRIORITY	RISK SC...	ID	NAME	STATUS	ASSIGNEE	ALER...	PERSISTED ST...
18/07/2022 06:55...	LOW	50	INC-223	a1	Task Requested	admin	1	-
18/07/2022 06:55...	LOW	50	INC-224	a2	New		1	-
18/07/2022 06:55...	LOW	50	INC-225	a3	New		1	-
18/07/2022 07:59...	LOW	50	INC-226	b1	New		1	-
18/07/2022 08:00...	LOW	50	INC-227	b2	New		1	-
19/07/2022 05:17...	LOW	50	INC-228	d1	New		1	-
19/07/2022 09:10...	LOW	50	INC-229	d3	New		1	-
19/07/2022 09:10...	LOW	50	INC-230	d4	New		2	Partial

**IMPORTANT:** To access the **Export** drop-down, you must have access to escalate or remediate the incident.

**Note:** The **Export** drop-down is enabled only in the following scenarios:

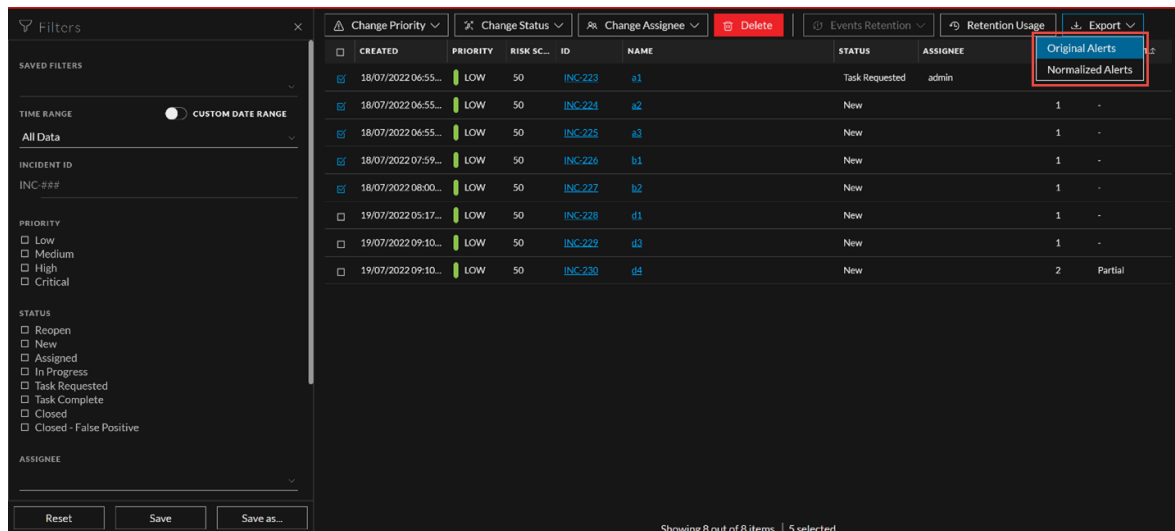
- When an incident is selected in the Incidents List view.
- When the different set of incidents are selected in the Incidents List view after incident data export.
- When you select the same set of incidents again in the Incidents List view to export the data.

**Note:**

- You must refresh the page to select the same set of incidents again in the Incidents List view to export the data.
- You can export data of a maximum of ten incidents at a time. Once the data download is in progress, you can select a different set of incidents (ten incidents) and export their data simultaneously. You can repeat this action until the condition **max-user-tasks** ( a maximum limit set for exporting the incidents data in the **Respond** service under **rsa.respond.incident.exports**) is met.

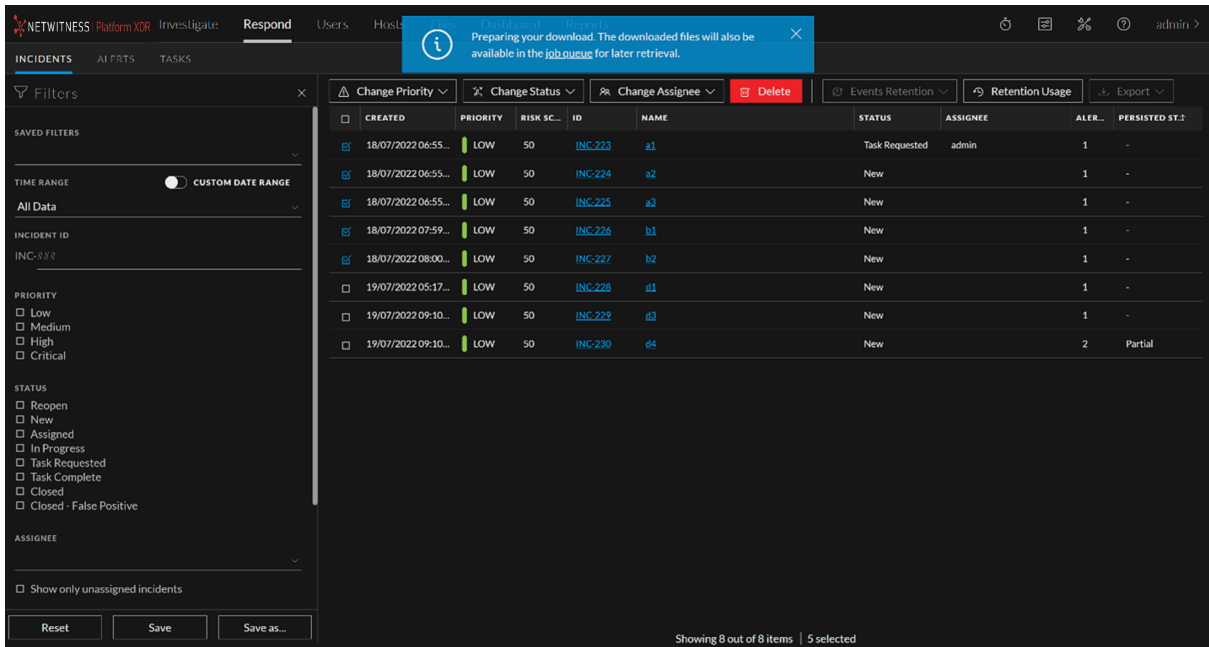
3. Select one of the following options in the **Export** drop-down list to download the files.

- **Original Alerts:** Select this option to download the attributes associated with the Original Alerts. For more information, see [Original Alerts](#).
- **Normalized Alerts:** Select this option to download the attributes associated with the Normalized Alerts. For more information, see [Normalized Alerts](#).



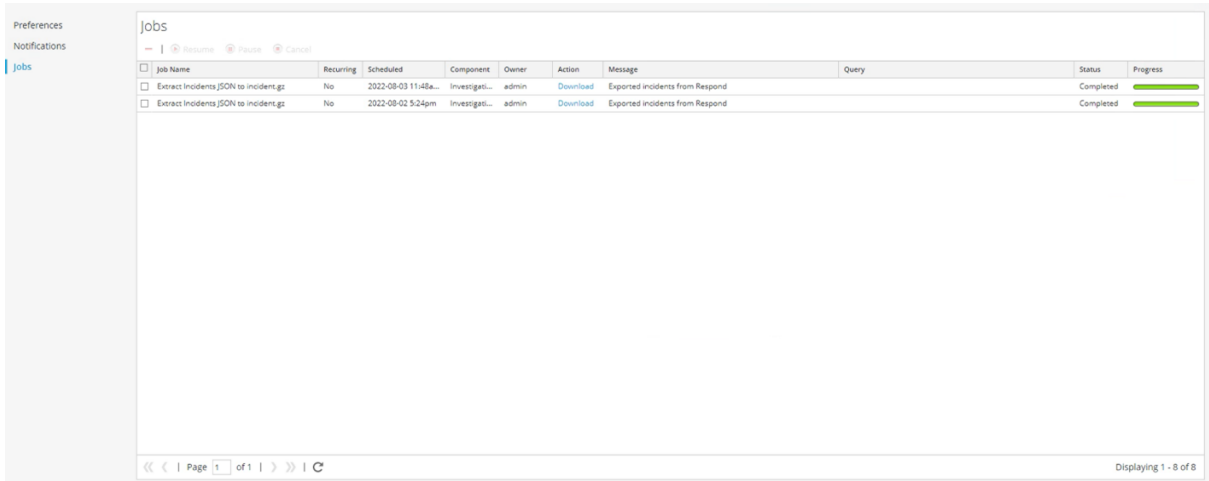
Once the file download is initiated, a notification message is displayed.

4. Click the **job queue** link.



The **Jobs** page is displayed.

5. Select the file and click **Download** under the **Action** column once the download status is displayed as **Completed** under the **Status** column.



## Change Incident Priority

The incident list is sorted by Priority by default. You can update the priority as you study the details of the case. The following priorities are available:

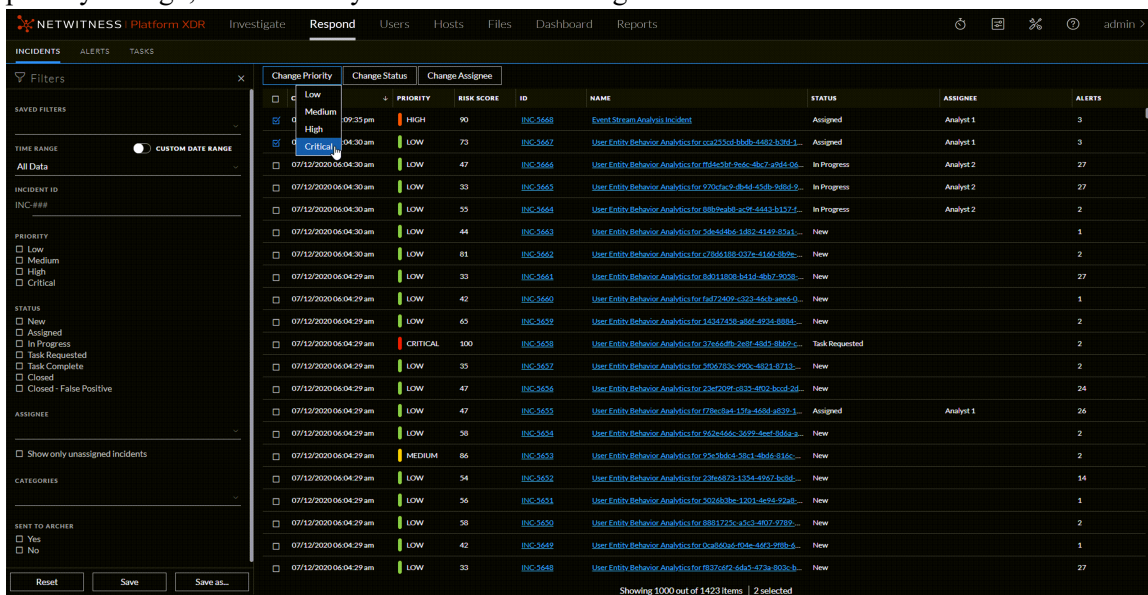
- Critical
- High

- Medium
- Low

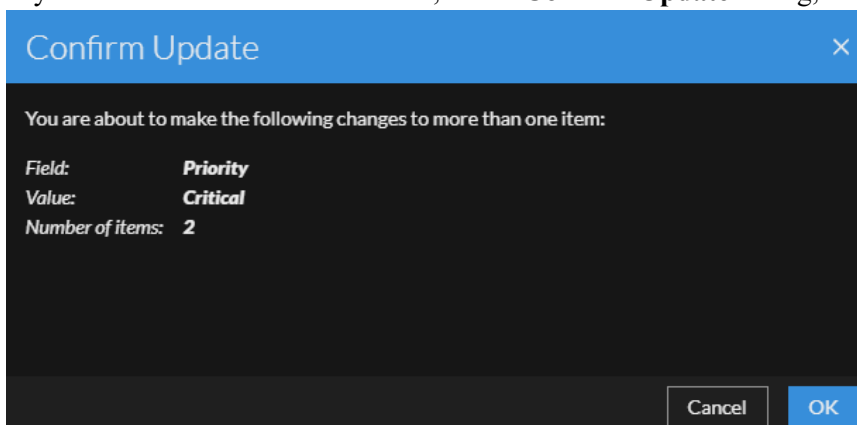
**Note:** You cannot change the priority of a closed incident.

**To update the priority of multiple incidents:**

1. In the Incidents List view, select one or more incidents that you would like to change. To select all of the incidents on the page, select the box in the incidents list header row. The number of incidents selected appears in the incidents list footer.
2. Click **Change Priority** and select a priority from the drop-down list. In this example, the current priority is High, but the Analyst would like to change it to Critical for the selected incidents.

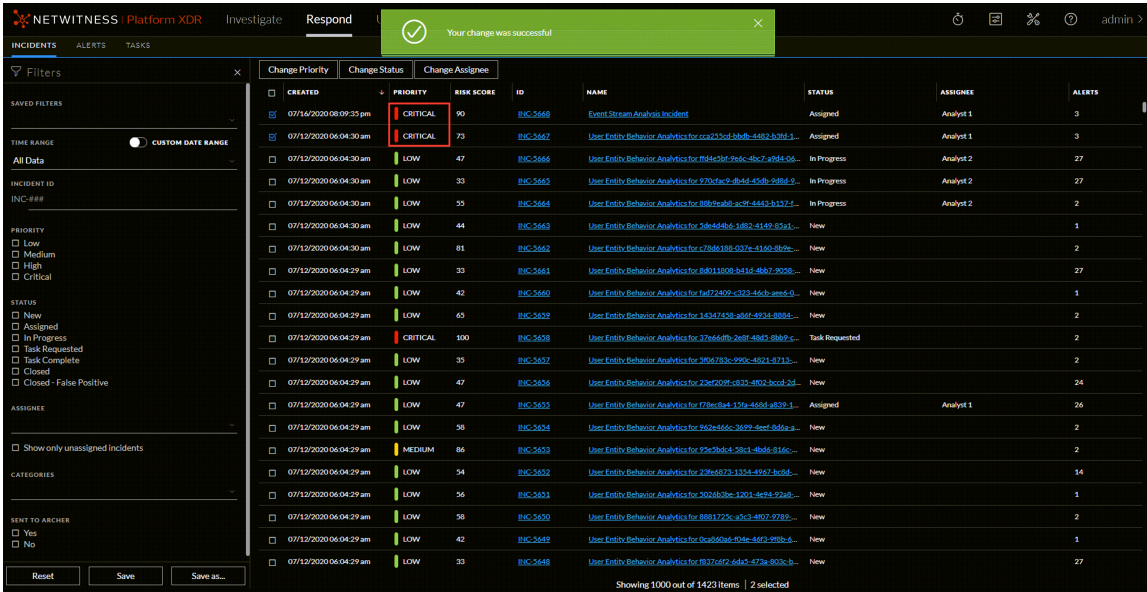


3. If you select more than one incident, in the **Confirm Update** dialog, click **OK**.



You can see a successful change notification. In this example, the status of the updated incidents now

show Critical.

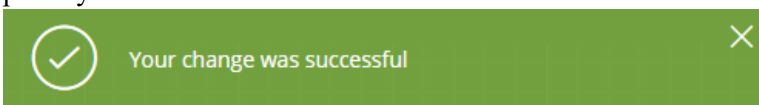


### To change the priority of a single incident from the Overview panel

- To open the Overview panel, do one of the following:
  - From the Incidents List view, click the row of an incident that needs a priority update.
  - From the Incident Details view, click the **Overview** tab in the left panel. In the Overview panel, the Priority button shows the current priority of the incident.
- Click the **Priority** button and select a status from the drop-down list.



You can see a successful change notification. The Priority button changes to show the new incident priority.



**Note:** Current priority is grayed out under **Priority** drop-down list. You will not be able to select the grayed out priority.

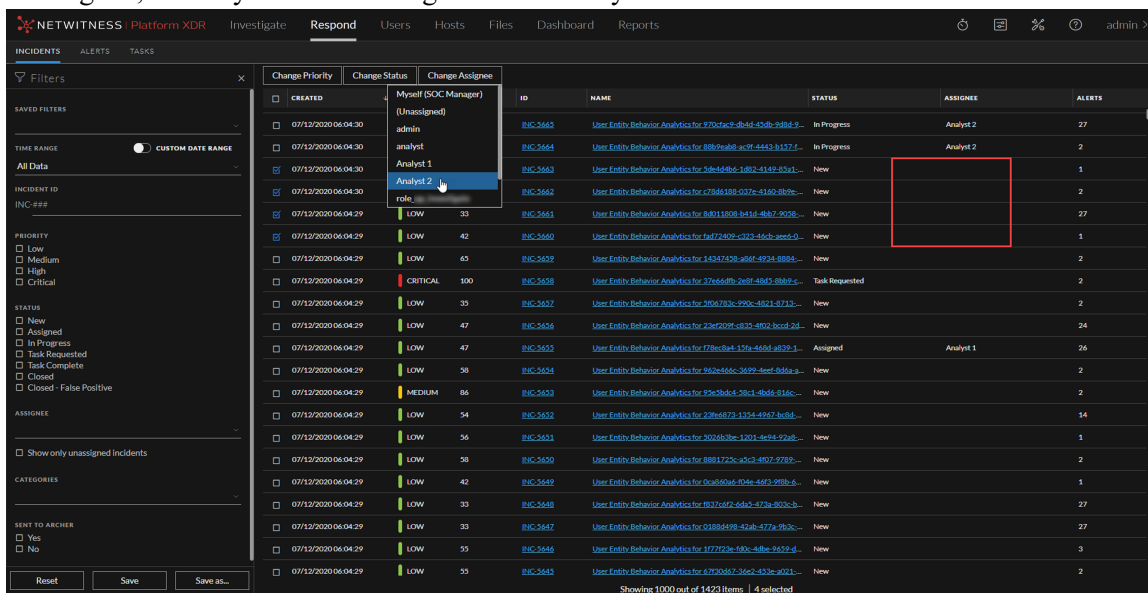
## Assign Incidents to Other Analysts

You can assign incidents to other Analysts in the same way as you assign incidents to yourself. SOC Managers and Administrators can assign multiple incidents to a user at the same time.

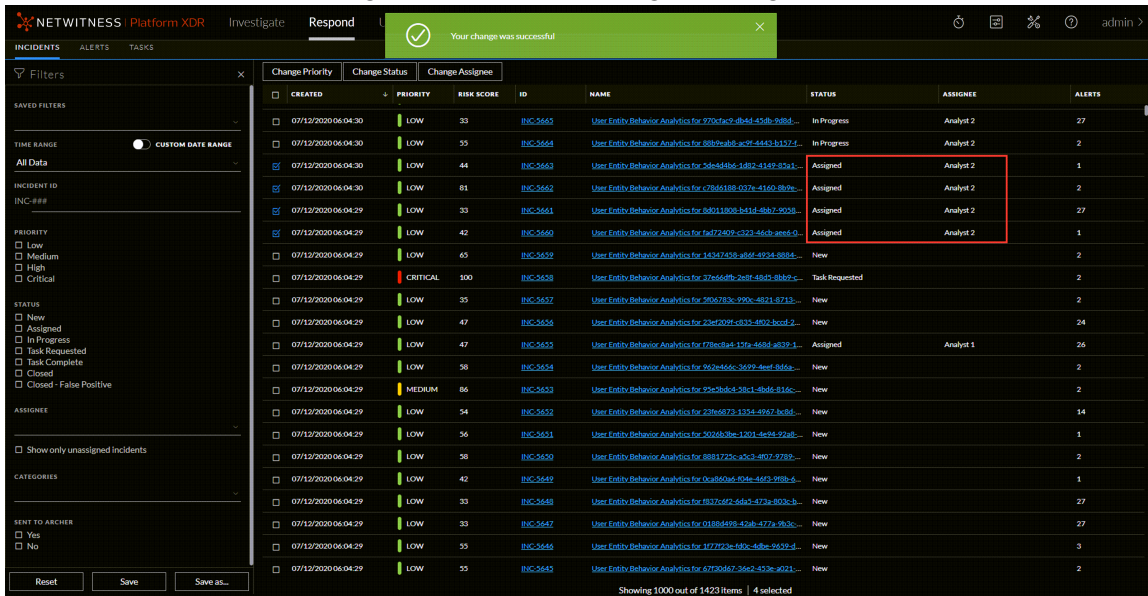
**Note:** You cannot change the assignee of a closed incident.

### To assign multiple incidents to a user:

1. In the Incidents List view, select the incidents that you would like to assign to a user. To select all of the incidents on the page, select the box in the incidents list header row. The number of incidents selected appears in the incidents list footer.
2. Click **Change Assignee** and select a user from the drop-down list. In this example, the incidents are unassigned, but they should be assigned to an Analyst.



- If you select more than one incident, in the **Confirm Update** dialog, click **OK**.  
You can see a successful change notification. The assignee changes to the selected user.



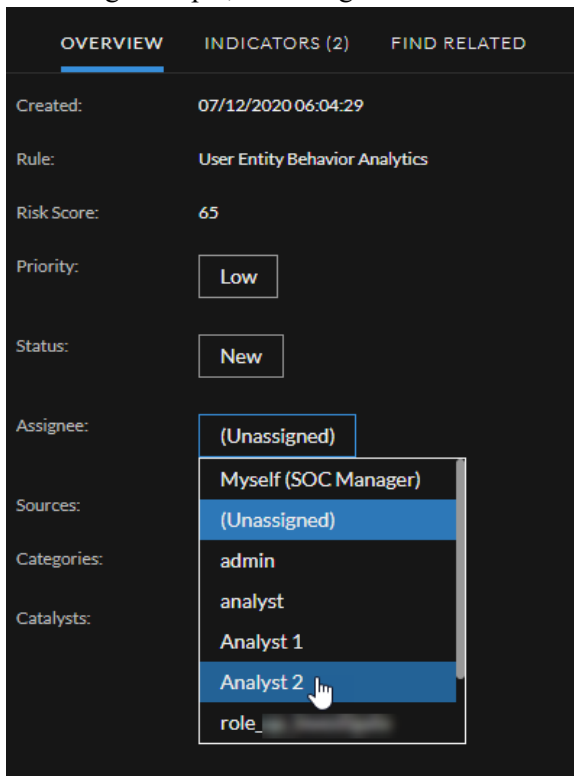
**To assign a user to an incident from the Overview panel:**

- To open the Overview panel, do one of the following:
  - From the Incidents List view, click the row of an incident that you would like to assign to a user.
  - From the Incident Details view, click the **Overview** tab in the left panel.

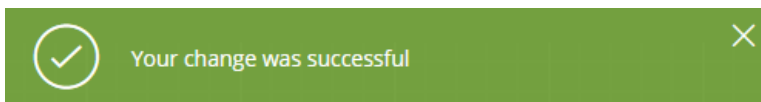
In the Overview panel, the Assignee button shows the current assignee of the incident. In the



following example, the Assignee button has a current status of Unassigned.



2. Click the **Assignee** button and select a user from the drop-down list. You can see a successful change notification. The Assignee button changes to show the assigned user.



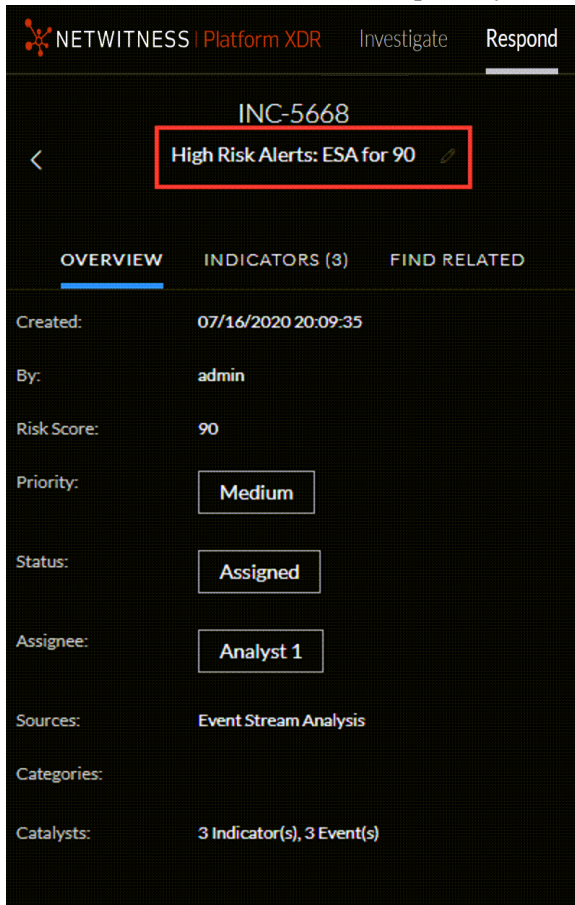
**Note:** Current assignee name is grayed out under **Assignee** drop-down list. You will not be able to select the grayed out user.

## Rename an Incident

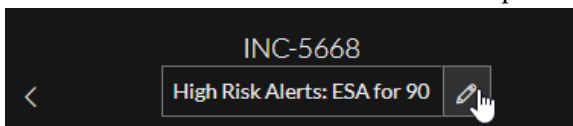
You can rename an incident from the Overview panel in the Incidents List view and the Incident Details view. For example, you may want to rename an incident to provide clarification about the issue, especially if multiple incidents have the same name.

1. Go to **Respond > Incidents**.
2. To open the Overview panel, do one of the following:
  - From the Incidents List view, click the row of an incident that needs a name change. The Overview panel opens.

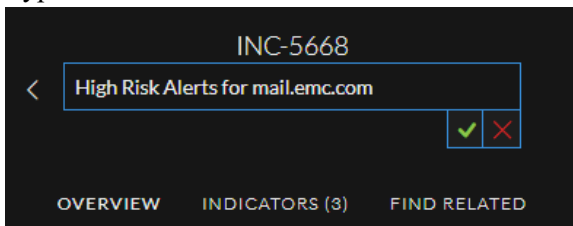
- From the Incident Details view, click the **OVERVIEW** tab in the left panel. In the header above the Overview panel, you can see the incident ID and the incident name.



- Click the incident name in the header to open a text editor.

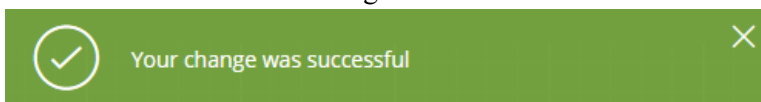


- Type a new name for the incident in the text editor and click the check mark to confirm the change.

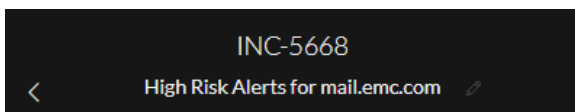


For example, you can change "High Risk Alerts: ESA for 90.0" to "High Risk Alerts for mail.emc.com" for more clarification.

You can see a successful change notification.



The incident name field shows the new name.

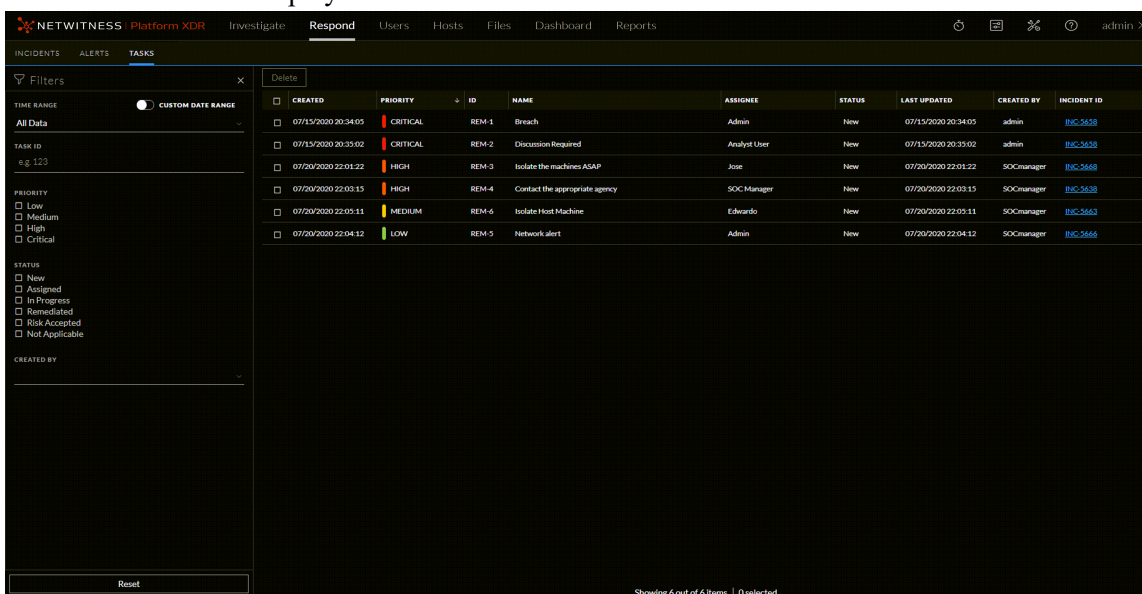


## View All Incident Tasks

When additional work is required for an incident, you can create tasks for the incident and track the progress on those tasks. This is helpful, for example, when the work being done is outside security operations or you make a request for a computer reimage. In the Tasks List view, you can manage and track the tasks to closure.

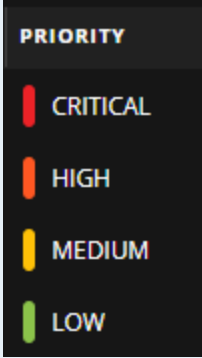
1. Go to **Respond > Tasks**.

The Tasks List view displays a list of all incident tasks.



2. Scroll through the tasks list, which shows basic information about each task as described in the following table.

Column	Description
Created	Displays the date when the task was created.


Column	Description
Priority	<p>Displays the priority assigned to the task. The priority can be any of the following: Critical, High, Medium, or Low. The Priority is also color coded, where red indicates <b>Critical</b>, orange represents <b>High</b> risk, yellow indicates <b>Medium</b> risk, and green represents <b>Low</b> risk as shown in the following figure:</p> 
ID	Displays the task ID.
Name	Displays the task name.
Assignee	Displays the name of the user assigned to the task.
Status	Displays the status of the task: New, Assigned, In Progress, Remediated, Risk Accepted, and Not Applicable.
Last Updated	Displays the date and time when the task was last updated.
Created By	Displays the user who created the task.
Incident ID	Displays the incident ID for which the task was created. Click the ID to display the details of the incident.

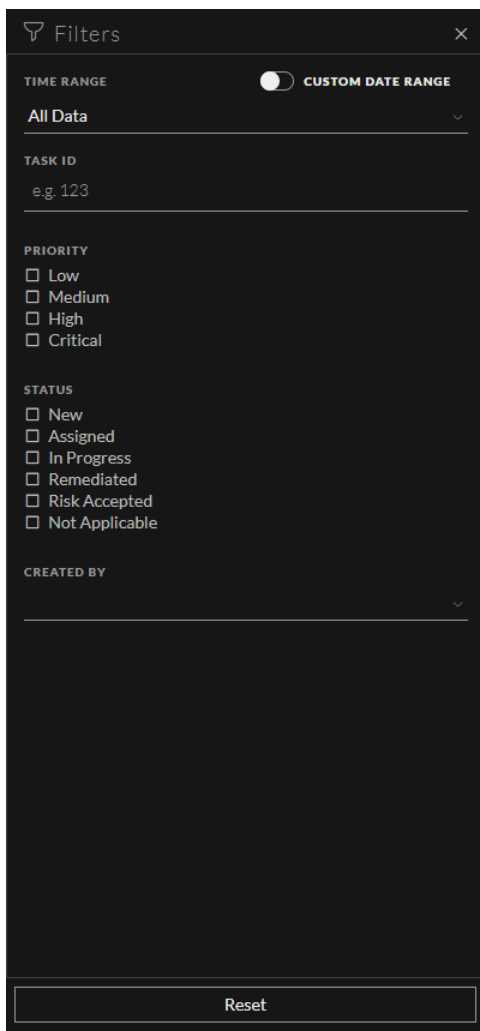
At the bottom of the list, you can see the number of tasks on the current page, the total number of tasks, and the number of tasks selected. For example: **Showing 6 out of 6 items | 2 selected.**

## Filter the Tasks List

The number of tasks in the Tasks List can be very large, making it difficult to locate particular tasks. The Filter enables you to specify those tasks that you would like to view, such as tasks created within the last 7 days. You can also search for a specific task.

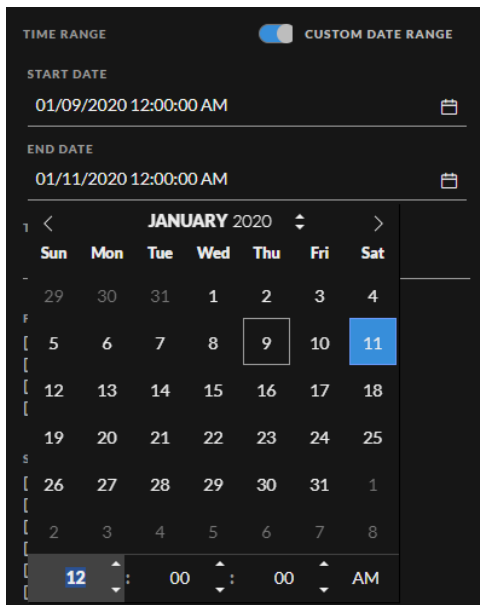
### 1. Go to **Respond > Tasks**.

The Filters panel appears to the left of the Tasks list. If you do not see the Filters panel, in the Tasks List view toolbar, click , which opens the Filters panel.



2. In the Filters panel, select one or more options to filter the incidents list:
  - **Time Range:** You can select a specific time period from the Time Range drop-down list. The time range is based on the creation date of the tasks. For example, if you select Last Hour, you can see tasks that were created within the last 60 minutes.
  - **Custom Date Range:** You can specify a specific date range instead of selecting a Time Range option. To do this, click the white circle in front of CUSTOM DATE RANGE to view the Start

Date and End Date fields. Select the dates and times from the calendar.



- **Task ID:** Type the Task ID for a task that you would like to locate, for example REM-123.
- **Priority:** Select the priorities that you would like to view.
- **Status:** Select one or more incident statuses. For example, select Remediated to view completed remediation tasks.
- **Created By:** Select the user who created the tasks that you would like to view. For example, if you only want to view the tasks created by Edwardo, select Edwardo from the CREATED BY drop-down list. If you want to view tasks regardless of the person who created the task, do not make a selection under CREATED BY.

The Tasks List shows a list of tasks that meet your selection criteria. You can see the number of items in your filtered list at the bottom of the tasks list.


For example: **Showing 6 out of 6 items**

3. If you want to close the Filters panel, click **X**. Your filters remain in place until you remove them.

## Remove My Filters from the Tasks List

NetWitness remembers your filter selections in the Tasks List view. You can remove your filter selections when you no longer need them. For example, if you are not seeing the number of tasks that you expect to see or you want to view all of the tasks in your tasks list, you can reset your filters.

1. Go to **Respond > Tasks**.

The Filters panel appears to the left of the tasks list. If you do not see the Filters panel, in the Tasks List view toolbar, click , which opens the Filters panel.

2. At the bottom of the Filters panel, click **Reset Filters**.

## Create a Task

After you investigate an incident and know more about it, you can create a task, assign it to a user, and track it to closure. You create tasks from the Incident Details view.

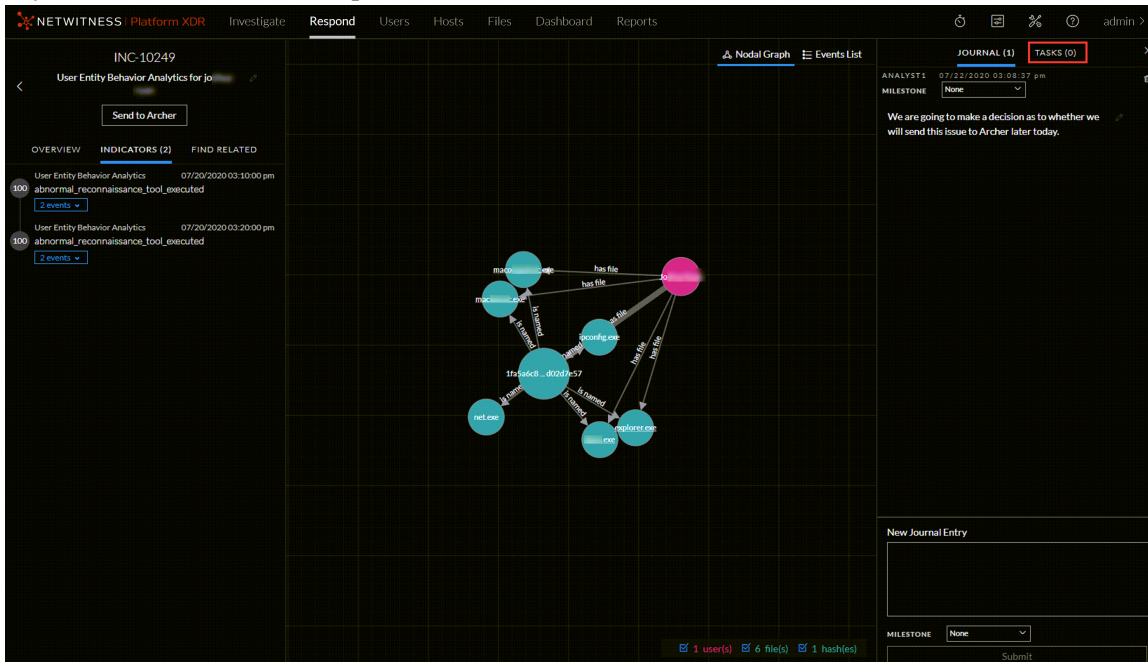
1. Go to **Respond > Incidents**.  
The Incidents List view displays a list of all of the incidents.
2. Locate the incident that needs a task and click the link in the **ID** or **Name** field.

The screenshot displays the NetWitness Respond interface. The top navigation bar shows 'Respond' as the active tab. On the left, a 'Filters' panel is visible with various options like 'SAVED FILTERS', 'TIME RANGE', 'INCIDENT ID', 'PRIORITY', 'STATUS', 'ASSIGNEE', 'CATEGORIES', and 'SENT TO ARCHER'. The main area shows a table of incidents with the following columns: CREATED, PRIORITY, RISK SCORE, ID, NAME, STATUS, ASSIGNEE, and ALERTS. The incident with ID 'INC-10249' is highlighted in red, indicating it is selected. The table shows multiple incidents, all with a 'CRITICAL' priority and a 'RISK SCORE' of 100. The status of the incidents varies, with some being 'New' and others 'Assigned'.

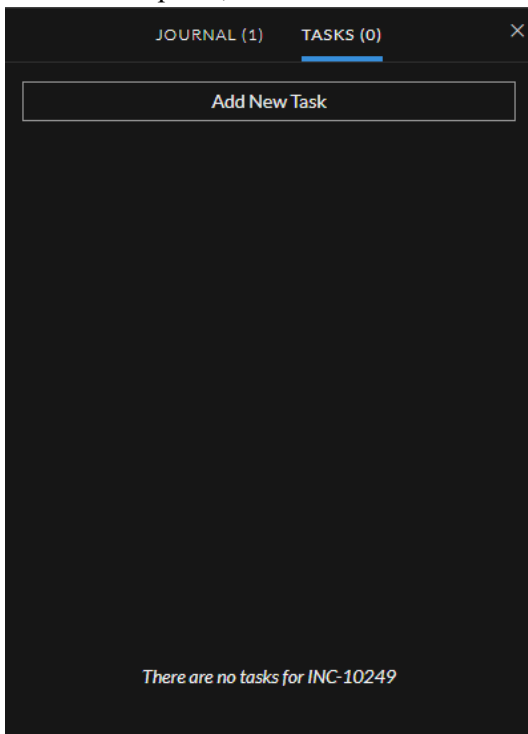
CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10250	User Entity Behavior Analytics for [redacted]	New		3
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10249	User Entity Behavior Analytics for [redacted]	Assigned	Analyst 1	2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10248	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10247	User Entity Behavior Analytics for [redacted]	New		1
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10246	User Entity Behavior Analytics for [redacted]	New		4
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10245	User Entity Behavior Analytics for [redacted]	New		6
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10244	User Entity Behavior Analytics for [redacted]	New		8
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10243	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10242	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10241	User Entity Behavior Analytics for [redacted]	New		6
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10240	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10239	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10238	User Entity Behavior Analytics for [redacted]	New		8
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10237	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10236	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10235	User Entity Behavior Analytics for [redacted]	New		3
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10234	User Entity Behavior Analytics for [redacted]	New		5
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10233	User Entity Behavior Analytics for [redacted]	New		3
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10232	User Entity Behavior Analytics for [redacted]	New		1
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10231	User Entity Behavior Analytics for [redacted]	New		27
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10230	User Entity Behavior Analytics for [redacted]	New		2

Showing 1000 out of 2292 items | 1 selected

- In the Journal panel on the right side of the Incident Details view, click the **Tasks** tab. If you do not see the Journal panel, click **Journal & Tasks** and then click the **Tasks** tab.



