



Corero Network Security

SmartWall Service Portal Tenant Guide

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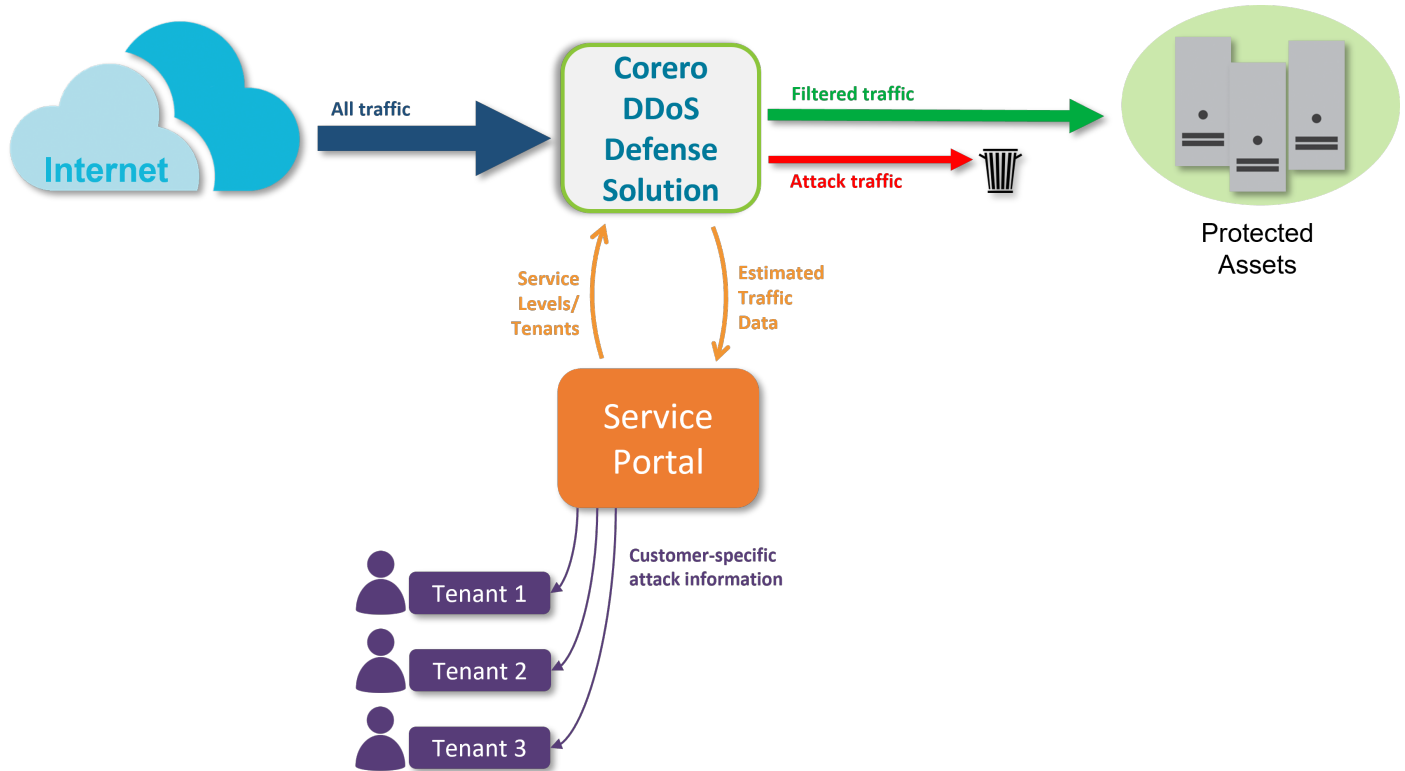
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SmartWall Service Portal

The SmartWall Service Portal enables you to view and analyze DDoS attacks against your protected assets from a browser. You can use it to understand how many attacks you are being protected from, when they occurred, and what type of attack vector was detected. You can also use the portal to see ongoing attack mitigation, in real time.



Working in the Service Portal

You can access the Service Portal from any of the following supported web browsers:

- **Chrome:** 97 or newer
- **Edge:** 97 or newer
- **Firefox:** 96 or newer
- **Safari:** 15 or newer
- **Internet Explorer:** not supported

The main navigation is from the main toolbar at the top of each screen. On the left of the main toolbar, you have the portal user functions and, on the right, you have system settings and account options.

Some of the portal screens such as [System](#), also include tabs which enable you to switch between additional views.

Any fields which require input will be indicated inline, with other warnings indicated by a notification panel which appears temporarily in the bottom right corner of the screen, explaining the issue. If everything is working as expected, but there is no data to display in a table or chart, you will see a message such as "No data in this period".

Getting Started

Once you have access to the SmartWall Service Portal you should first log in and change your password. Then administrative users can then start to [configure the Service Portal](#) for your organization.

Logging In to the Service Portal

Once you receive login credentials or a password token from your provider, you can access the Service Portal via the login page.

Caution: You are only allowed three failed login attempts before you must [reset your password](#).

To log in to the Service Portal with a username and password

1. You will receive your login credentials from a Service Portal administrator.
2. In a browser, navigate to the web address you were given by your provider.
3. Type in your **Username** and **Password**.
4. Click **Log in**.
5. The Service Portal opens on the Service Overview screen.

To log in to the Service Portal with a password token

1. You will receive a password token via email. Copy the token to your clipboard.
2. In a browser, navigate to the web address you were given by your provider.
3. Click **Apply Password Token**.
4. Paste the password token into the **Token** field.
5. Click **Apply**.
6. Type a **Password** and **Confirm Password**.
7. Click **Save**.
8. The Service Portal opens on the Service Overview screen.

To log in to the Service Portal with Single Sign-On

1. In a browser, navigate to the web address you were given by your provider.
2. Click **Log in with Single Sign-On**.
3. On the displayed page, log in using the account credentials you use to sign in to your organization's other applications and systems.
4. The Service Portal opens on the Service Overview screen.

To log out of the Service Portal

1. On the far right of the main toolbar, click your account username.
2. From the drop-down, select **Log Out**.

Changing your own Password

When you first access the SmartWall Service Portal you will be using the default password provided with your account. You should change your password at the first opportunity. You will be prompted to change your password after a period of time set by your provider.

If you later forget your password, you can reset it using a Reset Token sent to your registered email address.

Note: A password must be at least 8 characters long; including 1 number, 1 lowercase character, 1 uppercase character and 1 special character from the following list: \$@#!%*?&^~.:(){}[]?.

To change your password from inside the Service Portal

1. On the right of the main toolbar of the Service Portal, click your account username.
2. From the drop-down, select **Change Password**.
3. Type your **Old Password**.
4. Type your new password in both the **New Password** and **Confirm Password** fields.
5. Click **Update Password**.
6. The next time you log in, you can now use the new password.

To recover your password using email verification

1. At the log in screen, click **Password Recovery**.
2. In the **Forgot Password** field, type in the email address for your account.
3. Click **Send Email**.
4. When you receive the password reset email it will contain a Reset Token.
5. Return to the Password Recovery screen of the Service Portal in a browser.
6. In the **Token** field, enter your Reset Token.
7. Click **Reset Password**.
8. Type in your new password in both fields and click **Update Password**.
9. You can now log in to the Service Portal with your new password.

Editing your own User Profile

While Administrators are able to edit all user's details, every user is able to keep their own profile information up to date.

To edit your user profile

1. On the right of the main toolbar of the Service Portal, click your account username.
2. From the drop-down, select **Edit Profile**
3. You can edit the following details:
 - **First Name** and **Last Name**
 - **Phone** number
 - **Timezone**
4. You can choose to suppress [alert emails](#) by checking the boxes next to any of the following:
 - **Service level status alerts**
 - **Attack status alerts**
 - **Remote mitigation alerts**
5. You can choose to suppress [report emails](#) by checking the boxes next to any of the following:
 - **Service overview reports**
 - **Per tenant reports**

Note: You cannot suppress Slack/ Teams alerts as these go to a designated channel, not to an individual.

6. Click **Save**.

Tip: Administrators can also edit a user's details at **System >Users**.

Configure the Service Portal

Note: Configuring the Service Portal must be performed by a Tenant Administrator. If you are a Tenant User, skip to [Assets](#) or [Service Overview and Attack Analysis](#).

Your service provider will have configured the basic settings for your SmartWall Service Portal by adding the list of assets that are covered by the DDoS protection service, and by creating at least one Tenant Administrator account. As a Tenant Administrator, you can now further configure those features for your organization:

- [Managing assets](#)
- [Creating asset groups](#)
- [Creating user accounts for your colleagues](#)

As well as Tenant Administrators, you can create Tenant User accounts who can view attacks and view the asset list, but not make any changes.

Note: When you create a named item in the Service Portal (e.g. adding an asset name), there is a 255 character limit.

Authentication

Users can access the SmartWall Service Portal using their individual account credentials. Initially, there will be at least one Tenant Administrator account, created for you by the provider. A Tenant Administrator can create additional users for the tenancy, which can be Tenant Administrators or Tenant Users:

- **Tenant Administrator** – Can view traffic data, analyze attacks, manage assets, and manage other Tenant Administrators and Tenant Users
- **Tenant User** – Can view traffic data, analyze attacks and view the asset list

Alerts

Your provider can choose to send emails to users when an event occurs which they may need to be aware of. For each type of alert they can choose to send an alert to Tenant Administrators, Tenant Users, or both.

- **Service level alerts** – The provider sends an alert when you exceed your service level's maximum mitigation rate
- **Attack status alerts** – The provider sends an alert when an attack occurs against one of your assets
- **Remote Mitigation alerts** – If the provider has enabled Remote Mitigation alerts, they can send an alert to the selected recipients when a tenant is subject to an upstream Remote Mitigation which may affect your traffic.

Note: You can choose to [suppress alerts for specific users](#) if you don't want them to receive these alert emails. You cannot suppress Slack/Teams alerts for specific users, these are configured for your tenancy as a whole. To restrict access to these alerts, you can restrict the users who have access to the Slack/Teams channels you send alerts to.

