



NetWitness Respond User Guide

for RSA NetWitness® Platform 11.5



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NetWitness Respond Process

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.

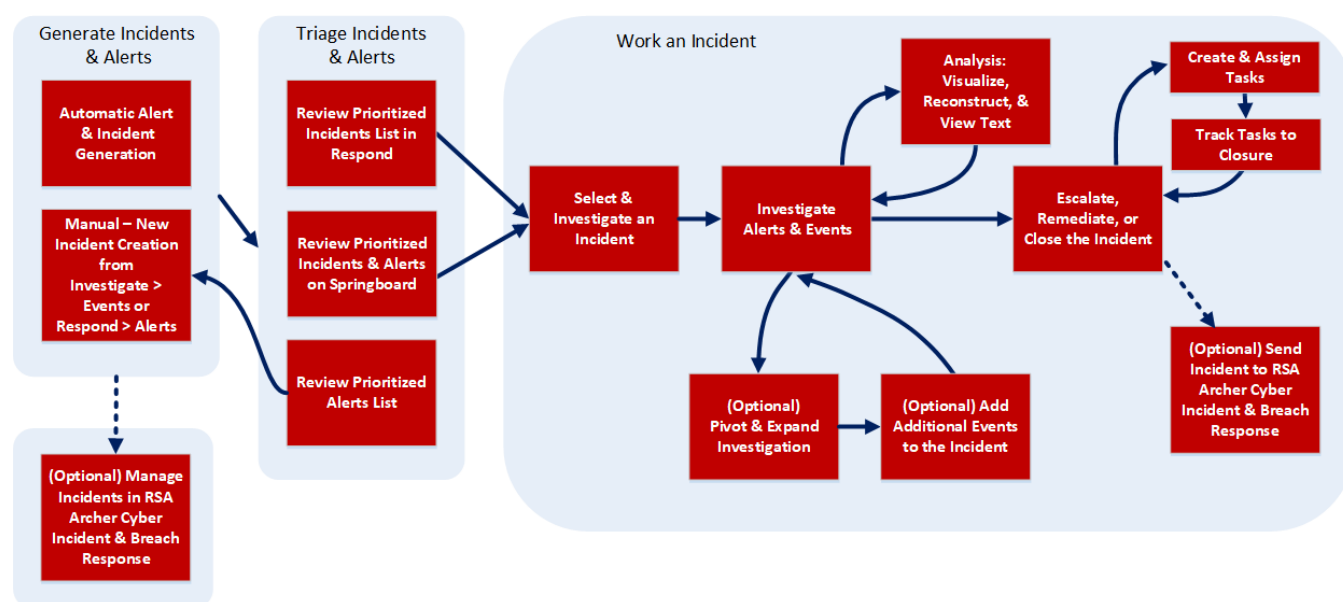
The stages in the NetWitness Respond process are:

- **Generate Incidents & Alerts**
 - Automatic Alert & Incident Generation
 - Manual - New Incident Creation from Investigate > Events or Respond > Alerts
 - (Optional) Manage Incidents in RSA 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 RSA Archer Cyber Incident & Breach Response. (In NetWitness Platform version 11.2 and later, if RSA Archer is configured as a data source in Context Hub, you can send incidents to RSA 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 RSA NetWitness® Platform 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.

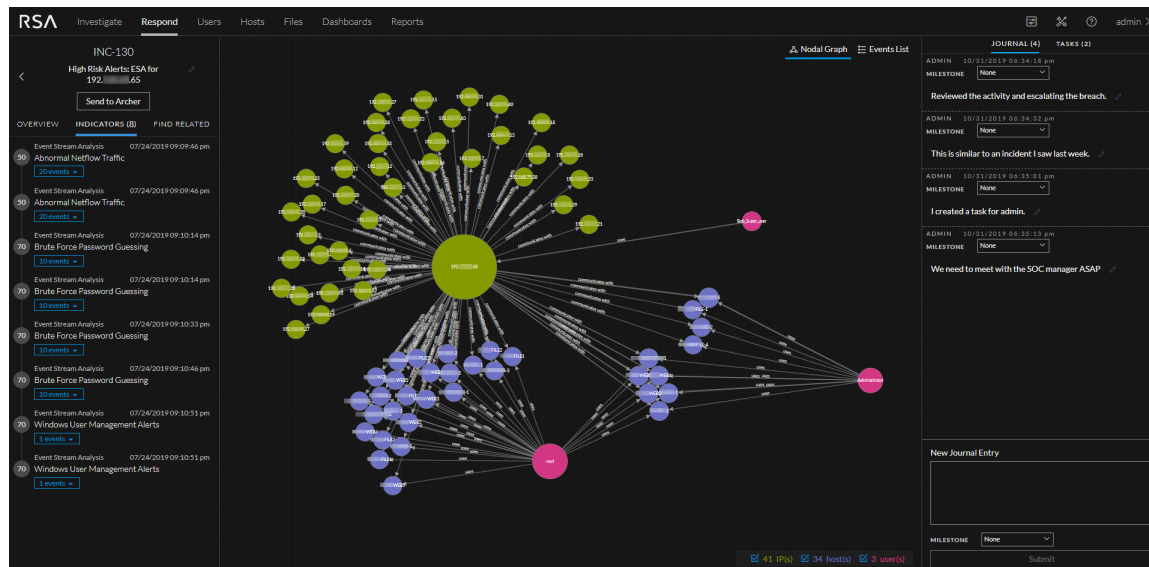
Within the Respond view, you can see Incidents, Alerts, and Tasks:

- **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 Platform and create incidents from selected alerts.
- **Tasks:** Enables you to view and manage the complete list of tasks created for all incidents.

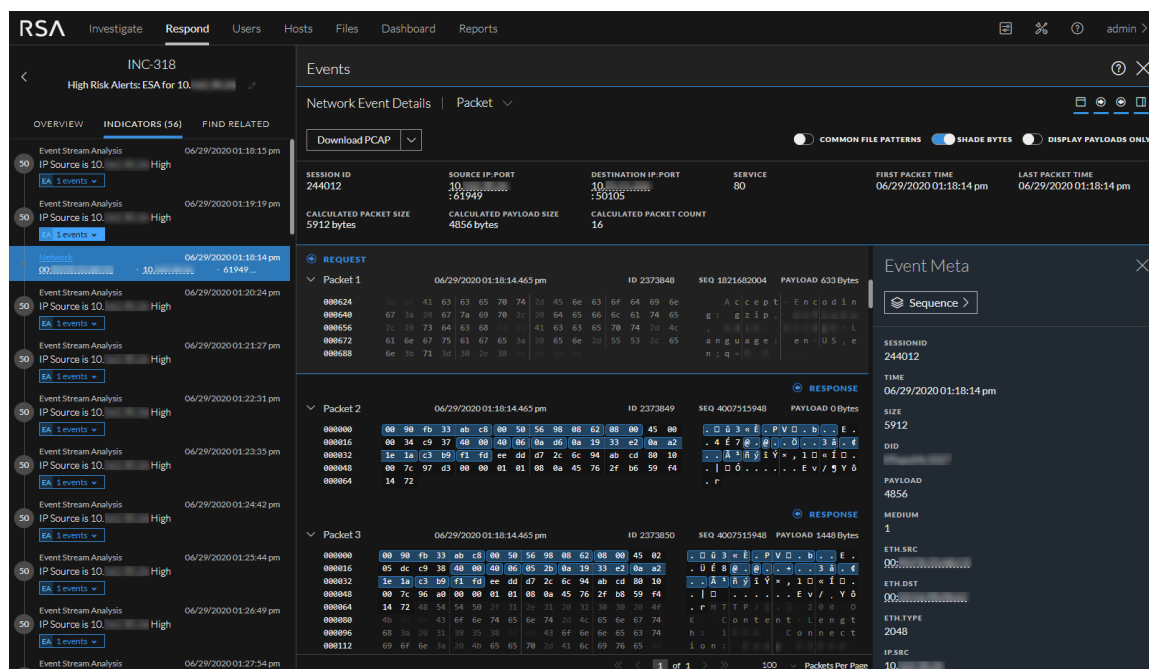
If you navigate to Respond > Incidents, you can see the Incidents List view and from there you can access the Incident Details view for a selected incident. These are the main views that you use to respond to incidents. The following figure shows the list of prioritized incidents in the **Incidents List**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

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
05/05/2020 02:13:41 pm	CRITICAL	100	INC-610	Threshold Breached for FILE-SM5chost.exe	New		1
05/05/2020 05:16:05 am	CRITICAL	100	INC-72	Threshold Breached for FILE-ychost.exe	New		8
05/05/2020 05:15:04 am	CRITICAL	100	INC-70	Threshold Breached for FILE-Evops.dll	Task Requested	analyst	4
05/05/2020 05:14:34 am	CRITICAL	100	INC-68	Threshold Breached for FILE-NWSDriver20073.sys	New		7
05/05/2020 04:28:04 am	CRITICAL	100	INC-22	Threshold Breached for FILE-ychost.exe	New		9
05/05/2020 04:28:04 am	CRITICAL	100	INC-21	Threshold Breached for FILE-SM5chost.exe	New		8
05/05/2020 04:28:04 am	CRITICAL	100	INC-20	Threshold Breached for FILE-ychost.exe	New		9
05/05/2020 04:27:34 am	CRITICAL	100	INC-19	Threshold Breached for FILE-llhost.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-13	Threshold Breached for FILE-cmd.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-dsm.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-682	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 03:20:29 pm	HIGH	30	INC-673	High Risk Alerts: ESA for 10.10.10.10	New		29
05/05/2020 02:20:26 pm	HIGH	30	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-580	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:20:20 pm	HIGH	30	INC-532	High Risk Alerts: ESA for 10.10.10.10	New		56
05/05/2020 01:10:12 pm	HIGH	60	INC-530	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	30	INC-488	High Risk Alerts: ESA for 10.10.10.10	New		56

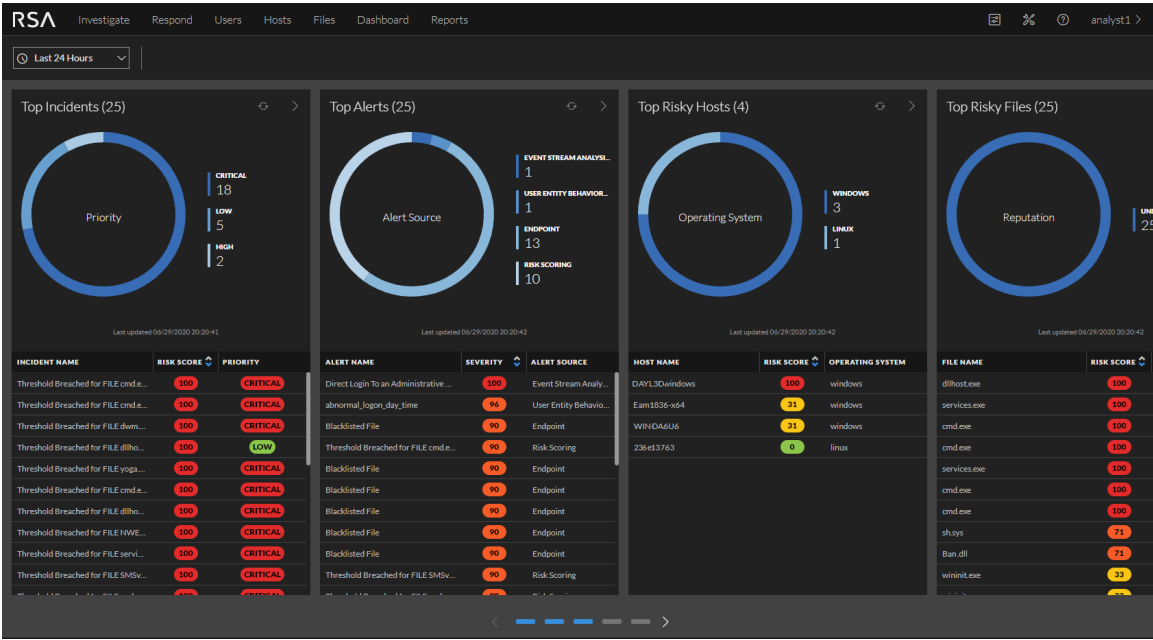
The next figure shows an example of details available in the **Incident Details** view.



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.

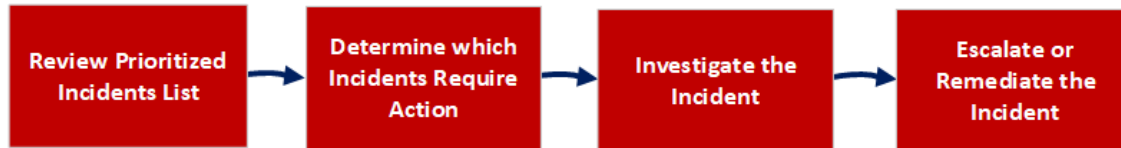


In NetWitness Platform Version 11.4 and later, alerts and incidents are also displayed in the Springboard by default. Springboard is a landing page for analysts showing them all risks detected by the platform in a single place. For more information on the Springboard, see "Managing the Springboard" in the *NetWitness Platform Getting Started Guide*. Go to the [Master Table of Contents](#) to find all RSA NetWitness Platform 11.x documents.



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 Platform, 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.

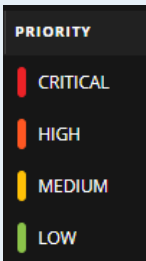
1. Log in to NetWitness Platform.

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 02:12:41 pm	CRITICAL	100	INC-610	Threshold Breached for FILE SM5octHost.exe	New		1
05/05/2020 05:16:05 am	CRITICAL	100	INC-72	Threshold Breached for FILE svchost.exe	New		6
05/05/2020 05:15:04 am	CRITICAL	100	INC-70	Threshold Breached for FILE vssadll	Task Requested	analyst	4
05/05/2020 05:14:34 am	CRITICAL	100	INC-68	Threshold Breached for FILE IOWEDriver30675.jar	New		7
05/05/2020 04:28:04 am	CRITICAL	100	INC-22	Threshold Breached for FILE svchost.exe	New		9
05/05/2020 04:28:04 am	CRITICAL	100	INC-21	Threshold Breached for FILE SM5octHost.exe	New		6
05/05/2020 04:28:04 am	CRITICAL	100	INC-20	Threshold Breached for FILE svchost.exe	New		9
05/05/2020 04:27:34 am	CRITICAL	100	INC-19	Threshold Breached for FILE dlhost.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-15	Threshold Breached for FILE cmd.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 dsm.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-580	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 Critical incident, orange represents a High risk incident, yellow indicates a Medium risk incident, and green represents a Low 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: 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 selected. For example: **Showing 1000 out of 1115 items | 3 selected.** The maximum number of incidents that you can view at one time is 1,000.

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

Last 24 Hours

INCIDENT ID

INC-###

PRIORITY

☐ Low

☐ Medium

☐ High

☒ Critical

STATUS

☐ New

☐ Assigned

☐ In Progress

☐ Task Requested

☐ Task Complete

☐ Closed

☐ Closed - False Positive

ASSIGNEE

☐ Show only unassigned incidents

CATEGORIES

Reset Save Save as...

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.

The screenshot shows the 'TIME RANGE' configuration in NetWitness Respond. The 'CUSTOM DATE RANGE' toggle is enabled. The 'START DATE' is 01/09/2020 12:00:00 AM and the 'END DATE' is 01/11/2020 12:00:00 AM. A calendar for January 2020 is displayed, with the 11th highlighted in blue. At the bottom, the time is set to 12:00:00 AM.

- **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 RSA 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**.


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 Platform 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**.

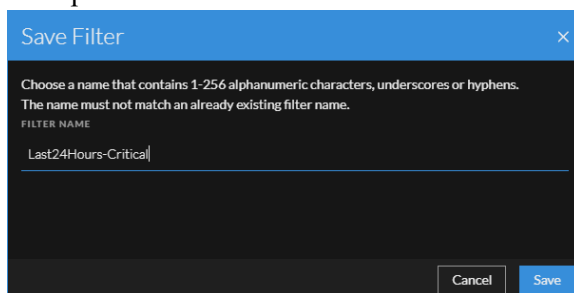
Save the Current Incidents Filter

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

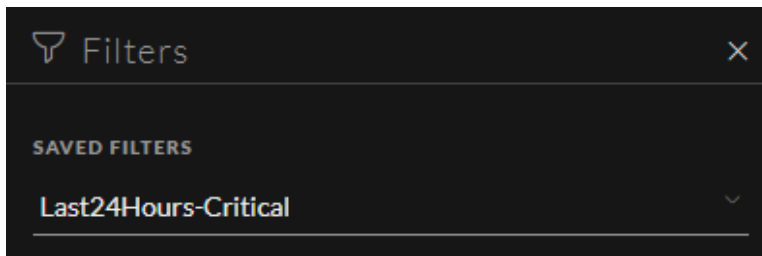
Saved filters provide a way for analysts to save and quickly apply specific filter conditions to the list of incidents. You can also use these filters to customize the Springboard landing page. For example, you may want to create a filter to show only critical incidents over the last 24 hours.

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.

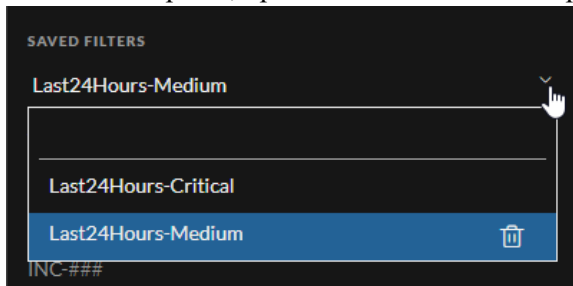
1. In the Filters panel **Saved Filters** drop-down list, select a saved filter.
2. Update your filter selections and click **Save**.


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.

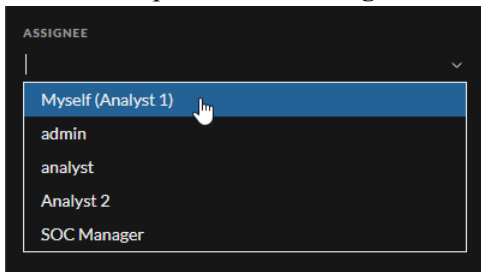


2. Next to the filter name, click  to delete it.

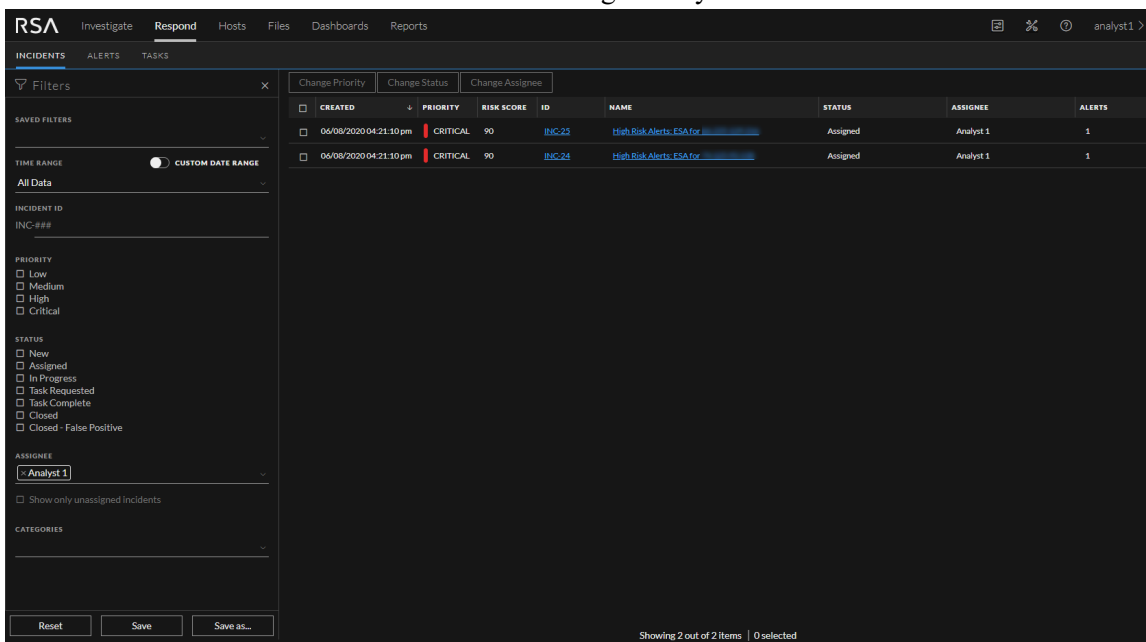
View My Incidents

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.

Filters

×

SAVED FILTERS

TIME RANGE

CUSTOM DATE RANGE

All Data

INCIDENT ID

INC-25

2. 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.

RSA
Investigate
Respond
Hosts
Files
Dashboards
Reports
🔍 ⚙️ ⓘ analyst1

INCIDENTS
ALERTS
TASKS

Filters

SAVED FILTERS

TIME RANGE ⏮️ ☒ CUSTOM DATE RANGE

All Data

INCIDENT ID


INC-25

Change Priority
Change Status
Change Assignee

<input type="checkbox"/>	CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
<input type="checkbox"/>	06/08/2020 04:21:10 pm	CRITICAL	90	INC-25	High Risk Alerts: RSA for	Assigned	Analyst 1	1


Sort the Incidents List

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

INCIDENTS										ALERTS	TASKS
	Change Priority	Change Status	Change Assignee	Delete							
<input type="checkbox"/>	CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS			
<input type="checkbox"/>	06/28/2020 09:22:27 pm	<div><div></div>LOW</div>	10	RHC-797	My ESA Alerts Low for 10...	New		1			
<input type="checkbox"/>	06/28/2020 09:34:27 pm	<div><div></div>LOW</div>	10	RHC-798	My ESA Alerts Low for 10...	New		1			
<input type="checkbox"/>	06/29/2020 09:23:21 pm	<div><div></div>LOW</div>	10	RHC-797	My ESA Alerts Low for 10...	New		1			
<input type="checkbox"/>	06/29/2020 09:22:20 pm	<div><div></div>LOW</div>	10	RHC-796	My ESA Alerts Low for 10...	New		1			
<input type="checkbox"/>	06/29/2020 09:22:20 pm	<div><div></div>HIGH</div>	50	RHC-795	High Risk Alerts: ESA for 10...	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).

INCIDENTS										ALERTS	TASKS
<div><div><div></div></div><div>Change Priority</div><div>Change Status</div><div>Change Assignee</div><div>Delete</div></div>											
<input type="checkbox"/>	CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS			
<input type="checkbox"/>	06/29/2020 09:29:07 am	LOW	10	INC-87	My ESA Alerts Low for 10	New		1			
<input type="checkbox"/>	06/29/2020 09:30:13 am	LOW	10	INC-88	My ESA Alerts Low for 10	New		1			
<input type="checkbox"/>	06/29/2020 09:31:13 am	LOW	10	INC-89	My ESA Alerts Low for 10	New		1			
<input type="checkbox"/>	06/29/2020 09:32:18 am	LOW	10	INC-90	My ESA Alerts Low for 10	New		1			
<input type="checkbox"/>	06/29/2020 09:33:23 am	LOW	10	INC-91	My ESA Alerts Low for 10	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.

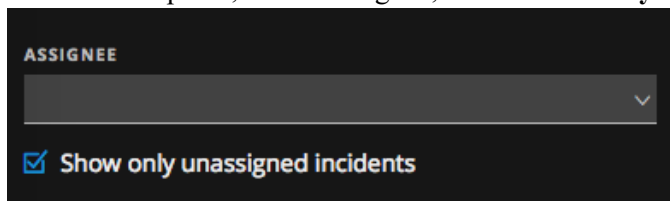
INCIDENTS						
Change Priority Change Status Change Assignee Delete						
CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE
06/29/2020 05:36:41 pm	CRITICAL	100	INC-378	Threshold Breached for FILE cmd.exe	Assigned	Analyst 1
06/29/2020 03:33:10 pm	CRITICAL	100	INC-452	Threshold Breached for FILE cmd.exe	Assigned	Analyst 1
06/29/2020 03:33:10 pm	CRITICAL	100	INC-451	Threshold Breached for FILE cmd.exe	New	
06/29/2020 12:51:09 pm	CRITICAL	100	INC-289	Threshold Breached for FILE powershell	New	
06/29/2020 12:51:09 pm	CRITICAL	100	INC-288	Threshold Breached for FILE cmd.exe	New	

View Unassigned Incidents

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

You can view unassigned incidents using the Filter.

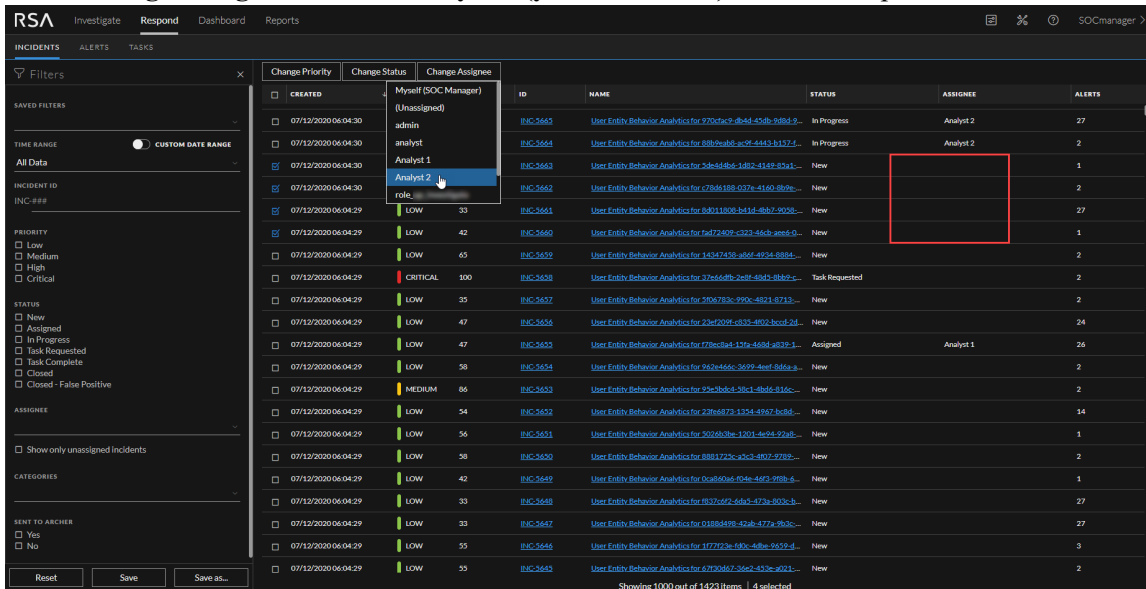
1. If you cannot see the Filter panel, in the Incident List view toolbar, click .
2. In the Filters panel, under Assignee, select **Show only unassigned incidents**.



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.

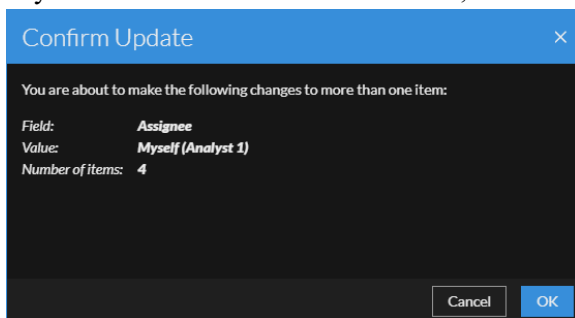


The screenshot shows the NetWitness Respond interface with the incident list view. The left sidebar contains filters for Time Range, Incident ID, Priority, Status, Assignee, and Categories. The main area displays a table of incidents. The 'Change Assignee' dropdown menu is open, showing 'Myself (SOC Manager)' as the selected option. The incident list is filtered to show only unassigned incidents.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
07/12/2020 06:04:30	LOW	33	INC-3662	User Entity Behavior Analytics for 3750a0c2-d8d4-45b6-988d-9...	In Progress	Analyst 2	27
07/12/2020 06:04:30	LOW	65	INC-3664	User Entity Behavior Analytics for 08b7a0b0-3c9f-4443-b157-1...	In Progress	Analyst 2	2
07/12/2020 06:04:30	LOW	33	INC-3663	User Entity Behavior Analytics for 3d64d484-3482-416f-83a1-...	New		1
07/12/2020 06:04:30	LOW	33	INC-3662	User Entity Behavior Analytics for c786b189-037e-4160-8b7e-...	New		2
07/12/2020 06:04:29	LOW	33	INC-3661	User Entity Behavior Analytics for 84011808-b41d-46b7-9038-...	New		27
07/12/2020 06:04:29	LOW	42	INC-3660	User Entity Behavior Analytics for 7ad74909-c3d2-46b0-9e6d-0...	New		1
07/12/2020 06:04:29	LOW	65	INC-3659	User Entity Behavior Analytics for 14347438-866f-4934-8884-...	New		2
07/12/2020 06:04:29	CRITICAL	300	INC-3638	User Entity Behavior Analytics for 37d4d4b0-2a8f-48d4-9bb2-...	Task Requested		2
07/12/2020 06:04:29	LOW	35	INC-3637	User Entity Behavior Analytics for 2f04783c-990c-4921-8713-...	New		2
07/12/2020 06:04:29	LOW	47	INC-3636	User Entity Behavior Analytics for 23ef0208-c331-4602-b0cd-2d...	New		24
07/12/2020 06:04:29	LOW	47	INC-3635	User Entity Behavior Analytics for 778edc44-157e-468d-9539-1...	Assigned	Analyst 1	26
07/12/2020 06:04:29	LOW	58	INC-3634	User Entity Behavior Analytics for 942e446c-3699-4eef-8d6a-8...	New		2
07/12/2020 06:04:29	MEDIUM	66	INC-3633	User Entity Behavior Analytics for 95c3b6d6-50c1-4b0d-416c-...	New		2
07/12/2020 06:04:29	LOW	54	INC-3632	User Entity Behavior Analytics for 23968729-1254-4967-bc8d-...	New		14
07/12/2020 06:04:29	LOW	56	INC-3631	User Entity Behavior Analytics for 5026b38e-1201-4e04-29ab-...	New		1
07/12/2020 06:04:29	LOW	36	INC-3630	User Entity Behavior Analytics for 8881722c-9c03-4807-9789-...	New		2
07/12/2020 06:04:29	LOW	42	INC-3629	User Entity Behavior Analytics for 0a6b0a6c-f04e-44f3-9f8b-4...	New		1
07/12/2020 06:04:29	LOW	33	INC-3628	User Entity Behavior Analytics for 8b37a072-d6d4-473a-803c-b...	New		27
07/12/2020 06:04:29	LOW	33	INC-3627	User Entity Behavior Analytics for 0188d499-424b-477a-763c-...	New		27
07/12/2020 06:04:29	LOW	55	INC-3626	User Entity Behavior Analytics for 1077923e-190c-4d8e-9d59-4...	New		3
07/12/2020 06:04:29	LOW	55	INC-3625	User Entity Behavior Analytics for 47703682-386c-433e-4021-...	New		2

Showing 1000 out of 1423 items | 4 selected

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



You can see a successful change notification.

The screenshot shows the NetWitness Respond interface with a green notification banner at the top stating "Your change was successful". Below the notification, a table lists incidents with columns for ID, NAME, STATUS, ASSIGNEE, and ALERTS. A red box highlights the "ASSIGNEE" column for several incidents, showing they are assigned to "Analyst 2".

ID	NAME	STATUS	ASSIGNEE	ALERTS
INC-3665	User Entity Behavior Analytics for 9704fac2-d84d-45db-908d...	In Progress	Analyst 2	27
INC-3664	User Entity Behavior Analytics for 8889a9b8-ac9f-4443-b472...	In Progress	Analyst 2	2
INC-3663	User Entity Behavior Analytics for 2de4484d-1402-4149-8241...	Assigned	Analyst 2	1
INC-3662	User Entity Behavior Analytics for c7846108-007e-4160-8b7e...	Assigned	Analyst 2	2
INC-3661	User Entity Behavior Analytics for 8d111908-b41d-48b7-9038...	Assigned	Analyst 2	27
INC-3660	User Entity Behavior Analytics for 9e727807-c373-46db-9ee6-0...	Assigned	Analyst 2	1
INC-3659	User Entity Behavior Analytics for 14347438-306f-4954-8884...	New		2
INC-3658	User Entity Behavior Analytics for 37c66d8b-2e8f-4848-3b09-...	Task Requested		2
INC-3657	User Entity Behavior Analytics for 9064783c-990c-4921-8713...	New		2
INC-3656	User Entity Behavior Analytics for 23c6028f-c335-4802-b0cd-2...	New		24
INC-3655	User Entity Behavior Analytics for 77bed1ad-15fa-468d-a839-1...	Assigned	Analyst 1	26
INC-3654	User Entity Behavior Analytics for 952e466c-3699-4ee7-8f6a...	New		2
INC-3653	User Entity Behavior Analytics for 95c2bdc8-38c1-4b6b-816c...	New		2
INC-3652	User Entity Behavior Analytics for 229e6873-1354-4b67-1c8d...	New		14
INC-3651	User Entity Behavior Analytics for 3006b30c-1201-4e04-22ab...	New		1
INC-3650	User Entity Behavior Analytics for 8861723c-a2c3-4007-7789...	New		2
INC-3649	User Entity Behavior Analytics for 0ca860a6-804e-46f5-998b-6...	New		1
INC-3648	User Entity Behavior Analytics for 8337d872-6d4d-472e-803c-b...	New		27
INC-3647	User Entity Behavior Analytics for 01884499-42ab-477a-763c...	New		27
INC-3646	User Entity Behavior Analytics for 3777272e-f80c-4d8e-9539-1...	New		3
INC-3645	User Entity Behavior Analytics for 6730d467-36e2-433e-a031...	New		2

Showing 1000 out of 1423 items | 4 selected

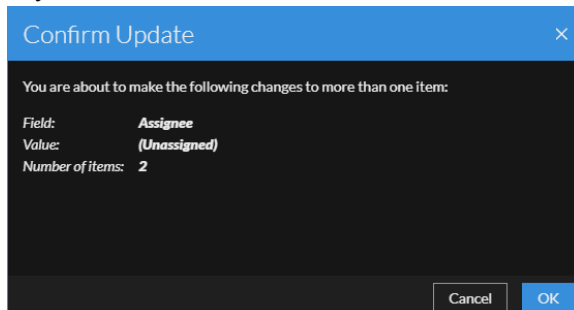
Unassign an Incident

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.

The screenshot shows the RSA Respond interface with the Incident List view. A dropdown menu for 'Change Assignee' is open, showing the '(Unassigned)' option selected. The incident list table displays various incidents with their creation times, priorities, names, statuses, assignees, and alert counts. The table is filtered to show incidents assigned to 'Analyst 1'.

CREATED	PRIORITY	NAME	STATUS	ASSIGNEE	ALERTS
06/08/2020 04:21:10 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	Assigned	Analyst 1	1
06/08/2020 04:21:10 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	Assigned	Analyst 1	1
06/08/2020 04:20:38 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	Assigned	Analyst 1	3
06/08/2020 04:20:37 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	Assigned	Analyst 1	1
06/08/2020 04:20:37 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:37 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:37 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		2
06/08/2020 04:20:37 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:37 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:37 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		2
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		8
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		4
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		1
06/08/2020 04:20:30 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		4
06/08/2020 04:20:45 pm	CRITICAL	High Risk Alerts: ESA for [redacted]	New		2533

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



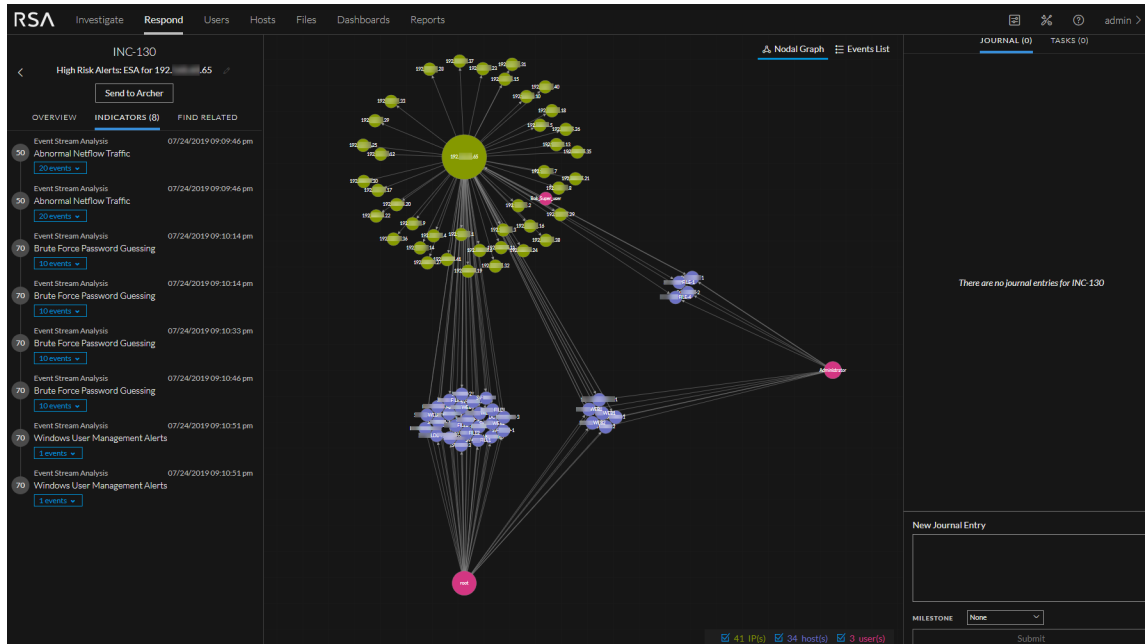
4. Verify that the Status is still correct and make changes as required. To change the status, select one or more incidents, click **Change Status**, and select a new status.
For example, if you assigned an incident to yourself by mistake, you can unassign the incident and

then change the Status from Assigned back to New.

