



# System Maintenance Guide

for RSA NetWitness® Platform 11.3



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## System Maintenance

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This guide tells administrators how to manage hosts and services in the network, maintain and monitor the network, run jobs, and tune performance after initial network setup.

The following diagram shows the different system maintenance tasks available to you.



The following topics describe these tasks:

- [Review Best Practices](#)
- [Monitor Health and Wellness of NetWitness Platform](#)
- [Manage NetWitness Platform Updates](#)
- [Display System and Service Logs](#)
- [Maintain Queries Using URL Integration](#)
- [Configure FIPS Support](#)
- [Change Host IP Addresses](#)
- [DISA STIG](#)
- [Troubleshoot NetWitness Platform](#)

## Review Best Practices

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Review the following best practices to maintain your NetWitness Platform deployment.

### Safeguarding Assets with RSA Supplied Policies

The purpose of the RSA core policies delivered with NetWitness Platform are for safeguarding your NetWitness Platform domain assets immediately (before you configure rules specific to your environment and your security policy).

RSA recommends that you set up email notifications to the appropriate asset owners for these policies as soon as possible. This will notify them when performance and capacity thresholds are crossed so they can take action immediately.

RSA also recommends that you evaluate the core policies and disable a policy or change its service and group assignments according to your specific monitoring requirements.

### Safeguarding Assets with Policies Based on Your Environment

RSA core policies are generic and may not provide sufficient monitoring coverage for your environment. RSA recommends that you gather issues over a period of time, that are not identified by the RSA core policies, and configure rules to help you prevent these issues.

### Creating Rules and Notifications Judiciously

RSA recommends that you make sure that each rule and policy is necessary before you implement it, if possible. RSA also recommends that you review implemented policies on a regular basis for their validity. Invalid alarms and email notifications can adversely affect the focus of the asset owners.

### Troubleshooting Issues

RSA recommends that you review [Troubleshooting Health & Wellness](#) and [Troubleshoot NetWitness Platform](#) when you receive error messages in the user interface and log files from hosts and services.



# Monitor Health and Wellness of NetWitness Platform

The Health & Wellness module of NetWitness Platform enables you to:

- View the current health of all the hosts, all services running on the hosts, and various aspects of the health of your hosts.
- Monitor the hosts and services in your network environment.
- View details of various event sources configured with NetWitness Platform.
- View system stats for the selected hosts by filtering the views as required.

You can also configure Archiver and Warehouse Connector monitoring, monitor host statistics, and work with system logs to monitor NetWitness Platform.

**Note:** All users have permission to view the entire Health and Wellness interface by default. The Administrator and the Operator roles are the only roles that can manage the Policies view by default. Refer to the "Role Permissions" topic in the *Security User Management Guide* for a complete list of the default permissions for the NetWitness Platform Interface.

The following figure displays the Health & Wellness module of the NetWitness Platform user interface.

The screenshot displays the NetWitness Platform user interface, specifically the Health & Wellness module. The top navigation bar includes tabs for Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness (selected), System, and Security. Below this, there are sub-tabs: Alarms, Monitoring, Policies, System Stats Browser, Event Source Monitoring, and Settings. The main area shows a table of system alerts with columns for Time, State, Severity, Rule Name, Service, Hostname, IP Address, and Stat. The table lists various critical and high-severity alerts related to system components like Respond Server, Log Decoder, Concentrator, and Decoder. A sidebar on the right shows 'Alarm Details' for the selected row. The bottom of the interface includes a footer with 'RSA NETWITNESS PLATFORM' and the version '11.3.0.0'.

Time	State	Severity	Rule Name	Service	Hostname	IP Address	Stat
2019-02-01 05:45:30 AM	Active	Critical	Respond Server in Critical State	Respond Server	111SA	10.25.66.54	ProcessInfo/Overall Processing Status Index
2019-02-01 01:34:22 AM	Active	Critical	Log Decoder Log Capture Pool Depleted	Log Decoder	113EP1	10.25.66.46	Pool/Package Capture Queue
2019-02-01 01:34:22 AM	Active	Critical	Log Decoder Capture Rate Zero	Log Decoder	113EP1	10.25.66.46	Capture/Capture Packet Rate (current)
2019-02-01 01:34:22 AM	Active	Critical	Log Decoder Capture Not Started	Log Decoder	113EP1	10.25.66.46	Capture/Capture Status
2019-02-01 01:34:22 AM	Active	Critical	Concentrator Meta Rate Zero	Concentrator	113EP1	10.25.66.46	Concentrator/Meta Rate (current)
2019-02-01 01:34:22 AM	Active	Critical	Concentrator Aggregation Stopped	Concentrator	113EP1	10.25.66.46	Concentrator/Status
2019-01-31 08:57:07 PM	Active	Critical	Concentrator Aggregation Stopped	Concentrator	111Conc	10.25.66.34	Concentrator/Status
2019-01-31 07:04:57 PM	Active	Critical	Decoder Capture Rate Zero	Decoder	111Decoder	10.25.66.32	Capture/Capture Packet Rate (current)
2019-01-31 07:04:07 PM	Active	Critical	Decoder Capture Not Started	Decoder	111Decoder	10.25.66.32	Capture/Capture Status
2019-01-31 07:04:07 PM	Active	Critical	Decoder Packet Capture Pool Depleted	Decoder	111Decoder	10.25.66.32	Pool/Package Capture Queue
2019-01-31 07:04:07 PM	Active	Critical	Broker Aggregation Stopped	Broker	111SA	10.25.66.54	Broker/Status
2019-01-31 07:04:05 PM	Active	Critical	Concentrator Meta Rate Zero	Concentrator	111CoreHybr	10.25.66.44	Concentrator/Meta Rate (current)
2019-01-31 07:04:05 PM	Active	Critical	Concentrator Aggregation Stopped	Concentrator	111CoreHybr	10.25.66.44	Concentrator/Status
2019-01-31 07:03:58 PM	Active	Critical	Concentrator Meta Rate Zero	Concentrator	111Conc	10.25.66.34	Concentrator/Meta Rate (current)
2019-01-31 06:20:45 PM	Active	Critical	Log Decoder Capture Rate Zero	Log Decoder	111CoreHybr	10.25.66.44	Capture/Capture Packet Rate (current)
2019-01-31 06:20:45 PM	Active	Critical	Log Decoder Capture Not Started	Log Decoder	111CoreHybr	10.25.66.44	Capture/Capture Status
2019-01-31 06:20:45 PM	Active	Critical	Log Decoder Log Capture Pool Depleted	Log Decoder	111CoreHybr	10.25.66.44	Pool/Package Capture Queue
2019-02-01 06:01:20 PM	Active	High	Communication Failure Between Master NetWit...	Host	111SA	10.25.66.54	MessageBus/Communication Link Status wit

## Manage Policies

Policies are either user-defined or supplied by RSA. A policy defines:

- Services and hosts to which the policy applies.
- Rules that specify statistical thresholds that govern alarms.
- When to suppress the policy.
- Who to notify when an alarm triggers and when to notify them.

For related reference topics, see [NetWitness Platform Out-of-the-Box Policies](#)

**Note:** You can now configure a policy to notify Public Key Infrastructure (PKI) certificate expiration status.

## Add a Policy

1. Go to **ADMIN > Health & Wellness**.
2. Click the **Policies** tab.

The Policies view is displayed.

The screenshot shows the RSA NetWitness Platform Admin console. The top navigation bar includes tabs for Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness (selected), System, and Security. The left sidebar shows the 'Policies' tab selected. The main content area displays the 'Admin Server: Admin Server Monitoring Policy' configuration page. The page includes a 'Save' button, a 'Last Modified' timestamp, and sections for 'Services', 'Rules', and 'Policy Suppression'.

**Services**

Choose the hosts, services, and groups that your health policy applies to.

Name ^	Group	Type
<input type="checkbox"/> All	1	Group

**Rules**

Define the conditions under which you want to trigger an alarm for the NetWitness Platform health problems (definition includes severity, statistic the alarm applies to, threshold, and threshold at which the alarm clears). After you define the alarm rule, enable or disable the alarm.

Enable	Name ^	Severity	Category	Statistic	Threshold
<input type="checkbox"/>	Admin Server in Criti...	Critical	ProcessInfo	Overall Processing Status Indicator	Alarm = ERROR for 2 MINUTES
<input type="checkbox"/>	Admin Server in Unh...	High	ProcessInfo	Overall Processing Status Indicator	Alarm = PARTIALLY_WORKING for 2 MINUTES
<input type="checkbox"/>	Admin Server Stopped	Critical	ProcessInfo	Service Status	Alarm != started for 0 MINUTES

**Policy Suppression**

Define the time periods to suppress policies.

Time Zone: UTC (GMT+00:00)

☐ Days

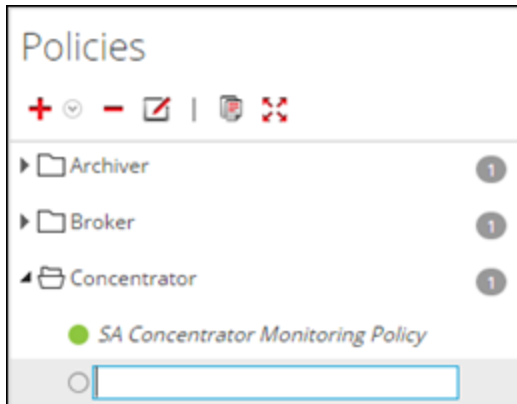
Time Range

Policy suppression is not allowed

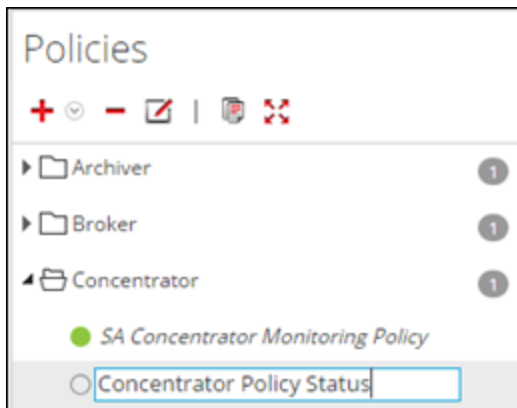
3. Click  in the **Policies** panel.

A list of your hosts and services displays for which you can create health policies.

4. Select a host or service (for example, **Concentrator**).  
For a PKI policy, you must select a host (for example, Host).  
The host or service is displayed in the Policies panel with a blank Policy Detail panel.



5. Enter a name for the Policy (for example, **Concentrator Policy Status**) in the **Policies** panel.



The name (for example, **Concentrator Policy Status**) is now displayed as the policy name in Policy Detail panel.

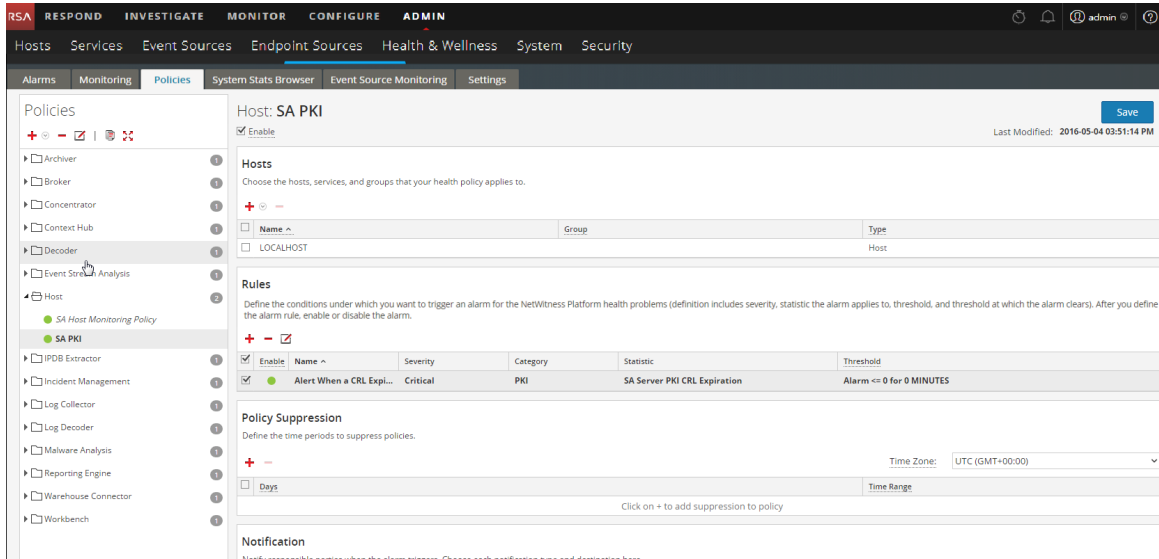
6. Create a Policy in the Policy Detail panel:
  - a. Select the **Enable** checkbox.
  - b. Add relevant services (in this example, any relevant Concentrator services) that you want to monitor for health statistics.  
For a PKI policy, you must select the LOCALHOST to monitor for health statistics.
  - c. Add rule conditions to configure the policy.
  - d. Suppress enforcement of the policy for the time periods you want.
  - e. Add any email notifications you want for the policy.
  - f. Click **Save** in the Policy Detail panel.

The Policy is added.

## Add Policy Example

Below is a high-level example of configuring a PKI policy:

1. Add a new PKI policy.



2. Add a Rule with Statistics:

- For CA Expiration

Add Rule

Enable

☒

Name

Trusted CA Certificate Expiry Time

Description

Enter Informational Text For This Rule And Any Possible Remediation Actions

Severity

High

Statistic

PKI

SA Server PKI Certificate Expiration

TRUSTED\_CA

Alarm Threshold

<=

2400

For

0

Minutes

Recovery Threshold

>

2400

For

1

Minutes

Rule Suppression

+

-

Time Zone: UTC (GMT+00:00)

Days

Time Range

Click on + to add suppression to rule

Cancel

Save

- For CRL Expiration

**Add Rule**

Enable ☒

Name CRL Expiration Based On Time

Description Enter Informational Text For This Rule And Any Possible Remediation Actions

Severity High

Statistic PKI SA Server PKI CRL Expiration

Alarm Threshold <= 2400 For 0 Minutes

Recovery Threshold > 1 For 1 Minutes

Rule Suppression

+ - Time Zone: UTC (GMT+00:00)

☐ Days Time Range

Click on + to add suppression to rule

Cancel Save

- For CRL Status

**Add Rule**

Enable ☒

Name CRL Status

Description Enter Informational Text For This Rule And Any Possible Remediation Actions

Severity High

Statistic PKI SA Server PKI CRL Status

Alarm Threshold != Valid For 0 Minutes

Recovery Threshold = Valid For 1 Minutes

Rule Suppression

+ - Time Zone: UTC (GMT+00:00)

☐ Days Time Range

Click on + to add suppression to rule

Cancel Save

- For Server Certificate Expiration

**Add Rule**

Enable ☒

Name

Description

Severity

Statistic

Alarm Threshold   For  Minutes

Recovery Threshold   For  Minutes

Rule Suppression


Time Zone: UTC (GMT+00:00)

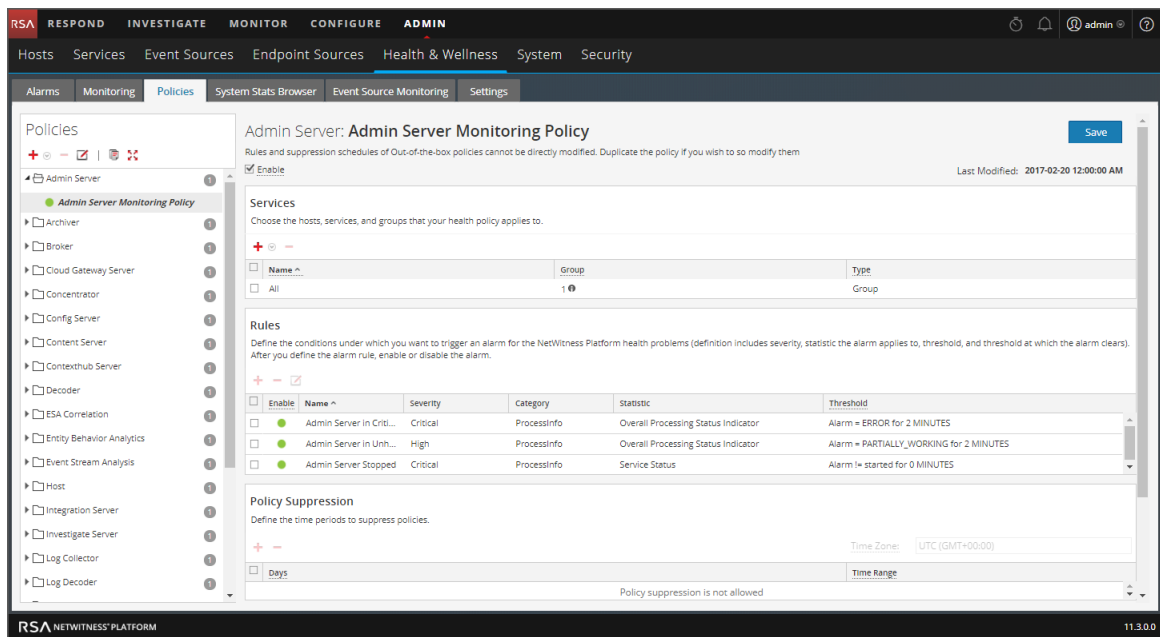
☐ Days

Click on + to add suppression to rule

Cancel Save

## Edit a Policy

1. Go to **ADMIN > Health & Wellness**.
  2. Click the **Policies** tab.  
The Policies view is displayed.
  3. Select a policy (for example, **Concentrator Policy Status**) under a host or service.  
The Policy Detail is displayed.
  4. Click .
- The policy name (for example, **Admin Server Monitoring Policy**) and policy detail panel become editable.




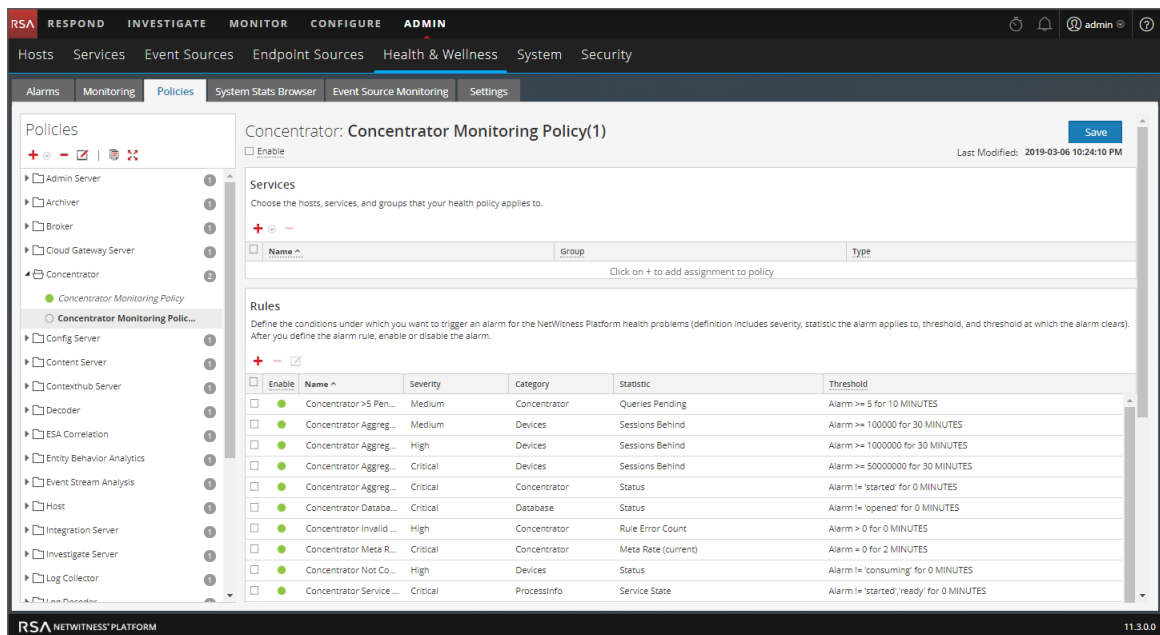
5. Make the required changes and click **Save** in the Policy Detail panel. You can:


- Edit the policy name.
- Enable or disable the policy.
- Add or delete hosts and services in the policy.
- Add, delete or modify rules in the policy.
- Add, edit, or delete suppressions in the policy.
- Add, edit, or delete notifications in the policy.

**Note:** Save applies the policy rules based on the selection of enable or disable. It also resets the rule condition timers for changed rules, and the entire policy.

## Duplicate a Policy

1. Go to **ADMIN > Health & Wellness**.
2. Click the **Policies** tab.
3. Select a policy (for example, **Concentrator Monitoring Policy**) under a host or service.
4. Click . NetWitness Platform copies the policy and lists it with **(1)** appended to the original policy name.




- Click  and rename the Policy [for example, rename **Concentrator Monitoring Policy(1)**] to **New Concentrator Policy**.

**Note:** A duplicated policy is disabled by default and the host and service assignments are not duplicated. Assign any relevant hosts and services to the duplicated policy before you use it to monitor health and wellness of the NetWitness Platform infrastructure.

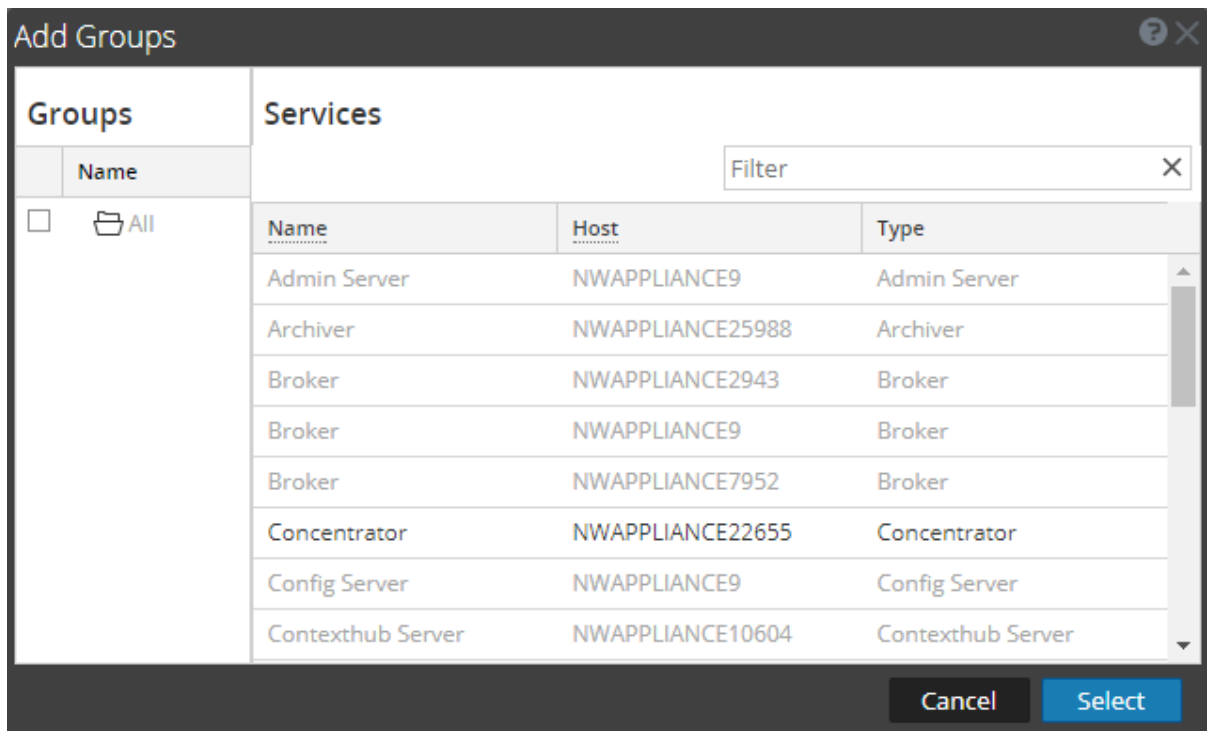
## Assign Services or Groups

To assign hosts or services to a policy:

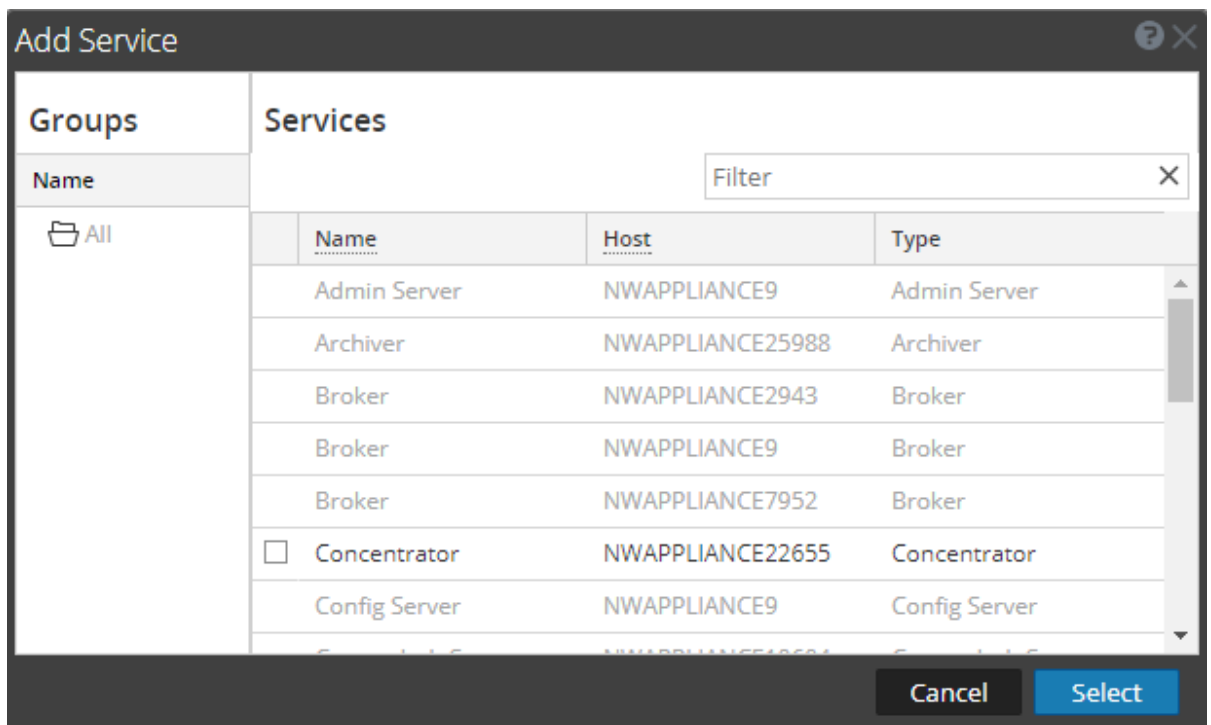
- Go to **ADMIN > Health & Wellness**.
- Click the **Policies** tab.  
The Policies view is displayed.
- Select a policy (for example, **First Policy**) under a host or service.  
The Policy Detail view is displayed.
- Click  in the Services and Groups list toolbar.
- Choose one of the following actions:
  - For hosts, select **Groups** or **Hosts** from the selection menu.
  - For services, select **Groups** or **Services** from the selection menu.
- Depending on whether you are assigning services or groups, perform one of the following actions:



- **Groups**, the **Groups** dialog is displayed from which you can select predefined groups of hosts or services.



- **Services**, the **Services** dialog is displayed from which you can select individual services.




7. Select the checkbox next to the groups or services you want to assign to the policy, click **Select** in the dialog, and click **Save** in the Policy Detail panel.

**Note:** Services are filtered for selection based on the type of policies. For example, you can only select Concentrator services for a Concentrator type of policy.



## Remove Services or Groups

To remove a host or service from a policy:

1. Go to **ADMIN > Health & Wellness**.
2. Click the **Policies** tab.  
The Policies view is displayed.
3. Select a policy under a service.  
The Policy Detail view is displayed.
4. Select a host or service.
5. Click .  
The host or service is removed from the policy.

## Add or Edit a Rule

To add a rule to a policy:

1. Go to **ADMIN > Health & Wellness**.
2. Click the **Policies** tab.  
The Policies view is displayed.
3. Select a policy (for example, **Checkpoint**) under a host or service.  
The Policy Detail view is displayed.
4. Depending on whether you are adding or editing rule, do the following:
  - To add a rule, click  in the Rules list toolbar.
  - To edit a rule, select a rule from the Rules list and click .
5. Complete the dialog to define or update the rule.
6. Add a description as shown in the following example.

**Add Rule**

**Enable** ☒

**Name** Check Point

**Description** Trigger alarm when Check Point Log Collection stops

**Severity** Medium

**Statistic** Checkpoint Collection **Collection State** Collection State

**Alarm Threshold** = stopped For 1 Minutes

**Recovery Threshold** = started For 1 Minutes

**Rule Suppression** ☒ **Days** Sun Mon Tue Wed Thur Fri Sat **Time Range** 00:00 To 00:15 **Time Zone:** UTC (GMT+00:00)

**Cancel** **Save**

7. Click **OK**.

The rule is added (or updated) to the policy.

## Hide or Show Rule Conditions Columns

To hide or show rule conditions columns in the Rules panel:

1. Go to **ADMIN > Health & Wellness**.
2. Click **Policies** tab.  
The Policies view is displayed.
3. Select a policy under a service.  
The Policy Detail view is displayed.
4. Go to the **Rules** panel.

Rules						
Define the conditions under which you want to trigger an alarm for the NetWitness Platform health problems (definition includes severity, statistic the alarm applies to, threshold, and threshold at which the alarm clears). After you define the alarm rule, enable or disable the alarm.						
+ - ✕						
<input type="checkbox"/>	Enable	Name ^	Severity	Category	Statistic	Threshold
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Concentrator...	Medium	Concentrator	Queries Pending	Alarm >= 5 for 10 MINUTES
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Concentrator...	Medium	Devices	Sessions Behind	Alarm >= 100000 for 30 MINUTES
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Concentrator...	High	Devices	Sessions Behind	Alarm >= 1000000 for 30 MINUTES
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Concentrator...	Critical	Devices	Sessions Behind	Alarm >= 50000000 for 30 MINUTES
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Concentrator...	Critical	Concentrator	Status	Alarm != 'started' for 0 MINUTES
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Concentrator...	Critical	Database	Status	Alarm != 'opened' for 0 MINUTES
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Concentrator...	High	Concentrator	Rule Error Count	Alarm > 0 for 0 MINUTES
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Concentrator...	Critical	Concentrator	Meta Data (success)	Alarm = 0 for 2 MINUTES

- Click **v** to the right of **Category**, set **Columns**, and clear the **Static** and **Threshold** rule conditions.

You can set or clear any Rules column to show or hide it.  
The **Rules** panel displays without the rule conditions.

## Delete a Rule

To remove a host or service from a policy:

- Go to **ADMIN > Health & Wellness**.
- Click the **Policies** tab.  
The Policies view is displayed.
- Select a policy under a service.  
The Policy Detail view is displayed.
- Select a rule from the **Rules** list (for example, **Checkpoint**).
- Click **-**.  
The rule is removed from the policy.

## Suppress a Rule

- Click the **Policies** tab.  
The Policies view is displayed.
- Select a policy under a service.  
The Policy Detail view is displayed. You can specify rule suppressions time ranges when you initially add it or you can edit the rule and specify suppression time ranges.
- Add or edit a rule.

4. In the **Rules Suppression** panel of the **Add** or **Edit Rule** dialog, specify the days and time ranges during which you want the rule suppressed.

## Suppress a Policy

1. Add or edit a policy.  
The Policies view is displayed.
2. In the **Policy Suppression** panel:
  - a. Select a time zone from the **Time Zone** drop-down list.  
This time zone applies to the entire policy (both policy suppression and rule suppression).
  - b. Click **+** in the toolbar.
  - c. Specify the days and time ranges during which you want the policy suppressed.

## Add an Email Notification


To add an email notification to a policy:

1. Add or edit a policy.  
The Policies view is displayed.
2. In the **Notification** panel:
  - a. Click **+** in the toolbar.  
A blank EMAIL notification row is displayed.
  - b. Select the email:
    - Notification types in the Recipient column (see "Configure Notification Outputs" in the *NetWitness Platform System Configuration Guide* for the source of the values in this drop-down list).
    - Notification server in the Notification Server column (see "Configure Notification Servers" in the *NetWitness Platform System Configuration Guide* for the source of the values in this drop-down list).
    - Template server in the Template column (see "Configure Notification Templates" in the *NetWitness Platform System Configuration Guide* for the source of the values in this drop-down list).

**Note:** Refer to [Include the Default Email Subject Line](#) if you want to include the default Email subject line from the Health & Wellness template in your Health & Wellness Email notifications for specified recipients.

## Delete an Email Notification

To add an email notification to a policy:

1. Add or edit a policy.  
The Policies view is displayed.
2. In the **Notification** panel:
  - a. Select an email notification.
  - b. Click .  
The notification is removed.

## Include the Default Email Subject Line

The emails generated by the notifications you set up for policies do not include the subject line from the Health & Wellness Default Email Notification templates. You need to specify the subject line in the do not include subject lines. This procedure shows you how to insert a subject line into the templates.

For related reference topics, see [Policies View](#) and [NetWitness Platform Out-of-the-Box Policies](#).

To include the subject line from a Health & Wellness email template in your email notification:

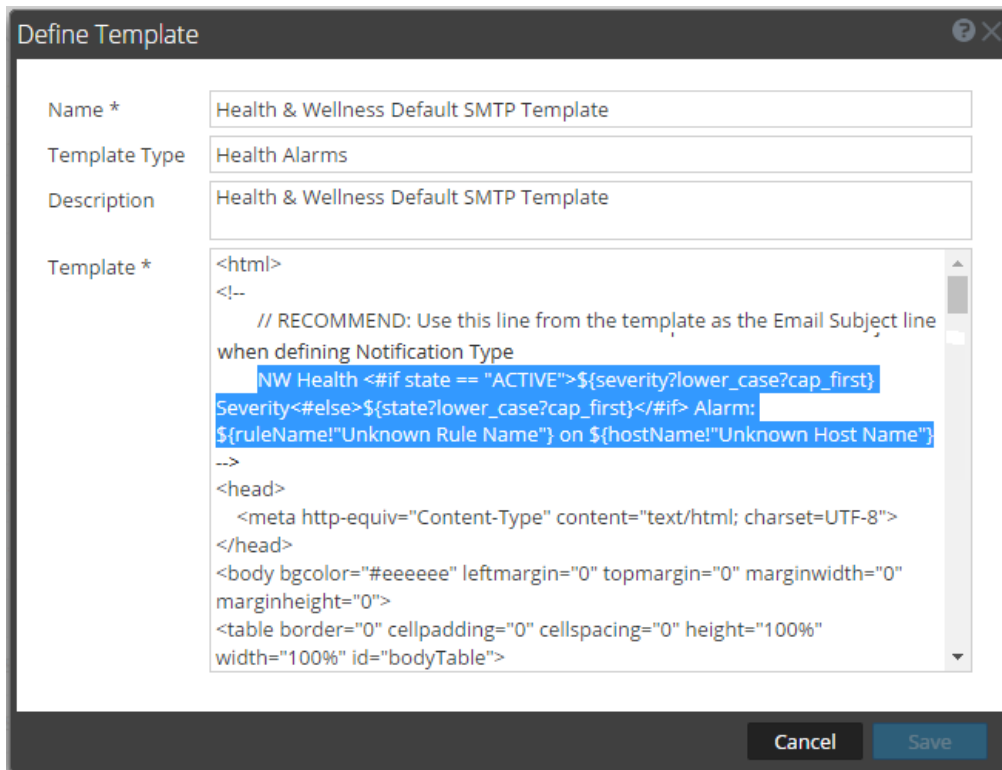
1. Go to **ADMIN > System**.
2. In the options panel, select **Global Notifications**.
3. Select a Health & Wellness Email Template (for example, **Health & Wellness Default SMTP Template**).

The screenshot shows the NetWitness Platform Admin console. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, and the left sidebar shows the navigation menu with 'Global Notifications' selected. The main content area displays the 'Global Notifications' page with a 'Templates' tab selected. A table lists 12 templates, with the 'Health & Wellness Default SMTP Template' highlighted at the bottom. The table columns are Name, Template Type, Description, and Actions. The footer of the console shows 'RSA NETWITNESS PLATFORM' and '11:44 AM'.

Name	Template Type	Description	Actions
Default Audit CEF Template	Audit Logging	Default Audit CEF Template	[Edit]
Default Audit Human-Readable Format	Audit Logging	Default Audit Human-Readable Format	[Edit]
Default SMTP Template	Event Stream Analysis	Default SMTP Template	[Edit]
Default SNMP Template	Event Stream Analysis	Default SNMP Template	[Edit]
Default Script Template	Event Stream Analysis	System default FreeMarker template for Script notifications	[Edit]
Default Syslog Template	Event Stream Analysis	Default Syslog Template	[Edit]
ESM Default Email Template	Event Source Monitoring	ESM Default Email Template	[Edit]
ESM Default SNMP Template	Event Source Monitoring	ESM Default SNMP Template	[Edit]
ESM Default Syslog Template	Event Source Monitoring	ESM Default Syslog Template	[Edit]
Health & Wellness Default SMTP Template	Health Alarms	Health & Wellness Default SMTP Template	[Edit]

The Define Template dialog is displayed.

4. Click , then in the **Template** field, copy the Subject Line (Highlight the subject line and press Ctrl-C) into the buffer.




The image shows a 'Define Template' dialog box with the following fields and content:

- Name \***: Health & Wellness Default SMTP Template
- Template Type**: Health Alarms
- Description**: Health & Wellness Default SMTP Template
- Template \***:
 

```

<html>
<!--
  // RECOMMEND: Use this line from the template as the Email Subject line
  when defining Notification Type
  NW Health <#if state == "ACTIVE">${severity?lower_case?cap_first}
  Severity<#else>${state?lower_case?cap_first}</#if> Alarm:
  ${ruleName!"Unknown Rule Name"} on ${hostName!"Unknown Host Name"}
-->
<head>
  <meta http-equiv="Content-Type" content="text/html; charset=UTF-8">
</head>
<body bgcolor="#eeeeee" leftmargin="0" topmargin="0" marginwidth="0"
marginheight="0">
<table border="0" cellpadding="0" cellspacing="0" height="100%"
width="100%" id="bodyTable">
      
```

At the bottom right, there are 'Cancel' and 'Save' buttons.

5. Click **Cancel** to close the Template.
  6. Click the **Output** tab and select a notification (for example **Health & Wellness**).
  7. Click .
- The **Define Email Notification** dialog is displayed.
8. Replace the value in **Subject** field text box with the subject line that you have in the buffer (highlight the existing text and press Ctrl-V).



Define Email Notification

Enable

☐

Name \*

H&W Email notification

Description

To Email Addresses \*

Subject Template Type

Health & Wellness default email subject

Subject \*

NW Health <#if state == "ACTIVE">\${severity?lower\_case?cap\_first} Severity<#else>\${state?lower\_case?cap\_first}</#if>  
Alarm: \${ruleName!"Unknown Rule Name"} on  
\${hostName!"Unknown Host Name"}

Cancel

Save

9. Click **Save**.

## Monitor System Statistics

The System Stats Browser filters statistics by the selected host, component running on the host, statistical category, individual statistic, or any combination of host, component, category, and statistic. You can also choose the order in which to display this information.

To access the System Stats browser:

1. Go to **ADMIN > Health & Wellness**.

The Health & Wellness view is displayed with the Alarms tab open.

2. Click the **System Stats Browser** tab.

The System Stats Browser tab is displayed.

The screenshot displays the RSA NetWitness Platform interface, specifically the **System Stats Browser** tab under the **Health & Wellness** section. The interface includes a navigation bar with tabs for Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness (selected), System, and Security. Below the navigation bar, there are sub-tabs for Alarms, Monitoring, Policies, System Stats Browser (selected), Event Source Monitoring, and Settings. The main content area shows a table of statistics for host 111ESAP, categorized by DiskRaid. The table includes columns for Host, Component, Category, Statistic, Subitem, Value, Last Update, and Historical Graph. The statistics show various disk health metrics, including adapter model, logical drive state, error status, and predictive failure counts. The bottom of the interface shows a pagination bar indicating 'Page 1 of 48' and 'Items 1 - 50 of 2385'.

Host	Component	Category	Statistic	Subitem	Value	Last Update	Historical Graph
111ESAP	Host	DiskRaid	Adapter Model	0	PERC H730P Mini	2019-02-01 07:24:15 P...	
111ESAP	Host	DiskRaid	Logical Drive State	0.0	Optimal	2019-02-01 07:22:15 P...	
111ESAP	Host	DiskRaid	Logical Drive State	0.1	Optimal	2019-02-01 07:22:15 P...	
111ESAP	Host	DiskRaid	Overall Logical Drives Error Status	0		2019-02-01 07:24:15 P...	
111ESAP	Host	DiskRaid	Overall Physical Drives Error Status	0		2019-02-01 07:24:15 P...	
111ESAP	Host	DiskRaid	Physical Drive Predictive Failure Count	0.32.5	0	2019-02-01 07:24:15 P...	
111ESAP	Host	DiskRaid	Physical Drive Predictive Failure Count	0.32.2	0	2019-02-01 07:24:15 P...	
111ESAP	Host	DiskRaid	Physical Drive Predictive Failure Count	0.32.0	0	2019-02-01 07:24:15 P...	
111ESAP	Host	DiskRaid	Physical Drive Predictive Failure Count	0.32.1	0	2019-02-01 07:24:15 P...	
111ESAP	Host	DiskRaid	Physical Drive Predictive Failure Count	0.32.4	0	2019-02-01 07:24:15 P...	
111ESAP	Host	DiskRaid	Physical Drive Predictive Failure Count	0.32.3	0	2019-02-01 07:24:15 P...	
111ESAP	Host	DiskRaid	Physical Drive State	0.32.1	Online, Spun Up	2019-02-01 07:22:15 P...	
111ESAP	Host	DiskRaid	Physical Drive State	0.32.0	Online, Spun Up	2019-02-01 07:22:15 P...	
111ESAP	Host	DiskRaid	Physical Drive State	0.32.3	Online, Spun Up	2019-02-01 07:22:15 P...	
111ESAP	Host	DiskRaid	Physical Drive State	0.32.5	Hotspare, Spun Up	2019-02-01 07:22:15 P...	
111ESAP	Host	DiskRaid	Physical Drive State	0.32.2	Online, Spun Up	2019-02-01 07:22:15 P...	
111ESAP	Host	DiskRaid	Physical Drive State	0.32.4	Online, Spun Up	2019-02-01 07:22:15 P...	

## Filter System Statistics

You can filter system statistics to monitor:

- Statistics collected for a particular host
- Statistics collected for a particular component
- Statistics collected of a particular type or that belong to a certain category
- Statistics listed in an ordered way as per the selection chosen

### To filter the list of system statistics:

1. Go to **ADMIN > Health & Wellness**.

The Health & Wellness view is displayed with the Alarms tab open.

2. Click **System Stats Browser**.

The System Stats Browser tab is displayed.

Filter the list of system statistics in one of the following ways:

- To view system statistics for a particular host, select the host in the **Host** drop-down list. The system statistics for the selected host is displayed.
- To view system statistics for a particular component, select the component in the **Component** drop-down list. The system statistics for the selected component are displayed.
- To view system statistics for a particular category, type the category name in the **Category** field. Select **Regex** to enable the Regex filter. It performs a regular expression search against text

and lists the specified category. If Regex is not selected, it supports globbing pattern matching.

The System Stats for the selected category is displayed.

- To list statistics in a preferred order, you can set the order in the **OrderBy** column.
- To view a particular statistic across hosts, type the statistic name in the **Statistic** field. Select **Regex** to enable the Regex filter. It performs a regular expression search against text and lists the specified category. If Regex is not selected it supports globbing pattern matching. The information for the selected statistics is displayed.

The following figure shows the System Stats Browser filtered by the 111Conc host listed in descending statistical category order.