- In the Tasks panel, click **Add New Task**.



You can see the new task fields.



The screenshot shows a dark-themed modal window titled "NEW TASK FOR INC-10249". At the top, there are tabs for "JOURNAL (1)" and "TASKS (0)", with "TASKS (0)" being the active tab. The form contains the following fields:

- NAME**: A text input field containing "Re-image the machine".
- DESCRIPTION**: A larger text area containing "Opened ticket ABC-5678 to re-image the affected machine."
- ASSIGNEE**: A text input field containing "Jose".
- PRIORITY**: A dropdown menu currently set to "High".

At the bottom right of the form, there are two buttons: "Cancel" and "Save".

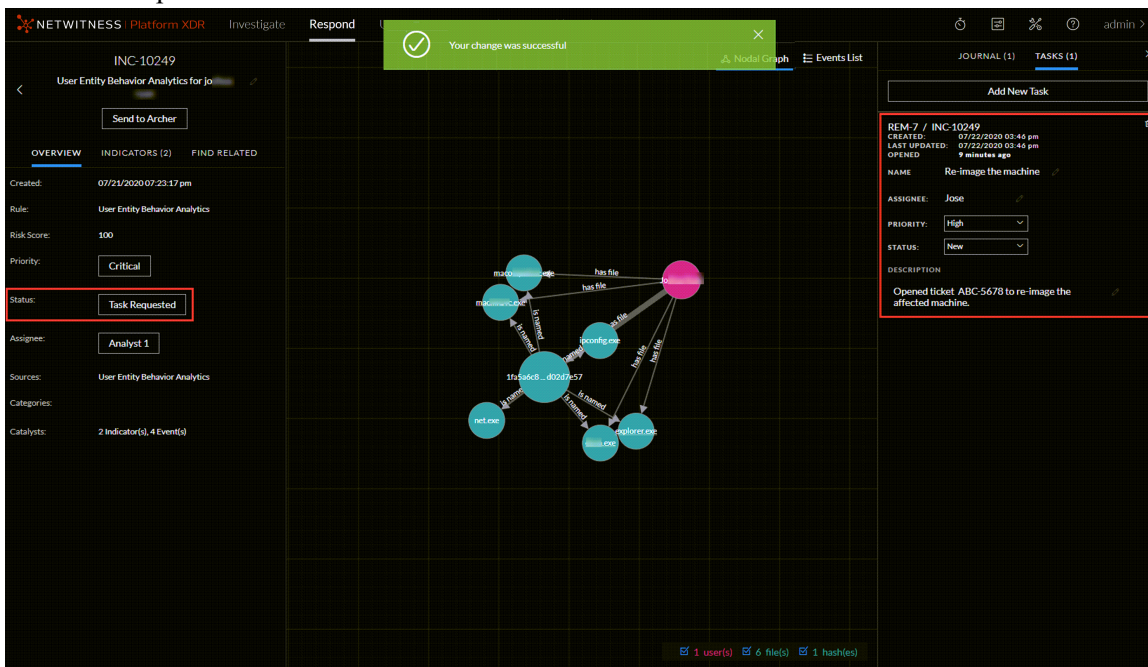
If the incident is in a closed state (Closed or Closed - False Positive), the Add New Task button is disabled.

5. Provide the following information:

- **Name** - Name of the task. For example: Re-image the machine.
- **Description** - (Optional) Type information that describes the task. You may want to include any applicable reference numbers.
- **Assignee** - (Optional) Type the username of the user to whom the task is to be assigned.
- **Priority** - Click the priority button and select a priority for the tasks from the drop-down list: Low, Medium, High, or Critical.

6. Click **Save**.

You can see a confirmation that your change was successful. The incident status changes to **Task Requested**. (You may need to refresh the Incident Details view to see the changes.) The task appears in the Tasks panel for this incident.



In the Incidents List view, the incident status also changes to Task Requested.

The screenshot displays the NetWitness Respond interface. The top navigation bar includes 'NETWITNESS Platform XDR', 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. Below this, there are tabs for 'INCIDENTS', 'ALERTS', and 'TASKS'. The 'INCIDENTS' tab is active, showing a table of incidents. The table has columns for 'CREATED', 'PRIORITY', 'RISK SCORE', 'ID', 'NAME', 'STATUS', and 'ASSIGNEE'. One incident, INC-10249, is highlighted in blue, indicating it is selected. The 'STATUS' column for this incident shows 'Task Requested'. To the right of the table, there is a detailed view for the selected incident, INC-10249. This view includes a 'Send to Archer' button, an 'OVERVIEW' section, and a 'Status' field that is highlighted with a red box and shows 'Task Requested'. Other details in the overview include 'Created: 07/21/2020 07:23:17 pm', 'Rule: User Entity Behavior Analytics', 'Risk Score: 100', 'Priority: Critical', 'Assignee: Analyst 1', 'Sources: User Entity Behavior Analytics', 'Categories:', and 'Catalysts: 2 Indicator(s), 4 Event(s)'. At the bottom of the incident list, it says 'Showing 1000 out of 2292 Items | 1 selected'.

The task also appears in the Tasks list (Respond > Tasks), which shows a list of all incident tasks.

**Note:** If you do not see the status change, you may need to refresh your internet browser.

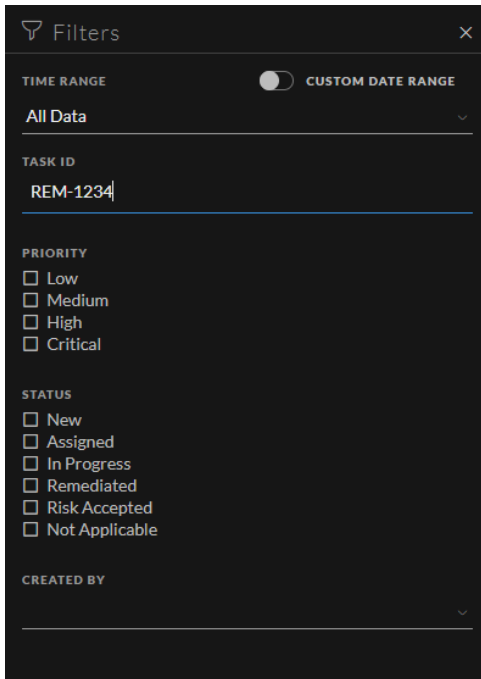
## Find a Task

If you know the Task ID, you can quickly locate a task using the Filter. For example, you may want to locate a specific task out of thousands of tasks.

1. Go to **Respond > Tasks**.

The Filters panel appears to the left of the Tasks list. If you do not see the Filters panel, in the Tasks

List view toolbar, click , which opens the Filters panel.



- In the **Task ID** field, type the Task ID for a task that you would like to locate, for example REM-1234.  
The specified task appears in your task list. If you do not see any results, try resetting your filters.

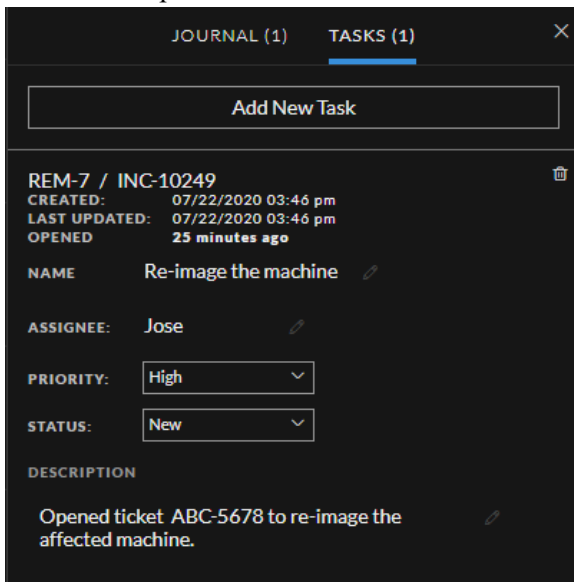
## Modify a Task

You can modify a task from within an incident and from the Tasks list. For example, you may want to show the status of the task as In Progress and add some additional information to the task. If the task is in a closed state (Not Applicable, Risk Accepted, or Remediated), you cannot modify the Priority or Assignee.

### To modify a Task from within an incident:

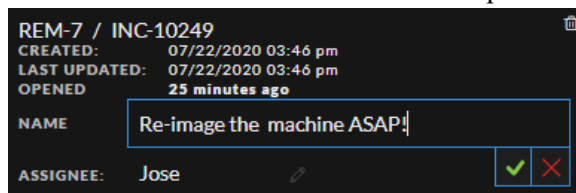
- Go to **Respond > Incidents**.  
The Incidents List view displays a list of all incidents.
- Locate the incident that needs a task update and click the link in the **ID** or **Name** field.
- In the Journal panel on the right side of the Incident Details view, click the **Tasks** tab.  
If you do not see the Journal panel, click **Journal & Tasks** and then click the **Tasks** tab.  
In the Tasks panel, a pencil icon indicates a text field that you can change. A button indicates that

there is a drop-down list to make a selection.



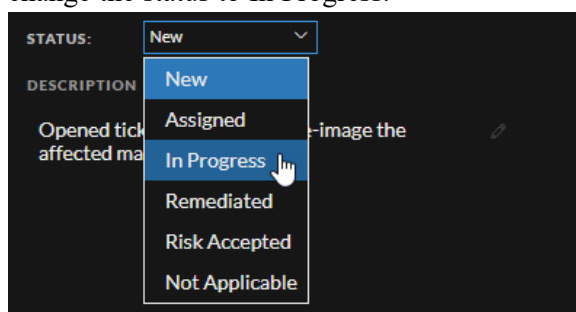
4. You can modify any of the following fields:

- **Name** - Click the current task name to open a text editor.

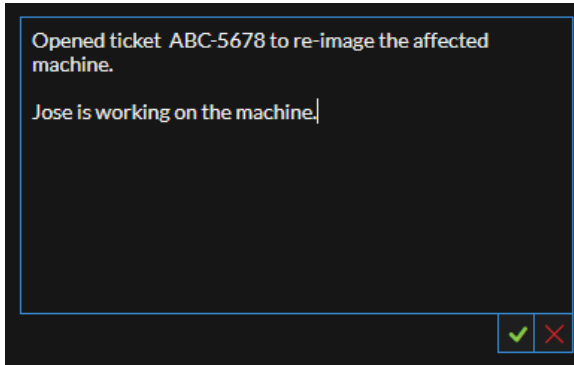


Click the check mark to confirm the change. For example, you can change "Re-image the machine" to "Re-image the machine ASAP!"

- **Assignee** - Click (Unassigned) or the name of the previous assignee to open a text editor. Type the username of the user to whom the task is to be assigned. Click the check mark to confirm the change.
- **Priority** - Click the Priority button and select a priority for the task from the drop-down list: Low, Medium, High, or Critical.
- **Status** - Click the Status button and select a status for the task from the drop-down list: New, Assigned, In Progress, Remediated, Risk Accepted, and Not Applicable. For example, you can change the status to In Progress.



- **Description** - Click the text underneath the description to open a text editor.

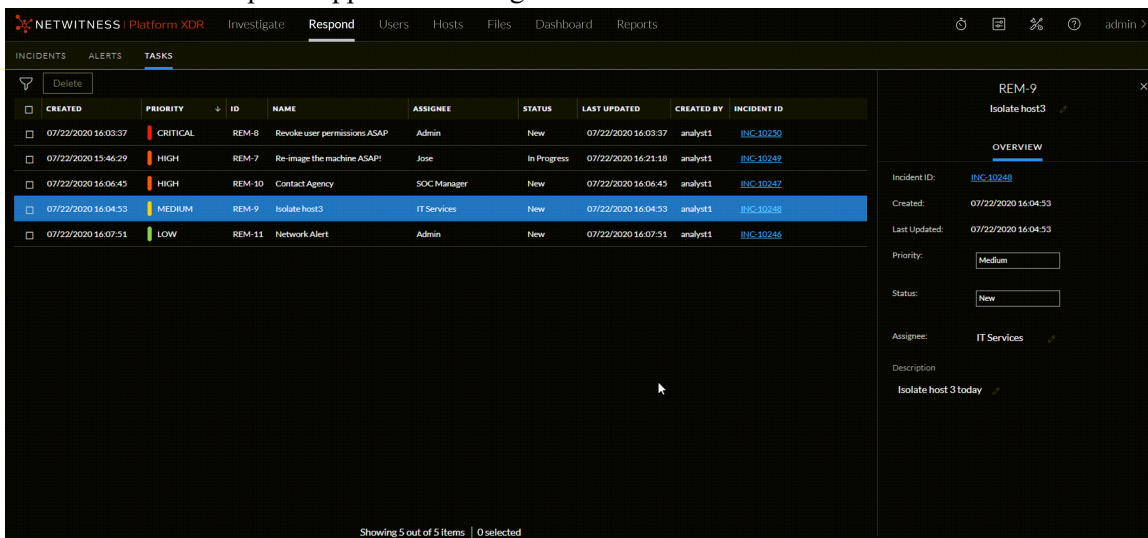


Modify the text and click the check mark to confirm the change.

For each change that you make, you can see a confirmation that your change was successful.

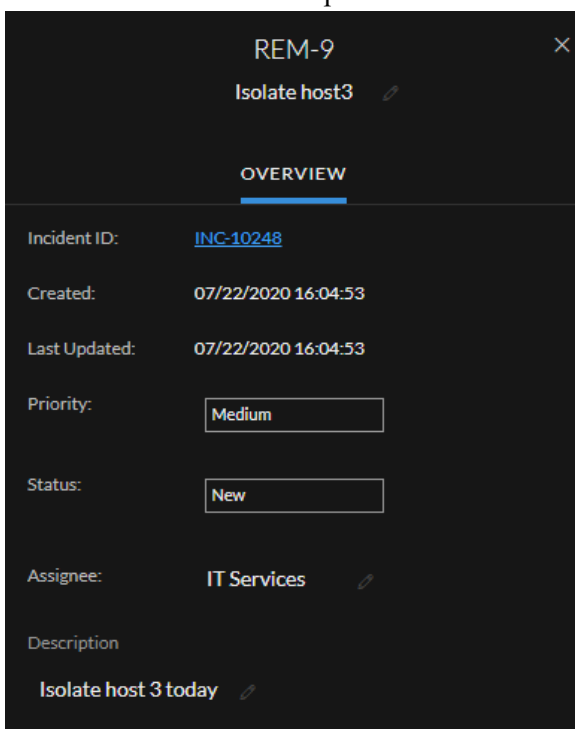
**To modify a Task from the Tasks list:**

1. Go to **Respond > Tasks**.  
The Tasks List view displays a list of all incident tasks.
2. In the Tasks list, click the task that you want to update.  
The Task Overview panel appears to the right of the tasks list.



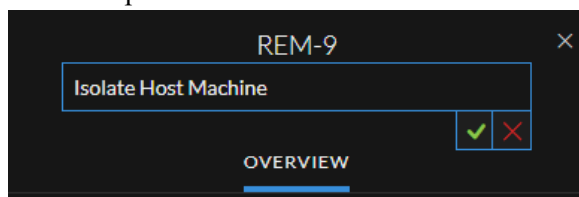
In the Task Overview panel, a pencil icon indicates a text field that you can change. A button

indicates that there is a drop-down list to make a selection.



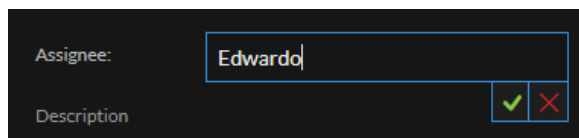
3. You can modify any of the following fields:

- **<Task Name>** - At the top of the Task Overview panel, below the Task ID, click the current task name to open a text editor.



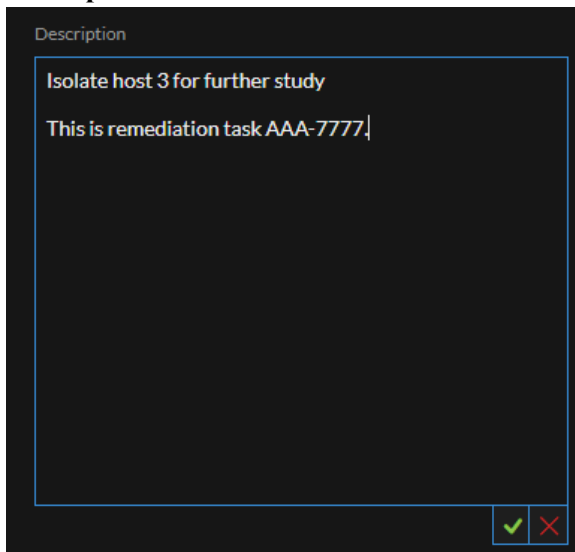
Click the check mark to confirm the change. For example, you can change Isolate Host to Isolate Host Machine.

- **Priority** - Click the Priority button and select a priority for the task from the drop-down list: Low, Medium, High, or Critical.
- **Status** - Click the Status button and select a status for the task from the drop-down list: New, Assigned, In Progress, Remediated, Risk Accepted, and Not Applicable.
- **Assignee** - Click (Unassigned) or the name of the previous assignee to open a text editor. Type the username of the user to whom the task is to be assigned.



Click the check mark to confirm the change.

- **Description** - Click the text underneath the description to open a text editor.



Modify the text and click the check mark to confirm the change.

For each change that you make, you can see a confirmation that your change was successful.

## Delete a Task

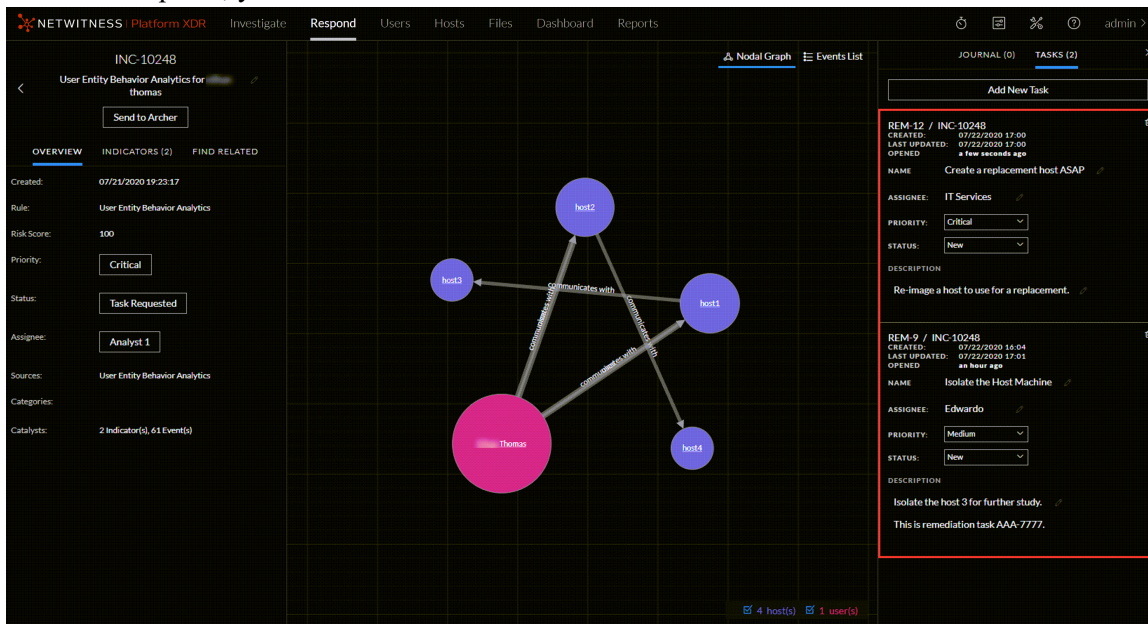
You can delete a task, if, for example, you created it in error or you find that it is not needed. You can delete a task from within an incident and also from the Tasks List view. In the Tasks List view, you can delete multiple tasks at the same time.


### To Delete a Task from within an incident:

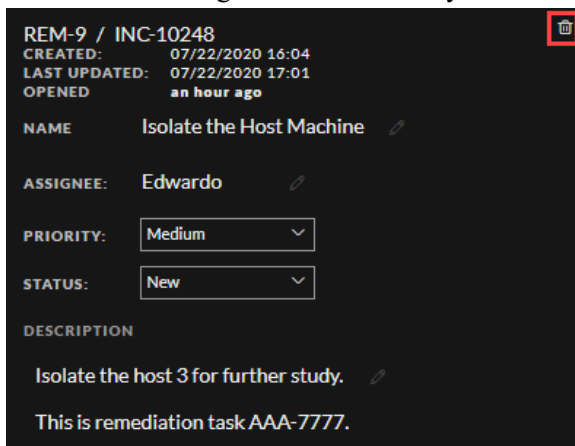
1. Go to **Respond > Incidents**.  
The Incidents List view displays a list of all incidents.
2. Locate the incident that needs a task update and click the link in the **ID** or **Name** field.
3. In the Journal panel on the right side of the Incident Details view, click the **Tasks** tab.  
If you do not see the Journal panel, click **Journal & Tasks** and then click the **Tasks** tab.



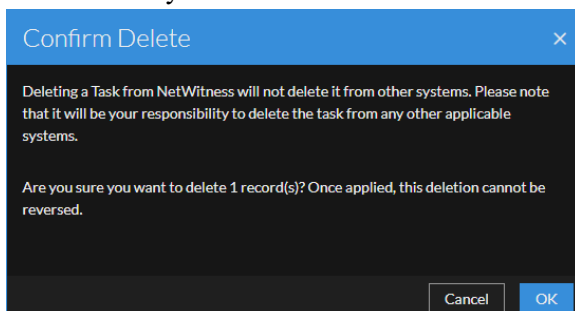
In the Tasks panel, you can see the tasks created for the incident.



- Click  to the right of the task that you want to delete.



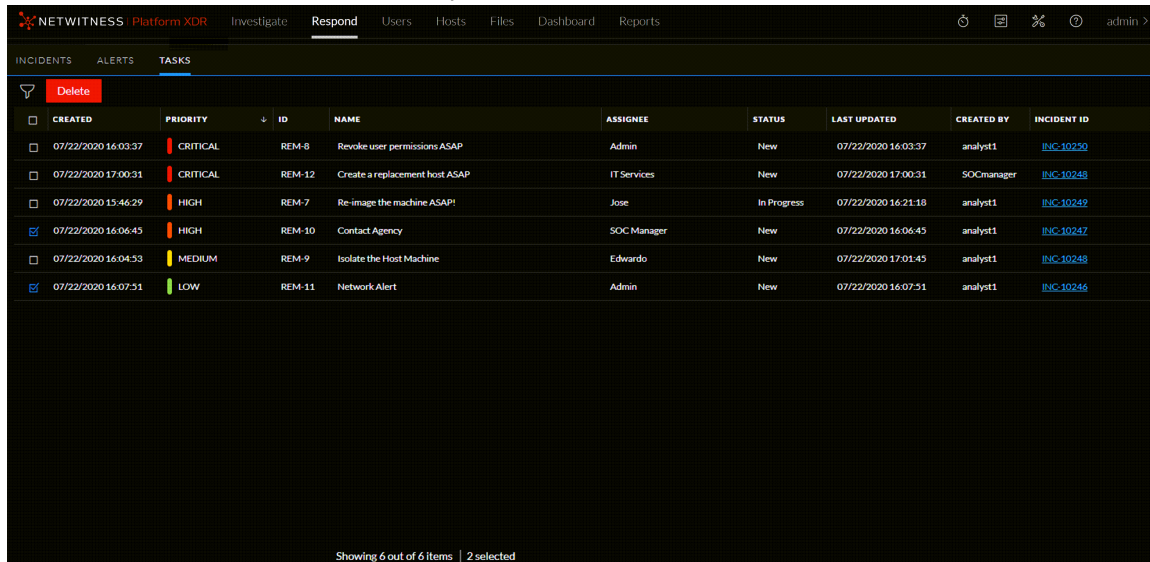
- Confirm that you want to delete the task and click **OK**.



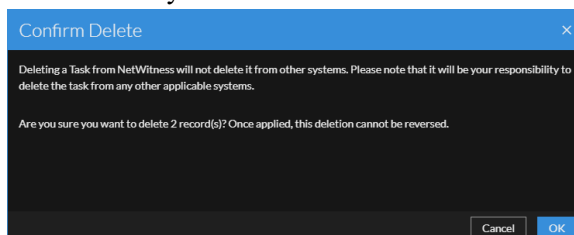
The task is deleted from NetWitness. Deleting tasks from NetWitness does not delete them from other systems.

## To Delete Tasks from the Tasks List:

1. Go to **Respond > Tasks**.  
The Tasks List view displays a list of all incident tasks.
2. In the Tasks list, select the tasks that you want to delete and click **Delete**.



3. Confirm that you want to delete the tasks and click **OK**.



The tasks are deleted from NetWitness. Deleting tasks from NetWitness does not delete them from other systems.

## Close an Incident

When you have arrived at a solution after investigating an incident and remediating it, you close the incident.

1. Go to **Respond > Incidents**.
2. In the Incident List view, select the incident that you want to close and click **Change Status**.
3. Select **Closed** from the drop-down list.  
You can see a successful change notification. The incident is now closed. You cannot change the priority or assignee of a closed incident.

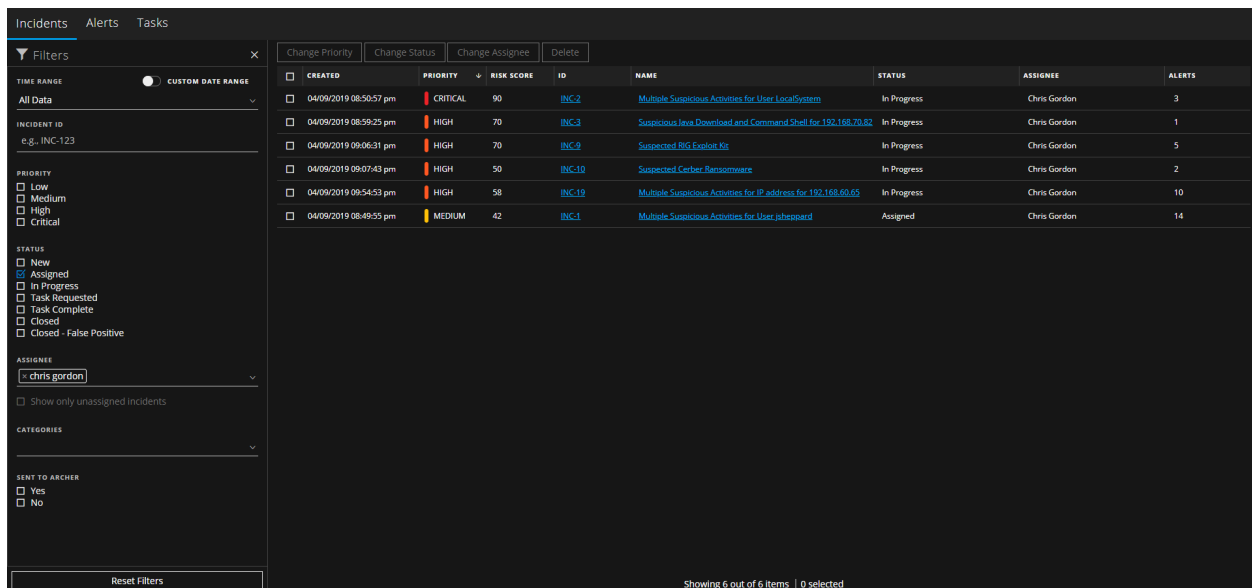
**Note:** You can also close an incident in the Overview panel. You can close multiple incidents at the same time in the Incident List view. [Change Incident Status](#) provides additional details.

## Incident Response Use Case Examples

The following use cases provide examples of an analyst using NetWitness to quickly respond to incidents, identify threats, and take action to reduce or eliminate the ability of threat actors to compromise valuable information in the corporate network.

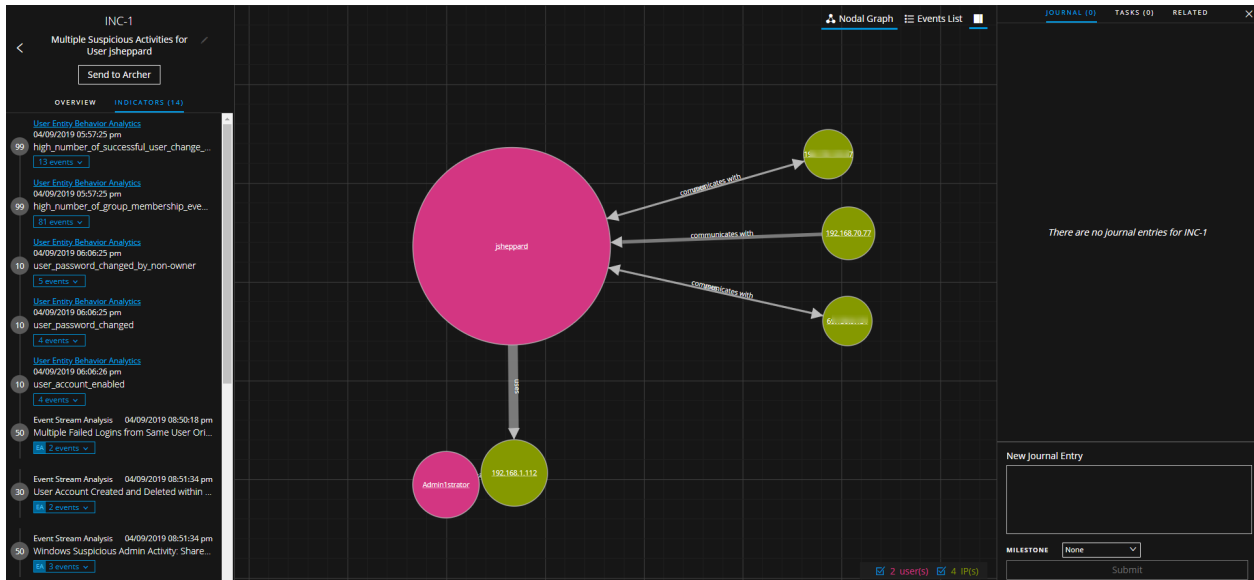
### Use Case #1: UEBA Anomalous User Activity

An analyst named Chris logs in, goes to the Incidents List view, and uses the filters on the left-hand side to look at all of the incidents assigned to her. In the list, she notices an incident that she has not yet reviewed (status is Assigned) and opens the incident.

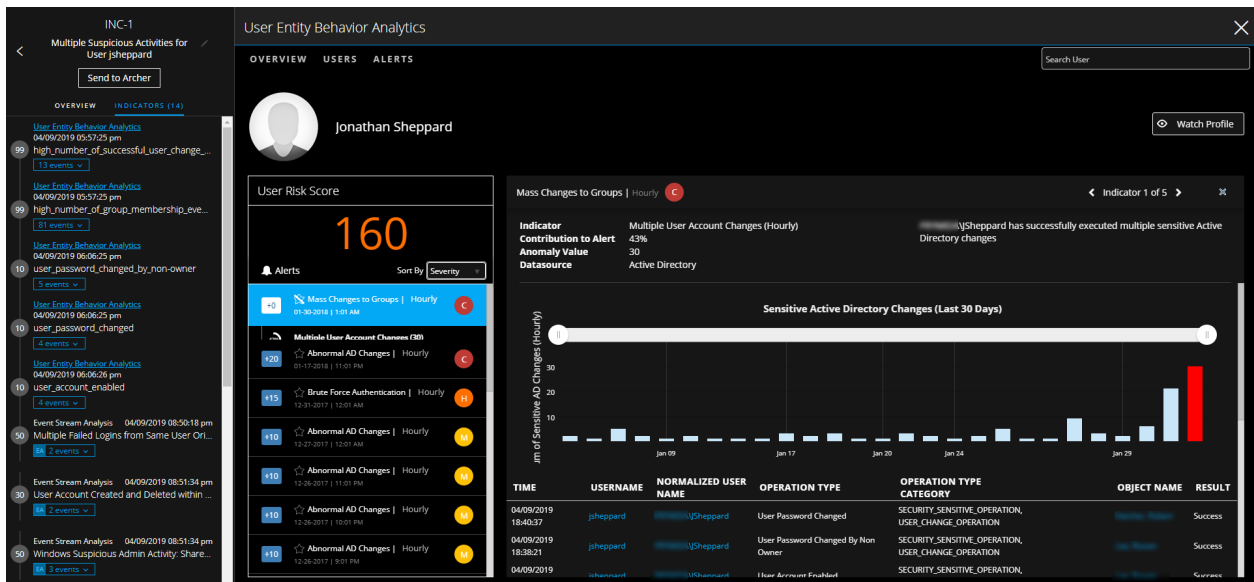


CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
04/09/2019 08:50:57 pm	CRITICAL	90	INC-2	Multiple Suspicious Activities for User LocalSystem	In Progress	Chris Gordon	3
04/09/2019 08:59:25 pm	HIGH	70	INC-3	Suspicious Java Download and Command Shell for 192.168.70.82	In Progress	Chris Gordon	1
04/09/2019 09:06:31 pm	HIGH	70	INC-9	Suspected BIG Exploit Kit	In Progress	Chris Gordon	5
04/09/2019 09:07:43 pm	HIGH	50	INC-10	Suspected Cerber Ransomware	In Progress	Chris Gordon	2
04/09/2019 09:54:53 pm	HIGH	58	INC-19	Multiple Suspicious Activities for IP address for 192.168.69.69	In Progress	Chris Gordon	10
04/09/2019 08:49:55 pm	MEDIUM	42	INC-1	Multiple Suspicious Activities for User jshepard	Assigned	Chris Gordon	14

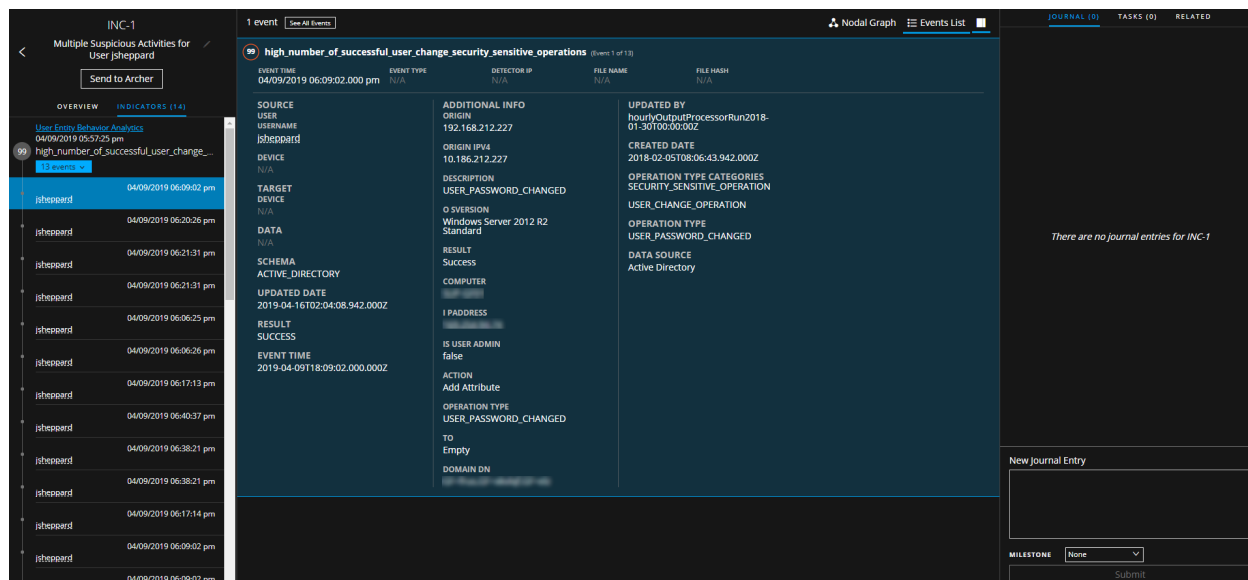
In the Incident Details view, the analyst sees a timeline of contributing events (Indicators panel) on the left, a visualization of the entities involved in the middle, and additional panels on the right where she can keep track of notes and tasks during her review.



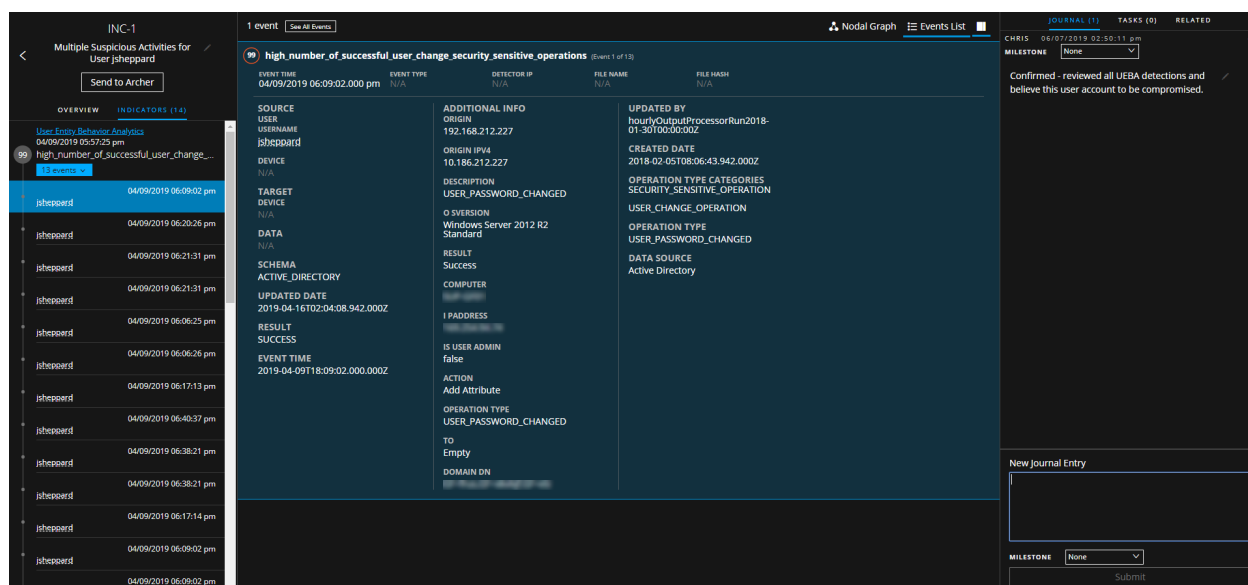
Chris uses the Indicators panel to get finer detail on the events that lead to this incident being created. Clicking the "User Entity Behavior Analytics" link in the Indicators panel exposes the analysis that was done and the anomaly that was detected on the user account "Jonathan Sheppard (jsheppard)." The User Entity Behavior Analytics panel below shows an overall risk score of 160, details the Windows events that contributed to the severity, and shows the actual anomaly in user account changes attributed to this user. She can explore the data in as much depth as required to help validate and understand the alert.



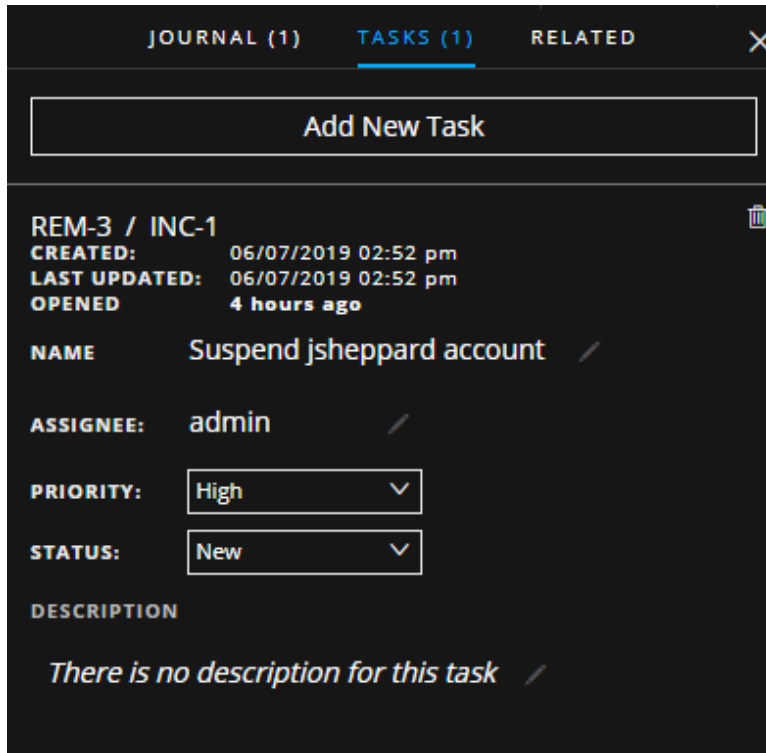
In the Events List, Chris can even inspect the details of the individual log events involved.