Change Priority		Change Status	Change Assignee	
<input type="checkbox"/>	CREATE	New	RISK SCORE	ID
<input type="checkbox"/>	06/08/2	Assigned	AL 90	INC-25
<input type="checkbox"/>	06/08/2	In Progress	AL 90	INC-24
<input type="checkbox"/>	06/08/2	Task Requested	AL 90	INC-23
<input checked="" type="checkbox"/>	06/08/2	Task Complete	AL 90	INC-22
<input checked="" type="checkbox"/>	06/08/2	Closed	AL 90	INC-22
<input type="checkbox"/>	06/08/2020 04:20:57 pm	Closed - False Positive	CRITICAL 90	INC-21

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:

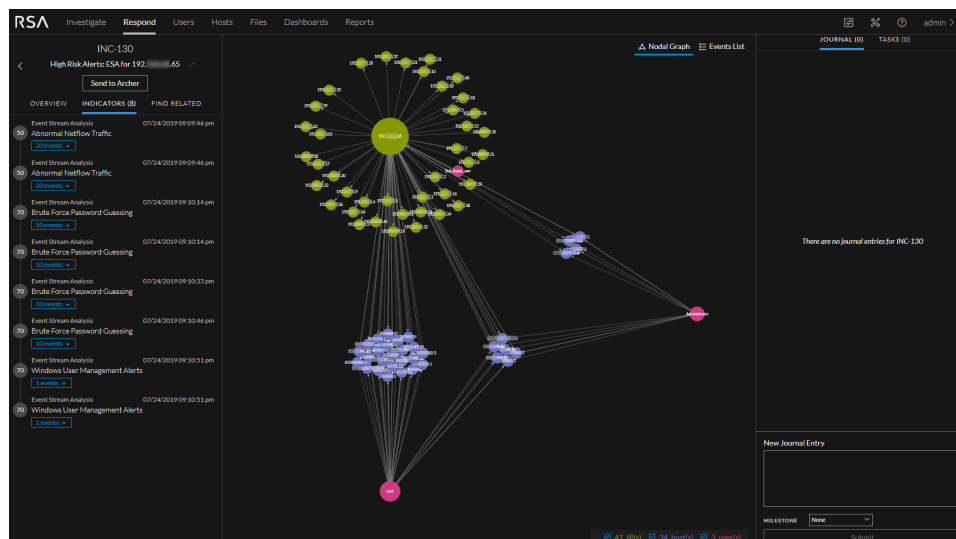
- [View Incident Details](#)
- [View Basic Summary Information about the Incident](#)
- [View the Indicators and Enrichments](#)
- [View and Study the Events](#)
- [View C2 Enrichment Information for Suspected C&C Incidents](#)
- [View and Study the Entities Involved in the Events on the Nodal Graph](#)
- [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.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
10/23/2019 04:27:36 pm	MEDIUM	50	INC-127	Isolated for account 102 at 10/23/19	New		1
10/23/2019 07:29:25 pm	LOW	50	INC-128	Isolated for account 102 at 10/23/19 07:29:25 pm	New		1
10/18/2019 06:34:03 pm	HIGH	45	INC-122	High Risk Alerts: ESA for 192.168.100.65	New		8
10/18/2019 06:34:03 pm	HIGH	70	INC-126	High Risk Alerts: ESA for 192.168.100.65	New		3
10/18/2019 06:34:03 pm	HIGH	50	INC-132	High Risk Alerts: ESA for 192.168.100.74	New		1
10/18/2019 06:34:03 pm	CRITICAL	90	INC-124	High Risk Alerts: ESA for 192.168.100.72	New		1
10/18/2019 06:34:03 pm	HIGH	50	INC-133	High Risk Alerts: ESA for 192.168.100.72	New		1
10/18/2019 06:34:03 pm	HIGH	50	INC-132	High Risk Alerts: ESA for 192.168.100.72	New		4
10/18/2019 06:34:03 pm	HIGH	50	INC-131	High Risk Alerts: ESA for 192.168.100.65	New		1
10/18/2019 06:34:03 pm	HIGH	45	INC-130	High Risk Alerts: ESA for 192.168.100.65	New		8
10/18/2019 06:34:03 pm	HIGH	70	INC-122	High Risk Alerts: NetWitness Endpoint for 192.168.100.65	New		1
10/18/2019 06:34:03 pm	HIGH	70	INC-128	High Risk Alerts: NetWitness Endpoint for 192.168.100.74	New		1
10/18/2019 06:34:03 pm	CRITICAL	90	INC-127	High Risk Alerts: NetWitness Endpoint for 192.168.100.65	New		1
10/18/2019 06:34:03 pm	HIGH	70	INC-126	High Risk Alerts: NetWitness Endpoint for 192.168.100.65	New		1
10/18/2019 06:34:03 pm	CRITICAL	30	INC-125	User Behavior for admin@redwood.com	New		2
10/18/2019 06:34:03 pm	CRITICAL	30	INC-124	User Behavior for admin@redwood.com	New		1
10/18/2019 06:34:03 pm	CRITICAL	30	INC-123	User Behavior for admin@redwood.com	New		2
10/18/2019 06:34:03 pm	CRITICAL	30	INC-122	User Behavior for admin@redwood.com	New		2
10/18/2019 06:34:03 pm	CRITICAL	30	INC-121	User Behavior for admin@redwood.com	New		2
10/18/2019 06:34:03 pm	CRITICAL	90	INC-120	User Behavior for admin@redwood.com	New		3
10/18/2019 06:34:03 pm	CRITICAL	30	INC-117	User Behavior for admin@redwood.com	New		2

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



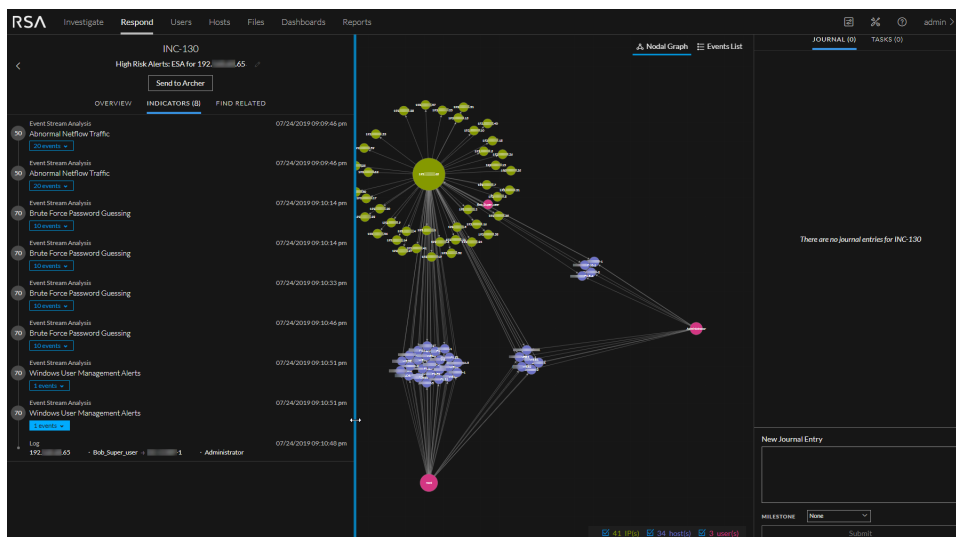
The Incident Details view has the following panels:

- 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 RSA 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 Platform alerts database to find alerts that are related to this incident. You can also add related alerts that you find to the incident.
- **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:

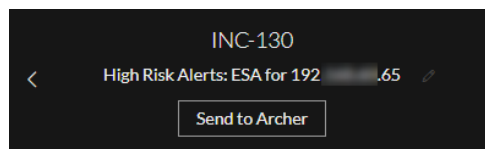


View Basic Summary Information about the Incident

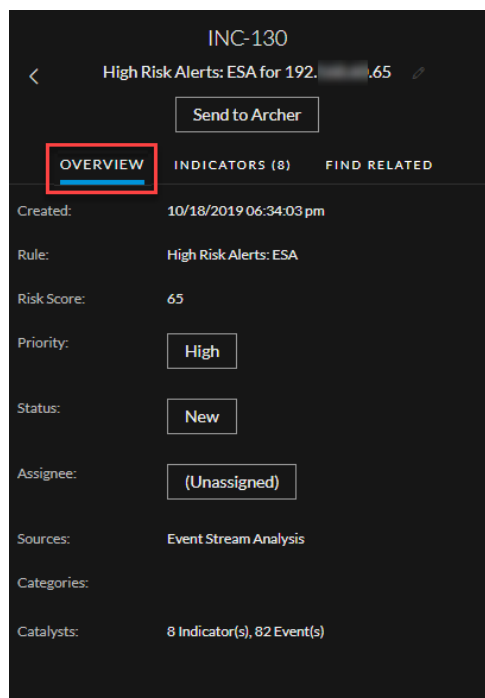
You can view basic summary information about an incident in the Overview panel.

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 RSA 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.



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 screenshot displays the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The 'Respond' tab is active, showing a list of incidents under the 'INCIDENTS' section. The incident list has columns for 'CREATED', 'PRIORITY', 'RISK SCORE', 'ID', 'NAME', 'STATUS', 'ASSIGNEE', and 'ALERTS'. The incident with ID 'INC-130' is selected, and its details are shown in the 'OVERVIEW' panel on the right. The overview panel includes fields for 'Created', 'Rule', 'Risk Score', 'Priority', 'Status', 'Assignee', 'Sources', 'Categories', and 'Catalysts'.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
10/23/2019 04:27:36 pm	MEDIUM	50	INC-129	Incident for seconds [redacted] / archer [redacted]	New		1
10/22/2019 07:29:25 pm	LOW	50	INC-128	Incident for seconds [redacted] / archer [redacted] from 56 [redacted]	New		1
10/19/2019 06:34:03 pm	HIGH	65	INC-127	High Risk Alerts: ESA for 192 [redacted] 52	New		8
10/19/2019 06:34:03 pm	HIGH	70	INC-126	High Risk Alerts: ESA for [redacted] 103	New		5
10/19/2019 06:34:03 pm	HIGH	50	INC-125	High Risk Alerts: ESA for [redacted] 73 [redacted] 74 [redacted]	New		1
10/19/2019 06:34:03 pm	CRITICAL	90	INC-124	High Risk Alerts: ESA for 192 [redacted] 72	New		1
10/19/2019 06:34:03 pm	HIGH	50	INC-123	High Risk Alerts: ESA for 128 [redacted] 78 128 [redacted] 79 [redacted]	New		1
10/19/2019 06:34:03 pm	HIGH	50	INC-122	High Risk Alerts: ESA for 192 [redacted] 72	New		4
10/19/2019 06:34:03 pm	HIGH	50	INC-121	High Risk Alerts: ESA for 192 [redacted] 68	New		1
10/19/2019 06:34:03 pm	HIGH	65	INC-120	High Risk Alerts: ESA for 192 [redacted] 65	New		8
10/19/2019 06:34:03 pm	HIGH	70	INC-122	High Risk Alerts: NetWitness Endpoint for [redacted] WF82	New		1
10/19/2019 06:34:03 pm	HIGH	70	INC-128	High Risk Alerts: NetWitness Endpoint for [redacted] [redacted] [redacted]	New		1
10/19/2019 06:34:03 pm	CRITICAL	90	INC-127	High Risk Alerts: NetWitness Endpoint for [redacted] [redacted]	New		1
10/19/2019 06:34:03 pm	HIGH	70	INC-126	High Risk Alerts: NetWitness Endpoint for [redacted] [redacted]	New		1
10/19/2019 06:34:03 pm	CRITICAL	30	INC-123	User Behavior for admin [redacted] unknown user	New		2
10/19/2019 06:34:03 pm	CRITICAL	30	INC-124	User Behavior for [redacted]	New		1
10/19/2019 06:34:03 pm	CRITICAL	30	INC-123	User Behavior for admin [redacted] [redacted]	New		2
10/19/2019 06:34:03 pm	CRITICAL	30	INC-122	User Behavior for [redacted]	New		2
10/19/2019 06:34:03 pm	CRITICAL	30	INC-121	User Behavior for [redacted] [redacted] unknown user	New		2
10/19/2019 06:34:03 pm	CRITICAL	90	INC-120	User Behavior for Administrator	New		3
10/19/2019 06:34:03 pm	CRITICAL	30	INC-118	User Behavior for [redacted] [redacted] [redacted]	New		2
10/19/2019 06:34:03 pm	CRITICAL	30	INC-118	User Behavior for admin [redacted] [redacted]	New		4
10/19/2019 06:34:03 pm	CRITICAL	30	INC-117	User Behavior for [redacted]	New		1

Showing 137 out of 137 items | 1 selected

INC-130 Overview:

- Created:** 10/19/2019 06:34:03 pm
- Rule:** High Risk Alerts: ESA
- Risk Score:** 65
- Priority:** High
- Status:** New
- Assignee:** (Unassigned)
- Sources:** Event Stream Analysis
- Categories:**
- Catalysts:** 8 Indicator(s), 62 Event(s)

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

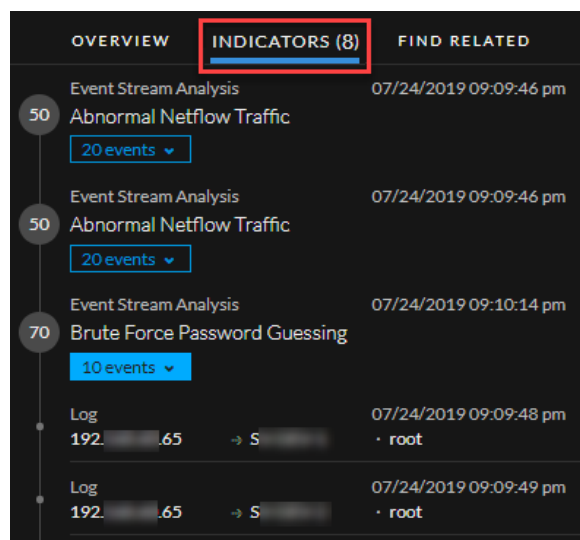
- **Created:** Shows the creation date and time of the incident.
- **Rule / By:** Shows the name of the rule that created the incident or the name of the person who created the incident.
- **Risk Score:** Shows a value between 0 and 100 that indicates the risk of the incident as calculated by an algorithm. 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 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.

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**.

The screenshot shows the NetWitness Respond interface for incident INC-130. The 'Respond' tab is active. On the left sidebar, under 'INDICATORS (8)', there are several event stream analysis entries. The main panel displays a list of 82 events. The first event is 'Abnormal Netflow Traffic' (Event 1 of 20) detected on 07/24/2019 at 09:08:00 pm. The event details show source IP 192.168.65, target IP 192.168.1, and port 443. The detector IP is 10.10.1.1. The file name and file hash are both N/A. The user is N/A. The event type is Log.

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.

The screenshot displays the NetWitness Respond interface. On the left, the 'INC-130' incident is selected, showing a list of events under the 'INDICATORS (8)' tab. The main panel shows the details for the selected event, 'Abnormal Netflow Traffic' (Event 1 of 20). The event details include:

- Event Time:** 07/24/2019 09:08:58.000 pm
- Event Type:** Log
- Detector IP:** 10.1.1.1
- File Name:** N/A
- File Hash:** N/A
- Source:** 192.168.1.65
- Target:** 192.168.1.445
- Device:** 192.168.1.2
- Device Class:** Switch
- Device Type:** netflow
- Event Source:** 192.168.1.113:50005
- Event Source ID:** 52693
- Product Name:** netflow
- Data Size:** 183

Below the event details, there are 'RELATED LINKS' and a 'Log' button.

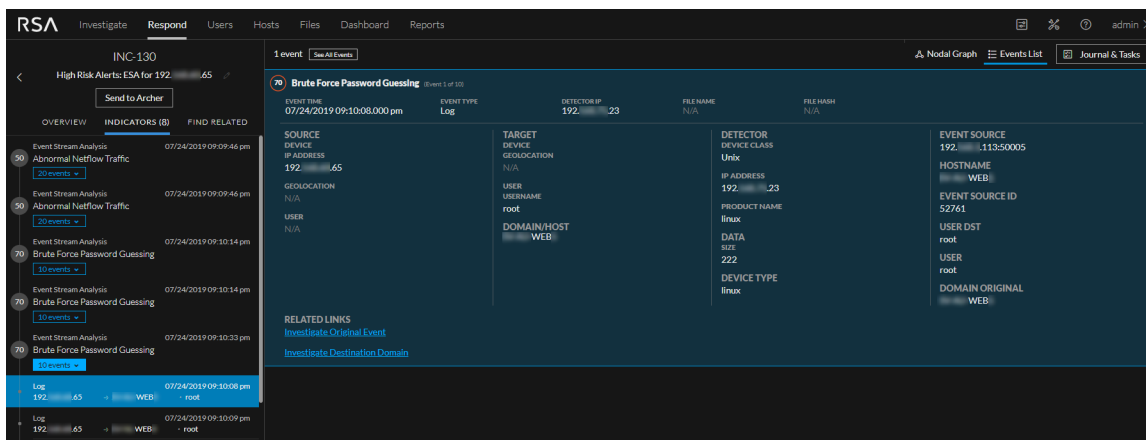
- To view the events for a specific indicator (alert), go to the Indicators panel on the left and click the indicator to view the events for that indicator in the Events List on the right.
This example shows one event for a selected indicator.

The screenshot displays the NetWitness Respond interface. On the left, the 'INC-130' incident is selected, showing a list of events under the 'INDICATORS (8)' tab. The main panel shows the details for the selected event, 'Brute Force Password Guessing' (Event 1 of 20). The event details include:

- Event Time:** 07/24/2019 09:10:08.000 pm
- Event Type:** Log
- Detector IP:** 192.168.1.23
- File Name:** N/A
- File Hash:** N/A
- Source:** 192.168.1.65
- Target:** 192.168.1.445
- Device:** 192.168.1.2
- Device Class:** Switch
- Device Type:** netflow
- Event Source:** 192.168.1.113:50005
- Event Source ID:** 52693
- Product Name:** netflow
- Data Size:** 183

Below the event details, there are 'RELATED LINKS' and a 'Log' button.

- 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 Platform 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.

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

Incidents

Alerts

Tasks

Filters

TIME RANGE

ALL DATA

INCIDENT ID

INC-####

PRIORITY

☐ Low

☐ Medium

☒ High

☐ Critical

Change Priority

Change Status

Change Assignee

Delete

	CREATED	PRIORITY	RISK S...	ID	NAME	STATUS	ASSIGNEE	ALERTS
<input type="checkbox"/>	02/25/2019 03:45:07 pm	HIGH	80	INC-14070	High Risk Alerts: ESA for...	New		2
<input type="checkbox"/>	02/25/2019 03:43:00 pm	HIGH	80	INC-14068	Suspected C&C with mu...	New		6
<input type="checkbox"/>	02/25/2019 03:43:00 pm	HIGH	80	INC-14067	Suspected C&C with pt...	New		1
<input type="checkbox"/>	02/25/2019 03:43:00 pm	HIGH	80	INC-14066	Suspected C&C with sys...	New		1
<input type="checkbox"/>	02/25/2019 03:43:00 pm	HIGH	80	INC-14065	Suspected C&C with pt...	New		1
<input type="checkbox"/>	02/25/2019 03:40:01 pm	HIGH	80	INC-14064	Suspected C&C with to...	New		1

- 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:
 - In the **Part of Incident** section, select **Yes**.
 - 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.

- 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 Platform 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 Platform 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.

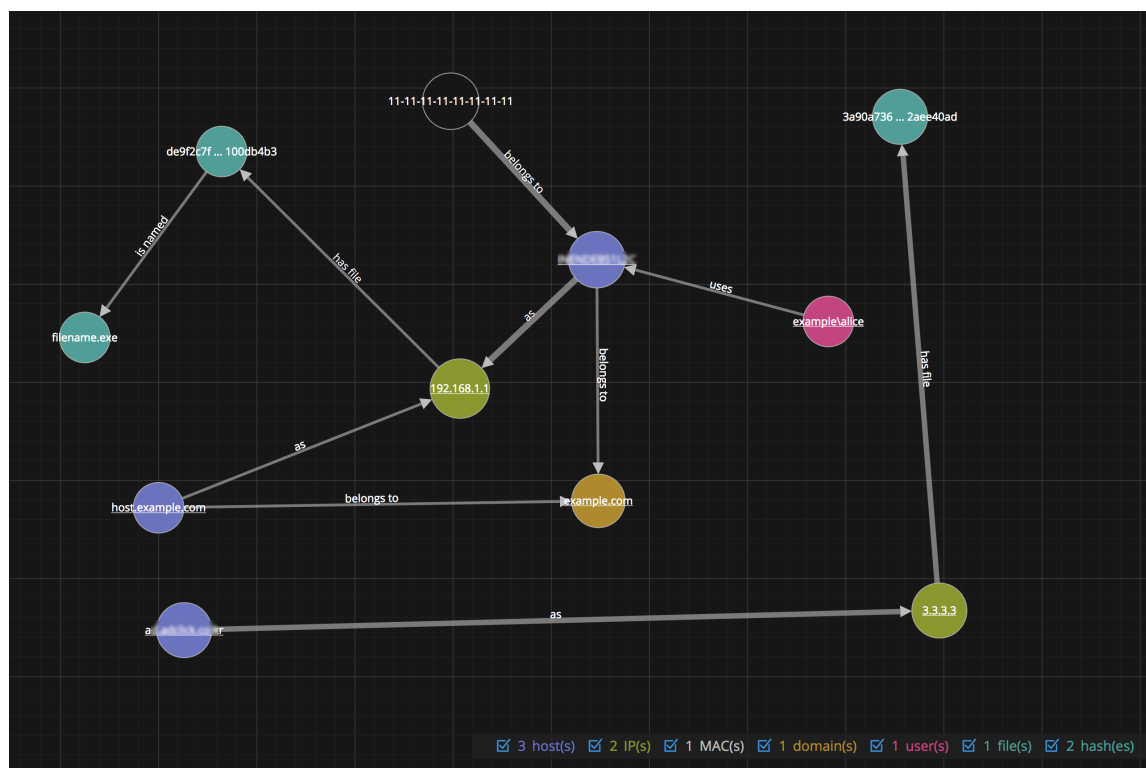
You can click and drag any node to reposition it.

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.

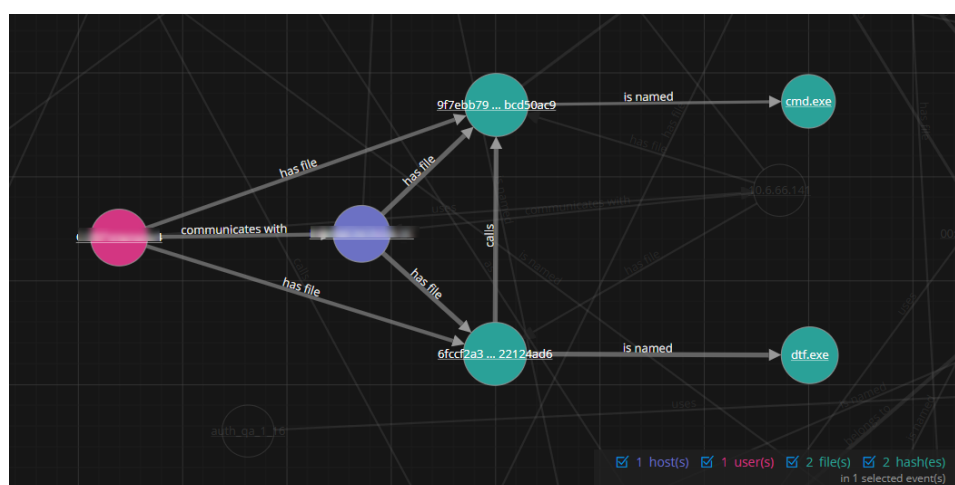
The following nodal graph example has 11 nodes.



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 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.

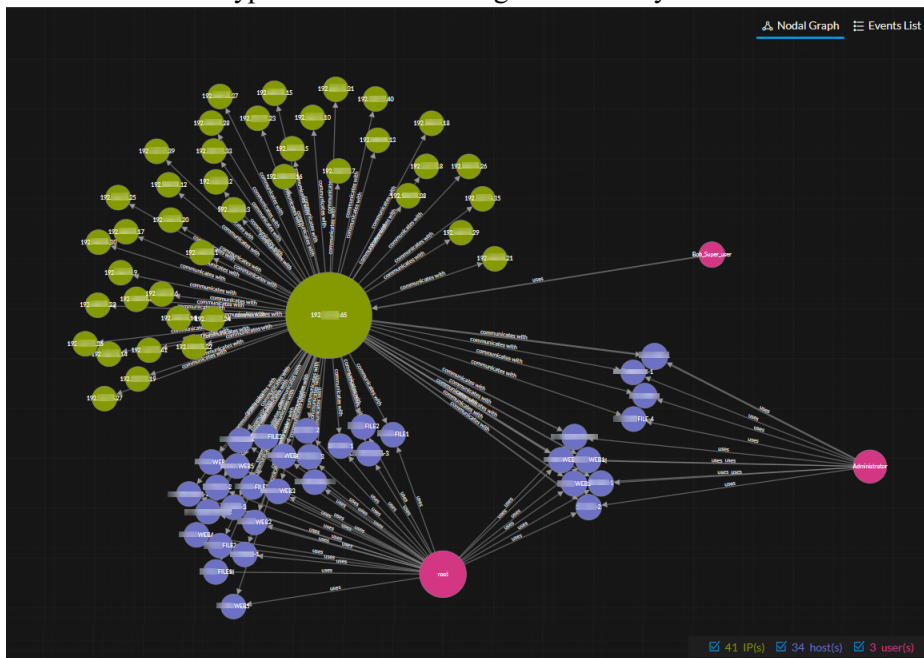
The nodal graph makes it easier for an analyst to get an initial understanding of an incident with minimal effort.

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.

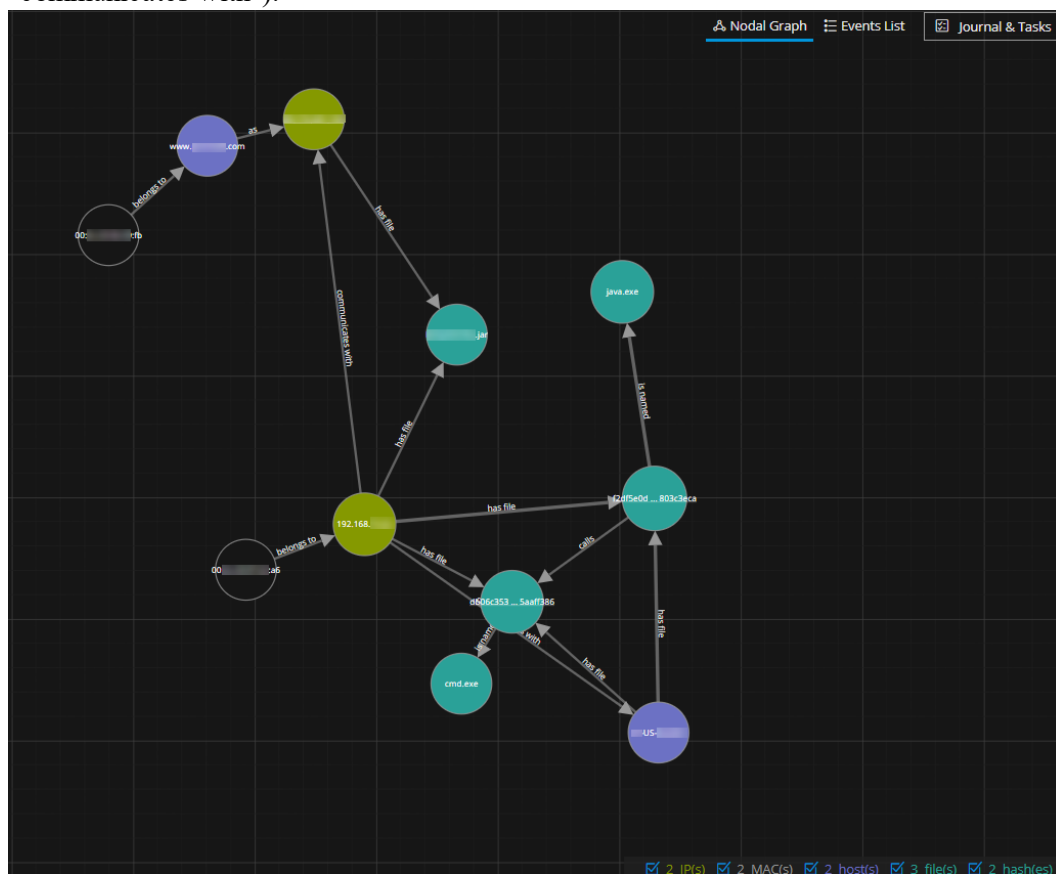
The following behaviors and characteristics are now part of the graph:

- Entities of similar types tend to cluster together visually.



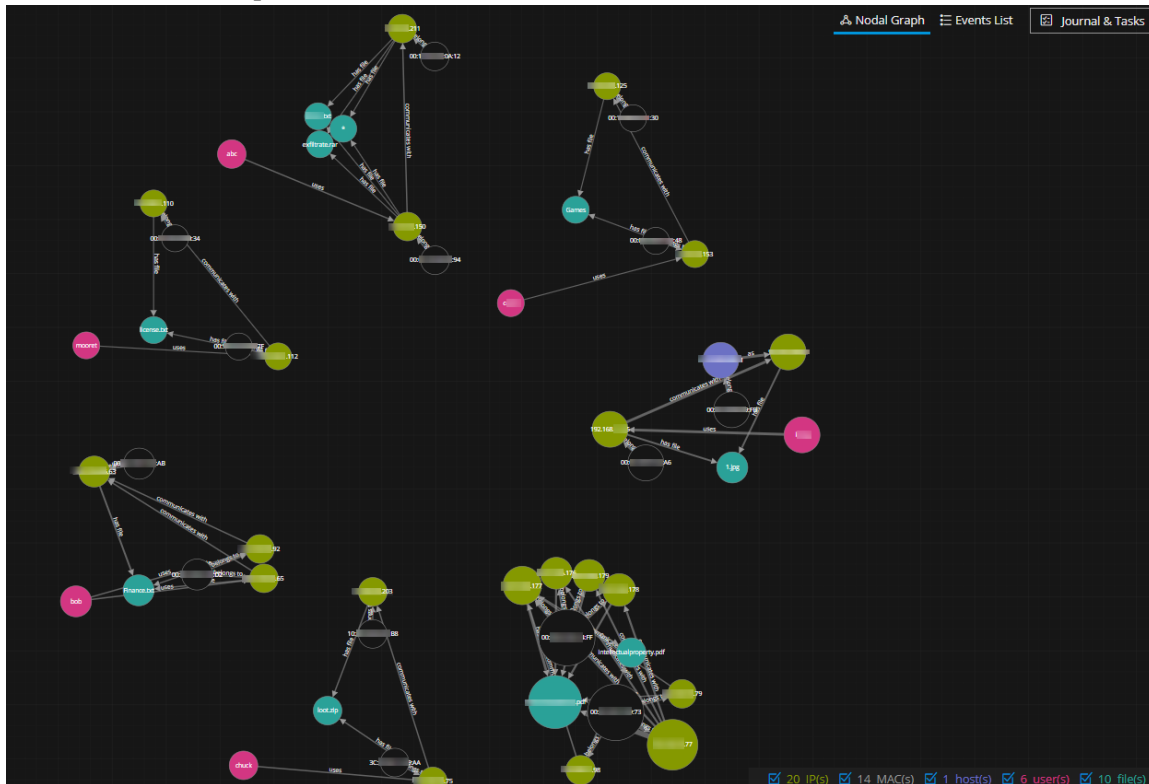
- Attributes and actions are better differentiated. Arrows that represent attributes ("as", "is named",

"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.

- Disjointed 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

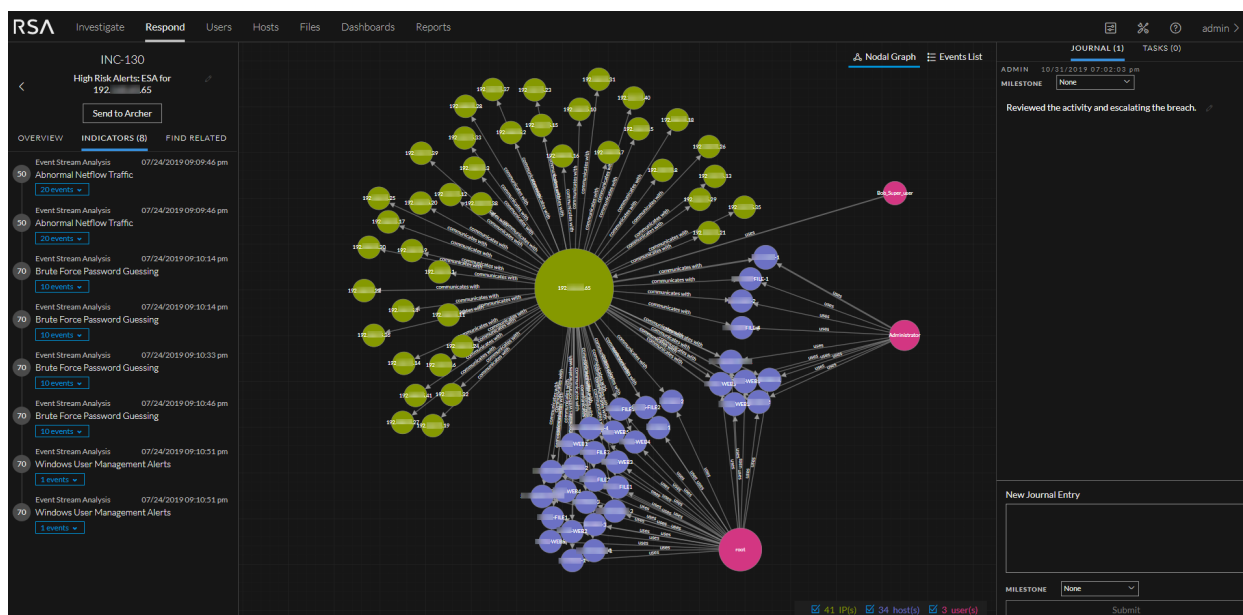
Note: This option is available in NetWitness Platform Version 11.2 and later.

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.

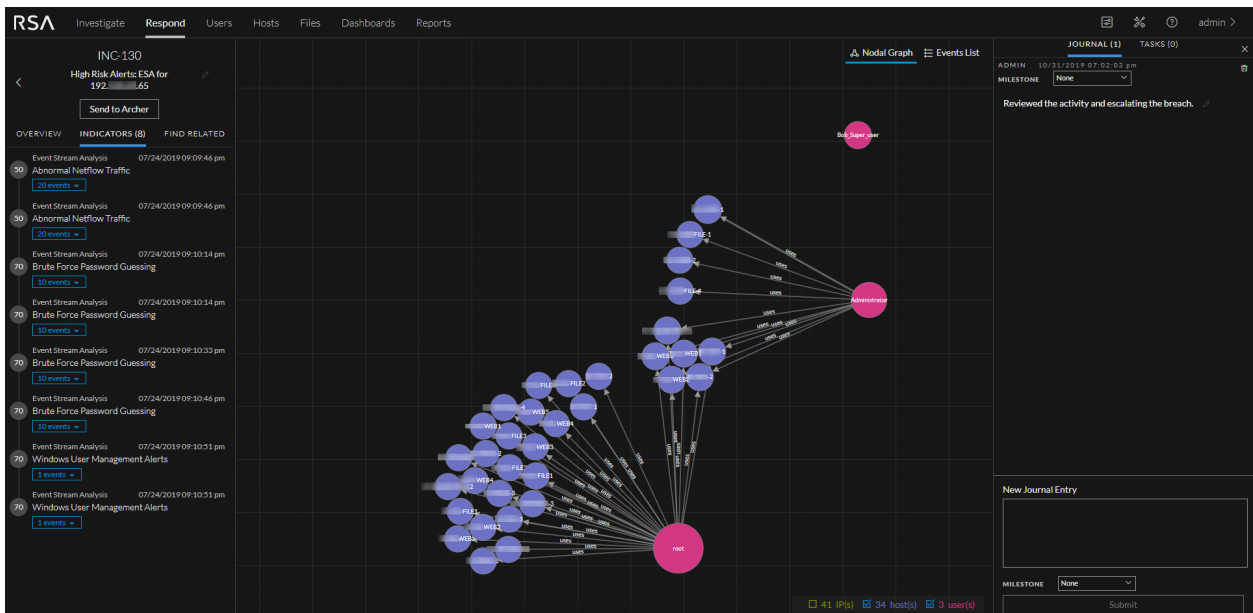
The Incident Details view for the selected incident appears with the Nodal Graph in view. The legend below the nodal graph has all of the entity node types selected by default.

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



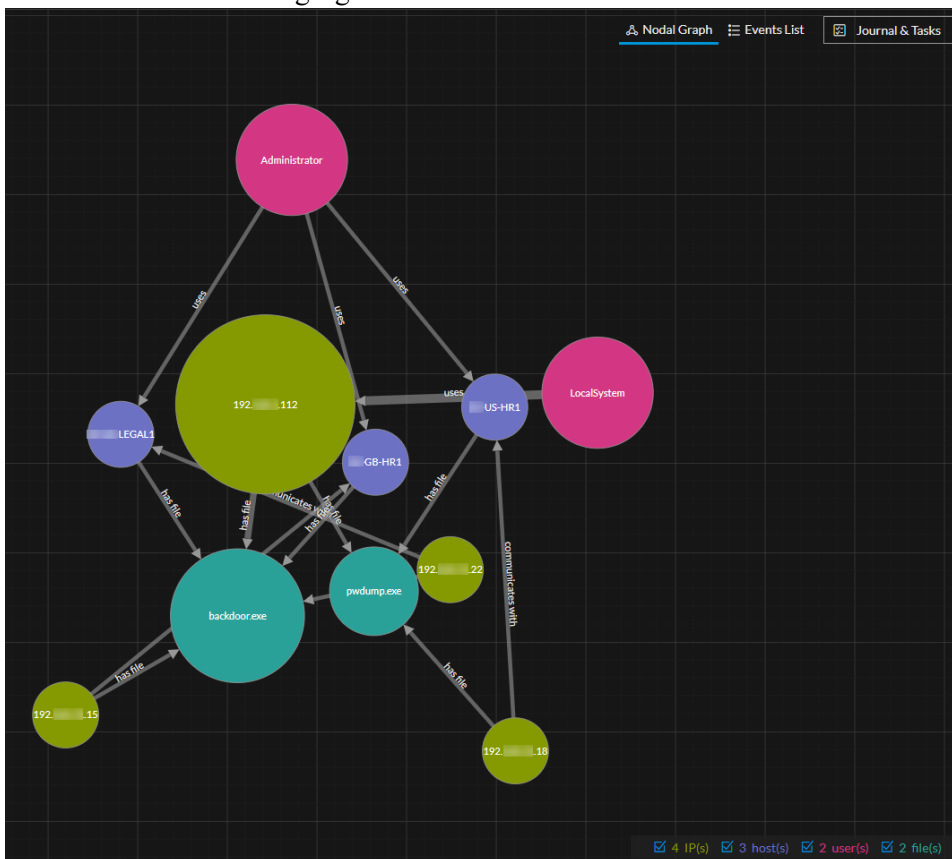
3. To hide node types, in the legend, clear the checkbox for the node types that you would like to hide in the nodal graph.

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

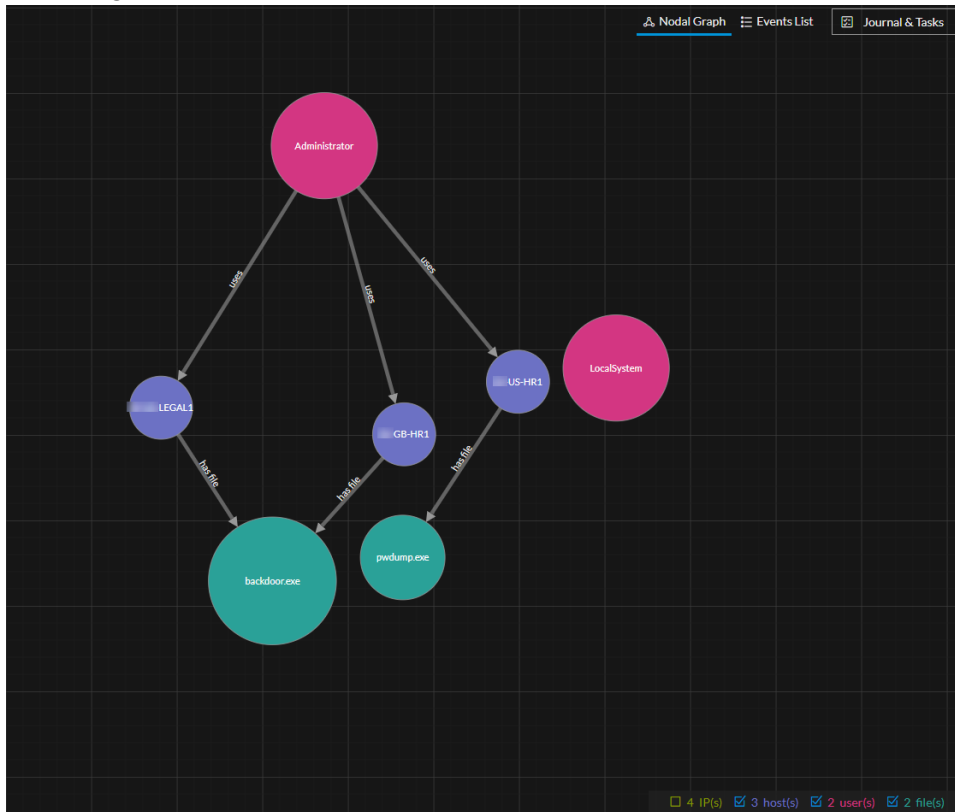


- To include (unhide) node types, select the checkbox for the node types that you would like to appear in the nodal graph.

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



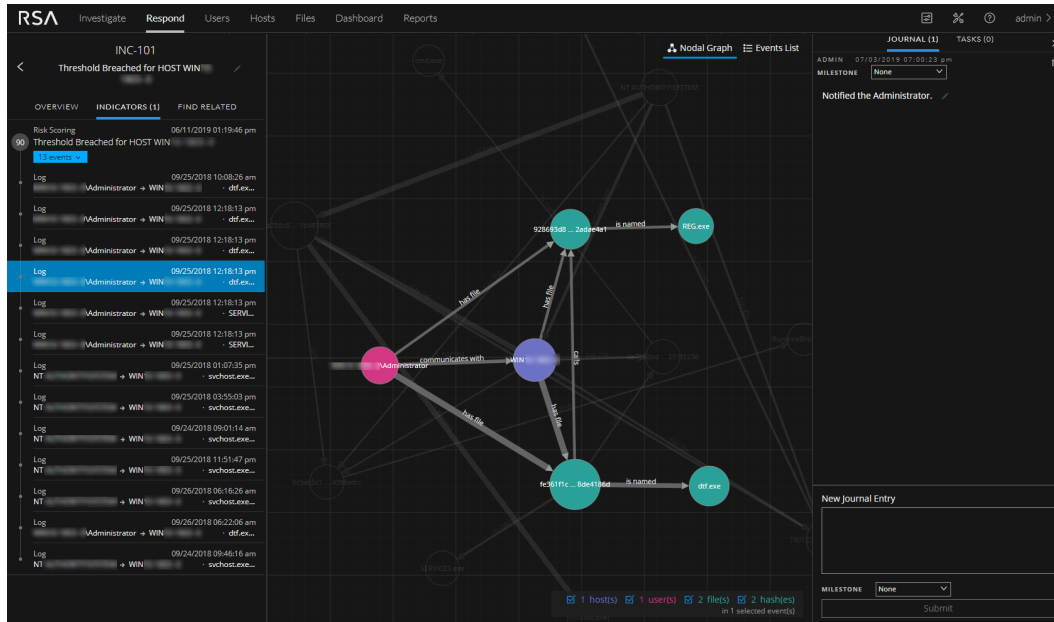
After hiding the IP node types, you can get a better understanding of what is happening with the remaining nodes.



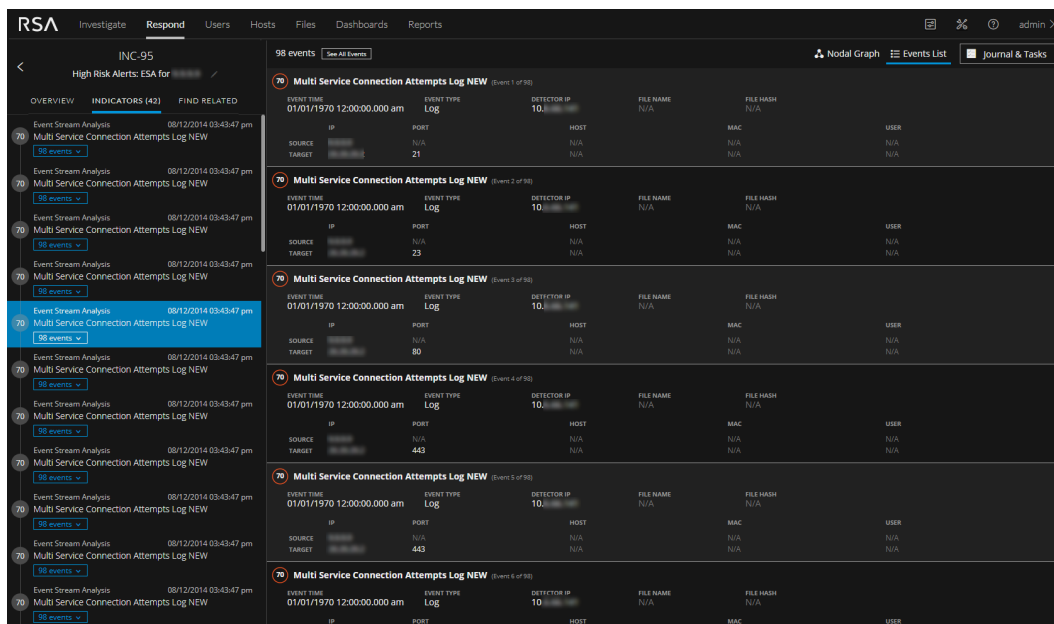
Filter the Data in the Incident Details View

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 displays the 'TASKS (2)' tab in the NetWitness Respond interface. At the top, there is a button labeled 'Add New Task'. Below this, two task entries are listed for incident 'INC-5658'.

