

ESM 101

Concepts for ArcSight™ ESM v4.5

November 6, 2009



ESM 101: Concepts for ArcSight™ ESM v4.5

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Revision History

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11/06/09	ESM v4.5	Update ESM 101 for version 4.5.
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Contents

About ESM 101	xi
Who Should Read this Book	xi
How to Use this Book	xi
Text Conventions	xiii
Related Documentation	xiv
ArcSight Customer Support	xv
ArcSight Send Log Utility	xv
ESM User Roles	xv
User Paths Through ESM	xix
 Chapter 1: ArcSight Enterprise Security Management	 1
ESM Enables Situational Awareness	1
ESM Anatomy	3
SmartConnectors	4
Connector Appliance	4
ESM Supported Data Sources	5
FlexConnector	6
ESM Manager	6
ESM Database	7
SmartStorage Partition Management	7
User Interfaces	7
ESM Console	7
ArcSight Web	7
ESM Add-Ons	8
ArcSight Interactive Discovery	8
Pattern Discovery	9
ArcSight Express	9
ArcSight Logger	10
ArcSight Solutions	10
ArcSight NCM/TRM	10
Network Configuration Manager (NCM)	11
Threat Response Manager (TRM)	11
About ESM Resources	11

New Features and Major Enhancements for ESM v4.5	13
Chapter 2: Lifecycle of an Event Through ESM	15
Chapter 3: Data Collection and Event Processing	17
Collect Event Data	18
Normalize Event Data	18
Event Severity	19
Apply Event Categories	20
Event Categorization Utility	21
Look up Customer and Zone in Network Model	23
Filter and Aggregate Events	23
Configure SmartConnector to Filter Events	23
Configure SmartConnector to Aggregate Events	23
Configure SmartConnector to Execute Commands	24
Managing SmartConnector Configurations	25
Chapter 4: Priority Evaluation and Network Model Lookup	27
Look Up the Network Model	27
Evaluate the Priority Formula	28
Write Event to ESM Database	31
Chapter 5: Correlation Evaluation	33
Correlation Overview	34
Filters	35
Named Conditions (Filters Resource)	35
Unnamed Conditions	35
Filters in Active Channels	36
Filter Debugging	36
Rules	37
How Rules Work	37
Simple Rules	37
Join Rules	38
Rule Aggregation	38
How Rules are Evaluated	38
Rule Actions and Thresholds	39
Correlation Events Triggered by Rules	40
How Rules Use Active Lists	40
How Active Lists Work	41
How Rules Use Session Lists	44
How Rules Use Variables	44
Testing Rules in a Rules Channel	45
Deploying Rules in Real-Time Rules	45
Data Monitors	47

Event-Based Data Monitors	47
Correlation Data Monitors	49
Non-Event Based Data Monitors	50
Event Type Summary	51
Chapter 6: Monitoring and Investigation	53
Active Channels	53
Live Channels	55
Rules Channels	55
Resource Channels	56
Field Sets	56
Sortable Field Sets	57
Dashboards	57
Event Graph Data Monitors	58
Event Graphs as a Monitoring Tool	59
Event Graphs as an Investigation and Analysis Tool	60
Query Viewers	62
Query Viewers as an Investigation and Analysis Tool	63
Chapter 7: Workflow	65
Annotations	67
Cases	67
Stages	68
Users and User Groups	69
Notifications	69
How Notifications Work	70
Notification Groups	70
Escalation Levels	70
Notification Destinations	71
Notification Acknowledgements	71
Knowledge Base	71
Reference Pages	72
References Pages for Resource Groups	72
Reference Pages for Events	72
Reference Pages for Vulnerabilities	72
Chapter 8: Reporting and Incident Analysis	73
Reports	73
Queries	74
Trends	75
Snapshot Trend	75
Interval Trend	76
How Trends Work	76

Templates	77
Reports	78
Archived Reports	79
Delta Reports	79
Focused Reports	79
Job Scheduler	79
Scheduled Jobs Manager	80
ArcSight Pattern Discovery	81
Pattern Discovery Output: Snapshots and Patterns	81
ArcSight Interactive Discovery	83
Chapter 9: Database Partitions and Archiving	85
SmartStorage Database Partitions	85
Partition and Archive Architecture	86
Archive for Offline Storage	88
Chapter 10: ArcSight ESM Event Schema	89
ESM Event Data Fields	89
Event Field Groups	90
Devices and Assets in the Event Schema	92
Devices in the Event Schema	93
Assets in the Event Schema	93
Alternate Interface in the Event Schema	94
Devices and Connectors in a Network	95
Source/Destination, Attacker/Target: An External Attack	96
Source/Destination, Attacker/Target: A Trojan Attack	96
Destination/Target Only: A SysLog Reboot Report	97
Device Chain: Final Device and Original Agent	98
Chapter 11: ArcSight ESM Network Model	99
Network Model	99
Assets	101
Auto-Created Assets	103
Managing Assets in Asset Channels	104
Asset Ranges	105
Zones	105
Dynamic and Static Zones	106
Networks	107
Customers	108
Network Modeling Resources Summary	110
Ways to Populate the ESM Network Model	111
ESM Console-Based Methods	111
SmartConnector-Based Methods	112

ArcSight-Assisted Methods	114
Using Resource Graphs to Verify the Network Model	114
Network Model Wizard	115
How the Network Model Wizard Works	116
Asset Model	117
Vulnerabilities	117
How Vulnerability Scans Populate and Update the Network Model	117
Reference Pages for Vulnerabilities	119
Refer to External Databases Using External IDs	119
How ESM Uses Vulnerabilities and Open Ports to Help Calculate Event Priority	119
Locations	120
Asset Categories	120
Asset Categories Assigned to Assets, Asset Ranges, and Asset Groups	122
Asset Categories Assigned to Zones	123
Create Your Own Asset Categories	123
Chapter 12: Managing Resources and Standard Content	125
ESM Resources	125
Packages	126
Package States: Imported and Installed	127
Package View	127
File Resource	129
The ArcSight Archive Utility	129
Resource Graphs	129
Uniform Resource Identifiers (URIs) and Resource Groups	130
Resource IDs	132
Access Control Lists (ACLs)	133
User Access Controls	134
Resource Access Controls	134
ACL Editor	134
Velocity Templates	134
ESM Standard Content	135
Standard Content Foundations	136
ArcSight System Content	137
Shared Resources	138
Finding Resources	138
Use Cases	139
Configuring Use Cases	139
Master Use Cases	139
Use Case Example	140
1. Install the Perimeter Monitoring jumpstart package	141
2. Run the Use Case wizard on the Master Use Case	142
3. View the resources from the Use Case view and the Package view	143

Integration Commands	145
How Integration Commands Work	146
Supported Command Types	147
How to Use Available Commands	148
Appendix A: Navigating the ESM Console	149
Start the ESM Console	149
Log In to ESM Console	150
ESM Console Main Window	150
Show/Hide Panels Using Keyboard Shortcuts	152
ESM Console Help	152
How to Access and Navigate Console Help	152
Help Contents (TOC)	153
Reference Guide	153
Search	153
Index	153
Navigator Panel	154
Navigating ESM Resources	155
Resource Tree	161
Navigator Panel Right-Click Menu	161
Standard Resource Groups	162
Viewer Panel	163
Monitoring Views	164
Active Channel Views	165
Dashboard Views	169
Resource Views	169
Results View	170
Inspect/Edit Panel	170
Tool Bar Menus and Buttons	171
Menus	171
Edit	172
View	172
Window	173
Tools	174
System	174
Help	174
Toolbar Buttons	175
File Toolbar	175
Edit Toolbar	175
Window Layouts Toolbar	176
Channel Controls Toolbar	176
Tools Toolbar	177
Views and Slideshow Toolbar	177

System Toolbar	177
Search Toolbar	178
Messages Bar	178
Console Preference Settings	178
Appendix B: Navigating ArcSight Web	181
Who Uses ArcSight Web	181
Log On to ArcSight Web	182
ArcSight Web Home Display	182
ArcSight Web Help	182
ArcSight Web Options	183
Knowledge Base	184
ArcSight Support	184
ArcSight Web Dashboards	184
ArcSight Web Reports	184
ArcSight Web Active Channels	185
Active Channel Header	186
Start/Pause Controls	187
Radar	187
Grid Controls	188
Event Inspector	189
ArcSight Web Cases	190
ArcSight Web Notifications	191
Index	193

About ESM 101

ArcSight™ Enterprise Security Management (ESM) is a comprehensive software solution that combines traditional security event monitoring with network intelligence, context correlation, anomaly detection, historical analysis tools, and automated remediation. ESM is a multi-level solution that provides powerful tools for business users, system administrators, and network security specialists.

ESM 101: Concepts for ArcSight™ ESM v4.5 introduces the underlying concepts behind how ArcSight ESM works, and provides a roadmap to the tools available in ESM depending on your role in security operations. After reading this book, you will have a clear understanding of:

- How ESM works in the context of your network
- ESM functions and features and how they are used at various points in the event lifecycle
- Which users in your organization would use what ESM tools
- ESM terms and concepts

Who Should Read this Book

This book is intended for all levels of ESM users interested in learning about what ESM is and how it works. You should have a basic understanding of the following topics:

- Networks and network security
- Internet and software application browsing conventions

How to Use this Book




This book introduces ESM's architecture, components, and major concepts. Use the table below to assist you in finding the information you need.

Chapter	Description
Chapter 1, ArcSight Enterprise Security Management, on page 1	Introduces ESM components and their function in the system. Introduces the lifecycle of an event through ESM.
Chapter 2, Lifecycle of an Event Through ESM, on page 15	Provides an overview of the stages an event goes through on its way through ESM and its components, and links to the details for each stage.
Chapter 3, Data Collection and Event Processing, on page 17	Lifecycle of an event stage 1. This topic explains the phase of the event lifecycle starting with SmartConnectors.

Chapter	Description
Chapter 4, Priority Evaluation and Network Model Lookup, on page 27	Lifecycle of an event stage 2. This topic describes ESM's priority evaluation model and how ESM identifies endpoints.
Chapter 5, Correlation Evaluation, on page 33	Lifecycle of an event stage 3. This topic introduces ESM's correlation tools and the resources ESM uses to facilitate correlation, such as active lists and session lists.
Chapter 6, Monitoring and Investigation, on page 53	Lifecycle of an event stage 4. This topic describes ESM's monitoring and investigation tools, and how you can use them to track situations as they develop, and drill down to view the origin of an event.
Chapter 7, Workflow, on page 65	Lifecycle of an event stage 5. Workflow is concerned with how people in your organization are informed about incidents and tracking their responses to them. Workflow also involves escalating an incident to other users.
Chapter 8, Reporting and Incident Analysis, on page 73	Lifecycle of an event stage 6. This topic explores ESM's batch-oriented functions that leverage the ESM event model to analyze incidents, find new patterns, and report on system activity.
Chapter 9, Database Partitions and Archiving, on page 85	Lifecycle of an event stage 7. This topic describes ESM's database partitioning system and archive tools.
Chapter 10, ArcSight ESM Event Schema, on page 89	Describes the ESM event schema and how it identifies the network nodes involved in network traffic.
Chapter 11, ArcSight ESM Network Model, on page 99	Describes how ESM organizes elements of the network.
Chapter 12, Managing Resources and Standard Content, on page 125	Describes what ESM resources are and how they are managed; introduces the content provided with ESM, and describes how it is used.
Appendix A, Navigating the ESM Console, on page 149	Introduces the ESM Console user interface and its audiences; describes its features and functions, and describes the conventions for navigating its panels and screens.
Appendix B, Navigating ArcSight Web, on page 181	Introduces the ArcSight Web user interface and its audiences; describes its features and functions, and describes the conventions for navigating its panels and screens.

Text Conventions

The following text conventions appear throughout *ESM 101*.

Text	Description and Example
Bold	<p>Bold is used to indicate an on-screen element that a user should click.</p> <ul style="list-style-type: none"> Enter a value and click OK.
<code>Code</code>	<p>A code character tag indicates code elements.</p> <ul style="list-style-type: none"> The timestamp value is made up of seven elements: <code>dd_mmm_yyy_hh:mm:ss_utc</code>, for example, <code>21 Oct 2007 17:28:02 PDT</code>
<i>Italics</i>	<p><i>Italics</i> indicate emphasis or a book name.</p> <ul style="list-style-type: none"> <i>Do not</i> perform this procedure until you have backed up your data. For more information, see the <i>ArcSight Administrator's Guide</i>.
> angle brackets >	<p>Right angle brackets are used to indicate steps in a command sequence and Console Help topic sequences.</p> <ul style="list-style-type: none"> command > subcommand > subcommand Authoring > Rules > Rule Actions > Updating Session Lists
Vertical bars	<p>Vertical bars are used to separate multi-level editor-tab sequences.</p> <ul style="list-style-type: none"> tab subtab subtab
/ Forward slash /	<p>Forward slashes are used to separate resource URI strings and other file paths.</p> <ul style="list-style-type: none"> All Reports/System Reports/Asset/All Assets
 Caution	<p>Represents a caution. Cautions indicate when a user error may cause system damage, data loss, or bodily injury.</p>
 Tip	<p>Represents a tip. Tips provide helpful suggestions and best practices about how to get optimum results from a feature or procedure.</p>
 Note	<p>Represents a note. Notes provide additional information about a feature or procedure that might help the user make decisions, or inform users about outcomes they can expect.</p>

Related Documentation

The following ESM documentation is installed with the ESM Manager. You can access this documentation from the ESM Console using the **Browse Documentation** link in the **Help** menu.

Document Title	Description
ArcSight™ Express Content Guide	A detailed description of the content that comes with the new ArcSight Express appliance. For more about ArcSight Express, see “ArcSight Express” on page 9 .
ArcSight™ ESM Installation and Configuration Guide	Explains how to install and configure ArcSight Enterprise Security Management (ESM) components and tools including the ArcSight Database, Manager, Console, and Web applications. Also provides general information about how to plan for, install, and deploy ArcSight SmartConnectors.
ArcSight™ ESM Administrator's Guide	Describes how to configure ArcSight and its network interfaces, and maintain ArcSight for ongoing operations.
ArcSight™ ESM Reviewer's Guide	Introduces major new features in the current version of ArcSight ESM, including task walk-throughs and usage guidance. The same information is highlighted in the “What's New” Console Help topics.
ArcSight™ ESM User's Guide	Provides detailed descriptions of the features available through the ESM Console and how to use them. This guide is the printable version of the Console Help topics and glossary.
ArcSight™ Web User's Guide	Provides user and reference information from the ArcSight Web online Help system.
ArcSight™ SmartConnector User's Guide	Provides a detailed orientation to how SmartConnectors are installed and configured using the ESM Console.

The following documentation is available from the Customer Support web site (see [“ArcSight Customer Support” on page xv](#) below):

Document Title	Description
ArcSight™ ESM Release Notes	Describes new product features, latest updates, known product issues and work-arounds, and technical support information.
ArcSight™ SmartConnector Configuration Guides	Provides vendor-specific instructions for how to install individual SmartConnectors and configure their associated devices.
ArcSight ESM Upgrade Guides	Provides detailed instructions about how to plan for and execute upgrades from prior releases to the latest version of ESM.

ArcSight Customer Support

ArcSight Customer Support offers the following resources. A log-in user name and password are required, which you can obtain from your ArcSight customer service representative.

Resource	Description
Support web site	https://support.arcsight.com . Access to ESM incident reporting, knowledge base, software downloads, help, and customer forum.
Protect 724 Community	https://protect724.arcsight.com . Offers a place for ArcSight customers, partners, and employees to: <ul style="list-style-type: none"> • Share content, collaborate on best practices, and get feedback • Ask and answer questions • Network with each other • Gain visibility on product roadmaps

ArcSight Send Log Utility



ArcSight Tech Support may request log files and other diagnostic information to troubleshoot problems. The Send Log utility automatically locates the log files, compresses them, and (optionally) uploads them to the ArcSight Tech Support server.

Using the Send Log utility, you can:

- Gather logs and diagnostic information for all components of the ESM system from the Console, Manager, or ArcSight Web.
- Gather diagnostic information such as session wait times, thread dumps, and database alert logs about your ESM system. This helps ArcSight Tech Support analyze performance issues on your ESM components.


Send Log can be run as a wizard, directly from the Console interface, or from the command-line interface of each component.



ESM User Roles




Implementation of an ESM system within a security operations center takes planning. User roles help decision makers determine what skills and experience are needed to ensure a successful ESM deployment.

ESM provides User Groups and Access Control Lists (ACLs) to manage user access to certain functions and resources. Default User Groups and ACLs provide access control to certain resources upon installation (for more detail, see [“Users and User Groups” on page 65](#)). You can also create a custom user group to apply to a user role that you define, based on the needs of your security operations center. For more about access privileges, see [“Access Control Lists \(ACLs\)” on page 133](#).

The following pages provide a detailed description the major user roles associated with an ESM deployment and the default ESM User Group they correspond to.

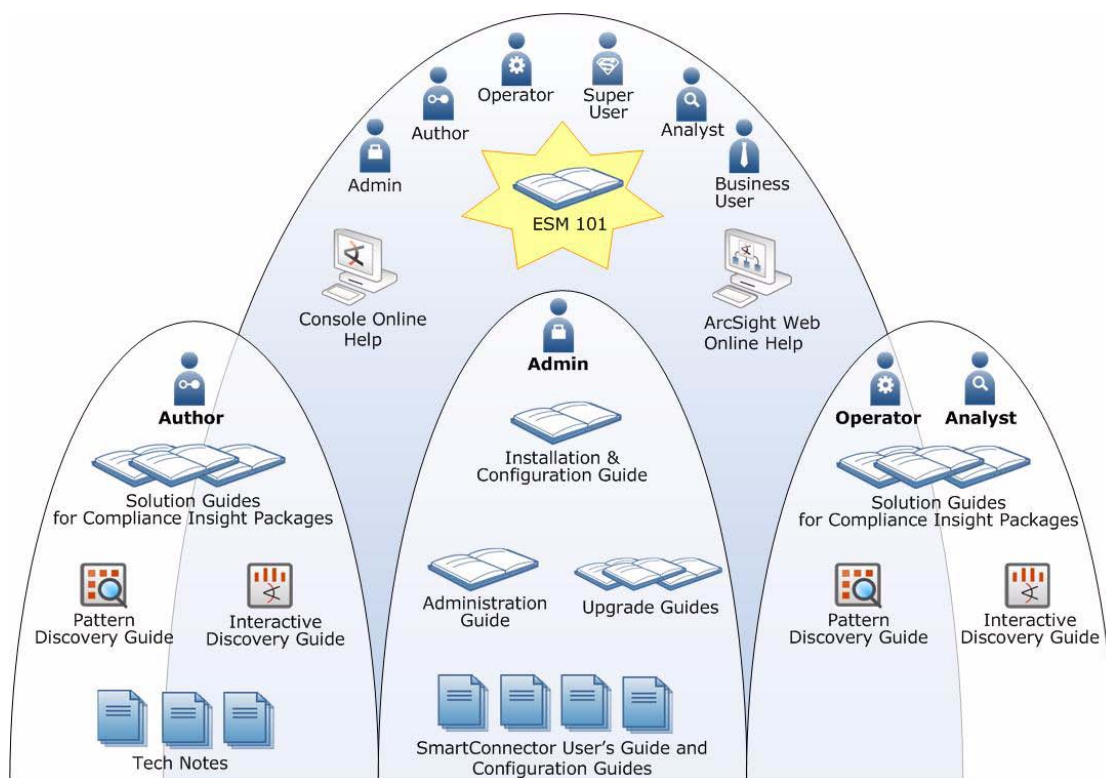
User role	Description	ESM User group
 Admin	<p>ESM administrators are responsible for overseeing the installation of ESM and maintaining overall system health.</p> <p>ESM administrators install and configure the ESM Manager, Console and SmartConnectors, and integrate ESM with devices from multiple vendors. Administrators also conduct basic functionality tests to verify that installation and configuration are complete.</p> <p>Administrators:</p> <ul style="list-style-type: none"> • View ArcSight Status Monitors (ASMs) • Monitor Manager administration e-mails • Add and maintain ESM users and permissions • Maintain the health of the ESM Manager and Database • Use the Packages and ESM archive utilities to backup and support Manager deployments • Monitor the health of SmartConnectors and the devices that report to them • Design and maintain ESM workflow infrastructure <p>Admins should have an in-depth knowledge of:</p> <ul style="list-style-type: none"> • Administration-related tools in the ESM Console • Security policies and goals • Administrative maintenance of network devices • Database partitioning and archiving • Network resource management and performance 	Administrator

User role	Description	ESM User group
 Author	<p>Authors (analyzer administrators) are responsible for developing use cases that address enterprise needs and goals. This role oversees the content that shapes the nature and direction of how investigation, historical analysis, and remediation are conducted in the security operations center.</p> <p>Authors:</p> <ul style="list-style-type: none"> Identify and design use cases that address specific enterprise needs Evaluate existing ESM standard content and use cases and adapt them to meet enterprise goals Develop and test new correlation content and use cases using ESM filters, rules, data monitors, active lists, and session lists Develop and test new monitoring tools using ESM active channels, dashboards, reports, and trends Develop and post knowledge base articles; develop Pattern Discovery profiles <p>Authors should have expert knowledge of:</p> <ul style="list-style-type: none"> Security policies and goals Constructing effective content using ESM's aggregation, Boolean logic and statistical analysis tools Database query protocols Network Infrastructure 	Analyzer Administrator
 Operator	<p>Security operations center operators are responsible for daily event monitoring and investigating incidents to a triage level. Operators observe real-time events and replay events using replay tools. They interpret events with the Event Inspector, and respond to events with preset, automated actions. They also run reports and refer to Knowledge Base articles.</p> <p>Operators:</p> <ul style="list-style-type: none"> Watch active channels and dashboards Create annotations and create cases Forward events and cases to analysts for further investigation <p>If it is set up and configured, security center operators work with the linkage between ESM and the external incident reporting system, BMC Remedy.</p> <p>security center operators should have a working knowledge of:</p> <ul style="list-style-type: none"> Security policies and goals ESM investigation tools: replay, event inspector, and views Notification workflow procedures 	Operator

User role	Description	ESM User group
 Analyst	<p>Security analysts are responsible for specialized investigation and remediation when triggered into action by notifications from security center operators. Analysts may also be operators, or they can be specialists who respond to particular situations.</p> <p>If purchased, analysts work with the output of ArcSight Interactive Discovery's (AID) graphical analysis and reporting tools.</p> <p>Analysts:</p> <ul style="list-style-type: none"> Investigate incidents using channels, event graphs, annotations, cases, and reports Recommend and implement responses <p>Security analysts should have expert knowledge of:</p> <ul style="list-style-type: none"> Security policies and goals Event traffic patterns and device log output Investigation, remediation, and reporting procedures 	Operator/ analyst
 Business User	<p>The business user uses ESM to ascertain and communicate system conditions to other stakeholders using metrics. Business users are often also responsible for ensuring that regulatory compliance is met.</p> <p>Business users most often interact with reports, dashboards, notifications, and cases using ESM Console or ArcSight Web.</p>	Operator or custom user group
 Super User	<p>A super user wears many hats within the security operations center. Although the duties of every user role may overlap with others, the super user has a high level of experience, and holds a senior security position that may encompass author, operator, and analysts roles.</p> <p>Super Users:</p> <ul style="list-style-type: none"> Are experts in the security field Set security policies and goals Construct effective content using aggregation, Boolean logic, and statistical analysis Watch custom active channels and dashboards; investigate incidents Recommend and implement responses 	Admin or custom user group

User Paths Through ESM

The graphic below provides an overview of the general user paths through ESM depending on your role in the organization, and which documentation you can refer to for information about each.



ESM 101 is a starting place for anyone interested in using ArcSight ESM. Once the product is installed, all users have access to the online Help systems. The tasks associated with each major user group are addressed by the rest of the ESM documentation suite.

Chapter 1

ArcSight

Enterprise Security Management

ArcSight™ Enterprise Security Management (ESM) consolidates and normalizes data from disparate devices across your enterprise network in a centralized view. ArcSight ESM provides a holistic view of the security status of all relevant IT systems, and integrates security into your existing management processes and workflows.

[“ESM Enables Situational Awareness” on page 1](#)
[“ESM Anatomy” on page 3](#)
[“SmartConnectors” on page 4](#)
[“Connector Appliance” on page 4](#)
[“ESM Manager” on page 6](#)
[“ESM Database” on page 7](#)
[“User Interfaces” on page 7](#)
[“ESM Add-Ons” on page 8](#)
[“ArcSight Express” on page 9](#)
[“ArcSight Logger” on page 10](#)
[“ArcSight Solutions” on page 10](#)
[“ArcSight NCM/TRM” on page 10](#)
[“About ESM Resources” on page 11](#)
[“New Features and Major Enhancements for ESM v4.5” on page 13](#)

ESM Enables Situational Awareness

Like the security system at a major art museum, your network security operation must flawlessly protect objects of vital importance to your organization. At the art museum, security operations teams monitor, analyze, and investigate a continuous feed of data, including surveillance video, card reader logs, and tightly calibrated climate controls.

One of the surveillance cameras detects a man testing a locked door. A card reader registers a log-in from a janitor who only works one day a week. The humidity control in the priceless painting collection wavered by a fraction of a percent. Are these isolated events, or part of a coordinated break-in attempt?

Being able to correlate data from many different collection points and add logic, such as checking whether it's the janitor's day to work, or whether the man checking the locked

door has done it before to this or other doors in the building, is vital to knowing when and how to act.



ArcSight ESM collects, normalizes, aggregates, and filters millions of events from thousands of assets across your network into a manageable stream that is prioritized according to risk, exposed vulnerabilities, and the criticality of the assets involved. These prioritized events can then be correlated, investigated, analyzed, and remediated using ESM tools, giving you situational awareness and real-time incident response time.

- **Correlation**—Many interesting activities are often represented by more than one event. Correlation is a process that discovers the relationships between events, infers the significance of those relationships, prioritizes them, then provides a framework for taking actions.
- **Monitoring**—Once events have been processed and correlated to pinpoint the most critical or potentially dangerous of them, ESM provides a variety of flexible monitoring tools that enable you to investigate and remediate potential threats before they can damage your network.
- **Workflow**—The workflow framework provides a customizable structure of escalation levels to ensure that events of interest are escalated to the right people in the right timeframe. This enables members of your team to do immediate investigations, make informed decisions, and take appropriate and timely action.
- **Analysis**—When events occur that require investigation, ESM provides an array of investigative tools that enable members of your team to drill down into an event to discover its details and connections, and to perform functions, such as NSlookup, Ping, PortInfo, Traceroute, WebSearch, and Whois.
- **Reporting**—Briefing others on the status of your network security is vital to all who have a stake in the health of your network, including IT and security managers, executive management, and regulatory auditors. ESM reporting and trending tools can be used to create versatile, multi-element reports that can focus on narrow topics or report general system status, either manually or automatically, on a regular schedule.

ESM provides on-demand, ready-made security solutions that you can implement as-is, as well as powerful tools you can use to build your own solutions, customized for your environment.

ESM Anatomy

ArcSight ESM consists of several separately installable components that work together to process event data from your network. These components connect to your network via sensors that report to ESM SmartConnectors. SmartConnectors translate a multitude of device output into a normalized ESM schema that becomes the starting point for ESM correlation capabilities.

The graphic below illustrates ESM's basic components and additional ArcSight products that manage event flow, facilitate event analysis, and provide centralized network management and incident response. These components are described in the following pages.

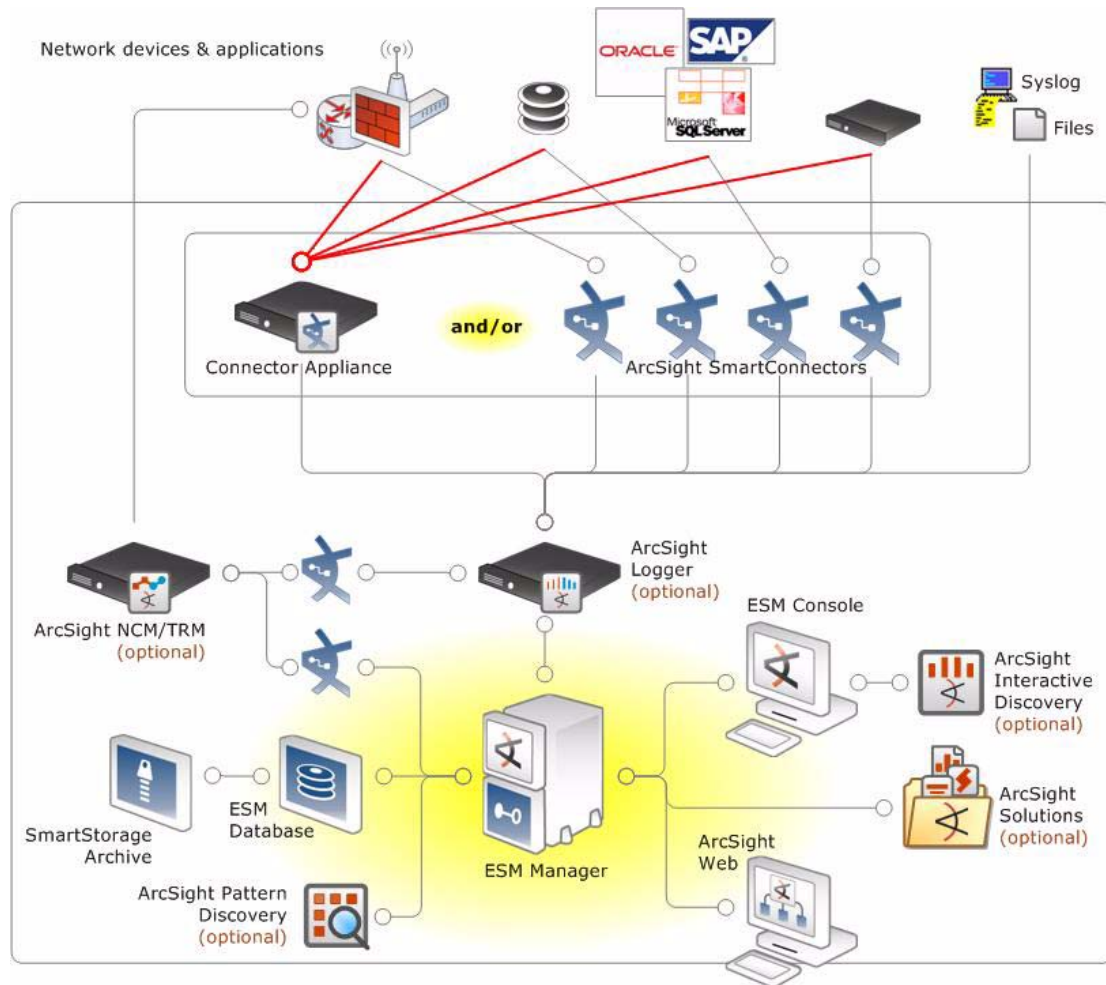


Figure 1-1 Individual SmartConnectors and/or a Connector Appliance gather and process event data from network devices and pass it to the Manager. The ESM Manager processes and stores event data into the ESM Database. Users interact with ESM using the ESM Console or ArcSight Web. A comprehensive series of optional products provide forensic-quality log management, network management and instant remediation, regulatory compliance, and advanced event analysis.

SmartConnectors



SmartConnectors are the interface to the objects on your network that generate ESM-relevant data on your network. They collect event data from network nodes, then normalize the data in two ways: first they normalize values (such as severity, priority, and time zone) into a common format, then they normalize the data structure into a common schema. SmartConnectors can then filter and aggregate events to reduce the volume of events sent to the ESM Manager, which increases ESM's efficiency and accuracy, and reduces event processing time.

SmartConnectors also support commands that alter the source and/or execute commands on the local host, such as instructing a scanner to run a scan. SmartConnectors also add information to the data they gather, such as looking up IP and/or host names in order to resolve IP/host name lookup at the Manager.

SmartConnectors perform the following functions:

- Collect all the data you need from a source device, so you do not have to go back to the device during an investigation or audit.
- Save network bandwidth and storage space by filtering out data you know will not be needed for analysis.
- Parse individual events and normalize them into a common schema (format) for use by ESM.
- Aggregate events to reduce the quantity of events sent to the Manager.
- Categorize events using a common, human-readable format. This saves you from having to be an expert in reading the output from a myriad of devices from multiple vendors, and makes it easier to use those event categories to build filters, rules, reports, and data monitors.
- Pass events to the Manager after they have been processed.
- Depending on the network node, some SmartConnectors can also instruct the device to issue commands to devices. These actions can be executed manually or through automated actions from rules and some data monitors.

ArcSight releases new and updated SmartConnectors regularly.

Connector Appliance



ArcSight Connector Appliance is a hardware solution that hosts the ArcSight SmartConnectors you need in a single device with a web-based user interface for centralized management of multiple devices.

The Connector Appliance centralizes SmartConnector management and offers unified control of SmartConnectors on the Connector Appliance itself, remote Connector Appliances, and software-based SmartConnectors installed on remote hosts.

The Connector Appliance:

- Supports bulk operations across all SmartConnectors and is ideal in ArcSight ESM deployments with a large number of SmartConnectors
- Provides an ArcSight ESM-like SmartConnector management facility in Logger-only environments
- Provides a single interface through which to configure, monitor, tune, and update SmartConnectors

The Connector Appliance does not affect working SmartConnectors unless it is used to change their configuration.

Connector Appliance is an ideal solution when connectors target multiple heterogeneous destinations (for example, when ArcSight Logger is deployed along with ESM), in a Logger-only environment, or when a large number of SmartConnectors are involved, such as in a MSSP deployment.

ESM Supported Data Sources

ESM collects output from data sources with network nodes, such as intrusion detection and prevention systems, vulnerability assessment tools, firewalls, anti-virus and anti-spam tools, encryption tools, application audit logs, and physical security logs.

The graphic below shows the types of data sources that ESM supports.

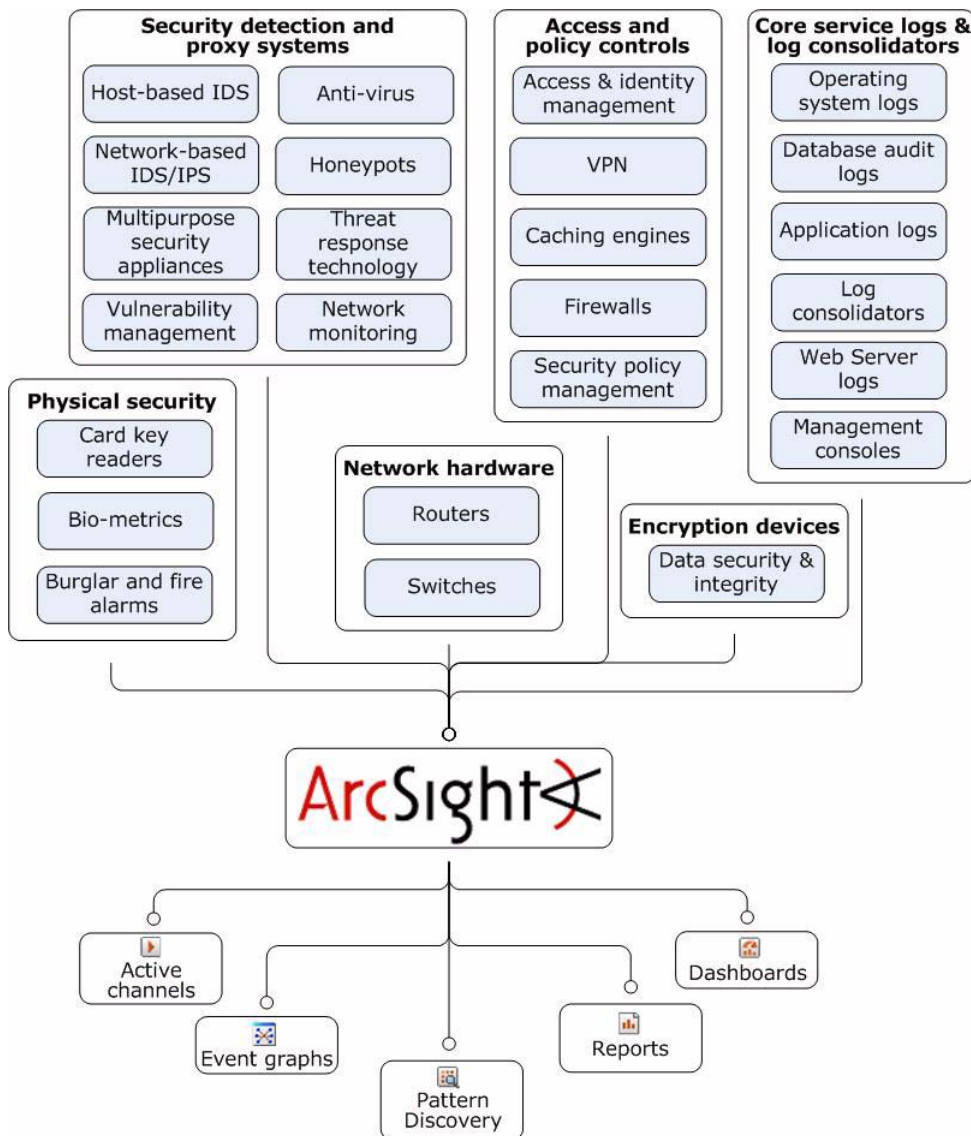


Figure 1-2 Common network security data sources and ways you can analyze their output in ESM.

For a complete list of products ESM supports, see the list on the ArcSight customer web site: http://www.arcsight.com/product_supported.htm.

SmartConnectors can be installed directly on devices or separately on SmartConnector-dedicated servers, depending on the network node reporting to them. The SmartConnector can be co-hosted on the device if the device is a standard PC and its function is all software-based, such as ISS RealSecure, Snort, and so on. For embedded data sources, such as most Cisco devices, and Nokia Checkpoint firewall appliances, co-hosting on the device is not an option. To learn more about deployment options, see the *ArcSight ESM Installation and Configuration Guide*.

During SmartConnector configuration, a SmartConnector is registered to an ESM Manager, the central server component of the ESM solution, and configured with characteristics unique to the devices it reports on and the business needs of your network. By default, SmartConnectors maintain a heartbeat with the Manager every 10 seconds. The Manager sends back any commands or configuration updates made for the SmartConnector at the Console. The SmartConnector sends new event data to the Manager in batches of 100 events, or once every second, whichever comes first. The time and event count intervals are all configurable.

FlexConnector

ESM's FlexConnector framework is a software development kit (SDK) that enables you to create your own SmartConnector tailored to the nodes on your network and their specific event data.

FlexConnector types include file reader, regular expression file reader, time-based database reader, syslog, and Simple Network Management Protocol (SNMP) readers. For more information about FlexConnectors and how to use them, contact your ArcSight customer service representative.

ESM Manager



The ESM Manager is the heart of the ESM solution. It is a Java-based server that drives ESM analyses, workflow, and services. The Manager is portable across a variety of operating systems and hardware platforms. It also correlates output from a wide variety of security systems.

The Manager writes events to the ESM Database as they stream into the system. It simultaneously processes them through the correlation engine, which evaluates each event with network model and vulnerability information to develop real time threat summaries.

ESM comes with default configurations and standard foundation use cases consisting of filters, rules, reports, data monitors, dashboards, and network models designed to be usable as soon as ESM is installed. You can also design the entire process that the ESM Manager drives, from detection, to correlation, to escalation. ArcSight Professional Services is available to help with this design and set-up.

ESM Database



As events stream into the Manager from the SmartConnectors, they are written to the ESM Database with a normalized schema. This enables ESM to collect all the events generated by devices on your network for later analysis and reference.

The ESM Database is based on Oracle. A typical installation retains active data online for a period ranging from weeks to months.

SmartStorage Partition Management



SmartStorage partitions are chronological slices of the database that can be compressed, then archived for later retrieval. By default, ESM creates a new partition every day.

For more about SmartStorage partitions, see [“SmartStorage Database Partitions” on page 85](#).

User Interfaces

ESM provides two interfaces, ESM Console and ArcSight Web, to navigate the features and functions of ESM depending on your role in its operation and how your system is set up.

ESM Console



The ESM Console is a workstation-based interface intended for use by your full-time security staff in a Security Operations Center or similar security-monitoring environment. It is the authoring tool for building ESM filters, rules, reports, Pattern Discovery, dashboards and data monitors. It is also the interface for administering users, database partitions, and workflow.

Depending on your role in the security operations center and the permissions you have, you can do anything in the ESM Console from routine monitoring to building complex correlation and long sequence rules, to performing routine administrative functions.

The ESM Console version must match the Manager version to ensure that resources and schemes match.

ArcSight Web



ArcSight Web is an independent and remotely installable web server that provides a secure interface with the ESM Manager for browser clients. ArcSight Web is intended for use as a streamlined interface for customers of Managed Service Security Providers (MSSPs), security center operators, and business users who need to access ESM to investigate events from outside the protected network.

Because it can be installed at a location remote from the ESM Manager, ArcSight Web can operate outside the firewall that protects the Manager. The ArcSight Web interface can also be branded with your company logo.

As a security feature, ArcSight Web does not allow authoring or administration functions. ESM v4.0 provides event monitoring and drill-down capabilities that make ArcSight Web very useful to Security Analysts who need to access the system from a remote log-in.

The ArcSight Web version must match the Manager version so that the security certificate between the Manager and ArcSight Web match.

ESM Add-Ons

ESM provides two software add-ons that take ESM correlation to the next level.

ArcSight Interactive Discovery



ArcSight Interactive Discovery (AID) is a plug-and-play software application that augments ESM's Pattern Discovery, dashboards, reports, and analytical graphics. AID provides enhanced historical data analysis and reporting capabilities using a comprehensive selection of pre-built interactive statistical graphics.

You can use AID to:

- Quickly gain visibility into your complex security data
- Explore and drill down into security data with precision control and flexibility
- Accelerate discovery of hard-to-find events that may be dangerous
- Present state of security in compelling visual summaries
- Build a persuasive, non-technical call to action
- Prove IT Security value and help justify budgets

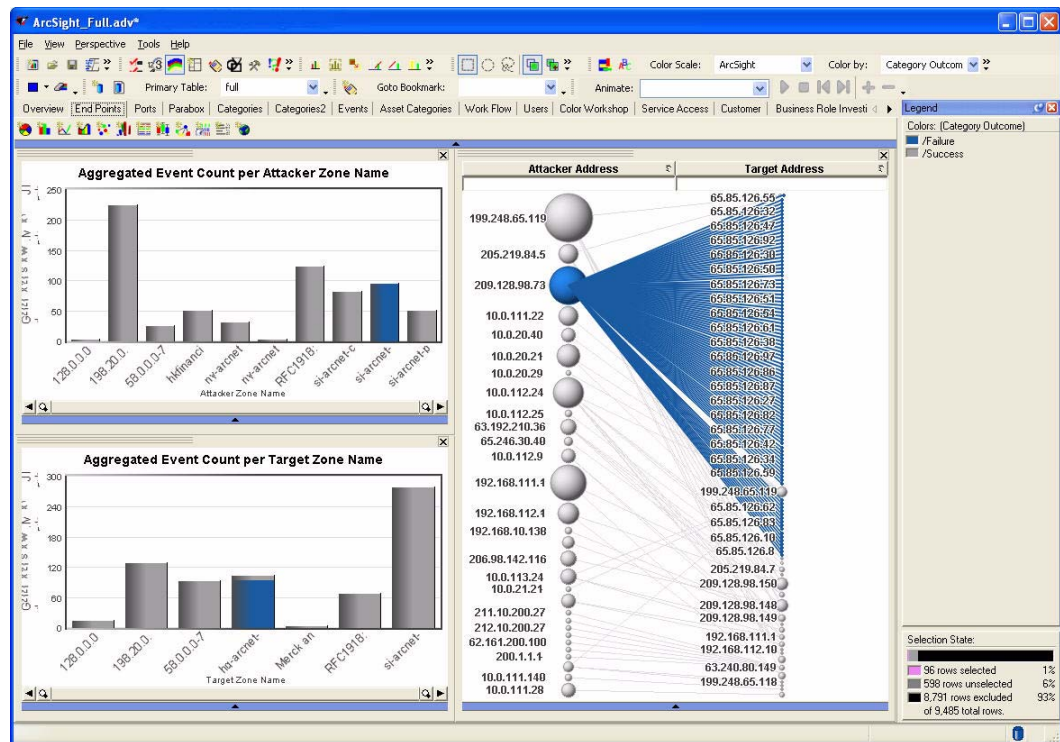


Figure 1-3 Using Interactive Discovery's visual selection tools, you can easily find and investigate potential attacks. This example shows an attacker with failed connections to many targets, which could indicate a port scan or worm.

AID enables you to analyze your network security activity using graphical summaries of event data. During daily analysis of the past day's data, you may find new things that were

missed by automated analysis alone. You can use this data to build new rules that improve your overall enterprise security management process.

Pattern Discovery



ArcSight Pattern Discovery™ can automatically detect subtle, specialized, or long-term patterns that might otherwise go undiscovered in the flow of events. You can use Pattern Discovery to:

- **Discover day-zero attacks**—Because Pattern Discovery does not rely on encoded domain knowledge (such as predefined rules or filters), it can discover patterns that otherwise go unseen, or are unique to your environment.
- **Detect low-and-slow attacks**—Pattern Discovery can process up to a million events in just a few seconds (excluding read-time from the disk). This makes Pattern Discovery effective to capture even low-and-slow attack patterns.
- **Profile common patterns on your network**—New patterns discovered from current network traffic are like signatures for a particular subset of network traffic. By matching against a database of historical patterns, you can detect attacks in progress.

The patterns discovered in an event flow that either originate from or target a particular asset can be used to categorize those assets. For example, a pattern originating from machines that have a back door (unauthorized program that initiates a connection to the attacker) installed can all be visualized as a cluster. If you see the same pattern originating from a new asset, it is a strong indication that the new asset also has a back door installed.

- **Automatically create rules**—The patterns discovered can be transformed into a complete rule set with a single mouse click. These rules are derived from data patterns unique to your environment, whereas predefined rules must be generic enough to work in many customer environments.

Pattern Discovery is a vital tool for preventive maintenance and early detection in your ongoing security management operations. Using periodic, scheduled analysis, you can always be scanning for new patterns over varying time intervals to stay ahead of new exploitive behavior.

ArcSight Express



ArcSight Express is a separately licensed Security Information and Event Management (SIEM) appliance that provides the essentials for network perimeter and security monitoring by leveraging the superior correlation capabilities of ArcSight ESM in combination with an ArcSight

Logger storage appliance. ArcSight Express delivers an easy-to-deploy, enterprise-level security monitoring and response system through a series of coordinated resources, such as dashboards, rules, and reports included as part of ArcSight Express Content.

The ESM portion of the ArcSight Express solution comes with a series of coordinated resource systems that address common enterprise network security and ArcSight administration tasks. These resource systems are referred to collectively as *ArcSight Express content*.

With some basic configuration done using the ESM Console, ArcSight Express content enables you to get started using ArcSight Express right away to effectively manage enterprise security operations without having to create additional resources.

For more about the ArcSight Express solution, see the *ArcSight Express Administrator's Guide*.

For more about ArcSight Express content, see the *ArcSight Express Content Guide*, and the Console Help topic *ArcSight Express Content*.

The Logger storage portion of the ArcSight Express solution comes with basic system-level filters and foundation reports. For more information about the standard Logger filters and reports, see the *Logger Administrator's Guide*.

ArcSight Logger



ArcSight Logger is an event data storage appliance that is optimized for extremely high event throughput. Logger stores security events onboard in compressed form, but can always retrieve unmodified events on demand for forensics-quality litigation data.

Logger can be deployed stand-alone to receive events from syslog messages or log files, or to receive events in Common Event Format from SmartConnectors. Logger can forward selected events as syslog messages or to ESM.

Multiple Loggers work together to scale up to support high sustained input rates. Event queries are distributed across a peer network of Loggers.

ArcSight Solutions

PCI, HIPAA, Sarbanes-Oxley, fraud detection: many industries are increasingly subject to regulatory guidelines, or face common concerns. For these situations, ArcSight provides detailed, ready-made solutions for both ESM and Logger. ArcSight solutions collect relevant enterprise events across all locations and sources, and then correlate this data in real-time to detect compliance violations, data breaches or other fraudulent activity.

Expand me

ArcSight NCM/TRM



ArcSight Network Configuration Manager and Threat Response Manager (NCM/TRM) is an appliance that builds and maintains a detailed understanding of your network's topology, enabling you to centrally manage your network infrastructure and respond instantly, even automatically, to incidents as they occur.

The NCM/TRM appliance enables you to:

- Instantly locate and quarantine any device connected to the network
- Apply protocol filters to curb an intrusion attempt
- Block specific IP ranges from communicating or block specific protocols
- Disable individual user accounts
- Centrally manage configuration changes on a single device or a group of devices
- Granularly audit the change control process
- Easily build wizards that enable you to delegate routine network administration tasks to lower-level administrators.

The NCM/TRM solution consists of these two licensed software components, also known as *managers*:

- Network Configuration Manager (NCM)

- Threat Response Manager (TRM)

Network Configuration Manager (NCM)

Network Configuration Manager enables you to centrally manage all configuration-related tasks on a wide array of network devices. You can maintain several versions of configurations for each device, compare configurations before applying them to devices, rollback to specific configurations, run commands on network devices, and enforce configuration standards, such as no public community strings allowed.

Threat Response Manager (TRM)

Threat Response Manager enables you to rapidly and safely respond to network security incidents. You can configure TRM to respond to these incidents automatically, or you can perform those actions manually. Some of the commonly performed actions are quarantine a node on the network, block traffic from a specific IP address range, or block a specific protocol from an IP range.

About ESM Resources

ESM manages the logic used to process events as objects called *resources*. A resource defines the properties, values, and relationships used to configure the functions ESM performs. Resources can also be the output of such a configuration (such as archived reports, or Pattern Discovery snapshots and patterns). Resources are discussed in more detail in [“ESM Resources” on page 125](#).

ESM has more than 30 different types of resources and comes with hundreds of these resources already configured to give you functionality as soon as the product is installed. These resources are presented in the Navigator panel of the ESM Console and ArcSight Web interfaces. For a complete list of the different resource types presented by the ESM Console, see [“Navigating ESM Resources” on page 155](#).

Functional Area	Description	Related Resources
Network Modeling Resources	The <i>network model</i> enables you to build a business-oriented view of data derived from physical information systems. These distinctions help ESM to clearly identify events in your network, providing additional layers of detail to ESM correlation capabilities.	<ul style="list-style-type: none"> • Assets • Asset Ranges • Asset Categories • Zones • Networks • Customers • Vulnerabilities • Locations
Correlation Resources	<i>Correlation</i> is a process that discovers the relationships between events, infers the significance of those relationships, prioritizes them, then provides a framework for taking action.	<ul style="list-style-type: none"> • Filters • Rules • Data Monitors • Active Lists • Session Lists • Integration Commands

Functional Area	Description	Related Resources
Monitoring and Investigation Resources	<p>Active channels and dashboards are tools that monitor all the activity that ESM processes for your network.</p> <p>Each of these views enables you to drill down on a particular event or series of events in order to investigate their details.</p>	<ul style="list-style-type: none"> • Active Channels • Field Sets • Dashboards • Query Viewers
Workflow and User Management Resources	<p><i>Workflow</i> refers to the way in which people in your organization are informed about incidents, how incidents are escalated to other users, and how incident responses are tracked.</p>	<ul style="list-style-type: none"> • Annotations • Cases • Stages • Users and User Groups • Notifications • Knowledge Base • Reference Pages
Reporting Resources	<p><i>Reporting resources</i> work together to create batch-oriented functions used to analyze incidents, find new patterns, and report on system activity.</p>	<ul style="list-style-type: none"> • Reports • Queries • Trends • Templates • Focused Reports
Administration Resources	<p><i>Administration resources</i> are tools that manage the daily maintenance and long-term health of ESM.</p>	<ul style="list-style-type: none"> • Partitions • Archive Utility • Packages • Files
Standard Content	<p><i>Standard content</i> is a series of coordinated resources that address common enterprise network security and ESM management tasks.</p> <p>Many of these resources are installed automatically with ESM to provide essential system health and status operations. Others are presented as install-time options organized by category.</p>	<ul style="list-style-type: none"> • Standard Content Foundations • Use Cases

New Features and Major Enhancements for ESM v4.5

The ArcSight ESM v4.5 release contains the following new and improved capabilities.



Query Viewers

Query viewers are a new tool in v4.5 for operators and analysts to get quick, high-level summaries of network activity, and to drill down and investigate anomalies or other interesting events without having to create resource-intensive channels.

Query viewers combine the SQL-query and long-range data gathering capabilities of trends with the viewing and drill-down capabilities of channels into flexible, performance-friendly interactive charts and tables. Query viewers also provide customizability and baselining capabilities to give you a long-range overview with access to drill-down details, which enables you to focus on real-time event tracking, while freeing up processing power for active channels.

See [“Query Viewers” on page 62](#).



Network Model Wizard

The Network Model wizard provides the ability to quickly populate the ESM network model by batch loading asset and zone information from Comma Separated Files (CSV) files. The following data can be imported into ArcSight ESM Manager from CSV files:

- Zones that define functional parts of a network, such as a wireless LAN, a engineering network, a VPN or a DMZ.
- Assets that represent individual nodes on the network, such as servers and routers
- Asset ranges that represent a set of network nodes addressable as a contiguous block of IP addresses, such as laptops

For more information, see [“Network Model Wizard” on page 115](#).



Integration Commands

Starting with ESM v4.5, the Console offers better application integration capabilities to configure and launch commands, tools, and views in other applications, including other ArcSight products, within the ESM Console. Using ESM integration commands requires assistance from ArcSight Professional Services.

The integration commands provided with ESM v4.5 make it possible to configure custom scripts, URLs, and CounterACT SmartConnector commands, and integrate them into the Console UI in various contexts. The integration command tools leverage Velocity expressions and the UI to pull data, such as the content of event data, as command parameter values.

The integration commands include support for ArcSight Network Synergy Platform (NSP) Threat Response Manager (TRM) through the CounterACT SmartConnector. Role and access list (ACL) based use of the tools and commands can be configured and managed in the Console.

For more, see [“Integration Commands” on page 145](#).



Use Cases

Use Cases are a new way to view a collection of related ArcSight ESM resources that address specific security issues and business requirements.

When Use Cases are installed, a Use Case tab is displayed in the Navigator panel. A Use Case wizard is available to automate configuration of the resources contained in the Use Case.

See [“Use Cases” on page 139](#).

For a complete list of updated features for ESM 4.5, see the Console Help topic *What's New*.

Lifecycle of an Event Through ESM

ESM processes events in phases to identify and act upon events of interest. The graphic below provides an overview of the major steps in the lifecycle of an event through ESM.

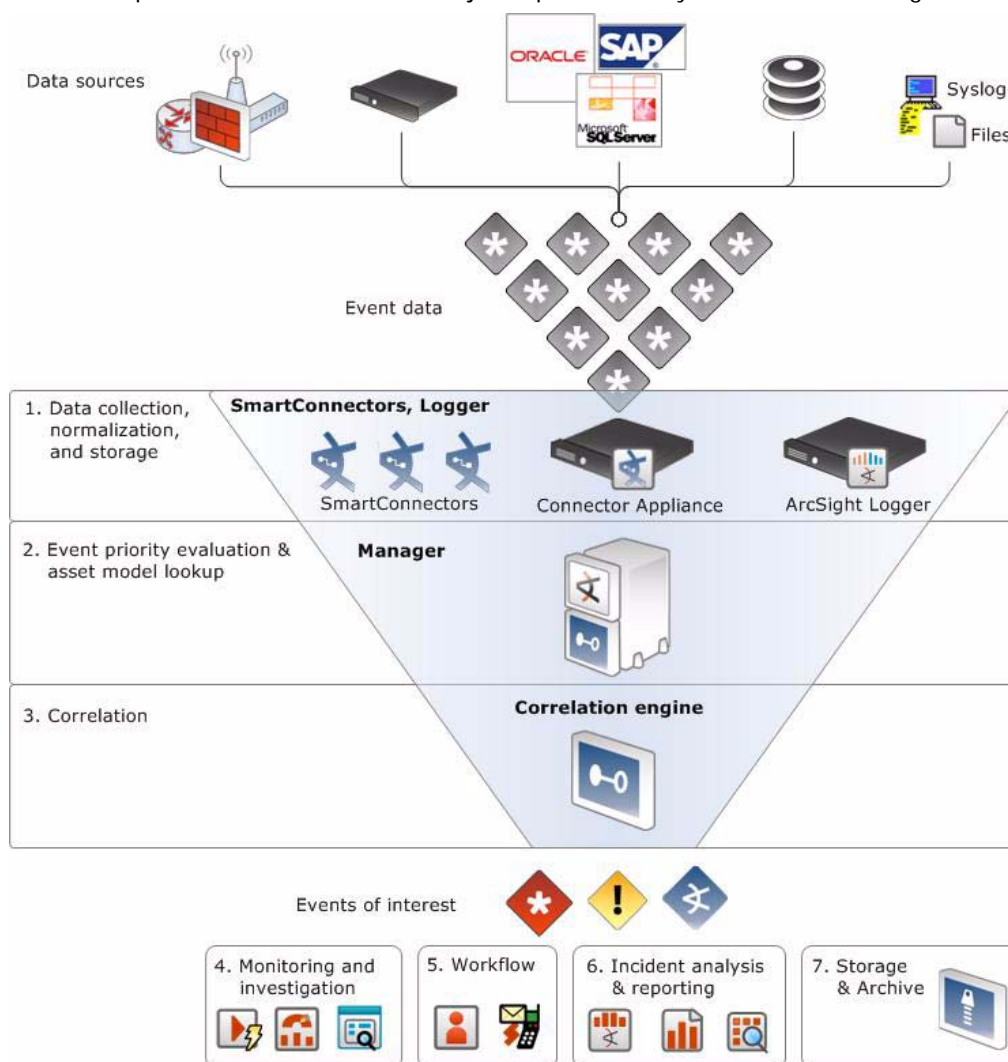


Figure 2-1 Lifecycle of an event through ESM. Data sources generate thousands of events. SmartConnectors, hosted individually or part of the ArcSight Connector Appliance, parse them into the ESM event schema. ArcSight Logger (an optional and separately licensed storage appliance), stores and sorts every event and forwards qualifying events to the Manager. Each step narrows events down to those that are more likely to be of interest.

Once the event stream is narrowed, ESM provides tools to monitor and investigate events of interest, track and escalate developing situations, and analyze and report on incidents. Event data is then stored and archived according to policies set during ESM configuration.

This process is detailed in the following topics:

[Chapter 3, Data Collection and Event Processing, on page 17](#)

[Chapter 4, Priority Evaluation and Network Model Lookup, on page 27](#)

[Chapter 5, Correlation Evaluation, on page 33](#)

[Chapter 6, Monitoring and Investigation, on page 53](#)

[Chapter 7, Workflow, on page 65](#)

[Chapter 8, Reporting and Incident Analysis, on page 73](#)

[Chapter 9, Database Partitions and Archiving, on page 85](#)

Data Collection and Event Processing

The first phase of the ESM process is done by the SmartConnector. The SmartConnector is the conduit through which events arrive in ESM from devices. It identifies the endpoints represented in an event in the ESM network model, and also performs the first layer of event tagging. SmartConnectors can also apply the first layer of filters and event aggregation to reduce the volume of the event stream to make event processing faster and more efficient.

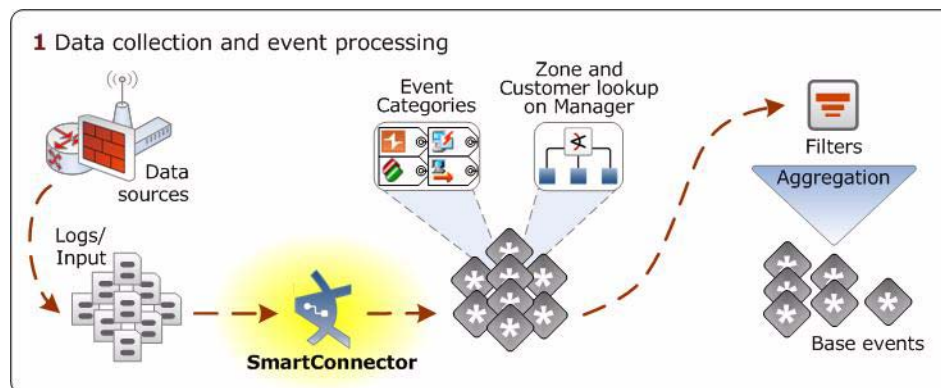


Figure 3-1 Data collection via SmartConnectors. A data source on a network node generates events, which are collected by an ArcSight SmartConnector. The connector normalizes the data into the ESM schema, then tags it with event categories and looks up zone and customer attributes from the ESM network model. If so configured, the SmartConnector can also filter and aggregate events to reduce the volume of the event stream.

["Collect Event Data" on page 18](#)

["Normalize Event Data" on page 18](#)

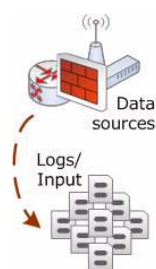
["Apply Event Categories" on page 20](#)

["Look up Customer and Zone in Network Model" on page 23](#)

["Filter and Aggregate Events" on page 23](#)

["Managing SmartConnector Configurations" on page 25](#)

Collect Event Data

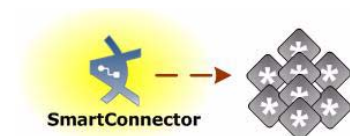


Event collection is the process of gathering information from network nodes on your network. Network nodes may be primary (such as a firewall or an IDS) or a concentrator (such as a syslog service, Symantec SESA, or SiteProtector) that gathers data from multiple similar primary network nodes. Events are then collected from these sources by ArcSight SmartConnectors.

The data collected is log data generated by the different types of sources on your network. Each item of the log is translated into one event. How the data reaches the connector depends on the source that generates the logs.

For example, event data may be retrieved from databases, such as EPO or SiteProtector, or sent as an event stream via the network, such as syslog or SNMP. In some cases, the data is read from log files, and in other cases, it is pulled by the connector using proprietary protocols, such as OPSEC (Check Point) or RDEP (Cisco IDS).

Normalize Event Data



Normalize means to conform to an accepted standard or norm. Because networks are heterogeneous environments, each device has a different logging format and reporting mechanism. You may also have logs from remote sites where security policies and procedures may

be different, with different types of network devices, security devices, operating systems and application logs. Because the formats are all different, it is difficult to extract information for querying without normalizing the events first.

The following examples are logs from different sources that each report on the same packet traveling across the network. These logs represent a remote printer buffer overflow that connects to IIS servers over port 80.

Check Point:

```
"14" "21Nov2005" "12:10:29" "eth-slp4c0" "ip.of.firewall" "log"
"accept" "www-http" "65.65.65.65" "10.10.10.10" "tcp" "4" "1355" ""
"" "" "" "" "" "" "" "" "" "firewall" "len 68"
```

Cisco Router:

```
Nov 21 12:10:27: %SEC-6-IPACCESSLOGP: list 102 permitted tcp
65.65.65.65(1355) -> 10.10.10.10(80), 1 packet Cisco PIX: Nov 21
2005 12:10:28: %PIX-6-302001: Built inbound TCP connection 125891
for faddr 65.65.65.65/1355 gaddr 10.10.10.10/80 laddr
10.0.111.22/80
```

Snort:

```
[**] [1:971:1] WEB-IIS ISAPI .printer access [**] [Classification:
Attempted Information Leak] [Priority: 3] 11/21-12:10:29.100000
65.65.65.65:1355 -> 10.10.10.10:80 TCP TTL:63 TOS:0x0 ID:5752
IpLen:20 DgmLen:1234 DF ***AP*** Seq: 0xB13810DC Ack: 0xC5D2E066
Win: 0x7D78 TcpLen: 32 TCP Options (3) => NOP NOP TS: 493412860 0
[Xref => http://cve.mitre.org/cgi-bin/cvename.cgi?name=CAN-2001-
0241] [Xref => http://www.whitehats.com/info/IDS533]
```

In order to productively store this diverse data in a common database, ESM evaluates which fields are relevant and arranges them in a common schema. The choice of fields are

content driven, not based on syntactic differences between what Checkpoint may call target address and what Cisco calls destination address.

To normalize, ESM uses a parser to pull out those values from the event and populate the corresponding fields in the schema. Here is a very simple example of these same alerts after they have been normalized.

Date	Time	Event_Name	Src_IP	Src_Port	Tgt_IP	Tgt_Port	Device_Type
21-Nov-08	12:10:29	Accept	65.65.65.65	1355	10.10.10.10	80	CheckPoint
21-Nov-08	12:10:27	List 102 permitted tcp	65.65.65.65	1355	10.10.10.10	80	Cisco Router
21-Nov-08	12:10:29	WEB-IIS ISAPI printer access	65.65.65.65	1355	10.10.10.10	80	Snort

ArcSight refers to an event that has been processed by an ArcSight SmartConnector or other ESM component that has gone through this schema normalization as a *normalized event*. Events that have been processed by the SmartConnector and are ready to be sent to the Manager are also referred to as *base events*. With the data organized, you can pull all records containing a value that is of interest or sort by any field that may be relevant.

Another factor in normalization is converting timestamps to a common format. Since the devices may all use different time zones, ESM normalization converts the timestamps to UTC (GMT).

ESM's normalization process captures and delivers to the correlation engine all the relevant security information collected by the sensors on your network that report to connectors.

Normalization is carried out by connectors according to parsers that are regularly updated by ESM.

Event Severity

During the normalization process, the SmartConnector collects data about the level of danger associated with a particular event as interpreted by the data source that reported the event to the connector. These data points, *device severity* and *agent severity*, become factors in calculating the event's overall priority described in ["Evaluate the Priority Formula" on page 28](#).

Device severity captures the language used by the data source to describe its interpretation of the danger posed by a particular event. For example, if a network IDS detects a DHCP packet that does not contain enough data to conform to the DHCP format, the device flags this as a high-priority exploit.

Agent Severity is the translation of the device severity into ESM-normalized values. For example, Snort uses a device severity scale of 1-10, whereas Checkpoint uses a scale of high, medium and low. ESM normalizes these values into a single agent severity scale. The default ESM scale is *Very Low*, *Low*, *Medium*, *High*, and *Very High*. An event can also be classified as AgentSeverity *Unknown* if the data source did not provide a severity rating.

For example, routine file access and successful authentications by authorized users would be translated into the ESM-normalized values as *very low* severity, whereas a short DHCP packet would be translated as *very high* severity.

Apply Event Categories



Like the logs themselves, different security devices also include a model for describing the characteristics of the events they process. But as described above, no two devices or vendors use the same model of event characteristics.

To solve this problem, ESM has also developed a common model for describing events, which enables you to understand the real significance of a particular event as reported from different devices. This common model also enables you to write device-independent content that can correlate events with normalized characteristics. This model is expressed as event categories, and the SmartConnector assigns them using default criteria, which can be configured during connector set-up.

Event categories are a series of six criteria that translate the core meaning of an event from the system that generated it into ESM's common format. The six criteria, taken individually or together, are a central tool in ESM's analysis capability.

Category	Description	Example values
Object	Object refers to the entity being targeted.	<ul style="list-style-type: none"> • Application • Operating system • Resource • Router • User
Behavior	Behavior refers to what is being done to the object that is the target of the event.	<ul style="list-style-type: none"> • Access • Authentication • Authorization • Execute • Modify
Outcome	Outcome describes whether the behavior being attempted on the target object was successful or not. Outcome can be a success, a failure or an attempt. An attempt indicates that the action was neither successful nor a failure, and the outcome is not clear, or that there is no clear statement that can be made about the outcome.	<ul style="list-style-type: none"> • Attempt • Failure • Success

Category	Description	Example values
Technique	<p>Technique describes the nature of the behavior the event represents. If the event is considered an attack, this identifies the method of the attack.</p> <p>Viewed in conjunction with Outcome, Technique lends urgency to a serious attack that was also a success, or suggests that a serious attack that was an attempt should be investigated further.</p>	<ul style="list-style-type: none"> • Exploit • Brute force • Code execution • Scan • Denial of service
Device Group	<p>Many security devices serve multiple purposes. For example, Intrusion Prevention Systems generate firewall events as well as intrusion detection events.</p> <p>The Device group category indicates whether an event is one type or another, which enables you to query for one type of event or another, such as all firewall events. A firewall event query on the IPS device would return all the firewall messages from the device and all the firewall messages in an operating system log (such as <code>iptables</code>).</p>	<ul style="list-style-type: none"> • Assessment tool • Security info manager • Firewall • IDS • Identity Management • Operating System • Network equipment • VPN
Significance	<p>Significance indicates the relative security risk of an event based on many data points, including information from the device itself, information entered into the ESM data model about the assets involved, and values from the other event categories.</p> <p>The value assessed here can inform security operations center staff and analysts about the nature of an event so they can prioritize which events to investigate first. If an event is normal activity, it probably does not require further investigation. If an event is considered suspicious, hostile, or a compromise, it would likely warrant some level of investigation.</p>	<ul style="list-style-type: none"> • Normal • Informational • Reconnaissance • Suspicious • Hostile • Compromise

For a detailed look at all the default values for ESM's event categories, see the Console Help topic *Categories*.

Event Categorization Utility



Events from unsupported or custom devices can generate events that the provided connectors do not know how to categorize. For example, if your organization has developed and deployed ArcSight FlexConnectors to collect and process events specific to customized network nodes, these "custom" events will not be categorized per the usual method.

From the ArcSight Console, you can manually apply categorization to one or more custom events from a FlexConnector (or other custom or unsupported device). Once you apply

categorization to events from a particular device (and its associated connector), the categorization is automatically applied to other events of the same type.

The example below shows an event generated by the real-time flow monitoring device, Qosient Argus. By default, the Argus SmartConnector does not apply event categories to these events. You can set the event categories you want these events to represent, which will then apply to all subsequent events of this type.

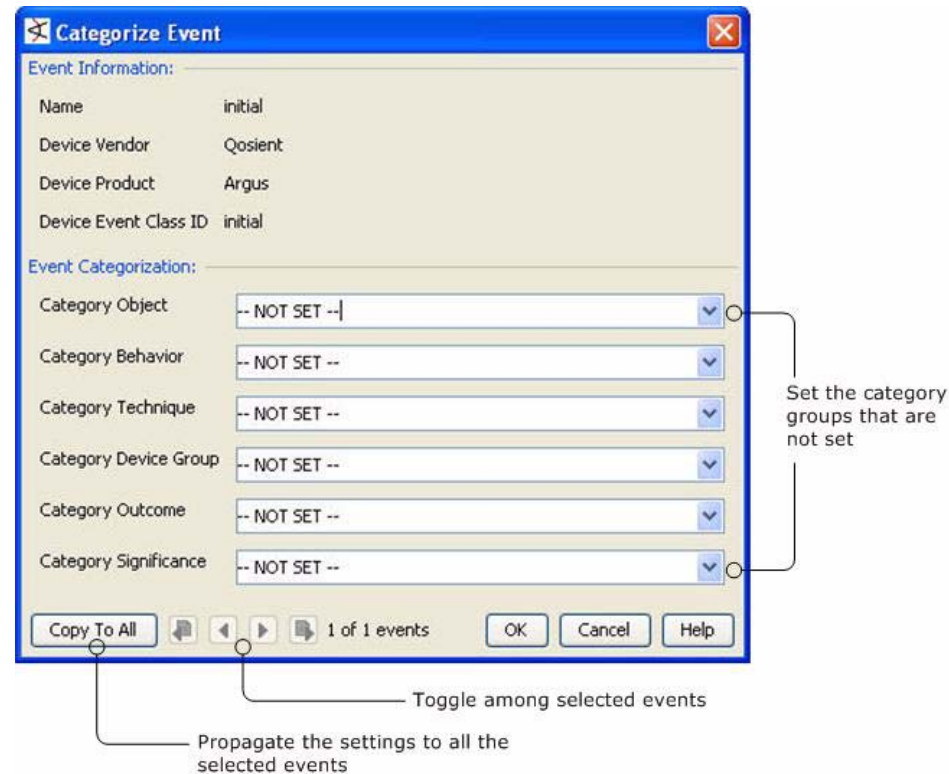
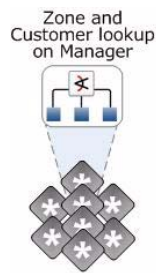


Figure 3-2 Categorize Event Utility. The Categorize Event utility available in the Console makes it possible to set event categories for events whose Connectors do not already provide event categories.

For more about the event categorization utility, see the Console Help topic *Custom Event Categorization*.

Look up Customer and Zone in Network Model



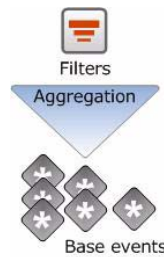
To help the Manager properly identify the endpoints involved in event traffic, the SmartConnector looks up two attributes of the network model (described in more detail in [Chapter 11, ArcSight ESM Network Model, on page 99](#)): Customer and Zone.

Customer is an optional designation that can be applied to a network asset, which associates events processed by that network asset with a specific customer or business unit. The customer tag comes into play in a managed security service provider (MSSP) environment, or anytime a network must have distinct cost centers. If you have customers defined in your network model, the connector is configured with these customer tagging attributes. Customers are discussed in more detail in [“Customers” on page 108](#).

A *zone* is a portion of a network that represents a contiguous range of IP addresses. Zones often also represent a functional group within the network or a subnet, such as a wireless LAN, the engineering network, the VPN or the DMZ. Zones are also how ESM resolves private networks whose IP ranges may overlap with other existing IP ranges.

Zones are set at the Manager and pushed to the SmartConnector by the Manager as part of its normal administrative handshake with the connector. Zones are discussed in more detail in [“Zones” on page 105](#).

Filter and Aggregate Events



SmartConnectors can be configured with filter conditions and aggregation logic that focus and reduce the volume of events sent to the ESM Manager.

Configure SmartConnector to Filter Events

During SmartConnector set up, you can configure the connector to use filter conditions that focus the events passed to the Manager according to specific criteria. For example, you can use filters to sort out events with certain characteristics, from specific network devices, or generated by vulnerability scanners. For more about filters, see [“Filters” on page 35](#).

Events that do not meet the connector filtering criteria are not forwarded to the Manager.

Configure SmartConnector to Aggregate Events

You can configure the SmartConnector to aggregate (summarize and merge) events that have the same values in a specified set of fields, either a specified number of times, OR within a specified time limit.

Connector aggregation merges events with matching values into a single aggregated event. The aggregated event contains only the values the events have in common plus the earliest start time and latest end time. This reduces the number of individual events the Manager has to evaluate.

For example, say the connector is configured to aggregate events with a certain source IP and port, destination IP and port, and device action if they occur 10 times in 30 seconds. If 10 events with these matching values are received by the connector within that time, they

will be grouped together into a single aggregated event with an aggregated event count of 10.

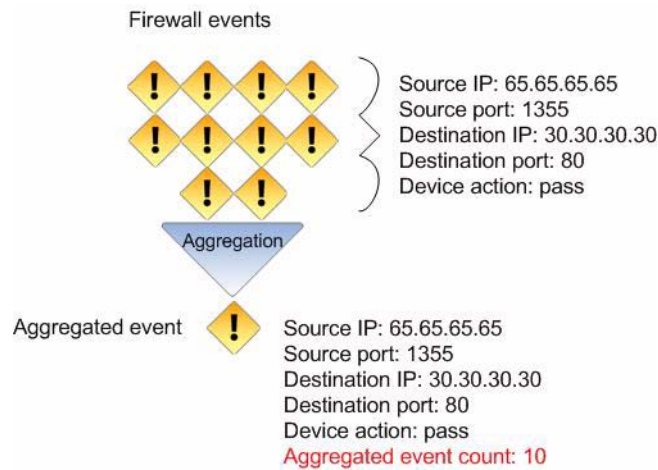


Figure 3-3 Aggregation consolidates events with matching values into a single aggregated event, which reduces the number of events the Manager must evaluate.

If the 30-second timeframe expires and the connector has received only two matching events, the connector will create a single aggregated event with an aggregated event count of two. If 900 matching events come in during the 30 seconds, the connector would create 90 aggregated events, each with an aggregated event count of 10.

ESM refers to this process as "grouping by" those fields. [Group by](#) appears again in other parts of ESM, such as rules, data monitors, and reports. Aggregation starts when an event arrives with values in the [group by](#) fields that match the specified conditions. Aggregation continues until either a set time limit is reached or a set event count is reached.

Firewalls are a good candidate for aggregation because of the volume of events with similar data coming from multiple devices.

Configure SmartConnector to Execute Commands

SmartConnectors can be configured to issue basic event flow-control commands, such as stop, start, and pause; get the operational status of a SmartConnector; or in some cases, to issue control commands to the underlying operating system of the machine upon which the SmartConnector is installed. Connectors that support commands to the host device include:

- Cisco IDS RDEP, Cisco IDS SDEE (support "Get Device Status" command, which gets the status of sensors)
- ArcSight Threat Response Manager
- Check Point Firewall-1 SAM
- Solsoft Policy Server

The commands to be issued can be set automatically in rule actions, which get triggered by specific event conditions. For more about rule actions, see ["Rule Actions and Thresholds" on page 39](#).

For more about how to configure SmartConnectors to execute commands, see the *SmartConnector User Guide*.

Managing SmartConnector Configurations

All the configurable attributes of SmartConnectors are set when the connector is installed. These attributes can be edited after installation by the ESM Administrator using the Connector resource.

The Connector resource enables the Administrator to configure SmartConnector attributes and behavior, such as:

- SmartConnector name, ID, location, owner, creation, and update information
- The ESM network with which the connector is associated
- The default behavior of the connector, such as batching, time correction, cache size, Manager connection attributes, aggregation parameters, or filters
- The alternate behavior of the connector, which can be initiated in an alternate environment, such as a test environment

For complete instructions about what connector attributes to configure and how, see the *SmartConnector User Guide*.

Chapter 4

Priority Evaluation and Network Model Lookup

The SmartConnector sends normalized base events to the ESM Manager, where they receive more classifications and are logged in the ESM database and processed through the correlation engine.

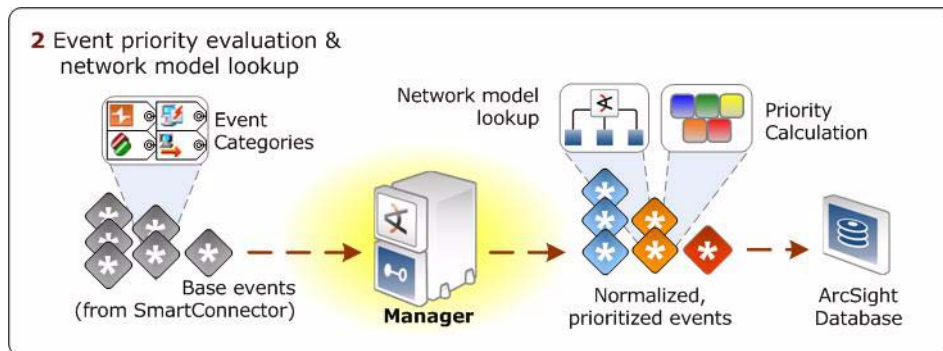


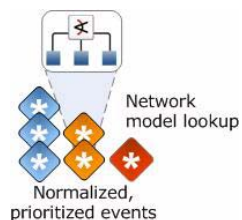
Figure 4-1 Identifying events and determining their priority at the Manager. The SmartConnector sends the aggregated and filtered events to the ESM Manager, where they are evaluated and tagged with priority levels and network modeling information, and stored in the ESM database.

[“Look Up the Network Model” on page 27](#)

[“Evaluate the Priority Formula” on page 28](#)

[“Write Event to ESM Database” on page 31](#)

Look Up the Network Model

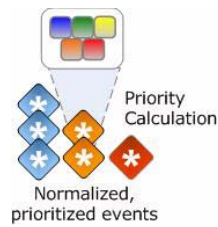


ESM uses a model to describe the characteristics of your network and the business application of its assets. Collectively, these characteristics are called the *Network Model*.

The Manager looks up the network model classifications set for your environment, which enables the Manager to properly identify the endpoints involved in an event.

To learn more about the network model, see [“Network Model” on page 99](#).

Evaluate the Priority Formula



The priority formula, formerly referred to as the Threat Level Formula, is a series of five criteria that each event is evaluated against to determine its relative importance, or priority, to your network.

Priority evaluation is an automatic feature that is always "on," and is applied to all the events received by the ESM Manager. The point of calculating an event's priority is to signal to security operations personnel whether this is an event that warrants further notice.

The priority formula consists of four factors that combine to generate an overall priority rating. Each of the criteria described in the table below contributes a numeric value to the priority formula, which calculates the overall importance, or urgency, of an individual event.

All values fall in the range between 0 and 10, where 0 is low and 10 is high. A high priority factor generally indicates an event with a higher risk factor. Not every high priority event is necessarily a threat, however. For example, if a critical e-mail server fails, the priority of the events reporting it may be very high, although it does not necessarily represent a threat to your network.

The table below describes the factors considered in the ESM priority evaluation. These values are configurable with ArcSight assistance. The maximum score for each factor is 10: if the value of qualifying conditions for that factor totals more than 10, the amount over 10 is not considered.

Priority factor	Description
Model Confidence	Model confidence refers to whether or not the target asset has been modeled in ESM and to what degree. Maximum score = 10.
+ 4	Target asset is modeled in ESM and its asset ID is present. If these are the only data points present for the asset, this is likely an asset range or a system that was modeled manually.
+ 4	Target asset has been scanned for open ports.
+ 4	Target asset has been scanned for vulnerabilities.
Relevance	Relevance refers to whether or not an event is relevant to an asset based on whether the event contains ports and/or known vulnerabilities, and if so, whether those vulnerabilities and/or ports are exposed on the asset. If an asset does not expose the vulnerabilities or ports contained in the event, the event is not relevant to the asset. Maximum score = 10.

Priority factor	Description
+5	<p>Ports</p> <pre> graph TD A{Event contains port?} -- No --> B((+5)) A -- Yes --> C{Asset scanned for open ports?} C -- No --> D((+5)) C -- Yes --> E{Port open on asset?} E -- No --> F((0)) E -- Yes --> G((+5)) </pre>
+5	<p>Vulnerabilities</p> <pre> graph TD A{Is there a known vulnerability mapping on file at the Manager?} -- No --> B((+5)) A -- Yes --> C{Asset scanned for vulnerabilities?} C -- No --> D((+5)) C -- Yes --> E{Vulnerability exposed by asset?} E -- No --> F((0)) E -- Yes --> G((+5)) </pre>
Severity	<p>Severity can be looked at as a history function. Has the system been attacked before, has it been compromised before, or has the attacker scanned or attacked the network in the past? Different scores are assigned based on the attacker and target's presence in one of ESM's threat tracking active lists (/All Active Lists/ArcSight System/Threat Tracking), whose contents are updated automatically by ESM rules. Maximum score = 10.</p> <ul style="list-style-type: none"> +6 The asset appears as an attacker in the active list /ArcSight System/Threat Tracking/Infiltrators List. +5 The asset appears as an attacker in the active list /ArcSight System/Threat Tracking/Hostile List. +3 The asset appears as a target in the active list /ArcSight System/Threat Tracking/Compromised List. +3 The asset appears as an attacker in the active list /ArcSight System/Threat Tracking/Suspicious List. +1 Asset appears as an attacker in the active list /ArcSight System/Threat Tracking/Reconnaissance List.

Priority factor	Description
Asset Criticality	Asset criticality measures how important the target asset is in the context of your enterprise as set by you in the network modeling process by using the standard asset categories /System Asset Categories/Criticality/Very High , High , Medium , Low , and Very Low . For example, customer-facing systems or devices with access to confidential information would be classified as criticality level of High, whereas a staging or test system may have a criticality level of Low. Maximum score = 10.
+10	The asset is found by the filter /System Asset Categories/Criticality/Very High
+8	The asset is found by the filter /System Asset Categories/Criticality/High
+6	The asset is found by the filter /System Asset Categories/Criticality/Medium
+4	The asset is found by the filter /System Asset Categories/Criticality/Low
+2	The asset is found by the filter /System Asset Categories/Criticality/Very Low
+0	The asset is not categorized with any of the above categories.

Priority Rating

The priority of an event is a calculated overall rating based on **agentSeverity** (see [“Event Severity” on page 19](#)) adjusted by Model Confidence, Relevance, Severity, and Criticality using a detailed formula. The four priority formula factors and agentSeverity are all fields in the ESM event schema (see [“ESM Event Data Fields” on page 89](#)), and can thus be used in correlation.

The priority rating is color coded and displayed in the active channel, as shown below (active channels are part of monitoring events, and are described in [“Active Channels” on page 51](#)). You can sort events in the grid view according to priority. Priority is a good basis for deciding what to look at first in your monitoring workflow. You can also use priority as a criterion when building filters, rules, reports, and data monitors.

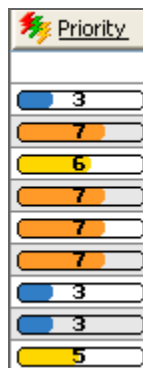







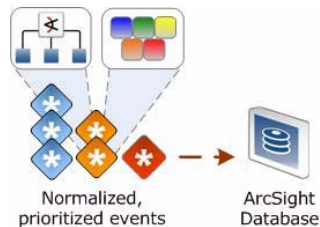
Figure 4-2 Priority at a glance. The Priority column in the default live channel view shows the overall priority rating for each event based on calculations from the other five priority criteria.

The score and color scale used in the priority display are as follows:

Priority	Color	Description
0-2	Green 	Very low. This event is likely a routine function, such as routine file access or a successful authentication by an authorized user. An event that may have started out with a higher priority can become very low priority when it is proved to have failed.
3-4	Blue 	Low. This event is likely a common function, such as a setting change or a scheduled system scan.
4-6	Yellow 	Medium. This event is a potential concern, such as pre-attack scan activity, policy violations, and identified vulnerabilities. Medium priority events are often hostile attempts whose success or failure is not confirmed.
7-8	Orange 	High. This event is a concern, such as attack formations, potential breaches, or misuse, including traffic to a dark address space, incorrect registry values, or a SYNflood.
9-10	Red 	Very high. This event is a grave concern, such as verified breaches or a DHCP packet that does not contain enough data. Items with a very high priority should be investigated immediately.

For more about how vulnerability and open port information is used to calculate an event's priority, see ["How ESM Uses Vulnerabilities and Open Ports to Help Calculate Event Priority" on page 119](#).

Write Event to ESM Database



At this point in the process, the event is written to the ESM database with the addition of its priority level and complete network model data.

If there is a problem with the database, the event flow will stop here. Possible database problems include that database capacity could be full, or the network connection between the Console and the Manager is down, or the database hardware itself may be down.

If there is such a problem with the database, SmartConnector data stops flowing into the Manager and correlation activity stops. However, all event data is saved on the Manager until the database is back up, so no event data is lost. As a configuration safeguard, the cache on the Manager should be set with ample space to store event traffic should the database develop a problem.

Chapter 5

Correlation Evaluation

Once events have been normalized, prioritized, and its endpoints identified within the network model, they are processed by the ESM correlation engine, which is where the magic happens.

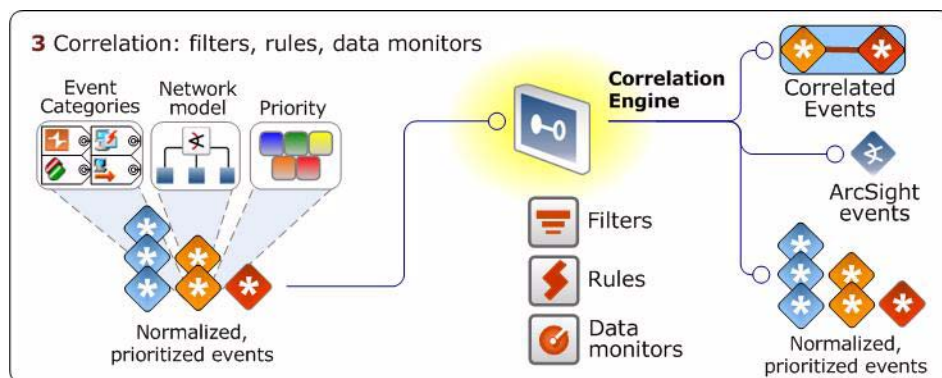


Figure 5-1 Finding the needle on the haystack. Events that have been tagged with event categories, priority evaluations, and network model information are then processed by the correlation engine, where filters, rules, and data monitors connect the dots, find the events of interest, and initiate immediate response.

["Correlation Overview" on page 34](#)

["Filters" on page 35](#)

["Rules" on page 37](#)

["Data Monitors" on page 47](#)

["Event Type Summary" on page 51](#)

Correlation Overview

Most activities of interest are often represented by more than one event. Correlation is a process that discovers the relationships between events, infers the significance of those relationships, prioritizes them, then provides a framework for taking actions.

The context for correlation is provided by the network model, which is discussed in detail in [“Network Model” on page 99](#). The discovery phase is carried out by rules, correlation data monitors, Pattern Discovery and Interactive Discovery. Inference and action are carried out by rules. Priority is determined by the ESM priority formula.

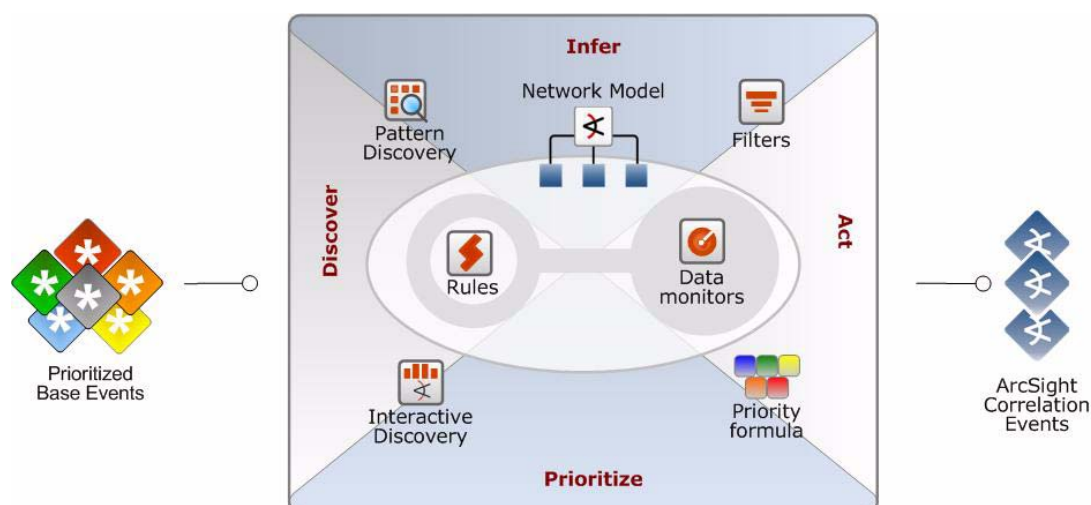


Figure 5-2 The four dimensions of correlation. Correlation is a four-dimensional process that draws upon the network model, the priority formula, and optionally, Pattern Discovery and Interactive Discovery to discover, infer meaning, prioritize, and act upon events that meet specific conditions.

For example, various systems on a network may report the following events:

- UNIX operating system: multiple failed log-ins
- IDS: Attempted brute force attack
- Windows operating systems: multiple failed log-ins

A correlation rule puts these data points together and detects five or more failed log-ins in a one-minute period targeting the same source. Based on these facts, this combination of events is considered an attempted brute force attack.

The Windows operating system next reports a successful log-in from the same source. The attempted brute force attack followed by a successful login from the same source elevates the risk that the attack may have been successful.

To verify whether an attack was successful, you can analyze the volume of traffic going to the Windows target. In this case, a sudden spike in traffic to this target can verify that a brute force attack was successful.

ESM's correlation tools use statistical analysis, Boolean logic and aggregation to find events with particular characteristics you specify. Rules can then take automated action to protect your network.

Filters



Filters are a set of conditions that focus on particular event attributes. This focus also reduces the number of events that are processed by the system.

Filters are applied in many places in the event lifecycle by SmartConnectors, the Manager, and the correlation engine. Filters are also used for monitoring, analysis, and reporting.

Filters applied at the SmartConnector select only events that match the conditions, and it is these events that are forwarded to the Manager for processing by ESM. Non-matching events are not forwarded to the Manager.

Filters applied at the Manager select which events it will process based on the conditions specified. Events that don't meet the conditions are not evaluated further, but they are preserved in the database.

Filter condition statements are constructed using ESM's Boolean logic editor, also referred to as the Common Conditions Editor (CCE). If the criteria are met, the evaluation returns a Boolean true/false. All conditions constructed by the CCE are expressions that consist of a value or variable, an operator (such as `not`, `and`, `or`), and a second value or variable by which the first value is evaluated.

ESM filters come in two major forms:

- Named conditions (Filters resource)
- Unnamed conditions

Named Conditions (Filters Resource)

A filter resource is a named object that can be referenced by other resources and SmartConnectors. Filter resources are reusable, and can be transported among Managers using Packages or the Archive utility. If you need to use the same condition in multiple places, create a filter resource, which you can then refer to in rules, reports, data monitors, and active channels.

ESM comes with pre-built filters that support the standard ESM foundations and core content.

Unnamed Conditions

Unnamed conditions reside within another resource, and are used to specify conditions that are applied locally by that resource only. You can specify unnamed conditions as part of an active channel, rule, or report. These conditions are saved as part of the resource in which they were created, and are not reusable by other resources.

Much of ESM's standard content also contains unnamed conditions designed to work in conjunction with ESM's other standard resources.

Filters in Active Channels

The active channel has several ways that filters and unnamed conditions can be applied:

Filter Type	Description
Filters resource	In a number of places, such as the active channel header, you can select a filter resource from a list of existing named filters. The conditions expressed in that filter resource are applied to all events coming into this active channel.
Unnamed local filter condition	In the Active Channel Editor, you can specify an unnamed condition that is applied only to the current active channel. All events coming into the active channel are evaluated against these conditions, but the conditions are not reusable by any other resource.
Inline filters	You can also apply a limited set of conditions to an individual column of an active channel grid. Inline filters are a flexible way to filter the current contents of the active channel according to one event attribute column. Inline filters are added to a local filter condition using an AND operator, and are a convenient way to further refine the conditions already set for the channel.
Event-based filters in Investigate command	When you right-click an event attribute in an active channel view, you can choose Investigate , which leads you to filtering options that vary based on the data involved. Like inline filters, Investigate filters apply only to the current view and are temporary unless saved in a separate named view.
Rules channel filters	Rules channels, used for verifying rule conditions, use filters that automatically filter out any correlation events that are not needed for verification purposes. For more about verifying rules and correlation events, see "Testing Rules in a Rules Channel" on page 45 and "Rules Channels" on page 53 .

Filter Debugging

ESM v4.5 introduces a filter debugger, which validates whether a certain type of event matches a selected filter and, if there are mismatches, identifies which filter conditions are not matched by the event details. The filter debugger is activated as a right-click option on an event in an active channel.

For more about filters, look in the Console Help under *Filtering*.

Rules



An ESM rule is a programmed procedure that evaluates incoming events for specific conditions and patterns, and when a match is found, can initiate actions in response. Rules are the centerpiece of the ESM Correlation Engine, and are what reveals specific meaning out of the steady event stream.

ESM rules are similar to intrusion detection system (IDS) rules, except that they operate on an event stream instead of a bit stream. They are constructed using aggregation and Boolean pattern matching to evaluate objects, such as event fields, network models, and active lists.

How Rules Work

Rules express conditions against which the event stream is evaluated. These conditions can cross-reference:

- The network model (see [“Network Model” on page 99](#))
- The asset model (see [“Asset Model” on page 117](#))
- The Priority Formula (see [“Evaluate the Priority Formula” on page 28](#))
- Active lists (see [“How Rules Use Active Lists” on page 40](#))
- Session lists ([“How Rules Use Session Lists” on page 44](#))

Rules can be constructed modularly to make use of blocks of other conditions expressed in:

- Filters
- Other rules
- Correlation data monitors

Rules must be activated in order to run on live data. When a rule is under development, you can test it on historical data on a local system before activating it on a live event stream. When activated, rules evaluate each event for the conditions specified.

Rules whose conditions have been met generate an ESM event called a *correlation event*, which is fed back into the event lifecycle at the Manager, and is itself evaluated by the Manager and correlation processes.

There are two types of rules available in ESM: *simple* and *join*. Both simple and join rules can apply *aggregation*.

Simple Rules

Simple rules are triggered when events match one set of conditions, for example, events that target a critical asset and are categorized as hostile.

If the simple rule is configured to aggregate (consolidate) multiple events with matching attributes, then the rule is triggered by more than one matching event. For example, if the rule is configured to aggregate three matching events, the rule is triggered when those three matching events occur in the time limit specified.

Join Rules

Join means to connect events from different network nodes in order to understand attributes they may have in common. Join rules recognize patterns that involve more than one type of event. Join rules are triggered by events that match two or more sets of conditions.

For example, a join rule can be triggered if there is an event from your intrusion detection system and a corresponding permit event from the firewall, and both target the same asset on the same port from the same attacker. If the join rule is configured for aggregation, the rule is triggered if the specified number of matching events occur within the specified timeframe.

Because join rules count and track potential matches in working memory, they can also be memory-intensive.

Rule Aggregation

Both simple and join rules can also aggregate, or summarize and consolidate, events with matching (or not matching) values over a specified timeframe.

Aggregation can be performed on the initial event stream at the SmartConnector, as described in [“Filter and Aggregate Events” on page 23](#), and again at the Manager by rules. Aggregation applied at the SmartConnector consolidates numerous repeat events (events with the same essential data, such as firewall events) to reduce the volume of events sent to the Manager without losing crucial event data.

Aggregation applied by rules also groups together events with similar characteristics, but with the added benefit of being able to send a correlation event when matches occur, and trigger actions, such as sending a notification if the number of matches meets a certain threshold. For example, a user may only want to be notified if there are more than five login failures in one minute.

Aggregation matches are counted and tracked in working memory, so rules with aggregation conditions can be memory-intensive, depending on what they evaluate.

How Rules are Evaluated

The ESM rules engine evaluates events and keeps track of matches and thresholds in a series of phases that optimize accuracy and system performance.

The rules engine first looks for matches to specified event conditions and holds those matches in working memory. The working memory passes these matches on to the tracker, where they are evaluated against other incoming events for aggregation and join conditions, if present. If the basic rule conditions, join conditions, and aggregation

conditions are all met within the specified time thresholds, the rules engine will trigger a correlation event. Partial matches in expired thresholds are sent to the garbage collector.

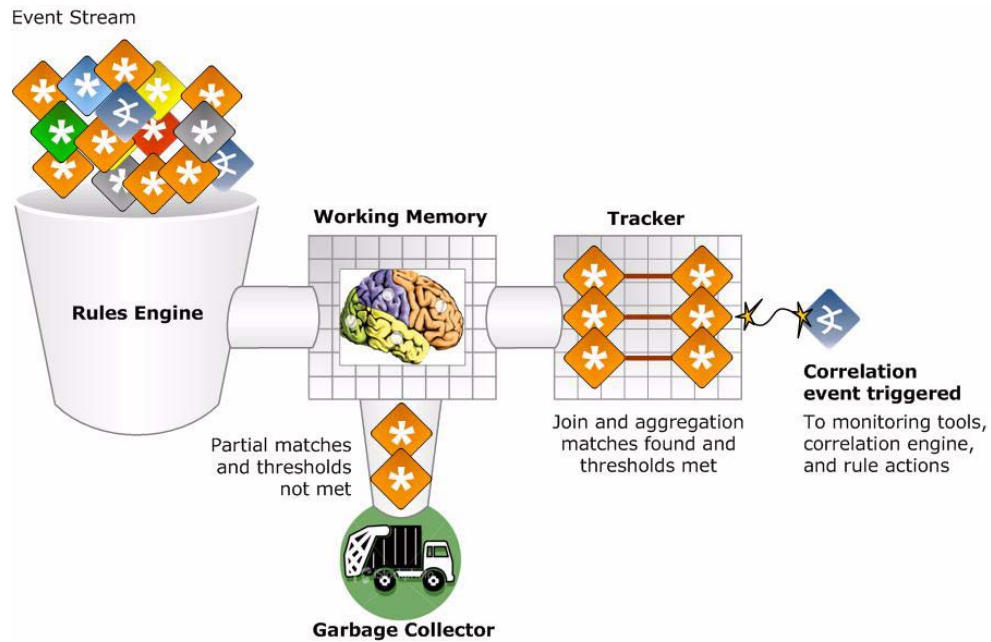


Figure 5-3 The rules machine. The rules engine evaluates the event stream, holds matches in working memory, and processes join and aggregation conditions in the tracker. If all conditions are met within the time thresholds, a correlation event is triggered.

Rule Actions and Thresholds

Rule *thresholds* tell the rule how many matching occurrences it should consider over what timeframe before taking action. Depending on the event type, the situation, and the action you wish the rule to take, you can set the action into motion at one of the following thresholds:


- On the first event
- On subsequent events
- On every event
- On first threshold
- On subsequent thresholds
- On every threshold
- On time unit
- On time window expiration

When the threshold is met, a rule can take *action*, such as notify other users, execute a shell script, add an event to an active list, open a case, or export the event to a third-party system.

When an action is triggered by a threshold, the system generates an *audit event*, which is used by ESM to keep track of system status and event processing statistics. Audit events are sent back through the event lifecycle at the Manager, where they can be evaluated by other filters, rules, data monitors, and active lists that are looking for specific types of audit events. Audit events can be tracked in active channels, and can be useful to those who need to monitor, administrate, and report on ESM system health and behavior.

ESM automatically disables rules that are triggered excessively, or that are triggered by their own correlation events, such as join rules that create a greater number of correlation events than the input events that trigger them.

Correlation Events Triggered by Rules

When all rule conditions and thresholds are met, ESM generates an internal event called a *correlation event*. A correlation event represents the events that contributed to the rule being triggered and the relevant data contained in them. Correlation events are signified in the active channel with a flash icon () .

These correlation events are among the items that security operations center staff and analysts want to watch, because they represent rules that have already evaluated the raw event stream and made the correlations and inferences that operators and analysts would be interested in investigating.

Correlation data monitors, discussed in [“Correlation Data Monitors” on page 49](#), also trigger correlation events.

When a correlation event is generated, it goes through the event lifecycle starting at the Manger (summarized in [“Lifecycle of an Event Through ESM” on page 15](#)), as if it were a normalized event received from a SmartConnector. When the correlation event passes through the correlation engine again, it is evaluated by other rules and data monitors that are looking for correlation events with matching attributes. This multi-layered correlation enables you to track complex and varied scenarios, and facilitates accurate and detailed reporting.

Correlated Events

When a series of events occur that match the conditions set in a rule, the events that contribute to the conditions being met are called *correlated events*. A series of correlated events contribute to rule conditions being met, then the rule triggers a correlation event.

How Rules Use Active Lists



Active lists are configurable tables that collect specified fields of event data to enable cross-referencing during correlation. Active lists serve as a community bulletin board for tracking specific event data over long periods (days or weeks) so it can be available on demand for correlation.

Active lists populated by rules retain specific information from events so they can be cross-referenced dynamically by other rules and data monitors. Active lists can also be populated manually with static data, such as a list of user names and badge numbers, or IP addresses and physical building locations (the static data can also be in the form of a comma-separated value list exported from another application).

Active lists are a key action tool that rules can write to and read from. Because they can efficiently collect focused event data over longer time periods, such as more than five log-in failures per day from the same source, active lists are much more economical on system resources than a rule trying to accomplish the same goal.

The illustration below shows how one rule can find an asset that shows hostile activity and write that asset's address and zone to an active list. Another rule can then read from the

active list and take additional action, such as aggregate further activity from that asset over 10 minutes.

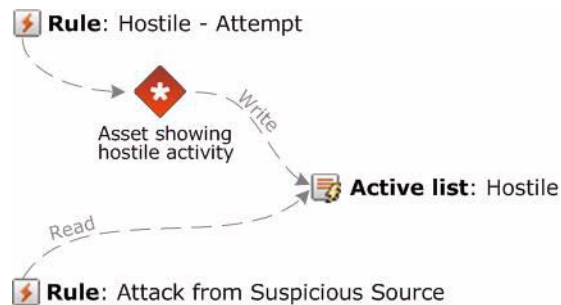


Figure 5-4 Using active lists to track data of interest. One rule can find an asset that shows hostile activity and write that asset's ID and activity information to an active list. Another rule can then read from the active list and take additional action, such as aggregate additional activity from that asset.

For example, the standard rule *Hostile - Attempt* (Rules: [/ArcSight System/Threat Tracking/Hostile](#)) places assets that show hostile activity on one of the Threat Tracking active list (Active Lists: [/ArcSight System/Attackers, Targets, or Threat Tracking](#)).

The standard rule *Attack from Suspicious Source* (Rules: [/ArcSight Foundation/Intrusion Monitoring/Attack Monitoring/Attackers](#)) then polls the *Hostile* active list for all the hostile activity from that network node and aggregates other matching occurrences over 10 minutes.

How Active Lists Work

Active lists can store data over a longer period of time than rules or data monitors are capable of retaining. For example, rules can only hold a state that describes the very recent past, normally five minutes to an hour. Data monitors may contain up to a day's worth of data, but without sufficient detail to be of much use to correlation. Active lists, however, can be used to answer questions such as: "has the source IP of the current event attacked one of my systems in the last 30 days?" If it has, you can use the data in that event as conditions in a new rule.

Items that get placed on an active list are the result of inference. During correlation, meaning is inferred about an event or group of events based on their context. Active lists should be reserved for non-temporal activity, that is, activity from systems whose state is consistent and not session-based, and not something that may be resolved immediately by an automated process.

For example, if a system is compromised, you can add it to a compromise list if its compromised state must be resolved by a person rather than by an automated lock-down script. You can use the active list to collect all the events that occur on the asset while it is compromised, which you can use for tracking and further investigation.

The data stored in an active list usually takes the form of data pairs, such as the zone and address of a suspicious source. This data can then be used for correlation, analysis, and reporting.

There are two types of active lists:

- **Event based (dynamic)**. Event-based active lists retain specific data from live events, and are populated automatically as the result of a rule action triggered by qualifying events. Event-based lists have an explicit event field tied to every field in the active list.
- **Fields based (static)**. Fields-based active lists contain additional contextual data that is not part of the event data, and are thus populated by the user manually, or by importing a comma-separated value list exported from another application. Field-based lists only identify the data type of each active list field. When adding to or checking a field-based list, you need to supply a mapping from event fields to list fields (for example, *Event Name* goes in the first field, *Source IP Address* goes in the second field, and so on).

If an active list is populated automatically by a rule action, the active list is said to be *dynamic*.

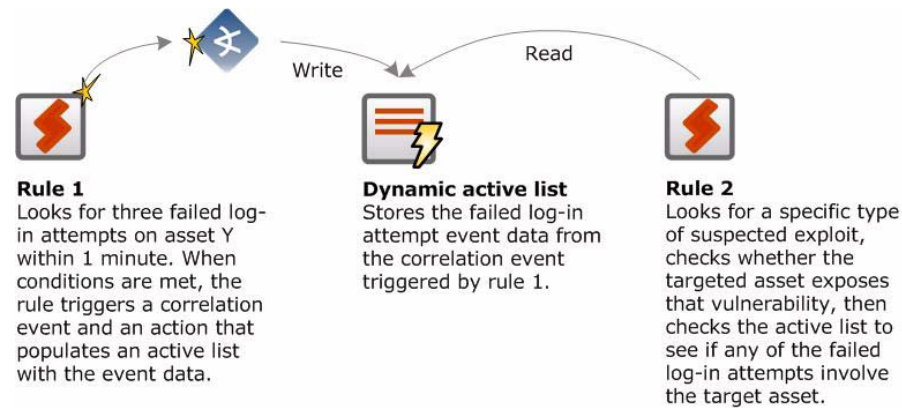


Figure 5-5 Dynamic event-based active lists are populated with event data automatically by rule actions.

If an active list is populated manually with a static set of values that is not part of the event, and is used as a reference table lookup by rules, the active list is said to be *static*.

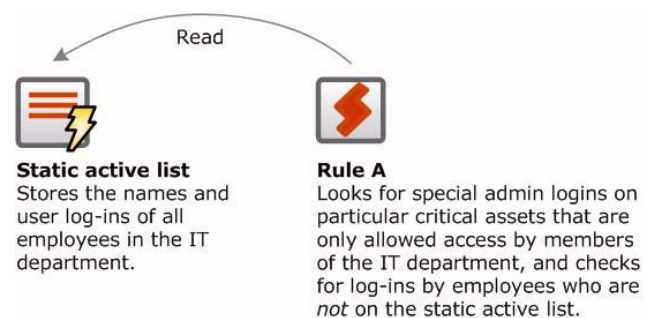


Figure 5-6 Static fields-based active lists are populated manually with reference data that are referenced by rules correlating events.

An active list can also be both event-based (dynamic) and fields-based (static). That is, you can populate an active list with static reference data, then also have a rule write additional entries to the list when certain event conditions are met.

Active lists can be read by all resources that express conditions except those used by active channels. This includes the priority formula, filters, rules, data monitors, reports, and Pattern Discovery.

Once an asset has been cleared of the conditions that qualified it for the list, you can remove it from the list manually using the Active List Editor. You can also set a rule or Pattern Discovery action to remove an item from an active list when certain conditions are met.

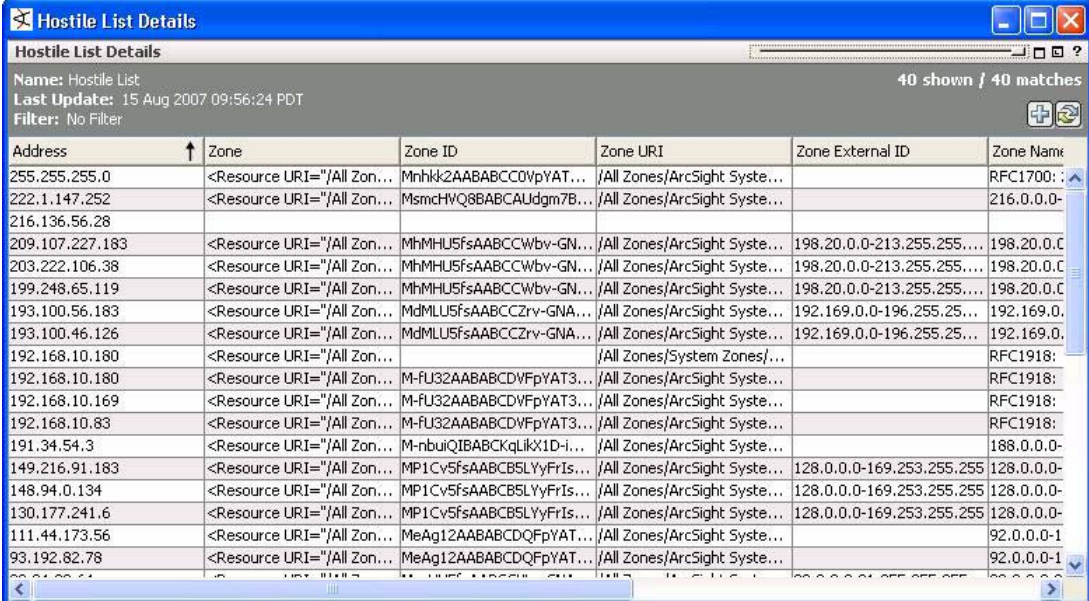
Active lists support the following actions from rules and Pattern Discovery:

Function	Description
Add to active list	Adds the event data to the active list. How the information is used by other resources depends on the purpose of the list.
Remove from active list	Removes the event data from the active list.

When an active list is updated, the system generates two internal audit events: one that records that the active list entry was updated, and another to describe the success of the [AddToList](#) operation (success, failure). These internal events can themselves be tracked, so you can report statistics about ongoing attacks, investigate, and monitor ESM system health.

Rules and Pattern Discovery can *write to* active lists; rules, data monitors, reports, and threat evaluation can *read from* active lists.

The example active list below shows several entries recorded in the active list [ArcSight System/Threat Tracking/Hostile List](#).



The screenshot shows a window titled "Hostile List Details" with a sub-header "Hostile List Details". It displays "40 shown / 40 matches" and a filter set to "No Filter". The table below represents the data shown in the screenshot.

Address	Zone	Zone ID	Zone URI	Zone External ID	Zone Name
255.255.255.0	<Resource URI="/All Zon...	MnhkK2AABABCC0vPAT...	/All Zones/ArcSight Syste...		RFC1700: ;
222.1.147.252	<Resource URI="/All Zon...	MsmcHVQ8BABC AUdgm7B...	/All Zones/ArcSight Syste...		216.0.0.0-
216.136.56.28					
209.107.227.183	<Resource URI="/All Zon...	MhMHU5fsAABCCWbv-GN...	/All Zones/ArcSight Syste...	198.20.0.0-213.255.255...	198.20.0.0-
203.222.106.38	<Resource URI="/All Zon...	MhMHU5fsAABCCWbv-GN...	/All Zones/ArcSight Syste...	198.20.0.0-213.255.255...	198.20.0.0-
199.248.65.119	<Resource URI="/All Zon...	MhMHU5fsAABCCWbv-GN...	/All Zones/ArcSight Syste...	198.20.0.0-213.255.255...	198.20.0.0-
193.100.56.183	<Resource URI="/All Zon...	MdMLU5fsAABCCZrv-GNA...	/All Zones/ArcSight Syste...	192.169.0.0-196.255.25...	192.169.0.
193.100.46.126	<Resource URI="/All Zon...	MdMLU5fsAABCCZrv-GNA...	/All Zones/ArcSight Syste...	192.169.0.0-196.255.25...	192.169.0.
192.168.10.180	<Resource URI="/All Zon...		/All Zones/System Zones/...		RFC1918:
192.168.10.180	<Resource URI="/All Zon...	M-FU32AABABCDvFpYAT3...	/All Zones/ArcSight Syste...		RFC1918:
192.168.10.169	<Resource URI="/All Zon...	M-FU32AABABCDvFpYAT3...	/All Zones/ArcSight Syste...		RFC1918:
192.168.10.83	<Resource URI="/All Zon...	M-FU32AABABCDvFpYAT3...	/All Zones/ArcSight Syste...		RFC1918:
191.34.54.3	<Resource URI="/All Zon...	M-nbuiQIBABCKqLiX1D-i...	/All Zones/ArcSight Syste...		188.0.0.0-
149.216.91.183	<Resource URI="/All Zon...	MP1Cv5fsAABCB5LyFrIs...	/All Zones/ArcSight Syste...	128.0.0.0-169.253.255.255	128.0.0.0-
148.94.0.134	<Resource URI="/All Zon...	MP1Cv5fsAABCB5LyFrIs...	/All Zones/ArcSight Syste...	128.0.0.0-169.253.255.255	128.0.0.0-
130.177.241.6	<Resource URI="/All Zon...	MP1Cv5fsAABCB5LyFrIs...	/All Zones/ArcSight Syste...	128.0.0.0-169.253.255.255	128.0.0.0-
111.44.173.56	<Resource URI="/All Zon...	MeAg12AABABCDQFpYAT...	/All Zones/ArcSight Syste...		92.0.0.0-1
93.192.82.78	<Resource URI="/All Zon...	MeAg12AABABCDQFpYAT...	/All Zones/ArcSight Syste...		92.0.0.0-1

Figure 5-7 Entries written to an active list can be read by other rules, data monitors, reports, and threat evaluation processes.

Every group you add to an active list uses up memory. If you find that you use active lists heavily and the memory you have allocated for a particular active list is insufficient, you can adjust its size limit using the Active List Editor. Heavy active list usage can affect overall system performance.

In the course of daily operations, rules and Pattern Discovery may be adding and removing items to and from active lists throughout the day. Each time an item is added or removed, ESM logs these changes in the database.

How Rules Use Session Lists



ESM v4.0 introduced session correlation, also known as identity correlation, using session lists. Similar to how active lists associate events happening in one area of the network with events happening in another area, session lists associate users with the event traffic they are involved with on the network.

Session lists capture and record session-related data in a list, where it can be used by ESM's Correlation Engine to:

- Resolve event endpoints against DHCP sessions to identify which device was located at the reported IP address at the time of the event
- Utilize existing maps that link MAC addresses and/or host names to users, if available
- Attribute actions originating from a specific device to its owner
- Extract and resolve user information from VPN log-ins, including the VPN user name and session characteristics
- Track who accesses a given network node at a given time to trace events that originate from this device to users that were logged in at the time

Session correlation is a three-step process that involves three or more ESM resources.



For more about session lists and how to use them, see the Console Help topic *Session Correlation*.

How Rules Use Variables

Variable event fields are user-named extensions to ESM's event schema (for more about the ESM event schema, see [Chapter 10, ArcSight ESM Event Schema, on page 89](#)).

Variables are virtual event fields whose values are the result of a special function performed on another field. Examples include calculating a duration or range, or reformatting a date stamp. Variables boil down the complexity of the data in a way that enables calculations or functions to be performed.

For example, you can write a rule that is triggered when an after-hours login occurs. To calculate this time range, you can define a variable that extracts the hour of day out of a time stamp, then set the rule trigger for events that occur between x and y time. The time stamp value is made up of multiple data points: `dd mmm yyyy hh:mm:ss UTC`, as shown below:

21 Jun 2007 17:28:02 PDT

Variable event fields enable you to deconstruct this timestamp into component parts, which you can sort individually or use as a data point in an active channel, filter, report, rule, data monitor, or field set. Breaking down a compound data field into its component parts enables you to construct a rough range, such as to gather certain events during business hours, or sort on all of January, or find events that occur after 5:00 p.m.

Variable fields also enable you to re-arrange the information in a compound data field, such as a uniform resource locator (URI), in a format that is easier to read in reports and other monitoring displays. For example, a location URI may be constructed as USA/CA/Cupertino. Variables enable you to reconstruct the order of these elements, and specify punctuation or spacing in between, so you can display Cupertino CA, USA in your output display.

Once created, variables appear in the Common Conditions Editor as additional fields in the Filter or Conditions tabs, or as GroupBy arguments for data monitors and rules. Variables also appear in the Report Editor and in field sets. In the Field Set Editor, variables are an additional category that appears once variables are defined.

For more about variables, see the Console Help topic *Variables*.

Testing Rules in a Rules Channel

Rules channels provide a way to test rules on a fixed time window of historical events outside the real-time flow of events.