Host	Component	Category	Statistic	Subitem	Value	Last Update	Historical Graph
111Conc	System Monitor	Collected	MessageBusWriteModule message published		420690	2019-02-01 07:32:05 P...	
111Conc	MessageBus	MessageBus	Unconsumed Queues Count		0	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Total Messages Unacknowledged Change Rate		0	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Total Messages Unacknowledged		0	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Total Messages Ready Change Rate		0	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Total Messages Ready		0	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Total Messages Queued Change Rate		0	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Total Messages Queued		0	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Total Messages Published		8666	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Node Sockets Used	rabbit@b619194b-6b...	6	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Node Memory Used	rabbit@b619194b-6b...	143.98 MB	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Node Memory Limit Used Percentage	rabbit@b619194b-6b...	0%	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Node Memory Limit Available	rabbit@b619194b-6b...	50.12 GB	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Node Memory Limit	rabbit@b619194b-6b...	50.26 GB	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Node Memory Alarm	rabbit@b619194b-6b...	False	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Node File Descriptors Used	rabbit@b619194b-6b...	33	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Node Erlang Processes Used	rabbit@b619194b-6b...	469	2019-02-01 07:31:55 P...	
111Conc	MessageBus	MessageBus	Node Disk Space Limit Available	rabbit@b619194b-6b...	3.67 TB	2019-02-01 07:31:55 P...	

- To view the details for an individual statistic:

- Select a row to select a statistic.

- Click . The Stat Details pane is displayed.

Stat Details		>
Hostname	111Conc	
Component ID	messagebus	
Component	MessageBus	
Name	Node Sockets Used	
Subitem	rabbit@b619194b-6ba2-4508-95c4-4eb53df02eed	
Path		
Plugin	messagebus_localhost	
Plugin Instance		
Type	gauge	
Type Instance	rabbit@b619194b-6ba2-4508-95c4-4eb53df02eed_sockets_used	
Description	Number sockets used by this message broker.	
Category	MessageBus	
Last Updated Time	2019-02-01 07:31:55 PM	
Value	6	
Raw Value	6.0	
Graph Data Key	b619194b-6ba2-4508-95c4-4eb53df02eed/messagebus_localhost/gauge-rabbit@b619194b-6ba2-4508-95c4-4eb53df02eed_sockets_used	
Stat Key	b619194b-6ba2-4508-95c4-4eb53df02eed/messagebus_localhost/gauge-rabbit@b619194b-6ba2-4508-95c4-4eb53df02eed_sockets_used	
stat_collector_version	11.3.0.0	
Multi Value	false	

For details on various parameters in the **ADMIN > Health & Wellness > System Stats Browser** view, see [System Stats Browser View](#)


## View Historical Graphs of System Statistics

The historical graph of the collected system stats gives you information about the variation of the stats over a selected time frame.

### To view a historical graph:

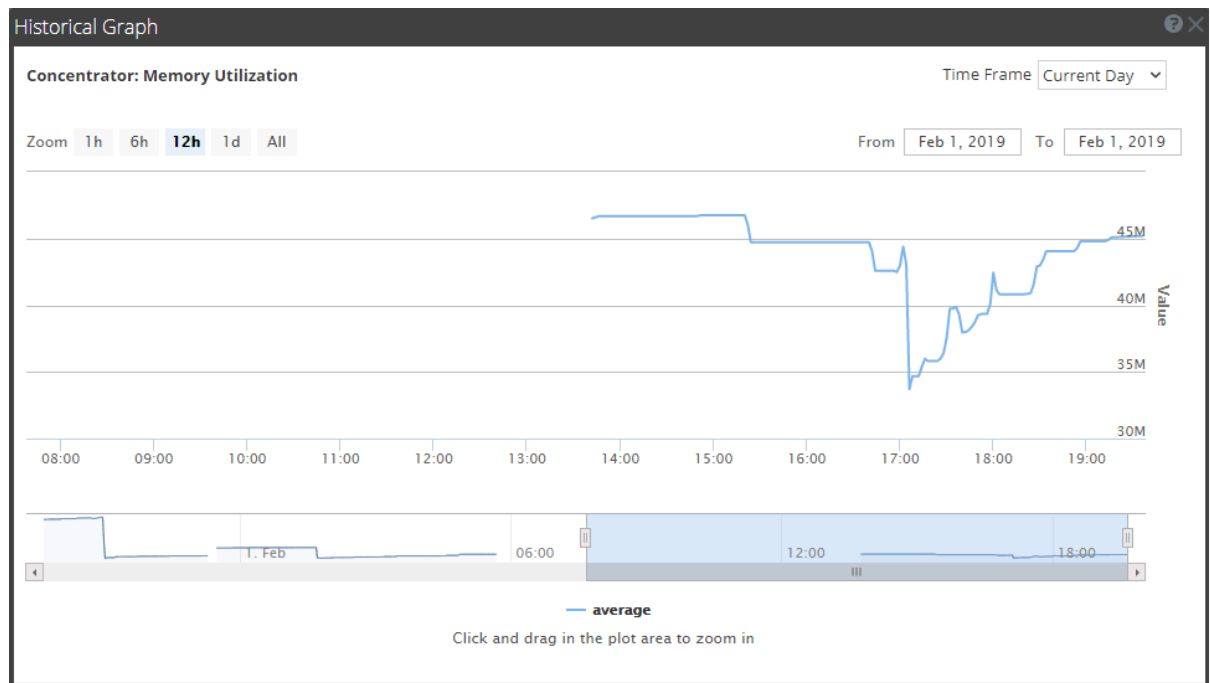
1. Go to **ADMIN > Health & Wellness**.

The Health & Wellness view is displayed with the Alarms tab open.

2. Click the **System Stats Browser** tab.
3. In the System Stats Browser tab, specify the filter criteria to display the statistics you want.
4. In the **Historical Graph** column, select .

The Historical graph for the selected statistic is displayed.

The figure below gives an example of the historical graph for the Memory Utilization statistic for a host.



The graphical view is customized to display the statistics collected for the current day and the values are zoomed in for an interval of an hour (10.15 - 11.15 hrs). Hover over the graph to view the details at a particular instant. For example, in the figure it displays the memory utilization at 12.00 hrs.

**Note:** You can customize the graph view by selecting the Time Frame and Date range. You can zoom in using the zoom in value, time window, or by just clicking and dragging in the plot area. For details on the parameters to customize and zoom in functions, see [Historical Graph for System Stats](#). Any break or gap in the chart line indicates that the service or host was down during that time.

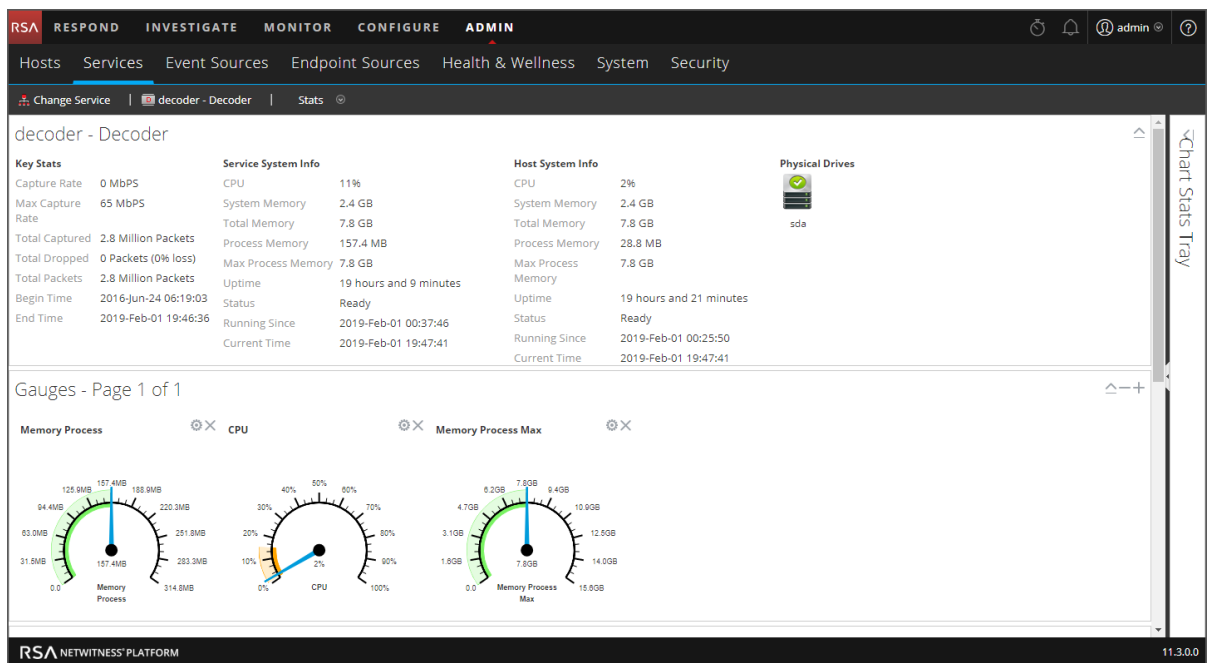
## Monitor Service Statistics

NetWitness Platform provides a way to monitor the status and operations of a service. The Service Stats view displays key statistics, service system information, and host system information for a device. More than 80 statistics are available for viewing as gauges and in timeline charts. Only statistics for session size, sessions, and packets are viewable in historical timeline charts.

Although different statistics are available for different types of services, certain elements are common for any Core device.

To monitor service statistics in NetWitness Platform:

1. Go to **ADMIN > Services**.  
The Services view is displayed.
2. Select a service, and select **View > Stats** in the Actions column.



3. To customize the view, collapse or expand charts. For example, expand the Chart Stats Tray to see available charts, and then drag a section up or down to change the sequence. Or, drag the Gauges section to the top so that it is above the Summary Stats section.

## Add Statistics to a Gauge or Chart

In the Services Stats view, you can customize the monitored statistics for individual services. The Chart Stats Tray lists all available statistics for the service. The number of statistics varies according to the type of service being monitored. Any statistic in the Chart Stats Tray can be displayed in a gauge or a timeline chart. Only statistics for session size, sessions, and packets are viewable in historical timeline charts.



### Create a Gauge for a Statistic


To create a gauge for a statistic in the Services Stats view:

1. Go to **ADMIN > Services**.

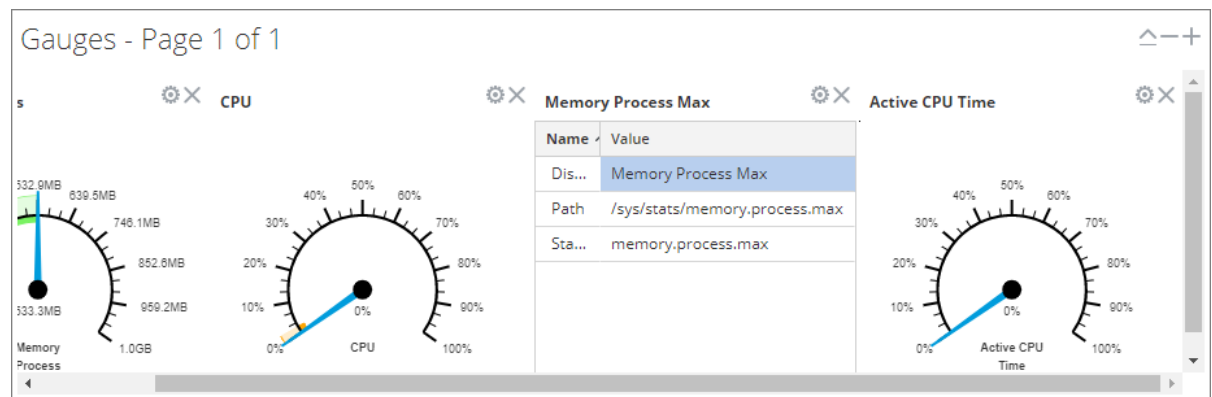
The Admin Services View is displayed.

2. Select a service and select **View > Stats** in the Actions column.

The Chart Stats Tray is displayed on the right side.

3. If the tray is collapsed, click  to view the list of available statistics.
4. From the **Chart Stats Tray**, click on any statistic and drag it into the **Gauges** section.

A gauge is created for the statistic. If there is no space for the gauge, a new page is created in the Gauges section and the gauge is added to the new page. In the example, the Active CPU Time chart was added to the Gauges section by dragging it from the Chart Stats Tray.

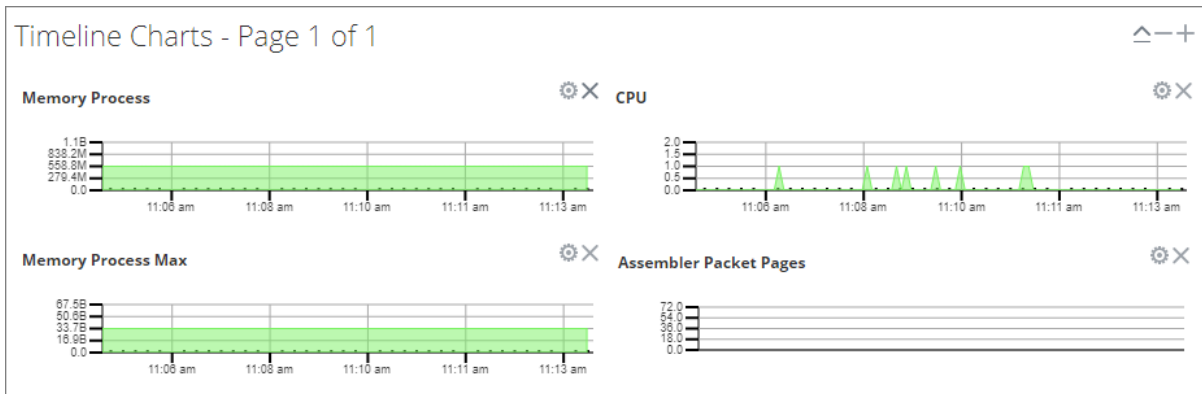


### Create a Timeline Chart for a Statistic

To create a timeline for a statistic:

From the **Chart Stats Tray**, click on a statistic and drag it into the **Timeline Charts** or the **Historical Timeline Charts** section.

A timeline chart is created for the statistic. If there is no space for the chart, a new page is created in the Timeline Chart section and the chart is added to the new page. In the example, the Assembler Packet Pages chart was added to the Timeline Charts section by dragging it from the Chart Stats Tray.



### Search for a Statistic in the Chart Stats Tray

To search for a statistic, type a search term; for example, **session**, in the Search field and press **Enter**. Statistics that match are displayed with the matching word highlighted.

Chart Stats Tray

Search

**Stats**

- Assembler Sessions**  
Stat Name: assembler.sessions  
Path: /decoder/stats/assembler.sessions
- Session Bytes**  
Stat Name: session.bytes  
Path: /database/stats/session.bytes
- Session Bytes Last Hour**  
Stat Name: session.bytes.last.hour  
Path: /database/stats/session.bytes.last.hour
- Session Completion Queue**  
Stat Name: pool.session.complete  
Path: /decoder/parsers/stats/pool.session.complete
- Session Correlation Queue**  
Stat Name: pool.session.correlate  
Path: /decoder/stats/pool.session.correlate
- Session Decrement Queue**  
Stat Name: pool.session.decrement  
Path: /decoder/stats/pool.session.decrement
- Session Export Cache Files**  
Stat Name: export.session.cache.files  
Path: /decoder/stats/export.session.cache.files

« < | Page 1 of 2 | > » | ↻

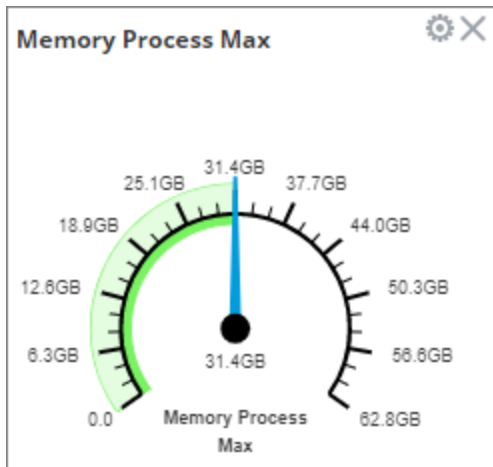
Stats 1 - 12 of 24

## Edit Properties of Statistics Gauges

The Gauges section of the Service Stats view presents statistics in the form of an analog gauge. The properties of each individual gauge are editable; all gauges have an editable title and some have additional editable properties.

### Edit Properties of a Gauge

1. Go to **ADMIN > Services**  
The Admin Services view is displayed.
2. Select a service and select **View > Stats** in the Actions column.  
The Service Stats view includes the Gauges section.
3. Go to the gauge for which you want to edit properties (for example, **Memory Process**).



4. Click the Properties icon (⚙️) to display the parameter names and values.
5. To highlight the value of the **Display Name** field, double-click on the value; for example, **Memory Process**.

**Note:** Clicking the other two values does nothing because the properties are not editable in the gauge.

6. Type a new value for the Display Name and click the **Properties** icon (⚙️).  
The new title replaces **Memory Process**.

### Add Stats to the Gauges Section

You can add more gauges by dragging a statistic from the **Chart Stats Tray** into the **Gauges** section.

1. To expand the Chart Stats Tray, click <|.
2. Scroll down and select a statistic, for example, **Session Rate (maximum)**.
3. Drag the statistic to the **Gauges** section.  
The new gauge is displayed in the Gauges section.

## Edit Properties of Timeline Charts

Timeline charts display statistics in a running timeline. The Service Stats view includes two types of timelines; current time and historical. You can drag any statistic available in the Chart Stats Tray to the Timeline Charts section. Only statistics for session size, sessions, and packets are viewable in historical timeline charts. The properties of an individual timeline chart are editable; all timeline charts have an editable title and some have additional editable properties.

To access the charts:

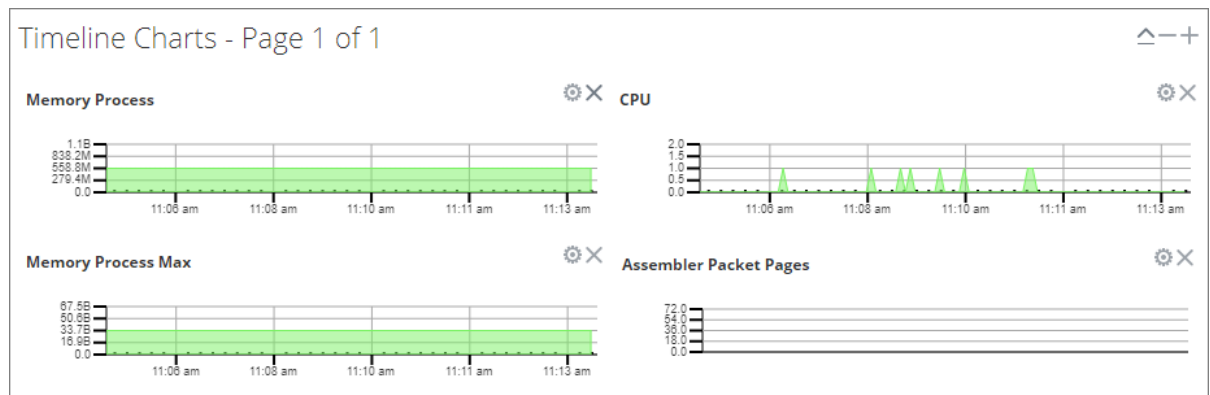
1. Go to **ADMIN > Services**.
2. Select a service and click **Stats**.

The Services Stats view is displayed. The charts are in this view.

### Edit Properties of a Timeline

To edit properties of a timeline chart:

1. Go to the timeline chart for which you want to edit properties (for example, **Memory Process**).



2. Click the **Properties** icon (⚙️) to display the parameter names and values.
3. Double-click on a value (for example, the **Display Name** field) to make the value editable.

**Note:** Clicking the other two values does nothing because the properties are not editable in the chart.

4. Type a new value and click the **Properties** icon.

The timeline chart is displayed with new values.

### Edit Properties of a Historical Timeline

To edit properties of a historical timeline chart:

1. Go to Historical Timeline Charts.
2. Click the **Properties** icon (⚙️) to display the parameter names and values.
3. Click on a value (for example, **01/27/2019** for the **Begin Date** field) to make the value editable.

4. Type a new value.
5. Edit the **End Date** and **Display Name** if required.
6. Click the **Properties** icon (⚙️).  
The historical timeline is displayed with new values.

**Note:** To return the properties of the historical timeline chart back to the default so that the values dynamically update, remove the Begin Date and the End Date, place your cursor in the Begin Date field, and refresh your browser.

### Add Stats to Timeline Charts

You can add timeline charts by dragging a statistic from the Chart Stats Tray into the Timelines section.

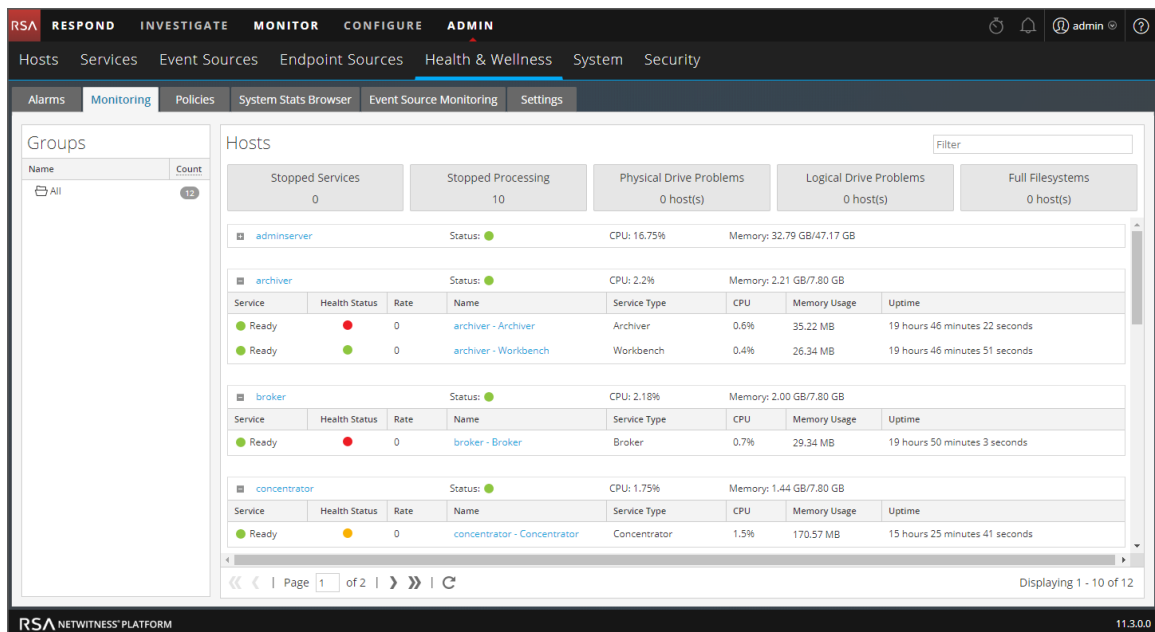
1. To expand the Chart Stats Tray, click <|.
2. Scroll down and select a statistic; for example, **Session Rate (maximum)**.
3. Drag the statistic to the **Timelines Section**.  
The new timeline is displayed in the Timelines section.


## Monitor Hosts and Services

NetWitness Platform provides a way to monitor the status of the hosts and services installed in your environment. You can view the current health of all the hosts, services running on the hosts, their CPU usage and memory consumption, and the host and service details.

To monitor hosts and services in NetWitness Platform:

1. Go to **ADMIN > Health & Wellness**.  
The Health & Wellness view is displayed with the Alarms tab open.
2. Select the **Monitoring** tab.  
A list of all hosts and their associated services that belong to the group **All** is displayed by default.  
The operational status, CPU usage, and memory usage for each host is displayed.



A list of services installed on the host is shown below the host. If you cannot see the services, click  to the left of a host to display the services.

The name, operating status, CPU usage, memory usage, and the time operating for each service is displayed.

## Filter Hosts and Services in the Monitoring View

You can filter hosts and services in the monitoring view in one of the following ways:

- Hosts belonging to a particular group
- A specific host and its associated services
- Hosts whose services are stopped
- Hosts whose services have stopped processing or processing has been turned off
- Hosts that have physical drive problems
- Hosts that have logical drive problems
- Hosts that have full file systems

For the related reference topic, see [Monitoring View](#).

### To filter hosts and services:

1. Go to **ADMIN > Health & Wellness**.

The Health & Wellness view is displayed with the Alarms tab open by default.

2. Select the **Monitoring** tab.
3. Filter the hosts and services in one of the following ways:

- To view a list of hosts and their associated services belonging to a particular group, select the group in the Groups panel.

All hosts and their associated services belonging to the specified group are displayed in the Hosts panel.

**Note:** The grouping of hosts is derived from the groups created in the Admin Hosts view. All groups created in the Admin Hosts view are displayed here.

For example, if you select the group **LC\_Group** in the Groups panel, a list of all hosts that are part of the group are displayed.

- To view a list of all services that have stopped processing, click **Stopped Processing** in the Hosts panel.

A list of all the hosts that have at least one service with the status as stopped processing is displayed.

**Note:** The buttons on the top display the system statistics for all of the hosts configured in NetWitness Platform and does not change with the application of filters on the groups.

- In a similar way, you can filter the list of hosts and the associated services by choosing the appropriate filter:
  - Click **Stopped Services** to display a list of all stopped services.
  - Click **Physical Drive Problems** to display a list of host with physical drive problems.
  - Type the host name in the Filter box to display only the required host and the services running on the host.

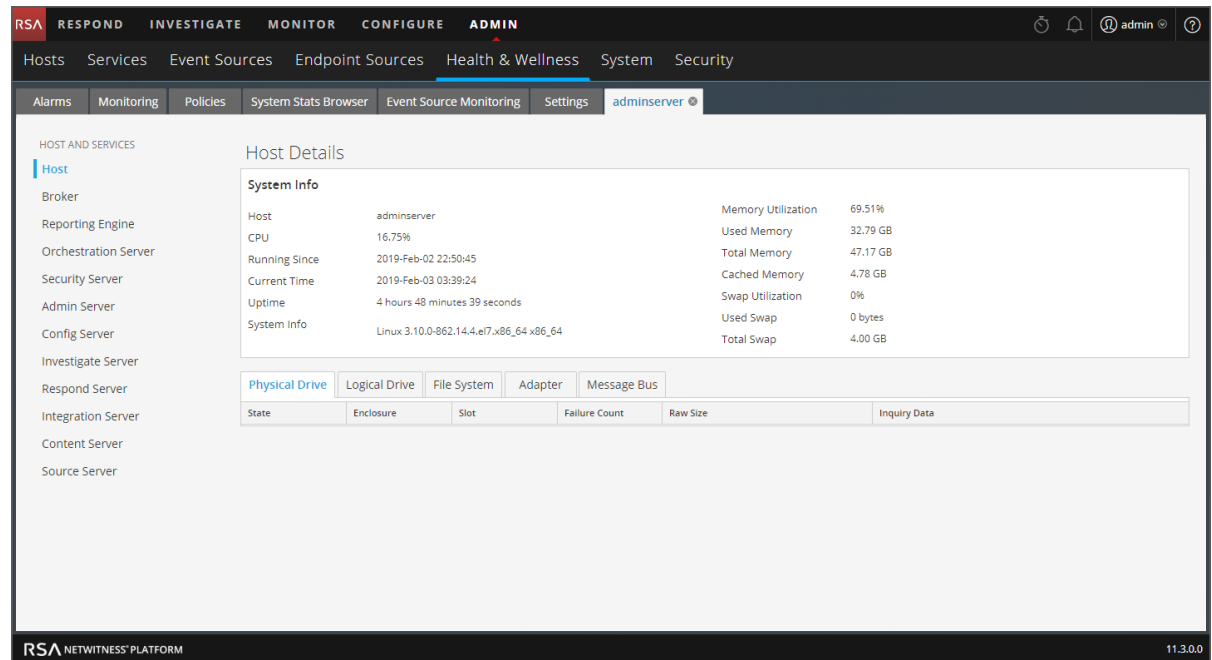
## Monitor Host Details

You can view the details of a host, its memory and CPU usage, system information, physical drive, logical drive, and file system details to investigate potential problems with the host.

### To view host details:

1. Go to **ADMIN > Health & Wellness > Monitoring** tab.
2. Click a host in the **Hosts** panel.

The Host Details view shows important system information about the selected host, such as memory utilization and file system usage.



### Monitor Service Details

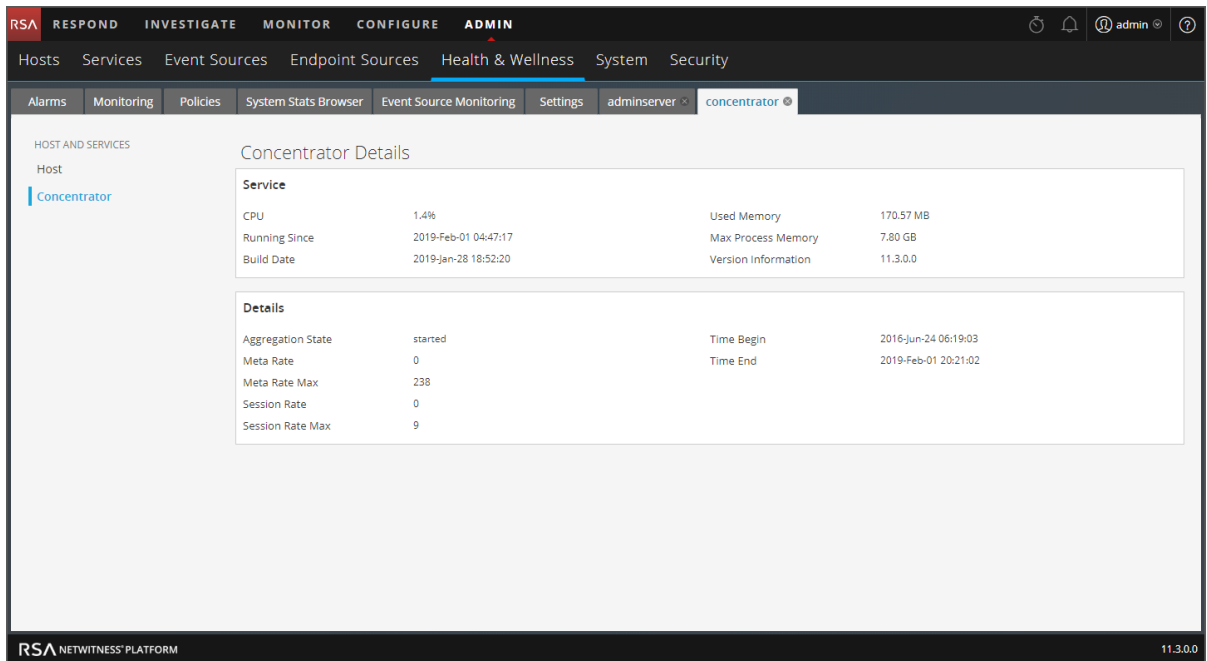
You can view the details of a service, its memory and CPU usage, system information, and various details depending on the service selected.

### To view service details:

1. Go to **ADMIN > Health & Wellness > Monitoring** tab.
2. In the Hosts panel, click a service name link to get more information.

The service details view shows the health status of the selected service. The Decoder service details include capture statistics and the Concentrator and Broker details include aggregation statistics.





The screenshot shows the RSA NetWitness Platform Admin console. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, and the left sidebar shows the navigation menu with options like Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness, System, and Security. The main content area displays the 'Concentrator Details' page. The page is divided into two sections: 'Service' and 'Details'.

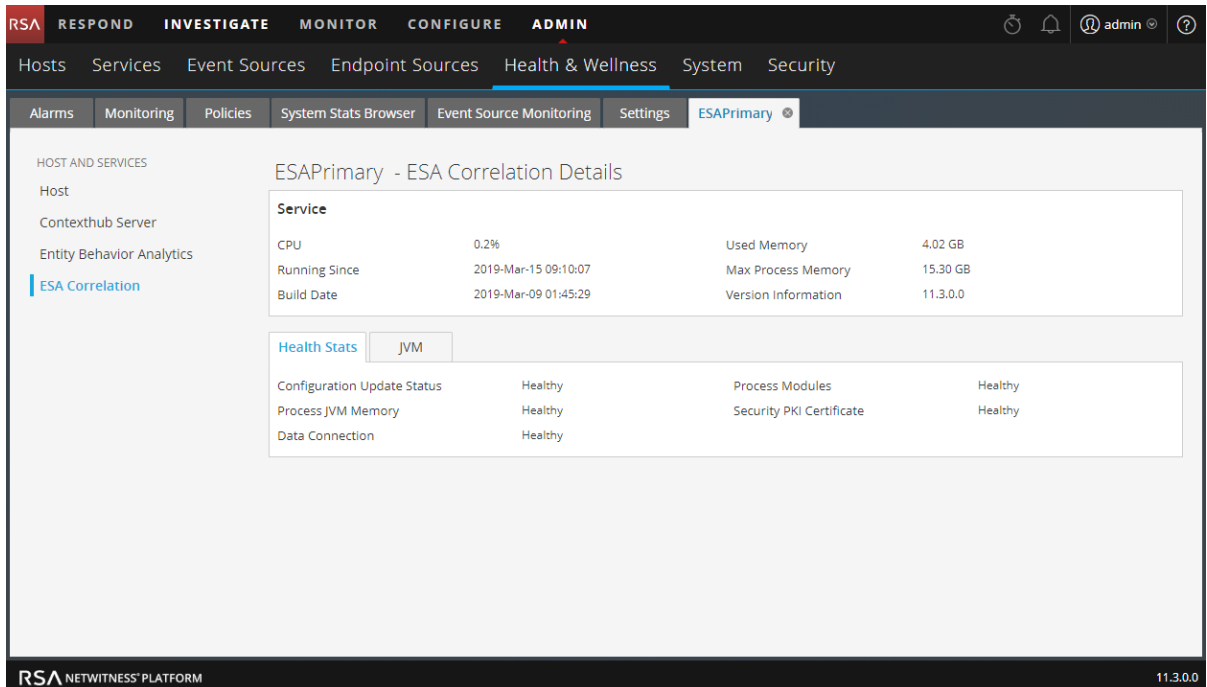
Service			
CPU	1.4%	Used Memory	170.57 MB
Running Since	2019-Feb-01 04:47:17	Max Process Memory	7.80 GB
Build Date	2019-Jan-28 18:52:20	Version Information	11.3.0.0

Details			
Aggregation State	started	Time Begin	2016-Jun-24 06:19:03
Meta Rate	0	Time End	2019-Feb-01 20:21:02
Meta Rate Max	238		
Session Rate	0		
Session Rate Max	9		

Many services, including the ESA Correlation service, have a **Health Stats** tab that provides information about the health status of the service. The **JVM** tab shows the total memory used by the selected service and the total memory capacity of the host. For more information, see [Health Stats Tab](#) and [JVM Tab](#).

For more information on the ESA Correlation service and ESA Rule memory usage, see the *Alerting with ESA Correlation Rules User Guide*.



The screenshot shows the RSA NetWitness Platform Admin console. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, and the left sidebar shows the navigation menu with options like Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness, System, and Security. The main content area displays the 'ESAPrimary - ESA Correlation Details' page. The page is divided into two sections: 'Service' and 'Health Stats'.

Service			
CPU	0.2%	Used Memory	4.02 GB
Running Since	2019-Mar-15 09:10:07	Max Process Memory	15.30 GB
Build Date	2019-Mar-09 01:45:29	Version Information	11.3.0.0

The 'Health Stats' tab is active, showing the following data:

Health Stats			
Configuration Update Status	Healthy	Process Modules	Healthy
Process JVM Memory	Healthy	Security PKI Certificate	Healthy
Data Connection	Healthy		

The Malware Analysis service details view has **Service** information plus the **Event**, and **JVM** tabs that show additional statistics. The **Events** tab shows event processing statistics.

**Malware Details**

**Service**

CPU	0.2%	Used Memory	4.37 GB
Running Since	2019-Feb-01 00:25:10	Max Process Memory	15.67 GB
Build Date	2019-Jan-30 07:07:47	Version Information	11.3.0.0

**Events** | **JVM**

Number Of Events For Past 24 Hours	2	Average Processing Time	0 milliseconds
Number Of Files For Past 24 Hours	2	Events In Queue	0
Number Of Events For Past 7 Days	2	Events Processed	0
Number Of Files For Past 7 Days	2	Events Per Second Throughput	0
Number Of Events For Past Month	2	Session Time Of Last Event	
Number Of Files For Past Month	2		
Number Of Events For Past 3 Months	2		
Number Of Files For Past 3 Months	2		

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The Reporting Engine service details view has **Service** information plus the **Report** and **JVM** tabs that show additional statistics.

**Reporting Engine Details**

**Service**

CPU	0.3%	Used Memory	1.49 GB
Running Since	2019-Feb-02 23:33:02	Max Process Memory	47.17 GB
Build Date	2019-Jan-23 10:28:29	Version Information	11.3.0.0

**Report** | **JVM**

Number Of OAs Failed In Last Hour	0	Number Of Active Requests	0
Number Of Reports Failed In Last Hour	0	Average Time Taken For RE Requests	188 milliseconds
Number Of Rules Failed In Last Hour	0	Number Of Enabled Alerts	0
Maximum Time Taken For RE Request	2181 milliseconds	Number Of Alert Execution Failed In Last 10 Minutes	0
Number Of Requests Completed	140	Max Rows Fetched For Alerts	0
Max Number Of Rows Fetched For Charts	0	Number Of Requests Failed In Last 10 Mins	0
Number Of Chart Executions Failed In Last 10 Mins	0	Number Of Requests Received	140
Number Of Enabled Charts	0	Number Of Requests Failed	0
Total Disk Space	28.00 GB	Number Of Active Rule Executions	0
Used Disk Space	428.15 MB	Total Number Of Failed Rule Executions	0
Max Rule Execution Time	0 milliseconds		

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You can also view the details of other services by clicking the services listed in the options panel on the left.

Refer to [Monitoring View](#) for a detailed description of the Details view for each service.

## Monitor Event Sources

The event source monitoring feature of NetWitness Platform provides the following functionalities:

- Support for failover
- A consolidated list of event sources and their associated Collector and Log Decoder devices
- Regex support for rules
- Decommission event source monitoring
- Filtering capabilities
- Historical graph

In addition, you can monitor event sources, check the number of events generated from a source type and view the historical graph of the events collected. To monitor event sources, you must configure the event sources so that they generate and send out notifications when required.

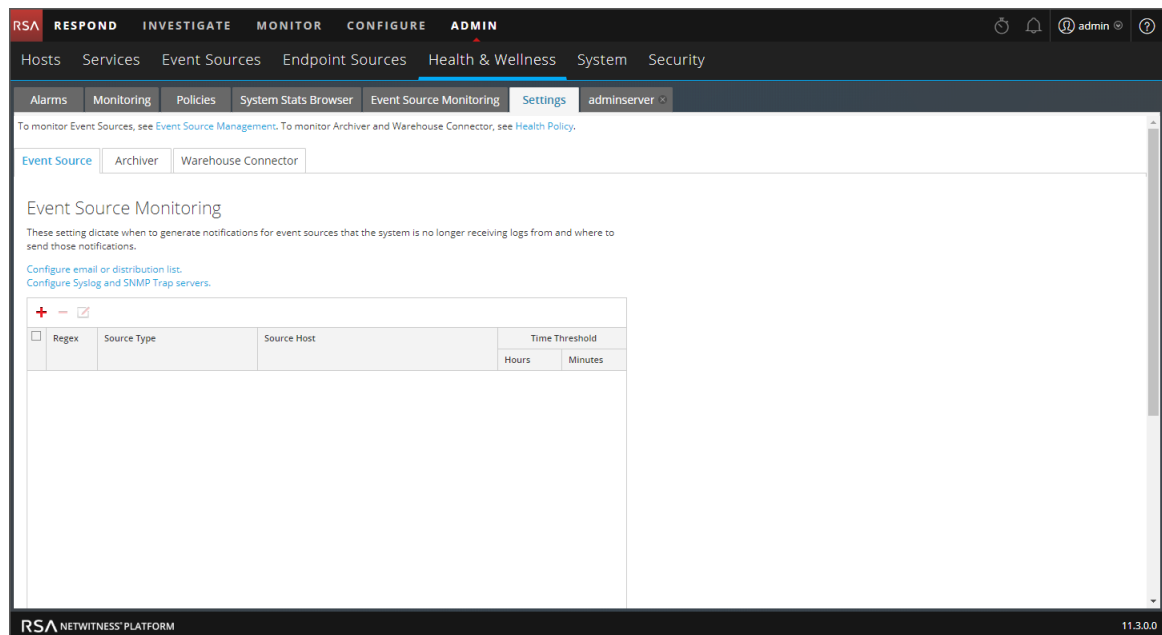
## Configure Event Source Monitoring

To monitor event sources, you must configure the event sources so that they generate and send out notifications when required. For the related reference topic, see [Health and Wellness Settings View - Event Sources](#).

To configure and enable event monitoring in NetWitness Platform:

1. Go to **ADMIN > Health & Wellness**.
2. Select **Settings > Event Source**.

The Event Source tab is displayed.

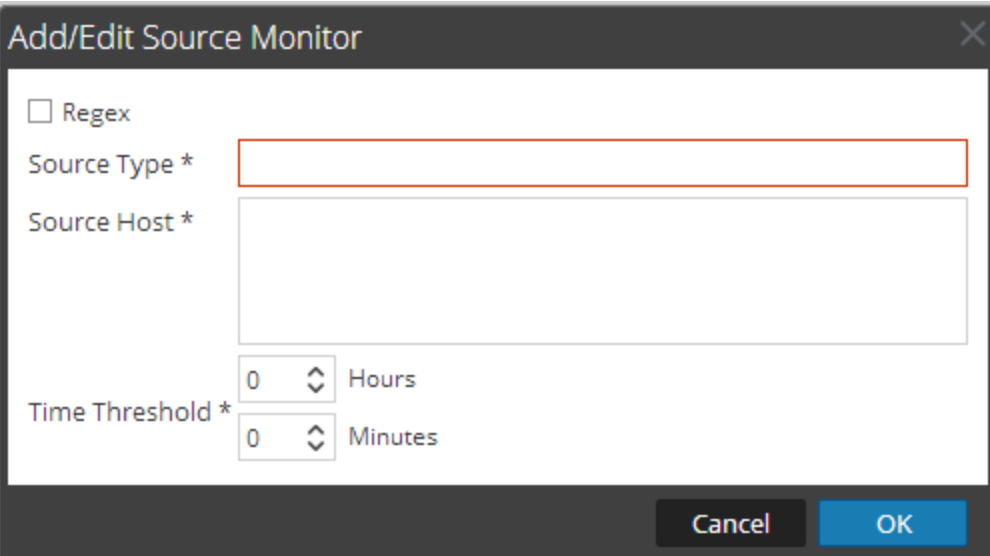


3. Under **Event Source Monitoring**, click **+**.

The Add/Edit Source Monitor dialog is displayed.

4. Define the **Source Type**, **Source Host**, and **Time Threshold** for the source of the event source that you want to monitor to detect when NetWitness Platform stops receiving logs from it. If you do not specify a **Time Threshold**, NetWitness Platform monitors the event source until you set a threshold.

**Note:** For **Source Type** and **Source Host**, you must specify the values that you configured for the event source in the **Event Sources** tab of the **ADMIN > Services > Log Collector service > View > Config** view. You add or modify the event sources that you want to monitor. The two parameters that identify an event source are **Source Type** and **Source Host**. You can use **globbing** (pattern matching and wildcard characters) to specify the **Source Type** and **Source Host** of event sources

The image shows a dialog box titled "Add/Edit Source Monitor" with a close button (X) in the top right corner. Inside the dialog, there is a checkbox labeled "Regex" which is currently unchecked. Below this, there are two text input fields: "Source Type \*" and "Source Host \*". The "Source Type \*" field is highlighted with a red border. Below these fields, there are two spinners for "Time Threshold \*". The first spinner is set to "0" and is labeled "Hours". The second spinner is also set to "0" and is labeled "Minutes". At the bottom right of the dialog, there are two buttons: "Cancel" and "OK".

5. Click **OK**.

The event source is displayed in the panel.

6. Configure the method of notification by doing one of the following in the Settings tab:

- Select **Configure email or distribution list**.

The Email configuration panel is displayed so that you can specify to whom the notifications are sent.