Task 1:

- Header:** REM-2 / INC-5658
- Metadata:** CREATED: 07/15/2020 08:35 pm, LAST UPDATED: 07/15/2020 08:35 pm, OPENED: in a few seconds
- Fields:** NAME: Discussion Required, ASSIGNEE: Analyst User, PRIORITY: Critical (dropdown), STATUS: New (dropdown)
- Description:** Discuss this incident with the SCO Manager.

Task 2:

- Header:** REM-1 / INC-5658
- Metadata:** CREATED: 07/15/2020 08:34 pm, LAST UPDATED: 07/15/2020 08:34 pm, OPENED: a minute ago
- Fields:** NAME: Breach, ASSIGNEE: Admin, PRIORITY: Critical (dropdown), STATUS: New (dropdown)
- 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**.

The screenshot displays the 'JOURNAL (4)' and 'TASKS (2)' section of the NetWitness Respond interface. It features a list of four journal entries, each with a timestamp, a user (ADMIN), a milestone dropdown menu set to 'None', and a text entry. The entries are as follows:

- 07/15/2020 08:32:23 pm: Reviewed the activity and escalating the breach.
- 07/15/2020 08:41:29 pm: This is similar to an incident that I saw last week.
- 07/15/2020 08:43:59 pm: I created a task for admin.
- 07/15/2020 08:44:23 pm: We need to meet with the SOC Manager ASAP.

Below the list is a 'New Journal Entry' section with a large text input area, a 'MILESTONE' dropdown menu set to 'None', and a 'Submit' button.

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 Platform.

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.

The screenshot shows the 'FIND RELATED' tab in the NetWitness Respond interface. The tab is active and displays a search section. The 'Find:' dropdown is set to 'IP'. The 'Value:' field contains '192.168.1.1'. The 'When:' dropdown is set to 'All Data'. A 'Find' button is located below these fields. Below the 'Find' button, the section 'Indicators for IP: 192.168.1.1' is displayed. Under this section, there is a sub-section 'All Data'. It lists two identical entries for 'Event Stream Analysis' dated '06/08/2020 04:20:43 pm'. Each entry shows '1 event' and an 'Add To Incident' button. A link 'Open in new window' is also present for each entry.

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.

OVERVIEW INDICATORS (2) FIND RELATED

Related Indicators

Enter a value below and click the Find button to look for other indicators related to that value.

Find: IP

Value: 192.168.1.1

When: All Data

Find

Indicators for: IP: 192.168.1.1

All Data

Event Stream Analysis 06/08/2020 04:20:43 pm

90 1 event [Open in new window](#)

Add To Incident

Event Stream Analysis 06/08/2020 04:20:43 pm

90 1 event [Open in new window](#)

Add To Incident

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**.

OVERVIEW
INDICATORS (3)
FIND RELATED

Related Indicators

Enter a value below and click the Find button to look for other indicators related to that value.

Find: IP

Value: 192.

When: All Data

Find

Indicators for IP: 192.

All Data

Event Stream Analysis
06/08/2020 04:20:43 pm

90 1 event

Part Of This Incident

Open in new window

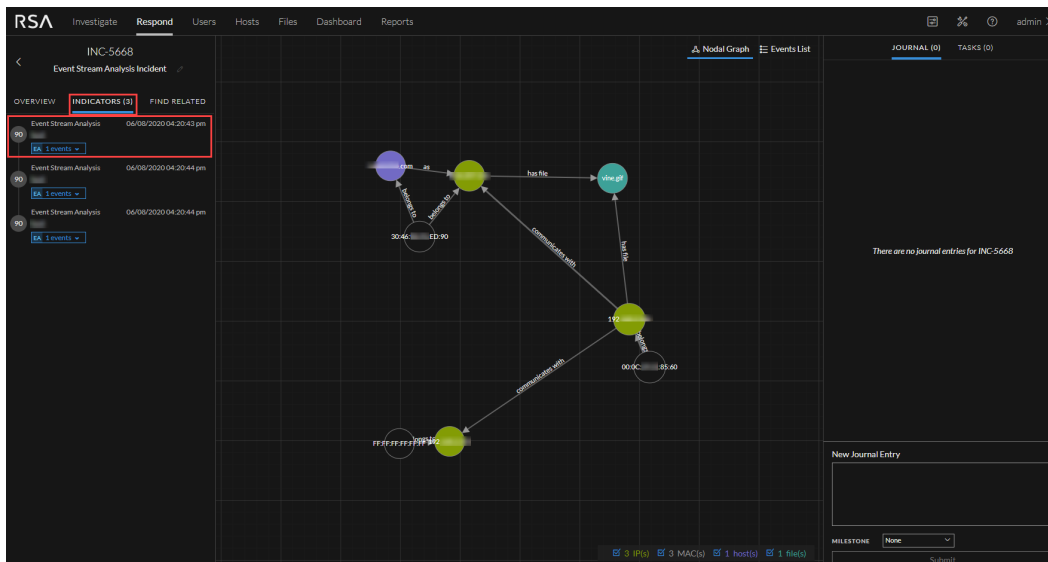
Event Stream Analysis
06/08/2020 04:20:43 pm

90 1 event

Add To Incident

Open in new window

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



Investigate the Incident

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.

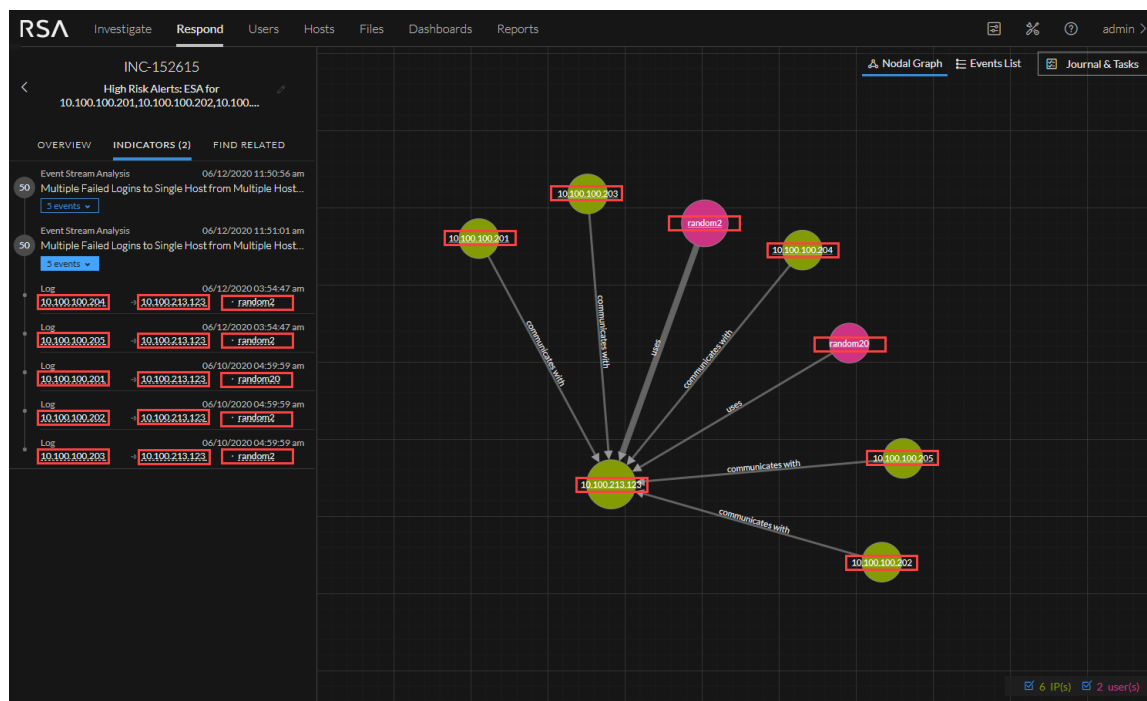
You can perform the following procedures to further investigate an incident:

- [View Contextual Information](#)
- [Add an Entity to a Whitelist](#)
- [Create a List](#)
- [View the Reputation Status of a File Hash](#)
- [Pivot to the Investigate > Navigate 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 Platform 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 screenshot shows the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboards', and 'Reports'. The left sidebar shows an incident 'INC-152615' with 'High Risk Alerts: ESA for 10.100.100.201,10.100.100.202,10.100...'. The main panel displays an event titled 'Multiple Failed Logins to Single Host from Multiple Hosts Advanced'. The event details are as follows:

EVENT TIME	EVENT TYPE	DETECTOR ID	FILE NAME	FILE HASH
06/12/2020 03:54:47.000 am	Log	127.0.0.1	N/A	N/A

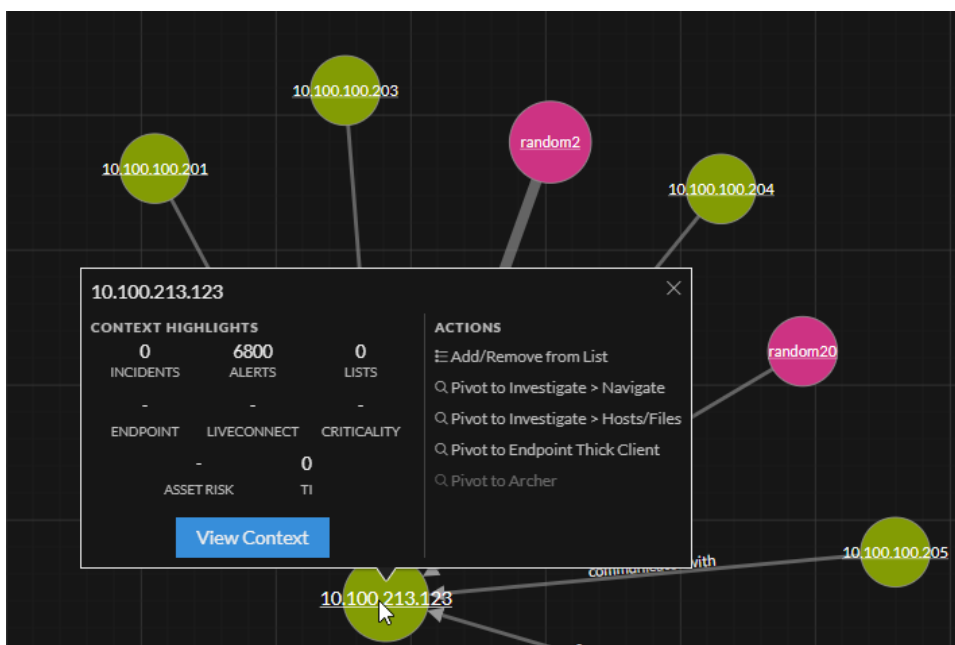
SOURCE	TARGET	DATA
DEVICE	DEVICE	SIZE
IP ADDRESS	IP ADDRESS	141
10.100.100.204	10.100.213.123	DEVICE TYPE
		ciscoasa
GEOLOCATION	GEOLOCATION	EVENT SOURCE
N/A	N/A	2ac85e89-5c22-4c76-9945-7ac85ee95036-50005
USER	USER	EVENT SOURCE ID
N/A	USERNAME	138885149385
	random2	USER DST
DETECTOR	random2	
DEVICE CLASS		USER
Firewall		random2
IP ADDRESS		
127.0.0.1		
PRODUCT NAME		
ciscoasa		

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, RSA 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, hover over 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 context tooltip has two sections: Context Highlights and Actions.

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, Live Connect, 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 RSA Archer configuration is enabled and configured properly.

For more information, see [Pivot to the Investigate > Navigate 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.

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	INCIDENT ID
07/16/2020 08:56:52 pm (7 minutes ago)	30	Multiple Failed Logins from Single Sourc...	Event Stream Analysis	3	
07/16/2020 08:56:52 pm (7 minutes ago)	30	Remote Password Cracking Tool Use Ad...	Event Stream Analysis	3	
07/16/2020 08:56:52 pm (7 minutes ago)	50	Multiple Failed Logins from Multiple Use...	Event Stream Analysis	3	
07/16/2020 08:56:46 pm (7 minutes ago)	50	Multiple Failed Logins from Same User O...	Event Stream Analysis	2	
07/16/2020 08:56:46 pm (7 minutes ago)	30	Logins across Multiple Servers Advanced	Event Stream Analysis	3	
07/16/2020 08:56:42 pm (7 minutes ago)	50	Multiple Failed Logins from Same User O...	Event Stream Analysis	2	
07/16/2020 08:56:41 pm (7 minutes ago)	30	Logins across Multiple Servers Advanced	Event Stream Analysis	3	
07/16/2020 08:56:34 pm (7 minutes ago)	30	Logins across Multiple Servers Advanced	Event Stream Analysis	3	
07/16/2020 08:56:34 pm (7 minutes ago)	30	Remote Password Cracking Tool Use Ad...	Event Stream Analysis	3	
07/16/2020 08:56:33 pm (7 minutes ago)	30	Logins across Multiple Servers Advanced	Event Stream Analysis	3	
07/16/2020 08:56:33 pm (7 minutes ago)	30	Remote Password Cracking Tool Use Ad...	Event Stream Analysis	3	
07/16/2020 08:56:32 pm (7 minutes ago)	30	Logins across Multiple Servers Advanced	Event Stream Analysis	3	
07/16/2020 08:56:32 pm (7 minutes ago)	30	Remote Password Cracking Tool Use Ad...	Event Stream Analysis	3	
07/16/2020 08:56:32 pm (7 minutes ago)	30	Logins across Multiple Servers Advanced	Event Stream Analysis	3	
07/16/2020 08:56:32 pm (7 minutes ago)	30	Remote Password Cracking Tool Use Ad...	Event Stream Analysis	3	
07/16/2020 08:56:30 pm (7 minutes ago)	50	Multiple Failed Logins from Same User O...	Event Stream Analysis	2	
07/16/2020 08:56:30 pm (7 minutes ago)	30	Logins across Multiple Servers Advanced	Event Stream Analysis	3	
07/16/2020 08:56:30 pm (7 minutes ago)	30	Remote Password Cracking Tool Use Ad...	Event Stream Analysis	3	

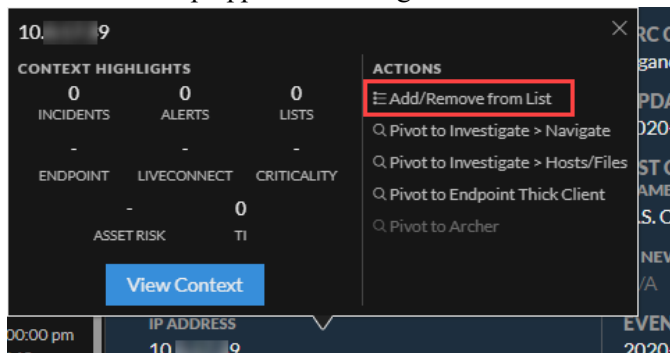
To understand the different views within the Context Hub Lookup panel, see [Context Lookup Panel - Respond View](#).

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, hover over 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.

Add/Remove from List

Click on Save to update the list(s). Refresh the page to view the updates.

META VALUE

10. .29

Create New List >

ALL SELECTED UNSELECT... Filter Results

LIST	DESCRIPTION
<input type="checkbox"/> Service_Accounts	
<input type="checkbox"/> RSAArcherAssets	This list is created and updated automatically by the feed RSAArcherAssets. If you make changes to this list, please be aware that the changes will be overwritten when the feed updates.
<input type="checkbox"/> Host_Blacklist	
<input type="checkbox"/> Host_Whitelist	
<input type="checkbox"/> IP_Blacklist	
<input checked="" type="checkbox"/> IP_Whitelist	

Cancel Save

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

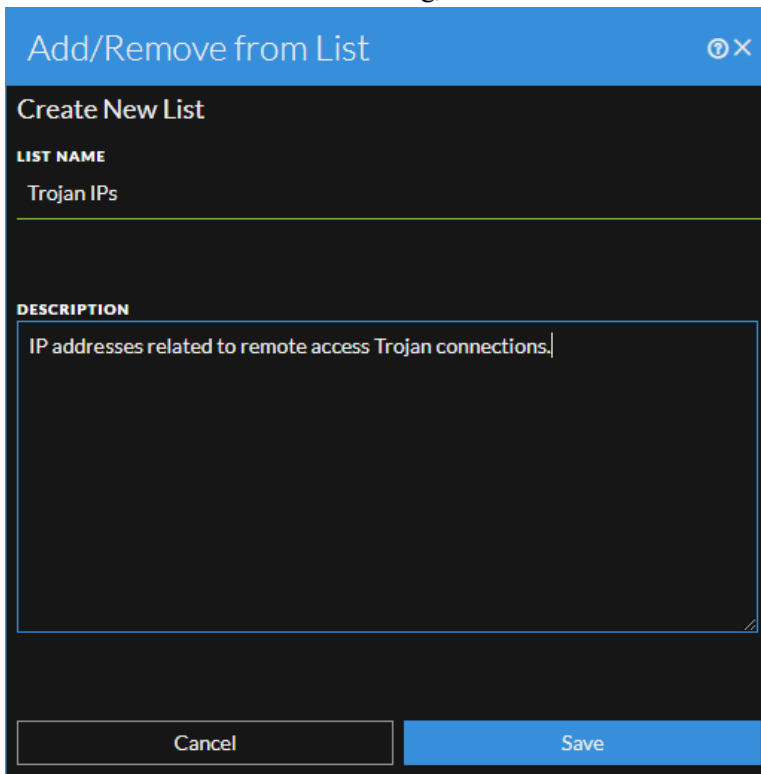
Create a List

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:

- In the Indicators panel, Events List, or the Nodal Graph, hover over the underlined entity that you would like to add to a Context Hub list.
A context tooltip opens showing the available actions.
- 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". Inside, there's a section "Create New List". Under "LIST NAME", the text "Trojan IPs" is entered. Under "DESCRIPTION", the text "IP addresses related to remote access Trojan connections." is entered. At the bottom, there are "Cancel" and "Save" buttons.

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.

Reputation	Description
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 RSA.
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.

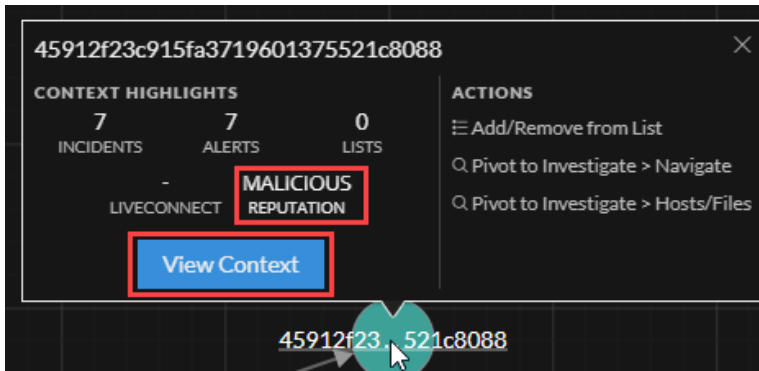
The suspicious or malicious files are available for further analysis in the **Investigate > Navigate** view and **Investigate > Events** view. For more information on the file reputation service, see the *Live Services Management Guide* and the *NetWitness Endpoint User Guide*.

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.

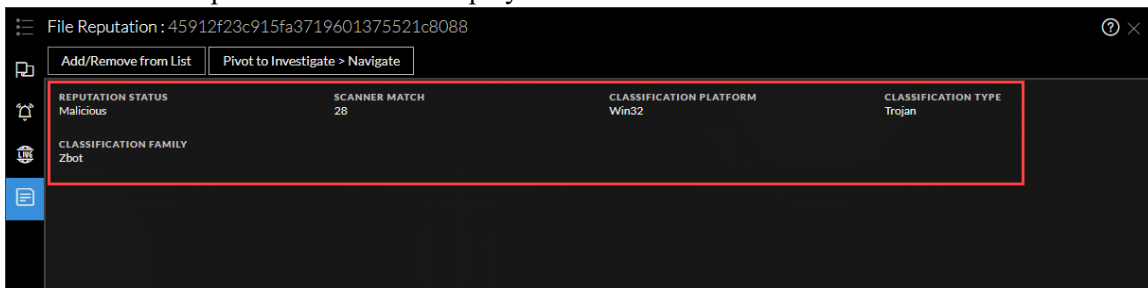
Created	Priority	Risk Score	ID	Name	Status	Assignee	Alerts
07/19/2020 04:59:09 am	CRITICAL	70	INC-10	User Behavior for random...	New		6
07/19/2020 04:59:09 am	CRITICAL	70	INC-2	User Behavior for random...	New		6
07/19/2020 04:59:09 am	CRITICAL	70	INC-5	User Behavior for random...	New		6
07/19/2020 05:01:20 am	HIGH	70	INC-32	High Risk Alerts: NetWitness Endpoint for...	New		4
07/19/2020 04:59:09 am	CRITICAL	70	INC-12	User Behavior for random...	New		4
07/19/2020 04:59:09 am	CRITICAL	70	INC-12	User Behavior for random...	New		4
07/19/2020 04:59:34 am	HIGH	76	INC-27	High Risk Alerts: NetWitness Endpoint for...	New		3
07/19/2020 04:59:09 am	CRITICAL	70	INC-12	User Behavior for random...	New		2
07/19/2020 04:59:09 am	CRITICAL	70	INC-6	User Behavior for random...	New		2
07/19/2020 04:58:59 am	LOW	10	INC-3	Nv ESA Alerts Low for 10...	New		2
07/19/2020 08:53:31 pm	LOW	10	INC-951	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:52:26 pm	LOW	10	INC-950	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:51:25 pm	LOW	10	INC-949	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:50:19 pm	LOW	10	INC-948	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:49:13 pm	LOW	10	INC-947	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:48:13 pm	LOW	10	INC-946	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:47:07 pm	LOW	10	INC-945	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:46:01 pm	LOW	10	INC-944	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:44:55 pm	LOW	10	INC-943	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:43:30 pm	LOW	10	INC-942	Nv ESA Alerts Low for 10...	New		1
07/19/2020 08:42:49 pm	LOW	10	INC-941	Nv ESA Alerts Low for 10...	New		1

3. In the Incident Details view, hover over the file hash entity.
The context tooltip displays the reputation status of the selected file hash entity.



4. Click **View Context** or **Reputation** to view the reputation status information.

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



Pivot to the Investigate > Navigate View

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

1. In the Indicators panel, Events List, or the Nodal Graph, 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 deep 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 Indicators panel, Events List, or the Nodal Graph, hover over any entity to access a context tooltip.
2. In the **Actions** section of the tooltip, 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.

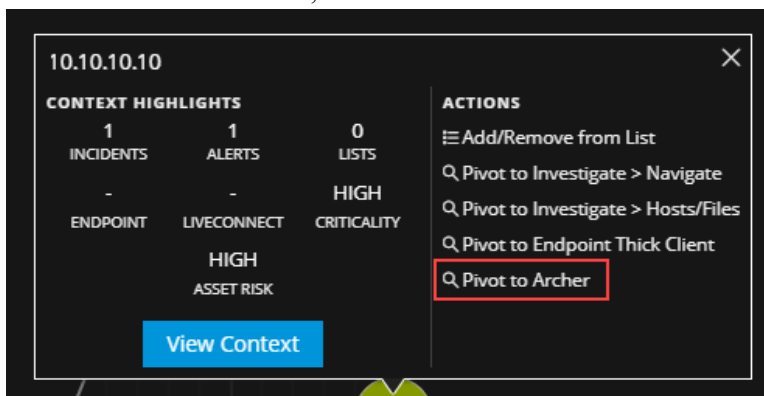
1. In the Indicators panel, Events List, or the Nodal Graph, hover over any underlined entity to access a context tooltip.
2. In the **ACTIONS** section of the tooltip, select **Pivot to Endpoint Thick Client**.
The NetWitness Endpoint thick client application opens outside of your web browser.

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

Pivot to Archer

For viewing more details about the device in RSA 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, hover over any underlined entity (IP address, host, and Mac address) 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 NetWitness Respond interface for a device named ECAT-WIN-2008. The top navigation bar includes 'Audit Management', 'Issue Management', and 'Operational Risk Management'. The main content area is divided into sections: 'ABOUT' (with a timestamp), 'GENERAL INFORMATION' (containing fields for Device ID, Name, Type, Record Status, Category, Business Unit, and Description), and 'PERSONNEL' (containing fields for Device Owner, Device Manager, and Alternate Administrator). The 'GENERAL INFORMATION' section also displays a Risk Rating bar, Compliance Rating (Not Rated), and Criticality Rating. The bottom bar shows 'RSA Archer GRC' and 'Enterprise Governance, Risk and Compliance'.

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 RSA Archer configuration is enabled and configured properly.

