

NetWitness[®] Platform

Citrix NetScaler Event Source Log Configuration Guide

Citrix NetScaler

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Event Source Product Information:

Vendor: [Citrix](#)

Event Source: NetScaler

Versions: 9.x, 10.x, 11.x, 13.x, 14.x

RSA Product Information:

Supported On: NetWitness Platform 12.0 and later

Event Source Log Parser: citrixns, CEF

Collection Method: Syslog

Event Source Class.Subclass: Security.Application Firewall

Contact Information

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

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Miscellaneous

This product, this software, the associated documentations as well as the contents are subject to NetWitness' standard Terms and Conditions in effect as of the issuance date of this documentation and which can be found at <https://www.netwitness.com/standard-form-agreements/>.

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To configure Citrix NetScaler to work with NetWitness Platform , perform the following tasks:

- Configure Syslog Output on Citrix NetScaler
- Configure NetWitness Platform, for either of the following:
 - Collection using Syslog, or
 - Collection using the CEF parser

Note: If you are using the **cef** parser, make sure to disable the **citrixns** parser. For details, see [Use the CEF Parser for Collection](#).

Configure Syslog Output on Citrix NetScaler

Please follow the instructions to support your version of Citrix NetScaler:

- Configure Citrix NetScaler for version 10.x, 11.x, 13.x, 14.x
- Configure Citrix NetScaler for version 9.x

Configure Citrix NetScaler for version 10.x, 11.x ,13.x,14.x

To configure Citrix NetScaler version 10.x, 11.x, 13.x, 14.x

1. Log on to the Citrix NetScaler web console with administrator credentials.
2. From the top menu, click **Configuration**.
3. In the left-hand navigation pane, expand the **System** folder.
4. Expand the **Auditing** folder, then click **Syslog**.
5. On the right-hand window, click **Servers**.
6. Click the **Add** button.
7. In the Configure Auditing Server window, complete the fields as follows.

Field	Action
Auditing Type	From the drop-down list, select SYSLOG .
Name	Enter the name of your RSA NetWitness Platform server.
IP Address	Enter the IP address of the NetWitness Log Decoder or Remote Log Collector.
Port	Type 514 .
Log Levels	Select All .
Log Facility	Select the appropriate log facility from the drop-down list.
Date Format	Select MMDDYYYY .
Time Zone	Select GMT .
TCP Logging	Select TCP Logging .
ACL Logging	Select ACL Logging .

8. Above the top menu, click **Create**.
9. Click the **Save the running configuration** icon near the top-right of the window.
10. Click **Yes** to confirm.
11. You also need to set the CEF logging flag:

- a. In the left-hand navigation pane, select **Security > Application Firewall**.
- b. In the **Settings** area, click **Change Engine settings**.
- c. Select the **CEF logging** field.
- d. Click **OK** to save.

Configure Citrix NetScaler for version 9.x

To configure Citrix NetScaler for version 9.x:

1. Log on to the Citrix NetScaler web console with administrator credentials.
2. From the top menu, click **Configuration**.
3. In the System Configuration window, select a configuration utility.
4. In the navigation pane, expand the **System** folder.
5. Click the **Auditing** folder.
6. In the **Settings** section of the Auditing window, click **Change global auditing settings**.
7. In the Configure Auditing Parameters window, complete the fields as follows.

Field	Action
Auditing Type	From the drop-down list, select SYSLOG .
IP Address	Enter the IP address of the NetWitness Log Decoder or Remote Log Collector.
Port	Type 514 .
Log Levels	Select All .
Log Facility	Select the appropriate log facility from the drop-down list.
Date Format	Select MMDDYYYY .
Time Zone	Select GMT .
TCP Logging	Select TCP Logging .
ACL Logging	Select ACL Logging .

8. Above the top menu, click **Save**.
9. When prompted, click **Yes**.

Configure RSA NetWitness Platform

Perform the following steps in [[[Undefined variable SAVariables.ProductSuiteName]]]:



You can either use Syslog collection or the CEF parser:

- To configure Syslog collection:
 - Ensure the required parser is enabled
 - Configure Syslog Collection
- To configure the CEF parser for collection, see [Use the CEF Parser for Collection](#).

Ensure the Required Parser is Enabled

If you do not see your parser in the list while performing this procedure, you need to download it in RSA NetWitness Platform Live.

Ensure that the parser for your event source is available:



1. In the **NetWitness** menu, select  (Admin) > **Services**.
2. In the **Services** grid, select a Log Decoder, and from the **Actions** () menu, choose **View > Config**.
3. In the **Service Parsers Configuration** panel, search for your event source, and ensure that the **Config Value** field for your event source is selected.



Note: The required parser is **citrixns**.

Configure Syslog Collection



Note: You only need to configure Syslog collection the first time that you set up an event source that uses Syslog to send its output to NetWitness. You only need to configure either the Log Decoder or the Remote Log Collector for Syslog, not both.