The screenshot shows the 'Email Server Settings' panel in the RSA NetWitness Platform. The left sidebar lists various configuration categories, with 'Email' selected. The main panel contains fields for 'Mail Server' (mail.google.com), 'Server Port' (25), 'SSL' (unchecked), 'From Address' (do-not-reply@rsa.com), 'No Authentication' (unchecked), 'Username', 'User Password' (masked with asterisks), and 'Notification Addresses'. Below these fields are 'Apply' and 'Test Connection' buttons. At the bottom, the 'Email Statistics' table is displayed.

Name	Value
Successful operations	0
Last successful operation	Never
Unsuccessful operations	0
Last unsuccessful operation	Never

- Select **Configure Syslog and SNMP Trap servers**.

The Legacy Notifications panel is displayed so that you can configure the Syslog and SNMP Traps to which the notifications are sent.

The screenshot shows the 'Syslog Settings' and 'SNMP Settings' panels in the RSA NetWitness Platform. The left sidebar lists various configuration categories, with 'Legacy Notifications' selected. The main panel contains two sections: 'Syslog Settings' and 'SNMP Settings'.

**Syslog Settings:**

- Enable: ☐
- Server Name: localhost
- Server Port: 514
- Facility: USER
- Encoding: UTF-8
- Format: Default
- Protocol: UDP
- Max Length: 2048
- ☒ Truncate overly large syslog messages.
- ☒ Include the local timestamp in syslog messages.
- ☒ Include the local hostname in syslog messages.
- ☐ Optionally use IDENT protocol.
- Identity String:

**SNMP Settings:**

- Enable: ☐
- Server Name: 127.0.0.1
- Server Port: 1610

## 7. Click **Apply**.

NetWitness Platform begins sending notifications when it stops receiving events from this event source after the time threshold has elapsed.

For details on parameters in the Event Source Monitoring settings view, see [Event Source Monitoring View](#).

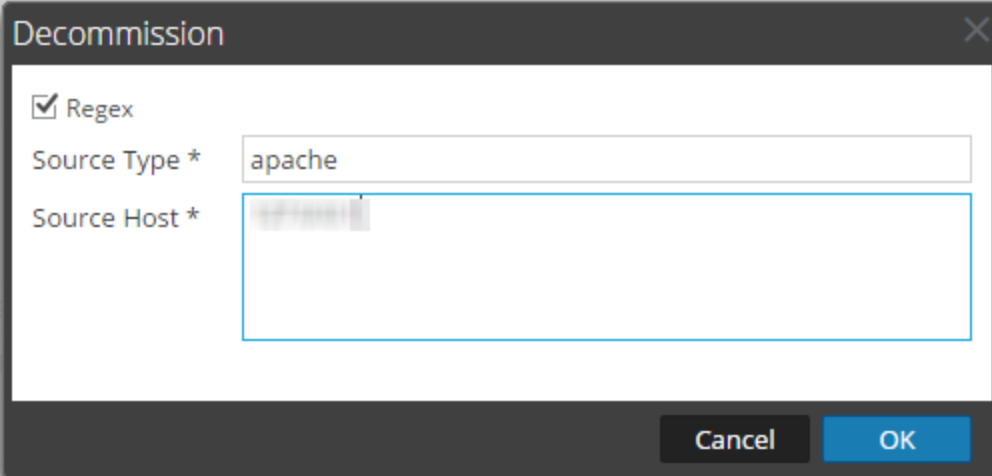
### Decommission Event Source Monitoring

If a Log Collector service (Local Collector or Remote Collector) for which you set up Event Source monitoring becomes inoperable, NetWitness Platform continues to notify that you it is not receiving events from it until you decommission the Collector.

**Caution:** If you configured a failover Local Collector for a Remote Collector and the Local Collector fails over to a standby Log Decoder, you must decommission the Local Collector to stop the notifications.

To decommission event source monitoring for an event source:

1. Go to **ADMIN > Health & Wellness**.
2. Select **Settings > Event Source**.  
The **Event Source** tab is displayed.
3. Under **Decommission**, click **+**.  
The **Decommission** dialog displays.
4. Define the **Source Type** and the **Source Host** for the source for which you want to decommission event monitoring notifications.



### Filter Event Sources

In **ADMIN > Health & Wellness > Event Source Monitoring**, you can choose a filter to display the following types of events:

- Events belonging to a particular event source
- Events belonging to particular event source types
- Events collected from a particular log Collector

- Events list arranged in an order based on the Event Source Type, Log Collector, Log Decoder or Last Event Time

To filter the list of event sources:

1. Go to **ADMIN > Health & Wellness**.
2. Select **Event Source Monitoring**.

The Event Source Monitoring tab is displayed.

Event Source	Event Source Type	Log Collector	Log Decoder	Count	Idle Time	Last Collected Time	Historical Graph
10.4.61.98	ciscopix	logdec	logdec	15	1 day(s), 15 hour(s), 3...	2019-01-31 05:47:04 A...	
0.0.0.0	ciscopix	logdec	logdec	1	3 hour(s), 1 min(s)	2019-02-01 06:16:56 P...	
137.69.131.153	ciscopix	logdec	logdec	11	2 hour(s), 34 min(s)	2019-02-01 06:43:46 P...	
10.4.61.98	junipervpn	logdec	logdec	15	1 day(s), 15 hour(s), 3...	2019-01-31 05:47:04 A...	
0.0.0.0	junipervpn	logdec	logdec	1	3 hour(s), 1 min(s)	2019-02-01 06:16:56 P...	
137.69.131.153	junipervpn	logdec	logdec	11	2 hour(s), 34 min(s)	2019-02-01 06:43:46 P...	
10.4.61.98	msdhcp	logdec	logdec	15	1 day(s), 15 hour(s), 3...	2019-01-31 05:47:04 A...	
0.0.0.0	msdhcp	logdec	logdec	1	3 hour(s), 1 min(s)	2019-02-01 06:16:56 P...	
137.69.131.153	msdhcp	logdec	logdec	11	2 hour(s), 34 min(s)	2019-02-01 06:43:46 P...	
10.4.61.98	winevent_nic	logdec	logdec	15	1 day(s), 15 hour(s), 3...	2019-01-31 05:47:04 A...	
0.0.0.0	winevent_nic	logdec	logdec	1	3 hour(s), 1 min(s)	2019-02-01 06:16:56 P...	
137.69.131.153	winevent_nic	logdec	logdec	11	2 hour(s), 34 min(s)	2019-02-01 06:43:46 P...	
10.4.61.98	winevent_snare	logdec	logdec	20	6 hour(s), 22 min(s)	2019-02-01 02:55:13 P...	

3. Filter the list in one of the following ways:

- To view the events generated by a particular event source, type the required event source in the **Event Source** field. Select **Regex** to enable Regex filter and click **Apply**. It performs a regular expression search against text and lists out the specified category. This field also supports globbing pattern matching.  
All events generated by the Event Source specified are displayed.
- To view events collected from a particular Log Collector, select a Log Collector from the drop-down list and click **Apply**.  
A list of all events being collected from the specified Log Collector from various event sources is displayed.

**Note:** You can also choose the following filters:


- To view events belonging to an event source type, select the event source type and click **Apply**.
- To view events received in a specified time frame, select the required time frame and click **Apply**. You can further filter the query results to contain only event sources that logs have been received from within the selected time, or query results to contain only event sources that logs have not been received from within the selected time.

For details on various parameters and description, see [Event Source Monitoring View](#).

## View Historical Graph of Events Collected for an Event Source

The historical graph of the events collected from an event source gives you information about the variation of the collection over a selected time frame.

To view a historical graph:

1. Go to **ADMIN > Health & Wellness**.  
The Health & Wellness view is displayed with the Alarms tab open.
2. Click **Event Source Monitoring**.  
The Event Source Monitoring view is displayed.
3. In the **Historical Graph** column, select .

The Historical graph for the selected event source is displayed.

The figure below gives an example of the historical graph for the event source type **winevent\_snare**.



The graphical view is customized to display the events collected for the current day and the values are zoomed in for an interval of an hour (09.05 - 105.05 hrs). Hover over the graph to view the details at a particular instant. For example, in the figure it displays the average rate of collection at 09.30 hrs.

**Note:** You can customize the graph view by selecting the Time Frame and Date range. You can zoom in using the zoom in value, time window, or by just a click and a drag in the plot area. For details on the parameters to customize and zoom in functions see [Health and Wellness Historical Graphs](#) collected from an event source.

If there is no data displayed on the chart, this may be due to one of the following reasons:

- The event source is down.
- The event source is not processing anything right now.



## Monitor Alarms

You can set up alarms and monitor them in the Health and Wellness interface for the hosts and services in your NetWitness Platform domain. Alarms display in the view as **Active** when the statistical thresholds for hosts and services have been crossed. Alarms are grayed out and change to the **Cleared** status when the clearing threshold has been crossed.

You set up the parameters for alarms in [Manage Policies](#). For the related reference topic, see [Health and Wellness View - Alarms View](#).

To monitor alarms:

1. Go to **ADMIN > Health & Wellness**.

The Health & Wellness view is displayed with the Alarms tab open by default.

Time	State	Severity	Rule Name	Service	Hostname	IP Address	Stat
2019-02-01 05:45:30 AM	Active	Critical	Respond Server in Critical State	Respond Server	1115A	10.25.66.54	ProcessInfo/Overall Processing Status Indice
2019-02-01 01:34:22 AM	Active	Critical	Log Decoder Log Capture Pool Depleted	Log Decoder	113EP1	10.25.66.46	Pool/Package Capture Queue
2019-02-01 01:34:22 AM	Active	Critical	Log Decoder Capture Rate Zero	Log Decoder	113EP1	10.25.66.46	Capture/Capture Packet Rate (current)
2019-02-01 01:34:22 AM	Active	Critical	Log Decoder Capture Not Started	Log Decoder	113EP1	10.25.66.46	Capture/Capture Status
2019-02-01 01:34:22 AM	Active	Critical	Concentrator Meta Rate Zero	Concentrator	113EP1	10.25.66.46	Concentrator/Meta Rate (current)
2019-02-01 01:34:22 AM	Active	Critical	Concentrator Aggregation Stopped	Concentrator	113EP1	10.25.66.46	Concentrator/Status
2019-01-31 08:57:07 PM	Active	Critical	Concentrator Aggregation Stopped	Concentrator	111Conc	10.25.66.34	Concentrator/Status
2019-01-31 07:04:57 PM	Active	Critical	Decoder Capture Rate Zero	Decoder	111Decoder	10.25.66.32	Capture/Capture Packet Rate (current)
2019-01-31 07:04:07 PM	Active	Critical	Decoder Capture Not Started	Decoder	111Decoder	10.25.66.32	Capture/Capture Status
2019-01-31 07:04:07 PM	Active	Critical	Decoder Packet Capture Pool Depleted	Decoder	111Decoder	10.25.66.32	Pool/Package Capture Queue
2019-01-31 07:04:07 PM	Active	Critical	Broker Aggregation Stopped	Broker	1115A	10.25.66.54	Broker/Status
2019-01-31 07:04:05 PM	Active	Critical	Concentrator Meta Rate Zero	Concentrator	111CoreHybr	10.25.66.44	Concentrator/Meta Rate (current)
2019-01-31 07:04:05 PM	Active	Critical	Concentrator Aggregation Stopped	Concentrator	111CoreHybr	10.25.66.44	Concentrator/Status
2019-01-31 07:03:58 PM	Active	Critical	Concentrator Meta Rate Zero	Concentrator	111Conc	10.25.66.34	Concentrator/Meta Rate (current)
2019-01-31 06:20:45 PM	Active	Critical	Log Decoder Capture Rate Zero	Log Decoder	111CoreHybr	10.25.66.44	Capture/Capture Packet Rate (current)
2019-01-31 06:20:45 PM	Active	Critical	Log Decoder Capture Not Started	Log Decoder	111CoreHybr	10.25.66.44	Capture/Capture Status
2019-01-31 06:20:45 PM	Active	Critical	Log Decoder Log Capture Pool Depleted	Log Decoder	111CoreHybr	10.25.66.44	Pool/Package Capture Queue
2019-02-01 06:01:20 PM	Active	High	Communication Failure Between Master NetWit...	Host	1115A	10.25.66.54	MessageBus/Communication Link Status wit

2. Click on the alarm for which you want to display details in the Details Panel.

3. Click  (expand) to view the details for the alarm you selected.

Alarm Details

Id

029-1544-0001

Time

2019-01-29 03:43:09 PM

State

ACTIVE

Severity

CRITICAL

Hostname

dec

Service

Host

Policy

Host Monitoring Policy

Rule Name

Critical Filesystem Usage on Rabbitmq Message Broker

Informational Text

The RabbitMQ service filesystem at /var/netwitness/rabbitmq (/var/lib/rabbitmq for 10.6.x systems) has exceeded 75% of capacity, which is a likely indicator that messages generated by NetWitness services are either not being sent over the bus or aren't being sent quickly enough.

The RabbitMQ service will stop transmitting messages when it reaches 80% of its filesystem capacity, which will cause Health & Wellness message, Event Source Monitoring messages, and Log Collector logs to stop being delivered.

Possible Remediation Action:  
The filesystem is soon likely to fill. Please open a case with Customer Support as quickly as possible to avoid a potential service outage.

Stat

FileSystem/Mounted Filesystem Disk Usage Percent

Value

/var/lib/rabbitmq

Count

77%

Cleared Value

1

Cleared Time

Notified Time

Suppression Start Time

## Monitor Health and Wellness Using SNMP Alerts

You can monitor a NetWitness Platform component to proactively send alerts, using Simple Network Management Protocol (SNMP) that is based on thresholds or system failures.

You can monitor the following for NetWitness Platform components:

- CPU utilization that reaches a defined threshold
- Memory utilization that reaches a defined threshold
- Disk utilization that reaches a defined threshold

## SNMP Configuration

NetWitness Servers can be configured to send out SNMPv3 threshold traps and monitor traps. Threshold traps are sent in conjunction with node thresholds that are configured by the NetWitness Platform Core applications. Monitor traps are sent by the SNMP daemon for the items indicated in the SNMP configuration file. You must set up the SNMP daemon on another service to receive SNMP traps from NetWitness Platform. You can set up SNMP on NetWitness Platform in the configuration setting for the NetWitness Server. For more information, see "Service Configuration Settings" in the *NetWitness Platform Host and Services Getting Started Guide* for a specific type of host.

## Thresholds

Thresholds can be set on any service statistics that can accept the `setLimit` message. You can retrieve current thresholds using the `getLimit` message. To set a limit, you can pass a low and high threshold value.

When the value of a statistic crosses either the low or high threshold, an SNMP trap is triggered, indicating that the threshold has been crossed. The trap is not triggered if the value is below the low and above the high value, but another trap is triggered if it crosses back into the normal range (above the low and below the high).

You must set the threshold for the service using the Service Explorer view or the REST API.

This example shows a sample threshold for monitoring CPU usage (below 10% or above 90%):

```
/sys/stats/cpu setLimit low=10 high=90
```

This example shows how the threshold is set using REST API:

```
http://<log_decoder>:50102/sys/stats/cpu?msg=setLimit&low=10&high=90
```

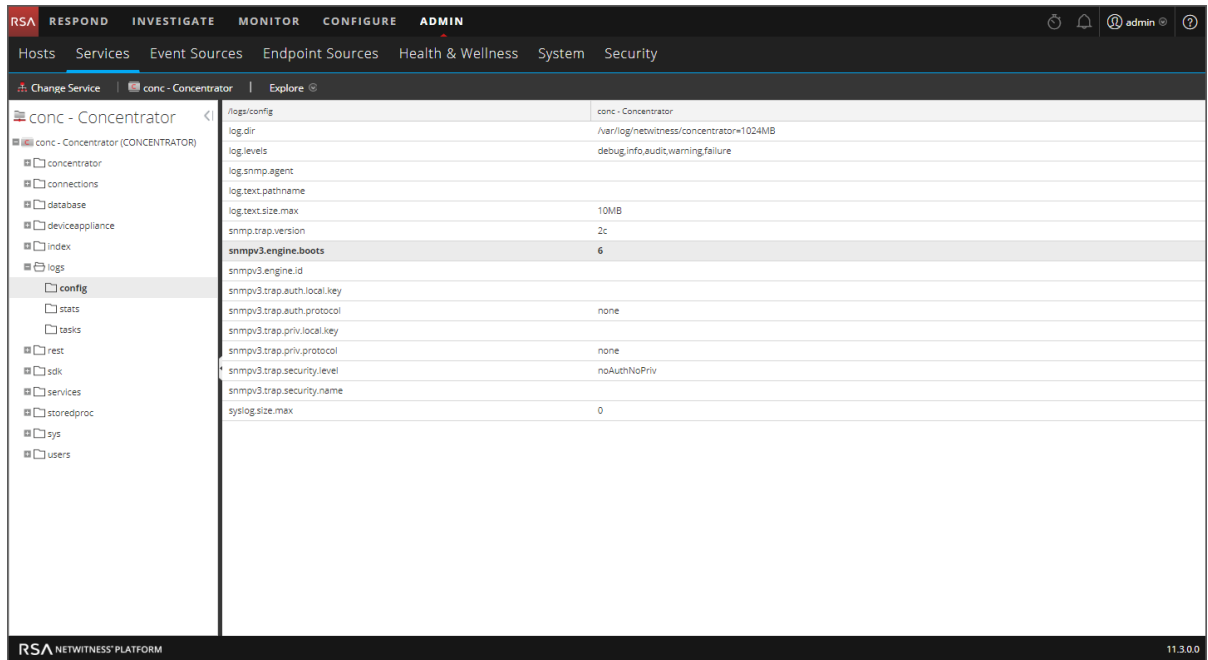
If the CPU usage spikes to 90% or higher, an SNMP trap is generated:

```
23435333 2018-Dec-16 11:08:35 Threshold warning path=/sys/stats/cpu old=77% new=91
```

## Configure SNMPv3 for a Host

1. Go to **ADMIN > Services**.  
The Services view is displayed.
2. Select the service.
3. In the Actions column, select **View > Explore**.
4. In the nodes list, expand the list and select a configuration folder. For example, **logs > config**

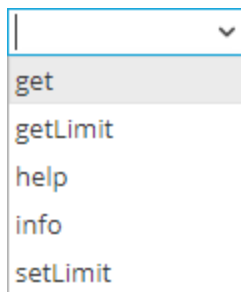
## 5. Set the SNMPv3 configuration.



### Set the Threshold for a Service

1. Go to **ADMIN > Services**.  
The Services view is displayed.
2. Select the service.
3. In the Actions column, select **View > Explore**.
4. In the nodes list, expand the list and select a stat folder.
5. Select a stat, for example, CPU, and right-click.
6. From the drop-down menu, select **Properties**.

The Properties panel is displayed. The Properties panel has a drop-down list of available messages for the parameter.



7. Select **setLimit**.
8. Specify the low and high values.

## SNMP Traps for System Status

The threshold mechanism can also be used to monitor string-valued stats generated by Core services. There are two ways to monitor string-valued stats:

1. Generate a trap whenever the status value is NOT an expected value. For example, if you want monitor the stat `/broker/stats/status` and generate a trap whenever the value is not started, set the high limit on the stat to the expected value. You would use the `setLimit` message on `/broker/stats/status` as follows:  
`setLimit high=started`
2. Generate a trap whenever the status value matches an expected value. This is accomplished by using the low limit on the stat. For example, if you wanted generate a trap when the stat `/sys/stats/service.status` has the value "Initialization Failure", you would use the `setLimit` message on `/sys/stats/service.status` as follows:  
`setLimit low="Initialization Failure"`

In both of these scenarios, it is possible to check for multiple values by using a comma-separated list of values to check for.

## Troubleshooting Health & Wellness

### Issues Common to All Hosts and Services

You may see the wrong statistics in the Health & Wellness interface if:

- Some or all the hosts and services are not provisioned and enabled correctly.
- You have a mixed-version deployment (that is, hosts updated to different NetWitness Platform versions).
- Supporting services are not running.

### Issues Identified by Messages in the Interface or Log Files

This section provides troubleshooting information for issues identified by messages NetWitness Platform displayed in the Health & Wellness Interface or included in the Health & Wellness log files.

Message
<p>User Interface: <b>Cannot connect to System Management Service</b></p> <p>System Management Service (SMS) logs:</p> <p>Caught an exception during connection recovery!</p> <pre>java.io.IOException at com.rabbitmq.client.impl.AMQChannel.wrap (AMQChannel.java:106) at com.rabbitmq.client.impl.AMQChannel.wrap (AMQChannel.java:102) at com.rabbitmq.client.impl.AMQConnection.start( AMQConnection.java:346) at com.rabbitmq.client.impl.recovery.</pre>

	<pre> RecoveryAwareAMQConnectionFactory. newConnection  (RecoveryAwareAMQConnectionFactory.java:36)   at com.rabbitmq.client.impl.recovery.  AutorecoveringConnection. recoverConnection(AutorecoveringConnection.java:388)   at com.rabbitmq.client.impl.recovery.  AutorecoveringConnection.beginAutomaticRecovery (AutorecoveringConnection.java:360)   at com.rabbitmq.client.impl.recovery.AutorecoveringConnection. access\$000(AutorecoveringConnection.java:48)   at com.rabbitmq.client.impl.recovery.  AutorecoveringConnection\$1.shutdownCompleted (AutorecoveringConnection.java:345)   at com.rabbitmq.client.impl.ShutdownNotifierComponent. notifyListeners(ShutdownNotifierComponent.java:75)   at com.rabbitmq.client.impl.AMQConnection\$MainLoop.run (AMQConnection.java:572)   at java.lang.Thread.run(Thread.java:745) Caused by: com.rabbitmq.client.ShutdownSignalException: connection error at com.rabbitmq.utility.ValueOrException.getValue (ValueOrException.java:67)   at com.rabbitmq.utility.BlockingValueOrException. uninterruptibleGetValueBlockingValueOrException.java:33)   at com.rabbitmq.client.impl.AMQChannel\$BlockingRpcContinuation. getReply (AMQChannel.java:343)   at com.rabbitmq.client.impl.AMQConnection.start (AMQConnection.java:292)   ... 8 more Caused by: java.net.SocketException: Connection reset   at java.net.SocketInputStream.read (SocketInputStream.java:189)   at java.net.SocketInputStream.read (SocketInputStream.java:121)   at java.io.BufferedInputStream.fill (BufferedInputStream.java:246)   at java.io.BufferedInputStream.read (BufferedInputStream.java:265)   at java.io.DataInputStream.readUnsignedByte (DataInputStream.java:288)   at com.rabbitmq.client.impl.Frame.readFrom(Frame.java:95)   at com.rabbitmq.client.impl.SocketFrameHandler.readFrame (SocketFrameHandler.java:139)   at com.rabbitmq.client.impl.AMQConnection\$MainLoop.run (AMQConnection.java:532) </pre>
<b>Possible Cause</b>	RabbitMQ service not running on the NetWitness Server.
<b>Solution</b>	Restart the RabbitMQ, SMS, and NetWitness Platform services using the

	<p>following commands.</p> <pre>systemctl restart rabbitmq-server systemctl restart rsa-sms systemctl restart jetty</pre>
--	---

<b>Message/ Problem</b>	User Interface: <b>Cannot connect to System Management Service</b>
<b>Cause</b>	The System Management Service, RabbitMQ, or Mongo service is not running.
<b>Solution</b>	<p>Run the following commands on NetWitness Server to make sure all these services are running.</p> <pre>[root@nwserver ~]# systemctl status rsa-sms RSA NetWitness SMS :: Server is not running. [root@nwserver ~]# systemctl start rsa-sms Starting RSA NetWitness SMS :: Server... [root@nwserver ~]# systemctl status rsa-sms RSA NetWitness SMS :: Server is running (5687). [root@nwserver ~]# systemctl status mongod mongod (pid 2779) is running... systemctl status rabbitmq-server Status of node nw@localhost ... [{pid,2501},  {running_applications,   [{rabbitmq_federation_management,"RabbitMQ Federation Management",   "3.3.4"}],</pre>

<b>Message/ Problem</b>	User Interface: <b>Cannot connect to System Management Service</b>
<b>Possible Cause</b>	/var/lib/rabbitmq partition usage is 70% or greater.
<b>Solution</b>	Contact Customer Care.

<b>Message/ Problem</b>	User Interface: <b>Host migration failed.</b>
<b>Possible</b>	One or more NetWitness Platform services may be in a <b>stopped</b> state.

<b>Cause</b>	
<b>Solution</b>	Make sure that the following services are running then restart the NetWitness Server: Archiver, Broker, Concentrator, Decoder, Event Stream Analysis, Response Server, IPDB Extractor, Log Collector, Log Decoder, Malware Analysis, Reporting Engine, Warehouse Connector, Workbench.

<b>Message/ Problem</b>	User Interface: <b>Server Unavailable.</b>
<b>Possible Cause</b>	One or more NetWitness Platform services may be in a <b>stopped</b> state.
<b>Solution</b>	Make sure that the following services are running then restart the NetWitness Server: Archiver, Broker, Concentrator, Decoder, Event Stream Analysis, Response Server, IPDB Extractor, Log Collector, Log Decoder, Malware Analysis, Reporting Engine, Warehouse Connector, Workbench.

<b>Message/ Problem</b>	User Interface: <b>Server Unavailable</b>
<b>Possible Cause</b>	System Management Service (SMS), RabbitMQ, or Mongo service is not running.
<b>Solution 1</b>	<p>Run the following commands on NetWitness Server to make sure all these services are running.</p> <pre>[root@nwserver ~]# systemctl status rsa-sms RSA NetWitness SMS :: Server is not running. [root@nwserver ~]# systemctl start rsa-sms Starting RSA NetWitness SMS :: Server... [root@nwserver ~]# systemctl status rsa-sms RSA NetWitness SMS :: Server is running (5687). [root@nwserver ~]# systemctl status mongod mongod (pid 2779) is running... systemctl status rabbitmq-server Status of node nw@localhost ... {{pid,2501},  {running_applications,   [{rabbitmq_federation_management,"RabbitMQ Federation Management",   "3.3.4"}],</pre>



<b>Solution 2</b>	Make sure <code>/var/lib/rabbitmq</code> partition is less than 75% full
<b>Solution 3</b>	Check NetWitness Server log files ( <code>/var/lib/netwitness/uax/logs/nw.log</code> ) for any errors.

<b>Message/ Problem</b>	ContextHub stops and does not allow you to add or edit data sources and lists.
<b>Possible Cause</b>	The storage is full by 95% or above.
<b>Solution 1</b>	Increase the storage by updating the YML file, located at <code>/etc/netwitness/contexthub-server/contexthub-server.yml</code> . For example, to increase storage from 120 to 150 GB, enter a value (in bytes) by editing the relevant parameter: <code>rsa.contexthub.data.disk-size: 161061273600</code>
<b>Solution 2</b>	Delete unwanted or unused large list.
<b>Solution 3</b>	Configure the TTL index for the list to automatically delete STIX and TAXI data and to clean up storage space.

<b>Message/ Problem</b>	Context Hub runs on a fixed memory and 50% is reserved for cache. When cache is 100% full, the cache response stops. For all new lookups the response will be slow.
<b>Possible Cause</b>	The cache is full by 50% or above.
<b>Solution 1</b>	By default, Context Hub cleans the cache every 30 minutes. Reduce the cache expiration time of data sources.
<b>Solution 2</b>	Disable cache for data sources.
<b>Solution 3</b>	<p>Increase the RAM of the CH Java process by editing the <code>-Xmx</code> option available in the <code>/etc/netwitness/contexthub-server/contexthub-server.conf</code> file. In <code>JAVA_OPTS</code>, search for the <code>-Xmx</code> option.</p> <p>For example, edit the entry as follows:</p> <pre>-Xmx8G</pre> <p>where 8G represents 8GB space. Then restart the ContextHub service.</p> <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><b>Note:</b> The memory is less than the available system memory. Be aware that there are many other services running on the host.</p> </div>

<b>Message/ Problem</b>	List Data Source displays an unhealthy stats or status.
<b>Possible Cause 1</b>	Unable to: <ul style="list-style-type: none"> <li>• access the data source</li> <li>• parse or read a CSV file</li> <li>• schema mismatched CSV</li> </ul>
<b>Possible Cause 2</b>	Unable to authenticate when accessing the data source.
<b>Solution 1</b>	Make sure to save the csv file at correct location i.e/var/lib/netwitness/contexthub-server/data/ and verify the required read permissions.
<b>Solution 2</b>	Make sure the csv file schema specified while configuring the data source matches. If not, then either create a new data source with the new schema or edit the csv file to match the schema. For example, if you configure a List Data Source with a schema with column1, column2, and column3. And next time you update the csv file where the number of column increase or decrease or the order of the columns are changed. In this case there is a schema mismatch and the configured list data source will show “Unhealthy” in Health and Wellness stats.
<b>Solution 3</b>	Make sure the password is correct. To confirm edit the data source, enter the password and click test connection. For more information related the above solutions, see "Configure Lists as a Data Source" topic in the <i>Context Hub Configuration Guide</i> .

## Issues Not Identified by the User Interface or Logs

This section provides troubleshooting information for issues that are not identified by messages NetWitness Platform displays in the Health & Wellness Interface or includes in the Health & Wellness log files. For example, you may see incorrect statistical information in the Interface.

<b>Problem</b>	Incorrect statistics displayed in Health and Wellness interface.
<b>Possible Cause</b>	SMS service is not running. SMS service must be running on the NetWitness Server.
<b>Solution</b>	Restart SMS service.

<b>Problem</b>	NetWitness Platform does not show the version to which you upgraded until you restart jettysrv (jeTTY server).
<b>Possible Cause</b>	When NetWitness Platform checks a connection, it polls a service every 30 seconds to see if it is active. During that 30 seconds, if the service comes back up, it will not get the new version.
<b>Solution</b>	<ol style="list-style-type: none"> <li>1. Manually stop the service.</li> <li>2. Wait until you see that it is offline.</li> <li>3. Restart the service.</li> </ol> NetWitness Platform displays the correct version.

<b>Problem</b>	NetWitness Server does not display the <b>Service Unavailable</b> page.
<b>Possible Cause</b>	After you upgrade to NetWitness Platform version 10.5, JDK 1.8 is not default version and this causes the jettysrv (jeTTY server) to fail to start. Without the jeTTY server, the NetWitness Platform server cannot display the <b>Service Unavailable</b> page.
<b>Solution</b>	Restart jettysrv.

<b>Problem</b>	<p>The SMS service is stopped and the following error is displayed in the log file:  <code>java.lang.OutOfMemoryError: Java heap space</code></p> <p>You can use the following solution to increase the memory according to your needs.</p> <ol style="list-style-type: none"> <li>1. Open <code>/opt/rsa/sms/conf/wrapper.conf</code></li> </ol>
<b>Solution</b>	 <pre> root@NWAPPLIANCE3290:~ wrapper.java.classpath.226=%REPO_DIR%/net/sourceforge/nekhtml/nekhtml/1.9.12/n ekohtml-1.9.12.jar wrapper.java.classpath.227=%REPO_DIR%/com/microsoft/azure/azure-storage/1.2.0/az ure-storage-1.2.0.jar  # Java Library Path (location of Wrapper.DLL or libwrapper.so) wrapper.java.library.path.1=lib wrapper.java.library.path.2=%EXTRA_LIBRARY_PATH%  # Java Additional Parameters #wrapper.java.additional.1= wrapper.java.additional.1=-Xmx8192m wrapper.java.additional.2=-XX:+UseG1GC wrapper.java.additional.3=-Djavax.net.ssl.keyStore=/opt/rsa/sms/./carlos/keysto re wrapper.java.additional.4=-Dclover.initstring=/tmp/clover/clover.db wrapper.java.additional.5=-Dclover.initstring.basedir=/tmp/clover/ wrapper.java.additional.6=-Dcom.rsa.netwitness.carlos.common.enableDynamicProper tyReader=false  # Initial Java Heap Size (in MB) #wrapper.java.initmemory=3 </pre>

2. **Replace** `wrapper.java.additional.1=-Xmx8192m` **with:**  
`wrapper.java.additional.1=-Xmx16g`
3. **Restart the SMS service:**  
`systemctl start rsa-sms`

## Manage NetWitness Platform Updates

---

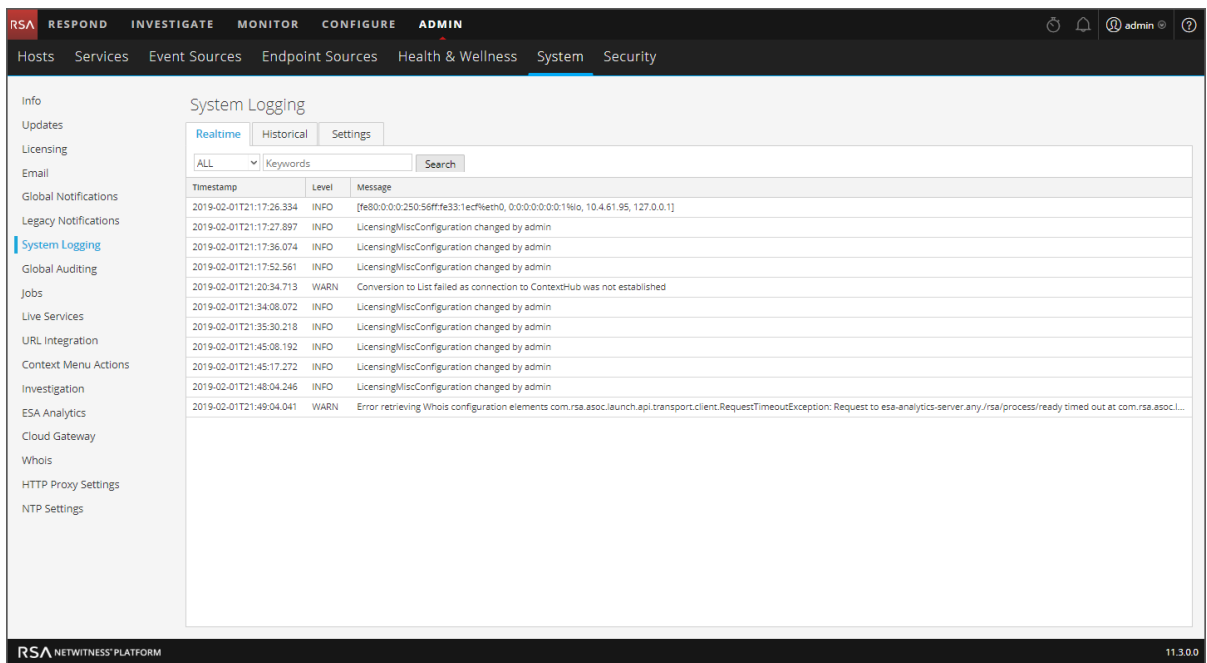
RSA issues NetWitness Platform software version updates on a regular basis as it strives to continually improve the product. A software version update consists of a release, service pack, or patch (including security patch) and ancillary software on which the release, service pack, or patch depends. User guides are provided for each software version update release, which include detailed steps for installing the update. It is important that you download the update guide for the release from RSA Link (<https://community.rsa.com/community/products/netwitness>) and follow the steps described there. Additional information is available in the "Apply Version Updates to a Host" topic in the *Hosts and Services Getting Started Guide* and in [System Updates Panel - Settings Tab](#).

## Display System and Service Logs

NetWitness Platform provides views into system logs and service logs. When you view service logs, you can select messages for the service or host.

### View System Logs

1. Go to **ADMIN > System**.
2. In the options panel, select **System Logging**.

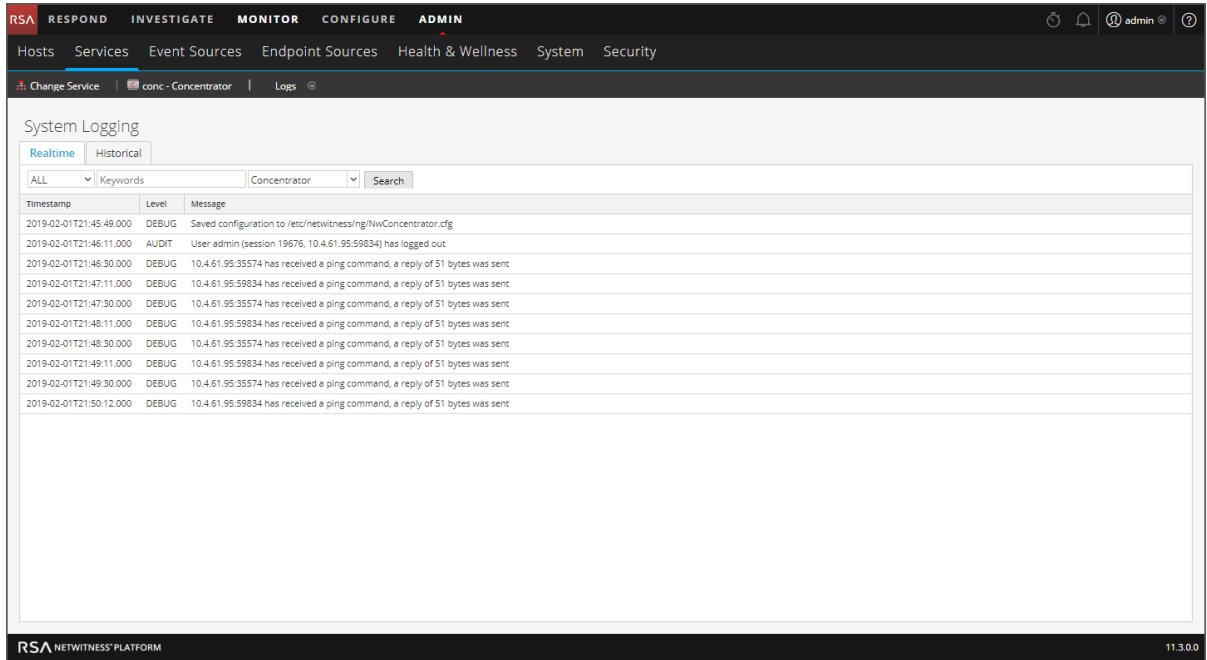


### Display Service Logs

To display NetWitness Platform service logs:

1. Go to **ADMIN > Services**.
2. In the **Services** list, select a service.

3. In the **Actions** column, select **View > Logs**.



## Filter Log Entries

To filter the results shown in the Realtime tab:

1. (Optional) For system and service logs, select a **Log Level** and a **Keyword**, or both. System logs have seven log levels. Service logs have only six log levels because they do not include the **TRACE** level. The default is **ALL** log entries.
2. (Optional) For service logs, select the Service: host or service.
3. Click **Filter**.

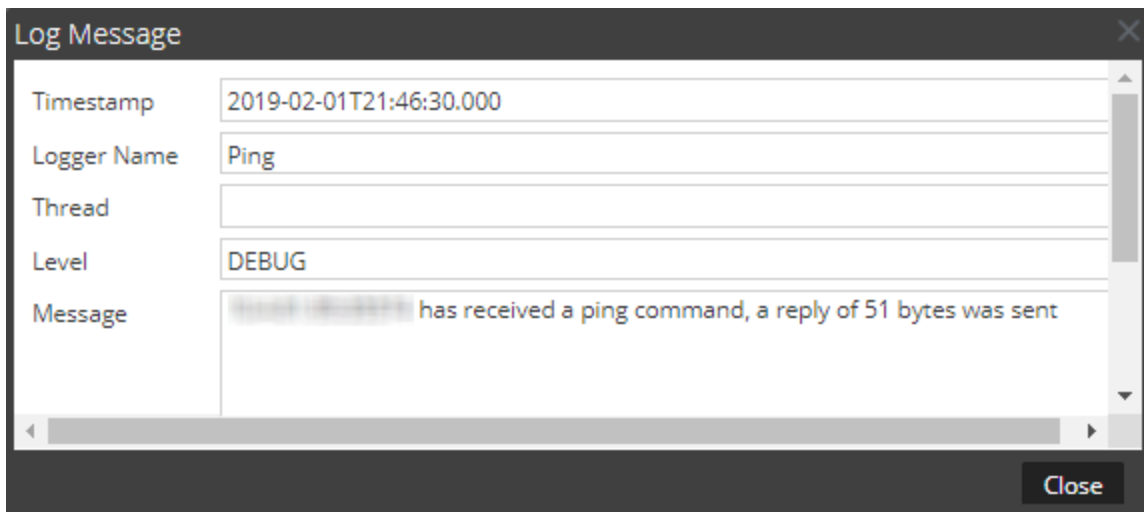
The view is refreshed with the most recent 10 entries matching your filter. As new matching log entries become available, the view is updated to show those entries.

## Show Details of a Log Entry

Each row of the Realtime tab Log list provides the summary information of a log entry. To view complete details:

1. Double-click a log entry.

The **Log Message** dialog, which contains the Timestamp, Logger Name, Thread, Level and Message, is displayed.



2. After viewing, click **Close**.

## Access Reporting Engine Log File

### All Log Files

The Reporting Engine stores the following logs in the `rsasoc/rsa/soc/reporting-engine/log` directory:

- Current logs in the `reporting-engine.log` file.
- Backup copies of previous logs in the `reporting-engine.log.*` file.
- All UNIX script logs in the files that have the following syntax: `reporting-engine.sh_timestamp.log` (for example, `reporting-engine.sh_20120921.log`).

The Reporting Engine rarely writes command line error messages to the `rsasoc/nohup.out` file.

### Upstart Logs

The Reporting Engine appends the log messages and output written by upstart daemon and the commands used to start the reporting-engine to the `/var/log/secure` directory.

An upstart log file is a system log file, which means that only the root user can read it. The Reporting Engine generates log files, retains backup copies of previous log files, stores UNIX script log files, and appends upstart log files to another directory.

## Search and Export Historical Logs

NetWitness Platform provides a searchable view of the NetWitness Platform log or the service log in a paged format. When initially loaded, the grid shows the last page of the log entries for the system or the service. You can export logs from the current view.



## Display the Historical System Log

To display the historical log for the system:

1. Go to **ADMIN > System**.
2. In the options panel, select **System Logging**.

The System Logging panel is opened to the **Realtime** tab by default.

3. Click the **Historical** tab.

A list of historical logs for the system is displayed.

The screenshot shows the RSA NetWitness Platform interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, and the left sidebar shows the 'System Logging' option selected. The main panel displays the 'System Logging' window with the 'Historical' tab selected. The window includes a search bar with 'Start Date', 'End Date', and 'Keywords' fields, and an 'Export' button. Below the search bar is a table of log entries with columns for 'Timestamp', 'Level', and 'Message'. The table shows various log entries, including warnings and errors related to connection failures and configuration changes. The bottom of the window displays 'Page 103 of 103' and 'Displaying 5101 - 5142 of 5142'.

Timestamp	Level	Message
2019-02-08T16:20:34.715	WARN	Conversion to List failed as connection to ContextHub was not established
2019-02-08T16:49:29.802	INFO	Running job to load parser types from all log decoders
2019-02-08T16:50:16.001	INFO	Backing up database to /var/lib/netwitness/uax/db/platform.h2.db.backup.2019-02-08_165016.zip
2019-02-08T16:50:34.716	WARN	Conversion to List failed as connection to ContextHub was not established
2019-02-08T16:50:37.886	INFO	Running resource subscription job
2019-02-08T16:51:07.959	ERROR	Connect to cms.netwitness.com:443 [cms.netwitness.com/52.224.176.196] failed: connect timed out org.apache.http.conn.ConnectTimeoutException: Connect to cms.netwitness.com:443 [cms.n...
2019-02-08T16:51:07.960	INFO	CMS authentication failure for admin : org.apache.http.conn.ConnectTimeoutException: Connect to cms.netwitness.com:443 [cms.netwitness.com/52.224.176.196] failed: connect timed out
2019-02-08T16:51:07.961	ERROR	Error in running resource subscription job com.rsa.smc.sa.live.exception.LiveResourceException: com.rsa.netwitness.cms.domain.model.exceptions.CmsException: CMS authentication failure for...
2019-02-08T16:55:34.726	INFO	Job to purge old pcap/logs extraction jobs is not enabled.
2019-02-08T16:55:37.100	INFO	Pushing http config to sms is already done for the day. [Last Updated Date : 2019-02-08]
2019-02-08T16:55:37.150	INFO	Pushing live config to sms is already done for the day. [Last Updated Date : 2019-02-08]
2019-02-08T17:20:34.717	WARN	Conversion to List failed as connection to ContextHub was not established
2019-02-08T17:50:34.719	WARN	Conversion to List failed as connection to ContextHub was not established
2019-02-08T17:55:37.100	INFO	Pushing http config to sms is already done for the day. [Last Updated Date : 2019-02-08]
2019-02-08T17:55:37.151	INFO	Pushing live config to sms is already done for the day. [Last Updated Date : 2019-02-08]
2019-02-08T18:00:00.023	INFO	LicensingMiscConfiguration changed by Unknown identity
2019-02-08T18:20:34.718	WARN	Conversion to List failed as connection to ContextHub was not established
2019-02-08T18:48:52.703	INFO	LicensingMiscConfiguration changed by admin
2019-02-08T18:49:05.328	INFO	LicensingMiscConfiguration changed by admin
2019-02-08T18:49:09.488	INFO	LicensingMiscConfiguration changed by admin

## Display a Historical Service Log

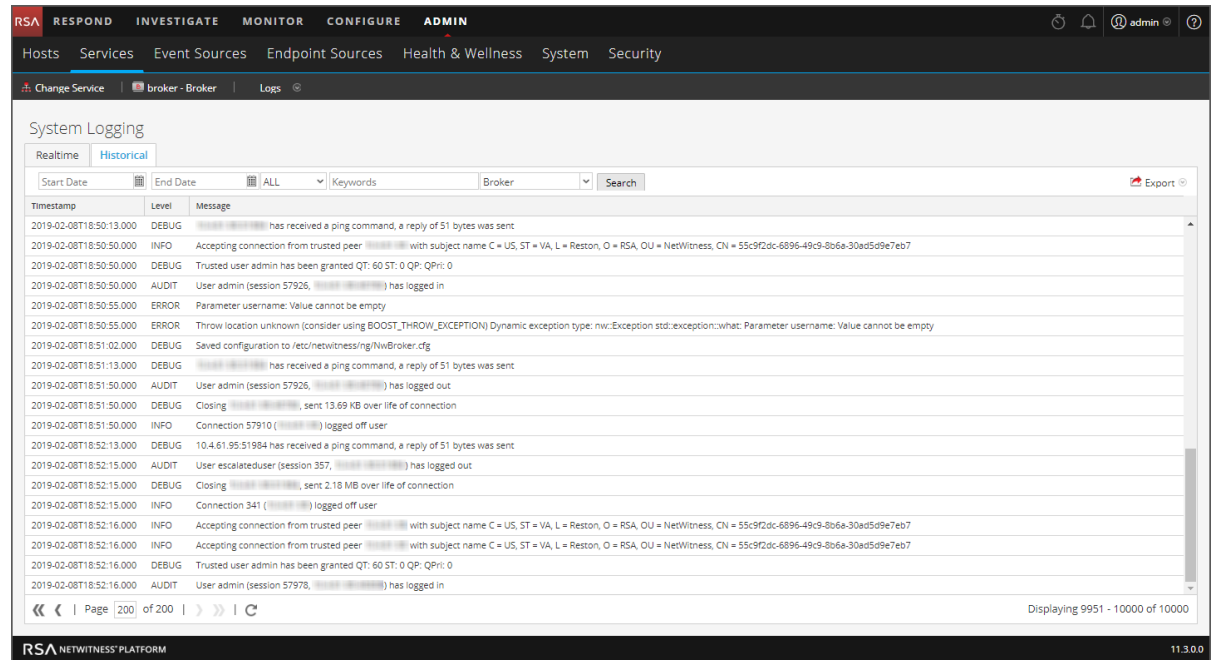
To display the historical log for services:

1. Select **ADMIN > Services**.
2. Select a service.
3. In the **Actions** column, select **View > Logs**.

The service logs view is displayed with the Realtime tab open.

4. Click the **Historical** tab.

A list of historical logs for the selected service is displayed.



## Search Log Entries

To search the results shown in the **Historical** tab:

1. (Optional) Select a **Start Date** and **End Date**. Optionally, select a **Start Time** and **End Time**.
2. (Optional) For system and service logs, select a **Log Level** and a **Keyword**, or both. System logs have seven log levels. Service logs have only six log levels because they do not include the **TRACE** level. The default is **ALL** log entries.
3. (Optional) For service logs, select the Service: host or service.
4. Click **Search**.

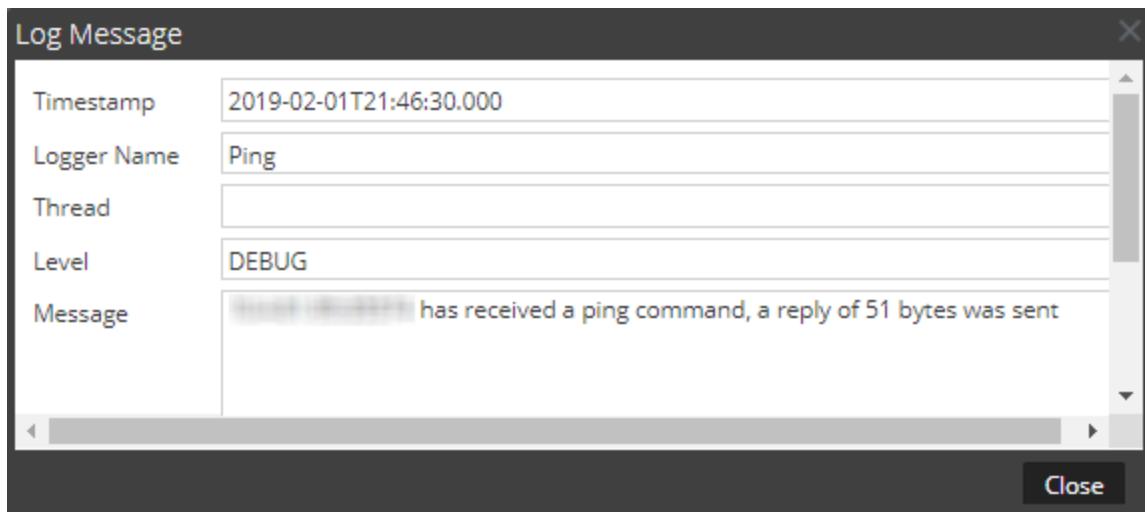
The view is refreshed with the most recent 10 entries matching your filter. As new matching log entries become available, the view is updated to show those entries.

## Show Details of a Log Entry

Each row of the **Historical** tab Log grid provides the summary information of a log entry. To display all the details for a log message:

1. Double-click a log entry.

The Log Message dialog, which contains the Timestamp, Logger Name, Thread, Level and Message, is displayed.



2. After viewing, click **Close**.

## Page Through Log Entries

To peruse the different pages of the list, use the paging controls on the bottom of the grid as follows:

- Use the navigation buttons
- Manually type the page number you want to view, and press **ENTER**.

## Export a Log File

To export the logs in the current view:

Click **Export**, and select one of the drop-down options: **CSV Format** or **Tab Delimited**.

The file is downloaded with a filename that identifies the log type and the field delimiter. For example, a NetWitness Platform system log exported with comma-separated values is named `UAP_log_export_CSV.txt`, and a host log exported with tab-separated values is named `APPLIANCE_log_export_TAB.txt`.

## Maintain Queries Using URL Integration

A URL integration provides a way to represent the bread crumbs, or query path, you take when actively investigating a service in the Navigate view. You do not need to display and edit these objects often.

A URL integration maps a unique ID that is automatically created each time you click on a navigation link in the Navigation view to drill into data. When the drill-down completes, the URL reflects the query IDs for the current drill point. The Display Name is displayed in the bread crumb in the Navigate view.

The URL Integration panel provides a list of queries and allows users who have the proper permissions to modify this underlying source of data and analyze the query patterns of other users of the NetWitness Platform system. Within the panel, you can:

- Refresh the list.
- Edit a query.
- Delete a query.
- Clear all queries in the list.

**Caution:** After a query has been removed from the system, any Investigation URLs that included the ID of that query will no longer function.

### Edit a Query

1. Go to **ADMIN > System**.
2. In the options panel, select **URL Integration**.

URL Integration

Refresh

Clear

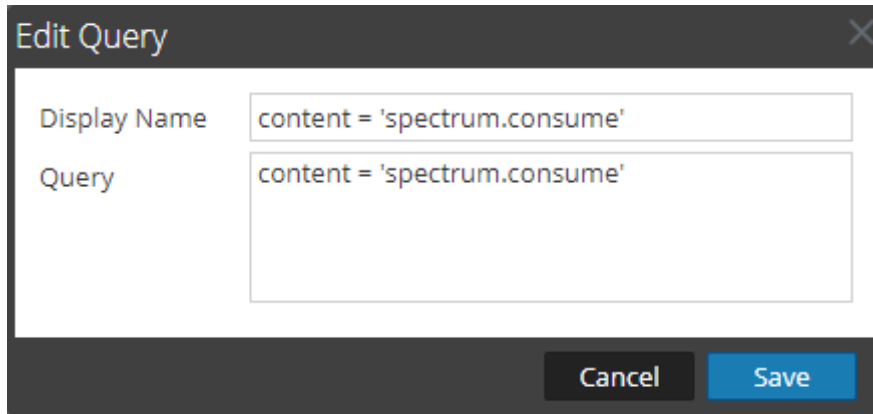
<input type="checkbox"/>	ID	Display Name	Query	Username	When Created ^
<input type="checkbox"/>	0	nwappliance11639	did = 'nwappliance11639'	admin	Tue Jul 11 2017 06:40:09 +00:00 (UTC)
<input type="checkbox"/>	1	threat.category = 'spe...	threat.category = 'spectrum'	admin	Tue Jul 11 2017 08:35:33 +00:00 (UTC)
<input type="checkbox"/>	2	content = 'spectrum.c...	content = 'spectrum.consume'	admin	Tue Jul 11 2017 08:41:33 +00:00 (UTC)
<input type="checkbox"/>	3	content = 'spectrum.a...	content = 'spectrum.analyze'	admin	Tue Jul 11 2017 08:46:09 +00:00 (UTC)
<input type="checkbox"/>	4	gwu.edu	domain.dst = 'gwu.edu'	admin	Tue Jul 11 2017 09:37:28 +00:00 (UTC)
<input type="checkbox"/>	5	10.100.33.1	ip.src = 10.100.33.1	admin	Wed Jul 12 2017 08:48:56 +00:00 (UTC)
<input type="checkbox"/>	6	ip.src = '127.0.0.1'	ip.src = 127.0.0.1	admin	Wed Jul 12 2017 09:35:24 +00:00 (UTC)
<input type="checkbox"/>	7	tcp.srcport = '54004'	tcp.srcport = 54004	admin	Wed Jul 12 2017 09:37:44 +00:00 (UTC)
<input type="checkbox"/>	8	nwappliance23912	did = 'nwappliance23912'	admin	Wed Jul 12 2017 11:09:05 +00:00 (UTC)
<input type="checkbox"/>	9	gwu.edu	domain.src = 'gwu.edu'	admin	Thu Jul 13 2017 13:58:52 +00:00 (UTC)
<input type="checkbox"/>	10	OTHER	service = 0	admin	Fri Jul 14 2017 04:56:50 +00:00 (UTC)
<input type="checkbox"/>	11	test dom	alert = 'test dom'	admin	Fri Jul 14 2017 09:59:43 +00:00 (UTC)

Page 1 of 1

Displaying 1 - 12 of 12

3. Select the row in the grid and either double-click the row or click .

The **Edit Query Dialog** is displayed.


The image shows a dialog box titled "Edit Query" with a close button (X) in the top right corner. Inside the dialog, there are two text input fields. The first field is labeled "Display Name" and contains the text "content = 'spectrum.consume'". The second field is labeled "Query" and also contains the text "content = 'spectrum.consume'". At the bottom of the dialog, there are two buttons: "Cancel" and "Save".

4. Edit the **Display Name** and the **Query**, but do not leave either field blank.
5. To save the changes, click **Save**.

## Delete a Query

**Caution:** After a query has been removed from the system, any Investigation URLs that included the ID of that query will no longer function.

To remove a query from NetWitness Platform entirely:

1. Select the query.
2. Click .
- A dialog requests confirmation that you want to delete the query.
3. Click **Yes**.

## Clear All Queries

To clear all queries from the list:

- Click  **Clear**

The entire list is cleared.

## Use a Query in a URI

URL integration facilitates integrations with third-party products by allowing a search against the NetWitness Platform architecture. By using a query in a URI, you can pivot directly from any product that allows custom links, into a specific drill point in the Investigation view in NetWitness Platform.

The format for entering a URI using a URL-encoded query is:

```
http://<nw  
host:port>/investigation/<serviceId>/navigate/query/<encoded  
query>/date/<start date>/<enddate>  
where
```

- `<nw host: port>` is the IP address or DNS, with or without a port, as appropriate (ssl or not). This designation is only needed if access is configured over a non-standard port through a proxy.
- `<serviceId>` is the internal Service ID in the NetWitness Platform instance for the service to query against. The service ID can be represented only as an integer. You can see the relevant service ID from the url when accessing the investigation view within NetWitness Platform. This value will change based on the service being connected to for analysis.
- `<encoded query>` is the URL-encoded NetWitness Platform query. The length of query is limited by the HTML URL limitations.
- `<start date>` and `<end date>` define the date range for the query. The format is `<yyyy-mm-dd>T<hh:mm>`. The start and end dates are required. Relative ranges (for example, Last Hour) are not supported in this version. All times are run as UTC.

For example:

```
http://localhost:9191/investigation/12/navigate/query/alias%20exists/  
date/2018-09-01T00:00/2018-10-31T00:00
```

## Examples

These are query examples where the NetWitness Server is 192.168.1.10 and the serviceID is identified as 2.

All activity on 03/12/2018 between 5:00 and 6:00 AM with a hostname registered

- Custom Pivot: `alias.host exists`
- `https://192.168.1.10/investigation/2...13-03-12T06:00`

All activity on 3/12/2018 between 5:00 and 5:10 PM with http traffic to and from IP address 10.10.10.3

- Custom Pivot: `service=80 && (ip.src=10.10.10.3 || ip.dst=10.0.3.3)`
- Encoded Pivot Dissected:
  - `service=80 => service%3D80`
  - `ip.src=10.10.10.3 => ip%2Esrc%3D10%2E10%2E10%2E3`
  - `ip.dst=10.10.10.3 => ip%2Esrc%3D10%2E10%2E10%2E3`
  - `https://192.168.1.10/investigation/2...13-03-12T17:10`

### Additional Notes

Some values may not need to be encoded as part of the query. For example, commonly the IP source (`src`) and destination (`dst`) is used for this integration point. If leveraging a third-party application for integration of this feature, it is possible to reference those without encoding applied.

## Configure FIPS Support

---

NetWitness Platform 11.x ships with FIPS-validated 140-2 Cryptographic Modules that support all cryptographic operations within NetWitness Platform. NetWitness Platform leverages two modules that support a level three design assurance:

- RSA BSAFE Crypto-J
- OpenSSL with BSAFE (OWB)

Both modules have been certified with an operational environment comparable to the standard NetWitness Platform configuration.

By default, the cryptographic modules enforce the usage of FIPS-certified cipher suites wherever possible. For exceptions, refer to the information below and to the release notes. For additional information about the FIPS modules, see <http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/140val-all.htm>.

The RSA BSAFE Crypto-J FIPS Certificate number is 2468 and the OWB FIPS Certificate is included in the RSA BSAFE Crypto-C Micro Edition with certificate number 2300.

In 11.x, FIPS is enabled on all services except Log Collector. This includes Log Decoder and Decoder if they were FIPS-enabled in 10.6.x or any previous version. FIPS cannot be disabled on any services except for Log Collector, Log Decoder and Decoder.

**Note:** For a fresh installation of 11.x, by default, all core services will be FIPS enforced except Log Collector and Log Decoder. FIPS cannot be disabled on any services except for Log Collector, Log Decoder and Network Decoder.

**Note:** For upgrades to 11.x from previous versions, the following conditions apply for the Log Collector, Log Decoder and Decoder services:

- Log Collector is not FIPS enabled after upgrading to 11.x, even if FIPS was enabled in a previous version. You must enable FIPS support after upgrading to 11.x. See the instructions in [FIPS support for Log Collectors](#).
- If FIPS was enabled for the Log Decoder and Network Decoder services in a previous version, FIPS will also be enabled in 11.x. However, if Log Decoder and Network Decoder were NOT FIPS enabled in a previous version, they will not be enabled in 11.x, and you can manually enable FIPS for these services if required. See the instructions in [FIPS support for Log Decoders and Decoders](#).



## FIPS support for Log Collectors

To enable FIPS for Log Collectors:

1. Stop the Log Collector service.
2. Open the `/etc/systemd/system/nwlogcollector.service.d/nwlogcollector-opts-managed.conf` file.
3. Change the value of the following variable to **off** as described here:  
Environment="OWB\_ALLOW\_NON\_FIPS=on"  
to  
Environment="OWB\_ALLOW\_NON\_FIPS=**off**"
4. Reload the system daemon by running the following command:  
systemctl daemon-reload
5. Restart the Log Collector service.
6. Set the FIPS mode for the Log Collector service in the UI :

**Note:** This step is not required if you are upgrading from 10.6.x to 11.x and FIPS was enabled in 10.6.x.

- a. Go to **ADMIN > Services**.
- b. Select the Log Collector service and go to **View > Config**.
- c. In SSL FIPS Mode, select the checkbox under Config Value and click **Apply**.

## FIPS support for Log Decoders and Decoders

To enable FIPS for Log Decoders and Decoders that did not have FIPS enabled in 10.6.x:

1. Go to **ADMIN > Services** and select a Log Decoder or Network Decoder service.

2. Select **View > Config**, and in **System Configuration**, enable **SSL FIPS Mode** by selecting the check box in the **Config Value** column.

The screenshot shows the RSA NetWitness Platform configuration interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The CONFIGURE tab is active, and the left sidebar shows the configuration tree with 'System Configuration' selected. The main content area displays the 'System Configuration' settings, which are organized into three sections: System Configuration, Log Decoder Configuration, and Parsers Configuration.

**System Configuration**

Name	Config Value
Compression	0
Port	50002
SSL FIPS Mode	<input checked="" type="checkbox"/>
SSL Port	56002
Stat Update Interval	1000
Threads	20

**Log Decoder Configuration**

Name	Config Value
<b>Adapter</b>	
Berkeley Packet Filter	
Capture Interface Selected	log_events.Log Events
<b>Cache</b>	
Cache Directory	/var/netwitness/logdecoder/cache
Cache Size	4 GB
<b>Capture Settings</b>	
Assembler Maximum Size	32 MB

**Parsers Configuration**

Name	Config Value
<b>ALERTS</b>	Enabled
<b>DOMAINSCAN</b>	Enabled
<b>EMAILSCAN</b>	Enabled
<b>FeedParser</b>	Enabled
<b>file_category</b>	Enabled

**Service Parsers Configuration**

Name	Config Value
accurev	<input checked="" type="checkbox"/>
actiancevantage	<input checked="" type="checkbox"/>
actidentity	<input checked="" type="checkbox"/>
aforecloudlink	<input checked="" type="checkbox"/>
airdefense	<input checked="" type="checkbox"/>
airmagnet	<input type="checkbox"/>
airrightmc	<input checked="" type="checkbox"/>

An 'Apply' button is located at the bottom right of the configuration area.

3. Restart the service.
4. Click **Apply**.

## Change Host IP Addresses


---

This topic describes how to change IP addresses for NetWitness Servers and component hosts. This covers how to change the IP address for:

- An [NW Server Host](#)
- An [ESA Host](#)
- A [Component Host](#) - Archiver, Broker, Concentrator, Endpoint Log Hybrid , ESA Secondary, Log Hybrid, Malware, Network Decoder, Network Hybrid, or UEBA host
- A [Log Decoder-Log Collector Host with Remote Collectors](#)
- A [Virtual Log Collector Host](#)

### Change an NW Server Host IP Address

To change the IP address of an NW Server host:

1. Remove hosts from Hosts view in NetWitness Platform User Interface (UI).
  - a. Log into the NetWitness Platform UI.
  - b. Go to **ADMIN > Hosts**.
  - c. Select all the hosts except for NW Server host, click the arrow next to the  (delete icon), and select **Remove Host** to remove the hosts.

**Warning:** Do NOT remove the NW Server host.

2. Get the UUIDs of NW Server host and component hosts.
  - a. SSH to the NW Server host.
  - b. Run the following command to get the UUID of the NW Server host.

```
cat /etc/salt/minion
```

This is an example of the UUID for an NW Server host.

```
id: ba847be4-afca-4df4-beca-e6df7ac3a228
```
  - c. On the NW Server host, run the following command.

```
orchestration-cli-client -k
```

A list of host profile information is displayed, including UUIDs for each host. UUIDs host s are shown in bold in the following example.

```
Key: ID=a3f9d06f-4f67-4721-9e74-1f127e24e4ad, STATUS=Provisioned
Key: ID=992dcb26-39c2-4c29-b9c9-7f5e98f3c542, STATUS=Provisioned
Key: ID=f8b8c231-3a04-482a-b4ed-5abe4a242441, STATUS=Provisioned
```

3. Remove UUIDs for all hosts except the NW Server host.

In this step you remove the UUID of each host that was removed from the UI in the previous step.

**Note:** Make sure you DO NOT remove UUID for NW Server host itself .

a. SSH to the NW Server host.

b. Run the following command for each host that was removed from the UI, replacing <UUID> with the UUID of the host:

```
orchestration-cli-client --remove-key <UUID>
```

For example:

```
orchestration-cli-client --remove-key a3f9d06f-4f67-4721-9e74-1f127e24e4ad
```

c. Run the following commands.

```
rm -f /etc/netwitness/platform/legacy_mongo/*
```

```
rm -f /etc/netwitness/platform/legacy_rabbit/*
```

4. Change the IP address of the NW Server host.

a. SSH to the NW Server host and run the following command, substituting the new IP address for <desired\_admin\_ip>.

```
security-cli-client --set-config-prop --prop-hierarchy nw --prop-name  
rsa.data.control.servers[0] --prop-value <desired_admin_ip>
```

b. Run the following command to verify the IP address change.

```
security-cli-client --get-config-prop --prop-hierarchy nw --prop-name  
rsa.data.control.servers[0]
```

This command returns the new NW Admin IP address.

c. If you are changing the IP address of the primary ESA server, make sure that your NW Server host is pointing to the right application of the MongoDB by running the following command.

```
security-cli-client --set-config-prop --prop-hierarchy nw --prop-name  
rsa.data.application.servers[0] --prop-value <desired_esa_ip>
```

d. Run the following command to verify the existing ESA Primary IP address.

```
security-cli-client --get-config-prop --prop-hierarchy nw --prop-name  
rsa.data.application.servers[0]
```

5. Edit the MongoDB on the NW Server host.

- a. SSH to the NW Server host and log onto the MongoDB instance on the NW Server host by running the following command.

```
mongo admin -u deploy_admin -p
```

- b. When you are prompted, enter the `deploy_admin` password.

- c. Remove user IDs with the attributes of `sms`, `esm`, `les`, `asg`, and `sa`.

- i. Run the following commands in the order given.

```
use admin
db.system.users.remove({_id: "sms.sms"})
db.system.users.remove({_id: "esm.esm"})
db.system.users.remove({_id: "les.les"})
db.system.users.remove({_id: "asg.asg"})
db.system.users.remove({_id: "sa.sa.<sa-server-server_id>})
You can use the following command string to get the <sa-server-server_id>.
cat /etc/netwitness/platform/nodeinfo/sa-server/service-id
```

- ii. Verify that these user IDs have been removed by running the following command.

```
db.system.users.find()
```

- d. Update the host IP address by running the following commands in the order given, replacing `<old_ip>` with the original IP address of the host, and `<new_ip>` with the new IP address.

**Note:** Only change the NW Server host IP address entry as needed.

- i. `use orchestration-server`

- ii. `db.host.update({ "hostname" : "<old_ip>" },{$set: {"hostname" : "<new_ip>"}})`

- e. Verify that the IP address has been updated and exit by running the following commands.

- i. `db.host.find()`

- ii. `exit`

- f. Update the host IP address for the MongoDB hosts for `sms`, `esm`, `les`, and `asg` by running the following commands, replacing `<old_ip>` with the original IP address of the host, and `<new_ip>` with the new IP address.

- i. `sed -i 's/<old_admin_ip>/<new_admin_ip>/g' /opt/rsa/sms/conf/smsMongoDbConfig.json`

- ii. `sed -i 's/<old_admin_ip>/<new_admin_ip>/g' /opt/rsa/sms/conf/esmMongoDbConfig.json`

- iii. `sed -i 's/<old_admin_ip>/<new_admin_ip>/g' /opt/rsa/sms/conf/lesMongoDbConfig.json`

- iv. `sed -i 's/<old_admin_ip>/<new_admin_ip>/g' /opt/rsa/sms/conf/asgMongoDbConfig.json`

- v. Run the following commands and respond to the following prompts on the NW Server to update the `deploy_admin` password.

```
cd /opt/rsa/saTools/bin
```

```
./set-deploy-admin-password
```

```
Please enter the old deploy_admin account password:
```

```
<old-deploy-admin-password>
```

```
Please enter the new deploy_admin account password:
```

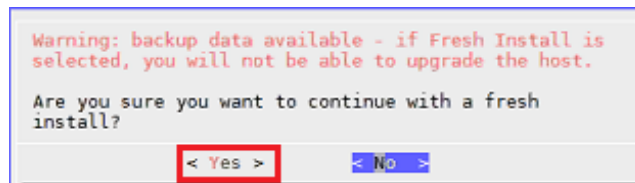
```
<new-deploy-admin-password>
```

- vi. Enter the old and new password to update it.

6. Run the `nwsetup-tui` (Setup program) on the NW Server host.

- a. For this step, you use the same tool to update the IP address as you did for the original installation of NetWitness Platform (`nwsetup-tui`). You must run `nwsetup-tui` from a console session (for example, Dell iDRAC). Most of the prompts are the same. The ones that are unique to changing the IP address are described here.

- i. In the NetWitness Platform Install or Upgrade pane, select option **1 Install (Fresh Install)**.
- ii. If you see the following warning, click Yes to continue.



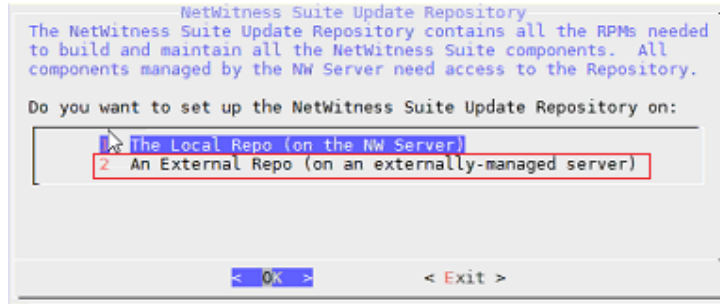
**Note:** You must use the same Master and Deploy Admin credentials that you used when you originally installed this host.

You are prompted for the following information.

```
IP Address
Subnet Mask
Default Gateway
Primary DNS Server
Secondary DNS Server
Local Domain Name
```

iii. (Conditional) If you imaged the host with a buildstick and selected NW Server host, you may need to:

- Select option **2 An External Repo (on an externally-managed server)** in response to the following prompt:



- Select the appropriate directory, for example:  
`https://nw-node-zero/nwrpmrepo`
- b. After you complete the `nwsetup-tui` steps, run the following command.
- ```
rm /etc/netwitness/security-client/security-client-amqp.yml
```
- c. Reboot the host.
7. Add the component hosts back to NW Server host.
- After you complete the `nwsetup-tui` steps, you must add the component hosts, that were removed in step "1. Remove hosts from Hosts view in NetWitness Platform User Interface (UI)," back to the NW Server host.

## Change an ESA Host IP Address

This section tells you how to change an ESA host IP address under the following two scenarios.

- [Change NW Server Host IP Address and Keep Same ESA Host IP Address](#)
- [Change IP Address for ESA Host Only](#)

## Change NW Server Host Address and Keep the Same ESA Host IP Address

To change the NW Server host IP address and keep the same ESA IP address:

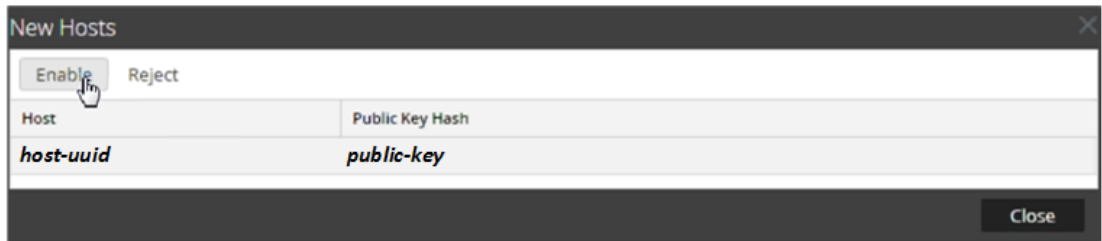
1. Update NW Server host IP address references on ESA hosts.
  - a. SSH to the ESA host.
  - b. Change the IP address of the NW Server host to the new IP address by using the following commands in the order given:

```
vi /etc/hosts
vi /etc/salt/minion
```

2. Run the `nwsetup-tui` on the ESA host.
  - a. Run `nwsetup-tui` and follow the instructions in the prompts.
  - b. After you complete the `nwsetup-tui` steps, run the following command:  
`rm /etc/netwitness/security-client/security-client-amqp.yml`

3. Set up the ESA host as the Primary ESA host on the NW Server host.

- a. Log into the NetWitness Platform UI.
- b. Go to **ADMIN > Hosts**.
- c. Click **Discover**.  
The ESA host is displayed in the **New Hosts** dialog.
- d. Select the host and click **Enable**. For example:

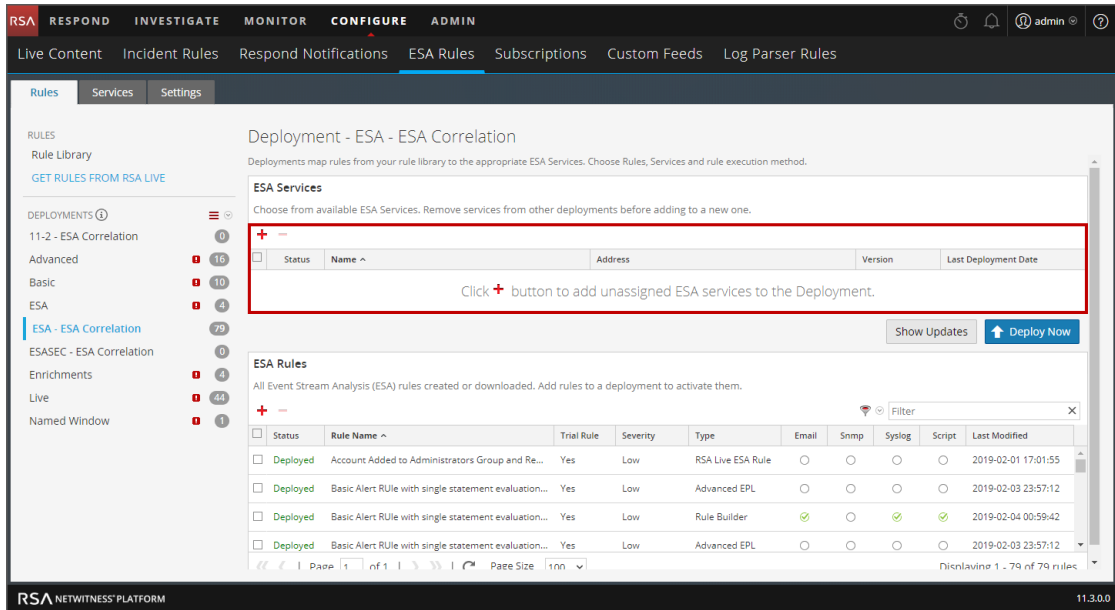


The host is displayed in the Hosts view.

- e. Select the ESA host and click **Install**.  
The Install Services dialog is displayed.
  - f. In **Category**, click the arrow and select ESA Primary.
4. Add ESA services to deployments that you have defined, because the services are not associated with the deployments.
    - a. Log into the NetWitness Platform UI.
    - b. Go to **CONFIGURE > ESA Rules**.



- c. Select a deployment, and under ESA Services, click **+** (add icon) to add the services to the deployment, as shown in the following image.



## Change an ESA Primary Host IP Address Only

To change the IP address of the ESA host only:

- Remove an ESA Primary host from the NW Server host.
  - Log into the NetWitness Platform UI.
  - Go to **ADMIN > Hosts**.
  - Select the ESA host, click the arrow next to the **-** (delete icon), and select **Remove Host** to remove the host.
- Remove the UUID of the ESA Primary Host:
  - SSH to the ESA Primary host and get the UUID for the ESA host using the following command:  

```
cat /etc/salt/minion
```
  - SSH to the NW Server host and run the following command for the ESA Primary host that was removed from the UI, replacing **<UUID>** with the UUID of the ESA Primary host:  

```
orchestration-cli-client --remove-key <UUID>
```

For example:

```
orchestration-cli-client --remove-key a3f9d06f-4f67-4721-9e74-1f127e24e4ad
```

3. Set up the NW Server host to point to the correct MongoDB host.

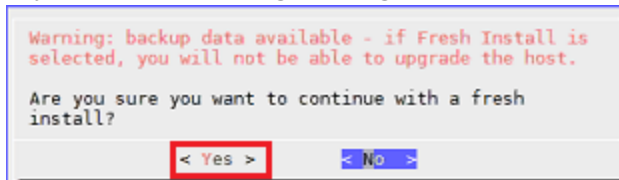
- a. If you are changing the IP address of the primary ESA server, make sure your that your NW Server host is pointing to the right application of the MongoDB by running the following command on the NW Server host:  

```
security-cli-client --set-config-prop --prop-hierarchy nw --prop-name  
rsa.data.application.servers[0] --prop-value <desired_esa_ip>
```
- a. Run the following command to verify the existing ESA Primary IP address:  

```
security-cli-client --get-config-prop --prop-hierarchy nw --prop-name  
rsa.data.application.servers[0]
```

4. Run `nwsetup-tui` on the ESA Primary host.

- a. For this step, you use the same tool to update the IP address as you did for the original installation of NetWitness Platform (`nwsetup-tui`). You must run `nwsetup-tui` from a console session (for example, Dell iDRAC). Most of the prompts are the same. The ones that are unique to changing the IP address are described here.
  - i. In the NetWitness Platform Install or Upgrade pane, select option **1 Install (Fresh Install)**.
  - ii. If you see the following warning, click Yes to continue.



**Note:** You must use the same Master and Deploy Admin credentials that you used when you originally installed this host.

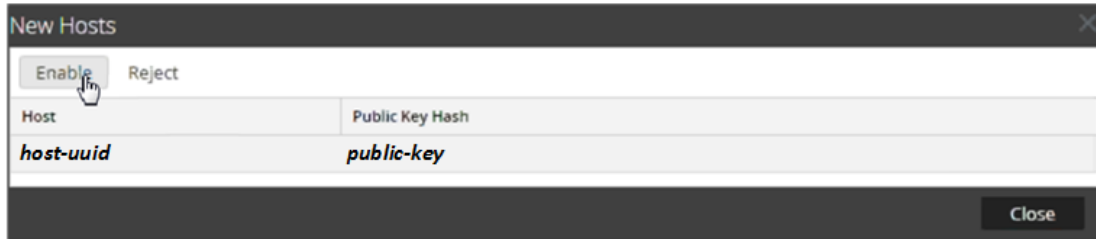
You are prompted for the following information.

IP Address  
Subnet Mask  
Default Gateway  
Primary DNS Server  
Secondary DNS Server  
Local Domain Name

- iii. After you complete the `nwsetup-tui` steps, run the following command.  

```
rm /etc/netwitness/security-client/security-client-amqp.yml
```

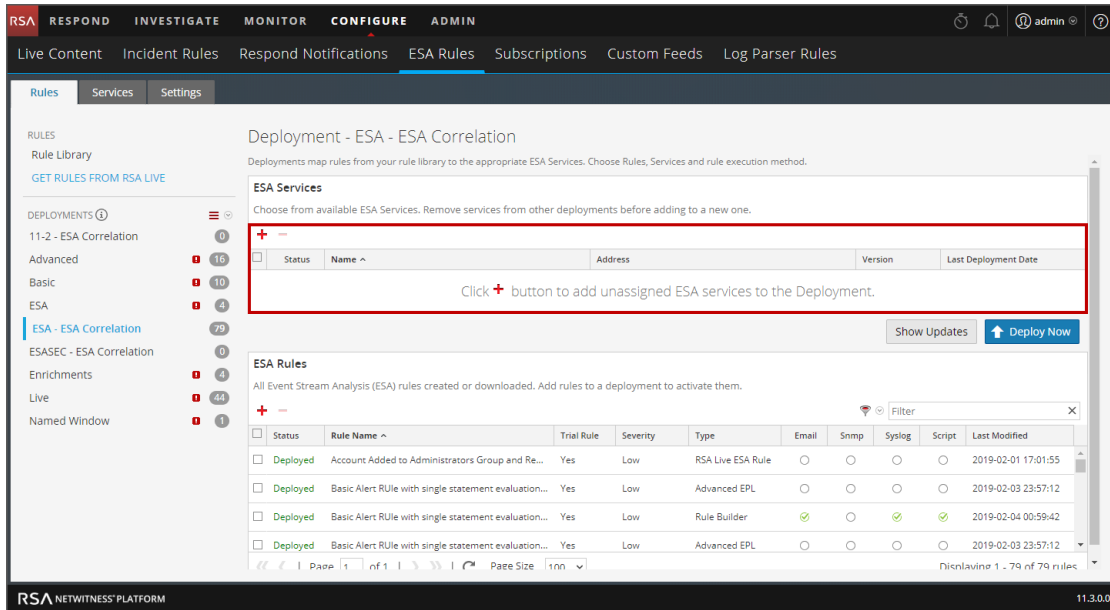
5. Add the ESA Primary host back to the NW Server host to set it up as the Primary ESA host.
  - a. Log into the NetWitness Platform UI.
  - b. Go to **ADMIN > Hosts**.
  - c. Click **Discover**.  
The ESA Primary host is displayed in the **New Hosts** dialog.
  - d. Select the host and click **Enable**. For example:



The ESA host is displayed in the Hosts list.

- e. Click **Install**.  
The Install Services dialog is displayed.
  - f. In **Category**, click the arrow and select **ESA Primary**.
  - g. Reboot the ESA host.
  - h. Reboot the NW Server host.
6. Add ESA services to deployments that you have defined because the services are not associated with the deployments.
  - a. Log into the NetWitness Platform UI.
  - b. Go to **CONFIGURE > ESA Rules**.

- c. Select a deployment, and under ESA Services, click **+** (add icon) to add the services to the deployment, as shown in the following image.



## Change a Component IP Address

This section tells you how to change the IP address of a component host (that is Archiver, Broker, Concentrator, Endpoint Log Hybrid, ESA Secondary, Log Hybrid, Malware, Network Decoder Network Hybrid, and UEBA host) under the following two scenarios.

- [Change NW Server Host IP Address and Keep Same Component Host IP Addresses](#)
- [Change the Component host IP Address Only](#)

## Change NW Server Host IP Address and Keep Same Component Host IP Addresses

To change the NW Server host IP address and retain the component hosts IP addresses:

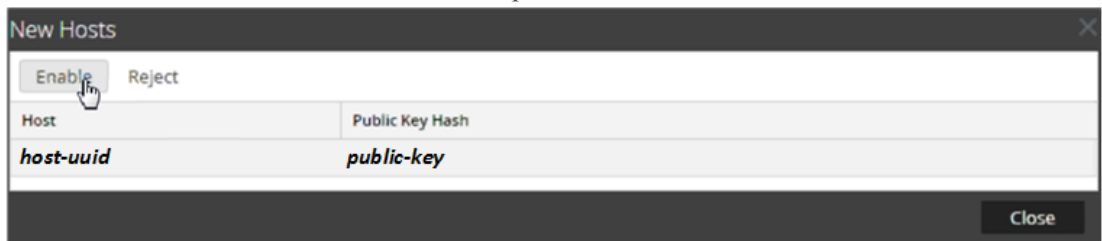
1. Update NW Server host IP address references on component hosts.
  - a. SSH to the component host
  - b. Change the IP address of the NW Server host to the new IP address by using the following commands in the order given:
 

```
vi /etc/hosts
vi /etc/salt/minion
```

2. Run `nwsetup-tui` on the component host.
  - a. Run `nwsetup-tui` and follow the instructions in the prompts.
  - b. After you complete the `nwsetup-tui` steps, run the following command:  

```
rm /etc/netwitness/security-client/security-client-amqp.yml
```
3. Set up a component host on the NW Server host.

- a. Log into the NetWitness Platform UI.
- b. Go to **ADMIN > Hosts**.
- c. Click **Discover**.  
The component host is displayed in the **New Hosts** dialog.
- d. Select the host and click **Enable**. For example:




The component host is displayed in the Hosts list.

- e. Click **Install**.  
The Install Services dialog is displayed.
- f. In **Category**, click the arrow and select the appropriate host type
- g. Reboot the NW Server host
- h. Reboot the component host.

## Change a Component IP Address Only

To change a component host IP address:

1. Remove the component host from the NW Server host using the UI:
  - a. Log into the NetWitness Platform UI.
  - b. Go to **ADMIN > Hosts**.
  - c. Select the component host click the arrow next to the  (delete icon), and select **Remove Host** to remove the host.
2. Remove the UUID of the component Host:
  - a. SSH to the component host and get the UUID for the host by running the following command:  

```
cat etc/salt/minion
```
  - b. SSH to the NW Server host and run the following command for the component host that was removed from the UI, replacing `<UUID>` with the UUID of the host:  

```
orchestration-cli-client --remove-key <UUID>
```

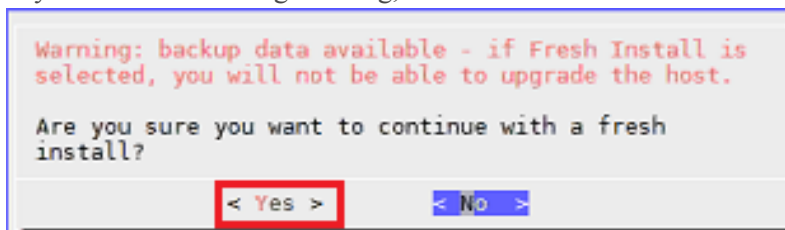
For example:

```
orchestration-cli-client --remove-key a3f9d06f-4f67-4721-9e74-1f127e24e4ad
```

3. Run `nwsetup-tui`.

For this step, you use the same tool to update the IP address as you did for the original installation of NetWitness Platform (`nwsetup-tui`). You must run `nwsetup-tui` from a console session (for example, Dell iDRAC). Most of the prompts are the same. The ones that are unique to changing the IP address are described here.

- a. In the NetWitness Platform Install or Upgrade pane, select option **1 Install (Fresh Install)**.
- b. If you see the following warning, click Yes to continue.



**Note:** You must use the same Master and Deploy Admin credentials that you used when you originally installed this host.

You are prompted for the following information.

```
IP Address
Subnet Mask
Default Gateway
Primary DNS Server
Secondary DNS Server
Local Domain Name
```

- c. After you complete the `nwsetup-tui` steps, run the following command.  

```
rm /etc/netwitness/security-client/security-client-amqp.yml
```

4. Set up the component host on the NW Server host.

- a. Log into the NetWitness Platform UI.
- b. Go to **ADMIN > Hosts**.
- c. Click **Discover**.  
The component host is displayed in the **New Hosts** dialog.

- d. Select the host and click **Enable**. For example:



The component host is displayed in the Hosts list.

**Note:** If the component host is the ESA secondary host, after this host is displayed in the Hosts list, you see only one service on this host. You need to select **ESA Secondary** as the **Category** in the following steps to install both the **Correlation** and **Entity Behavior Analytics** services on this host.

- e. Click **Install**.

The Install Services dialog is displayed.


- f. In **Category**, click the arrow and select the appropriate service category.

5. Reboot the component host.
6. Reboot the NW Server host.

## Change Log Decoder-Log Collector with Remote Collectors IP Address

If you have Log Decoders set up with Remote Collectors, you must delete the Remote Collectors before you change the Log Decoder/Log Collector host IP address, and add the Remote Collectors back after the IP address has been changed.

To change a Log Decoder/Log Collector host IP address that has Remote Collectors:

1. Remove Remote Collectors.
  - a. Log into the NetWitness Platform UI.
  - b. Go to **ADMIN > Services**.
  - c. Select the Log Decoder service with Remote Collectors and click **View > Config**.
  - d. Select the Remote Collectors and click the arrow next to the  (delete icon) to remove them.
2. Change the Log Decoder host IP address.  
Follow the steps described in under [Change IP Address of a Component Host](#) to change the Log Decoder host.

3. Add Remote Collectors.
  - a. Log into the NetWitness Platform UI.
  - b. Go to **ADMIN > Services**.
  - c. Select the Log Decoder service and click **View > Config**.
  - d. Click **+** (add icon) to add the Remote Collectors.

## Change VLC IP Address

You must remove all entries from Destination Groups before you change the Virtual Log Collector (VLC) IP address, and then add the Destination Group entries back after the IP address has been changed.

1. Remove Destination Group Entries
  - a. Log into the NetWitness Platform UI.
  - b. Go to **ADMIN > Services**.
  - c. Select the VLC service and click **View > Config**.
  - d. On the **Local Collectors** tab, select **Destinations** from the **Select Configuration** menu.
  - e. Select the destinations and click the **-** (delete icon) to remove them.
2. Change VLC host IP address.

Follow the steps described in under [Change IP Address of a Component Host](#) to change the VLC host IP address.
3. Add Destination Group entries.
  - a. Log into the NetWitness Platform UI.
  - b. Go to **ADMIN > Services**.
  - c. Select the VLC service and click **View > Config**.
  - d. On the **Local Collectors** tab, select **Destinations** from the **Select Configuration** menu.
  - e. Click **+** (add icon) to add the Destination Group entries.



## DISA STIG

---

RSA NetWitness Platform version 11.3 supports all Audit Rules in the DISA STIG (Defense Information Systems Agency Security Technical Implementation Guide) Control Group. RSA will expand its support of STIG rules in future NetWitness Platform versions.

**Note:** RSA NetWitness Platform passwords are STIG compliant.

### How STIG Limits Account Access

The STIG hardening RPM helps to lock down information, systems, and software, which might otherwise be vulnerable to a malicious computer attack by limiting account access to a system. For example, the STIG script:

- Ensures that the account password has a length, complexity, expiration period, and lockout period that are in accordance with DISA best practices.
- Applies auditing and logging of user actions on the host.

### NetWitness Passwords

RSA NetWitness Platform requires passwords that are STIG compliant.

### Generate the OpenSCAP Report

Security Content Automation Protocol (SCAP) is a line of standards or rules managed by the National Institute of Standards and Technology (NIST). It was created to provide a standardized approach to maintaining the security of enterprise systems, such as automatically verifying the presence of patches, checking system security configuration settings, and examining systems for signs of compromise.

The OpenSCAP report evaluates your environment against the SCAP rules. The results are sent to the `HOSTNAME-ssg-results`. (XML|HTML) depending on the output format you select.

### Disable Rules in OpenSCAP Report that Hang the Report

There may be STIG rules that you do not want to include in the OpenSCAP report because they make the report hang. Use the following command to disable items on the SCAP report:

```
sed -i 's/select idref="rule-id" selected="true"/select idref="rule-id" selected="false"/g' /usr/share/xml/scap/ssg/content/ssg-rhel6-xccdf.xml
```

where `rule-id` is the Rule ID that you can replace with the Rule ID that may hang during a test.

For example, the report has a rule ID called `partition_for_audit` (shown as Rule ID: `partition_for_audit`). If you disable a rule, OpenSCAP does not check against that rule. This means that you need to check for compliance to the `partition_for_audit` rule manually.

## Install OpenSCAP

For fresh installs, the OpenSCAP report is on the Image.

### Sample Report

The following report is a sample section from an OpenSCAP report.

Introduction

Test Result

| Result ID                                                 | Profile                    | Start time       | End time         | Benchmark | Benchmark version |
|-----------------------------------------------------------|----------------------------|------------------|------------------|-----------|-------------------|
| xccdf_org.open-scap_testresult_stig-rhel6-server-upstream | stig-rhel6-server-upstream | 2015-06-26 04:58 | 2015-06-26 04:59 | embedded  | 0.9               |

Target info

Targets

- NWAPPLIANCE20809

Addresses

- 
- 
- 
-

Score

| system                    | score | max    | %      | bar |
|---------------------------|-------|--------|--------|-----|
| urn:xccdf:scoring:default | 79.95 | 100.00 | 79.95% |     |

Results overview

Rule Results Summary

| pass | fixed | fail | error | not selected | not checked | not applicable | informational | unknown | total |
|------|-------|------|-------|--------------|-------------|----------------|---------------|---------|-------|
| 153  | 0     | 49   | 0     | 173          | 19          | 0              | 0             | 2       | 396   |

| Title                                                    | Result     |
|----------------------------------------------------------|------------|
| Ensure /tmp Located On Separate Partition                | pass       |
| Ensure /var Located On Separate Partition                | pass       |
| Ensure /var/log Located On Separate Partition            | pass       |
| Ensure /var/log/audit Located On Separate Partition      | fail       |
| Ensure /home Located On Separate Partition               | pass       |
| Encrypt Partitions                                       | notchecked |
| Ensure Red Hat GPG Key Installed                         | fail       |
| Ensure gpgcheck Enabled In Main Yum Configuration        | pass       |
| Ensure gpgcheck Enabled For All Yum Package Repositories | fail       |

### Report Fields

| Section                    | Field             | Description                                                                                         |
|----------------------------|-------------------|-----------------------------------------------------------------------------------------------------|
| Introduction - Test Result | Result ID         | The Extensible Configuration Checklist Description Format (XCCDF) identifier of the report results. |
|                            | Profile           | XCCDF profile under which the report results are categorized.                                       |
|                            | Start time        | When the report started.                                                                            |
|                            | End time          | When the report ended.                                                                              |
|                            | Benchmark         | XCCDF benchmark                                                                                     |
|                            | Benchmark version | Version number of the benchmark.                                                                    |

| Section                                 | Field          | Description                                                                                                                                                                                                                                                                          |
|-----------------------------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Introduction - Score                    | system         | XCCDF scoring method.                                                                                                                                                                                                                                                                |
|                                         | score          | Score attained after running the report.                                                                                                                                                                                                                                             |
|                                         | max            | Highest score attainable.                                                                                                                                                                                                                                                            |
|                                         | %              | Score attained after running the report as a percentage.                                                                                                                                                                                                                             |
|                                         | bar            | Not Applicable.                                                                                                                                                                                                                                                                      |
| Results overview - Rule Results Summary | pass           | Passed rule check.                                                                                                                                                                                                                                                                   |
|                                         | fixed          | Rule check that failed previously is now fixed.                                                                                                                                                                                                                                      |
|                                         | fail           | Failed rule check.                                                                                                                                                                                                                                                                   |
|                                         | error          | Could not perform rule check.                                                                                                                                                                                                                                                        |
|                                         | not selected   | This check was not applicable to your NetWitness Platform deployment.                                                                                                                                                                                                                |
|                                         | not checked    | Rule could not be checked. There are several reasons why a rule cannot be checked. For example, the rule check requires a check engine not supported by the OpenSCAP report.                                                                                                         |
|                                         | not applicable | Rule check does not apply to your NetWitness Platform deployment.                                                                                                                                                                                                                    |
|                                         | informational  | Rule checks for informational purposes only (no action required for <b>fail</b> ).                                                                                                                                                                                                   |
|                                         | unknown        | Report was able to check the rule. Run steps manually as described in the report to check the rule.                                                                                                                                                                                  |
|                                         | total          | Total number of rules checked.                                                                                                                                                                                                                                                       |
| Exceptions                              | Title          | Name of rule being checked.                                                                                                                                                                                                                                                          |
|                                         | Result         | Valid values are <b>pass</b> , <b>fixed</b> , <b>fail</b> , <b>error</b> , <b>not selected</b> , <b>not checked</b> , <b>not applicable</b> , <b>informational</b> , or unknown.<br><br><b>Note:</b> Results values are defined the <b>Results overview - Rule Results Summary</b> . |

### Create the OpenSCAP Report

The following tasks show you how to create the OpenSCAP Report in HTML, XML, or both HTML and XML.

#### Create Report in HTML Only

To create an OpenSCAP report in html only:

1. SSH to the host.
2. Submit the following command:  
`mkdir -p /opt/rsa/openscap`
3. Submit the following command for report upgrades only:  
`sed -i -r -e "s/<platform.*//g" /usr/share/xml/scap/ssg/content/ssg-rhel6-xccdf.xml`
4. Submit the following command:  
`oscap xccdf eval --profile "stig-rhel6-server-upstream" --report /tmp/`hostname`-ssg-results.html --cpe /usr/share/xml/scap/ssg/content/ssg-rhel6-cpe-dictionary.xml /usr/share/xml/scap/ssg/content/ssg-rhel6-xccdf.xml`
5. Open the report in your browser:  
`/tmp/hostname-ssg-results.html`

### Create Report in XML Only

To create an OpenSCAP report in xml only:

1. SSH to the host.
2. Submit the following command:  
`mkdir -p /opt/rsa/openscap`
3. Submit the following command for report upgrades only:  
`sed -i -r -e "s/<platform.*//g" /usr/share/xml/scap/ssg/content/ssg-rhel6-xccdf.xml`
4. Submit the following command:  
`oscap xccdf eval --profile "stig-rhel6-server-upstream" --results /tmp/`hostname`-ssg-results.xml --cpe /usr/share/xml/scap/ssg/content/ssg-rhel6-cpe-dictionary.xml /usr/share/xml/scap/ssg/content/ssg-rhel6-xccdf.xml`

### Create Report in Both XML and HTML

To create an OpenSCAP report in both xml and html:

1. SSH to the host.
2. Submit the following command:  
`mkdir -p /opt/rsa/openscap`
3. Submit the following command for report upgrades only:  
`sed -i -r -e "s/<platform.*//g" /usr/share/xml/scap/ssg/content/ssg-rhel6-xccdf.xml`
4. Submit the following command:  
`oscap xccdf eval --profile "stig-rhel6-server-upstream" --results /opt/rsa/openscap/`hostname`-ssg-results.xml --report`

```
/opt/rsa/openscap/`hostname`-ssg-results.html --cpe  
/usr/share/xml/scap/ssg/content/ssg-rhel6-cpe-dictionary.xml  
/usr/share/xml/scap/ssg/content/ssg-rhel6-xccdf.xml
```

## Troubleshoot NetWitness Platform

---

For information about troubleshooting NetWitness Platform, see the following topics:

- [Debugging Information](#)
- [Error Notification](#)
- [Miscellaneous Tips](#)
- NwLogPlayer: see the *Log Parser Customization Guide* for details
- [Troubleshoot Feeds](#)

### Debugging Information

#### NetWitness Platform Log Files

The following files contain NetWitness Platform log information.

| Component           | File                                                                                                    |
|---------------------|---------------------------------------------------------------------------------------------------------|
| rabbitmq            | <code>/var/log/rabbitmq/nw@localhost.log</code><br><code>/var/log/rabbitmq/nw@localhost-sasl.log</code> |
| collectd            | <code>/var/log/messages</code>                                                                          |
| nwlogcollector      | <code>/var/log/messages</code>                                                                          |
| nwlogdecoder        | <code>/var/log/messages</code>                                                                          |
| sms                 | <code>/opt/rsa/sms/wrapper.log</code>                                                                   |
| sms                 | <code>/opt/rsa/sms/logs/sms.log</code>                                                                  |
| sms                 | <code>/opt/rsa/sms/logs/audit/audit.log</code>                                                          |
| NetWitness Platform | <code>/var/lib/netwitness/uax/logs/nw.log</code>                                                        |
| NetWitness Platform | <code>/var/lib/netwitness/uax/logs/audit/audit.log</code>                                               |
| NetWitness Platform | <code>/opt/rsa/jetty9/logs</code>                                                                       |

#### Files of Interest

The following files are used in key NetWitness Platform components, and can be useful when trying to track down miscellaneous issues.

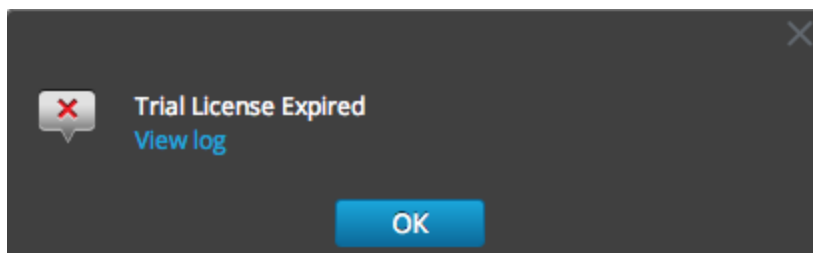
| Component | File                              | Description                                                                                                                                                                                                                                                                                                   |
|-----------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| rabbit    | /etc/rabbitmq/rabbitmq.config     | RabbitMQ configuration file. This configuration file partially drives the behavior of RabbitMQ, particularly around network/SSL settings.                                                                                                                                                                     |
| rabbit    | /etc/rabbitmq/rabbitmq-env.conf   | RabbitMQ environment configuration file. This file specifies the RabbitMQ node name and location of the enabled plugins file.                                                                                                                                                                                 |
| rabbit    | /etc/rabbitmq/rsa_enabled_plugins | This file specifies the list of enabled plugins in RabbitMQ. This file is managed by the RabbitMQ server, with the <code>rabbitmq-plugins</code> command. This file overrides the <code>/etc/rabbitmq/enabled_plugins</code> path to work around issues with upgrading the Log Collector from early versions. |
| rabbit    | /etc/rabbitmq/ssl/truststore.pem  | The RabbitMQ trust store. This file contains a sequence of PEM-encoded X.509 certificates, represented trust CAs. Any clients that connect to RabbitMQ and present a certificate that is signed by a CA in this list is considered a trusted client.                                                          |

| Component | File                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| rabbit    | <code>/var/log/rabbitmq/mnesia/<br/>nw@localhost</code> | <p>The RabbitMQ Mnesia directory. Mnesia is the Erlang/OTP database technology, for storing Erlang objects persistently. RabbitMQ uses this technology for storing information such as the current set of policies, persistent exchanges and queues, and so forth.</p> <p>Importantly, the <code>msg_store_persistent</code> and <code>msg_store_transient</code> directories are where RabbitMQ stores messages that have been spooled to disk, for example, if messages are published as persistent messages, or have paged off to disk due to memory limitations. Keep a close eye on this directory if disk or memory alarms have tripped in RabbitMQ.</p> <div><b>Caution:</b> Do not delete these files manually. Use RabbitMQ tools to purge or delete queues. Modifying these files manually may render your RabbitMQ instance inoperable.</div> |

## Error Notification

NetWitness Platform has a set of error message types associated with different components and operations. NetWitness Platform displays feedback in the form of a simple error notification and a log entry.

When an error notification dialog is displayed, you have two options: simply acknowledge the message or view the system log for more information.





If you want to view the system log for more information when an error notification is displayed, click **View log**. The log opens in the **ADMIN > System** view with a list of messages. Timestamp and message level are also listed.

| Timestamp               | Level | Message                                                                                         |
|-------------------------|-------|-------------------------------------------------------------------------------------------------|
| 2019-02-08T19:53:04.097 | INFO  | LicensingMiscConfiguration changed by admin                                                     |
| 2019-02-08T19:53:04.188 | ERROR | Failed to get license expiring info for SA - Broker java.lang.NullPointerException              |
| 2019-02-08T19:53:04.193 | ERROR | Failed to get license expiring info for ELHYB - Concentrator java.lang.NullPointerException     |
| 2019-02-08T19:53:04.218 | ERROR | Failed to get license expiring info for BROK - Broker java.lang.NullPointerException            |
| 2019-02-08T19:53:04.291 | ERROR | Failed to get license expiring info for ESAP - ESA Correlation java.lang.NullPointerException   |
| 2019-02-08T19:53:04.301 | ERROR | Failed to get license expiring info for PHYB - Concentrator java.lang.NullPointerException      |
| 2019-02-08T19:53:04.339 | ERROR | Failed to get license expiring info for ESASEC - ESA Correlation java.lang.NullPointerException |
| 2019-02-08T19:53:04.349 | ERROR | Failed to get license expiring info for ARCH - Archiver java.lang.NullPointerException          |
| 2019-02-08T19:53:04.354 | ERROR | Failed to get license expiring info for MA - Broker java.lang.NullPointerException              |
| 2019-02-08T19:53:04.364 | ERROR | Failed to get license expiring info for CONC - Concentrator java.lang.NullPointerException      |
| 2019-02-08T19:53:44.428 | INFO  | Recurring Feed Job execution started                                                            |
| 2019-02-08T19:53:44.434 | WARN  | X509 certificate verification is disabled.                                                      |
| 2019-02-08T19:53:47.869 | INFO  | The old CsvFile exists for Recurring Feed Job                                                   |
| 2019-02-08T19:53:47.873 | ERROR | java.lang.Exception: Device has been removed                                                    |
| 2019-02-08T19:53:47.877 | ERROR | java.lang.Exception: Device has been removed                                                    |
| 2019-02-08T19:53:47.881 | ERROR | java.lang.Exception: Device has been removed                                                    |
| 2019-02-08T19:53:47.884 | ERROR | java.lang.Exception: Device has been removed                                                    |

## Miscellaneous Tips

### Audit Log Messages

It can be useful to see which user actions result in which log message types in the `/var/log/messages` file.

The event categories spreadsheet included in the log parser package in the NetWitness Platform Parser v2.0.zip archive lists the event categories and the event parser lines to help with building reports, alerts, and queries.

### NwConsole for Health & Wellness

RSA has added the command option `logParse` in NwConsole. This command option supports log parsing, a convenient way to check a log parser without setting up the full system to perform log parsing. For more information about the `logParse` command, at the command line, type `help logParse`.

### Thick Client Error: remote content device entry not found

The *remote content device entry was not found* error can be generated for a correlation rule applied to a Concentrator. In NetWitness Platform Investigate, if you click the `correlation-rule-name` meta value in the Alert meta key, you do not get session information.

Instead of using correlation rules on Decoders and Concentrators, use ESA rules. The ESA rules **do** record the correlation sessions that match the ESA rule.

## View Example Parsers

Since Flex and Lua parsers are encrypted when they are delivered by Live, you cannot easily view their contents.

However, some plain text examples are available here: <https://community.emc.com/docs/DOC-41108>.

## Configure WinRM Event Sources

The following Inside Dell article has a video that walks through the process of setting up Windows RM (Remote Management) collection: <https://inside.dell.com/docs/DOC-122732>.

Additionally, it contains two scripts that are shortcuts for procedures described in the "Windows Event Source Configuration Guide."

## Troubleshoot Feeds

### Overview

The purpose of the feed generator is to generate a mapping of an event source to the list of groups to which it belongs.

If you have an event source from which you are collecting messages, and it is not displayed in the correct event source groups, this topic provides background and information to help you track down the problem.

### Details

The ESM Feed maps multiple keys to single value. It maps the DeviceAddress, Forwarder, and DeviceType attributes to groupName.

The purpose of the ESM feed is to enrich event source meta with the groupName collected on the Log Decoder.

### How it Works

The feed generator is scheduled to update every minute. However, it is triggered only if there are any changes (create, update, or delete) in event sources or groups.

It generates a single feed file with event-source-to-group mapping, and pushes the same feed to all of the Log Decoders that are connected to NetWitness Platform.

Once the feed file is uploaded on the Log Decoders, for any new events, it enriches events meta data with groupName, and appends this groupName to logstats.

Once the groupName is in logstats, the ESM Aggregator groups information and sends it to ESM. At this point, you should see the **Group Name** column under the **Event Source Monitoring** tab.

The entire process can take some time. Therefore, you may need to wait for several seconds after you add a new group or event source, before the Group name is displayed.

**Note:** If the event source type attribute changes when the feed is updated, NetWitness Platform adds a new logstats entry rather than updating the existing one. Thus, there will be two different logstats entries in `logdecoder`. Previously existing messages would have been listed under the previous type, and all new messages are logged for the new event source type.

## Feed File

The format of the feed file is as follows:

`DeviceAddress, Forwarder, DeviceType, GroupName`

The `DeviceAddress` is either `ipv4`, `ipv6`, or `hostname`, depending on which of these have been defined for the event source.

The following is a sample of the feed file:

```
"12.12.12.12", "d6", "NETFLOW", "grp1"
"12.12.12.12", "ld4", "netflow", "grp1"
"12.12.12.12", "d6", "netfow", "grp1"
"0:E:507:E6:D4DB:E:59C:A", "10.25.50.243", "apache", "Apachegrp"
"1.2.3.4", "LCC", "apache", "Apachegrp"
"10.100.33.234", "LC1", "apache", "Apachegrp"
"10.25.50.248", "10.25.50.242", "apache", "Apachegrp"
"10.25.50.251", "10.25.50.241", "apache", "Apachegrp"
"10.25.50.252", "10.25.50.255", "apache", "Apachegrp"
"10.25.50.253", "10.25.50.251", "apache", "Apachegrp"
"10.25.50.254", "10.25.50.230", "apache", "Apachegrp"
"10.25.50.255", "10.25.50.254", "apache", "Apachegrp"
"13.13.13.13", "LC1", "apache", "Apachegrp"
"AB:F255:9:8:6C88:EEC:44CE:7", "apache", "Apachegrp"
"Appliance1234", "apache", "Apachegrp"
"CB:F255:9:8:6C88:EEC:44CE:7", "10.25.50.253", "apache", "Apachegrp"
```

## Troubleshooting

You can check the following items to narrow down where the problem is occurring.

### Feed File Existence

Verify that the feeds ZIP archive exists in the following location:

`/opt/rsa/sms/esmfeed.zip`

Do not modify this file.

### Group Meta Populated on LD

Verify that the group meta is populated on the Log Decoder. Navigate to the Log Decoder REST and check logstats:

```
http://LogDecoderIP:50102/decoder?msg=logStats&force-content-type=text/plain
```


This is a sample logstats file with group information:

```
device=apache forwarder=NWAPPLIANCE10304 source=1.2.3.4 count=338
lastSeenTime=2015-Feb-04 22:30:19 lastUpdatedTime=2015-Feb-04 22:30:19
groups=IP1234Group,apacheGroup
device=apachetomcat forwarder=NWAPPLIANCE10304 source=5.6.7.8 count=1301
lastSeenTime=2015-Feb-04 22:30:19 lastUpdatedTime=2015-Feb-04 22:30:19
groups=AllOtherGroup,ApacheTomcatGroup
```

In the above text, the group information is **bold**.

### Device Group Meta on Concentrator

Verify that the **Device Group** meta data exists on the Concentrator, and that events have values for the `device.group` field.

**Device Group** (8 values) 

[testgroup \(28,878\)](#) - [localgroup \(3,347\)](#) - [squid \(3,346\)](#) - [allothergroup \(780\)](#) - [apachetomcatgroup \(561\)](#) - [ip1234group \(457\)](#) - [cacheflowelff \(219\)](#) - [apachegroup \(91\)](#)

|                     |   |                                               |
|---------------------|---|-----------------------------------------------|
| <b>sessionid</b>    | = | 22133                                         |
| <b>time</b>         | = | 2015-02-05T14:35:03.0                         |
| <b>size</b>         | = | 91                                            |
| <b>lc.cid</b>       | = | <input type="text" value="NWAPPLIANCE10304"/> |
| <b>forward.ip</b>   | = | 127.0.0.1                                     |
| <b>device.ip</b>    | = | <input type="text" value="20.20.20.20"/>      |
| <b>medium</b>       | = | 32                                            |
| <b>device.type</b>  | = | <input type="text" value="unknown"/>          |
| <b>device.group</b> | = | <input type="text" value="TestGroup"/>        |
| <b>kig_thread</b>   | = | "0"                                           |

### SMS Log File

Check the SMS log file in the following location to view informational and error messages:  
`/opt/rsa/sms/logs/sms.log`

The following are examples informational messages:

Feed generator triggered...

Created CSV feed file.

Created zip feed file.

Pushed ESM Feed to LogDecoder : <logdecoder IP>

The following are examples of error messages:

Error creating CSV File : <reason>Unable to push the ESM Feed: Unable to create feed zip archive.

Failed to add Group in CSV: GroupName: <groupName> : Error: <error>

Unable to push the ESM Feed: CSV file is empty, make sure you have at least one group with at least one eventsource.

Unable to push the ESM Feed: No LogDecoders found.

Unable to push the ESM Feed: Unable to push feed file on LogDecoder-<logdecoderIP>Unable to push the ESM Feed:

admin@<logdecoderIP>:50002/decoder/parsers received error: The zip archive "/etc/netwitness/ng/upload/<esmfeedfileName>.zip" could not be opened

Unable to push the ESM Feed: <reason>

### Verify Logstats Data is Getting Read and Published by ESMReader and ESMAggregator

These are the steps to verify that logstats are collected by `collectd` and published to Event Source Management.

#### ESMReader

1. On LogDecoders add the **debug "true"** flag in `/etc/collectd.d/NwLogDecoder_ESM.conf`:

```
#
# Copyright (c) 2014 RSA The Security Division of EMC
#
<Plugin generic_cpp> PluginModulePath "/usr/lib64/collectd"
    debug "true"
    <Module "NgEsmReader" "all"> port "56002"
        ssl          "yes"
        keypath       "/var/lib/puppet/ssl/private_keys/d4c6dcd4-6737-4838-a2f7-ba7e9a165aae.pem"
        certpath      "/var/lib/puppet/ssl/certs/d4c6dcd4-6737-4838-a2f7-ba7e9a165aae.pem"
        interval      "600"
```

```
query      "all"
<stats></stats></Module><Module "NgEsmReader" "update"> port
"56002" ssl "yes"
keypath    "/var/lib/puppet/ssl/private_keys/d4c6dcd4-6737-
4838-a2f7-ba7e9a165aae.pem"
certpath   "/var/lib/puppet/ssl/certs/d4c6dcd4-6737-4838-a2f7-
ba7e9a165aae.pem"
interval   "60"
query      "update"
<stats></stats></Module></Plugin>
```

2. Run the command:

```
collectd service restart
```

3. Run the following command:

```
tail -f /var/log/messages | grep collectd
```

Verify that ESMReader is reading logstats and there are no errors. If there are any read issues, you will see errors similar to the following:

```
Apr 29 18:47:45 NWAPPLIANCE15788 collectd[14569]: DEBUG: NgEsmReader_all:
error getting ESM data for field "groups" from logstat device=checkpointfw1
forwarder=PSRTEST source=1.11.51.212. Reason: <reason>Apr 29 18:58:36
NWAPPLIANCE15788 collectd[14569]: DEBUG: NgEsmReader_update: error getting
ESM data for field "forwarder" from logstat device=apachetomcat
source=10.31.204.240. Reason: <reason>
```

## ESMAggregator

1. On NetWitness Platform, uncomment the verbose flag in **/etc/collectd.d/ESMAggregator.conf**:

```
# ESMAggregator module collectd.conf configuration file
#
# Copyright (c) 2014 RSA The Security Division of EMC
#

<Plugin generic_cpp>      PluginModulePath "/usr/lib64/collectd"

<Module "ESMAggregator">
    verbose 1
    interval "60"
```

```
        cache_save_interval "600"
        persistence_dir "/var/lib/netwitness/collectd"
    </Module>    </Plugin>
```

2. Run the following command:

```
collectd service restart.
```

3. Run the following command:

```
run "tail -f /var/log/messages | grep ESMA"
```

Look for ESMAggregator data and make sure your logstat entry is available in logs.

Sample output:

```
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[0] logdecoder[0] = d4c6dcd4-6737-4838-a2f7-ba7e9a165aae
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[1] logdecoder_utcLastUpdate[0] = 1425174451
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[2] groups = Cacheflowelff,Mixed
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[3] logdecoders = d4c6dcd4-6737-4838-a2f7-ba7e9a165aae
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[4] utcLastUpdate = 1425174451
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator:
Dispatching ESM stat NWAPPLIANCE15788/esma_update-cacheflowelff/esm_
counter-3.3.3.3 with a value of 1752 for
NWAPPLIANCE15788/cacheflowelff/esm_counter-3.3.3.3 aggregated from 1 log
decoders
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[0] logdecoder[0] = 767354a8-5e84-4317-bc6a-52e4f4d8bfff
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[1] logdecoder_utcLastUpdate[0] = 1425174470
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[2] groups = Cacheflowelff,Mixed
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[3] logdecoders = 767354a8-5e84-4317-bc6a-52e4f4d8bfff
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator: MetaData
[4] utcLastUpdate = 1425174470
```

```
Mar  1 02:32:08 NWAPPLIANCE15936 collectd[11203]: ESMAggregator:
Dispatching RRD stat NWAPPLIANCE15788/esma_rrd-cacheflowelff/esm_counter-
3.3.3.3 with a value of 1752 for NWAPPLIANCE15788/cacheflowelff/esm_
counter-3.3.3.3 aggregated from 1 log
```

### Configure JMX Feed Generator Job Interval

Although the feed generation job is scheduled to execute every minute by default, you can change this by using `jconsole`.

To change the feed generator job interval:

1. Open **jconsole** for the SMS service.
2. On the MBeans tab, navigate to **com.rsa.netwitness.sms > API > esmConfiguration > Attributes**.
3. Modify the value for the property **FeedGeneratorJobIntervalInMinutes**.
4. Go to **Operations** under the same navigation tree, and click **commit()**. This persists the new value in the corresponding json file under **/opt/rsa/sms/conf**, and uses the value if SMS is restarted.

Setting a new value reschedules the feed generator job for the new interval.



## References

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This section describes the NetWitness Platform user interface views in which you can perform system maintenance tasks. You use this interface to:

- Monitor and maintain services (settings, statistics, command and message syntax, REST API, RSA Console utility, and protocols supported in NetWitness Platform).
- Display the current NetWitness Platform version and license status.
- Manage your Local Update Repository from which you apply software version updates to hosts.

The following topics describe each interface in detail:

- [Health and Wellness View](#)
- [System View - System Info Panel](#)

## Health and Wellness View

The Health and Wellness settings allow you to set and view alarms, monitor events, and view policies and system statistics. For more details on each of these, see the following topics:

- [Health and Wellness View - Alarms View](#)
- [Event Source Monitoring View](#)
- [Health and Wellness Historical Graphs](#)
- [Health and Wellness Settings View - Archiver](#)
- [Health and Wellness Settings View - Event Sources](#)
- [Health and Wellness Settings View - Warehouse Connector](#)
- [Monitoring View](#)
- [Policies View](#)
- [System Stats Browser View](#)

## Health and Wellness View - Alarms View

You can monitor hosts and services to determine when user-defined limitations have been reached by viewing all the active alarms. Policy rules, that you define or assign to hosts and services, in the **Policies** tab trigger these alarms. You can:

- View all the alarms that are currently active for all your systems and services
- Select an alarm and view its details

### What do you want to do?

| Role          | I want to ...                                             | Show me how                    |
|---------------|-----------------------------------------------------------|--------------------------------|
| Administrator | View the alarm status of NetWitness Servers and services. | <a href="#">Monitor Alarms</a> |
| Administrator | View detailed information about a specific alarm.         | <a href="#">Monitor Alarms</a> |

### Related Topics

[Manage Policies](#)

### Quick Look

The required permission to access this view is **Manage services**. To access the Alarms view, go to **Admin > Health & Wellness**. The Health & Wellness view opens with the Alarms tab displayed. The Alarms tab contains an alarms list and an Alarm Details panel.

- 1 Time when the alarm was triggered.
- 2 Status of the alarm:
  - **Active** - the statistical threshold was crossed triggering the alarm.
  - **Cleared** - the clearing threshold was crossed and the alarm is no longer active.
- 3 Severity assigned to this alarm:
  - **Critical**
  - **High**
  - **Medium**
  - **Low**
- 4 Name of the rule that triggers the alarm.
- 5 Service defined in the rule.
- 6 Host on which the alarm is triggered.
- 7 Statistic selected in the rule that triggers the alarm.
- 8 Value of the statistic that triggered the alarm.
- 9 Identification number of the alarm.

**Note:** NetWitness Platform sorts the alarms in time order. You can sort the relevant parameters in ascending or descending order.

This figure shows the Alarms tab with the Alarm Details panel expanded.

The screenshot shows the RSA NetWitness Platform interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, showing a sub-menu with Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness, System, and Security. The 'Alarms' tab is selected in the sub-menu. The main panel displays a table of alarms with columns for Time, State, Severity, Rule Name, Service, and Hostname. The alarm 'Log Decoder Capture Rate Zero' is selected, and its details are shown in the right-hand panel. The details include Id, Time, State, Severity, Hostname, Service, Policy, Rule Name, and Informational Text. The Informational Text describes the alarm and provides possible causes and actions.

| Time                   | State   | Severity | Rule Name                                         | Service        | Hostname |
|------------------------|---------|----------|---------------------------------------------------|----------------|----------|
| 2019-02-08 09:25:23 PM | Active  | Critical | Host Unreachable                                  | Host           | broker   |
| 2019-02-08 07:26:23 PM | Active  | Critical | Host Unreachable                                  | Host           | archiver |
| 2019-02-05 03:37:12 PM | Active  | Critical | Log Decoder Capture Not Started                   | Log Decoder    | logdec   |
| 2019-01-29 03:43:09 PM | Active  | Critical | Critical Filesystem Usage on Rabbitmq Message ... | Host           | dec      |
| 2019-01-17 04:22:19 PM | Active  | Critical | Decoder Packet Capture Pool Depleted              | Decoder        | dec      |
| 2019-01-17 04:22:19 PM | Active  | Critical | Decoder Capture Not Started                       | Decoder        | dec      |
| 2019-01-10 08:28:09 PM | Active  | Critical | Decoder Capture Rate Zero                         | Decoder        | dec      |
| 2019-01-10 08:16:56 PM | Active  | Critical | Archiver Aggregation Stopped                      | Archiver       | archiver |
| 2019-01-10 08:15:41 PM | Active  | Critical | Broker Aggregation Stopped                        | Broker         | broker   |
| 2019-01-10 06:51:03 PM | Active  | Critical | Concentrator Meta Rate Zero                       | Concentrator   | conc     |
| 2019-01-10 06:49:52 PM | Active  | Critical | Log Decoder Capture Rate Zero                     | Log Decoder    | logdec   |
| 2019-01-10 04:50:53 PM | Active  | Critical | Respond Server in Critical State                  | Respond Server | sa       |
| 2019-01-10 04:50:48 PM | Active  | Critical | Broker Aggregation Stopped                        | Broker         | sa       |
| 2019-02-08 09:20:43 PM | Active  | High     | Communication Failure Between Master NetWit...    | Host           | sa       |
| 2019-02-08 07:22:43 PM | Active  | High     | Communication Failure Between Master NetWit...    | Host           | sa       |
| 2019-01-29 03:53:09 PM | Active  | High     | High Filesystem Usage                             | Host           | dec      |
| 2019-01-29 03:53:09 PM | Active  | High     | High Filesystem Usage                             | Host           | dec      |
| 2019-01-29 03:38:09 PM | Active  | High     | High Filesystem Usage on Rabbitmq Message Br...   | Host           | dec      |
| 2019-01-10 08:15:41 PM | Active  | High     | Broker Session Rate Zero                          | Broker         | broker   |
| 2019-01-10 04:50:48 PM | Active  | High     | Broker Session Rate Zero                          | Broker         | sa       |
| 2019-01-10 06:51:03 PM | Cleared | Critical | Concentrator Aggregation Stopped                  | Concentrator   | conc     |
| 2019-01-10 06:49:52 PM | Cleared | Critical | Log Decoder Log Capture Pool Depleted             | Log Decoder    | logdec   |

**Alarm Details**

Id: 010-1852-0005  
 Time: 2019-01-10 06:49:52 PM  
 State: ACTIVE  
 Severity: CRITICAL  
 Hostname: logdec  
 Service: Log Decoder  
 Policy: Log Decoder Monitoring Policy  
 Rule Name: Log Decoder Capture Rate Zero  
 Informational Text: This Log Decoder is presently capturing no logs.

Possible causes may be:  
 1. Capture is stopped. There would be accompanying alarms.  
 2. Log Decoder capture interface is misconfigured. Select the correct interface in Administration -> Services -> Actions -> <this service> -> Config: item 'Capture Interface Selected'. The value should not be blank.  
 3. No logs are being received. Check your upstream log sources, including Log Collectors, to ensure that they are sending logs.

Stat: Capture/Capture Packet Rate (current)  
 Value: 0  
 Count: 1  
 Cleared Value:  
 Cleared Time:  
 Notified Time:  
 Suppression Start Time:  
 Suppression End Time:  
 Suppression Start (Selected TimeZone):  
 Suppression End (Selected TimeZone):  
 Policy Id: SA\_OOB\_LogDecoder\_Policy01  
 Rule Id: SA\_OOB\_LogDecoder\_Policy01\_Rule04  
 Host Id: 272334b1-53dc-4eff-87b2-2b3e93873c9f  
 Stat Id: logdecoder\_decoder/gauge-capture.packet.rate  
 ItemKey: SA\_OOB\_LogDecoder\_Policy01\_Rule04:272334b1-53dc-4eff-87b2-2b3e93873c9flogdecoder\_decoder/gauge-capture.packet.rate

### Alarm Details Panel

The Alarm Details panel displays information for the alarm selected in the Alarms list. It contains all the information in the Alarms list plus the following fields.

- 1 Alarm Notified time
- 2 Suppression start time
- 3 Suppression end time
- 4 Suppression start (selected time zone)
- 5 Suppression end (selected time zone)
- 6 The Policy ID
- 7 The Rule ID
- 8 The Host ID
- 9 The Stat ID
- 10 Item key

## Event Source Monitoring View

**Note:** To manage Event Sources, see "About Event Source Management" in the *NetWitness Platform Event Source Management Guide*.

NetWitness Platform provides a way to monitor the statistics for various event sources in the User Interface. The information displayed is historical and comes from the Log Decoder. You can customize the view depending on the parameter you select to filter the data.

To access the Event Source Monitoring view:

1. Go to **ADMIN > Health & Wellness**.

The Health & Wellness view is displayed with the Alarms tab open.

2. Click **Event Source Monitoring**.

### What do you want to do?

| Role          | I want to ...                                  | Show me how                                                                     |
|---------------|------------------------------------------------|---------------------------------------------------------------------------------|
| Administrator | View the Events Collected from an Event Source | <a href="#">Historical Graph View for Events Collected from an Event Source</a> |

### Related Topics

- [Monitor Event Sources](#)
- [Filter Event Sources](#)
- [View Historical Graph of Events Collected for an Event Source](#)

### Quick Look

The Event Source Monitoring view is displayed.

The screenshot shows the RSA Event Source Monitoring interface. The navigation bar includes tabs for Alarms, Monitoring, Policies, System Stats Browser, and Event Source Monitoring (selected). The toolbar allows filtering by Event Source, Event Source Type, Log Collector, Log Decoder, Time Frame, and Order By. The table below displays event source statistics.

| Event Source   | Event Source Type | Log Collector | Log Decoder | Count | Idle Time                  | Last Collected Time      | Historical Graph |
|----------------|-------------------|---------------|-------------|-------|----------------------------|--------------------------|------------------|
| ciscopix       | ciscopix          | logdec        | logdec      | 15    | 25 day(s), 14 hour(s), ... | 2019-01-31 05:47:04 A... |                  |
| ciscopix       | ciscopix          | logdec        | logdec      | 1     | 24 day(s), 1 hour(s), 4... | 2019-02-01 06:16:56 P... |                  |
| ciscopix       | ciscopix          | logdec        | logdec      | 11    | 24 day(s), 1 hour(s), 2... | 2019-02-01 06:43:46 P... |                  |
| juniperipn     | juniperipn        | logdec        | logdec      | 15    | 25 day(s), 14 hour(s), ... | 2019-01-31 05:47:04 A... |                  |
| juniperipn     | juniperipn        | logdec        | logdec      | 1     | 24 day(s), 1 hour(s), 4... | 2019-02-01 06:16:56 P... |                  |
| juniperipn     | juniperipn        | logdec        | logdec      | 11    | 24 day(s), 1 hour(s), 2... | 2019-02-01 06:43:46 P... |                  |
| msdhcp         | msdhcp            | logdec        | logdec      | 15    | 25 day(s), 14 hour(s), ... | 2019-01-31 05:47:04 A... |                  |
| msdhcp         | msdhcp            | logdec        | logdec      | 1     | 24 day(s), 1 hour(s), 4... | 2019-02-01 06:16:56 P... |                  |
| msdhcp         | msdhcp            | logdec        | logdec      | 11    | 24 day(s), 1 hour(s), 2... | 2019-02-01 06:43:46 P... |                  |
| winevent_nic   | winevent_nic      | logdec        | logdec      | 15    | 25 day(s), 14 hour(s), ... | 2019-01-31 05:47:04 A... |                  |
| winevent_nic   | winevent_nic      | logdec        | logdec      | 1     | 24 day(s), 1 hour(s), 4... | 2019-02-01 06:16:56 P... |                  |
| winevent_nic   | winevent_nic      | logdec        | logdec      | 11    | 24 day(s), 1 hour(s), 2... | 2019-02-01 06:43:46 P... |                  |
| winevent_snare | winevent_snare    | logdec        | logdec      | 20    | 24 day(s), 5 hour(s), 9... | 2019-02-01 02:55:13 P... |                  |

1 Displays Event Source Monitoring tab.

2 Toolbar used to filter and customize the Event Source Monitoring tab.

3 Displays Event Source Stats panel.


## Filters

This table lists the various parameters you can use to filter and customize the event source monitoring view.

| Parameter         | Description                                                                                                                                                                                                                                              |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Event Source      | Type the name of an event source you want to monitor.<br>Select Regex to enable Regex filter. It performs a regular expression search against text and lists out the specified category. If Regex is not selected it supports globbing pattern matching. |
| Event Source Type | Select an event source type for the event source selected.                                                                                                                                                                                               |
| Log Collector     | Select the Log Collector to display the data collected by the specified Log Collector.                                                                                                                                                                   |
| Log Decoder       | Select a Log Decoder to display the data collected by the specified Log Decoder.                                                                                                                                                                         |

| Parameter     | Description                                                                                                                                                                                                                                                                                                                                                          |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Time Frame    | Select the time frame for which you want the stats.<br>Select <b>Received</b> if you need the query results to contain only event sources that logs have been received from within the selected time.<br>or<br>Select <b>Not Received</b> if you need the query results to contain only event sources that logs have not been received from within the selected time |
| Order By      | Select the order in which the list needs to be filtered.<br>Select Ascending to filter it in an ascending order.                                                                                                                                                                                                                                                     |
| Apply         | Click to apply the filters chosen and display the list accordingly.                                                                                                                                                                                                                                                                                                  |
| Clear         | Click to clear the chosen filters.                                                                                                                                                                                                                                                                                                                                   |
| Export as CSV | Click to export the information as a csv file.                                                                                                                                                                                                                                                                                                                       |

#### Event Source Stats View Display

| Parameter           | Description                                                                                                                                                         |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Event Source        | Displays the name of the event source.                                                                                                                              |
| Event Source Type   | Displays the event source type.                                                                                                                                     |
| Log Collector       | Displays the Log Collector from where the events were initially captured.                                                                                           |
| Log Decoder         | Displays the Log Decoder where the events are being processed.                                                                                                      |
| Count               | Displays the number of events received by Log Decoder since last reset of count value.                                                                              |
| Idle Time           | Displays the time lapsed after the last stat collection.                                                                                                            |
| Last Collected Time | Displays the time at which the Log Decoder last processed an event for the event source                                                                             |
| Historical Graph    | Click  to view the historical graph of the stats collected for the event source. |



## Health and Wellness Historical Graphs

Configuring Archiver monitoring enables you to automatically generate notifications when critical thresholds concerning Archiver aggregation and storage have been met. The Historical Graph view provides a visualization of historical data.


**Note:** Historical graphs are not available for non-numeric statistics, and is indicated by a greyed-out icon.

See the following topics for more details:

- [Historical Graph View for Events Collected from an Event Source](#)
- [Historical Graph for System Stats](#)

### Historical Graph View for Events Collected from an Event Source

The Historical Graph view for events collected from an event source provides a visualization of historical data. To access this view:

1. Go to **ADMIN > Health & Wellness**.  
The Health & Wellness view is displayed with the Monitoring tab open.
2. Click **Event Source Monitoring**.  
The Event Source Monitoring view is displayed.
3. In the **Historical Graph** column, select .  
The Historical graph for the selected event source type is displayed in a popup window.

The figure displays the events collected from the event source type **winevent\_snare**.



You can customize the graph as required. The table lists the various parameters used to customize the historical graph.

| Parameter                | Description                                                                                                                                 |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Time Frame               | Select the time frame for which you want to view the historical data. The available options are: Current Day, Current, Week, Current Month. |
| From <date><br>To <date> | Select the date range for which you want to view the historical data.                                                                       |

You can zoom in for a detailed view of the data in the Historical graph.

### Zoom In Function 1 and 2

You can select one of the values to view the historical data for the selected value. The figure below displays an example for the 6h frame selected for zoom in. The slider bar at the right bottom corner is also changed to a 6h window.

Alternatively, you can slide the bar in the right hand corner to zoom in to a required frame.

### Zoom In Function 3

You can click and drag in the plot area to zoom in for a required frame of time.

### Historical Graph for System Stats

To access the Historical Graph for the System Stats:

1. Go to **ADMIN > Health & Wellness**.

The Health & Wellness view is displayed with the Alarms tab open.

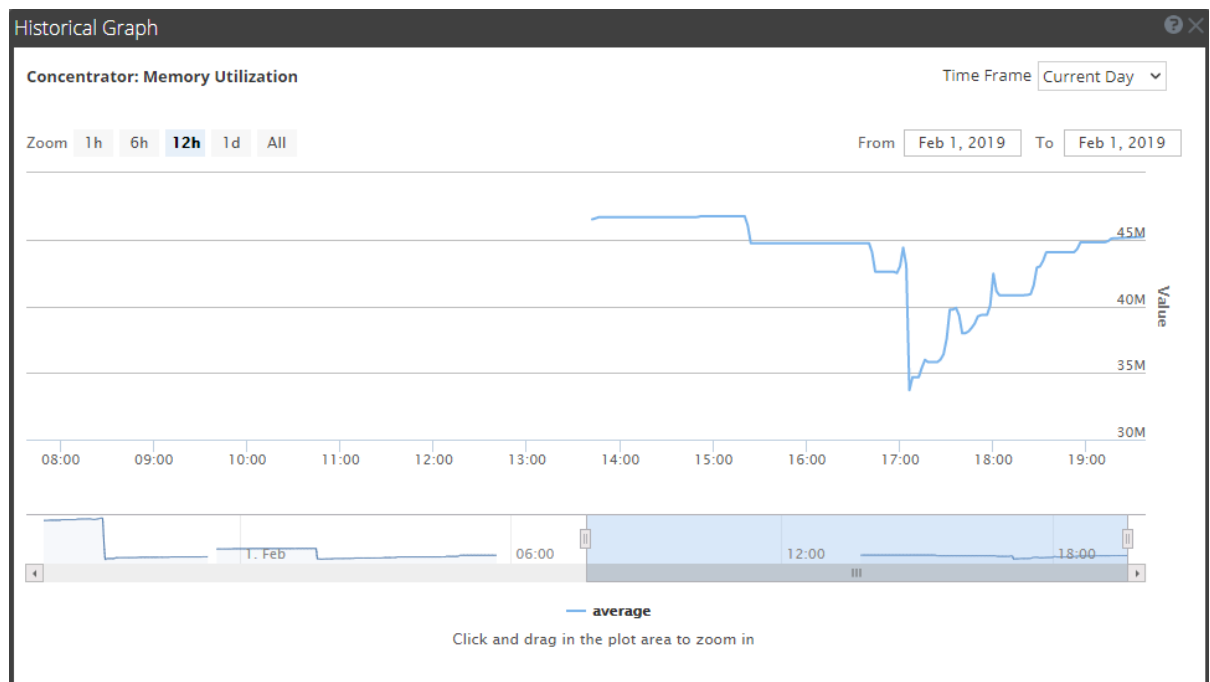
- Click the **System Stats Browser** tab.

The System Stats Browser tab is displayed.

- In the **Historical Graph** column, select .

The Historical graph for the selected statistic for a host is displayed.

The figure displays the system stats view for the Memory Utilization statistics.



## Parameters

You can customize the graph view as required. The table lists the various parameters used to customize the historical graph view.

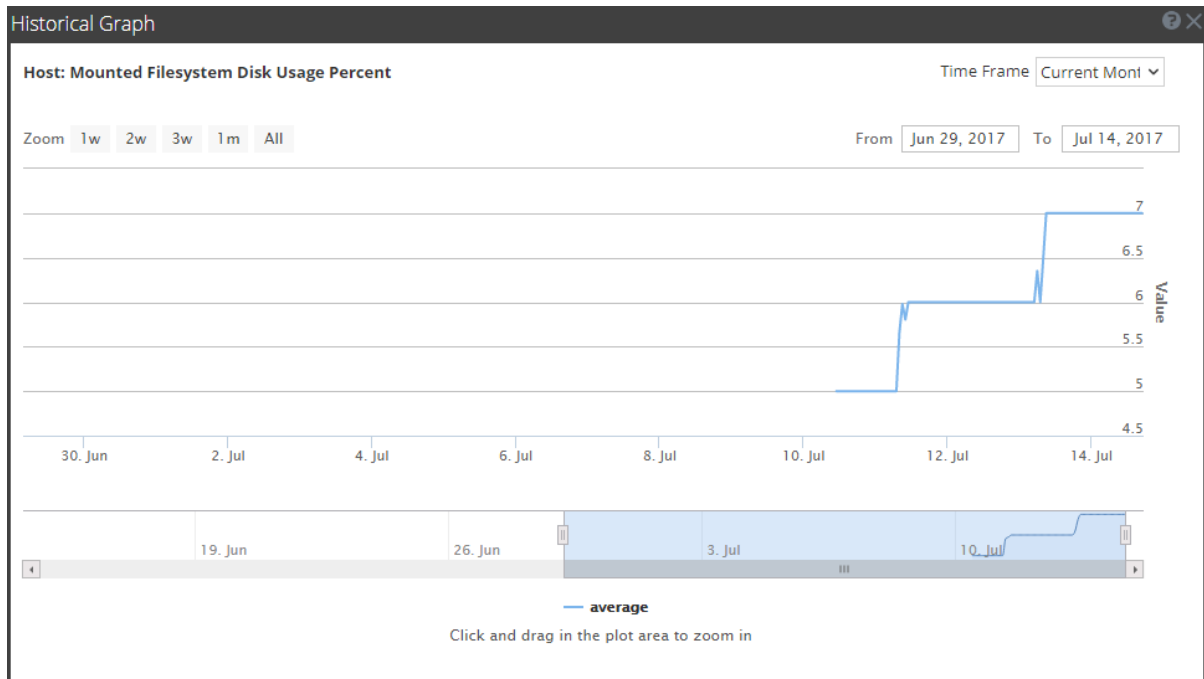
| Parameter             | Description                                                                                                                                                                                  |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Time Frame            | Select the time frame for which you want to view the historical data. The available options are: <b>Current Day</b> , <b>Current Week</b> , <b>Current Month</b> , and <b>Current Year</b> . |
| From <date> To <date> | Select the date range for which you want to view the historical data,                                                                                                                        |

You can zoom in for a detailed view of the data in the Historical graph.

### Zoom in function 1 and 2:

You can select one of the values to view the historical data for the selected value. The figure below displays an example for the 6h frame selected for zoom in. The slider bar at the right bottom corner is also changed to a 6h window.

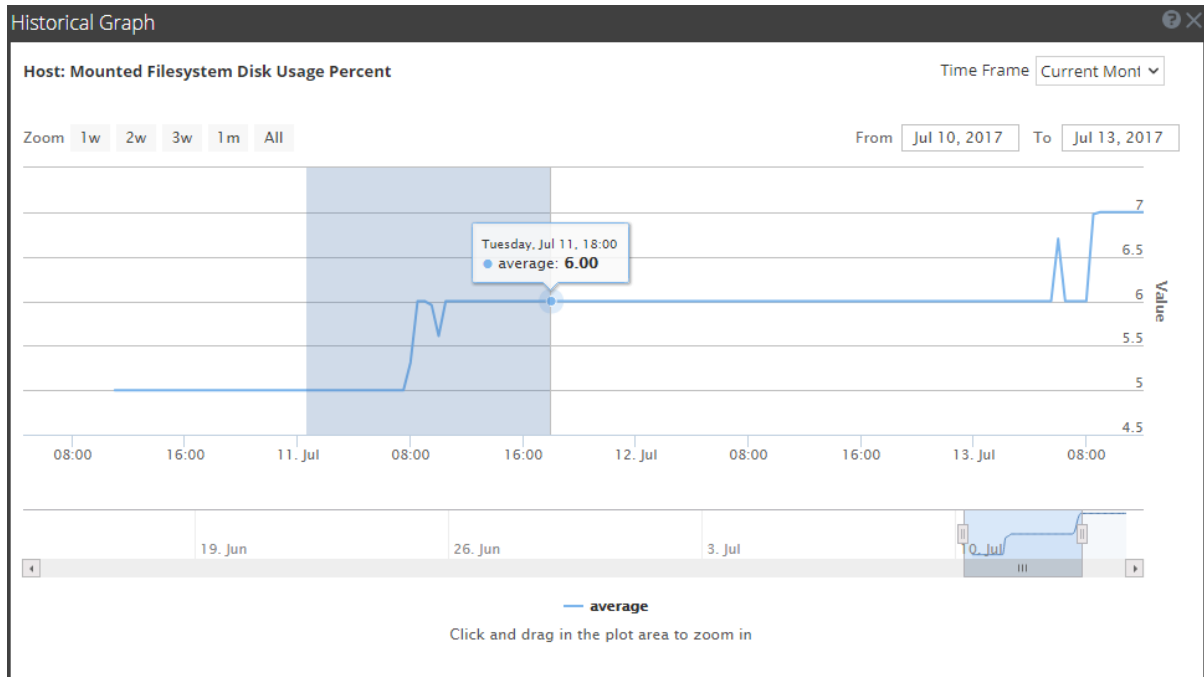
Alternatively, you can slide the bar in the right hand corner to zoom in to a required frame.



### Zoom in function 3:

You can click and drag in the plot area to zoom in for a required frame of time.

The figure below displays an example of how the graph appears while you click and drag.



## Health and Wellness Settings View - Archiver

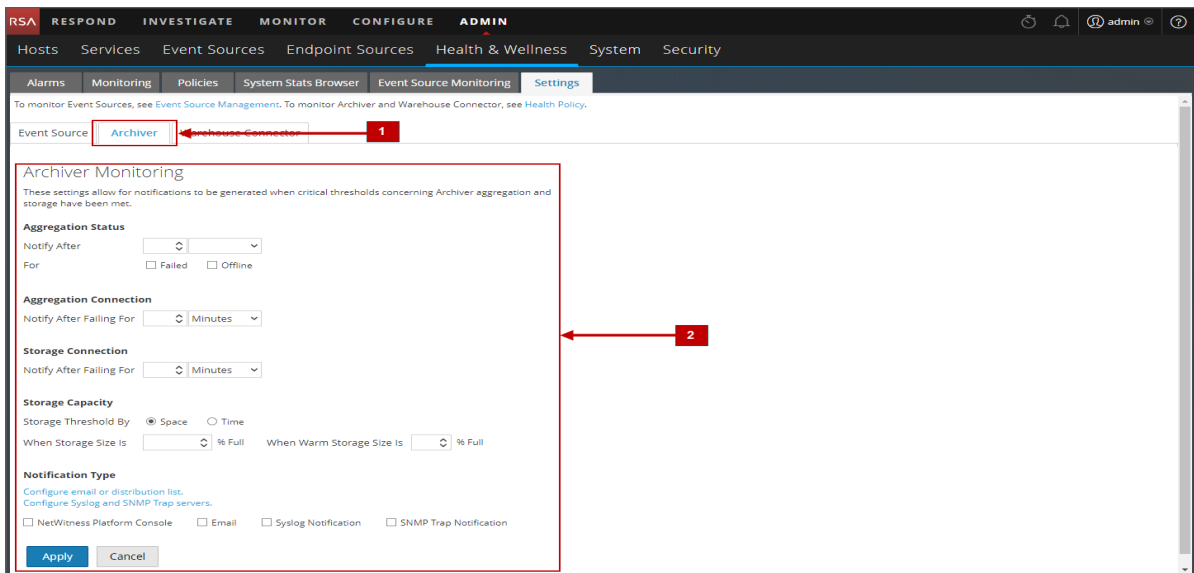
To access the Archiver Monitoring view:

1. Go to **Administration > Health & Wellness**.
2. Select **Settings > Archiver**.

### What do you want to do?

| Role          | I want to ...                       | Show me how                             |
|---------------|-------------------------------------|-----------------------------------------|
| Administrator | Monitor service details of Archiver | <a href="#">Monitor Service Details</a> |

### Quick Look



- 1 Displays Archiver Monitoring Panel
- 2 Configures Archiver Monitoring Panel to automatically receive notification

### Features

The following table lists the parameters required to configure Archiver to automatically generate notification when critical thresholds are reached.

| Parameter              | Value                                       | Description                                                                                                                                                                                                                                                                                                                                                     |
|------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Aggregation Status     | Notify After                                | Number of minutes or hours after which you are notified of aggregation status                                                                                                                                                                                                                                                                                   |
|                        | For                                         | Failed - If enabled, you are notified when the Archiver aggregation status is failed for the defined number of minutes or hours.<br>Offline - If enabled, you are notified when the Archiver aggregation status is offline for the defined number of minutes or hours.                                                                                          |
| Aggregation Connection | Notify After Failing for                    | Number of minutes or hours after which you receive notification if the Archiver aggregation connection fails.                                                                                                                                                                                                                                                   |
| Storage Connection     | Notify After Failing for                    | Number of minutes or hours after which you receive notification if the Archiver storage connection fails.                                                                                                                                                                                                                                                       |
| Storage Capacity       | Storage Threshold By                        | Select <b>Space</b> if you want to receive a notification when the Archiver storage capacity exceeds the percentage defined in the <b>When Storage Size Is</b> field.<br><br>Select <b>Time</b> if you want to receive a notification when the files stored in the Archiver exceeds the defined number of days in the <b>When Oldest Storage File Is</b> field. |
|                        | When Storage Size Is                        | Enter the percentage of used storage to trigger a notification.                                                                                                                                                                                                                                                                                                 |
|                        | When Warm Storage Size Is                   | Enter the percentage of used storage on the warm server to trigger a notification.                                                                                                                                                                                                                                                                              |
| Notification Type      | Configure email or distribution list        | Click to configure email so that you can receive notifications in NetWitness Platform.                                                                                                                                                                                                                                                                          |
|                        | Configure Syslog and SNMP Trap servers      | Click to configure audit logs.                                                                                                                                                                                                                                                                                                                                  |
|                        | NW Console, Email,                          | Enable NW Console to get notifications on the NetWitness Platform UI notification toolbar.                                                                                                                                                                                                                                                                      |
|                        | Syslog Notification, SNMP Trap Notification | Enable Email to get email notifications.<br>Enable Syslog Notification to generate syslog events.<br>Enable SNMP Trap Notification to get audit events as SNMP traps.                                                                                                                                                                                           |

## Health and Wellness Settings View - Event Sources

**Note:** To manage Event Sources, see "About Event Source Management" in the *RSA NetWitness Platform Event Source Management Guide*.

The Event Source Monitoring view consists of the Event Source panel, the Add/Edit Source Monitor dialog, the Decommission panel, and the Decommission dialog. You use the view to configure:

- When to generate notifications for event sources from which the Log Collector is no longer receiving logs.
- Where to send those notifications.
- When to decommission a Log Collector when a Remote Collector and the Local Collector fails over to a standby Log Decoder.

The required role to access this view is **Manage NW Auditing**. To access this view:

1. Go to **Admin > Health & Wellness**.
2. Select **Settings > Event Source**.

### What do you want to do?

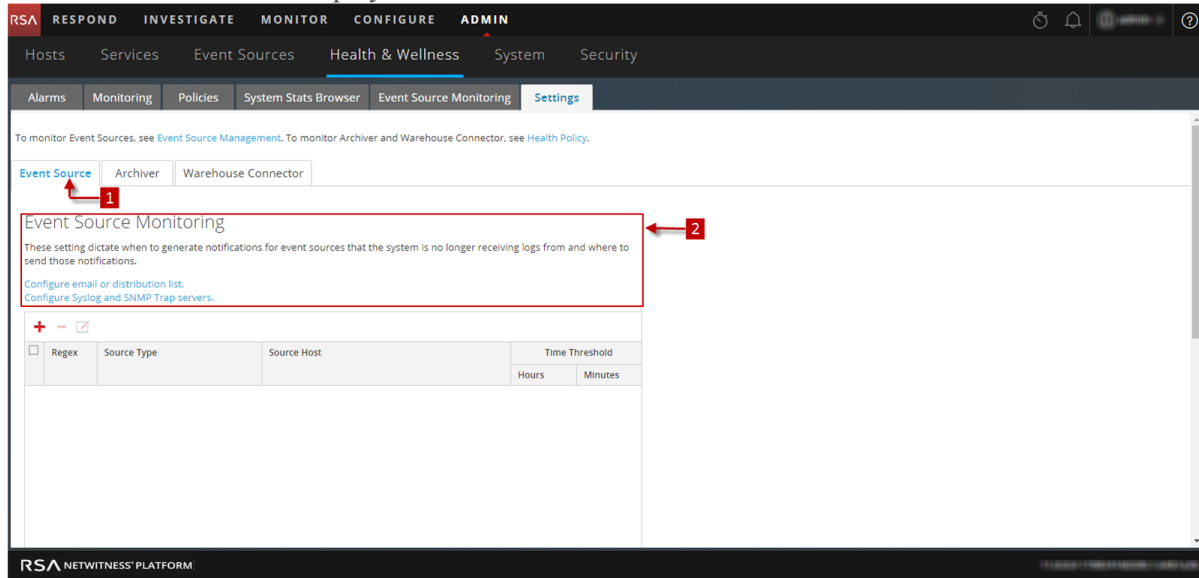
| Role          | I want to ...                                     | Show me how                           |
|---------------|---------------------------------------------------|---------------------------------------|
| Administrator | View the functionality of Event Source Monitoring | <a href="#">Monitor Event Sources</a> |

### Related Topics

[Configure Event Source Monitoring](#)


## Quick Look

The Event Source tab is displayed.



- 1 Displays Event Source Monitoring Panel
- 2 Configure Event Source Monitoring Panel to receive notification




## Event Source Monitoring Panel

| Feature                                                                             | Description                                                                                                                                                    |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Configure email or distribution list.                                               | Opens the <b>Administration &gt; System &gt; Email view</b> so you can adjust the email distribution for the Event Source Monitoring output.                   |
| Configure Syslog and SNMP Trap servers.                                             | Opens the <b>Administration &gt; System &gt; Auditing view</b> so you can adjust the Syslog and SNMP trap distribution for the Event Source Monitoring output. |
| +                                                                                   | Displays the Add/Edit Source Monitor dialog in which you add or modify event sources to monitor.                                                               |
| —                                                                                   | Deletes the selected event sources from monitoring.                                                                                                            |
|  | Selects an event source.                                                                                                                                       |
| Source Type                                                                         | Displays the source type of the event source.                                                                                                                  |
| Source Host                                                                         | Displays the source host of the event source.                                                                                                                  |
| Time Threshold                                                                      | Displays the time period after which NetWitness Platform stops sending notifications (Time Threshold).                                                         |

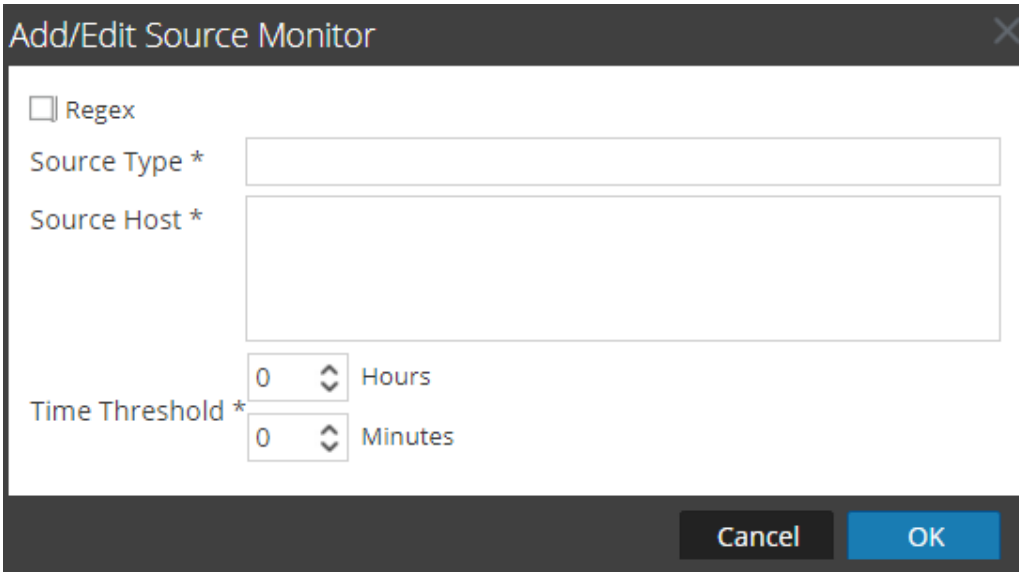


| Feature | Description                                                                         |
|---------|-------------------------------------------------------------------------------------|
| Apply   | Applies any additions, deletions, or changes and they become effective immediately. |
| Cancel  | Cancels any additions, deletion, or changes.                                        |



### Decommission Panel

| Feature                                                                           | Description                                                                                |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
|  | Displays the Decommission dialog in which you add or modify event sources to decommission. |
|  | Deletes the selected event sources from decommissioning.                                   |
|  | Selects an event source.                                                                   |
| Regex                                                                             | Displays options to use regular expressions.                                               |
| Source Type                                                                       | Displays the source type of the decommissioned event source.                               |
| Source Host                                                                       | Displays the source host of the decommissioned event source.                               |
| Apply                                                                             | Applies any additions, deletions, or changes, which become effective immediately.          |
| Cancel                                                                            | Cancels any additions, deletions, or changes.                                              |

### Add/Edit Source Monitor Dialog



The dialog box titled "Add/Edit Source Monitor" contains the following fields and controls:

- ☐ Regex
- Source Type \*:
- Source Host \*:
- Time Threshold \*:
  -  Hours
  -  Minutes
- Buttons: Cancel, OK

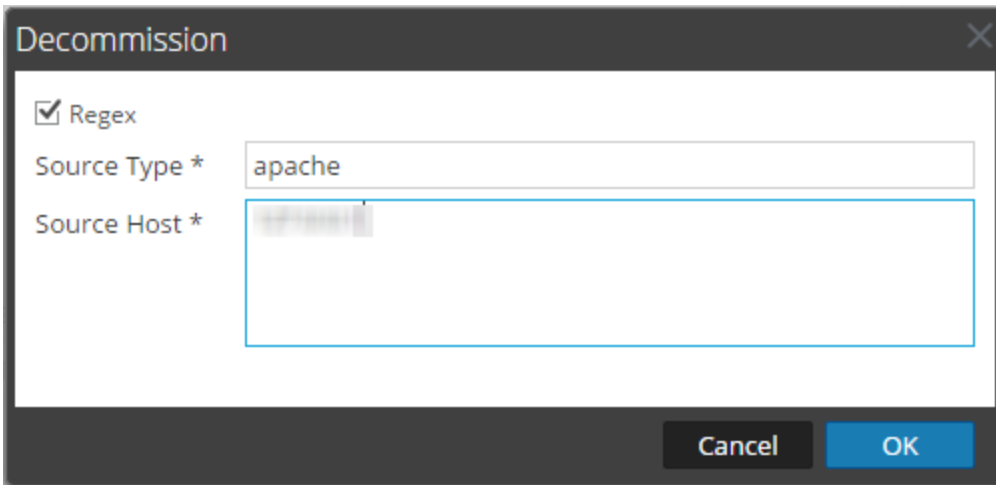
In the Add/Edit Source Monitor dialog, you can add or modify the event sources that you want to monitor. The two parameters that identify an event source are Source Type and Source Host. You can use globbing (pattern matching and wildcard characters) to specify the Source Type and Source Host of event sources as shown in the following example:

| Source Type | Source Host                            |
|-------------|----------------------------------------|
| ciscopix    | 1.1.1.1                                |
| *           | 1.1.1.1                                |
| *           | *                                      |
| *           | 1.1.1.1 1.1.1.2                        |
| *           | 1.1.1.[1 2]                            |
| *           | 1.1.1.[123]                            |
| *           | 1.1.1.[0-9]                            |
| *           | 1.1.1.11[0-5]                          |
| *           | 1.1.1.1,1.1.1.2                        |
| *           | 1.1.1.[0-9] 1.1.1.11[0-5]              |
| *           | 1.1.1.[0-9] 1.1.1.11[0-5],10.31.204.20 |
| *           | 1.1.1.*                                |
| *           | 1.1.1.[0-9]{1,3}                       |

### Features

| Feature        | Description                                                                                                                                                                                                                            |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Regex          | Select the checkbox to use regular expressions.                                                                                                                                                                                        |
| Source Type    | The source type of the event source. You must use the value that you configured for the event source in the <b>Event Sources</b> tab of the <b>Administration &gt; Services &gt; Log Collector service &gt; View &gt; Config</b> view. |
| Source Host    | Hostname or IP address of the event source. You must use the value that you configured for the event source in the Event Sources tab of the <b>Administration &gt; Services &gt; Log Collector device &gt; View &gt; Config</b> view.  |
| Time Threshold | The time period after which NetWitness Platform starts sending notifications.                                                                                                                                                          |
| Cancel         | Closes the dialog without adding the event source, or changes to the event source, to the Event Source Monitoring panel.                                                                                                               |
| OK             | Adds the event source to the Event Source Monitoring panel.                                                                                                                                                                            |

### Decommission Dialog

A screenshot of a 'Decommission' dialog box. The dialog has a title bar with the text 'Decommission' and a close button (X). Inside, there is a checkbox labeled 'Regex' which is checked. Below it, there are two text input fields. The first is labeled 'Source Type \*' and contains the text 'apache'. The second is labeled 'Source Host \*' and is empty. At the bottom right of the dialog are two buttons: 'Cancel' and 'OK'.

| Feature     | Description                                                                                                                                                                                                                                   |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Source Type | The source type of the event source. You must use the value that you configured for the event source in the <b>Event Sources</b> tab of the <b>Administration &gt; Services &gt; Log Collector device &gt; View &gt; Config</b> view.         |
| Source Host | Hostname or IP address of the event source. You must use the value that you configured for the event source in the <b>Event Sources</b> tab of the <b>Administration &gt; Services &gt; Log Collector service &gt; View &gt; Config</b> view. |
| Cancel      | Closes the dialog without applying any event source additions, deletions, or changes to the Decommissioning panel.                                                                                                                            |
| OK          | Applies any event source additions, deletions, or changes to the Decommissioning panel.                                                                                                                                                       |

## Health and Wellness Settings View - Warehouse Connector

Configuring the Warehouse Connector monitoring enables you to automatically generate notification when critical thresholds concerning Warehouse Connector and storage have been met.

### Access the Warehouse Connector Monitoring view

1. Go to **Admin > Health & Wellness**.
2. Select **Settings > Warehouse Connector**.

### What do you want to do?

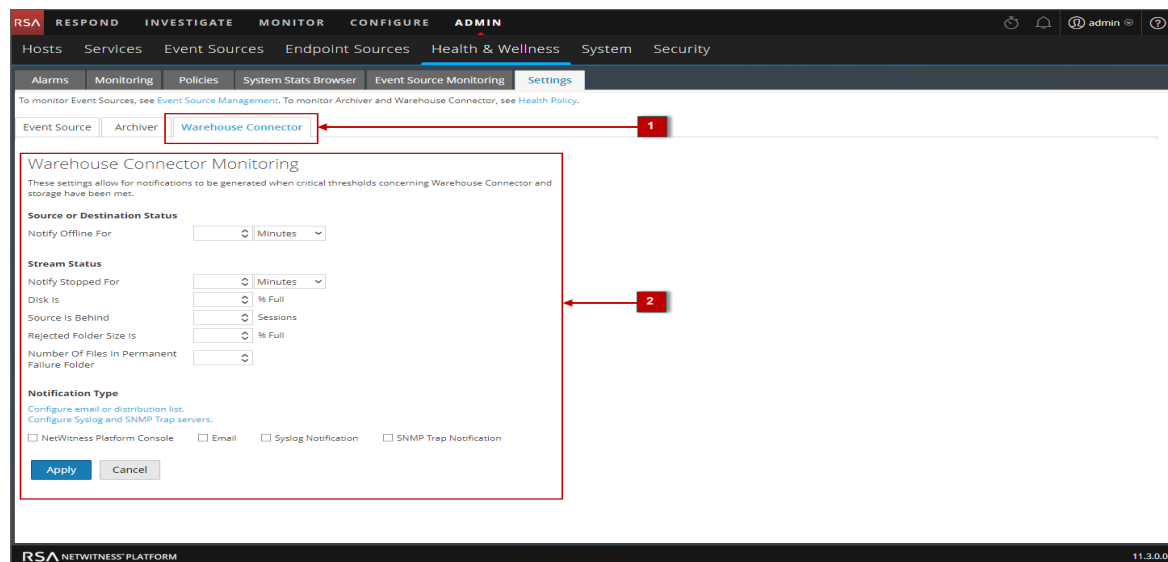
| Role          | I want to ...                           | Show me how                                      |
|---------------|-----------------------------------------|--------------------------------------------------|
| Administrator | View the details of Warehouse connector | <a href="#">Warehouse Connector Details View</a> |

### Related topics

[Monitor Service Details](#)

### Quick Look

The Warehouse Connector Monitoring view is displayed.



- 1 Displays the Warehouse Connector Monitoring view panel.
- 2 Allows you to configure Warehouse Connector Monitoring parameters.

### Warehouse Connector Monitoring parameters

The following table lists the parameters required to configure the Warehouse Connector to automatically generate notification when critical thresholds are reached.

| Parameter                    | Value                                                          | Description                                                                                                                                                                                                                                                         |
|------------------------------|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Source or Destination Status | Notify Offline For                                             | Number of minutes or hours after which you receive a notification if the source or destination connection fails.                                                                                                                                                    |
| Stream Status                | Notify Stopped For                                             | Number of minutes or hours after which you receive a notification when the Stream goes offline.                                                                                                                                                                     |
|                              | Disk Is                                                        | The limit on the percentage of disk usage after which you would like to receive a notification.                                                                                                                                                                     |
|                              | Source Is Behind                                               | Number of sessions after which a notification is raised if the source goes behind the defined number of sessions.                                                                                                                                                   |
|                              | Rejected Folder Size Is                                        | Limit on the percentage of folder usage after which you receive a notification.                                                                                                                                                                                     |
|                              | Number Of Files in Permanent Failure Folder                    | Limit on the number of files in the permanent failure folder after which you receive a notification.                                                                                                                                                                |
| Notification Type            | Configure email or distribution list                           | Click to configure email so that you can receive notifications in NetWitness Platform.                                                                                                                                                                              |
|                              | Configure Syslog and SNMP Trap servers                         | Click to configure audit logs.                                                                                                                                                                                                                                      |
|                              | NW Console, Email, Syslog Notification, SNMP Trap Notification | Enable NW Console to get notifications on the NetWitness Platform UI notification toolbar.<br>Enable Email to get email notifications.<br>Enable Syslog Notification to generate syslog events.<br>Enable SNMP Trap Notification to get audit events as SNMP traps. |

## Monitoring View

NetWitness Platform provides detailed statistics and other information about the host and the individual NetWitness Platform services in Details views. You can view the current health of all the hosts and the services running on the hosts in the Monitoring view.

### What do you want to do?

| Role          | I want to ...               | Show me how                                |
|---------------|-----------------------------|--------------------------------------------|
| Administrator | View and Perform Procedures | <a href="#">Monitor Hosts and Services</a> |

### Quick Look

To access this view:

1. Go to **ADMIN > Health & Wellness**.
2. Click the **Monitoring** tab.

The Monitoring view is displayed.

- 1 The Monitoring tab shows health statistics for the NetWitness Platform hosts and services.
- 2 The Group panel enables you to view statistics for a selected group.
- 3 The Hosts panel displays operational statistics.

## Groups Panel

The Groups panel lists all of the groups of hosts available. When you select a group, the associated content is displayed in the Hosts panel.

**Note:** If the total host count in the Groups panel is lower than the actual number of hosts displayed in the Hosts panel, refer to the [Troubleshooting Health & Wellness](#) topic for possible causes of this issue and recommended solutions.



## Hosts Panel



The Hosts panel displays operational statistics for hosts and the services running on each host.


| Parameter                              | Description                                                                                                                                        |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Filter                                 | Type a host name or a service name in the Filter field to display the corresponding hosts and services in the Host panel.                          |
| Stopped Services                       | Click <b>Stopped Services</b> to display a list of all stopped services. It also displays the host on which the service is installed.              |
| Stopped Processing                     | Click <b>Stopped Processing</b> to display a list of all the hosts that have services installed on them that are in the stopped processing status. |
| Physical drive Problems<br><#> host(s) | Click to view the hosts that have physical drive problems.                                                                                         |
| Logical Drive Problems<br><#> host(s)  | Click to view the hosts that have logical drive problems.                                                                                          |
| Full Filesystems<br><#> host(s)        | Click to view the hosts that have full file systems.                                                                                               |






**Note:** The summary information in the boxes at the top displays the System Statistics for all of the hosts configured in NetWitness Platform and does not change with the application of filters on the groups.

Below the boxes at the top of the Hosts panel is a list of hosts, the services installed on them, and information regarding the hosts and services.

| Parameter | Description                                                                                                                                                                                                                                                                                                                                                    |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Host Name | Displays the host name.<br>If a host has services installed that are not in view, you will see a  prefixed to the host name.<br>Click  to view all the services installed on the host. |

| Parameter | Description                                                                                                                                                                                                                                                                                    |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status    | Displays the status of the Host.<br> - The host is active and running.<br> - The host is stopped or yet to start processing. |
| CPU       | Displays the current CPU usage of the host.                                                                                                                                                                                                                                                    |
| Memory    | Displays the Memory used by the host.                                                                                                                                                                                                                                                          |

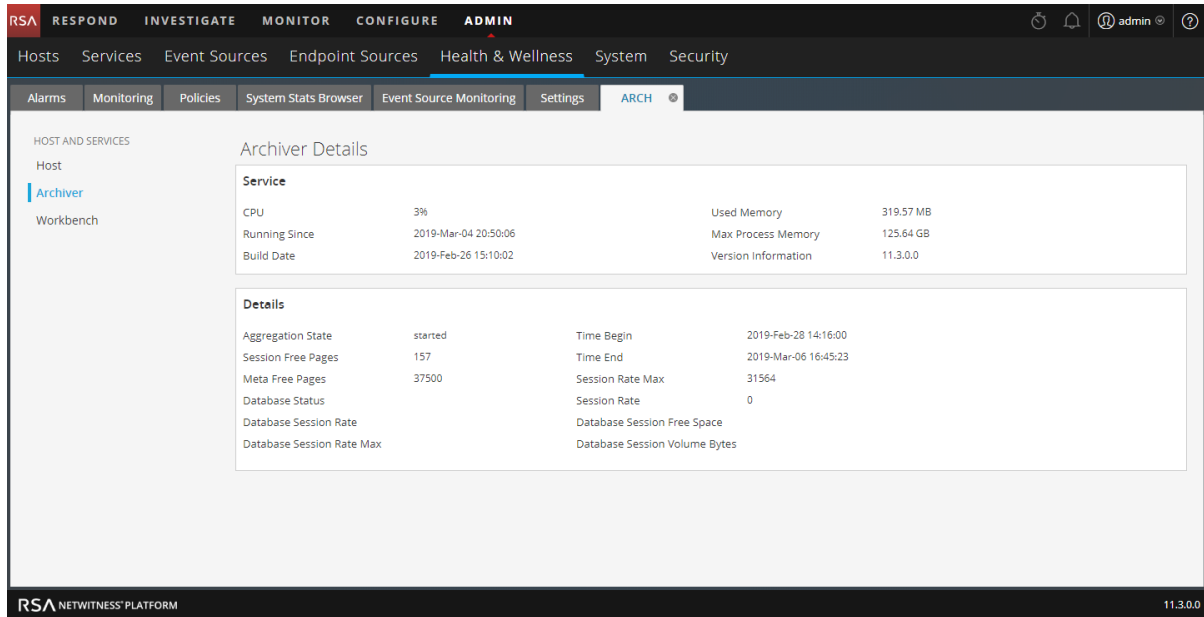
When you click  prefixed to the host name, a list of all the services installed on the host is displayed. The table below describes parameters displayed for a service and their description.

| Parameter     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service       | Displays the status of the service.<br> Ready - The service is active and running.<br> Stopped - The service is stopped or yet to start processing.                                                                                                                                                                                |
| Health Status | Displays the processing status of the service.<br> - The process is running and the data is being processed at a rate greater than zero.<br> - The processing is stopped.<br> - The processing is turned on but the data is not being processed. |
| Rate          | Shows the rate at which data is being processed.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Name          | Name of the service in the format <host> - <service>. Click the link in the Name field to get additional service details.                                                                                                                                                                                                                                                                                                                                                                            |
| Service Type  | Name of the type of service.                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| CPU           | Shows the current CPU usage of the service.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Memory Usage  | Displays the Memory used by the service.                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Uptime        | Displays the time for which the service has been running.                                                                                                                                                                                                                                                                                                                                                                                                                                            |



## Archiver Details View

The Archiver Details view provides information about the Archiver. The following figure shows the Archiver details.



For the related procedure, see [Monitor Service Details](#)

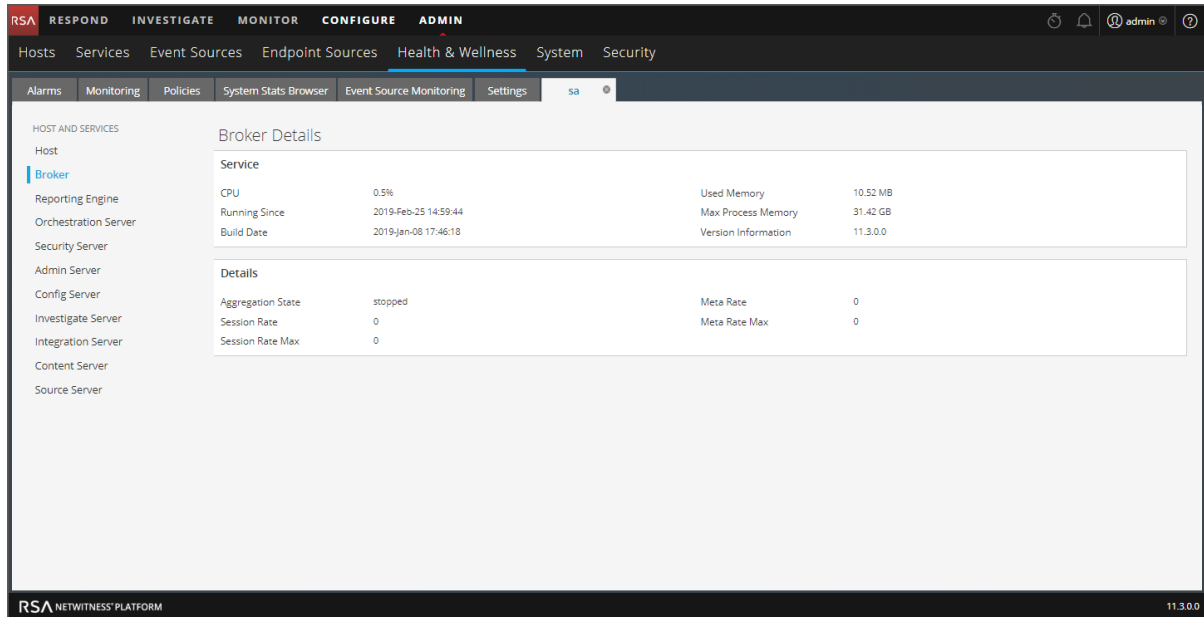
This section displays the current generic statistics for the service.

| Statistic          | Description                                                 |
|--------------------|-------------------------------------------------------------|
| Aggregation State  | State of data aggregation.                                  |
| Time Begin         | Time (UTC) when the first session was tracked by the index. |
| Session Free Pages | Session pages available for aggregation.                    |
| Time End           | Time (UTC) when the last session was tracked by the index.  |
| Meta Free Pages    | Pages available for aggregation.                            |
| Session Rate Max   | Maximum sessions per second rate.                           |

| Statistic                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Database Status               | Status of databases. Valid values are: <ul style="list-style-type: none"><li>• <code>closed</code> - not available for QUERY and UPDATE (databases are being initialized). This value is seldom seen.</li><li>• <code>opened</code> - available for QUERY and UPDATE.</li><li>• <code>failure</code> - failed to open. This can happen for any number of reasons. You can check this if CAPTURE fails to start or if queries fail to return data. This is normally caused by database corruption.</li></ul> |
| Session Rate                  | Sessions per second rate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Database Session Rate         | Per second rate at which the service is writing sessions to the database.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Database Session Free Space   | Amount of session free space available for aggregation.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Database Session Rate Max     | Maximum per second rate at which the service is writing sessions to the database.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Database Session Volume Bytes | Number of session bytes in the database.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Broker Details View

The Broker Details view provides information about the Broker. The following figure shows the Broker details.



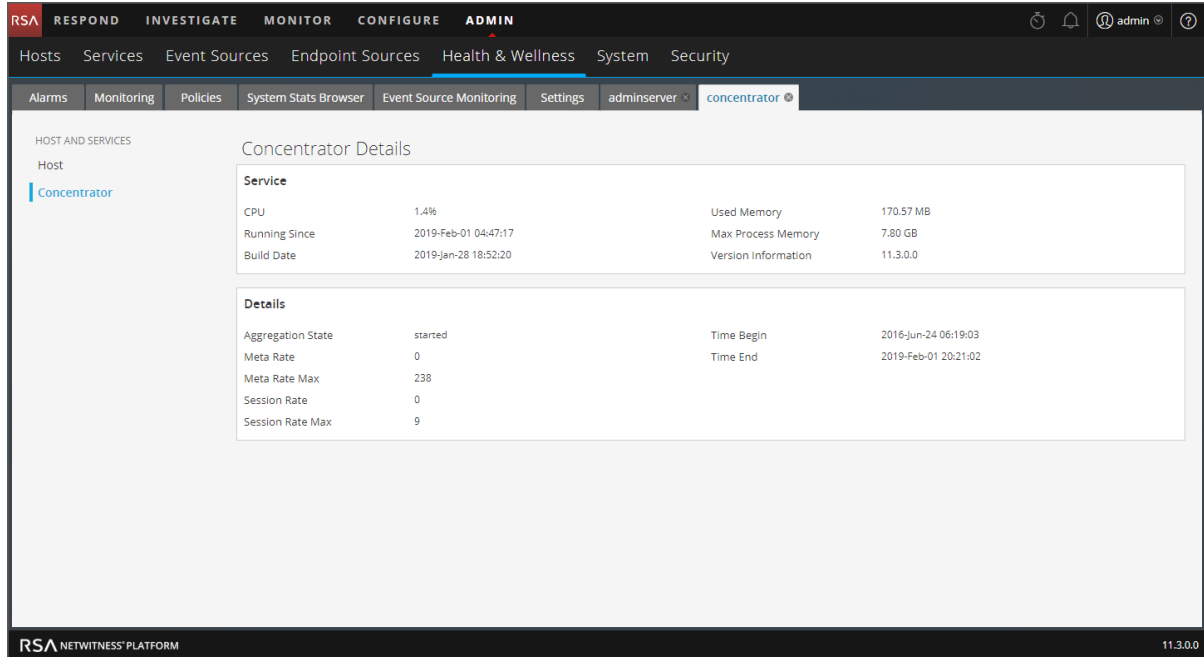
For the related procedure, see [Monitor Service Details](#).

This section displays the current generic statistics for the service.

| Statistic         | Description                               |
|-------------------|-------------------------------------------|
| Aggregation State | State of data aggregation.                |
| Meta Rate         | Metadata objects per second rate.         |
| Session Rate      | Sessions per second rate.                 |
| Meta Rate Max     | Maximum metadata objects per second rate. |
| Session Rate Max  | Maximum sessions per second rate.         |

## Concentrator Details View

The Concentrator Details view provides information about the Concentrator. The following figure shows the Concentrator details.



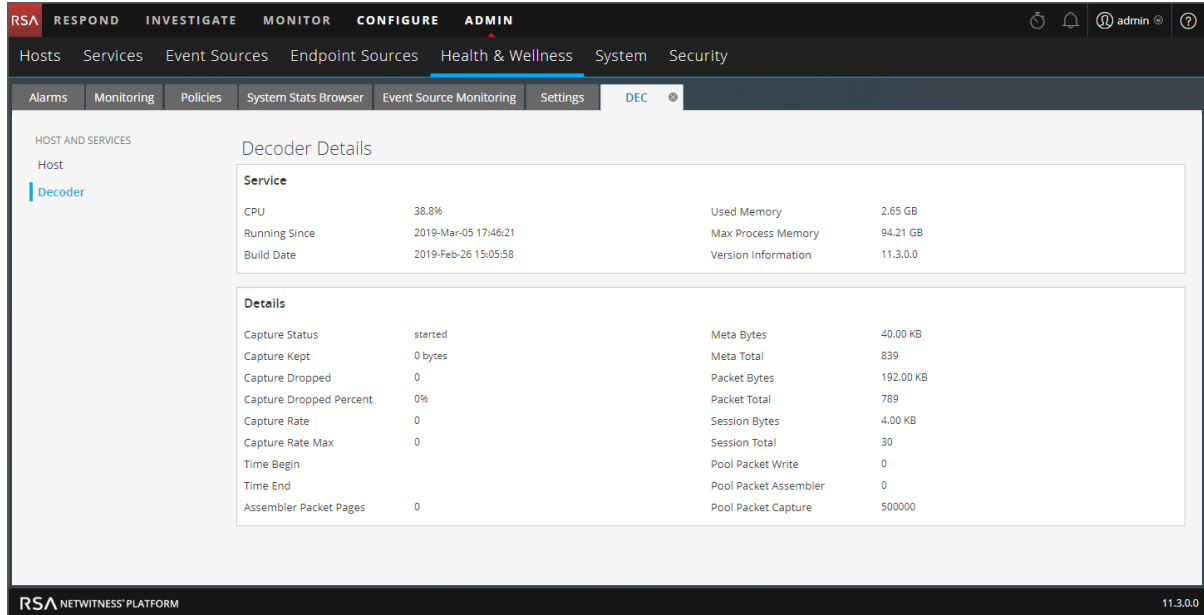
For the related procedure, see [Monitor Service Details](#)

The section displays the current generic statistics for the service.

| Statistic         | Description                                                 |
|-------------------|-------------------------------------------------------------|
| Aggregation State | State of data aggregation.                                  |
| Time Begin        | Time (UTC) when the first session was tracked by the index. |
| Meta Rate         | Metadata objects per second rate.                           |
| Time End          | Time (UTC) when the last session was tracked by the index.  |
| Meta Rate Max     | Maximum metadata objects per second rate.                   |
| Session Rate      | Sessions per second rate.                                   |
| Session Rate Max  | Maximum sessions per second rate.                           |

## Decoder Details View

The Decoder Details view provides information about the Decoder. The following figure shows the Decoder details.



For the related procedure, see [Monitor Service Details](#).

This section displays the current generic statistics for the service.

| Statistic      | Description                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Capture Status | Status of data capture. Valid values are: <ul style="list-style-type: none"> <li>starting - Starting data capture (not capturing data yet).</li> <li>started - Capturing data.</li> <li>stopping - Stopping data capture (received request to stop data capture, but not have not stopped capturing data yet).</li> <li>stopped - Not capturing data.</li> <li>disabled - Not configured as a Decoder service.</li> </ul> |
| Meta Bytes     | Number of meta bytes in the database.                                                                                                                                                                                                                                                                                                                                                                                     |
| Capture Kept   | Number of packets kept during capture.                                                                                                                                                                                                                                                                                                                                                                                    |
| Meta Total     | Amount of metadata in the database.                                                                                                                                                                                                                                                                                                                                                                                       |

| Statistic               | Description                                                                                                                                                                                                                             |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Capture Dropped         | Number of packets reported by the network card as dropped. After the service stops capturing data, the rate is reset to zero.                                                                                                           |
| Packet Bytes            | Number of packet bytes in the database.                                                                                                                                                                                                 |
| Capture Dropped Percent | Packets reported by the network card as dropped as a percentage.                                                                                                                                                                        |
| Packet Total            | Number of packet objects held in the packet database. The total decreases when the database rolls files off due to size constraints. After the service stops capturing data, the number is not reset.                                   |
| Capture Rate            | Megabits per second rate at which the service is capturing data. Rate is a rolling average sample over a short time period (10 seconds). After the service stops capturing data, rate is reset to zero.                                 |
| Session Bytes           | Number of session bytes in the database.                                                                                                                                                                                                |
| Capture Rate Max        | Maximum megabits per second rate at which the service is capturing data. Rate is a rolling average sample over a short time period (10 seconds). After the service stops capturing data, displays the maximum rate during data capture. |
| Session Total           | Number of sessions held in the session database. This value shrinks when the database rolls files off due to size constraints. After the service stops capturing data, the number is not reset.                                         |
| Time Begin              | Time when first packet was captured (time when the first packet was stored in the packet database). This time increases as packets are rolled out of the packet database.                                                               |
| Pool Packet Write       | Number of packet pages currently in the PCS pipeline that need to be written to the database.                                                                                                                                           |
| Time End                | Time when the last packet was captured (time when packet was written to the database). The time increases as new packets are captured.                                                                                                  |
| Pool Packet Assembler   | Number of pool packet pages waiting to be assembled.                                                                                                                                                                                    |
| Assembler Packet Pages  | Number of packet pages waiting to be assembled.                                                                                                                                                                                         |
| Pool Packet Capture     | Number of packet pages available for capture.                                                                                                                                                                                           |

## ESA Correlation Details View

The ESA Correlation Details view provides information for the ESA Correlation service. The following figure shows the ESA Correlation service details.

ESAPrimary - ESA Correlation Details

| Service       |                      |                     |          |
|---------------|----------------------|---------------------|----------|
| CPU           | 0.2%                 | Used Memory         | 4.02 GB  |
| Running Since | 2019-Mar-15 09:10:07 | Max Process Memory  | 15.30 GB |
| Build Date    | 2019-Mar-09 01:45:29 | Version Information | 11.3.0.0 |

| Health Stats                |         |                          |         |
|-----------------------------|---------|--------------------------|---------|
| Configuration Update Status | Healthy | Process Modules          | Healthy |
| Process JVM Memory          | Healthy | Security PKI Certificate | Healthy |
| Data Connection             | Healthy |                          |         |

For the related procedure, see [Monitor Service Details](#).

Many services, including the ESA Correlation service, have Health Stats and Java Virtual Machine (JVM) tabs. The Health Stats tab provides information about the health status of the service. The JVM tab shows the total memory used by the selected service and the total memory capacity of the host.

For more information on the ESA Correlation service and ESA Rule memory usage, see the *Alerting with ESA Correlation Rules User Guide*.

## Health Stats Tab

The Health Stats tab provides information about the health status of the selected service.

| Health Stats                |         |                          |         |
|-----------------------------|---------|--------------------------|---------|
| Configuration Update Status | Healthy | Process Modules          | Healthy |
| Process JVM Memory          | Healthy | Security PKI Certificate | Healthy |
| Data Connection             | Healthy |                          |         |

The services on this tab can show one of three states:

- **Healthy:** The service is healthy.
- **Unhealthy:** The service is mostly functional, but it needs attention to mitigate potential down

time.

- **Fatal:** Action needs to be taken to restore the service.

| Statistic                   | Description                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Configuration Update Status | Indicates whether the service requires a restart for configuration changes to take effect. If the Configuration Update Status shows as Unhealthy, restart the service.                                                                                                                                                                                     |
| Process JVM Memory          | Indicates the memory usage status. An Unhealthy status occurs when heap memory usage is greater than or equal to 80%. A Fatal status occurs when heap memory usage is greater than or equal to 95%. If the service is using too much memory, you can add more memory or move services to other hosts. For more details on memory usage, go to the JVM tab. |
| Data Connection             | Indicates the health of the database connection of the service to MongoDB.                                                                                                                                                                                                                                                                                 |
| Process Modules             | Indicates the health of the service. If a service is starting up, it shows as Unhealthy since its health is not yet determined. A service is Healthy if it is up and running properly. A service shows as Fatal if it is running in upgrade mode or if the service is running in safe or degraded mode.                                                    |
| Security PKI Certificate    | Indicates the service certificate health. It shows as Healthy if a given X509 certificate is self-signed.                                                                                                                                                                                                                                                  |

### JVM Tab

The JVM tab shows the total memory used by the selected service and the total memory capacity of the host.

|                      |  |          |  |                       |  |          |
|----------------------|--|----------|--|-----------------------|--|----------|
| Health Stats         |  |          |  | JVM                   |  |          |
| JVM Total Memory Max |  | 64.00 GB |  | JVM Total Memory Used |  | 23.10 GB |

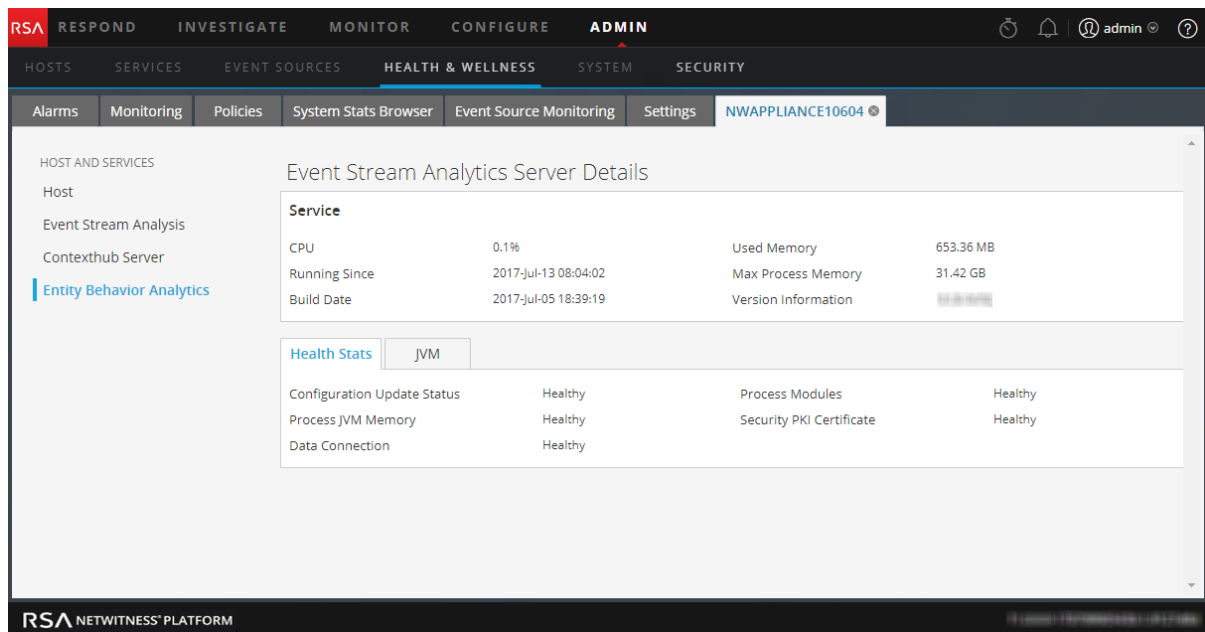
| Statistic             | Description                                                            |
|-----------------------|------------------------------------------------------------------------|
| JVM Total Memory Max  | Shows the total memory capacity for the entire host.                   |
| JVM Total Memory Used | Shows the total memory used by all services and processes on the host. |

### ESA Analytics Details View

The ESA Analytics Details view provides health status information about the selected ESA Analytics service. ESA Analytics services process the data for automated threat detection. It is important that you address any item that shows a status other than healthy, so that data processing is not interrupted and critical events are not missed.

The following figure shows the ESA Analytics Details view.





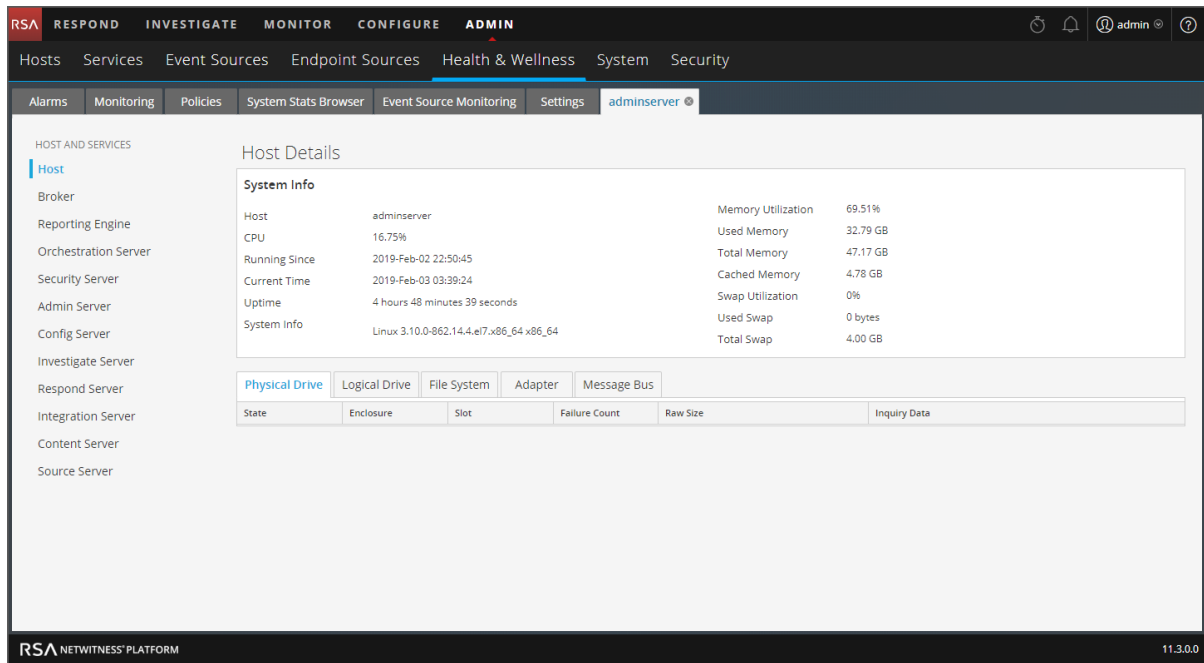
For the related procedure, see [Monitor Service Details](#).

Many services, including the ESA Analytics service, have **Health Stats** and Java Virtual Machine (**JVM**) tabs. The **Health Stats** tab provides information about the health status of the service. The **JVM** tab shows the total memory used by the selected service and the total memory capacity of the host. For more information, see [Health Stats Tab](#) and [JVM Tab](#).

For more information on ESA Analytics, see the *Automated Threat Detection Guide* and the *ESA Configuration Guide*.

## Host Details View

The Host Details view provides information about a host, as shown in the following figure.



The options panel on the left displays the host and the services installed on the host. You can click on a host or service to view the statistics and other pertinent information for that host or service.

The Details panel displays information that is specific to the host and provides additional information regarding the hardware of the host.

For the related procedure, see [Monitor Service Details](#)

The top section displays the current performance, capacity, and historical statistics for the host.

| Parameter          | Description                                     |
|--------------------|-------------------------------------------------|
| Host               | Hostname.                                       |
| CPU                | Current CPU usage of the host.                  |
| Running Since      | Time when the host was started.                 |
| Current Time       | Current time on the host                        |
| Uptime             | Time for which the host has been active.        |
| System Info        | OS version installed on the host.               |
| Memory Utilization | Percentage of memory utilized by the host.      |
| Used Memory        | Memory used in GB.                              |
| Total Memory       | Capacity of the memory installed on the system. |
| Cached Memory      | Memory that is cached to disk in GB.            |
| Swap Utilization   | Percentage of system swap in use.               |
| Used Swap          | Swap used in GB.                                |

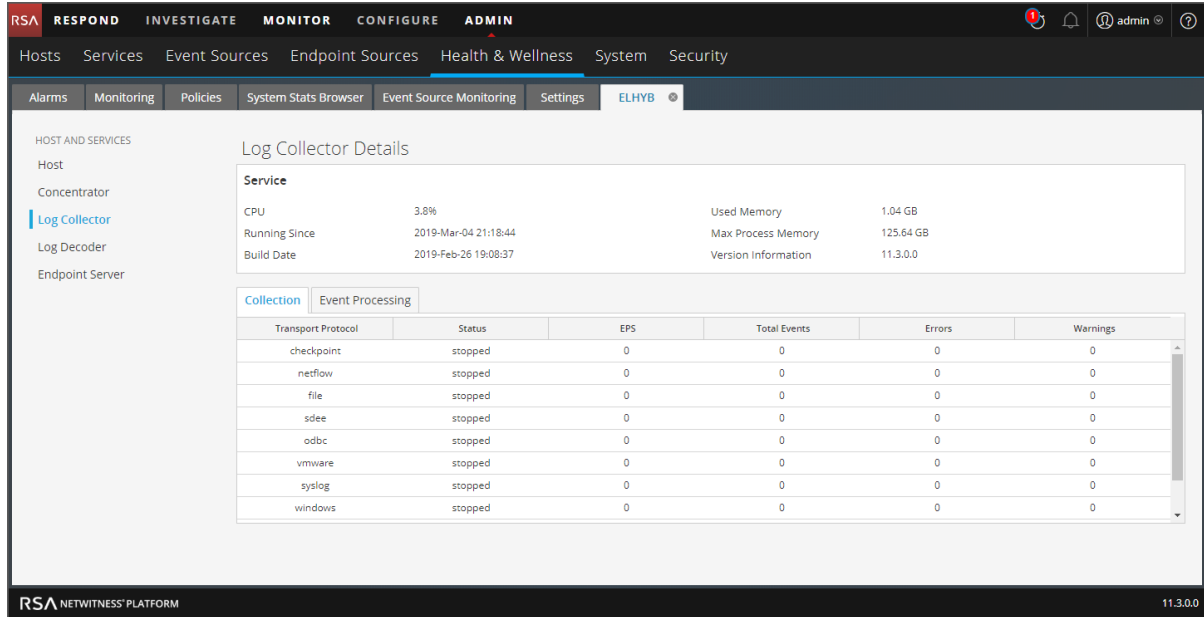
| Parameter  | Description                                   |
|------------|-----------------------------------------------|
| Total Swap | Capacity of the swap installed on the system. |

The lower section displays the current generic statistics for the host in the tabs described in the following table.

| Tab            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Physical Drive | Type of physical drive, its usage and additional information of the physical drive on the host.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Logical Drive  | Logical drive on the host.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| File System    | File system information, the size, current usage, and available capacity on the host.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Adapter        | Adapter used on the host.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Message Bus    | <p>Publish In Rate - rate at which incoming messages are published to the message bus queue.</p> <p>Total Messages Queued - number of messages in the message queue.</p> <p>Memory Used - amount of memory used by the message bus (in bytes).</p> <p>Disk Free - free disk space available for the message bus (in bytes).</p> <p>Memory Limit - system memory limit. If the memory usage exceeds this value, this trips the Memory Alarm and NetWitness Platform stops accepting messages.</p> <p>Disk Free Limit - limit of free disk space available for the message bus. If the available disk space falls below this value, this trips the Disk Free Alarm and NetWitness Platform stops accepting messages.</p> <p>Memory Limit Available - Amount of memory available to this message broker (in bytes) before the Memory Used Alarm is tripped.</p> <p>Disk Limit Available - Amount of free disk space available to this message broker (in bytes) before the Disk Free Limit alarm is tripped.</p> <p>Disk Free Alarm - True or False. True indicates that the available disk space is below the value set in Disk Free Limit and NetWitness Platform has stopped accepting messages.</p> <p>Memory Alarm - True or False. True indicates that the available memory is below the value set in Memory Limit and NetWitness Platform has stopped accepting messages.</p> |

## Log Collector Details View

The Log Collector Details view provides information for the Log Collector. The following figure depicts the Log Collector Details.



For the related procedure, see [Monitor Service Details](#).

The lower section consists of the Collection and Event Processing tabs that display generic statistics for the service.

### Collection Tab

Displays the event collection statistics for each Log Collection protocol you have implemented in NetWitness Platform (see "Log Collection Getting Started Guide" in the Log Collection Guides).

### Event Processing Tab

Displays statistics for the NetWitness Platform internal event processing protocol (that is, the Log Decoder) for Log Collection.

| Parameter          | Description                                                                      |
|--------------------|----------------------------------------------------------------------------------|
| Transport Protocol | NetWitness Platform protocol use for Log Collections (that is, the Log Decoder). |

| Parameter    | Description                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status       | <p>Status of the Log Decoder. Valid values are:</p> <ul style="list-style-type: none"> <li>starting - Starting data capture (not capturing data yet).</li> <li>started - Capturing data.</li> <li>stopping - Stopping data capture (received request to stop data capture, but not have not stopped capturing data yet).</li> <li>stopped - Not capturing data.</li> <li>disabled - Not configured as a Decoder service.</li> </ul> |
| EPS          | Rate (events per second) at which this the Log Decoder is processing events from the Log Collector.                                                                                                                                                                                                                                                                                                                                 |
| Total Events | Total events processed by the Log Decoder.                                                                                                                                                                                                                                                                                                                                                                                          |
| Errors       | Number of errors encountered.                                                                                                                                                                                                                                                                                                                                                                                                       |
| Warnings     | Number of warnings encountered.                                                                                                                                                                                                                                                                                                                                                                                                     |
| Byte Rate    | Current throughput in bytes per second.                                                                                                                                                                                                                                                                                                                                                                                             |

### Log Decoder Details View

The Log Decoder Details view provides information for the Log Decoder. The following figure shows the Log Decoder Details.

The screenshot shows the RSA NetWitness Platform interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. Below this is a sub-navigation bar with options like Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness, System, and Security. The main content area displays the Log Decoder Details for a specific host, showing service status, CPU usage, memory usage, and various performance metrics.

| Log Decoder Details     |                      |                        |                      |
|-------------------------|----------------------|------------------------|----------------------|
| <b>Service</b>          |                      |                        |                      |
| CPU                     | 97%                  | Used Memory            | 8.10 GB              |
| Running Since           | 2019-Mar-05 08:44:53 | Max Process Memory     | 125.64 GB            |
| Build Date              | 2019-Feb-26 15:06:05 | Version Information    | 11.3.0.0             |
| <b>Details</b>          |                      |                        |                      |
| Capture Status          | started              | Packet Rate Max        | 1                    |
| Events Per Second       | 71                   | Pool Packet Capture    | 749998               |
| Meta Rate               | 26                   | Pool Packet Assembler  | 0                    |
| Meta Rate Max           | 88                   | Assembler Packet Pages | 0                    |
| Capture Dropped         | 0                    | Pool Packet Write      | 0                    |
| Capture Dropped Percent | 0%                   | Time Begin             | 2019-Mar-05 08:45:28 |
| Time End                | 2019-Mar-06 20:30:52 |                        |                      |

For the related procedure, see [Monitor Service Details](#).

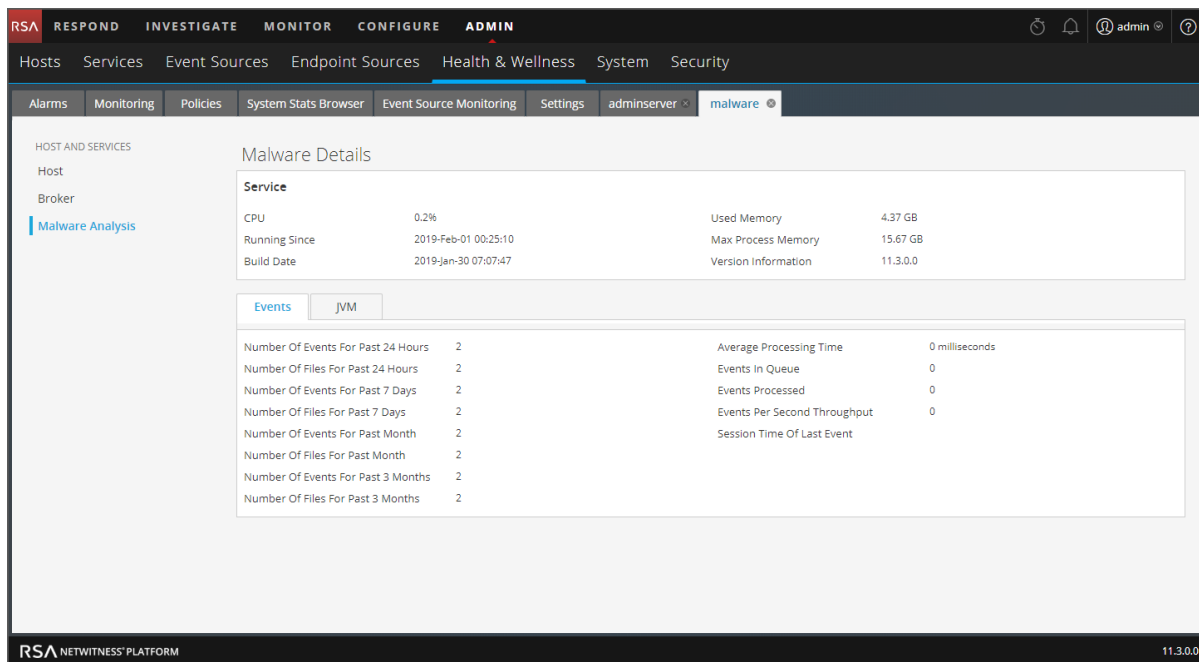
This section displays the current generic statistics for the service.

| Statistic               | Description                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Capture Status          | <p>Status of data capture. Valid values are:</p> <ul style="list-style-type: none"> <li>starting - Starting data capture (not capturing data yet).</li> <li>started - Capturing data.</li> <li>stopping - Stopping data capture (received request to stop data capture, but not have not stopped capturing data yet).</li> <li>stopped - Not capturing data.</li> <li>disabled - Not configured as a Log Decoder service.</li> </ul> |
| Packet Rate Max         | Maximum per second rate at which the service is writing packets to the database. Rate is a rolling average sample over a short time period (10 seconds). After the service stops capturing data, displays the maximum rate during data capture.                                                                                                                                                                                      |
| Events Per Second       | Rate (events per second) at which the Log Decoder is processing events from the Log Collector.                                                                                                                                                                                                                                                                                                                                       |
| Pool Packet Capture     | Number of packet pages available for capture.                                                                                                                                                                                                                                                                                                                                                                                        |
| Meta Rate               | Per second rate at which the service is writing metadata objects to the database. Rate is a rolling average sample over a short time period (10 seconds). After the service stops capturing data, rate is reset to zero.                                                                                                                                                                                                             |
| Pool Packet Assembler   | Number of packet pages waiting to be assembled.                                                                                                                                                                                                                                                                                                                                                                                      |
| Meta Rate Max           | Maximum per second rate at which the service is writing metadata objects to the database. Rate is a rolling average sample over a short time period (10 seconds). After the service stops capturing data, displays the maximum rate reached during data capture.                                                                                                                                                                     |
| Assembler Packet Pages  | Number of packet pages waiting to be assembled.                                                                                                                                                                                                                                                                                                                                                                                      |
| Capture Dropped         | Number of packets reported by the network card as dropped. After the service stops capturing data, rate is reset to zero.                                                                                                                                                                                                                                                                                                            |
| Pool Packet Write       | Number of packet pages in the PCS pipeline that need to be written to the database.                                                                                                                                                                                                                                                                                                                                                  |
| Capture Dropped Percent | Packets reported by the network card as dropped as a percentage.                                                                                                                                                                                                                                                                                                                                                                     |

| Statistic  | Description                                                                                                                                                               |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Time Begin | Time when first packet was captured (time when the first packet was stored in the packet database). This time increases as packets are rolled out of the packet database. |
| Time End   | Time when the last packet was captured (time when packet was written to the database). The time increases as new packets are captured.                                    |

### Malware Details View

The Malware Details view provides information for Malware Analysis. The following figure shows the Malware Details.



For the related procedure, see [Monitor Service Details](#).

Displays the following event-related statistical information for the Malware Analysis service.

- Number of events for the past 24 hours
- Average processing time
- Number of files for the past 24 hours
- Events in queue
- Number of events for the past 7 days
- Events processed
- Number of events for the past 7 days
- Events per second throughput

- Number of events for the past month
- Session time of the last event
- Number of files for the past month
- Number of events for the past 3 months
- Number of files for the past 3 months

### Warehouse Connector Details View

The Warehouse Connector Details tab provides information for the Warehouse Connector, such as the date it was built, CPU, and version information. The following figure shows the Warehouse Connector Details.

The screenshot displays the RSA NetWitness Platform interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The MONITOR tab is active, and the left sidebar shows a tree view with options like Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness, System, and Security. The main content area is titled 'Warehouse Connector Details' and contains two sections: 'Service' and 'Details'.

| Service       |                      |                     |           |
|---------------|----------------------|---------------------|-----------|
| CPU           | 0.5%                 | Used Memory         | 22.21 MB  |
| Running Since | 2019-Mar-14 15:34:04 | Max Process Memory  | 125.64 GB |
| Build Date    | 2019-Mar-11 07:22:43 | Version Information | 11.3.0.0  |

| Details            |   |                 |   |
|--------------------|---|-----------------|---|
| Streams Complete   | 0 | Streams Running | 0 |
| Streams Incomplete | 0 | Streams Stopped | 0 |
| Streams Total      | 0 |                 |   |

For the related procedure, see [Monitor Service Details](#).



## Policies View

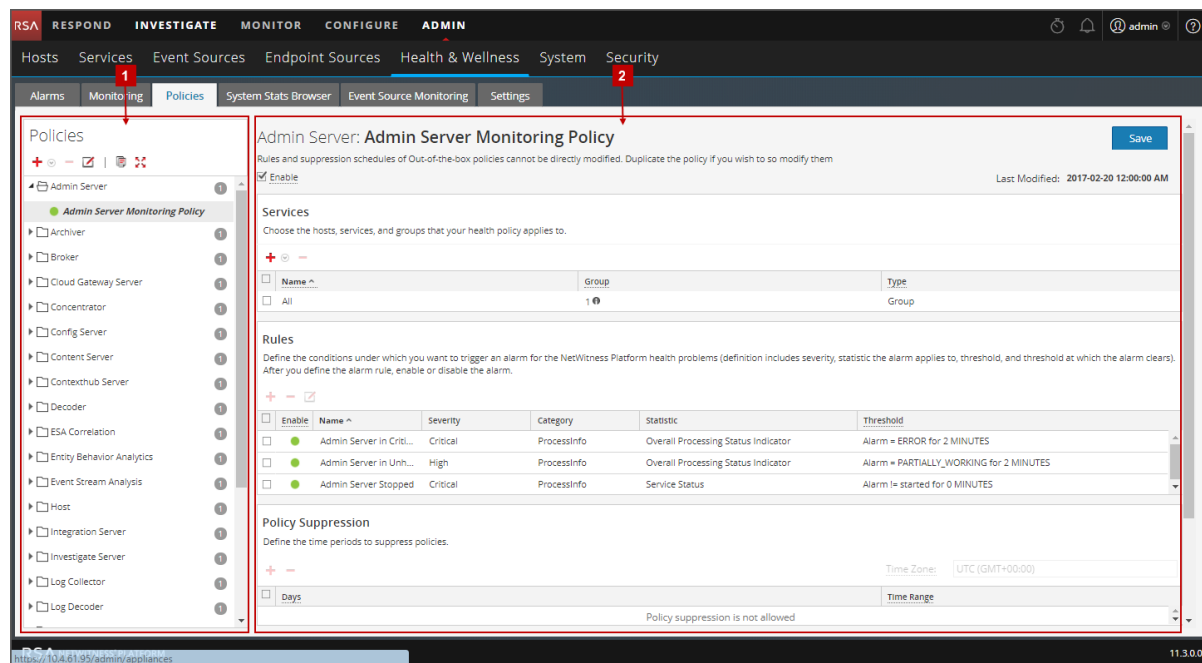
The required permission to access this view is **Manage services**.

### What do you want to do?

| Role          | I want to ...                                    | Show me how                     |
|---------------|--------------------------------------------------|---------------------------------|
| Administrator | View the policies NetWitness Server and Services | <a href="#">Manage Policies</a> |
| Administrator | Add, Edit, Duplicate, and Delete Policies        | <a href="#">Manage Policies</a> |

### Quick Look

The figure depicts the Policies view.










1 Policies Panel

2 Policy Detail Panel

1. Go to **ADMIN > Health & Wellness**.
2. Click the **Policies** tab.

### Policies Panel

In the Policies panel, you can add or delete policies for hosts and services in this panel.



| Feature                                                                           | Description                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Displays available service types to create a new policy. Select one so that you can define a policy or policies for it.                                                                                                                                              |
|  | Deletes the selected policy from the Policies panel. You can only delete one policy at a time.                                                                                                                                                                       |
|  | Allows you to change the name of the policy.                                                                                                                                                                                                                         |
|  | Creates a copy of the selected policy. For example, if you select <b>First Policy</b> and click  , NetWitness Platform creates a copy of this policy and names it First Policy (1). |
|  | Expands the list of policies under the services and hosts in the Policies panel.                                                                                                                                                                                     |
|  | Contracts the list of policies under the services and hosts in the Policies panel.                                                                                                                                                                                   |
|                                                                                   | List of: <ul style="list-style-type: none"> <li>• Services and hosts for which you have defined policies.</li> <li>• RSA standard policies that you can apply to hosts and services.</li> </ul>                                                                      |

### Policy Detail Panel








The Policy Detail panel displays the policy selected from the Policies panel.

| Feature                         | Description                                      |
|---------------------------------|--------------------------------------------------|
| Save                            | Saves any changes you made in this panel.        |
| Policy Type                     | Displays the type of policy you selected.        |
| Modified Date                   | Displays the last date this policy was modified. |
| <input type="checkbox"/> Enable | Enables or disables the policy.                  |

### Services

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Displays menu in which you select: <ul style="list-style-type: none"> <li>• <b>Groups</b> to display the Groups dialog from which you select service groups to this policy.</li> <li>• <b>Service/Host</b> to display the Services/Hosts dialog from which you select services to add to this policy. If the policy type is Host, the menu displays Host (and not Service). You can select services based on policy type.</li> </ul> |
|  | Deletes the selected service or group from this policy.                                                                                                                                                                                                                                                                                                                                                                              |

### Rules



| Feature                                                                                                                                                                                                                                        | Description                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                               | Displays the Add Rule dialog in which you define a rule for this policy.                                                                                                                                                                                                       |
|                                                                                                                                                               | Deletes the selected rule from this policy.                                                                                                                                                                                                                                    |
|                                                                                                                                                               | Displays the Edit Rule dialog for the selected rule.                                                                                                                                                                                                                           |
| <b>Policy Suppression</b>                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                |
|                                                                                                                                                               | Adds a policy suppression timeframe row.                                                                                                                                                                                                                                       |
|                                                                                                                                                               | Deletes the selected policy suppression timeframe row.                                                                                                                                                                                                                         |
| Time Zone                                                                                                                                                                                                                                      | Selects the time zone for the Policy from the drop-down list. This time zone applies to both Policy Suppression and Rule Suppression.                                                                                                                                          |
| <input type="checkbox"/>                                                                                                                                                                                                                       | Selects the checkbox to select a policy suppression timeframe row.                                                                                                                                                                                                             |
| Days                                                                                                                                                                                                                                           | Days of the week that you want to suppress the policy according to the time range specified. Click on the day of the week that you want to suppress the policy. You can select any combination of days including all days.                                                     |
| Time Range                                                                                                                                                                                                                                     | Time range during which the policy is suppressed for the days selected.                                                                                                                                                                                                        |
| <b>Notification</b>                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                |
|                                                                                                                                                             | Adds an EMAIL notification row.                                                                                                                                                                                                                                                |
|                                                                                                                                                             | Deletes the selected policy suppression timeframe row.                                                                                                                                                                                                                         |
| Notification Settings                                                                                                                                                                                                                          | Opens the Notification Servers view in which you can define the Email notification settings.                                                                                                                                                                                   |
| <input type="checkbox"/>                                                                                                                                                                                                                       | Selects a policy suppression time frame row.                                                                                                                                                                                                                                   |
| Output                                                                                                                                                                                                                                         | The type of notification defined on the Global Notifications page. Can be email, SNMP, Syslog, or Script.                                                                                                                                                                      |
| Recipient                                                                                                                                                                                                                                      | The name of the person receiving the notification.                                                                                                                                                                                                                             |
| Notification Server                                                                                                                                                                                                                            | Selects the EMAIL notification server. See "Configure Notification Servers" in the <i>System Configuration Guide</i> for the source of the values in this drop-down list.                                                                                                      |
| Template                                                                                                                                                                                                                                       | Selects the Template for this EMAIL notification. RSA provides the Health & Wellness Default SMTP Template and the alarms template. See "Configure Notification Templates" in the <i>System Configuration Guide</i> for the source of the other values in this drop-down list. |
| <b>Note:</b> Refer to <a href="#">Include the Default Email Subject Line</a> if you want to include the default Email subject line from the Health & Wellness template in your Health & Wellness Email notifications for specified recipients. |                                                                                                                                                                                                                                                                                |

**Groups dialog**

| Feature               | Description                                                                                                                                                                                                                                                            |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Groups</b> panel   |                                                                                                                                                                                                                                                                        |
| Name                  | Displays the service groups you have defined. You can select: <ul style="list-style-type: none"><li>• <b>All</b> to display all your services in the Services panel.</li><li>• A group to display the services in comprise that group in the Services panel.</li></ul> |
| <b>Services</b> panel |                                                                                                                                                                                                                                                                        |
| Name                  | Displays the name of the service.                                                                                                                                                                                                                                      |
| Host                  | Displays the host on which the service is running.                                                                                                                                                                                                                     |
| Type                  | Displays the type of service.                                                                                                                                                                                                                                          |

**Rules Dialog**

| Feature                         | Description                                                                                                                                                                                                                                                                                                |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Enable | Enables or disables the rule for this policy.                                                                                                                                                                                                                                                              |
| Name                            | Describes the name of the rule.                                                                                                                                                                                                                                                                            |
| Description                     | Describes the rule. Include the following information in this field. <ul style="list-style-type: none"><li>• Informational description - purpose of the rule and what problem it monitors.</li><li>• Remediation - steps to take to resolve the condition that triggers the alarm for this rule.</li></ul> |
| Severity                        | Defines the severity of the rule. Valid values are: <ul style="list-style-type: none"><li>• Critical</li><li>• High</li><li>• Medium</li><li>• Low</li></ul>                                                                                                                                               |

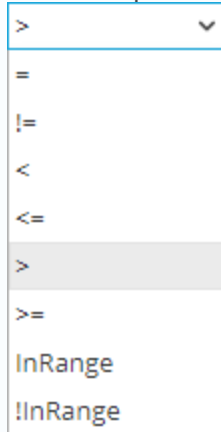
| Feature                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Statistic                                                                           | <p>Defines the statistics you want to check with this rule. You can select:</p> <ul style="list-style-type: none"> <li>• Statistical category from the left drop-down list.</li> <li>• Statistic from the right drop-down list.</li> </ul> <div> <p><b>Note:</b> For Public Key Infrastructure (PKI) policy, select PKI in the category and statistics as any one of the following:</p> <ul style="list-style-type: none"> <li>- NetWitness Server PKI Certificate Expiration - Displays the time left before the certificate expires.</li> <li>- NetWitness Server PKI CRL Expiration - Displays the time left before the Certificate Revocation List (CRL) expires.</li> <li>- NetWitness Server PKI CRL Status - Displays the current status of the CRL.</li> </ul> </div> <p>Refer to the <a href="#">System Stats Browser View</a> for examples of the statistics you may want to check with a rule.</p> |
| Alarm Threshold                                                                     | <p>Defines the threshold of the rule that triggers the policy alarm:</p> <ul style="list-style-type: none"> <li>• Amount</li> </ul> <div> <p><b>Note:</b> For CRL expiry the supported format is ddddhhmm, for example:</p> <ul style="list-style-type: none"> <li>- 10000 represents 1 day</li> <li>- 2359 represents 23 hours and 59 minutes</li> <li>- 10023 represents 1 day and 23 minutes</li> <li>- 3650100 represents 365 days and 1 hour</li> </ul> </div> <ul style="list-style-type: none"> <li>• Time in minutes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                       |
| Recovery                                                                            | <p>Defines when to clear the threshold of the rule:</p> <ul style="list-style-type: none"> <li>• Operator</li> <li>• Amount</li> <li>• Time in minutes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Rule Suppression</b>                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|  | Adds a rule suppression timeframe row.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|  | Deletes the selected rule suppression time frame row.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <input type="checkbox"/>                                                            | Selects a rule suppression time frame row.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Time Zone:<br><i>time-zone</i>                                                      | Displays the Policy time zone. You select the time zone for a policy in the Policy Suppression panel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Days                                                                                | Defines days of the week that you want to suppress the rule according to the time range specified. Click on the day of the week that you want to suppress the rule. You can select any combination of days including all days.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Feature    | Description                                                                       |
|------------|-----------------------------------------------------------------------------------|
| Time Range | Defines the time range during which the rule is suppressed for the days selected. |

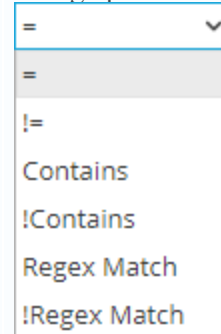
### Threshold Operators

The **Alarm Threshold** and **Recovery Threshold** fields in the Rules dialog prompt you for either numeric or string operators based on the statistic criteria you specify.

Numeric operators drop-down menu:



String operators drop-down menu:



### RSA Health & Wellness Email Templates

**Note:** Please refer to [Include the Default Email Subject Line](#) if you want to include the default Email subject line from the Health & Wellness template in your Health & Wellness Email notifications for specified recipients.

## Health & Wellness Default SMTP Template

| RSA NetWitness Suite                              |                                |
|---------------------------------------------------|--------------------------------|
| Health Alarm Notification                         |                                |
| <b>File Collection Service is off on HOST1000</b> |                                |
| State                                             | Active                         |
| Severity                                          | High                           |
| Host                                              | HOST1000                       |
| Service                                           | Log Collector                  |
| AlarmId                                           | 103-2248-0001                  |
| Policy                                            | Check Point                    |
| Rule                                              | File Collection Service is off |
| Statistic                                         | Collection State               |
| Value                                             | stopped                        |
| Time                                              | April 13, 2018 10:48:13 PM UTC |

## Alarms Template

| RSA NetWitness Suite                              |                               |
|---------------------------------------------------|-------------------------------|
| Health Alarm Notification                         |                               |
| <b>File Collection Service is off on HOST1000</b> |                               |
| State                                             | Cleared                       |
| Severity                                          | High                          |
| Host                                              | HOST1000                      |
| Service                                           | Log Collector                 |
| AlarmId                                           | 103-2248-0001                 |
| Policy                                            | BootCamp Notification         |
| Rule                                              | Check Point Collection is off |
| Statistic                                         | Collection State              |
| Value                                             | Policy-Disabled               |
| Time                                              | April 14, 2018 2:31:21 AM UTC |

## NetWitness Platform Out-of-the-Box Policies

The following table lists the NetWitness Platform Out-of-the-Box Policies with the rules defined for each policy.

You can perform the following tasks on any of these policies:

- Change service and group assignments.
- Disable or enable policies.

You cannot perform the following tasks on any of these policies:

- Delete them.
- Edit Policy names.

**Note:** Additional information about the Out-of-the-Box Policies can be found in the User Interface under Health & Wellness > Policies.



| Policy Name | Rule Name                                                                     | Alarm Triggered                                                                                                            |
|-------------|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
|             | Communication Failure Between Master NetWitness Server Host and a Remote Host | Host is down, Network is down, Message Broker is Down, or Invalid or missing security certificates for 10 minutes or more. |

| Policy Name                                        | Rule Name                                             | Alarm Triggered                                                                                   |
|----------------------------------------------------|-------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <b>NetWitness<br/>Server<br/>Monitoring Policy</b> | Critical Usage on Rabbitmq Message Broker Filesystem  | For <code>var/lib/rabbitmq</code> , Mounted Filesystem Disk Usage goes over 75%.                  |
|                                                    | Filesystem is Full                                    | Overall Mounted Filesystem Disk Usage reaches 100%.                                               |
|                                                    | High Filesystem Usage                                 | Overall Mounted Filesystem Disk Usage goes over 95%.                                              |
|                                                    | High System Swap Utilization                          | Swap Utilization goes under 5 % for 5 minutes or more.                                            |
|                                                    | High Usage on Rabbitmq Message Broker Filesystem      | Mounted Filesystem Disk Usage for <code>var/lib/rabbitmq</code> goes over 60%.                    |
|                                                    | Host Unreachable                                      | Host down.                                                                                        |
|                                                    | LogCollector Event Processor Exchange Bindings Status | Issue with Log Collection Message Broker Queues for 10 minutes or more.                           |
|                                                    | LogCollector Event Processor Queue with No Bindings   | Issue with Log Collection Message Broker Queues for 10 minutes or more.                           |
|                                                    | LogCollector Event Processor Queue with No Consumers  | Issue with Log Collection Message Broker Queues for 10 minutes or more.                           |
|                                                    | Power Supply Failure                                  | Host not receiving power.                                                                         |
|                                                    | RAID Logical Drive Degraded                           | For Raid Logical Drive, Drive State equals Degraded or Partially Degraded.                        |
|                                                    | RAID Logical Drive Failed                             | For Raid Logical Drive, Logical Drive State equals Offline, Failed, or Unknown.                   |
|                                                    | RAID Logical Drive Rebuilding                         | For Raid Logical Drive, Logical Drive State equals Rebuild.                                       |
|                                                    | RAID Physical Drive Failed                            | For Raid Physical Drive, Physical Drive State does not equal Online, Online Spun Up, or Hotspare. |
|                                                    | RAID Physical Drive Failure Predicted                 | For Raid Physical Drive, Physical Drive Predictive Failure Count is greater than 1.               |
|                                                    | RAID Physical Drive Rebuilding                        | For Raid Physical Drive, Physical Drive State equals Rebuild.                                     |
|                                                    | RAID Physical Drive Unconfigured                      | For Raid Physical Drive, Physical Drive State contains Unconfigured (good).                       |
|                                                    | SD Card Failure                                       | SD Card Status does not equal ok.                                                                 |

| Policy Name                                           | Rule Name                           | Alarm Triggered                                                    |
|-------------------------------------------------------|-------------------------------------|--------------------------------------------------------------------|
| <b>NetWitness Platform Archiver Monitoring Policy</b> | Archiver Aggregation Stopped        | Archiver Status does not equal started.                            |
|                                                       | Archiver Database(s) Not Open       | Database Status does not equal opened.                             |
|                                                       | Archiver Not Consuming From Service | Devices Status does not equal consuming.                           |
|                                                       | Archiver Service in Bad State       | Service State does not equal started or ready.                     |
|                                                       | Archiver Service Stopped            | Server Status does not equal started.                              |
| <b>NetWitness Platform Broker Monitoring Policy</b>   | Broker >5 Pending Queries           | Queries Pending greater than or equal to 5 for 10 minutes or more. |
|                                                       | Broker Aggregation Stopped          | Broker Status does not equal started.                              |
|                                                       | Broker Not Consuming From Service   | Devices Status does not equal consuming.                           |
|                                                       | Broker Service in Bad State         | Service State does not equal started or ready.                     |
|                                                       | Broker Service Stopped              | Server Status does not equal started.                              |
|                                                       | Broker Session Rate Zero            | Session Rate (current) equals 0 for 2 minutes or more.             |

| Policy Name                                               | Rule Name                                      | Alarm Triggered                                                                    |
|-----------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------------------|
| <b>NetWitness Platform Concentrator Monitoring Policy</b> | Concentrator >5 Pending Queries                | Queries Pending greater than or equal to 5 for 10 minutes or more.                 |
|                                                           | Concentrator Aggregation Behind >100K Sessions | Devices Sessions Behind is greater than or equal to 100000 for 1 minute or more.   |
|                                                           | Concentrator Aggregation Behind >1M Sessions   | Devices Sessions Behind is greater than or equal to 1000000 for 1 minute or more.  |
|                                                           | Concentrator Aggregation Behind >50M Sessions  | Devices Sessions Behind is greater than or equal to 50000000 for 1 minute or more. |
|                                                           | Concentrator Aggregation Stopped               | Broker Status does not equal started.                                              |
|                                                           | Concentrator Database(s) Not Open              | Database Status does not equal opened.                                             |
|                                                           | Concentrator Meta Rate Zero                    | Concentrator Meta Rate (current) equals 0 for 2 minutes or more.                   |
|                                                           | Concentrator Not Consuming From Service        | Devices Status does not equal consuming.                                           |
|                                                           | Concentrator Service in Bad State              | Service State does not equal started or ready.                                     |
|                                                           | Concentrator Service Stopped                   | Server Status does not equal started.                                              |
| <b>NetWitness Platform Decoder Monitoring Policy</b>      | Decoder Capture Not Started                    | Capture Status does not equal started.                                             |
|                                                           | Decoder Capture Rate Zero                      | Capture Rate (current) equals 0 for 2 minutes or more.                             |
|                                                           | Decoder Database Not Open                      | Database Status does not equal opened.                                             |
|                                                           | Decoder Dropping >1% of Packets                | Capture Packets Percent Dropped (current) is greater than or equal to 1%.          |
|                                                           | Decoder Dropping >10% of Packets               | Capture Packets Percent Dropped (current) is greater than or equal to 10%.         |
|                                                           | Decoder Dropping >5% of Packets                | Capture Packets Percent Dropped (current) is greater than or equal to 5%.          |
|                                                           | Decoder Packet Capture Pool Depleted           | Packet Capture Queue equals 0 for 2 minutes or more.                               |
|                                                           | Decoder Service in Bad State                   | Service State does not equal started or ready.                                     |
|                                                           | Decoder Service Stopped                        | Server Status does not equal started.                                              |

| Policy Name                                                        | Rule Name                            | Alarm Triggered                                                            |
|--------------------------------------------------------------------|--------------------------------------|----------------------------------------------------------------------------|
| <b>NetWitness Platform Event Stream Analysis Monitoring Policy</b> | ESA Overall Memory Utilization > 85% | Total ESA Memory Usage % is greater than or equal to 85 %.                 |
|                                                                    | ESA Overall Memory Utilization > 95% | Total ESA Memory Usage % is greater than or equal to 95 %.                 |
|                                                                    | ESA Service Stopped                  | Server Status does not equal started.                                      |
|                                                                    | ESA Trial Rules Disabled             | Trial Rules Status does not equal enabled.                                 |
| <b>NetWitness Platform IPDB Extractor Monitoring Policy</b>        | IPDB Extractor Service in Bad State  | Service State does not equal started or ready.                             |
|                                                                    | IPDB Extractor Service Stopped       | Server Status does not equal started.                                      |
| <b>NetWitness Platform Incident Management Monitoring Policy</b>   | Incident Management Service Stopped  | Server Status does not equal started.                                      |
| <b>NetWitness Platform Log Collector Monitoring Policy</b>         | Log Collector Service Stopped        | Server Status does not equal started.                                      |
|                                                                    | Log Decoder Event Queue > 50% Full   | Number of events currently in the queue is using 50% or more of the queue. |
|                                                                    | Log Decoder Event Queue > 80% Full   | Number of events currently in the queue is using 80% or more of the queue. |
|                                                                    | Log Collector Service in Bad State   | Service State does not equal started or ready.                             |

| Policy Name                                                   | Rule Name                                | Alarm Triggered                                                           |
|---------------------------------------------------------------|------------------------------------------|---------------------------------------------------------------------------|
| <b>NetWitness Platform Log Decoder Monitoring Policy</b>      | Decoder Dropping > 10% of Packets        | Capture Packets Percent Dropped (current) is greater than or equal to 10% |
|                                                               | Log Capture Not Started                  | Capture Status does not equal started.                                    |
|                                                               | Log Decoder Capture Rate Zero            | Capture Rate (current) equals 0 for 2 minutes or more.                    |
|                                                               | Log Decoder Database Not Open            | Database Status does not equal opened.                                    |
|                                                               | Log Decoder Dropping > 1% of Logs        | Capture Packets Percent Dropped (current) is greater than or equal to 1%. |
|                                                               | Log Decoder Dropping > 5% of Logs        | Capture Packets Percent Dropped (current) is greater than or equal to 5%. |
|                                                               | Log Decoder Packet Capture Pool Depleted | Packet Capture Queue equals 0 for 2 minutes or more.                      |
|                                                               | Log Decoder Service Stopped              | Server Status does not equal started.                                     |
|                                                               | Log Decoder Service in Bad State         | Service State does not equal started or ready.                            |
| <b>NetWitness Platform Malware Analysis Monitoring Policy</b> | Malware Analysis Service Stopped         | Server Status does not equal started.                                     |

| Policy Name                                                      | Rule Name                                                         | Alarm Triggered                                                                       |
|------------------------------------------------------------------|-------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <b>NetWitness Platform Reporting Engine Monitoring Policy</b>    | Reporting Engine Alerts Critical Utilization                      | Alerts Utilization is greater than or equal to 10 for 5 minutes or more.              |
|                                                                  | Reporting Engine Available Disk <10%                              | Available disk space is less than 10%.                                                |
|                                                                  | Reporting Engine Available Disk <5%                               | Available disk space is less than or equal to 5%.                                     |
|                                                                  | Reporting Engine Charts Critical Utilization                      | Charts Utilization is greater than or equal to 10 for 5 minutes or more.              |
|                                                                  | Reporting Engine Rules Critical Utilization                       | Rules Utilization is greater than or equal to 10 for 5 minutes or more.               |
|                                                                  | Reporting Engine Schedule Task Pool Critical Utilization          | Schedule Task Pool Utilization is greater than or equal to 10 for 15 minutes or more. |
|                                                                  | Reporting Engine Service Stopped                                  | Server Status does not equal started.                                                 |
|                                                                  | Reporting Engine Shared Task Critical Utilization                 | Shared Task Pool Utilization is greater than or equal to 10 for 5 minutes or more.    |
| <b>NetWitness Platform Warehouse Connector Monitoring Policy</b> | Warehouse Connector Service in Bad State                          | Service State does not equal started or ready.                                        |
|                                                                  | Warehouse Connector Service Stopped                               | Server Status does not equal started.                                                 |
|                                                                  | Warehouse Connector Stream Behind                                 | Stream Behind is greater than or equal to 2000000.                                    |
|                                                                  | Warehouse Connector Stream Disk Utilization > 75%                 | Stream Disk Usage (Pending Destination Load) is greater than or equal to 75.          |
|                                                                  | Warehouse Connector Stream in Bad State                           | Stream Status does not equal consuming or online for 10 minutes or more.              |
|                                                                  | Warehouse Connector Stream Permanently Rejected Files > 300       | Number of files in the permanently rejected files is greater than or equal to 300.    |
|                                                                  | Warehouse Connector Stream Permanently Rejected Folder > 75% Full | Rejected folder usage is greater than or equal to 75%.                                |
| <b>NetWitness Platform Workbench Monitoring Policy</b>           | Workbench Service in Bad State                                    | Service State does not equal started or ready.                                        |
|                                                                  | Workbench Service Stopped                                         | Server Status does not equal started.                                                 |

## System Stats Browser View

NetWitness Platform provides a way to monitor the status and operations of hosts and services. The System Stats Browser tab displays key statistics, service system information, and host system information for a host or service.

You can customize the stats view depending on the parameter you select to filter the data.

To access the System Stats Browser view:

1. Go to **ADMIN > Health & Wellness**.

The Health & Wellness view is displayed with the Alarms tab open.

2. Click the **System Stats Browser** tab.

### What do you want to do?

| Role          | I want to ...                         | Show me how                                       |
|---------------|---------------------------------------|---------------------------------------------------|
| Administrator | View the System Stat Historical Graph | <a href="#">Historical Graph for System Stats</a> |

### Related Topics

[Monitor Service Statistics](#)

[Filter System Statistics](#)

### Quick Look

The System Stats Browser view is displayed.

The screenshot displays the NetWitness Platform's System Stats Browser view. The top navigation bar includes tabs for Alarms, Monitoring, Policies, System Stats Browser (the active tab), Event Source Monitoring, and Settings. Below the navigation bar, there is a filter section with dropdown menus for Host (Any), Component (Any), Category (Any), and Statistic (Any), along with an Order By dropdown and Apply/Clear buttons. A table below the filter section displays system statistics for various hosts and file systems. The table has columns for Host, Component, Category, Statistic, Subitem, Value, Last Update, and Historical Graph. The table lists multiple file systems with their respective sizes, used space, and available space. A sidebar on the right shows 'Stat Details'.

1 Displays System Stats Browser View



## 2 Toolbar used to filter and customize the System Stats Browser View

**Note:** Historical graphs are enabled, and can be displayed, for statistics with numeric values. However, historical graphs are disabled for statistics with string values, for example, Health checks (Healthy), and are displayed as gray in the UI.

### Filters

This table lists the various parameters you can use to filter and customize the System Stats view.

| Parameter | Description                                                                                                                                                                                                                                                                            |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Host      | Select a host from the drop-down menu to display the stats of the selected host. Select <b>Any</b> to list all the available hosts.                                                                                                                                                    |
| Component | Select a component from the drop-down menu to display the stats for the selected component. Select <b>Any</b> to list out all the components on a selected host.                                                                                                                       |
| Category  | Type the category to display the stats for the required category. Select Regex to enable Regex filter. It performs a regular expression search against text and lists out the specified category. If Regex is not selected it supports globbing pattern matching.                      |
| Statistic | Type the statistic to display the required statistic on all the hosts or components. Select Regex to enable Regex filter. This performs a regular expression search against text and lists out the specified category. If Regex is not selected it supports globbing pattern matching. |
| Order By  | Select the order in which the list needs to be filtered. Select Ascending to filter the list in an ascending order.                                                                                                                                                                    |

### Commands

| Command | Action                                                              |
|---------|---------------------------------------------------------------------|
| Apply   | Click to apply the filters chosen and display the list accordingly. |
| Clear   | Click to clear the chosen filters.                                  |

### System Stats View Display

Displays statistics, service system information, and host system information for a host or service.

#### Access Stats Details

Select one of the stats and click **Stats Details** on the right hand side of the panel.

The Stats details panel opens with details of the selected stats.

| Stat Details           |                                                                                                                          | > |
|------------------------|--------------------------------------------------------------------------------------------------------------------------|---|
| Hostname               | 111Conc                                                                                                                  |   |
| Component ID           | messagebus                                                                                                               |   |
| Component              | MessageBus                                                                                                               |   |
| Name                   | Node Sockets Used                                                                                                        |   |
| Subitem                | rabbit@b619194b-6ba2-4508-95c4-4eb53df02eed                                                                              |   |
| Path                   |                                                                                                                          |   |
| Plugin                 | messagebus_localhost                                                                                                     |   |
| Plugin Instance        |                                                                                                                          |   |
| Type                   | gauge                                                                                                                    |   |
| Type Instance          | rabbit@b619194b-6ba2-4508-95c4-4eb53df02eed_sockets_used                                                                 |   |
| Description            | Number sockets used by this message broker.                                                                              |   |
| Category               | MessageBus                                                                                                               |   |
| Last Updated Time      | 2019-02-01 07:31:55 PM                                                                                                   |   |
| Value                  | 6                                                                                                                        |   |
| Raw Value              | 6.0                                                                                                                      |   |
| Graph Data Key         | b619194b-6ba2-4508-95c4-4eb53df02eed/messagebus_localhost/gauge-rabbit@b619194b-6ba2-4508-95c4-4eb53df02eed_sockets_used |   |
| Stat Key               | b619194b-6ba2-4508-95c4-4eb53df02eed/messagebus_localhost/gauge-rabbit@b619194b-6ba2-4508-95c4-4eb53df02eed_sockets_used |   |
| stat_collector_version | 11.3.0.0                                                                                                                 |   |
| Multi Value            | false                                                                                                                    |   |

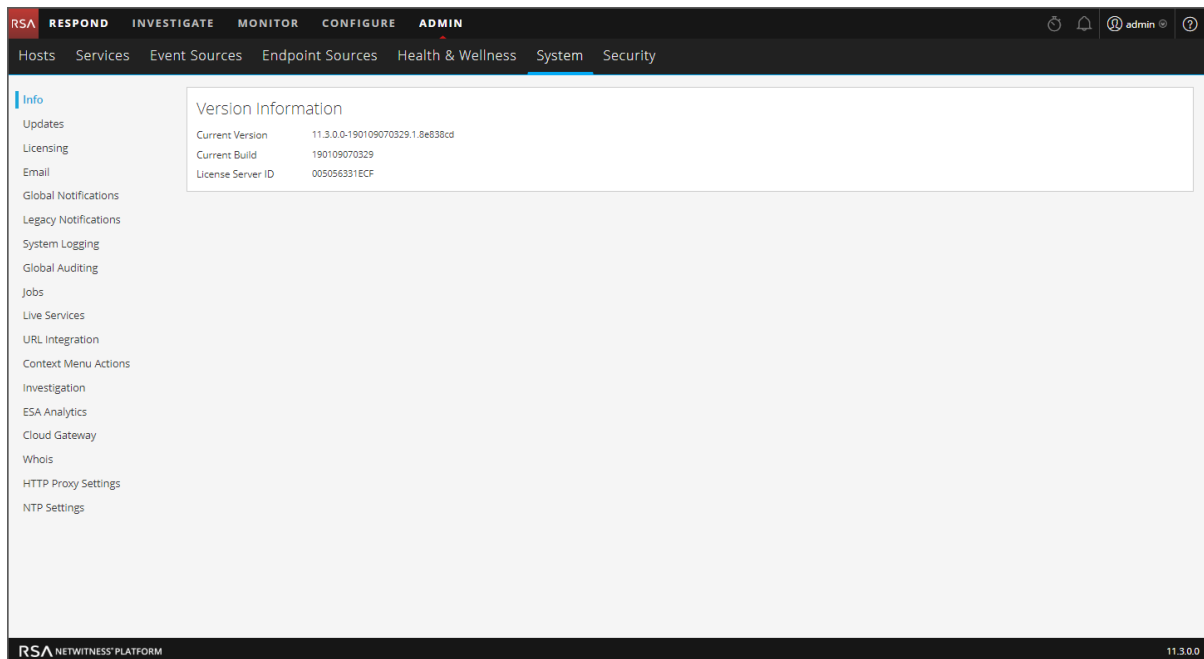
## System View - System Info Panel

This topic describes the System Information panel, which displays information about the system version and license status.

The required role to access this view is **Manage System Settings**.

To access this view, do one of the following:

- Go to **ADMIN > System**.  
The System Information panel is displayed by default.
- When you receive a notification that a new version of NetWitness Platform is available in the Notifications tray, click **View**.



The Version Information section displays version information about the version of NetWitness Platform that is currently installed. The following table describes the features of the Version Information section.

| Name              | Description                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Current Version   | <p>Displays the version of NetWitness Platform that is currently running. The format of the version is <i>major-release.minor-release.stability-id.build-number</i>. Possible values for the <i>stability-id</i> are:</p> <ul style="list-style-type: none"><li>• 1 - Development</li><li>• 2 - Alpha</li><li>• 3 - Beta</li><li>• 4 - RC</li><li>• 5 - Gold</li></ul>                          |
| Current Build     | <p>Identifies the current build revision for use in troubleshooting situations.</p>                                                                                                                                                                                                                                                                                                             |
| License Server ID | <p>Each client host is shipped with the Local Licensing Server (LLS) installed to manage host licenses. This field indicates whether the LLS is installed for this instance of NetWitness Platform.</p> <ul style="list-style-type: none"><li>• When the LLS is installed, the Licensing Server ID is displayed.</li><li>• <b>Unknown</b> indicates that the LLS is not installed.</li></ul>    |
| License Status    | <p>Indicates whether or not the license is enabled. If the license is:</p> <ul style="list-style-type: none"><li>• Enabled, <b>Enabled</b> is displayed in this field and there is a <b>Disable</b> button to the right so you can disable it.</li><li>• Disabled, <b>Disabled</b> is displayed in this field and there is an <b>Enable</b> button to the right so you can enable it.</li></ul> |

## System Updates Panel - Settings Tab

System Updates Settings tab describes the interface you use to set up a connection to Live Update Repository. These settings ensure that the NetWitness Platform can reach the Live Update Repository and synchronize it with your Local Update Repository.

The required permission to access this view is **Apply System Updates**.

To access this view:

1. Go to **ADMIN > System**.
2. Select **Updates**.

### What do you want to do?

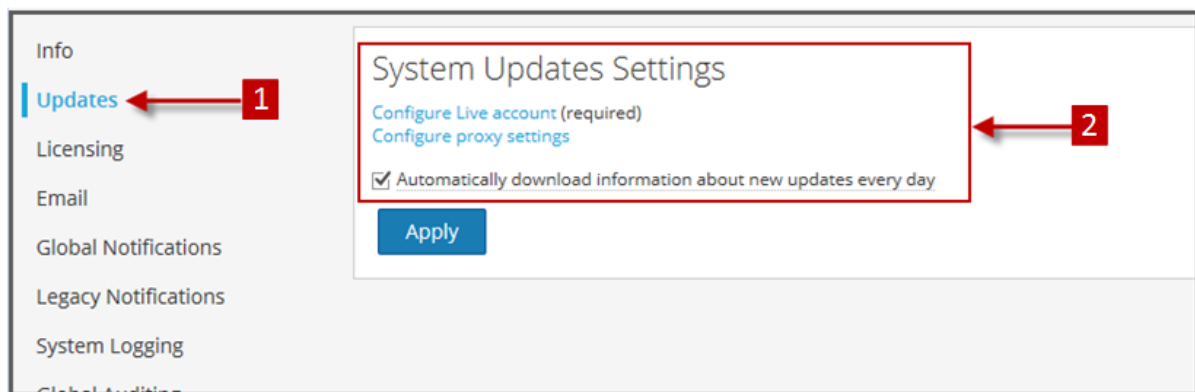
| Role          | I want to ...                  | Show me how                                                      |
|---------------|--------------------------------|------------------------------------------------------------------|
| Administrator | Automatically download updates | Enable automatic synchronization with the RSA update repository. |

### Related Topics

[Manage NetWitness Platform Updates](#)

### Quick Look

The System Updates Settings panel is displayed.



- 1 Displays System Update Setting Tab
- 2 Configure Account and Setting for Automatic Updates

### Features

This table describes the features in the System Updates Settings panel.

| Feature                                                        | Description                                                                                                                                                                                      |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Configure Live account                                         | Displays the <b>ADMIN &gt; System &gt; Live Services</b> panel in which you can configure your Live Account credentials if they are not configured.                                              |
| Configure proxy settings                                       | Displays the <b>ADMIN &gt; System &gt; HTTP Proxy Settings</b> panel in which you can configure an HTTP proxy if it is not configured.                                                           |
| Automatically download information about new updates every day | Select to enable automatic synchronization with the RSA update repository. If there are new updates available, information will automatically be displayed in the <b>ADMIN &gt; HOSTS</b> panel. |
| Apply                                                          | Applies the settings in this tab.                                                                                                                                                                |

## System Logging - Settings View

The RSA NetWitness Platform Settings view in the System Logging panel configures the size of the log files, the number of backup log files maintained, as well as the default logging levels for the packages within NetWitness Platform. The "Configure Log File Settings" topic in the *System Configuration Guide* provides detailed procedures.

To access the Settings tab:

1. Go to **ADMIN > System**.
2. In the options panel, select **System Logging**.

The System Logging panel opens to the Realtime tab by default.

3. Click the **Settings** tab.

### What do you want to do?

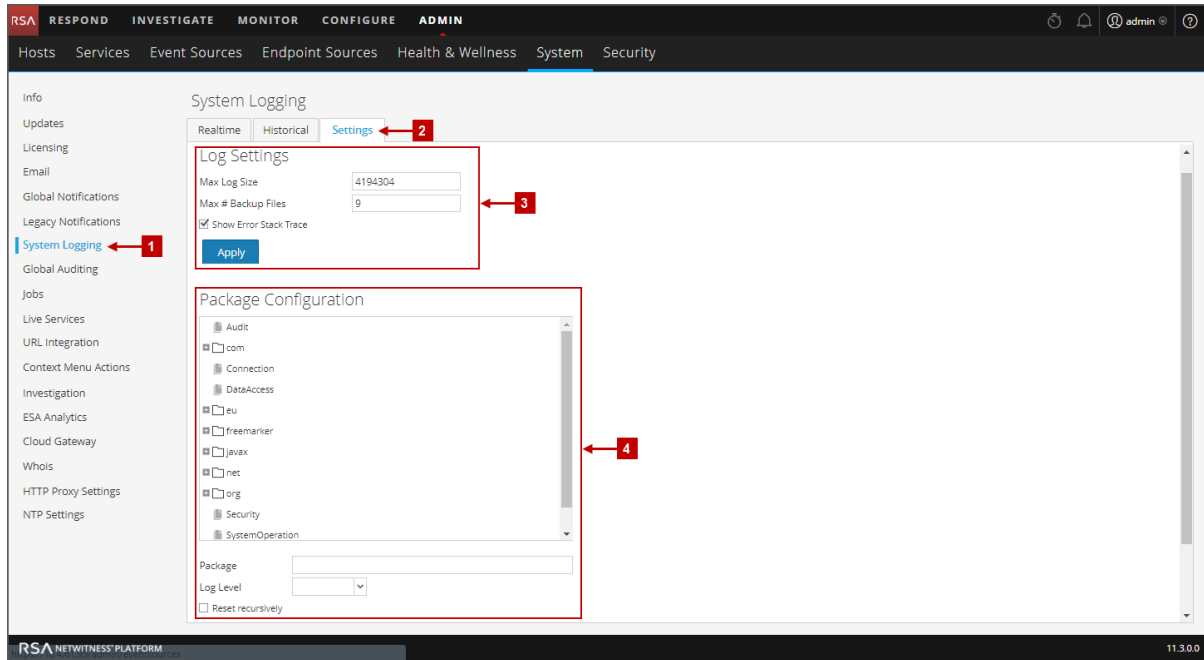
| Role          | I want to ...                       | Show me how                                                                          |
|---------------|-------------------------------------|--------------------------------------------------------------------------------------|
| Administrator | Configure the size of the Log files | See the "Configure Log File Settings" topic in the <i>System Configuration Guide</i> |

### Related Topics

[System Logging - Historical Tab](#)

[System Logging - Realtime Tab](#)

## Quick Look



- 1 Displays System Logging Panel
- 2 Displays Settings Tab
- 3 Configure Log Settings
- 4 Configure Packages

## Features


The Settings tab has two sections: Log Settings and Package Configuration.

### Log Settings

The Log Settings section configures the size of the NetWitness Platform log files and the number of backup logs that NetWitness Platform maintains.


| Feature            | Description                                                                                                                                                                                                           |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Max Log Size       | Configures the maximum size in bytes of each log file. The minimum value for this setting is <b>4096</b> .                                                                                                            |
| Max # Backup Files | Specifies how many backup log files are maintained. The minimum value for this setting is <b>0</b> . When the maximum number of log files is attained, and a new backup file is made, the oldest backup is discarded. |



| Feature                                                                                                              | Description                                                    |
|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <br>Show<br>Error<br>Stack<br>Trace | Displays ERROR, STACK, and TRACE log messages.                 |
| Apply                                                                                                                | Puts the settings into effect immediately for all future logs. |

### Package Configuration

The Package Configuration section shows the NetWitness Platform packages in a tree structure.

| Feature                                                                                                     | Description                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Package tree                                                                                                | <p>Contains all the packages used within NetWitness Platform. You can drill down into the tree to view the log levels of each package.</p> <p>The <b>root</b> logging level represents the default log level for all packages that are not explicitly set. The root level is set to <b>INFO</b></p> |
| Package field                                                                                               | The name of the selected package when you select a package in the <b>Package</b> tree.                                                                                                                                                                                                              |
| Log Level                                                                                                   | If the selected package has a log level explicitly set, the value is displayed in the <b>Log Level</b> field.                                                                                                                                                                                       |
| <br>Reset<br>recursively | Resets the log recursively.                                                                                                                                                                                                                                                                         |
| Apply                                                                                                       | Puts settings into effect immediately for all future logs.                                                                                                                                                                                                                                          |
| Reset                                                                                                       | Resets the selected package to the log level of <b>root</b> .                                                                                                                                                                                                                                       |

## System Logging - Realtime Tab

This topic describes the features of the System Logging > Realtime tab and the Services Logs view > Realtime tab.

The Realtime tab is a view of the NetWitness Platform log or a service log. When it is initially loaded, the view contains the last 10 log entries. As new entries become available, the view is updated with those entries.

To access the Realtime tab:

1. Go to **ADMIN > System**.
2. In the options panel, select **System Logging**.  
The System Logging panel opens to the **Realtime** tab by default.

### What do you want to do?

| Role          | I want to ...            | Show me how                                     |
|---------------|--------------------------|-------------------------------------------------|
| Administrator | See details of Log entry | <a href="#">Display System and Service Logs</a> |

### Related Topics

[System Logging - Settings View](#)

[System Logging - Historical Tab](#)

## Quick Look

The following is an example of the **Realtime** tab in the System Logging panel.

The screenshot shows the RSA NetWitness Platform interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. Below this is a sub-navigation bar with Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness, System, and Security. The 'System' tab is selected, leading to the 'System Logging' panel. In the left sidebar, 'System Logging' is highlighted with a red callout '1'. The main panel has tabs for 'Realtime' (selected) and 'Historical', with a red callout '2' pointing to the 'Realtime' tab. Below the tabs is a search bar with a dropdown set to 'ALL' and a 'Search' button. The main area contains a table of log entries.

| Timestamp               | Level | Message                                                                                                                                                                                            |
|-------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2019-03-06T23:05:29.124 | ERROR | Connect to cms.netwitness.com:443 [cms.netwitness.com/52.224.176.196] failed: connect timed out org.apache.http.conn.ConnectTimeoutException: Connect to cms.netwitness.com:443 [cms.netw...       |
| 2019-03-06T23:05:29.128 | INFO  | CMS authentication failure for admin : org.apache.http.conn.ConnectTimeoutException: Connect to cms.netwitness.com:443 [cms.netwitness.com/52.224.176.196] failed: connect timed out               |
| 2019-03-06T23:05:29.128 | INFO  | Failed to get quicklist of resources: CMS authentication failure for admin : org.apache.http.conn.ConnectTimeoutException: Connect to cms.netwitness.com:443 [cms.netwitness.com/52.224.176.196... |
| 2019-03-06T23:05:45.150 | WARN  | Error retrieving Whois configuration elements com.rsa.asoc.launch.api.transport.client.RequestTimeoutException: Request to esa-analytics-server.any.rsa/process/ready timed out at com.rsa.asoc... |
| 2019-03-06T23:06:45.153 | WARN  | Error retrieving Whois configuration elements com.rsa.asoc.launch.api.transport.client.RequestTimeoutException: Request to esa-analytics-server.any.rsa/process/ready timed out at com.rsa.asoc... |
| 2019-03-06T23:08:54.835 | WARN  | Host has not received update, resetting broker                                                                                                                                                     |
| 2019-03-06T23:08:54.835 | WARN  | Host has not received update, resetting archiver                                                                                                                                                   |
| 2019-03-06T23:13:53.661 | WARN  | Conversion to List failed as connection to ContextHub was not established                                                                                                                          |
| 2019-03-06T23:13:54.835 | WARN  | Host has not received update, resetting broker                                                                                                                                                     |
| 2019-03-06T23:13:54.835 | WARN  | Host has not received update, resetting archiver                                                                                                                                                   |

1 Displays System Logging Panel

2 Displays Realtime Tab

The following is an example of the Realtime tab in the Services Logs view, which is similar.


The screenshot shows the RSA NetWitness Platform interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. Below this is a sub-navigation bar with Hosts, Services, Event Sources, Endpoint Sources, Health & Wellness, System, and Security. The 'Services' tab is selected, leading to the 'Services Logs' view. In the left sidebar, 'Services' is highlighted. The main panel has tabs for 'Realtime' (selected) and 'Historical'. Below the tabs is a search bar with a dropdown set to 'ALL', a 'Keywords' input field, a 'Broker' dropdown, and a 'Search' button. The main area contains a table of log entries.

| Timestamp               | Level | Message                                                                                                                                                              |
|-------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2019-03-06T23:22:14.000 | WARN  | User admin has a mismatch for query.timeout in local account and trusted credentials. Using supplied value 5.                                                        |
| 2019-03-06T23:22:14.000 | WARN  | User admin has a mismatch for session.threshold in local account and trusted credentials. Using supplied value 100000.                                               |
| 2019-03-06T23:22:14.000 | DEBUG | Trusted user admin has been granted QT: 5 ST: 100000 QP: 0                                                                                                           |
| 2019-03-06T23:22:14.000 | AUDIT | User admin (session 24971, 10.4.61.95:52960) has logged in                                                                                                           |
| 2019-03-06T23:22:15.000 | INFO  | Accepting connection from trusted peer 10.4.61.95 with subject name C = US, ST = VA, L = Reston, O = RSA, OU = NetWitness, CN = 55c9f2dc-6896-49c9-8b6a-30ed509e7eb7 |
| 2019-03-06T23:22:15.000 | DEBUG | Trusted user admin has been granted QT: 60 ST: 0 QP: 0                                                                                                               |
| 2019-03-06T23:22:15.000 | AUDIT | User admin (session 24997, 10.4.61.95:46932) has logged in                                                                                                           |
| 2019-03-06T23:22:15.000 | DEBUG | Ignoring groups PRIVILEGED_CONNECTION_AUTHORITY, Respond_Administrator, UEBA_Analysts for user escalateduser that are not defined on this service                    |
| 2019-03-06T23:22:15.000 | DEBUG | Trusted user escalateduser has been granted QT: 0 ST: 0 QP: 0                                                                                                        |
| 2019-03-06T23:22:15.000 | AUDIT | User escalateduser (session 25022, 10.4.61.95:46932) has logged in                                                                                                   |

## Features

The Realtime tab has a toolbar with input fields to allow filtering of the entries, and below the toolbar is a grid containing the log entries.

### Toolbar

| Feature                                                                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Log Level drop-down</b><br> | Selects the log level for entries to display in the grid. The <b>Log Level</b> drop-down shows the available log levels for the system or the service. <ul style="list-style-type: none"> <li>• System logs have seven log levels.</li> <li>• Service logs have only six log levels because they do not include the <b>TRACE</b> level.</li> <li>• The default is <b>ALL</b> log entries.</li> </ul> |
| <b>Keywords field</b>                                                                                           | Specifies a keyword to use when filtering entries. This field is the same for system and service log filtering.                                                                                                                                                                                                                                                                                      |
| <b>Service field (Service Logs only)</b>                                                                        | Specifies the service type to use when filtering service log entries. Possible values are the host or the service.                                                                                                                                                                                                                                                                                   |
| <b>Search button</b>                                                                                            | Click to activate filtering based on the log level, keyword, and service selections.                                                                                                                                                                                                                                                                                                                 |

### Log Grid Columns

| Column           | Description                            |
|------------------|----------------------------------------|
| <b>Timestamp</b> | This is the timestamp for the entry.   |
| <b>Level</b>     | This is the log level for the message. |
| <b>Message</b>   | This is the text of the log entry.     |

## System Logging - Historical Tab

The Historical tab provides a searchable view of a NetWitness Platform log or a service log in a paged format. When initially loaded, the grid shows the last page of the log entries for the system or the system.

To access the Historical tab:

1. Go to **ADMIN > System**.
2. In the options panel, select **System Logging**.

The System Logging panel opens to the **Realtime** tab by default.

3. Click the **Historical** tab.

### What do you want to do?

| Role          | I want to ...             | Show me how                                       |
|---------------|---------------------------|---------------------------------------------------|
| Administrator | View the Historical Graph | <a href="#">Historical Graph for System Stats</a> |

### Related Topics

[System Logging - Realtime Tab](#)

[System Logging - Settings View](#)

## Quick Look

The following is an example of the **Historical** tab in the System Logging panel. It shows the NetWitness Platform logs.

The screenshot shows the NetWitness Platform interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, and the 'System' sub-tab is selected. The left sidebar contains various navigation options, with 'System Logging' highlighted by a red arrow labeled '1'. The main content area displays the 'System Logging' panel, with the 'Historical' tab selected by a red arrow labeled '2'. The panel shows a table of log entries with columns for Timestamp, Level, and Message. The table contains several entries, including warnings about configuration elements and errors related to authentication and logging. The bottom of the panel shows pagination information: 'Page 200 of 200' and 'Displaying 9951 - 10000 of 10000'.

1 Displays System Logging Tab

2 Displays Historical Tab

The following is an example of the Historical tab in the Services Logs view. It shows the services logs.

The screenshot shows the NetWitness Platform interface. The top navigation bar includes tabs for RESPOND, INVESTIGATE, MONITOR, CONFIGURE, and ADMIN. The ADMIN tab is active, and the 'Services' sub-tab is selected. The left sidebar contains various navigation options, with 'Services' highlighted by a red arrow labeled '1'. The main content area displays the 'Services Logs' panel, with the 'Historical' tab selected by a red arrow labeled '2'. The panel shows a table of log entries with columns for Timestamp, Level, and Message. The table contains several entries, including information about connections, authentication, and logging. The bottom of the panel shows pagination information: 'Page 200 of 200' and 'Displaying 9951 - 10000 of 10000'.

## Features

The Historical tab has a toolbar with input fields to allow filtering of the entries, a grid containing the log entries, and paging tools.

| Feature                           | Description                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Start Date and End Date           | The Start Date and End Date range search options limit the log entries to a point in time. When used, you must provide both a start and end date. The times are optional. The date range is validated to assure that the end date is not before the start date.                                                                                                                                                          |
| Log Level drop-down               | <div data-bbox="212 703 323 882"> </div> Selects the log level for entries to display in the grid. The Log Level drop-down shows the available log levels for the system or the service. <ul style="list-style-type: none"> <li>• System logs have seven log levels.</li> <li>• Service logs have only six log levels because they do not include the TRACE level.</li> <li>• The default is ALL log entries.</li> </ul> |
| Keyword field                     | Specifies a keyword to use when filtering entries. This field is the same for system and service log filtering.                                                                                                                                                                                                                                                                                                          |
| Service field (Service Logs only) | Specifies the service type to use when filtering service log entries. Possible values are the host or the service.                                                                                                                                                                                                                                                                                                       |
| Search button                     | Click to activate a search based on the start and end date, log level, keyword, and service selections.                                                                                                                                                                                                                                                                                                                  |
| Export                            | Click to export the currently viewed grid entries to a text file. You can select either comma-separated or tab-separated format for the entries in the file.                                                                                                                                                                                                                                                             |

| Column    | Description                            |
|-----------|----------------------------------------|
| Timestamp | This is the timestamp for the entry.   |
| Level     | This is the log level for the message. |
| Message   | This is the text of the log entry.     |

The paging tools below the grid provide a way to navigate through the pages of log entries.

« ‹ | Page  of 16 | › » | ↻

## Search Log Entries

To search the results shown in the Historical tab:

1. (Optional) Select a **Start Date** and **End Date**. Optionally, select a **Start Time** and **End Time**.
2. (Optional) For system and service logs, select a **Log Level** and a **Keyword**, or both.
3. (Optional) For service logs, select the **Service**: host or service.
4. Click **Search**.

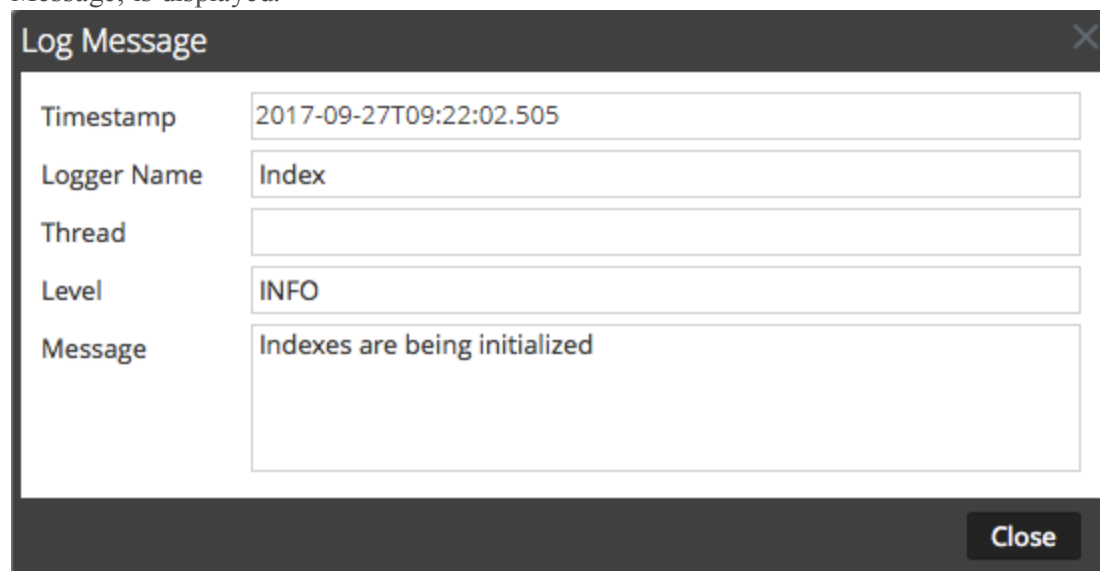
The view is refreshed with the most recent 10 entries matching your filter. As new matching log entries become available, the view is updated to show those entries.

## Show Details of a Log Entry

Each row of the Historical tab Log grid provides the summary information of a log entry. To view complete details:

1. Double-click a log entry.

The Log Message dialog, which contains the Timestamp, Logger Name, Thread, Level and Message, is displayed.



The image shows a 'Log Message' dialog box with a dark header and a light body. The header has the title 'Log Message' and a close button (X). The body contains five labeled text input fields: 'Timestamp' with the value '2017-09-27T09:22:02.505', 'Logger Name' with 'Index', 'Thread' which is empty, 'Level' with 'INFO', and 'Message' with 'Indexes are being initialized'. At the bottom right of the dialog is a 'Close' button.

|             |                               |
|-------------|-------------------------------|
| Timestamp   | 2017-09-27T09:22:02.505       |
| Logger Name | Index                         |
| Thread      |                               |
| Level       | INFO                          |
| Message     | Indexes are being initialized |

2. When finished viewing, click **Close**.

## Page Through the Entries

To view the different pages of the grid, use the paging controls on the bottom of the grid as follows:

- Use the navigation buttons
- Manually enter the page you want to view, and press **ENTER**.



## Export

To export the logs in the current view:

Click **Export**, and select one of the drop-down options, **CSV Format** or **Tab Delimited**.

The file is downloaded with a filename that identifies the log type and the field delimiter. For example, a NetWitness Platform system log exported with comma-separated values is named `UAP_log_export_CSV.txt`, and an appliance log exported with tab-separated values is named `APPLIANCE_log_export_TAB.txt`.