Reports

Your provider can send out reports on a regular basis which summarize all the mitigated attacks against your assets, in a set time period. The reports are created as PDFs and will be sent out to user's registered email addresses. The provider can choose to send this report to Tenant Administrators, Tenant Users, or both.

Note: You can choose to [suppress reports for specific users](#) if you don't want them to receive these report emails.

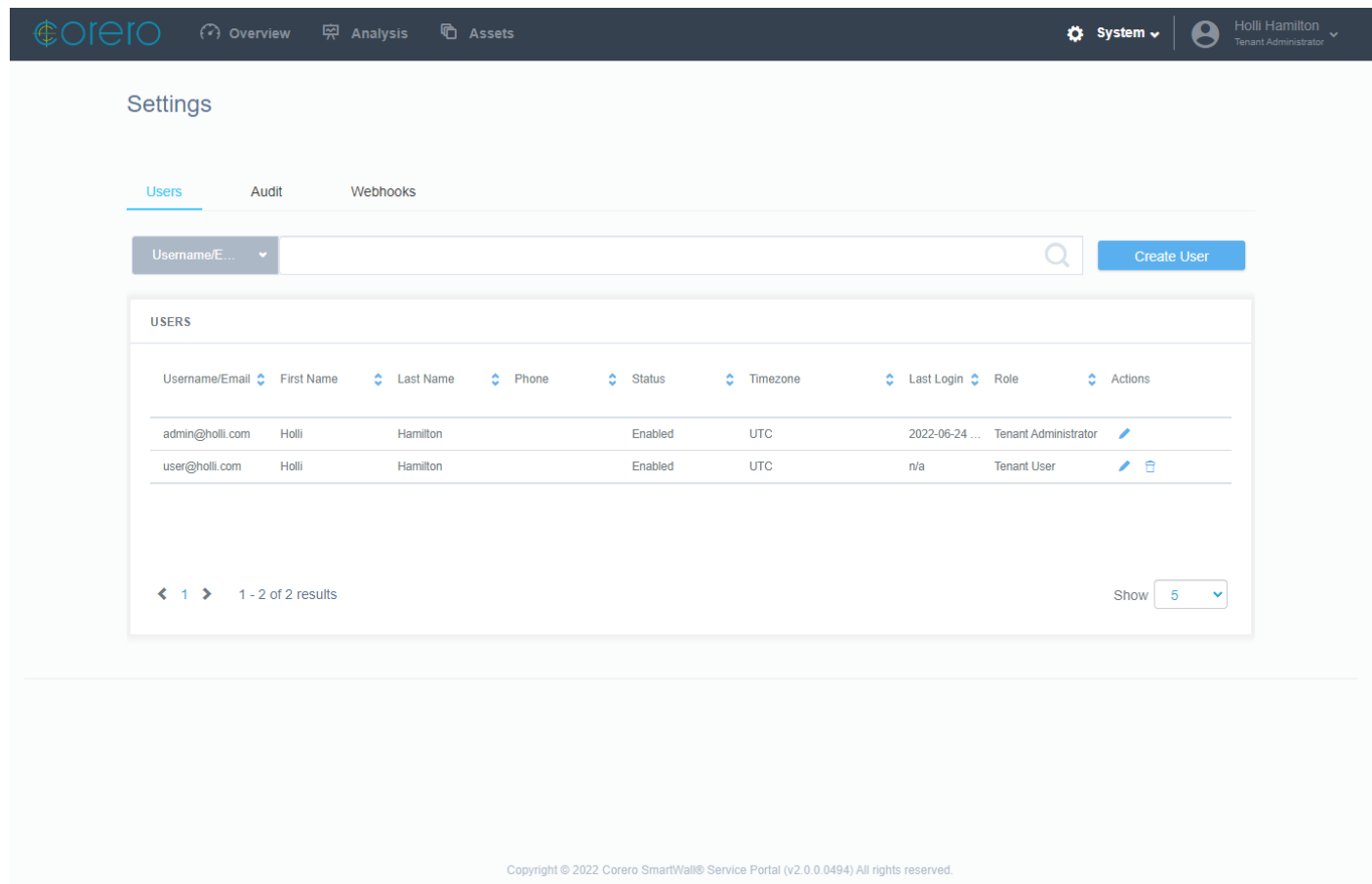
Passwords

For security reasons, all users in the Service Portal must reset their password after a period of time set by your provider. Before their password expires, users should receive a notification of their upcoming expiry day and instructions to change the password using the using [the Change Password feature](#) in the Account drop-down or [the](#)

[Forgot Password? link](#) on the log in screen. If they do not change their password before the expiry date, they will be unable to access the Service Portal and must contact their administrator to change their password.

Users Settings Screen

You can navigate to the Users tab of the System Settings Screen by clicking **System** on the main toolbar.



The screenshot shows the Corero Service Portal interface. At the top, there's a navigation bar with the Corero logo, tabs for Overview, Analysis, and Assets, and a System dropdown menu. The user profile 'Holli Hamilton, Tenant Administrator' is visible in the top right. Below the navigation bar, the 'Settings' section is active, with sub-tabs for Users, Audit, and Webhooks. The 'Users' tab is selected, showing a search bar with a dropdown menu labeled 'Username/E...' and a 'Create User' button. Below the search bar is a table titled 'USERS' with columns: Username/Email, First Name, Last Name, Phone, Status, Timezone, Last Login, Role, and Actions. The table contains two rows of user data. At the bottom of the table, there's a pagination control showing '1 - 2 of 2 results' and a 'Show 5' dropdown.

Username/Email	First Name	Last Name	Phone	Status	Timezone	Last Login	Role	Actions
admin@holli.com	Holli	Hamilton		Enabled	UTC	2022-06-24 ...	Tenant Administrator	Edit
user@holli.com	Holli	Hamilton		Enabled	UTC	n/a	Tenant User	Edit Delete



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The **Search** bar and drop-down at the top of the users screen enables you to search for specific attacks. You can select one of the following categories and type a search term:

- **Username/Email** – Select this option then type all or part of an email address to view only users whose email address matches the search term. For example, you can filter to only show users who use company email addresses by typing the last half of an email (i.e. @company.com).
- **First Name** – Select this option then type all or part of a first name to view only users whose first name matches the search term
- **Last Name** – Select this option then type all or part of a last name to view only users whose last name matches the search term
- **Phone** – Select this option then type all or part of a phone number to see users that match that number
- **Status** – Select this option then type **Enabled** or **Disabled** to filter the table to just show users with that status

- **Timezone** – Select this option then, to filter the table to show users in one timezone, type the hours + or - from UTC for that timezone (i.e. +11)

The users table contains the following information for each user:

- **Username/Email** – The user's email address, which is also the username they must enter to log in to the Service Portal
- **First Name** – The user's first (or given) name
- **Last Name** – The user's last (or family) name
- **Phone** – A contact telephone number for the user
- **Status** – Whether this user account is **Enabled** or **Disabled**. If a user account is listed as Disabled, the user will not be able to access the Service Portal.
- **Timezone** – Which timezone the user is normally based in
- **Last Login** – The last time and date when the user logged into the Service Portal
- **Role** – The user's role: **Tenant Administrator** or **Tenant User**
- **Tenant** – The name of the tenancy this user belongs to.
-  – Edit the selected user
-  – Delete the selected user


Managing Users

Note: This feature is only available to Tenant Admin users if enabled by an MSP Administrator.

From the [users table](#) you can create new users and delete user accounts you no longer need. You can also edit user accounts to update details, change a [user's role](#), or enable/disable their user account.

Caution: If you delete all of your Tenant Administrator accounts you need to contact your provider to ask them to create a new one for you.

To create a new user

1. From the main toolbar of the Service Portal, click **System**.
2. Click **Create User**.
3. Enter the following details for the new user:
 - **Email** – Type in the user's email address. This will also be their username.
 - **First Name** – Type in the user's first (or given) name
 - **Last Name** – Type in the user's last (or family) name
 - **Role** – Use the drop-down to select the user's role: Tenant Administrator or Tenant User.
 - **Status** – By default **Enabled** is selected. You can select **Disabled** to create a disabled user account which you can later choose to enable.
4. Choose the type of first-time **Authentication** required by this user:
 - **Token** – Send the user a token they can use to access to the portal through the "Apply Password Token" link on the login page. Click **Generate** to create a token. Then you can either click **Copy** to save the token to your clipboard to send to the user using your own methods, or once you save the new user, you will have an Action button  on the user table to email the token directly to the user.
 - **Password** – Create a password for the user and repeat to **Confirm Password**. You will need to communicate this password to the user. They will be able to change this password later when they log in.


Note: A password must be at least 8 characters long; including 1 number, 1 lowercase character, 1 uppercase character and 1 special character from the following list: \$@#!%*?&^_~.:(){}[]?.


5. **SSO Only** - select this option to restrict the user to using Single Sign-On for authentication.

Note: If you select this option, you do not need to assign a password or token to the user account.

Note: This option is only available if enabled by an MSP Administrator.

6. (Optional) Type in a contact **Phone** number for the user
7. From the drop-down, select the **Timezone** this user is normally based in.

8. Select any of the **Suppress Emails** check boxes to stop the user receiving emails about specific alerts or reports.
9. Click **Save**.
10. (Optional) If you choose token authentication, you can now click  the send email button in the Actions column to send the authentication token to the user's email address. The content of the [Password Token email can be edited](#) (**System > Authentication > Password**).

Note: You can edit  or delete  users from the Users table.

To unlock a user account

Note: This feature is only available to Tenant Admin users.

If a user has had their account locked, due to login mistakes for example, you can unlock the account from the users table.

1. From the main toolbar of the Service Portal, click **System**.
2. Locate the locked user in the table.
3. In the actions column, click the unlock icon.

Password Settings

Note: This feature is only available to Tenant Admin users and only available when tenant management has been enabled by your provider.

For security reasons, all users in the SmartWall Service Portal must reset their password after a period of time. If your service provider has provisioned your tenancy with access to these options, you can configure how the Service Portal handles this process, using the password expiry options.

Password warning and grace periods

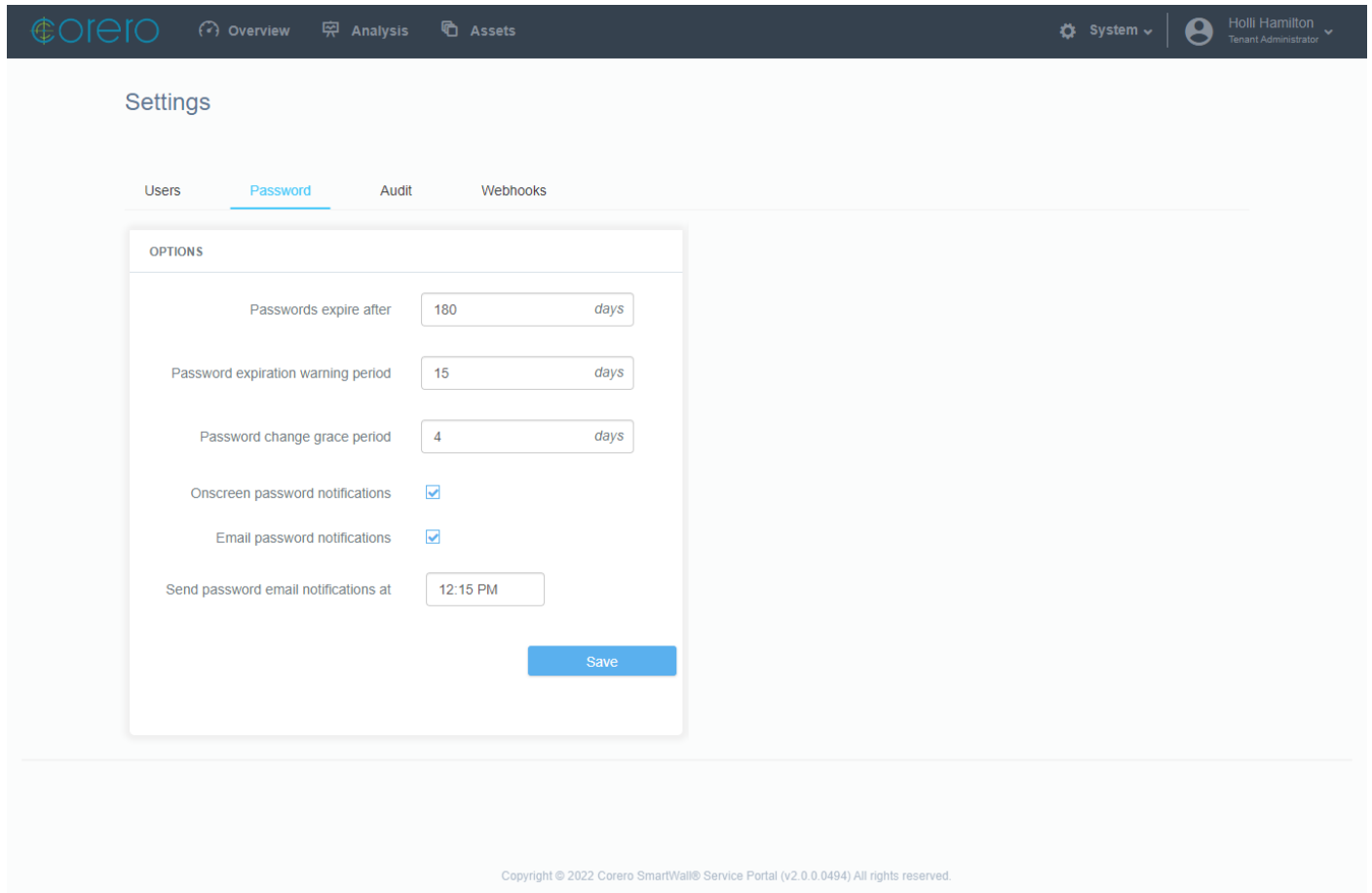
When a password expires, the user will no longer be able to log in to the Service Portal. To avoid this they need to change their password during the warning period or the grace period:

- **Warning Period** – During the warning period before the password expires, the user can change their password using [the Change Password feature](#) in the Account drop-down or [the Password Recovery link](#) on the log in screen. You can use notification emails and/or onscreen notifications to notify a user that they are in the warning period.
- **Grace Period** – During the grace period after the password expires, the user can still change their password using the **Password Recovery** link on the log in screen. They will not be notified they are in the grace period.

If a user does not change their password during the warning period or grace period, they must contact their administrator to have the password reset.

Password Settings Screen

You can navigate to the Password tab of the System Settings Screen by clicking **System** on the main toolbar, then the **Password** tab.



Settings

Users **Password** Audit Webhooks

OPTIONS

Passwords expire after days

Password expiration warning period days

Password change grace period days

Onscreen password notifications ☒

Email password notifications ☒

Send password email notifications at

Save

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You can set the following password options:

- **Passwords expire after** – The number of days after a password has been set when it needs to be reset. Once a password expires the user will not be able to log in to the Service Portal until they change the password.
- **Password expiration warning period** – The number of days before a password expires that the Service Portal starts creating notifications. During the warning period you can use the **Change Password** feature to set a new password.
- **Password change grace period** – The number of days after a password expires that the user can still use the **Password Recovery** link on the log in screen to reset the password. After that period, they must have an Administrator reset the password.
- **Onscreen password notifications** – Select the checkbox to enable onscreen password notifications when a user is logged in during the expiration warning period.
- **Email password notifications** – Select the checkbox to enable email password notifications. The email is sent once a day during the expiration warning period.
- **Send password email notifications at** – If you have enabled **Email password notifications**, this is the time of day that the Service Portal sends an email notification.

Managing Password Expiry Options

You can change the password expiry options for all users on your tenancy.

To edit the password expiry options

1. From the main toolbar of the Service Portal, click **System**, then the **Password** tab.
2. You can edit the following options:
 - **Passwords expire after** – (Default: 180 days) Type how many days before a user's password expires.
 - **Password expiration warning period** – (Default: 15 days) Type how many days before expiry the Service Portal should begin warning the user.
 - **Password change grace period** – (Default: 4 days) Type how many days after expiry the user will still be able to change their password themselves. If the user goes past this grace period, an Administrator will have to reset their password for them.
 - **Onscreen password notifications** – (Default: Enabled) Check the box to enable onscreen notifications of upcoming password expiration. Uncheck the box to stop these notifications from appearing.
 - **Email password notifications** – (Default: Enabled) Check the box to enable email notifications of upcoming password expiration being sent to the user's email address. Uncheck the box to stop these emails being sent.
 - **Send password email notifications at** – (Default: 12.15 PM) If you have enabled **Email password notifications**, you can choose the time those notification emails are sent to the user.
3. When you're happy with the settings, click **Save**.

Tip: If you don't want to save your changes, navigate away from the page. When you return to the Password tab, the options will have returned to their previous saved state.

User Audit Log

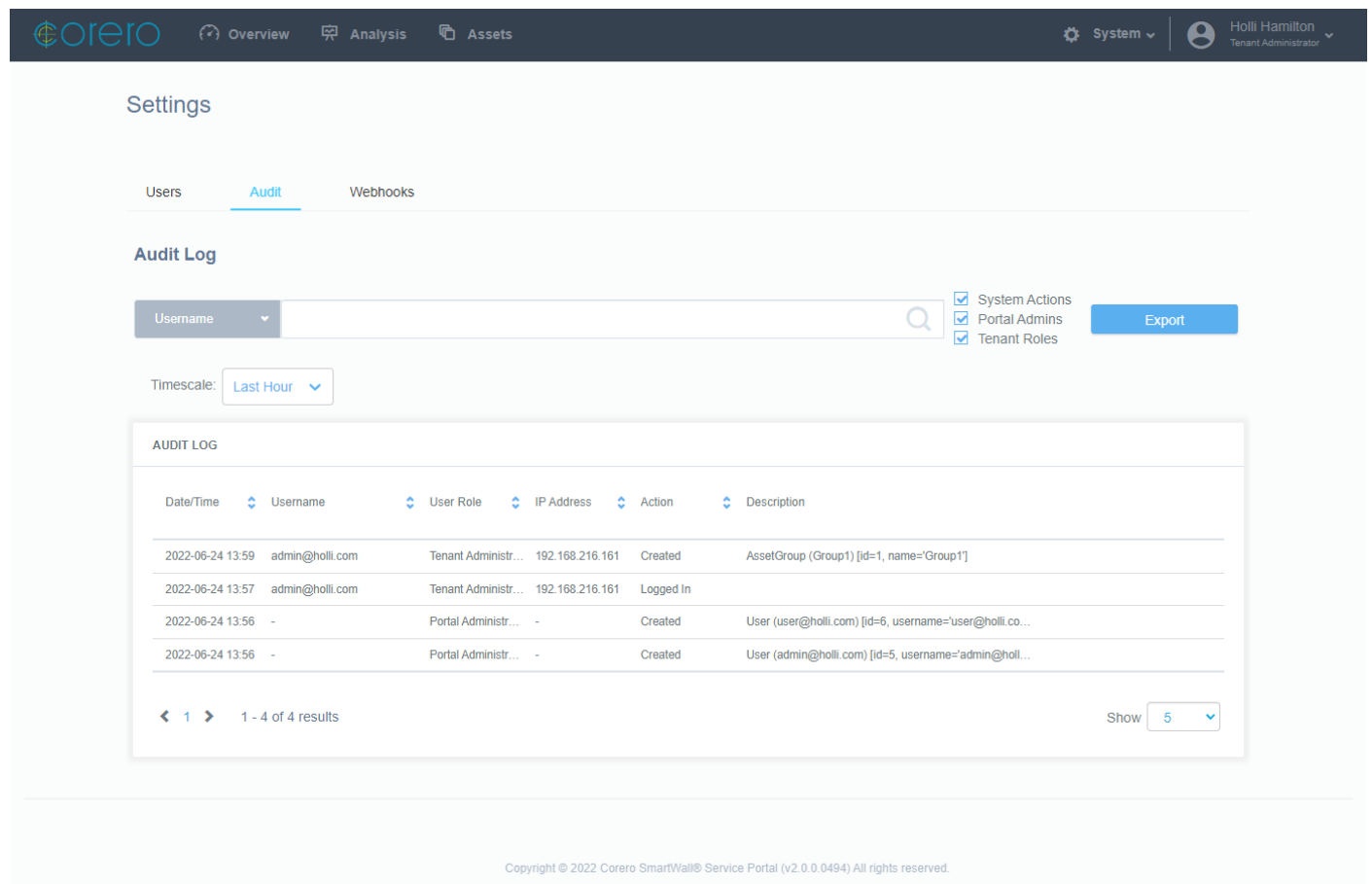
Note: This feature is only available to Tenant Admin users.

To view user activity on your SmartWall Service Portal you can use the audit log to see a list of every user action performed on the portal.

If you want to find out which user performed a task on a specific day you can filter the log by date/time. Or if you want to see everything a specific user has done you can search the log by username. You can combine these filters to see what a specific user was doing at a specific time.

Audit Settings Screen

You can navigate to the Audit tab of the System Settings Screen by clicking **System** on the main toolbar then the **Audit** tab.



Settings

Users **Audit** Webhooks

Audit Log

Username

Timescale: **Last Hour**

☒ System Actions
☒ Portal Admins
☒ Tenant Roles

Date/Time	Username	User Role	IP Address	Action	Description
2022-06-24 13:59	admin@holli.com	Tenant Administr...	192.168.216.161	Created	AssetGroup (Group1) [id=1, name='Group1']
2022-06-24 13:57	admin@holli.com	Tenant Administr...	192.168.216.161	Logged In	
2022-06-24 13:56	-	Portal Administr...	-	Created	User (user@holli.com) [id=6, username='user@holli.co...]
2022-06-24 13:56	-	Portal Administr...	-	Created	User (admin@holli.com) [id=5, username='admin@holli...]

1 - 4 of 4 results

Show **5**

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The **Search** bar and drop-down at the top of the Audit tab enables you to search for specific actions. You can select one of the following categories and type a search term:

- **Username** – To find all actions performed by a user, select Username and type a search term to only display entries which contain the search term in the username field
- **User Role** – To find all actions by users with a specific user role e.g. all actions performed by Tenant Administrators in the selected time period
- **IP Address** – To find all actions performed from an IP address, select IP Address and type a search term to only display entries which contain the search term in the IP Address field
- **Action** – To find all instances of a specific action e.g. Logged In
- **Description** – To find all instances of a specific description term appearing in the audit log

Next to the search bar, you can use the checkboxes to filter your results:

- **System Actions** – Show or hide all actions performed by the System, rather than actions tied to a user (e.g. a server restart)
- **Portal Admins** – Show or hide all actions performed by Portal Administrators
- **Tenant Roles** – Show or hide all actions performed by Tenant Administrators and Tenant Users

You can use the **Timescale** filter drop-down to view actions from a specific time period:

- **Last Hour** – Only data from the last hour
- **24 Hours** – Only data from the last 24 hours
- **7 Days** – Only data from the last 7 days
- **30 Days** – Only data from the last 30 days
- **Custom** – You can use the date/time fields to set a start date and time in the first field then an end date and time in the second field. The table then shows only data from that time period.

Above the Audit log is the **Export** button, which you can use to download the current view of the audit log as a .csv file.

Note: Any filters applied to the Audit log, at the moment you press Export, will affect the exported audit log. For example, if you set the timescale to 7 days and click Export, you will get a .csv file containing the last 7 days actions.

The audit log displays a list of the actions within the selected time period and, if you choose to, that were performed by the searched for user. It contains the following information for each action:

- **Date/Time** – When the action occurred
- **Username** – The user who performed the action
- **User Role** – The role of the user who performed this action
- **IP Address** – The IP address from which the user accessed the Service Portal
- **Action** – What action was performed

- **Description** – Further details of the action. If the description is truncated, hover over this field to see the full text.

Exporting the Audit Log

You can export the Audit Log as a .csv file. Any filters you apply to the Audit Log are used to filter the .csv file before it is created.

To export the Audit Log

1. From the main toolbar of the Service Portal, click **System**.
2. Open the **Audit** tab.
3. Apply any filters you require to the Audit Log.
4. Click **Export**.
5. A .csv file of the filtered Audit Log will now download in your browser.

Notification Settings



Note: Webhook and email alert notifications are only available to Tenant Admin users when enabled by your Service Provider.



Your Service Provider can configure the Service Portal to send the users in your tenancy alerts when you exceed your service level's maximum mitigation rate, when an attack against you starts or stops, or when your traffic is affected upstream by a Remote Mitigation event.

If your Service Provider has enabled Webhook alerts as an option, you can configure the Service Portal to send these messages to your desired Slack or Teams channels. Similarly, if email alerts are enabled, alerts can be sent to the recipients you specify, including distribution lists and shared mailboxes as well as individuals who are not defined users of the Service Portal.



Notification settings are accessed from the Notifications tab. You can access this from the main toolbar by clicking **System > Settings > Notifications**. The Notifications tab contains the Webhooks panel and Email Addresses panel, where you can enter details of the alert notifications you wish to create.

Webhooks screen

WEBHOOKS							
Name	Type	Webhook URL	Admin State	Service Level ...	Attack Status ...	Remote Mitig...	Actions
TestTeam	Microsoft Teams	http://dummy.html	Enabled	Enabled	Enabled	Enabled	 

 1  1 - 1 of 1 results

Show

To add a new Webhook notification, click **Add Webhook**. You can also click the  **Edit Webhook** and  **Delete Webhook** icons in the **Actions** column to amend or remove an existing notification.





When adding or amending Webhook notifications, the following data fields will be displayed. Fields marked with an asterisk (*) are required fields.



- **Name** — Type a **Name** for this Webhook.
- **Webhook URL** — Type the URL of your Slack/Teams incoming webhook URL.

- **Type** — From the **Type** drop-down, select if the Webhook is for **Slack** or **Microsoft Teams**.
- **Send Attack Alerts** — Select this check box to send attack alert notifications to this channel.
- **Send Service Level Alerts** — Select this check box to send service level alert notifications to this channel.
- **Send Remote Mitigation Alerts** — Select this check box to send Remote Mitigation alert notifications to this channel.
- **Admin State** — By default, new alert notifications are enabled on creation, but you can change the **Admin State** to **Disabled** if you don't want to enable it now.
- **Send Test Message** — Test your configuration is correct by clicking this link to send a test message to your selected channel.



When you're happy with your configuration, click **Save**.

Email Addresses screen

EMAIL ADDRESSES								
Name	Address	Admin State	Service Level Alerts	Attack Status Alerts	Remote Mitigation Ale...	Per-Tenant Reports	Admin Level	Actions
Tenant monitor	tmon@test.com	Enabled	Enabled	Enabled	Enabled	Enabled	Yes	 
Tenant users	tuser@test.com	Enabled	Disabled	Enabled	Enabled	Disabled	No	 

 1  1 - 2 of 2 results

Show

To add a new email notification, click **Add Address**. You can also click the  **Edit Email Notification** and  **Delete Email Notification** icons in the **Actions** column to amend or remove an existing notification.

When adding or amending email notifications, the following data fields will be displayed. Fields marked with an asterisk (*) are required fields.

- **Name** — Type a **Name** for this email notification.
- **Address** — Type an email address which will be the recipient for the notification.
- **Admin State** — By default, new alert notifications are enabled on creation, but you can change the **Admin State** to **Disabled** if you don't want to enable it now.
- **Service Level Alerts** — Select this check box to send Service Level alert notifications to this address.
- **Attack Status Alerts** — Select this check box to send attack status alert notifications to this address.
- **Remote Mitigation Alerts** — Select this check box to send Remote Mitigation alert notifications to this address.
- **Per-Tenant Reports** — Select this check box to send Per-Tenant report notifications to this address.

- **Admin Level** — Use this drop-down to select whether the email address receives Administrator or User level notifications.

When you're happy with your configuration, click **Save**.

Assets

An asset is an entity protected by the DDoS service, which is defined by one or more IP addresses (an asset can be anything from a single appliance to a whole network). When they created the SmartWall Service Portal account for your organization, your provider populated a list of your protected assets within their network. The attack traffic you see, in the System Overview and Attack Analysis screens, is defined by the destination IP addresses in your asset list.

The assets added to your asset list by your provider are called an **Assigned Assets** and you can use the Asset View drop-down, on the Asset Screen, to view all of your Assigned Assets.

To enable you to track certain IP addresses or ranges, you can identify them as **Named Assets**. The name you give will appear in the charts, alerts, and reports whenever the IP address, or an address in the Named Asset range is attacked. For example, if you have multiple websites, you may want to associate the website names with each IP Address to enable you to quickly spot which website has been attacked. You can use the Asset View drop-down to view all of your Named Assets. Named Assets can be nested. For example, a tenant may wish to create a Named Asset for a specific location, and then also create Named Assets for each server within that location. You can use the Asset View drop-down to view all of a tenant's Named Assets.

Your provider can also add and modify Named Assets.

Note: Named assets cannot overlap one another. A nested Named Asset must be contained entirely by the Named Asset above it.

Asset Groups

You can organize assets into groups. Once you [create a group](#), you can [edit a Named Asset](#) to assign it to a group. The Asset Groups tab then enables you to view all the IP addresses associated with each group. Alternatively, you can type the group name into the Search bar on the Assets tab to filter the table to only show assets in that group.

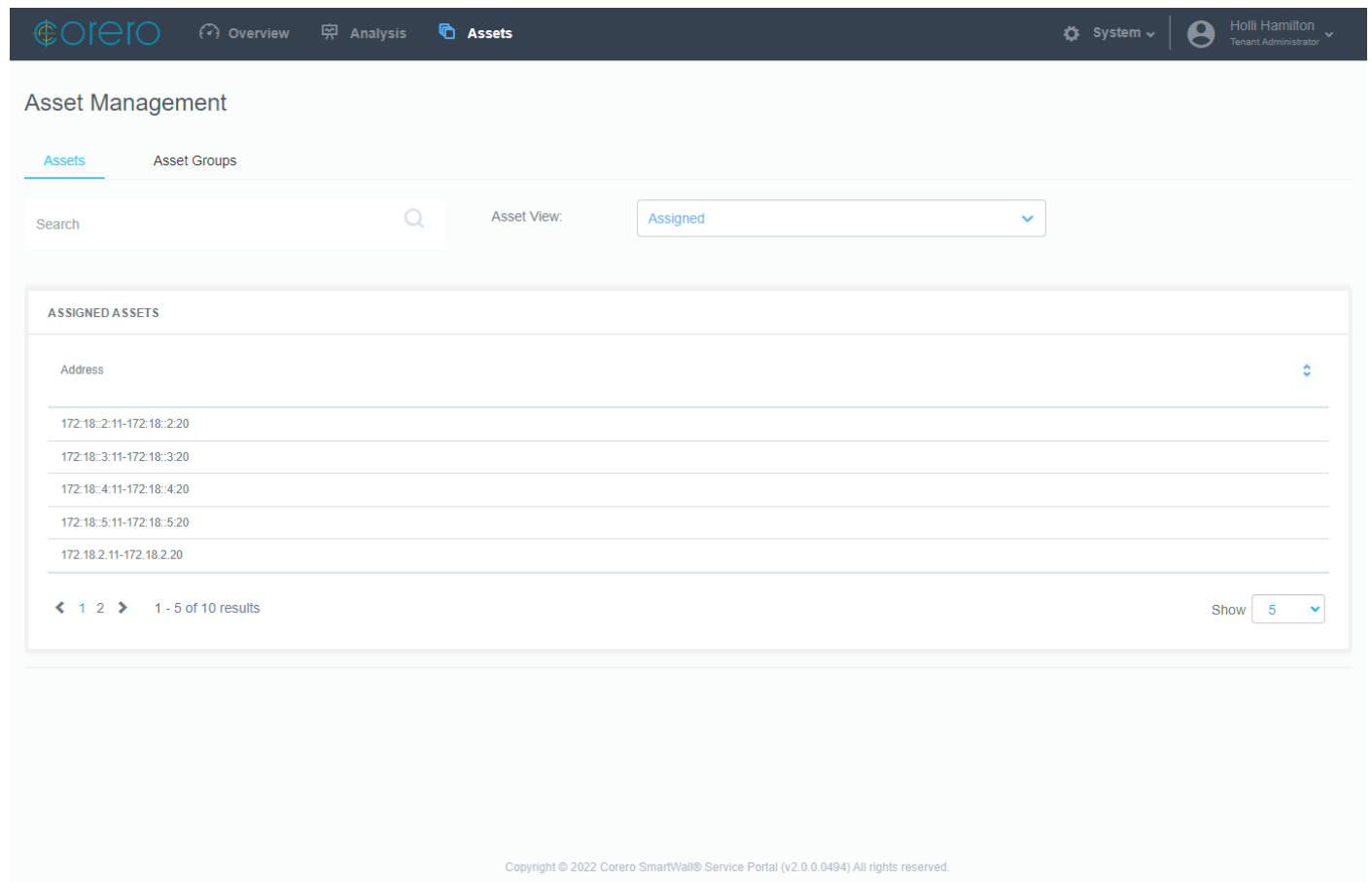
For example, you may have a few similar services you want to keep track of together. You could create a Named Asset for each service, and then add all of those Named Assets into an asset group. The asset group name will then appear with the Named Asset name on charts, reports and alerts when an IP address in that group is attacked.

Your provider can also add and modify asset groups.

Tip: You can also use the search bar in the Overview and Analysis screens to locate information about a Named Asset using the name or asset group.

Assets screen

You can navigate to the Assets tab by clicking **Assets** on the main toolbar then the **Assets** tab.



Asset Management

Assets | Asset Groups

Search Asset View: **Assigned**

Address
172.18::2-11-172.18::2-20
172.18::3-11-172.18::3-20
172.18::4-11-172.18::4-20
172.18::5-11-172.18::5-20
172.18.2.11-172.18.2.20

1 - 5 of 10 results | Show 5

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You can use the **Search** field to find a specific asset. As you type, the table will only display results that include the search term in one of its fields.


Tip: You can search for a single IP Address within an asset's address range to view that asset.

You can use the **Asset View** drop-down to display assets in the table by:

- **Assigned** – All of the IP addresses assigned to this tenant
- **Named** – Only assets that you or the tenant have named

The assets table contains the following information for each asset:

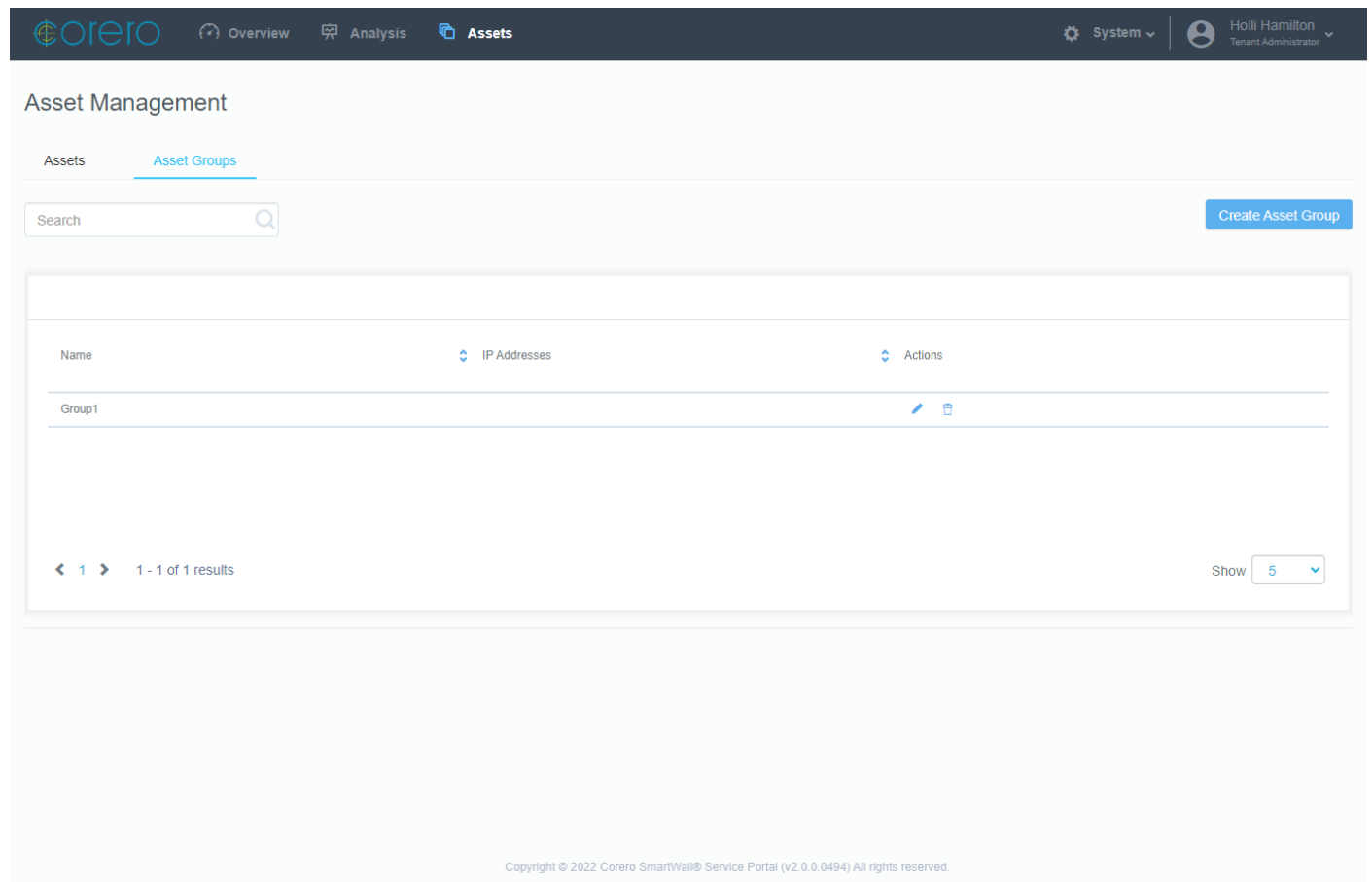
- **Address** – The IP address or range of this asset
- **Asset Name** – (Named Assets view only) The name you have chosen for this asset. If this is not a Named Asset, this column is blank.

- **Asset Group** – (Named Assets view only) The group this asset belongs to. If you have not assigned it to a group, this column is blank.
-  – (Named Assets view only) Edit the selected asset's name or assign this asset to a group

Note: When you view the asset list as an **Asset Summary**, you can add names to ranges and subsets. Those names are applied to all of the IP addresses contained in that range or subset. When you view the asset list as **All Assets**, you can give names to individual IP addresses. This overrides the range or subset names.


Asset Groups screen

You can navigate to the Asset Groups tab by clicking **Assets** on the main toolbar then the **Asset Groups** tab.





Asset Management

Assets Asset Groups

Search 

Create Asset Group



Name	IP Addresses	Actions
Group1		 

1 - 1 of 1 results

Show 5

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You can use the **Search** field to find a specific group. As you type, the table will only display results that include the search term in one of its fields. The asset groups table contains the following information for each group:

- **Name** – The name you have chosen for this asset group
- **IP Address** – The IP addresses of the assets assigned to this group. If you have not assigned any assets to this group yet, this column is blank.
-  – Edit the selected group's name
-  – Delete the selected group

Managing Assets



Your provider populates the asset list with the IP addresses which are protected by the service. You can give these assets more familiar names and arrange them into convenient groups.

Prerequisites


If you want to add an asset to a group, you first need to [create a group](#).

To add a Named Asset

1. From the main toolbar of the Service Portal, click **Assets**.
2. You should be on the **Assets** tab.
3. From the Asset View drop-down, select **Named**.
4. Click **Add Asset**.
5. Type in the IP **Address**, CIDR or range that you want to identify as a Named Asset. This must be all or part of a single Assigned Asset from the Assigned Asset list.
6. Type a **Name** for this Named Asset.
7. (Optional) Select an Asset **Group** from the drop-down.
8. Click **Save**.

Note: You can edit  or delete  Named Assets from the Named Assets table. Deleting the Named Asset doesn't affect the Assigned Asset, it only removes the name from the selected IP range.

To add an asset to a group or move an asset to a different group

1. From the main toolbar of the Service Portal, click **Assets**.
2. You should be on the **Assets** tab.
3. In the asset list, locate the asset you want to edit and click  the edit button.
4. From the drop-down, select an **Asset Group**.
5. Click **Save**.

Note: To remove an asset from a group, edit the asset then click the **x** in the top right of the asset group field.

Managing Asset Groups

To make it easier to view related assets together, you can create asset groups and assign all the related assets to that group. Then, if you want to look at all of your similar assets together in the attacks table or assets table, you can search for the asset group name.

To create a new asset group

1. From the main toolbar of the Service Portal, click **Assets**.
2. Click the **Asset Groups** tab.
3. Click **Create Asset Group**.
4. Type a name for your group and click **Save**.

Note: You can edit  or delete  groups from the Asset Groups table.

Service Overview and Attack Analysis

You can use the Service Overview and Attack Analysis screens of the SmartWall Service Portal to analyze DDoS attacks which are prevented from impacting your protected assets.

The Service Overview screen displays information on prevented attacks against all your protected assets. You can change the timescale for this screen and, if your date range includes the current date and time, you can see ongoing attacks.

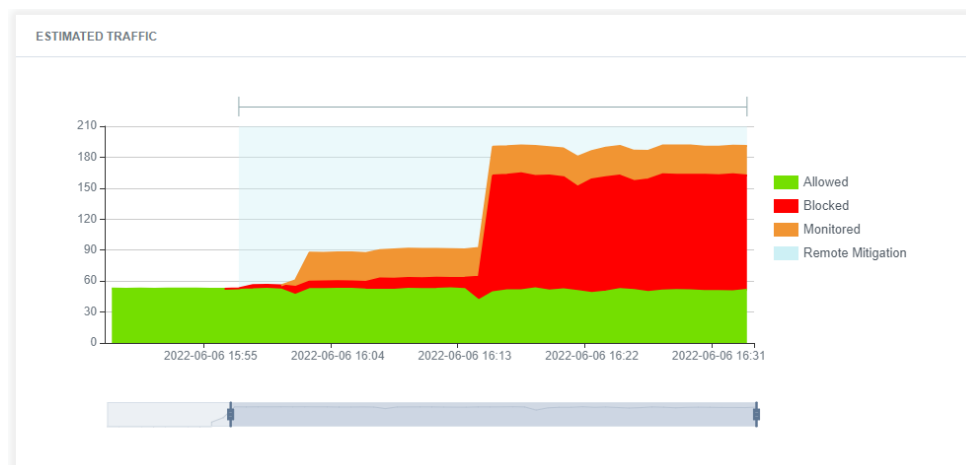
The Attack Analysis screen enables you to search more specifically for attacks, and filter those results by date range. For example, if you were looking for an attack that happened yesterday to an asset called Server1, you could select **Asset Name** from the drop-down list and then type "Server1" into the search field. Then, from the date filters, you could select **24 Hours**. The attack table would now show only attacks in the last 24 hours against an IP address that is associated with Server1.

Each attack has a unique Attack ID which you can use to identify it, when discussing with a provider. You can also expand each attack in the table, to see a chart of its traffic profile, where you can use the sliders to focus in on the blocked and allowed traffic for specific times during that attack.

Tip: You can click on a piece of information in a chart in the Overview screen, and the Attack Analysis screen will open showing the data point you clicked in the Overview chart.

Traffic charts

On the Service Overview and Attack Analysis screens, you can see charts displaying your estimated traffic rate.



The total estimated traffic rate is shown by the height of the graph in either Megabits Per Second (**Mbps**) or Packets Per Second (**PPS**) depending on the **Units** filter you have selected for this screen. Within that total rate, it is broken down by how the traffic has been handled:

- **Green** – Non-attack traffic which has been **allowed** to continue to your protected assets.
- **Red** – Potential attack traffic which has been **blocked** from reaching your protected assets.
- **Orange** – Potential attack traffic which has not been blocked. This traffic is being **monitored** but is still allowed to continue to your protected assets. This may be due to the Service Level you currently subscribe to.

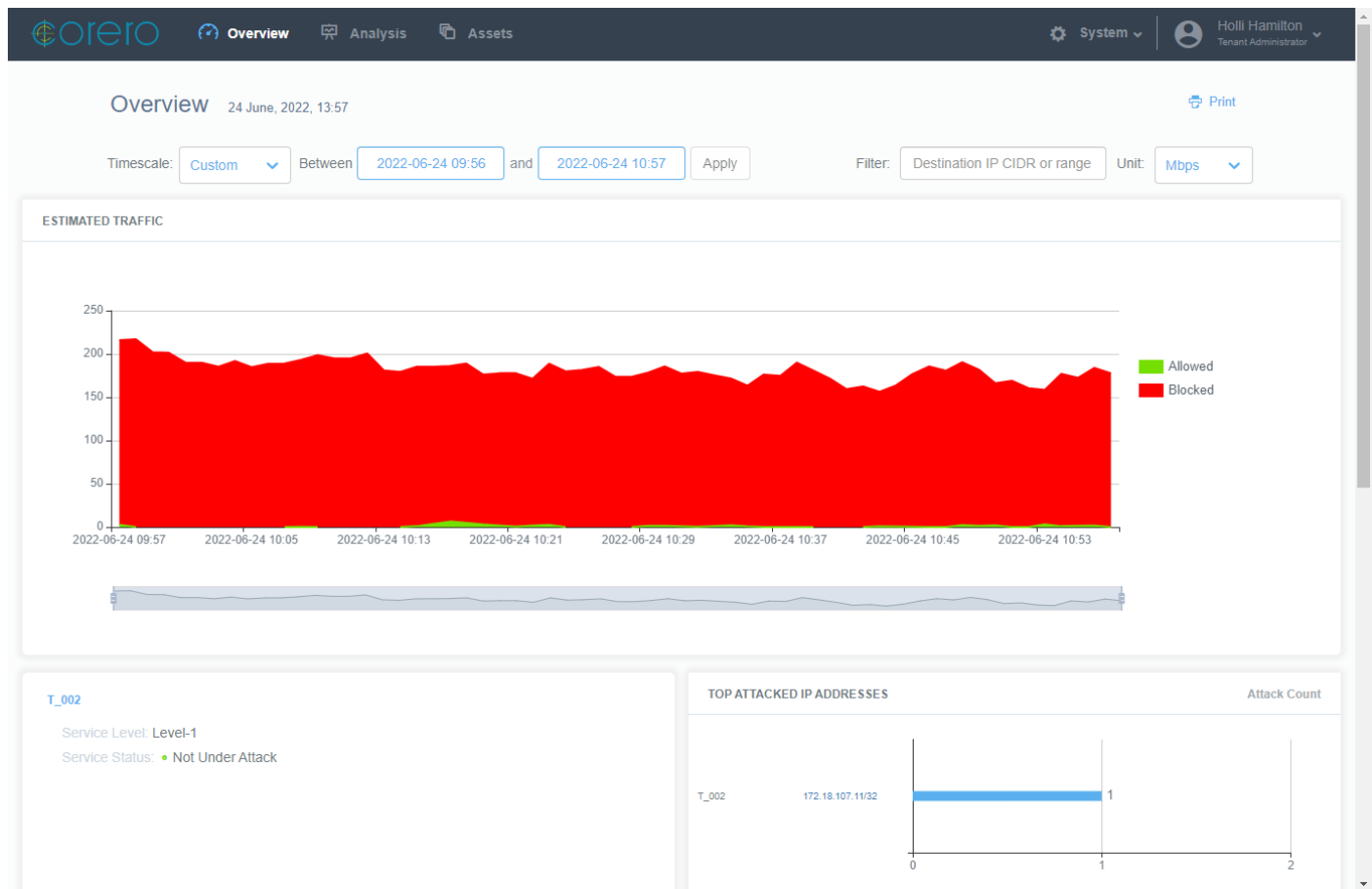
If your service provider has **Remote Mitigation** display enabled, you may see some time periods shaded **light blue**. This indicates that an upstream Remote Mitigation may be affecting your traffic during this time period.

Print attack reports

In the top right corner of the Service Overview and Attack Analysis screens there is the print button. This enables you to print a report from the information you are currently looking at. On the Service Overview screen this button prints the charts and attack table for the current date range you have selected. On the Attack Analysis screen this button prints the attacks table filtered by the Search terms and date filters you have selected.

Service Overview screen

You can navigate to the Service Overview screen by clicking **Overview** on the main toolbar.



Filters

The date filters at the top of the Service Overview screen change the charts and table below to show only data for that timescale. You can click **Timescale** to select from a list of date filters:

- **Last Hour** – Only data from the last hour
- **24 Hours** – Only data from the last 24 hours
- **7 Days** – Only data from the last 7 days
- **30 Days** – Only data from the last 30 days
- **Custom** – Use the date/time fields to set a start date and time in the first field then an end date and time in the second field. The charts and table below then show only data from that time period.

The **Unit** filter enables you to display traffic rates in Megabits Per Second (**Mbps**) or Packets Per Second (**PPS**).

The Destination IP CIDR or range **Filter**, at the top right of the screen, can be used to show only the specified DIP, CIDR, or range on the charts.

If you have Remote Mitigation display enabled, you will also have a **Remote Mitigation** filter. You can use this to view **ALL**, **NONE**, or specific Remote Mitigations.

Charts and tables

The filters affect all charts and tables on the Service Overview screen:

- **ESTIMATED TRAFFIC** chart – Displays the estimated allowed inbound traffic and estimated blocked traffic for your protected assets, over the selected time period.
You can hover over the areas to see exact values of allowed or blocked traffic. You can also hide/show a type of traffic by clicking on the keys (**Allowed**, **Blocked**, **Monitored**, **Remote Mitigation**) to the right of the chart. To focus on a specific section of the time period you can use the sliders on the smaller line chart below the main display. Slide them in to focus on a particular time frame and slide them out to view the entire time period again.
- **TOP ATTACKED IP ADDRESSES** chart – Displays the 5 IP addresses that received the most attacks during the selected time period. The exact number of attacks is displayed at the end of each bar.

- **ATTACKS** table – Displays every attack on your assets during the selected time period. In the top right corner, you can see the total number of attacks broken down into **ongoing** and **completed**.

At the top of the Attacks table, you can view a summary of the current table content. This shows the **Maximum Size** of attacks, **Total Volume** of all attacks, **Total Duration** of the attack period shown in the table, and the number of **attacks** listed broken down into **ongoing** and **completed**.

You can re-order the table using the column headers and refresh the table using  the refresh icon.

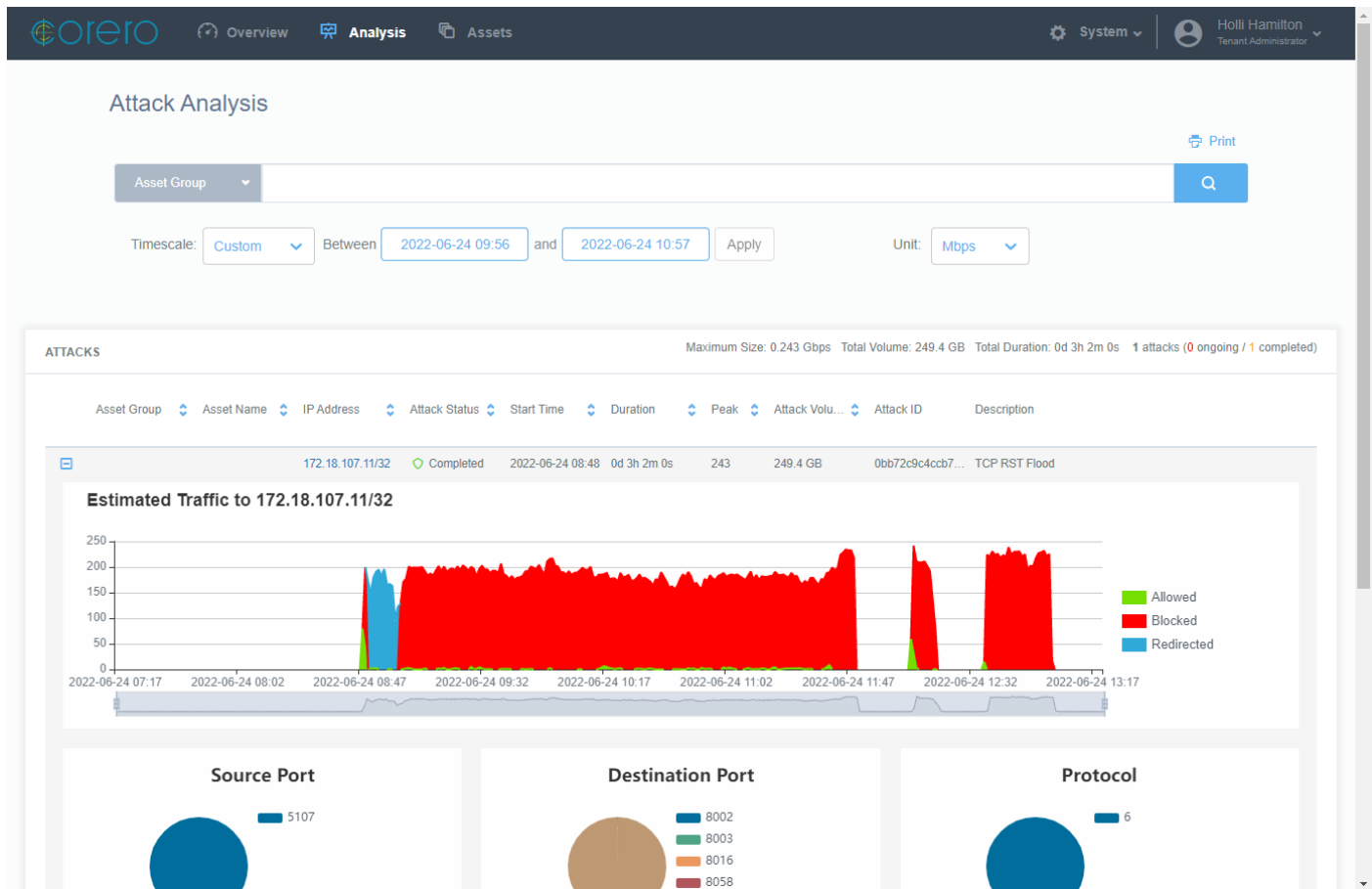
The Attacks table displays the following information for each attack:

- **Asset Name** – If the IP address is part of a named asset this is displayed here. Otherwise, this field is blank.
- **IP Address** – The IP address or CIDR which is the target of the attack. Click to view all attacks against this IP address.
- **Attack Status** – An attack can be **Ongoing** or **Completed**
- **Start Time** – The time that the attack traffic was first detected
- **Duration** – For an ongoing attack, this is the amount of time since the attack started. For a completed attack, this is the total amount of time attack traffic was detected .
- **Peak (Mbps)** – For an ongoing attack, this field shows the current peak value. For a completed attack it shows the highest rate of attack traffic detected during the attack in megabits per second (mbps).
- **Volume** – The volume of traffic sent over the duration of this attack. Only available for SWA 9.7.0 and later, other versions show **n/a**.
- **Description** – A summary of the attack characteristics. If the description is truncated, hover over it to see the full text.
- **REMOTE MITIGATIONS** – If you have Remote Mitigation display enabled, you can see a list of the Remote Mitigations affecting your traffic. The table displays the following information for each Remote Mitigation:
 - **Asset Name** – The name of the asset being affected by this Remote Mitigation.
 - **Asset IP** – The specific IP addresses within that Asset, which are affected by this Remote Mitigation.
 - **Destination** – The destination address/subnet targeted by the Remote Mitigation.
 - **Status** – The current status: **Ongoing** or **Completed**
 - **Mitigation Start Time** – The time and date this Remote Mitigation began.
 - **Mitigation End Time** – If it is completed, this shows the time and date when the Remote Mitigation ended. If this is an ongoing mitigation, it will show **N/A**.
 - **Remote Mitigation** – The name of the Remote Mitigation.

You can click  **Print** in the top right to print the selected view or save it in PDF format.

Attack Analysis screen

You can navigate to the Attack Analysis screen by clicking **Analysis** on the main toolbar.



Filters

The **Search** bar and drop-down at the top of the Attack Analysis screen enables you to search for specific attacks. You can select one of the following categories and type a search term:

- **Attack ID** – If you type a full Attack ID, the Attacks table only shows attacks made against that Attack ID. If you type a partial Attack ID, the Attacks table shows all results that include the search term in the Attack ID field.
- **Asset Name** – The Attacks table only shows results that include the search term in the Asset Name field.
- **Asset Group** – The Attacks table only shows results that include the search term in the name of the Asset Group.

Just like the Service Overview screen you can also use the [date filters](#) to change the time period for which the table shows data. You can use the filter and search individually or together to narrow down the results in the Attacks table.


The **Unit** filter enables you to display traffic rates in Megabits Per Second (**Mbps**) or Packets Per Second (**PPS**).

Charts and tables

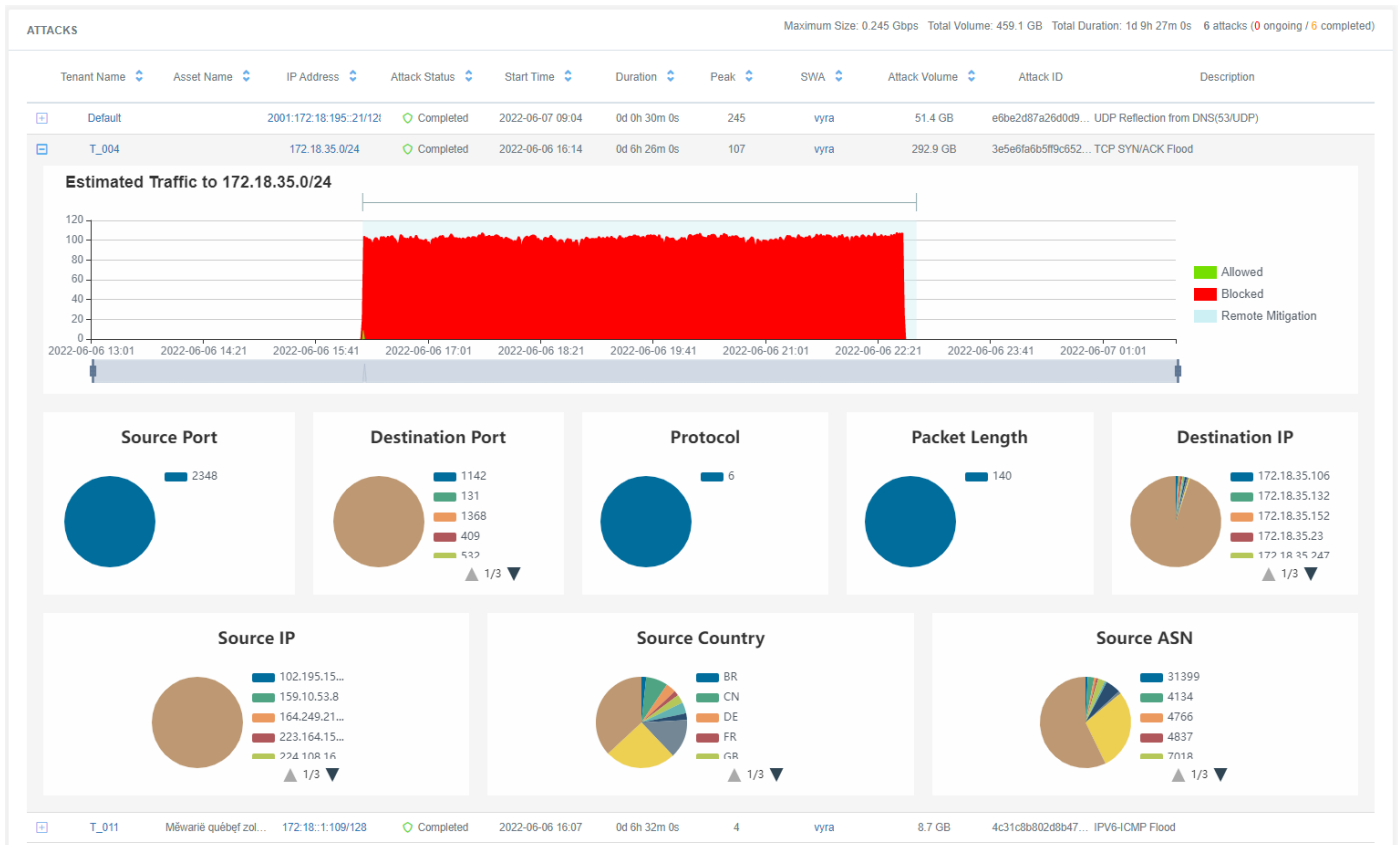
The Attacks table displays every attack that matches the search term and which occurred during the selected time period. In the top right corner you can see the total number of attacks broken down into ongoing and completed. You can re-order the table using the column headers and refresh the table to get the latest information using the refresh icon next to the table title.

At the top of the Attacks table, you can view a summary of the current table content. This shows the **Maximum Size** of attacks, **Total Volume** of all attacks, **Total Duration** of the attack period shown in the table, and the number of **attacks** listed broken down into **ongoing** and **completed**.

The Attacks table displays the following information for each attack:

-  – Click the expand icon to view an Inbound Traffic chart for the period of the selected attack.
- **Asset Name** – If the IP address is part of a named asset (in the tenant's asset list) this is displayed here. Otherwise this field is blank.
- **IP Address** – The IP address or CIDR which is the target of the attack.
- **Attack Status** – An attack can be **Ongoing** or **Completed**
- **Start Time** – The time that the attack traffic was first detected
- **Duration** – For an ongoing attack, this is the amount of time since the attack started. For a completed attack, this is the total amount of time attack traffic was detected.
- **Peak (Mbps)** – For an ongoing attack, this field shows the current peak value. For a completed attack it shows the highest rate of attack traffic detected during the attack in megabits per second (Mbps).
- **Attack Volume** – The volume of traffic sent over the duration of this attack. Only available for SWA 9.7.0 and later, other versions show **n/a**.
- **Attack ID** – A unique ID which identifies this attack. You can use this when discussing a specific attack with your provider.
- **Description** – A summary of the attack characteristics. If the description is truncated, hover over it to see the full text.

The expanded attack information for a single attack contains the following charts:



- **Estimated Traffic** – It works in the same way as the [Estimated Traffic chart](#) on the Service Overview screen. A focused time line for the attack is shown. The time line has 50% of the total attack time either side of the attack to show it in context.
- **Source Port** – Displays the estimated top source ports seen in this attack.
- **Destination Port** – Displays the estimated top destination ports seen in this attack.
- **Protocol** – Displays the estimated top protocols seen in this attack.
- **Packet Length** – Displays the estimated top packet lengths seen in this attack.
- **Destination IP** – Displays the estimated top destination IP addresses seen in this attack.
- **Source IP** – Displays the estimated top source IP addresses seen in this attack.
- **Source Country** – (Only available with IP Intelligence enabled in the CMS) Displays the estimated top source countries seen in this attack.
- **Source ASN** – (Only available with IP Intelligence enabled in the CMS) Displays the estimated top source ASNs seen in this attack.

Tip: You can click [Print](#) in the top right to print the selected view or save it in PDF format.

Common Analysis Tasks

On the Service Overview and Attack Analysis screens of the SmartWall Service Portal, you can use the date and search filters to view specific attack data. You can use these tools individually or together to filter the tables and charts to only show the information you need. The following are some of the most common tasks you may want to complete using these tools:

To view any ongoing attacks against your assets

1. From the main toolbar of the Service Portal, click **Overview**.
2. At the **Timescale** drop-down, select **Custom**.
3. Make sure that the second field is showing the current date.
4. Look at the **ATTACKS** table. Click the **Attack Status** column header to reorder the table so that all ongoing attacks are at the top.

To view the most attacked IP addresses in the past week

1. From the main toolbar of the Service Portal, click **Overview**.
2. From the **Timescale** drop-down select **7 Days**.
3. Look at the **TOP ATTACKED IP ADDRESSES** chart. Here you can see a visualization of the top 5 most attacked IP addresses in your network. You can see the exact number of attacks each experienced at the end of the blue bar. To the left, you can see the tenant associated with this IP address.

To view all attacks against a single asset

1. From the main toolbar of the Service Portal, click **Analysis**.
2. From the Search drop-down, select **Asset Name**.
3. In the search bar, type the name of the asset whose attacks you want to view.
4. The **ATTACKS** table now shows only the attacks which have that search term in the Asset name column.

To view all attacks between two dates

1. From the main toolbar of the Service Portal, click **Analysis**.
2. At the **Timescale** drop-down, select **Custom**.
3. Click into the first date field. Use the calendar to select the first date. If you want to set a time, click the time at the bottom (e.g. 00:00) and use the arrows to set the hours and minutes. To return to the calendar, click the date at the top (e.g. 01/01/2019).
4. Click into the second date field and repeat the process for the closing date.
5. The **ATTACKS** table now shows only the attacks which have happened between your two selected dates.

To view all attacks against an asset in the past day

1. From the main toolbar of the Service Portal, click **Analysis**.
2. From the Search drop-down, select **Asset Name**.
3. In the search bar, type the name of the asset whose attacks you want to view.
4. From the **Timescale** drop-down select **24 Hours**.
5. The **ATTACKS** table now shows only the attacks which have happened in the last 24 hours and that contain that search term in the Asset name column.

To print a report showing all attacks against an IP address in the last week

1. From the main toolbar of the Service Portal, click **Analysis**.
2. From the Search drop-down, select **IP Address**.
3. In the search bar, type the IP address you want to view attacks against.
4. From the **Timescale** drop-down select **7 Days**.
5. The **ATTACKS** table now shows only the attacks which have been directed at that IP address over the last week.
6. Click Print. Adjust any printer settings your require then click Print again.
7. You will print a report listing all the attacks directed at that IP address over the last week.

Requesting Technical Support

Technical product support is available through the Juniper Networks Technical Assistance Center (JTAC). If you are a customer with an active J-Care or Partner Support Service support contract, or are covered under warranty, and need post-sales technical support, you can access our tools and resources online or open a case with JTAC.

- JTAC policies—For a complete understanding of our JTAC procedures and policies, review the JTAC User Guide located at <https://www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf>.
- Product warranties—For product warranty information, visit <https://www.juniper.net/support/warranty/>.
- JTAC hours of operation—The JTAC centers have resources available 24 hours a day, 7 days a week, 365 days a year.

Self-Help Online Tools and Resources

For quick and easy problem resolution, Juniper Networks has designed an online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- Find CSC offerings: <https://www.juniper.net/customers/support/>
- Search for known bugs: <https://prsearch.juniper.net/>
- Find product documentation: <https://www.juniper.net/documentation/>
- Find solutions and answer questions using our Knowledge Base: <https://kb.juniper.net/>
- Download the latest versions of software and review release notes: <https://corero.force.com/support>
- Search technical bulletins for relevant hardware and software notifications: <https://kb.juniper.net/InfoCenter/>
- Join and participate in the Juniper Networks Community Forum: <https://www.juniper.net/company/communities/>
- Open a case online in the CSC Case Management tool: <https://apex.juniper.net/>

To verify service entitlement by product serial number, use our Serial Number Entitlement (SNE) Tool: <https://entitlementsearch.juniper.net/entitlementsearch/>

Creating a Service Request with JTAC

You can create a service request with JTAC on the Web or by telephone.

- Visit <https://apex.juniper.net/>
- Call 1-888-314-JTAC (1-888-314-5822 toll-free in the USA, Canada, and Mexico).

For international or direct-dial options in countries without toll-free numbers, see <https://support.juniper.net/support/requesting-support/>.

Requesting Licenses

The system requires a TDD license key, plus keys for each vNTD, to become fully operational. Juniper devices do not require license keys to support the solution. To obtain the keys, please contact the Corero Customer Services team by one of the following methods:

- Email: Support.Portal@corero.com
- Web: <https://corero.force.com/support>
- Telephone: Dial +1.978.212.1500 -> Select Option 2