CYBER HAWK®
by RapidFire Tools

USER GUIDE

Cyber Hawk (previously known as Detector)

Detecting and Responding to IT Security Policy Violations

3/7/2024 3:09 PM

Kaseya®

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Contents

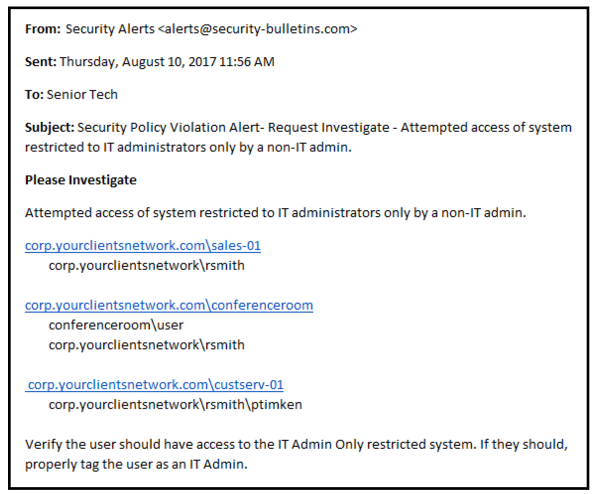
Introduction to Cyber Hawk

This section contains everything you need to know before getting started with Cyber Hawk.

Cyber Hawk Overview

Cyber Hawk prowls an entire network each day at whatever time you determine and then sends out daily **Security Policy Violation Alerts** to notify you of any suspicious activity.

Each discovered issue listed in a Security Policy Violation Alert contains an “Alert Link” to the **RapidFire Tools Portal**. The Portal automates the process of responding to security issues by enabling your technicians to **Investigate** or **Ignore** the Alert item.


From: Security Alerts <alerts@security-bulletins.com>

Sent: Thursday, August 10, 2017 11:56 AM

To: Senior Tech

Subject: Security Policy Violation Alert- Request Investigate - Attempted access of system restricted to IT administrators only by a non-IT admin.

Please Investigate

Attempted access of system restricted to IT administrators only by a non-IT admin.

corp.yourclientsnetwork.com\sales-01
corp.yourclientsnetwork\rsmith

corp.yourclientsnetwork.com\conferenceroom
conferenceroom\user
corp.yourclientsnetwork\rsmith

corp.yourclientsnetwork.com\custserv-01
corp.yourclientsnetwork\rsmith\ptimken

Verify the user should have access to the IT Admin Only restricted system. If they should, properly tag the user as an IT Admin.

In the RapidFire Tools Portal you can:

- review the issue’s forensics
- automatically generate a service ticket in your favorite Ticketing System/PSA
- configure a **Smart-Tag** to change Cyber Hawk's behavior
- issue an **Ignore Rule** to ignore the alert and prevent the same “false-positive” from being generated again in the future

Cyber Hawk performs scheduled IT network assessment scans on a daily and/or weekly basis. When *Anomalies*, *Changes*, or *Threats* (ACT) are identified on the network, Cyber Hawk issues Security Policy Violation Alerts according to rules that you configure.

Anomalies, Changes, and Threats

Each time Cyber Hawk executes a pre-scheduled scan, it’s on the look-out for three classifications of internal network security issues: Anomalies, Changes, and Threats.

- **Anomalies** are suspicious activities and findings that are out of the ordinary and unexpected and that should be investigated. Examples of anomalies are users logging in at times outside their historical patterns, or a USB drive plugged into a computer that has been tagged as being "locked down."

- **Changes** are recorded variances from previous scans linked to specific aspects of the network environment that could represent a threat. Examples of suspicious changes are a user's security permission promoted to administrative, or a new device added to the network that wasn't there before.
- **Threats** are defined as clear and recognizable dangers to the network environment that need fast attention. Examples of threats would be a critical security hole or a machine in the "DMZ" that hasn't been patched in 30 days.

Every day Cyber Hawk looks at a broad range of assets and configurations in search of anomalies, changes and threats, including: Wireless Networks, Network Devices, User Behavior, Computers, Printers, DNS entries, Switch Port Connections (Layer 2/3), and Internal Network Vulnerabilities. It also looks at issues specifically for environments subject to HIPAA and PCI compliance.

And, on a weekly basis, Cyber Hawk will also notify you of changes in the large categories of: Access Control, Computer Security, Wireless Access, and Network Security.

Cyber Hawk Components

In order to use and get the most out of Cyber Hawk, you will need the following components:

Cyber Hawk Component	Description
Cyber Hawk Appliance	This is the Cyber Hawk Appliance software application installed on the target network. You have two install options. These include 1) installing the **RapidFire Tools Server** Windows Service, or 2) a **Virtual Appliance** that requires a user supplied Microsoft Hyper-V based system or a VMware based system.
Optional Small Form Factor Server Computer	This is an optional hardware component that can be purchased from RapidFire Tools to host and operate the Cyber Hawk Appliance. It is a small, portable server computer which plugs into the target network through an Ethernet connection.
Diagnostic Tool	This tool is used for configuring and troubleshooting the Cyber Hawk Appliance. The Diagnostic Tool should be run on the same network as the Cyber Hawk Appliance to perform diagnostics checks such as for Cyber Hawk Appliance connectivity.
Network Detective Application	This is the same Network Detective desktop application and report generator that is used with any other Network Detective modules. This application contains additional features to manage the Cyber Hawk Appliance remotely.
The Network Detective Service Plan Creator and the Service Catalog	Cyber Hawk users have access to Network Detective's unique "Service Plan Creator" tool that gives you the ability to modify our starter Service Plans, or create your own plans from scratch. You define and name the offerings based on the security policies that you want to enforce, and the tool automatically generates a "Service Plan Catalog" (or catalogs), and "Service Plan Matrix" sheet that compares your plans to help you sell them to your clients and prospects Once you sell one of your plans to your client, simply "apply" the plan to the Cyber Hawk assigned to that client and its Service Policy Violation detection capability is then automatically configured to deliver that exact plan.

Cyber Hawk Component	Description
RapidFire Tools Portal	The RapidFire Tools Portal is used to process Investigate Alert Action Requests and Ignore Alert Action Requests created in response to Anomalies, Changes, or Threats (ACT) detected by the Cyber Hawk Appliance. The Portal acts as an ACT "triage center" that enables technicians to view a "To-Do" list of Investigate Alert Action Requests and Ignore Alert Action Requests and to enable processing of these requests by: • transferring the requests to Ticketing/PSA Systems such as Autotask, ConnectWise, and Tigerpaw • using the Portal to modify Cyber Hawk Smart-Tags to configure the Cyber Hawk Appliance to more effectively detect Security Policy violations and address False Positives • creating Ignore Rules to address Alert False Positives • completing a given Action Request To access the RapidFire Tools Portal, visit the default web site URL of https://www.youritportal.com.
Portal Integration with Ticketing Systems/PSAs	To set up Cyber Hawk integration of the Autotask, ConnectWise, or Tigerpaw ticketing/PSA systems with the RapidFire Tools Portal, please refer to "Set Up and Assign a Ticketing/PSA System Integration to a Site Using Cyber Hawk" on page 98.

Setting Up Cyber Hawk

Setting up Cyber Hawk consists of two parts:

1. Install Cyber Hawk on the target network and bind it to a Site in the Network Detective Application: "Initial Cyber Hawk Set Up" below
2. Configure Cyber Hawk scans and how it will enforce security policies on the target network: "Configure Cyber Hawk Using the Setup Wizard (Virtual Appliance)" on page 17

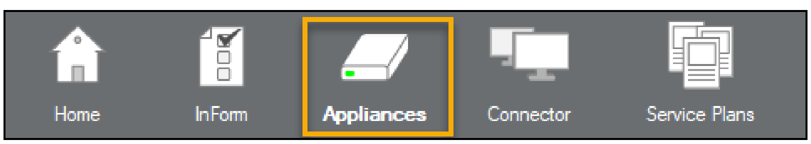
Initial Cyber Hawk Set Up

Follow these steps to install Cyber Hawk and associate it with a Site in Network Detective.

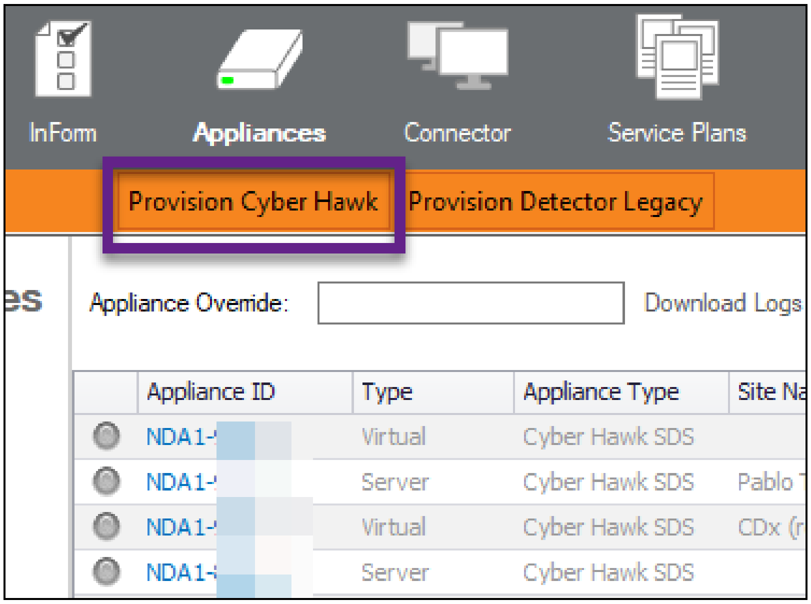
Step 1 — Provision Cyber Hawk Appliance ID in Network Detective

First ensure your account has an available Cyber Hawk **Appliance ID** to use during the install. To do this:

1. Visit https://www.rapidfiretools.com/nd to download and install the latest version of the **Network Detective Application**.
2. **Run Network Detective** and **log in** with your credentials.
3. Click **Appliances**.



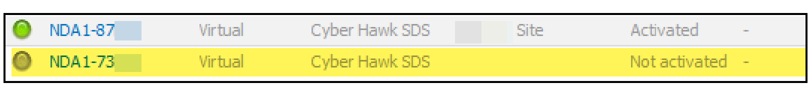
4. Click **Provision Cyber Hawk**.



5. Select the number of appliances to activate.

6. Click **OK**. Your Cyber Hawk Appliance ID will be added to the list of appliances for your account.

   The new appliance will appear with a gray button and will read "Not Activated."



7. Note the **Appliance ID** in the list. You will later select this ID during the install.

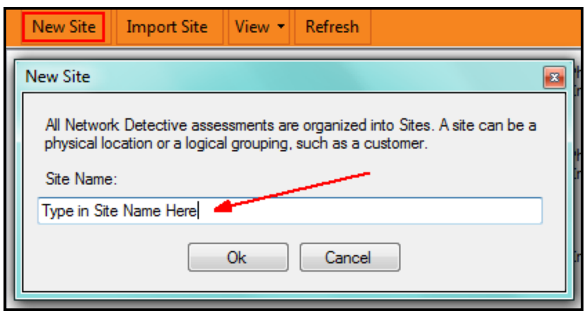
Step 2 — Install Cyber Hawk and Create a New Site

1. Install Cyber Hawk on your client's network by either:
    a. connecting the Cyber Hawk installed on the **Small Form Factor Server Computer** that you purchased from RapidFire Tools to your client's Network.
    b. going to https://www.rapidfiretools.com/nd to download and install the **RapidFire Tools Virtual Appliance** on a computer operating within your client's network.

> **Important:** You can only install **one** RapidFire Tools server/appliance on a PC or endpoint at a time. If you need to install multiple server(s)/appliance(s), install each one on a separate endpoint on the network.

> **Note:** For more information about installing the Virtual Appliance, please download the Virtual Appliance Installation Guide for Cyber Hawk.

2. After successfully deploying Cyber Hawk, **run Network Detective** and **log in** with your credentials.
3. Create a new Site by clicking **New Site**.

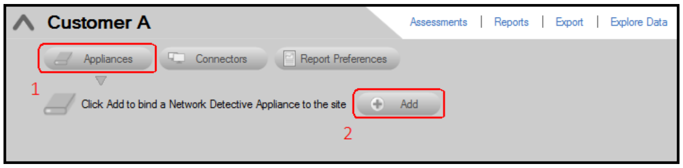


4. Enter the **Site Name** and click **OK**.

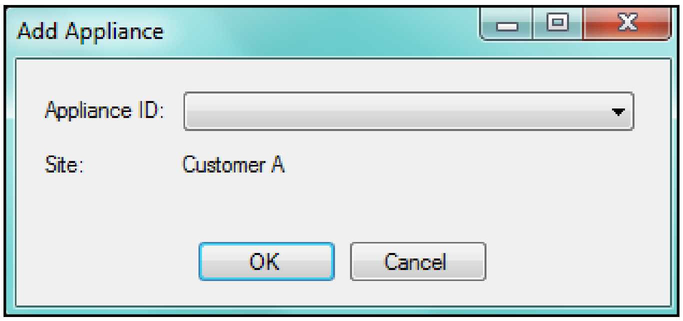
Step 3 — Associate Cyber Hawk with a Site and Access Cyber Hawk Settings

1. From within the Site Window, select the selector symbol to expand the Site's Preferences in order to Add an Appliance.

2. Next, select the **Add** Appliance button. The Add Appliance window will be displayed.



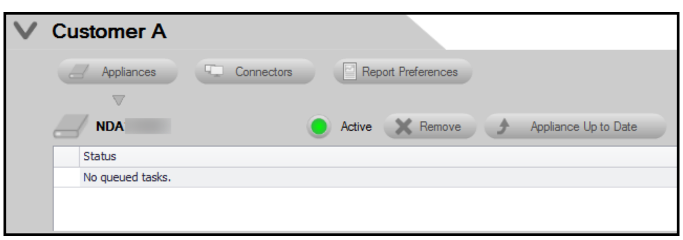
3. Select the **Appliance ID** of the **Cyber Hawk** Appliance from the drop down menu.



> **Note:** When users have purchased a Small Form Factor Server Computer, the Appliance ID can be found on a printed label on the Small Form Factor Server Computer itself.

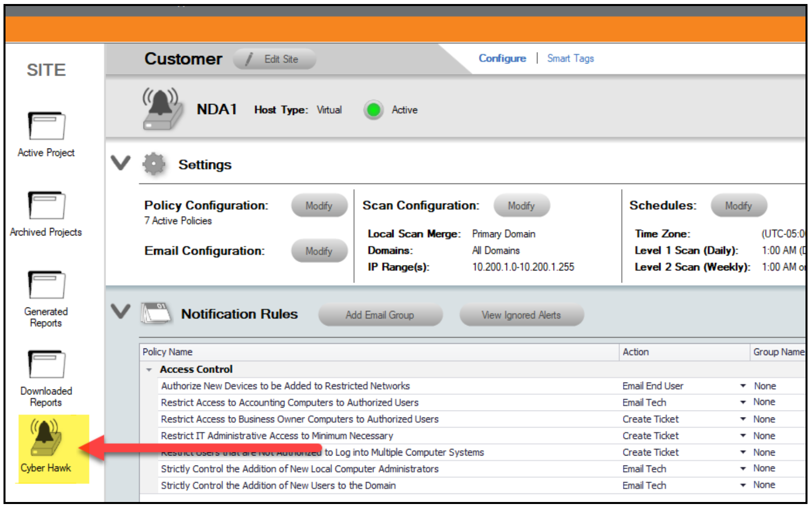
After selecting the Appliance ID, select the **OK** button to continue.

4. After successfully adding a Cyber Hawk to the Site, its Appliance ID will appear under the Appliance bar in the Site Preferences window. The status of the Appliance will be indicated as Active.



> **Important:** If you remove a Cyber Hawk from a Site, its configurations will be deleted.

When you have completed the two steps above, the Cyber Hawk will appear on the left-hand Site bar. Click on the Cyber Hawk icon to open the Cyber Hawk management screen:



Tip: When you first associate a Cyber Hawk with a Site, the **Cyber Hawk Initial Setup Wizard** will appear. The Wizard will guide you through each step of the Cyber Hawk configuration process.

Continue to the next step in setting up Cyber Hawk: "Configure Cyber Hawk Using the Setup Wizard (Virtual Appliance)" on the facing page.

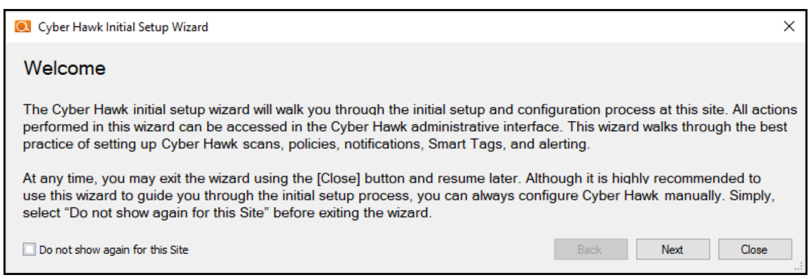
Configure Cyber Hawk Using the Setup Wizard (Virtual Appliance)

Note: This topic covers how to configure **Virtual Appliance** scans for Cyber Hawk using the Setup Wizard. If you are using the RapidFire Tools Server, see "Configure Cyber Hawk Using the Setup Wizard (RapidFire Tools Server)" on page 213.

Tip: See "RapidFire Tools Server vs. Virtual Appliance" on page 247 for more info about the difference between the Virtual Appliance and RapidFire Tools Server.

After you have associated the Cyber Hawk with the Site, click on the Cyber Hawk icon:

The **Cyber Hawk Initial Setup Wizard** will appear. This wizard will guide you through the setup process and help you get the most out of your new Cyber Hawk. Click **Next** to begin the set up.



Tip: If you need to stop midway through the Cyber Hawk Initial Setup Wizard, don't worry. You can return to the Cyber Hawk screen for your Site and continue where you left off.

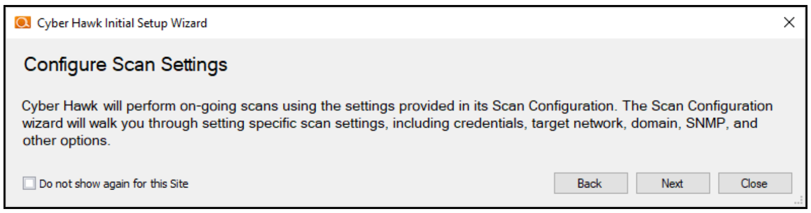
Note: This section of the guide walks you through the Initial Setup Wizard. This guide also contains seperate topics on configuring Cyber Hawk settings. Refer to these topics if you need to change Cyber Hawk after you have completed the initial set up process using the Wizard.

The steps below break down each part of the configuration process.

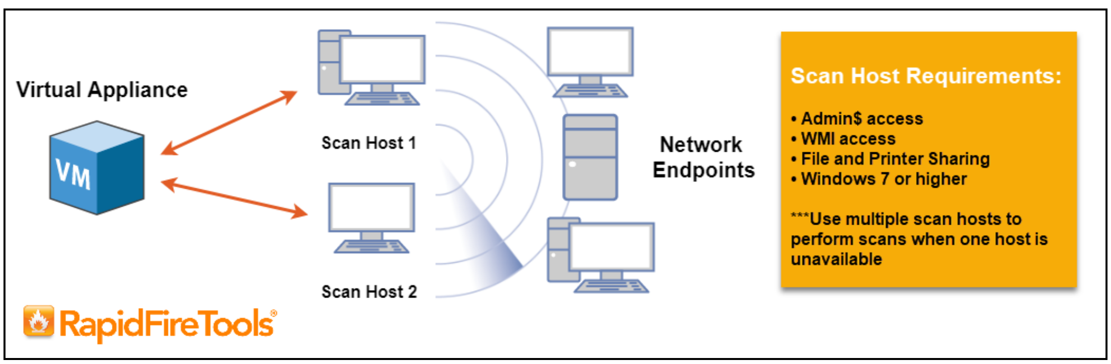
> **Important:** For best results, the target network must be configured to allow for successful scans on all network endpoints. See "Pre-Scan Network Configuration Checklist" on page 242 for configuration guidance for both Windows Active Directory and Workgroup environments.

Step 1 — Configure Scan Settings

In this step you will configure the Scan Settings for the Cyber Hawk. Click **Next**.



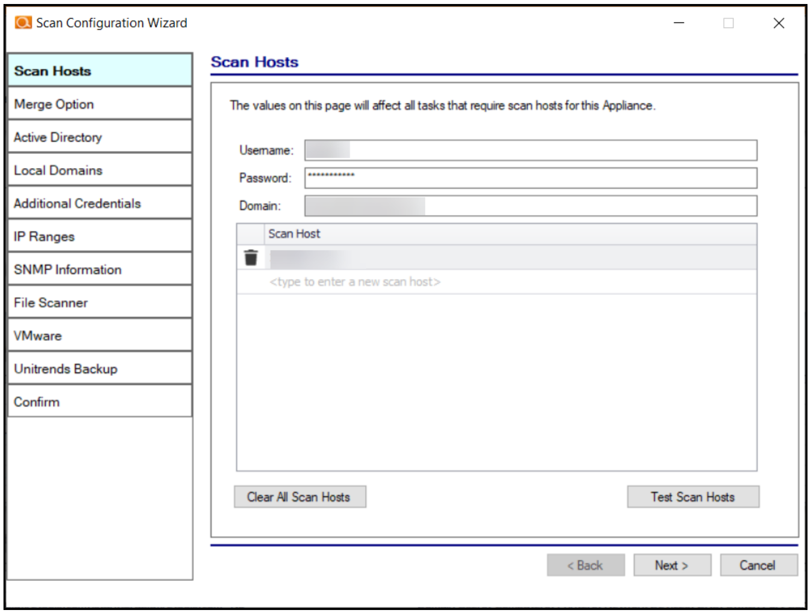
The Cyber Hawk Appliance requires access to at least one separate, additional PC on the client's network. This computer is called the "**Scan Host**." The Scan Host is used to initiate scans.



For more information on Scan Host requirements, see "Additional Scan Host Configuration Options and Requirements" on page 239.

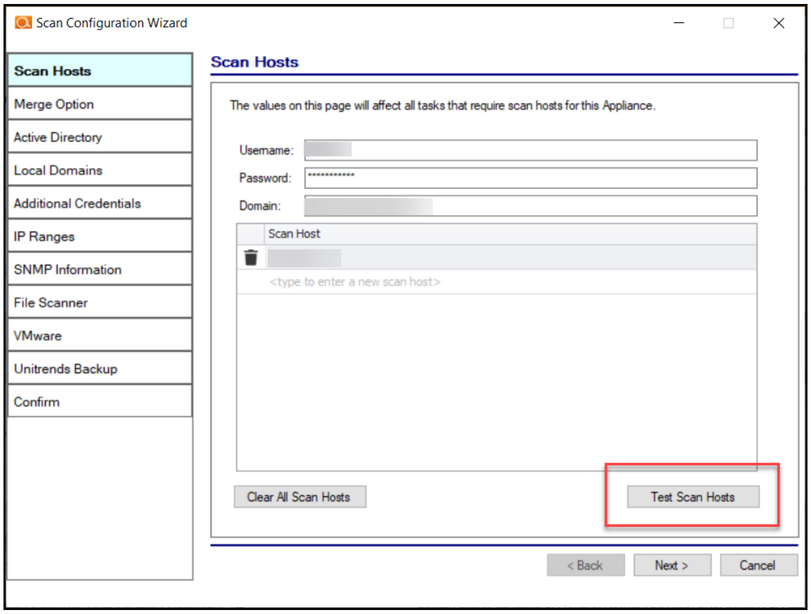
1. Enter the following information about the Scan Host(s):
    a. One set of **login credentials** for all PCs that will serve as scan hosts
    b. **IP Address** or **Computer Name** for the PCs that will serve as scan hosts

c. **Domain** name (**NOT the name of the domain controller**)

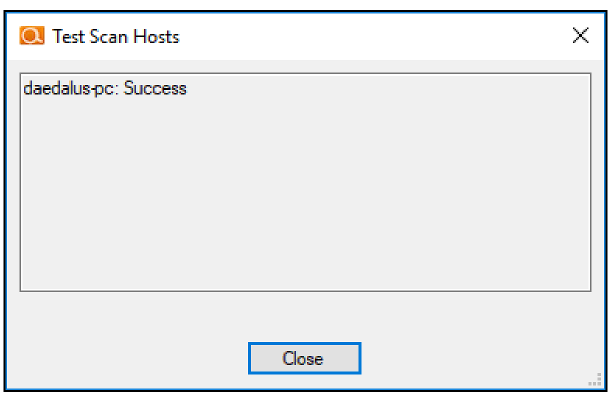


Important: Be sure that the computer you select to be a Scan Host meets the necessary Admin$, WMI, File and Printer Sharing requirements and their respective firewall settings. The computer must also be operating Windows 8.1 or higher. We recommend that you assign at least two PCs to serve as scan hosts. This will allow scans to run even if one scan host becomes unavailable.

2. Click **Test Scan Hosts**.



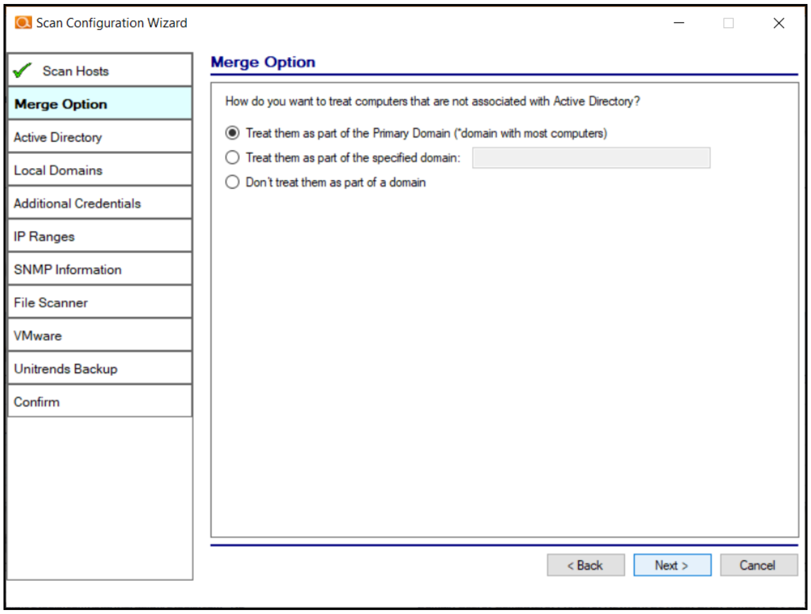
A message will appear indicating whether a connection can be established to each scan host. If the connection cannot be established, be sure the scan host meets the requirements – and that you have entered the correct credentials. See "Scan Host Requirements" on page 240 for more information.



Click **Next**.

3. Select how you wish to treat computers that are not associated with Active Directory. You can treat them as:
   - part of the Primary Domain
   - part of a domain that you specify

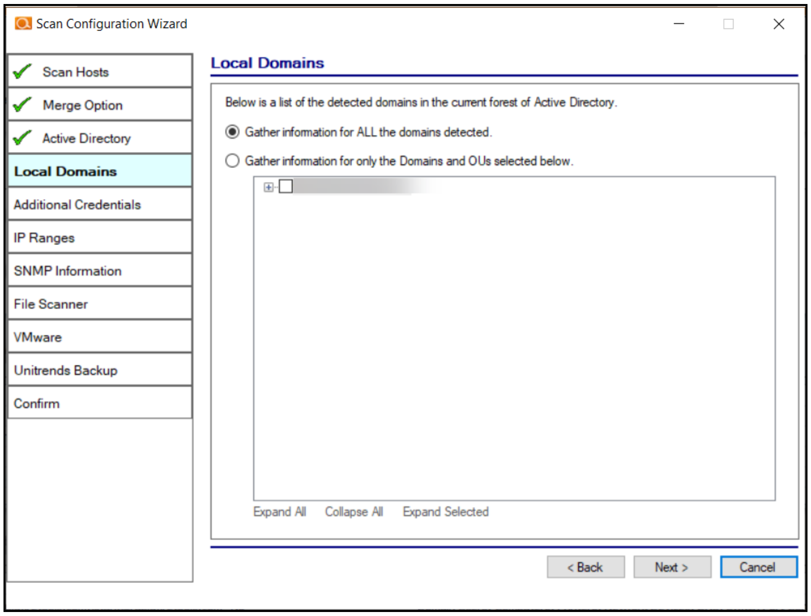
- or choose not to treat them as part of a domain



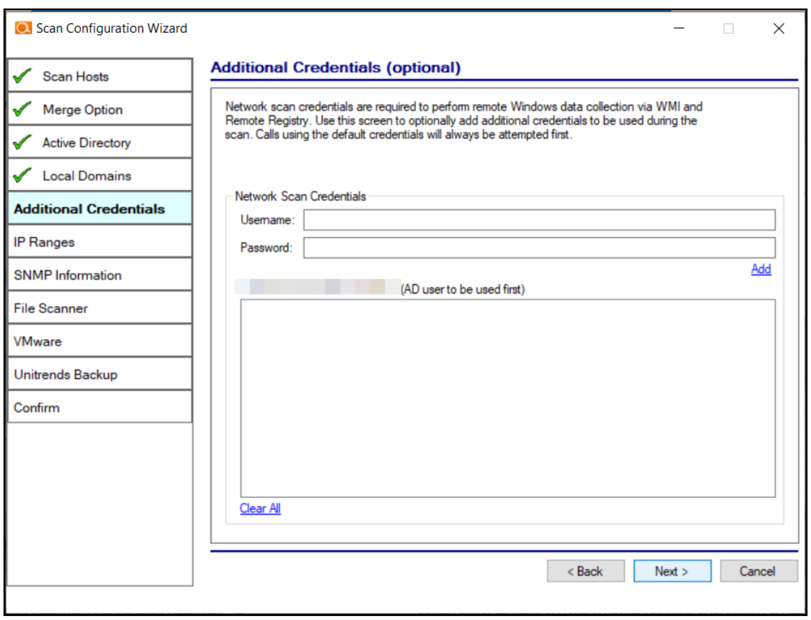
4. Enter credentials *with administrative rights* to connect to a Domain Controller with Active Directory. Click **Next** to test a connection with the Domain Controller and verify your credentials.

   Important: Enter the username in the **domain\username** format. Use the full domain name.

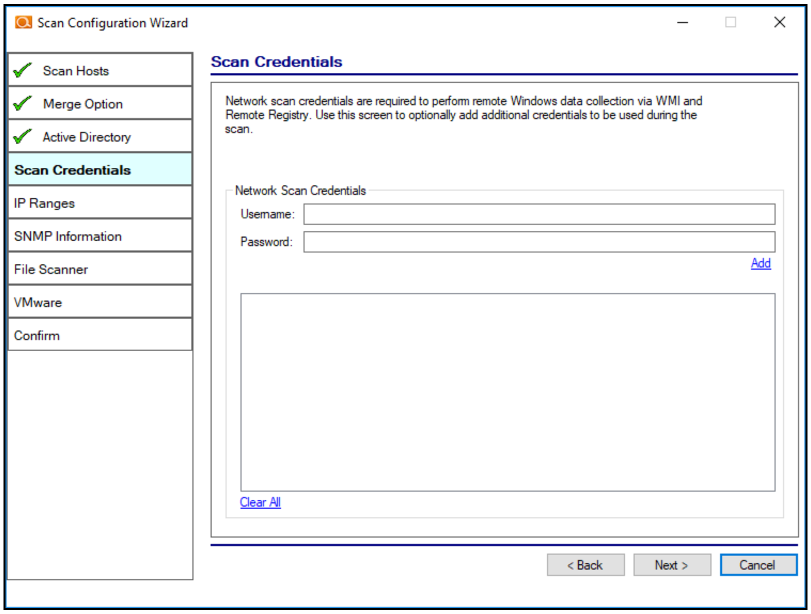
5. If you are scanning a domain, choose whether to scan the entire domain or specific Organizational Units (OUs). Then click **Next**.



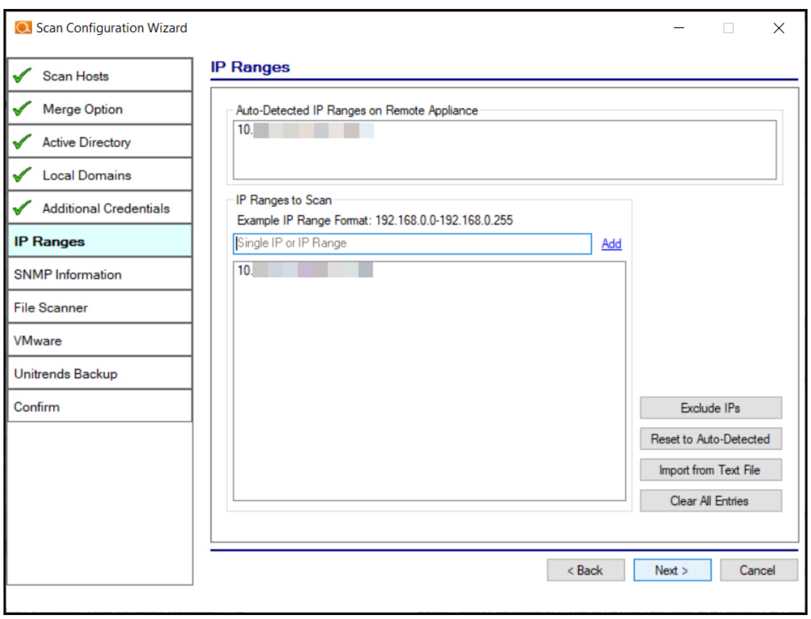
6. If you are scanning a Domain, enter any additional network scan credentials to connect to remote workstations. Then click **Next**.



7. From Scan Credentials, optionally add additional credentials to be used during the scan. Then click **Next**.

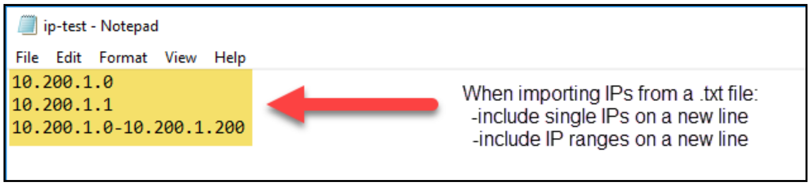


8. The Cyber Hawk appliance will automatically suggest an IP range for the scan. If you do not wish to scan the default IP Range, select it and click **Clear All Entries**. Use this screen to enter additional IP Addresses or IP Ranges and click **Add**. Then click **Next**.



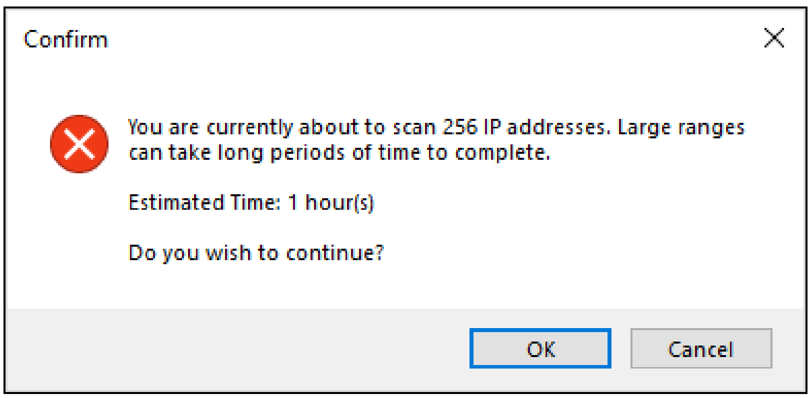
From this screen you can also:

- Click **Exclude IPs** to remove certain IP ranges from the scan.
- Click **Reset to Auto-Detected** to reset the automatically suggested IP Range.
- Click **Import from Text File** to import a predefined list or range of IP addresses.

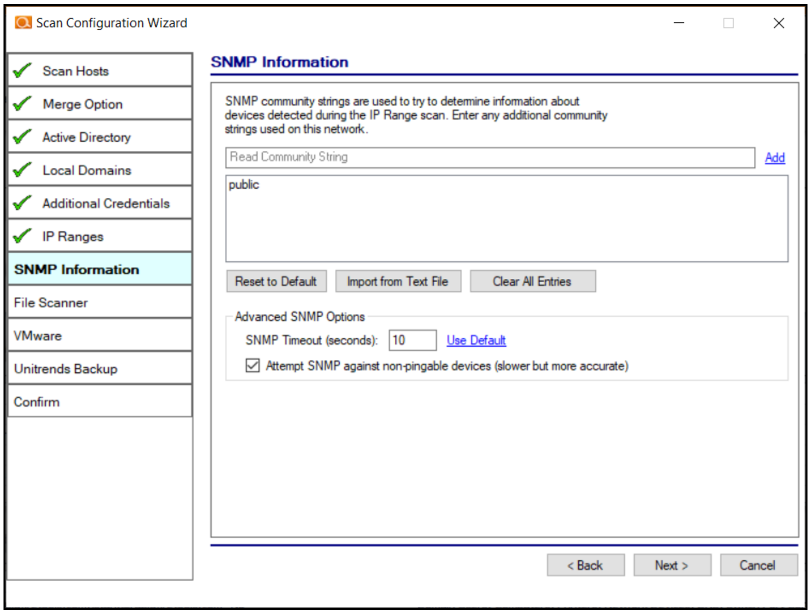


Important: Scans may affect network performance.

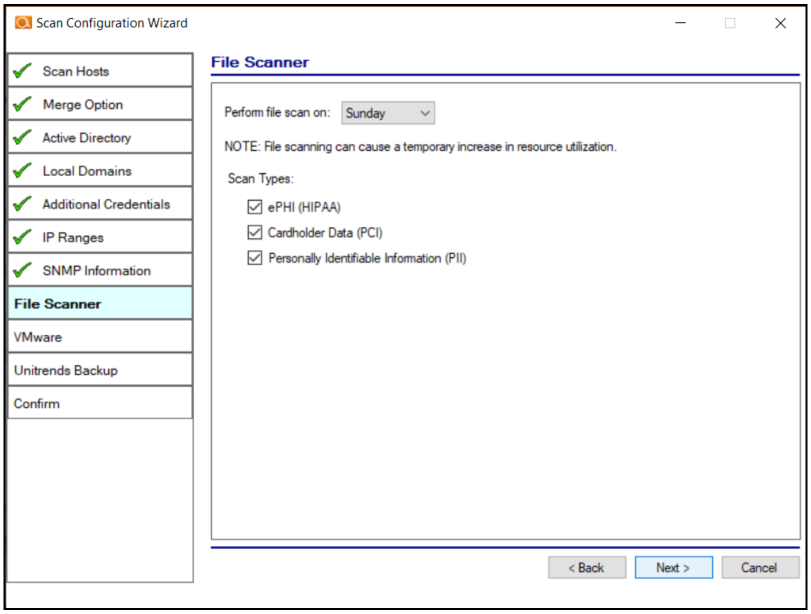
9. A confirmation window will appear estimating the amount of time the scan will take for the designated IP Range. If the scan will take too much time, reduce the size of the IP range. Click **OK**.



10. The SNMP Information window will appear. Enter any additional SNMP community strings used on the network. Click **Next**.

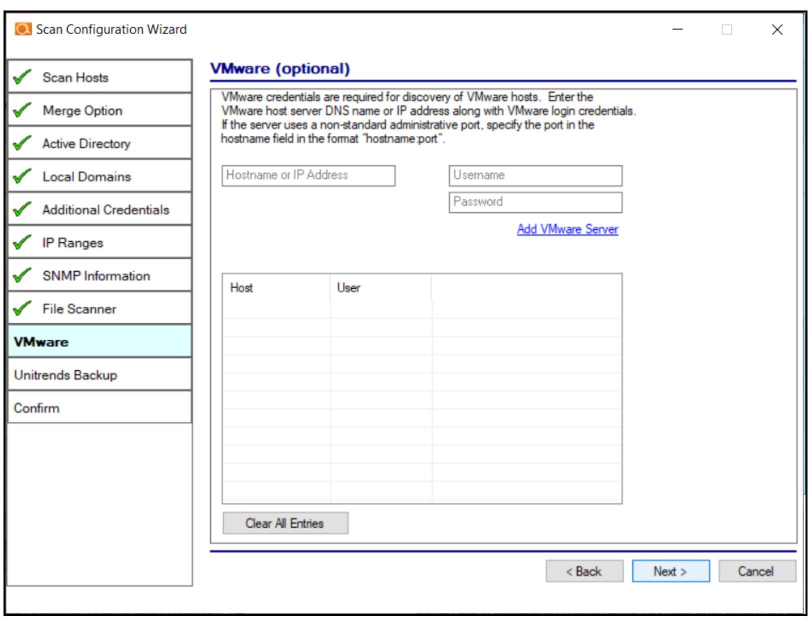


11. Choose what day of the week to perform the file scan. Select a day of the week from the drop-down menu. Next, select the Scan Types that will be performed:
    - **ePHI** (HIPPA) will scan for Electronic Protected Health Information
    - **Cardholder Data** (PCI) will scan for payment card numbers and other related information
    - **Personally Identifiable Information** (PII) will scan for information such as a person's name or social security number



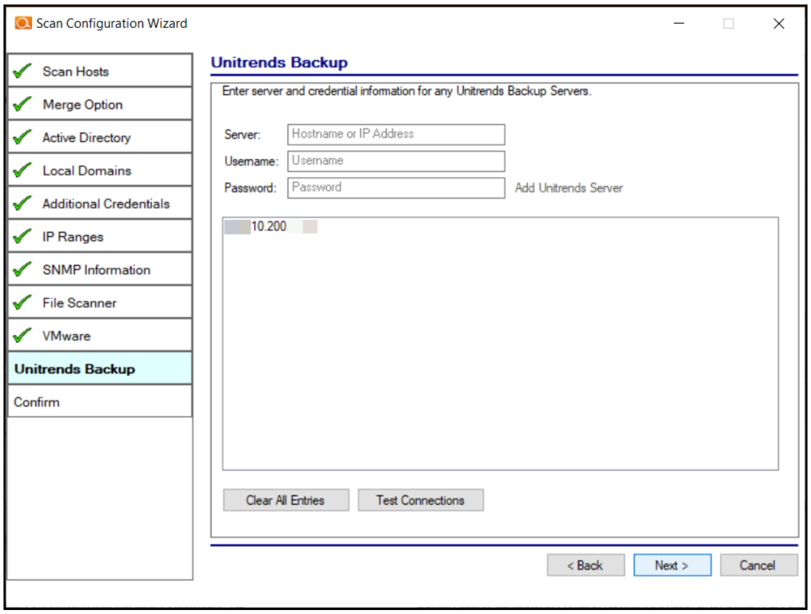
Then click **Next**.

12. The optional VMware credentials window will appear. Enter the hostnames or IP Addresses of any VMware hosts that you wish to include in the scan. Likewise enter credentials needed to access the VMware hosts. Click **Next**.



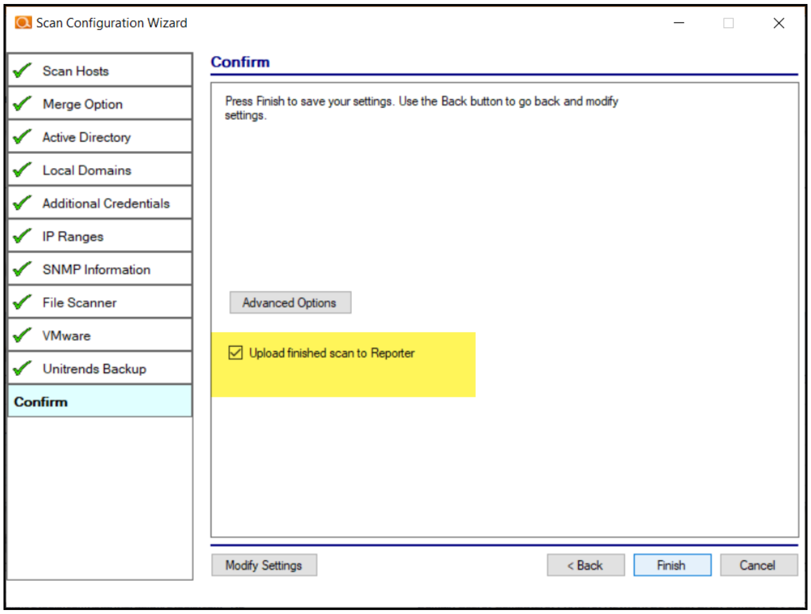
13. The **Unitrends Backup** screen will appear. Enter the Unitrends Backup server name and login credentials.

> **Note:** If you wish, you can use this screen to set up a connection between Cyber Hawk and your Unitrends Backup account. This will allow you to use Unitrends Backup security policies and alerts with Cyber Hawk.



14. Click **Test Connection** to verify your Unitrends Backup configuration.

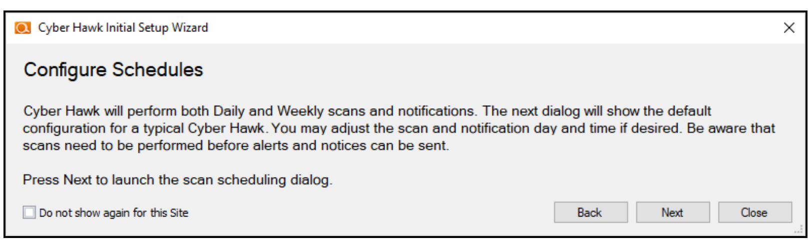
15. Click **Finish** to save your scan settings.
    - If you are using a **Reporter** appliance, you can also choose whether to upload the finished scans to the Reporter.
    - You can also select **Skip devices with all ports filtered**. Some devices use IPS (Intrusion Prevention Systems) that may prevent the Internal Vulnerability Scan from working as intended. If you know that an IPS is present on the network, select this option to avoid timed-out scans or false positives.



> **Note: Skip devices with all ports filtered** is only available with the Cyber Hawk Virtual Appliance. It is not available with the RapidFire Tools Server or legacy Detector appliance.

Step 2 — Schedule Scans and Alert Notifications

In this step you will configure the scanning and alert schedules for Cyber Hawk.



1. In the Schedule screen, enter the required information as in the image below:
   a. **Time Zone**

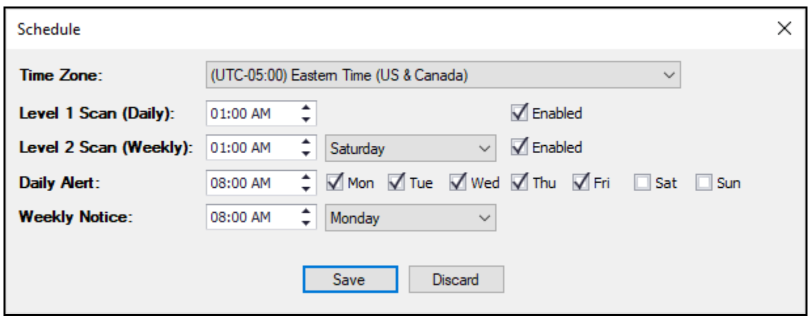
b. **Time for Level 1 Scan (Daily)**: This is the time for the daily Cyber Hawk scan. You can also choose whether to enable or disable the scan. It is Enabled by default.

c. **Time for Level 2 Scan (Weekly)**: This is the time for the weekly Cyber Hawk scan. You can also choose whether to enable or disable the scan. It is Enabled by default.

> **Important:** See "Tips for Scheduling the Level 2 Scan" below for tips on scheduling the scan at the best time to avoid affecting network performance.

d. **Daily Alert**: This is the time that Cyber Hawk will send out Daily Alert notifications to End Users and the Tech Group. You can also configure the days of the week that the Notifications will be sent (default is Monday through Friday).

e. **Weekly Notice**: This is the time that Cyber Hawk will send out a weekly notice to End Users and the Tech Group (default is Monday at 8:00am).



2. When you are finished, click **Save**.

Tips for Scheduling the Level 2 Scan

Cyber Hawk's Level 2 Scan (Weekly) functionality relies on the use of an Internal Network Vulnerability scanner process to perform this scan. Internal Network Vulnerability scans are intentionally designed to be aggressive and comprehensive in nature. At Internal Network Vulnerability scan run time, there are instances where these scans can impact network performance and access to computer endpoints by network users during the time a scheduled Internal Network Vulnerability scan is being performed.

It is recommended that:

- Level 2 scans are scheduled and performed at times when the network is not in use by network users, back-up processes, or any other system or process that requirements unimpeded network access.
- any routers, switches, computers, industrial devices connected to the network, security devices, and other network devices that should not be interfered with in any way during day to day network operation or must be operational and accessible to network systems and users on a 24x7x365 basis, that these IP addresses of the aforementioned devices should be excluded from the Cyber Hawk's IP Range settings contained within the Cyber Hawk's Scan Settings.

Step 3 — Configure Tech Email Groups

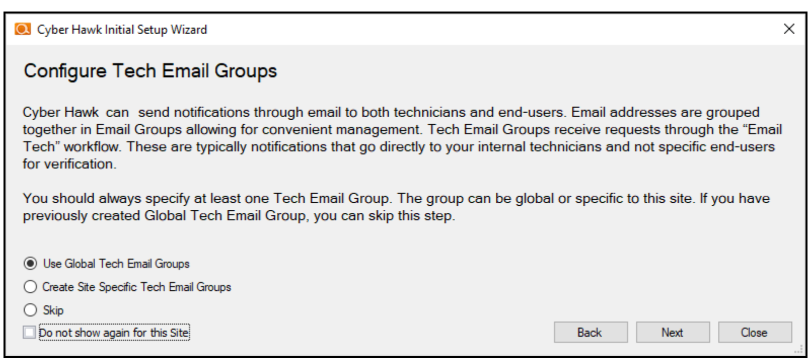
In this step you will configure the email addresses and groups of users for your Technician Group. This is the group that will respond to security alerts sent by Cyber Hawk.

You can choose whether to use a pre-existing Global Tech Email Group, or a Site Specific Tech Email Group.

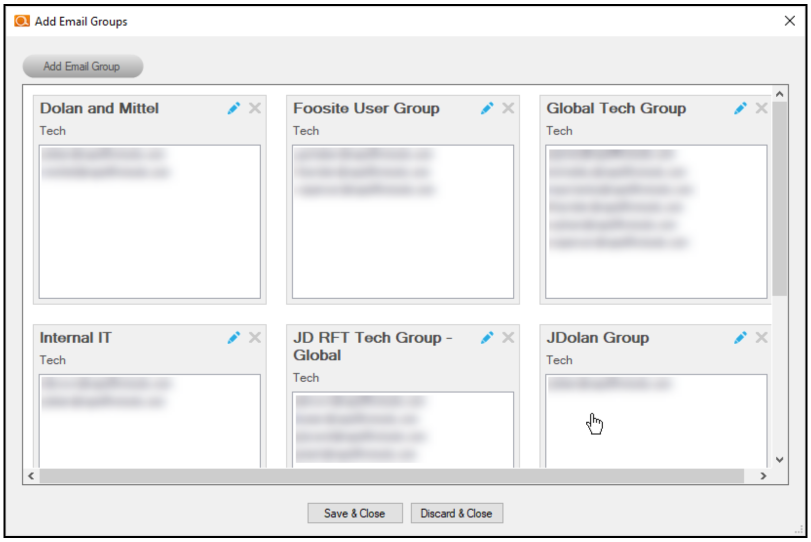
Note: If you choose to use a Global Email Group, you can select from among your pre-existing Global Email Groups or create a new one.

If you choose to create a Site-Specific email group, the list of Global Email Groups will be grayed-out.

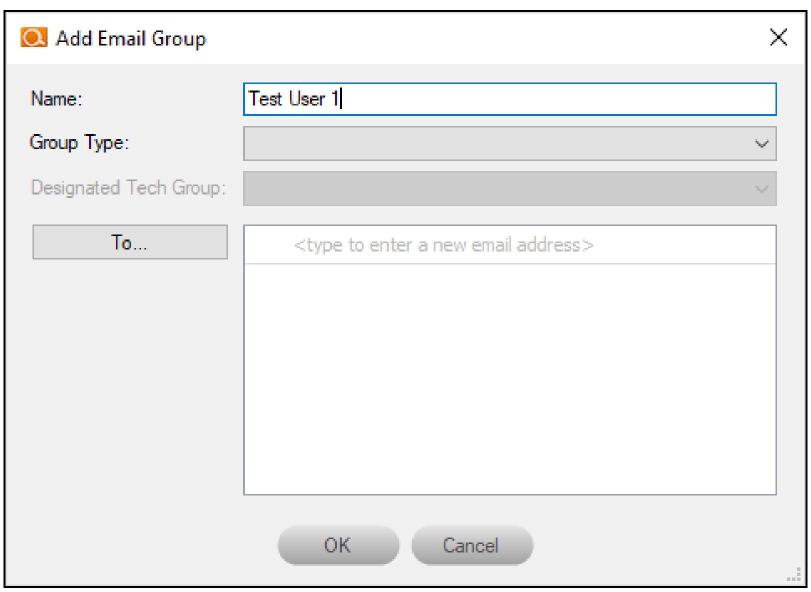
Later, you can continue to create and edit Global Email Groups from **Preferences** > **Email Groups** at any time. You can also later create and edit site-specific email groups from the Cyber Hawk **Email Configuration** button at your specific Site.



1. Select an option and click **Next**.
2. To select an existing email group, click on a group from the menu and click **Save & Close**.



3. To add a new email group, click **Add Email Group**.
4. Enter information for the new email group. You will need to add each individual email address for the email group. You can do this by selecting from the list of existing users associated with your account.

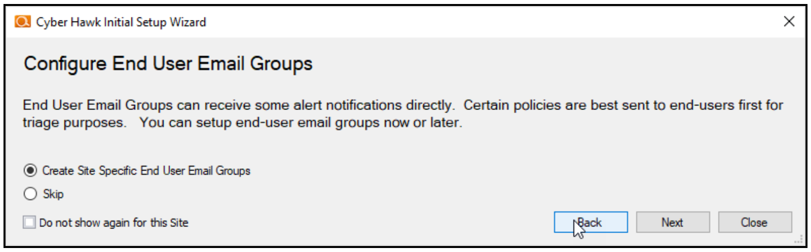


5. When you are finished, click **OK**.

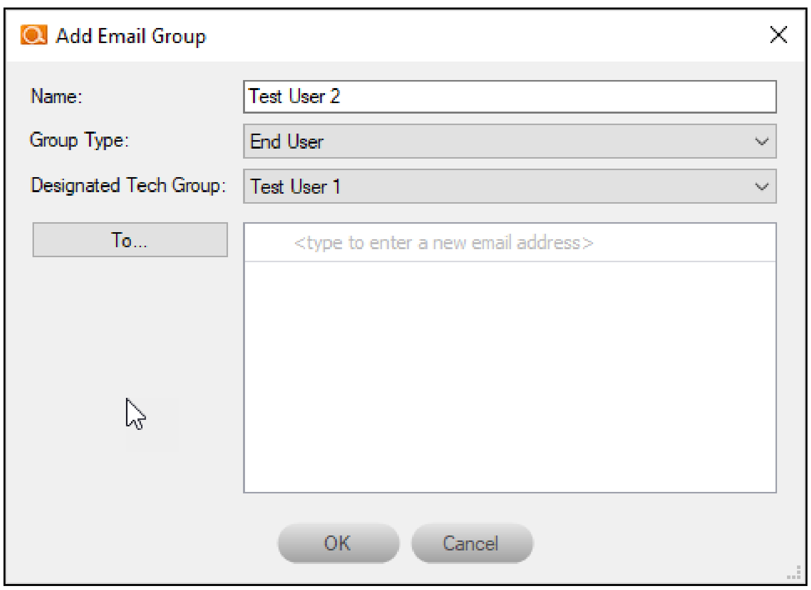
Step 4 — Configure End User Email Groups

Next you will configure the End User Email Group for your site.

> **Note:** You cannot create Global End User Email Groups. You can only create site-specific end user email groups.

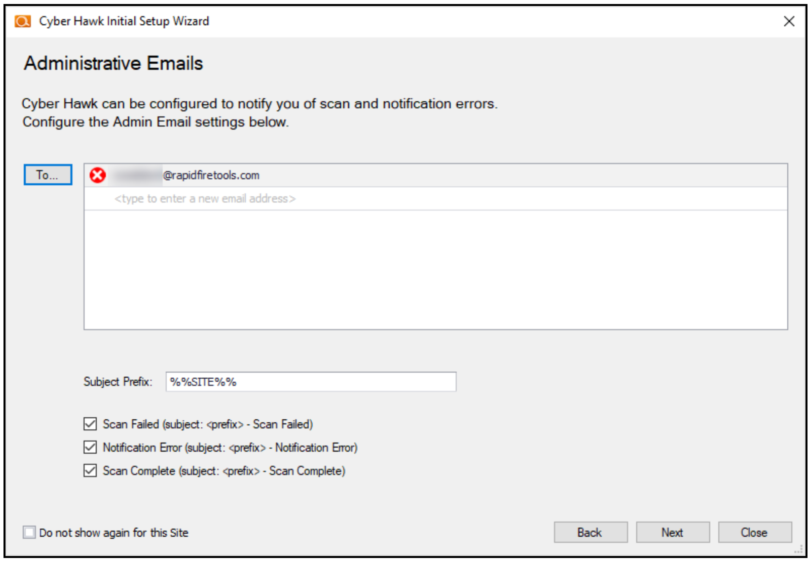


1. To add a new email group, click **Add Email Group**.

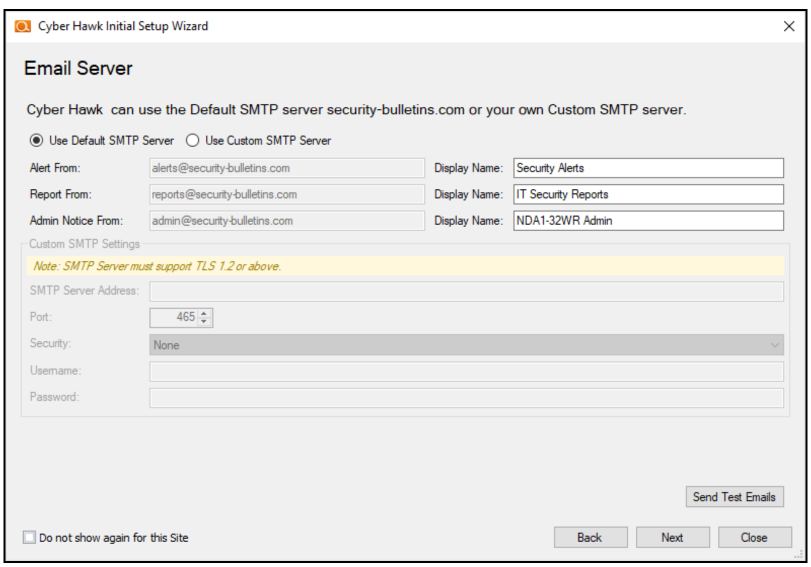


2. Enter information for the new email group. You will need to add each individual email address for the email group. You can do this by selecting from the list of existing users associated with your account. You can also type a new email address into the field.
3. When you are finished, click **OK**.

4. Next configure how Cyber Hawk will handle Administrative emails. This includes errors related to scans or notifications. Enter the email addresses for the recipient(s) of Administrative emails. Then click **Next**.

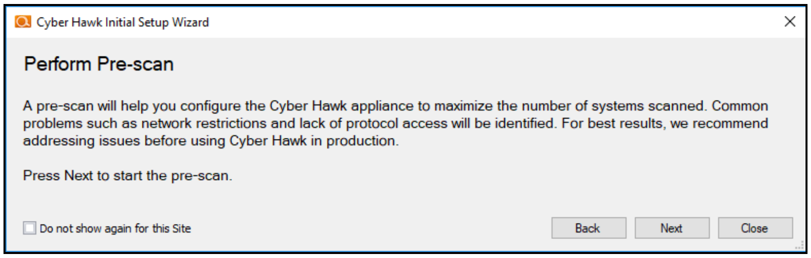


5. Enter the configuration information for the email server. Choose whether to use the default configuration or your own custom SMTP server information. Click **Next**.

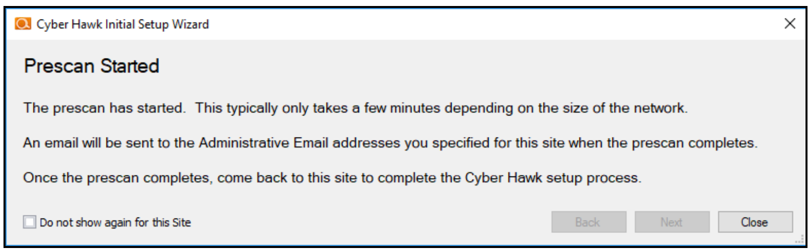


Step 5 — Perform Pre-Scan Analysis

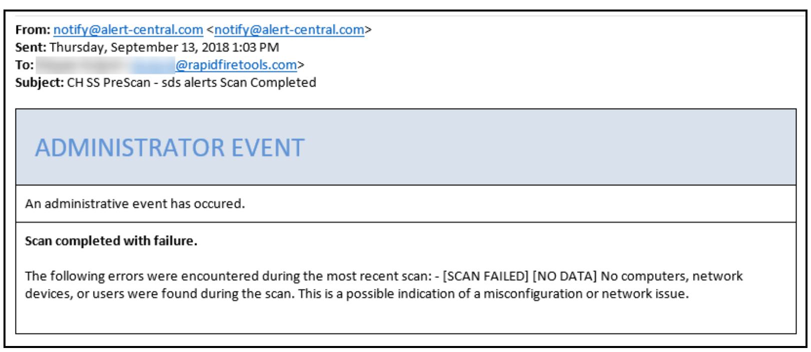
Next you will **Perform a Pre-Scan Analysis** on the target network. This will show you any issues with your scan configuration. Click **Next**.

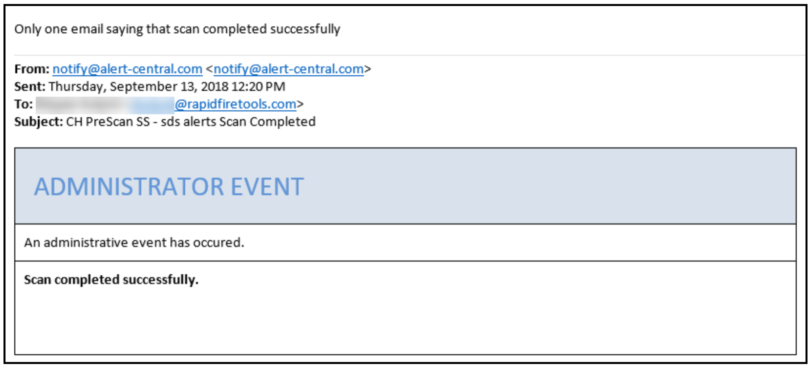


The Pre-Scan Analysis will begin.



When the Pre-Scan Analysis finishes, the admin will receive an email summarizing any issues identified with your Cyber Hawk scan settings.



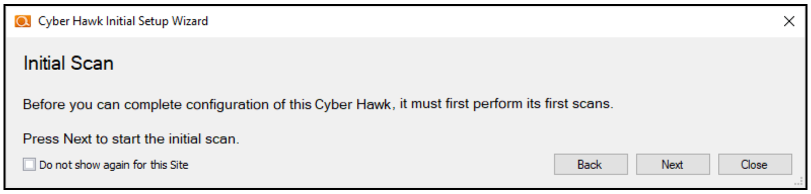


If the Pre-Scan Analysis identifies issues with your Cyber Hawk scan configuration, click Modify next to Scan Configuration and make the recommended changes.

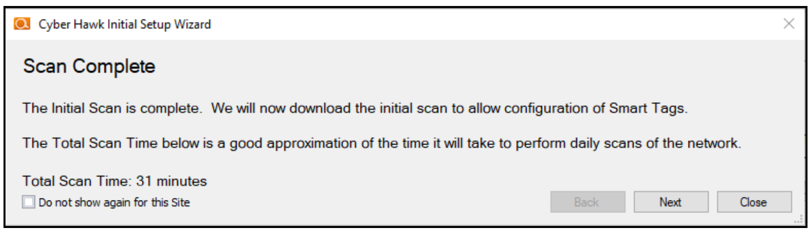
> **Important:** For best results, the target network must be configured to allow for successful scans on all network endpoints. See "Pre-Scan Network Configuration Checklist" on page 242 for configuration guidance for both Windows Active Directory and Workgroup environments.

Step 6 — Perform Initial Cyber Hawk Scan

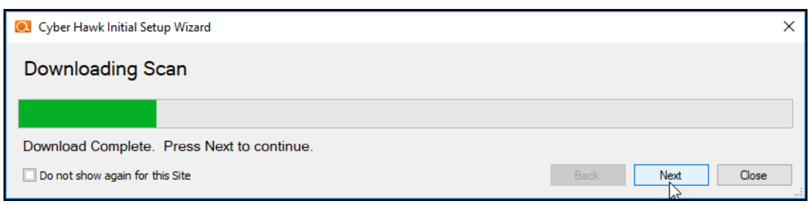
Before you can continue setting up Cyber Hawk, you need to perform an initial scan in order to gather more information about the target network. To initiate the first scan, click **Next**.



Once the scan is completed, a confirmation message will appear. Click **Next**.



The scan will be downloaded automatically.



Click **Next** when the download is complete.

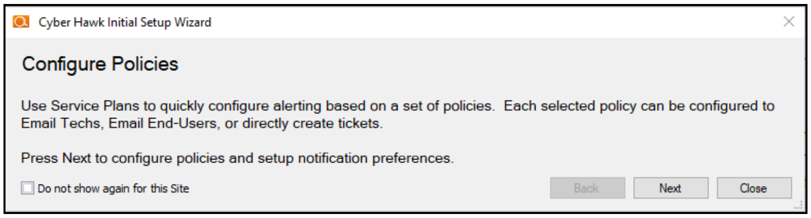
Step 7 — Configure Policies

You will then Configure Policies. In short, this is where you create the "Service Plan" that your MSP will offer to the client.

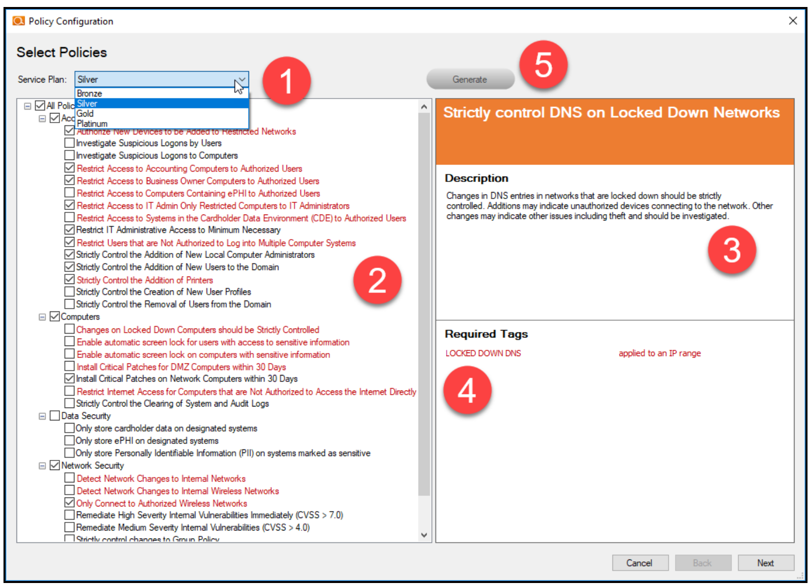
> **Tip:** In the Wizard, you will select from one of several pre-defined service plans. However, you can modify or create your own custom service plan at any time.

Tip: See "Using the Service Plan Creator" on page 178.

When you are ready to configure policies, click **Next**.



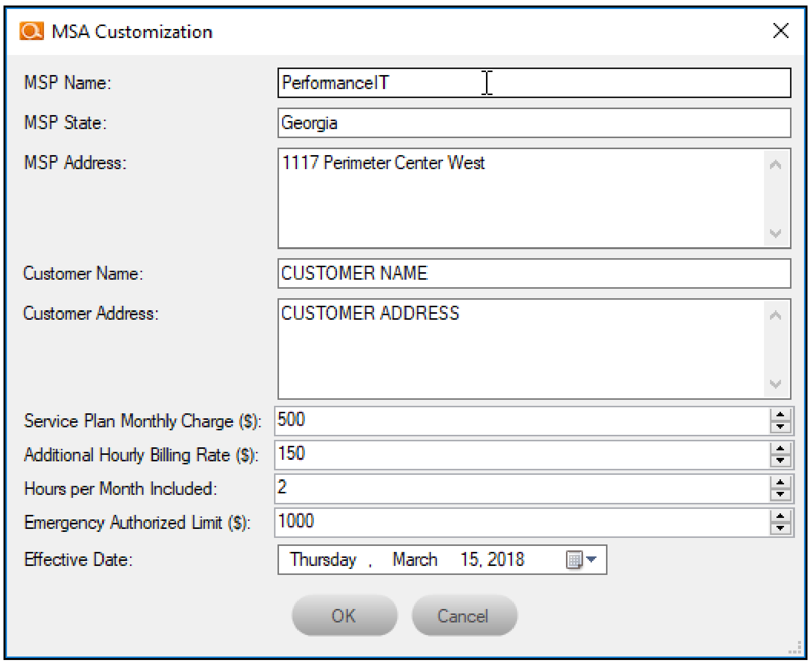
The Policy Configuration window will appear. Here you select the exact security policies that Cyber Hawk will enforce on the target network:



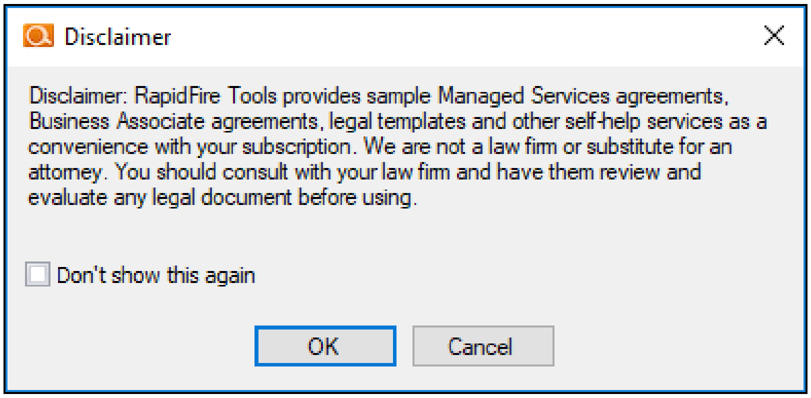
1. **Select from a range of pre-defined service plans**: *Bronze*, *Silver*, *Gold*, or *Platinum*. The higher the service level, the more Security Policies will be enforced.
2. **Review and select individual security policies from the list** of available policies. Use the check box to select or deselect a policy.
3. **Click on a policy's name to read a description of that policy**.
4. **Review the required Smart Tags** needed to enforce the policy (if applicable). Smart Tags help Cyber Hawk enforce security policies on specific PCs or parts of the network (such as an IP range).

5. When you have configured your security policy, click **Generate** to create a Managed Security Services Agreement (MSSA). This is an agreement between you (the MSP) and the client.

6. Enter your custom information for the MSSA.



7. Review the legal disclaimer.

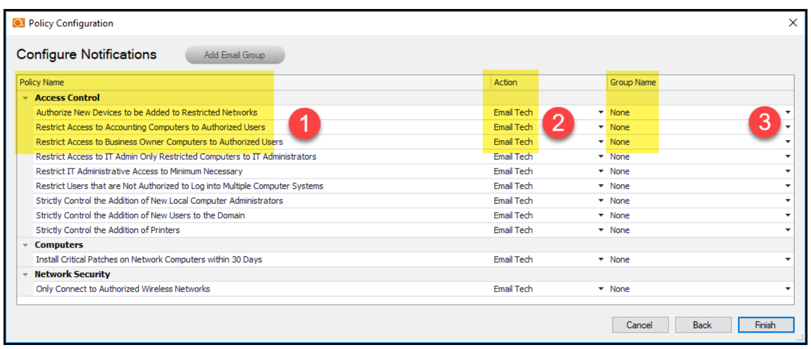


8. When you have generated and reviewed your MSSA, click **Next**.

> **Note:** You can come back and modify the security policy at any time.

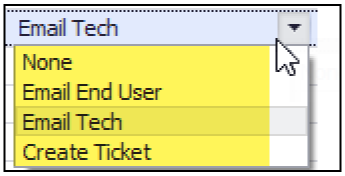
Step 8 — Configure Notifications

Next you will configure notifications. You can think of these as the "actions" that Cyber Hawk performs when it discovers a possible violation of a security policy.



1. Review the specific **Policy** item.
2. Assign an **Action** to the policy item. This can include:
   - **None**: Take no action.
   - **Email End User**: Send an email to an end user group. The end user will then make a decision about whether to request further investigation from the Tech Team.
   - **Email Tech**: Send an email to the Tech Team to investigate the issue.

- **Create a Ticket**: Automatically Create a Ticket in your favorite PSA/ticketing system

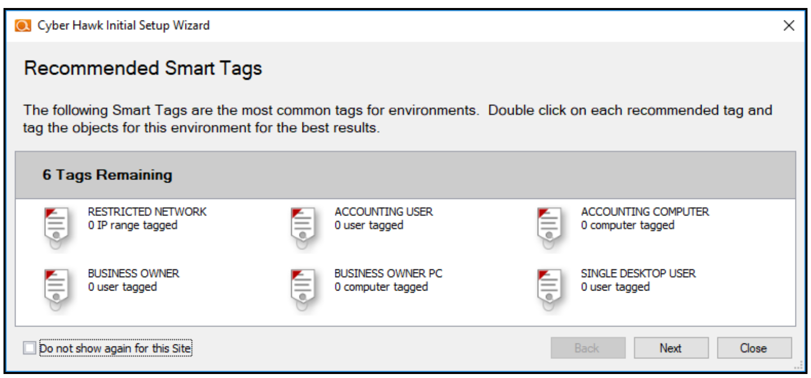


3. Select the Email **Group Name** (the email group to whom to send either an End User or Tech email notification).

When you have assigned *Actions* and *Groups* to all Security Policies, click **Finish**.

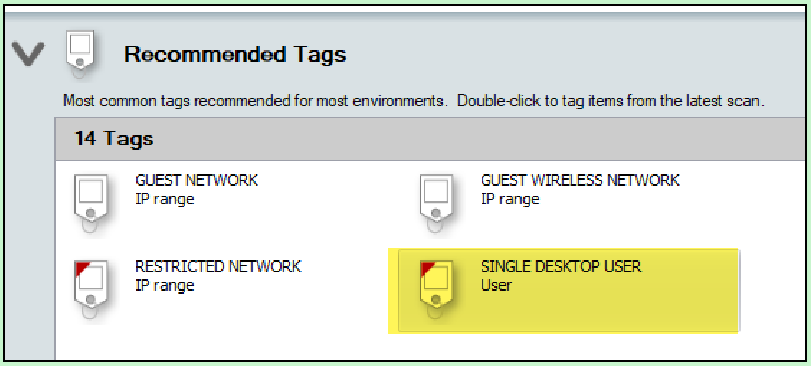
Step 9 — Configure Smart Tags

Next you will deploy **Smart Tags** within the network environment. Smart Tags help Cyber Hawk track behavior on the network in order to enforce the security policy.

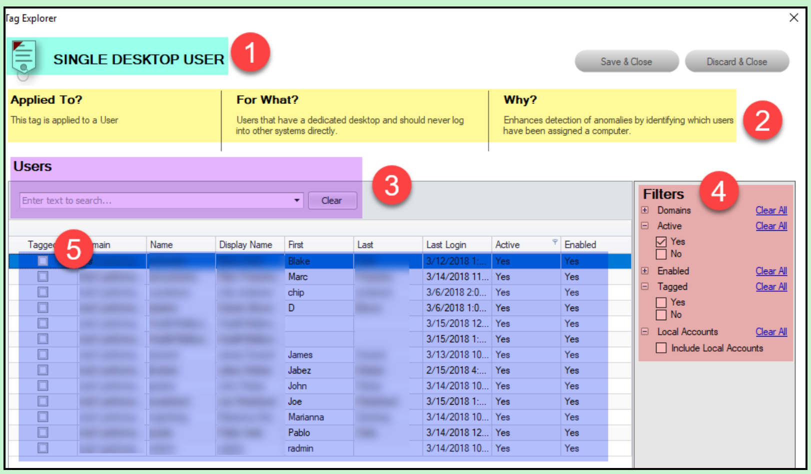


EXAMPLE:

If a PC on your network should only be accessed by one user, you would assign that PC the *Single Desktop User* Smart Tag. This lets Cyber Hawk know to “lock down” that PC to only that user, and to send alert notifications when another user attempts to access it.



Configure each Smart Tag by double clicking on it. Depending on the Smart Tag, a slightly different configuration screen will open. Below is an example:



On the Smart Tag configuration screen you can find:

1. The name of the smart tag
2. A description of the smart tag, including the part of the network environment to which it is applied, its purpose, and the benefit of employing the smart tag
3. Search for specific network components to which to assign tags (in this case, users)
4. Filter the list of available network components
5. Check the box to assign smart tags to specific network components

The Wizard will present you with a list of recommended smart tags to deploy within the network based on the specific Security Policies you decided to enforce in the earlier step.

When you have assigned all recommended smart tags to network components, click **Next**.

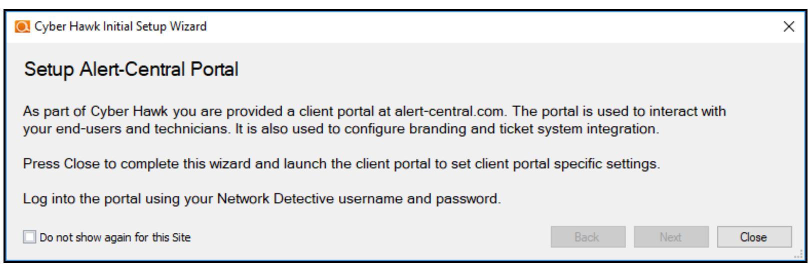
> **Tip:** See the section "Smart Tags" on page 156 in this guide for more detailed information.

Step 10 — Set Up RapidFire Tools Portal

Congratulations! You've configured Cyber Hawk on the target network! Your End Users and Tech Group will now receive daily alerts whenever Cyber Hawk discovers suspicious activity on the network.

Now it's time to set up the RapidFire Tools Portal. The Portal is where your end-users and technicians respond to alerts sent out by Cyber Hawk to enforce the security policy. It is also used to configure branding and integrate with your preferred ticketing system/PSA.

Click **Close** to dismiss the Cyber Hawk Initial Setup Wizard.



See these topics to set up the RapidFire Tools Portal:

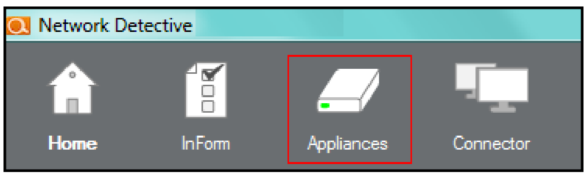
- "Set Up and Assign a Ticketing/PSA System Integration to a Site Using Cyber Hawk" on page 98
- "Set Up Portal Branding" on page 128
- "Set Up a Custom Subdomain to Access the RapidFire Tools Portal" on page 134
- "Set Up Custom SMTP Server Support" on page 137

Provisioning Additional Cyber Hawk Appliances for Deployment

With Cyber Hawk, you have the ability to self-provision and deploy an unlimited number of Cyber Hawk Appliances using the RapidFire Tools Portal. If you wish to provision and set up your sites using Network Detective instead, see "Provisioning Additional Cyber Hawk Appliances for Deployment (Classic)" on page 46.

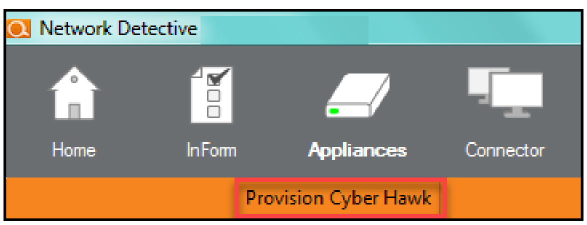
Follow these steps to provision a Cyber Hawk Appliance:

1. Run Network Detective and log in with your credentials.
2. Select the **Appliance** icon on the ribbon bar.

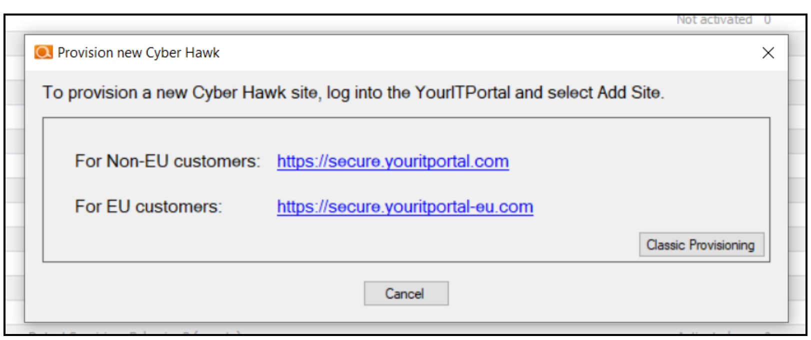


The Appliances window will be displayed.

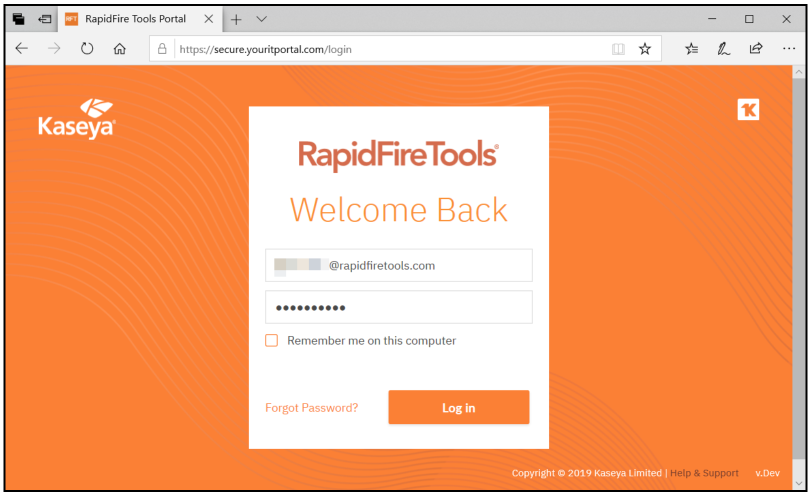
3. Select the **Provision Cyber Hawk** button to begin the Cyber Hawk provisioning process.

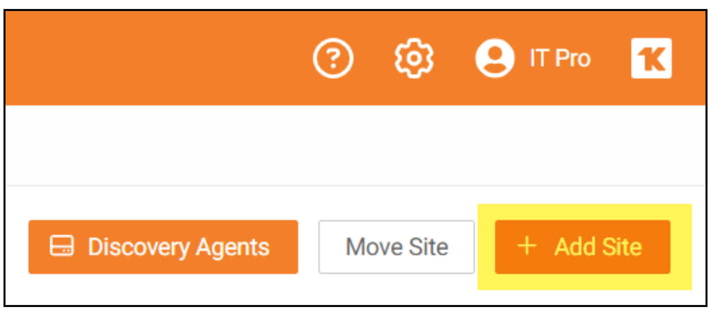


The Provision Cyber Hawk window will be displayed.



4. Access the RapidFire Tools Portal and log in to create a site and continue the provision process.
   - If you are a non-EU customer, click https://secure.youritportal.com.
   - If you are an EU customer, click https://secure.youritportal-eu.com.
5. Log in to the Portal and click **Add Site**. Continue provisioning the new Site in the Rapid Fire Tools Portal.





Tip: Once you create the new Site, the new Cyber Hawk appliance will be provisioned automatically. However, you will still need to install it.

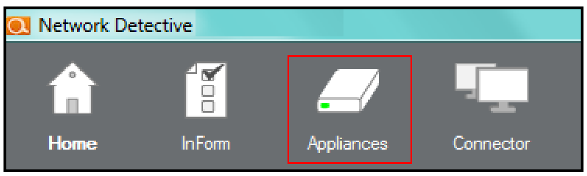
Note: See the Cyber Hawk Web Console User Guide for complete instructions on using Cyber Hawk for all of your sites completely within the RapidFire Tools Portal.

Provisioning Additional Cyber Hawk Appliances for Deployment (Classic)

With Cyber Hawk, you have the ability to self-provision and deploy an unlimited number of Cyber Hawk Appliances. Use this process to provision a new appliance if you do not wish to use the RapidFire Tools Portal to create the new appliance.

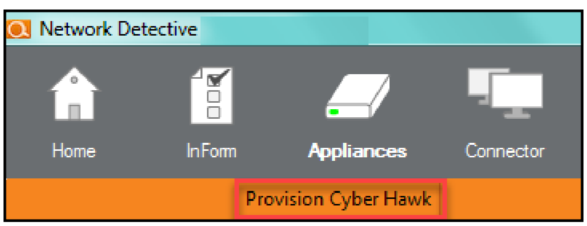
Follow these steps to provision a Cyber Hawk Appliance:

1. Run Network Detective and login with your credentials.
2. Select the **Appliance** icon on the ribbon bar.



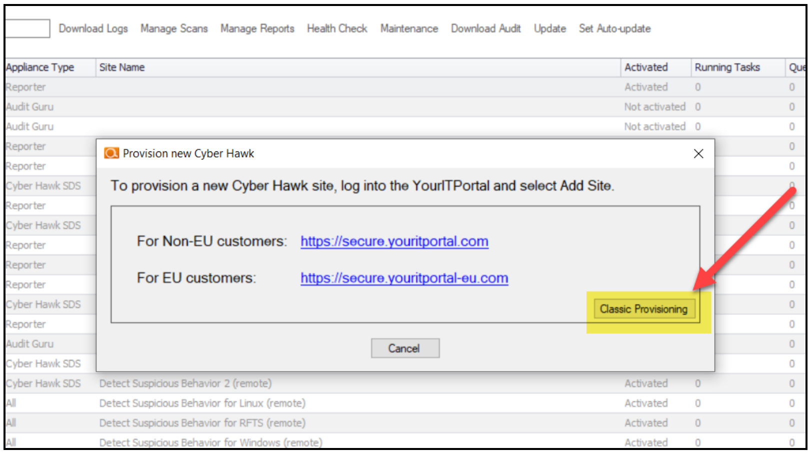
The Appliances window will be displayed.

3. Select the **Provision Cyber Hawk** button to begin the Cyber Hawk provisioning process.

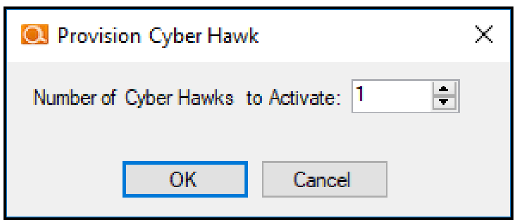


The Provision Cyber Hawk window will be displayed.

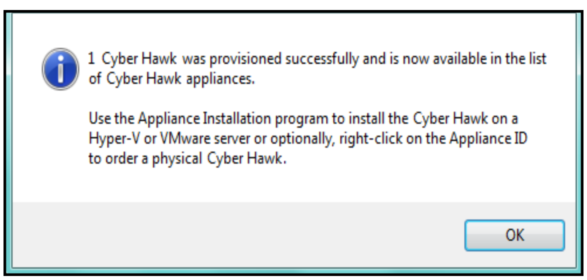
If you wish to provision a Cyber Hawk without using the RapidFire Tools Portal to create a site, click **Classic Provisioning**.



4. Select the number of Cyber Hawk you want to activate and select the OK button to continue.

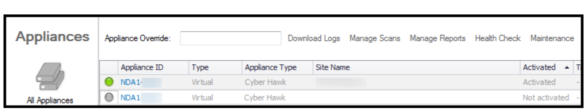


The Cyber Hawk Provisioned window will be displayed to indicate that the Cyber Hawk(s) have been provisioned for use.



5. Select the OK button to view the newly provisioned Cyber Hawk in the Appliances window.

The newly provisioned Cyber Hawk will be displayed in the Appliances window and provisioned as Not Activated.



6. To complete the Cyber Hawk Activation process, go to www.rapidfiretools.com/nd and download and install the Cyber Hawk Virtual Appliance on a Hyper-V or VMware enabled computer operating within your client’s network.

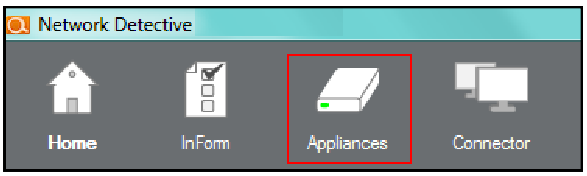
Note: For more information about installing the Virtual Appliance, please download the Virtual Appliance Installation Guide for Cyber Hawk.

Provisioning Additional Detector Legacy Appliances for Deployment

> **Note:** Note that this workflow is currently in the process of being phased out in favor of new functionality. See "Provisioning Additional Cyber Hawk Appliances for Deployment" on page 44 for instructions on the new workflow.

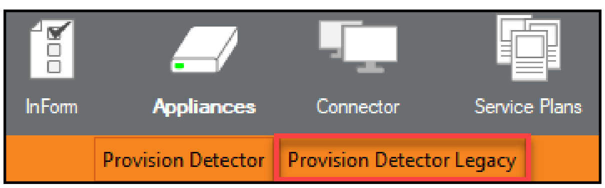
Follow these steps to provision a Legacy Detector Appliance:

1. Run Network Detective and login with your credentials.
2. Select the **Appliance** icon on the ribbon bar.



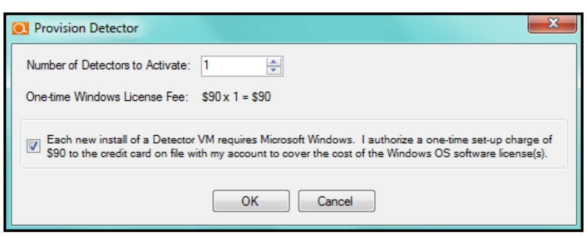
The Appliances window will be displayed.

3. Select the **Provision Legacy Detector** button to begin the appliance provisioning process.

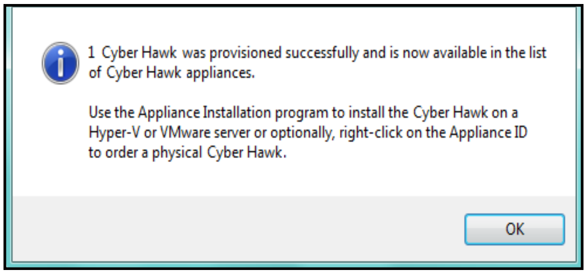


The Provision Legacy Detector window will be displayed.

4. Select the number of Detectors you want to activate, select the Authorization check box, and select the OK button to continue.

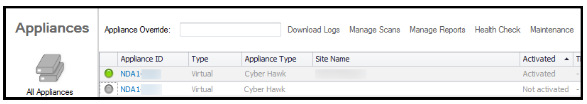


The Detector Provisioned window will be displayed to indicate that the Detector(s) have been provisioned for use.



5. Select the OK button to view the newly provisioned Detector in the Appliances window.

   The newly provisioned Detector will be displayed in the Appliances window and provisioned as Not Activated.



6. To complete the Detector Activation process, go to www.rapidfiretools.com/nd and download and install the Detector Virtual Appliance on a Hyper-V or VMware enabled computer operating within your client's network.

Note: For more information about installing the Virtual Appliance, please download the Virtual Appliance Installation Guide for Cyber Hawk.

Cyber Hawk Security Policy Violation Alerts

Whenever Cyber Hawk discovers a potential security policy violation on the network, it alerts your team and helps them respond to and mitigate the issue. This section covers everything you need to know about Cyber Hawk's security policy violation alerts.

Security Policy Violation Alert Notification Rule Actions

You assign Cyber Hawk an **Action** for each Security Policy being enforced on the network. Whenever Cyber Hawk discovers a potential violation of a Security Policy, it automatically performs the Action.

There are four available Actions. These are:

Action	Description and Features
1. Email Tech Group	1. Send your technicians an *Alert Notification* directing them to investigate the issue. 2. Create an Alert item in the Portal.
2. Email End User	1. Send an *End User Alert Notification* to End User(s) in your client's company. 2. The End User can then decide how your technicians respond to the Alert. End Users can direct your company's technicians to: • *Investigate the Alert*. The Tech Group will then receive an Alert Notification, and an Alert item will be created in the Portal. • *Set up an Ignore Rule* to ignore the Alert in the future. The Tech Group will receive an Ignore Alert Notification and will be prompted to set up the Ignore Rule.
3. Create a Ticket	Generate a ticket based on the policy violation in your preferred PSA system. **Note:** See "Set Up and Assign a Ticketing/PSA System Integration to a Site Using Cyber Hawk" on page 98.
4. None	Take no action.

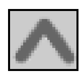
Set Up End User Alert Notifications

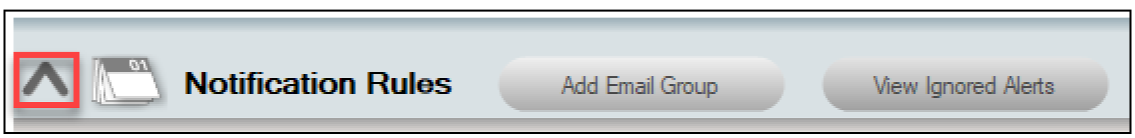
You can set up Cyber Hawk to send **End User Alert Notifications** whenever Cyber Hawk discovers a possible security policy violation on the network.

Tip: End User Alerts allow the client to give your technicians some guidance in responding to a particular security alert.

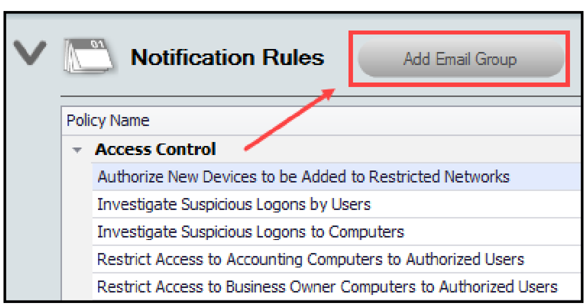
To configure end user alerts:

1. From the Site, click the Cyber Hawk icon to open the Cyber Hawk management screen.

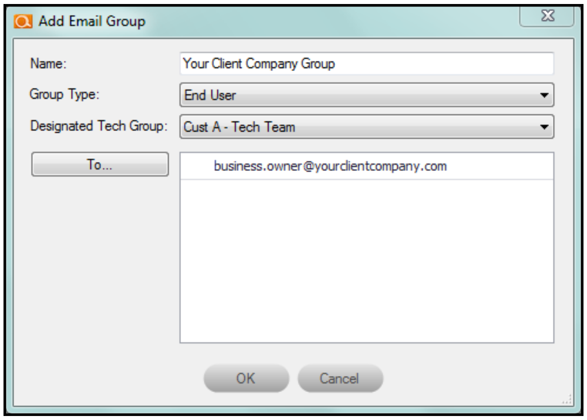
2. If necessary, click the chevron button  to expand the **Notification Rules** panel.



3. To send the notifications to a new email group, click **Add Email Group**.

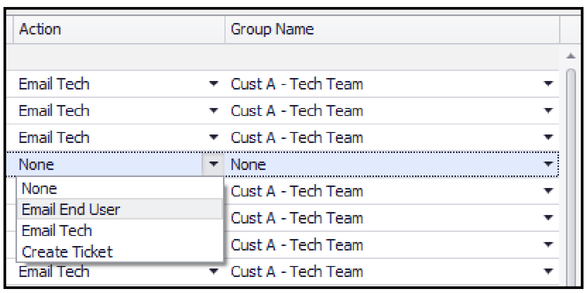


4. Enter the new email group **Name**, select the **Group Type** (End User), then enter the **Designated Tech Group** who will respond to the End User *Investigate* and *Ignore* requests.



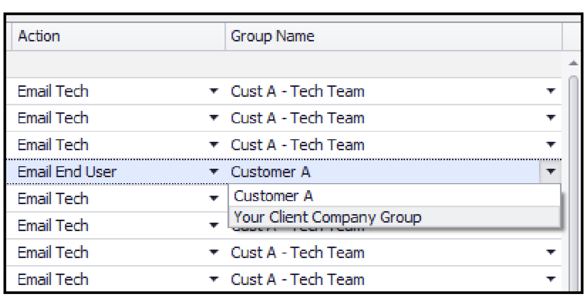
Enter the email addresses for the End User Group. Click **To...** to select from users assigned to your Network Detective account. You can also type in the addresses manually. Click **OK**.

5. For each policy that you wish to send notifications, select **Email End User** from the **Action** drop-down menu in the list of policy names.



> **Note:** The list of policy names displays the list of security policies currently being enforced at the Site. To modify the policy configuration, see "Edit Policies Enforced at a Site" on page 251.

6. Select the **Email Group** name from the **Group Name** drop-down menu.

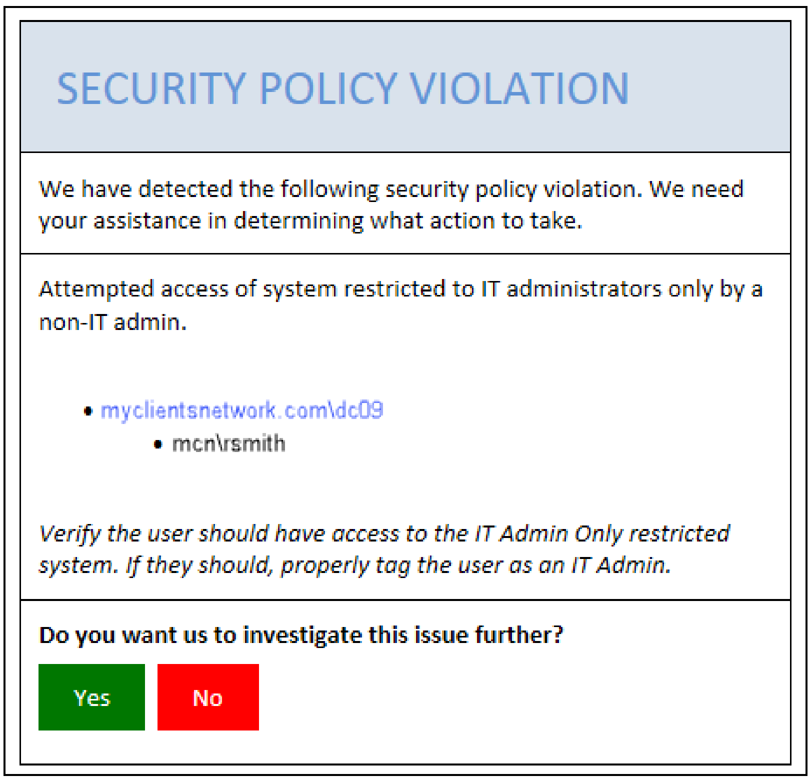


The chosen End User Email Group will now receive security policy violation alerts when Cyber Hawk discovers anomalies, changes, or threats on the network.

More about End User Security Policy Violation Alert Notifications

This purpose of the End User Notifications feature is to notify individuals within your client's company about Security Policy Violations via selected Cyber Hawk Alerts.

In cases where your technicians will require guidance from your client as to how your technicians should to respond to a particular Security Policy Violation Alert, you can configure Cyber Hawk to send End User Alert Notifications directly to email recipients in your client's company.



Upon your client's receipt of an Alert, your client can assign To Do items to your technicians. The To Do items may request that your technicians:

- Investigate the Alert
- Assign an Ignore Rule to a specific Alert to address False Positives

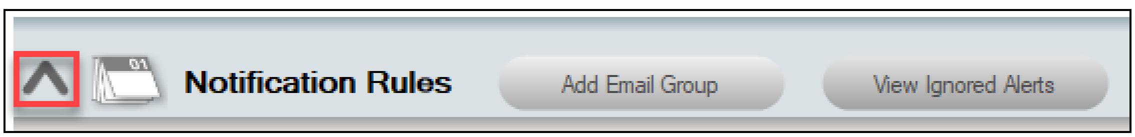
End User Alerts are configured and controlled by a Notification Rule assigned to a specific Security Policy. Notification Rules are configured either through the use of the Notification Rules setup or the Policy Configuration features located within the Cyber Hawk Settings window.

Set Up Tech Group Alert Notifications

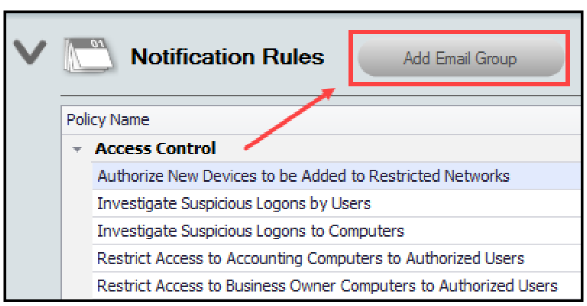
You can set up Cyber Hawk to send **Tech Group Alert Notifications** whenever Cyber Hawk discovers a possible security policy violation on the network. To do this:

1. From the Site, click the Cyber Hawk icon to open the Cyber Hawk management screen.

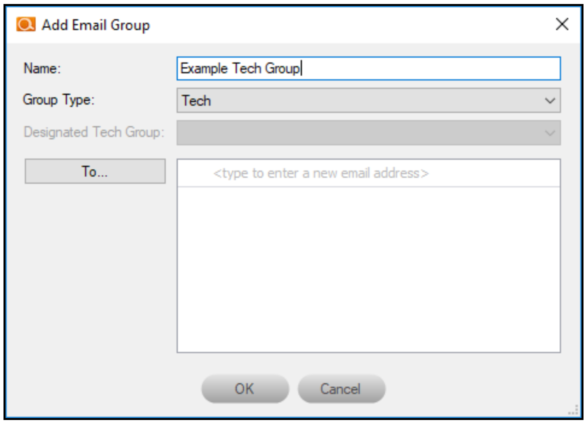
2. If necessary, click the chevron button to expand the **Notification Rules** panel.



3. To send the notifications to a new email group, click **Add Email Group**.

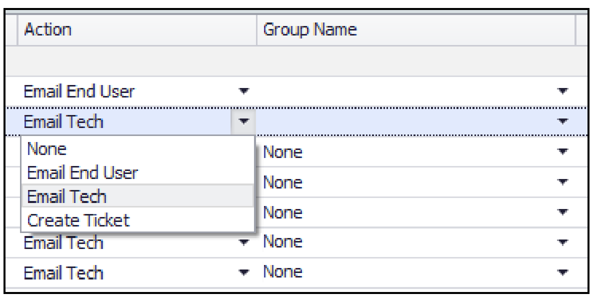


4. Enter the new email group **Name** and select the **Group Type** (Tech).



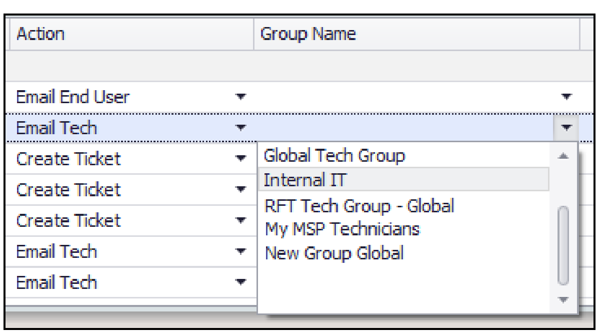
Enter the email addresses for the Tech User Group. Click **To...** to select from users assigned to your Network Detective account. You can also type in the addresses manually. Click **OK**.

5. For each policy that you wish to send notifications, select **Email Tech** from the **Action** drop-down menu in the list of policy names.



> **Note:** The list of policy names displays the list of security policies currently being enforced at the Site. To modify the policy configuration, see "Edit Policies Enforced at a Site" on page 251.

6. Select the **Email Group** name from the **Group Name** drop-down menu.



The chosen Tech Email Group will now receive security policy violation alerts when Cyber Hawk discovers anomalies, changes, or threats on the network.

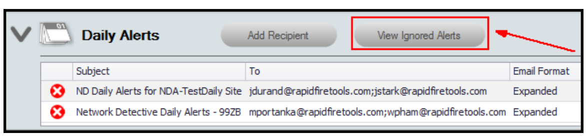
Managing and Deleting “Ignore” Alert Rules

With Cyber Hawk, you have the ability to select Alerts that you can “Ignore” through the use of the RapidFire Tools Portal’s Ignore Alert process as a method to minimize Cyber Hawk alerting on ACT false positives.

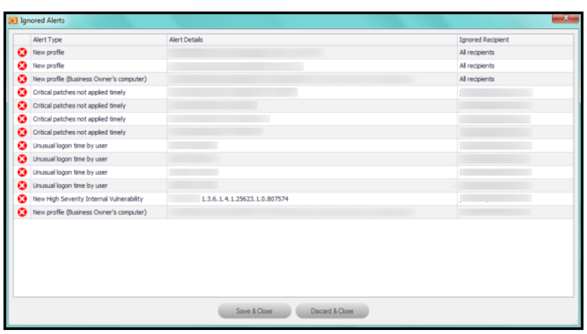
In order to view and delete Ignore Alert Rules assigned to a particular alert for a Site associated with your Cyber Hawk Appliance, you can use the **View Ignored Alerts** feature.

Follow these steps to view and delete Cyber Hawk Alert ignore rules:

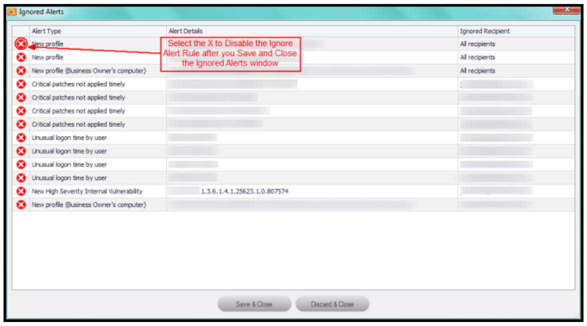
1. Run Network Detective and log in with your credentials.
2. Open your Site associated with your Cyber Hawk and view the Cyber Hawk Settings.
3. Select the **View Ignored Alerts** button located on the Daily Alerts bar in the Cyber Hawk Settings window.



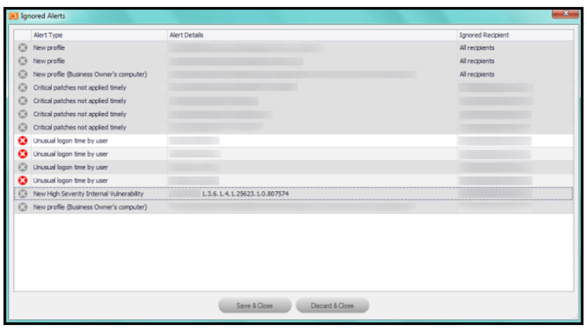
4. The Ignored Alerts window will be displayed.



5. Select the **X** icon next to the Ignore Alert rule that you would like to delete.

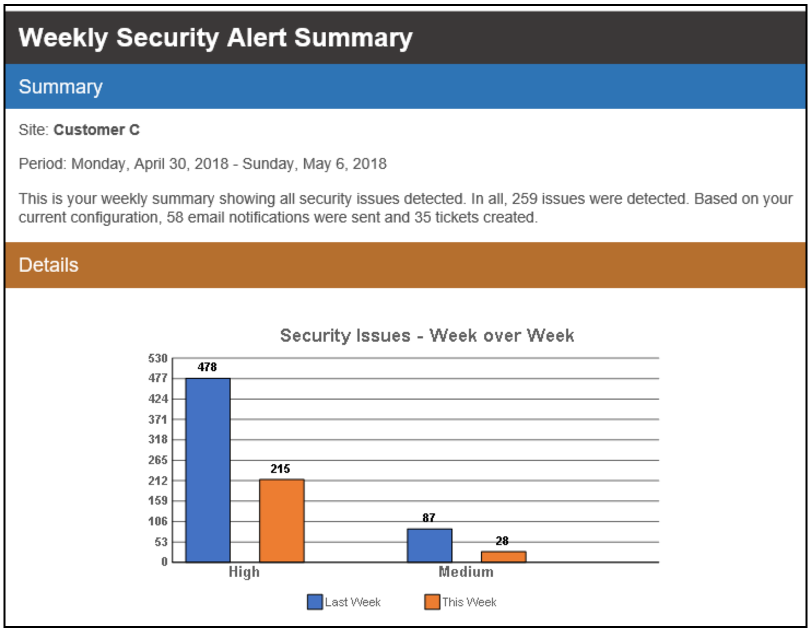


6. Selected Ignore Alert rules will be grayed out indicating that these rules will be deleted after the Alert Rule settings are saved.
7. After selecting the Ignore Alert rules that you want to delete, select the **Save & Close** button in the Ignored Alerts window.



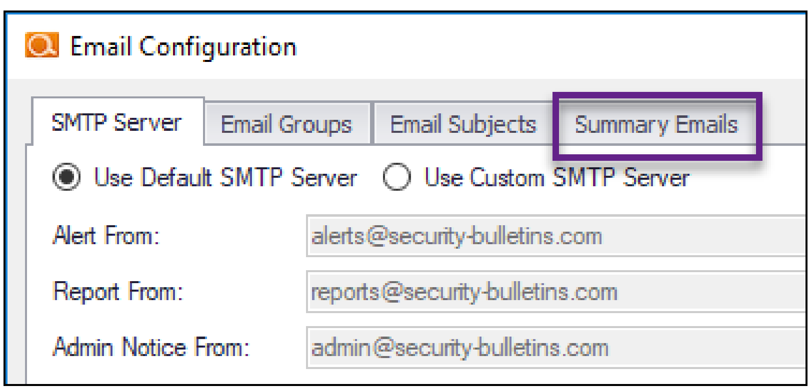
Cyber Hawk Security Alert Email Summaries

Cyber Hawk can generate Weekly and Monthly Security Alert Email Summaries. These summaries provide an overview of all issues detected on the network. Use the Security Alert summaries to communicate the value of your security service to your clients.

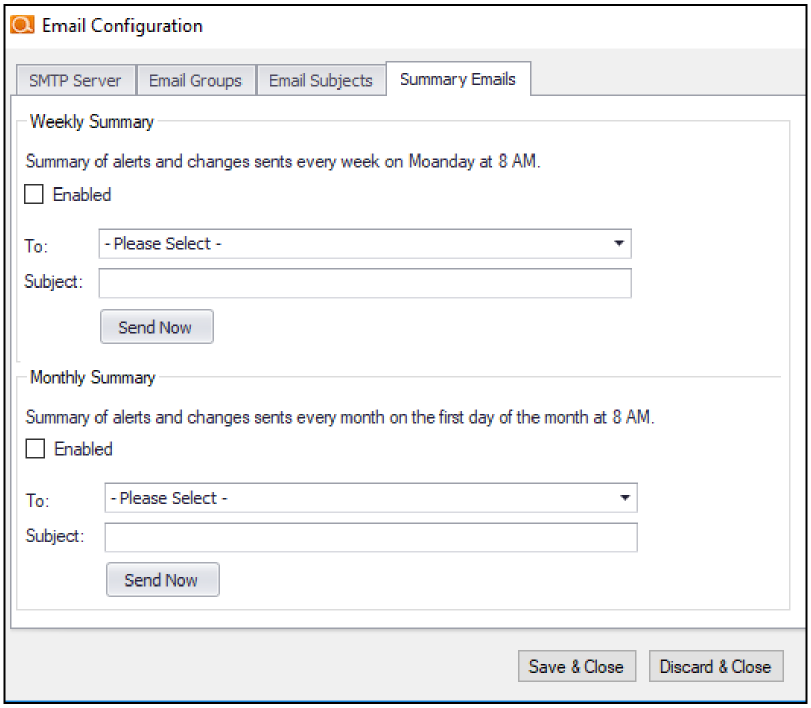


To configure Weekly and Monthly Security Alert Summaries:

1. Open Cyber Hawk from your Site.
2. Click **Email Configuration**.
3. Click the **Summary Emails** tab.



4. Choose whether to enable **Weekly** and **Monthly** Summaries. Select the Recipient Email Group from the **To:** drop down menu.



5. Enter a **Subject** line for the email.
6. Click **Save & Close**.

You can also click **Send Now** to immediately send the email. Otherwise, it will be sent at the time noted in the interface.

What's in the Cyber Hawk Alert Summaries?
A comparison of high and medium level issues week over week or month over month
Security issues by day of the week
A table containing high risk security issues, including number of occurrences and issue type
A table containing medium risk security issues, including number of occurrences and issue type
Number of tickets created
High risk security issues detected, but not alerted (you can change your security policies in order to act on these issues and generate alerts)
Assets with the most alerts (such as PCs or printers)
Users with the most security issues
User and permission changes on the network (users added, removed, or promoted to administrator)

What's in the Cyber Hawk Alert Summaries?
Group security policy changes
Network changes (such as the addition of new devices)

Security Policy Details

The table below documents each Security Policy, including the "Smart Tags" on page 156 that must be used in combination with the policy.

Policy (policies with red background require Smart Tag configuration)	Description of policy	Required Tag(s)	Smart Tag Category
Authorize New Devices to be Added to Restricted Networks	Notify when new devices are connected to specified IP Range(s)	Restricted Network	IP Ranges
Investigate Suspicious Logons by Users	Notify if user logs in outside of normal time frames based on algorithmic analaysis of individual users login behavior	n/a	n/a
Investigate Suspicious Logons to Computers	Notify if user logs into computer that they have not logged into previously	n/a	n/a
Restrict Access to Accounting Computers to Authorized Users	Designate assets that only specified users should log into. Notify if non authorized users perform interactive logon. (Requires both tags to function)	Accounting Computer; Accounting User	Computers; Users
Restrict Access to Business Owner Computers to Authorized Users	Designate assets that only specified users should log into. Notify if non authorized users perform interactive logon. (Requires both tags to function)	Business Owner PC; Business Owner	Computers; Users
Restrict Access to Computers Containing ePHI to Authorized Users	Designate assets that only specified users should log into. Notify if non authorized users perform interactive logon. (Requires both tags to function) If EPHI is discovered on EPHI authorized devices during file scan it will be ignored	HIPAA/EPHI Authorized Computer; HIPAA/EPHI Authorized User	Computers; Users
Restrict Access to IT Admin Only Restricted Computers to IT Administrators	Designate assets that only specified users should log into. Notify if non authorized users perform interactive logon. (Requires both tags to function)	Restricted IT; Admin Only IT Admin	Computers; Users
Restrict Access to Systems in	Designate assets that only specified users should log into. Notify if non	PCI/CDE Authorized	Computers;

Policy (policies with red background require Smart Tag configuration)	Description of policy	Required Tag(s)	Smart Tag Category
the Cardholder Data Environment (CDE) to Authorized Users	authorized users perform interactive logon. If Cardholder Data I is discovered on CDE authorized devices during file scan it will be ignored	Computer; PCI/CDE Authorized User	Users
Restrict IT Administrative Access to Minimum Necessary	Notify if users account is promoted to Administrator access rights	n/a	n/a
Restrict Users that are Not Authorized to Log into Multiple Computer Systems	Notify if a user logs into more than one computer	Single Desktop User	Users
Strictly Control the Addition of New Local Computer Administrators	Notify if new local administrator account is created or local user is promoted to local administrator	n/a	n/a
Strictly Control the Addition of New Users to the Domain	Notify if new user accounts are added to the domain	n/a	n/a
Strictly Control the Addition of Printers	Notify if printers/printer drivers are detected that are not tagged as authorized	Authorized Printer	Printers
Strictly Control the Creation of New User Profiles	Notify if new user profile is detected (when user accesses system for first time)	n/a	n/a
Strictly Control the Removal of Users from the Domain	Notify if user account is removed from domain	n/a	n/a
Backup all Windows servers (Unitrends)	Notify if Windows servers are not properly backed up (requires Unitrends credentials in scan configuration)	n/a	n/a
Backup all Hyper-V servers (Unitrends)	Notify if Hyper V Servers are not properly backed up (requires Unitrends credentials in scan configuration)	n/a	n/a

Policy (policies with red background require Smart Tag configuration)	Description of policy	Required Tag(s)	Smart Tag Category
Backup all VMware servers (Unitrends)	Notify if VMware servers are not properly (requires Unitrends credentials in scan configuration)	n/a	n/a
Investigate all backup failures (Unitrends)	Notify if Unitrends server backup fails (requires Unitrends credentials in scan configuration)	n/a	n/a
Changes on Locked Down Computers should be Strictly Controlled	Notify when specified devices have software added/removed, drive changes (removable drive)	Locked Down	Computers
Enable automatic screen lock for users with access to sensitive information	Notify if user logs into device that does not have automatic screen lock enabled	Sensitive User	Users
Enable automatic screen lock on computers with sensitive information	Notify if devices do not have automatic screen lock enabled PII discovered on devices tagged as Sensitive Computer will be ignored	Sensitive Computer	Computers
Install Critical Patches for DMZ Computers within 30 Days	DMZ is designated by tagging to closely monitor critical patch application	DMZ computer	Computers
Install Critical Patches on Network Computers within 30 Days	Notify if devices are missing critical patches	n/a	n/a
Restrict Internet Access for Computers that are Not Authorized to Access the Internet Directly	Notify if specified devices connect to the internet	No Direct Internet Access	Computers
Strictly Control the Clearing of System and Audit Logs	Notify if event logs are cleared	n/a	n/a

Policy (policies with red background require Smart Tag configuration)	Description of policy	Required Tag(s)	Smart Tag Category
Detect malicious software and potential security breaches (Breach Detection System)	Notify if ransomware, malware or footholds are detected on network devices (scan runs once per week)	n/a	n/a
Only store cardholder data on designated systems	Cardholder Data discovered on devices tagged as PCI/CDE Authorized Computer will be ignored	PCI/CDE Authorized Computer	Computers
Only store ePHI on designated systems	EPHI discovered on devices taged as HIPAA/EPHI Authorized Computer will be ignored	HIPAA/EPHI Authorized Computer	Computers
Only store Personally Identifiable Information (PII) on systems marked as sensitive	PII discovered on devices tagged as Sensitive Computer will be ignored	Sensitive Computer	Computers
Detect Network Changes to Internal Networks	Notify when devices are (dis)connected to/from LAN. Guest networks can be ignored via tagging	Guest Network	IP Ranges
Detect Network Changes to Internal Wireless Networks	Notify when devices are (dis)connected to/from wireless networks. Guest networks can be ignored via tagging	Guest Wireless Network	IP Ranges
Only Connect to Authorized Wireless Networks	Notify if devices on network have connected to SSID not tagged as authorized	Authorized SSID	SSIDs
Remediate High Severity Internal Vulnerabilities Immediately (CVSS > 7.0)	Notify if Level 2 (weekly) scan detects Internal Vulnerablity with CVSS score greater than 7.0	n/a	n/a
Remediate Medium Severity Internal Vulnerabilities (CVSS > 4.0)	Notify if Level 2 (weekly) scan detects Internal Vulnerablity with CVSS score greater than 4.0	n/a	n/a
Strictly control changes to Group Policy	Notify if changes to GPO are detected	n/a	n/a

Policy (policies with red background require Smart Tag configuration)	Description of policy	Required Tag(s)	Smart Tag Category
Strictly control changes to the Default Domain Policy	Notify if changes are made to Default Domain policy	n/a	n/a
Strictly control DNS on Locked Down Networks	Notify of DNS changes to specified IP ranges	Locked Down DNS	IP Ranges

Cyber Hawk Alert Response Workflows

Whenever Cyber Hawk discovers a potential security issue on the network, it generates an Alert Notification according to rules that you define. (See also "Security Policy Violation Alert Notification Rule Actions" on page 51.)

Cyber Hawk gives you flexibility when responding to potential security issues. Users can respond to these Alert Notifications in several ways, including:

- Cyber Hawk can automatically **create a Ticket in a Ticketing System/PSA** that you specify in the Portal Settings. See "Set Up and Assign a Ticketing/PSA System Integration to a Site Using Cyber Hawk" on page 98.
- Cyber Hawk can automatically **send Tech Group Members an Alert Notification**. Technicians can then investigate the issue by responding to the email notification and To Do item in the Portal.
- Cyber Hawk can **send End Users an Alert Notification**. The End User can assess the issue and then choose to send an Investigate Alert Request to the Tech Group. The Tech Group then investigates the issue.
- Alternatively, End Users can **submit an Ignore Alert Request to the Tech Group**. Tech Group Members then process the Ignore Alert Request.

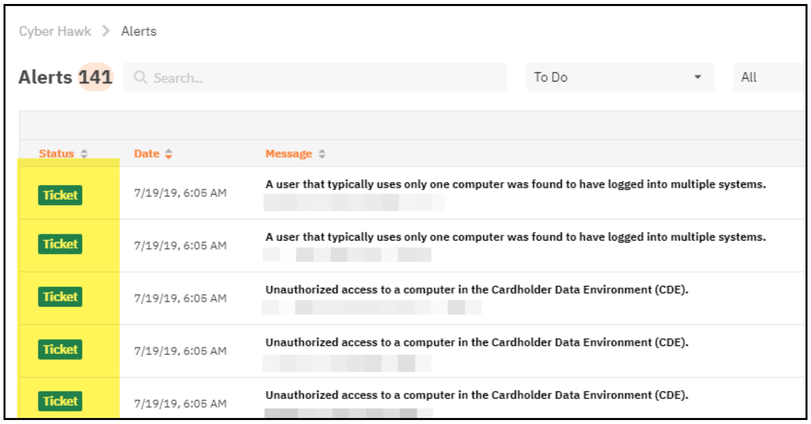
The section below details each of these workflows.

Create a Ticket from an Alert

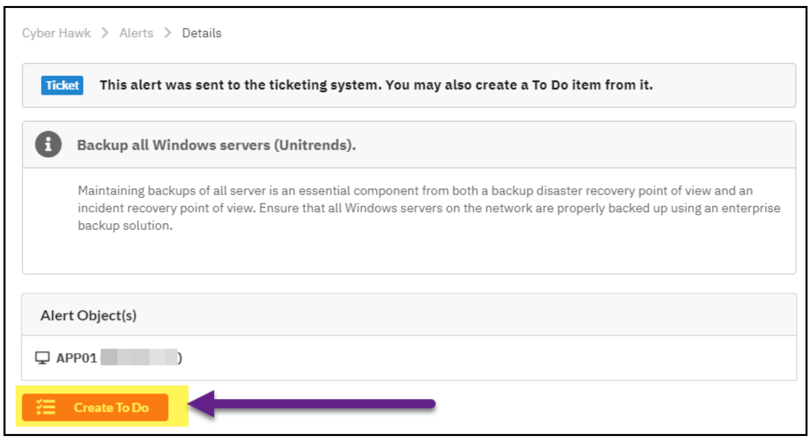
In this use case, Cyber Hawk Alerts that are generated will automatically create Tickets in the Ticketing/PSA System that is configured to operate with the Network Detective Site that is used to manage your Cyber Hawk Appliance.

> **Note:** To learn more, see "Set Up and Assign a Ticketing/PSA System Integration to a Site Using Cyber Hawk" on page 98.

After a Daily Alert triggers a Ticket to be automatically generated, the Alert will be placed into the RapidFire Tools Alert Queue. This Alert will be assigned the Status of **Ticket** indicating that a ticket was created on your company's Ticketing/PSA system when the Alert was generated by the Cyber Hawk Appliance.



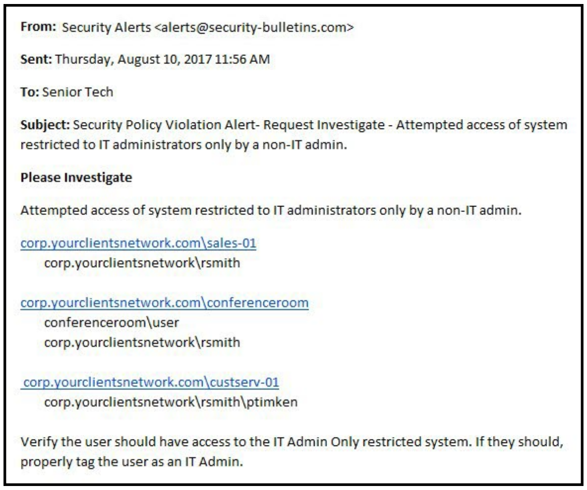
You can click on the item to open the item details page, where you can also **Create a To Do** item for the Tech group to investigate.



Respond to an Alert Investigation Request (Tech Group)

When Cyber Hawk discovers a potential security issue on the network, it will send you an Alert Notification Email and create a To Do item in the Portal. To respond to the Alert Investigation request:

1. Review the Alert Notification Email and click the link next to the Alert Item.



From: Security Alerts <alerts@security-bulletins.com>

Sent: Thursday, August 10, 2017 11:56 AM

To: Senior Tech

Subject: Security Policy Violation Alert- Request Investigate - Attempted access of system restricted to IT administrators only by a non-IT admin.

Please Investigate

Attempted access of system restricted to IT administrators only by a non-IT admin.

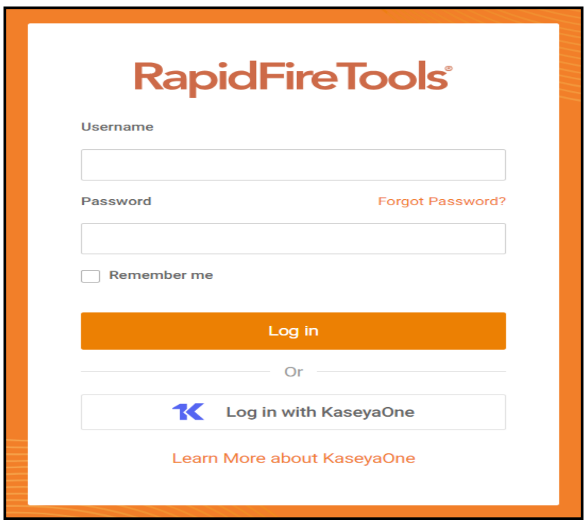
corp.yourclientsnetwork.com\sales-01
corp.yourclientsnetwork\rsmith

corp.yourclientsnetwork.com\conferenceroom
conferenceroom\user
corp.yourclientsnetwork\rsmith

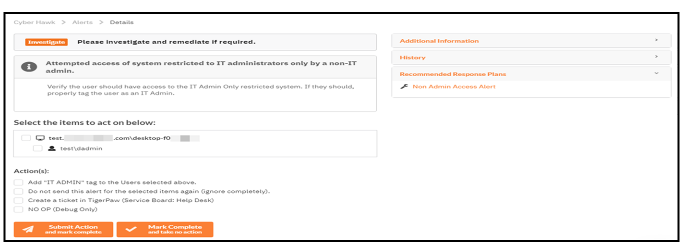
corp.yourclientsnetwork.com\custserv-01
corp.yourclientsnetwork\rsmith\ptimken

Verify the user should have access to the IT Admin Only restricted system. If they should, properly tag the user as an IT Admin.

2. The RapidFire Tools Login Page will be displayed. Log in to the Portal using your Network Detective credentials.



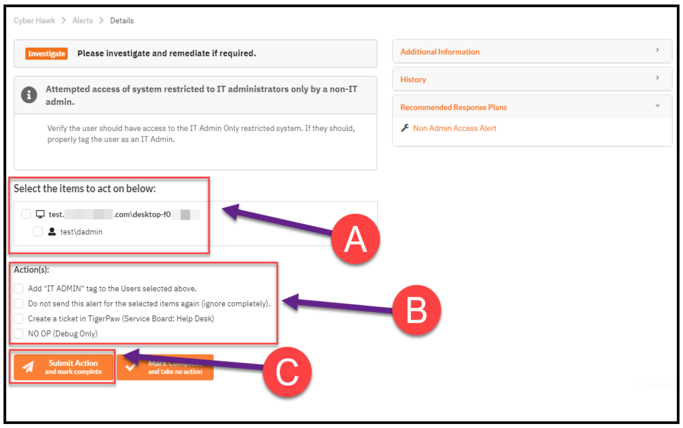
After you log in, the Alert Item will appear.



> **Note:** Click to the right of the Alert for Additional Information, History, Recommended Response Plans, and Related To Do items.

3. Respond to the Alert incident and Investigate Request using these steps:

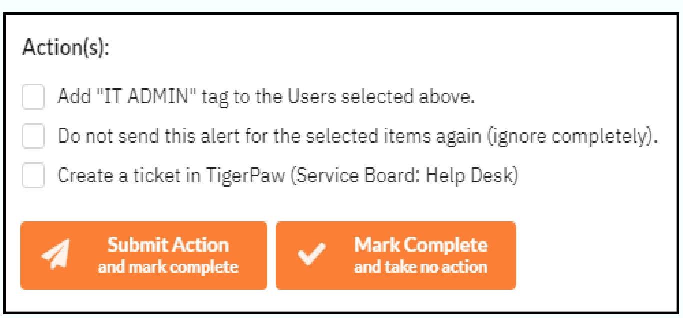
   a. Select the **computers, users, or other "items"** referenced within the Investigate Request.



   b. Select the **Action(s)** that will be assigned to the request. In this case, the Actions available for assignment may include:

- **Remove or add Cyber Hawk Smart-Tags** to computers, users, or other items
- **Create a Ticket** in the Ticketing System you have Mapped to the Site.
- **Assign an Ignore Rule** to the Alert by selecting the "Do not send this alert for the selected items again (ignore completely)".
- Cancel the entire request.

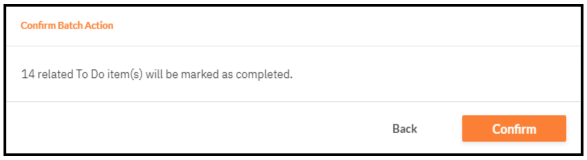
> **Note:** You can submit multiple actions for a To Do item.



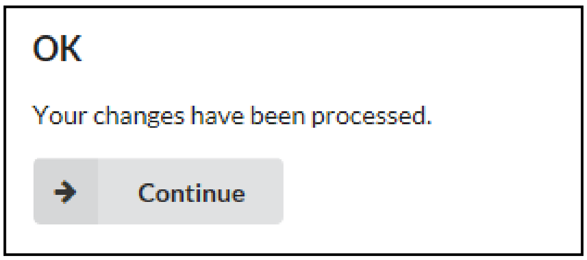
4. Click **Submit** to complete your response to the Alert.

i. In cases where the Alert has multiple Related Alerts, confirm that you wish to apply the actions to these Alerts, as well.

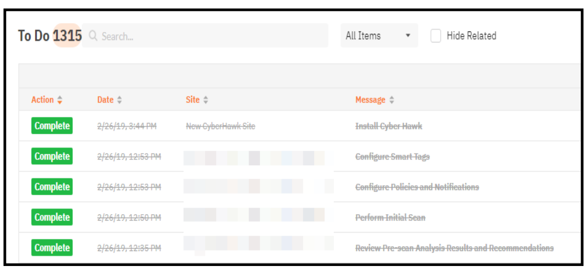
> **Note:** Related Alerts are Alerts that have been duplicated over time as a result of a recurring Security Policy violation.



A confirmation message will appear.



The completed To Do item's Alert will be moved into the Alerts Queue and marked as **Complete**.



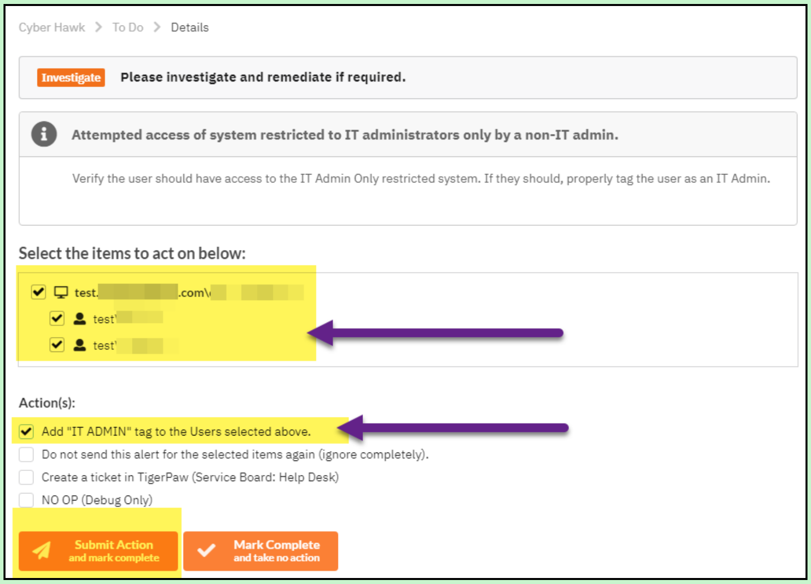
EXAMPLE:

Three Alert Response Scenarios using Cyber Hawk

Let's walk through three scenarios where a Technician responds to security alerts sent out by Cyber Hawk:

#1: "Attempted access of system restricted to IT administrators only by a non-IT admin"

A user is attempting to access a system that should only be accessed by an IT Admin. Cyber Hawk sends you a security alert. You investigate the issue and determine the user is actually an IT Admin and *should* have access to the system. You can use a **Smart Tag** to prevent Cyber Hawk from reporting this "false positive" again. To do this:



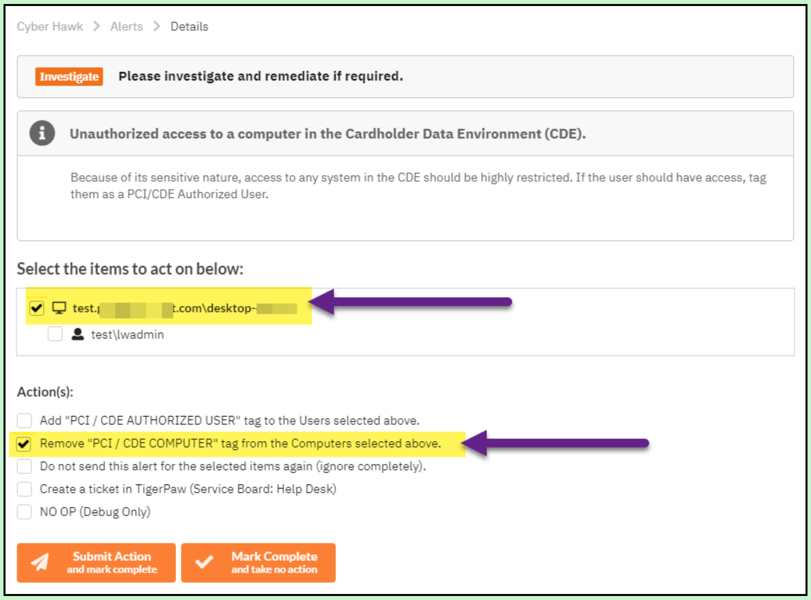
1. Check the **users** who should have access to the system.
2. Check the **Add "IT Admin" tag to the Users Selected above** option.
3. Click **Submit**.

This will add the **IT Admin Smart Tag** to the selected users. Cyber Hawk will now understand that the selected user should have access to the system.

> **Note:** This will also change the Smart Tag configuration in the Cyber Hawk settings for this Site.

#2: "Unauthorized access to a computer in the Cardholder Data Environment (CDE)"

Here's another example. You receive an alert that there is unauthorized access to a computer in the Cardholder Data Environment (CDE). You investigate the issue and determine the computer is actually *not* part of the CDE. To prevent this issue from occurring again, you can remove the **"PCI/CDE Computer" Smart Tag** from the selected systems. To do this:



1. Check the **systems** to remove from the CDE
2. Check **Remove "PCI / CDE Computer" tag from the selected computers**.
3. Click **Submit**.

Cyber Hawk will now understand that the computer is NOT part of the CDE.

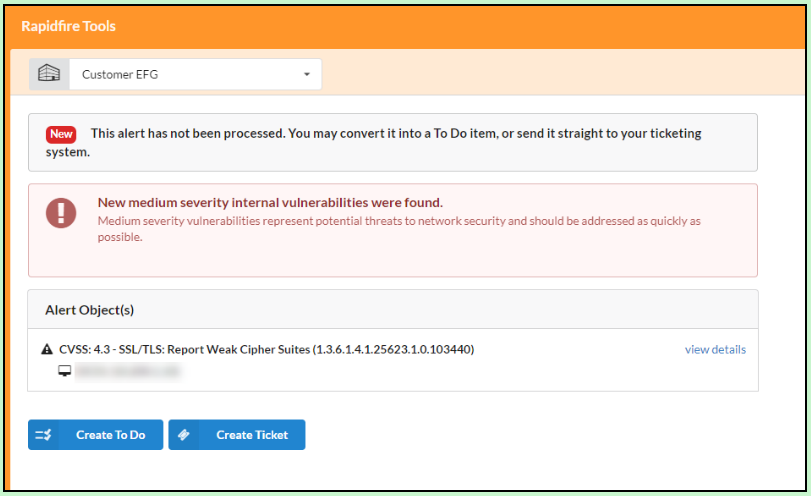
Note: This will also change the Smart Tag configuration in the Cyber Hawk settings for this Site.

#3: "New medium severity internal vulnerabilities were found"

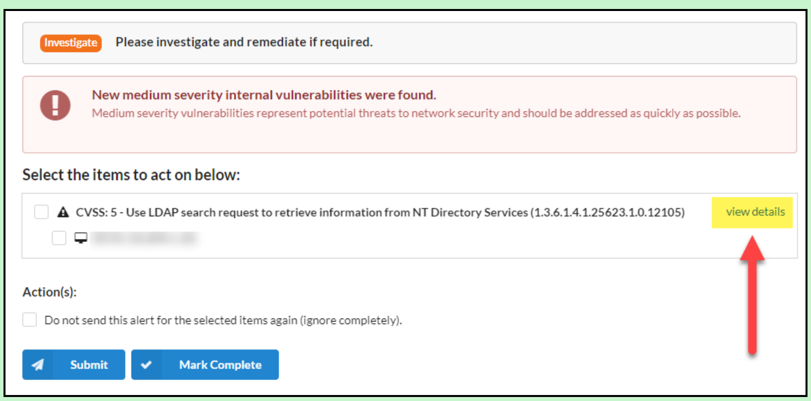
As a result of the internal vulnerability scan performed by Cyber Hawk, a medium severity internal vulnerability is discovered on the network.

In this example, this alert does not have a defined **Action** in the Cyber Hawk Security Policy Notification Rules. Cyber Hawk reports the issue as an alert item viewable in the RapidFire Tools Portal under the **Alerts Queue**.

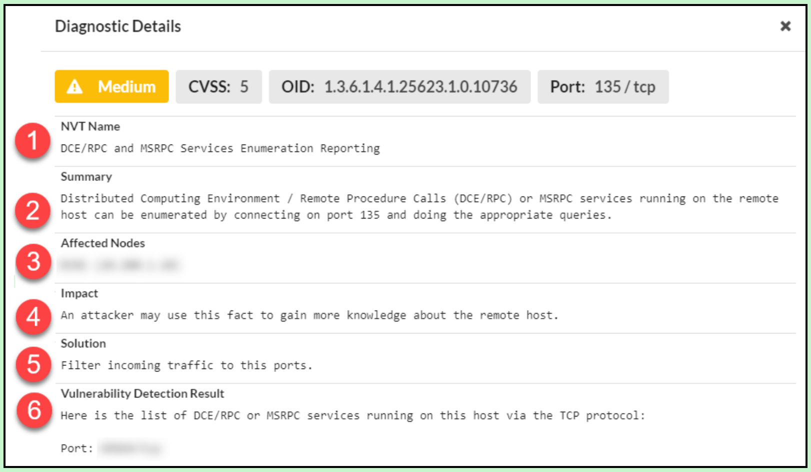
You open the Alert in the Alerts Queue. You can then **Create a To Do item** for the technician group, or you can **Create a Ticket** in your chosen PSA/ticketing system. You choose to **Create a To Do item**.



In this case, there are no smart tags associated with this alert. Click **View Details** to review the diagnostic forensic information.



Diagnostic details will appear as a result of the Cyber Hawk scan. This includes:



1. Name of issue
2. Issue summary
3. Affected Nodes
4. Impact
5. Proposed Solution
6. Vulnerability Detection Results

Use this information to remediate the issue. Then click **Mark Complete**.

Send the Tech Group an Alert Investigation Request (End User)

You can configure Cyber Hawk to send End Users an Alert Notification whenever a scan reveals a possible security policy violation on the network.

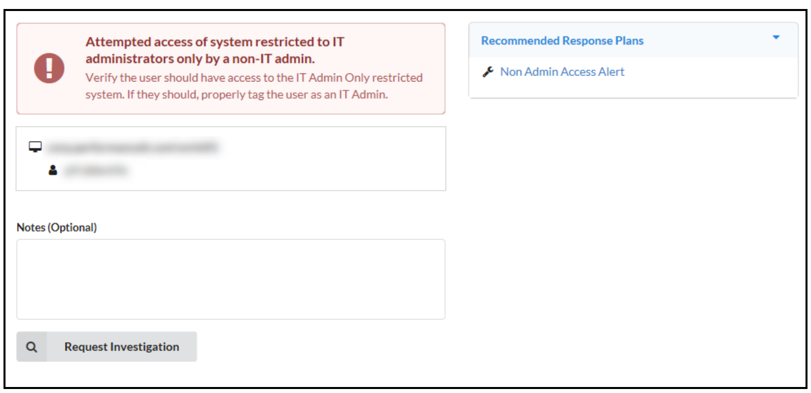
When Cyber Hawk discovers a potential issue, the end user will receive a Security Policy Violation email. This email describes the Alert and allows you to decide whether the Tech Group should investigate the issue further.

In order to request that the Tech Group investigate an issue, follow these steps:

1. Click **Yes** to initiate the investigation request.

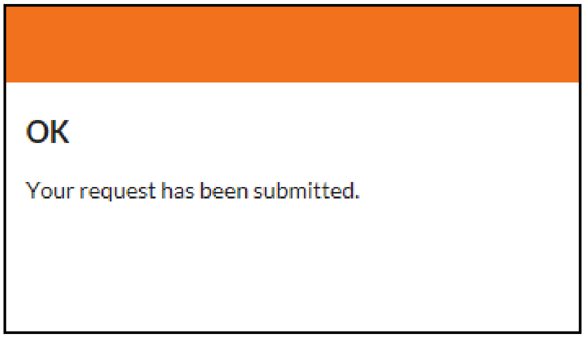
A web browser will open and display a page for you to create an Investigate Request.

2. Enter an optional note and click **Request Investigation**.

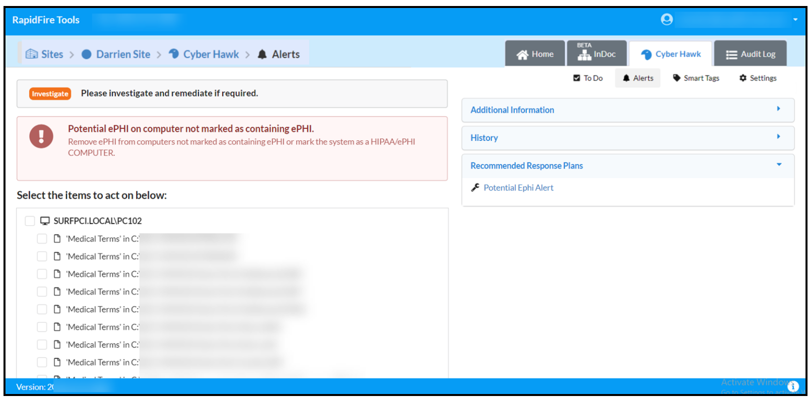


> **Note:** End Users only see the screen above. They do not see the **To Do** or **Alerts** tabs.

A confirmation will appear indicating that your request has been sent to the Tech Group and added to the RapidFire Tools Portal To Do List.



An Investigate To Do item will be created for the technicians assigned to service the End User's network.



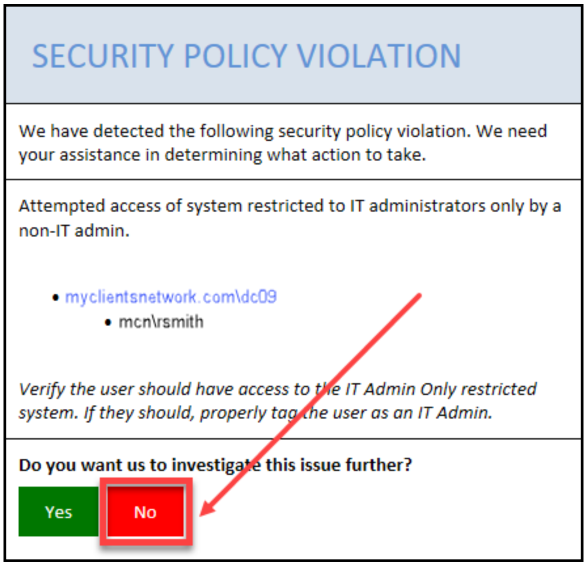
For details on how the Tech Group responds to End User Alert Investigation Requests, look here.

Request that the Tech Group Ignore an Alert (End User)

When an End User receives a Security Policy Violation notification, the user can opt to ignore the alert. This is helpful when the user knows that the alert is a "false positive," i.e. an accident or error.

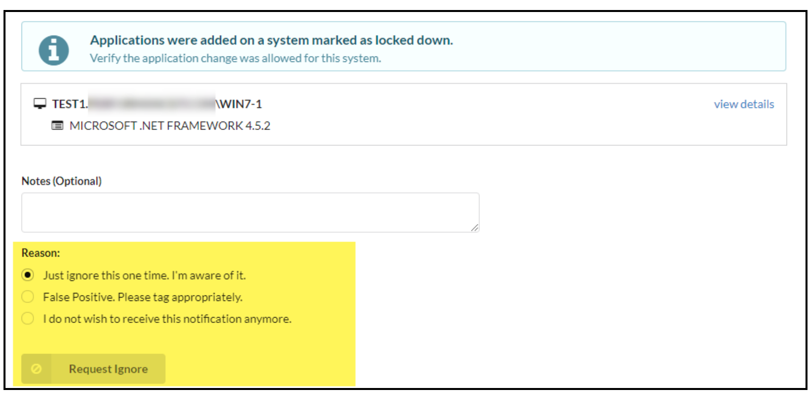
The End User can pass this information along to the Tech Group to inform them to ignore the alert. To do this:

1. Click **No** in the Security Policy Violation email to initiate the Ignore Alert Request.

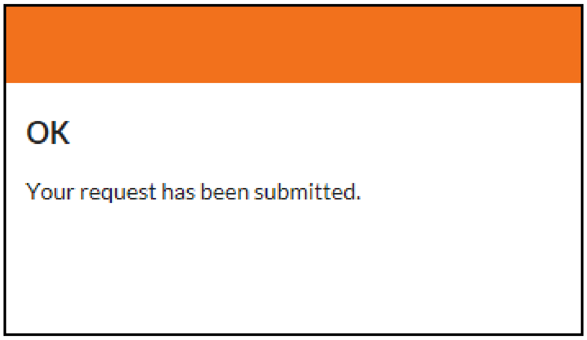


A web browser will open and display a page for you to create a request to ignore the alert.

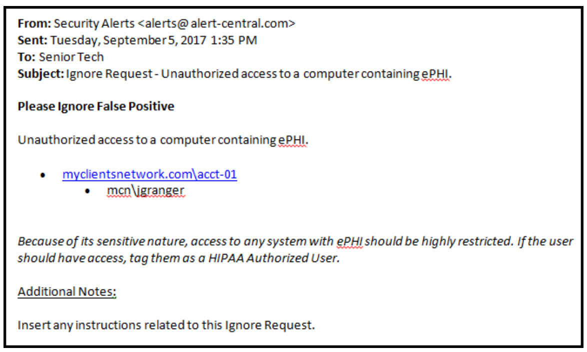
2. Complete the Request Ignore page by adding an optional note and selecting a **Reason** for the issue to be ignored. Then click **Request Ignore**.



A confirmation will appear indicating that your ignore request has been sent to the Tech Group and added to the RapidFire Tools Portal To Do List.



An Ignore Request is then sent to the technicians assigned to service the End User's network.



From: Security Alerts <alerts@alert-central.com>
Sent: Tuesday, September 5, 2017 1:35 PM
To: Senior Tech
Subject: Ignore Request - Unauthorized access to a computer containing ePHI.

Please Ignore False Positive

Unauthorized access to a computer containing ePHI.

- myclientsnetwork.com\acct-01
  - mcn\jgranger

Because of its sensitive nature, access to any system with ePHI should be highly restricted. If the user should have access, tag them as a HIPAA Authorized User.

Additional Notes:

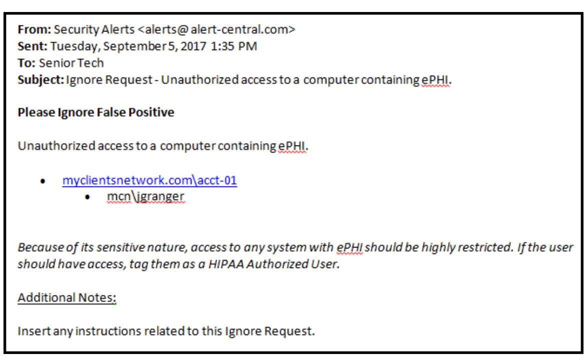
Insert any instructions related to this Ignore Request.

Process an Ignore Alert Request (Tech Group)

When an End User requests that an issue be ignored, the Tech Group will receive an Ignore Request notification. Ignore Requests direct technicians to apply an Ignore Rule to an Alert. This helps eliminate false positives.

To process an Ignore Alert Request as a member of the Tech Group:

1. Click the link in the Ignore Request email.



From: Security Alerts <alerts@alert-central.com>
Sent: Tuesday, September 5, 2017 1:35 PM
To: Senior Tech
Subject: Ignore Request - Unauthorized access to a computer containing ePHI.

Please Ignore False Positive

Unauthorized access to a computer containing ePHI.

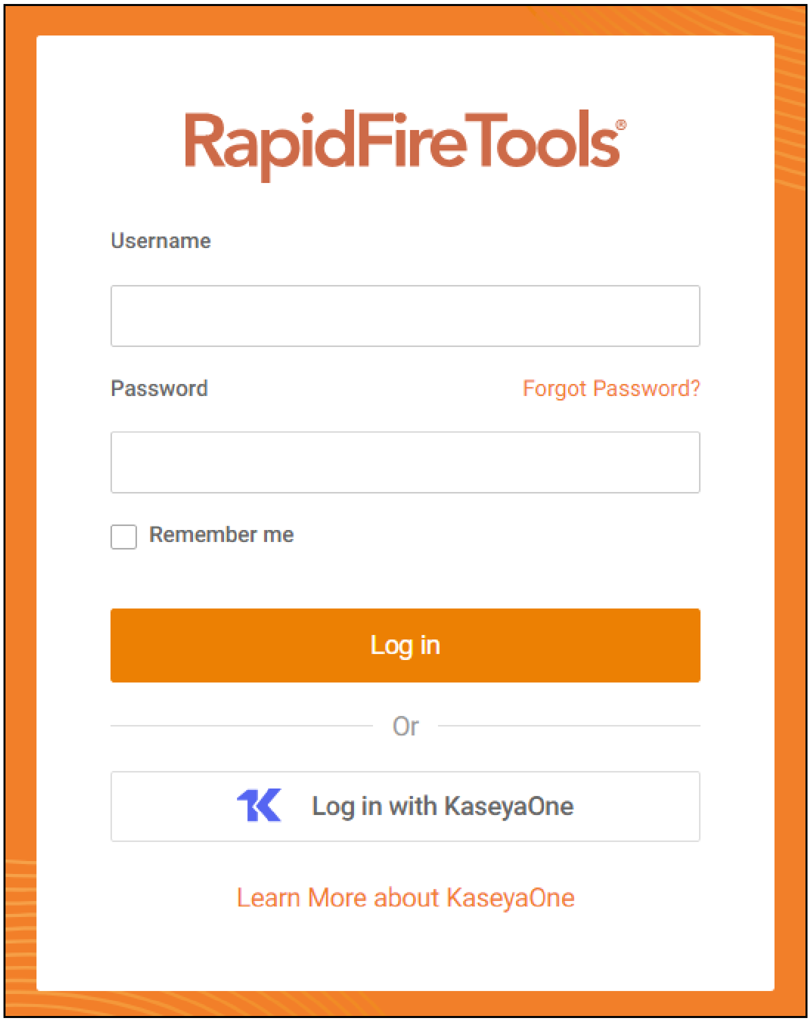
- myclientsnetwork.com\acct-01
  - mcn\jgranger

Because of its sensitive nature, access to any system with ePHI should be highly restricted. If the user should have access, tag them as a HIPAA Authorized User.

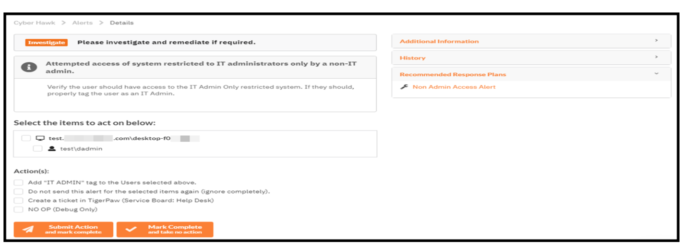
Additional Notes:

Insert any instructions related to this Ignore Request.

2. The RapidFire Tools Login Page will be displayed. Log in to the Portal using your Detective credentials.

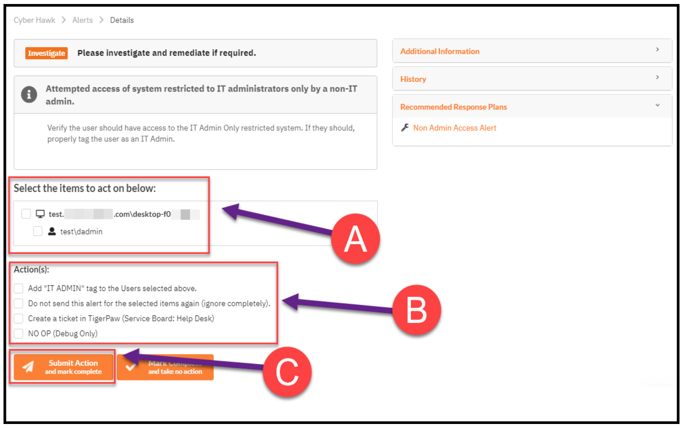


3. After you log in, the Alert Item will appear.

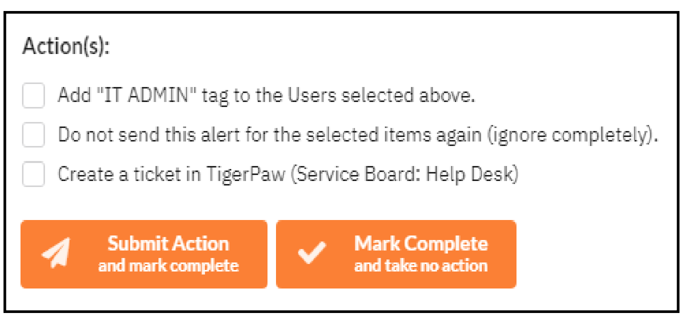


Note: Click ▸ to the right of the Alert for Additional Information, History, Recommended Response Plans, and Related To Do items.

4. Additional Information and History section headings to review any additional details concerning the Alert.
5. Respond to the Alert incident and Ignore Request using these steps:
    a. Select the **computers, users, or other “items”** referenced within the Ignore Request.
    b. Select the **Action(s)** that will be assigned to the request. In this case, the Ignore Actions available for assignment may include:



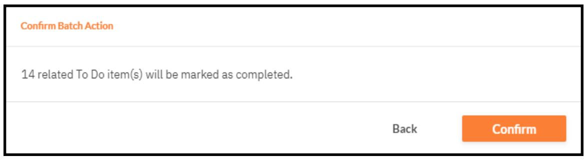
- **Remove or add Cyber Hawk Smart-Tags** to computers, users, or other items.
- **Assign an Ignore Rule** to the Alert by selecting the “Do not send this alert for the selected items again (ignore completely)”.
- **Create a Ticket** in the Ticketing System you have Mapped to the Site.
- Cancel the entire request by selecting no Actions and selecting the Mark Complete button.



> **Note:** The user can perform both the remove/add Smart-Tag Action along with creating an Ignore Rule or any other Action simultaneously when processing the Alert's To Do item.

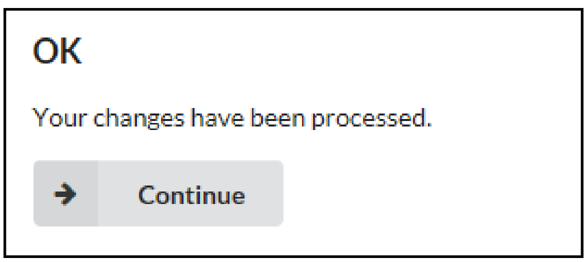
   c. Select the **Submit** button to complete the processing of the Ignore Request To Do item.

6. This window is displayed in cases where you are processing an Alert that has one or more "Related Alerts".

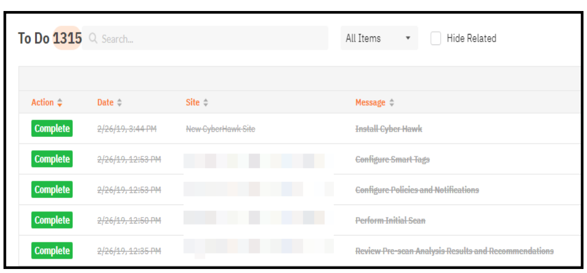


7. Related Alerts are essentially alerts that have been duplicated on a day by day basis as a result of a recurring Security Policy violation. Select the Confirm button to complete the To Do item and close any Related Alerts.

   A Confirmation of your submission will be displayed



   The completed To Do item's Alert will be moved into the Alerts Queue contained within the RapidFire Tools Portal with a Status assigned as Complete

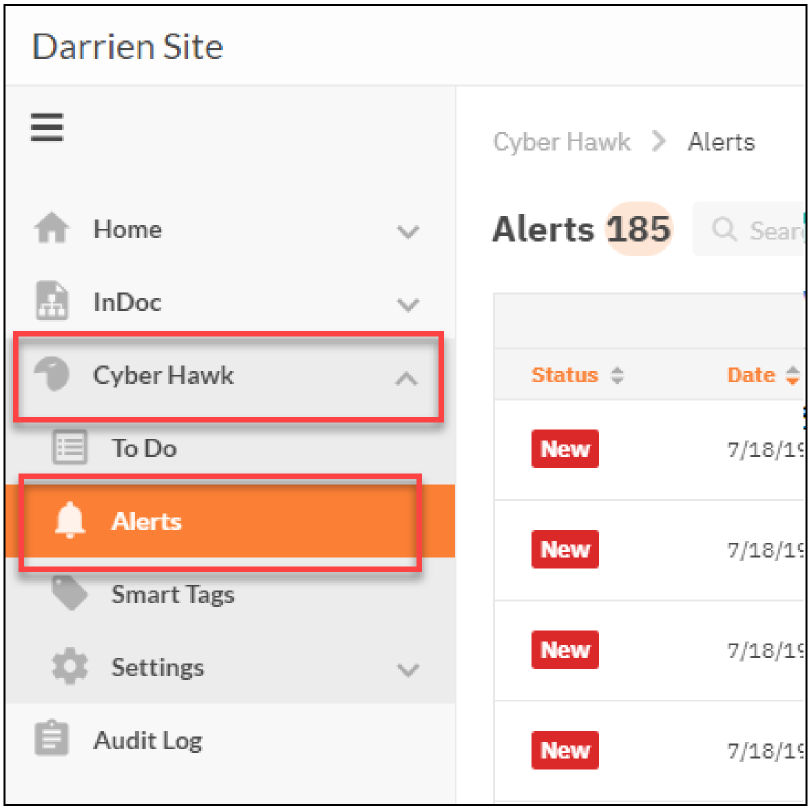


Using the RapidFire Tools Portal

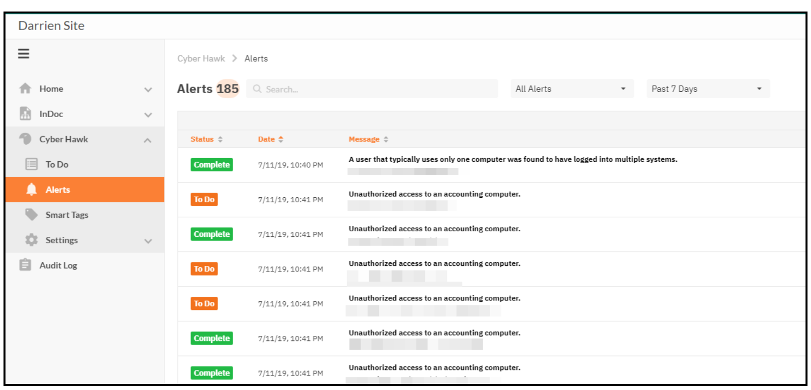
This section covers using the RapidFire Tools Portal for Cyber Hawk. The RapidFire Tools Portal gives your tech group and end users at the client's site more capabilities in responding to Cyber Hawk security policy violation alerts.

Alerts

When Cyber Hawk discovers a potential security policy violation, it creates an item in the **Alerts** sub-tab.



The Alerts tab provides a "bird's eye view" of all suspicious activity on the target network. Every issue identified by Cyber Hawk appears in the **Alerts** tab.



Each Alert's entry in the Queue presents the Alert's Status, the Date the Alert was generated, which Site it is associated with and the Message that was generated as part of the Alert's creation.

How Long Do Alerts Last in the Portal?

Cyber Hawk Alert Items are retained in the Alert Queue for a period of 2 weeks before being removed from the RapidFIre Tools Portal.

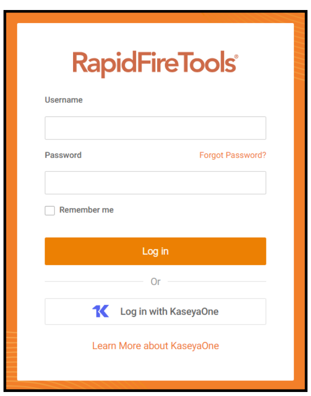
See also:

- "View and Process Alerts" below
- "Alert Item Statuses" on the facing page
- "Filter Alert Queue by Status" on page 89
- "Create To Do Items from Alerts " on page 96
- "Revert Completed Alerts Back to the To Do Items" on page 90

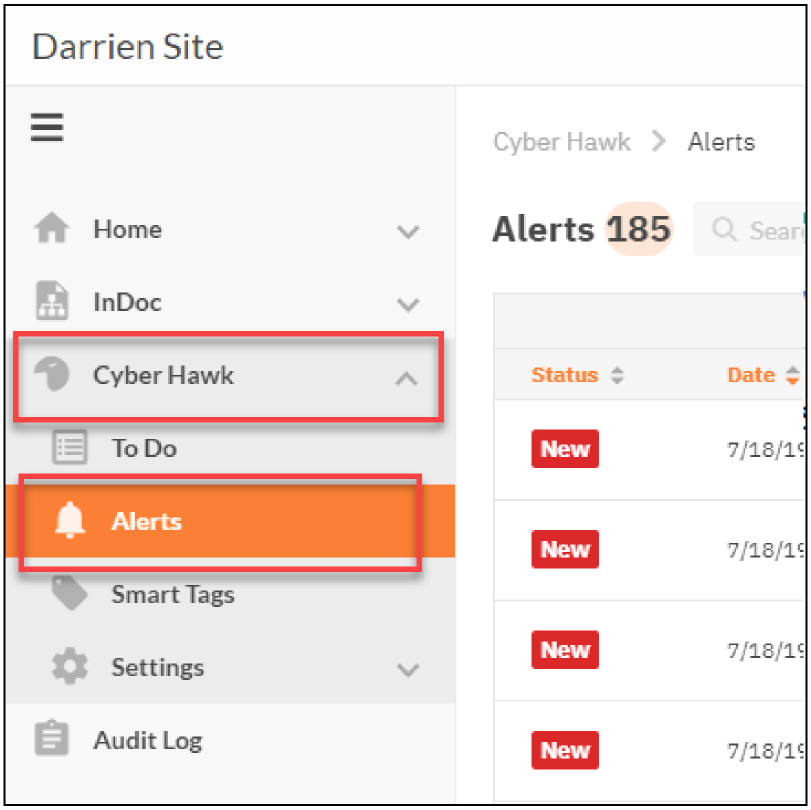
View and Process Alerts

To view and process Alert items:

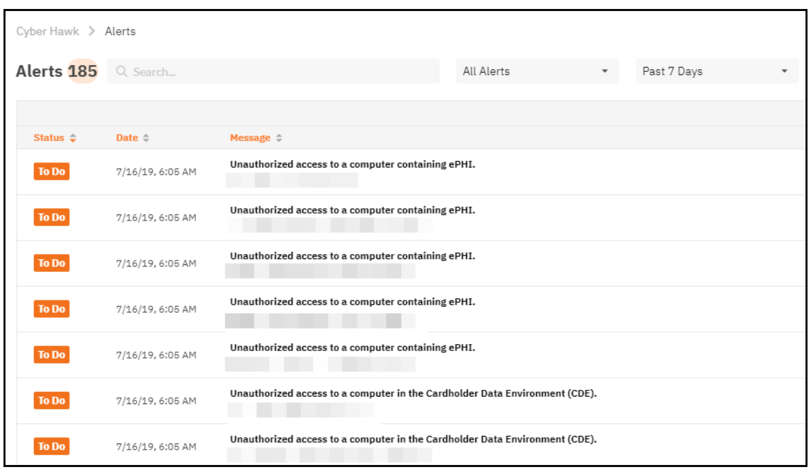
1. Visit https://www.youritportal.com and log into the RapidFire Tools Portal using your login credentials.



2. Open your Site and go to the **Cyber Hawk tab** > **Alerts**.



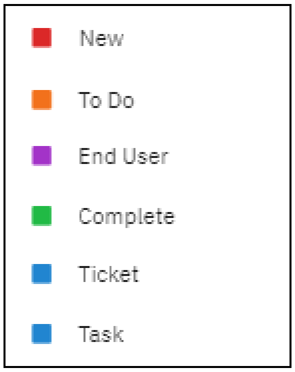
3. **Click on an Alert item** to investigate the issue and access additional features.



Alert Item Statuses

For each Alert in the Alert Queue, a Status is assigned.

These statuses are:



New – Cyber Hawk has discovered a security policy violation, but you have not assigned an **Action** to this policy. Click on the item to create a new To Item for your Tech Group to investigate, or a create a ticket in your PSA.

To Do – this status indicates that the Alert is associated with an open To Do item. The Tech Group has been assigned to investigate this issue. You can view the list of issues assigned to the Tech Group from the To Do tab.

End User – this status indicates that the Alert has been sent to an end user at the client site. The End User will review the alert and request that your Tech Group investigate or ignore the issue.

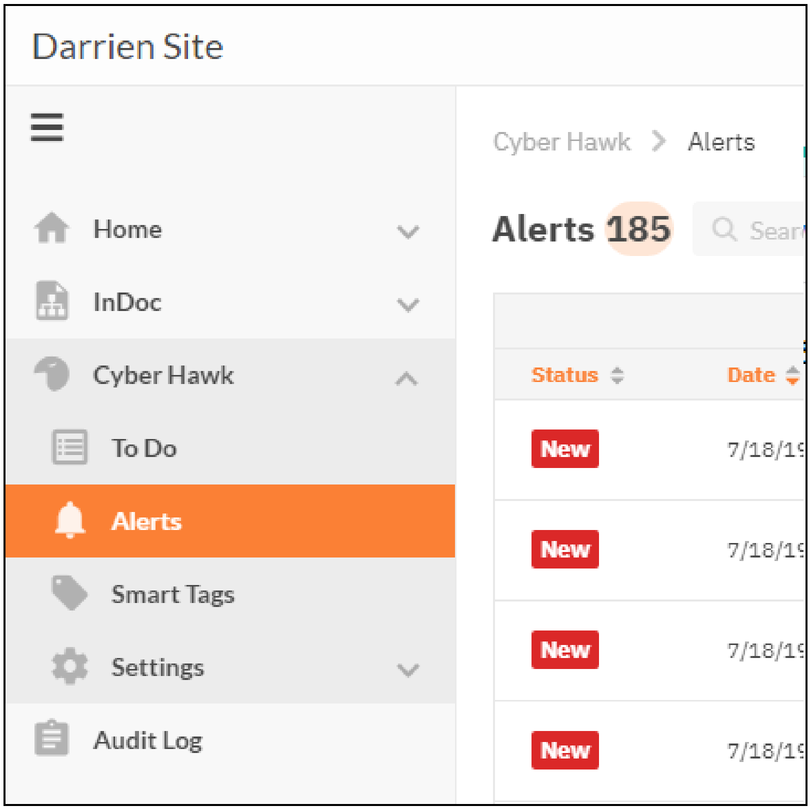
Complete – this status indicates that an Alert associated with a To Do item has been processed and closed. You can click on the item to revert/reopen it.

Ticket – this status indicates that an Alert’s notification rule was set to automatically generate a Ticket in the Ticketing/PSA system configured to operate with the Cyber Hawk system and a specific Site used to manage a Cyber Hawk.

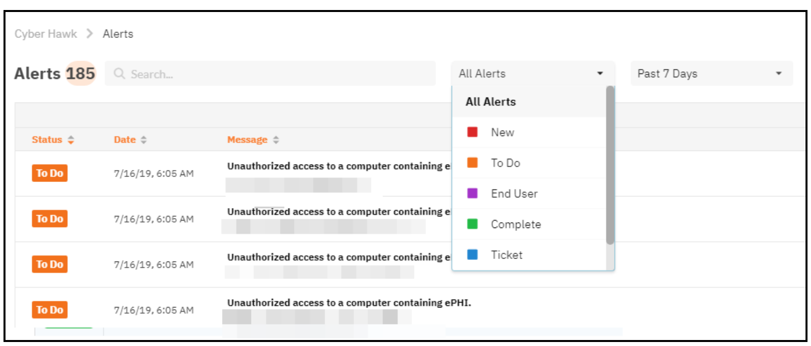
Task – this status is for tasks that must be completed to advance a compliance assessment using Audit Guru.

Filter Alert Queue by Status

1. Select the Alerts view.

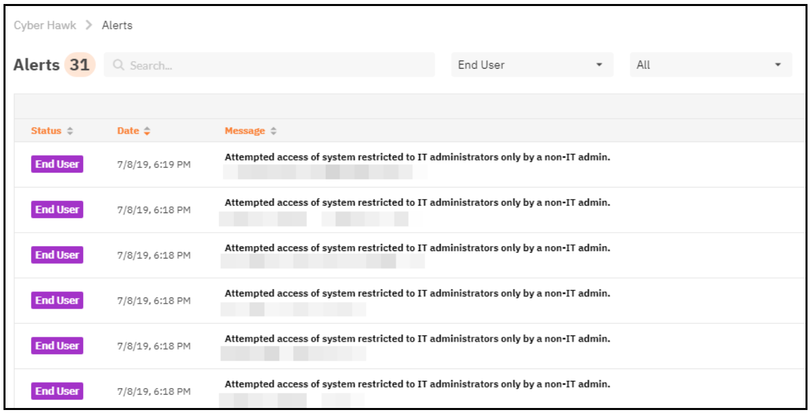


2. Select the Status for the types of Alerts that you want to be displayed in the Alerts Queue.



3. The Alert Queue list will be updated to display Alert items that are assigned the

Status you selected.

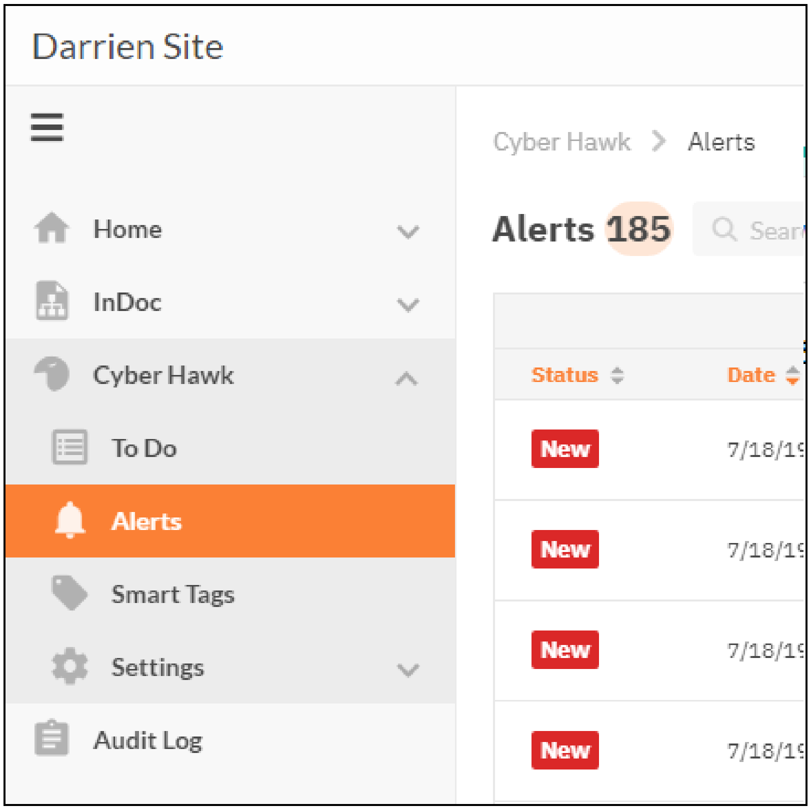


Revert Completed Alerts Back to the To Do Items

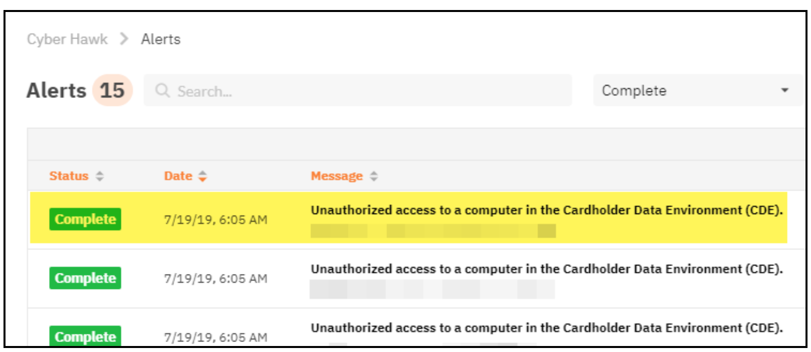
To move a Completed Alert back to the To Do list for further reinvestigation and Alert Response Action processing you may “Revert” the Completed Alert.

Follow these steps to Revert a Completed Alert item back to the To Do list:

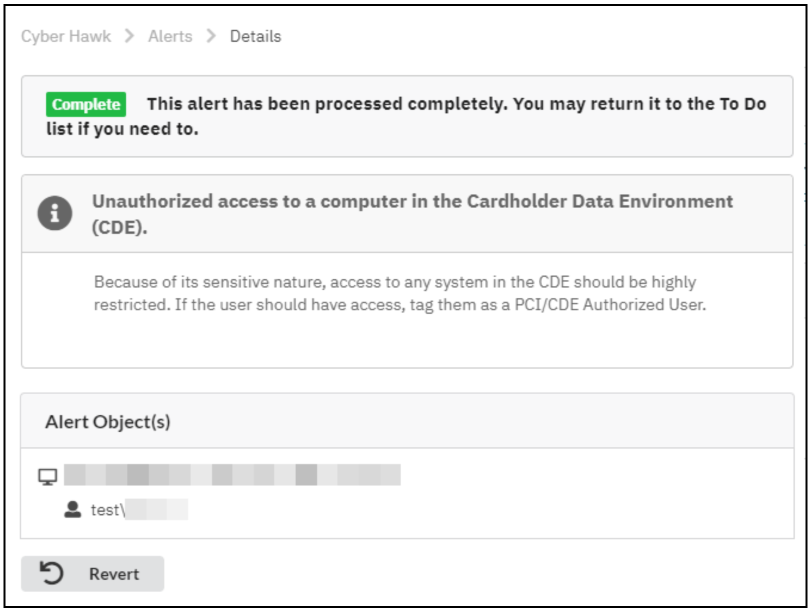
1. Select the **Alerts** view.



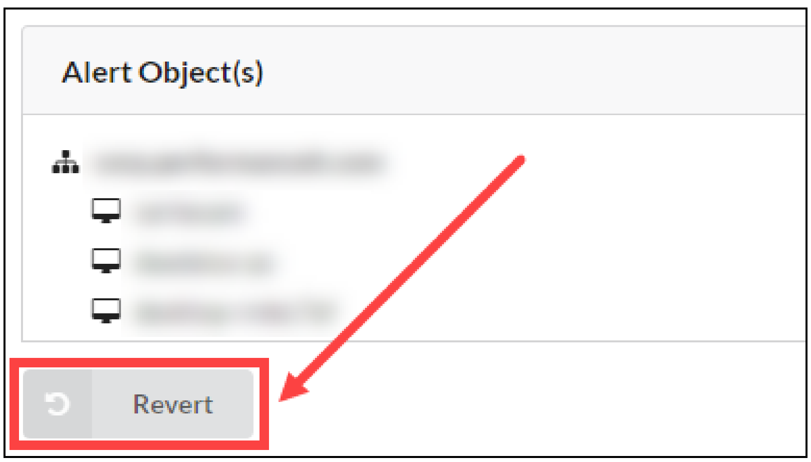
2. To view an Alert's details, click on a Completed Alert item to open the Alert details page.



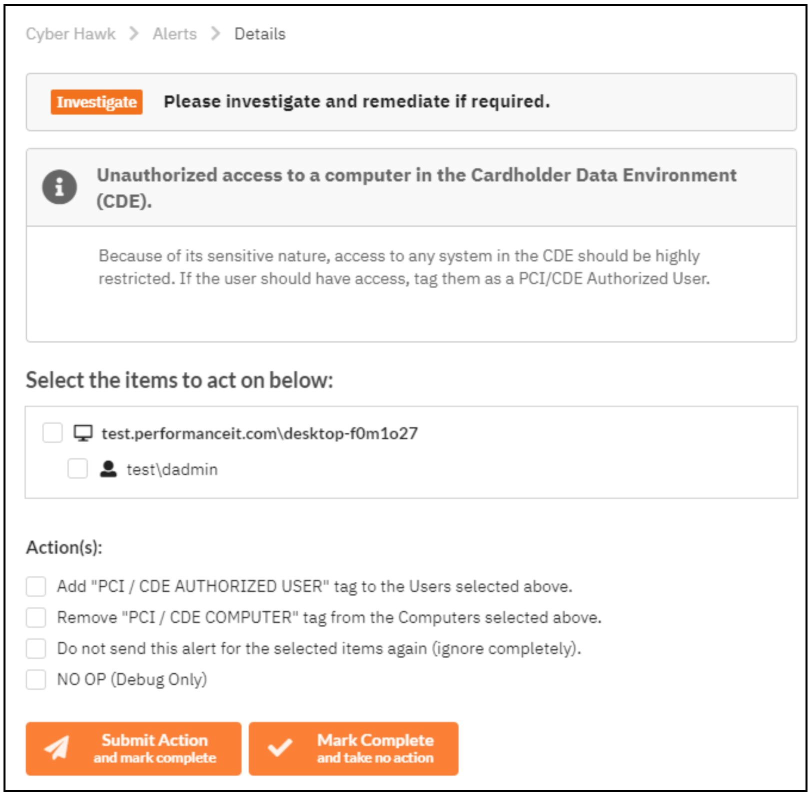
3. The Alert's details page is displayed



4. Select the Revert button to create a To Do item for the selected Alert.



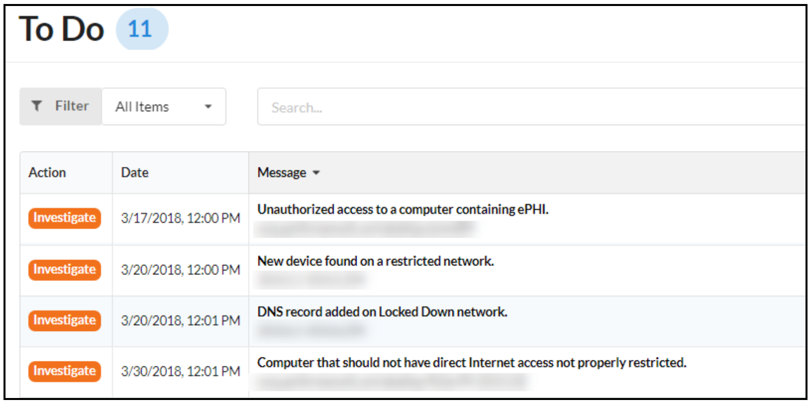
5. The To Do item will be added to the To Do list, and the Alert's To Do item page will be automatically displayed.



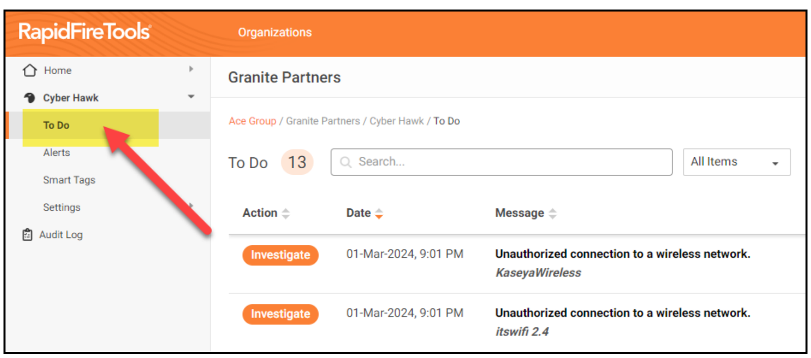
6. Process the Alert’s To Do item as by select the Actions to apply to the Alert and Submit to Complete the item.

To Dos

To Dos for Cyber Hawk are Alerts that have been assigned to your Tech Group for investigation.



Tip: You can think of **To Dos** as a *sub-status* of Alerts. All To Dos can be viewed in the Alerts tab, where they will have the status of "To Do." To Do items themselves do not have a status; they are just one possible phase in processing alerts using Cyber Hawk. To Do items and the To Do tab help organize alerts that have been assigned to your technicians.



When you set up Cyber Hawk at a Site, you can choose to:

A. Configure a Notification Action to assign To Dos to the Tech Group automatically (see "Set Up Tech Group Alert Notifications" on page 55)

B. Configure a Notification Action to request that an End User evaluate the alert, and then request your Tech Group to *investigate* or *ignore* the issue (see Set Up End User Alert Notifications)

Note: End Users do not receive To Dos.

C. Browse the Alerts queue and choose whether to *manually assign alerts to the Tech group* or *create tickets in your favorite PSA/Ticketing system*

> **Note:** You must perform one of the above actions for your Tech Group to receive To Dos.

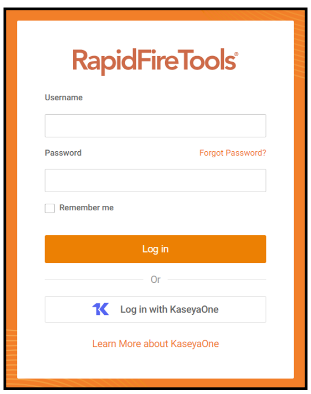
How Long Do To Do Items Last in the Portal?

Cyber Hawk To Do Items are retained in the To Do Queue for a period of 2 weeks before being removed from the RapidFIre Tools Portal.

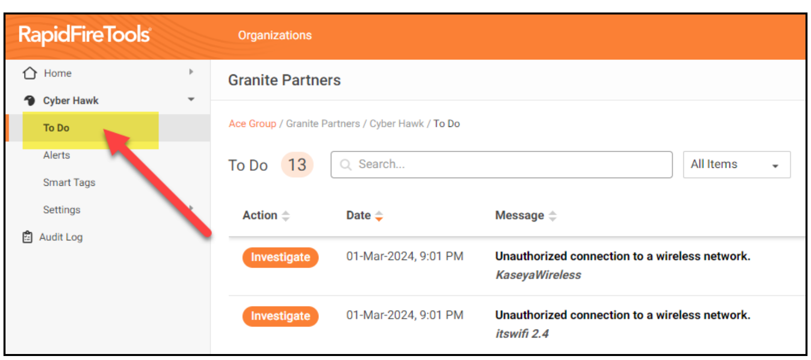
View and Process To Dos

To view and process To Do items:

1. Visit https://www.youritportal.com and log into the RapidFire Tools Portal using your login credentials.



2. From your Cyber Hawk site, click the **To Do** tab.



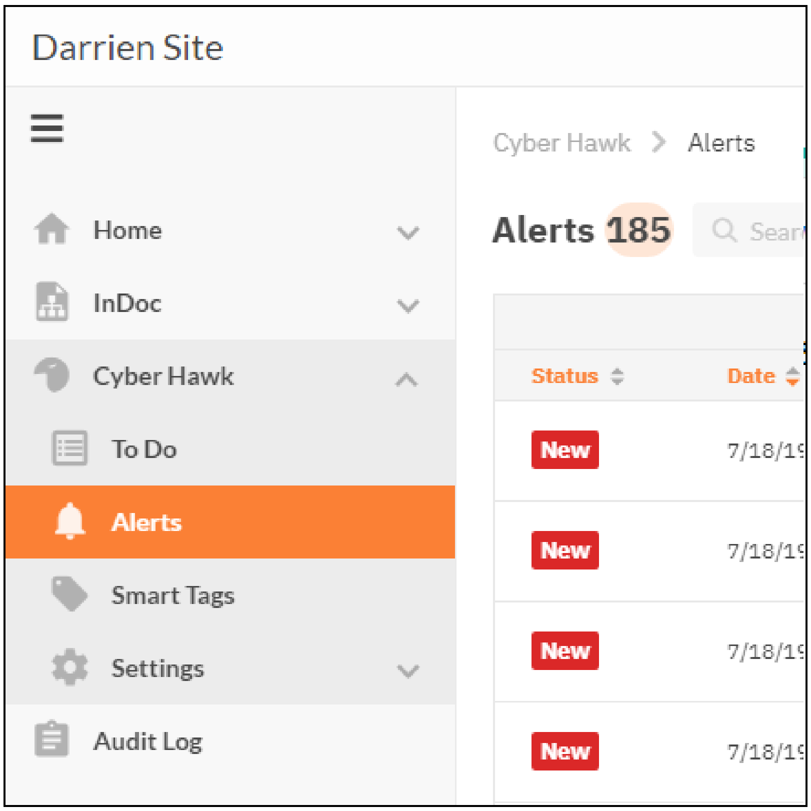
3. **Click on a To Do item** to investigate the issue and access additional features.

Create To Do Items from Alerts

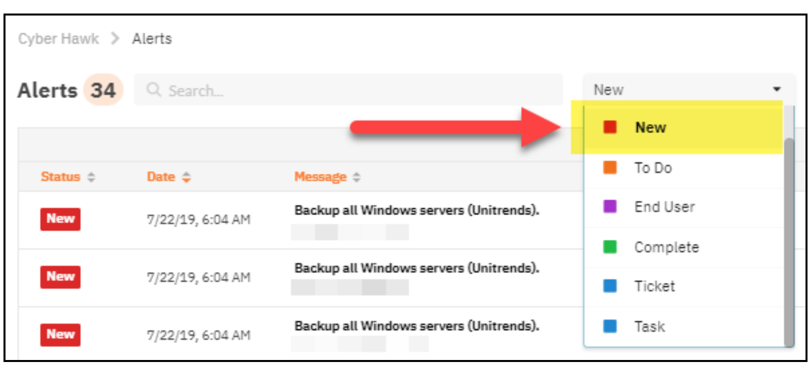
To Do items can be created for Alerts that have been assigned a Status of either “New” or “Ticket” to the Alert when the Alert is viewed in the Alert Queue.

Follow the steps below to create a To Do item from an Alert located in the Alert Queue:

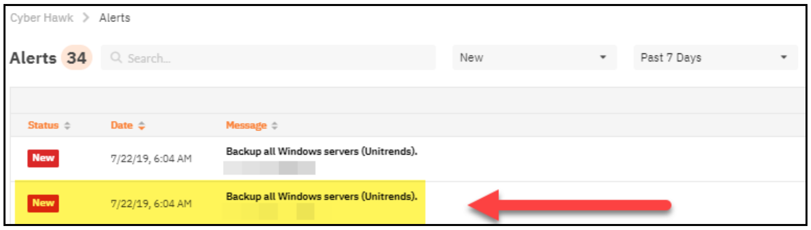
1. Select the **Alerts** view to access the Alert Queue.



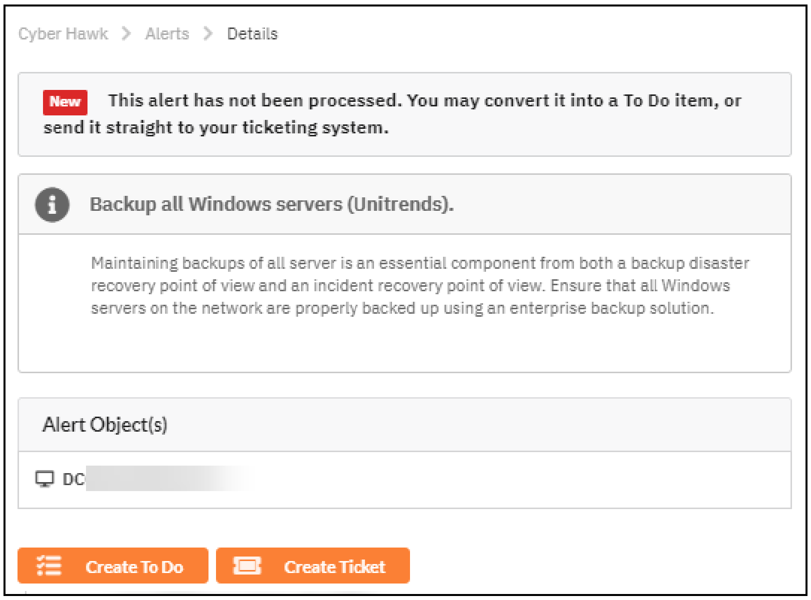
2. Filter the Alerts to view Alert items that have been assigned a Status of either “New” or “Ticket”.



3. Select a specific Alert to view the Alert's details.



4. The Alert's Details window will be displayed.



5. To transform the Alert into a To Do item or generate a Ticket from the Alert, select either the Create To Do or the Create Ticket option.

   Or, you can select the Alerts view to return to the Alerts Queue.

   If you select the Create To Do option, the To Do item will be added to the To Do list, and the Alert's To Do item page will be automatically displayed.

   If you select the Create Ticket option, then a Ticket will be created in the Ticketing/PSA system that is Mapped to the Cyber Hawk Site as defined in the RapidFire Tools Portal Settings.

Set Up and Assign a Ticketing/PSA System Integration to a Site Using Cyber Hawk

To successfully configure the Autotask, ConnectWise, or Tigerpaw Ticketing/PSA system integration with the RapidFire Tools Portal, you will require the following information for the ticketing system you plan to set up for use with the Portal:

- your Username and Password for your Ticketing System/PSA Integration Account provided by the Ticketing System's manufacturer
- URL for the Ticketing/PSA system's API Integration system access

Step 1 — Gather Credentials and Set Up your PSA System

Before you begin, you will need:

- Valid Login Credentials for Network Detective
- A Network Detective "Site" for which you wish to export items or create tickets in your PSA
- Valid Login Credentials for your PSA system account (if you wish to integrate Network Detective with multiple PSA accounts, gather credentials for each PSA account)
- Other prerequisites specific to your chosen PSA system (refer to the table below)

> **Tip:** If you're having trouble, see the **Appendices** section in the Network Detective User Guide for more detailed information on how to configure your PSA to integrate with RapidFire Tools products.

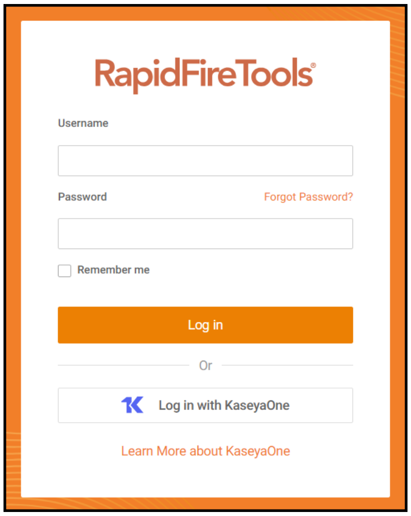
PSA System	PSA Prerequisites
Autotask	The Autotask SOAP integration has been deprecated (see below). To use the new integration, all you need is a username and password for a non-API user. • Autotask Username • Autotask Password

PSA System	PSA Prerequisites
Autotask **SOAP (Deprecated)**	• Autotask API Username • Autotask API Password
REST ConnectWise	• ConnectWise REST Public Key • ConnectWise REST Private Key • ConnectWise Company ID • ConnectWise PSA URL
SOAP ConnectWise	• ConnectWise Username • ConnectWise Password • ConnectWise Company ID • ConnectWise PSA URL
Tigerpaw Software	• Tigerpaw Username • Tigerpaw Password • Tigerpaw API URL

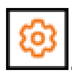
Step 2 — Set Up a Connection to your Ticketing System/PSA

Follow these steps to set up a Connection to your Ticketing System/PSA in the Portal.

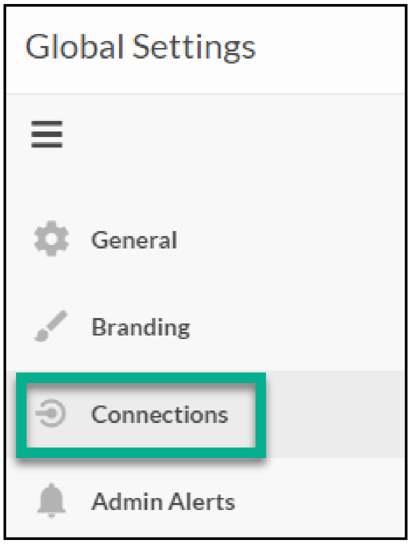
1. Visit https://www.youritportal.com and log into the RapidFire Tools Portal.



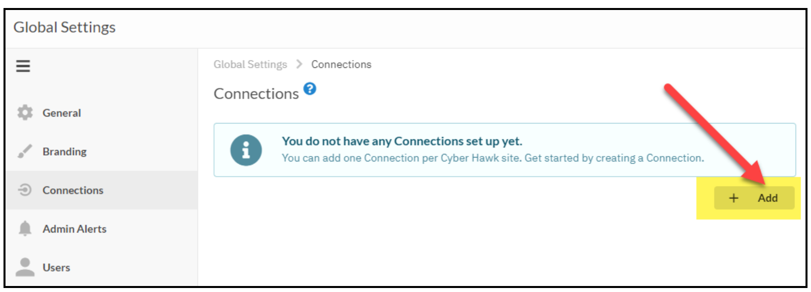
Note: In order to configure the Settings in the Portal, you must be a **Master** user in your company's Network Detective account.

2. Click global **Settings (Admin)** .

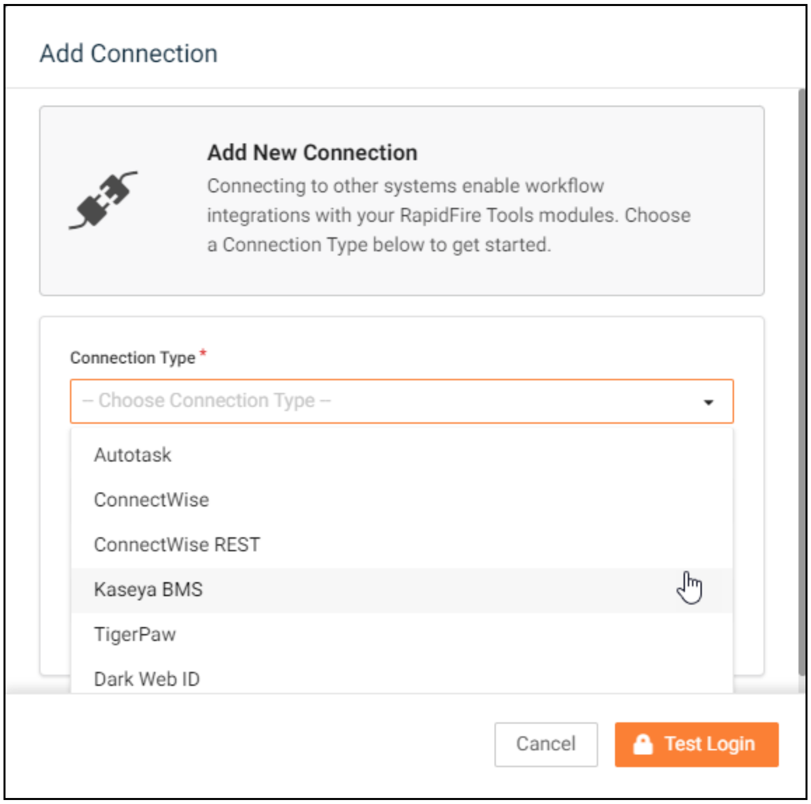
3. Click **Connections**.



4. Click **Add** to create a new Ticketing System/PSA Connection.



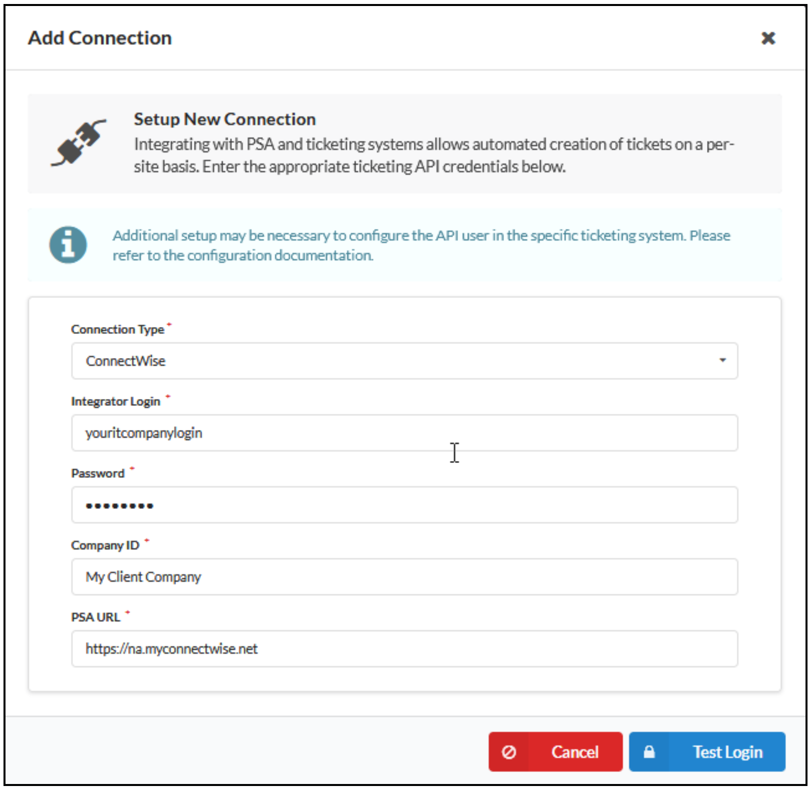
5. In the Setup New Connection window, select the **Connection Type** by selecting the Autotask, ConnectWise, ConnectWise REST, or Tigerpaw system.



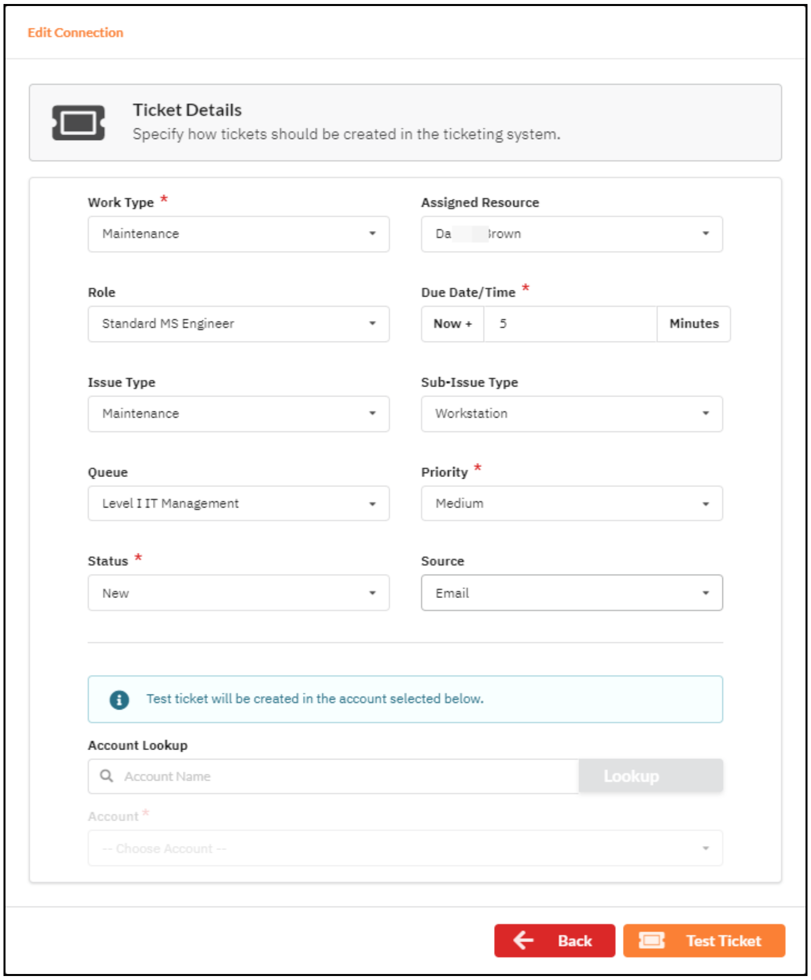
6. Then enter the information required to set up the Connection.

   This information will include:

   - Username and Password for your Ticketing System/PSA account
   - URL for the Ticketing/PSA system API

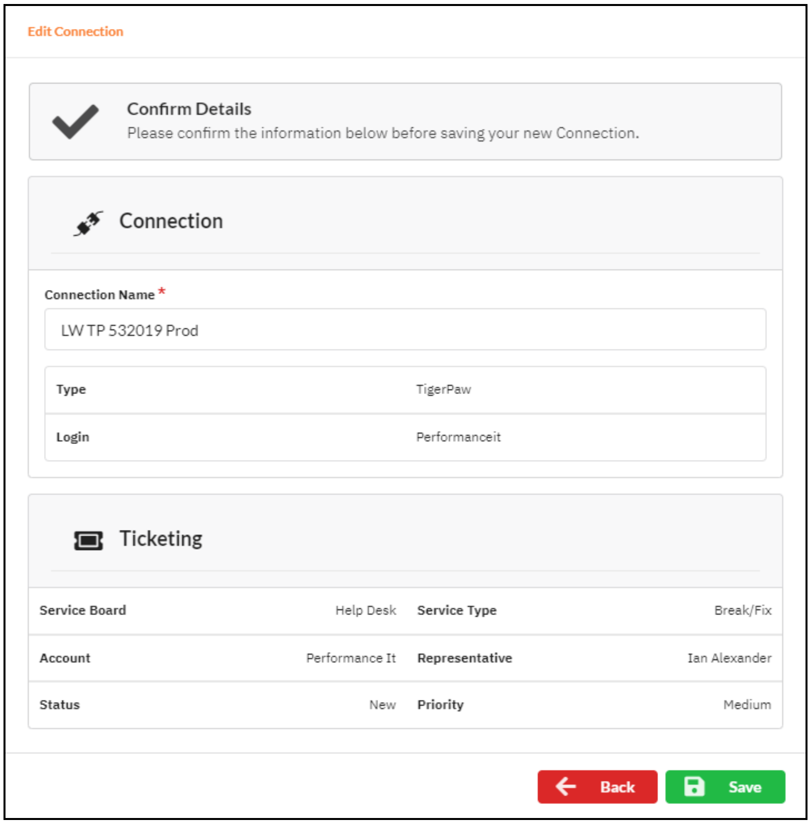


7. Click **Test Login** button to test your Connection login. After a successful test login, the second Add Connection Ticket Details window will be displayed.
8. Continue creating your Connection by entering in the necessary Ticket Details for your PSA.



Click **Test Ticket**. The Add Connection Settings Confirmation window will be displayed after the Test Ticket process is successful.

9. In the Add Connection Confirm Settings window presented, enter a **Connection Name**.
10. Review the Connection's configuration details and click **Save**.

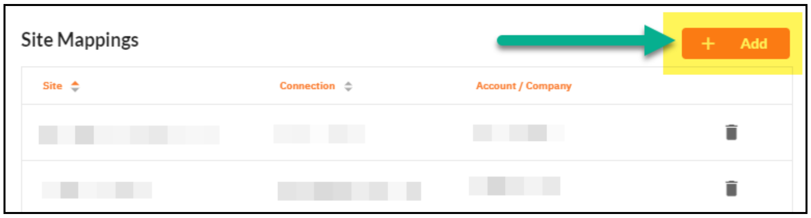


The new Connection created will be listed in the Portal's Connection list.

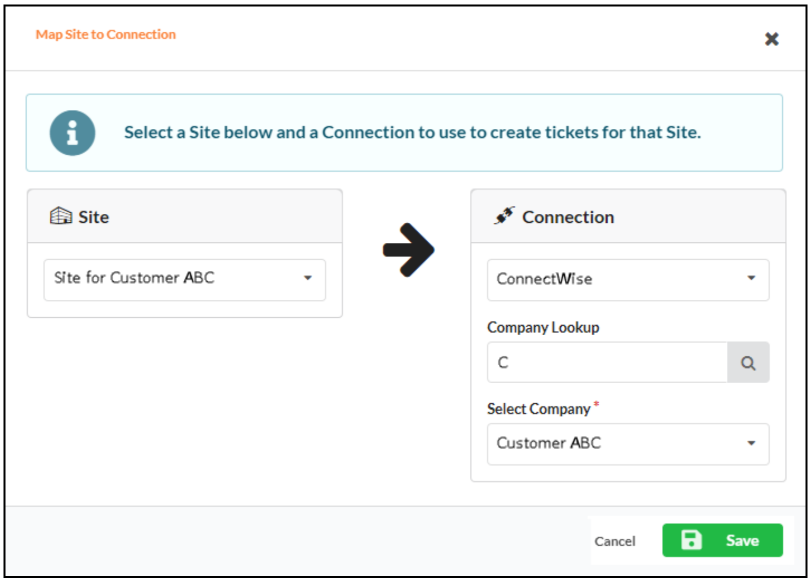
Step 3 — Map your Cyber Hawk's Site to a Ticketing System/PSA Connection

Follow these steps to map a Ticketing System/PSA Connection to the Network Detective Site associated with your Cyber Hawk.

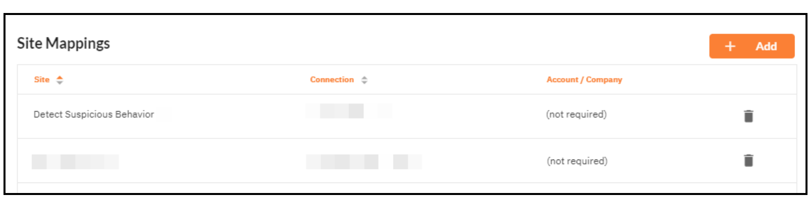
1. In the Integrations window, click **Add** under Site Mappings. The Map Site to Connection window will be displayed.



2. Select the Network Detective **Site** you want to assign to this Ticketing System/PSA Integration.



3. Next, **select the name of the Connection** that you want use to link the Site to your Ticketing System/PSA.
4. After selecting the Connection name, use the **Company Lookup** field to search and select the **Company name** to be referenced when generating Tickets for the selected Site.
5. Click **Save**. The Site's mapping to your Ticketing System/PSA Integation will be saved and listed in the Site Mappings list.

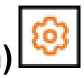


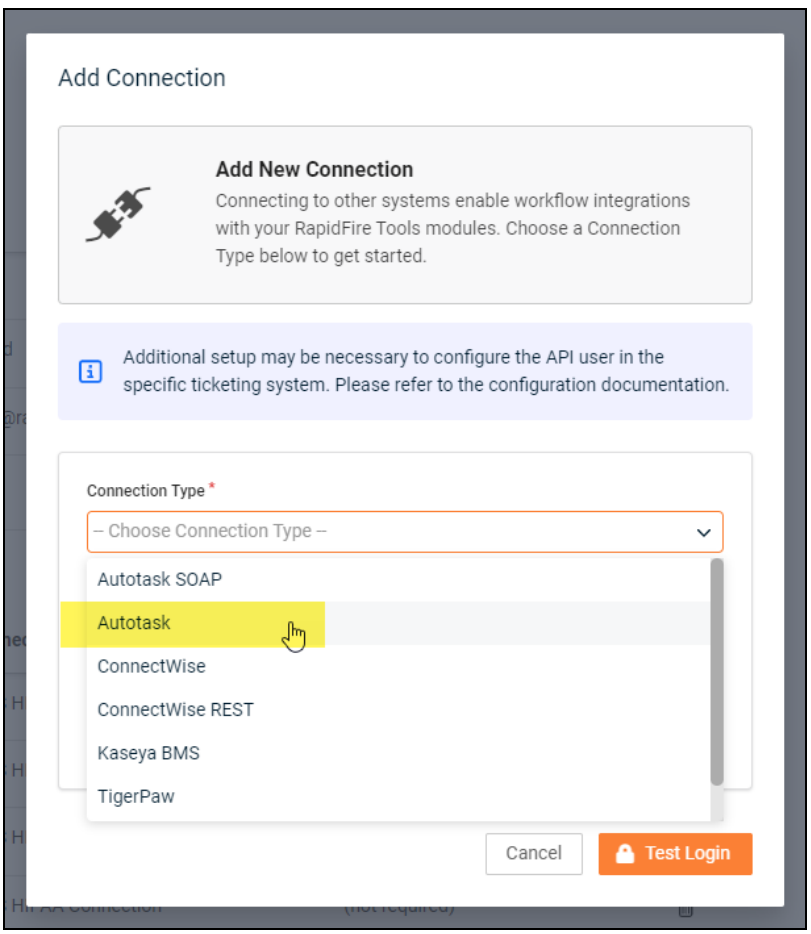
Your Portal account can now be used to create tickets for any Alerts or To Do items listed in the Portal for the Network Detective Site you selected.

Set Up Autotask Integration

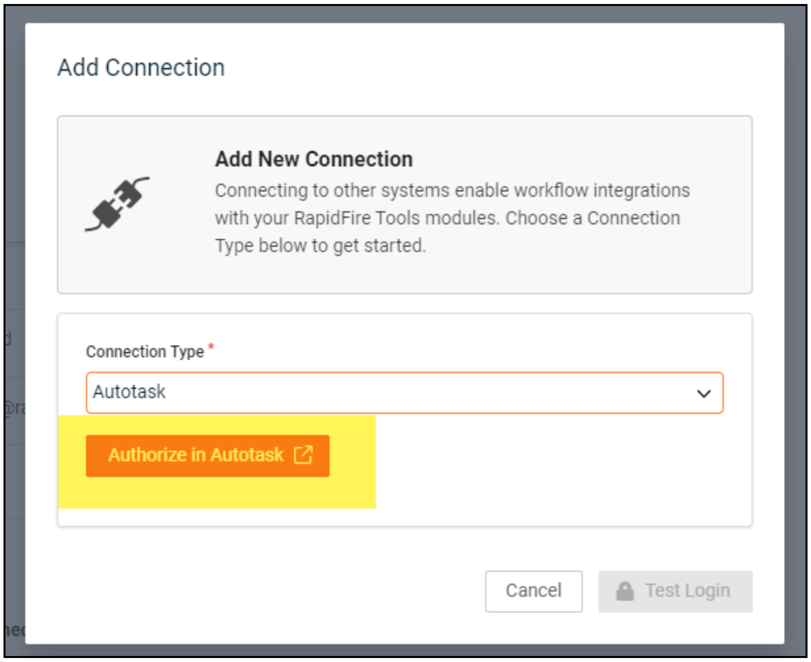
The Autotask SOAP integration has been deprecated. To use the new Autotask integration, all you need is a username and password for a non-API user. Here's how it works:

> **Note:** Currently, you cannot connect a single Autotask instance to two different RapidFire Tools Portal accounts. If you create a Connection for an Autotask instance to a second RapidFire Tools account, the previous Connection will no longer function.

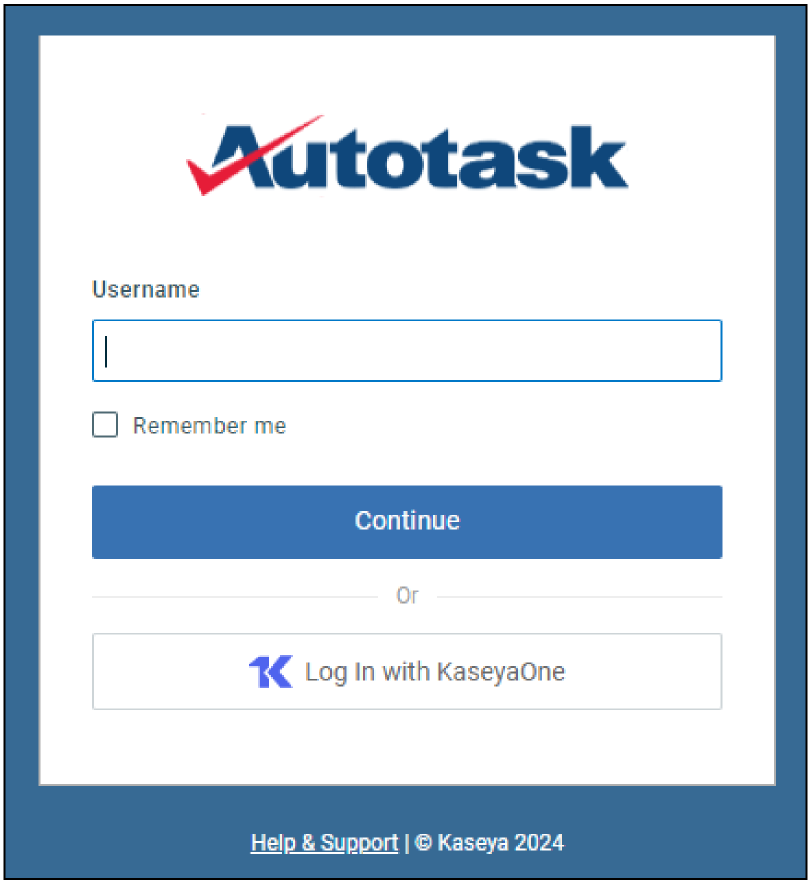
1. From the RapidFire Tools Portal, navigate to global **Settings (Admin)**  > **Connections**.
2. From **Your Connections**, click **Add**.
3. From **Connection Type**, select the **Autotask** connection type (as opposed to the deprecated Autotask SOAP connection).



4. Click **Authenticate in Autotask**.

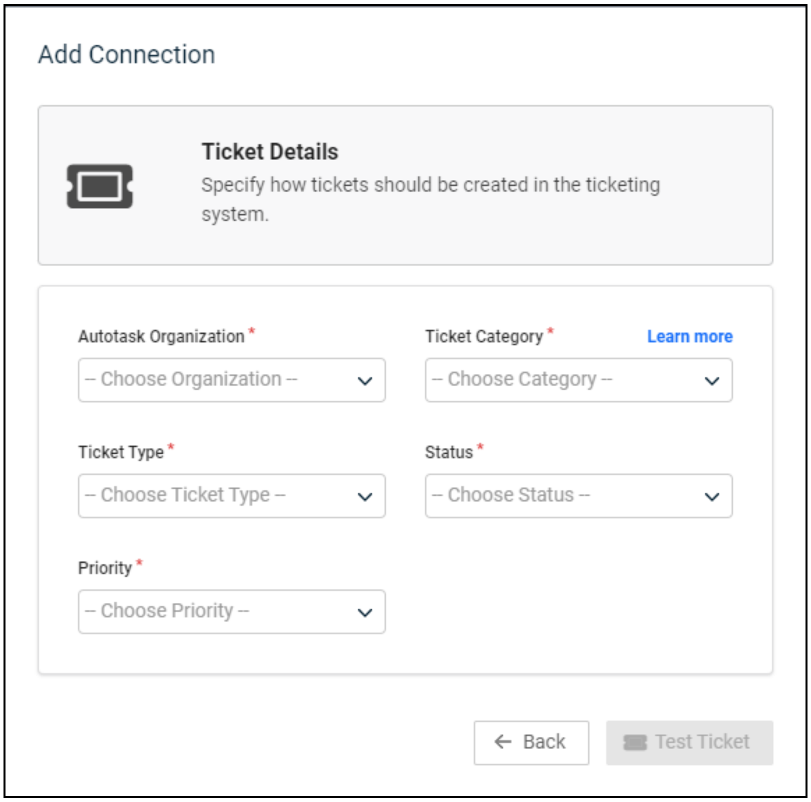


5. Log in using your Autotask username and password. We recommend that you create the connection with a user that has **Admin** privileges in Autotask.



6. If promoted, click **Reauthorize** to create the connection.

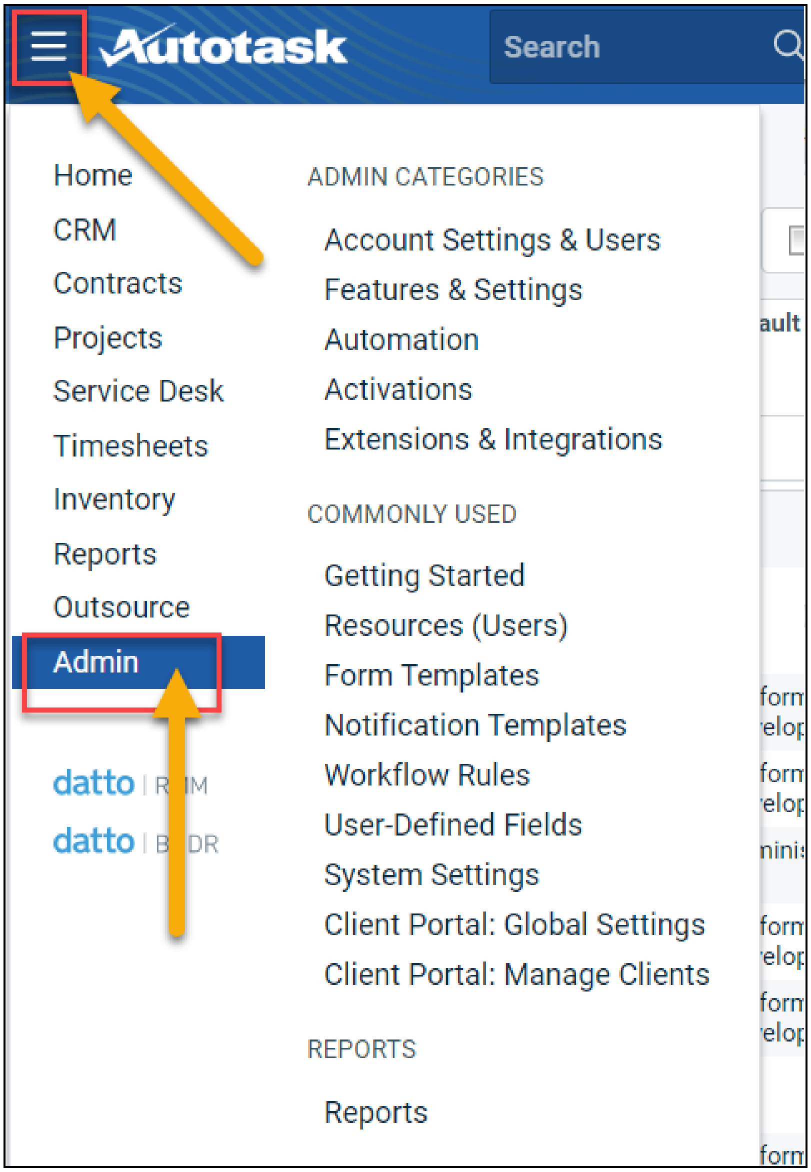
7. Configure the **Test Ticket**. When you finish, the new Autotask connection will become available, where you can map it to a site from **Site Mappings**.



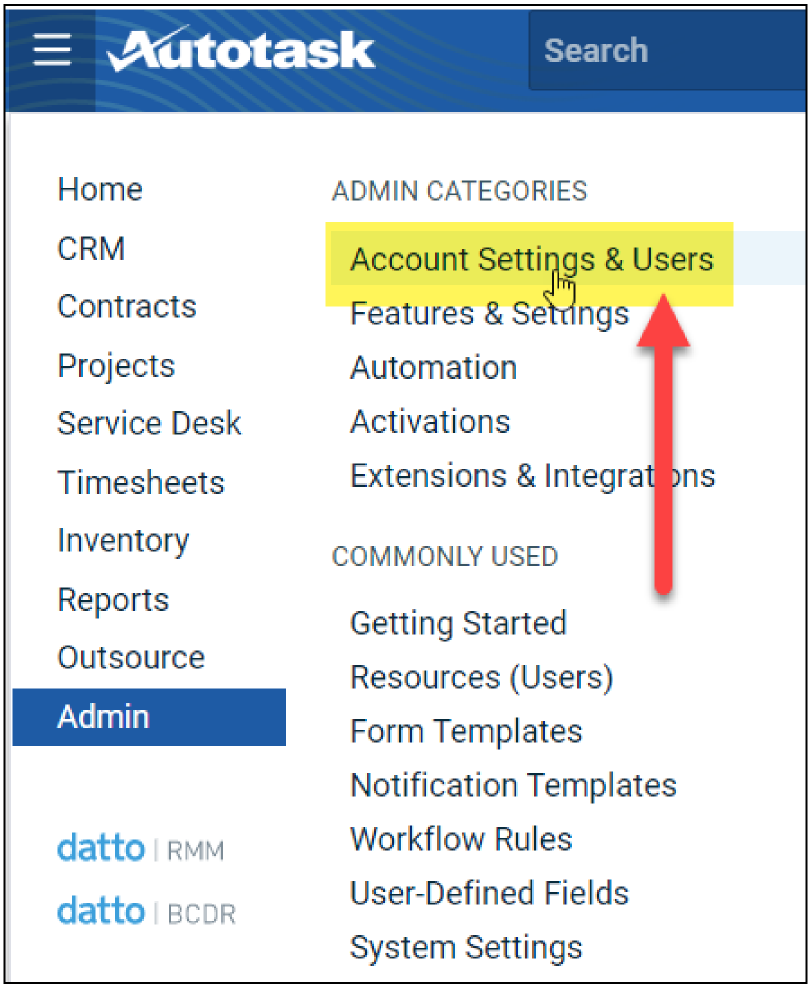
Set Up Autotask (SOAP) Integration

To set up a connection with the Autotask (SOAP) system, you will need to **create an API User in Autotask**. To do this:

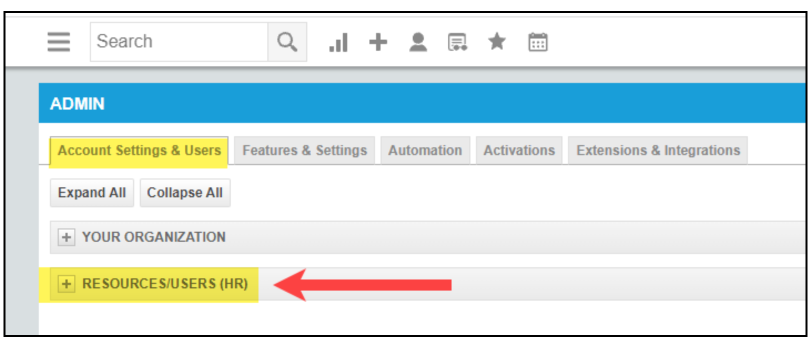
1. Log in to Autotask with your admin user credentials.
2. Click on the **Autotask home** button on the left, then click **Admin**.



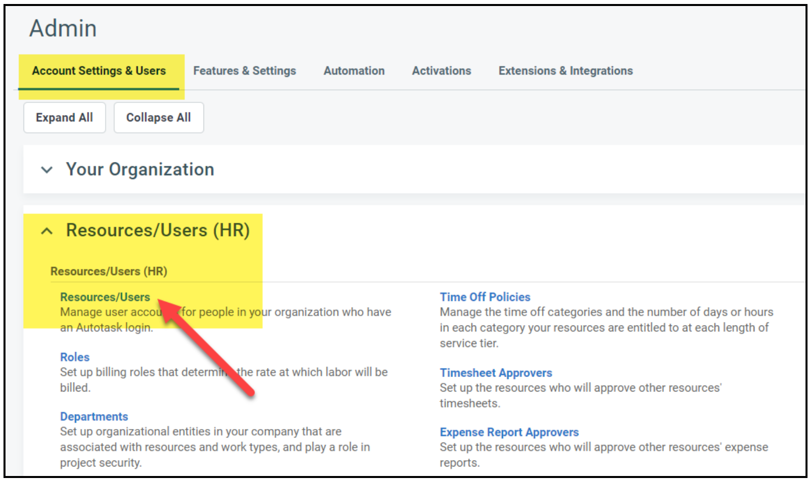
3. From the **Admin** menu, click **Account Settings & Users**.



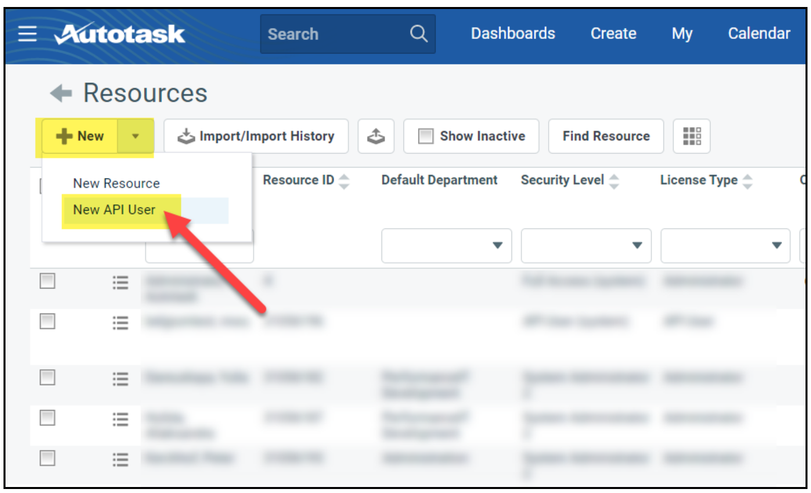
4. Next, click **Resources/Users (HR)** to expand the menu.



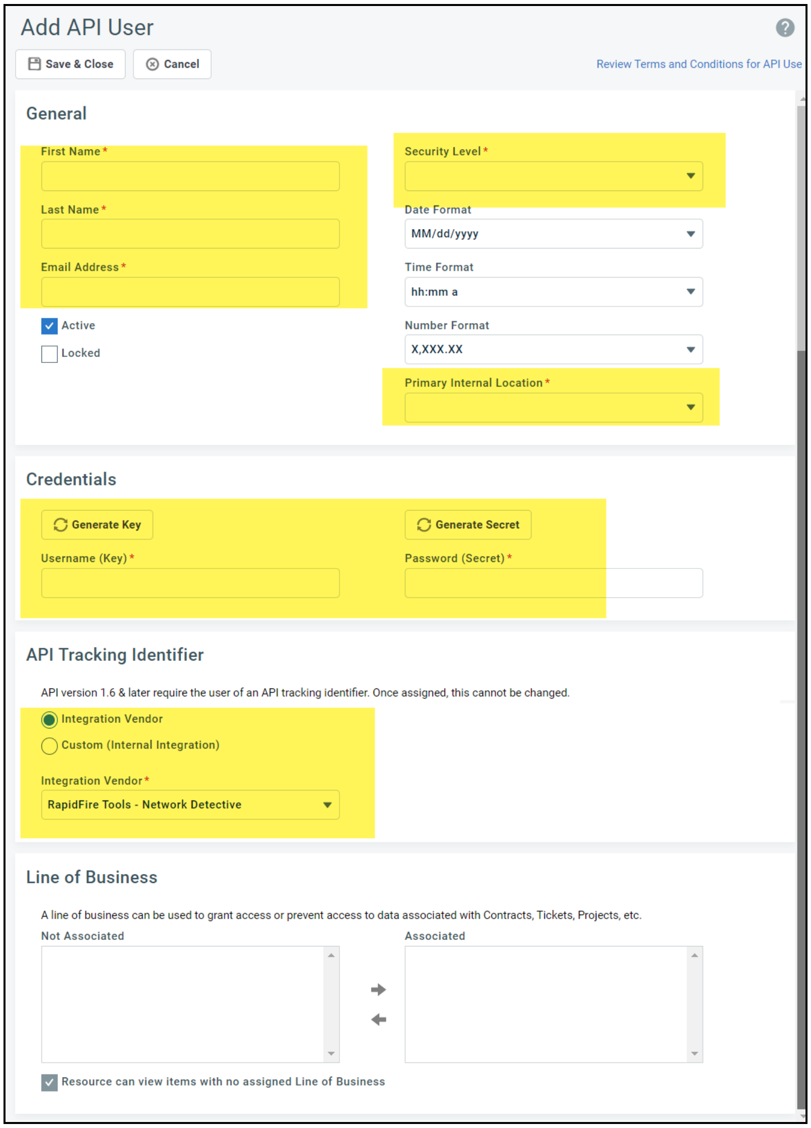
5. Then click **Resources/Users**.



6. Hover your mouse over the drop-down menu to the right of the **New** button, then select **New API User**.



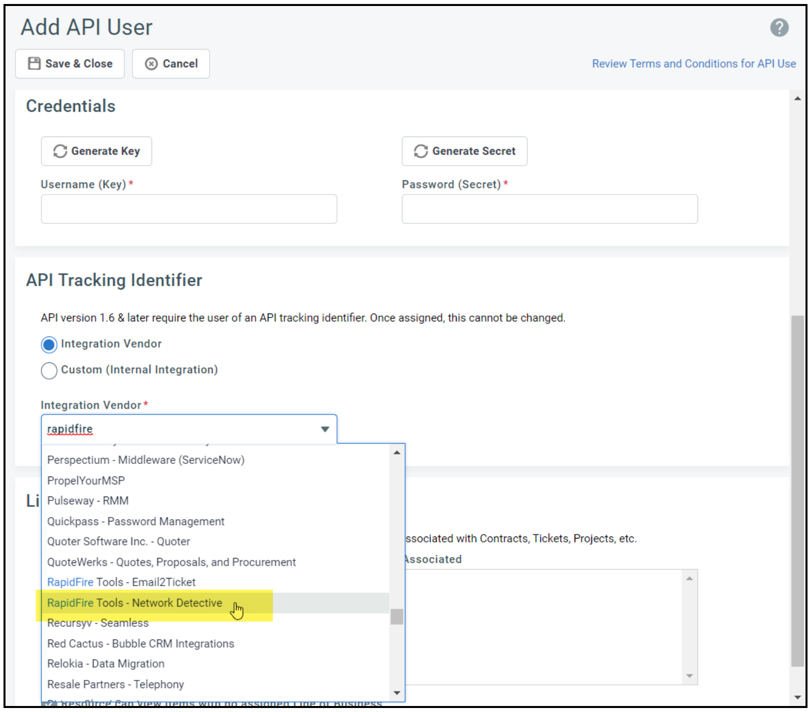
7. Enter information about the API user. Autotask will prompt you to enter the mandatory fields.



- Enter a **first and last name** for the API user.
- Enter an **email address** for the API user.
- From **Security Level**, select **API User (system)**.
- Select a **Primary Internal Location** for the API user.
- Enter/generate a **username** for the API user, then enter/generate a **password**.

> **Note:** Take note of these credentials as you will enter these in Network Detective to enable the API integration.

- Under **API Tracking Identifier**, select **Integration Vendor**. Then select **RapidFire Tools — Network Detective**.



8. When you are finished configuring the new API user, click **Save & Close**. The new user will appear in the list.

Set Up ConnectWise REST Integration

To set up a connection to ConnectWise Ticketing system using the REST API you will be required to:

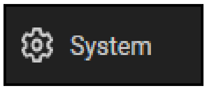
Step 1 — Download and Install the ConnectWise Manage Internet Client Application

To enable the integration, you will need to use the ConnectWise Manage Internet Client application. Download and install the app from http://university.connectwise.com/install/. Then log in using your credentials.

If you are using the ConnectWise Manage web app, you can continue to use the web app after you have completed the steps in this guide and enabled the integration.

Step 2 — Select the ConnectWise Ticket System API Member Account to Integrate with

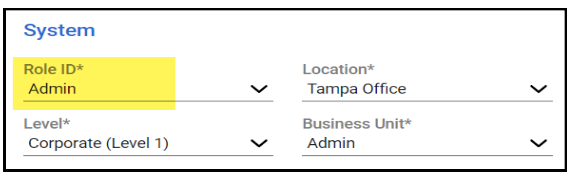
1. From the ConnectWise dashboard, click **System** from the side menu.



2. Next, click **Members**.
3. Click on **API Members Tab**. The API Members screen will appear.

   Note that the API Members Tab may not show by default and may need to be added. You can add this tab from the Tab Configuration menu on the Members page .

4. Click on the + button to create a new API Member. Fill in all required information.
5. Confirm that the API Member has been assigned Admin rights by checking the member's **Role ID** under **System**.



> **Important:** By default, the API Member must have **Admin** rights for the integration to function correctly. However, we provide a "least privilege" custom solution for the API Member Role ID below. See "Create Minimum Permissions Security Role for API Member" below.

Create Minimum Permissions Security Role for API Member

If you do not wish to assign the API member full Admin rights, create this custom security role and assign it to the API member:

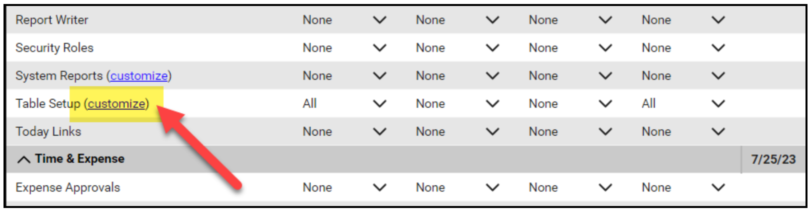
1. Go to **System** > **Security Roles**.
2. Click the + button to create a new security role.

3. Set the permissions for the Role as detailed in the table below and click **Save**.
4. Assign this custom Security Role to the API Member instead of full Admin.

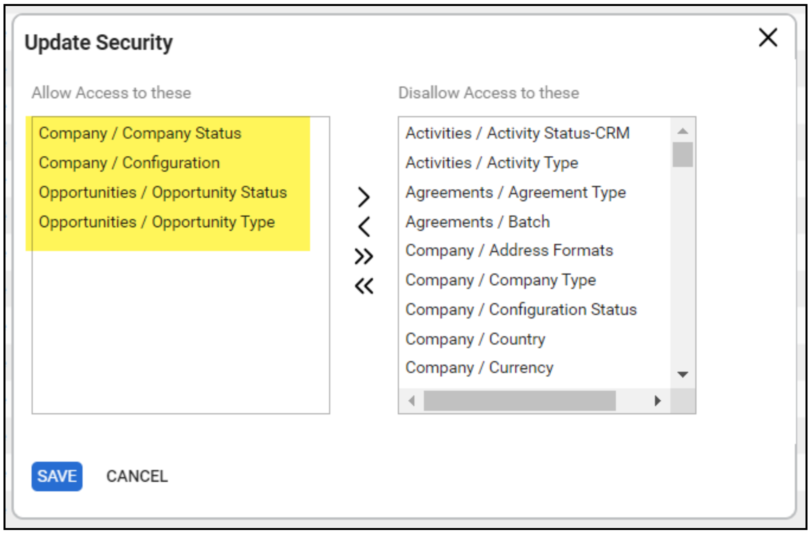
Module		Add Level	Edit Level	Delete Level	Inquire Level
Companies					
	Company Maintenance				All
	Configurations	All	All		All
	Contacts	All	All		All
Service Desk					
	Service Tickets	All	All		All
System					
	API Reports				All
	Table Setup* *Customized Table Setup: Allow Company / Company Status, Company / Configuration, Opportunities / Opportunity Status, Opportunities / Opportunity Type (See "Table Setup Configuration" below below for an extended explanation)	All			All

Table Setup Configuration

From Table Setup, click **customize**.



Allow access to the items listed in the table above under **Table Setup**. You can also refer to the image below.

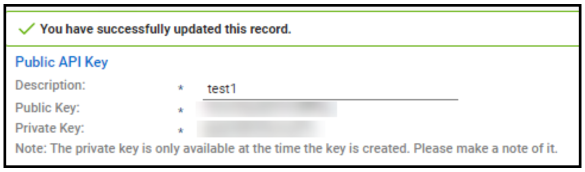


Step 3 — Create an API Key in the ConnectWise Ticketing System

1. Select the API Member that you created previously.
2. From the API Member details screen, click **API Keys**.

3. Click the + button.
4. Enter a **Description** for the API Key.
5. Click **Save**.
6. The newly generated API Key will appear.
7. Write down or take a screen shot of the Member's Public and Private API Key strings. This information will be required to set up the integration with ConnectWise.

Important: Note that the Private Key is only available at the time the key is created. Be sure to copy the keys for your records.



Step 4 — Configure Service Tables in ConnectWise

In order to export issues as tickets in ConnectWise, you will need to configure several **Service Tables** in ConnectWise. These tables ensure that the issues are "mapped" correctly to the tickets created within ConnectWise. You must configure the Service Tables correctly in order to establish the connection with ConnectWise.

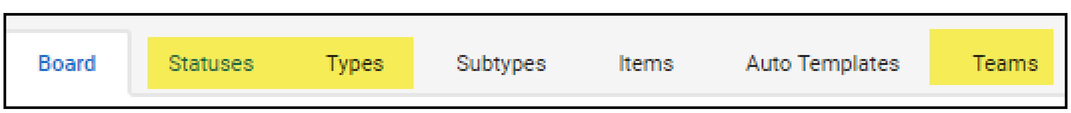
You can configure the Service Tables in ConnectWise from **System > Setup Tables > Category > Service**. Configure the Service Tables as detailed below:

1. **Service Board**

   You must have a Service Board created within ConnectWise. In addition, within the Service Board, you must create values for the following fields. You can create values for these fields from the Service Board page:

   a. **Statuses**
   b. **Types**
   c. **Teams**

   You must create at least one value for each of these fields.

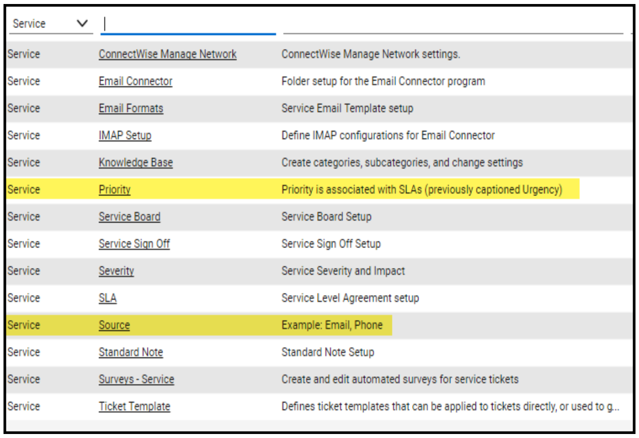
   In addition, you must define values for two additional Service Tables:

2. **Source**

   You must include at least one Source.

3. **Priority**

   You must include at least one Priority level.



Service		
Service	ConnectWise Manage Network	ConnectWise Manage Network settings.
Service	Email Connector	Folder setup for the Email Connector program
Service	Email Formats	Service Email Template setup
Service	IMAP Setup	Define IMAP configurations for Email Connector
Service	Knowledge Base	Create categories, subcategories, and change settings
Service	Priority	Priority is associated with SLAs (previously captioned Urgency)
Service	Service Board	Service Board Setup
Service	Service Sign Off	Service Sign Off Setup
Service	Severity	Service Severity and Impact
Service	SLA	Service Level Agreement setup
Service	Source	Example: Email, Phone
Service	Standard Note	Standard Note Setup
Service	Surveys - Service	Create and edit automated surveys for service tickets
Service	Ticket Template	Defines ticket templates that can be applied to tickets directly, or used to g...

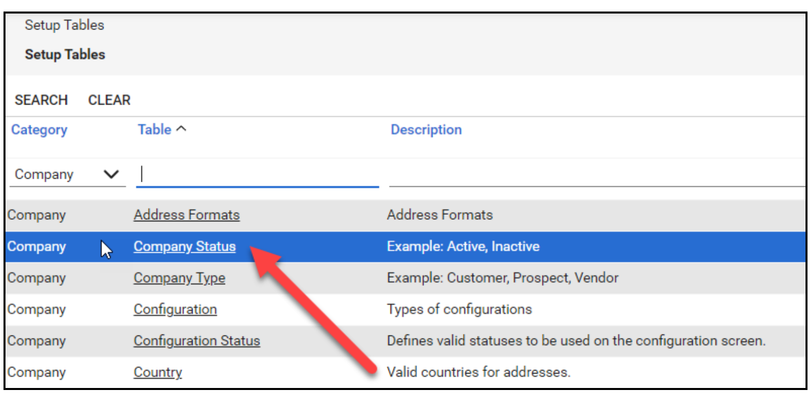
   If your existing Service Tables already contain values for the fields listed above, you do not need to create new values.

Step 5 — Remove "Disallow Saving" Flag from Company

The final step is to ensure your companies are able to save data such as tickets. By default, your company may have the "**Disallow Saving**" option flag enabled; this will prevent you from exporting tickets to the company.

Here's how to remove the "Disallow Saving" flag:

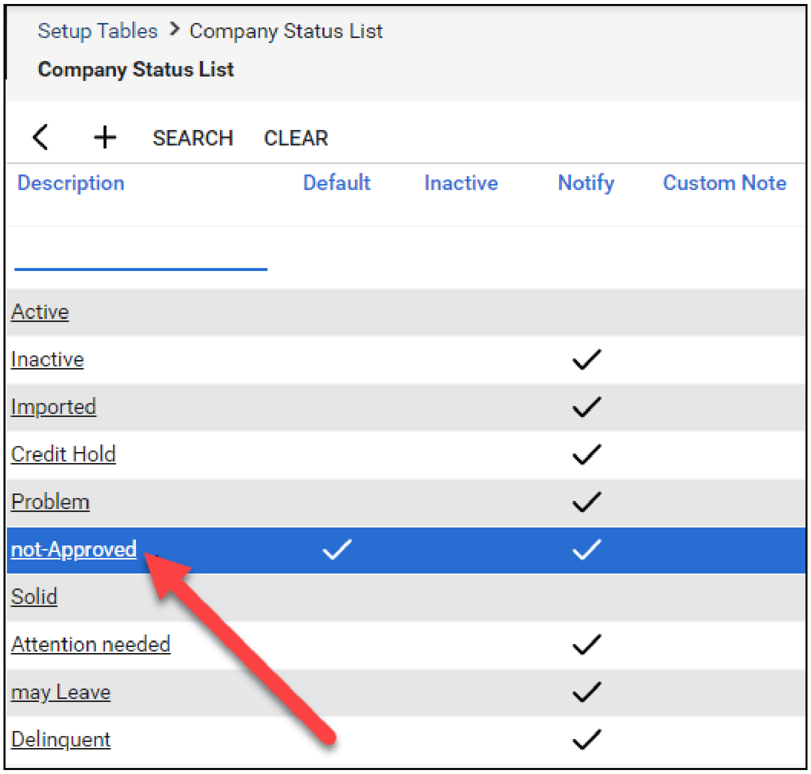
1. Navigate to **Setup Tables** > **Category** > **Company** > **Company Status**.



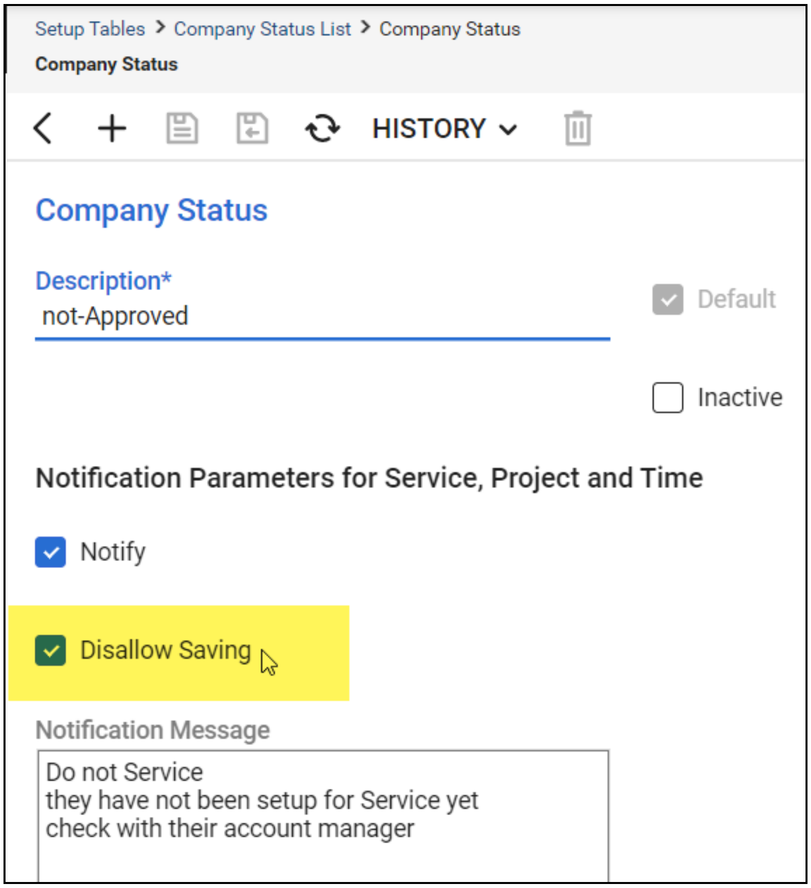
Setup Tables
Setup Tables
SEARCH CLEAR

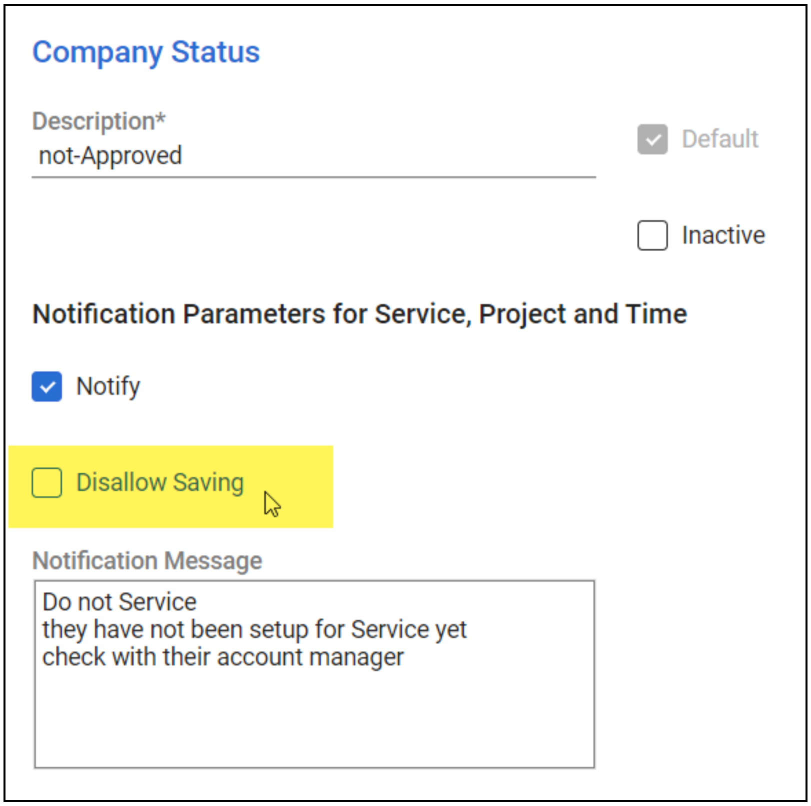
Category	Table	Description
Company		
Company	Address Formats	Address Formats
Company	Company Status	Example: Active, Inactive
Company	Company Type	Example: Customer, Prospect, Vendor
Company	Configuration	Types of configurations
Company	Configuration Status	Defines valid statuses to be used on the configuration screen.
Company	Country	Valid countries for addresses.

2. From Company Status, open the **not Approved** field.

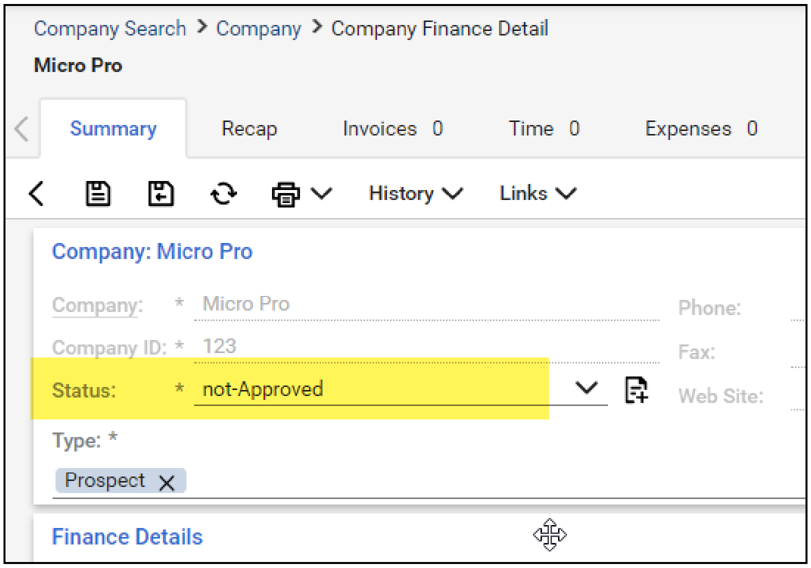


3. Uncheck the **Disallow Saving** flag.


Setup Tables > Company Status List > Company Status
Company Status
HISTORY
Company Status
Description*
not-Approved
Default
Inactive
Notification Parameters for Service, Project and Time
Notify
Disallow Saving
Notification Message
Do not Service
they have not been setup for Service yet
check with their account manager



4. This will allow you to export tickets to companies with the **not Approved** status. Alternatively, you can set the company itself to a different status that allows saving before attempting the ticket export.



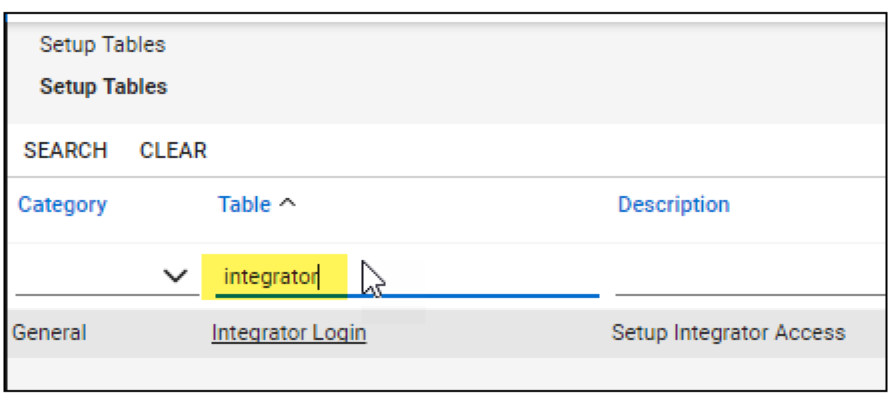
Set Up ConnectWise SOAP Integration

This topic covers how to integrate Network Detective with ConnectWise via the ConnectWise SOAP API.

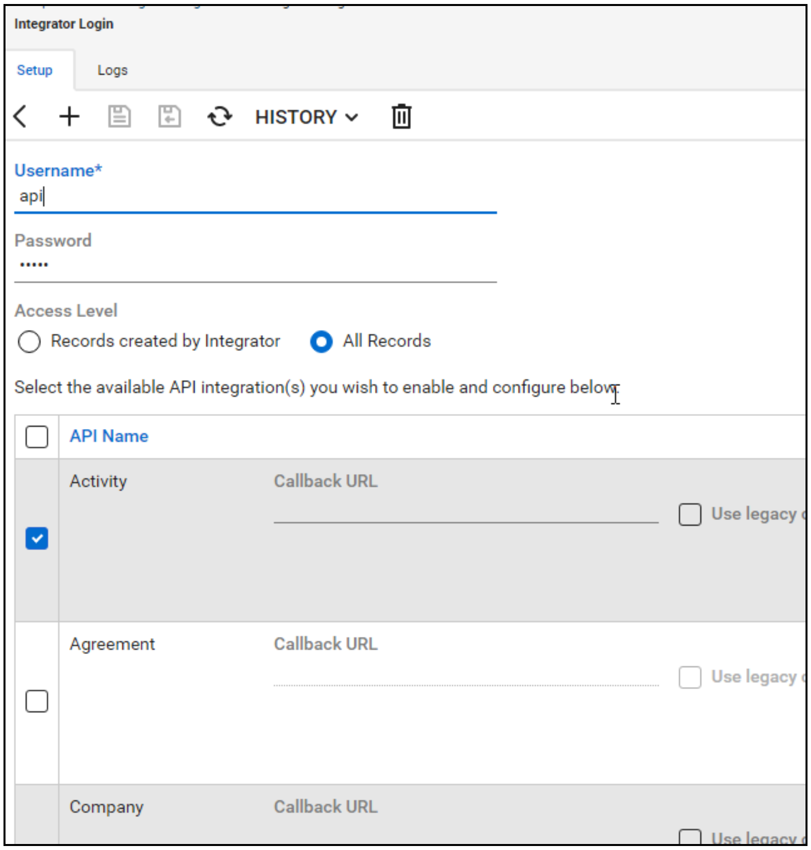
Important: The ConnectWise SOAP API is in the process of being deprecated by ConnectWise. We recommend that you use the ConnectWise REST API instead.

To set up the ConnectWise SOAP integration:

1. Navigate to **System**-> **Setup Tables**.
2. Type "**Integrator**" into the Table lookup and hit Enter.
3. Click the **Integrator Login** link.



4. Click the “**New**” Icon to bring up the New Integrator login screen as shown on the right.
5. Enter and record **Username** and **Password** values which you will need later on when creating a connection in Network Detective.
6. Set the Access Level to “**All Records**.”
7. Using the ConnectWise Enable Available APIs function, **enable the following APIs**:
    - ServiceTicketApi
    - TimeEntryApi
    - ContactApi
    - CompanyApi
    - ActivityApi
    - OpportunityApi
    - MemberApi
    - ReportingApi
    - SystemApi
    - ConfigurationApi



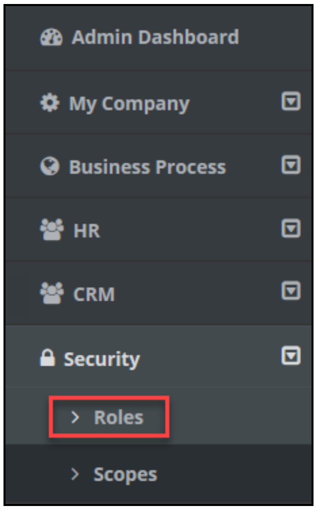
8. Click the **Save** icon to save this Integrator Login.

> **Note:** If you already have an Integrator Login configured, you may use it as long as the Company and Configuration APIs are enabled.)

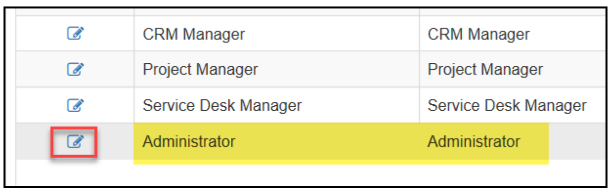
Set Up Kaseya BMS Integration

To export items to Kaseya BMS, you will need Administrator credentials in Kaseya BMS. To assign a Kaseya user to the Administrator role, follow these steps:

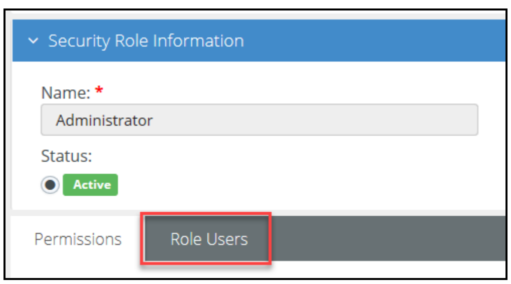
1. Log in to Kaseya BMS.
2. Go to **Security** > **Roles**.



3. Click **Open/Edit** on the Administrator Role.



4. Click the **Role Users** tab.



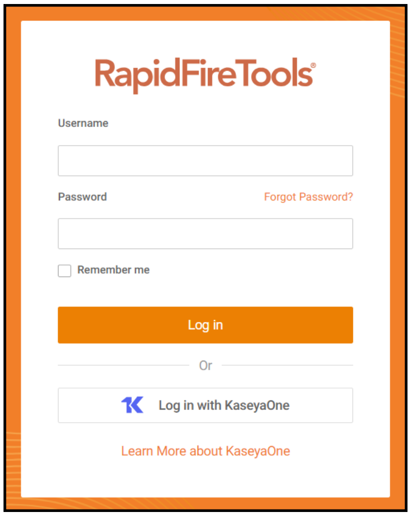
5. Click **Add**.
6. Search for the user to who will become a Kaseya Administrator and **Select** that user.
7. Click **OK**. This user can now invoke the Kaseya BMS API.

Set Up Portal Branding

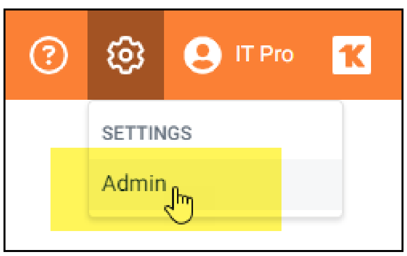
The RapidFire Tools Portal allows you to customize many elements to fit with your organization's brand and identity. This topic covers how you can modify the Portal's look and feel.

1. Visit https://www.youritportal.com and log into the RapidFire Tools Portal.

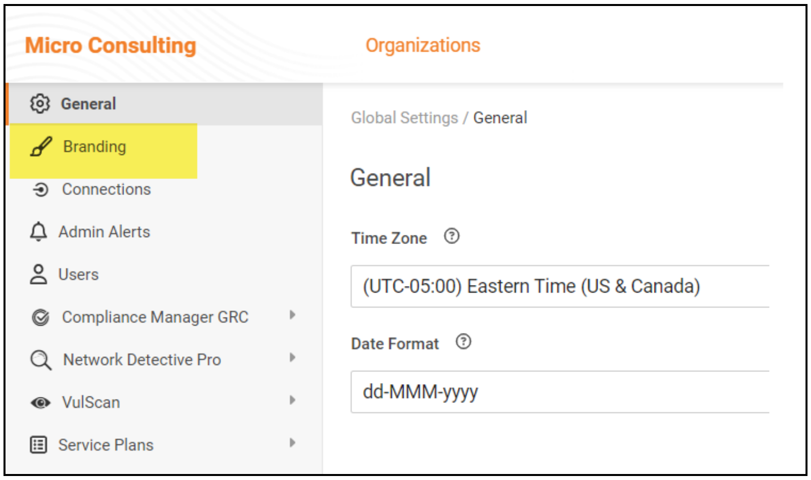
> **Note:** In order to configure the settings in the Portal, the login credentials you use to access the Portal will require the Master User rights.



2. Click global **Settings (Admin)** > **Users**.



3. Click **Branding**.



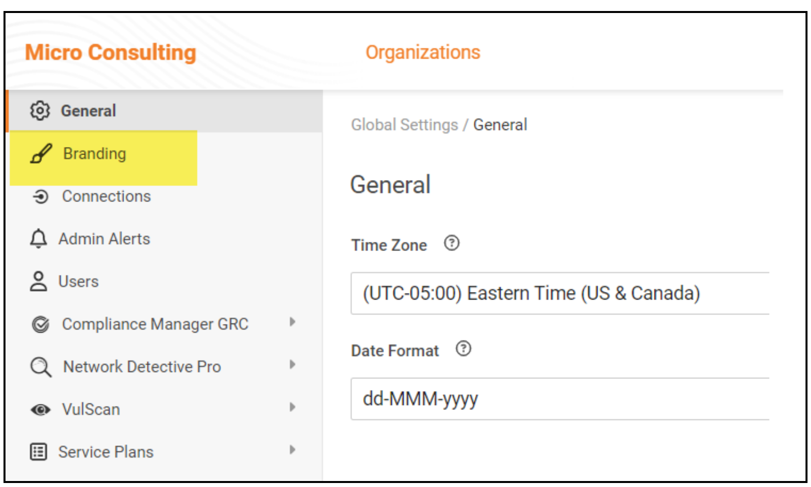
From this page, you can then:

- "Set Custom Portal Theme" below
- "Set Custom Portal Subdomain" on the facing page
- "Set Custom Company Name" on page 132
- "Set Custom Company Logo" on page 133

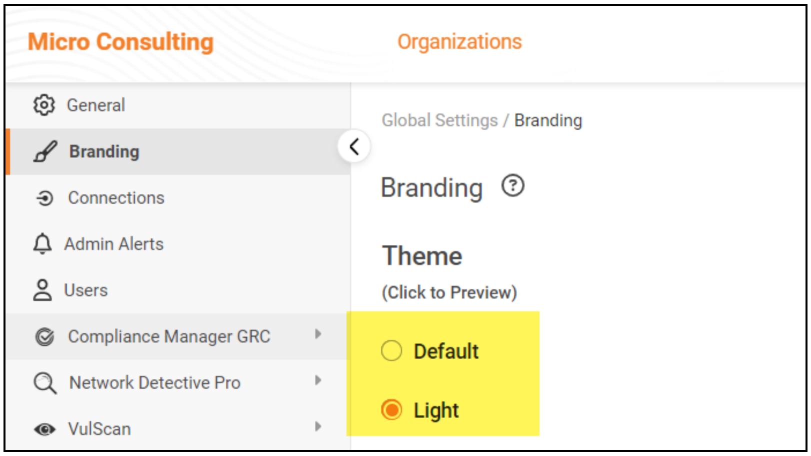
Set Custom Portal Theme

You can choose from two different color-themes for the Portal. To do this:

1. From global **Settings (Admin)** > **Branding**, select the *Default* or *Light* under theme.



2. As you can see, the **Light** theme is more minimalistic.

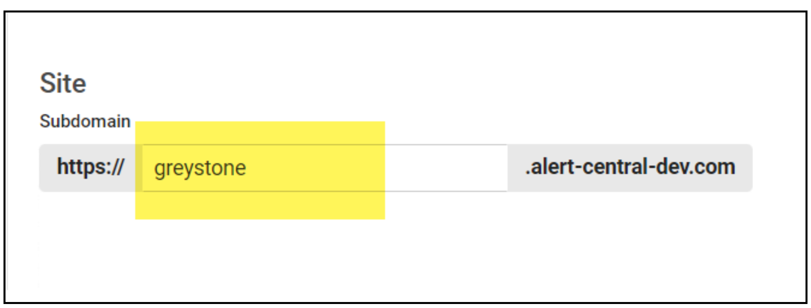


3. When you select the theme, you can click around the Portal and preview it. You must click **Save** from global **Settings (Admin)** > **Branding** to apply your changes. This change will apply to all users.

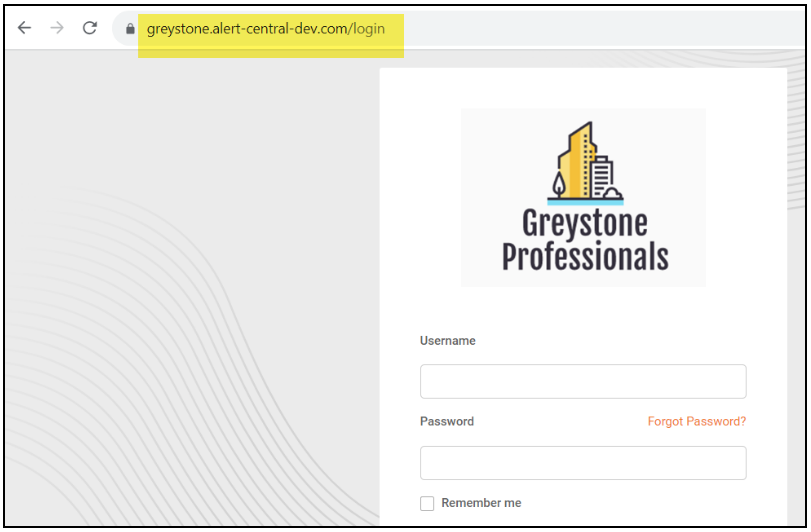
Set Custom Portal Subdomain

You can enter a custom subdomain to communicate your company name/brand to users when they access the URL for the portal. To do this:

1. From global **Settings (Admin)** > **Branding**, scroll down and enter the custom **Subdomain** name in the Site Subdomain field.



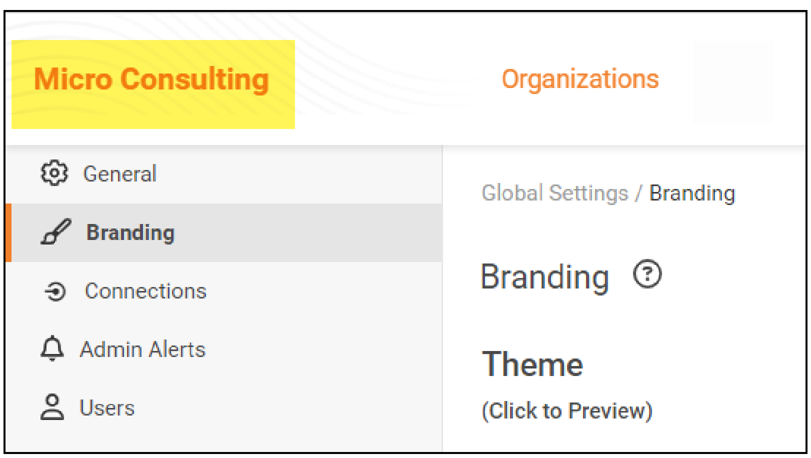
2. Click **Save**.
3. Log out of the RapidFire Tools Portal.
4. Next, access the RapidFire Tools Portal by using the URL for the new Subdomain you configured to access the Portal's login screen.



Important: Be sure to communicate the custom URL to your users. Note that users who navigate to the default URLs for the portal will still be in the right place once they log in.

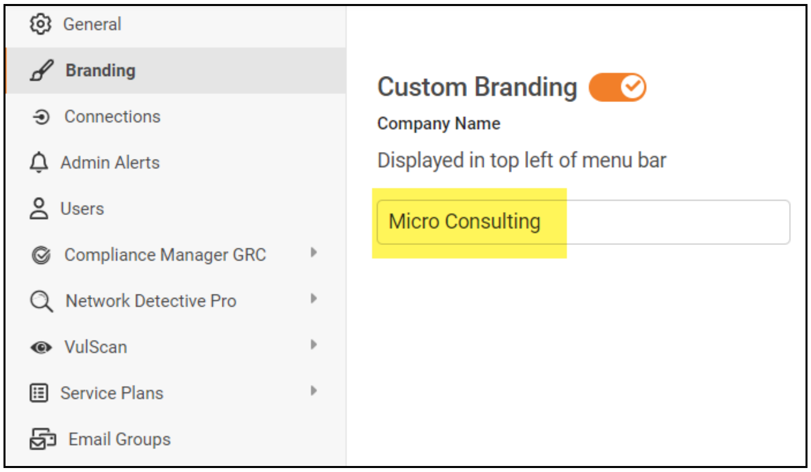
Set Custom Company Name

You can set a custom company name that will appear in the top left-hand corner of the Portal.



To do this:

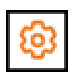
1. From global **Settings (Admin)** > **Branding**, enter your custom company name under Custom Branding.

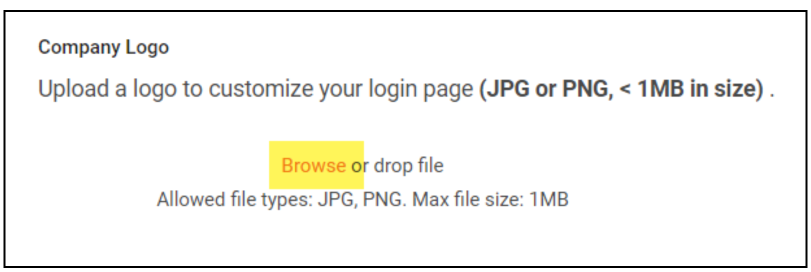


2. Click **Save**. Your custom name will then appear in the top-left corner of the portal for all users to see.

Set Custom Company Logo

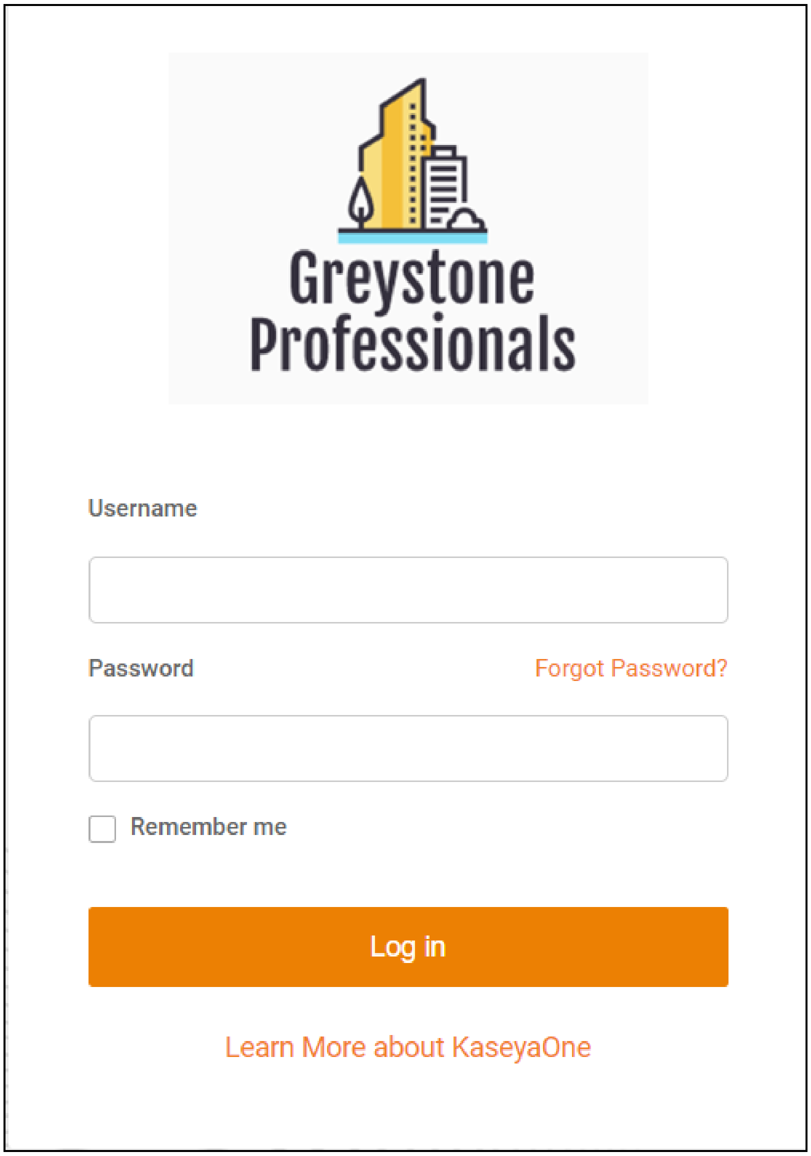
You can set a custom company logo on the Portal login screen to communicate your brand to users. To do this:

1. From global **Settings (Admin)**  > **Branding**, click **Select** under Company Logo and **Upload** a custom image.



2. Click **Save**. Your chosen image will be scaled and appear for users who reach the

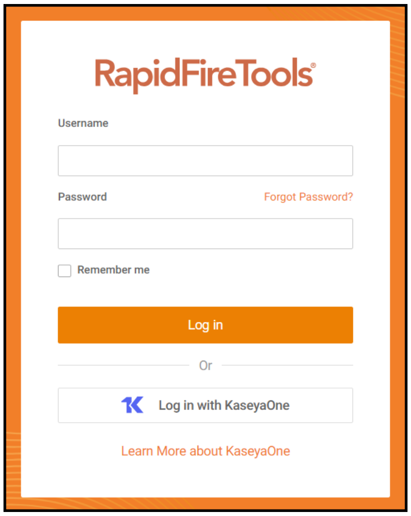
login screen.

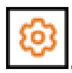


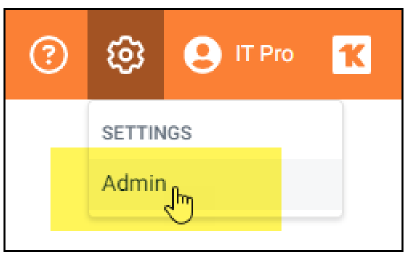
Set Up a Custom Subdomain to Access the RapidFire Tools Portal

1. Visit https://www.youritportal.com and log into the RapidFire Tools Portal.

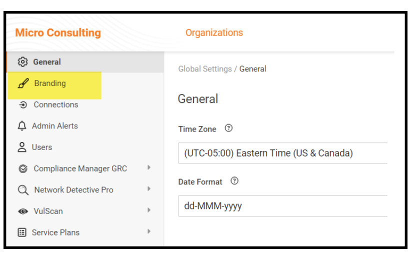
> **Note:** In order to configure the settings in the Portal, the login credentials you use to access the Portal will require the Master User rights.



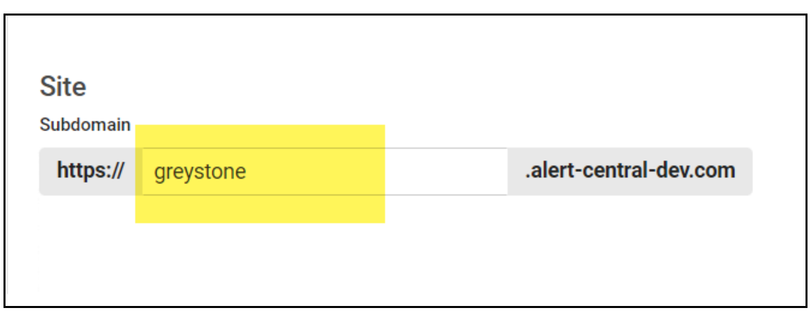
2. Click global **Settings (Admin)** .



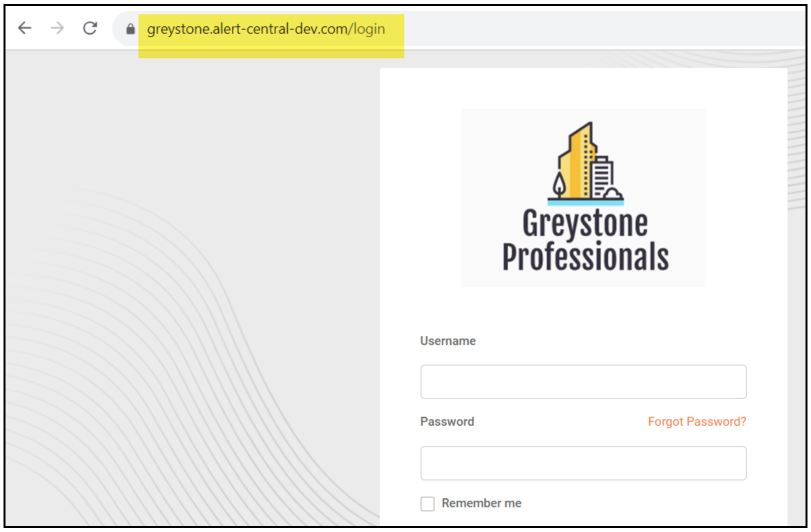
3. Click **Branding**.



4. Enter the **Subdomain** name you desire in the Site Subdomain field.



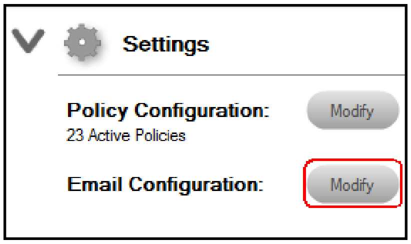
5. Click **Save**.
6. Log out of the RapidFire Tools Portal.
7. Next, access the RapidFire Tools Portal by using the URL for the new Subdomain you configured to access the Portal's login screen.



Set Up Custom SMTP Server Support

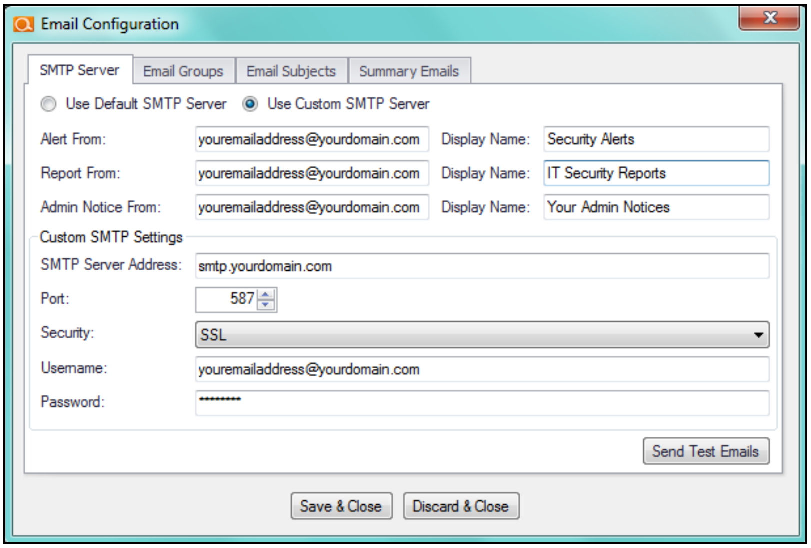
Follow these steps to set up the use of your own SMTP server to send Alerts and Notices from Cyber Hawk.

1. In the Cyber Hawk Settings window, select the Email Configuration Modify button to access the Email Configuration options window.

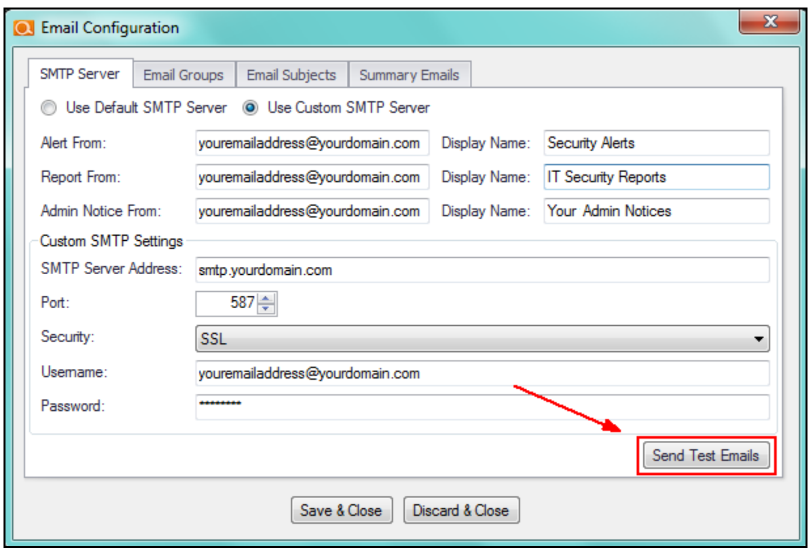


The Email Configuration window will be displayed.

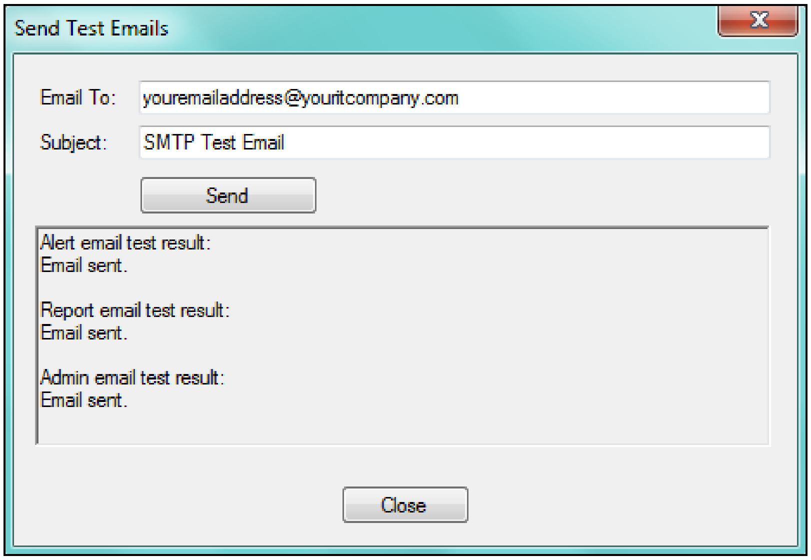
2. Select the **SMTP Server** tab within the Email Configuration window to access the Custom SMTP Server settings.
3. Configure the following to set up your Customer SMTP Server to send Cyber Hawk Alerts and Notices:
   - Alert From email address and display name
   - Report From email address and display name
   - SMTP Server Address
   - Port Number
   - Security Method
   - SMTP Server Username and Password



4. Select the Send Test Email button to test the SMTP email Server configuration and email addresses.



5. Select the Send button in the Send Test Emails window. The status of the email test is displayed in the Send Test Emails window.



After a successful test has been completed, select the Close button to close the Send Test Emails window.

6. To complete the setup process, select the Save & Close button in the Email Configuration window to save the Custom SMTP Server Email Configuration settings.

Allow Clients to Access Portal and Manage Tickets

You can create **Site Restricted** user accounts in the RapidFire Tools Portal for Cyber Hawk clients. This can allow clients to access and manage their Cyber Hawk **Alerts** and **To Dos**. Your clients will only see what's relevant to them – and nothing else!

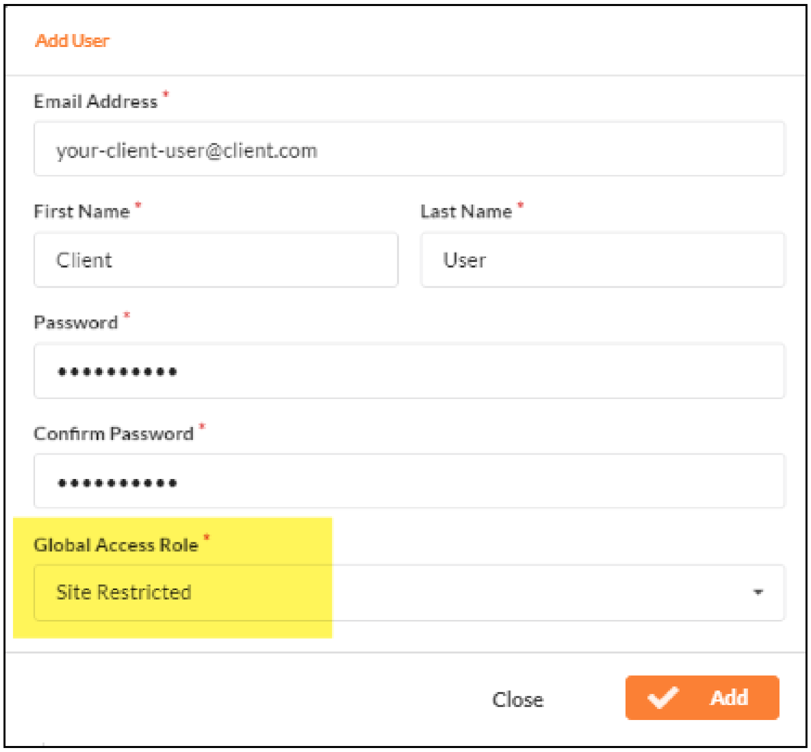
Here's how you do it:

Step 1 — Create Site Restricted User in Portal

1. Log into the RapidFire Tools Portal as a Master or Admin user.
2. Go to global **Settings (Admin)** > **Users**.
3. Click **Add User**.
4. Enter the client user's information, including a password. Repeat this for each client user you wish to add.

   Important: You will later need to send the user(s) their login credentials, so take note of them.

5. Choose the **Site Restricted** *Global Access Role* for the user(s). This will restrict the client user(s) to only those Sites to which you grant them access. They will likewise be restricted from accessing any Portal Admin Settings.

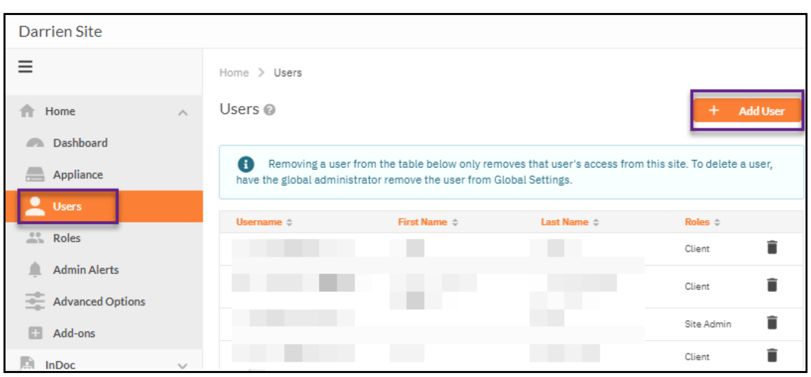


6. Click **Add**.

Note: Look here for a complete breakdown of "Users and Global Access Roles" on page 144.

Step 2 — Assign User to Site

1. Open the Site to which you wish to add clients. Go to **Home** > **Users**.

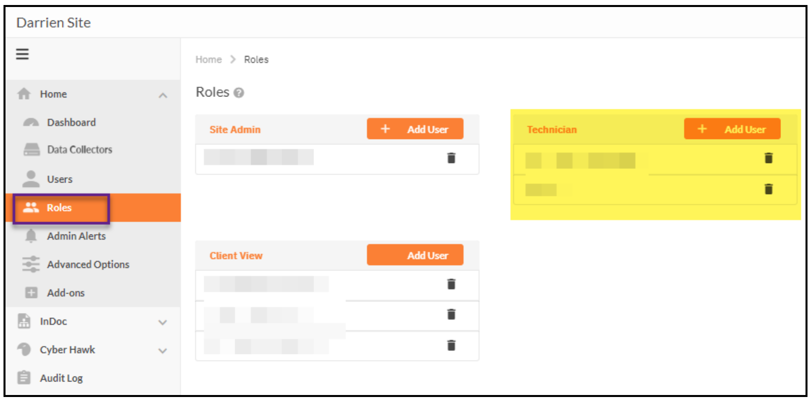


2. Click **Add User**. Select the client user(s) you created earlier.

3. Click **Add**. The user(s) will be associated with this Site. The last step is to assign the user to the proper Site **Role**.

Step 3 — Assign User to Technician Role

1. Next go to **Site Settings** > **Roles**.
2. Choose the **Technician** Role and click **Add User**.



> **Note:** Look here for more details on "RapidFire Tools Portal Site Roles" on page 150.

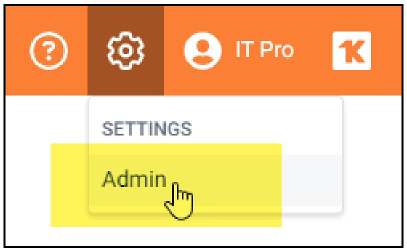
3. Select the client users and click **Add**.
4. (Optional) If you would like the client users to receive Cyber Hawk email notifications, you will need to add them to the Email Group in the Cyber Hawk Settings applied to the Security Policy.

> **Note:** Be sure that you send the client(s) the login credentials you created for them, as well as the URL for the Portal (https://www.youritportal.com).

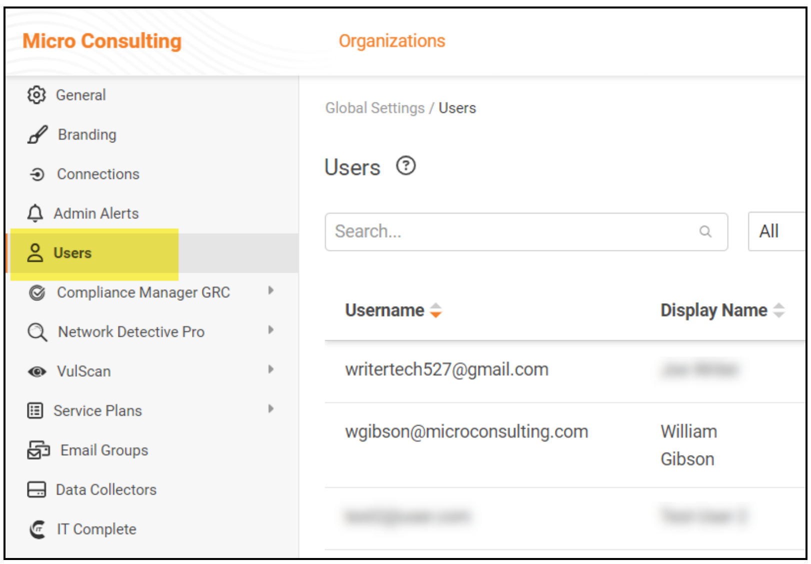
The client can then log into the RapidFire Tools Portal and process **Alerts** and **To Do** items.

Manage Users (Global Level)

You can manage users associated with your account from global **Settings (Admin)** > **Users**.



From the **Users** page, you can see a list of users associated with your account.



This includes user *Global Access* and *Site Access* role. You can see each site that a user is associated with, as well as the **Roles** they have been assigned to each site.

Username	Display Name	Global Access Level	Site Level Access	2FA
billfoyers@itsolutions.com	Bill Foyers	Site Restricted	Salient Industries (Client)	Yes
bv-admin@microsolutions.com	[illegible]	Admin	All / [illegible] (Site Admin), Test CIS V8 IG1 site (Site Admin)	No
chuckp@microconsulting.com	Chuck Palahniuk	Site Restricted	Micro Consulting MSP (Unassigned)	No
example-user@rapidfiretools.com	Example User 1	Site Restricted	Sample HIPAA Assessment (Unassigned)	No

Users and Global Access Roles

Note: Global Access Level vs. Site Level Access

• *Global Access Level* determines the level of access a user has to the RapidFire Tools Portal account, including which features and sites a user can access.

• *Site Access Level*, on the other hand, represents 1) the **Sites** to which a user has been assigned and 2) the **Role(s)** the user has been assigned at a Site. Roles include Site Admin, Technician, Internal Auditor, or SME. A user's level of Global Access does not limit the project role they can be assigned for a particular site.

From global **Settings (Admin)** > **Users**, you can assign users one of the following Global Access Levels:

Global Access Role	Description
MASTER/ALL	Has global access to all Organizations and Sites and the ability to manage billing, technical information, and confidential data/notes. Has access to *Site Settings* and *Global Settings*. Can access API Keys from Global Settings. **Who should I assign this level to?** IT Managers within your operation who have your highest level of trust, and who will: • be the "primary" admin for the RapidFire Tools Portal • handle sensitive data for all of your clients • purchase and provision additional RapidFire Tools Products • create and assign the appropriate security permissions for users within — and outside — of your operation who access the Portal
ADMIN	Has global access to multiple sites. Has access to *Site Settings* and *Global Settings*. **Who should I assign this level to?** • Users you trust within your operation to be "secondary" admins for the RapidFire Tools Portal • Users you trust with sensitive data for all of your clients

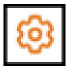
Global Access Role	Description
	• Users you trust to create and assign the appropriate security permissions for users within — and outside — of your operation who access the Portal
RESTRICTED	Does not have global access to multiple organizations/ sites. Site access must be defined by a Site Admin. Users in the Restricted Role can log in to the Network Detective application. **Who should I assign this level to?** • Techs or others in your operation who should only access specific Sites as a Site Admin or Technician • Techs or others in your operation who should also access sites in the Network Detective application **Important:** Users should not be assigned the Restricted Role unless you are using the Network Detective app in tandem with other RapidFire Tools Products. Instead, use the **Site Redistricted** Role.
SITE RESTRICTED	Does not have global access to multiple organizations/ sites. Site access must be defined by a Site Admin. **Who should I assign this level to?** • Techs who should only access specific Sites as a Site Admin or Technician • Client users working with your team to perform IT or compliance assessments in the role of Technician, Internal Auditor, or SME

From the Users page, you can also:

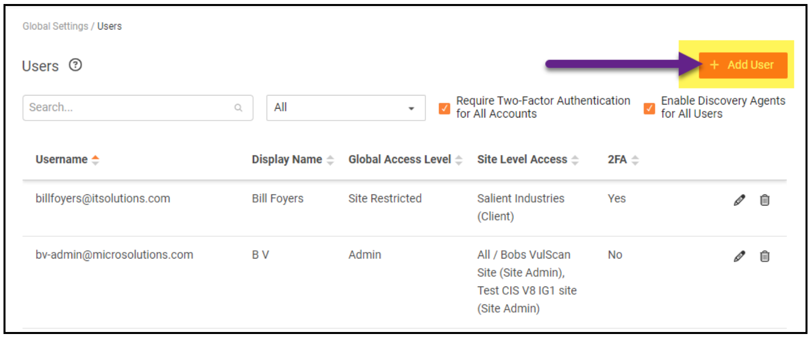
- "Add User at Global Level" below
- "Edit User at Global Level" on page 148

Add User at Global Level

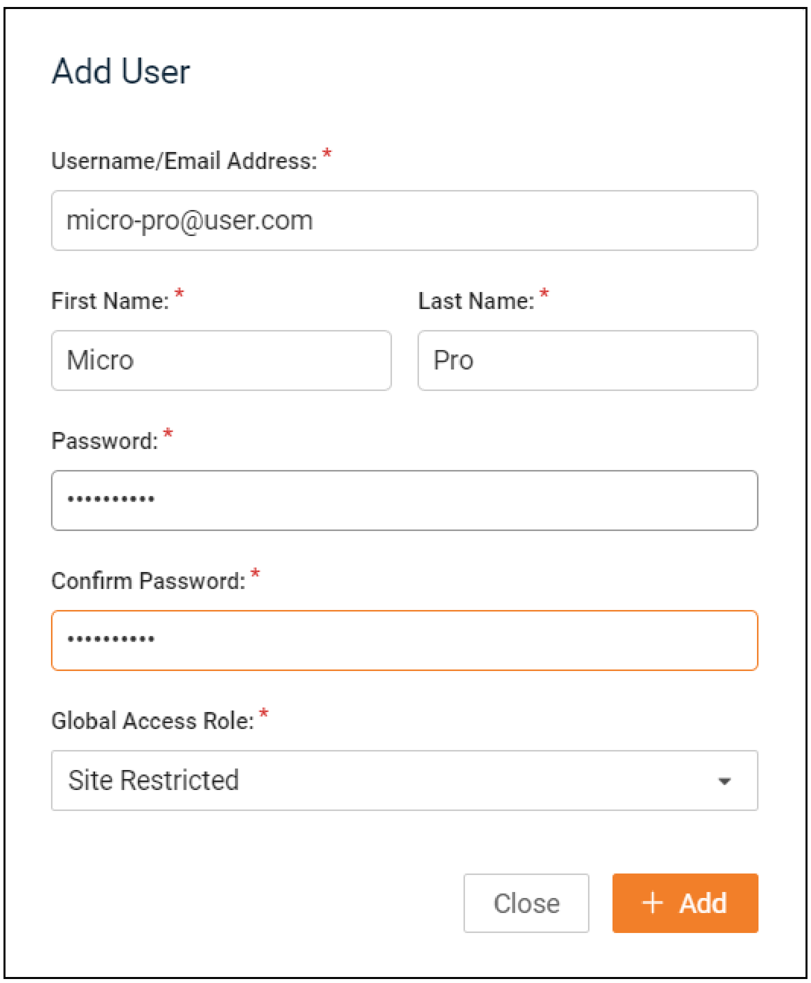
Note: When you create a user from Global Settings, you will still need to 1) associate that user with a Site, and 2) add that user to a Project Role in your Site. This will allow the new user to access the Site.

You can add users to your account at the global level from the global **Settings (Admin)**  > **Users** page. To do this:

1. Click **Add User**.



2. Enter the user's information, including password.



Important: You will need to send the user the email and password in order for them to access the RapidFire Tools Portal.

3. Choose a **Global Access Role** for the User.

   From global **Settings (Admin)** > **Users**, you can assign users one of the following Global Access Levels:

Global Access Role	Description
MASTER/ALL	Has global access to all Organizations and Sites and the ability to manage billing, technical information, and confidential data/notes. Has access to *Site Settings* and *Global Settings*. Can access API Keys from Global Settings. **Who should I assign this level to?** IT Managers within your operation who have your highest level of trust, and who will: • be the "primary" admin for the RapidFire Tools Portal • handle sensitive data for all of your clients • purchase and provision additional RapidFire Tools Products • create and assign the appropriate security permissions for users within — and outside — of your operation who access the Portal
ADMIN	Has global access to multiple sites. Has access to *Site Settings* and *Global Settings*. **Who should I assign this level to?** • Users you trust within your operation to be "secondary" admins for the RapidFire Tools Portal • Users you trust with sensitive data for all of your clients • Users you trust to create and assign the appropriate security permissions for users within — and outside — of your operation who access the Portal
RESTRICTED	Does not have global access to multiple organizations/sites. Site access must be defined by a Site Admin. Users in the Restricted Role can log in to the Network Detective

Global Access Role	Description
	application. **Who should I assign this level to?** • Techs or others in your operation who should only access specific Sites as a Site Admin or Technician • Techs or others in your operation who should also access sites in the Network Detective application **Important:** Users should not be assigned the Restricted Role unless you are using the Network Detective app in tandem with other RapidFire Tools Products. Instead, use the **Site Redistricted** Role.
SITE RESTRICTED	Does not have global access to multiple organizations/ sites. Site access must be defined by a Site Admin. **Who should I assign this level to?** • Techs who should only access specific Sites as a Site Admin or Technician • Client users working with your team to perform IT or compliance assessments in the role of Technician, Internal Auditor, or SME

4. Click **Add**. The user will be added.

Edit User at Global Level

Note: Only *Master* and *Admin* users can edit users. And only Master users can edit other Master users. See "Manage Users (Global Level)" on page 143 for more details.

To edit users:

1. Navigate to the global **Settings (Admin)** > **Users** page.
2. Click on the pencil icon next to the user you wish to edit and make your desired changes.

fs-admin@foresight.com	Foresight Admin	All	All	No
globalteam@itsolutions.com	Global Team	Site Restricted	Salient Industries (Unassigned)	No
itpro@prodynamics.com	IT Pro	All	All	No
itpro@tech-dynamism.net	Tech Pro	Site Restricted	Salient Industries (Site Admin)	No

3. Click **Save**.

RapidFire Tools Portal Site Roles

Site **Roles** are assigned to Portal users on a site-by-site basis. Assign Roles to grant users certain levels of access at a particular site in the Portal.

> **Tip:** You can use Roles to collaborate with other users outside of your organization, while ensuring they can only access what they need to perform a given task.

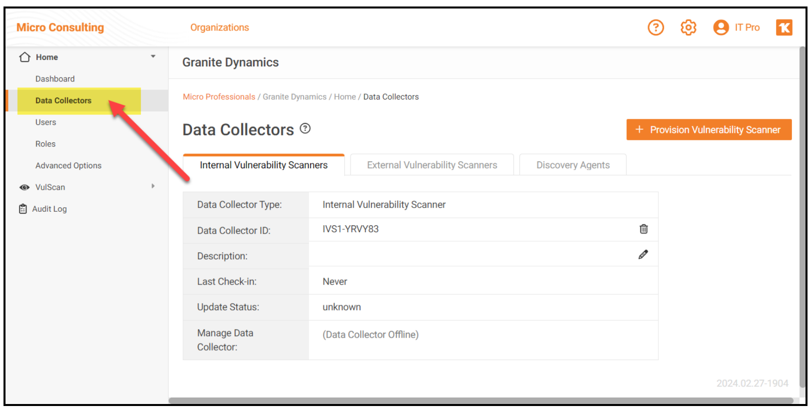
Refer to the table below for a breakdown of site Roles by product.

Role (Site Level)	RapidFire Tools Product		
	COMPLIANCE MANAGER	CYBER HAWK	INDOC (REPORTER)
Site Administrator	• Global Master or Admin who creates site is default Site Admin • Perform all Assessment Tasks • Access all Site Settings • Assign Users and Roles	• Access all Site Settings • Assign Users and Roles	• Access all Site Settings • Assign Users and Roles • Access all InDoc features
Technician	• Installs and configures appliance and scan settings • Troubleshoots automated scans • SME for target network	• Manage Alerts and To Dos • Configure Cyber Hawk Policies and Notification Rules • Configure Scan Settings • Configure Smart Tag • Configure Schedules	• Access most InDoc features, except Client View
Internal Auditor	• Completes To Do list tasks to perform the assessment • Completes worksheets and surveys • Invites Subject Matter Experts to contribute to forms	N/A	N/A
Subject Matter Expert	• Receives email invitations to contribute to worksheets and surveys • Can only see and edit forms; cannot access any other portal features	N/A	N/A

Role (Site Level)	RapidFire Tools Product		
	• Does not receive To Do tasks		
Client View	N/A	N/A	• Can only view and download published reports

Manage Site Data Collectors

From the **Data Collectors** page, you can manage the available Data Collectors (also called "**appliances**") deployed for your Site.

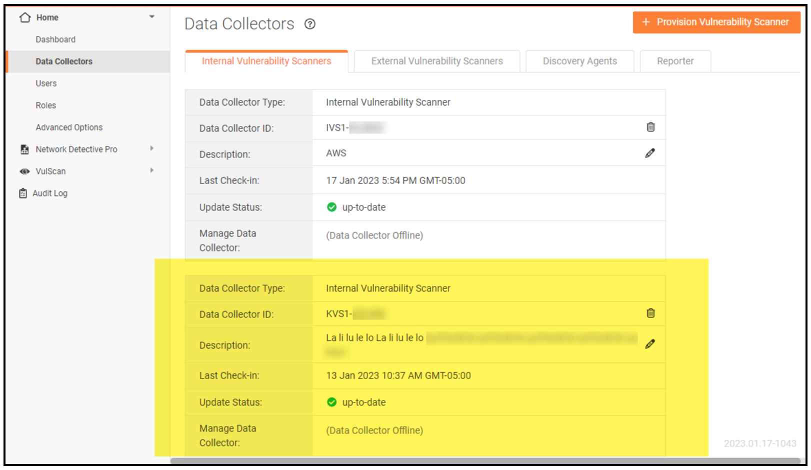


The **Data Collectors** page presents each "data collector" – also known as an *appliance* or *server* - deployed on the Site network. This includes data collectors for the various managed services: Cyber Hawk, Audit Guru, Reporter, and other product types.

Note: Data Collectors may be referred to as "appliances" or "servers" throughout this document.

Important: You cannot manage the "Local Data Collector" from this menu; the Local Data Collector is used on a case-by-case basis for individual workstations that cannot be scanned remotely.

If multiple data collectors have been provisioned for a Site, they will appear one below the other.

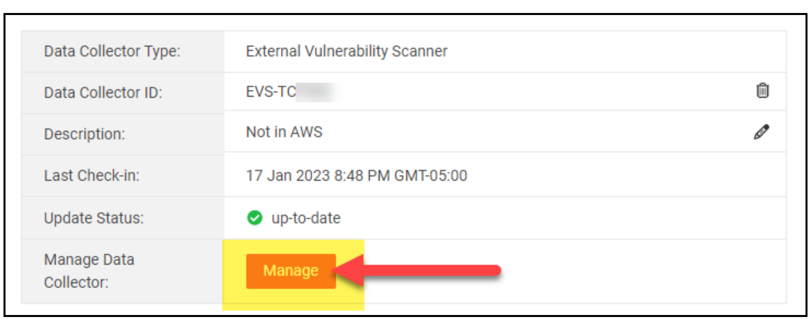


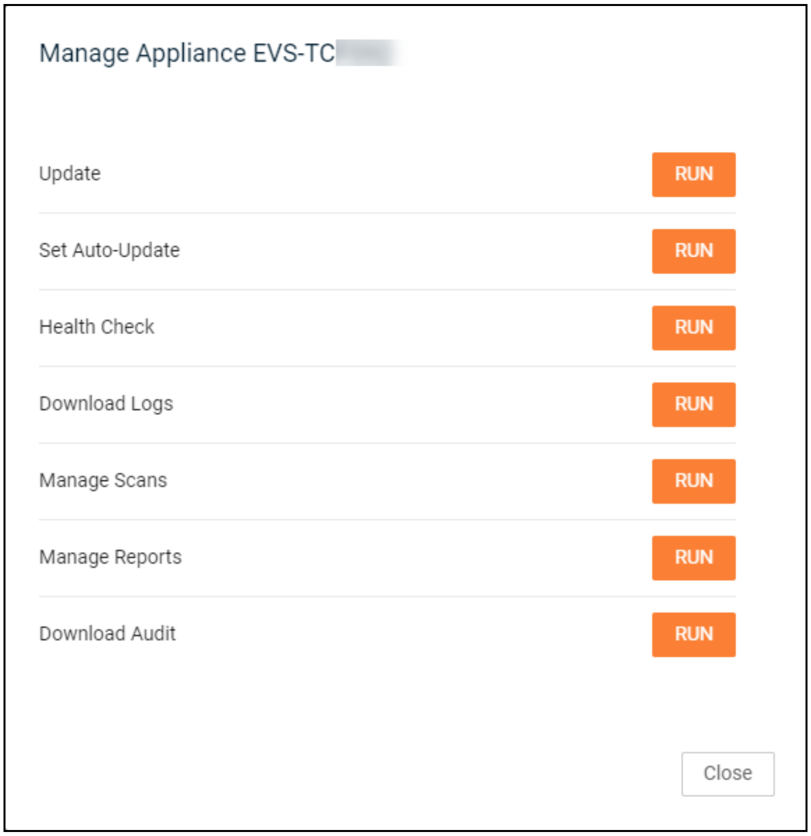
For each data collector, you can quickly see:

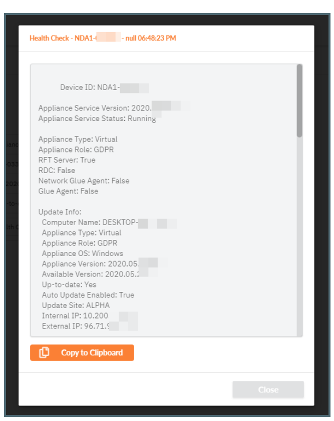
Data Collector Type	For example: Audit Guru, Reporter, Cyber Hawk
Data Collector ID	Useful for troubleshooting purposes
Last check-in	Useful for troubleshooting purposes and indicates active status
Update status	Indicates whether the data collector has the latest update. In most cases the data collector should update automatically once an update becomes available.
Manager data collector	Select one of several "Data Collector Commands " below from the drop-down menu. If the Data Collector is not available, "Data Collector Offline" will appear.

Data Collector Commands

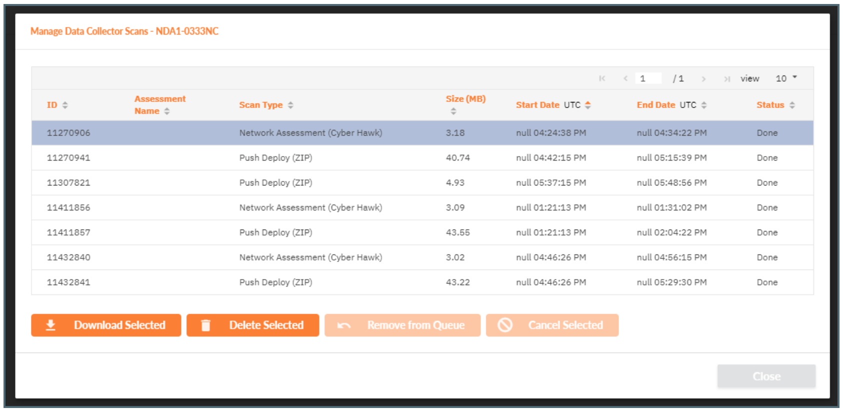
From a site's Data Collectors menu, you can select from one of several commands. To do this, **select the appliance and click Manage**. Choose a command and click **Run**. See the table below for details about each command.





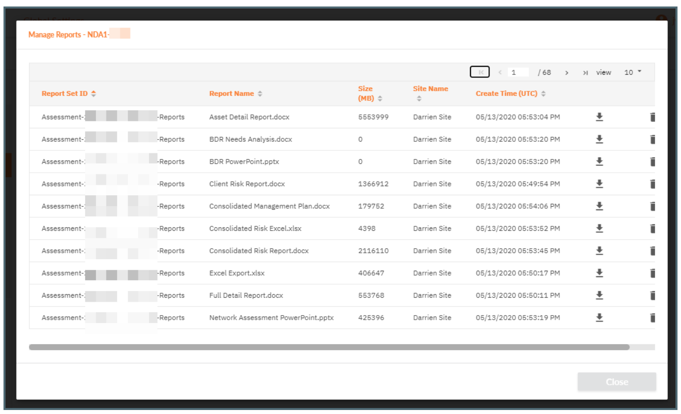
Update	Update the data collector to the latest version. Note that this will cancel all current scans.
Set Auto-Update	Order the data collector to automatically update itself when a new version becomes available.
Health Check	Access technical information about the data collector's current status. Can be copied as a text file for troubleshooting. 
Download Logs	Download log files for troubleshooting purposes.

<table>
<tr>
<td>Manage Scans</td>
<td>
View and manage all scans assigned to the appliance.



Here you can:

• Download scan files
• Delete completed scans and their associated files
• Remove queued scans
• Cancel scans in progress
</td>
</tr>
<tr>
<td>Manage Reports (Reporter only)</td>
<td>
Access and manage reports stored on the Reporter appliance.



</td>
</tr>
<tr>
<td>Download Audit</td>
<td>Download the audit log for the appliance.</td>
</tr>
</table>

Smart Tags

This section covers everything you need to know about Cyber Hawk Smart Tags.

Defining Smart Tags

Cyber Hawk incorporates a proprietary feature named “Smart Tags”. The Smart Tags feature allows you to fine-tune the Cyber Hawk to adapt to each client’s unique IT environment to detect network Anomalies, Changes, and Threats (ACT).

Smart Tags allow you to enrich the detection system by adding information about specific users, assets, and settings that helps Cyber Hawk get “smarter” about what it is finding. That means more potential threats identified with fewer “false positives.”

Here are some of the Smart Tags available for use:

Tag	Applied To	For What?	Why?
ACCOUNTING COMPUTER	Computer	Computers that can either access or are running accounting systems	Identifies when non-accounting users attempt to access these computers
ACCOUNTING USER	User	These users should have access to accounting systems	Identifies who should have access to accounting systems
AUTHORIZED PRINTER	Printer	Printers that are allowed on the network	Helps identify which computers are allowed to be published on the network
AUTHORIZED SSID	SSID	Indicates which wireless networks that computers on the network may connect to for network access	Allows identification of wireless networks that are safe to connect to
BUSINESS OWNER	User	Business owners typically have more sensitive information on their systems	Helps associated business owners with their computers

Tag	Applied To	For What?	Why?
BUSINESS OWNER PC	Computer	Computers used by business owners	Raises the computer's security significance
DMZ COMPUTER	Computer	Computers in the DMZ typically bridge the public Internet and private internal network	Because these computers are exposed to the outside network, their security becomes more significant
GUEST NETWORK	IP Range	IP ranges that are reserved for guest networks.	Network changes from this range typically do not indicate a security concern.
GUEST WIRELESS NETWORK	IP Range	IP ranges that are reserved for guest networks.	Network changes from this range typically do not indicate a security concern.
HIPAA/ePHI AUTHORIZED USER	User	These users are allowed to access computers containing ePHI.	Indicates which users can access computers with ePHI.
HIPAA/ePHI COMPUTER	Computer	Computers that contain ePHI.	Allows identification of unauthorized access to a system with ePHI.
IT ADMIN	User	IT Administrators typically have more access to network resources than the typical user	Identifies who should have this elevated level of access
LOCKED DOWN	Computer	Locked down computers are highly controlled systems where changes are limited	Changes to locked down computers are more significant than other computers
LOCKED DOWN DNS	Network	Tag a network to detect DNS changes on	Any changes in DNS for the specified subnet will

Tag	Applied To	For What?	Why?
			trigger this alert. It is used in environments where you are certain there should be no DNS changes.
NO DIRECT INTERNET ACCESS	Computer	Computers that should have no direct Internet access (web or otherwise)	Allows identification of changes that might inadvertently grant Internet access
PCI/CDE AUTHORIZED USER	User	These users are allowed to access computers in the Cardholder Data Environment (CDE)	Indicates which users can access the CDE
PCI/CDE COMPUTER	Computer	Computers that are a part of the Cardholder Data Environment (CDE)	Allows identification of unauthorized access to the CDE
RESTRICTED IT ADMIN ONLY	Computer	Some computers (typically servers) should only be access directly by IT Administrators	Allows alerting when access occurs by non-IT Admin users
RESTRICTED NETWORK	IP Range	Restricted networks are defined as networks where the appearance of new devices is very rare	Tagging an IP range as a restricted network indicates changes are more significant
SENSITIVE COMPUTER	Computer	Tag a computer that contains sensitive information	This represents a computer that has sensitive information on it
SENSITIVE USER	User	Tag a user that works on sensitive information	This represents a user that works on sensitive information
SINGLE DESKTOP USER	User	Users that have dedicated	Enhances detection of

Tag	Applied To	For What?	Why?
		desktop and should never log into other systems directly	anomalies by identifying which users have been assigned a computer
VIRTUAL MACHINE	Computer	Computers that are not physical devices	Distinguishing between physical and virtual computers help determine what changes are considered abnormal
AUTHORIZED PRINTER	Printer	Printers that are allowed on the network	Helps identify which printers are allowed to be published on the network
TRANSIENT PRINTER	Printer	Transient printers are routinely put on and taken off the network	Allows for the removal of false positives related to inactivity and theft

Using Smart Tags

You can select, configure, or modify, your Smart Tags at any time. That allows you to see what kind of alerts Cyber Hawk is sending you and create the tags you want to use to “tweak” the Cyber Hawk system.

The use of Smart Tags improves the detection of Anomalies, Changes, and Threats (ACT) by providing additional “knowledge” of the network environment to the Cyber Hawk. Once the Cyber Hawk has scanned your network for the first time, you can explore the data and assign Smart Tags to entries like computers and users.

The use of the Smart Tags feature presumes that the Level 1 (Daily) Scan and/or Level 2 (Weekly) Scan types available on the Cyber Hawk Appliance have been configured and performed.

EXAMPLE:

Here are some examples of how you might use the Smart Tags to fine-tune Cyber Hawk’s alerts for a particular client:

• **Restricted Computer Access Detection**

Within Cyber Hawk, you can tag a particular computer as being “RESTRICTED IT ADMIN ONLY”. Then, when any user logs into the computer that has not been tagged “IT ADMIN”, Cyber Hawk will send an alert.

• **Changes to Locked Down Computer Detection**

Within Cyber Hawk, you can tag a particular computer as “Locked Down” (meaning, do not allow changes to this computer). If someone manages to install an application on this machine, then Cyber Hawk will detect that the application was installed and send an Alert. In this way, tagging can remove false positives and increases the relevance of alerts.

• **Wireless Network Availability Detection**

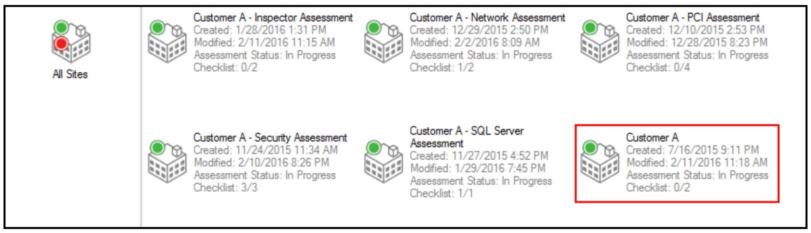
Within Cyber Hawk, you can tag a specific wireless network as a “GUEST WIRELESS NETWORK” telling Cyber Hawk it does not need to worry about new devices appearing on it. But if a new device shows up on any non-guest network, then the appearance is significant and Cyber Hawk will send you an alert so you can determine if it is worth looking into.

Add and Configure Smart Tags

To add and configure Smart Tags to enable Cyber Hawk to recognize any Anomalies, Changes and Threats (ACT) that trigger Daily Alerts or Weekly Notice alerts, perform the following steps.

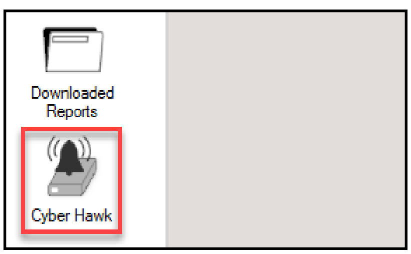
Step 1 — Select the Site

Double click your mouse pointer on the Site that you are configuring automated scan, alerts, and reports to be performed upon in order to view and access the Site.

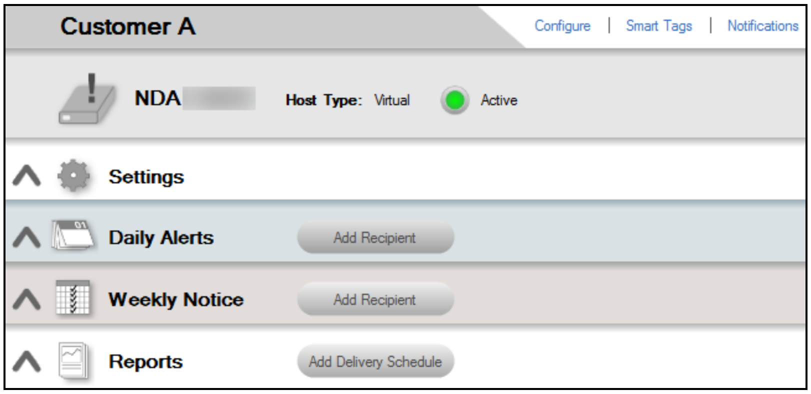


Step 2 — Select Manage Cyber Hawk Appliance and Access the Cyber Hawk Settings

After the Site has been opened, select the Cyber Hawk icon located within the Site bar.

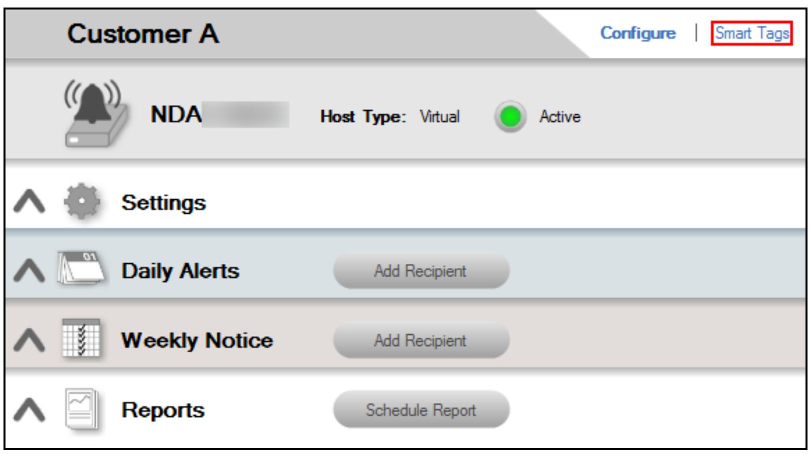


The Cyber Hawk Settings window will be displayed.

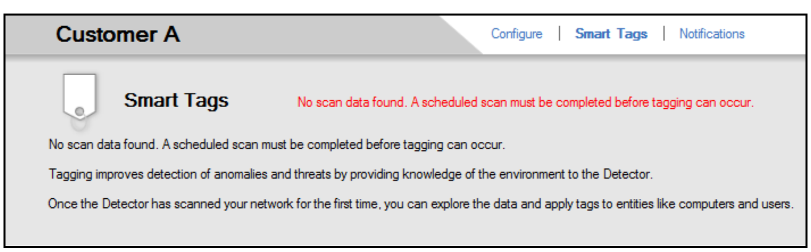


Step 3 — Access Smart Tags and Verify that Scan Data has been Downloaded

Select the Smart Tags link within the Cyber Hawk's Settings window.

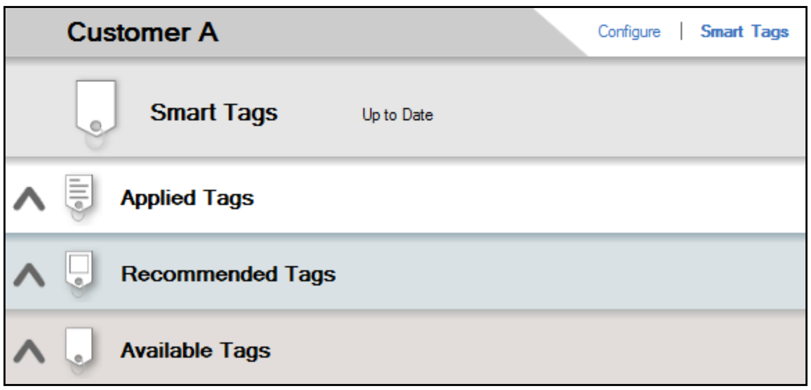


If no scans have been performed by the Cyber Hawk, the following message will be presented by Network Detective.



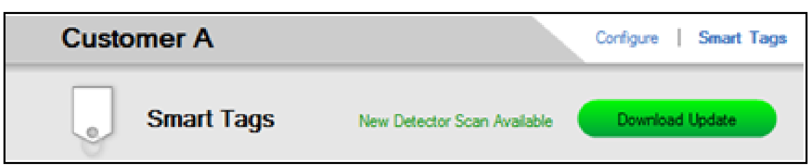
After scans have been performed, select the Smart Tags link and download the scan as instructed.

Once the scans have been downloaded, the completion of the process will be confirmed by the presentation of the Smart Tags options consisting of Applied Tags, Recommended Tags, and Available Tags as presented to the right.



Once the Smart Tags are “Up to Date”, you can access, view, and use the settings for Applied Tags, Recommended Tags, and Available Tags.

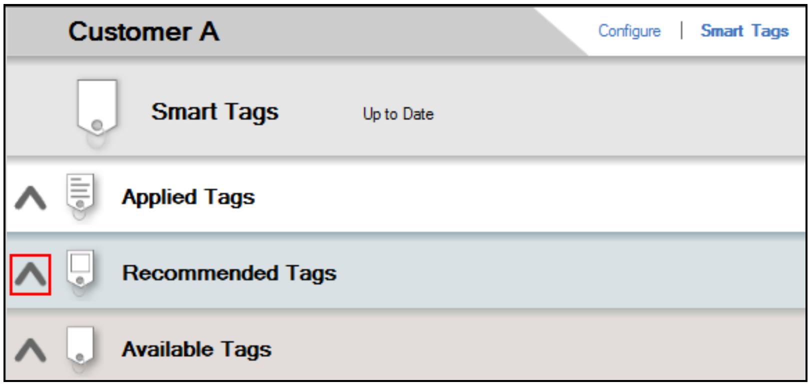
> **Note:** When starting a Site using the Cyber Hawk, then attempting to view or update the Smart Tags configuration, you may be prompted to update the scan data with the latest scan per a notice as presented to the right.



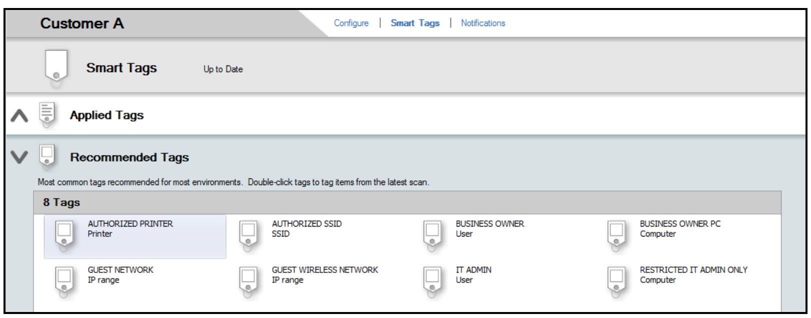
Depending on the number of changes in Users and Computers on your client’s network, you may wish download the updated scan to ensure the latest User identity and Computer information is available for use when setting Smart Tag configurations.

Step 4 — Select and Apply Recommended Tags

1. To add a Smart Tag from the Recommended Tags list, select the Recommended Tags option by selecting the selector on the Recommended Tags bar.

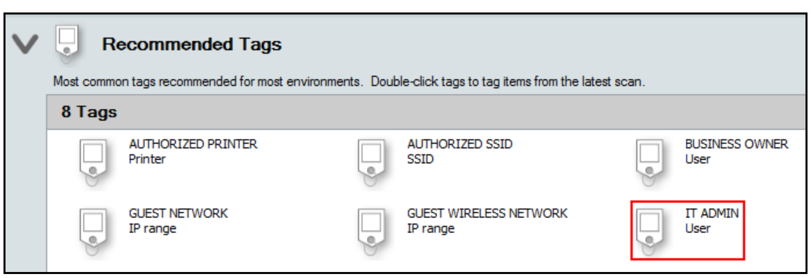


The Recommended Tags window will be displayed.



2. Next, select the Smart Tag that you would like to configure and apply.

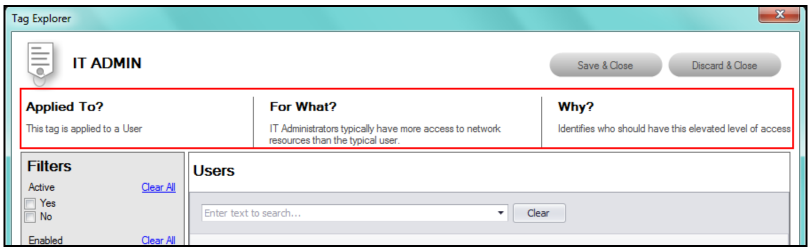
   For example, select the IT Admin tag by double-clicking on the IT Admin User Smart Tag Icon.



This action will display the Tag Explorer window for this Smart Tag.

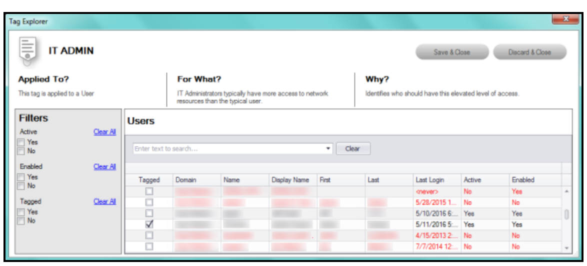
Within the Tag Explorer window, instructions are presented that detail:

- what the Tag is to be "Applied To" (i.e. users or computers)
- the "For What" purpose the Tag can be used
- the "Why" reason to use the Tag



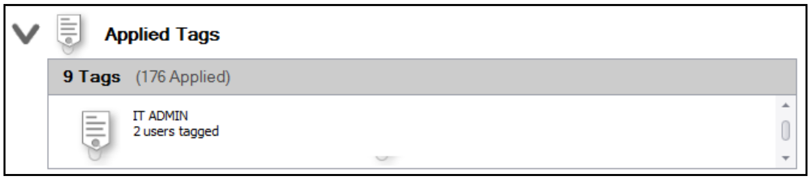
Tip: There are a number of Smart Tags that should be used as logical "pairs". For example, the IT Admin User tag should be used with the Restricted IT Admin Computer Only tag. Using this pair of Smart Tags will enable you to define all of the IT Admin users, and the computer endpoints that are to be only accessible by IT Admin users. Alerts will be generated when non-IT Admin users access the computers designated as Restricted IT Admin Computers Only.

3. Next, define which network Users are IT Admin Users by selecting the Users that should be designated as IT Administrators in the Tag Explorer window presented for the IT Admin Users tag.



To specify the IT Admin Users, select the Check Box next to Users that should be designated as IT Admin Users from the list presented in the Tag Explorer window.

4. Next, select the Save & Close button to save the Smart Tag settings for the IT Admin User Smart Tag.

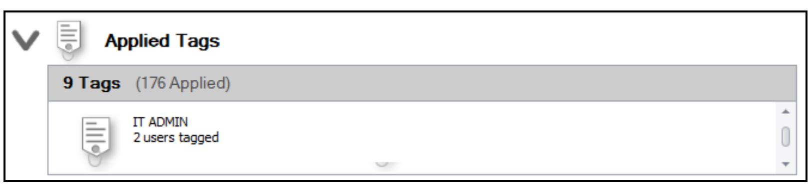


When the IT Admin Tag is configured and Applied, the IT Admin Tag will be available for updating in the Applied Tags section of the Smart Tags options window.

Step 5 — View Applied Tags

To view the Smart Tags that have been Applied from the Applied Tags list, select the Applied Tags option by selecting the selector on the Applied Tags bar.

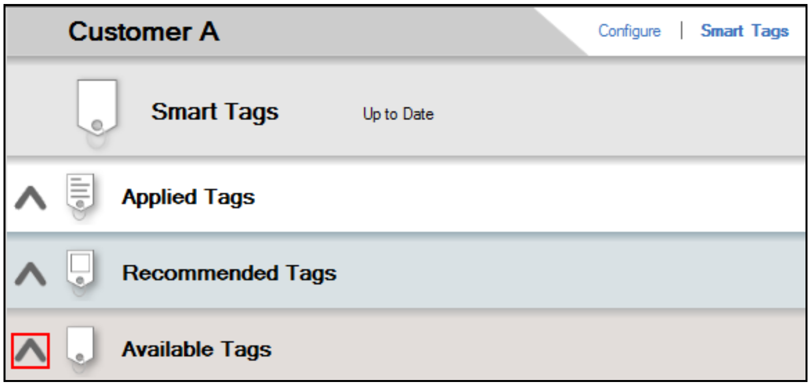
The Smart Tags that have been applied to the Cyber Hawk configuration for the Site will be listed in the Applied Tags window as seen below.



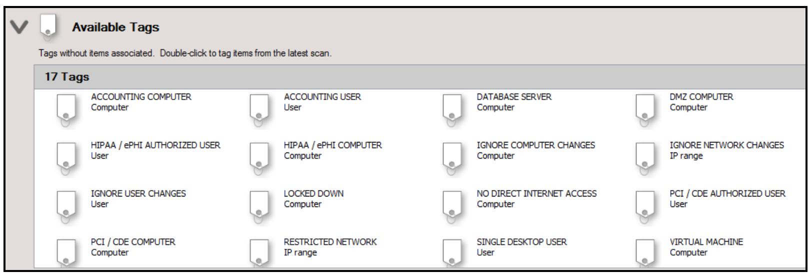
You can double click on the Smart Tag to view the tag's settings.

Step 6 — Select and Apply Additional Smart Tags from the Available Tags Window

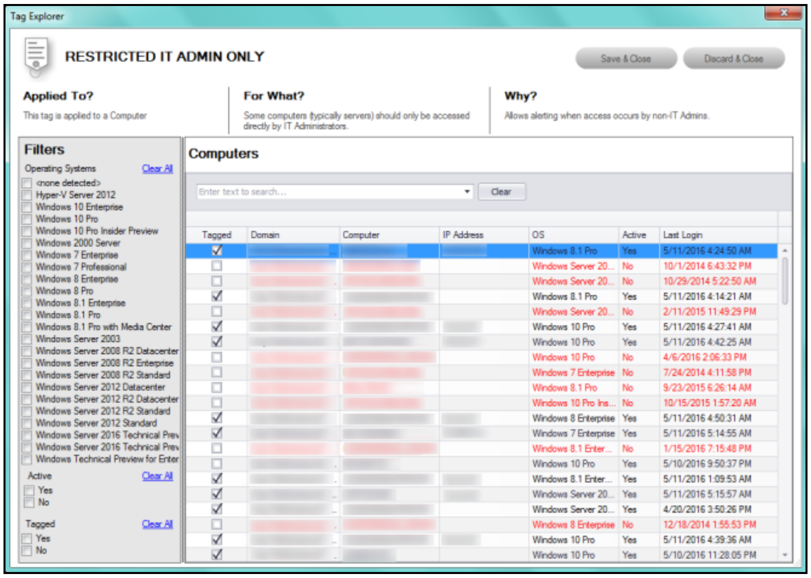
1. To add a Smart Tag from the Available Tags list, select the Available Tags option by selecting the selector on the Available Tags bar.



The Smart Tags available for use will be displayed.



2. Double click on the Smart Tag that you want to use and the Tag Explorer window for the selected tag will open. Configure the Tag by selecting the Users or Computers listed in the Tag Explorer window that you want to designate as being “Tagged” within the Tag as displayed below.

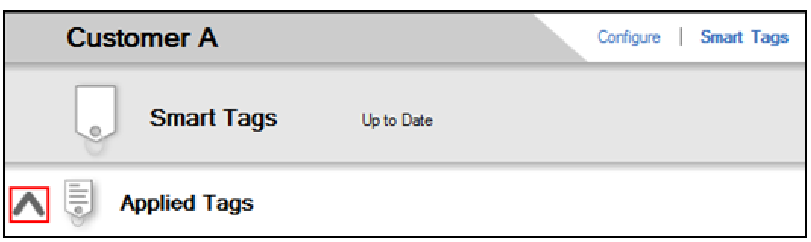


3. Next, select the Save & Close button to save the Smart Tag settings for the selected Smart Tag.

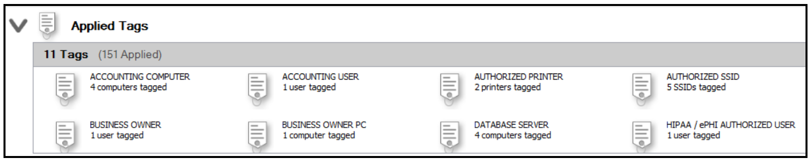
   When the Tag you selected is configured and Applied, the Tag will be available for updating in the Applied Tags section of the Smart Tags options window.

4. Verify that the Tag you configured and Applied is in the Applied Tags window.

   To view the Smart Tags that have been Applied from the Applied Tags list, select the Applied Tags option by selecting the selector on the Applied Tags bar.

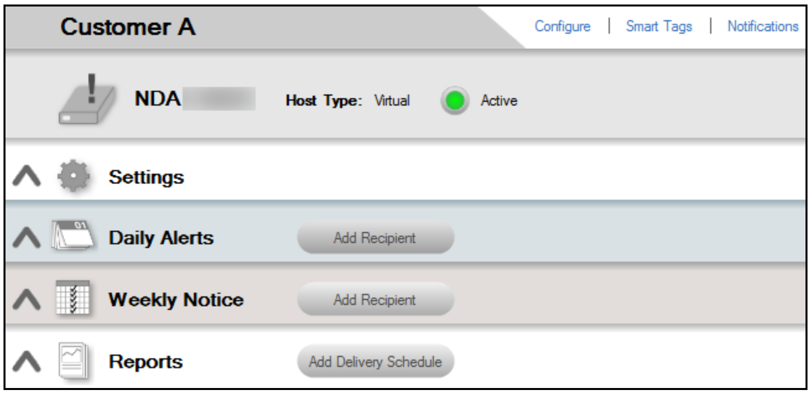


The Applied Tags will be displayed to enable you to confirm that the Smart Tag you selected and configured has been Applied.


Applied Tags
11 Tags (151 Applied)
ACCOUNTING COMPUTER
4 computers tagged
ACCOUNTING USER
1 user tagged
AUTHORIZED PRINTER
2 printers tagged
AUTHORIZED SSID
5 SSIDs tagged
BUSINESS OWNER
1 user tagged
BUSINESS OWNER PC
1 computer tagged
DATABASE SERVER
4 computers tagged
HIPAA / ePHI AUTHORIZED USER
1 user tagged

Export and Import Smart Tags

Before associating a new Network Detective Site file to a Cyber Hawk that has already been configured for use with another Site to detect Anomalies, Changes, and Threats (ACT) on a network, you may want to Export and reuse the original site's Smart Tag settings.



The use of the Export Smart-Tags feature must be done before associating a new Site with your Cyber Hawk if the Cyber Hawk is to be used to detect ACT events on the same network.

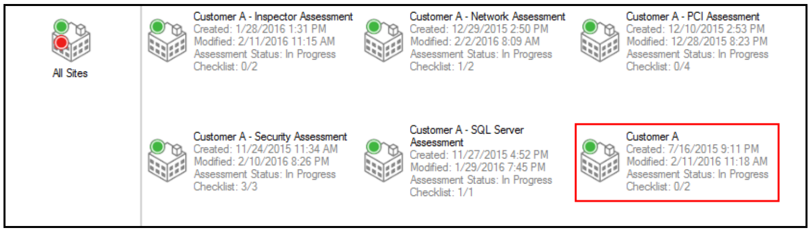
Once a Cyber Hawk and its associated Site have been configured to operate with a given network, switching the Site file to be used with your Cyber Hawk will trigger a deletion of the Smart Tag settings associated with the original Site used to configure and apply the Smart Tag settings to your Cyber Hawk.

If there is a requirement to save the Smart Tags from the current Site's Cyber Hawk configuration for reuse in a different Site associated with your Cyber Hawk that is to be connected to the same network as the original Site was used, you must use the Smart Tags Export and Import options to save and reuse the tags for later use in your new Site file used to set up the Cyber Hawk's configuration.

Export Smart Tags

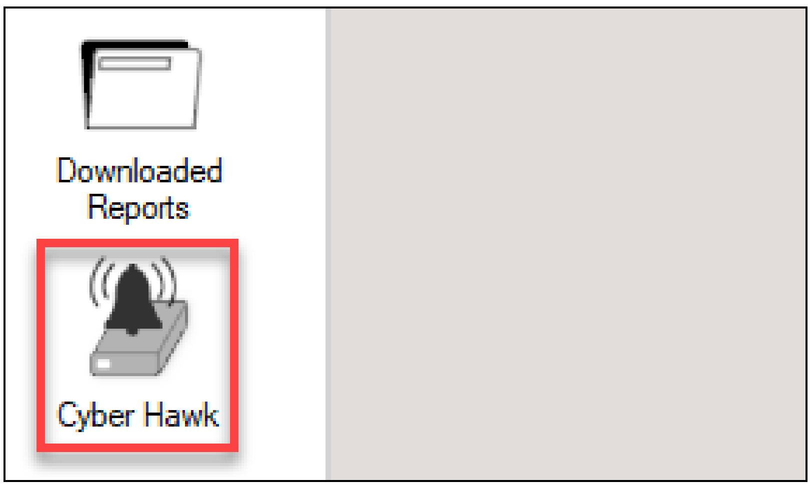
Step 1 — Select the Site

After starting Network Detective, double click your mouse pointer on the Site that you are configuring the automated scan and alerts to be performed upon in order to view and access the Site's Settings.



Step 2 — Select Manage Cyber Hawk Appliance and Access the Cyber Hawk Settings

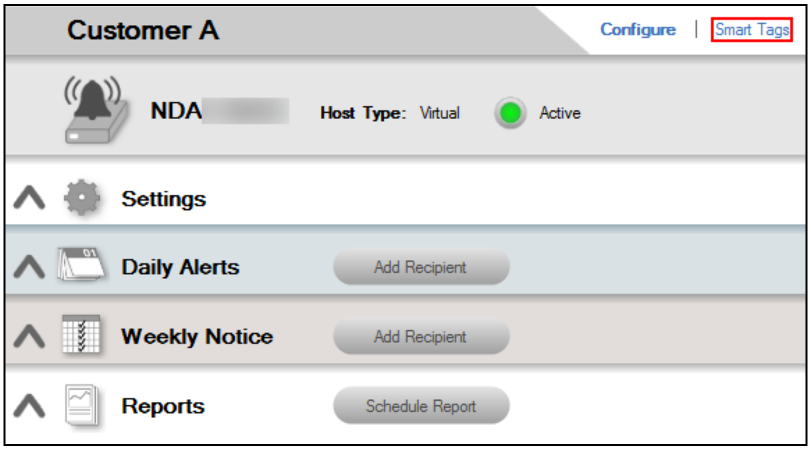
After the Site has been opened, select the Cyber Hawk icon located within the Site bar.



The Cyber Hawk Settings window will be displayed.

Step 3 — Access Smart Tags and Verify that Scan Data has been Downloaded

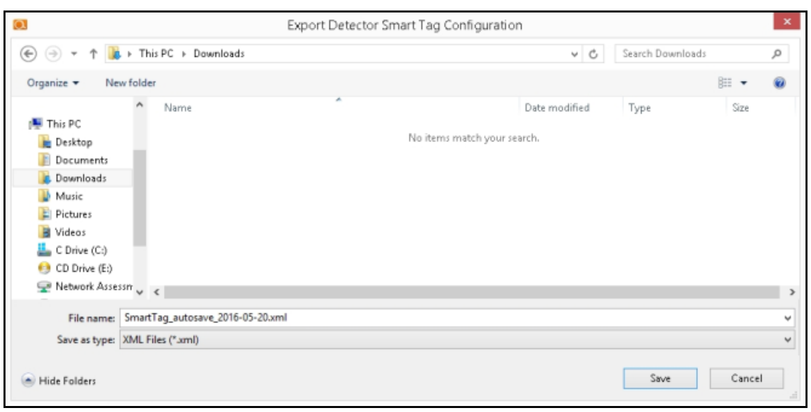
Select the Smart Tags link within the Cyber Hawk's Settings window.



Step 4 — Export Smart Tags

Select the Export option to export the Smart Tags configuration.

Your will be prompted to save the Smart Tags export file in a location of your choice.

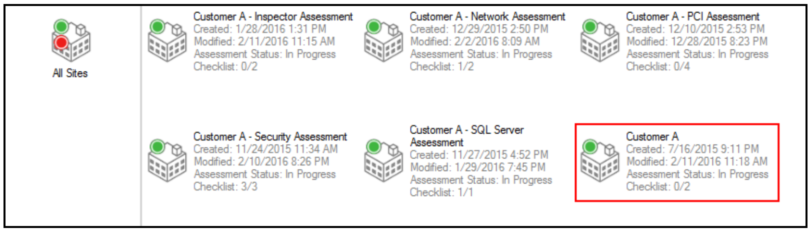


Select the folder you want to save the Smart Tags Configuration file in, name the file, and select the Save button to export the file.

Import Smart Tags

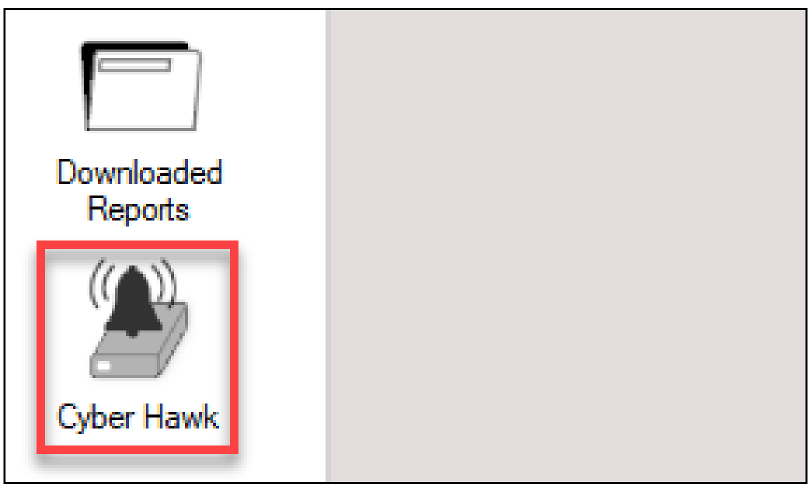
Step 1 — Select the Site

Double click your mouse pointer on the Site that you are configuring automated scan, alerts, and reports to be performed upon in order to view and access the Site.

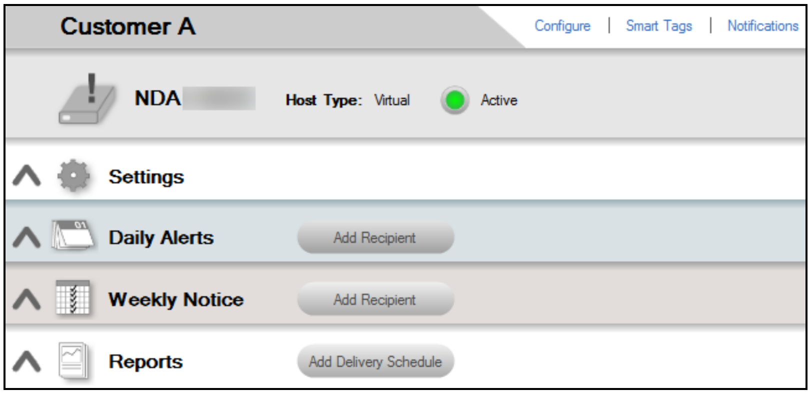


Step 2 — Select Manage Cyber Hawk Appliance and Access the Cyber Hawk Settings

After the Site has been opened, select the Cyber Hawk icon located within the Site bar.

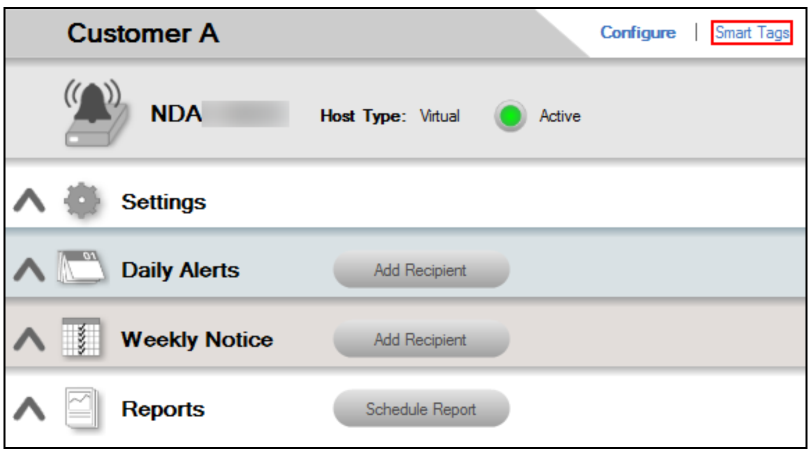


The Cyber Hawk Settings window will be displayed.



Step 3 — Access Smart Tags and Verify that Scan Data has been Downloaded

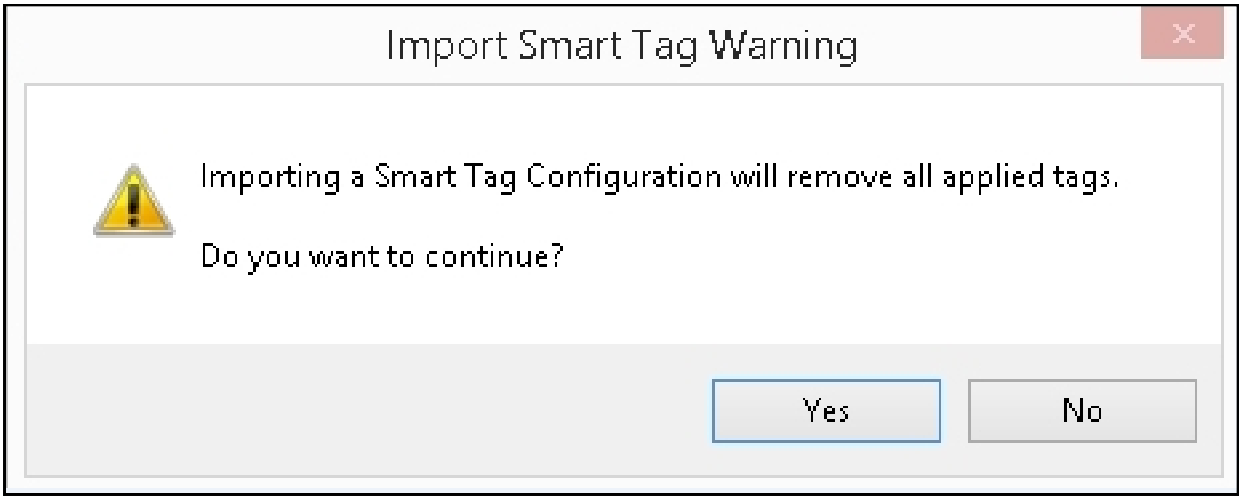
Select the Smart Tags link within the Cyber Hawk's Settings window.



Step 4 — Import a Smart Tags Configuration File

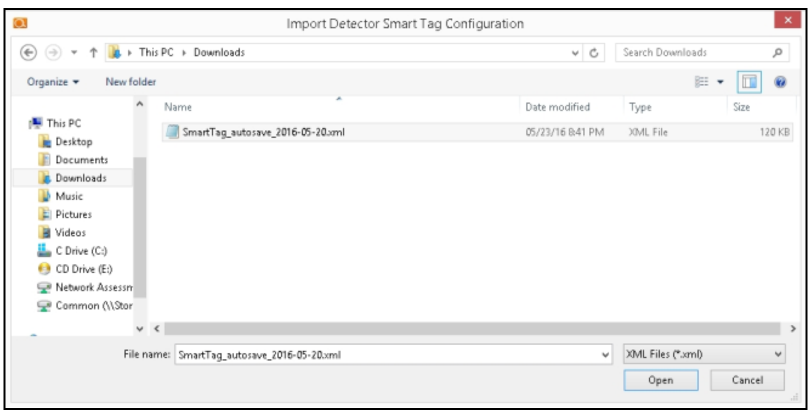
Select the Import option to import a Smart Tags configuration file.

A prompt will be presented requesting verification from you in order to continue the Import of the Smart Tags Configuration File.



Select the Yes button to continue.

The Import Cyber Hawk Smart Tag Configuration window will be displayed.



Select the Smart Tag Configuration File name and select the Open button to perform the Smart Tag Import process.

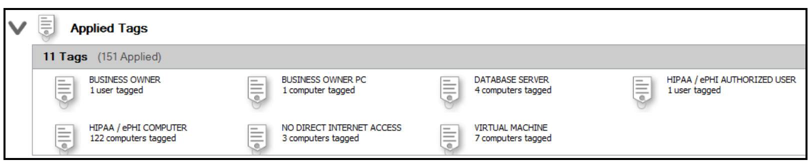
Delete Smart Tags

Use the following steps to delete a Smart Tag

Step 1 — Open the Applied Tags Window and Select the Tag for Deletion

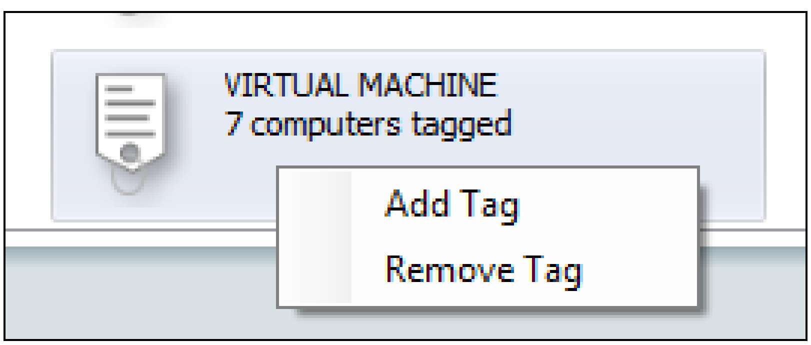
To access the Smart Tags that have been Applied from the Applied Tags list, select the Applied Tags option by selecting the selector on the Applied Tags bar.

The Applied Tags window will be displayed.

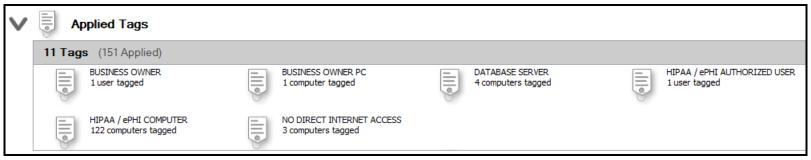


Step 2 — Select the Tag and Delete

Right click the mouse pointer on the tag to be deleted. A Remove Tag menu option will be presented.



Select the Remove Tag menu option and the tag will be deleted and removed from the Applied Tags window.


Applied Tags
11 Tags (151 Applied)
BUSINESS OWNER
1 user tagged
BUSINESS OWNER PC
1 computer tagged
DATABASE SERVER
4 computers tagged
HIPAA / ePHI AUTHORIZED USER
1 user tagged
HIPAA / ePHI COMPUTER
122 computers tagged
NO DIRECT INTERNET ACCESS
3 computers tagged

Service Plans and Catalogs

This section covers everything you need to know about Cyber Hawk Service Plans and Catalogs.

Using the Service Plan Creator

There are four use cases for the Service Plan Creator:

- Create Service Plans that are used to offer and deliver one-time Assessment Services
- Create Service Plans that leverage the Network Detective Cyber Hawk to deliver an on-going Security Policy-based Service Offering to your customers using the Cyber Hawk Appliance
- Create Service Catalogs used to produce a Service Catalog document in Word format. The purpose of the Service Catalog document is to enable you to produce marketing literature, sales proposals, and service agreements. The Service Catalog document presents:
    - a Service Plan Matrix of the plans you are proposing to a prospective client or customer
    - descriptions of the Security Policies and Procedures associated with each Service Plan
    - a list of reports deliverables for each of the proposed plans
- Generate a stand-alone Service Plan Matrix document in Word format summarizing the Service Plans you created

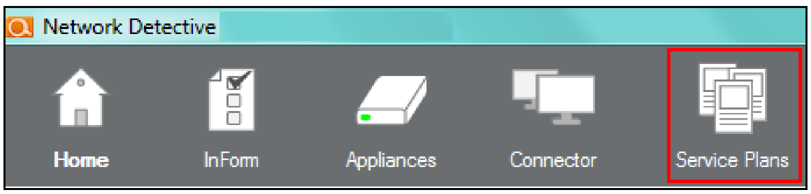
The next section outlines the steps necessary to create Service Plans and Catalogs.

Create Service Plans and Service Catalogs

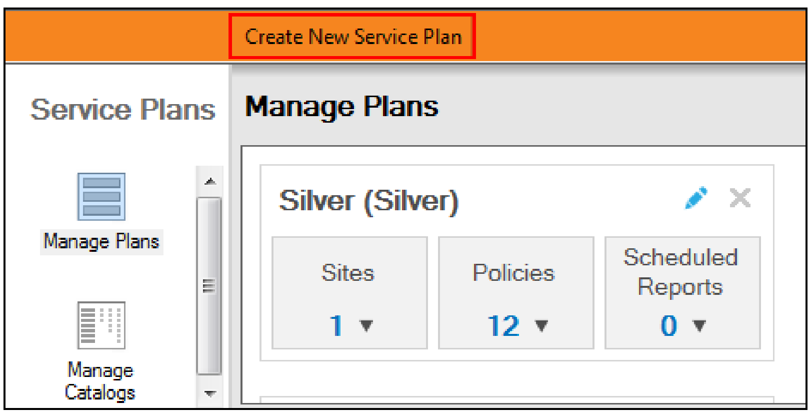
To create a new Service Plan, follow these steps:

Step 1 — Create a New Service Plan

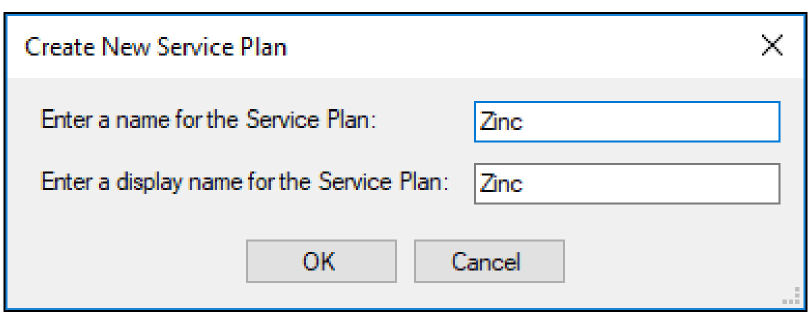
1. After successfully deploying Cyber Hawk, visit www.rapidfiretools.com/nd to download and install the latest version of the Network Detective Application. Then run Network Detective and login with your credentials.
2. Select the **Service Plans** icon.



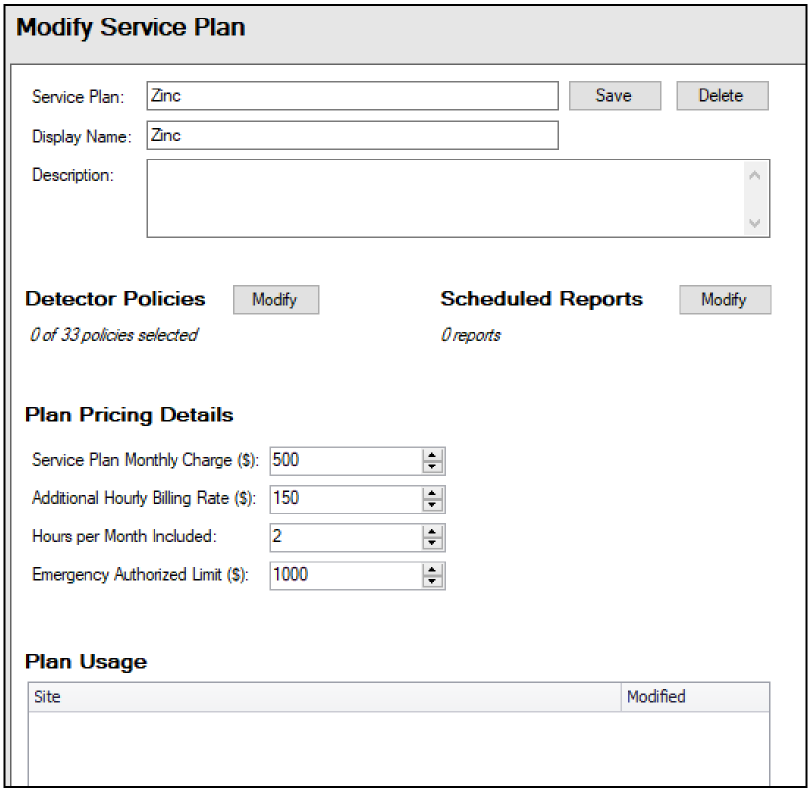
3. Select **Create New Service Plan**.



4. Enter the **name** and **display name** for your Service Plan.

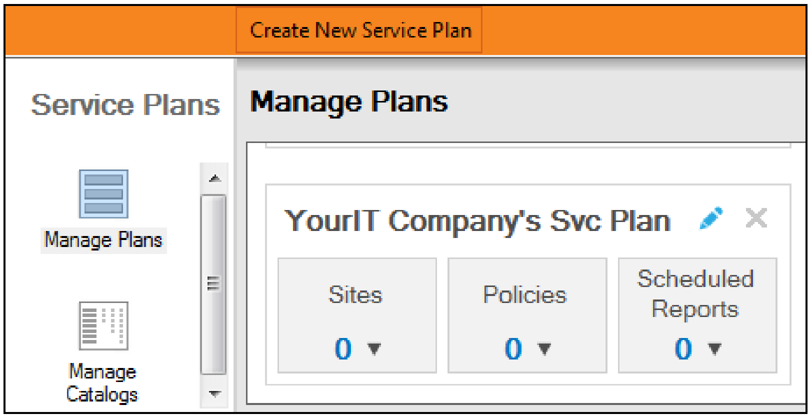


Select **OK** to generate the basic Service Plan template. The modify Service Plan screen will appear.



Before assigning the Service Plan to a Network Detective Site that is associated with a Cyber Hawk, you will need to specify the Service Plan's Policies and Scheduled Reports requirements.

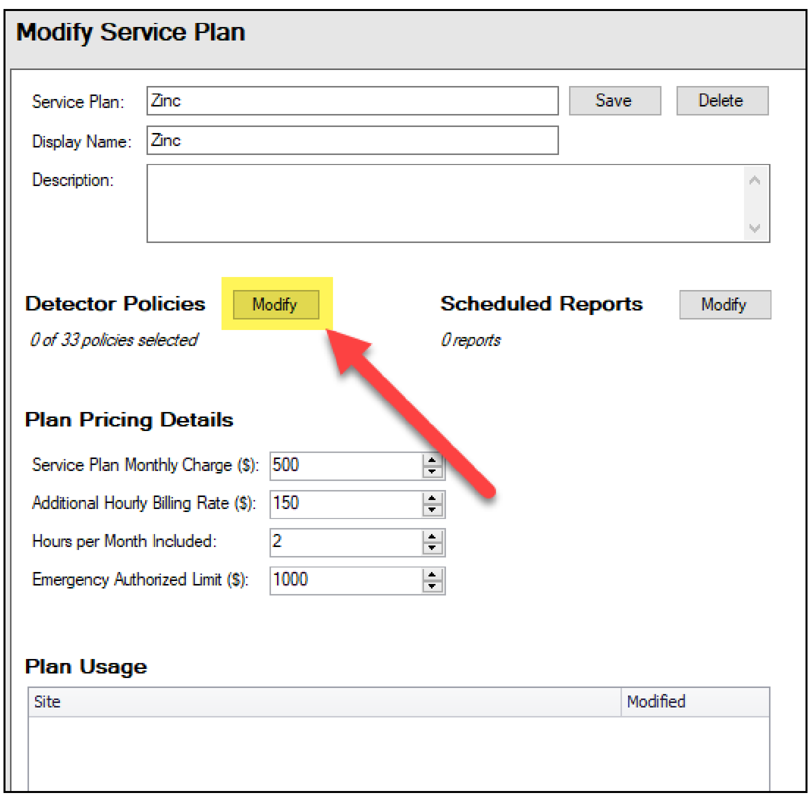
Your Service Plan template will also be available within the Manage Plans window.

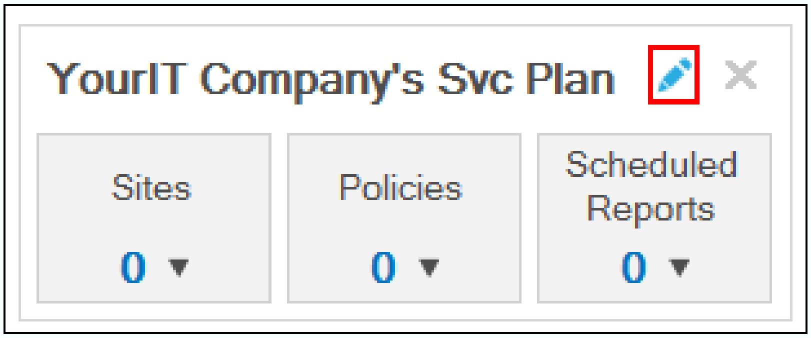


Note: The default Service Plan template does not have any Network Detective Sites, Security Policies, or Scheduled Reports specified.

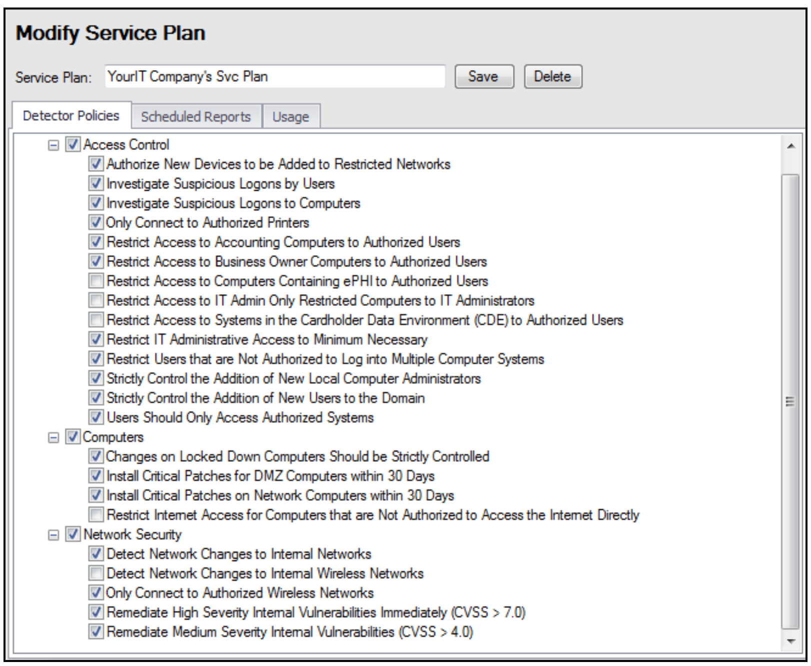
Step 2 — Assign Security Policies to Your Service Plan

1. From the Modify Service Plan screen, click **Modify** next to Cyber Hawk policies.



> **Note:** From the main Service Plan screen, you can access the Modify Service Plan screen by clicking the Edit Service Plan option.
>
> 
>

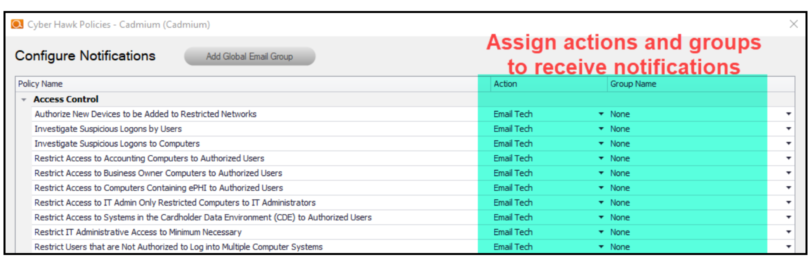
2. Select the Security Policies tab and select the policies that you want to assign to your Service Plan.



3. As you select the Policies, be sure to familiarize yourself with the Smart Tags descriptions presented.

For each Security Policy that requires a Smart Tag set up to be performed, the Tags associated with a given security policy will need to be configured to fully enable the Cyber Hawk's Security Policy Violation detection.

4. After completing the selection of the Policies that you want associated with your Service Plan, click **Next**.
5. Next configure the notifications and actions for each security policy. Also assign email groups for those who will receive the notifications (End Users and/or your Tech Group(s). This tells Cyber Hawk what to do when it discovers a policy violation.



6. Click **Finish**.

Step 3 — Define Reports Deliverables to be Included in the Service Plan

You have the ability to include references to one or more Network Assessment and Security Assessment Reports to be included as a part of your Service Plan deliverables to your customer.

The Reports you select to be included in the Service Plan deliverables will be referenced in three places within Network Detective:

- the Service Plan Scheduled Reports window
- the Service Catalog* document generated by Network Detective
- the Service Plan Matrix document generated by Network Detective

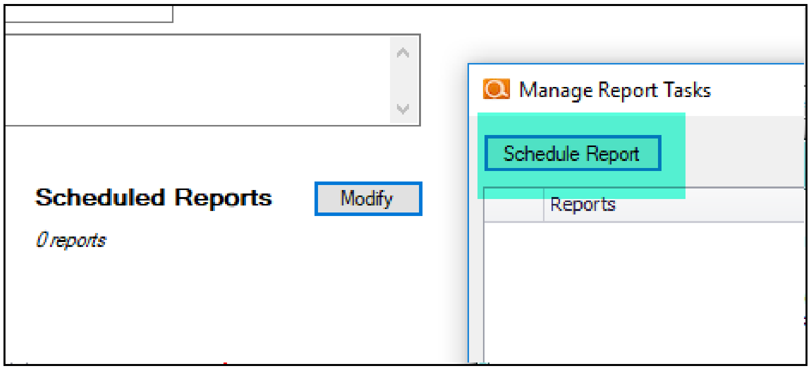
Note: The Service Catalog document will enable you to present an overview of your company's Service Plan(s) to your clients.

Important: While the reports will be referenced as part of the Service Plan in the documents listed above, these reports are not generated automatically. You can generate them using the Network and/or Security Assessment modules. You can also generate them automatically using the Reporter appliance. See the Reporter User Guide.

Follow these steps to define the Reports deliverables for your Service Plan.

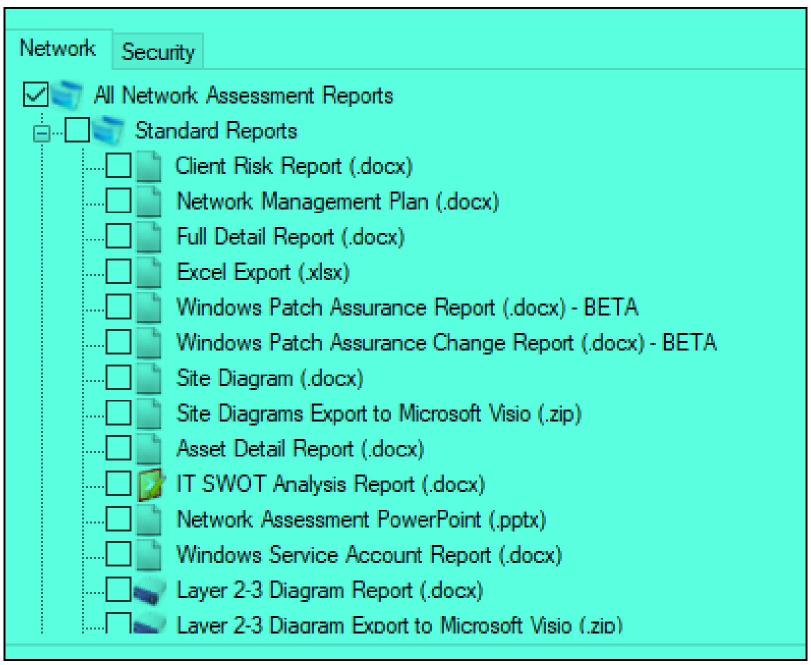
1. Select the Scheduled Reports tab to plan and document the Scheduled Report runs associated with a given Service Plan.

2. Select the Schedule Report button to define the Reports that should be part of the Service Plan you are creating.

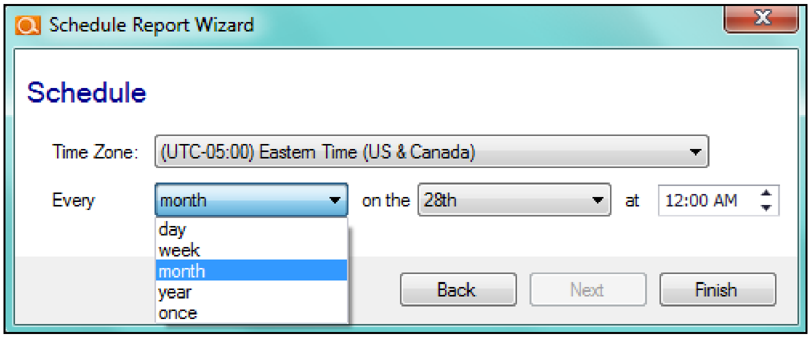


You can define which Reports should be generated and at which Intervals (daily, weekly, monthly, etc.) the reports are to be generated.

3. Select from the Network and Security Reports listed in the Schedule Reports Wizard window, and select the Next button.

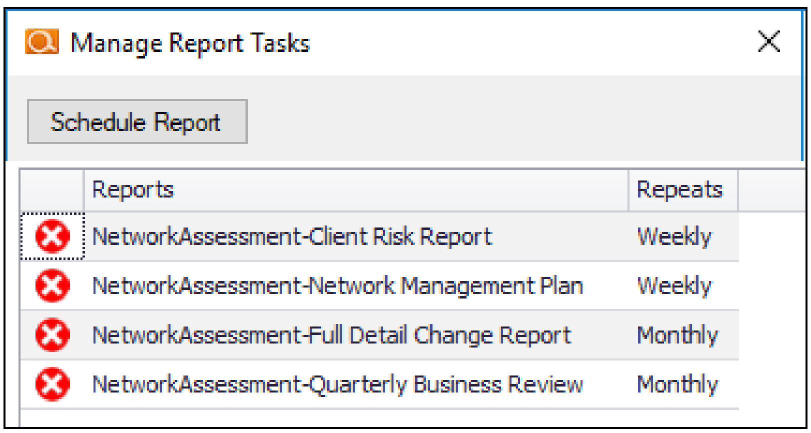


4. Using the Every list control, select the frequency from the choices available (i.e. day, week, month, year, or once). Select the Finish button once your selections are complete.



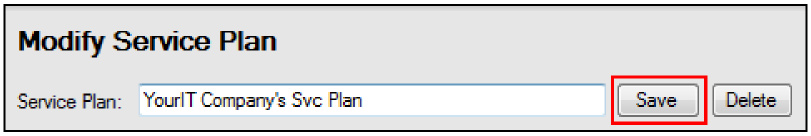
After you have selected the Reports that are a part of the Service Plan, and have assigned the frequency of Report generation, these reports will be listed in the Scheduled Reports window.

When a Service Plan has been assigned to a Network Detective Site used with a Cyber Hawk, you can use the Reporter Appliance to schedule the actual automatic Report generation tasks to generate the reports deliverables for your service plans.

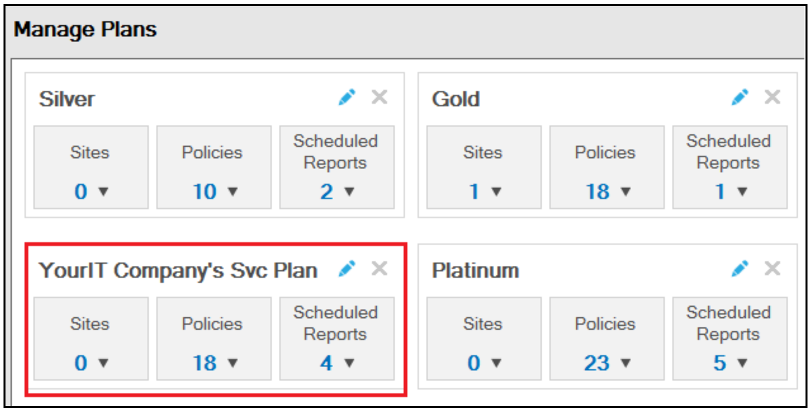


Note: When selecting a particular Report, or a group of Reports to be included in a Service Plan, you will need to define how frequently that the Reports are to be generated by your team as part of delivering your company's security service associated with the Service Plan.

5. Select the Save button to save your Service Plan Reports selections and configurations.



The Manage Plans window will list your newly created Service Plan and present the details associated with the plan.

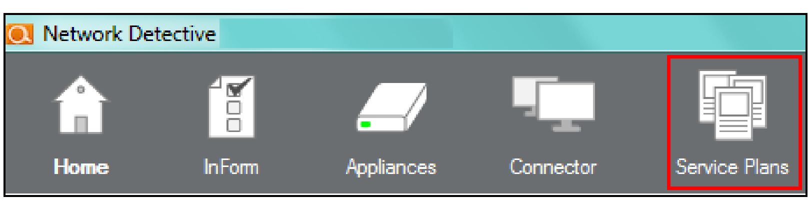


The details include the number of:

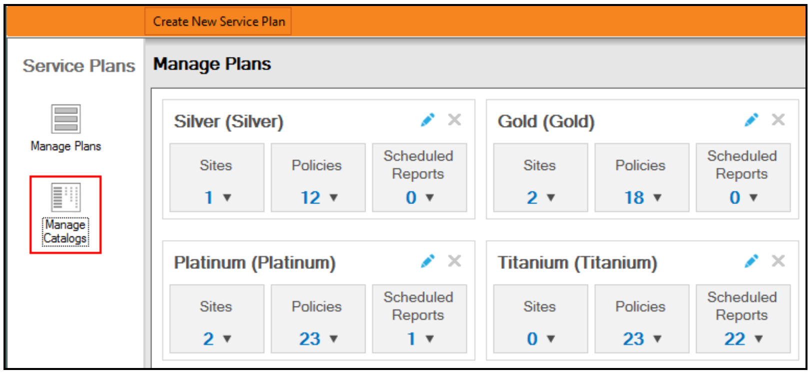
- Network Detective Sites that use the plan
- Security Policies assigned to the plan itself
- Reports that are to be generated and delivered to the customer as part of a particular Service Plan

Step 4 — Create a Service Catalog

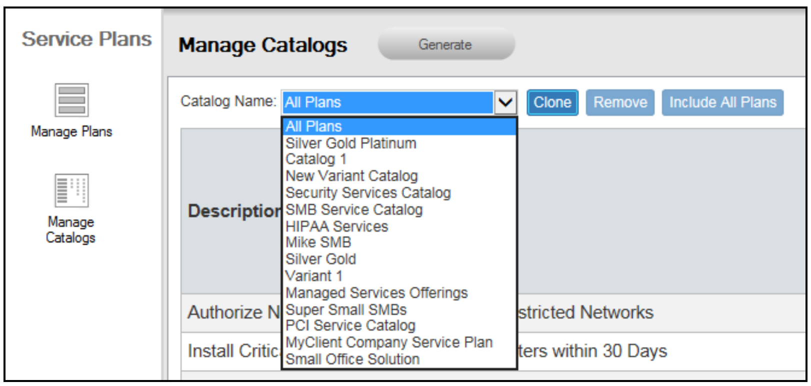
1. Select the Service Plans icon.



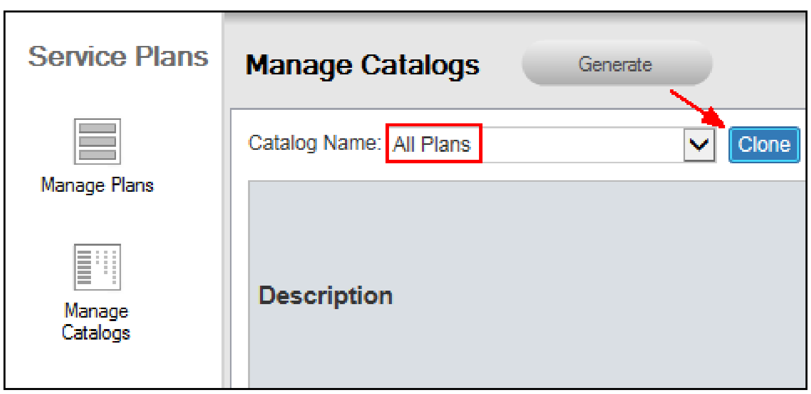
2. Select the Manage Catalogs Icon.



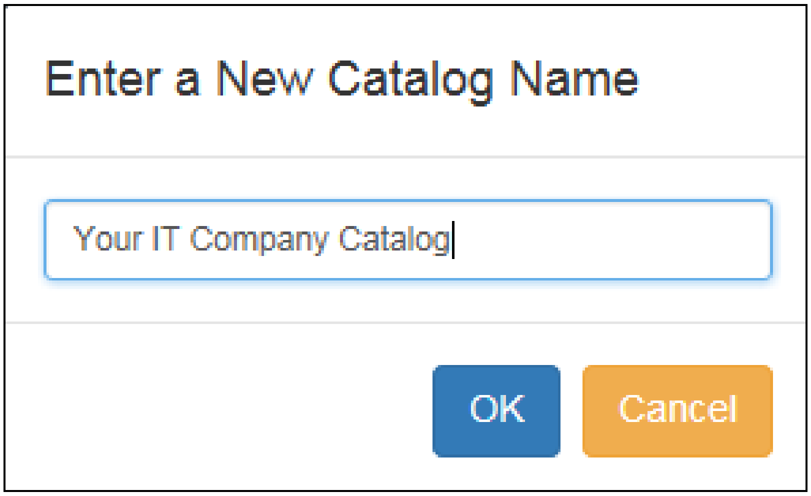
All of the available Service Catalogs will be available within the Catalog Name drop down list found within the Service Catalog window.



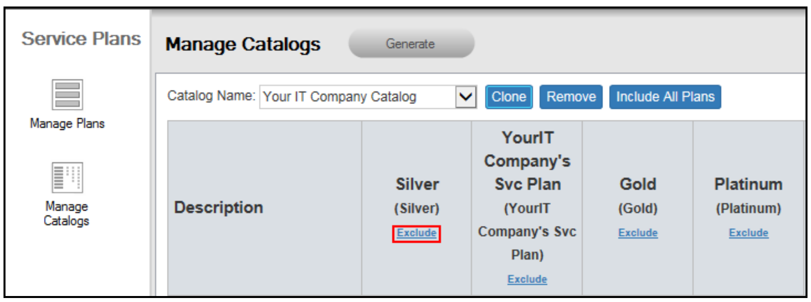
3. To create a new Service Catalog, select the default Catalog named “All Plans” and select the Clone button.



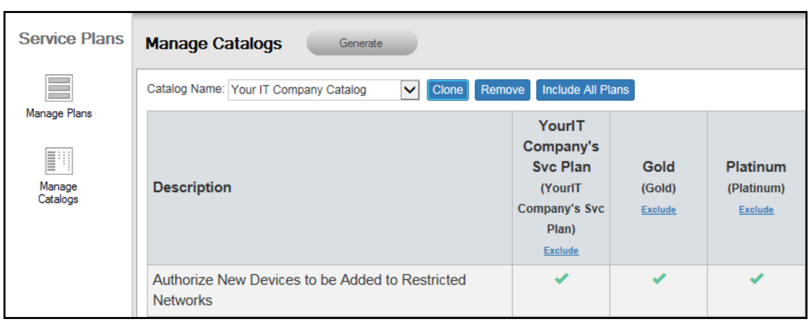
4. Enter in the Catalog Name and select the OK button to create the new catalog.



5. Select the Exclude option to hide each of the plans you do not want to be included in the Service Catalog document to be generated.



6. The remaining Service Plans not excluded from your new Service Catalog will be contained within the catalog.



The Service Catalog you created will be automatically saved for future use.

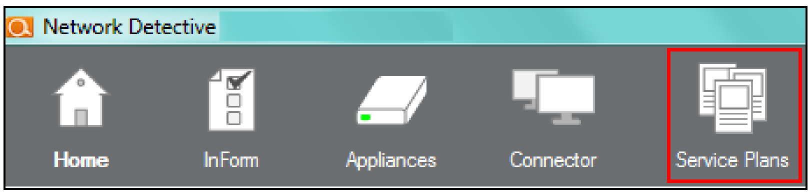
Generate a Service Catalog Document

After you have created a Service Catalog, you can use Network Detective to generate a Service Catalog document in Microsoft Word format.

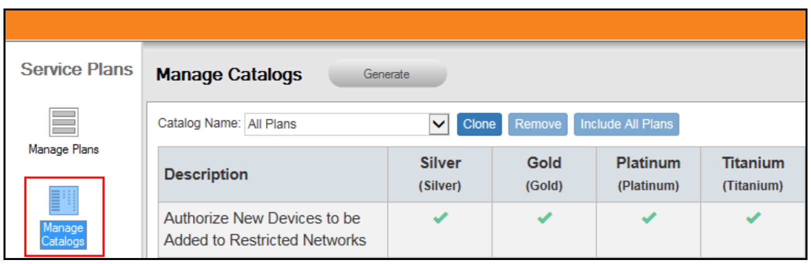
The Service Catalog document will contain a list of the Security Plans you have assigned to your Service Catalog(s) along with an overview of the Service Plan Security Policies and Procedures, and a list of Reports deliverables.

To generate the Service Catalog document, follow these steps:

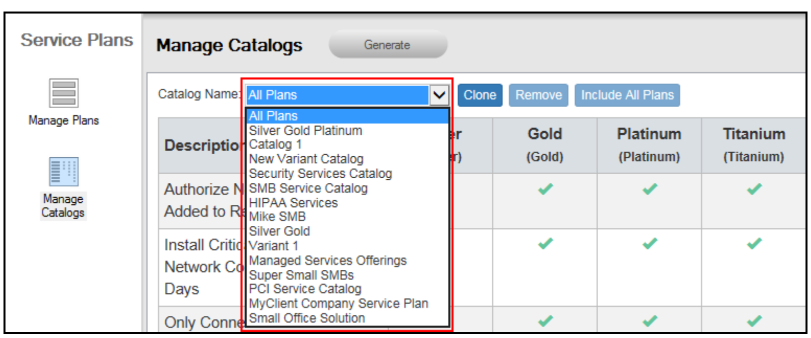
1. Select the Service Plans icon.



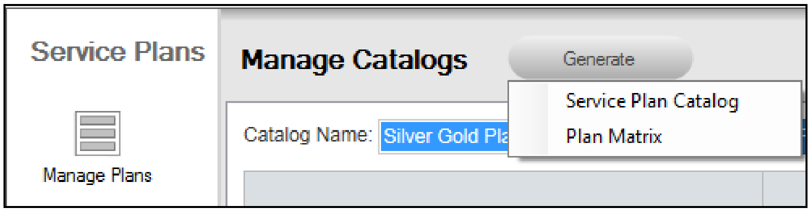
2. Select the Manage Catalogs Icon.



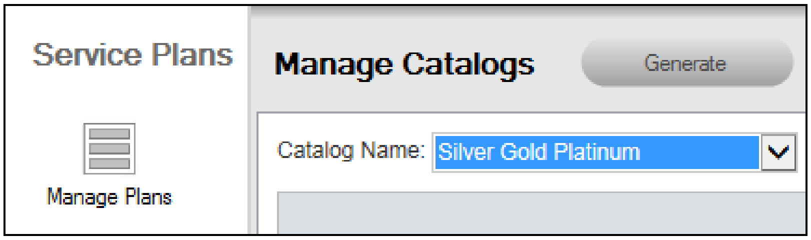
3. All of the Catalogs will be presented in the Catalog Name list.



4. To generate the Service Catalog document, select the name of the Catalog from the Catalog Name list.



5. Select the Generate and then select the Service Plan Catalog menu option to generate the Service Catalog document.



6. Network Detective will generate the Service Catalog document and open Microsoft Word so that you may edit and print the document.

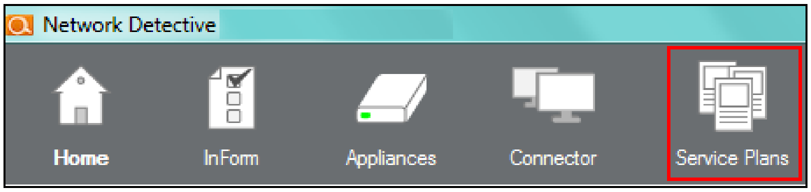
Generate a Service Plan Matrix Document

After you have created a Service Plan, you can use Network Detective to generate a Service Plan Matrix document in Microsoft Word format.

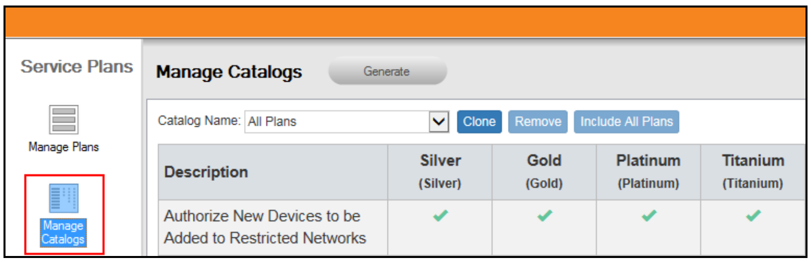
The Service Plan Matrix document will contain a list of the Security Policies you have assigned to your Service Plan(s) along with a list of Reports deliverables.

To generate the Service Plan Matrix document, follow these steps:

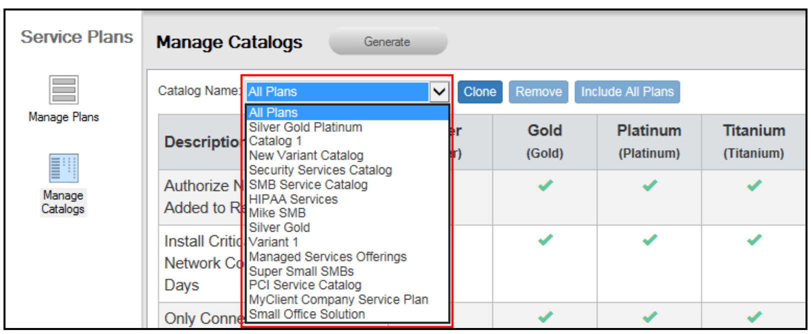
1. Select the Service Plans icon.



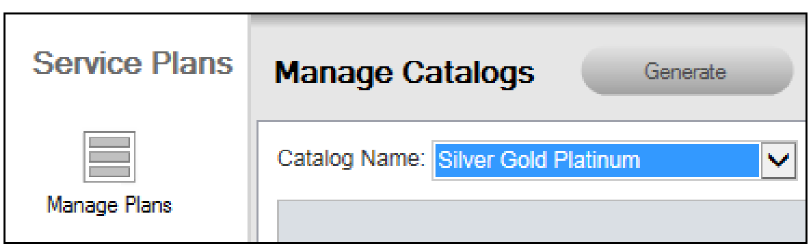
2. Select the Manage Catalogs Icon.



3. All of the Catalogs will be presented in the Catalog Name list.



4. To generate the Service Plan Matrix document for a specific Catalog, select the name of the Catalog from the Catalog Name list.



5. Select the Generate and then select the Plan Matrix menu option to generate the Plan Matrix document.

6. Network Detective will generate the Plan Matrix document and open Microsoft Word so that you may edit and print the document.

Policies

Policy	YourIT Company's Svc Plan
Install Critical Patches on Network Computers within 30 Days	✓
Investigate Suspicious Logons by Users	✓
Investigate Suspicious Logons to Computers	✓
Authorize New Devices to be Added to Restricted Networks	✓
Only Connect to Authorized Printers	✓
Remediate High Severity Internal Vulnerabilities Immediately (CVSS > 7.0)	✓
Restrict Access to Accounting Computers to Authorized Users	✓
Restrict Access to IT Admin Only Restricted Computers to IT Administrators	✓
Restrict Access to Business Owner Computers to Authorized Users	✓
Restrict IT Administrative Access to Minimum Necessary	✓
Restrict Users that are Not Authorized to Log into Multiple Computer Systems	✓
Strictly Control the Addition of New Local Computer Administrators	✓
Strictly Control the Addition of New Users to the Domain	✓
Users Should Only Access Authorized Systems	✓
Changes on Locked Down Computers Should be Strictly Controlled	✓
Install Critical Patches for DMZ Computers within 30 Days	✓
Only Connect to Authorized Wireless Networks	✓
Remediate Medium Severity Internal Vulnerabilities (CVSS > 4.0)	✓
Detect Network Changes to Internal Networks	✓
Restrict Access to Computers Containing ePHI to Authorized Users	
Restrict Internet Access for Computers that are Not Authorized to Access the Internet Directly	
Detect Network Changes to Internal Wireless Networks	
Restrict Access to Systems in the Cardholder Data Environment (CDE) to Authorized Users	

7. The Security Policies associated with the Plan are in the document.
8. And a list of Reports deliverables associated with the plan are referenced the Report Tasks section of the Service Plan's Matrix.

Report Tasks

Scheduled Reports		YourIT Company's Svc Plan
Weekly	Network Assessment-Client Risk Report	✓
Weekly	Network Assessment-Network Management Plan	✓
Monthly	Network Assessment-Full Detail Change Report	✓
Monthly	Network Assessment-Quarterly Business Review	✓

Generate a Sample Master Services Agreement for a Service Plan

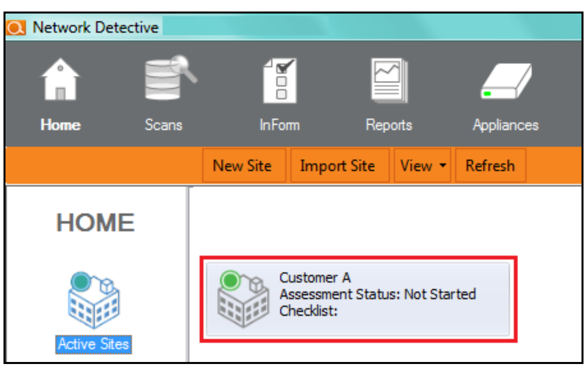
After you have created a Service Plan, you can use Network Detective to generate a sample Master Services Agreement (MSA) document in Microsoft Word format.

The sample MSA document will include an example of terms and conditions for an MSA and reference an Exhibit that will present a list of the Security Policies and Procedures that reflect the Service Plan that will be selected when setting up the Cyber Hawk for your customer.

To generate the Sample MSA document, follow these steps:

Step 1 — Opening Existing Network Detective Site that is Associated with your Cyber Hawk

1. Start the Network Detective application.
2. Select the Site that that is Associated with your Cyber Hawk Appliance.



3. To open the Site, double-click on the Site name.

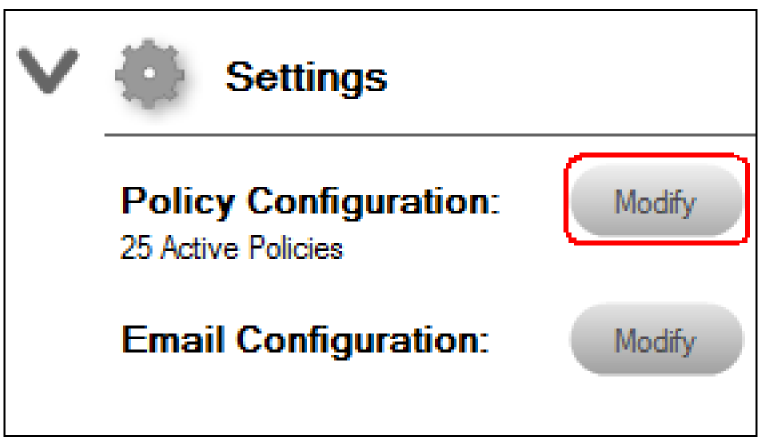
Step 2 — Access the Cyber Hawk Settings

After opening the Site associated with your Cyber Hawk Appliance, select the Cyber Hawk Settings icon located on the left side of the Network Detective window to view the Cyber Hawk's Settings.

Step 3 — Select the Policy Configuration Option

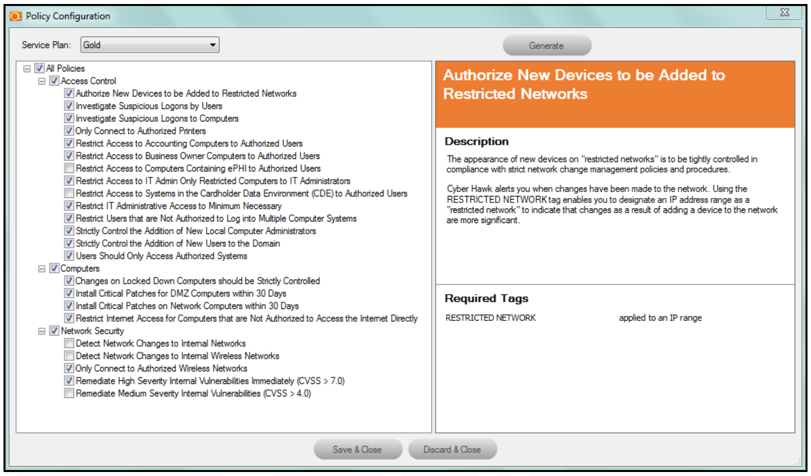
The Policy Configuration option enables you to configure Cyber Hawk to detect violations of Access Control, Computer, and Network Security policies that take place within the network.

Within the Policy Configuration window, you have the option to generate the Sample Master Service Agreement that is associated with the selected Service Plan's Security Policies that you have defined for your Cyber Hawk.



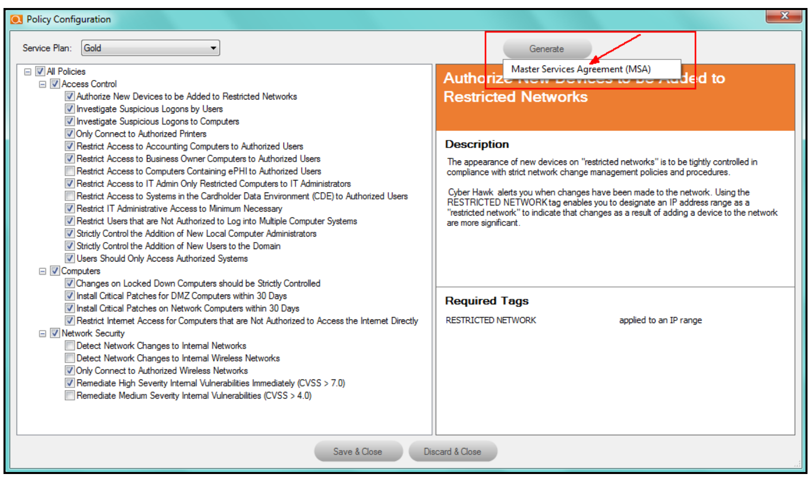
In the Cyber Hawk Settings window, select the Policy Configuration Modify button to access the Policy Configuration options window.

The Policy Configuration window will be displayed.



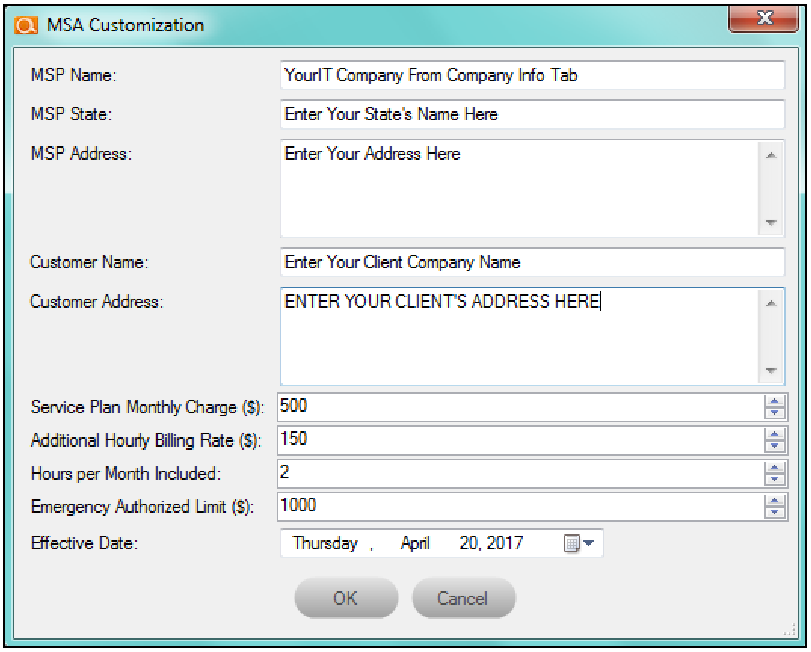
Step 4 — Generate Master Service Agreement Option

1. Select the Generate button in the Policy Configuration window.



2. Next, select the Master Service Agreement Option.

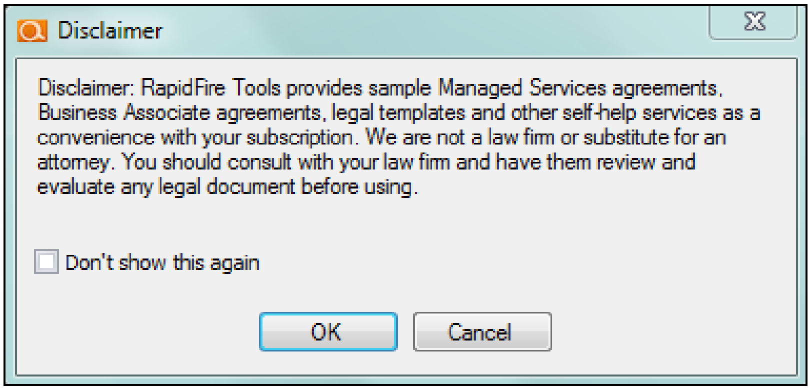
3. The MSA Customization window will be displayed.



Step 5 — Enter the MSP information, Customer information, and Service Plan Cost Details

1. In the MSA Configuration window, enter the MSP Name, State, and Address along with the Customer Name and Address.
2. Next, enter the Service Plan Monthly Charge, Additional Hourly Billing Rate, Hours per Month Included, Emergency Authorized Limit, and the Effective Date to be referenced in the sample MSA.
3. After entering the MSA Configuration information, select the OK button.

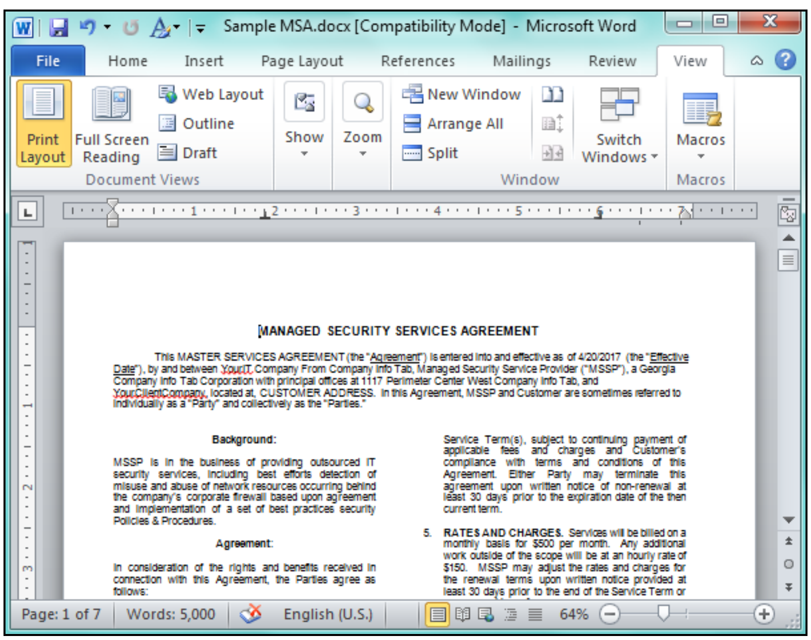
4. The Disclaimer notification and confirmation window will be displayed.



Step 6 — Confirm Acceptance of the Disclaimer and Generate the Sample MSA

Select the OK button in the Disclaimer window to generate the Sample MSA in Word format.

Network Detective will generate the Master Services Agreement document and open Microsoft Word so that you may edit and print the document.



Managing Service Plans

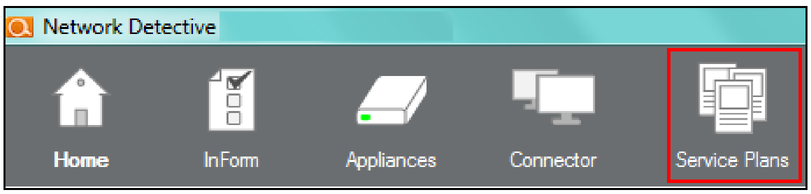
The instructions below detail the processes used to Modify and Delete Service Plans.

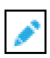
Edit a Service a Plan

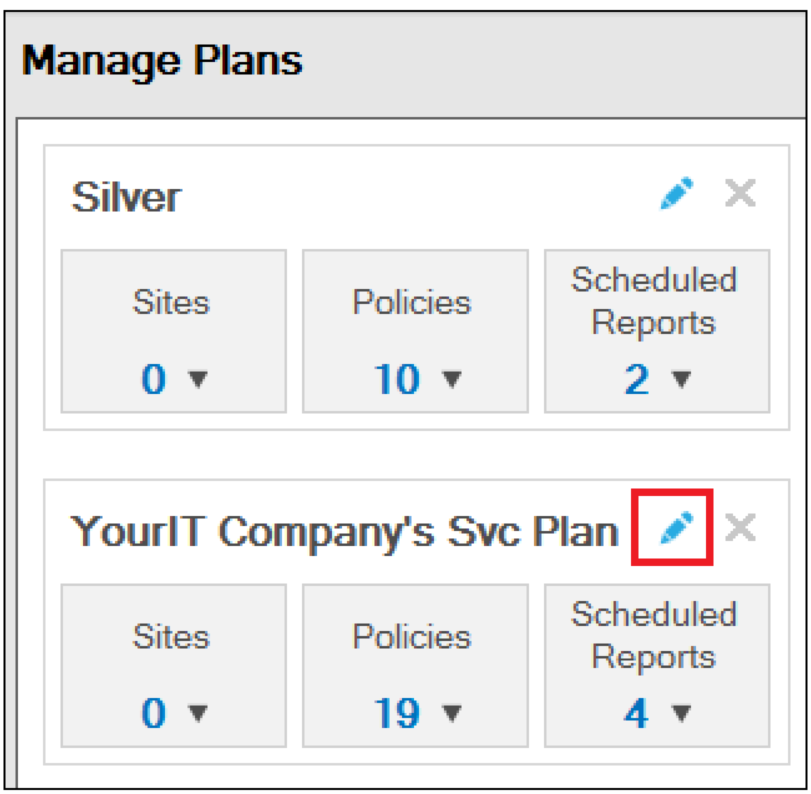
Important: When you update a Service Plan at the global level, Policy changes will carry over to the Sites using the Service Plan. The only exception to this is if the Site is using a "Modified" or edited version of a Service Plan.

To edit a Service Plan, follow these steps:

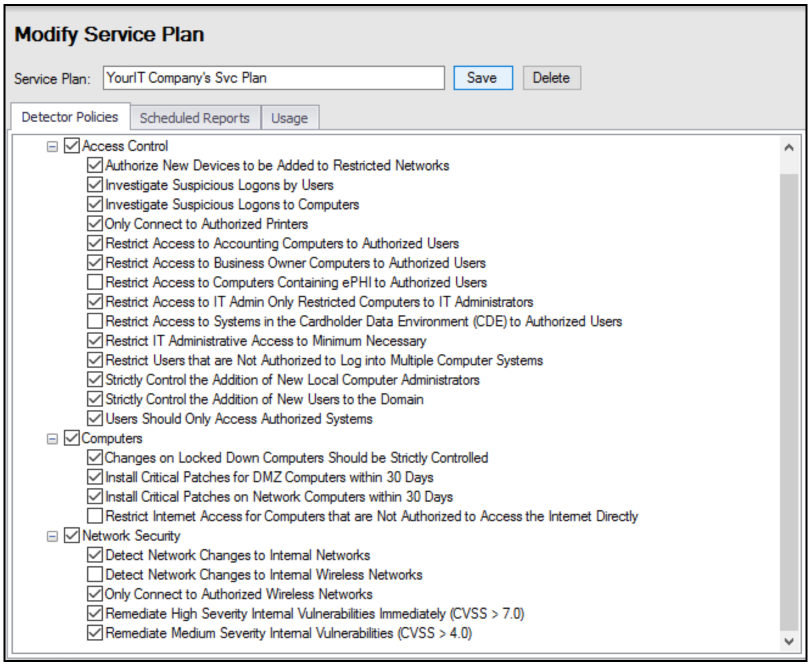
1. Select the Service Plans icon.



2. Select the Edit  icon on the Service Plan that you would like to edit.



3. The Modify Service Plan window will be displayed.



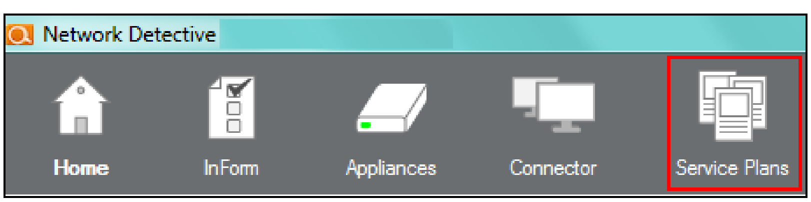
4. Change the Cyber Hawk Security Policies, the plan's Scheduled Reports settings, or the Name of the plan, and select the Save button.

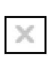
Delete a Service Plan

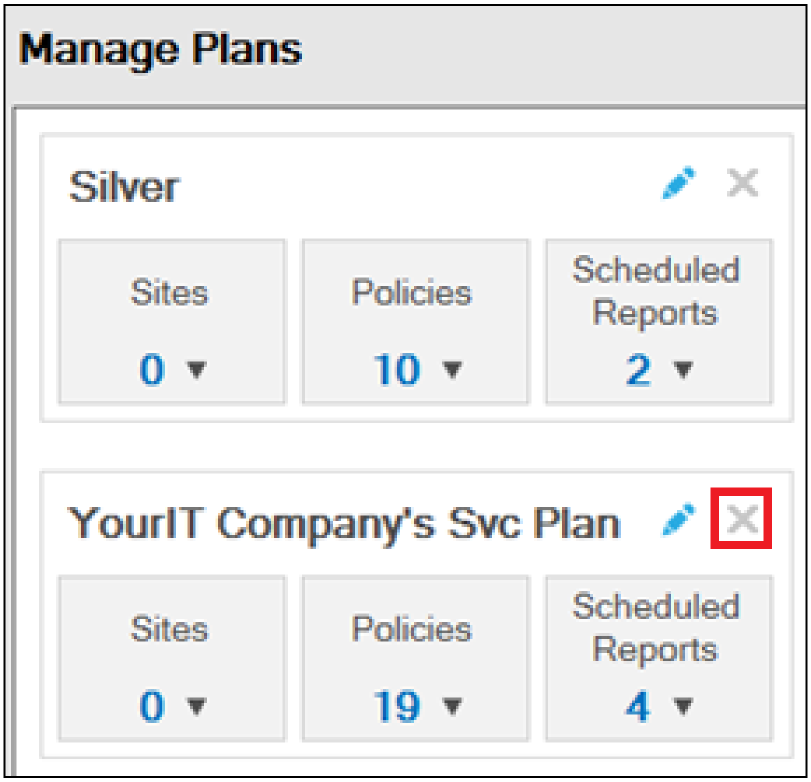
Important: When you delete a Service Plan, any Sites using that plan will have their plan updated to "Custom" and the configuration for those Sites will be retained. You can later go to those Sites and apply a different plan to them if you wish.

To Delete a Service Plan, follow these steps:

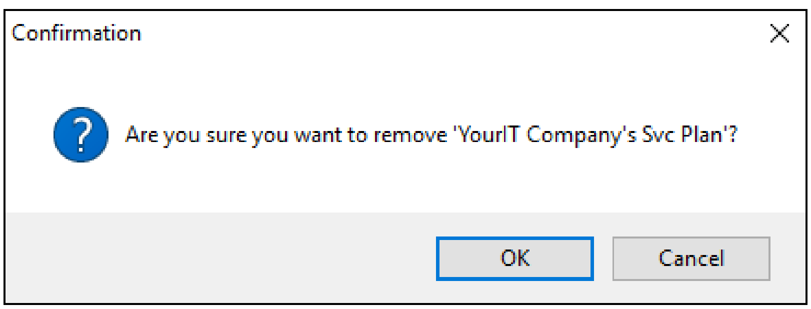
1. Select the Service Plans icon.



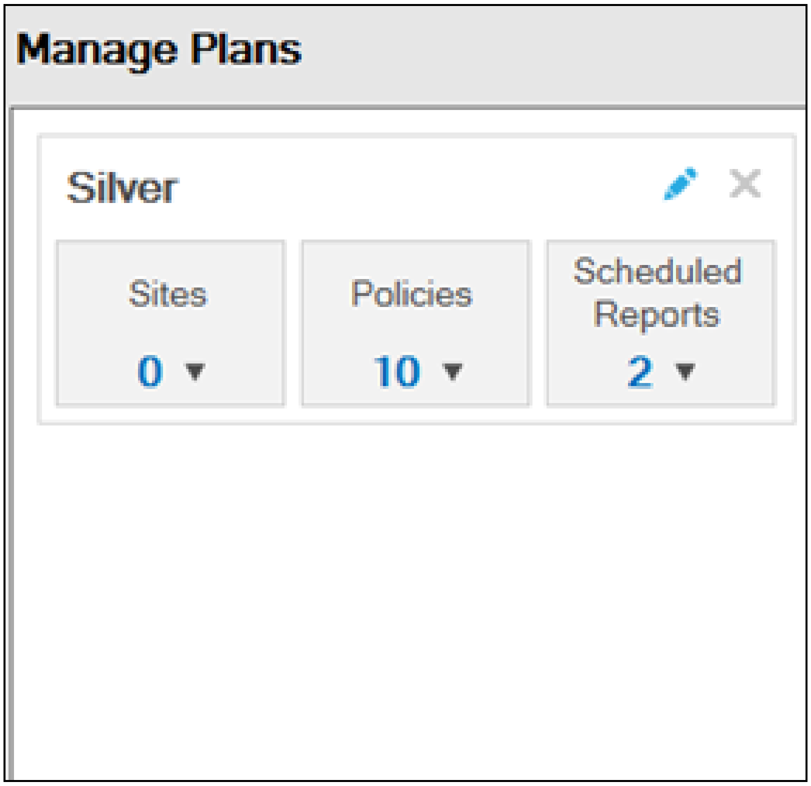
2. Select the Edit  icon on the Service Plan that you would like to Delete.



3. Confirm the deletion of the Service Plan you selected.



4. The selected Service Plan is deleted and is removed from the Manage Plans window.



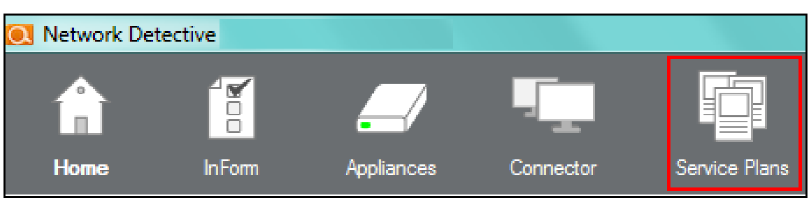
Managing Service Catalogs

The instructions below detail the processes used to Modify and Remove (i.e. delete) Service Catalogs.

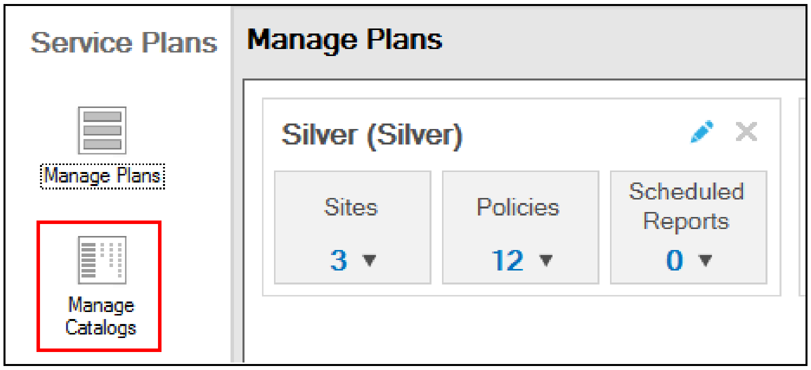
Add Service Plans to a Catalog

To Add a Service Plan to a Service Catalog, follow these steps:

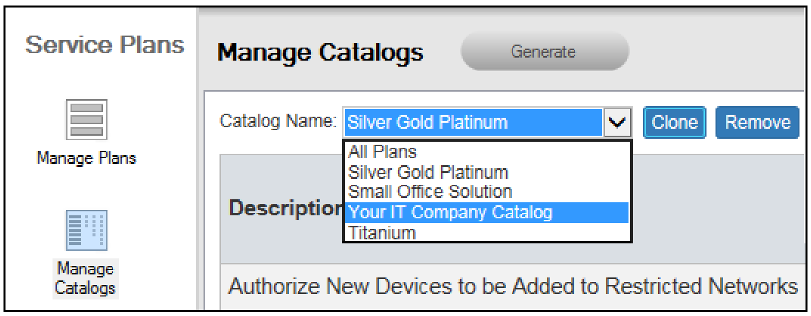
1. Select the Service Plans icon.



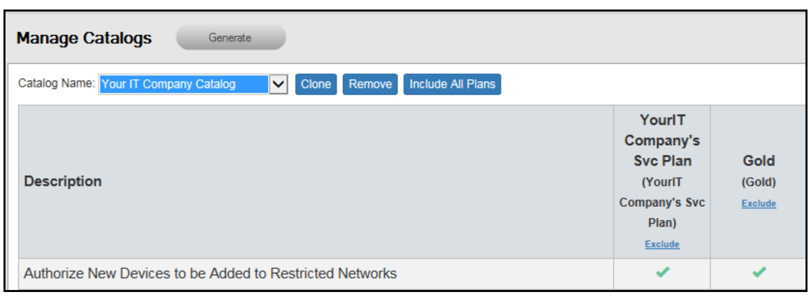
2. Select the Manage Catalogs icon.



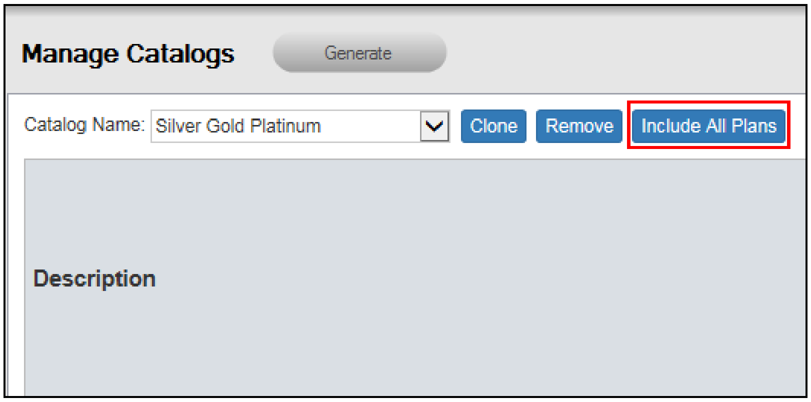
3. Select Service Catalog Name for the Catalog that you would like to edit.



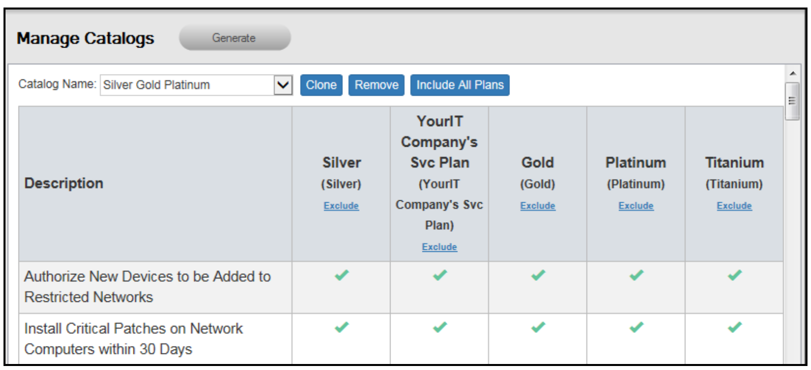
4. The selected Service Catalog will be displayed in the Manage Catalogs window. This Catalog will include the Service Plans previously added to the Catalog.



5. Select the Include All Plans button.



6. This action will add all of the other Service Plans that are currently not listed within the Catalog's Service Plan list.
7. Just below the name of each Service Plan is a link labeled Exclude. The selection of the Exclude Link removes the Service Plan from the Catalog.

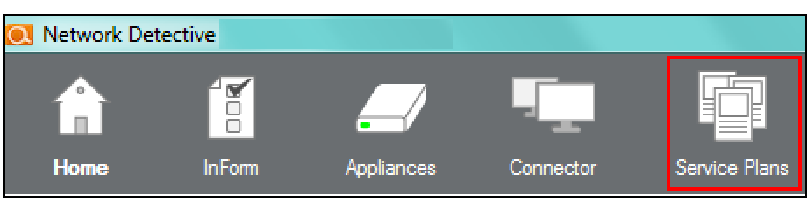


8. After you have Excluded the Services Plans that are not required, exit the Service Plan Creator.

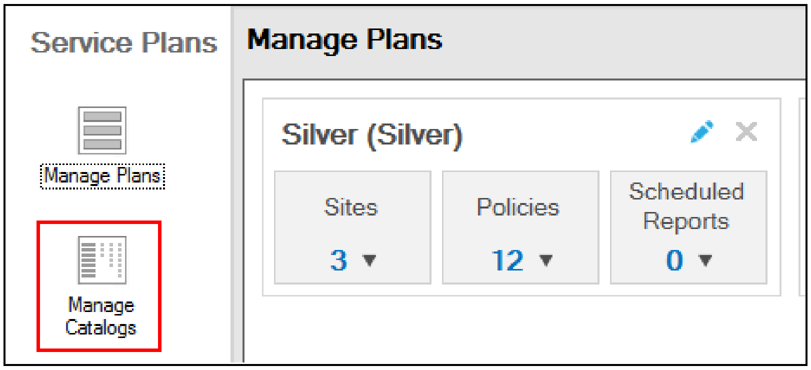
Edit a Service Catalog

To edit a Service Catalog, follow these steps:

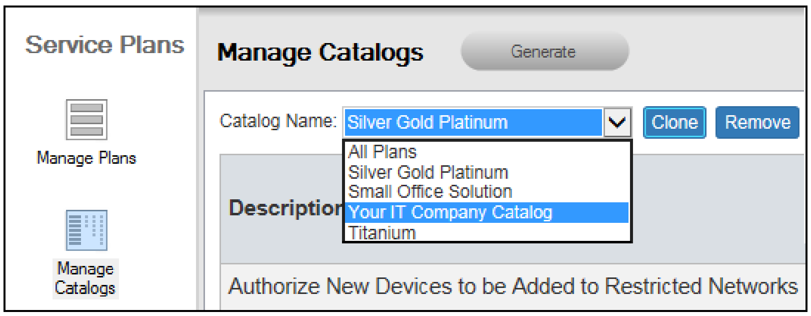
1. Select the Service Plans icon.



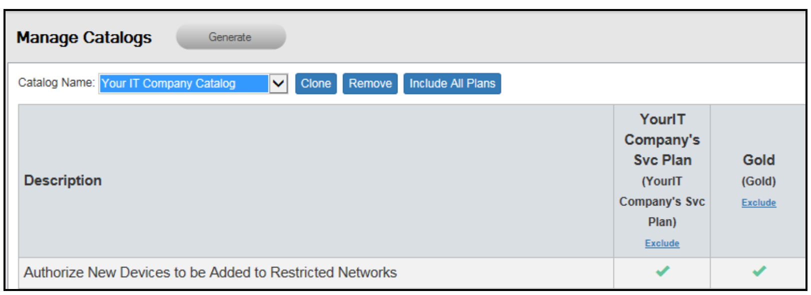
2. Select the Manage Catalogs icon.



3. Select Service Catalog Name for the Catalog that you would like to edit.



4. The selected Service Catalog will be displayed in the Manage Catalogs window.



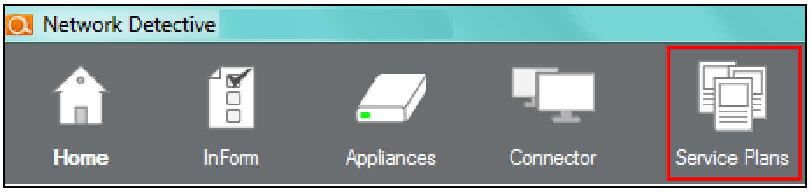
At this point in the process, you may:

- Add Service Plans to a Catalog
- Exclude Service Plans from a Catalog
- Remove the selected Catalog entirely from the Service Plan Creator

Remove (Delete) a Service Catalog from the List of Catalogs

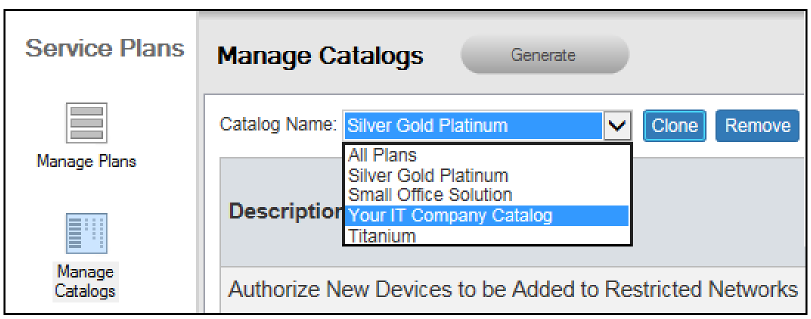
To Remove (delete) an entire Service Catalog, follow these steps:

1. Select the Service Plans icon.

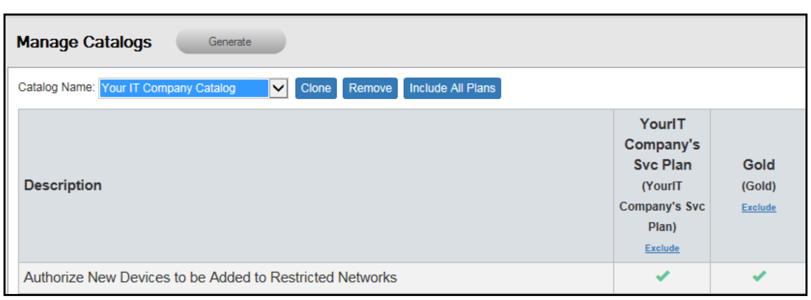


2. Select the Manage Catalogs icon.

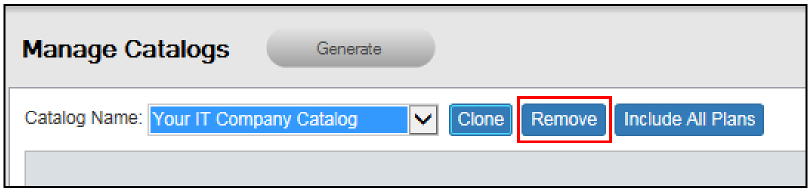
3. Select Service Catalog Name for the Catalog that you would like to Remove.



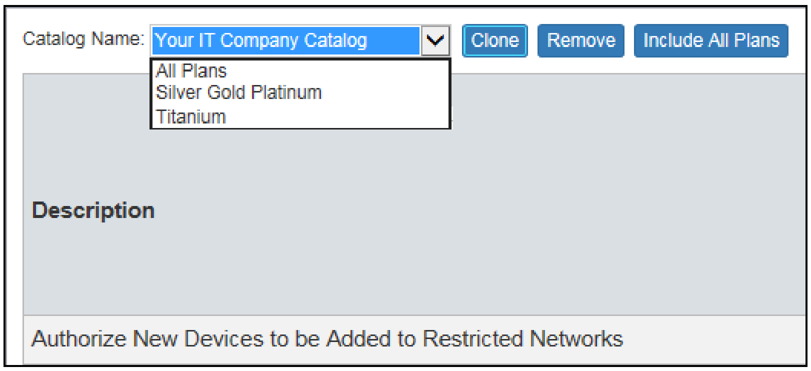
The selected Service Catalog will be displayed in the Manage Catalogs window.



4. Select Remove button to delete the Catalog from the Service Plan Creator.



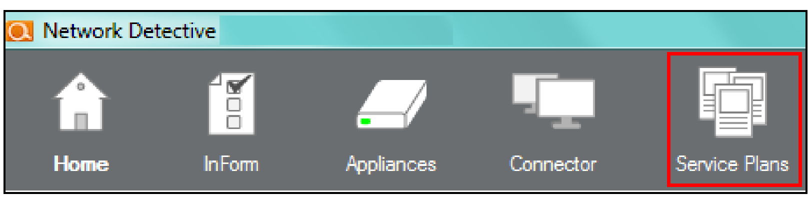
5. The Catalog that you Removed will no longer be present in the Catalog Name list.



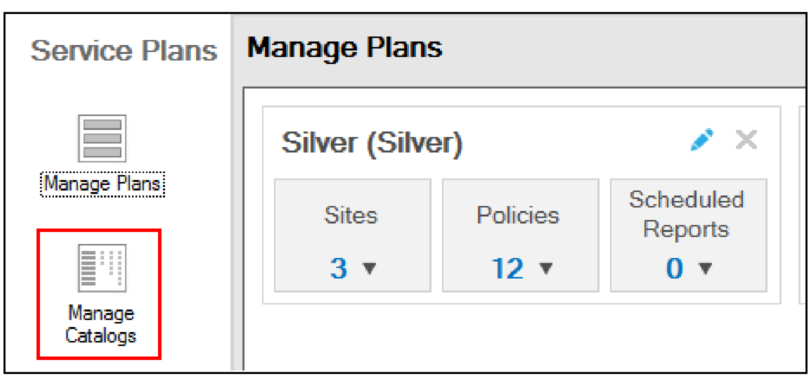
Delete (Exclude) Service Plans from a Catalog

To delete a Service Plan from a Service Catalog, follow these steps:

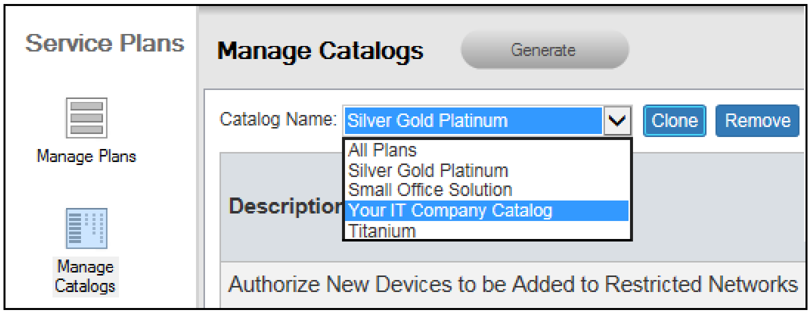
1. Select the Service Plans icon.



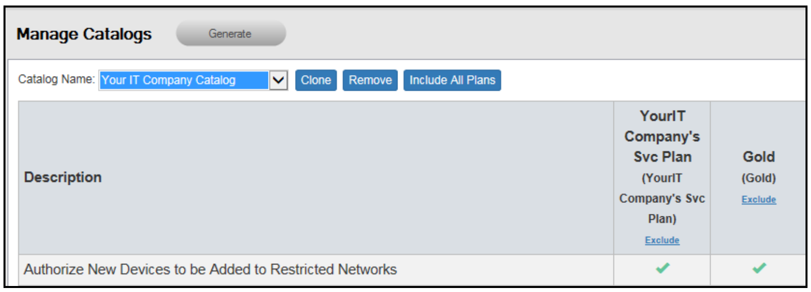
2. Select the Manage Catalogs icon.



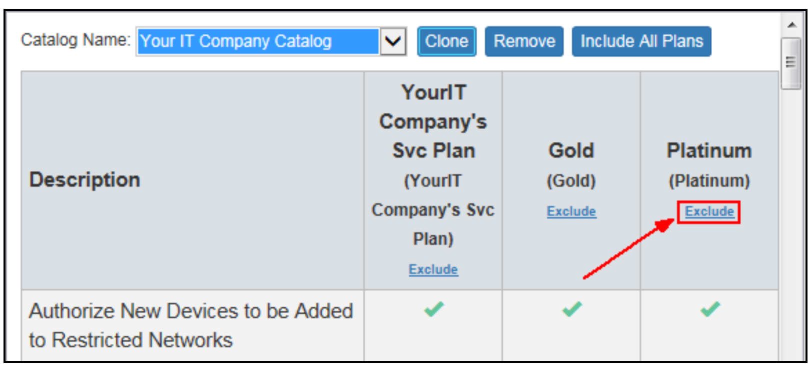
3. Select Service Catalog Name for the Catalog that you would like to edit.



4. The selected Service Catalog will be displayed in the Manage Catalogs window. This Catalog will include the Service Plans previously added to the Catalog.



5. Just below the name of each Service Plan is a link labeled Exclude. The selection of the Exclude Link removes the Service Plan from the Catalog.



6. Select the Exclude Link to remove the specific Service Plan selected from the Service Catalog.
7. The Excluded Service Plan will no longer be listed within the Service Catalog user interface unless re-added in the future.

Default Cyber Hawk Service Plans

The default Cyber Hawk Service Plans available for selection after initial installation are the Bronze, Silver, Gold, and Platinum plans. Below is an overview of the default Security Policies associated with each Service Plan.

Security Policy Description	Bronze	Silver	Gold	Platinum
Authorize New Devices to be Added to Restricted Networks	✓	✓	✓	✓
Restrict Access to Accounting Computers to Authorized Users	✓	✓	✓	✓
Restrict Access to Business Owner Computers to Authorized Users	✓	✓	✓	✓
Restrict IT Administrative Access to Minimum Necessary	✓	✓	✓	✓
Restrict Users that are Not Authorized to Log into Multiple Computer Systems	✓	✓	✓	✓
Strictly Control the Addition of New Local Computer Administrators	✓	✓	✓	✓
Strictly Control the Addition of New Users to the Domain	✓	✓	✓	✓
Install Critical Patches on Network Computers within 30 Days		✓	✓	✓
Only Connect to Authorized Wireless Networks		✓	✓	✓
Strictly Control the Addition of Printers		✓	✓	✓
Restrict Access to IT Admin Only Restricted Computers to IT Administrators		✓	✓	✓
Users Should Only Access Authorized Systems		✓	✓	✓
Changes on Locked Down Computers should be Strictly Controlled			✓	✓
Install Critical Patches for DMZ Computers within			✓	✓

Security Policy Description	Bronze	Silver	Gold	Platinum
30 Days				
Investigate Suspicious Logons by Users			✓	✓
Investigate Suspicious Logons to Computers			✓	✓
Remediate High Severity Internal Vulnerabilities Immediately (CVSS > 7.0)			✓	✓
Restrict Internet Access for Computers that are Not Authorized to Access the Internet Directly			✓	✓
Detect Network Changes to Internal Networks				✓
Detect Network Changes to Internal Wireless Networks				✓
Remediate Medium Severity Internal Vulnerabilities (CVSS > 4.0)				✓
Restrict Access to Computers Containing ePHI to Authorized Users				✓
Restrict Access to Systems in the Cardholder Data Environment (CDE) to Authorized Users				✓
Strictly Control the Clearing of System and Audit Logs				
Strictly Control the Removal of Users from the Domain				
Enable automatic screen lock on computers with sensitive information				
Enable automatic screen lock for users with access to sensitive information				

Security Policy Description	Bronze	Silver	Gold	Platinum
Strictly control DNS on Locked Down Networks				
Strictly control changes to Group Policy				
Strictly control changes to the Default Domain Policy				
Only store Personally Identifiable Information (PII) on systems marked as sensitive				
Strictly Control the Creation of New User Profiles				
Only store ePHI on designated systems				
Only store cardholder data on designated systems				
Backup all HyperV servers (Unitrends)				
Backup all VMware servers (Unitrends)				
Backup all Windows servers (Unitrends)				
Investigate all backup failures (Unitrends)				
Investigate all backup restore failures (Unitrends)				
Detect malicious software and potential security breaches (Breach Detection System)				

Appendices

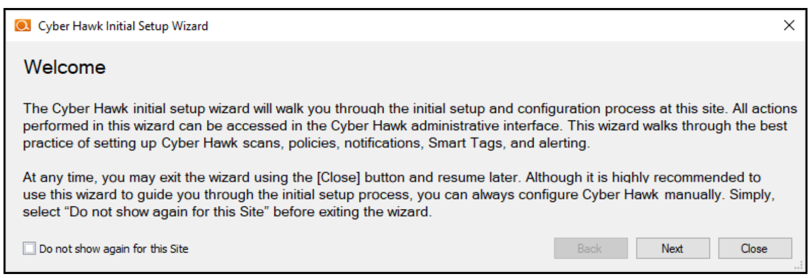
Refer to the appendices listed below for the supplementary information referenced in this user guide:

Configure Cyber Hawk Using the Setup Wizard (RapidFire Tools Server)

Note: This topic covers how to configure Cyber Hawk after you have installed the Cyber Hawk **RapidFire Tools Server** on the target network. If you are using the Cyber Hawk **Virtual Appliance** instead, see "Configure Cyber Hawk Using the Setup Wizard (Virtual Appliance)" on page 17.

After you have associated the Cyber Hawk with the Site, click on the Cyber Hawk icon:

The **Cyber Hawk Initial Setup Wizard** will appear. This wizard will guide you through the setup process and help you get the most out of your new Cyber Hawk. Click **Next** to begin the set up.



Tip: If you need to stop midway through the Cyber Hawk Initial Setup Wizard, don't worry. You can return to the Cyber Hawk screen for your Site and continue where you left off.

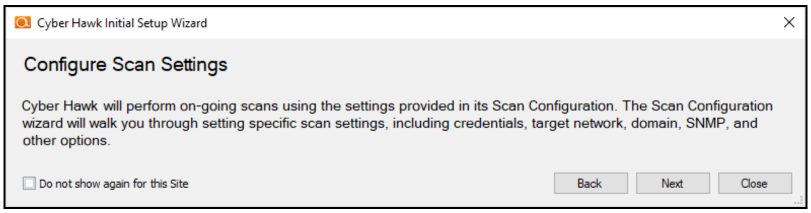
Note: This section of the guide walks you through the Initial Setup Wizard. This guide also contains separate topics on configuring Cyber Hawk settings. Refer to these topics if you need to change Cyber Hawk after you have completed the initial set up process using the Wizard.

The steps below break down each part of the configuration process.

Important: For best results, the target network must be configured to allow for successful scans on all network endpoints. See "Pre-Scan Network Configuration Checklist" on page 242 for configuration guidance for both Windows Active Directory and Workgroup environments.

Step 1 — Configure Scan Settings

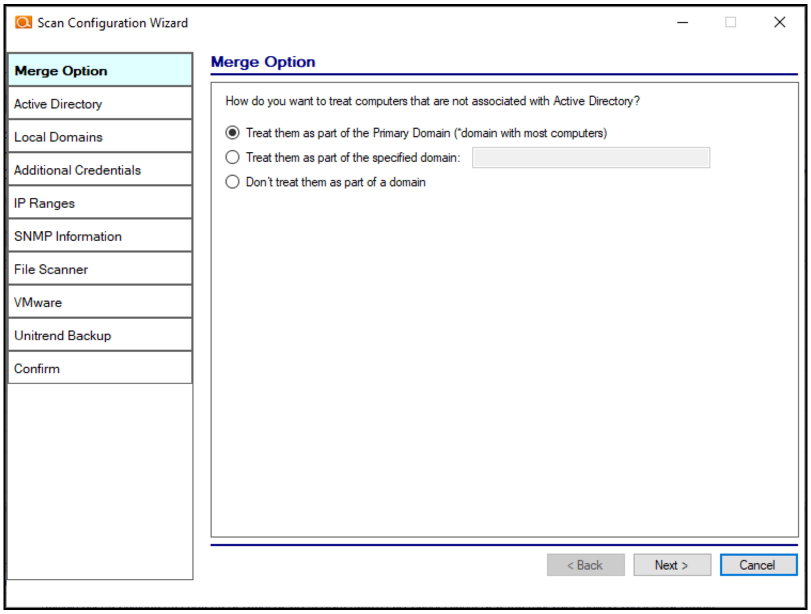
In this step you will configure the Scan Settings for the Cyber Hawk. Click **Next**.



1. Select how you wish to treat computers that are not associated with Active Directory. You can treat them as:
   - part of the Primary Domain
   - part of a domain that you specify

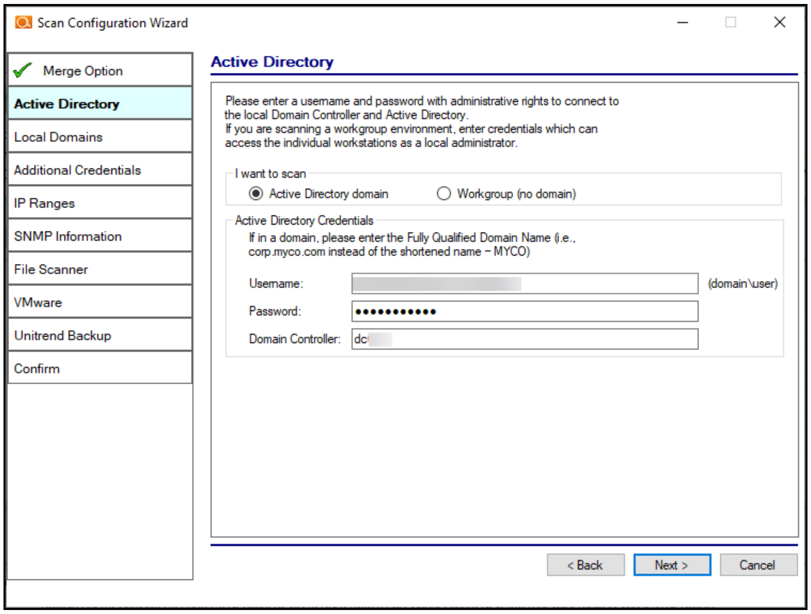
   Important: Do not select the "**Don't treat them as part of a domain**".

This will result in Alerts not being sent.

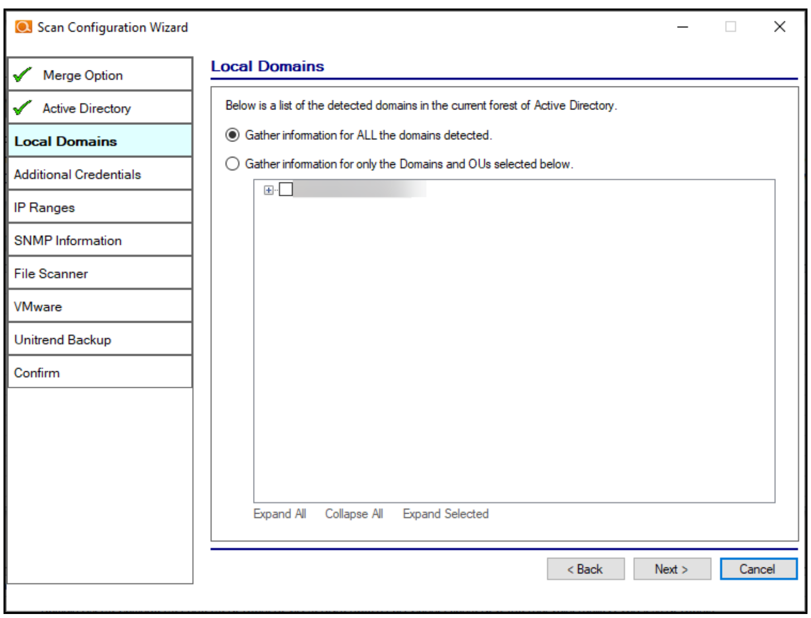


2. Enter credentials *with administrative rights* to connect to a Domain Controller with Active Directory. Click **Next** to test a connection with the Domain Controller and verify your credentials.

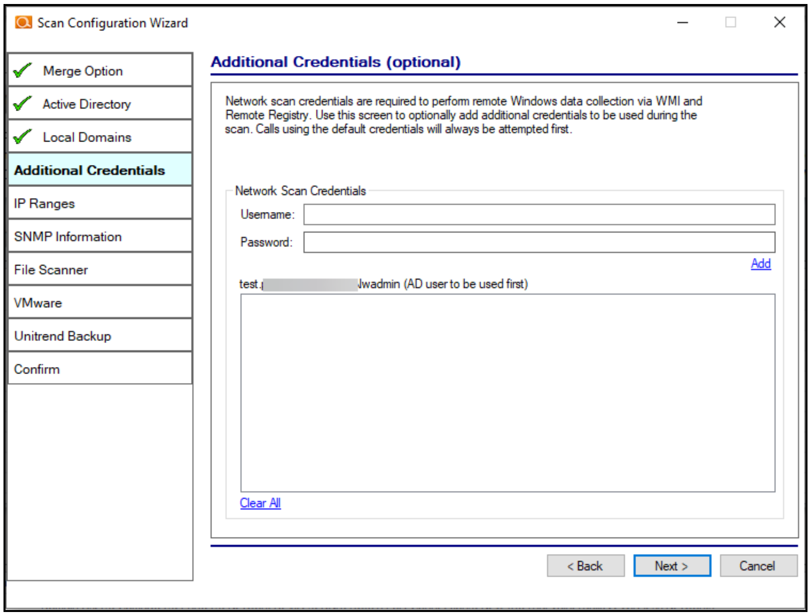
Important: Enter the username in the **domain\username** format. Use the Fully Qualified Domain Name (FQDN).



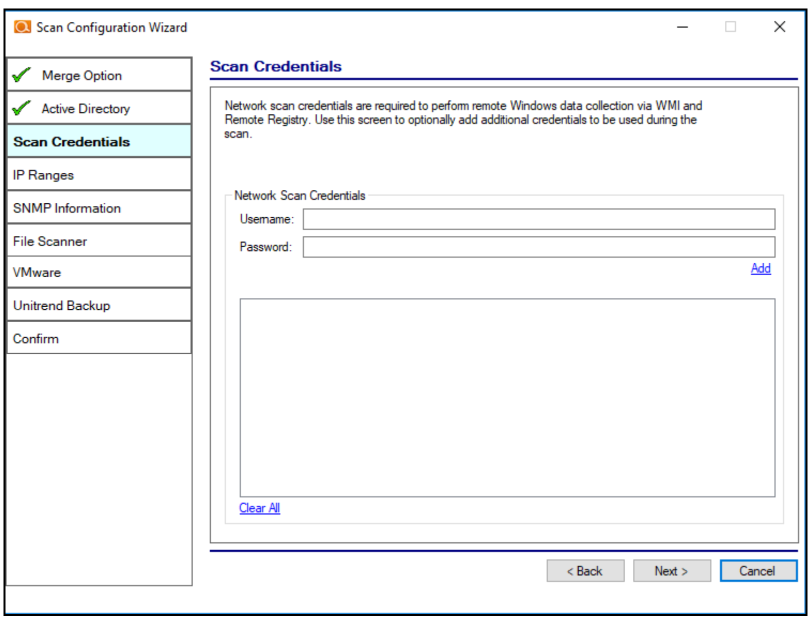
3. If you are scanning a domain, choose whether to scan the entire domain or specific Organizational Units (OUs). Then click **Next**.



4. If you are scanning a Domain, enter any additional network scan credentials to connect to remote workstations. Then click **Next**.

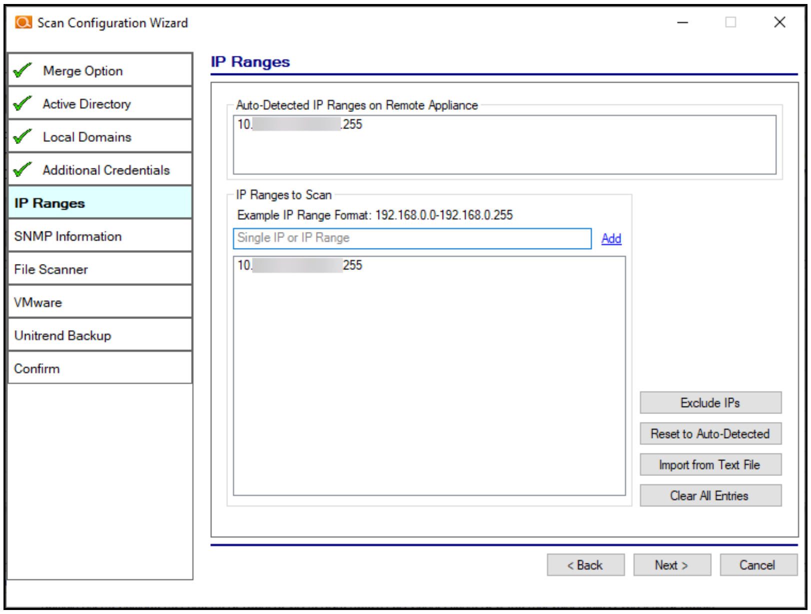


5. From Scan Credentials, enter credentials *with administrative rights* to perform remote Windows data collection via WMI and Remote Registry. Use this screen to optionally add additional credentials to be used during the scan. Then click **Next**.



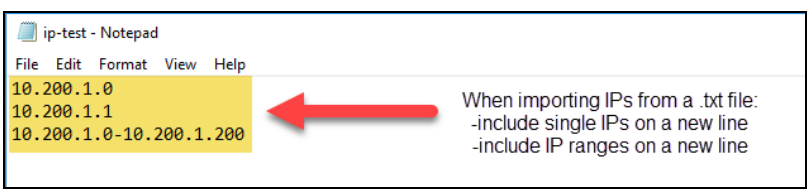
6. The Cyber Hawk appliance will automatically suggest an IP range for the scan. If you do not wish to scan the default IP Range, select it and click **Clear All Entries**.

Use this screen to enter additional IP Addresses or IP Ranges and click **Add**. Then click **Next**.



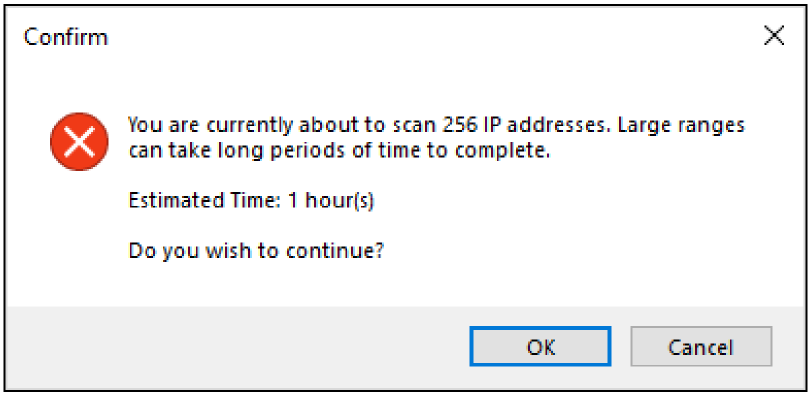
From this screen you can also:

- Click **Exclude IPs** to remove certain IP ranges from the scan.
- Click **Reset to Auto-Detected** to reset the automatically suggested IP Range.
- Click **Import from Text File** to import a predefined list or range of IP addresses.

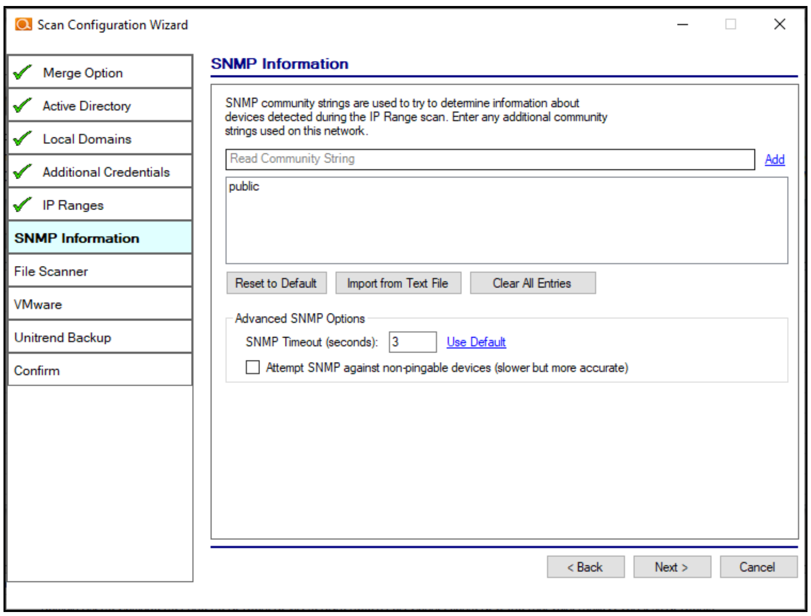


Important: Scans may affect network performance.

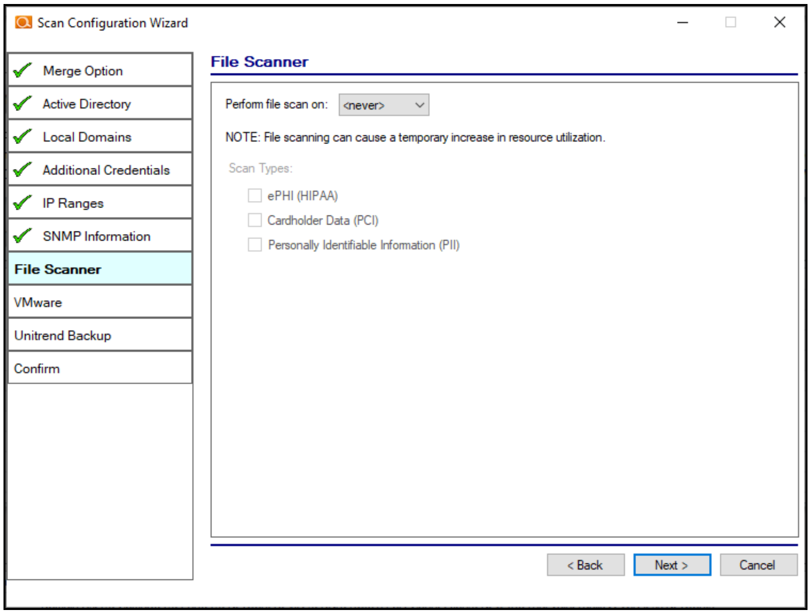
7. A confirmation window will appear estimating the amount of time the scan will take for the designated IP Range. If the scan will take too much time, reduce the size of the IP range. Click **OK**.



8. The SNMP Information window will appear. Enter any additional SNMP community strings used on the network. Click **Next**.

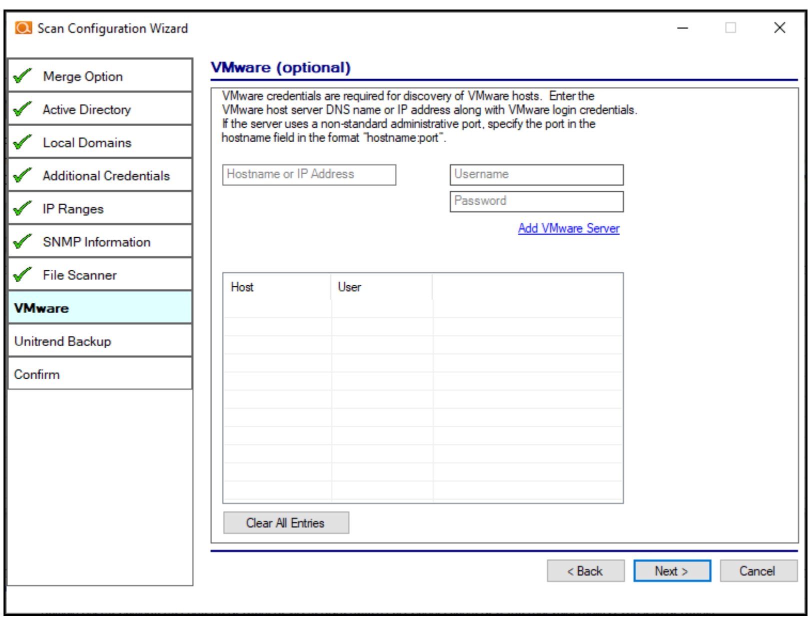


9. Choose what day of the week to perform the file scan. Select a day of the week from the drop-down menu. Next, select the Scan Types that will be performed:
   - **ePHI** (HIPPA) will scan for Electronic Protected Health Information
   - **Cardholder Data** (PCI) will scan for payment card numbers and other related information
   - **Personally Identifiable Information** (PII) will scan for information such as a person's name or social security number



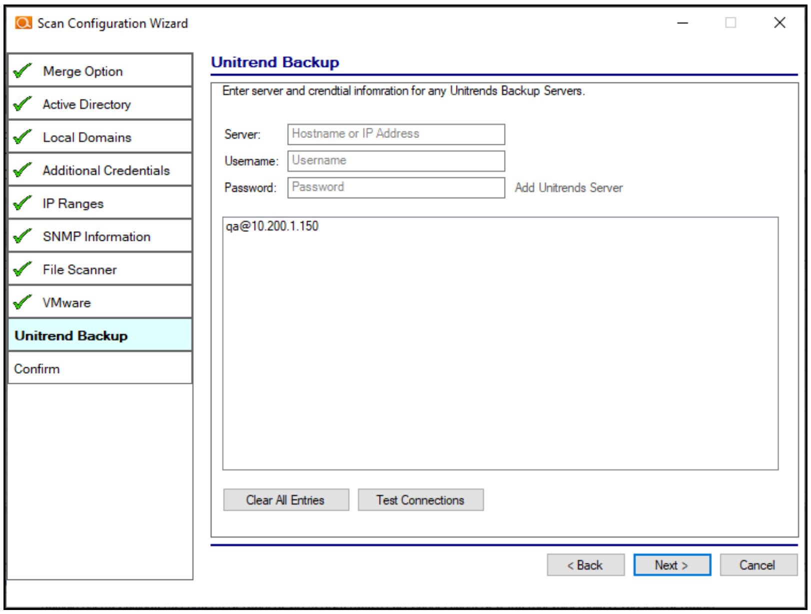
Then click **Next**.

10. The optional VMware credentials window will appear. Enter the hostnames or IP Addresses of any VMware hosts that you wish to include in the scan. Likewise enter credentials needed to access the VMware hosts. Click **Next**.



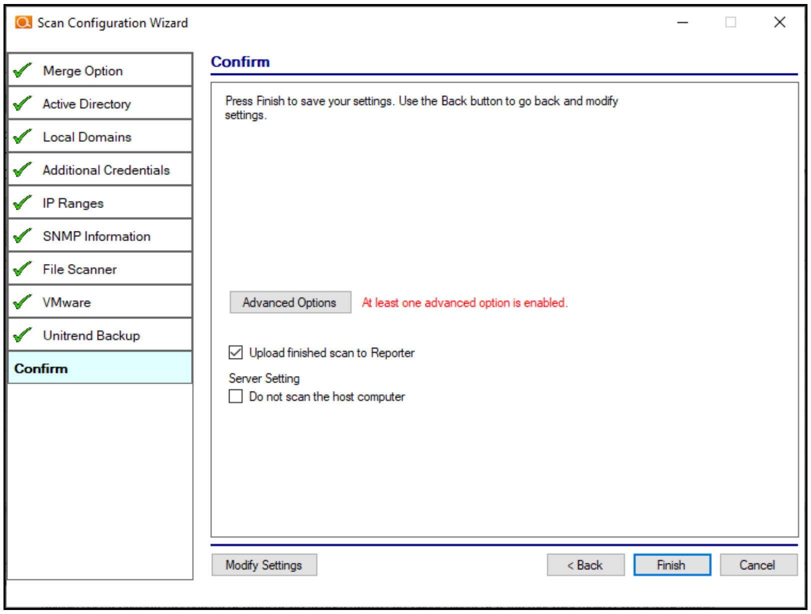
11. The **Unitrends Backup** screen will appear. Enter the Unitrends Backup server name and login credentials.

> **Note:** If you wish, you can use this screen to set up a connection between Cyber Hawk and your Unitrends Backup account. This will allow you to use Unitrends Backup security policies and alerts with Cyber Hawk.



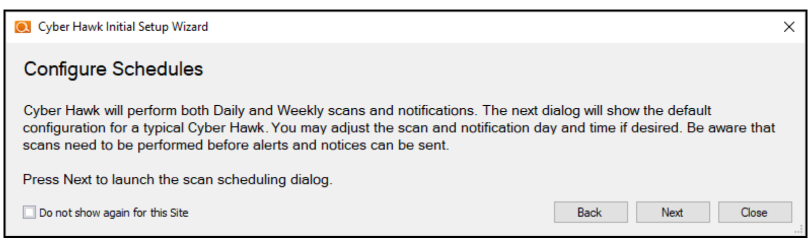
12. Click **Test Connection** to verify your Unitrends Backup configuration.

13. Click **Finish** to save your scan settings. If you are using a **Reporter** appliance, you can also choose whether to upload the finished scans to the Reporter.



Step 2 — Schedule Scans and Alert Notifications

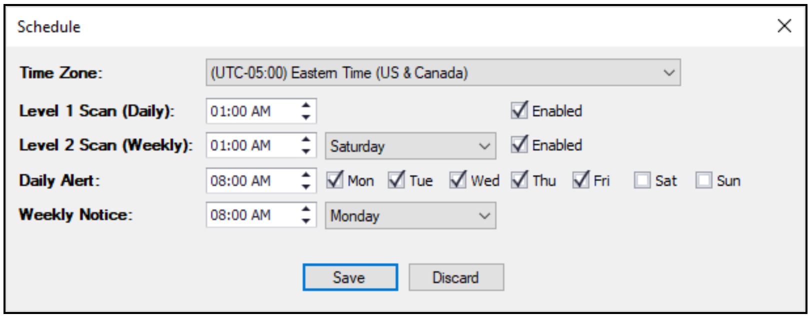
In this step you will configure the scanning and alert schedules for Cyber Hawk.



1. In the Schedule screen, enter the required information as in the image below:
   a. **Time Zone**
   b. **Time for Level 1 Scan (Daily)**: This is the time for the daily Cyber Hawk scan. You can also choose whether to enable or disable the scan. It is Enabled by default.
   c. **Time for Level 2 Scan (Weekly)**: This is the time for the weekly Cyber Hawk scan. You can also choose whether to enable or disable the scan. It is Enabled by default.
   d. **Daily Alert**: This is the time that Cyber Hawk will send out Daily Alert notifications to End Users and the Tech Group. You can also configure the

days of the week that the Notifications will be sent (default is Monday through Friday).

e. **Weekly Notice**: This is the time that Cyber Hawk will send out a weekly notice to End Users and the Tech Group (default is Monday at 8:00am).



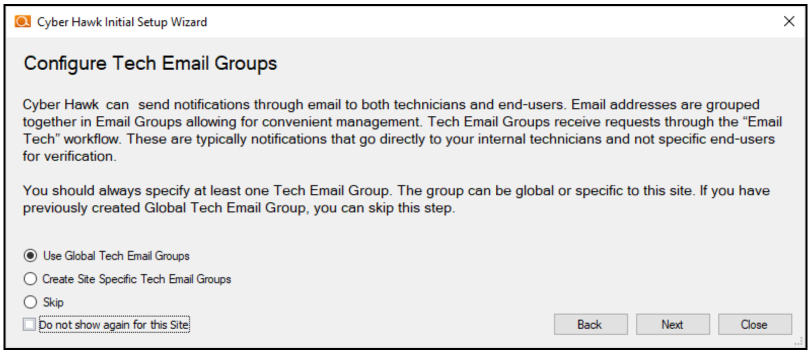
2. When you are finished, click **Save**.

Step 3 — Configure Tech Email Groups

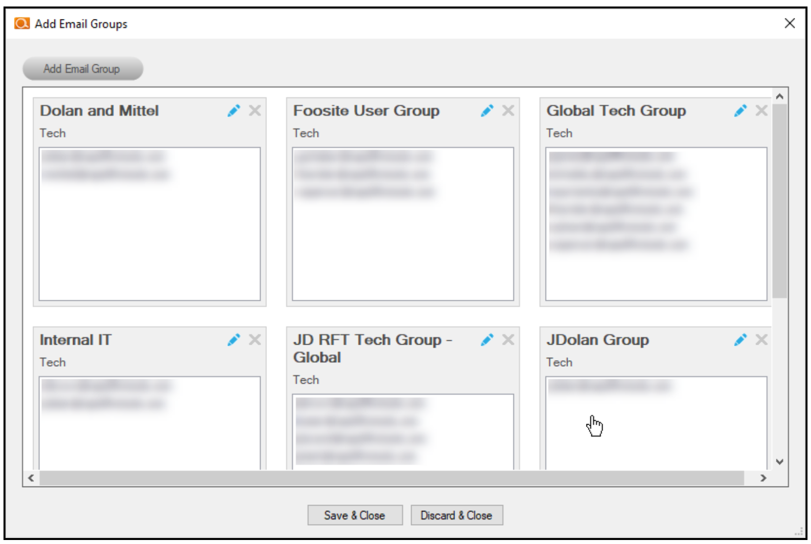
In this step you will configure the email addresses and groups of users for your Technician Group. This is the group that will respond to security alerts sent by Cyber Hawk.

You can choose whether to use a pre-existing Global Tech Email Group, or a Site Specific Tech Email Group.

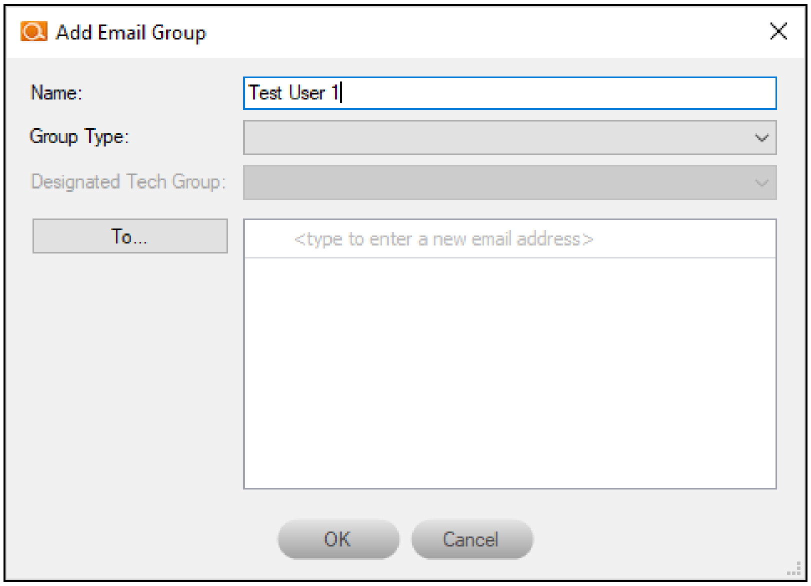
> **Note:** If you choose to use a Global Email Group, you can select from among your pre-existing Global Email Groups or create a new one.
>
> If you choose to create a Site-Specific email group, the list of Global Email Groups will be grayed-out.
>
> Later, you can continue to create and edit Global Email Groups from **Preferences** > **Email Groups** at any time. You can also later create and edit site-specific email groups from the Cyber Hawk **Email Configuration** button at your specific Site.



1. Select an option and click **Next**.
2. To select an existing email group, click on a group from the menu and click **Save & Close**.



3. To add a new email group, click **Add Email Group**.
4. Enter information for the new email group. You will need to add each individual email address for the email group. You can do this by selecting from the list of existing users associated with your account.



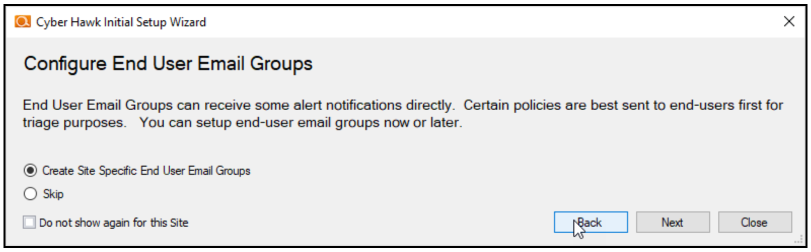
5. When you are finished, click **OK**.

Note: Once you complete the Setup Wizard, see ["Allow Clients to Access Portal and Manage Tickets" on page 140](#) for more options on setting up Cyber Hawk for users outside of your organization.

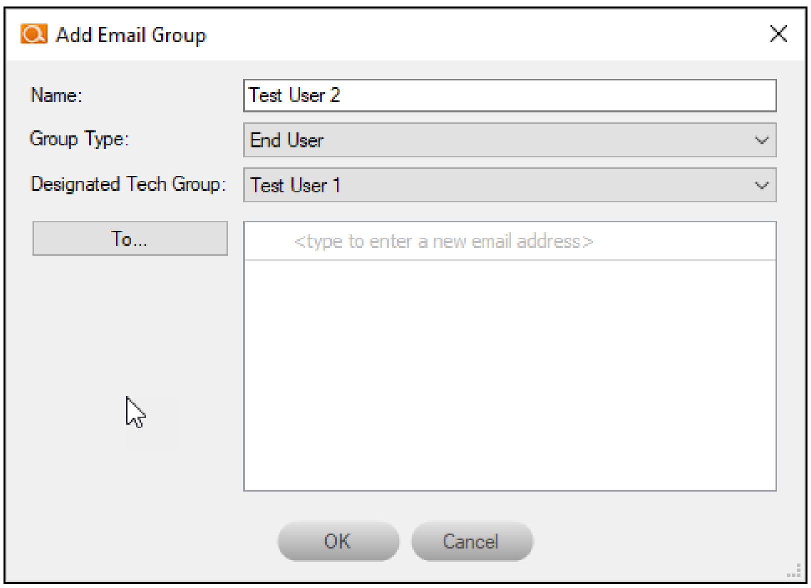
Step 4 — Configure End User Email Groups

Next you will configure the End User Email Group for your site.

Note: You cannot create Global End User Email Groups. You can only create site-specific end user email groups.



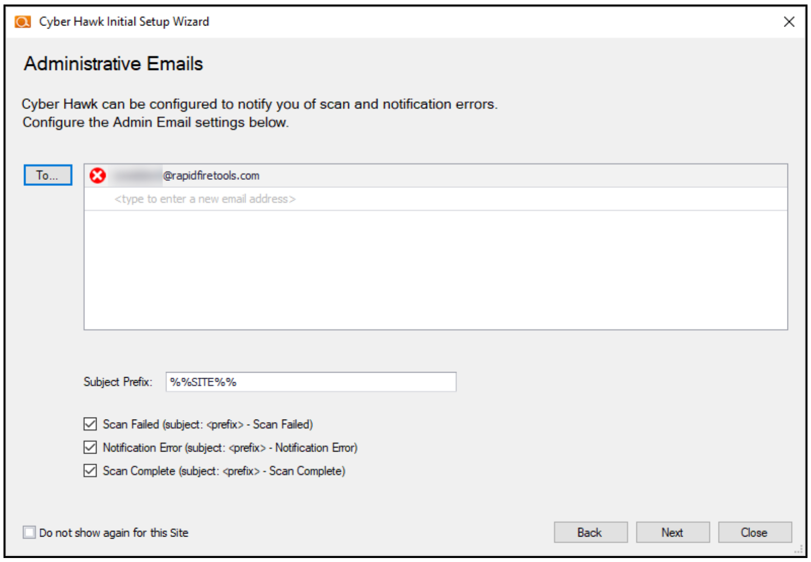
1. To add a new email group, click **Add Email Group**.



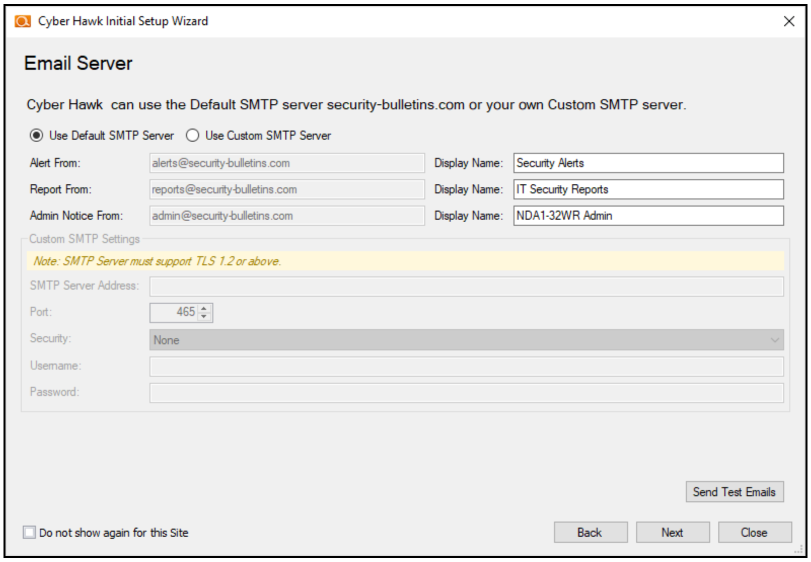
2. Enter information for the new email group. You will need to add each individual email address for the email group. You can do this by selecting from the list of existing users associated with your account. You can also type a new email address into the field.
3. When you are finished, click **OK**.

4. Next configure how Cyber Hawk will handle Administrative emails. This includes errors related to scans or notifications. Enter the email addresses for the recipient(s) of Administrative emails. Then click **Next**.

> **Tip:** The Administrative Emails recipient will also receive the results of the pre-scan analysis, so make sure you enter the email address of one of your tech group members who can use this information to address any issues with the scan configuration.



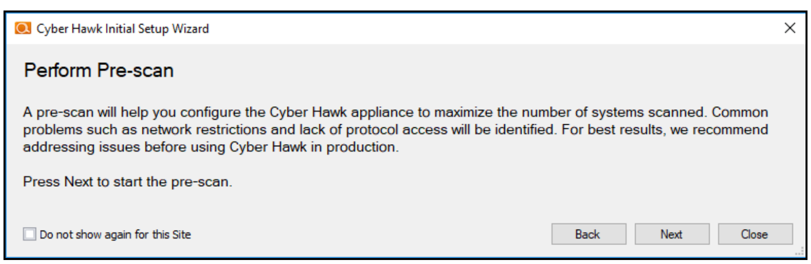
5. Enter the configuration information for the email server. Choose whether to use the default configuration or your own custom SMTP server information. Click **Next**.



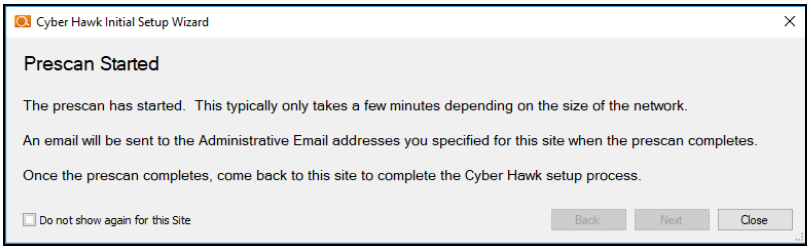
Note: Once you complete the Setup Wizard, see "Allow Clients to Access Portal and Manage Tickets" on page 140 for more options on setting up Cyber Hawk for users outside of your organization.

Step 5 — Perform Pre-Scan Analysis

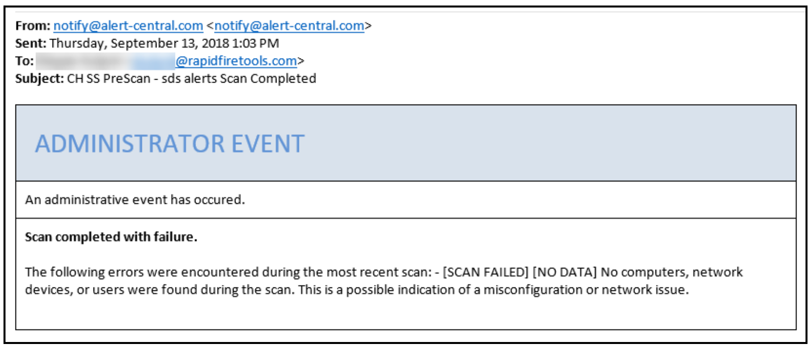
Next you will **Perform a Pre-Scan Analysis** on the target network. This will show you any issues with your Cyber Hawk scan configuration before the final client deployment. Click **Next** to continue.



The pre-scan analysis will begin. Click **Close** to dismiss the wizard. You'll be able to return to Cyber Hawk and continue setup once the pre-scan analysis is complete.



When the pre-scan analysis finishes, the administrator(s) will receive an email summarizing any issues identified with your Cyber Hawk scan settings.



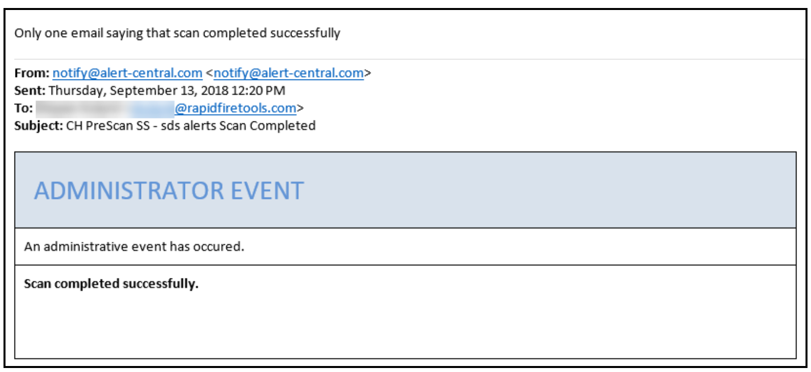
From: notify@alert-central.com <notify@alert-central.com>
Sent: Thursday, September 13, 2018 1:03 PM
To: [redacted]@rapidfiretools.com>
Subject: CH SS PreScan - sds alerts Scan Completed

ADMINISTRATOR EVENT

An administrative event has occured.

Scan completed with failure.

The following errors were encountered during the most recent scan: - [SCAN FAILED] [NO DATA] No computers, network devices, or users were found during the scan. This is a possible indication of a misconfiguration or network issue.



Only one email saying that scan completed successfully

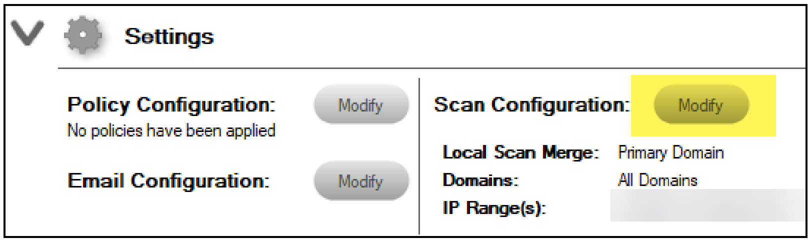
From: notify@alert-central.com <notify@alert-central.com>
Sent: Thursday, September 13, 2018 12:20 PM
To: [redacted]@rapidfiretools.com>
Subject: CH PreScan SS - sds alerts Scan Completed

ADMINISTRATOR EVENT

An administrative event has occured.

Scan completed successfully.

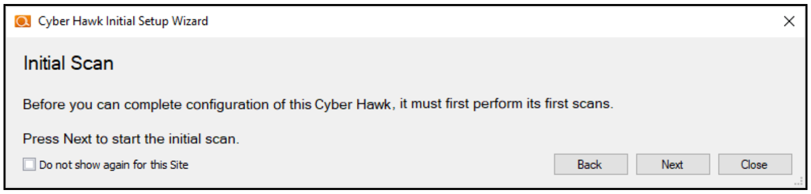
If the pre-scan analysis identifies issues with your Cyber Hawk scan configuration, click **Modify** next to **Scan Configuration** and make the recommended changes. You can find this under **Settings** in the Cyber Hawk dashboard.



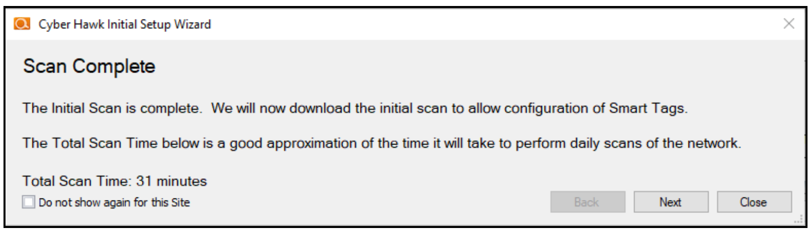
Important: For best results, the target network must be configured to allow for successful scans on all network endpoints. See "Pre-Scan Network Configuration Checklist" on page 242 for configuration guidance for both Windows Active Directory and Workgroup environments.

Step 6 — Perform Initial Cyber Hawk Scan

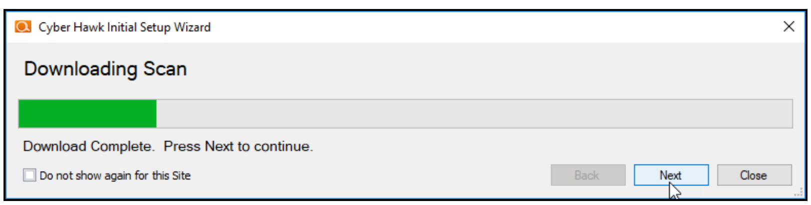
Before you can continue setting up Cyber Hawk, you need to perform an initial scan in order to gather more information about the target network. To initiate the first scan, click **Next**.



Once the scan is completed, a confirmation message will appear. Click **Next**.



The scan will be downloaded automatically.



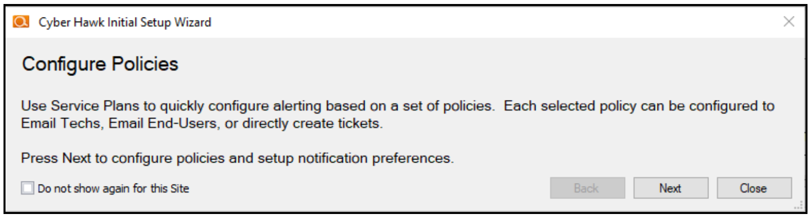
Click **Next** when the download is complete.

Step 7 — Configure Policies

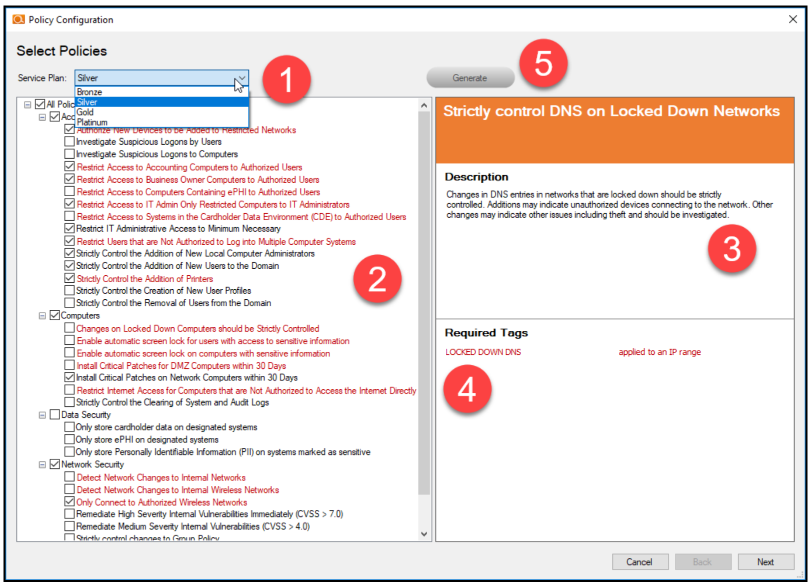
You will then Configure Policies. In short, this is where you create the "Service Plan" that you will offer to the client.

Tip: In the Wizard, you will select from one of several pre-defined service plans. However, you can modify or create your own custom service plan at any time. See "Using the Service Plan Creator" on page 178.

When you are ready to configure policies, click **Next**.



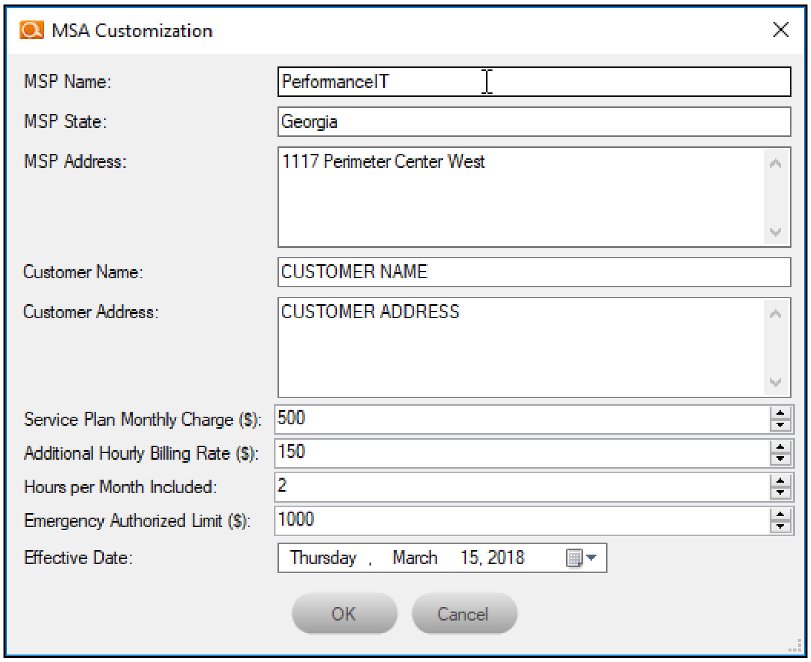
The Policy Configuration window will appear. Here you select the exact security policies that Cyber Hawk will enforce on the target network:



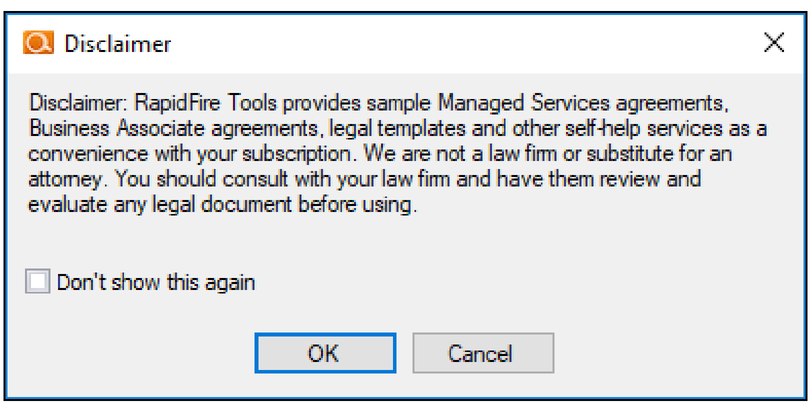
1. **Select from a range of pre-defined service plans**: *Bronze*, *Silver*, *Gold*, or *Platinum*. The higher the service level, the more Security Policies will be enforced.
2. **Review and select individual security policies from the list** of available policies. Use the check box to select or deselect a policy.
3. **Click on a policy's name to read a description of that policy**.
4. **Review the required Smart Tags** needed to enforce the policy (if applicable). Smart Tags help Cyber Hawk enforce security policies on specific PCs or parts of the network (such as an IP range).
5. When you have configured your security policy, click **Generate**.

6. Then click **Managed Security Services Agreement (MSSA)** from the drop down menu. This will create an agreement between you and the client.

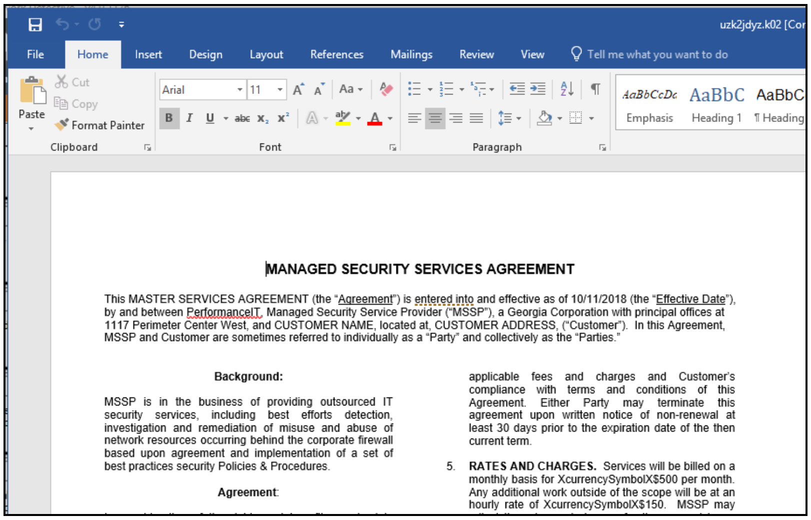
7. Enter your custom information for the MSSA.



8. Review the legal disclaimer.



9. A Word doc version of the MSSA will open. You can provide this to the client when and how you see fit.

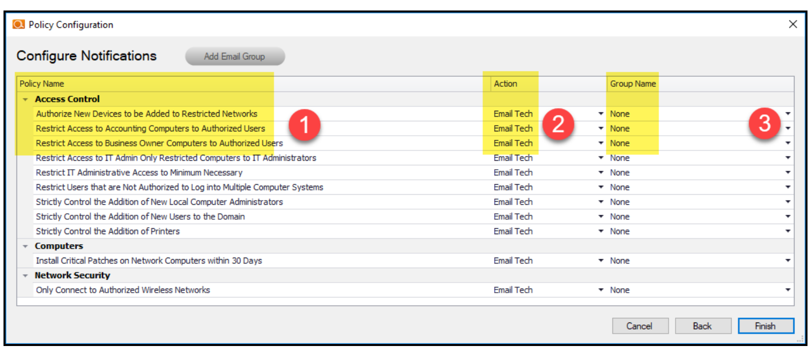


10. When you have generated and reviewed your MSSA, click **Next**.

> **Note:** You can come back and modify the security policy at any time, as well as generate a new MSSA.

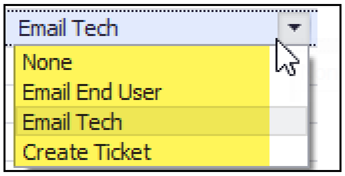
Step 8 — Configure Notifications

Next you will configure notifications. You can think of these as the "actions" that Cyber Hawk performs when it discovers a possible violation of a security policy.



1. Review the specific **Policy** item.
2. Assign an **Action** to the policy item. This can include:

- **None**: Take no action.
- **Email End User**: Send an email to an end user group. The end user will then make a decision about whether to request further investigation from the Tech Team.
- **Email Tech**: Send an email to the Tech Team to investigate the issue.
- **Create a Ticket**: Automatically Create a Ticket in your favorite PSA/ticketing system



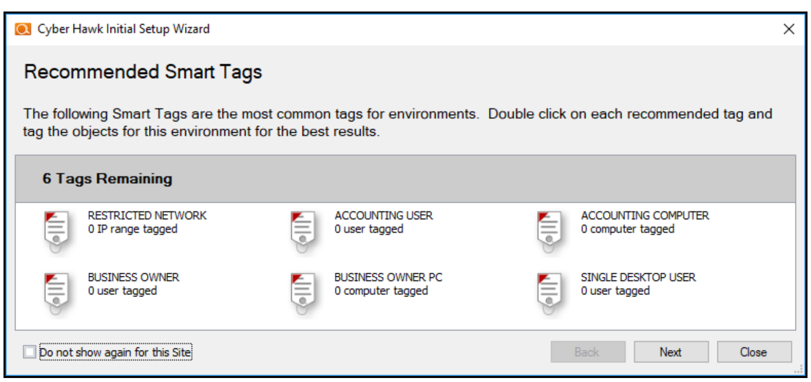
3. Select the Email **Group Name** (the email group to whom to send either an End User or Tech email notification).

When you have assigned *Actions* and *Groups* to all Security Policies, click **Finish**.

Note: To Do items and Alerts generated by Cyber Hawk will remain in the Portal for two weeks before they are automatically removed.

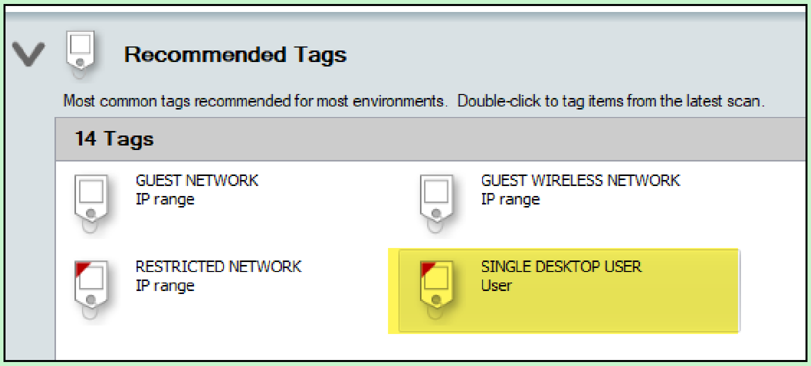
Step 9 — Configure Smart Tags

Next you will deploy **Smart Tags** within the network environment. Smart Tags help Cyber Hawk track behavior on the network in order to enforce the security policy.

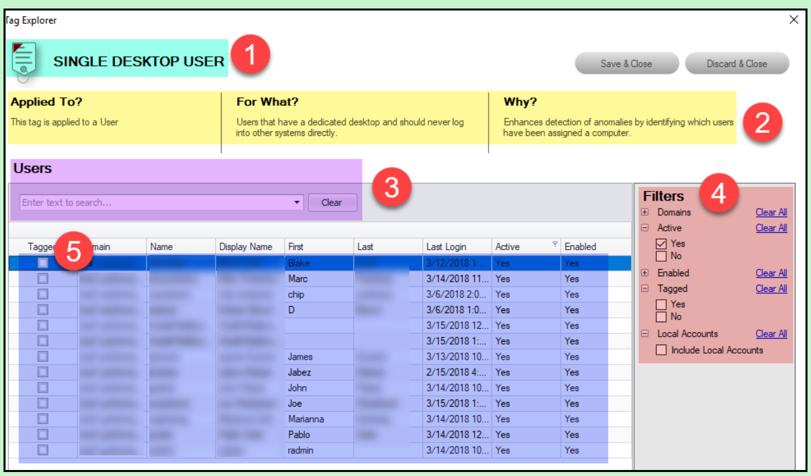


EXAMPLE:

If a PC on your network should only be accessed by one user, you would assign that PC the *Single Desktop User* Smart Tag. This lets Cyber Hawk know to "lock down" that PC to only that user, and to send alert notifications when another user attempts to access it.



Configure each Smart Tag by double clicking on it. Depending on the Smart Tag, a slightly different configuration screen will open. Below is an example:



On the Smart Tag configuration screen you can find:

1. The name of the smart tag
2. A description of the smart tag, including the part of the network environment to which it is applied, its purpose, and the benefit of employing the smart tag

3. Search for specific network components to which to assign tags (in this case, users)
4. Filter the list of available network components
5. Check the box to assign smart tags to specific network components

The Wizard will present you with a list of recommended smart tags to deploy within the network based on the specific Security Policies you decided to enforce in the earlier step.

When you have assigned all recommended smart tags to network components, click **Next**.

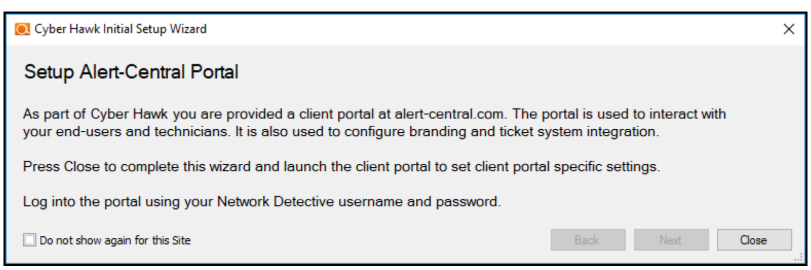
Tip: See the section "Smart Tags" on page 156 in this guide for more detailed information.

Step 10 — Set Up RapidFire Tools Portal

Congratulations! You've configured Cyber Hawk on the target network! Your End Users and Tech Group will now receive daily alerts whenever Cyber Hawk discovers suspicious activity on the network.

Now it's time to set up the RapidFire Tools Portal. The Portal is where your end-users and technicians respond to alerts sent out by Cyber Hawk to enforce the security policy. It is also used to configure branding and integrate with your preferred ticketing system/PSA.

Click **Close** to dismiss the Cyber Hawk Initial Setup Wizard.



See these topics to set up the RapidFire Tools Portal:

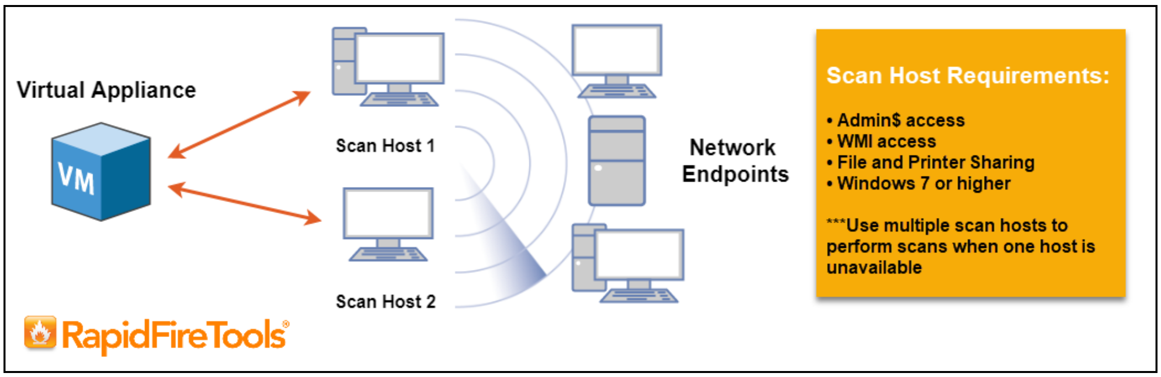
- "Set Up Portal Branding" on page 128
- "Set Up a Custom Subdomain to Access the RapidFire Tools Portal" on page 134
- "Set Up Custom SMTP Server Support" on page 137
- "Set Up and Assign a Ticketing/PSA System Integration to a Site Using Cyber Hawk" on page 98
- "Allow Clients to Access Portal and Manage Tickets" on page 140

Additional Scan Host Configuration Options and Requirements

The Cyber Hawk Appliance requires access to at least one separate, additional PC on the client's network. This computer is called the "Scan Host." The Scan Host is used to initiate scans.

Scan Host Diagram

For your reference, the image below shows the relationship between the Cyber Hawk Virtual Appliance and the PCs that serve as scan hosts.



The RapidFire Tools **Virtual Appliance** is a virtual machine installed on the target network. The Appliance:

- communicates with the Scan Host
- pushes scans to the Scan Host, which are then pushed to the network
- communicates with the RapidFire Tools Servers (outbound on port 443)

The **Scan Host** is a computer on the target network. The Scan Host allows scans to be performed using a computer that is part of the existing network. The Scan Host:

- pushes scan tasks from the Virtual Appliance to the endpoints on the target network
- communicates with the Virtual Appliance

Note: Multiple Scan Hosts allow for scans to continue even if one scan host is unavailable.

Scan Host Requirements

Before proceeding to set up the Scan Host, ensure that the following requirements are met:

- The Scan Host PC must have **Windows 8.1 or higher**.
- **WMI, Admin$, and File and Printer Sharing must be enabled** on the network along with their respective firewall settings.

Note that in order to initiate the scans, the Scan Host PC must also:

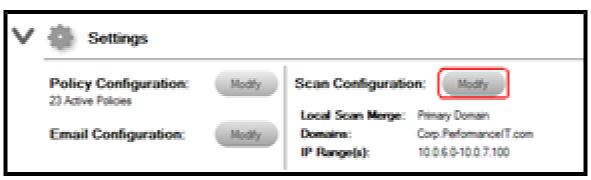
- **be turned on**
- **be connected to the network**

Assigning Scan Hosts in a Domain Environment

You assign Scan Hosts in the first step of the Scan Configuration Wizard. We recommend that you assign at least two PCs to serve as scan hosts. This will allow scans to run even if one scan host becomes unavailable.

To assign or modify Scan Hosts:

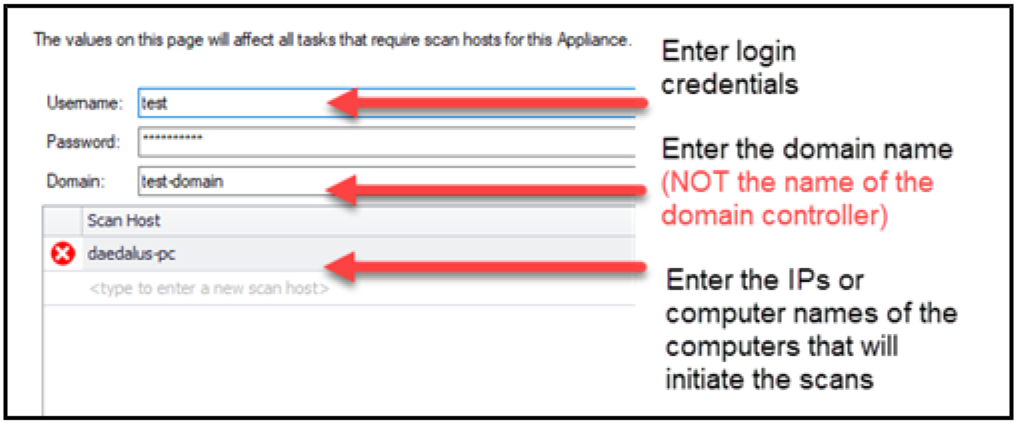
1. In the Cyber Hawk Settings window, click **Modify** next to Scan Configuration.



   The Scan Configuration Wizard will appear.

2. Click **Modify Settings** if you wish to modify a previously configured scan.
3. The Scan Hosts window will appear. Next assign scan hosts:
   a. Enter one set of login credentials to access the PCs that you wish to designate as scan hosts.
   b. Enter the name of the domain (NOT the name of the domain controller).

c. Enter the IPs or computer names of the computers that will initiate the scans.



4. Once you have entered scan hosts, click **Test Scan Hosts** to be sure you can connect. If you are unable to connect, verify that the A) scan hosts meet the requirements listed above, B) that you have entered the values correctly as detailed in the image above.
5. Continue through the Scan Configuration Wizard and enter all required fields.

Pre-Scan Network Configuration Checklist

RapidFire Tools products can gather a great deal of information from the target network with little advance preparation – and with very little footprint! However, if you are having trouble with scans, or you have the ability to configure the target network in advance, we recommend the settings below.

These checklists detail the recommended network configurations for both Windows **Domain** and **Workgroup** environments.

> **Note:** You must have the .NET 4.6.2 framework installed on machines in order to use all data collector and server/appliance tools.

Checklist for Domain Environments

Share this checklist with your IT Administrator and ask them to configure your network's Domain Controller as follows:

Complete	Domain Configuration
	GPO Configuration for Windows Firewall (Inbound Rules)
☐	Allow *Windows Management Instrumentation (WMI)* service to operate through Windows Firewall This includes the following rules: • Windows Management Instrumentation (ASync-In) • Windows Management Instrumentation (WMI-In) • Windows Management Instrumentation (DCOM-In)
☐	Allow *File and printer sharing* to operate through Windows Firewall This includes the following rules: • File and Printer Sharing (NB-Name-In) • File and Printer Sharing (SMB-In) • File and Printer Sharing (NB-Session-In)
☐	Enable *Remote Registry* “read only” access on computers targeted for scanning.

Complete	Domain Configuration
	Note: Remote Registry access should be restricted for use by the user access account credentials to be used during network and local computer scan.
☐	Enable the *Internet Control Message Protocol (ICMP)* to allow authorized ICMP echo request messages and ICMP echo reply messages to be sent and received by Windows computers and network devices. Windows firewall rules on Windows computers may need to be created/enabled to allow a computer: • operating a Kaseya-RapidFire Tools product network data collector to issue ICMP echo request messages to be sent to Windows computers and network devices • to send ICMP echo reply messages in response to an ICMP echo request **Note:** ICMP requests are used to detect active Windows computers and network devices to scan.
	GPO Configuration for Windows Services
☐	*Windows Management Instrumentation (WMI)* • Startup Type: Automatic
☐	*Windows Update Service* • Startup Type: Automatic
☐	*Remote Registry* • Startup Type: Automatic
☐	*Remote Procedure Call* • Startup Type: Automatic
	Network Shares
☐	• *Admin$* must be present and accessible using supplied credentials (usually a local admin or user in the local Computer's Administrative Security group)

Complete	Domain Configuration
	3rd Party Firewalls
☐	• Ensure that 3rd party Firewalls are configured similarly to Windows Firewall rules described within this checklist. **Note:** This is a requirment for both Active Directory and Workgroup Networks.

Checklist for Workgroup Environments

Before you perform a workgroup assessment, run the following PowerShell commands on the target network and the machine that will perform the scan. These three configurations should help you avoid most issues in a workgroup environment. Each command is followed by an explanation and link to Microsoft documentation.

1. `reg add HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\system /v LocalAccountTokenFilterPolicy /t REG_DWORD /d 1 /f`

   By default, UAC only allows remote administration tasks to be performed by the Built-in Administrator account. To work around this, this command sets the LocalAccountTokenFilterPolicy registry key to 1. This allows any local admin to perform remote administrative tasks (i.e. access to system shares C$, Admin$, etc.).

   https://support.microsoft.com/en-us/help/951016/description-of-user-account-control-and-remote-restrictions-in-windows

2. `netsh advfirewall firewall set rule group="windows management instrumentation (wmi)" new enable=yes`

   This command creates an Inbound firewall rule to allow access to the WMI service and namespaces.

   https://docs.microsoft.com/en-us/windows/win32/wmisdk/connecting-to-wmi-remotely-starting-with-vista

3. `netsh advfirewall firewall set rule group="File and Printer Sharing" new enable=Yes`

This command creates an Inbound firewall rule which enables File and Printer Sharing on the machine. File and printer sharing is required in order to access the Admin$ share on remote machines.

https://answers.microsoft.com/en-us/windows/forum/all/turning-on-file-and-printer-sharing-windows-10/bb3066eb-f589-4021-8f71-617e70854354

You can also share this checklist with your IT Administrator and ask them to configure each computer in your workgroup as follows:

Complete?	Workgroup Configuration
	Network Settings
☐	• *Admin$* must be present on the computers you wish to scan, and be accessible with the login credentials you provide for the scan
☐	• *File and printer sharing* must be enabled on the computers you wish to scan
☐	• *Ensure the Windows Services below are running and allowed to communicate through Windows Firewall*: • Windows Management Instrumentation (WMI) • Windows Update Service • Remote Registry • Remote Desktop • Remote Procedure Call
☐	• Workgroup computer administrator user account credentials. **Note:** Before configuring scan settings for workgroups, prepare a list of the workgroup computer(s) adminstrator user account credentials for entry into the scan settings wizard.
☐	Enable the *Internet Control Message Protocol (ICMP)* to allow authorized ICMP echo request messages and ICMP echo reply messages to be sent and received by Windows computers and network devices. Windows firewall rules on Windows computers may need to be created/enabled to allow a computer:

Complete?	Workgroup Configuration
	• operating a Kaseya-RapidFire Tools product network data collector to issue ICMP echo request messages to be sent to Windows computers and network devices • to send ICMP echo reply messages in response to an ICMP echo request **Note:** ICMP requests are used to detect active Windows computers and network devices to scan.

RapidFire Tools Server vs. Virtual Appliance

Reporter, **Cyber Hawk**, and **Audit Guru** require that you install either the A) **RapidFire Tools Server** or B) **Virtual Appliance** on the target network to be assessed.

- The **RapidFire Tools Server** is a Windows service installed on a PC on the target network. It is quick and simple to install*, but it cannot perform an internal vulnerability scan* on the target network. Nonetheless, the Server can still identify a great number of security issues within the assessment environment.
- The RapidFire Tools **Virtual Appliance** is a virtual machine that must be installed on a PC on the target network using Hyper-V or VMWare. It takes slightly more time to install, but it can perform an internal vulnerability scan on the target network. The internal vulnerability scan identifies potential technical risks on the network that might be exploited by an attacker **from within** the network.

Tip: In general, we recommend deploying the **RapidFire Tools Server** for its ease of use. However, if you require an *Internal Vulnerability Scan* of the target network, you should use the Virtual Appliance. Refer to the table below for a quick breakdown of the Server's pros and cons (as compared to the Virtual Appliance).

Features	RapidFire Tools Server	Virtual Appliance
Easier/faster to install	✓	-
Less configuration to collect consistent scan data	✓	-
Lower system requirements	✓	-
Requires scan hosts on the target network	-	✓
Can perform internal vulnerability scan	-	✓

Sample Daily Alerts and Weekly Notices

Below are samples of email messages that present a Tech Alert and End User Alert Notifications and a Weekly Notice.

Sample Tech Alert

From: Security Alerts <alerts@security-bulletins.com>

Sent: Thursday, August 10, 2017 11:56 AM

To: Senior Tech

Subject: Security Policy Violation Alert- Request Investigate - Attempted access of system restricted to IT administrators only by a non-IT admin.

Please Investigate

Attempted access of system restricted to IT administrators only by a non-IT admin.

corp.yourclientsnetwork.com\sales-01
corp.yourclientsnetwork\rsmith

corp.yourclientsnetwork.com\conferenceroom
conferenceroom\user
corp.yourclientsnetwork\rsmith

corp.yourclientsnetwork.com\custserv-01
corp.yourclientsnetwork\rsmith\ptimken

Verify the user should have access to the IT Admin Only restricted system. If they should, properly tag the user as an IT Admin.

Sample End User Alert

SECURITY POLICY VIOLATION

We have detected the following security policy violation. We need your assistance in determining what action to take.

Attempted access of system restricted to IT administrators only by a non-IT admin.

- myclientsnetwork.com\dc09
  - mcn\rsmith

Verify the user should have access to the IT Admin Only restricted system. If they should, properly tag the user as an IT Admin.

Do you want us to investigate this issue further?

Yes No

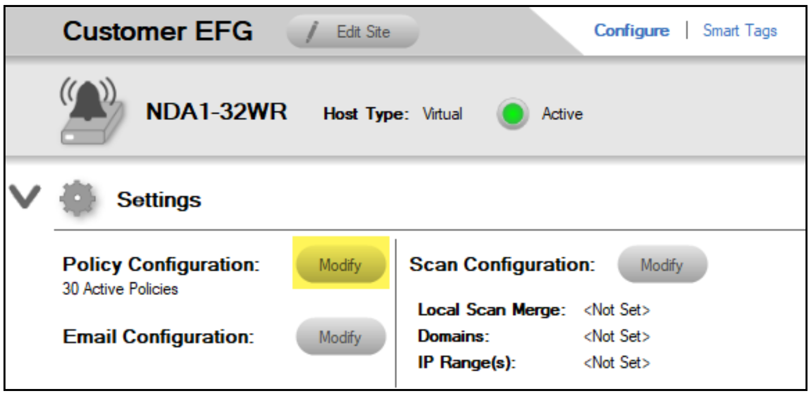
Sample Weekly Notice

```
From: notice@security-bulletins.com <notice@security-bulletins.com>
Sent: Saturday, November 12, 2016 7:00 AM
To:      Senior Tech at My IT Company
Subject: Customer A - Weekly Notice

====================================
Customer A - (NDA1-11XA)
====================================

ADDED 3 DNS A-Records to Domain: Myco.com
   android-f9b9ffd22dc7c36f.Myco.com (10.0.6.73)
   helpdesk-test.Myco.com (10.0.6.77)
   desktop-3m55eog.Myco.com (10.0.6.141)

REMOVED 4 DNS A-Records from Domain: Myco.com
   424.Myco.com (10.0.6.93)
   android-35eb169d716d3a4f.Myco.com (10.0.6.72)
   sepc47265992d62.Myco.com (10.0.6.76)
   Win81-temp9.Myco.com (10.0.6.27)

CHANGED 3 DNS A-Records from Domain: Myco.com
  marketing01-pc.Myco.com from 10.0.6.187 to 10.0.6.193
  ipad.Myco.com from 10.0.6.58 to 10.0.6.4
  rogersimpsonair.Myco.com from 10.0.6.40 to 10.0.6.109

ADDED 1 New Internal Vulnerability
   http TRACE XSS attack (Severity: Medium; CVSS: 5.8; OID: 1.3.6.1.4.1.25623.1.0.11213; Nodes Affected:
  TstSvr01)

ADDED 3 Devices in the Network
   ANDROID-7201CFB0C4604141.MYCO.COM (10.0.6.53)
   WIN7-TEMP-5.MYCO.COM (10.0.6.51)
  HELPDESK03-REMOTE (10.0.6.193)

REMOVED 3 Devices from the Network
   10.0.6.2
   10.0.6.126
   10.0.6.196

DETECTED 2 New Broadcasted Wireless Networks
   dlink-453G (RSNA_PSK)
   WILSONWireless (RSNA_PSK)
```

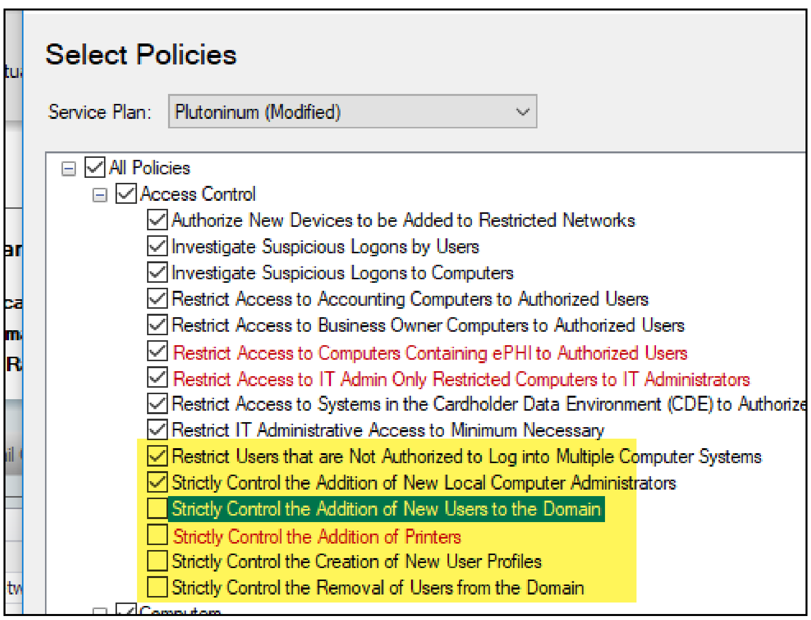
Edit Policies Enforced at a Site

You can edit or modify the security policies that Cyber Hawk enforces at a Site. To do this:

1. Open the Site that needs a change to its security policies.
2. Open the Cyber Hawk management screen.
3. Under Settings, click **Modify** next to Policy Configuration.



4. Select or un-select the policies you wish to modify. Click **Next**.

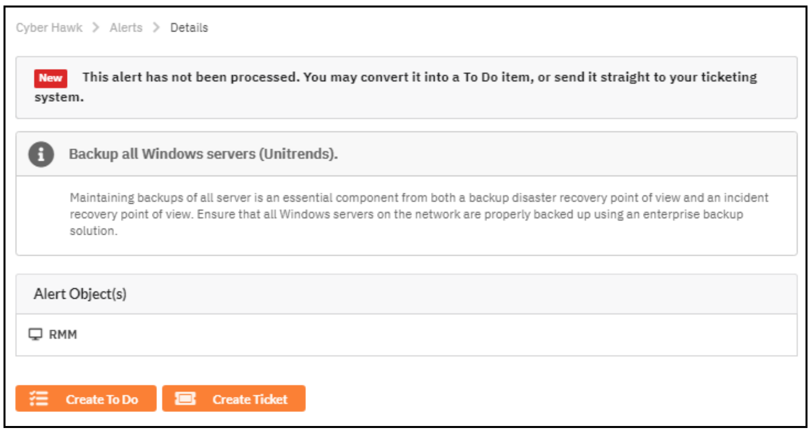


5. Make any changes to the Notification Rules for the policies.
6. Click **Finish**. The policy changes will take effect when Cyber Hawk next performs a scan and sends out alerts.

Unitrends Backup Alerts

Maintaining backups of all servers is an essential component from both a *backup disaster recovery* point of view and an *incident recovery* point of view. Cyber Hawk integrates with **Unitrends Backup** in order to help you ensure that servers on the network are protected and can be recovered.

When you integrate Cyber Hawk with Unitrends Backup, you will receive **Unitrends Backup Alerts** as in the example alert below:



Backup Alerts can help notify you when new servers come online within the network that need to be protected. You can also receive alerts when scheduled backups fail for whatever reason. You can enable and receive alerts for the following Unitrends Backup Policies:

- Backup all Hyper-V servers
- Backup all VMware servers
- Backup all Windows servers
- Investigate all backup failures

You can use and configure Unitrends Backup Alerts in both the Cyber Hawk Web Console and the Cyber Hawk appliance in Network Detective.

Requirements for Unitrends Backup Alerts

In order to use Unitrends Backup Alerts, you must:

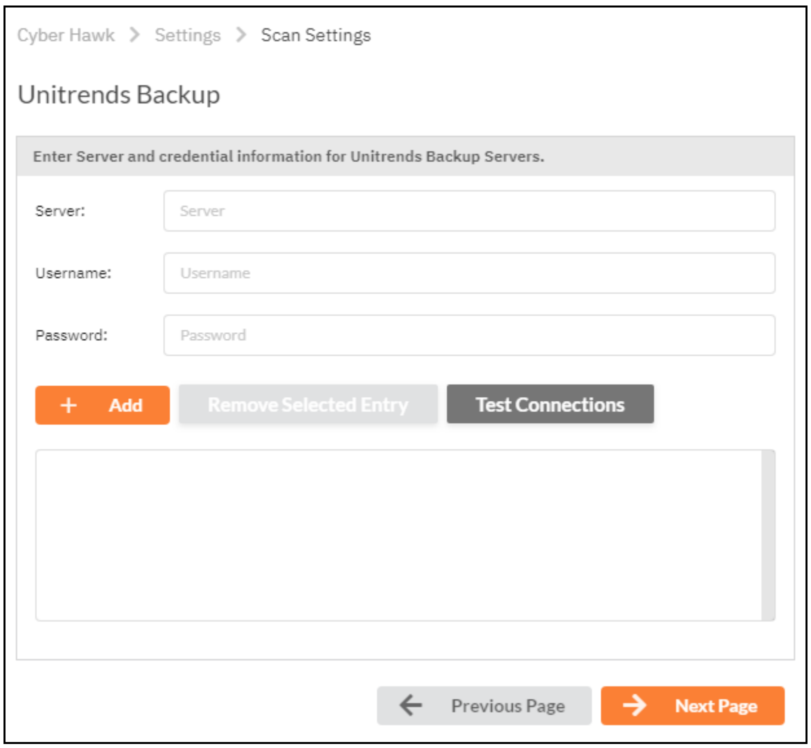
- Deploy and configure Unitrends Backup on the target network (see Unitrends Backup documentation)
    - You will need Unitrends Backup **login credentials** to set up Backup Alerts

- Deploy and configure Cyber Hawk for your Site(s)

You can then enable Unitrends Backup Alerts as below:

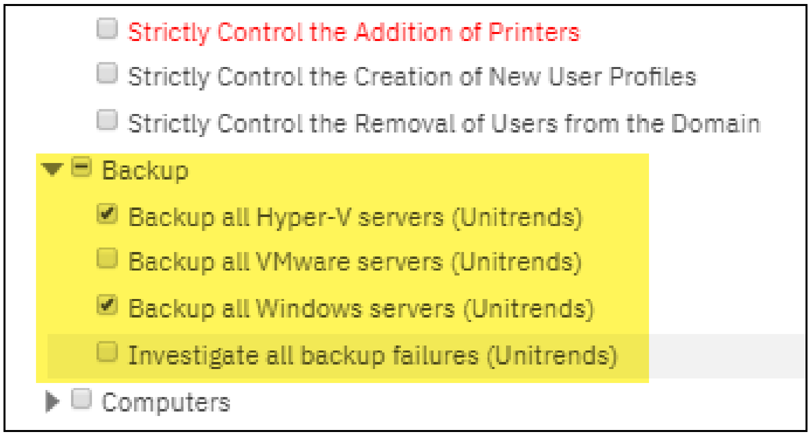
How to enable Unitrends Backup Alerts (Web Console)

1. Navigate to your Cyber Hawk Site in either Cyber Hawk or the Portal.
2. Go to the **Cyber Hawk tab** > **Settings** > **Scan Settings**.
3. Using the Scan Configuration Wizard, navigate through each screen until you reach **Unitrends Backup**.



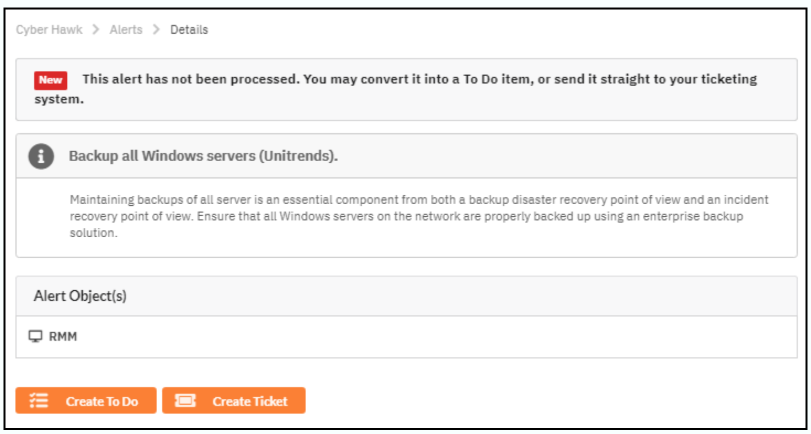
4. Enter the Unitrends Backup server name and login credentials. Click **Test Connection** to verify your configuration.

5. Save the Scan Settings.
6. Next, enable Unitrends Backup Alerts in the Cyber Hawk Policy Configuration.



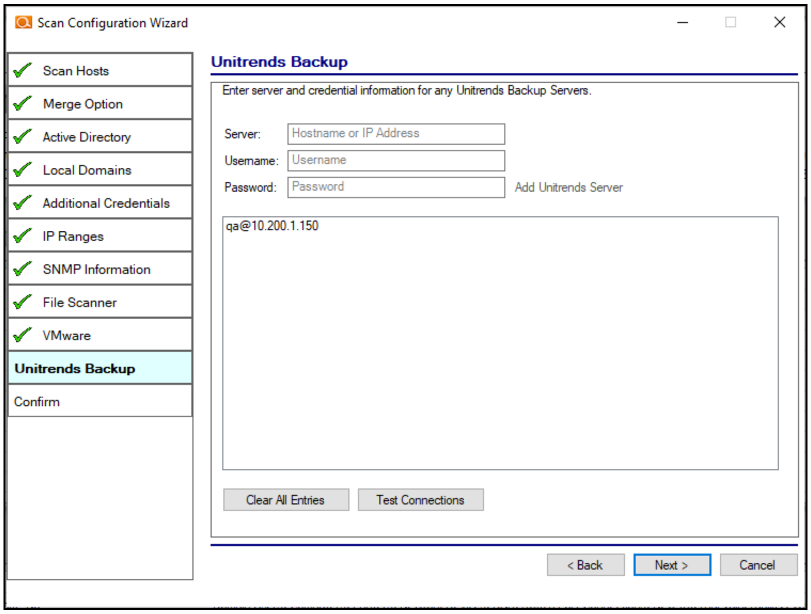
7. Repeat this process for each Site that will use Backup Alerts.

> **Note:** Next time scans are performed and alerts are generated, the Site will receive Backup Alerts. Refer to these alerts to see which systems need to be backed up.

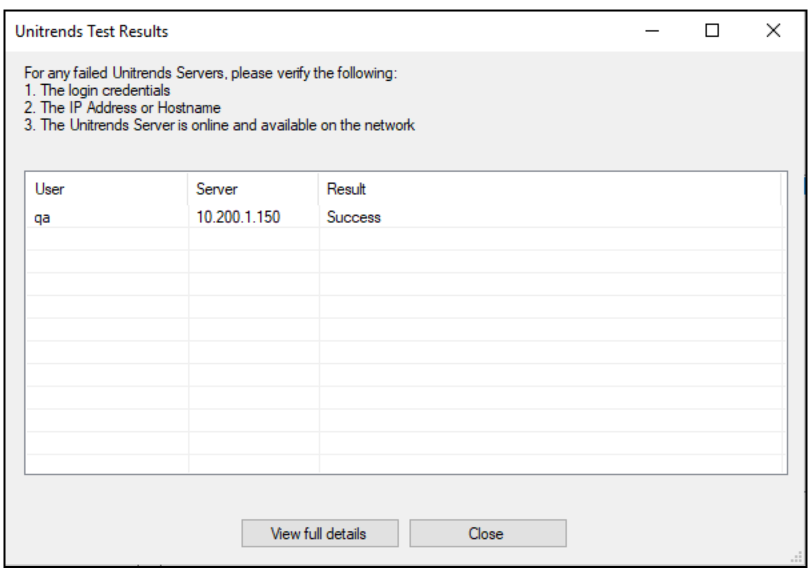


How to enable Unitrends Backup Alerts (Network Detective)

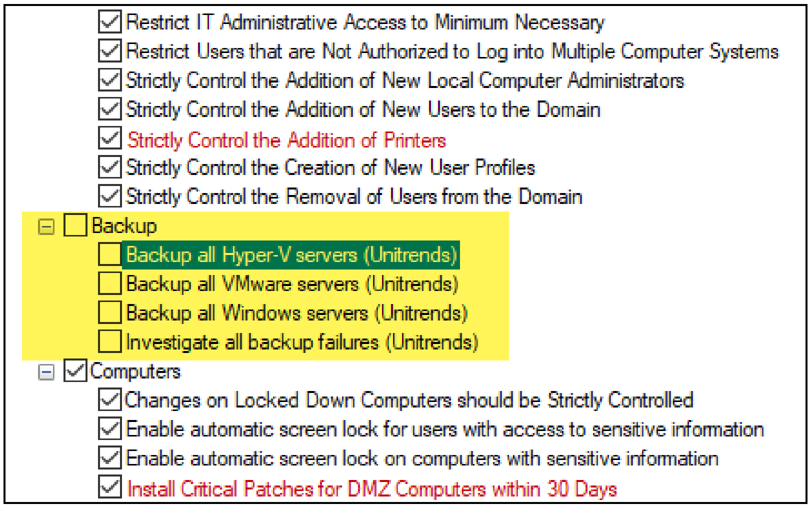
1. Navigate to your Cyber Hawk Site in either Cyber Hawk or the Portal.
2. Open the Site **Scan Settings**.
3. Using the Scan Configuration Wizard, navigate through each screen until you reach **Unitrends Backup**.



4. Enter the Unitrends Backup server name and login credentials. Click **Test Connection** to verify your configuration.

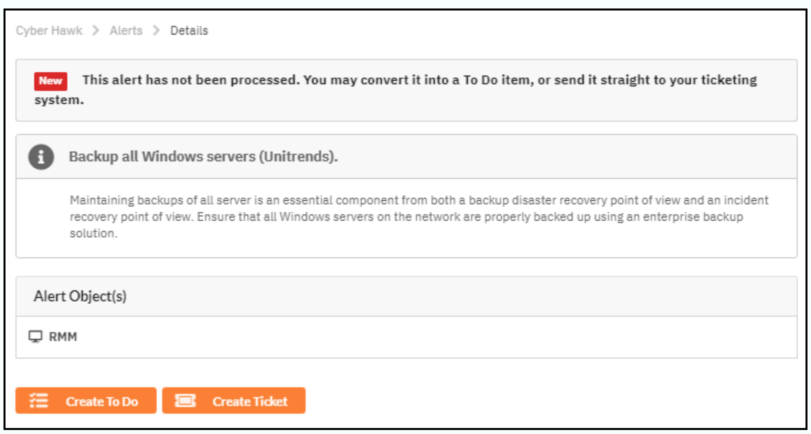


5. Save the Scan Settings.
6. Next, enable Unitrends Backup Alerts in the Cyber Hawk Policy Configuration.



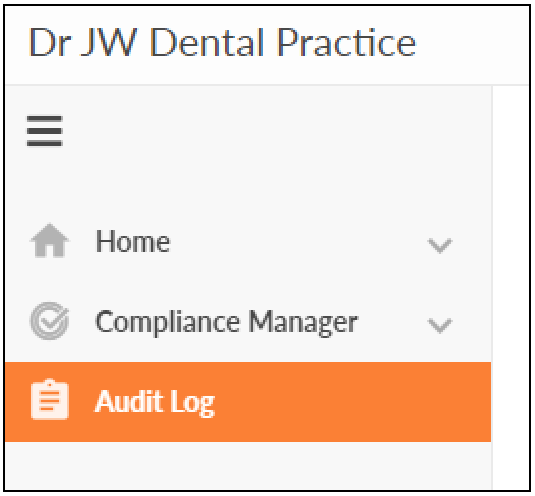
7. Repeat this process for each Site that will use Backup Alerts.

Note: Next time scans are performed and alerts are generated, the Site will receive Backup Alerts. Refer to these alerts to see which systems need to be backed up.



Audit Log

The **Audit Log** allows you to see all of the activity in the RapidFire Tools Portal.



Click **Show Admin Messages** to see even more detail. This includes notices that scans were started, completed, failed, etc.