During her review and investigation, she can update the incident with her notes, as well as create and assign tasks for herself or other analysts.

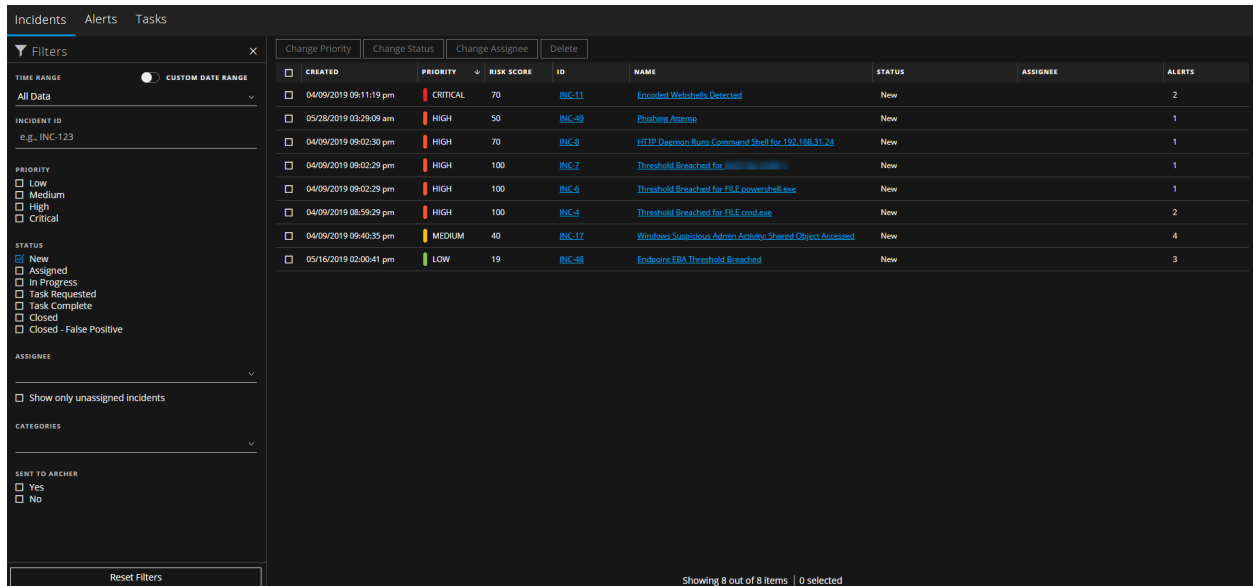


To remediate the incident, Chris opens a task for the administrator (admin) to suspend the jsheppard account.



## Use Case #2: Encoded Webshells Detected

Analyst Chris logs in, looks at all of the new incidents that have not yet been assigned to anyone, and notices a highly critical incident "Encoded Webshells Detected."



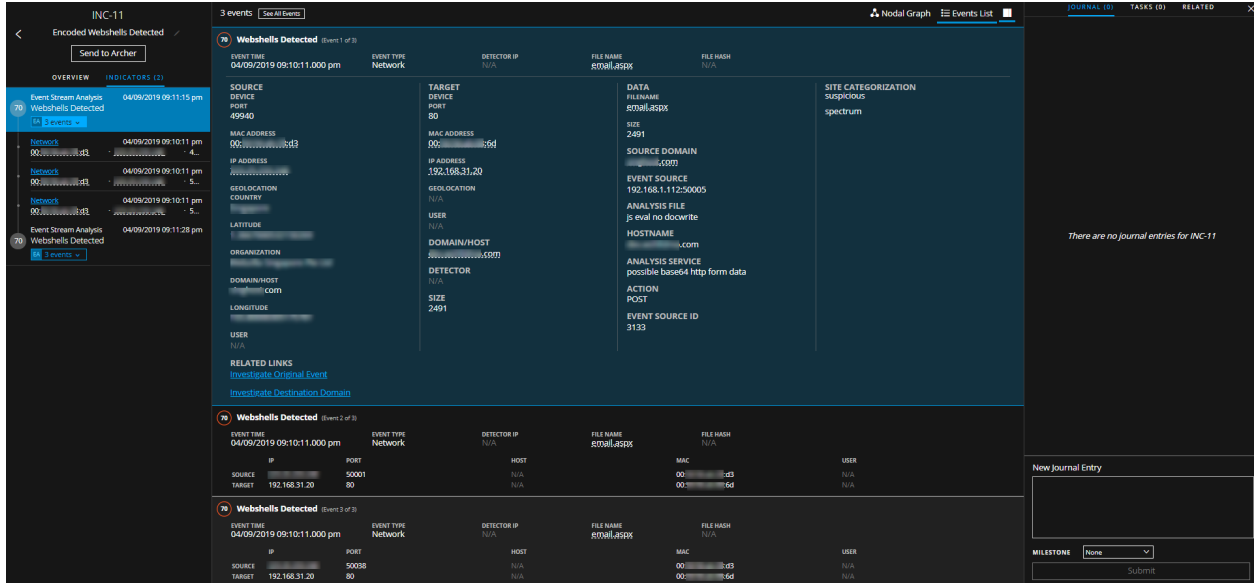
Chris decides to assign this incident to herself and investigate it.

Change Priority		Change Status		Change Assignee		Delete	
CREATED	PRIORITY	ASSIGNEE	ID	NAME	STATUS		
<input checked="" type="checkbox"/>	04/09/2019 09:11:19 pm	CRITICAL	INC-11	Encoded Webshells Detected	New		
<input type="checkbox"/>	05/28/2019 03:29:09 am	HIGH	INC-49	Phishing Attempt	New		
<input type="checkbox"/>	04/09/2019 09:02:30 pm	HIGH	INC-8	HTTP Daemon Runs Command Shell for 192.168.31.24	New		
<input type="checkbox"/>	04/09/2019 09:02:29 pm	HIGH	INC-7	Threshold Breached for [REDACTED]	New		
<input type="checkbox"/>	04/09/2019 09:02:29 pm	HIGH	INC-6	Threshold Breached for FILE powershell.exe	New		
<input type="checkbox"/>	04/09/2019 08:59:29 pm	HIGH	INC-4	Threshold Breached for FILE cmd.exe	New		
<input type="checkbox"/>	04/09/2019 09:40:35 pm	MEDIUM	INC-17	Windows Suspicious Admin Activity: Shared Object Accessed	New		
<input type="checkbox"/>	05/16/2019 02:00:41 pm	LOW	INC-48	Endpoint EBA Threshold Breached	New		

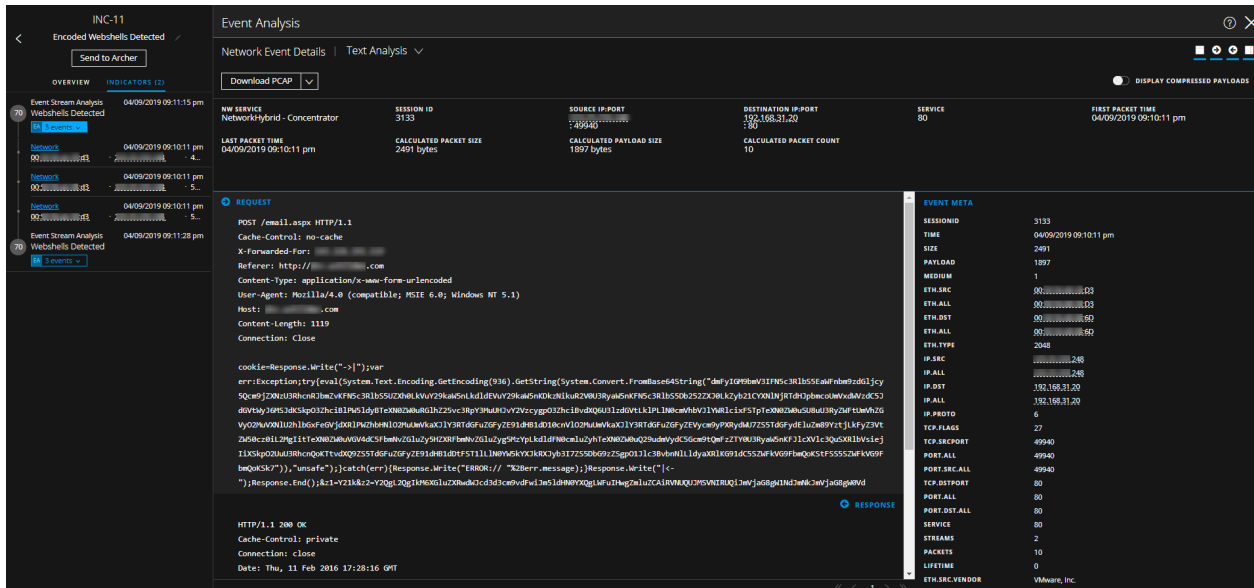
At first glance using the visual summary, Chris can see a couple of specific Event Stream Analysis alerts that kicked off this incident, and the entities associated with the alerts. She sees that a public IP address (xxx.xx.xxx.248) has been detected as interacting with a webshell on the internal web server 192.168.31.20. It looks like the suspicious request was made to the file email.aspx. She dives in to investigate.



By drilling into the indicator (alert) on the left-hand side, Chris can view the entire list of events associated with the incident and all of the metadata generated by the system, including details about the connections between the external and internal host. She notices that the type of data in this case is "Network," meaning that these events were generated by the full packet capture component of NetWitness.

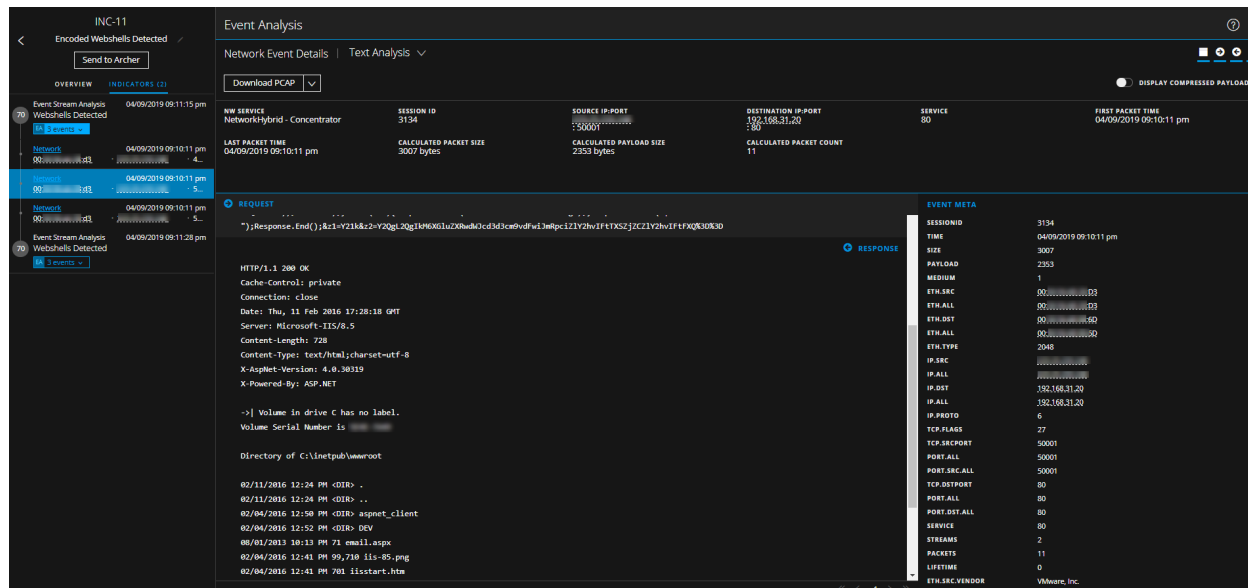


While the metadata associated with these events does look suspicious to Chris, she wants to investigate even deeper to see what is going on. To do this she can drill into the raw packet reconstruction of the HTTP sessions simply by clicking the "Network" link in the Indicators panel on the left-hand side.



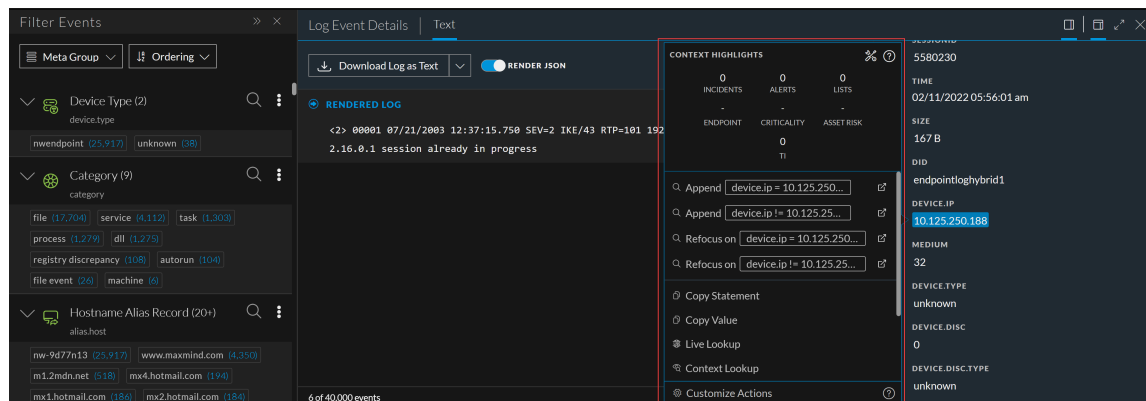
From this deep dive, Chris can examine the raw payload of the suspicious connections and can easily see the strange nature of this request. In the request payload she can see a strange looking request, but most alarmingly, once she scrolls down to the response portion she can see the information that her web server is sending back out to the suspect external IP address.



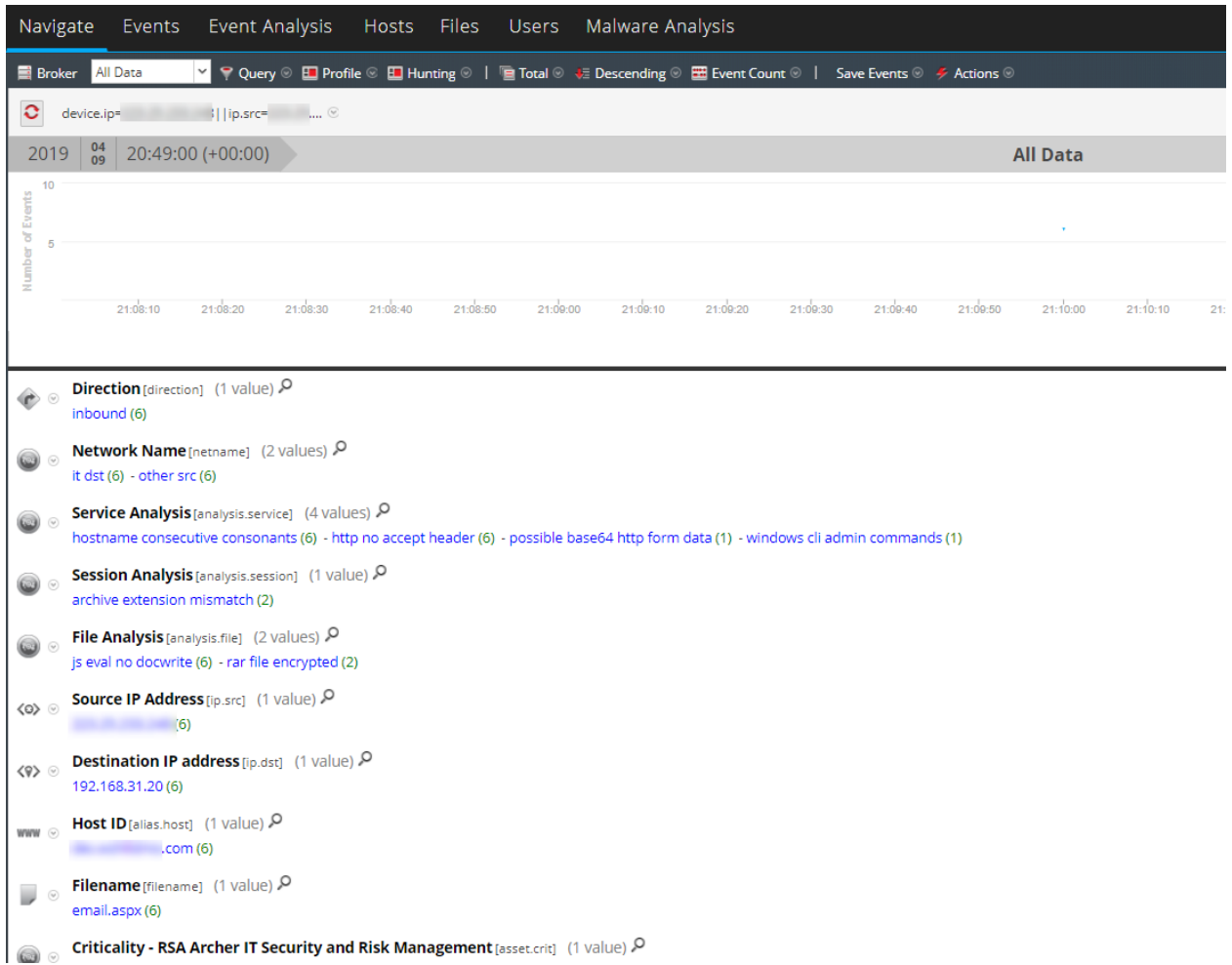


Chris sees what looks to be a directory listing in the packet data, which is not something she would expect from normal web site communications. With this information, she confirms that this is indeed a malicious webshell that has been installed on the internal web server.

From here, Chris can take a number of actions. She can journal her confirmation, assign a task to another user to handle the incident from there, or she can expand her investigation to look for any other activity that has been associated with the malicious external IP address. Chris does this by left or right click the IP address to open a context tooltip and pivoting into Investigate.



This pivot brings Chris into another part of the NetWitness interface where she can perform free-form search and analysis outside of the incident.



In this case she did not uncover anything other than the same network events that were part of the original incident, which is a good step in validating the isolated scope of the incident. If, however, she were to find other interesting events across any log, network, or endpoint data in the system, she could easily add those events into the incident to keep track.

## Reviewing Alerts

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NetWitness enables you to view a consolidated list of threat alerts generated from multiple sources in one location. You can find these alerts in the Respond > Alerts view. The source of the alerts can be ESA correlation rules, NetWitness Endpoint, Detect AI, Malware Analysis, Reporting Engine, Risk Scoring, as well as many others. You can see the source of the alerts, the alert severity, and additional alert details.

**Note:** ESA correlation rule alerts can ONLY be found in the Respond > Alerts view.

To better manage a large number of alerts, you have the ability to filter the alerts list based on criteria that you specify, such as severity, time range, and alert source. For example, you may want to filter the alerts to only show those alerts with a severity between 90 and 100 that are not already part of an incident. You can then select a group of alerts to create an incident or add to an existing incident.

You can perform the following procedures to review and manage alerts:

- [View Alerts](#)
- [Filter the Alerts List](#)
- [Remove My Filters from the Alerts List](#)
- [Save the Current Alerts Filter](#)
- [Update a Saved Alerts Filter](#)
- [Delete a Saved Alerts Filter](#)
- [View Alert Summary Information](#)
- [View Event Details for an Alert](#)
- [Investigate Events](#)
- [Create an Incident Manually](#)
- [Add Alerts to an Incident](#)
- [Delete Alerts](#)

## View Alerts

In the Alerts List view, you can browse through various alerts from multiple sources, filter them, and group them to create incidents. This procedure shows you how to access the alerts list.

1. Go to **Respond > Alerts**.  
The Alerts List view displays a list of all NetWitness alerts.

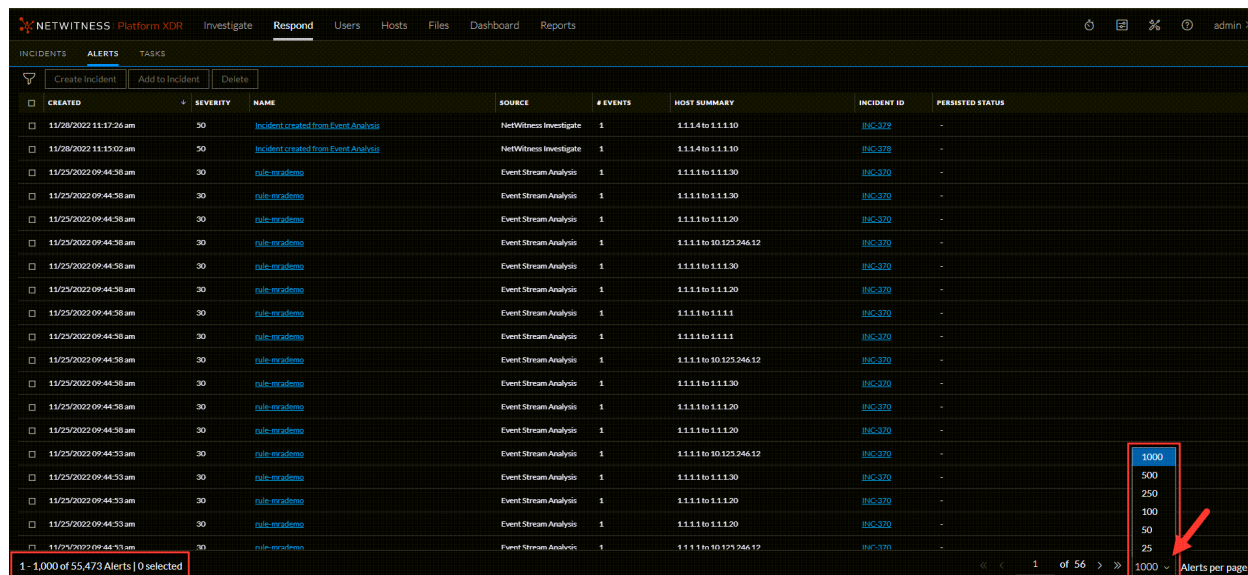
2. Scroll through the alerts list, which shows basic information about each alert as described in the following table.

Column	Description
Created	Displays the date and time when the alert was recorded in the source system.
Severity	Displays the level of severity of the alert. The values are from 1 through 100.
Name	Displays a basic description of the alert.
Source	Displays the original source of the alert. The source of the alerts can be NetWitness Endpoint, Detect AI, Malware Analysis, Event Stream Analysis (ESA Correlation Rules), Reporting Engine, Web Threat Detection, Risk Scoring, and many others.  <div style="border: 1px solid green; padding: 5px;"> <p><b>Note:</b> In NetWitness Platform 11.3 and later, the <b>Endpoint</b> source includes Endpoint alerts from all NetWitness Endpoint versions. If one of the events in an alert has a device_type of nwendpoint, the source changes to Endpoint.</p> </div>
# Events	Indicates the number of events contained within an alert. This varies depending on the source of the alert. For example, NetWitness Endpoint and Malware Analysis alerts always have one Event. For certain types of alerts, a high number of events may mean that the alert is more risky.
Host Summary	Displays details of the host like the host name from where the alert was triggered. The details may include information about the source and destination hosts in an Alert. Some alerts may describe events across more than one host .

Column	Description
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**Incident ID** Shows the Incident ID of the alert. If there is no incident ID, the alert does not belong to any incident and you can create an incident to include this alert or the alert can be added to an existing incident.


At the bottom of the list, you can see the number of alerts on the current page and the total number of alerts. For example: **1 - 500 of 2400 Alerts | 0 selected**. The maximum number of alerts that you can view at one time is 1,000. You can also change the maximum number of alerts per page by selecting from the drop-down at the bottom right corner.

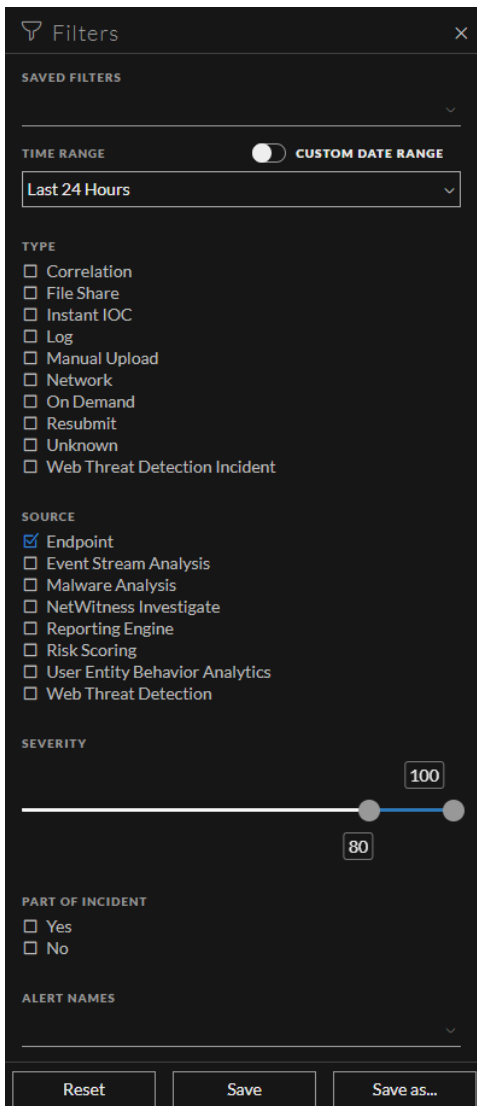


## Filter the Alerts List

The number of alerts in the Alerts List can be very large, making it difficult to locate particular alerts. The Filter enables you to view the alerts you want to see, for example, alerts from a particular source, alerts of a particular severity, alerts that are not part of an incident, and so on.

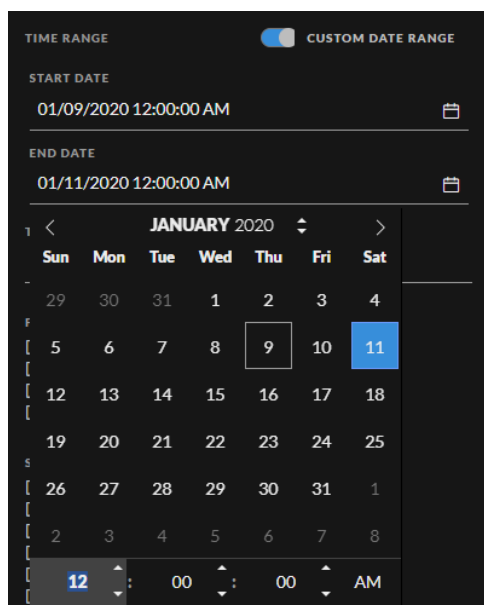
### 1. Go to **Respond > Alerts**.

The Filters panel appears to the left of the Alerts list. If you do not see the Filters panel, in the Alerts List view toolbar, click , which opens the Filters panel.



2. In the Filters panel, select one or more options to filter the alerts list:
  - **Time Range:** You can select a specific time period from the Time Range drop-down list. The time range is based on the date that the alerts were received. For example, if you select Last Hour, you can see alerts that were received within the last 60 minutes.
  - **Custom Date Range:** You can specify a specific date range instead of selecting a Time Range option. To do this, click the white circle in front of Custom Date Range to view the Start Date and

End Date fields. Select the dates and times from the calendar.



- **Type:** Select the type of events in the alert to view, for example, logs, network sessions, and so on. In NetWitness Platform 11.3 and later, if one of the events in an alert has a device\_type of nwendpoint, Endpoint is included in the Type field.
- **Source:** Select one or more sources to view alerts triggered by the selected sources. For example, to view NetWitness Endpoint alerts only, select Endpoint as the source. In NetWitness Platform 11.3 and later, the **Endpoint** source includes Endpoint alerts from all NetWitness Endpoint versions. If one of the events in an alert has a device type of nwendpoint, the source changes to Endpoint. A **Risk Scoring** source is available in NetWitness Platform 11.3 and later. NetWitness Respond automatically creates incidents from alerts that are over the specified file and host alert thresholds for risk score. For more information, see the *NetWitness Respond Configuration Guide*.
- **Severity:** Select the the level of severity of the alerts to view. The values are from 1 through 100. For example, to concentrate on the highest severity alerts first, you may want to view only those alerts with a severity from 90 to 100.
- **Part of Incident:** To view only alerts that are not part of an incident, select **No**. To view only alerts that are part of an incident, select **Yes**. For example, when you are ready to create an incident from a group of alerts, you can select No to view only those alerts that are not currently part of an incident.
- **Alert Names:** Select the name of the alert to view. You can use this filter to search for all alerts generated by a specific rule, for example, Direct Login to an Administrative Account.


The Alerts List shows a list of alerts that meet your selection criteria. You can see the number of items in your filtered list at the bottom of the alerts list.

For example: **Showing 30 out of 30 items**

3. If you want to close the Filters panel, click **X**. Your filters remain in place until you remove them.

## Remove My Filters from the Alerts List

NetWitness remembers your filter selections in the Alerts List view. You can remove your filter selections when you no longer need them. For example, if you are not seeing the number of alerts that you expect to see or you want to view all of the alerts in your alerts list, you can reset your filters.

1. Go to **Respond > Alerts**.  
The Filters panel appears to the left of the alerts list. If you do not see the Filters panel, in the Alerts List view toolbar, click , which opens the Filters panel.
2. At the bottom of the Filters panel, click **Reset Filters**.

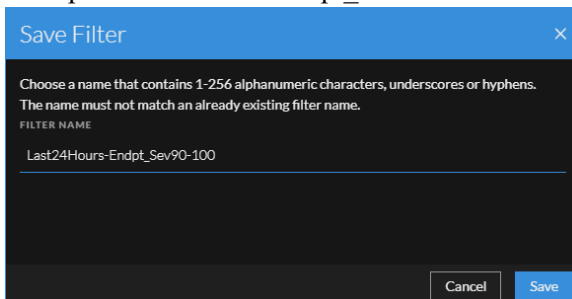
## Save the Current Alerts Filter

**Note:** This option is available in NetWitness Platform Version 11.5 and later.

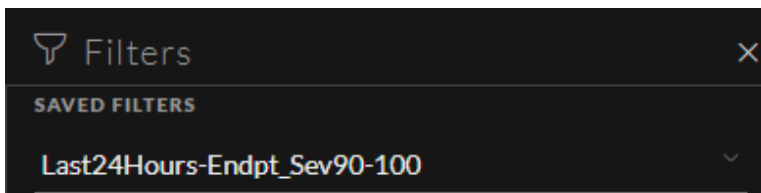
Saved filters provide a way for analysts to save and quickly apply specific filter conditions to the list of alerts. You can also use these filters to customize the Springboard landing page. For example, you may want to create a filter to show only alerts from a specific source and severity level over the last 24 hours. (This option is available in NetWitness Platform 11.5 and later.)

Saved filters are global. You can save a filter for other analysts to use and you can use any saved filter.

1. In the Filters panel, select one or more options to filter the incidents list. For example, in the Time Range field select Last 24 Hours, in the Source field select Endpoint, and for Severity, select the 90 to 100 range.
2. Click **Save As** and in the **Save Filter** dialog, enter a unique name for the filter and save it, for example Last24Hours-Endpt\_Sev90-100.



The filter is added to the **Saved Filters** list.





## Update a Saved Alerts Filter

**Note:** This option is available in NetWitness Platform Version 11.5 and later.

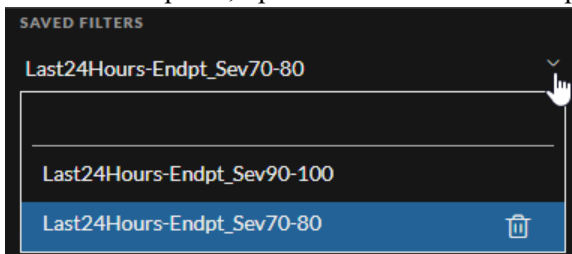
1. In the Filters panel **Saved Filters** drop-down list, select a saved filter.
2. Update your filter selections and click **Save**.


## Delete a Saved Alerts Filter

**Note:** This option is available in NetWitness Platform Version 11.5 and later.

When a saved filter is no longer required, you can remove it from the saved filters list. Filters used in the Springboard cannot be deleted.

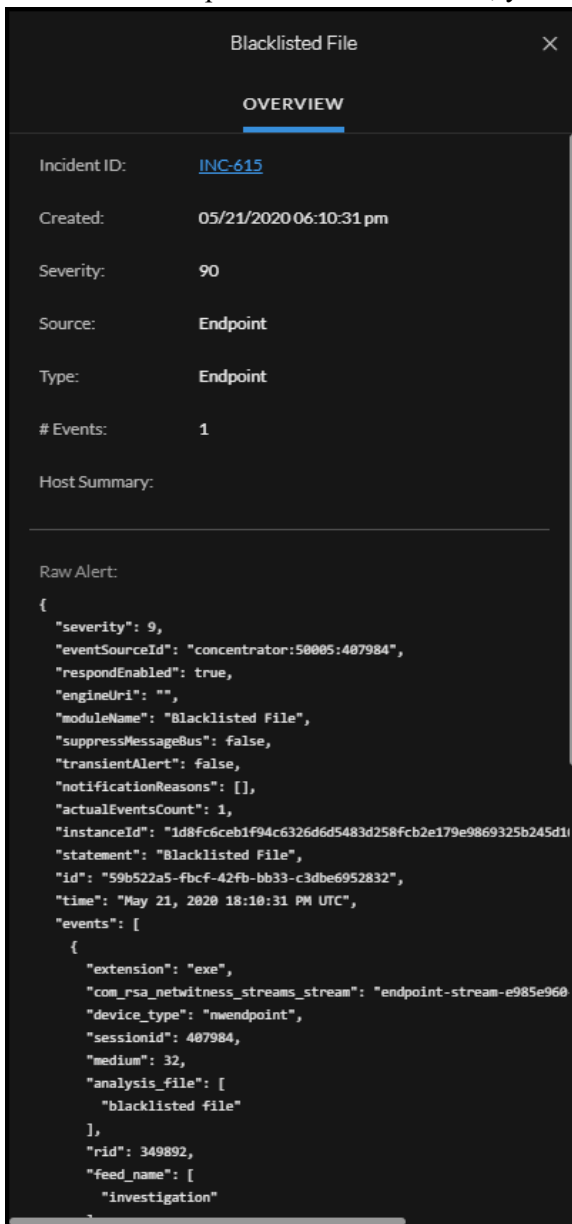
1. In the Filters panel, open the **Saved Filters** drop-down list.



2. Next to the filter name, click  to delete it.



2. In the Overview panel Raw Alert section, you can scroll to view the raw alert metadata.



## View Event Details for an Alert

After you review the general information about the alert in the Alerts List view, you can go to the Alert Details view for more detailed information to determine the action required. An alert contains one or more events. In the Alert Details view, you can drill down into an alert to get additional event details and further investigate the alert. The following figure shows an example of the Alert Details view.

The screenshot displays the NetWitness Respond interface. The top navigation bar includes 'NETWITNESS Platform XDR', 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The user 'admin' is logged in. The main content area is titled 'country\_dst' and shows '3 events'. On the left, an 'OVERVIEW' panel provides details for the alert: Incident ID (None), Created (05/21/2020 08:10:02 am), Severity (70), Source (Reporting Engine), Type (Network), # Events (3), and Host Summary (2 hosts to 129.123). The main panel shows a table of events:

TIME	TYPE	SOURCE IP	SOURCE PORT	SOURCE HOST	SOURCE MAC	SOURCE USER	DESTINATION IP	DESTINATION PORT	DESTINATION HOST	DESTINATION MAC
01/01/1970 12:00:00.000 am	Network	192.168.1.21	21		00:00:00:00:00:00		129.123	123		00:00:00:00:00:00
01/01/1970 12:00:00.000 am	Network	192.168.1.123	123		00:00:00:00:00:00		129.123	123		00:00:00:00:00:00
01/01/1970 12:00:00.000 am	Network	192.168.1.123	123		00:00:00:00:00:00		129.123	123		00:00:00:00:00:00

Below the table, a 'Raw Alert' section shows a JSON object with detailed event information, including severity, signature, time, source, destination, and host details.

The Overview panel on the left has the same information for an alert as the Overview panel in the Alerts List view.

The Events panel on the right shows information about the events in the alert, such as event time, source IP, destination IP, detector IP, source user, destination user, and file information about the events. The amount of information listed depends on the event type.

There are two types of events:

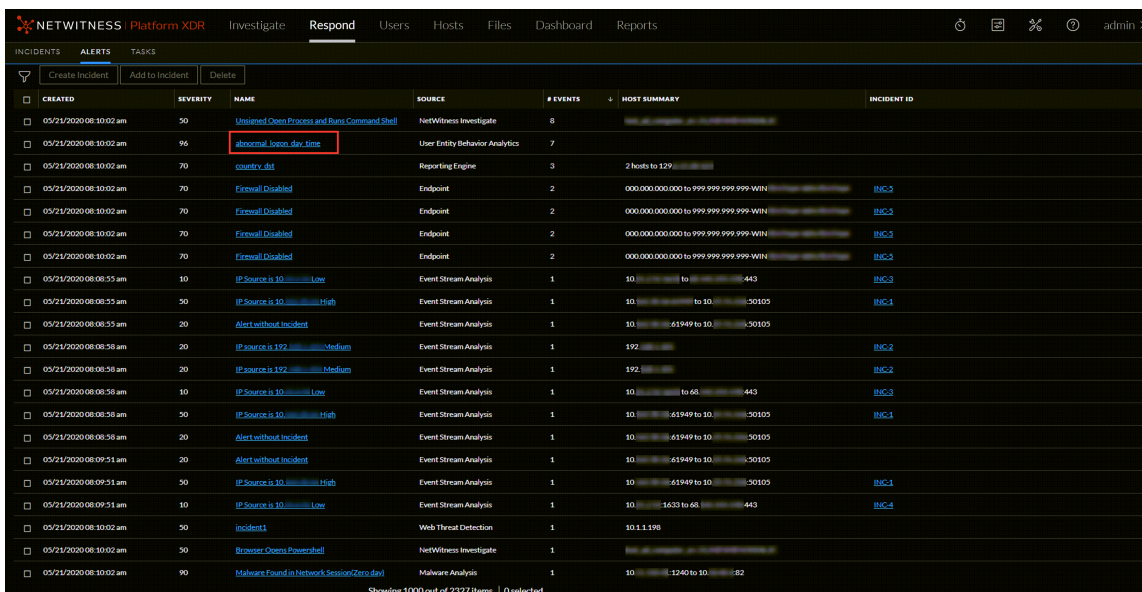
- A transaction between two machines (a Source and a Destination)
- An anomaly detected on a single machine (a Detector)

Some events will only have a Detector. For example, NetWitness Endpoint finds malware on your machine. Other events will have a Source and Destination. For example, packet data shows communication between your machine and a Command and Control (C2) domain.

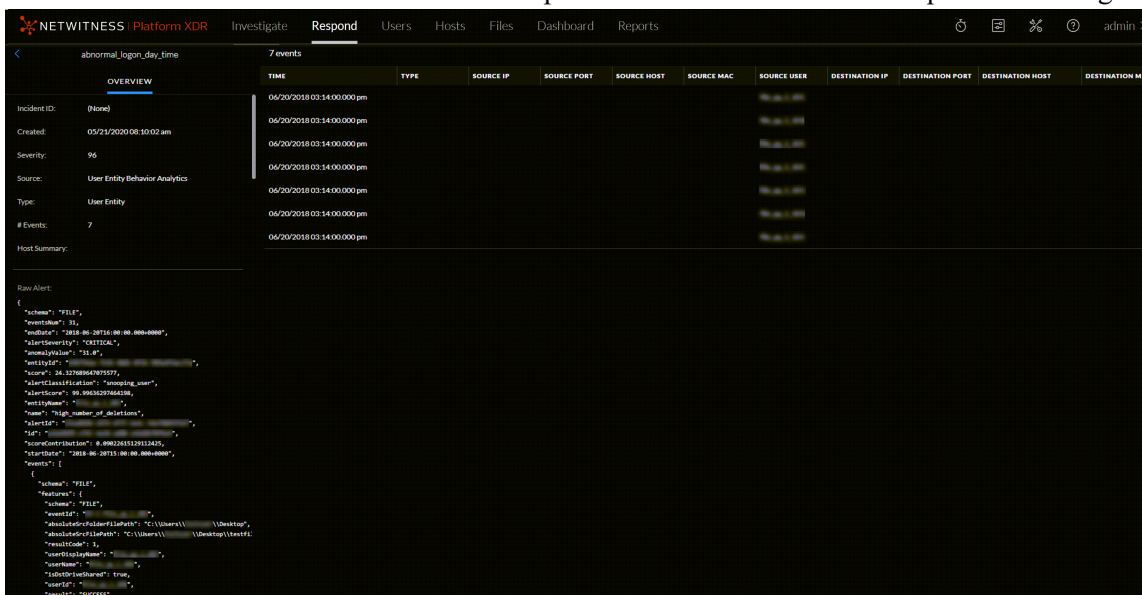
You can drill further into an event to get detailed data about the event.

### To View the Event Details for an Alert:

1. To view event details for an alert, in the Alerts List view, choose an alert to view and then click the link in the **Name** column for that alert.



The Alerts Details view shows the Overview panel on the left and the Events panel on the right.



The Events panel shows a list of events with information about each event. The following table shows some of the columns that can appear in the Events List (Events Table).

Column	Description
Time	Shows the time the event occurred.
Type	Shows the type of alert, such as Log and Network.
Source IP	Shows the source IP address if there was a transaction between two machines.
Destination IP	Shows the destination IP address if there was a transaction between two machines

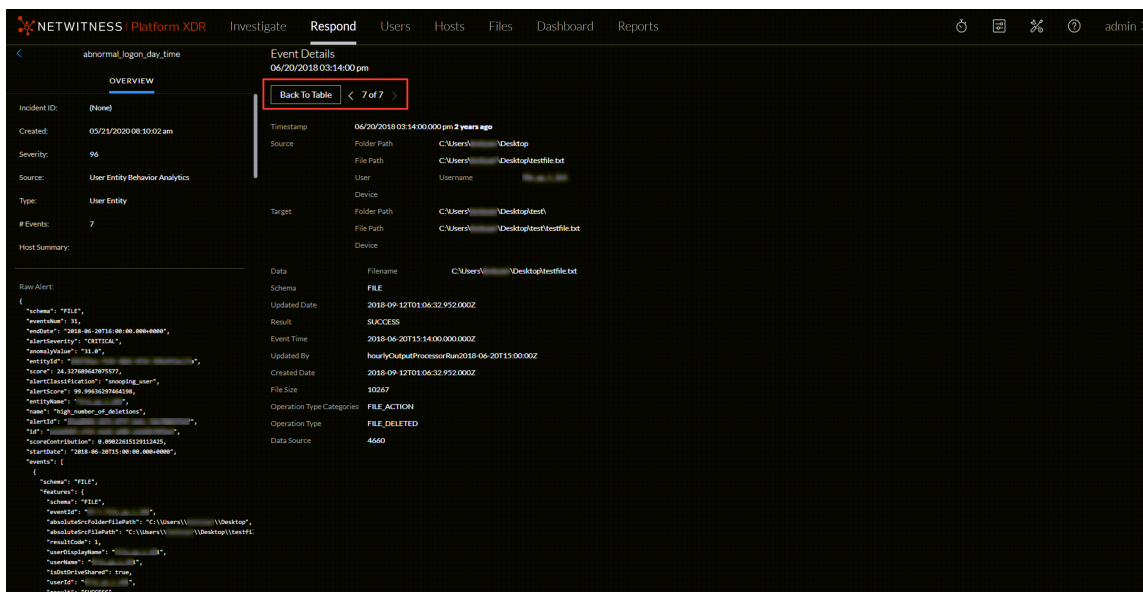
Column	Description
Detector IP	Shows the IP address of the machine where an anomaly was detected.
Source User	Shows the user of the source machine.
Destination User	Shows the user of the destination machine.
File Name	Shows the file name if a file is involved with the event.
File Hash	Shows a hash of the file contents.

If there is only one event in the list, you see only the event details for that event instead of a list.

- Click an event in the Events list to view the Event details. This example shows the event details for the first event in the list.

The screenshot displays the NetWitness Respond interface. The top navigation bar includes 'NETWITNESS | Platform XDR', 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The main content area is titled 'Event Details' for the event 'abnormal\_login\_day\_time' on '06/20/2018 03:14:00 pm'. The interface is split into two main sections: 'OVERVIEW' on the left and 'Event Details' on the right. The 'OVERVIEW' section shows incident information such as 'Incident ID: (None)', 'Created: 05/21/2020 08:10:02 am', 'Severity: 96', and 'Source: User Entity Behavior Analytics'. The 'Event Details' section provides a comprehensive view of the event, including 'Timestamp: 06/20/2018 03:14:00.0000 pm 2 years ago', 'Source' (Folder Path, File Path, User, Device), 'Target' (Folder Path, File Path, Device), and 'Data' (Filename, Schema, FILE). A 'Raw Alert' section at the bottom displays the full JSON event data, including fields like 'schema', 'eventid', 'result', 'eventTime', 'updatedBy', 'createdDate', 'fileSize', 'operationTypeCategories', 'operationType', and 'dataSource'.

- Use the page navigation to the right of the Back To Table button to view other events. This example shows the event details for the last event in the list.



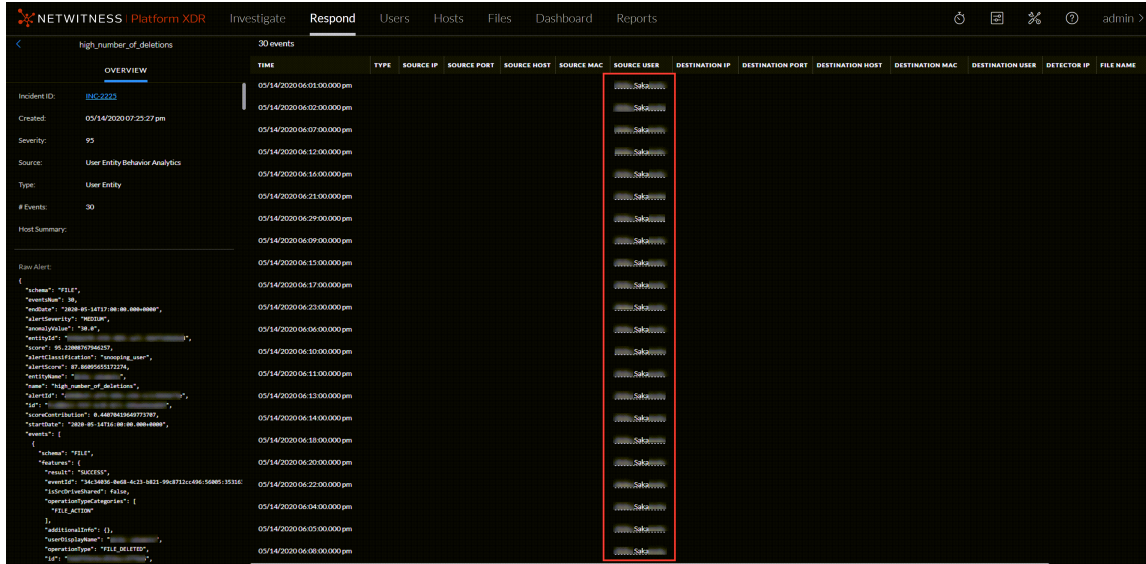
See [Alert Details Panel](#) for detailed information about the event data listed in the Alert Details panel.

## Investigate Events

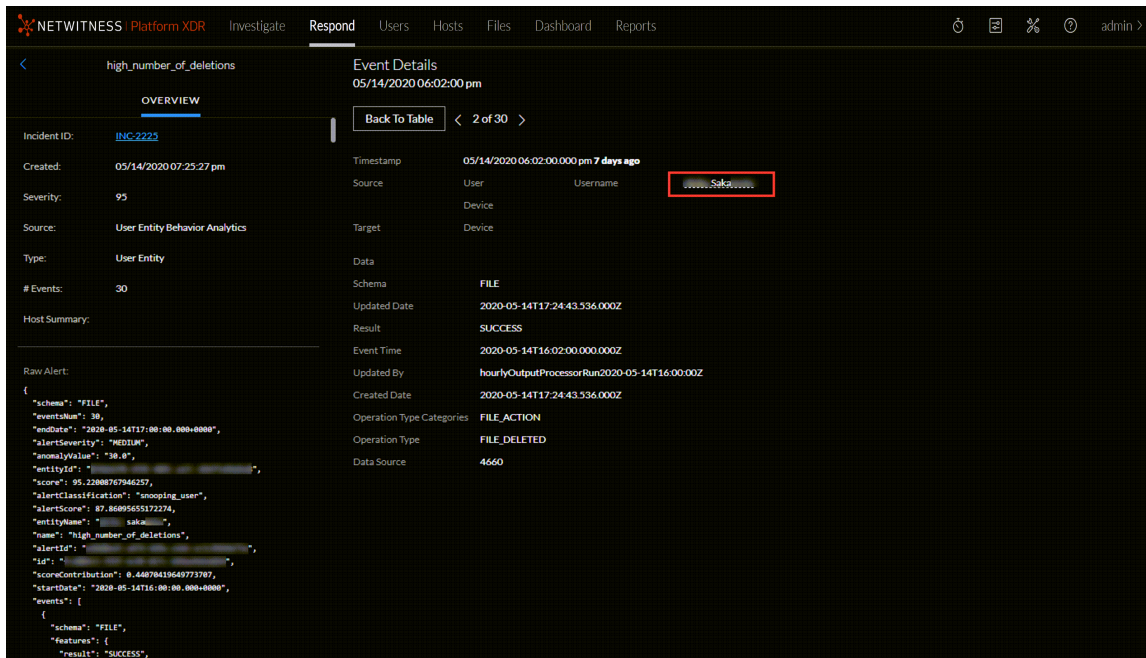
To further investigate the events, you can find links that take you to additional contextual information. From there, you have options available depending on your selection.

## View Contextual Information

In the Alert Details view, you can see underlined entities in the Events panel. An underlined entity is considered an entity in the Context Hub and has additional contextual information available. The following figure shows underlined entities in the Events list.



The following figure shows an underlined entity in the Event Details.



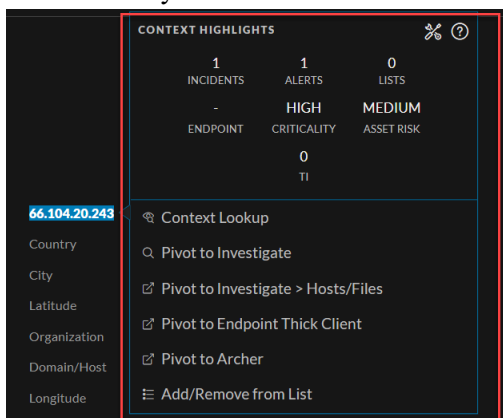
The Context Hub is preconfigured with meta fields mapped to the entities. NetWitness Respond and NetWitness Investigate use these default mappings for context lookup. For information about adding meta keys, see "Configure Settings for a Data Source" in the *Context Hub Configuration Guide*.

**Caution:** For the Context Lookup to work correctly in the Respond and Investigate views, NetWitness recommends that when mapping meta keys in the **(missing or bad snippet) > System > Investigation > Context Lookup** tab, you add only meta keys to the Meta Key Mappings, not fields in the MongoDB. For example, ip.address is a meta key and ip\_address is not a meta key (it is a field in the MongoDB).



## To View Contextual Information:

1. In the Alert Details view Events List or Event Details, left or right click an underlined entity. A context tooltip appears with a quick summary of the type of context data that is available for the selected entity.



The information in the **Context Highlights** section helps you to determine the actions that you would like to take. It shows the number of related alerts and incidents. It can show related data for Incidents, Alerts, Lists, Endpoint, Criticality, Asset Risk, Reputation, and Threat Intelligence (TI). Depending on your data, you may be able to click these numbered items for more information. The above example shows 1 related incidents, 1 related alerts, and one list associated with the selected IP address. There is no information for Endpoint, , Criticality, or Asset Risk. TI information comes from the STIX data source configured in Context Hub. For more information, see the *Context Hub Configuration Guide*.

The other section lists the available actions. In the above example, the Add/Remove From List, Pivot to Investigate, Pivot to Investigate > Hosts/Files, Pivot to Endpoint Thick Client, and and Pivot to Archer options are available.

**Note:** The Pivot to Archer link is disabled when Archer data is not available or when the Archer Datasource is not responding. Check that the Archer configuration is enabled and configured properly.

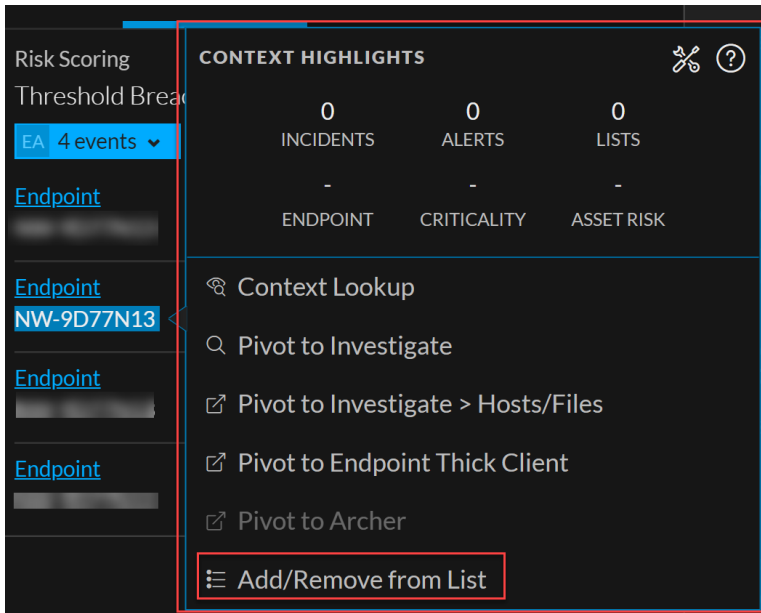
For more information, see [Pivot to the Investigate > Navigate View](#), [Pivot to the Hosts or Files View](#), [Pivot to Archer](#), [Pivot to Endpoint Thick Client](#), and [Add an Entity to a Whitelist](#).

2. To see more details about the selected entity, click the **View Context** button. The Context panel opens and shows all of the information related to the entity. [Context Lookup Panel - Respond View](#) provides additional information.

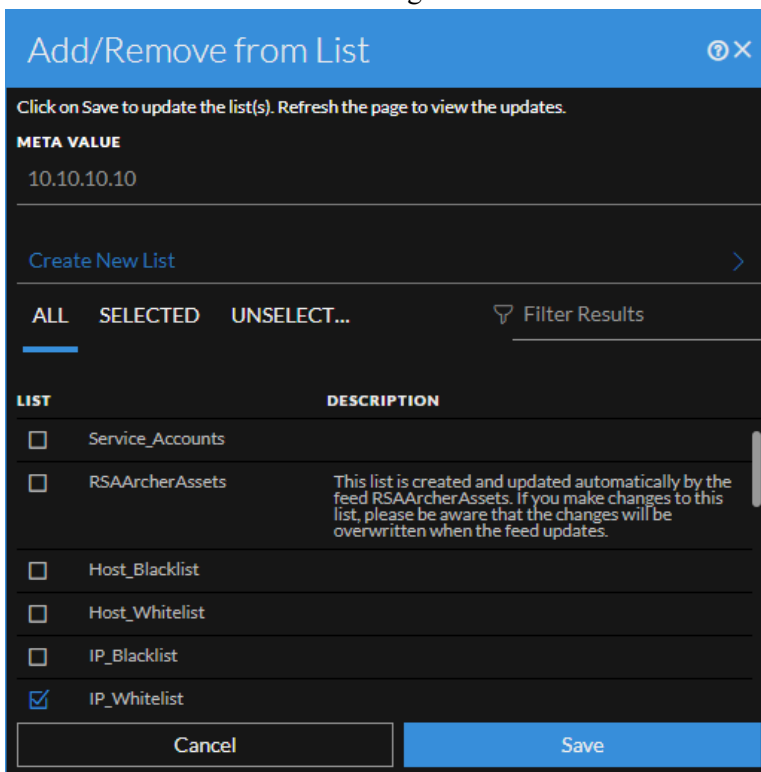
## Add an Entity to a Whitelist

You can add any underlined entity to a list, such as a Whitelist or Blacklist, from a context tooltip. For example, to reduce false positives, you may want to whitelist an underlined domain to exclude it from the related entities.

1. In the Alert Details view Events List or Event Details, left or right click the underlined entity that you would like to add to a Context Hub list. A context tooltip appears showing the available actions.



2. In the **Actions** section of the tooltip, click **Add/Remove from List**. The Add/Remove From List dialog shows the available lists.



3. Select one or more lists and click **Save**. The entity appears on the selected lists. [Add/Remove from List Dialog](#) provides additional information.

## Create a Whitelist

You can create a whitelist in the Context Hub in the same way as you would create it in the Incident Details view, see [Create a List](#).

## Pivot to the Investigate > Navigate View

For a more thorough investigation of the incident, you can access the Investigate > Navigate view.

1. In the Events List or Event Details in the Alert Details view, hover over any underlined entity to access a context tooltip.
2. In the **Actions** section of the tooltip, select **Pivot to Investigate > Navigate**.  
The Navigate view opens, which enables you to perform a deeper dive investigation.

For more information, see the *NetWitness Investigate User Guide*. For troubleshooting information with the Investigate > Navigate link see the *Alerting with ESA Correlation Rules User Guide*.

## Pivot to the Hosts or Files View

For a more thorough investigation about specific Hosts and Files, you can access the Hosts and Files views.

1. In the Events List or Event Details in the Alert Details view, left or right click any entity to access a context tooltip.
2. In the tooltip, select **Pivot to Investigate > Hosts/Files**.  
If you left or right click a host or IP or MAC address entity and click **Pivot to Investigate > Hosts/Files**, it displays the Hosts view with a specific host listed.  
If you left or right click a filename or file hash entity and click **Pivot to Investigate > Hosts/Files** it displays the Files view with a specific file listed.

**Note:** By default, the search for entities is on the previously selected Endpoint Server. However, you can select a different Endpoint Server to fetch the information or data.

For more information, see the *NetWitness Investigate User Guide*.

## Pivot to Endpoint Thick Client

If you have the NetWitness Endpoint thick client application installed, you can launch it through the context tooltip. From there, you can further investigate a suspicious IP address, Host, or MAC address.

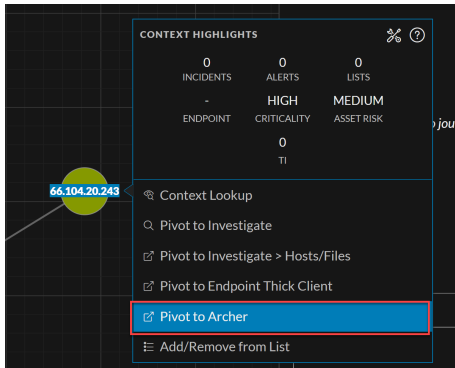
1. In the Events List or Event Details in the Alert Details view, hover over any underlined entity to access a context tooltip.
2. In the **Actions** section of the tooltip, select **Pivot to Endpoint Thick Client**.  
The NetWitness Endpoint thick client application opens outside of your web browser.

For more information on the thick client, see the *NetWitness Endpoint User Guide*.

## Pivot to Archer

For viewing more details about a device in Archer Cyber Incident & Breach Response, you can pivot to the device details page. This information is displayed only for IP address, host, and Mac address.

1. In the Events List or Event Details in the Alert Details view, left or right click any underlined entity to access a context tooltip.
2. In the **Actions** section, select **Pivot to Archer**.



3. The device details page in RSA Archer Cyber Incident & Breach Response opens if you are logged in to the application, otherwise the login screen is displayed.

The screenshot shows the 'ECAT-WIN-2008 Devices' page in the RSA Archer interface. The page has a navigation bar at the top with 'Audit Management', 'Issue Management', and 'Operational Risk Management' menus. Below the navigation bar, there are action buttons: NEW, COPY, SAVE, EDIT, DELETE, RELATED, RECALCULATE, EXPORT, PRINT, and EMAIL. The main content area is divided into sections: ABOUT, GENERAL INFORMATION, and PERSONNEL. The GENERAL INFORMATION section includes fields for Device ID (DID-224935), Device Name (ECAT-WIN-2008), Type (Fibre Channel SAN Switch), Record Status (Updated), Category, Business Unit (Payroll, US-Finance), and Description. The PERSONNEL section lists Device Owner (1, Admin1; 2, admin) and Device Manager (2, admin). At the bottom, there are several tabs for different management areas: Technology Profile, Business Context, Assessments & Scan Results, Risk Management, Compliance Management, Business Continuity, Issues Management, and Vulnerability Risk Management.

**Note:** The Pivot to Archer link is disabled when Archer data is not available or when the Archer Datasource is not responding. Check that the Archer configuration is enabled and configured properly.

For more information, see the *NetWitness Archer Integration Guide*.

## Create an Incident Manually

You can create incidents manually from alerts in the Alerts List view. The alerts that you select cannot be part of another incident.

In NetWitness Version 11.2 and later, you can change the assignee, category, and priority when you create an incident manually from alerts.

In NetWitness Version 11.1, incidents created manually from alerts default to Low priority, but you can change the priority after you create it. You cannot add categories to manually created incidents in version 11.1.

**Note:** Incidents can be created manually or automatically. An Alert can only be associated with one Incident. You can create incident rules to analyze the alerts collected and group them into incidents depending on which rules they match. For details, see the "Create an Incident Rule for Alerts" topic in the *NetWitness Respond Configuration Guide*.

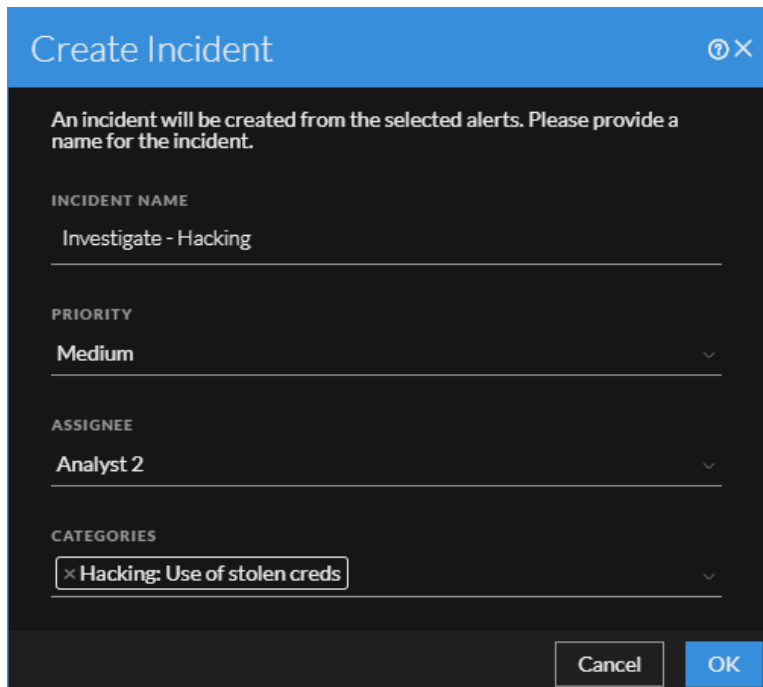
### To Create an Incident Manually:

1. Go to **Respond > Alerts**.
2. Select one or more alerts in the Alerts List.

**Note:** Selecting alerts that do not have incident IDs enable the **Create Incident** button. If the alert is already part of an incident, the button is disabled. You can filter alerts that are not part of an incident by selecting the option **Part of Incidents** as **No** in the Filters panel.

The screenshot displays the NetWitness Respond Alerts List view. The interface includes a navigation bar at the top with tabs for 'INCIDENTS', 'ALERTS', and 'TASKS'. Below the navigation bar, there are buttons for 'Create Incident', 'Add to Incident', and 'Delete'. The main area shows a table of alerts with the following columns: CREATED, SEVERITY, NAME, SOURCE, # EVENTS, HOST SUMMARY, and INCIDENT ID. The table contains 20 rows of alert data. The left sidebar features a 'Filters' panel with sections for 'SAVED FILTERS', 'TIME RANGE', 'TYPE', 'SOURCE', 'SEVERITY', and 'PART OF INCIDENT'. The 'PART OF INCIDENT' section has radio buttons for 'Yes' and 'No'. At the bottom of the table, it says 'Showing 1000 out of 8686 items | 2 selected'.

3. Click **Create Incident**.  
The **Create Incident** dialog is displayed.



Create Incident

An incident will be created from the selected alerts. Please provide a name for the incident.

INCIDENT NAME  
Investigate - Hacking

PRIORITY  
Medium

ASSIGNEE  
Analyst 2

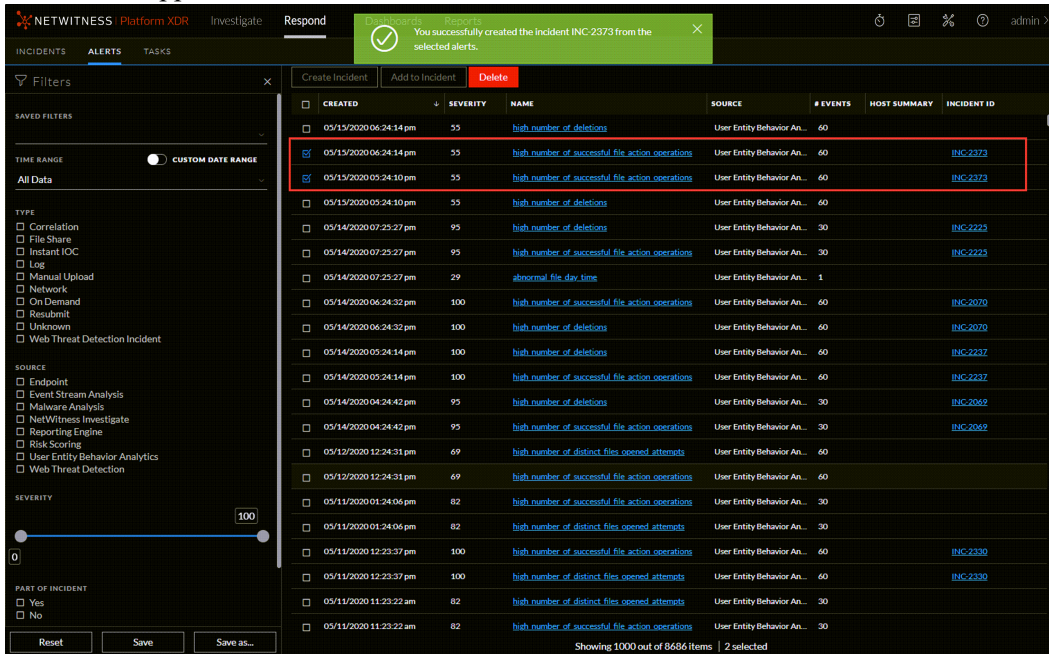
CATEGORIES  
x Hacking: Use of stolen creds

Cancel OK

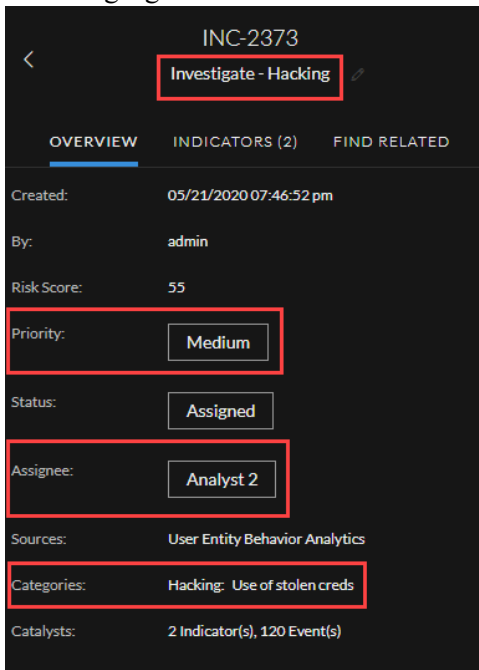
4. In the **Incident Name** field, type a name to identify the incident. For example, Investigate - Hacking.
5. In the **Priority** field, select a priority for the incident. The priority defaults to Low.
6. (Optional) If you are ready to assign the incident, in the **Assignee** field, select a specific user.
7. (Optional) In the **Categories** field, you can select a category to classify the incident, such as Hacking: Use of stolen creds. This is also helpful when trying to locate the incident later using the incidents filter.

8. Click **OK**.

You can see a confirmation message that an incident was created from the selected alerts. The new incident ID appears as a link in the INCIDENT ID column of the selected alerts.



If you click the link, it takes you to the Incident Details view for that incident, where you can update information, such as changing Priority to high or assigning the incident to another user. The following figure shows the Incident Details view Overview panel for the new incident.



## Add Alerts to an Incident

**Note:** This option is available in NetWitness Version 11.1 and later.

If you have alerts that fit a particular existing incident, you do not have to create a new incident. Instead, you can add alerts to that incident from the Alerts List view. The alerts that you select cannot be part of another incident.

1. Go to **Respond > Alerts**.
2. In the Alerts List, select one or more alerts that you want to add to an incident, and click **Add to Incident**.

**Note:** Selecting alerts that do not have incident IDs enables the **Add to Incident** button. If the alert is already part of an incident, the button is disabled. You can filter alerts that are not part of an incident by selecting the option **Part of Incident** as **No** in the Filters panel.

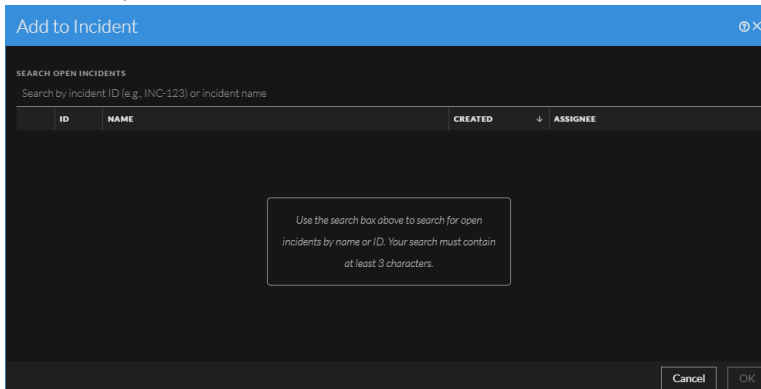
The screenshot displays the NetWitness Respond Alerts List interface. The top navigation bar includes 'INCIDENTS', 'ALERTS', and 'TASKS'. The 'ALERTS' tab is active, and the 'Respond' sub-tab is selected. The interface shows a list of alerts with columns for 'CREATED', 'SEVERITY', 'NAME', 'SOURCE', '# EVENTS', 'HOST SUMMARY', and 'INCIDENT ID'. Two alerts are selected, and the 'Add to Incident' button is highlighted in red. The filters panel on the left shows 'Part of Incident' set to 'No'.

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY	INCIDENT ID
05/13/2020 06:24:14 pm	55	high number of deletions	User Entity Behavior Analytics	60		
05/13/2020 06:24:14 pm	55	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2373
05/13/2020 05:24:10 pm	55	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2373
05/13/2020 05:24:10 pm	55	high number of deletions	User Entity Behavior Analytics	60		
05/14/2020 07:25:27 pm	95	high number of deletions	User Entity Behavior Analytics	30		INC-2225
05/14/2020 07:25:27 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2225
05/14/2020 07:25:27 pm	29	abnormal file day time	User Entity Behavior Analytics	1		
05/14/2020 06:24:32 pm	100	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2070
05/14/2020 06:24:32 pm	100	high number of deletions	User Entity Behavior Analytics	60		INC-2070
05/14/2020 05:24:14 pm	100	high number of deletions	User Entity Behavior Analytics	60		INC-2327
05/14/2020 05:24:14 pm	100	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2327
05/14/2020 04:24:42 pm	95	high number of deletions	User Entity Behavior Analytics	30		INC-2062
05/14/2020 04:24:42 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2062
05/12/2020 12:24:31 pm	69	high number of distinct files opened attempts	User Entity Behavior Analytics	60		
05/12/2020 12:24:31 pm	69	high number of successful file action operations	User Entity Behavior Analytics	60		
05/11/2020 01:24:06 pm	82	high number of successful file action operations	User Entity Behavior Analytics	30		
05/11/2020 01:24:06 pm	82	high number of distinct files opened attempts	User Entity Behavior Analytics	30		
05/11/2020 12:23:37 pm	100	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2330
05/11/2020 12:23:37 pm	100	high number of distinct files opened attempts	User Entity Behavior Analytics	60		INC-2330
05/11/2020 11:23:22 am	82	high number of distinct files opened attempts	User Entity Behavior Analytics	30		
05/11/2020 11:23:22 am	82	high number of successful file action operations	User Entity Behavior Analytics	30		

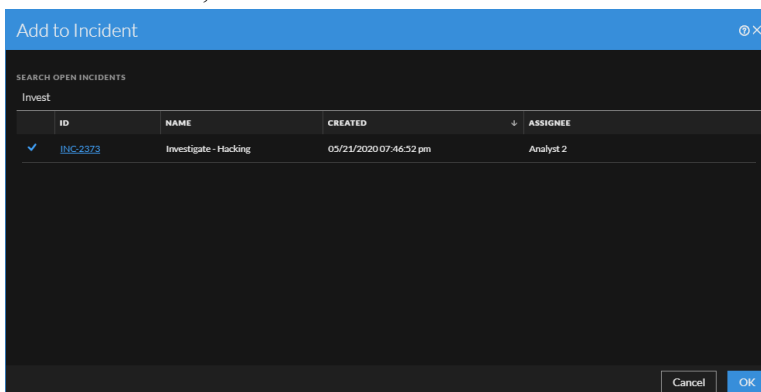
Showing 1000 out of 8686 items | 2 selected



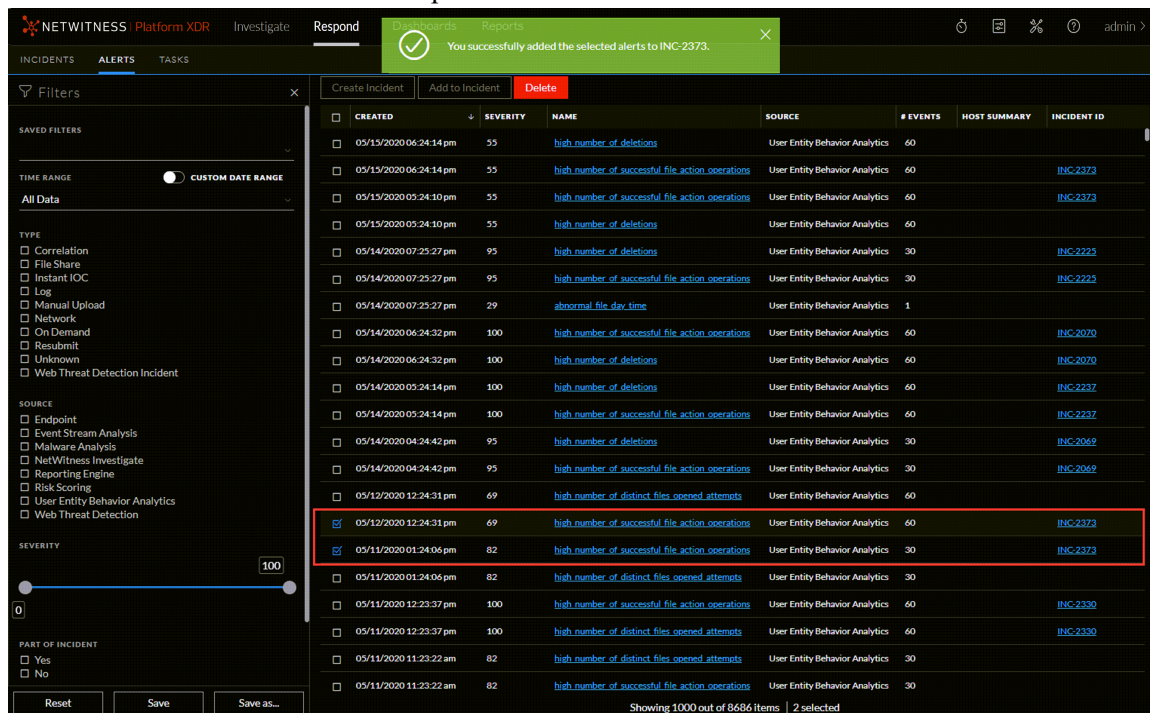
- In the **Add to Incident** dialog, type at least three characters in the **Search** field to search for the incident by **Name** or **Incident ID**.



- In the results list, select the incident that will receive the selected alerts and click **OK**.



The selected alert or alerts are now part of the selected incident and will have that incident ID.



## Delete Alerts

Users with the appropriate permissions, such as Administrators and Data Privacy Officers, can delete alerts. This procedure is helpful when you want to remove unnecessary or non-relevant alerts. Deleting these alerts frees up disk space.

1. Go to **Respond > Alerts**.  
The Alerts List view displays a list of all NetWitness alerts.
2. In the Alerts list, select the alerts that you want to delete and click **Delete**.

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY	INCIDENT ID
05/15/2020 06:24:14 pm	55	high number of deletions	User Entity Behavior Analytics	60		
05/15/2020 06:24:14 pm	55	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2373
05/15/2020 05:24:10 pm	55	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2373
05/15/2020 05:24:10 pm	55	high number of deletions	User Entity Behavior Analytics	60		
05/14/2020 07:25:27 pm	95	high number of deletions	User Entity Behavior Analytics	30		INC-2225
05/14/2020 07:25:27 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2225
05/14/2020 07:25:27 pm	29	abnormal file day time	User Entity Behavior Analytics	1		
05/14/2020 06:24:32 pm	100	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2070
05/14/2020 06:24:32 pm	100	high number of deletions	User Entity Behavior Analytics	60		INC-2070
05/14/2020 05:24:14 pm	100	high number of deletions	User Entity Behavior Analytics	60		INC-2237
05/14/2020 05:24:14 pm	100	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2237
05/14/2020 04:24:42 pm	95	high number of deletions	User Entity Behavior Analytics	30		INC-2049
05/14/2020 04:24:42 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2049
05/12/2020 12:24:31 pm	69	high number of distinct files opened attempts	User Entity Behavior Analytics	60		
05/12/2020 12:24:31 pm	69	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2373
05/11/2020 01:24:06 pm	82	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2373
05/11/2020 01:24:06 pm	82	high number of distinct files opened attempts	User Entity Behavior Analytics	30		
05/11/2020 12:23:37 pm	100	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2330
05/11/2020 12:23:37 pm	100	high number of distinct files opened attempts	User Entity Behavior Analytics	60		INC-2330
05/11/2020 11:23:22 am	82	high number of distinct files opened attempts	User Entity Behavior Analytics	30		
05/11/2020 11:23:22 am	82	high number of successful file action operations	User Entity Behavior Analytics	30		

If you do not have permission to delete alerts, you will not see the Delete button.

3. Confirm that you want to delete the alerts and click **OK**.

Confirm Delete

Deleting an alert will:

- Remove it from any incidents it is part of
- Delete the incident if all the alerts in that incident are deleted
- Reset the Alert Names filter if all the alerts of that name are deleted

Are you sure you want to delete 4 record(s)? Once applied, this deletion cannot be reversed.

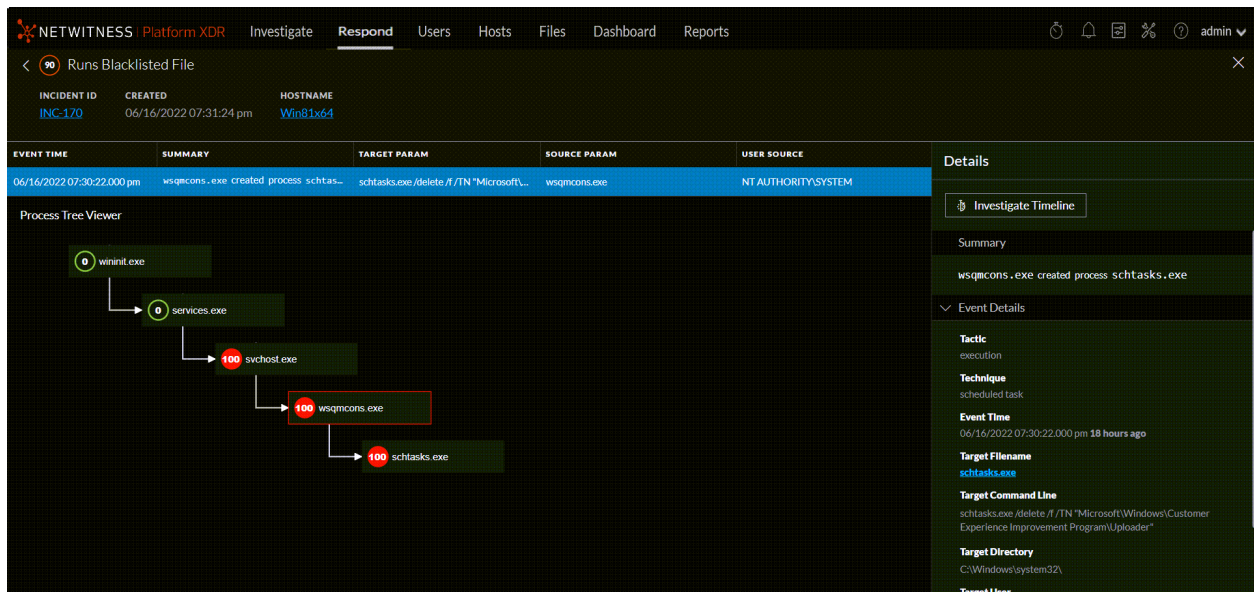
Cancel OK

The alerts are deleted from NetWitness. If a deleted alert is the only alert in an incident, the incident is also deleted. If the deleted alert is not the only alert in an incident, the incident is updated to reflect the deletion.

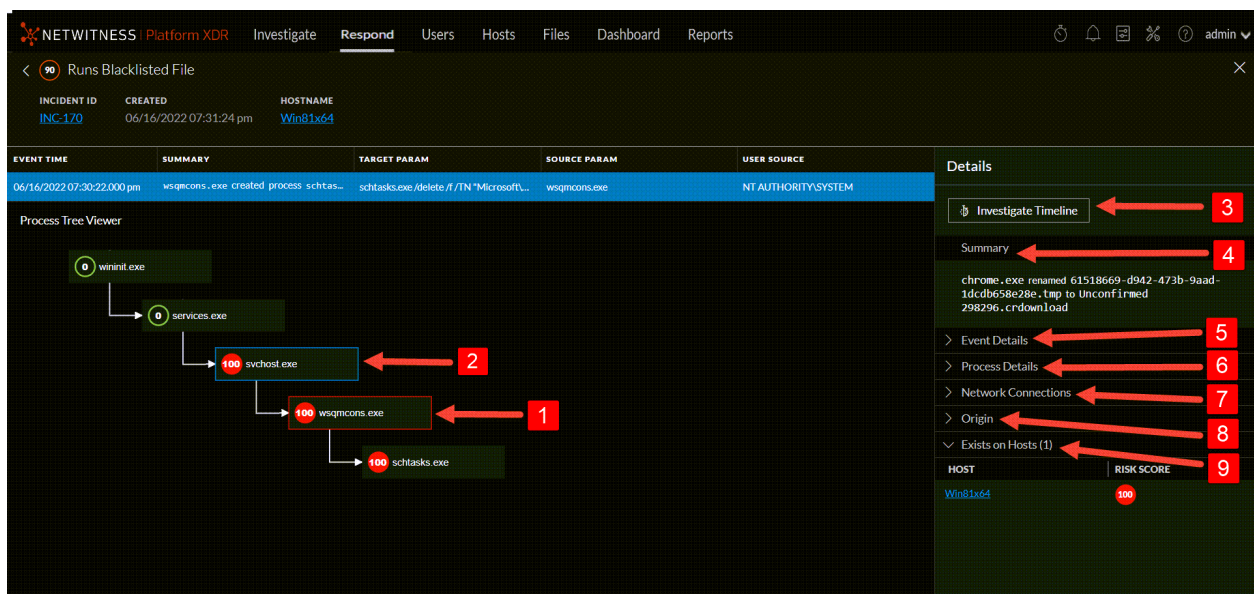
## Review Endpoint Alerts using Process Tree

From version 12.0.0.0 and higher, the Alert details page for Endpoint alerts will show a process tree along with the details of Summary, Event details, Process details, etc.

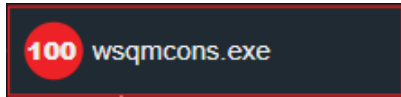
After you filter the Endpoint alerts in the Alerts List view, you can go to the Alert Details view for more detailed information on the Endpoint alerts, to determine the action required. An alert contains one or more events. In the Alert Details view for Endpoint alerts, you can view the alert details in the form of a process tree and additional event details, process details and much more on the right panel. The following figure shows an example of the Alert Details view for Endpoint alerts.



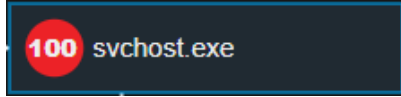
The process tree on the Alert Details view provides a complete picture about where the suspicious/malicious file originated including the path in the form of a process tree.



The **Details** panel on the right has more information for an alert than the Overview panel in the Alerts List view.



- The file that caused the alert is outlined in red.



- Selected file is outlined in blue.



- The file that caused the alert, and it is outlined in red. If you click on this file, the red outline will become blue to show it is selected.



- The file from which the suspicious/malicious file is originated.



- **Investigate Timeline** takes to the Investigate view for the selected alert.



- **Summary** shows a short description of the event.



- **Event Details** section provided a detailed information about the event that includes the Event Time, Target Filename, Tactic, Technique, Target User etc.



- **Process Details** section shows the Directory where the file is stored besides User name, Hash value, Risk score, Signature etc.



- **Network Connections** shows any network connection the selected file established since ten minutes before and till ten minutes after the alert triggered time. For example, if the alert was triggered at 16:00 hours, the network connections(if any)established by the selected file from 15:50 hours to 16:10 hours will be shown.



- **Origin** section shows how the selected file originated in the host.



- **Exists on Hosts** shows the list of hosts(with risk score) the selected file exists.

## Process Details Section Values

Name	Description	Example
Tactic	Shows the tactic, as per MITRE ATT&CK framework, this attempt falls under.	<i>execution</i>

Name	Description	Example
Technique	Shows the technique, as per MITRE ATT&CK framework, this attempt falls under.	<i>masquerading</i>
Event Time	Shows the event occurred time.	<i>06/22/2022 10:14:28.000 am 8 hours ago</i>
Target Filename	Shows the name of file that is targeted. You can also view it in the process tree, next to the file that caused the alert.	<i>Unconfirmed 298296.crdownload</i>
Target Command Line	Shows the command line argument of the target file.	<i>N/A</i>
Target Directory	Shows the targeted directory.	<i>C:\Users\Administrator\Downloads\</i>
Target User	Shows the user name through which the attempt was made.	<i>WIxxxxxx\Administrator</i>
Target Hash	Shows the hash value of the selected file.	<i>f214c48dc1daxxxx41d327c6bed1b52xxx492573d85a305d8183eaa0222cc96</i>

## Event Details Section Values

Value	Description	Example
File name	Shows the selected file name with extension	<i>iexplore.exe</i>
Command Line	Shows the command line name for the selected file	<i>IEXPLORE.EXE</i>
Directory	Shows the location of the selected file	<i>C:\Program Files\Internet Explorer\</i>
User	Shows the user name	<i>WIxxxxxx\Administrator</i>

Hash	Shows the hash value of the selected file	<i>f214c48dc1daxxx41d327c6bed1b52xxx492573d85a305d8183eaa0222cc96</i>
Risk Score	Risk score of the selected file	<i>100</i>
Signature	Shows whether the selected file is signed or not	<i>microsoft,signed,valid</i>
Reputation Status	Shows the reputation of a file hash	<i>Suspicious</i>
File Status	Shows the file status for the selected file	<i>Blacklist</i>

**Note:** The process tree will be invisible if you drag it to the right end of the screen. Refresh the page to reload the process tree.

## NetWitness Respond Reference Information

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The Respond view user interface provides access to NetWitness Respond functions. This topic contains descriptions of the user interfaces as well as other reference information to help users understand the functions of NetWitness Respond.

### Topics

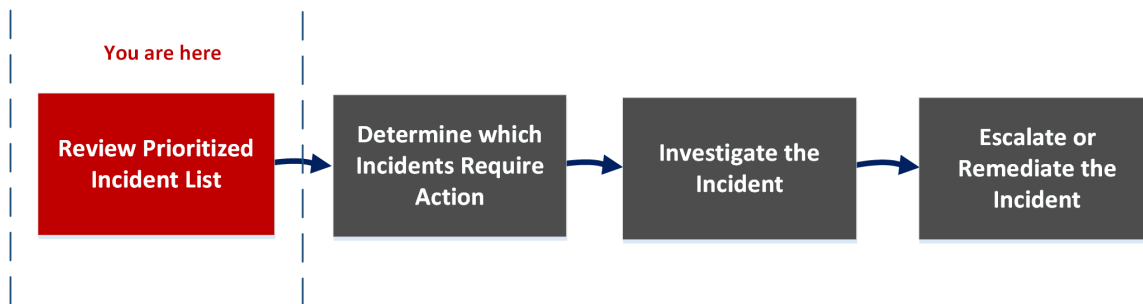
- [Incidents List View](#)
- [Incident Details View](#)
- [Alerts List View](#)
- [Alert Details View](#)
- [Tasks List View](#)
- [Add/Remove from List Dialog](#)
- [Context Lookup Panel - Respond View](#)

## Incidents List View

The Incidents List view (Respond > Incidents) shows Incident Responders and other Analysts a prioritized results list of incidents created from various sources. For example, your results list could show incidents created from ESA rules or NetWitness Endpoint. From the Incidents List view, you have easy access to the information that you need to quickly triage and manage incidents through completion.

### Workflow

This workflow shows the high-level process that Incident Responders use to respond to incidents in NetWitness.



In the Incidents List view, you can review the list of prioritized incidents, which shows basic information about each incident. You can also change the assignee, priority, and status of the incidents. Because the results can be large in the incidents list, you have the option to filter those incidents by time range, incident ID, custom date range, priority, status, assignee, and categories.



## What do you want to do?

Role	I want to ...	Show me how
Incident Responders, Analysts, and SOC Manager	View prioritized incidents*	<a href="#">Review Prioritized Incident List</a>
Incident Responders, Analysts, and SOC Manager	Filter and sort the incident list*	<a href="#">Filter the Incident List</a>
Incident Responders, Analysts	View my incidents*	<a href="#">View My Incidents</a>
Incident Responders, Analysts	Assign incidents to myself*	<a href="#">Assign Incidents to Myself</a>
Incident Responders, Analysts, and SOC Manager	Find Incidents*	<a href="#">Find an Incident</a>
Incident Responders, Analysts, and SOC Manager	Send an incident to Archer Cyber Incident & Breach Response or update an incident.*	<a href="#">Escalate or Remediate the Incident</a>
Incident Responders, Analysts	View incident details.	<a href="#">Determine which Incidents Require Action</a>
Incident Responders, Analysts	Further Investigate an incident.	<a href="#">Investigate the Incident</a>
Incident Responders, Analysts, and SOC Manager	Create a task.	<a href="#">Escalate or Remediate the Incident</a>

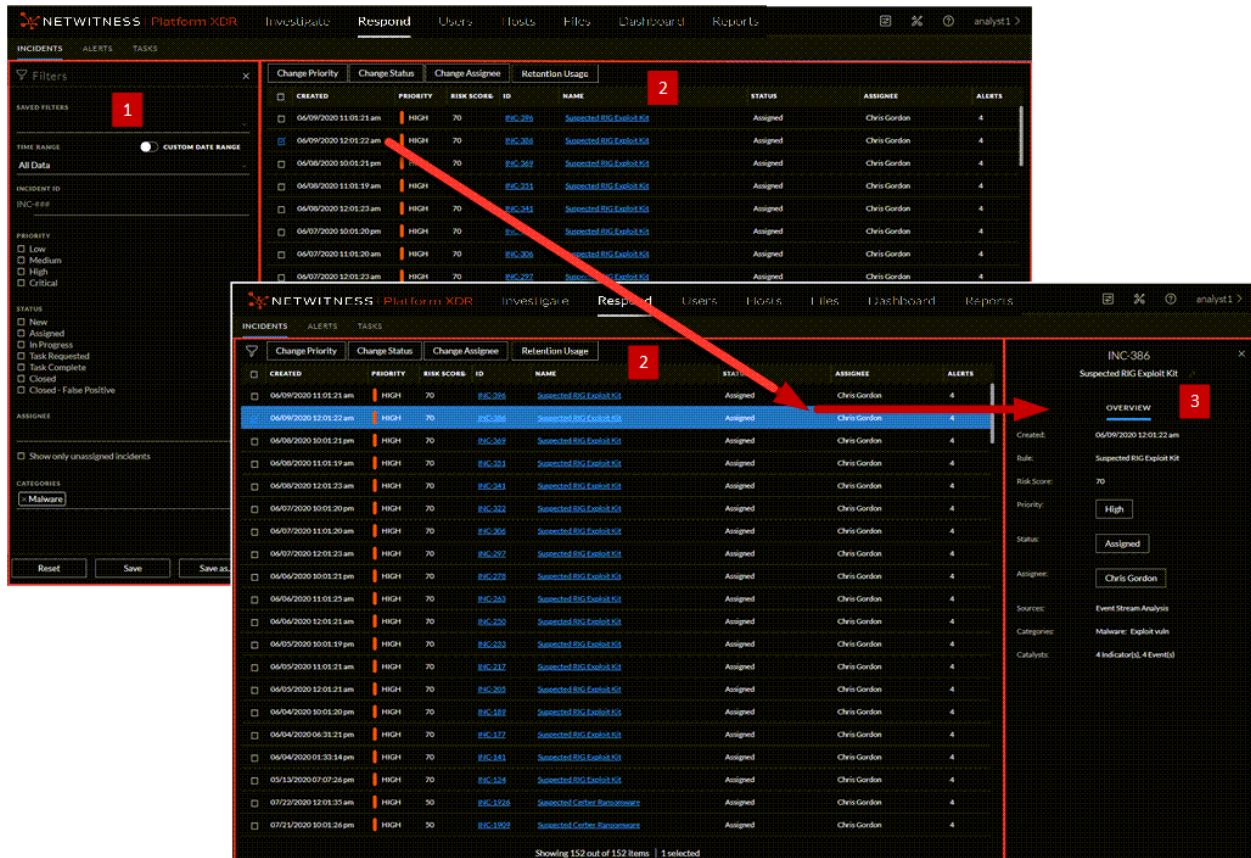
\*You can complete these tasks here (that is, in the Incidents List view).

## Related Topics

- [Incident Details View](#)
- [Responding to Incidents](#)

## Quick Look

The following example shows the initial Incidents List view with the Filter panel. You can open the Overview panel for an incident by clicking an incident in the Incident List.



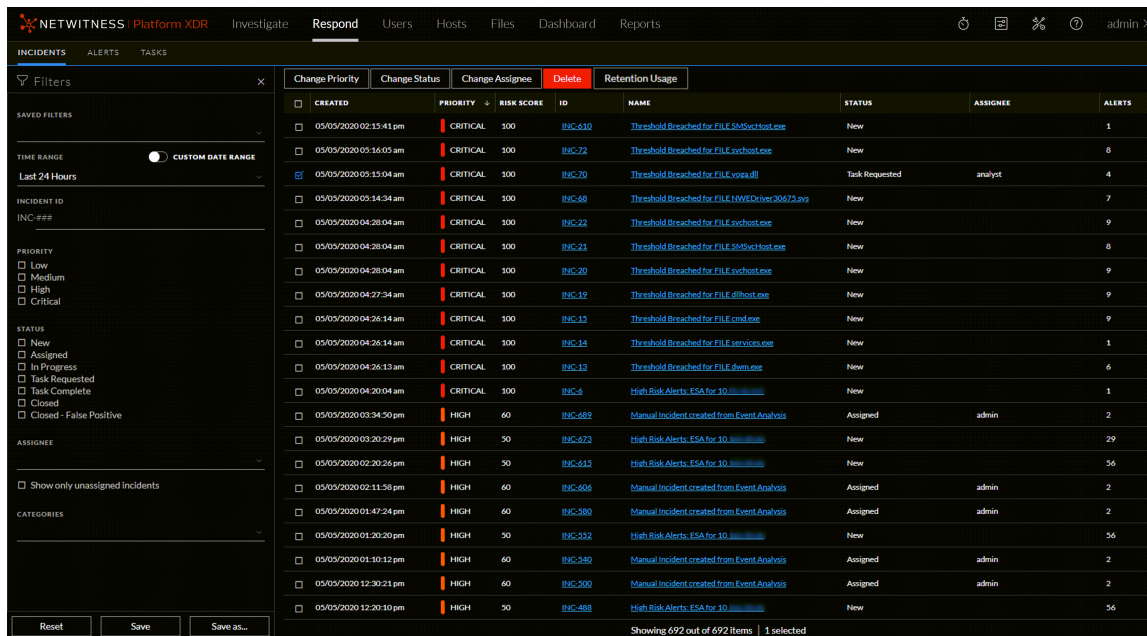
- 1 Filters Panel
- 2 Incidents List
- 3 Overview Panel

You can go directly to the Incident Details view from the Incidents List by clicking the hyperlinked ID or NAME. The Overview panel is also available in the Incident Details view. For more information about the Incidents Details view, see [Incident Details View](#).

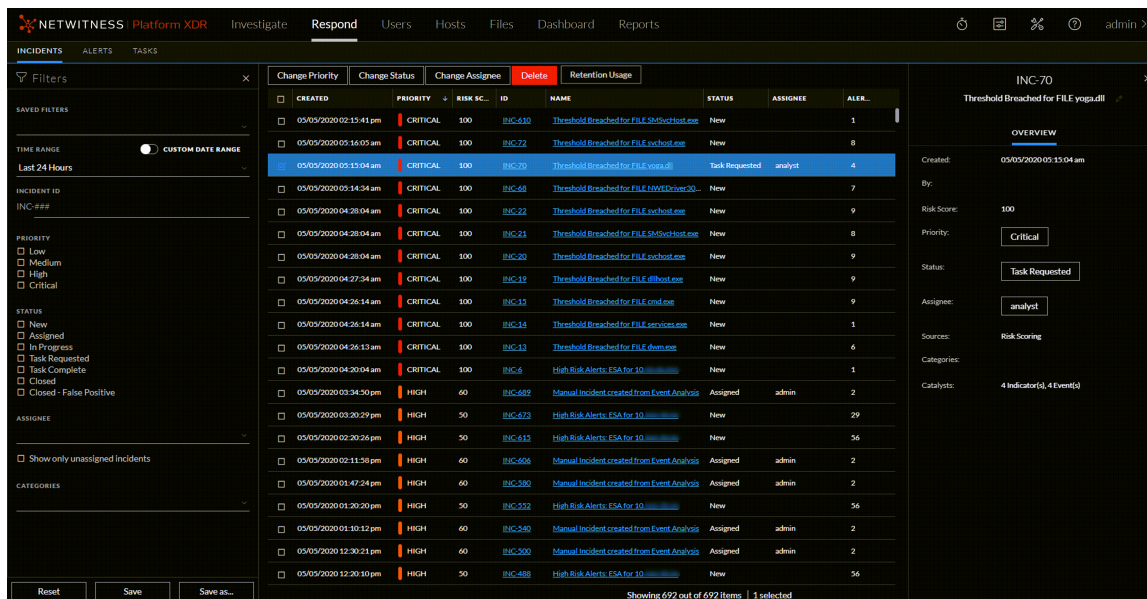
## Incidents List View

To access the Incidents List view, go to **Respond > Incidents**. The Incidents List view displays a list of all incidents. The Incidents List view consists of a Filters panel, an Incidents List, and an Incidents Overview panel.

The following figure shows the Filter Panel on the left and the Incidents List on the right.



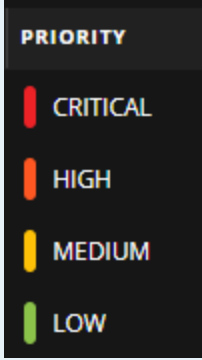
The following figure shows the incident Overview panel on the right.



## Incidents List

The Incidents List shows a list of all of the prioritized incidents. You can filter this list to show only incidents of interest.

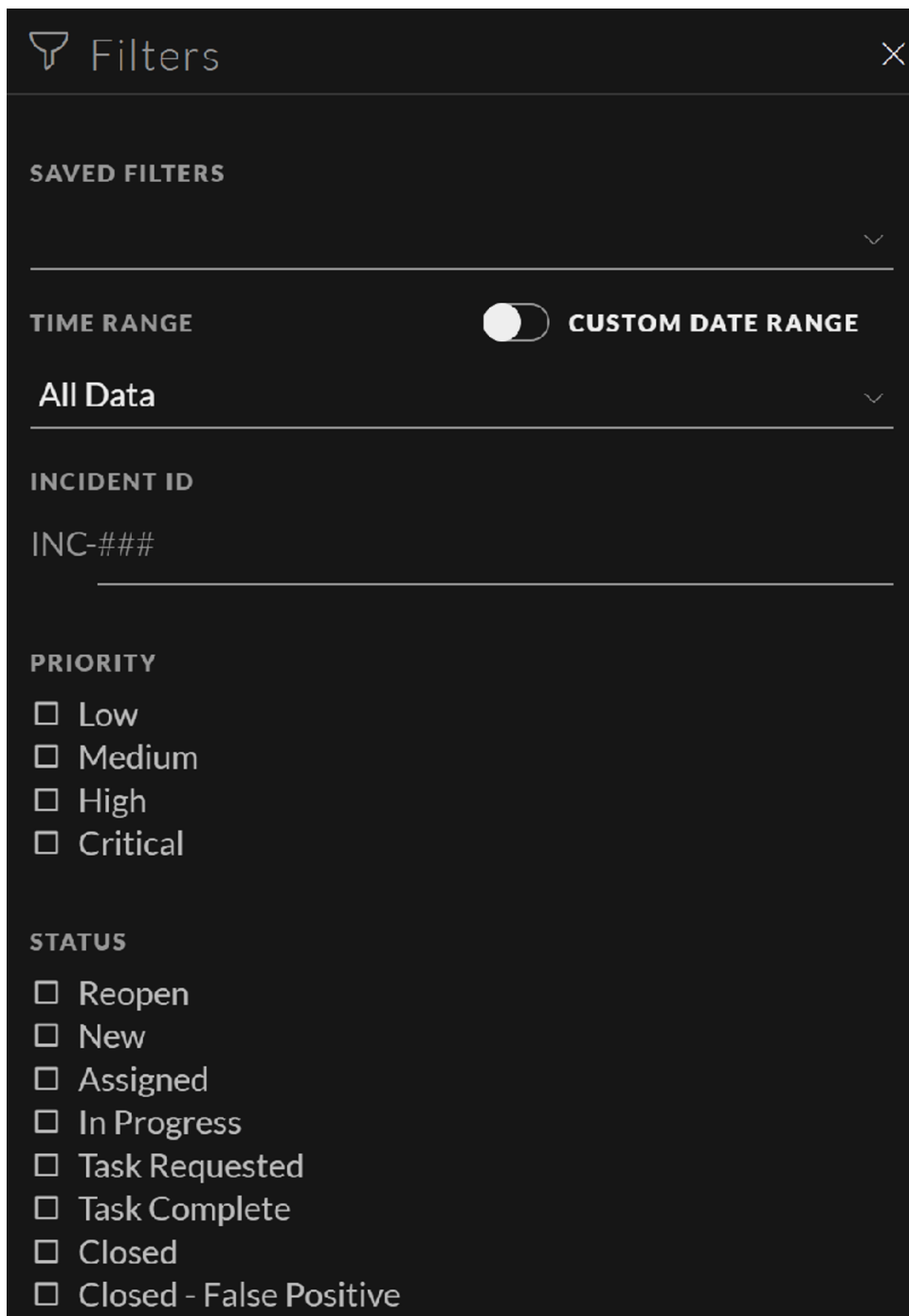
Column	Description
Created	Shows the creation date of the incident.

Column	Description
Priority	<p>Shows the incident priority. Priority can be Critical, High, Medium, or Low.</p> <p>The Priority is color coded, where red indicates a <b>Critical</b> incident, orange represents a <b>High</b> risk incident, yellow indicates a <b>Medium</b> risk incident, and green represents a <b>Low</b> risk incident. For example:</p> 
Risk Score	Shows the incident risk score. The risk score indicates the risk of the incident as calculated by an algorithm and is between 0-100. 100 is the highest risk score.
ID	Shows the automatically created incident number. Each incident is assigned a unique number that you can use to track the incident.
Name	Shows the incident name. The incident name is derived from the rule used to trigger the incident. Click the link to go to the Incident Details view for the selected incident.
Status	Shows the incident status. The status can be: Reopen, New, Assigned, In Progress, Task Requested, Task Complete, Closed, and Closed-False Positive.
Assignee	Shows the team member currently assigned to the incident.
Alerts	Shows the number of alerts associated with the incident. An incident may include many alerts. A large number of alerts might mean that you are experiencing a large-scale attack.

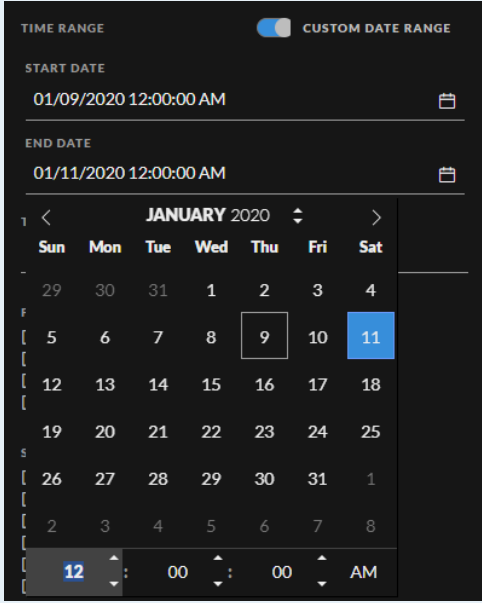
At the bottom of the list, you can see the number of incidents on the current page, the total number of incidents, and the number of incidents selected. For example: **Showing 1000 out of 2517 items | 2 selected**. The maximum number of incidents that you can view at one time is 1,000.

## Incident Filters Panel

The following figure shows the filters available in the Filters panel.



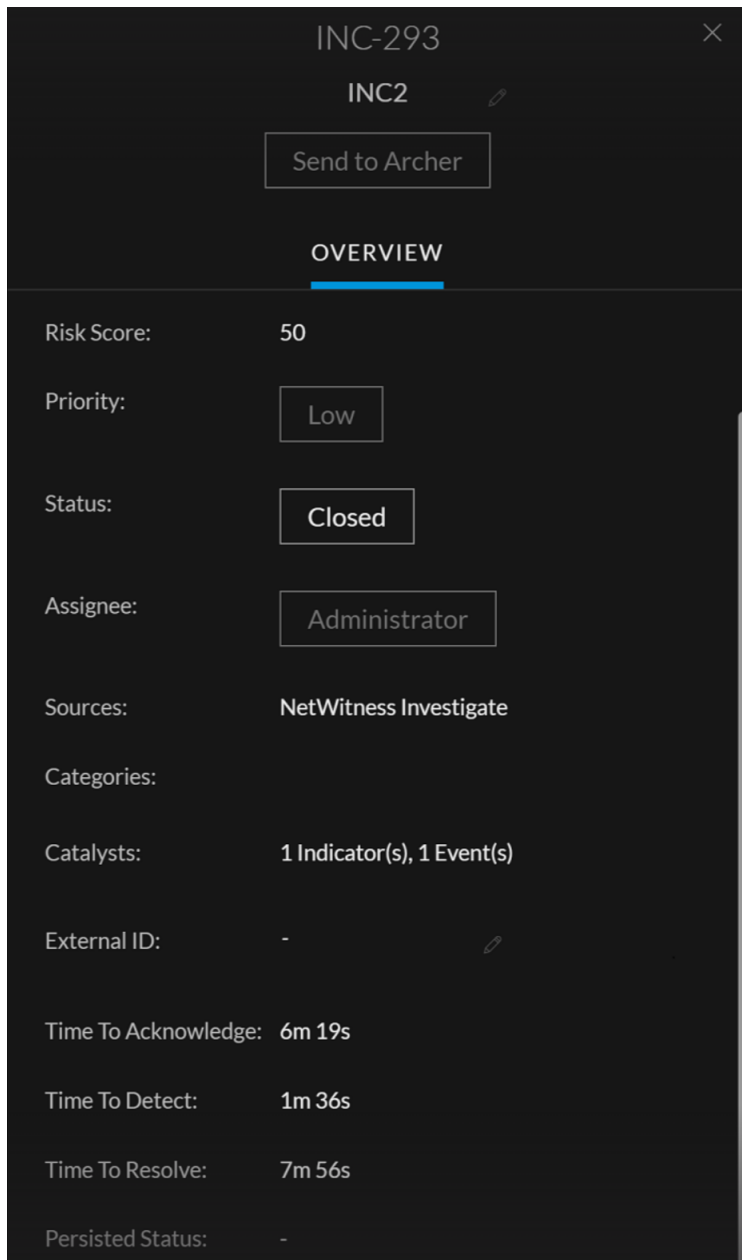
The Filters panel, on the left of the Incidents List view, has options that you can use to filter the incidents list. When you navigate away from the Filters panel, the Incidents List view retains your filter selections.

Option	Description
Saved Filters	You can select a saved filter to filter the incident list. Saved filters are global. You can save a filter for other analysts to use and you can use any saved filter. Saved filters are also available for use on the Springboard landing page. Filters used in the Springboard cannot be deleted. (This option is available in NetWitness Platform 11.5 and later.)
Time Range	You can select a specific time period from the Time Range drop-down list. The time range is based on the received date of the alerts. For example, if you select Last Hour, you can see alerts that were received within the last 60 minutes.
Custom Date Range	<p>You can specify a specific date range instead of selecting a Time Range option. To do this, click the white circle in front of Custom Date Range to view the Start Date and End Date fields. Select the dates and times from the calendar.</p> 
Incident ID	Type the number of the incident that you would like to locate. For example, for INC-1050, type only the number "1050" to view the incident.
Priority	Select the priorities that you would like to view.
Status	Select one or more incident statuses. For example, select Closed - False Positive to view only false positive incidents, which were initially identified as suspicious, but then they were later found to be safe.

Option	Description
Assignee	Select the assignee or assignees of the incidents that you would like to view. For example, if you only want to view the incidents assigned to Cale or Stanley, select Cale and Stanley from the Assignee drop-down list. If you want to view incidents regardless of the assignee, do not make a selection under Assignee. (Available in NetWitness Version 11.1 and later) To view only unassigned incidents, select <b>Show only unassigned incidents</b> .
Categories	Select one or more categories from the drop-down list. For example, if you only want to view incidents classified with the Backdoor or Privilege abuse categories, select Backdoor and Privilege abuse.
Sent to Archer	(In NetWitness Version 11.2 and later, if Archer is configured as a data source in Context Hub, you can send incidents to Archer Cyber Incident & Breach Response and this option will be available in NetWitness Respond.) To view incidents that were sent to Archer, select <b>Yes</b> . For incidents that were not sent to Archer, select <b>No</b> .
Reset	Removes your filter selections. If you reset filters on a saved filter, it takes you to the default empty filter.
Save	Saves the currently applied incidents filter or updates a saved filter. For a new filter, choose a unique name that contains 1-256 alphanumeric characters, underscores, or hyphens. (This option is available in NetWitness Platform 11.5 and later.)
Save As	Saves the currently applied incidents filter for future use. Choose a unique name that contains 1-256 alphanumeric characters, underscores, or hyphens. (This option is available in NetWitness Platform 11.5 and later.)

## Incident Overview Panel

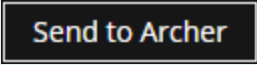
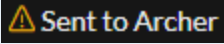
The Overview panel shows basic summary information about a selected incident. From the Incidents List, you can click an incident to access the Overview panel. The Overview panel in the Incident Details view contains the same information.



The following table lists the fields displayed in the Incident Overview panel.

Field	Description
<Incident ID>	Displays the Incident ID.





Field	Description
Send to Archer / Sent to Archer	<p>(In NetWitness Version 11.2 and later, if Archer is configured as a data source in Context Hub, you can escalate incidents to Archer Cyber Incident &amp; Breach Response and this option will be available in NetWitness Respond.)</p> <p>Shows whether the incident was sent to Archer Cyber Incident &amp; Breach Response:</p> <ul style="list-style-type: none"> <li> <p><b>Send to Archer:</b> The incident was not sent to Archer. You can click the <b>Send to Archer</b> button to send the incident to Archer Cyber Incident &amp; Breach Response for additional processing. This action is not reversible.</p>  </li> <li> <p><b>Sent to Archer:</b> The incident was sent to Archer Cyber Incident &amp; Breach Response for additional analysis and action.</p>  </li> </ul>
<Incident Name>	<p>Displays the name of the incident. You can click the incident name to change it. For example, rules can create many incidents with the same name. You can change the incident names to be more specific.</p>
Created	<p>Shows the creation date and time of the incident.</p>
Rule / By	<p>Shows the name of the rule that created the incident or the name of the person who created the incident.</p>
RiskScore	<p>Shows a value between 0 and 100 that indicates the risk of the incident as calculated by an algorithm. 100 is the highest risk score.</p>
Priority	<p>Shows the incident priority. Priority can be Critical, High, Medium or Low. To change the priority, you can click the Priority button and select a new priority from the drop-down list.</p>
Status	<p>Shows the incident status. The status can be Reopen, New, Assigned, In Progress, Task Requested, Task Complete, Closed, and Closed - False Positive. To change the status, you can click the Status button and select a new status from the drop-down list.</p>
Assignee	<p>Shows the team member currently assigned to the incident. To change the assignee you can click the Assignee button and select a new assignee from the drop-down list.</p>

Field	Description
Sources	Displays the data sources used to locate the suspicious activity.
Categories	Displays the categories of the incident events.
Catalysts	Displays the count of indicators that gave rise to the incident.
External ID	Allows storing the Incident ID referrals from a different platform. <b>Note:</b> Click <b>Send to Archer</b> to generate the External ID. The ID generated is automatically stored as External ID.
Time to Acknowledge	Displays the time taken to assign an Incident after creating it.
Time to Detect	Displays the time taken for completing the task after the Incident is assigned.
Time to Resolve	Displays the time taken for closing the task after the Incident is created.
Persisted Status	Displays the persist status of the Incident. The status can be Complete, Partial, or None (-).

## Toolbar Actions

This table lists the toolbar actions available in the Incidents List view.

Option	Description
	Enables you to open the Filters panel so that you can specify the incidents that you would like to see in the Incidents List.
	Closes the panel.
<b>Change Priority</b> button	Allows you to change the Priority of one or more selected incidents in the Incidents List.
<b>Change Status</b> button	Allows you to change the Status of one or more selected incidents.
<b>Change Assignee</b> button	Allows you to change the Assignee of one or more selected incidents.
<b>Delete</b> button	Allows you to delete the selected incidents if you have the appropriate permissions, such as an Administrator or Data Privacy Officer.

Option	Description
<b>Retention Usage</b> button	Allows an analyst to fetch all the stats of all the configured services and the percentage used by the pinned cache directories.

## Incident Details View

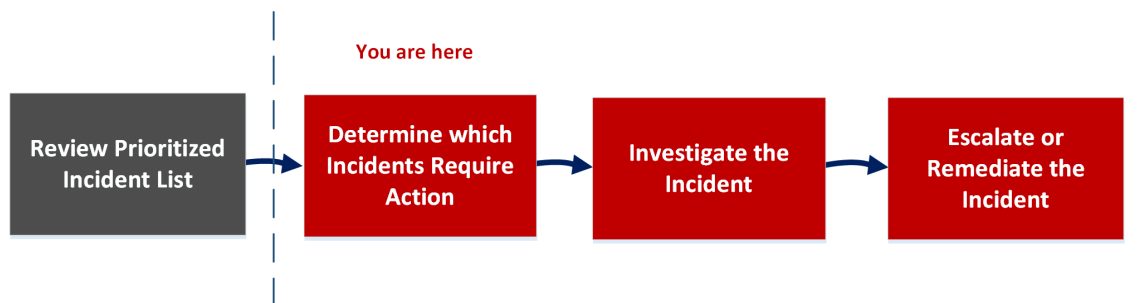
In the Incident Details view (Respond > Incidents > click an ID or NAME hyperlink in the Incidents List), you can view and access extensive incident details. The Incident Details view contains multiple panels that provide the following benefits:

- **Overview:** View an incident summary and update the incident.
- **Indicators:** View the indicators (alerts) involved in the incident, the events within those alerts, and available enrichment information. You can also access Event Analysis details for some events and perform event reconnaissance.
- **Related Indicators:** View indicators (alerts) that are related to the incident and add them to the incident if they are not associated with an incident.
- **History:** View all the actions performed by the user on any incident.
- **Nodal Graph:** Visualize the size and interactions between entities (IP address, MAC address, user, host, domain, file name, or file hash).
- **Events List:** Study the events associated with the incident.
- **Journal:** Add notes and collaborate with other analysts.
- **Tasks:** Create incident tasks and track them to closure.

You can also filter the data in the Incident Details view to study indicators and entities of interest.

## Workflow

This workflow shows the high-level process that Incident Responders use to respond to incidents in NetWitness.



In the Incident Details view, you can use the extensive information provided about the incidents to determine which incidents require action. You also have the tools and information to investigate the incident, and then escalate or remediate it.

## What do you want to do?

Role	I want to ...	Show me how
Incident Responders, Analysts, and SOC Manager	View prioritized incidents, filter and sort the incident list, find incidents, view my incidents, and assign incidents to myself.	<a href="#">Review Prioritized Incident List</a>
Incident Responders, Analysts	View incident details.*	<a href="#">View Incident Details</a>
Incident Responders, Analysts	View alerts and enrichments.*	<a href="#">View the Indicators and Enrichments</a>
Incident Responders, Analysts	View events.*	<a href="#">View and Study the Events</a>
Incident Responders, Analysts (Additional permissions required)	View event analysis for an event.*	<a href="#">View Event Analysis Details for Indicators</a>
Incident Responders, Analysts	View a graph of the entities involved in the events.*	<a href="#">View and Study the Entities Involved in the Events on the Nodal Graph</a>
Incident Responders, Analysts	Filter the incident data.*	<a href="#">Filter the Data in the Incident Details View</a>
Incident Responders, Analysts	View and add incident notes.*	<a href="#">View Incident Notes</a> and <a href="#">Document Steps Taken Outside of NetWitness</a>
Incident Responders, Analysts	View and create tasks.*	<a href="#">View the Tasks Associated with an Incident</a> and <a href="#">Create a Task</a>
Incident Responders, Analysts	Add related alerts and add them to the incident.*	<a href="#">Find Related Indicators</a> and <a href="#">Add Related Indicators to the Incident</a>
Incident Responders, Analysts	View contextual information about an incident from Context Hub.*	<a href="#">View Contextual Information</a>
Incident Responders, Analysts	Reduce false positives by adding an entity to a whitelist.*	<a href="#">Add an Entity to a Whitelist</a>
Incident Responders, Analysts	Pivot to NetWitness Investigate.*	<a href="#">Pivot to the Investigate &gt; Events View</a>
Incident Responders, Analysts	Pivot to NetWitness Endpoint.*	<a href="#">Pivot to NetWitness Endpoint Thick Client</a>
Incident Responders, Analysts, and SOC Manager	Send an incident to Archer Cyber Incident & Breach Response.*	<a href="#">Send an Incident to Archer</a>

Role	I want to ...	Show me how
Incident Responders, Analysts	Update or close an incident.*	<a href="#">Update an Incident</a> and <a href="#">Close an Incident</a>
Incident Responders, Analysts, and SOC Manager	View all tasks.	<a href="#">Escalate or Remediate the Incident</a>
Incident Responders, Analysts, and SOC Manager	Bulk update incidents and tasks.	<a href="#">Escalate or Remediate the Incident</a>

\*You can complete these tasks here (that is, in the Incident Details view).

## Related Topics

- [Incidents List View](#)
- [Determine which Incidents Require Action](#)
- [Investigate the Incident](#)
- [Escalate or Remediate the Incident](#)

## Quick Look

The following example shows the locations of the Incident Details view panels.

The image displays the NetWitness Respond interface for incident INC-1886. The main view includes:

- 1**: Overview and event list for "HTTP Outbound Traffic to Multiple Destinations From Single Source".
- 2**: A red box highlighting a specific event in the list.
- 3**: A red box highlighting the "FIND RELATED" tab in the top navigation.
- 4**: A network node graph showing connections between various hosts.
- 5**: A red box highlighting the "FIND RELATED" panel, which shows a search for related indicators based on IP (192.000.00.00).
- 6**: A red box highlighting the "JOURNAL" panel, which shows a timeline of analyst activities and tasks.
- 7**: A red box highlighting the "TASKS" panel, which shows a list of tasks such as "Create replacement host ASAP" and "Isolate Host".