Rules channels are initiated from the Rules view in the Navigator panel. You can test a single rule or a whole group of rules; you can test the rules on the last two hours of events from an existing active channel, or you can define a new channel that uses historical events in a time window you specify.

For more about rules channels, see [“Rules Channels” on page 53](#).

Deploying Rules in Real-Time Rules

Because rules can be costly on memory and system performance, rules you create yourself are not automatically activated on real-time events. Once you are satisfied with the

conditions and triggers set in your rule and are ready to deploy it on real events, link the rule to the Real-Time Rules folder.

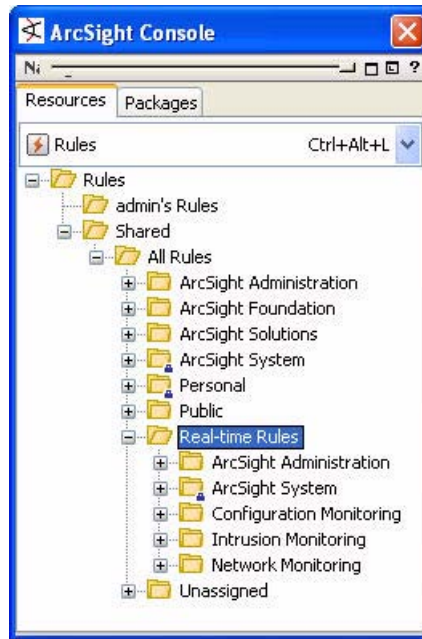


Figure 5-8 The Real-Time Rules folder applies any rule linked to it to the live event stream. The ESM standard content rules that are active on installation are already linked to the Real-Time Rules folder.

Most of the standard content rules installed with ESM are already deployed in the Real-Time Rules folder. Some standard content rules that are optional or known to be costly on system performance are not deployed by default. For details about these, see the ArcSight ESM *Standard Content Guide*.

Rules can be *linked*, *copied*, or *moved* to the Real-Time Rules folder.

State	Description
Link	<i>Link</i> a rule to the real-time rules folder to maintain its "home" location in a group hierarchy that's part of a larger use case. One copy of the rule is maintained, although the rule can be edited from either location. Changes applied to the rule when linked to the real-time rules folder are immediately in effect on live events.
Copy	<i>Copy</i> a rule to the real-time rules folder to keep two separate copies of the rule: one for editing and development in the "home" location, and one for application on real-time events. Changes made to the original at the home location are not applied to live events until the changed rule is re-copied or linked to the real-time rules folder.
Move	Move a rule to the real-time rules folder if you do not wish to maintain a copy of the rule in a "home" location. Once moved to real-time rules, the rule that is the only copy, and changes applied to it are immediately in effect on live events.

As soon as a rule is linked to the Real-Time Rules folder, it is applied to the live event stream. This means the rule conditions evaluate all events as they stream in, and when

matching conditions meet rule conditions and thresholds, the rule triggers a correlation event and any associated actions.

Once a rule is deployed in the Real-Time Rules folder, it can still be edited. Any changes made to the rule are applied immediately to live events when you click **Apply** or save the rule.

Data Monitors



Data monitors are how the logic is defined for the graphical summaries that are displayed in dashboards. The data monitors resource is located in the Dashboards area of the navigation tree (dashboards are part of the monitoring phase of the event lifecycle, and are discussed in [“Dashboards” on page 54](#)).

Some data monitors, however, also perform special analysis.

Data monitors are similar to rules, in that they evaluate the event stream and system health statistics, and consolidate (aggregate) events with common elements. Rules focus on inferring meaning from certain event conditions in order to specify actions, whereas data monitors focus primarily on summarizing event data graphically, and in the case of correlation data monitors, on providing a different type of analysis, such as calculating statistics and moving averages, and reconciling event streams.

Most data monitors are part of the discovery phase of the discover-infer-prioritize-act correlation process. Correlation data monitors can also infer, or draw conclusions, based on the corollary factors present in events with common elements. Unlike rules, however, data monitors cannot specify actions. For this reason, correlation data monitors are used in conjunction with rules.

There are three types of data monitors:

- **Event-based data monitors:** used to create graphical or tabular summaries of event data for display in dashboards.
- **Correlation data monitors:** used to evaluate the event stream and discover anomalies by calculating statistics, reconciling event streams, and calculating moving averages. Like rules, correlation data monitors generate correlation events when their conditions are met. Correlation data monitors are used in conjunction with rules, which can trigger actions when the correlation data monitor conditions are met.
- **Non-event based data monitors:** used to monitor and display ESM system status in a graphical or tabular summary.

ESM provides a series of standard data monitors designed to work in conjunction with ESM filters, dashboards, and rules to address specific use cases.

Event-Based Data Monitors

Event-based data monitors evaluate the event stream, apply filters, and render summaries in a graphical format, which can then be displayed in a dashboard. When presented in dashboards, event-based data monitors are used primarily as a monitoring and investigation tool in the discovery phase of the correlation process.

If you are previewing the output of a data monitor that has not yet been placed in a dashboard, the system will create a temporary dashboard in which to display the results. You can create permanent dashboards that display the results of one or more data monitors. The same data monitor can be displayed in more than one dashboard, or displayed multiple times in the same dashboard using different display options.

When added to a dashboard, the results of the evaluation are then rendered graphically in a format of your choosing: bar chart, 3-D bar chart, bar chart table, pie chart, table, statistics graph, and so on.

Data monitors can become costly in terms of memory if the data monitor defines groups of data with many members, which must be updated and evaluated as new events come into the event lifecycle. Data monitors can also be CPU-intensive when they make use of many filters or filters that are complex.

Event-based Data Monitor	Description
Asset Category Count	This data monitor enumerates the number of events that occur per asset category, by priority, within a time interval.
Event Graph	This data monitor draws real-time diagrams of selected event activity. Event graph data monitors can consume a lot of memory and CPU time, because every time fresh event data comes into the channel, the system first calculates, then re-renders the graphic. To ease the burden on memory resources, you can lower the data refresh rate.
Geographic Event Graph	This data monitor draws a real-time geographic map of selected events.
Hierarchy Map	<p>This Hierarchy Map Data Monitor draws an image made up of proportionally sized panels where each panel represents a group of events selected by group fields selected in the source node identifier. A source-node criteria could be a combination of fields.</p> <p>As of ESM v4.5, this data monitor includes several enhancements including a more refined view of grouped fields, more drill-downs, and enhanced visualization tools for controlling the map displays.</p> <p>For details about the Hierarchy Map data monitor, see the Console Help.</p>
Hourly Counts	The Hourly Counts Data Monitor displays the total count of events on an hourly basis along with their priority.
Last N Events	The Last N Events data monitor displays the latest number of events in a table ordered by whatever parameter you are interested in seeing, such as priority, event name, protocol, and category.
Last State	This data monitor shows graphics that translate complex values into simple, rapidly observable results such as green / yellow / red "signal lights" or checkmark / asterisk / exclamation point symbols.
Top Value Counts (Bucketized)	Displays top events by selected data field, the total number of events, and the event Severity within the total number of events with the Table and BarChartTable viewer configurations.

Correlation Data Monitors

Correlation data monitors are also event-based and evaluate the event stream, however, they have the capability to perform special analytic functions that rules cannot. Their purpose is to work analytically in conjunction with rules. Their results can also be displayed graphically in a dashboard.

Correlation-based data monitors evaluate the event stream, apply filters or other conditions, and some compare features of two data streams using filters and elements of aggregation. For example, the event and session reconciliation data monitors use two filters that split the data stream so it can be compared and reconciled.

When the correlation data monitor finds events that match the specified conditions, it can trigger a correlation event, as discussed in [“Correlation Events Triggered by Rules” on page 40](#).

Correlation Data Monitor	Description
Event Correlation	This data monitor provides flow-volume correlation between two different event streams. This helps corroborate attacks reported by different systems. For example, this can be applied to event streams generated by a firewall and an IDS to correlate and verify their output.
Event Reconciliation	<p>The Event Reconciliation data monitor correlates events arriving from one sensor with events arriving from another sensor. Reconciliation matches every event from stream 1 with one event from stream 2.</p> <p>For example, if you have an IDS in front of a firewall, reconciliation will compare all the accepted traffic from the firewall and compare it with attack events from the IDS. An IDS attack that does not have a matching firewall accept did not get through the firewall. A firewall accept matched with an IDS attack is considered a successful attack. A firewall accept with no matching IDS attack is considered a normal connect.</p>
Moving Average	The Moving Average data monitor displays the moving average of events by a selected data field. A moving average allows for short term fluctuations to be removed and more correctly shows long term trends. The moving average data monitor can also plot values using various numeric fields in the event.
Session Reconciliation	<p>The Session Reconciliation data monitor correlates events on the basis of their occurrence within a relevant time period, such as an IP address assigned for a VPN login. The session start and end parameters are values set when the data monitor is created.</p> <p>The session list feature provides a more scalable, flexible, and powerful way to collect session data. For details, see “How Rules Use Session Lists” on page 44.</p>
Statistics	<p>The Statistics data monitor is similar to the Moving Average data monitor, except that it enables you to select other statistical methods in addition to Moving Average. Statistical methods include average, standard deviation, skew and kurtosis, as well as moving average.</p>

Non-Event Based Data Monitors

Non-event based data monitors evaluate internal statistics associated with ESM resources and their usage. These data monitors are mainly useful to ESM administrators to view the instrumentation monitoring the ESM system. For example, the rules partial match data monitor is helpful for understanding how costly rules and other data monitors are to CPU and memory.

Non-event based Data Monitor	Description
System Monitor	The System data monitor provides measurements based on ESM Manager internal system Java classes and attributes. ESM's standard system monitors capture several common system monitoring scenarios. Examples include system information, rules engine, and database transaction volume. The focus is on a particular Mbean Java class.
System Monitor Attribute	The System Monitor Attributes data monitor is similar to System Monitor, except that, instead of providing measurements for all attributes of a specified Java class, it focuses on a specific attribute of a given ESM Java class. Examples include Database Info Broker, Free Space Summary, Report Logger, Current Running Reports, Connector State Tracker, and Manager Throughputs. The focus in this data monitor is on a particular attribute of an Mbean Java class.
Rules Partial Match	Displays rules that have partial matches and the total number of partial match events within a specified time frame. This is useful to see how much memory and CPU is being used by the working memory for evaluating join and aggregation partial matches.

Event Type Summary

Throughout the event lifecycle, events undergo different stages of processing. These stages are illustrated in the graphic below, and the terms used to describe the events at each stage are described in the table that follows.

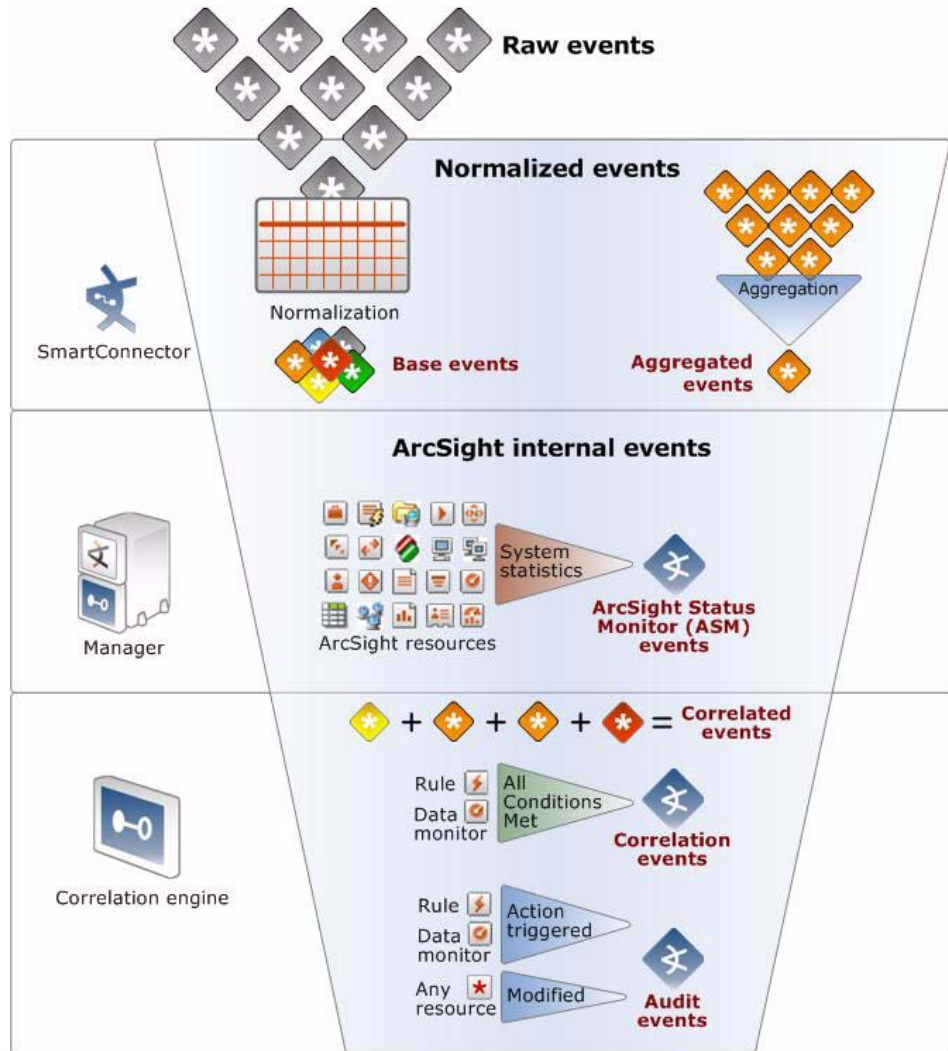


Figure 5-9 Types of events in ESM. Raw events are those reported to SmartConnectors by a network data source. All other event phases are referred to as normalized events. ESM internal events are those generated at various stages by the Manager.

Event type	Description
Raw events	Raw events are those generated by network devices and reported to SmartConnectors if the event was originally in textual form. A database query, for example, does not have a textual form, thus is not considered a raw event.
Normalized events	Normalized events are those that are reported to a Manager by a SmartConnector. Normalized means that the event has been processed by any ESM component, and thus is represented in the ESM event schema.
Base events	Base events are events that have been processed by the SmartConnector and are ready to be sent to the Manager.
Aggregated events	Aggregated events are normalized events that have been aggregated (summarized and consolidated), either by the SmartConnector or by the correlation engine.
Correlated events	Correlated events are a series of normalized events that, together, cause the conditions of a rule or correlation data monitor to be met.
Correlation events	A correlation event is one that is created when all conditions and thresholds are met in the correlation engine (rule or data monitor), or by a condition set at the SmartConnector. Correlation events are sent through the event lifecycle as new events so they can themselves be evaluated by filters, active channels, rules, data monitors, active lists, Pattern Discovery, and reports.
ESM internal events	ESM internal events are events generated by ESM to audit and troubleshoot its own performance.
Audit events	Audit events are events created by ESM when an action is triggered by a rule or data monitor, or when any resource is created/modified/deleted. Audit events are sent back through the event lifecycle at the Manager phase.
ArcSight Status Monitor events (ASM)	ASM events are events generated by the Manager to monitor system statistics for reporting and troubleshooting purposes.

Chapter 6

Monitoring and Investigation

ESM's normalization and correlation processes enable Security Operations Centers to have real-time situational awareness as events occur. ESM's monitoring and investigation tools make it possible to track situations as they develop, and drill down to view the origin of an event, see other systems involved, and understand the effect on other network nodes.

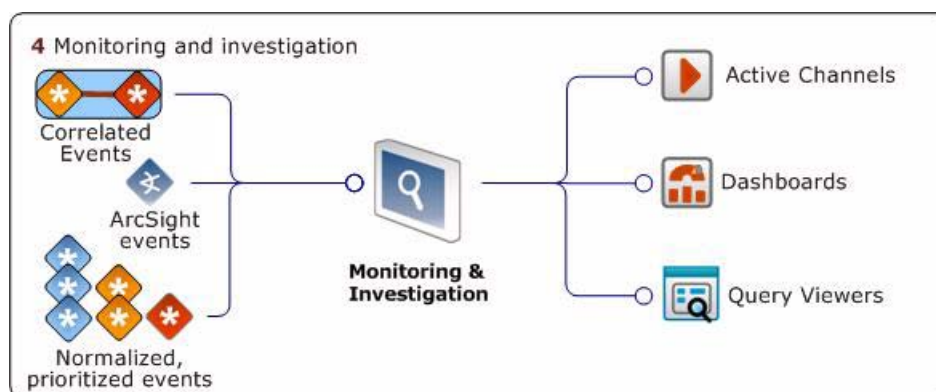


Figure 6-1 Monitoring and investigating events with ESM. Events can be monitored and investigated using active channels, dashboards, and query viewers.

[“Active Channels” on page 53](#)

[“Dashboards” on page 57](#)

[“Query Viewers” on page 62](#)

Active Channels



Like a channel tuned to a certain frequency on a television set, an active channel displays a stream of information defined by parameters set in the active channel editor. A channel can be further fine-tuned using in-line filters (described in [“Filters in Active Channels” on page 36](#)).

There are three types of active channels that display different types of data:

- [Live Channels](#) display continuously refreshed live event data
- [Rules Channels](#) display replay events for testing rules
- [Resource Channels](#) display the status of certain resources, such as the assets in your network model and open cases

The default view of any active channel is a table grid, but active channels can also be viewed as a chart in a number of formats, as a geographic map, or an event graph. You can elect to view all three on separate monitors in your security operations center.

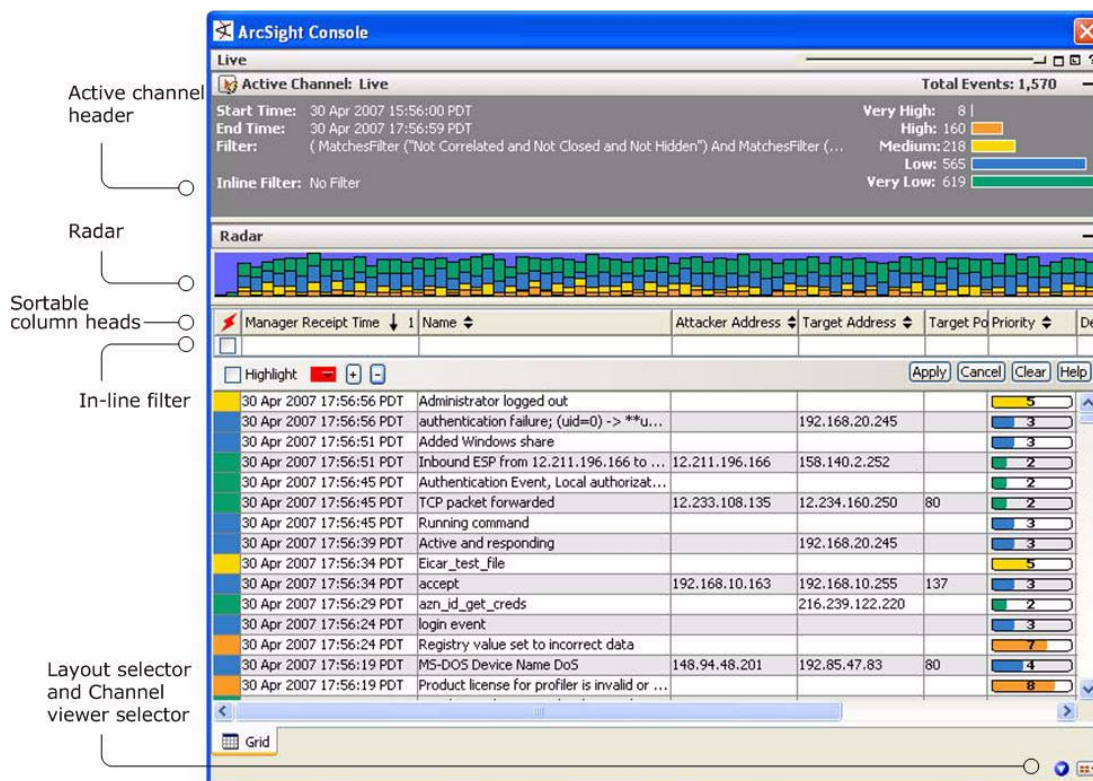


Figure 6-2 Each line item in the active channel view represents an event. The flash icon (⚡) in the first column indicates a correlation event generated by a rule being triggered. Right-click any line item for an array of investigative tools. Double-click any item to view its details in the Inspect/Edit panel.

- **Active Channel Header.** The active channel header appears at the top of every active channel view and provides a statistical overview of the channel and the events passing through it.
- **Radar.** The radar is a bar chart overview of events in the active channel. By default, they are separated into segments sorted by event end time: each segment of the radar represents groups of events with the same end time. If the grid were sorted by Target ID, the segments of the radar would represent groups of events with the same target ID.

You can also create your own radar, assign a filter, and any match is added to the radar. This feature can be CPU- and memory-intensive, because it creates a channel for every view you create. Each bar in the radar is a channel. For example, if you create 10 views, each one is a channel, and viewing the radar opens 10 channels, each of which are refreshed and re-rendered with every data update.

- **Grid View.** The grid view displays each event with a certain set of data fields in a table format. By default, the ESM viewer panel loads the grid view established for the user group of which you are a member. The view you last set will be the one that loads the next time you log on.
- **Chart View.** Chart view displays a summary of events. You can view live events in the following ways:

- ◆ Line graph
- ◆ Scatter plot
- ◆ Area graph
- ◆ Bar chart
- ◆ Stacking bar chart
- ◆ Pie chart
- ◆ Stacking area graph
- **Image Viewer Map.** The image viewer plots events geographically on a global or political map of the world. You can also import your own graphic, such as an organization chart.

ESM provides a series of standard active channels, which provide out-of-the-box monitoring functionality for common security and network scenarios. For example, by default, the *Live* active channel displays all events being processed by ESM over the last 2 hours in a grid view.

Live Channels



Live channels display real-time events, which are continuously refreshed whenever events are written to the database. This means that active channels reflect any changes at its next refresh cycle, such as when new base events arrive from SmartConnectors, or when a user annotates an existing event with investigation or follow-up information.

You can define a live channel to display events that match an existing filter over a particular fixed or rolling timeframe. You can also define which fields (data columns) of event data you wish to display. You can manually define the fields you wish to view, select a standard field set (specific columns of event data), or define your own field set (see [“Field Sets” on page 56](#)).

As an Administrator, you can also apply filters for particular user groups, in effect limiting what events other users see. Filters set for the group by the Administrator are implied, and do not appear in the user's view as part of the filter settings in the active channel header.

Each event makes up a line item in an active channel grid. You can investigate any line item to view all of its characteristics using tools in the right-click menu.

Rules Channels



Rules channels provide a way to test rules on a fixed time window of historical events outside the real-time flow of events.






Rules channels are initiated from the Rules view in the Navigator panel. You can test a single rule or a whole group of rules; you can test the rules on the last two hours of events from an existing active channel, or you can define a new channel that uses historical events in a time window you specify.

Rules channels do not operate in real-time. It doesn't matter whether the rules tested on a rules channel are linked to the real-time rules folder, because any triggering events that occur on a rules channel do not register in the real-time event flow. Rules channels are only for testing whether your rule conditions get triggered as expected.

If you are satisfied with the conditions and triggers set in your rule and are ready to deploy it on real events, link it to the Real-Time Rules folder (see [“Deploying Rules in Real-Time Rules” on page 45](#)).

Resource Channels

The Console also provides the power of channels (such as using inline filters, field sets, sorting, and a dynamic display that is continually refreshed) as a flexible way to view ArcSight resources, such as assets related to managing the network model and case data.

Resource	Description
	<p>Asset Channels enable you to view assets interactively so you can monitor updates made to assets as new data is available.</p> <p>For more about working with asset channels, see “Managing Assets in Asset Channels” on page 104, and the online Help topic <i>Managing Assets</i>.</p> <p>For more about assets, see “Assets” on page 101.</p>
	<p>Vulnerability Channels enable you to view vulnerabilities exposed by assets as those vulnerability profiles change. This makes it possible to sort views different ways, such as by vulnerability type and priority.</p> <p>For more about vulnerabilities, see “Vulnerabilities” on page 117.</p>
	<p>Asset Category Channels enable you to interactively view all assets designated in the same asset category. For example, you can see and drill down on activity for all assets with a criticality of High.</p> <p>For more about asset categories, see “Asset Categories” on page 120.</p>
	<p>Scanner Report Channels enable you to view the results of scanner reports in an active channels so you can monitor updates made to the network model as new data is available.</p>
	<p>Case Channels enable you to interact with data related to cases, such as viewing new cases opened, assigned, updated, and closed. This gives you a flexible way to keep track of the active case load, and easily view recent case activity.</p> <p>For more about cases, see “Cases” on page 67.</p>

Field Sets



Field sets are a way to limit the columns that are displayed in the active channel grid anywhere event fields can be selected, such as the CCE and variables editors. They are an index of certain field names that you can create and save so that you don't have to sift through more than 400 event fields to get to the ones you are interested in when monitoring and investigating, or building content for a specific use case.

You can also create field sets for other places where event fields appear, such as in the resource editors displayed in the Inspect/Edit panel for filters, rules, data monitors, and Pattern Discovery.

ESM comes with field sets already defined in the [All Field Sets/ArcSight System](#) folder, which you can use as is, or create your own.

Sortable Field Sets



Sortable field sets are like other field sets, except that they are composed only of fields for which sort indexing has been enabled, such as [End Time](#), [Name](#), [Target Address](#), and [Source Address](#).

In active channel grid views, the names of sortable fields in column headers are underlined and the **Sort Column** right-click command is enabled. Unsortable field headers are not underlined, and the **Sort Column** feature is disabled.

Dashboards



Like the instrument panel of a car, dashboards display indicators that communicate the state of your enterprise as reported to ESM by data sources on your network. Dashboards are made up of individual data monitors in a variety of graphical and tabular formats that summarize the event flow and communicate the effect of event traffic on specific systems on the network. Other data monitors communicate the status of ESM components.

ESM provides many standard dashboards. You can also create your own. The data monitors that make up dashboards are discussed in [“Data Monitors” on page 47](#).

Dashboards are an ideal way to see event data on your network in a variety of statistical views. They provide many different ways to visualize as well as analyze the event flow.

The example below shows the standard Security Activity Statistics dashboard, which displays data from sample network activity. It shows multiple data monitors that, together,

provide a comprehensive status of security activities on a sample network. You can also drill down on elements displayed in a dashboard to investigate their details.

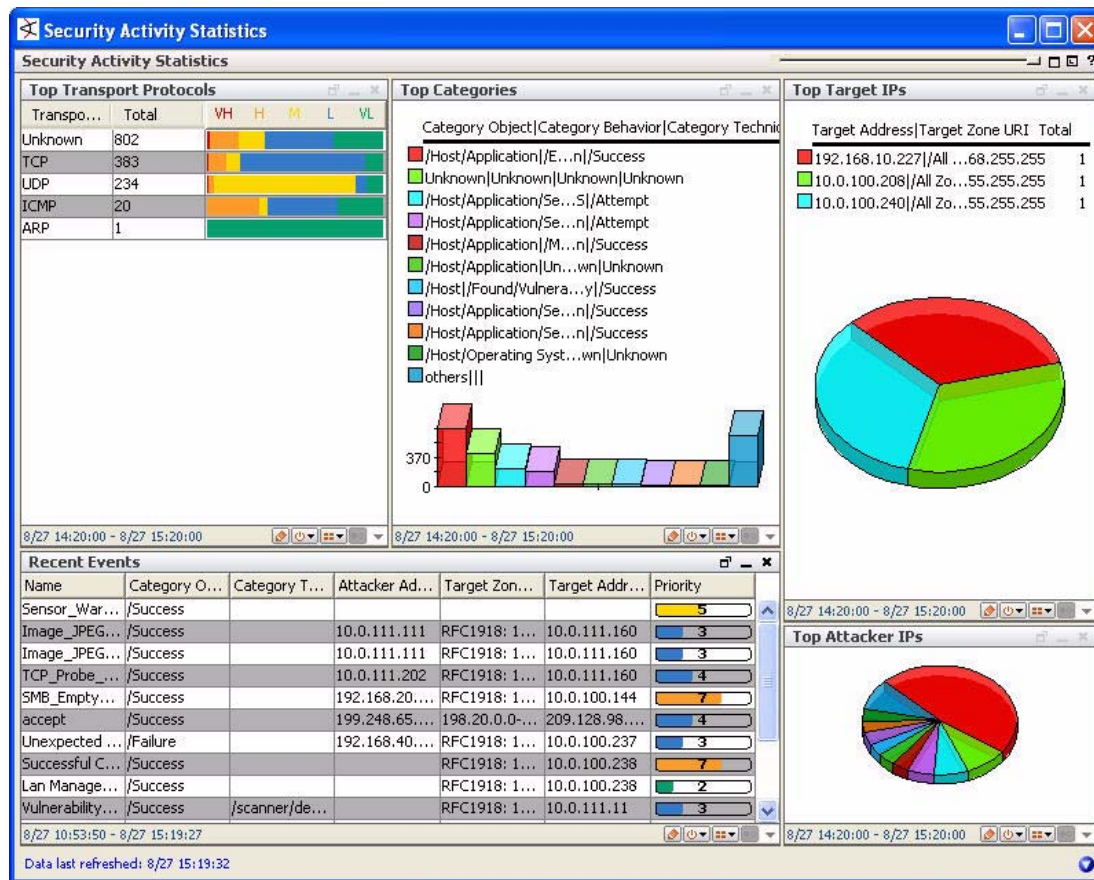



Figure 6-3 The Security Activity Statistics dashboard is just one of the standard ESM dashboards that displays a variety of system status data monitors, which communicate the overall state of your network security.

Event Graph Data Monitors

 Event graph data monitors summarize multi-node enterprise security data in a graphical format, which makes it easier to visualize attack patterns among nodes on your network. Like the old adage "a picture is worth a thousand words," in enterprise security management, "a picture is worth a thousand log lines."

An event graph transforms a multitude of log lines into a meaningful graphic that enables you to quickly visualize what is happening on your network. Using graphs, you can immediately identify patterns that belong and those that do not, and easily pinpoint those you are unsure about.

Event graphs render sources, targets, and events using geometric shapes. The shapes and their colors can be configured. You can use event graphs for real-time monitoring, or for historical analysis and investigation.

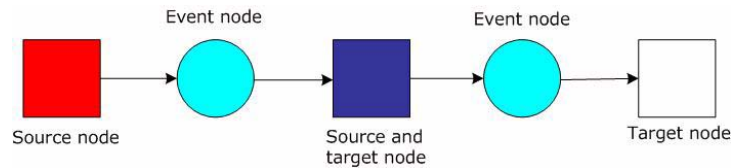


Figure 6-4 By default, event graphs render sources in red, targets in white, and events in aqua. Nodes that are both source and target are rendered in dark blue. Blue squares often indicate the progress of a worm, where a target is compromised and then used as an attacker to propagate itself further in your network.

Event Graphs as a Monitoring Tool

To use an event graph as a real-time monitoring tool, build an event graph data monitor and place it in a dashboard. Use that dashboard as part of your default monitoring view. ESM comes with several real-time event graphs displayed in several standard dashboards. The example below shows a close-up of real-time activity on the *Live* event graph. The *Live* event graph shows activity on the entire monitored network.

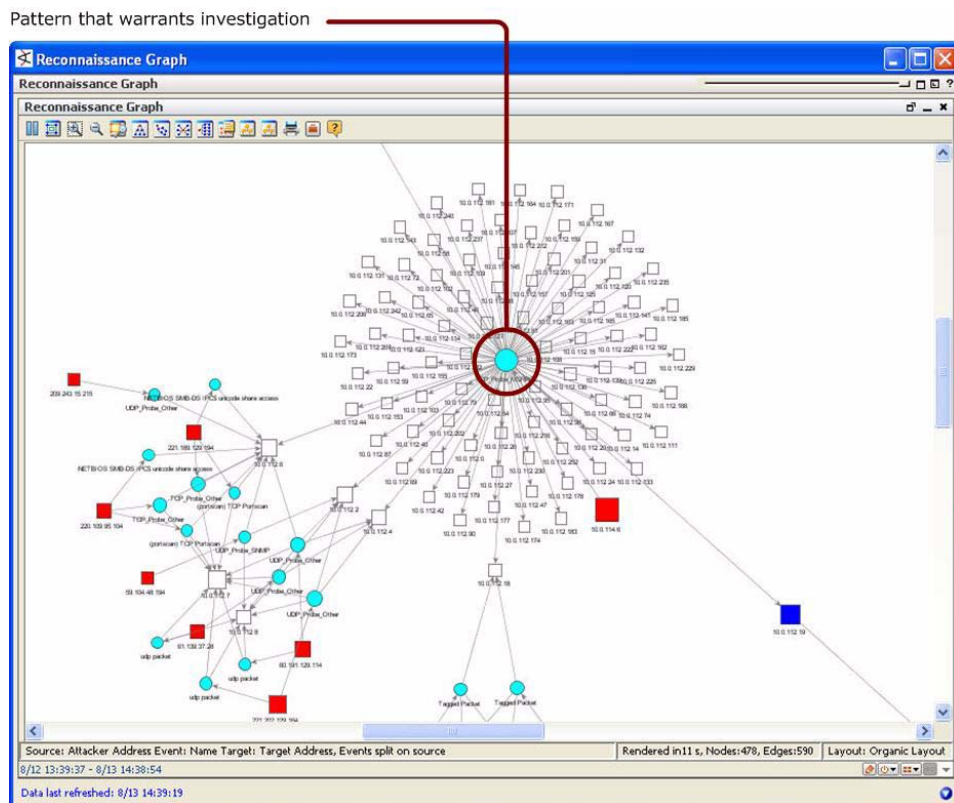


Figure 6-5 To use event graphs for monitoring, create an event graph data monitor for every business case you wish to track and build them into a dashboard. You will soon learn to read what patterns are normal traffic on your network and which ones you may wish to investigate.

Event Graphs as an Investigation and Analysis Tool

You can also use event graphs from an active channel as a tool for investigation and analysis. The four events highlighted in blue in the example grid below are rendered as an event graph that shows a successful backdoor asylum attack on an ISS web server.

End Time	Name	Attacker Address	Target Address	Priority	Device Vendor	Device Product
13 Aug 2007 15:34:43 PDT	SELECT		10.0.111.12	5	ORACLE	Oracle
13 Aug 2007 15:34:39 PDT	Cisco NetFlow Event	10.0.112.53	10.0.20.82	2	CISCO	Cisco NetFlow
13 Aug 2007 15:34:36 PDT	backdoor-asylum	192.168.10.219	192.168.10.107	9	ISS	Internet Scanner
13 Aug 2007 15:34:36 PDT	Warning - Vulnerable Software	192.168.10.219	192.168.10.107	6	ArcSight	ArcSight
13 Aug 2007 15:34:36 PDT	Compromise - Success	192.168.10.219	192.168.10.107	9	ArcSight	ArcSight
13 Aug 2007 15:34:36 PDT	Notify on Successful Attack	192.168.10.219	192.168.10.107	9	ArcSight	ArcSight
13 Aug 2007 15:34:32 PDT	SQL Server Audit			2	Microsoft	SQL 2000

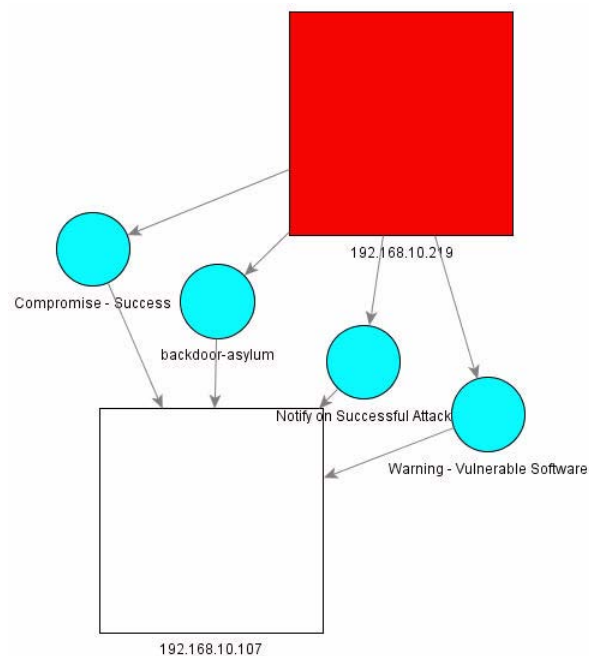


Figure 6-6 This graph shows the events that indicate a successful backdoor asylum attack on an ISS web server. In the Console, you can double-click any node to investigate its origin.

To use event graphs as an investigation and analysis tool, select a series of events from an active channel grid, right-click and select **Event Graph**. The new event graph will be rendered in a new tab in the Viewer panel.

You can create a snapshot of the event graph, which summarizes all the nodes in the graphic in a hierarchical list sorted by type. You can use this hierarchical list to more easily

investigate the details of the items displayed in the event graph. To create a snapshot of the event graph, right-click any node and select **Event Graph | Snapshot**.

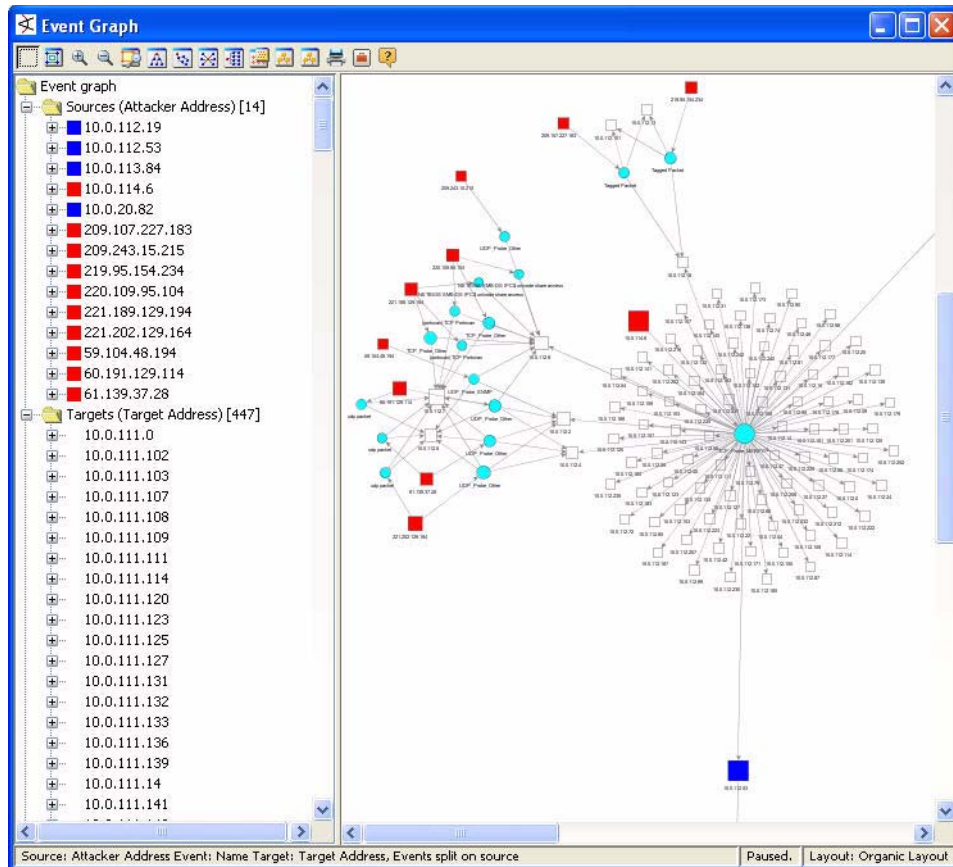


Figure 6-7 To generate a Snapshot view from within an event graph, right-click a node and select **Event Graph | Snapshot**. The snapshot panel on the left displays the details of the event graph items to facilitate investigation.

To learn more about event graphs, search in the online Help for *Graphing Attacks*.

Query Viewers



Query viewers are a new tool in v4.5 for operators and analysts to get quick, high-level summaries of security-related activity, and to drill down and investigate anomalies or other interesting events without having to create low-level active channels.

Query viewers combine the SQL-query capability of trends and reports with the viewing and drill-down capabilities of active channels and data monitors to create flexible, performance-friendly interactive charts and tables. Query viewers also provide customizability and baselining capabilities to give you a long-range overview with access to drill-down details, which enables you to focus on real-time event tracking without risking performance degradation by creating low-level active channels.

Data gathered by a query viewer can be added to dashboards, published as reports, and made accessible for viewing in the ArcSight Web client.

Query viewers use the same queries as reports, which use events and other resources, such as trends, active lists, session lists, assets, cases, and notifications, as data sources.

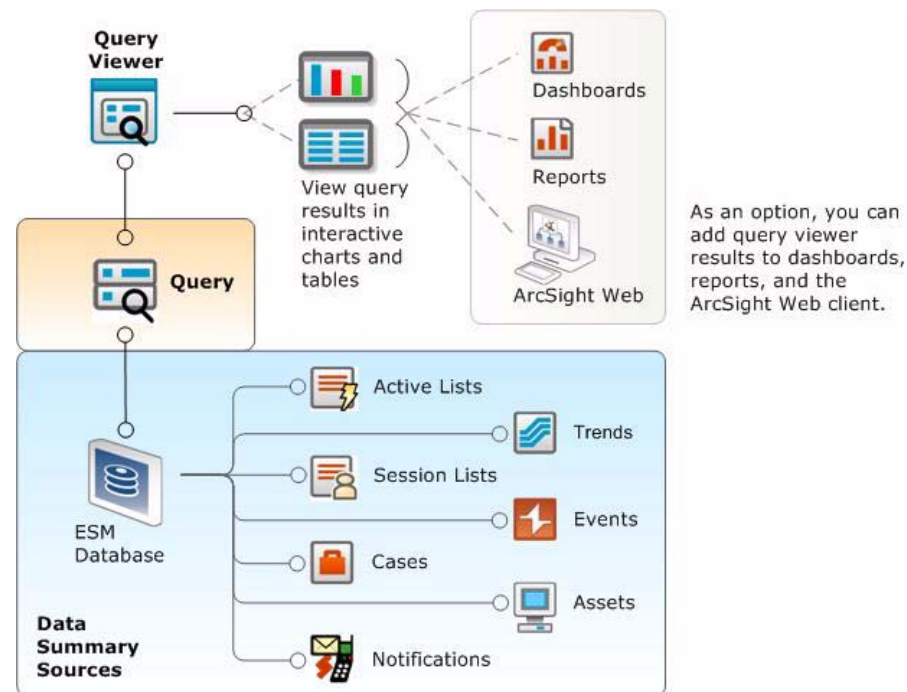


Figure 6-8 Query viewers combine the SQL querying ability of trends and reports with the drill-down capabilities of active channels in a single resource. The flexibility of SQL queries with access to drill-down details enables you to track how a situation is developing in real time. Querying the focused data set of a trend table is more performance friendly than creating low-level active channels.

Query Viewers as an Investigation and Analysis Tool

Query Viewers are an ideal tool for investigating potential situations as they are developing. This section presents an example that demonstrates how query viewers can be used when an analyst notices there are a high number of failed user logins.

This example creates a dashboard with an embedded query viewer. The query viewer shows the top 10 users with failed ESM logins in a bar chart. The bar chart enables you to drill down to data gathered in a second query viewer that shows failed logins for a particular user with the time, attacker, and target information in a table.

This example is made up of the following resources:

- Base query: *Top 10 Users with Failed Logins*
- Main query viewer: *Top 10 Users with Failed Logins*
- Drilldown query: *Failed User Logins Drilldown*
- Drilldown query viewer: *Failed User Logins Drilldown*
- Dashboard: *Top 10 Users with Failed Logins*

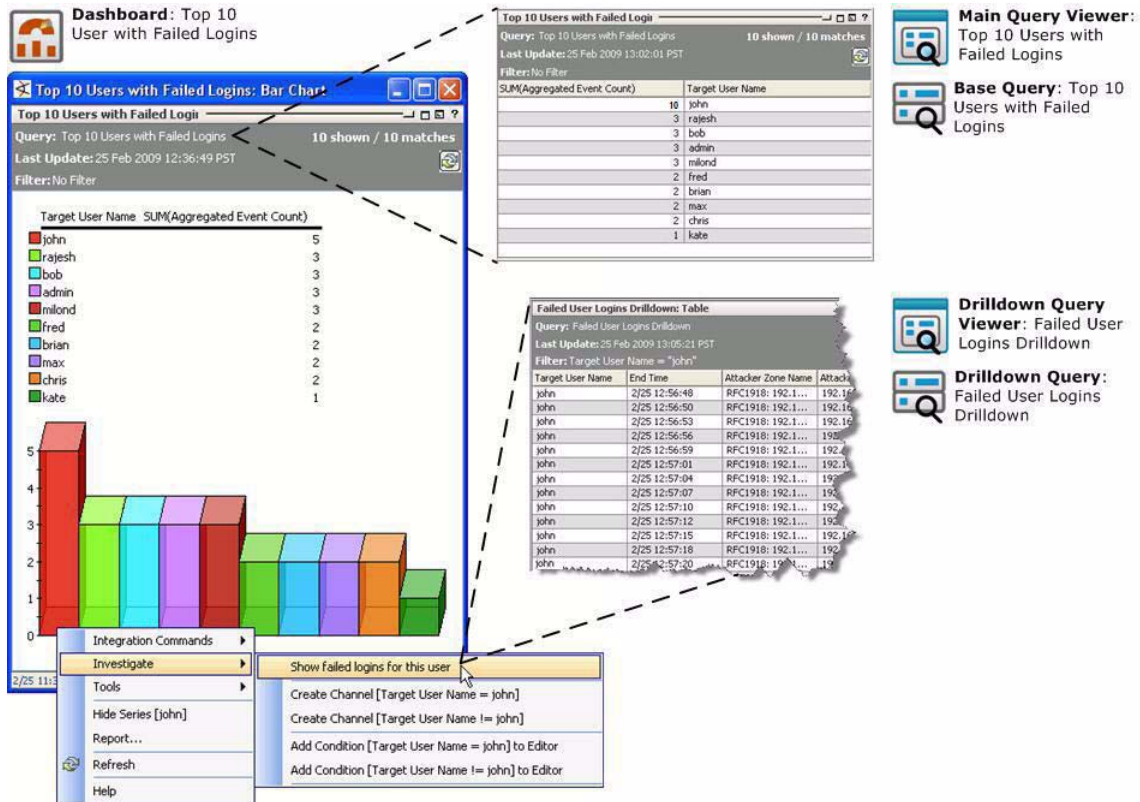


Figure 6-9 Failed User Logins query viewer scenario . This example shows the results of a failed user logins query viewer displayed in a dashboard. This scenario includes a second query viewer that enables you to drill down and view the details of the user's failed logins.

Failed User Logins Drilldown: Table

Query: Failed User Logins Drilldown 10 shown / 10 matches

Last Update: 23 Feb 2009 14:03:03 PST

Filter: Target User Name = "john"

End Time	Attacker Zone Name	Attacker Address	Target Zone Name	Target Address
25 Feb 2009 13:07:41 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.2	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.102
25 Feb 2009 13:07:55 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.10	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.110
25 Feb 2009 13:07:57 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.11	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.111
25 Feb 2009 13:08:10 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.18	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.118
25 Feb 2009 13:08:12 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.19	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.119
25 Feb 2009 13:54:05 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.2	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.102
25 Feb 2009 13:54:19 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.10	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.110
25 Feb 2009 13:54:21 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.11	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.111
25 Feb 2009 13:54:34 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.18	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.118
25 Feb 2009 13:54:36 PST	RFC1918: 192.168.0.0-192.168.255.255	192.168.1.19	RFC1918: 192.168.0.0-192.168.255.255	192.168.100.119

2/25 13:04:15 - 2/25 14:04:15

Figure 6-10 Details of a drill-down. See the items that make up the count in the bar.

For more about query viewers, see the following Console Help topics:

- Query Viewers
- Running Queries and Viewing Results
- Adding Query Viewers to Dashboards
- Making Query Viewer Results Available to ArcSight Web
- Adding Query Viewers as Startup Views
- Generating Reports from Query Viewers
- Defining and Using Baselines

Chapter 7

Workflow

Workflow is concerned with how people in your organization are informed about incidents and tracking their responses to them. Workflow also involves escalating an incident to other users.

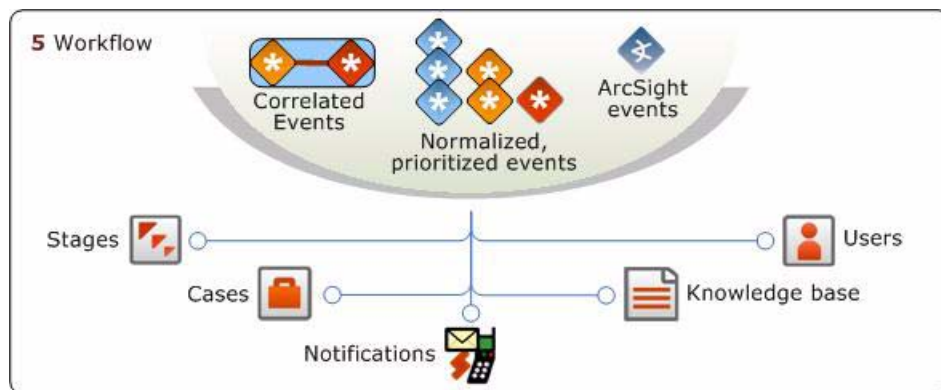


Figure 7-1 ESM's workflow tools. You can escalate incidents manually or automatically using ESM workflow tools.

ESM provides several ways for users to collaborate and track incidents using ESM's workflow tools. ESM's workflow system consists of the following resources:

- ["Annotations" on page 67](#)
- ["Cases" on page 67](#)
- ["Stages" on page 68](#)
- ["Users and User Groups" on page 69](#)
- ["Notifications" on page 69](#)
- ["Knowledge Base" on page 71](#)
- ["Reference Pages" on page 72](#)

The graphic below shows one way in which ESM's workflow tools can be used to escalate events through your security operations center. You can use one, all, or none of these elements in various combinations to suit your needs. This view shows the default settings

for annotation stages and case stages. The designations for both workflows can be customized.

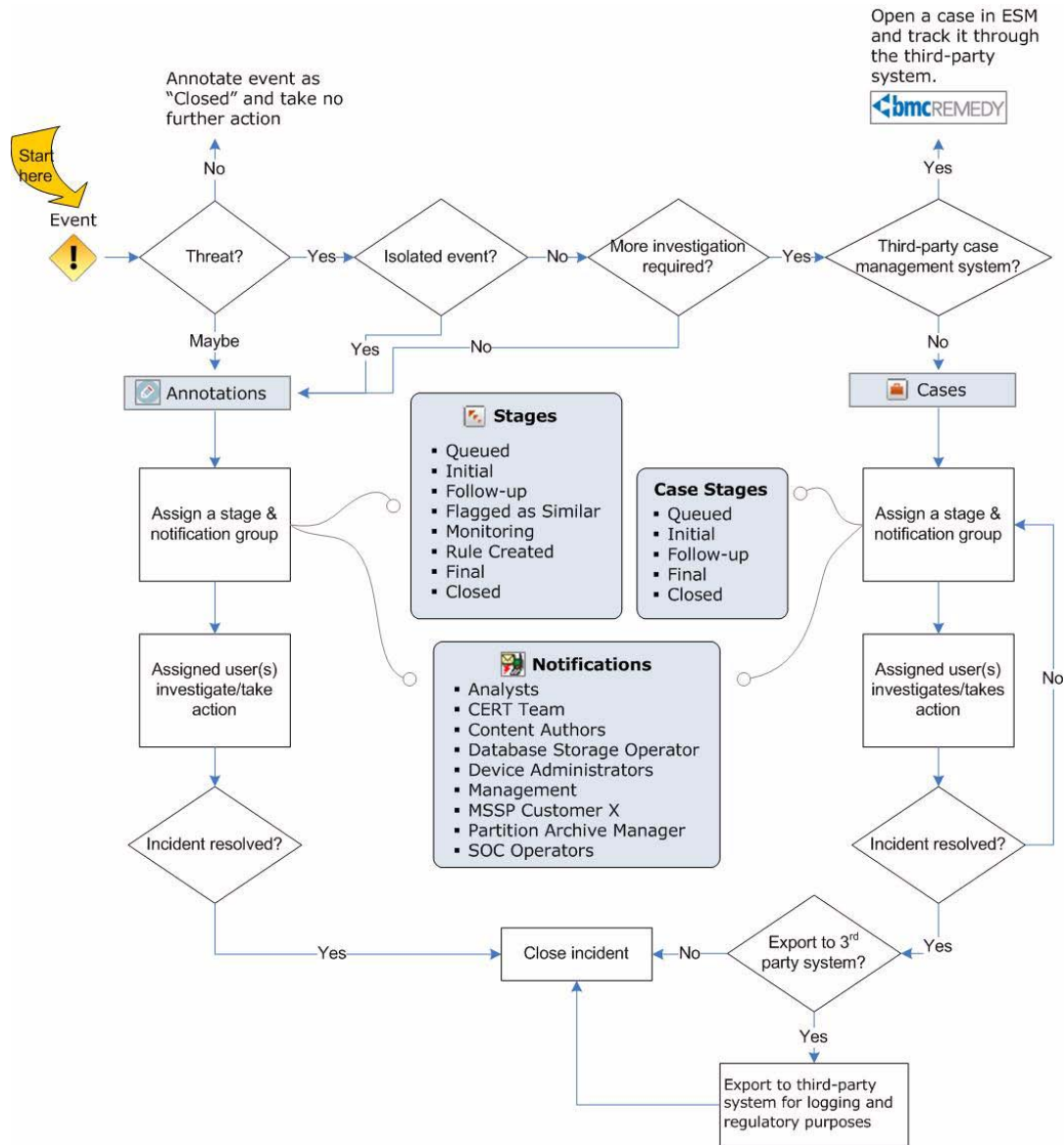


Figure 7-2 How ESM's workflow tools work together. Annotations can be used to track individual events. Cases can be used to track individual or multiple related events, and to export event data to third-party products. Stages and Notifications are a repository for the structure of your workflow and the people you need to notify. Once created, Cases may be exported to a third-party tool at any point in the workflow.

Annotations

Annotations are a light-weight workflow tool you can use to track and escalate events through your workflow. *Annotations* is a field in the ESM event schema that enables you to flag an individual event or groups of related events for follow-up. You can assign that event to a particular user or user group to escalate it through your workflow structure, or you can use annotations to find events with similar attributes within a specified time frame. This enables you to find new events coming into the system with attributes similar to the annotated event.

Annotations are not displayed as an ESM resource, but are provided as a user-editable extension of the ESM event schema (see [“ESM Event Data Fields” on page 89](#)). They can be created through a user's notifications in-box and the Event Annotations column in the active channel, or as an automated action as the result of a rule trigger. Once created, they can be used as a factor anywhere event fields can be cited, such as rules, data monitors, reports, filters, and so on.

Annotations are a flexible tool and can be used in different ways depending on how your workflow environment is set up. You can use annotations to track every event that makes it through the ESM system of aggregation, filters, and the correlation engine; you can use it as a triage tool before escalating an event to a case; or you can choose not to use it at all and simply use ESM's case management system.

Whenever an annotation is created or updated, the action triggers the active channel to be refreshed to reflect the annotation changes. You can also build a channel that shows all events that have been annotated and assigned to you for follow up.

Cases



Cases are ESM's built-in trouble-ticket system, designed to track individual or multiple related events and export event data to third-party products. Cases are intended for use with individual or multiple related events. Cases are designed to stand alone within ESM or integrate with a third-party case management system, such as BMC Remedy.

A case is a container for information about a specific incident, usually with one or more events attached, that is used to track, investigate, and resolve events of interest. When events of concern occur, you can create cases and assign them to analysts, who can then investigate and resolve them based on severity and enterprise policies and practices. You can also use rules to automatically open a case when certain conditions are met.

With ESM's case management system, you can create new cases and assign them to specific groups of users who receive a notification with access to the case and its associated data. Those users can take action on the assigned case and specify other actions to be taken, assign it to another user, or resolve the case.

If you already have an existing case management system in the Remedy Action Request System, you can configure ESM to integrate with the Remedy Action Request System using an application called *ArcRemedyClient*. Remedy can be used to provide supplemental or alternative ticketing, tracking and workflow support for ArcSight security event data.

ArcRemedyClient can send events to Remedy without using the ArcSight Case Management System, or it can be configured so that Remedy supplements ArcSight Case Management. *ArcRemedyClient* runs in the background as a service, transferring data from ArcSight to Remedy. *ArcRemedyClient* can also be configured to update the ArcSight database with

Remedy status. For more about the *ArcRemedyClient*, ask your ArcSight Customer Service representative.














Stages



Stages are the various steps that make up a collaborative workflow for event annotations. Once this structure is defined, individual events can be assigned to the various stages by security operations personnel who are investigating events.

Stages are assigned to individual events using event annotations. You can assign stages to an event from an active channel view by right-clicking an event, or opening it in the event Inspector. Scroll down to **Event Annotation** and look for the **Stage** series of actions.

ESM comes with the following default stages. You can use these stages or modify the structure to match your own workflow.

Stage	Description	User Group
Queued	The event has not yet been inspected.	Operator 
Initial	The event has been inspected.	Operator 
Follow-up	The event is under investigation.	Operator, Analyst  
Flagged as Similar	The event is similar to one already under investigation.	Analyst 
Monitoring	The event is being watched to see if it recurs in a pattern.	Operator, Analyst  
Rule Created	The event has been used to create a rule to facilitate finding recurrences and generating notifications.	Operator, Analyst  
Final	The investigation has concluded.	Operator, Analyst  
Closed	The investigation is closed.	Operator, Analyst  

The work can flow between different users with different roles. The operator performs the first review. Unresolved threats are assigned to analysts. If the operator spots a trend or group of events that represent a unified threat, they may create a case to contain them.

Analysts may create additional cases in order to track interesting incidents or to expose the incident to an external database, such as the Remedy case management database. Once the case or event has been closed, a supervisor may review that decision and either finalize the closure, or re-open the case or annotated event.

Users and User Groups





The Users resource is where the ESM administrator registers new users. Individuals can use the Users resource to manage their profiles, including contact information.

Users gain access to resources according to the user groups they belong to, and it is also at the Users resource where the administrator creates and manages user groups. Permissions to view and edit resources is granted to user groups.

Users can also view the attributes of the user groups to which they belong to find out what permissions they have to read from and write to certain resource groups. These settings are accessed in the ACL editor, which is described in more detail in [“Access Control Lists \(ACLs\)” on page 133](#).

ESM comes with the following standard user groups.

User group		User group description
Admin		The admin registers new users and manages the health of the ESM system.
Author		Authors, also called Analyzer Administrators, evaluate ESM standard content and adapt it and create new content to meet your company's security and network analysis requirements.
Operator		ESM operators monitor active channels and dashboards, and perform triage-level investigation.
Analyst		ESM analysts, also called Operator/Analysts, investigate events that have been forwarded to them by security operations center staff and other users.

You can use these groups, or create your own custom user groups. For more about users and user groups, see *User Groups* in the Console Help.

Notifications



The notifications destination resource is the mechanism by which you can designate individual users or user groups in your organization to receive notifications about certain conditions from ESM. Notification messages themselves are delivered by e-mail, pager, text message, or the ESM Console.

A notification can be initiated as an automatic action in a rule that has been triggered by matching conditions. Notifications can also be initiated as a result of system alerts generated when an ESM component needs administrative attention. You can also set a notification to be sent when a case is opened or modified.

How Notifications Work

When a rule that contains a notification action is triggered, the ESM notification engine notifies all active destinations in the first escalation level within the notification group. The notification engine then waits for a certain time period for a user to acknowledge having received the notification.

If no acknowledgment is received within the specified time interval, the same notification is escalated to the next level within the group. This process repeats until there are no more escalation levels or the notification is acknowledged by the appropriate recipients.

The notification structure contains notification groups, escalation levels, and destinations.

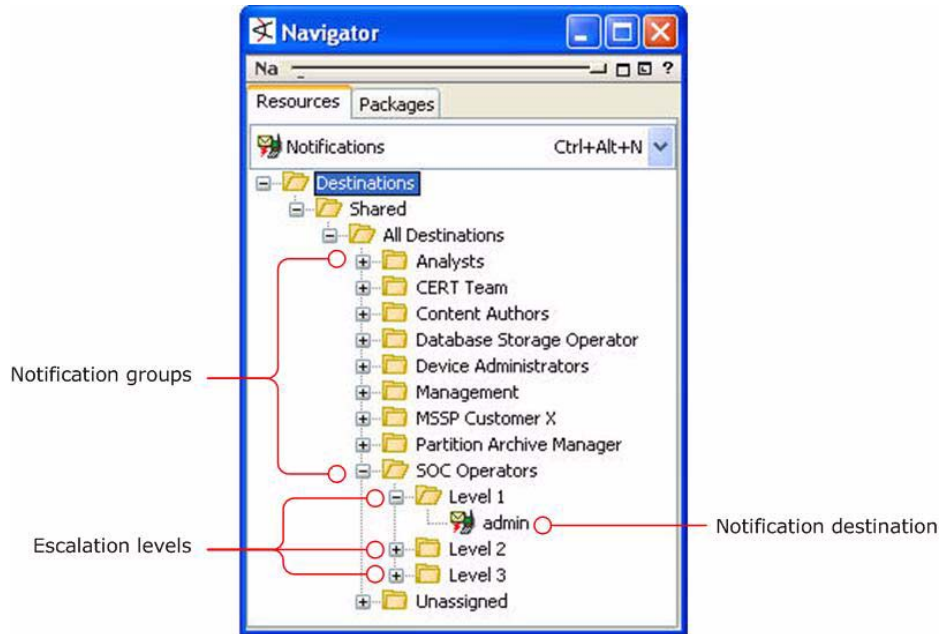


Figure 7-3 How notifications work. Notification groups contain escalation levels, which define a notification hierarchy. Notification destinations specify the user groups to be notified when certain conditions are met.

Notification Groups

Notification Groups are the interface between the rules engine and the notification engine that sends out the notification. Notification groups are a container for escalation levels and notification destinations.

The example above shows the standard notification groups included with ESM. You can add escalation levels and notification destinations to these, and/or create your own notification groups.

Escalation Levels

Escalation levels define a hierarchy structure for whom to notify in what order. There can be any number of escalation levels within a notification group. Each escalation level can contain multiple notification destinations.

The example above shows the standard escalation levels defined for the notification group security center Operators in ESM's standard content. Level 1 contains one notification destination, the standard user group *admin*.

Notification Destinations

A notification destination is the entity to be notified of a specific condition. The notification destinations are what you can select from when adding a notification to a rule action. A notification destination can be a user or a network entity, such as a scanner or firewall.

If the notification destination is a user, any contact information entered for the user, such as e-mail address, phone, and pager number, is automatically populated from the user's profile. In the notification destination editor, you can also change the user's contact information without changing the user's profile.

If the notification destination is a network entity, the notification can be to execute an automated script or command.

Each destination can have an associated start and end time, which is the time period during the day when the destination is expected to be active. For example, one notification destination can be for the day shift with a start time of 9:00 a.m. and an end time of 5:00 p.m., and another can be an after-hours shift.

Notification Acknowledgements

When a notification is sent to a user who is logged into an ESM Console or ArcSight Web, the user is notified through the notification status button on their display.

The notification may just be informational and require no response, or it may require that a user respond within a certain timeframe before escalating the notification to another user or user group.

Knowledge Base



Your organization may require that certain procedures should be followed for particular incidents, for example, incidents that require Sarbanes-Oxley disclosure.

The ESM Knowledge Base is a resource that enables you to post data, such as protocols to be followed, to an internally available web site. An operator or analyst can then associate cases, reports, filters, or individual events with a knowledge base article that informs other users about a standard response, a procedure, or company policy.

The ESM Knowledge base is a way to ensure your users have access to the additional information they need in the context they need it. This can also be a regulatory compliance feature.

Knowledge base articles are built by importing text or HTML files. For details about how to set up and manage knowledge base articles, see *Knowledge Base Authoring* in the Console Help.

Reference Pages

Reference pages are a pointer to an internal or external web page where a user can find more information about the following objects:

- Resource groups
- Individual events
- Vulnerabilities

Reference pages are available in the right-click context menu for these objects. If you click the Reference page link and a reference page is not specified for the object, an error message appears.

Reference page content can be launched within the Viewer panel using the Console's internal web server, or can be launched in an external web browser.

References Pages for Resource Groups

Resource groups in the Navigator panel can have a reference page URL attached to point users to an internal or external URL. You can add your own reference pages, as needed, to annotate the resource groups in your Navigator panel tree.

Reference Pages for Events

Many devices generate a device event class ID and template to determine what the event means from the device that produced it, such as Windows NT common event log, or Oracle database.

These configurations, if present for the devices installed in your environment, are stored on the Manager, and are accessed by the Console when you can right-click an event and launch the browser to look up a vendor's description of that event on the vendor's web page or associated device Help page.

Reference Pages for Vulnerabilities

The Vulnerability groups that come with the ESM standard content contain links to the vendor web sites that publish associated vulnerability data. This helps ensure that users have access to the latest vulnerability data associated with a particular product.

Reporting and Incident Analysis

Once events have been processed by the Manager and stored in the database, you can perform a number of batch-oriented functions that leverage the ESM event model to analyze incidents, find new patterns, and report on system activity.

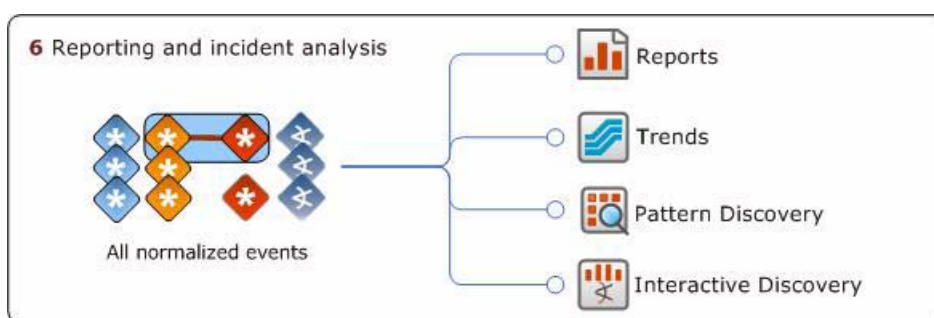


Figure 8-1 Reporting on what you know, and discovering what you don't know. ESM batch tools work on processed events to produce reports, discover new patterns, and analyze output data using interactive graphics.

["Reports" on page 73](#)

["ArcSight Pattern Discovery" on page 81](#)

["ArcSight Interactive Discovery" on page 83](#)

All these resources are highly configurable and can be run manually, or set to output data at regular intervals, which can be reviewed and analyzed by your security operations staff.

Reports

Reports are captured views or summaries of data that can be printed or viewed in the ESM Console or ArcSight Web viewer in a variety of formats. ArcSight ESM v4.0 introduced an expanded, modular architecture for how reports are created, run, and maintained. This modular approach makes it possible to easily construct more complex multi-element reports and trends.

A report binds one or more queries with a report template. As shown in the diagram on the next page, a query can collect data from trends, session lists, and active lists. In addition to reporting on event data, reports can also summarize data from Cases, Notifications, and Assets.

Reports can optionally be focused on subdivisions of data (focused reports). Reports and focused reports can be scheduled, and their output saved as archived reports.

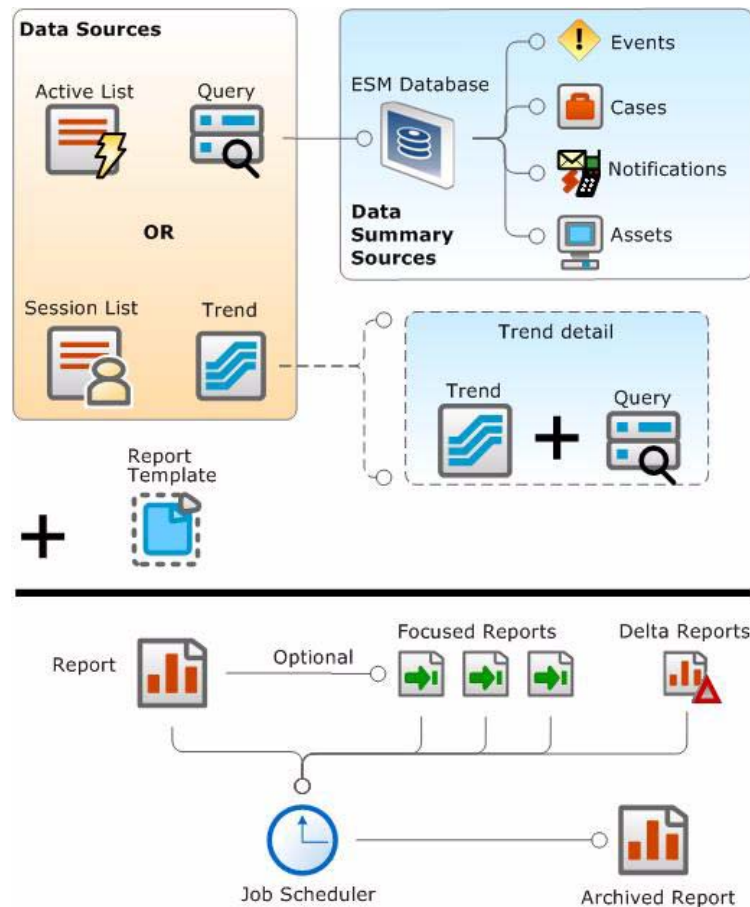


Figure 8-2 A + B = C. A report is one or more trends and/or queries bound to a report template. Queries can collect data from trends, active lists and session lists, and summarize data from events, cases, notifications, and assets. Reports can be focused on a subset of query data; reports, focused reports, and delta reports can be scheduled to run automatically.

Queries



A query is an ESM resource that defines the parameters of data you want to gather from an ESM data source. The results of the query then become the basis for one or more report or trend. As a data source, queries can use the ESM database of events, data stored in an active list, session list, or gathered from a trend. Queries can also summarize internal ESM data from assets, cases, and notifications.

In a query, you select the data fields you want to report on, specify any additional functions you want run on them (such as sum, average, and so on), and any sort or group-by conditions you want to add, such as grouping results by source address, zone, or priority.

For example, you can group by source country and show event counts per country: 445 from China, 2203 from Spain, and so on. Groups can be sorted and presented hierarchically, so that you can see the event count and the criticality of those events. Then you can configure the report to place a page break between countries.

One query can be referenced by many reports and trends. This streamlines building use cases around a common scenario. The standard reports that ESM comes with all reference queries. You can leverage any of these standard queries, or build your own.

Trends



A trend is an ESM resource that defines how and over what time period data will be aggregated and evaluated for prevailing tendencies or currents. A trend executes a specified query on a defined schedule and time duration.

A trend is one or more queries run on a schedule. A trend can be used as the primary data source for a report. Or a trend (based on one query) can be used as the data source for another query that further refines the result of the initial query. A collection of trend queries (queries that use trends as their data source) can provide focused views of a data set, which can then be fed into a single report or multiple reports.

Trends gather event data over time, which helps identify, for example, the frequency of worm outbreaks, incident time-to-close, or number of cases closed. They can also be used to gather status and operational data about network objects, such as operating systems, asset activity by business role, or regulatory compliance status.

ESM provides a set of standard trend reports that show trends on current data, such as trends by operating system, by role, by compliance requirement, time-to-close on cases, and number of cases closed.

Depending on the data gathered by the base query, the trend will either be a *snapshot trend* or an *interval trend*.

Snapshot Trend

A snapshot trend uses a query that operates on a fixed moment in time, for example, to gather information about assets on your network. Snapshot trends are built from queries based on assets, cases, or notifications.

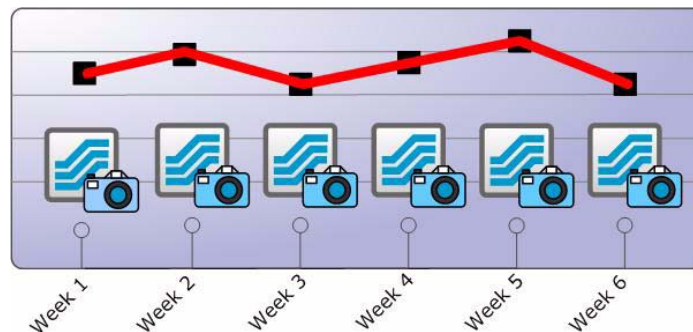


Figure 8-3 Snapshot trends. Answer questions about the status of objects on the network in fixed moments of time.

Snapshot trends would be used to determine metrics such as current number of assets, number of systems with a particular operating system, or number of systems with particular vulnerabilities. For example, you would use a snapshot trend to evaluate statistics on vulnerabilities and incident metrics over time to determine whether your vulnerability posture or incident closing rate is getting better or worse.

A snapshot trend operates on data in the current moment in time, and only collects data going forward. Thus, a snapshot trend cannot be used to determine how many assets were in a zone 6 weeks ago. You can use snapshot trends to collect data from this point forward,

however, and in six weeks from now, you will have six week's worth of data that will tell you how many assets were in this zone at regular intervals over the last six weeks.

Interval Trend

An interval trend uses a query that operates on events that happen over a specified time window, for example, to gather information about how many events of a particular description occurred daily over a 6-week period. The query upon which an interval trend is based can use other trends, queries, and lists as data sources.

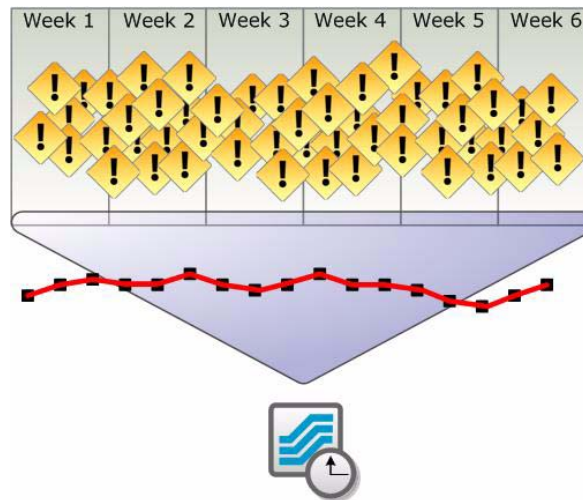


Figure 8-4 Interval trends. Answer questions about event characteristics over a specific time period.

Because the Manager supports the late arrival of events, interval trends can be refreshed manually at any time.

How Trends Work

A trend references a query, specifies a schedule on which the query automatically runs, and provides mechanisms for efficiently storing, viewing, and leveraging the trend results for reporting. The trend results are stored in a trend table in the ESM database, and are themselves queryable.

Creating a trend and using the data in a report is a three-step process:



Figure 8-5 The anatomy of a trend. To develop a trend, first create a query that defines the data you are interested in. Next, define the trend time period and other parameters. Finally, you can use the resulting trend data in a report.

You can build a report directly from a single trend, or to get more flexible results out of the trend, you can create additional queries that refine the results of the first trend.

For example, say you wanted to report on daily VPN login statistics. You can create a base query that returns all VPN login attempts, then create a trend that runs this query once per day. To further refine the results between attempts, successes, and failures, you can build additional queries that use the output of your VPN login trend as its data source to differentiate between these three types of log-ins. This scenario is illustrated below.

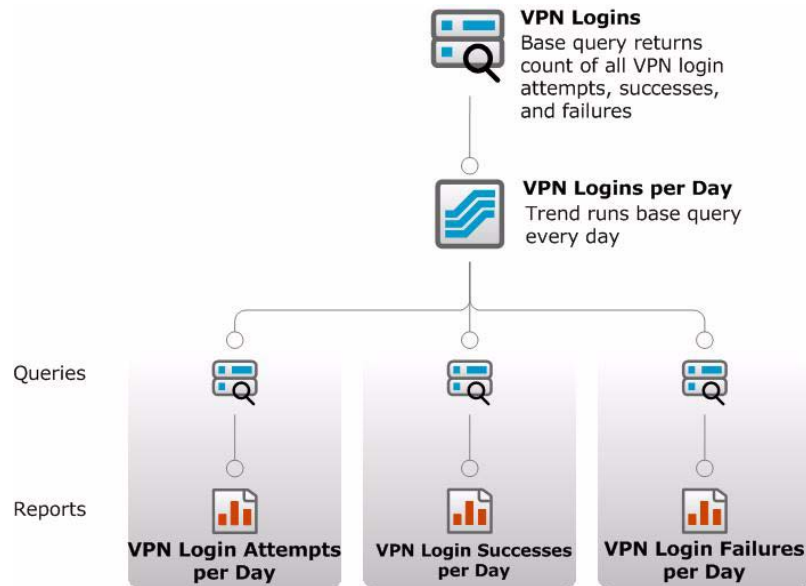


Figure 8-6 You can create additional queries to further refine the results of a base trend/query pair.

For more about trends and trend-query relationships, see the Console Help topic *Building Trends*.

Templates



Templates are resources that define the structure in which the data results from your report are presented. The template consists of report design elements, such as headers, footers, title bars, charts, and tables, arranged on a page according to a layout specification.

Previous versions of ESM supported only single-element reports that were capable of displaying only one table or one chart. ArcSight ESM comes with a series of standard report templates that support 1-, 2-, 3-, and 4-element reports, which enable you to display multiple tables and charts from multiple queries, or using the same query displayed different ways.

You can also use the new template designer interface to develop your own report templates, which you can then bind to queries for professional multi-element reports.

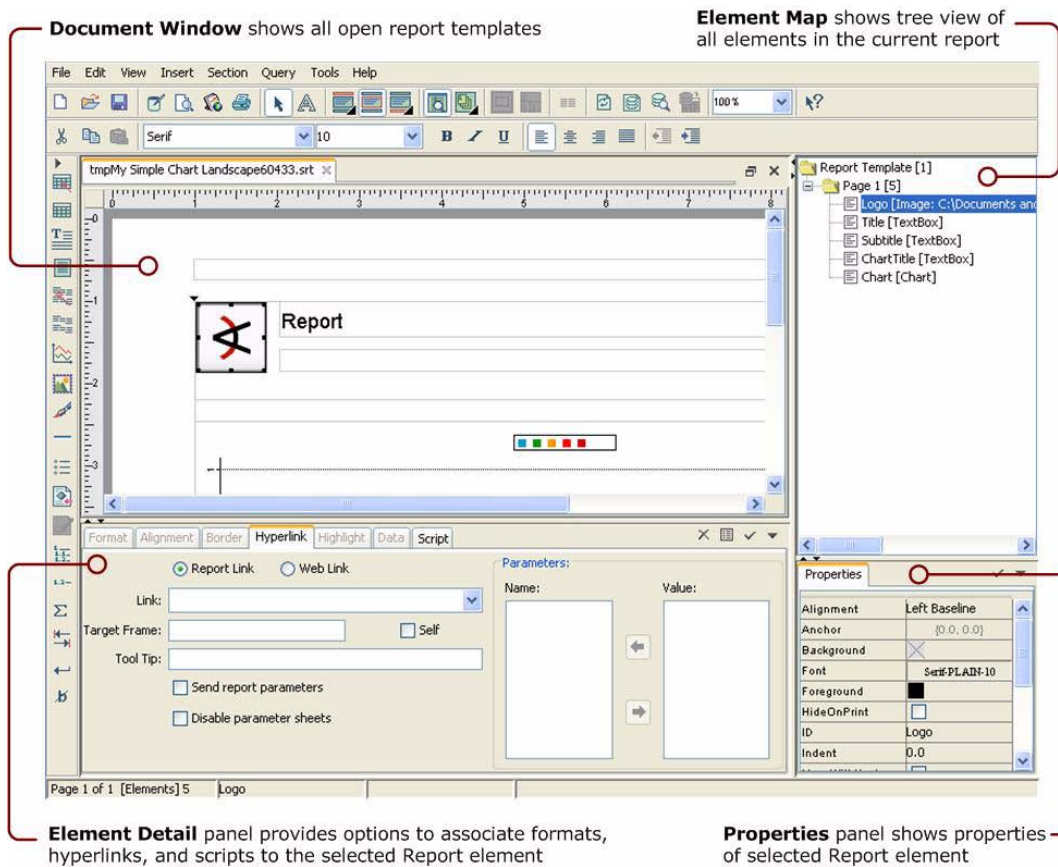


Figure 8-7 Custom template design. The report template designer enables you to create your own custom report templates in addition to the standard 1-, 2-, 3-, and 4-element report templates that come with ArcSight ESM v4.5

Reports



A report is an ESM resource that binds one or more data sources to a report template and sets output attributes, such as file format, paper size, row limits, and time zone constraints. The reports tab is also where you can apply filters, and set the schedule on which you want the report to run.

ESM comes with many reports already developed that address the standard security and administrative use cases included in the standard content (see [“ESM Standard Content”](#) on page 135 or the *ESM Standard Content Guide* for details).

Once a report is created, you can run it manually, schedule it to run automatically at regular intervals, or run a delta report to compare the results of one report with another.

All report results are displayed in the Console report viewer in the Viewer panel. You can also run, archive, and delete reports using an ArcSight Web client (see [“ArcSight Web Reports”](#) on page 184).

Archived Reports

After running a report, you can elect to save (archive) the report results. This enables you to retrieve the results of a particular report for immediate viewing without having to regenerate the report. Reports that are run on a schedule are saved in the Archives tab so they can be reviewed later, or forwarded to an e-mail list.

Archived reports can also be sent to a notification group after the scheduled report is run.

Delta Reports

A delta report compares the result sets from two different queries run from the same report definition using different parameters, such as today's date and yesterday's date. This is useful to compare results from one time period with another, or one business division with another.

The differences may be presented in a file or as a series of events. Each row represents one event that differed between the two queries. Delta reports have limited presentation features. For details about the features available for delta reports, see the Console Help topic *Running a Delta Report*.

Focused Reports



ESM focused reports are a type of report that consist of a master report definition and parameters that focus on a subset of the data captured by the master report. This enables you to generate a separate report for each subdivision of data, such as individual zones, based on a single overall query without having to copy and modify the master report every time.

For example, if you need to report total event count for systems with different business roles, you can create a master report definition called *Total Event Count per Business Role* and add a parameter that points to the *Business Role* asset category group and an [inGroup](#) condition that points to it. Adding the parameter and the [inGroup](#) condition make the report "focusable."

If you ran the focused report without narrowing the parameters further, it would return the total event count for all the systems categorized in any *Business Role* asset category. If you create a focused report that further specifies systems categorized in a particular Business Role asset category, such as *Operations*, the result would be the total event count for all Operations systems. You can create another focused report for another business role, such as *Revenue Generating systems*.

You can save each variation as its own Focused Report, which can be run automatically on a regular schedule like any report. Any updates made to the master report are automatically reflected in the focused report.

Job Scheduler



The job scheduler is a utility that manages the timetables upon which items that can be scheduled are run. The job scheduler setup menu is available from the editors of the following resources:

- Reports
- Trends
- Focused reports
- Rules

■ Pattern Discovery snapshots

You can schedule a report to be run automatically on a yearly, monthly, weekly, daily, or hourly basis. The results of reports run on a schedule are stored in the Archives tab under the name of the user who scheduled the report.

The report scheduler is located in the *Jobs* tab of the Reports resource editor.

Scheduled Jobs Manager

The Scheduled Jobs Manager is a utility that makes it possible to coordinate all jobs on a staggered schedule. For example, if all reports are scheduled to run at 1:00 a.m., system resources may become overburdened at that time. The Scheduled Jobs Manager is available from the System menu and the Scheduled Jobs Manager button (🕒) in the System toolbar at the top of the Console UI.

The Scheduled Jobs Manager shows all the jobs currently scheduled to be run and their status for ESM resources and ESM system events. Jobs generated by an ESM resource can be edited by selecting **Edit Job** from the right-click context menu. Jobs generated by ESM system events cannot be edited.

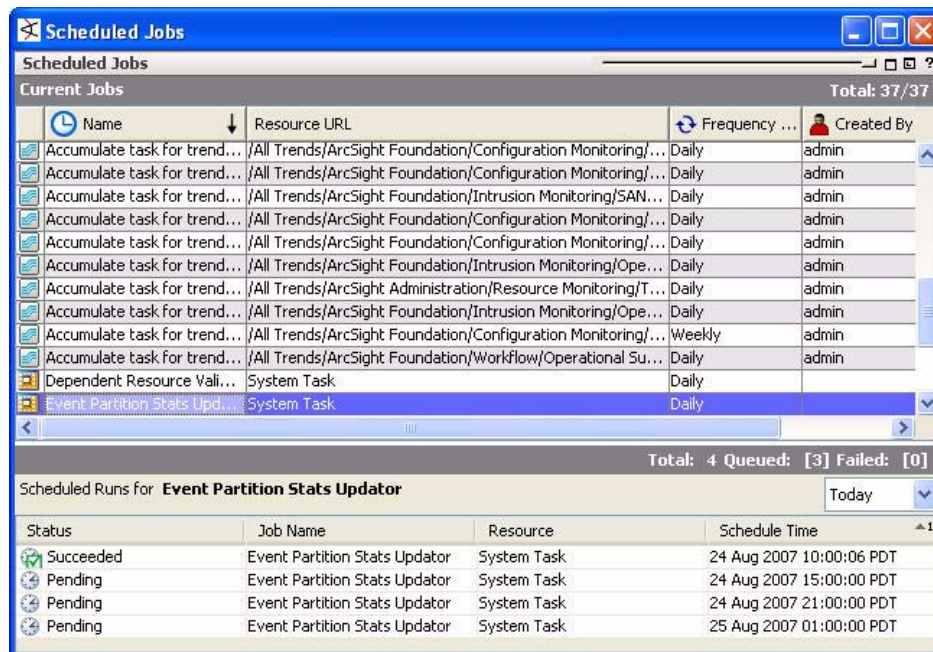


Figure 8-8 Keeping track of report schedules. The Scheduled Jobs manager enables all the scheduled processes to be managed from a single view to avoid potential system performance problems by too many scheduled events running at once.

ArcSight Pattern Discovery



ArcSight Pattern Discovery is a separately licensed module you can activate in ArcSight ESM that applies data-mining techniques to event flows in order to detect patterns of behavior that may indicate previously unknown threats.

Rules and data monitors enable you to detect patterns or specific threats you know could happen. Pattern Discovery automatically identifies patterns that occur in the event flow that you don't know about or suspect.

This makes Pattern Discovery a vital tool for preventive maintenance and early detection in your ongoing security management operations. This also makes Pattern Discovery a valuable tool for identifying normal patterns of activity on your network.

Using periodic, scheduled analysis, you can always be scanning for new patterns over varying time intervals to stay ahead of new exploit behavior. Once the system discovers a pattern, you can take action on it, such as adding a system to an active list, opening a case, or notifying another user. Or you can discard the pattern if you determine that no threat is evident.

As part of set up and tuning, you can use Pattern Discovery to profile patterns of normal activity on established networks or newly protected networks, such as new customer groups, or new divisions for large corporations. Once these normal patterns are identified, you can mask them out, so the system can then concentrate on finding patterns that are not normal.

Pattern Discovery operates on the same events that the correlation tools do. But while correlation runs continuously, Pattern Discovery analyzes blocks of time (hour, day, week, month, and so on) when searching for patterns, so it is run on demand or on a regular schedule. Depending on the volume of events going through your system, Pattern Discovery can be run once a day or every few hours to provide complete coverage of all system traffic.

Pattern Discovery Output: Snapshots and Patterns

The output of a Pattern Discovery "run" is a set of patterns. A pattern is a collection of events (messages from firewalls, IDSes, hosts, and so on) that establish relationships between sources and targets of activities. For example, the system may find multiple

instances of unique hosts performing the same three attacks against unique targets, or repeated failed attempts followed by a successful one.

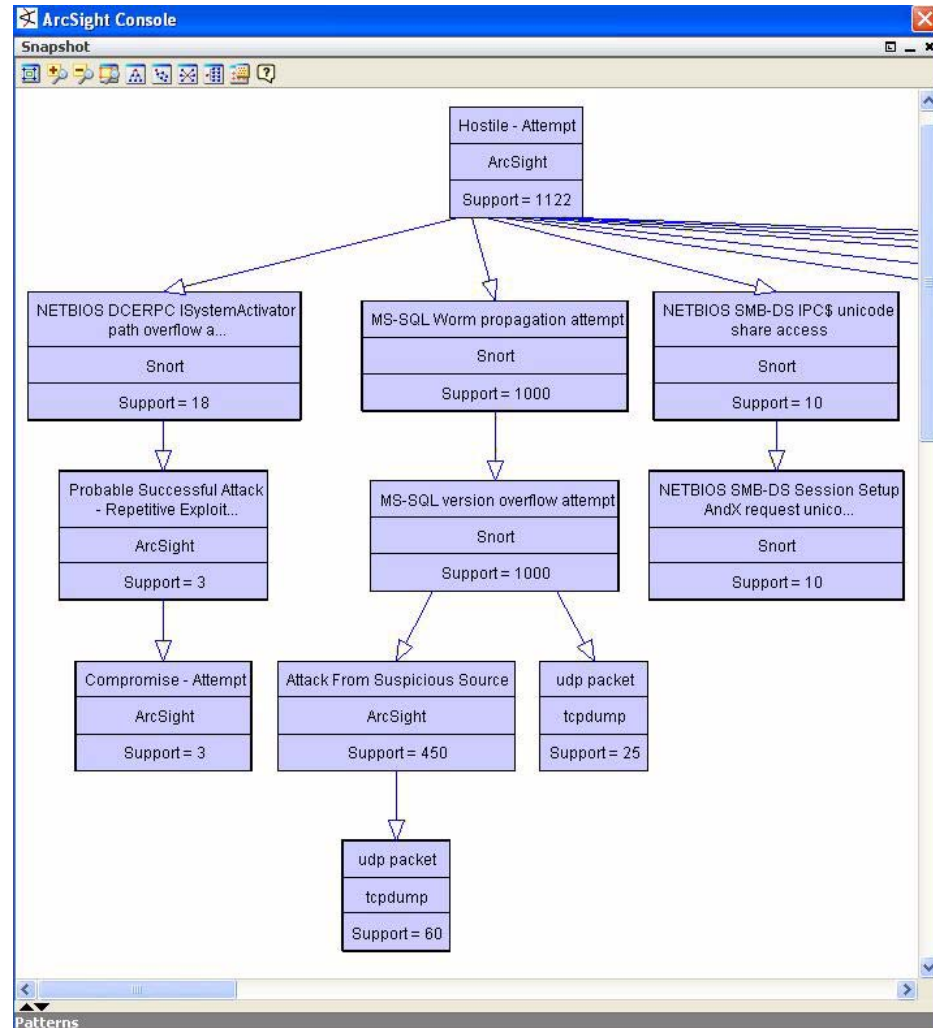


Figure 8-9 Pattern Discovery shows commonalities among events according to the number of common elements and the frequency with which they occur together.

Many different types of security threats generate unique "fingerprints" that Pattern Discovery will capture. Patterns that represent normal network behavior may reveal characteristics you were unaware of, which can inform your business practices and policies.

For more about Pattern Discovery, see the *ArcSight Pattern Discovery Guide*, or look in the Console Help.

ArcSight Interactive Discovery



ArcSight Interactive Discovery is a separate software utility that augments ArcSight's Pattern Discovery, dashboards, reports, and graphical analytics. Interactive Discovery provides enhanced historical data analysis and reporting capabilities using a wide array of interactive statistical graphics.

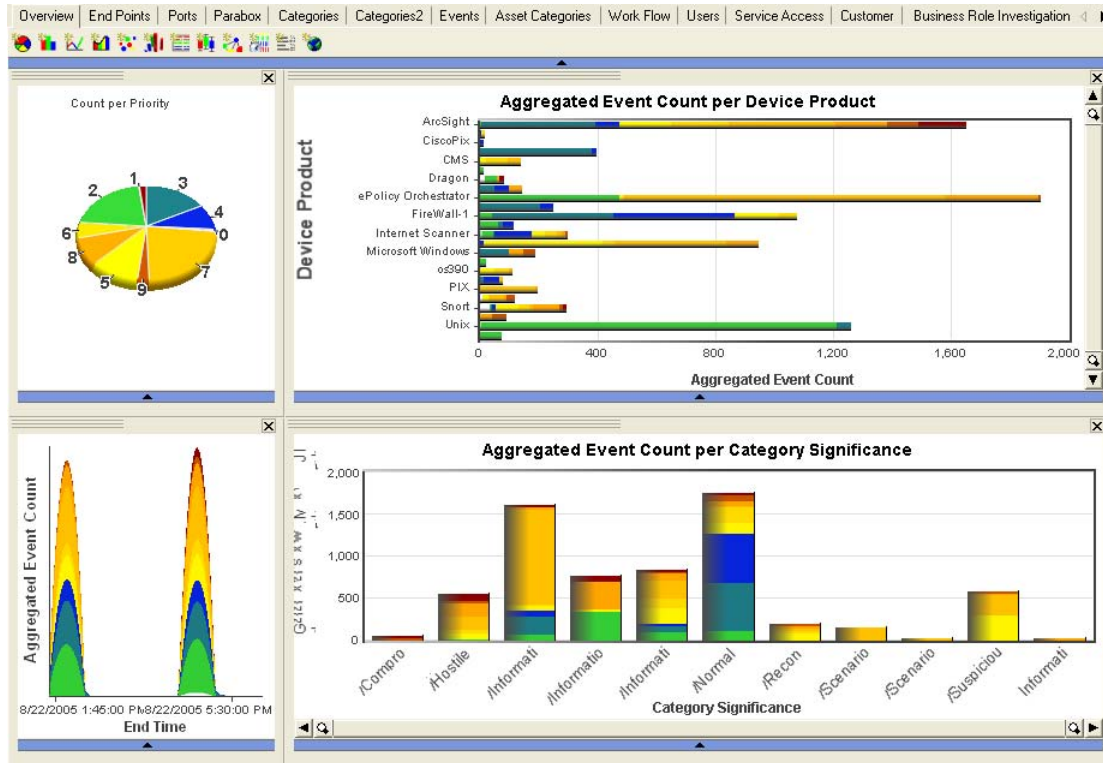


Figure 8-10 Interactive Discovery provides a wide array of pre-built interactive graphics based on event data output from ESM that enable you to pinpoint, focus, investigate, and view relationships between event endpoints.

ArcSight Interactive Discovery operates on data exported from your event flow based on customized ESM focused reports, which filter and aggregate events into a schema that is ready to consume by Interactive Discovery. You can also create your own customized Interactive Discovery reports with the help of ArcSight Professional Services.

Once the data is processed, Interactive Discovery displays it in a series of pre-built "dashboards" that present the data in a number of business-relevant graphics.

The graphics are interactive, which means you can click one element, or a series of elements, and it will highlight just those elements in all the other graphical views. This enables you to see trends in the data from a number of perspectives, such as which ports were involved in successful attacks, and whether any of those ports expose vulnerabilities on mission-critical systems.

To incorporate Interactive Discovery into your everyday operations, schedule one or more of the Interactive Discovery focused reports to run once at a set time every day, and use their output to analyze and build reports about the day's network security events.

To learn more about Interactive Discovery, see the *ArcSight Interactive Discovery Guide*.

Database Partitions and Archiving

At regular intervals, ESM segments event data in 24-hour groups called *partitions*. This helps ESM organize the event data accumulated through many days of operation so that it can be accessed by rules, trends, reports, active channels, and Pattern Discovery for a specified period of time. Then they can be archived or deleted automatically.

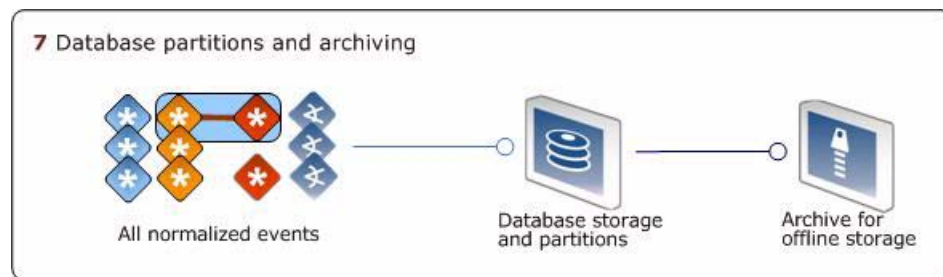


Figure 9-1 Storing and archiving events. Processed events are stored in the database, partitioned, then archived according to the protocol set up during installation.

[“SmartStorage Database Partitions” on page 85](#)

[“Archive for Offline Storage” on page 88](#)

SmartStorage Database Partitions

Event data is stored within the ESM database. SmartStorage segments event data into individual buckets, or *partitions*, to organize events by the date they occurred. SmartStorage supports data retention needs over long periods in large enterprise environments using efficiently compressed centralized storage.

SmartStorage creates partitions in advance, and organizes them by retention categories, which allow data compression and archiving to be managed according to a schedule. The default schedule can be modified to meet your needs and data retention policies.

SmartStorage performs these functions:

- Creates new partitions and migrates partitions from one retention category to another based on schedule
- Sorts and organizes early and late-arriving data into the appropriate partition
- Compresses data and archives compressed partitions on schedule to your media of choice

Partition and Archive Architecture

Partition segments are created each day starting at midnight Manager local time.

Figure 9-2 shows how SmartStorage partitions work. Live events flow into “hot” partitions, the 48-hour period where live correlation occurs, and correlation events are added to the event stream.

Events from the recent past are first kept uncompressed in active (“warm”) partitions, then partially compressed to conserve space. In both the uncompressed and partially compressed states, the data can be easily accessed for investigation and trend analysis. The number of partitions kept in active status is called the *retention period*, which you set during database configuration.

Every day, the partition at the end of the retention period is fully compressed and sent to offline storage, if there is one set up. An index of archived partitions is kept in the Inactive Partitions group within Archived Partitions, which you can use to reactivate an archived partition (“cold”).

The system creates reserve partitions for days in the near future for early-arriving events. Any events that arrive in the future time range beyond the latest reserve partition are stored in the MAX partition. The MAX partition is split every day to create the next reserve partition. Normally, there are no events in the MAX partition.

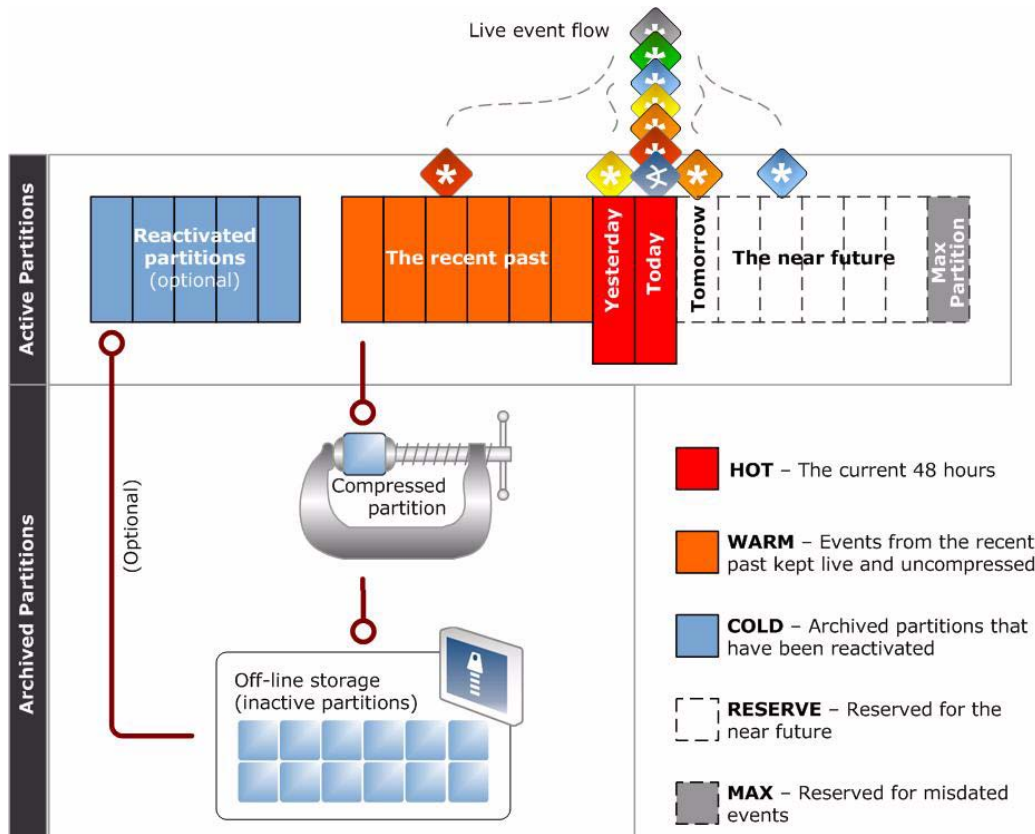


Figure 9-2 As time rolls on. Live events and correlation events flow into the “hot” partitions for today and yesterday. Early and late arriving events go in partitions reserved for them. Events from the recent past are kept active in partially compressed “warm” partitions and archived as the time window rolls on. Archived partitions can be reactivated as needed for investigation and analysis.

**Note**

If devices are configured with incorrect dates that fall outside the future range of partitions, those events will go into the MAX partition. If such events appear in the MAX partition, this indicates a misconfiguration that could cause performance problems, and should be corrected.

The Partitions tree in the ESM Console provides easy management of available online and archived partitions. A right-click on an archived partition enables you to reactivate its data into Reactivated Partition status, where it can be accessed by correlation tools and reports when special analysis or investigation is required. After analysis, the reactivated partition can be re-archived easily from the Reactivated Partitions view.

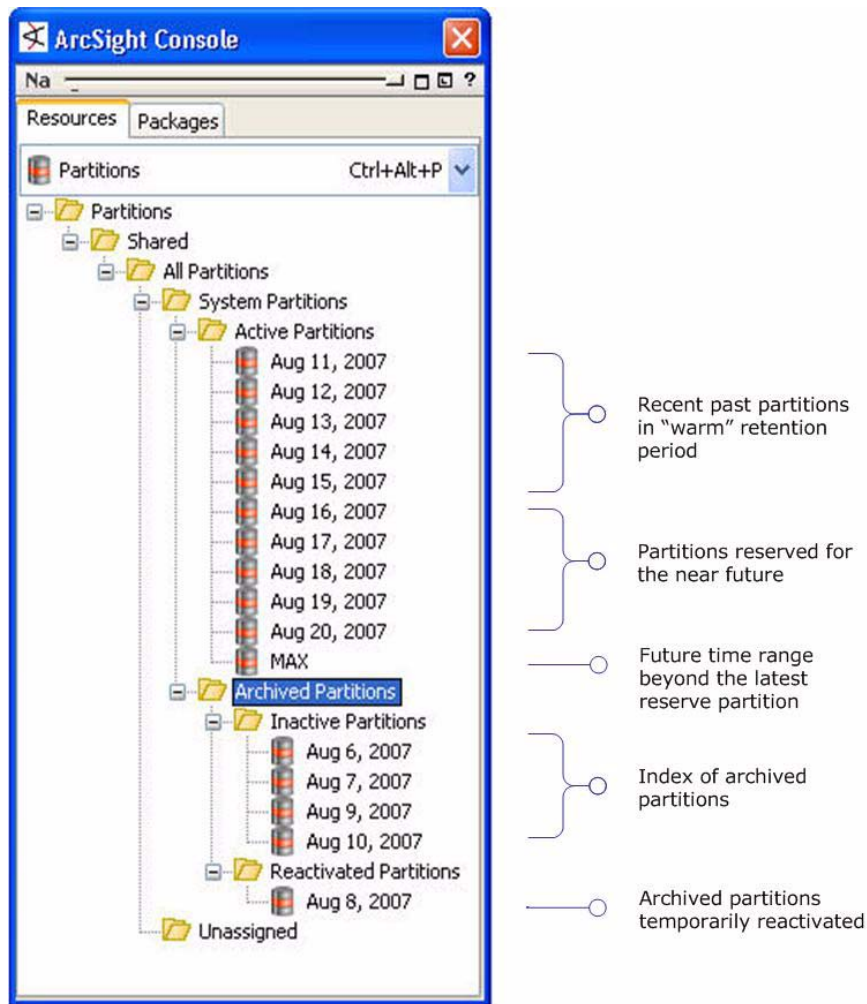


Figure 9-3 The Partitions tree in the ESM Console enables you to manage past, current, and future partitions, as well as re-activate archived partitions.

For more about partitions and how to use them for historical analysis, see *Managing Partitions* in the Console Help.

Archive for Offline Storage



You can set up ESM to automatically archive compressed partitions onto the storage media of your choice.

The Administrator configures the Partition Archiver SmartConnector on the database host to run at a certain time every day to prepare partition data and copy it to a designated archive directory. The Administrator can then move the archived partitions to offline storage media, such as backup tapes or CDs, to conserve space.

If there is need to reactivate that partition, the administrator can restore the file from the offline media to the archive directory.

For more about database installation and configuration, see the *ArcSight ESM Installation Guide*. To learn more about how to configure and manage database partitions and archiving for storage, see the *ESM Administrator's Guide*.

ArcSight ESM Event Schema

The ArcSight ESM event schema is the culmination of the normalization process, and the backbone of the data structure that drives ESM correlation. The data collected from devices in your network is parsed into ESM's normalized schema. The 400+ data fields in the schema are divided into groups. This chapter introduces the groups the event schema is divided into, and defines how the ESM event schema uses certain terms to describe the assets on your network.

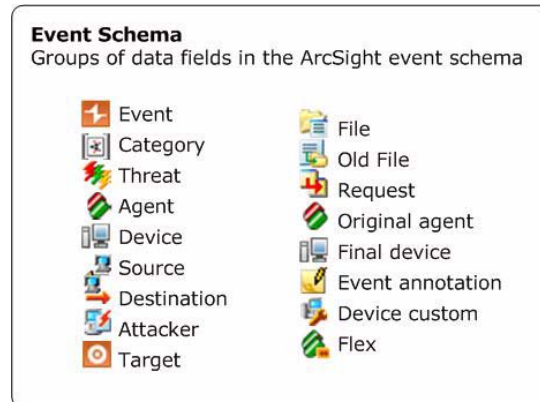


Figure 10-1 Elements of the ESM event schema. The data fields of the ESM event schema are divided into 17 groups that describe a set of data collected and normalized from the devices on your network.

[“ESM Event Data Fields” on page 89](#)

[“Devices and Assets in the Event Schema” on page 92](#)

[“Devices and Connectors in a Network” on page 95](#)

ESM Event Data Fields

When an event is normalized and processed by ESM, its values and attributes are parsed and stored into the corresponding data fields in the ESM event schema.







The ESM event schema is a collection of more than 400 data fields that contain the normalized form of the data originally recorded by the device (sensor) that reports events to the ArcSight SmartConnector.








These 400+ fields are divided into 17 groups that describe the data fields in subsets.





Event Field Groups

The table below describes the type of data contained in each group. These groups also appear in many Console right-click menus and resource editors.

For a complete list of every data field and the type of data each field uses, go to the Reference Guide in the Console Help and click *Data Fields*.

Event Schema Group	Icon	Description
Event (root)		<p>The fields in the Event group contain general information about the event that ESM uses to identify and track it.</p> <p>The event ID is an internal routing identifier that can be used to trace an event through a multi-tiered environment. The Manager Receipt Time logs when the Manager received the event.</p>
Category		<p>Category is a general description of the event as defined by the ESM event categories applied to it by the SmartConnector that received it. Categories are Object, Behavior, Outcome, Technique, Device Group, and Significance, as described in "Apply Event Categories" on page 20.</p>
Threat		<p>Threat describes ESM's assessment of how important it is that you respond to this event. This assessment is described in the values assigned to the event using the priority formula. The priority formula is described "Evaluate the Priority Formula" on page 28.</p>
Agent		<p>Agent describes the SmartConnector that reported this event to the Manager.</p> <p>In a multi-Manager architecture, Agent is the SmartConnector that sends the event to the Manager. In this case, the agent may be the last in a long line of SmartConnectors that have forwarded the event up in a multi-Manager hierarchy.</p> <p>The other fields involved in a device chain are device, final device, agent, and original agent, described below.</p>
Device		<p>Device describes characteristics of the real-world sensor that reports the event to a SmartConnector. For example, if one network asset hosts a Syslog, a HIDS, and a card-reader system, the fields in this group describe which sensor on that host generated the event.</p> <p>These fields also include values ascribed to that event by the original sensor, such as device severity (see "Event Severity" on page 19), which indicates the sensor's assessment of the event's threat level.</p> <p>In an environment that uses concentrators or analysis engines, these fields describe the first device in the device chain to process the event. The last device in the chain is called the Final Device, described below.</p>
Source		<p>Source describes the asset that was the origin of the network traffic represented by the event. In an event that represents an interaction between two network assets, Source is paired with Destination, and together, these fields describe the sender and receiver of the network traffic.</p> <p>In the case of an event that involves only one asset (such as a periodic system health check), the Source fields will be empty.</p>

Event Schema Group	Icon	Description
Destination		<p>Destination describes the asset that was the receiver of the network traffic. In an event that represents an interaction between two network assets, Destination is paired with Source, and together, these fields describe the sender and receiver of the network traffic.</p> <p>In the case of an event that involves only one asset (such as a periodic system health check), the Destination fields describe that asset.</p>
Attacker		<p>Attacker describes the asset that initiated the action represented by the event.</p> <p>In the case of an event that represents an interaction between two assets, the Attacker is paired with a Target, which is the intended focal point of the network traffic. In most cases, Attacker is associated with the Source. However, in the case of an attack by something like a Trojan where the system is caused to divulge information that it shouldn't to an outside source, a sensor, such as an IDS, might intercept a response which indicates that the Destination has attacked the Source.</p> <p>In the case of an event that involves only one asset (such as a periodic system health check), the Attacker fields will be empty.</p>
Target		<p>Target describes the asset that is the intended focal point of the action represented by the event.</p> <p>In the case of an event that represents an interaction between two assets, the Target is paired with an Attacker, which is the network entity that initiated the attack or suspicious behavior.</p> <p>In the case of an event that involves only one asset (such as a periodic system health check), the Target fields describe the network node where the action took place.</p>
File		<p>File refers to the current state of an operating system file or an ESM resource that has been modified.</p> <p>This field can be monitored by anyone looking for changes to an ESM resource file, and can be populated if you have configuration monitoring software, such as Tripwire.</p>
Old File		<p>Old File refers to the previous state of an operating system file or ESM resource that has been modified.</p> <p>This field can be monitored by anyone looking for changes to an ESM resource file, and can be populated if you have configuration monitoring software, such as Tripwire.</p>
Request		<p>Request describes the attributes of a request for some action to take place (such as an HTTP GET or a database query).</p>
Original agent		<p>In a multiple-Manager environment, Original Agent describes the SmartConnector that originally received the event from an asset in its local region. This is the first SmartConnector to process the event in a line of SmartConnectors that forward the event up a multi-Manager hierarchy.</p>

Event Schema Group	Icon	Description
Final device		<p>Final device describes the last device to process this event before it is transmitted to a SmartConnector. Final device comes into play only in an environment where a device chain is created by a concentrator or analysis engine.</p> <p>Event data may be moved through several concentrators or analysis engines before it reaches the "final" device described by these fields. In this case, the Device group describes the first sensor to process the event, the Final Device group describes the last sensor to process it before transmitting it to the SmartConnector, and the concentrators and/or analysis engines in between are not described in the Event Schema.</p> <p>If the event originated in the Final Device, then the groups Device and Final Device contain the same information.</p>
Event annotation		<p>Event Annotation contains any user workflow assignments that ESM users have added to an event after it was received and stored at the Manager. An event can be marked as similar, so that the system identifies events with similar characteristics when they come into the system, but the data that makes them similar is not stored in this field in the event schema.</p> <p>The event annotation data fields are the only place in the event schema that you can edit directly. Changes you make to these fields are persisted to the database.</p>
Device Custom		<p>All the other schema fields represent attributes that are common across different types of devices. The Device Custom fields are reserved for attributes specific to the device that generated the event that the rest of the event schema does not already capture. These fields are defined by ArcSight or by a SmartConnector author who develops custom SmartConnectors to customer specifications. End-users should not modify these fields.</p> <p>Each Device Custom field contains a label-and-value pair. If you use any Device Custom attributes in correlation filters, rules, or data monitors, always specify both the label and value.</p>
Flex		<p>In the event that the ESM schema does not capture all the data you wish to monitor from your network device and you do not have a customized SmartConnector, you can configure the Flex fields in the SmartConnector schema to report these extra data points.</p> <p>For example, you may want to extend a FlexConnector to capture more information, or populate these fields in correlation events when rules are triggered. These fields are configurable by you during SmartConnector setup.</p> <p>If Flex data is specified, each field contains a label-and-value pair. If you use any Flex attributes in correlation filters, rules, or data monitors, always specify both the label and value.</p>

Devices and Assets in the Event Schema

This section describes the terms used by ESM to identify the items on your network that become endpoints in events. This section uses the following definitions to describe endpoints on your network:

- **Network Node.** A network node is a physical processing location with a unique network address and the capability to recognize and process, or forward, transmissions to other nodes. A network node has a unique identifier, such as an IP address, MAC address, host name, fully qualified domain name, or external ID. The node may have several of these identifiers, but at least one is constant, and is a value by which the node can be consistently identified.
- **Endpoint.** An endpoint is a reference to, or description of, a network node. That reference is composed of an IP address, a fully qualified host name, and a MAC address, all of which describe a particular network node.
- **Sensor.** A sensor is the component of a device that actually detects the activity represented by an event. A sensor is either software or hardware that produces a stream of event data or, in the case of a scanner, a stream of network node descriptions. One network node may contain many sensors.

Devices in the Event Schema

As defined by the ESM event schema, a **device** is a network node with a sensor that reports directly to an ArcSight SmartConnector. A device can be an individual sensor or software that collects, then reports events from other devices.

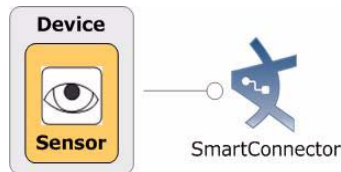


Figure 10-2 Device. A device is a network node with a sensor that reports directly to an ArcSight SmartConnector.

For a complete list of devices ESM supports, see the list on the ArcSight customer web site: http://www.arcsight.com/product_supported.htm.

A sensor can have peripheral components, such as a badge card reader that detects events and forwards them to a concentrator on the network. To the ESM event schema, this is a **device chain**, where the sensor at the door is the *device* and the device that reports to the SmartConnector is the *final device* (see “[Device Chain: Final Device and Original Agent](#)” on page 98).

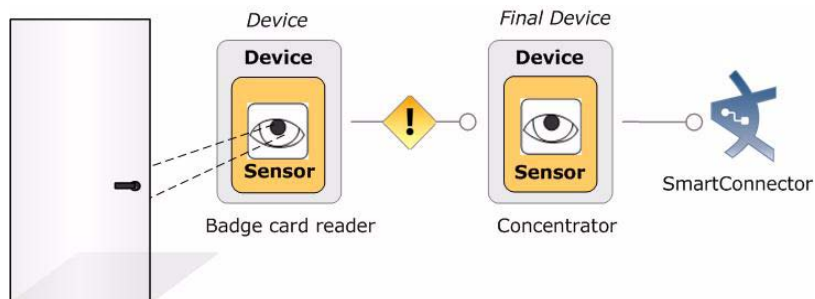


Figure 10-3 Sensor. A sensor is the component of a device that actually detects the activity. Devices can report to a SmartConnector through a chain of multiple devices.

Assets in the Event Schema

In ESM, an asset is a description of a network node. The network model will contain many assets that describe valuable nodes within the protected network and important nodes

outside the protected network. These descriptions are used during event processing to bring business-relevant data about the asset into the correlation process. For more about the ESM network model, see [“Network Model” on page 99](#).

The example below shows three applications hosted on a single piece of hardware. Each of these applications may be used as a device (a source of event data that reports directly to an ArcSight SmartConnector). The network node used by devices that provide event data to a SmartConnector may also be described using an asset in the network model. A reference to the asset appears in the *Device* fields of all events reported by that device.

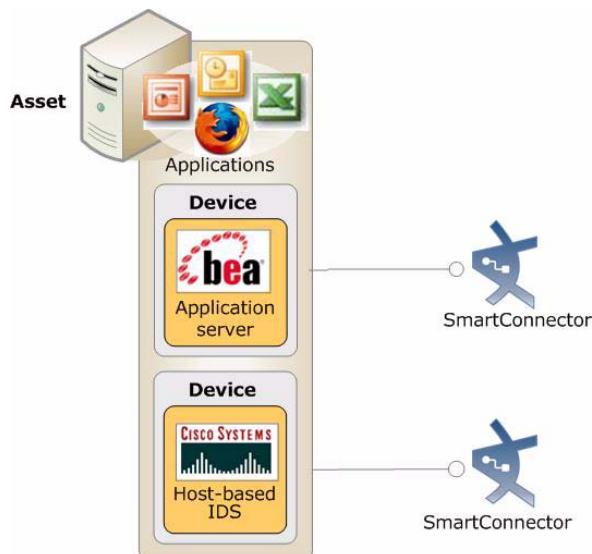


Figure 10-4 Assets and devices. Asset is the term ESM uses to describe a network node with a unique identifier (IP or MAC address, host name, zone, or external ID) in the ESM network model. This example shows one asset that hosts two devices and a series of applications. Details about the asset will appear in the Device fields of the events reported by the BEA application server and the Cisco HIDS.

Alternate Interface in the Event Schema

An asset describes a network node, but a single physical enclosure (such as a server) may represent multiple assets if that enclosure has multiple network interface cards (NICs). For example, a single server with multiple network interfaces, such as a web server with an outside connection IP and internal connection IP, would be represented by two assets. Each asset would refer to the other as an **alternate interface**. This enables ESM to model the differences between the two network nodes, such as different open ports.

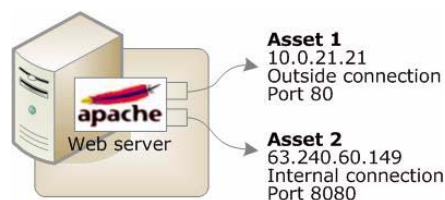


Figure 10-5 Alternate interface. An asset that models a network node with multiple interfaces refers to those interfaces as alternate interfaces.

Devices and Connectors in a Network

In a typical network environment, several types of devices, such as firewalls, intrusion detection systems, databases, and Syslogs, report directly to an ArcSight SmartConnector, or in the case of a concentrator, to another device. In the example below, the database, Syslog, a host-based intrusion detection system, firewall, and network-based intrusion detection system all report directly to SmartConnectors.



The example below represents the relationship of devices and SmartConnectors, and is not intended as a deployment suggestion. In a deployment scenario, SmartConnectors would likely reside on a central SmartConnector server, or may be deployed locally on the system that hosts the device, depending on the device.

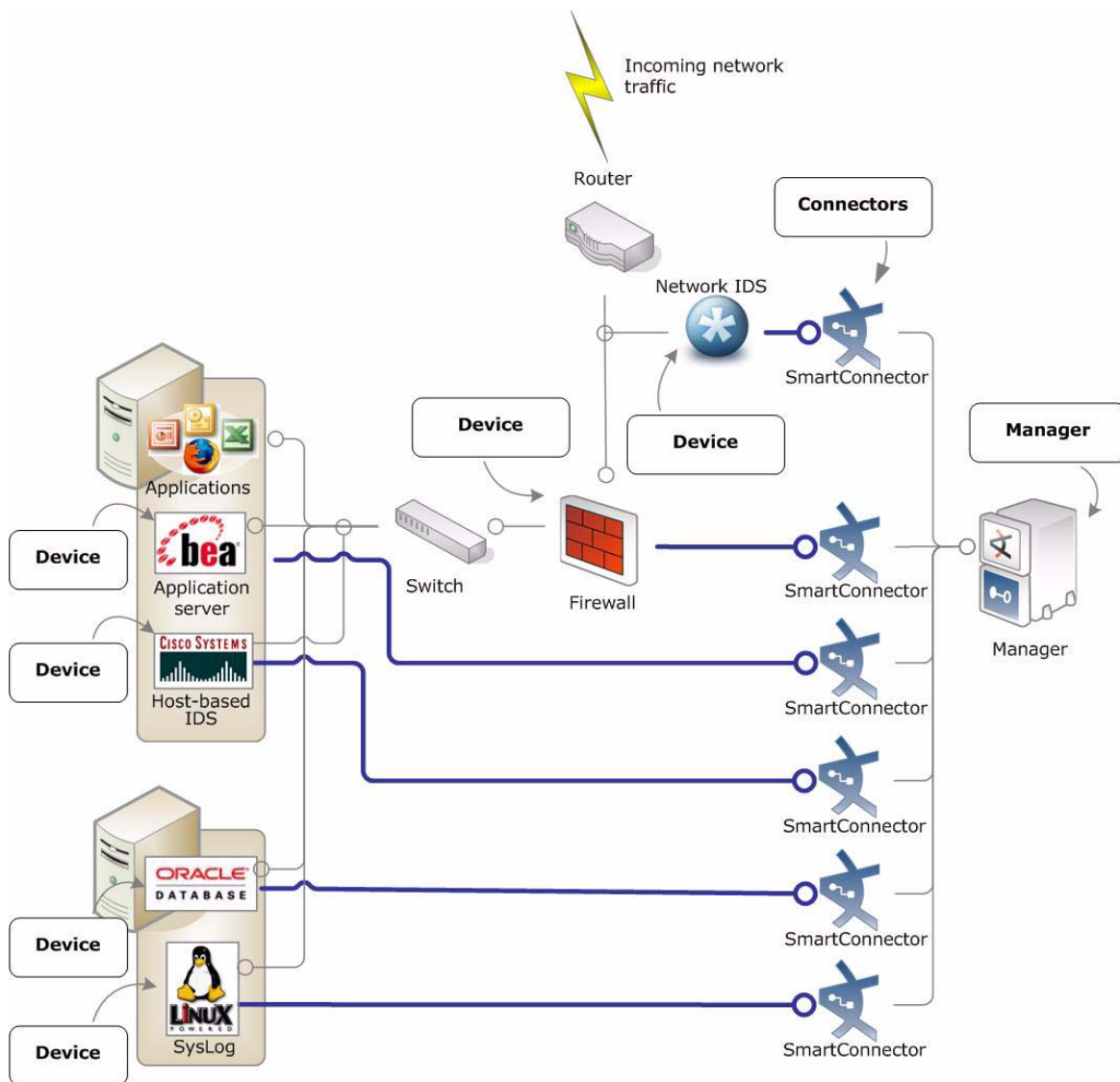


Figure 10-6 Devices and connectors. Devices are the actual sensors that detect the event. Devices report directly to SmartConnectors.

Source/Destination, Attacker/Target: An External Attack

Every event that describes a network transaction will have a *source* and *destination*. The values in the source and destination fields characterize the flow of traffic on your network.

That source and destination may become an *attacker* and *target* if a network analyzer, such as a HIDS or NIDS, evaluates the traffic as hostile. In most cases, network traffic will originate from a source/attacker and the destination/target will be one of your network assets. In the example below, the external attack is targeting the web server, and the event is reported by the host-based IDS.

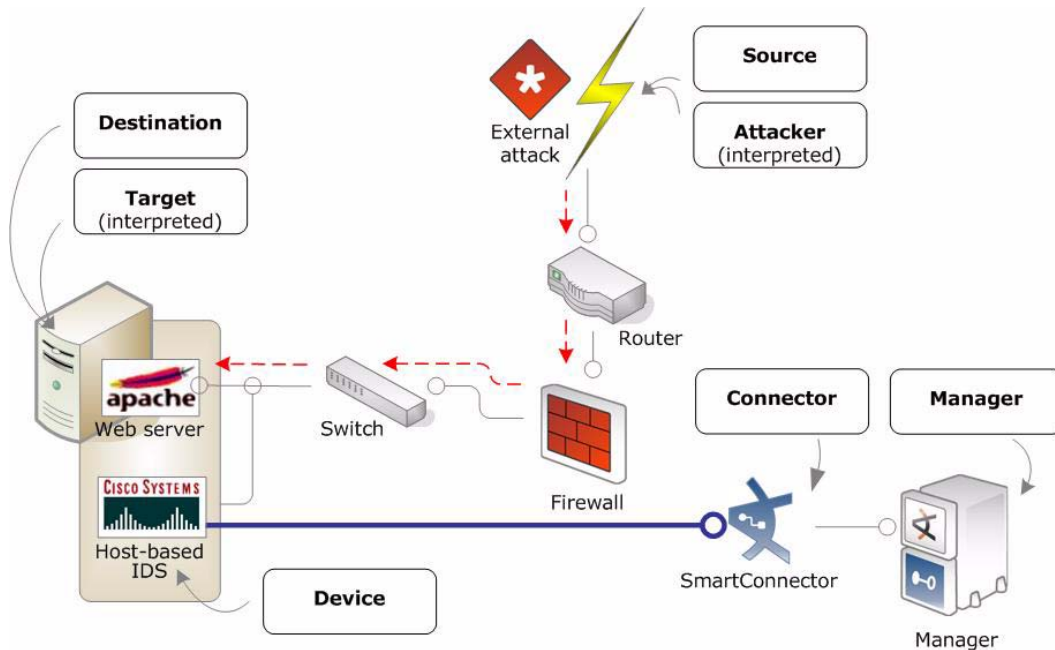


Figure 10-7 Destination and target. The source of an event that involves two network assets can also be an attacker if a network analyzer interprets the event as hostile. In a typical external attack, the destination (or target, if applicable) is one of the assets on your network. The attack represented here was detected and reported to ESM by a host-based IDS system.

Source/Destination, Attacker/Target: A Trojan Attack

When an attack is launched from inside, such as when spyware or Trojans attempt to send unauthorized information to a server outside your network, the source of the attack is inside your own network and the *destination* is outside. The *attacker*, however, is considered to be the outside entity to which the source is transmitting its data, and the

target is inside your network. The example below shows a Trojan initiating contact to an outside server, which is detected by the network IDS.

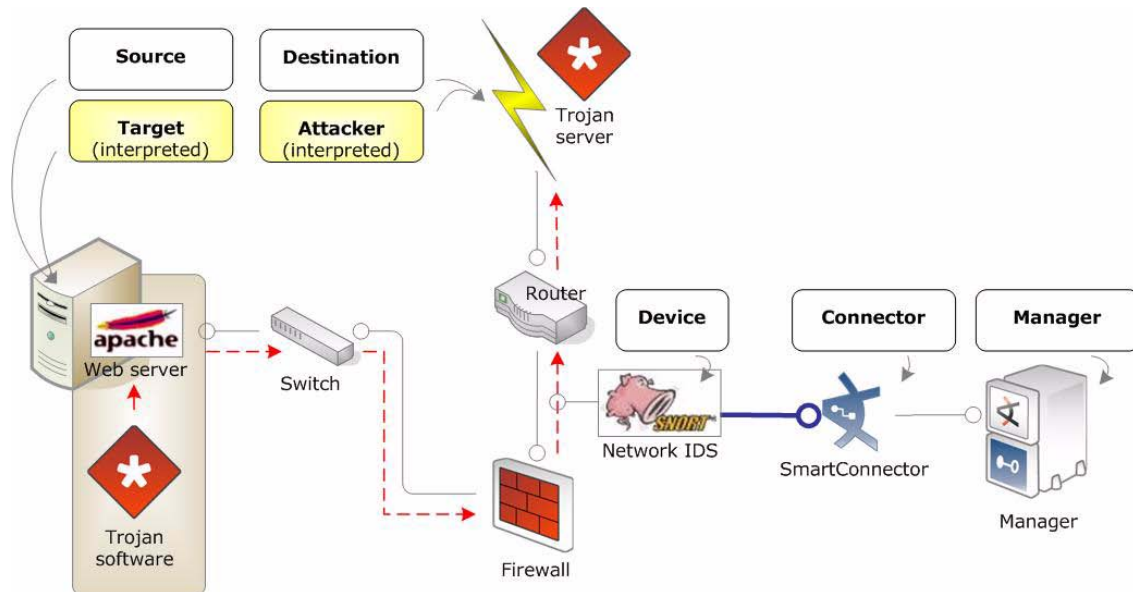


Figure 10-8 Source and destination. In a Trojan attack, the source is one of your own network assets, but the attacker is considered to be the outside entity that installed the Trojan software.

Destination/Target Only: A SysLog Reboot Report

There are some events that only involve a single endpoint, such as a system reboot reported by a syslog. This type of event is called a **point event**. In this case, there is no source or attacker, only a *destination* and *target*.

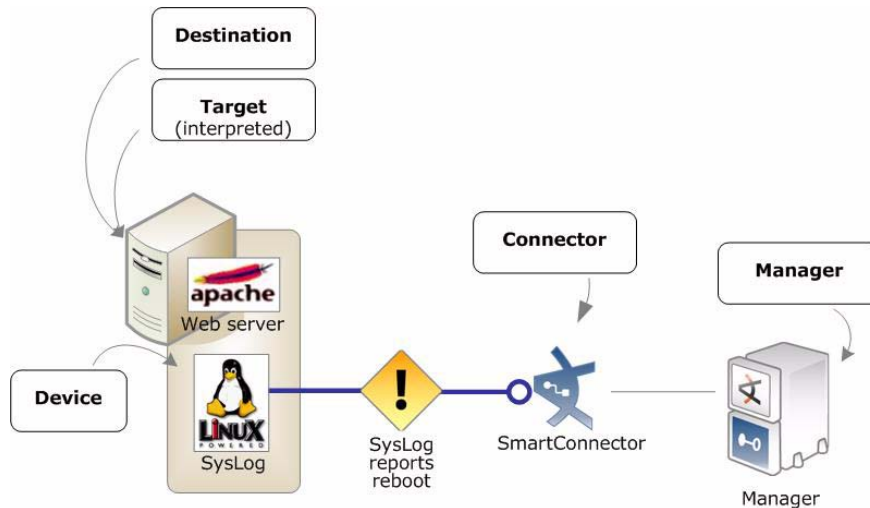


Figure 10-9 Destination and Target. Routine network activity involving only one network asset, such as a SysLog reporting a system reboot, have only a destination and target and no source and attacker.

Usually when a SysLog reports a system reboot, it is a routine operation that does not warrant a second glance. However, if a system with certain attributes is rebooted, for example outside of an admin-authorized time window on a Windows asset, it may indicate

an unauthorized software install or other unauthorized activity, which may need investigation.

Device Chain: Final Device and Original Agent

An event may pass through several devices before arriving at a SmartConnector. Once processed by a SmartConnector, the event may pass through several other connectors before coming to rest on the Manager where you view the event.

For example, in an environment where you have a concentrator that gathers events from multiple devices before reporting them to a SmartConnector, the concentrator becomes the final device to handle the event before it is sent to the SmartConnector.

In an environment that uses multiple Managers, the SmartConnector that reports to the regional Manager is the *original agent*, and the forwarding SmartConnector is the *agent*.

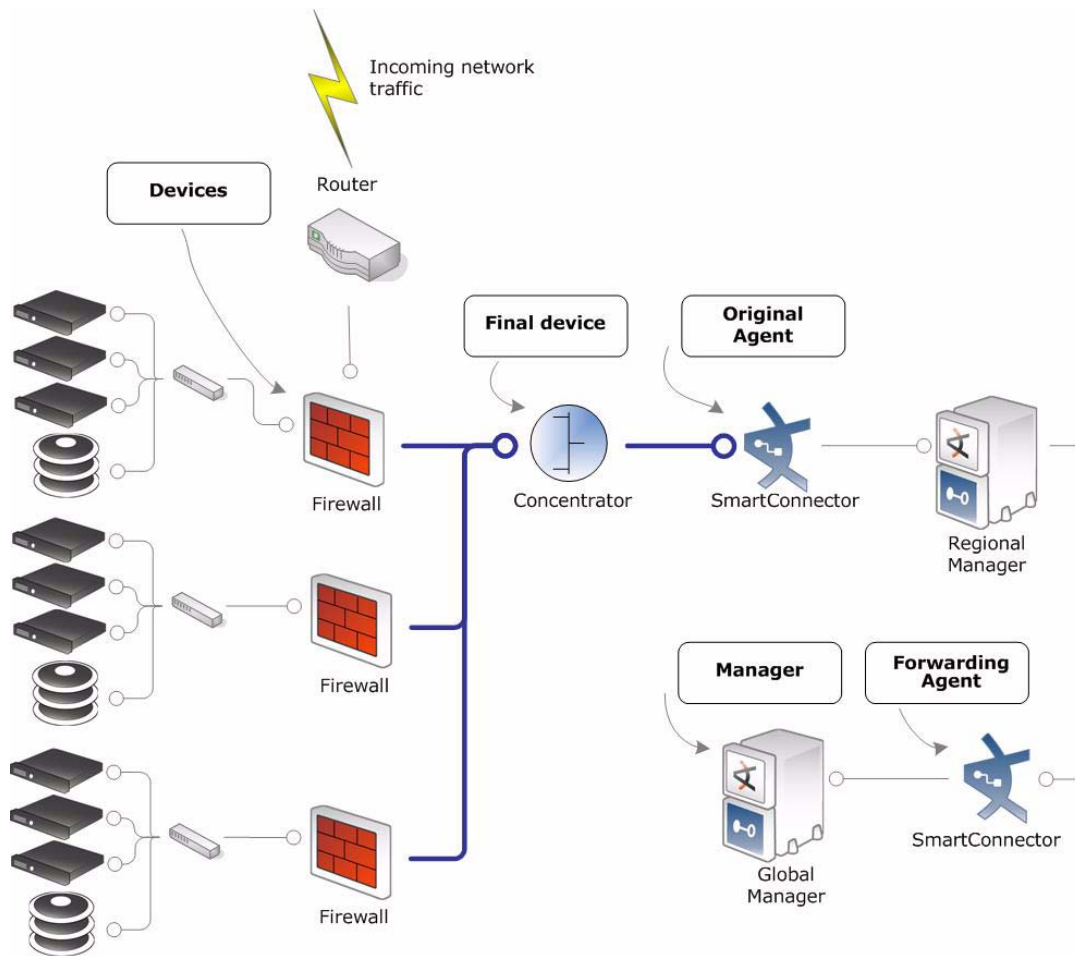


Figure 10-10 Final device and Original agent. A final device is the last device to handle an event before it is sent to a SmartConnector. An original agent reports an event to a regional Manager before it is forwarded by a forwarding SmartConnector to a global Manager.

ArcSight ESM Network Model

ArcSight ESM operates on a data model that enables you to build a business-oriented view of data that is derived from physical information systems. These distinctions help ESM clearly identify the events in your network, and provide more layers of detail to ESM's correlation capabilities. Modeling the network is part of ESM set up and ongoing maintenance.

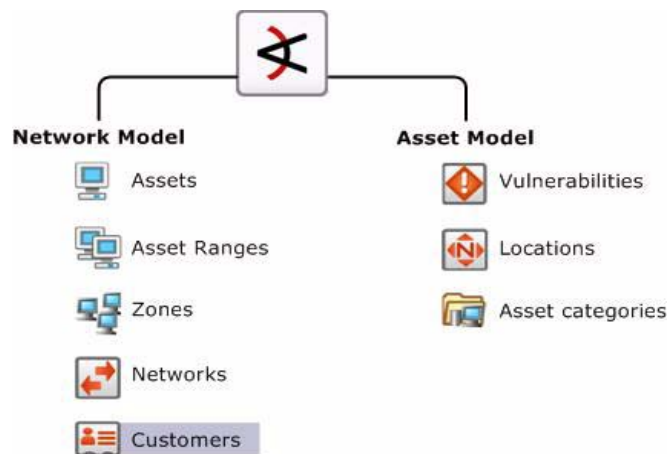


Figure 11-1 Modeling the network and assets. The ESM network model consists of the asset model and the network model, which, combined, facilitate building detailed correlation criteria. All of the Network Modeling resources, except Customers, are available as part of the Assets resource.

["Network Model" on page 99](#)

["Network Model Wizard" on page 115](#)

["Asset Model" on page 117](#)

Network Model

The network model is a representation of the nodes on your network and certain characteristics of the network itself.

Before you can make an informed decision about what to do about a particular event, it helps to know something about the event's source and destination. Is the source a previous attacker, does it come from a hostile region of the world, or is it a trusted server that has suddenly become the source of a hostile attack? Does the destination expose

relevant vulnerabilities, does it host critical applications, or is it a known server of forbidden services?






ESM captures this information by modeling the assets on your network and particular attributes of the network itself that are pertinent to ESM. The network model represents information for individual assets and whole zones.

For critical assets on the protected network, network modeling captures important facts that will help inform your decisions, such as:

- All open ports
- The operating system running on that host
- Known vulnerabilities that might be exposed
- Applications present
- The missions these applications support and their criticality to your operation

For less critical assets, such as a particular block of addresses on the Internet, it may be sufficient to just know general information about them, such as the country in which those assets reside.

The ESM Network Model consists of the following resources.

-  [“Assets” on page 101](#) represent individual nodes on the network, such as servers, routers, and laptops.
-  [“Asset Ranges” on page 105](#) represent a set of network nodes addressable as a contiguous block of IP addresses.
-  [“Zones” on page 105](#) represent portions of the network itself that are characterized by a contiguous block of addresses.
-  [“Networks” on page 107](#) are a way to differentiate two private address spaces.
-  [“Customers” on page 108](#) describe the internal or external cost centers or separate business units associated with networks, if applicable to your business environment.

These objects are described in detail in the following pages using the simplified network pictured below as an illustration. This sample has four major locations: New York, San Francisco, Hong Kong, and Headquarters. Each location has a web server, an e-mail server,

and a range of desktop PCs. The following illustration shows the detail of the New York region network.

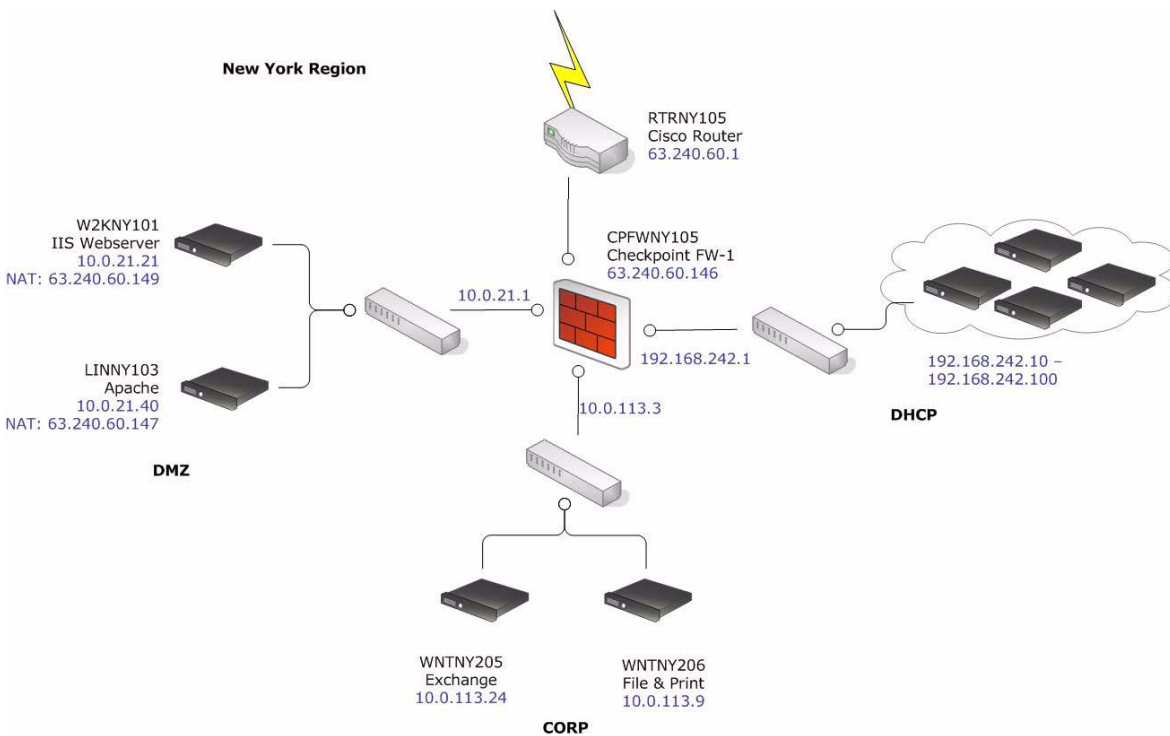


Figure 11-2 Detail of an example network. This portion of the example enterprise contains web servers in a DMZ, e-mail and file-and-print servers, and a range of desktop PCs that sit behind a firewall. All traffic is directed by a Cisco router.

Assets



The first distinction to model in ESM is the asset resource. An asset is any network endpoint with an IP address, MAC address, host name, or external ID (for more about how assets are used in the event schema, see [“Assets in the Event Schema” on page 93](#)).

For network modeling purposes, an asset is any endpoint you consider significant enough to characterize with details that will make ESM correlation and reporting more meaningful.

The Asset resource is where you specify the network identity of the asset itself:

- Asset name (a name used to refer to the asset within ESM)
- Network IP address
- MAC address
- Fully qualified host name
- External ID (optional). The external ID may be used to synchronize the asset within ESM with any external model that is already in use, such as an incident or asset-tracking system. If you do not need to synchronize with an external system, you can disregard this attribute.

If you are populating the network model from a vulnerability scan or other third-party data file, these fields will be populated automatically based on the imported data. For more

about how ESM populates the network model from vulnerability scans, see [“How Vulnerability Scans Populate and Update the Network Model”](#) on page 117.

Every network-visible interface is considered by ESM to be a separate asset, unless it is part of a specified **asset range** (see [“Asset Ranges”](#) on page 105). Examples of network-visible interfaces include bridges, routers, web servers, or anything with an IP or MAC address. You may choose to only model assets that have relevance to ESM correlation and reporting, not all the network interfaces on your network.

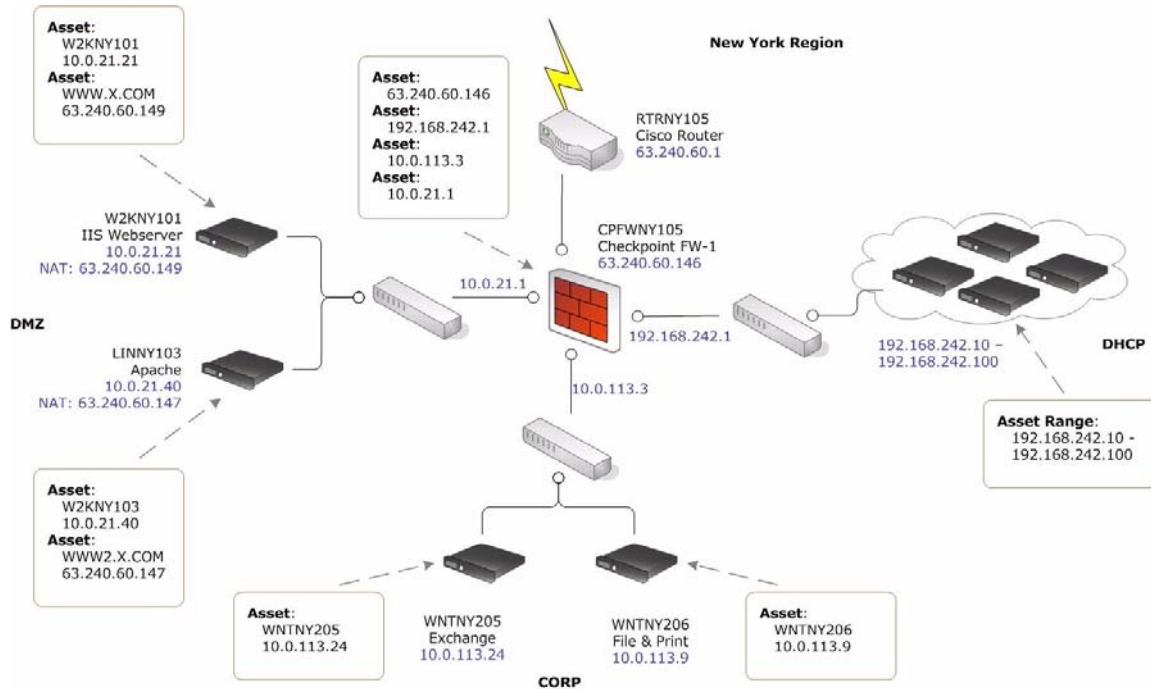


Figure 11-3 Assets and asset ranges in the example network. The asset resource identifies the attributes of the systems on your network. Every network interface is considered by ESM to be a separate asset, even if they reside on the same physical hardware, unless you specify it as part of an asset range.

One piece of hardware, such as a router or a web server, with an internal interface and an external one can have multiple active network interfaces. Multiple IP addresses on a single piece of hardware are modeled in the Assets tab as alternate interfaces. Alternate interfaces are described in [“Alternate Interface in the Event Schema”](#) on page 94.

You can organize Assets in a logical container in the ESM Navigator called Asset Groups. Asset Groups are a folder in which one or more Asset resources are stored. Asset Groups are hierarchical, which means that properties assigned to an Asset Group apply to all the assets contained within that group.

Auto-Created Assets

By default, ESM automatically creates assets for ESM components and, if applicable, for assets arriving from scan reports sent by vulnerability scanners via scanner SmartConnectors.

As a configuration option, you can also configure ESM to create assets for devices reporting through SmartConnectors.







For more about ESM asset auto-creation

This section provides a highlight of the ESM asset auto-creation feature. For details about how ESM creates assets from vulnerability scans, contact Customer Support to see the tech note *"ESM Asset Auto Creation."*

Auto-Created Assets for ESM Components

ESM automatically creates assets to model the network nodes that host ESM components. These assets do not contain vulnerability information, and are used for system administration.

Component		
Manager		An asset for the Manager is added (if needed) every time the Manager service starts.
ESM database		An asset for the ESM database is added (if needed) every time the Manager starts.
Consoles		An asset is added for each Console the first time it connects with the Manager.
SmartConnectors		<p>An asset is created for SmartConnectors only when the SmartConnector begins reporting base events from the device it represents. A Connector can be successfully added to the Manager, but until it starts reporting events from the device it represents, an asset will not be created for it in the Asset Model.</p> <p>ESM creates assets differently for SmartConnectors in static zones and those in dynamic zones. For more about static and dynamic zones, see "Dynamic and Static Zones" on page 106. For details about how ESM creates assets for SmartConnectors, see the tech note <i>"ESM Asset Auto Creation."</i></p>

Devices Discovered by a Vulnerability Scanner

ESM also imports asset and vulnerability information from vulnerability scanner reports generated by products such as Nessus, FoundStone, and ISS Internet Scanner. Asset information is passed to the Manager via the scanner SmartConnector appropriate for your vulnerability scanner product based on IP address, MAC address, and host name.

Updated vulnerability information is added to existing assets with matching identifiers. If a matching asset does not already exist, ESM creates one.

ESM creates assets from vulnerability scan reports differently for dynamic and static zones. For more about dynamic and static zones, see ["Dynamic and Static Zones" on page 106](#).

For more about asset channels, see the Console Help topic *Managing Assets*.

Asset Ranges



An asset range is a group of assets attached to a network that use a contiguous block of IP addresses. An asset range is useful if you have many network nodes that would be impractical to track individually, or that may come and go from the network, such as desktop PCs and laptops.

When an event is processed by the SmartConnector, the Manager, or the correlation engine, its endpoints are either identified as a single asset or as an asset belonging to a particular asset range. A reference to the asset or asset range identifier is populated in the event schema.

Zones



A zone represents part of the network, and is identified by a contiguous block of IP addresses. Zones usually represent a functional group within the network or a subnet, such as a wireless LAN, the engineering network, the VPN or the DMZ. Zones are also how ESM resolves private networks whose IP ranges may overlap with other existing IP ranges.

Every asset or address range must have a zone associated with it. ESM comes configured with the standard global IP address ranges already grouped into zones, so if your network uses only these public IP addresses, ESM can resolve them without setting up any additional zones. However, if your network uses subnets or contains one or more private networks, you must set up zones so that ESM can resolve the IP addresses of the assets on your network.

SmartConnectors tag incoming events with zones. Each zone is associated with a network; each network contains a list of zones, and each zone is associated with a specific range of IP addresses.

The address ranges in zones in the same network cannot overlap. Any given IP address will be contained within the address range of at most one zone in that network.

When the SmartConnector processes an event, it evaluates each of the IP addresses involved in that event and tries to locate the zone associated with that IP address among an ordered list of networks. If a matching zone is found, the search is over. If not, it moves on to the next network in the order specified during SmartConnector configuration. Finally, it always finishes with the Global network, which, by default, will always come back with a match.

The example below shows three zones: DMZ, CORP, and DHCP. These reflect the subnets in the New York region. The router and firewall use the default global zone 58.0.0.0 - 72.255.255.255.

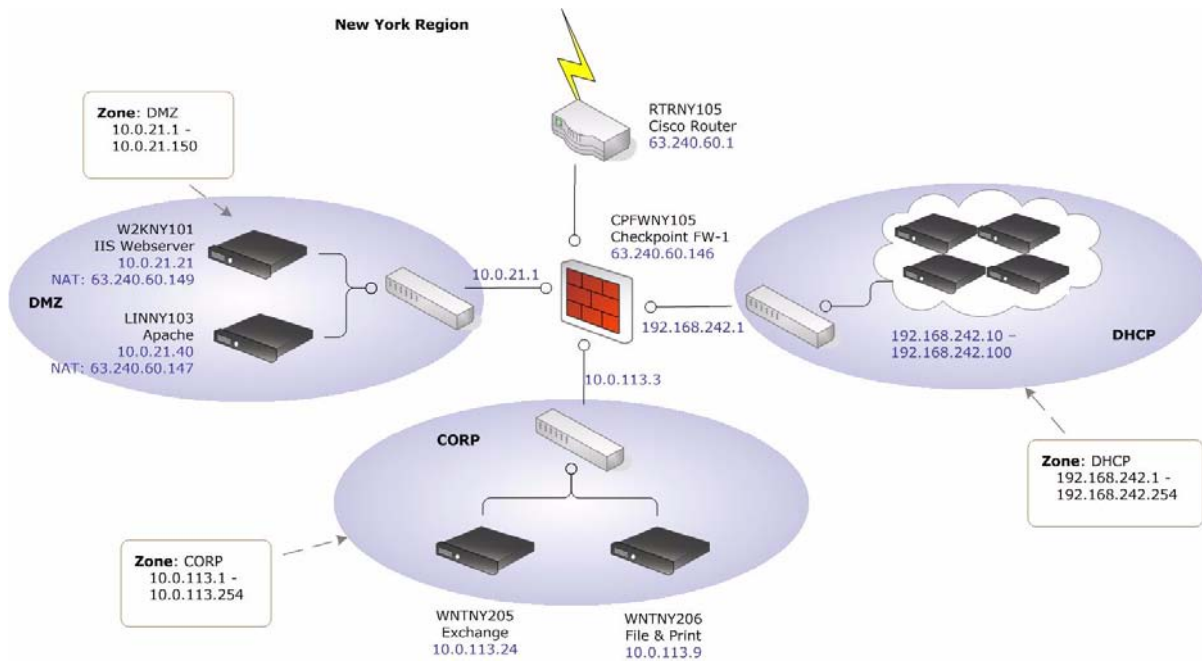


Figure 11-5 Zones in the example network. Zones most often represent the subnets you have set up in your network.

Each endpoint represented in a given event, for example the source, destination, SmartConnector, device, and so on, has a zone, or network subnet, associated with it. Zones for endpoints on the Internet are determined by global zones as defined in the **Assets > Zones** tab ([Assets](#) | [Zones](#) | [All Zones/ArcSight System/Public Address Space Zones](#)).

Dynamic and Static Zones

Zones are created to model functional portions of the network that share a contiguous block of IP addresses.

The ESM asset auto-creation feature (see [“Auto-Created Assets” on page 103](#)) relies on zones that are already in place before device discovery occurs, either customer-created zones, or the default zones that come with ESM. When you add a SmartConnector, you assign one or more existing Networks to that Connector. All assets reported by that Connector are then associated with that Network and the zones the Network represents.

ESM differentiates between dynamic zones and static zones to classify the types of assets they represent.

Static Zones

Devices in a static zone use static (constant) IP addresses. This represents devices that stay on the network and use the same IP address for all traffic. In order for ESM to identify assets classified in static zones, the assets must have either a unique IP address, a unique host name, or both.

Dynamic Zones

Devices in a dynamic zone use dynamic addressing (such as DHCP). Dynamic zones represent assets that come and go from the network, such as laptops. By default, ESM requires either a MAC address or a host name to identify assets in dynamic zones. ESM first looks for a MAC address; if one is not present, it uses the host name.



Classifying Zones as Static and Dynamic

It is important that zones are classified properly as dynamic or static.

If a zone is classified as static, but hosts assets that come and go from the network, ESM may not be able to update the network model properly. For example:

- The updated network might have duplicate and disabled assets
- Other information, such as vulnerability information and open ports, may not get updated properly

Static Assets in Dynamic Zones

If an asset is classified as static, but belongs to a dynamic zone, ESM treats the asset as if it was in a static zone. See the description and links above for how ESM asset auto-creation feature works for static zones.

Networks



Networks are ArcSight resources that are used to differentiate between zones whose IP ranges overlap, such as when branch locations assign the same private address spaces to resources used in other corporate locations.

ESM comes configured with two standard networks: Local and Global. The Local network is where you add your custom zones. Zone mappings in the Local network override the default zone mappings provided by the Global network.

The Global network provides default zone mapping if no local networks are defined, and automatically provides the correct addressing information to ArcSight SmartConnectors when they are installed.

The example below shows all the networks for our sample company. Several of the IP address ranges in the various regions are the same as those in other regions. By assigning the correct networks to the respective SmartConnectors, the SmartConnectors will tag all endpoints in the events with the correct zone, so that the ESM Manager can find the correct assets for them in the network model.

For example, the IIS web server in the New York region has the same IP address as the IIS web server in the Hong Kong region. To resolve this problem, each region is placed in its

own network, so ESM will actually identify the New York IIS web server as [New York/10.0.21.21](#).

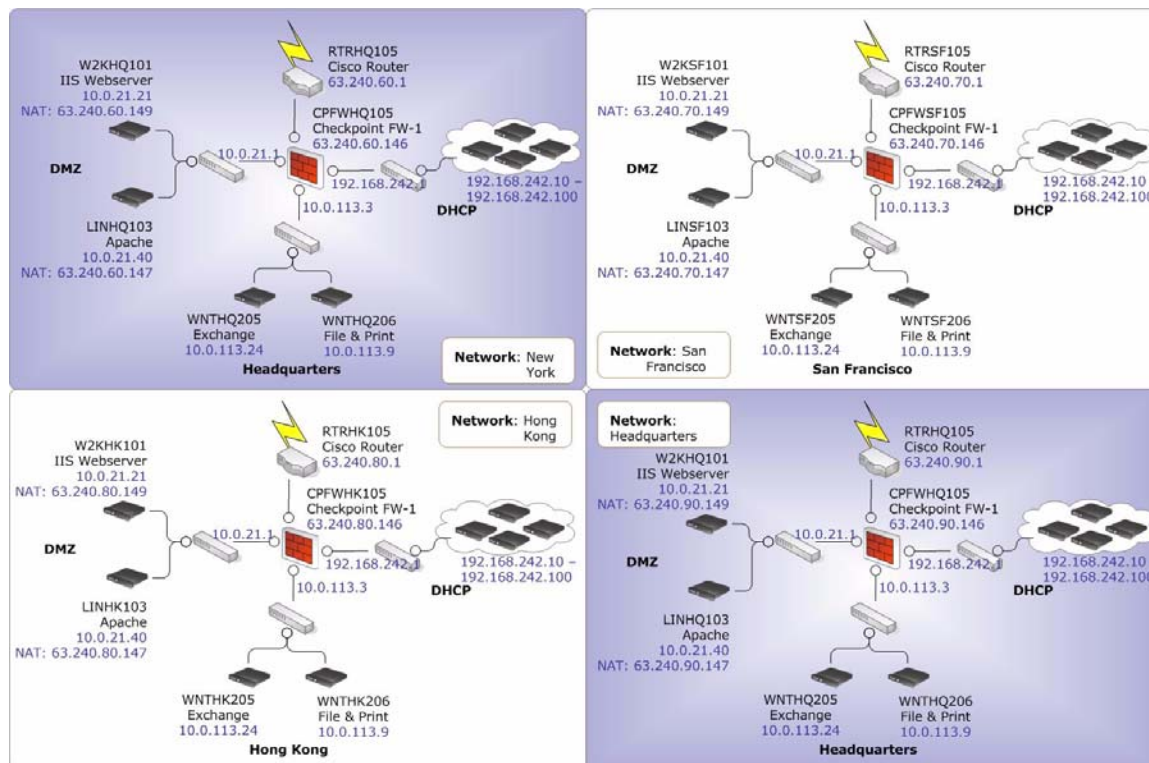


Figure 11-6 Networks in the example network. Network designations enable the SmartConnector to tag events with the correct zone so that the ESM Manager can find the correct model for the assets involved in the event.

Once you have created separate networks, each zone (and the assets contained in them) is then associated with that network.

To prevent ambiguity, an individual asset can only belong to one zone, and one zone can only belong to one network.

Customers



Customer tagging is a feature developed mainly to support Managed Security Services Provider (MSSP) environments, although it can also be used by private organizations to denote cost centers, internal groups, or subdivisions. The Customer designation keeps event traffic from multiple cost centers and/or business units clearly identified and separate.

A customer can be thought of as the "owner" of an event, rather than the source or target of an event.

In the network model, if you have separate cost centers you need to differentiate, you can assign a Customer designation to the ESM Network those assets reside within. Only then can two Networks that have zones with overlapping IP address ranges be assigned to the same SmartConnector, because the Customer designation is used to differentiate between

the overlapping address spaces, so the SmartConnector can look up the correct zone for each endpoint involved in an event.

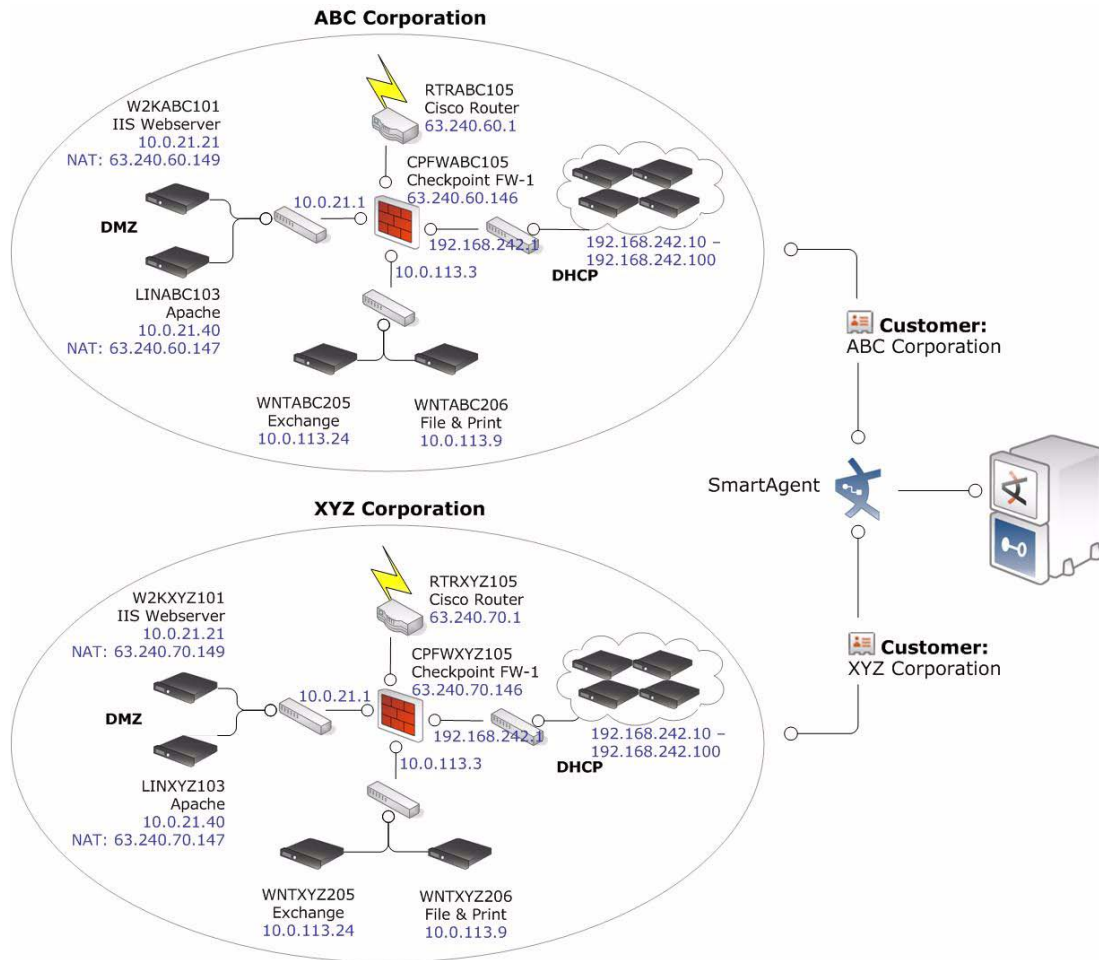


Figure 11-7 Customers in the example network. The Customer designation is usually used in an Managed Security Services Provider situation to keep track of assets that belong to a particular cost center. If you do not have outside customers or an internal system of cost centers to track, you do not need to create Customers.

The Customer attribute is only needed to clarify the zone look-up if the SmartConnector reports over the same address range but for different networks. The SmartConnector then uses the Customer designation to differentiate upon which network to find the correct zone.

The Manager evaluates Customer tagging in the following order:

- 1 The SmartConnector determines the Customer for an event using either a Velocity template or a fixed mapping. Velocity templates are described in ["Velocity Templates" on page 134](#).
- 2 If there is a Customer attribute, it is used to find the proper lookup table to find the correct zone. If there is no Customer field value, then the system uses the default look-up table.
- 3 The look-up table indicates to the SmartConnector which zone to associate with each IP address being processed by the SmartConnector.

The Customer variable can either be a fixed string (such as "ABC Corporation") or a Velocity template variable (such as "\$company_name") based on one or more fields of the event being tagged. The resulting string used to tag the event maps directly to an existing Customer resource. For more about how ESM uses Velocity templates, "[Velocity Templates](#)" on page 134, or the topic *Velocity Templates* in the Console Help.

Network Modeling Resources Summary

The figure below represents how ESM uses the network model to look up zone designations and locate individual assets involved in an event. The customer designation is optional depending on whether you want to specify a cost center to differentiate traffic from one network to the next, such as in a Managed Security Services Provider situation or as an internal cost center.

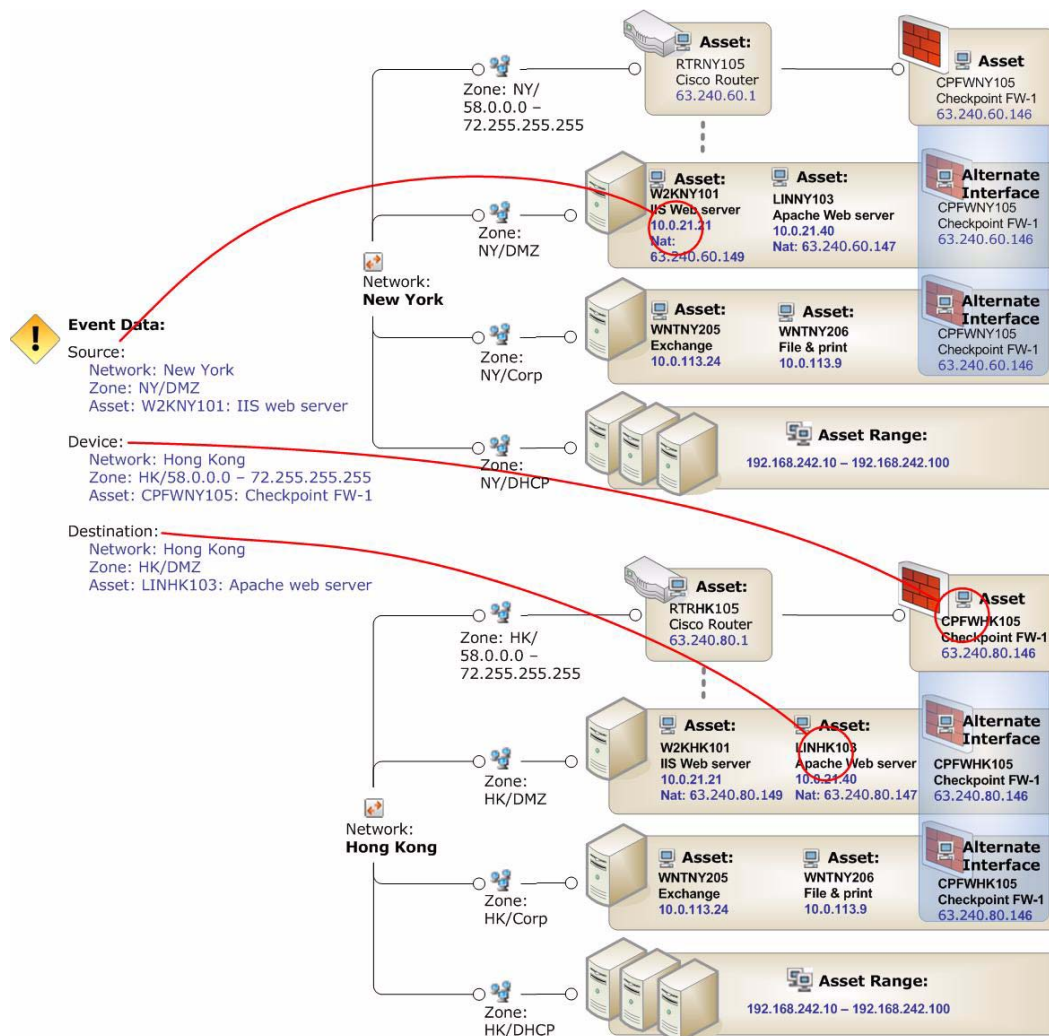


Figure 11-8 How the network model elements interact. When an event comes into the system, the Manager uses the network model to identify the assets involved in the event. In this example, the endpoints involved in the event are circled in red.

In the simplified example above, each network has one router and one firewall. The firewall is defined in the network model as an alternate interface for each of the assets it serves. Alternate interfaces, as shown above, can cross zones.

The example shows that the device that reported the event is the firewall located in the Hong Kong network; the event's source is the New York IIS web server, and the destination is the Hong Kong Apache web server.

Ways to Populate the ESM Network Model

There are several ways to populate the network model with the assets that represent your monitored network. Most enterprises use a combination of these methods:

ESM Console-Based Methods:

- ["Individually Using Network Modeling Resources" on page 111](#)
- ["In a Batch Using the ESM Network Modeling Wizard" on page 112](#)

SmartConnector-Based Methods:

- ["In a Batch Using the Asset Import FlexConnector" on page 113](#)
- ["Automatically From a Vulnerability Scanner Report" on page 113](#)

ArcSight-Assisted Method:

- ["As an Archive File From an Existing Configuration Database" on page 114](#)

ESM Console-Based Methods

The ESM Console provides two ways to populate the network model: individual network modeling resources, and a Network Modeling wizard (available in ESM v4.5 and later).

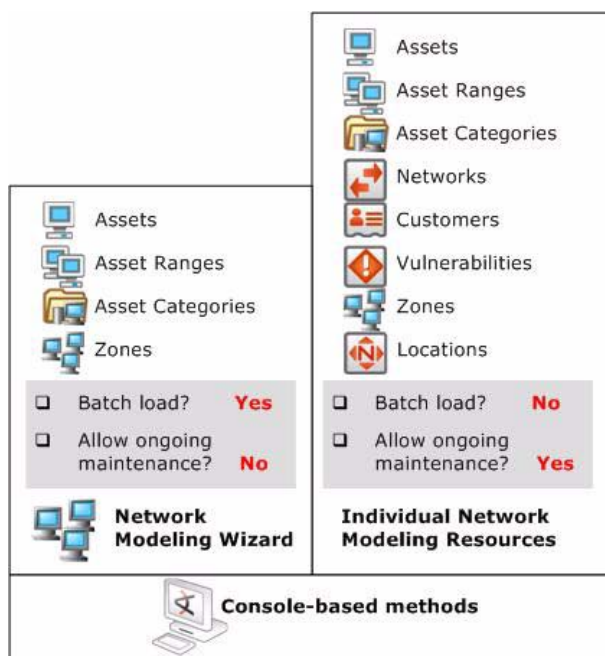


Figure 11-9 Console-based methods for populating the Network Model. All the individual tools for modeling the network are available in the Console. The Network Modeling Wizard provides a quick way to add basic assets to your Network Model at ESM setup time.

Individually Using Network Modeling Resources

Set every parameter for every asset individually using ESM's network modeling resources (Assets, Asset Ranges, Zones, Networks, and Customers) and asset modeling resources (Asset Categories, Vulnerabilities, and Locations).

You can also use these tools in conjunction with the other batch-loading methods that only offer limited distinctions. As long as primary identifiers, such as IP address, host name, and MAC address, remain the same, the automatic update methods only update fields with new information, so the Network Model remains stable.

For more about ESM's network and asset modeling tools, see the topic "ArcSight ESM Network Model" in *ESM 101*, and "Modeling the Network and Managing Assets" in the *ESM User's Guide* and Console Help.

In a Batch Using the ESM Network Modeling Wizard



Note

Network Modeling Wizard

The Network Modeling Wizard is only available with ESM v4.5 and later.

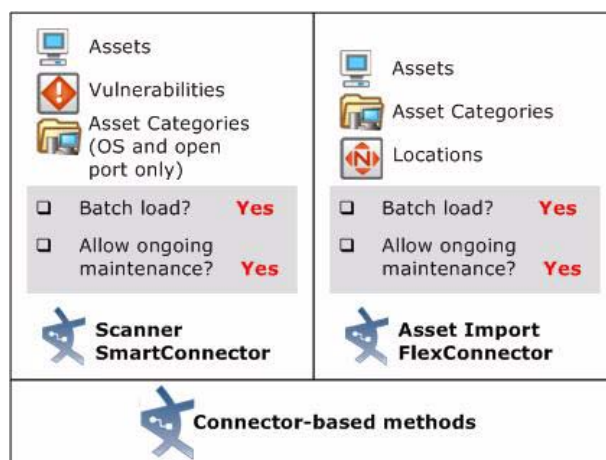
The ESM v4.5 Console provides a Network Modeling wizard as a set-up and configuration tool (menu option **Tools > Network Model**). The Network Modeling wizard enables you to load Assets, Asset Ranges, and Zones along with Asset Category information. If you also add a vulnerability scanner as described in ["SmartConnector-Based Methods" on page 112](#), the existing assets in the model are updated with the vulnerability scan report data.

The Network Modeling Wizard is flexible, in that it can take output from any device type in CSV format. The CSV file can be extended to include as many new or pre-existing asset categories as are relevant to the device(s) without having to add asset category information one by one later using the Asset Category resource in the Console. This tool is appropriate for initial set-up and configuration, not as a method for maintaining the network model.

For more information about the Network Modeling Wizard, see the topic "Populating the Network Model Using the Wizard" in the *ESM User's Guide* and Console Help.

SmartConnector-Based Methods

Both of these methods enable batch loading and automatic ongoing maintenance. Both methods offer limited distinctions. Both of these methods are described in more detail below.



In a Batch Using the Asset Import FlexConnector

ESM offers an Asset Import file FlexConnector that enables you to save Asset, Location, and Asset Category information in a CSV file, which is then automatically pulled into the ESM Manager as part of the SmartConnector heartbeat. Existing assets in the model are updated with any new details discovered by the Asset Import FlexConnector, so the Network Model remains stable.

This method does not create asset ranges, and assumes that Zones and Networks are already created. You can add Customer and Location distinctions to the assets individually.

This method also takes output from any device type in CSV format. The CSV file for this method can be extended to include as many new or pre-existing asset categories as are relevant to the device(s) without having to add asset category information one by one later using the Asset Category resource in the Console.

This method is appropriate for updating and maintaining your network model. Updated CSV files are automatically uploaded to ESM. New data is added to existing assets with matching identifiers. If an existing asset is not present, ESM will create one.

For more about the Asset Import File Connector, see the *ArcSight Asset Import SmartConnector Configuration Guide*.

Automatically From a Vulnerability Scanner Report

Set up a scanner SmartConnector (such as FoundStone, ISS Internet Scanner, or Nessus) to use the output of a vulnerability scan to convert device information into ESM Assets along with Vulnerability information, and basic Asset Categories, such as operating system and open ports.

The scanner connector that corresponds with your vulnerability scanning product sets up a directory that ESM regularly scans for updated reports. It then converts the scanner report output into internal ESM scanner meta-events, which the Manager converts into Assets, open port and OS Asset Categories, and Vulnerabilities.

You can also set the scanner SmartConnector to save network model data as a CSV file, which you can then upload into the ESM Manager using the Files resource during your initial network model setup. For details about how to import an existing network model as a File resource, see the topic “Uploading Files and Creating a File Resource” in the *ESM User's Guide* and Console Help.










Data derived from vulnerability scanner reports does not create asset ranges, and assumes that Zones and Networks are already created. Once scanner data is imported, you can add Customer and Location distinctions to the assets individually. For details about how ESM adds updated vulnerability information arriving from a new scanner report, contact Customer Support to see the tech note “*ESM Asset Auto Creation*.”

This method is appropriate for updating and maintaining your network model. Subsequent scans will update the basic Asset, Asset Category, and Vulnerability information without overwriting the other network modeling settings you add individually.

For more information about the scanner SmartConnector for your vulnerability scanning product, see the SmartConnector Configuration Guide that corresponds with your vulnerability scanning equipment.

ArcSight-Assisted Methods

ArcSight Professional Services can help you populate the Network Model from an existing configuration database.

 Assets	 Customers
 Asset Ranges	 Vulnerabilities
 Asset Categories	 Zones
 Networks	 Locations
<input type="checkbox"/> Batch load? Yes	
<input type="checkbox"/> Allow automatic maintenance? No	
Configuration Database Archive	
 ArcSight assisted method	

As an Archive File From an Existing Configuration Database

Many enterprise networks have third-party systems that already model the properties of the assets on your network. With the help of ArcSight Professional Services, you can export these network models, translate the format into the ESM schema using an ArcSight resource-generating utility, and import it to the ESM Manager as a resource archive with the help of ArcSight Professional Services.

The tools ArcSight Professional Services use can generate any type of resource, so using this method, you can have a fully populated network model without having to do any individual configuration.

Using Resource Graphs to Verify the Network Model

As you model your network, ESM provides a way to look at each level graphically. You can access this graphic view, or resource graph, by right-clicking an asset, zone, or network in

the Navigator panel and selecting Graphic View. This will show you a hierarchical view of what assets belong to what zones, and what zones belong to which networks.

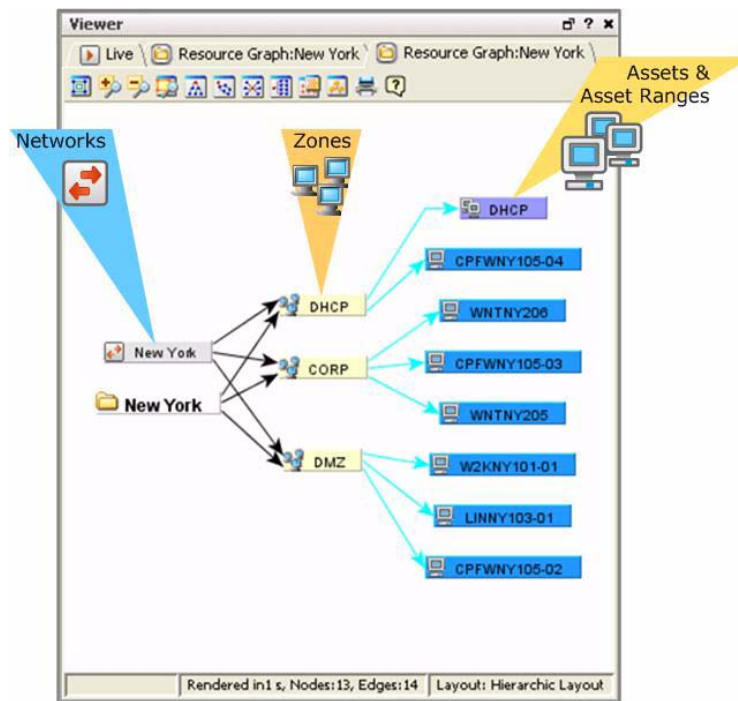


Figure 11-10 See the whole network model at a glance. This example shows the resource graph for the New York Network. This gives you a graphical breakdown of what networks are associated with what zones and assets to verify that your network model is structured the way you want it.

Network Model Wizard

ArcSight ESM v4.5 introduces a Network Model wizard on the ESM Console (menu option **Tools > Network Model**). The Network Model wizard provides the ability to quickly populate ESM's network model by batch loading asset, zone, and asset category information from comma separated values (CSV) files.

The Network Model wizard is designed as a tool for first-time setup on new ESM installations, and for adding large groups of new assets to an existing ESM installation.



Batch Importing Asset Data Before ArcSight ESM v4.5

Before ArcSight ESM v4.5, the Asset Import Connector was the only means by which to batch load asset, zone, and asset category information into ESM in a single process.

The Network Model Wizard brings that utility into the ArcSight Console, and enables you to easily fine tune the data type for each column during the import process.

The Asset Import Connector is still available, and works in parallel with the Network Model Wizard.

The following data can be imported from CSV files into an ArcSight ESM Manager as ESM resources:

- **Zones** define functional parts of a network, such as a wireless LAN, an engineering network, a VPN or a DMZ.
- **Assets** represent individual nodes on the network, such as servers and routers.
- **Asset ranges** represent sets of network nodes addressable as a contiguous block of IP addresses. Asset ranges are useful when you have many network nodes that would be impractical to track individually, or that may come and go from the network, such as laptops. Asset ranges should be a subset of the IP address ranges defined for zones.

The Network Model Wizard not only imports the asset data itself, but also enables you to assign **asset categories** to those assets and zones. Asset categories are a key tool for identifying the function and criticality of assets, and are leveraged by ESM's correlation engine to identify situations that may require investigation or immediate action. The Network Model Wizard makes it easy to create and categorize many assets and zones in a single operation.

Each resource type requires its own CSV file. You can import more than one type of CSV file in a single operation, but you can only import one file of each type during that operation. For example, if you only have assets to import, you can import only an assets CSV file. If you have a zones CSV file, an assets CSV file, and an asset ranges CSV file to import, you can import all three at once in a single operation using the Network Model wizard.

How the Network Model Wizard Works

The Network Model Wizard can populate the ESM network model with assets, asset ranges, and zones from three separate CSV files using a single operation.

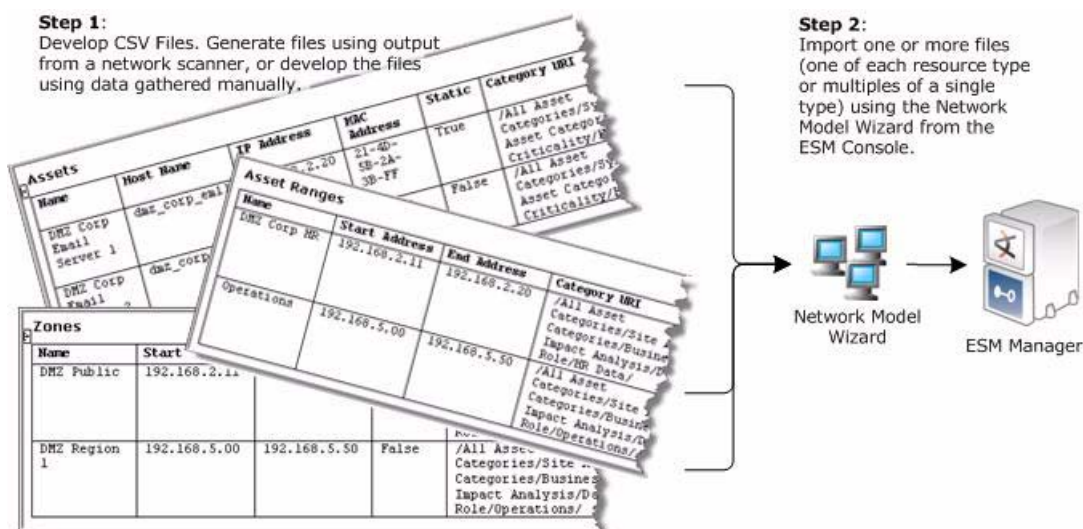


Figure 11-11 How the Network Model Wizard works. Create a CSV file for each type of asset resource you want to create, then run the Network Model wizard to import it into the ESM Manager.

In a production setting, you would likely run a report from a network scanner and edit the output to match the format required by the Network Model Wizard.



Including Asset Categories




Although including one or more asset categories is not required for the wizard to work, adding categories to your assets makes them accessible to the custom and standard content that uses asset categories as a business differentiator during run-time evaluation.

For more about the Network Model wizard, see the following topics in the ArcSight Console Help.

- Managing Resources (for Administrators)
- Modeling Your Network and Managing Assets
- Populating the Network Model Using the Wizard

Asset Model

The resources that make up the asset model are part of the overall network modeling process. The asset model resources describe attributes of the assets themselves for different purposes.

-  **Vulnerabilities** describe any attributes of an asset that leave it open to exploits.
-  **Locations** are a way to override the default geographic location of assets, asset ranges, asset groups, or zones.
-  **Asset Categories** describe properties of an asset, asset range, or asset group to establish identity, ownership, and criticality of the assets you have installed on your network.

Vulnerabilities



A vulnerability is any hardware, firmware, or software state that leaves an asset open for potential exploitation. The Vulnerability resource is a series of directories that correspond to several popular authorities that publish vulnerability descriptions, such as XS-Force, CVE, and Bugtraq.

A vulnerability description usually consists of a set of software and/or hardware that, if present in the targeted system, could be exploited by an outside force. If a system meets all of the requirements described in the vulnerability description, then it is said to expose that vulnerability.

In most network environments, vulnerabilities are detected and managed using a vulnerability scanner. Vulnerability scans can also be used to populate the baseline network model, which you can then enhance manually with ESM's network modeling tools.

How Vulnerability Scans Populate and Update the Network Model

In most network environments, vulnerability scanners are programmed to run on a regular schedule, such as every 24 hours. The scanner produces a report and writes it to a directory or database on the network.

The ArcSight scanner SmartConnector is configured to monitor this network location for updated files. When it detects an updated scanner report, it collects the report data and

normalizes it into the ESM schema. To communicate the data contained in the report with the ESM Manager, the SmartConnector parses the data into individual ESM events that contain data for every network asset, asset category (described in [“Asset Categories” on page 120](#)), and vulnerability represented in the report. The illustration below describes this process.

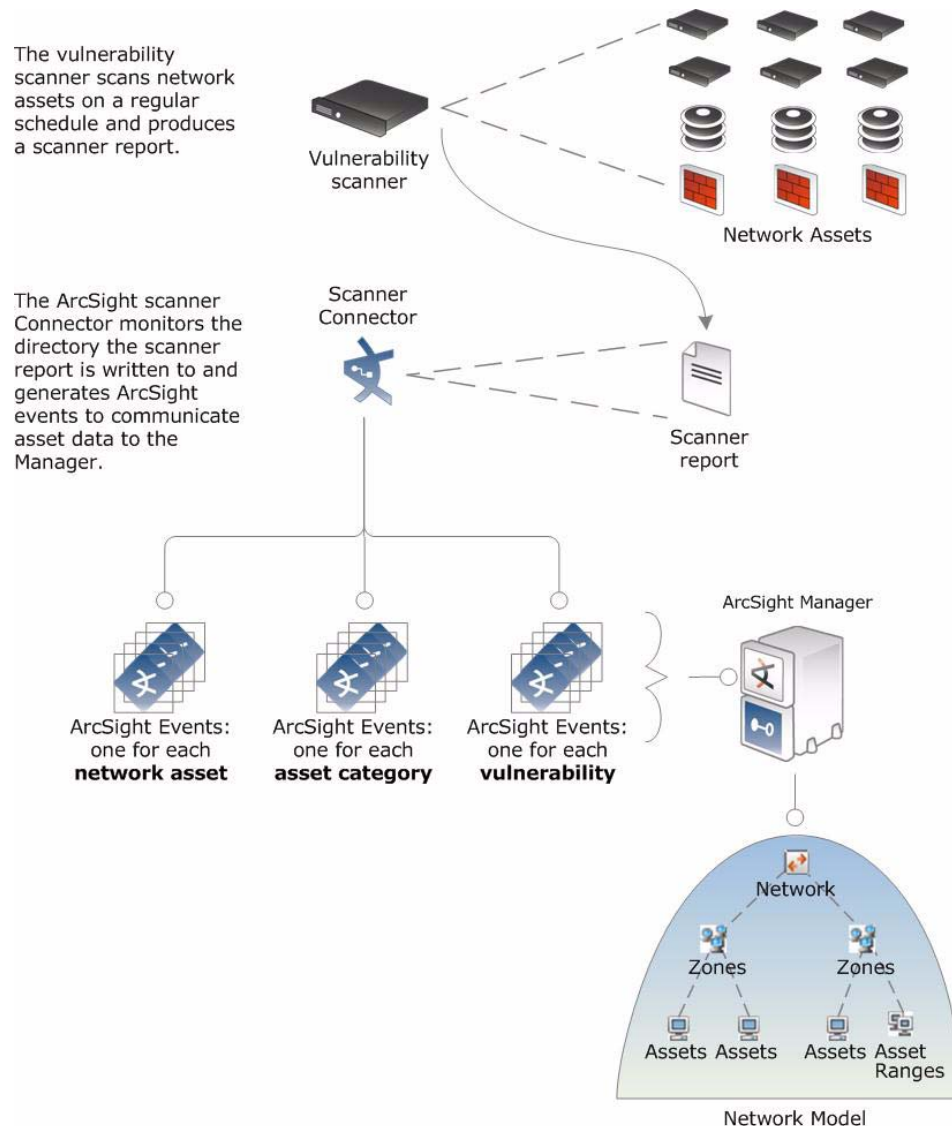


Figure 11-12 How vulnerability scans populate the network model. Vulnerability scans report network model and vulnerability data, which is read by a scanner SmartConnector and communicated to the ESM Manager in a series of ESM events. Vulnerability scans can be used to populate and update the baseline network model.

When the Manager receives an update from a vulnerability scanner, it first attempts to locate the assets it reports with a matching IP address already modeled in the system. If it does not find an existing asset that matches, it creates one.

When you are setting up an environment, this is how a vulnerability scan can be used to populate the baseline of your network model. Once the model is established, daily vulnerability scans update this baseline with new data.

Scan data from multiple vulnerability scanners, such as Retina and Nessus, are aggregated into the asset's overall exposed vulnerabilities, so scan data from one vendor does not overwrite the scan data from another.

Reference Pages for Vulnerabilities

The Vulnerability groups that come with the ESM standard content contain links to the vendor web sites that publish associated vulnerability data. This helps ensure that users have access to the latest vulnerability data associated with a particular product. For more about reference pages, see [“Reference Pages” on page 67](#).

You can also use reference pages to direct users to more information about equipment leases or asset details using an External ID that refers to an internally maintained database. Reference pages can also be used to provide additional descriptions of asset categories you create.

Refer to External Databases Using External IDs

If your company maintains a database that describes your network assets with details, such as ownership and lease information, you can use ESM's External ID option to refer to those databases. When modeling your assets, include the external ID for that asset in the External ID description line of the Asset editor.

How ESM Uses Vulnerabilities and Open Ports to Help Calculate Event Priority

ESM determines the priority of an event using the four factors described in [“Evaluate the Priority Formula” on page 28](#):

- **Model confidence:** Model confidence refers to whether or not the target asset has been modeled in ESM and to what degree. An asset that has been modeled in ESM using output from a vulnerability scanner will report more information, such as vulnerabilities exposed and open ports, and thus have a higher model confidence rating than an asset that was modeled manually and does not contain vulnerability or open port information.
- **Relevance:** Relevance refers to whether or not an event is relevant to an asset based on whether the event targets ports and/or known vulnerabilities, and if so, whether those vulnerabilities and/or ports are exposed on the asset.
- **Severity:** Severity scores are assigned based on the attacker and target's presence in one of ESM's threat tracking active lists.
- **Asset Criticality:** Asset criticality is set by you in the network modeling process by categorizing your assets in ESM's criticality asset categories ([/System Asset Categories/Criticality/Very High, High, Medium, Low, and Very Low](#)).

The *model confidence* is higher if an asset is scanned for vulnerabilities and open ports. The *relevance* is higher if the attacked port is actually open on the asset, and if the attack is specifically trying to exploit that vulnerability on that asset.

ESM calculates the priority of an event in part by evaluating whether the targeted port is open, and whether the target asset exposes the vulnerabilities exploited by a particular attack.

The overall event priority is calculated based on **agentSeverity** (see [“Event Severity” on page 19](#)) adjusted by Model Confidence, Relevance, Severity, and Criticality using a detailed formula.

The Vulnerability event field is populated when the target of the event is an asset that exposes a vulnerability signature that matches the `deviceEventClassID` field of the event. This is described in the Relevance portion of the priority formula in [“Evaluate the Priority Formula” on page 28](#).

Likewise, a vulnerability scan finds open ports and assigns that information to the asset as an asset category. For example, if an asset has port 80 open, that asset would be assigned the following asset category:

```
/All Asset Categories/Site Asset Categories/Open Port/TCP/Port 80
```

For example, a given attack might be known to exploit Bugtraq 2010, CVE-1999-0153, or X-Force 173. If the targeted system exposes either of those vulnerabilities and the attacked port is open on the asset, then a system can assume that the attack is likely to succeed (priority factor 5-yellow or 10-red). Otherwise, the attack will likely fail.

Locations



ESM provides a location database that maps an IP address to the owning body for the block of IP addresses to which it belongs. Your organization may have finer-grained detail, such as the physical location of all of your networks or networks outside your control, or corrections to the database that ESM supplies. The Location resource is the way you can override the ESM default location mappings with location information relevant to your network.

Location is an attribute you can set if the asset you are modeling resides in a geographic location that differs from the location set by the mapping database that associates IP addresses with location information.

Asset Categories



Asset categories are ESM resources that describe properties of an asset, such as the operating system running on it, key applications it hosts, its role within the enterprise, and any other properties you might wish to consider when evaluating threats or behaviors associated with this asset.

Asset categories model your assets in terms of how they are used. The objective of asset categories is to establish identity, ownership, and criticality of the assets you have installed on your network.

Modeling asset categories is a multi-step process that requires you to consider what types of information you wish to track from various assets in your network, and how those assets

interrelate. The distinctions you draw in this process become factors for the filters, rules, data monitors, and reports you will use or build to correlate events in your network.

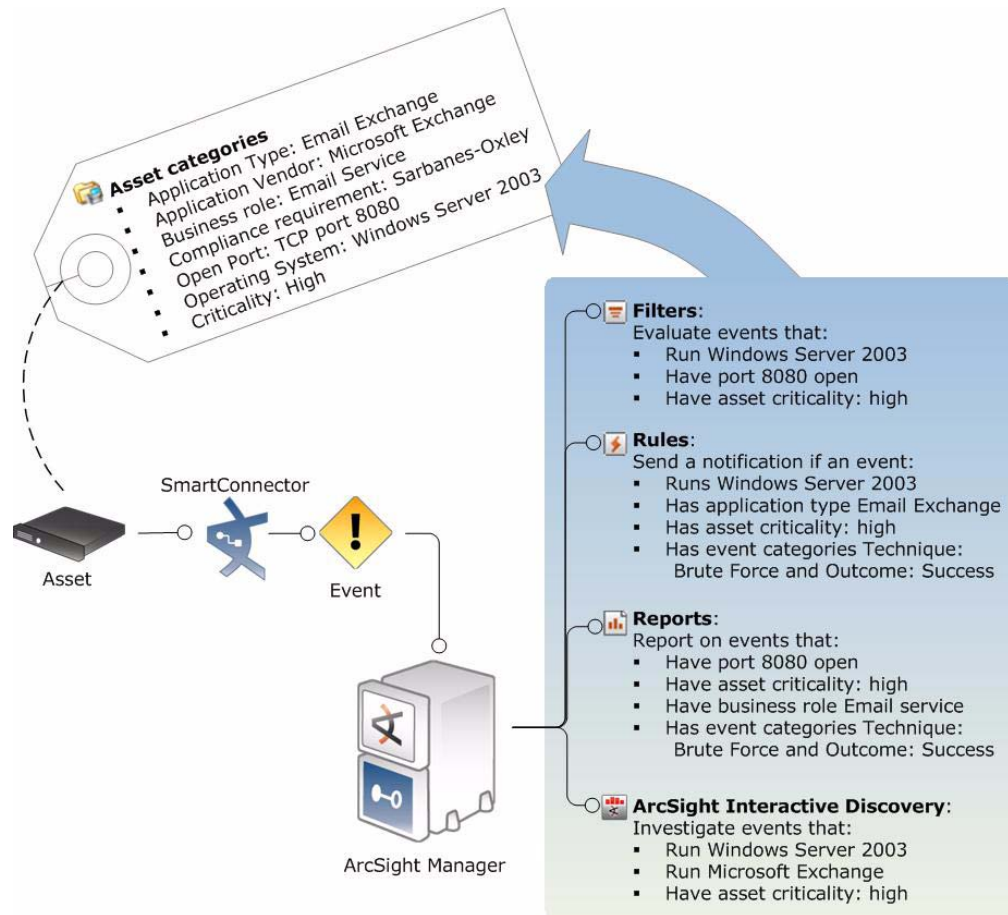


Figure 11-13 Asset categories add business relevance. Events generated by an asset categorized as a compliance asset trigger compliance-related asset categories during correlation.

You may already have asset category data already modeled in a third-party asset inventory tool, such as Microsoft Software Inventory Analyzer or Alchemy Labs Asset Tracker for Networks. You can export data from these third-party sources as an XML file, then import it into ESM using the resource archive tools. For instructions about how to do this, see the *ESM Administrator's Guide* chapter 4, "Archiving Resources."

Asset categories can be applied to assets, asset ranges, and asset groups, or to network zones.

Asset Categories Assigned to Assets, Asset Ranges, and Asset Groups

Categories assigned to individual assets and asset ranges apply only to those individual assets. This is the most granular level to which you can apply asset categories. If an individual asset falls into an asset range, the asset also inherits the asset categories assigned to the asset range.

Asset Groups are a folder in which one or more Asset resources are stored. Asset Groups are hierarchical, which means that properties assigned to an Asset Group apply to all the assets contained within that group.

Categories assigned to asset groups apply to all assets and asset ranges contained within that group. Individual assets and asset categories within a group inherit the categories assigned to the group, if any, in addition to the asset categories assigned to them individually. In the example below, the asset W2KNY101 has its own asset categories and inherits those assigned to the asset group New York Office.

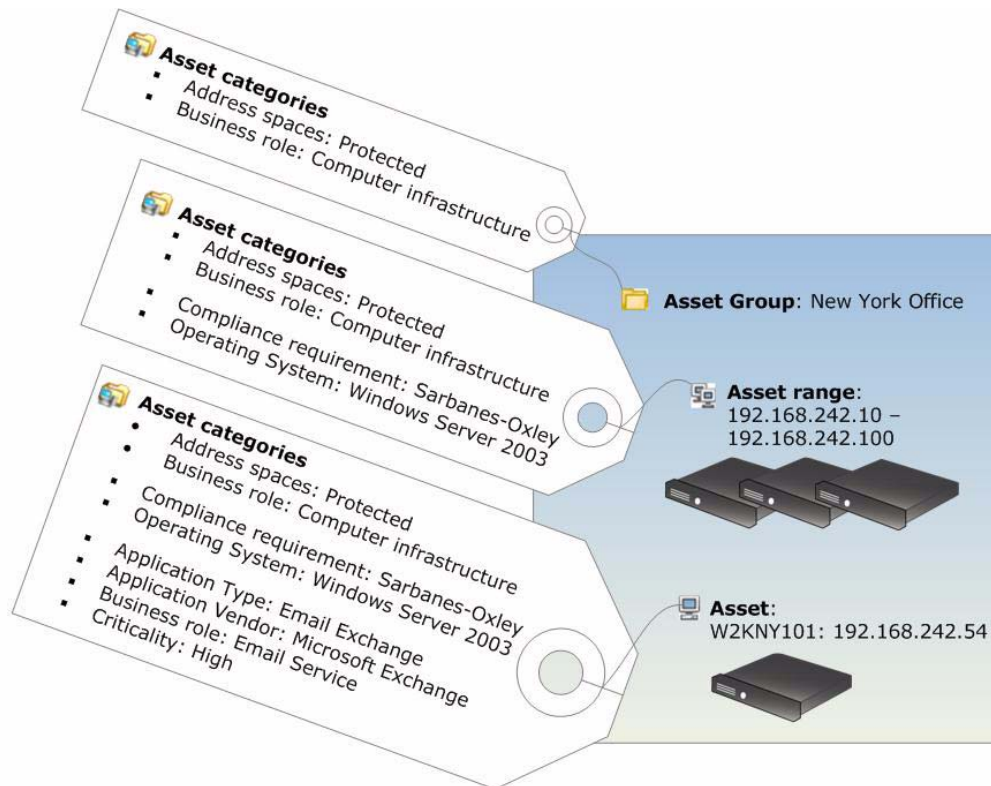


Figure 11-14 Categories for assets, asset ranges, and groups. The asset and asset range contained in the asset group New York Office inherit the categories set for the asset group as well as their own individual asset categories.

Categories are a hierarchy, and while the level below inherits the properties of the level above, all points in the hierarchy are considered unique categories. For example, you might have an asset that runs Windows NT SP3. You could categorize the asset as Windows, Windows NT, or Windows NT SP3, depending on how much detail you want to correlate or report on.

Asset Categories Assigned to Zones

Categories assigned to zones describe the network itself rather than the assets contained within it. This is a way you can categorize traffic on a network where the assets themselves are not constant, such as a wireless or VPN network. For example, the categories might describe whether or not the network is wireless, encrypted, or a VPN network. You may be characterizing the network itself *or* the traffic on the network (wireless describes the network; encrypted describes the traffic) rather than the particular assets involved.

Asset categories assigned to zones do not get passed on to any assets contained within that zone.

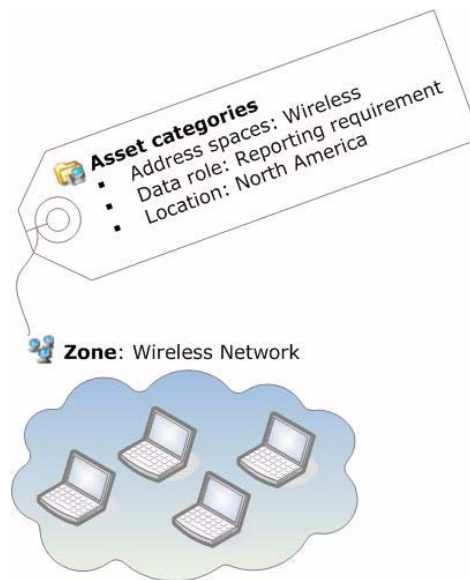


Figure 11-15 Categories assigned to zones. For situations where assets are not fixed, such as a wireless or VPN network, you can assign categories to a zone.

For example, if a zone is categorized as confidential, you can write a rule that detects any traffic crossing that network that is not encrypted, which triggers the firewall to drop the connection or to notify a supervisor.

Create Your Own Asset Categories

ESM provides default asset categories, which are utilized by ESM standard content. You can use these categories in content you build, or you can create your own to meet your specific needs. When deciding how to categorize your assets, keep the following in mind:

- What business domains do you need to differentiate?
- How do your business partners access your network?
- Do you need subgroups for a specific business need, such as regulatory compliance?

When you have one or more assets categorized in a particular group, you can then write filters, rules, reports, and data monitors that apply only to those assets using the [inGroup](#) operator. This operator enables you to have content that refers to generic entities rather than specific ones. To learn more about how to use the [inGroup](#) operator, look in the Console Help under Common Conditions Editor.

Chapter 12

Managing Resources and Standard Content

This chapter defines what ESM means by resources, and describes the tools available to manage and access them. It also introduces ESM standard content and its intended uses.

[“ESM Resources” on page 125](#)
[“Packages” on page 126](#)
[“Access Control Lists \(ACLs\)” on page 133](#)
[“Velocity Templates” on page 134](#)
[“ESM Standard Content” on page 135](#)
[“Use Cases” on page 139](#)
[“Integration Commands” on page 145](#)

ESM Resources

ESM manages the logic used to process events using objects called *resources*. A resource defines the properties, values, and relationships used to configure the functions ESM performs. Resources can also be the output of a configuration that has been executed on events (such as archived reports, or Pattern Discovery snapshots and patterns). Resources are used for displaying and analyzing events, and for generating additional events that are used internally by ESM for correlation or ESM administration. For a complete list of ESM resources, see [“Navigating ESM Resources” on page 155](#).

ESM resources are accessed in the Navigator panel of the ESM Console.

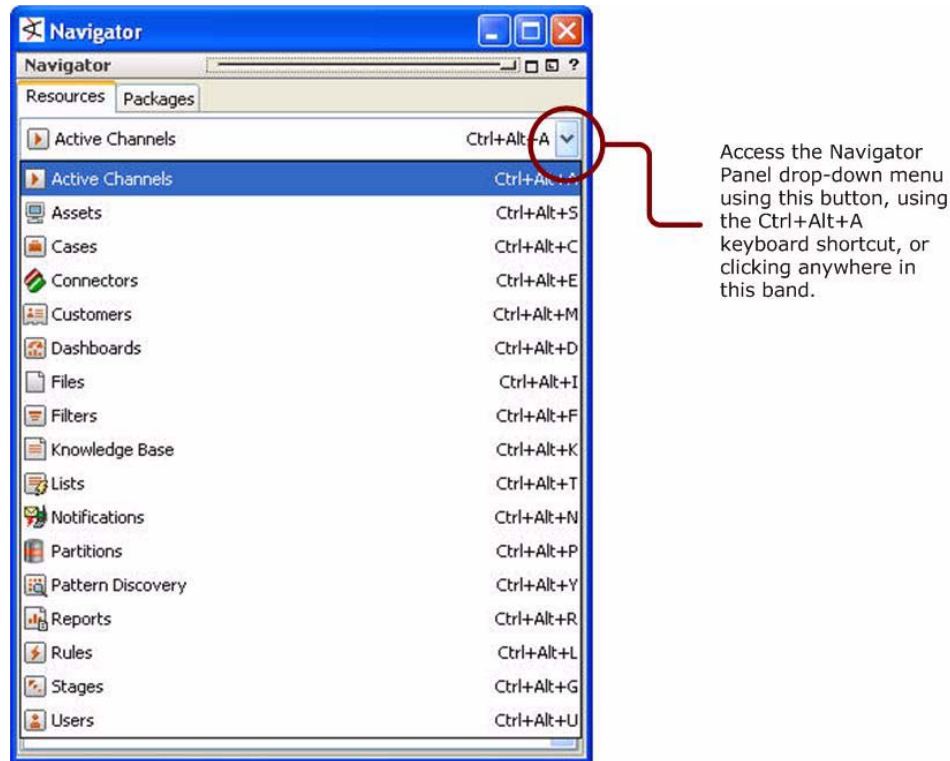


Figure 12-1 ESM resources. ESM resources are accessed in the ESM Console from a drop-down menu in the Navigator panel.

Resources appear as objects in the navigation panel of the ESM Console and are stored in the ESM database. Resource objects can be imported and exported from the system for sharing among multiple Managers, and can be archived for storage and data retrieval.

Resources are stored hierarchically in groups that share common properties, and they can have relationships with other resources that share common dependencies.

Resources that define properties, values, and relationships and evaluate events during the event lifecycle as part of a use case are also referred to as *content*. Content is designed to address specific business cases. ESM installs a predefined set of standard content, most of which addresses common business and security cases. You can also use ESM's content authoring tools to develop your own content tailored to your business environment. For more about ESM standard content, see ["ESM Standard Content" on page 135](#).

Packages



A Package is an ESM resource that enables a set of related resources to be backed up, or transported and updated among ESM Managers. A package of resources can be installed or unloaded as a unit. ArcSight delivers ESM standard content and solutions as packages, and you can also create your own packages. Packages make some of the back-up and transfer capabilities of the ArcSight Archive tool available through the Console user interface.

Packages are transported in a file called a *bundle* (with the extension .arb), which contains one or more packages. You can import and export bundles and install and uninstall the

packages that the bundles contain. When you import a bundle, the .arb source file is saved as a File resource (see [“File Resource” on page 129](#)).

Packages can be used to transport content for a family of use cases, and they can also be used to transport blocks of unrelated resources, or a core of common resources that can be leveraged by other use cases. The Packages resource editor also manages dependencies on resources located in other packages.

Package States: Imported and Installed

A package can exist in two states in the Console: imported and installed.



Figure 12-2 Packages imported and installed states. An installed package makes resources available in the resource tree. An imported package leaves the resources available in a zipped state on the Manager.

A package that has been *installed* loads its resources into the ESM database and makes them accessible in the Navigator panel resource tree. The package icon in the Navigator panel package view will appear blue.


If a package has been *imported*, it will be visible in the ESM *Package* view in the Navigator panel, but the resources it contains will not be available in the *resource tree* view. The package icon in the package view will appear grey.

If you do not want the package to be available in any form, you can *delete* the package.

You can create, export, and import packages in order to share resources among multiple Managers. When a package is imported from one Manager to another, it must also be installed to make its resources available in the Navigator panel resource tree.

Package View

A key value provided by packages is their ability to manage dependencies among other related resources when preparing sets of related resources for backup or transport to another Manager.

The ESM resource tree contains a tab that provides a view of the all resources that are associated with packages. This view also provides access to tools with which you can import, install, and export packages, edit, uninstall, and delete packages, and create new packages. The dependency view toggle () shows required packages, which are packages on which another package depends. In the example below, the dependency view shows that Intrusion Monitoring has two required packages, Anti Virus and Network Filters,

indicated by the red asterisk (*). If you expand the required package nodes, you will be able to see which specific resources the Intrusion Monitoring package depends upon.

Toggle the dependency view off shows only the contents of the package itself.

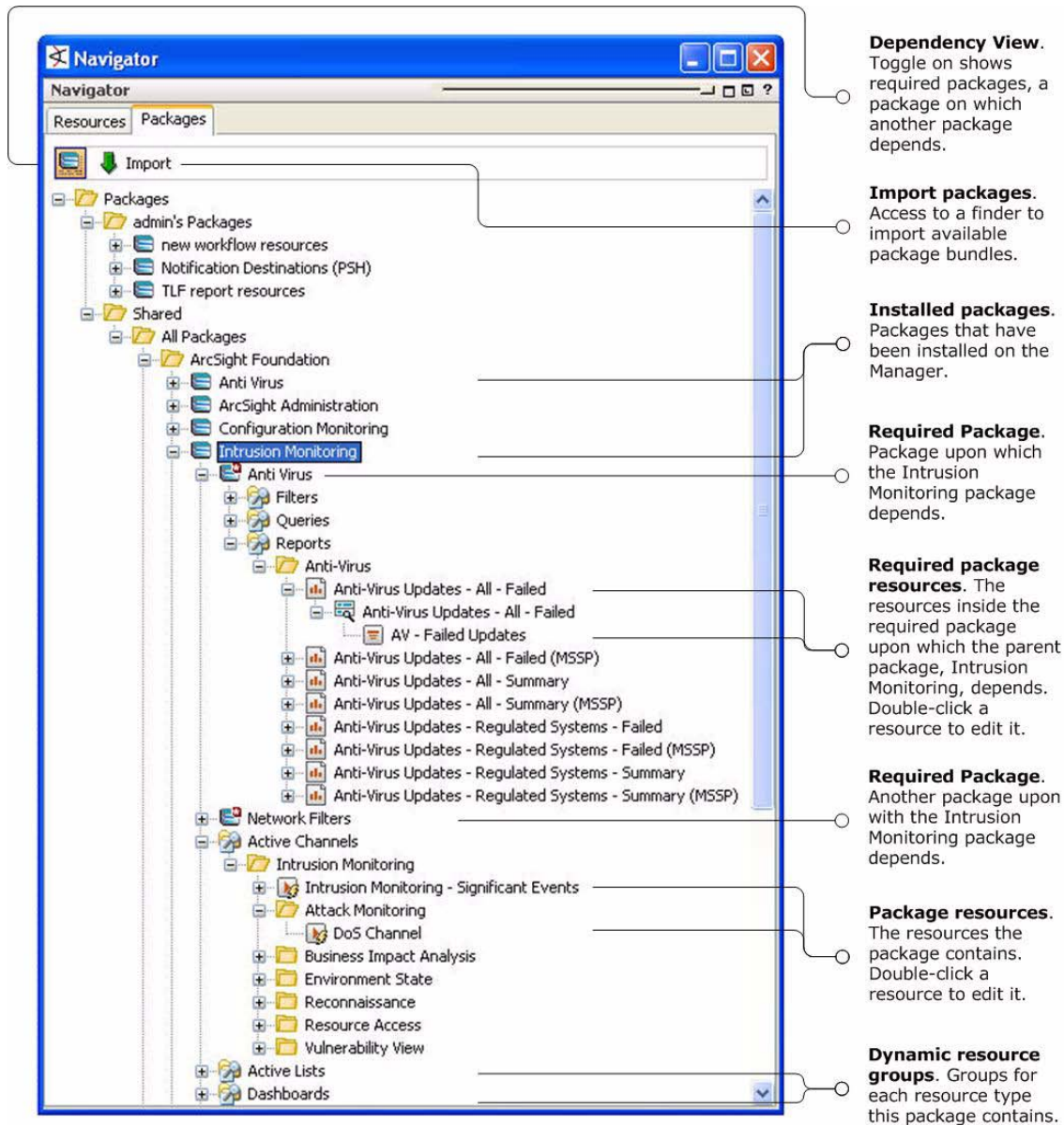


Figure 12-3 Navigating the Packages view. The Packages view in the Navigator panel provides access to all the resources that are part of a package in a single view. The package management tools to create new packages and edit existing ones are available from the package right-click menu.

For more about using Packages, see the topic *Managing Packages* in the Console Help.

File Resource



A File is an ESM resource that contains a non-ESM object, which other resources can access to provide users with more information or to perform special functions. Files can be used to contain scripts, utilities, data files, templates, or any general purpose file. Files are also what make the objects they contain transportable across multiple Managers.

For example, you can write a rule that, when triggered, executes a script to initiate a process on your network. The script can be contained in a File resource so it can be transported from one Manager instance to another using the Packages resource. Once at the destination Manager system, the contents of the file must be extracted to the file system, where its function can be accessed by the resources on that Manager.

ESM standard content includes two files, which supply Velocity template macros for use by the vulnerability mapping system.

For more about Files, see the topic *Managing Files* in the Console Help. For more about the file resources that accompany ESM standard content, see the *ESM Standard Content Guide*.

The ArcSight Archive Utility

The ArcSight Archive utility is a multi-function command-line tool that can be used by ArcSight Administrators to perform routine maintenance, such as back-up and restore. The archive utility is another way, besides Packages, that authors can propagate content among multiple Managers, or to configure one Manager with the same content as another.

When you export a resource using the Archive utility, it may have dependencies on other resources. For example, a rule may utilize (refer to) three filters. When the rule is exported using the archive utility, you should also export the three filters it depends upon, so the join between them is preserved. Packages maintain these relationships automatically.

For more about the archive utility, see *Archiving Resources* in Chapter 3, Resources, of the *ESM Administrator's Guide*.

Resource Graphs

You can use a graph view to see the dependencies one resource has on other resources. To generate a graph view, right-click an individual resource in the Navigator panel and select **Graph View**. The resource graph will be rendered in the Viewer panel.

The example resource graph below shows the rule *Hostile - Attempt* that is part of the threat escalation system in the standard content ([/All Rules/ArcSight](#)

`System/Threat Tracking/Hostile - Attempt`), the active lists it reads from, and the other rules and filters they draw from.

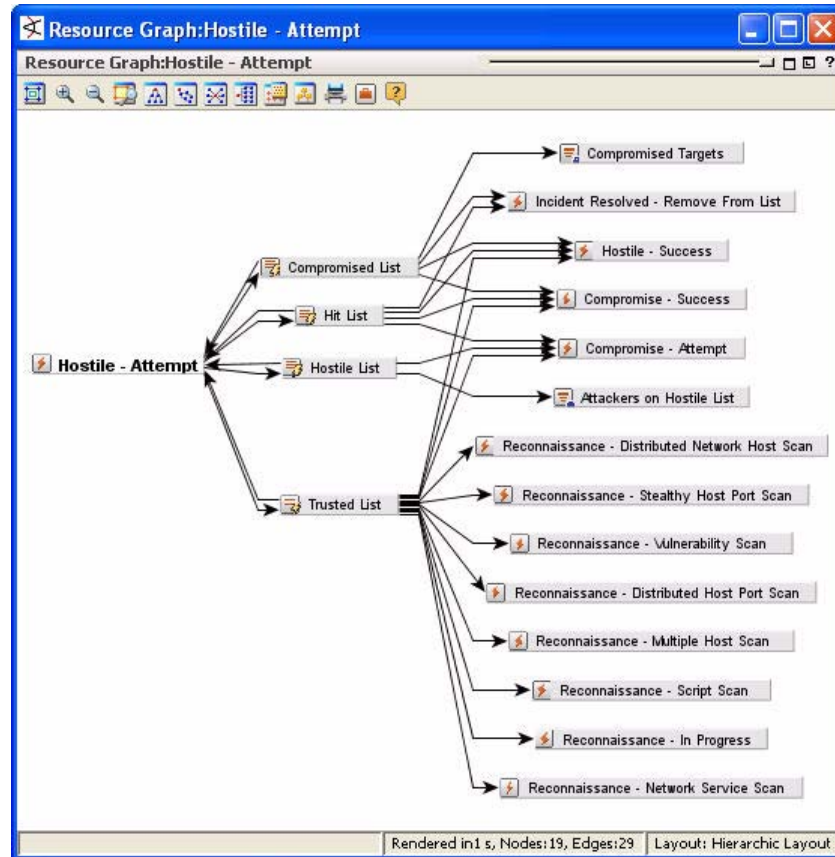


Figure 12-4 Viewing resource relationships. Each of the nodes in a graph view represent a dependency, or relationship, the resource has on another resource.

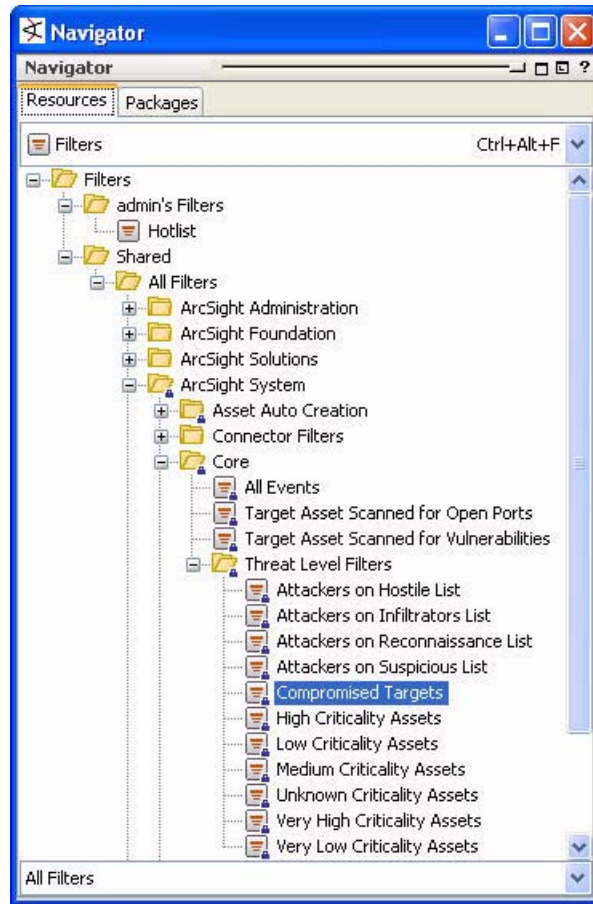
Uniform Resource Identifiers (URIs) and Resource Groups

A URI is a path descriptor for the location in the ESM data hierarchy where resources are stored. URIs are how ESM identifies where resource definitions are stored.

For example, when writing a filter or rule condition, you may want to reference an asset category, or another filter, or an active list. The URI contains the file path to that resource so ESM will insert the correct logic. Simply put, URIs are the file path to a resource.

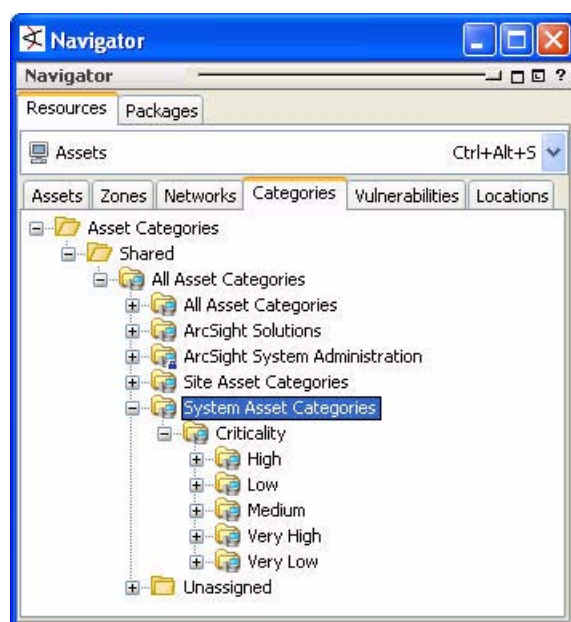
Individual resources are arranged in groups. Resource groups themselves are also resources, so they can be put into other groups. This becomes a nesting tree, where the groups are depicted as file folders. The example shown below is in the Filters section. The URI for the threat escalation filter *Compromised Targets* would be:

All Filters/ArcSight System/Core/Threat Level Filters/Compromised Targets.



Some resources are only groups that do not contain any logic, configurations, or definitions. An example of this is asset categories. Because an asset category does not actually express any logic or configuration parameters, it is only a container for organizing asset category descriptions. The example below shows the Asset Categories navigation tree. The URI for the *High* criticality system asset category would be:

All Asset Categories/System Asset Categories/Criticality/High.

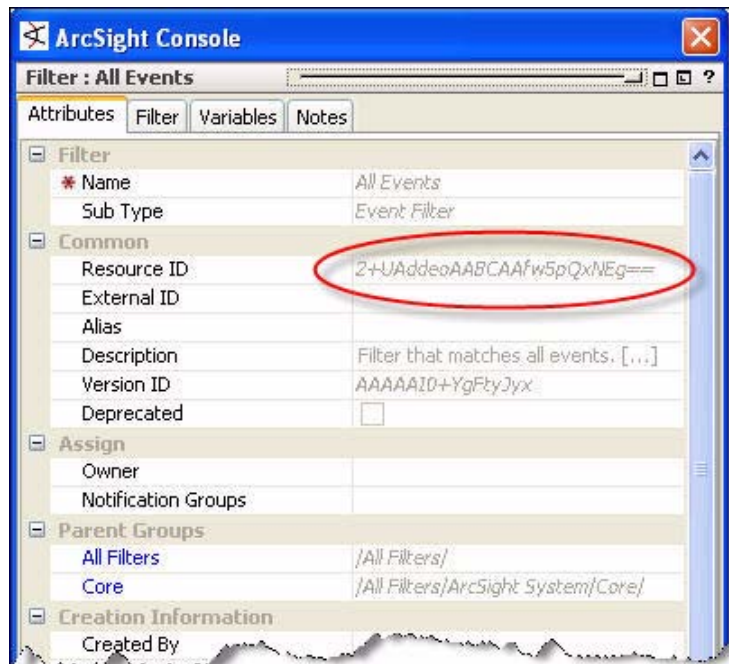


Resource IDs

The resource ID is an auto-generated 25-character string that uses a combination of numbers, letters, and symbols to uniquely identify resources.

Resource IDs are viewable in the resource editor in the Inspect/Edit panel. Referring to the resource ID helps to uniquely identify resources when you are developing your own content, or when sharing resources among Managers.

The example below shows the resource ID for the System Core filter *All Events*. The resource ID is a non-editable field.



Access Control Lists (ACLs)

ESM manages user access to resources using Access Control Lists (ACLs). ACLs are applied to user groups, which allows the users in that group to have read/write access to the resources specified by the ACL.

User access controls	Resource access controls
<ul style="list-style-type: none"> Assign individual users to specific user groups Select filters that return specific events Select sortable field sets that return particular event fields 	<ul style="list-style-type: none"> Assign specific user groups

You can further refine access to individual resources by specifying what user groups can have read/write access to it.

Subgroups inherit the ACL settings of their parent groups. If a resource is assigned to more than one user group, the ACL is the combined list of those two groups.

For more about ACLs, see the topic *Access Control Lists* in the Console Help.

User Access Controls

When you add users and user groups to the ESM system, you use the user ACL Editor to set access levels to individual resource groups. You can also set user group membership, specific event privileges, and sortable field set access. The ACL Editor provides access to:

- **Access Privileges.** This tab shows which user groups you belong to.
- **User Permissions.** Users can view the resource groups they have read and/or write access to. Administrators can edit these privileges.
- **Event Privileges.** This tab specifies filters the user group uses. Users in this group will only see events that match the filter conditions specified here.
- **Sortable Field Sets.** This tab specifies the sortable field sets the user group uses. Users in this group will only see the fields specified by these field sets. This enables you to protect data in sensitive event fields while providing users with different security clearances access to the comprehensive event stream. For more about sortable field sets, see [“Sortable Field Sets” on page 54](#), or look in the Console Help under *Sortable Field Sets*.

Resource Access Controls

Every ESM resource group has an ACL (list of user groups that have access to it), which determines which user groups have permission to view and edit the resources contained in that resource group.

ACL Editor

Access to both types of access controls (user and resource) is managed by the ACL Editor. Every user and resource group provides access to the ACL Editor using the right-click command **Edit Access Control** from the Navigator panel.

Velocity Templates

Velocity is a Java-based template engine developed by the Apache Jakarta Project (<http://velocity.apache.org/>). It is a method for using a variable in a condition instead of a literal value to populate a field that uses a string data type.

ESM provides several places where you can use Velocity template variables as input instead of literal values to make an action more universally applicable to variable or changing conditions.

For example, if you are operating ESM in an Managed Service Security Provider environment and have multiple customers reporting to one SmartConnector, you can configure the Connector to look up URI elements for incoming events (such as device host name) using a Velocity template variable instead of a fixed value. This ensures that your configuration will always be up to date even if the customer adds, removes, or changes hosts on their network.

One way you can employ Velocity templates is to include the original vendor's description in an event so that it is accessible from the ESM Console.

For example, ISS has a description of an event, such as the Zotob worm, which you can view by right-clicking the event in the ISS console. By configuring a Velocity template, you can access that description from the ESM Console instead of having to log into the ISS console to see that information.

For more about how ESM uses Velocity templates, see the Console Help topic *Velocity Templates*.

ESM Standard Content

ArcSight Enterprise Security Management (ESM) comes with a series of coordinated resources that address common enterprise network security and ESM management tasks.

Many of these resources are installed automatically with ESM to provide essential system health and status operations. Others are presented as install-time options organized by category. These resource systems are referred to collectively as *standard content*.

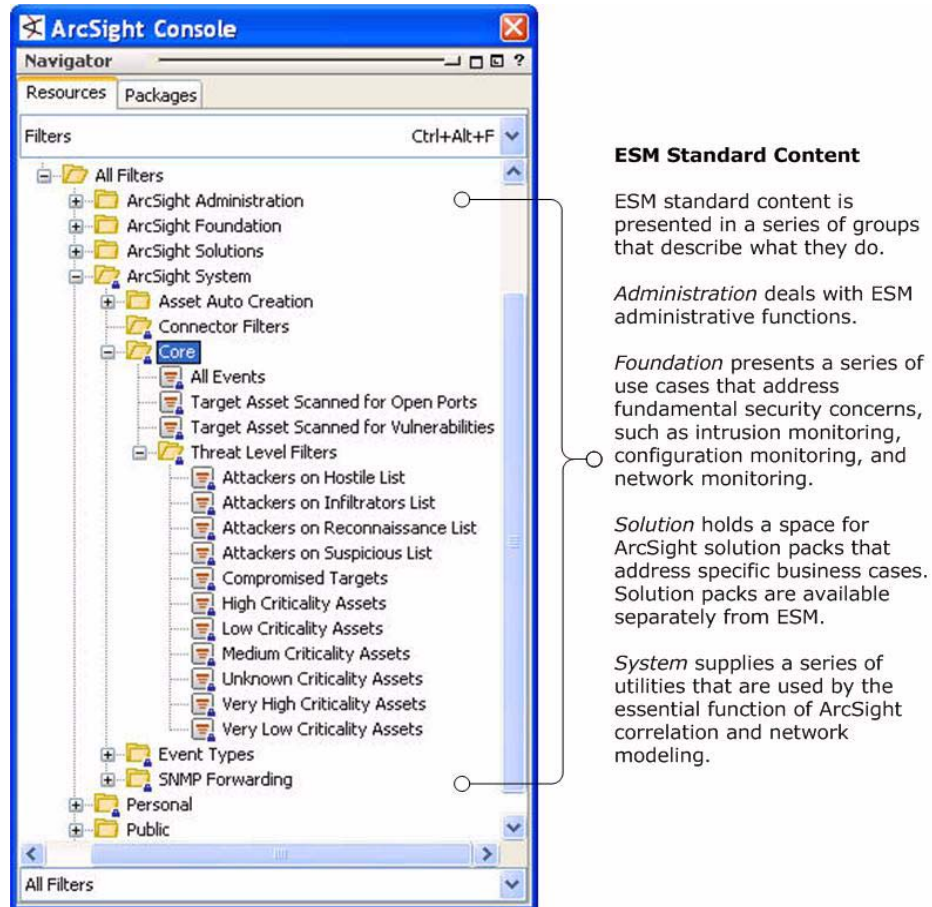
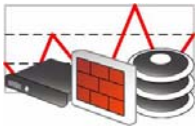






Figure 12-5 Standard equipment. Every branch in the resource tree (except ArcSight Solutions) contains standard content, a coordinated set of resources that address common security scenarios and facilitate basic ESM functions. This sample shows the Core filters in the ArcSight System group in the Filters branch.

Standard Content Foundations

The standard content is installed during the Manager installation process in a series of packages grouped functionally into *foundations*. Each foundation is a coordinated system of resources that provides real-time monitoring capabilities for its area of focus, as well as after-the-fact analysis in the form of reports, trends, and trend reports. You can extend these foundations with additional resources specific to your needs, or you can use them as a template for building your own resources and use cases.

Several of the foundations rely on a series of common resources that provide core functions for common security scenarios. Resources that manage core ESM functions are expanded and locked to protect them from unintended change or deletion.

Foundation	Description
Configuration Monitoring Foundation	 <p>The Configuration Monitoring foundation identifies, analyzes, and remediates undesired modifications to systems, devices, and applications. Configuration monitoring is concerned mainly with monitoring hosts and user accounts for configuration-related activity, such as installing new applications, adding new systems to the network, anti-virus/network scanner/IDS engine and signature updates, and asset vulnerability postures.</p> <p>The configuration monitoring foundation helps you monitor how your networks change over time, measure daily statistics, understand the changes made, and know who's making them. Trends help you know what is normal and spot anomalies that should be investigated.</p>
Intrusion Monitoring Foundation	 <p>The focus of the Intrusion Monitoring foundation is to identify hostile activity and take appropriate action. This foundation provides statistics about intrusion-related activity, which can be used for incident investigation as well as routine monitoring and reporting. As with previous releases, the essential security monitoring functions of the Intrusion Monitoring foundation make up the bulk of the ESM standard content.</p> <p>The Intrusion Monitoring foundation targets generic intrusion types as well as specific types of attacks, such as worms, viruses, denial-of-service (DoS) attacks, and so on.</p>
Network Monitoring Foundation	 <p>The Network Monitoring foundation monitors the status of network throughput and network infrastructure as monitored by Argus, the real-time flow monitoring device by Qosient.</p> <p>This foundation provides statistics about traffic and bandwidth usage that helps you identify anomalies and areas of the network that need attention.</p>
ArcSight Workflow Foundation	 <p>The ArcSight Workflow foundation is a system of active channels and reports that support incident response tracking using ESM's incident response system.</p> <p>Qualifying events in the other ESM foundation packages trigger notifications and cases that get escalated through ESM's incident response stages.</p>
ArcSight Administration Foundation	 <p>The ArcSight Administration foundation provides statistics about the health and performance of ArcSight ESM and its components. This foundation is installed automatically, and is essential for managing and tuning the performance of ESM content and components.</p>

ArcSight System Content



The ArcSight System content consists of resources that ESM requires for basic security processing functions, such as threat escalation and priority calculations, as well as basic throughput channels required for out-of-the-box functionality.

ArcSight System Content Use Cases	Description
Internal ESM function	The system content contains sets of resources that manage ESM's network modeling, vulnerability handling, and other internal ESM functions. These resources are leveraged by many basic systems and correlation use cases.
Correlation evaluation	System content rules, active lists, and filters help drive parts of ESM's correlation engine, such as priority formula calculations and basic out-of-the-box event processing.
Security center operations and monitoring	The system content provides standard field sets and active channels to provide basic operations and monitoring functions as soon as ESM is installed.
Benchmarking and analysis	ESM provides several benchmarking and analysis tools as add-on modules. As part of the system content, ESM includes two basic Pattern Discovery profiles. These profiles will be active only if you have Pattern Discovery installed.

This content is installed automatically with ArcSight ESM so that these functions and the infrastructure that supports them are immediately available. To safeguard against accidental damage or deletion, these resources are locked (read and write protected).

The core content infrastructure also serves the systems and solutions you deploy, and ESM content you create yourself. The diagram below shows how the system content is used by the ESM system.

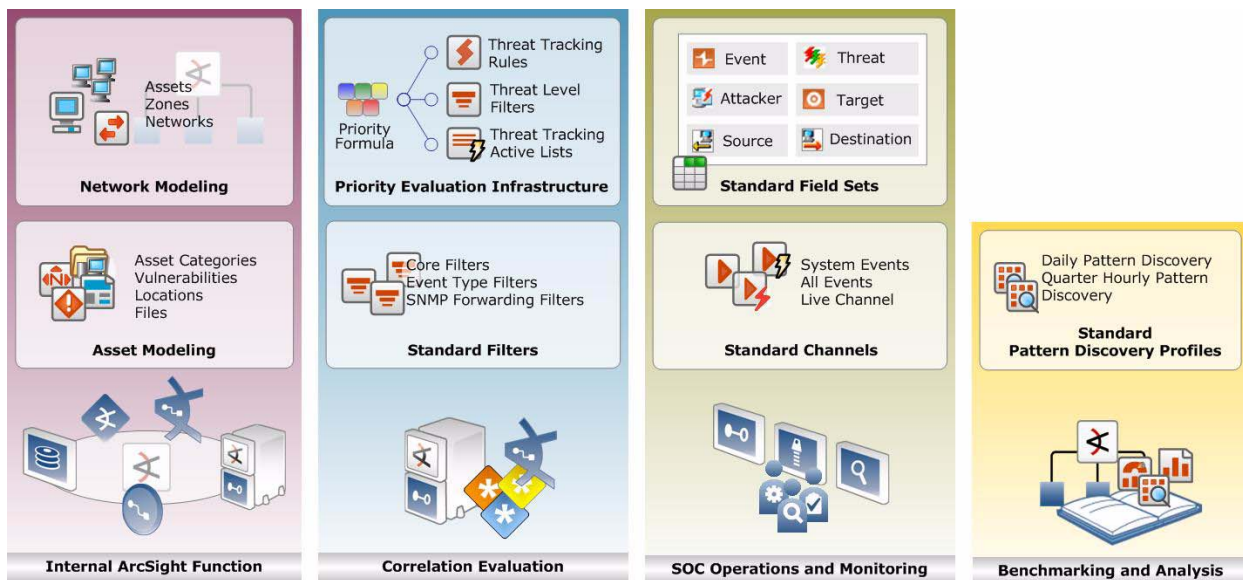


Figure 12-6 Standard content provides functionality out of the box. The standard features included in the core content support basic ESM functions, such as network modeling, correlation, basic monitoring, and benchmarking.

Shared Resources



The Anti-Virus and Network Filters packages provide common resources that support the five foundations. Dependencies between these packages and the foundation packages they support are managed by the Package resource.

Anti-Virus Package

The Anti-Virus package is a set of anti-virus filters, reports, and report queries required by the Configuration Monitoring and Intrusion Monitoring packages.

Network Filters Package

The Network Filters package contains a set of filters required by the Intrusion Monitoring and Network Monitoring packages. It is installed automatically with ESM.

Finding Resources

You can use the **Find Resource** feature to locate other resources (**Edit > Find Resource** or **Ctrl + F**). In the example below, the search was conducted for the keyword **network monitoring**.

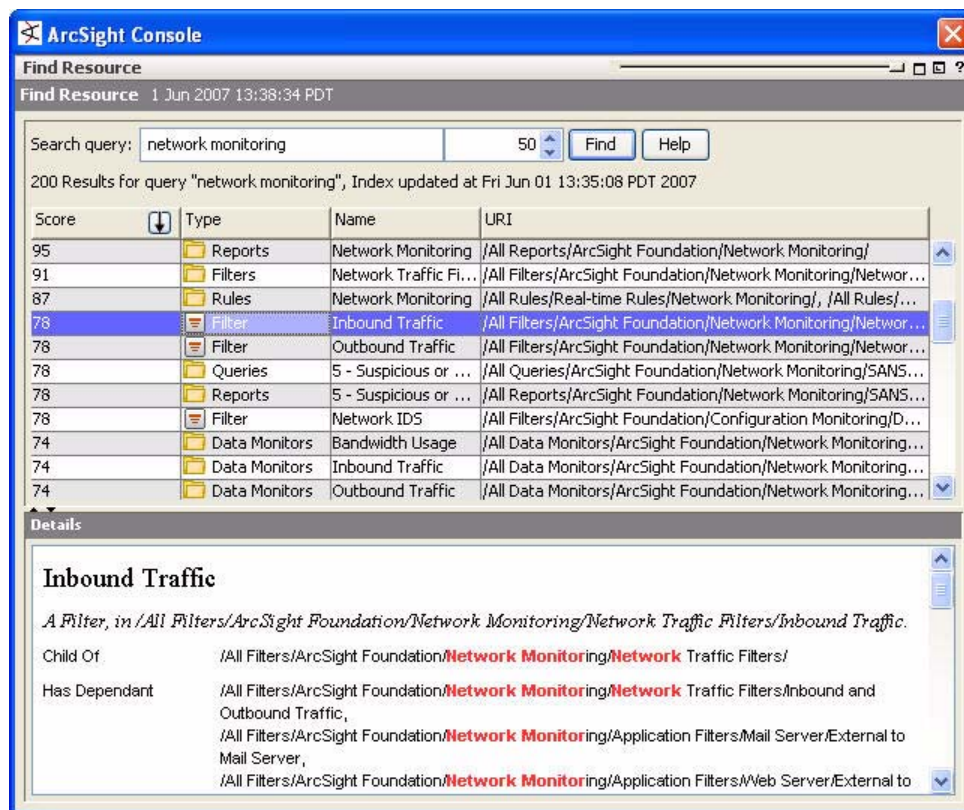


Figure 12-7 The ESM search utility. This sample search found all resources designated as part of the network monitoring foundation. Highlight one of the items returned in a Find window to view its details in the Details pane. This example shows the details of the filter **Inbound Traffic**.

Using the Find Resource feature can be helpful when you know a key word or concept you are searching for, but don't know where a particular resource is located. You can search through all resources, or search through a particular resource type, such as all rules.

For more about the Find Resource feature, see the Console Help topic *Finding Resources*.

Use Cases



New for ESM v4.5, use cases are a way to view, configure, and transport specially developed sets of related ArcSight ESM resources that address specific security issues and business requirements. Use cases are currently available for ArcSight-created content only.

Once installed, use cases are presented in a new tab in the Navigator panel. When you open a use case, the viewer panel displays all the different types of resources that make up that use case and the types of devices whose events they operate on in a single view. This makes it easy to see what resources are related to others.

For example, the ArcSight standard content usage scenario *Internal Reconnaissance* is made up of two active lists, two data monitors, three filters, an asset category, two rules, and a dashboard to monitor internal reconnaissance activity by users and machines. In the Use Cases view, all these resources are displayed and accessible for editing from a single panel.

Use cases are delivered by ArcSight in packages (ArcSight Resource Bundles [.arb]) ready to be installed from the new **Jumpstart** directory. The Jumpstart directory delivers ArcSight start-up content designed to streamline the process of getting your ESM environment customized and online analyzing events quickly.

Configuring Use Cases

For resources that require configuration with values specific to your operating environment, the Use Cases feature provides a Use Case configuration wizard to configure them in a simple, centralized operation. The Use Case configuration wizard works on individual use cases and Master use cases.

Master Use Cases

For scenarios that call for multiple related use cases, any common resources shared by a group of related use cases can be managed by a Master use case. A Master use case is simply another use case that contains resources shared by other related use cases. Master use cases help centralize any configuration required to tailor the use case to your operating environment.

When a Master Use Case is present, the Use Case configuration wizard for the Master use case is automatically launched when the ARB containing the group of related use cases is

installed. The individual use cases that are part of that group all reference the configurations set in the Master Use Case.

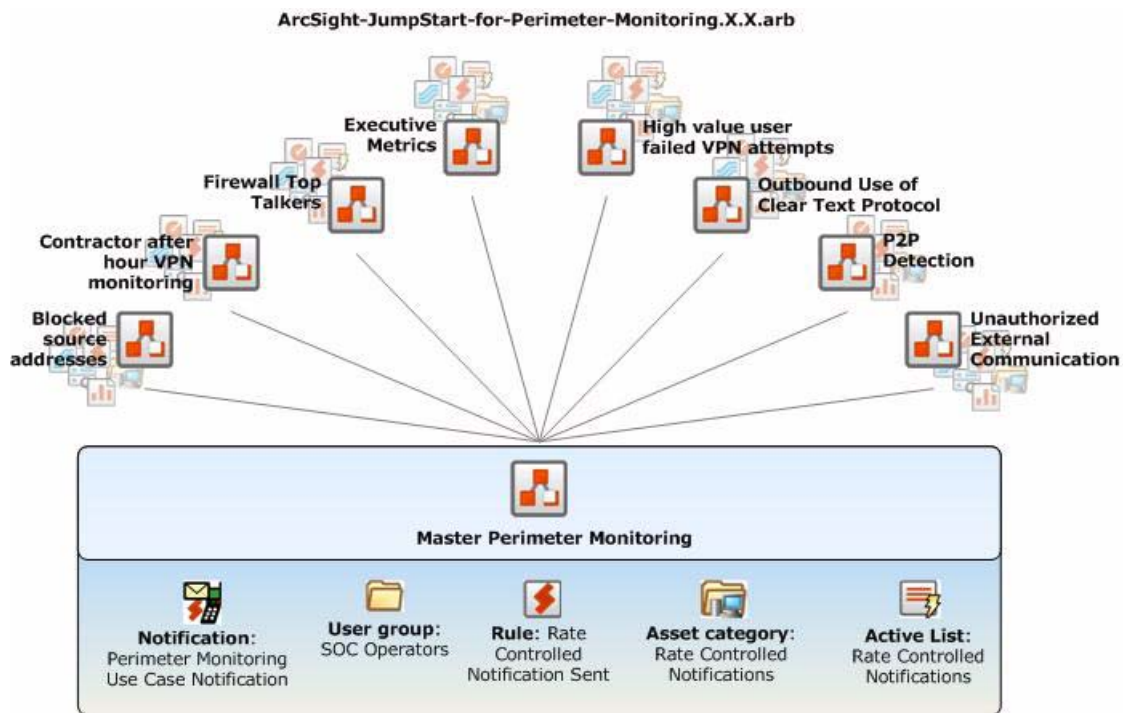


Figure 12-8 How Master Use Cases Serve A Group of Related Use Cases. a jumpstart ARB may contain several related use cases. Common resources that serve all the use cases are contained in a Master use case. Running the use case configuration wizard on any use case will configure that single use case as well as the master use case resources, if they are not already configured.



Tip

How to identify a Master use case in a resource tree.

Master use cases look the same as regular use cases in the resource tree. The Master use case is the only one whose title contains the word *Master*.

Use Case Example

This example highlights the content in Perimeter Monitoring, a group of use cases provided in a package (ARB) by ArcSight as part of ArcSight ESM v4.5.

The Perimeter Monitoring package contains a series of related use cases that address the following scenarios.

- **Blocked Source Addresses.** This use case identifies the top blocked internal and external IP addresses.
- **Contractor After Hour VPN login monitoring.** The resources in this use case are used to monitor, notify and report on after-hours VPN log-in activity by contractors.
- **Executive Metrics.** This use case provides overview reports displaying the trends in violations as identified by the configured Perimeter Monitoring use cases. The configuration wizard enables you to set the schedule for the daily, weekly, monthly, and yearly reports to run and to whom the reports should be sent.

- **Firewall Top Talkers.** This use case monitors traffic crossing firewalls. The configuration wizard enables you to set which zones are considered internal, and to set the destination and schedule for the daily inbound and outbound traffic reports.
- **High-Value User Failed VPN Attempts.** This use case monitors, notifies and reports on VPN logon activity by high value users, such as executives and remote employees.
- **Master Perimeter Monitoring.** This use case configures resources that are common to several use cases in the Perimeter group. The configuration wizard enables you to set which zones are considered internal, and to whom notification e-mails should be sent and how often.
- **Outbound Use of Clear Text Protocol.** This use case monitors, alerts and reports on the use of clear-text protocols, such as SNMP, FTP, TFTP, and Telnet, from internal sources to external entities.
- **P2P Detection.** This use case identifies, alerts and reports on sources that participate in peer-to-peer networks. The configuration wizard enables you to set when tracked sources should age out of the list.
- **Unauthorized External Communication for Standard Services.** This use case monitors, notifies and reports on unauthorized external communication for standard services, such as SMTP, POP3, DNS and NTP.

Installing and configuring use cases is a three-step process:

- "1. Install the Perimeter Monitoring jumpstart package" on page 141
- "2. Run the Use Case wizard on the Master Use Case" on page 142
- "3. View the resources from the Use Case view and the Package view" on page 143

1. Install the Perimeter Monitoring jumpstart package

Install the Perimeter Monitoring jumpstart package and complete the Master Use Case wizard. Install the Perimeter Monitoring jumpstart package.

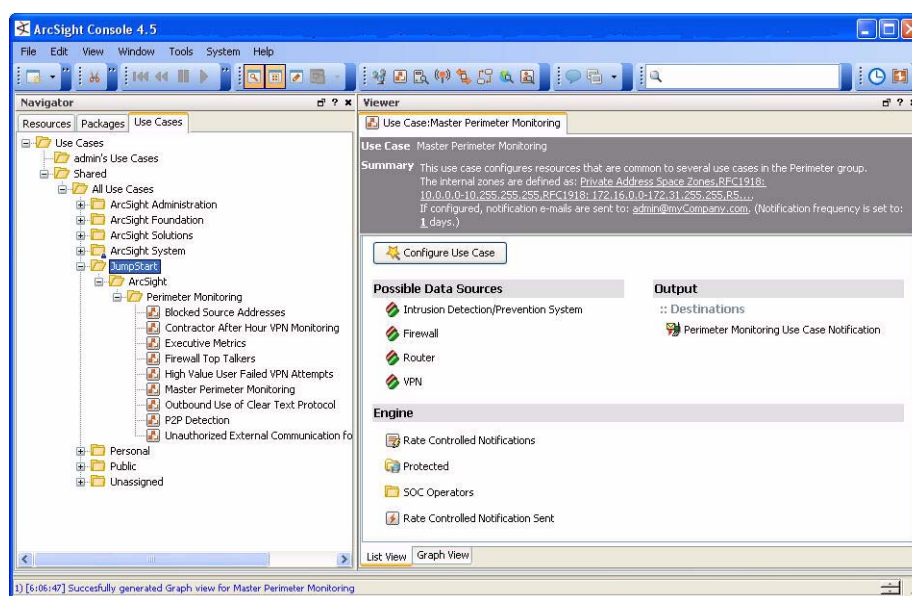
Task	Details
Explore the example Use Cases provided with the ESM Console	<p>The following use case packages (ARBs) are provided with the ESM Console installation in the ARCSIGHT_HOME/current/jumpstart directory.</p> <ul style="list-style-type: none"> • ArcSight-JumpStart-for-PCI.1.0.5787.arb - resources that can help determine when user accounts become inactive on PCI-regulated systems, part of a larger program for complying with Payment Card Industry regulations. • ArcSight-JumpStart-for-Perimeter-Monitoring.1.0.5788.arb - resources that address activity coming into and going out of the network, such as VPN logins, outbound protocols, top firewall activity, blocked addresses, and P2P tracking. • ArcSight-JumpStart-for-SOX.1.0.5789.arb - resources that address example accounting oversight use cases, part of a larger program for complying with the Sarbanes-Oxley act. • ArcSight-JumpStart-for-User-Monitoring.1.0.5790.arb - resources that address general use cases relating to network user activity.

Task	Details
Import and install the Perimeter Monitoring Use Case package ARB	From the Packages tab in the Navigator panel of the ArcSight Console, import the ArcSight-JumpStart-for-Perimeter-Monitoring.1.0.5788.arb from the ARCSIGHT_HOME/current/jumpstart directory.

2. Run the Use Case wizard on the Master Use Case

Run the Use Case wizard on the Master use case to configure the resources with values specific to your environment.

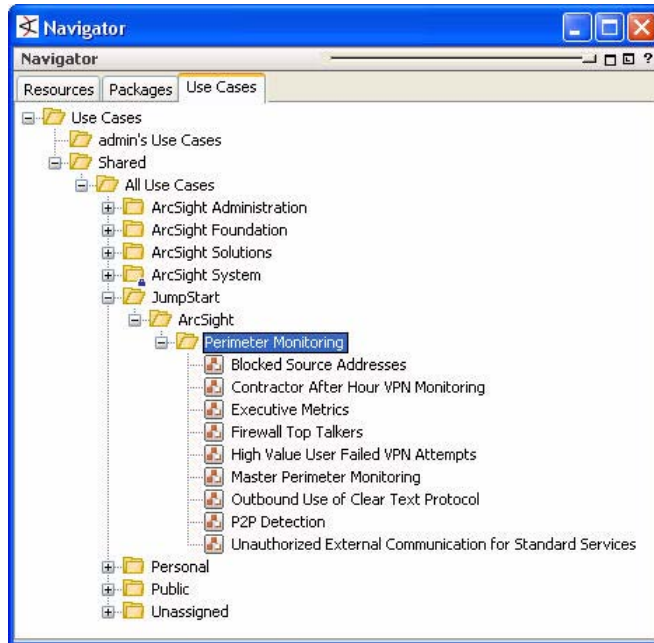
Task	Details
Complete the Use Case wizard for the Master use case.	<ul style="list-style-type: none"> The Use Case wizard for the Master use case is automatically launched when the use case resources are installed during the import/install process. In the Viewer panel, view the Perimeter Monitoring use case. As an option, you can click the Graph View tab to see how the resources are related.



Complete the Use Case wizard for the remaining use cases.	<ul style="list-style-type: none"> Run the configuration wizard for each use case. In addition to setting environment-specific values and scheduling any reports, running the use case wizard activates any rules and enables any data monitors associated with that use case. To get rules operating on events coming in to ESM, copy them to the Real-Time Rules folder.
Enable Perimeter Monitoring data monitors and Review dashboard	<p>To see an example of the Perimeter Monitoring use case in action, open the Perimeter Monitoring dashboard.</p> <ul style="list-style-type: none"> Go to the Resources view in the Navigator panel, select Dashboards, and navigate to All Dashboards/Jumpstart/ArcSight/Perimeter Monitoring/Executive Metrics.

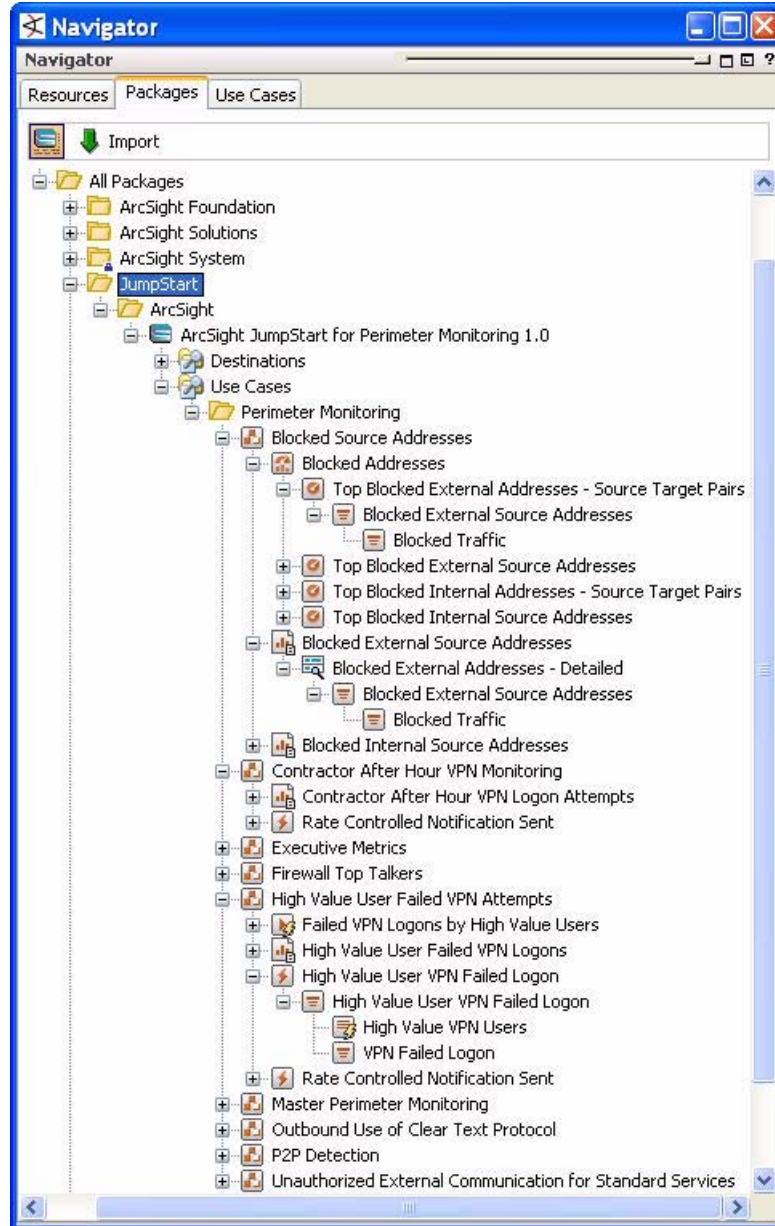
3. View the resources from the Use Case view and the Package view

Once installed, you can view the resources associated with each use case in the Navigator panel from the Use Case view and the Package view. The example below shows the use cases installed with the Perimeter Monitoring package in the Use Cases tab.



In addition to seeing the details of each use case in the Viewer panel when the Use Case is opened, the Packages tab gives you another way to view all the resources contained in a

Use Case. The example below shows the Use Cases installed with the Perimeter Monitoring package from the Packages view.



For more about use cases, refer to the following topics in the Console Help.

- Use Cases
- Installing Use Cases
- Configuring Use Cases

Integration Commands

Integration commands are a set of tools that make it possible to invoke scripts and tools from several places in the ESM Console, and to provide snap-in views of other applications, such as ArcSight NSP and third-party applications, within the ESM Console. This enables you to use the ESM Console as a central command hub for all security-related operations.

Once integrated, the commands, tools, and applications can be launched on demand from within the Console, such as from a right-click context menu within an events grid.

Integration commands enable you to:

- Build “ESM context-sensitive” commands that can run locally or on multiple, remote target servers, and can be mixed, matched, and re-used with configurations.
- Associate parameters with commands to leverage data gathered by ESM in the context in which the commands are called. Command parameters make use of Velocity expressions to pick up values from a wide range of ESM fields and resources.
- Define configurations (“families of commands”) for various external applications to specify relevant ESM contexts, commands, and, if applicable, remote targets.

Here are some example scenarios of how integration commands can be used to integrate other commands and applications to expand the monitoring and investigation power of ArcSight ESM.

TRM Scenarios

ArcSight's Threat Response Manager (TRM) provides a host of investigative and remediation actions in response to compromised conditions on the network. These actions, when combined with ESM's superior correlation capabilities, make it possible to safeguard your network in real time with minimal damage if a compromise occurs. Here are a few examples of how ESM paired with TRM can help safeguard the network:

- Select an IP address in ESM and investigate the associated node using TRM
- Select an IP address in ESM and quarantine the associated node using TRM
- Automatically quarantine a node using TRM as the result of an ESM rule action through the use of the ArcSight TRM CounterAct Connector

Third-Party Integration Scenarios

Typical activities for which you might want to build and run commands in the ESM Console that connect to other applications and tools include:

- Launch third-party Web interfaces
- Launch scripts
- Run external searches
- View submitted tickets
- Get Asset/Vulnerability information
- Get Payload Information

Authorization to send commands to the external application is configured through integration parameters added to the user resource. For more about setting permissions for integrated commands, see the Console Help topics “ESM Contexts and Parameters” and “Setting User Login Parameters”.

How Integration Commands Work

Creating a basic integration requires a command and a configuration, with additional steps required depending on the command you are adding. You can also create multiple configurations to use a command with different parameters in different contexts.

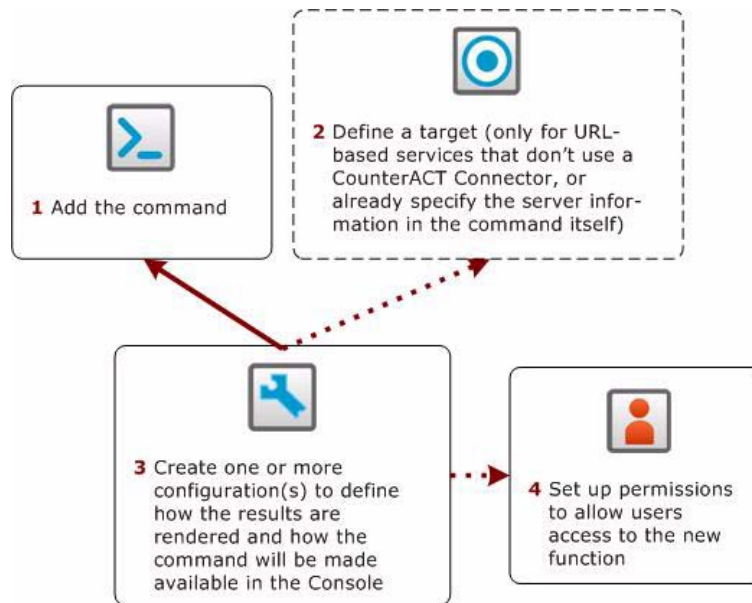



Figure 12-9 Building an integration command. A basic integration requires a command and a configuration. You can create families of related commands that use different parameters for different contexts by creating additional configurations. A target is required if the service is a web service (web URL), and if the command does not use a CounterACT Connector, or already include the server information.

Here is what the resources do:

Resource	Description
	Integration Command The integration command resource is where you specify the syntax of the command itself, and the type of command it is, such as Web URL, local, executable script, CounterACT for TRM.

Resource	Description
----------	-------------

**Integration Target**

If the command you are integrating is accessed by URL, the integration configuration needs to know the destination of the command (where the command is run). In the case of a publicly hosted web service, such as a Google search, you do not need to set up a separate Target resource, because the URL of the service is all the configuration needs to access the service.

A Target resource is only required if there is more than one possible destination for the web service, or values required to access the web service, such as host name or IP address, or login credentials.

If you are integrating Logger commands into your setup, you would set up a Target for each Logger instance you are integrating.

Also, if your command is available through a CounterACT connector, such as TRM commands, the CounterACT Connector itself is considered a Target. Once the CounterACT Connector is added to ESM as a Connector, it is made available in the Targets list, and you don't need to create a separate Target for it.

**Integration Configuration**

The configuration resource binds a command with how it will be made available in the ESM Console, and any applicable external targets. In the configuration resource, you specify:

- **The attributes:** This specifies general information about the command, including the renderer, which describes how the command results will be displayed depending on the type of command. For example, you can specify whether a URL command invokes a browser internal or external to ESM, or for Connector commands that return XML data, and the XML data can be rendered in plain text or formatted as XML.
- **The context:** The context specifies where in the Console UI the command is made available, for example, in a viewer (for monitoring and investigation), an asset or asset range resource (for running a command, such as a TRM quarantine action, using that asset's IP address), or an editor (for correlation authoring).
- **The command:** Select among existing commands, or create a new one.
- **The target:** If the service is remotely hosted, select among existing integration targets, or create a new one.

Supported Command Types

You can build these types of commands into the ESM Console:

Command Type	Output Results
URL commands provide links to Web page URLs or URIs	<ul style="list-style-type: none"> • ESM Console internal browser • External Web browser
Script commands define an executable script	Script/executable output result (action the command takes)
CounterACT Connector commands are derived from the CounterACT configuration XML	CounterACT structured result

For more information about working with commands, see the topic “Adding and Editing Commands” in the Console Help.

How to Use Available Commands

Commands can be made available in some or all of the following locations in the ESM Console.

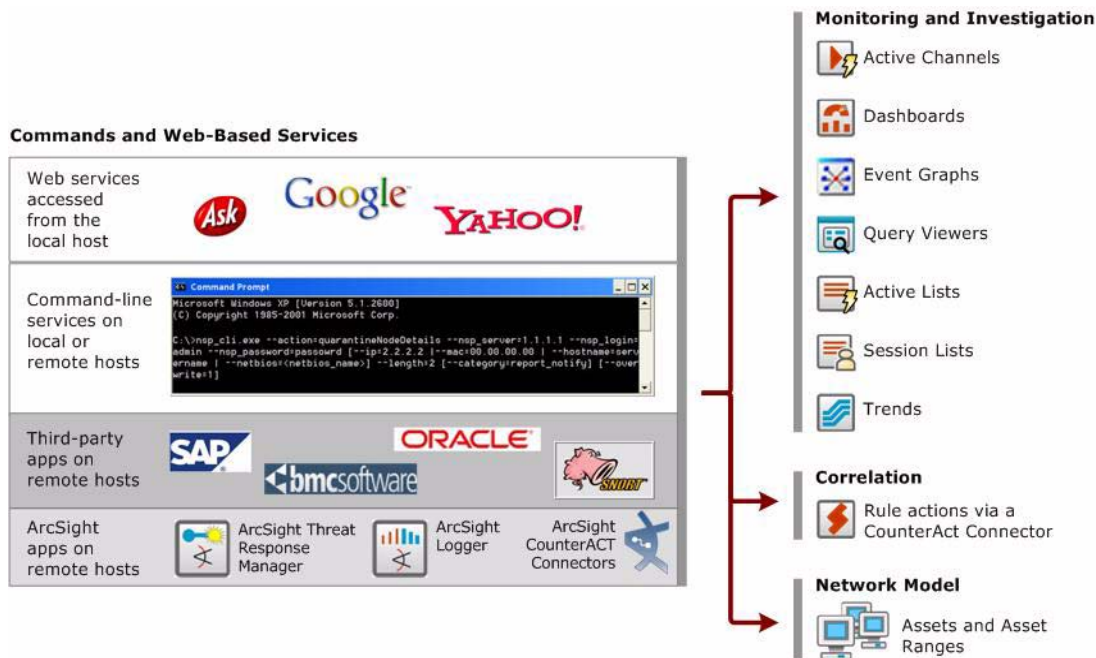


Figure 12-10 The different places where you can invoke integration commands. Depending on how a command was added to the ESM Console, it can be made available in some or all of the resources and tools shown here.

Using Integration Commands During Monitoring and Investigation

If the integrated command is so configured, you can invoke an integration command from the right-click menu when investigating an incident from active channels, dashboards, event graphs, query viewer results, active lists, session lists, and trends.

Using Integration Commands for Correlation

You can add a CounterACT Connector command as a rule action, such as a TRM quarantine node command. This enables ESM to automatically take action when rule conditions are met.

Using Integration Commands that leverage the Network Model

Integration commands can leverage data from the ESM Network Model. For example, you can send a TRM command using that asset's IP address.

For details about how to run integration commands from any of these contexts, see the Console Help topic “Running Integrated Commands.”

Navigating the ESM Console

The ESM Console is an application-based interface intended for use by your full-time security staff in a Security Operations Center or similar security management environment. The Console provides a complete set of monitoring and investigation tools for security operations. It also provides the authoring tools for building ESM filters, rules, reports, Pattern Discovery, dashboards and data monitors, as well as tools for administering users, resources, and applications.

Start the ESM Console

Before you can access the ESM Console, it must first be installed on the client machine and linked to an active ESM Manager. For instructions about how to install the Console, see the *ArcSight ESM v4.5 Installation and Configuration Guide*.

You can start the Console on Windows from the Start menu, from a desktop icon, or from a command prompt on Windows or Unix.

Start ESM Console from the Windows Start Menu

As an option during Console installation on Windows XP operating systems, you can have a program icon installed in the Start menu.

- Go to **Start | ArcSight Console** or
- Go to **Start | All Programs | ArcSight Console | ArcSight Console**

Start ESM Console from a Windows Desktop Icon

As an option during Console installation on Windows operating systems, you can have a desktop icon installed from which to launch the Console.

To launch the Console from a desktop icon, double-click the icon.



Start ESM Console from a Command Prompt (Windows and Unix)

You can also start the Console from a command prompt in Windows and Unix-based installations.

- Go to `ARCSIGHT_HOME/bin` and run:
`arcsight console`

For example, if you installed the Console to the default directory, run the command `arcsight console` from the directory appropriate to your operating system:

Operating system	Default directory
Unix	<code>home/arcsight/console/current/bin</code>
Windows	<code>c:\arcsight\Console\current\bin</code>

Log In to ESM Console

From the Console log-in screen, enter the following values and click **OK**:

Field	What to enter
User ID	Enter the user ID your ESM administrator supplied to you.
Password	Enter the password for this user account.
Manager	<p>From the drop-down menu, select or enter the machine name where the ESM Manager is installed. This value was likely set during Console installation. If not, you can obtain it from your ESM administrator.</p> <p>If you wish to connect to a Manager that is not listed in your drop-down menu, type in the Manager machine name. The system remembers the machine name the next time you log in.</p>

ESM Console Main Window

The main window consists of three major sections called *panels*. Panels can be opened or closed from the Layouts toolbar or the **Window** menu.

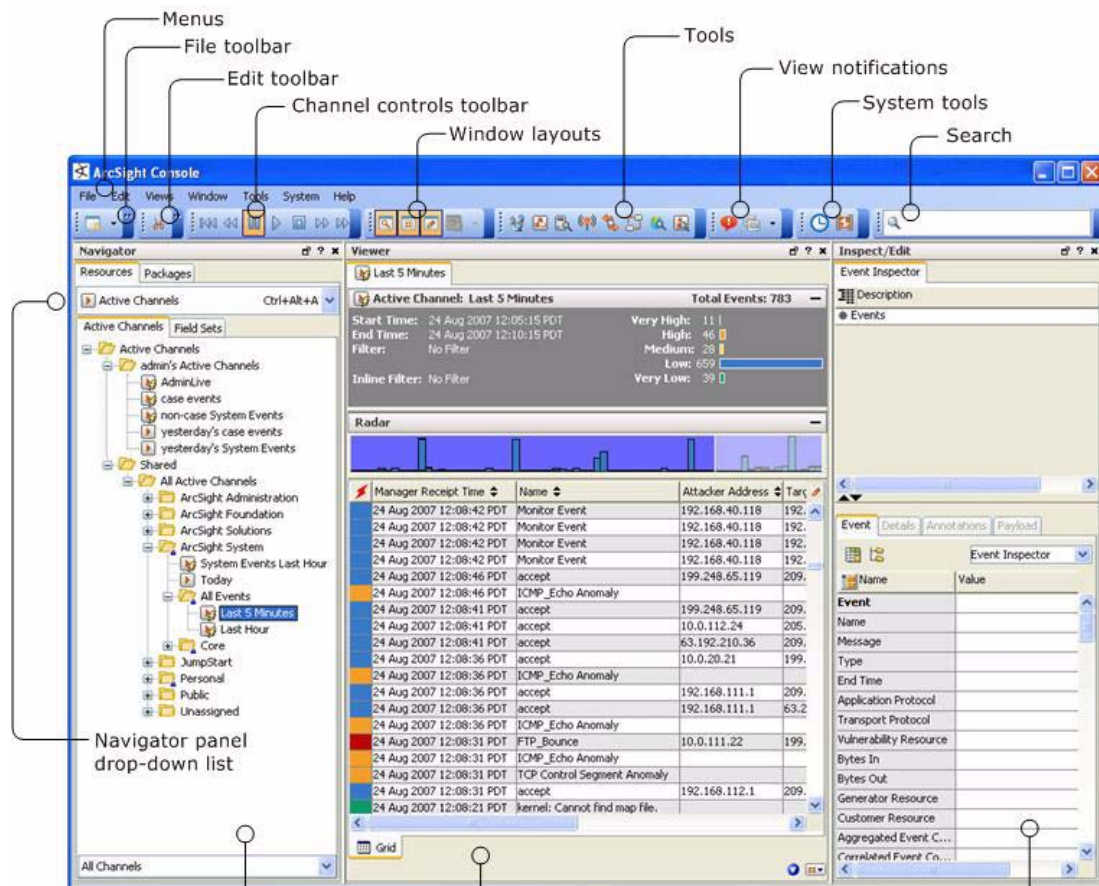


Figure A-1 The main Console window is made up of three main panels, a series of menus and toolbars, and a messages bar. All elements are detachable (floatable).

All three panels can also be detached (undocked or floated) from the main window and placed as a free-floating window anywhere on the desktop. You can then replace (dock) the panel in its original location in the main window.

Each panel has an independent set of controls at the top () to do the following functions:

Button	Description
	Float. Releases the panel into a separate floating window.
	Help. Launches the Console Help in a separate window.
	Close. Closes the panel in the main window. You can re-open the panel by using the Layouts toolbar or from the Window menu.
	Maximize. This button appears in floating windows. Use it to make the floating window fill the entire screen.
	Dock Panel. This button appears in floating windows. Use it to replace the panel to its original location in the main window.

Show/Hide Panels Using Keyboard Shortcuts

These commands act as a toggle to show/hide the respective UI panels.

- Show/hide Navigator panel: **Ctrl + 1**
- Show/hide Viewer panel: **Ctrl + 2**
- Show/hide Inspect/Edit panel: **Ctrl + 3**


ESM Console Help

ESM comes with a complete Java-based, context-capable Console Help system that describes each tool in ESM and how to use it. Use Console Help to find answers to questions that come up while pursuing particular tasks. Console Help also contains reference material for all the detailed tabular data you may need to work with.

When you launch Console Help, ESM opens it in a separate window, which you can resize and leave open while you work within the Console window.

How to Access and Navigate Console Help

There are three ways to access Console Help:

Button/Menu	Description
	Click the question mark in the tool bar of any panel. This takes you to the Console Help topic for the panel from which you launched Help.
Help	<p>The Help menu in the main tool bar contains the following links:</p> <p>Help Contents: Launches the Console Help window.</p> <p>What's New: A startup page that provides an overview of the new and enhanced features of ESM v4.5.</p> <p>Browse ArcSight Documentation: Launches a web browser to the ArcSight Product Documentation page, which contains links to all published ArcSight documentation.</p> <p>ArcSight Support: Launches a web browser to the ArcSight Support web page. A user account login is required. If you do not have one, contact ArcSight support by e-mail: support@arcsight.com.</p> <p>About: Provides version and copyright information about this version of ESM.</p>
Right-click	Right-click just about any item in the UI and select Help to launch the Help topic specific to that item.

Depending on your question, there are four ways to find answers in Console Help, accessed by tabs from the left-hand navigation pane of the Help window:

- **Help contents (TOC):** A task-based path through ESM tools and features
- **Glossary:** Provides descriptions of each ESM concept, tool, and feature
- **Search:** A full-text, keyword-driven search of Console Help
- **Index:** Presents all topics and subtopics alphabetically

Help Contents (TOC)

The Help Table of Contents (TOC) provides a path through ESM tools based upon what types of activities you might need to perform in your security operation.

Topic	Description
Welcome to the ESM Console	The Console help introduction page.
What's New	If you have upgraded from a previous version of ESM, review this section for an overview of new and updated features since the previous release.
Learning Paths	Not all ESM tools are required for all ESM users. Learn what tools are most applicable to general users and to author/administrators.
Working in the Console	This describes the Console UI and the general tools available on the common menus.
Analysis Operations	This describes the tools required for monitoring, investigation, and reporting using active channels, dashboards and data monitors, and ArcSight Pattern Discovery.
Analysis Authoring	This describes the tools required for creating correlation content using rules, active lists, and cases.
Knowledge Base Authoring	This describes the ESM knowledge base, how to use it, add to it, and maintain it.
Using Resources	This describes administrative functions such as managing users and notifications workflow, system administration for SmartConnectors, database partitions, and Manager connections.
Personalizing	This describes how to manipulate the Console windows to best suit your needs.

Reference Guide

The Reference Guide contains an alphabetized list of links to descriptions of ESM components, tools, resources, and concepts. These descriptions define the item and place it in context to the activities you need to accomplish.

Search

The Console Help Search feature conducts a full text search of all Help contents and returns a list of topics ranked by relevance (how many times that term appears in the text of that topic).

Index

The index contains an alphabetized list of topics and their subtopics.

Navigator Panel

The Navigator panel is the means by which you can access all ESM resources. Resources are the way that ESM organizes all the analytical, business, and administrative tools used to manage your network events.

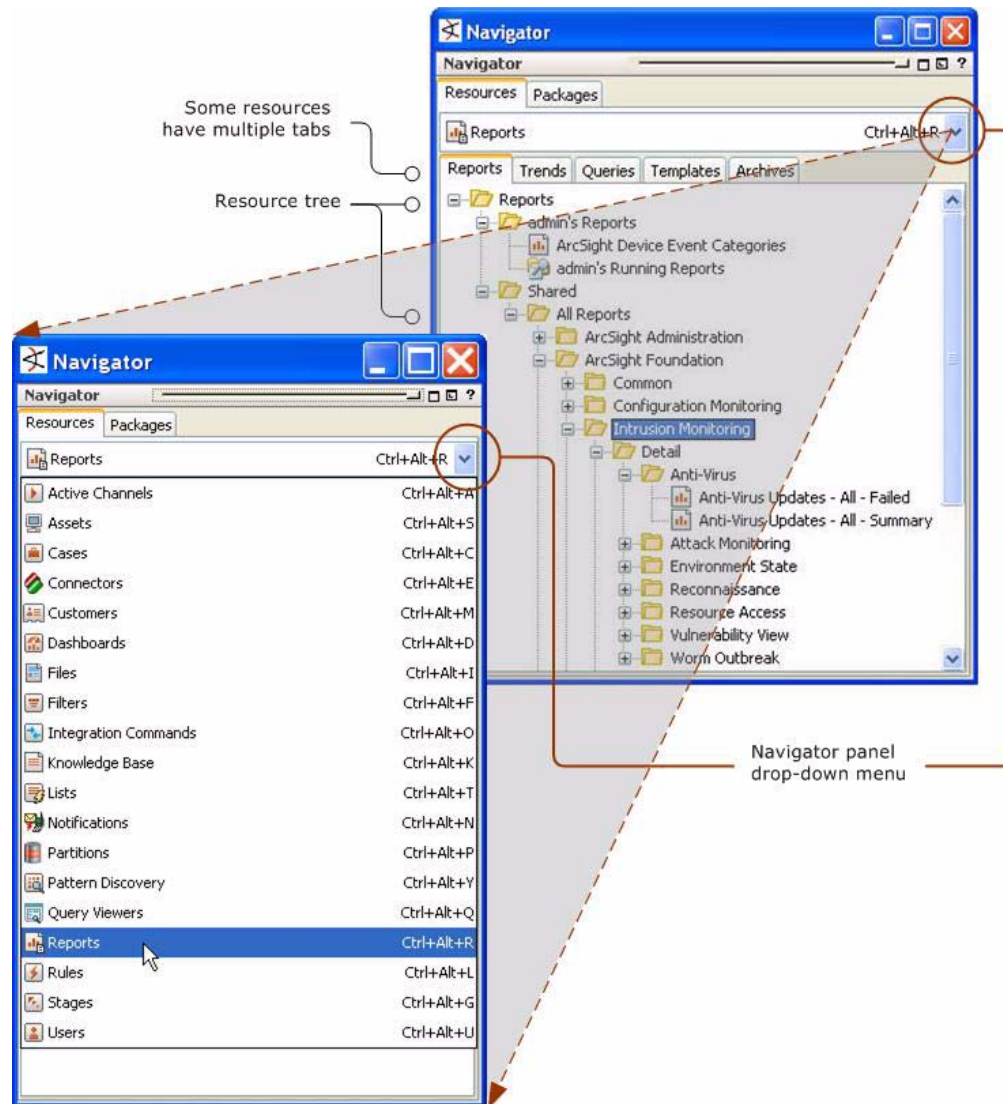
































Figure A-2 Navigate to a resource group using the drop-down menu, then navigate to an individual item in the resource tree.
















Navigating ESM Resources













Some resources have multiple tabs in their Navigator panel view. Here is a list of the ArcSight ESM resources displayed in the Console Navigator panel. The “Where to find it” column contains a link to the page where the resource is described in more detail. The roles indicated in the “How to use it” column suggest where to look for additional documentation using the graphics from [“User Paths Through ESM” on page xix](#) as a key.


















Resource	Description	Where to find it	How to use it
 Packages	Packages enable a set of related resources to be backed up, or transported and updated among ESM Managers. A package of resources can be installed or uninstalled as a unit. ESM delivers standard content and solutions as packages, and you can also create your own packages.	“Packages” on page 126	Authoring 
 Active Channels	Active channels are a live, ongoing collection of events defined by parameters set by you or by ArcSight. The default view is a table grid, but active channels can be viewed as a chart in a number of formats, as a geographic map, or an event graph.	“Active Channels” on page 53.	Monitoring and investigation 
 Field Sets	Field sets are a way to limit the columns that are displayed in the active channel grid. They are an index of certain field names that you can create and save so that you don’t have to sift through more than 400 event fields to get to the ones you are interested in when monitoring, investigating, and authoring.	“Field Sets” on page 56.	Authoring 
 Assets	The first distinction to model in the ESM network model is the asset resource. An asset is any network endpoint with an IP address, MAC address, host name, or external ID. The Asset resource is where you identify attributes of the asset itself.	“Assets” on page 101	Authoring and Administration 
 Categories	Asset categories are resources that describe properties of an asset, such as the operating system running on it, key applications it hosts, its role within the enterprise, and any other properties you might wish to consider when evaluating threats or behaviors associated with the asset.	“Asset Categories” on page 120	Authoring and Administration 







Resource	Description	Where to find it	How to use it
 Vulnerabilities	A vulnerability is any hardware, firmware, or software state that leaves an asset open for potential exploitation. The Vulnerability resource is a series of directories that correspond to several popular authorities that publish vulnerability descriptions, such as XS-Force, CVE, and Bugtraq. These distinctions can then be used in correlation and monitoring tools.	"Vulnerabilities" on page 117	Authoring and Administration 
 Locations	The Locations resource is the way you can edit the ESM default location mappings with location information relevant to your network.	"Locations" on page 120	Authoring and Administration 
 Zones	A zone represents part of the network, and is identified by a contiguous block of IP addresses. Zones usually represent a functional group within the network or a subnet, such as a wireless LAN, the engineering network, the VPN or the DMZ. Zones are also how ESM resolves private networks whose IP ranges may overlap with other existing IP ranges.	"Zones" on page 105	Authoring and Administration 
 Networks	The Networks object is a collection of zones. Networks are helpful when you need to disambiguate two private address spaces. You only need to create unique networks if your protected network uses Network Address Translation (NAT) and you have two or more NAT subnets that use the same private address space.	"Networks" on page 107	Authoring and Administration 
 Cases	<p>Cases are ESM's built-in trouble-ticket system. It is intended for use with individual or multiple related events. Cases are designed to stand alone within ESM or integrate with a third-party case management system, such as Remedy.</p> <p>ESM also offers a light-weight way to escalate individual events through your workflow using Annotations (see "Annotations" on page 63).</p>	"Cases" on page 63	Monitoring and investigation 

Resource	Description	Where to find it	How to use it
 Connectors	All the configurable attributes of SmartConnectors are set during the Connector installation and configuration process. The SmartConnector resource enables the Administrator to configure SmartConnector attributes and behavior after installation.	"Managing SmartConnector Configurations" on page 25	Authoring and Administration 
 Customers	Customer tagging is a feature developed mainly to support Managed Service Security Provider environments, although it can also be used by private organizations to denote cost centers, internal groups, or subdivisions. The Customer designation keeps event traffic from multiple cost centers and/or business units clearly identified and separate.	"Customers" on page 108	Authoring and Administration 
 Dashboards	Like the instrument panel of a car, dashboards display indicators that communicate the state of your enterprise as reported to ESM by data sources on your network. Dashboards are made up of individual data monitors in a variety of graphical and tabular formats that summarize the event flow on the network.	"Dashboards" on page 57	Monitoring and investigation 
 Data Monitors	Data monitors are how the logic is defined for the graphical summaries that are displayed in dashboards. Some data monitors, however, also perform special correlation analysis.	"Data Monitors" on page 47	Authoring 
 Filters	Filters are a set of conditions that focus on particular event attributes. This focus also reduces the number of events that are processed by the system. Filters are applied in many places in the lifecycle of an event, including at the SmartConnectors, in many capacities at the Manager, in the rules and data monitors of the correlation engine, and in several capacities in the monitoring lifecycle.	"Filters" on page 35	Authoring and investigation 

Resource	Description	Where to find it	How to use it
 Integrated Commands	Integration commands are a series of tools designed to invoke scripts and tools from several places in the ESM Console, and to provide snap-in views of other applications, such as ArcSight NSP and third-party applications, within the ESM Console. This enables you to use the ESM Console as a central command hub for all security-related operations.	“Integration Commands” on page 145	Monitoring and investigation 
 Integration Commands	The script, executable, or URL associated with tool to be invoked.		Authoring 
 Integration Targets	The target information associated with URL-based services.		Authoring 
 Integration Configurations	Binds integration commands to integration targets, and specifies one or more ways the service can be made available in the ESM Console.		Authoring 
 Knowledge Base	The ESM Knowledge Base is a resource that enables you to post data to an internally available web site. This data can be information that operators and analysts need, such as a standard set of responses to known types of incidents, a procedure, or a company policy.	“Knowledge Base” on page 71	Monitoring and investigation 
 Lists	Lists include session lists and active lists.		
 Active Lists	Active lists are configurable tables that extend the network model for correlation purposes. Active lists flag and retain specific information about specific events so they can be cross-referenced over days or weeks.	“How Rules Use Active Lists” on page 40	Authoring and Investigation 
 Session Lists	Also known as identity correlation, session lists associate users with the event traffic they are involved in on the network.	“How Rules Use Session Lists” on page 44.	Authoring and Investigation 

Resource	Description	Where to find it	How to use it
 Notifications	The notifications area contains the notification destination resource. The destination resource is the mechanism by which you can designate individual users or user groups in your organization to receive notifications about certain conditions from ESM. Notification messages themselves are delivered by e-mail, pager, text message, or the ESM Console.	"Notifications" on page 69	Authoring and Administration 
 Partitions	Partitions are segments of event data organized by the date they occurred. Partition segments are created each day starting at midnight Manager local time.	"SmartStorage Database Partitions" on page 85	Investigation & Administration 
 Pattern Discovery	ArcSight Pattern Discovery applies data mining techniques to event flows in order to detect patterns of behavior that may indicate previously unknown threats. Pattern Discovery is sold separately. If you did not purchase Pattern Discovery, no active content appears in this resource.	"ArcSight Pattern Discovery" on page 81	Authoring and investigation 
 Profiles	A profile is a set of constraints and filters that define the scope and properties of a Pattern Discovery search. It determines what slice of events you wish to examine for patterns, and what defines a pattern.	"Users and User Groups" on page 69	Authoring and investigation 
 Snapshots	A snapshot is a record of qualifying events collected in a timeframe and evaluated according to the parameters you set in the profile.	"Pattern Discovery Output: Snapshots and Patterns" on page 81	Authoring and investigation 
 Patterns	The output of a Pattern Discovery "run" is a set of patterns. A pattern is a collection of events (messages from firewalls, IDSes, hosts and so on) that establish relationships between sources and targets of activities.	"Pattern Discovery Output: Snapshots and Patterns" on page 81	Authoring and investigation 

Resource	Description	Where to find it	How to use it
 Query Viewers	Query viewers are a tool for operators and analysts to get quick, high-level summaries of network activity, and to drill down and investigate anomalies or other interesting events without having to create resource-intensive channels.	“Query Viewers” on page 62	Authoring and investigation  
 Reports	Reports are captured views or summaries of data that can be viewed in the ESM Console in the following formats: PDF, HTML, Excel, comma separated value (CSV), or rich-text format (RTF).	“Reports” on page 73	Authoring and investigation  
 Trends	A trend defines how and over what time period data will be aggregated and evaluated for prevailing tendencies or currents. A trend executes a specified query on a defined schedule and time duration.	“Trends” on page 75	Monitoring and Investigation  
 Queries	A query defines the parameters of data you want to gather from an ESM data source. The results of the query become the basis for one or more reports or trends.	“Queries” on page 74	Authoring 
 Templates	Templates define the structure in which the data results from your report are presented. The template consists of report design elements, such as headers, footers, title bars, charts, and tables, arranged on a page according to a layout specification.	“Templates” on page 77	Authoring 
 Archives	Reports that are run on a schedule are saved in the Archives tab so that they can be reviewed later. Reports that are run on demand can be saved as an archive or discarded as the user chooses.	“Archived Reports” on page 79	Investigation 
 Rules	An ESM rule is a programmed procedure that evaluates incoming events for specific conditions and patterns, infers meaning about their significance, and can initiate actions in response.	“Rules” on page 37	Authoring 

Resource	Description	Where to find it	How to use it
 Stages	Stages are the various steps that make up a collaborative workflow for event annotations. Once this structure is defined, individual events can be assigned to the various stages by security operations personnel who are investigating events.	“Stages” on page 68	Authoring and Investigation 
 Use Cases	Use cases are a way to view, configure, and transport specially developed sets of related ArcSight ESM resources that address specific security issues and business requirements. Use cases are currently only available for specially installed ArcSight-created content.	“Use Cases” on page 139	Authoring and Administration 
 Users	The Users resource is where the ESM administrator registers new users and users can manage their user profiles.	“Users and User Groups” on page 69	Authoring and Administration 

Resource Tree

Each section in the Navigator panel contains a resource tree where your resources are stored and organized. ESM comes with standard folders in each section. Some of these folders contain resources that ArcSight has developed for you to use. You can use these folders and resources, and you can create your own. The resources displayed in the resource tree have the following behaviors:

- Expand (+) and collapse (-) resource groups to locate particular subgroups or individual resources.
- Right-click groups or individual resources to choose from their context (right-click) menus.
- Drag and drop resources to copy or move them from one folder to another.

Navigator Panel Right-Click Menu

You can right-click any folder or resource in the Navigator panel to access a list of actions for that item.

Right-Click a Group

When you right-click a group, you have access to these types of actions. For more about these functions, see Console Help.

- Create a new group or sub-group; edit, delete, or rename an existing group
- Create a new resource within that group
- View the resources of a group in a graph
- Edit access control to this group (Admins only)

Right-Click a Resource

When you right-click a resource, you have access to the following types of actions:



The available actions for each type of resource vary. For a complete list of right-click actions available to each resource type, see the Console Help topic for that resource.

- Show the resource in the Viewer panel
- Edit, rename, or delete the resource
- View the resource in a graph view

Common Right-Click Options

From all right-click menus, you can:

- Refresh the active panel
- View Knowledge Base articles associated with this resource branch
- View reference pages associated with this resource branch
- Access the Console Help

Standard Resource Groups

Every ESM resource contains a default structure where you can store your own resources, share them with others or, if you have Admin or Analyzer/Admin (Author) privileges, access ESM standard content.



Some resources may not contain every resource group shown below.

ArcSight Administration

Resources in this group pertain to the administration of ESM health and performance.

ArcSight Foundation

Resources in this group belong to one or more ArcSight foundation. An ArcSight foundation is a coordinated system of resources that addresses common network and security scenarios. For more about the ArcSight foundations, see [“Standard Content Foundations” on page 136](#).

ArcSight Solutions

This group is reserved for resources that belong to ESM solution packages: separately licensed content packages that address specific business and regulatory compliance scenarios.

ArcSight System folder

The ArcSight System content consists of resources that ESM requires for basic security processing functions, such as threat escalation and priority calculations, as well as basic throughput channels required for out-of-the-box functionality. To safeguard against accidental damage or deletion, these resources are locked (read and write protected). For more about ESM standard content, see [“ArcSight System Content” on page 137](#).

Jumpstart Folder

The Jumpstart group delivers ArcSight start-up content designed to streamline the process of getting your ESM environment customized and online analyzing events quickly. Startup

content is delivered in Use Cases. For more about the Jumpstart folder and use cases, see [“Use Cases” on page 139](#).

Personal folder

Every time the ESM Admin adds a new user, a group for that user is added to the Personal folder in every resource tree. Only the user currently logged in has access to his own Personal folder, so this is a good place to store resources that are under development and not ready for sharing with others.

Public folder

The Public folder is a common area to which all users have read and write access. You can place all content you develop that is ready to share for production use in this group, or you can create your own groups with more restrictive access control lists to store the content you develop.

Unassigned folder

The Unassigned folder is a place to store resources that do not yet have a home in your resource tree.

Viewer Panel

The Viewer panel is the middle section of the Console window and primarily displays the results of ESM's monitoring and investigation tools.

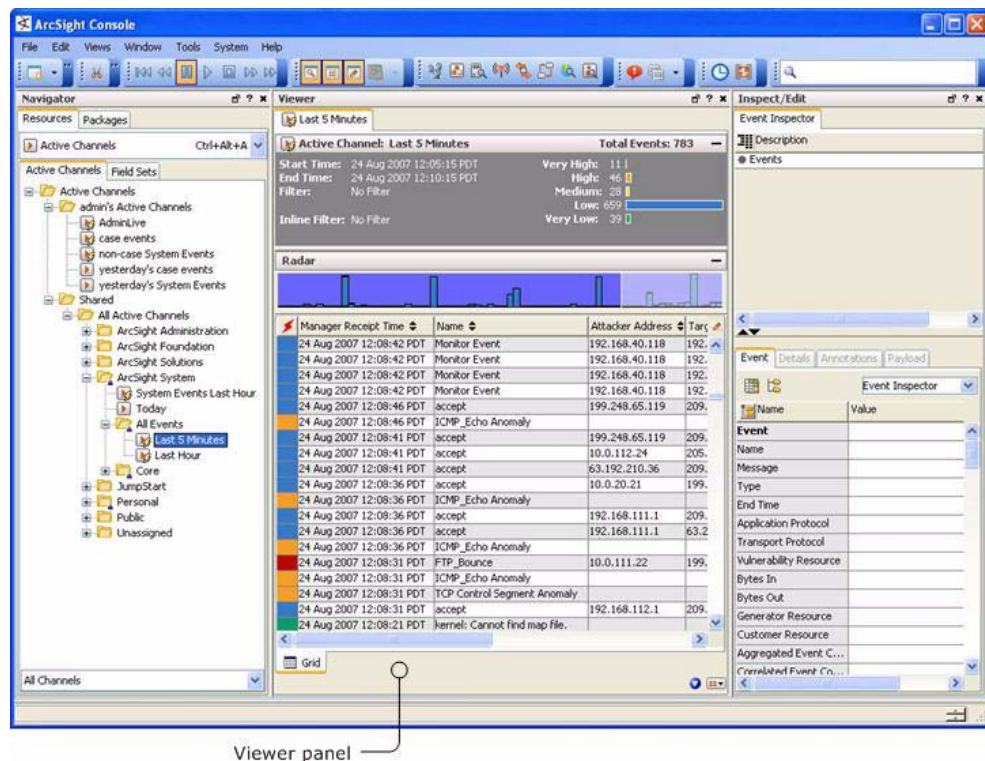


Figure A-3 The Viewer panel provides a view of results, whether they be an active channel view of events, assets and packages, the results of a resource search, or the results of an HTML call. It also hosts internal utilities, such as Find Resource, the Scheduled Jobs Manager, and the Packages Grid view.

Primarily a monitoring tool, Viewer panel views can vary in scope and scale, from broad to detailed, depending on how the enterprise is monitored and organized.

The Viewer panel can also display basic HTML, such as HTML-based reports, reference pages, results of the Web Search tool, and notification acknowledgments. More complex HTML that contains JavaScript, plug-ins, or other embedded objects is displayed in an external web browser.

Items you can see in the Viewer panel are controlled by the **Views** menu (see [“View” on page 172](#)).

Monitoring Views

The Viewer panel can display event information in a grid format, or in a variety of chart-formats, event graphs, maps, or dashboards. You can customize views to suit your enterprise, and you can organize them in a hierarchical structure with drill-down functionality.

Each view you open is represented by a tab at the top of the Viewer panel. Views remain open and active until you close them.

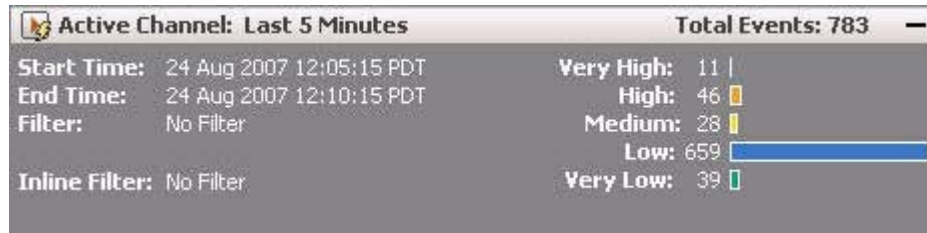
Active Channel Views

Active channels display live events, lists of assets, and test events for rules. For a complete description of the types of data active channels display, see [“Active Channels” on page 51](#).

Active channels for live events are a first-tier monitoring tool. They refresh continually, placing the newest events at the top of the list. The events it displays can be managed using the following active channel tools:

Active Channel Header

The active channel header appears at the top of every active channel view and provides a statistical overview of the channel and the events passing through it.



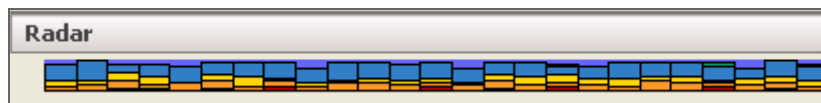
The active channel header displays:

- Channel name and number of events that made it through the filter between the start and end time
- Channel start and end time
- The name and details of the filter applied to the channel
- A breakdown of events by priority

Radar

The radar is a bar chart overview of events in the active channel. By default, they are sorted into segments by event end time, thus the segments of the radar represent groups of events with the same end time. If the grid were sorted by Target ID, the segments of the radar would represent groups of events with the same target ID.

The scale automatically adjusts according to the scope of events in the channel. At a glance, you can pinpoint a segment that contains high-criticality events, then click that bar to display the details of just those events in the grid view.



Select one or more contiguous or non-contiguous time units to display just those events in the grid view.

Live Channel Grid View

The live channel grid view displays each event with a certain set of data fields in a table format. You can select which fields you want to see from an existing field set: right-click

any column header and select **Field Sets**. You can also customize which columns are displayed.

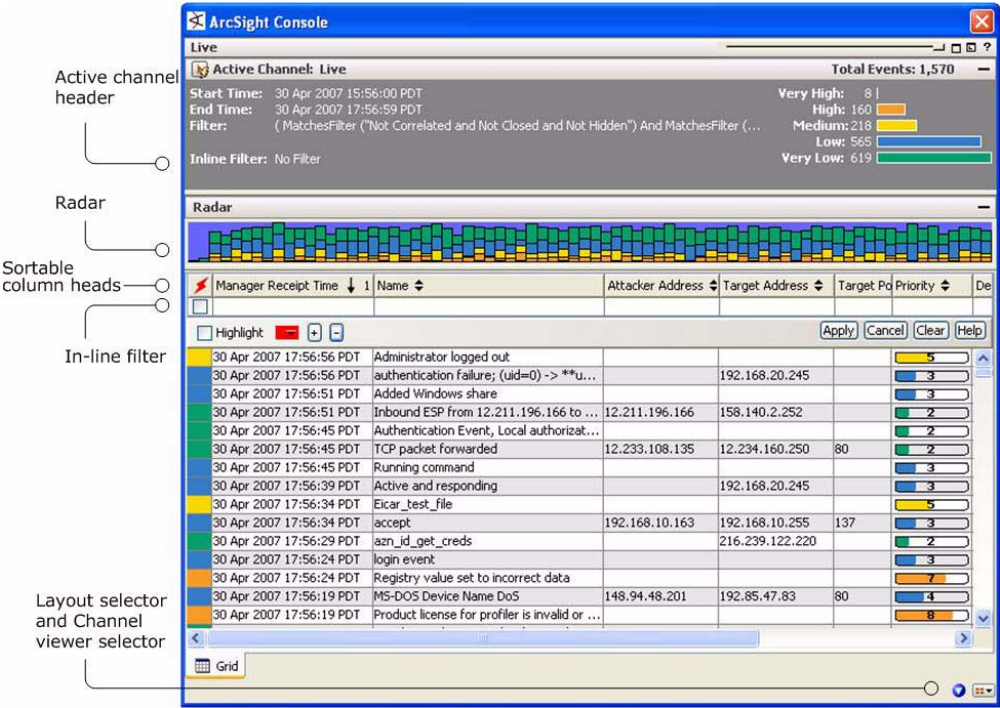


Figure A-4 The live channel grid displays an interactive table of live events that are constantly refreshed.


To view all the properties of a particular event, you can double-click it to display its event fields in the Inspect/Edit panel. You can also right-click one or more events to access additional viewing options and investigative actions.

Right-click command	Description
Show Event Details	Displays all event fields in the Inspect/Edit panel.
Correlation Options	If the event is an ESM event triggered by an ESM rule or data monitor, you can view details of the resource that triggered it in the Inspect/Edit panel.
Investigate	Create a channel based on the properties of this event, add this event to a channel or its condition to an editor, or view the targeted asset in the Inspect/Edit panel Asset Editor.
Active List	Add or remove a source or destination IP address to a trusted or untrusted active list.
Annotate Events...	Assign this event to a member of your workflow team for individual follow-up.
Mark as reviewed...	Quickly mark events as reviewed in the active channel grid with a single click, making it easier to view new events or events as part of an ongoing investigation.

Right-click command	Description
Select Events with Matching Cell	Instantly select any events with a cell that matches a cell of the highlighted event.
Invert Selection	Deselect this event and select all the others in the current grid view.
Event Graph	Select a number of events in the grid view, then view their connections in an event graph.
Rule Chain Graph	View the order of rule elements associated with this event in a graph.
Geographic View	View the source or destination of a series of events cast on a political map of the world.
Tools	Access a series of look-up tools, such as NSlookup, Ping, Portinfo, Traceroute, WebSearch, and Whois.
Export	Export this event to an external event tracking system, an active channel, or a CSV file.
Add to Case	Open the Case Editor in the Inspect/Edit panel to log the event in the ESM case management workflow system.
Print Selected Rows	Send selected rows to the printer configured for the local host.
Payload	View the payload associated with an event, if applicable.
Report	Builds an event context report based on this event data and displays it as a PDF in an external browser.
Close	Close the active channel.
Knowledge Base	Depending on the context of your right-click, you can view Knowledge Base entries associated with this event; associate this event with an existing Knowledge Base entry; or view the Help page that describes how to associate events with Knowledge Base articles.
Reference Pages...	Look up reference pages associated with this event.
Help	Launch the Help window for instructions about using the item you right-clicked.

Chart Views

Chart views display a summary of events. Each chart view you open stays open as a tab controlled from the bottom of the active channel view.

Click the chart options icon () at the bottom of the active channel panel to view live events in the following formats:

- Line graph
- Scatter plot
- Area graph
- Bar chart

- Stacking bar chart
- Pie chart
- Stacking area graph

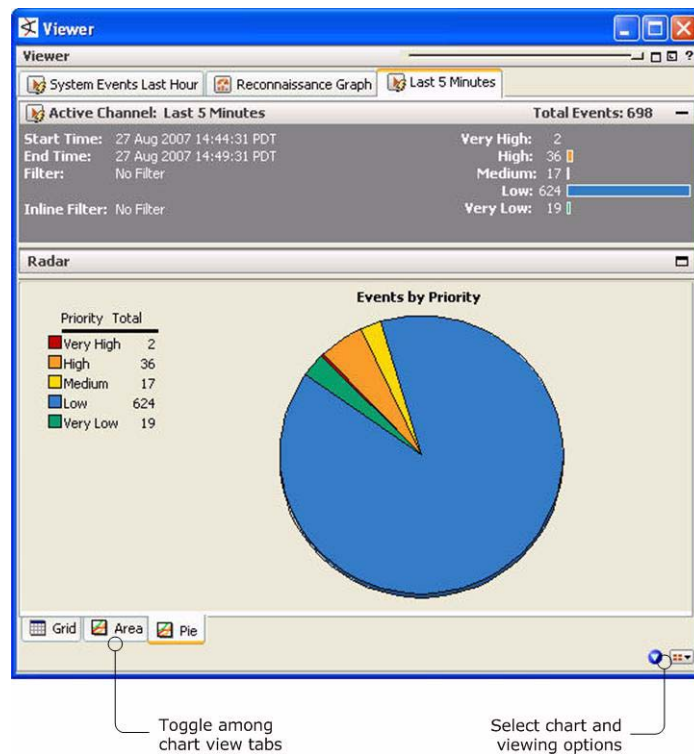


Figure A-5 Live channels can also be viewed as different kinds of graphical charts.

Image Viewer Map

The image viewer plots selected events geographically on a global or political map of the world. Use image viewer maps to locate selected event end-points geographically.

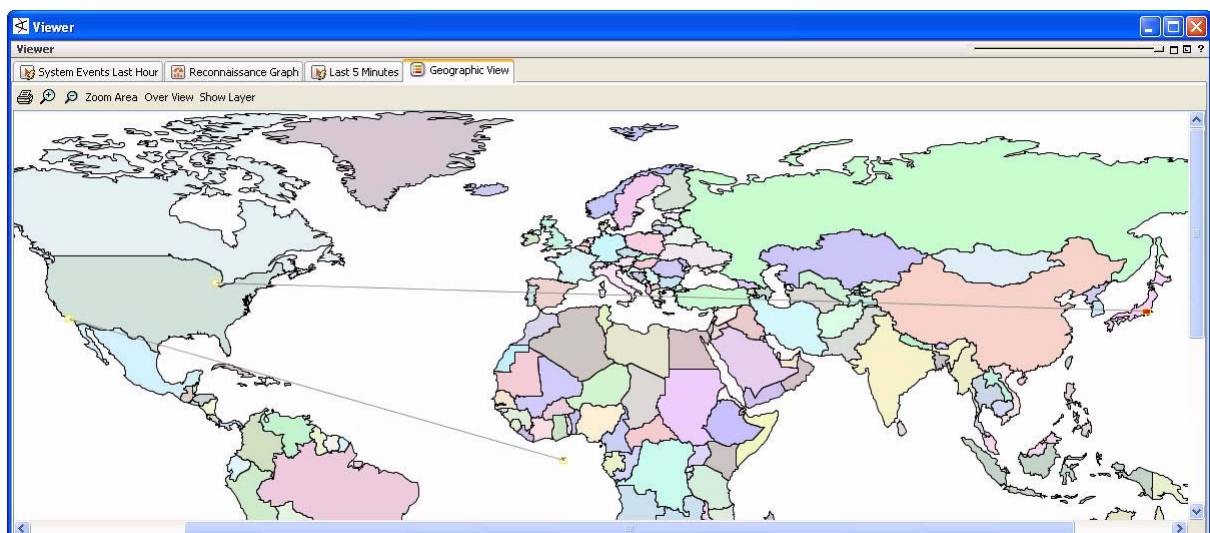


Figure A-6 Image viewer maps can display events on a geographic or political map. These options are configurable.

Dashboard Views

The viewer panel also displays dashboards either of historical events, or in the case of event graph data monitors, active channel events.

Dashboards display the results of conditions expressed in data monitors based on different event data and filter conditions. They then display the result in a specified format, such as a table view, bar chart, pie chart, or line graph, as shown below.

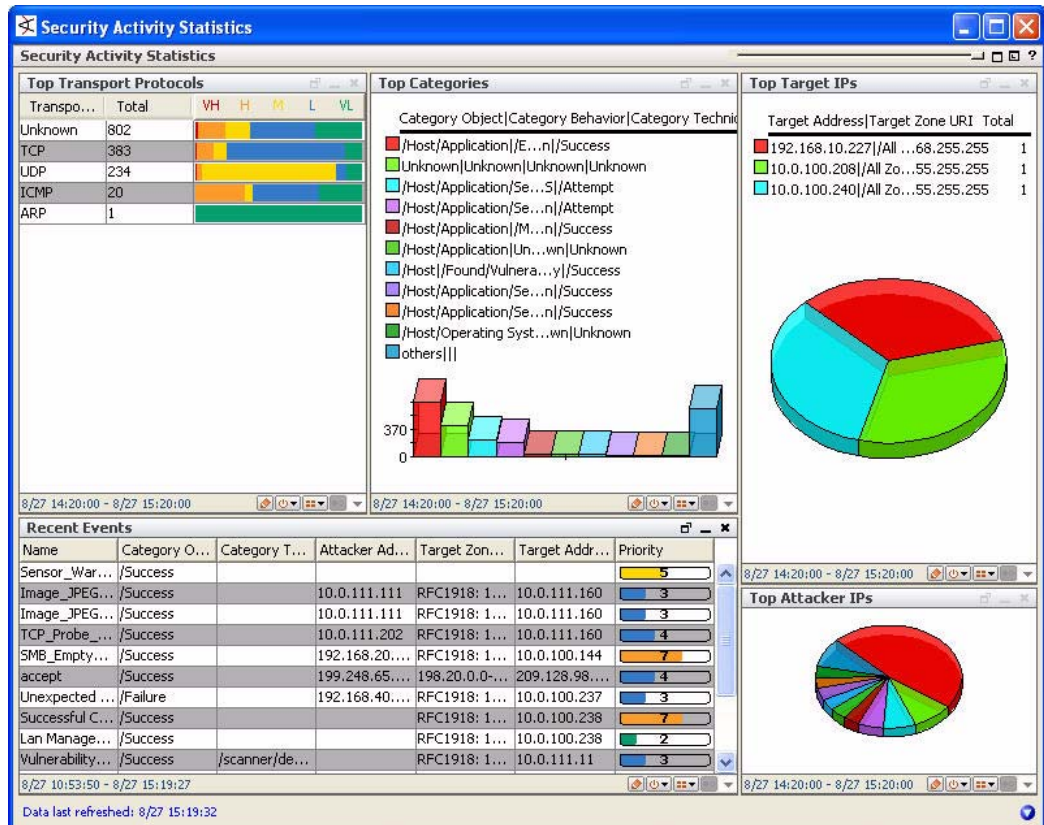


Figure A-7 This example shows the standard content dashboard *Security Activity Statistics*, which summarizes security-related activity on your network at a glance.

Resource Views

Several resources use the Viewer panel to construct and display results:

- **Dashboards:** Dashboards use the Viewer panel to add data monitors to dashboards and configure their layout.
- **ArcSight Pattern Discovery:** ArcSight Pattern Discovery uses the Viewer panel to display and investigate event patterns.
- **Packages:** The viewer displays the inventory of a package or packages, allowing you to view and compare their contents.
- **Asset channels:** Asset Channels display the status of all the assets in your asset model, including vulnerability status, asset categories, scanner reports, and cases.
- **Resource graphs:** Resource graphs show the dependencies among resources. To generate a resource graph, right-click a resource and select **Graph View**.

Results View

The Viewer panel is also used to display results from the following utilities:

- **Find resource search results:** Displays the results of a Find Resource search (use **Edit** | **Find Resource**).
- **Web Search results:** Displays the results of searches conducted using the Web Search tool (use **Tools** | **Web Search**).
- **Notification Acknowledgment Summary:** Provides a summary of all the notifications for the current user (use **Views** | **Notification Acknowledgement**).
- **Show Messages:** displays a summary of messages from ESM. See [“Messages Bar” on page 178](#) for more information.
- **Scheduled Jobs Manager:** Shows all the processes scheduled to run on ESM and their current status (use **System** | **Scheduled Jobs**).
- **Categorize Event utility:** Provides a quick way to manually apply event categories to a non-ESM event in the Active Channel grid.

Inspect/Edit Panel

The Inspect/Edit panel displays details for two cases: when inspecting individual events during investigation, and when editing (setting attributes for) ESM resources.

Views in the Inspect/Edit panel often have multiple views presented as tabs across the top of the editor. As with the Viewer panel, you can have multiple editors open in the Inspect/Edit panel, which you can toggle through using the tabs across the top.

Editors in the Inspect/Edit panel enable you to view details of an individual event, or to edit values for new or existing ESM resources. Toggle among editors using the top tabs; navigate individual editor views with the second row of tabs, if present.

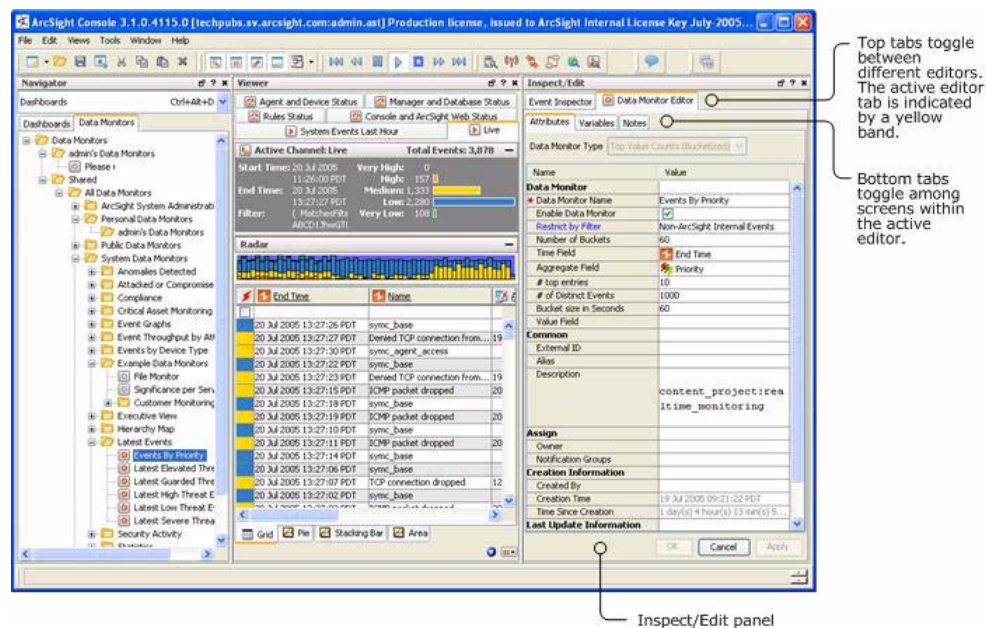
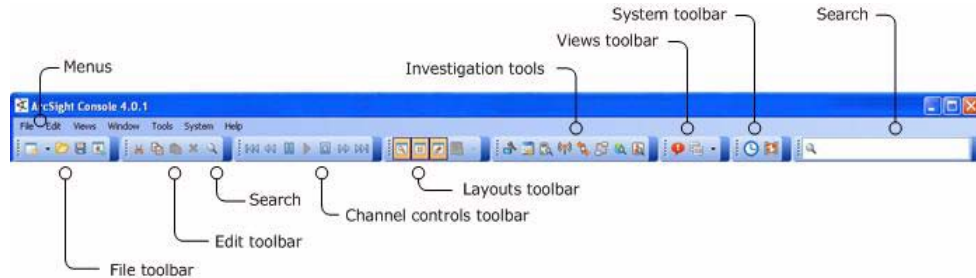


Figure A-8 The Inspect/Edit panel is used to edit the details of a selected resource or event.

For a complete list of values you can enter in the various editor fields, see the Console Help. Use the Console Help Index or Search features to find descriptions for Editors or Inspectors.

Tool Bar Menus and Buttons

The tool bar buttons and menus are available for most views and functions.









Menus

The pull-down menus across the top provide access to functions and tools that apply to the Console and its contents.

File








The File menu contains commands that apply to resources, Console settings, log-in status, and launching ArcSight Web.

File Command	Description	Shortcut
 New...	Create a new resource from the available submenu.	
 Open...	Open an existing Console settings file to use that configuration.	Ctrl+O
 Save	Save your latest Console settings in the current configuration file.	Ctrl+S
Save As...	Save your current Console settings in a different configuration file.	
 Save to Manager	Save your current Console settings at the ESM Manager rather than locally, so you can get these settings at a different Console.	
 Load from Manager	Load a preferred Console configuration file from the ESM Manager, so you can use it at this Console.	
Send To...	Enables you to send a local preferences configuration file (.ast) to an e-mail address so another user can save and use it on another Console.	

File Command	Description	Shortcut
 Launch ArcSight Web	Open a browser window that contains the ArcSight Web client.	
Logout	Log out of ESM Console as the current user to allow another user to log in.	
Exit	Close ESM Console.	Alt+F4




Edit







The Edit menu contains commands that apply to fields in the UI that can be changed.

Edit Command	Description	Shortcut
 Cut	Cut selected text and store to the clipboard.	Ctrl+X
 Copy	Copy selected text and store to the clipboard.	Ctrl+C
 Paste	Paste text from the clipboard.	Ctrl+V
 Delete	Delete selected text.	Delete
 Select All	Select all text in the active field.	Ctrl+A
 Preferences...	Open the Preferences dialog box to make personal configuration changes.	
 Find Resource	Use keywords to search for resources and review their details.	Ctrl+F

View






The View menu contains commands that control the contents of the Viewer panel.

Views Command	Description	Shortcut
 New Active Channel	Open the New Active Channel dialog box so you can set up and start a new active channel in the Viewer panel.	Ctrl+Shift+D
 Show Active Channel...	Open the Active Channel Selector dialog box so you can choose an active channel to display in the Viewer panel.	Ctrl+Shift+S
 Recent Active Channels	Choose a recently viewed active channel to display in the Viewer panel again, if available.	

Views Command	Description	Shortcut
Resource Hotkeys	Create, then choose from keyboard shortcuts to get to your most frequently used resources. For example, you can set Ctrl+Alt+L to bring up an active channel you check regularly.	
 New Dashboard	Create a new, untitled and empty dashboard to populate with data monitors.	Ctrl+Shift+B
 Show Dashboard...	Open the Load Dashboards dialog box so you can select dashboards to open in the Viewer panel.	Ctrl+Shift+W
 Recent Dashboards	Choose a recently opened dashboard to display in the Viewer panel again, if available.	Ctrl+A
 Notification Acknowledgement	Displays the status and urgency of notifications sent.	Ctrl+N
 Show Messages	Organizes incoming messages between ESM Console messages, system messages, and user notifications.	
Next View	Toggle to the next open window in the Viewer panel.	Ctrl+Shift+N
Previous View	Toggle to the previous open window in the Viewer panel.	Ctrl+Shift+P
Close All Views	Close all views that are open in the Viewer panel.	
 Slide Show	Maximize and automatically rotate through all the open views in the Viewer panel at a set time interval.	










Window

The Window menu contains commands that control the currently displayed panels.



Window Command	Description	Shortcut
 Navigator Panel	Show or hide the Navigator panel.	Ctrl+1
 Viewer Panel	Show or hide the Viewer panel.	Ctrl+2
 Inspect/Edit Panel	Show or hide the Inspect/Edit panel.	Ctrl+3
 Status Bar	Show or hide the status bar.	Ctrl+4
 Floating	Bring to the front one of the listed floating (undocked) windows, if available.	

Tools

The Tools menu contains access to utilities that configure, display, and view the results of investigative network functions. You can add and remove tools from this toolbar. For details, see the topic *Working in the Console/Using the Network Tools* in the Console Help.



Tools Command	Description
 Configure...	Add, copy, edit, or delete network tools.
 Results...	Display the tool results dialog box.
 Nslookup	Resolve an IP address to a host name.
 Ping	Determine whether an IP address is online.
 PortInfo	List the default protocol usage for a specified port number (such as WWW, FTP, SMTP).
 Traceroute	Show the path to an IP address.
 WebSearch	Use Google to search the web for event-related keywords.
 Whois	Find the registered owner of a given domain name.
 SendLogs	Launch the Send Log Utility to send selected logs to ArcSight Support.




System

System Command	Description
 Scheduled Jobs	Allows the scheduling of jobs on a staggered schedule.
 Categorize Event	Allows for categorizing events for custom devices or Flexconnectors from the ESM Console.

Help

The Help menu contains commands that provide access to the ESM Console Help, print documentation, and technical support resources.

Help Command	Description	Shortcut
 Help Contents	Open the ESM Console Help system. This is the Help system you see when you click a context-sensitive Help button in the Console.	F1
 What's New	If you have upgraded from a previous version of ESM, review this section for an overview of new and updated features since the previous release.	

Help Command	Description	Shortcut
 Browse ArcSight Documentation	Open an external web browser linked to the ArcSight documentation available online with a valid user account login.	
 ArcSight Support	Open a browser window that displays the ArcSight Support login page, so you can sign in and use the ArcSight Support Center's User Forum and other features.	
 About	Show your ESM installation's legal notices and version information.	

Toolbar Buttons

The more commonly used functions are presented in buttons across the top of the Console window. Most of these are found in the Console menus.

File Toolbar

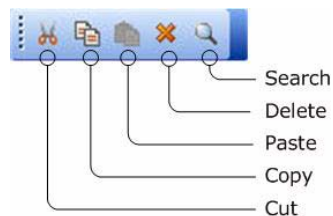
The File toolbar presents tools that allow you to create a new resource, open or save existing ESM Console settings, or launch ArcSight Web.



Edit Toolbar

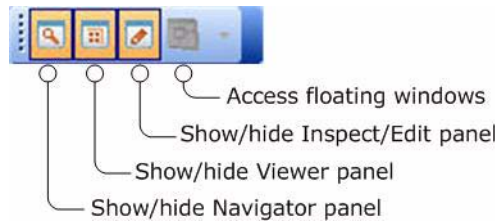
The Edit toolbar presents the common tools used for cutting, copying, and pasting elements. The search button allows you to search elements within the Console.

Use these buttons to save yourself a click when using common editing and search functions.



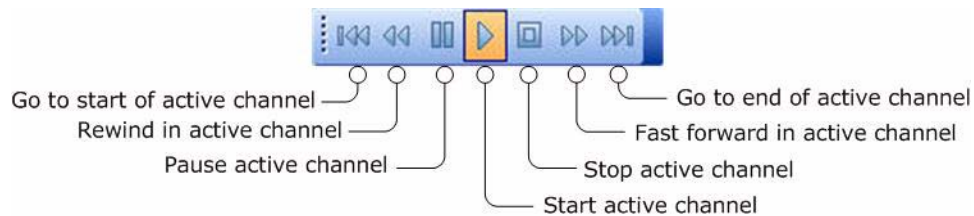
Window Layouts Toolbar

The Layouts toolbar presents the commands available in the Windows menu. Use it to show or hide panels and windows and to manage viewable real estate when using a feature that does not require every available panel and window.










Channel Controls Toolbar

The channel controls toolbar buttons are used in conjunction with the radar to control the display of events in the current active channel. View subsets of events when monitoring and investigating events.



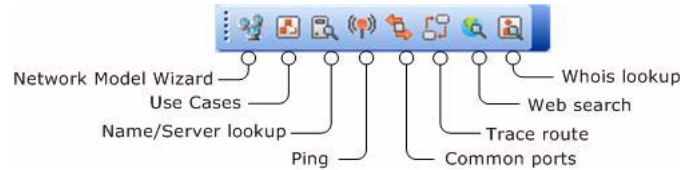
Use the following replay commands in the following situations:

Button	Action	Situation
	Start active channel	Start active channel when you want to see all events coming into the system in real time. Channels are opened in Start mode by default.
	Pause active channel	Pause active channel when you wish to investigate an event or a block of events. Pause keeps the active channel display from refreshing so you can keep track of individual events as you investigate. Real-time events coming into the system are stored in a cache until the active channel is restarted.
	Stop active channel	Stop active channel removes all events from the active channel display. Real-time events continue to gather in the cache and are displayed when the active channel is restarted. You can also use stop and start to reset the view after selecting individual radar sections.
	Step back in active channel	Step back removes events from the active channel display one radar section at a time. Use this to deconstruct a timeline of events as they arrived in the active channel.
	Go to start of active channel	Go to the start removes all events from the active channel display. Use this in conjunction with fast forward to advance through the event stream one radar section at a time.

Button	Action	Situation
	Step forward in active channel	Step forward advances the events displayed in the active channel display one radar section at a time.
	Go to end of active channel	Go to the end displays all the events in the active channel.

Tools Toolbar

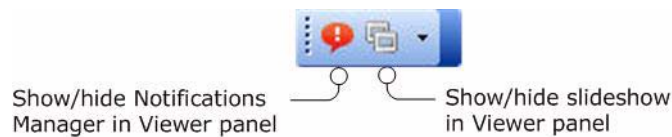
The Tools toolbar presents the investigation functions available in the Tools menu.



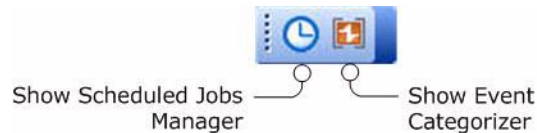
Views and Slideshow Toolbar

The Views portion of the Views and Slide Show toolbar shows or hides the Notifications Manager in the Viewer panel, allowing you to respond to notifications sent by the system or other users.

The Slide Show portion of the Views and Slide Show toolbar shows or hides the Slide Show view of the Viewer panel. Slide Show automatically rotates through all the open windows in the Viewer panel at a set time interval.



System Toolbar

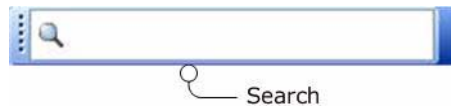



The system toolbar provides convenient access to the following two frequently used utilities:

Scheduled Jobs Manager. The scheduled jobs manager provides a compiled view of all scheduled processes, including reports, trends, rules, and ESM system events. From the scheduled jobs manager, you can coordinate scheduled processes to run on a staggered schedule, to avoid overburdening the system at one time. For more about the scheduled jobs manager, see [“Scheduled Jobs Manager” on page 80](#).

Event Categorizer. The event categorizer provides a quick way to manually assign an event category for a particular event or selected group of events. Marking events with certain event categories triggers content that looks for these categories as a condition, which can expedite correlation and investigation. For more about event categories, see [“Apply Event Categories” on page 20](#).


Search Toolbar

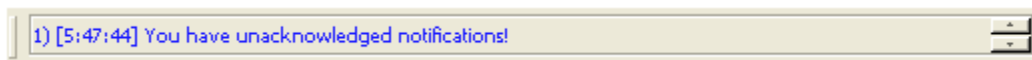


The search toolbar provides immediate access to the Find Resource feature (see [“Finding Resources” on page 138](#)). Enter a keyword in the search field and click . Search results are displayed in a new window in the Viewer panel.

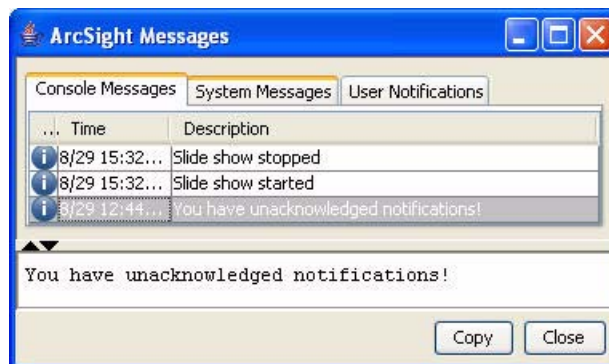
Messages Bar

The Messages bar at the bottom of the Console window displays error messages and notifications from the system.

To view messages from the system, click the up/down arrows (). Like the toolbars, you can also undock and expand the Messages bar.



You can also view all the messages from the ESM system in a separate window from the Views menu: use **Views | Show Messages**.



Console Preference Settings

Preferences (**Edit | Preferences...**) are how you control the appearance and behavior of Console elements. With these tools, you can control the following Console behaviors:

Characteristic	Description
Password	Reset the current user's password.
Programs	Specify the following third-party programs you wish to use in conjunction with ESM interfaces: text editor, web browser, payload viewer.
Panel behavior	Specify how you wish editors, error and informational messages, and floating windows to be displayed.
Grid view options	Specify text color display options, event investigation behavior options, and filter coloring options.
Date & Time	Specify long and short formats for date and time, and whether or not to sync all time zones to GMT.

Characteristic	Description
Event Graph	Specify options for how event graph nodes are displayed.
Notifications	Specify attributes for notification pop-ups, such as a sound file and severity threshold that will trigger a notification.

For a complete description of how these features work, search in the Console Help for *Changing User Preferences*.

Appendix B

Navigating ArcSight Web

ArcSight Web is an independent and remotely installable web server that provides a secure interface with the ESM Manager for browser clients. ArcSight Web is intended for use as a streamlined interface for security center operators, business users, and security analysts who need to access ESM from a remote log-in to investigate critical events.

For best results, use one of the following browsers on any ArcSight-supported operating system (Solaris, Linux, Windows, and AIX):

Product



Firefox



Safari on Macintosh



Internet Explorer on Windows



Netscape



Mozilla



Macromedia Flash on all browsers

For a complete list of browsers supported by your version of ESM, see the *ArcSight ESM Installation and Configuration Guide*.

Who Uses ArcSight Web

ArcSight Web can be used by the following users for the following tasks:

Who uses ArcSight Web:



Operator



Analyst



Business User



Admin



Super User

How they use it:

- Monitor events in live channels and dashboards
 - Respond to and manage notifications
 - Create and manage cases
 - Define report parameters and run reports
 - Check ESM system status
-

Log On to ArcSight Web

An ArcSight Web client is independent of the ESM Console. To access it, open a web browser and type in the URL established for it by your ESM administrator. The default URL is:

<https://<server name>:<port>>

The server name and port number are supplied by your ESM administrator.

At the log-on screen, enter the user name and password for your user account. As with the ESM Console, only the features that you have permission to view will be available through ArcSight Web.

ArcSight Web Home Display



The home display contains a summary view of your system status, including access to your main monitoring tools (dashboards and active channels), and notification items (notifications and cases).

Access Knowledge Base articles and ArcSight Support

Select ArcSight Web features from the Menu bar

View a summary of your system

	Queued	Initial	Follow-up	Final	Closed
Internal	6	0	0	0	0
Client	0	0	0	0	0
Incident	0	0	0	0	0
Unknown	0	0	0	0	0

Figure B-1 The ArcSight Web home display shows a summary of your system status. Click any live link to see details.

ArcSight Web Help



Depending on the help you need, there are four ways to find answers in online Help, accessed by tabs from the left-hand navigation panel:

- **Contents:** Task-based path through ArcSight Web tools and features
- **Index:** Descriptions of each ArcSight Web tool and feature
- **Search:** Full-text keyword-driven search of online Help

- **Glossary:** All topics and subtopics presented alphabetically

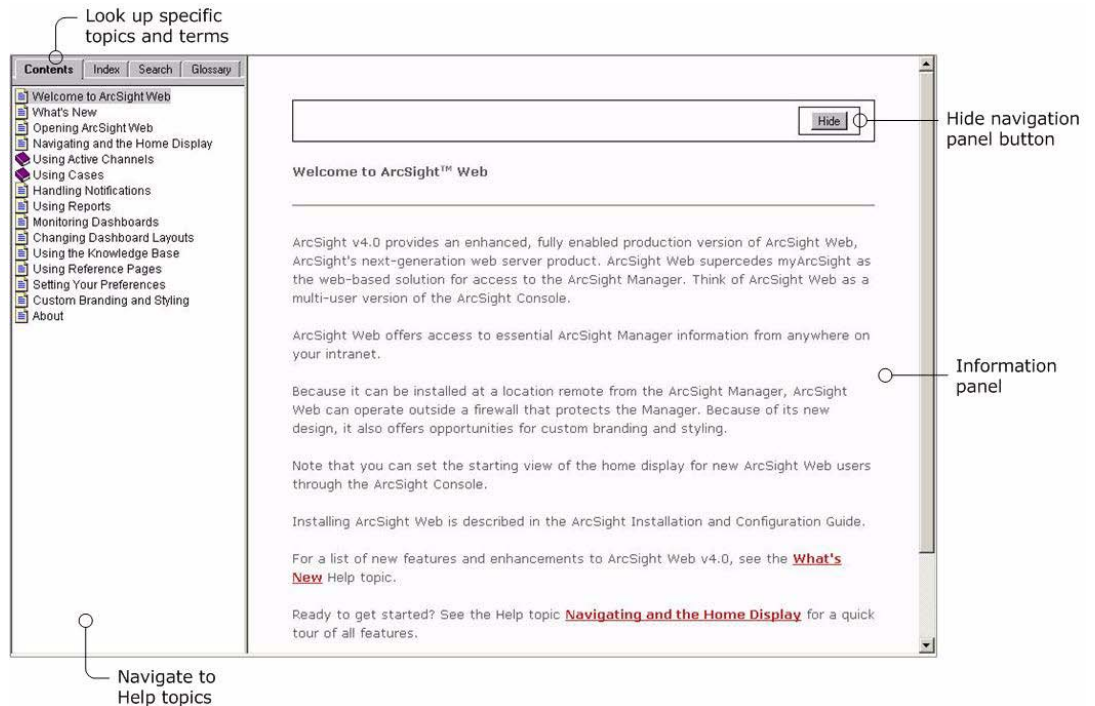


Figure B-2 Browse the online Help Contents, Index, keyword Search, or Glossary to find answers to your ArcSight Web questions.

ArcSight Web Options

You can adjust the following display options:

- **Formats:** Date and time display preferences
- **Locale:** Language, country, and time zone preferences
- **Channels:** Bypass the channel set-up screen
- **Password:** Reset your login password

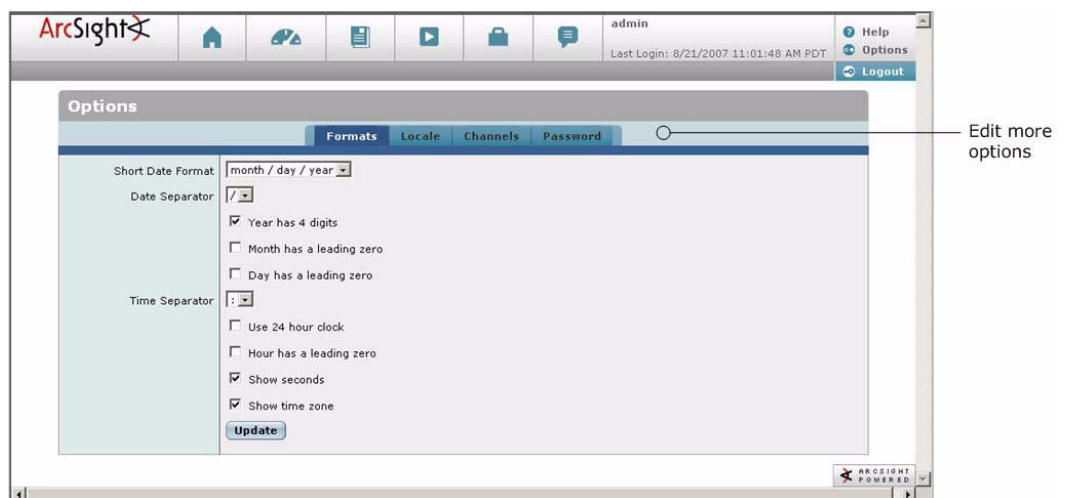


Figure B-3 Adjust display, locale, and password options in the Options view.

Knowledge Base

View existing Knowledge Base articles from the Knowledge Base display.

ArcSight Support

Log into ArcSight's Customer Support Center in a separate browser window.

ArcSight Web Dashboards



View existing dashboards and event graphs for reporting and monitoring. To view an existing dashboard or event graph, select an available dashboard displayed in the main panel, or navigate to and click an existing dashboard in the navigation panel.

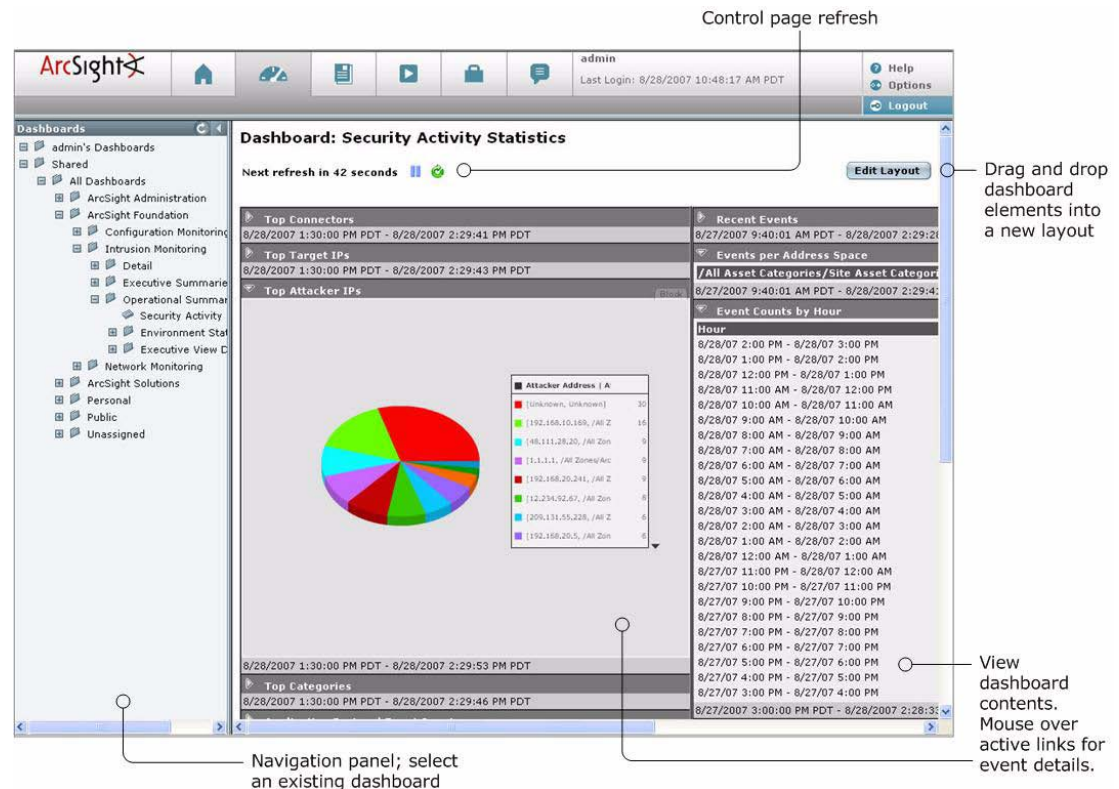


Figure B-4 View dashboards and event graphs in the Dashboards view.

ArcSight Web Reports



Using ArcSight Web, you can run reports, view the results of reports run previously, and archive report results for later reference. To run a report from an existing report definition:

- 1 Select an available report displayed in the main panel, or navigate to and click an existing report definition in the navigation panel.

- 2 In the main panel, adjust the report start and end times and output formats and click View Report.

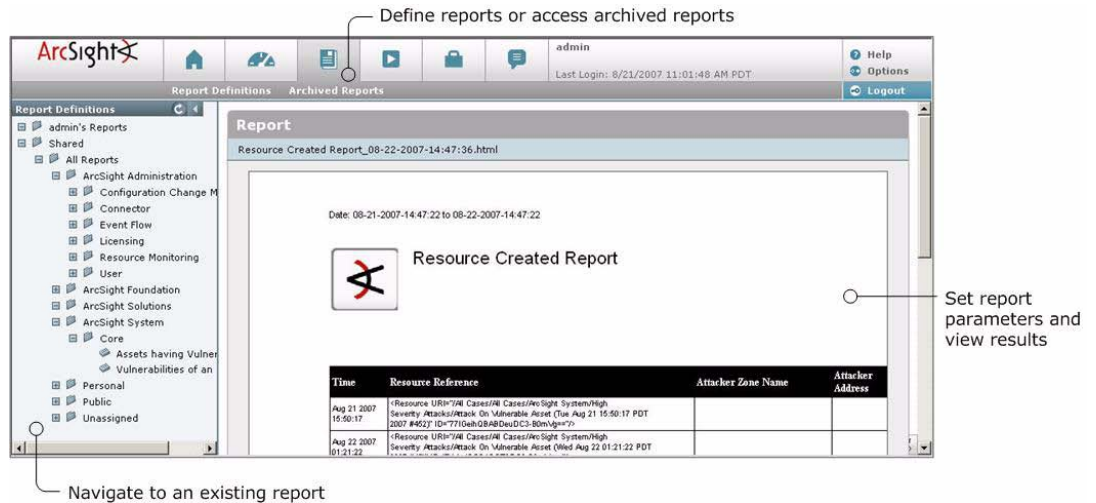


Figure B-5 Run reports or view the results of reports run previously in the Reports view.

You can also archive results of a report, which you can save and refer to later.

ArcSight Web Active Channels



Use ArcSight Web to monitor and investigate live events in an active channel. To open an existing active channel:

- 1 Navigate to and click an existing channel in the navigation panel.
- 2 In the main panel, adjust channel start and end times, timestamp, filters, and field sets, and click **Open**.

The channel may take a few moments to load. While the channel is loading, the system status bar displays the message, "The channel is still loading; please wait."

Active Channel Header

Start Time: 8/28/2007 10:14:00 AM PDT
End Time: 8/28/2007 12:14:59 PM PDT
Evaluation: Continuous
Filter: (MatchesFilter("2jq50g-sAABCAFYopCdLChw==:/All Filters/ArcSight System/Event Types/Non-ArcSight Internal Events::") And (Category_Significance StartsWith [IgnoreCase] "/Compromise" Or Category_Significance = [IgnoreCase] "/Hostile" Or Priority > 8))
Total Events: 180

End Time	Business Role	Data Role	Attacker Zone Name	Target Host Name	Category Significance
8/28/2007 12:13:22 PM PDT			1.0.0.0-2.255.255.255		/Hostile
8/28/2007 12:11:55 PM PDT			1.0.0.0-2.255.255.255		/Hostile
8/28/2007 12:10:00 PM PDT			RFC1700: 0.0.0.0-0.255.255.255	AGENTNT4	/Informational
8/28/2007 12:09:27 PM PDT			RFC1918: 10.0.0.0-10.255.255.255	n111-h050.qa.arcsight.com	/Compromise
8/28/2007 12:09:27 PM PDT			RFC1918: 10.0.0.0-10.255.255.255		/Normal
8/28/2007 12:09:27 PM PDT			RFC1918: 10.0.0.0-10.255.255.255	n111-h050.qa.arcsight.com	/Informational
8/28/2007 12:09:11 PM PDT			RFC1918: 10.0.0.0-10.255.255.255		/Hostile
8/28/2007 12:04:00 PM PDT			RFC1918: 192.168.0.0-192.168.255.255		/Compromise
8/28/2007 12:04:00 PM PDT			RFC1918: 192.168.0.0-192.168.255.255		/Normal
8/28/2007 12:03:00 PM PDT			RFC1700: 0.0.0.0-0.255.255.255	AGENTNT4	/Informational
8/28/2007 12:02:27 PM PDT			RFC1918: 10.0.0.0-10.255.255.255		/Compromise
8/28/2007 12:02:27 PM PDT			RFC1918: 10.0.0.0-10.255.255.255		/Normal

Figure B-6 Like the ESM Console, this active channel view has a summary header, a radar, start/pause controls, and sortable column heads in the grid.

Active Channel Header



The active channel header provides a statistical overview of the channel and the events passing through it. The active channel header displays:

- Channel name and number of events that passed the filter between the start and end time
- Channel start and end time
- The name and details of the filter applied to the channel
- A breakdown of events by priority

Start/Pause Controls

The replay control is a toggle between play and pause, and is used in conjunction with the radar to control the display of events in the current active channel.

Use the following replay commands in the following situations:

Button	Action	Situation
	Active channel is started	Start the active channel when you want to see all events coming into the system real time. The display continually refreshes showing new events received. Channels are opened in Start mode by default.
	Active channel is paused	Pause the active channel when you wish to investigate an event or block of events. Pause keeps the active channel display from refreshing so you can keep track of individual events as you investigate. Real-time events coming into the system are stored in a cache until the active channel is restarted.

Radar

The radar is a bar chart overview of events in the active channel. By default, they are sorted into segments by event end time, thus the segments of the radar represent groups of events with the same end time. If the grid were sorted by Target ID, the segments of the radar would represent groups of events with the same target ID.

The scale automatically adjusts according to the scope of events in the channel. At a glance, you can pinpoint a segment that contains high-criticality events, then click the segment to display the details of just those events in the grid view.

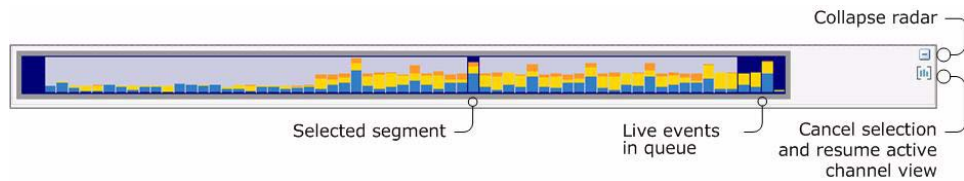










Figure B-1 If the channel is not paused, new events collecting in the queue will appear highlighted on the right side of the radar.

Grid Controls

The grid view displays each event with a certain set of data fields in a table format. As with the Console, you can sort the table by column (click the column head to sort). The display also provides the following tools with which you can control the following features of the events grid:

Button	Action	Description
	Refresh	Manually refresh the active channel.
	Pause/start active channel	When you pause the active channel, new events continue to collect and are displayed as soon as you click the start button. These buttons are the same as the start/pause controls above.
	Add to case	Select the checkbox of one or more events from the grid, then click Add to Case to launch the Case Editor. Select an existing case from the tree, or enter a new case name.
	Speed and display size options	Adjust display refresh rate and number of events displayed.
 	Filter events in a column	Launches the in-line Filter Editor. Select an existing value from the current column, or type in a value by which you wish to filter the column. Click Apply to engage the filter; click Cancel to close the editor.
Column Set: 	Choose field set	From the drop-down menu, select an available field set to view only the columns you are most interested in seeing.
	Display select controls	In grids with multiple displays, toggle between displays using these controls.

Event Inspector

To view details about any event, click the event to launch the Event Inspector.

The screenshot displays the ArcSight Event Inspector interface. At the top, the ArcSight logo and navigation icons are visible. The main header shows 'Intrusion Monitoring - Significant Ev...'. The event being inspected is 'Attack From Suspicious Source'. Below the event name, there are links for 'Display Rule Chain', 'Additional Details', 'View Event Context Report', and 'View Rule Context Report'. A 'Field Sets' dropdown is set to '(none)'. The event details are listed in a table-like format:

Aggregated Event Count:	1
Correlated Event Count:	1
End Time:	8/28/2007 3:18:27 PM PDT
Event ID:	S1000005545
Generator:	<Resource URI="/All Rules/Real-time Rules/Intrusion Monitoring/Attack Monitoring/Attackers/Attack From Suspicious Source" ID="Szkt0vMAABCA10FFgoQ8IA==" />
Generator ID:	Szkt0vMAABCA10FFgoQ8IA==
Generator Name:	Attack From Suspicious Source
Generator Resource:	Attack From Suspicious Source
Generator URI:	/All Rules/Real-time Rules/Intrusion Monitoring/Attackers/Attack From Suspicious Source
Manager Receipt Time:	8/28/2007 3:18:27 PM PDT
Name:	Attack From Suspicious Source
Originator:	Source
Rule Thread ID:	4PINrhQ
Session ID:	0
Start Time:	8/28/2007 3:18:27 PM PDT
Type:	Correlation

Annotations on the right side of the interface:

- Run a report that shows the other events present in the time frame (points to 'View Event Context Report')
- Hide rows that contain no values (points to 'Hide Empty Rows' checkbox)
- Click a value to view available investigation actions (points to the right-click context menu for 'Attack From Suspicious Source')

The right-click context menu for 'Attack From Suspicious Source' includes the following options:

- Create Channel [Generator Resource = Attack From Suspicious Source]
- Create Channel [Generator Resource != Attack From Suspicious Source]
- Add [Generator Resource = Attack From Suspicious Source] to Channel
- Add [Generator Resource != Attack From Suspicious Source] to Channel

Figure B-7 In the Event Inspector, you have access to many of the investigation tools also available from the right-click commands in the ESM Console grid view.

ArcSight Web Cases



Use ArcSight Web to create and manage cases in ESM's event tracking system. ArcSight Web can also be configured to integrate with a third-party event tracking system, such as Remedy.

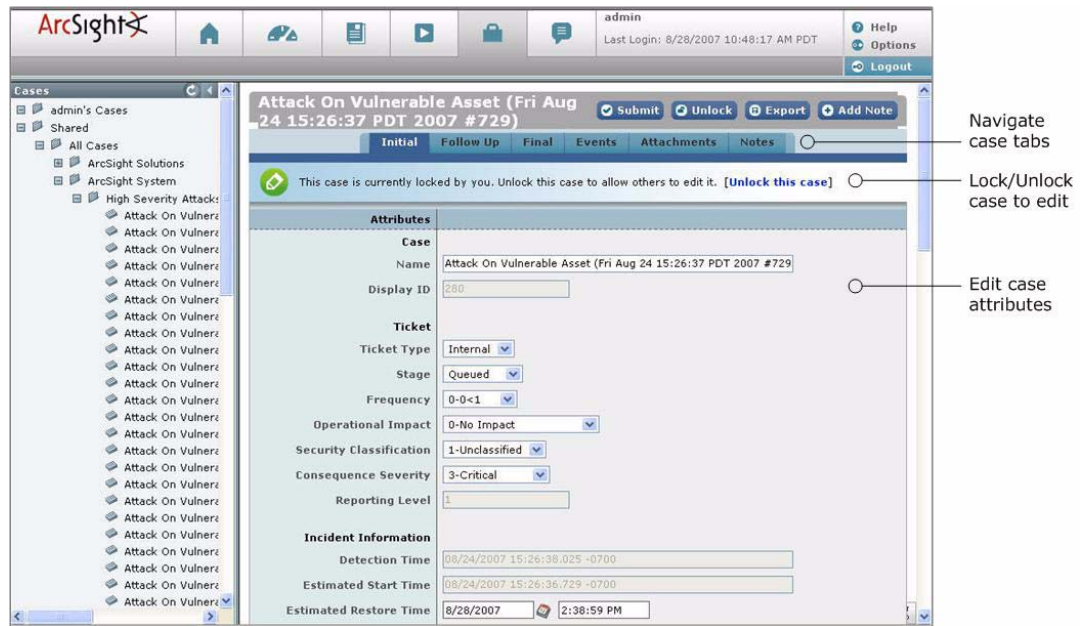


Figure B-2 ArcSight Web provides full access to ESM's case management functions.

ArcSight Web Notifications



Notifications are generated as an action from a rule that has been triggered by events that match certain conditions.

View and acknowledge notifications from the Notifications display. The Recent Notifications summary is sorted by the stage the event is in and by event priority.

Notifications

Recent Notifications

	Very High	High	Medium	Low	Unknown
Pending	0	0	0	0	0
Acknowledged	0	0	0	0	0
Resolved	0	0	0	0	0
Informative	0	0	0	0	0

Pending Notifications (More)

	Event Name	Group	Escalation Level	Creation Time
<input type="checkbox"/>	Warning - Insecure Configuration	SOC Operators	1	5/22/2005 8:30:29 AM PDT
<input type="checkbox"/>	Warning - Vulnerable Software	SOC Operators	1	5/22/2005 8:30:29 AM PDT
<input type="checkbox"/>	Warning - Vulnerable Software	SOC Operators	1	5/22/2005 8:30:19 AM PDT
<input type="checkbox"/>	Warning - Insecure Configuration	SOC Operators	1	5/22/2005 8:27:39 AM PDT
<input type="checkbox"/>	Warning - Insecure Configuration	SOC Operators	1	5/22/2005 8:27:19 AM PDT
<input type="checkbox"/>	Warning - Vulnerable Software	SOC Operators	1	5/22/2005 8:23:29 AM PDT
<input type="checkbox"/>	Warning - Insecure Configuration	SOC Operators	1	5/22/2005 8:22:29 AM PDT
<input type="checkbox"/>	Warning - Vulnerable Software	SOC Operators	1	5/22/2005 8:22:19 AM PDT
<input type="checkbox"/>	Warning - Insecure Configuration	SOC Operators	1	5/22/2005 8:22:19 AM PDT
<input type="checkbox"/>	Warning - Insecure Configuration	SOC Operators	1	5/22/2005 8:18:48 AM PDT

Acknowledge

ARC SIGHT POWERED

Select events to acknowledge

View a tally of notifications by priority

View all notifications

Figure B-3 The ArcSight Web notifications interface makes it easy to review and manage the notifications for your user login.

Index

A

Access Control Lists (ACLs) 133

ACLs

- ACL Editor 134
- Resource Access Controls 134
- User Access Controls 134

Active Channels 53

- Active Channel Views 165
- ArcSight Web 185
- Asset Channels 104
- Field Sets 56
- Filters in 36
- Live Channels 55
- Radar 187
- Resource Channels 56
- Rules Channel 45
- Rules Channels 55

Active Lists 40

Agent Severity
see Event Severity

Aggregation

- Rules 38
- SmartConnectors 23

AID

see ArcSight Interactive Discovery

Alternate Interface 94

Annotations 67

- Stages 68

Archive

- Events for Offline Storage 88

Archive Utility

see ArcSight Archive Utility

Archived Reports 79

ArcSight Archive Utility 129

ArcSight Console

see Console

ArcSight Interactive Discovery 8, 83

ArcSight Manager

see Manager

ArcSight Pattern Discovery 81

ArcSight Support 184

ArcSight Web 7, 181, 184

- Active Channel Header 186
- Active Channels 185
- Cases 190
- Dashboards
 - Dashboards 184
- Event Inspector 189
- Grid Controls 188
- Help 182
- Home Display 182

Knowledge Base 184

Log In 182

Notifications 191

Options 183

Reports 184

Start/Pause Controls 187

Users 181

Asset Categories 120

Assigned to Assets, Asset Ranges, and Asset Groups 122

Assigned to Zones 123

Create Your Own 123

Asset Channels 56, 104

Asset Ranges 105

Assets

- Asset Ranges 105
- Auto-Created Assets 103
- Event Schema 93
- Network Model 101

C

Cases 67

ArcSight Web 190

CCE 35

Channels

- Active Channels 53
- Live Channels 55
- Resource Channels 56
- Rules Channels 55

Common Conditions Editor 35

Console 149

Console Preference Settings 178

Help 152

Inspect/Edit Panel 170

Keyboard Shortcuts 152

Log In 150

Main Window 150

Menus 171

Messages Bar 178

Navigator Panel 154

Online Help

Package View 127

Viewer Panel 163

Correlation

Data Monitors 49

Filters 35

Overview 34

Rule Aggregation 38

Rules 37

Correlation Data Monitors 49

CounterACT

integration commands 145
Customers 108

D

Dashboards 57
 Dashboard Views 169
Data Fields
 see Event Data Fields
Data Monitors 47
 Correlation 49
 Event Graph 58
 Event-Based 47
 Non-Event Based 50
Data Sources
 ArcSight Supported 5
Database 7
 Archive 88
 Partitions 7, 85
Delta Reports 79
Device 93
 Device Chain 98
 Devices and Assets 92
 Devices and Connectors in a Network 95
Device Severity
 see Event Severity

E

Endpoint 93
Enterprise Security Management (ESM) 1
Escalation Levels 70
ESM 1
 Anatomy 3
 Console 7
 Database 7
 Manager 6
 Resources 11
 Roles xv
 Standard Content 135
 What is 1
Event
 Data Field Groups 90
 Data Fields 89
Event Categories 20
 Event Categorization Utility 21
Event Data
 Fields 89
 Normalize 18
Event Data Fields
 Groups 90
Event Graphs
 as a Monitoring Tool 59
 as an Investigation and Analysis Tool 60
 Data Monitors 58
Event Inspector
 ArcSight Web 189
Event Schema 89, 90
 Alternate Interface 94
 Annotations 67
 Assets 93
Event Severity 19
Event Types
 Aggregated Events 23
 ArcSight Status Monitor (ASM) Events 52

Audit Events 39
Base Events 19
Correlated events 40
Correlation events 40
Event Type Summary 51
External IDs 119

F

Field Sets 56
 Sortable 57
Files 129
Filters 35
 in Active Channels 36
 Named Conditions 35
 SmartConnector Filters 23
 Unnamed Conditions 35
Final Device
 see Device Chain
Find
 Help Search 153
 Resources 138
 Search Toolbar 178
FlexConnector 6
Focused Reports 79
Foundations 136

H

Help
 ArcSight Web 182
 Help Contents (TOC) 153
 How to Access and Navigate 152
 Reference Guide 153
 see Online Help

I

Inspect/Edit Panel 170
Integration Commands 145
Interactive Discovery

J

Job Scheduler 79

K

Knowledge Base 71
 ArcSight Web Knowledge Base 184

L

Lifecycle of an Event 15
 Phase 1 - Data Collection and Event Processing 17
 Phase 2 - Priority Evaluation and Network Model
 Lookup 27
 Phase 3 - Correlation Evaluation 33
 Phase 4 - Monitoring and Investigation 53
 Phase 5 - Workflow 65
 Phase 6 - Reporting and Incident Analysis 73
 Phase 7 - Database Partitions and Archiving 85
Live Channels 55
Locations 120
Log In
 to ArcSight Web 182

to ESM Console 150
 Logger 10

M

Manager 6
 Menus 171
 Edit Menu 172
 System 174
 Tools 174
 Window Menu 173
 Messages Bar 178
 Monitoring and Investigation
 Active Channels 53
 Dashboards 57
 Monitoring Views 164

N

Navigator Panel 154
 NCM 11
 NCM/TRM 10
 Network Configuration Manager
 see NCM/TRM
 Network Model 99
 Asset Categories 120
 Asset Channels 104
 Assets 101
 Customers 108
 How to populate 111
 Locations 120
 Network Modeling Summary 110
 Networks 107
 Vulnerabilities 117
 Wizard 115
 Zones 105
 Network Node 93
 Networks 107
 Normalization 18
 Normalized Events 19
 Notifications 69
 ArcSight Web 191
 Notification Acknowledgements 71
 Notification Destinations 71
 Notification Groups 70

O

Online Help
 see Help
 Original Agent
 see Device Chain

P

Packages 126
 Console Package View 127
 Package States (Imported and Installed) 127
 Partitions 85
 Partition and Archive Architecture 86
 Pattern Discovery 9, 81
 Snapshots and Patterns 81
 Priority Formula 28

Q

Queries 74
 Query Viewers 62

R

Radar 187
 Real-Time Rules 45
 Reference Pages 72
 for Vulnerabilities 119
 Reports 73, 78
 Archived Reports 79
 ArcSight Web 184
 Delta Reports 79
 Focused Reports 79
 Job Scheduler 79
 Queries 74
 Templates 77
 Trends 75
 Resource Channels 56
 Resource Graphs 129
 Verify the Network Model 114
 Resource Tree 161
 Resources 125
 Files 129
 Find 138
 in Console 155
 Packages 126
 Resource Access Controls 134
 Resource Graphs 129
 Resource Tree 161
 Resource Views 169
 Scheduling 79
 Shared Resources 138
 Roles xv
 Rule Actions and Thresholds 39
 Rules 37
 Actions and Thresholds 39
 Aggregation 38
 Correlation Events 40
 Deploying Rules in Real-Time Rules 45
 How Rules are Evaluated 38
 How Rules Use Active Lists 40
 How Rules Use Session Lists 44
 How Rules Use Variables 44
 How Rules Work 37
 Join Rules 38
 Simple Rules 37
 Testing Rules in a Rules Channel 45
 Rules Channels 45, 55

S

Scheduled Jobs Manager 80
 Scheduling Resources 79
 Search
 Help 153
 Resources 138
 see also Find Resources
 Toolbar 178
 Sensor 93
 Session Lists 44
 SmartConnectors 4
 Aggregate Events 23
 Apply Event Categories 20

- Configuration 25
- Execute Commands 24
- Filter and Aggregate Events 23
- Filter Events 23
- FlexConnector 6
- Look up Customer and Zone in Network Model 23
- SmartStorage Partitions 7, 85
- Sortable Field Sets 57
- Source/Destination, Attacker/Target
 - A Trojan Attack 96
 - An External Attack 96
- Stages 68
- Standard Content 135
 - Foundations 136
 - Standard Resource Groups 162
- Start ESM Console
 - from a Command Prompt 149
 - from a Windows Desktop Icon 149
 - from the Windows Start Menu 149
- Support
 - see ArcSight Support
- Supported Data Sources 5
- System Content 137

T

- Templates 77
- Threat Level Formula
 - see Priority Formula
- Threat Response Manager
 - see NCM/TRM
- Toolbars
 - Active Channel Controls Toolbar 176
 - Edit Toolbar 175
 - File Toolbar 175
 - Search Toolbar 178
 - System Toolbar 177
 - Toolbar Buttons 175
 - Tools Toolbar 177
 - Views and Slideshow Toolbar 177
 - Window Layouts Toolbar 176
- Tools 174

- Trends 75
 - Queries 74
- TRM 11
 - integration commands 145

U

- Uniform Resource Identifiers (URIs) 130
- Use Cases
 - see Standard Content Foundations
- User Groups 69
- User Interfaces 7
- User Paths Through ESM xix
- Users 69
 - User Access Controls 134

V

- Variables 44
- Velocity Templates 134
- Viewer Panel 163
 - Resource Views 169
 - Results View 170
- Vulnerabilities 117
 - and event priority 119
 - Scans 117

W

- Window Menu 173
- Workflow
 - Annotations 67
 - Knowledge Base 71
 - Notifications 69
 - Reference Pages 72
 - Stages 68
 - Users and user groups 69

Z

- Zones 105
 - Dynamic and Static 106