For more information, see the *RSA 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
```

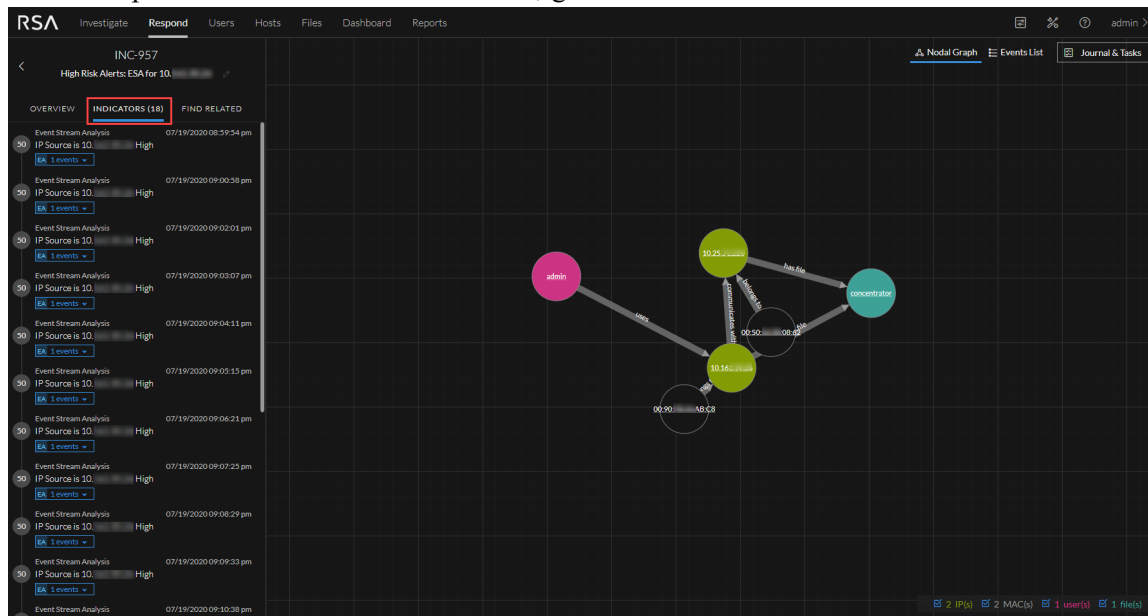
The Events view requires all Core services to be on NetWitness Platform 11.4 or later.

Migration Considerations

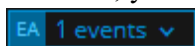
Migrated incidents from NetWitness Platform versions before 11.2 will not show the Events panel in the Respond Incident Details view Indicators panel. Likewise, if you use alerts that were migrated from versions before 11.2 to create incidents in 11.5, you will also not be able to view the Events panel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

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

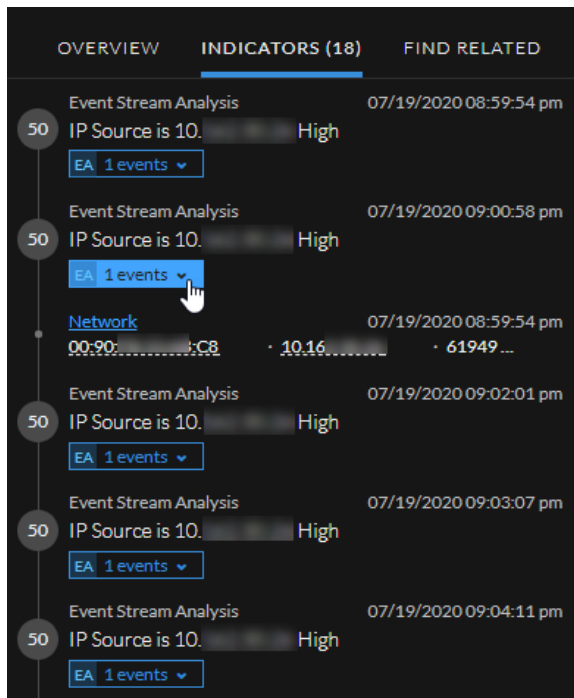
1. Go to **Respond > Incidents**.
2. In the Incidents List view, choose an incident to view and then click the link in the **ID** or **NAME** column for that incident.
The Incident Details view is displayed.
3. In the left panel of the Incident Details view, go to the **Indicators** tab.



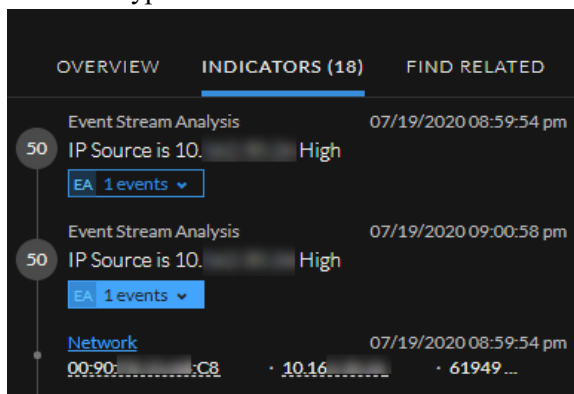
Data source information is shown above the names of the indicators. You can also see the creation date and time as well as the number of events in the indicator. If event analysis (EA) information is available, you can see an EA icon in front of the event count as shown in the following figure.



- 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.

The screenshot displays the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The main content area is titled 'Events' and shows a list of events on the left sidebar. The central pane displays 'Network Event Details' for a selected event, including session ID, source and destination IP ports, service, and packet details. The right pane shows 'Event Meta' information, including session ID, time, size, and event type.

Events List (Left Sidebar):

- INC-957 High Risk Alerts: ESA for 10...
- Event Stream Analysis IP Source is 10... High 07/19/2020 08:59:54 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 09:00:50 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 08:59:54 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 09:02:01 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 09:03:07 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 09:04:11 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 09:05:13 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 09:06:21 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 09:07:23 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 09:08:29 pm
- Event Stream Analysis IP Source is 10... High 07/19/2020 09:09:33 pm

Network Event Details (Center Pane):

- Session ID: 629684
- Source IP:Port: 10.16.0.10:61949
- Destination IP:Port: 10.10.0.10:50105
- Service: 80
- First Packet Time: 07/19/2020 08:59:54 pm
- Last Packet Time: 07/19/2020 08:59:54 pm
- Calculated Packet Size: 5912 bytes
- Calculated Payload Size: 4856 bytes
- Calculated Packet Count: 16

Event Details (Center Pane):

- Request: Packet 1 (07/19/2020 08:59:54.809 pm, ID 7411296, SEQ 1821682004, PAYLOAD 633 Bytes)
- Response: Packet 2 (07/19/2020 08:59:54.809 pm, ID 7411297, SEQ 4007515948, PAYLOAD 0 Bytes)
- Response: Packet 3 (07/19/2020 08:59:54.809 pm, ID 7411298, SEQ 4007515948, PAYLOAD 1440 Bytes)

Event Meta (Right Pane):

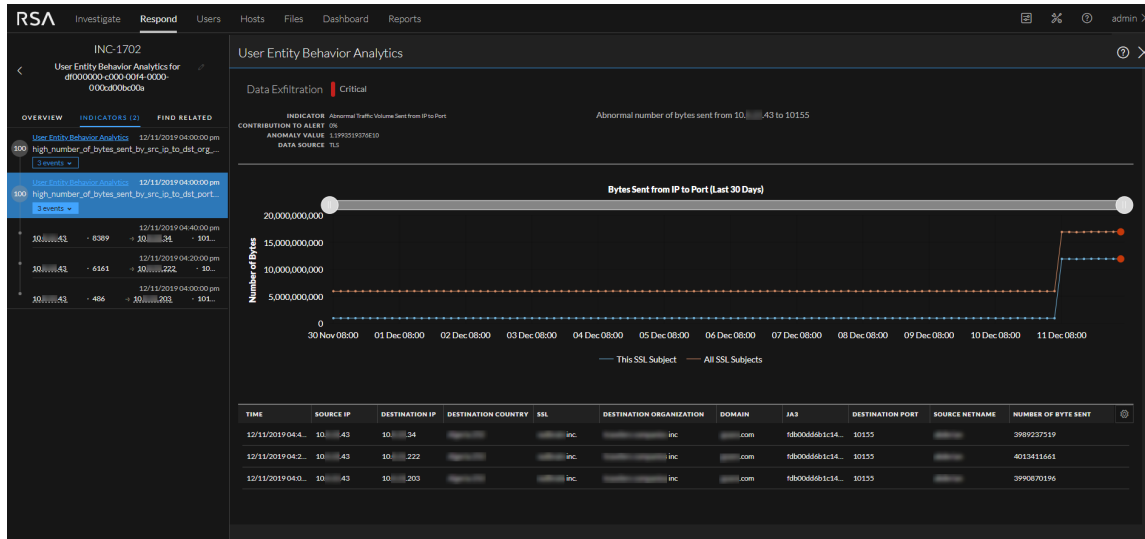
- Sequence: 629684
- Session ID: 629684
- Time: 07/19/2020 08:59:54 pm
- Size: 5912
- DID: 00...
- De: 00...
- Payload: 4856
- Medium: 1
- ETH SRC: 00:0c:29:14:95:f8
- ETH DST: 00:0c:29:14:95:f8
- ETH TYPE: 2048
- IP SRC: 10.16.0.10
- IP DST: 10.10.0.10

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

RSA 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 displays the NetWitness Respond interface for incident 'INC-5655'. The left sidebar shows a list of indicators under the 'INDICATORS (24)' tab. The central area features a 'Nodal Graph' showing a network of entities and their relationships. On the right, the 'JOURNAL (4)' and 'TASKS (0)' panel is open, displaying a list of journal entries with timestamps and user information. The interface includes a top navigation bar with tabs for 'Investigate', 'Respond', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The bottom status bar indicates '1 user(s)', '55 file(s)', and '1 hash(es)'.

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

This screenshot shows the same NetWitness Respond interface as the previous one, but with the 'Journal & Tasks' button in the top right toolbar highlighted with a red box. The button is located next to the 'Events List' button. The rest of the interface, including the incident details and the nodal graph, remains the same.

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)' tab in the NetWitness Respond interface. The header bar includes icons for a list, a task, a help icon, and the user 'analyst1'. Below the header, there are two tabs: 'JOURNAL (4)' and 'TASKS (0)'. The journal entries are listed below, each with a header row containing the author and timestamp, and a body row containing the text of the entry. Each entry has a 'MILESTONE' dropdown menu set to 'None' and a trash icon to its right.

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

Below the list of entries is a 'New Journal Entry' section. It contains a text area with the placeholder text '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 RSA 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 RSA Archer](#)
- [View All Incidents Sent to Archer](#)
- [Update an Incident](#)
- [Change Incident Status](#)
- [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 RSA Archer

Note: This option is available in NetWitness Platform Version 11.2 and later. If RSA Archer is configured as a data source in Context Hub, you can send incidents to RSA 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.

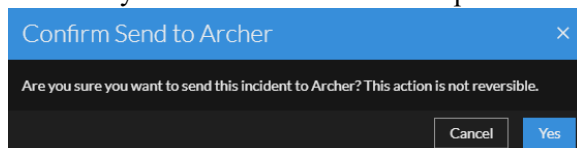
The Overview panel appears on the right.

The screenshot shows the 'INCIDENTS' tab in the NetWitness Respond interface. On the left is a table listing 17 incidents, all with a 'CRITICAL' priority and 'New' status. The first incident, 'INC-1', is selected. On the right is the 'Overview' panel for 'INC-1', showing details such as 'Created: 01/06/2020 07:58:30 pm', 'Rule: High Risk Alerts: ESA for 10...', 'Risk Score: 90', 'Priority: Critical', 'Status: New', 'Assignee: (Unassigned)', 'Sources: Event Stream Analysis', and 'Categories: 2 Indicator(s), 2 Event(s)'. A 'Send to Archer' button is visible 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.

The screenshot displays the NetWitness Respond interface. At the top, there are tabs for INCIDENTS, ALERTS, and TASKS. Below the INCIDENTS tab, there are buttons for Change Priority, Change Status, and Change Assignee. A table lists 17 incidents, all with a CRITICAL priority and a risk score of 90. The first incident, INC-1, is highlighted. A green notification box at the top of the incident list states: "Incident INC-1 has been sent to Archer. The new Archer Incident ID is 254379". To the right of the incident list, the details for INC-1 are shown. The title is "High Risk Alerts: ESA for [redacted]". Below the title, there is a "Sent to Archer" notification. The details panel includes fields for Created (01/06/2020 07:38:30 pm), Rule (High Risk Alerts: ESA), Risk Score (90), Priority (Critical), Status (New), Assignee ((Unassigned)), Sources (Event Stream Analysis), Categories, and Catalysts (2 Indicator(s), 2 Event(s)).

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.

The screenshot displays the NetWitness Respond interface in the Journal view for incident INC-1. The title is "High Risk Alerts: ESA for [redacted]". Below the title, there is a "Sent to Archer" notification. The left sidebar shows the Overview, Indicators (2), and Find Related panels. The main area displays a Nodal Graph with two nodes connected by a line labeled "Communications". The top node is a yellow circle with a red border, and the bottom node is a yellow circle with a red border. The bottom node has a timestamp of 00:50:27.81. The right sidebar shows the Journal (1) and Tasks (0) panels. The Journal panel shows a system journal entry: "Incident INC-1 was sent to Archer with id 254379". Below the Journal panel, there is a "New Journal Entry" section with a text area and a "Submit" button. At the bottom of the interface, there are checkboxes for "2 IP(s)" and "2 MAC(s)".


View All Incidents Sent to Archer

Note: This option is available in NetWitness Platform Version 11.2 and later. If RSA Archer is configured as a data source in Context Hub, you can send incidents to RSA 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.

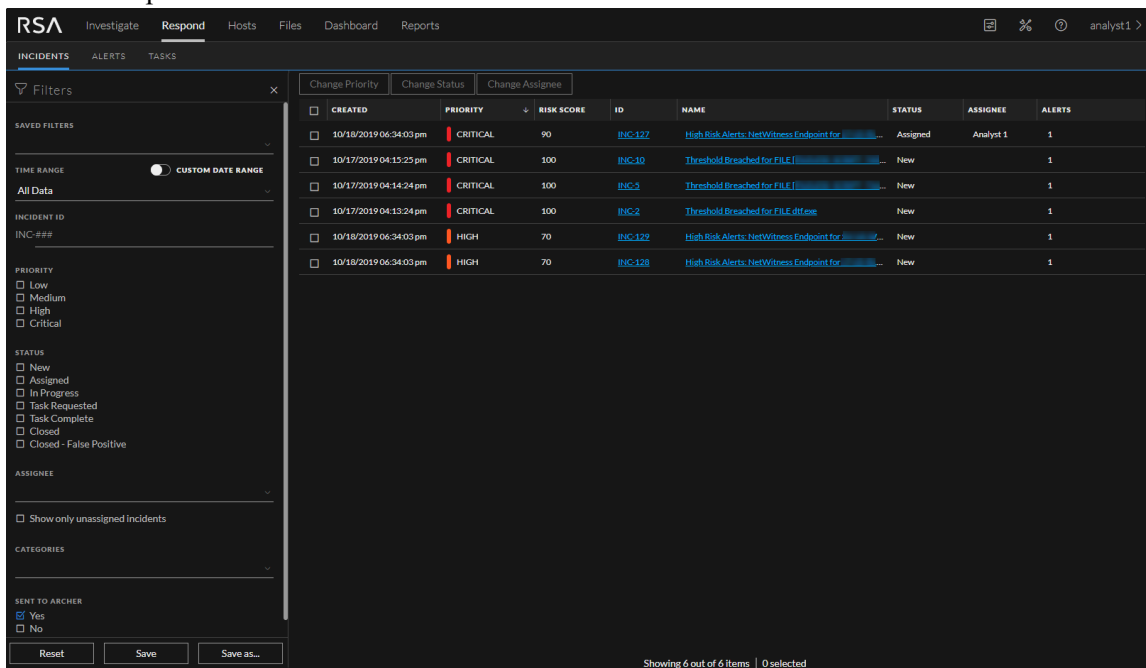
1. Go to **Respond > Incidents**.

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 RSA Respond interface. The 'Respond' tab is active, and the 'Incidents' view is selected. A filters panel is open on the left, showing 'SENT TO ARCHER' set to 'Yes'. The main table displays a list of incidents with columns: CREATED, PRIORITY, RISK SCORE, ID, NAME, STATUS, ASSIGNEE, and ALERTS. The table shows 6 items, all of which are 'New' incidents sent to Archer.

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 ...	Assigned	Analyst 1	1
10/17/2019 04:15:25 pm	CRITICAL	100	INC-30	Threshold Breached for FILE [...]	New		1
10/17/2019 04:14:24 pm	CRITICAL	100	INC-3	Threshold Breached for FILE [...]	New		1
10/17/2019 04:13:24 pm	CRITICAL	100	INC-2	Threshold Breached for FILE dtt.exe	New		1
10/18/2019 06:34:03 pm	HIGH	70	INC-129	High Risk Alerts: NetWitness Endpoint for ...	New		1
10/18/2019 06:34:03 pm	HIGH	70	INC-128	High Risk Alerts: NetWitness Endpoint for ...	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:

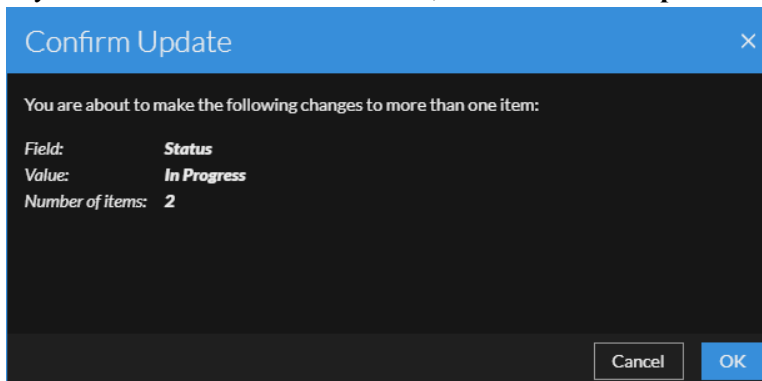
- New
- Assigned
- In Progress
- Task Requested
- Task Complete
- Closed
- Closed - False Positive

To update the status of multiple incidents:

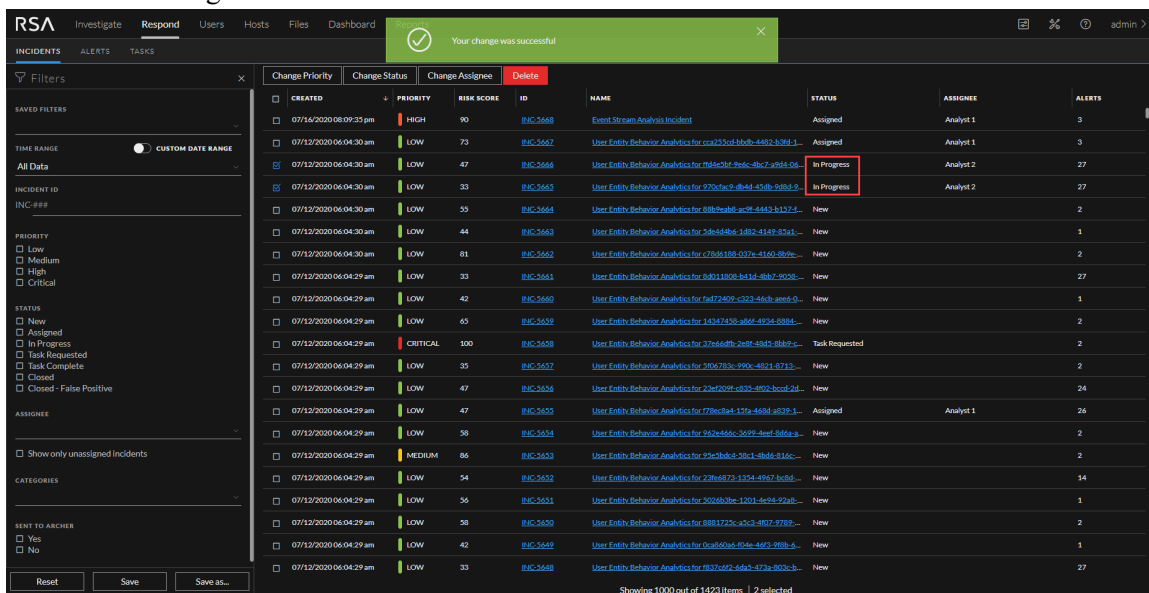
1. In the Incidents List view, select one or more incidents that you would like to change. To select all of the incidents on the page, select the box in the incidents list header row. The number of incidents selected appears in the incidents list footer.
2. Click **Change Status** and select a status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

The screenshot displays the NetWitness Respond 'Incidents List' view. On the left, there are filters for 'SAVED FILTERS', 'TIME RANGE' (set to 'CUSTOM DATE RANGE'), 'INCIDENT ID', 'PRIORITY' (Low, Medium, High, Critical), 'STATUS' (New, Assigned, In Progress, Task Requested, Task Complete, Closed, Closed - False Positive), 'ASSIGNEE', and 'CATEGORIES'. The main table lists incidents with columns: ID, NAME, STATUS, ASSIGNEE, and ALERTS. A 'Change Status' dropdown menu is open over the first few rows, with 'In Progress' selected. The footer shows 'Showing 1000 out of 1423 items | 2 selected'.

- 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.



To change the status 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 status update.

The screenshot shows the RSA NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The 'INCIDENTS' tab is active, and the 'Change Status' sub-tab is selected. A table of incidents is displayed, with incident INC-5664 highlighted. The right-hand panel shows the 'OVERVIEW' for this incident, including a 'Send to Archer' button and various metadata fields.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNED	ALERTS
07/16/2020 20:09:35	HIGH	90	INC-5668	Event Stream Analysis Incident	Assigned	Analyst 1	3
07/12/2020 06:04:30	LOW	73	INC-5667	User Entity Behavior Analytics for 0a225d4b0b-4462-b301-...	Assigned	Analyst 1	3
07/12/2020 06:04:30	LOW	47	INC-5666	User Entity Behavior Analytics for f04e30f2dc-8bc7-a9d5-08-...	In Progress	Analyst 2	27
07/12/2020 06:04:30	LOW	33	INC-5665	User Entity Behavior Analytics for 9705ac9c-8d4d-45db-9d8d-9...	In Progress	Analyst 2	27
07/12/2020 06:04:30	LOW	59	INC-5664	User Entity Behavior Analytics for 00b0d0d-ae0f-4462-b301-...	Assigned	Analyst 2	2
07/12/2020 06:04:30	LOW	44	INC-5663	User Entity Behavior Analytics for 5d444b4c-1d82-4142-83a1-...	New		1
07/12/2020 06:04:30	LOW	81	INC-5662	User Entity Behavior Analytics for c7868188-0378-41d0-80be-...	New		2
07/12/2020 06:04:29	LOW	33	INC-5661	User Entity Behavior Analytics for 8d411008-b41d-4b67-903b-...	New		27
07/12/2020 06:04:29	LOW	42	INC-5660	User Entity Behavior Analytics for fad72409-c323-46db-aee6-0...	New		1
07/12/2020 06:04:29	LOW	69	INC-5659	User Entity Behavior Analytics for 14341438-a0d7-493d-888d-...	New		2
07/12/2020 06:04:29	CRITICAL	100	INC-5658	User Entity Behavior Analytics for 376d4db-2d8f-49d3-88d2-c...	Task Requested		2
07/12/2020 06:04:29	LOW	35	INC-5657	User Entity Behavior Analytics for 96d783c-999c-4821-8713-...	New		2
07/12/2020 06:04:29	LOW	47	INC-5656	User Entity Behavior Analytics for 23e7209f-c632-402c-8ecd-2d...	New		24
07/12/2020 06:04:29	LOW	47	INC-5655	User Entity Behavior Analytics for 778e8d4c-15fa-468d-a839-1...	Assigned	Analyst 1	26
07/12/2020 06:04:29	LOW	58	INC-5654	User Entity Behavior Analytics for 0d2e466c-3d29-4ee8-9d6a-a...	New		2
07/12/2020 06:04:29	MEDIUM	86	INC-5653	User Entity Behavior Analytics for 72e3b0d4-30c1-4b4d-816c-...	New		2
07/12/2020 06:04:29	LOW	54	INC-5652	User Entity Behavior Analytics for 229d8d73-135d-49d7-b0dd-...	New		14
07/12/2020 06:04:29	LOW	56	INC-5651	User Entity Behavior Analytics for 202d803e-1201-4d7d-92d8-...	New		1
07/12/2020 06:04:29	LOW	58	INC-5650	User Entity Behavior Analytics for 8881723c-a5c3-4d07-9789-...	New		2
07/12/2020 06:04:29	LOW	42	INC-5649	User Entity Behavior Analytics for 0a080ad-95dc-4d63-90b0-d...	New		1
07/12/2020 06:04:29	LOW	33	INC-5648	User Entity Behavior Analytics for 9532d4f2-6d4c-473a-803c-b...	New		27

Showing 1000 out of 1423 items | 1 selected

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

The screenshot shows the incident details for INC-5664. The 'OVERVIEW' tab is active. The left sidebar contains incident metadata. The main area shows a list of events related to the incident.

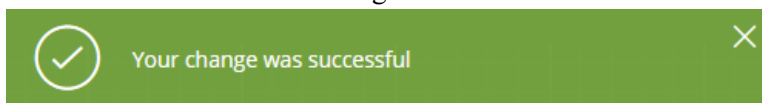
EVENT TIME	EVENT TYPE	CATEGORY	USERNAME	OPERATION TYPE	EVENT CODE
07/11/2020 03:18:00.000 pm	UEBA	FILE	[REDACTED]	FILE_DELETED	4660
07/11/2020 03:21:00.000 pm	UEBA	FILE	[REDACTED]	FILE_DELETED	4660
07/11/2020 03:23:00.000 pm	UEBA	FILE	[REDACTED]	FILE_DELETED	4660
07/11/2020 03:24:00.000 pm	UEBA	FILE	[REDACTED]	FILE_DELETED	4660
07/11/2020 03:26:00.000 pm	UEBA	FILE	[REDACTED]	FILE_DELETED	4660
07/11/2020 03:32:00.000 pm	UEBA	FILE	[REDACTED]	FILE_DELETED	4660

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

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

The screenshot shows the 'OVERVIEW' tab of an incident details page. The 'Status' field is currently set to 'Assigned'. A dropdown menu is open, showing the following options: 'New', 'Assigned' (highlighted with a blue bar), 'In Progress' (with a mouse cursor hovering over it), 'Task Requested', 'Task Complete', 'Closed', and 'Closed - False Positive'. Other fields visible include 'Created: 07/12/2020 06:04:30', 'Rule: User Entity Behavior Analytics', 'Risk Score: 55', 'Priority: Low', 'Assignee:', 'Sources:', 'Categories:', and 'Catalysts:'.

You can see a successful change notification.



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:

- 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.

- 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.

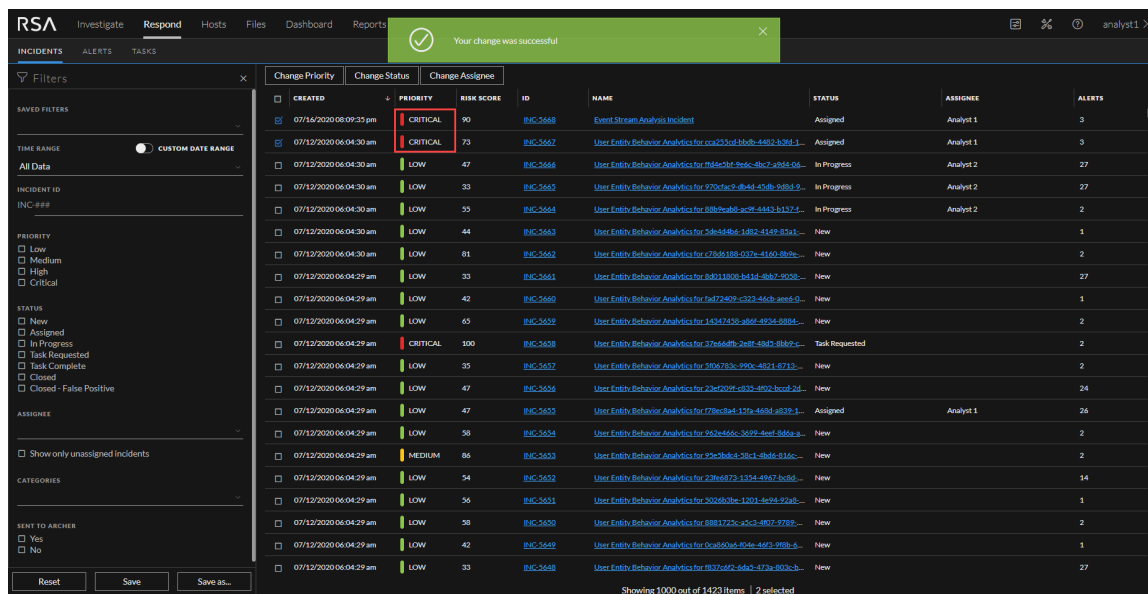
The screenshot shows the RSA NetWitness Respond interface. On the left, there is a 'Filters' sidebar with sections for 'SAVED FILTERS', 'TIME RANGE' (set to 'CUSTOM DATE RANGE'), 'INCIDENT ID', 'PRIORITY' (with checkboxes for Low, Medium, High, and Critical), 'STATUS' (with checkboxes for New, Assigned, In Progress, Task Requested, Task Complete, Closed, and Closed - False Positive), 'ASSIGNEE', 'Show only unassigned incidents', 'CATEGORIES', and 'SEND TO ARCHIVE' (with checkboxes for Yes and No). The main table displays a list of incidents. The 'Change Priority' dialog is open, showing a dropdown menu with 'Low', 'Medium', 'High', and 'Critical' options. The 'Critical' option is selected. The table columns include 'PRIORITY', 'RISK SCORE', 'ID', 'NAME', 'STATUS', 'ASSIGNEE', and 'ALERTS'. The table shows 14 rows of incident data, with the first row having a priority of 'High' and a risk score of 90. The bottom of the table indicates 'Showing 1000 out of 1423 items | 2 selected'.

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

The screenshot shows the 'Confirm Update' dialog box. It has a blue header with the title 'Confirm Update' and a close button (X). The main content area is dark gray and contains the text: 'You are about to make the following changes to more than one item:'. Below this, it shows the field 'Priority' with the value 'Critical' and the number of items '2'. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

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

now show Critical.



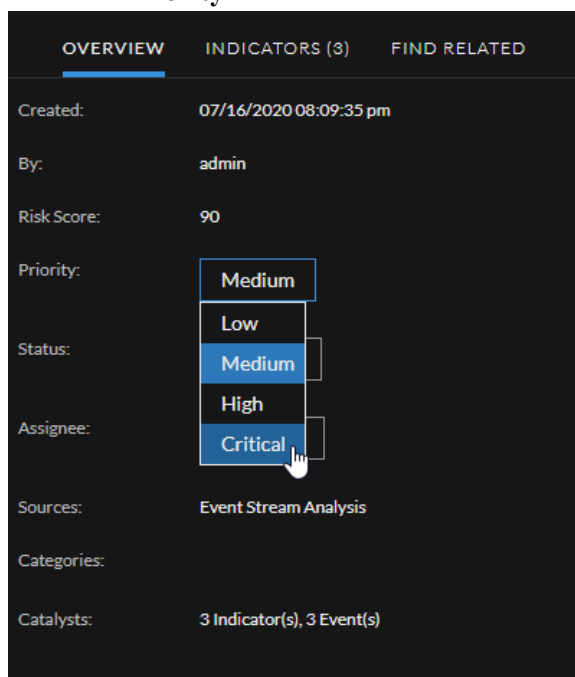
The screenshot shows the NetWitness Respond interface with a list of incidents. The 'Priority' column is highlighted, and a red box is drawn around the 'CRITICAL' status for the first incident. The interface includes a top navigation bar with tabs like 'Investigate', 'Respond', 'Hosts', 'Files', 'Dashboard', and 'Reports'. A green notification banner at the top says 'Your change was successful'. The left sidebar contains filters for 'Incidents', 'Alerts', and 'Tasks'. The main table lists incidents with columns for 'Created', 'Priority', 'Risk Score', 'ID', 'Name', 'Status', 'Assignee', and 'Alerts'.

Created	Priority	Risk Score	ID	Name	Status	Assignee	Alerts
07/16/2020 08:09:35 pm	CRITICAL	90	INC-2668	Event Stream Analysis Incident	Assigned	Analyst 1	3
07/12/2020 06:04:30 am	CRITICAL	73	INC-2667	User Entity Behavior Analytics for cca235c1-bb8b-4682-b3d6-1...	Assigned	Analyst 1	3
07/12/2020 06:04:30 am	LOW	47	INC-2666	User Entity Behavior Analytics for f54c5d5f-2eac-8c72-a985-06...	In Progress	Analyst 2	27
07/12/2020 06:04:30 am	LOW	33	INC-2665	User Entity Behavior Analytics for 9700fac3-8d4d-454b-918d-9...	In Progress	Analyst 2	27
07/12/2020 06:04:30 am	LOW	33	INC-2664	User Entity Behavior Analytics for 88b3eab8-ac9f-4443-b197-f...	In Progress	Analyst 2	2
07/12/2020 06:04:30 am	LOW	44	INC-2663	User Entity Behavior Analytics for 5d64d86c-1d92-4149-85a1-...	New		1
07/12/2020 06:04:30 am	LOW	81	INC-2662	User Entity Behavior Analytics for c7846188-037e-4160-897e-...	New		2
07/12/2020 06:04:29 am	LOW	33	INC-2661	User Entity Behavior Analytics for 20f11038-3d1d-8b07-9058-...	New		27
07/12/2020 06:04:29 am	LOW	42	INC-2660	User Entity Behavior Analytics for fad72409-c323-46cb-ae6d-0...	New		1
07/12/2020 06:04:29 am	LOW	63	INC-2659	User Entity Behavior Analytics for 14347436-a90f-4954-88d4-...	New		2
07/12/2020 06:04:29 am	CRITICAL	100	INC-2658	User Entity Behavior Analytics for 37d66d7b-2e8f-49d3-8b89-c...	Task Requested		2
07/12/2020 06:04:29 am	LOW	35	INC-2657	User Entity Behavior Analytics for 9504793c-990c-4021-4713-...	New		2
07/12/2020 06:04:29 am	LOW	47	INC-2656	User Entity Behavior Analytics for 23e2709f-d312-8f02-bc0d-2d...	New		24
07/12/2020 06:04:29 am	LOW	47	INC-2655	User Entity Behavior Analytics for 77bdc8af-151a-46d8-a839-1...	Assigned	Analyst 1	26
07/12/2020 06:04:29 am	LOW	38	INC-2654	User Entity Behavior Analytics for 942e466c-3629-4eef-846a-8...	New		2
07/12/2020 06:04:29 am	MEDIUM	86	INC-2653	User Entity Behavior Analytics for 93c3bdc4-38c1-8d6d-316c-...	New		2
07/12/2020 06:04:29 am	LOW	54	INC-2652	User Entity Behavior Analytics for 239e6873-1334-4967-bc8d-...	New		14
07/12/2020 06:04:29 am	LOW	56	INC-2651	User Entity Behavior Analytics for 3020858e-1201-4d94-22ab-...	New		1
07/12/2020 06:04:29 am	LOW	58	INC-2650	User Entity Behavior Analytics for 8881723c-a5c3-4d97-9782-...	New		2
07/12/2020 06:04:29 am	LOW	42	INC-2649	User Entity Behavior Analytics for 0ca860a6-054e-4d93-9f8b-6...	New		1
07/12/2020 06:04:29 am	LOW	33	INC-2648	User Entity Behavior Analytics for 837d7d72-d6d0-473a-803c-b...	New		27

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.

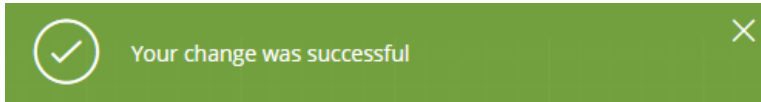
In the Overview panel, the Priority button shows the current priority of the incident.
- Click the **Priority** button and select a status from the drop-down list.



The screenshot shows the NetWitness Respond Overview panel for an incident. The 'Priority' button is highlighted, and a dropdown menu is open showing options: Medium, Low, Medium, High, and Critical. The 'Critical' option is selected. The panel displays incident details such as 'Created: 07/16/2020 08:09:35 pm', 'By: admin', 'Risk Score: 90', 'Status: Medium', 'Assignee: Critical', 'Sources: Event Stream Analysis', 'Categories: 3 Indicator(s), 3 Event(s)', and 'Catalysts: 3 Indicator(s), 3 Event(s)'.

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

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.

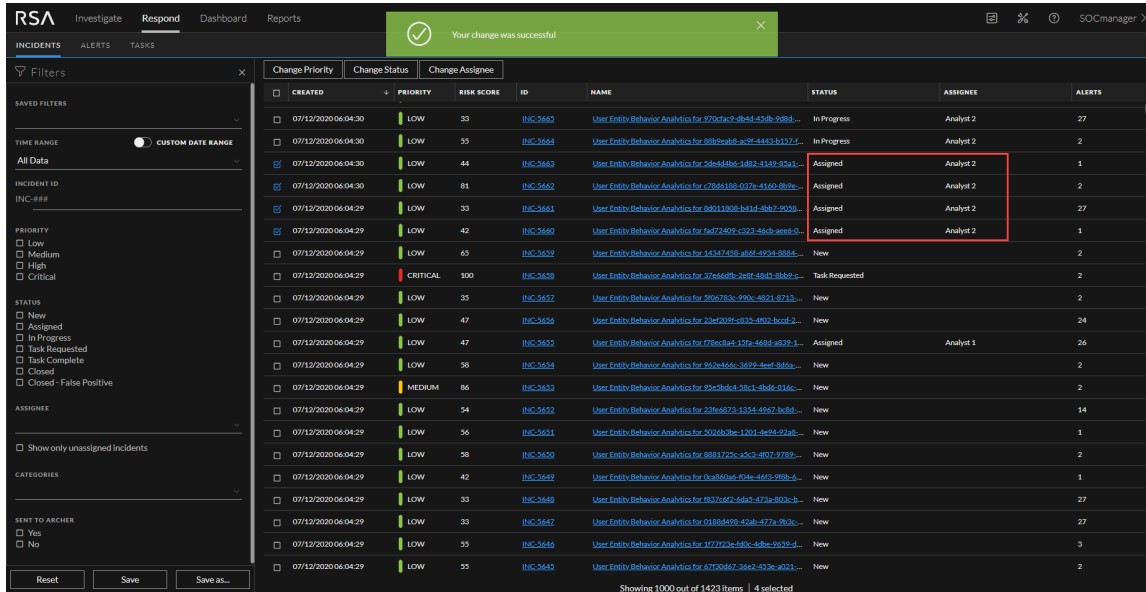
Note: You cannot change the assignee of a closed incident.

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.

The screenshot displays the NetWitness Respond interface with the 'Incidents List' view. On the left, there are filters for 'SAVED FILTERS', 'TIME RANGE' (set to 'CUSTOM DATE RANGE'), 'INCIDENT ID', 'PRIORITY' (Low, Medium, High, Critical), 'STATUS' (New, Assigned, In Progress, Task Requested, Task Complete, Closed, Closed - False Positive), 'ASSIGNEE', 'Show only unassigned incidents', 'CATEGORIES', and 'SENT TO ARCHIVE' (Yes, No). The main table has columns: 'ID', 'NAME', 'STATUS', 'ASSIGNEE', and 'ALERTS'. A 'Change Assignee' dropdown menu is open, showing a list of users: 'Myself (SOC Manager)', '(Unassigned)', 'admin', 'analyst', 'Analyst 1', 'Analyst 2' (highlighted), and 'role...'. The table shows a list of incidents with their respective IDs, names, statuses, and assignees. A red box highlights the 'ASSIGNEE' column for several incidents.

- 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.



The screenshot shows the NetWitness Respond interface. At the top, there's a navigation bar with 'Investigate', 'Respond', 'Dashboard', and 'Reports'. Below this, there's a green notification bar that says 'Your change was successful'. The main area is divided into a left sidebar and a right pane. The left sidebar contains filters for 'Incidents', 'Alerts', and 'Tasks'. The right pane shows a table of incidents with columns: 'Created', 'Priority', 'Risk Score', 'ID', 'Name', 'Status', 'Assignee', and 'Alerts'. A red box highlights the 'Assignee' column for several incidents, showing 'Analyst 2' as the assignee. The table also shows a 'Change Assignee' button at the top of the incident list.

Created	Priority	Risk Score	ID	Name	Status	Assignee	Alerts
07/12/2020 06:04:30	LOW	33	INC-2662	User Entity Behavior Analytics for 873d4c2-d84d-45db-3d8d...	In Progress	Analyst 2	27
07/12/2020 06:04:30	LOW	35	INC-2664	User Entity Behavior Analytics for 88b79a8b-3c3f-4443-b157-1...	In Progress	Analyst 2	2
07/12/2020 06:04:30	LOW	44	INC-2663	User Entity Behavior Analytics for 2d6d4d6-1482-4149-83a1...	Assigned	Analyst 2	1
07/12/2020 06:04:30	LOW	81	INC-2662	User Entity Behavior Analytics for c79d6108-077e-4160-8b9e...	Assigned	Analyst 2	2
07/12/2020 06:04:29	LOW	33	INC-2661	User Entity Behavior Analytics for 9d611806-b11d-4b67-9038...	Assigned	Analyst 2	27
07/12/2020 06:04:29	LOW	42	INC-2660	User Entity Behavior Analytics for 1a724d29-c222-46dc-a6e6-0...	Assigned	Analyst 2	1
07/12/2020 06:04:29	LOW	65	INC-2659	User Entity Behavior Analytics for 14347438-a16f-4594-8884...	New		2
07/12/2020 06:04:29	CRITICAL	100	INC-2658	User Entity Behavior Analytics for 2766d45-2d8f-48d3-9bb2-6...	Task Requested		2
07/12/2020 06:04:29	LOW	35	INC-2657	User Entity Behavior Analytics for 406273c-990c-4521-8713...	New		2
07/12/2020 06:04:29	LOW	47	INC-2656	User Entity Behavior Analytics for 22e9020f-cd33-4802-b0cd-2...	New		24
07/12/2020 06:04:29	LOW	47	INC-2655	User Entity Behavior Analytics for 078a8d4b-127d-468d-a639-1...	Assigned	Analyst 1	26
07/12/2020 06:04:29	LOW	36	INC-2654	User Entity Behavior Analytics for 962e8d0c-3699-4aef-8d6a...	New		2
07/12/2020 06:04:29	MEDIUM	86	INC-2653	User Entity Behavior Analytics for 95e3d8d4-38c1-4b66-816c...	New		2
07/12/2020 06:04:29	LOW	54	INC-2652	User Entity Behavior Analytics for 225e6873-1374-49e7-bcdd...	New		14
07/12/2020 06:04:29	LOW	56	INC-2651	User Entity Behavior Analytics for 500d638e-1201-4e04-22a8...	New		1
07/12/2020 06:04:29	LOW	56	INC-2650	User Entity Behavior Analytics for 8851723c-a2c3-4907-7789...	New		2
07/12/2020 06:04:29	LOW	42	INC-2649	User Entity Behavior Analytics for 0a1600a5-854e-4613-9f8b-6...	New		1
07/12/2020 06:04:29	LOW	33	INC-2648	User Entity Behavior Analytics for 8337c4f2-5d45-473a-803c-3...	New		27
07/12/2020 06:04:29	LOW	33	INC-2647	User Entity Behavior Analytics for 0188d498-42ab-477a-790c...	New		27
07/12/2020 06:04:29	LOW	35	INC-2646	User Entity Behavior Analytics for 3177723e-fd0c-fd8e-9659-4...	New		3
07/12/2020 06:04:29	LOW	35	INC-2645	User Entity Behavior Analytics for 6753d617-3a62-433e-a021...	New		2

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

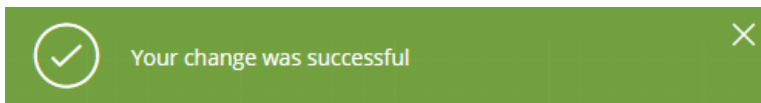
following example, the Assignee button has a current status of Unassigned.

The screenshot shows the 'OVERVIEW' tab of an incident in NetWitness Respond. The incident details are as follows:

- Created:** 07/12/2020 06:04:29
- Rule:** User Entity Behavior Analytics
- Risk Score:** 65
- Priority:** Low
- Status:** New
- Assignee:** (Unassigned) [Dropdown menu is open]
- Sources:** (Unassigned)
- Categories:** admin
- Catalysts:** analyst

The dropdown menu for the Assignee field includes the following options: 'Myself (SOC Manager)', '(Unassigned)', 'admin', 'analyst', 'Analyst 1', 'Analyst 2' (highlighted by the mouse cursor), and 'role_'.

- 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.

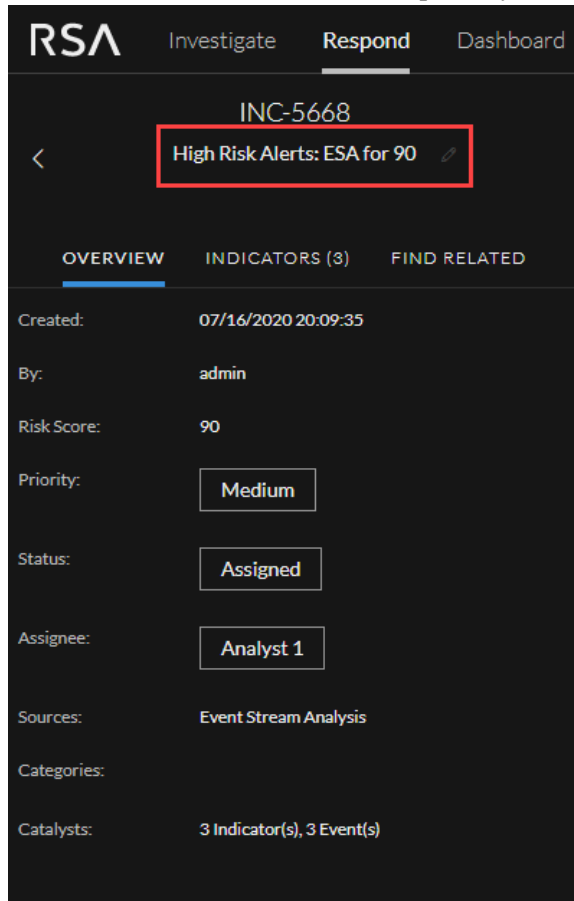


Rename an Incident

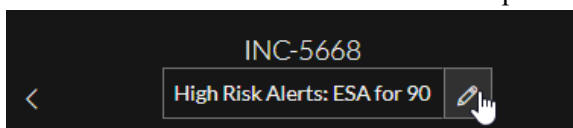
You can rename an incident from the Overview panel in the Incidents List view and the Incident Details view. For example, you may want to rename an incident to provide clarification about the issue, especially if multiple incidents have the same name.

- Go to **Respond > Incidents**.
- 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.

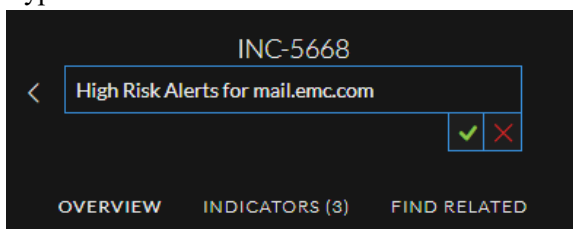
- From the Incident Details view, click the **OVERVIEW** tab in the left panel.
In the header above the Overview panel, you can see the incident ID and the incident name.



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

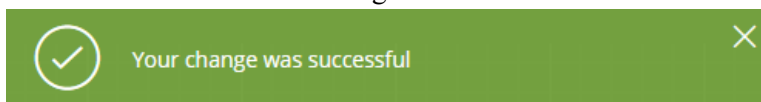


- Type a new name for the incident in the text editor and click the check mark to confirm the change.

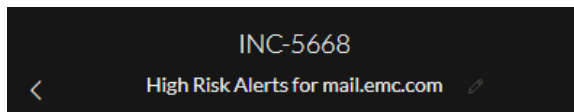


For example, you can change "High Risk Alerts: ESA for 90.0" to "High Risk Alerts for mail.emc.com" for more clarification.

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**.

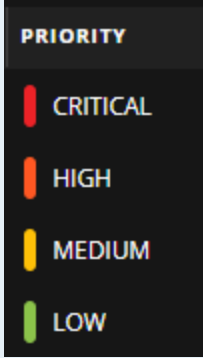
The Tasks List view displays a list of all incident tasks.

 The screenshot shows the 'Respond' tab in the NetWitness Respond interface, specifically the 'TASKS' sub-tab. On the left, there are filters for 'TIME RANGE' (set to 'All Data'), 'TASK ID' (with an example 'e.g. 123'), 'PRIORITY' (with checkboxes for Low, Medium, High, Critical), 'STATUS' (with checkboxes for New, Assigned, In Progress, Remediated, Risk Accepted, Not Applicable), and 'CREATED BY'. The main area displays a table of tasks. The table has columns: CREATED, PRIORITY, ID, NAME, ASSIGNEE, STATUS, LAST UPDATED, CREATED BY, and INCIDENT ID. There are 6 tasks listed, each with a checkbox for selection. At the bottom right, it says 'Showing 6 out of 6 Items | 0 selected'.

CREATED	PRIORITY	ID	NAME	ASSIGNEE	STATUS	LAST UPDATED	CREATED BY	INCIDENT ID
07/15/2020 20:34:05	CRITICAL	REM-1	Breach	Admin	New	07/15/2020 20:34:05	admin	INC-5658
07/15/2020 20:35:02	CRITICAL	REM-2	Discussion Required	Analyst User	New	07/15/2020 20:35:02	admin	INC-5658
07/20/2020 22:01:22	HIGH	REM-3	Isolate the machines ASAP	Jose	New	07/20/2020 22:01:22	SOCmanager	INC-5668
07/20/2020 22:03:15	HIGH	REM-4	Contact the appropriate agency	SOC Manager	New	07/20/2020 22:03:15	SOCmanager	INC-5638
07/20/2020 22:05:11	MEDIUM	REM-5	Isolate Host Machine	Edwards	New	07/20/2020 22:05:11	SOCmanager	INC-5663
07/20/2020 22:04:12	LOW	REM-5	Network alert	Admin	New	07/20/2020 22:04:12	SOCmanager	INC-5666

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 Critical, orange represents High risk, yellow indicates Medium risk, and green represents Low 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.

Filters

TIME RANGE ☐ CUSTOM DATE RANGE

All Data

TASK ID
e.g. 123

PRIORITY

- ☐ Low
- ☐ Medium
- ☐ High
- ☐ Critical

STATUS

- ☐ New
- ☐ Assigned
- ☐ In Progress
- ☐ Remediated
- ☐ Risk Accepted
- ☐ Not Applicable

CREATED BY

Reset

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.

TIME RANGE ☒ CUSTOM DATE RANGE

START DATE
01/09/2020 12:00:00 AM

END DATE
01/11/2020 12:00:00 AM

JANUARY 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8
12						

12 : 00 : 00 AM

- **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 Platform 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

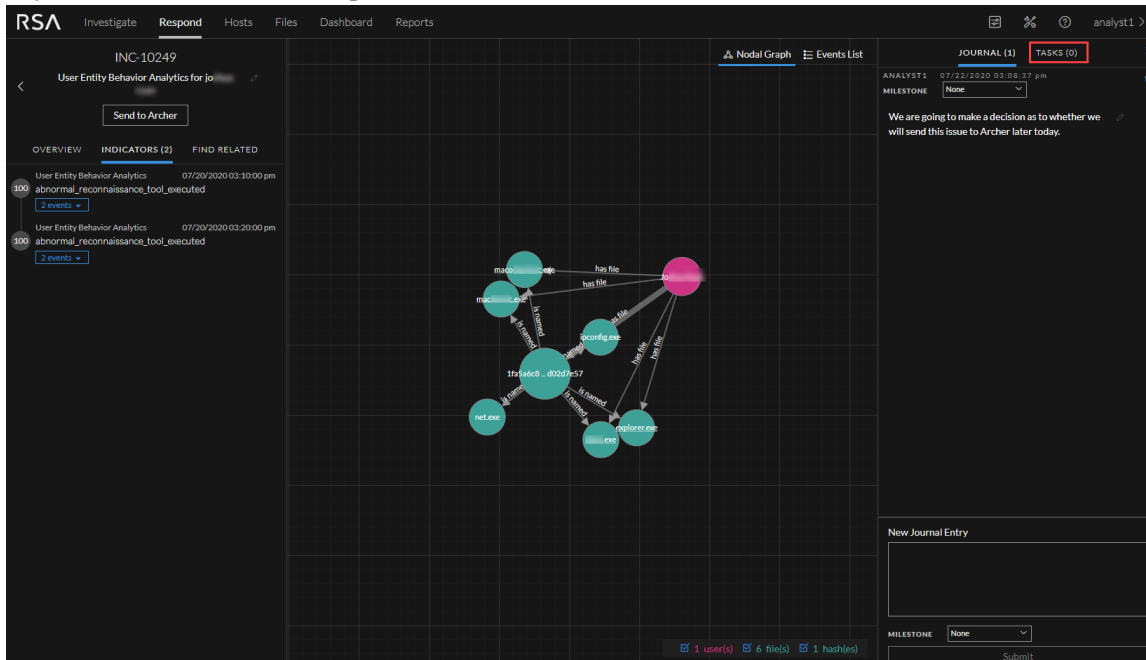
After you investigate an incident and know more about it, you can create a task, assign it to a user, and track it to closure. You create tasks from the Incident Details view.

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.

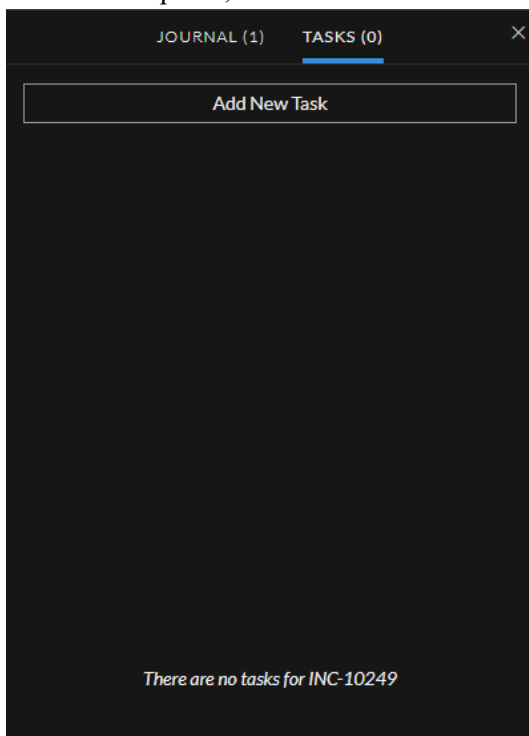
The screenshot displays the NetWitness Respond interface. The top navigation bar includes tabs for **INCIDENTS**, **ALERTS**, and **TASKS**. The **INCIDENTS** tab is active. Below the navigation bar, there are buttons for **Change Priority**, **Change Status**, and **Change Assignee**. The main area shows a table of incidents with the following columns: **CREATED**, **PRIORITY**, **RISK SCORE**, **ID**, **NAME**, **STATUS**, **ASSIGNEE**, and **ALERTS**. The incident **INC-10249** is highlighted with a red box. The left sidebar contains filters for **TIME RANGE**, **INCIDENT ID**, **PRIORITY**, **STATUS**, **ASSIGNEE**, and **CATEGORIES**. The bottom of the table shows **Showing 1000 out of 2292 items | 1 selected**.

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

- 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 web interface for creating a new task. At the top, there are two tabs: 'JOURNAL (1)' and 'TASKS (0)'. The 'TASKS (0)' tab is selected. Below the tabs, the title 'NEW TASK FOR INC-10249' is displayed. The form consists of several sections: a 'NAME' section with a text input field containing 'Re-image the machine'; a 'DESCRIPTION' section with a text area containing 'Opened ticket ABC-5678 to re-image the affected machine.'; an 'ASSIGNEE' section with a text input field containing 'Jose'; and a 'PRIORITY' section with a dropdown menu set to 'High'. At the bottom right of the form 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.

The screenshot displays the NetWitness Respond interface for incident INC-10249. The left sidebar shows the incident overview with fields for Created, Rule, Risk Score, Priority, Status, Assignee, Sources, Categories, and Catalysts. The Status field is highlighted with a red box and shows 'Task Requested'. The main area displays a Nodal Graph with various nodes and relationships. The right sidebar shows the Tasks panel with a task 'Re-image the machine' listed. A green notification banner at the top indicates 'Your change was successful'.

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 'Investigate', 'Respond', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The 'Respond' tab is active, showing a list of incidents under the 'INCIDENTS' section. The table columns are: CREATED, PRIORITY, RISK SCORE, ID, NAME, STATUS, ASSIGNEE, and ALERTS. The incident list shows multiple entries with a 'Task Requested' status. On the right, a detailed view for incident INC-10249 is shown, including a 'Send to Archer' button, an 'OVERVIEW' section, and a 'Status' dropdown menu set to 'Task Requested'.

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

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.

Filters

TIME RANGE ☐ CUSTOM DATE RANGE

All Data

TASK ID

REM-1234

PRIORITY

☐ Low

☐ Medium

☐ High

☐ Critical

STATUS

☐ New

☐ Assigned

☐ In Progress

☐ Remediated

☐ Risk Accepted

☐ Not Applicable

CREATED BY

- 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.

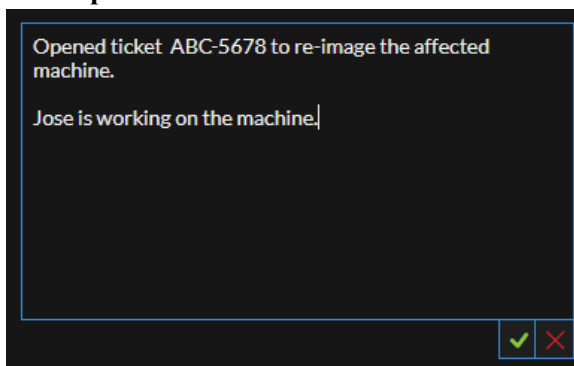
4. You can modify any of the following fields:

- **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.

The screenshot shows the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond', 'Dashboard', and 'Reports'. The 'Respond' tab is active, and the 'TASKS' sub-tab is selected. Below the navigation bar, there is a table of tasks. The task 'REM-9' is highlighted. To the right of the table, the 'Task Overview' panel for 'REM-9' is displayed, showing details such as 'Isolate host3', 'Incident ID: INC-10248', 'Created: 07/22/2020 16:04:53', 'Last Updated: 07/22/2020 16:04:53', 'Priority: Medium', 'Status: New', 'Assignee: IT Services', and 'Description: Isolate host 3 today'.

CREATED	PRIORITY	ID	NAME	ASSIGNEE	STATUS	LAST UPDATED	CREATED BY	INCIDENT ID
07/22/2020 16:03:37	CRITICAL	REM-8	Revoke user permissions ASAP	Admin	New	07/22/2020 16:03:37	analyst1	INC-10250
07/22/2020 15:46:29	HIGH	REM-7	Re-image the machine ASAP!	Jose	In Progress	07/22/2020 16:21:18	analyst1	INC-10249
07/22/2020 16:06:45	HIGH	REM-10	Contact Agency	SOC Manager	New	07/22/2020 16:06:45	analyst1	INC-10247
07/22/2020 16:04:53	MEDIUM	REM-9	Isolate host3	IT Services	New	07/22/2020 16:04:53	analyst1	INC-10248
07/22/2020 16:07:51	LOW	REM-11	Network Alert	Admin	New	07/22/2020 16:07:51	analyst1	INC-10246

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.

REM-9

Isolate host3

OVERVIEW

Incident ID: [INC-10248](#)

Created: 07/22/2020 16:04:53

Last Updated: 07/22/2020 16:04:53

Priority: Medium

Status: New

Assignee: IT Services

Description: Isolate host 3 today

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.

REM-9

Isolate Host Machine

OVERVIEW

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

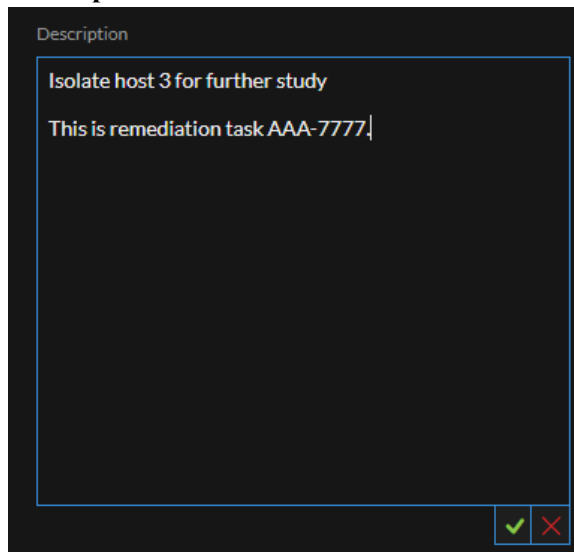
- **Priority** - Click the Priority button and select a priority for the task from the drop-down list: Low, Medium, High, or Critical.
- **Status** - Click the Status button and select a status for the task from the drop-down list: New, Assigned, In Progress, Remediated, Risk Accepted, and Not Applicable.
- **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.

Assignee: Edwardo

Description

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.

The screenshot shows the NetWitness Respond interface. On the left, the incident details for INC-10248 are displayed, including the rule 'User Entity Behavior Analytics for thomas', risk score of 100, and status 'Task Requested'. The central Nodal Graph shows a network of entities: Thomas (pink circle), host1, host2, host3, and host4 (blue circles). Relationships are shown with arrows: Thomas communicates with host1, host2, and host3; host1 communicates with host2; host2 communicates with host3; and host3 communicates with host4. On the right, the 'TASKS (2)' panel is open, showing a list of tasks. Two tasks are highlighted with red boxes: 'REM-12 / INC-10248' (Create a replacement host ASAP) and 'REM-9 / INC-10248' (Isolate the Host Machine).

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

The screenshot shows the details of the task 'REM-9 / INC-10248' (Isolate the Host Machine). The task is assigned to Edwardo, has a priority of Medium, and a status of New. The description is 'Isolate the host 3 for further study. This is remediation task AAA-7777.' A red box highlights the trash icon in the top right corner.

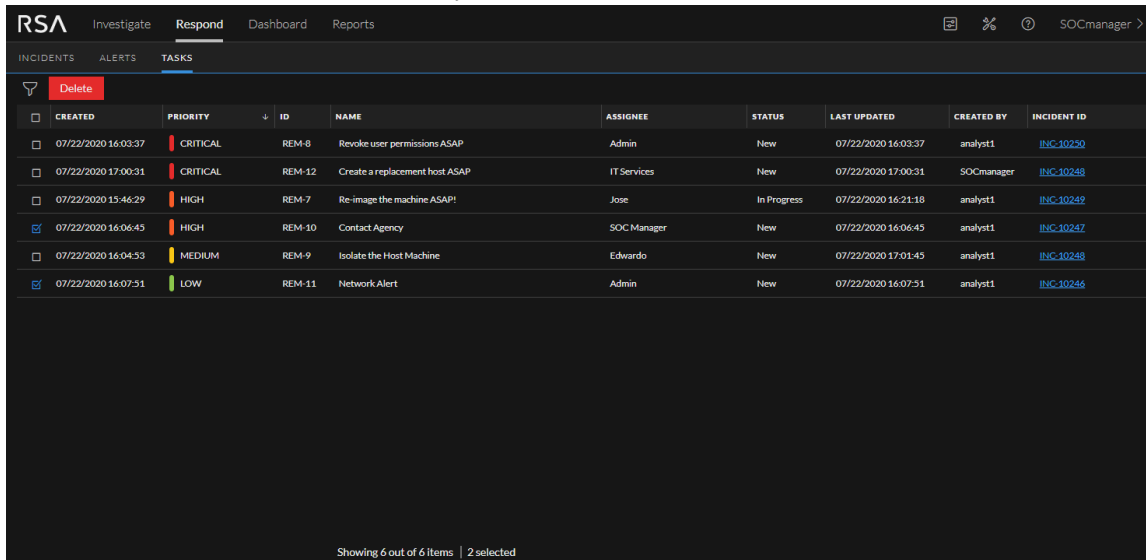
- Confirm that you want to delete the task and click **OK**.

The screenshot shows the 'Confirm Delete' dialog box. The dialog box contains the text: 'Deleting a Task from NetWitness will not delete it from other systems. Please note that it will be your responsibility to delete the task from any other applicable systems. Are you sure you want to delete 1 record(s)? Once applied, this deletion cannot be reversed.' The dialog box has 'Cancel' and 'OK' buttons.

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

To Delete Tasks from the Tasks List:

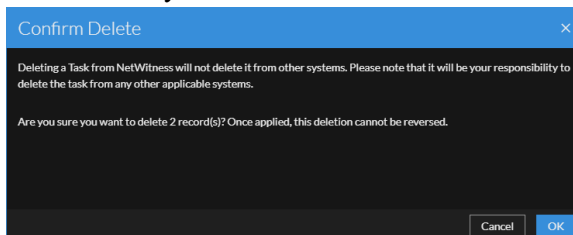
1. Go to **Respond > Tasks**.
The Tasks List view displays a list of all incident tasks.
2. In the Tasks list, select the tasks that you want to delete and click **Delete**.



CREATED	PRIORITY	ID	NAME	ASSIGNEE	STATUS	LAST UPDATED	CREATED BY	INCIDENT ID
<input type="checkbox"/> 07/22/2020 16:03:37	CRITICAL	REM-8	Revoke user permissions ASAP	Admin	New	07/22/2020 16:03:37	analyst1	INC-10250
<input type="checkbox"/> 07/22/2020 17:00:31	CRITICAL	REM-12	Create a replacement host ASAP	IT Services	New	07/22/2020 17:00:31	SOCmanager	INC-10248
<input type="checkbox"/> 07/22/2020 15:46:29	HIGH	REM-7	Re-image the machine ASAP!	Jose	In Progress	07/22/2020 16:21:18	analyst1	INC-10249
<input checked="" type="checkbox"/> 07/22/2020 16:06:45	HIGH	REM-10	Contact Agency	SOC Manager	New	07/22/2020 16:06:45	analyst1	INC-10247
<input type="checkbox"/> 07/22/2020 16:04:53	MEDIUM	REM-9	Isolate the Host Machine	Edwardo	New	07/22/2020 17:01:45	analyst1	INC-10248
<input checked="" type="checkbox"/> 07/22/2020 16:07:51	LOW	REM-11	Network Alert	Admin	New	07/22/2020 16:07:51	analyst1	INC-10246

Showing 6 out of 6 items | 2 selected

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



The tasks are deleted from NetWitness Platform. Deleting tasks from NetWitness Platform 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

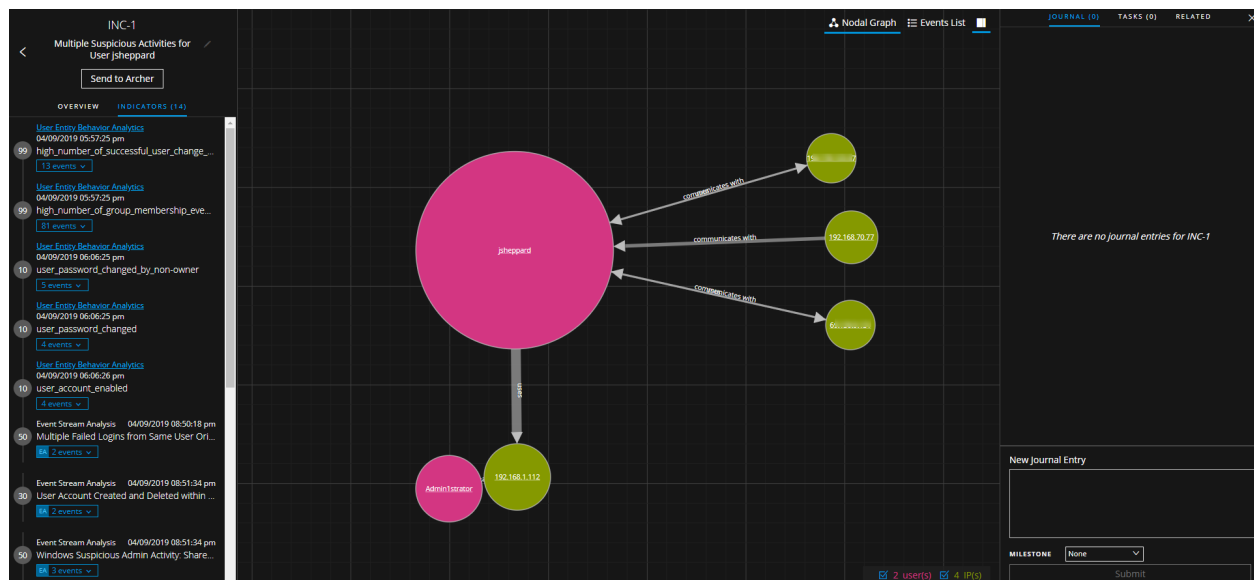
The following use cases provide examples of an analyst using RSA NetWitness® Platform to quickly respond to incidents, identify threats, and take action to reduce or eliminate the ability of threat actors to compromise valuable information in the corporate network.

Use Case #1: UEBA Anomalous User Activity

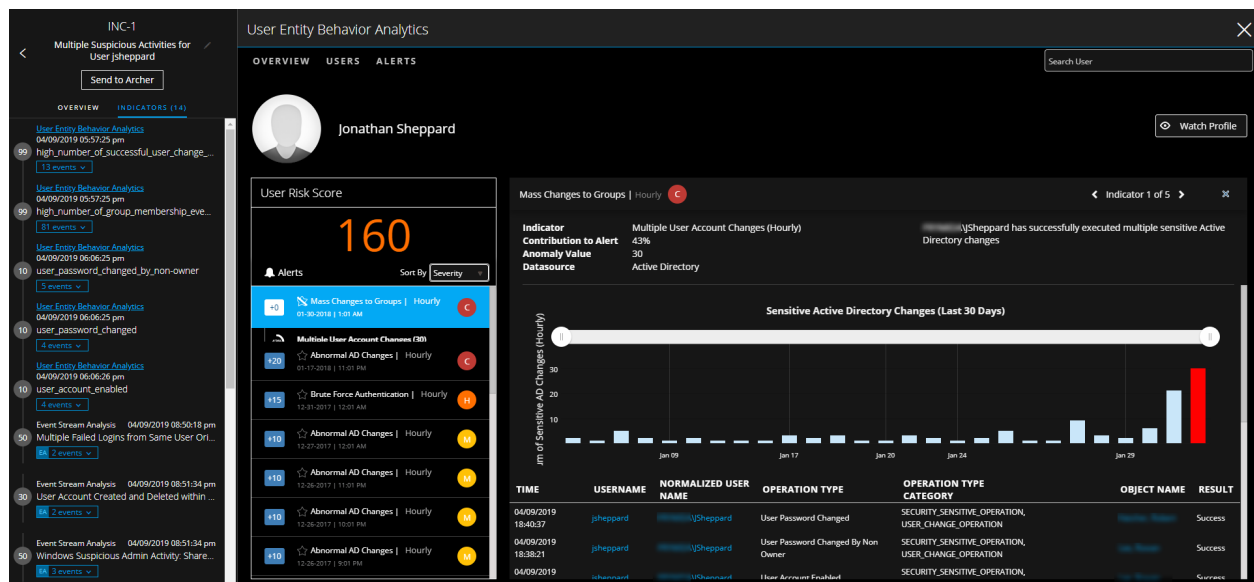
An analyst named Chris logs in, goes to the Incidents List view, and uses the filters on the left-hand side to look at all of the incidents assigned to her. In the list, she notices an incident that she has not yet reviewed (status is Assigned) and opens the incident.

Incidents Alerts Tasks									
Filters		Change Priority Change Status Change Assignee Delete							
TIME RANGE		CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
All Data		<input type="checkbox"/> 04/09/2019 08:50:57 pm	CRITICAL	90	INC-2	Multiple Suspicious Activities for User LocalSystem	In Progress	Chris Gordon	3
INCIDENT ID		<input type="checkbox"/> 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
e.g., INC-123		<input type="checkbox"/> 04/09/2019 09:06:31 pm	HIGH	70	INC-9	Suspected RIG Custom Kit	In Progress	Chris Gordon	5
PRIORITY		<input type="checkbox"/> 04/09/2019 09:07:43 pm	HIGH	50	INC-10	Suspected Cerber Ransomware	In Progress	Chris Gordon	2
<input type="checkbox"/> Low		<input type="checkbox"/> 04/09/2019 09:54:53 pm	HIGH	58	INC-19	Multiple Suspicious Activities for IP address for 192.168.60.65	In Progress	Chris Gordon	10
<input type="checkbox"/> Medium		<input type="checkbox"/> 04/09/2019 08:49:35 pm	MEDIUM	42	INC-1	Multiple Suspicious Activities for User jshespeard	Assigned	Chris Gordon	14
<input type="checkbox"/> High									
<input type="checkbox"/> Critical									
STATUS									
<input type="checkbox"/> New									
<input checked="" type="checkbox"/> Assigned									
<input type="checkbox"/> In Progress									
<input type="checkbox"/> Task Requested									
<input type="checkbox"/> Task Complete									
<input type="checkbox"/> Closed									
<input type="checkbox"/> Closed - False Positive									
ASSIGNEE									
<input type="text" value="chris.gordon"/>									
<input type="checkbox"/> Show only unassigned incidents									
CATEGORIES									
SENT TO ARCHER									
<input type="checkbox"/> Yes									
<input type="checkbox"/> No									
Reset Filters									
		Showing 6 out of 6 items 0 selected							

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.

INC-1

Multiple Suspicious Activities for User jsheppard

Send to Archer

OVERVIEW INDICATORS (14)

User Entry Behavior Analysis

04/09/2019 05:57:25 pm

high_number_of_successful_user_change...

13 events

jsheppard 04/09/2019 06:09:02 pm

jsheppard 04/09/2019 06:20:26 pm

jsheppard 04/09/2019 06:21:31 pm

jsheppard 04/09/2019 06:21:31 pm

jsheppard 04/09/2019 06:06:25 pm

jsheppard 04/09/2019 06:06:26 pm

jsheppard 04/09/2019 06:17:13 pm

jsheppard 04/09/2019 06:40:37 pm

jsheppard 04/09/2019 06:38:21 pm

jsheppard 04/09/2019 06:38:21 pm

jsheppard 04/09/2019 06:17:14 pm

jsheppard 04/09/2019 06:09:02 pm

jsheppard 04/09/2019 06:09:02 pm

1 event

See All Events

Nodal Graph Events List

high_number_of_successful_user_change_security_sensitive_operations (Item 1 of 13)

EVENT TIME	EVENT TYPE	DETECTOR IP	FILE NAME	FILE HASH
04/09/2019 06:09:02.000 pm	N/A	N/A	N/A	N/A

SOURCE

USER

USERNAME

jsheppard

DEVICE

N/A

TARGET

DEVICE

N/A

DATA

N/A

SCHEMA

ACTIVE_DIRECTORY

UPDATED DATE

2019-04-16T02:04:08.942.000Z

RESULT

SUCCESS

EVENT TIME

2019-04-09T18:09:02.000.000Z

ADDITIONAL INFO

ORIGIN

192.168.212.227

ORIGIN IPV4

10.186.212.227

DESCRIPTION

USER_PASSWORD_CHANGED

OS VERSION

Windows Server 2012 R2 Standard

RESULT

SUCCESS

COMPUTER

COMPUTER

I ADDRESS

192.168.212.227

IS USER ADMIN

false

ACTION

Add Attribute

OPERATION TYPE

USER_PASSWORD_CHANGED

TO

Empty

DOMAIN DN

jsheppard@jsheppard.com

UPDATED BY

hourlyOutputProcessorRun2018-01-30T00:00:00Z

CREATED DATE

2018-02-05T08:06:43.942.000Z

OPERATION TYPE CATEGORIES

SECURITY_SENSITIVE_OPERATION

OPERATION TYPE

USER_PASSWORD_CHANGED

DATA SOURCE

Active Directory

There are no journal entries for INC-1

New Journal Entry

MILESTONE

None

Submit

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.

INC-1

Multiple Suspicious Activities for User jsheppard

Send to Archer

OVERVIEW INDICATORS (14)

User Entry Behavior Analysis

04/09/2019 05:57:25 pm

high_number_of_successful_user_change...

13 events

jsheppard 04/09/2019 06:09:02 pm

jsheppard 04/09/2019 06:20:26 pm

jsheppard 04/09/2019 06:21:31 pm

jsheppard 04/09/2019 06:21:31 pm

jsheppard 04/09/2019 06:06:25 pm

jsheppard 04/09/2019 06:06:26 pm

jsheppard 04/09/2019 06:17:13 pm

jsheppard 04/09/2019 06:40:37 pm

jsheppard 04/09/2019 06:38:21 pm

jsheppard 04/09/2019 06:38:21 pm

jsheppard 04/09/2019 06:17:14 pm

jsheppard 04/09/2019 06:09:02 pm

jsheppard 04/09/2019 06:09:02 pm

1 event

See All Events

Nodal Graph Events List

high_number_of_successful_user_change_security_sensitive_operations (Item 1 of 13)

EVENT TIME	EVENT TYPE	DETECTOR IP	FILE NAME	FILE HASH
04/09/2019 06:09:02.000 pm	N/A	N/A	N/A	N/A

SOURCE

USER

USERNAME

jsheppard

DEVICE

N/A

TARGET

DEVICE

N/A

DATA

N/A

SCHEMA

ACTIVE_DIRECTORY

UPDATED DATE

2019-04-16T02:04:08.942.000Z

RESULT

SUCCESS

EVENT TIME

2019-04-09T18:09:02.000.000Z

ADDITIONAL INFO

ORIGIN

192.168.212.227

ORIGIN IPV4

10.186.212.227

DESCRIPTION

USER_PASSWORD_CHANGED

OS VERSION

Windows Server 2012 R2 Standard

RESULT

SUCCESS

COMPUTER

COMPUTER

I ADDRESS

192.168.212.227

IS USER ADMIN

false

ACTION

Add Attribute

OPERATION TYPE

USER_PASSWORD_CHANGED

TO

Empty

DOMAIN DN

jsheppard@jsheppard.com

UPDATED BY

hourlyOutputProcessorRun2018-01-30T00:00:00Z

CREATED DATE

2018-02-05T08:06:43.942.000Z

OPERATION TYPE CATEGORIES

SECURITY_SENSITIVE_OPERATION

OPERATION TYPE

USER_PASSWORD_CHANGED

DATA SOURCE

Active Directory

CHRIS 04/07/2019 02:50:11 pm

MILESTONE

None

Confirmed - reviewed all UEBA detections and believe this user account to be compromised.

New Journal Entry

MILESTONE

None

Submit

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

JOURNAL (1) **TASKS (1)** **RELATED** ✕

Add New Task

REM-3 / INC-1 🗑

CREATED: 06/07/2019 02:52 pm
LAST UPDATED: 06/07/2019 02:52 pm
OPENED 4 hours ago

NAME Suspend jsheppard account ✎

ASSIGNEE: admin ✎

PRIORITY: High ▼

STATUS: New ▼

DESCRIPTION
There is no description for this task ✎

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."

Incidents

Alerts

Tasks

Filters

TIME RANGE

CUSTOM DATE RANGE

All Data

INCIDENT ID

e.g., INC-123

PRIORITY

LOW

Medium

High

Critical

STATUS

New

Assigned

In Progress

Task Requested

Task Complete

Closed

Closed - False Positive

ASSIGNEE

SHOW ONLY UNASSIGNED INCIDENTS

CATEGORIES

SENT TO ARCHER

Yes

No

Reset Filters

Change Priority

Change Status









Change Assignee

Delete

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
<div></div> 04/09/2019 09:11:19 pm	<div>CRITICAL</div>	70	INC-11	Encoded Webshells Detected	New		2
<div></div> 05/28/2019 03:29:09 am	<div>HIGH</div>	50	INC-99	Phishing Attempt	New		1
<div></div> 04/09/2019 09:02:30 pm	<div>HIGH</div>	70	INC-8	HTTP Daemon Runs Command Shell for 192.168.31.24	New		1
<div></div> 04/09/2019 09:02:29 pm	<div>HIGH</div>	100	INC-7	Threshold Breached for JMeter	New		1
<div></div> 04/09/2019 09:02:29 pm	<div>HIGH</div>	100	INC-6	Threshold Breached for FILE powershell.exe	New		1
<div></div> 04/09/2019 08:59:29 pm	<div>HIGH</div>	100	INC-4	Threshold Breached for FILE cmd.exe	New		2
<div></div> 04/09/2019 09:40:35 pm	<div>MEDIUM</div>	40	INC-12	Windows Suspicious Admin Activity-Shared Object Accessed	New		4
<div></div> 05/16/2019 02:00:41 pm	<div>LOW</div>	19	INC-98	Endpoint EBA Threshold Breached	New		3

Showing 8 out of 8 items | 0 selected

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

Change Priority		Change Status		Change Assignee	Delete		
<input type="checkbox"/>	CREATED		PRIORITY	(Unassigned)	ID	NAME	STATUS
<input checked="" type="checkbox"/>	04/09/2019 09:11:19 pm		CRITICAL	admin	INC-11	Encoded Webshells Detected	New
<input type="checkbox"/>	05/28/2019 03:29:09 am		HIGH	chris gordon	INC-49	Phishing Attempt	New
<input type="checkbox"/>	04/09/2019 09:02:30 pm		HIGH	demo1	INC-8	HTTP Daemon Runs Command Shell for 192.168.31.24	New
<input type="checkbox"/>	04/09/2019 09:02:29 pm		HIGH	demo10	INC-7	Threshold Breached for [REDACTED]	New
<input type="checkbox"/>	04/09/2019 09:02:29 pm		HIGH	demo15	INC-6	Threshold Breached for FILE powershell.exe	New
<input type="checkbox"/>	04/09/2019 08:59:29 pm		HIGH	demo2	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 Platform.

The screenshot displays the NetWitness Respond interface. On the left, the 'OVERVIEW' panel shows a list of events, with 'Webshells Detected' selected. The main panel shows the details of this event, including a table with columns: EVENT TIME, EVENT TYPE, DETECTOR IP, FILE NAME, FILE HASH, and SITE CATEGORIZATION. The event details include:

- EVENT TIME:** 04/09/2019 09:10:11.000 pm
- EVENT TYPE:** Network
- DETECTOR IP:** N/A
- FILE NAME:** R0W1L1A59X
- FILE HASH:** N/A
- SOURCE:** IP: 192.168.31.20, PORT: 80
- TARGET:** IP: 192.168.31.20, PORT: 80
- DATA:** FILENAME: email.aspx, SIZE: 2491
- SOURCE DOMAIN:** email.aspx
- EVENT SOURCE:** 192.168.1.112:50005
- ANALYSIS FILE:** js eval no docwrite
- HOSTNAME:** .com
- ANALYSIS SERVICE:** possible bases4 http form data
- ACTION:** POST
- EVENT SOURCE ID:** 3133

Below the main details, there are sections for 'Webshells Detected' (Items 1 of 3) and 'Webshells Detected' (Items 2 of 3), each showing a table of event details.

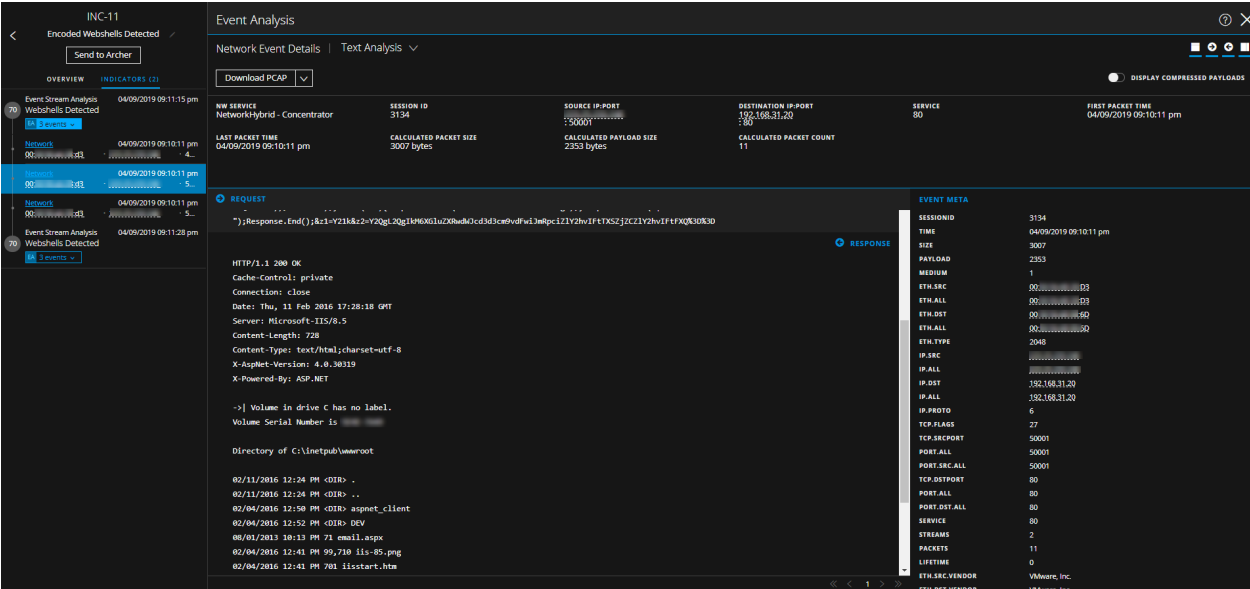
While the metadata associated with these events does look suspicious to Chris, she wants to investigate even deeper to see what is going on. To do this she can drill into the raw packet reconstruction of the HTTP sessions simply by clicking the "Network" link in the Indicators panel on the left-hand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

The screenshot displays the NetWitness Respond interface, specifically the 'Event Analysis' section. The 'Network Event Details' tab is selected, showing a table with columns: NETWORK SERVICE, SESSION ID, SOURCE IP:PORT, DESTINATION IP:PORT, SERVICE, and FIRST PACKET TIME. The event details include:

- NETWORK SERVICE:** NetworkHybrid - Concentrator
- SESSION ID:** 3133
- SOURCE IP:PORT:** 192.168.31.20:80
- DESTINATION IP:PORT:** 192.168.31.20:80
- SERVICE:** 80
- FIRST PACKET TIME:** 04/09/2019 09:10:11 pm

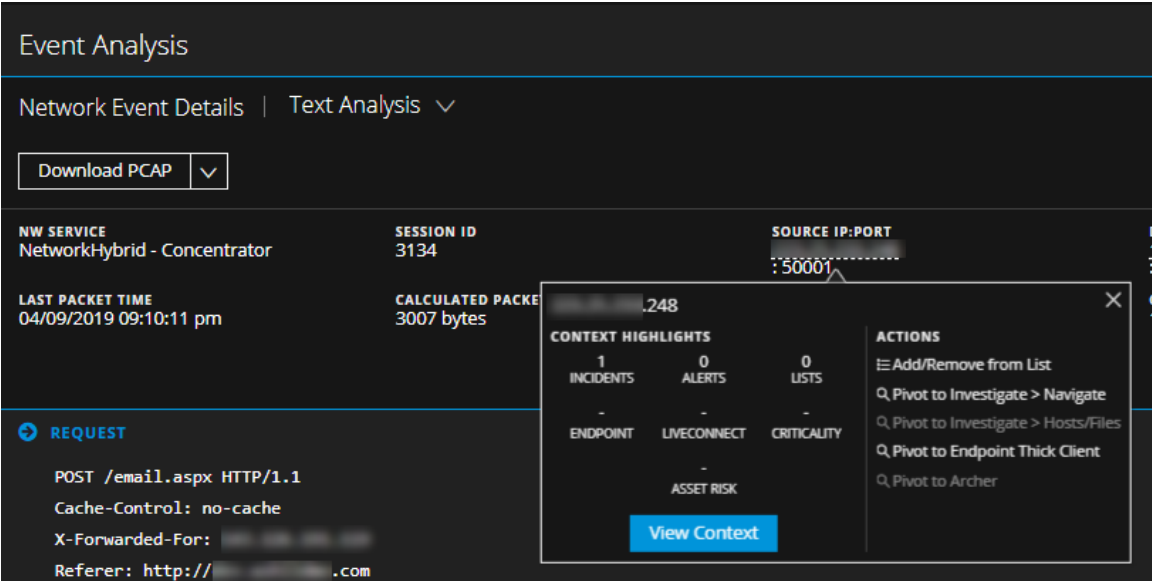
Below the table, there are sections for 'REQUEST' and 'EVENT META'. The 'REQUEST' section shows the raw HTTP request, including headers like 'Host: email.aspx' and 'User-Agent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)'. The 'EVENT META' section shows the raw HTTP response, including headers like 'HTTP/1.1 200 OK' and 'Cache-Control: private'.

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.

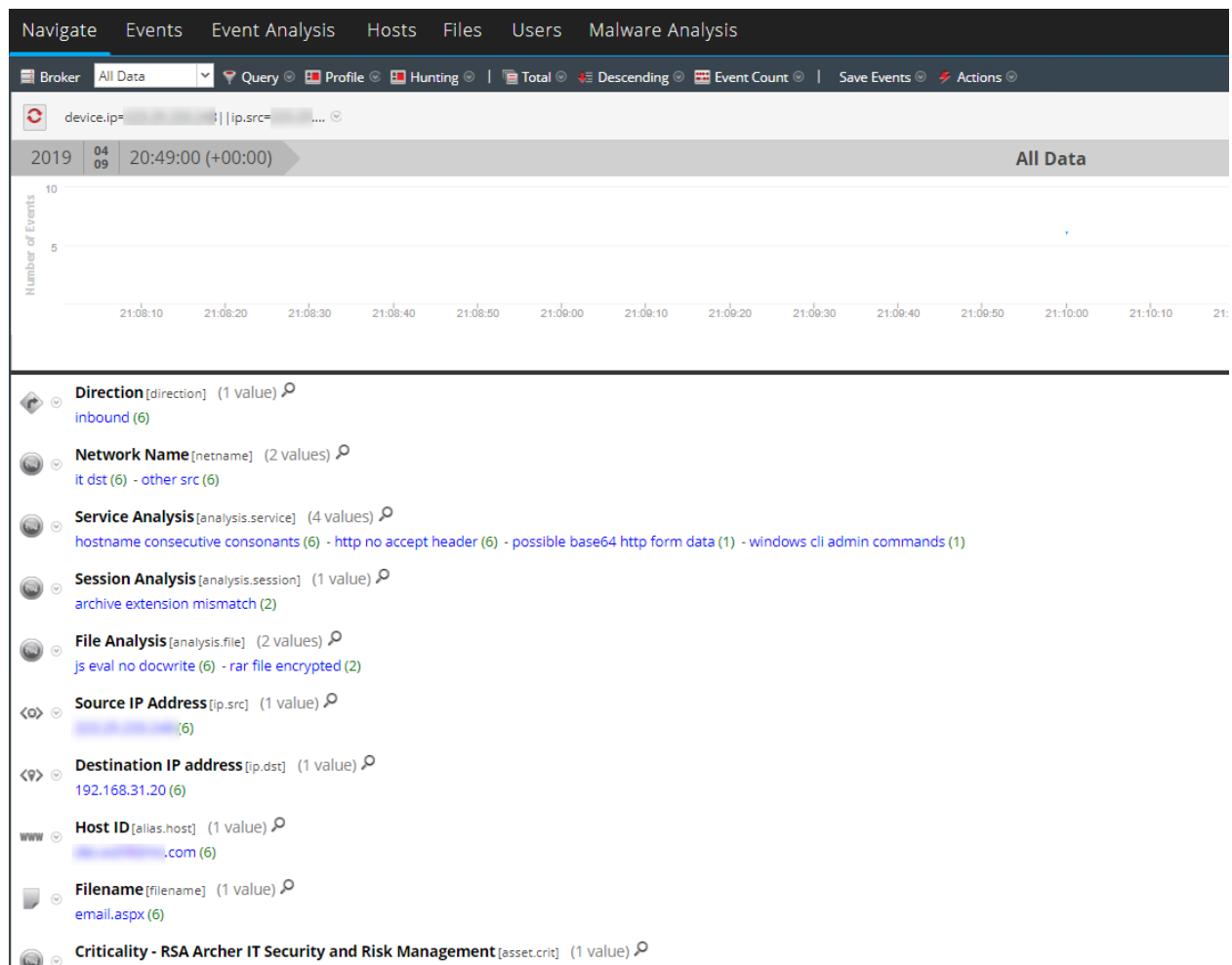


Chris sees what looks to be a directory listing in the packet data, which is not something she would expect from normal web site communications. With this information, she confirms that this is indeed a malicious webshell that has been installed on the internal web server.

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 hovering over the IP address to open a context tooltip and pivoting into Investigate > Navigate.



This pivot brings Chris into another part of the NetWitness Platform 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

NetWitness Platform 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, 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 Platform alerts.

Created	Severity	Name	Source	# Events	Host Summary	Incident ID
05/05/2020 08:34:43 pm	90	Blacklisted File	Endpoint	1		INC-768
05/05/2020 08:34:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:34:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:34:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:34:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:33:50 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:32:53 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:32:50 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:32:50 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:32:44 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:32:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:39:07 pm	90	Blacklisted File	Endpoint	1		INC-694
05/05/2020 07:39:07 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:39:07 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:39:07 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:39:07 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:38:13 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:37:17 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:37:13 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:37:13 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:37:08 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:37:03 pm	90	Blacklisted File	Endpoint	1		

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	<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> <p>Note: 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.</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.


Column	Description
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 and the total number of alerts. For example: **Showing 1000 out of 2069 items**

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.

Filters

SAVED FILTERS

TIME RANGE ☐ CUSTOM DATE RANGE

Last 24 Hours

TYPE

- ☐ Correlation
- ☐ File Share
- ☐ Instant IOC
- ☐ Log
- ☐ Manual Upload
- ☐ Network
- ☐ On Demand
- ☐ Resubmit
- ☐ Unknown
- ☐ Web Threat Detection Incident

SOURCE

- ☒ Endpoint
- ☐ Event Stream Analysis
- ☐ Malware Analysis
- ☐ NetWitness Investigate
- ☐ Reporting Engine
- ☐ Risk Scoring
- ☐ User Entity Behavior Analytics
- ☐ Web Threat Detection

SEVERITY

100

80

PART OF INCIDENT

- ☐ Yes
- ☐ No

ALERT NAMES

Reset Save Save as...

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.

The screenshot shows the 'TIME RANGE' configuration in NetWitness Respond. The 'CUSTOM DATE RANGE' toggle is active. The 'START DATE' is 01/09/2020 12:00:00 AM and the 'END DATE' is 01/11/2020 12:00:00 AM. A calendar for January 2020 is displayed, with the date 11 selected. The time 12:00:00 AM is shown at the bottom of 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 Platform 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**.

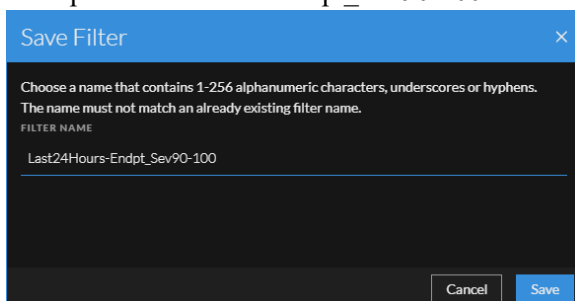
Save the Current Alerts Filter

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

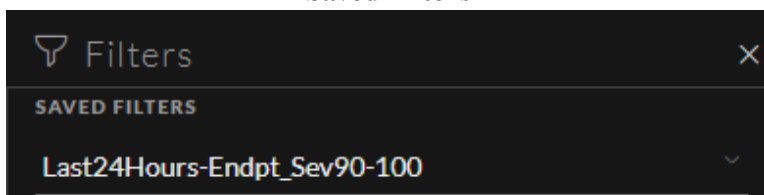
Saved filters provide a way for analysts to save and quickly apply specific filter conditions to the list of alerts. You can also use these filters to customize the Springboard landing page. For example, you may want to create a filter to show only alerts from a specific source and severity level over 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.

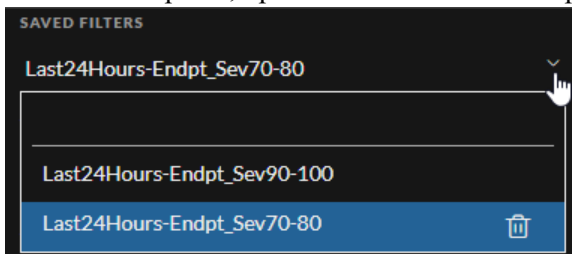
1. In the Filters panel **Saved Filters** drop-down list, select a saved filter.
2. Update your filter selections and click **Save**.


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.

View Alert Summary Information

In addition to viewing basic information about an alert, you can also view raw alert metadata in the Overview panel.

1. In the Alerts list, click the alert that you want to view.

The Alert Overview panel appears to the right of the Alerts list.

RSA
Investigate Respond Users Hosts Files Dashboards Reports
 admin >

INCIDENTS **ALERTS** TASKS

Filters ×

SAVED FILTERS

TIME RANGE ● CUSTOM DATE RANGE
Last 24 Hours

TYPE

- ☐ Correlation
- ☐ File Share
- ☐ Instant IOC
- ☐ Log
- ☐ Manual Upload
- ☐ Network
- ☐ On Demand
- ☐ Resubmit
- ☐ Unknown
- ☐ Web Threat Detection Incident

SOURCE

- ☒ Endpoint
- ☐ Event Stream Analysis
- ☐ Malware Analysis
- ☐ NetWitness Investigate
- ☐ Reporting Engine
- ☐ Risk Scoring
- ☐ User Entity Behavior Analytics
- ☐ Web Threat Detection

SEVERITY

100

80

PART OF INCIDENT

- ☐ Yes
- ☒ No

ALERT NAMES

Reset Save Save as...

[Create Incident](#)
[Add to Incident:](#)
[Delete](#)

<input type="checkbox"/>	CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 08...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	
<input type="checkbox"/>	05/05/2020 07...	90	Blacklisted File	Endpoint	1	

Blacklisted File

OVERVIEW

Incident ID: [INC-654](#)

Created: 05/05/2020 07:39:07 pm

Severity: 90

Source: Endpoint

Type: Endpoint

Events: 1

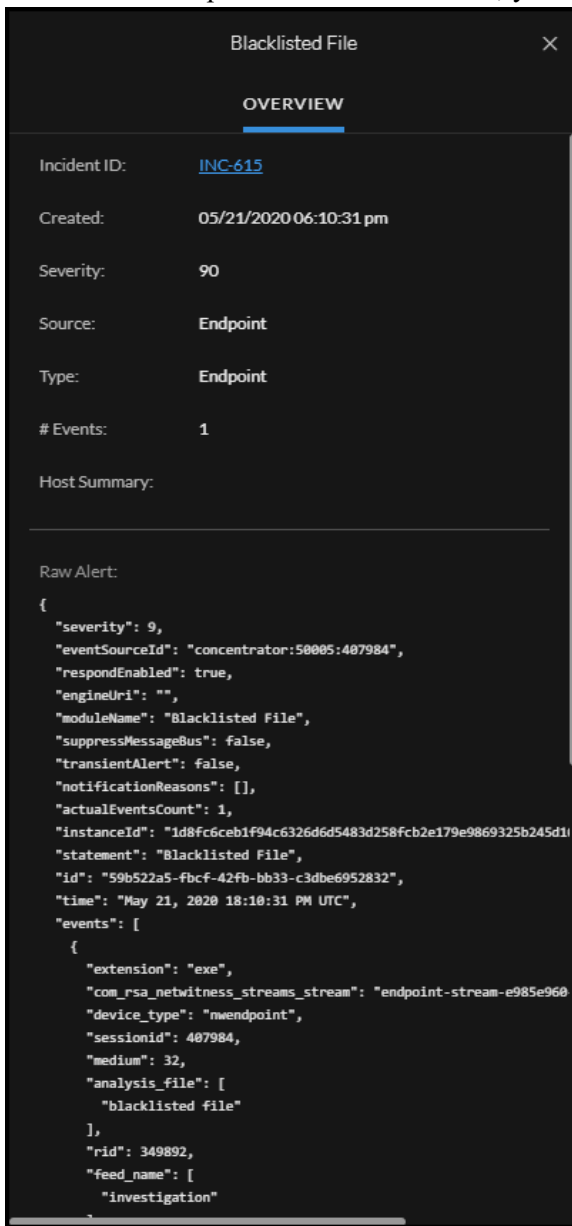
Host Summary:

Raw Alert:

```
{
  "severity": 9,
  "eventSourceId": "concentrator:58665...",
  "responseEnabled": true,
  "hostname": "...",
  "moduleName": "Blacklisted File",
  "suppressVulnerability": false,
  "transmissionFile": null,
  "notificationReason": {},
  "actualEventCount": 1,
  "hostName": "2d8fc0c5b6c326e54543e732bf37e968823123456",
  "eventName": "Blacklisted File",
  "ip": "...",
  "time": "May 5, 2020 33:39:07 PM UTC",
  "events": [
    {
      "extension": "raw",
      "raw_data_stream_name": "endpoint-stream-16d8f...",
      "deviceType": "nonEndpoint",
      "sessionId": 454377,
      "action": 32,
      "analysis_rule": "Blacklisted file",
      "tag": "...",
      "feed_name": [
        "investigation"
      ],
      "forward_ip": "192.168.1.1",
      "checkSum": [
        "945437558c79e237f85f6383583f5f70c7389343d8549864c753a..."
      ]
    }
  ]
}
```

Showing 108 out of 108 items | 0 selected

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 shows the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond' (selected), 'Users', 'Hosts', 'Files', 'Dashboards', and 'Reports'. The main content area is divided into two panels. The left panel, titled 'country_det', shows an 'OVERVIEW' section with details for an incident: Incident ID (None), Created (05/25/2020 08:10:02 am), Severity (70), Source (Reporting Engine), Type (Network), # Events (3), and Host Summary (2 hosts to 129.123). The right panel, titled '3 events', displays a table of events. The table has columns: TIME, TYPE, SOURCE IP, SOURCE PORT, SOURCE HOST, SOURCE MAC, SOURCE USER, DESTINATION IP, DESTINATION PORT, DESTINATION HOST, and DESTINATION MAC. The events listed are:

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	192.168.1.1	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	192.168.1.1	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	192.168.1.1	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 representation of the alert data.

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.

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY	INCIDENT ID
05/21/2020 08:10:02 am	50	Untrusted Open Process and Run Command Abuse	NetWitness Investigate	8		
05/21/2020 08:10:02 am	96	abnormal_login_day_time	User Entity Behavior Analytics	7		
05/21/2020 08:10:02 am	70	country_dsl	Reporting Engine	3	2 hosts to 129	
05/21/2020 08:10:02 am	70	Firewall Disabled	Endpoint	2	000.000.000.000 to 999.999.999.999-WIN	INC-3
05/21/2020 08:10:02 am	70	Firewall Disabled	Endpoint	2	000.000.000.000 to 999.999.999.999-WIN	INC-3
05/21/2020 08:10:02 am	70	Firewall Disabled	Endpoint	2	000.000.000.000 to 999.999.999.999-WIN	INC-3
05/21/2020 08:10:02 am	70	Firewall Disabled	Endpoint	2	000.000.000.000 to 999.999.999.999-WIN	INC-3
05/21/2020 08:08:55 am	10	IP Source is 10.10.10.10-Low	Event Stream Analysis	1	10.10.10.10 to 10.10.10.10	INC-3
05/21/2020 08:08:55 am	50	IP Source is 10.10.10.10-High	Event Stream Analysis	1	10.10.10.10 to 10.10.10.10	INC-1
05/21/2020 08:08:55 am	20	Alert without Incident	Event Stream Analysis	1	10.10.10.10 to 10.10.10.10	
05/21/2020 08:08:58 am	20	IP Source is 192.168.1.1-Medium	Event Stream Analysis	1	192.168.1.1 to 192.168.1.1	INC-2
05/21/2020 08:08:58 am	20	IP Source is 192.168.1.1-Medium	Event Stream Analysis	1	192.168.1.1 to 192.168.1.1	INC-2
05/21/2020 08:08:58 am	10	IP Source is 10.10.10.10-Low	Event Stream Analysis	1	10.10.10.10 to 10.10.10.10	INC-3
05/21/2020 08:08:58 am	50	IP Source is 10.10.10.10-High	Event Stream Analysis	1	10.10.10.10 to 10.10.10.10	INC-1
05/21/2020 08:08:58 am	20	Alert without Incident	Event Stream Analysis	1	10.10.10.10 to 10.10.10.10	
05/21/2020 08:09:51 am	20	Alert without Incident	Event Stream Analysis	1	10.10.10.10 to 10.10.10.10	
05/21/2020 08:09:51 am	50	IP Source is 10.10.10.10-High	Event Stream Analysis	1	10.10.10.10 to 10.10.10.10	INC-1
05/21/2020 08:09:51 am	10	IP Source is 10.10.10.10-Low	Event Stream Analysis	1	10.10.10.10 to 10.10.10.10	INC-4
05/21/2020 08:10:02 am	50	incident1	Web Threat Detection	1	10.1.1.198	
05/21/2020 08:10:02 am	50	Browser Opens Powershell	NetWitness Investigate	1		
05/21/2020 08:10:02 am	90	Malware Found in Network Session (Zero day)	Malware Analysis	1	10.10.10.10 to 10.10.10.10	

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

OVERVIEW	TIME	TYPE	SOURCE IP	SOURCE PORT	SOURCE HOST	SOURCE MAC	SOURCE USER	DESTINATION IP	DESTINATION PORT	DESTINATION HOST	DESTINATION MAC
Incident ID: (None)	06/20/2018 03:14:00:000 pm										
Created: 05/21/2020 08:10:02 am	06/20/2018 03:14:00:000 pm										
Severity: 96	06/20/2018 03:14:00:000 pm										
Source: User Entity Behavior Analytics	06/20/2018 03:14:00:000 pm										
Type: User Entity	06/20/2018 03:14:00:000 pm										
# Events: 7	06/20/2018 03:14:00:000 pm										
Host Summary:	06/20/2018 03:14:00:000 pm										

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

Reviewing Alerts

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

2. 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.

RSA

Investigate

Respond

UsersHostsFilesDashboardsReports

abnormal_login_day_time

Event Details

06/20/2018 03:14:00 pm

Back To Table < 1 of 7 >

OVERVIEW

Incident ID: (None)

Created: 05/23/2020 08:10:02 am

Severity: 96

Source: User Entity Behavior Analytics

Type: User Entity

Events: 7

Host Summary:

Timestamp: 06/20/2018 03:14:00:000 pm 2 years ago

Source:

Folder Path: C:\Users\ \Desktop

File Path: C:\Users\ \Desktop\testfile.txt

User: Username:

Device:

Target:

Folder Path: C:\Users\ \Desktop\test\

File Path: C:\Users\ \Desktop\test\testfile.txt

Device:

Raw Alert:

```
{
  "schema": "FILE",
  "eventName": "B",
  "eventId": "2018-06-20T15:00:00.000-0800",
  "alertSeverity": "CRITICAL",
  "sourceEntityName": "31.8",
  "eventId": " ",
  "score": 24.3278964781577,
  "alertClassification": " ",
  "alertScore": 96.965229786658,
  "entityName": " ",
  "name": "path_traversal_attempts",
  "alertId": " ",
  "type": " ",
  "operationDescription": "A.0802053139113425",
  "startDate": "2018-06-20T15:00:00.000-0800",
  "events": [
    {
      "schema": "FILE",
      "eventName": " ",
      "eventId": " ",
      "schema": "FILE",
      "eventId": " ",
      "absoluteFolderPath": "C:\\Users\\ \\Desktop",
      "absoluteFolderPath": "C:\\Users\\ \\Desktop\\test\\",
      "testId": " ",
      "testSchema": " ",
      "testEntityName": " ",
      "testScore": " ",
      "testId": " ",
      "testOperationDescription": "true",
      "testAlert": " ",
      "testAlert": "CRITICAL"
    }
  ]
}
```

- 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.

The screenshot shows the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond' (selected), 'Users', 'Hosts', 'Files', 'Dashboards', and 'Reports'. The sidebar on the left has 'OVERVIEW' and 'Raw Alert' tabs. The main content area is titled 'Event Details' and shows information for an event on '06/20/2018 03:14:00 pm'. A 'Back To Table' button is highlighted with a red box, followed by navigation arrows and '7 of 7'. The event details include fields for Timestamp, Source, Folder Path, File Path, User, Username, Device, Target, and Data. The 'Raw Alert' tab shows a JSON-formatted alert message.

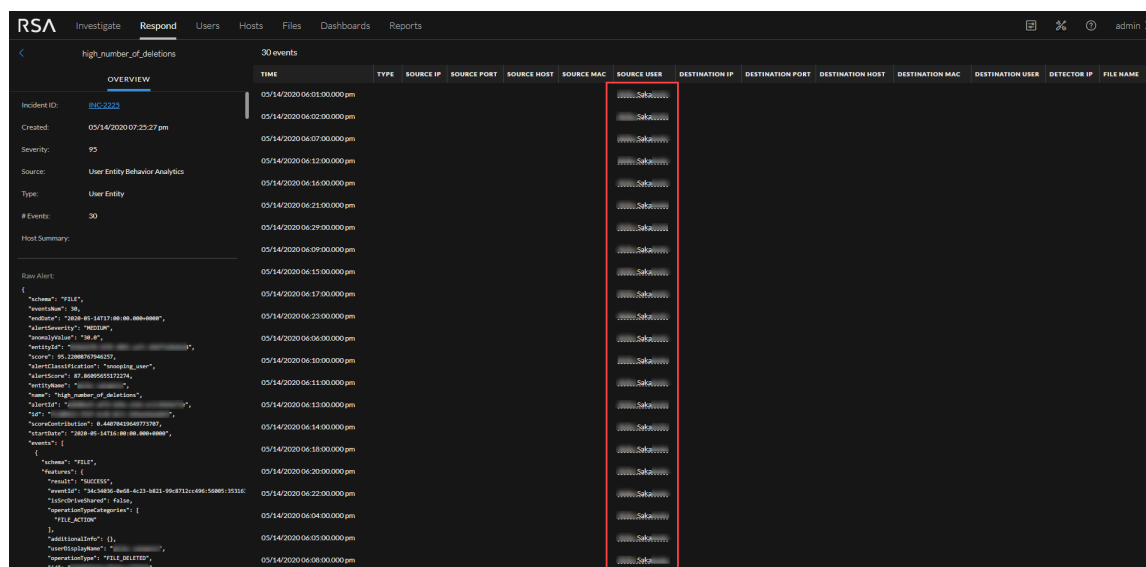
See [Alert Details View](#) for detailed information about the event data listed in the Alert Details panel.

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.

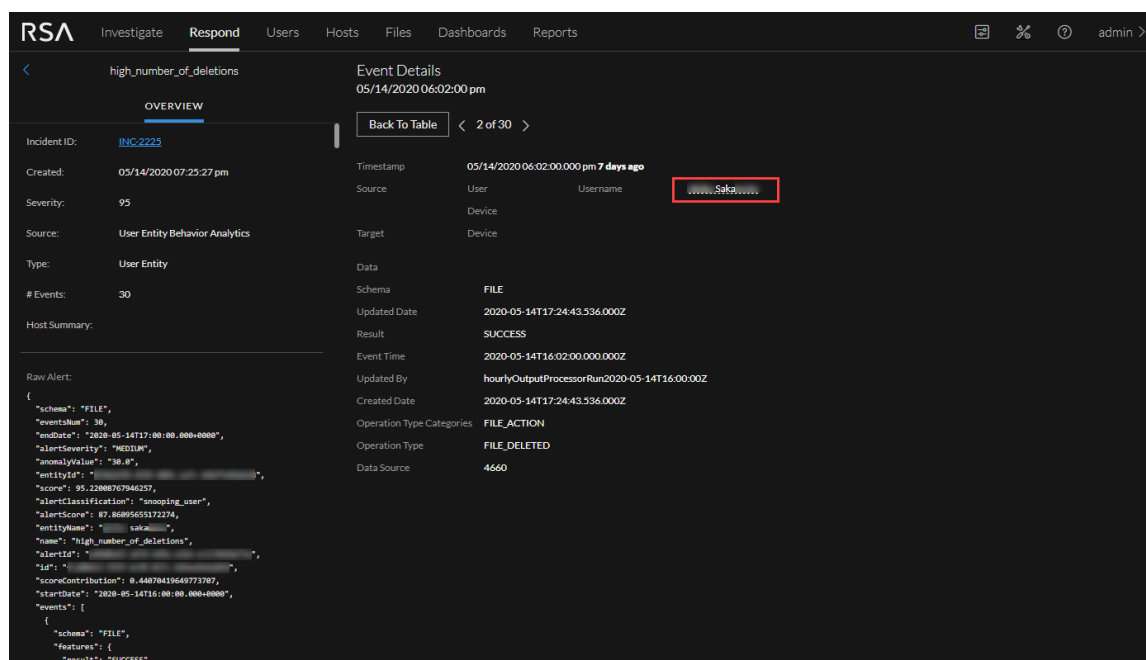
View Contextual Information

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.




OVERVIEW	TIME	TYPE	SOURCE IP	SOURCE PORT	SOURCE HOST	SOURCE MAC	SOURCE USER	DESTINATION IP	DESTINATION PORT	DESTINATION HOST	DESTINATION MAC	DESTINATION USER	DETECTOR IP	FILE NAME
Incident ID: INC-2223	05/14/2020 06:01:00:000 pm						Saka							
Created: 05/14/2020 07:25:27 pm	05/14/2020 06:02:00:000 pm						Saka							
Severity: 95	05/14/2020 06:07:00:000 pm						Saka							
Source: User Entity Behavior Analytics	05/14/2020 06:16:00:000 pm						Saka							
Type: User Entity	05/14/2020 06:21:00:000 pm						Saka							
# Events: 30	05/14/2020 06:29:00:000 pm						Saka							
Host Summary:	05/14/2020 06:09:00:000 pm						Saka							
Raw Alert:	05/14/2020 06:15:00:000 pm						Saka							
{	05/14/2020 06:17:00:000 pm						Saka							
"schema": "FILE",	05/14/2020 06:23:00:000 pm						Saka							
"eventTime": "2020-05-14T17:00:00.000Z",	05/14/2020 06:06:00:000 pm						Saka							
"alertSeverity": "MEDIUM",	05/14/2020 06:11:00:000 pm						Saka							
"anomalyValue": "38.6",	05/14/2020 06:13:00:000 pm						Saka							
"entityId": "1",	05/14/2020 06:14:00:000 pm						Saka							
"score": 95.2388797946257,	05/14/2020 06:18:00:000 pm						Saka							
"alertClassification": "snooping_user",	05/14/2020 06:20:00:000 pm						Saka							
"alertScore": 87.8689565172724,	05/14/2020 06:22:00:000 pm						Saka							
"entityName": "saka",	05/14/2020 06:04:00:000 pm						Saka							
"name": "high_number_of_deletions",	05/14/2020 06:05:00:000 pm						Saka							
"alertId": "1",	05/14/2020 06:08:00:000 pm						Saka							
"ip": "1",	05/14/2020 06:20:00:000 pm						Saka							
"scoreContribution": 0.44878419649773787,	05/14/2020 06:22:00:000 pm						Saka							
"startDate": "2020-05-14T16:00:00.000Z",	05/14/2020 06:05:00:000 pm						Saka							
"events": [05/14/2020 06:06:00:000 pm						Saka							
{	05/14/2020 06:20:00:000 pm						Saka							
"schema": "FILE",	05/14/2020 06:22:00:000 pm						Saka							
"features": {	05/14/2020 06:04:00:000 pm						Saka							
"result": "SUCCESS",	05/14/2020 06:05:00:000 pm						Saka							

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



OVERVIEW	Event Details
Incident ID: INC-2223	05/14/2020 06:02:00:000 pm
Created: 05/14/2020 07:25:27 pm	Timestamp: 05/14/2020 06:02:00:000 pm 7 days ago
Severity: 95	Source: User Username: <u>Saka</u>
Source: User Entity Behavior Analytics	Target: Device
Type: User Entity	Data
# Events: 30	Schema: FILE
Host Summary:	Updated Date: 2020-05-14T17:24:43.536.000Z
Raw Alert:	Result: SUCCESS
{	Event Time: 2020-05-14T16:02:00:000.000Z
"schema": "FILE",	Updated By: hourlyOutputProcessorRun2020-05-14T16:00:00Z
"eventTime": "2020-05-14T17:00:00.000Z",	Created Date: 2020-05-14T17:24:43.536.000Z
"alertSeverity": "MEDIUM",	Operation Type Categories: FILE ACTION
"anomalyValue": "38.6",	Operation Type: FILE_DELETED
"entityId": "1",	Data Source: 4660
"score": 95.2388797946257,	
"alertClassification": "snooping_user",	
"alertScore": 87.8689565172724,	
"entityName": "saka",	
"name": "high_number_of_deletions",	
"alertId": "1",	
"ip": "1",	
"scoreContribution": 0.44878419649773787,	
"startDate": "2020-05-14T16:00:00.000Z",	
"events": [
{	
"schema": "FILE",	
"features": {	
"result": "SUCCESS",	

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, RSA 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 Alert Details view Events List or Event Details, hover over 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 screenshot shows the 'Event Details' view for an 'AUTHN_LOGIN_EVENT' on 12/16/2019 at 09:01:41 pm. A context tooltip is displayed for the IP address 10.10.10.10. The tooltip is divided into two main sections: 'CONTEXT HIGHLIGHTS' and 'ACTIONS'.

CONTEXT HIGHLIGHTS

INCIDENTS	ALERTS	LISTS
933	24469	1

Below this table, there are fields for ENDPOINT, LIVECONNECT, CRITICALITY, and ASSET RISK, all of which are currently empty. A 'View Context' button is located at the bottom of this section.

ACTIONS

- Add/Remove from List
- Pivot to Investigate > Navigate
- Pivot to Investigate > Hosts/Files
- Pivot to Endpoint Thick Client
- Pivot to Archer

The tooltip also shows the IP address 10.10.10.10 and a 'View Context' button.

The context tooltip has two sections: Context Highlights and Actions.

This is a close-up view of the context tooltip for the IP address 10.10.10.10. It shows the 'CONTEXT HIGHLIGHTS' section with the following data:

INCIDENTS	ALERTS	LISTS
933	24469	1

Below this table, there are fields for ENDPOINT, LIVECONNECT, CRITICALITY, and ASSET RISK, all of which are currently empty. A 'View Context' button is located at the bottom of this section.

The 'ACTIONS' section lists the following available actions:

- Add/Remove from List
- Pivot to Investigate > Navigate
- Pivot to Investigate > Hosts/Files
- Pivot to Endpoint Thick Client
- Pivot to Archer

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, Live Connect, 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 933 related incidents, 24469 related alerts, and one list associated with the selected IP address. There is no information for Endpoint, Live Connect, 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 **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 Datasource is not responding. Check that the RSA 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](#).

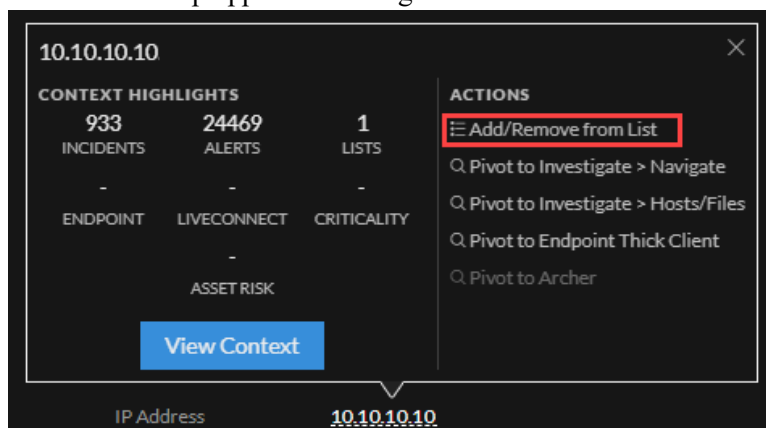
- To see more details about the selected entity, click the **View Context** button.
The Context panel opens and shows all of the information related to the entity.
[Context Lookup Panel - Respond View](#) provides additional information.

Add an Entity to a Whitelist

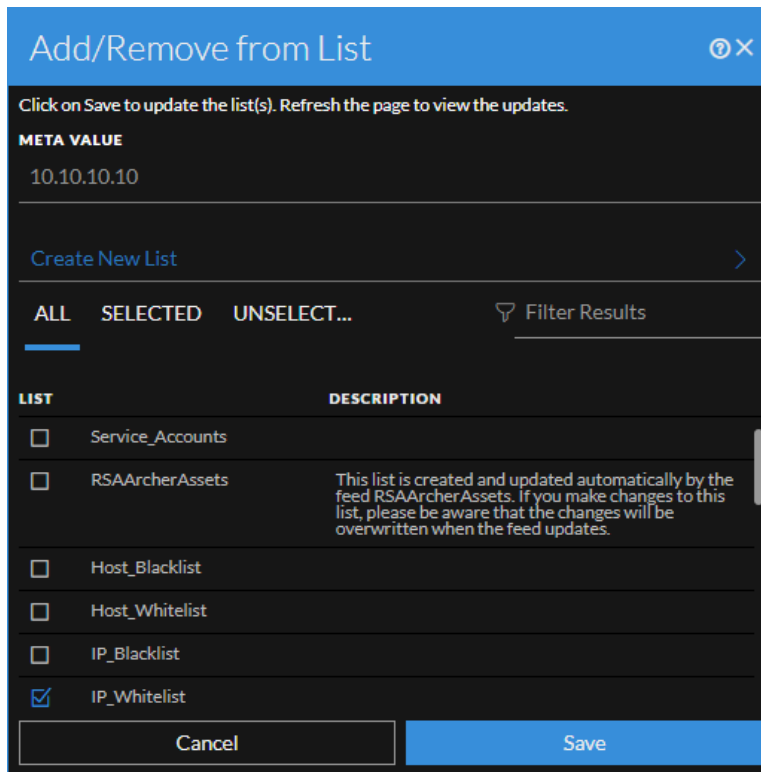
You can add any underlined entity to a list, such as a Whitelist or Blacklist, from a context tooltip. For example, to reduce false positives, you may want to whitelist an underlined domain to exclude it from the related entities.

- In the Alert Details view Events List or Event Details, hover over 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.



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, hover over any entity to access a context tooltip.
2. In the **Actions** section of the tooltip, 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 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.

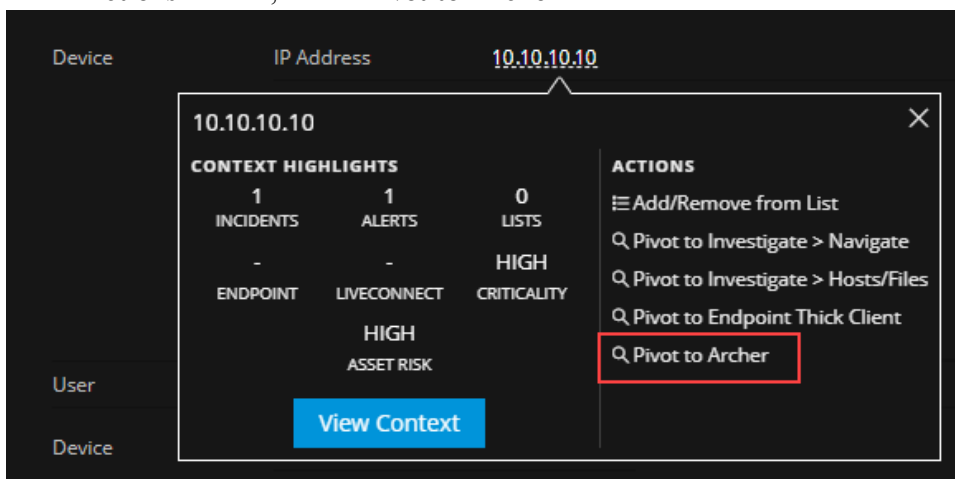
1. In the Events List or Event Details in the Alert Details view, hover over any underlined entity to access a context tooltip.
2. In the **Actions** section of the tooltip, select **Pivot to Endpoint Thick Client**.
The NetWitness Endpoint thick client application opens outside of your web browser.

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

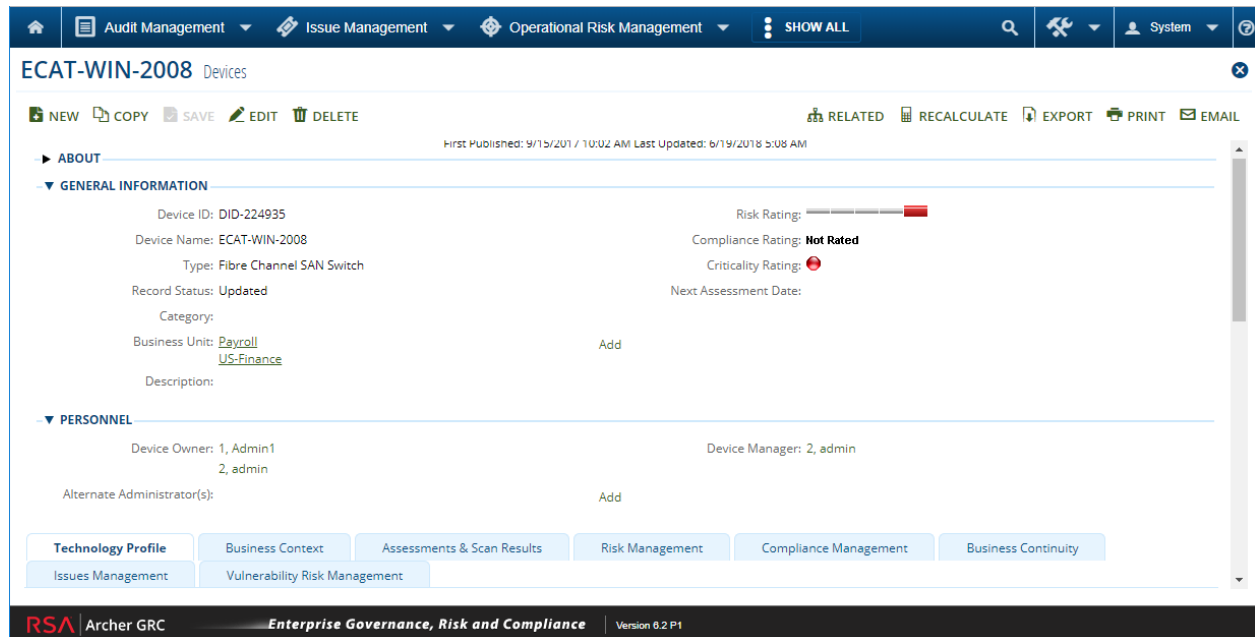
Pivot to Archer

For viewing more details about a device in RSA 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, hover over 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.



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 RSA Archer configuration is enabled and configured properly.

For more information, see the *RSA 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 Platform Version 11.2 and later, you can change the assignee, category, and priority when you create an incident manually from alerts.

In NetWitness Platform 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 RSA NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond' (active), 'Users', 'Hosts', 'Files', 'Dashboards', and 'Reports'. Below this, the 'Alerts' tab is selected. A 'Filters' panel on the left allows filtering by 'Time Range' (set to 'All Data'), 'Type' (with checkboxes for Correlation, File Share, Instant IOC, Log, Manual Upload, Network, On Demand, Resubmit, Unknown, and Web Threat Detection Incident), 'Source' (with checkboxes for Endpoint, Event Stream Analysis, Malware Analysis, NetWitness Investigate, Reporting Engine, Risk Scoring, User Entity Behavior Analytics, and Web Threat Detection), 'Severity' (a slider set to 100), and 'Part of Incident' (checkboxes for Yes and No). The main alert list has columns: 'Created', 'Severity', 'Name', 'Source', '# Events', 'Host Summary', and 'Incident ID'. Alerts are listed with their creation times, severities, names (e.g., 'high number of deletions', 'high number of successful file action operations'), sources ('User Entity Behavior An...'), event counts, and incident IDs (e.g., INC-2223, INC-2070, INC-2237, INC-2069, INC-2330). At the bottom, it shows 'Showing 1000 out of 8686 items' and '2 selected'.

3. Click **Create Incident**.

The **Create Incident** dialog is displayed.

The 'Create Incident' dialog box is shown. It has a title bar with a close button. The main text says: 'An incident will be created from the selected alerts. Please provide a name for the incident.' Below this are four form fields: 'INCIDENT NAME' with the value 'Investigate - Hacking', 'PRIORITY' with the value 'Medium', 'ASSIGNEE' with the value 'Analyst 2', and 'CATEGORIES' with the value 'x Hacking: Use of stolen creds'. At the bottom right are 'Cancel' and 'OK' buttons.

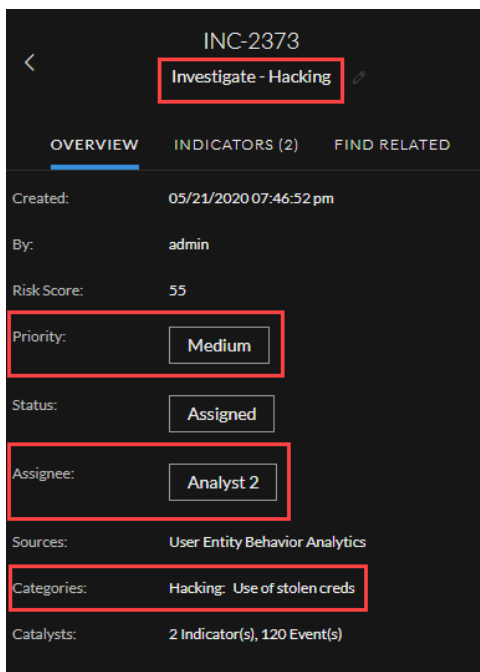
4. In the **Incident Name** field, type a name to identify the incident. For example, Investigate - Hacking.
5. In the **Priority** field, select a priority for the incident. The priority defaults to Low.
6. (Optional) If you are ready to assign the incident, in the **Assignee** field, select a specific 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.

The screenshot displays the NetWitness Respond interface. At the top, a green notification bar states: "You successfully created the incident INC-2373 from the selected alerts." Below this, the "Alerts" view is active, showing a table of alerts. The table has columns: CREATED, SEVERITY, NAME, SOURCE, # EVENTS, HOST SUMMARY, and INCIDENT ID. Two alerts are selected, highlighted with a red box, and their INCIDENT ID is INC-2373. The left sidebar shows filters for TIME RANGE, TYPE, SOURCE, and SEVERITY. The bottom status bar indicates "Showing 1000 out of 8686 items | 2 selected".

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY	INCIDENT ID
05/15/2020 06:24:14 pm	55	high number of deletions	User Entity Behavior An...	60		
05/15/2020 06:24:14 pm	55	high number of successful file action operations	User Entity Behavior An...	60		INC-2373
05/15/2020 05:24:10 pm	55	high number of successful file action operations	User Entity Behavior An...	60		INC-2373
05/15/2020 05:24:10 pm	55	high number of deletions	User Entity Behavior An...	60		
05/14/2020 07:25:27 pm	95	high number of deletions	User Entity Behavior An...	30		INC-2223
05/14/2020 07:25:27 pm	95	high number of successful file action operations	User Entity Behavior An...	30		INC-2223
05/14/2020 07:25:27 pm	29	abnormal file day time	User Entity Behavior An...	1		
05/14/2020 06:24:32 pm	100	high number of successful file action operations	User Entity Behavior An...	60		INC-2020
05/14/2020 06:24:32 pm	100	high number of deletions	User Entity Behavior An...	60		INC-2020
05/14/2020 05:24:14 pm	100	high number of deletions	User Entity Behavior An...	60		INC-2237
05/14/2020 05:24:14 pm	100	high number of successful file action operations	User Entity Behavior An...	60		INC-2237
05/14/2020 04:24:42 pm	95	high number of deletions	User Entity Behavior An...	30		INC-2069
05/14/2020 04:24:42 pm	95	high number of successful file action operations	User Entity Behavior An...	30		INC-2069
05/12/2020 12:24:31 pm	69	high number of distinct files opened attempts	User Entity Behavior An...	60		
05/12/2020 12:24:31 pm	69	high number of successful file action operations	User Entity Behavior An...	60		
05/11/2020 01:24:06 pm	82	high number of successful file action operations	User Entity Behavior An...	30		
05/11/2020 01:24:06 pm	82	high number of distinct files opened attempts	User Entity Behavior An...	30		
05/11/2020 12:23:37 pm	100	high number of successful file action operations	User Entity Behavior An...	60		INC-2330
05/11/2020 12:23:37 pm	100	high number of distinct files opened attempts	User Entity Behavior An...	60		INC-2330
05/11/2020 11:23:22 am	82	high number of distinct files opened attempts	User Entity Behavior An...	30		
05/11/2020 11:23:22 am	82	high number of successful file action operations	User Entity Behavior An...	30		

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.



INC-2373

Investigate - Hacking

OVERVIEW INDICATORS (2) FIND RELATED

Created: 05/21/2020 07:46:52 pm

By: admin

Risk Score: 55

Priority: Medium

Status: Assigned

Assignee: Analyst 2

Sources: User Entity Behavior Analytics

Categories: Hacking: Use of stolen creds

Catalysts: 2 Indicator(s), 120 Event(s)

Add Alerts to an Incident

Note: This option is available in NetWitness Platform 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 shows the RSA NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond' (selected), 'Users', 'Hosts', 'Files', 'Dashboards', and 'Reports'. Below this, there are tabs for 'INCIDENTS', 'ALERTS', and 'TASKS'. The 'ALERTS' tab is active, and the 'Add to Incident' button is highlighted in red. On the left, there are filters for 'SAVED FILTERS', 'TIME RANGE', 'TYPE', 'SOURCE', and 'SEVERITY'. The main area displays a table of alerts with the following columns: CREATED, SEVERITY, NAME, SOURCE, # EVENTS, HOST SUMMARY, and INCIDENT ID. Two alerts are selected with checkboxes.

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-2273
05/15/2020 05:24:10 pm	55	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2273
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-2223
05/14/2020 07:25:27 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2223
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-2069
05/14/2020 04:24:42 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2069
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**.

The screenshot shows the 'Add to Incident' dialog box. The 'SEARCH OPEN INCIDENTS' section is visible, showing a search bar and a table with columns: ID, NAME, CREATED, and ASSIGNEE. A message box prompts the user to use the search bar to find incidents by name or ID.

Use the search box above to search for open incidents by name or ID. Your search must contain at least 3 characters.

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

The screenshot shows the 'Add to Incident' dialog box. The 'SEARCH OPEN INCIDENTS' section shows a search result for 'Investigate - Hacking' with incident ID 'INC-2373'. The 'OK' button is highlighted.

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

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 07:23:27 pm	95	high number of deletions	User Entity Behavior Analytics	30		INC-2225
05/14/2020 07:23:27 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2225
05/14/2020 07:23:27 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-2069
05/14/2020 04:24:42 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2069
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		

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 Platform alerts.

2. In the Alerts list, select the alerts that you want to delete and click **Delete**.

The screenshot shows the NetWitness Respond Alerts list. The interface includes a sidebar with various filters and a main table of alerts. The 'Delete' button is visible in the top right of the table area.

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-2223
05/14/2020 07:25:27 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2223
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-2069
05/14/2020 04:24:42 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2069
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		

Showing 1000 out of 8686 items | 4 selected

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**.

The screenshot shows the 'Confirm Delete' dialog box. The dialog box contains a list of actions that will be performed when deleting an alert and a confirmation message.

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 Platform. 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.

NetWitness Respond Reference Information

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

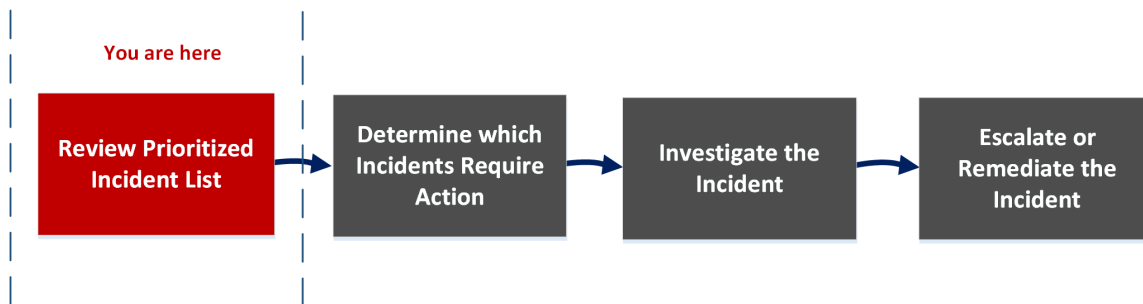
- [Incidents List View](#)
- [Incident Details View](#)
- [Alerts List View](#)
- [Alert Details View](#)
- [Tasks List View](#)
- [Add/Remove from List Dialog](#)
- [Context Lookup Panel - Respond View](#)

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 Platform.



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*	Review Prioritized Incident List
Incident Responders, Analysts, and SOC Manager	Filter and sort the incident list*	Filter the Incident List
Incident Responders, Analysts	View my incidents*	View My Incidents
Incident Responders, Analysts	Assign incidents to myself*	Assign Incidents to Myself
Incident Responders, Analysts, and SOC Manager	Find Incidents*	Find an Incident
Incident Responders, Analysts, and SOC Manager	Send an incident to Archer Cyber Incident & Breach Response or update an incident.*	Escalate or Remediate the Incident
Incident Responders, Analysts	View incident details.	Determine which Incidents Require Action
Incident Responders, Analysts	Further Investigate an incident.	Investigate the Incident
Incident Responders, Analysts, and SOC Manager	Create a task.	Escalate or Remediate the Incident

*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.

The top screenshot displays the 'Incidents' list in the NetWitness Respond interface. On the left is a 'Filters' panel (labeled 1) with sections for 'TIME RANGE', 'INCIDENT ID', 'PRIORITY', 'STATUS', 'ASSIGNEE', and 'CATEGORIES'. The main area shows a table of incidents (labeled 2) with columns: CREATED, PRIORITY, RISK SCORE, ID, NAME, STATUS, ASSIGNEE, and ALERTS. The bottom screenshot shows the 'Incident Details' view for incident INC-386 (labeled 3). It includes an 'OVERVIEW' panel on the right with fields for Created, Rule, Risk Score, Priority, Status, Assignee, Sources, Categories, and Catalysts. A table of related incidents is also visible at the bottom of the details view.

- 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.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
05/05/2020 02:15:41 pm	CRITICAL	100	INC-610	Threshold Breached for FILE.SMHost.exe	New		1
05/05/2020 05:16:05 am	CRITICAL	100	INC-72	Threshold Breached for FILE.vchost.exe	New		8
05/05/2020 05:15:04 am	CRITICAL	100	INC-70	Threshold Breached for FILE.yoga.dll	Task Requested	analyst	4
05/05/2020 05:14:34 am	CRITICAL	100	INC-68	Threshold Breached for FILE.NWEDriver30673.sys	New		7
05/05/2020 04:28:04 am	CRITICAL	100	INC-22	Threshold Breached for FILE.vchost.exe	New		9
05/05/2020 04:28:04 am	CRITICAL	100	INC-21	Threshold Breached for FILE.SMHost.exe	New		8
05/05/2020 04:28:04 am	CRITICAL	100	INC-20	Threshold Breached for FILE.vchost.exe	New		9
05/05/2020 04:27:34 am	CRITICAL	100	INC-12	Threshold Breached for FILE.dllhost.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-15	Threshold Breached for FILE.cmd.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 03:34:30 pm	HIGH	60	INC-682	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 03:30:29 pm	HIGH	50	INC-672	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-380	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:20:20 pm	HIGH	50	INC-352	High Risk Alerts: ESA for 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 12:30:10 pm	HIGH	50	INC-688	High Risk Alerts: ESA for 10...	New		56

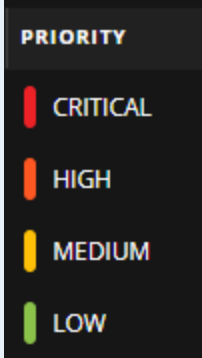
The following figure shows the incident Overview panel on the right.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
05/05/2020 02:15:41 pm	CRITICAL	100	INC-610	Threshold Breached for FILE.SMHost.exe	New		1
05/05/2020 05:16:05 am	CRITICAL	100	INC-72	Threshold Breached for FILE.vchost.exe	New		8
05/05/2020 05:15:04 am	CRITICAL	100	INC-70	Threshold Breached for FILE.yoga.dll	Task Requested	analyst	4
05/05/2020 05:14:34 am	CRITICAL	100	INC-68	Threshold Breached for FILE.NWEDriver30673.sys	New		7
05/05/2020 04:28:04 am	CRITICAL	100	INC-22	Threshold Breached for FILE.vchost.exe	New		9
05/05/2020 04:28:04 am	CRITICAL	100	INC-21	Threshold Breached for FILE.SMHost.exe	New		8
05/05/2020 04:28:04 am	CRITICAL	100	INC-20	Threshold Breached for FILE.vchost.exe	New		9
05/05/2020 04:27:34 am	CRITICAL	100	INC-12	Threshold Breached for FILE.dllhost.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-15	Threshold Breached for FILE.cmd.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 03:34:30 pm	HIGH	60	INC-682	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 03:30:29 pm	HIGH	50	INC-672	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-380	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:20:20 pm	HIGH	50	INC-352	High Risk Alerts: ESA for 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 12:30:10 pm	HIGH	50	INC-688	High Risk Alerts: ESA for 10...	New		56

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 Critical incident, orange represents a High risk incident, yellow indicates a Medium risk incident, and green represents a Low 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: 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

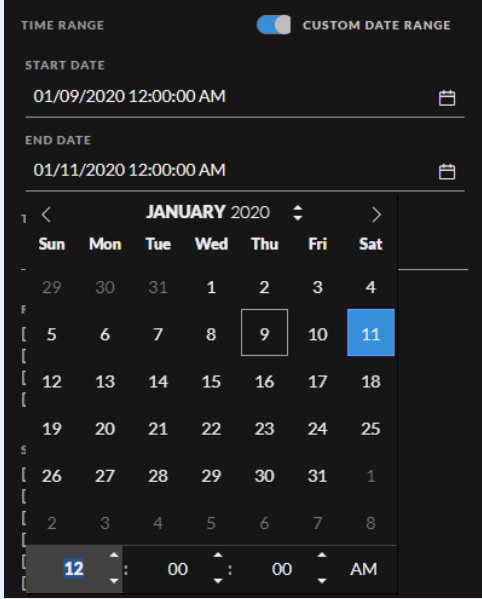
The following figure shows the filters available in the Filters panel.

The screenshot shows the 'Filters' panel with the following sections:

- SAVED FILTERS**: A dropdown menu showing 'Last24Hours-Critical'.
- TIME RANGE**: A toggle switch for 'CUSTOM DATE RANGE' and a dropdown menu showing 'Last 24 Hours'.
- INCIDENT ID**: A text input field with the placeholder 'INC-###'.
- PRIORITY**: A list of checkboxes with 'Critical' selected.
 - ☐ Low
 - ☐ Medium
 - ☐ High
 - ☒ Critical
- STATUS**: A list of checkboxes.
 - ☐ New
 - ☐ Assigned
 - ☐ In Progress
 - ☐ Task Requested
 - ☐ Task Complete
 - ☐ Closed
 - ☐ Closed - False Positive
- ASSIGNEE**: A dropdown menu.
- ☐ Show only unassigned incidents
- CATEGORIES**: A dropdown menu.
- Buttons**: 'Reset', 'Save', and 'Save as...'.

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.

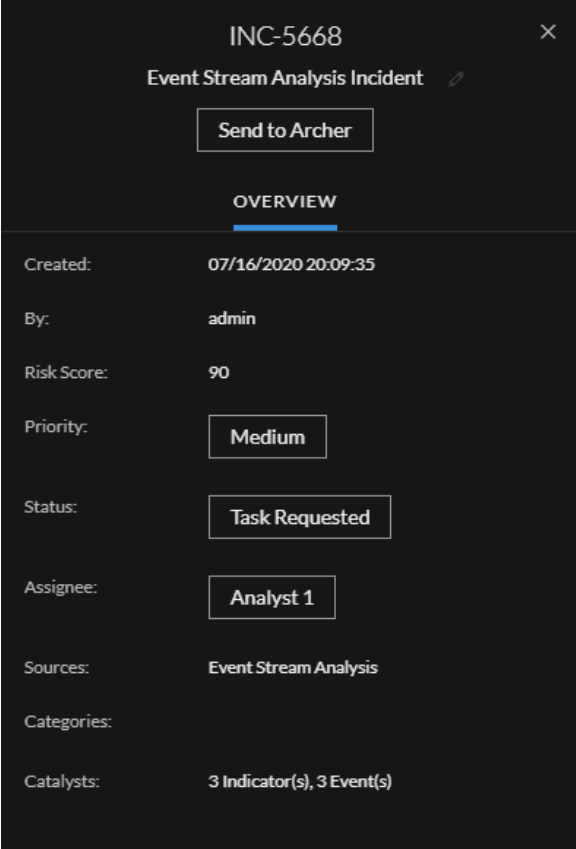
Option	Description
Saved Filters	You can select a saved filter to filter the incident list. Saved filters are global. You can save a filter for other analysts to use and you can use any saved filter. Saved filters are also available for use on the Springboard landing page. Filters used in the Springboard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

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> 
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	<p>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.</p> <p>(Available in NetWitness Platform Version 11.1 and later) To view only unassigned incidents, select Show only unassigned incidents.</p>
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.

Option	Description
Sent to Archer	(In NetWitness Platform Version 11.2 and later, if RSA 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 .
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 Platform Version 11.2 and later, if RSA Archer is configured as a data source in Context Hub, you can escalate incidents to Archer Cyber Incident & Breach Response and this option will be available in NetWitness Respond.)</p> <p>Shows whether the incident was sent to Archer Cyber Incident & Breach Response:</p> <ul style="list-style-type: none"> • Send to Archer: The incident was not sent to Archer. You can click the Send to Archer button to send the incident to Archer Cyber Incident & Breach Response for additional processing. This action is not reversible. <div>Send to Archer</div> • Sent to Archer: The incident was sent to Archer Cyber Incident & Breach Response for additional analysis and action. <div>⚠ Sent to Archer</div>
<Incident Name>	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.
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.
RiskScore	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. To change the priority, you can click the Priority button and select a new priority from the drop-down list.
Status	Shows the incident status. The status can be 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.
Assignee	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.

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.

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.
Change Priority button	Allows you to change the Priority of one or more selected incidents in the Incidents List.
Change Status button	Allows you to change the Status of one or more selected incidents.
Change Assignee button	Allows you to change the Assignee of one or more selected incidents.
Delete button	Allows you to delete the selected incidents if you have the appropriate permissions, such as an Administrator or Data Privacy Officer.

Incident Details View

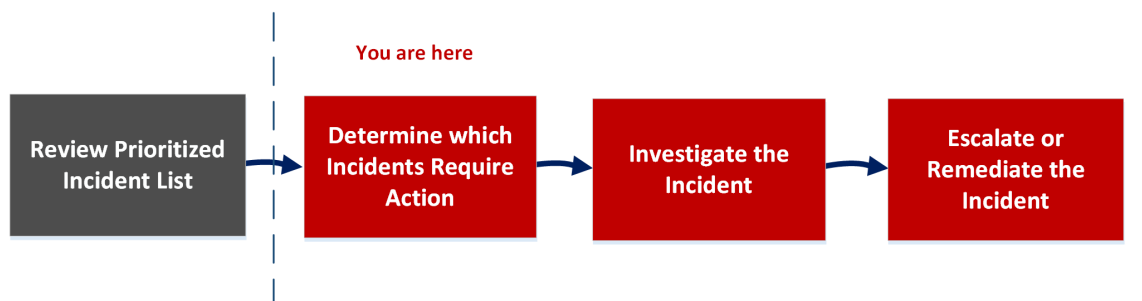
In the Incident Details view (Respond > Incidents > click an ID or NAME hyperlink in the Incidents List), you can view and access extensive incident details. The Incident Details view contains multiple panels that provide the following benefits:

- **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.
- **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 Platform.



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.	Review Prioritized Incident List
Incident Responders, Analysts	View incident details.*	View Incident Details
Incident Responders, Analysts	View alerts and enrichments.*	View the Indicators and Enrichments
Incident Responders, Analysts	View events.*	View and Study the Events
Incident Responders, Analysts (Additional permissions required)	View event analysis for an event.*	View Event Analysis Details for Indicators
Incident Responders, Analysts	View a graph of the entities involved in the events.*	View and Study the Entities Involved in the Events on the Nodal Graph
Incident Responders, Analysts	Filter the incident data.*	Filter the Data in the Incident Details View
Incident Responders, Analysts	View and add incident notes.*	View Incident Notes and Document Steps Taken Outside of NetWitness
Incident Responders, Analysts	View and create tasks.*	View the Tasks Associated with an Incident and Create a Task
Incident Responders, Analysts	Add related alerts and add them to the incident.*	Find Related Indicators and Add Related Indicators to the Incident
Incident Responders, Analysts	View contextual information about an incident from Context Hub.*	View Contextual Information
Incident Responders, Analysts	Reduce false positives by adding an entity to a whitelist.*	Add an Entity to a Whitelist
Incident Responders, Analysts	Pivot to NetWitness Investigate.*	Pivot to the Investigate > Navigate View
Incident Responders, Analysts	Pivot to NetWitness Endpoint.*	Pivot to NetWitness Endpoint Thick Client
Incident Responders, Analysts, and SOC Manager	Send an incident to Archer Cyber Incident & Breach Response.*	Send an Incident to RSA Archer

Role	I want to ...	Show me how
Incident Responders, Analysts	Update or close an incident.*	Update an Incident and Close an Incident
Incident Responders, Analysts, and SOC Manager	View all tasks.	Escalate or Remediate the Incident
Incident Responders, Analysts, and SOC Manager	Bulk update incidents and tasks.	Escalate or Remediate the Incident

*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 five panels from the NetWitness Respond interface, illustrating the Incident Details view. The panels are numbered 1 through 7.

- Panel 1:** Overview tab showing a list of events for incident INC-1886. The list includes columns for Event Stream Analysis, Time, and Description.
- Panel 2:** Indicators (1) tab showing a list of indicators related to the incident. The list includes columns for Indicator Name, Value, and When.
- Panel 3:** Find Related tab showing a search form for related indicators. The form includes fields for Find, Value, and When.
- Panel 4:** Node Graph view showing a network diagram with nodes and connections.
- Panel 5:** Events List view showing a list of events for incident INC-1886. The list includes columns for Event Stream Analysis, Time, and Description.
- Panel 6:** Journal (4) view showing a list of journal entries for incident INC-1886. The list includes columns for Analyst, Time, and Description.
- Panel 7:** Tasks (2) view showing a list of tasks for incident INC-1886. The list includes columns for Name, Assignee, Priority, Status, and Description.

The screenshot displays the NetWitness Respond interface. The top navigation bar includes tabs for Investigate, Respond, Hosts, Files, Dashboards, and Reports. The main content area is divided into two panels. The left panel, labeled 'INC-1886', shows a list of events under the 'HTTP Outbound Traffic to Multiple Destinations From' indicator. The right panel, labeled 'Events', shows the details of a selected event. The 'Network Event Details' section includes a 'Download PCAP' button and a table of network events. The 'Event Meta' section provides additional details about the event, including the sequence, time, and size.

The screenshot displays the NetWitness Respond interface. The top navigation bar includes tabs for Investigate, Respond, Hosts, Files, Dashboard, and Reports. The main content area is divided into two panels. The left panel, labeled 'INC-1702', shows a list of events under the 'User Entity Behavior Analytics' indicator. The right panel, labeled 'User Entity Behavior Analytics', shows a graph of 'Bytes Sent from IP to Port (Last 30 Days)'. The graph shows a significant increase in bytes sent from IP 10.10.10.43 to port 10155. Below the graph is a table of events.

- 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.)

Note: Your Incident Details view may not look like these diagrams because the layout changed in NetWitness Platform 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.

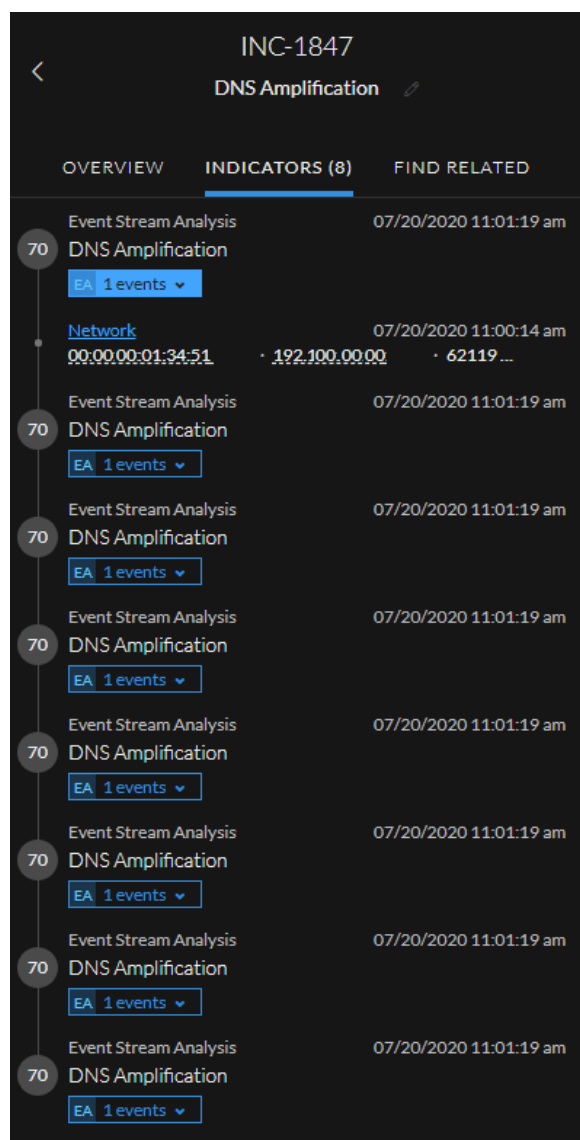
The screenshot displays the 'Overview' tab for incident INC-1886. The incident title is 'HTTP Outbound Traffic to Multiple Destinations From Single Source'. The 'Overview' tab is selected, showing details such as 'Created' (07/21/2020 12:01:26 am), 'Rule' (HTTP Outbound Traffic to Multiple Destinations From Single Source), 'Risk Score' (30), 'Priority' (Medium), 'Status' (Task Requested), 'Assignee' (Chris Gordon), 'Sources' (Event Stream Analysis), and 'Catalysts' (1 Indicator(s), 50 Event(s)).

OVERVIEW	INDICATORS (1)	FIND RELATED
Created:	07/21/2020 12:01:26 am	
Rule:	HTTP Outbound Traffic to Multiple Destinations From Single Source	
Risk Score:	30	
Priority:	Medium	
Status:	Task Requested	
Assignee:	Chris Gordon	
Sources:	Event Stream Analysis	
Categories:		
Catalysts:	1 Indicator(s), 50 Event(s)	

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 Platform 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.

INC-1847

DNS Amplification

OVERVIEW

INDICATORS (8)

FIND RELATED

Related Indicators

Enter a value below and click the Find button to look for other indicators related to that value.

Find:

IP

Value:

100.100.0.0

When:

All Data

Find

Indicators for: IP: 100.100.0.0

All Data

Event Stream Analysis

DNS Amplification

70

1 event

Part of Incident: [INC-1841](#)

07/20/2020 12:01:20 am

[Open in new window](#)

Event Stream Analysis

DNS Amplification

70

1 event

Part of Incident: [INC-1841](#)

07/20/2020 12:01:20 am

[Open in new window](#)

Event Stream Analysis

DNS Amplification

70

1 event

Part of Incident: [INC-1841](#)

07/20/2020 11:01:19 am

[Open in new window](#)

Event Stream Analysis

DNS Amplification

70

1 event

Part of Incident: [INC-1841](#)

07/20/2020 11:01:19 am

[Open in new window](#)

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.
Find button	Initiates the search. A list of related indicators appear below the Find button in the Indicators for 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.
Open in new window link	Shows alert details for the indicator.
Add To Incident button	Adds the related indicator to the incident. The related indicator adds to the Indicators panel.
Part Of This Incident button	Shows that the indicator is already part of the incident.

Events

You can perform an event analysis from the Indicators panel. Event counts preceded by an EA (event analysis) icon have event reconnaissance information available: **EA 1 events**. You can select an event type hyperlink, such as Network, to access the Events panel for the selected event.

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. 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*.

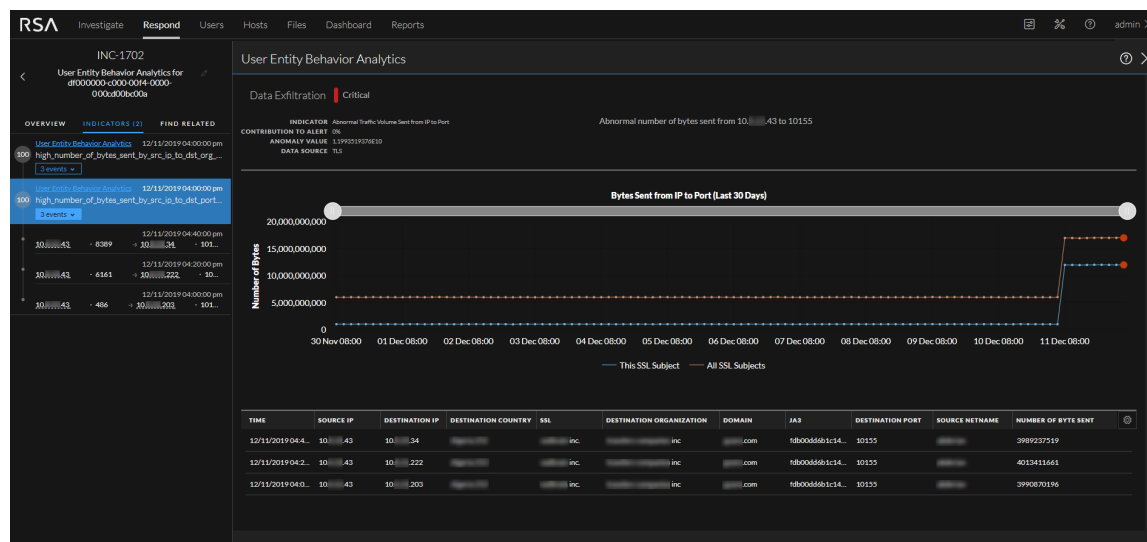
The screenshot displays the 'Events' panel in NetWitness Respond. At the top, there's a 'Network Event Details' section with a 'Download PCAP' button and toggle switches for 'COMMON FILE PATTERNS', 'SHADE BYTES', and 'DISPLAY PAYLOADS ONLY'. Below this, a table lists event details: SESSION ID (11341387), SOURCE IP:PORT (192.149.319), DESTINATION IP:PORT (1:80), SERVICE (80), FIRST PACKET TIME (07/21/2020 12:00:06 am), and LAST PACKET TIME (07/21/2020 12:00:06 am). It also shows CALCULATED PACKET SIZE (1754 bytes), CALCULATED PAYLOAD SIZE (698 bytes), and CALCULATED PACKET COUNT (18).

The main area shows a list of packets under the 'REQUEST' section. Packet 1 (ID 338743190) and Packet 2 (ID 338743191) are expanded, showing hex and ASCII representations of the data. Packet 3 (ID 338743194) and Packet 4 (ID 338743195) are also listed. The right sidebar, titled 'Event Meta', shows a 'Sequence' button and various metadata fields: SESSIONID (11341387), TIME (07/21/2020 12:00:06 am), SIZE (2560), DID (decoder), PAYLOAD (1396), MEDIUM (1), ETH SRC (00:00:00:00:00:00), ETH DST (00:00:00:00:00:00), ETH TYPE (2048), IP SRC (192.149.319), IP DST (1.1.1.1), and IP PROTO (4).

Note: Migrated incidents from NetWitness Platform 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.

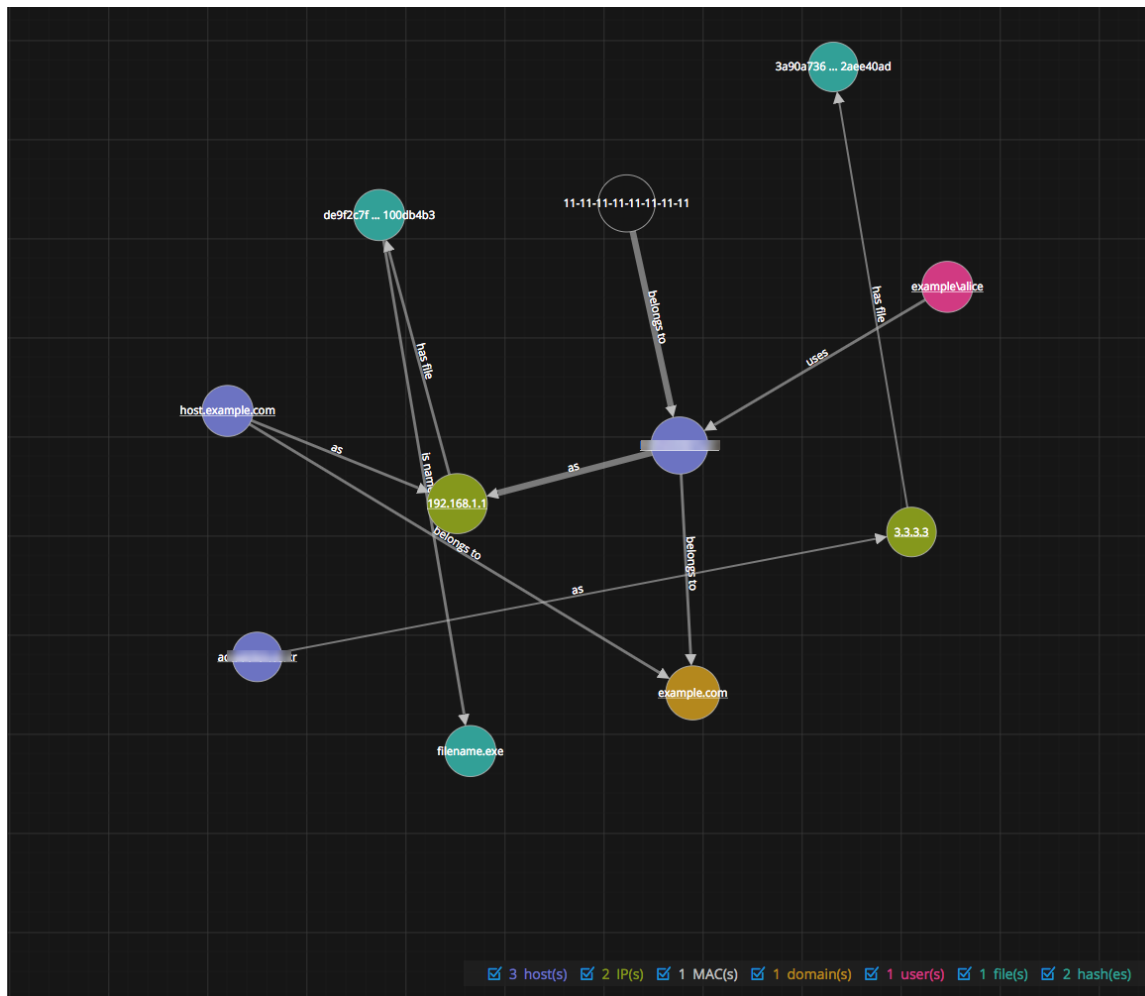
User Entity Behavior Analytics

RSA 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

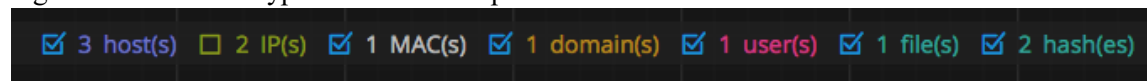
In the nodal graph, circles represent nodes. The following table describes the nodal graph node types.

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 Platform 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.

Arrow	Description
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	05/13/2020 06:45:09.000 pm	EVENT TYPE	Network	DETECTOR IP	N/A	FILE NAME	none	FILE HASH	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	05/13/2020 06:45:09.000 pm	EVENT TYPE	Network	DETECTOR IP	N/A	FILE NAME	Signed date.jar	FILE HASH	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	05/13/2020 06:45:09.000 pm	EVENT TYPE	Network	DETECTOR IP	N/A	FILE NAME	Signed date.jar	FILE HASH	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	05/13/2020 06:45:09.000 pm	EVENT TYPE	Network	DETECTOR IP	N/A	FILE NAME	24vOJ3nZi	FILE HASH	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

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.

EVENT TIME	EVENT TYPE	CATEGORY	ACTION	HOSTNAME	USER ACCOUNT	OPERATING SYSTEM	FILE NAME	HASH
09/26/2018 03:54:53.000 pm	Log	Process Event	createProcess	WIN	N/A	windows	svchost.exe	c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d...
	LAUNCH ARGUMENT			PATH				HASH
SOURCE	svchost.exe	svchost.exe -k netsvcs -p -s Schedule		c:\windows\system32\				c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d2175488337281b485f69
TARGET	taskhostw.exe	taskhostw.exe USER		c:\windows\system32\				740122d338fd2cbb0877f8ac17b28218ead02f08a9b28d5266c94e33f936085
70 Threshold Breached for FILE svchost.exe (Event 5 of 7)								
09/26/2018 05:18:22.000 pm	Log	Process Event	createProcess	WIN	N/A	windows	svchost.exe	c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d...
	LAUNCH ARGUMENT			PATH				HASH
SOURCE	svchost.exe	svchost.exe -k netsvcs -p -s Schedule		c:\windows\system32\				c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d2175488337281b485f69
TARGET	taskhostw.exe	taskhostw.exe NGKeyPregen		c:\windows\system32\				740122d338fd2cbb0877f8ac17b28218ead02f08a9b28d5266c94e33f936085
70 Threshold Breached for FILE svchost.exe (Event 6 of 7)								
09/26/2018 09:05:08.000 pm	Log	Process Event	createProcess	WIN	N/A	windows	svchost.exe	c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d...
	LAUNCH ARGUMENT			PATH				HASH
SOURCE	svchost.exe	svchost.exe -k DcomLaunch -p		C:\Windows\system32\				c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d2175488337281b485f69
TARGET	RuntimeBroker.exe	RuntimeBroker.exe -Embedding		C:\Windows\System32\				9c3acbc17b10c47effe9f95687b6298773f74dcdb5bfa01ca1853113437d4dc
70 Threshold Breached for FILE svchost.exe (Event 7 of 7)								
09/27/2018 05:56:54.000 am	Log	Process Event	createProcess	WIN	N/A	windows	svchost.exe	c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d...
	LAUNCH ARGUMENT			PATH				HASH
SOURCE	svchost.exe	svchost.exe -k netsvcs -p -s Schedule		c:\windows\system32\				c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d2175488337281b485f69
TARGET	taskhostw.exe	N/A		c:\windows\system32\				740122d338fd2cbb0877f8ac17b28218ead02f08a9b28d5266c94e33f936085
70 Unsigned Reserved Name (Event 1 of 1)								
09/24/2018 07:38:24.000 am	Endpoint	Process	N/A	WIN	N/A	windows	services.exe	d7bc4ed605b32274b45328fd9914fb0e7b90d869a3...
	LAUNCH ARGUMENT			PATH				HASH
SOURCE	services.exe	N/A		C:\Windows\System32\				d7bc4ed605b32274b45328fd9914fb0e7b90d869a38f0e6f94b1bf4e9e2b407
TARGET	VGAuthService.exe	N/A		C:\Program Files\VMware\VMware Tools\VMware VGAuthService.exe				6884d68634c58ea359ab0e73c6dd4f089741ce0628a4129d2f97d33abb02c

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 <code>Endpoint</code> 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 Platform 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 screenshot displays the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond' (selected), 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The main content area is divided into two panels. The left panel, titled 'INC-130', shows a list of indicators under the 'INDICATORS (8)' tab. The right panel, titled 'EVENTS LIST', displays details for the selected event, 'Brute Force Password Guessing'.

EVENT TIME	EVENT TYPE	DETECTOR IP	FILE NAME	FILE HASH
07/24/2019 09:09:58.000 pm	Log	192.168.1.13	N/A	N/A

SOURCE	TARGET	DETECTOR	EVENT SOURCE
DEVICE: 192.168.1.65	DEVICE: GEOLOCATION	DEVICE CLASS: Unix	192.168.1.50005
IP ADDRESS: 192.168.1.65	USER: USERNAME	IP ADDRESS: 192.168.1.13	HOSTNAME
GEOLOCATION: N/A	USER: root	PRODUCT NAME: linux	EVENT SOURCE ID: 52751
USER: N/A	DOMAIN/HOST	DATA: 224	USER DST: root
		DEVICE TYPE: linux	USER: root
			DOMAIN ORIGINAL

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.

The screenshot displays the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond' (selected), 'Users', 'Hosts', 'Files', 'Dashboards', and 'Reports'. The main content area is divided into two panels. The left panel, titled 'INC-130', shows a list of indicators under the 'INDICATORS (8)' tab. The right panel, titled 'EVENTS LIST', displays details for the selected event, 'Brute Force Password Guessing'.

EVENT TIME	EVENT TYPE	DETECTOR IP	FILE NAME	FILE HASH
07/24/2019 09:10:00.000 pm	Log	192.168.1.15	N/A	N/A

SOURCE	TARGET	DETECTOR	EVENT SOURCE
DEVICE: 192.168.1.65	DEVICE: GEOLOCATION	DEVICE CLASS: Unix	192.168.1.50005
IP ADDRESS: 192.168.1.65	USER: USERNAME	IP ADDRESS: 192.168.1.15	HOSTNAME
GEOLOCATION: N/A	USER: root	PRODUCT NAME: linux	EVENT SOURCE ID: 52753
USER: N/A	DOMAIN/HOST	DATA: 223	USER DST: root
		DEVICE TYPE: linux	USER: root
			DOMAIN ORIGINAL

Journal Panel

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

The screenshot shows the 'JOURNAL (4)' panel with a close button (X). It displays four journal entries, each with an analyst name, timestamp, milestone dropdown, and a text entry with an edit icon.

ANALYST	Timestamp	MILESTONE	Text
ANALYST1	07/21/2020 07:01:26 pm	None	Reviewed the activity and escalating the breach.
ANALYST1	07/21/2020 07:02:47 pm	None	I am glad we found this early.
ANALYST1	07/21/2020 07:03:00 pm	None	I created a task for admin.
ANALYST1	07/21/2020 07:03:35 pm	None	We need to meet with the SOC Manager ASAP!

Below the entries is the 'New Journal Entry' section, which includes a large text input field, a 'MILESTONE' dropdown menu (set to 'None'), and a 'Submit' button.

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.

JOURNAL (4)TASKS (2)X

Add New Task

REM-5 / INC-1886

CREATED: 07/21/2020 07:06 pm
LAST UPDATED: 07/21/2020 07:06 pm
OPENED 3 minutes ago

NAME Create replacement host ASAP

ASSIGNEE: IT Services

PRIORITY: Critical

STATUS: New

DESCRIPTION
Re-image a host to use for a replacement.

REM-4 / INC-1886

CREATED: 07/21/2020 07:04 pm
LAST UPDATED: 07/21/2020 07:04 pm
OPENED 4 minutes ago

NAME Isolate Host

ASSIGNEE: Edwardo

PRIORITY: Critical

STATUS: New






DESCRIPTION
Isolate the host for further study.
This is remediation task AAA-2345.




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.

Field	Description
Last Updated	The date that the task was last modified.
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.
Priority button	(In the Overview panel) Allows you to change the Priority of one or more selected incidents in the Incidents List.
Status button	(In the Overview panel) Allows you to change the Status of one or more selected incidents.
Assignee button	(In the Overview panel) Allows you to change the Assignee of one or more selected incidents.
 Nodal Graph	Enables you to view the Nodal Graph.
 Events List	Enables you to view the incident Events List. Clicking the top of an event enables you to view the event details below it.

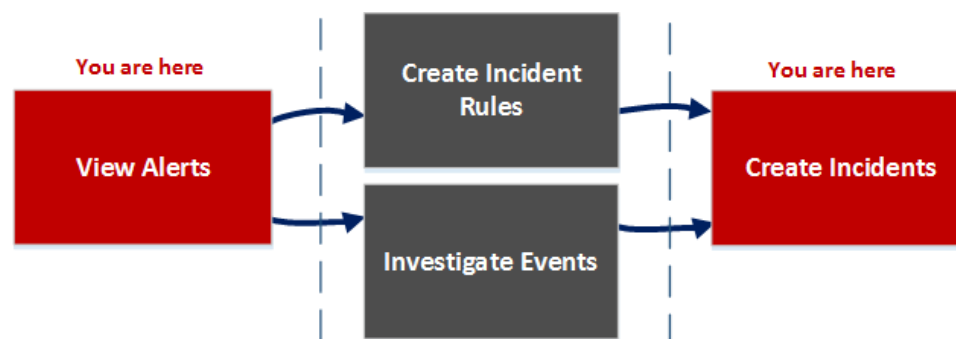
Option	Description
 Journal & Tasks	Enables you to view incident notes and tasks.
 (Journal, Tasks, and Related)	(This option is available in NetWitness Platform Version 11.3.1 and earlier 11.x versions.) Enables you to view the Journal, Tasks, and Related Indicators panels.
	Enables you to show or hide 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 Platform 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 Platform. 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 Platform 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 Platform.*	View Alerts
Incident Responders, Analysts	Filter alerts.*	Filter the Alerts List
Incident Responders, Analysts	View alert overview information and raw alert metadata.*	View Alert Summary Information
Incident Responders, Analysts	Create incidents from alerts.*	Create an Incident Manually

Role	I want to ...	Show me how
Incident Responders, Analysts	(Available in NetWitness Platform Version 11.1 and later) Add alerts to an existing incident.*	Add Alerts to an Incident
Administrators, Data Privacy Officers	Delete alerts.*	Delete Alerts
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.	View Event Details for an Alert and Investigate Events
Incident Responders, Analysts	Add related alerts to an existing incident.	Add Related Indicators to the Incident

*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 Platform. 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 Platform. 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.schost.exe	Risk Scoring	1		INC-22
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.schost.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.schost.exe	Risk Scoring	1		INC-20
05/05/2020 08:54:43 pm	90	Blacklisted File	Endpoint	1		INC-768
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 08:54:43 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.IWMIUserDriver30672.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
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.schost.exe	Risk Scoring	1		INC-22
05/05/2020 07:39:12 pm	90	Threshold Breached for FILE.schost.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.schost.exe	Risk Scoring	1		INC-22
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.schost.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.schost.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.IWMIUserDriver30672.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

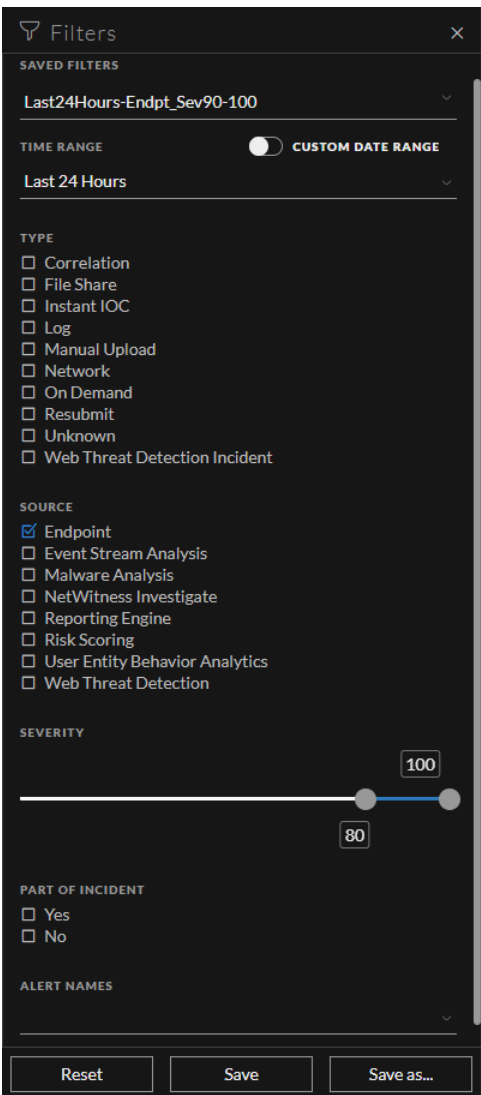
The following table describes the columns in the Alerts List.

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. <div>Note: 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 <code>device_type</code> of <code>nwendpoint</code>, the source changes to Endpoint.</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 .
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**

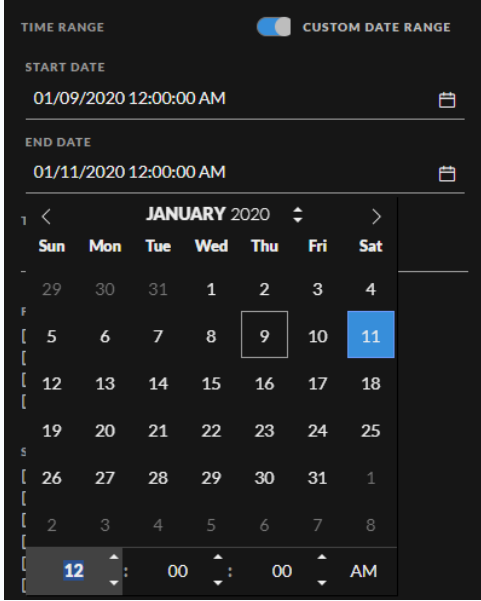
Alert Filters Panel

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.)

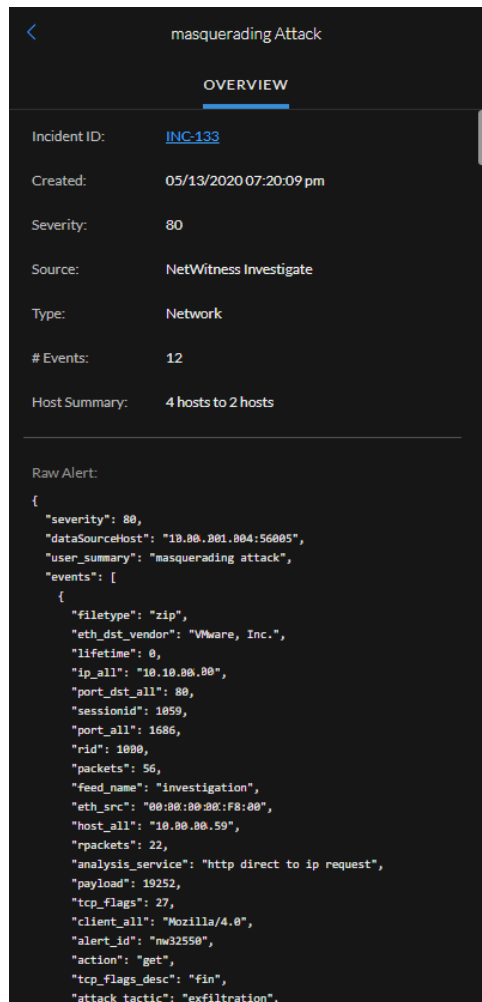
Option	Description
Time Range	You can select a specific time period from the Time Range drop-down list. The time range is based on the received date of the alerts. For example, if you select Last Hour, you can see alerts that were received within the last 60 minutes.
Custom Date Range	<p>You can specify 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>Note: 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.</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 Yes to view alerts that are part of an incident. Select No 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>Note: 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 <code>device_type</code> of <code>nwendpoint</code>, 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>Note: 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 <code>device_type</code> of <code>nwendpoint</code>, 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.
Create Incident 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 the Part of Incident section, select No.

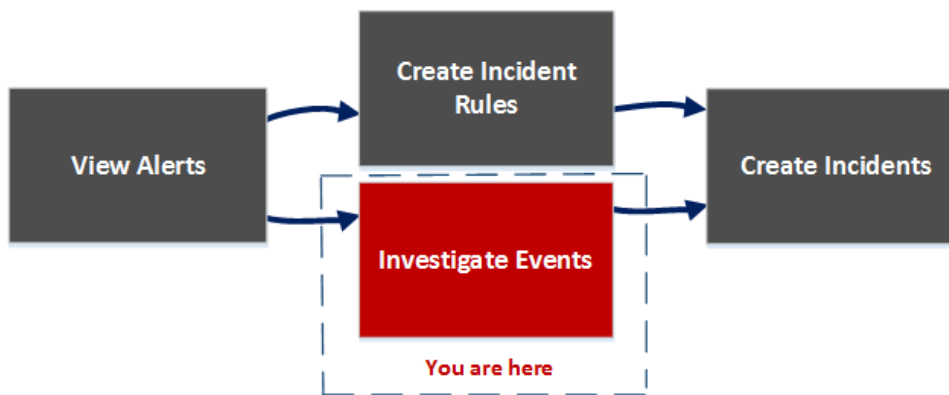
Option	Description
Add to Incident button	(This option is available in NetWitness Platform Version 11.1 and later.) Enables you to add selected alerts to an incident. The alerts cannot be part of an incident. To get a list of alerts without incidents, you can filter the Alerts List. In the Part of Incident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

Alert Details View

In the Alert Details view (Respond > Alerts > click a Name hyperlink in the Alerts List), you can view summary information about an alert, such as the source of the alert, the number of events within the alert, and whether it is part of an incident. You can also view detailed information about the events within the alert as well as the event metadata.

Workflow

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



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

Note: You can also use NetWitness Platform 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 Platform.	View Alerts
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.*	View Event Details for an Alert
Incident Responders, Analysts	View event metadata for each event in the alert.*	View Event Details for an Alert

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

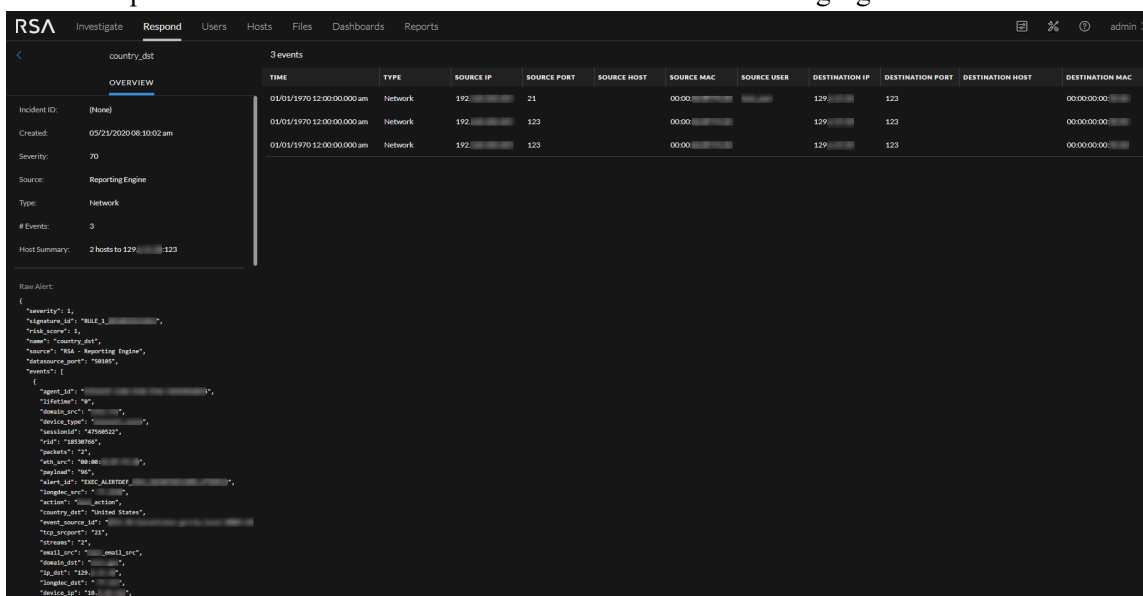
*You can complete these tasks here (that is, in the Alerts Details view).

Related Topics

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

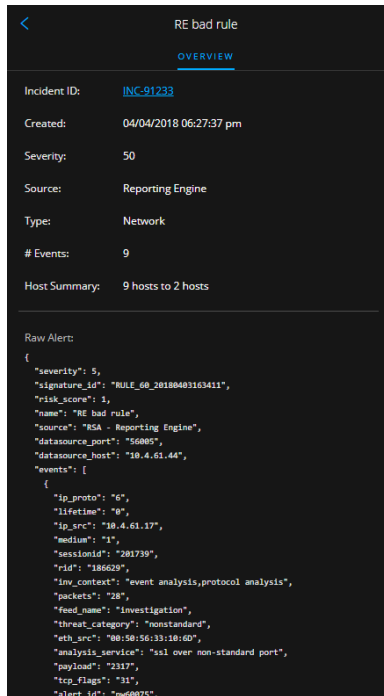
Quick Look

- To access the Alert Details view, go to **Respond > Alerts**.
- 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 left and the Events panel on the right. You can resize the panels to show more information as shown in the following figure.



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.



Events Panel

The Events panel can show an Events List if there is more than one event in the alert. If there is only one event in the alert, or you click an event in the Events List, you can see Event Details in the Events panel.

Events List

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

9 events										
TIME	TYPE	SOURCE IP	SOURCE PORT	SOURCE HOST	SOURCE MAC	SOURCE USER	DESTINATION IP	DESTINATION PORT	DESTINATION HOST	DESTINATION MAC
04/04/2018 06:25:35.000 pm	Network	10.████	53529		00:50:56:33:10:60		10.████	5671		00:50:56:33:10:6E
04/04/2018 06:25:35.000 pm	Network	10.████	42388		00:50:56:33:10:60		10.████	5671		00:50:56:33:10:6E
04/04/2018 06:25:36.000 pm	Network	10.████	38494		00:50:56:33:10:60		10.████	5671		00:50:56:33:10:6E
04/04/2018 06:25:36.000 pm	Network	10.████	41763		00:50:56:33:10:60		10.████	5671		00:50:56:33:10:6E
04/04/2018 06:25:44.000 pm	Network	10.████	123		00:50:56:33:10:6E		10.████	123		00:50:56:33:10:6D
04/04/2018 06:26:05.000 pm	Network	10.████	40944		00:50:56:33:10:60		10.████	5671		00:50:56:33:10:6E
04/04/2018 06:26:05.000 pm	Network	10.████	46346		00:50:56:33:10:60		10.████	5671		00:50:56:33:10:6E
04/04/2018 06:26:06.000 pm	Network	10.████	48759		00:50:56:33:10:60		10.████	5671		00:50:56:33:10:6E
04/04/2018 06:26:06.000 pm	Network	10.████	44657		00:50:56:33:10:60		10.████	5671		00:50:56:33:10:6E

The following table lists some of the columns shown in the Events List, which provide a summary of the listed events.

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.
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.

Event Details

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

Event Details

08/15/2018 06:55:45 pm

[Back To Table](#)
< 1 of 11 >

Timestamp	08/15/2018 06:55:45.000 pm (9 minutes ago)		
Type	Network		
Source	Device	Port	41158
		MAC Address	00:50:.....C1
		IP Address	10.
		Geolocation	
User			
Destination	Device	Port	5671
		MAC Address	00:50:.....BF
		IP Address	10.
		Geolocation	
User			
Detector			
Size	4191		
Data	Size	4191	
Event Source	10.:56003		
Event Source ID	241348		
Related Links	Investigate Original Event		

Event Metadata

The following table lists some event metadata sections and subsections shown in the first two columns in the Event Details. This is not an extensive list.

Section	Subsection	Description
Data		Shows information about the data involved with the event, such as the files involved. There may be 0 or more per event.
	Filename	Shows the file name if a file is involved with the event.
	Hash	Shows a hash of the file contents, for example, MD5 or SHA1.
	Size	Shows the size of the transmission or file involved with the event.
Description		Displays a general description of the event.
Destination		Shows the destination device and user.
	Device	Shows information about the destination device. See Event Source or Destination Device Attributes below.
	User	Shows information about the user or users of the destination. See Event Source or Destination User Attributes 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 investigate_original_event.
	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 Event Source or Destination Device Attributes below.
	User	Shows information about the user or users of the source machine. See Event Source or Destination User Attributes 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.
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.


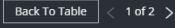
Event Source or Destination User Attributes

The following table lists attributes for an 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 Back to Table 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?

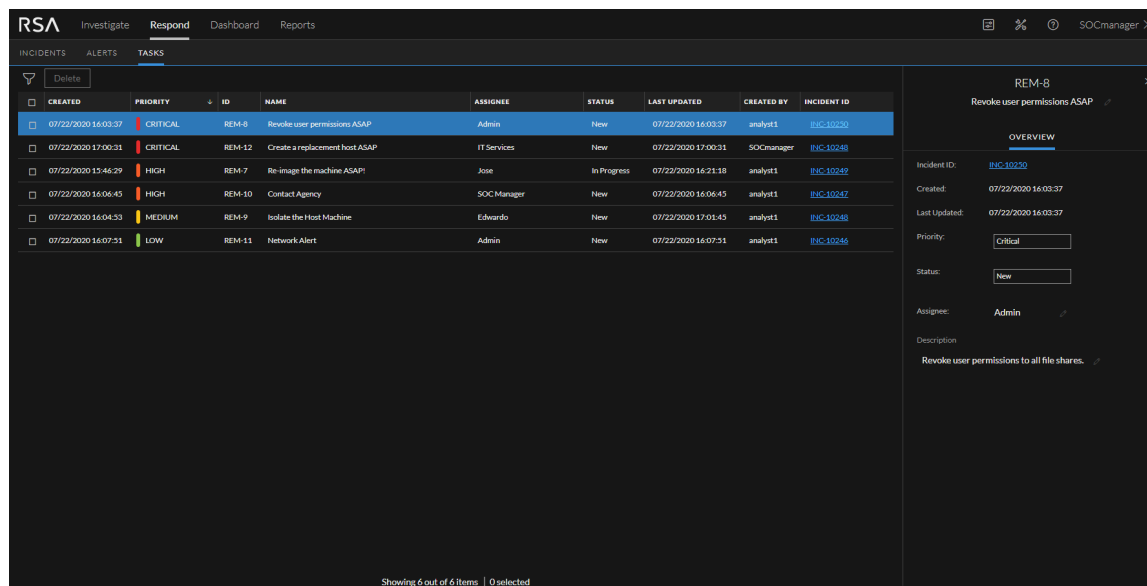
Role	I want to ...	Show me how
Incident Responders, Analysts	View tasks	View All Incident Tasks and View the Tasks Associated with an Incident
Incident Responders, Analysts	Filter tasks.	Filter the Tasks List
Incident Responders, Analysts	Create a task.	Create a Task
Incident Responders, Analysts	Find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

Related Topics

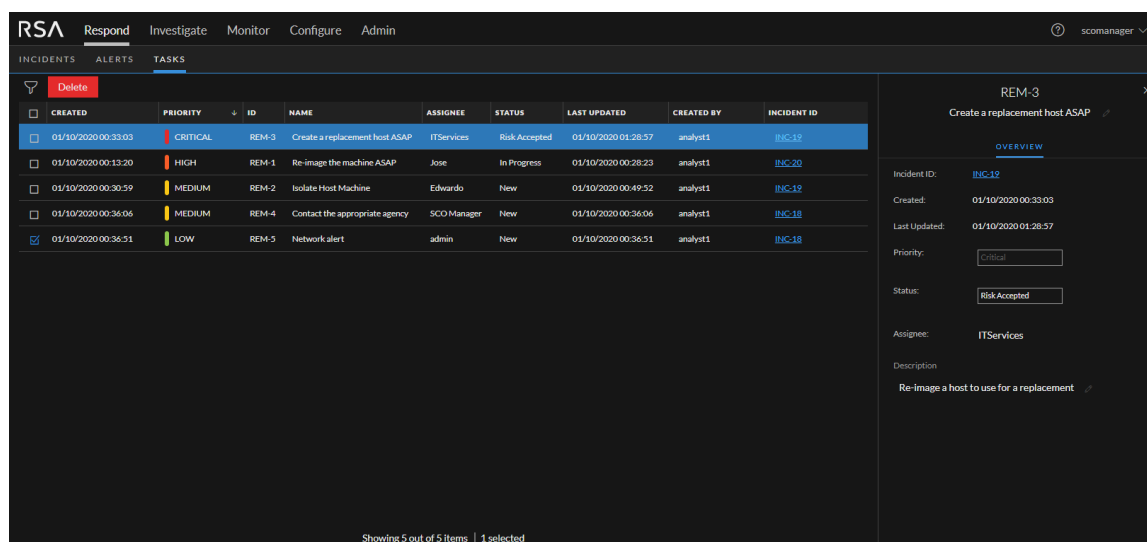
- [Incident Details View](#)
- [Escalate or Remediate the Incident](#)

Quick Look

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




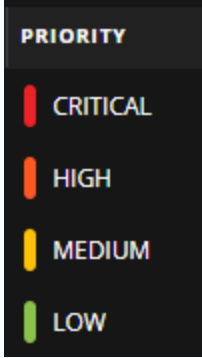
The Tasks List view consists of a Filters panel, a Tasks List, and a Task Overview panel. The following figure shows the Tasks List and the Overview panel.



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 Critical, orange represents High risk, yellow indicates Medium risk, and green represents Low 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**

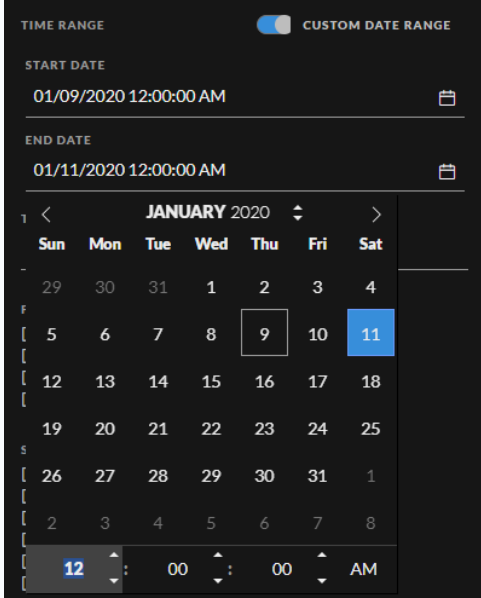
Task Filters Panel

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

The screenshot shows a 'Filters' panel with a close button (X) in the top right corner. The panel is divided into several sections: 'TIME RANGE' with a toggle switch for 'CUSTOM DATE RANGE' and a dropdown menu currently showing 'All Data'; 'TASK ID' with a text input field containing 'e.g. 123'; 'PRIORITY' with four checkboxes labeled 'Low', 'Medium', 'High', and 'Critical'; 'STATUS' with six checkboxes labeled 'New', 'Assigned', 'In Progress', 'Remediated', 'Risk Accepted', and 'Not Applicable'; and 'CREATED BY' with a dropdown menu. At the bottom of the panel is a 'Reset' button.

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.

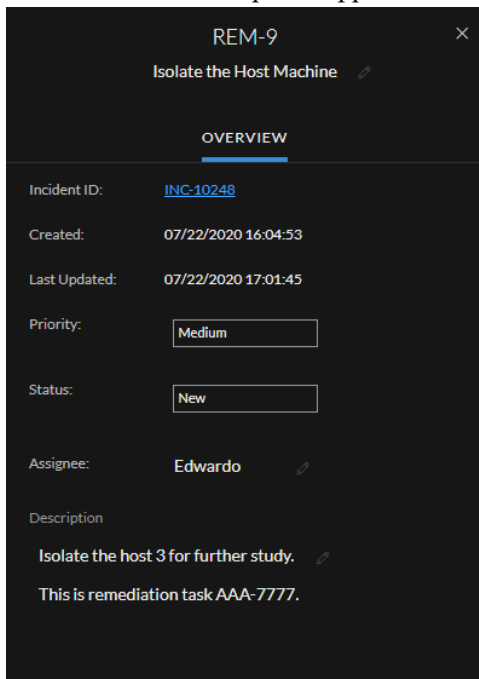
Option	Description
Custom Date Range	<p>You can specify a specific date range instead of selecting a Time Range option. To do this, click the white circle in front of Custom Date Range to view the Start Date and End Date fields. Select the dates and times from the calendar.</p> 
Task ID	You can type the Task ID for a task that you would like to locate, for example REM-123.
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.</p> <p>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.</p> <p>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	Removes your filter selections.

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.
Delete button	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 Add an Entity to a Whitelist . From the Alert Details view, Add an Entity to a Whitelist .
Incident Responders, Analysts	Create a whitelist, blacklist, or other list.	Create a List
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.

Add/Remove from List ⓘ

Click on Save to update the list(s). Refresh the page to view the updates.

META VALUE

1

Create New List 2 >

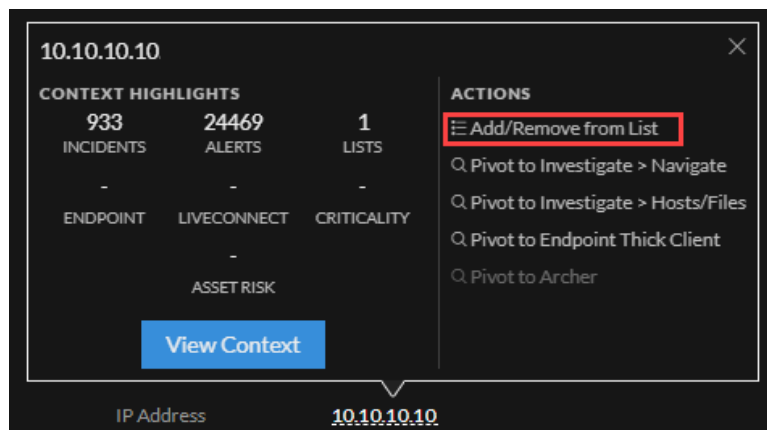
ALL SELECTED UNSELECTED 3 Filter Results 4

LIST	DESCRIPTION
<input type="checkbox"/> Threat	This list is created and updated automatically by the feed Threat. If you make changes to this list, please be aware that the changes will be overwritten when the feed updates.
<input type="checkbox"/> CorporateUsers	This list is created and updated automatically by the feed CorporateUsers. If you make changes to this list, please be aware that the changes will be overwritten when the feed updates.
<input type="checkbox"/> IP_Whitelist	
<input type="checkbox"/> SpearPhishing	This list is created and updated automatically by the feed SpearPhishing. If you make changes to this list, please be aware that the changes will be overwritten when the feed updates.

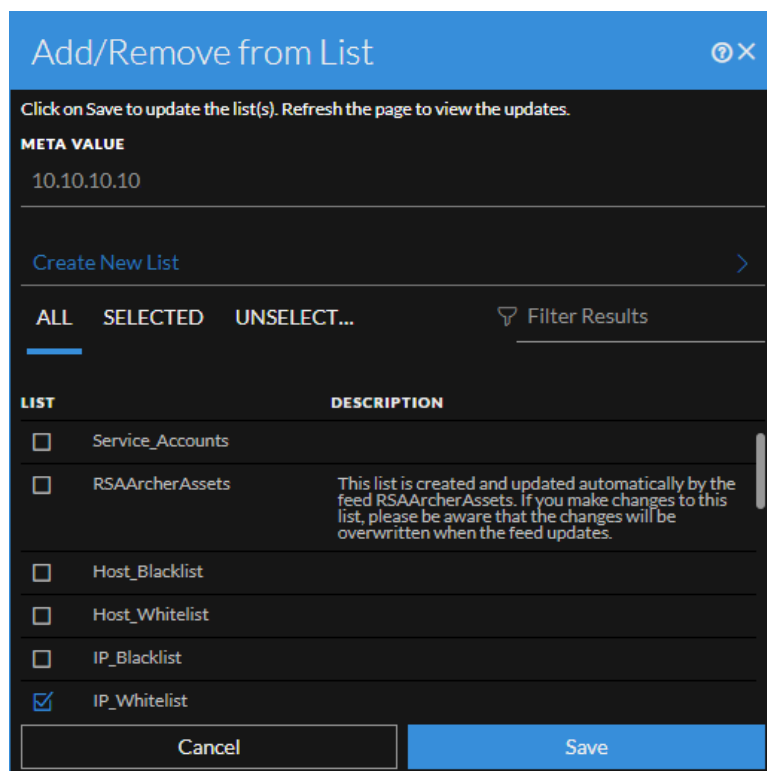
Cancel 5 Save 6

- 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 View Contextual Information . From the Alert Details view, see View Contextual Information .
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 Live Connect. 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]	REMEDIATION_REQUESTED	analyst1	3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-18	High Risk Alerts: ESA for 10. [redacted]	REMEDIATION_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

18 Incident(s) (First 10 Results) Time Window: 7 DAYS | Last Updated: a few seconds ago

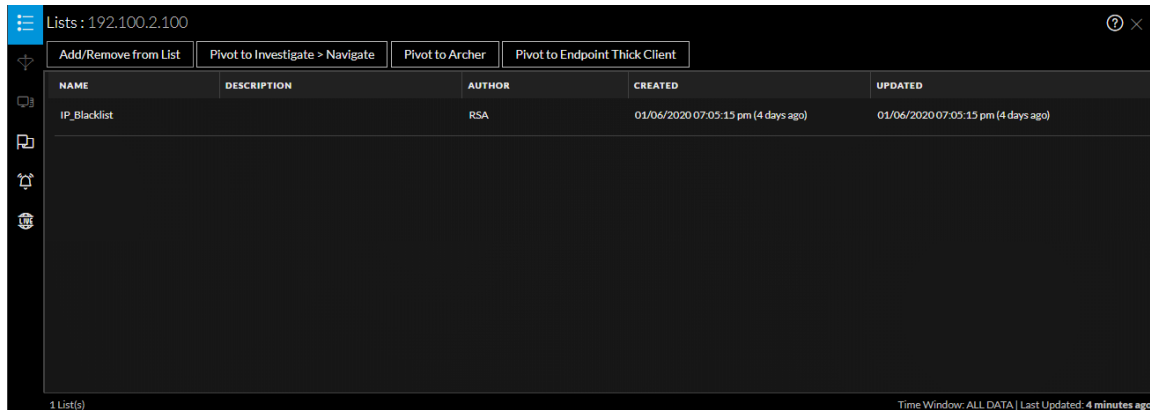
The following table describes the data available on each tab and the supported entities.

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. Note: The context lookup for email address and URL will be displayed only if these metas are mapped. Navigate to  (Admin) > System > Investigation > Context Lookup.

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. At the top, there's a header with a menu icon, the text 'Archer: 66.104.20.243', and a close icon. Below the header are four buttons: 'Add/Remove from List', 'Pivot to Investigate > Navigate', 'Pivot to Archer', and 'Pivot to Endpoint Thick Client'. The main area displays a table of asset information:

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 left, it says '1 Asset'. At the bottom right, it says 'Time Window: ALL DATA | Last Updated: (a few seconds ago)'.

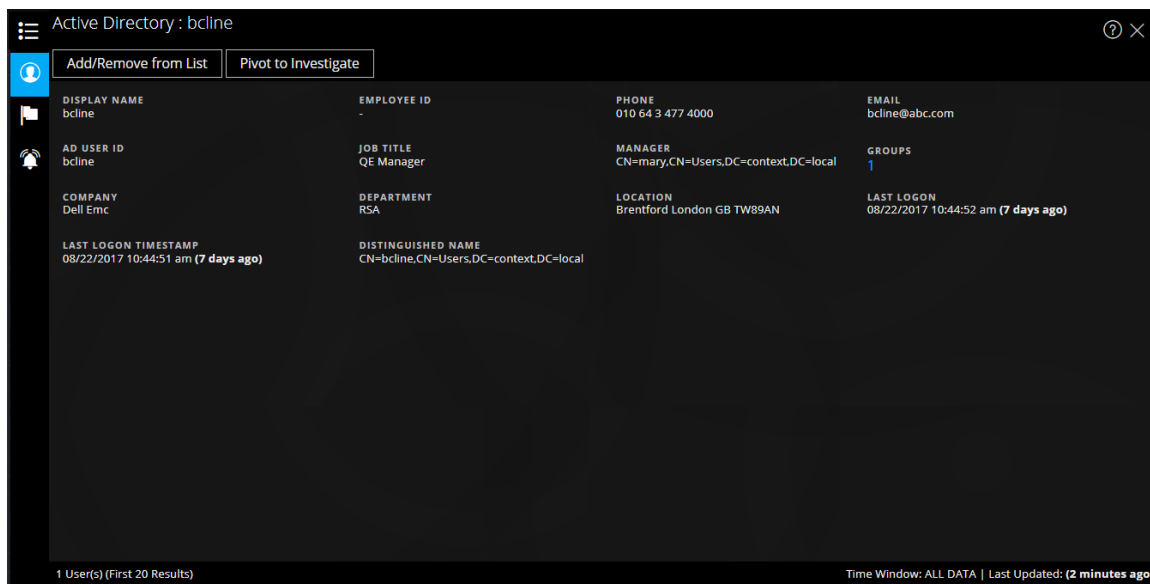
Field	Description
Criticality Rating	The device operational criticality based on the applications it supports. The criticality ratings can be set as Not Rated, Low, Medium-Low, Medium, Medium-High, or High.
Risk Rating	The calculated risk rating for the device based on the most recent assessment and 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

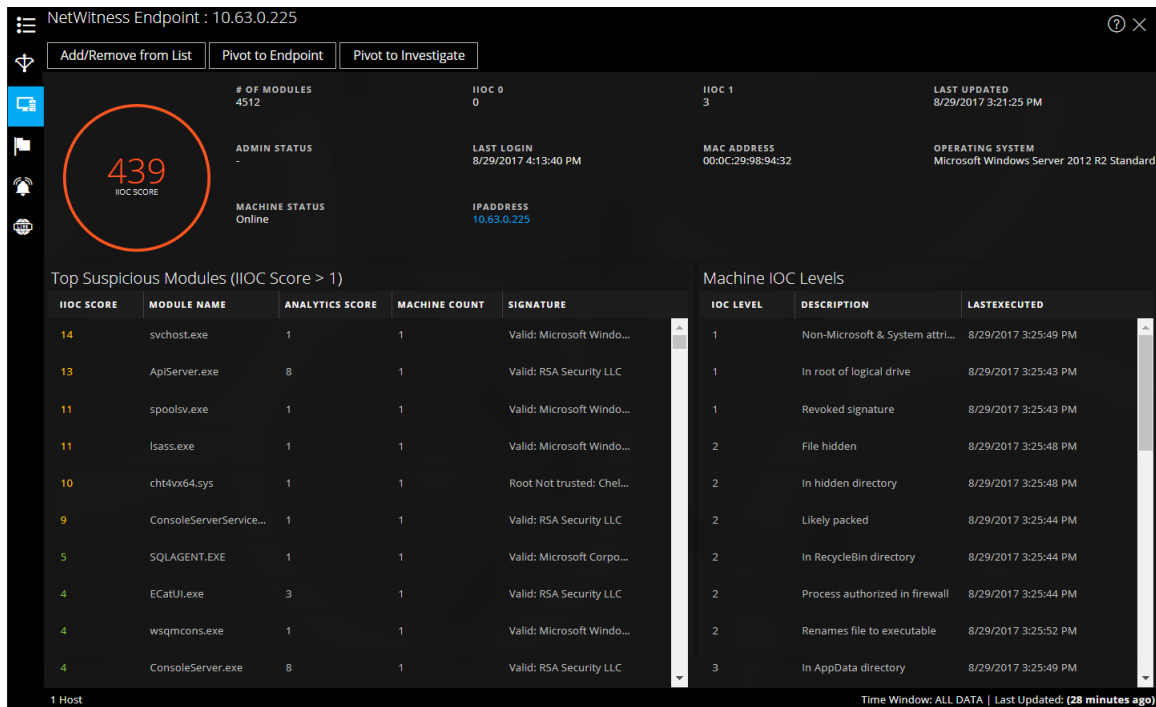
The following information is displayed for Active Directory.

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.

The screenshot shows the Alerts tab in NetWitness Respond. The header bar includes a search icon, a list icon, and the text 'Alerts: 255.255.255.255'. Below the header are four tabs: 'Add/Remove from List', 'Pivot to Investigate > Navigate', 'Pivot to Archer', and 'Pivot to Endpoint Thick Client'. The main table displays a list of alerts with the following columns: CREATED, SEVERITY, NAME, SOURCE, # EVENTS, and INCIDENT ID. The table is sorted by time (newest to oldest) and then by severity. The first 15 rows of the table are shown, with the last row indicating 41 alerts in total.

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 07:58:23 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-14
01/06/2020 07:58:23 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

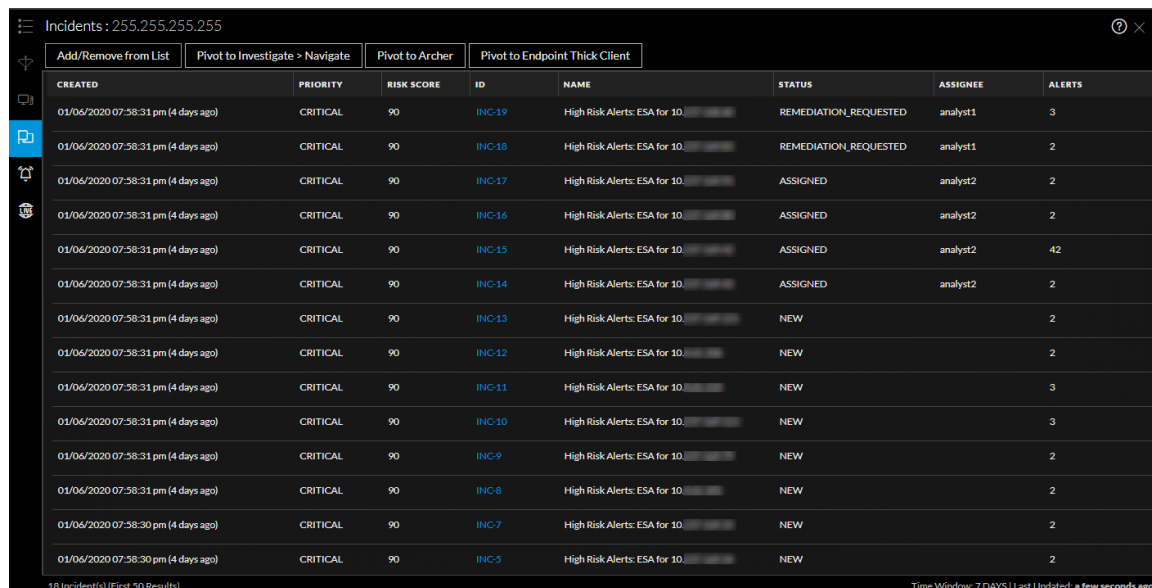
41 Alerts (First 20 Results) Time Window: 7 DAYS | Last Updated: 8 minutes ago

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.



Incidents: 255.255.255.255

Buttons: Add/Remove from List, Pivot to Investigate > Navigate, Pivot to Archer, Pivot to Endpoint Thick Client

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]	REMEDIATION_REQUESTED	analyst1	3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-18	High Risk Alerts: ESA for 10. [redacted]	REMEDIATION_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

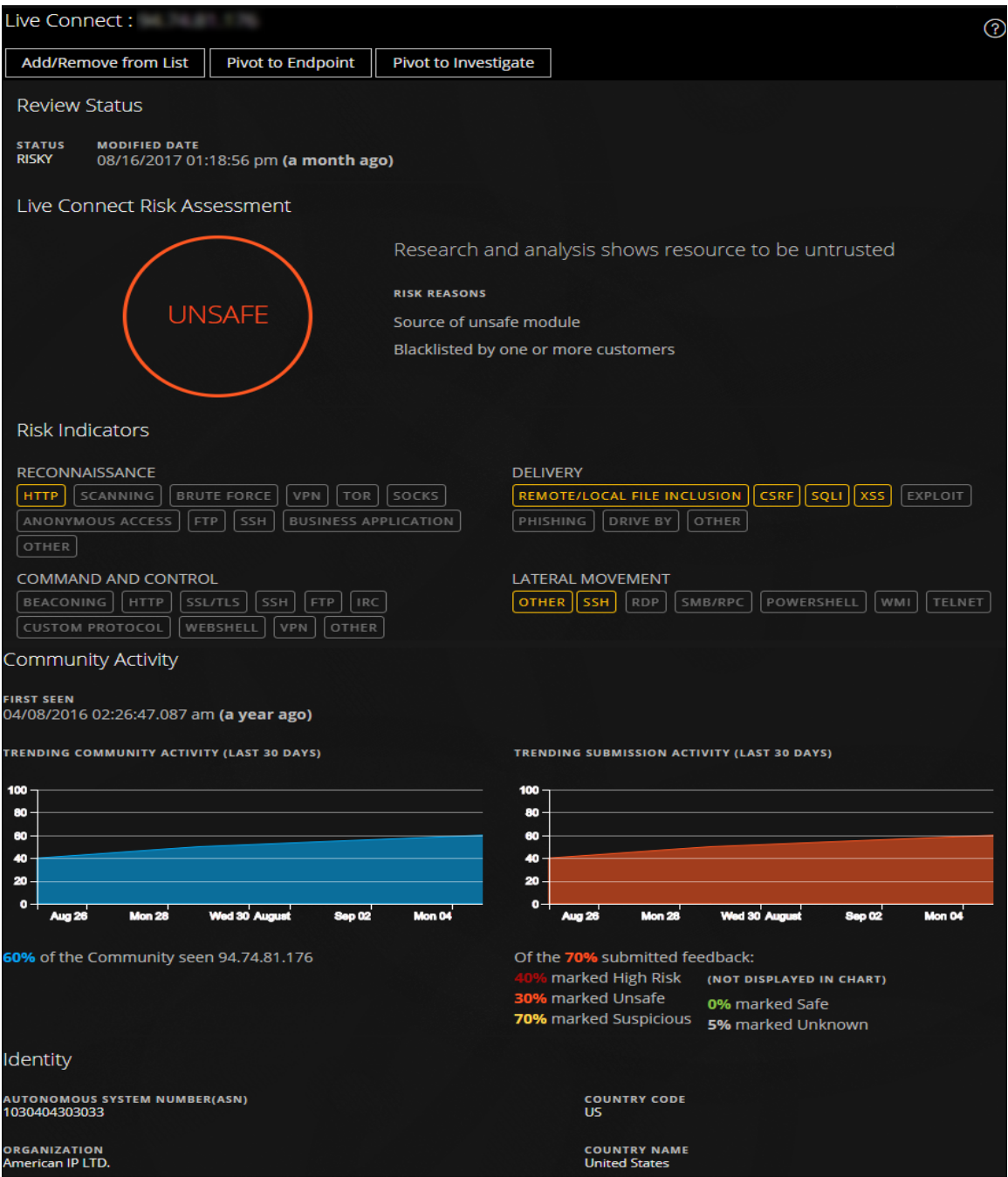
18 Incident(s) (First 50 Results) Time Window: 7 DAYS | Last Updated: a few seconds ago

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.

Live Connect Tab

The following figure is an example of a Context Panel for Live Connect, and the table describes the information displayed.



Field	Description
Review Status	<p>The review status of the selected Live Connect entity (IP, file, or domain) based on the analyst activity. This gives the visibility of the analyst activity within an organization.</p> <p>Status Below are the types of status:</p> <ul style="list-style-type: none"> • New: Lookup results for an IP address are viewed for the first time within the organization. • Viewed: Any analyst within the organization has already viewed the lookup results for an IP address. • Marked as Safe: Any analyst within the organization has already viewed the lookup results and marked the IP address as safe. • Marked as Risky: Any analyst within the organization has already viewed the lookup results and marked the IP address as risky.
Risk Assessment	<p>The risk assessment for the selected Live Connect entity (IP, file, or domain) based on the Live Connect analysis and analyst feedback. The Risk Assessment categories are:</p> <ul style="list-style-type: none"> • Safe: The Live Connect entity is considered to be safe. • Unknown: Live Connect does not have enough information about this entity to calculate the risk. • High Risk: Marked as high risk based on the analysis and risk reasons provided by the community. Entities marked as high risk require immediate attention. • Suspicious: Marked as suspicious based on the analysis and risk reasons provided by the community. The analysis indicates potentially threatening activity that requires action. • Unsafe: Marked as unsafe based on the analysis and risk reasons provided by the community. <p>The entity is rated as High Risk, Suspicious, or Unsafe and displays the associated risk reasons accordingly.</p>

Field	Description
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Risk
Assessment
Feedback

Risk Assessment Feedback allows the analyst to submit threat intelligence feedback about an entity to the Live Connect server.

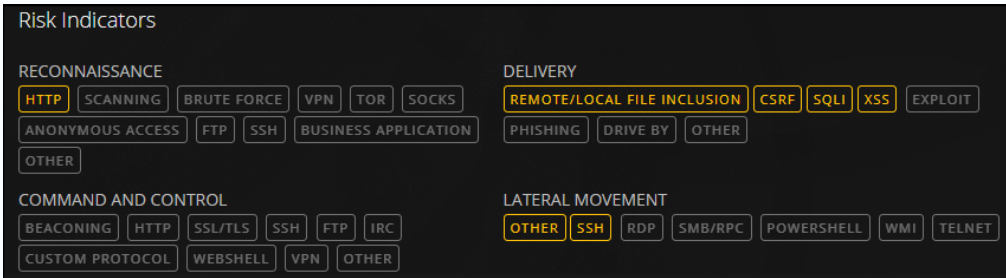
- **Analyst Skill Level**

Below are the Analyst skill level options:

- **Tier 1** - Analysts at this level define procedures for remediation, and decide if an incident should be escalated to other areas in a Security Operation center (SOC). This is the default value.
- **Tier 2** - Analysts who investigate incidents and capture intelligence from an investigation to feed back into the various workflows in a SOC.
- **Tier 3** - Analysts who share the investigation results to the SOC organization. They generally manage incidents and have a wide breadth and depth of skills and tools necessary for incident response.

Note: While creating a new user for NetWitness Platform (Analyst), an administrator should be able to identify the user as Tier 1, Tier 2, or Tier 3 Analyst.

- **Risk Confirmation** - The risk confirmation for the selected Live Connect entity (IP, file, or domain). The Risk confirmation categories are:
 - **Safe:** The Live Connect entity is considered to be safe.
 - **Unknown:** The analyst does not have enough information to provide a risk confirmation
 - **High Risk:** Marked as high risk based on the analysis and risk reasons provided by the community. Entities marked as high risk require immediate attention.
 - **Suspicious:** Marked as suspicious based on the analysis and risk reasons provided by the community. The analysis indicates potentially threatening activity that requires action.
 - **Unsafe:** Marked as unsafe based on the analysis and risk reasons provided by the community.
- **Confidence Level** - The confidence level of an analyst in providing feedback for the Live Connect entity. The confidence level categories are: High, Medium, and Low.
- **Risk Indicator Tags** - Allows you to select a tag category based on the analysis.

Field	Description
Community Activity	<p>Community activities such as:</p> <ul style="list-style-type: none"> • Date first seen in the community. • Time since the IP/File/Domain was seen for the first time (Current time - First seen time). <p>Trending Community Activity:</p> <p>If the IP address is known within the RSA community, a graphical representation of the community activity trend is displayed for the following:</p> <ul style="list-style-type: none"> • Users (in %) who have viewed the IP address in the Live Connect community over time. • Users (in %) who submitted feedback for the IP address. • Users (in %) who marked the IP address as unsafe over time.
Risk Indicators	 <p>Risk indicators are highlighted based on the tags that are assigned by the community to the entities (IPs, Files, or Domains).</p> <p>The tags are categorized as follows: Reconnaissance, Delivery, Command and Control, Lateral Movement, Privilege Escalation, and Packaging and Exfiltration.</p> <p>These tags are samples and vary based on the inputs received from the community on the Live Connect server. The analyst can choose the appropriate risk indicator tags while providing the review feedback. A highlighted tag indicates that the selected entity is associated with that particular category and tag. Clicking a highlighted tag displays the description of the tag.</p>
Identity	<p>Provides the following identity information for the selected entity or meta value:</p> <p>For IP address: Autonomous System Number (ASN), Prefix, Country Code and Country Name, Registrant (Organization), and Date.</p> <p>For File Hash: File Name, File Size, MD5, SH1, SH256, Compile Time, and Mime Type.</p> <p>For Domain: Domain Name and Associated IP Address.</p>
Certificate Information	<p>Provides the following certificate information for the selected file hash: Certificate Issuer, Validity of the Certificate, Signature Algorithm, and Certificate Serial Number.</p>

Field	Description
WHO IS Information	<div><div><div><div><div>WHOIS</div></div></div><div><div><div><div>CREATED DATE</div><div>09/01/2016 00:00</div></div><div><div>STREET</div><div>1600 Amphitheatre Parkway</div></div><div><div>PHONE</div><div>+1.6502530000</div></div></div><div><div><div><div>UPDATED DATE</div><div>11/27/2016 12:43</div></div><div><div>CITY</div><div>Mountain View</div></div><div><div>FAX</div><div>+1.6506188571</div></div></div><div><div><div><div>EXPIRED DATE</div><div>10/01/2017 00:00</div></div><div><div>STATE</div><div>CA</div></div><div><div>EMAIL</div><div>dns-admin@google.com</div></div></div><div><div><div><div>TYPE</div><div>RegistryType</div></div><div><div>POSTAL CODE</div><div>94043</div></div></div><div><div><div><div>NAME</div><div>Admin</div></div><div><div>COUNTRY</div><div>US</div></div></div><div><div><div><div>ORGANIZATION</div><div>Google Inc.</div></div></div></div></div></div><div><p>The WHO IS information provides the ownership details for a given domain.</p><p>The following information about the domain owner is displayed: Created Date, Updated Date, Expired Date, Type (Registration Type), Name, Organization, Address with Postal code, Country, Phone, Fax, and Email.</p></div></div></div></div></div></div>
Related Files	Related Files are displayed for entity types IP and Domain. A list of known associated files is displayed along with the following information: Live Connect Risk Rating (Safe, Risky, or Unknown), File Name, MD5, Compile Time and Date, API Function, Import Hash, and Mime Type.
Related Domains	Related Domains are displayed for entity types IP and Files. A list of known associated domains is displayed along with the following information: Live Connect Risk Rating (Safe, Risky, or Unknown), Domain Name, Country Name, Registered Date, Expired Date, and Registrant Email address.

Field

Description

Related IPs

Related Files (5)

LC RISK RATING	FILE NAME	MD5	COMPILE DATE	API FUNCTION IMPORT HASH
UNKNOWN	filename1	1a708f247cc6a7364b873c029bb...	09/22/2017 10:59:24 ...	
UNSAFE	filename2	2a708f247cc6a7364b873c029bb...	09/22/2017 10:59:25 ...	
UNKNOWN	filename3	1a708f247cc6a7364b873c029bb...	09/22/2017 10:59:25 ...	
UNSAFE	filename4	2a708f247cc6a7364b873c029bb...	09/22/2017 10:59:25 ...	
UNKNOWN	filename5	1a708f247cc6a7364b873c029bb...	09/22/2017 10:59:25 ...	

Related Domains (2)

LC RISK RATING	DOMAIN	COUNTRY	REGISTERED DATE	EXPIRED DATE	REGISTRANT EMAIL
UNSAFE	27c73bq66y4xqoh7.dorfa...		09/22/2017 10:59:25 ...	09/22/2017 10:59:25 ...	
UNSAFE	2ymh2gnnbg6pgq2r.gre...		09/22/2017 10:59:25 ...	09/22/2017 10:59:25 ...	

Related IPs are displayed for entity types Domain and Files. A list of known associated IPs is displayed along with the following information: Live Connect Risk Rating (Safe, Risky, or Unknown), IP Address, Domain Name, Country Code and Country Name, Country Name, Registered Date, Expired Date, and Registrant Email address.

File Reputation Tab

The Context Lookup panel for File Reputation displays the file reputation status of a file.

File Reputation : 64ff3472497e2a1a7df1c45febdde051

Add/Remove from List Pivot to Investigate > Navigate

File Reputation : 141b2190f51397dbd0dfde0e3904b264c91b6f81febc823...

Add/Remove from List Pivot to Investigate > Navigate

REPUTATION STATUS	SCANNER MATCH	CLASSIFICATION PLATFORM	CLASSIFICATION TYPE
Malicious	2	Win32	PUA

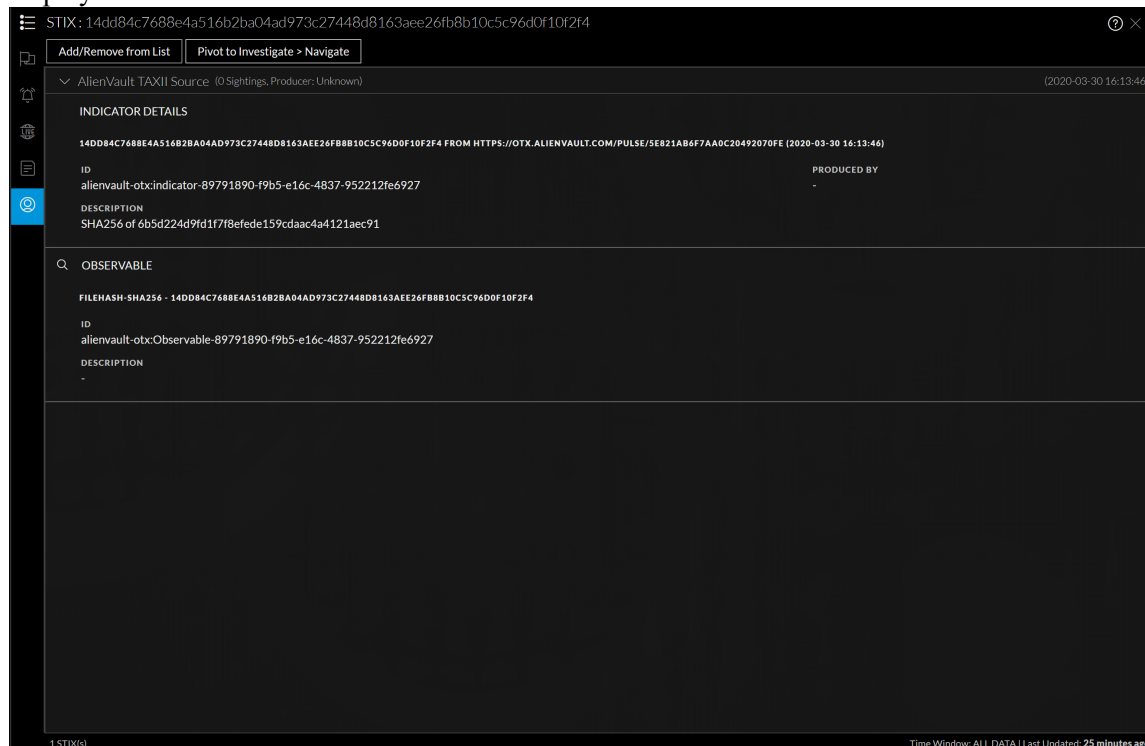
CLASSIFICATION FAMILY
Psexec

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> .
Scanner Match	Number of scanners that detected malware or suspicious activity in the last scan.

Field	Description
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.
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>

Field	Description
Observable	Observable Title: Displays and conveys information about cyber security related entities such as files, systems, and networks using the STIX Cyber-observable Objects (SCOs). ID: Displays the ID of the selected observable.
(Optional) Sightings	Sightings Title: Displays the name of the sighting source. Confidence: Displays the criticality of the sighting. Reference: Displays the reference URL of the sighting source.