Scope Certified Application Installation And Configuration Guide

Vectra Detect ServiceNow ITSM Integration (1.1.0)

Contents

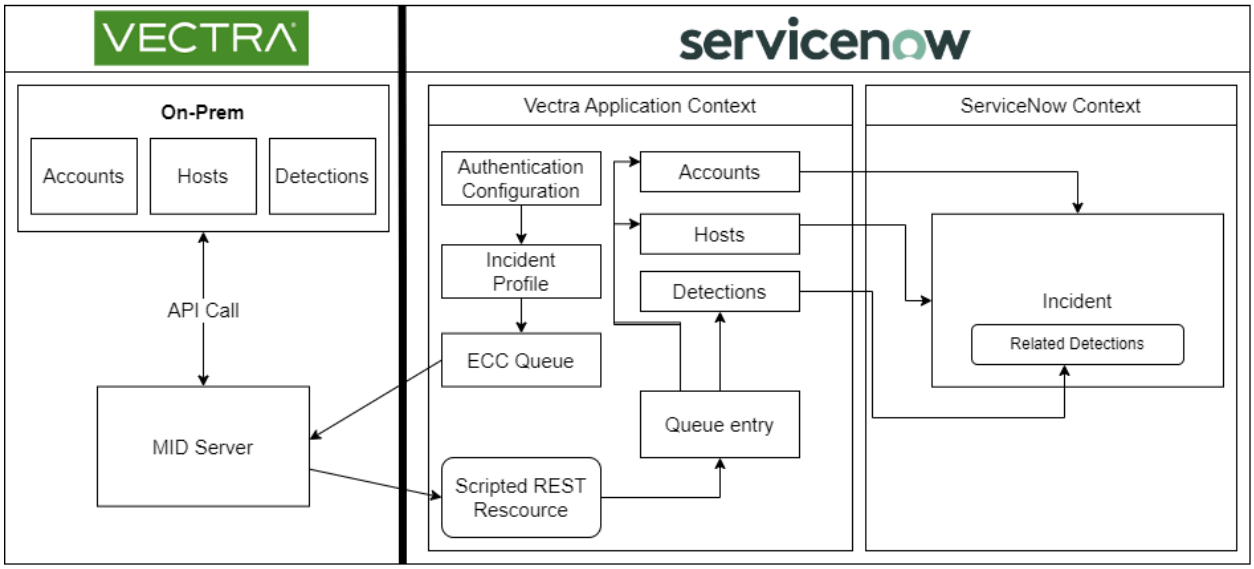
1. Overview

The Vectra threat detection and response platform captures packets and logs across your public cloud, SaaS, federated identity, and data center networks. It applies patented security-led AI to the surface, prioritizes threats, and integrates into your security stack for rapid response.

1.1. Vectra ServiceNow Application

Vectra Detect for ITSM application fetches all active Accounts, Hosts, and Detections from the Vectra Detect and ingests data into the ServiceNow. It provides the capability of creating "Incidents" based on the defined condition/criteria. It also provides support to perform manual actions on fetched accounts, hosts, and detections.

System Architecture



1.2. Application features

The main features of the integration include:

1. Ability to fetch all the active accounts and/or hosts from the Vectra Detect.
2. Ability to fetch detections associated with accounts and/or hosts.
3. Ability to configure Incident creation criteria and create Incidents based on the same.
4. Ability to assign incidents to a specific user.
5. Ability to map account/host fields with Servicenow Incident fields.
6. Ability to add/remove a tag to a host, account, or detection in Vectra Detect.

7. Ability to add a note to a host, account, or detection in Vectra Detect.
8. Ability to download a PCAP attached to a detection.
9. Ability to mark the detection/s as fixed from ServiceNow.

1.3. Compatibility Matrix

ServiceNow Version: Utah, Vancouver and Washington DC

Vectra API Version: 2.2

2. Vectra Detect for ITSM

2.1. MID Server Installation

This section describes how to setup the MID Server. Below is the ServiceNow official document for setup the MID Server: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/mid-server/concept/mid-server-installation.html

2.2. Installation

This section describes how to download and install the Vectra Detect for ITSM application from the store.

2.3. Pre-requisites

2.3.1. Permissions and Roles

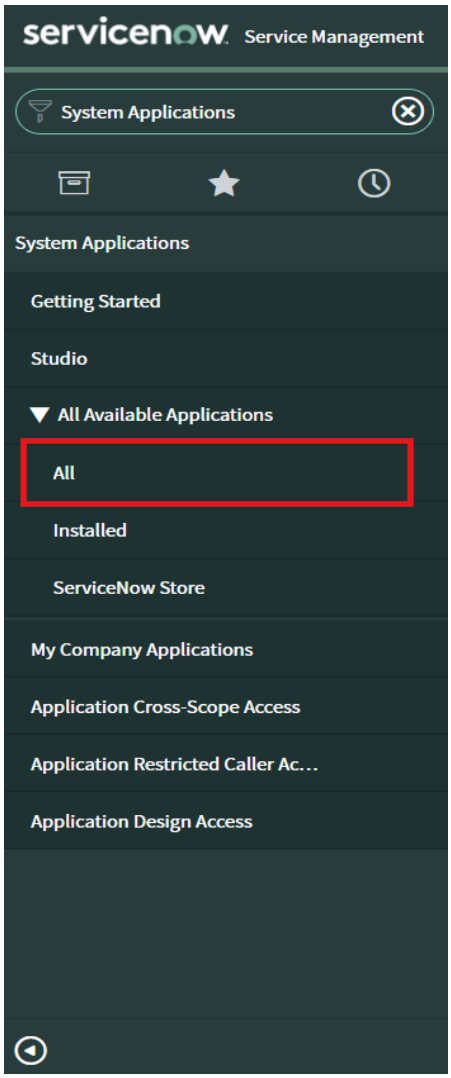
These are the ServiceNow roles and the permissions that are needed to install the application.

Role	Permissions
System Administrator (admin)	• Application Log
Vectra ITSM admin (x_cdsp_vectra_itsm.Vectra_admin,itil_admin, itil,export_set_scheduler)	• Authentication Configuration • Incident Profile Configuration • IncidentAssignee • Manual Action • Process Monitor
Vectra ITSM user (x_cdsp_vectra_itsm.Vectra_user,itil,export_set_sc	• View and manage Vectra Accounts, Hosts, Detections, and Incidents

heduler)	• Manual actions
mid_server	• Data Collection • File Attachment

2.3.2. Application Download and Installation

- Login to the instance on which you want to install the application.
- Navigate to “System Applications” -> “All Available applications” -> “All”.

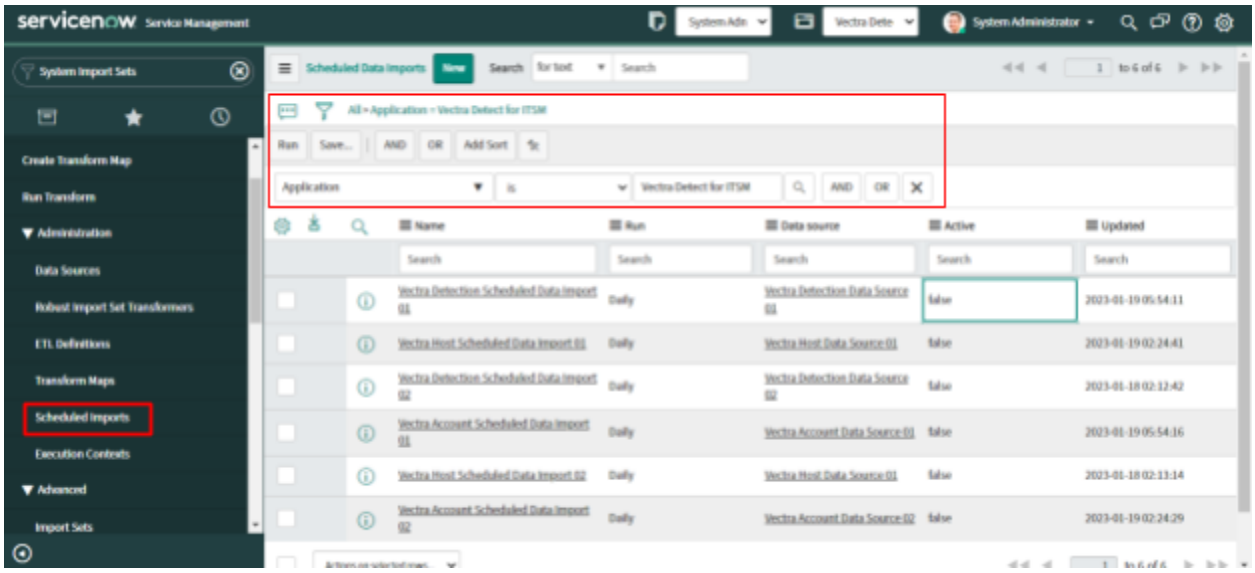


- Mark Check the “Not Installed” checkbox. A list of applications available for installation is displayed.

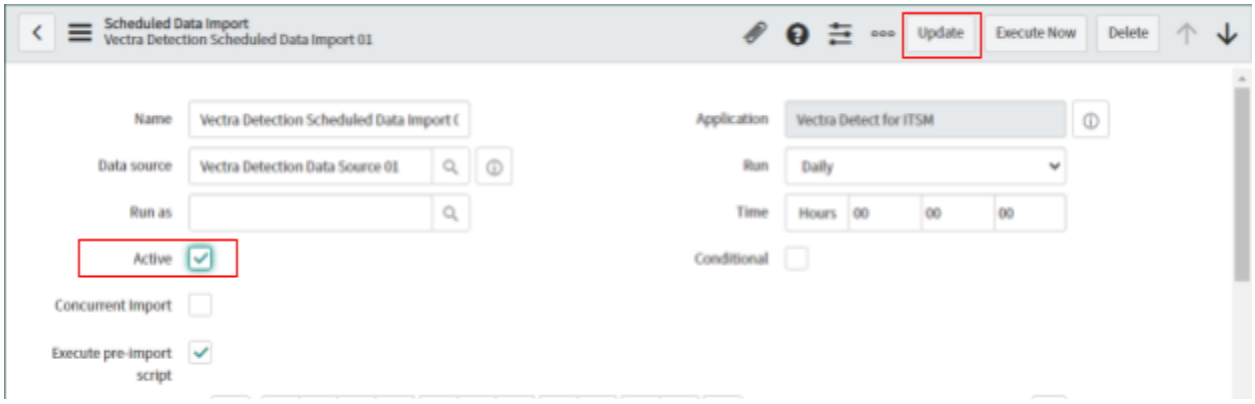
- Locate the Vectra Detect for ITSM application, select it, and click “Install”.
- The application will be installed into your instance.

2.3.3. Activate Scheduled Data Import

1. Log in to the instance on which you have installed the application.
2. Navigate to “System Applications” -> “System Import Sets” -> “Administration” -> ”Scheduled Imports”.
3. Filter the Scheduled Data Imports by Application “Vectra Detect for ITSM”.



4. Activate all Records by Marking “Active” as true and clicking on “Update”.



Note: Data ingestion will not start unless Scheduled Data Imports are Inactive.

2.4. Configuration

This section describes how to configure ServiceNow and Vectra to use the application.

2.4.1. Create Users

The ServiceNow admin creates the various Vectra users.

Username (for example)	Role to be assigned
Vectra ITSM admin	• x_cdsp_vectra_itsm.Vectra_admin • Itil_admin • Itil • export_set_scheduler
Vectra ITSM user	• x_cdsp_vectra_itsm.Vectra_user • Itil • export_set_scheduler
MID Server user	• x_cdsp_vectra_itsm.Vectra_admin • mid_server

Note: MID Server user should have x_cdsp_vectra_itsm.Vectra_admin role for Vectra Detect for ITSM data ingestion.

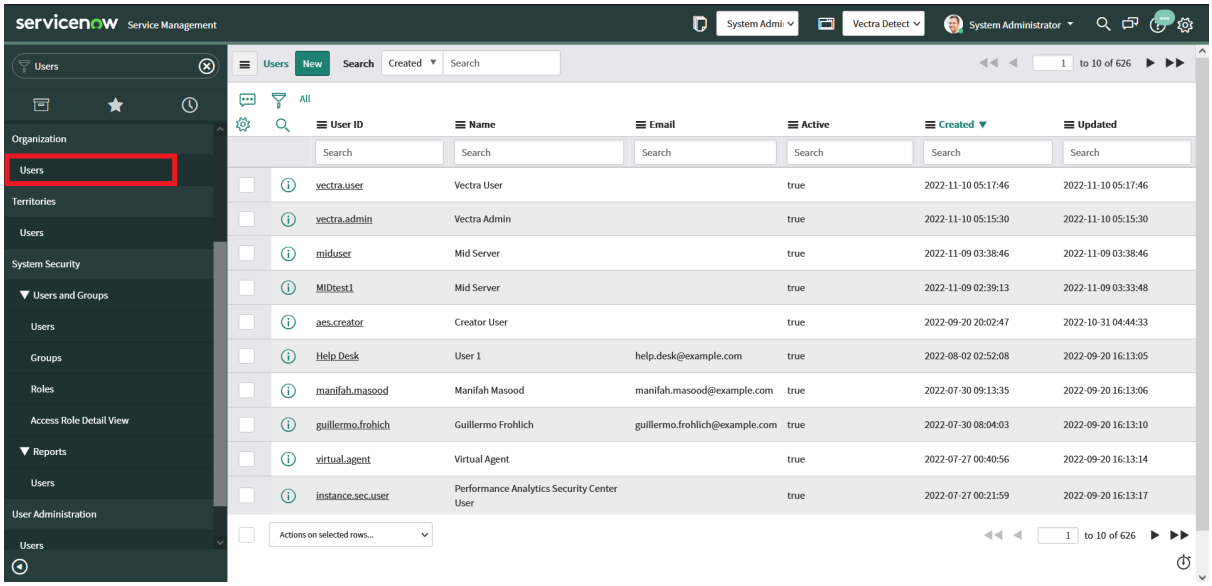
Below is an example showing how to create a Vectra user and assign a role to it.

Role Required: System Administrator (admin)

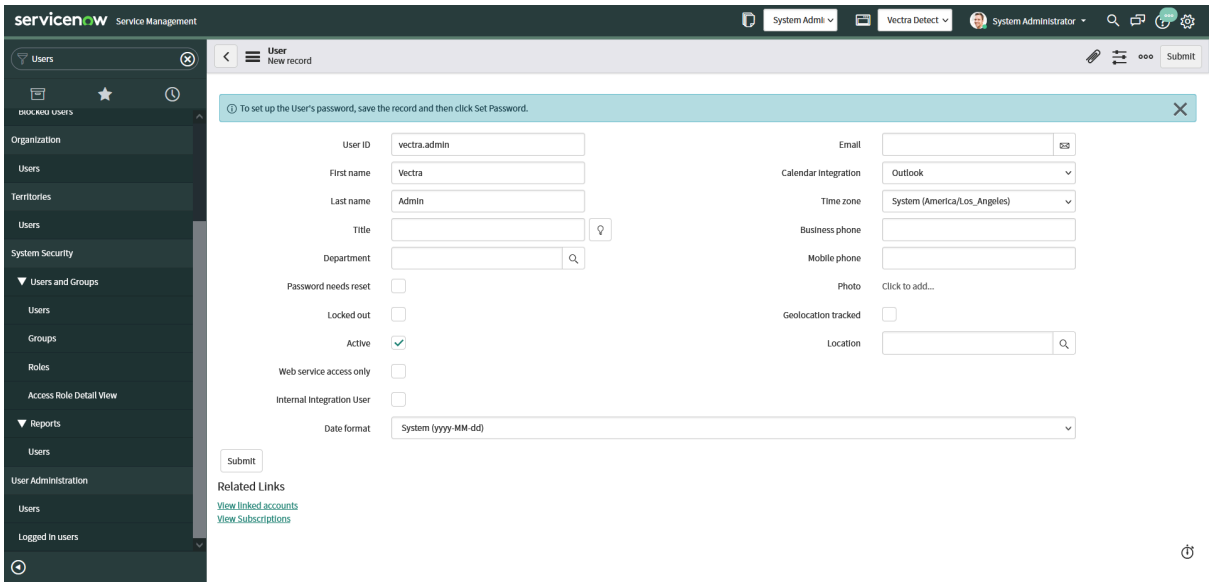
Procedure:

1 Navigate to “Organization” -> “Users”.

2 Click the “Users” module.



3 On the Users list, click “New”. A new user form is displayed.



4 Fill in the form.

Note: The values for the user ID, title, and email address shown in the following table and figure are example values.

Field	Description
User ID	Unique User ID for the role in your ServiceNow Platform instance. An example is Vectra_itsm_admin.

First Name	First Name of the user you are assigning
Last Name	Last Name of the user you are assigning
Title	Job Title, for example, Vectra Admin
Password	Unique password created for this role
Email	Unique email address

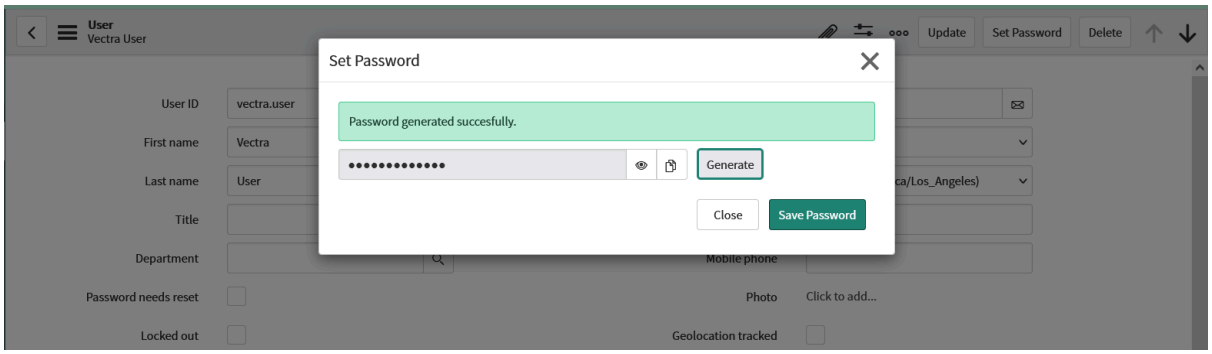
Note: From San Diego and later versions of ServiceNow password creation is changed.

5 Click on "Submit" Once submitted, you can assign the role.

6 On the Users list, in the User ID column, click on the name of the new user you created, Vectra_itsm_admin, for example.

7 Once the record is open, the Set password UI is visible in the form view of the record.

8 Click on the Set Password UI action.



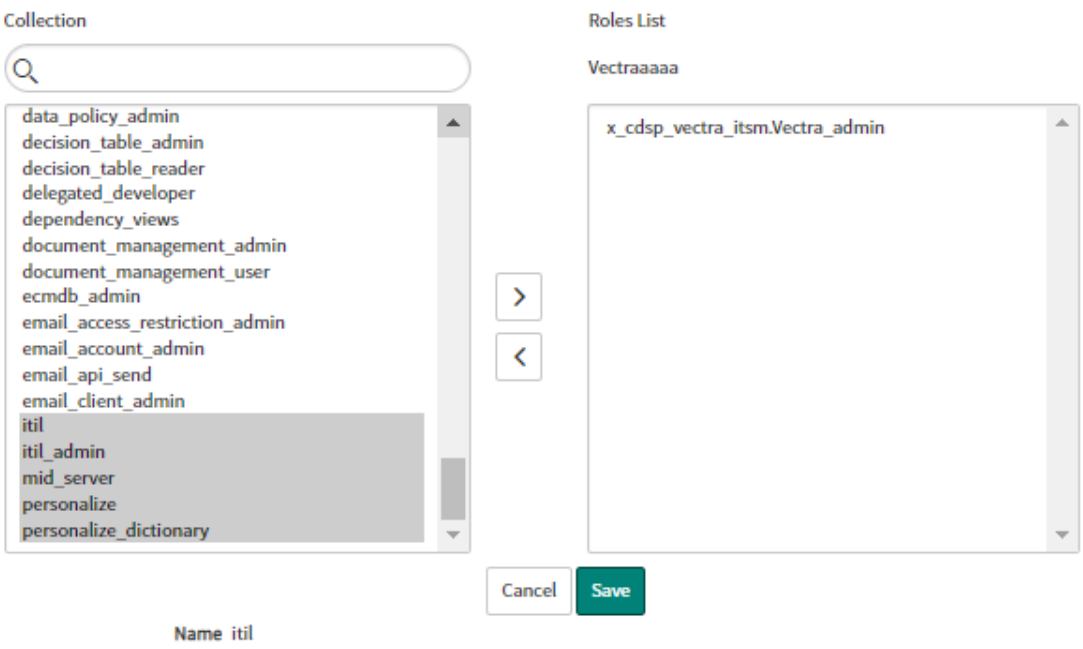
9 One pop-up will be displayed by clicking on "Generate." This will generate a unique password for the newly created user that needs to be changed on the first log-in.

10 Copy the generated password and close the popup.

11 Once the record is open, go to the Roles section, and click "Edit."

12 On the Edit Members form, enter required role in the Collection field.

13 In the Collection column, select and move required roles to the Roles List.



14 Click “Save”.

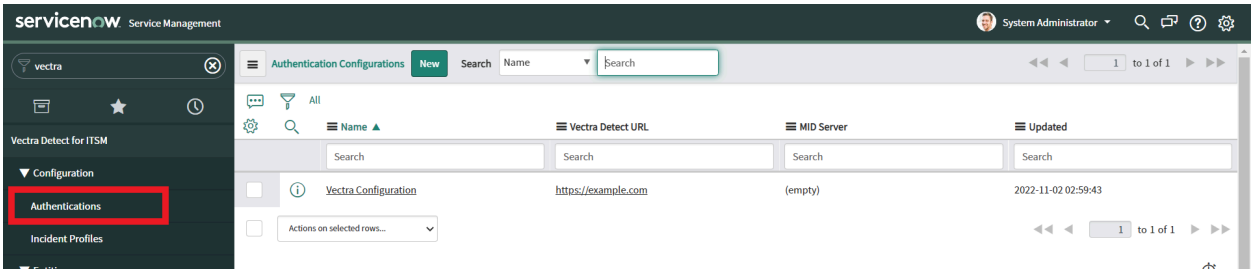
2.4.2. Authentication Configuration

This section describes how to configure authentication, which is used to populate ServiceNow with incidents from Vectra and perform manual actions.

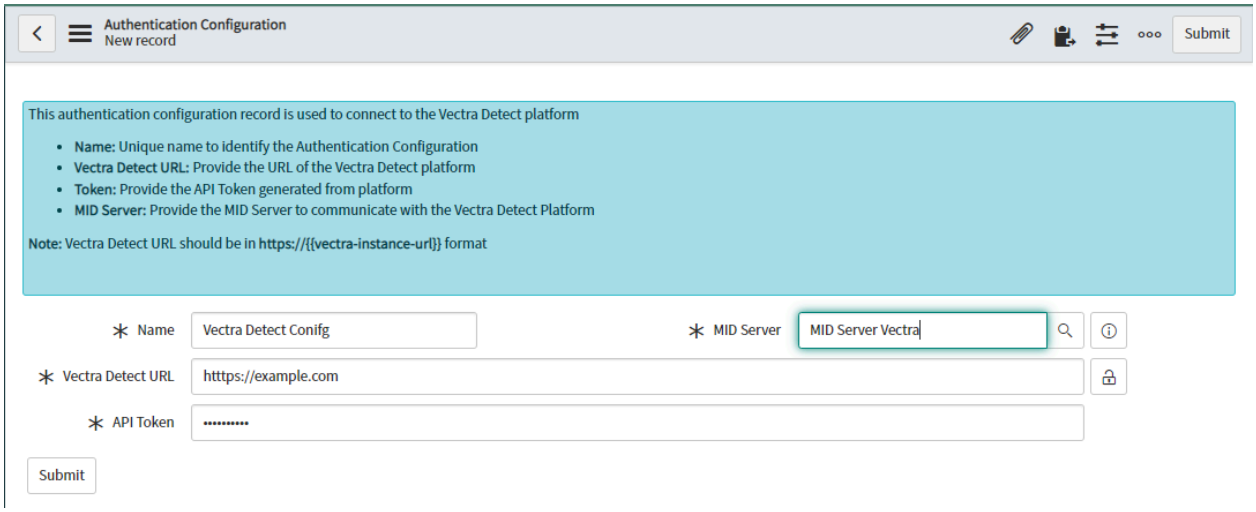
Role Required: x_cdsp_vectra_itsm.Vectra_admin

Procedure:

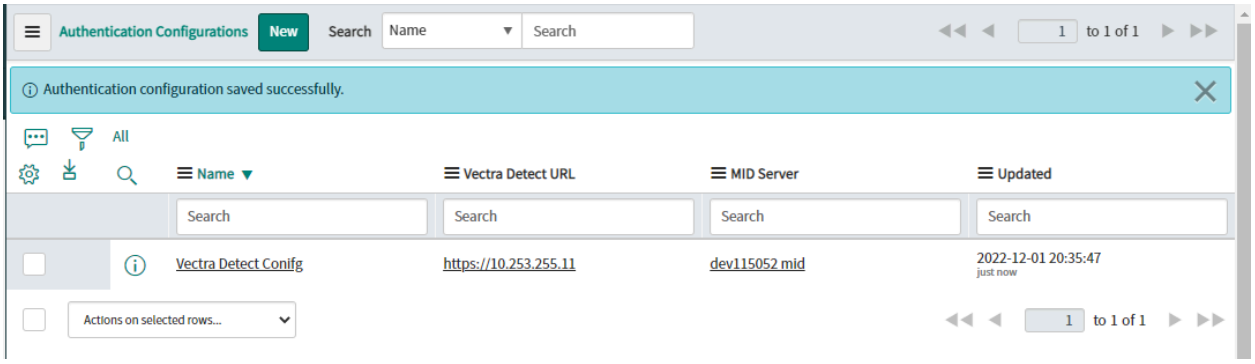
1. log in to the ServiceNow instance.
2. Navigate to “Vectra Detect for ITSM” -> “Configuration”.
3. Click on “Authentications”.



4. Enter the Name, Vectra Detect URL, API Token and Select the MID Server for communication with the Vectra Detect.



5. Click on “Submit” to authenticate.
6. On success “Authentication configuration saved successfully” message is shown.



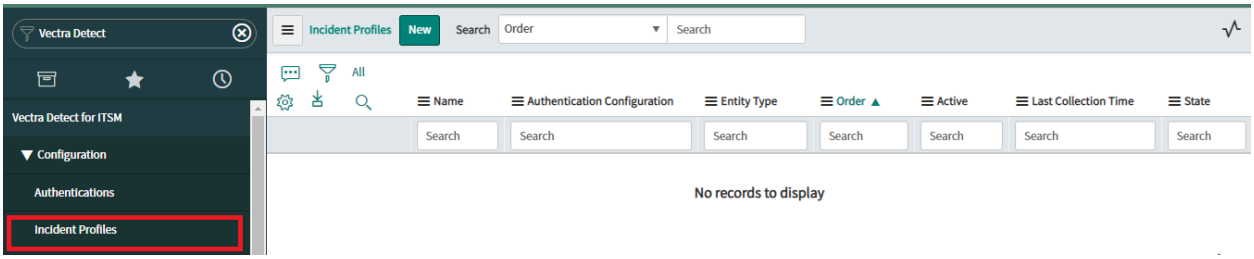
2.4.3. Incident Profile

This section describes how to configure the Incident profile for receiving the Accounts, Hosts, and Detections for the “Vectra Detect for ITSM” application, which is used to populate ServiceNow with incidents.

Role Required: x_cdsp_vectra_itsm.Vectra_admin, itil

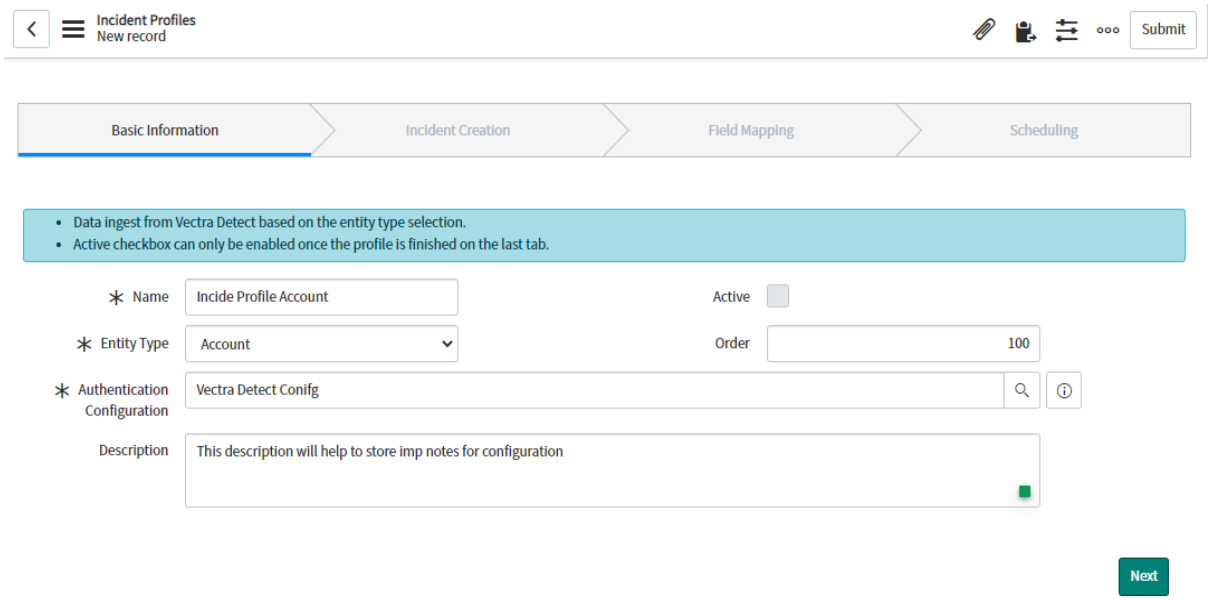
Procedure:

1. Login to the ServiceNow instance.
2. Navigate to “Vectra Detect for ITSM” -> “Configuration”
3. Click on “Incident Profiles”



4. Click on New. It will open a new Incident profile view.
5. In the “Basic Information” section Select Authentication Configuration and Entity Type record for which data needs to be collected and enter Name, Order, and Description. Then click on “Next”.

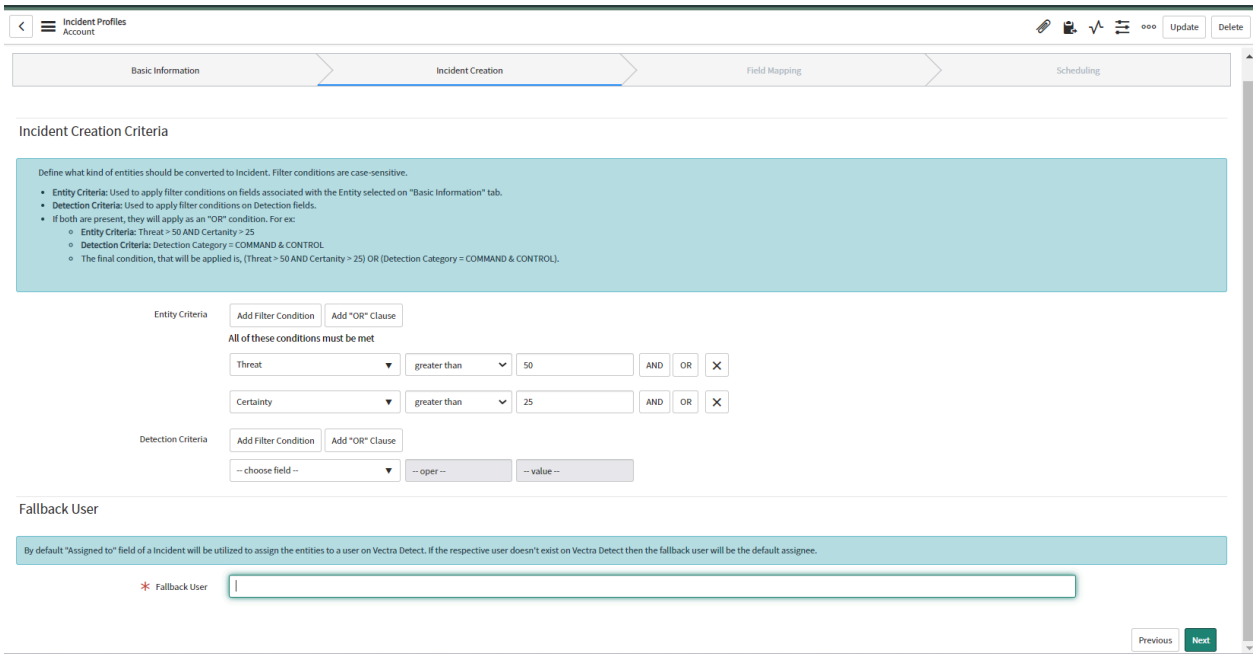
Note: The below shown active field will be read-only unless all the tabs for the Incident profile are configured and data ingestion will not start unless the profile is active.



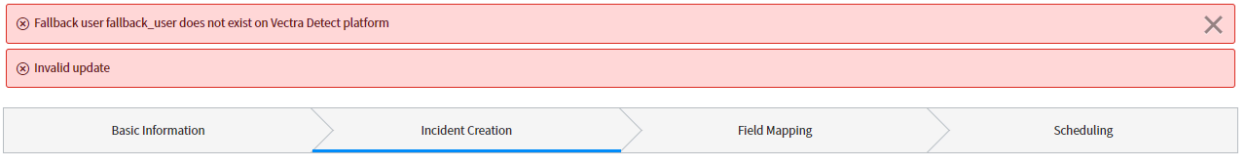
6. In the “Incident Creation” section users can provide IncidentCreation Criteria and Fallback User.
   6.1. Incidents will be created as per the conditions specified in the Creation Criteria.
   6.2. There will be two criteria: Incident Creation Criteria and Detection Criteria. The incident will be created if even one of the requirements is met.
   6.3. “Incident Creation Criteria” will be applied on the Account/Host and incident will be created for those Account/Host who satisfy the criteria.
   6.4. “Detection Criteria” will be applied on detection, and if they match, an incident for the Account/Host associated with the detection will be created.

6.5. If both criteria are empty then incidents will be created for all the entities (Account/Host) fetched.

6.6. An entity will be allocated to a Fallback user on Vectra Detect in the scenario that the Incident created for an unassigned entity is assigned to a user in ServiceNow who is unavailable on Vectra Detect.



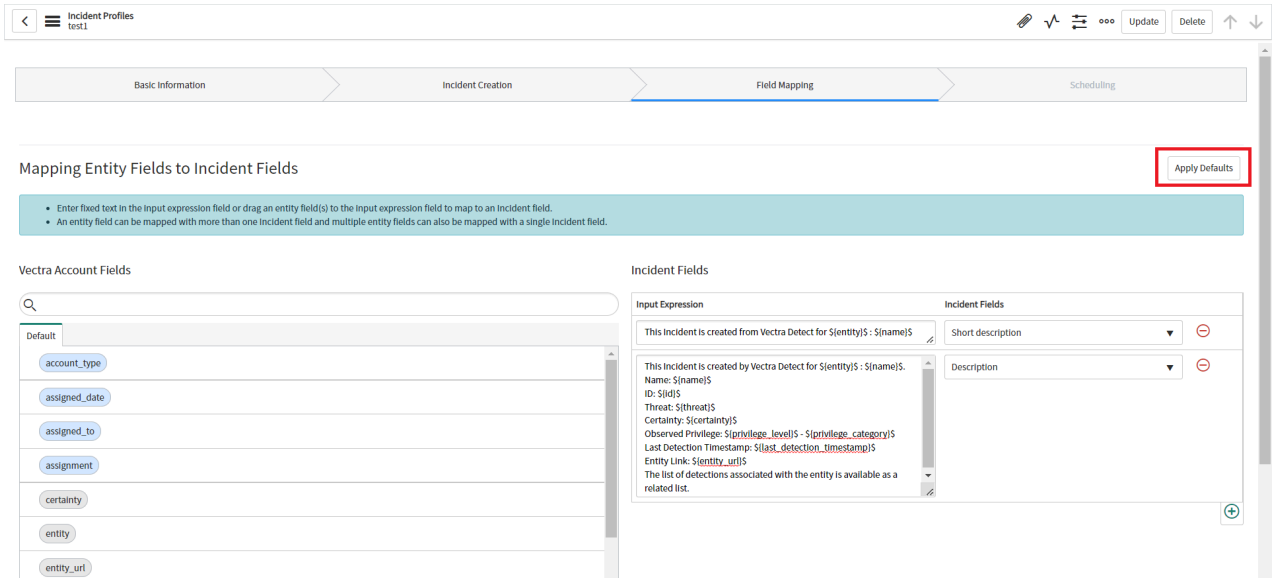
Note: If a user enters a username that does not exist on the Vectra Detect, an error message will be shown at the top of the Incident profile.



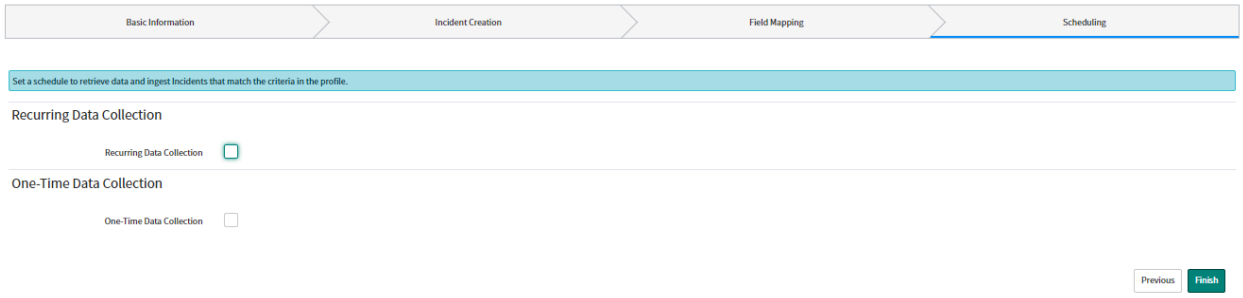
7. After Configuring the Incident Creation Tab user can navigate to Field Mapping by clicking on the ‘Next” button.

7.1. In the “Field Mapping” section, users can map the Vectra entity(Account/Host) fields to the Incidents fields.

7.2. Users can reapply for the default mapping by clicking on the “Apply Defaults” button.



7.3. After applying mapping fields the user can click on “Next” to go to “Scheduling” for configuring.



8. In the “Scheduling” tab user has to configure data ingestion for Recurring Data Collection and One Time Data Collection.

   8.1. One-Time Data Collection: The user can fetch the historical data for the selected entity using One-Time Data Collection.

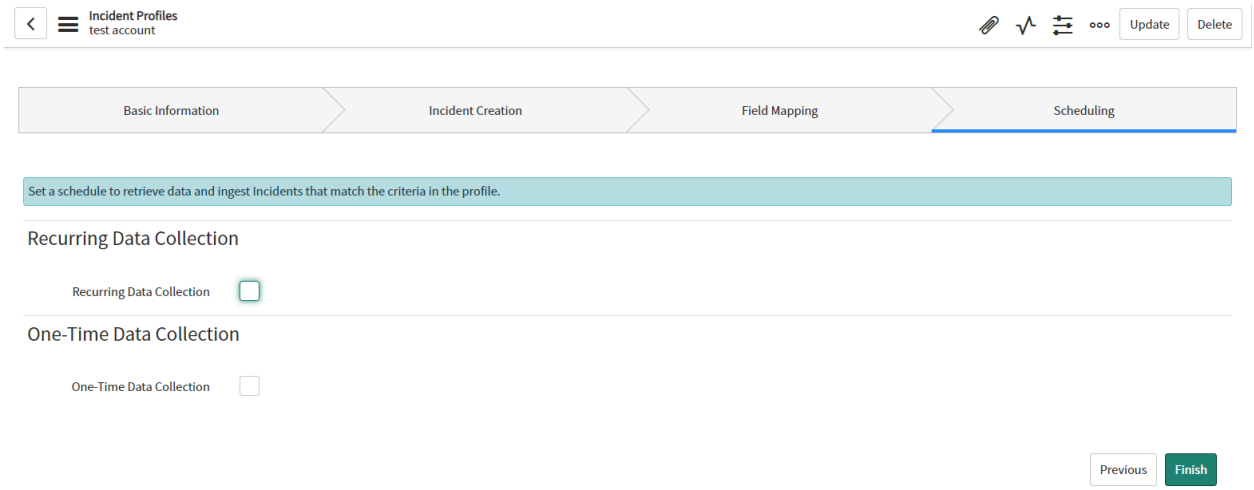
   8.2. Recurring Data Collection: The user can start recurring data collection by enabling the Recurring Data Collection. The user can specify the interval time (more than 18 sec) to run the recurring data collection.

   Note: The time interval should be greater than 18 seconds. Recurring start time will control when to begin this ingestion; if left empty, data ingestion will begin as soon as you click on update and your profile is in the active state.

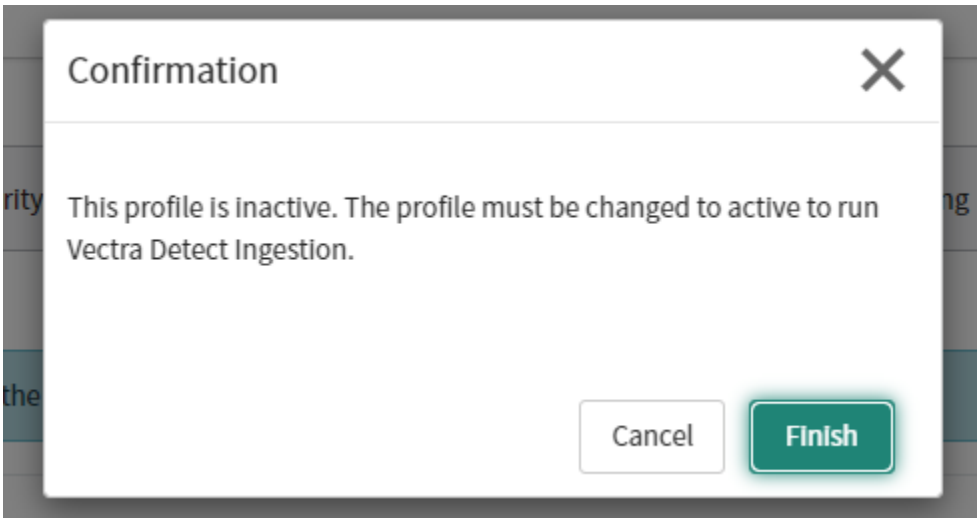
   8.3. First Collection Time: Date/Time of first data collection.

   8.4. Last Collection Time: Date/Time of the last collection was completed.

   8.5. Next Collection Time: Date/Time of the next collection will start.



9. On clicking on the finish button the user will be prompted with the message that notifies the user that the profile is inactive and that for data collection the user needs to activate the Incident profile.



10. The user needs to revisit the same Incident profile and mark the active checkbox as true under the basic information tab to start the data ingestion.

Note:

- It is recommended not to change any Incident profile configuration when the state of the profile is “Running”.
- Marking the field as inactive and then marking it again active for recurring data will lead to data loss.
- Changing the time field with improper date time will lead to data loss.

2.5. Entities

This section populates the records of different entities (Account/Host/Detections) with Incidents (Account/Host) and also provides a detailed view of the selected entity record that is fetched through data collection.

Prerequisite: Authentication configuration. (See Authentication Configuration).

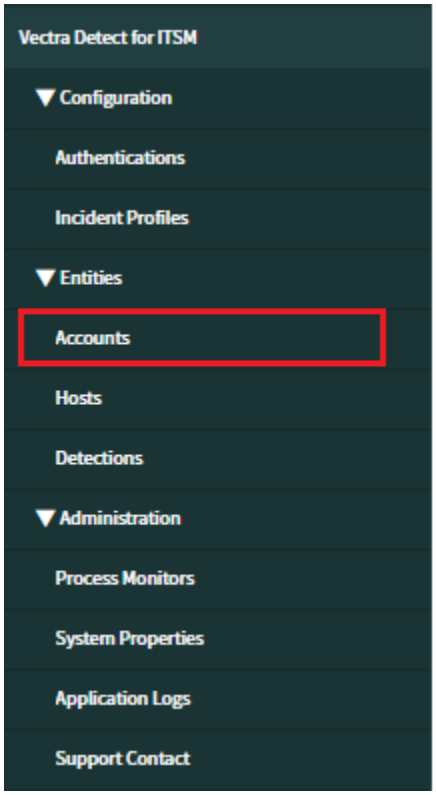
2.5.1. Accounts

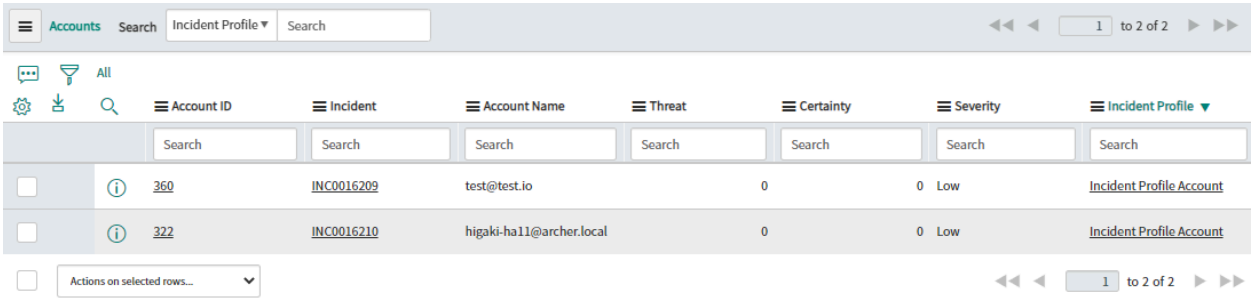
Users can view accounts that have been fetched from Vectra Detect in the "Account" section. A list of accounts and their details is available to users. Users can also create an Incident From a specific account.

Role Required: x_cdsp_vectra_itsm.Vectra_admin, x_cdsp_vectra_itsm.Vectra_user

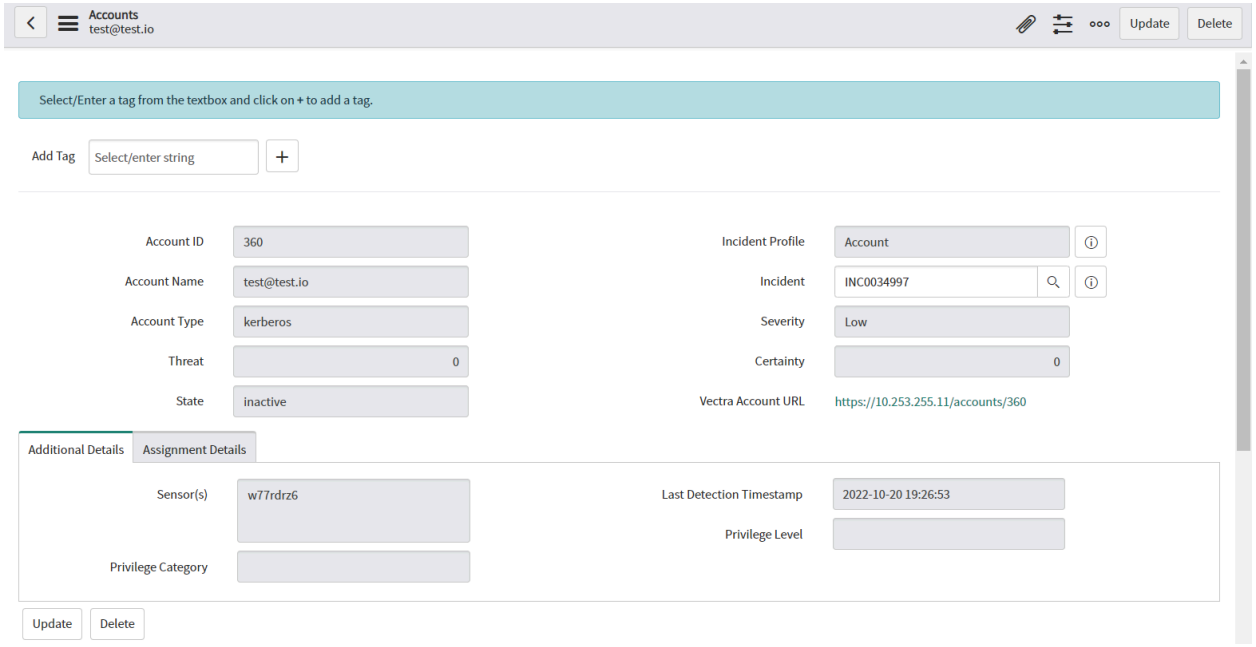
Procedure:

1. Login to the ServiceNow instance.
2. Navigate “Vectra detect for ITSM” -> “Entities” -> “Accounts”.

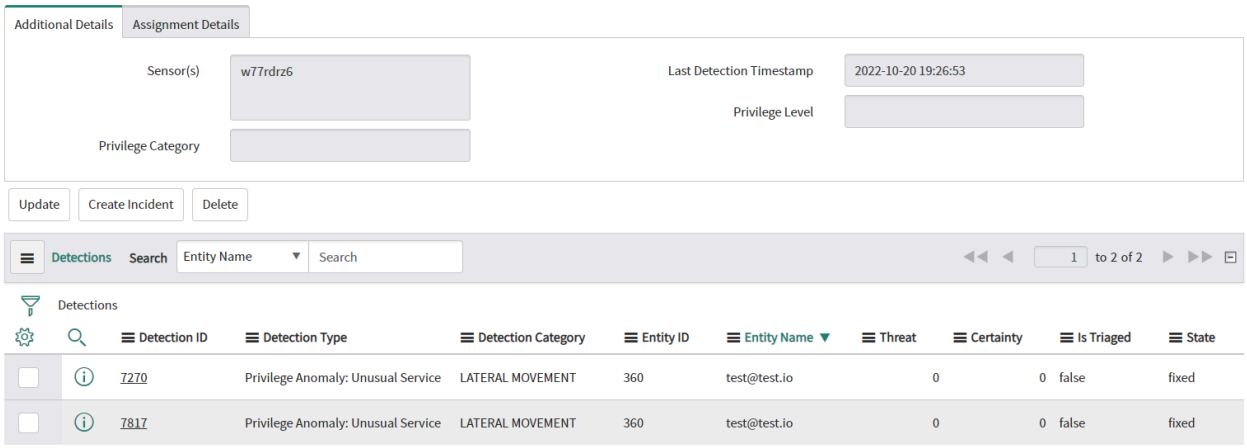




3. Click on any Account record that you want to open.
4. Users can view account details. The user can see all the tags at the top of the form, and all fields aside from the "IncidentField" will be read-only.



5. Reference link for the associated Incident is available if the selected record satisfies the condition of automatic Incident creation criteria.
6. The user will be able to add/remove the tags and these tags will be synced back to Vectra Detect.
7. Detections related to the account will be listed at the bottom of the form.



8. A user may create an Incident for a given account if the Incident associated with it is either closed or blank by clicking on “Create Incident”.
9. When an Incident is created, a message with the phrase "Incident <INCIDENT-NUMBER> created successfully" is displayed to the user.

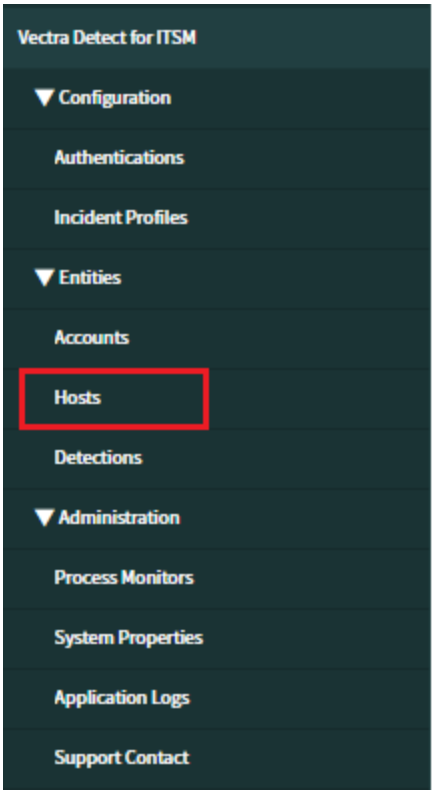
2.5.2. Hosts

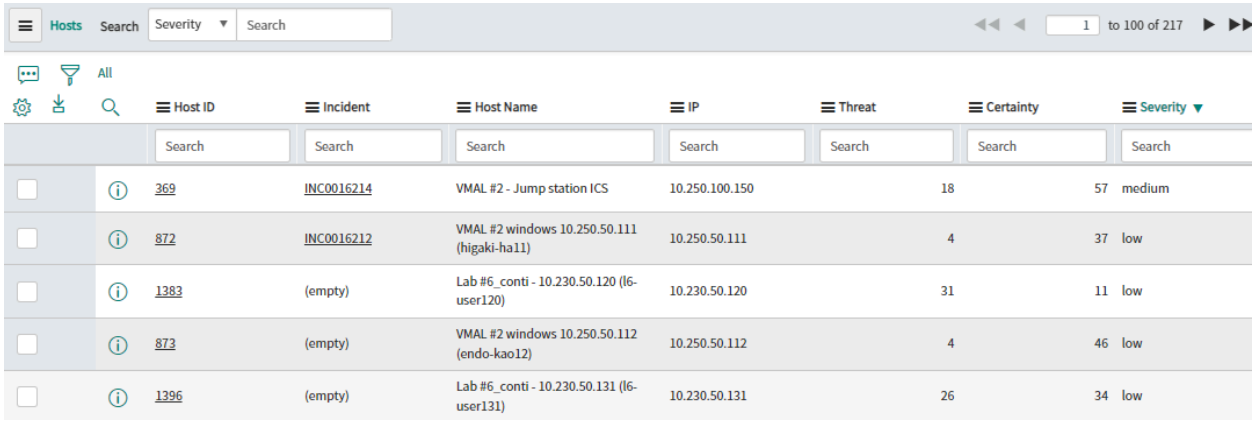
The "Host" section of the user interface lets users view hosts that have been fetched from the Vectra Detect. Users can view a list of hosts. Users can also create an Incident for a specific host.

Role Required: x_cdsp_vectra_itsm.Vectra_admin, x_cdsp_vectra_itsm.Vectra_user

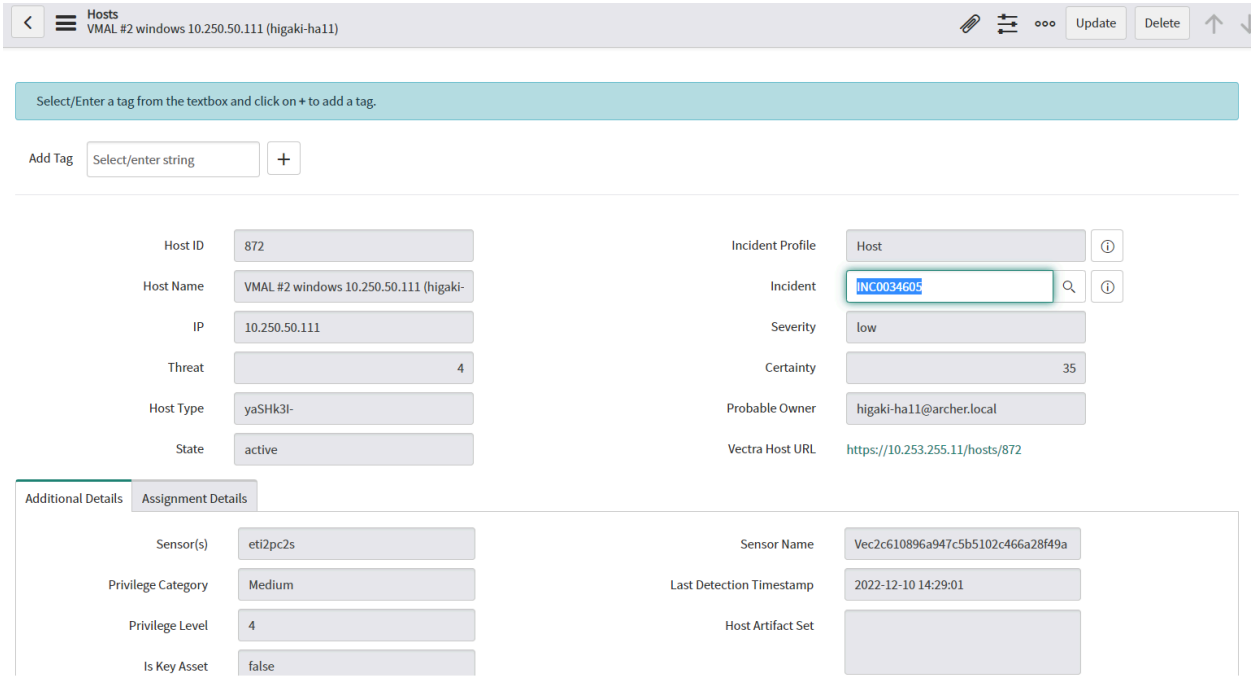
Procedure:

1. Login to the ServiceNow instance.
2. Navigate to “Vectra detect for ITSM” -> “Entities” -> “Hosts”

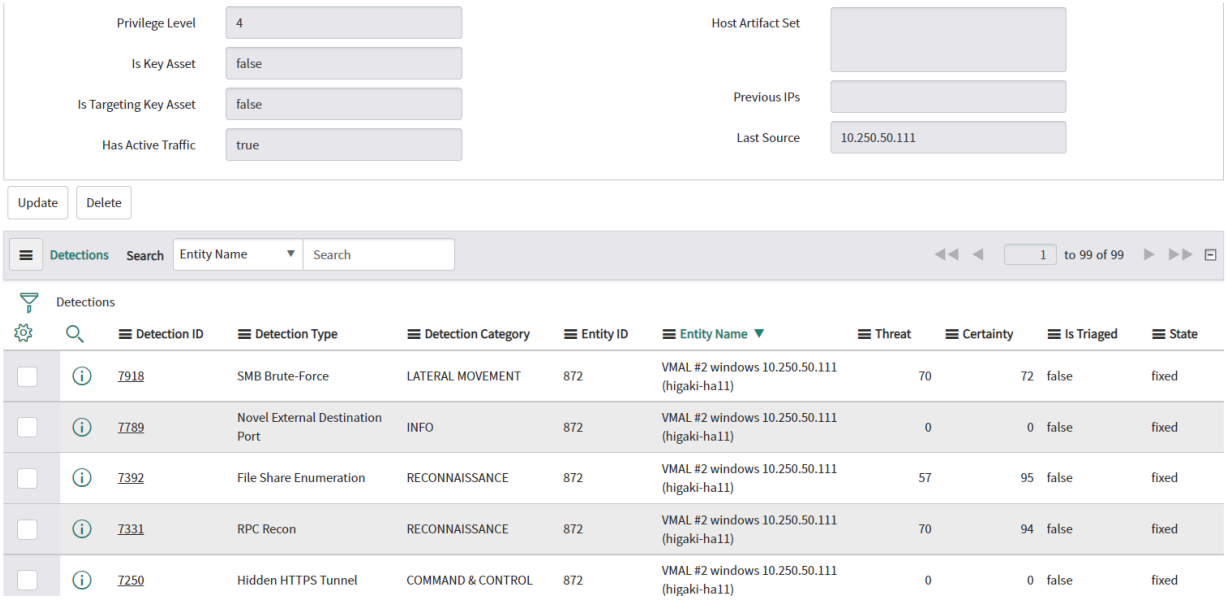




3. Click on any Host record that you want to open.
4. Reference link for the associated Incident is available if the selected record satisfies the condition of automatic Incident creation criteria.
5. By clicking the host id, you can open any Host. Users can view host details. The user can see all the tags at the top of the form, and all fields aside from the "Incident Field" will be read-only.



6. The user will be able to add/remove the tags and these tags will be synced back to Vectra Detect.
7. Related list of associated detections will be populated at the bottom of the form view.



8. A user may create an Incident for a given host if the Incident associated with it is either closed or blank by clicking on “Create Incident”.
9. When an Incident is created, a message with the phrase "Incident <INCIDENT-NUMBER> created successfully" is displayed to the user.

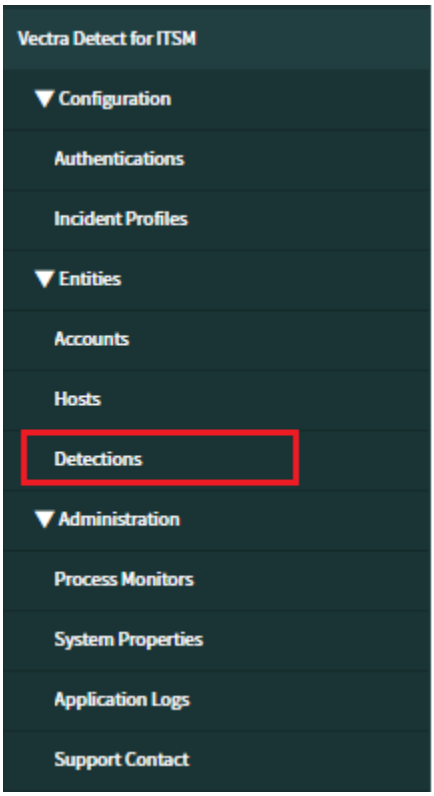
2.5.3. Detections

The "Detections" section of the user interface lets users view active detections that have been fetched from the Vectra Detect. Users can view a list of detections. The user can download a PCAP file by clicking on the “Download PCAP” button. Add and remove tags. Users can also add notes that will be reflected back to the Vectra Detect.

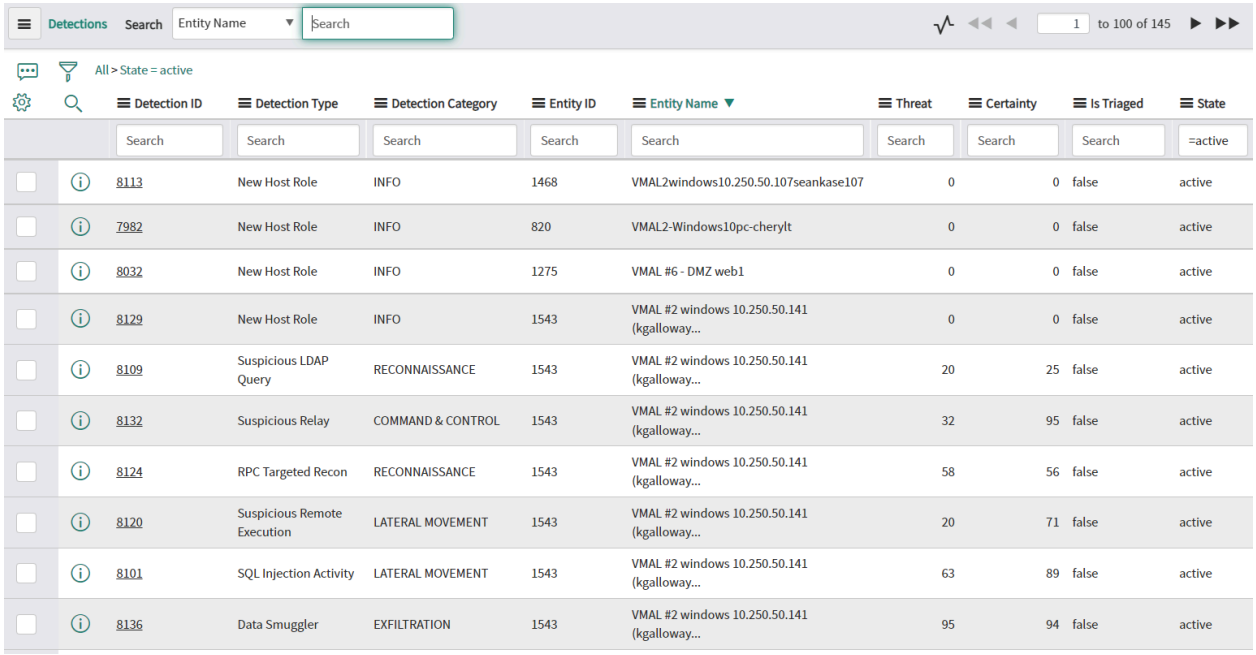
Role Required: x_cdsp_vectra_itsm.Vectra_admin, x_cdsp_vectra_itsm.Vectra_user

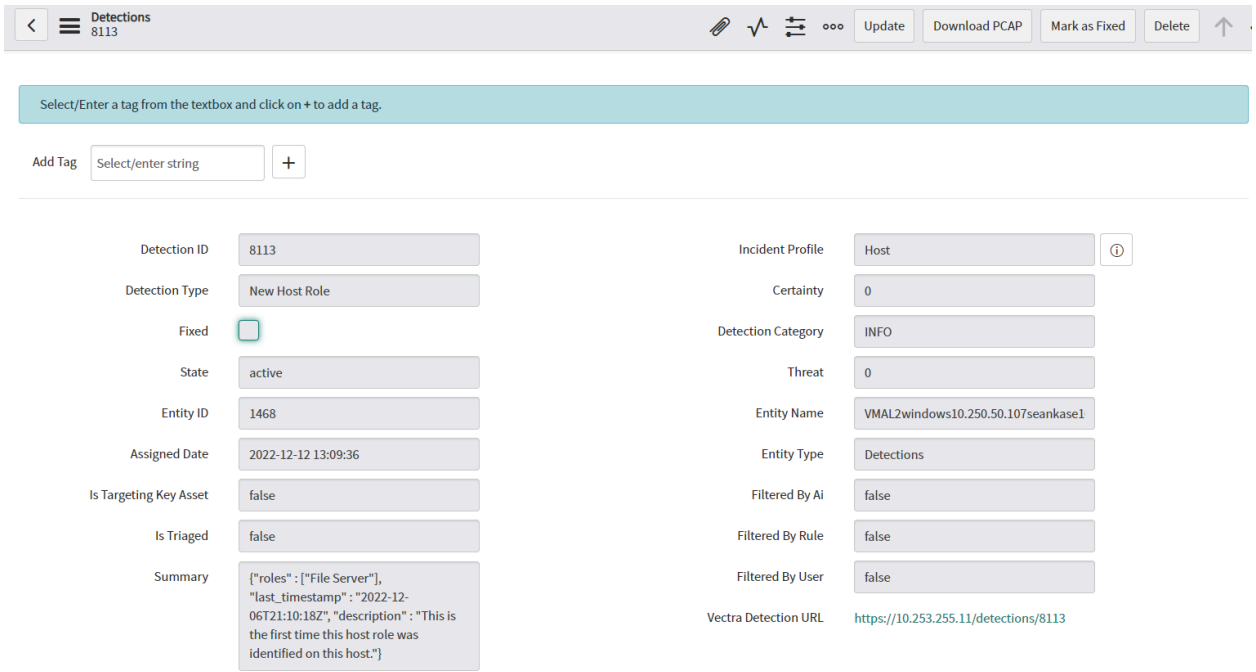
Procedure:

1. Login to the ServiceNow instance.
2. Navigate to “Vectra detect for ITSM” -> “Entities” -> “Detections”.
3. Click on any Detection record that you want to open.

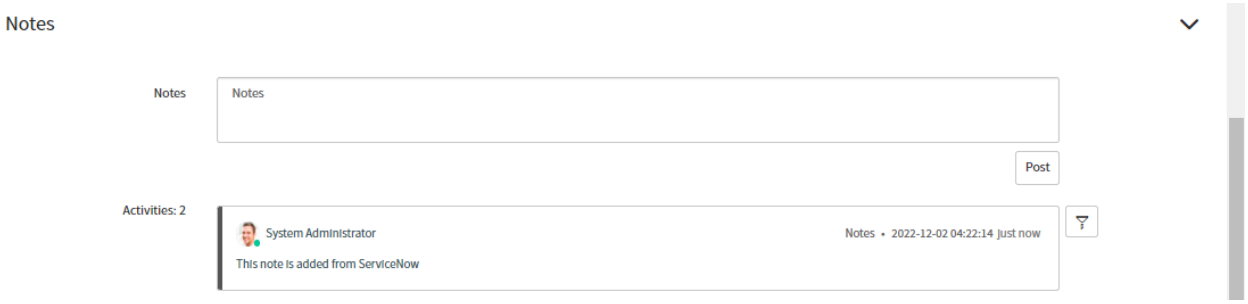


4. Users can view detection details. The user can see all the tags at the top of the form, and all fields aside from the "Notes" will be read-only.

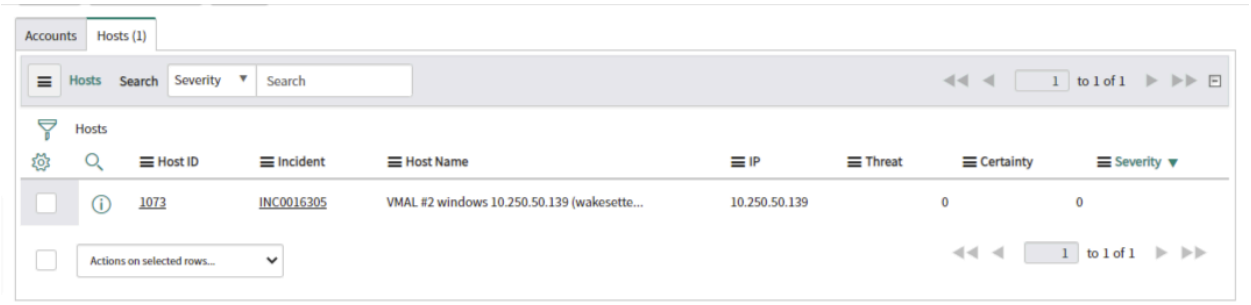




5. The user will be able to add/remove the tags and these tags will be synced back to the Vectra Detect.
6. The user will be able to add notes for the detections and these notes will be posted on Vectra Detect.



7. A related list of Hosts, and Accounts will be populated at the bottom of the form view.



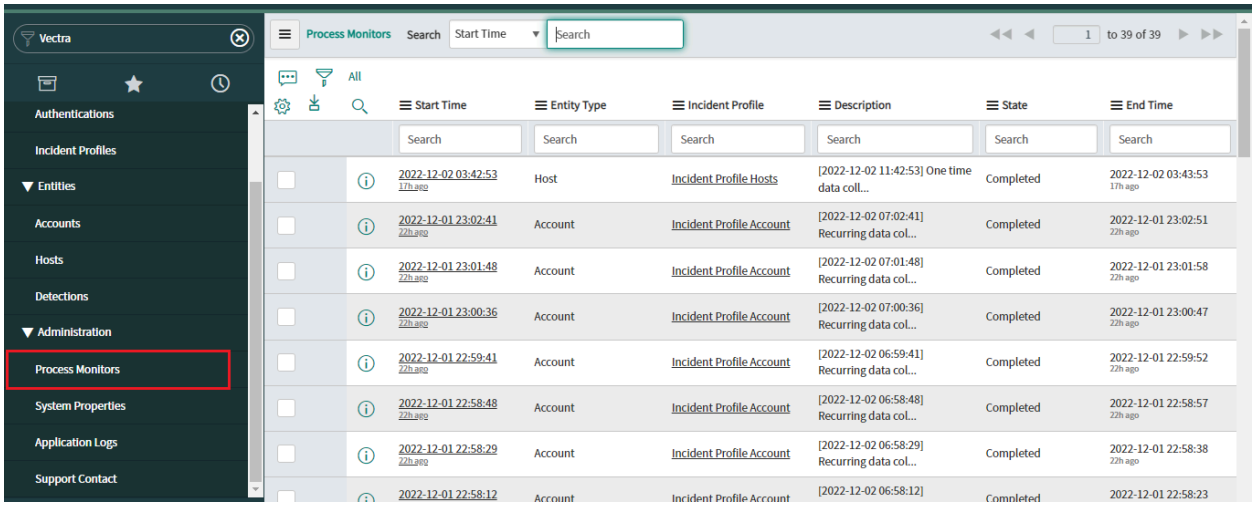
2.6. Process Monitor

This section describes how to monitor the ongoing data ingestion process.

Role Required: x_cdsp_vectra_itsm.admin

Procedure:

1. Log in to the ServiceNow instance.
2. Navigate to “Vectra Detect for ITSM” -> “Administration”
3. Click on “Process Monitor” to open all Records.



4. Open the top record to monitor the ongoing process.

2.7. Manual Actions

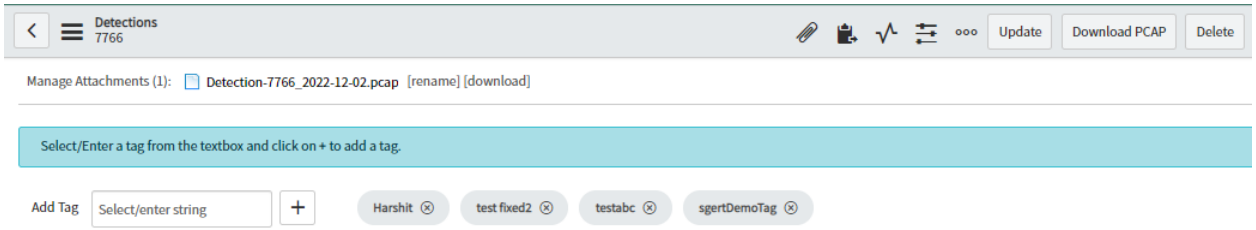
2.7.1. Download a PCAP file attached to a detection

This section describes how to download a PCAP file attached to a detection on the Vectra Detect for the “Vectra Detect for ITSM” application.

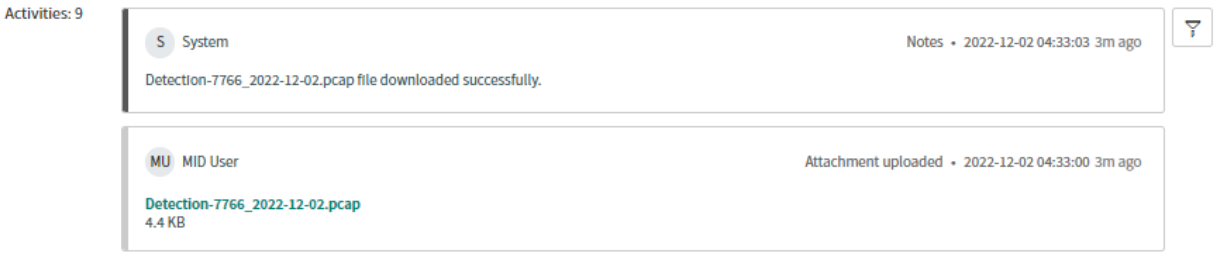
Role Required: x_cdsp_vectra_itsm.Vectra_admin, x_cdsp_vectra_itsm.Vectra_user

Procedure:

1. Log in to the ServiceNow instance.
2. Navigate to “Vectra Detect for ITSM”.
3. Click on “Detections” under the “Entities” separator.
4. Click on any detection record for which you want to download a PCAP file.
5. Click on the “Download PCAP” button which is available on the detection from view.



6. On successful download users can see the PCAP file in attachment.
7. Users can also see notes for success or failure of downloading a file.



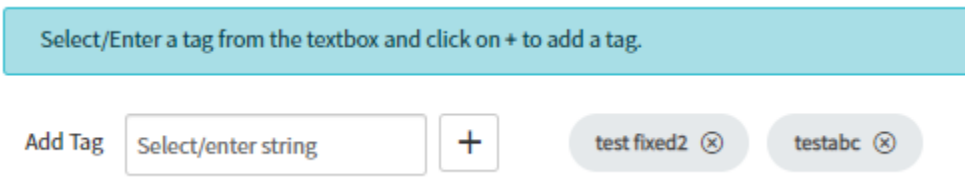
2.7.2. Add a tag to a host, account, or detection on Vectra Detect.

This section describes how to add a tag to an entity or detection from ServiceNow sync to Vectra Detect.

Role Required: x_cdsp_vectra_itsm.Vectra_admin, x_cdsp_vectra_itsm.Vectra_user

Procedure:

1. Log in to the ServiceNow instance.
2. Navigate to “Vectra Detect for ITSM”.
3. Open any entity or detection.
4. The section to add a tag is shown at the top of the form view.
5. From the drop-down list select any existing tag, or create a new tag by typing the tag name and click “+” to add the tag to an entity or detection, and Vectra Detect.
6. To remove a tag from an entity or detection, and Vectra Detect, click on “x” on the tag pill.



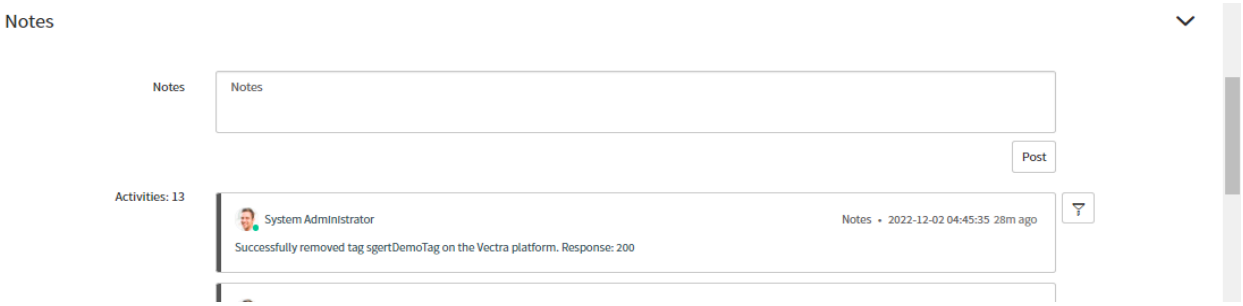
2.7.3. Add a note to a host, account, or detection from SN to Vectra Detect

This section describes how to add a note to an entity or detection in ServiceNow sync to Vectra Detect.

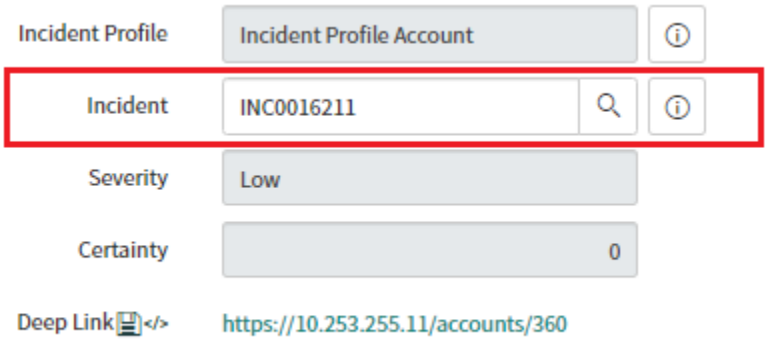
Role Required: x_cdsp_vectra_itsm.Vectra_admin, x_cdsp_vectra_itsm.Vectra_user

Procedure:

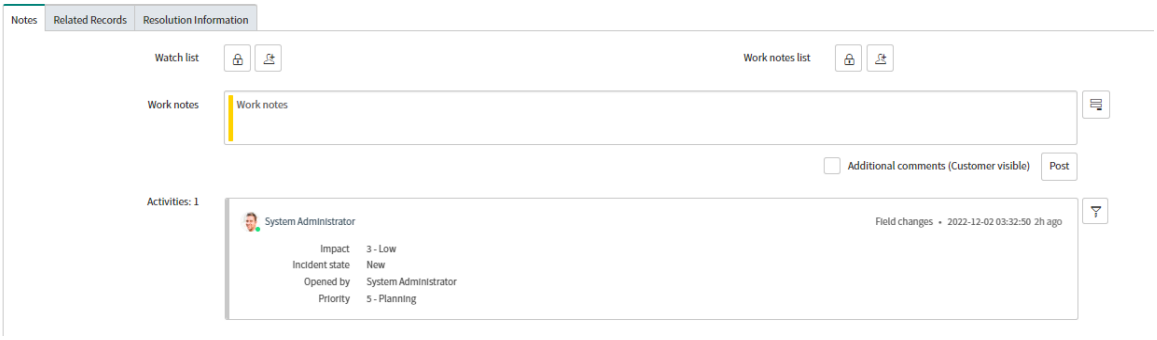
1. Log in to the ServiceNow instance.
2. Navigate to “Vectra Detect for ITSM”.
3. Open any entity or detection.
4. The section to add a note to detection is shown at the bottom of the form view.



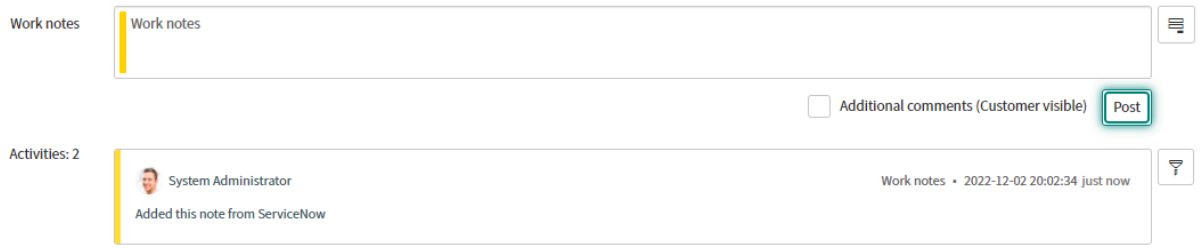
5. To add a note in the account or host, an Incident should be attached to that entity.
6. Open Incident from the Incident reference field.



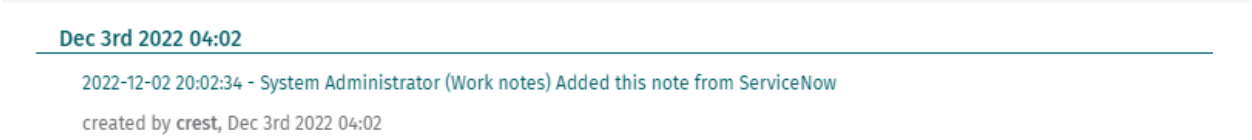
7. In the form view of an Incident, the user can see the notes in the “Notes” tab.



8. After typing the note click on the “Post” button.



9. This note will be synced to Vectra Detect.



2.7.4. Mark detection as fixed

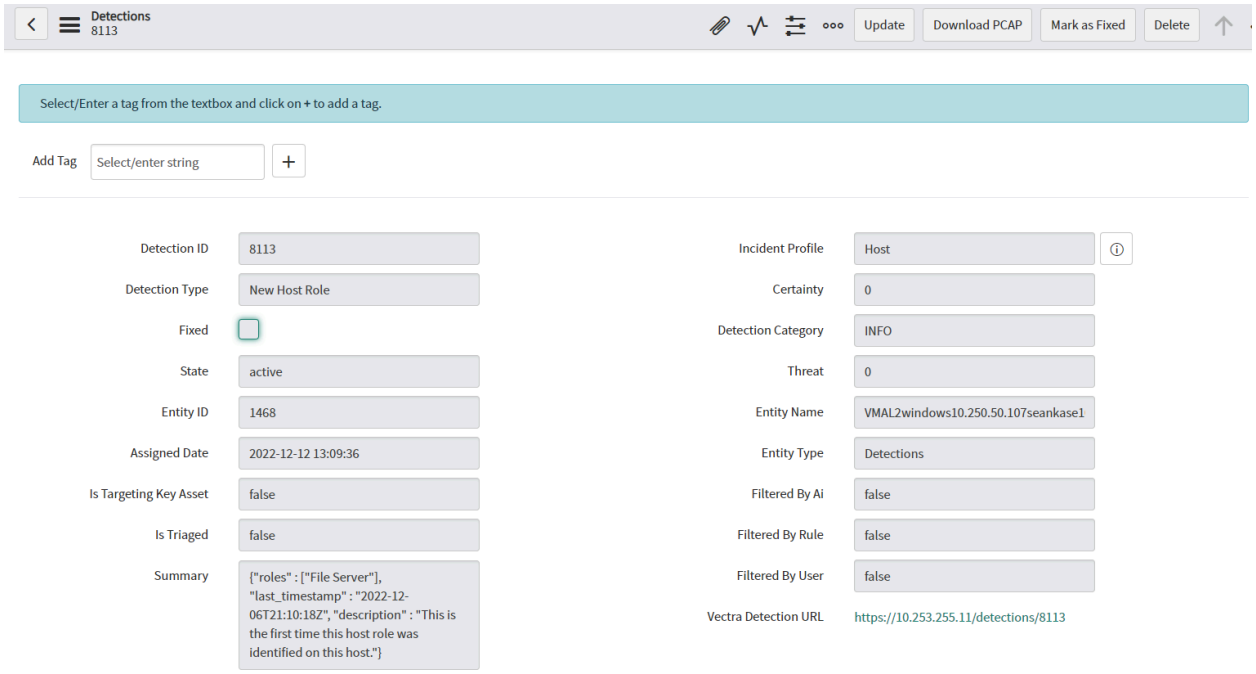
This section describes how to fix a detection in ServiceNow, sync to Vectra Detect.

Roles Required: x_cdsp_vectra_itsm.Vectra_admin, x_cdsp_vectra_itsm.Vectra_user

Procedure:

1. Log in to the ServiceNow instance.
2. Navigate to “Vectra Detect for ITSM”.
3. Open a detection form “Vectra Detect for ITSM” -> “Entities” -> “Detection”.

4. To fix the detection from Vectra, click on “Mark as Fixed” button available in the header of the form.



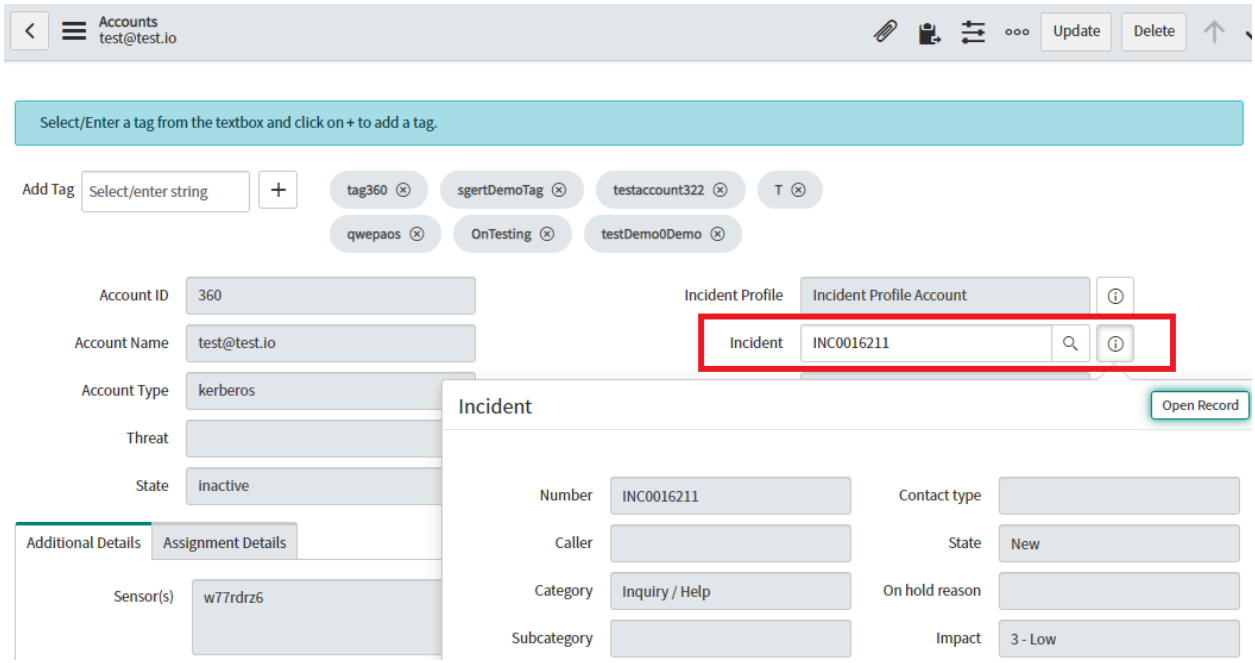
2.8. Incident Assignee

This section describes how to assign a user to an unassigned entity in the Vectra Detect from ServiceNow.

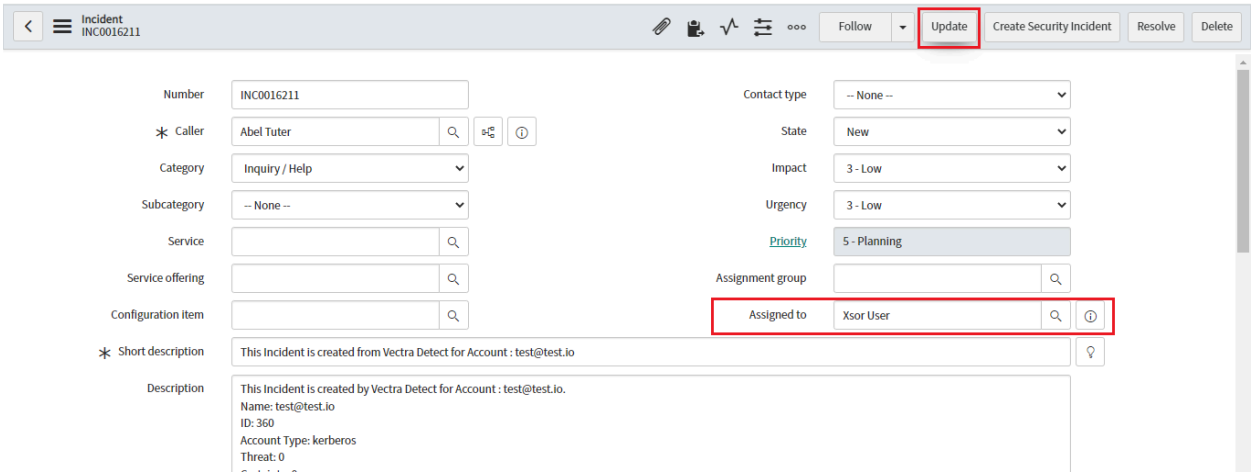
Role Required:x_cdsp_vectra_itsm.Vectra_admin,x_cdsp_vectra_itsm.Vectra_user,itil, itil admin

Procedure:

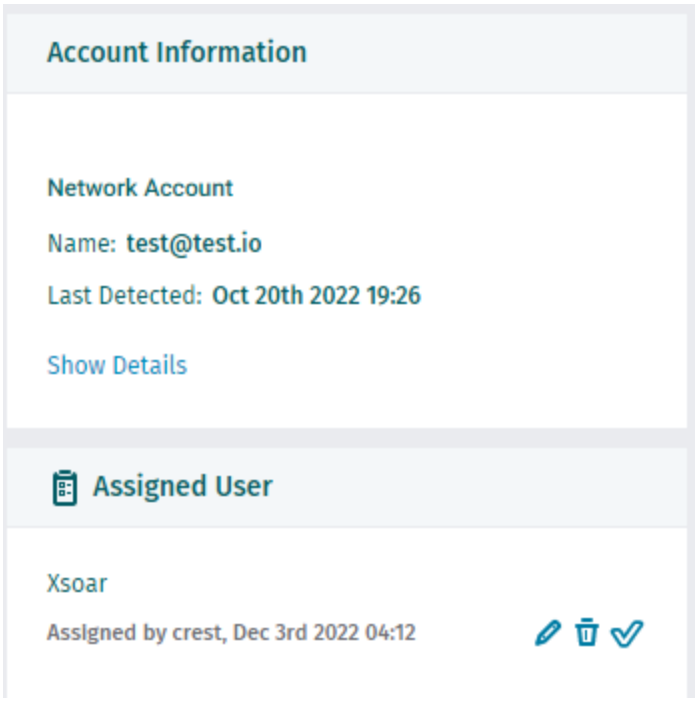
1. Log in to the ServiceNow instance.
2. Navigate to “Vectra Detect for ITSM”.
3. Open any Incidentcreated for an account or host.

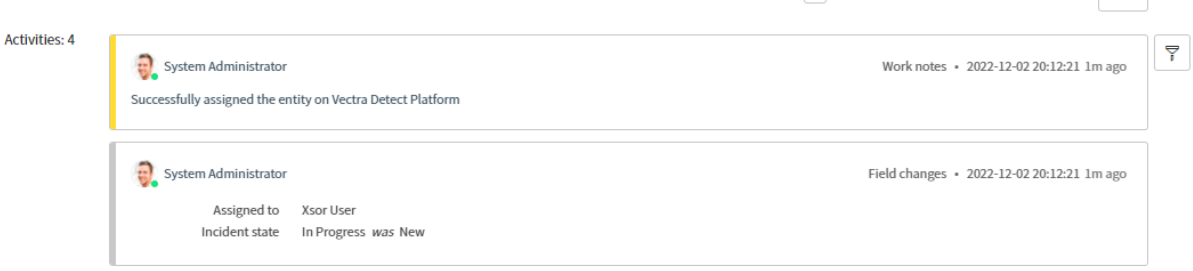


4. In the Incident form view user can see the “Assigned To” Entity.

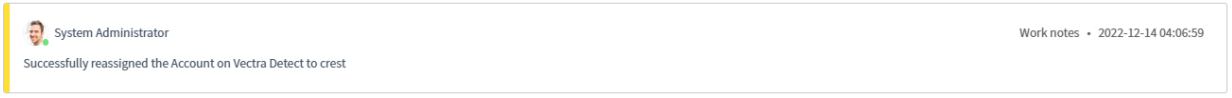


5. Select a ServiceNow user who is present in the Vectra Detect and click on “Update”.
6. Assigned User will be reflected back to Vectra Detect and a successful assignment will post a note in the work note of the ServiceNow incident.





7. If an entity is already assigned to a user in Vectra and we try to reassign it to some other user then the incident will be assigned to the user in ServiceNow as well as on the Vectra Detect.



8. If the assigned user is not present on Vectra Detect, the fallback user which is configured in the Incident profile will be assigned to the entity on Vectra Detect.

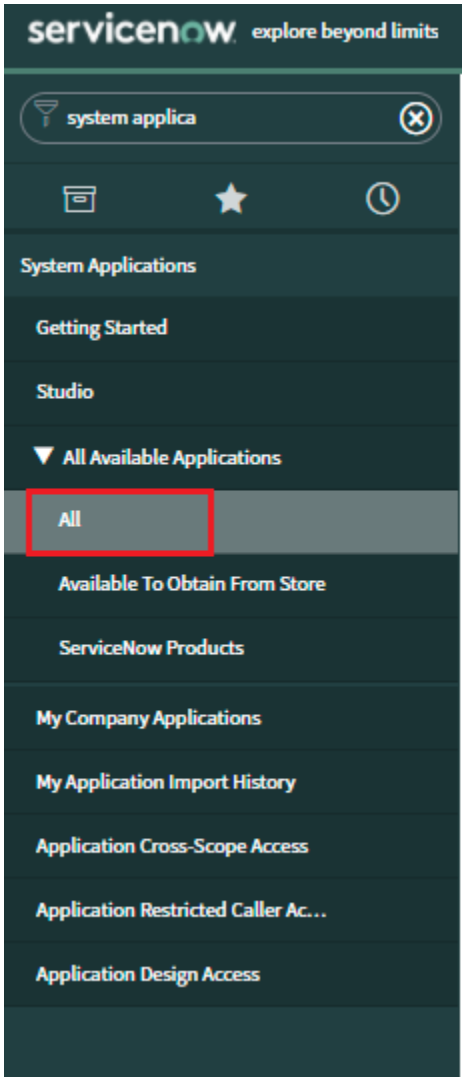
3. Uninstallation

This section describes how to uninstall the Vectra Detect for ITSM application from a ServiceNow instance.

Role Required: System Administrator (admin)

The following steps will guide you on how to uninstall the Vectra Detect for ITSM App from the ServiceNow UI.

Navigate to “System Applications” -> “All Available applications” -> “All”.



Mark Check the “Installed” checkbox. A list of applications installed in the instance is displayed.

Locate the Vectra Detect for the ITSM application, select it, and click “Uninstall” under the related links.

The application will be uninstalled from your instance.

4. Support, Troubleshooting, and Known Limitations

4.1. Support

For any issues related to the application navigate to “Vectra Detect for ITSM” -> “Support Contact”.

4.2. Troubleshooting

4.2.1. Application Logs

Role Required: System Administrator (admin)

1. The user should check the application logs whenever he/she experiences any errors.
2. Navigate to “Vectra Detect for ITSM”.
3. Open “Application Logs”.

4.2.2. Unable to install Vectra Detect for ITSM application from ServiceNow Store

Problem Statement: Unable to install the application from ServiceNow Store.

1. Verify you have the system administrator (admin) role.
2. Navigate to “System Applications” -> “All Available applications” -> “All”.
3. Verify the application appears under the “Installed” Tab.

4.2.3. Unable to create a new user

Problem Statement: Unable to create a new user for Vectra.

1. Review the following link and execute the steps.

   https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_CreateAUser.html

4.2.4. Unable to Collect Data

Problem Statement: Getting error while data collection.

Role Required: Vectra admin (x_cdsp_vectra_itsm.admin)

1. Log in to the ServiceNow instance.
2. Navigate to “Vectra Detect for ITSM”.
3. Check “Application Logs” for any errors.

4.2.5. Data Collection Started and process monitor stuck on “New” state

Problem Statement: data ingestion started and a process is also created but is in a “New” State for a long period of time.

Role Required: admin

1. Log in to the ServiceNow instance.
2. Navigate to “System Users”
3. Open MID Server user and check roles.

Note x_cdsp_vectra_itsm.admin role should be assigned to a MID Server user.

1. Restart MID Server
2. Delete the created profile and create a new profile and mark it active to start data ingestion.

END OF DOCUMENT