



# RSA<sup>®</sup> NetWitness Platform

Version 11.6

## NetWitness Respond User Guide



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## NetWitness Respond Process

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

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

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

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

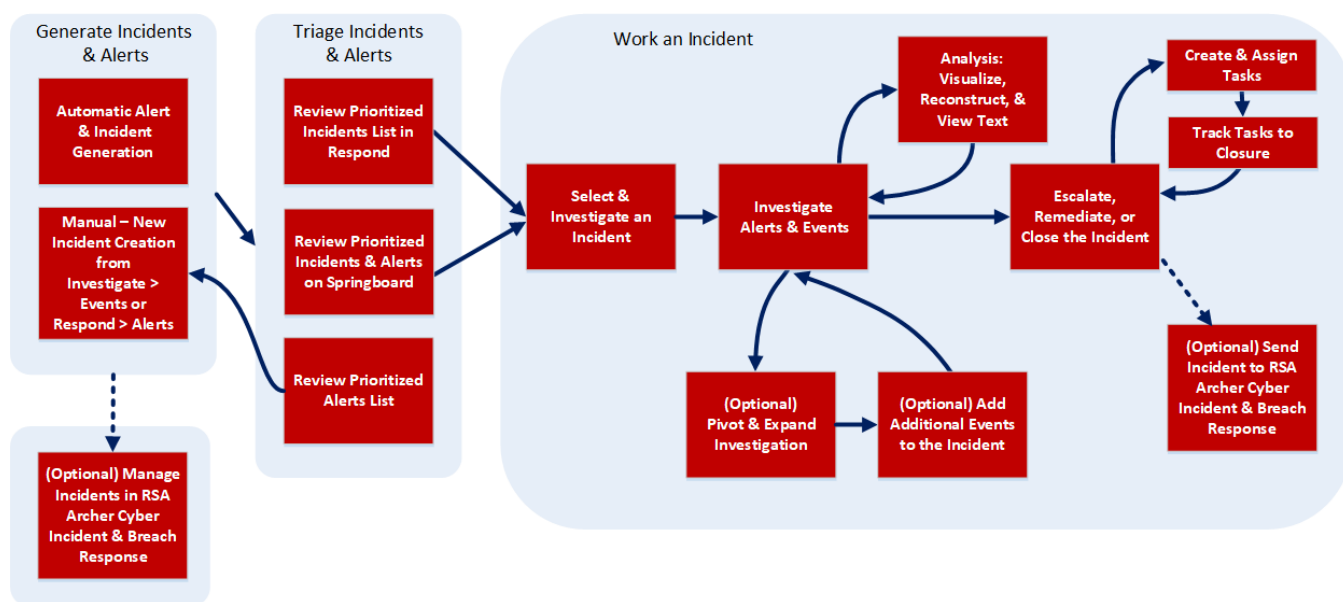
The stages in the NetWitness Respond process are:

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

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

## NetWitness Respond Workflow

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



## Responding to Incidents

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

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

The Respond view presents Incident Responders with a queue of incidents in severity order. When you take an incident from the queue, you receive relevant supporting data to help you investigate the incident. This enables you to determine the incident scope so you can escalate or remediate it as appropriate.

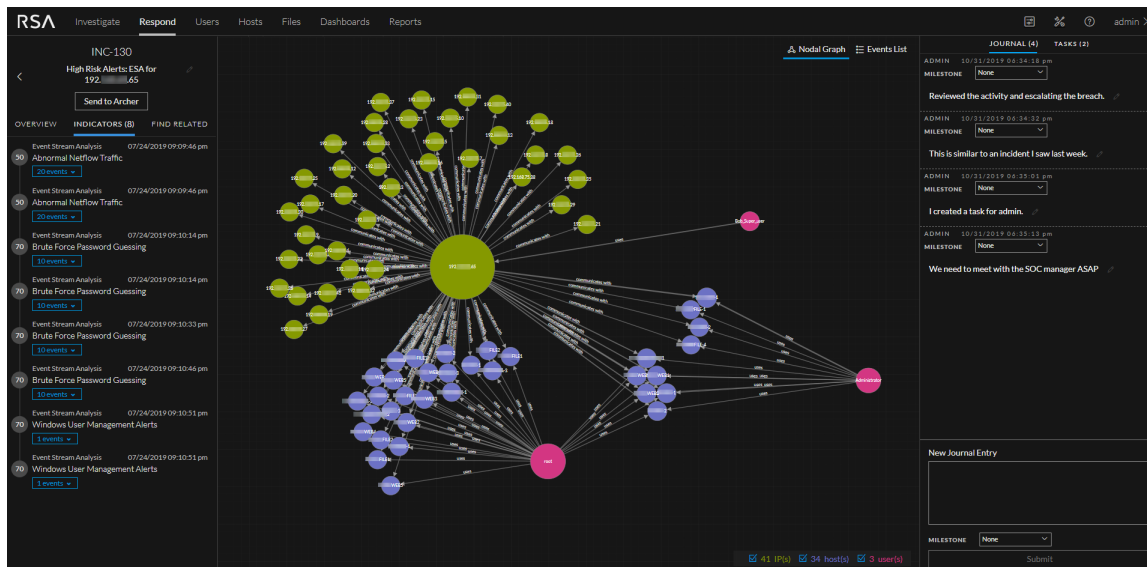
Within the Respond view, you can see Incidents, Alerts, and Tasks:

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

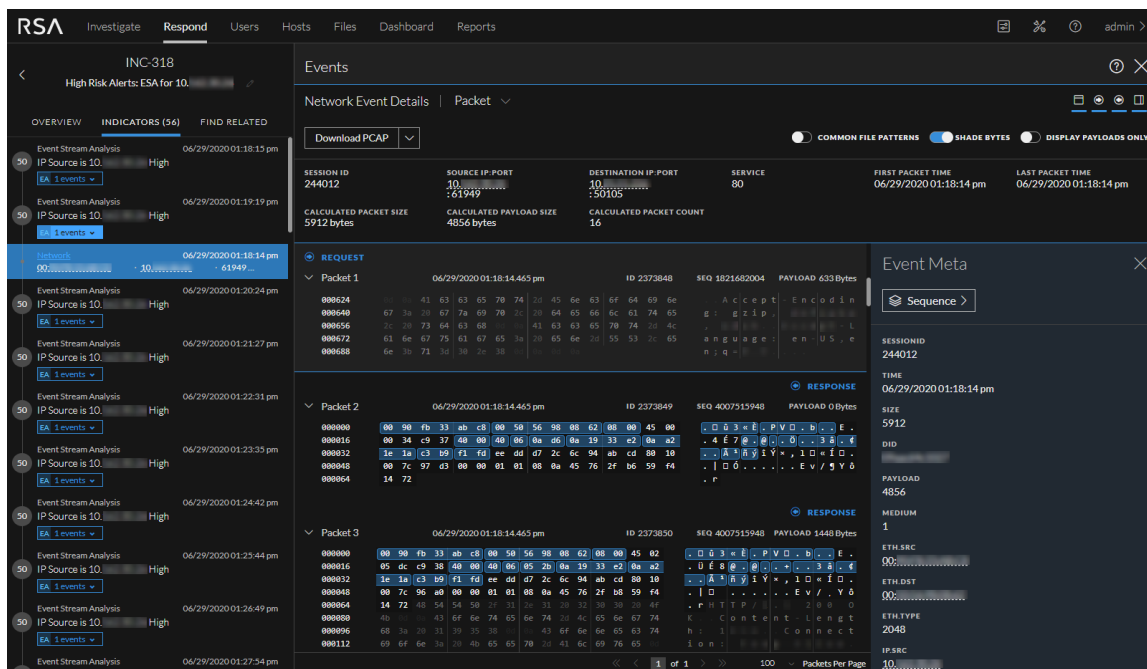
If you navigate to Respond > Incidents, you can see the Incidents List view and from there you can access the Incident Details view for a selected incident. These are the main views that you use to respond to incidents. The following figure shows the list of prioritized incidents in the **Incidents List**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

Created	Priority	Risk Score	ID	Name	Status	Assignee	Alerts
05/05/2020 02:15:41 pm	CRITICAL	100	INC-610	Threshold Breached for FILE-SM5xchost.exe	New		1
05/05/2020 05:16:05 am	CRITICAL	100	INC-72	Threshold Breached for FILE-Sychost.exe	New		8
05/05/2020 05:15:04 am	CRITICAL	100	INC-70	Threshold Breached for FILE-Evops.dll	Task Requested	analyst	4
05/05/2020 05:14:34 am	CRITICAL	100	INC-68	Threshold Breached for FILE-NWEDriver20073.sys	New		7
05/05/2020 04:28:04 am	CRITICAL	100	INC-22	Threshold Breached for FILE-Sychost.exe	New		9
05/05/2020 04:28:04 am	CRITICAL	100	INC-21	Threshold Breached for FILE-SM5xchost.exe	New		8
05/05/2020 04:28:04 am	CRITICAL	100	INC-20	Threshold Breached for FILE-Sychost.exe	New		9
05/05/2020 04:27:34 am	CRITICAL	100	INC-19	Threshold Breached for FILE-llhost.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-13	Threshold Breached for FILE-cmd.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-14	Threshold Breached for FILE-Services.exe	New		1
05/05/2020 04:26:13 am	CRITICAL	100	INC-13	Threshold Breached for FILE-dwm.exe	New		6
05/05/2020 04:20:04 am	CRITICAL	100	INC-6	High Risk Alerts: ESA for 10 [redacted]	New		1
05/05/2020 03:34:50 pm	HIGH	60	INC-682	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 03:20:29 pm	HIGH	30	INC-673	High Risk Alerts: ESA for 10 [redacted]	New		29
05/05/2020 02:20:26 pm	HIGH	30	INC-613	High Risk Alerts: ESA for 10 [redacted]	New		56
05/05/2020 02:11:58 pm	HIGH	60	INC-606	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:47:34 pm	HIGH	60	INC-580	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:20:20 pm	HIGH	30	INC-592	High Risk Alerts: ESA for 10 [redacted]	New		56
05/05/2020 01:10:12 pm	HIGH	60	INC-530	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 12:30:21 pm	HIGH	60	INC-500	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 12:10:10 pm	HIGH	30	INC-488	High Risk Alerts: ESA for 10 [redacted]	New		56

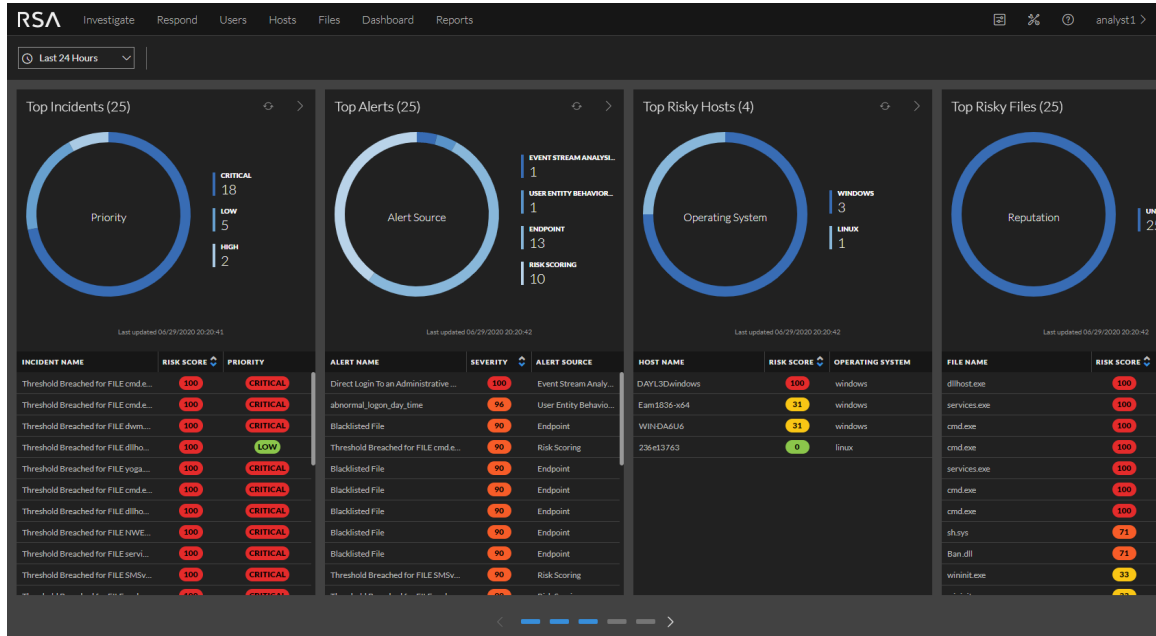
The next figure shows an example of details available in the **Incident Details** view.



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



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



## Respond Persist Data

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

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

You can:

- Persist an event in the incident, or suspend persist of the event.
- Perform complete event reconstruction for persisted events even after the session is rolled over from the NetWitness database.
- Filter incidents which has persisted events.

- Suspend persist of all events associated with an incident.
- Remove all associated persisted events by deleting an alert or incident.

This topic contains the following basic Respond Persist Data procedures:

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

## Customizing Respond Persist Data

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

To customize the persist directory:

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

The **Configuration** page appears.

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

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

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

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

## Working with Incident Filters

You can filter incidents based on the persisted events.

To filter incidents:

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

The **INCIDENT** page appears.

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

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

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

The screenshot shows the NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond' (selected), 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The main content area is titled 'INCIDENTS' and has tabs for 'ALERTS' and 'TASKS'. A 'Filters' panel is open on the left, showing various filter options. The 'CONTAINS PERSISTED EVENTS' section is expanded, with 'Yes' selected. The main table displays a list of incidents with columns for 'CREATED', 'PRIOR...', 'RISK S...', 'ID', 'NAME', 'STATUS', 'ASSIGNEE', and 'ALE...'. The table contains 8 rows of incident data.

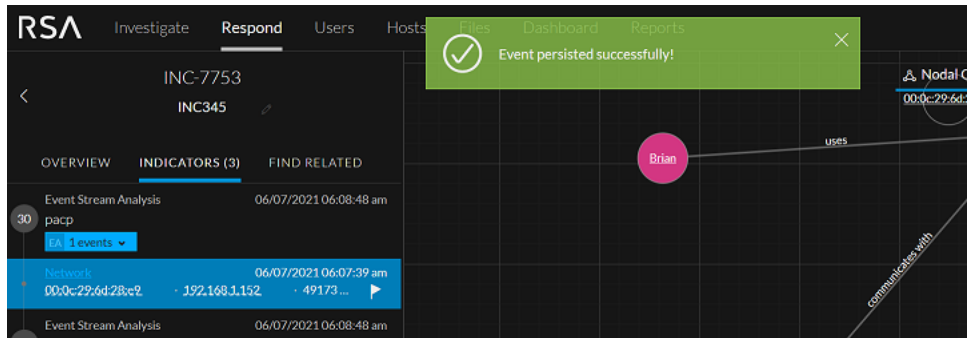
CREATED	PRIOR...	RISK S...	ID	NAME	STATUS	ASSIGNEE	ALE...
06/07/2021 0...	LOW	30	INC-7754	INC-log	New		2
06/07/2021 0...	LOW	30	INC-7753	INC345	New		3
06/05/2021 1...	LOW	30	INC-7743	EFSL2	New		1
06/05/2021 1...	LOW	30	INC-7742	EFSL	New		1
06/03/2021 0...	LOW	30	INC-7749	INC12345	New		2
06/02/2021 0...	LOW	30	INC-7741	INCERT	New		1
06/02/2021 0...	HIGH	50	INC-7736	persistEvent for persistEvent	New		2
06/02/2021 0...	HIGH	50	INC-7735	High Risk Alerts: ESA for 192.168.1...	New		2

Showing 8 out of 8 items. 0 selected

## Persist and Suspend Persist Events

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

- To persist an event, click the flag listed under each of the event. The selected flag is highlighted, and the message Event Persisted successfully appears.
- To suspend and persist event, click a selected flag (persisted event) once again. The selected flag is no longer highlighted, and the message Suspended Event Persist successfully appears.



## Change Event Retention

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

**Note:** A maximum of 10 incidents can be suspend persisted at a time in the source NetWitness database. If you try to change event retention for more than 10 incidents, an error message will be displayed.

To change event retention:

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

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

Change Priority	Change Status	Change Assignee	Delete	Change Events Retention	ASSIGNEE	ALE...
<input checked="" type="checkbox"/>	CREATED	PRIOR...	RISK 5...	ID	NAME	
<input checked="" type="checkbox"/>	06/07/2021 0...	LOW	30	INC-7754	INC-log	New
<input checked="" type="checkbox"/>	06/07/2021 0...	LOW	30	INC-7753	INC345	New
<input checked="" type="checkbox"/>	06/05/2021 1...	LOW	30	INC-7743	FESL2	New
<input checked="" type="checkbox"/>	06/05/2021 1...	LOW	30	INC-7742	FESL	New
<input checked="" type="checkbox"/>	06/03/2021 0...	LOW	30	INC-7749	INC12345	New
<input checked="" type="checkbox"/>	06/02/2021 0...	LOW	30	INC-7741	INCERT	New
<input checked="" type="checkbox"/>	06/02/2021 0...	HIGH	50	INC-7736	persistEvent for persistEvent	New
<input checked="" type="checkbox"/>	06/02/2021 0...	HIGH	50	INC-7735	High Risk Alerts: ESA for 192.168.1...	New

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

- Concentrator outage
- Network disruption
- Service Outage

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

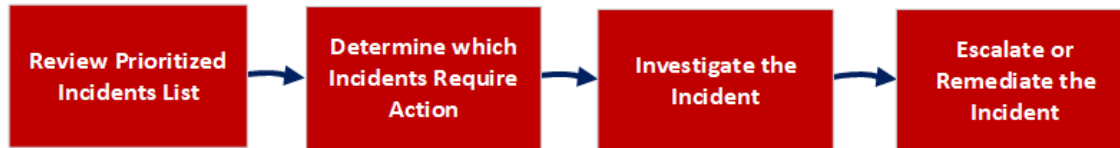
The following table provides information on the parameters that are configured to run the job, which are enabled by default:

Parameter	Default Setting
event-batch-size	500
failure-count	5
pinned-events-retention-job-enabled	true

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

## Responding to Incidents Workflow

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



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

These are the basic steps for responding to an incident:

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

## Review Prioritized Incident List

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

This topic contains the following basic incident list procedures:

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

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

## View the Incidents List

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

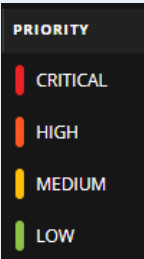
1. Log in to NetWitness Platform.

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

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
05/05/2020 02:15:41 pm	CRITICAL	100	INC-610	Threshold Breached for FILE_SMSectHost.exe	New		1
05/05/2020 05:16:05 am	CRITICAL	100	INC-722	Threshold Breached for FILE_sychost.exe	New		8
05/05/2020 05:15:04 am	CRITICAL	100	INC-70	Threshold Breached for FILE_vopad.dll	Task Requested	analyst	4
05/05/2020 05:14:34 am	CRITICAL	100	INC-68	Threshold Breached for FILE_INWEDriver30673.sys	New		7
05/05/2020 04:28:04 am	CRITICAL	100	INC-22	Threshold Breached for FILE_sychost.exe	New		9
05/05/2020 04:28:04 am	CRITICAL	100	INC-21	Threshold Breached for FILE_SMSectHost.exe	New		8
05/05/2020 04:28:04 am	CRITICAL	100	INC-20	Threshold Breached for FILE_sychost.exe	New		9
05/05/2020 04:27:34 am	CRITICAL	100	INC-19	Threshold Breached for FILE_dllhost.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-15	Threshold Breached for FILEcmd.exe	New		9
05/05/2020 04:26:14 am	CRITICAL	100	INC-14	Threshold Breached for FILE_services.exe	New		1
05/05/2020 04:26:13 am	CRITICAL	100	INC-11	Threshold Breached for FILE_dism.exe	New		6
05/05/2020 04:20:04 am	CRITICAL	100	INC-6	High Risk Alerts: ESA for 10	New		1
05/05/2020 03:34:50 pm	HIGH	60	INC-689	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 03:20:29 pm	HIGH	50	INC-673	High Risk Alerts: ESA for 10	New		29
05/05/2020 02:20:26 pm	HIGH	50	INC-611	High Risk Alerts: ESA for 10	New		56
05/05/2020 02:11:58 pm	HIGH	60	INC-606	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:47:24 pm	HIGH	60	INC-580	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 01:20:20 pm	HIGH	50	INC-552	High Risk Alerts: ESA for 10	New		56
05/05/2020 01:10:12 pm	HIGH	60	INC-540	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 12:30:21 pm	HIGH	60	INC-500	Manual Incident created from Event Analysis	Assigned	admin	2
05/05/2020 12:20:10 pm	HIGH	50	INC-488	High Risk Alerts: ESA for 10	New		56

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

Column	Description
Created	Shows the creation date of the incident.

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

At the bottom of the list, you can see the number of incidents on the current page, the total number of incidents, and the number selected. For example: **Showing 1000 out of 1115 items | 3 selected.** The maximum number of incidents that you can view at one time is 1,000.

## Filter the Incident List

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

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

Filters

SAVED FILTERS

TIME RANGE  CUSTOM DATE RANGE

All Data

INCIDENT ID

INC-##

PRIORITY

Low

Medium

High

Critical

STATUS

New

Assigned

In Progress

Task Requested

Task Complete

Closed

Closed - False Positive

ASSIGNEE

Show only unassigned incidents

CATEGORIES

CONTAINS PERSISTED EVENTS

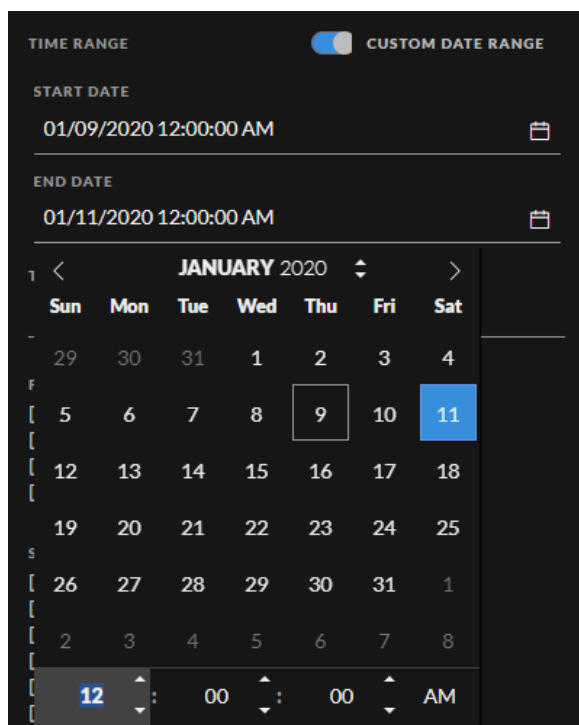
Yes

No

Reset Save Save as...

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

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



- **Incident ID:** Type the number of the incident that you would like to locate. For example, for INC-1050, type only the number "1050" to view the incident.
- **Priority:** Select the priorities that you would like to view.
- **Status:** Select one or more incident statuses. For example, select Closed - False Positive to view only false positive incidents, which were initially identified as suspicious, but then they were later found to be safe.
- **Assignee:** Select the assignee or assignees of the incidents that you would like to view. For example, if you only want to view the incidents assigned to Cale or Stanley, select Cale and Stanley from the Assignee drop-down list. If you want to view incidents regardless of the assignee, do not make a selection under Assignee.  
(Available in version 11.1 and later) To view only unassigned incidents, select **Show only unassigned incidents**.
- **Categories:** Select one or more categories from the drop-down list. For example, if you only want to view incidents classified with the Backdoor or Privilege abuse categories, select Backdoor and Privilege abuse.
- **Sent to Archer:** (In version 11.2 and later, if RSA Archer is configured as a data source in Context Hub, you can send incidents to Archer Cyber Incident & Breach Response and this option will be available in NetWitness Respond.) To view incidents that were sent to Archer, select **Yes**. For incidents that were not sent to Archer, select **No**.
- **CONTAINS PERSISTED EVENTS:** Select a filter to view incidents based on the persisted events.


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

Showing 1000 out of 91205 items | 0 selected

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

## Remove My Filters from the Incidents List View

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

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

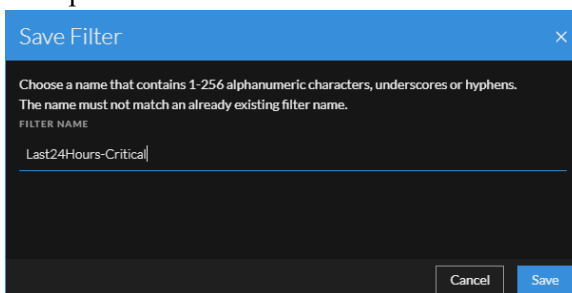
## Save the Current Incidents Filter

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

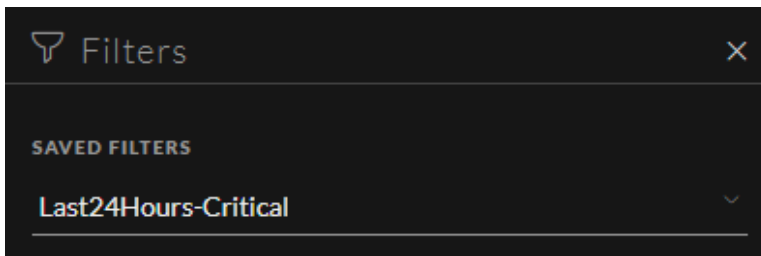
Saved filters provide a way for analysts to save and quickly apply specific filter conditions to the list of incidents. You can also use these filters to customize the Springboard landing page. For example, you may want to create a filter to show only critical incidents over the last 24 hours.

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

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



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



## Update a Saved Incidents Filter

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

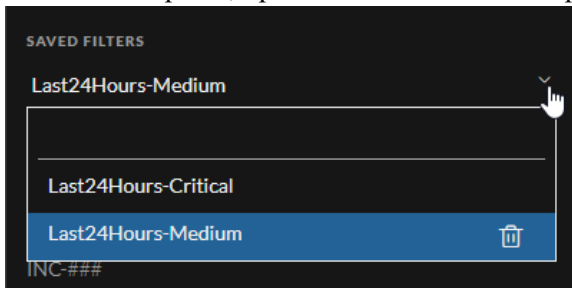
1. In the Filters panel **Saved Filters** drop-down list, select a saved filter.
2. Update your filter selections and click **Save**.


## Delete a Saved Incidents Filter

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

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


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

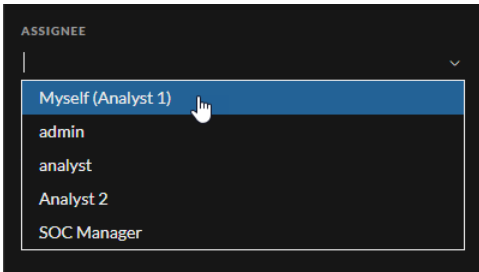


2. Next to the filter name, click  to delete it.

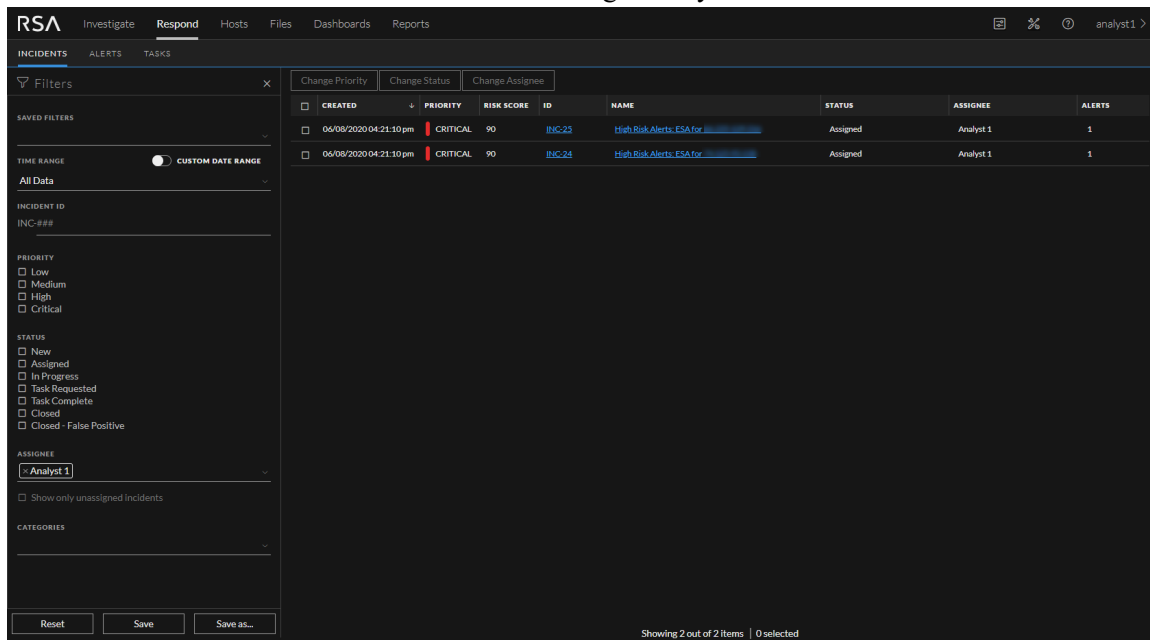
## View My Incidents

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

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




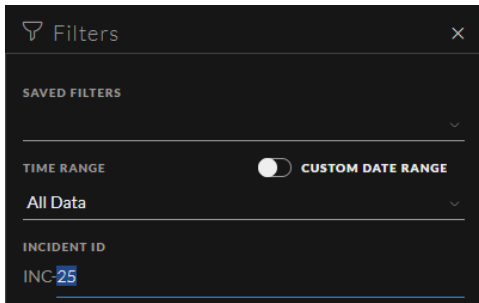
The incidents list shows the incidents that are assigned to you.



## Find an Incident

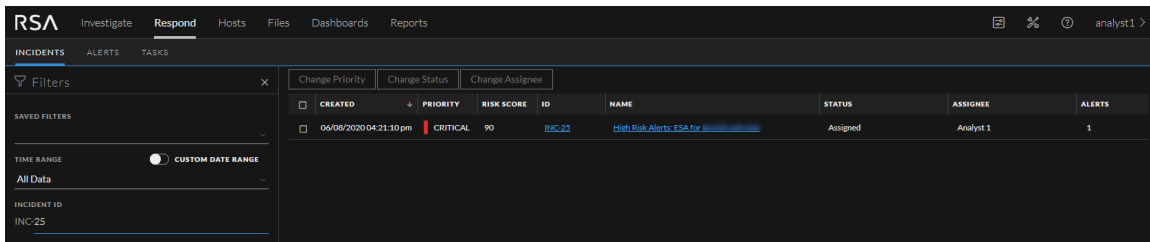
If you know the Incident ID, you can quickly locate an incident using the Filter. For example, you may want to locate a specific incident out of thousands of incidents.

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




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

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




## Sort the Incidents List

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

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
06/29/2020 09:23:27 pm	LOW	10	INC799	bn-ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:24:27 pm	LOW	10	INC798	bn-ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:23:21 pm	LOW	10	INC797	bn-ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:22:20 pm	LOW	10	INC796	bn-ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:22:20 pm	HIGH	90	INC795	High Risk Alerts: ESA for 10 [redacted]	New		4

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

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

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

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
06/29/2020 09:29:07 am	LOW	10	INC87	bn-ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:30:13 am	LOW	10	INC88	bn-ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:31:13 am	LOW	10	INC89	bn-ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:32:18 am	LOW	10	INC90	bn-ESA Alerts Low for 10 [redacted]	New		1
06/29/2020 09:33:23 am	LOW	10	INC91	bn-ESA Alerts Low for 10 [redacted]	New		1


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

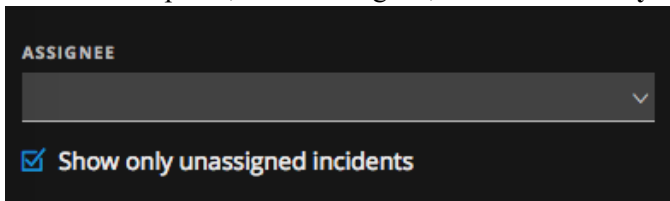
CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
06/29/2020 05:38:41 pm	CRITICAL	100	INC-378	Threshold Breached for FILE.cmd.exe	Assigned	Analyst 1	1
06/29/2020 03:33:10 pm	CRITICAL	100	INC-452	Threshold Breached for FILE.cmd.exe	Assigned	Analyst 1	1
06/29/2020 03:33:10 pm	CRITICAL	100	INC-451	Threshold Breached for FILE.dwm.exe	New		1
06/29/2020 12:51:09 pm	CRITICAL	100	INC-289	Threshold Breached for FILE.vssad.dll	New		2
06/29/2020 12:51:09 pm	CRITICAL	100	INC-288	Threshold Breached for FILE.cmd.exe	New		1

## View Unassigned Incidents

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

You can view unassigned incidents using the Filter.

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

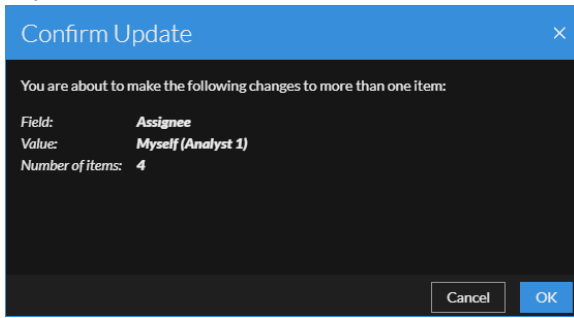


The incidents list is filtered to show unassigned incidents.

## Assign Incidents to Myself

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

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



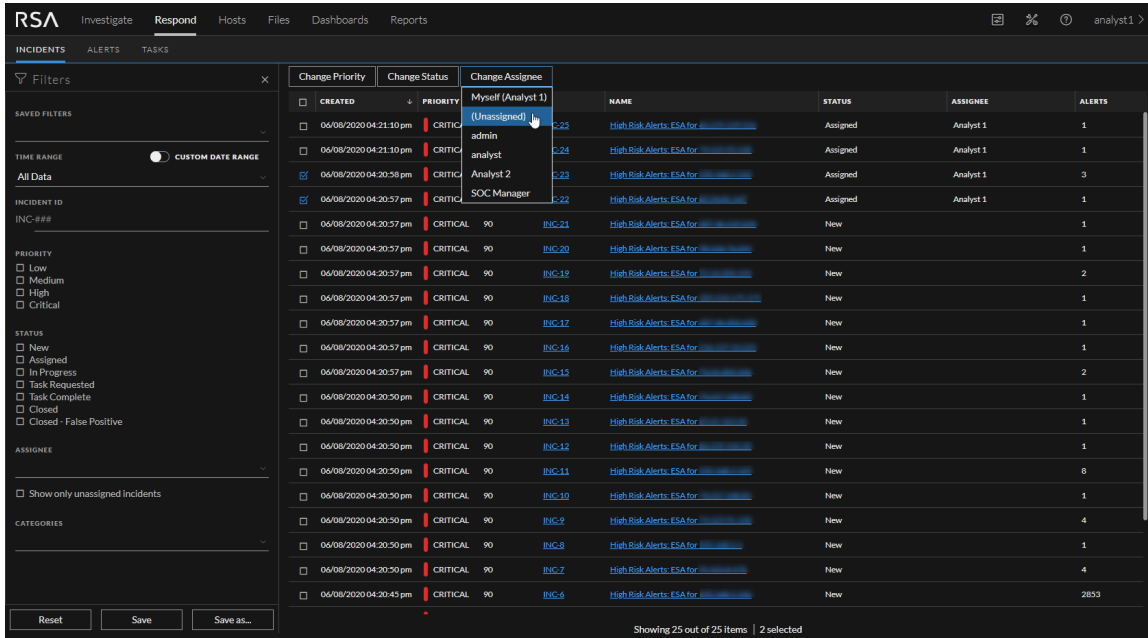
You can see a successful change notification.

The screenshot shows the NetWitness Respond interface. At the top, a green notification banner says 'Your change was successful'. Below this is a table of incidents. The table has columns for 'CREATED', 'PRIORITY', 'RISK SCORE', 'ID', 'NAME', 'STATUS', 'ASSIGNEE', and 'ALERTS'. A red box highlights a row where the status is 'Assigned' and the assignee is 'Analyst 2'. The left sidebar contains various filters and controls, and the bottom status bar indicates 'Showing 1000 out of 1423 items | 4 selected'.

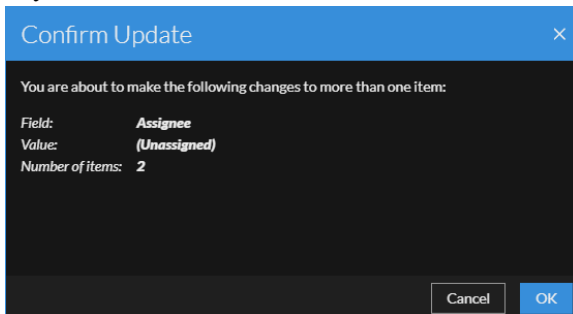
CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
07/12/2020 06:04:30	LOW	33	INC-3655	User Entity Behavior Analytics for 970cfa2-d841-45db-908d...	In Progress	Analyst 2	27
07/12/2020 06:04:30	LOW	55	INC-3654	User Entity Behavior Analytics for 8889a88-ace1-4443-b197-1...	In Progress	Analyst 2	2
07/12/2020 06:04:30	LOW	44	INC-3663	User Entity Behavior Analytics for 5de468d-1402-4149-8591-...	Assigned	Analyst 2	1
07/12/2020 06:04:30	LOW	81	INC-3662	User Entity Behavior Analytics for c786618b-072e-4160-8b7e-...	Assigned	Analyst 2	2
07/12/2020 06:04:29	LOW	33	INC-3661	User Entity Behavior Analytics for 8d911900-b11d-4867-9058-...	Assigned	Analyst 2	27
07/12/2020 06:04:29	LOW	42	INC-3660	User Entity Behavior Analytics for 9e72302-c121-46db-ae6d-0...	Assigned	Analyst 2	1
07/12/2020 06:04:29	LOW	65	INC-3659	User Entity Behavior Analytics for 14347438-3d6f-4924-8884-...	New		2
07/12/2020 06:04:29	CRITICAL	300	INC-3658	User Entity Behavior Analytics for 37e66d9-2e8f-4846-8b69-...	Task Requested		2
07/12/2020 06:04:29	LOW	35	INC-3657	User Entity Behavior Analytics for 9f64783-992c-4821-8713-...	New		2
07/12/2020 06:04:29	LOW	47	INC-3656	User Entity Behavior Analytics for 23d42098-0315-4892-80ed-2...	New		24
07/12/2020 06:04:29	LOW	47	INC-3655	User Entity Behavior Analytics for 778ed841-151a-463d-8d39-1...	Assigned	Analyst 1	26
07/12/2020 06:04:29	LOW	58	INC-3654	User Entity Behavior Analytics for 952e456c-3699-4aef-8d6a-...	New		2
07/12/2020 06:04:29	MEDIUM	86	INC-3653	User Entity Behavior Analytics for 95e28d8d-38c1-4866-816c-...	New		2
07/12/2020 06:04:29	LOW	54	INC-3652	User Entity Behavior Analytics for 22846873-1314-4947-1e8d-...	New		14
07/12/2020 06:04:29	LOW	56	INC-3651	User Entity Behavior Analytics for 3006b38c-1201-4e94-22ab-...	New		1
07/12/2020 06:04:29	LOW	98	INC-3650	User Entity Behavior Analytics for 8881723c-a2c3-4807-7789-...	New		2
07/12/2020 06:04:29	LOW	42	INC-3649	User Entity Behavior Analytics for 0ca860a6-804e-46f5-998b-6...	New		1
07/12/2020 06:04:29	LOW	33	INC-3648	User Entity Behavior Analytics for 8331d872-d6d2-972e-802c-b...	New		27
07/12/2020 06:04:29	LOW	33	INC-3647	User Entity Behavior Analytics for 01884499-42ab-4779-783c-...	New		27
07/12/2020 06:04:29	LOW	55	INC-3646	User Entity Behavior Analytics for 1779234c-1d0c-4d8c-9539-4...	New		3
07/12/2020 06:04:29	LOW	55	INC-3645	User Entity Behavior Analytics for 6720d67-36e2-433e-8021-...	New		2

## Unassign an Incident

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



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



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

then change the Status from Assigned back to New.

The screenshot shows a table with columns for 'CREATE', 'RISK SCORE', and 'ID'. A dropdown menu is open over the 'Assigned' status of the first row, with 'New' selected. The table contains the following data:

CREATE	RISK SCORE	ID
<input type="checkbox"/> 06/08/2020 04:20:57 pm	AL 90	<a href="#">INC-25</a>
<input type="checkbox"/> 06/08/2020 04:20:57 pm	AL 90	<a href="#">INC-24</a>
<input checked="" type="checkbox"/> 06/08/2020 04:20:57 pm	AL 90	<a href="#">INC-23</a>
<input checked="" type="checkbox"/> 06/08/2020 04:20:57 pm	AL 90	<a href="#">INC-22</a>
<input type="checkbox"/> 06/08/2020 04:20:57 pm	AL 90	<a href="#">INC-21</a>

## Determine which Incidents Require Action

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

The screenshot displays the NetWitness Respond Incident Details view for incident INC-130. The interface is divided into several sections:

- Left Panel:** Contains a list of indicators and events. The 'INDICATORS (8)' section shows 'Abnormal NetFlow Traffic' with 20 events. The 'EVENTS' section shows 'Brute Force Password Guessing' with 10 events and 'Windows User Management Alerts' with 1 event.
- Center Panel:** Displays a Nodal Graph with a central yellow node and numerous surrounding nodes connected by lines, representing the relationships between entities in the incident.
- Right Panel:** Features a 'JOURNAL (0)' section with a 'New Journal Entry' form and a 'MILESTONE' dropdown menu. Below the journal, there are filters for 41 IPs, 24 hosts, and 3 users.

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

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

## View Incident Details

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

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
10/23/2019 04:27:56 am	MEDIUM	50	INC-117	Incident for users: [redacted] Archer [redacted]	New		1
10/22/2019 07:29:23 pm	LOW	50	INC-118	Incident for users: [redacted] Archer [redacted]	New		1
10/18/2019 06:34:03 pm	HIGH	45	INC-112	High Risk Alerts: ESA for [redacted]	New		8
10/18/2019 06:34:03 pm	HIGH	70	INC-116	High Risk Alerts: ESA for [redacted]	New		3
10/18/2019 06:34:03 pm	HIGH	50	INC-115	High Risk Alerts: ESA for [redacted]	New		1
10/18/2019 06:34:03 pm	CRITICAL	90	INC-114	High Risk Alerts: ESA for [redacted]	New		1
10/18/2019 06:34:03 pm	HIGH	50	INC-113	High Risk Alerts: ESA for [redacted]	New		1
10/18/2019 06:34:03 pm	HIGH	50	INC-112	High Risk Alerts: ESA for [redacted]	New		4
10/18/2019 06:34:03 pm	HIGH	50	INC-111	High Risk Alerts: ESA for [redacted]	New		1
10/18/2019 06:34:03 pm	HIGH	45	INC-110	High Risk Alerts: ESA for [redacted]	New		8
10/18/2019 06:34:03 pm	HIGH	70	INC-112	High Risk Alerts: NetWitness Endpoint for [redacted]	New		1
10/18/2019 06:34:03 pm	HIGH	50	INC-110	High Risk Alerts: NetWitness Endpoint for [redacted]	New		1
10/18/2019 06:34:03 pm	CRITICAL	90	INC-112	High Risk Alerts: NetWitness Endpoint for [redacted]	New		1
10/18/2019 06:34:03 pm	HIGH	70	INC-116	High Risk Alerts: NetWitness Endpoint for [redacted]	New		1
10/18/2019 06:34:03 pm	CRITICAL	30	INC-115	User Behavior for [redacted]	New		2
10/18/2019 06:34:03 pm	CRITICAL	30	INC-114	User Behavior for [redacted]	New		1
10/18/2019 06:34:03 pm	CRITICAL	30	INC-113	User Behavior for [redacted]	New		2
10/18/2019 06:34:03 pm	CRITICAL	30	INC-112	User Behavior for [redacted]	New		2
10/18/2019 06:34:03 pm	CRITICAL	30	INC-111	User Behavior for [redacted]	New		2
10/18/2019 06:34:03 pm	CRITICAL	90	INC-110	User Behavior for Administrative	New		3
10/18/2019 06:34:03 pm	CRITICAL	30	INC-117	User Behavior for [redacted]	New		2

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

The screenshot shows the Incident Details view for incident INC-130. On the left, the 'OVERVIEW' panel displays incident metadata. The 'INDICATORS' panel lists several 'Event Stream Analysis' events related to 'Abnormal Netflow Traffic' and 'Brute Force Password Guessing'. The central 'Nodal Graph' visualizes the relationships between these indicators. On the right, the 'JOURNAL' panel is currently empty, showing 'There are no journal entries for INC-130'.

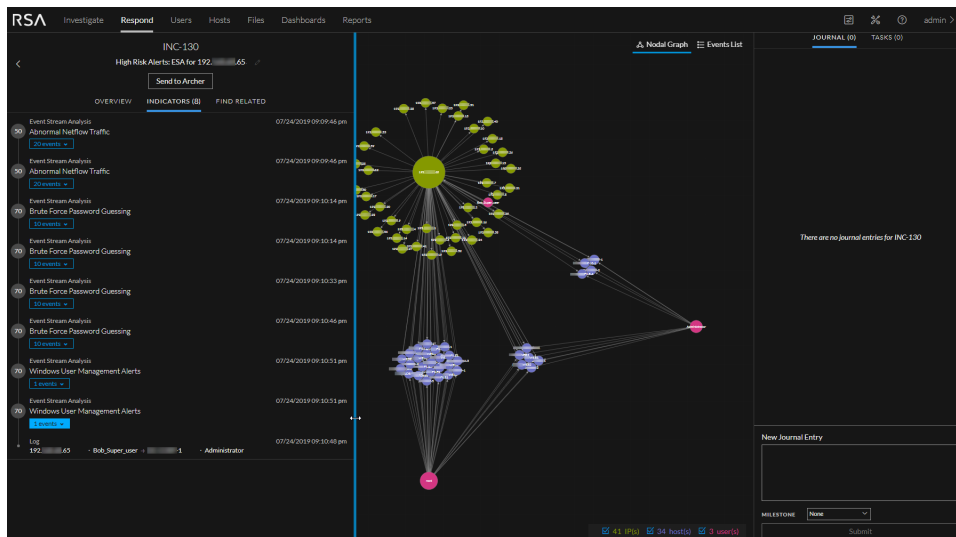
The Incident Details view has the following panels:

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

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

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

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

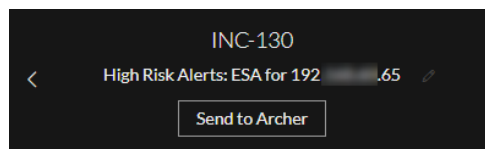


## View Basic Summary Information about the Incident

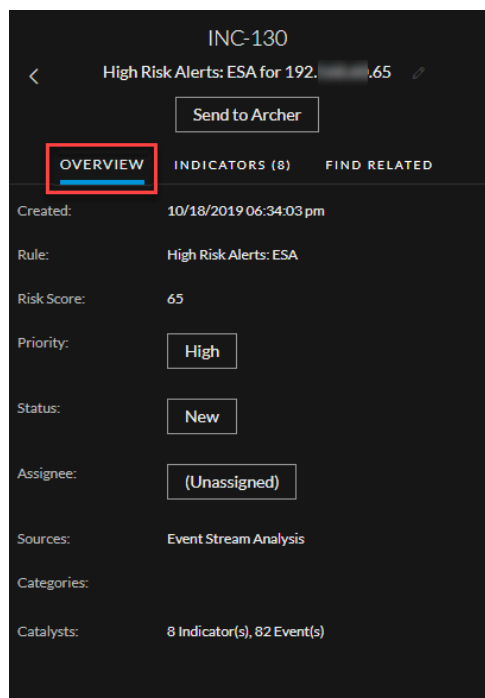
You can view basic summary information about an incident in the Overview panel.

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

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



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



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

The screenshot displays the NetWitness Respond interface. At the top, there are navigation tabs for 'Investigate', 'Respond', 'Users', 'Hosts', 'Files', 'Dashboard', and 'Reports'. Below this, there are sub-tabs for 'INCIDENTS', 'ALERTS', and 'TASKS'. A table lists various incidents with columns for 'CREATED', 'PRIORITY', 'RISK SCORE', 'ID', 'NAME', 'STATUS', 'ASSIGNEE', and 'ALERTS'. The incident INC-130 is highlighted in blue. To the right of the table, an 'OVERVIEW' panel for incident INC-130 provides details: 'Created: 10/19/2019 06:34:03 pm', 'Rule: High Risk Alerts: ESA', 'Risk Score: 65', 'Priority: High', 'Status: New', 'Assignee: (Unassigned)', 'Sources: Event Stream Analysis', 'Categories: ', and 'Catalysts: 8 Indicator(s), 62 Event(s)'. At the bottom of the table, it says 'Showing 137 out of 137 items | 1 selected'.

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

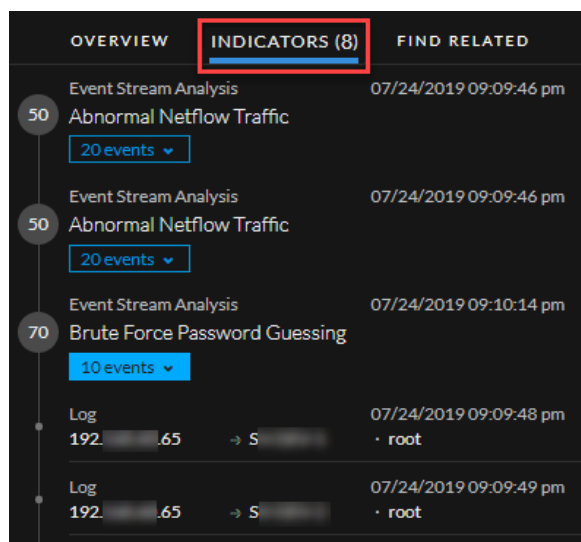
- **Created:** Shows the creation date and time of the incident.
- **Rule / By:** Shows the name of the rule that created the incident or the name of the person who created the incident.
- **Risk Score:** Shows a value between 0 and 100 that indicates the risk of the incident as calculated by an algorithm. 100 is the highest risk score.
- **Priority:** Shows the incident priority. Priority can be Critical, High, Medium or Low.
- **Status:** Shows the incident status. The status can be New, Assigned, In Progress, Task Requested, Task Complete, Closed, and Closed - False Positive. After you create a task, the status changes to Task Requested.
- **Assignee:** Shows the team member currently assigned to the incident.
- **Sources:** Indicates the data sources used to locate the suspicious activity.
- **Categories:** Shows the categories of the incident events.
- **Catalysts:** Shows the count of indicators that gave rise to the incident.

## View the Indicators and Enrichments

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

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

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



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

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

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

## View and Study the Events

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

There are two types of events:

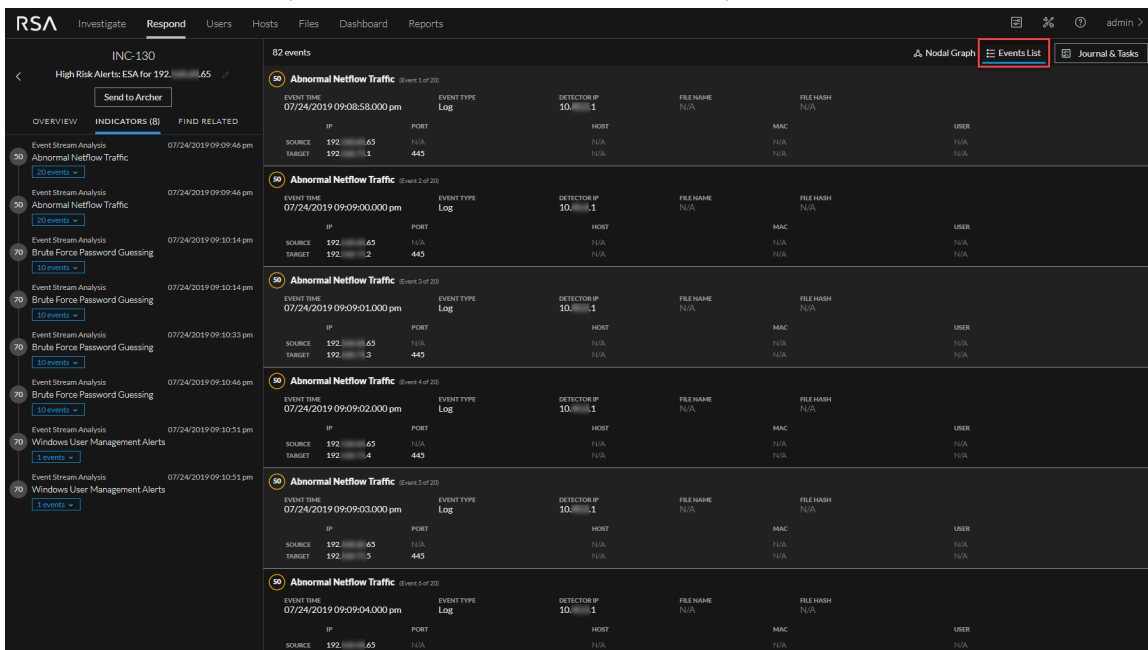
- A transaction between two machines (a Source and a Destination)
- An anomaly detected on a single machine (a Detector)

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

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

### To view and study the events:

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

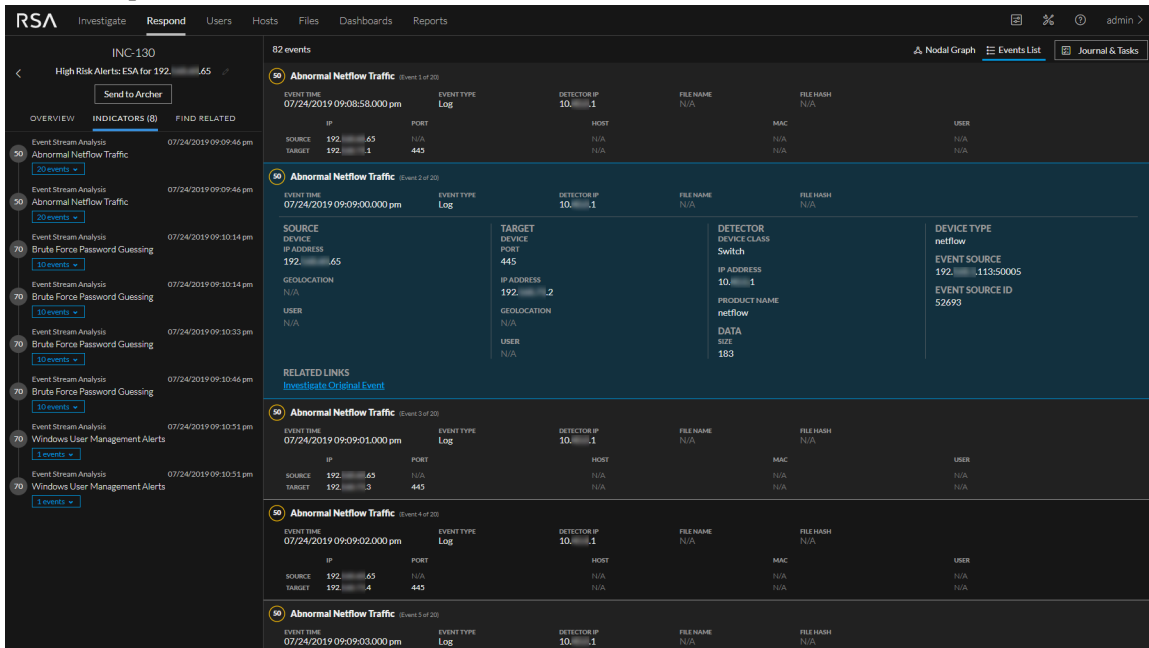


The Events List shows different information about each event depending on the event type. The maximum number of events displayed in the Events List is 1,000.

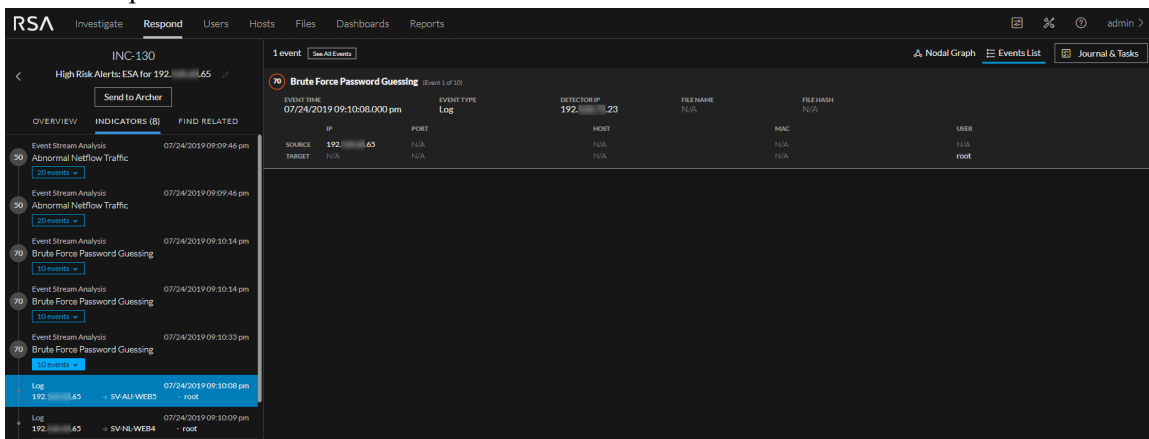
The following table lists typical event information. For details specific to endpoint events, see [Events List](#).

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

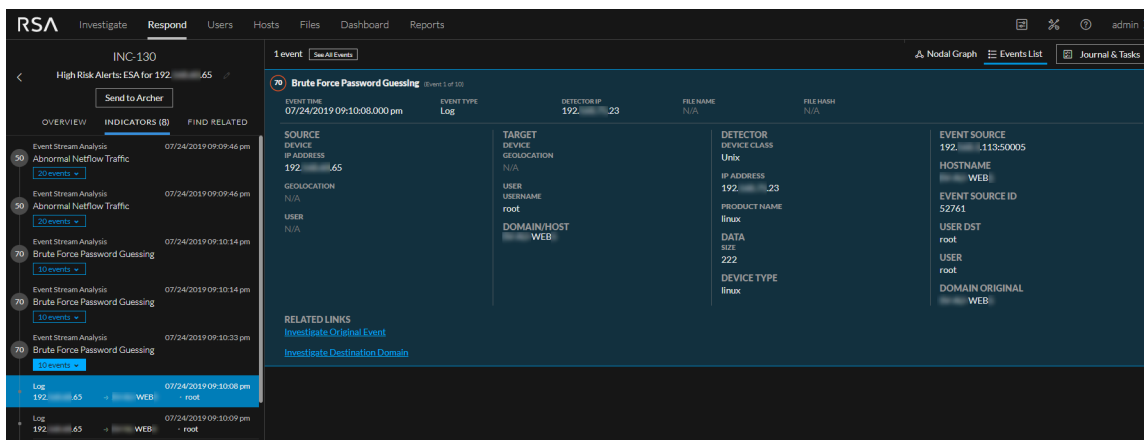
- Click the top of an event in the Events List to view the event details. This example shows the event details for a selected event in the list.



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



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



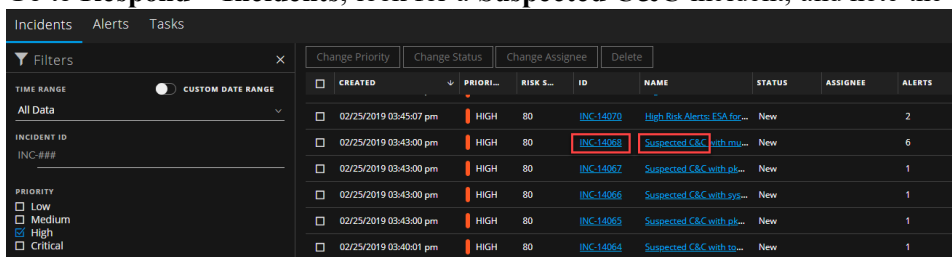
If you have additional Investigate-server permissions, you can also access event analysis details for events. See [View Event Analysis Details for Indicators](#). If you have the UEBA\_Analysts role, you can access UEBA details for indicators. See [View User Entity Behavior Analytics for Indicators](#).

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

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

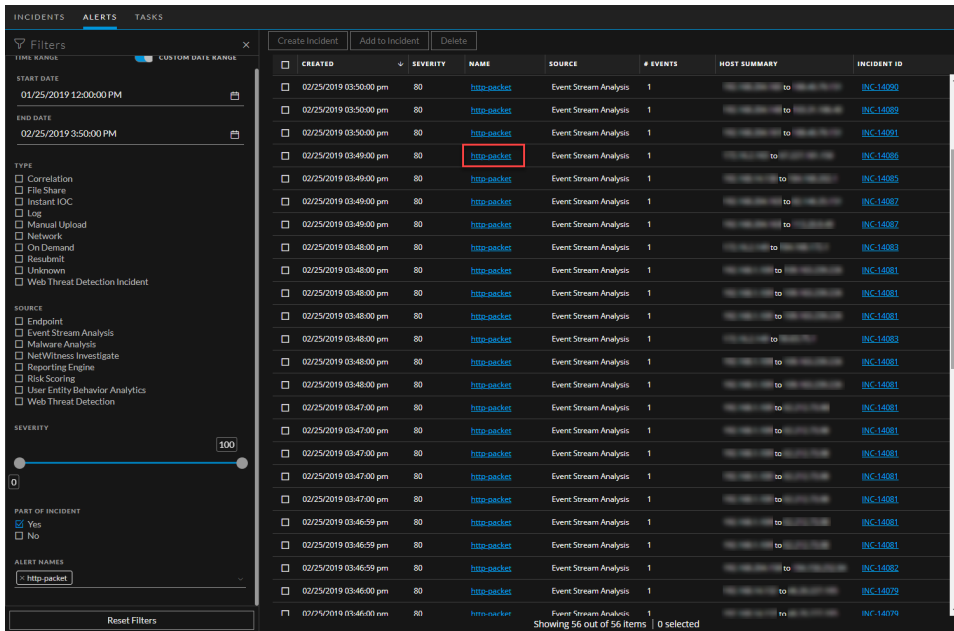
The Events List in version 11.3 and later does not show the Command and Control (C2) enrichment information for HTTP packet alerts in Suspected C&C incidents. However, you can view the C2 enrichment information in the Alert Details view.

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



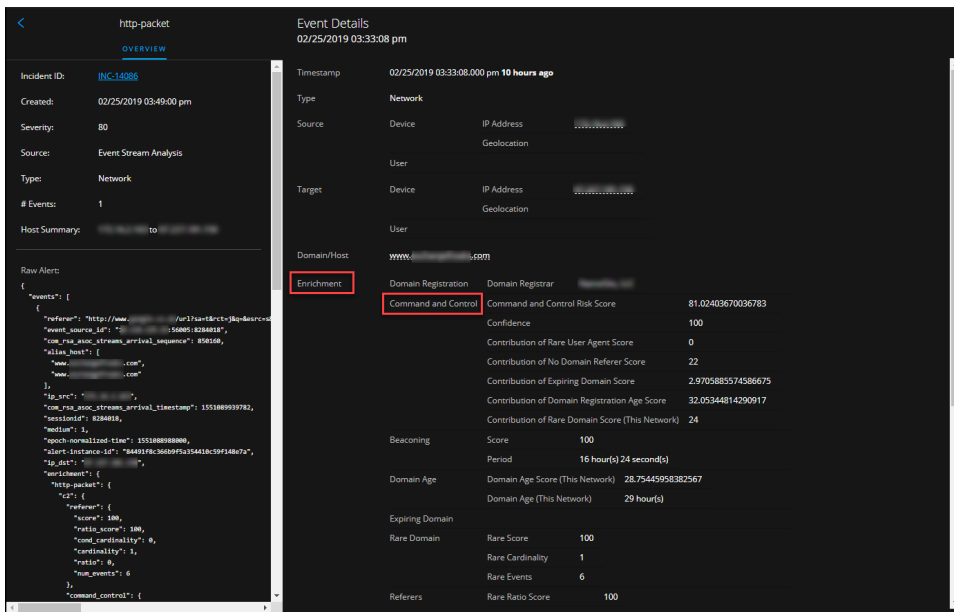
2. Go to **Respond > Alerts** and in the Filters panel, select the following to locate an alert in the Alerts list with the incident ID noted above:
  - a. In the **Part of Incident** section, select **Yes**.
  - b. In **Alert Names** section, select **http-packet**.

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



3. In the Alerts list, click the **http-packet** link in the **NAME** field of the alert associated with the incident ID.

The Event Details view shows the C2 enrichment information.



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

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

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



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

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

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

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

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

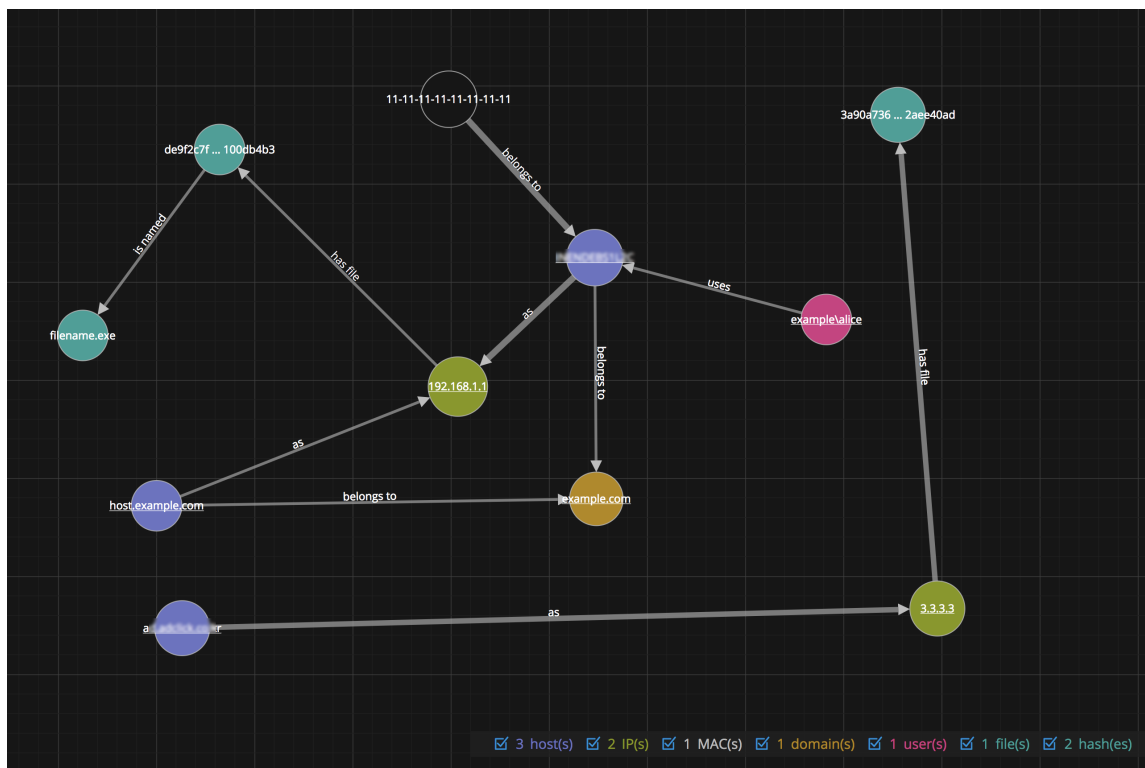
You can click and drag any node to reposition it.

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

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

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

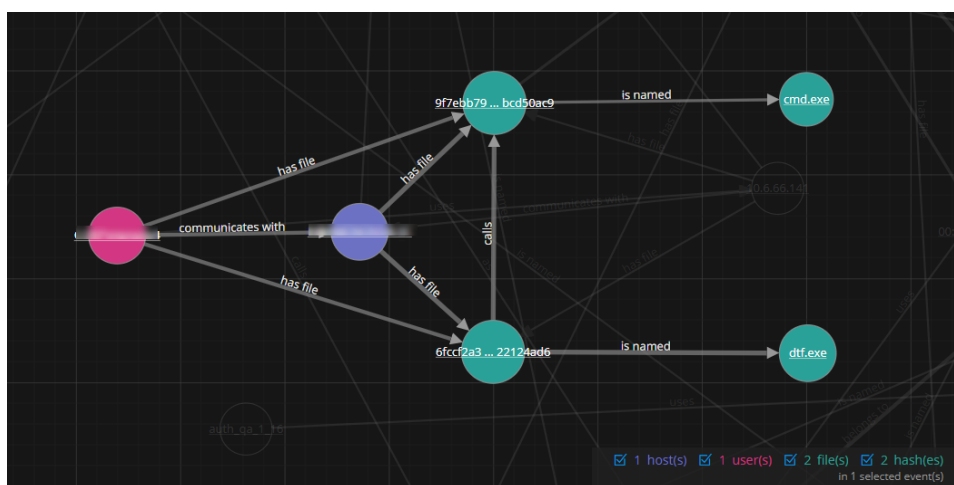
The following nodal graph example has 11 nodes.



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

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

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



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

## Nodal Graph Behaviors and Characteristics

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

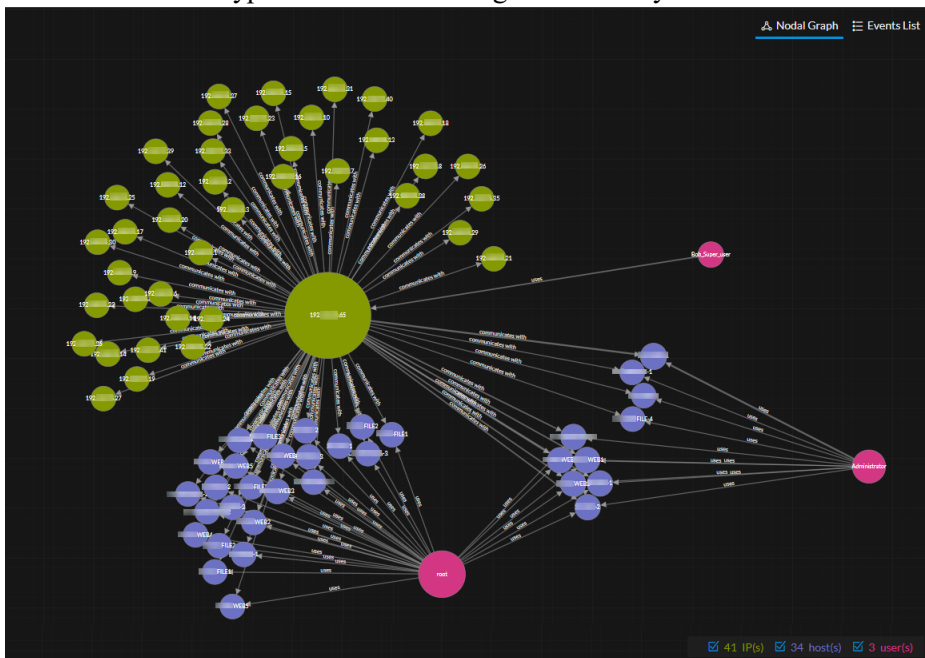
The nodal graph makes it easier for an analyst to get an initial understanding of an incident with minimal effort.

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

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

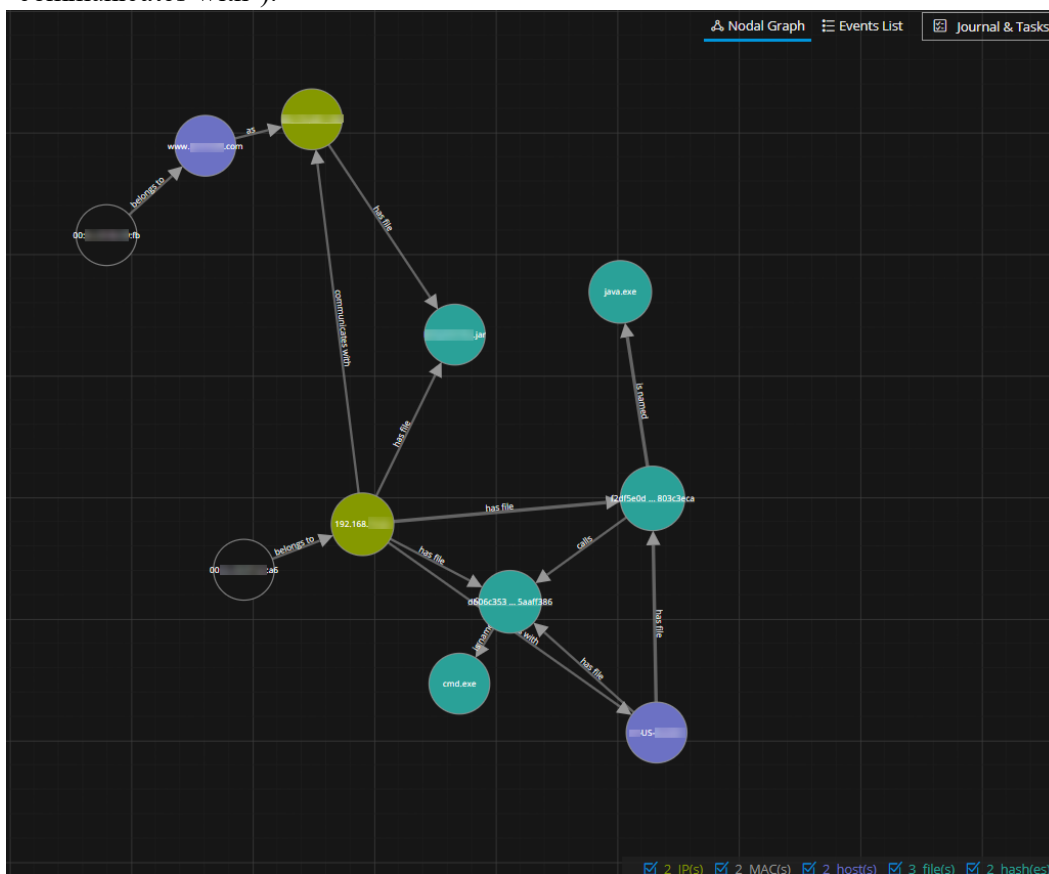
The following behaviors and characteristics are now part of the graph:

- Entities of similar types tend to cluster together visually.



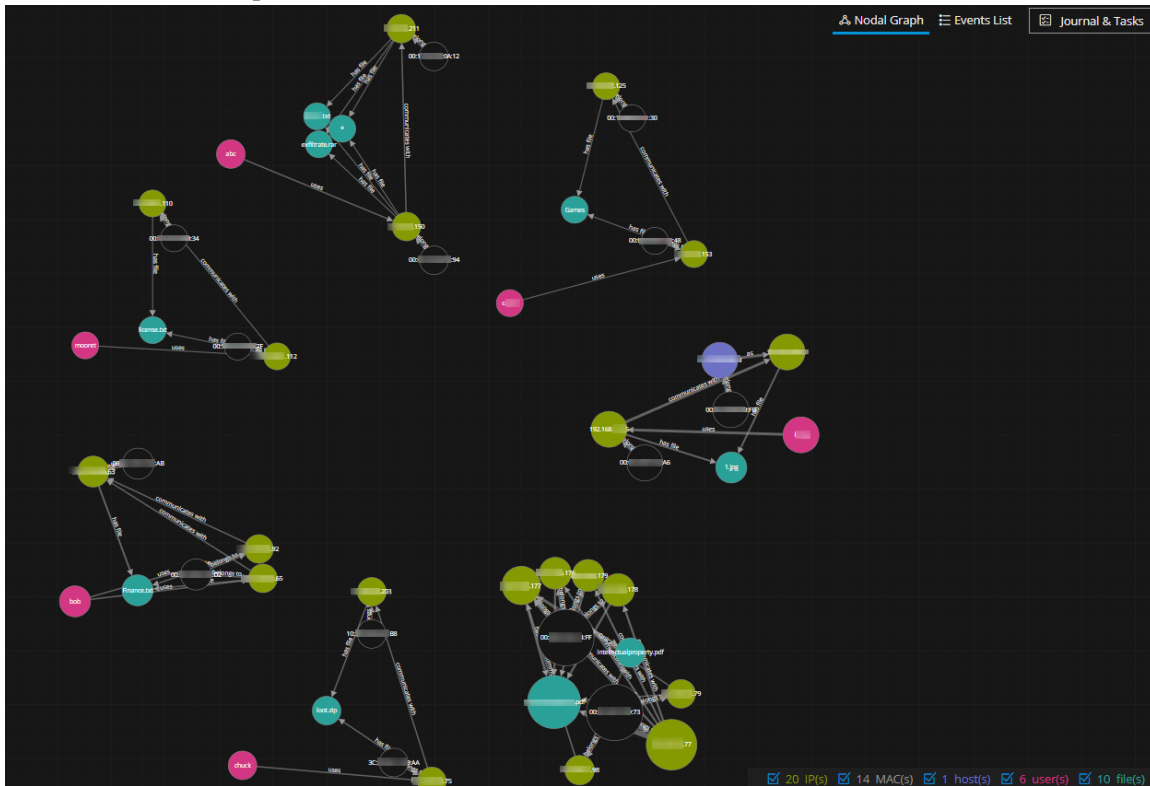
- Attributes and actions are better differentiated. Arrows that represent attributes ("as", "is named",

"belongs to", and "has file") tend to be shorter than those representing actions ("call" and "communicates with").



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

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



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

## Select Node Types to View on the Nodal Graph

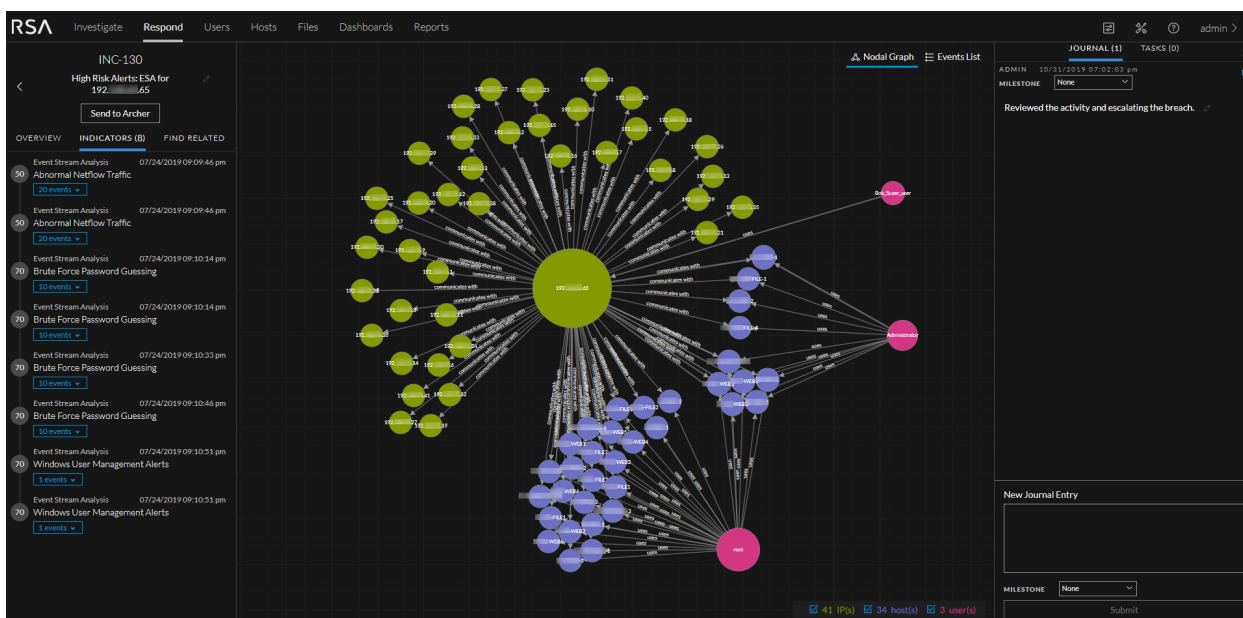
**Note:** This option is available in NetWitness Platform Version 11.2 and later.

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

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

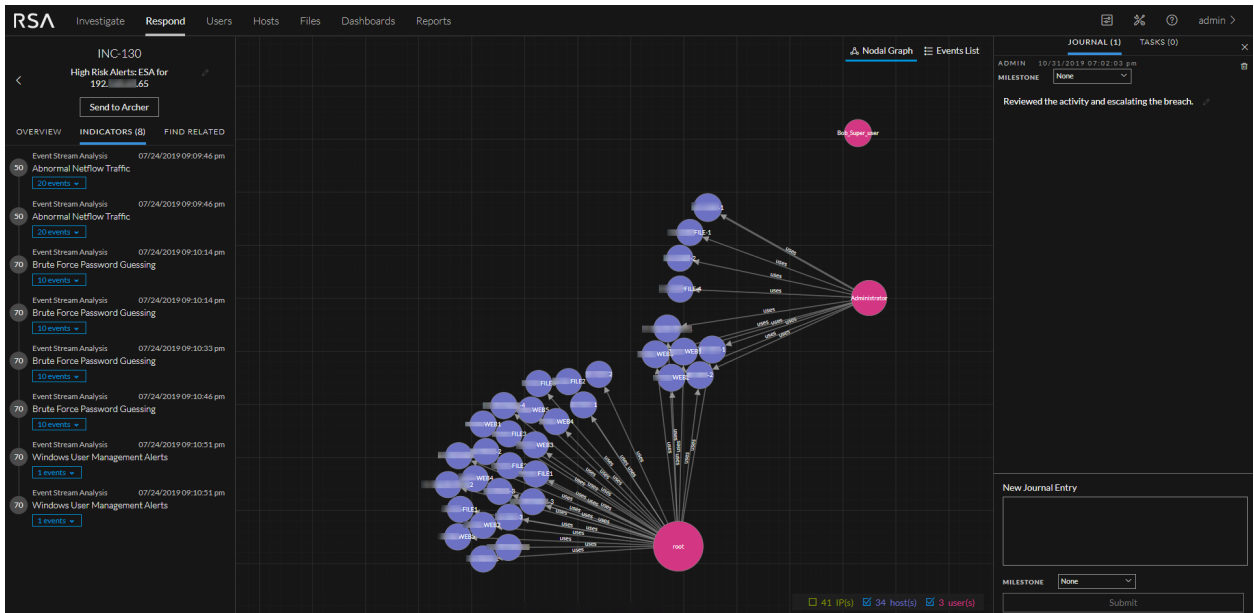
The Incident Details view for the selected incident appears with the Nodal Graph in view. The legend below the nodal graph has all of the entity node types selected by default.

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



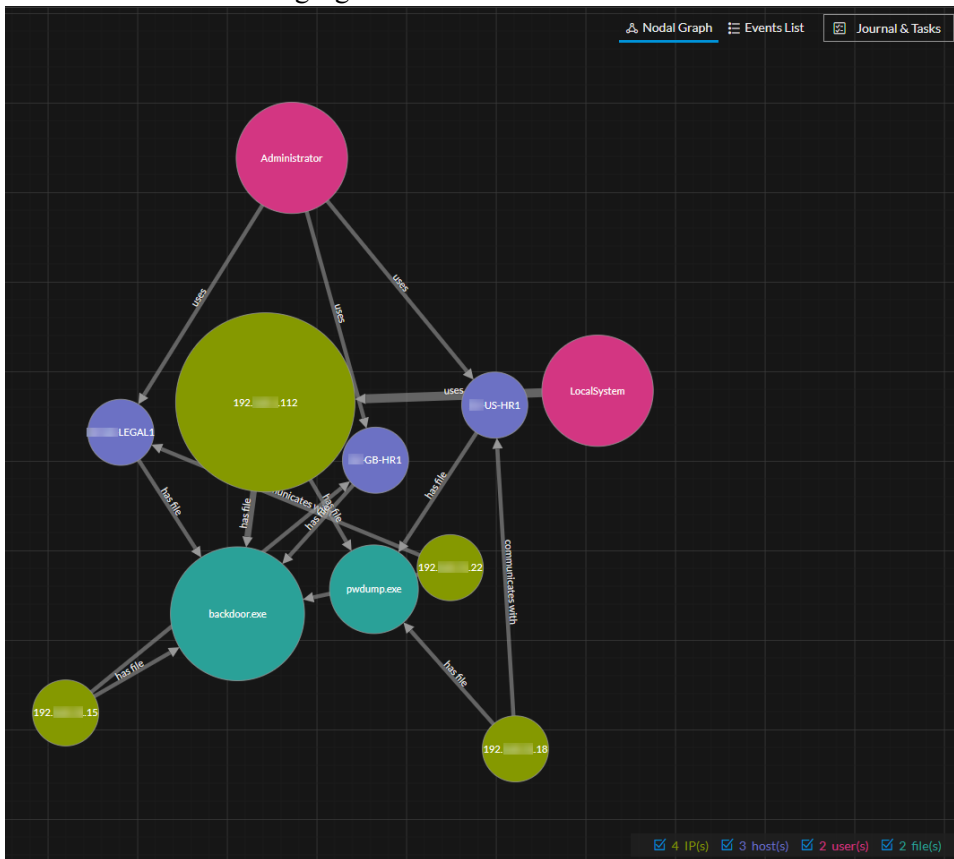
3. To hide node types, in the legend, clear the checkbox for the node types that you would like to hide in the nodal graph.

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

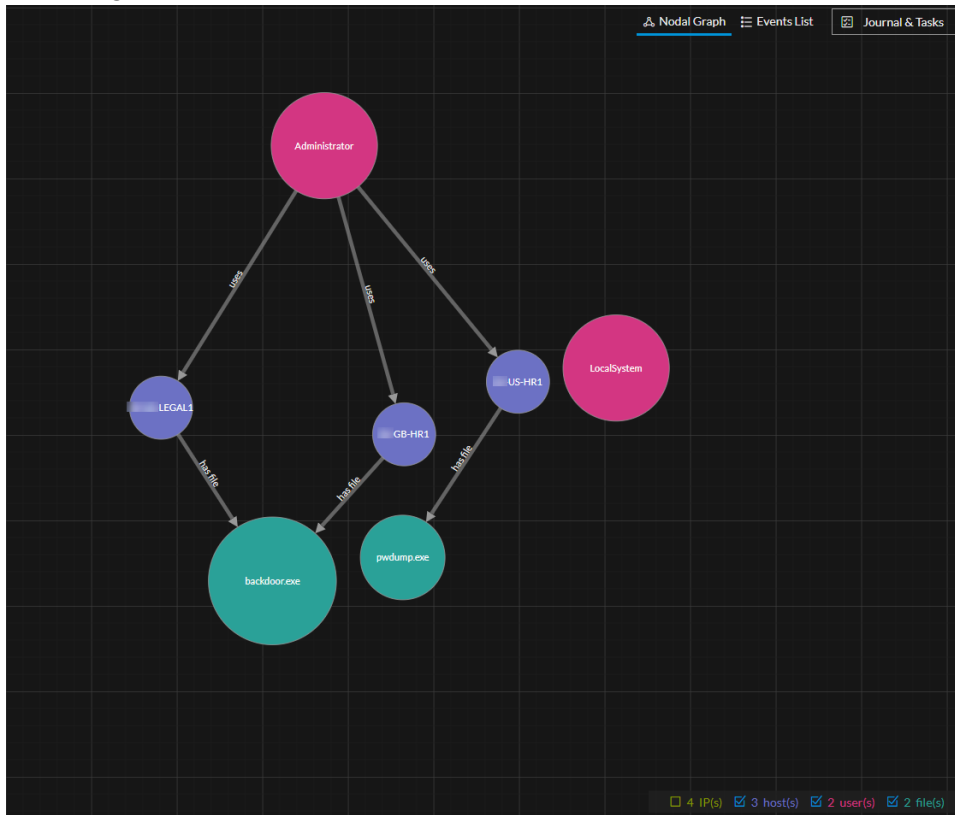


- To include (unhide) node types, select the checkbox for the node types that you would like to appear in the nodal graph.

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



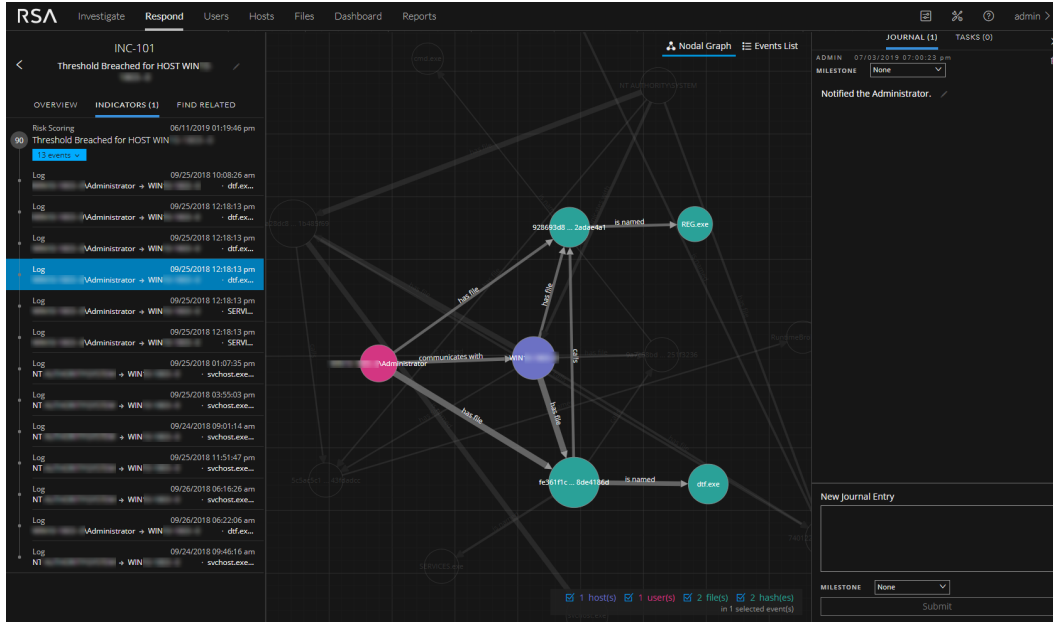
After hiding the IP node types, you can get a better understanding of what is happening with the remaining nodes.



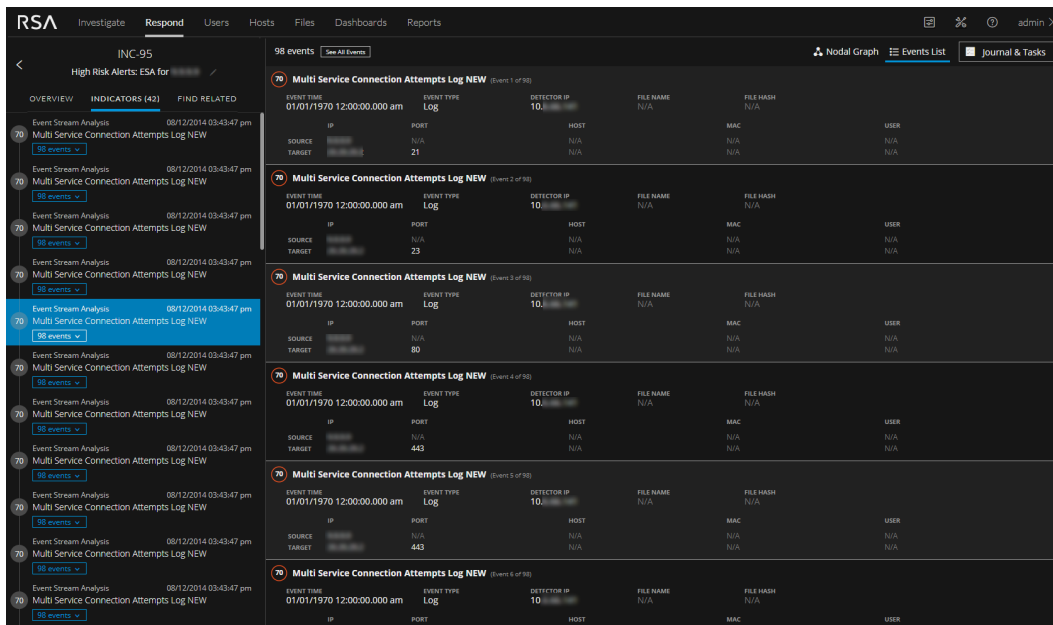
## Filter the Data in the Incident Details View

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

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



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



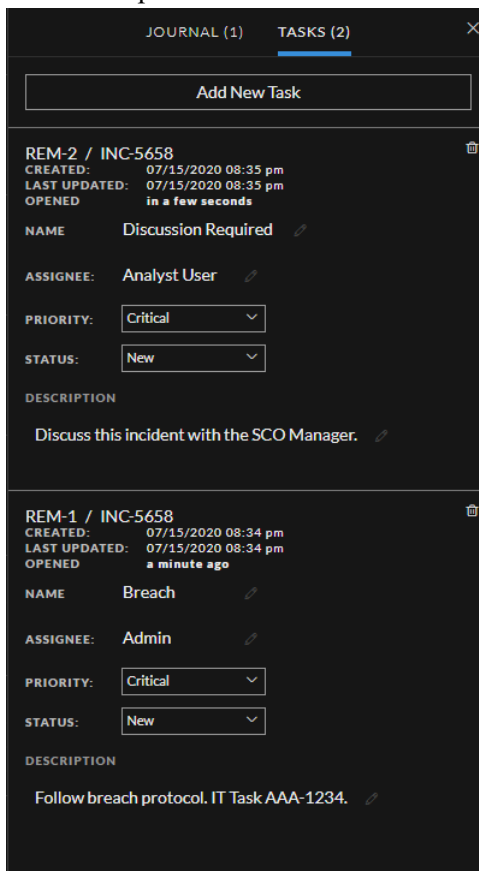
## View the Tasks Associated with an Incident

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

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

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

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



The screenshot shows a dark-themed interface with a 'TASKS (2)' tab selected. At the top, there is an 'Add New Task' button. Below this, two task entries are visible:

- Task 1:** ID: REM-2 / INC-5658. Created: 07/15/2020 08:35 pm. Last Updated: 07/15/2020 08:35 pm. Opened: in a few seconds. Name: Discussion Required. Assignee: Analyst User. Priority: Critical. Status: New. Description: Discuss this incident with the SCO Manager.
- Task 2:** ID: REM-1 / INC-5658. Created: 07/15/2020 08:34 pm. Last Updated: 07/15/2020 08:34 pm. Opened: a minute ago. Name: Breach. Assignee: Admin. Priority: Critical. Status: New. Description: Follow breach protocol. IT Task AAA-1234.

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

## View Incident Notes

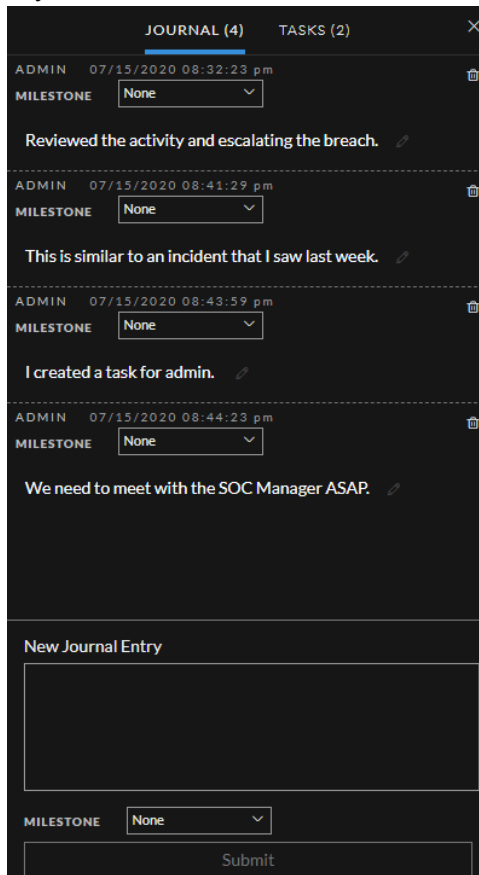
The incident Journal enables you to view the history of activity on your incident. You can view journal entries from other analysts and also communicate and collaborate with them.

1. Go to **Respond > Incidents** and locate the incident that you want to view in the Incidents List.

2. Click the link in the **ID** or **NAME** field of the incident.

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

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

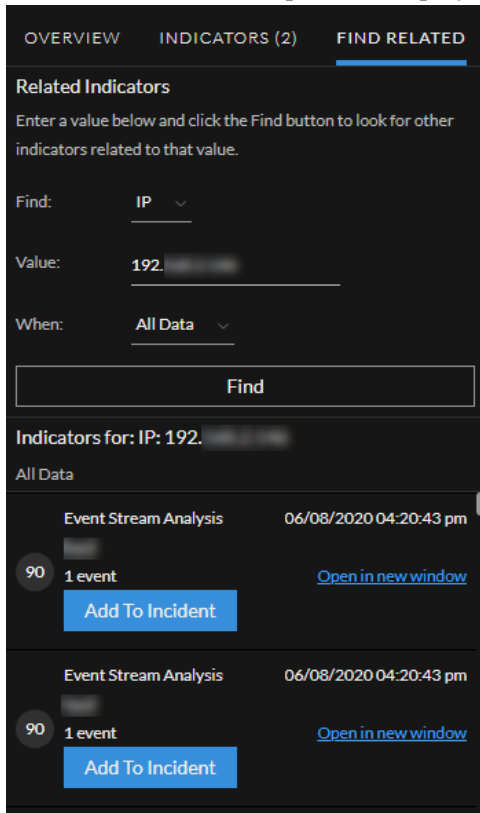


## Find Related Indicators

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

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

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

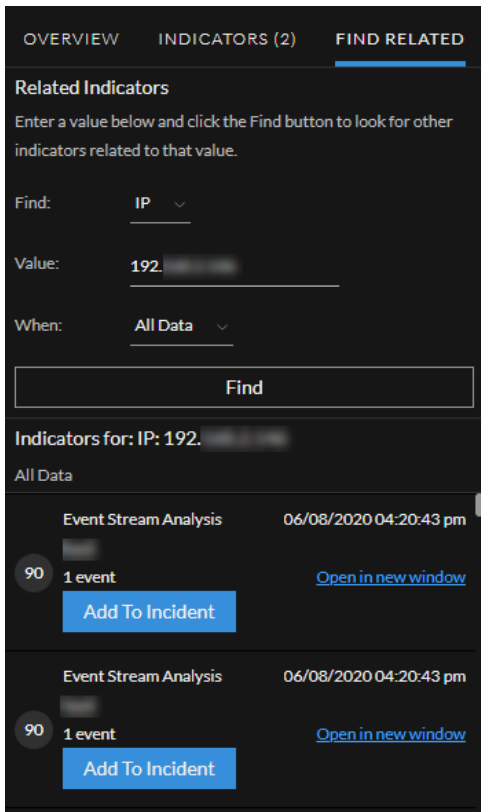


4. In the **Find** field, select the entity type to search, such as IP.
5. In the **Value** field, type a value for the entity, such as a specific IP address.
6. In the **When** field, select the time period to search, such as the Last 24 Hours.
7. Click **Find**.  
A list of related indicators (alerts)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

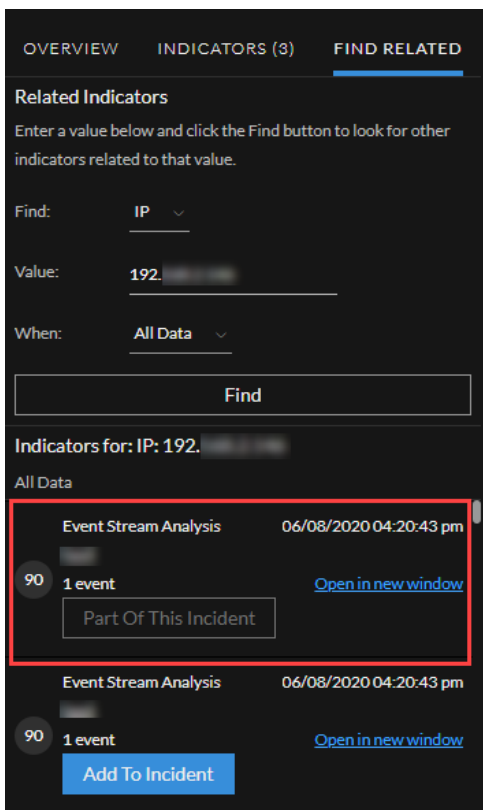
## Add Related Indicators to the Incident

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

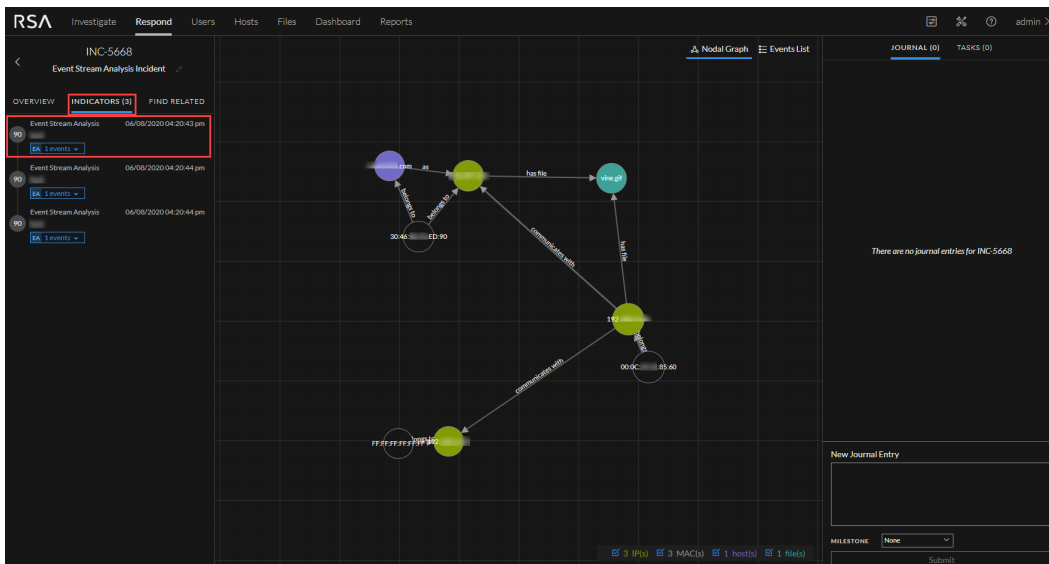
1. In the Related Indicators panel, do a search to find related indicators. See [Find Related Indicators](#) above.



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



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



## Investigate the Incident

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

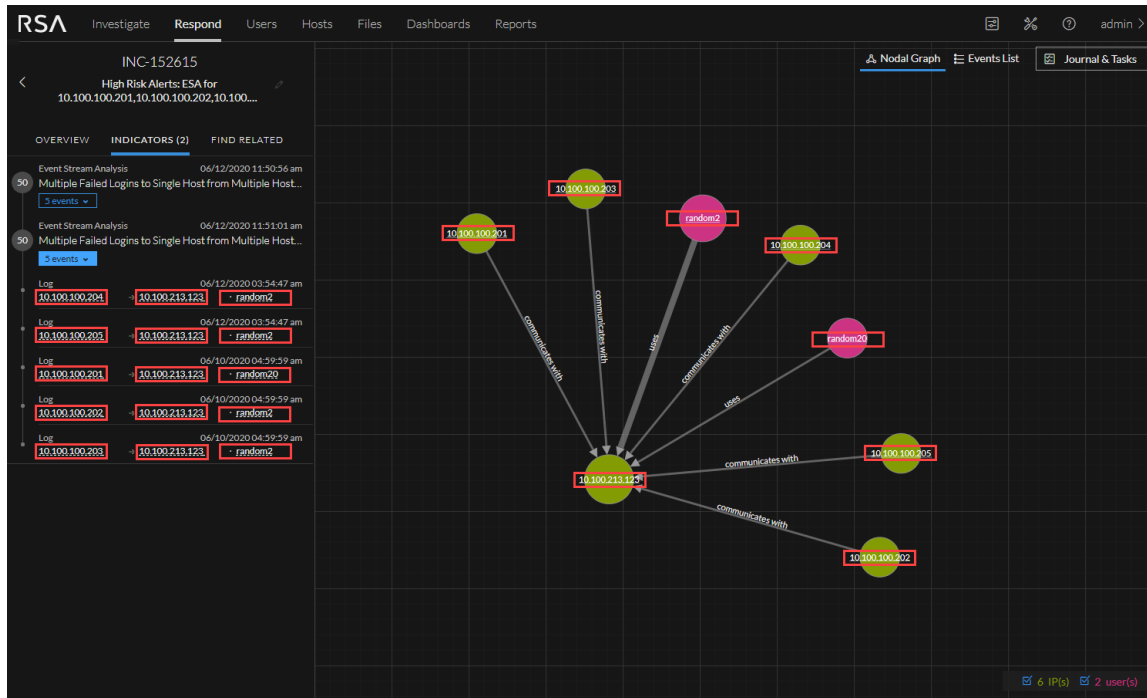
You can perform the following procedures to further investigate an incident:

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

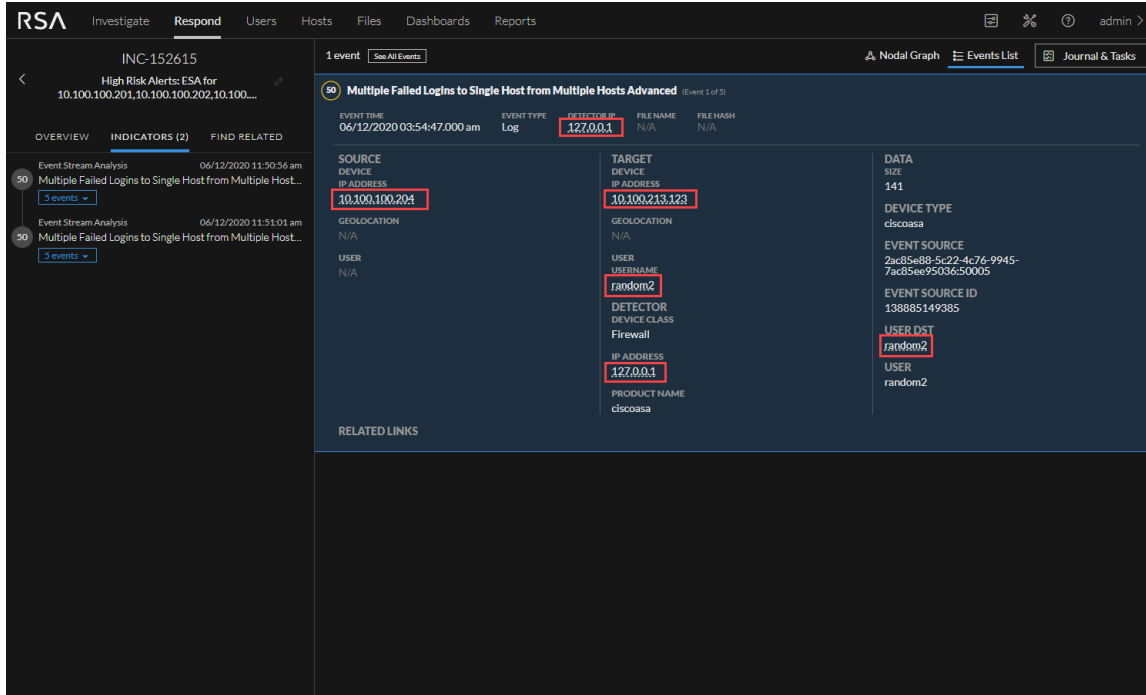
## View Contextual Information

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

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



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



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

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

**To view contextual information:**

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



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

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

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

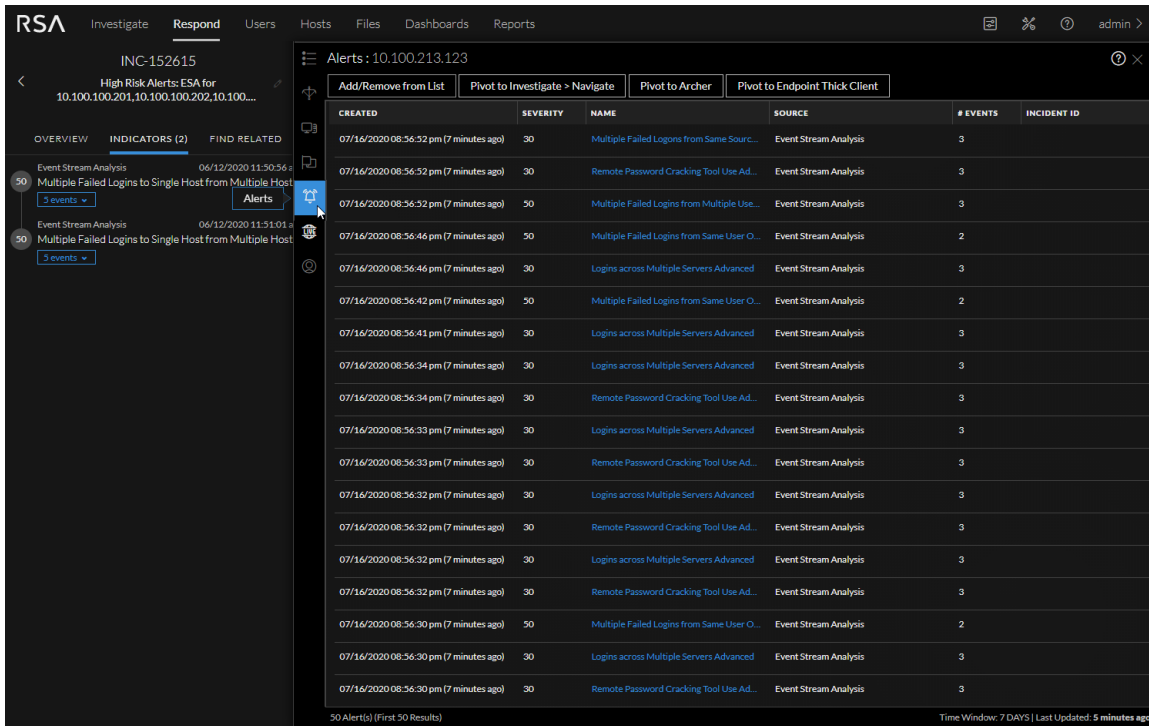
TI information comes from the STIX data source configured in Context Hub. For more information, see the *Context Hub Configuration Guide*.

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

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

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

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



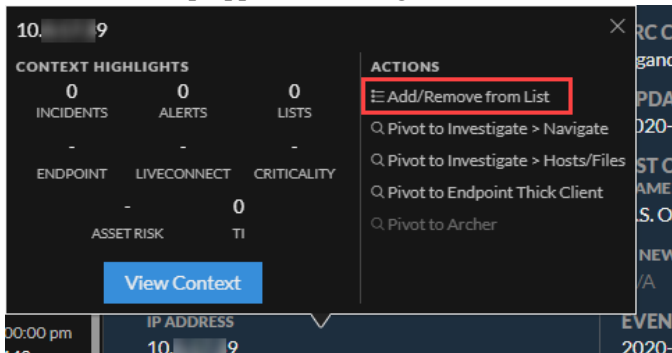
To understand the different views within the Context Hub Lookup panel, see [Context Lookup Panel - Respond View](#).

## Add an Entity to a Whitelist

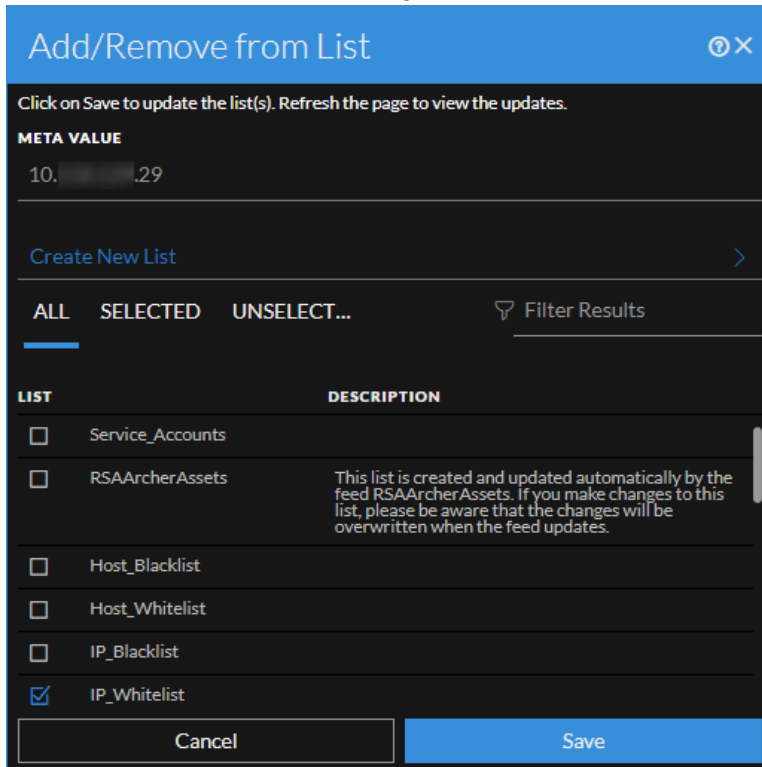
You can add any underlined entity to a list, such as a Whitelist or Blacklist, from a context tooltip. For example, to reduce false positives, you may want to whitelist an underlined domain to exclude it from the related entities.

1. In the Indicators panel, Events List, or the Nodal Graph, hover over the underlined entity that you would like to add to a Context Hub list.

A context tooltip appears showing the available actions.



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



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

## Create a List

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

### To create a list in Context Hub:

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

- In the Add/Remove from List dialog, click **Create New List**.

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

## View the Reputation Status of a File Hash

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

The following table describes the file hash reputations.

Reputation	Description
Malicious	File hash is labeled as malicious.
Suspicious	File hash is suspected to be malicious.
Unknown	File hash is not known.

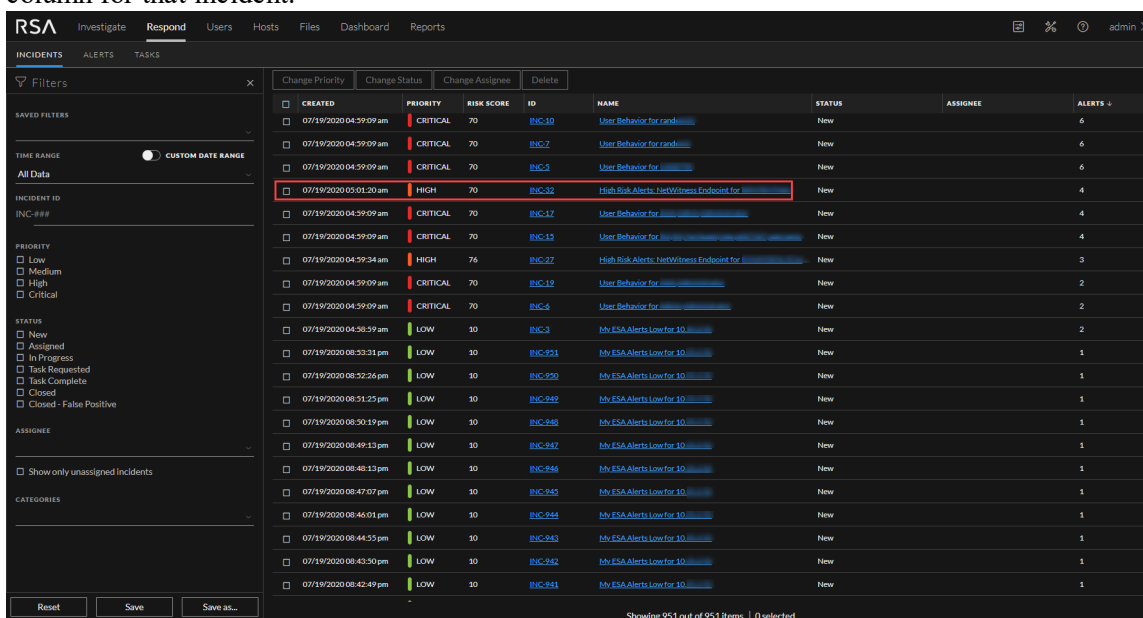
Reputation	Description
Known	File hash information is known to the file reputation service and does not have any previous bad record.
Known Good	File hash information is known good, such as files signed by Microsoft or RSA.
Invalid	File hash format is invalid.

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

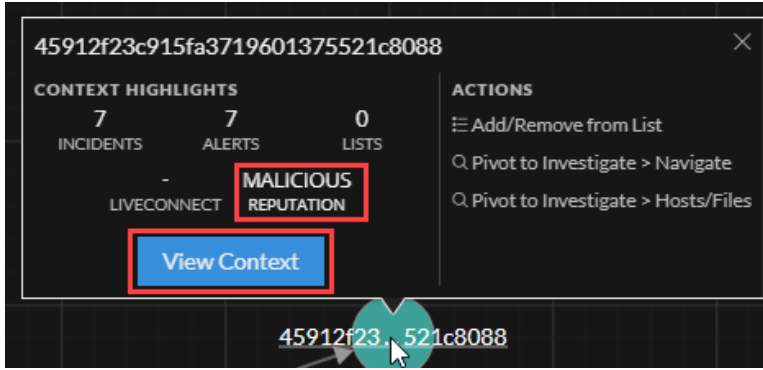
The suspicious or malicious files are available for further analysis in the **Investigate > Navigate** view and **Investigate > Events** view. For more information on the file reputation service, see the *Live Services Management Guide* and the *NetWitness Endpoint User Guide*.

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


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

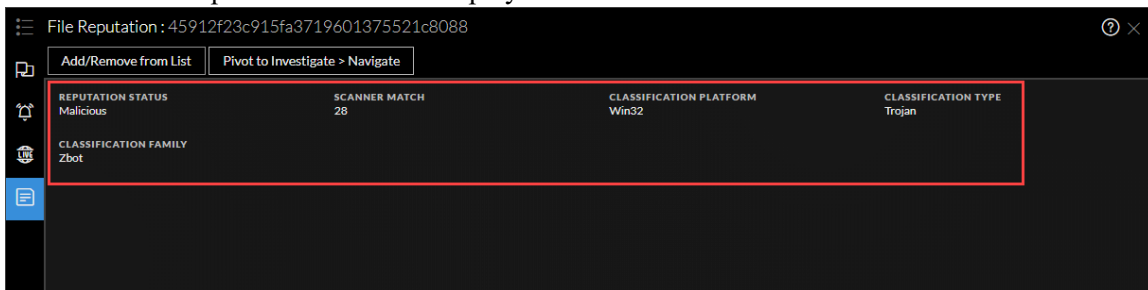


3. In the Incident Details view, hover over the file hash entity. The context tooltip displays the reputation status of the selected file hash entity.



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

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



## Pivot to the Investigate > Navigate View

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

1. In the Indicators panel, Events List, or the Nodal Graph, hover over any underlined entity to access a context tooltip.
2. In the **Actions** section of the tooltip, select **Pivot to Investigate > Navigate**. The Navigate view opens, which enables you to perform a deep dive investigation.

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

## Pivot to the Hosts or Files View

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

1. In the Indicators panel, Events List, or the Nodal Graph, hover over any entity to access a context tooltip.
2. In the **Actions** section of the tooltip, select **Pivot to Investigate > Hosts/Files**. If you hover over a host or IP or MAC address entity and click **Pivot to Investigate > Hosts/Files**, it

displays the Hosts view with a specific host listed.

If you hover over a filename or file hash entity and click **Pivot to Investigate > Hosts/Files** it displays the Files view with a specific file listed.

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

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

## Pivot to NetWitness Endpoint Thick Client

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

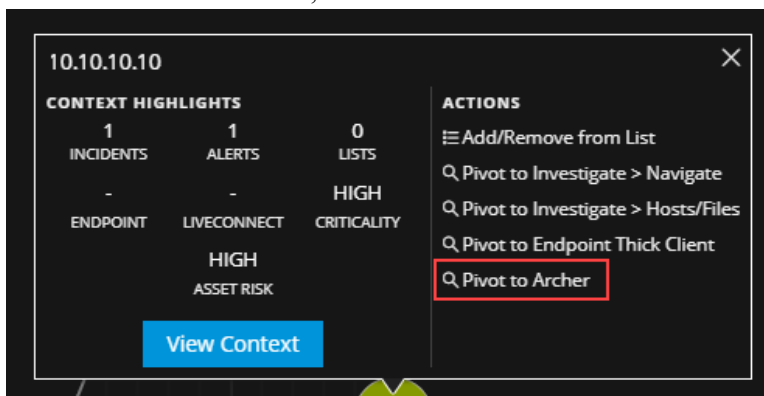
1. In the Indicators panel, Events List, or the Nodal Graph, hover over any underlined entity to access a context tooltip.
2. In the **ACTIONS** section of the tooltip, select **Pivot to Endpoint Thick Client**.  
The NetWitness Endpoint thick client application opens outside of your web browser.

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

## Pivot to Archer

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

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



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

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

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

## View Event Analysis Details for Indicators

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

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

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

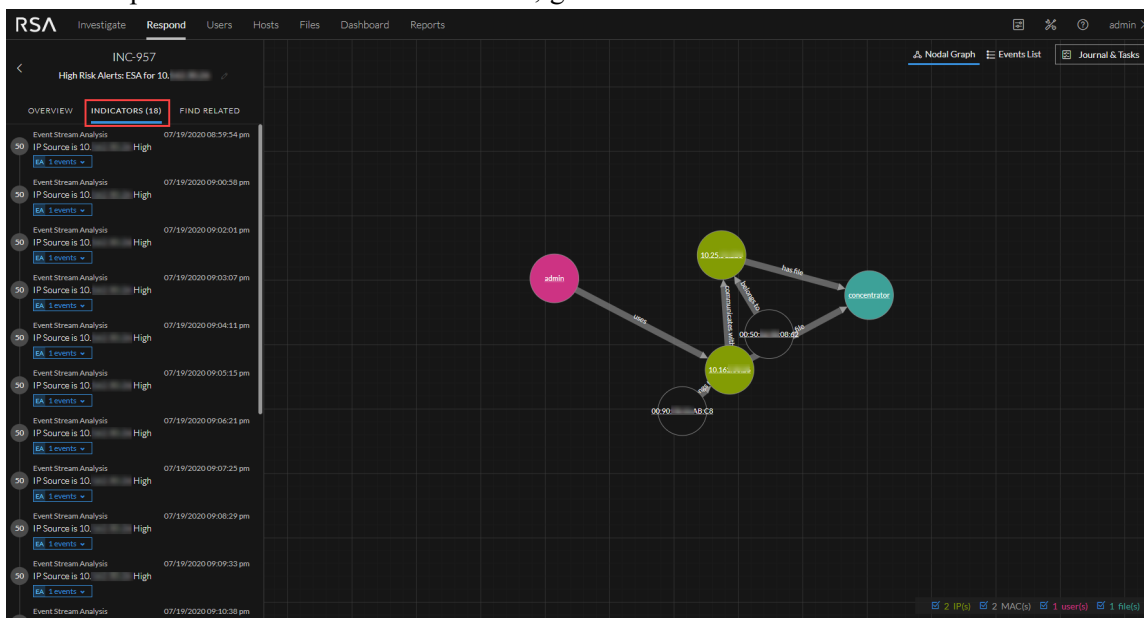
The Events view requires all Core services to be on NetWitness Platform 11.4 or later.

## Migration Considerations

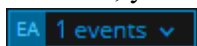
Migrated incidents from NetWitness Platform versions before 11.2 will not show the Events panel in the Respond Incident Details view Indicators panel. Likewise, if you use alerts that were migrated from versions before 11.2 to create incidents in 11.5, you will also not be able to view the Events panel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

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

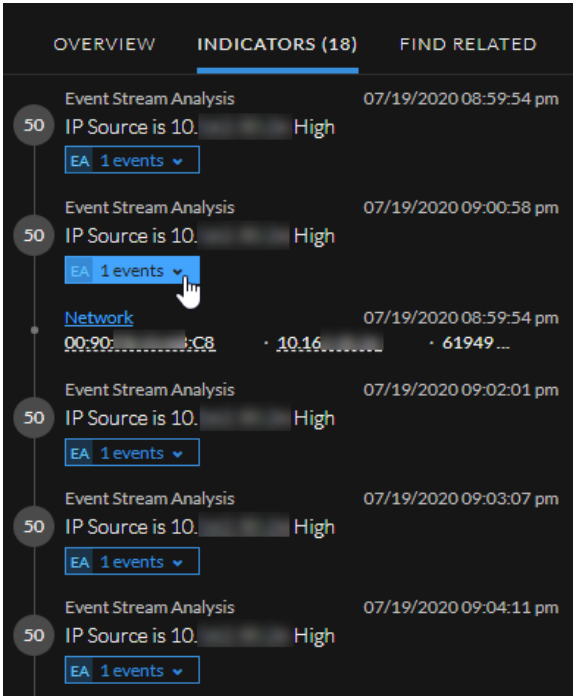
1. Go to **Respond > Incidents**.
2. In the Incidents List view, choose an incident to view and then click the link in the **ID** or **NAME** column for that incident.  
The Incident Details view is displayed.
3. In the left panel of the Incident Details view, go to the **Indicators** tab.



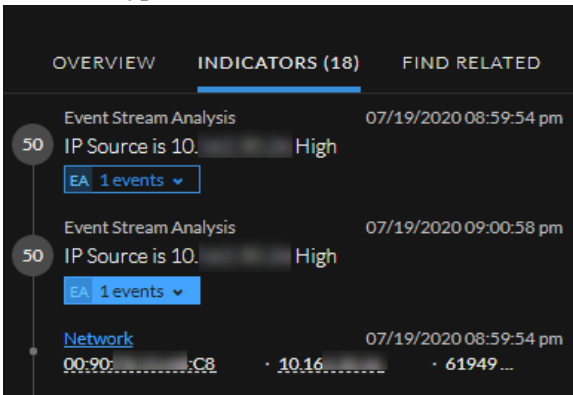
Data source information is shown above the names of the indicators. You can also see the creation date and time as well as the number of events in the indicator. If event analysis (EA) information is available, you can see an EA icon in front of the event count as shown in the following figure.



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



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



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

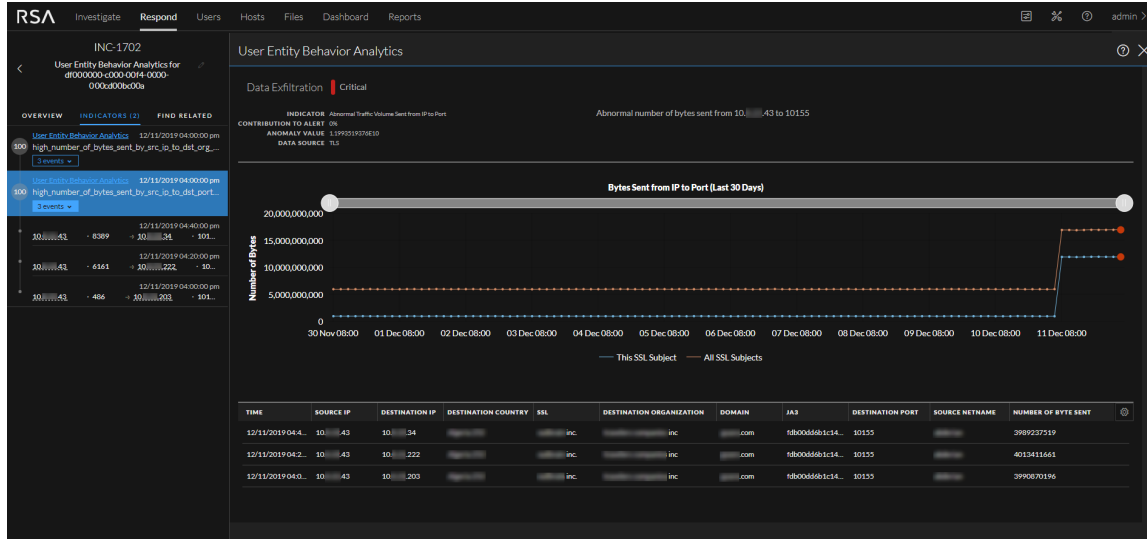
The screenshot displays the NetWitness Respond interface. On the left, a sidebar shows a list of events under the heading 'INC-957 High Risk Alerts: ESA for 10...'. The main area is titled 'Events' and shows 'Network Event Details' for a selected event. It includes a 'Download PCAP' button and a table of event statistics: SESSION ID (629684), SOURCE IP:PORT (10.16...:61949), DESTINATION IP:PORT (10...:50105), SERVICE (80), FIRST PACKET TIME (07/19/2020 08:59:54 pm), and LAST PACKET TIME (07/19/2020 08:59:54 pm). Below this, it shows 'CALCULATED PACKET SIZE' (5912 bytes), 'CALCULATED PAYLOAD SIZE' (4856 bytes), and 'CALCULATED PACKET COUNT' (16). The central pane shows three packets with their hex and ASCII representations. The right pane, 'Event Meta', displays session ID (629684), time (07/19/2020 08:59:54 pm), size (5912), DID, and payload (4856).

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

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

## View User Entity Behavior Analytics for Indicators

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

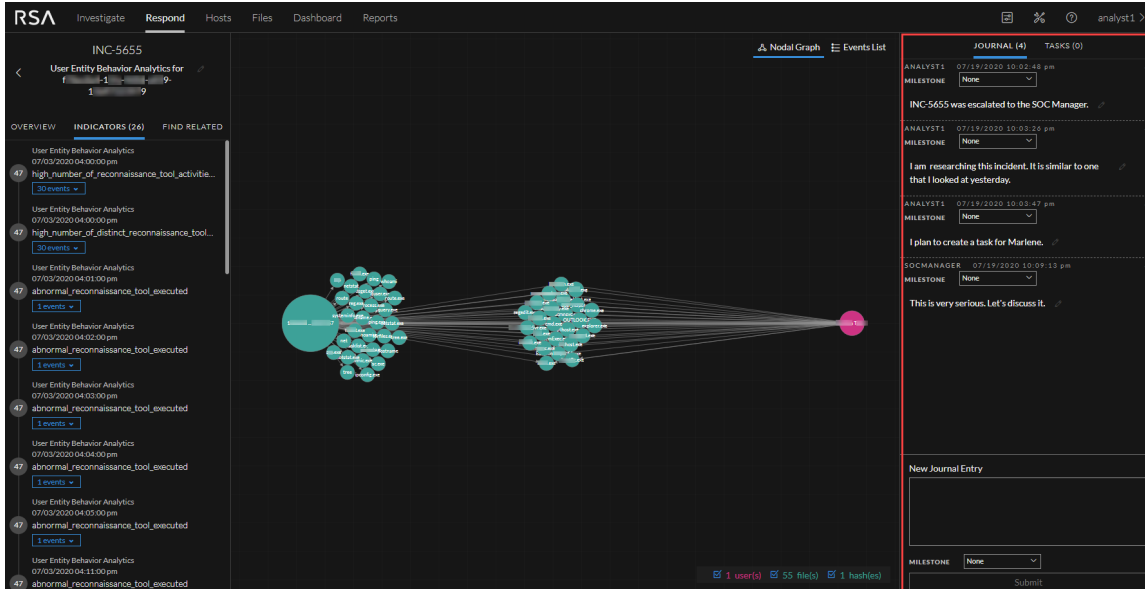


## Document Steps Taken Outside of NetWitness

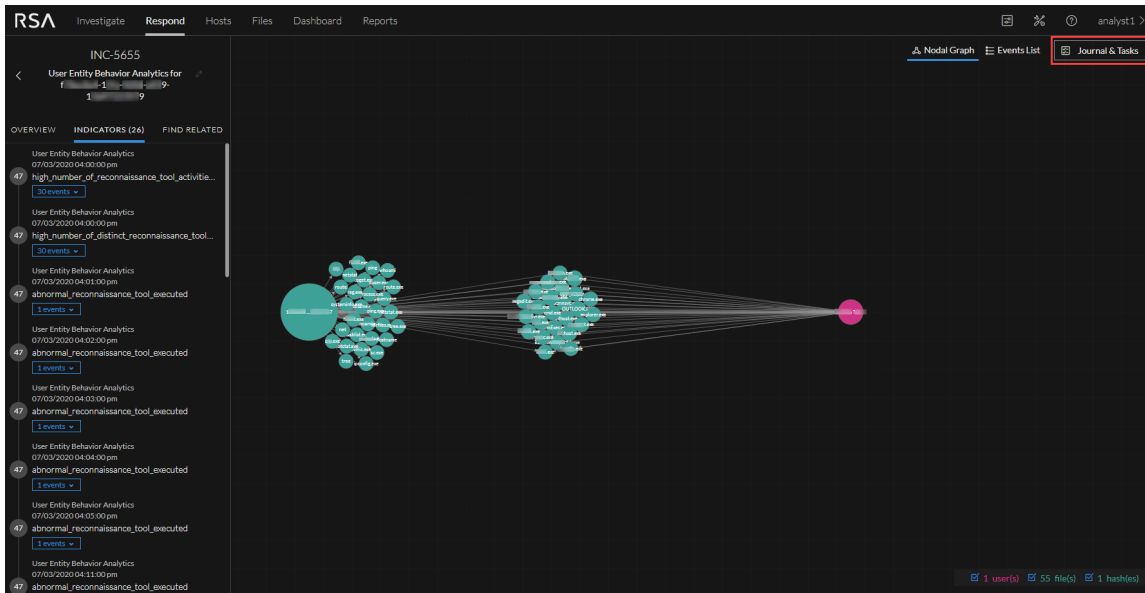
The journal shows notes added by analysts and it enables you to collaborate with your peers. You can post notes to a journal, add Investigation Milestone tags (Reconnaissance, Delivery, Exploitation, Installation, Command and Control, Action on Objective, Containment, Eradication, and Closure), and view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

## View the Journal Entries for an Incident

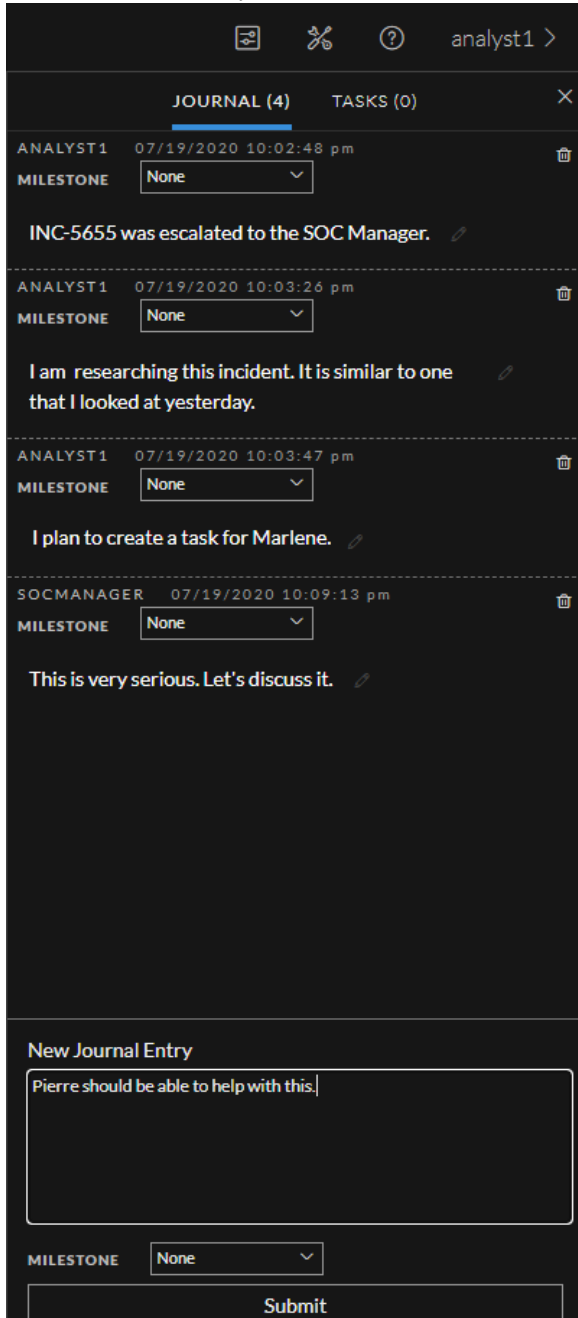
The Journal is on the right side of the Incident Details view.



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



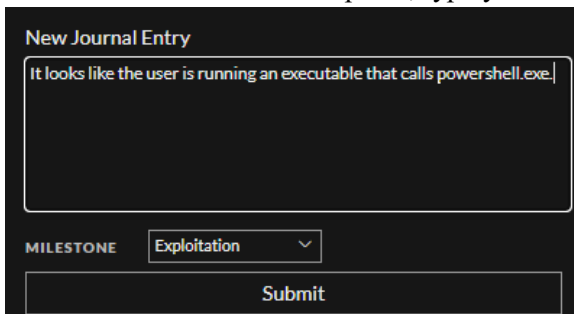
The Journal shows the history of activity on an incident. For each journal entry, you can see the author and time of the entry.



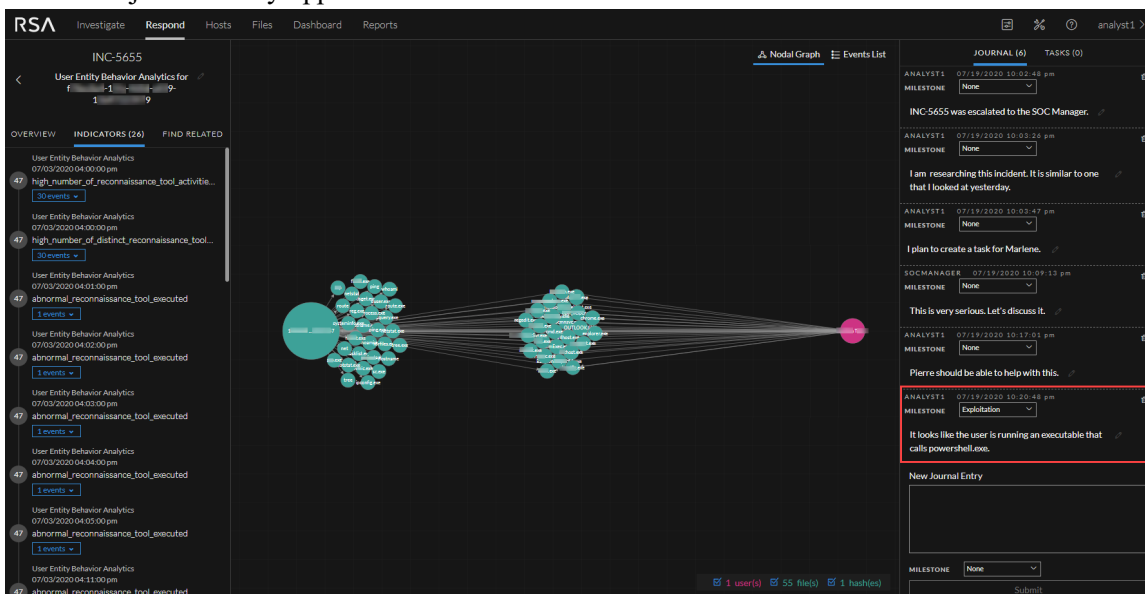
## Add a Note

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


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

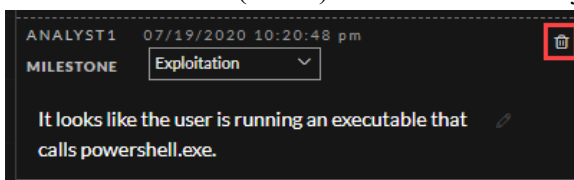


2. (Optional) Select an Investigation Milestone from the drop-down list (Reconnaissance, Delivery, Exploitation, Installation, Command and Control, Action On Objective, Containment, Eradication, and Closure).
3. After you finish your note, click, **Submit**.  
Your new journal entry appears in the Journal.



## Delete a Note

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



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

## Escalate or Remediate the Incident

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

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

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

## Send an Incident to RSA Archer

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

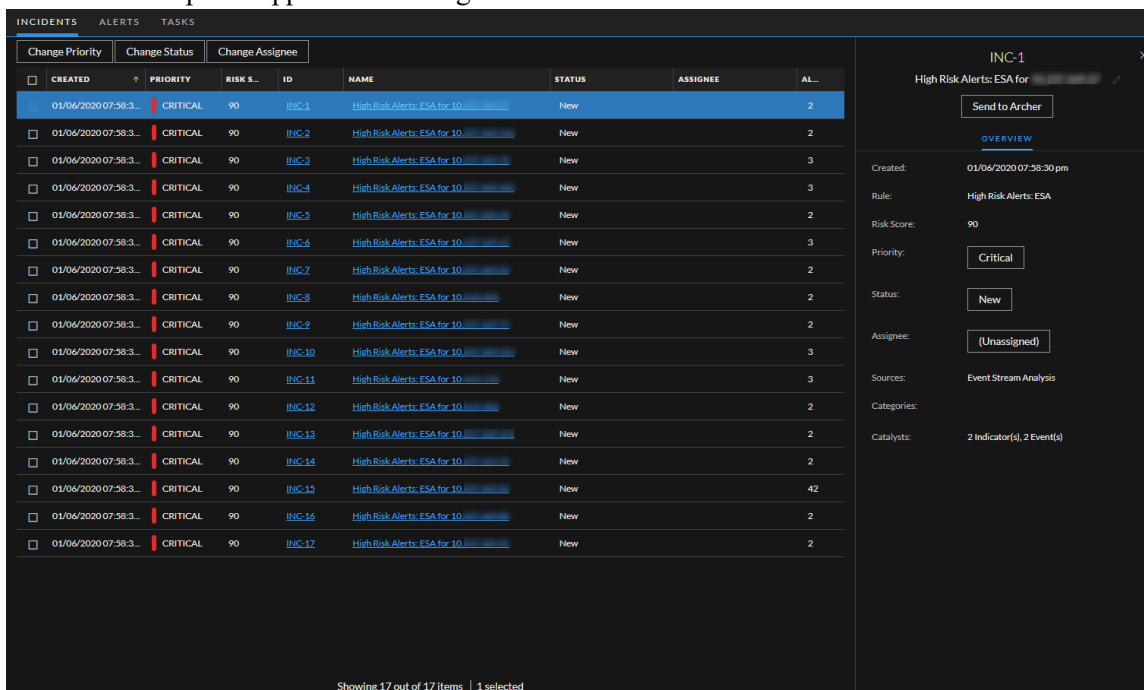
When you send an incident to Archer, a Sent to Archer notification appears within the incident. When configured, the NetWitness Platform can start additional business processes in Archer Cyber Incident & Breach Response. You can view all of the incidents that were sent to Archer Cyber Incident & Breach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

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

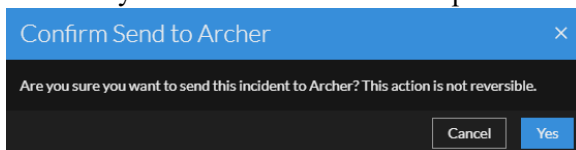
**Caution:** The **Send to Archer** action is not reversible.

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

The Overview panel appears on the right.



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



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

The screenshot shows the 'INCIDENTS' tab in the NetWitness Respond interface. A notification banner at the top states: 'Incident INC-1 has been sent to Archer. The new Archer Incident ID is 254379'. Below the notification is a table of incidents:

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

At the bottom of the incident list, it says 'Showing 17 out of 17 items | 1 selected'.

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

The screenshot shows the 'INCIDENT DETAILS' view for 'INC-1'. The title is 'High Risk Alerts: ESA for [redacted]'. A notification 'Sent to Archer' is visible. The 'OVERVIEW' and 'INDICATORS (2)' panels are on the left. The 'Nodal Graph' is in the center, showing a connection between two nodes. The 'JOURNAL (1)' panel on the right shows a system journal entry: 'ADMIN 01/09/2020 11:18:13 pm MILESTONE None Incident INC-1 was sent to Archer with id 254379'. Below the journal entry is a 'New Journal Entry' form with a 'MILESTONE' dropdown set to 'None' and a 'Submit' button.


## View All Incidents Sent to Archer

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

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

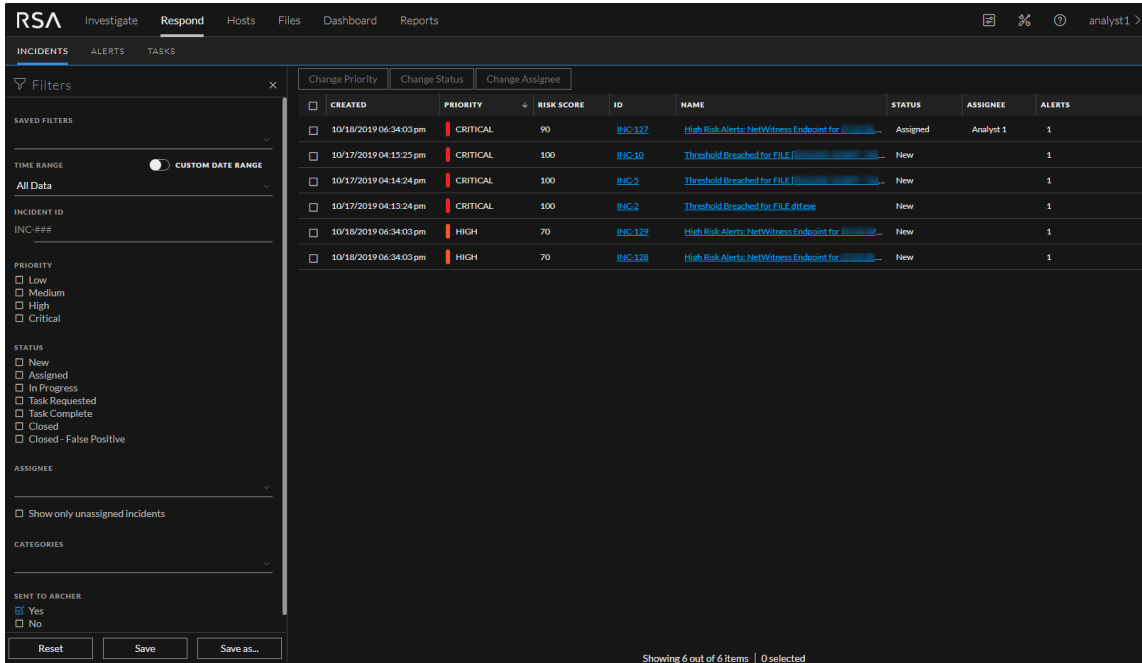
1. Go to **Respond > Incidents**.

The Incidents List is displayed.

2. If you cannot see the Filters panel, in the Incident List view toolbar, click .

3. In the Filters panel, under **Sent To Archer**, select **Yes**.

The incidents list will be filtered to show incidents that were sent to Archer Cyber Incident & Breach Response.



The screenshot shows the RSA Respond interface with the 'Incidents' list view. The 'Filters' panel is open on the left, and the 'SENT TO ARCHER' filter is set to 'Yes'. The main table displays a list of incidents with columns for Created, Priority, Risk Score, ID, Name, Status, Assignee, and Alerts.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
10/18/2019 06:34:03 pm	CRITICAL	90	INC-127	High Risk Alerts: NetWitness Endpoint for [redacted]	Assigned	Analyst 1	1
10/17/2019 04:15:23 pm	CRITICAL	100	INC-10	Threshold Breached for FILE [redacted]	New		1
10/17/2019 04:14:24 pm	CRITICAL	100	INC-3	Threshold Breached for FILE [redacted]	New		1
10/17/2019 04:13:24 pm	CRITICAL	100	INC-2	Threshold Breached for FILE dtf.exe	New		1
10/18/2019 06:34:03 pm	HIGH	70	INC-129	High Risk Alerts: NetWitness Endpoint for [redacted]	New		1
10/18/2019 06:34:03 pm	HIGH	70	INC-128	High Risk Alerts: NetWitness Endpoint for [redacted]	New		1

## Update an Incident

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

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

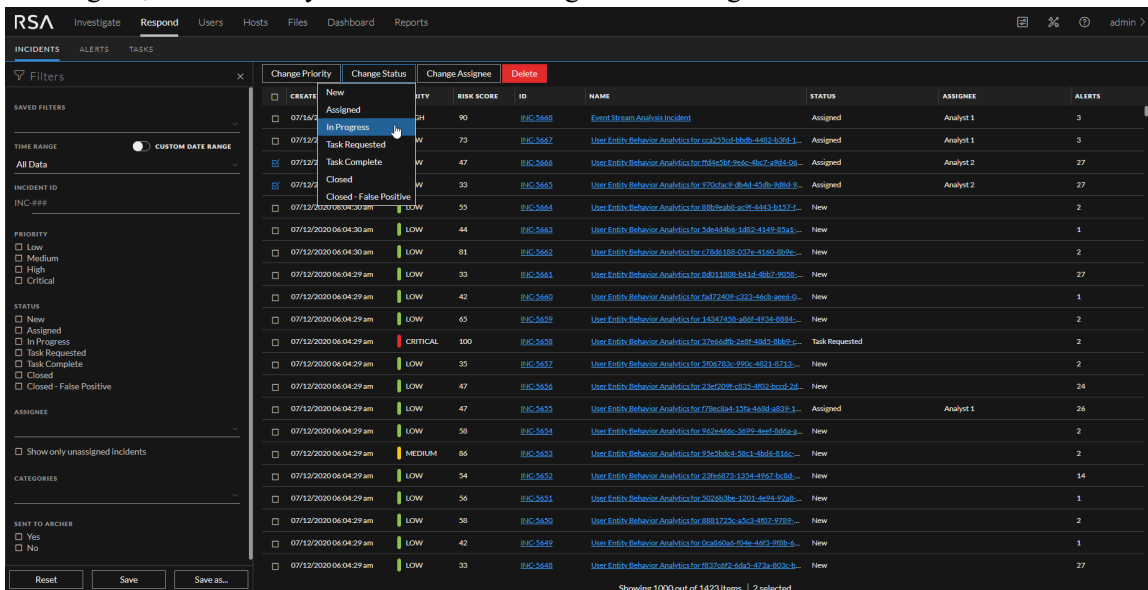
## Change Incident Status

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

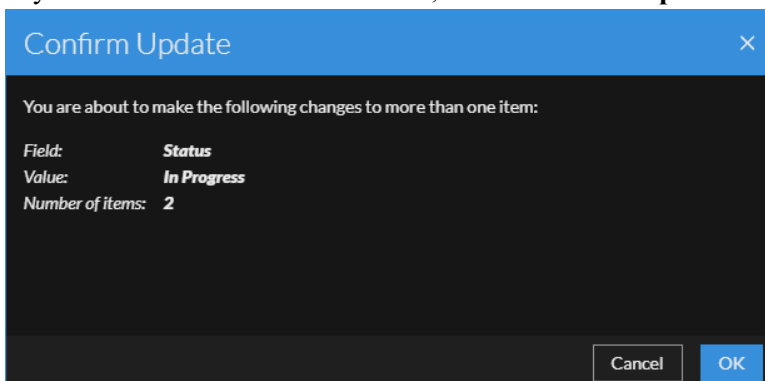
- New
- Assigned
- In Progress
- Task Requested
- Task Complete
- Closed
- Closed - False Positive

### To update the status of multiple incidents:

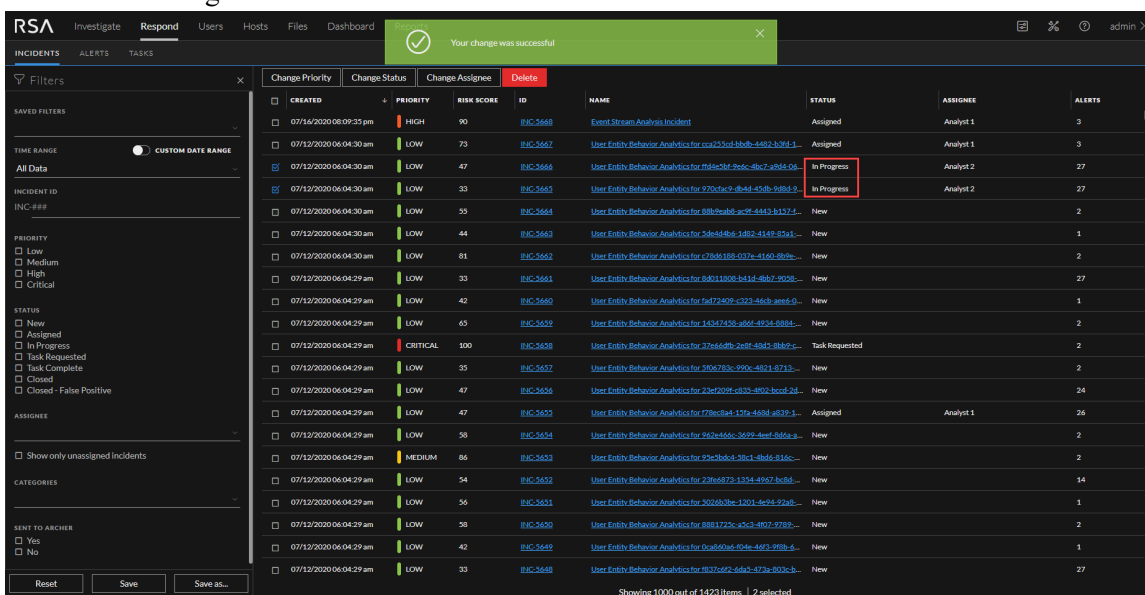
1. In the Incidents List view, select one or more incidents that you would like to change. To select all of the incidents on the page, select the box in the incidents list header row. The number of incidents selected appears in the incidents list footer.
2. Click **Change Status** and select a status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



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

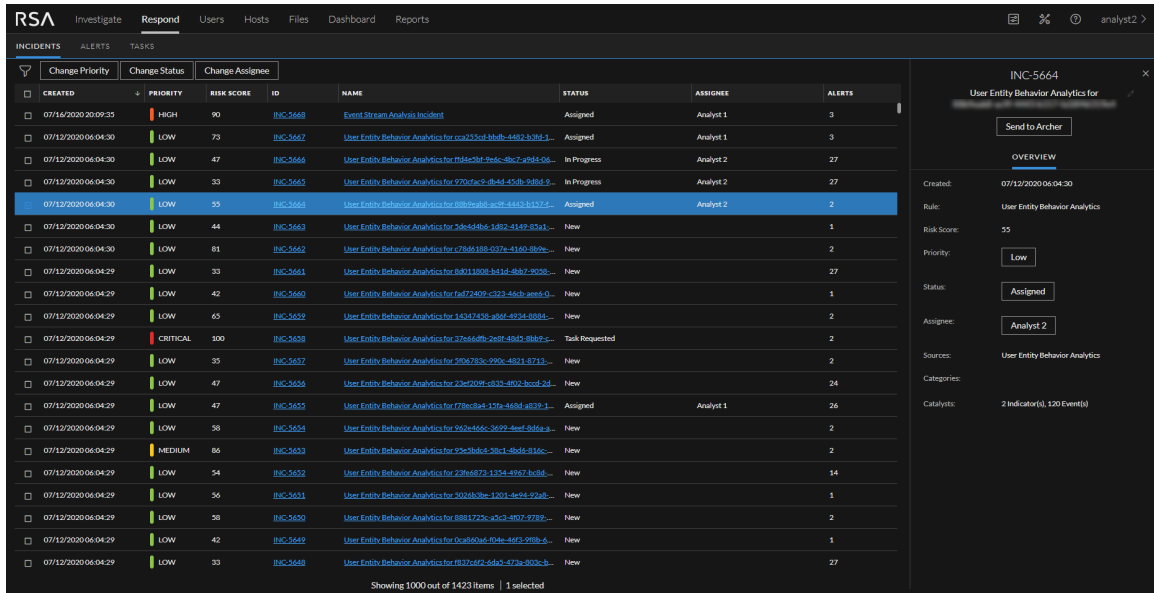


You can see a successful change notification. In this example, the status of the updated incidents now show In Progress.

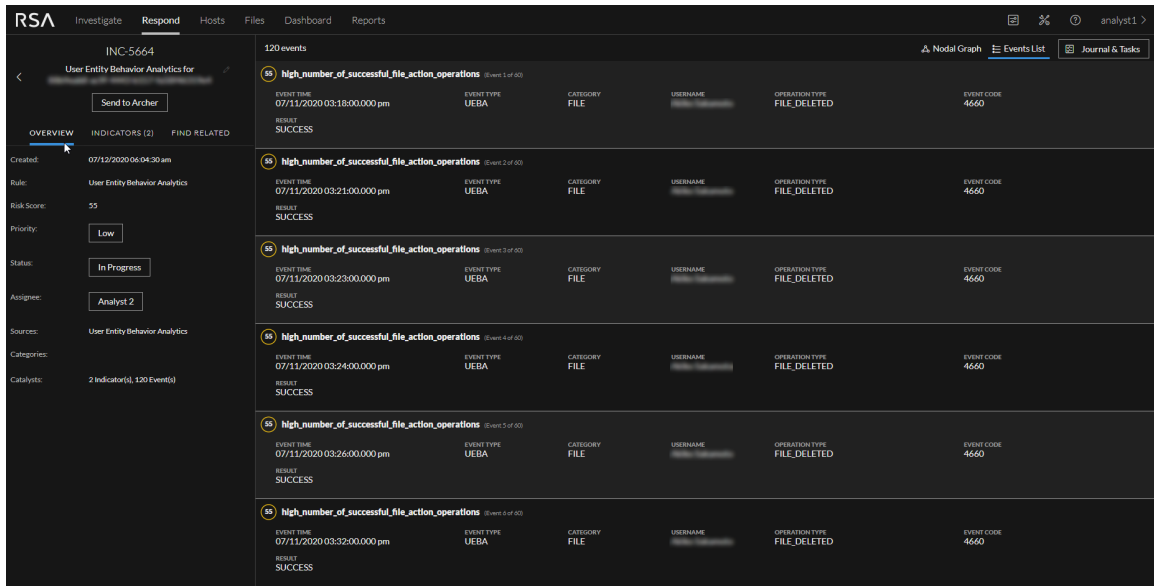


**To change the status of a single incident from the Overview panel:**

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

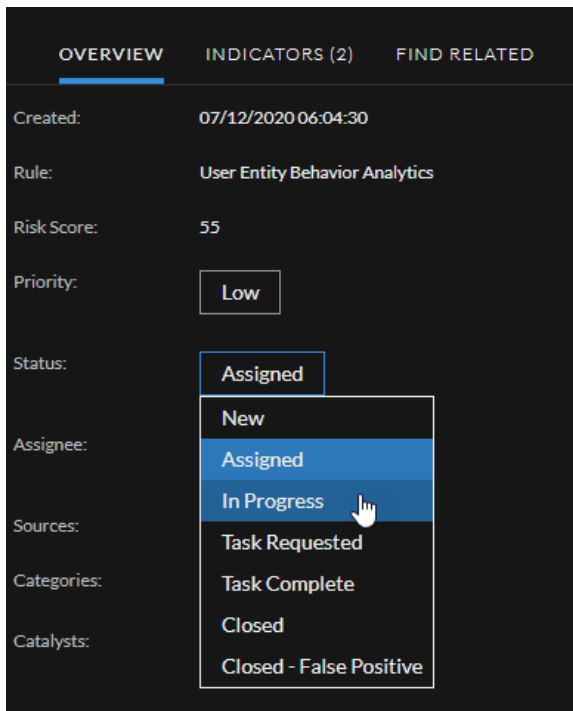


- From the Incident Details view, click the **OVERVIEW** tab.

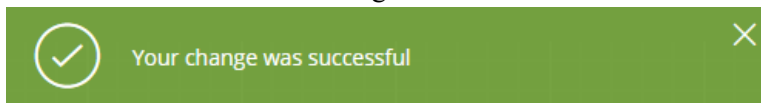


In the Overview panel, the Status button shows the current status of the incident.

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



You can see a successful change notification.



## Change Incident Priority

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

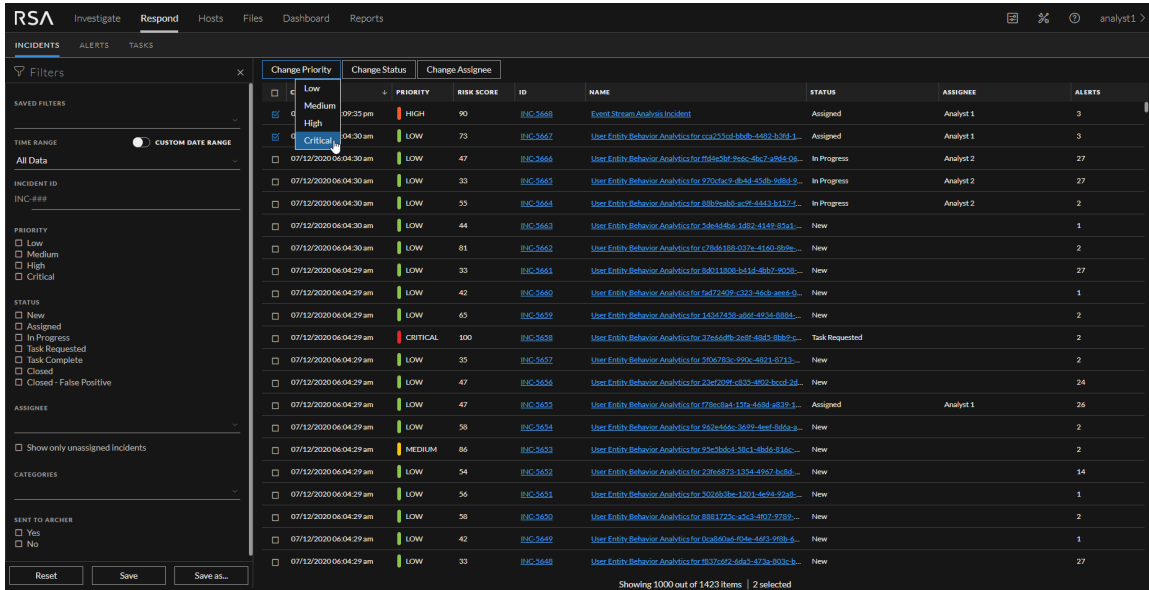
- Critical
- High
- Medium
- Low

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

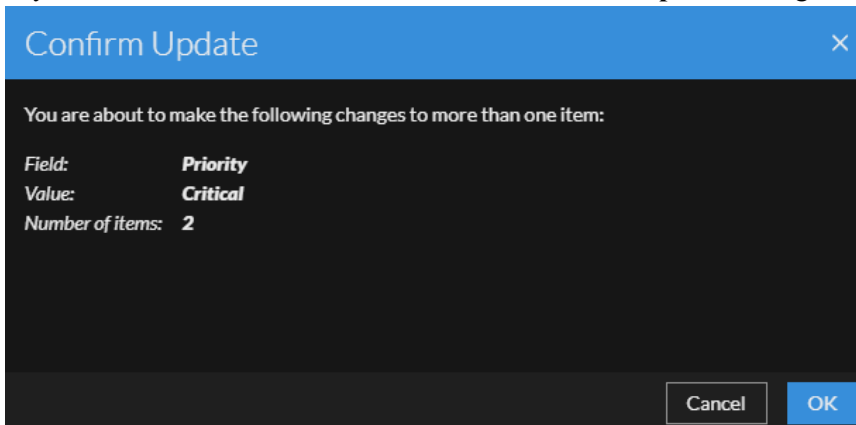
### To update the priority of multiple incidents:

1. In the Incidents List view, select one or more incidents that you would like to change. To select all of the incidents on the page, select the box in the incidents list header row. The number of incidents selected appears in the incidents list footer.

2. Click **Change Priority** and select a priority from the drop-down list. In this example, the current priority is High, but the Analyst would like to change it to Critical for the selected incidents.

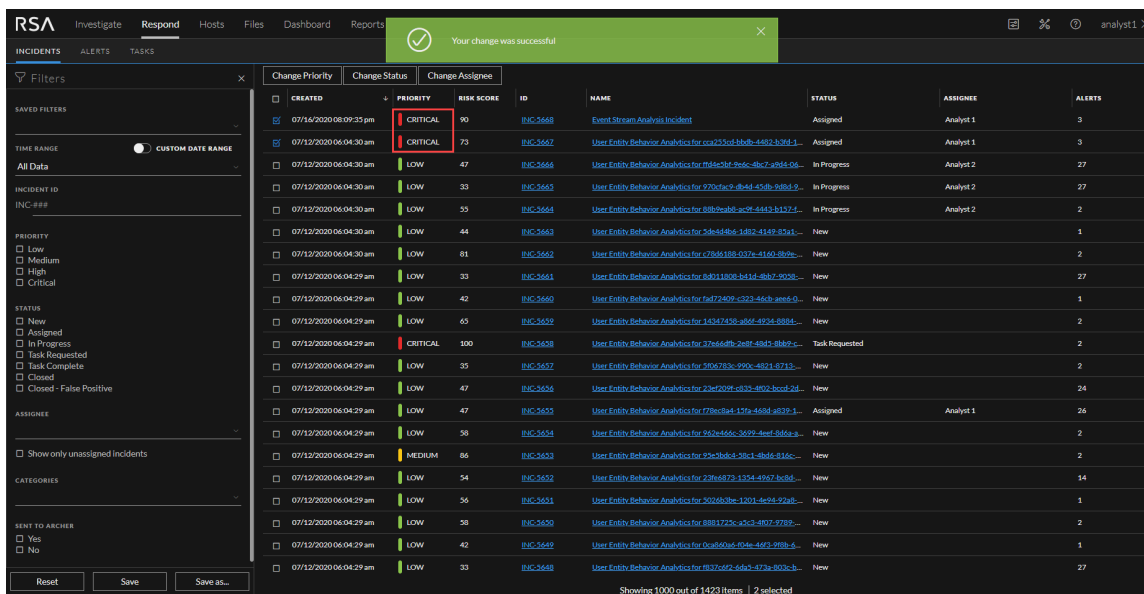


3. If you select more than one incident, in the **Confirm Update** dialog, click **OK**.



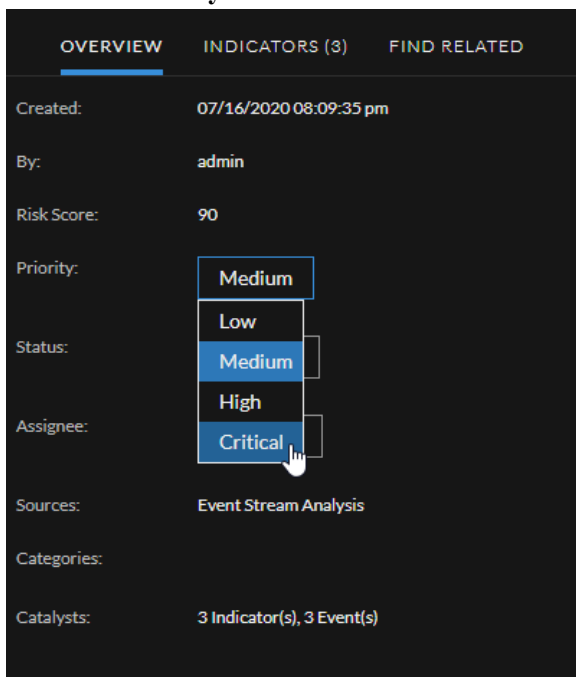
You can see a successful change notification. In this example, the status of the updated incidents

now show Critical.



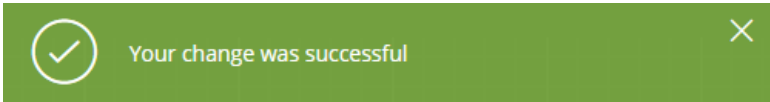
### To change the priority of a single incident from the Overview panel

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



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

priority.



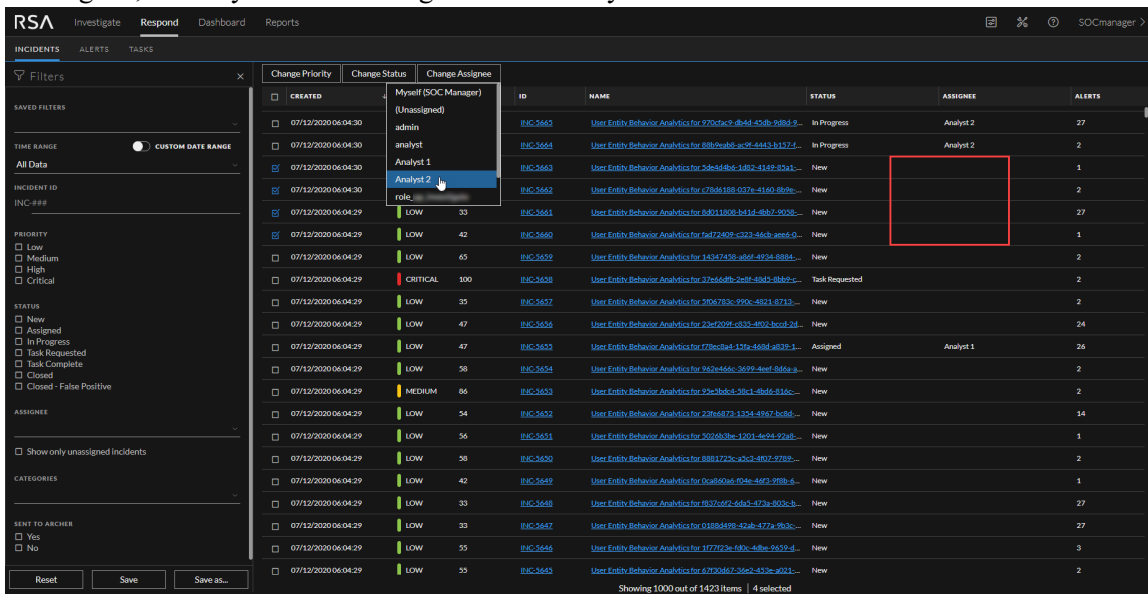
## Assign Incidents to Other Analysts

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

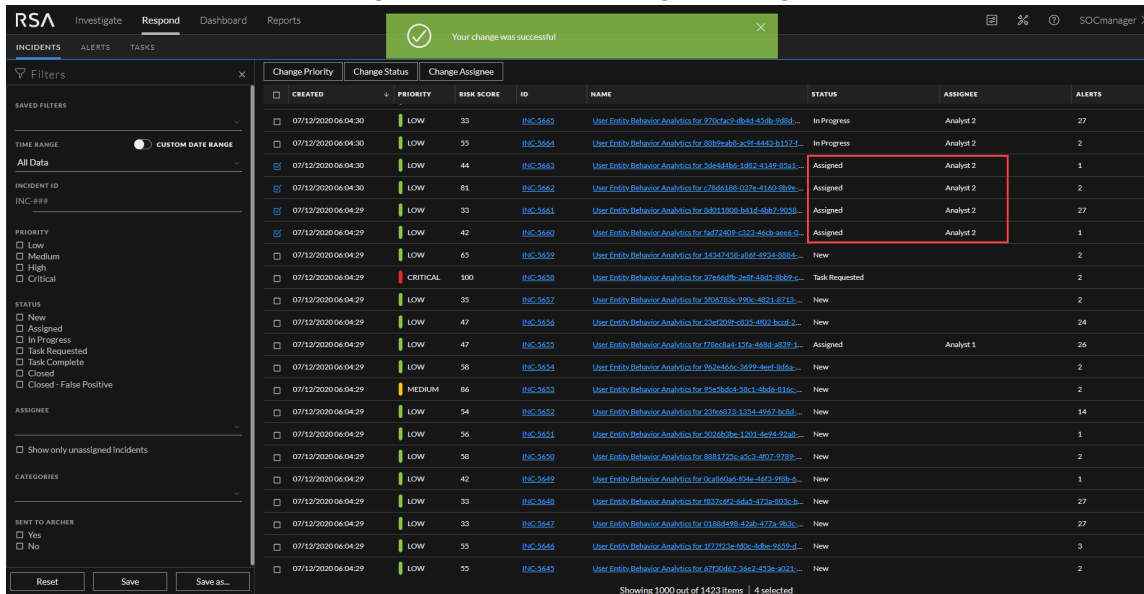
**Note:** You cannot change the assignee of a closed incident.

### To assign multiple incidents to a user:

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



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

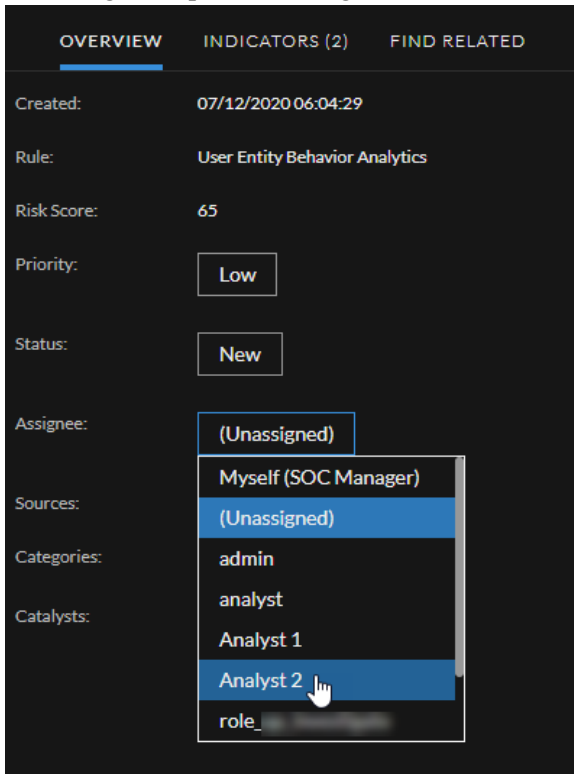


### To assign a user to an incident from the Overview panel:

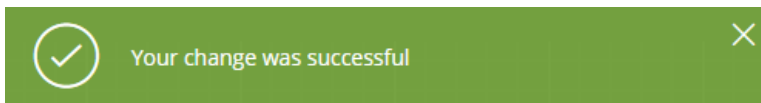
- To open the Overview panel, do one of the following:
  - From the Incidents List view, click the row of an incident that you would like to assign to a user.
  - From the Incident Details view, click the **Overview** tab in the left panel.

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

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



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

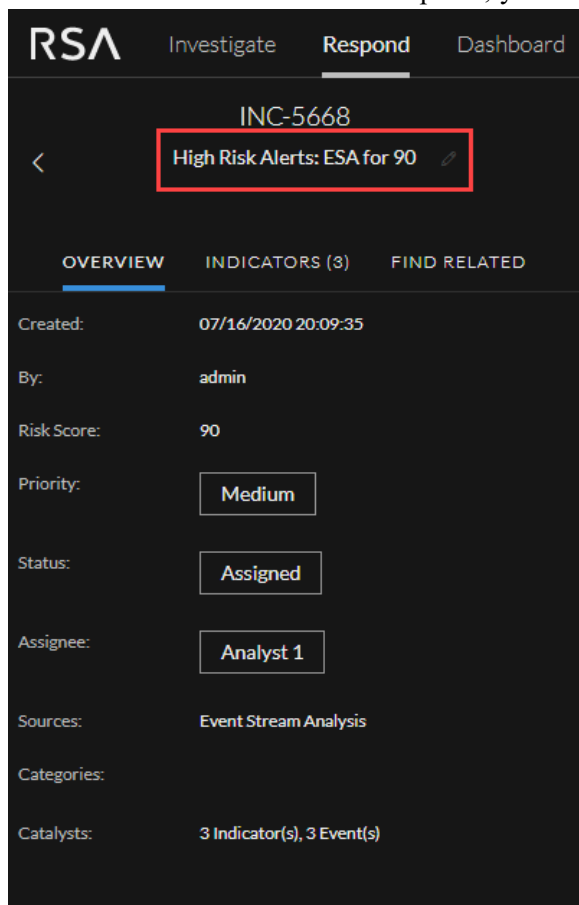


## Rename an Incident

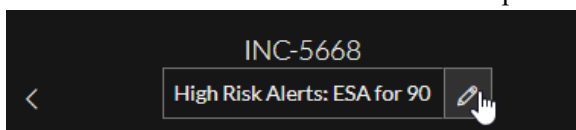
You can rename an incident from the Overview panel in the Incidents List view and the Incident Details view. For example, you may want to rename an incident to provide clarification about the issue, especially if multiple incidents have the same name.

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

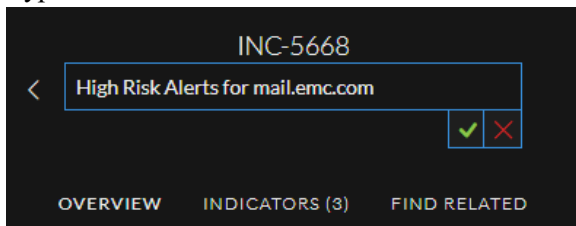
- From the Incident Details view, click the **OVERVIEW** tab in the left panel. In the header above the Overview panel, you can see the incident ID and the incident name.



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

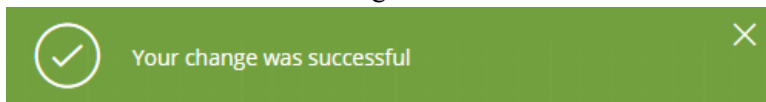


- Type a new name for the incident in the text editor and click the check mark to confirm the change.

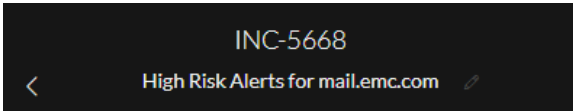


For example, you can change "High Risk Alerts: ESA for 90.0" to "High Risk Alerts for mail.emc.com" for more clarification.

You can see a successful change notification.



The incident name field shows the new name.

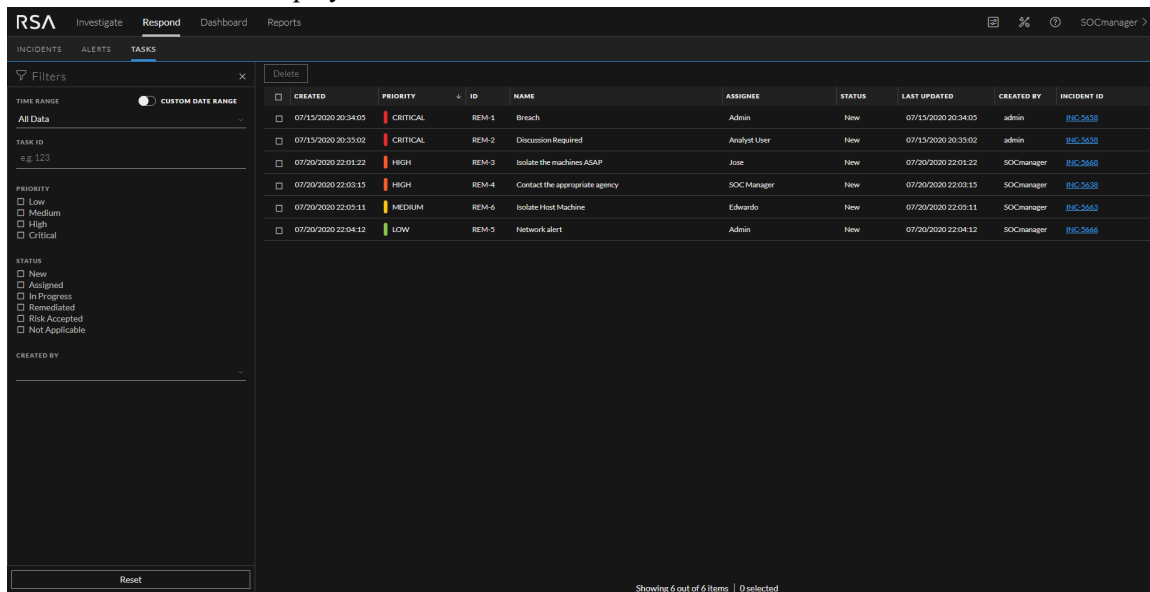


## View All Incident Tasks

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

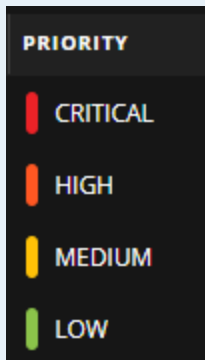
1. Go to **Respond > Tasks**.

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



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

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


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

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

## Filter the Tasks List

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

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

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

Filters

TIME RANGE  CUSTOM DATE RANGE

All Data

TASK ID  
e.g. 123

PRIORITY

- Low
- Medium
- High
- Critical

STATUS

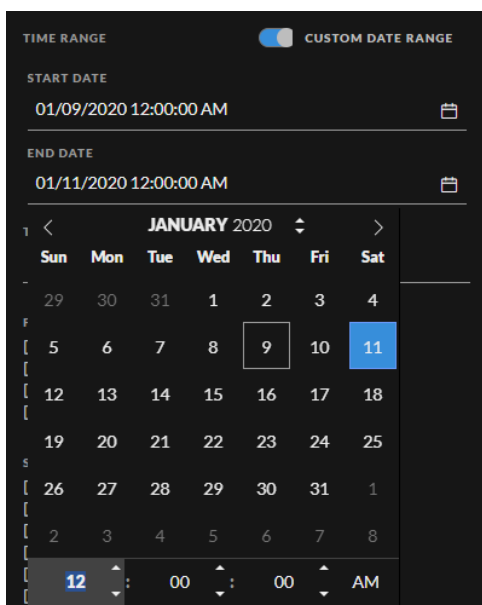
- New
- Assigned
- In Progress
- Remediated
- Risk Accepted
- Not Applicable

CREATED BY

Reset

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

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



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

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


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

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

## Remove My Filters from the Tasks List

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

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

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

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

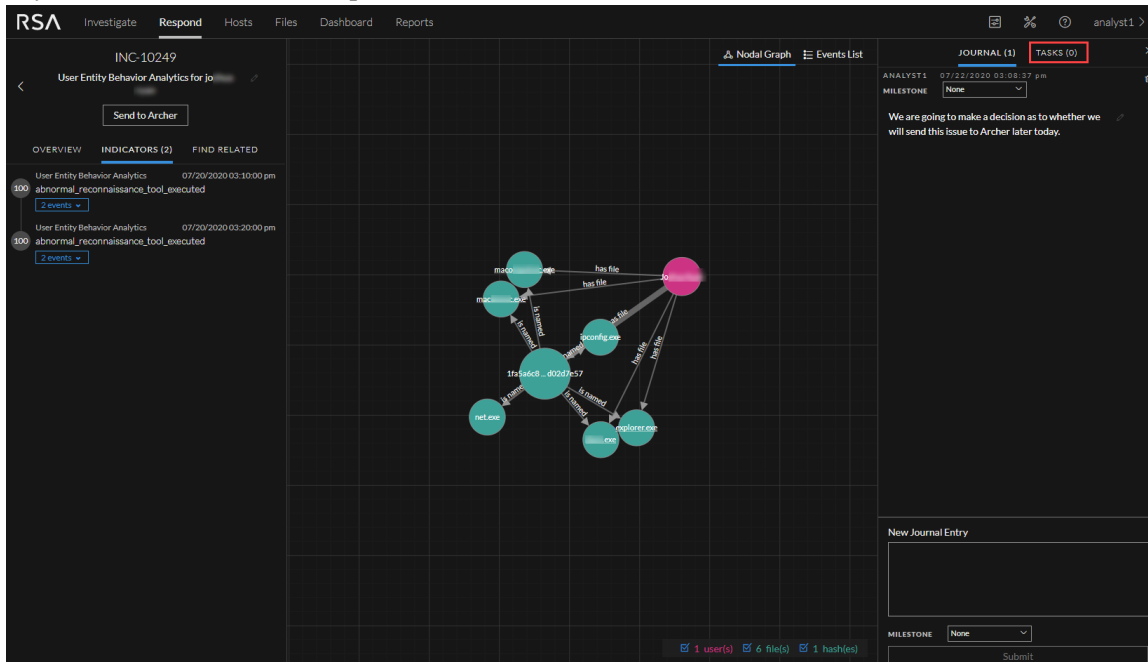
## Create a Task

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

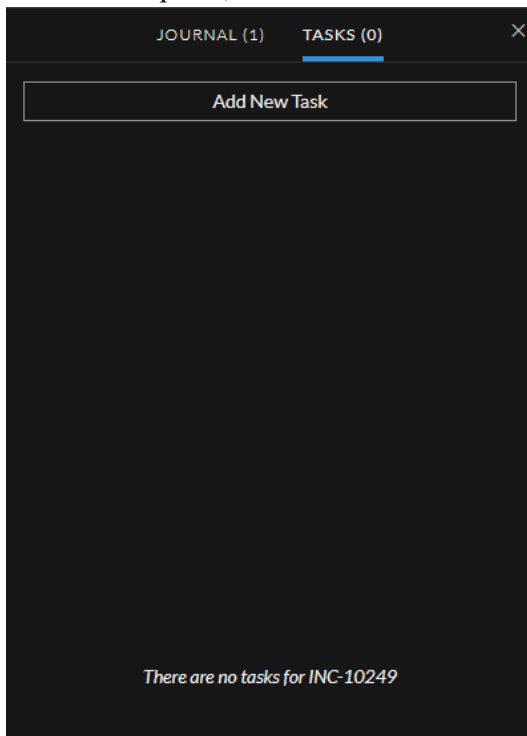
1. Go to **Respond > Incidents**.  
The Incidents List view displays a list of all of the incidents.
2. Locate the incident that needs a task and click the link in the **ID** or **Name** field.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10220	User Entity Behavior Analytics for [redacted]	New		3
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10249	User Entity Behavior Analytics for [redacted]	Assigned	Analyst 1	2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10248	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10247	User Entity Behavior Analytics for [redacted]	New		1
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10246	User Entity Behavior Analytics for [redacted]	New		4
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10245	User Entity Behavior Analytics for [redacted]	New		6
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10244	User Entity Behavior Analytics for [redacted]	New		8
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10243	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10242	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10241	User Entity Behavior Analytics for [redacted]	New		6
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10240	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10239	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10238	User Entity Behavior Analytics for [redacted]	New		8
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10237	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10236	User Entity Behavior Analytics for [redacted]	New		2
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10235	User Entity Behavior Analytics for [redacted]	New		3
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10234	User Entity Behavior Analytics for [redacted]	New		5
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10233	User Entity Behavior Analytics for [redacted]	New		3
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10232	User Entity Behavior Analytics for [redacted]	New		1
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10231	User Entity Behavior Analytics for [redacted]	New		27
07/21/2020 07:23:17 pm	CRITICAL	100	INC-10230	User Entity Behavior Analytics for [redacted]	New		2

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



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



You can see the new task fields.

JOURNAL (1) TASKS (0) X

NEW TASK FOR INC-10249

NAME \*

Re-image the machine

DESCRIPTION

Opened ticket ABC-5678 to re-image the affected machine.

ASSIGNEE:

Jose

PRIORITY \*

High

Cancel Save

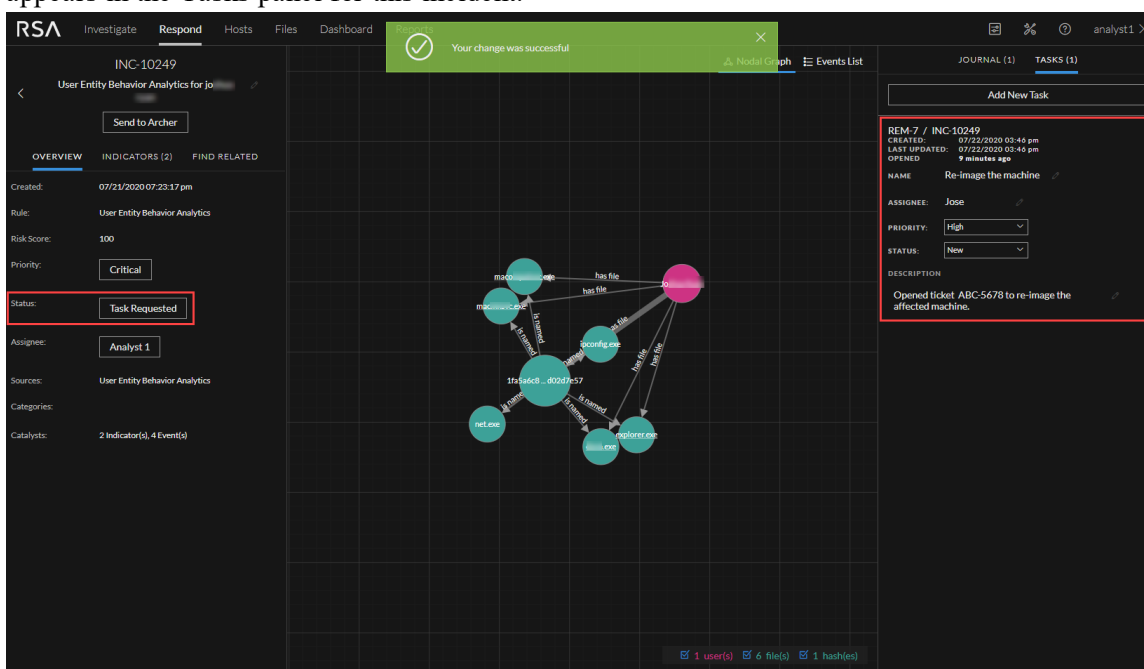
If the incident is in a closed state (Closed or Closed - False Positive), the Add New Task button is disabled.

5. Provide the following information:

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

6. Click **Save**.

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



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

The screenshot displays the RSA NetWitness Respond interface. The top navigation bar includes 'Investigate', 'Respond', 'Hosts', 'Files', 'Dashboard', and 'Reports'. The 'Respond' tab is active, showing a list of incidents under the 'INCIDENTS' section. The incident list has columns for 'CREATED', 'PRIORITY', 'RISK SCORE', 'ID', 'NAME', 'STATUS', 'ASSIGNEE', and 'ALERTS'. One incident, INC-10249, is highlighted in blue and has a status of 'Task Requested' and an assignee of 'Analyst 1'. To the right, a detailed view for incident INC-10249 is shown, including a 'Send to Archer' button, an 'OVERVIEW' section, and a 'Status' dropdown menu currently set to 'Task Requested'.


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

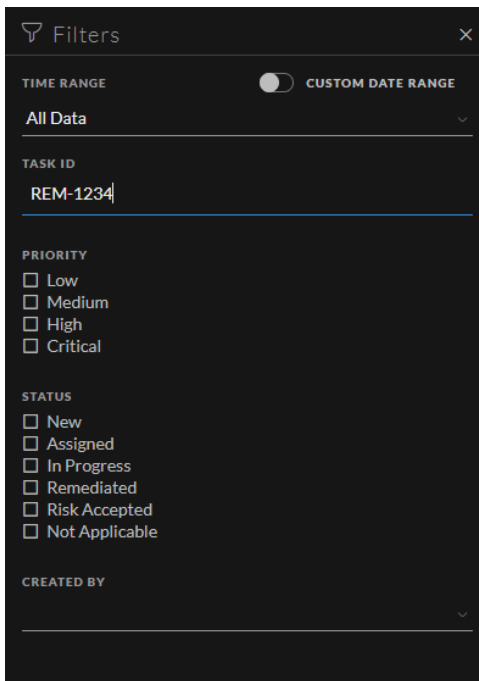
**Note:** If you do not see the status change, you may need to refresh your internet browser.

## Find a Task

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

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

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



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

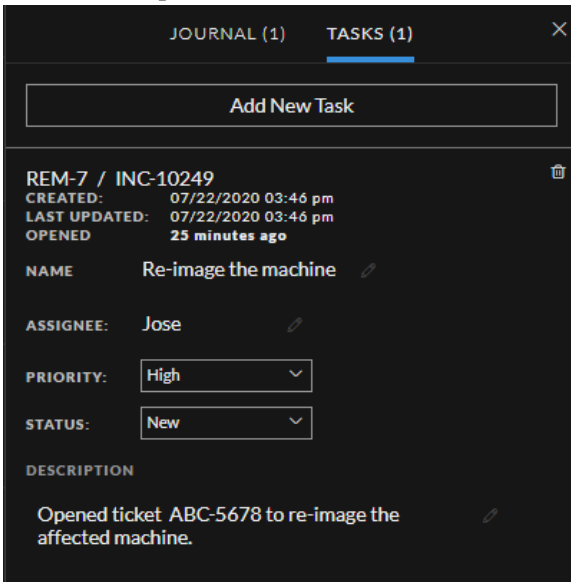
## Modify a Task

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

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

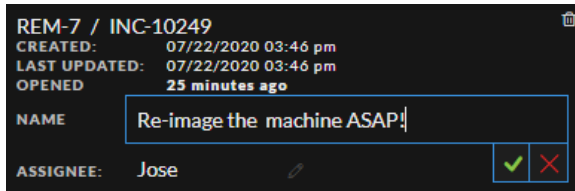
1. Go to **Respond > Incidents**.  
The Incidents List view displays a list of all incidents.
2. Locate the incident that needs a task update and click the link in the **ID** or **Name** field.
3. In the Journal panel on the right side of the Incident Details view, click the **Tasks** tab.  
If you do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

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



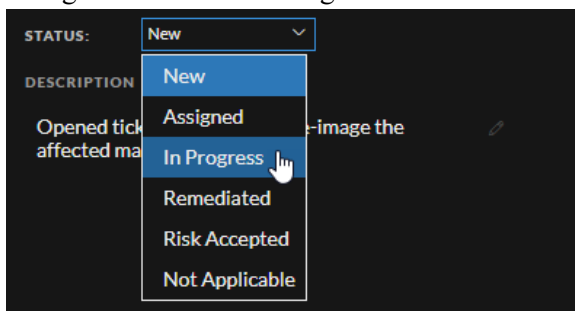
4. You can modify any of the following fields:

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

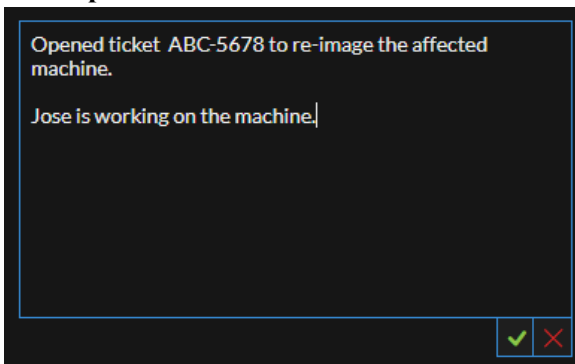


Click the check mark to confirm the change. For example, you can change "Re-image the machine" to "Re-image the machine ASAP!"

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



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

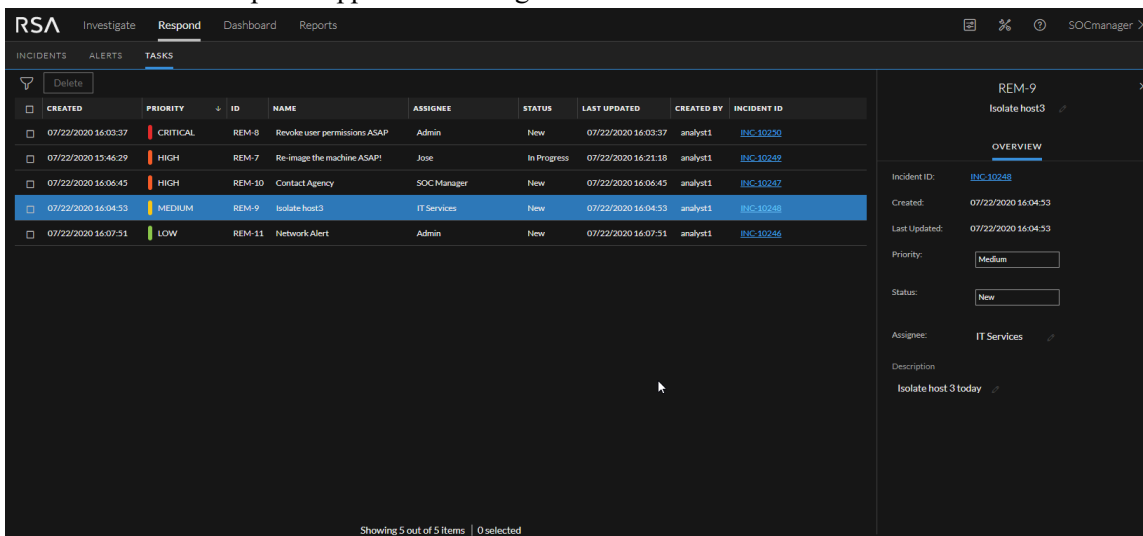


Modify the text and click the check mark to confirm the change.

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

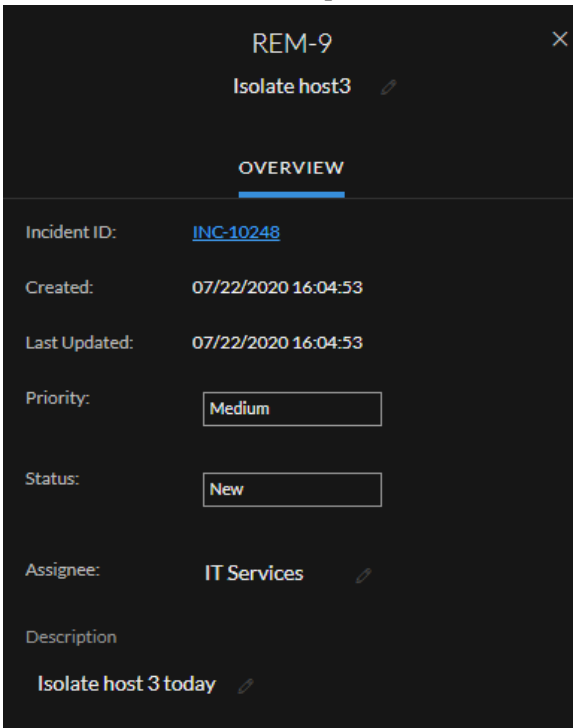
**To modify a Task from the Tasks list:**

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



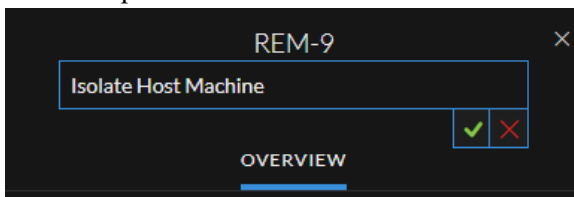
In the Task Overview panel, a pencil icon indicates a text field that you can change. A button

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



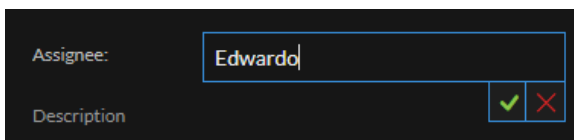
3. You can modify any of the following fields:

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



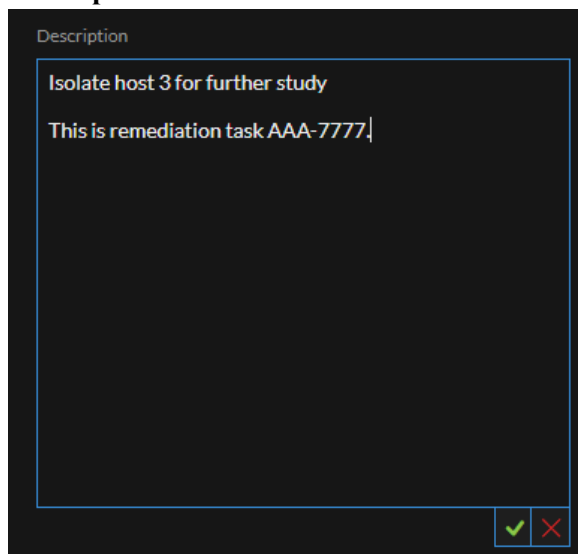
Click the check mark to confirm the change. For example, you can change Isolate Host to Isolate Host Machine.

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



Click the check mark to confirm the change.

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



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

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

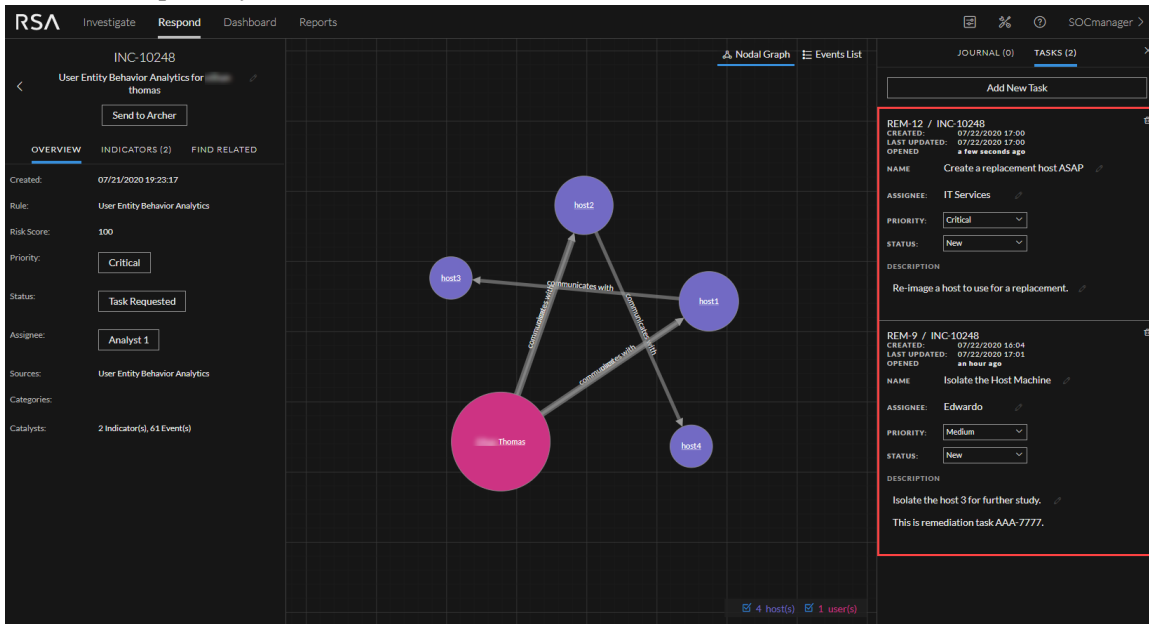
## Delete a Task


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

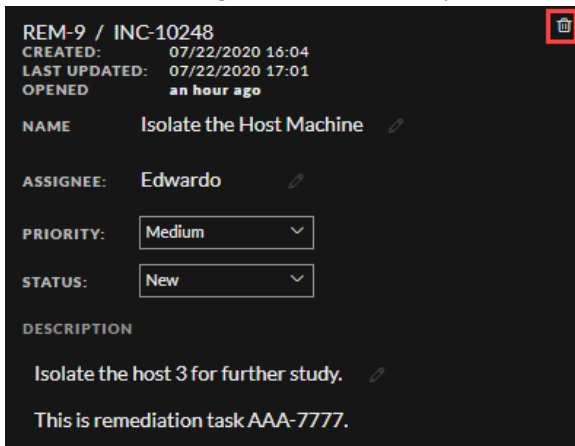
### To Delete a Task from within an incident:

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

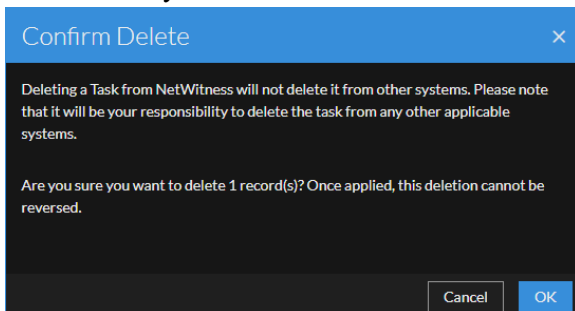
In the Tasks panel, you can see the tasks created for the incident.



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



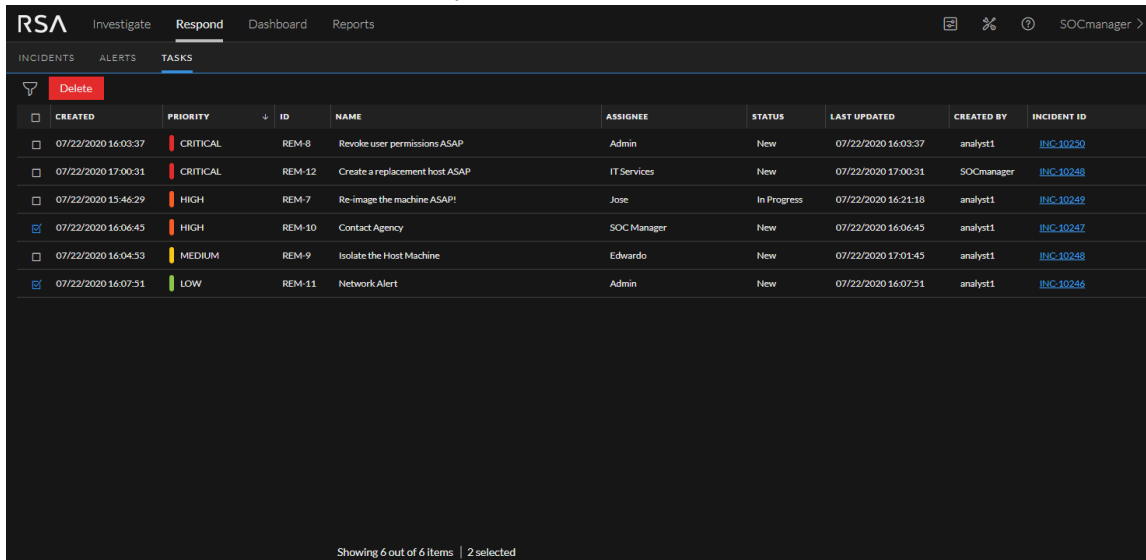
5. Confirm that you want to delete the task and click **OK**.



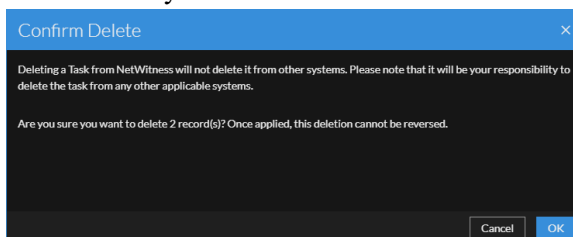
The task is deleted from NetWitness Platform. Deleting tasks from NetWitness Platform does not delete them from other systems.

## To Delete Tasks from the Tasks List:

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



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



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

## Close an Incident

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

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

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

## Incident Response Use Case Examples

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

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

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

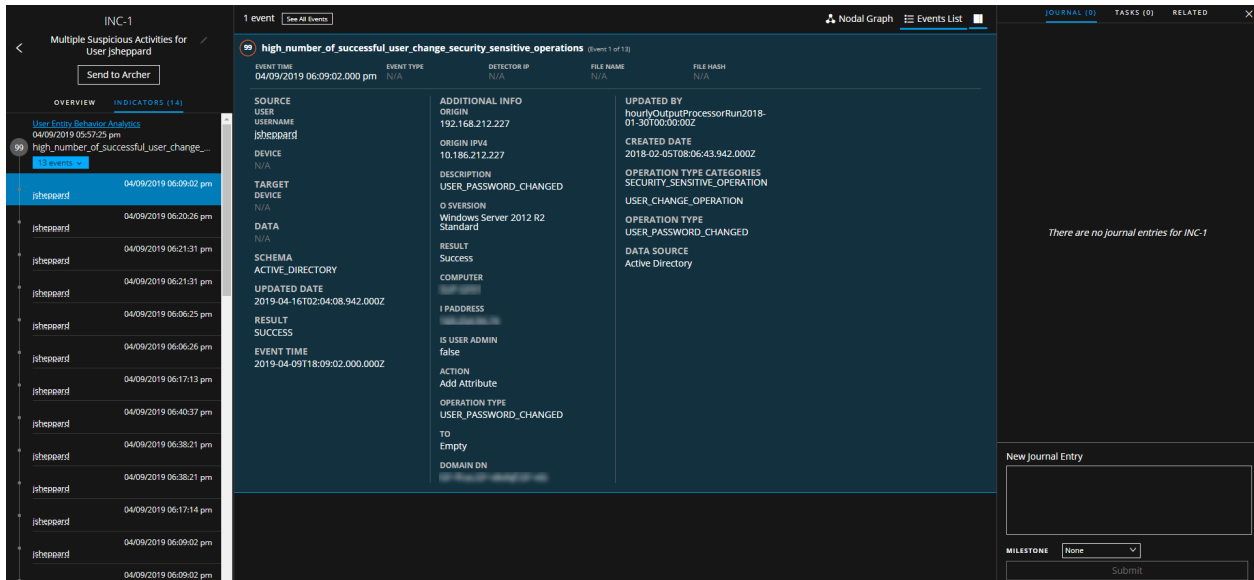
CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
04/09/2019 08:50:57 pm	CRITICAL	90	INC-2	Multiple Suspicious Activities for User LocalSystem	In Progress	Chris Gordon	3
04/09/2019 08:59:25 pm	HIGH	70	INC-3	Suspicious Java Download and Command Shell for 192.168.20.82	In Progress	Chris Gordon	1
04/09/2019 09:06:31 pm	HIGH	70	INC-9	Suspected BIG Endless Key	In Progress	Chris Gordon	5
04/09/2019 09:07:43 pm	HIGH	50	INC-10	Suspected Cerber Ransomware	In Progress	Chris Gordon	2
04/09/2019 09:54:53 pm	HIGH	58	INC-19	Multiple Suspicious Activities for IP address for 192.168.60.65	In Progress	Chris Gordon	10
04/09/2019 08:49:35 pm	MEDIUM	42	INC-1	Multiple Suspicious Activities for User jshepard	Assigned	Chris Gordon	14

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

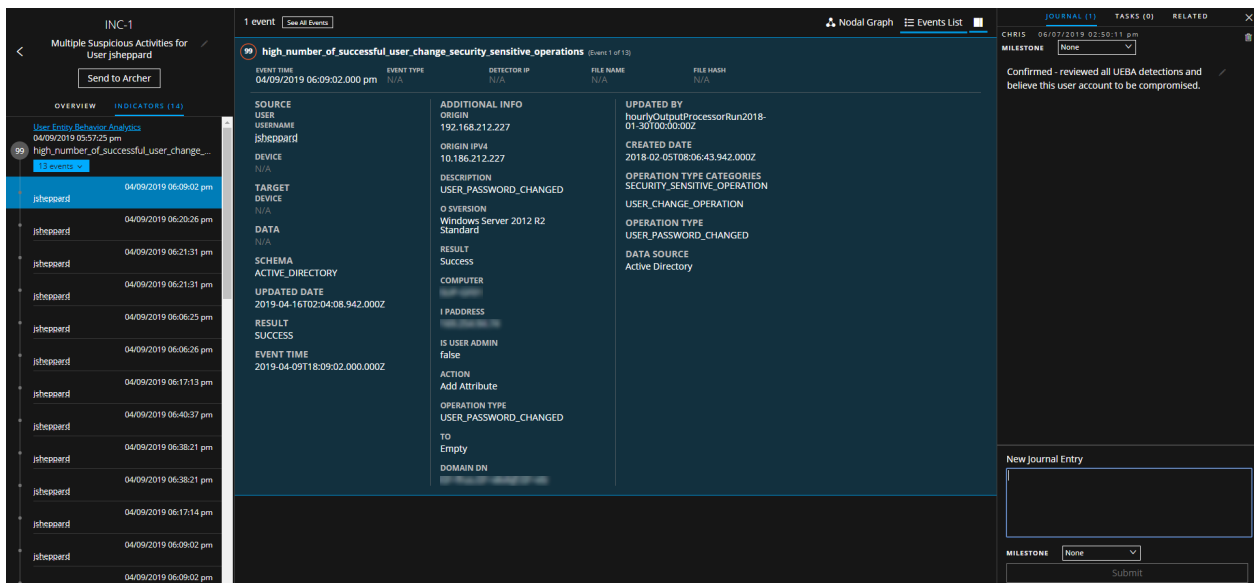
Chris uses the Indicators panel to get finer detail on the events that lead to this incident being created. Clicking the "User Entity Behavior Analytics" link in the Indicators panel exposes the analysis that was done and the anomaly that was detected on the user account "Jonathan Sheppard (jsheppard)."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

TIME	USERNAME	NORMALIZED USER NAME	OPERATION TYPE	OPERATION TYPE CATEGORY	OBJECT NAME	RESULT
04/09/2019 18:40:37	jsheppard	jsheppard\jsheppard	User Password Changed	SECURITY_SENSITIVE_OPERATION, USER_CHANGE_OPERATION	jsheppard	Success
04/09/2019 18:38:21	jsheppard	jsheppard\jsheppard	User Password Changed By Non Owner	SECURITY_SENSITIVE_OPERATION, USER_CHANGE_OPERATION	jsheppard	Success
04/09/2019	jsheppard	jsheppard\jsheppard	User Account Enabled	SECURITY_SENSITIVE_OPERATION,	jsheppard	Success

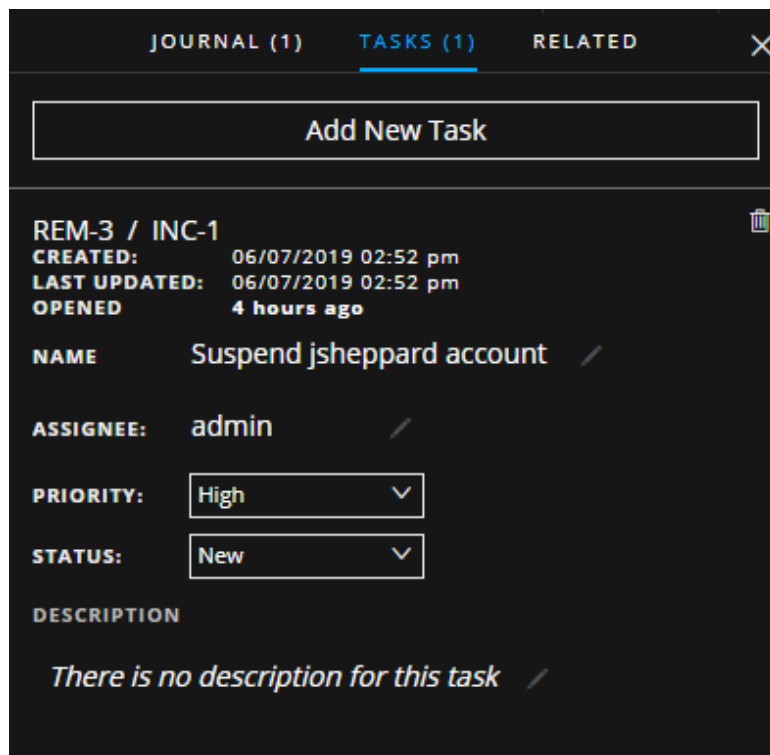
In the Events List, Chris can even inspect the details of the individual log events involved.



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

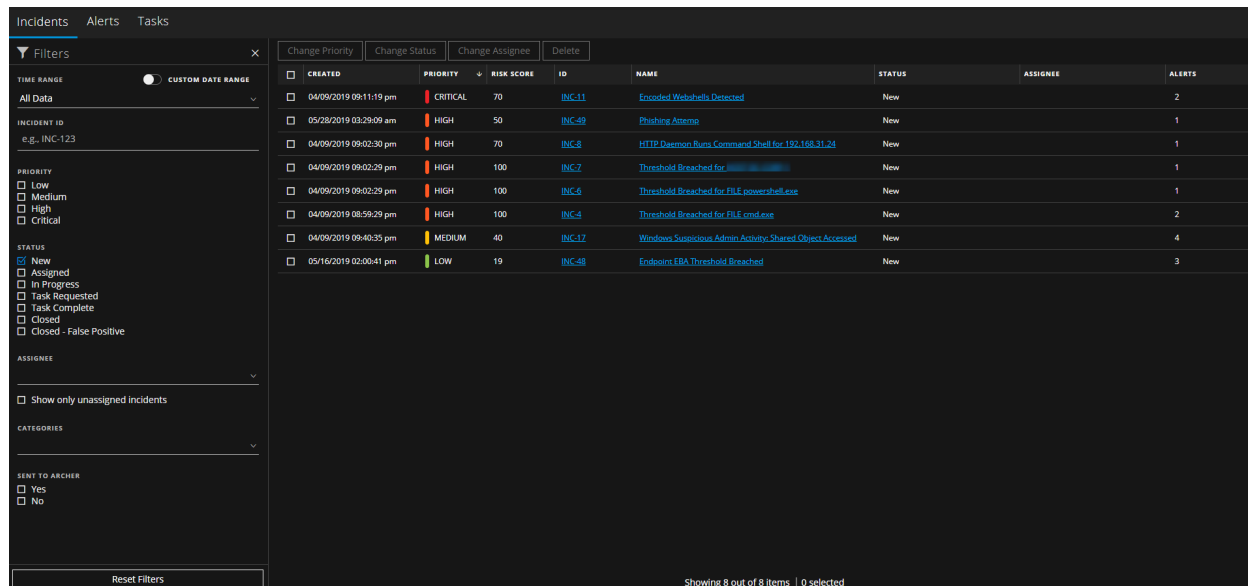


To remediate the incident, Chris opens a task for the administrator (admin) to suspend the jsheppard account.



## Use Case #2: Encoded Webshells Detected

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



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

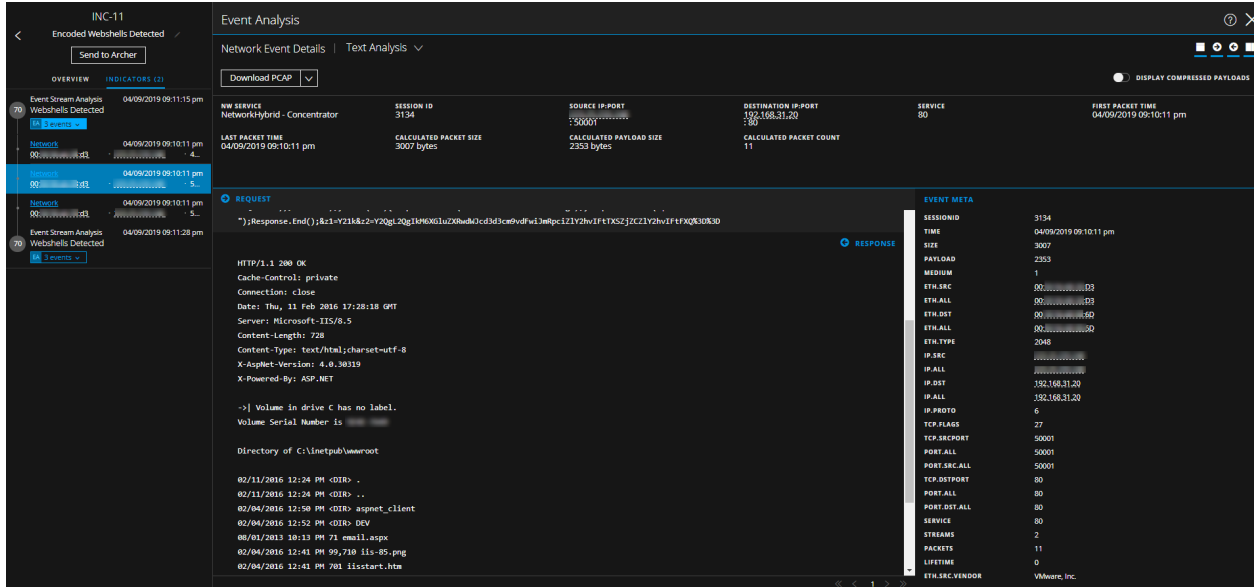
Change Priority		Change Status		Change Assignee		Delete	
CREATED	PRIORITY	ASSIGNEE	ID	NAME	STATUS		
<input checked="" type="checkbox"/>	04/09/2019 09:11:19 pm	CRITICAL	INC-11	Encoded Webshells Detected	New		
<input type="checkbox"/>	05/28/2019 03:29:09 am	HIGH	INC-49	Phishing Attempt	New		
<input type="checkbox"/>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

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



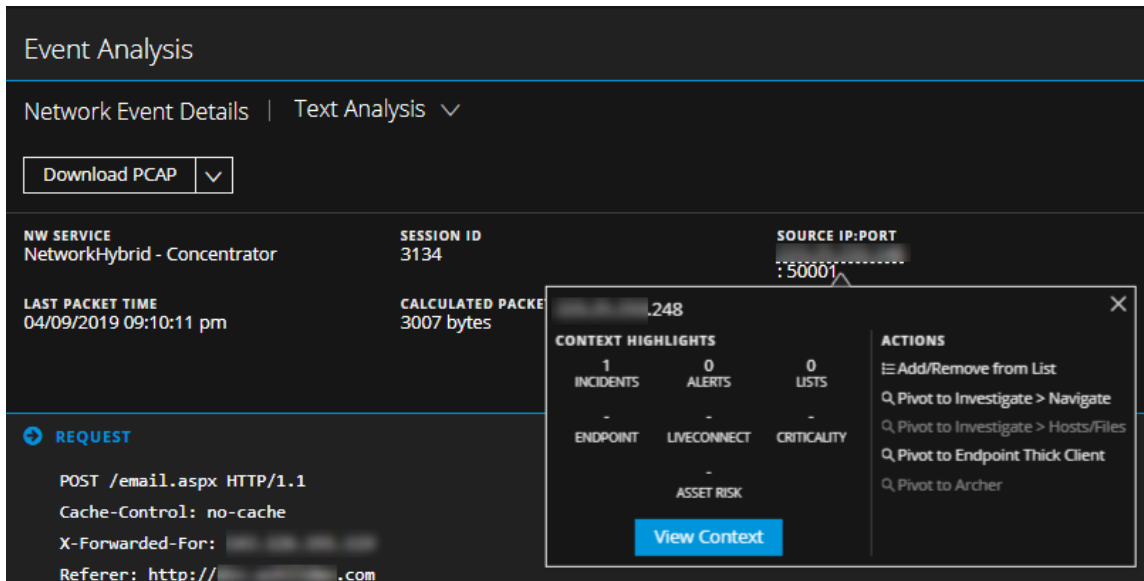
By drilling into the indicator (alert) on the left-hand side, Chris can view the entire list of events associated with the incident and all of the metadata generated by the system, including details about the connections between the external and internal host. She notices that the type of data in this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



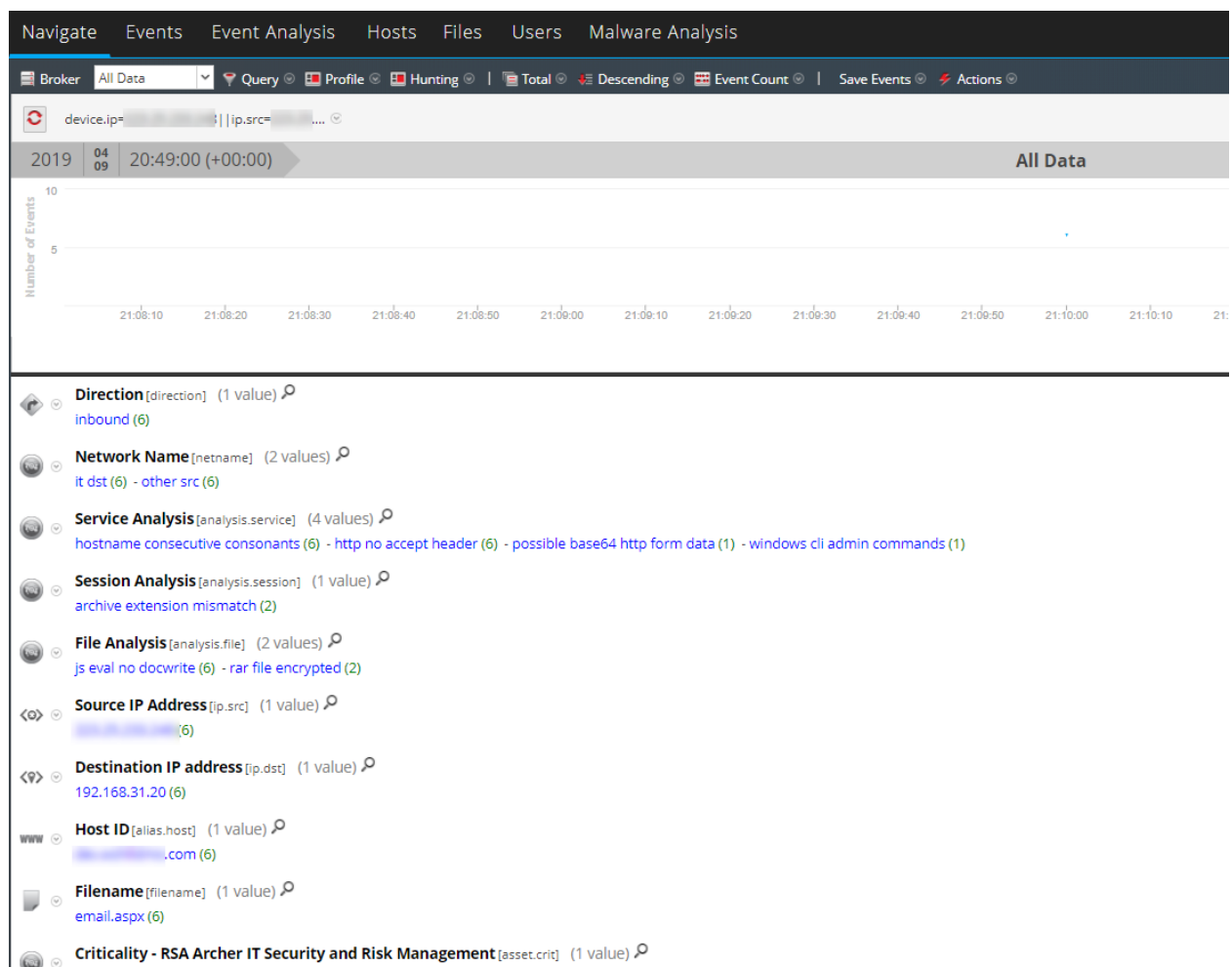


Chris sees what looks to be a directory listing in the packet data, which is not something she would expect from normal web site communications. With this information, she confirms that this is indeed a malicious webshell that has been installed on the internal web server.

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



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



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

## Reviewing Alerts

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

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

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

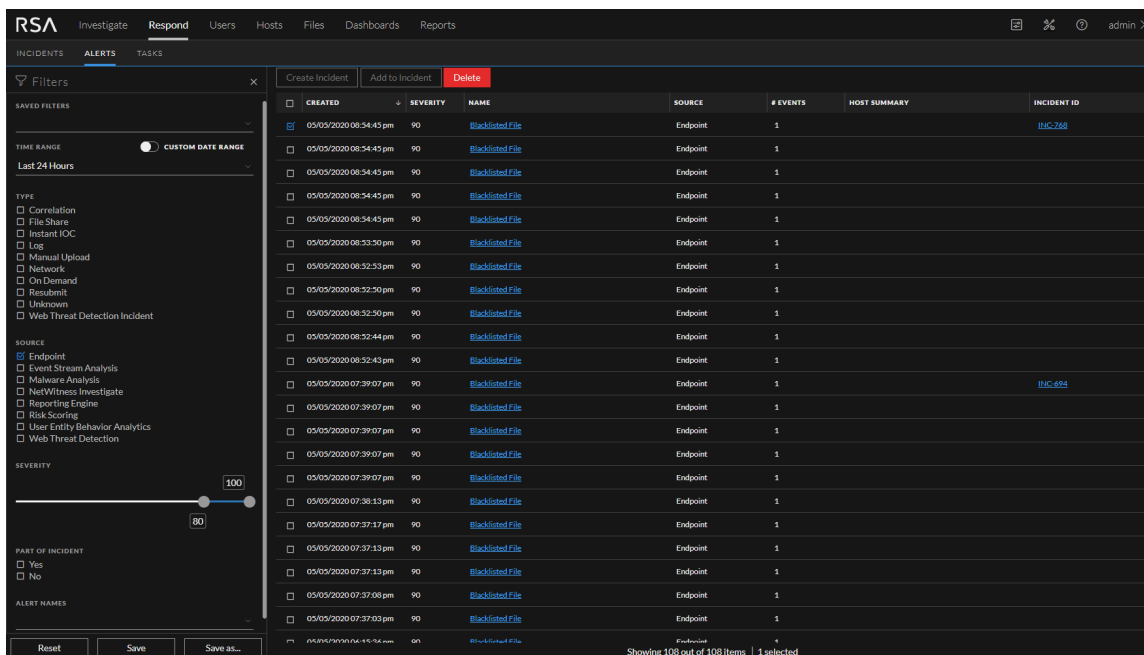
You can perform the following procedures to review and manage alerts:

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

## View Alerts

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

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



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

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


Column	Description
Host Summary	Displays details of the host like the host name from where the alert was triggered. The details may include information about the source and destination hosts in an Alert. Some alerts may describe events across more than one host .
Incident ID	Shows the Incident ID of the alert. If there is no incident ID, the alert does not belong to any incident and you can create an incident to include this alert or the alert can be added to an existing incident.

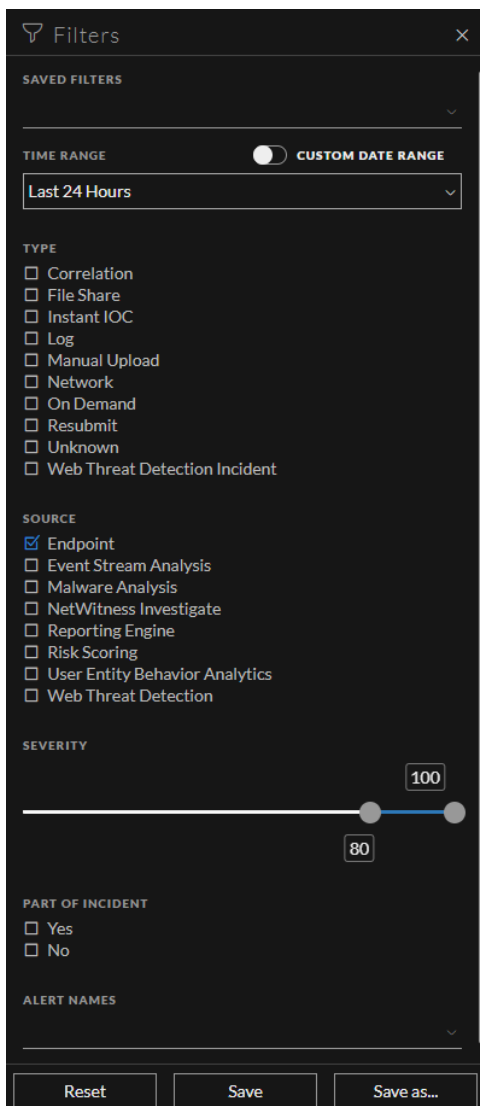
At the bottom of the list, you can see the number of alerts on the current page and the total number of alerts. For example: **Showing 1000 out of 2069 items**

## Filter the Alerts List

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

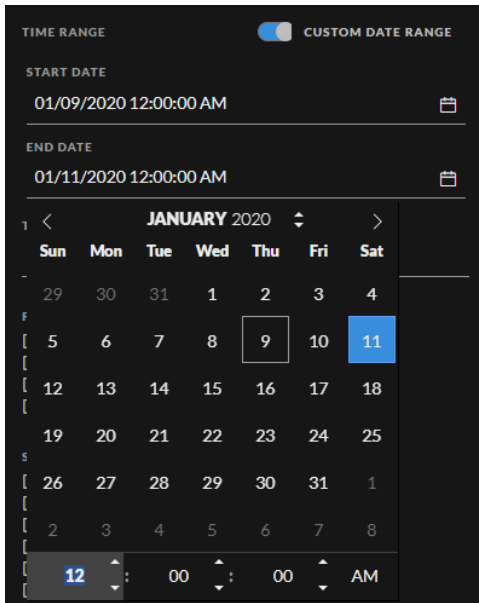
1. Go to **Respond > Alerts**.

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



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

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



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

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


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

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

## Remove My Filters from the Alerts List

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

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

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

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

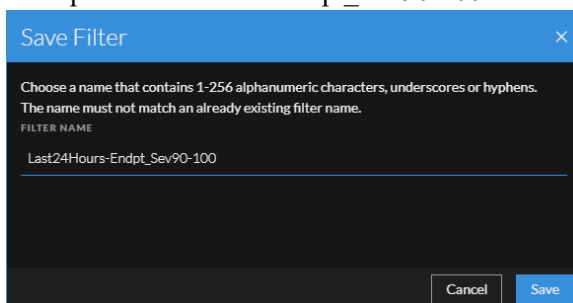
## Save the Current Alerts Filter

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

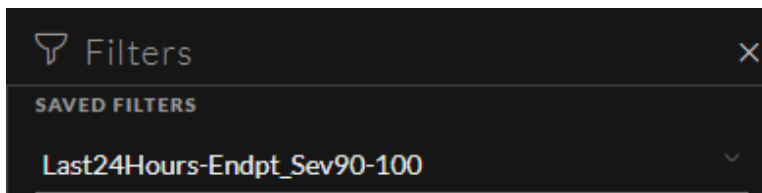
Saved filters provide a way for analysts to save and quickly apply specific filter conditions to the list of alerts. You can also use these filters to customize the Springboard landing page. For example, you may want to create a filter to show only alerts from a specific source and severity level over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

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

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



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



## Update a Saved Alerts Filter

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

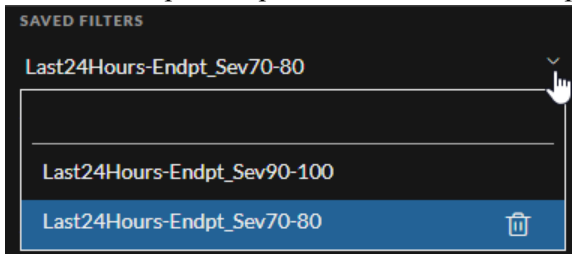
1. In the Filters panel **Saved Filters** drop-down list, select a saved filter.
2. Update your filter selections and click **Save**.


## Delete a Saved Alerts Filter

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

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

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



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



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

The screenshot shows a dark-themed interface for an alert titled "Blacklisted File". At the top, there is a close button (X). Below the title is the "OVERVIEW" section, which contains the following metadata:

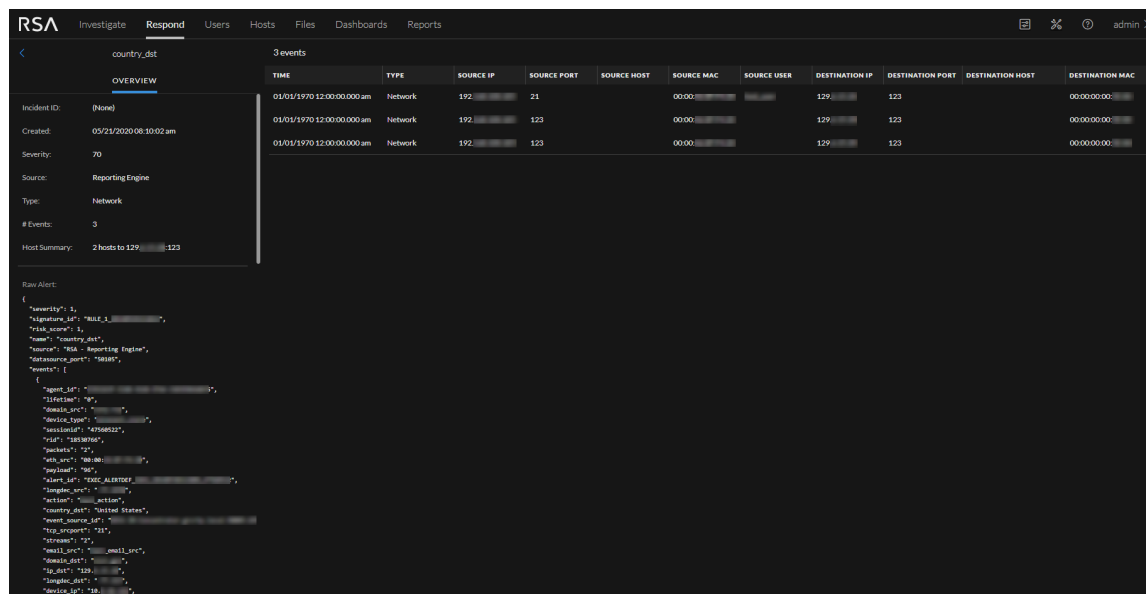
- Incident ID: [INC-615](#)
- Created: 05/21/2020 06:10:31 pm
- Severity: 90
- Source: Endpoint
- Type: Endpoint
- # Events: 1
- Host Summary:

Below the overview is the "Raw Alert" section, which displays the following JSON metadata:

```
{
  "severity": 9,
  "eventSourceId": "concentrator:50005:407984",
  "respondEnabled": true,
  "engineUri": "",
  "moduleName": "Blacklisted File",
  "suppressMessageBus": false,
  "transientAlert": false,
  "notificationReasons": [],
  "actualEventsCount": 1,
  "instanceId": "1d8fc6ceb1f94c6326d6d5483d258fcb2e179e9869325b245d1",
  "statement": "Blacklisted File",
  "id": "59b522a5-fbcf-42fb-bb33-c3dbe6952832",
  "time": "May 21, 2020 18:10:31 PM UTC",
  "events": [
    {
      "extension": "exe",
      "com_rsa_netwitness_streams_stream": "endpoint-stream-e985e960",
      "device_type": "nwendpoint",
      "sessionId": 407984,
      "medium": 32,
      "analysis_file": [
        "blacklisted file"
      ],
      "rid": 349892,
      "feed_name": [
        "investigation"
      ]
    }
  ]
}
```

## View Event Details for an Alert

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



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

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

There are two types of events:

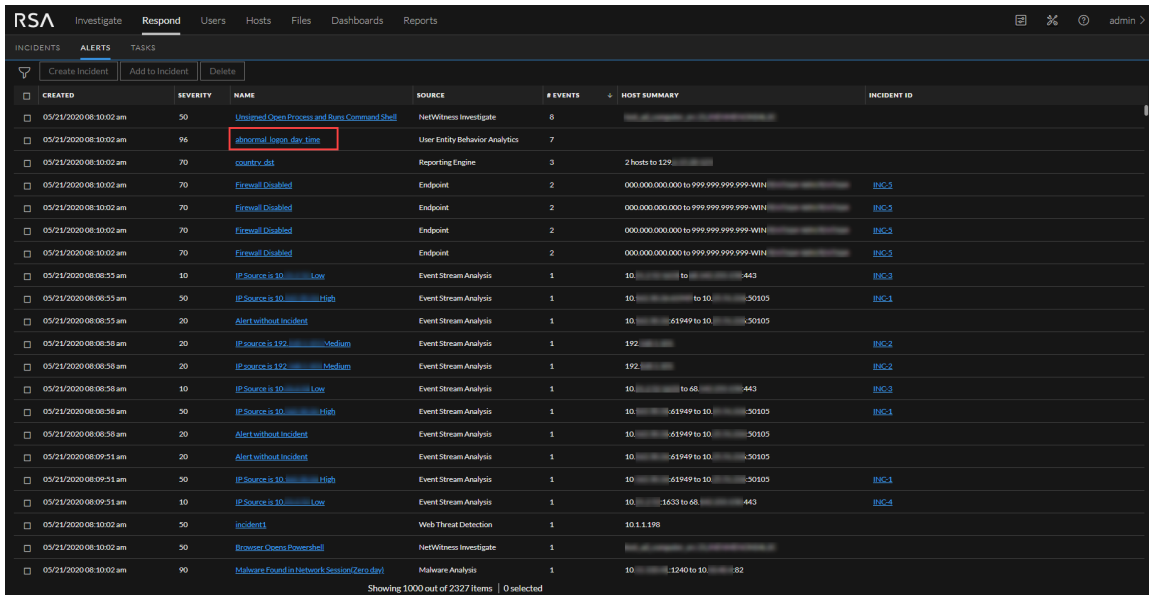
- A transaction between two machines (a Source and a Destination)
- An anomaly detected on a single machine (a Detector)

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

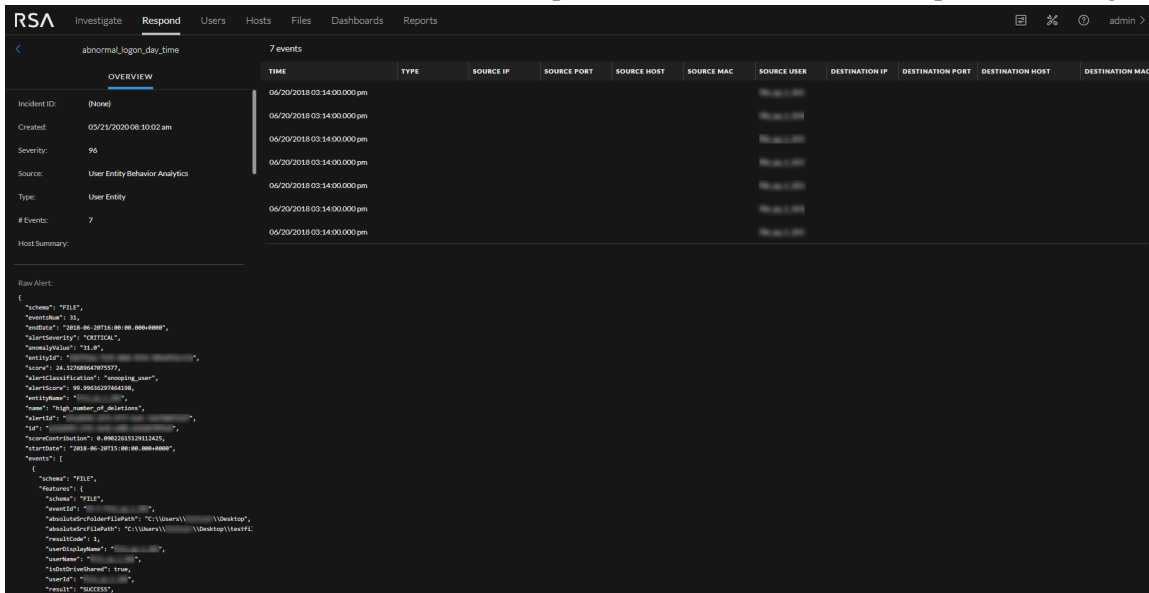
You can drill further into an event to get detailed data about the event.

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

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



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



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

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

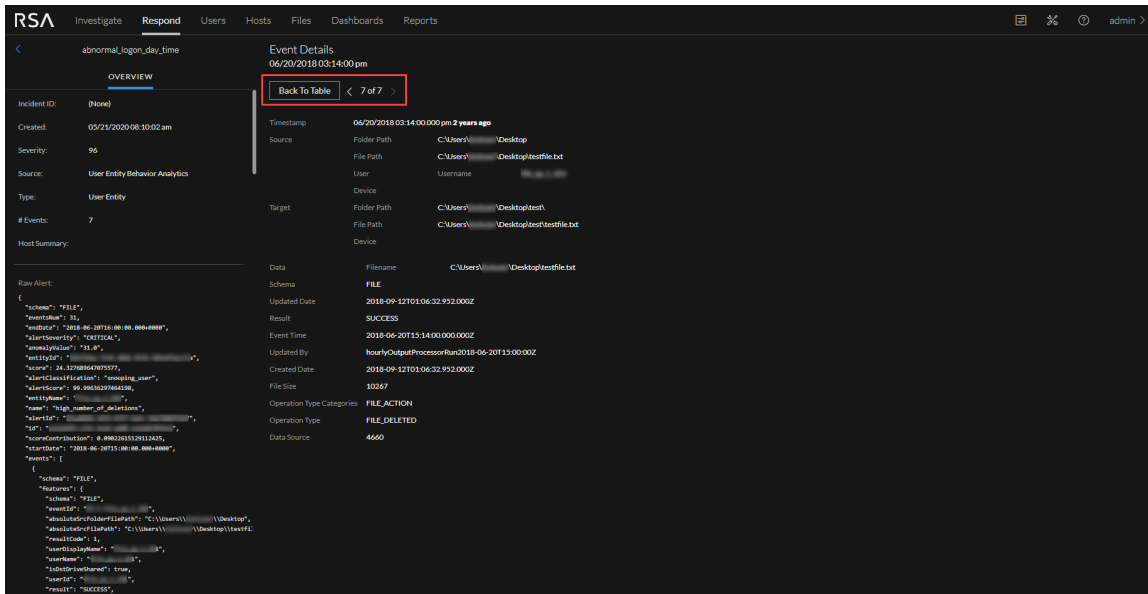
Column	Description
Detector IP	Shows the IP address of the machine where an anomaly was detected.
Source User	Shows the user of the source machine.
Destination User	Shows the user of the destination machine.
File Name	Shows the file name if a file is involved with the event.
File Hash	Shows a hash of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

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

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

The screenshot displays the RSA NetWitness Respond interface. At the top, there's a navigation bar with tabs for Investigate, Respond, Users, Hosts, Files, Dashboards, and Reports. Below this, a breadcrumb trail shows 'abnormal\_login\_day\_time' and 'Event Details'. The main content area is titled 'Event Details' and shows the event timestamp as '06/20/2018 03:14:00 pm'. A 'Back To Table' button and a page indicator '< 1 of 7 >' are visible. The event details are organized into several sections: 'OVERVIEW' with fields for Incident ID (None), Created (05/21/2020 06:10:02 am), Severity (96), Source (User Entity Behavior Analytics), Type (User Entity), and # Events (7); 'Host Summary'; 'Raw Alert' showing a JSON payload; and a detailed view of the event with fields for Timestamp, Source, Folder Path, File Path, User, Device, Target, and File Name. The JSON payload includes fields like 'schema', 'features', 'eventTime', 'result', 'eventTime', 'updatedBy', 'createdDate', 'fileSize', 'operationTypeCategories', 'operationType', and 'dataSource'.

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



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

## Investigate Events

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

## View Contextual Information


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

OVERVIEW	TIME	TYPE	SOURCE IP	SOURCE PORT	SOURCE HOST	SOURCE MAC	SOURCE USER	DESTINATION IP	DESTINATION PORT	DESTINATION HOST	DESTINATION MAC	DESTINATION USER	DETECTOR IP	FILE NAME
Incident ID: <a href="#">INC2223</a>	05/14/2020 06:01:00:000 pm						Saka...							
Created: 05/14/2020 07:25:27 pm	05/14/2020 06:02:00:000 pm						Saka...							
Severity: 95	05/14/2020 06:07:00:000 pm						Saka...							
Source: User Entity Behavior Analytics	05/14/2020 06:16:00:000 pm						Saka...							
Type: User Entity	05/14/2020 06:21:00:000 pm						Saka...							
# Events: 30	05/14/2020 06:29:00:000 pm						Saka...							
Host Summary:	05/14/2020 06:09:00:000 pm						Saka...							
Raw Alert:	05/14/2020 06:15:00:000 pm						Saka...							
{	05/14/2020 06:17:00:000 pm						Saka...							
"schema": "FILE",	05/14/2020 06:23:00:000 pm						Saka...							
"eventTime": "2020-05-14T17:00:00+0800",	05/14/2020 06:06:00:000 pm						Saka...							
"alertSeverity": "MEDIUM",	05/14/2020 06:10:00:000 pm						Saka...							
"anomalyValue": "38.8",	05/14/2020 06:10:00:000 pm						Saka...							
"entityId": "1",	05/14/2020 06:11:00:000 pm						Saka...							
"score": 95.22887946257,	05/14/2020 06:13:00:000 pm						Saka...							
"alertClassification": "sleeping_user",	05/14/2020 06:14:00:000 pm						Saka...							
"alertScore": 87.8689565172274,	05/14/2020 06:18:00:000 pm						Saka...							
"entityName": "Saka...",	05/14/2020 06:18:00:000 pm						Saka...							
"name": "high_number_of_deletions",	05/14/2020 06:20:00:000 pm						Saka...							
"alertId": "1",	05/14/2020 06:22:00:000 pm						Saka...							
"ip": "1",	05/14/2020 06:04:00:000 pm						Saka...							
"scoreContribution": 0.44878419649773787,	05/14/2020 06:05:00:000 pm						Saka...							
"startDate": "2020-05-14T16:00:00+0800",	05/14/2020 06:06:00:000 pm						Saka...							
"events": [							Saka...							
{							Saka...							
"schema": "FILE",							Saka...							
"features": {							Saka...							
"result": "SUCCESS",							Saka...							

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

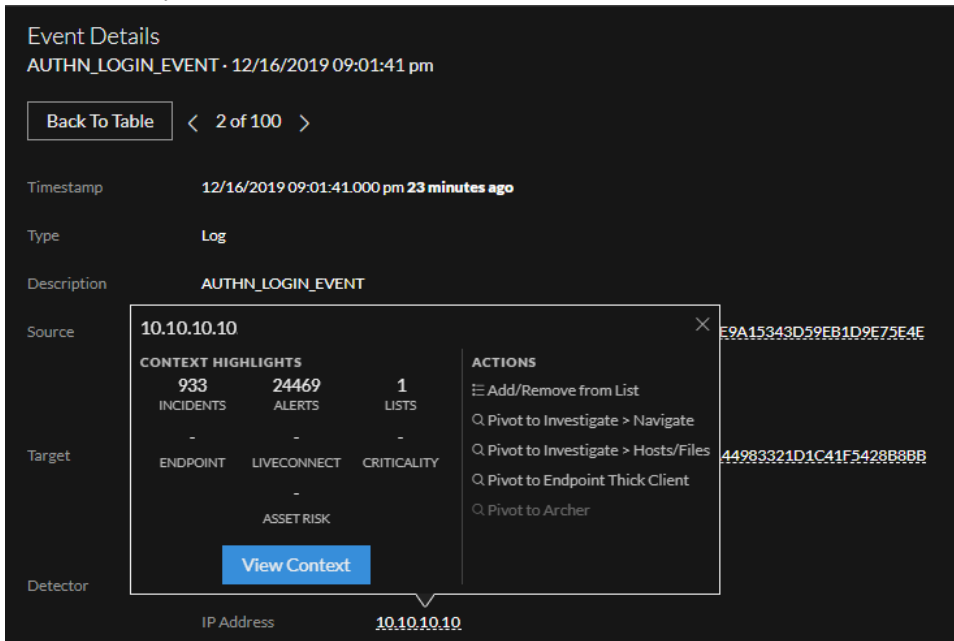
OVERVIEW	Event Details
Incident ID: <a href="#">INC2223</a>	05/14/2020 06:02:00 pm
Created: 05/14/2020 07:25:27 pm	Timestamp: 05/14/2020 06:02:00:000 pm 7 days ago
Severity: 95	Source: User
Source: User Entity Behavior Analytics	Device: Device
Type: User Entity	Target: Device
# Events: 30	Data: FILE
Host Summary:	Updated Date: 2020-05-14T17:24:43.536.000Z
Raw Alert:	Result: SUCCESS
{	Event Time: 2020-05-14T16:02:00:000.000Z
"schema": "FILE",	Updated By: hourlyOutputProcessorRun2020-05-14T16:00:00Z
"eventTime": "2020-05-14T17:00:00+0800",	Created Date: 2020-05-14T17:24:43.536.000Z
"alertSeverity": "MEDIUM",	Operation Type Categories: FILE_ACTION
"anomalyValue": "38.8",	Operation Type: FILE_DELETED
"entityId": "1",	Data Source: 4660
"score": 95.22887946257,	
"alertClassification": "sleeping_user",	
"alertScore": 87.8689565172274,	
"entityName": "Saka...",	
"name": "high_number_of_deletions",	
"alertId": "1",	
"ip": "1",	
"scoreContribution": 0.44878419649773787,	
"startDate": "2020-05-14T16:00:00+0800",	
"events": [	
{	
"schema": "FILE",	
"features": {	
"result": "SUCCESS",	

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

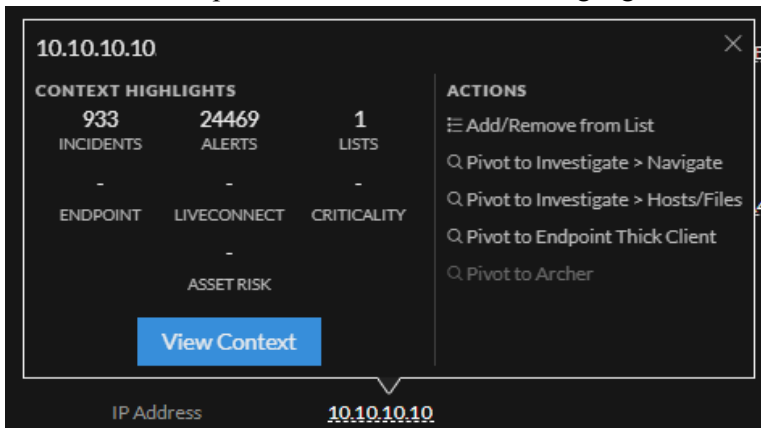
**Caution:** For the Context Lookup to work correctly in the Respond and Investigate views, RSA recommends that when mapping meta keys in the  (Admin) > System > Investigation > Context Lookup tab, you add only meta keys to the Meta Key Mappings, not fields in the MongoDB. For example, ip.address is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

**To View Contextual Information:**

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



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



The information in the **Context Highlights** section helps you to determine the actions that you would like to take. It shows the number of related alerts and incidents. It can show related data for Incidents, Alerts, Lists, Endpoint, Live Connect, Criticality, Asset Risk, Reputation, and Threat Intelligence (TI). Depending on your data, you may be able to click these numbered items for more information. The above example shows 933 related incidents, 24469 related alerts, and one list associated with the selected IP address. There is no information for Endpoint, Live Connect, Criticality, or Asset Risk. TI information comes from the STIX data source configured in Context Hub. For more information, see the *Context Hub Configuration Guide*.

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

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

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

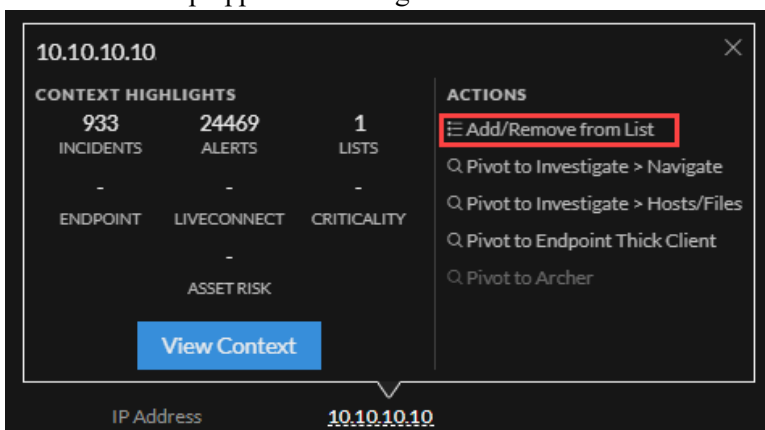
- To see more details about the selected entity, click the **View Context** button. The Context panel opens and shows all of the information related to the entity. [Context Lookup Panel - Respond View](#) provides additional information.

## Add an Entity to a Whitelist

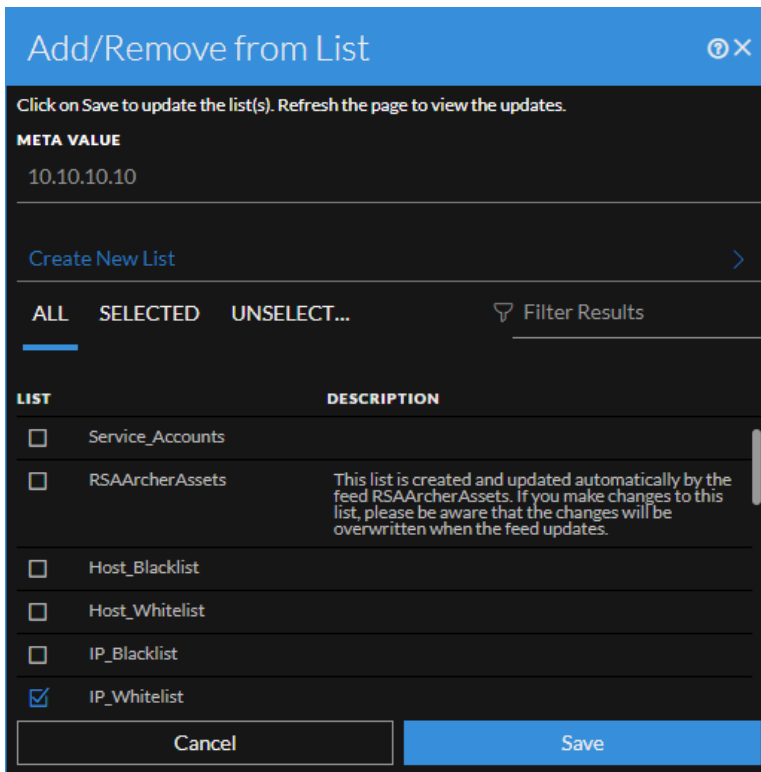
You can add any underlined entity to a list, such as a Whitelist or Blacklist, from a context tooltip. For example, to reduce false positives, you may want to whitelist an underlined domain to exclude it from the related entities.

- In the Alert Details view Events List or Event Details, hover over the underlined entity that you would like to add to a Context Hub list.

A context tooltip appears showing the available actions.



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



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

## Create a Whitelist

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

## Pivot to the Investigate > Navigate View

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

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

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

## Pivot to the Hosts or Files View

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

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

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

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

## Pivot to Endpoint Thick Client

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

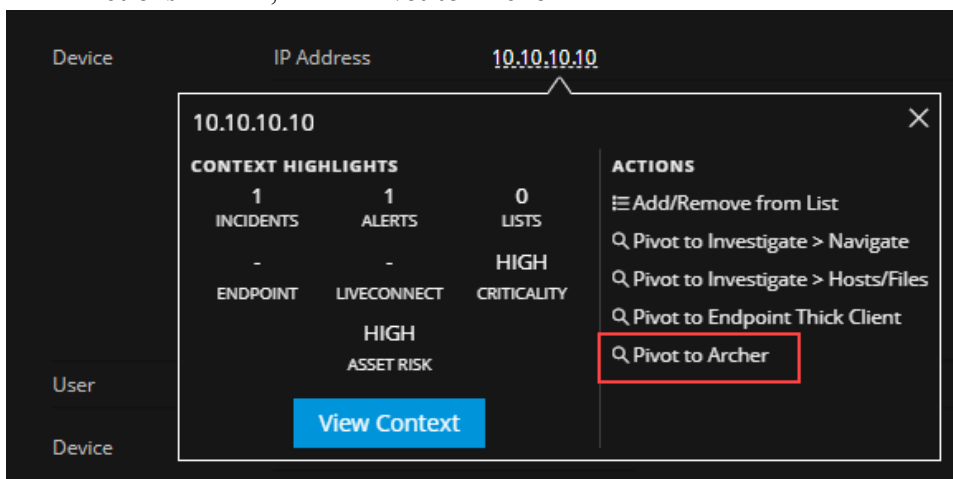
1. In the Events List or Event Details in the Alert Details view, hover over any underlined entity to access a context tooltip.
2. In the **Actions** section of the tooltip, select **Pivot to Endpoint Thick Client**.  
 The NetWitness Endpoint thick client application opens outside of your web browser.

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

## Pivot to Archer

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

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



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

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

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

## Create an Incident Manually

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

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

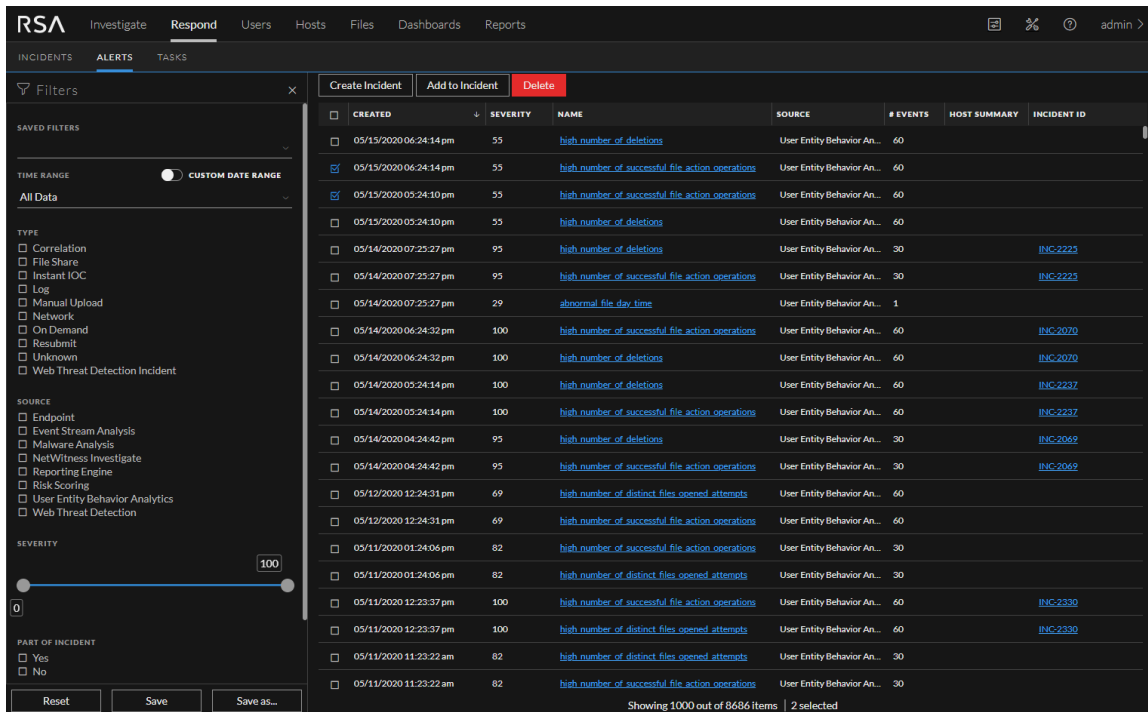
In NetWitness Platform Version 11.1, incidents created manually from alerts default to Low priority, but you can change the priority after you create it. You cannot add categories to manually created incidents in version 11.1.

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

### To Create an Incident Manually:

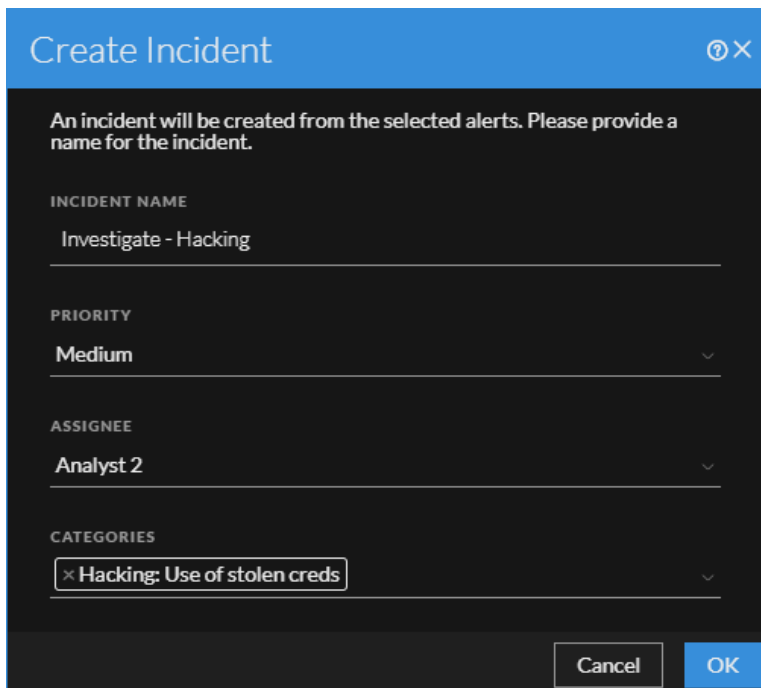
- Go to **Respond > Alerts**.
- Select one or more alerts in the Alerts List.

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

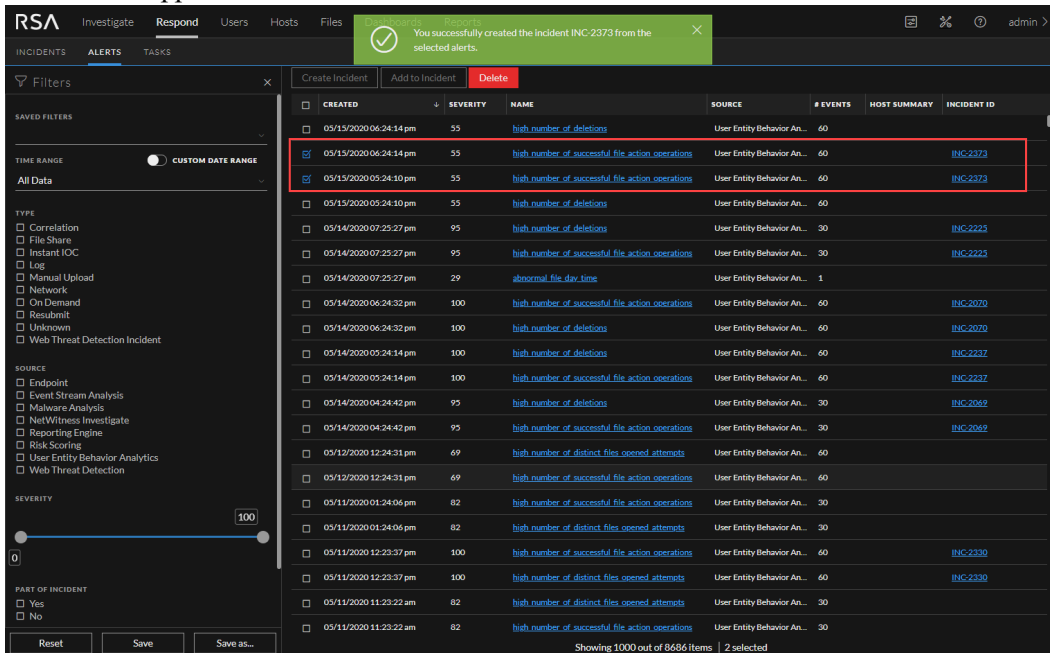


3. Click **Create Incident**.

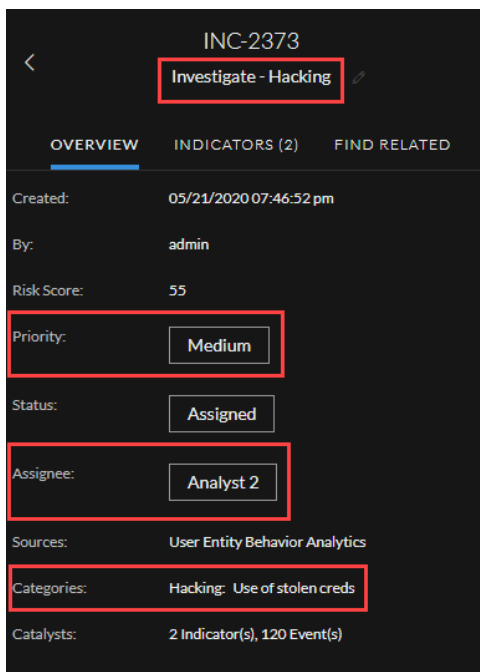
The **Create Incident** dialog is displayed.



4. In the **Incident Name** field, type a name to identify the incident. For example, Investigate - Hacking.
5. In the **Priority** field, select a priority for the incident. The priority defaults to Low.
6. (Optional) If you are ready to assign the incident, in the **Assignee** field, select a specific user.
7. (Optional) In the **Categories** field, you can select a category to classify the incident, such as Hacking: Use of stolen creds. This is also helpful when trying to locate the incident later using the incidents filter.
8. Click **OK**.  
 You can see a confirmation message that an incident was created from the selected alerts. The new incident ID appears as a link in the **INCIDENT ID** column of the selected alerts.



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



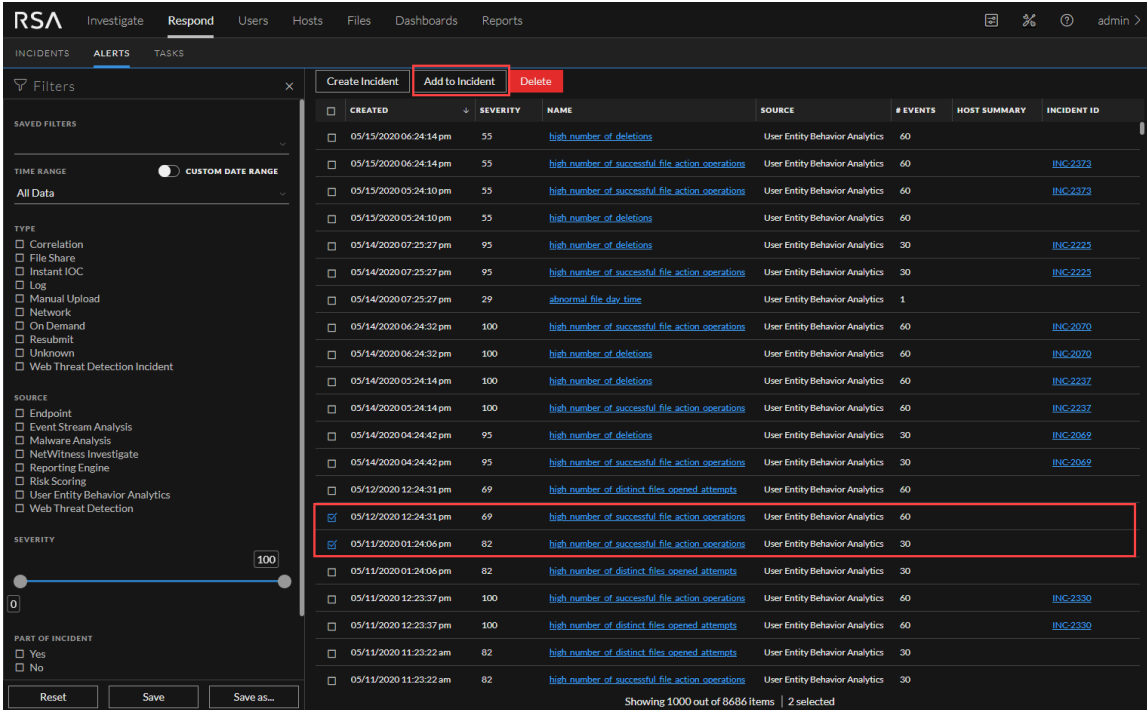
## Add Alerts to an Incident

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

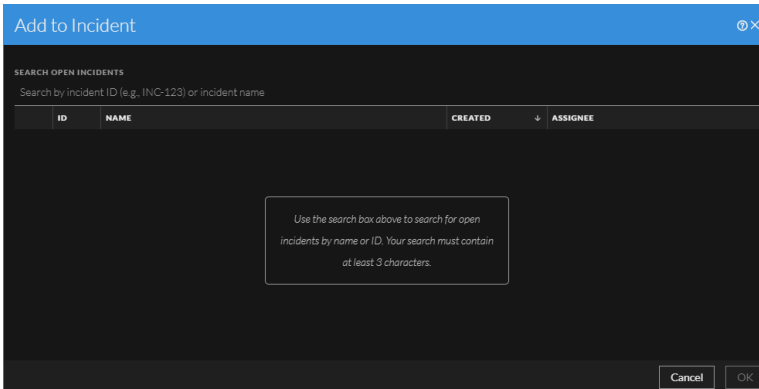
If you have alerts that fit a particular existing incident, you do not have to create a new incident. Instead, you can add alerts to that incident from the Alerts List view. The alerts that you select cannot be part of another incident.

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

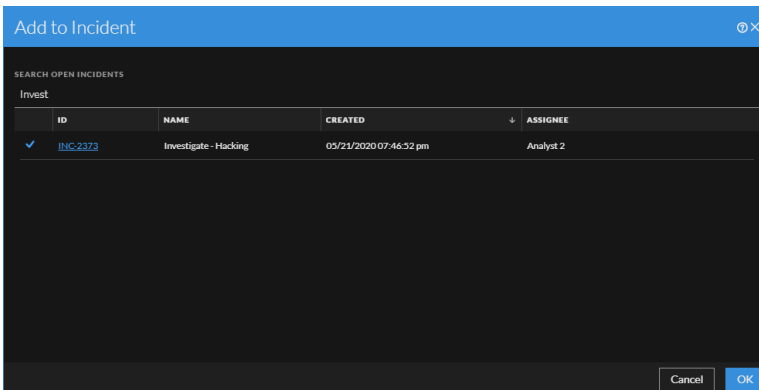
**Note:** Selecting alerts that do not have incident IDs enables the **Add to Incident** button. If the alert is already part of an incident, the button is disabled. You can filter alerts that are not part of an incident by selecting the option **Part of Incident** as **No** in the Filters panel.



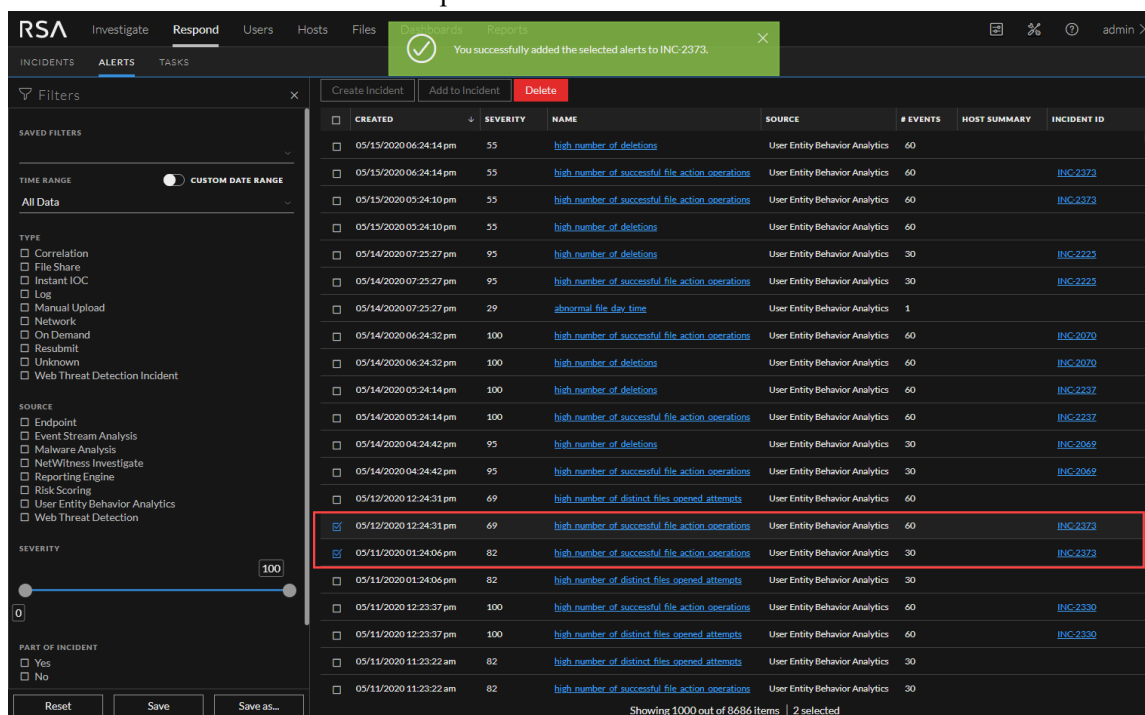
- In the **Add to Incident** dialog, type at least three characters in the **Search** field to search for the incident by **Name** or **Incident ID**.



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



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



## Delete Alerts

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

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

The Alerts List view displays a list of all NetWitness Platform alerts.

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

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY	INCIDENT ID
05/15/2020 06:24:14 pm	55	high number of deletions	User Entity Behavior Analytics	60		
05/15/2020 06:24:14 pm	55	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2373
05/15/2020 05:24:10 pm	55	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2373
05/15/2020 05:24:10 pm	55	high number of deletions	User Entity Behavior Analytics	60		
05/14/2020 07:25:27 pm	95	high number of deletions	User Entity Behavior Analytics	30		INC-2223
05/14/2020 07:25:27 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2223
05/14/2020 07:25:27 pm	29	abnormal file day time	User Entity Behavior Analytics	1		
05/14/2020 06:24:32 pm	100	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2070
05/14/2020 06:24:32 pm	100	high number of deletions	User Entity Behavior Analytics	60		INC-2070
05/14/2020 05:24:14 pm	100	high number of deletions	User Entity Behavior Analytics	60		INC-2237
05/14/2020 05:24:14 pm	100	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2237
05/14/2020 04:24:42 pm	95	high number of deletions	User Entity Behavior Analytics	30		INC-2069
05/14/2020 04:24:42 pm	95	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2069
05/12/2020 12:24:31 pm	69	high number of distinct files opened attempts	User Entity Behavior Analytics	60		
05/12/2020 12:24:31 pm	69	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2373
05/11/2020 01:24:06 pm	82	high number of successful file action operations	User Entity Behavior Analytics	30		INC-2373
05/11/2020 01:24:06 pm	82	high number of distinct files opened attempts	User Entity Behavior Analytics	30		
05/11/2020 12:23:37 pm	100	high number of successful file action operations	User Entity Behavior Analytics	60		INC-2350
05/11/2020 12:23:37 pm	100	high number of distinct files opened attempts	User Entity Behavior Analytics	60		INC-2350
05/11/2020 11:23:22 am	82	high number of distinct files opened attempts	User Entity Behavior Analytics	30		
05/11/2020 11:23:22 am	82	high number of successful file action operations	User Entity Behavior Analytics	30		

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

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

Confirm Delete

Deleting an alert will:

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

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

Cancel OK

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

## NetWitness Respond Reference Information

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

### Topics

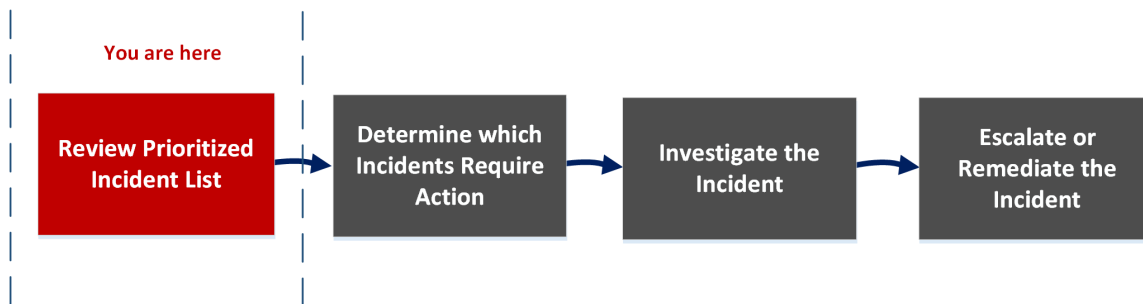
- [Incidents List View](#)
- [Incident Details View](#)
- [Alerts List View](#)
- [Alert Details View](#)
- [Tasks List View](#)
- [Add/Remove from List Dialog](#)
- [Context Lookup Panel - Respond View](#)

## Incidents List View

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

### Workflow

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



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

## What do you want to do?

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

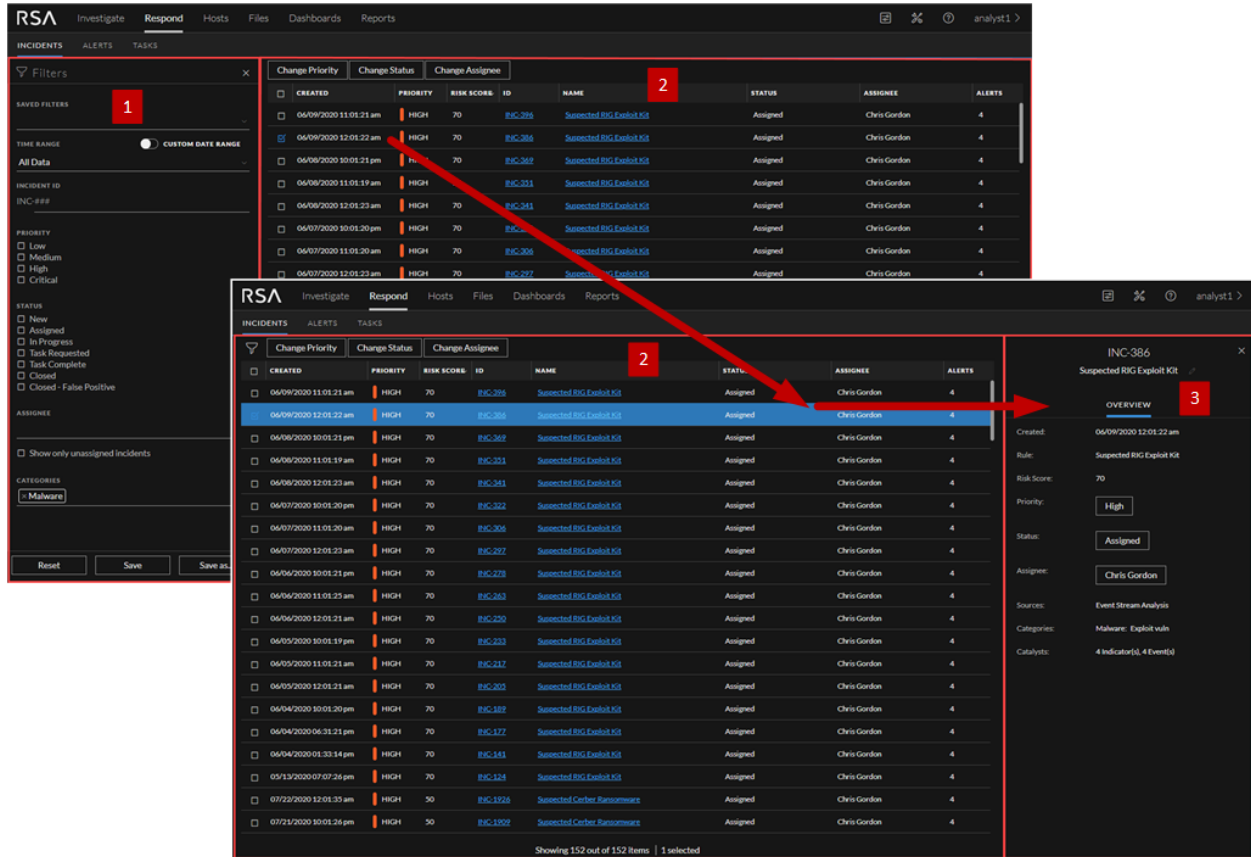
\*You can complete these tasks here (that is, in the Incidents List view).

## Related Topics

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

## Quick Look

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



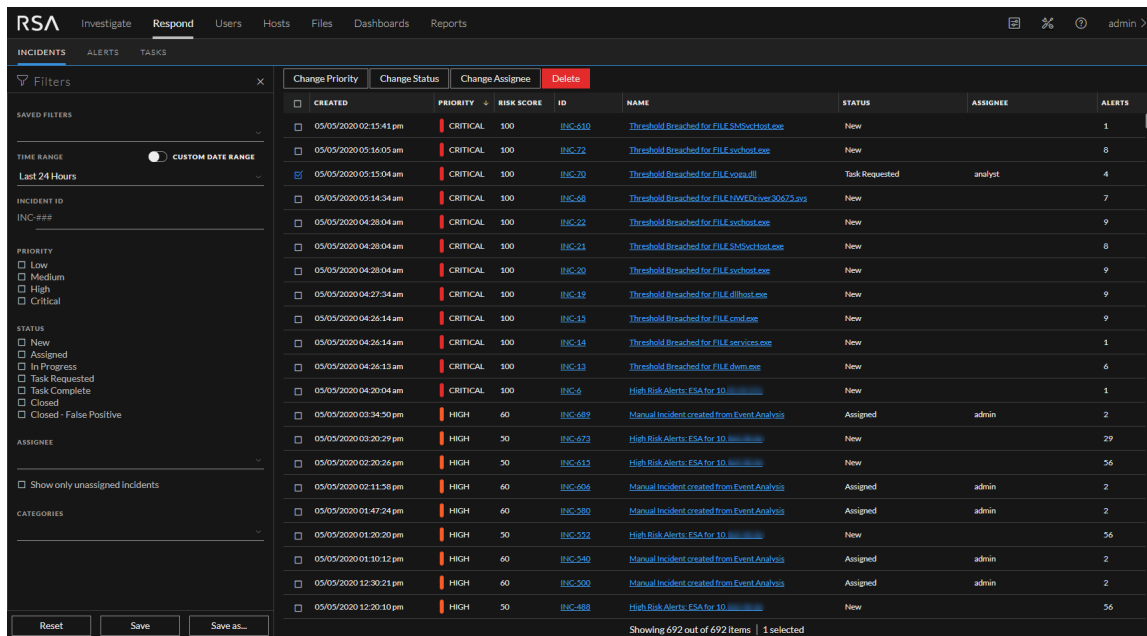
- 1 Filters Panel
- 2 Incidents List
- 3 Overview Panel

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

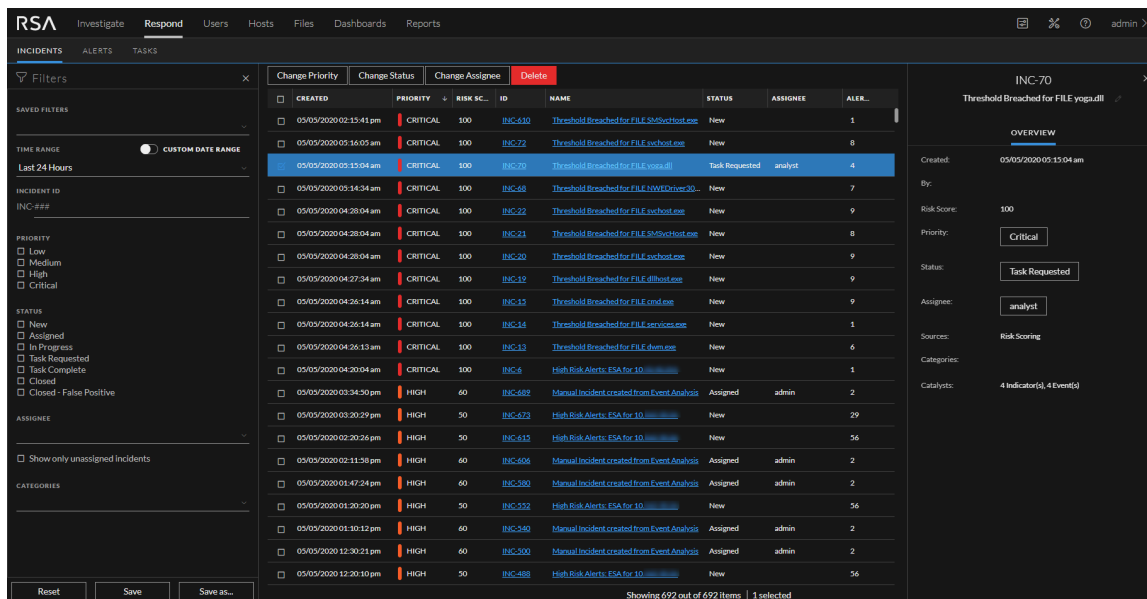
## Incidents List View

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

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



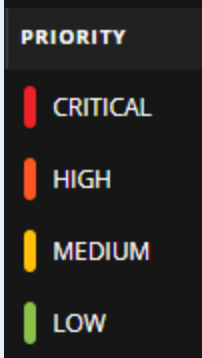
The following figure shows the incident Overview panel on the right.



## Incidents List

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

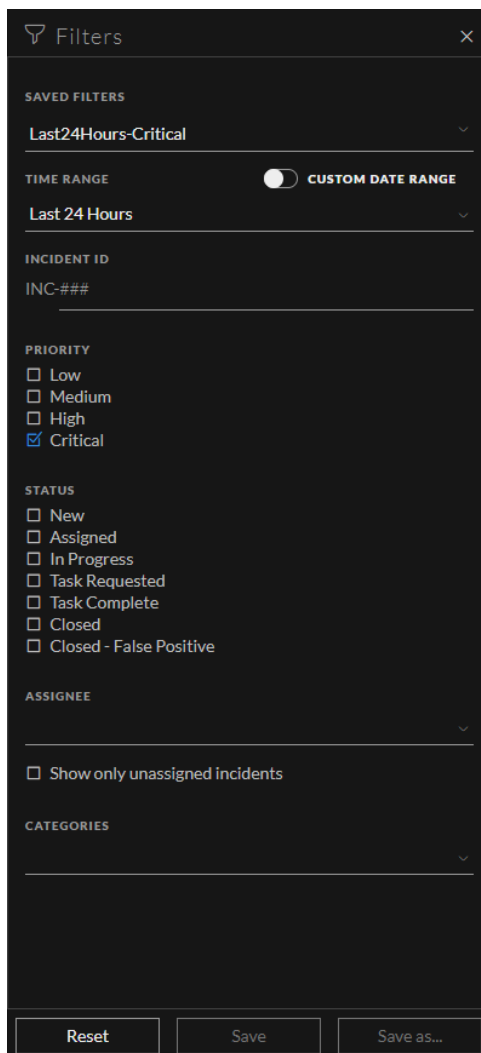
Column	Description
Created	Shows the creation date of the incident.

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

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

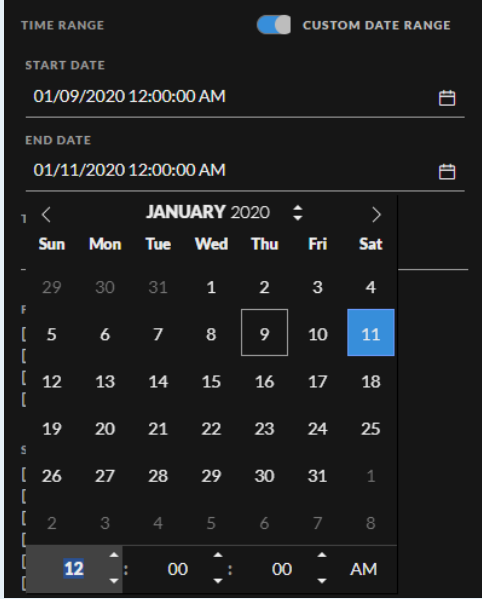
## Incident Filters Panel

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



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

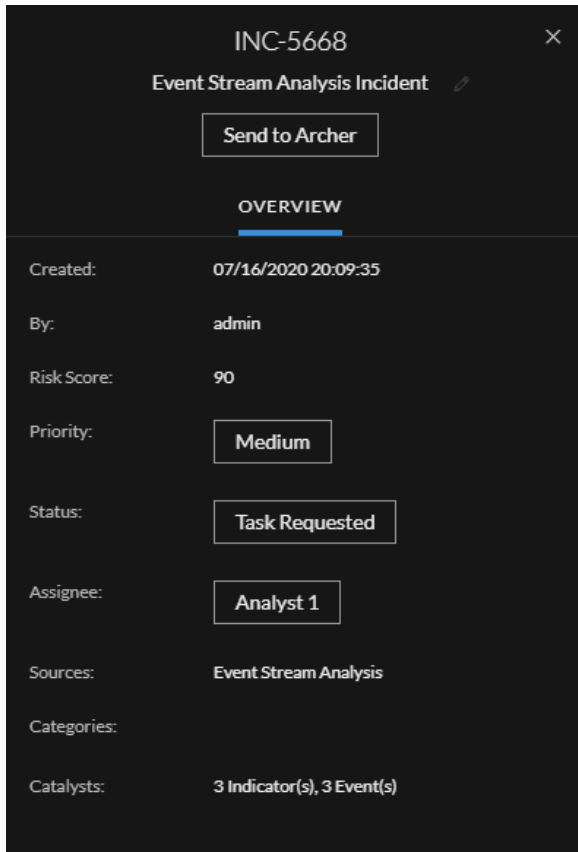
Option	Description
Saved Filters	You can select a saved filter to filter the incident list. Saved filters are global. You can save a filter for other analysts to use and you can use any saved filter. Saved filters are also available for use on the Springboard landing page. Filters used in the Springboard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

Option	Description
Time Range	You can select a specific time period from the Time Range drop-down list. The time range is based on the received date of the alerts. For example, if you select Last Hour, you can see alerts that were received within the last 60 minutes.
Custom Date Range	You can specify a specific date range instead of selecting a Time Range option. To do this, click the white circle in front of Custom Date Range to view the Start Date and End Date fields. Select the dates and times from the calendar.
	
Incident ID	Type the number of the incident that you would like to locate. For example, for INC-1050, type only the number "1050" to view the incident.
Priority	Select the priorities that you would like to view.
Status	Select one or more incident statuses. For example, select Closed - False Positive to view only false positive incidents, which were initially identified as suspicious, but then they were later found to be safe.
Assignee	Select the assignee or assignees of the incidents that you would like to view. For example, if you only want to view the incidents assigned to Cale or Stanley, select Cale and Stanley from the Assignee drop-down list. If you want to view incidents regardless of the assignee, do not make a selection under Assignee. (Available in NetWitness Platform Version 11.1 and later) To view only unassigned incidents, select <b>Show only unassigned incidents</b> .
Categories	Select one or more categories from the drop-down list. For example, if you only want to view incidents classified with the Backdoor or Privilege abuse categories, select Backdoor and Privilege abuse.

Option	Description
Sent to Archer	(In NetWitness Platform Version 11.2 and later, if RSA Archer is configured as a data source in Context Hub, you can send incidents to Archer Cyber Incident & Breach Response and this option will be available in NetWitness Respond.) To view incidents that were sent to Archer, select <b>Yes</b> . For incidents that were not sent to Archer, select <b>No</b> .
Reset	Removes your filter selections. If you reset filters on a saved filter, it takes you to the default empty filter.
Save	Saves the currently applied incidents filter or updates a saved filter. For a new filter, choose a unique name that contains 1-256 alphanumeric characters, underscores, or hyphens. (This option is available in NetWitness Platform 11.5 and later.)
Save As	Saves the currently applied incidents filter for future use. Choose a unique name that contains 1-256 alphanumeric characters, underscores, or hyphens. (This option is available in NetWitness Platform 11.5 and later.)

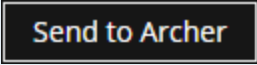
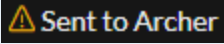
## Incident Overview Panel

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



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



Field	Description
<Incident ID>	Displays the Incident ID.

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

Field	Description
Sources	Displays the data sources used to locate the suspicious activity.
Categories	Displays the categories of the incident events.
Catalysts	Displays the count of indicators that gave rise to the incident.

## Toolbar Actions

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

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

## Incident Details View

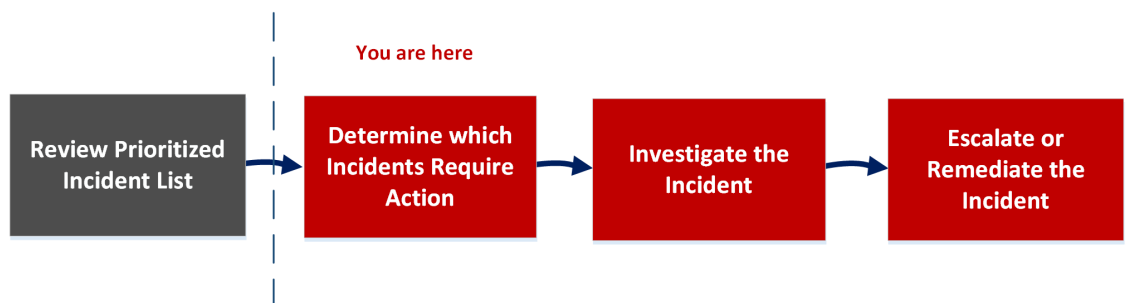
In the Incident Details view (Respond > Incidents > click an ID or NAME hyperlink in the Incidents List), you can view and access extensive incident details. The Incident Details view contains multiple panels that provide the following benefits:

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

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

## Workflow

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



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

## What do you want to do?

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

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

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

## Related Topics

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

## Quick Look

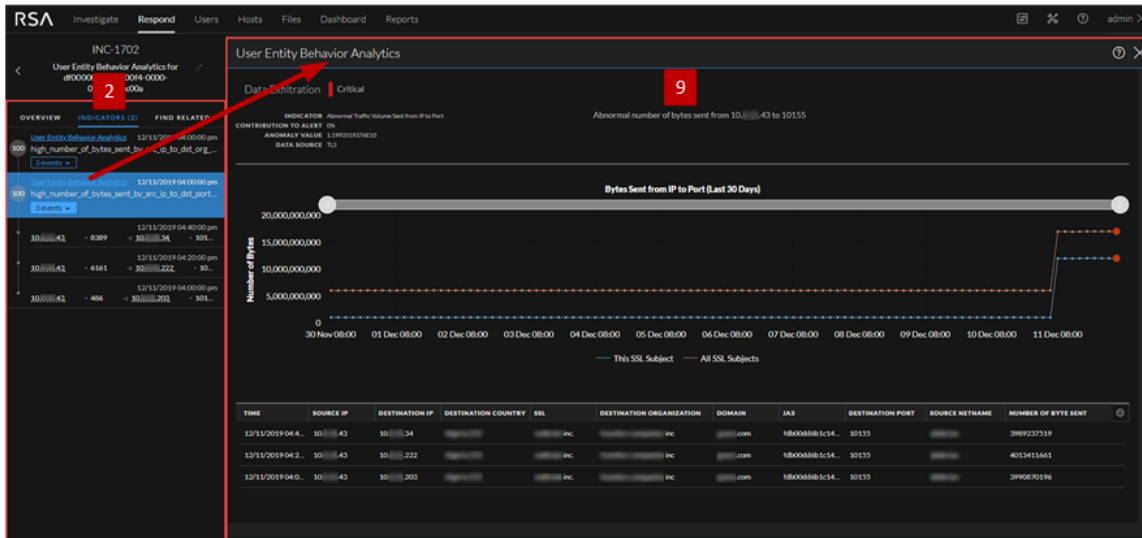
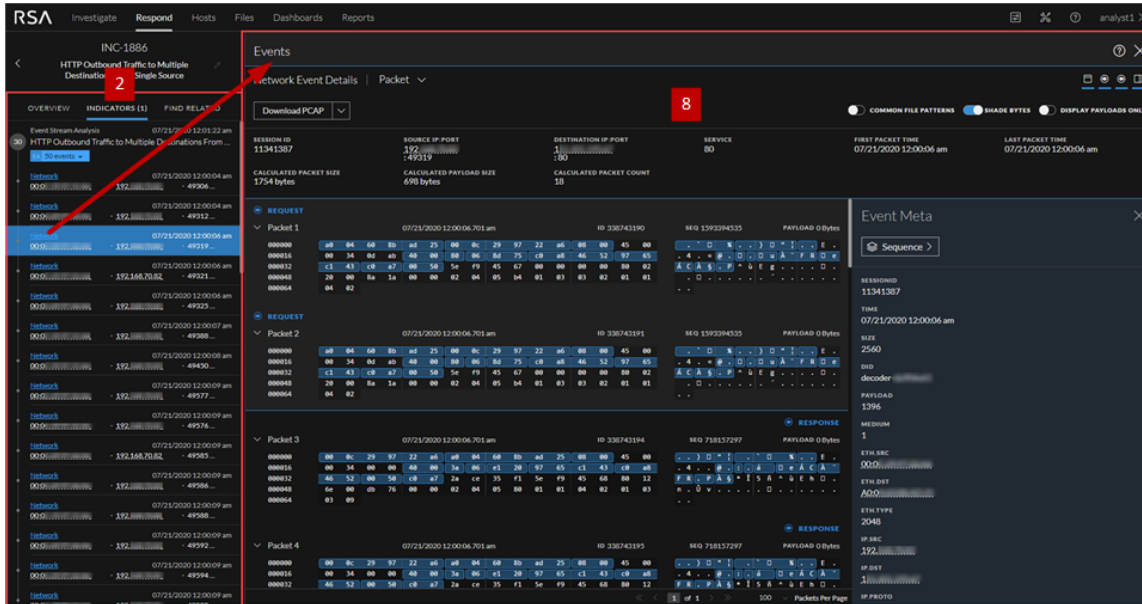
The following example shows the locations of the Incident Details view panels.

The screenshot displays the NetWitness Respond interface for incident INC-1886. The main view is divided into several sections:

- Overview Panel (1):** Shows a list of events for the incident, including timestamps and event types like 'HTTP Outbound Traffic to Multiple Destinations From Single Source'.
- Nodal Graph (4):** A central visualization showing relationships between various entities (IPs, MACs, hosts, files, users) represented as nodes and connections.
- Journal and Tasks Panel (6):** A right-hand sidebar containing a journal of activities and a list of tasks. The journal shows entries like 'Reviewed the activity and escalating the breach.' and 'I am glad we found this early.' The tasks list includes 'Create replacement host ASAP' and 'Isolate Host'.

Below the main view, three detailed panels are shown:

- Find Related Indicators (3):** A search interface for related indicators. It includes a search box for IP values and a 'Find' button. Below the search results, it lists related indicators such as 'Web DoS Alert' and 'HTTP Outbound Traffic to Multiple Destinations From...'. A red arrow points from the 'Find Related' tab in the main view to this panel.
- Event Log (5):** A detailed view of a specific event from the main list, showing fields like 'SOURCE', 'TARGET', 'DESCRIPTION', and 'ANALYSIS SERVICE'. A red arrow points from the event list in the main view to this panel.
- New Task Creation (7):** A form for creating a new task. It includes fields for 'NAME', 'ASSIGNEE', 'PRIORITY', and 'STATUS'. A red arrow points from the 'TASKS (2)' tab in the main view to this panel.



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

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

## Overview Panel

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

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

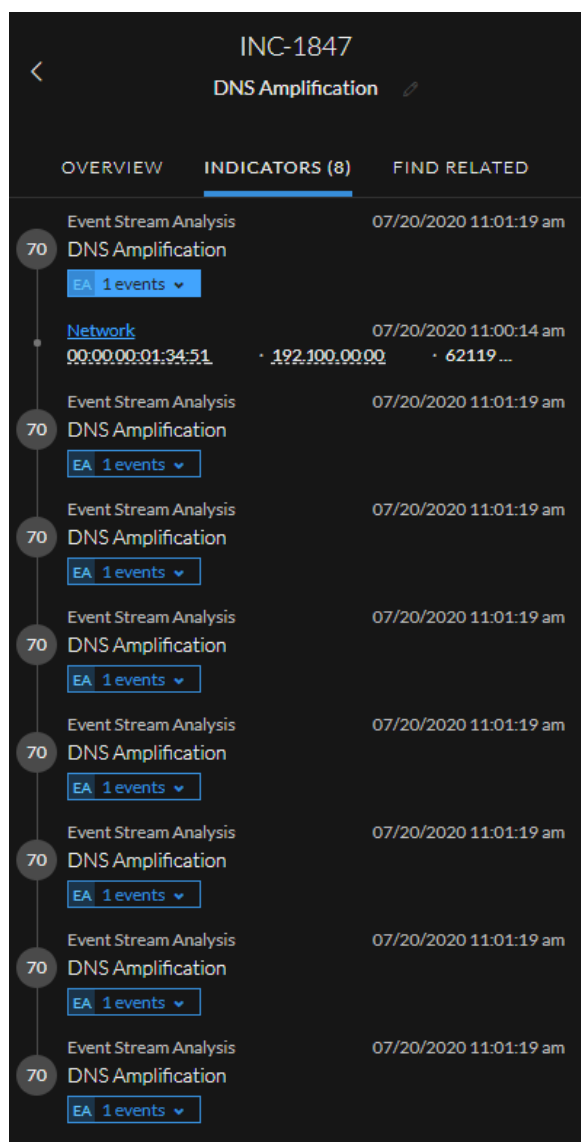
The screenshot displays the 'Overview Panel' for incident INC-1886. The panel title is 'INC-1886' with a back arrow on the left and an edit icon on the right. Below the title is the incident name: 'HTTP Outbound Traffic to Multiple Destinations From Single Source'. There are three tabs: 'OVERVIEW' (selected), 'INDICATORS (1)', and 'FIND RELATED'. The main content area shows the following details:

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

## Indicators Panel

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

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



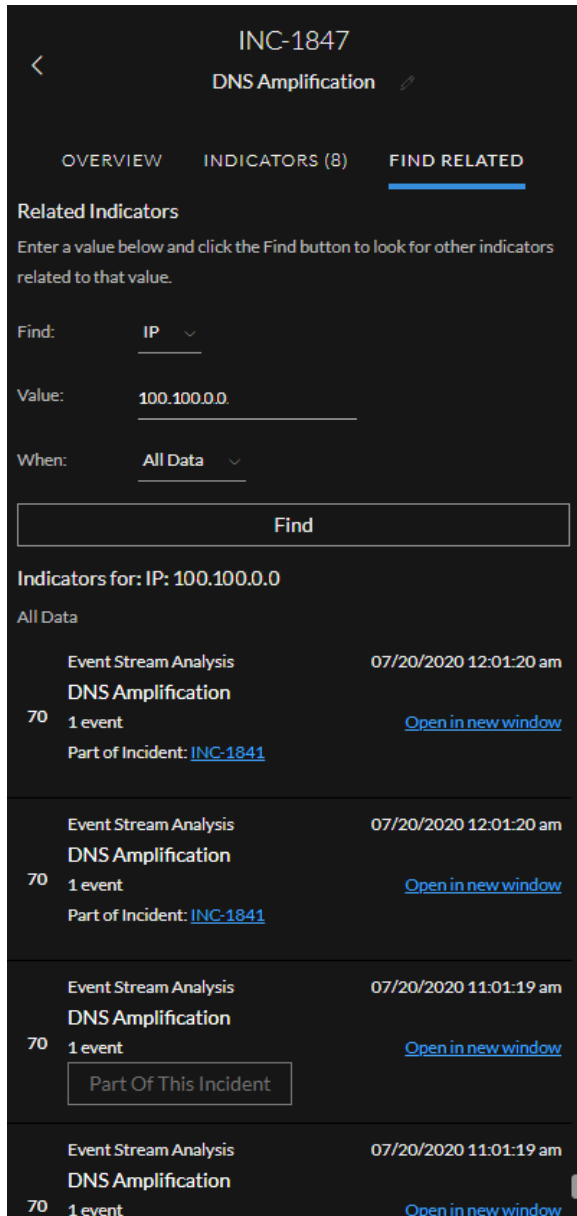
Data source information is shown below the names of the indicators. You can also see the creation date and time of the indicator and the number of events in the indicator. In the Indicators panel, you can drill deeper into the events associated with the listed indicators to get a better understanding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

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

## Related Indicators Panel

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

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



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

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

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

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

## Events

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

In the Events panel, you can view raw events and metadata with interactive features that enhance your ability to find meaningful patterns in the data. You can examine network, log, and endpoint events. The Events panel in the Respond view shows the Events view from Investigate for specific indicator events. For detailed information about the Events view, see the *NetWitness Investigate User Guide*.

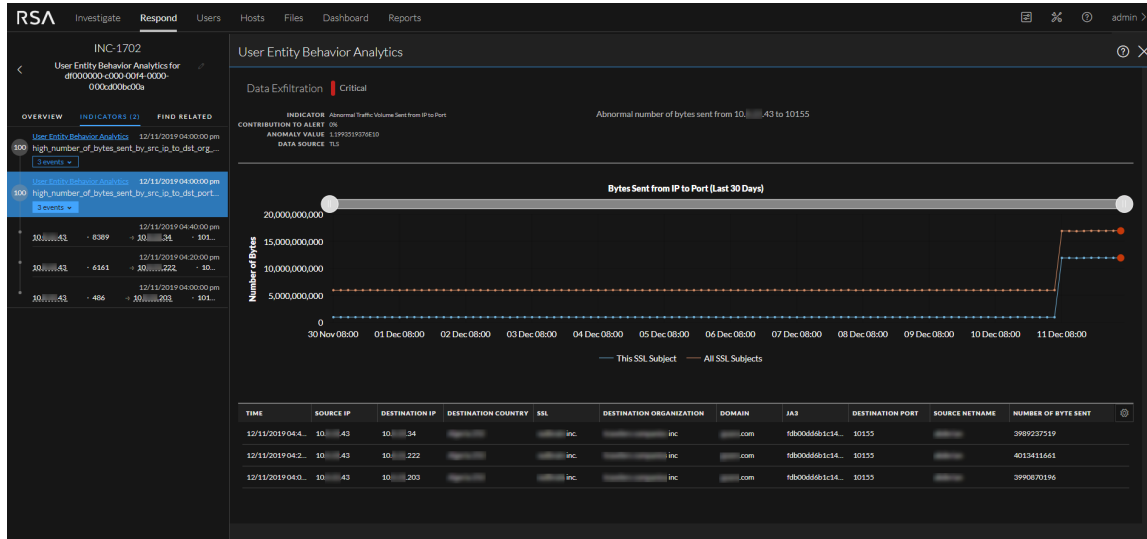
The screenshot displays the 'Events' interface in NetWitness Respond. At the top, it shows 'Network Event Details' for a specific packet. Below this, there are summary statistics: Session ID (11341387), Source IP:Port (192.149.319), Destination IP:Port (1), Service (80), First Packet Time (07/21/2020 12:00:06 am), and Last Packet Time (07/21/2020 12:00:06 am). It also lists calculated packet size (1754 bytes), payload size (698 bytes), and packet count (18).

The main area is divided into 'REQUEST' and 'RESPONSE' sections, each showing four packets. Each packet view includes a hex dump of the raw data and a corresponding ASCII representation. For example, Packet 1 shows a request with a payload of '4 . . . @ . . . [ ] . . . A ^ F R [ ] E .'. Packet 3 shows a response with a payload of 'F R [ ] P A \$ \* I 5 R ^ U E H [ ] .'. Packet 4 shows a response with a payload of 'F R [ ] P A \$ \* I 5 R ^ U E H [ ] .'. The 'Event Meta' panel on the right provides additional details such as Session ID (11341387), Time (07/21/2020 12:00:06 am), Size (2560), DID, decoder, Payload (1396), Medium (1), ETH SRC (00000000), ETH DST (A0000000), ETH TYPE (2048), IP SRC (192.149.319), IP DST (1), and IP PROTO (6).

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

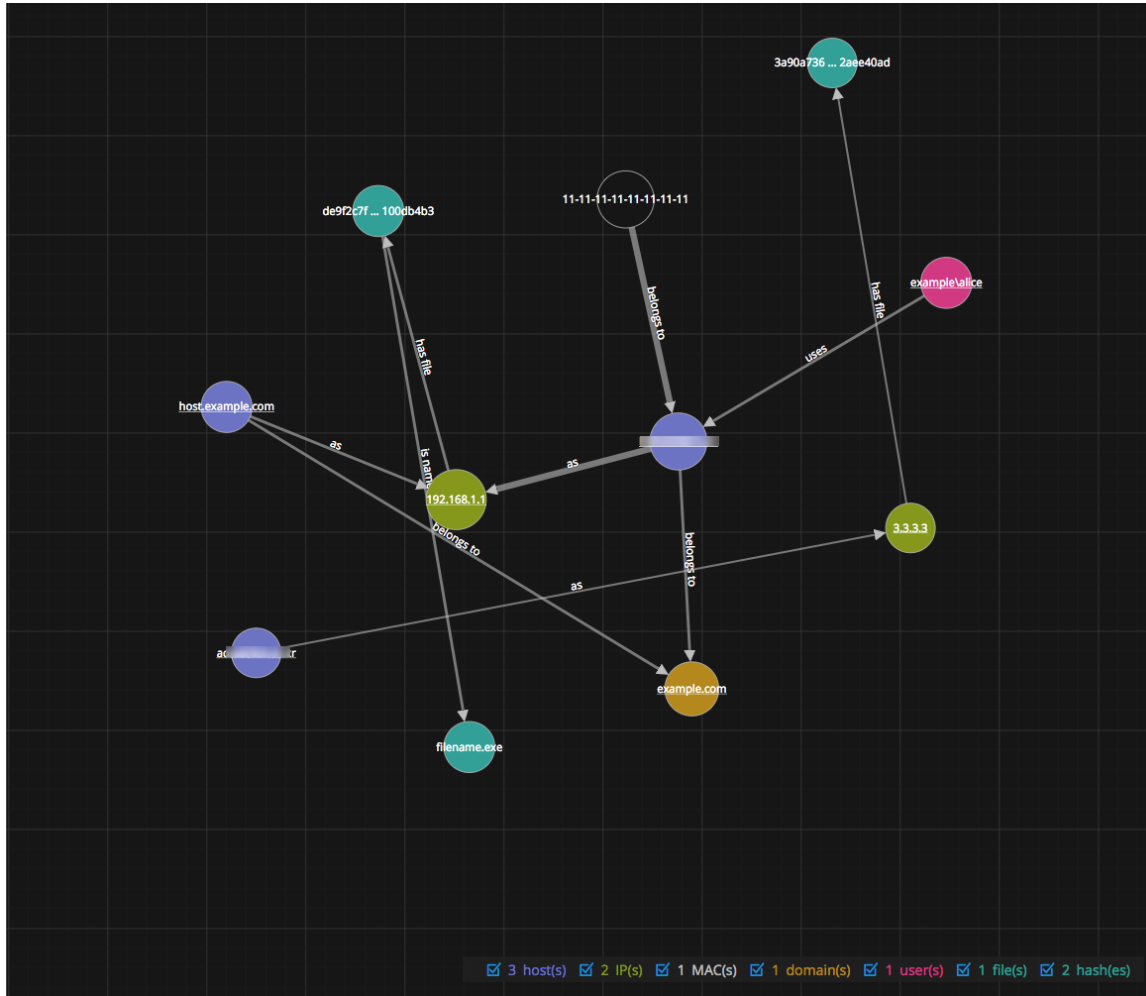
## User Entity Behavior Analytics

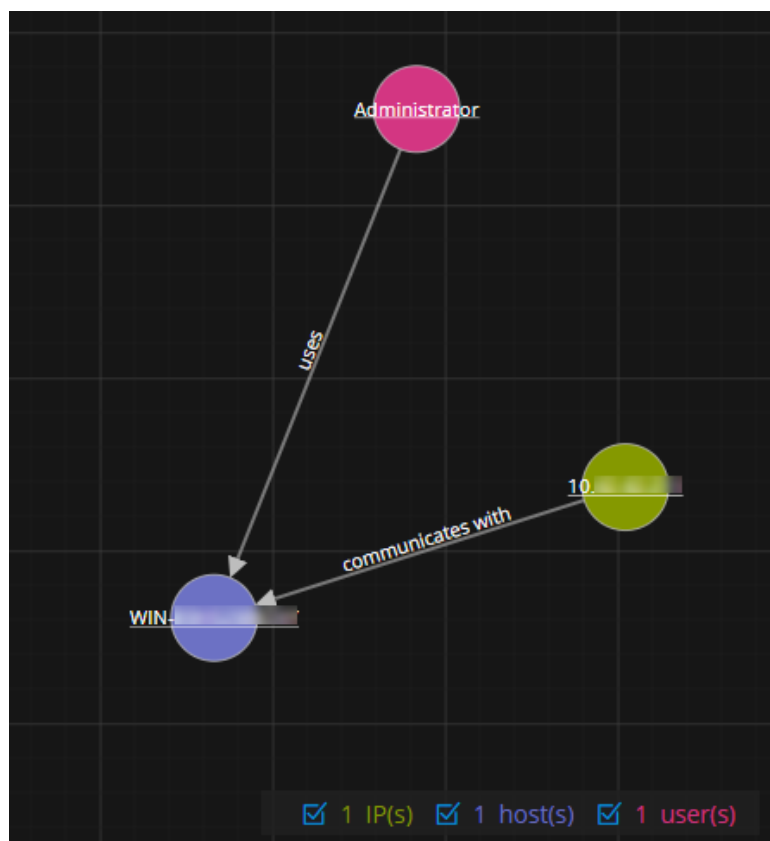
RSA NetWitness UEBA (User and Entity Behavior Analytics) is an advanced analytics solution for discovering, investigating, and monitoring risky behaviors across all users and entities in your network environment. You can access UEBA from the Respond Incident Details view Indicators panel. Indicators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



## Nodal Graph

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





## Nodes

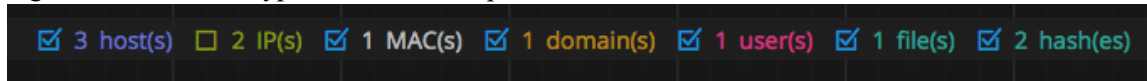
In the nodal graph, circles represent nodes. The following table describes the nodal graph node types.

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

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

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

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



## Arrows

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

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

Arrow	Description
Belongs to	(This relationship type represents attributes of the connected node.) An arrow between two nodes labeled with "belongs to" indicates that they pertain to the same node. For example, an arrow between a MAC address and a Host labeled with "belongs to" indicates that it is the MAC address of the host.

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

## Events List

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

The following figure shows an Events List for network events.

15 events						
<span>90</span> <b>spearphishing link</b> (Event 1 of 15)						
EVENT TIME	EVENT TYPE	DETECTOR IP	FILE NAME	FILE HASH		
05/13/2020 06:45:09.000 pm	Network	N/A	<none>	N/A		
IP	PORT	HOST	MAC	USER		
SOURCE 10.10.10.10	1680	N/A	00:00:00:00:00:47	N/A		
TARGET 10.110.110.110	80	N/A	00:00:00:00:00:C1	N/A		
<span>90</span> <b>spearphishing link</b> (Event 2 of 15)						
EVENT TIME	EVENT TYPE	DETECTOR IP	FILE NAME	FILE HASH		
05/13/2020 06:45:09.000 pm	Network	N/A	Signed_date.jar	N/A		
IP	PORT	HOST	MAC	USER		
SOURCE 10.10.10.10	1686	N/A	00:00:00:00:00:47	N/A		
TARGET 10.110.110.110	80	N/A	00:00:00:00:00:C1	N/A		
<span>90</span> <b>spearphishing link</b> (Event 3 of 15)						
EVENT TIME	EVENT TYPE	DETECTOR IP	FILE NAME	FILE HASH		
05/13/2020 06:45:09.000 pm	Network	N/A	Signed_date.jar	N/A		
IP	PORT	HOST	MAC	USER		
SOURCE 10.10.10.10	1687	N/A	00:00:00:00:00:47	N/A		
TARGET 10.110.110.110	80	N/A	00:00:00:00:00:C1	N/A		
<span>90</span> <b>spearphishing link</b> (Event 4 of 15)						
EVENT TIME	EVENT TYPE	DETECTOR IP	FILE NAME	FILE HASH		
05/13/2020 06:45:09.000 pm	Network	N/A	24vOJ3nZi	N/A		
IP	PORT	HOST	MAC	USER		
SOURCE 10.10.10.10	1688	N/A	00:00:00:00:00:47	N/A		
TARGET 10.110.110.110	80	N/A	00:00:00:00:00:C1	N/A		

Each event has a header row with the following information:

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

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

<span>90</span> <b>In Program Data Followed by SSL Over Non Standard Port</b> (Event 2 of 2)	
--	--

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

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

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

EVENT TIME	EVENT TYPE	CATEGORY	ACTION	HOSTNAME	USER ACCOUNT	OPERATING SYSTEM	FILE NAME	HASH
09/26/2018 03:54:53.000 pm	Log	Process Event	createProcess	WIN	N/A	windows	svchost.exe	c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d...
09/26/2018 05:18:22.000 pm	Log	Process Event	createProcess	WIN	N/A	windows	svchost.exe	c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d...
09/26/2018 09:05:08.000 pm	Log	Process Event	createProcess	WIN	N/A	windows	svchost.exe	c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d...
09/27/2018 05:56:54.000 am	Log	Process Event	createProcess	WIN	N/A	windows	svchost.exe	c9a28dc8004c3e043cbf8e3a194fda2b756ce90740d...
09/24/2018 07:38:24.000 am	Endpoint	Process	N/A	WIN	N/A	windows	services.exe	d7bc4ed605b32274b45328fd9914fb0e7b90d869a3...

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

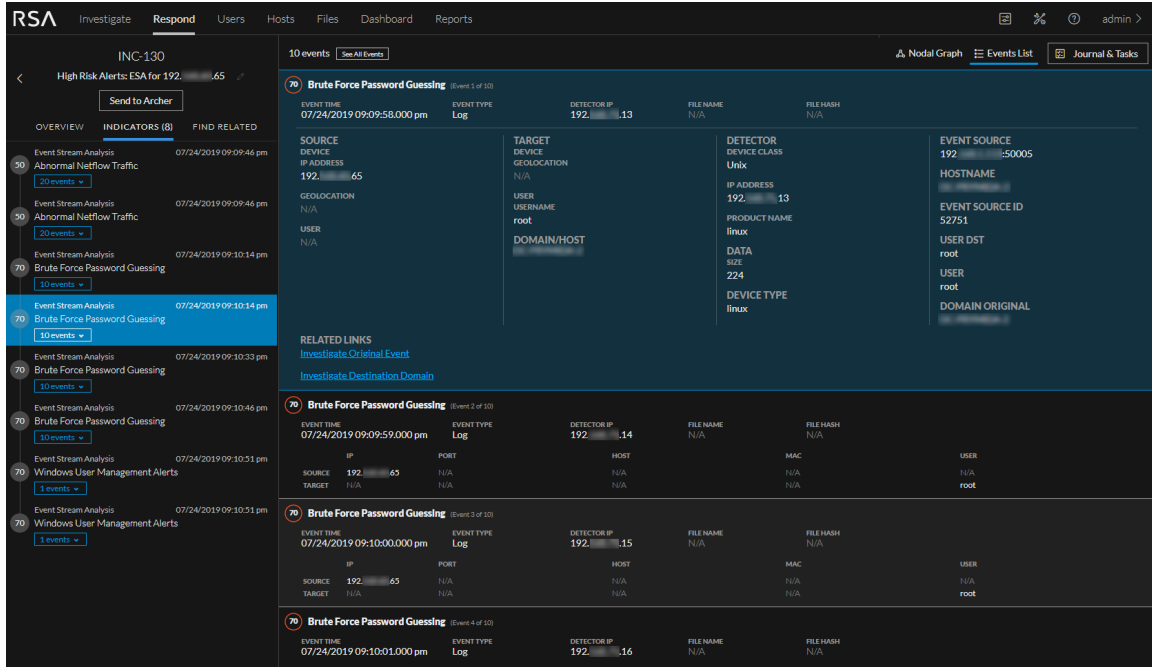
Field	Description
EVENT TIME	Shows the time the event occurred.
EVENT TYPE	Shows the type of alert, such as Endpoint or Log. NetWitness Endpoint events have an Endpoint event type. NetWitness Endpoint events from version 4.4.x and earlier can have an Event Type that shows the origin of the event.
CATEGORY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

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

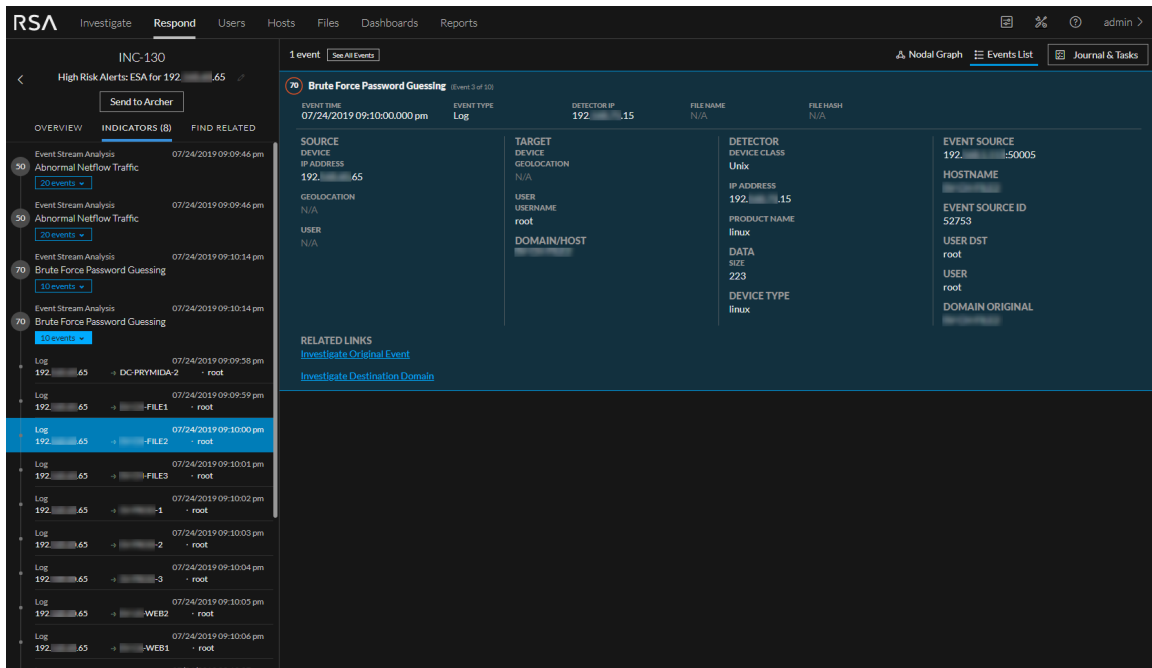
## Event Details

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

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

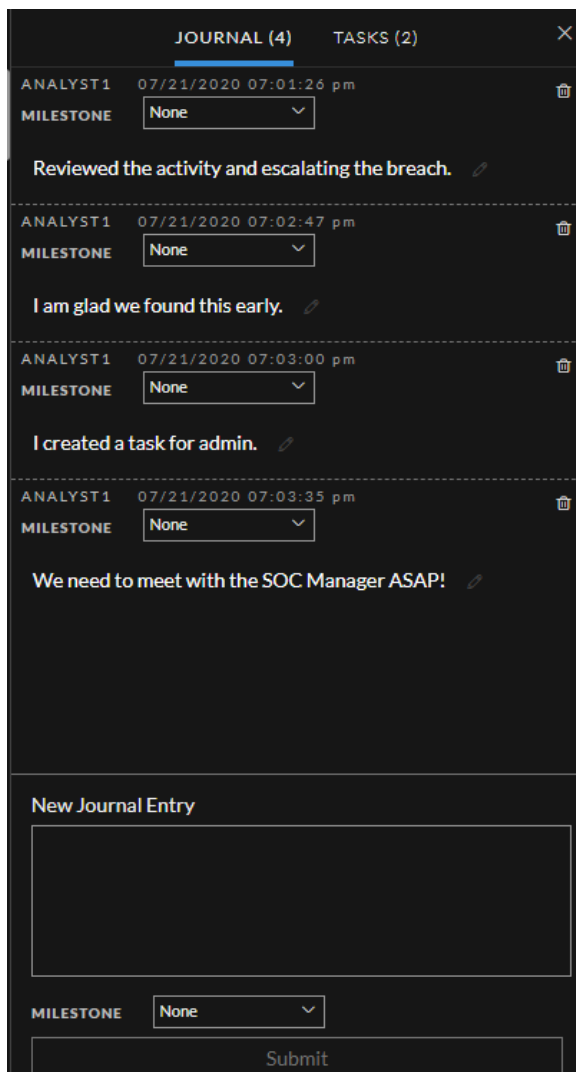


The following figure shows a specific indicator event selected in the Indicators panel. Information about the selected event appears in the Events List on the right.



## Journal Panel

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

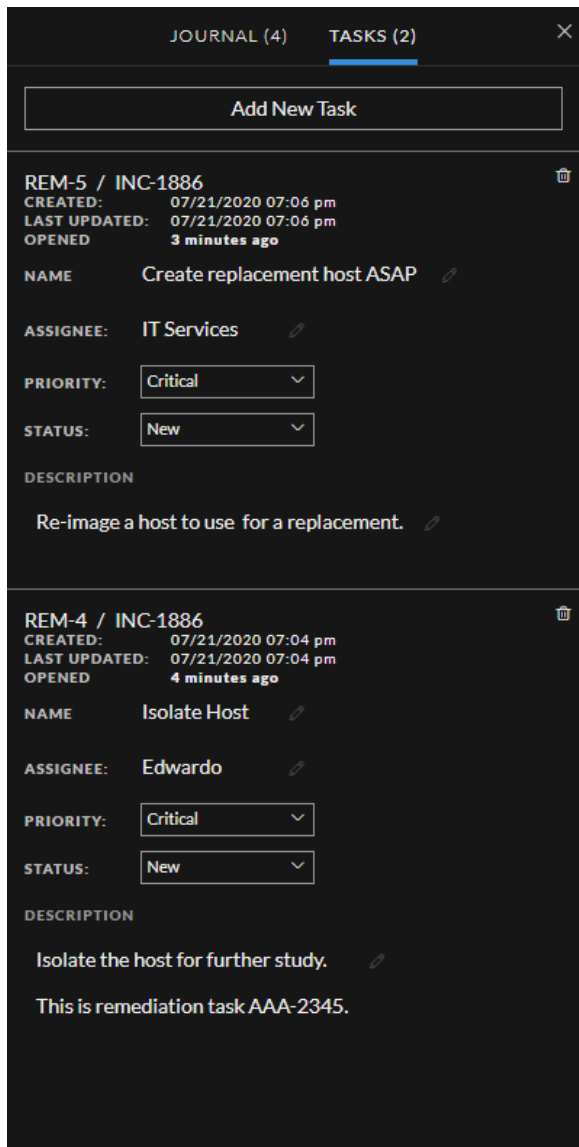


The following table describes the New Journal Entry options.

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

## Tasks Panel

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








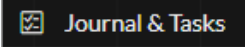


The following table describes the Task fields.

Field	Description
<Task ID / <Incident ID>	The autogenerated Task ID / The incident associated with the task.
Created	The created date of the task.

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

## Toolbar Actions

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

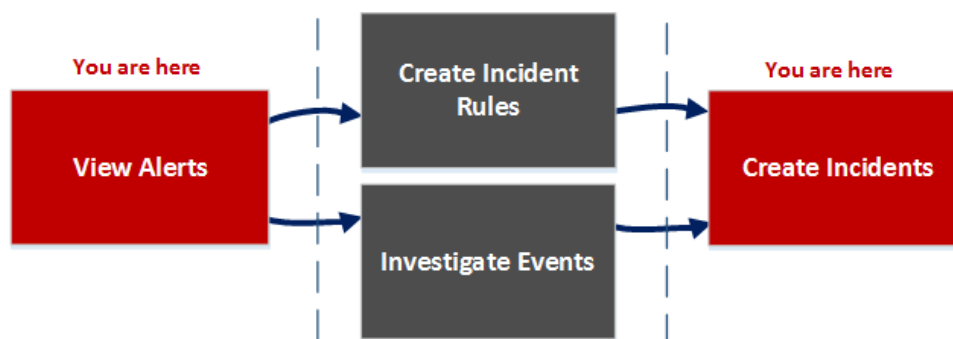
Option	Description
	<p>Enables you to view incident notes and tasks.</p>
 <p>(Journal, Tasks, and Related)</p>	<p>(This option is available in NetWitness Platform Version 11.3.1 and earlier 11.x versions.) Enables you to view the Journal, Tasks, and Related Indicators panels.</p>
	<p>Enables you to show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

## Alerts List View

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

### Workflow

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



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

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

### What do you want to do?

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

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

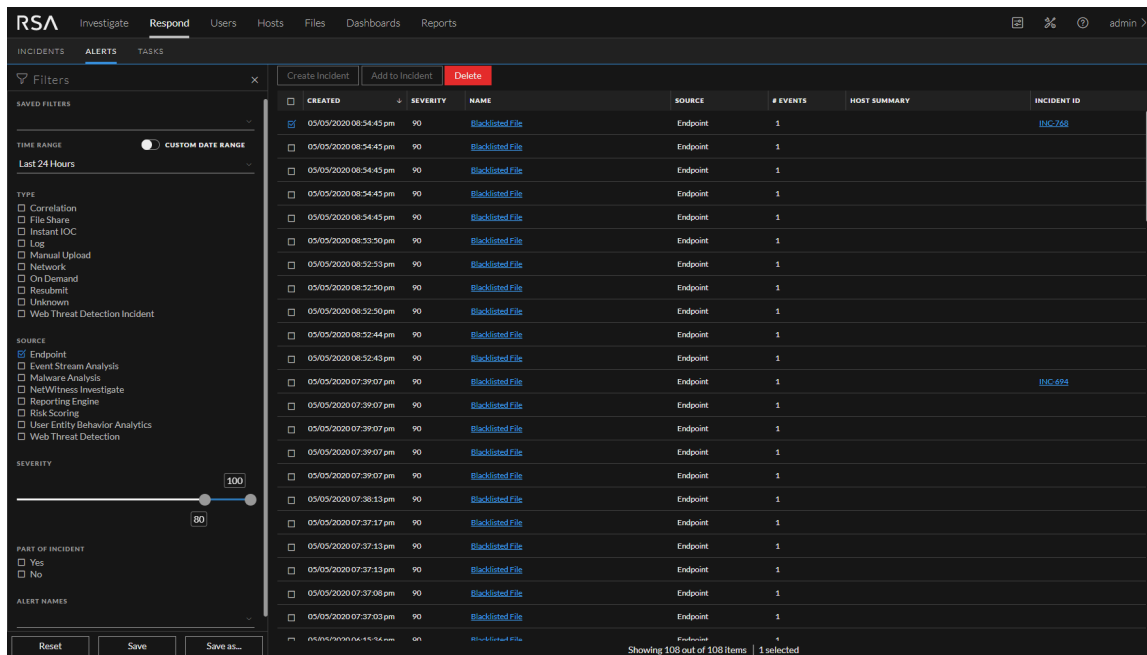
\*You can complete these tasks here (that is, in the Alerts List view).

## Related Topics

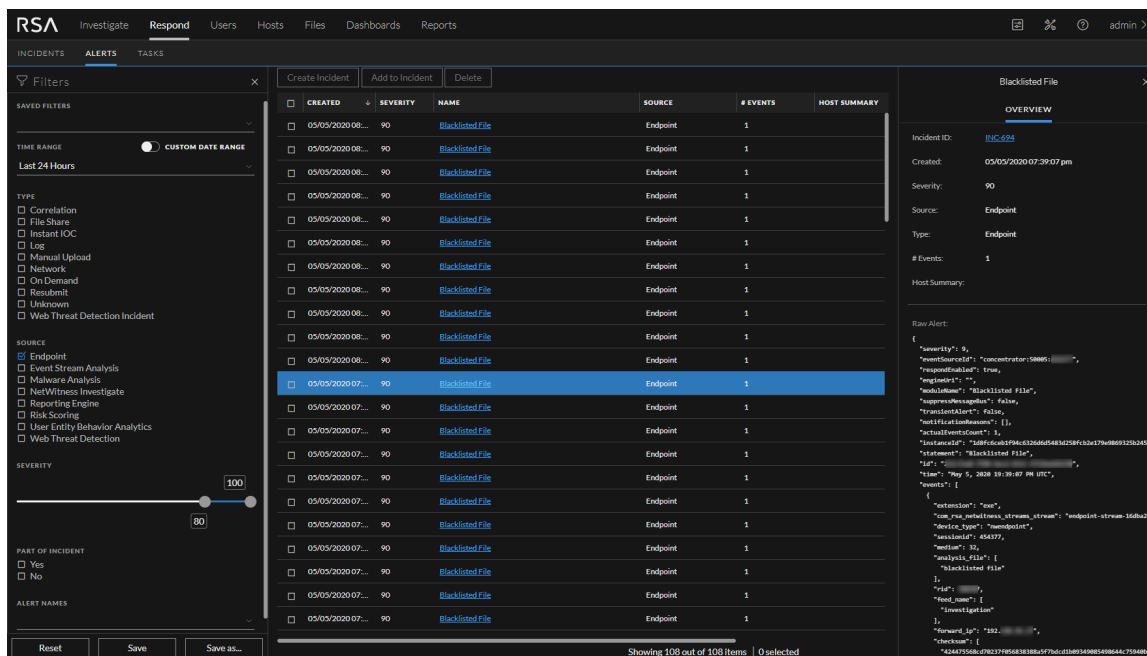
- [Alert Details View](#)
- [Reviewing Alerts](#)

## Quick Look

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



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



## Alerts List

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

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY	INCIDENT ID
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.exehost.exe	Risk Scoring	1		INC-22
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.exehost.exe	Risk Scoring	1		INC-72
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.SMSvcHost.exe	Risk Scoring	1		INC-21
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.exehost.exe	Risk Scoring	1		INC-20
05/05/2020 08:54:45 pm	90	Blacklisted File	Endpoint	1		INC-768
05/05/2020 08:54:45 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:54:45 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:54:12 pm	90	Threshold Breached for FILE.dllhost.exe	Risk Scoring	1		INC-19
05/05/2020 08:53:50 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:53:12 pm	90	Threshold Breached for FILE.II004Driver30673.sys	Risk Scoring	1		INC-68
05/05/2020 08:53:12 pm	90	Threshold Breached for FILE.cmd.exe	Risk Scoring	1		INC-15
05/05/2020 08:52:50 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:52:50 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:52:44 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 08:52:43 pm	90	Blacklisted File	Endpoint	1		
05/05/2020 07:39:12 pm	90	Threshold Breached for FILE.exehost.exe	Risk Scoring	1		INC-22
05/05/2020 07:39:12 pm	90	Threshold Breached for FILE.exehost.exe	Risk Scoring	1		INC-72
05/05/2020 07:39:12 pm	90	Threshold Breached for FILE.SMSvcHost.exe	Risk Scoring	1		INC-21


Showing 193 out of 193 items | 1 selected

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

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	HOST SUMMARY	INCIDENT ID
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.exehost.exe	Risk Scoring	1		INC-22
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.exehost.exe	Risk Scoring	1		INC-72
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.SMSvcHost.exe	Risk Scoring	1		INC-21
05/05/2020 08:55:12 pm	90	Threshold Breached for FILE.exehost.exe	Risk Scoring	1		INC-20
05/05/2020 08:54:12 pm	90	Threshold Breached for FILE.dllhost.exe	Risk Scoring	1		INC-19
05/05/2020 08:53:12 pm	90	Threshold Breached for FILE.II004Driver30673.sys	Risk Scoring	1		INC-68
05/05/2020 08:53:12 pm	90	Threshold Breached for FILE.cmd.exe	Risk Scoring	1		INC-15

Showing 7 out of 7 items | 0 selected

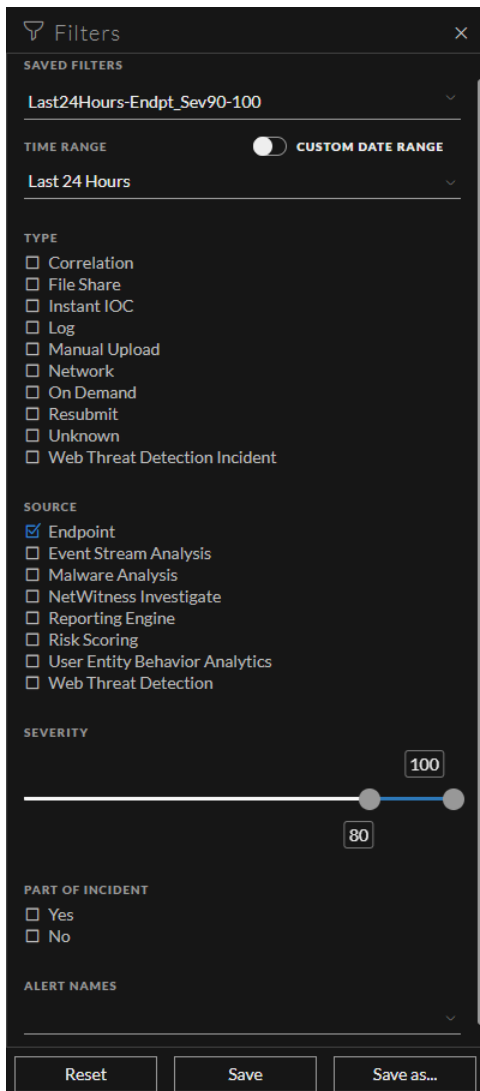
The following table describes the columns in the Alerts List.

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

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

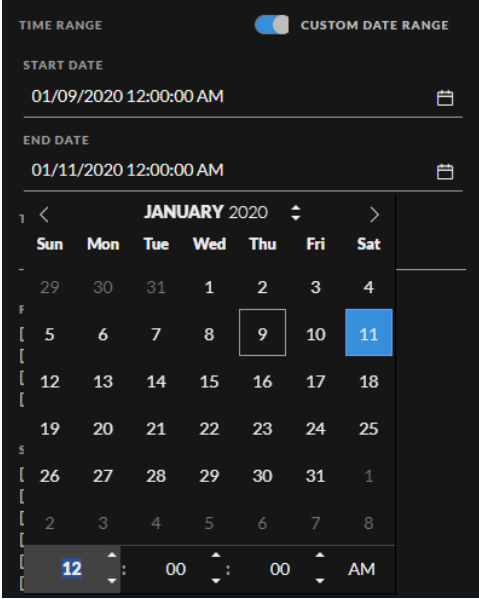
## Alert Filters Panel

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



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

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

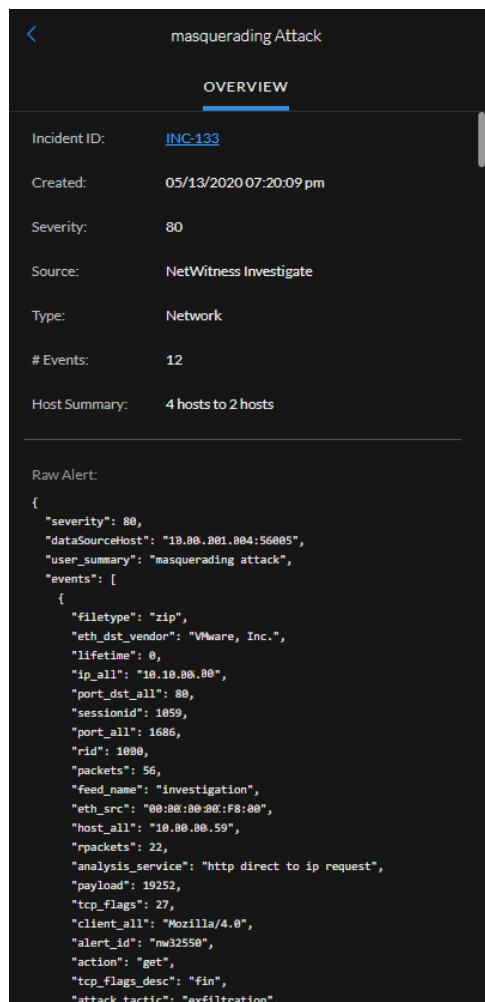
Option	Description
Time Range	You can select a specific time period from the Time Range drop-down list. The time range is based on the received date of the alerts. For example, if you select Last Hour, you can see alerts that were received within the last 60 minutes.
Custom Date Range	<p>You can specify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

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

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

## Alert Overview Panel

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





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

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

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

## Toolbar Actions

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

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

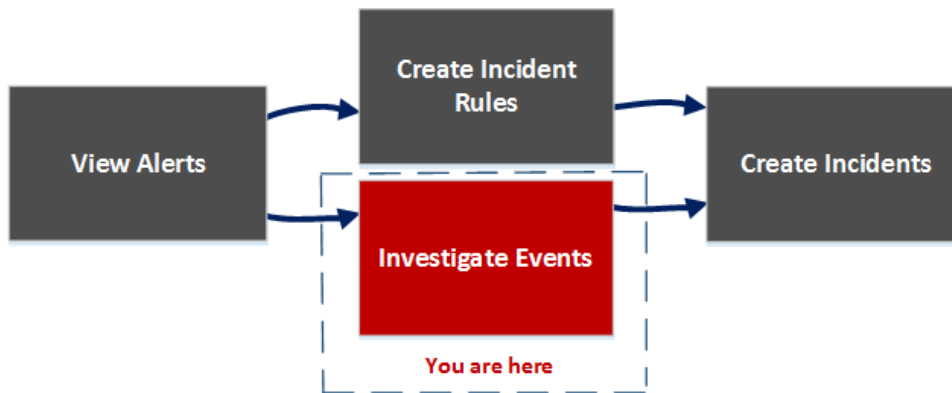
Option	Description
<p><b>Add to Incident</b> button</p>	<p>(This option is available in NetWitness Platform Version 11.1 and later.)                      Enables you to add selected alerts to an incident. The alerts cannot be part of an incident. To get a list of alerts without incidents, you can filter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

## Alert Details View

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

## Workflow

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



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

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

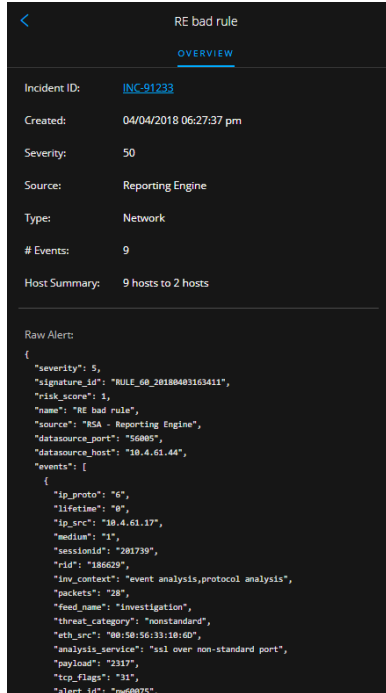
## What do you want to do?

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



## Overview Panel

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



## Events Panel

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

## Events List

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

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

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

Column	Description
Time	Shows the time the event occurred.
Type	Shows the type of alert, such as Log and Network.
Source IP	Shows the source IP address if there was a transaction between two machines.
Destination IP	Shows the destination IP address if there was a transaction between two machines.
Detector IP	Shows the IP address of the machine where an anomaly was detected.
Source User	Shows the user of the source machine.
Destination User	Shows the user of the destination machine.
File Name	Shows the file name if a file is involved with the event.
File Hash	Shows a hash of the file contents.

## Event Details

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

### Event Details

08/15/2018 06:55:45 pm

Back To Table
< 1 of 11 >

Timestamp	08/15/2018 06:55:45.000 pm <b>(9 minutes ago)</b>		
Type	Network		
Source	Device	Port	41158
		MAC Address	00:50:.....C1
		IP Address	10. ....
		Geolocation	
	User		
Destination	Device	Port	5671
		MAC Address	00:50:.....:BF
		IP Address	10. ....
		Geolocation	
	User		
Detector			
Size	4191		
Data	Size	4191	
Event Source	10. ....:56003		
Event Source ID	241348		
Related Links	<a href="#" style="color: #42a5f5; text-decoration: none;">Investigate Original Event</a>		

## Event Metadata

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

Section	Subsection	Description
Data		Shows information about the data involved with the event, such as the files involved. There may be 0 or more per event.
	Filename	Shows the file name if a file is involved with the event.
	Hash	Shows a hash of the file contents, for example, MD5 or SHA1.
	Size	Shows the size of the transmission or file involved with the event.
Description		Displays a general description of the event.
Destination		Shows the destination device and user.
	Device	Shows information about the destination device. See <a href="#">Event Source or Destination Device Attributes</a> below.
	User	Shows information about the user or users of the destination. See <a href="#">Event Source or Destination User Attributes</a> below.
Detector		Shows the host or software product that detected the issue. This is most relevant for malware scanners and logs.
	Device Class	Shows the device class of the product that detected the alert.
	IP Address	Shows the IP address of the product that detected the alert.
	Product Name	Shows the name of the product that detected the alert.
Domain		Shows the domain associated with the event.
Enrichment		Shows available enrichment information.
Related Links		If available, it shows a link back to the user interface (UI) of the source product.
	Type	Shows the type of event, such as investigate_original_event.
	URL	Shows the URL link back to the UI of the source product.
Size		Shows the size of the transmission or file involved.
Source		Shows the source device and user.
	Device	Shows information about the source machine. See <a href="#">Event Source or Destination Device Attributes</a> below.
	User	Shows information about the user or users of the source machine. See <a href="#">Event Source or Destination User Attributes</a> below.
Timestamp		Shows the time that the event occurred.
Type		Shows the type of the alert, such as log, network, correlation, Resubmit, Manual Upload, On Demand, File Share, or Instant IOC.

## Event Source or Destination Device Attributes

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

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


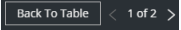
## Event Source or Destination User Attributes

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

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

## Toolbar Actions

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

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

## Tasks List View

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

### What do you want to do?

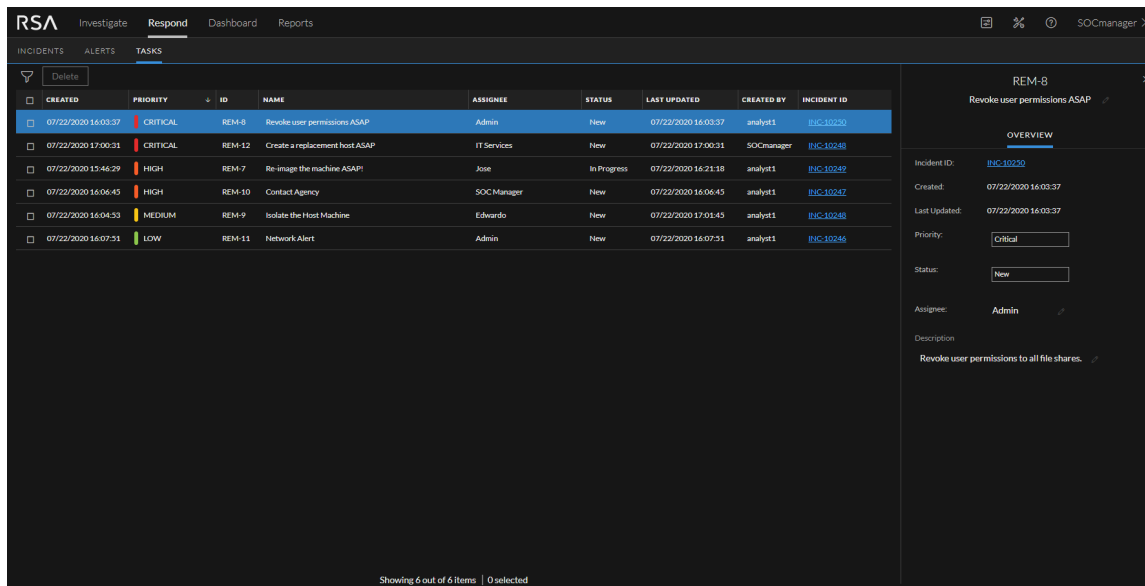
Role	I want to ...	Show me how
Incident Responders, Analysts	View tasks	<a href="#">View All Incident Tasks</a> and <a href="#">View the Tasks Associated with an Incident</a>
Incident Responders, Analysts	Filter tasks.	<a href="#">Filter the Tasks List</a>
Incident Responders, Analysts	Create a task.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

### Related Topics

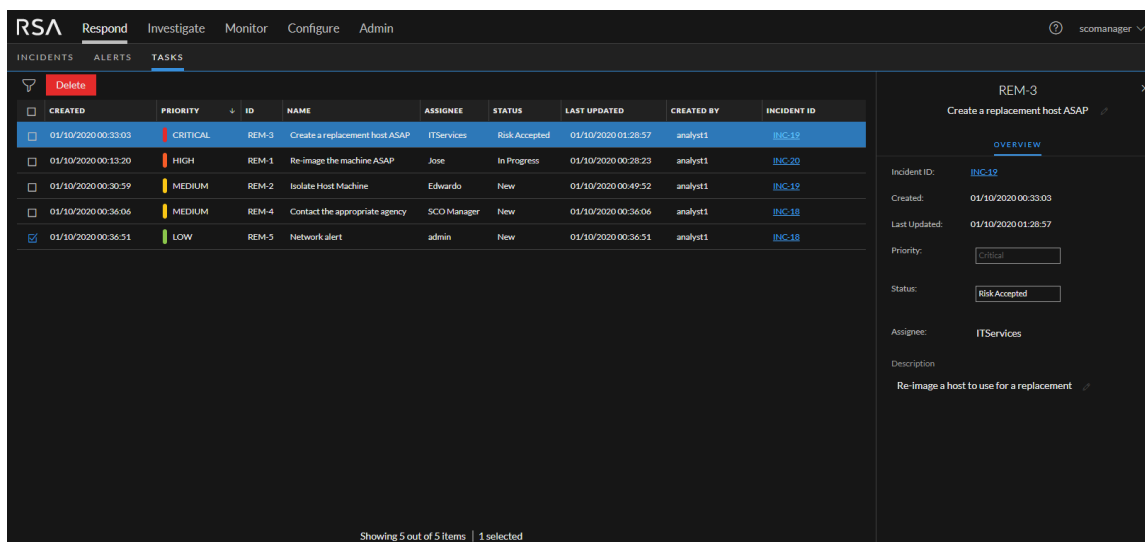
- [Incident Details View](#)
- [Escalate or Remediate the Incident](#)

### Quick Look

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




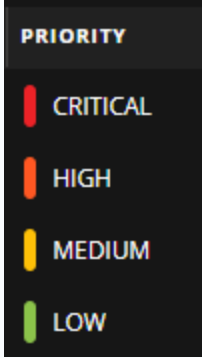
The Tasks List view consists of a Filters panel, a Tasks List, and a Task Overview panel. The following figure shows the Tasks List and the Overview panel.



## Tasks List

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

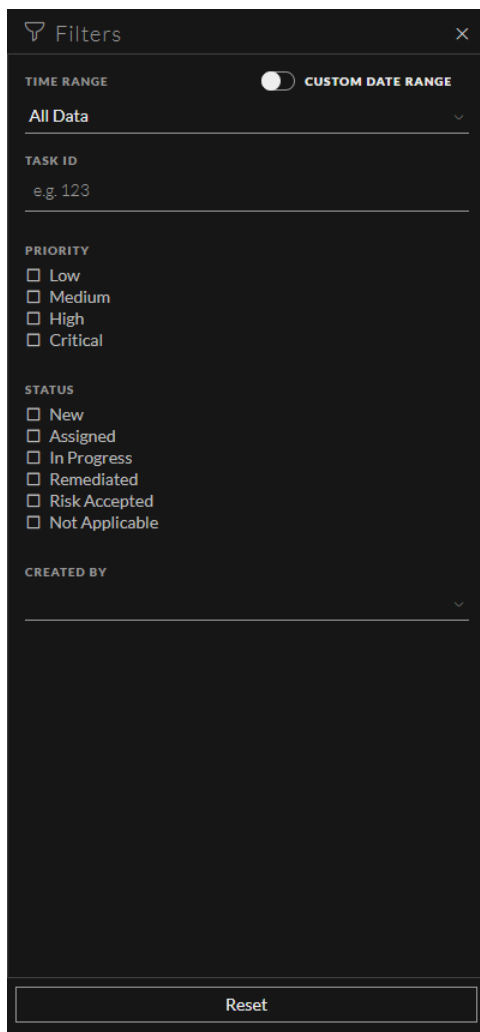
Column	Description
	Enables you to select one or more tasks to modify or delete. Users with the appropriate permissions can make bulk updates and delete tasks, such as SOC Managers. For example, an SOC Manager may want to assign multiple tasks to a user at the same time.
Created	Displays the date when the task was created.

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

At the bottom of the list, you can see the number of tasks on the current page and the total number of tasks. For example: **Showing 23 out of 23 items**

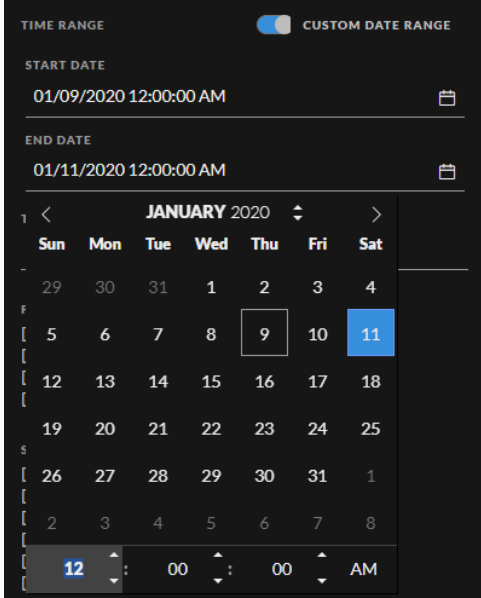
## Task Filters Panel

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



The Filters panel, on the left of the Tasks List view, has options that you can use to filter the incident tasks.

Option	Description
Time Range	You can select a specific time period from the Time Range drop-down list. The time range is based on the creation date of the tasks. For example, if you select Last Hour, you can see tasks that were created within the last 60 minutes.

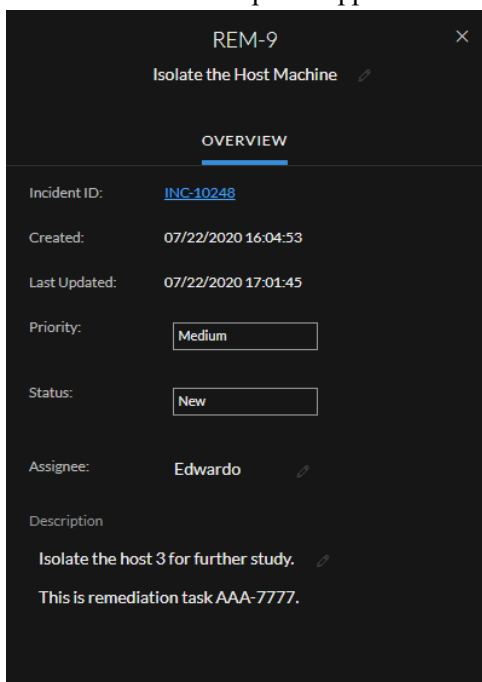
Option	Description
Custom Date Range	<p>You can specify a specific date range instead of selecting a Time Range option. To do this, click the white circle in front of Custom Date Range to view the Start Date and End Date fields. Select the dates and times from the calendar.</p> 
Task ID	<p>You can type the Task ID for a task that you would like to locate, for example REM-123.</p>
Priority	<p>You can select the priorities that you would like to view. If you make one or more selections, the Tasks list shows only those tasks with the selected priorities. For example: If you select Critical, the Tasks list shows only the tasks with a priority set to Critical.</p>
Status	<p>You can select the statuses that you would like to view. If you make one or more selections, the Tasks list shows only those tasks with the selected statuses. For example: If you select Assigned, the Tasks panel shows only the tasks that are assigned to users.</p>
Created By	<p>You can select the user who created the tasks that you would like to view. For example, if you only want to view the tasks created by Edwardo, select Edwardo from the CREATED BY drop-down list. If you want to view tasks regardless of the person who created the task, do not make a selection under CREATED BY.</p>
Reset Filters	<p>Removes your filter selections.</p>

The Tasks List shows a list of tasks that meet your selection criteria. You can see the number of items in your filtered list at the bottom of the tasks list. For example: **Showing 18 out of 18 items**

## Task Overview Panel

To access the Task Overview panel:

1. Go to **Respond > Tasks**.
2. In the Task list, click the task that you want to view.  
The Task Overview panel appears to the right of the Tasks list.





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

Field	Description
<Task ID>	Displays the automatically assigned task ID.
<Task Name>	Displays the task name. This is an editable field. To change the task name, you can click the current task name to open a text editor. For example, you can change a task name from "Reimage a Laptop" to "Reimage a Server".
Incident ID	Displays the Incident ID for which the task was created. Click the ID to display the details of the Incident.
Created	Displays details about the date and time when the task was created.
Last Updated	Displays the date and time when the task was last updated.
Priority	Displays the priority of the task: Low, Medium, High, or Critical. To change the priority, you can click the priority button and select a priority for the task from the drop-down list.

Field	Description
Status	Displays the status of the task: New, Assigned, In Progress, Remediated, Risk Accepted, and Not Applicable. To change the status, you can click the status button and select a status for the task from the drop-down list.
Assignee	Displays the user assigned to the task. To change the user assigned to the task, you can click (Unassigned) or the name of the previous assignee to open a text editor.
Description	Shows task details. To modify the description, you can click the text underneath the description to open a text editor.

## Toolbar Actions

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

Option	Description
	Enables you to open the Filters panel so that you can specify the tasks that you would like to see in the Tasks List.
	Closes the panel.
<b>Delete button</b>	Allows you to delete the selected tasks.

## Add/Remove from List Dialog

The Add/Remove from List dialog allows you to add or remove an entity or meta value to an existing list or create a new list. For example, when you look up an IP address and you find it suspicious or interesting, you can add it to a relevant list, which has been added a data source. This improves the visibility of the suspicious IP addresses. You can also add entities or meta values to different lists. For example, you can add them to one list for suspected domains related to command and control connections and to another list for Trojan connections IP addresses related to remote access. If a list is not available, you can create a list. You can also remove the entity or meta value from a list.

**Note:** From the Add/Remove from List dialog, you can only add or remove entities or meta values from single column lists added as a datasource, not multi-column lists. And when you edit a list or a value in a list from the nodal view or the context lookup view, ensure to refresh the web page to view the updated data.

## What do you want to do?

Role	I want to ...	Show me how
Incident Responders, Analysts	Add an entity to a list.	From the Incident Details view, see <a href="#">Add an Entity to a Whitelist</a> . From the Alert Details view, <a href="#">Add an Entity to a Whitelist</a> .
Incident Responders, Analysts	Create a whitelist, blacklist, or other list.	<a href="#">Create a List</a>
Administrators	Add a Context Hub list as a data source.	See "Configure Lists as a Data Source" in the <i>Context Hub Configuration Guide</i> .
Administrators	Import or export a list for Context Hub.	See "Import or Export Lists for Context Hub" in the <i>Context Hub Configuration Guide</i> .

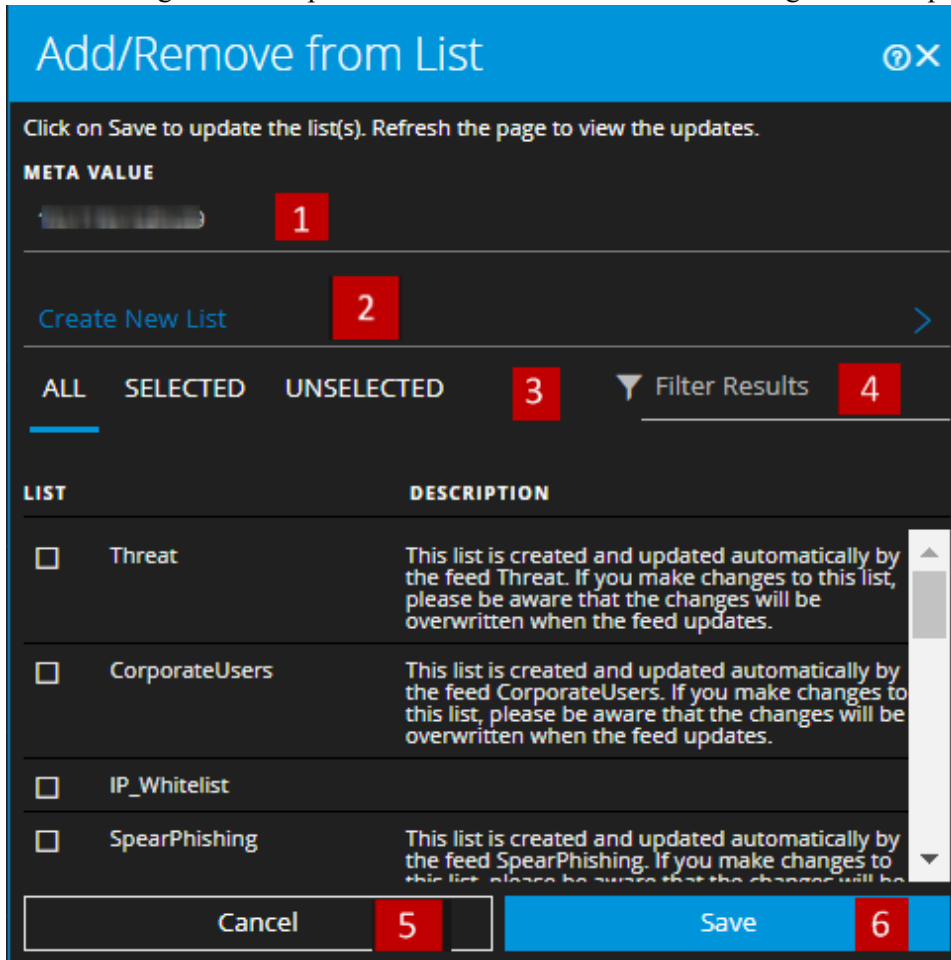
## Related Topics

- [Investigate the Incident](#)
- [Reviewing Alerts](#)
- [View Contextual Information](#) (Incident Details view)
- [View Contextual Information](#) (Alert Details view)

**Note:** You cannot delete a list, but you can delete values within a list.

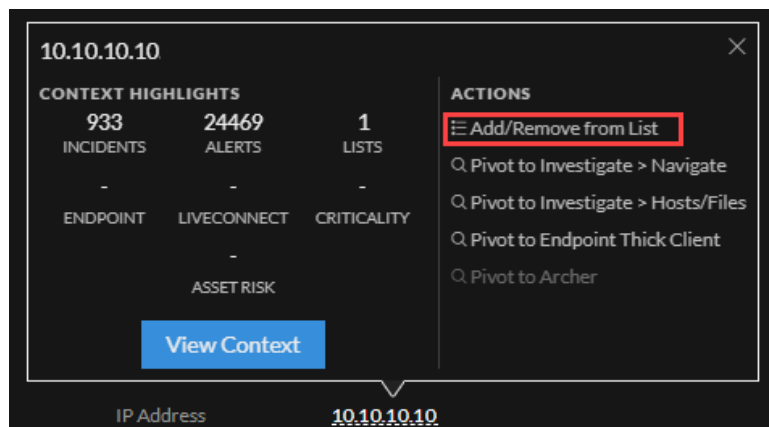
## Quick Look

The following is an example of the **Add/Remove from List** dialog in the Respond view.

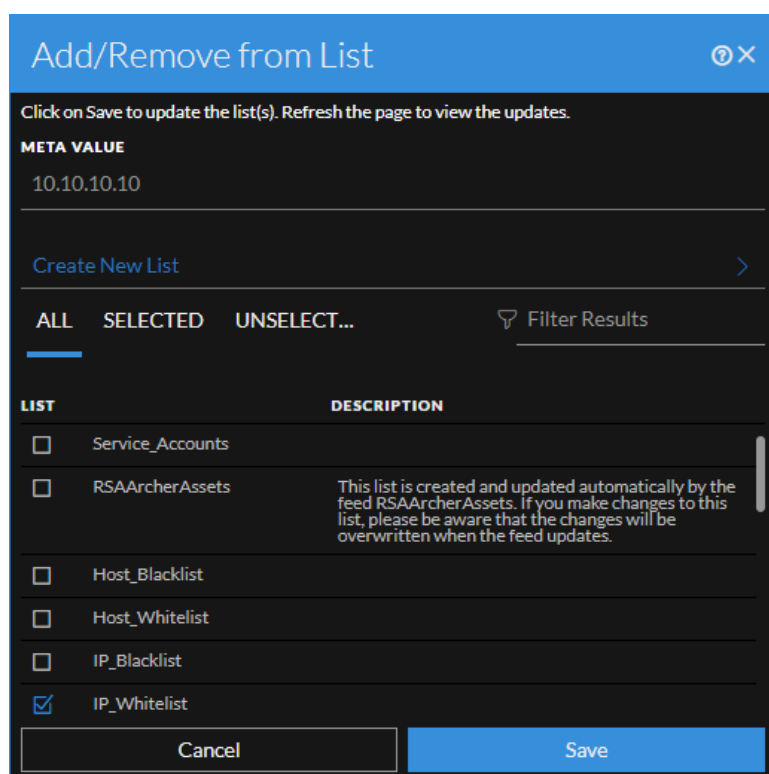


- 1 Entities or meta values to be added or removed.
- 2 Create a new list using the selected meta values.
- 3 Select any of the tabs: All, Selected, or Unselected.
- 4 Search using the list name or description.
- 5 Cancel the action.
- 6 Save to update lists or create a new list.

To access the Add/Remove from List dialog, in the Incident Details view or the Alert Details view, hover over the underlined entity that you would like to add or remove from a Context Hub list. A context tooltip appears showing the available actions.



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



The following table shows the options in the Add/Remove from List dialog.

Option	Description
Meta Value	Displays the selected entity or meta value that needs to be added to or removed from one or more lists. You can also create a new list using the selected value.
Create New List	When clicked, it displays a dialog to create a new list using the selected meta value.

Option	Description
All	Shows all of the available Context Hub lists. The lists that contain the selected entity or meta value are selected. Select a checkbox to add an entity or meta value to a list. Clear a checkbox to remove it from the list.
Selected	Shows only the lists that contain the selected entity or meta value. (All lists are selected.)
Unselected	Shows only the lists that do not contain the selected entity or meta value. (All lists are unselected.)
Filter Results	Enter the name or description of a specific list to search from multiple lists.
List	Displays the name of all the lists.
Description	Displays information about the selected list. The description that you provide when creating a list appears in this dialog. For example: This list contains all of the blacklisted IP addresses.
Cancel	Cancels the operation.
Save	Saves the changes.

## Context Lookup Panel - Respond View

The Context Hub service brings together contextual information from several data sources into the Respond view so that analysts can make better decisions during their analysis and take appropriate action. Seeing the entities, meta values, and contextual information in a single interface helps analysts to prioritize and identify areas of interest. For example, recently created incidents and alerts from the Respond view involving a given entity or meta value will be displayed when the analyst queries for additional information for that entity or meta value. The Context Lookup panel displays contextual information for the selected entities or meta values such as IP address, User, Host, Domain, File Name, or File Hash. The data available depends on the configured sources in the Context Hub.

The Context Lookup panel displays the contextual information based on the data available on the configured sources in the Context Hub.

### What do you want to do?

Role	I want to ...	Show me how
Incident Responders, Analysts, Threat Hunters	Navigate to the Context Lookup panel.	From the Incident Details view, see <a href="#">View Contextual Information</a> . From the Alert Details view, see <a href="#">View Contextual Information</a> .
Incident Responders, Analysts, Threat Hunters	Understand the information in the Context Lookup panel for a selected entity.	See the information in this topic.
Administrator	Configure Data Sources for Context Hub.	See "Configure Data Sources for Context Hub" in the <i>Context Hub Configuration Guide</i> .
Administrator	Configure Context Hub settings.	See "Configure Context Hub Data Source Settings" in the <i>Context Hub Configuration Guide</i> .

### Related Topics




- [Investigate the Incident](#)
- [Reviewing Alerts](#)









## Contextual Information Displayed in the Context Lookup Panel

The contextual information or query results displayed in the Context Lookup panel depends on the selected entity and the associated data sources. The Context Lookup panel has separate tabs for each of the data sources. The tabs are: List data source, Archer, Active Directory, Endpoint, Incidents, Alerts, Live Connect, and REST API. The following figure shows the Context Lookup panel for a selected entity in the Incident Details view.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-19	High Risk Alerts: ESA for 10. [redacted]	REMEDIATION_REQUESTED	analyst1	3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-18	High Risk Alerts: ESA for 10. [redacted]	REMEDIATION_REQUESTED	analyst1	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-17	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-16	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-15	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	42
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-14	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-13	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-12	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-11	High Risk Alerts: ESA for 10. [redacted]	NEW		3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-10	High Risk Alerts: ESA for 10. [redacted]	NEW		3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-9	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-8	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:30 pm (4 days ago)	CRITICAL	90	INC-7	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:30 pm (4 days ago)	CRITICAL	90	INC-5	High Risk Alerts: ESA for 10. [redacted]	NEW		2

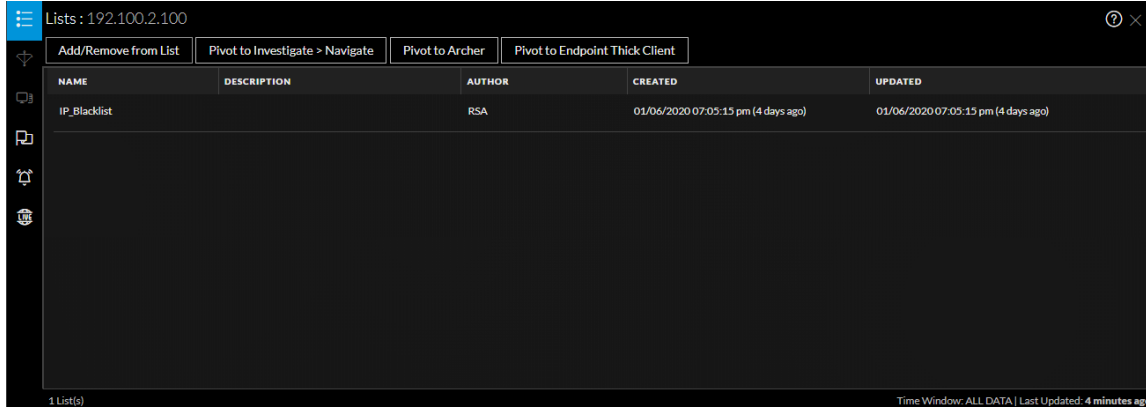
The following table describes the data available on each tab and the supported entities.

Tab	Description	Supported Entities
 (Lists)	Displays all of the list data associated with the selected entity or meta value. The result is sorted by the last updated list.	All entities
 (Archer)	Displays asset information along with criticality ratings using the Archer data source.	IP, Host, and Mac
 (Active Directory)	Displays all user information for the selected user.	User

Tab	Description	Supported Entities
 (NetWitness Endpoint)	Displays the NetWitness Endpoint data source information for the selected entity or meta value, which includes the Machines, Modules, and IIOC levels. Modules are by highest IOC score to lowest IIOC score and IIOC levels are sorted by highest IOC levels to lowest IOC levels.	IP, MAC address, and Host
 (Incidents)	Displays the list of incidents associated with the selected entity or meta value. The result is sorted by newest incidents to oldest incidents.	All entities
 (Alerts)	Displays the list of alerts associated with the selected entity or meta value. The result is sorted by newest alerts to oldest alerts.	All entities
 (Live Connect)	Displays information related to Live Connect.	IP, Domain, and Filehash
 (File Reputation)	Displays file reputation status for Filehash entities.	Filehash entities
 TI	Displays information for STIX data sources.	IP address, email address, domain, filename, URL's, and file hash.  <div style="border: 1px solid green; padding: 5px;"> <p><b>Note:</b> The context lookup for email address and URL will be displayed only if these metas are mapped.</p> <p>Navigate to  (Admin) &gt; System &gt; Investigation &gt; Context Lookup.</p> </div>
 REST API	Displays the list of REST APIs (enabled in Context Hub) associated with selected the entity.	All entities

## Lists Tab

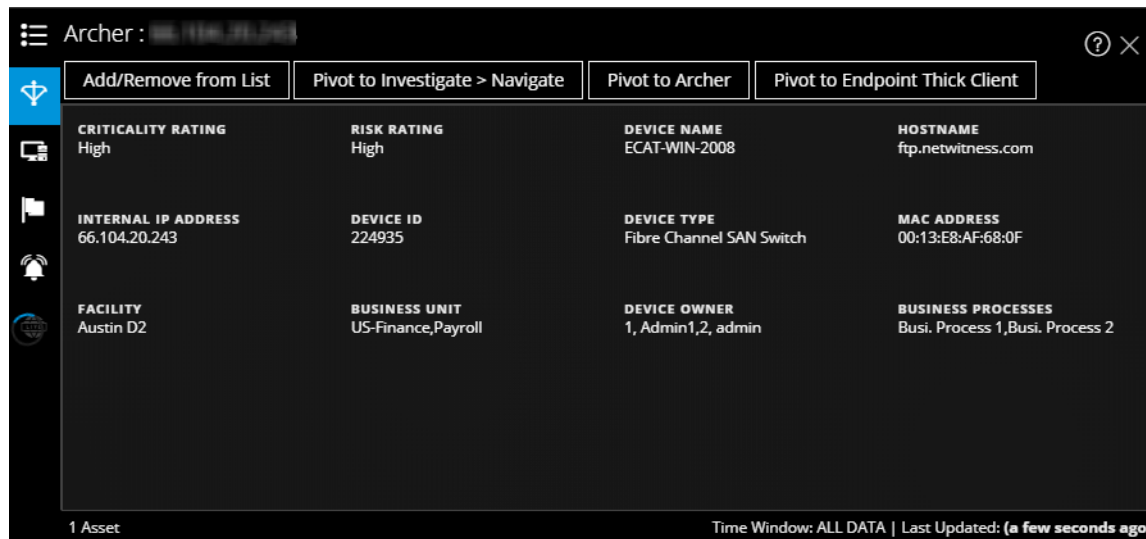
The Context Lookup panel for Lists shows one or more lists associated with the selected entity or meta value. The following figure is an example of the Context Panel for Lists, and the table describes the fields.



Field	Description
Name	The name of the list (defined while creating the list).
Description	The description of the list (defined while creating the list).
Author	The owner who created the list.
Created	The date when the list was created.
Updated	The date when the list was last updated or modified.
Count	The number of lists in which the selected entity or meta value is available.
Time Window	The time window based on the value set for the "Query Last" field in the Configure Responses dialog. By default, all Lists data is fetched.
Last Updated	The time when Context Hub fetched and stored the lookup data in cache.

## Archer Tab

The Context Lookup panel for Archer displays asset information along with criticality ratings using the Archer data source for IP, Host, and Mac entities. The following figure is an example of the Context Lookup panel for Archer, and the table describes each field.



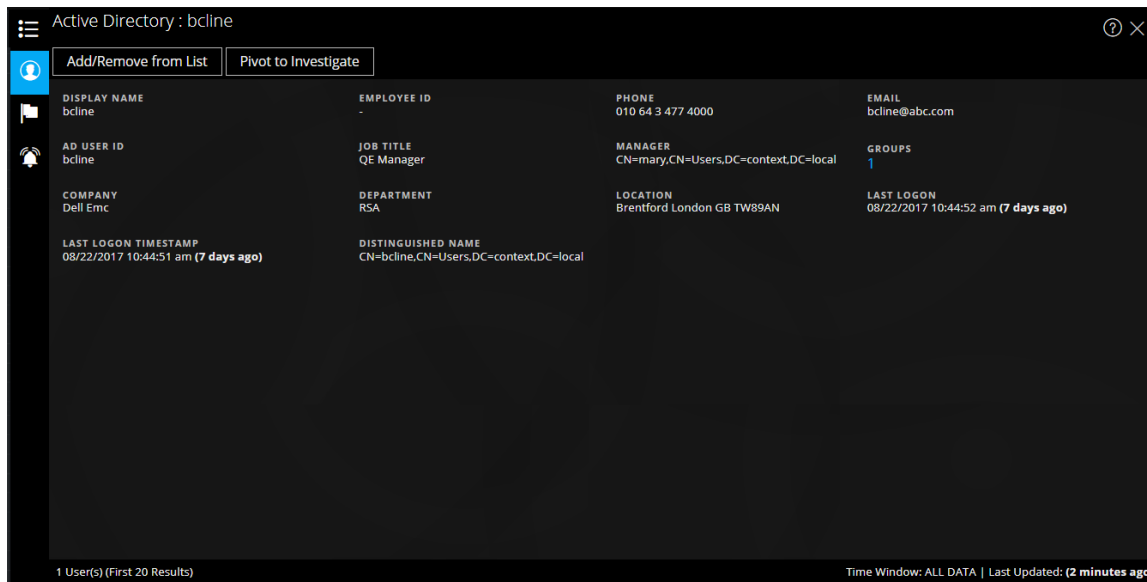
Field	Description
Criticality Rating	The device operational criticality based on the applications it supports. The criticality ratings can be set as Not Rated, Low, Medium-Low, Medium, Medium-High, or High.
Risk Rating	The calculated risk rating for the device based on the most recent assessment and the average risk rating of facilities using the device. The risk rating can be set as Severe, High, Medium, Low, or Minimal.
Device Name	The unique name of the device.
Host Name	The host name of the device.
IP Address	The primary internal IP address of the device.
Device ID	The automatically populated value that uniquely identifies the record across all applications within the system.
Type	The device type, for example, server, laptop, desktop, and others.
Facilities	Links to records in the Facilities application that are related to this device.
Business Unit	Links to records in the Business Unit application that are related to this device. For more than three business unit values, you can hover over the field to view the values.
Device Owner	The person who is responsible for the device and receives read and update rights of the record.

Field	Description
Count	The number of assets available.
Time Window	The time window based on the value that is set for the "Query Last" field in the Configure Responses dialog. By default, all data for Archer is fetched.
Last Updated	The time when Context Hub fetched and stored the lookup data in cache.

**Note:** In the localized versions, only these twelve fields are displayed: Criticality Rating, Risk Rating, Device Owner, Business Unit, Host Name, MAC Address, Facilities, IP Address, Type, Device ID, Device Name, and Business Processes.

### Active Directory Tab

The following figure is an example of a Context Lookup panel for Active Directory.



The Context Lookup panel for Active Directory displays all the related information, incidents, and alerts for a user. You can perform a look up using the following formats:

- userPrincipalName
- Domain\UserName
- sAMAccountName

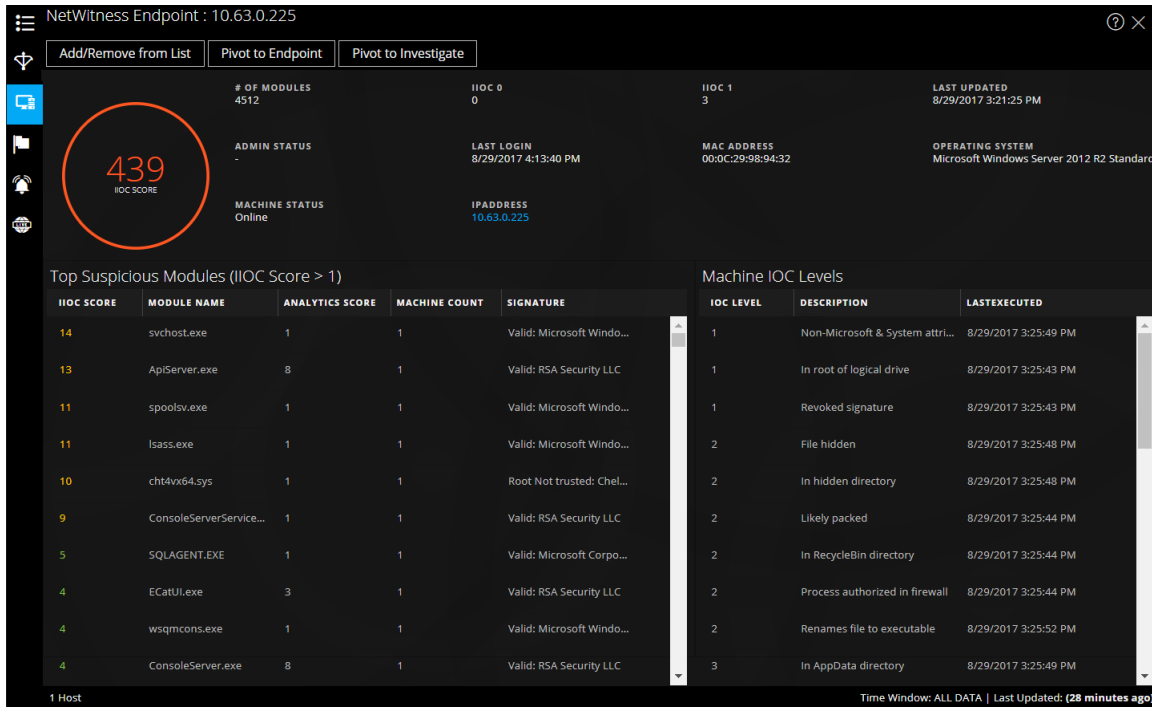
The following information is displayed for Active Directory.

Field	Description
Display Name	The name of the user.
Employee ID	The employee ID of the user.

Field	Description
Phone	The phone number of the user.
Email	The email ID of the user.
AD User ID	The unique identification of the user within an organization.
Job Title	The designation of the user.
Manager	The name of the user's manager.
Groups	The list of groups of which the user is a member.
Company	The name of the user's company.
Department	The department name to which the user belongs within the organization.
Location	The location of the user.
Last Logon	The time when the user logged into the system, only if the Global Catalogue is defined.
Last Logon TimeStamp	The time when the user logged into the system.
Distinguished Name	The unique name assigned to the user.
Count	The number of users.
Time Window	The time window based on the value that is set for the "Query Last" field in the Configure Data Source Settings dialog. By default, all data for Active Directory is fetched.
Last Updated	The time when Context Hub fetched and stored the lookup data in cache.

### NetWitness Endpoint Tab

The following figure is an example of the Context Lookup panel for NetWitness Endpoint.



The following information displayed for IIOCs.

Field	Description
# Of Modules	The number modules that are looked up.
Admin Status	The admin status (if any).
Last Updated	The time when the data was last refreshed.
Last Login	The time when the user last logged in.
MAC Address	The Machine MAC Address.
Operating System	The Version of the Operating System used by the NetWitness Endpoint machine.
Machine Status	The state of the module being viewed: Online, Offline, Active, or Inactive.
IP Address	The IP address of the specific module.

The following information is displayed for modules.

Field	Description
IIOC Score	A machine IIOC score is an aggregated score based on the module scores. This is based on the value set for Minimum IIOC Score field in the Context Hub Data Source Settings dialog. The default value for Minimum IIOC Score is 500. See "Configure Context Hub Data Source Settings" in the <i>Context Hub Configuration Guide</i> .

Field	Description
Module Name	The name of the module that is being looked up.
Analytic Score	The number of active files for the selected machine.
Machine Count	The number of machines on which that particular IOC got triggered.
Signature	Indicator of whether the file is signed or unsigned, valid or invalid, and signatory information. For example, Google, Apple, and so on.

The following information is displayed for machines.

Field	Description
IOC Levels	The IOC levels.
Description	The description for the IOC level if available.
Last executed	The time when the action was executed.
Count	The number of hosts that are being looked up.
Time Window	The time window based on the value set for the Query Last field in the Configure Data Source Settings dialog. By default, all data for NetWitness Endpoint is fetched.
Last Updated	The time when scan results were last updated in NetWitness Endpoint database.

## Alerts Tab

The following figure is an example of Context Panel for Alerts that is displayed based on time first (Newest to Oldest) and then severity.

The screenshot shows a table of alerts with the following columns: CREATED, SEVERITY, NAME, SOURCE, # EVENTS, and INCIDENT ID. The data is sorted by time (newest to oldest) and then by severity. The table contains 17 rows of alert data, all with a severity of 90 and source of 'Event Stream Analysis'. The incident IDs range from INC-3 to INC-17. The interface also shows navigation buttons like 'Add/Remove from List', 'Pivot to Investigate > Navigate', 'Pivot to Archer', and 'Pivot to Endpoint Thick Client'. At the bottom, it indicates '41 Alerts (First 50 Results)' and 'Time Window: 7 DAYS | Last Updated: 8 minutes ago'.

CREATED	SEVERITY	NAME	SOURCE	# EVENTS	INCIDENT ID
01/06/2020 07:58:44 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-3
01/06/2020 07:58:39 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-4
01/06/2020 07:58:39 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-11
01/06/2020 07:58:35 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-10
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-7
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-19
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-5
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-13
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-9
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-14
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-18
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-12
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-8
01/06/2020 07:58:25 pm (4 days ago)	90	test	Event Stream Analysis	1	INC-17

The following information is displayed in the Context Lookup panel for Alerts.

Field	Description
Created	The date and time when the alert was created.
Severity	The severity value of the alerts.
Name	The name of the alert. You can click the name to view the details of a specific alert.
Source	The alert source name from which the alert is triggered.
#Events	The number of events associated with the alert.
Incident ID	The ID of the incident (if any) with which the alert is associated. You can click the ID to view the details of a specific alert.
Count	The number of alerts. By default only the first 100 alerts are displayed. For more information on how to configure the settings, see "Configure Context Hub Data Source Settings" in the <i>Context Hub Configuration Guide</i> .
Time Window	The time window based on the value set for the Query Last field in the Configure Data Source Settings dialog. By default, the alert data for last 7 days is fetched.
Last Updated	The time when contextual data was last fetched from data source.

### Incidents Tab

The following figure is an example of the Context Panel for Incidents, which is based on time first (Newest to Oldest) and then priority status.

CREATED	PRIORITY	RISK SCORE	ID	NAME	STATUS	ASSIGNEE	ALERTS
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-19	High Risk Alerts: ESA for 10. [redacted]	REMEDATION_REQUESTED	analyst1	3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-18	High Risk Alerts: ESA for 10. [redacted]	REMEDATION_REQUESTED	analyst1	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-17	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-16	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-15	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	42
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-14	High Risk Alerts: ESA for 10. [redacted]	ASSIGNED	analyst2	2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-13	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-12	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-11	High Risk Alerts: ESA for 10. [redacted]	NEW		3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-10	High Risk Alerts: ESA for 10. [redacted]	NEW		3
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-9	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:31 pm (4 days ago)	CRITICAL	90	INC-8	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:30 pm (4 days ago)	CRITICAL	90	INC-7	High Risk Alerts: ESA for 10. [redacted]	NEW		2
01/06/2020 07:58:30 pm (4 days ago)	CRITICAL	90	INC-5	High Risk Alerts: ESA for 10. [redacted]	NEW		2

The following information is displayed in the Context Lookup panel for Incidents.

Field	Description
Created	The date when the incident was created.
Priority	The priority status of the incidents.
Risk Score	The risk score of the incidents.
ID	The Incident ID of the incident. You can click on the ID to display further details about the incident.
Name	The incident name.
Status	The status of the incident
Assignee	The current owner of the incident.
Alerts	The number of alerts associated with the incident.
Count	The number of incidents. By default only the first 100 incidents are displayed. For more information on how configure the settings, see "Configure Context Hub Data Source Settings" in the <i>Context Hub Configuration Guide</i> .
Time Window	The time window based on the value set for the Query Last field in the Configure Data Source Settings dialog. By default, the alert data for last 7 days is fetched.
Last Updated	The time when contextual data was last fetched from data source.

## Live Connect Tab

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

Live Connect : ?


Add/Remove from List
Pivot to Endpoint
Pivot to Investigate

---

**Review Status**

STATUS **RISKY**
MODIFIED DATE 08/16/2017 01:18:56 pm (a month ago)

**Live Connect Risk Assessment**



UNSAFE

Research and analysis shows resource to be untrusted

**RISK REASONS**

- Source of unsafe module
- Blacklisted by one or more customers

**Risk Indicators**

**RECONNAISSANCE**

HTTP
SCANNING
BRUTE FORCE
VPN
TOR
SOCKS

ANONYMOUS ACCESS
FTP
SSH
BUSINESS APPLICATION

OTHER

**COMMAND AND CONTROL**

BEACONING
HTTP
SSL/TLS
SSH
FTP
IRC

CUSTOM PROTOCOL
WEBSHELL
VPN
OTHER

**DELIVERY**

REMOTE/LOCAL FILE INCLUSION
CSRF
SQLI
XSS
EXPLOIT

PHISHING
DRIVE BY
OTHER

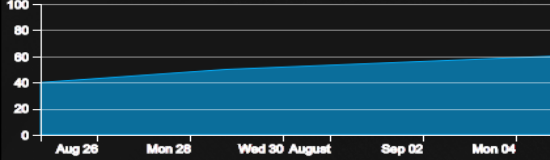
**LATERAL MOVEMENT**

OTHER
SSH
RDP
SMB/RPC
POWERSHELL
WMI
TELNET

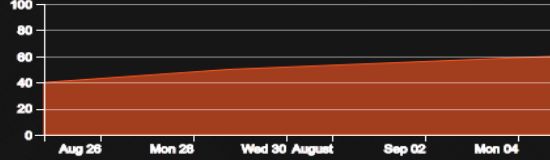
**Community Activity**

FIRST SEEN  
04/08/2016 02:26:47.087 am (a year ago)

TRENDING COMMUNITY ACTIVITY (LAST 30 DAYS)



TRENDING SUBMISSION ACTIVITY (LAST 30 DAYS)



**60%** of the Community seen 94.74.81.176

Of the **70%** submitted feedback:

- 40% marked High Risk (NOT DISPLAYED IN CHART)
- 30% marked Unsafe
- 0% marked Safe
- 70% marked Suspicious
- 5% marked Unknown

**Identity**

AUTONOMOUS SYSTEM NUMBER(ASN)  
1030404303033

ORGANIZATION  
American IP LTD.

COUNTRY CODE  
US

COUNTRY NAME  
United States

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

Field	Description
-------	-------------

Risk Assessment Feedback

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

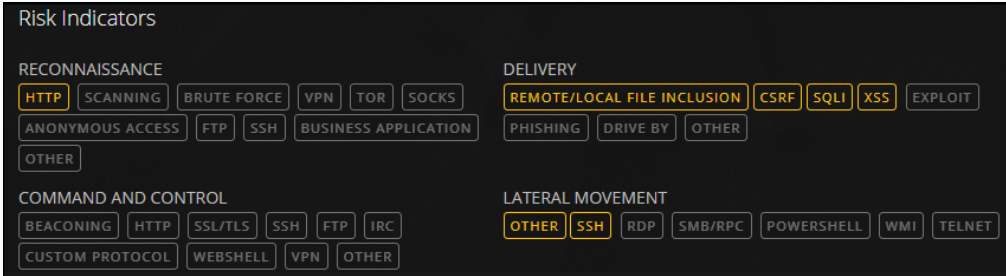
- **Analyst Skill Level**

Below are the Analyst skill level options:

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

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

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

Field	Description
Community Activity	<p>Community activities such as:</p> <ul style="list-style-type: none"> <li>• Date first seen in the community.</li> <li>• Time since the IP/File/Domain was seen for the first time (Current time - First seen time).</li> </ul> <p><b>Trending Community Activity:</b></p> <p>If the IP address is known within the RSA community, a graphical representation of the community activity trend is displayed for the following:</p> <ul style="list-style-type: none"> <li>• Users (in %) who have viewed the IP address in the Live Connect community over time.</li> <li>• Users (in %) who submitted feedback for the IP address.</li> <li>• Users (in %) who marked the IP address as unsafe over time.</li> </ul>
Risk Indicators	 <p>The screenshot shows a 'Risk Indicators' interface with a dark background. It is divided into four main categories, each with several tags:         <ul style="list-style-type: none"> <li><b>RECONNAISSANCE:</b> HTTP (highlighted), SCANNING, BRUTE FORCE, VPN, TOR, SOCKS, ANONYMOUS ACCESS, FTP, SSH, BUSINESS APPLICATION, OTHER.</li> <li><b>DELIVERY:</b> REMOTE/LOCAL FILE INCLUSION (highlighted), CSRF, SQLI, XSS, EXPLOIT, PHISHING, DRIVE BY, OTHER.</li> <li><b>COMMAND AND CONTROL:</b> BEACONING, HTTP, SSL/TLS, SSH, FTP, IRC, CUSTOM PROTOCOL, WEBSHELL, VPN, OTHER.</li> <li><b>LATERAL MOVEMENT:</b> OTHER (highlighted), SSH, RDP, SMB/RPC, POWERSHELL, WMI, TELNET.</li> </ul> </p> <p>Risk indicators are highlighted based on the tags that are assigned by the community to the entities (IPs, Files, or Domains).</p> <p>The tags are categorized as follows: Reconnaissance, Delivery, Command and Control, Lateral Movement, Privilege Escalation, and Packaging and Exfiltration.</p> <p>These tags are samples and vary based on the inputs received from the community on the Live Connect server. The analyst can choose the appropriate risk indicator tags while providing the review feedback. A highlighted tag indicates that the selected entity is associated with that particular category and tag. Clicking a highlighted tag displays the description of the tag.</p>
Identity	<p>Provides the following identity information for the selected entity or meta value:</p> <p>For IP address: Autonomous System Number (ASN), Prefix, Country Code and Country Name, Registrant (Organization), and Date.</p> <p>For File Hash: File Name, File Size, MD5, SH1, SH256, Compile Time, and Mime Type.</p> <p>For Domain: Domain Name and Associated IP Address.</p>
Certificate Information	<p>Provides the following certificate information for the selected file hash: Certificate Issuer, Validity of the Certificate, Signature Algorithm, and Certificate Serial Number.</p>

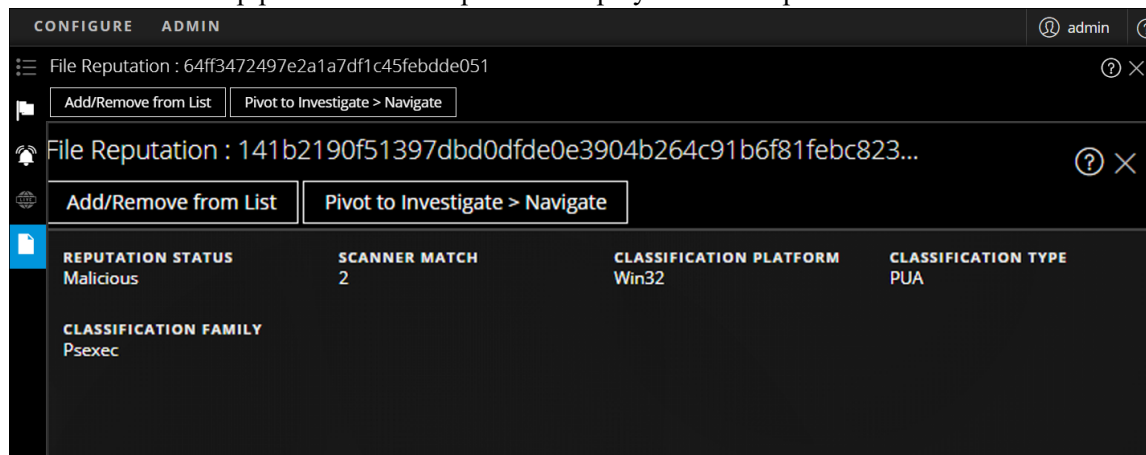
Field	Description																		
<p>WHO IS Information</p>	<div data-bbox="386 281 1214 699" style="background-color: #f0f0f0; padding: 5px;"> <p><b>WHOIS</b></p> <table border="0"> <tr> <td>CREATED DATE 09/01/2016 00:00</td> <td>STREET 1600 Amphitheatre Parkway</td> <td>PHONE +1.6502530000</td> </tr> <tr> <td>UPDATED DATE 11/27/2016 12:43</td> <td>CITY Mountain View</td> <td>FAX +1.6506188571</td> </tr> <tr> <td>EXPIRED DATE 10/01/2017 00:00</td> <td>STATE CA</td> <td>EMAIL dns-admin@google.com</td> </tr> <tr> <td>TYPE RegistryType</td> <td>POSTAL CODE 94043</td> <td></td> </tr> <tr> <td>NAME Admin</td> <td>COUNTRY US</td> <td></td> </tr> <tr> <td>ORGANIZATION Google Inc.</td> <td></td> <td></td> </tr> </table> </div> <p>The <b>WHO IS</b> information provides the ownership details for a given domain. The following information about the domain owner is displayed: Created Date, Updated Date, Expired Date, Type (Registration Type), Name, Organization, Address with Postal code, Country, Phone, Fax, and Email.</p>	CREATED DATE 09/01/2016 00:00	STREET 1600 Amphitheatre Parkway	PHONE +1.6502530000	UPDATED DATE 11/27/2016 12:43	CITY Mountain View	FAX +1.6506188571	EXPIRED DATE 10/01/2017 00:00	STATE CA	EMAIL dns-admin@google.com	TYPE RegistryType	POSTAL CODE 94043		NAME Admin	COUNTRY US		ORGANIZATION Google Inc.		
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ORGANIZATION Google Inc.																			
<p>Related Files</p>	<p>Related Files are displayed for entity types IP and Domain. A list of known associated files is displayed along with the following information: Live Connect Risk Rating (Safe, Risky, or Unknown), File Name, MD5, Compile Time and Date, API Function, Import Hash, and Mime Type.</p>																		
<p>Related Domains</p>	<p>Related Domains are displayed for entity types IP and Files. A list of known associated domains is displayed along with the following information: Live Connect Risk Rating (Safe, Risky, or Unknown), Domain Name, Country Name, Registered Date, Expired Date, and Registrant Email address.</p>																		

Field	Description																																																
Related IPs	<p>Related Files ( 5 )</p> <table border="1"> <thead> <tr> <th>LC RISK RATING</th> <th>FILE NAME</th> <th>MD5</th> <th>COMPILE DATE</th> <th>API FUNCTION IMPORT HASH</th> </tr> </thead> <tbody> <tr> <td>UNKNOWN</td> <td>filename1</td> <td>1a708f247cc6a7364b873c029bb...</td> <td>09/22/2017 10:59:24 ...</td> <td></td> </tr> <tr> <td>UNSAFE</td> <td>filename2</td> <td>2a708f247cc6a7364b873c029bb...</td> <td>09/22/2017 10:59:25 ...</td> <td></td> </tr> <tr> <td>UNKNOWN</td> <td>filename3</td> <td>1a708f247cc6a7364b873c029bb...</td> <td>09/22/2017 10:59:25 ...</td> <td></td> </tr> <tr> <td>UNSAFE</td> <td>filename4</td> <td>2a708f247cc6a7364b873c029bb...</td> <td>09/22/2017 10:59:25 ...</td> <td></td> </tr> <tr> <td>UNKNOWN</td> <td>filename5</td> <td>1a708f247cc6a7364b873c029bb...</td> <td>09/22/2017 10:59:25 ...</td> <td></td> </tr> </tbody> </table> <p>Related Domains ( 2 )</p> <table border="1"> <thead> <tr> <th>LC RISK RATING</th> <th>DOMAIN</th> <th>COUNTRY</th> <th>REGISTERED DATE</th> <th>EXPIRED DATE</th> <th>REGISTRANT EMAIL</th> </tr> </thead> <tbody> <tr> <td>UNSAFE</td> <td>27c73bq66y4xqoh7.dorfa...</td> <td></td> <td>09/22/2017 10:59:25 ...</td> <td>09/22/2017 10:59:25 ...</td> <td></td> </tr> <tr> <td>UNSAFE</td> <td>2ymh2gnnbg6pgq2r.gre...</td> <td></td> <td>09/22/2017 10:59:25 ...</td> <td>09/22/2017 10:59:25 ...</td> <td></td> </tr> </tbody> </table>	LC RISK RATING	FILE NAME	MD5	COMPILE DATE	API FUNCTION IMPORT HASH	UNKNOWN	filename1	1a708f247cc6a7364b873c029bb...	09/22/2017 10:59:24 ...		UNSAFE	filename2	2a708f247cc6a7364b873c029bb...	09/22/2017 10:59:25 ...		UNKNOWN	filename3	1a708f247cc6a7364b873c029bb...	09/22/2017 10:59:25 ...		UNSAFE	filename4	2a708f247cc6a7364b873c029bb...	09/22/2017 10:59:25 ...		UNKNOWN	filename5	1a708f247cc6a7364b873c029bb...	09/22/2017 10:59:25 ...		LC RISK RATING	DOMAIN	COUNTRY	REGISTERED DATE	EXPIRED DATE	REGISTRANT EMAIL	UNSAFE	27c73bq66y4xqoh7.dorfa...		09/22/2017 10:59:25 ...	09/22/2017 10:59:25 ...		UNSAFE	2ymh2gnnbg6pgq2r.gre...		09/22/2017 10:59:25 ...	09/22/2017 10:59:25 ...	
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Related IPs are displayed for entity types Domain and Files. A list of known associated IPs is displayed along with the following information: Live Connect Risk Rating (Safe, Risky, or Unknown), IP Address, Domain Name, Country Code and Country Name, Country Name, Registered Date, Expired Date, and Registrant Email address.

## File Reputation Tab

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

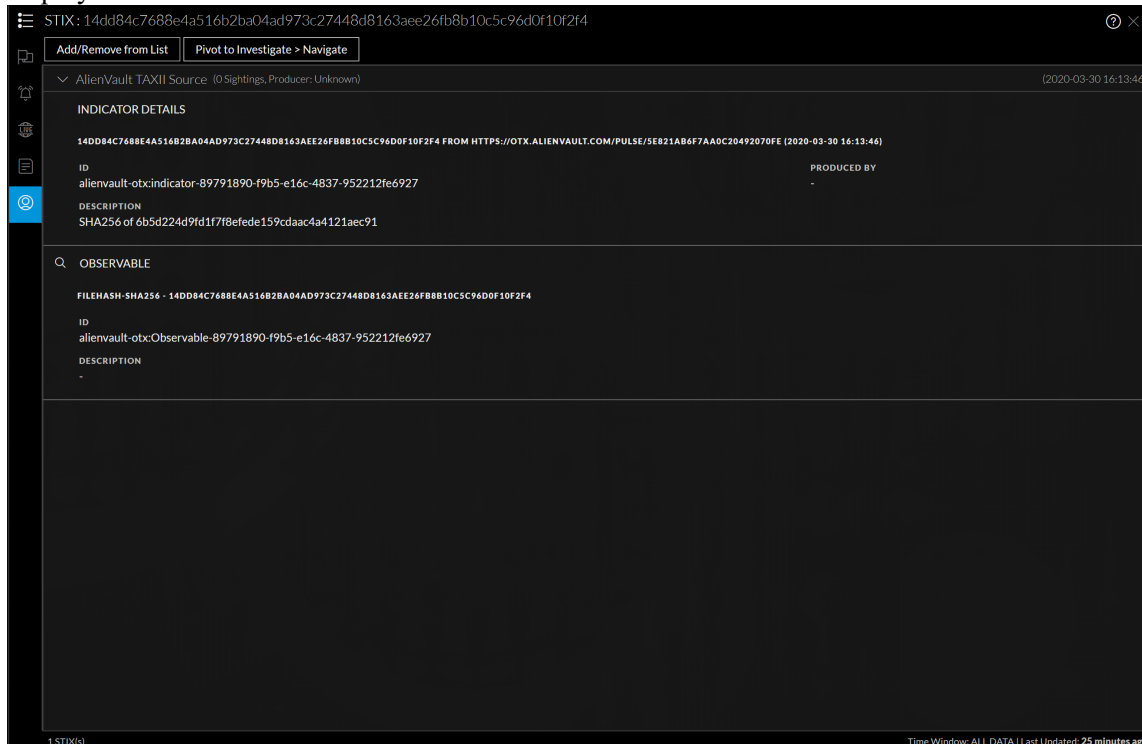


Field	Description
Reputation Status	Reputation Status of filehash. For more information about reputation status, see "View Reputation of files" in the <i>UEBA User Guide</i> .
Scanner Match	Number of scanners that detected malware or suspicious activity in the last scan.

Field	Description
Classification Platform	Classification for the queried filehash based on the platform. For example, the platform can be Win 32.
Classification Type	Classification for the queried filehash based on the type.
Classification Family	Classification for the queried filehash based on the malware family name.

## TI Tab

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



Field	Description
Data Source name	Displays the STIX data source name from where the data is retrieved.
Timestamp	The time when the event was created.
Indicator Details	Indicator Title: Displays the details that contains a pattern that can be used to detect suspicious or malicious cyber activity. ID: Displays the ID of the selected indicator. Produced by: Displays the user role who requested for the STIX data. Description: Displays details about the selected IP address which are being watch listed.

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

### REST API Tab

The Context Lookup panel for REST API shows HTML or JSON response (based on the response type configured) associated with the selected entity or meta value.

**Note:** For JSON response type, the fields that are mapped with friendly names (during REST API configuration) are only displayed for context Lookup. If you have not mapped any fields, all fields are displayed for context lookup.

The following figure is an example of the Context Panel for REST API with JSON response:



The following figure is an example of the Context Panel for REST API with HTML response:

