This documentation introduces the main features of the product and/or provides installation instructions for a production environment. Read through the documentation before installing or using the product.

Detailed information about how to use specific features within the product may be available at the Trend Micro Online Help Center and/or the Trend Micro Knowledge Base.

Trend Micro always seeks to improve its documentation. If you have questions, comments, or suggestions about this or any Trend Micro document, please contact us at docs@trendmicro.com.

Evaluate this documentation on the following site:

http://www.trendmicro.com/download/documentation/rating.asp
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Preface

This Guide introduces Trend Micro™ Deep Discovery™ Inspector 3.8 SP3.

Learn more about the following topics:

- Documentation on page viii
- Audience on page ix
- Document Conventions on page ix
Documentation

The documentation set for Deep Discovery Inspector includes the following:

**TABLE 1. Product Documentation**

<table>
<thead>
<tr>
<th>DOCUMENT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation and Deployment</td>
<td>The Installation and Deployment Guide contains information about requirements and procedures for planning deployment, installing Deep Discovery Inspector, and using the Preconfiguration Console to set initial configurations and perform system tasks.</td>
</tr>
<tr>
<td>Guide</td>
<td>The Syslog Content Mapping Guide provides information about log management standards and syntaxes for implementing syslog events in Deep Discovery Inspector.</td>
</tr>
<tr>
<td>Quick Start Card</td>
<td>The Quick Start Card provides user-friendly instructions on connecting Deep Discovery Inspector to your network and on performing the initial configuration.</td>
</tr>
<tr>
<td>Readme</td>
<td>The Readme contains late-breaking product information that is not found in the online or printed documentation. Topics include a description of new features, known issues, and product release history.</td>
</tr>
<tr>
<td>Online Help</td>
<td>Web-based documentation that is accessible from the Deep Discovery Inspector management console. The Online Help contains explanations of Deep Discovery Inspector components and features, as well as procedures needed to configure Deep Discovery Inspector.</td>
</tr>
<tr>
<td>Support Portal</td>
<td>The Support Portal is an online database of problem-solving and troubleshooting information. It provides the latest information about known product issues. To access the Support Portal, go to the following website: <a href="http://esupport.trendmicro.com">http://esupport.trendmicro.com</a></td>
</tr>
</tbody>
</table>
View and download product documentation from the Trend Micro Online Help Center:


# Audience

The Deep Discovery Inspector documentation is written for IT administrators and security analysts. The documentation assumes that the reader has an in-depth knowledge of networking and information security, including the following topics:

- Network topologies
- Database management
- Antivirus and content security protection

The documentation does not assume the reader has any knowledge of sandbox environments or threat event correlation.

# Document Conventions

The documentation uses the following conventions:

<table>
<thead>
<tr>
<th>CONVENTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPPER CASE</td>
<td>Acronyms, abbreviations, and names of certain commands and keys on the keyboard</td>
</tr>
<tr>
<td>Bold</td>
<td>Menus and menu commands, command buttons, tabs, and options</td>
</tr>
<tr>
<td>Italics</td>
<td>References to other documents</td>
</tr>
<tr>
<td>Monospace</td>
<td>Sample command lines, program code, web URLs, file names, and program output</td>
</tr>
<tr>
<td>CONVENTION</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Navigation &gt; Path</td>
<td>The navigation path to reach a particular screen</td>
</tr>
<tr>
<td></td>
<td>For example, <strong>File &gt; Save</strong> means, click <strong>File</strong> and then click <strong>Save</strong> on the interface</td>
</tr>
<tr>
<td>Note</td>
<td>Configuration notes</td>
</tr>
<tr>
<td>Tip</td>
<td>Recommendations or suggestions</td>
</tr>
<tr>
<td>Important</td>
<td>Information regarding required or default configuration settings and product limitations</td>
</tr>
<tr>
<td>WARNING!</td>
<td>Critical actions and configuration options</td>
</tr>
</tbody>
</table>
Chapter 1

Introduction

Learn about product features, capabilities, and security technology in the following topics:

- About Deep Discovery Inspector on page 1-2
- Threat Management Capabilities on page 1-3
- Features and Benefits on page 1-3
- APT Attack Sequence on page 1-4
- Host Severity on page 1-5
- Advanced Threat Scan Engine on page 1-9
- Virtual Analyzer on page 1-9
About Deep Discovery Inspector

Deep Discovery Inspector is a third-generation threat management solution designed and architected to deliver breakthrough targeted attack and advanced threat visibility, insight, and control. Deep Discovery Inspector provides IT administrators with critical security information, alerts, and reports.

Trend Micro developed Deep Discovery Inspector to meet the requirements of G1000 organizations and government around the world. Deep Discovery Inspector integrates global intelligence and scanning technology to catch traditional signature-based threats and more sophisticated threats requiring heuristic analysis.

Deep Discovery Inspector deploys in offline monitoring mode. It monitors network traffic by connecting to the mirror port on a switch for minimal to no network interruption.

What's New

This version of Deep Discovery Inspector offers a range of product enhancements that improve usability and detection information.

**TABLE 1-1. Deep Discovery Inspector 3.8 SP3 New Features**

<table>
<thead>
<tr>
<th><strong>KEY FEATURE</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Deep Discovery Director support</td>
<td>Deep Discovery Inspector supports integration with Deep Discovery Director.</td>
</tr>
<tr>
<td>Network services diagnostics</td>
<td>Deep Discovery Inspector improves ease-of-management by providing a consolidated diagnostics screen for network services.</td>
</tr>
<tr>
<td>Check Point SAM authentication</td>
<td>Deep Discovery Inspector supports a secured connection for sharing detection information with third-party Check Point OPSEC products.</td>
</tr>
<tr>
<td>Virtual Analyzer enhancement</td>
<td>The internal Virtual Analyzer provides an Internet connection test to ensure thorough sample analysis.</td>
</tr>
</tbody>
</table>
Key Feature | Description
--- | ---
Improved ransomware intelligence | The enhanced Threats at a Glance widget provides a summary of ransomware detections in your network.
Improved detection capability | Deep Discovery Inspector provides increased protection by improving its detection capabilities. This release supports the deployment of sandbox images running Windows 10 operating system.

Features and Benefits

Deep Discovery Inspector offers sophisticated detection capabilities using multiple advanced detection engines to present detailed information about custom and signature-based threats passing through various network protocols. Deep Discovery Inspector detects targeted attacks and advanced threats, and helps remediate targeted attacks with automated processes.

Deep Discovery Inspector includes the following features:

- Threat Management Capabilities on page 1-3
- APT Attack Sequence on page 1-4
- Host Severity on page 1-5
- Advanced Threat Scan Engine on page 1-9
- Virtual Analyzer on page 1-9

Threat Management Capabilities

Deep Discovery Inspector detects and identifies evasive threats in real-time, and provides in-depth analysis and actionable intelligence needed to discover, prevent, and contain attacks against corporate data.
TABLE 1-2. Threat Management Capabilities

<table>
<thead>
<tr>
<th>Capability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expanded APT and targeted attack detection</td>
<td>Deep Discovery Inspector detection engines deliver expanded APT and targeted attack detection including custom sandbox analysis. New discovery and correlation rules detect malicious content, communication, and behavior across every stage of an attack sequence.</td>
</tr>
<tr>
<td>Visibility, analysis, and action</td>
<td>Using an intuitive multi-level format, the Deep Discovery Inspector management console provides real-time threat visibility and analysis. This allows security professionals to focus on the real risks, perform forensic analysis, and rapidly implement containment and remediation procedures.</td>
</tr>
</tbody>
</table>
| High capacity platforms                 | Deep Discovery Inspector features a high-performance architecture that meets the demanding and diverse capacity requirements of large organizations.  
Deep Discovery Inspector features are useful for a company of any size, and are vital to larger organizations needing to reduce the risk of targeted attacks. |

APT Attack Sequence

Targeted attacks and advanced persistent threats (APTs) are organized, focused efforts that are custom-created to penetrate enterprises and government agencies for access to internal systems, data, and other assets. Each attack is customized to its target, but follows a consistent life cycle to infiltrate and operate inside an organization.

In targeted attacks, the APT life cycle follows a continuous process of six key phases.

TABLE 1-3. APT Attack Sequence

<table>
<thead>
<tr>
<th>Phase</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intelligence Gathering</td>
<td>Identify and research target individuals using public sources (for example, social media websites) and prepare a customized attack</td>
</tr>
</tbody>
</table>
Introduction

<table>
<thead>
<tr>
<th>PHASE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Point of Entry</td>
<td>An initial compromise typically from zero-day malware delivered via social engineering (email/IM or drive-by download)</td>
</tr>
<tr>
<td></td>
<td>A backdoor is created and the network can now be infiltrated. Alternatively, a website exploitation or direct network hack may be employed.</td>
</tr>
<tr>
<td>Command &amp; Control (C&amp;C) Communication</td>
<td>Communications used throughout an attack to instruct and control the malware used</td>
</tr>
<tr>
<td></td>
<td>C&amp;C communication allows the attacker to exploit compromised machines, move laterally within the network, and exfiltrate data.</td>
</tr>
<tr>
<td>Lateral Movement</td>
<td>An attack that compromises additional machines</td>
</tr>
<tr>
<td></td>
<td>Once inside the network, an attacker can harvest credentials, escalate privilege levels, and maintain persistent control beyond the initial target.</td>
</tr>
<tr>
<td>Asset/Data Discovery</td>
<td>Several techniques (for example, port scanning) used to identify noteworthy servers and services that house data of interest</td>
</tr>
<tr>
<td>Data Exfiltration</td>
<td>Unauthorized data transmission to external locations</td>
</tr>
<tr>
<td></td>
<td>Once sensitive information is gathered, the data is funneled to an internal staging server where it is chunked, compressed, and often encrypted for transmission to external locations under an attacker’s control.</td>
</tr>
</tbody>
</table>

Deep Discovery Inspector is purpose-built for detecting APT and targeted attacks. It identifies malicious content, communications, and behavior that may indicate advanced malware or attacker activity across every stage of the attack sequence.

**Host Severity**

In Deep Discovery Inspector, host severity is the impact on a host as determined from aggregated detections by Trend Micro products and services.

Investigating beyond event security, the host severity numerical scale exposes the most vulnerable hosts and allows you to prioritize and quickly respond.
Host severity is based on the aggregation and correlation of the severity of the events that affect a host. If several events affect a host and have no detected connection, the host severity will be based on the highest event severity of those events. However, if the events have a detected correlation, the host severity level will increase accordingly.

For example: Of five events affecting a host, the highest risk level is moderate. If the events have no correlation, the host severity level will be based on the moderate risk level of that event. However, if the events are correlated, then the host severity level will increase based on the detected correlation.

The host severity scale consolidates threat information from multiple detection technologies and simplifies the interpretation of overall severity. You can prioritize your responses based on this information and your related threat response policies.
### TABLE 1-4. Host Severity Scale

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>LEVEL</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Critical  | 10    | Host shows evidence of compromise including but not limited to the following:  
• Data exfiltration  
• Multiple compromised hosts/servers |
|           | 9     | Host exhibits an indication of compromise from APTs including but not limited to the following:  
• Connection to an IP address associated with a known APT  
• Access to a URL associated with a known APT  
• A downloaded file associated with a known APT  
• Evidence of lateral movement |
|           | 8     | Host may exhibit the following:  
• A high severity network event  
• Connection to a C&C Server detected by Web Reputation Services  
• A downloaded file rated as high risk by Virtual Analyzer |
<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>LEVEL</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Major       | 7     | Host may exhibit the following:  
• Inbound malware downloads; no evidence of user infection  
• An inbound Exploit detection |
| Major       | 6     | Host may exhibit the following:  
• Connection to a dangerous site detected by Web Reputation Services |
| Major       | 5     | Host may exhibit the following:  
• A downloaded medium- or low-risk potentially malicious file with no evidence of user infection |
| Major       | 4     | Host may exhibit the following:  
• A medium severity network event  
• A downloaded file rated as medium risk by Virtual Analyzer |
| Minor       | 3     | Host may exhibit the following:  
• Repeated unsuccessful logon attempts or abnormal patterns of usage  
• A downloaded or propagated packed executable or suspicious file  
• Evidence of running IRC, TOR, or outbound tunneling software |
| Minor       | 2     | Host may exhibit the following:  
• A low severity network event  
• Evidence of receiving an email message that contains a dangerous URL  
• A downloaded file rated as low risk by Virtual Analyzer |
### Category

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>LEVEL</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trivial</td>
<td>1</td>
<td>Host may exhibit the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• An informational severity network event</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Connection to a site rated as untested or to a new domain detected by Web Reputation Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Evidence of a running disruptive application such as P2P</td>
</tr>
</tbody>
</table>

### Advanced Threat Scan Engine

Advanced Threat Scan Engine uses a combination of signature file-based scanning and heuristic rule-based scanning to detect and document exploits and other threats used in targeted attacks.

Major features include the following:

- Detection of zero-day threats
- Detection of embedded exploit code
- Detection rules for known vulnerabilities
- Enhanced parsers for handling file deformities

### Virtual Analyzer

Virtual Analyzer is a secure virtual environment that manages and analyzes objects submitted by integrated products and administrators. Custom sandbox images enable observation of files, URLs, registry entries, API calls, and other objects in environments that match your system configuration.

Virtual Analyzer performs static and dynamic analysis to identify an object's notable characteristics in the following categories:

- Anti-security and self-preservation
• Autostart or other system configuration
• Deception and social engineering
• File drop, download, sharing, or replication
• Hijack, redirection, or data theft
• Malformed, defective, or with known malware traits
• Process, service, or memory object change
• Rootkit, cloaking
• Suspicious network or messaging activity

During analysis, Virtual Analyzer rates the characteristics in context and then assigns a risk level to the object based on the accumulated ratings. Virtual Analyzer also generates analysis reports, suspicious object lists, PCAP files, and OpenIOC files that can be used in investigations.
Chapter 2

Get Started

Learn about the Deep Discovery Inspector management console and basic appliance settings in the following topics:

• Preconfiguration Console on page 2-2
• Get Started Tasks on page 2-2
• Management Console on page 2-3
• Network on page 2-8
Preconfiguration Console

The Deep Discovery Inspector Preconfiguration Console is a terminal communications program used to configure the network and system settings that are required to access the Deep Discovery Inspector management console.

For details, see the *Deep Discovery Inspector Installation and Deployment Guide*.

Get Started Tasks

Customize threat detection by configuring the following settings.

For information on the settings you need to configure, refer to the help topics for each step below.

---

**Procedure**

1. **Add Network Groups.**
   
   For details, see *Adding Network Groups on page 6-84*.

2. **Configure Registered Domains.**
   
   For details, see *Adding Registered Domains on page 6-86*.

3. **Configure Registered Services.**
   
   For details, see *Adding Registered Services on page 6-87*.

4. (Optional) **Configure Proxy Settings.**
   
   For details, see *Configuring a Proxy Server on page 6-161*.

5. **Update components.**
   
   For details, see *Performing Manual Updates on page 6-5*. 
Management Console

Deep Discovery Inspector provides a built-in online management console for viewing system status, configuring and viewing threat detections and logs, running reports, administering Deep Discovery Inspector, updating components, and obtaining help.

![Deep Discovery Inspector Management Console](image)

**Figure 2-1. Deep Discovery Inspector Management Console**

The management console includes the following user interface elements:

<table>
<thead>
<tr>
<th>#</th>
<th>UI ELEMENT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Account name and basic user account operations</td>
<td>Basic user account operations are located under the account name in the upper right corner of the management console screen and include the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Change Password</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Log Off</td>
</tr>
<tr>
<td>2.</td>
<td>Appliance information at a glance</td>
<td>Appliance information at a glance includes the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Time zone</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Appliance FQDN or IP address</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Network traffic</td>
</tr>
</tbody>
</table>
Management Console Requirements

The Deep Discovery Inspector management console supports the following web browsers:

**TABLE 2-1. Management Console Requirements**

<table>
<thead>
<tr>
<th>BROWSER</th>
<th>VERSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google™ Chrome™</td>
<td>46.0 or later</td>
</tr>
<tr>
<td>Mozilla™ Firefox™</td>
<td>41.0 or later</td>
</tr>
<tr>
<td>Microsoft™ Internet Explorer™</td>
<td>11.0</td>
</tr>
<tr>
<td>Microsoft™ Edge</td>
<td></td>
</tr>
</tbody>
</table>

Adobe® Flash® Player 8.0 or later is also required to view the management console.

Recommended resolution: 1280x800 or higher

Opening the Management Console

**Procedure**

1. From a network workstation, open a supported browser.
2. Set the Internet security level to **Medium** and enable ActiveX Binary and Script Behaviors to make sure that tool tips and reports appear.

3. Type the management console IP address:
   - If using the default Deep Discovery Inspector IP address, type the following:
     
     ```
     ```

   **Note**
   The URL is case sensitive.

   - If using a unique IP address, type that IP address.

4. Type the default user name:
   
   ```
   admin
   ```

5. Type the default password:
   
   ```
   admin
   ```

6. Click **Log on**.

   **Important**
   After changing the Deep Discovery Inspector appliance IP address, update browser bookmarks to reflect the new IP address.

7. Change the default password.
   See *Management Console Account Passwords on page 2-6*.

8. Set system time.
   See *Configuring Time Options on page 6-166*.

   See *Activating or Renewing a Product License on page 6-181*. 
Management Console Account Passwords

Deep Discovery Inspector grants access to the management console by user accounts. The built-in administrator account can create a maximum of 127 accounts. To access the management console, each user account requires a logon password.

The management console accepts passwords that contain the following:

- 6 to 32 characters
- Characters from at least three of the following categories:
  - Uppercase (A-Z)
  - Lowercase (a-z)
  - Numeric (0-9)
  - Special characters: ` ~ ! @ # $ % ^ & * ( ) - _ + = { } \ | < > , . / ? : ; '

Observe the following guidelines for creating a strong password:

- Avoid words found in the dictionary
- Intentionally misspell words
- Use phrases or combine words
- Use both uppercase and lowercase letters

Changing an Administrator Account Password

The default management console password for the system administrator account is admin.

---

**Tip**

For added security, change the Deep Discovery Inspector password periodically.

---

**Tip**

An administrator password can also be reset on the Accounts screen.
Procedure

1. On any Deep Discovery Inspector main screen, at the top-right corner, open the drop-down menu under your account name.

2. Click **Change Password**.

3. Type the old password.

4. Type the new password and confirm it.

5. Click **Save**.

   Deep Discovery Inspector automatically logs off.

6. Log on to Deep Discovery Inspector with the new password.

---

**Changing a Viewer Account Password**

Deep Discovery Inspector generates a default management console password when a new viewer account is created.

The new user must obtain this default password from the administrator and change the account password after logging on for the first time.

---

**Tip**

For added security, change the Deep Discovery Inspector password periodically.

---

**Procedure**

1. On any Deep Discovery Inspector main screen, at the top-right corner, open the drop-down menu under your account name.
2. Click Change Password.
3. Type the old password.
4. Type the new password and confirm it.
5. Click Save.
   Deep Discovery Inspector automatically logs off.
6. Log on to Deep Discovery Inspector with the new password.

Network

Go to Administration > System Settings > Network to manage the Deep Discovery Inspector appliance network settings.

Deep Discovery Inspector uses a management port and several data ports. Go to Administration > System Settings > Network Interface to do the following:

• View the status of these ports
• Change the network speed and duplex mode for each of the data ports
• Capture packets for debugging and troubleshooting purposes

Configuring the Appliance IP Settings

Procedure

1. Go to Administration > System Settings > Network.
2. In **Host Name**, specify a host name or FQDN.

3. (Optional) Select **Use host name instead of IP address as the appliance identity of this Deep Discovery Inspector**.

   **Important**
   
   The host name must be resolvable within your network.

4. Select the **IPv4 type**.
   - **Static IP address**
   - **Dynamic IP address (DHCP)**
Note

Deep Discovery Inspector requires its own IP address to ensure that the management port can access the management console. To enable a DHCP server on your network to dynamically assign an IP address to Deep Discovery Inspector, select Dynamic IP address (DHCP). Otherwise, select Static IP address.

5. If Static IP address is selected, specify the following:
   a. IPv4 address: The numeric address specifically for Deep Discovery Inspector.
   b. IPv4 subnet mask: Indicates the subnet mask for the network that includes the Deep Discovery Inspector IP address.
   c. IPv4 gateway: The IP address of the network gateway.
   d. IPv4 DNS server 1: The IP address of the primary server that resolves host names to an IP address.
   e. IPv4 DNS server 2 (optional): The IP address of the secondary server that resolves host names to an IP address.

6. (Optional) Configure an IPv6 address.
   a. Select Enable IPv6 address.
      The IPv6 address settings appear.
   b. Specify the following IPv6 address settings:
      • IPv6 address: The alphanumeric address specifically for Deep Discovery Inspector.
      • IPv6 subnet prefix length: Indicates the prefix length for the network that includes the Deep Discovery Inspector IP address.
      • IPv6 gateway: The IP address of the network gateway.
      • (Optional) IPv6 DNS server: The IP address of the server that resolves host names to an IP address.

7. Click Save.
**Network Format Rules**

Go to Administration > System Settings > Network.

The following format rules apply to Deep Discovery Inspector network settings.

**TABLE 2-2. Network Setting Format Rules**

<table>
<thead>
<tr>
<th>FORMAT SETTING</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliance Host Name Format</td>
<td>The host name can contain alphanumeric characters and dashes (&quot;A-Z&quot;, &quot;a-z&quot;, &quot;0-9&quot;, &quot;,&quot;).</td>
</tr>
<tr>
<td>Dynamic IP Address</td>
<td>Obtain a dynamic IP address from a DHCP server on your network. Verify that the Preconfiguration Console has been changed accordingly. For details, see the Deep Discovery Inspector 3.8 SP3 Installation and Deployment Guide.</td>
</tr>
<tr>
<td>Static IP Address Format</td>
<td><strong>Note</strong></td>
</tr>
<tr>
<td></td>
<td>The IP address cannot be the broadcast or network address.</td>
</tr>
<tr>
<td></td>
<td>IP addresses must be in the format: XXX.XXX.XXX.XXX, where X is a decimal value between 0 and 255.</td>
</tr>
<tr>
<td></td>
<td>The IPv4 address cannot be in any of the following formats:</td>
</tr>
<tr>
<td></td>
<td>• AAA.XXX.XXX.XXX, where AAA is in the range 223 to 240 [Multicast Address]</td>
</tr>
<tr>
<td></td>
<td>• 0.0.0.0 [Local Host name]</td>
</tr>
<tr>
<td></td>
<td>• 255.255.255.255 [Broadcast Address]</td>
</tr>
<tr>
<td></td>
<td>• 127.0.0.1 [Loopback Address]</td>
</tr>
<tr>
<td></td>
<td>The IPv6 address cannot be in any of the following formats:</td>
</tr>
<tr>
<td></td>
<td>• ff00::/8 [Multicast Address]</td>
</tr>
<tr>
<td></td>
<td>• fe80::/10 [Link-local Address]</td>
</tr>
<tr>
<td></td>
<td>• ::0 [Unicast route Address]</td>
</tr>
<tr>
<td></td>
<td>• ::1/128 [Loopback Address]</td>
</tr>
<tr>
<td>FORMAT SETTING</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Subnet Mask Format</td>
<td>Note: The subnet mask cannot be the broadcast or network address.</td>
</tr>
<tr>
<td></td>
<td>The binary format of a subnet mask starts with a sequence of continuous 1s</td>
</tr>
<tr>
<td></td>
<td>and ends with a sequence of continuous 0s.</td>
</tr>
<tr>
<td></td>
<td>IPv4 address subnet mask example:</td>
</tr>
<tr>
<td></td>
<td>• For 255.255.255.0, the binary format is 11111111.11111111.11111111.00000000</td>
</tr>
<tr>
<td>Subnet Prefix Format</td>
<td>IPv6 addresses convert groups of bits into groups of hexadecimal digits,</td>
</tr>
<tr>
<td></td>
<td>separated by colons. The high-order bits on the left of an IPv6 address</td>
</tr>
<tr>
<td></td>
<td>specify the network, the rest specify particular addresses in that network.</td>
</tr>
<tr>
<td></td>
<td>All the addresses in one network have the same first N bits, called the &quot;prefix&quot;.</td>
</tr>
<tr>
<td></td>
<td>Use &quot;/N&quot; to denote a prefix N bits long.</td>
</tr>
<tr>
<td></td>
<td>IPv6 address subnet prefix example:</td>
</tr>
<tr>
<td></td>
<td>• For 2001:db8::/32, the prefix is /32 and is 32 bits long.</td>
</tr>
<tr>
<td></td>
<td>This example means all addresses where the first 32 bits are 2001:db8.</td>
</tr>
<tr>
<td>Default Gateway Address Format</td>
<td>The gateway must be in the same subnet as the IP address.</td>
</tr>
<tr>
<td>DNS</td>
<td>IPv4 or IPv6 address</td>
</tr>
</tbody>
</table>

Managing Network Interface Ports

Procedure

1. Go to Administration > System Settings > Network Interface.
2. View the status for each port.

3. To change the port's network speed and duplex mode, select from **Connection Type** options.

4. (Optional) If using VLAN tags, select **Check VLAN tags** to differentiate TCP connections.

   **Note**
   When this option is enabled, Deep Discovery Inspector additionally checks the VLAN ID of each stream to differentiate TCP connections.

5. To capture packets on each port, click **Start**.
   The date and time of the packet capture session displays next to the button. The total amount of packets captured dynamically displays on the lower section of the screen.

   **Note**
   Do not run multiple capture sessions. Wait for a session to finish before starting a new one.

6. Click **Stop** when the packet capture session is done.

   **Note**
   A maximum of 10 files are saved and the maximum file size for each file is 100 MB. The maximum amount of captured data that can be saved is 1 GB.

7. Click **View**.
   The **Packet Capture Information** window opens.

8. Click **Export** to export the most recent packet capture data to a log file, and specify the target location of the log file `tcpdump.tgz`.

   **Tip**
   Send the network capture file to Trend Micro for troubleshooting assistance.
9. Click **Reset** to remove files containing packet data.
Chapter 3

Dashboard

Learn about the information that displays on the Dashboard tab in the following sections:

- Dashboard Overview on page 3-2
- Tabs on page 3-3
- Widgets on page 3-7
- About Deep Discovery Inspector Widgets on page 3-9
- Deep Discovery Inspector Widgets on page 3-10
- Deep Discovery Inspector Default Widget Tabs on page 3-13
- Optional Widgets on page 3-47
Dashboard Overview

Monitor your network integrity with the dashboard.

Each management console user account is provided a partially independent dashboard. Changes to a user account’s dashboard affect the dashboards of other user accounts.

Customize the Deep Discovery Inspector dashboard with available widgets to provide timely and accurate system status and threat information about your network.

The Deep Discovery Inspector dashboard displays the following information on customizable and user-selected widgets:

- System data and status
- Threat data and analysis
- Summary graphs

The dashboard also monitors real-time network traffic volumes scanned by Deep Discovery Inspector.

The dashboard includes the following user interface elements:

- *Tabs on page 3-3*
- *Widgets on page 3-7*

**FIGURE 3-1. Deep Discovery Inspector Dashboard**
Tabs

Tabs provide a container for widgets.

The dashboard supports up to 30 tabs. Each tab on the dashboard can contain up to 20 widgets.

Tab Tasks

**TABLE 3-1. Tab Tasks**

<table>
<thead>
<tr>
<th>TASK</th>
<th>STEPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add a tab</td>
<td>Click the plus icon at the top of the dashboard. For details, see <em>Adding/Modifying Tabs on page 3-3</em>.</td>
</tr>
<tr>
<td>Edit tab settings</td>
<td>Click <strong>Tab Settings</strong>. For details, see <em>Adding/Modifying Tabs on page 3-3</em>.</td>
</tr>
<tr>
<td>Move tab</td>
<td>Drag-and-drop to change a tab’s position. For details, see <em>Moving Tabs on page 3-5</em>.</td>
</tr>
<tr>
<td>Close/delete tab</td>
<td>Default tabs can be closed but not deleted.</td>
</tr>
<tr>
<td></td>
<td>Customized tabs can be deleted but not closed.</td>
</tr>
</tbody>
</table>

**Important**

Deleting a tab deletes all the widgets contained in the tab.

For details, see *Closing/Deleting Tabs on page 3-6*

Adding/Modifying Tabs

**Procedure**

1. To add a new tab or modify an existing tab, perform one of the following tasks:
To add a new tab, go to the **Dashboard** screen and click the tab with the + icon.

The **New Tab** window appears.

![New Tab window](image)

**FIGURE 3-2. New Tab**

To modify an existing tab, go to **Dashboard** > **Tab Settings**.
The Tab Settings window appears.

2. Change the tab title, layout, and auto-fit options.

3. Click Save.

   The updated tab appears on the Dashboard screen.

Moving Tabs

Procedure

1. Go to Dashboard.

2. Left-click and drag the tab to the desired location.
Closing/Deleting Tabs

On the dashboard, select the tab you wish to close or delete.

- Default tabs can be closed but not deleted.
- Customized tabs can be deleted but not closed.

**Important**
Deleting a tab deletes all the widgets contained in the tab.

Procedure

1. To close or delete a tab, click the icon beside the tab title.
   - Default tabs are closed and removed from view.
   - Customized tabs are deleted.

Restoring the Dashboard

**Procedure**

1. Go to the Dashboard screen.
2. Click the Restore link.
A warning message appears.

![Warning Message]

**FIGURE 3-3. Dashboard Restore Message**

3. Click **OK**.

Any custom tabs and widgets previously created are removed and the **Dashboard** is restored to its default settings.

---

**Widgets**

Widgets are the core components of the dashboard. Widgets contain visual charts and graphs that allow you to track threats and associate them with the logs accumulated from one or several sources.

Widgets can be customized to provide a clear snapshot of network health and vulnerabilities. For details, see *Widget Tasks on page 3-7*.

**Widget Tasks**

**TABLE 3-2. Widget Tasks**

<table>
<thead>
<tr>
<th>TASK</th>
<th>STEPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close</td>
<td>Close a widget and remove it from view.</td>
</tr>
<tr>
<td>Edit</td>
<td>• Rename a widget.</td>
</tr>
<tr>
<td></td>
<td>• Modify display options.</td>
</tr>
<tr>
<td></td>
<td>• Modify data options.</td>
</tr>
</tbody>
</table>
Export

Download a .csv file containing information about widget data.

Help

View information about a widget, widget data, and configuration or editable options.

Refresh

Display the latest information on the screen.

**Note**

Widget views refresh automatically. Different widgets have different refresh times.

### Adding Widgets to the Dashboard

**Procedure**

1. Go to the Dashboard screen and click **Add Widgets**.

2. To find a widget to add, do any of the following:

**Figure 3-4. Add Widget**

3-8
To reduce the number of widgets displayed, click a category from the left navigation panel.

To search for a widget, specify the widget name or partial widget name in the search text box at the top of the screen.

3. (Optional) To change the widget count per page, select a number from the Records drop-down menu.

4. (Optional) To switch between Detailed and Summary views, click the display icons at the top of the page.

5. To select a widget, click the check box next to the widget's title.

6. Click Add.

   The widget is added to the tab.

---

**About Deep Discovery Inspector Widgets**

Deep Discovery Inspector allows administrators to view system threat data displayed on various widgets.

By default, widgets are displayed on five tabs:

**TABLE 3-3. Default Tabs**

<table>
<thead>
<tr>
<th>TAB</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>This tab contains widgets that display hosts requiring priority attention and other detailed, actionable information. For details, see <a href="#">Summary on page 3-13</a>.</td>
</tr>
<tr>
<td>Threat Monitoring</td>
<td>This tab contains widgets that display real-time threat data to help administrators identify affected hosts and network threat distribution. For details, see <a href="#">Threat Monitoring on page 3-18</a>.</td>
</tr>
<tr>
<td>Virtual Analyzer Status</td>
<td>This tab contains widgets that display the top suspicious files, top hosts with Virtual Analyzer detections, and top malicious sites analyzed by Virtual Analyzer, and Virtual Analyzer status and detections. For details, see <a href="#">Virtual Analyzer Status on page 3-27</a>.</td>
</tr>
</tbody>
</table>
**Top Trends**

This tab contains widgets that display summary information for eight predefined threat types. For details, see [Top Trends on page 3-34](#).

**System Status**

This tab contains widgets that display basic Deep Discovery Inspector statuses including: CPU usage, disk usage, and memory usage. For details, see [System Status on page 3-44](#).

Optional, undisplayed widgets may be added to any widget tab. For details, see [Adding Widgets to the Dashboard on page 3-8](#).

For widgets that display threat data, see [All Detections - Detection Details - Header on page 4-58](#) to view a list of displayed threat types.

## Deep Discovery Inspector Widgets

Deep Discovery Inspector includes the following widgets:

### Table 3-4. Summary Widgets

<table>
<thead>
<tr>
<th>WIDGET</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threats at a Glance</td>
<td>This widget displays actionable information about six key metrics and links to the corresponding detection logs.</td>
</tr>
<tr>
<td>Top Affected Hosts</td>
<td>This widget displays hosts with the highest severity rating by severity in the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Threat Summary</td>
<td>This widget displays the threat count of various threat types within the past 24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Malicious Scanned Network Traffic</td>
<td>This widget displays real-time total and malicious scanned traffic volume detected by Deep Discovery Inspector by HTTP, SMTP, and other traffic, in hours.</td>
</tr>
<tr>
<td>Scanned Traffic by Protocol Type</td>
<td>This widget displays total traffic volume by protocol, in the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
</tbody>
</table>
TABLE 3-5. Threat Monitoring Widgets

<table>
<thead>
<tr>
<th>Widget</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosts with C&amp;C Callback Attempts</td>
<td>This widget displays hosts with C&amp;C callback attempts, suspicious object matches, and deny list matches.</td>
</tr>
<tr>
<td>Monitored Network Traffic</td>
<td>This widget displays the total size of network traffic across the mirrored switch in real time.</td>
</tr>
<tr>
<td>Threat Geographic Map</td>
<td>This widget displays a graphical representation of the affected hosts on a virtual world map within the past hour/current day/past 7 days/past 30 days.</td>
</tr>
<tr>
<td>Watch List</td>
<td>This widget displays the origin of malware attempting access to your network and allows you to configure a watch list. The watch list shows the hosts that need constant monitoring.</td>
</tr>
</tbody>
</table>

TABLE 3-6. Virtual Analyzer Status Widgets

<table>
<thead>
<tr>
<th>Widget</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Hosts with Virtual Analyzer Detections</td>
<td>This widget displays the top affected hosts analyzed by Virtual Analyzer based on the number of detections, in the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Top Malicious Sites Analyzed by Virtual Analyzer</td>
<td>This widget displays top malicious sites analyzed by Virtual Analyzer by detection and affected host count, in the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Top Suspicious Files</td>
<td>This widget displays top suspicious files analyzed by Virtual Analyzer by detection and affected host count, in the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Virtual Analyzer Detections</td>
<td>This widget displays information about suspicious files that pass through other scan engines but are detected by Virtual Analyzer.</td>
</tr>
<tr>
<td>Virtual Analyzer</td>
<td>This widget displays the status of Virtual Analyzer, including Virtual Analyzer threat analysis results within the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
</tbody>
</table>
### TABLE 3-7. Top Trends Widgets

<table>
<thead>
<tr>
<th>Widget</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Disruptive Applications</td>
<td>This widget displays the most detected disruptive applications within the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Top Exploited Hosts</td>
<td>This widget displays the most detected exploited hosts within the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Top Grayware-infected Hosts</td>
<td>This widget displays the most grayware-infected hosts within the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Top Hosts with Events Detected</td>
<td>This widget displays hosts which triggered the most events within the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Top Malicious Content Detected</td>
<td>This widget displays the most detected threats within the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Top Malware-infected Hosts</td>
<td>This widget displays the hosts most affected by malware within the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Top Suspicious Behaviors Detected</td>
<td>This widget displays the most detected suspicious behaviors within the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
<tr>
<td>Top Malicious URLs Detected</td>
<td>This widget displays the most detected malicious URLs within the past 1 hour/24 hours/7 days/30 days.</td>
</tr>
</tbody>
</table>

### TABLE 3-8. System Status Widgets

<table>
<thead>
<tr>
<th>Widget</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU Usage</td>
<td>This widget displays real-time CPU consumption for each CPU used by Deep Discovery Inspector. The indicator color is green if CPU usage is 85% or less. It turns yellow when CPU usage is between 85% and 95%, and red if more than 95%.</td>
</tr>
<tr>
<td>Disk Usage</td>
<td>This widget displays real-time disk usage for all disks. Green indicates the amount of disk space (in GB) being used. Blue indicates the amount of available disk space (in GB).</td>
</tr>
</tbody>
</table>
This widget displays real-time memory usage. Green indicates the amount (in GB) of memory being used. Blue indicates the amount (in GB) of available memory.

Memory usage information is also available on the Preconfiguration Console.

Table 3-9. Optional Widgets

<table>
<thead>
<tr>
<th>Widget</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Scanned Traffic</td>
<td>This widget displays total scanned traffic volume for the past 24 hours by HTTP, SMTP, and other traffic, in seconds.</td>
</tr>
<tr>
<td>Malicious Real-time Network Traffic</td>
<td>This widget displays real-time total and malicious traffic volume detected by Deep Discovery Inspector by HTTP, SMTP, and other traffic, in seconds.</td>
</tr>
<tr>
<td>Monitored Network Alerts</td>
<td>This widget displays any host affected by threats within the past 24 hours. A circle represents an affected host and a row represents a monitored network group.</td>
</tr>
<tr>
<td>Real-time Scanned Traffic</td>
<td>This widget displays real-time total traffic volume scanned by Deep Discovery Inspector by HTTP, SMTP, and other traffic, in seconds.</td>
</tr>
</tbody>
</table>

Optional widgets may be added to any widget tab.

Deep Discovery Inspector Default Widget Tabs

Summary

The Summary tab contains widgets that display hosts requiring priority attention and other detailed actionable information.

By default, this tab displays the following widgets:
• Threats at a Glance on page 3-14
• Top Affected Hosts on page 3-16
• Threat Summary on page 3-16
• Malicious Scanned Network Traffic on page 3-17
• Scanned Traffic by Protocol Type on page 3-18

Threats at a Glance

![Threats at a Glance Widget](image)

**FIGURE 3-5. Threats at a Glance Widget**

This widget displays actionable information about six key metrics and links to the corresponding detection logs.

**TABLE 3-10. Threats at a Glance**

<table>
<thead>
<tr>
<th><strong>METRIC</strong></th>
<th><strong>SOURCE</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
</table>
| Targeted Attack detections | Affected Hosts | • Counts Affected Hosts  
• Associated with the Hosts with Targeted Attack detections preset search  
Click a value to drill down to the Affected Hosts screen. |
<table>
<thead>
<tr>
<th><strong>METRIC</strong></th>
<th><strong>SOURCE</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
</table>
| C&C Communication detections | Affected Hosts | • Counts Affected Hosts  
• Associated with the **Hosts with C&C Communication detections** preset search  
Click a value to drill down to the **Affected Hosts** screen.                                                                                                                                                                                                                   |
| Lateral Movement detections | Affected Hosts | • Counts Affected Hosts  
• Associated with the **Hosts with Lateral Movement detections** preset search  
Click a value to drill down to the **Affected Hosts** screen.                                                                                                                                                                                                                   |
| Ransomware                  | All Detections | • Counts detections  
• Associated with the **Ransomware** preset search  
Click a value to drill down to the **All Detections** screen.                                                                                                                                                                                                                   |
| Potential threats           | All Detections | • Counts detections  
• Associated with the **Potential Threats** preset search  
Click a value to drill down to the **All Detections** screen.                                                                                                                                                                                                                   |
| Email threats               | All Detections | • Counts detections  
• Associated with the **Email Threats** preset search  
Click a value to drill down to the **All Detections** screen.                                                                                                                                                                                                                   |

The default time period is **Past 24 hours**.

Click **Edit** to change the title of the widget.
Top Affected Hosts

**FIGURE 3-6. Top Affected Hosts Widget**

This widget displays hosts with the highest severity rating by severity level in the past 1 hour/24 hours/7 days/30 days.

Click **Edit** to change the number of affected hosts displayed (up to 20).

For details about the Host Severity scale, see *Host Severity on page 1-5*.

Threat Summary

**FIGURE 3-7. Threat Summary Widget**
This widget displays total threats within the past 24 hours, 7 days, or 30 days. Information is displayed in a graph relating time and total threats. The type of threat is distinguishable by color.

The time range is editable from the top left drop-down.

Click **Edit** to filter the types of threats displayed in the graph.

**Malicious Scanned Network Traffic**

![Malicious Scanned Network Traffic Widget](image)

**FIGURE 3-8. Malicious Scanned Network Traffic Widget**

This widget displays real-time total and malicious scanned traffic volume detected by Deep Discovery Inspector by HTTP, SMTP, and other traffic, in hours. This data can be filtered by traffic type:

- All traffic
- HTTP
- SMTP
- Other
### Scanned Traffic by Protocol Type

![Scanned Traffic by Protocol](image)

**Figure 3-9. Scanned Traffic by Protocol Type**

This widget displays total traffic volume by protocol, in the past 1 hour/24 hours/7 days/30 days.

Click **Edit** to change whether data is displayed in a bar, pie, or line chart. Select up to 10 protocols to display.

### Threat Monitoring

The **Threat Monitoring** tab contains widgets that display real-time threat data to help administrators identify affected hosts and network threat distribution.

By default, this tab displays the following widgets:

- **Hosts with C&C Callback Attempts on page 3-19**
- **Monitored Network Traffic on page 3-20**
- **Threat Geographic Map on page 3-20**
- **Watch List on page 3-23**
Hosts with C&C Callback Attempts

This widget displays all hosts with C&C callbacks detected by network scanning, Deny List matches, and Virtual Analyzer detections.

Viewing hosts with C&C callbacks in the past 1 hour, 24 hours, 7 days, or 30 days allows users (typically system or network administrators) to take appropriate action (blocking network access, isolating computers according to IP address) in order to prevent malicious operations from affecting hosts.

Click the number for each detected callback type to view detailed information about the hosts and the callbacks.
Monitored Network Traffic

This widget displays total traffic monitored by Deep Discovery Inspector, in a line graph based on all real-time HTTP, SMTP, or other traffic information. The time scale moves from right to left in seconds. Hover over a point on the graph to learn about the traffic size.

**FIGURE 3-11. Monitored Network Traffic Widget**

Threat Geographic Map

The **Threat Geographic Map** widget is a graphical representation of affected hosts on a virtual world map. All affected hosts in different countries within a selected time frame are displayed in the following categories:

- Malware sources
- Network exploits sources
- Document exploit sources


- Malicious email sources
- Malware callback (C&C) destinations

The **Threat Geographic Map** displays regions with affected hosts as a solid red circle and the Deep Discovery Inspector location being analyzed as a concentric red circle.

**Viewing Information on the Threat Geographic Map**

**Procedure**

1. Select one of the following time frames:
   - Past 1 hour
   - Today
   - Past 7 days
   - Past 30 days

2. Modify the location.
   a. On the **Threat Geographic Map**, click the **Edit** icon.
      
      An edit screen appears.

   b. On the edit screen, select a location.

   c. Click **Apply**.
      
      The **Threat Geographic Map** is updated to reflect the new location.

3. Click any location to display relevant information in a pop-up window.
4. Click any threat in the pop-up window.
   A table appears with details about a specific data point.

5. Click the total number of threats located at the bottom of the pop-up window.
   A table populated with details about all threats (related to the indicated threat and the country or city selected) appears.

---

**Note**

The right pane displays information about affected hosts organized by country.

6. Click any country in the list to display relevant information.

7. Click **View Cities** in the pop-up window.

8. City-specific information is generated.

9. Click **View Countries** in the pop-up to return to the country list.
Watch List

The widget’s left pane contains two tabs: Watch List and High Risk Hosts. Each tab contains a list of hosts. Click a host in either tab to investigate the threats on that host. For details, see Investigating Threats on page 3-25.

Viewing High Risk Host Data

The High Risk Hosts tab shows all high risk hosts, in the last 7 days, and can be sorted by IP address, hostname, event total, and last detected event time.

Procedure

1. Click the icon beside a host to view high risk host data.
Adding Hosts to the Watch List

If a host requires additional monitoring add it to the Watch List tab.

**Procedure**

1. Type the host’s full IP address in the search text box (a partial IP address is not accepted).
A field containing the IP address appears.

![Dashboard interface showing high risk hosts and configuration options](image)

**Figure 3-15. Adding Hosts to the Watch List**

2. In the IP address (Configuration) field, type a note for that host and click Save & Watch.

   The note is saved and the host is added to the Watch List.

---

**Investigating Threats**

**Procedure**

1. Go to either the Watch List or High Risk Hosts tab and click the host to investigate.

   The time-series line graph to the right plot is populated with the threat count on that host by threat type and for a particular time period (past 24 hours, 7 days, and 30 days).
Note

- Threat types include known malicious content, malicious behavior, suspicious behavior, exploit, and grayware. For known malware and exploits, all detections are counted in the graph. For malicious behavior, suspicious behavior, and grayware, only those that are considered high risk are displayed in the graph.

- If you select Past 24 hours and the current time is 4:15 pm, the graph shows the threat count for each threat type from 5:00 pm of the previous day to 4:00 pm of the current day.

2. Click a data point in the graph.

The Detection screen with detailed threat information opens.

Editing the Watch List

Procedure

1. Sort the Watch List by desired criteria.

2. Click the icon for the host to edit.

![Edit Watch List Figure](image)

**FIGURE 3-16. Edit Watch List**

3. Edit the note for this host and click Save & Watch.

The note is saved and the host is added to the Watch List.
4. To remove hosts from the Watch List, click the icon and select **Remove**.

---

**Virtual Analyzer Status**

Virtual Analyzer widgets are designed to show any Advanced Persistent Threats detected by Deep Discovery Inspector and analyzed by Virtual Analyzer.

By default, this tab displays the following widgets:

- *Top Hosts with Virtual Analyzer Detections on page 3-28*
- *Top Malicious Sites Analyzed by Virtual Analyzer on page 3-29*
- *Top Suspicious Files on page 3-30*
- *Virtual Analyzer Detections on page 3-31*
- *Virtual Analyzer on page 3-33*

Using this summary data gives administrators insight into what type of threat file types are affecting the network, which hosts are affected, and which malicious sites are attempting network access.
Top Hosts with Virtual Analyzer Detections

This widget displays the top affected hosts analyzed by Virtual Analyzer based on the number of detections.

Viewing hosts attacked in the past 1 hour, 24 hours, 7 days, or 30 days and the type of detected attack allows users (typically system or network administrators) to take appropriate action (blocking network access, isolating computers according to IP address) to prevent malicious operations from affecting hosts.

Click **Edit** to change whether data displays in a chart, graph or table. You can also control the total number of affected hosts displayed (up to 20).
Top Malicious Sites Analyzed by Virtual Analyzer

![Top Malicious Sites Analyzed by Virtual Analyzer](image)

**Figure 3-18. Top Malicious Sites Analyzed by Virtual Analyzer Widget**

This widget displays the top malicious sites analyzed by Virtual Analyzer as detections per affected host. Deep Discovery Inspector, combined with Trend Micro Smart Protection Network, queries the level of security of destinations.

Viewing the top malicious sites mounting attacks against system hosts within the past 1 hour, 24 hours/7 days/30 days allows users (typically system or network administrators) to take appropriate action (blocking network access to these malicious destinations by proxy or DNS server) in order to prevent malicious operations from affecting hosts.

All malicious sites within a chosen time frame are shown in a chart. Click any cell to obtain additional details about the site.
Top Suspicious Files

![Figure 3-19. Top Suspicious Files Widget](image)

This widget displays top suspicious files analyzed by Virtual Analyzer, along with the following information:

- The file count as detected by Deep Discovery Inspector
- The hosts affected by the suspicious file

Viewing suspicious files affecting hosts in the past 1 hour, 24 hours, 7 days or 30 days in a graphical format allows users (typically system or network administrators) to take appropriate action by adding email block lists, changing HTTP or FTP servers, modifying system files, or writing registry keys) to remove malicious operations from affecting hosts.

Data gathered about the affected hosts includes:

**TABLE 3-11. Top Suspicious Files Data**

<table>
<thead>
<tr>
<th>COLUMN NAME</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Name/SHA-1</td>
<td>The suspicious file name or SHA-1</td>
</tr>
<tr>
<td>Detections</td>
<td>Any event detected by Deep Discovery Inspector within a certain time frame</td>
</tr>
</tbody>
</table>
### Virtual Analyzer Detections

This widget displays information about suspicious files detected by Virtual Analyzer.

**Figure 3-20. Virtual Analyzer Detections**

Use this widget to:

- Discover unknown threats (not detected by signature-based technology)
- Find potentially compromised hosts using detection information
• Download file samples for further analysis

The widget also allows you to perform the following actions:

• Configure the following settings:
  • Chart type: Display information in table, bar, or pie chart format.
  • Title: Modify the widget name.
  • Display: Specify the number of values to display (Top 5, 10, 20).
• Export information to a .csv file.

By default, the widget displays a table chart with the following information for each detected file:

• File name or SHA-1
• Number of detections
• Number of affected hosts
• Name of associated malware
• Severity level
Virtual Analyzer

This widget displays information about files analyzed by Virtual Analyzer.

**FIGURE 3-21. Virtual Analyzer Widget**

Use this widget to:
- Discover information about Virtual Analyzer
- View the overall analysis results from Virtual Analyzer

The widget also allows you to perform the following actions:
- Filter the information based on a defined **Period** (Past 30 days, 7 days, 24 hours, or 1 hour).
- Hover over a section of the chart to view the percentage of Malicious or Not Malicious analyzed files.

The widget displays a table with the following information:
• For Virtual Analyzer:
  • Analysis Module: Internal
  • Virtual Analyzer Status: Enabled
  • Last file analyzed: last scanned file name or SHA-1
  • Last file analysis date:
  • # of files to be analyzed:
  • Average files count per hour:
  • Cache hit rate:

• For Deep Discovery Analyzer and Deep Discovery Advisor:
  • Analysis Module: External
  • Last File analyzed: last scanned file name or SHA-1
  • Last file analysis date:
  • # of files to be analyzed:
  • Average files count per hour:
  • Cache hit rate:

**Top Trends**

The **Top Trends** tab displays threat summary information from various perspectives. Administrators can use top threats data to identify the most dangerous hosts or the most severe threats in order to take appropriate action. Several Deep Discovery Inspector widgets identify the most affected hosts along with the most severe threats within certain time frames. For each widget, a detailed threat log can be exported for further analysis.

By default, this tab displays the following widgets:

•  *Top Disruptive Applications on page 3-36*
• Top Exploited Hosts on page 3-37
• Top Grayware-infected Hosts on page 3-38
• Top Hosts with Events Detected on page 3-39
• Top Malicious Content Detected on page 3-40
• Top Malware-infected Hosts on page 3-41
• Top Suspicious Behaviors Detected on page 3-42
• Top Malicious URLs Detected on page 3-43
Top Disruptive Applications

![Top Disruptive Applications Widget](image)

**Figure 3-22. Top Disruptive Applications Widget**

This widget displays disruptive applications within the past 1 hour, 24 hours, 7 days, or 30 days. Clicking on a table cell provides additional details.

Click **Edit** to change whether data is displayed in a chart, graph or table. You can also control the total number of top disruptive applications displayed (up to 20).
Top Exploited Hosts

![Top Exploited Hosts Widget](image)

**Figure 3-23. Top Exploited Hosts Widget**

This widget shows which hosts on your network(s) have been most affected by exploit attempts within the past 1 hour, 24 hours, 7 days, or 30 days. By default, all exploited hosts within the selected time frame are shown in a bar graph relating the IP addresses of the top exploited hosts and total detections.

Mouse over an area on the graph to see the exact number of exploits on a host. Clicking this point will open a detection list with details about the type and severity of a threat, the hostname, the timestamps, and the total detected exploits.
Click **Edit** to change whether data is displayed in a chart, graph or table. You can also control the total number to exploited hosts displayed (up to 20).

**Top Grayware-infected Hosts**

![Top Grayware-infected Hosts Widget](image)

**FIGURE 3-24. Top Grayware-infected Hosts Widget**

This widget displays the most detected grayware on your network(s) within the past 1 hour, 24 hours, 7 days, or 30 days.

---

**Note**

This widget shows only those hosts with threats categorized as "High" severity.

---

By default, all grayware detections within the selected time frame are shown in a pie chart. Mouseover an area to see the name of the top grayware-infected hosts. Clicking this point opens a detection list with details about the date, type, source/destination IP, protocol, direction or file name.

Click **Edit** to change whether data is displayed in a chart, graph or table. You can also control the total number of grayware-infected hosts displayed (up to 20).
Top Hosts with Events Detected

This widget displays events affecting hosts within the past 1 hour, 24 hours, 7 days, or 30 days. By default, all events within the selected time frame are shown in a bar graph relating the IP addresses of the top exploited hosts and total detections.

Mouseover an area on the graph to see the exact number of hosts with events detected. Clicking this point opens a detection list with details about the severity and type of threat, the hostname, the timestamps, and the total detections.

Click **Edit** to change whether data is displayed in a chart, graph or table. You can also control the total number to hosts displayed (up to 20).
Top Malicious Content Detected

![Top Malicious Content Detected Widget](image)

**FIGURE 3-26. Top Malicious Content Detected Widget**

This widget displays the most-detected known malware on your network(s) within the past 1 hour, 24 hours, 7 days, or 30 days.

By default, all known malware detections within the selected time frame are shown in a pie chart. Mouseover an area to see the name of the malware detected on a host. Clicking the malware name opens a detection list with details about the date, type, source/destination IP, protocol, direction or file name.

Click **Edit** to change whether data is displayed in a chart, graph or table. You can also control the total number of exploited hosts displayed (up to 20).
Top Malware-infected Hosts

FIGURE 3-27. Top Malware-infected Hosts Widget

This widget displays the most malware-infected hosts on your network(s) within the past 1 hour, 24 hours, 7 days, or 30 days.

By default, all malware-infected hosts within the selected time frame are shown in a bar graph relating the IP addresses of the infected hosts and total detections.

Mouseover an area on the graph to see the exact number of malware-infected hosts. Clicking this point opens a detection list with details about the type and severity of a threat, the hostname, the timestamps, and the total detected infections.
Click **Edit** to change whether data is displayed in a chart, graph or table. You can also control the total number to malware-infected hosts displayed (up to 20).

Top Suspicious Behaviors Detected

This widget displays the most detected suspicious behavior on your network(s) within the past 1 hour, 24 hours, 7 days, or 30 days.

**FIGURE 3-28. Top Suspicious Behaviors Detected Widget**

This widget shows only those hosts with behavior categorized as "High" severity.
By default, all suspicious behaviors within the selected time frame are shown in a bar graph relating the IP addresses of the top suspicious behaviors and total detections.

Mouseover an area on the graph to see the exact number of exploits on a host. Clicking this point will open a detection list with details about the type and severity of a threat, the hostname, the timestamps, and the total detected exploits.

Click **Edit** to change whether data is displayed in a chart, graph or table. You can also control the total number to suspicious behaviors displayed (up to 20).

**Top Malicious URLs Detected**

![Top Malicious URLs Detected](image)

**Figure 3-29. Top Malicious URLs Detected Widget**

This widget displays the most malicious URL detections within the past 1 hour, 24 hours, 7 days, or 30 days.
By default, all detections within the selected time frame are shown in a table relating URL and total detections. Clicking any data point opens a detection list with details about the threat, timestamp, source/destination IP, and the malicious URL hostname.

Click **Edit** to change whether data is displayed in a chart, graph or table. You can also control the total number of hosts displayed (up to 20).

**System Status**

The **System Status** tab shows administrators whether Deep Discovery Inspector is operating within specifications; insufficient resources may cause a system failure. These widgets display real-time system resource data to ensure that all Deep Discovery Inspector resources are operating within specifications.

By default, this tab displays the following widgets:

- **CPU Usage on page 3-45**
- **Disk Usage on page 3-46**
- **Memory Usage on page 3-47**
CPU Usage

<table>
<thead>
<tr>
<th>CPU</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU 1</td>
<td>2.50%</td>
</tr>
<tr>
<td>CPU 2</td>
<td>1.00%</td>
</tr>
<tr>
<td>CPU 3</td>
<td>1.00%</td>
</tr>
<tr>
<td>CPU 4</td>
<td>1.50%</td>
</tr>
</tbody>
</table>

**Figure 3-30. CPU Usage Widget**

This widget displays what percent of each CPU is being used.
Disk Usage

**Figure 3-31. Disk Usage Widget**

This widget displays how much disk space is available for your appliance.
Memory Usage

![Memory Usage Widget](image)

**FIGURE 3-32. Memory Usage Widget**

This widget displays how much memory is available on your appliance.

Optional Widgets

By default, the following widgets are not displayed in Deep Discovery Inspector 3.8 SP3, but may be added to any widget tab.

- *All Scanned Traffic on page 3-48*
- *Malicious Real-time Network Traffic on page 3-49*
All Scanned Traffic

**Figure 3-33. All Scanned Traffic Widget**

This widget displays all scanned traffic for the past 24 hours and can be filtered by traffic type:

- **All traffic**
- **HTTP**
- **SMTP**
Malicious Real-time Network Traffic

This widget displays all malicious traffic detected by Deep Discovery Inspector, in a line graph format, filtered by traffic type:

- All traffic
- HTTP
- SMTP
- Other

Traffic size is displayed with the time scale moving from right to left in seconds. Hover over a point on the graph to learn about the traffic size.

Click **Edit** to control whether data is displayed using traffic size or percent. You can also choose whether to display all scanned traffic data.

**Figure 3-34. Malicious Real-time Network Traffic Widget**
Monitored Network Alerts

![Monitored Network Alerts Widget](image)

**FIGURE 3-35. Monitored Network Alerts Widget**

This widget displays all threats affecting network hosts within a 24-hour period as a circle, grouped within its network. The size of the circle represents the total number of threats. Hovering over a circle displays recent threat events. High-risk hosts are highlighted in red.

Clicking a circle displays a pop-up with additional threat information for either the past 24 hours or 30 days. Threat totals are shown for: Malicious Content, Malicious Behaviors, Suspicious Behaviors, Exploits, Grayware, along with Malicious URLs and Disruptive Applications (if selected).
Real-time Scanned Traffic

![Real-time Scanned Traffic Widget](image)

**FIGURE 3-36. Real-time Scanned Traffic Widget**

This widget displays scanned traffic in a line graph based on all real-time HTTP, SMTP, or other traffic information. The time scale moves from right to left in seconds. Hover over a point on the graph to learn about the traffic size.
Chapter 4

Detections

Learn about information that displays on the Detections tab in the following topics:

- *About the Detections Screen on page 4-2*
- *Affected Hosts on page 4-3*
- *Hosts with Notable Event Detections on page 4-40*
- *C&C Callback Addresses on page 4-43*
- *Suspicious Objects on page 4-44*
- *Retro Scan on page 4-46*
- *All Detections on page 4-51*
About the Detections Screen

The **Detections** tab provides access to realtime information about the following detection categories.

**TABLE 4-1. Deep Discovery Inspector Detections**

<table>
<thead>
<tr>
<th>DETECTION CATEGORIES</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affected Hosts</td>
<td>Hosts that have been involved in one or more phases of a targeted attack</td>
</tr>
<tr>
<td></td>
<td>For details, see <em>Affected Hosts on page 4-3</em>.</td>
</tr>
<tr>
<td></td>
<td>For details about the Host Severity scale, see <em>Host Severity on page 1-5</em>.</td>
</tr>
<tr>
<td>Hosts with Notable Event Detections</td>
<td>Hosts with C&amp;C callback attempts, suspicious object matches, and deny list matches</td>
</tr>
<tr>
<td></td>
<td>For details, see <em>Hosts with Notable Event Detections on page 4-40</em>.</td>
</tr>
</tbody>
</table>
## Affected Hosts

The **Affected Hosts** screens display information about hosts that have been involved in one or more phases of a targeted attack.

Investigating beyond event security, the host severity numerical scale exposes the most vulnerable hosts and allows you to prioritize and quickly respond. For details about the Host Severity scale, see [*Host Severity on page 1-5*](#).

Access different information about Affected Hosts on the following views:

1. **Affected Hosts view:**
   - Displays a summary of affected hosts by attack phase
   - Provides access to Host Details views

   By default, Deep Discovery Inspector searches the Affected Hosts view by **IP Address** and **Host Name**.

### Detection Categories

<table>
<thead>
<tr>
<th>Detection Categories</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C&amp;C Callback Addresses</td>
<td>Hosts with C&amp;C callback attempts to known C&amp;C addresses For details, see <em>C&amp;C Callback Addresses on page 4-43</em>.</td>
</tr>
<tr>
<td>Suspicious Objects</td>
<td>Hosts with suspicious objects identified by Virtual Analyzer or synchronized from an external source For details, see <em>Suspicious Objects on page 4-44</em>.</td>
</tr>
<tr>
<td>Retro Scan</td>
<td>A cloud-based service that scans historical web access logs for callback attempts to C&amp;C servers and other related activities in your network For details, see <em>Retro Scan on page 4-46</em>.</td>
</tr>
<tr>
<td>All Detections</td>
<td>Hosts with detections from all event logs, including global intelligence, user-defined lists, and other sources For details, see <em>All Detections on page 4-51</em>.</td>
</tr>
</tbody>
</table>
2. Host Details view:
   • Displays host event details in chronological order
   • Provides access to Detection Details views

   By default, Deep Discovery Inspector searches the Affected Hosts - Host Details view by Peer Host.

3. Detection Details view:
   • Displays details of each detected threat
   • Provides access to different information panels, depending on search and other filter criteria and settings

**Display Options and Search Filters**

To customize the display of targeted attack detections, apply the following display options and search filters:
**Table 4-2. Display Options and Search Filters: Affected Hosts**

<table>
<thead>
<tr>
<th>Filter Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detection severity</td>
<td>Filter options include the following detection severity settings:</td>
</tr>
<tr>
<td></td>
<td><strong>High only</strong>  Displays High severity detections only</td>
</tr>
<tr>
<td></td>
<td><strong>Displays High and medium severity detections</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Displays High, medium, and low severity detections</strong></td>
</tr>
<tr>
<td></td>
<td><strong>All</strong> Displays All detections, including informational detections</td>
</tr>
<tr>
<td>Period</td>
<td><strong>Past 1 hour</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Past 24 hours</strong> (default)</td>
</tr>
<tr>
<td></td>
<td><strong>Past 7 days</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Past 30 days</strong></td>
</tr>
</tbody>
</table>
|                      | **Custom range** Specify a custom range from the current day to the past 31 days.
<table>
<thead>
<tr>
<th>FILTER OPTIONS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customize Columns</td>
<td>Display optional columns.</td>
</tr>
<tr>
<td>Basic Search</td>
<td>Search for an IP address or host name.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip</strong></td>
</tr>
<tr>
<td></td>
<td>Type a case-insensitive keyword in the basic search field to search a partial host match.</td>
</tr>
<tr>
<td>Preset Search Filters</td>
<td>Search by preset search criteria.</td>
</tr>
<tr>
<td></td>
<td>• Affected Hosts view includes the following preset searches:</td>
</tr>
<tr>
<td></td>
<td>• Hosts with Targeted Attack detections</td>
</tr>
<tr>
<td></td>
<td>• Hosts with C&amp;C Communications detections</td>
</tr>
<tr>
<td></td>
<td>• Hosts with Lateral Movement detections</td>
</tr>
<tr>
<td></td>
<td>• Affected Hosts - Host Details view includes the following preset searches:</td>
</tr>
<tr>
<td></td>
<td>• Threats</td>
</tr>
<tr>
<td></td>
<td>• Known Threats</td>
</tr>
<tr>
<td></td>
<td>• Potential Threats</td>
</tr>
<tr>
<td></td>
<td>• Ransomware</td>
</tr>
<tr>
<td>Advanced Search Filter</td>
<td>Search by user-defined criteria sets.</td>
</tr>
<tr>
<td></td>
<td>Each set includes one or more of the following:</td>
</tr>
<tr>
<td></td>
<td>• Attributes</td>
</tr>
<tr>
<td></td>
<td>• Operators</td>
</tr>
<tr>
<td></td>
<td>• Associated values</td>
</tr>
<tr>
<td></td>
<td>For details, see <em>Affected Hosts Advanced Search Filter on page 4-24.</em></td>
</tr>
</tbody>
</table>
Viewing Affected Hosts

Procedure

1. Go to Detections > Affected Hosts.

2. Set the detection severity level by dragging the Detection severity slider to the desired rating.

3. Select a time period.

4. Click Customize Columns, select one or more optional columns for display and click Apply to return to the modified Affected Hosts screen.
TABLE 4-3. Host Information Columns

<table>
<thead>
<tr>
<th>COLUMN NAME</th>
<th>PRESELECTED</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Address</td>
<td>X</td>
<td>IP address of the affected host</td>
</tr>
<tr>
<td>Host Name</td>
<td>X</td>
<td>Computer name of the host</td>
</tr>
<tr>
<td>MAC Address</td>
<td></td>
<td>Media Access Control address of a network node</td>
</tr>
<tr>
<td>Network Group</td>
<td>X</td>
<td>Network group that an IP address/host is assigned</td>
</tr>
<tr>
<td>Host Severity</td>
<td>X</td>
<td>Highest impact on a host determined from aggregated detections by Trend Micro products and services For details about the Host Severity scale, see Host Severity on page 1-5.</td>
</tr>
<tr>
<td>Most Notable Threat</td>
<td>X</td>
<td>Threat description of the highest severity detection</td>
</tr>
<tr>
<td>Latest Detection</td>
<td>X</td>
<td>Most recent detection, based on timestamp</td>
</tr>
</tbody>
</table>
Note

The default **IP Address**, **Host Severity** and **Latest Detection** columns cannot be removed.

**TABLE 4-4. Notable Statistics Columns**

<table>
<thead>
<tr>
<th><strong>COLUMN NAME</strong></th>
<th><strong>PRESELECTED</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Targeted Attack</td>
<td></td>
<td>A threat that aims to exfiltrate data from a target system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For details, see <em>APT Attack Sequence on page 1-4</em></td>
</tr>
</tbody>
</table>

**TABLE 4-5. Attack Phase Columns**

<table>
<thead>
<tr>
<th><strong>COLUMNS</strong></th>
<th><strong>PRESELECTED</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Intelligence Gathering</td>
<td>X</td>
<td>Attackers identify and research target individuals using public sources (for example, social media websites) and prepare a customized attack.</td>
</tr>
<tr>
<td>Point of Entry</td>
<td>X</td>
<td>The initial compromise is typically from zero-day malware delivered via social engineering (email, IM, or drive-by download). A backdoor is created and the network can now be infiltrated. Alternatively, a website exploitation or direct network hack may be employed.</td>
</tr>
<tr>
<td>C&amp;C Communication</td>
<td>X</td>
<td>C&amp;C communication is typically used throughout the attack, allowing the attacker to instruct and control the malware used, and to exploit compromised machines, move laterally within the network, and exfiltrate data.</td>
</tr>
<tr>
<td><strong>COLUMNS</strong></td>
<td><strong>PRESELECTED</strong></td>
<td><strong>DESCRIPTION</strong></td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Lateral Movement</td>
<td>X</td>
<td>Once inside the network, an attacker compromises additional machines to harvest credentials, escalate privilege levels, and maintain persistent control.</td>
</tr>
<tr>
<td>Asset/Data Discovery</td>
<td>X</td>
<td>Several techniques (such as port scanning) are used to identify the noteworthy servers and the services that house the data of interest.</td>
</tr>
<tr>
<td>Data Exfiltration</td>
<td>X</td>
<td>Once sensitive information is gathered, the data is funneled to an internal staging server where it is chunked, compressed, and often encrypted for transmission to external locations under an attacker’s control.</td>
</tr>
<tr>
<td>Unknown Attack Phase</td>
<td>X</td>
<td>Detection is triggered by a rule that is not associated with an attack phase.</td>
</tr>
</tbody>
</table>

5. To run a basic search, do one of the following:

   • Type an IP address or host name in the search text box and press **Enter**.

   • Click the **icon**.

   By default, Deep Discovery Inspector searches **Affected Hosts** by **IP Address** and **Host Name**.

6. To run a saved search, go to **Detections > Affected Hosts**, open the drop-down menu of the search box, and click a saved search.
Deep Discovery Inspector provides the following preset saved search filters.

**TABLE 4-6. Preset Search Filters**

<table>
<thead>
<tr>
<th>PRESET FILTER</th>
<th>FILTER OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosts with Targeted Attack detections</td>
<td>Notable events in Targeted Attack</td>
</tr>
<tr>
<td>Hosts with C&amp;C Communication detections</td>
<td>Notable events in C&amp;C Communication</td>
</tr>
<tr>
<td>Hosts with Lateral Movement detections</td>
<td>Notable events in Lateral Movement</td>
</tr>
</tbody>
</table>

7. To create and apply an advanced search filter, click **Advanced**.

   For details, see *Affected Hosts Advanced Search Filter on page 4-24*.

8. Click **Export**.

   The following file downloads:
   - affected_host.csv
Viewing Affected Hosts - Host Details

Procedure

1. Go to Detections > Affected Hosts.

2. To display Affected Hosts - Host Details, do one of the following:
   • Click any detection link associated with an affected host.
   • Click the IP address of an affected host.

Details about the host are displayed.

![Affected Hosts - Host Details](image)

Figure 4-4. Affected Hosts - Host Details

3. Set the detection severity level by dragging the Detection severity slider.

4. Select a time period.

5. To select columns for display, click Customize Columns, select one or more columns, then click Apply to return to the modified Affected Hosts screen.

Table 4-7. Affected Hosts - Host Details Columns

<table>
<thead>
<tr>
<th>Columns</th>
<th>Preselected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>X</td>
</tr>
<tr>
<td>Timestamp</td>
<td>X</td>
</tr>
</tbody>
</table>
## Columns

<table>
<thead>
<tr>
<th>Column</th>
<th>Preselected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source Host</td>
<td></td>
</tr>
<tr>
<td>Destination Host</td>
<td></td>
</tr>
<tr>
<td>Interested Host</td>
<td></td>
</tr>
<tr>
<td>Peer Host</td>
<td>X</td>
</tr>
<tr>
<td>Sender</td>
<td></td>
</tr>
<tr>
<td>Recipients</td>
<td></td>
</tr>
<tr>
<td>Email Subject</td>
<td></td>
</tr>
<tr>
<td>User Account</td>
<td></td>
</tr>
<tr>
<td>Threat Description</td>
<td>X</td>
</tr>
<tr>
<td>Detection Name</td>
<td>X</td>
</tr>
<tr>
<td>Detection Type</td>
<td>X</td>
</tr>
<tr>
<td>Protocol</td>
<td>X</td>
</tr>
<tr>
<td>Detection Severity</td>
<td>X</td>
</tr>
<tr>
<td>Attack Phase</td>
<td>X</td>
</tr>
<tr>
<td>Direction</td>
<td>X</td>
</tr>
<tr>
<td>Notable Object</td>
<td>X</td>
</tr>
</tbody>
</table>

**Note**
The default **Timestamp** and **Threat Description** columns cannot be removed.

6. **(Optional)** Click **Mark Displayed as Resolved** to mark all the detections displayed on the current page as resolved.

In the Status column, the icon changes to 

![Tick Icon]
7. To run a basic search, do one of the following:
   
   • Type an IP address or host name in the search text box and press **Enter**.
   
   • Click the **icon**.

   By default, Deep Discovery Inspector searches Affected Hosts - Host Details by **Peer Host**.

8. Mark the affected peer host as one of the following:
   
   • Network Group
   
   • Registered Domains
   
   • Registered Services

   Do one of the following to open the drop-down menu and mark the host:

   • Beside the IP address, click the **icon**.

   • In the **Peer Host** column, click the **icon**.
To run a saved search, open the drop-down menu of the search box, and click a saved search.

Deep Discovery Inspector provides the following preset saved search filters on the Affected Host - Host Details screen.
TABLE 4-8. Preset Search Filters

<table>
<thead>
<tr>
<th>PRESET FILTER</th>
<th>FILTER OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threats</td>
<td>Detection type options include the following:</td>
</tr>
<tr>
<td></td>
<td>• Malicious Content</td>
</tr>
<tr>
<td></td>
<td>• Malicious Behavior</td>
</tr>
<tr>
<td></td>
<td>• Suspicious Behavior</td>
</tr>
<tr>
<td></td>
<td>• Exploit</td>
</tr>
<tr>
<td></td>
<td>• Grayware</td>
</tr>
<tr>
<td></td>
<td>• Malicious URL</td>
</tr>
<tr>
<td>Known Threats</td>
<td>File Detection Types: Known Malware</td>
</tr>
<tr>
<td>Potential Threats</td>
<td>• Virtual Analyzer Result: Has analysis results</td>
</tr>
<tr>
<td></td>
<td>• File Detection type options include the following:</td>
</tr>
<tr>
<td></td>
<td>• Highly Suspicious File</td>
</tr>
<tr>
<td></td>
<td>• Heuristic Detection</td>
</tr>
<tr>
<td>Ransomware</td>
<td>Detection name options include the following:</td>
</tr>
<tr>
<td></td>
<td>• Ransomware-related detections</td>
</tr>
</tbody>
</table>

10. To create and apply an advanced search filter, click Advanced.

For details, see About Affected Hosts - Host Details Advanced Search Filter on page 4-31.

11. Click Export.

A zip archive with the following files downloads:

• threats.csv
• malicious_urls.csv
• application_filters.csv
• correlated_incidents.csv
Affected Hosts - Detection Details

Deep Discovery Inspector logs the details of each threat it detects. The Detection Details screen may contain the following information, depending on search and other filter criteria and settings.

- Affected Hosts - Detection Details - Header on page 4-17
- Affected Hosts - Detection Details - Connection Details on page 4-18
- Affected Hosts - Detection Details - File Analysis Results on page 4-21

Affected Hosts - Detection Details - Header

Information provided in the header at the top of the Detection Details window may include the following:

- **Threat Description**: For details about the threat, click the threat description.

  Deep Discovery Inspector connects with Threat Connect, where you can search for current information about the threat.

- **Detection Severity**: Detection severity
- **Type**: Detection type
- **Detection Name**: Detection name
- **Reference**: Additional identifiers to reference the detection

**Table 4-9. Detection Types**

<table>
<thead>
<tr>
<th>Detection Types</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correlated Incident</td>
<td>Events/detections that occur in a sequence or reach a threshold and define a pattern of activity</td>
</tr>
</tbody>
</table>
## Detection Types

<table>
<thead>
<tr>
<th>Detection Types</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disruptive Application</td>
<td>Any peer-to-peer, instant messaging, or streaming media applications considered to be disruptive because they may do the following:</td>
</tr>
<tr>
<td></td>
<td>• Affect network performance</td>
</tr>
<tr>
<td></td>
<td>• Create security risks</td>
</tr>
<tr>
<td></td>
<td>• Distract employees</td>
</tr>
<tr>
<td>Exploit</td>
<td>Network and file-based attempts to access information</td>
</tr>
<tr>
<td>Grayware</td>
<td>Adware/grayware detections of all types and confidence levels</td>
</tr>
<tr>
<td>Malicious Behavior</td>
<td>Behavior that definitely indicates compromise with no further correlation needed, including the following:</td>
</tr>
<tr>
<td></td>
<td>• Positively-identified malware communications</td>
</tr>
<tr>
<td></td>
<td>• Known malicious destination contacted</td>
</tr>
<tr>
<td></td>
<td>• Malicious behavioral patterns and strings</td>
</tr>
<tr>
<td>Malicious Content</td>
<td>File signature detections</td>
</tr>
<tr>
<td>Malicious URL</td>
<td>Websites that try to perform malicious activities</td>
</tr>
<tr>
<td>Suspicious Behavior</td>
<td>Behavior that could indicate compromise but requires further correlation to confirm, including the following:</td>
</tr>
<tr>
<td></td>
<td>• Anomalous behavior</td>
</tr>
<tr>
<td></td>
<td>• False or misleading data</td>
</tr>
<tr>
<td></td>
<td>• Suspicious and malicious behavioral patterns and strings</td>
</tr>
</tbody>
</table>

### Affected Hosts - Detection Details - Connection Details

Based on search criteria, **Connection Details** may include the following:

- Detection direction
- Host details
- Protocol details
• File details
• Additional event details

A graphical display includes the direction of the event and other information depending on the detection event search criteria.

Host details may include the following:
• IP Address
• Port
• MAC Address
• Network Group
• Network Zone

**Table 4-10. Protocol Details**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel name</td>
<td>Name of the IRC channel</td>
</tr>
<tr>
<td>Message ID</td>
<td>Unique identifier of an email message</td>
</tr>
<tr>
<td>Recipient</td>
<td>Email address of the suspicious file recipient</td>
</tr>
<tr>
<td>Sender</td>
<td>Email address that sent the suspicious file</td>
</tr>
<tr>
<td>Subject</td>
<td>Subject of the suspicious email</td>
</tr>
<tr>
<td>Target share</td>
<td>Shared folder where the malicious file is dropped</td>
</tr>
<tr>
<td>User agent</td>
<td>Client application used with a particular network protocol</td>
</tr>
<tr>
<td>User name</td>
<td>Name of the logged on user</td>
</tr>
</tbody>
</table>

**Table 4-11. File Details**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>File name</td>
<td>Name of the file tagged as a potential/known risk</td>
</tr>
<tr>
<td>NAME</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>File size</td>
<td>Size of the file tagged as a potential/known risk</td>
</tr>
<tr>
<td>File extension</td>
<td>Extension of the file tagged as potential/known risk</td>
</tr>
<tr>
<td>File name in archive</td>
<td>Name of the file in the archive tagged as potential/known risk</td>
</tr>
<tr>
<td>Download detected file</td>
<td>Click to download the detection logs and detected file in a password-protected zip archive</td>
</tr>
</tbody>
</table>

**Table 4-12. Additional Event Details**

<table>
<thead>
<tr>
<th>EVENT DETAIL</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attack Phase</td>
<td>Identifies the attack phase</td>
</tr>
<tr>
<td>Authentication</td>
<td>Indicates if the protocol requires authentication</td>
</tr>
<tr>
<td>BOT command</td>
<td>Command used in IRC for BOTs</td>
</tr>
<tr>
<td>BOT URL</td>
<td>URL used in IRC for BOTs</td>
</tr>
<tr>
<td>Detected by</td>
<td>Displays the engine that detected the threat (Network Content Inspection Engine, Advanced Threat Scan Engine, Network Content Correlation Engine, and/or URL Filtering Engine)</td>
</tr>
<tr>
<td>Detection Rule ID</td>
<td>Defined in Network Content Correlation Pattern, used by the Network Content Correlation Engine</td>
</tr>
<tr>
<td>HTTP referer</td>
<td>Indicates the URL of the webpage that linked to the requested resource</td>
</tr>
<tr>
<td>Mitigation</td>
<td>Indicates if any mitigation action is needed</td>
</tr>
<tr>
<td>Protocol</td>
<td>Protocol used by the threat traffic</td>
</tr>
<tr>
<td>Outbreak Containment Services</td>
<td>Indicates if containment services are needed when an outbreak is detected</td>
</tr>
<tr>
<td>URL</td>
<td>Link included in the email or instant message content</td>
</tr>
<tr>
<td>Targeted Attack related</td>
<td>Indicates if the detection is related to a targeted attack</td>
</tr>
</tbody>
</table>
Affected Hosts - Detection Details - File Analysis Results

Based on search criteria, **File Analysis Results** may include the following:

- File Name
- File Size
- File Type
- MD5
- Parent File
- Risk Level (High/Medium/Low)
- SHA-1
- Threat
- Virtual Analyzer Images

**TABLE 4-13. File Analysis Results Tabs**

<table>
<thead>
<tr>
<th>TAB TITLE</th>
<th>COLUMNS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threat Behavior by Category</td>
<td>Displays one of the following:</td>
</tr>
<tr>
<td></td>
<td>- No threat behavior detected</td>
</tr>
<tr>
<td></td>
<td>- Name of threat behavior</td>
</tr>
<tr>
<td><strong>Tab Title</strong></td>
<td><strong>Columns</strong></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td><strong>Threat Events by Sequence</strong></td>
<td>Displays any of the following:</td>
</tr>
<tr>
<td></td>
<td>• PID</td>
</tr>
<tr>
<td></td>
<td>• Parent PID</td>
</tr>
<tr>
<td></td>
<td>• Action</td>
</tr>
<tr>
<td></td>
<td>• Detail Information</td>
</tr>
<tr>
<td><strong>Network Traffic</strong></td>
<td>Displays any of the following:</td>
</tr>
<tr>
<td></td>
<td>• Remote Host</td>
</tr>
<tr>
<td></td>
<td>• Protocol</td>
</tr>
<tr>
<td></td>
<td>• Port</td>
</tr>
<tr>
<td></td>
<td>• Requests</td>
</tr>
</tbody>
</table>

The following information is available for download:

- Parent File
- Raw Analysis Data
- Report

**Viewing Affected Hosts - Detection Details**

**Procedure**

1. To display **Affected Hosts** detection details, click any detection link associated with an affected host.
   
   Details about the host are displayed.

2. To view detection details for a host event, click **Show** under the **Details** column.

3. On the **Detection Details** window, do the following:
   
   a. Click the threat description for details about the threat.
Deep Discovery Inspector connects with Threat Connect, where you can search for current information about the threat.

**Note**

To access Threat Connect, an internet connection is required.

b. View the detection severity.

c. View the detection type.

d. View the detection name.

e. View additional references.

For details, see *Affected Hosts - Detection Details - Header on page 4-17*.

4. Click **Export Connection Details** to open or save the results.

5. Click **Connection Details** to view the direction of the event and host, file, and additional event details.

For details, see *Affected Hosts - Detection Details - Connection Details on page 4-18*.

6. Click **Download Detected File** to export the suspicious file and detection details log in a password-protected zip archive.

7. For detection events from Virtual Analyzer, click **File Analysis Results**.

For details, see *Affected Hosts - Detection Details - File Analysis Results on page 4-21*.

a. Select a parent file from the **Select File** dropdown menu.

b. (Optional) Click **Download Parent File**.

c. (Optional) Click **Download Raw Analysis Data**.

d. (Optional) Click **Download Report**.

e. Click the **Threat Behaviors by Category** tab to view event categories.

f. Click the **Threat Events by Sequence** tab to view PID, Parent PID, Action, and Detail Information data.
g. Click the **Network Traffic** tab to view **Remote Host**, **Protocol**, **Port**, and **Requests** data.

---

**Affected Hosts Advanced Search Filter**

Use the advanced search filter to create and apply customized searches on detections displayed on the following screens:

- **Affected Hosts view**
  
  For details, see *About Affected Hosts Advanced Search Filter on page 4-24*.

- **Affected Hosts - Host Details view**
  
  For details, see *About Affected Hosts - Host Details Advanced Search Filter on page 4-31*.

---

**Note**

Include the following in each advanced search filter:

- A maximum of 20 criteria sets
- A maximum of 1024 characters in each text-based value field

Save up to 20 advanced search filters.

---

**About Affected Hosts Advanced Search Filter**

*Figure 4-5. Affected Hosts Advanced Search Filter*
To view specific data, select from the following optional attributes and operators and type an associated value.

**TABLE 4-14. Search Filter Criteria: Affected Hosts**

<table>
<thead>
<tr>
<th>ATTRIBUTE</th>
<th>OPERATOR</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name</td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td>IP Address</td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td></td>
<td>In range/Not in range</td>
<td>Type a range</td>
</tr>
<tr>
<td>MAC Address</td>
<td>In/Not in</td>
<td>Type a value</td>
</tr>
<tr>
<td>Network Group</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• All groups</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Default</td>
</tr>
<tr>
<td>Notable Events</td>
<td>In</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Targeted Attack</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• C&amp;C Communication</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Lateral Movement</td>
</tr>
</tbody>
</table>
## Attribute | Operator | Action
--- | --- | ---
Registered Services | In/Not in | Select one or more of the following:
  - Active Directory
  - Authentication Servers - Kerberos
  - Content Management Server
  - Database Server
  - DNS
  - Domain Controller
  - File Server
  - FTP
  - HTTP Proxy
  - Radius Server
  - Security Audit Server
  - SMTP
  - SMTP Open Relay
  - Software Update Server
  - Web Server

For details, see *Adding an Affected Hosts Advanced Search Filter on page 4-26* and *Editing an Affected Hosts Saved Search on page 4-28*.

### Adding an Affected Hosts Advanced Search Filter

**Procedure**

1. To create an advanced search filter, go to **Detections > Affected Hosts** and click **Advanced**.
2. Open the Filter drop-down menu and select an Interested Host Information attribute and an operator.

3. Do one of the following to provide an action:
   - Type a value in the text box.
   - Click an action from the drop-down menu.

---

**Tip**

Type a keyword to search a partial match.

For details, see *About Affected Hosts Advanced Search Filter on page 4-24*.

---

**Note**

You can add multiple criteria entries separated by a comma.

---

4. (Optional) Click Add new to include other criteria sets in the search filter.

Include the following in each advanced search filter:
   - A maximum of 20 criteria sets
   - A maximum of 1024 characters in each text-based value field

5. Click Search.

The Affected Hosts screen updates and displays data filtered by the search criteria. All search criteria sets are displayed in a summary.

6. (Optional) To save a search, do the following:
   a. Click the Save icon and click Save as ... .
The **Saved Searches** window opens.

![Advanced search](image)

**Figure 4-6. Saving an Affected Hosts Search**

b. Type a name and click **Save**.

The name of the new saved search is added to the list of saved searches.

---

**Note**

A saved search includes any search filter you create and the current customized column settings.

---

7. (Optional) Click **Cancel** to exit the advanced search feature and return to the previous screen.

---

**Editing an Affected Hosts Saved Search**

---

**Procedure**

1. To edit an Affected Hosts saved search, go to **Detections > Affected Hosts** and open the **Saved Searches** drop-down menu.

2. Select a saved search to edit and click the **icon**.

3. Select an attribute and an operator.

4. Do one of the following to provide an action:
   - Type a value in the text box.
   - Click an action from the drop-down menu.
Tip
Type a keyword to search a partial match.

For details, see About Affected Hosts Advanced Search Filter on page 4-24.

Note
You can add multiple criteria entries separated by a comma.

5. (Optional) Click Add new to include other criteria sets.

Include the following in each advanced search filter:

• A maximum of 20 criteria sets
• A maximum of 1024 characters in each text-based value field

6. Click Search.

The Affected Hosts screen updates and displays data filtered by the search criteria. All search criteria sets are displayed in a summary.

7. (Optional) To save an edited saved search, click the Save icon and do one of the following:

• To save the edited saved search with the same name, click Save.
• To save the edited saved search with a new name, do the following:

a. Click Save As ....

The Saved Searches window opens.

FIGURE 4-7. Saving an Affected Hosts Search
b. Type a name and click **Save**.

The name of the new saved search is added to the list of saved searches.

---

**Note**

A saved search includes any search filter you create and the current customized column settings.

---

8. (Optional) To exit the advanced search feature, do one of the following:
   - Click **Cancel** to return to the previous screen.
   - Click on a saved search to run a basic search.

---

### Deleting an Affected Hosts Saved Search

**Important**

Deleting a saved search will also permanently delete any report schedule associated with that saved search. However, any generated reports will not be deleted.

---

**Procedure**

1. To delete a saved search, go to **Detections > Affected Hosts**, and open the **Saved Searches** drop-down menu.

2. Click the **Delete** icon beside the saved search to be deleted.
Note

Preset filters cannot be deleted.

About Affected Hosts - Host Details Advanced Search Filter

![Figure 4-8. Affected Hosts - Host Details Advanced Search Filter](image)

To view specific data, select from the following optional attributes and operators and type an associated value.

**Table 4-15. Search Filter Criteria: Affected Hosts - Host Details**

<table>
<thead>
<tr>
<th>ATTRIBUTE</th>
<th>OPERATOR</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name</td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td>IP address</td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td></td>
<td>In range/Not in range</td>
<td>Type a range</td>
</tr>
<tr>
<td>MAC address</td>
<td>In/Not in</td>
<td>Type a value</td>
</tr>
</tbody>
</table>
| Network Group | In/Not in                 | Select one or more of the following:  
<p>|               |                           | • All groups            |
|               |                           | • Default               |</p>
<table>
<thead>
<tr>
<th>ATTRIBUTE</th>
<th>OPERATOR</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Services</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Active Directory</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Authentication Servers - Kerberos</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Content Management Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Database Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• DNS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Domain Controller</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• File Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• FTP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• HTTP Proxy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Radius Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Security Audit Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• SMTP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• SMTP Open Relay</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Software Update Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Web Server</td>
</tr>
<tr>
<td>Protocol</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• All protocol types</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Desired protocol type(s)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Other</td>
</tr>
<tr>
<td>Direction</td>
<td>Equals</td>
<td>Select one of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Internal</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• External</td>
</tr>
<tr>
<td>ATTRIBUTE</td>
<td>OPERATOR</td>
<td>ACTION</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Status</td>
<td>Equals</td>
<td>Select one of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unresolved</td>
</tr>
<tr>
<td>Threat/ Detection/ Reference</td>
<td>Contains/Does not contain/ Equals</td>
<td>Type a value</td>
</tr>
<tr>
<td>Detection Rule ID</td>
<td>In/Not in</td>
<td>Type a value</td>
</tr>
<tr>
<td>Correlation Rule ID (ICID)</td>
<td>In/Not in</td>
<td>Type a value</td>
</tr>
<tr>
<td>Detection Type</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Malicious Content</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Malicious Behavior</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Suspicious Behavior</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Exploit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Grayware</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Malicious URL</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Disruptive Application</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Correlated Incident</td>
</tr>
<tr>
<td>ATTRIBUTE</td>
<td>OPERATOR</td>
<td>ACTION</td>
</tr>
<tr>
<td>----------------</td>
<td>----------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Attack Phase</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Intelligence Gathering</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Point of Entry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• C&amp;C Communication</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Lateral Movement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Asset/Data Discovery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Data Exfiltration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unknown Attack Phase</td>
</tr>
<tr>
<td>C&amp;C List Source</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Global Intelligence</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Virtual Analyzer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• User-defined</td>
</tr>
<tr>
<td>Virtual</td>
<td>Has analysis results/No analysis results</td>
<td></td>
</tr>
<tr>
<td>Analyzer</td>
<td></td>
<td>Result</td>
</tr>
<tr>
<td>Result</td>
<td></td>
<td>Is Targeted Attack Related</td>
</tr>
<tr>
<td></td>
<td>Yes/No</td>
<td>File Detection Type</td>
</tr>
<tr>
<td></td>
<td>In</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Highly Suspicious File</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Heuristic Detection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Known Malware</td>
</tr>
<tr>
<td>File Name</td>
<td>Has file name/No file name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
</tbody>
</table>
### Adding an Affected Hosts - Host Details Advanced Search Filter

#### Procedure

1. To create an Affected Hosts - Host Details advanced search filter, go to **Detections > Affected Hosts** and click any detection link.

   Details about the host are displayed.

2. Click **Advanced**.

3. Open the **Filter** drop-down menu and select an attribute and an associated operator.

4. Do one of the following to provide an action:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Operator</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>File SHA-1</td>
<td>Has file SHA-1/No file SHA-1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td>IP Address/Domain/URL</td>
<td>Has network object/No network object</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td>Email Address</td>
<td>Has email address/No email address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td>Message ID (Email)</td>
<td>Has message ID/No message ID</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td>Subject (Email)</td>
<td>Has subject/No subject</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
</tbody>
</table>

For details, see *Adding an Affected Hosts - Host Details Advanced Search Filter on page 4-35* and *Editing an Affected Hosts - Host Details Saved Search on page 4-37*. 
• Type a value in the text box.
• Click an action from the drop-down menu.

---

**Tip**
Type a keyword to search a partial match.

For details, see *About Affected Hosts Advanced Search Filter on page 4-24.*

---

**Note**
You can add multiple criteria entries separated by a comma.

5. (Optional) Click **Add new** to include other criteria sets in the search filter.

Include the following in each advanced search filter:

• A maximum of 20 criteria sets
• A maximum of 1024 characters in each text-based value field

Save up to 20 advanced search filters.

6. Click **Search**.

The Affected Hosts - Host Details screen updates and displays data filtered by the search criteria. All search criteria sets are displayed in a summary.

7. (Optional) To save a search, do the following:

a. Click the **Save** icon and click **Save as ...**

The **Saved Searches** window opens.

![Image](attachment:image.png)

**FIGURE 4-9. Saving an Affected Hosts Search**
b. Type a name and click **Save**.
   
The name of the new saved search adds to the list of saved searches.

---

**Note**

A saved search includes any search filter you create and the current customized column settings.

---

8. (Optional) Click **Cancel** to exit the advanced search feature.

---

**Editing an Affected Hosts - Host Details Saved Search**

---

**Procedure**

1. To edit an advanced Affected Hosts - Host Details saved search, go to **Detections** > **Affected Hosts** and click any detection link.

2. Open the **Saved Searches** drop-down menu.

3. Select a saved search to edit.

4. To edit a saved search, do one of the following:

   - Click the **icon**.

   - Click **Advanced**.

5. Select an attribute and an associated operator.

6. Do one of the following to provide an action:

   - Type a value in the text box.

   - Click an action from the drop-down menu.

---

**Tip**

Type a keyword to search a partial match.
For details, see *About Affected Hosts Advanced Search Filter on page 4-24.*

---

**Note**

Add multiple criteria entries separated by a comma.

---

7. (Optional) Click **Add new** to include other criteria sets in the search filter.

---

**Note**

Include the following in each advanced search filter:

- A maximum of 20 criteria sets
- A maximum of 1024 characters in each text-based value field

Save up to 20 advanced search filters.

---

8. Click **Search**.

The Affected Hosts - Host Details screen updates and displays data filtered by the search criteria. All search criteria sets are displayed in a summary.

---

9. (Optional) To save an edited saved search, click the **Save** icon and do one of the following:

   - To save the edited saved search with the same name, click **Save**.
     The edited saved search is saved with the original name.
   - To save the edited saved search with a new name, do the following:
     a. Click **Save As ....**

     The **Saved Searches** window opens.

     ![Advanced search (Unsaved)](image)

     **Figure 4-10. Saving an Affected Hosts Search**
b. Type a name and click **Save**.

The name of the new saved search is added to the list of saved searches.

---

**Note**

A saved search includes any search filter you create and the current customized column settings.

---

10. *(Optional)* To exit the advanced search feature, do one of the following:
   
   • Click **Cancel** to return to the previous screen.
   
   • Click on a saved search to run a basic search.

---

### Deleting an Affected Hosts - Host Details Saved Search

**Procedure**

1. To drill down to Affected Hosts - Host Details from the **Affected Hosts** screen, do one of the following:
   
   • Click any detection link associated with an affected host.
   
   • Click the IP address of an affected host.

2. To delete a saved search, open the **Saved Searches** drop-down menu.
3. Click the Delete icon beside the saved search to be deleted.

---

**Note**

Preset filters cannot be deleted.

---

**Hosts with Notable Event Detections**

The Hosts with Notable Event Detections screen displays hosts with C&C callback attempts, suspicious object matches, and deny list matches.

**TABLE 4-16. Hosts with Notable Event Detections Tabs**

<table>
<thead>
<tr>
<th>TABS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>C&amp;C Callback Attempts</td>
<td>Information about hosts with C&amp;C callback attempts from scan engine patterns and rule matches</td>
</tr>
<tr>
<td>Deny List</td>
<td>Detections from Deny List matches</td>
</tr>
</tbody>
</table>
**Suspicious Objects**

Information about hosts with suspicious objects detections that are identified by Virtual Analyzer or synchronized from an external source.

---

### Viewing C&C Callback Attempts

**Procedure**

1. Go to **Detected > Hosts with Notable Event Detections > C&C Callback Attempts**.

2. (Optional) Type an IP address or host name in the search text box, and click the **Search** icon.

3. Select a time period.

4. To view detection details for a host, click any detection link.

5. To view detection details for an event, click **Show** under the **Detail** column.
6. To export a displayed list, click Export.

Viewing Deny List Detections

Procedure
1. Go to Detections > Hosts with Notable Event Detections > Deny List.
2. (Optional) Type an IP address or host name in the search text box, and click the Search icon.
3. Select a time period.
4. To view detection details for a host, click any detection link.
5. To view detection details for an event, click a detection link under the Total Detections or Unresolved Detections columns.
6. To export a displayed list, click Export.

Viewing Suspicious Objects

Procedure
1. Go to Detections > Hosts with Notable Event Detections > Suspicious Objects.
2. (Optional) Type an IP address or host name in the search text box, and click the Search icon.
3. Select a time period.
4. To view detection details for a host, click any detection link.
5. To view detection details for an event, click a detection link under the Total Detections or Unresolved Detections columns.
6. To export a displayed list, click **Export**.

---

**C&C Callback Addresses**

The **C&C Callback Addresses** screen displays a list of C&C callback addresses identified by scan engine pattern and rule matches.

C&C callback address detections can be sorted by **Callback Address, Severity, Type, Latest Callback**, and **Callbacks**.

![C&C Callback Addresses](image)

**Figure 4-11. C&C Callback Addresses**

**Viewing C&C Callback Addresses**

**Procedure**

1. Go to **Detections > C&C Callback Addresses**.
2. Click **View** and select one of the following detection types:
• All (default)
• IP Addresses/Domains
• URLs

3. (Optional) Copy a callback address to the Deny List or the Allow List.
   a. Select a callback address detection.
   b. Click Copy to Deny List or Copy to Allow List.

4. (Optional) To sort the list of C&C callback addresses, click the column titles.
   • Callback Address: Ascending/descending alphanumeric
   • Severity: Ascending/descending alphabetical
   • Type: Ascending/descending alphabetical
   • Latest Callback: Earliest/latest date
   • Callbacks: Ascending/descending numerical

---

**Suspicious Objects**

The Suspicious Objects screen displays a list of suspicious files, IP addresses, URLs, and domains identified by Virtual Analyzer or synchronized from an external source.
Suspicious objects can be sorted by **Suspicious Objects, Risk, Type, and Expiration Date.**

**Figure 4-12. Suspicious Objects**

**Viewing Suspicious Objects**

**Procedure**

1. Go to **Detections > Suspicious Objects.**
2. Click **View** and select one of the following detection types:
   - All
   - Files
   - IP Addresses
   - URLs
   - Domains
3. (Optional) Move an object to the Deny List or the Allow List.
a. Select a suspicious object detection.

b. Click either **Move to Deny List** or **Move to Allow List**.

4. To delete any detection, select the item and click **Delete**.

5. After deleting a detection, click **Reload** to apply updates.

6. To sort the list of suspicious objects, click the column titles.
   
   • **Suspicious Objects**: Ascending/descending alphanumeric
   
   • **Risk**: Ascending/descending alphabetical
   
   • **Type**: Ascending/descending alphabetical
   
   • **Expiration Date**: Earliest/latest date

---

**Retro Scan**

Retro Scan is a cloud-based service that scans historical web access logs for callback attempts to C&C servers and other related activities in your network. Web access logs may include undetected and unblocked connections to C&C servers that have only recently been discovered. Examination of such logs is an important part of forensic investigations to determine if your network is affected by attacks.

Retro Scan stores the following log information in the Smart Protection Network:

- IP addresses of endpoints monitored by Deep Discovery Inspector
- URLs accessed by endpoints
- GUID of this server

Retro Scan then periodically scans the stored log entries to check for callback attempts to C&C servers in the following lists:

- Trend Micro Global Intelligence List: Trend Micro compiles the list from multiple sources and evaluates the risk level of each C&C callback address. The C&C list is updated and delivered to enabled products daily.
- User-defined list: Retro Scan can also scan logs against your own C&C server list. Addresses must be stored in a text file.

---

**Important**

The Retro Scan screen in Deep Discovery Inspector only displays information for scans that use the Trend Micro Global Intelligence List.

---

**Retro Scan and the Smart Protection Network**

C&C communication is generally associated with large botnets, but is also a significant component of targeted attacks. Targeted attacks are often remotely orchestrated through C&C communication between the compromised hosts and the attackers. Malware call back to C&C servers for additional downloads or instructions, and can be used by attackers to access the compromised hosts.

C&C-related traffic in targeted attacks is often difficult to locate. Attackers change and redirect addresses, use legitimate sites, and even set up C&C servers inside a company's network. Moreover, most security technologies focus solely on detecting and blocking addresses that are known to be malicious at that point in time. This is problematic because reputation scores constantly change. Addresses that are considered safe today can easily become malicious within the next hour or day.

In response to these issues, Retro Scan integrates the Trend Micro Smart Protection Network to discover threats. This cloud-based protection system combines advanced threat research with intelligence from customers to provide better protection and minimize the impact of targeted attacks.

Retro Scan examines historical web access logs to help you discover suspicious connections regardless of when the address is identified as malicious.

---

**Enabling Retro Scan**

Retro Scan functions independently from Deep Discovery Inspector and is disabled by default.
Procedure

1. Go to Administration > Monitoring / Scanning > Web Reputation.

![Web Reputation](image)

**Figure 4-13. Web Reputation**

2. Click Enable Web Reputation.


4. Select Enable Retro Scan.

   The Service and Terms window appears.

5. Read the information and click Accept.
6. Click **Save**.

After Retro Scan is enabled, Deep Discovery Inspector periodically checks Retro Scan for scan reports. If scan reports are available, Deep Discovery Inspector displays summary information on the **Retro Scan** screen.

**Retro Scan Screen**

The **Retro Scan** screen displays the following information:

- Date and time of latest scan
- Link to the Retro Scan **Report Repository**

**Note**

Clicking the link opens the **Report Repository** in a new browser tab.

- Summary of the results of all scans

<table>
<thead>
<tr>
<th>COLUMN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Generated</td>
<td>Date and time the scan report was completed</td>
</tr>
<tr>
<td>Compromised Hosts</td>
<td>Number of hosts that attempted to connect to C&amp;C callback addresses during the scan period</td>
</tr>
<tr>
<td>Callback Attempts</td>
<td>Number of C&amp;C callback attempts found in the logs during the scan period</td>
</tr>
</tbody>
</table>

**Note**

Click the number to display the details for a specific report. For details, see **Retro Scan Report Details Screen on page 4-50**.

The **Retro Scan** screen also allows you to export the summary information to a .csv file.
Retro Scan Report Details Screen

Clicking a number under the **Callback Attempts** column on the **Retro Scan** screen opens a new screen with the following information:

- Number of callback attempts
- Link to the Retro Scan report

---

**Note**

Clicking the link opens the online version of the report in a new browser tab.

- Summary of the Standard Scan report

<table>
<thead>
<tr>
<th>COLUMN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Callback Attempted</td>
<td>Date and time of each C&amp;C callback attempt</td>
</tr>
<tr>
<td>Monitored Network Group</td>
<td>Monitored network group to which the compromised host belongs</td>
</tr>
<tr>
<td>Compromised Hosts</td>
<td>Name of the compromised host</td>
</tr>
<tr>
<td>IP Address</td>
<td>IP address of the compromised host</td>
</tr>
<tr>
<td>Callback Address</td>
<td>URL or IP address of the C&amp;C server</td>
</tr>
<tr>
<td>Related Malware Families</td>
<td>Malware families associated with the C&amp;C callback address</td>
</tr>
<tr>
<td>Related Attacker Groups</td>
<td>Attacker groups associated with the C&amp;C callback address</td>
</tr>
</tbody>
</table>

---

Disable Retro Scan

Retro Scan is automatically disabled when you do any of the following:
• Disable Web Reputation

Optional disable Web Reputation only if you use other security products to block URLs or use Deep Discovery Inspector specifically for sandbox analysis.

• Change Smart Protection source to a local Smart Protection server

Retro Scan is based on queries to the web reputation technology in the Smart Protection Network. Retro Scan cannot store and scan logs for queries to a local Smart Protection server.

Disabling Retro Scan

WARNING!
Disabling Retro Scan deletes all Retro Scan detection logs received and displayed by Deep Discovery Inspector.

Procedure

1. To disable Retro Scan service, go to Administration > Monitoring / Scanning > Web Reputation.

2. Under Smart Protection Settings, deselect Enable Retro Scan.

3. In the confirmation message window, click OK to disable Retro Scan and delete all Retro Scan detection logs.

All Detections

The All Detections screen displays a list of hosts that have experienced an event in a user-defined time period. Detections are displayed from global intelligence, user-defined lists, and other sources.

By default, Deep Discovery Inspector searches All Detections by Source Host, Destination Host and Interested Host.
Display Options and Search Filters

To customize the display, apply the following display options and search filters:

**TABLE 4-17. Display Options and Search Filters: All Detections**

<table>
<thead>
<tr>
<th>FILTER OPTIONS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter by Severity</td>
<td>Filter options include the following severity settings:</td>
</tr>
<tr>
<td>High only</td>
<td>Displays High severity detections only</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="High only filter" /></td>
</tr>
<tr>
<td></td>
<td>Displays High and medium severity detections</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="High and medium severity" /></td>
</tr>
<tr>
<td></td>
<td>Displays High, medium, and low severity detections</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="High, medium, and low severity" /></td>
</tr>
<tr>
<td>All</td>
<td>Displays All detections, including informational detections</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="All detections" /></td>
</tr>
<tr>
<td>FILTER OPTIONS</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Period</td>
<td><strong>Past 1 hour</strong>&lt;br&gt;<strong>Past 24 hours</strong> (default)&lt;br&gt;<strong>Past 7 days</strong>&lt;br&gt;<strong>Past 30 days</strong>&lt;br&gt;<strong>Custom Range</strong>&lt;br&gt;Specify a custom range from the current day to the past 31 days.</td>
</tr>
<tr>
<td>Customize Columns</td>
<td>Display optional columns.</td>
</tr>
<tr>
<td>Basic Search</td>
<td>Search an IP address or host name.</td>
</tr>
<tr>
<td></td>
<td>Tip</td>
</tr>
<tr>
<td></td>
<td>Type a case-insensitive keyword in the basic search field to search a partial host match.</td>
</tr>
<tr>
<td>Preset Search Filters</td>
<td>Search by preset search criteria.</td>
</tr>
<tr>
<td></td>
<td>All Detections view includes the following preset searches:</td>
</tr>
<tr>
<td></td>
<td>• Threats</td>
</tr>
<tr>
<td></td>
<td>• Known Threats</td>
</tr>
<tr>
<td></td>
<td>• Potential Threats</td>
</tr>
<tr>
<td></td>
<td>• Email Threats</td>
</tr>
<tr>
<td></td>
<td>• Ransomware</td>
</tr>
</tbody>
</table>
### Filter Options

<table>
<thead>
<tr>
<th><strong>Filter Options</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Search Filter</td>
<td>Search by user-defined criteria sets, including the following:</td>
</tr>
<tr>
<td></td>
<td>Each set includes one or more of the following:</td>
</tr>
<tr>
<td></td>
<td>• Attributes</td>
</tr>
<tr>
<td></td>
<td>• Operators</td>
</tr>
<tr>
<td></td>
<td>• Associated values</td>
</tr>
<tr>
<td></td>
<td>For details, see <a href="#">All Detections Advanced Search Filter on page 4-65</a>.</td>
</tr>
</tbody>
</table>

### Viewing All Detections

**Procedure**

1. Go to Detections > All Detections.

![All Detections](#)
2. Set the detection severity level by dragging the Detection severity slider.
3. Select a time period.
4. To select columns for display, click Customize Columns, select one or more columns, then click Apply to return to the modified All Detections screen.

**TABLE 4-18. All Detections Columns**

<table>
<thead>
<tr>
<th>Columns</th>
<th>Preselected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>X</td>
</tr>
<tr>
<td>Timestamp</td>
<td>X</td>
</tr>
<tr>
<td>Source Host</td>
<td>X</td>
</tr>
<tr>
<td>Destination Host</td>
<td>X</td>
</tr>
<tr>
<td>Interested Host</td>
<td>X</td>
</tr>
<tr>
<td>Peer Host</td>
<td></td>
</tr>
<tr>
<td>Sender</td>
<td></td>
</tr>
<tr>
<td>Recipients</td>
<td></td>
</tr>
<tr>
<td>Email Subject</td>
<td></td>
</tr>
<tr>
<td>User Account</td>
<td></td>
</tr>
<tr>
<td>Threat Description</td>
<td>X</td>
</tr>
<tr>
<td>Detection Name</td>
<td>X</td>
</tr>
<tr>
<td>Reference</td>
<td></td>
</tr>
<tr>
<td>Detection Type</td>
<td></td>
</tr>
<tr>
<td>Protocol</td>
<td>X</td>
</tr>
<tr>
<td>Detection Severity</td>
<td>X</td>
</tr>
<tr>
<td>Attack Phase</td>
<td>X</td>
</tr>
<tr>
<td>Direction</td>
<td></td>
</tr>
<tr>
<td><strong>Columns</strong></td>
<td><strong>Preselected</strong></td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Notable Object</td>
<td>X</td>
</tr>
</tbody>
</table>

**Note**
The default Timestamp and Threat Description columns cannot be removed.

5. (Optional) Click **Mark Displayed as Resolved** to mark all the detections displayed on the current page as resolved.

In the Status column, the ▶ icon changes to ✔.

**Note**
After marking all displayed detections as resolved, detections can only be individually marked as unresolved.

6. To run a basic search, do one of the following:

- Type an IP address or host name in the search text box and press **Enter**.
- Click the search icon.

By default, Deep Discovery Inspector searches **All Detections** by **Source Host**, **Destination Host**, and **Interested Host**.

![Advanced search](image)

**Figure 4-15. All Detections Basic Search**
7. To run a saved search, go to **Detections > All Detections**, open the drop-down menu of the search box, and click a saved search.

Deep Discovery Inspector provides the following preset saved search filters.

**TABLE 4-19. Preset Search Filters**

<table>
<thead>
<tr>
<th>PRESSET FILTER</th>
<th>FILTER OPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threats</td>
<td>Detection type options include the following:</td>
</tr>
<tr>
<td></td>
<td>• Malicious Content</td>
</tr>
<tr>
<td></td>
<td>• Malicious Behavior</td>
</tr>
<tr>
<td></td>
<td>• Suspicious Behavior</td>
</tr>
<tr>
<td></td>
<td>• Exploit</td>
</tr>
<tr>
<td></td>
<td>• Grayware</td>
</tr>
<tr>
<td></td>
<td>• Malicious URL</td>
</tr>
<tr>
<td>Known Threats</td>
<td>File Detection Types: Known Malware</td>
</tr>
<tr>
<td>Potential Threats</td>
<td>• Virtual Analyzer Result: Has analysis results</td>
</tr>
<tr>
<td></td>
<td>• File Detection type options include the following:</td>
</tr>
<tr>
<td></td>
<td>• Highly Suspicious File</td>
</tr>
<tr>
<td></td>
<td>• Heuristic Detection</td>
</tr>
<tr>
<td>Email Threats</td>
<td>Protocol options include the following:</td>
</tr>
<tr>
<td></td>
<td>• IMAP4</td>
</tr>
<tr>
<td></td>
<td>• POP3</td>
</tr>
<tr>
<td></td>
<td>• SMTP</td>
</tr>
<tr>
<td>Ransomware</td>
<td>Detection name options include the following:</td>
</tr>
<tr>
<td></td>
<td>• Ransomware-related detections</td>
</tr>
</tbody>
</table>

8. To create and apply an advanced search filter, click **Advanced**.

For details, see *All Detections Advanced Search Filter on page 4-65*.

9. Click **Export**.
A zip folder with the following files downloads:

- threats.csv
- malicious_urls.csv
- application_filters.csv
- correlated_incidents.csv

All Detections - Detection Details

Deep Discovery Inspector logs the details of each threat it detects. The All Detections screen may contain any of the following information, depending on search and other filter criteria and settings.

- Header on page 4-58
- Connection Details on page 4-59
- File Analysis Results on page 4-62

All Detections - Detection Details - Header

Information provided in the header at the top of the Detections Details window may include the following:

- Threat Description: For details about the threat, click the threat description.
  Deep Discovery Inspector connects with Threat Connect, where you can search for current information about the threat.
- Detection Severity: Detection severity
- Type: Detection type
- Detection Name: Detection name
- Reference: Additional identifiers to reference the detection
### TABLE 4-20. Detection Types

<table>
<thead>
<tr>
<th>DETECTION TYPES</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correlated Incident</td>
<td>Events/detections that occur in a sequence or reach a threshold and define a pattern of activity</td>
</tr>
</tbody>
</table>
| Disruptive Application | Any peer-to-peer, instant messaging, or streaming media applications considered to be disruptive because they may do the following:  
  • Affect network performance  
  • Create security risks  
  • Distract employees |
| Exploit             | Network and file-based attempts to access information                        |
| Grayware            | Adware/grayware detections of all types and confidence levels                |
| Malicious Behavior  | Behavior that definitely indicates compromise with no further correlation needed, including the following:  
  • Positively-identified malware communications  
  • Known malicious destination contacted  
  • Malicious behavioral patterns and strings |
| Malicious Content   | File signature detections                                                    |
| Malicious URL       | Websites that try to perform malicious activities                            |
| Suspicious Behavior | Behavior that could indicate compromise but requires further correlation to confirm, including the following:  
  • Anomalous behavior  
  • False or misleading data  
  • Suspicious and malicious behavioral patterns and strings |

**All Detections - Detection Details - Connection Details**

Based on search criteria, **Connection Details** may include the following:
• Detection direction
• Host details
• Protocol details
• File details
• Additional event details

A graphical display includes the direction of the event and other information depending on the detection event search criteria.

Host details may include the following:
• IP Address
• Port
• MAC Address
• Network Group
• Network Zone

**Table 4-21. Protocol Details**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel name</td>
<td>Name of the IRC channel</td>
</tr>
<tr>
<td>Message ID</td>
<td>Unique identifier of an email message</td>
</tr>
<tr>
<td>Recipient</td>
<td>Email address of the suspicious file recipient</td>
</tr>
<tr>
<td>Sender</td>
<td>Email address that sent the suspicious file</td>
</tr>
<tr>
<td>Subject</td>
<td>Subject of the suspicious email</td>
</tr>
<tr>
<td>Target share</td>
<td>Shared folder where the malicious file is dropped</td>
</tr>
<tr>
<td>User agent</td>
<td>Client application used with a particular network protocol</td>
</tr>
<tr>
<td>User name</td>
<td>Name of the logged on user</td>
</tr>
</tbody>
</table>
### Table 4-22. File Details

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>File name</td>
<td>Name of the file tagged as a potential/known risk</td>
</tr>
<tr>
<td>File size</td>
<td>Size of the file tagged as a potential/known risk</td>
</tr>
<tr>
<td>File extension</td>
<td>Extension of the file tagged as potential/known risk</td>
</tr>
<tr>
<td>File name in archive</td>
<td>Name of the file in the archive tagged as potential/known risk</td>
</tr>
<tr>
<td>Download detected file</td>
<td>Click to download the detection logs and detected file in a password-protected zip archive</td>
</tr>
</tbody>
</table>

### Table 4-23. Additional Event Details

<table>
<thead>
<tr>
<th>Event Detail</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attack Phase</td>
<td>Identifies the attack phase</td>
</tr>
<tr>
<td>Authentication</td>
<td>Indicates if the protocol requires authentication</td>
</tr>
<tr>
<td>BOT Command</td>
<td>Command used in IRC for BOTs</td>
</tr>
<tr>
<td>BOT URL</td>
<td>URL used in IRC for BOTs</td>
</tr>
<tr>
<td>Detected by</td>
<td>Displays the engine that detected the threat (Network Content Inspection Engine, Advanced Threat Scan Engine, and/or Network Content Correlation Engine)</td>
</tr>
<tr>
<td>Detection Rule ID</td>
<td>Defined in Network Content Correlation Pattern, used by the Network Content Correlation Engine</td>
</tr>
<tr>
<td>HTTP referer</td>
<td>Indicates the URL of the webpage that linked to the requested resource</td>
</tr>
<tr>
<td>Mitigation</td>
<td>Indicates if any mitigation action is needed</td>
</tr>
<tr>
<td>Protocol</td>
<td>Protocol used by the threat traffic</td>
</tr>
</tbody>
</table>
### Event Detail

<table>
<thead>
<tr>
<th>Event Detail</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outbreak Containment Services</td>
<td>Indicates if containment services are needed when an outbreak is detected</td>
</tr>
<tr>
<td>URL</td>
<td>Link included in the email or the instant message content</td>
</tr>
<tr>
<td>Targeted Attack related</td>
<td>Indicates if the detection is related to a targeted attack</td>
</tr>
<tr>
<td>Targeted Attack campaign name</td>
<td>Indicates the campaign name of the related Targeted Attack</td>
</tr>
</tbody>
</table>

### All Detections - Detection Details - File Analysis Results

Based on search criteria, **File Analysis Results** may include the following:

- File Name
- File Size
- File Type
- MD5
- Parent File
- Risk Level (High/Medium/Low)
- SHA-1
- Threat
- Virtual Analyzer Images
TABLE 4-24. File Analysis Results Tabs

<table>
<thead>
<tr>
<th>TAB</th>
<th>COLUMNS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threat Behavior by Category</td>
<td>Displays one of the following:</td>
</tr>
<tr>
<td></td>
<td>• No threat behavior detected</td>
</tr>
<tr>
<td></td>
<td>• Name of threat behavior</td>
</tr>
<tr>
<td>Threat Events by Sequence</td>
<td>Displays any of the following:</td>
</tr>
<tr>
<td></td>
<td>• PID</td>
</tr>
<tr>
<td></td>
<td>• Parent PID</td>
</tr>
<tr>
<td></td>
<td>• Action</td>
</tr>
<tr>
<td></td>
<td>• Detail Information</td>
</tr>
<tr>
<td>Network Traffic</td>
<td>Displays any of the following:</td>
</tr>
<tr>
<td></td>
<td>• Remote Host</td>
</tr>
<tr>
<td></td>
<td>• Protocol</td>
</tr>
<tr>
<td></td>
<td>• Port</td>
</tr>
<tr>
<td></td>
<td>• Requests</td>
</tr>
</tbody>
</table>

The following information is available for download:

• Parent File
• Raw Analysis Data
• Report

Viewing All Detections - Detection Details

Procedure

1. To view All Detections detection details for any event, click Show under the Detail column.
Detection details about the event are displayed.

![Detection Details Window](image)

**Figure 4-16. All Detections - Detection Details**

2. On the **Detection Details** window, do the following:
   a. Click the threat description for details about the threat.
      
      Deep Discovery Inspector connects with Threat Connect, where you can search for current information about the threat.
   b. View the detection severity.
   c. View the detection type.
   d. View the detection name.
   e. View additional references.
      
      For details, see **All Detection Details - Header on page 4-58**.

3. Click **Export Connection Details** to open or save the results.

4. Click **Connection Details** to view the direction of the event and host, file, and additional event details.
   
   For details, see **All Detection Details - Connection Details on page 4-59**.

5. Click **Download Detected File** to export the suspicious file and detection details log in a password-protected zip archive.
6. For detection events from Virtual Analyzer, click **File Analysis Results**.

   For details, see *All Detection Details - File Analysis Results on page 4-62*.

   a. Select a parent file from the **Select File** drop-down menu.
   
   b. (Optional) Click **Download Parent File**.
   
   c. (Optional) Click **Download Raw Analysis Data**.
   
   d. (Optional) Click **Download Report**.
   
   e. Click the **Threat Behaviors by Category** tab to view event categories.
   
   f. Click the **Threat Events by Sequence** tab to view PID, Parent PID, Action, and Detail Information data.
   
   g. Click the **Network Traffic** tab to view Remote Host, Protocol, Port, and Requests data.

---

**All Detections Advanced Search Filter**

Use the advanced search filter to create and apply customized searches.

---

**Note**

Include the following in each advanced search filter:

- A maximum of 20 criteria sets
- A maximum of 1024 characters in each text-based value field

Save up to 20 advanced search filters.

For details, see *Adding an All Detections Advanced Search Filter on page 4-70* and *Editing an All Detections Advanced Search Filter on page 4-72*.

To view specific data, select from the following optional attributes and operators, and type an associated value.
TABLE 4-25. Search Filter Criteria: All Detections

<table>
<thead>
<tr>
<th>ATTRIBUTE</th>
<th>OPERATOR</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name</td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td>IP address</td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
<tr>
<td></td>
<td>In range/Not in range</td>
<td>Type a range</td>
</tr>
<tr>
<td>MAC address</td>
<td>In/Not in</td>
<td>Type a value</td>
</tr>
<tr>
<td>Network Group</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• All groups</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Default</td>
</tr>
<tr>
<td>ATTRIBUTE</td>
<td>OPERATOR</td>
<td>ACTION</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Registered Services</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Active Directory</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Authentication Servers - Kerberos</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Content Management Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Database Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• DNS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Domain Controller</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• File Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• FTP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• HTTP Proxy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Radius Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Security Audit Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• SMTP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• SMTP Open Relay</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Software Update Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Web Server</td>
</tr>
<tr>
<td>Protocol</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• All protocol types</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Desired protocol type(s)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Other</td>
</tr>
<tr>
<td>Direction</td>
<td>Equals</td>
<td>Select one of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Internal</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• External</td>
</tr>
<tr>
<td>ATTRIBUTE</td>
<td>OPERATOR</td>
<td>ACTION</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Status</td>
<td>Equals</td>
<td>Select one of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Resolved</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unresolved</td>
</tr>
<tr>
<td>Threat/</td>
<td>Contains/Does not contain/</td>
<td>Type a value</td>
</tr>
<tr>
<td>Detection/</td>
<td>Equals</td>
<td></td>
</tr>
<tr>
<td>Reference</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Detection Rule ID</td>
<td>In/Not in</td>
<td>Type a value</td>
</tr>
<tr>
<td>Correlation Rule ID (ICID)</td>
<td>In/Not in</td>
<td>Type a value</td>
</tr>
<tr>
<td>Detection Type</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Malicious Content</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Malicious Behavior</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Suspicious Behavior</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Exploit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Grayware</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Malicious URL</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Disruptive Application</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Correlated Incident</td>
</tr>
<tr>
<td><strong>ATTRIBUTE</strong></td>
<td><strong>OPERATOR</strong></td>
<td><strong>ACTION</strong></td>
</tr>
<tr>
<td>------------------------</td>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Attack Phase</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Intelligence Gathering</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Point of Entry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• C&amp;C Communication</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Lateral Movement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Asset/Data Discovery</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Data Exfiltration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unknown Attack Phase</td>
</tr>
<tr>
<td>C&amp;C List Source</td>
<td>In/Not in</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Global Intelligence</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Virtual Analyzer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• User-defined</td>
</tr>
<tr>
<td>Virtual Analyzer Result</td>
<td>Has analysis results/No analysis results</td>
<td></td>
</tr>
<tr>
<td>Is Targeted Attack Related</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td>File Detection Type</td>
<td>In</td>
<td>Select one or more of the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Highly Suspicious File</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Heuristic Detection</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Known Malware</td>
</tr>
<tr>
<td>File Name</td>
<td>Has file name/No file name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Contains/Does not contain</td>
<td>Type a value</td>
</tr>
</tbody>
</table>
Adding an All Detections Advanced Search Filter

**Procedure**

1. To create an advanced search filter, go to **Detections > All Detections** and click **Advanced**.

2. Open the **Filter** drop-down menu and select an attribute and an associated operator.

![All Detections Advanced Search Filter](image)

**Figure 4-17. All Detections Advanced Search Filter**
3. Do one of the following to provide an action:
   - Type a value in the text box.
   - Click an action from the drop-down menu.

---

**Tip**

Type a keyword to search a partial match.

For details, see *All Detections Advanced Search Filter on page 4-65.*

---

**Note**

You can add multiple criteria entries separated by a comma.

4. (Optional) Click **Add new** to include other criteria sets in the search filter.

   Include the following in each advanced search filter:
   - A maximum of 20 criteria sets
   - A maximum of 1024 characters in each text-based value field

   Save up to 20 advanced search filters.

5. Click **Search**.

   The *All Detections* screen updates and displays data filtered by the search criteria. All search criteria sets are displayed in a summary.

6. (Optional) To save a search, do the following:
   a. Click the **Save** icon and select **Save as ...**.
      
      The *Saved Searches* window opens.
   b. Type a name and click **Save**.
      
      The name of the new saved search is added to the list of saved searches.
Note

A saved search includes any search filter you create together with the current customized column settings.

7. (Optional) Click Cancel to exit the advanced search feature.

Editing an All Detections Saved Search

Procedure

1. To edit an All Detections saved search, go to Detections > All Detections and open the Saved Searches drop-down menu.

2. Select a saved search to edit and click the icon.
3. Select an attribute and an associated operator.

4. Do one of the following to provide an action:
   - Type a value in the text box.
   - Click an action from the drop-down menu.

**Tip**
Type a keyword to search a partial match.

For details, see the Search Filter Criteria: All Detections table All Detections Advanced Search Filter on page 4-65.

**Note**
Add multiple criteria entries separated by a comma.

5. (Optional) Click **Add new** to include other criteria sets in the search filter.

**Note**
Include the following in each advanced search filter:
- A maximum of 20 criteria sets
- A maximum of 1024 characters in each text-based value field

Save up to 20 advanced search filters.

6. Click **Search**.
The **All Detections** screen updates and displays data filtered by the search criteria. All search criteria sets are displayed in a summary.

7. (Optional) To save an edited saved search, click the **Save** icon and do one of the following:

   - To save the edited saved search with the same name, click **Save**.
     
     The edited saved search is saved with the original name.
   - To save the edited saved search with a new name, do the following:
     a. Click **Save as ....**
     
     The **Saved Searches** window opens.

     ![Figure 4-20. Saving an All Detections Search](image)

     **Figure 4-20. Saving an All Detections Search**

     b. Type a name and click **Save**.
     
     The name of the new saved search is added to the list of saved searches.

    **Note**

    A saved search includes any search filter you create and the current customized column settings.

8. (Optional) To exit the advanced search feature, do one of the following:

   - Click **Cancel** to return to the previous screen.
   - Click on a saved search to run a basic search.
Deleting an All Detections Saved Search

Procedure

1. To delete a saved search, go to Detections > All Detections, and open the Saved Searches drop-down menu.

![Saved Searches]

2. Click the Remove Filter icon beside the saved search to be deleted.

   Note
   Preset filters cannot be deleted.
Chapter 5

Reports

Learn how to generate and access Deep Discovery Inspector scheduled and on-demand reports in the following topics:

• About Reports on page 5-2
• Scheduled Reports on page 5-4
• Schedules on page 5-6
• Scheduling a Report on page 5-7
• Deleting a Report Schedule on page 5-10
• On-demand Reports on page 5-10
• Generating On-demand Reports on page 5-12
• Deleting an On-demand Report on page 5-14
• Customization on page 5-14
• Customizing Reports on page 5-15
About Reports

Deep Discovery Inspector provides report templates for easy access to threat information. Reports help you better understand complex threat scenarios, prioritize responses, and plan containment and mitigation.

**TABLE 5-1. Deep Discovery Inspector Reports**

<table>
<thead>
<tr>
<th>REPORT TYPE AND FORMAT</th>
<th>TABLE OF CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Report</td>
<td>Detection Overview</td>
</tr>
<tr>
<td></td>
<td>• Virtual Analyzer Summary</td>
</tr>
<tr>
<td></td>
<td>• Custom Deny List Events Summary</td>
</tr>
<tr>
<td></td>
<td>• High Severity Hosts</td>
</tr>
<tr>
<td></td>
<td>• High Severity Hosts Details</td>
</tr>
<tr>
<td></td>
<td>• Virtual Analyzer Result Details</td>
</tr>
<tr>
<td></td>
<td>• Deny List Detection Details</td>
</tr>
<tr>
<td></td>
<td>• Threat Statistics</td>
</tr>
<tr>
<td></td>
<td>• Top 20 Hosts Visiting Malicious Sites</td>
</tr>
<tr>
<td></td>
<td>• Malicious Content Statistics</td>
</tr>
<tr>
<td>Compressed archive with the following formats:</td>
<td>• Informational Detections</td>
</tr>
<tr>
<td>1. PDF file</td>
<td>• Disruptive Application Usage</td>
</tr>
<tr>
<td>2. CSV files</td>
<td>• Recommendations</td>
</tr>
<tr>
<td></td>
<td>• Glossary</td>
</tr>
<tr>
<td></td>
<td>• Appendix A: Report Scope</td>
</tr>
<tr>
<td>REPORT TYPE AND FORMAT</td>
<td>TABLE OF CONTENTS</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Executive Report PDF</td>
<td>• Highlights</td>
</tr>
<tr>
<td></td>
<td>• Business Risk Profile</td>
</tr>
<tr>
<td></td>
<td>• Affected Assets</td>
</tr>
<tr>
<td></td>
<td>• Infection Sources</td>
</tr>
<tr>
<td></td>
<td>• Detection Technology Used</td>
</tr>
<tr>
<td></td>
<td>• Threat Statistics</td>
</tr>
<tr>
<td></td>
<td>• Virtual Analyzer Statistics</td>
</tr>
<tr>
<td></td>
<td>• Disruptive Applications</td>
</tr>
<tr>
<td></td>
<td>• Deny List Entities</td>
</tr>
<tr>
<td></td>
<td>• Potential Impact</td>
</tr>
<tr>
<td></td>
<td>• Recommendations</td>
</tr>
<tr>
<td></td>
<td>• Appendices</td>
</tr>
<tr>
<td></td>
<td>• Appendix A: Report Scope</td>
</tr>
<tr>
<td></td>
<td>• Appendix B: Most-affected Host Summary</td>
</tr>
<tr>
<td>Host Severity Report PDF</td>
<td>• Summary</td>
</tr>
<tr>
<td></td>
<td>• Affected Hosts</td>
</tr>
<tr>
<td></td>
<td>• C&amp;C Communication</td>
</tr>
<tr>
<td></td>
<td>• Potential Threats</td>
</tr>
<tr>
<td></td>
<td>• Known Threats</td>
</tr>
<tr>
<td></td>
<td>• Lateral Movement</td>
</tr>
<tr>
<td></td>
<td>• Appendices</td>
</tr>
<tr>
<td></td>
<td>• Appendix A: Report Scope</td>
</tr>
<tr>
<td></td>
<td>• Appendix B: Host Severity of Affected Hosts</td>
</tr>
</tbody>
</table>
### Table of Contents

<table>
<thead>
<tr>
<th><strong>Report Type and Format</strong></th>
<th><strong>Table of Contents</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Summary Report</strong></td>
<td>• Overview</td>
</tr>
<tr>
<td>PDF</td>
<td>• Discovery Highlights</td>
</tr>
<tr>
<td></td>
<td>• Recommendations</td>
</tr>
<tr>
<td></td>
<td>• Appendix A: Report Scope</td>
</tr>
<tr>
<td><strong>Threat Detection Report</strong></td>
<td>• Summary</td>
</tr>
<tr>
<td>PDF</td>
<td>• Top 10 Threats detected exclusively by Virtual Analyzer</td>
</tr>
<tr>
<td></td>
<td>• Top 10 Threats detected by Virtual Analyzer</td>
</tr>
<tr>
<td></td>
<td>• Detected Known Malware Types</td>
</tr>
<tr>
<td></td>
<td>• Infection Channels</td>
</tr>
<tr>
<td></td>
<td>• Top 10 Attack Sources Per Group</td>
</tr>
<tr>
<td></td>
<td>• Top 10 Cross Group Attacks</td>
</tr>
<tr>
<td></td>
<td>• Top 10 Attack Sources</td>
</tr>
<tr>
<td></td>
<td>• Top 10 Threat Types</td>
</tr>
<tr>
<td></td>
<td>• Threat Trends</td>
</tr>
<tr>
<td></td>
<td>• Virtual Analyzer Statistics</td>
</tr>
<tr>
<td></td>
<td>• Appendices</td>
</tr>
<tr>
<td></td>
<td>• Appendix A: Report Scope</td>
</tr>
<tr>
<td></td>
<td>• Appendix B: Recommendations</td>
</tr>
</tbody>
</table>

## Scheduled Reports

The **Scheduled Reports** screen displays user-scheduled daily, weekly, and monthly reports on a calendar.
### TABLE 5-2. Calendar Icons

<table>
<thead>
<tr>
<th>ICON</th>
<th>FREQUENCY</th>
<th>USER</th>
<th>PURPOSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Daily</td>
<td>Administrator</td>
<td>Track threat status</td>
</tr>
<tr>
<td>W</td>
<td>Weekly</td>
<td>Executive</td>
<td>Overview of organization's security posture</td>
</tr>
<tr>
<td>M</td>
<td>Monthly</td>
<td>Executive</td>
<td>Overview of organization's security posture</td>
</tr>
</tbody>
</table>

A list of scheduled reports by selected calendar day provides access to previous reports. Click a report to open or save it.

**Figure 5-1. Scheduled Reports**
Schedules

![Schedules screen](image)

**Figure 5-2. Schedules**

Use the **Schedules** screen to do the following:

- Review the attributes of scheduled reports
- Add, modify, and delete report schedules

**Table 5-3. Column Names: Schedules Tab**

<table>
<thead>
<tr>
<th><strong>COLUMN</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>Generic report period, including the following:</td>
</tr>
<tr>
<td></td>
<td>- Daily</td>
</tr>
<tr>
<td></td>
<td>- Weekly</td>
</tr>
<tr>
<td></td>
<td>- Monthly</td>
</tr>
<tr>
<td>Name</td>
<td>Customized or default report name</td>
</tr>
</tbody>
</table>
### Column | Description
--- | ---
Type | Report types, including the following:
• Advanced
• Executive
• Host Severity
• Summary
• Threat Detection
Scope | Included hosts, including the following:
• All monitored hosts
• Filtered hosts
Notification | Status of the notifications option
• On: Enabled
• Off: Disabled
Period | Time range covered by the report
Created By | Name of the user account that scheduled the report

**Scheduling a Report**

Reports can be scheduled to generate daily, weekly, and monthly.

**Procedure**

1. On the **Reports > Schedules** tab, click **Add**. The **Add Schedule** window opens.
2. (Optional) Type a report name.

3. Under **Schedule**, select a report frequency.

**TABLE 5-4. Report Frequency**

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>OPTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td></td>
<td>Midnight to 23:59</td>
</tr>
<tr>
<td>Weekly</td>
<td><strong>Start week on:</strong></td>
<td>Default: Sunday</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Configurable: Sunday through Saturday</td>
</tr>
<tr>
<td>Frequency</td>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>Monthly</td>
<td>Start month on day:</td>
<td>Default: Day 01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Configurable: 01 through 31</td>
</tr>
</tbody>
</table>

**Next Report Period** displays a time range for the report.

4. Select a report type.

For details about available reports, see *About Reports on page 5-2*.

The **Table of Contents** of the selected report displays.

5. To select the report scope, click one of the following:
   - All monitored hosts
   - Filtered hosts

**Note**

Selectable saved filters include the preset Affected Hosts saved searches and any custom saved searches.

6. (Optional) Select **Send generated report to email recipients**.

   To edit the list of email recipients, go to **Administration > Notifications > Delivery Options > Email Settings**.

7. Click **Save**.

8. To modify a report schedule, click a report name and follow steps 2 to 7.

**Note**

Report schedules can only be edited by the user account that created the schedule. However, any user may delete any report schedule.
Deleting a Report Schedule

Procedure

1. On the Reports > Schedules tab, select a report schedule to delete.
2. Click Delete.

Note
This removes the report schedule. The report is not deleted.

Important
When a user account is deleted, any report schedule created by the account will also be deleted. However, any generated reports will not be deleted.

When a saved search is deleted, any report schedule associated with the search will also be deleted. However, any generated reports will not be deleted.

For details on how to remove scheduled reports that have previously generated, see Storage Maintenance on page 6-171.

On-demand Reports

Generate one-time reports anytime you need them. Use the On-demand Reports screen to do the following:

• Review the attributes of generated on-demand reports
• Add, download, and delete on-demand reports

**Figure 5-4. On-demand Reports**

**Table 5-5. Column Names: On-demand Reports Tab**

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generated</td>
<td>Date and time a report was generated</td>
</tr>
<tr>
<td>Name</td>
<td>Customized or default report name</td>
</tr>
<tr>
<td>Type</td>
<td>Report types, including the following:</td>
</tr>
<tr>
<td></td>
<td>• Advanced</td>
</tr>
<tr>
<td></td>
<td>• Executive</td>
</tr>
<tr>
<td></td>
<td>• Host Severity</td>
</tr>
<tr>
<td></td>
<td>• Summary</td>
</tr>
<tr>
<td></td>
<td>• Threat Detection Report</td>
</tr>
<tr>
<td>Scope</td>
<td>Included hosts, including the following:</td>
</tr>
<tr>
<td></td>
<td>• All monitored hosts</td>
</tr>
<tr>
<td></td>
<td>• Filtered hosts</td>
</tr>
<tr>
<td>Period</td>
<td>Time range covered by the report</td>
</tr>
<tr>
<td>Created By</td>
<td>Name of the user account that generated the report</td>
</tr>
<tr>
<td>Download</td>
<td>Save or open a generated report</td>
</tr>
</tbody>
</table>
Generating an On-demand Report

Procedure

1. Go to Reports > On-demand Reports.
2. Click Add.

The Add On-demand Report window opens.

3. Set a report period. Options include the following:
• Click a preset period:
  • Past 7 days
  • Past 2 weeks
  • Past 4 weeks
• Click on the calendars to select a date range.

---

**Note**
When you click a preset period, the From/To field automatically adds the correct dates.

---

4. Select a report type.
   
   For details about available reports, see *About Reports on page 5-2.*
   
   The Table of Contents of the selected report displays.

5. To select the report scope, click one of the following:
   
   • All monitored hosts
   
   • Filtered hosts
   
   Choose a saved search filter from Affected Hosts.

---

**Note**
Selectable saved search filters include preset Affected Hosts saved searches and any custom saved searches. To configure a saved search for application to a report, go to **Detections > Affected Hosts > Advanced** and select a host attribute and associated criteria.

---

6. Click **Generate** to create the report.

The new on-demand report appears in the list.
Deleting an On-demand Report

**Important**

This procedure removes the report from Deep Discovery Inspector. Once deleted, the report cannot be recovered.

Any user may delete any report.

**Procedure**

1. On the **Reports > On-demand Reports** tab, select a report to delete.
2. Click **Delete**.

**Customization**

Use the **Customization** screen to configure report cover options. For details, see *Customizing Reports on page 5-15*.

**Figure 5-5. Report Customization**
Customizing Reports

Procedure

1. Go to Reports > Customization.
2. Type a company name.
3. To display a company logo, click Display and browse to select an image.

![Important]

Image files must be in JPG or PNG file format. The maximum file size is 200 KB.

4. (Optional) Deselect the Display Trend Micro logo check box.

![Note]

The Display Trend Micro logo is preselected by default.

5. Click Save.
Chapter 6

Administration

Learn how to administer Deep Discovery Inspector operations in the following sections:

- Updates on page 6-2
- Notifications on page 6-15
- Monitoring / Scanning on page 6-37
- Virtual Analyzer on page 6-66
- Network Groups and Assets on page 6-84
- Integrated Products/Services on page 6-90
- About Accounts on page 6-150
- System Settings on page 6-159
- System Logs on page 6-168
- System Maintenance on page 6-171
- Licenses on page 6-178
Updates

Use the Updates screen to configure component and product update settings.

Component Updates

Download and deploy product components used to scan for and detect network threats. Because Trend Micro frequently creates new component versions, perform regular updates to address the latest threats.

Components to Update

To help protect your network, Deep Discovery Inspector uses the components listed in the following table.

**TABLE 6-1. Deep Discovery Inspector Components**

<table>
<thead>
<tr>
<th>COMPONENT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Persistent Threat Information Pattern</td>
<td>Advanced Persistent Threat Information Pattern provides details about advanced persistent threats.</td>
</tr>
<tr>
<td>Advanced Threat Scan Engine</td>
<td>The Advanced Threat Scan Engine protects against viruses, malware, and exploits to vulnerabilities in software such as Java and Flash. Integrated with the Trend Micro Virus Scan Engine, the Advanced Threat Scan Engine employs signature-based, behavior-based, and aggressive heuristic detection.</td>
</tr>
<tr>
<td>C&amp;C Information Pattern v.2</td>
<td>C&amp;C Information Pattern v.2 contains a list of known C&amp;C servers and callback addresses.</td>
</tr>
<tr>
<td>Common Threat Family Information Pattern</td>
<td>Common Threat Family Information Pattern provides the common threat family name for detections.</td>
</tr>
<tr>
<td>Common Vulnerability and Exposure Information Pattern</td>
<td>Common Vulnerability and Exposure Information Pattern provides CVE reference information for detections.</td>
</tr>
<tr>
<td>COMPONENT</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Deep Discovery Inspector Firmware</td>
<td>The program file used by Deep Discovery Inspector.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong></td>
</tr>
<tr>
<td></td>
<td>Trend Micro recommends using the Firmware Update screen when updating the firmware.</td>
</tr>
<tr>
<td>Deep Discovery Trusted Certificate Authorities</td>
<td>Deep Discovery Trusted Certificate Authorities provides the trusted certificate authorities to verify PE signatures.</td>
</tr>
<tr>
<td>IntelliTrap Pattern</td>
<td>The IntelliTrap Pattern contains the detection routines for compressed executable (packed) file types that are known to commonly obfuscate malware and other potential threats.</td>
</tr>
<tr>
<td>IntelliTrap Exception Pattern</td>
<td>The IntelliTrap Exception Pattern contains detection routines for safe compressed executable (packed) files to reduce the amount of false positives during IntelliTrap scanning.</td>
</tr>
<tr>
<td>Network Content Correlation Pattern</td>
<td>The Network Content Correlation Pattern implements detection rules defined by Trend Micro.</td>
</tr>
<tr>
<td>Network Content Inspection Engine</td>
<td>The Network Content Inspection Engine is used to perform network scanning.</td>
</tr>
<tr>
<td>Network Content Inspection Pattern</td>
<td>The Network Content Inspection Pattern is used by the Network Content Inspection Engine to perform network scanning.</td>
</tr>
<tr>
<td>Spyware/Grayware Pattern</td>
<td>The Spyware/Grayware Pattern identifies unique patterns of bits and bytes that signal the presence of certain types of potentially undesirable files and programs, such as adware and spyware, or other grayware.</td>
</tr>
<tr>
<td>Threat Correlation Pattern</td>
<td>The Threat Correlation Pattern is used by Deep Discovery Inspector during threat correlation.</td>
</tr>
<tr>
<td>Threat Knowledgebase</td>
<td>The Threat Knowledge Base provides information for threat correlation.</td>
</tr>
<tr>
<td>Trend Micro Intelligence Agent v. 2</td>
<td>Trend Micro Intelligence Agent v.2 retrieves additional information about detections.</td>
</tr>
</tbody>
</table>
Component Update Methods

Use one of the following methods to update components:

**TABLE 6-2. Update Methods**

<table>
<thead>
<tr>
<th>METHOD</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual update</td>
<td>To check the availability of new components, go to Administration &gt; Updates &gt; Component Updates on the management console. For details, see Manual Updates on page 6-5.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong></td>
</tr>
<tr>
<td></td>
<td>Deep Discovery Inspector updates all components. You cannot update components individually.</td>
</tr>
<tr>
<td></td>
<td>To update Deep Discovery Inspector components, go to Administration &gt; Updates &gt; Component Updates &gt; Source. For details, see Update Source on page 6-6.</td>
</tr>
<tr>
<td>Scheduled update</td>
<td>To configure an update schedule, go to Administration &gt; Updates &gt; Component Updates &gt; Scheduled. Deep Discovery Inspector automatically checks the update source at the specified frequency. For details, see Scheduled Updates on page 6-6.</td>
</tr>
</tbody>
</table>
Manual Updates

Deep Discovery Inspector allows on-demand component updates. Use this feature during outbreaks or when updates do not arrive according to a fixed schedule.

The following details appear in the Manual screen.

**TABLE 6-3. Manual Update Screen Details**

<table>
<thead>
<tr>
<th>DETAILS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Component</td>
<td>Component name</td>
</tr>
<tr>
<td>Current Version</td>
<td>Version number of each component currently used by the product</td>
</tr>
<tr>
<td>Latest Version</td>
<td>Latest version available on the server</td>
</tr>
<tr>
<td>Last Updated</td>
<td>Date and time of the last update</td>
</tr>
</tbody>
</table>

Performing Manual Updates

**Procedure**

1. Go to Administration > Updates > Component Updates > Manual.
2. Deep Discovery Inspector automatically checks which components need updating.
   - Any components that need updating appear in red.
3. Click the Update button.
The Deep Discovery Inspector components update. When the update completes, the following confirmation message appears:

All components are up-to-date.

Scheduled Updates

Configure scheduled updates to ensure that Deep Discovery Inspector components are up-to-date.

Procedure

1. Go to Administration > Updates > Component Updates > Scheduled.
2. Select Enable Scheduled Updates.
3. Select the update schedule by Hour, Day, or Week and specify the time or day.

Tip

Trend Micro recommends setting the update schedule to every two hours.

4. Click Save.

Update Source

Deep Discovery Inspector downloads components from the Trend Micro ActiveUpdate server, the default update source. Deep Discovery Inspector can be configured to download components from another update source in your organization.

Note

You can configure Deep Discovery Inspector to download directly from Trend Micro Control Manager. For details on how a Control Manager server can act as an update source, see the Trend Micro Control Manager Administrator’s Guide.
Configuring the Update Source

Procedure

1. Go to **Administration > Updates > Component Updates > Source**.

2. Under **Download updates from**, select one of the following update sources:
   - **Trend Micro ActiveUpdate Server**: The Trend Micro ActiveUpdate server is the default source for the latest components.
   - **Other update source**: Select this option to specify an alternative update source. The update source must begin with "http://" or "https://".

   For example:
   - http://activeupdate.example.com
   - https://activeupdate.example.com

   **Note**
   Update sources cannot be specified in UNC path format.

3. (Optional) Enable **Retry unsuccessful updates** and specify **Number of retry attempts** and **Retry interval**.

Product Updates

Product updates include the following:

- Hot Fixes / Patches
- Service Packs / Version Upgrade

To update Deep Discovery Inspector, do any of the following:

- Upgrade the firmware from the management console or configure Deep Discovery Director to manage upgrades.

  Upgrading the firmware updates existing application files and enhances features.
For details, see *Service Packs / Version Upgrade on page 6-11* and *Deep Discovery Director on page 6-101*.

- Rescue the application.

Rescuing the application replaces application files that monitor traffic and create logs. Rescue the application if Deep Discovery Inspector files become corrupted.

Before rescuing the application, create a backup of your settings. You can choose to retain your current data, logs, and configuration settings after the rescue, or revert to the product’s default settings.

For details, see *Rescuing the Appliance* in the *Deep Discovery Inspector Installation and Deployment Guide*.

- Backup/restore appliance configurations.

When backing up or restoring appliance configurations, optionally retain some previous configuration settings.

However, data and logs are not backed up or restored, and no new features are installed. Back up existing configuration settings by exporting them to an encrypted file, and importing the file to restore settings. You can also reset Deep Discovery Inspector by restoring the default settings that shipped with the product.

For details, see *Backup / Restore on page 6-174*.

### Hot Fixes / Patches

After an official product release, Deep Discovery Inspector may release hot fixes or patches to address issues or enhance product performance.
**Table 6-4. Hot Fixes / Patches**

<table>
<thead>
<tr>
<th><strong>System Update</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot fix</td>
<td>A hot fix is a workaround or solution to a single customer-reported issue. Hot fixes are issue-specific, and therefore are not released to all customers. For non-Windows hot fixes, applying a hot fix typically requires stopping program daemons, copying the hot fix file to overwrite its counterpart in your installation, and restarting the daemons.</td>
</tr>
<tr>
<td>Security patch</td>
<td>A security patch focuses on security issues suitable for deployment to all customers. Non-Windows patches commonly include a setup script.</td>
</tr>
<tr>
<td>Patch</td>
<td>A patch is a group of hot fixes and security patches that solve multiple program issues. Trend Micro makes patches available on a regular basis. Non-Windows patches commonly include a setup script.</td>
</tr>
</tbody>
</table>

Your vendor or support provider may contact you when these items become available. Check the Trend Micro website for information on new hot fix, patch, and service pack releases:

http://downloadcenter.trendmicro.com/

**Applying a Hot Fix / Patch**

The following procedure is for manual upgrades only. For more information about upgrading via Deep Discovery Director, see the Deep Discovery Director product documentation.

**Procedure**

1. Save the hot fix / patch file to any folder on a computer.

   **WARNING!**
   
   Save the hot fix / patch file with its original name to avoid problems applying it.

2. On the computer where you saved the file, access and then log on to the management console.
3. Go to **Administration > Updates > Product Updates > Hot Fixes / Patches.**

4. Browse to locate the hot fix / patch file.

5. Click **Install.**

---

**WARNING!**
To avoid problems uploading the file, do not close the browser or navigate to other screens.

---

6. If the upload was successful, review the **Uploaded System Update Details** section.

This section indicates the build number for the hot fix / patch that you just uploaded and if a restart is required.

---

**Note**
You will be redirected to the management console’s logon screen after the update is applied.

---

7. If a restart is required, finish all tasks on the management console before proceeding.

8. Click **Continue** to apply the hot fix / patch.

---

**WARNING!**
To avoid problems applying the hot fix / patch, do not close the browser or navigate to other screens.

---

**Note**
If there are problems applying the system update, details will be available in the **Hot Fixes / Patches** screen, or in the system log if a restart is required.

---

9. If a restart is required:

   a. Log on to the management console.
b. Go to Administration > System Logs to check for any problems encountered while applying the hot fix / patch.

c. Go back to the Hot Fixes / Patches screen.

10. Verify that the hot fix / patch displays in the History section as the latest update.

   The system update also appears as the first entry in the Hot fix / patch history table. This table lists all the hot fixes / patches that you have applied or rolled back.

---

**Rolling Back a Hot Fix / Patch**

Deep Discovery Inspector has a rollback function to undo an update and revert the product to its pre-update state. Use this function if you encounter problems with the product after a particular hot fix / patch is applied.

Only the latest hot fix / patch can be rolled back. After a rollback, no other existing hot fix / patch can be rolled back. The rollback function will only become available again when a new hot fix / patch is applied.

---

**Note**

The rollback process automatically restarts Deep Discovery Inspector, so make sure that all tasks on the management console have been completed before rollback.

---

**Procedure**

1. Go to Administration > Updates > Product Updates > Hot Fixes / Patches.

2. In the History section, click Roll Back.

3. Check the rollback result in the first row of the Hot fix / patch history table.

---

**Service Packs / Version Upgrade**

Trend Micro may release new Deep Discovery Inspector firmware to enhance performance or upgrade to a new version.
Deep Discovery Inspector versions 3.6, 3.7, and 3.8 can be upgraded to version 3.8 SP3. Deep Discovery Inspector versions older than version 3.6 must perform a fresh installation.

You can choose to retain existing data, logs, and configuration settings after the upgrade, or revert to the product’s default settings.

**TABLE 6-5. Service Pack / Version Upgrade**

<table>
<thead>
<tr>
<th>SYSTEM UPGRADE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Pack</td>
<td>A service pack is a consolidation of hot fixes, patches, and feature enhancements significant enough to be a product upgrade. Non-Windows service packs include a setup program and setup script.</td>
</tr>
<tr>
<td>Version Upgrade</td>
<td>Upgrading the firmware updates existing application files and enhances features.</td>
</tr>
</tbody>
</table>

**Applying a Service Pack / Version Upgrade**

The following procedure is for manual upgrades only. For more information about upgrading via Deep Discovery Director, see the Deep Discovery Director product documentation.

**FIGURE 6-1. Service Packs / Version Upgrade**
Procedure

1. Back up appliance configuration settings. For details, see Backup / Restore on page 6-174.

2. If you have registered Deep Discovery Inspector to Control Manager, record the Control Manager registration details.

---

**Note**

You can choose to migrate your current product settings after the service pack / version upgrade is complete so that you do not need to reconfigure settings.

- If Migrate Configuration is selected during the service pack / version upgrade, Deep Discovery Inspector re-registers to Control Manager automatically after the firmware update completes.
- If Migrate Configuration is not selected, you must manually re-register to Control Manager after the service pack / version upgrade completes.

3. Download the Deep Discovery Inspector firmware image from the Trend Micro website or obtain the image from your Trend Micro reseller or support provider.

4. Save the image to any folder on a computer.

5. Go to Administration > Updates > Product Updates > Service Packs / Version Upgrade.

6. Browse to locate the folder where you saved the firmware image.

---

**Tip**

The image file has an .R extension.

7. Click Upload.

The Migrate configuration? option appears.

8. Enable this option to retain the current product settings after the upgrade, or disable it to revert to the product’s default settings.
WARNING!
Performing the next step restarts Deep Discovery Inspector. Make sure that you have finished all product console tasks before continuing.

9. Click **Continue**.

10. Click **OK**.

   Deep Discovery Inspector updates the firmware and restarts.

11. Clear the browser cache. For details, see *Clearing the Browser Cache on page 6-14*.

12. Log back on to the management console.

13. If Deep Discovery Inspector is registered to Control Manager, register the product again. For details, see *Registering to Control Manager on page 6-98*.

---

**Clearing the Browser Cache**

**Procedure**

1. On Chrome:
   a. On the browser, go to **Settings**.
   b. Click **Show advanced settings**....
   c. Under **Privacy**, click **Clear browsing data**....
   d. Select **Cookies and other site and plug-in data** and **Cached images and files**.
   e. Click **Clear browsing data**.

2. On Mozilla FireFox:
   a. Go to **Options > Privacy**.
   b. Click **Clear your recent history**.
   c. Select **Cookies and Cache**.
d. Click **Clear now**.

3. On Internet Explorer:

   a. Go to **Tools > Internet Options > General**.
   
   b. Under **Browsing history**, click **Delete**.
   
   The **Delete Browsing History** window opens.
   
   c. Select **Temporary Internet files and website files**, and **Cookies and Website data**.
   
   d. Click Delete.
   
   The **Delete Browsing History** window closes.
   
   e. On the **Internet Options** window, click **OK**.

4. On Microsoft Edge

   a. Click the Hub icon.
   
   b. Click the History icon.
   
   c. Click **Clear all history**.
   
   d. Select **Cookies and saved website data** and **Cached data and files**.
   
   e. Click **Clear**.

---

**Notifications**

Deep Discovery Inspector can send email notifications for threshold-based network events.

Configure the following:

- Notification settings

  Enable notifications and customize the subject and content of each notification using the message tokens provided.
• Delivery options

Configure sender and recipient information for all notifications on the **Delivery Options** screen. For details, see *Delivery Options on page 6-35.*

**TABLE 6-6. Notifications for Threshold-based Network Events**

<table>
<thead>
<tr>
<th>EVENT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Threat Detections</td>
<td>The number of threat detections reached the configured threshold. For details, see <em>Configuring Threat Detection Notifications on page 6-17.</em></td>
</tr>
<tr>
<td>High Risk Hosts Detections</td>
<td>Deep Discovery Inspector identified a high-risk host on your network. For details, see <em>Configuring High Risk Hosts Detections Notifications on page 6-20.</em></td>
</tr>
<tr>
<td>Suspicious Hosts Detections</td>
<td>The number of suspicious hosts reached the threshold. For details, see <em>Configuring Suspicious Hosts Detections Notifications on page 6-23.</em></td>
</tr>
<tr>
<td>High Network Traffic</td>
<td>The network traffic volume reached the threshold. For details, see <em>Configuring High Network Traffic Notifications on page 6-25.</em></td>
</tr>
<tr>
<td>Unanalyzed Sample Detections</td>
<td>Virtual Analyzer was unable to analyze files. For details, see <em>Configuring Unanalyzed Sample Detections Notifications on page 6-27.</em></td>
</tr>
<tr>
<td>Virtual Analyzer Detections</td>
<td>Virtual Analyzer detected malicious content in a sample. For details, see <em>Configuring Virtual Analyzer Detections Notifications on page 6-29.</em></td>
</tr>
<tr>
<td>Deny List</td>
<td>A detection matched an object in the user-defined Deny List. For details, see <em>Configuring Deny List Notifications on page 6-31.</em></td>
</tr>
<tr>
<td>Retro Scan Detections</td>
<td>Retro Scan detected historical callback attempts to C&amp;C servers in the TM Global Intelligence List. For details, see <em>Configuring Retro Scan Detections Notifications on page 6-33.</em></td>
</tr>
</tbody>
</table>
Configuring Threat Detection Notifications

Deep Discovery Inspector can send this notification when the number of detections reaches the configured threshold. The notification specifies the number of detections for each threat type.

Procedure

1. Go to Administration > Notifications > Notification Settings > Threat Detections.
The Threat Detections screen appears.

2. Select Notify Administrator if number of threat detections for:

3. Specify the threshold for outbound and inbound traffic.
   - **Outbound traffic**: Detections from monitored networks
   - **Inbound traffic**: Detections from outside the network
4. Select the types of threats to detect.

5. (Optional) Configure the notification recipients.
   For details, see Configuring Email Notification Settings on page 6-35.

6. (Optional) Modify the default message content.
   a. Type a subject that does not exceed 256 characters.
   b. Type message content that does not exceed 4,096 characters.

Use any of the following message tokens when customizing the notification.

<table>
<thead>
<tr>
<th>MESSAGE TOKEN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LOOP_END</strong></td>
<td>End of message token loop</td>
</tr>
<tr>
<td><strong>LOOP_RISKS_COUNT</strong></td>
<td>Detection count</td>
</tr>
<tr>
<td><strong>LOOP_RISKS_DIRECTION</strong></td>
<td>Direction of network traffic</td>
</tr>
<tr>
<td><strong>LOOP_RISKS_NAME</strong></td>
<td>Detection type</td>
</tr>
<tr>
<td><strong>LOOP_RISKS_THRESHOLD</strong></td>
<td>Detection threshold</td>
</tr>
<tr>
<td><strong>LOOP_START</strong></td>
<td>Start of message token loop</td>
</tr>
<tr>
<td><strong>TIMESTAMP</strong></td>
<td>Notification date and time</td>
</tr>
</tbody>
</table>

7. Click **Save**.
Configuring High Risk Hosts Detections Notifications

Deep Discovery Inspector can send this notification when detecting high-risk hosts. A host is considered high-risk when a high severity event is detected.

Procedure

1. Add at least one monitored network group.

   For details, see *Adding Network Groups on page 6-84*.

2. Go to Administration > Notifications > Notification Settings > High Risk Hosts Detections.

   The *High Risk Hosts Detections* screen appears.

   ![High Risk Hosts Detections Screen](image)

   **Figure 6-3. High Risk Hosts Detections**

3. Select Notify Administrator for high risk hosts.
4. Specify a sending interval.
   - Summarize notifications and send one notification according to a set interval.
   - Send immediately after each detection.

*Tip*
Trend Micro recommends sending summary notifications for better performance.

5. (Optional) Configure the notification recipients.
   
   For details, see *Configuring Email Notification Settings on page 6-35*.

6. (Optional) Modify the default message content.
   
a. Type a subject that does not exceed 256 characters.

b. Type message content that does not exceed 4,096 characters.

Use any of the following message tokens to customize the notification template.

<table>
<thead>
<tr>
<th>MESSAGE TOKEN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AFFECTED_HOST</strong></td>
<td>Affected host</td>
</tr>
<tr>
<td><strong>BEHAVIOR</strong></td>
<td>Description of suspicious behavior</td>
</tr>
<tr>
<td><strong>DATE</strong></td>
<td>Threat detection date and time</td>
</tr>
<tr>
<td><strong>DIRECTION</strong></td>
<td>Network traffic direction</td>
</tr>
<tr>
<td><strong>DST_ACCOUNT</strong></td>
<td>Destination account</td>
</tr>
<tr>
<td><strong>DST_GROUP</strong></td>
<td>Destination group</td>
</tr>
<tr>
<td><strong>DST_IP_ADDR</strong></td>
<td>Destination IP</td>
</tr>
<tr>
<td><strong>DST_MAC_ADDR</strong></td>
<td>Destination MAC address</td>
</tr>
<tr>
<td><strong>DST_PORT</strong></td>
<td>Destination port</td>
</tr>
<tr>
<td><strong>DST_ZONE</strong></td>
<td>Destination zone</td>
</tr>
<tr>
<td><strong>HOSTNAME</strong></td>
<td>Host name</td>
</tr>
</tbody>
</table>
Adding to the High Risk Hosts Detections Notification Exclusion List

Procedure

1. Go to Administration > Notifications > Notification Settings > High Risk Hosts Detections Notifications > Exclusion List.

   The Exclusion List screen appears.

2. Type a host name to be excluded from notification.

3. Type an IP address or address range.

4. Click Add.
The IP address or address range appears in the Defined IP Addresses list.

Configuring Suspicious Hosts Detections Notifications

Deep Discovery Inspector can send this notification when detecting suspicious hosts. A host is considered suspicious when the number of detections associated with it reaches the configured threshold. The notification contains information that can help determine the cause of the increased detections.

Procedure

1. Go to Administration > Notifications > Notification Settings > Suspicious Hosts Detections.

The Suspicious Hosts Detections screen appears.

**FIGURE 6-4. Suspicious Hosts Detections**
2. Select **Notify administrator if number of detections per IP address.**

3. Specify the detection threshold.

---

**Tip**

Trend Micro recommends using the default settings.

---

4. (Optional) Configure the notification recipients.

   For details, see *Configuring Email Notification Settings on page 6-35.*

5. (Optional) Modify the default message content.
   a. Type a subject that does not exceed 256 characters.
   b. Type message content that does not exceed 4,096 characters.

   Use any of the following message tokens when customizing the notification.

<table>
<thead>
<tr>
<th>MESSAGE_TOKEN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LOOP_END</strong></td>
<td>End of message token loop</td>
</tr>
<tr>
<td><strong>LOOP_HOST_IP</strong></td>
<td>Host IP address</td>
</tr>
<tr>
<td><strong>LOOP_INCIDENT_NUMBER</strong></td>
<td>Incident count</td>
</tr>
<tr>
<td><strong>LOOP_INCIDENT_THRESHOLD</strong></td>
<td>Incident threshold</td>
</tr>
<tr>
<td><strong>LOOP_START</strong></td>
<td>Start of message token loop</td>
</tr>
<tr>
<td><strong>TIMESTAMP</strong></td>
<td>Notification date and time</td>
</tr>
</tbody>
</table>

---

**Note**

When a __LOOP_[variable]__ message token is applied, the LOOP variable will repeat continuously between the LOOP start time and the LOOP end time.

---

6. Click **Save.**
Configuring High Network Traffic Notifications

Deep Discovery Inspector can send this notification when the amount of network traffic reaches the configured threshold. Increased activity may indicate an attack on your network.

Procedure

1. Go to Administration > Notifications > Notification Settings > High Network Traffic.

The High Network Traffic screen appears.

![High Network Traffic Screen](image)

**FIGURE 6-5. High Network Traffic**
2. Select **Notify Administrator if network traffic exceeds normal traffic pattern**.

3. Do one of the following:
   - Click **Auto-Detect** to allow Deep Discovery Inspector to define the normal traffic threshold.
   - Manually specify the traffic threshold for each hour of the day.

   **Note**
   The amount of network traffic is rounded up to the nearest whole number. For example, 1.2 GB displays as 2 GB and 2.6 GB displays as 3 GB.

4. (Optional) Configure the notification recipients.
   For details, see *Configuring Email Notification Settings on page 6-35*.

5. (Optional) Modify the default message content.
   a. Type a subject that does not exceed 256 characters.
   b. Type message content that does not exceed 4,096 characters.

   Use any of the following message tokens when customizing the notification.

<table>
<thead>
<tr>
<th>MESSAGE TOKENS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TIMESTAMP</strong></td>
<td>Notification date and time</td>
</tr>
<tr>
<td><strong>TRAFFIC_END_TIME</strong></td>
<td>Traffic monitoring end date and time</td>
</tr>
<tr>
<td><strong>TRAFFIC_START_TIME</strong></td>
<td>Traffic monitoring start date and time</td>
</tr>
<tr>
<td><strong>TRAFFIC_THRESHOLD</strong></td>
<td>Network traffic threshold</td>
</tr>
</tbody>
</table>

6. Click **Save**.
Configuring Unanalyzed Sample Detections Notifications

Deep Discovery Inspector can send this notification when Virtual Analyzer is unable to analyze samples. The notification provides information about each sample, the time of analysis, and the URL to be used in downloading the files.

Procedure

1. Go to Administration > Notifications > Notification Settings > Unanalyzed Sample Detections.

   The Unanalyzed Sample Detections screen appears.

2. Select Notify Administrator for unanalyzed sample detections.

3. Specify a sending interval.

   ![Unanalyzed Sample Detections](image)

   **Figure 6-6. Unanalyzed Sample Detections**
Tip
Trend Micro recommends using the default settings.

4. (Optional) Configure the notification recipients.

For details, see Configuring Email Notification Settings on page 6-35.

5. (Optional) Modify the default message content.

a. Type a subject that does not exceed 256 characters.

b. Type message content that does not exceed 4,096 characters.

Use any of the following message tokens when customizing the notification.

<table>
<thead>
<tr>
<th>MESSAGE TOKEN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IP_ADDRESS</strong></td>
<td>Deep Discovery Inspector IP address</td>
</tr>
<tr>
<td><strong>LOOP_END</strong></td>
<td>End of message token loop</td>
</tr>
<tr>
<td><strong>LOOP_SAMPLE_FILE_ANALYZETIME</strong></td>
<td>Sample analysis date and time</td>
</tr>
<tr>
<td><strong>LOOP_SAMPLE_FILE_DOWNLOAD_URL</strong></td>
<td>Sample download URL</td>
</tr>
<tr>
<td><strong>LOOP_SAMPLE_FILE_SHA1</strong></td>
<td>File SHA-1</td>
</tr>
<tr>
<td><strong>LOOP_SAMPLE_FILE_SIZE</strong></td>
<td>File size</td>
</tr>
<tr>
<td><strong>LOOP_SAMPLE_FILE_TYPE</strong></td>
<td>File type</td>
</tr>
<tr>
<td><strong>LOOP_START</strong></td>
<td>Start of message token loop</td>
</tr>
<tr>
<td><strong>TIMESTAMP</strong></td>
<td>Notification date and time</td>
</tr>
<tr>
<td><strong>TOTAL_FAILED_COUNT</strong></td>
<td>Number of unanalyzed samples</td>
</tr>
</tbody>
</table>

Note
When a __LOOP_[variable]__ message token is applied, the LOOP variable will repeat continuously between the LOOP start time and the LOOP end time.
6. Click Save.

Configuring Virtual Analyzer Detections Notifications

Deep Discovery Inspector can send this notification when a file does not match any pattern but is recognized as suspicious by Virtual Analyzer within the specified period. The suspicious file must meet the following criteria:

- Virtual Analyzer Result: Has analysis results
- File Detection Type: Highly Suspicious File or Heuristic Detection
- Virtual Analyzer Risk Level: High, Medium, or Low

Procedure

1. Go to Administration > Notifications > Notification Settings > Virtual Analyzer Detections.
The **Virtual Analyzer Detections** screen appears.

![Virtual Analyzer Detections](image)

**FIGURE 6-7. Virtual Analyzer Detections**

2. Select **Notify Administrator for malicious content (or threats) detected by Virtual Analyzer only**.

3. Specify a sending interval.
   - Summarize notifications and send according to a set interval.
     - Select a value between 1 hour and 24 hours.
   - Send immediately after each detection.

---

**Tip**

Trend Micro recommends sending summary notifications for better performance.

4. (Optional) Configure the notification recipients.

   For details, see *Configuring Email Notification Settings on page 6-35*. 
5. (Optional) Modify the default message content.
   a. Type a subject that does not exceed 256 characters.
   b. Type message content that does not exceed 4,096 characters.

Use any of the following message tokens when customizing the notification.

<table>
<thead>
<tr>
<th>VARIABLE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DETECTION_DETAIL</strong></td>
<td>Virtual Analyzer detection details</td>
</tr>
<tr>
<td><strong>HTTPURL</strong></td>
<td>Deep Discovery Inspector management console URL</td>
</tr>
<tr>
<td><strong>TIMESTAMP</strong></td>
<td>Notification date and time</td>
</tr>
<tr>
<td><strong>XHOURS</strong></td>
<td>Notification sending interval</td>
</tr>
</tbody>
</table>

6. Click Save.

---

Configuring Deny List Notifications

Deep Discovery Inspector can send this notification when it detects a threat that matches an object in the Deny List within the specified period.

---

Procedure

1. Go to Administration > Notifications > Notification Settings > Deny List.
The **Deny List** screen appears.

![Deny List Screen](image)

2. Select **Notify Administrator of Deny List malicious content**.

3. Specify a sending interval.
   
   Select a value between 1 hour and 24 hours.

   **Tip**
   
   Trend Micro recommends using the default settings.

4. (Optional) Configure the notification recipients.
   
   For details, see *Configuring Email Notification Settings on page 6-35*.

5. (Optional) Modify the default message content.
   
   a. Type a subject that does not exceed 256 characters.
b. Type message content that does not exceed 4,096 characters.

Use any of the following message tokens when customizing the notification.

<table>
<thead>
<tr>
<th>MESSAGE TOKEN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HTTPURL</strong></td>
<td>Deep Discovery Inspector management console URL</td>
</tr>
<tr>
<td><strong>TIMESTAMP</strong></td>
<td>Notification date and time</td>
</tr>
<tr>
<td><strong>XHOURS</strong></td>
<td>Notification sending interval</td>
</tr>
</tbody>
</table>

6. Click Save.

---

**Configuring Retro Scan Detections Notifications**

Deep Discovery Inspector can send this notification when Retro Scan detects historical callback attempts to C&C servers in the Trend Micro Global Intelligence List.

---

**Procedure**

1. Go to Administration > Notifications > Retro Scan Detections.
The **Retro Scan Detections** screen appears.

![Retro Scan Detections Screen](image)

**Figure 6-8. Retro Scan Detections**

2. Select **Notify Administrator if Retro Scan detects previous callback attempts to known C&C servers**.

3. Specify a sending interval.
   
   Select a value between one and 30 days.

---

**Tip**

Trend Micro recommends using the default settings.

---

4. (Optional) Configure the notification recipients.
   
   For details, see *Configuring Email Notification Settings on page 6-35*.

5. (Optional) Modify the default message content.
a. Type a subject that does not exceed 256 characters.

b. Type message content that does not exceed 4,096 characters.

Use any of the following message tokens to customize the notification template.

<table>
<thead>
<tr>
<th>MESSAGE TOKEN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HTTPURL</strong></td>
<td>Deep Discovery Inspector management console URL</td>
</tr>
<tr>
<td><strong>RETRO_SCAN_COMPROMISED_HOST_NUM</strong></td>
<td>Number of compromised hosts</td>
</tr>
<tr>
<td><strong>RETRO_SCAN_C_AND_C_CALLBACK_NUM</strong></td>
<td>Number of C&amp;C callback attempts found</td>
</tr>
<tr>
<td><strong>TIMESTAMP</strong></td>
<td>Retro Scan report run date and time</td>
</tr>
</tbody>
</table>

6. Click Save.

---

**Delivery Options**

Use the **Email Settings** screen to configure the following for all notifications:

- Recipient email address
- Sender email address
- SMTP server settings

**Configuring Email Notification Settings**

---

**Procedure**

1. Go to Administration > Notifications > Delivery Options > Email Settings.
2. Type at least one notification recipient email address.
   Use a semicolon “;” to separate multiple addresses.

3. Type the sender's email address.

4. Type the SMTP server name or IP address.

5. Type a valid SMTP server port number.

6. If the SMTP server requires authentication, type a valid SMTP user name and password.

   **Important**
   Make sure to add the Deep Discovery Inspector IP address to the SMTP relay list.

   **Note**
   Deep Discovery Inspector supports LOGIN, PLAIN, and CRAM-MD5 SMTP authentication.

7. Specify the maximum number of notifications and the number of minutes to check the mail queue.
Tip
Trend Micro recommends using the default settings.

8. Click **Save**.

9. (Optional) Click **Test Mail**.

If the SMTP server settings are correctly configured, Deep Discovery Inspector sends a test email message to all recipient addresses.

---

**Monitoring / Scanning**

**Monitoring / Scanning** settings establish filters and exclusions for the following Deep Discovery Inspector network detection features:

- **Hosts / Ports on page 6-37**
- **Threat Detections on page 6-39**
- **Web Reputation on page 6-44**
  
  For more information, see *Smart Protection on page 6-41*
- **Application Filters on page 6-49**
- **Deny List / Allow List on page 6-51**
- **Detection Rules on page 6-63**
- **Exceptions on page 6-63**

**Hosts / Ports**

Configure **Hosts / Ports** to specify the network traffic that Deep Discovery Inspector monitors. Scan all traffic in your network or traffic through specified segments of your network.

Deep Discovery Inspector monitors all network traffic by default.
Monitoring specific network traffic on portions of a network can significantly reduce the number of threat- and event-related detections. For example, to scan inbound and outbound email traffic, select **Monitor specific IP ranges and/or ports** and then add a rule with the following settings:

- Source IP: **All**
- Destination IP: **All**
- Destination port: **25**

---

**Tip**

Trend Micro recommends using the default setting to monitor all network traffic.

---

**Configuring Hosts / Ports**

**Procedure**

1. Go to **Administration > Monitoring / Scanning > Hosts / Ports**.

   ![Hosts / Ports](image)

   **FIGURE 6-10. Hosts / Ports**

2. To monitor all traffic on a network, select **Monitor all network traffic**.

3. To monitor specific traffic on a network, select **Monitor specific IP ranges and ports** and configure the following:

   a. Under **Network Monitoring List**, click **Add**.

   The **Specify IP Ranges and Ports** screen appears.
b. Specify the **Source IP**.

c. Specify the **Destination IP**.

d. Specify the **Port**.

e. Click **Save**.

A new entry appears in the **Network Monitoring List**.

---

**Tip**

For certain IP addresses, subnet prefix "/32" is required.

---

**Threat Detections**

Enable or disable the following features:

- **Threat Detections**: Detects both known and potential threats. Deep Discovery Inspector enables this feature by default.

- **Outbreak Containment Service**: Enables Deep Discovery Inspector to record detection information in the logs and block network traffic.

**Configuring Threat Detections**

---

**Procedure**

1. Go to **Administration > Monitoring / Scanning > Threat Detections**.
Figure 6-11. Threat Detections

2. Select **Enable All Threat Detections**.

3. Under **Threat Detection**, select **Enable threat detections**.

4. (Optional) Select **Enable Mobile App Reputation Service (MARS) server query**.

   Mobile App Reputation Service is an advanced sandbox environment that analyzes mobile app runtime behavior to detect privacy leaks, repacked mobile apps, third-party advertisement SDKs, vulnerabilities, and app categories.

   **Note**
   
   The MARS Service enables Deep Discovery Inspector to send detection information about mobile devices to the MARS server for analysis.

5. Under **Outbreak Containment Service**, select one of the following:

   - **Enable outbreak detection**: Does not block traffic
   - **Enable outbreak detection and block traffic**: Blocks traffic
Outbreak Containment Service is a Trend Micro utility that detects both known and unknown malware that can potentially start an outbreak.

6. Click **Enable Smart Feedback** (recommended) to send threat information to the Trend Micro Smart Protection Network.

When enabled, Trend Micro Smart Feedback shares anonymous threat information with the Smart Protection Network, allowing Trend Micro to rapidly identify and address new threats.

Feedback may include product name/ID and version and detection information, including file types and SHA-1s, URLs, IP addresses, and domains.

7. Click **Save**.

---

**Smart Protection**

Trend Micro Smart Protection technology is a next-generation, in-the-cloud protection solution providing File and Web Reputation Services. By integrating Web Reputation Services, Deep Discovery Inspector can obtain reputation data for websites that users attempt to access. Deep Discovery Inspector logs URLs that Smart Protection technology verifies to be fraudulent or known sources of threats and then uploads the logs for report generation.

---

**Note**

Deep Discovery Inspector does not use the File Reputation Service that is part of Smart Protection technology.

---

Deep Discovery Inspector connects to a Smart Protection source to obtain web reputation data.

Reputation services are delivered through the Trend Micro Smart Protection Network and Smart Protection Server. These two sources provide the same reputation services and can be integrated individually or in combination. The following table provides a comparison.
### TABLE 6-7. Smart Protection Sources

<table>
<thead>
<tr>
<th>BASIS OF COMPARISON</th>
<th>TREND MICRO SMART PROTECTION NETWORK</th>
<th>SMART PROTECTION SERVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>A globally scaled, Internet-based infrastructure that provides File and Web Reputation Services to Trend Micro products that integrate smart protection technology</td>
<td>Provides the same File and Web Reputation Services offered by Smart Protection Network but localizes these services to the corporate network to optimize efficiency</td>
</tr>
<tr>
<td>Administration</td>
<td>Hosted and maintained by Trend Micro</td>
<td>Installed and managed by Trend Micro product administrators</td>
</tr>
<tr>
<td>Connection protocol</td>
<td>HTTP</td>
<td>HTTP</td>
</tr>
<tr>
<td>Usage</td>
<td>Use if you do not plan to install Smart Protection Server To configure Smart Protection Network as source, see Configuring Web Reputation Settings on page 6-45.</td>
<td>Use as primary source and the Smart Protection Network as an alternative source For guidelines on setting up Smart Protection Server and configuring it as source, see Setting Up Smart Protection Server on page 6-43.</td>
</tr>
</tbody>
</table>

### About Smart Protection Server

<table>
<thead>
<tr>
<th>CONSIDERATION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deployment</td>
<td>If you have previously installed a Smart Protection Server for use with another Trend Micro product, you can use the same server for Deep Discovery Inspector. While several Trend Micro products can send queries simultaneously, the Smart Protection Server may become overloaded as the volume of queries increases. Make sure that the Smart Protection Server can handle queries coming from different products. Contact your support provider for sizing guidelines and recommendations.</td>
</tr>
</tbody>
</table>
### Consideration Table

<table>
<thead>
<tr>
<th><strong>Consideration</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Address</td>
<td>Smart Protection Server and the VMware ESX/ESXi server (which hosts the Smart Protection Server) require unique IP addresses. Check the IP addresses of the VMware ESX/ESXi server and Deep Discovery Inspector to make sure that these IP addresses are not assigned to the Smart Protection Server.</td>
</tr>
</tbody>
</table>

### Setting Up Smart Protection Server

**Procedure**

1. Install Smart Protection Server on a VMware ESX/ESXi server.

2. Configure Smart Protection Server settings from the Deep Discovery Inspector management console.

   For details, see *Configuring Web Reputation Settings on page 6-45*, from Step 3.

**Note**

- Smart Protection Server may not have reputation data for all URLs because it cannot replicate the entire Smart Protection Network database. When updated infrequently, Smart Protection Server may also return outdated reputation data.
- Enabling this option improves the accuracy and relevance of the reputation data.
- Disabling this option reduces the time and bandwidth to obtain the data.
Managing the Smart Protection Server List

Procedure

1. Go to Administration > Monitoring / Scanning > Web Reputation > Smart Protection Server List.

2. To verify the connection status with a Smart Protection Server, click Test Connection.

3. To modify server settings:
   a. Click the server address.
   b. In the window that appears, modify the server's IP address, description, and settings.
   c. After specifying a new IP address, click Test Connection to confirm the connection.
   d. Click OK.

4. To remove a server from the list, select the server and click Delete.

5. Click Save.

Web Reputation

Deep Discovery Inspector integrates the Trend Micro Smart Protection Network, a cloud-based infrastructure that determines the reputation of websites that users attempt to access. Deep Discovery Inspector logs URLs that Smart Protection technology identifies as fraudulent or known sources of threats, and uploads the logs to the Threat Management Services Portal for report generation.

Note
Web Reputation logs can be queried from Detections > All Detections.
For detailed information about Smart Protection technology and to set up a Smart Protection Server, see *Smart Protection on page 6-41*.

## Configuring Web Reputation Settings

### Procedure

1. **Go to Administration > Monitoring / Scanning > Web Reputation.**

![Web Reputation Screen](image)

*FIGURE 6-12. Web Reputation Screen*
2. Select **Enable Web Reputation**.

3. Select a Smart Protection source:

   - **Trend Micro Smart Protection Network™**
     
     Trend Micro Smart Protection Network is a globally-scaled, cloud-based infrastructure providing reputation services to Trend Micro products that integrate Smart Protection technology. Deep Discovery Inspector connects to the Smart Protection Network using HTTP. Select this option if you do not plan to set up a Smart Protection Server.

     **Important**
     
     Selecting this option allows you to enable Retro Scan, a cloud-based service that scans historical web access logs for callback attempts to C&C servers and other related activities in your network. Web access logs may include undetected and unblocked connections to C&C servers that have only recently been discovered. Examination of such logs is an important part of forensic investigations and may help you determine if your network is affected by attacks.

     Trend Micro recommends enabling Retro Scan in step 4.

   - **Smart Protection Server**
     
     Smart Protection Server does the following:

     - Provides Web Reputation Services, Certified Safe Software Service (CSSS), Mobile App Reputation Service (MARS), and Community File Reputation as offered by Smart Protection Network
     
     - Relays these services to the global Trend Micro Smart Protection Network for network efficiency

     As a Trend Micro product administrator, you must set up and maintain this server. Select this option if you have already set up a server.

     **Important**
     
     Selecting this option disables Retro Scan and deletes all previous Retro Scan detection logs.
4. (Optional) Enable Retro Scan.
   For details, see *Enabling Retro Scan on page 4-47*.

5. To select Smart Protection Server, configure the **Smart Protection Server List**.
   a. Type the Smart Protection server name or IP address.
      
      Obtain the IP address by going to **Smart Protection > Reputation Services > Web Reputation** on the Smart Protection Server console.
      
      The IP address forms part of the URL listed on the screen.
   
      b. (Optional) Click **Test Connection**.
      
      c. Type a description for the server.
      
      d. Update Smart Protection Server regularly.
      
      On the Smart Protection server console, go to **Updates > Program > Update Schedule** and click **Enable scheduled updates**.
      
      e. (Optional) If proxy settings for Deep Discovery Inspector have been configured for use with Smart Protection Server connections, select **Connect through a proxy server**.

---

**Note**

If proxy settings are disabled, Smart Protection Servers that connect through the proxy server will connect to Deep Discovery Inspector directly. Under the **Proxy Connection** column, the status displays “No” when proxy settings are disabled.
Note
On the proxy server, configure the following ports to allow to connect to Smart Protection Server:

- 5274
- 4343
- 80
- 443

f. Click Add.

The Smart Protection Server is added to the Smart Protection Server List.

g. (Optional) Add more servers.

Note
Add up to 10 servers. If multiple servers are configured, Deep Discovery Inspector connects to servers following the order in which they appear in the list.

Tip
Trend Micro recommends adding multiple Smart Protection Servers for failover purposes. If Deep Discovery Inspector is unable to connect to a server, it attempts to connect to other servers on the Smart Protection Server List.

h. Use the arrows under the Order column to set server priority.

6. To filter excessive Web Reputation detections, check Exclude Spam and Adware detections to reduce detection volume.

Most Web Reputation detections are related to spam and adware. Reduce detection volume by excluding spam and adware detections.

7. Click Save.
Application Filters

Application Filters provide valuable information to quickly identify security risks and prevent the spread of malicious code.

Enable detection for the following applications:

**TABLE 6-8. Application Types**

<table>
<thead>
<tr>
<th>Application</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instant Messaging</td>
<td>Communicate and share information and files between contacts</td>
</tr>
<tr>
<td>P2P Traffic</td>
<td>Share files from one computer to another</td>
</tr>
<tr>
<td>Streaming Media</td>
<td>Play audio-visual content while downloading</td>
</tr>
</tbody>
</table>

Configuring Application Filter Settings

**Procedure**

1. Go to Administration > Monitoring / Scanning > Application Filters.

**FIGURE 6-13. Application Filter**
2. Enable detection for **Instant Messaging**.
   a. Select the **Instant Messaging** check box.
   b. Select instant message applications for detection.

   **Tip**
   Use the Ctrl key to select one or multiple applications.

   c. Click the ▶▷ icon to move the selected applications under **Selected Instant Messaging applications**.

3. Enable detection for **P2P Traffic**.
   a. Select the **P2P Traffic** check box.
   b. Select peer-to-peer applications for detection.

   **Tip**
   Use the Ctrl key to select one or multiple applications.

   c. Click the ▶▷ icon to move the selected applications under **Selected Peer-to-Peer applications**.

4. Enable detection for **Streaming Media**.
   a. Select the **Streaming Media** check box.
   b. Select streaming media applications for detection.

   **Tip**
   Use the Ctrl key to select one or multiple applications.

   c. Click the ▶▷ icon to move the applications under **Selected streaming media applications**.

5. Click **Save**.
Deny List / Allow List

To access the **Deny List** and the **Allow List**, go to **Administration > Monitoring / Scanning > Deny List / Allow List**.

The **Deny List / Allow List** screen includes the following tabs: **Deny List, Allow List**, and **Import/Export**.

**TABLE 6-9. Deny List / Allow List Tabs**

<table>
<thead>
<tr>
<th>TAB</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Deny List | Deep Discovery Inspector allows you to manage the connection to entities in the **Deny List**. You can set the action for **Deny List** entities as follows:  
  • **Monitor**  
  • **Monitor and reset** |
| Allow List | Deep Discovery Inspector allows the connection to entities in the **Allow List**. |

**Tip**

Use the **Allow List** to lower the number of false positive detections from the **Deny List**.

| Import/Export | Import or export **Deny List** or **Allow List** entities. |

**Deny List / Allow List Format Rules**

The following format rules apply to Deep Discovery Inspector Deny Lists and Allow Lists.

Go to **Administration > Monitoring / Scanning > Deny List / Allow List**.
### Table 6-10. Deny List / Allow List Format Rules

<table>
<thead>
<tr>
<th>Format Rule</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Address</td>
<td>Syntax</td>
</tr>
<tr>
<td></td>
<td>• Single IP:</td>
</tr>
<tr>
<td></td>
<td>IP addresses must be in the format: XXX.XXX.XXX.XXX, where X is a whole number between 0 and 255.</td>
</tr>
<tr>
<td></td>
<td>IPv4 example: 192.168.1.1</td>
</tr>
<tr>
<td></td>
<td>IPv6 example: fd00:1:1111:200::1000</td>
</tr>
<tr>
<td></td>
<td>• IP Range:</td>
</tr>
<tr>
<td></td>
<td>IP addresses must be in the format: XXX.XXX.XXX.XXX-XXX.XXX.XXX.XXX, where X is a whole number between 0 and 255.</td>
</tr>
<tr>
<td></td>
<td>IPv4 example: 192.168.1.0-192.168.1.255</td>
</tr>
<tr>
<td></td>
<td>IPv6 example: fd00:1:1111:200::1000-fd00:1:1111:200::1fff</td>
</tr>
<tr>
<td></td>
<td>• Subnet:</td>
</tr>
<tr>
<td></td>
<td>IP addresses must be in the format: XXX.XXX.XXX.XXX/&lt;Mask Bit&gt;, where X is a whole number between 0 and 255, and &lt;Mask Bit&gt; is a whole number between 1 and 32.</td>
</tr>
<tr>
<td></td>
<td>IPv4 example: 192.168.1.0/24</td>
</tr>
<tr>
<td></td>
<td>IPv6 example: fd00:1:1111:200::1000/116</td>
</tr>
</tbody>
</table>

**Maximum IP Address Entities**

Add up to 10,000 Deny / Allow List IP Address entities.
### Supported Characters

Each domain name must have at least one character.

Deep Discovery Inspector supports the following characters for domain names:

**ASCII**

- 0x2D (-), 0x2E (.)
- 0x30 (0) ~ 0x39 (9)
- 0x41 (A) ~ 0x5A (Z)
- 0x61 (a) ~ 0x7A (z)

**UTF-8 characters (ASCII code >=0x80)**

---

**Note**

Convert non-UTF8 characters to Punycode.

---

### Maximum Length

Maximum length of each domain name: 63 characters

Maximum length of domain: 255 characters

---

### Wildcards (*)

Wildcards are only allowed in a prefix. When a wildcard is used in a prefix, it must be connected with ". ". Only one wildcard may be used in a domain.

Domain matching is case-sensitive.

---

### Maximum Domain Entities

Add up to 10,000 Deny List / Allow List Domain entities.
<table>
<thead>
<tr>
<th><strong>FORMAT RULE</strong></th>
<th><strong>DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>URL</strong></td>
<td><strong>Syntax</strong></td>
</tr>
<tr>
<td></td>
<td>[http://]&lt;Domain&gt;[:&lt;Port&gt;][/&lt;URI-prefix&gt;]</td>
</tr>
<tr>
<td></td>
<td>• [http://]</td>
</tr>
<tr>
<td></td>
<td>Accepted and ignored</td>
</tr>
<tr>
<td></td>
<td>• &lt;Domain&gt;</td>
</tr>
<tr>
<td></td>
<td>Follow the syntax of Domain deny list for DNS.</td>
</tr>
<tr>
<td></td>
<td>• [:&lt;Port&gt;]</td>
</tr>
<tr>
<td></td>
<td>(Optional) If unassigned, the default is &quot;:80&quot; (Port 80). Assign a specific port with a whole number between 1 and 65,535, or use a wildcard (*) to assign all ports.</td>
</tr>
<tr>
<td></td>
<td>• [/&lt;URI-prefix&gt;]</td>
</tr>
<tr>
<td></td>
<td>(Optional) If unassigned, the default is a wildcard that matches all paths. Use &quot;/&quot; and &quot;/*&quot; to match a URL without a path.</td>
</tr>
<tr>
<td><strong>Maximum URL Entities</strong></td>
<td>Add up to 10,000 Deny / Allow List <strong>URL</strong> entities.</td>
</tr>
</tbody>
</table>
Deep Discovery Inspector supports the following characters for SHA-1 rules:

**ASCII**
- 0x30 (0) ~ 0x39 (9)
- 0x41 (A) ~ 0x46 (F)
- 0x61 (a) ~ 0x66 (f)

**Maximum Length**
Maximum length of a SHA-1 rule: 40

**Maximum SHA-1 Entities**
Add up to 10,000 Deny / Allow List SHA-1 entities.

---

**Configure Deny Lists / Allow Lists**

Configure the following functions on the **Deny List** and **Allow List** screens:

- **View**
- **Add**
- **Delete**
- **Status**
- **Edit**
- **Priority** (Deny List only)

In addition, you can query different entities with **Search**.
To save changes and apply all updates, click **Reload**.

**Figure 6-14. Deny List**

**Figure 6-15. Allow List**
Configuring Deny Lists / Allow Lists

Procedure

1. Configure **View** to display one of the following Deny List / Allow List entities.
   - Files
   - IP Addresses
   - URLs
   - Domains

   (Optional) For **Allow List**, choose **All**.

2. Click **Add** to open the **Add Item to Deny List/Add Item to Allow List** screens.
   a. Under **Type**, choose **File**, IP Address, URL, or Domain.
   b. Type a value in the appropriate text box.

<table>
<thead>
<tr>
<th>LIST TYPE</th>
<th>NAME TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Files</td>
<td>SHA-1</td>
</tr>
<tr>
<td>IP Addresses</td>
<td>IP Address</td>
</tr>
<tr>
<td>URLs</td>
<td>URL</td>
</tr>
<tr>
<td>Domains</td>
<td>Domain</td>
</tr>
</tbody>
</table>

   **Note**

   To configure the maximum file size, go to **Administration > System Maintenance > Storage Maintenance**.

   c. **(Deny List only)** Set an **Action** to manage the connection to the new entity.

<table>
<thead>
<tr>
<th>LIST TYPE</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Files</td>
<td>Monitor</td>
</tr>
</tbody>
</table>
### List Type and Action Table

<table>
<thead>
<tr>
<th>List Type</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Addresses</td>
<td>• Monitor</td>
</tr>
<tr>
<td></td>
<td>• Monitor and reset</td>
</tr>
<tr>
<td>URLs</td>
<td>• Monitor</td>
</tr>
<tr>
<td></td>
<td>• Monitor and reset</td>
</tr>
<tr>
<td>Domains</td>
<td>• Monitor</td>
</tr>
<tr>
<td></td>
<td>• Monitor and reset</td>
</tr>
</tbody>
</table>

d. (Optional) Add a comment.

3. To remove one or more Deny List or Allow List entities, click **Delete**.

   Deleted entities are removed from the database.

4. Enable or disable the status of a Deny List or Allow List entity.

5. To edit Type, IP Address/SHA-1, comments, and Action (Deny List only), click a Deny List or Allow List entity.

6. (Optional: Deny List only) To change the priority of a Deny List Entity, click the icon next to its priority number.

   The priority number indicates the order that a Deny List Entity is matched to detections. Priority numbers are sequential in numerical order. Smaller numbers match first.

7. To query different Deny/Allow List entities, specify an IP Address, SHA-1, Domain, or URL.

---

**Note**

To search for a SHA-1 entity, type the exact value. For IP Address, Domain, or URL entities, Deep Discovery Inspector matches partial values.

8. To apply all updates and retain changes, click **Reload**.
Note
For optimum performance, use the Reload button when updating a Deny List / Allow List.

Format Rules for Importing Deny Lists / Allow Lists

The following format rules apply to importing Deep Discovery Inspector Deny Lists and Allow Lists.

Go to Administration > Monitoring / Scanning > Deny List / Allow List > Import/Export.

Table 6-11. Format Rules for Importing Deny Lists / Allow Lists

<table>
<thead>
<tr>
<th>FORMAT RULE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments</td>
<td>Comments are limited to 64 characters.</td>
</tr>
<tr>
<td>Duplicate Files</td>
<td>You can import duplicate files.</td>
</tr>
<tr>
<td>CSV Format</td>
<td>Deep Discovery Inspector supports only standard .csv format. Use comma separation and UTF-8 encoding.</td>
</tr>
</tbody>
</table>

For all other Deny List / Allow List format rules, refer to Deny List / Allow List Format Rules on page 6-51.
Exporting Custom Deny Lists / Allow Lists

**FIGURE 6-16. Import/Export Tab**

**Procedure**

1. Go to Administration > Monitoring / Scanning > Deny List / Allow List > Import/Export.

2. Select the Import/Export tab.

3. To export a Deny List, click Export Deny List, and then click Export.

   Deep Discovery Inspector exports a .csv file that includes all custom Deny Lists.

4. To export an Allow List, click Export Allow List, and then click Export.

   Deep Discovery Inspector exports a .csv file that includes all custom Allow Lists.
Importing Custom Deny Lists / Allow Lists

Procedure

1. Go to Administration > Monitoring / Scanning > Deny List / Allow List > Import/Export.

2. Select the Import/Export tab.

3. (Optional) Prepare a .csv file.

   Do one of the following:

   - Prepare a custom Deny List.
     Prepare a .csv file that includes the following fields: Status, Priority, Deny List Entity, Source Type, Type, Action, Comments, and Last Modified
   
   - Prepare a custom Allow List.
     Prepare a .csv file that includes the following fields: Status, Allow List Entity, Source Type, Type, Comments, and Last Modified

Status
• 0: Disable
• 1: Enable

**Source Type**

• 0: User-defined
• 1: Virtual Analyzer
• 2: C&C Callback

**Action** (Deny List only)

• 0: Monitor
• 1: Monitor and reset

---

**Note**

If you do not input a value for **Status**, **Source Type**, and **Action**, default values are applied as follows:

- **Status**: 1
- **Source Type**: 0
- **Action**: 0

---

4. **Browse to select a file.**

   The file format is segregated by ",," and is encoded by UTF-8.

---

**Note**

The .csv file, type, and allow list entity fields must be populated with a valid entity. Select **File**, **IP address**, **URL**, or **Domain** as **Type**.

For **Status** and **Action**, only 0 and 1 are valid characters. For **Source Type**, only 0, 1, and 2 are valid characters. If you use any other characters, the import attempt will return an error.

---

5. **Click Import.**
The current selected list is overwritten.

Detection Rules

Customize threat detections by enabling and disabling detection rules.

Configuring Detection Rules Settings

Procedure

1. Go to <Administration > Monitoring / Scanning > Detection Rules.

2. Use the Change all rules to drop-down menu to change detection rules to one of the following:
   - **Default Status**
     (Recommended) Select to set detection rules to default settings.
   - **Enabled**
     Select to enable all detection rules.
   - **Disabled**
     Select to disable all detection rules.

3. Click Save Changes.

Detection rules are either activated or disabled.

Exceptions

Exceptions contains a list of IP addresses and protocols. Threats detected on any of the IP addresses with the specified protocols are not recorded in the logs.
**Important**

Outbreak Containment Service will not block activities on the IP addresses that may lead to an outbreak. When configuring the exceptions list, include only trusted IP addresses.

---

**Figure 6-18. Exceptions Screen**

**Configuring Host Exceptions**

**Procedure**

1. Go to **Administration > Monitoring / Scanning > Exceptions**.
2. Select the **Host Exceptions** tab.
3. Select a protocol from the drop-down menu.
4. Specify a unique name for easy identification.
5. Specify an IP address or IP address range in the text field.
   a. Use a dash to specify an IP address range.

The **Host Exceptions** tab supports IPv4 and IPv6:

- IPv4 example: *192.168.1.1*
• IPv4 example: 192.168.1.0-192.168.1.255
• IPv6 example: 2620:1005::123-2620:1005::460

b. Use a slash to specify the subnet mask/prefix for IP addresses.
   • IPv4 subnet mask example: 192.168.1.0/255.255.255.0 or 192.168.1.0/24
   • IPv6 subnet prefix example: fd00:1:1111:200::1000/116

6. Click Add.

7. To remove an item from the Exceptions List, select the item and click Delete.

Configuring Outbreak Containment Service Exceptions

Procedure

1. Go to Administration > Monitoring / Scanning > Exceptions.

2. Select the Outbreak Containment Service tab.

3. Specify a unique name for easy identification.

4. Specify an IP address or IP address range in the text field.
   a. Use a dash to specify an IP address range.
      
      The Outbreak Containment Service tab supports IPv4 and IPv6:
      • IPv4 example: 192.168.1.0-192.168.1.255
      • IPv6 example: 2620:1005::123

   b. Use a slash to specify the subnet mask for IP addresses.
      • IPv4 example: 192.168.1.0/255.255.255.0 or 192.168.1.0/24
      • IPv6 example: fd00:1:1111:200::1000/116

5. Click Add.
6. To remove an item from the Exceptions List, select the item and click Delete.

Virtual Analyzer

Virtual Analyzer provides an isolated virtual environment to manage and analyze samples with no network risk. Virtual Analyzer uses system images to observe sample behavior and characteristics, and then assigns a risk level to the sample.

Virtual Analyzer is built into Deep Discovery Inspector and can be enabled at any time. Deep Discovery Inspector can also connect to an external Virtual Analyzer built into other Trend Micro Deep Discovery products.

This section includes the following categories:

• Virtual Analyzer Setup on page 6-66
• File Submissions on page 6-68
• Internal Virtual Analyzer on page 6-76
• Modifying Instances on page 6-81

Virtual Analyzer Setup

Submit files to one of the following Virtual Analyzer types:

• Internal: Built into Deep Discovery Inspector
• External: Built into other Trend Micro Deep Discovery products

When file submission to Virtual Analyzer is enabled, the maximum storage file size increases to 15 MB to minimize dropped file occurrences. Deep Discovery Inspector drops a file if the size exceeds the value set in the File Size Settings screen.

To modify the maximum storage file size, go to Administration > System Maintenance > Storage Maintenance > File Size Settings.
Enabling Virtual Analyzer

Procedure

1. Go to Administration > Virtual Analyzer > Setup.

2. Select Submit files to Virtual Analyzer.

3. Select a Virtual Analyzer type:
   - Internal
   - External

4. (Optional) For Internal Virtual Analyzer, select a network type.
   The selected network type determines the Internet connectivity of Virtual Analyzer.

<table>
<thead>
<tr>
<th>NETWORK TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management network</td>
<td>Direct Virtual Analyzer traffic through a management port. Virtual Analyzer connects to the Internet using the Deep Discovery Inspector management port.</td>
</tr>
<tr>
<td>Custom network</td>
<td>Configure a specific port for Virtual Analyzer traffic. Make sure that the port is able to connect directly to an outside network.</td>
</tr>
<tr>
<td></td>
<td>Virtual Analyzer connects to the Internet using another port. Specify an open port and make sure that there are no port conflicts.</td>
</tr>
<tr>
<td>No network</td>
<td>Isolate Virtual Analyzer traffic within Virtual Analyzer. The environment has no connection to an outside network.</td>
</tr>
<tr>
<td></td>
<td>Virtual Analyzer has no Internet connection and relies only on its analysis engine.</td>
</tr>
</tbody>
</table>

**Note**

Virtual Analyzer requires an Internet connection to query Trend Micro cloud-based services (for example, WRS and CSSS) for available threat data.
5. (Optional) For **External** Virtual Analyzer, do the following.
   a. Type the IP address of the Virtual Analyzer appliance.
   b. Type the API key from the external Virtual Analyzer.

   **Note**
   Log onto the external Virtual Analyzer to obtain the API key.

   c. Click **Test Connection**.

6. Click **Save**.

7. (Optional) For **Internal** Virtual Analyzer, click **Test Internet Connectivity**.

---

**File Submissions**

To reduce the number of files in the Virtual Analyzer queue, enable Certified Safe Software Service (CSSS) and configure file submission rules.

Deep Discovery Inspector submits files based on the following configurations:

- **General Submission Settings**: By default, Deep Discovery Inspector checks files against CSSS before submitting to Virtual Analyzer.

- **File Submission Rules**: Deep Discovery Inspector checks all files submitted to Virtual Analyzer according to the configured rule criteria.

**Certified Safe Software Service**

Certified Safe Software Service (CSSS) is the Trend Micro cloud database of safe files. Deep Discovery Inspector queries Trend Micro datacenters to check submitted files against the database.

When CSSS is enabled, Deep Discovery Inspector prevents safe files from entering the Virtual Analyzer queue. Benefits include the following:

- Saved computing time and resources
• Fewer false positive detections

Tip
Certified Safe Software Service is enabled by default. Trend Micro recommends using the default settings.

File Submission Rules

Deep Discovery Inspector allows you to create file submission rules to reduce the number of files in the Virtual Analyzer queue. To ensure that only suspicious files are analyzed, file submission rules check files based on detection types, detection rules, and file properties.

File submission rules contain the following elements:

• **Status**: “Enabled” or “Disabled”

• **Priority**: Position of a rule in the overall list

• **Criteria**: Set of conditions that a file must satisfy before the specified action is taken

• **Action**: "Submit" or "Do not submit files"

Deep Discovery Inspector checks a file against each rule in the list until finding a match. If you do not add any rules, Deep Discovery Inspector uses the following default rules.

**Table 6-12. Default Submission Rule Elements**

<table>
<thead>
<tr>
<th>RULE TYPE</th>
<th>CRITERIA</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic</td>
<td>No detection types AND WIN_EXE</td>
<td>Submit</td>
</tr>
<tr>
<td>Advanced</td>
<td>Rule 29/40/52</td>
<td>Do not submit files</td>
</tr>
<tr>
<td>Basic</td>
<td>Known malware</td>
<td>Do not submit files</td>
</tr>
<tr>
<td>Basic</td>
<td>Heuristic detections / Highly suspicious files</td>
<td>Submit</td>
</tr>
</tbody>
</table>
File Submission Rule Types and Criteria

Deep Discovery Inspector provides two types of file submission rules. Each rule type requires a specific set of criteria.

- **Basic**: Checks files based on detection type and other properties
- **Advanced**: Checks files based on detection rules and other properties

Select the following optional criteria when creating basic or advanced file submission rules.

1. **Protocol**
   - Common Internet File System (CIFS)
   - File Transfer Protocol (FTP)
   - Hypertext Transfer Protocol (HTTP)
   - Instant Messaging (IM)
   - Internet Message Access Protocol (IMAP)
   - Post Office Protocol 3 (POP3)
   - Simple Mail Transfer Protocol (SMTP)

2. **File Type**

<table>
<thead>
<tr>
<th><strong>FILE TYPE</strong></th>
<th><strong>EXAMPLE FILE EXTENSIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Flash File</td>
<td>.swf</td>
</tr>
<tr>
<td>JAVA Applet</td>
<td>.jar</td>
</tr>
<tr>
<td>Java Archive</td>
<td>.jar</td>
</tr>
<tr>
<td>Microsoft Compiled HTML Help</td>
<td>.chm</td>
</tr>
<tr>
<td><strong>FILE TYPE</strong></td>
<td><strong>EXAMPLE FILE EXTENSIONS</strong></td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>Microsoft Office files</td>
<td>.doc</td>
</tr>
<tr>
<td></td>
<td>.docx</td>
</tr>
<tr>
<td></td>
<td>.ppt</td>
</tr>
<tr>
<td></td>
<td>.pptx</td>
</tr>
<tr>
<td></td>
<td>.xls</td>
</tr>
<tr>
<td></td>
<td>.xlsx</td>
</tr>
<tr>
<td>Microsoft Windows Shortcut File</td>
<td>.lnk</td>
</tr>
<tr>
<td>Portable Document Format</td>
<td>.pdf</td>
</tr>
<tr>
<td>RAR Compressed Archive File</td>
<td>.rar</td>
</tr>
<tr>
<td>Tape Archive (Tar) File</td>
<td>.tar</td>
</tr>
<tr>
<td>WindowsExecutable File</td>
<td>.exe</td>
</tr>
<tr>
<td>7zip</td>
<td>.7z</td>
</tr>
<tr>
<td>Bzip Compressed Archive File</td>
<td>.bz2</td>
</tr>
<tr>
<td>Zip Compressed Archive File</td>
<td>.zip</td>
</tr>
</tbody>
</table>

3. **File Extension**

Type one or more file extensions. Separate multiple entries with a comma (,).

4. **File Size**

Specify a value that is less than or equal to the maximum file size configured at Administration > System Maintenance > Storage Maintenance > File Size Settings.

5. **Direction**

- **Internal hosts**: Hosts in monitored networks
- **External hosts**: Hosts outside the network
6. Src / Dest IP

- All
- Specific IP address
- IP address from any monitored network group

7. URL

Type up to 20 URLs. Separate multiple entries with a comma (,).

Syntax: [http://]<Domain>[:<Port>][/<URI-prefix>]

- [http://]
  Accepted and ignored

- <Domain>

  Wildcards (*) are only allowed in a prefix. When a wildcard is used in a prefix, it must be connected with " ". Only one wildcard may be used in a domain.

- [:<Port>]
  (Optional) If unassigned, the default is ":80" (Port 80).
  Assign a specific port with a whole number between 1 and 65,535, or use a wildcard (*) to assign all ports.

- [/<URI-prefix>]
  (Optional) If unassigned, the default is a wildcard that matches all paths.
  Use "/" and "/*" to match a URL without a path.

Example: www.abc.com/* matches www.abc.com

[/<URI-prefix>] is always applied as a prefix matching. Only one wildcard is accepted in a prefix.

URI matching is not case-sensitive.
Tip
If you add URL criteria, Trend Micro recommends also adding a new criteria for Protocol. For example, add HTTP or email related protocols.

File Submission Rules Screen
You can perform any of the following actions on the File Submission Rules screen:

- **Add**: Add a maximum of 1000 rules.
- **Import**: Import rules that were exported from any Deep Discovery Inspector appliance.

  **Note**
  Importing replaces all existing rules. Trend Micro recommends creating a backup of all existing rules before importing.

- **Export**: Export rules for backup or for importing to other Deep Discovery Inspector appliances.

  **Note**
  Deep Discovery Inspector exports rules to a .dat file.

- **Reset**: Delete all user-defined rules and retain default rules.
- **Edit**: Enable or disable rules and edit rule components.

Adding a File Submission Rule
Deep Discovery Inspector supports a maximum of 1000 rules.

**Procedure**
1. Go to Administration > Virtual Analyzer > File Submissions.
The **New Submission Rule** window appears.

3. Select **Enable submission rule**.

4. Under **Criteria**, select one of the following:
   - **Basic**: Checks files based on detection type and other properties
   - **Advanced**: Checks files based on detection rules and other properties

5. (Optional) For **Basic**, select at least one of the following detection types:
   - **No detection types**: Files that did not trigger any Deep Discovery Inspector detection rules
     
     **Note**
     Select this option to search for files that meet certain criteria but do not have detections.
     
     • **Any of the following**:
     
     **Note**
     Select at least one detection type.
     
     • **Known malware**: Malicious files that are detected through signature-based methods
     • **Heuristic detections**: Suspicious files that are detected through heuristic analysis
     • **Highly suspicious files**: Files exhibiting highly suspicious behavior that are detected through detection rules

6. (Optional) For **Advanced**, click **Select** and check at least one detection rule.

   For details about Deep Discovery Inspector detection rules, go to **Administration > Monitoring / Scanning > Detection Rules**.

7. (Optional) Click **New Criteria**.
8. Select any of the following criteria and configure the applicable settings.

• **Protocol**: Select at least one protocol.

• **File type**: Select at least one file type.

• **File extension**: Type one or more file extensions. Separate multiple entries with a comma (,).

• **File size**: Specify a value that is less than or equal to the maximum file size configured at Administration > System Maintenance > Storage Maintenance > File Size Settings.

• **Direction**:
  - Internal hosts
  - External hosts

• **Src / Dest IP**: For both source and destination, click **Select** and select one of the following:
  - All
  - Specify IP address
  - Select from monitored network groups

• **URL**: Type up to 20 URLs. Separate multiple entries with a comma (,).

---

**Tip**

If you add URL criteria, Trend Micro recommends also adding a new criteria for **Protocol**. For example, add **HTTP** or email related protocols.

---

9. Select the action that Deep Discovery Inspector takes when the file meets the configured criteria.

10. Specify the rule priority. Type a number between one and the total number of rules.

11. Click **Add**.
Internal Virtual Analyzer

Deep Discovery Inspector provides an internal Virtual Analyzer that you can enable any time.

Before using Deep Discovery Inspector, import images and configure the internal Virtual Analyzer settings.

Note
No settings on this screen apply to an external Virtual Analyzer. For details about external analysis modules, refer to the applicable product Administrator’s Guide.

The Internal Virtual Analyzer screen contains the following tabs:

- Status
- Images
- Passwords

Virtual Analyzer Status

The Status tab provides the following information:

1. Current overall status of Virtual Analyzer
   - Initializing…
   - Starting…
   - Configuring…
   - Importing images…
   - Stopping…
   - Stopped
   - Running
   - No active images
2. Status of each image, including the number of deployed instances, state (idle or busy), and utilization information

**Virtual Analyzer Images**

Virtual Analyzer does not contain any images by default. You must prepare and import an image before Virtual Analyzer can analyze samples.

To allow Virtual Analyzer to analyze files, import custom OVA files that are between 1 GB and 20 GB in size.

The hardware specifications of your Deep Discovery Inspector appliance determine the number of images that you can import and the number of instances that you can deploy per image.

**Image Preparation**

Virtual Analyzer does not contain any images by default. To analyze samples, you must prepare and import at least one image in the Open Virtual Appliance (OVA) format.


Before importing, validate and configure images using the Virtual Analyzer Image Preparation Tool. For details, see Chapter 4 of the Virtual Analyzer Image Preparation User's Guide.

The hardware specifications of your product determine the number of images that you can import and the number of instances that you can deploy per image.

**Importing an Image**

Deep Discovery Inspector stops all analysis and keeps all samples in the Virtual Analyzer queue whenever an image is imported or deleted, or when instances are modified. All instances are also automatically redistributed whenever you import images.
Note

Windows operating systems and other Microsoft products are available separately from Microsoft and Microsoft channel partners.

Important

Trend Micro does not provide any Microsoft Windows operating systems or third-party products required for installation on virtual appliances or sandboxes you create within Deep Discovery Inspector. You must provide the operating system and any other application installation media with appropriate licensing rights necessary for you to create any sandboxes.

Procedure

1. Go to Administration > Virtual Analyzer > Internal Virtual Analyzer > Images.

2. Click Import.

   The Import Image screen appears.

3. Select one of the following image sources and configure the applicable settings.

<table>
<thead>
<tr>
<th>Source</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local or network folder</td>
<td>a. Type an image name with a maximum of 260 characters.</td>
</tr>
<tr>
<td></td>
<td>b. Click Connect.</td>
</tr>
<tr>
<td></td>
<td>c. Once connected, import the image using the Virtual Analyzer Image Import Tool.</td>
</tr>
<tr>
<td></td>
<td>For details, see Importing an Image Using the Virtual Analyzer Image Import Tool on page 6-79.</td>
</tr>
</tbody>
</table>

   Note

   Deep Discovery Inspector deploys instances immediately after the image uploads. Wait for deployment to complete.
### Importing an Image Using the Virtual Analyzer Image Import Tool

Virtual Analyzer supports OVA files that are between 1 GB and 20 GB in size.

#### Procedure

1. Before importing, verify that your computer has established a connection to Deep Discovery Inspector.
   
   Go to Administration > Virtual Analyzer > Internal Virtual Analyzer > Status to check the connection status.

2. Go to Administration > Virtual Analyzer > Internal Virtual Analyzer > Images and click Import.

3. For Source, select Local or network folder.

4. Connect to Deep Discovery Inspector.

5. Click Download image import tool.

6. Open the file VirtualAnalyzerImageImportTool.exe.

7. Type the IP address for Deep Discovery Inspector.
Deep Discovery Inspector deploys instances immediately after an image uploads. Wait for the instance deployment to complete.

The image import process may stop or be considered unsuccessful because of the following reasons:

• No connection is established. The product may be busy.
• The connection to the appliance was interrupted.
• The connection timed out.
• Memory allocation was unsuccessful.
• Windows socket initialization was unsuccessful.
• The image file is corrupt.
• The image upload did not complete.
• The image upload was cancelled.
Modify Instances

Deep Discovery Inspector stops all analysis and keeps all samples in the Virtual Analyzer queue whenever an image is added or deleted, or when instances are modified. All instances are also automatically redistributed whenever you add or delete images.

Modify Instances

Deep Discovery Inspector stops all analysis and keeps all samples in the Virtual Analyzer queue whenever an image is added or deleted, or when instances are modified. All instances are also automatically redistributed whenever you add or delete images.

Modify Instances

Procedure

1. Go to Administration > Virtual Analyzer > Internal Virtual Analyzer > Images.

2. Click Modify.

   The Modify Instances screen appears.

3. Specify the number of instances for each image.

   **Note**
   
   Each image must have a minimum of one instance.

4. Click Save.
Deleting Instances

Procedure

1. Go to Administration > Virtual Analyzer > Internal Virtual Analyzer > Images.

2. Click Modify.

   The Modify Instances screen appears.

3. To delete an instance, click the minus icon to the left of an image's instance count.

   Note
   Each image must have a minimum of one instance.

4. Click Save.

Archive Passwords

Suspicious files must always be handled with caution. Trend Micro recommends adding such files to a password-protected archive file before transporting across the network.

Virtual Analyzer uses user-specified passwords to extract files from archive files with the following extensions:

- .bzip
- .rar
- .tar
- .zip
- .7zip

To use this feature, add and enable a basic file submission rule with the following criteria:
• **Detection type**: Files with no detections
• **File type**: Selectable file types to be decrypted with the listed passwords

For details, see *Adding a File Submission Rule on page 6-73*.

If Virtual Analyzer is unable to extract encrypted files using any of the specified passwords, Deep Discovery Inspector displays the status “Unsupported file type” and removes the archive file from the queue.

---

**Note**

Passwords can only be used for the first encryption layer. Decryption of SMTP attachments is not supported.

Deep Discovery Inspector stores archive file passwords as unencrypted text.

---

**Adding an Archive Password**

Deep Discovery Inspector supports a maximum of five passwords.

To use this feature, add and enable a basic file submission rule with the following criteria:

• **Detection type**: Files with no detections
• **File type**: Selectable file types to be decrypted with the listed passwords

For better performance, list commonly used passwords first.

---

**Procedure**

1. Go to *Administration > Virtual Analyzer > Internal Virtual Analyzer > Passwords*.
2. Under *Archive File Passwords*, type a password.
3. (Optional) Click *Add password...* and type another password.
4. Click *Save*.
Network Groups and Assets

Network Groups and Assets include network groups, registered domains, and registered services.

Network configuration defines and establishes the profile of the network that Deep Discovery Inspector monitors for the Network Content Correlation Engine.

See the following topics for details:

- Adding Network Groups on page 6-84
- Adding Registered Domains on page 6-86
- Adding Registered Services on page 6-87

To replicate network configuration settings from one Deep Discovery Inspector appliance to another, export the settings to a file and then import the file to other Deep Discovery Inspector appliances.

For details, see Importing/Exporting Configuration Settings on page 6-89.

Adding Network Groups

To allow Deep Discovery Inspector to determine whether attacks originate from within or outside the network, use IP addresses to establish groups of monitored networks.

Procedure

1. Go to Administration > Network Groups and Assets > Network Groups.
2. Click Add.
   
   The Network Groups window appears.
3. Type a group name.
Note
Provide specific groups with descriptive names for easy identification of the network to which the IP address belongs. For example: "Finance network", "IT network", or "Administration".

4. Type an IP address range in the text box (up to 1,000 IP address ranges).

Note
The IP address range cannot contain a Class D or Class E address (224.0.0.0 - 255.255.255.255)

Deep Discovery Inspector provides a default network group containing the following IP address blocks reserved by the Internet Assigned Numbers Authority (IANA) for private networks:

- IPv4: 10.0.0.0 - 10.255.255.255
- IPv4: 172.16.0.0 - 172.31.255.255
- IPv4: 192.168.0.0 - 192.168.255.255

Tip
Create a new network group by editing the Default network group.

a. Click Default to edit and add a new network group.
b. Use a dash to specify an IP address range.

The Network Groups window supports IPv4 and IPv6:

- IPv4 example: 192.168.1.0-192.168.1.255
- IPv6 example: 2620:1005::123-2620:1005::460
c. Use a slash to specify the subnet mask/prefix for IP addresses.
   - IPv4 subnet mask example: 192.168.1.0/255.255.255.0 or 192.168.1.0/24
   - IPv6 subnet prefix example: fd00:1:1111:200::1000/116

---

**Note**
Add up to three layers of sub-groups.

---

5. Select the **Network zone**.

---

**Note**
**Trusted** indicates a secure network and **Untrusted** indicates a degree of doubt about the security of the network.

---

6. Click **Add**.

7. Click **Save**.

---

## Adding Registered Domains

Add domains used by companies for internal purposes or those considered trustworthy. Identifying trusted domains ensures detection of unauthorized domains.

Add only trusted domains (up to 1,000 domains) to ensure the accuracy of your network profile.

Deep Discovery Inspector supports suffix-matching for registered domains. For example, adding `domain.com` adds `one.domain.com, two.domain.com`.

---

**Procedure**

1. Go to **Administration > Network Groups and Assets > Registered Domains**.

2. Specify a domain name to be registered.
Note
Registered domain names appear in the Defined Registered Domains section.

3. (Optional) Click Analyze to display a list of domains that can be added to the list.

4. Click Add.

Adding Registered Services

Add dedicated servers for specific services that your organization uses internally or considers trustworthy. Identifying trusted services in the network ensures detection of unauthorized applications and services.

Add only trusted services to ensure the accuracy of your network profile.

Note
Add up to 1,000 services. More than one server may be dedicated to each service.

Procedure

1. Go to Administration > Network Groups and Assets > Registered Services.

2. Select a service from the drop-down list.

**TABLE 6-13. Service Types**

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>NETWORK SERVER DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Directory</td>
<td>Provides directory services and stores user accounts and passwords. Configure the same server as the Domain Controller.</td>
</tr>
<tr>
<td>Authentication Servers - Kerberos</td>
<td>Provides Kerberos authentication</td>
</tr>
<tr>
<td><strong>SERVICE</strong></td>
<td><strong>NETWORK SERVER DESCRIPTION</strong></td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Content Management Server</td>
<td>Manages content</td>
</tr>
<tr>
<td>Database Server</td>
<td>Used as a database server</td>
</tr>
<tr>
<td>DNS</td>
<td>Used as a DNS server</td>
</tr>
<tr>
<td>Domain Controller</td>
<td>Responds to security authentication requests and allows host access to domain resources</td>
</tr>
<tr>
<td></td>
<td>Configure the same server as the Active Directory.</td>
</tr>
<tr>
<td>File Server</td>
<td>Provides a location for shared file access</td>
</tr>
<tr>
<td>FTP</td>
<td>Used as an FTP server</td>
</tr>
<tr>
<td>HTTP Proxy</td>
<td>Used as an HTTP Proxy server</td>
</tr>
<tr>
<td>Radius Server</td>
<td>Used as the Radius authentication server</td>
</tr>
<tr>
<td>Security Audit Server</td>
<td>Detects vulnerabilities and insecure configurations</td>
</tr>
<tr>
<td>SMTP</td>
<td>Used as an SMTP server</td>
</tr>
<tr>
<td>SMTP Open Relay</td>
<td>Used as an SMTP Open Relay server</td>
</tr>
<tr>
<td>Software Update Server</td>
<td>Used for the following:&lt;br&gt;• Responsible for Windows Server Update Services (WSUS)&lt;br&gt;• Performs remote deployment</td>
</tr>
<tr>
<td>Web Server</td>
<td>Used as a web server</td>
</tr>
</tbody>
</table>

3. (Optional) Click **Analyze** to display a list of detected services and domains on your network.

4. Specify a server name.

5. Specify an IP address.
Note

The Add Registered Services screen supports IPv4 and IPv6.

IP address ranges cannot be specified.

6. Click Add.

---

Importing/Exporting Configuration Settings

To replicate network configuration settings from one Deep Discovery Inspector appliance (Appliance 1) to another appliance (Appliance 2), export the settings to a file and then import the file to other Deep Discovery Inspector appliances.

The default file name is cav.xml, which you can change to a preferred file name.

Note

To replicate Deep Discovery Inspector settings in addition to network configuration settings, see Backup / Restore on page 6-174.

---

Procedure

1. On Appliance 1, go to Administration > Monitoring / Scanning > Network Groups and Assets > Import/Export.

2. Under Export Configuration, click Export.

   A message prompts you to open or save the cav.xml file.

3. Click Save, browse to the target location of the file, and click Save again.

4. On Appliance 2, go to Administration > Monitoring / Scanning > Network Groups and Assets > Import/Export.

5. Under Export Configuration, click Export.

   A message prompts you to open or save the cav.xml file.

6. Click Save, browse to the target location of the file, and click Save again.
This backs up the current network configuration settings.

7. Under **Import Configuration**, click **Choose File**.

8. Locate the *cav.xml* file and click **Open**.

9. Click **Import**.

---

**Integrated Products/Services**

Deep Discovery Inspector integrates with other Trend Micro products and services. This section includes the following categories:

- **Integrated Trend Micro Products/Services on page 6-90**
- **Service Addresses and Ports on page 6-93**
- **Control Manager on page 6-96**
- **Deep Discovery Director on page 6-101**
- **Threat Management Services Portal on page 6-103**
- **Syslog on page 6-106**
- **Third-Party Products/Services on page 6-110**
- **Mitigation Products/Services on page 6-147**

**Integrated Trend Micro Products/Services**

For seamless integration, make sure that the products and services that integrate with Deep Discovery Inspector run the required or recommended versions.
<table>
<thead>
<tr>
<th><strong>PRODUCT/ SERVICE</strong></th>
<th><strong>DESCRIPTION</strong></th>
<th><strong>VERSION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Network VirusWall Enforcer</td>
<td>Regulates network access based on the security posture of endpoints.</td>
<td>3.5 SP2 or later</td>
</tr>
<tr>
<td></td>
<td>For details, see <em>Mitigation Products/ Services on page 6-147.</em></td>
<td></td>
</tr>
<tr>
<td>Smart Protection Network</td>
<td>Provides Web Reputation Services to determine the reputation of websites that users attempt to access. Smart Protection Network is hosted by Trend Micro. For details, see <em>Smart Protection on page 6-41.</em></td>
<td>Not applicable</td>
</tr>
<tr>
<td>Smart Protection Server</td>
<td>Provides the same Web Reputation Service offered by Smart Protection Network. Smart Protection Server localizes the service to the corporate network to optimize efficiency. For details, see <em>Smart Protection on page 6-41.</em></td>
<td>• 3.0 with Patch 2 or later</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 2.6</td>
</tr>
<tr>
<td>Threat Connect</td>
<td>Correlates suspicious objects detected in your environment and threat data from the Trend Micro Smart Protection Network. The resulting intelligence reports enable you to investigate potential threats and take actions pertinent to your attack profile.</td>
<td>Not applicable</td>
</tr>
<tr>
<td><strong>PRODUCT/ SERVICE</strong></td>
<td><strong>DESCRIPTION</strong></td>
<td><strong>VERSION</strong></td>
</tr>
<tr>
<td>------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Threat Management Services Portal</td>
<td>Receives and processes logs from Deep Discovery Inspector to build intelligence about your network. The Threat Management Services Portal generates reports that contain information about the latest threats and your network's overall security posture. For details, see <em>Threat Management Services Portal on page 6-103</em>.</td>
<td>2.6 SP2 (for the on-premise edition of Threat Management Services Portal) Not applicable for Trend Micro hosted service</td>
</tr>
<tr>
<td>Threat Mitigator</td>
<td>Receives mitigation requests from Deep Discovery Inspector after a threat is detected. Threat Mitigator then notifies the Threat Management Agent installed on a host to run a mitigation task. For details, see <em>Mitigation Products/Services on page 6-147</em>.</td>
<td>2.6 SP2 or later</td>
</tr>
<tr>
<td>Trend Micro Control Manager</td>
<td>Provides centralized management to control antivirus and content security programs, regardless of the platform or the physical location of the program. For details, see <em>Control Manager on page 6-96</em> and the <em>Trend Micro Control Manager Administration Guide</em>.</td>
<td>6.0 SP3 or later</td>
</tr>
<tr>
<td>Trend Micro Deep Discovery Advisor</td>
<td>Provides advanced visualization and investigation tools and collects, aggregates, manages, and analyzes logs into a centralized storage space. For details, see the <em>Deep Discovery Advisor Administrator's Guide</em>.</td>
<td>3.0 SP1</td>
</tr>
</tbody>
</table>
## Trend Micro Deep Discovery Analyzer

Provides an isolated virtual environment to manage and analyze samples.

Virtual Analyzer observes sample behavior and characteristics, and then assigns a risk level to the sample.

- 5.0
- 5.1
- 5.5
- 5.5 SP1

## Trend Micro Deep Discovery Director

Provides centralized management for hot fix and patch updates, in addition to service pack and version upgrades.

1.0

---

### Service Addresses and Ports

Deep Discovery Inspector accesses several Trend Micro services to obtain information about emerging threats and to manage your existing Trend Micro products. The following table describes each service and provides the required address and port information accessible to the product version in your region.

**Table 6-15. Service Addresses and Ports**

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>DESCRIPTION</th>
<th>ADDRESS AND PORT</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>ActiveUpdate Server</td>
<td>Provides updates for product components, including pattern files. Trend Micro regularly releases component updates through the Trend Micro ActiveUpdate server.</td>
<td>ddi38-p.activeupdate.trendmicro.com/activeupdate:80</td>
<td>Related to product version and region</td>
</tr>
<tr>
<td>Certified Safe Software Service (CSSS)</td>
<td>Verifies the safety of files. Certified Safe Software Service reduces false positives, and saves computing time and resources.</td>
<td>grid-global.trendmicro.com</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Address and Port</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------</td>
<td>------------------------------------------------------</td>
</tr>
<tr>
<td>Community File Reputation</td>
<td>Determines the prevalence of detected files. Prevalence is a statistical concept referring to the number of times a file was detected by Trend Micro sensors at a given time.</td>
<td>ddi380-en.census.trendmicro.com:80</td>
<td>Related to product version and region</td>
</tr>
<tr>
<td>Customer Licensing Portal</td>
<td>Manages your customer information, subscriptions, and product or service license.</td>
<td>licenseupdate.trendmicro.com:80</td>
<td></td>
</tr>
<tr>
<td>Mobile App Reputation Service (MARS)</td>
<td>Collects data about detected threats in mobile devices. Mobile App Reputation Service is an advanced sandbox environment that analyzes mobile app runtime behavior to detect privacy leaks, repacked mobile apps, third-party advertisement SDKs, vulnerabilities, and app categories.</td>
<td>rest.mars.trendmicro.com:443</td>
<td></td>
</tr>
<tr>
<td>Smart Feedback</td>
<td>Shares anonymous threat information with the Smart Protection Network, allowing Trend Micro to rapidly identify and address new threats. Trend Micro Smart Feedback may include product information such as the product name, ID, and version, as well as detection information including file types, SHA-1 hash values, URLs, IP addresses, and domains.</td>
<td>ddi380-en.fbs20.trendmicro.com:443</td>
<td>Related to product version and region</td>
</tr>
<tr>
<td>SERVICE</td>
<td>DESCRIPTION</td>
<td>ADDRESS AND PORT</td>
<td>NOTES</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Threat Connect</td>
<td>Correlates suspicious objects detected in your environment and threat data from the Trend Micro Smart Protection Network. The resulting intelligence reports enable you to investigate potential threats and take actions pertinent to your attack profile.</td>
<td>ddi38-threatconnect.trendmicro.com/portal/search:443</td>
<td>Related to product version and region</td>
</tr>
</tbody>
</table>
| Threat Management Services Portal | Receives and processes logs to build intelligence about your network. The Threat Management Services Portal generates reports that contain information about the latest threats and your network's overall security posture. | Log Server: Port 443  
Status Server: Port 443  
SSH: Port 22 | User-defined; no default value |
| Web Inspection Service      | Web Inspection Service is an auxiliary service of Web Reputation Services, providing granular levels of threat results and comprehensive threat names to users.  
The threat name and severity can be used as filtering criteria for proactive actions and further intensive scanning. | ddi38-en-wis.trendmicro.com                                       | Related to product version and region      |
**Service| Description| Address and Port| Notes**
---|---|---|---
Web Reputation Services | Tracks the credibility of web domains. Web Reputation Services assigns reputation scores based on factors such as a website's age, historical location changes, and indications of suspicious activities discovered through malware behavior analysis. | ddi38-en.url.trendmicro.com:80 | Related to product version and region |

**Control Manager**

Trend Micro Control Manager is a software management solution that simplifies the administration of your corporate antivirus and content security policies. Control Manager provides the following features:

- Centrally manages the following:
  - Suspicious objects, user-defined lists, and exception lists
  - Multiple Deep Discovery Inspector system statuses
  - Antivirus and content security programs, regardless of the program's physical location or platform

- Consolidates multiple Deep Discovery Inspector logs

For information on the Control Manager versions compatible with Deep Discovery Inspector, see *Integrated Trend Micro Products/Services on page 6-90*.

For information about managing products using Control Manager, see the *Trend Micro Control Manager Administrator's Guide*.

Use the **Control Manager** screen on the Deep Discovery Inspector management console to perform the following:

- Verify that Deep Discovery Inspector can register to a Control Manager server.
• Register to a Control Manager server.
• Check the connection status between Deep Discovery Inspector and Control Manager.
• Check the latest Management Communication Protocol Agent (MCP) heartbeat with Control Manager.
• Unregister from a Control Manager server.
• Synchronize suspicious objects with Control Manager.

**Note**

Make sure that both Deep Discovery Inspector and the Control Manager server belong to the same network segment. If Deep Discovery Inspector is not in the same network segment as Control Manager, configure the port forwarding settings for Deep Discovery Inspector.

For details, see *Registering to Control Manager on page 6-98*.

---

**Control Manager Components**

**Table 6-16. Control Manager Components**

<table>
<thead>
<tr>
<th>COMPONENT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| Control Manager server                        | The appliance with Control Manager installed  
<p>|                                                | This server hosts the web-based Control Manager management console.                                                                       |
| Management Communication Protocol (MCP) agent  | An application installed with Deep Discovery Inspector that allows Control Manager to manage the product.                                    |
|                                                | The agent receives commands from the Control Manager server and applies them to Deep Discovery Inspector. It also collects logs from Deep Discovery Inspector and sends them to Control Manager. The Control Manager MCP agent does not communicate with the Control Manager server directly. It interfaces with a component called the Communicator. |</p>
<table>
<thead>
<tr>
<th>COMPONENT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entity</td>
<td>A representation of a managed product (such as Deep Discovery Inspector) on the Control Manager console’s directory tree. The directory tree includes all managed entities.</td>
</tr>
</tbody>
</table>

**Registering to Control Manager**

**Procedure**

1. Go to Administration > Integrated Products/Services > Control Manager.

2. Under Connection Settings, specify the name that identifies Deep Discovery Inspector in the Control Manager Product Directory.

   **Note**
   
   Specify a unique and meaningful name to help you quickly identify Deep Discovery Inspector.

3. Under Control Manager Server Settings, do the following:

   a. Type the Control Manager server FQDN or IP address.

   b. Type the port number that the MCP Agent uses to communicate with Control Manager.

   **Note**
   
   The Management Communication Protocol (MCP) agent is an application installed with Deep Discovery Inspector that allows Control Manager to manage the product.

   c. (Optional) Select Connect using HTTPS if Control Manager security is set to the following levels:

      • **Medium**: Trend Micro allows HTTPS and HTTP communication between Control Manager and the MCP agent of managed products.
• **High**: Trend Micro allows only HTTPS communication between Control Manager and the MCP agent of managed products.

d. (Optional) If your network requires authentication, specify the **User name** and **Password** for your Internet Information Services (IIS) server.

4. (Optional) If you use a NAT device, select **Enable two-way communication port forwarding**, and type the NAT device **IP address** and **Port** number.

---

**Note**

- Deep Discovery Inspector uses the port forwarding IP address and port forwarding port number for two-way communication with Control Manager.
- Configuring the NAT device is optional and depends on the network environment.

---

5. If you have configured proxy settings for Deep Discovery Inspector and want to use these settings for Control Manager connections, select **Connect through a proxy server**.

6. (Optional) Under **Suspicious Object Synchronization**, do the following:

a. Select **Synchronize suspicious objects with Control Manager**.

---

**Important**

You can only choose to synchronize suspicious objects with one source. If you enable Deep Discovery Inspector to sync with Control Manager, you will not receive suspicious objects from any other external sources.

Before selecting this option, verify that your external sandbox is configured to send suspicious objects to Control Manager.

---

b. Type an API Key.

---

**Note**

Log on to Control Manager to obtain an API key.

Deep Discovery Inspector synchronizes suspicious object lists with Control Manager every five minutes, and displays the time of the last synchronization.
7. Click **Test Connection** to verify that Deep Discovery Inspector can connect to the Control Manager server.

8. Click **Register** if a connection was successfully established.

---

**Unregistering from Control Manager**

**Procedure**

1. Go to **Administration > Integrated Products/Services > Control Manager**.

2. Under **Connection Status**, click **Unregister**.

---

**Note**

Use this option to unregister Deep Discovery Inspector from Control Manager or to register to another Control Manager.

---

**Managing the Connection with Control Manager**

**Procedure**

1. Go to **Administration > Integrated Products/Services > Control Manager**.

2. Under **Connection Status**, perform the following actions:
   a. Verify that the product can connect to Control Manager.
   b. If the product is not connected, restore the connection immediately.
   c. **Note**

      The Management Communication Protocol (MCP) agent is an application installed with Deep Discovery Inspector that allows Control Manager to manage the product.

      Check the MCP heartbeat to verify the last communication between the MCP agent, Deep Discovery Inspector, and the Control Manager server.
3. To update the Control Manager server with changes after registration, click **Update Settings**.

4. To transfer control of Deep Discovery Inspector management to another Control Manager server, click **Unregister** and then register Deep Discovery Inspector to the new Control Manager server.

For details, see *Registering to Control Manager on page 6-98.*

---

**Deep Discovery Director**

Trend Micro Deep Discovery Director 1.0 is an on-premises update management solution that enables centralized deployment of product updates and upgrades to Deep Discovery products. To accommodate different organizational and infrastructural requirements, Deep Discovery Director provides flexible deployment options such as distributed mode and consolidated mode. Deep Discovery Director also supports out-of-the-box integration with Deep Discovery Analyzer, Deep Discovery Email Inspector, and Deep Discovery Inspector.

**Registering to Deep Discovery Director**

The following procedure is for registering to Deep Discovery Director. If you have already registered and want to change the connection settings, you must first unregister.

**Procedure**

1. Go to **Administration > Integrated Products/Services > Deep Discovery Director**.

2. Under **Connection Settings**, type the **Server address** for Deep Discovery Director.

3. Under **Connection Settings**, type the **API key** for Deep Discovery Director.

---

**Note**

Log on to the Deep Discovery Director management console to obtain the API key.
4. (Optional) If you have configured proxy settings for Deep Discovery Inspector and want to use these settings for Deep Discovery Director connections, select **Use the system proxy settings**.

**Tip**
This setting can be changed after registering to Deep Discovery Director.

To update this setting without unregistering from Deep Discovery Director, click **Update Settings**.

5. Click **Register**.

The **Status** changes to **Registered** and **Connected**.

**Note**
If the Deep Discovery Director fingerprint changes, the connection is interrupted and the **Trust** button appears. To restore the connection, verify that the Deep Discovery Director fingerprint is valid and then click **Trust**.

After the registration process is complete, the **Test Connection** button appears. You can click **Test Connection** to test the connection to Deep Discovery Director.

---

**Unregistering from Deep Discovery Director**

Follow this procedure to unregister from Deep Discovery Director or before registering to another Deep Discovery Director.

**Procedure**

1. Go to **Administration > Integrated Products/Services > Deep Discovery Director**.

2. Click **Unregister**.
Threat Management Services Portal

Threat Management Services Portal receives and processes logs to build intelligence about your network.

Threat Management Services Portal generates reports that contain information about the latest threats and your network's overall security posture.

Register Deep Discovery Inspector to Threat Management Services Portal to perform the following operations:

- Analyze the following Deep Discovery Inspector logs and data:
  - Detections
  - Application filters
  - Web Reputation
  - Network groups and assets
- Generate threat reports
  Reports contain security threats and suspicious network activities, and recommended preventive and responsive actions. Daily administrative reports enable IT administrators to track the status of threats. Weekly and monthly executive reports keep executives informed about the overall security posture of the organization.

Deep Discovery Inspector sends heartbeat messages to Threat Management Services Portal periodically. A heartbeat message informs Threat Management Services Portal that Deep Discovery Inspector is online.

Deep Discovery Inspector can use proxy server settings configured on the Proxy screen to connect to Threat Management Services Portal.
Installing Threat Management Services Portal On-premises

**Procedure**

1. Verify the Threat Management Services Portal versions that are compatible with Deep Discovery Inspector.

   For information about compatible Threat Management Services Portal versions, see *Integrated Trend Micro Products/Services on page 6-90*.

2. Obtain the required information to register Deep Discovery Inspector to Threat Management Services Portal.

   Ask your Trend Micro representative or support provider for the following information:
   
   - IP address of Threat Management Services Portal log server
   - IP address of Threat Management Services Portal status server
   - Server authentication credentials

3. Install Threat Management Services Portal.

   For installation and configuration instructions, see the *Threat Management Services Portal Administrator's Guide*.

Registering to Threat Management Services Portal

**Procedure**

1. Go to Administration > Integrated Products/Services > Threat Management Services Portal.

2. Select Send logs and data to Threat Management Services Portal to register Deep Discovery Inspector to Threat Management Services Portal.


   - To use Threat Management Services Portal as a hosted service, type the IP address or host name.
• To use Threat Management Services Portal as an on-premises application, type the IP address.

4. Select the protocol.
   • SSH
   • SSL

5. (Optional) If a firewall has been set up, configure the firewall to allow traffic from Deep Discovery Inspector to Threat Management Services Portal, as follows:
   • SSL: Port 443
   • SSH: Port 22

6. (Optional) To use SSH and a Microsoft ISA server, configure the tunnel port ranges on the ISA server to allow traffic from Deep Discovery Inspector to Threat Management Services Portal through port 22.

7. Specify how often to send logs to Threat Management Services Portal.

8. Specify the Threat Management Services Portal status server.
   • To use Threat Management Services Portal as a hosted service, type the IP address or host name.
   • To use Threat Management Services Portal as an on-premises application, type the IP address.

---

**Note**

The status server receives the following information from Deep Discovery Inspector:

• Heartbeat: A heartbeat message informs Threat Management Services Portal that Deep Discovery Inspector is online.

• Outbreak Containment Service: A Trend Micro utility that detects both known and unknown malware that can potentially start an outbreak.

---

9. Specify the server authentication credentials. Threat Management Services Portal authenticates **User name** and **Password** and then accepts logs and data.
10. Type a **Registration email address**.

   ![Tip]
   Trend Micro recommends typing your email address.

11. If you have configured proxy settings for Deep Discovery Inspector and want to use these settings for Threat Management Services Portal connections, select **Connect through a proxy server**.

12. Click **Test Connection** to verify that Deep Discovery Inspector can connect to Threat Management Services Portal.

13. Click **Save** if the test connection is successful.

### Unregistering from Threat Management Services Portal

**Procedure**

1. Go to **Administration > Integrated Products/Services > Threat Management Services Portal**.

2. To unregister Deep Discovery Inspector from Threat Management Services Portal, disable **Send logs and data to Threat Management Services Portal**.

3. Do one of the following:
   - If Threat Management Services Portal is an on-premises application, manually remove Deep Discovery Inspector from the Threat Management Services Portal Registered Products screen.
   - If Threat Management Services Portal is a hosted service, inform your Trend Micro representative about the unregistration.

### Syslog

Deep Discovery Inspector transports log content to syslog servers through the following channels:
• Transmission Control Protocol (TCP)
• Transmission Control Protocol (TCP) with Secure Sockets Layer (SSL) encryption
• User Datagram Protocol (UDP)

Configure Deep Discovery Inspector to send log content in the following formats:
• Common Event Format (CEF)
• Log Event Extended Format (LEEF)
• Trend Micro Event Format (TMEF)

Adding a Syslog Server

Add a maximum of three syslog servers.

Procedure

1. Go to Administration > Integrated Products / Services > Syslog.
2. Click Add.
The **Add Syslog Server** screen appears.

**Figure 6-20. Add Syslog Server**

3. Select **Enable syslog server**.

4. Type the server name or IP address and the port number of the syslog server.

   Trend Micro recommends using the following default syslog ports:

   • UDP: 514
   • TCP: 601
   • SSL: 6514

5. Select a facility level.

   The facility level specifies the source of a message.

6. Select a syslog severity level.

   The syslog severity level specifies the type of messages to be sent to the syslog server.
**TABLE 6-17. Syslog Severity Levels**

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>SEVERITY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Emergency</td>
<td>• Complete system failure</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Take immediate action.</td>
</tr>
<tr>
<td>1</td>
<td>Critical</td>
<td>• Primary system failure</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Take immediate action.</td>
</tr>
<tr>
<td>2</td>
<td>Alert</td>
<td>• Urgent failures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Take immediate action.</td>
</tr>
<tr>
<td>3</td>
<td>Error</td>
<td>• Non-urgent failures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Resolve issues quickly.</td>
</tr>
<tr>
<td>4</td>
<td>Warning</td>
<td>• Error pending</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Take action to avoid errors.</td>
</tr>
<tr>
<td>5</td>
<td>Notice</td>
<td>• Unusual events</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Immediate action is not required.</td>
</tr>
<tr>
<td>6</td>
<td>Informational</td>
<td>• Normal operational messages useful for reporting, measuring throughput, and other purposes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No action is required.</td>
</tr>
<tr>
<td>7</td>
<td>Debug</td>
<td>• Useful information when debugging the application.</td>
</tr>
</tbody>
</table>

**Note**

Setting the debug level can generate a large amount of syslog traffic in a busy network. Use with caution.

7. Select the format to send event logs to the syslog server.

- CEF
Common Event Format (CEF) is an open log management standard developed by HP ArcSight. CEF comprises a standard prefix and a variable extension that is formatted as key-value pairs.

- **LEEF**

Log Event Extended Format (LEEF) is a customized event format for IBM® QRadar® Security Intelligence Platform. LEEF comprises an LEEF header, event attributes, and an optional syslog header.

- **Trend Micro Event Format (TMEF)**

Trend Micro Event Format (TMEF) is the format used by Trend Micro products for reporting event information. Deep Discovery Advisor uses TMEF to integrate events from various Trend Micro products.

8. Select the logs to send to the syslog server.

9. Select **Connect through a proxy server** to use the settings configured on **Administration > System Settings > Proxy** to connect to a syslog server.

Select this option if you require the use of proxy servers for intranet connections.

10. Click **Save**.

---

**Third-Party Products/Services**

To help provide effective detection and blocking at the perimeter, Deep Discovery Inspector can distribute Virtual Analyzer suspicious objects to third-party products and services.

Deep Discovery Inspector integrates with the following third-party inline solutions:

**TABLE 6-18. Supported Third-party Inline Solutions**

<table>
<thead>
<tr>
<th>NAME</th>
<th>VERSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Point Open Platform for Security (OPSEC)</td>
<td>Check Point R77.20 or later</td>
</tr>
<tr>
<td>Name</td>
<td>Versions</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>HP TippingPoint Security Management System (SMS)</td>
<td>SMS 4.1.0.95329 or later</td>
</tr>
<tr>
<td>IBM Security Network Protection (XGS)</td>
<td>XGS 5.2 or later</td>
</tr>
<tr>
<td>Palo Alto Firewalls</td>
<td>PAN-OS 4.1.0 or later</td>
</tr>
</tbody>
</table>

**Third-Party Products/Services**

- Check Point Open Platform for Security (OPSEC)
- HP TippingPoint Security Management System (SMS)
- IBM Security Network Protection (XGS)
- Palo Alto Firewalls
- No third-party products/services

---

**Note**

Deep Discovery Inspector supports only one third-party product/service at a time.

When enabled, Deep Discovery Inspector sends suspicious objects and C&C callback addresses every 10 minutes.

**Check Point Open Platform for Security (OPSEC)**

Check Point Open Platform for Security (OPSEC) manages network security through an open, extensible management framework.

Deep Discovery Inspector integrates with Check Point OPSEC via the Suspicious Activities Monitoring (SAM) API.

The SAM API implements communications between the SAM client (Deep Discovery Inspector) and the Check Point firewall, which acts as a SAM Server. Deep Discovery Inspector uses the SAM API to request that the Check Point firewall take specified actions for certain connections.
For example, Deep Discovery Inspector may ask Check Point OPSEC to block a connection with a client that is attempting to issue illegal commands or repeatedly failing to log on.

**Configuring Check Point Open Platform for Security (OPSEC)**

**Procedure**

1. On the Deep Discovery Inspector management console, go to **Administration** > **Integrated Products/Services** > **Third-Party Products/Services** and click **Check Point Open Platform for Security (OPSEC)**.
## Third-Party Products/Services

**Product/Service:**
- Check Point Open Platform for Security (OPSEC)
- HP TippingPoint Security Management System (SMS)
- IBM Security Network Protection (XGS)
- Palo Alto Firewalls
- No third-party products/services

### Server Information

**Connection type:**
- Secured connection
- Clear connection

**Server name:**

**Port:**

**OPSEC application name:**

**SIC one-time password:**

[Test Connection]

### Object Distribution

**Status:**
- Disabled
- Enabled [Legal Statement]

**Last Distribution:**
2016-07-26 18:30

### Criteria

Send object information that matches the following criteria:

**Object type:**
- C&C Callback Address
  - IPv4 address
  - Suspicious Object
  - IPv4 address

**Risk level:**
- High only
- High and medium
- High, medium, and low

### Advanced Settings

**Action:**
- Reject
- Drop
- Notify

[Save] [Cancel]
2. Type the server name.

   **Note**
   The server name must be the IPv4 address of the third-party product.

3. Select a connection type.

   **Note**
   Ensure that your network configuration allows Deep Discovery Inspector to connect to the Check Point appliance.
   
   Deep Discovery Inspector may connect to the Check Point appliance through the secured connection port or clear connection port that is configured on the Check Point appliance. Deep Discovery Inspector also pulls the certificate from the Check Point appliance through port 18210.

   If you selected **Secured connection**, the **OPSEC application name** and **SIC one-time password** settings appear.

4. If you selected **Secured connection**, type the **OPSEC application name** and **SIC one-time password**.

   For more details, see *Configuring a Secured Connection on page 6-125*.

   **Note**
   If the one-time password is reset on the Check Point appliance, the new one-time password must be different than the previous one-time password.

5. Type the port.

   **Note**
   This port must be the same port that is configured on the security gateway. For details, see *Preconfiguring a Security Gateway on page 6-122*.

6. (Optional) Click **Test Connection**.

7. Under **Object Distribution**, click **Enabled**.
The Legal Statement opens.

8. Read and accept the Legal Statement.

---

Note

To enable integration with this third-party product/service, you must accept the Legal Statement.

---

9. On your Check Point firewall appliance, preconfigure a security gateway. For details see Preconfiguring a Security Gateway on page 6-122.

10. On the Check Point SmartDashboard console, do the following to configure your Check Point appliance for deploying suspicious objects and C&C callback addresses from Deep Discovery Inspector:

   a. On the Firewall tab, go to Policy.

   b. To add a rule, click the Add Rule at the Top icon.

   c. To configure the new policy, right-click the action.

   d. Change the action to Accept.

   e. Right-click the source.

   f. Select Network Object....
The Add Object window appears.

![Add Object window](image)

g. Click **New ...**

h. Select **Address Ranges > Address Range**....

The Address Range Properties window appears.

![Address Range Properties window](image)

i. In **Name**, type **DDI**.

j. In **First IP address**, type the Deep Discovery Inspector IP address.

k. In **Last IP address**, type the Deep Discovery Inspector IP address.

l. Click **OK**.
The **Add Object** window appears.

![Add Object window](image)

m. Select **DDI** and then click **OK**.

n. Right-click the destination.

o. Select **Network Object...**

The **Add Object** window appears.

![Add Object window](image)

p. Click **New ...**
The Address Range Properties window appears.

![Address Range Properties Window](image)

q. Select Address Ranges > Address Range....

r. In Name, type CheckPoint.

s. In First IP address, type the CheckPoint IP address.

t. In Last IP address, type the CheckPoint IP address.

u. Click OK.

The Add Object window appears.

![Add Object Window](image)

v. Select CheckPoint and then click OK.

w. Click Install Policy.
The **Install Policy** window opens.

![Install Policy window](image)

x. Select the target gateway and click **OK**.

The target gateway installs.

![Installation progress](image)

y. Click **Close**.

The Check Point appliance is enabled to receive suspicious objects and C&C callback addresses from Deep Discovery Inspector.

11. On the Deep Discovery Inspector management console, configure the following criteria to send suspicious object and C&C callback address information from Deep Discovery Inspector to this third-party product/service:

   • **Object type:**
     
     • C&C Callback Address
       
     • IPv4 address
- Suspicious Object
  - IPv4 address
- Risk level:
  - High only
  - High and medium
  - High, medium, and low

12. Under **Advanced Settings**, click one of the following actions:
    - **Reject**: Packets will be rejected and a notification sent to the communicating peer that the packet has been rejected.
    - **Drop**: Packets will be dropped without sending the communicating peer a notification.
    - **Notify**: A notification about the defined activity will be sent but the activity will not be blocked.

13. Click **Save**.
The Distribute Now option appears.

### Third-Party Products/Services

<table>
<thead>
<tr>
<th>Product/Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Point Open Platform for Security (OPSEC)</td>
</tr>
<tr>
<td>HP TippingPoint Security Management System (SMSS)</td>
</tr>
<tr>
<td>IBM Security Network Protection (XGS)</td>
</tr>
<tr>
<td>Palo Alto Firewalls</td>
</tr>
<tr>
<td>No third-party products/services</td>
</tr>
</tbody>
</table>

**Server Information**

- **Server name:** [Name]
- **User name:** [Name]
- **Password:** [Password]

**Object Distribution**

- **Status:** Disabled
- **Enabled**
- **Last Distribution:** 2015-11-25 14:40
- **Distribute Now**

14. (Optional) Click Distribute Now to distribute suspicious objects and C&C callback addresses to Check Point immediately.

15. To view suspicious objects and C&C callback addresses distributed by Deep Discovery Inspector on Check Point SmartView Monitor, do the following:
   
   a. Click the Launch Menu icon and go to Tools > Suspicious Activity Rules.
The **Enforced Suspicious Activity Rules** window opens.

b. **At Show On**, select the target Check Point appliance name.

c. **Click Close.**

Suspicious objects and C&C callback addresses distributed by Deep Discovery Inspector are displayed.

---

**Preconfiguring a Security Gateway**

**Procedure**

1. Log on to your Check Point appliance.
2. (Optional) Set a password for expert mode.

3. Type the password to enter expert mode.

4. Use the vi editor to open /var/opt/CPsuite-R77/fwl/conf/fwopsec.conf.
5. In `fwopsec.conf`, configure the SAM communication mode ports using one of the following options:

- Secured connection (default port)
  - No changes in `fwopsec.conf` are necessary. The default port 18183 is used for the `sam_server auth_port` setting.

- Secured connection (user-defined port)
  - In `fwopsec.conf`, remove the comment sign (#) from `sam_server auth_port: 18183` and then change the port number.

- Clear connection (user-defined port)

Note
The image of the default configuration is for reference only. The actual file contents may vary.
• In `fwopsec.conf`, remove the comment sign (#) from `sam_server port: 0` and then change the port number.

---

**Note**

Configure the same port in `fwopsec.conf` and in the **Check Point Open Platform for Security (OPSEC) Port** setting on Deep Discovery Inspector at **Administration > Integrated Products/Services > Third-Party Products/Services**.

---

6. If changes were made to the `fwopsec.conf` file, save the `fwopsec.conf` file and restart your Check Point appliance.

---

### Configuring a Secured Connection

**Procedure**

1. Open the Check Point SmartDashboard and then select **Manage > Servers and OPSEC Applications**.
The **Servers and OPSEC Applications** window appears.

2. Click **New** and then click **OPSEC Application**...
The **OPSEC Application Properties** window appears.
3. Type a Name.

**Note**

Use this name as the **OPSEC application name** in Deep Discovery Inspector.

The application name must be less than 101 characters, start with an English alphabetical letter, and contain only English alphabetical letters, periods, underscores or dashes.

4. Select a Host.

5. Under Client Entities, select SAM.

6. Click Communication....

The Communication window appears.
7. Type a password in **One-time password** and type the same password in **Confirm one-time password**.

**Note**

Use this password as the **SIC one-time password** in Deep Discovery Inspector.

**Note**

If the one-time password is reset on the Check Point appliance, the new one-time password must be different than the previous one-time password.

8. Click **Initialize**.

The **Trust state** becomes **Initialized but trust not established**.

9. Install the policy.

a. In the **Check Point SmartDashboard** main window, click **Install Policy**.

   The Install Policy window appears.
Choose the installation components and then click **OK**.

The policy starts installing.

---

**HP TippingPoint Security Management System (SMS)**

Both Deep Discovery Inspector and Trend Micro Control Manager can send suspicious objects and C&C callback addresses to HP TippingPoint SMS. To align with Control Manager, Deep Discovery Inspector sends each suspicious object with the following optional information:

- **Risk level**: Severity of each suspicious object or C&C callback attempt
- **Product Name**: Trend Micro Deep Discovery Inspector (not configurable)
- **Appliance Host Name**: Trend Micro Deep Discovery Inspector host name (not configurable)

HP TippingPoint Security Management System (SMS) uses reputation filters to apply block, permit, or notify actions across an entire reputation group. For more information about reputation filters, refer to your HP TippingPoint documentation.

**Configuring HP TippingPoint Security Management System (SMS)**

**Procedure**

1. On the Deep Discovery Inspector management console, go to **Administration > Integrated Products/Services > Third-Party Products/Services** and click **HP TippingPoint Security Management System (SMS)**.
2. Provide the following information:

   • Server name

   — **Note**
   
   The server name must be the IPv4 address of the third-party product.

   • User name: Existing authentication credential
   
   • Password: Existing authentication credential
### TABLE 6-19. Valid Character Sets

<table>
<thead>
<tr>
<th></th>
<th>User Name</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum length</td>
<td>1 character</td>
<td>1 character</td>
</tr>
<tr>
<td>Maximum length</td>
<td>15 characters</td>
<td>15 characters</td>
</tr>
</tbody>
</table>

3. (Optional) Click **Test Connection**.

4. Under **Object Distribution**, click **Enabled**.

   The **Legal Statement** opens.

5. Read and accept the **Legal Statement**.

---

**Note**

To enable integration with this third-party product/service, you must accept the **Legal Statement**.

---

6. To send object information from Deep Discovery Inspector to this third-party product/service, configure the following criteria:

   - **Object type:**
     - C&C Callback Address
       - IPv4 address
       - Domain
     - Suspicious Object
       - IPv4 address
       - Domain
   - **Risk level:**
     - High only
     - High and medium
7. (Optional) Under Advanced Settings, select columns to display in HP TippingPoint SMS.

The following default columns and labels are preselected:

<table>
<thead>
<tr>
<th>Column</th>
<th>Tag Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliance Host Name</td>
<td>Source</td>
</tr>
<tr>
<td>Risk Level</td>
<td>Severity</td>
</tr>
<tr>
<td>Product Name</td>
<td>Publisher</td>
</tr>
</tbody>
</table>

**Important**

HP TippingPoint only recognizes columns with tag category labels. Make sure that all columns and tag categories configured in Deep Discovery Inspector are configured the same in HP TippingPoint.

8. Specify a tag category name for each column.

Tag category names may include the following:

- Uppercase (A-Z)
- Lowercase (a-z)
- Numeric (0-9)
- Special characters: _ 0 1 [ ] { } @ & # $( )
- Space

9. Click Save.

10. On the HP TippingPoint SMS console, do the following to add tag category names to the HP reputation database:

   a. Launch HP TippingPoint SMS Client.
b. On the **Profile** tab, go to **Reputation Database**, select the **Tag Categories** tab, and then click **New**.

The **Create Tag Category** window opens.

c. On the **Create Tag Category** window, configure the following for each tag category:
- **Name**: Type a category name.
  
  Keep the default tag category names (Source, Severity, and Publisher) or add a customized label.

  **Note**
  
  On Deep Discovery Inspector, the default tag categories are Source, Severity, and Publisher.

- **Type**: Select **Text**.

- **Description**: (Optional) Type a description.

- **Maximum Length**: Type the maximum length of tag category labels.

  **Important**
  
  HP TippingPoint only recognizes columns with tag category labels. Make sure that all columns and tag categories configured in Deep Discovery Inspector are configured the same in HP TippingPoint.

  11. Click **OK**.

  The new tag appears in the **Tag Categories** list.

  12. (Optional) To view distributed suspicious objects and C&C callback addresses in HP TippingPoint SMS, do the following:

  a. On the **Profile** tab, go to **Reputation Database > Search**.
b. On the **Entry Criteria** screen, type search parameters and then click **Search**.

Suspicious objects and C&C callback addresses distributed by Deep Discovery Inspector are displayed.

---

**IBM Security Network Protection**

IBM Security Network Protection (XGS), provides a web services API that enables third-party applications such as Deep Discovery Inspector to directly submit suspicious objects. IBM XGS can perform the following functions:

- Quarantine hosts infected with malware
- Block communication to C&C servers
- Block access to URLs found to be distributing malware

To integrate Deep Discovery Inspector with IBM XGS, configure a generic agent to do the following:
• Accept alerts that adhere to a specific schema
• Create quarantine rules based on a generic ATP translation policy

The ATP translation policy allows several categories of messages to take different actions on IBM XGS, including blocking and alerting.

**Configuring IBM Security Network Protection**

**Procedure**

1. On the IBM XGS console, do the following to configure the generic agent:
   a. Go to **Manage System Settings > Network Settings > Advanced Threat Protection Agents**.

   ![Advanced Threat Protection Agents window](image)

   The **Advanced Threat Protection Agents** window opens.

   b. Click **New**.

   c. Provide the following information:

   • Name: Type a name
   • Agent Type: Select **Generic**
   • Address: Deep Discovery Inspector management port IP address in IPv4 or IPv6 format
   • User name: Existing authentication credential
   • Password: Existing authentication credential
### Table 6-20. Valid Character Sets

<table>
<thead>
<tr>
<th></th>
<th>User Name</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum length</td>
<td>1 character</td>
<td>1 character</td>
</tr>
<tr>
<td>Maximum length</td>
<td>15 characters</td>
<td>15 characters</td>
</tr>
</tbody>
</table>

2. Click **Save Confirmation**.

The **Deploy Pending Changes** window opens.

3. To apply changes to IBM XGS, click **Deploy**.
The new agent appears in the **Advanced Threat Protection Agents** list.

4. On the Deep Discovery Inspector management console, go to **Administration > Integrated Products/Services > Third-Party Products/Services** and click **Configuring IBM Security Network Protection (XGS)**.
5. Provide the following information:
   
   • Server name
   
   **Note**
   
   The server name must be the IPv4 address of the third-party product.
   
   • User name: Existing authentication credential
   
   • Password: Existing authentication credential
TABLE 6-21. Valid Character Sets

<table>
<thead>
<tr>
<th></th>
<th>USER NAME</th>
<th>PASSWORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum length</td>
<td>1 character</td>
<td>1 character</td>
</tr>
<tr>
<td>Maximum length</td>
<td>15 characters</td>
<td>15 characters</td>
</tr>
</tbody>
</table>

6. (Optional) Click **Test Connection**.

7. Under **Object Distribution**, click **Enabled**.

The **Legal Statement** opens.

8. Read and accept the **Legal Statement**.

---

**Note**

To enable integration with this third-party product/service, you must accept the **Legal Statement**.

9. To send object information from Deep Discovery Inspector to this third-party product/service, configure the following criteria:

   - **Object type**:
     - C&C Callback Address
       - IPv4 address
       - URL
     - Suspicious Object
       - IPv4 address
       - URL
   - **Risk level**:
     - High only
     - High and medium
• High, medium, and low

10. Click Save.

11. (Optional) On the IBM XGS console, go to **Secure Policy Configuration > Security Policies > Active Quarantine Rules** to view suspicious objects and C&C callback addresses sent by Deep Discovery Inspector to IBM XGS.

![IBM Security Network Protection](image)

---

**Note**

Suspicious objects with a low risk level do not appear in the IBM XGS **Active Quarantine Rules**. To view all suspicious objects sent by Deep Discovery Inspector, go to **Security Policy Configuration > Advanced Threat Policy** and specify the following settings:

- **Agent Type**: Generic
- **Alert Type**: Reputation
- **Alert Severity**: Low

Suspicious objects and C&C callback addresses distributed by Deep Discovery Inspector are displayed.

---

**Palo Alto Firewalls**

Palo Alto Networks® firewalls identify and control applications, regardless of port, protocol, encryption (SSL or SSH) or evasive characteristics.

Deep Discovery Inspector can send IPv4, domain, and URL suspicious objects to the URL category of Palo Alto Firewall as match criteria allow for exception-based behavior.

Use URL categories in policies as follows:
• Identify and allow exceptions to general security policies for users who belong to multiple groups within Active Directory

Example: Deny access to malware and hacking sites for all users, while allowing access to users that belong to the security group.

• Allow access to streaming media category, but apply quality of service policies to control bandwidth consumption

• Prevent file download and upload for URL categories that represent higher risks

Example: Allow access to unknown sites, but prevent upload and download of executable files from unknown sites to limit malware propagation.

• Apply SSL decryption policies that allow encrypted access to finance and shopping categories, but decrypt and inspect traffic to all other URL categories.

Configuring Palo Alto Firewalls

Procedure

1. Go to Administration > Integrated Products/Services > Third-Party Products/Services and click Palo Alto Firewalls.
2. Provide the following information:
   - Server name
Note

The server name must be the IPv4 address of the third-party product.

- User name: Existing authentication credential
- Password: Existing authentication credential

**Table 6-22. Valid Character Sets**

<table>
<thead>
<tr>
<th>Minimum length</th>
<th>USER NAME</th>
<th>PASSWORD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 character</td>
<td>1 character</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Maximum length</th>
<th>USER NAME</th>
<th>PASSWORD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15 characters</td>
<td>15 characters</td>
</tr>
</tbody>
</table>

3. (Optional) Click **Test Connection**.

4. Under **Object Distribution**, click **Enabled**.
   
The Legal Statement opens.

5. Read and accept the **Legal Statement**.

Note

To enable integration with this third-party product/service, you must accept the Legal Statement.

6. To send object information from Deep Discovery Inspector to this third-party product/service, configure the following criteria:
   
   - Object type:
     
     - C&C Callback Address
     
     - IPv4 address
     
     - Domain
     
     - URL
     
     - Suspicious Object
- IPv4 address
- Domain
- URL
- Risk level:
  - High only
  - High and medium
  - High, medium, and low

7. Under **Advanced Settings**, customize URL category names:

   URL category names must include a minimum of one character and a maximum of 31 characters, and may include the following characters:

   - Uppercase (A-Z)
   - Lowercase (a-z)
   - Numeric (0-9)
   - Special characters: - _
   - Space

8. Click **Save**.

9. (Optional) To view suspicious objects and C&C callback addresses sent by Deep Discovery Inspector on the Palo Alto product console, go to Objects > **Custom URL Category**.
Suspicious objects and C&C callback addresses distributed by Deep Discovery Inspector are displayed.

Mitigation Products/Services

Mitigation products and services receive threat information gathered by Deep Discovery Inspector. These products and services work with an agent program installed on an endpoint to resolve threats.

Mitigation products and services that control network access may prevent an endpoint from accessing the network until the endpoint is free of threats.

Enabling/Disabling Mitigation Products/Services

Enforcement

Procedure

1. Go to Administration > Integrated Products/Services > Mitigation Products/Services > Registration.
2. Register Deep Discovery Inspector to at least one mitigation product or service. For details, see Registering to Mitigation Products/Services on page 6-148.

3. Under Mitigation Products/Services Enforcement, enable or disable sending mitigation requests.

Registering to Mitigation Products/Services

Register Deep Discovery Inspector with up to 200 mitigation products and services. For details on versions compatible with Deep Discovery Inspector, see Integrated Trend Micro Products/Services on page 6-90.

Procedure

1. Go to Administration > Integrated Products/Services > Mitigation Products/Services > Registration.

2. Under Mitigation Products/Services Registration, type the mitigation product/service server name or IP address.

3. Type a description for the mitigation product or service.

4. Specify an IP address range.

   **Note**

   To save network bandwidth, specify IP address ranges for each mitigation product or service. Deep Discovery Inspector only sends mitigation tasks for specific IP addresses to the mitigation product or service. If the IP address range is empty, all mitigation requests will be sent to the mitigation product or service.

5. Click Register.

   The Cleanup Settings screen appears.

6. Select security threat types to send to the mitigation product or service.

7. Click Apply.
Unregistering from Mitigation Products/Services

Procedure

1. Go to Administration > Integrated Products/Services > Mitigation Products/Services > Registration.

2. Under Registered Mitigation Products/Services, select the mitigation products or services to unregister from.

3. Click Delete.

The mitigation product or service is removed from the list and the product or service removes Deep Discovery Inspector from its list of data sources.

Configuring Mitigation Exceptions

You can except IP addresses from mitigation actions. Deep Discovery Inspector still scans these IP addresses but does not send mitigation requests to the mitigation product or service if threats are found.

Before configuring mitigation exceptions, register Deep Discovery Inspector to at least one mitigation product or service. For details, see Enabling/Disabling Mitigation Products/Services Enforcement on page 6-147.

A maximum of 100 entries can be added to the list.

Procedure

1. Go to Administration > Integrated Products/Services > Mitigation Products/Services > Exceptions.

2. Type a name for the exception. Specify a meaningful name for easy identification. Example: "Lab Computers”.

3. Specify an IP address or IP address range for exception from mitigation actions. Example: 192.1.1.1-192.253.253.253
4. Click Add.

5. To remove an exception, select the exception and click Delete.

Accounts

This section includes the following topics:

- About Accounts on page 6-150
- User Roles and Menu Item Permissions on page 6-151
- Adding an Account on page 6-155
- Resetting an Account Password on page 6-158
- Deleting an Account on page 6-158

About Accounts

Deep Discovery Inspector allows you to grant access to selected sections of the management console.

Deep Discovery Inspector supports 128 accounts, including the following:

- System administrator (default)
- Administrator (user-created)
- Viewer (user-created)

All users (system administrator, other administrators, viewers) share one dashboard. Each management console viewer account is provided a partially independent dashboard. Changes to any account's dashboard affect the dashboards of other accounts.

Deep Discovery Inspector logs the following activities for all users:

- Log on
• Account password changes
• Log off
• Session timeout

Deep Discovery Inspector displays users who sign on to Deep Discovery Inspector from Trend Micro Control Manager.

### Accounts

<table>
<thead>
<tr>
<th>User Name</th>
<th>Role</th>
<th>Created By</th>
</tr>
</thead>
<tbody>
<tr>
<td>admin</td>
<td>Administrator</td>
<td>SYSTEM</td>
</tr>
<tr>
<td>johnadmin</td>
<td>Administrator</td>
<td>admin(admin)</td>
</tr>
<tr>
<td>user_viewer_37</td>
<td>Viewer</td>
<td>admin</td>
</tr>
<tr>
<td>user_viewer_38</td>
<td>Viewer</td>
<td>admin</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Created By</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deep Discovery Inspector system administrator</td>
<td>SYSTEM</td>
</tr>
<tr>
<td>Deep Discovery Inspector user name</td>
<td>admin</td>
</tr>
<tr>
<td>Trend Micro Control Manager user name</td>
<td>admin(admin)</td>
</tr>
</tbody>
</table>

### User Roles and Menu Item Permissions

Each user is assigned a specific role. The role determines the management console menu items accessible to that user.

**Table 6-23. User Roles**

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System administrator</td>
<td>Accesses all sections of the management console</td>
</tr>
</tbody>
</table>
Permissions determine the level of access to each menu item on the management console. Deep Discovery Inspector provides the following permissions:

- **Configure**: Full access to a menu item
  
  Users can configure all settings, perform all tasks, and view data.

- **View**: View-only settings, tasks, and data

- **No access**: Blocked menu items

<table>
<thead>
<tr>
<th>SECTION</th>
<th>SUBSECTION</th>
<th>SYSTEM ADMINISTRATOR</th>
<th>ADMINISTRATOR</th>
<th>VIEWER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dashboard</td>
<td>N/A</td>
<td>Configure</td>
<td>Configure</td>
<td>Configure Exceptions: Add IP addresses to Network Groups, Registered Domains, and Registered Services</td>
</tr>
<tr>
<td>Section</td>
<td>Subsection</td>
<td>System Administrator</td>
<td>Administrator</td>
<td>Viewer</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-----------------------------------</td>
<td>----------------------</td>
<td>---------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>Detections</td>
<td>Affected Hosts</td>
<td>Configure</td>
<td>Configure</td>
<td>Configure Exceptions: Configure Add IP addresses to Network Groups, Registered Domains, and Registered Services</td>
</tr>
<tr>
<td></td>
<td>Hosts with Notable Event Detections</td>
<td>Configure</td>
<td>Configure</td>
<td>Configure Exceptions: Add IP addresses to Network Groups, Registered Domains, and Registered Services</td>
</tr>
<tr>
<td></td>
<td>C&amp;C Callback Addresses</td>
<td>Configure</td>
<td>Configure</td>
<td>No access</td>
</tr>
<tr>
<td></td>
<td>Suspicious Objects</td>
<td>Configure</td>
<td>Configure</td>
<td>No access</td>
</tr>
<tr>
<td></td>
<td>Retro Scan</td>
<td>Configure</td>
<td>Configure</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>All Detections</td>
<td>Configure</td>
<td>Configure</td>
<td>Configure Exceptions: Add IP addresses to Network Groups, Registered Domains, and Registered Services</td>
</tr>
<tr>
<td>SECTION</td>
<td>SUBSECTION</td>
<td>SYSTEM ADMINISTRATOR</td>
<td>ADMINISTRATOR</td>
<td>VIEWER</td>
</tr>
<tr>
<td>---------------</td>
<td>------------------</td>
<td>----------------------</td>
<td>---------------</td>
<td>--------</td>
</tr>
<tr>
<td>Reports</td>
<td>Scheduled Reports</td>
<td>View</td>
<td>View</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>Schedules</td>
<td>Configure</td>
<td>Configure</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>On-demand Reports</td>
<td>Configure</td>
<td>Configure</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>Customization</td>
<td>Configure</td>
<td>Configure</td>
<td>View</td>
</tr>
<tr>
<td>Administration</td>
<td>All</td>
<td>Configure</td>
<td>Configure</td>
<td>No access</td>
</tr>
<tr>
<td></td>
<td>Accounts</td>
<td>Configure</td>
<td>Configure</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Exceptions:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Reset system</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>administrator</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>password</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Edit system</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>administrator</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>System Logs</td>
<td>View</td>
<td>View</td>
<td></td>
</tr>
<tr>
<td></td>
<td>System Maintenance</td>
<td>Configure</td>
<td>Configure</td>
<td></td>
</tr>
<tr>
<td>Help</td>
<td>All</td>
<td>View</td>
<td>View</td>
<td>View</td>
</tr>
<tr>
<td>User Account</td>
<td>Change Password</td>
<td>Configure</td>
<td>Configure</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Log Off</td>
<td>View</td>
<td>View</td>
<td>View</td>
</tr>
</tbody>
</table>
Adding an Account

Procedure

1. Go to Administration > Accounts.
2. Click Add.

The Add Account screen appears.
3. Type a user name that contains 4 to 32 alphanumeric characters.

Note

The user name can include the following special characters:

- Underscore ( _ )
- Period ( . )
- Hyphen ( - )

Deep Discovery Inspector displays the state of each user as follows:

- Online: Green
- Offline: Gray

4. Configure the account status.
   - Enabled (default)
   - Disabled

Note

A user cannot disable their own account.
5. Select a user role.
   - **Viewer** (default)
   - **Administrator**

6. (Optional) For viewer accounts, select **Allow user to mark detections as resolved**.
   
   For details, see *Viewing All Detections on page 4-54*.

   **Note**
   
   The default value for **Allow user to mark detections as resolved** is unselected.

7. Click **Save**.

   Deep Discovery Inspector adds the account information to the table in the **Accounts** screen and generates a default account password.

**What to do next**

Provide the generated default password to the new user. The user must change this password after logging on for the first time. For details, see *Management Console Account Passwords on page 2-6*.

**Editing an Account**

Only administrators can edit accounts. Any administrator can add an account and edit or delete any other administrator account except for the system administration account. Administrators can change their account password but cannot edit or delete their own accounts.

**Procedure**

1. Go to **Administration > Accounts**.
2. Configure the account status.
3. (Optional) To reset a password, do the following:

**Important**
Make sure you are targeting the correct account before clicking **Reset**.

a. Under the **Reset Password** column for the target account, click **Reset**.

Deep Discovery Inspector immediately resets the account password and generates a new default password.

b. Provide the generated default password to the user. The user must change this password after logging on for the first time. For details, see *Management Console Account Passwords on page 2-6*.

4. Click on a user name.

The **Edit Account** screen appears.

5. Select a user role.

- **Viewer** (default)
- **Administrator**

6. (Optional) For viewer accounts, select **Allow user to mark detections as resolved**.

For details, see *Viewing All Detections on page 4-54*.

**Note**
The default value for **Allow user to mark detections as resolved** is unselected.

7. Click **Save**.
Deep Discovery Inspector updates the account information in the table in the Accounts screen.

## Resetting an Account Password

### Note

The system administrator can reset the password of every account. Other administrators can reset the password of any account except the system administrator account.

### Procedure

1. Go to Administration > Accounts.

   **Important**
   Make sure you are targeting the correct account before clicking Reset.

2. Under the Reset Password column for the target account, click Reset.

   Deep Discovery Inspector immediately resets the account password and generates a new default password.

### What to do next

Provide the generated default password to the user. The user must change this password after logging on for the first time. For details, see Management Console Account Passwords on page 2-6.

## Deleting an Account

An administrator can delete any account except the system administrator account and the logged-on account.
Important

When an account is deleted, any saved search and report schedule created by the account will also be deleted. However, any generated reports will not be deleted.

Procedure

1. Go to **Administration > Accounts**.
2. Check the box beside a user name.
3. Click **Delete**.

Important

Make sure you are targeting the correct account before clicking **Delete**.

System Settings

Go to **Administration > System Settings** to configure basic Deep Discovery Inspector settings.

This section includes the following basic settings:

- **Network** on page 6-160
- **Network Interface** on page 6-160
- **Proxy** on page 6-160
- **SNMP** on page 6-161
- **HTTPS Certificate** on page 6-163
- **Time** on page 6-166
- **Session Timeout** on page 6-167
Network

The **Network** screen enables management of the appliance’s network settings.

Go to **Administration > System Settings > Network**.

See *Configuring the Appliance IP Settings on page 2-8* for details on configuring the network settings.

Network Interface

Deep Discovery Inspector uses a management port and several data ports. Go to **Administration > System Settings > Network Interface** to do the following:

- View the status of these ports
- Change the network speed and duplex mode for each of the data ports
- Capture packets for debugging and troubleshooting purposes

For details about managing the network interface ports, see *Managing Network Interface Ports on page 2-12*.

Proxy

Configure a proxy server for the following operations:

- Downloading updates from the Trend Micro ActiveUpdate server or another update source
- Updating the product license
- Connecting to other Trend Micro products (Threat Management Services Portal, Smart Protection Server, and Control Manager).
Configuring a Proxy Server

Procedure

1. Go to Administration > System Settings > Proxy.
2. Select Use a proxy server for pattern, engine, and license updates.
3. Select HTTP, SOCKS4, or SOCKS5 for the Proxy Protocol.
4. Specify the Host name or IP address and the Port number.
5. If the proxy server requires authentication, specify a User Name and Password under Proxy Server Authentication.
6. Click Test Connection to verify connection settings.
7. Click Save if the connection was successful.

SNMP

Simple Network Management Protocol (SNMP) is used to manage devices on IP networks.

Enable the SNMP to check system running status, network card link up or link down, and component update status.

The SNMP has two modes:

• SNMP trap
  
  SNMP trap allows a managed product to report its status to the SNMP Network Management Station.

• SNMP agent

  An SNMP agent is a program that gathers and organizes information about a product into predefined hierarchies, and responds to queries using the SNMP protocol.
Use SNMP agent to obtain Deep Discovery Inspector system information, including the following:

- Product version
- CPU, memory, and disk information
- Network interface throughput and concurrent connections

**Configuring SNMP Trap Mode**

**Procedure**

1. Go to Administration > System Settings > SNMP.
2. Select Send SNMP trap messages to Network Management Station (NMS).
3. Specify the Community Name and NMS IP Address.
4. Click Save.

**Configuring SNMP Agent Mode**

**Note**

Deep Discovery Inspector can be monitored from the SNMP Network Management Station.

**Procedure**

1. Go to Administration > System Settings > SNMP.
2. Select Enable SNMP agent.
3. Specify a System location and System contact.
4. At Accepted Community Name, specify the community name and click Add to >.
   
   The name is added to the Community Name list.
5. At **Accepted Network Management Station**, specify an **IP Address** and click **Add to >**.

The IP address is added to the **IP Address** list.

6. Click **Save**.

7. (Optional) Click **Export MIB file**.

The MIB file can be imported to the SNMP Management Station.

---

**HTTPS Certificate**

Verify that the HTTPS certificate details are accurate.

![HTTPS Certificate](image)

**Figure 6-22. HTTPS Certificate**
### TABLE 6-24. HTTPS Certificate Details

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>Certificate version number</td>
</tr>
<tr>
<td>Serial Number</td>
<td>Certificate unique identification number</td>
</tr>
<tr>
<td>Signature</td>
<td>Algorithm used to create the signature</td>
</tr>
<tr>
<td>Issuer</td>
<td>Entity that verified the information and issued the certificate</td>
</tr>
<tr>
<td>Valid From</td>
<td>Date the certificate is first valid</td>
</tr>
<tr>
<td>Valid To</td>
<td>Certificate expiration date</td>
</tr>
<tr>
<td>Subject</td>
<td>Person or entity identified</td>
</tr>
<tr>
<td>Public Key</td>
<td>The 2048-bit or higher public key used for encryption</td>
</tr>
</tbody>
</table>

### Generating an HTTPS Certificate

Deep Discovery Inspector supports the following HTTPS formats:

- X509 PEM

#### Procedure

1. From a Linux operating system, use the following command to generate a certificate:

   `openssl req -newkey rsa:2048 -x509 -sha512 -days 365 -nodes -out server.pem -keyout server.pem`

2. Specify the following values:
   - Country Name (2 letter code)
   - State or Province Name (full name)
   - Locality Name (for example, city)
• Organization Name (for example, company)
• Organization Unit Name (for example, section)
• Common Name (for example, your name or your server's host name)
• Email Address

3. Press Enter.

A file named server.pem is generated.

4. Save the server.pem file and import it into Deep Discovery Inspector as your HTTPS Certificate.

For details, see Importing an HTTPS Certificate on page 6-165.

5. (Optional) To verify that the HTTPS certificate imported successfully, do the following:

a. Go to Administration > System Logs.

b. Select the time period, including the day of the HTTPS Certificate import.

c. For Log Type, select System events.

If the import is successful, the following log appears in the list:

Import certificate: Import new certificate successfully

---

**Importing an HTTPS Certificate**

To eliminate any potential browser security issues, replace the Deep Discovery Inspector default security certificate with an imported security certificate from a reputable Certificate Authority (CA).

Deep Discovery Inspector supports the following HTTPS formats:

• X509 PEM
**Procedure**

1. Go to Administration > System Settings > HTTPS Certificate.

2. On the HTTPS Certificate screen, click Replace Certificate.
   
   The Import Certificate screen appears.

3. On the Import Certificate screen, click Choose File to navigate to and select a new certificate.

4. Click Import.
   
   A new certificate is imported.

5. Log on to Deep Discovery Inspector from another browser to verify the new certificate.

**Note**

Deep Discovery Inspector does not need to be restarted.

---

**Time**

Synchronize the system time with the Network Time Protocol (NTP) server or configure it manually.

**Configuring Time Options**

**Procedure**

1. Go to Administration > System Settings > Time.

2. Under System Time Settings, select one of the following:
   - Synchronize appliance time with a Network Time Protocol (NTP) server:
     a. Specify the NTP server address.
b. Click **Synchronize Now**.

- Set the system time manually:
  a. Click the calendar icon or type the month, day, and year using the mm/dd/yyyy format.
  b. Select the hour, minute, and second.

3. Using the **Time Zone** drop-down menu, select the time zone.

4. Click **Save**.

---

**Session Timeout**

Configure how long Deep Discovery Inspector waits before logging out an inactive management console user session.

**Configuring Session Timeout**

**Procedure**

1. Go to **Administration > System Settings > Session Timeout**.
2. At **Timeout Settings**, select a time period before inactivity logoff.
   - 2 minutes
   - 5 minutes
   - 10 minutes
   - 15 minutes *(Recommended)*
   - 30 minutes
   - 60 minutes
   - 1 day
   - 3 days

3. Click **Save**.

---

**Note**

The default management console timeout is 15 minutes.

---

**System Logs**

Deep Discovery Inspector maintains system logs that provide summaries of system events, including component updates and appliance restarts.

Logs are stored in the Deep Discovery Inspector database or on a Syslog server.

Query logs to gather information from log databases. Export queried logs to a .csv file.

For details, see *Querying System Logs on page 6-168*.

**Querying System Logs**

Deep Discovery Inspector stores system events and component update results in the system logs.
Deep Discovery Inspector stores system logs in the appliance hard drive.

![System Logs](image)

**Figure 6-23. System Logs**

**Procedure**

1. Go to **Administration > System Logs**.
2. Select a log type.
   - All
   - System Events
   - Update Events

Events display automatically with the following information.

<table>
<thead>
<tr>
<th>COLUMN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timestamp</td>
<td>Event date and time</td>
</tr>
<tr>
<td>Log Type</td>
<td>The following options are available:</td>
</tr>
<tr>
<td></td>
<td>• All</td>
</tr>
<tr>
<td></td>
<td>• System events</td>
</tr>
<tr>
<td></td>
<td>• Update events</td>
</tr>
<tr>
<td><strong>COLUMN</strong></td>
<td><strong>DESCRIPTION</strong></td>
</tr>
<tr>
<td>----------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Level</td>
<td>One of the following levels displays:</td>
</tr>
<tr>
<td></td>
<td>• Informational</td>
</tr>
<tr>
<td></td>
<td>• Warning</td>
</tr>
<tr>
<td></td>
<td>• Error</td>
</tr>
<tr>
<td>Outcome</td>
<td>One of the following event results displays:</td>
</tr>
<tr>
<td></td>
<td>• Success</td>
</tr>
<tr>
<td></td>
<td>• Failure</td>
</tr>
<tr>
<td>Action By</td>
<td>Activity by account</td>
</tr>
<tr>
<td></td>
<td>Information about the following accounts types may display:</td>
</tr>
<tr>
<td></td>
<td>• Deep Discovery Inspector user name</td>
</tr>
<tr>
<td></td>
<td>Example: johnadmin</td>
</tr>
<tr>
<td></td>
<td>• Deep Discovery Inspector system</td>
</tr>
<tr>
<td></td>
<td>Example: SYSTEM</td>
</tr>
<tr>
<td></td>
<td>• Trend Micro Control Manager user name</td>
</tr>
<tr>
<td></td>
<td>Example: admin@admin</td>
</tr>
<tr>
<td></td>
<td>• Trend Micro Control Manager system</td>
</tr>
<tr>
<td></td>
<td>Example: admin(SYS SYSTEM)</td>
</tr>
<tr>
<td>IP Address</td>
<td>Event IP address</td>
</tr>
<tr>
<td>Description</td>
<td>Event details</td>
</tr>
</tbody>
</table>

3. Specify a period or click the calendar icon to select a specific date and time.
4. Click Export to export the system log to a .csv file.

System Maintenance

Go to System Maintenance to perform the following operations:

- Storage Maintenance on page 6-171
- Backup / Restore on page 6-174
- Power Off / Restart on page 6-177

Storage Maintenance

Use the Storage Maintenance screen for the following operations:

- Manage log and report storage
- View the status of the Deep Discovery Inspector database
- Set up a file purge for Virtual Analyzer
- Repair corrupted database files
Deep Discovery Inspector maintains logs and reports in the appliance hard disk. To set criteria and view logs, go to *Detections on page 4-1* and *Querying System Logs on page 6-168*.

Manually delete logs and reports on a regular basis to manage hard disk space. The deletion schedule depends on your environment and the quantity of logs and reports you want to retain.

When log and report storage exceed the maximum disk space, Deep Discovery Inspector automatically deletes logs, beginning with the oldest, by date until the disk size is sufficient to hold the latest logs.

**Note**

Deep Discovery Inspector can send logs to a syslog server or Control Manager. For details, see *Syslog on page 6-106* and *Registering to Control Manager on page 6-98*.

### Performing Storage Maintenance

**Procedure**

1. Go to *Administration > System Maintenance > Storage Maintenance*.
3. Select a deletion action.
   - **Delete all logs selected above**
   - **Delete logs selected above older than** the specified number of days

**Note**

Deep Discovery Inspector automatically deletes logs after 121 days.

4. Click **Delete**.
Performing Product Database Maintenance

Procedure

1. Go to Administration > System Maintenance > Storage Maintenance.
2. Under Log Database Status, click Check database status.
3. (Optional) If one or more database files are corrupted, click Repair.

Deep Discovery Inspector repairs the corrupted files and indicates the database status when the repair action is complete.

Purging the Virtual Analyzer Queue

Procedure

1. Go to Administration > System Maintenance > Storage Maintenance.
2. Under Virtual Analyzer Queue Purge, click a purge action.
   - Purge files until queue contains <type number> samples
   - Purge queue files older than <type number> days
3. Click Purge.

Configuring File Size Settings

Deep Discovery Inspector drops detected files that are larger than the maximum size.

Enabling submission of files to Virtual Analyzer automatically increases the maximum storage file size to 15 MB.

Procedure

1. Go to Administration > System Maintenance > Storage Maintenance.
2. Under **File Size Settings**, specify the maximum file size.
3. Click **Save**.

---

**Backup / Restore**

Configuration settings include both Deep Discovery Inspector and network configuration settings. Back up configuration settings by exporting them to an encrypted file. If needed, import this file to restore settings.

Deep Discovery Inspector can be reset by restoring the default settings that shipped with the product.

The following settings cannot be backed up:

- Appliance IP settings
- Control Manager settings
- Licenses and Activation Codes
- Mitigation Device settings
- Retro Scan settings
- Smart Protection settings in the **Web Reputation** screen
- Threat Management Services Portal settings
- Virtual Analyzer settings except **File Submissions** and **Passwords**

---

**Tip**

Verify all the above settings after importing a configuration file.
Note

- Encrypted files cannot be modified.
- Importing an encrypted file overwrites any settings that are included in the encrypted file, but not all current settings.

For example, when restoring back up settings from Deep Discovery Inspector 3.7 to 3.8, advanced filter settings will not be overwritten because they are not a feature of Deep Discovery Inspector 3.7 and are not included in the encrypted file.

- An encrypted file can also be used to replicate settings on another Deep Discovery Inspector.

Backing Up File Settings

Procedure

1. Go to Administration > System Maintenance > Backup / Restore.
2. Under Backup Configuration, click Backup.
   A file download screen appears.
3. Click Save, browse to the target location of the file, and click Save again.
   The encrypted backup file is saved.

Importing File Settings

Procedure

1. Before importing a file, back up the current configurations. For details, see Backing Up File Settings on page 6-175.
2. Go to Administration > System Maintenance > Backup / Restore.
3. Under Restore Configuration, browse to the location of the encrypted backup file.
The **File Upload** screen appears.

4. Select the encrypted file to import and click **Restore Configuration**.

   A confirmation message appears.

5. Click **OK**.

   Deep Discovery Inspector restarts after importing the configuration file.

---

### Note

When Deep Discovery Inspector starts, it checks the integrity of its configuration files. The management console password may reset if the configuration file containing password information is corrupted. If you are unable to log on to the management console using your preferred password, log on using the default password `admin`.

---

### Important

After importing the configuration file, Deep Discovery Inspector disables Virtual Analyzer, even if it was enabled in the encrypted file.

6. To manually enable Virtual Analyzer, go to **Administration** > **Virtual Analyzer** > **Setup**.

---

## Restoring Default Settings

### Important

Restoring default settings resets all settings including the appliance network settings and product license.

---

### Procedure

1. Before restoring settings, back up the current configurations. For details, see *Backing Up File Settings on page 6-175*.

2. Go to **Administration** > **System Maintenance** > **Backup / Restore**.
3. Under **Default Settings**, click **Reset to Default Settings**.

   A confirmation message appears.

4. Click **OK**.

   Deep Discovery Inspector restarts after restoring the default configuration settings.

5. Wait one minute after re-starting to log onto the management console.

---

**Tip**

Use the preconfiguration console to modify the appliance network settings or access the management console using the default IP address, 192.168.252.1/24.

---

**Note**

When Deep Discovery Inspector starts, it checks the integrity of its configuration files. The management console password may reset if the configuration file containing password information is corrupted. If you are unable to log on to the management console using your preferred password, log on using the default password `admin`.

---

**Power Off / Restart**

The **Power Off / Restart** screen provides options to power off or restart the Deep Discovery Inspector appliance and its associated services.

---

**Note**

When Deep Discovery Inspector starts, it checks the integrity of its configuration files. The management console password may reset if the configuration file containing password information is corrupted. If you are unable to log on to the management console using your password, log on using the default password `admin`.
Restarting Deep Discovery Inspector

Procedure

1. Go to Administration > System Maintenance > Power Off / Restart.
2. Click Restart.
   • To restart services, click Service.
   • To restart Deep Discovery Inspector, click System.
3. (Optional) In the Comment field, specify a reason for restarting the system or service.
4. Click OK.

Powering Off Deep Discovery Inspector

Procedure

1. Go to Administration > System Maintenance > Power Off / Restart.
2. Click Power off.
3. (Optional) In the Comment field, specify a reason for powering off Deep Discovery Inspector.
4. Click OK.

Licenses

The License screen displays license information and accepts valid Activation Codes for Deep Discovery Inspector.

The trial license limits some of the available on-screen information for the following widgets:
• All Scanned Traffic
• Malicious Network Activities
• Malicious Scanned Traffic
• Monitored Network Traffic
• Real-time Scanned Traffic
• Virtual Analyzer

Activation Codes

Use a valid Activation Code to enable Deep Discovery Inspector. Deep Discovery Inspector will not be operable until activation is complete.

An Activation Code has 37 characters (including the hyphens) and appears as follows:

xx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx

If you received a Registration Key instead of an Activation Code, use it to register Deep Discovery Inspector at:

https://olr.trendmicro.com/registration/

A Registration Key has 22 characters (including the hyphens) and appears as follows:

xx-xxxx-xxxx-xxxx-xxxx

After registration, you will receive an email message with your Activation Code.

Product Version

The Activation Code provided by Trend Micro is associated with the product version.

• **Trial version**: Includes all product features

  Upgrade a trial version to the fully licensed version at any time.

• **Fully licensed version**: Includes all product features and technical support
A 30-day grace period takes effect after the license expires. Renew the license before it expires by purchasing a maintenance renewal.

Deep Discovery Inspector License Expiry

License status displays on the License screen. If you are renewing a license and need renewal instructions, click View license renewal instructions.

The status includes reminders when a license is about to expire or has expired.

**TABLE 6-25. License Expiry Reminders**

<table>
<thead>
<tr>
<th>VERSION</th>
<th>REMINDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trial</td>
<td>Displays when the license expires</td>
</tr>
<tr>
<td>Fully Licensed</td>
<td>• 60 days before expiration ends</td>
</tr>
<tr>
<td></td>
<td>• 30 days before grace period ends</td>
</tr>
<tr>
<td></td>
<td>• When the license expires and grace period elapses</td>
</tr>
</tbody>
</table>

The consequences of not upgrading to a fully licensed version are as follows:

**TABLE 6-26. Results of an Expired Deep Discovery Inspector License**

<table>
<thead>
<tr>
<th>LICENCE TYPE AND STATUS</th>
<th>RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trial (Expired)</td>
<td>Deep Discovery Inspector disables component updates, scanning, and log transmission to Threat Management Support Portal.</td>
</tr>
<tr>
<td>Fully Licensed (Expired)</td>
<td>Technical support and component updates are not available. Deep Discovery Inspector monitors the network using out-of-date components. These components may not completely protect the network from the latest threats.</td>
</tr>
</tbody>
</table>
Activating or Renewing a Product License

Procedure

1. **Go to Administration > License.**

2. Under **License Information**, click **New Activation Code**.
   
   The **New Activation Code** screen displays.

3. Type the new Activation Code and click **Save**.
   
   The **Trend Micro License Agreement** displays.

4. Read the license agreement and click **Agree**.
   
   After Deep Discovery Inspector is activated, the **Setup Guide** is displayed.

5. Follow the steps in the **Setup Guide**.

6. On the **License** screen, click **Update Information** to refresh the screen.
   
   The new license details are displayed.

7. (Optional) Detailed license information is also available on the Customer Licensing Portal website. To view, click **View license details online**.


---

**Note**

Deep Discovery Inspector may contain or be delivered with one or more third-party components, some of which may be open source software or other similar license agreements and be subject to different license agreement terms, conditions, limitations, and disclaimers than those set forth in the Trend Micro License Agreement. For details, go to **Help > About**.
Chapter 7

Troubleshoot

Learn about common troubleshooting options available in Deep Discovery Inspector and find answers to frequently asked questions in the following topics:

- Frequently Asked Questions (FAQs) on page 7-2
- Troubleshooting on page 7-8
Frequently Asked Questions (FAQs)

Find answers to frequently asked questions in the following topics.

- FAQs - Activation on page 7-2
- FAQs - Configuration on page 7-2
- FAQs - Detections on page 7-4
- FAQs - Documentation on page 7-4
- FAQs - Installation on page 7-4
- FAQs - Upgrade on page 7-5
- FAQs - Virtual Analyzer Image on page 7-6
- FAQs - Widgets on page 7-7

FAQs - Activation

Do I need to activate Deep Discovery Inspector after installation?

Yes. Use a valid Activation Code to enable Deep Discovery Inspector features.

FAQs - Configuration

I typed the wrong password three times when logging on to the Preconfiguration Console. Then, I could no longer log on to the Preconfiguration Console. What should I do?

If you typed the wrong password three consecutive times, Deep Discovery Inspector will lock for 30 seconds before you can try to log on again. Wait for 30 seconds and try again.

How many seconds of inactivity does the Preconfiguration Console accept before logging off?

After 15 minutes of inactivity, Deep Discovery Inspector logs out of the inactive session.
Can I register Deep Discovery Inspector to more than one Control Manager server?

No, you cannot register Deep Discovery Inspector to more than one Control Manager server. For details on registering to a Control Manager server, see Registering to Control Manager in the Deep Discovery Inspector Administrator’s Guide.

Will changing the Deep Discovery Inspector IP address prevent it from communicating with the Control Manager server?

Yes, changing the Deep Discovery Inspector IP address through the Preconfiguration Console or management console will cause temporary disconnection (30 seconds). During the time the Management Communication Protocol (MCP) agent disconnects from Control Manager, the MCP agent logs off from Control Manager and then logs on to provide Control Manager with the updated information.

Is there anything that I need to configure in the firewall settings?

If you use Deep Discovery Inspector only for monitoring the network, you do not need to configure the firewall settings. However, if Deep Discovery Inspector connects to the Internet for any of the following, configure the firewall to allow Ports 80, 22 or 443 traffic from Deep Discovery Inspector:

- Threat Management Services Portal
- Reputation Services

I am unable to register to Threat Management Services Portal, what can I do?

Make sure that:

- The Threat Management Services Portal logon details are correct.
- The firewall settings are configured to allow port 22 or 443 traffic.
- The proxy settings are correct.

If the problem persists, consult your support provider.

What can I do when the email notification sent from Deep Discovery Inspector is blocked by our security product as a phishing URL?
This may be due to your network’s security policies. Add Deep Discovery Inspector to your network security product’s Allow List.

FAQs - Detections

Why are there no more Virtual Analyzer detections on the widget or the Log Query screen after Deep Discovery Analyzer or Deep Discovery Advisor reinstalls?

After Deep Discovery Analyzer or Deep Discovery Advisor reinstalls, the API key changes. Change the API key on the Deep Discovery Inspector management console from Administration > Virtual Analyzer > Setup.

FAQs - Documentation

What documentation is available with this version of Deep Discovery Inspector?

This version of Deep Discovery Inspector includes the following documentation:

• Quick Start Card
• Administrator's Guide
• Installation and Deployment Guide
• Syslog Content Mapping Guide
• Readme
• Online Help

FAQs - Installation

Does Deep Discovery Inspector installation disrupt network traffic?

No. Deep Discovery Inspector installation should not disrupt the network traffic because the appliance connects to the mirror port of the switch and not directly to the network.
After a fresh installation, Deep Discovery Inspector is unable to obtain a dynamic IP address. What do I do?

Restart the appliance and verify that it is able to obtain an IP address. Next, connect an ethernet cable from the management port to a known good ethernet connection and restart the appliance.

**FAQs - Upgrade**

Can I upgrade Deep Discovery Inspector 3.6, 3.7, 3.8, 3.8 SP1, and 3.8 SP2 to Deep Discovery Inspector 3.8 SP3?

Yes. Upgrade by updating the firmware from Deep Discovery Inspector 3.6, 3.7, 3.8, 3.8 SP1, or 3.8 SP2 to Deep Discovery Inspector 3.8 SP3. Next, migrate all configuration settings (if migration was enabled).

**Important**

Clear the browser cache after performing the upgrade. For details, see *Clearing the Browser Cache* in the *Deep Discovery Inspector Administrator's Guide*.

Can I roll back to a previous version after upgrading to Deep Discovery Inspector 3.8 SP3?

No. The rollback function is not supported.

**How often should I update Deep Discovery Inspector?**

Trend Micro typically releases virus pattern files on a daily basis and recommends updating both the server and clients daily. Preserve the default schedule setting at *Administration > Updates > Component Updates > Scheduled* to update every two hours.

**By default, where does Deep Discovery Inspector download updated components from?**

By default, Deep Discovery Inspector receives updated components from the Trend Micro ActiveUpdate server. If you want to receive updates from other sources, configure an update source for both scheduled and manual updates.
Why does Deep Discovery Inspector still use old components after updating the software and restarting?

When updating components, Deep Discovery Inspector updates the software first. Restart Deep Discovery Inspector and update the Network Content Inspection Engine. After updating the Network Content Inspection Engine, click Update, or wait for the next scheduled update.

Can I upgrade Threat Discovery Appliance 2.6, Deep Discovery 3.0, or Deep Discovery Inspector 3.2 to Deep Discovery Inspector 3.8 SP3?

No. You will need to obtain a new license for Deep Discovery Inspector and do a fresh installation.

FAQs - Virtual Analyzer Image

I am unable to download images from an FTP server. What should I do?

Verify the following:

• The specified server path, user name, and password are correct
• Both active and passive modes are enabled on the FTP server
• The FTP server supports UTF-8 (in case image names or file paths contain multi-byte characters)

The Found New Hardware wizard opens when the image is tested in VirtualBox. Does this affect Virtual Analyzer?

The Found New Hardware wizard automatically runs whenever an image is transferred from one machine to another. If the Found New Hardware wizard appears when the image is tested in VirtualBox, it may interfere with the CD/DVD auto-run.

The OVA is too large to be uploaded into Deep Discovery Inspector. What do I do now?

Make sure that the .ova image is between 1 GB and 20 GB.

The custom Virtual Analyzer import fails. What do I do now?
1. Decompress the .ova image.

2. In the .vbox file, verify the following:
   • The Chipset type is ICH9.
   • The value of "AttachedDevice type" is "HardDisk".
   • The location of "HardDisk" includes only alpha-numeric characters (a-z, A-Z, 0-9). Do not use spaces or special characters.
   • The value of "AttachedDevice port" is "0".
   • The value of "AttachedDevice device" is "0".
   • The license has not been edited.

**Note**

If the license is edited when exporting the custom virtual machine, the Virtual Analyzer import will be disrupted.

An image displays the blue “Cannot find Operating System” screen when tested in VirtualBox. What do I do now?

Verify the following settings:
   • The Chipset type is ICH9
   • IP APIC is enabled
   • TV-x/AMD-V is enabled

**FAQs - Widgets**

**Why are widget heights inconsistent, even though Auto-fit is enabled in the Tab Settings?**

The Auto-fit function depends on the layout option selected and how many widgets are added. Auto-fit is enabled only when the selected widgets can be arranged one widget per field.
Troubleshooting

This section describes common troubleshooting options available in Deep Discovery Inspector.

- Slow Management Console Response on page 7-8
- Detections on page 7-9
- Messages and Alerts on page 7-14
- Virtual Analyzer on page 7-15
- Virtual Analyzer Images on page 7-16
- Cannot Connect to Network Services on page 7-22
- Diagnostics on page 7-22

Slow Management Console Response

The management console response is slow or times out.

This occurs when system resources are insufficient.

Procedure

1. To verify CPU, memory, and disk usage, go to https://<appliance IP address>/html/troubleshooting.htm.

2. Under Real-time Status, select System Process (ATOP).
The **System Process** screen appears.

![System Process Screenshot](image)

**Figure 7-1. System Process (ATOP)**

3. Click **Suspend** and verify system resources real-time.

**TABLE 7-1. System Resources**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>LINE</th>
<th>COLUMN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>CPU</td>
<td>Idle</td>
<td>The lower the number, the busier the CPU is. If this number is low, view the process information and record the CPU with the highest usage.</td>
</tr>
<tr>
<td>MEM</td>
<td>MEM</td>
<td>Free, cache</td>
<td>The &quot;Free&quot; field indicates available memory. A low number means that there is not enough available memory to complete certain actions.</td>
</tr>
<tr>
<td>Disk</td>
<td>DSK</td>
<td>Busy</td>
<td>A high number indicates that the disk is busy.</td>
</tr>
</tbody>
</table>

**Detections**

- *No Detections on Detections Tab on page 7-10*
- *"Unregistered Service" Server Displays in All Detections Query on page 7-11*
No Detections on Detections Tab

No detections appear on the management console **Detections** tab.

**Procedure**

1. Verify that the switch mirror port is configured to mirror both directions of network traffic to the mirror port.

   For details, see *Deployment Planning* in the *Deep Discovery Inspector Installation and Deployment Guide*.

2. Verify that networked packets can be captured.
   
   a. Go to **Administration > System Settings > Network > Appliance IP Address Settings**.

   ![Network Interface Ports](image)

   **FIGURE 7-2. Appliance IP Address Settings**

   b. Under **Network Interface Ports**, click the **Start** button of the data port in use.
c. Wait 10 seconds and click **Stop**.

d. Click **View**.

The **Packet Capture Information** screen appears.

![Packet Capture Information Screen](image)

**FIGURE 7-3. Packet Capture Information**

i. In the **Capfile information** section, verify that the data rate matches the real-time traffic rate.

ii. Click **Conversation by TCP** or **Conversation by UDP**, and verify that TCP and UDP packets are visible.

"Unregistered Service" Server Displays in All Detections Query

A server appears as an **Unregistered service** on the **All Detections** screen.
Make sure that the server has been added to the Registered Services list. For details, see *Adding Registered Services* in the *Deep Discovery Inspector Administrator's Guide*.

**FiguRe 7-4. All Detections Query**

**Procedure**

1. Add the server to the **Registered Services** list.
   
   a. Go to **Administration > Network Groups and Assets > Registered Services**.
The **Registered Services** screen appears.

![Registered Services](image)

**FIGURE 7-5. Registered Services**

b. Under **Add Registered Services**, select service type, specify server name and IP address, and click **Add**.

2. **Configure Registered Domains.**

a. Go to **Administration > Network Groups and Assets > Registered Domains**.

b. Under **Add Registered Domains**, add your domain.

---

**Unknown IP Addresses Display on a Screen**

IP addresses that do not belong to your network appear on a screen.

Make sure that all IP addresses in your network have been added to the network group correctly. For details, see *Adding Network Groups* in the *Deep Discovery Inspector Administrator's Guide*.

**Known Safe Objects Flagged as Malicious**

Known safe files, IP addresses, domains, and URLs are flagged malicious by Virtual Analyzer.
Add any safe entities to the Allow List. For details, see *Creating a Custom Allow List* in the *Deep Discovery Inspector Administrator's Guide*.

### Messages and Alerts

- **"Database is Corrupt" Alert Displays on page 7-14**
- **Rescue Operation Error Message on page 7-14**

#### "Database is Corrupt" Alert Displays

The management console displays the "Database is corrupt" alert.

This message occurs when the database has been corrupted. As a precaution, data is not written to the database, which now must be manually repaired. For details, see *Storage Maintenance* in the *Deep Discovery Inspector Administrator's Guide*.

**Note**

After a manual repair, all current data will be lost.

![Database status alert](image)

**FIGURE 7-6. Database status alert**

#### Rescue Operation Error Message

A Deep Discovery Inspector rescue operation returns an error message with random text.

Remove any USB storage devices connected to Deep Discovery Inspector and try again.
Virtual Analyzer

- *Cannot Upload OVA on page 7-15*
- *No Virtual Analyzer Response to File Submissions on page 7-15*

**Cannot Upload OVA**

The OVA is too large and cannot upload into Deep Discovery Inspector.

The OVA image must be between 1 GB and 20 GB in size.

**No Virtual Analyzer Response to File Submissions**

File samples were sent to Deep Discovery Inspector but no response was received from Virtual Analyzer.

To receive results, enable file submission to Virtual Analyzer.

---

**Procedure**

1. Verify that Virtual Analyzer is enabled.
   
   For details, see *Enabling Virtual Analyzer in the Deep Discovery Inspector Administrator's Guide*.

2. Go to **Administration > Virtual Analyzer > File Submissions > Add** and verify file submission rules are configured as follows:
   
   - Under **Criteria**, click the applicable file types.
   - Under **Actions**, click **Submit**.

   For details, see *File Submission Rules in the Deep Discovery Inspector Administrator's Guide*.

3. Go to **Dashboard > Virtual Analyzer Status** and view the **Virtual Analyzer** status field on the **Virtual Analyzer** widget.
a. If Virtual Analyzer status is "Disabled", enable Virtual Analyzer. Go to Administration > Virtual Analyzer > Setup to enable file submission to either an external or internal Analyzer.

For details, see Enabling Virtual Analyzer in the Deep Discovery Inspector Administrator's Guide.

b. If the Virtual Analyzer status is "Enabled", reboot Deep Discovery Inspector.

4. Verify notification settings.

For details, see Configuring Email Notification Settings in the Deep Discovery Inspector Administrator's Guide.

5. If the problem persists, contact your technical support provider.

Virtual Analyzer Images

- Installation CD/DVD Won't Start on page 7-16
- "Found New Hardware" Wizard on page 7-18
- An Image Displays a Blue Screen on page 7-18

Installation CD/DVD Won't Start

The installation CD/DVD does not automatically start.

Verify items by testing the Virtual Analyzer images in VirtualBox.

Procedure

1. In Oracle VM VirtualBox Manager, click the imported custom Virtual Analyzer image in the left panel.

2. Click Settings and select Storage.

3. Select Controller: IDE and verify that the specified type is PIIX4.
4. Select the optical disc icon and verify that the specified CD/DVD drive is **IDE Secondary Master**.
"Found New Hardware" Wizard

During Virtual Analyzer image creation, the **Found New Hardware** wizard appears.

The **Found New Hardware** wizard automatically runs whenever an image is transferred from one machine to another.


An Image Displays a Blue Screen

An image displays the blue "Cannot find Operating System" screen when tested in VirtualBox.

Verify items by testing the Virtual Analyzer images in VirtualBox.
Procedure

1. In Oracle VM VirtualBox Manager, click the imported custom Virtual Analyzer image in the left panel.
2. Click the Settings and select System.

![Figure 7-9. Motherboard](image)

3. On the Motherboard tab, verify that the following are selected:
   • Chipset: ICH9
   • Enable IO APIC

4. On the Processor tab, verify that the PAE/NX is enabled.
5. On the **Acceleration** tab, verify that the TV-x/AMD-V is enabled.
Figure 7-11. Acceleration
Cannot Connect to Network Services

You can use the Network Services Diagnostics screen to test the network connections for the internal Virtual Analyzer and other network services.

### Network Services Diagnostics

<table>
<thead>
<tr>
<th>Service</th>
<th>Status</th>
<th>Server Address</th>
<th>Proxy</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proxy server</td>
<td>Disabled</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smart Protection Server</td>
<td>Disabled</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certified Safe Software Service (Global)</td>
<td>Enabled</td>
<td>grid-global.trendmicro.com:443</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Community File Reputation (Global)</td>
<td>Enabled</td>
<td>dd30-en.census.trendmicro.com:80</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Mobile App Reputation Service (Global)</td>
<td>Enabled</td>
<td>rest.mars.trendmicro.com:443</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Web Inspection Service (Global)</td>
<td>Enabled</td>
<td>dd30-engs.trendmicro.com:443</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Web Reputation Service (Global)</td>
<td>Enabled</td>
<td>dd30-engs.trendmicro.com:80</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Internal Virtual Analyzer Network</td>
<td>Enabled</td>
<td>Internet connectivity test servers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FIGURE 7-12. Network Services Diagnostics**

- **Procedure**
  2. Select one or more enabled services and click Test.
    
    Wait for the connection test to complete. The time required depends on the network environment and the number of services selected. View the connection test result in the Result column.

- **Diagnostics**
  
  For any issue not mentioned, run diagnostics and provide a test result and debug log to your Trend Micro Deep Discovery Inspector support provider.

  **Procedure**
  
  1. To run diagnostics, open the Preconfiguration Console and do the following:
a. Select 4) **System Tasks**, and press Enter.

a. Follow the instructions in *Performing a Diagnostic Test* in the *Deep Discovery Inspector Installation and Deployment Guide*.

**2. To obtain the debug log:**


b. In the left panel, click **Debug Logs**.

c. In **Debug Log Settings**, set the debug level to **Debug** for the related module.

---

**Important**

To avoid performance loss, only set the debug level to **Debug** for required modules. Contact your support provider for advice on how to set the level to debug and obtain the debug report.

---

d. Click **Save**.

e. If possible, reproduce the issue.

f. Select one or more debug logs to export.

   • Select **Export debug log** to export the debug log.

   • Select **Export advanced debug log** to export all the advanced debug logs.

   • Select one or more dated debug logs under **Export advanced debug log** to export the advanced debug log for that date.

g. Click **Export**.

---

**Important**

To conserve system resources, only perform one export at a time.

---

h. In **Debug Log Settings**, click **Reset to default log settings**.
i. In **Debug Log Maintenance**, click **Purge Debug Logs**.
Chapter 8

Technical Support

Learn about the following topics:

• Troubleshooting Resources on page 8-2
• Contacting Trend Micro on page 8-3
• Sending Suspicious Content to Trend Micro on page 8-4
• Other Resources on page 8-5
Troubleshooting Resources

Before contacting technical support, consider visiting the following Trend Micro online resources.

Using the Support Portal

The Trend Micro Support Portal is a 24x7 online resource that contains the most up-to-date information about both common and unusual problems.

Procedure

2. Select from the available products or click the appropriate button to search for solutions.
3. Use the Search Support box to search for available solutions.
4. If no solution is found, click Contact Support and select the type of support needed.

Tip
To submit a support case online, visit the following URL:


A Trend Micro support engineer investigates the case and responds in 24 hours or less.

Threat Encyclopedia

Most malware today consists of blended threats, which combine two or more technologies, to bypass computer security protocols. Trend Micro combats this complex malware with products that create a custom defense strategy. The Threat Encyclopedia
provides a comprehensive list of names and symptoms for various blended threats, including known malware, spam, malicious URLs, and known vulnerabilities.

Go to http://about-threats.trendmicro.com/us/threatencyclopedia#malware to learn more about:

• Malware and malicious mobile code currently active or "in the wild"
• Correlated threat information pages to form a complete web attack story
• Internet threat advisories about targeted attacks and security threats
• Web attack and online trend information
• Weekly malware reports

Contacting Trend Micro

In the United States, Trend Micro representatives are available by phone or email:

<table>
<thead>
<tr>
<th>Address</th>
<th>Trend Micro, Incorporated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>225 E. John Carpenter Freeway, Suite 1500</td>
</tr>
<tr>
<td></td>
<td>Irving, Texas 75062 U.S.A.</td>
</tr>
<tr>
<td>Phone</td>
<td>Phone: +1 (817) 569-8900</td>
</tr>
<tr>
<td></td>
<td>Toll-free: (888) 762-8736</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.trendmicro.com">http://www.trendmicro.com</a></td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:support@trendmicro.com">support@trendmicro.com</a></td>
</tr>
</tbody>
</table>

• Worldwide support offices:
• Trend Micro product documentation:
  http://docs.trendmicro.com
Speeding Up the Support Call

To improve problem resolution, have the following information available:

• Steps to reproduce the problem
• Appliance or network information
• Computer brand, model, and any additional connected hardware or devices
• Amount of memory and free hard disk space
• Operating system and service pack version
• Version of the installed agent
• Serial number or Activation Code
• Detailed description of install environment
• Exact text of any error message received

Sending Suspicious Content to Trend Micro

Several options are available for sending suspicious content to Trend Micro for further analysis.

Email Reputation Services

Query the reputation of a specific IP address and nominate a message transfer agent for inclusion in the global approved list:

https://ers.trendmicro.com/

Refer to the following Knowledge Base entry to send message samples to Trend Micro:

File Reputation Services

Gather system information and submit suspicious file content to Trend Micro:


Record the case number for tracking purposes.

Web Reputation Services

Query the safety rating and content type of a URL suspected of being a phishing site, or other so-called "disease vector" (the intentional source of Internet threats such as spyware and malware):

http://global.sitesafety.trendmicro.com/

If the assigned rating is incorrect, send a re-classification request to Trend Micro.

Other Resources

In addition to solutions and support, there are many other helpful resources available online to stay up to date, learn about innovations, and be aware of the latest security trends.

Download Center

From time to time, Trend Micro may release a patch for a reported known issue or an upgrade that applies to a specific product or service. To find out whether any patches are available, go to:

http://www.trendmicro.com/Download/

If a patch has not been applied (patches are dated), open the Readme file to determine whether it is relevant to your environment. The Readme file also contains installation instructions.
Documentation Feedback

Trend Micro always seeks to improve its documentation. If you have questions, comments, or suggestions about this or any Trend Micro document, please go to the following site:

http://www.trendmicro.com/download/documentation/rating.asp
## Virtual Analyzer Supported File Types

<table>
<thead>
<tr>
<th>Example File Extensions</th>
<th>Full File Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>.cell</td>
<td>Hancom Office™ Hancell spreadsheet</td>
</tr>
<tr>
<td>.chm</td>
<td>Compiled HTML (CHM) help file</td>
</tr>
<tr>
<td>.class</td>
<td>Java™ class file</td>
</tr>
<tr>
<td>.dll</td>
<td>AMD™ 64-bit DLL file</td>
</tr>
<tr>
<td></td>
<td>Microsoft™ Windows™ 16-bit DLL file</td>
</tr>
<tr>
<td></td>
<td>Microsoft™ Windows™ 32-bit DLL file</td>
</tr>
<tr>
<td>.doc</td>
<td>Microsoft™ Word™ document</td>
</tr>
<tr>
<td>.docm</td>
<td>Microsoft™ Word™ 2007 macro-enabled document</td>
</tr>
<tr>
<td>.docx</td>
<td>Microsoft™ Office Word™ 2007 document</td>
</tr>
<tr>
<td><strong>Example File Extensions</strong></td>
<td><strong>Full File Type</strong></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>.exe</td>
<td>Executable file (EXE)</td>
</tr>
<tr>
<td></td>
<td>AMD™ 64-bit EXE file</td>
</tr>
<tr>
<td></td>
<td>DIET DOS EXE file</td>
</tr>
<tr>
<td></td>
<td>Microsoft™ DOS EXE file</td>
</tr>
<tr>
<td></td>
<td>IBM™ OS/2 EXE file</td>
</tr>
<tr>
<td></td>
<td>LZEXE DOS EXE file</td>
</tr>
<tr>
<td></td>
<td>MIPS EXE file</td>
</tr>
<tr>
<td></td>
<td>MSIL Portable executable file</td>
</tr>
<tr>
<td></td>
<td>Microsoft™ Windows™ 16-bit EXE file</td>
</tr>
<tr>
<td></td>
<td>Microsoft™ Windows™ 32-bit EXE file</td>
</tr>
<tr>
<td></td>
<td>ARJ compressed EXE file</td>
</tr>
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<td></td>
<td>ASPACK 1.x compressed 32-bit EXE file</td>
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<tr>
<td></td>
<td>ASPACK 2.x compressed 32-bit EXE file</td>
</tr>
<tr>
<td></td>
<td>GNU UPX compressed EXE file</td>
</tr>
<tr>
<td></td>
<td>LZH compressed EXE file</td>
</tr>
<tr>
<td></td>
<td>LZH compressed EXE file for ZipMail</td>
</tr>
<tr>
<td></td>
<td>MEW 0.5 compressed 32-bit EXE file</td>
</tr>
<tr>
<td></td>
<td>MEW 1.0 compressed 32-bit EXE file</td>
</tr>
<tr>
<td></td>
<td>MEW 1.1 compressed 32-bit EXE file</td>
</tr>
<tr>
<td></td>
<td>PEPACK compressed executable</td>
</tr>
<tr>
<td></td>
<td>PKWARE™ PKLITE™ compressed DOS EXE file</td>
</tr>
<tr>
<td></td>
<td>PETITE compressed 32-bit executable file</td>
</tr>
<tr>
<td></td>
<td>PKZIP compressed EXE file</td>
</tr>
<tr>
<td></td>
<td>WWPACK compressed executable file</td>
</tr>
<tr>
<td>.gul</td>
<td>JungUm™ Global document</td>
</tr>
<tr>
<td>Example File Extensions</td>
<td>Full File Type</td>
</tr>
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