- 1 Overview (Click the Overview tab to view the Overview panel.)
- 2 Indicators Panel
- 3 Related Indicators Panel (Click the Find Related tab to view it.)
- 4 Nodal Graph
- 5 Events List (Click the top of an event in the Events List to view event details.)
- 6 Journal Panel
- 7 Tasks Panel (Click the Tasks tab to view it.)
- 8 Events (Click an event type hyperlink in the Indicators panel, such as Network, to view the Events view from Investigate for a specific indicator event.)
- 9 UEBA (Click a User Entity Behavior Analytics hyperlink in the Indicators panel to view UEBA.)
- 10 History Panel

**Note:** Your Incident Details view may not look like these diagrams because the layout changed in NetWitness 11.3.2 and later versions. The Related tab is renamed as the Find Related tab and is located on the left-side panel. The journal is open by default on the right-side panel. When the journal is closed, the Journal & Tasks button enables easy access to notes and tasks.

## Overview Panel

The Overview panel shows basic summary information about a selected incident. It also allows you to change the incident name and update the incident priority, status, and assignee. The Overview panel in the Incidents List view contains the same information. The Incidents List view [Incident Overview Panel](#) topic provides details.

To view the Overview panel in the Incident Details view, click the **Overview** tab in the left panel.

INC-293
✕

INC2 ✎

Send to Archer

OVERVIEW

---

Risk Score:

50

Priority:

Low

Status:

Closed

Assignee:

Administrator

Sources:

NetWitness Investigate

Categories:

Catalysts:

1 Indicator(s), 1 Event(s)

External ID:

- ✎

Time To Acknowledge:

6m 19s

Time To Detect:

1m 36s

Time To Resolve:

7m 56s

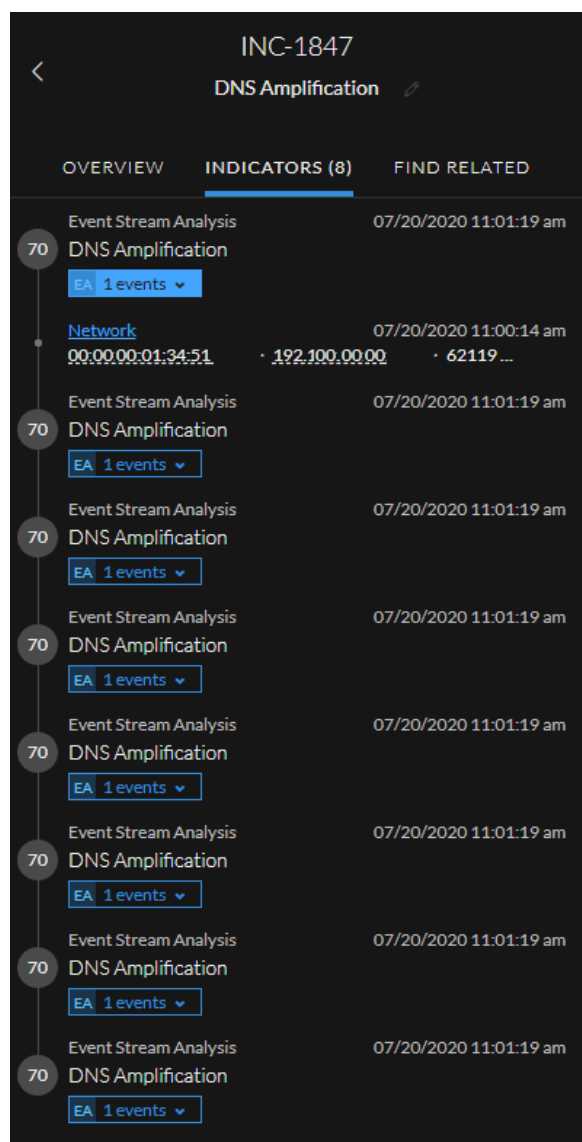
Persisted Status:

-

## Indicators Panel

The Indicators panel contains a chronological listing of indicators. *Indicators* are alerts, such as an ESA alert or a NetWitness Endpoint alert. (This is different than a timeline, which provides a visual representation of the timing of the events in the incident). This listing helps you to connect indicators and notable data. For example, an IP address connected to a command and communication ESA alert might also have triggered a NetWitness Endpoint alert or other suspicious activities.

To view the Indicators panel, in the left panel of the Incident Details view, click the **Indicators** tab.



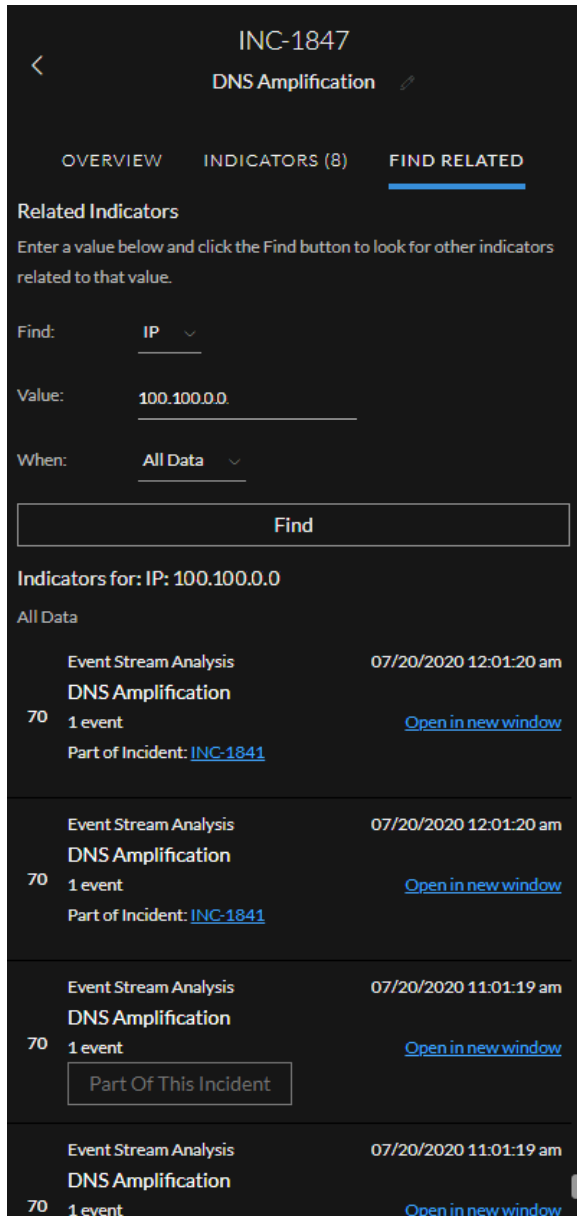
Data source information is shown below the names of the indicators. You can also see the creation date and time of the indicator and the number of events in the indicator. In the Indicators panel, you can drill deeper into the events associated with the listed indicators to get a better understanding of the events.

**Note:** The maximum number of indicators (alerts) displayed in the Indicators panel is 1,000.

## Related Indicators Panel

The Related Indicators panel enables you to search the NetWitness alerts database to find alerts that are related to this incident. You can add alerts that you find to the incident if they are not already associated with an incident.

To view the Related Indicators panel, in the left panel of the Incident Details view, click the **Find Related** tab.



The following table describes the fields in the search section at the top of the panel.

Field	Description
Find	Select the entity that you would like to locate in the alerts. For example, IP.
Value	Type the value of the entity. For example, type the actual IP address of the entity.
When	Select a time range to search for the alerts. For example, Last 24 hours.
<b>Find</b> button	Initiates the search. A list of related indicators appear below the <b>Find</b> button in the <b>Indicators for</b> section.

The following table describes the options in the **Indicators for** (results) section at the bottom of the panel.

Option	Description
Indicators For:	Shows the search results.
<b>Open in new window</b> link	Shows alert details for the indicator.
<b>Add To Incident</b> button	Adds the related indicator to the incident. The related indicator adds to the Indicators panel.
<b>Part Of This Incident</b> button	Shows that the indicator is already part of the incident.

## History Panel

The History panel displays every action performed by the user on an incident. The various actions performed on an incident are as shown below

- Incident Assignee Change
- Incident Status Change
- Incident Priority Change
- Incident Creation

Every time a user performs an action on an incident, the date and time also gets recorded and is displayed in the panel. Consider the following example

INC-4393960

< High Risk Alerts: Reporting Engine for 10.10.30.91,10.10.30.98,10.100.161.42,10...

OVERVIEW INDICATORS (1) FIND RELATED HISTORY

- PSR\_admin 04/18/2022 09:08:14 am  
Changed priority from **Critical** to **High**
- PSR\_admin 04/18/2022 09:08:09 am  
Changed status from **Assigned** to **In Progress**
- PSR\_admin 04/18/2022 09:08:00 am  
Changed assignee from **Admin** to **PSR\_admin**
- PSR\_admin 04/18/2022 09:07:55 am  
Changed status from **New** to **Assigned**
- PSR\_admin 04/18/2022 09:07:55 am  
Changed assignee from **Unassigned** to **Admin**
- System 04/18/2022 09:05:12 am  
Created **INC-4393960**


The different actions performed by the user are described below

- In this example, the Incident INC-4393960 was created by the user (System) on 18/04/2022 at 09:05:12 am.


System 04/18/2022 09:05:12 am  
Created **INC-4393960**

- After the incident creation, PSR\_admin assigned the incident to Admin on 18/04/2022 at 09:07:55 am. Hence, the status of the incident is changed from New to Assigned.


PSR\_admin 04/18/2022 09:07:55 am  
Changed assignee from **Unassigned** to **Admin**

 **PSR\_admin** 04/18/2022 09:07:55 am  
Changed status from **New** to **Assigned**


- Later, PSR\_admin changed the Incident assignee from Admin to PSR\_admin on 18/04/2022 at 09:08:00 am.

 **PSR\_admin** 04/18/2022 09:08:00 am  
Changed assignee from **Admin** to **PSR\_admin**

- After changing the assignee, PSR\_admin changed the Incident status from Assigned to In Progress on 18/04/2022 at 09:08:09 am.

 **PSR\_admin** 04/18/2022 09:08:09 am  
Changed status from **Assigned** to **In Progress**

- Later, the Incident priority was changed from Critical to High on 18/04/2022 at 09:08:14 am by PSR\_admin.

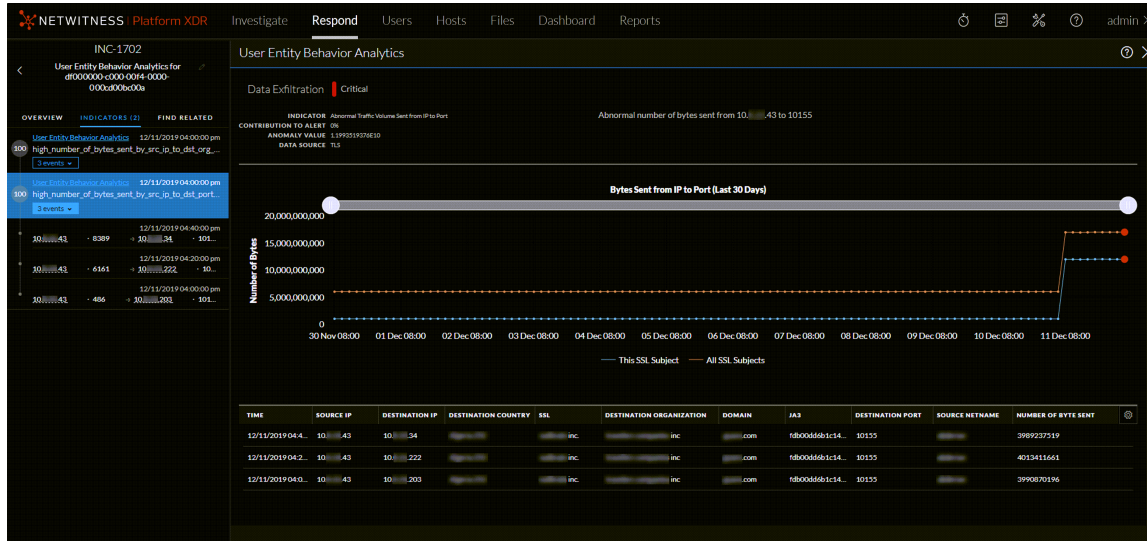
 **PSR\_admin** 04/18/2022 09:08:14 am  
Changed priority from **Critical** to **High**





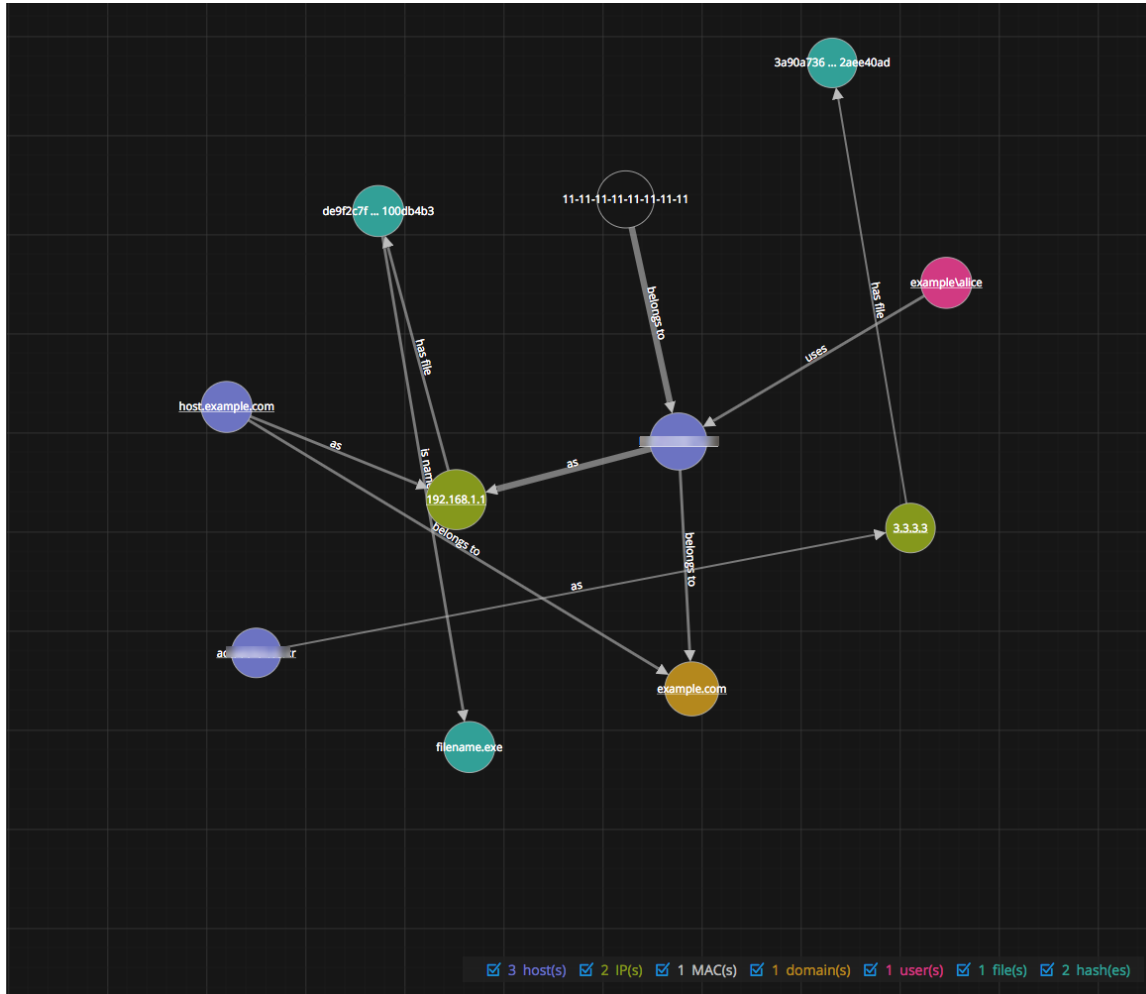
## User Entity Behavior Analytics

NetWitness UEBA (User and Entity Behavior Analytics) is an advanced analytics solution for discovering, investigating, and monitoring risky behaviors across all users and entities in your network environment. You can access UEBA from the Respond Incident Details view Indicators panel. Indicators with a **User Entity Behavior Analytics** hyperlink have additional UEBA information available. For detailed information about UEBA, see the *NetWitness UEBA User Guide*.



## Nodal Graph

The nodal graph is an interactive graph that shows the entities involved in the incident. An *Entity* is represented by an IP address, MAC address, user, host, domain, file name, or file hash.





## Nodes

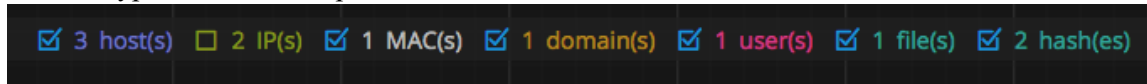
In the nodal graph, circles represent nodes. The following table describes the nodal graph node types.

Node	Description
IP address	If the event is a detected anomaly, you can see a Detector IP. If the event is a transaction, you can see a Destination IP and a Source IP.
MAC address	You may see a MAC address for each type of IP address.
User	If the machine is associated with a user, you can see a user node.
Host	A host can be physical equipment or a virtual machine, designated by a Fully Qualified Domain Name (FQDN) or IP address, on which any service is installed.
Domain	If a host is associated with a domain, you can see a domain node.
Filename	If the event involves files, you can see a filename.
File Hash	If the event involves files, you may see a file hash.

The legend at the bottom of the nodal graph shows the number of nodes of each type and the color coding of the nodes. It also helps you to locate the entities when the values, such as the IP addresses, are hashed.

You can click any node and drag it to reposition it.

In NetWitness Version 11.2 and later, you can select the node types that you want to view by clearing or selecting the checkboxes in the legend. The following figure shows an example nodal graph legend with all node types selected except IP.



## Arrows

The arrows between the nodes provide additional information about the entity relationships. The following table describes the nodal graph arrow types.

Arrow	Description
Communicates with	An arrow between a Source machine node (IP address or MAC address) and a Destination machine node labeled with "communicates with" shows the direction of the communication.
Has file	An Arrow between a machine node (IP address, MAC address, or Host) and a file hash node labeled with "has file " indicates that the IP address has that file.
Uses	An arrow between a User node and a machine node (IP address, MAC address, or Host) labeled with "uses" shows the machine that the user was using during the event.
Calls	(This arrow is available in NetWitness Platform 11.4 and later.) An arrow between two file hash (checksum) nodes labeled with "calls" indicates the direction of the interaction between the associated files. The source file hash "calls" the target (destination) file hash, which indicates that the source file associated with the source file hash is performing an action on the target file associated with the target file hash.
As	(This relationship type represents attributes of the connected node.) An arrow between nodes labeled with "as" provides additional information about the IP address that the arrow points to. For example, if there is an arrow from the host node circle that points to an IP address node that is labeled with "as", it indicates that the name on the host node circle is the hostname of that IP address and is not a different entity.
Is named	(This relationship type represents attributes of the connected node.) An arrow from a File Hash node to a File Name node labeled with "is named" indicates that the file hash corresponds to a file with that name.
Belongs to	(This relationship type represents attributes of the connected node.) An arrow between two nodes labeled with "belongs to" indicates that they pertain to the same node. For example, an arrow between a MAC address and a Host labeled with "belongs to" indicates that it is the MAC address of the host.

Larger line size arrows indicate more communication between the nodes. Larger nodes (circles) indicate more activity than smaller nodes. The larger nodes are the most common entities mentioned in the events.

## Events List

The Events List shows the events associated with the incident. It shows information about the events, such as event time, source IP, destination IP, detector IP, source user, target user, and file information about the events. The amount of information listed depends on the event type. The maximum number of events displayed in the Events List is 1,000.

The following figure shows an Events List for network events.

15 events						
80 spearphishing link (Event 1 of 15)						
EVENT TIME	EVENT TYPE	DETECTOR IP	FILENAME	FILE HASH		
05/13/2020 06:45:09.000 pm	Network	N/A	.none:	N/A		
IP	PORT	HOST	MAC	USER		
SOURCE 10.10.10.10	1680	N/A	00:00:00:00:00:47	N/A		
TARGET 10.110.110.110	80	N/A	00:00:00:00:00:C1	N/A		
80 spearphishing link (Event 2 of 15)						
EVENT TIME	EVENT TYPE	DETECTOR IP	FILENAME	FILE HASH		
05/13/2020 06:45:09.000 pm	Network	N/A	Signed_date.jar	N/A		
IP	PORT	HOST	MAC	USER		
SOURCE 10.10.10.10	1686	N/A	00:00:00:00:00:47	N/A		
TARGET 10.110.110.110	80	N/A	00:00:00:00:00:C1	N/A		
80 spearphishing link (Event 3 of 15)						
EVENT TIME	EVENT TYPE	DETECTOR IP	FILENAME	FILE HASH		
05/13/2020 06:45:09.000 pm	Network	N/A	Signed_date.jar	N/A		
IP	PORT	HOST	MAC	USER		
SOURCE 10.10.10.10	1687	N/A	00:00:00:00:00:47	N/A		
TARGET 10.110.110.110	80	N/A	00:00:00:00:00:C1	N/A		
80 spearphishing link (Event 4 of 15)						
EVENT TIME	EVENT TYPE	DETECTOR IP	FILENAME	FILE HASH		
05/13/2020 06:45:09.000 pm	Network	N/A	24vOJ3nZi	N/A		
IP	PORT	HOST	MAC	USER		
SOURCE 10.10.10.10	1688	N/A	00:00:00:00:00:47	N/A		
TARGET 10.110.110.110	80	N/A	00:00:00:00:00:C1	N/A		

**Note:** The EVENT TIME displayed on this screen is the same as the COLLECTION TIME from the investigation page.

Each event has a header row with the following information:

- **Risk score:** This is the risk score of the indicator (alert) that contains the event.
- **Title:** This is the name of the event.
- **(Event x of x):** This indicates the number of the event out of the total number of events in the indicator.

For example, the following event header shows that this event is event 2 of 2 for an indicator (alert) that has a risk score of 90. The event name is **In Program Data Followed by SSL Over Non Standard Port**.

90 In Program Data Followed by SSL Over Non Standard Port (Event 2 of 2)	
--------------------------------------------------------------------------	--

The following table describes the fields in the Events List for network or log events.

Field	Description
EVENT TIME	Shows the time the event occurred.
EVENT TYPE	Shows the type of alert, such as Log and Network.
DETECTOR IP	Shows the IP address of the machine where an anomaly was detected
FILE NAME	Shows the file name if a file is involved with the event.
FILE HASH	Shows a hash of the file contents.
SOURCE IP	Shows the source IP address if there was a transaction between two machines.
SOURCE PORT	Shows the source port of the transaction. The source and destination ports can be on the same IP address.
SOURCE HOST	Shows the destination host where the event took place.
SOURCE MAC	Shows the MAC address of the source machine.
SOURCE USER	Shows the user of the source machine.
TARGET IP	Shows the destination IP address if there was a transaction between two machines
TARGET PORT	Shows the destination port of the transaction. The source and destination ports can be on the same IP address.
TARGET HOST	Shows the HOST name of the destination machine.
TARGET MAC	Shows the MAC address of the destination machine.
TARGET USER	Shows the user of the destination machine.

The following figure shows an Events List for NetWitness Endpoint events.

The screenshot displays a list of 20 events in a table format. Each event entry includes the following fields: EVENT TIME, EVENT TYPE, CATEGORY, ACTION, HOSTNAME, USER ACCOUNT, OPERATING SYSTEM, FILE NAME, and HASH. The events shown include 'Threshold Breached for FILE svchost.exe' and 'Unsigned Reserved Name'. The interface also features navigation options like 'Nodal Graph', 'Events List', and 'Journal & Tasks'.

The following table describes the fields in the Events List for NetWitness Endpoint events. NetWitness Endpoint events have an Endpoint Event Type and an nwendpoint Device Type. NetWitness Endpoint events from version 4.4.x and earlier can have an Event Type that shows the origin of the event.

Field	Description
EVENT TIME	Shows the time the event occurred.
EVENT TYPE	Shows the type of alert, such as Endpoint or Log. NetWitness Endpoint events have an Endpoint event type. NetWitness Endpoint events from version 4.4.x and earlier can have an Event Type that shows the origin of the event.
CATEGORY	Shows the NetWitness Endpoint category.
ACTION	Shows the action that the file performed.
HOSTNAME	Shows the name of the machine that is running the agent.
USER ACCOUNT	Shows the username of the actively logged in user.
OPERATING SYSTEM	Shows the operating system of the agent.
FILE HASH	Shows the checksum of the file.

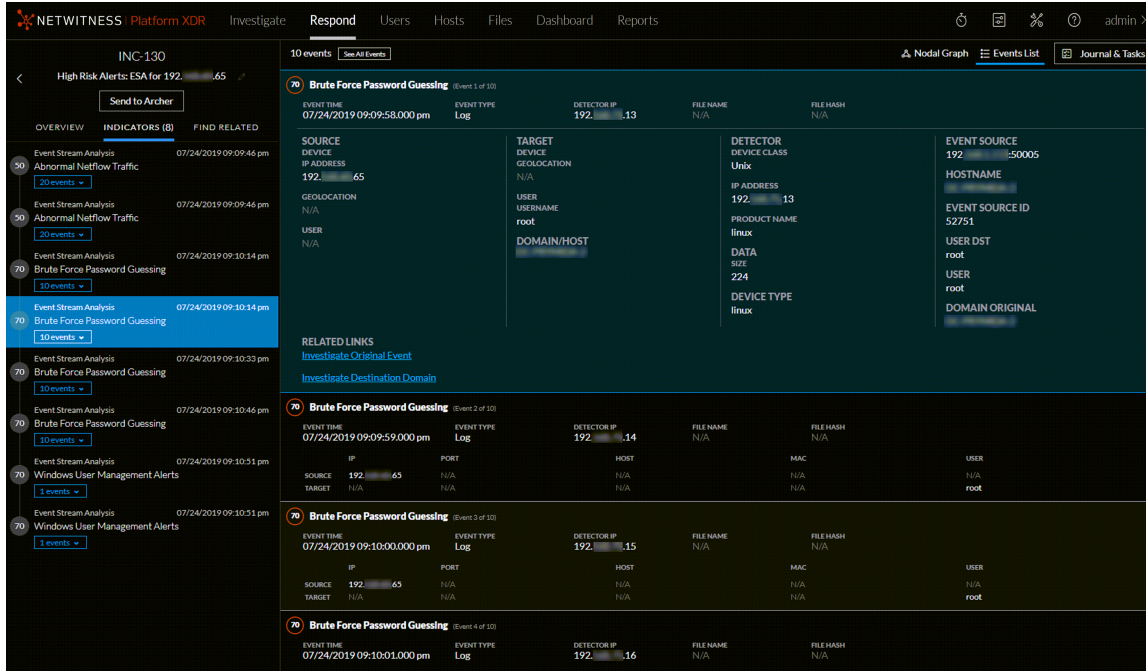


Field	Description
SOURCE FILENAME	Shows the name of the source file.
SOURCE LAUNCH ARGUMENT	Shows the command line argument for the running process.
SOURCE PATH	Shows the path of the source file.
SOURCE HASH	Shows the checksum of the source file.
SOURCE IP ADDRESS	Shows the IP address of the agent.
SOURCE PORT	Shows the source port of the connection.
TARGET FILENAME	Shows the name of the target file.
TARGET LAUNCH ARGUMENT	Shows the command line argument for the running process.
TARGET PATH	Shows the path of the target file.
TARGET HASH	Shows the checksum of the target file.
TARGET IP ADDRESS	Shows the destination IP address of this NetWitness activity.
TARGET PORT	Shows the destination port of the connection.
EVENT SOURCE	Shows the hostname or IP address along with the port of the of the Core service that holds the event information.
DEVICE TYPE	Shows the type of the device from which the data is sent or collected. For example, it shows <code>nwendpoint</code> for NetWitness Endpoint.

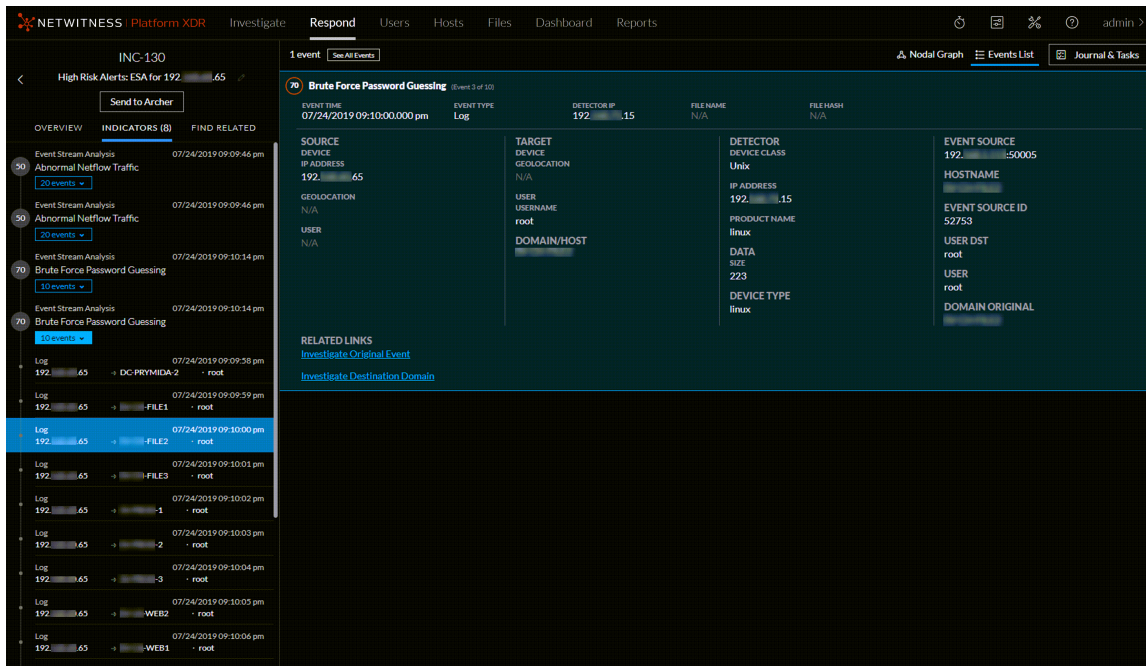
## Event Details

To view the event details, you can click the top of an event in the Events List. The details appear below the event. Viewing inline event details enables you to keep the context of the event as it relates to the other events.

The following figure shows an indicator (alert) selected in the Indicators panel. The events for that indicator appear in the Events List on the right.

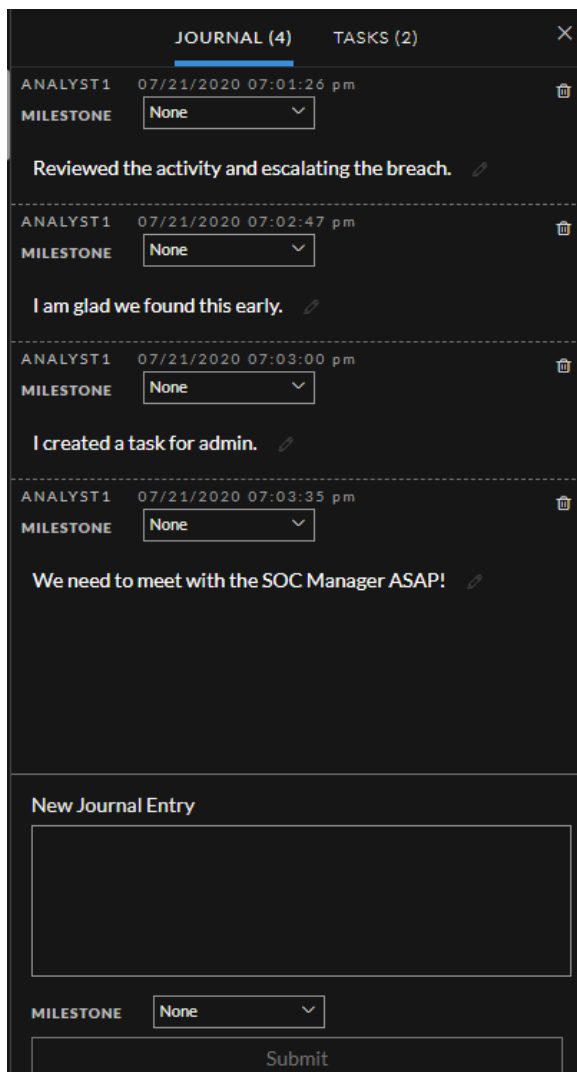


The following figure shows a specific indicator event selected in the Indicators panel. Information about the selected event appears in the Events List on the right.



## Journal Panel

The incident Journal shows the history of activity on your incident.

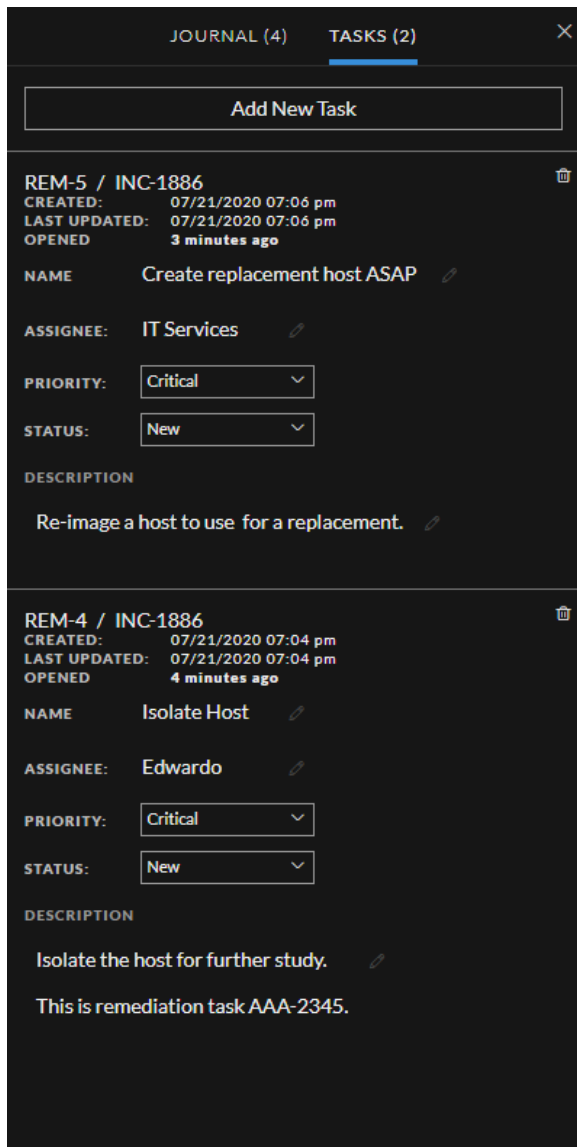


The following table describes the New Journal Entry options.

Field	Description
New Journal Entry	Type your note in the field.
Milestone	(Optional) Select a milestone, if applicable. This field is used to track significant events for the incident.
Submit button	Click submit to add an entry to the journal. Your journal entry will be visible to anyone who views the incident.

## Tasks Panel

In the Tasks panel, you can manage and track the incident tasks to closure.











The following table describes the Task fields.

Field	Description
<Task ID / <Incident ID>	The autogenerated Task ID / The incident associated with the task.
Created	The created date of the task.
Last Updated	The date that the task was last modified.

Field	Description
Opened	The time that passed since the task was opened. For example, 3 minutes ago or 2 days ago.
Name	The name of the task. For example: Re-image the machine. You can click this field to edit it.
Assignee	The username of the user assigned to the task. You can click this field to edit it.
Priority	The priority of the task: Low, Medium, High, or Critical. You can click the priority button and select a new priority for the task from the drop-down list.
Status	The status of the task: New, Assigned, In Progress, Remediated, Risk Accepted, and Not Applicable. You can click the status button and select a new status for the task from the drop-down list.
Description	Type information that describes the task. You may want to include any applicable reference numbers. You can click this field to edit it.

## Toolbar Actions

Option	Description
	(Back to Incidents) Enables you to navigate back to the Incidents List view.
	Closes the panel.
	Deletes the entry, such as a journal entry or task.
<b>Priority button</b>	(In the Overview panel) Allows you to change the Priority of one or more selected incidents in the Incidents List.
<b>Status button</b>	(In the Overview panel) Allows you to change the Status of one or more selected incidents.
<b>Assignee button</b>	(In the Overview panel) Allows you to change the Assignee of one or more selected incidents.
 <b>Nodal Graph</b>	Enables you to view the Nodal Graph.
 <b>Events List</b>	Enables you to view the incident Events List. Clicking the top of an event enables you to view the event details below it.
 <b>Journal &amp; Tasks</b>	Enables you to view incident notes and tasks.

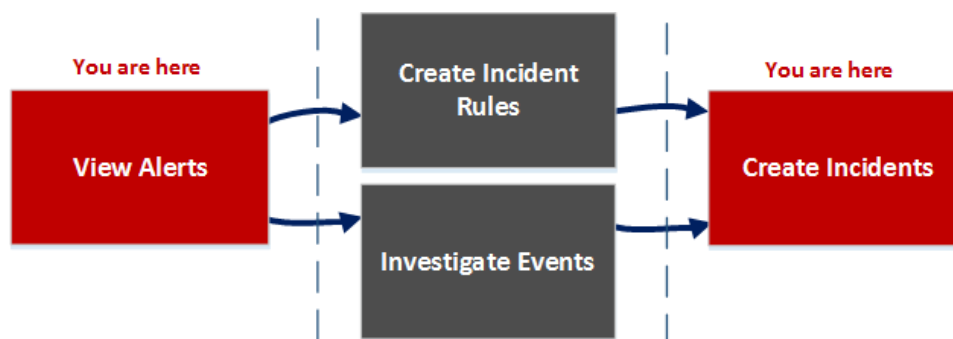
Option	Description
 (Journal, Tasks, and Related)	(This option is available in NetWitness Version 11.3.1 and earlier 11.x versions.) Enables you to view the Journal, Tasks, and Related Indicators panels.
	Enables you to show or hide the event header, request, response, and metadata in the Events panel in the Respond Incident Details view. For more information about event analysis, see "Events View" in the <i>NetWitness Investigate User Guide</i> .

## Alerts List View

The Alerts List view (Respond > Alerts) enables you to view all of the threat alerts and indicators received by NetWitness in one location. This can include alerts received from ESA Correlation Rules, Malware Analysis, Reporting Engine, NetWitness Endpoint, as well as many others. In the Alerts List view you can browse through various alerts, filter them, and group them to create incidents.

### Workflow

This workflow shows the high-level process that Analysts use to review alerts and create incidents.



In the Alerts List view, you can review a list of alerts from all sources received by NetWitness. After that, you can investigate those alerts further and create incidents from the alerts or you can create incident rules to create incidents.

**Note:** You can use NetWitness Automated Threat Detection to create incidents without manually creating rules.

### What do you want to do?

Role	I want to ...	Show me how
Incident Responders, Analysts	View all alerts in NetWitness.*	<a href="#">View Alerts</a>
Incident Responders, Analysts	Filter alerts.*	<a href="#">Filter the Alerts List</a>
Incident Responders, Analysts	View alert overview information and raw alert metadata.*	<a href="#">View Alert Summary Information</a>
Incident Responders, Analysts	Create incidents from alerts.*	<a href="#">Create an Incident Manually</a>

Role	I want to ...	Show me how
Incident Responders, Analysts	(Available in NetWitness Version 11.1 and later) Add alerts to an existing incident.*	<a href="#">Add Alerts to an Incident</a>
Administrators, Data Privacy Officers	Delete alerts.*	<a href="#">Delete Alerts</a>
SOC Managers, Administrators	Create incident rules.	See "Create an Incident Rule for Alerts" in the <i>NetWitness Respond Configuration Guide</i> .
Incident Responders, Analysts	Investigate the events in an alert.	<a href="#">View Event Details for an Alert</a> and <a href="#">Investigate Events</a>
Incident Responders, Analysts	Add related alerts to an existing incident.	<a href="#">Add Related Indicators to the Incident</a>

\*You can complete these tasks here (that is, in the Alerts List view).

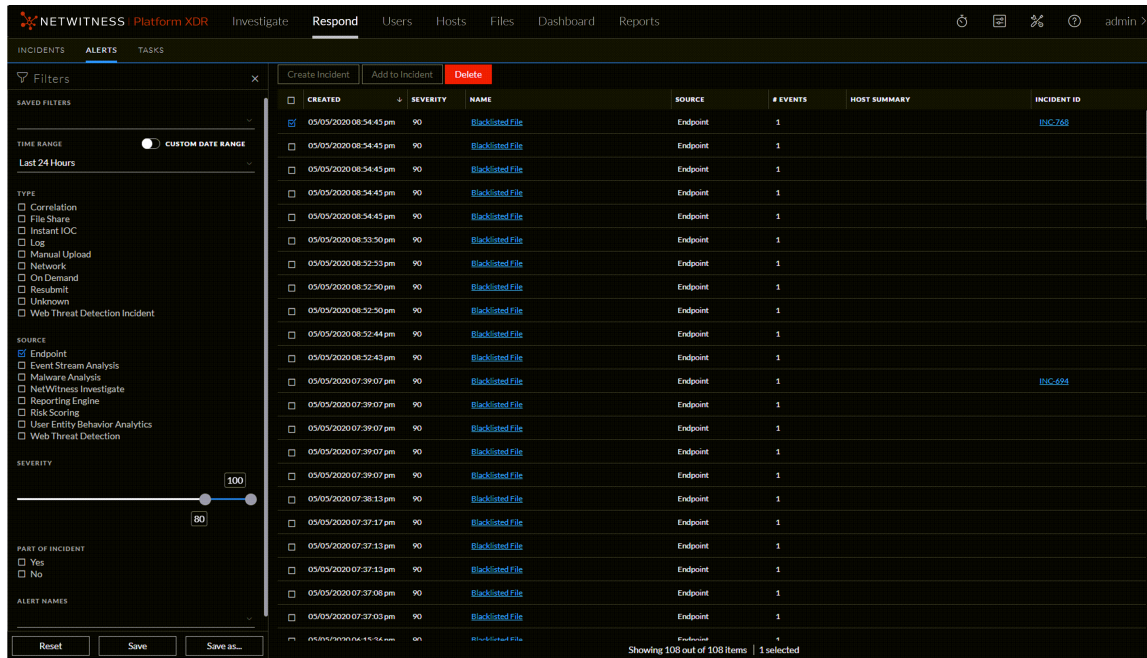
## Related Topics

- [Alert Details View](#)
- [Reviewing Alerts](#)

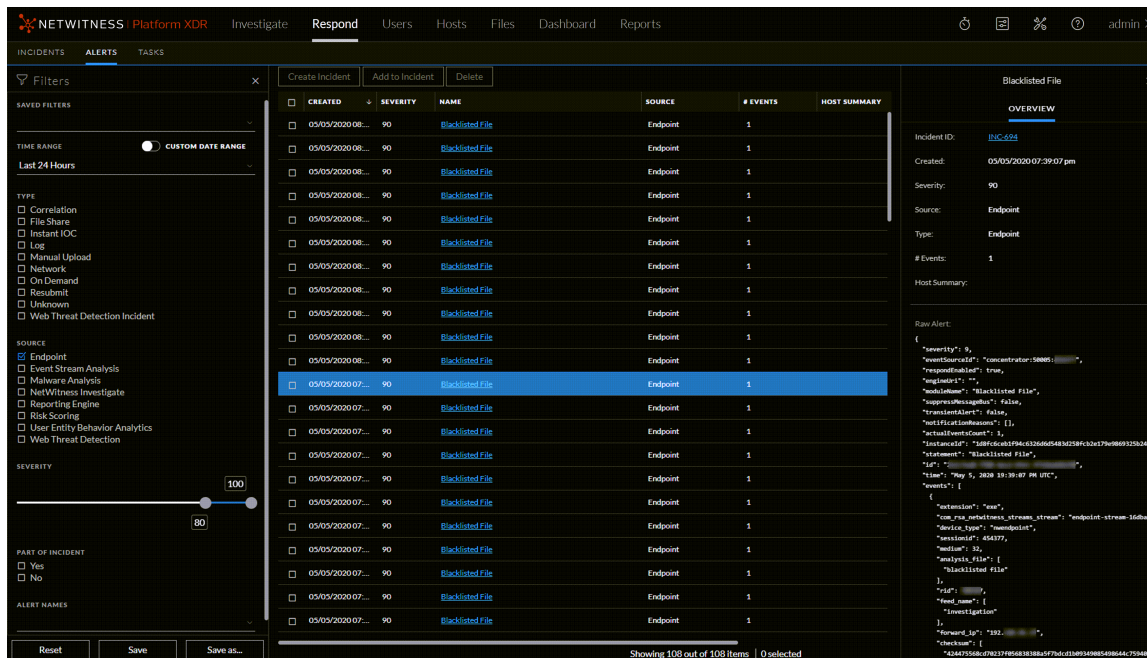
## Quick Look

To access the Alerts List view, go to **Respond > Alerts**. The Alerts List view displays a list of all alerts and indicators received by the Respond Server database in NetWitness. The following figure shows the Filters panel on the left.





The Alerts List view consists of a Filters panel, an Alerts List, and an Alert Overview panel. You can click an alert in the Alerts list to view the Alert Overview panel on the right.



## Alerts List

The Alerts List shows all of the alerts in NetWitness. You can filter this list to only show alerts of interest.

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY	INCIDENT ID
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.vchost.exe	Risk Scoring	1		INC-22
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.vchost.exe	Risk Scoring	1		INC-72
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.SMSvcHost.exe	Risk Scoring	1		INC-21
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.vchost.exe	Risk Scoring	1		INC-20
05/05/2020 08:54:43 pm	90	Blacklisted File	Endpoint	1		INC-268
05/05/2020 08:54:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:54:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:54:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:54:12 pm	90	Threshold Breached for FILE.dllhost.exe	Risk Scoring	1		INC-19
05/05/2020 08:53:50 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:53:12 pm	90	Threshold Breached for FILE.LWFDriver30673.sys	Risk Scoring	1		INC-68
05/05/2020 08:52:52 pm	90	Blacklisted File	Risk Scoring	1		INC-15
05/05/2020 08:52:53 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:52:50 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:52:50 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:52:44 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:52:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:39:12 pm	90	Threshold Breached for FILE.vchost.exe	Risk Scoring	1		INC-22
05/05/2020 07:39:12 pm	90	Threshold Breached for FILE.vchost.exe	Risk Scoring	1		INC-72
05/05/2020 07:39:12 pm	90	Threshold Breached for FILE.SMSvcHost.exe	Risk Scoring	1		INC-21


Showing 193 out of 193 items | 1 selected

The following Alerts List view is filtered for Risk Scoring Alerts.

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY	INCIDENT ID
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.vchost.exe	Risk Scoring	1		INC-22
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.vchost.exe	Risk Scoring	1		INC-72
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.SMSvcHost.exe	Risk Scoring	1		INC-21
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.vchost.exe	Risk Scoring	1		INC-20
05/05/2020 08:54:12 pm	90	Threshold Breached for FILE.dllhost.exe	Risk Scoring	1		INC-19
05/05/2020 08:53:12 pm	90	Threshold Breached for FILE.LWFDriver30673.sys	Risk Scoring	1		INC-68
05/05/2020 08:53:12 pm	90	Threshold Breached for FILE.cmd.exe	Risk Scoring	1		INC-15

Showing 7 out of 7 items | 0 selected

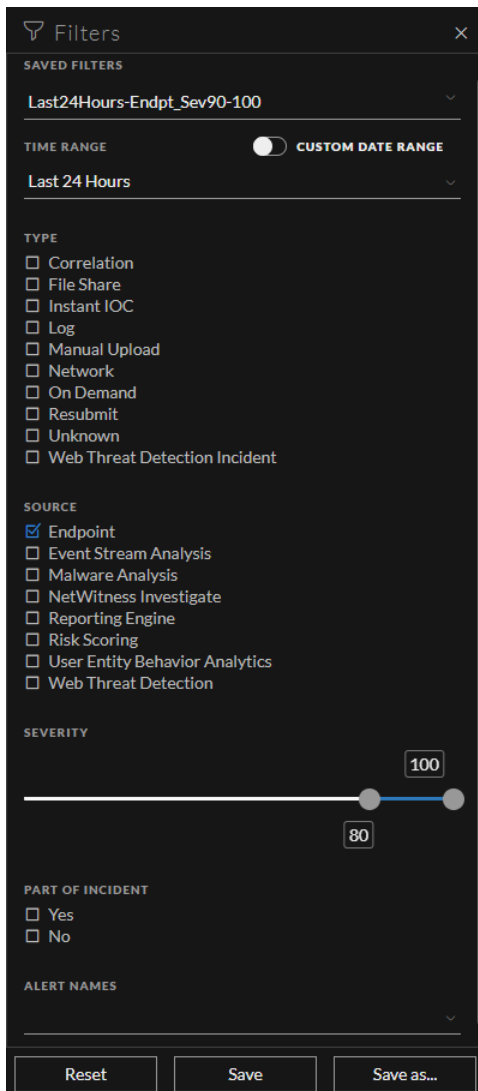
The following table describes the columns in the Alerts List.

Column	Description
	Enables you to select one or more alerts to delete. Users with the appropriate permissions, such as Administrators and Data Privacy Officers, can delete alerts.
Created	Displays the date and time when the alert was recorded in the source system.
Severity	Displays the level of severity of the alert. The values are from 1 through 100.
Name	Displays a basic description of the alert.
Source	Displays the original source of the alert. The source of the alerts can be NetWitness Endpoint, Malware Analysis, ESA correlation rules, Reporting Engine, Risk Scoring, and many others.  <b>Note:</b> In NetWitness Platform 11.3 and later, the <b>Endpoint</b> source includes Endpoint alerts from all NetWitness Endpoint versions. If one of the events in an alert has a <code>device_type</code> of <code>nwendpoint</code> , the source changes to Endpoint.
# Events	Indicates the number of events contained within an alert. This varies depending on the source of the alert. For example, NetWitness Endpoint and Malware Analysis alerts always have one Event. For certain types of alerts, a high number of events may mean that the alert is more risky.
Host Summary	Displays details of the host like the host name from where the alert was triggered. The details may include information about the source and destination hosts in an Alert. Some alerts may describe events across more than one host .
Incident ID	Shows the Incident ID of the alert. If there is no incident ID, the alert does not belong to any incident and you can create an incident to include this alert or the alert can be added to an existing incident.

At the bottom of the list, you can see the number of alerts on the current page, the total number of alerts, and the number of alerts selected. For example: **Showing 4 out of 4 items | 1 selected**

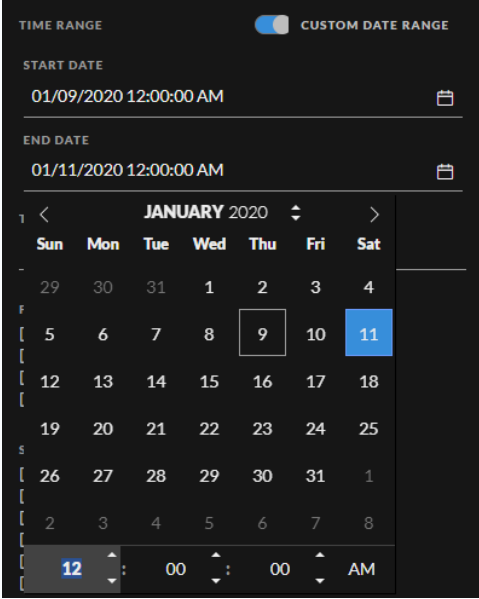
## Alert Filters Panel

The following figure shows the filters available in the Filters panel.



The Filters panel, on the left of the Alerts List view, has options that you can use to filter the alerts list. When you navigate away from the Filters panel, the Alerts List view retains your filter selections.

Option	Description
Saved Filters	You can select a saved filter to filter the alerts list. Saved filters are global. You can save a filter for other analysts to use and you can use any saved filter. Saved filters are also available for use on the Springboard landing page. Filters used in the Springboard cannot be deleted. (This option is available in NetWitness Platform 11.5 and later.)

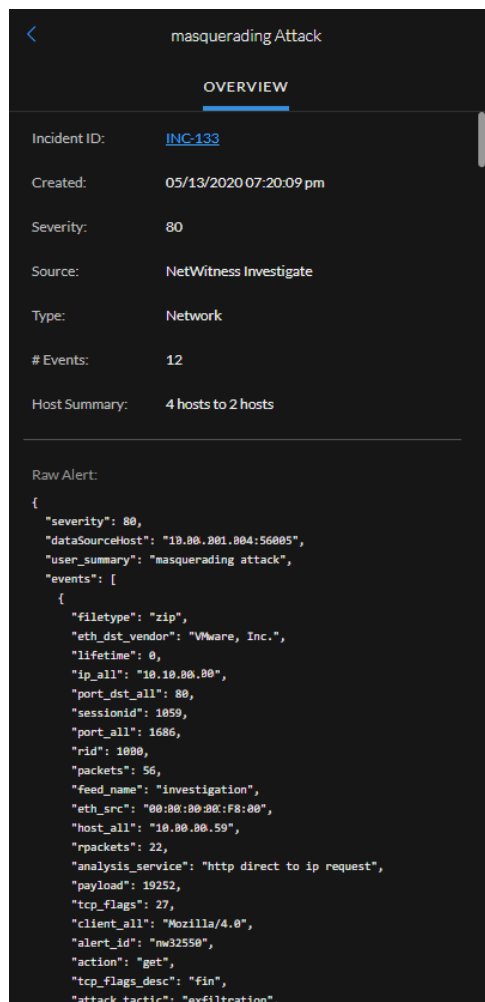
Option	Description
Time Range	You can select a specific time period from the Time Range drop-down list. The time range is based on the received date of the alerts. For example, if you select Last Hour, you can see alerts that were received within the last 60 minutes.
Custom Date Range	<p>You can specify a specific date range instead of selecting a Time Range option. To do this, click the white circle in front of Custom Date Range to view the Start Date and End Date fields. Select the dates and times from the calendar.</p> 
Type	Indicates the type of events in the alert, for example, logs, network sessions, and so on.
Source	<p>Displays the original source of the alert. The source of the alerts can be NetWitness Endpoint, Malware Analysis, Event Stream Analysis (ESA Correlation Rules), Reporting Engine, Web Threat Detection, Risk Scoring, and many others.</p> <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> In NetWitness Platform 11.3 and later, the <b>Endpoint</b> source includes Endpoint alerts from all NetWitness Endpoint versions. If one of the events in an alert has a device_type of nwendpoint, the source changes to Endpoint.</p> </div>
Severity	Displays the level of severity of the alert. The values are from 1 through 100.
Part of Incident	Categorizes alerts on whether or not they are associated with an incident. Select <b>Yes</b> to view alerts that are part of an incident. Select <b>No</b> to view alerts that are not part of an incident. For example, before you create incidents from alerts, you may want to select No to view only those alerts that are not already part of an incident.

Option	Description
Alert Names	Shows the names of the alerts being filtered. You can use this filter to search for all alerts generated by a specific rule, for example, Direct Login to an Administrative Account.
Reset	Removes your filter selections. If you reset filters on a saved filter, it takes you to the default empty filter.
Save	Saves the currently applied alerts filter or updates a saved filter. For a new filter, choose a unique name that contains 1-256 alphanumeric characters, underscores, or hyphens. (This option is available in NetWitness Platform 11.5 and later.)
Save As	Saves the currently applied alerts filter for future use. Choose a unique name that contains 1-256 alphanumeric characters, underscores, or hyphens. (This option is available in NetWitness Platform 11.5 and later.)

The Alerts List shows a list of alerts that meet your selection criteria. You can see the number of items in your filtered list at the bottom of the alerts list. For example: **Showing 4 out of 4 items**

## Alert Overview Panel

The Overview panel shows basic summary information about a selected alert and raw alert metadata. The Overview panel in the Alert Details view contains the same information, but in the Alerts Details view, you can expand the panel to view more information.





The following table lists the fields displayed in the Alert Overview panel.

Field	Description
<Alert Name>	Displays the name of the alert.
Incident ID	Displays the Incident ID associated with the alert. You can click the incident ID link to go to the Incident Details view of the associated incident. If there is no incident ID, the alert does not belong to an incident. You can create an incident for this alert or you can add it to an incident.
Created	Displays the date and time when the alert was created.

Field	Description
Severity	Displays the level of severity of the alert. The values are from 1 through 100.
Source	<p>Displays the original source of the alert. The source of the alerts can be NetWitness Endpoint, Malware Analysis, ESA correlation rules, Reporting Engine, Risk Scoring, and many others.</p> <p><b>Note:</b> In NetWitness Platform 11.3 and later, the <b>Endpoint</b> source includes Endpoint alerts from all NetWitness Endpoint versions. If one of the events in an alert has a device_type of nwendpoint, the source changes to Endpoint.</p>
Type	<p>Indicates the type of events in the alert, for example, logs, network sessions, and so on. There can be multiple types listed.</p> <p><b>Note:</b> In NetWitness Platform 11.3 and later, the <b>Endpoint</b> source includes Endpoint alerts from all NetWitness Endpoint versions. If one of the events in an alert has a device_type of nwendpoint, the source changes to Endpoint.</p>
# Events	Indicates the number of events contained within an alert. This varies depending on the source of the alert. For example, NetWitness Endpoint and Malware Analysis alerts always have one Event. For certain types of alerts, a high number of events may mean that the alert is more risky.
Raw Alert	Shows the raw alert metadata.

## Toolbar Actions

This table lists the toolbar actions available in the Alerts List view.

Option	Description
	Enables you to open the Filters panel so that you can specify the alerts that you would like to see in the Alerts List.
	Closes the panel.
<b>Create Incident</b> button	Enables you to create incidents from alerts. The alerts cannot be part of an incident. To get a list of alerts without incidents, you can filter the Alerts List. In thePart of Incident section, select No.



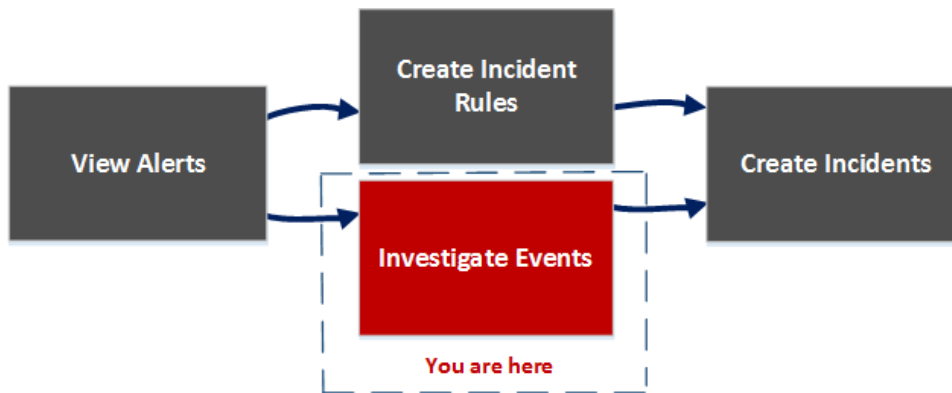
Option	Description
<b>Add to Incident</b> button	(This option is available in NetWitness Version 11.1 and later.) Enables you to add selected alerts to an incident. The alerts cannot be part of an incident. To get a list of alerts without incidents, you can filter the Alerts List. In the Part of Incident section, select No.
<b>Delete</b> button	Allows you to delete alerts.

## Alert Details View

In the Alert Details view (Respond > Alerts > click on a row in the Alerts List), you can view the overview of an alert, such as the source of the alert, the number of events within the alert, Incident ID, if it is part of an incident. You can also view the raw alert that contains detailed information about the events.

## Workflow

This workflow shows the high-level process that Analysts use to review alerts and create incidents.



After reviewing the alerts list, you can investigate those alerts further and create incidents from the alerts, in the Alert Details view. **In the Configure > Incident Rules view, you can create incident rules to create incidents.**

**Note:** You can also use NetWitness Automated Threat Detection to create incidents without manually creating rules.

## What do you want to do?

Role	I want to ...	Show me how
Incident Responders, Analysts	View all alerts in NetWitness.	<a href="#">View Alerts</a>
SOC Managers, Administrators	Create incident rules.	See "Create an Incident Rule for Alerts" in the <i>NetWitness Respond Configuration Guide</i> .
Incident Responders, Analysts	View a list of events in the alert.*	<a href="#">View Event Details for an Alert</a>
Incident Responders, Analysts	View event metadata for each event in the alert.*	<a href="#">View Event Details for an Alert</a>

Role	I want to ...	Show me how
Incident Responders, Analysts	Further investigate the events in the alert.*	<a href="#">Investigate Events</a>
Incident Responders, Analysts	Add alerts to an existing incident.	<a href="#">Add Alerts to an Incident</a> <a href="#">Add Related Indicators to the Incident</a>
Incident Responders, Analysts	Create incidents from alerts.	<a href="#">Create an Incident Manually</a>
Data Privacy Officers, Administrators	Delete alerts.	<a href="#">Delete Alerts</a>

\*You can complete these tasks here (that is, in the Alerts Details view).

## Related Topics

- [Alerts List View](#)
- [Reviewing Alerts](#)

## Quick Look

1. To access the Alert Details view, go to **Respond > Alerts**.
2. In the Alerts list, choose an alert to view and then click the link in the Name column for that alert. The Alert Details view has an Overview panel on the right. You can resize the panels to show more information as shown in the following figure.

The screenshot shows the NetWitness Respond interface. At the top, there are navigation tabs: INCIDENTS, ALERTS (selected), and TASKS. Below the tabs are buttons for 'Create Incident', 'Add to Incident', and 'Delete'. The main area displays a table of alerts with columns: CREATED, SEVERITY, NAME, SOURCE, # EVENTS, HOST SUMMARY, INCIDENT ID, and PERSISTED 5. Two alerts are visible, both with a severity of 90 and named 'Blacklisted File'. The right-hand side of the interface shows the 'Alert Details' view for the selected alert, including an 'OVERVIEW' panel with the following information:

- Incident ID: INC-59
- Created: 06/06/2022 03:26:17 pm
- Severity: 90
- Source: Endpoint
- Type: Endpoint
- # Events: 1
- Host Summary: 10.125.250.68 to 157.240.221.35-Win81x64
- Persisted Status: -

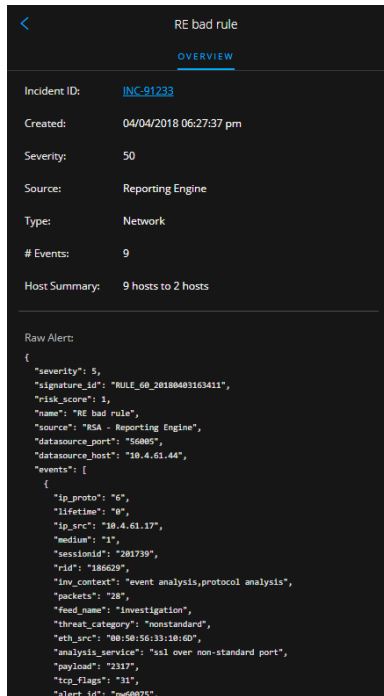
Below the overview is a 'Raw Alert' section containing a JSON object:

```
{
  "severity": 9,
  "eventSourceId": "10.125.250.86:59005:46816",
  "responseEnabled": true,
  "engineId": "",
  "moduleName": "Blacklisted File",
  "suppressMessageBus": false,
  "transientAlert": false,
  "notificationReasons": [],
  "actualEventCount": 1,
  "blacklistedFile": "C:\\ProgramData\\Microsoft\\Windows Defender\\Signature\\...\\Blacklisted File"
}
```

At the bottom of the interface, it says 'Showing 2 out of 2 items | 0 selected'.

## Overview Panel

The Overview panel shows basic summary information about a selected alert. The Overview panel on the Alerts List view contains the same information. The Alerts List view [Alert Overview Panel](#) topic provides details.



RE bad rule

OVERVIEW

Incident ID: [INC-91233](#)

Created: 04/04/2018 06:27:37 pm

Severity: 50

Source: Reporting Engine

Type: Network

# Events: 9

Host Summary: 9 hosts to 2 hosts

Raw Alert:

```
{
  "severity": 5,
  "signature_id": "RULE_60_20180403163411",
  "risk_score": 1,
  "name": "RE bad rule",
  "source": "RSA - Reporting Engine",
  "datasource_port": "56805",
  "datasource_host": "10.4.61.44",
  "events": [
    {
      "ip_proto": "6",
      "lifetime": "0",
      "ip_src": "10.4.61.17",
      "medium": "1",
      "sessionId": "201739",
      "rid": "186629",
      "inv_context": "event analysis,protocol analysis",
      "packets": "28",
      "load_name": "Investigation",
      "threat_category": "nonstandard",
      "eth_src": "00:50:56:33:18:60",
      "analysis_service": "ssl over non-standard port",
      "payload": "2317",
      "tcp_flags": "31",
      "alert_id": "nu60075",
    }
  ]
}
```

## Events - Process Tree View

Click on an event name link to view the event details. The Process Tree Viewer opens and displays the process that caused the alerts and the processes it originated from.

The screenshot displays the NetWitness Respond interface for a 'Blacklisted File' incident. At the top, the navigation bar includes 'NETWITNESS Platform XDR', 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The incident details show 'INCIDENT ID: INC-52', 'CREATED: 06/06/2022 03:26:17 pm', and 'HOSTNAME: Win81x64'. Below this is a table with columns: 'EVENT TIME', 'SUMMARY', 'TARGET PARAM', 'SOURCE PARAM', and 'USER SOURCE'. The first row shows the event time '06/06/2022 03:24:25.000 pm', summary 'N/A', target param 'N/A', source param 'IEXPLORE.EXE SCODEF:3507760 CRED...', and user source 'WIN81X64\Administrator'. The 'Process Tree Viewer' shows a tree of processes: 'explorer.exe' (PID 100) is highlighted with a red border (labeled 1), with arrows pointing to its parent 'iexplore.exe' (PID 100) (labeled 2) and grandparent 'iexplore.exe' (PID 100) (labeled 3). The right sidebar shows 'Details' for the event, including 'Summary: N/A', 'Event Details', 'Tactics: execution', 'Technique: N/A', and 'Event Time: 06/06/2022'.

**1** - The process that caused the alert is highlighted with a red-colored outline.

**2** & **3** - The processes from which the highlighted process originated.

**4** - Summary of the alert.

**5** - Event Details section shows the tactics, techniques, and event time stamp.

**6** - Process Details section provides detailed insights about the selected process.

**7** - Shows the details of Network Connections established by the process; You can view the network connections that took place up to ten minutes before and after the alert triggered time. Network connections details are available only for the process that caused the alert.

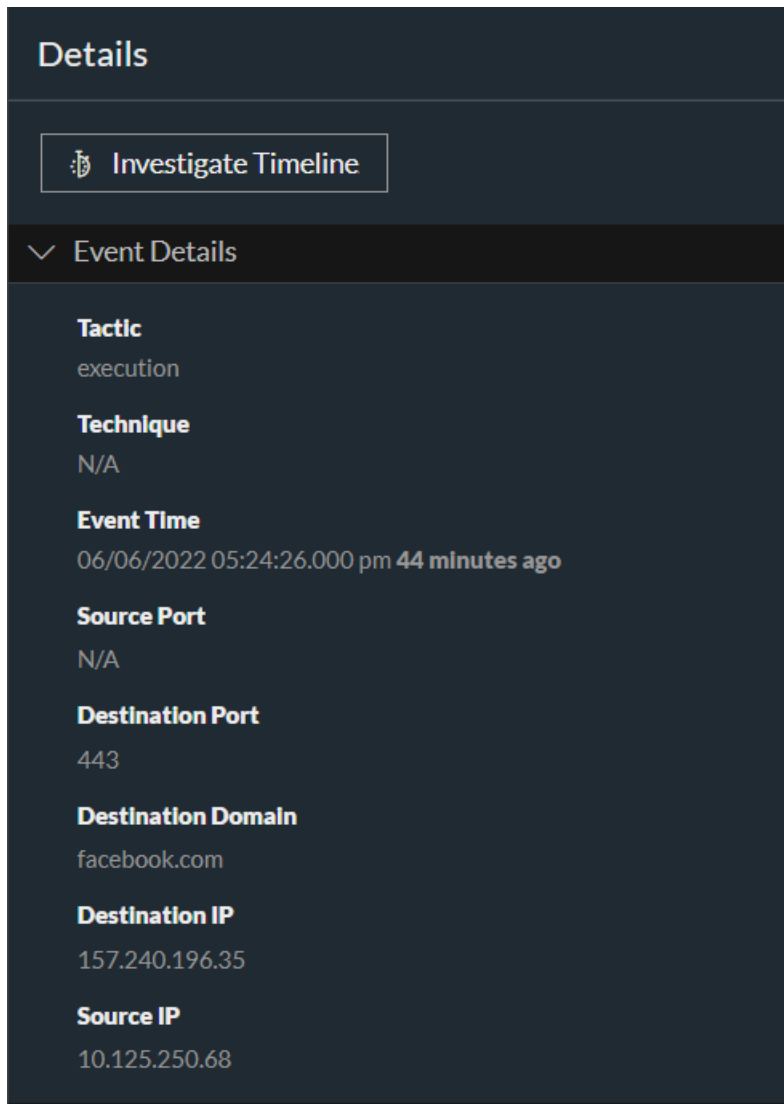
**8** - Shows the name and a link to the host where the process exists.

## Events List

The Events List for a selected alert shows all of the events contained in that alert.

## Event Details

The Event Details in the Events panel shows the event metadata for each event in the alert.



**Details**

[Investigate Timeline](#)

Event Details

**Tactic**  
execution

**Technique**  
N/A

**Event Time**  
06/06/2022 05:24:26.000 pm 44 minutes ago

**Source Port**  
N/A

**Destination Port**  
443

**Destination Domain**  
facebook.com

**Destination IP**  
157.240.196.35

**Source IP**  
10.125.250.68

## Event Details

The following table lists some event details section and subsections shown in the Event Details. This is not an extensive list.

Section	Subsection	Description
Summary		Shows a summary of the event.

Section	Subsection	Description
Event		Shows the destination device and user.
	Device	Shows information about the destination device. See <a href="#">Event Source or Destination Device Attributes</a> below.
	User	Shows information about the user or users of the destination. See <a href="#">Event Source or Destination User Attributes</a> below.
Detector		Shows the host or software product that detected the issue. This is most relevant for malware scanners and logs.
	Device Class	Shows the device class of the product that detected the alert.
	IP Address	Shows the IP address of the product that detected the alert.
	Product Name	Shows the name of the product that detected the alert.
Domain		Shows the domain associated with the event.
Enrichment		Shows available enrichment information.
Related Links		If available, it shows a link back to the user interface (UI) of the source product.
	Type	Shows the type of event, such as <code>investigate_original_event</code> .
	URL	Shows the URL link back to the UI of the source product.
Size		Shows the size of the transmission or file involved.
Source		Shows the source device and user.
	Device	Shows information about the source machine. See <a href="#">Event Source or Destination Device Attributes</a> below.
	User	Shows information about the user or users of the source machine. See <a href="#">Event Source or Destination User Attributes</a> below.
Timestamp		Shows the time that the event occurred.
Type		Shows the type of the alert, such as log, network, correlation, Resubmit, Manual Upload, On Demand, File Share, or Instant IOC.

## Event Source or Destination Device Attributes

The following table lists attributes for an event source or destination device that can be shown in the Events Details.

Name	Description
Asset Type	Displays the type of device, for example, desktop, laptop, server, network equipment, tablet, and so on.
BusinessUnit	Shows the business unit associated with the device.

Name	Description
Compliance Rating	Shows the compliance rating of the device. It can be Low, Medium, or High.
Criticality	Shows how critical the device is to the business (business criticality).
Facility	Shows the location of the device.
Geolocation	Shows the geographic location for the host. It can contain the following attributes: city, country, latitude, longitude, organization, and domain.
IP Address	Shows the IP address of the device.
MAC Address	Shows the MAC address of the device.
Netbios Name	Shows the NetBIOS name for the device.
Port	Displays the TCP port, UDP port, or the IP Src port (the first one available) used to connect to and from the host.


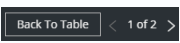
## Event Source or Destination User Attributes

The following table lists attributes for an event source or destination user that can be shown in the Events Details.

Attribute Name	Description
AD Domain	Shows the Active Directory domain.
AD Username	Shows the Active Directory username.
Email Address	Shows the email address of the user.
Username	Shows a general name if you do not know the source of the username, such as UNIX or a username in a particular system.

## Toolbar Actions

This table lists the toolbar actions available in the Alert Details view.

Option	Description
	(Back to Alerts) Enables you to navigate back to the Alerts List view.
	Click the arrows to navigate through the event meta details for each event in the alert. The numbers, such as "1 of 2" show the number of the event that you are currently viewing. Click <b>Back to Table</b> to go back to the Events List view, which is also known as the Events Table.



## Tasks List View

After investigating incidents, in the Tasks List view (Respond > Tasks), you can create and track incident tasks. For example, you can create remediation tasks when you require actions on incidents from teams outside of your security operations. You can reference external ticket numbers within the tasks and then track those tasks to completion. You can also modify and delete tasks as required, depending on your user permissions.

### What do you want to do?

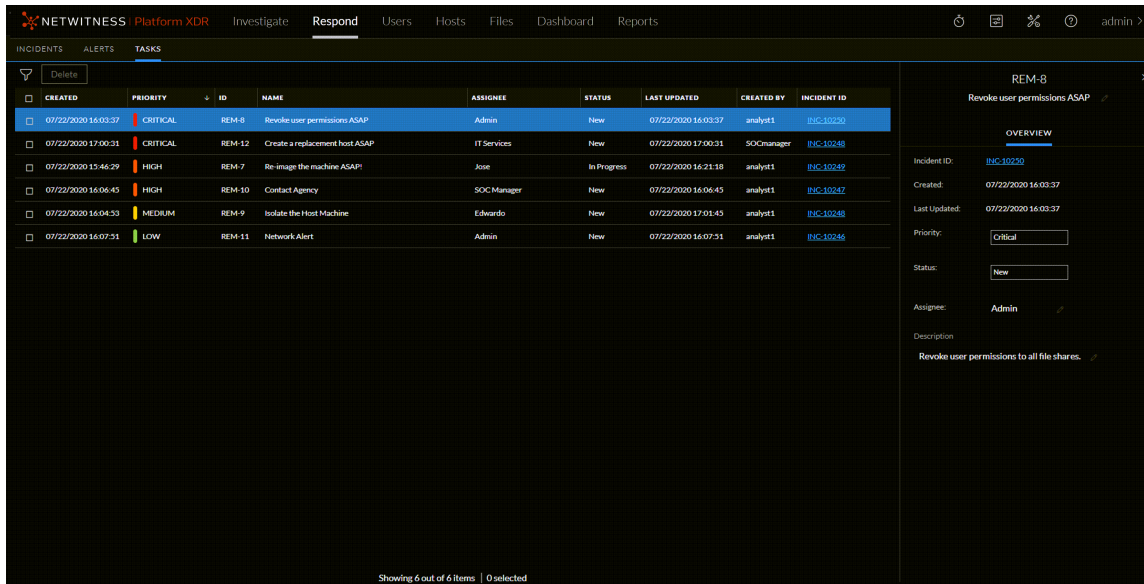
Role	I want to ...	Show me how
Incident Responders, Analysts	View tasks	<a href="#">View All Incident Tasks</a> and <a href="#">View the Tasks Associated with an Incident</a>
Incident Responders, Analysts	Filter tasks.	<a href="#">Filter the Tasks List</a>
Incident Responders, Analysts	Create a task.	<a href="#">Create a Task</a>
Incident Responders, Analysts	Find and modify tasks.	<a href="#">Find a Task</a> and <a href="#">Modify a Task</a>
Incident Responders, Analysts	Close a task (Change the Status to Remediated, Risk Accepted, or Not Applicable).	<a href="#">Modify a Task</a>
Incident Responders, Analysts, SOC Managers	Delete a task.	<a href="#">Delete a Task</a>

### Related Topics

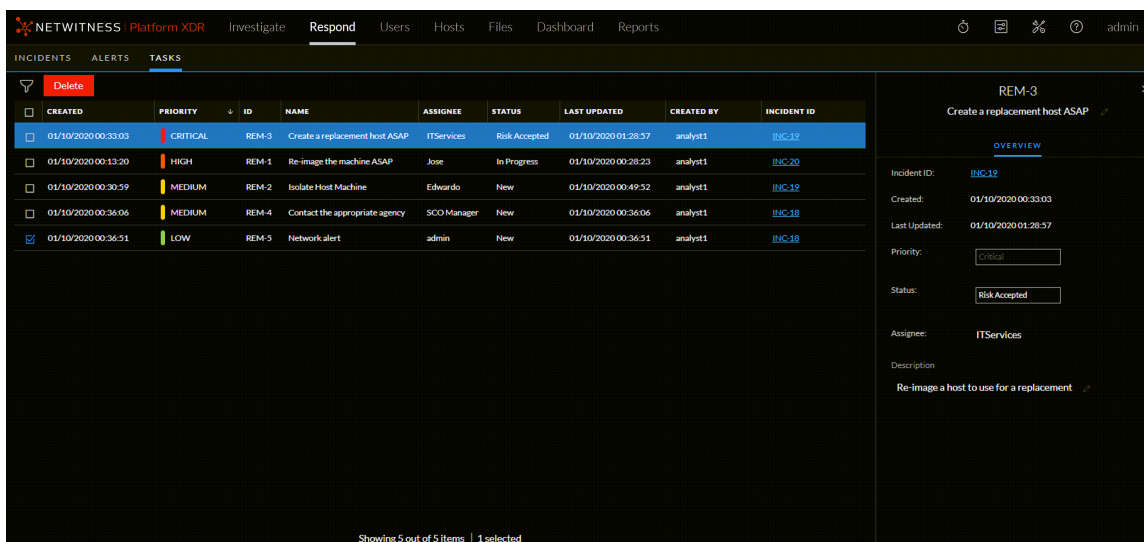
- [Incident Details View](#)
- [Escalate or Remediate the Incident](#)

### Quick Look

To access the Tasks List view, go to **Respond > Tasks**. The Tasks List view displays a list of all incident tasks.




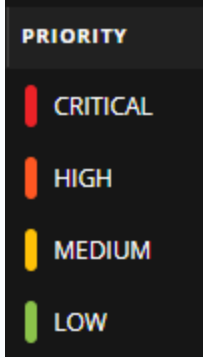
The Tasks List view consists of a Filters panel, a Tasks List, and a Task Overview panel. The following figure shows the Tasks List and the Overview panel.



## Tasks List

The Tasks List shows all of the incident tasks. You can filter this list to show only tasks of interest.

Column	Description
	Enables you to select one or more tasks to modify or delete. Users with the appropriate permissions can make bulk updates and delete tasks, such as SOC Managers. For example, an SOC Manager may want to assign multiple tasks to a user at the same time.
Created	Displays the date when the task was created.

Column	Description
Priority	<p>Displays the priority assigned to the task. The priority can be any of the following: Critical, High, Medium, or Low. The Priority is also color coded, where red indicates <b>Critical</b>, orange represents <b>High</b> risk, yellow indicates <b>Medium</b> risk, and green represents <b>Low</b> risk as shown in the following figure:</p> 
ID	Displays the task ID.
Name	Displays the task name.
Assignee	Displays the name of the user assigned to the task.
Status	Displays the status of the task: New, Assigned, In Progress, Remediated, Risk Accepted, and Not Applicable.
Last Updated	Displays the date and time when the task was last updated.
Created By	Displays the user who created the task.
Incident ID	Displays the incident ID for which the task was created. Click the ID to display the details of the incident.

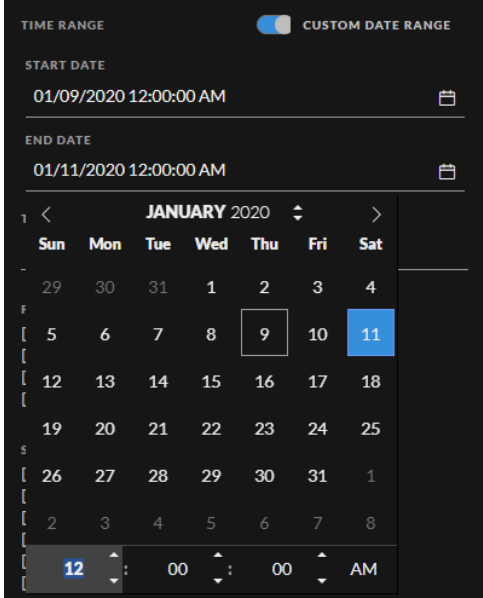
At the bottom of the list, you can see the number of tasks on the current page and the total number of tasks. For example: **Showing 23 out of 23 items**

## Task Filters Panel

The following figure shows the filters available in the Filters panel.

The Filters panel, on the left of the Tasks List view, has options that you can use to filter the incident tasks.

Option	Description
Time Range	You can select a specific time period from the Time Range drop-down list. The time range is based on the creation date of the tasks. For example, if you select Last Hour, you can see tasks that were created within the last 60 minutes.

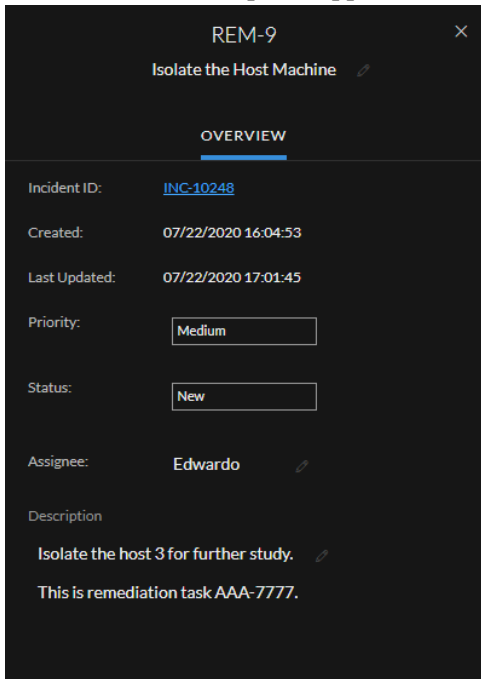
Option	Description
Custom Date Range	<p>You can specify a specific date range instead of selecting a Time Range option. To do this, click the white circle in front of Custom Date Range to view the Start Date and End Date fields. Select the dates and times from the calendar.</p> 
Task ID	<p>You can type the Task ID for a task that you would like to locate, for example REM-123.</p>
Priority	<p>You can select the priorities that you would like to view. If you make one or more selections, the Tasks list shows only those tasks with the selected priorities. For example: If you select Critical, the Tasks list shows only the tasks with a priority set to Critical.</p>
Status	<p>You can select the statuses that you would like to view. If you make one or more selections, the Tasks list shows only those tasks with the selected statuses. For example: If you select Assigned, the Tasks panel shows only the tasks that are assigned to users.</p>
Created By	<p>You can select the user who created the tasks that you would like to view. For example, if you only want to view the tasks created by Edwardo, select Edwardo from the CREATED BY drop-down list. If you want to view tasks regardless of the person who created the task, do not make a selection under CREATED BY.</p>
Reset Filters	<p>Removes your filter selections.</p>

The Tasks List shows a list of tasks that meet your selection criteria. You can see the number of items in your filtered list at the bottom of the tasks list. For example: **Showing 18 out of 18 items**

## Task Overview Panel

To access the Task Overview panel:

1. Go to **Respond > Tasks**.
2. In the Task list, click the task that you want to view.  
The Task Overview panel appears to the right of the Tasks list.





The following table lists the fields displayed in the Task Overview panel.

Field	Description
<Task ID>	Displays the automatically assigned task ID.
<Task Name>	Displays the task name. This is an editable field. To change the task name, you can click the current task name to open a text editor. For example, you can change a task name from "Reimage a Laptop" to "Reimage a Server".
Incident ID	Displays the Incident ID for which the task was created. Click the ID to display the details of the Incident.
Created	Displays details about the date and time when the task was created.
Last Updated	Displays the date and time when the task was last updated.
Priority	Displays the priority of the task: Low, Medium, High, or Critical. To change the priority, you can click the priority button and select a priority for the task from the drop-down list.

Field	Description
Status	Displays the status of the task: New, Assigned, In Progress, Remediated, Risk Accepted, and Not Applicable. To change the status, you can click the status button and select a status for the task from the drop-down list.
Assignee	Displays the user assigned to the task. To change the user assigned to the task, you can click (Unassigned) or the name of the previous assignee to open a text editor.
Description	Shows task details. To modify the description, you can click the text underneath the description to open a text editor.

## Toolbar Actions

This table lists the toolbar actions available in the Tasks List view.

Option	Description
	Enables you to open the Filters panel so that you can specify the tasks that you would like to see in the Tasks List.
	Closes the panel.
<b>Delete button</b>	Allows you to delete the selected tasks.

## Add/Remove from List Dialog

The Add/Remove from List dialog allows you to add or remove an entity or meta value to an existing list or create a new list. For example, when you look up an IP address and you find it suspicious or interesting, you can add it to a relevant list, which has been added a data source. This improves the visibility of the suspicious IP addresses. You can also add entities or meta values to different lists. For example, you can add them to one list for suspected domains related to command and control connections and to another list for Trojan connections IP addresses related to remote access. If a list is not available, you can create a list. You can also remove the entity or meta value from a list.

**Note:** From the Add/Remove from List dialog, you can only add or remove entities or meta values from single column lists added as a datasource, not multi-column lists. And when you edit a list or a value in a list from the nodal view or the context lookup view, ensure to refresh the web page to view the updated data.

## What do you want to do?

Role	I want to ...	Show me how
Incident Responders, Analysts	Add an entity to a list.	From the Incident Details view, see <a href="#">Add an Entity to a Whitelist</a> . From the Alert Details view, <a href="#">Add an Entity to a Whitelist</a> .
Incident Responders, Analysts	Create a whitelist, blacklist, or other list.	<a href="#">Create a List</a>
Administrators	Add a Context Hub list as a data source.	See "Configure Lists as a Data Source" in the <i>Context Hub Configuration Guide</i> .
Administrators	Import or export a list for Context Hub.	See "Import or Export Lists for Context Hub" in the <i>Context Hub Configuration Guide</i> .

## Related Topics

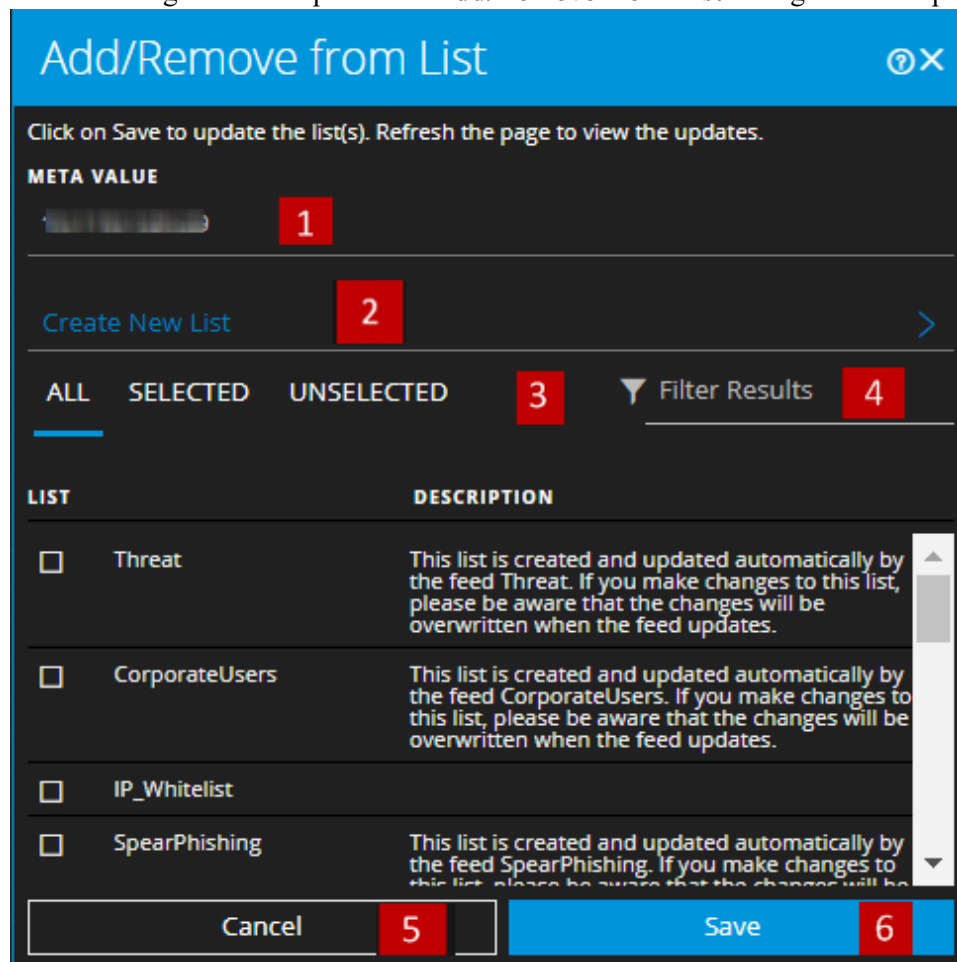
- [Investigate the Incident](#)
- [Reviewing Alerts](#)
- [View Contextual Information](#) (Incident Details view)
- [View Contextual Information](#) (Alert Details view)

**Note:** You cannot delete a list, but you can delete values within a list.



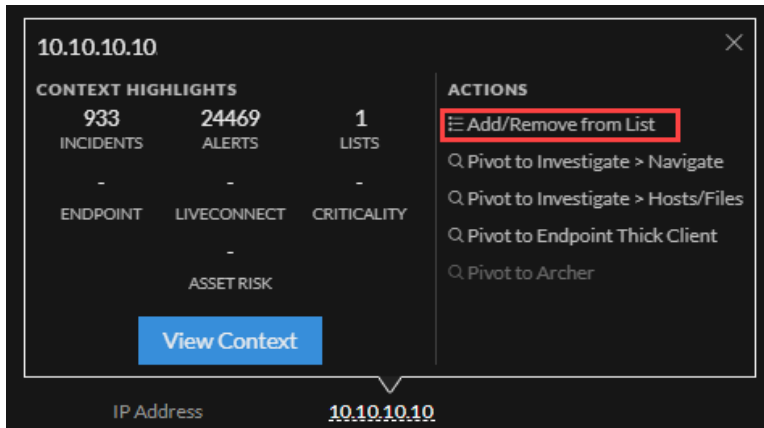
## Quick Look

The following is an example of the **Add/Remove from List** dialog in the Respond view.

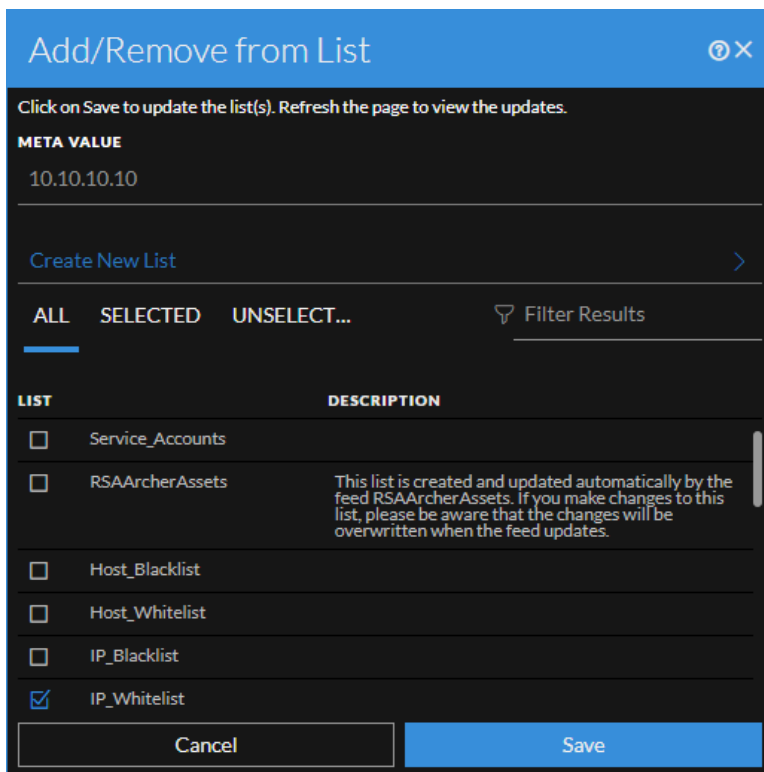


- 1 Entities or meta values to be added or removed.
- 2 Create a new list using the selected meta values.
- 3 Select any of the tabs: All, Selected, or Unselected.
- 4 Search using the list name or description.
- 5 Cancel the action.
- 6 Save to update lists or create a new list.

To access the Add/Remove from List dialog, in the Incident Details view or the Alert Details view, hover over the underlined entity that you would like to add or remove from a Context Hub list. A context tooltip appears showing the available actions.



In the Actions section of the tooltip, click Add/Remove from List. The Add/Remove From List dialog shows the available lists.



The following table shows the options in the Add/Remove from List dialog.

Option	Description
Meta Value	Displays the selected entity or meta value that needs to be added to or removed from one or more lists. You can also create a new list using the selected value.
Create New List	When clicked, it displays a dialog to create a new list using the selected meta value.

Option	Description
All	Shows all of the available Context Hub lists. The lists that contain the selected entity or meta value are selected. Select a checkbox to add an entity or meta value to a list. Clear a checkbox to remove it from the list.
Selected	Shows only the lists that contain the selected entity or meta value. (All lists are selected.)
Unselected	Shows only the lists that do not contain the selected entity or meta value. (All lists are unselected.)
Filter Results	Enter the name or description of a specific list to search from multiple lists.
List	Displays the name of all the lists.
Description	Displays information about the selected list. The description that you provide when creating a list appears in this dialog. For example: This list contains all of the blacklisted IP addresses.
Cancel	Cancels the operation.
Save	Saves the changes.

## Context Lookup Panel - Respond View

The Context Hub service brings together contextual information from several data sources into the Respond view so that analysts can make better decisions during their analysis and take appropriate action. Seeing the entities, meta values, and contextual information in a single interface helps analysts to prioritize and identify areas of interest. For example, recently created incidents and alerts from the Respond view involving a given entity or meta value will be displayed when the analyst queries for additional information for that entity or meta value. The Context Lookup panel displays contextual information for the selected entities or meta values such as IP address, User, Host, Domain, File Name, or File Hash. The data available depends on the configured sources in the Context Hub.

The Context Lookup panel displays the contextual information based on the data available on the configured sources in the Context Hub.

### What do you want to do?

Role	I want to ...	Show me how
Incident Responders, Analysts, Threat Hunters	Navigate to the Context Lookup panel.	From the Incident Details view, see <a href="#">View Contextual Information</a> . From the Alert Details view, see <a href="#">View Contextual Information</a> .
Incident Responders, Analysts, Threat Hunters	Understand the information in the Context Lookup panel for a selected entity.	See the information in this topic.
Administrator	Configure Data Sources for Context Hub.	See "Configure Data Sources for Context Hub" in the <i>Context Hub Configuration Guide</i> .
Administrator	Configure Context Hub settings.	See "Configure Context Hub Data Source Settings" in the <i>Context Hub Configuration Guide</i> .

### Related Topics




- [Investigate the Incident](#)
- [Reviewing Alerts](#)









## Contextual Information Displayed in the Context Lookup Panel

The contextual information or query results displayed in the Context Lookup panel depends on the selected entity and the associated data sources. The Context Lookup panel has separate tabs for each of the data sources. The tabs are: List data source, Archer, Active Directory, Endpoint, Incidents, Alerts, and REST API. The following figure shows the Context Lookup panel for a selected entity in the Incident Details view.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-19	High Risk Alerts: ESA for 10. [redacted]	REMIEDIATION_REQUESTED	analyst1	3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-18	High Risk Alerts: ESA for 10. [redacted]	REMIEDIATION_REQUESTED	analyst1	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-17	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-16	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-15	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	42
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-14	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-13	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-12	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-11	High Risk Alerts: ESA for 10. [redacted]	NEW		3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-10	High Risk Alerts: ESA for 10. [redacted]	NEW		3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-9	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-8	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:30 pm (4 days ago)	CRITICAL	90	INC-7	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:30 pm (4 days ago)	CRITICAL	90	INC-5	High Risk Alerts: ESA for 10. [redacted]	NEW		2

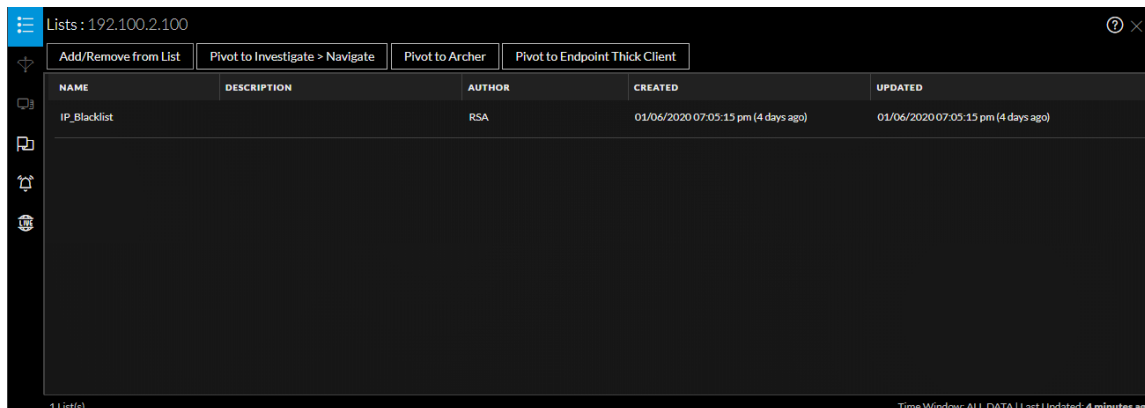
The following table describes the data available on each tab and the supported entities.

Tab	Description	Supported Entities
 (Lists)	Displays all of the list data associated with the selected entity or meta value. The result is sorted by the last updated list.	All entities
 (Archer)	Displays asset information along with criticality ratings using the Archer data source.	IP, Host, and Mac
 (Active Directory)	Displays all user information for the selected user.	User

Tab	Description	Supported Entities
 (NetWitness Endpoint)	Displays the NetWitness Endpoint data source information for the selected entity or meta value, which includes the Machines, Modules, and IIOC levels. Modules are by highest IOC score to lowest IIOC score and IIOC levels are sorted by highest IOC levels to lowest IOC levels.	IP, MAC address, and Host
 (Incidents)	Displays the list of incidents associated with the selected entity or meta value. The result is sorted by newest incidents to oldest incidents.	All entities
 (Alerts)	Displays the list of alerts associated with the selected entity or meta value. The result is sorted by newest alerts to oldest alerts.	All entities
 (Live Connect)	Displays information related to Live Connect.	IP, Domain, and Filehash
 (File Reputation)	Displays file reputation status for Filehash entities.	Filehash entities
 TI	Displays information for STIX data sources.	IP address, email address, domain, filename, URL's, and file hash.  <div style="border: 1px solid green; padding: 5px;"> <p><b>Note:</b> The context lookup for email address and URL will be displayed only if these metas are mapped.</p> <p>Navigate to  (Admin) &gt; System &gt; Investigation &gt; Context Lookup.</p> </div>
 REST API	Displays the list of REST APIs (enabled in Context Hub) associated with selected the entity.	All entities

## Lists Tab

The Context Lookup panel for Lists shows one or more lists associated with the selected entity or meta value. The following figure is an example of the Context Panel for Lists, and the table describes the fields.



Field	Description
Name	The name of the list (defined while creating the list).
Description	The description of the list (defined while creating the list).
Author	The owner who created the list.
Created	The date when the list was created.
Updated	The date when the list was last updated or modified.
Count	The number of lists in which the selected entity or meta value is available.
Time Window	The time window based on the value set for the "Query Last" field in the Configure Responses dialog. By default, all Lists data is fetched.
Last Updated	The time when Context Hub fetched and stored the lookup data in cache.

## Archer Tab

The Context Lookup panel for Archer displays asset information along with criticality ratings using the Archer data source for IP, Host, and Mac entities. The following figure is an example of the Context Lookup panel for Archer, and the table describes each field.

The screenshot shows the Archer Context Lookup panel for the asset ECAT-WIN-2008. The panel includes a header with navigation buttons: 'Add/Remove from List', 'Pivot to Investigate > Navigate', 'Pivot to Archer', and 'Pivot to Endpoint Thick Client'. The main content is a table with the following fields:

Field	Value
CRITICALITY RATING	High
RISK RATING	High
DEVICE NAME	ECAT-WIN-2008
HOSTNAME	ftp.netwitness.com
INTERNAL IP ADDRESS	66.104.20.243
DEVICE ID	224935
DEVICE TYPE	Fibre Channel SAN Switch
MAC ADDRESS	00:13:E8:AF:68:0F
FACILITY	Austin D2
BUSINESS UNIT	US-Finance,Payroll
DEVICE OWNER	1, Admin1,2, admin
BUSINESS PROCESSES	Busi. Process 1, Busi. Process 2

At the bottom of the panel, it indicates '1 Asset' and 'Time Window: ALL DATA | Last Updated: (a few seconds ago)'.

Field	Description
Criticality Rating	The device operational criticality based on the applications it supports. The criticality ratings can be set as Not Rated, Low, Medium-Low, Medium, Medium-High, or High.
Risk Rating	The calculated risk rating for the device based on the most recent assessment and the average risk rating of facilities using the device. The risk rating can be set as Severe, High, Medium, Low, or Minimal.
Device Name	The unique name of the device.
Host Name	The host name of the device.
IP Address	The primary internal IP address of the device.
Device ID	The automatically populated value that uniquely identifies the record across all applications within the system.
Type	The device type, for example, server, laptop, desktop, and others.
Facilities	Links to records in the Facilities application that are related to this device.
Business Unit	Links to records in the Business Unit application that are related to this device. For more than three business unit values, you can hover over the field to view the values.
Device Owner	The person who is responsible for the device and receives read and update rights of the record.

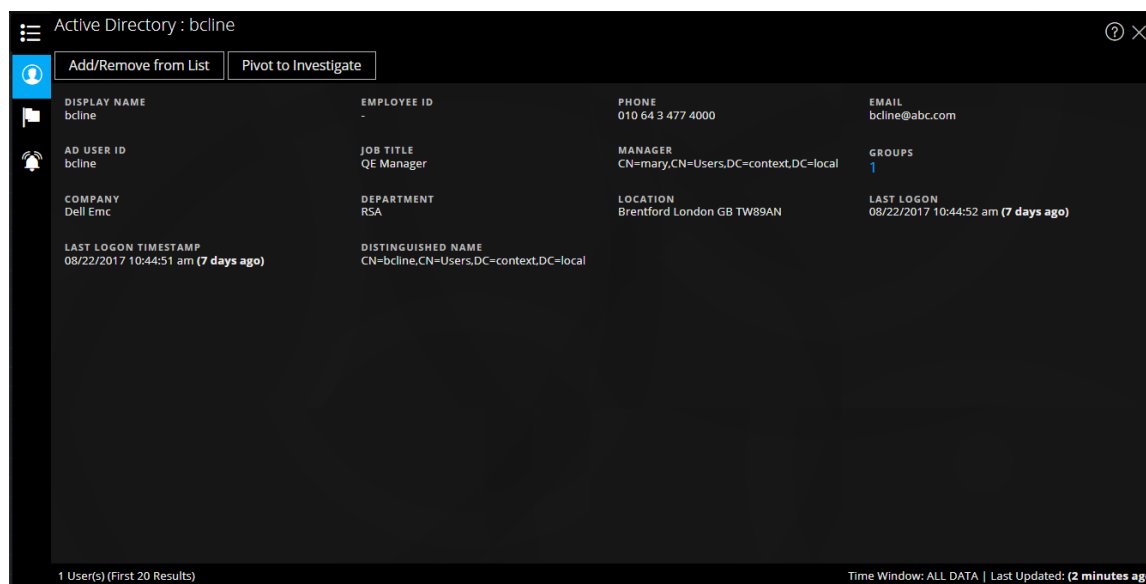


Field	Description
Count	The number of assets available.
Time Window	The time window based on the value that is set for the "Query Last" field in the Configure Responses dialog. By default, all data for Archer is fetched.
Last Updated	The time when Context Hub fetched and stored the lookup data in cache.

**Note:** In the localized versions, only these twelve fields are displayed: Criticality Rating, Risk Rating, Device Owner, Business Unit, Host Name, MAC Address, Facilities, IP Address, Type, Device ID, Device Name, and Business Processes.

### Active Directory Tab

The following figure is an example of a Context Lookup panel for Active Directory.



The Context Lookup panel for Active Directory displays all the related information, incidents, and alerts for a user. You can perform a look up using the following formats:

- userPrincipalName
- Domain\UserName
- sAMAccountName

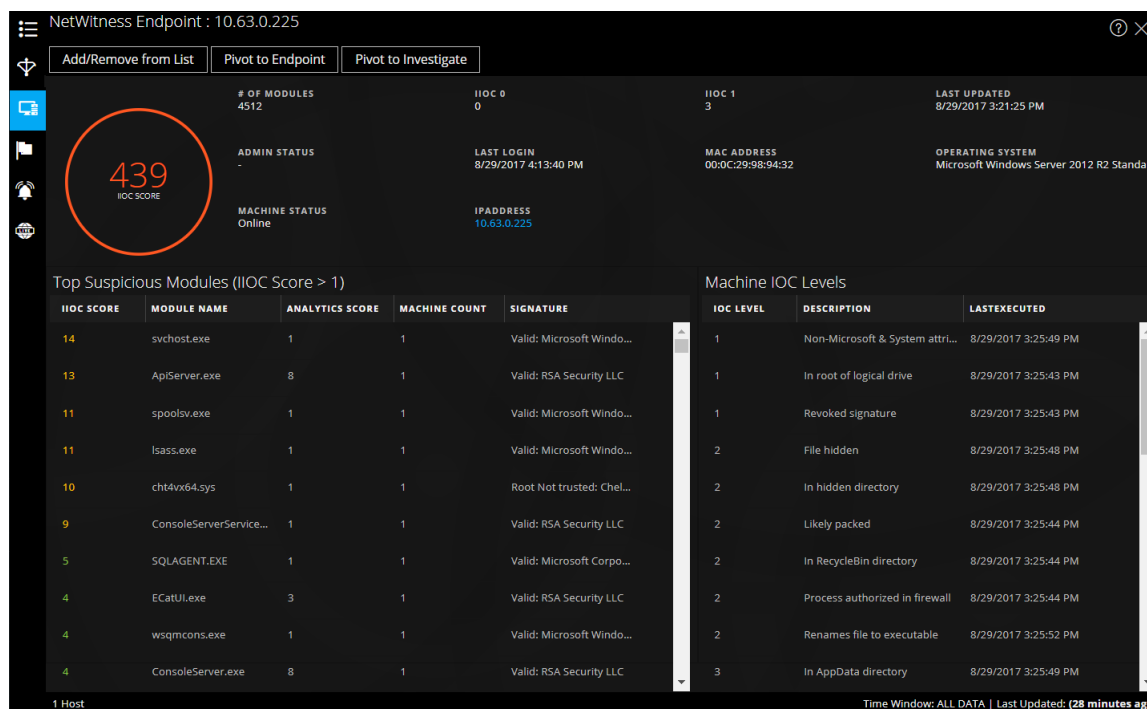
The following information is displayed for Active Directory.

Field	Description
Display Name	The name of the user.
Employee ID	The employee ID of the user.

Field	Description
Phone	The phone number of the user.
Email	The email ID of the user.
AD User ID	The unique identification of the user within an organization.
Job Title	The designation of the user.
Manager	The name of the user's manager.
Groups	The list of groups of which the user is a member.
Company	The name of the user's company.
Department	The department name to which the user belongs within the organization.
Location	The location of the user.
Last Logon	The time when the user logged into the system, only if the Global Catalogue is defined.
Last Logon TimeStamp	The time when the user logged into the system.
Distinguished Name	The unique name assigned to the user.
Count	The number of users.
Time Window	The time window based on the value that is set for the "Query Last" field in the Configure Data Source Settings dialog. By default, all data for Active Directory is fetched.
Last Updated	The time when Context Hub fetched and stored the lookup data in cache.

### NetWitness Endpoint Tab

The following figure is an example of the Context Lookup panel for NetWitness Endpoint.



The following information displayed for IIOCs.

Field	Description
# Of Modules	The number modules that are looked up.
Admin Status	The admin status (if any).
Last Updated	The time when the data was last refreshed.
Last Login	The time when the user last logged in.
MAC Address	The Machine MAC Address.
Operating System	The Version of the Operating System used by the NetWitness Endpoint machine.
Machine Status	The state of the module being viewed: Online, Offline, Active, or Inactive.
IP Address	The IP address of the specific module.

The following information is displayed for modules.

Field	Description
IIOC Score	A machine IIOC score is an aggregated score based on the module scores. This is based on the value set for Minimum IIOC Score field in the Context Hub Data Source Settings dialog. The default value for Minimum IIOC Score is 500. See "Configure Context Hub Data Source Settings" in the <i>Context Hub Configuration Guide</i> .

Field	Description
Module Name	The name of the module that is being looked up.
Analytic Score	The number of active files for the selected machine.
Machine Count	The number of machines on which that particular IOC got triggered.
Signature	Indicator of whether the file is signed or unsigned, valid or invalid, and signatory information. For example, Google, Apple, and so on.

The following information is displayed for machines.

Field	Description
IOC Levels	The IOC levels.
Description	The description for the IOC level if available.
Last executed	The time when the action was executed.
Count	The number of hosts that are being looked up.
Time Window	The time window based on the value set for the Query Last field in the Configure Data Source Settings dialog. By default, all data for NetWitness Endpoint is fetched.
Last Updated	The time when scan results were last updated in NetWitness Endpoint database.

## Alerts Tab

The following figure is an example of Context Panel for Alerts that is displayed based on time first (Newest to Oldest) and then severity.

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	INCIDENT ID
01/06/2020 07:58:44 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-3
01/06/2020 07:58:39 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-4
01/06/2020 07:58:39 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-11
01/06/2020 07:58:35 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-10
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-7
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-19
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-5
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-13
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-9
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-14
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-18
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-12
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-8
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-17

The following information is displayed in the Context Lookup panel for Alerts.

Field	Description
Created	The date and time when the alert was created.
Severity	The severity value of the alerts.
Name	The name of the alert. You can click the name to view the details of a specific alert.
Source	The alert source name from which the alert is triggered.
#Events	The number of events associated with the alert.
Incident ID	The ID of the incident (if any) with which the alert is associated. You can click the ID to view the details of a specific alert.
Count	The number of alerts. By default only the first 100 alerts are displayed. For more information on how to configure the settings, see "Configure Context Hub Data Source Settings" in the <i>Context Hub Configuration Guide</i> .
Time Window	The time window based on the value set for the Query Last field in the Configure Data Source Settings dialog. By default, the alert data for last 7 days is fetched.
Last Updated	The time when contextual data was last fetched from data source.

## Incidents Tab

The following figure is an example of the Context Panel for Incidents, which is based on time first (Newest to Oldest) and then priority status.

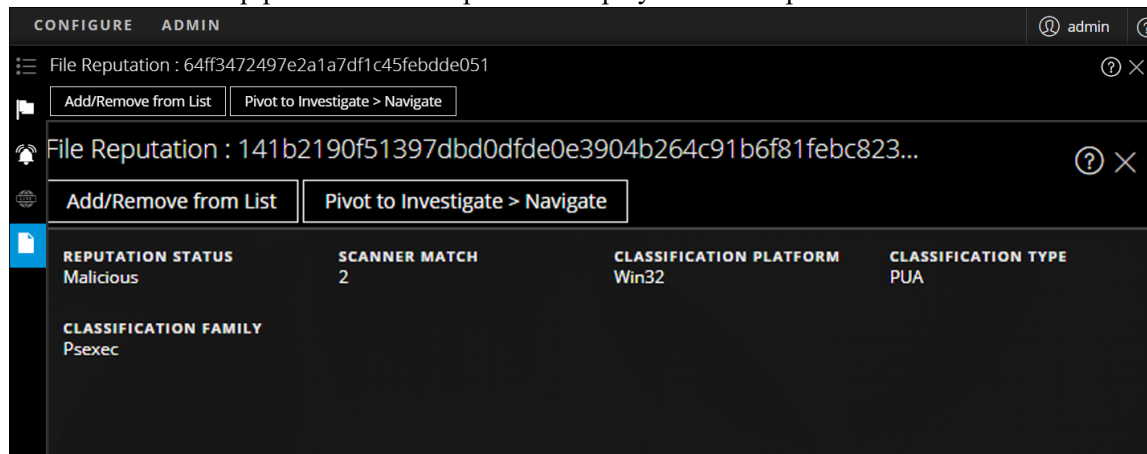
CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-19	High Risk Alerts: ESA for 10. [redacted]	REMIEDIATION_REQUESTED	analyst1	3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-18	High Risk Alerts: ESA for 10. [redacted]	REMIEDIATION_REQUESTED	analyst1	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-17	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-16	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-15	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	42
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-14	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-13	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-12	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-11	High Risk Alerts: ESA for 10. [redacted]	NEW		3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-10	High Risk Alerts: ESA for 10. [redacted]	NEW		3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-9	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-8	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:30 pm (4 days ago)	CRITICAL	90	INC-7	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:30 pm (4 days ago)	CRITICAL	90	INC-5	High Risk Alerts: ESA for 10. [redacted]	NEW		2

The following information is displayed in the Context Lookup panel for Incidents.

Field	Description
Created	The date when the incident was created.
Priority	The priority status of the incidents.
Risk Score	The risk score of the incidents.
ID	The Incident ID of the incident. You can click on the ID to display further details about the incident.
Name	The incident name.
Status	The status of the incident
Assignee	The current owner of the incident.
Alerts	The number of alerts associated with the incident.
Count	The number of incidents. By default only the first 100 incidents are displayed. For more information on how configure the settings, see "Configure Context Hub Data Source Settings" in the <i>Context Hub Configuration Guide</i> .
Time Window	The time window based on the value set for the Query Last field in the Configure Data Source Settings dialog. By default, the alert data for last 7 days is fetched.
Last Updated	The time when contextual data was last fetched from data source.

## File Reputation Tab

The Context Lookup panel for File Reputation displays the file reputation status of a file.



REPUTATION STATUS	SCANNER MATCH	CLASSIFICATION PLATFORM	CLASSIFICATION TYPE
Malicious	2	Win32	PUA

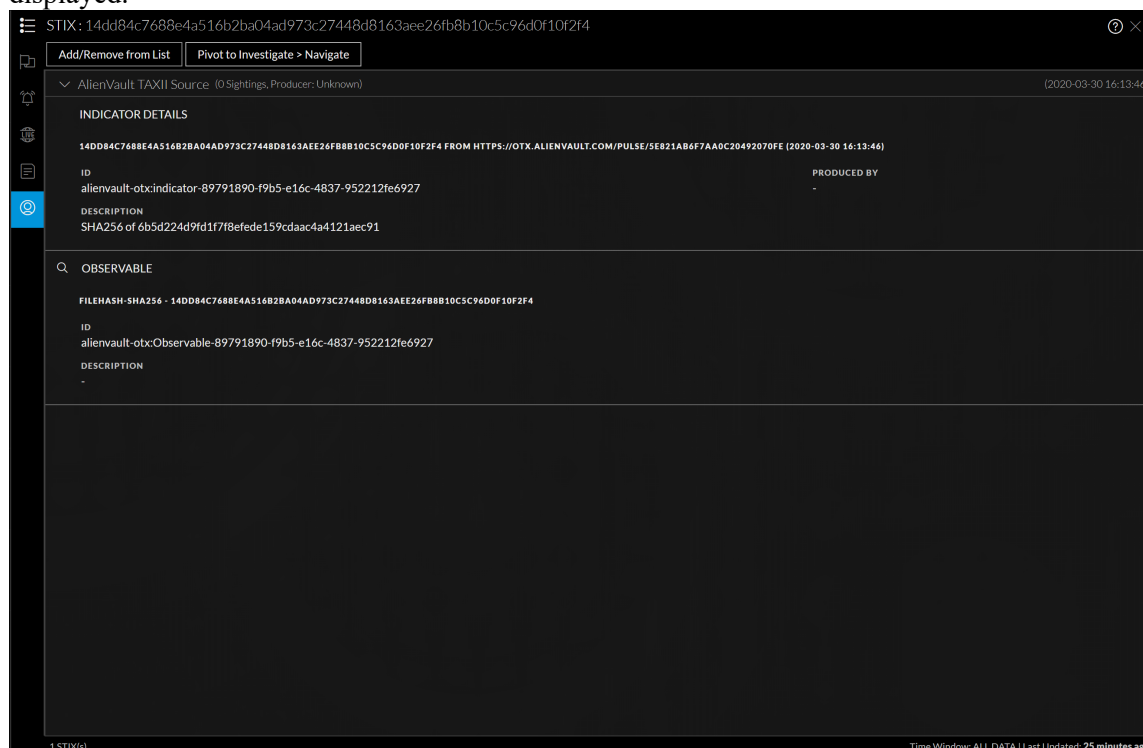
CLASSIFICATION FAMILY  
Psexec

Field	Description
Reputation Status	Reputation Status of filehash. For more information about reputation status, see "View Reputation of files" in the <i>UEBA User Guide</i> .

Field	Description
Scanner Match	Number of scanners that detected malware or suspicious activity in the last scan.
Classification Platform	Classification for the queried filehash based on the platform. For example, the platform can be Win 32.
Classification Type	Classification for the queried filehash based on the type.
Classification Family	Classification for the queried filehash based on the malware family name.

## TI Tab

The following figure is an example of a Context Panel for TI, and the table describes the information displayed.



Field	Description
Data Source name	Displays the STIX data source name from where the data is retrieved.
Timestamp	The time when the event was created.

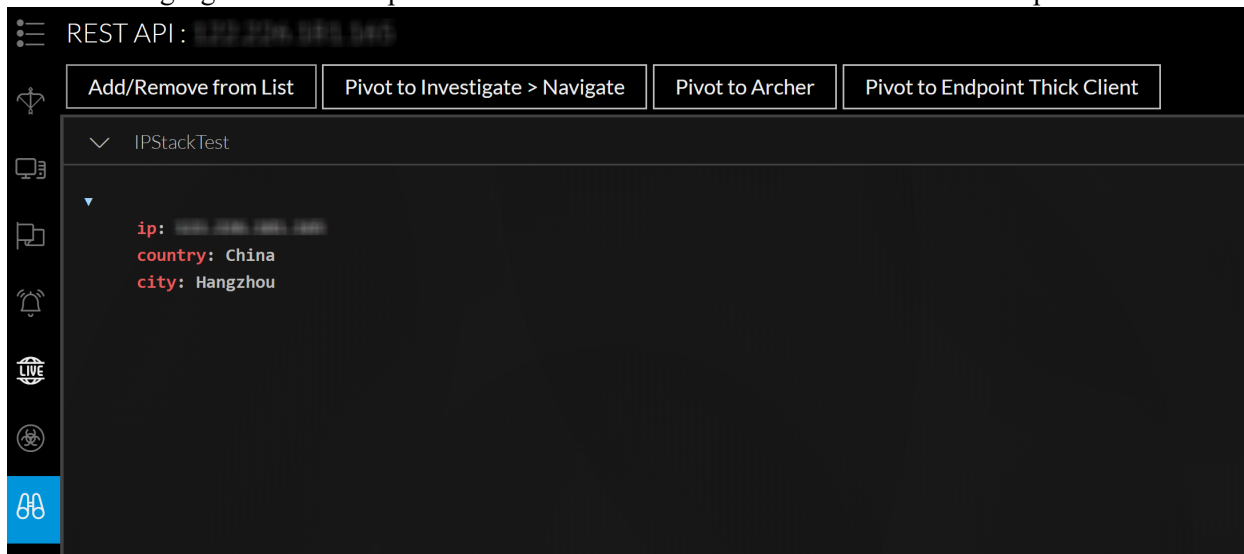
Field	Description
Indicator Details	<p>Indicator Title: Displays the details that contains a pattern that can be used to detect suspicious or malicious cyber activity.</p> <p>ID: Displays the ID of the selected indicator.</p> <p>Produced by: Displays the user role who requested for the STIX data.</p> <p>Description: Displays details about the selected IP address which are being watch listed.</p>
Observable	<p>Observable Title: Displays and conveys information about cyber security related entities such as files, systems, and networks using the STIX Cyber-observable Objects (SCOs).</p> <p>ID: Displays the ID of the selected observable.</p>
(Optional) SightingsREST	<p>Sightings Title: Displays the name of the sighting source.</p> <p>Confidence: Displays the criticality of the sighting.</p> <p>Reference: Displays the reference URL of the sighting source.</p>

## REST API Tab

The Context Lookup panel for REST API shows HTML or JSON response (based on the response type configured) associated with the selected entity or meta value.

**Note:** For JSON response type, the fields that are mapped with friendly names (during REST API configuration) are only displayed for context Lookup. If you have not mapped any fields, all fields are displayed for context lookup.

The following figure is an example of the Context Panel for REST API with JSON response:





The following figure is an example of the Context Panel for REST API with HTML response:

