

Symantec™ Incident Manager Security Update 8 Release Notes

Security release for Symantec Incident Manager 3.0.



SYMANTEC INCIDENT MANAGER 3.0

Security Update 8 Release Notes

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Documentation version [SU 8](#)

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Security Update 8 Release Notes

About Security Update 8

Use this release to update Symantec Incident Manager 3.x. Symantec Incident Manager is a security management solution that correlates security events from Symantec and third-party products, manages all aspects of the incident life cycle, and helps focus resources on the highest priority incidents based on business impact.

Symantec Incident Manager contains a state-based Rules engine that reduces false positives and operational costs. The Rules engine correlates incoming attacks and automatically checks against known vulnerabilities that are identified by Symantec Vulnerability Assessment.

What's new in Symantec Incident Manager

Security Update 8 includes updated support for the Symantec Event Manager for AntiVirus and Symantec™ Event Collector for CheckPoint 2.5 as well as updated tables, rules, and normalizer packages and Manhunt signatures. Mappings of SANS Top 20 events to the associated vulnerabilities are improved.

Supported products

With the application of this security update, Symantec Incident Manager processes events from the following supported products:

- Symantec Event Manager for AntiVirus 2.0
This is supported on SESA 2.0.1 and later. It is not supported on SESA 2.0.
- Symantec Event Collector for CheckPoint 2.5
This is supported on SESA 2.0.1 and later.
- Qualys Event Collector
- Symantec Universal Event Collector
Correlation manager
- Symantec Network Security Appliance

Correlation manager

Security Update 8 makes the following updates to the tables, rules, and normalizer files (TRN, KBT) in the Correlation manager/Rules engine:

- Enhances Vulnerability and Policy Compliance rule to work with the QualysGuard Collector.
- Updates the SymantecIPWatchList.tab to support the April values from DeepSight.
- Adds new functionality to allow severity override.
- Adds VendorSeverity normalization support for SiteProtector, Snort, Manhunt, and RealSecure.

Security content

Security Update 8 makes the following updates to the security content in Symantec Incident Manager:

- Adds support for improved SANS Top 20 coverage.
- Adds support for improved malicious code coverage.
- Adds support for updated Manhunt signatures.
- Includes mitigating strategies for exposures.

New Normalizer.properties file

When an event is routed to Symantec Incident Manager 3.x, it first reaches the Normalizer.properties file. The Normalizer.properties file contains three sections and products that are integrated into Symantec Incident Manager. Incident Manager must be defined within both sections for the product events to be recognized.

The first section is an event source list. This section lists all of the products that pass events recognized by Incident Manager. When integrating products built with the Universal Collector for testing purposes, entries should be entered at the top of the event source list, followed by: ,\

The entry should contain the product name. The following is correct when adding a product to the first section, where NewCollectorName is the name of the product to be integrated.

```
eventSourceList=\
    NewCollectorName, \
    ESM, \
```

The second section lists which fields from the product are available to be used to determine which normalizer to use for an event. This section starts with the line 'eventNormalizerIdentifier' and contains a comma-separated list of schema fields.

The third section determines which normalizer should be used to process an event. When integrating Universal Collector entries for testing purposes, these entries should be added at the bottom of the normalizer file, in the appropriate section.

The following is an example of an appropriately integrated product.

```
NewCollector.product_id=30xx
NewCollector.Passthrough=false
NewCollector.TranslatorFile=NewCollector/NewCollector.trn
NewCollector.AlertTableFile=NewCollector/NewCollector.kbt
NewCollector.Validating=true
#####End of SUEC entries
```

As this file may be updated when Incident Manager performs a Liveupdate operation, it is important to break these entries into the appropriate sections. When the file is updated, any entries that you added will be missing. Once the Liveupdate is applied, locate the version of the normalizer.properties file with your edits in the file (Normalizer.bak). In a text editor, cut the sections containing your edits from the bottom and top of the file and place them in the designated area within the new Normalizer.properties file, located in the Normalizer directory. Restart Apache Tomcat for your edits to take effect.

New severity override function

Changes to the rule and normalizer let you override the severity assigned by Symantec Incident Manager and use your own severity for the default processing of the system. This does not change the severity of the event displayed within the GUI, but it does change how the system processes the event. Rules that are written to achieve this should be entered in the CM_CustomerRules.rule file located in CorrelationManager\KnowledgeBase\CorrelationManager\RuleFiles\CM_CustomerRules.rule.

For example, if your system is tuned to declare an incident on severity 4 events, and correlate to incidents on level 3 events (this is out of the box settings) but there is a honeypot on your network from which you do not want to see any events declare incidents, although you would like to preserve them in SESA, you may write the following rule:

```
If {SourceIP} is "xxx.xxx.xxx.xx" Then
Assign %Severity 1;
EndIf
```

This will cause all events from SourceIP xxx.xxx.xxx.xxx (where this is the IP of your honeypot) to be processed at a severity lower than the system would use in default processing.

If a vendor point product has been tuned to declare a different severity than what is assigned by Incident Manager. This can be done on many different levels. The following is an example of a rule in which a certain event, which is normally declared as a Severity 2 would use VendorSeverity instead.

```
If {GenericAlert} is "TFTP_Get" And {VendorSeverity} isnot "null"
Then
Assign %Severity {VendorSeverity};
EndIf
```

This causes the Vendor Severity to override the severity that Incident Manager assigns.

This is also useful if the point product has signatures that may not be recognized by Incident Manager or has customer-developed signatures.

In most point products, the severity is set to 3 and the event code becomes UnknownSignature. By combining the fields that are available, a customer can

now assign the severities they wish to be processed by default processing. In the following example, by assigning a known code to the DeviceAlert, the event can be processed appropriately by default processing (assigning a 4 or a 2) in this way either preventing the signature from being correlated into existing incidents or declaring its own incident when warranted.

```
If {DeviceAlert} is "10001" And {VendorSeverity} isnot "null" Then  
Assign %Severity {VendorSeverity};  
EndIf
```

The following products assign Vendor Severity:

- Snort
- ManHunt
- ISS RealSecure SiteProtector
- ISS RealSecure Network

Resolved issues

Security Update 8 resolves the following issues:

- Ensure that Vulnerability Assessment records from ISS are not registered as exploits in the system.
- Adds functionality that allows vendor severity override.
- Normalizes the vendor severity value consistently.
- Processes CheckPoint 2.0 and 2.5 events regardless of the SESA version.
- Runs the lusim.bat -cm command properly.
- Virus_Outbreak correctly increments counts of existing incidents without declaring new incidents.
- The Event Collector for Cisco Pix properly categorizes ICMP traffic.
- The Event Collector for Cisco Pix consistently populates the hostname and IP fields in an event.

Known issues

Security Update 8 identifies the following issues:

- Solaris installations require manual directory backups. Before you apply this LiveUpdate make a copy of the following directories:
 - ...\\Knowledgebase\\Normalizer
 - ...\\KnowledgeBase\\CorrelationManager\\RuleFiles

- ...\\KnowledgeBase\\CorrelationManager\\Tables
- When a customer rule is added, tomcat restarts and events are sent from an agent. Sometimes incidents are not generated. After restarting SESA AgentStart Service on the agent machine, incidents are generated.
- Occasionally, Symantec adds support to Symantec Incident Manager for the technology partner products. These products are released by third-party vendors and the support includes updates to the normalizer.properties file and the directory structure within Incident Manager. You must contact the correct product vendor for these third-party products to report correctly to Incident Manager.

Until the third-party product is integrated, you may see errors in your IMR.log that are similar to the following.

```
FATAL [Thread-163] 24 Nov 2004 12:01:47,406 (Translator.java:67)
- Error loading translation file
'C:\SESA\CorrelationManager\InfoManager\..\KnowledgeBase\Normali
zer\QualysGuard\qualysguard.trn'
java.io.FileNotFoundException: Could not load
C:\SESA\CorrelationManager\InfoManager\..\KnowledgeBase\Normali
zer\QualysGuard\qualysguard.trn.locked,
C:\SESA\CorrelationManager\InfoManager\..\KnowledgeBase\Normali
zer\QualysGuard\qualysguard.trn, or
C:\SESA\CorrelationManager\InfoManager\..\KnowledgeBase\Normali
zer\QualysGuard\qualysguard.trn.user
```

These errors can be disregarded. They do not affect the functionality of the system. If, however, the third party vendor collector has been integrated according to the vendor documentation and these errors persist, contact Symantec technical support.

Frequently asked questions

How do I install the Security Update release?

Security Update 8 is supported on version 3.0 of Symantec Incident Manager. You can install Security Update 8 by running Symantec LiveUpdate on the Symantec Incident Manager 3.0 computer.

Security Update 8 updates the Normalizer.properties file. If you have modified this file to integrate additional collectors, you must ensure that the appropriate lines are copied from the old file that will appear in Normalizer.bak to the new Normalizer.properties file that will be copied in with this LiveUpdate. You must restart Apache tomcat for your changes to take effect.

Note: If the Rules engine component and Symantec Incident Manager are installed on separate computers, you must run LiveUpdate on both computers. To enable the fixes and new rules, LiveUpdate restarts the Rules engine computer, which deletes all events and data in memory. Consequently, LiveUpdate should be run manually on the Rules engine computer during down time.

To run LiveUpdate for Symantec Incident Manager on Windows

- 1 Open a command prompt and change to the directory.
- 2 Type the following command:

```
C:\SESA\IncidentManager\liveupdate\lusim.bat -all
```

If you installed Symantec Incident Manager to a different location than the default location mentioned above, type that location instead.
- 3 Schedule updates in Windows using the AT command or the Scheduled Tasks utility.

To run LiveUpdate for Symantec Incident Manager on Solaris

- 1 On the computer on which the Symantec Incident Manager component is installed, become superuser.
- 2 At the command prompt, change to the /opt/Symantec/SESA/IncidentManager/liveupdate directory and type: `lusim.sh <argument>`

The arguments that are associated with the Symantec Incident Manager components for LiveUpdate are as follows:

-all	Updates all Symantec Incident Manager components installed on the computer
-sim	Updates Incident Manager
-cm	Updates Correlation Manager
-simdata	Updates Security Response Package (SRP) component

For more information about using Symantec LiveUpdate, see the *LiveUpdate Administrator's Guide*.

Note: If all of the components of your Incident Manager system do not have access to the Internet, please contact Symantec technical support about how to accommodate these systems through an internal Live Update mechanism.

How will I be notified when new Security Update releases or Response policies become available?

Your Symantec technical point of contact will advise you of Security Update releases for Symantec Incident Manager. Security Update releases are also available on the Platinum Web site.