To configure Log Decoder for Syslog Collection

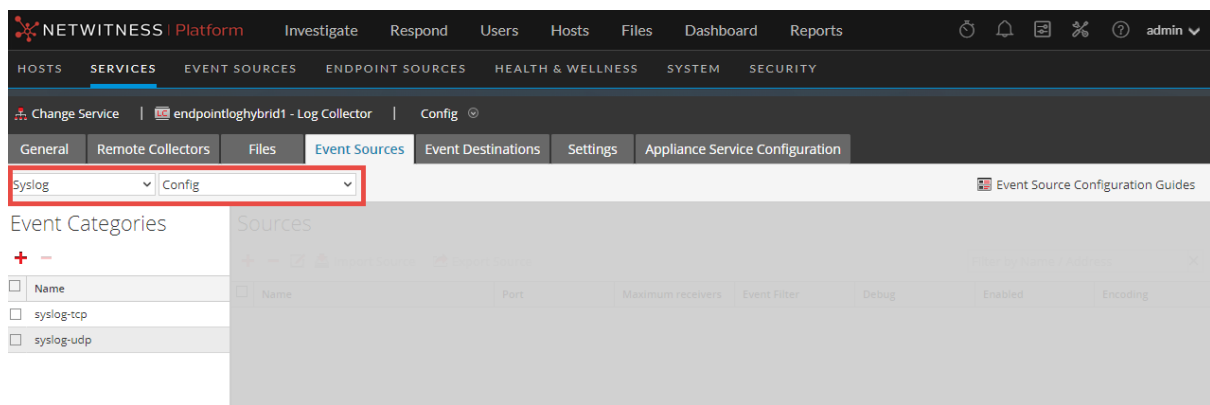
1. In the NetWitness Platform menu, select  (Admin) > **Services**.
2. In the **Services** grid, choose a Log Decoder and from the **Actions** () menu, choose **View > System**.
3. Depending on the icon you see, do one of the following:

- If you see  **Start Capture**, click the icon to start capturing Syslog.
- If you see  **Stop Capture**, you do not need to do anything; this Log Decoder is already capturing Syslog.

To configure Remote Log Collector for Syslog Collection

1. In the NetWitness Platform menu, go to  (Admin) > **Services**.
2. In the **Services** grid, select a Remote Log Collector and from the **Actions** () menu, choose **View** > **Config** > **Event Sources**.
3. Select **Syslog** / **Config** from the drop-down menu.

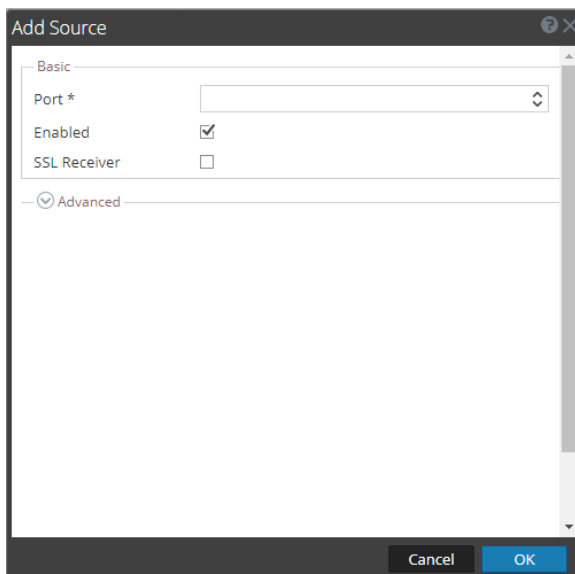
The **Event Categories** panel displays the Syslog event sources that are configured, if any.



4. In the **Event Categories** panel toolbar, click **+**.
The **Available Event Source Types** dialog will appear.
5. Choose either **syslog-tcp** or **syslog-udp**. You can set up either or both, depending on the needs of your organization.

- Choose the **New Type** in the **Event Categories** panel and click **+** in the **Sources** panel toolbar.

The **Add Source** dialog will appear.



- Enter **514** for the port and choose **Enabled**. Optionally, configure any of the Advanced parameters as necessary.

Click **OK** to accept your changes and close the dialog box.

After you configure one or both syslog types, the Log Decoder or Remote Log Collector collects those types of messages from all available event sources. You can continue to add Syslog event sources to your system without a need to do any further configuration in NetWitness Platform.

Use the CEF Parser for Collection

If you want to collect using the CEF parser, you must disable the **citrixns** parser.

To ensure that the CEF parser is enabled and the citrixns parser is disabled:

- In the `[[[Undefined variable SAVariables.ProductSuiteName]]]` menu, select **ADMIN > Services**.
- In the Services grid, select a Log Decoder, and from the Actions menu, choose **View > Config**.
- Enable CEF and disable **citrixns**:
 - Enable CEF:** In the Service Parsers Configuration panel, search for **cef**, and ensure that the Config Value field for this parser is selected.
 - Disable citrixns:** In the Service Parsers Configuration panel, search for **citrixns**, and ensure that the Config Value field for this parser is not selected.

Getting Help with NetWitness Platform

Self-Help Resources

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

- See the documentation for all aspects of NetWitness here: <https://community.netwitness.com/t5/netwitness-platform/ct-p/netwitness-documentation>.
- Use the **Search** and **Create a Post** fields in NetWitness Community portal to find specific information here: <https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions>.
- See the NetWitness Knowledge Base: <https://community.netwitness.com/t5/netwitness-knowledge-base/tkb-p/netwitness-knowledge-base>.
- See the documentation for Logstash JDBC input plugin here: <https://www.elastic.co/guide/en/logstash/current/plugins-inputs-jdbc.html>.
- See Troubleshooting section in the guides.
- See also [NetWitness® Platform Blog Posts](#).
- If you need further assistance, [Contact NetWitness Support](#).

Contact NetWitness Support

When you contact NetWitness Support, please provide the following information:

- The version number of the NetWitness Platform or application you are using.
- Logs information, even source version, and collection method.
- If you have problem with an event source, enable **Debug** parameter (set this parameter to **On** or **Verbose**) and collect the debug logs to share with the NetWitness Support team.

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

NetWitness Community Portal	https://community.netwitness.com In the main menu, click Support > Case Portal > View My Cases .
International Contacts (How to Contact NetWitness Support)	https://community.netwitness.com/t5/support/ct-p/support
Community	https://community.netwitness.com/t5/netwitness-discussions/bd-p/netwitness-discussions

Feedback on Product Documentation

You can send an email to feedbacknwdocs@netwitness.com to provide feedback on NetWitness Platform documentation.