



# **Software Vulnerability Manager Next**

## User Guide

# Legal Information

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# Software Vulnerability Manager Next Help Library

Flexera's Software Vulnerability Research is a one-stop solution for vulnerability management. The solution is available via a web-portal, giving you access to all the modules that you are entitled to use according to your subscription.

**Table 1-1 •** Software Vulnerability Manager Next Help Library







Topic	Content
<b>Introduction</b>	Flexera's Software Vulnerability Research combines Vulnerability Intelligence, Assessment, and Patch Creation with Patch Deployment Tool Integration to enable targeted, reliable, and cost-efficient Patch Management.
<b>Software Vulnerability Research Quick Start Guide</b>	This quick start guide walks you through setting up the key features of Software Vulnerability Research.
<b>Dashboard</b>	The Dashboard is the default home page that provides you with an overview of vulnerability management processes and gives you access to your latest vulnerability intelligence and advisories. The information is presented with the help of various widgets.
<b>Notifications</b>	Notifications provide detailed information about alerts you have received and any required actions. The number in the yellow bubble signifies the number of unread notifications.
<b>Vulnerability Manager</b>	Vulnerability Manager pages are used to manage the Vulnerability Intelligence associated with your account.  <b>Edition •</b> <i>The Vulnerability Manager module is not available for Software Vulnerability Research - Assessment Only.</i>

Table 1-1 • Software Vulnerability Manager Next Help Library (cont.)

Topic	Content
<b>Research</b>	<p>Vulnerability Tracker (VulnTrack) represents our full Vulnerability Database, which has been updated and maintained since the inception of Secunia in 2002.</p>  <p><b>Edition</b> • The Research module is not available for Software Vulnerability Research - Assessment Only.</p>
<b>Assessment Scenarios</b>	<p>The Assessment Scenarios page provides descriptions of the available assessment scenarios.</p>  <p><b>Edition</b> • This module is not available for Software Vulnerability Research.</p>
<b>Assessment Reports</b>	<p>The Assessment Reports page displays a tree view of the Device Groups within your environment. The security status of each Device Group is assessed based on <b>Average System Score</b>, <b>Device Details</b> and <b>Product Details</b>.</p>  <p><b>Edition</b> • This module is not available for Software Vulnerability Research.</p>
<b>Patching</b>	<p>The Patch Library and Grouped Patch Library pages list the patches available for your environment. Users can create a patch template for deploying patches and can track the patches deployed.</p>  <p><b>Edition</b> • This module is not available for Software Vulnerability Research.</p>
<b>Policy Manager</b>	<p>The Policy Manager pages are used to configure internal Compliance Policy Rules to associate with your account and view the details of breaches to your policies.</p>  <p><b>Edition</b> • The Policy Manager module is not available for Software Vulnerability Research - Assessment Only.</p>
<b>Analytics</b>	<p>The Analytics pages are used to filter data contained in the widgets and to create and save dynamic reports on Advisories.</p>
<b>Ticket Manager</b>	<p>The Ticket Manager page lists all issued tickets. Use this page to:</p> <ul style="list-style-type: none"> <li>• <a href="#">View and Change Tickets Status and Priority</a></li> <li>• <a href="#">Create Tickets in Ticket Manager</a></li> <li>• <a href="#">Delete Tickets in Ticket Manager</a></li> <li>• <a href="#">Default Ticket Statuses in Ticket Manager</a></li> </ul>

**Table 1-1 •** Software Vulnerability Manager Next Help Library (cont.)

Topic	Content
<b>Settings</b>	<p>The Settings pages allow the main Administrator account holder to create and manage other accounts.</p> <p>This section also tracks details of all activities taken by users related to your account, such as Logins and changes to Tickets, Watch Lists, Email Logs, SMS Logs and Service Calls.</p>
<b>User Profile</b>	<p>The User Profile page is used to view and edit your account information, including your password, personal details, preferences, and security settings.</p>
<b>About Secunia Advisories</b>	<p>Describes CVSS (Common Vulnerability Scoring System), CVE References, Where (Attack Vector), Criticality (Severity Rating), and Impact (Consequence).</p>
<b>Appendix A - Threat Intelligence</b>	<p>Threat Intelligence Module augments Software Vulnerability Research's vulnerability intelligence with a Threat Score that provides the ultimate prioritization tool for your busy desktop operations teams. This module requires purchase by the user.</p>

## Product Support Resources

The following resources are available to assist you with using this product:

- [Flexera Product Documentation](#)
- [Flexera Community](#)
- [Flexera Learning Center](#)
- [Flexera Support](#)

### Flexera Product Documentation

You can find documentation for all Flexera products on the [Flexera Product Documentation](#) site:

<https://docs.flexera.com>

### Flexera Community

On the [Flexera Community](#) site, you can quickly find answers to your questions by searching content from other customers, product experts, and thought leaders. You can also post questions on discussion forums for experts to answer. For each of Flexera's product solutions, you can access forums, blog posts, and knowledge base articles.

<https://community.flexera.com>

### Flexera Learning Center

Flexera offers a variety of training courses—both instructor-led and online—to help you understand how to quickly get the most out of your Flexera products. The Flexera Learning Center offers free, self-guided, online training classes. You can also choose to participate in structured classroom training delivered as public classes. You can find a complete list of both online content and public instructor-led training in the Learning Center.

<https://learn.flexera.com>

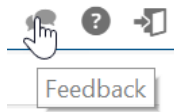
## Flexera Support

For customers who have purchased a maintenance contract for their product(s), you can submit a support case or check the status of an existing case by making selections on the **Get Support** menu of the Flexera Community.

<https://community.flexera.com>

## Product Feedback

You can submit feedback about Software Vulnerability Manager in the [Flexera Customer Community Forum](#). You can also submit feedback through the Software Vulnerability Manager user interface by clicking the feedback icon in the upper-right-hand corner of each module.



# Contact Us

Flexera is headquartered in Itasca, Illinois, and has offices worldwide. To contact us or to learn more about our products, visit our website at:

<http://www.flexera.com>

You can also follow us on social media:

- [Twitter](#)
- [Facebook](#)
- [LinkedIn](#)
- [YouTube](#)
- [Instagram](#)



# Introduction

Flexera's Software Vulnerability Research combines Vulnerability Intelligence, Assessment, and Patch Creation with Patch Deployment Tool Integration to enable targeted, reliable, and cost-efficient Patch Management.

- [About Software Vulnerability Research](#)
- [Software Vulnerability Editions](#)
- [Optional Modules](#)
- [The Scan Process – How Does it Work?](#)
- [Software Vulnerability Research Life Cycle](#)
- [System Architecture Overview](#)
- [Vulnerability Assessment of Microsoft Products](#)
- [Getting Started with Software Vulnerability Research](#)

## About Software Vulnerability Research

Vulnerability Intelligence and Patch Management are critical components of any security infrastructure because it enables proactive detection and remediation of vulnerabilities before they are actively exploited and your security compromised. With Software Vulnerability Research, IT Operations and Security Teams are empowered to take control of the Vulnerability Threat from both Microsoft and non-Microsoft (third-party) product vulnerabilities.

The Software Vulnerability Research Assessment module scanning technology takes a different approach than other vulnerability scanning solutions by conducting non-intrusive scans to accurately identify all installed products and plugins on the system.

Software Vulnerability Research integrates seamlessly with Microsoft® WSUS and System Center Configuration Manager.

The solution is available via a web-portal, giving you access to all the modules that you are entitled to use according to your subscription.

The sequence of the module descriptions in this document corresponds with the order in which they are presented in the graphical user interface of the solution.



**Note** • The available modules, menus and options will vary depending on the permissions granted to you by your Administrator.

# Software Vulnerability Editions

Flexera offers the following editions for Software Vulnerability:

- Software Vulnerability Research (Includes all Modules)
- Software Vulnerability Research

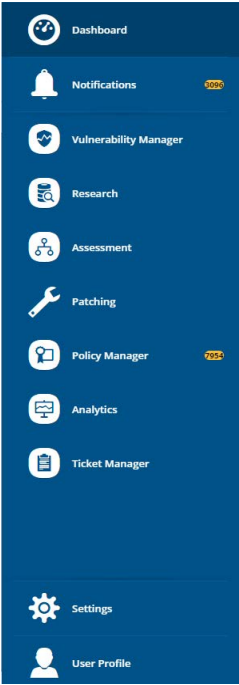

The table below describes the differences between the Software Vulnerability editions.

Any module not available for a specific edition will be noted with an Edition Note. See the example below.



**Edition** • This module is not available for Software Vulnerability Research.

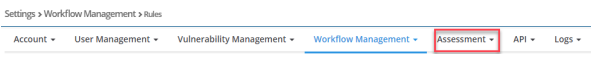
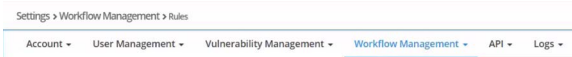
**Table 2-1** • User Interface differences between Software Vulnerability Editions

Software Vulnerability Research (includes all modules)	Software Vulnerability Research does not include Assessment or Patching)
	

Main Menu

Main Menu

**Table 2-1 •** User Interface differences between Software Vulnerability Editions

Software Vulnerability Research (includes all modules)	Software Vulnerability Research does not include Assessment or Patching)
	
Settings Menu	Settings Menu

## Optional Modules

Flexera offers the following optional modules:

- Software Vulnerability Research - Threat Intelligence Module

### Threat Intelligence Module

When added to our Software Vulnerability Research solution, the Threat Intelligence Module helps operations to focus on the patches most critical to the security of the software deployed in your environment. When added to our Software Vulnerability Research (SVR) solution, the Threat Intelligence Module provides security professionals even more insight by exposing threat scores not only for security advisories, but for the specific CVEs associated with those advisories as well as what evidence was triggered to arrive at the provided threat score.



**Tip •** For more details about the Threat Intelligence Modules, see the following data sheet:

<https://www.flexera.com/media/pdfs/datasheet-svm-threat-intelligence-module.pdf>

## The Scan Process – How Does it Work?

The first step in scanning a system is to collect specific metadata from primarily .EXE, .DLL, and .OCX files on the system being scanned. Metadata is generic non-sensitive text strings embedded in the binary files from the vendors of the products. This data is collected and then sent to our Secure Data Processing Cloud where it is processed and parsed.

The data is then matched against our File Signatures, which are rules that match the raw metadata to an actual product installation.

Part of this matching process also results in an exact version being extracted from the metadata. This means that after the initial parsing Software Vulnerability Research knows exactly which products are on the system and their exact version – a precise inventory of software on the system.

The inventory of software is then compared against the unique Secunia Advisory and Vulnerability Database, which contains the most accurate and current Vulnerability Intelligence available.

The result is a precise inventory of products, their versions, the security state of each, along with a direct reference to any corresponding Secunia Advisory detailing the exact vulnerabilities and their Secunia assessed criticality and impact.

Since the scan process works by looking at the actual files on the system being scanned, the result is extremely reliable as a product cannot be installed on a system without the actual files required being present.

This in turn means that Software Vulnerability Research rarely identifies false-positives, and you can use the results from Software Vulnerability Research immediately without doing additional data mining.

For further information about the different Software Vulnerability Research scanning approaches, see [Assessment Scenarios](#).

## Software Vulnerability Research Life Cycle

Software vulnerability management is a critical component of any security infrastructure because it enables proactive detection and remediation of security vulnerabilities.

A process to identify vulnerable products, including products not authorized in an organization's environment, paired with effective patch management is an absolute must to reduce the window of exposure and eliminate the root cause of a potential compromise.

Software Vulnerability Research automates all steps of the software vulnerability management life cycle, allowing you to strengthen the security of your networks.



**Figure 2-1:** Software Vulnerability Manager Next Lifecycle

## System Architecture Overview

The following screenshot provides an overview of the Software Vulnerability Research system architecture.

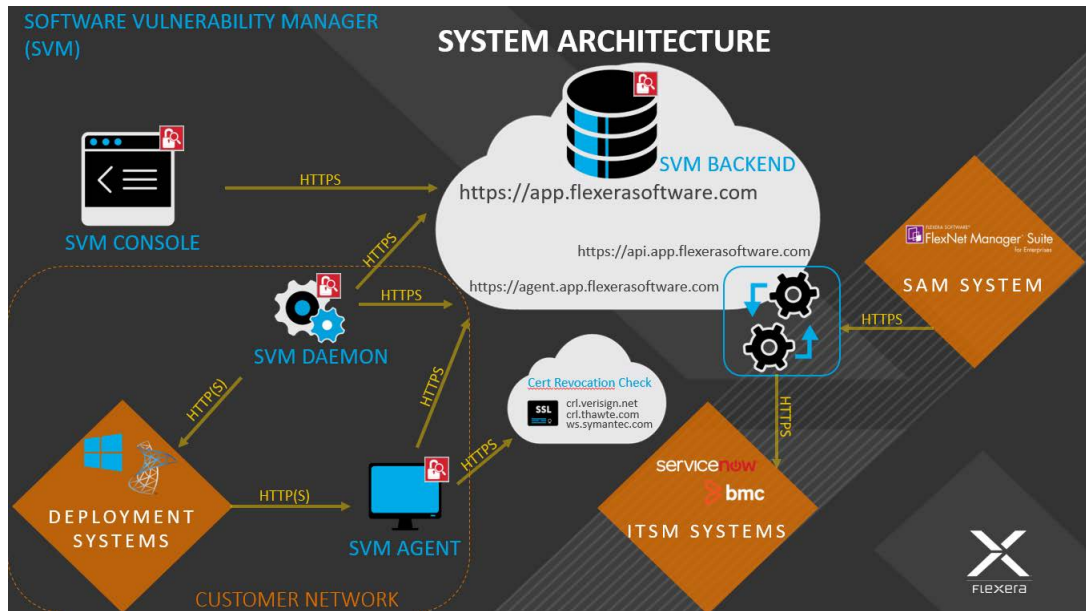


Figure 2-2: System Architecture Overview

## Vulnerability Assessment of Microsoft Products

For Windows and other Microsoft products, Software Vulnerability Research obtains information about missing Microsoft security updates from the scanned device's local Windows Update Agent.

If the Windows Update Agent is managed by the company's IT department, the Microsoft security update has to be approved by the IT administrator before Software Vulnerability Research will report whether it is missing or not.

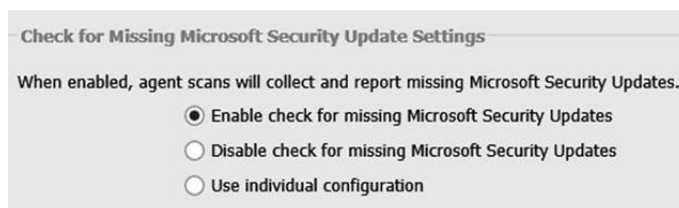


Figure 2-3: Check for Missing Microsoft Security Update Settings

## Getting Started with Software Vulnerability Research

See [Software Vulnerability Research Quick Start Guide](#) to help you set up the key features of Software Vulnerability Research.



# Software Vulnerability Research Quick Start Guide

This Quick Start guide walks you through setting up the key features of Software Vulnerability Research:

- [Account Activation](#)
- [Opening a Support Case](#)
- [System Requirements for Software Vulnerability Research](#)
- [Scan Configuration](#)
- [Agent Deployment](#)
- [Daemon Deployment](#)
- [Smart Group Configuration](#)
- [Workflow Management Rules](#)
- [Patching](#)

## Account Activation

This section takes you through the steps to securely create your Software Vulnerability Research account:

- [Accept the Flexera Sales Token and Create Your Account](#)
- [Configure Two-Factor Authentication \(2FA\)](#)
- [Configuring Single Sign-On \(SSO\)](#)

## Accept the Flexera Sales Token and Create Your Account

To create your account, perform the following steps.

**Task****To accept the Flexera Sales Token and Create your Software Vulnerability Research account:**

1. After your sales order is complete, you will receive an activation email from Flexera Sales with a customized link to create your account. The link looks similar to the following token:

`https://app.flexerasoftware.com/trial/?token=xxxxxx`

Your activation email from Flexera includes the particular token number. Click the token link to begin the initial setup process for the main Administrator account. The following window will appear:

Want to test us out? Please fill in the form below

First Name

Last Name

Email Address

Job Title

Company

Number of Employees ▼

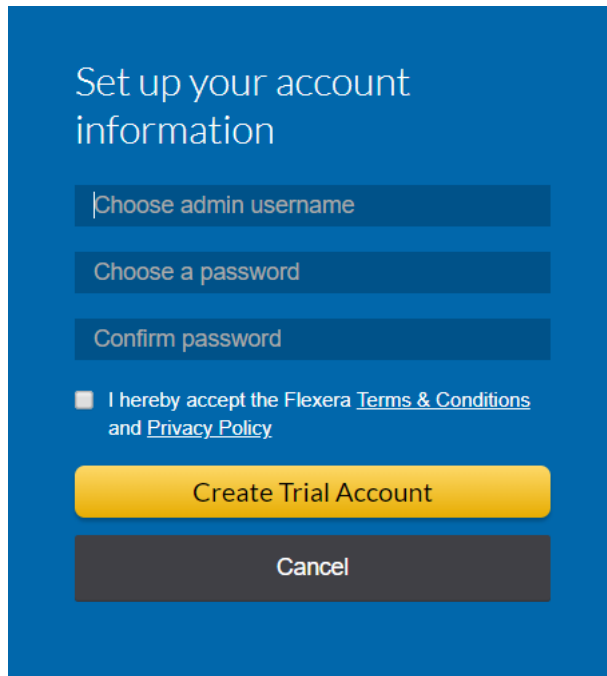
Country ▼

Request Trial Account

Cancel

2. After completing the relevant details that are mandatory for the creation of your account, click **Request Trial Account**.
3. Go to your email's inbox and find the verification link sent by Flexera. Click the verification link, and a new window will open for you to create your account's user name and password.





**Important** • Before you enter any passwords, consider the default password rules required by Flexera:

- 8-200 characters
- At least one lowercase letter
- At least one uppercase letter
- At least one digit



**Important** • You should also consider the following recommendations for creating account passwords:

- No common passwords
- No personal details
- No old passwords
- Passwords created by a password generator

4. After entering your username and password, click **Create Trial Account**. You will then be taken to the Software Vulnerability Research [Login](#) page where you login with the previously configured credentials. When logging in to your account for the first time, you will be asked to [Configure Two-Factor Authentication \(2FA\)](#) to secure the account. You must configure 2FA before you are allowed to login, as two-factor authentication is mandatory.

## Logging In to Software Vulnerability Research

If you already have a Software Vulnerability Research account and want to login, perform the following steps.



**Task**

**To login to Software Vulnerability Research:**

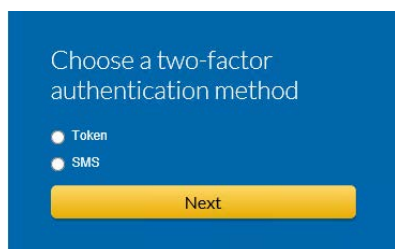
1. Open the Software Vulnerability Research [Login](#) page and enter your username and password.
2. If you have forgotten your password, click **Forgot your password?** Enter your email address and click **Send mail** to receive instructions to reset your password.

## Configure Two-Factor Authentication (2FA)

To secure your account in the event that the account password has been compromised, two-factor authentication (2FA) is mandatory.

Software Vulnerability Research allows the following 2FA configuration options:

- [Token-Based Two-Factor Authentication](#)
- [SMS-Based Two-Factor Authentication](#)



**Figure 3-1:** Choosing a Two-Factor Authentication Method

Token-based two-factor authentication is the default and recommended option.

In case your phone is lost or compromised, two-factor authentication can be reset. The reset method varies by account type. For details, see [Two-Factor Authentication Recovery](#).

## Token-Based Two-Factor Authentication

To use token-based two-factor authentication, you first need to install an application specific to your device. Flexera's Software Vulnerability Research uses the standard Time-Based On-Time Password Algorithm (TOTP) for token-based two-factor support, which is supported by applications like Google Authenticator or Duo by Cisco.

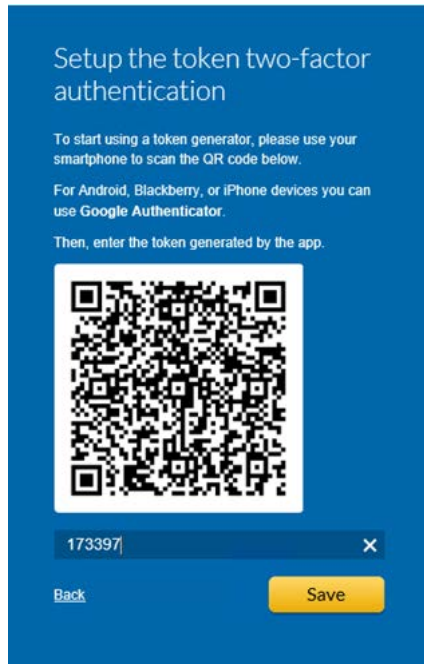
- **Android devices**—Download the Google Authenticator application from the Google Play Store:  
<https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2>
- **iOS devices**—Download the Google Authenticator, available under iTunes in the App Store:  
<https://itunes.apple.com/us/app/google-authenticator/id388497605?mt=8>

## Logging Into Your Account Using Two-Factor Authentication

To login to your account using two-factor authentication, perform the following steps.

**Task****To log in to your account the first time with token-based two-factor authentication:**

1. After entering your username and password, you will be presented with a QR code and a field for the verification code.
2. Open the Google Authenticator application and select the **Scan a Barcode** option.
3. When the application loads the device camera, scan the QR barcode displayed on your computer screen.
4. The mobile application will generate a unique code. Enter this code in the **Verification Code** field at the Software Vulnerability Research [Login](#) page.



5. Click **Save** to proceed with logging in to your new account.

## SMS-Based Two-Factor Authentication

SMS-based two-factor authentication is a less secure and a less reliable method that is available and can be used as a fallback in case your phone does not have an authenticator application.

- [Logging in the First Time](#)
- [Logging in Subsequent Times](#)

## Logging in the First Time



### Task

*To log in to your account the first time with SMS-based two-factor authentication:*

1. At the Software Vulnerability Research two-factor authentication window, select **SMS** and click **Next**.



2. Enter your phone number in international format, starting with a +.
3. Click **Send an SMS**.
4. Once the SMS arrives, enter the code it contains on the Software Vulnerability Research [Login](#) page and click **Verify Token**.

## Logging in Subsequent Times



### Task

*To log in to your account with SMS-based two-factor authentication for all future logins:*

1. After you are asked for the authentication Token, click **Send SMS**.
2. Once the SMS arrives, enter the code on the Software Vulnerability Research [Login](#) page and click **Log in**.

# Two-Factor Authentication Recovery

In case your phone is lost or compromised, two-factor authentication can be reset. The reset method varies by account type.

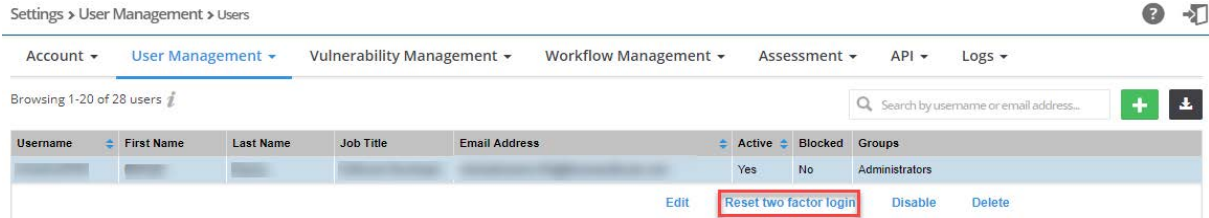
- [Recovering Two-Factor Authentication for Main Administrator Accounts](#)
- [Recovering Two-Factor Authentication for User Accounts](#)

## Recovering Two-Factor Authentication for Main Administrator Accounts

Two-factor authentication for the main Administrator account can be reset by our Support department after verifying the identity of the account holder.

## Recovering Two-Factor Authentication for User Accounts

For User accounts, two-factor authentication can be reset by the main Administrator directly from Software Vulnerability Research. In the Settings module, go to **User Management > Users**. Expand the appropriate user row and click **Reset two factor login**. It is recommended to verify first the identity of the user requesting the reset.



## Configuring Single Sign-On (SSO)



**Note** • The following information is unique to the single sign-on vendor Okta (SAML 2.0). Single sign-on procedures from other vendors may vary.

### Prerequisites

To get started, you need the following:

- An Okta account
- Administrator privileges

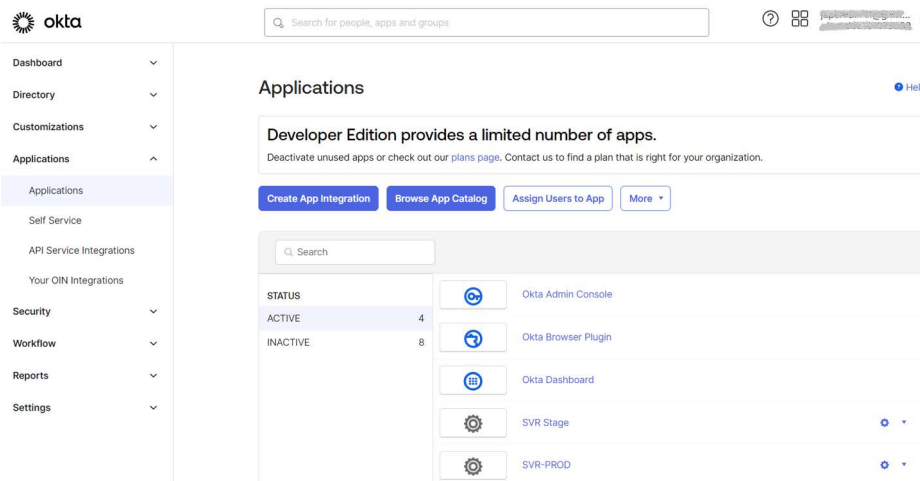
To set up Okta (SAML 2.0) to use as a single sign-on (SSO) with Software Vulnerability Research, perform the following steps.



#### Task

**To set up Okta (SAML 2.0) to use as a single sign-on (SSO) with Software Vulnerability Research:**

1. Sign in to Okta.
2. Navigate to the **Admin** section, choose **Applications**, and select **Applications** to configure the SVR app.
3. Click **Create App Integration** to create a new Okta SSO app.



The Create a new app integration wizard opens.

4. Choose **SAML 2.0** for the Sign on method. Then click **Next**.

**Create a new app integration**

Sign-in method [Learn More](#)

- ☐ **OIDC - OpenID Connect**  
Token-based OAuth 2.0 authentication for Single Sign-On (SSO) through API endpoints. Recommended if you intend to build a custom app integration with the Okta Sign-In Widget.
- ☒ **SAML 2.0**  
XML-based open standard for SSO. Use if the Identity Provider for your application only supports SAML.
- ☐ **SWA - Secure Web Authentication**  
Okta-specific SSO method. Use if your application doesn't support OIDC or SAML.
- ☐ **API Services**  
Interact with Okta APIs using the scoped OAuth 2.0 access tokens for machine-to-machine authentication.

[Cancel](#) [Next](#)

5. Enter an **App name** (Example: SVR). In the **App Logo** field, click the upload icon, navigate to the location of the logo file, and select the logo (Example: Software Vulnerability Research logo).

Click **Next** button.

**okta** Search for people, apps and groups

**Create SAML Integration**

1 General Settings 2 Configure SAML 3 Feedback

1 General Settings

App name SVR (Software Vulnerability Research)

App logo (optional)

App visibility

- ☐ Do not display application icon to users
- ☐ Do not display application icon in the Okta Mobile app

[Cancel](#) [Next](#)

6. Copy the following from the Software Vulnerability Research **Settings > User Management > Single Sign On** fields and paste in the **SAML Settings >** fields:
  - Single Sign On URL (Same with Recipient URL and Destination URL) to Single sign on URL and Audience URL (SP Entity ID)
  - Account Key to accountKey Value (in Attribute Statements (Optional))



**Note** • The *accountkey* value is typically provided by your Software Vulnerability Research (SVR) system. You will need to log into your SVR to retrieve it.

Complete the remaining Okta SAML Settings > Attribute Statements (Optional) name and value fields using the field's drop-down list:

Name	Name format	Values
<b>accountkey</b>	Basic	accountkey  <b>Note</b> • The value obtained from SVR.
<b>firstName</b>	Unspecified	user.firstName
<b>lastName</b>	Unspecified	user.lastName
<b>email</b>	Unspecified	user.email
<b>username</b>	Unspecified	user.login

When configuring attribute statements, you might also need to specify the Name Format. Here are the common formats:

- **Basic**—This is a simple name format used for custom attributes. It doesn't follow any specific URI format.
- **Unspecified**—This format doesn't enforce any particular structure.
- **URI Reference**—This uses a URI to define the attribute name, typically in the form of a URL.

For most custom attributes like *accountkey*, you can use Basic or Unspecified unless the application specifically requires a URI format.

Software Vulnerability Research Settings > User Management > Single Sign On

Account ▾ User Management ▾ Vulnerability Management ▾ Workflow Management ▾ Assessment ▾ API ▾ Logs ▾

SSO Settings [?](#)

IDP Configuration Instructions

**Single Sign On URL (Same with Recipient URL and Destination URL)**

[https://\[redacted\].app.secunia.com/sso/saml/35fdebbf6be4-497b-a730-788bbb7f2390](https://[redacted].app.secunia.com/sso/saml/35fdebbf6be4-497b-a730-788bbb7f2390)

**Account Key**

Set the below value in your Identity Provider (IdP) as a SAML attribute named "accountKey"

[JxnjvG5bPSME](#)

[Generate and Show Key](#)

Note: This key is not stored on the SVM server, please make sure that you keep it in a safe place. If lost, you may regenerate the key but doing so will invalidate the old key.  
Please see [product help](#) for more information and examples.

Service Provider Metadata URL [https://\[redacted\].app.secunia.com/sso/saml/35fdebbf6be4-497b-a730-788bbb7f2390/metadata](https://[redacted].app.secunia.com/sso/saml/35fdebbf6be4-497b-a730-788bbb7f2390/metadata)

Service Provider Configuration

☒ SSO Enabled

☐ Disable standard login (Ensure SSO is working first, to prevent lockout.)

☐ Upload IDP Metadata XML file

☒ Provide IDP Metadata URL

**IDP Metadata URL**

[https://\[redacted\].okta.com/app/exkf1ls7ynGuglWg5d7/sso/saml/metadata](https://[redacted].okta.com/app/exkf1ls7ynGuglWg5d7/sso/saml/metadata)

**A SAML Settings**

**General**

Single sign-on URL [?](#) [https://\[redacted\].app.secunia.com/sso/saml/35fdebbf-6be-](https://[redacted].app.secunia.com/sso/saml/35fdebbf-6be-)  
☒ Use this for Recipient URL and Destination URL

Audience URI (SP Entity ID) [?](#) [https://\[redacted\].app.secunia.com/sso/saml/35fdebbf-6be-](https://[redacted].app.secunia.com/sso/saml/35fdebbf-6be-)

Default RelayState [?](#)   
 If no value is set, a blank RelayState is sent

Name ID format [?](#)

Application username [?](#)

Update application username on

[Show Advanced Settings](#)

**Attribute Statements (optional)** [LEARN MORE](#)

Name	Name format (optional)	Value
accountKey	Basic	JxnjvG5bPSME

[Add Another](#)

- In the Create SAML Integration - Step 3 Feedback screen, click **Finish**.



8. At the Okta Sign On Settings screen, click on **Copy** link to copy the metadata URL.

9. Copy the **Identity Provider metadata** URL from Okta into the Software Vulnerability Research **Settings > User Management > Single Sign On > IDP Configuration Instructions** section. In the Service Provider Configuration section, check **SSO Enabled**, check **Automatically create new users**, and assign a **Default group for new users** by selecting from the drop down.



**Note** • For a secure connection, the *Assertions Signed* (or similarly named) setting should be enabled on your IDP.

General **Sign On** Mobile Import Assignments

## Settings

[Edit](#)

### Sign on methods

The sign-on method determines how a user signs into and manages their credentials for an application. Some sign-on methods require additional configuration in the 3<sup>rd</sup> party application.

Application username is determined by the user profile mapping. [Configure profile mapping](#)

☒ SAML 2.0

Default Relay State

### Metadata details

Metadata URL [https://\[redacted\]okta.com/app/exkff3f0xplqo0dSY5d7/sso/saml/metadata](https://[redacted]okta.com/app/exkff3f0xplqo0dSY5d7/sso/saml/metadata)

[Copy](#)

[More details](#)

Software Vulnerability Research

Settings > User Management > Single Sign On

Dashboard

Notifications 530

Vulnerability Manager

Research

Assessment

Patching

Policy Manager 100460

Analytics

Ticket Manager

Settings

Account ▾

**User Management ▾**

Vulnerability Management ▾

Workflow Management ▾

Assessment ▾

API ▾

Logs ▾

jxnjvG5bPSME

Generate and Show Key

Note: This key is not stored on the SVM server, please make sure that you keep it in a safe place. If lost, you may regenerate the key but doing so will invalidate the old key. Please see [product help](#) for more information and examples.

Service Provider Metadata URL [https://\[redacted\].app.secunia.com/sso/saml/35fdebbf-6be4-497b-a730-788bbb72390/metadata](https://[redacted].app.secunia.com/sso/saml/35fdebbf-6be4-497b-a730-788bbb72390/metadata)

Service Provider Configuration

☒ SSO Enabled
 

☐ Disable standard login (Ensure SSO is working first, to prevent lockout.)
 ☐ Upload IDP Metadata XML file
 ☒ Provide IDP Metadata URL

IDP Metadata URL

[https://\[redacted\]okta.com/app/exkff3f0xplqo0dSY5d7/sso/saml/metadata](https://[redacted]okta.com/app/exkff3f0xplqo0dSY5d7/sso/saml/metadata)

☒ Automatically create new users

Default groups for new users

Administrators

Save

- If you want to disable standard login options for all of your users (except root), select the **Disable standard login (Ensure SSO is working first, to prevent lockout.)** option under **Settings > User Management > SSO Settings > Service Provider Configuration**.

Click **Save** to on the **Settings > User Management** page.



**Important** • Before selecting this option, make sure that SSO is working correctly, to prevent user logout.

Software Vulnerability Research Settings > User Management > Single Sign On

Account ▾ User Management ▾ Vulnerability Management ▾ Workflow Management ▾ Assessment ▾ API ▾ Logs ▾

Account ID: jxnjvG5bPSME

**Generate and Show Key**

Note: This key is not stored on the SVM server, please make sure that you keep it in a safe place. If lost, you may regenerate the key but doing so will invalidate the old key. Please see [product help](#) for more information and examples.

Service Provider Metadata URL: <https://app.secunia.com/sso/saml/35fdebbf-6be4-497b-a730-788bbb72390/metadata>

**Service Provider Configuration**

☒ SSO Enabled

☐ Disable standard login (Ensure SSO is working first, to prevent logout.)

☐ Upload IDP Metadata XML file

☒ Provide IDP Metadata URL

**IDP Metadata URL**

<https://app.secunia.com/sso/saml/35fdebbf-6be4-497b-a730-788bbb72390/metadata>

☒ Automatically create new users

**Default groups for new users**

Administrators

**Save**

11. Add Software Vulnerability Research users to the Okta SSO account.
12. Assign Software Vulnerability Research users to the Okta SSO app. A reset password link is sent to each user.

okta Search for people, apps and groups

← Back to Applications

**SoftwareVulnResearch** Active View Logs Monitor Imports

General Sign On Mobile Import Assignments

**Assign** Convert assignments Search... People

Assign to People

Assign to Groups

Groups

REPORTS

Current Assignments

Recent Unassignments

13. Users open the reset password link, reset their password, and click open the Okta SSO application.

okta Search your apps Admin

**My Apps** Sort

Work

Add section

Notifications

Add apps

**SVR (Software Vulnerability Research)**

Add section

14. Users are then logged into the Software Vulnerability Research [Login](#) page.



**Important** • For security purposes, Software Vulnerability Research has a session timeout that will log you off after 2 hours of inactivity.

## Opening a Support Case

If you have any questions or concerns regarding your Software Vulnerability Research account, please open a support case via Flexera's Customer Community. For more information, see:

<https://community.flexera.com/t5/Using-the-Case-Portal/tkb-p/case-portal-help>

## System Requirements for Software Vulnerability Research

The Software Vulnerability Research User Interface will resize and adapt when being used on different devices. You can access the system from anywhere using any device, such as a smartphone or tablet.

To use the Software Vulnerability Research console, your system should meet the following requirements:

**Table 3-1** • System Requirements

Requirement	Description
<b>Monitor resolution</b>	The minimum resolution required is 1280 x 1024.
<b>Browser</b>	The following browsers are supported: <ul style="list-style-type: none"><li>● Microsoft Edge</li><li>● Apple Safari</li><li>● Google Chrome</li><li>● Microsoft Edge</li><li>● Mozilla Firefox</li><li>● Opera</li></ul>
<b>Internet connection</b>	Internet connection capable of connecting to <a href="https://app.flexerasoftware.com/">https://app.flexerasoftware.com/</a> is required.

Table 3-1 • System Requirements

Requirement	Description
<b>Allow Listed sites</b>	<p>The following addresses should be Allow-listed in the Firewall/Proxy configuration:</p> <ul style="list-style-type: none"> <li>• New CRL distribution URLs: <ul style="list-style-type: none"> <li>• <a href="https://*.app.flexerasoftware.com">https://*.app.flexerasoftware.com</a></li> <li>• <a href="http://*.amazontrust.com">http://*.amazontrust.com</a></li> </ul> </li> </ul> <p>Software Vulnerability Research uses Amazon Certificate Authority for TLS security certificates. Amazon can change their certificate revocation list - crl - occasionally.</p> <p>Amazon root certificates are trusted by default by most common browsers, including Google Chrome, Microsoft Internet Explorer and Microsoft Edge, Mozilla Firefox, and Apple Safari.</p> <p>For the latest certificate revocation lists and firewall rules, refer to <a href="#">Amazon ACM documentation</a>.</p> <ul style="list-style-type: none"> <li>• If you require explicit URLs then allow below URLs: <ul style="list-style-type: none"> <li>• <a href="http://crt.r2m02.amazontrust.com/r2m02.cer">http://crt.r2m02.amazontrust.com/r2m02.cer</a></li> <li>• <a href="http://crl.r2m02.amazontrust.com/r2m02.crl">http://crl.r2m02.amazontrust.com/r2m02.crl</a></li> <li>• <a href="http://ocsp.r2m02.amazontrust.com">http://ocsp.r2m02.amazontrust.com</a></li> </ul> </li> </ul>
<b>First-party cookie settings</b>	First-party cookie settings should be set to at least <b>Prompt</b> (in Internet Explorer).
<b>Session cookie settings</b>	The option to allow session cookies should be selected.
<b>PDF reader</b>	A PDF reader is required.



**Important** • The listed required URLs are absolutely mandatory as they relate to Certificate Validation of the non-repudiated SSL certificates, which guarantee that communication between your network and the Cloud is not intercepted, redirected, or modified in any way by a third-party.



**Important** • The Software Vulnerability Research IPs are subject to change without notice, and you should not lock access to Software Vulnerability Research based on the current IP, but should rely on the SSL and certificate validation instead.

## Scan Configuration

To control when and how Software Vulnerability Research agents, that are installed and running as a services, collect data, perform the following steps.



**Task**

**To control when and how Software Vulnerability Research agents collect data:**

1. Log in to <https://app.flexerasoftware.com/login/?next=/>
2. Go to <https://app.flexerasoftware.com/#/settings/env/scan/>
3. The panel allows you to configure when and what you scan. By default, we scan daily at midnight (during the local agent host's time zone). See [Scan Configuration](#) for further details.

## Agent Deployment

This section details the following agent deployment methods:

- [Deploy a Windows Agent](#)
- [Deploy a Mac Agent](#)
- [Deploy a Linux Agent](#)
- [Deploy the Windows Agent Application through Microsoft's System Center Configuration Manager \(SCCM\)](#)
- [Run Windows Agent through the Microsoft System Center as a Task Sequence](#)
- [Deploy a Windows Agent through Microsoft's Windows Server Update Services \(WSUS\)](#)

## Deploy a Windows Agent

These deployment instructions explain how to install the Software Vulnerability Research Agent on a single Windows machine, where the agent will run as a service and report back to the Software Vulnerability Research server on a daily basis.

Before deploying the Windows Agent, see the prerequisites in [Agent-Based Scan – Requirements for Windows](#).



**Task**

**To deploy a Windows Agent:**

1. Log in to <https://app.flexerasoftware.com/login/?next=/>
2. In the Settings module, go to **Assessment > Downloads**. For details see, [Downloads](#).
3. Download the **Vulnerable Software Discovery Tool Installer for Windows**.

**Vulnerable Software Discovery Tool Installer for Windows:**

Version: 8.0.344

Download: [SVMScanInstall.msi](#)

Checksum (sha256): cd61c6561a3695ca13a001768700b416a95831d1fa98fd76fe01da3ce5b45b

4. Run the `SVMScanInstall.msi` on a Windows machine you wish to scan. This step will set the Agent up to run as a service.
5. Follow the scan settings you have configured in the Scan Configuration ( <https://app.flexerasoftware.com/#/settings/env/scan/> ). There are no configuration options to set during installation. In about 30 minutes, you should see the first set of scan results in the Software Vulnerability Research website.

# Deploy a Mac Agent

The Vulnerable Software Discovery Tool for Mac (svmscan\_macos) is a small, simple, customizable and extremely powerful scan engine that offers a fully featured command line interface (CLI) for scanning functionality.

This CLI allows you to run scans directly from the command line, or to launch scans by using the Software Vulnerability Research console.



**Important** • Ensure that the Vulnerable Software Discovery Tool for Mac is always available in a local folder on the target host.

Before deploying the Mac Agent, see the prerequisites in [Agent-Based Scan – Requirements for macOS](#).



## Task

### To deploy a Mac Agent:

1. Log in to <https://app.flexerasoftware.com/login/?next=/>
2. In the Settings module, go to **Assessment > Downloads**. For details see, [Downloads](#).
3. Download the **Vulnerable Software Discovery Tool for Mac**.
4. Click **svmscan\_macos.dmg** to download the Mac.

#### Vulnerable Software Discovery Tool for Mac:

Version: 8.0.358

Download: [svmscan\\_macos.dmg](#)

Checksum (sha256): 3cac04f62beec6a4e341d6a67afc02a893e85216412fbbe4ebf02381e9132e04

5. Double-click on downloaded dmg to view the contents. To save, drag and drop it to the preferred location.
6. Open a Terminal windows and run the following commands:  
  
cd Downloads/  
  
To install:  
  
sudo ./svmscan\_macos -i
7. Enter your administrator password. Then you should get information like this.

```
SVR -- bash -- 80x24
inet6 fe80::a02a:4b82:f32b:1141%utun0 prefixlen 64 scopeid 0x8
nd6 options=201<PERFORMNUD,DAD>
[Restored Jun 8, 2020 at 9:57:32 AM]
Last login: Mon Jun 8 09:57:30 on console
Restored session: Mon Jun 8 09:56:17 CDT 2020
[Restored Jun 9, 2020 at 1:07:45 AM]
Last login: Tue Jun 9 01:07:42 on console
Restored session: Mon Jun 8 10:44:39 CDT 2020
$ pwd
/Users/vm
$ cd SVR
$ ls
svmscan_macos.dmg
$ sudo ./svmscan_macos -i
Password:
[06/09 01:43:09.907] Initializing Flexera Software Vulnerable Software Discovery
Tool 8.0.0.358
[06/09 01:43:09.939] GUID : EA1E93D5-96B5-46EC-8D1F-C2AE37ACC763
[06/09 01:43:09.959] 'Flexera SVM Scanner' service started
[06/09 01:43:09.959] 'Vulnerable Software Discovery Tool' successfully installed
[06/09 01:43:09.959] Vulnerable Software Discovery Tool 8.0.0.358 shutting down
```

In about 30 minutes, you should see the first set of scan results in the Software Vulnerability Research website.



**Note** • To un-install run the following command.

```
./svmscan_macos.dmg -r
```

## Deploy a Linux Agent

Red Hat Enterprise Linux (RHEL) 7 is the only operating system officially supported by Flexera for the Vulnerable Software Discovery Tool for Red Hat Linux 7 RPM. It may be possible to install the scan Agent on operating systems and configurations other than those described. However, these have not been tested and are not supported by Flexera.

The scan Agent for RHEL uses the inventory which is already present (RPM) and displays this in Software Vulnerability Research after being processed by Flexera Detection/Version Rules.

Before deploying the Linux Agent, see the prerequisites in [Agent-Based Scan – Requirements for Red Hat Enterprise Linux \(RHEL\)](#).



### Task

#### To deploy a Linux Agent:

1. Log in to <https://app.flexerasoftware.com/login/?next=/>
2. In the Settings module, go to **Assessment > Downloads**. For details see, [Downloads](#).
3. Based on your version of Red Hat Linux, download the appropriate **Vulnerable Software Discovery Tool for Red Hat Linux**.

#### Vulnerable Software Discovery Tool for Red Hat Linux 7 RPM:

Version: 8.0.344

Download: [svmscan\\_linux-8.0.344-1.el7.x86\\_64.rpm](#)

Checksum (sha256): 21c78b5de44b75c2a925031m5c9be2a31425afe757d769ca8215cf72f71d0c1c

#### Vulnerable Software Discovery Tool for Red Hat Linux 6 RPM:

Version: 8.0.344

Download: [svmscan\\_linux-8.0.344-1.el6.x86\\_64.rpm](#)

Checksum (sha256): 97dc97f8f0139ba002039b1f8d1712a140a10a936e55c2de8308753957f89b00



4. Open a terminal session and run the following commands.



**Note** • Your file name may be different depending on the agent version you downloaded.

```
cd Downloads/
sudo yum install svmscan_linux-8.0.345-1.el7.x86_64.rpm
```

5. Enter your administrator password.

```
@localhost:~/Downloads
File Edit View Search Terminal Help
[ @localhost ~]$ cd Downloads/
[ @localhost Downloads]$ sudo yum install svmscan_linux-8.0.345-1.el7.x
86_64.rpm
[sudo] password for : 
```

6. If the following prompt appears, enter **y** if the installation is OK.

```
@localhost:~/Downloads
File Edit View Search Terminal Help
=====
Installing:
  svmscan_linux x86_64 8.0.345-1.el7 /svmscan_linux-8.0.345-1.el7.x86_64 1.2 M
Transaction Summary
=====
Install 1 Package

Total size: 1.2 M
Installed size: 1.2 M
Is this ok [y/d/N]: y
```



**Note** • To un-install run the following command.

```
./svmscan -r
```

## Deploy the Windows Agent Application through Microsoft's System Center Configuration Manager (SCCM)

To deploy the Windows agent application (SVMScanInstall.msi) through System Center Configuration Manager, perform the following steps.



### Task

#### To deploy the Windows Agent Application through SCCM:

1. Download the Windows Agent Application (SVMScanInstall.msi) from Software Vulnerability Research under **Settings > Assessment > Downloads**.
2. Move the installer into a source package directory on the SCCM server.
3. Open the **Configuration Manager Administration Console** and browse to **Software Library**.

4. Click **Applications** and right-click the central window to **Create Application**.
5. If you get any errors to browse and attach the SVMScanInstall.msi to the new application wizard while you're browsing through shared directories on the local server, use instead the UNC path of the file.

6. Open the **General Information** page to set up the primary configuration of your package, including the Installation parameters.
7. Set the installation command: `msiexec /i "SVMScanInstall.msi" /q`

If you wish, append extra logging with: `/L c:\agent.log`

8. Finish the application wizard. Find your new application displayed under the **Applications** menu in the **Software Library** of the Configuration Manager Console.
9. Right-click the application name and select **Distribute Content**. Select your distribution point and then complete that wizard too.

10. Right-click your new application once again and select **Deploy** to enable your clients to install the application package containing the SVMScanInstall.msi installer file.
11. Target your Agent package to the necessary device collections you wish to deploy your package to.

12. Under **Deployment Settings**, select **Required** if you want your application to be deployed with maximum priority as soon as possible.
13. Select **Available** to allow users to interact with the application and install it through the Software Center. Click **Next** to finish the wizard and deploy the application.

14. On the receiving end, open the Control Panel and then the Configuration Manager Client. Run the **Machine Policy Retrieval & Evaluation Cycle** and the **Application Deployment Evaluation Cycle** to sync and install the Agent application on the local machine.



**Note** • More detailed steps can be requested from Flexera's Software Vulnerability Research Technical Support Team.

# Run Windows Agent through the Microsoft System Center as a Task Sequence

To run the Software Vulnerability Research Agent from the Microsoft System Center as a scheduled task, see the steps below. No agents will be installed, and you will only need to maintain one agent binary. To stagger the scanning of multiple machines within a system, see [Randomize the Agent Scan Schedule](#).

- [Running the Vulnerable Software Discovery Tool Inside an SCCM Package](#)
- [Creating the Initial Scan and Weekly Reoccurring Scan](#)

## Running the Vulnerable Software Discovery Tool Inside an SCCM Package

To run the Vulnerable Software Discovery Tool inside an SCCM package, perform the following steps.



### Task

**To run the Vulnerable Software Discovery Tool inside an SCCM package:**

1. Open the Software Vulnerability Research console. From **Settings > Assessment > Downloads**, download the latest SVRScan.exe file and place it into a deployment share.

Settings > Assessment > Downloads

Account ▾ User Management ▾ Vulnerability Management ▾ Workflow Management ▾

#### Vulnerable Software Discovery Tool Installer for Windows:

Version: 8.0.308

Download: [SVMScanInstall.msi](#)

Checksum (sha256): 6e38b8bf626baec368714a502036479ad1539a6fc570ac52425b9b7874cae36a

#### Vulnerable Software Discovery Tool for Windows:

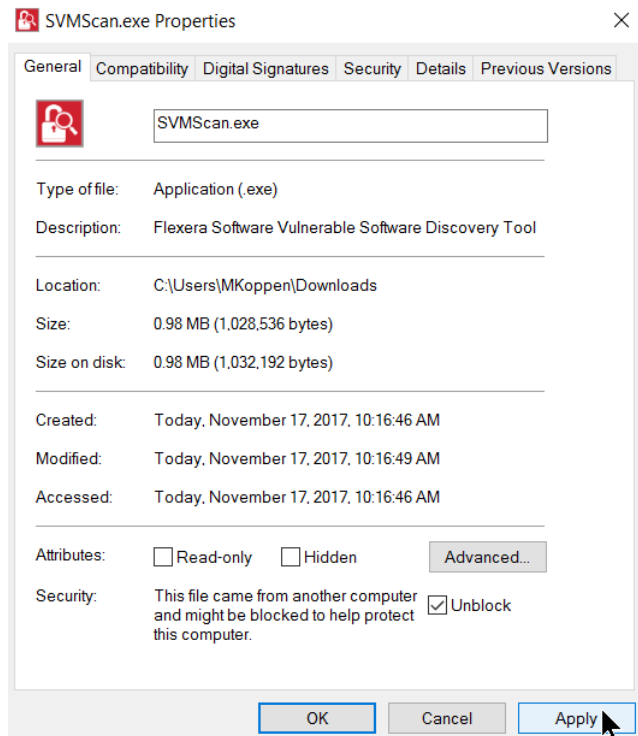
Version: 8.0.308

Download: [SVMScan.exe](#)

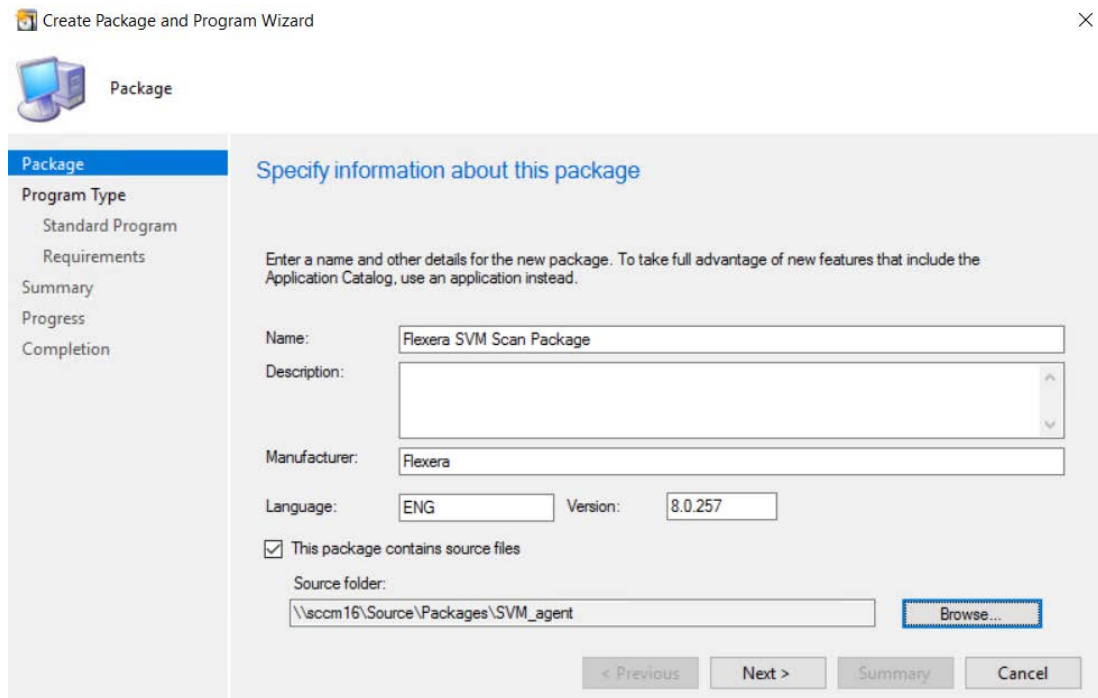
Checksum (sha256): 2cf1404ddd561a8000963fdbc3d40a7c80e5b55533c7a11b707fa07c7ba682dc



**Note** • Make sure to right click on the .exe in the deployment share to “Unblock” it. Click **Apply > OK**.



2. Launch the ConfigMgr console. Select **Software Library > Application Management > Packages**.
3. From the ribbon, click **Create Package**.
4. Complete the package information and click **Next**.



5. On the **Program Type** page, ensure **Standard Program** is selected and click **Next**.

6. On the **Standard Program** page, configure the following settings and click **Next**.

Setting	Description
<b>Name</b>	Enter <b>SVM Vulnerable Software Discovery Tool</b> .
<b>Command Line</b>	Enter the following:  SVMScan.exe -c -v -d c:\windows\temp\svmscan.log  This command line creates a scan log file up to 16 MB in size.
<b>Run</b>	Set to <b>Hidden</b> .
<b>Program can run</b>	Select <b>Whether or not a user is logged on</b> .

Create Package and Program Wizard X

Standard Program

Package  
Program Type  
**Standard Program**  
Requirements  
Summary  
Progress  
Completion

Specify information about this standard program

Name: SVM Scan

Command line: SVMScan.exe -c -v -d c:\windows\temp\svmscan.log Browse...

Startup folder:

Run: Hidden

Program can run: Whether or not a user is logged on

Run mode: Run with administrative rights

☐ Allow users to view and interact with the program installation


Drive mode: Runs with UNC name

☐ Reconnect to distribution point at log on

< Previous
Next >
Summary
Cancel

7. On the **Requirements** page, complete the requirements as shown below and click **Next**.

Create Package and Program Wizard ×

 Requirements

Package

Program Type

Standard Program

**Requirements**

Summary

Progress

Completion

### Specify the requirements for this standard program

☐ Run another program first

Package:  Browse...

Program:

☐ Always run this program first

Platform requirements

☒ This program can run on any platform

☐ This program can run only on specified platforms

☐ All Windows RT

☐ All Windows RT 8.1

☐ All Windows 10 (32-bit)

☐ All Windows 10 (64-bit)

☐ All Windows 7 (64-bit)

☐ All Windows 8 (64-bit)

☐ All Windows 8.1 (64-bit)

☐ Windows Embedded 8 Industry (64-bit)

☐ Windows Embedded 8 Standard (64-bit)

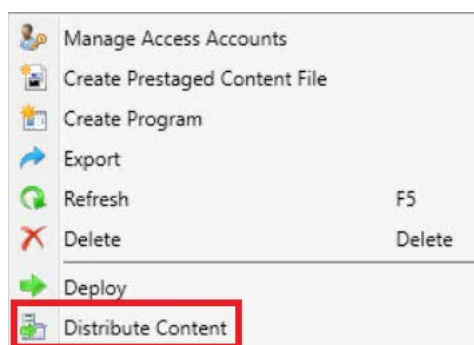
☐ Windows Embedded 8.1 Industry (64-bit)

Estimated disk space:  MB

Maximum allowed run time (minutes):

< Previous **Next >** Summary Cancel

8. Finish the wizard.
9. Distribute the package to all Distribution Points or groups using the **Distribute Content** feature.



## Creating the Initial Scan and Weekly Reoccurring Scan

To create the initial scan and the weekly reoccurring scan, perform the following steps.




### Task

#### To create the initial scan and the weekly reoccurring scan:

1. Select the Package and click **Deploy** on the ribbon.
2. On the **General** page, select the target collection and click **Next**.
3. On the **Content** page, verify that the content is distributed and click **Next**.
4. On the **Deployment Settings** page, ensure the purpose is Required and click **Next**.
5. On the **Scheduling** page, in the Assignment schedule click **New**. Schedule a scan for as soon as possible and create a weekly scanning schedule. Also configure the Rerun behavior deployment to **Always rerun program**.

Deploy Software Wizard ×

 Scheduling

General  
Content  
Deployment Settings  
**Scheduling**  
User Experience  
Distribution Points  
Summary  
Progress  
Completion

### Specify the schedule for this deployment

This program will be available as soon as it has been distributed to the content servers unless it is scheduled for a later time below. For required applications, specify the assignment schedule.

☐ Schedule when this deployment will become available:  
11/17/2017 10:01 AM ☐ UTC

☐ Schedule when this deployment will expire:  
11/17/2017 10:01 AM ☐ UTC

Assignment schedule: New... Edit... Delete

As soon as possible  
Occurs every 1 weeks on Friday effective 11/17/2017 10:02 AM

Rerun behavior: Always rerun program

< Previous Next > Summary Cancel



**Tip** • For larger environments, it is recommended to spread out the execution schedule of the scan package to avoid spikes of network traffic.

6. On the user **Experience** page, click **Next**.
7. On the user **Distribution Points** page, select **Download content**, and click **Next**.



8. Finish the wizard.

You can now monitor the scanning results from the Software Vulnerability Research console. To stagger the scanning of multiple machines within a system, see [Randomize the Agent Scan Schedule](#).

## Randomize the Agent Scan Schedule

To set up a random scan schedule to stagger the scanning of multiple machines within a system, the following command line applies to all platforms:

```
SVMScan.exe -c -si <scan interval upper limit>
```

“si” represents the scan interval, and the scan interval’s upper limit can be set up by the number of minutes.

For example, `SVMScan.exe -c -si 50` would mean that the scanning agent will start scanning after a delay of random minutes, which could be from 1 to 50 minutes.

## Deploy a Windows Agent through Microsoft’s Windows Server Update Services (WSUS)

When you deploy the Software Vulnerability Research Windows Agent through Microsoft’s WSUS, the Windows Agent is installed on machines that report into WSUS, is scheduled to run as a service, and reports results back daily.



## Task

### To deploy a Windows Agent through WSUS:

1. If not already done, install and configure the Software Distribution Daemon for Windows. See [Daemon Deployment](#) and [Install the Daemon](#).
2. To view the Daemon's status page, go to **Settings > Assessment > Update Servers & Daemon**. After you click a Daemon, select one of the following options: **More Info**, **Schedule Refresh**, **View Servers & Groups**, **Deploy Agent**, **Delete Daemon**, and **Disable Daemon**.

W8	Available	2018-09-05	2018-11-02		
<a href="#">More Info</a>	<a href="#">Schedule Refresh</a>	<a href="#">View Servers &amp; Groups</a>	<a href="#">Deploy Agent</a>	<a href="#">Delete Daemon</a>	<a href="#">Disable Daemon</a>

⏮

⏪

Page

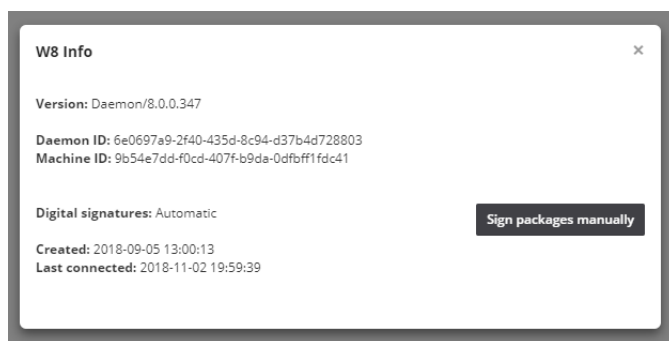
1

of 1

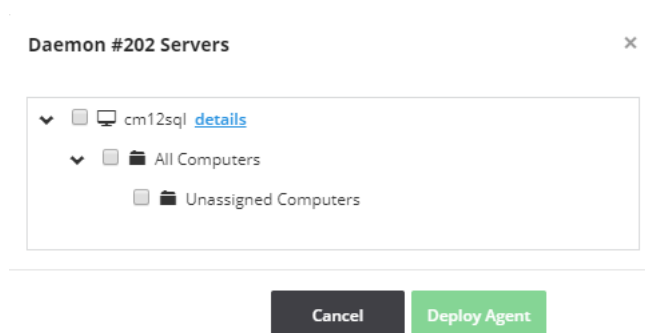
⏩

⏭

- Select the **More Info** option to see Daemon information like the screen capture below. The **Last Connected** time stamp confirms whether the Daemon has reported recently, which is usually an indicator for good health. To sign packages externally, click **Sign Packages manually**. By default, it is set to **Automatic**.



- Select **View Servers & Groups** to display the Software Vulnerability Research instance your Daemon has been integrated with.
3. To publish an Agent Deployment package to WSUS and to select the server and corresponding computer groups it maintains, select **Deploy Agent**.



In theory and practice, you can have multiple Daemons set up in multiple networks connected to multiple deployment servers. You can also select your package to be published to multiple deployment servers simultaneously in a centralized fashion.

# Daemon Deployment

The Software Distribution Daemon has to be installed and configured to publish patches (see [Patching](#)) as software updates to WSUS. It runs as a background service with no user interaction. It doesn't have to be installed on the WSUS server, but the host must be the exact same operating system version and patch level. For details, see the [Daemon Software Requirements](#).

The account that runs the Daemon must have:

- Run-as Service privileges
- Windows Server Update Services Administrator privileges

This section details the following daemon deployment activities:

- [Install the Daemon](#)
- [Add a Digital Certificate to Windows Server Update Services \(WSUS\)](#)
- [Create a Group Policy to Deploy Your Certificate](#)

For additional Windows Server Update Services (WSUS) and daemon information, see [Update Servers & Daemon](#).

## Install the Daemon

To install the daemon, perform the following steps.



### Task

#### To install the daemon:

1. Log in to <https://app.flexerasoftware.com/login/?next=/>
2. In the Settings module, go to **Assessment > Downloads**. For details see, [Downloads](#).
3. Download the **Software Distribution Daemon for Windows**.

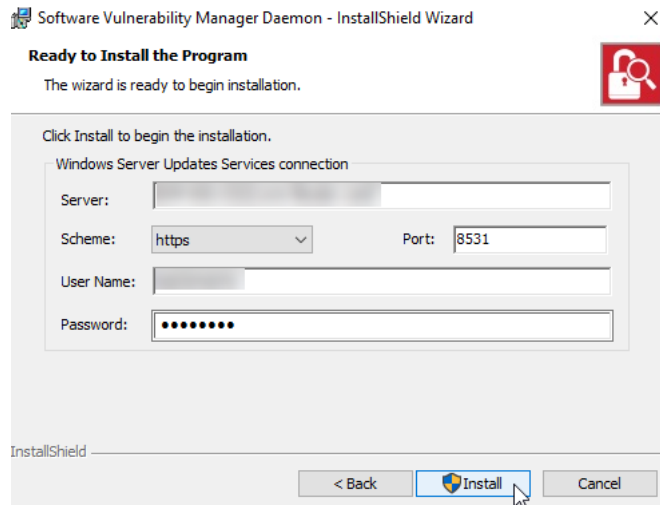
#### Software Distribution Daemon for Windows:

Version: 8.0.344

Download: [SVMDaemonInstall.msi](#)

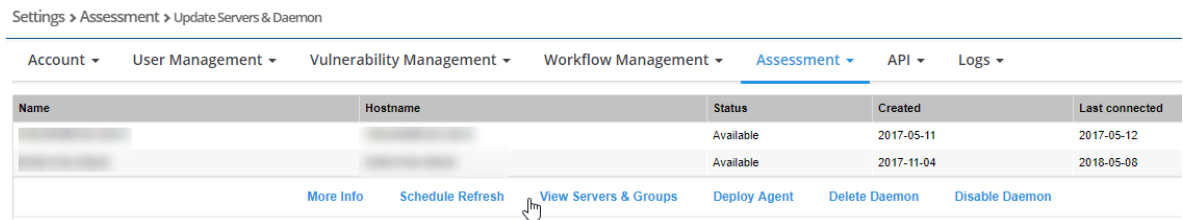
Checksum (sha256): f41b1a2966898a2f897ccfc318c4e49cd12a1bf0de9b9c4adee5ef7e722eb886

4. Identify the machine to host the SVM Daemon. This machine must have access to your company's Windows Server Update Services (WSUS) server and must have the Windows Remote Server Administration Tools installed. The daemon runs in the background of this machine and acts as the host to receive patch data from the Software Vulnerability Research web server and to deploy the patches to your company's WSUS server.
5. Run the Installer.
6. Enter the server name, scheme, port, and credentials to your WSUS server.

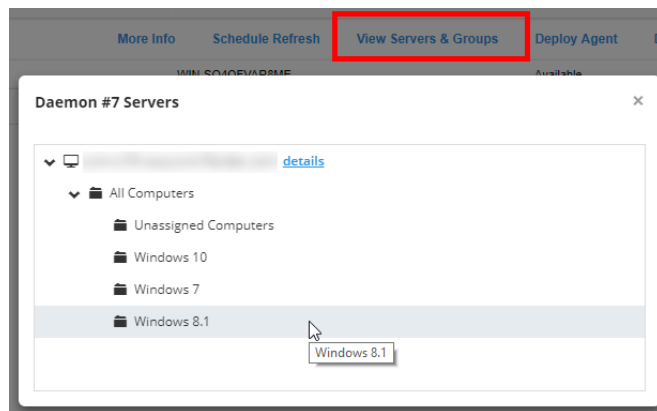


7. Click **Install**.

8. After the daemon is installed (wait about 10 minutes), you should see the daemon appear in the Software Vulnerability Research web server.



9. The best way to test to ensure the daemon is communicating correctly is to click **View Servers & Groups**. You should see a list of computers your WSUS server can talk to.



At this point, the daemon is configured. Before you can deploy patches, you must [Add a Digital Certificate to Windows Server Update Services \(WSUS\)](#), and then ensure that certificate is trusted by all machines you wish to deploy patches to.

# Add a Digital Certificate to Windows Server Update Services (WSUS)

Before you can deploy third-party patches in WSUS, you must prepare the WSUS server.



## Task

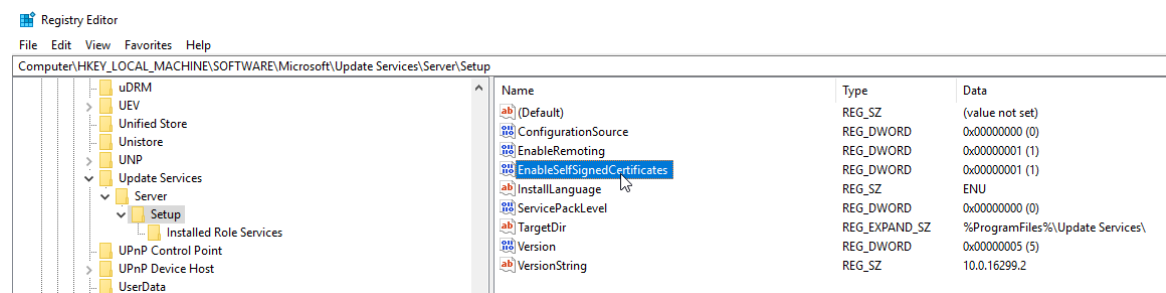
### To add a Digital Certificate to WSUS:

1. Create the following Registry Key:

Windows Registry Editor Version 5.00

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Update Services\Server\Setup]

"EnableSelfSignedCertificates"=dword:00000001



2. Add a Code Signing Digital Certificate to WSUS.

You have two options:

- Add a Code Signing Digital Certificate you already have to WSUS
- Have the Daemon generate a new code signing certificate

### Add a Code Signing Digital Certificate you already have to WSUS

Open a command prompt and enter (replace <pfxFile> with a path to your pfx file and replace [password] with the pfx file password):

```
cd "c:\Program Files\Flexera Software\SVM Daemon"
svmpd.exe UseCert <pfxFile> [password]
```

### Have the Daemon generate a new code signing certificate

Open a command prompt and enter:

```
cd "c:\Program Files\Flexera Software\SVM Daemon"
svmpd.exe NewCert
```

Once you have added a certificate, you need to deploy the certificate to machines that will receive the patches (they need to trust the patched from WSUS). See the next topic for this.

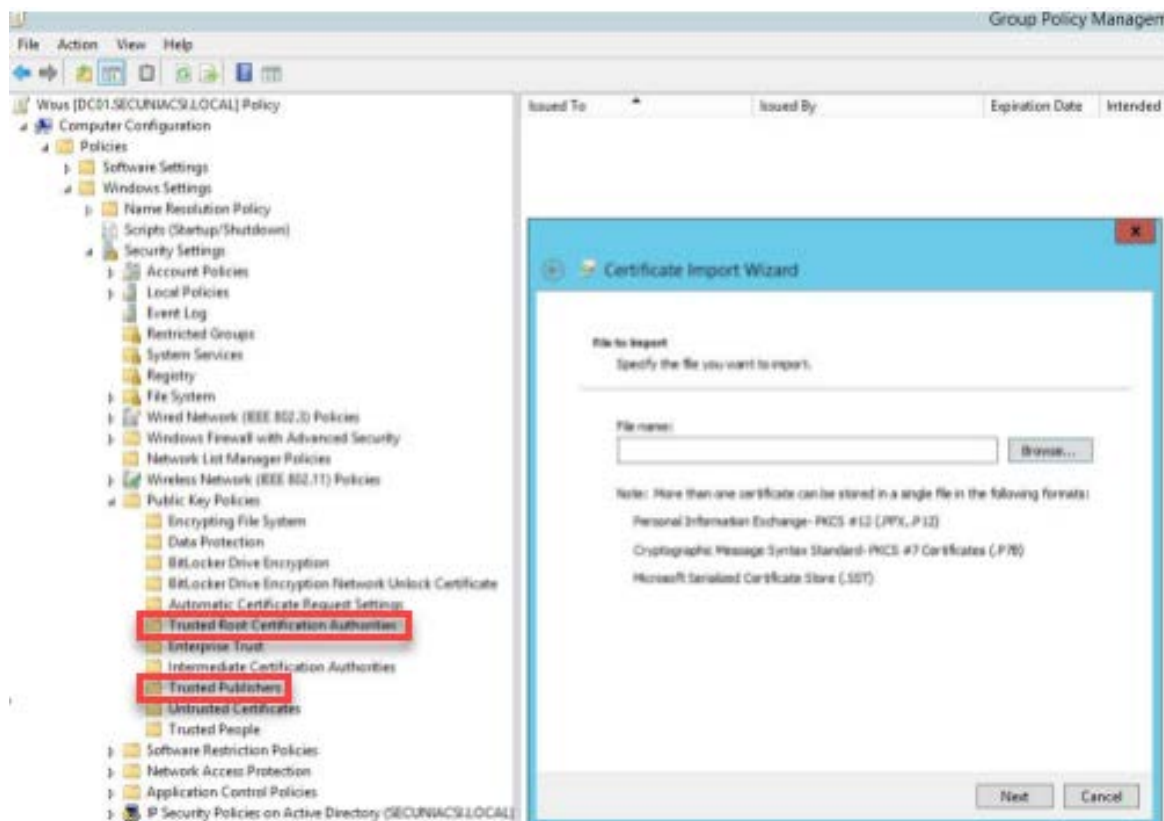
## Create a Group Policy to Deploy Your Certificate

This section describes how to create a Group Policy Object (GPO) for WSUS by using the Group Policy Management console. Once the GPO is created and linked to the correct Organizational Unit (OU), the computers in that OU will download the WSUS publisher self-signed certificate and Windows settings so that third-party updates can be downloaded correctly.



**Task**      **To create a Group Policy Object (GPO):**

1. Connect to the WSUS server and click **Next**.
2. When the “Export Signing Certificate” pop-up appears, click **OK** to save certificates to your documents folder.
3. Launch the Group Policy Management Console on your Domain Controller.
4. Navigate to **Group Policy Management > Forest > Domains > Organizational Unit**.
5. Right-click the **Organizational Unit > Create a GPO** in this domain, and Link it here > **Name the GPO** such as “SVM-WSUS” or as per your policy.
6. Right-click the GPO and click **Edit**.
7. Navigate to **Computer Configuration > Policies > Windows Settings > Security Settings > Public Key Policies**.
8. Import the previously exported “wsuskey.cer” Certificate in the "Trusted Root Certification Authorities" and "Trusted Publishers" Folders.

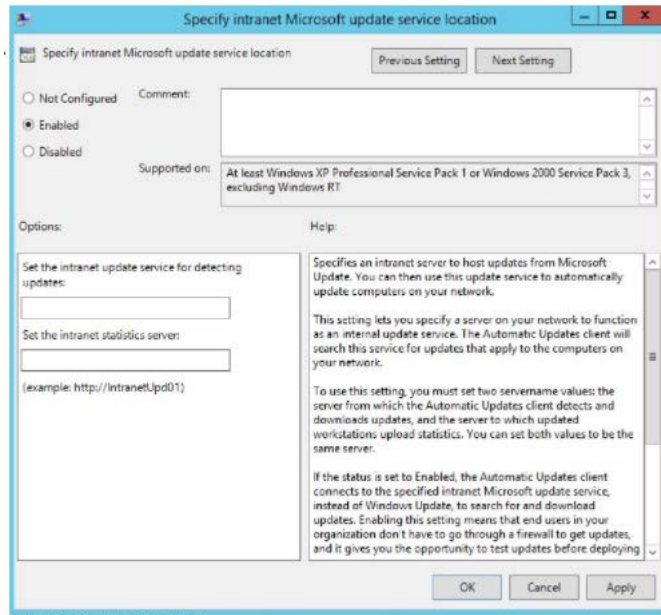


9. Navigate to **Computer Configuration > Policies > Administrative Templates > Windows Components > Windows Update**.
10. Double-click the Windows Update Folder.
11. Double-click **Specify Intranet Microsoft update service location** and change the Settings to **Enabled**. Specify your WSUS server address on **Set the intranet update service for detecting updates** and click **Apply**.

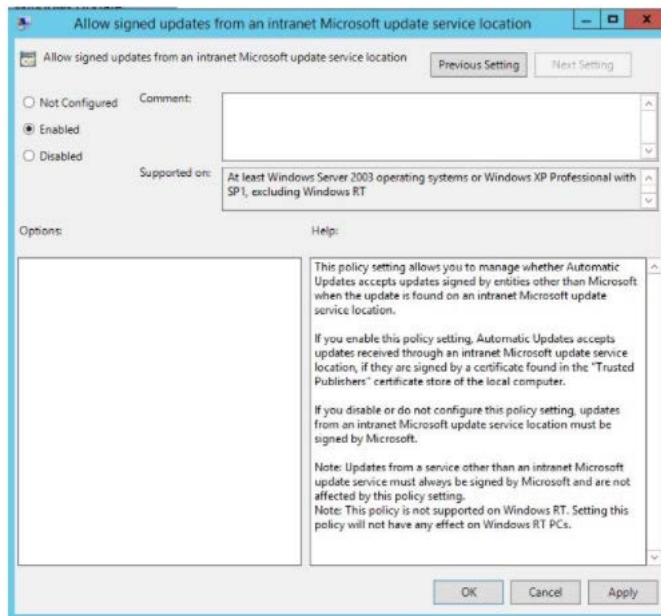


**Note** • This setting should only be changed if you are using WSUS. Don't configure this setting if you are using SCCM).

If you have another GPO which points your machines to the correct WSUS server, then re-specifying WSUS is not required.



12. Double-click **Allow signed updates from an intranet Microsoft update service location** and change the **Settings** to **Enabled**.



13. Click **Apply** > **OK** and close the GPO editor.

Computers will download the Policy after the next policy refresh interval or reboot. You can force the policy to apply by running the command:

```
gpupdate /force
```

Sometimes it may take several hours for the policy to actually propagate. You can verify that the GPO is being applied to the machine by checking to see if the certificates have been added to the appropriate certificate stores on any given machine.

If the GPO has not been applied yet, or it is not being applied to the machine in question, then you will receive an error (0x800b0109) when deploying third-party updates.

## Smart Group Configuration

Smart Groups are powerful reporting tools that can be customized to deliver a valuable overview of the software vulnerability exposure of your clients, networks, and products. You can create a Smart Group in the **Assessment** module of Software Vulnerability Research.

This section includes the following Smart Group topics:

- [Conditions and Logic Operators](#)
- [Simple Smart Groups](#)
- [Advanced Smart Groups](#)
- [Additional Smart Group Information](#)

## Conditions and Logic Operators

Smart Groups can be saved when there is one or more conditions configured with their corresponding logic operators and values. You can create as many Smart Groups as you need, as long as you don't repeat the same condition and logic combination twice within a single smart group.

Smart Group configuration consists of 21 conditions, which are sorted into three primary categories: Device, Product, and Advisory. Many of the conditions include one or more logic operators, which allow you to further customize your use cases.

The image displays three panels, each titled 'Conditions:', showing the available conditions for Smart Group configuration. Each panel has a dropdown menu to select a condition and a list of available options.

- Panel 1 (Left):** The dropdown is 'Device Conditions'. The list includes: Device Platform, Device Name In, Device Secure Type, Device System Score, Device Name, Device Active Directory, Operating System In, and Device Last Scan Date.
- Panel 2 (Middle):** The dropdown is 'Product Version Conditions'. The list includes: Product Secure Type, Product Version Name, Product Version In, Product Version Not In, Parent Product In, Parent Product Not In, and Product Vendor In.
- Panel 3 (Right):** The dropdown is 'Advisory Conditions'. The list includes: Advisory SAID, Advisory Title contains, Advisory Criticality, Advisory Where, Advisory Solution Status, Advisory Zero Day, Advisory CVE(s), Advisory CVSS Score, Advisory Initial Release Date, and Advisory Current Release Date.



## Simple Smart Groups

Before creating a Simple Smart Group, you should consider the scenario you want to report on and know the particular conditions of your use case. For example, insecure status, product name, network location, and attack vector are all conditions that can be used on its own to report a great deal of valuable information.

Smart Groups that contain a single condition are simple by design, but they can deliver great insight on devices and network, products and vulnerabilities.

The following are Simple Smart Group examples that contain one condition:

**Table 3-2 • Simple Smart Group Examples**

Smart Group	Condition
<b>Show all Insecure Products or EOL</b>	Product Secure Status = Insecure / EOL
<b>Show Windows devices managed by me</b>	Device Platform = Windows
<b>Monitor a specific program version</b>	Product Version Name = Flash 31.x
<b>See sum of devices and programs under a specific organizational unit (OU)</b>	Device Active Directory = DC=Clients, DC=domain, DC=com
<b>See all vulnerable software from a Remote attack vector</b>	Advisory Where = From Remote

## Advanced Smart Groups

Advanced Smart Groups usually represent a use case scenario with multiple logic conditions being true.

If you take the five [Simple Smart Groups](#) illustrated above and configure all of them under one single Smart Group, you will achieve an Advanced Smart Group.

For example, the Advanced Smart Group shown in the screen shot below will report on Insecure Flash 31.x with attack vector From Remote on PCs in the Workstations OU of my domain.

Create Smart Group

Name

Insecure Flash 31.x at Workstations on Windows from Remote

Priority

High

Conditions:

Device Conditions

Device Active Directory

Device Platform

Product Version Conditions

Product Secure Type

Product Version Name

Advisory Conditions

Advisory Where

Desktops

Select Active Directory

Windows

Insecure

Flash 31.x

From remote

contains

×

+

×

+

×

+

×

+

Cancel

Save

The more specific you are in the search you perform, the more specific the results will be that you get back from the vulnerability database of your account, which manages your Smart Group queries.

## Additional Smart Group Information

For additional Smart Group information, see:

- [Smart Group Selection Order](#)
- [Create a Smart Group](#)
- [Create a Smart Groups Report](#)

## Workflow Management Rules

In Software Vulnerability Research under **Settings > Workflow Management > Rules**, you can create rules that partially or fully automate workflow.

Rules can only be created by an Administrator and must contain at a minimum one trigger and one action. For a list of triggers and actions, see [Rule Channels, Triggers, and Actions](#). If needed, you can configure many different options into one rule.

This section includes the following Workflow Management Rule topics:

- [Create a Workflow Rule - Overview](#)
- [Rule Triggers](#)
- [Patch Rule Actions](#)
- [Notification Actions](#)

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Software Vulnerability Manager Next User Guide

- [Default Workflow Rules](#)
- [Custom Workflow Rules](#)

## Create a Workflow Rule - Overview

To create a workflow rule, perform the following steps.



### Task

#### To create a Workflow Rule:

1. Click **+** to create a new Workflow Rule.
2. Enter the **Rule** name and click **Choose Rule Trigger**. For details, see [Rule Triggers](#).
3. Select the channel and trigger from the drop-down lists and click **Save**. An **Add Action** icon will appear. For an example, see [Patch Rule Actions](#).
4. Select the action to be taken from the drop-down list when the rule is triggered and click Save. Add any additional actions required and save the rule.
5. Select the appropriate rule Notification. If you choose to send an email or SMS, you can select multiple users or broadcast groups for the email or SMS notification by clicking the appropriate user names or broadcast groups. A check mark will appear next to the selected users or broadcast groups. The selected user names will appear in the **Users** field; the selected broadcast groups will appear in the **Broadcast to Groups** field. For details, see [Notification Actions](#).
6. Click **Edit** to change and to **Enable** or **Disable** a rule.

## Rule Triggers

Within a given rule, select one of the following **Rule Triggers**: Advisory, Analytics, Patch, Policy, Release, Ticketing, and User management.

Choose Rule Trigger

Patch

Advisory

Analytics

Patch ✓

Policy

Release

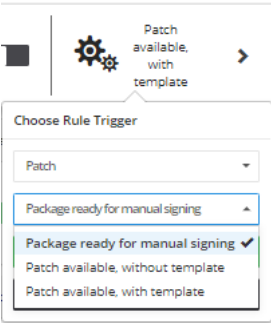
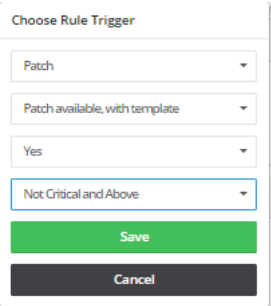
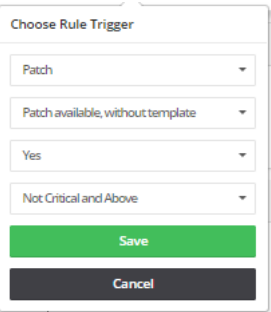
Ticketing

User

Cancel

For example, if you select Patch as the subject of your desired workflow, you must choose one patch rule trigger:

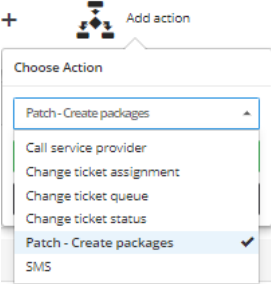
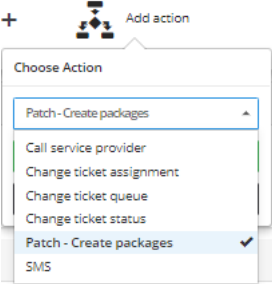
Table 3-3 • Patch Rule Trigger Options

Option 1: Patch ready for manual signing	Option 2: Patch available with template, affecting my environment = Yes, Not Critical or Above	Option 3: Patch available without template, affecting my environment = Yes, Not Critical or Above
		

## Patch Rule Actions

After selecting the appropriate Patch Rule trigger option, you can create Patch Rule actions such as Patch - Create Packages and Patch - Publish to deployment servers.

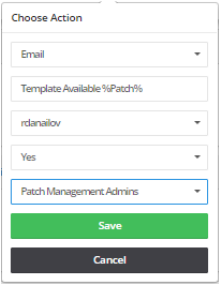
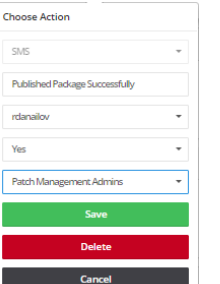
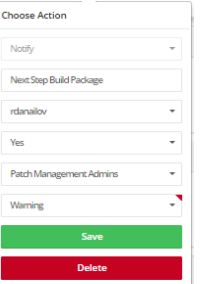
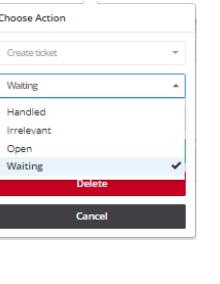
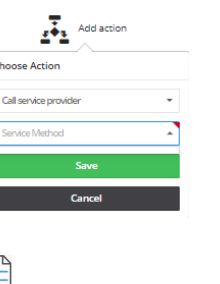
Table 3-4 • Patch Rule Action Options

Patch - Create Packages	Patch - Publish to deployment servers
	

# Notification Actions

You can create several Notification Actions to communicate your rules using **Email**, **SMS**, **Notify**, **Create ticket**, and **Call service provider**.

Table 3-5 • Notification Actions

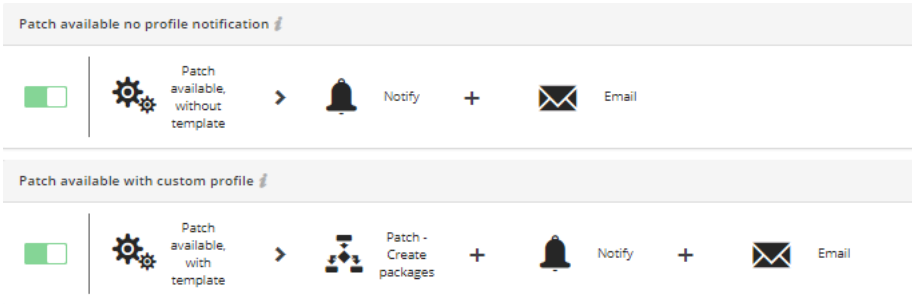
Email the user with custom message and broadcast the email to members of a particular group	SMS the user with custom message and broadcast the text to members of a particular group	Notify the user with custom message and broadcast the email to members of a particular group	Create ticket with status Waiting for handling	Call Service Provider
				
<div><div>Note • This option requires prior integration configuration with the service provider.</div></div>				

# Default Workflow Rules

Software Vulnerability Research includes default workflow rules, which relate to ticketing, advisories, patching, and more. When selecting workflow rules, you should use either default workflow rules or custom workflow rules. Custom rules cancel out default rules, and two custom rules with identical triggers and actions cancel each other out.

The screen shot below provides two default patch rules:

- The first rule detects Patches without a template, and it sends an internal notification and an Email.
- The second rule detects Patches with a configured template, creates the package, and sends an internal notification and an Email.



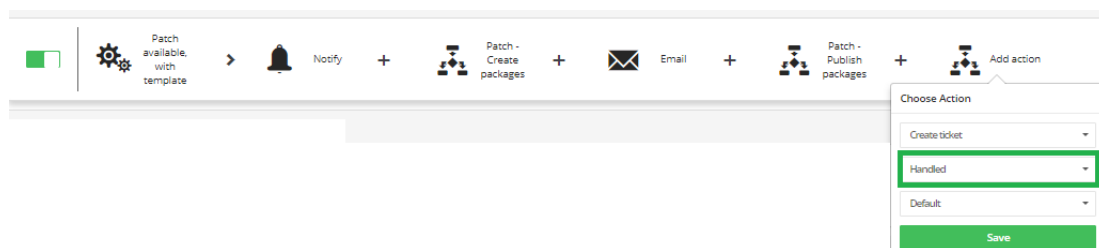
The default workflow rules should be used as a template. It's good practice to disable the default workflow rules to make custom workflow rules with the same settings. Custom rules cancel out default rules, which might cause unforeseen issues. For additional information, see [Default Workflow Rule Examples](#).

## Custom Workflow Rules

A Custom Workflow Rule is any workflow rule that was built from scratch by the user. It might be a simple workflow rule or a more complex one.

The custom workflow rule screen shot below includes:

1. A patch with a template
2. Creating an internal notification in Software Vulnerability Research
3. Creating a patch package
4. Single user email notification
5. Publishing the patch package
6. Creating a notification to the single user and to the Patch Management Admins user group
7. Creating a ticket and marking it **Handled** because this workflow rule automatically handled the package from its release phase to its publishing to the WSUS/System Center Configuration Manager.



**Note** • This custom workflow rule will cancel out all default workflows labeled **Patch available with Template**.

## Patching

Patching through the Software Vulnerability Research can be performed as a manual, semi-automated, or fully automated process.

This section describes the following patching topics:

- [System Requirements for Patching](#)
- [Packages](#)
- [Patch Template](#)
- [Build Package](#)
- [Package Deployment](#)

# System Requirements for Patching

Before you start patching, allow your system to access <http://crl3.digicert.com> and <http://crl4.digicert.com> on the Software Vulnerability Research host machine to create patching packages.



**Important** • If your organization allows specific URL access to the Internet, and you are having problems downloading or verifying a patch, ensure the CRLs are allowed; examine the logs to identify the download's source, and examine the certificate at that address for its CRL distribution points.

## Packages

You can create packages without scanning your network because Flexera has provided several default package templates that are ready to be built into physical update packages on the fly.

It's a best practice to scan your hosts before creating any packages. After clicking the Patching module's blue filter icon, the left-most filter allows you to filter only patches **Affecting Your Environment**. There are other patching filters under the blue filter button.

The screenshot shows the 'Patch Library' tab in the software interface. It displays a list of patches with filters for CPE, Product name, Vendor name, and Secure version. The 'CPE' filter is currently set to 'Yes'. There are buttons for 'Apply', 'Reset', 'Save', and 'Delete'.



### Task

#### To successfully create and deploy third-party packages:

1. Install and configure the Software Distribution Daemon for Windows. See [Deploy the Windows Agent Application through Microsoft's System Center Configuration Manager \(SCCM\)](#).
2. Configure Workflow Rules for Patching and automate the patching process as much as you want or as much as the process requires.
  - For automatic patching workflow rule examples, see [Rule Triggers](#), [Patch Rule Actions](#), and [Notification Actions](#).
  - For a manual patching workflow rule, create the following steps: **Create Template > Build Package > Create Deployment > Confirm Daemon Publishing**.

For further information regarding package deployment filters, package deployment details, and package updates see [Patch Library](#), [Packages](#), and [Deployment](#).

## Patch Template

To create a patch template, perform the following steps.



### Task

#### To create a patch template:

1. After applying the filter to view only the patches required in your environment as described in [Packages](#), select the most important application to patch. Then select Create template.

A blank Patch Template window appears with fields to enter the features and configuration settings of an update package.

2. Enter the **Template name** and (optional) **Description**.
3. Select the **Package configuration** options from the drop-down lists and click **Save**. A sample patch template is shown below.



**Note** • The Package configuration options will vary depending on the Product you are creating a Patch template for.

Choose your template name

Adobe Acrobat Reader DC

Here you can give a description of the template. For example, what it does, the contents, usage, etc.

Description

Package configuration

Architecture

32-bit/64-bit

Language settings

English (US)

Protected View for Outlook Settings

Default

Protected View Settings

Default

Clean Install Options

Perform a clean installation

Install/Update Options

Disable Automatic Updates

Remove Desktop Shortcut

Disable Automatic Updates

Prevent collection of anonymous usage statistics

Enable Enhanced Standalone Security

Enable Enhanced Browser Security

Remove Purchase Acrobat menu item

Disable messages about upgrading to Adobe Acrobat

Enable Printer Toner Saver

Disable Adobe Cloud features

Remove EULA

4. The **Path information** option allows users to create custom patch templates, which may be specified to account for multiple or non-standard installation paths to aid in detection of such applications. To create a custom patch template, click **Add Path**. When the **Add Path Applicability Rule for Package** window appears, manually enter the



custom installation path and click **Add Path**. To delete this path, click the red minus button. After entering the applicable **Path information**, click **Save**.

5. After creating a Patch Template, deploy the patch using a [Build Package](#).

## Build Package



**Important** • To build and deploy a package, you must first download and install the Software Vulnerability Research Daemon on your Windows Software Update Server. For further information, see [Daemon Deployment](#) and [Install the Daemon](#).



### Task

#### To build a package:

1. Click a package in the **Patch Library** grid and select Build packages.

2. When the **Build packages** window appears, select all templates to build packages for from the drop-down list and click Build. Patch Templates include the user who created the Patch Template and a time stamp for when the Patch Template was created.

3. Publish the package to your environment using [Package Deployment](#).

## Package Deployment

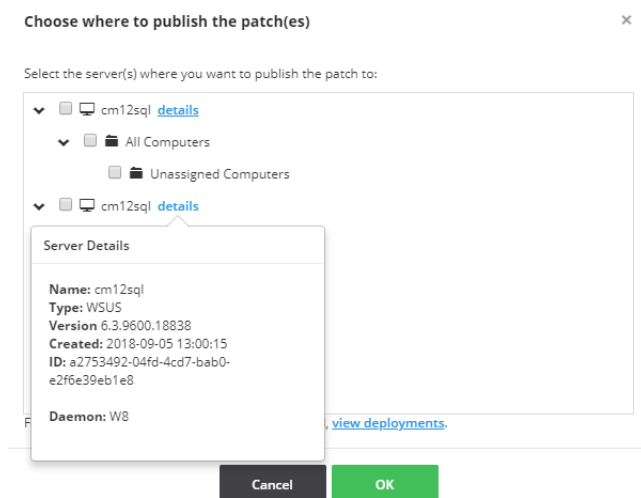
To publish the package to your environment, navigate to **Patching > Packages** in Software Vulnerability Research. To view package options other than deployment, see [Packages](#).



### Task

#### To create deployment:

1. Select **Create Deployment**. The **Choose where to publish the patch(es)** dialog box will open.
2. Select the servers or groups to publish the patch(es).



3. Click **OK**.

After you create your deployments, it is up to your Daemon to come and collect the deployed packages. The Daemon connects to the Flexera Cloud about once every 10 minutes. However, the Daemon connection time might be extended if the Daemon experiences network issues.

## Additional Patching Information

For additional Patching information, see:

- [Patching Tickets](#)
- [Manual Signatures](#)

# 4

## Dashboard

The Dashboard is the default home page that provides you with an overview of vulnerability management processes and gives you access to your latest vulnerability intelligence and Advisories. The information is presented with the help of various widgets.

- [Dashboard with Threat Intelligence Module](#)
- [Dashboard without Threat Intelligence Module](#)

### Dashboard with Threat Intelligence Module

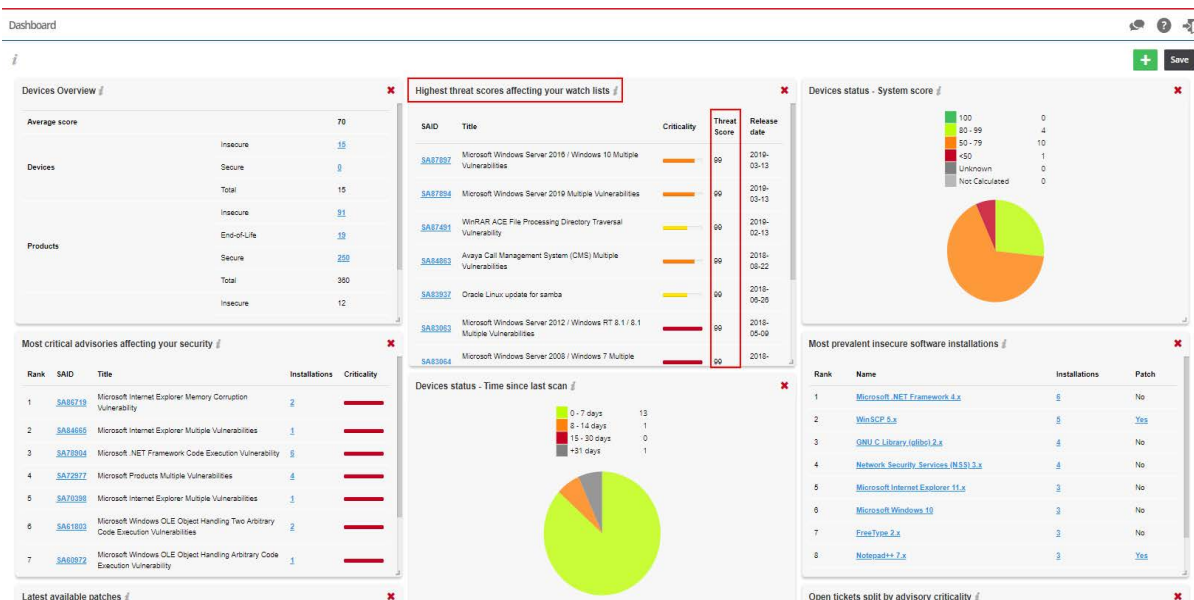
The below figure shows the Dashboard with the Threat Intelligence Module, the additional widget **Highest threat scores affecting your watch lists** get included in the main page.



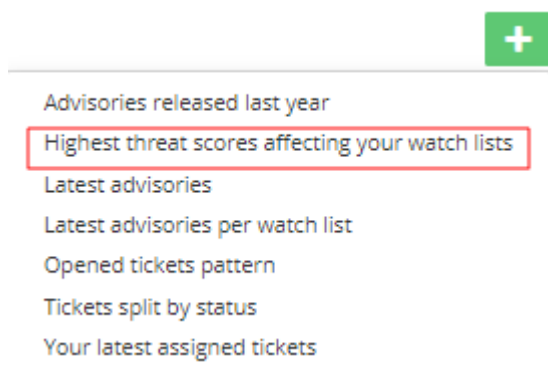
---

**Note** • Please note the following:

- This add-on requires purchase of the Software Vulnerability Research Threat intelligence Module
- To purchase this module, contact your sales representative or contact us online at: <https://www.flexera.com/about-us/contact-us.html>



Click  to add the **Highest threat scores affecting your watch lists** widget and Save to save the changes you made.



**Note** • Click the  icon to see more information about the widget.

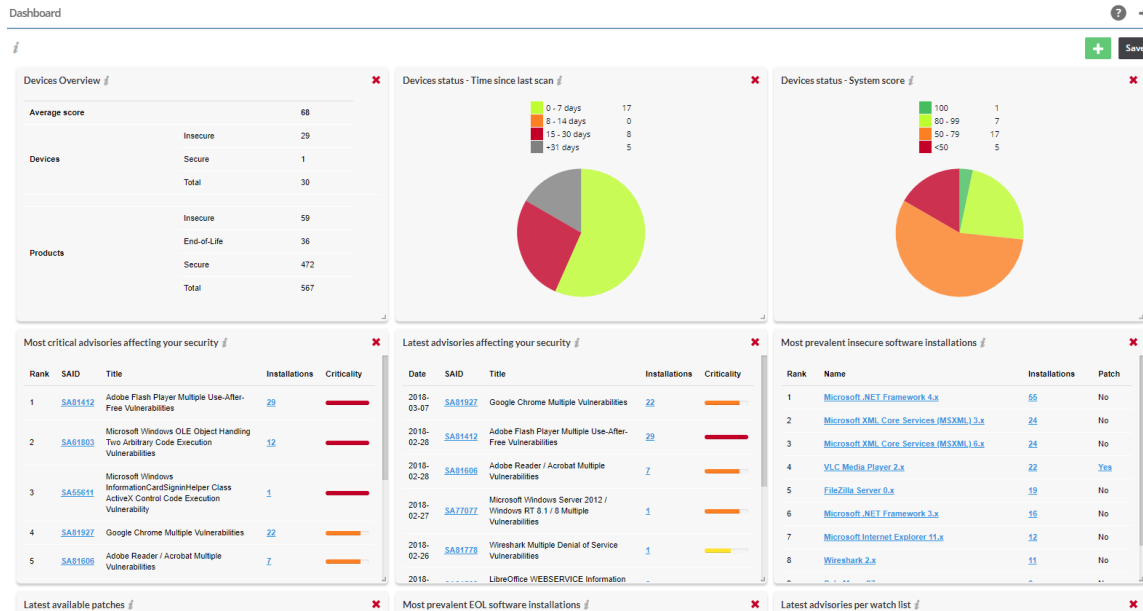
## Dashboard Widget


In addition to the features explained in the **Dashboard > Dashboard without Threat Intelligence > Dashboard Widgets**, the following widget is added:

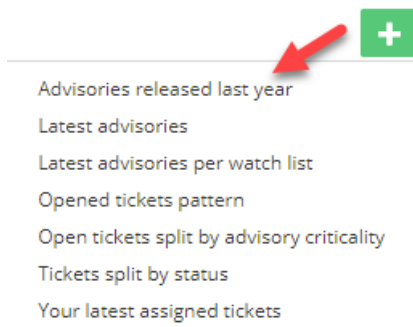
- **Highest threat scores affecting your watch lists** - displays those advisories with the highest threat scores affecting the watch lists.

# Dashboard without Threat Intelligence Module

The below figure shows the Dashboard without the Threat Intelligence module.



Click  to add widgets (when available) and Save to save the changes you made.



**Note** • Click the  icon to see more information about the widget.

## Dashboard Widgets

The Dashboard widgets on the main page includes the following:

**Table 4-1 • Dashboard Widgets**

Item	Description
<b>Devices Overview</b>	Displays an overview of the average security score (current verses last week) for the Devices, Products and Operating Systems within your environment.
<b>Devices status - Time since last scan</b>	Displays the number of devices that have been scanned within a given time frame.
<b>Devices status - System Score</b>	Displays how your devices rank based on the computed system score.

Table 4-1 • Dashboard Widgets

Item	Description
<b>Most critical advisories affecting your security</b>	Displays the most critical Advisories based on all software detected within your environment.
<b>Latest advisories affecting your security</b>	Displays a complete list of the latest <a href="#">Advisories</a> released by Secunia. Click a Secunia Advisory ID (SAID) to view the complete advisory details, including (where applicable) the Creation Date, <a href="#">Criticality (Severity Rating)</a> , <a href="#">Impact (Consequence)</a> , <a href="#">Where (Attack Vector)</a> , Solution Status, Secunia <a href="#">CVSS (Common Vulnerability Scoring System)</a> , <a href="#">CVE References</a> , Affected software and Advisory Description, Solution, References and Changelog.
<b>Latest advisories affecting your security</b>	Displays the most recent Advisories affecting software from your Devices.
<b>Latest advisories per watch list</b>	Displays the most recent Advisories released by Secunia based on your configured Watch Lists. Click a Secunia Advisory ID (SAID) to view the complete advisory details, including (where applicable) the Creation Date, Criticality, Impact, Where, Solution Status, Secunia CVSS Scores, CVE references, Affected software and Advisory Description, Solution, References and Changelog.
<b>Advisories released last year</b>	Displays a month-by-month graph of the total number of advisories released by Secunia over the previous 12 months.
<b>Your latest assigned tickets</b>	Displays the latest tickets that have been assigned to you. Click a Secunia Advisory ID (SAID) to view the complete advisory details, including (where applicable) the Creation Date, Criticality, Impact, Where, Solution Status, Secunia CVSS Scores, CVE references, Affected software and Advisory Description, Solution, References and Changelog.
<b>Open tickets split by advisory criticality</b>	Displays a color coded pie chart of the criticality of all open tickets assigned to you. Hover over the criticality legend (Low, Medium, High and Urgent) to display a tooltip with the total percentage of tickets applicable to the ticket criticality.
<b>Tickets split by status</b>	Displays a color coded pie chart of the statistics of all tickets assigned to you. Hover over the ticket type legend (Open, Waiting, Handled and Irrelevant) to display a tooltip with the total percentage of tickets applicable to the ticket type.
<b>Open tickets pattern</b>	Displays a trend line of the number of tickets that have been created based on your configured Watch Lists. The trend line applies to the status of all ticket types (Open, Waiting, Handled and Irrelevant).
<b>Most prevalent EOL software installations</b>	Displays the list of End-of-Life (EOL) software installations that no longer provide security fixes, which can lead to insufficient firewall and anti-virus protection. Please note that Flexera's definition of EOL software may differ from a software vendor's.
<b>Most prevalent insecure software installations</b>	Displays the most insecure software based on the number of Devices within your environment.

**Table 4-1 •** Dashboard Widgets

Item	Description
<b>Latest available patches</b>	Displays the latest available patches based on your scan results.





# 5

## Notifications

Notifications provide detailed information about alerts you have received and any required actions. The number in the yellow bubble signifies the number of unread notifications.



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Notifications

Browsing 1-20 of 1478 notifications

Search by keyword... Criticality Status From To Type

Apply Reset


Filter Save Delete


Created	Type	Notification
4/23/2018 9:10 AM	Alert	Advisory <a href="#">SA81270</a> for watch list <a href="#">testMarch15</a> was updated. Message generated by "Notify on advisory updates".



### Task

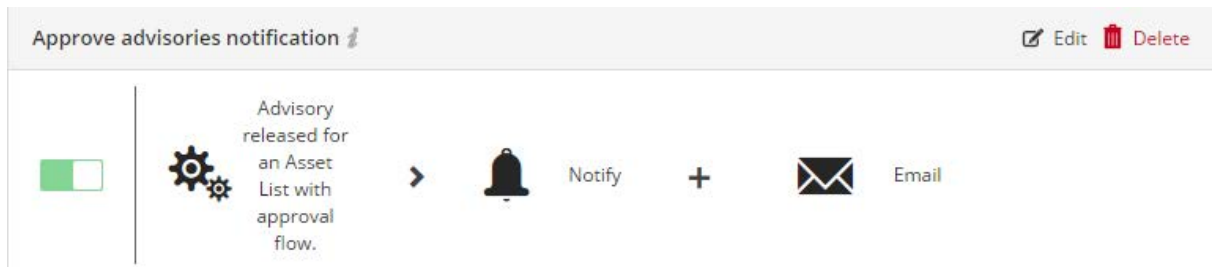
#### To view notifications:

1. Open the **Notifications** page.
2. Click  to filter the notifications by **Search by keyword**, **Criticality**, **Status**, **From** and **To** dates, and **Type**.
3. Click the **Apply** or **Reset** buttons to apply or reset the filters.

4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. Click a Secunia Advisory ID (SAID), ticket number and so on to view detailed information related to the item.
6. Click the Notification check boxes to select from the available options in the Actions drop-down list.
7. Click  to export the results to a CSV file.

## Setting Rules for Notifications

Your Administrator should set Rules to enable you to receive notifications, as shown in the following graphic. Please refer to [Workflow Management > Rules](#) for further information.



# Vulnerability Manager



**Edition** • The Vulnerability Manager module is not available for Software Vulnerability Research - Assessment Only.

You can use the **Vulnerability Manager** pages to manage watch lists, advisories, and ticketing and approve advisories.

- [Overview](#)
- [Watch Lists & Advisories](#)
- [Ticketing in Vulnerability Manager](#)
- [Approve Advisories](#)

## Overview

Use the Vulnerability Manager pages to manage the Vulnerability Intelligence associated with your account. You can:

- Create, import and view [Watch Lists](#).
- Create and view [Shared Watch Lists](#)
- View and create tickets for [Historic Advisories](#) for all Watch Lists
- View and create tickets for [Product Advisories](#) for all products
- View, edit and [Create Tickets in Vulnerability Manager](#)
- View and approve [Advisories](#) associated with each Watch List
- Send Notifications to alert users via Email/SMS
- Edit, share or delete Watch Lists

Click an item in the grid to select from the available options.

# Watch Lists & Advisories

Select [Watch Lists](#) from the Watch Lists & Advisories drop-down menu to view, create and configure multiple Watch Lists, each with their own unique set of [Vendors](#) (all products from the vendor), [Products](#) (all versions) and specific [Product Versions](#) that you want to receive vulnerability alerts and track [Advisories](#) for.

Select [Historic Advisories](#) from the Watch Lists & Advisories drop-down menu to view a comprehensive and thorough collection of reports and statistics about all Advisories affecting a specific Watch List.

After adding a Watch List, it is recommended that you view the **Historic Advisories** page to confirm that the vendor has addressed all the relevant issues in the software.

## Watch Lists

You can define which vendors, products, and product versions you want to receive vulnerability alerts and track [Advisories](#) for.

The monitored [Vendors](#) (all products from the vendor), [Products](#) (all versions) and specific [Product Versions](#) are organized into Watch Lists. Each Watch List can have different notification levels, can be grouped into [Watch List Groups](#) and can be shared with all [Users](#) and [User Groups](#) associated with your account. There is no limit to the number of Watch List Groups that can be created.

For details, see:

- [View Watch Lists](#)
- [Create Watch Lists](#)
- [Edit Watch Lists](#)
- [Import a New Watch List](#)
- [Import an Updated Watch List](#)

The Watch List **Enforced by admin** column with a Yes or No response relates to the sharing of Watch Lists. For details, see [Shared Watch Lists](#). By default, the notifications (such as an email or SMS) generated by a Watch List are sent only to the Watch List creator when a new advisory is released that matches a Watch List. If Watch List creators wish to share their asset list with other users from their organization, the Watch List is then shared based on the following options:

- **If an administrator shares a Watch List**, he or she has the option to enforce the targeted users to receive the notification, with the selected subscription levels. All targeted users will then receive the notification, as it is mandatory. The targeted users can't unsubscribe from that Watch List. This will result in a **Yes** response in the **Enforced by admin** column.
- **If a non-administrator shares a Watch List** or an administrator does not select the Watch List's "enforce" subscription option, the targeted users (Users with roles - Watch list manger and Watch list Manager Local) can decide whether or not to subscribe to the shared Watch List. The targeted users can manually subscribe to the Watch List, and notifications will not be sent to them before they manually subscribe to the Watch List page with their preferred subscription levels. This will result in a **No** response in the **Enforced by admin** column.

Vulnerability Manager > Watch Lists & Advisories > Watch Lists

Watch Lists & Advisories | Ticketing | Approve Advisories

Browsing 1-20 of 40 watch lists

Name	Group	Enabled	Approval needed	Created by
Filter				
<div> <div>Apply</div> <div>Reset</div> </div> <div> <div>Save</div> <div>Delete</div> </div>				

Watch List Name	Group	Enabled	Receive all	Product versions	Products	Vendors	End of life warnings	Advisories need approval	Is shared	Created by	Ticket threshold	Notification level for email	Notification level for SMS	Enforced by admin
✓		Yes	No	0	0	2	0	No	Yes		Not Critical and Above	None	None	No
<div> <div>Historic advisories</div> <div>View</div> <div>Edit</div> <div>Change notification</div> <div>Unsubscribe</div> <div>Un-Share</div> <div>Delete</div> </div>														

## View Watch Lists



### Task

#### View Watch Lists

1. Open the **Vulnerability Manager > Watch Lists & Advisories > Watch Lists** page.
2. Click to create a new Watch List or to import a Watch List from a text or CSV file that you have previously created and saved.
3. Click the Watch List check boxes in the grid to select from the available options from the CSV export button drop-down menu.
4. Click to filter the watch lists and advisories by **Name**, **Group**, **Enabled** (yes or no), **Approval Needed** (yes or no), and **Created by**.
5. Click the **Apply** or **Reset** buttons to apply or reset the filters.
6. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
7. Click a Watch List in the grid to select **Historic Advisories**, **View**, **Edit**, **Change notification**, **Unsubscribe**, **Un-Share/Share**, or **Delete**.
8. To enable all of your users to collaborate, you can click a Watch List, select **Share**, and select the **With all users, Group (or Groups)** from the drop-down list and Enforce subscriptions options as required and click Save.



**Note** • When selecting Groups or Users, you can either choose directly from the drop down list or enter keywords into the search box. Matching results will be displayed in the grid and select the desired group.

9. Click **Shared Watch Lists** to **View**, **Subscribe**, or **Clone** the Watch List. Select **Clone** to copy it to your Watch Lists, where you can then use the **Historic Advisories**, **View**, **Edit**, **Change notification**, **Share**, **Un-Share** or **Delete** options for the cloned Watch List.



**Note** • Any changes you make to a shared Watch List are shared by all users. If you want to change only your Watch List, you should first clone it.



**Important** • When creating, editing or sharing Watch Lists, the Deny auto-approval role will determine if the normal user can create Watch Lists with auto approval. The role must be manually added to a user group and that user group assigned to the restricted users by the administrators. For users with Deny auto-approval:

- **Create new Watch List**—The field Advisories need approval will be checked and cannot be disabled.
- **Edit existing Watch List**—The field Advisories need approval cannot be edited (either enabled or disabled).
- Shared Watch Lists for the user will have the normal behavior. It is the responsibility of the creator to ensure the Watch List has Advisories need approval selected if it is shared with restricted users

## Create Watch Lists

To create a watch list, perform the following steps.



### Task

#### To create a Watch List

1. Open the **Vulnerability Manager > Watch Lists & Advisories > Watch Lists** page.
2. To create a new Watch List, click **+**. The **Create Watch List (Step 1 of 2)** page opens. On this page, you can select **Product Versions**, **Products**, **Vendors**, or **Assessment**.

Create Watch List ( Step 1 of 2 ) ×

☐ Receive all advisories

☐ Filter by FNMS data

Product Versions   Products   Vendors   Assessment

Search...

Product Versions Database	+	-	Selected Product Versions	×	-
001 File Joiner And Splitter Pro 4.x	ADD +				
009Soft File Splitter 1.x	ADD +				
010 Editor 2.x	ADD +				
010 Editor 3.x	ADD +				

⏪ ⏴ Page 1 of 5862 ⏵ ⏩

Cancel
Next



**Note** • You can select the Receive all advisories check box to receive Secunia Advisories for all Product Versions, Products, and Vendors.

Create Watch List ( Step 1 of 2 )

☒ Receive all advisories  
☐ Filter by FNMS data

Cancel Next

3. Use the search field to find the products, vendors, product versions, and device groups to select and add to your Watch List.
4. Click **+** in the Database suggestions column heading to add the current page or click **+** next to the individual items to add them to the **Selected** items list.
5. Click **×** in the Selected items column heading to remove the current page or DELETE X next to an individual item to remove it from the list.
6. Click **Next**. The **Create Watch List (Step 2 of 2)** page opens.

Create Watch List ( Step 2 of 2 )

Name

Watch List Group **+**

☒ Enabled ☐ Advisories need approval

Ticket threshold level

Confidentiality Requirement (CR)

Email notification level

Integrity Requirement (IR)

SMS notification level

Availability Requirement (AR)

Back Save

7. Enter the **Name** of the Watch List.
8. Select the **Watch List Groups**, if available, from the drop-down list to associate with this Watch List. You can also click **+** to create a new Watch List group.
9. Notifications and/or tickets are not sent for disabled Watch Lists. If you wish to preserve a Watch List for historical reasons, you can disable it by clearing the selection of the **Enabled** check box.
10. If you select the **Advisories need approval** option, you will receive a notification and an email for advisories that match your Watch List. You can approve that advisory, in which case a ticket is created or you can dismiss the advisories.



**Note** • If the users have the rejected advisories option enabled, the threshold filters may not apply since the advisory may not have the criticality set.

11. Select the **Ticket threshold**, **Email** and **SMS notification levels** from the drop-down lists.

The **Ticket threshold level** is used to determine whether or not tickets will be created for advisories matching your Watch List.

12. You can optionally select the impact that a vulnerability in any item in the Watch List will have to your environment (Low, Medium or High) by **Confidentiality Requirement (CR)**, **Integrity Requirement (IR)**, and **Availability Requirement (AR)** from the drop-down lists (optional).

The table below defines the Low, Medium, and High impact for CR, IR and AR. For the tickets created on the Watch List with values in the CR, IR, and AR fields, the system will use those values to calculate the custom Common Vulnerability Scoring System (CVSS) for the ticket.

Metric	Low Definition	Medium Definition	High Definition
<b>CR</b>	There is a low impact on the confidentiality of the system.	There is considerable disclosure of information, but the scope of the loss is constrained such that not all of the data is available.	There is total information disclosure, providing access to any or all data on the system.
<b>IR</b>	There is a low impact on the integrity of the system.	Modification of some data or system files is possible, but the scope of the modification is limited.	There is total loss of integrity; the attacker can modify any files or information on the target system.
<b>AR</b>	There is a low impact on the availability of the system.	There is reduced performance or loss of some functionality.	There is total loss of availability of the attacked resource.



**Note** • For further definition details, see:

[https://en.wikipedia.org/wiki/Common\\_Vulnerability\\_Scoring\\_System#Impact\\_metrics](https://en.wikipedia.org/wiki/Common_Vulnerability_Scoring_System#Impact_metrics)



**Note** • After creating an Assessment Watch List from the Create a Watch List steps above:

- When a new scan is done, the new data is available in the **Create Watch List** pop-up window.
- When any scan result is deleted from the Assessment module, a refresh needs to be done to see the changes in the Assessment module and also in the **Create Watch List** pop-up window.
- When a Smart Group is deleted from the Assessment module, it may take at least 15 minutes to see the deleted Smart Group removed from the Assessment tab of the **Create Watch List** pop-up window.

13. Click **Save** to save the Watch List. Once saved, you will begin to receive alerts and advisories based on your configuration.

## Edit Watch Lists

To edit a watch list, perform the following steps.





## Task

### To edit a Watch List:

1. Click an item in the grid and select Edit.

2. Select Receive all advisories and Filter by FNMS data as appropriate. When you have finished making your selections, click Next. The **Edit Watch List (Step 2 of 2)** page opens.

3. Enter the **Name** of the edited Watch List.
4. Select the **Watch List Groups**, if available, from the drop-down list to associate with this Watch List. You can also click **+** to create a new Watch List group.
5. Notifications and/or tickets are not sent for disabled Watch Lists. If you wish to preserve a Watch List for historical reasons, you can disable it by clearing the selection of the **Enabled** check box.
6. If you select the **Advisories need approval** option, you will receive a notification and an email for advisories that match your Watch List. You can approve that advisory, in which case a ticket is created or you can dismiss the advisories.



**Note** • If the users have the rejected advisories option enabled, the threshold filters may not apply since the advisory may not have the criticality set.

7. Select the **Ticket threshold**, **Email** and **SMS notification levels** from the drop-down lists.

The **Ticket threshold level** is used to determine whether or not tickets will be created for advisories matching your Watch List.

8. You can optionally select the impact that a vulnerability in any item in the Watch List will have to your environment (Low, Medium or High) by **Confidentiality Requirement (CR)**, **Integrity Requirement (IR)** and **Availability Requirement (AR)** from the drop-down lists (optional).
9. Click **Save** to save the edited Watch List. Once saved, you will begin to receive alerts and advisories based on your configuration.


## Import a New Watch List

To import a new Watch List, perform the following steps.



### Task

#### To import a new Watch List:

1. Open the **Vulnerability Manager > Watch Lists & Advisories > Watch Lists** page.
2. Click .
3. Choose **Create Watch List** and **Submit**.

The **Create Watch List (Step 1 of 4)** dialog box opens.

4. Define the **Columns separator** (“,” is the default) for the file you are importing.
5. Select **First row has column names**, if applicable.
6. Click **Upload file**. The **Create Watch List (Step 2 of 4)** dialog box opens.

Create Watch List ( Step 2 of 4 ) - Match your products

Filter by quality...

- Perfect match (420 items)
- Known alias (2 items)
- Previously selected (3 items)
- Bayesian suggestion (0 items)
- Close suggestion based on name compare (0 items)
- Suggestion based on name compare (0 items)
- No suggestions (0 items)
- Ignored (0 items)

Search in your products...

		+	×	Selected Products	×
7-Zip 3.x	7-zip 3.x	+	×		
7-Zip 4.x	7-zip 4.x	+	×		
7-zip 9.x	7-zip 9.x	+	×		
Active Network Monitor 1.x	Active Network Monitor 1.x	+	×		
Adobe Acrobat 2017 17.x	Adobe Acrobat 2017 17.x	+	×		
Adobe Acrobat DC 15.x	Adobe Acrobat DC 15.x	+	×		

Page 1 of 43

Cancel Continue

- Select the **Filter by quality** field to match your Watch List against the criteria you select from the drop-down list or use the **Search in your products** field to find a specific product.
- Click **+** in the Database suggestions column heading to add the current page or click **+** next to the individual items to add them to the **Selected** items list.
- Click **×** in the Selected items column heading to remove the current page or DELETE X next to an individual item to remove it from the list.
- When you have finished making your selections, click **Continue**. The **Create Watch List (Step 3 of 4)** dialog box opens.

**Create Watch List ( Step 3 of 4 ) - Choose other assets to watch** ×

☐ Receive all advisories  
☐ Filter by FNMS data

[Product Versions](#)
[Products](#)
[Vendors](#)
[Assessment](#)

Product Versions Database	+	-	Selected Product Versions	×	+	-
001 File Joiner And Splitter Pro 4.x	ADD	+				
009Soft File Splitter 1.x	ADD	+				
010 Editor 2.x	ADD	+				
010 Editor 3.x	ADD	+				

Page 1 of 5862

Back
Next

11. Choose other watch lists to add or delete and click **Next**. The **Create Watch List (Step 4 of 4)** dialog box opens.

**Create Watch List ( Step 4 of 4 ) - Enter name and other properties** ×

**Name**

**Watch List Group** +

Watch List Group

☒ Enabled
 ☐ Advisories need approval

**Ticket threshold level**

Not Critical and Above

**Confidentiality Requirement (CR)**

ConfidentialityRequirement

**Email notification level**

Not Critical and Above

**Integrity Requirement (IR)**

IntegrityRequirement

**SMS notification level**

Extremely Critical

**Availability Requirement (AR)**

AvailabilityRequirement

Back
Save

12. Enter the **Name** of the Watch List.
13. Select the **Watch List Groups**, if available, from the drop-down list to associate with this Watch List. You can also click **+** to create a new Watch List group.
14. Select the **Enabled** and **Advisories need approval** check boxes as required.
15. Select the Ticket threshold, **Email** and **SMS criticality notification** levels from the drop-down lists.
16. You can optionally select the impact that a vulnerability in any item in the Watch List will have to your environment (Low, Medium or High) by **Confidentiality Requirement (CR)**, **Integrity Requirement (IR)** and **Availability Requirement (AR)** from the drop-down lists (optional).

17. Click **Save** to save the Watch List. Once saved, you will begin to receive alerts and advisories based on your configuration.


## Import an Updated Watch List

To import an updated Watch List, perform the following steps.



### Task

#### To import an updated Watch List:

1. Open the **Vulnerability Manager > Watch Lists & Advisories > Watch Lists** page.
2. Click .
3. Choose **Edit Watch List**, enter the Watch List to update in the search field, and click **Submit**.

Select Option

Create Watch List

☒ Edit Watch List

Close

Submit

The **Edit Watch List (Step 1 of 4)** dialog box opens.

Edit Watch List microsoft ( Step 1 of 4) - Choose File

Choose File

sample.xlsx

Note: please choose a text / csv file

Columns separator

☒ First row has column names

Columns with product names

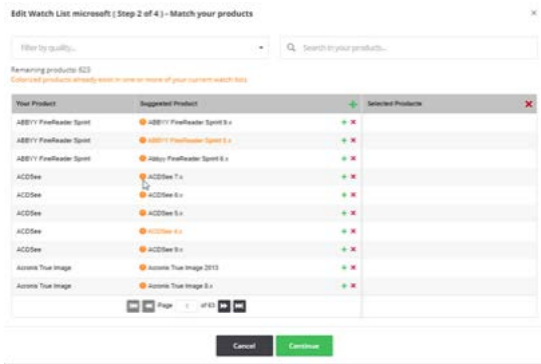
Product Name

Account	Watch List	Product ID	Product Name	In operating system	Version	Full product name	In end of life	Vendor ID	Vendor Name
Flareon Main Test Account	Flareon_import	68534	Corel Photo Album	4 x	Corel Photo Album 6 x	376	Corel		
Flareon Main Test Account	Flareon_import	48584	Microsoft Word Publishing Wizard	1 x	Microsoft Word Publishing Wizard 1 x	3	Microsoft		
Flareon Main Test Account	Flareon_import	63362	Toshiba Bluetooth Stack	4 x	Toshiba Bluetooth Stack 4 x	3476	Toshiba		
Flareon Main Test Account	Flareon_import	34726	Auditool	1 x	Auditool 1 x	12	Ardara Systems		
Flareon Main Test Account	Flareon_import	70568	Canon PhotoRescue	2 x	Canon PhotoRescue 2 x	736	Canon		
Flareon Main Test Account	Flareon_import	64462	Realtime Soft Liberator	2 x	Realtime Soft Liberator 2 x	3879	Realtime Soft		
Flareon Main Test Account	Flareon_import	70569	PhotoSketch	3 x	PhotoSketch 3 x	736	Canon		
Flareon Main Test Account	Flareon_import	118153	Oracle Database Standard Edition	1	Oracle Database Standard Edition	309	Oracle Corporation		
Flareon Main Test Account	Flareon_import	70568	Zenossensor EX	6 x	Zenossensor EX 6 x	736	Canon		
Flareon Main Test Account	Flareon_import	68587	Stephen Software Productivity	2 x	Stephen Software Productivity 2 x	682	Stephen		

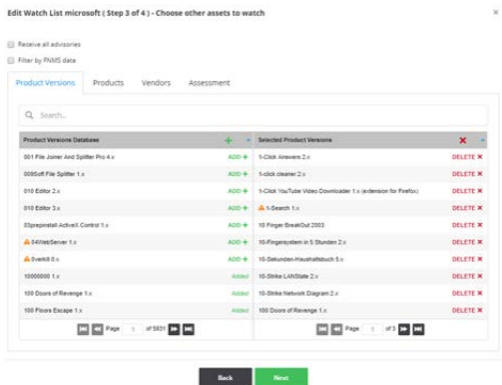
Cancel

Upload file

4. Choose **File** to import and click **Upload file**. The **Edit Watch List (Step 2 of 4)** dialog box opens.



5. Make the necessary edits and click **Continue**. The **Edit Watch List (Step 3 of 4)** dialog box opens.



6. Make the necessary edits and click **Next**. The **Edit Watch List (Step 4 of 4)** dialog box opens.

7. Make any necessary edits and click **Save**.

## Historic Advisories

The **Historic Advisories** page provides access to a comprehensive and thorough collection of reports and statistics about all Secunia Advisories.

Vulnerability Manager > Watch Lists & Advisories > Historic Advisories

Watch Lists & Advisories > Ticketing > Approve Advisories

Browsing 1-20 of 75439 advisories for all watch lists.

Filter by: All Watch Lists, Impact, CVSS, SAID, From, To, Criticality, Solution status, Where, CVSS Score Min, CVSS Score Max, Has ticket, Advisory type, Filter, Save, Delete

Summary | Month by Month | Solution Status | Criticality | Where | Impact

Advisories 75439  
Most Severe No Fix: None (Rejected)

Advisories Based on OS / Software

Software: 43990 (58.31) %	Advisories Based on Vendor Solution	Advisories Based on Criticality
Operating System: 33328 (44.18) %	No Fix: 12859 (17.05) %	Extremely Critical: 275 (0.36) %
	Vendor Patch: 57001 (75.56) %	Highly Critical: 14505 (19.23) %
	Vendor Workaround: 1615 (2.14) %	Moderately Critical: 25247 (33.47) %
	Partial Fix: 1771 (2.35) %	Less Critical: 26893 (35.65) %
		Not Critical: 6325 (8.38) %


SAID: 3A52889, Release Date: 2018-04-25, Modified Date: 2018-04-25, Title: Hitachi Multiple Products Oracle Java Multiple Vulnerabilities, Criticality: 6.9, Solution status: No Fix, Where: From local network, CVSS Score: 6.9, Ticket Created: Yes, Type: Secunia Advisory

View Advisory | Create ticket



## Task


### To view historic advisory data:

1. Open the **Vulnerability Manager > Watch Lists & Advisories > Historic Advisories** page.
2. Click  to filter the advisories by **All Watch Lists, Impact, CVE(s), SAID, From and To dates, Criticality, Solution status, Where, CVSS Score Minimum and Maximum values, Has Ticket, and Advisory Type.**
3. Click the **Apply** or **Reset** buttons to apply or reset the filters.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. Click a Secunia Advisory ID (SAID) to view detailed information related to the advisory.
6. Click an Advisory check box in a row or rows in the grid or click the Advisory and select **View Advisory** or **Create ticket**.



**Note** • If you select multiple advisories, one ticket will be created for each of the advisories selected.



**Note** • Once you have selected an Advisory check box, you can click  to create a ticket.

# Product Advisories

The **Product Advisories** page provides access to a comprehensive and thorough collection of reports and statistics about all Secunia Advisories affecting all products.

Vulnerability Manager > Watch Lists & Advisories > Product Advisories

Watch Lists & Advisories - Ticketing Approve Advisories

Browsing 1-20 of 75441 advisories for all products.

Search product version


Zero Day Impact CVE(s) SAID From To Criticality

Solution status Where CVSS Score Min CVSS Score Max Advisory type



Apply Reset

Filter Save Delete

Summary Month by Month Solution Status **Criticality** Where Impact




Criticality	Count
None (Rejected)	2,184
Extremely critical	275
Highly critical	14,905
Moderately critical	25,248
Less critical	26,993
Not critical	6,326

SAID	Release Date	Modified Date	Title	Criticality	Solution status	Where	CVSS Score	Type
 SA82733	2018-04-25	2018-04-25	Xen Raw CDROM Image Handling Information Disclosure Vulnerability		Vendor Patched	Local system	1.7	Secunia Advisory

View Advisory Create Ticket

**Task****To review product advisories**

1. Open the **Vulnerability Manager > Watch Lists & Advisories > Product Advisories** page.
2. Click  to filter the Advisories by **Zero Day**, **Impact**, **SAID**, **CVE(s)**, **From** and **To** dates, **Criticality**, **Solution status**, **Where**, **CVSS Score Minimum and Maximum values**, and **Advisory type**.
3. Click the **Apply** or **Reset** buttons to apply or reset the filters.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. Click a Secunia Advisory ID (SAID) to view detailed information related to the Advisory.
6. Click an Advisory check box in a row or rows in the grid or click the Advisory and select **View Advisory** or **Create ticket**.



**Note** • If you select multiple advisories, one ticket will be created for each of the advisories selected.



**Note** • Once you have selected an Advisory check box, you can click  to create a ticket.

## Shared Watch Lists

To enable all of your users to collaborate, you can click any of your [Watch Lists](#), select **Share**, and select the **With all users, Group (or Groups)** from the drop-down list and **Enforce subscriptions options as required** and click **Save**.



**Note** • When selecting Groups or Users, you can either choose directly from the drop down list or enter keywords into the search box. Matching results will be displayed in the grid and select the desired group.

If an account administrator wants to share a Watch List with all [Users](#) or [User Groups](#) on a mandatory basis, they can select Enforce subscriptions. All users that match from the selected groups (or from the entire account) will automatically receive notifications for the released advisories that match the Watch List. If Enforce subscriptions is not selected, the users have the option to voluntarily subscribe to advisories from that Watch List and can choose their own notifications levels.



**Note** • Subscribers to the Watch List can edit the Watch List, resulting in changes for all users.

Click a Shared List in the grid to View or Clone the Watch List. Select Clone to copy it to your Watch Lists, where you can then use the Historic Advisories, View, Edit, Change notification, Share, Un-Share or Delete options for the cloned Watch List.



**Note** • Any changes you make to a Shared List are shared by all users. If you want to change only your Watch List, you should first clone it.





**Note** • A watch list can only be shared once. If you need to share the watch list with multiple groups or with multiple levels, you will need different watch lists.

## FlexNet Manager Suite (FNMS) Import

Go to **Vulnerability Manager > Inventory > FNMS Import** to display a list of products imported from FlexNet Manager Suite.

You can Search by keyword for a specific product or click to filter the list by **Name**, **Version**, **Publisher**, **Matched by Flexera** (select Unknown by Flexera or Matched by Flexera from the drop-down list), **Matched by Intelligence** (select Unmatched by Intelligence or Matched by Intelligence from the drop-down list) or **Import status** (select New, Same or Removed from the drop-down list).

For further information, please refer to the FlexNet Manager Suite Inventory Exporter documentation.

You can also select **Filter by FNMS data** when creating or editing Watch Lists.



**Note** • It may take up to 5 minutes for the submitted products to be processed and displayed.



**Important** • The minimum version of FlexNet Manager Suite supported by the Software Vulnerability Research import tool is 2015 R2 SP2.

## Ticketing in Vulnerability Manager

A ticket enables you to track and manage vulnerabilities based on the current state of all your [Products](#), [Vendors](#), and [Watch Lists](#).

You can manually create a ticket from all [Advisories](#), in case you would like to further process an Advisory for a vulnerability not affecting any of your Watch Lists, giving you the possibility to track any vulnerability which might affect the organization, not only vulnerabilities in software included in any of your Watch Lists.

Use the **Ticketing** page to view and change the **Ticket Status** and **Ticket Priority** of each Ticket.

Vulnerability Manager > Ticketing

Watch Lists & Advisories **Ticketing** Approve Advisories




Open tickets **13384** Waiting tickets **38** Closed tickets **285** Irrelevant tickets **10** Pending deployment tickets **3** At QA tickets **2**

Browsing 1-20 of 13722 tickets **Actions**

Id	Ticket created	Queue	Status	Priority	Watch List	SAID	Title	Criticality	Secunia Advisory published	Solution status	CVSS/Custom Score	Assigned to
13746	2018-03-12	Default	Open	Medium		<a href="#">SAB2018</a>	HP-Linux update for Tomcat-based Servlet Engine	<div><div></div></div>	2018-03-12	Vendor Patched	5	

[View](#) [Edit](#) [Delete](#)


**Task****To view and change ticket status and ticket priority**

1. Open the **Vulnerability Manager > Ticketing** page.
2. To filter the results by ticket status, select one of the bold ticket statuses in the upper-left-hand corner followed by a ticket count. The default ticket statuses are **Open**, **Waiting**, **Handled**, and **Irrelevant**. See [Default Ticket Statuses in Vulnerability Manager](#) for more information.
3. Click  to filter the results by ID, **From** and **To** dates, **Queue**, **Priority**, **Watch List**, **SAID**, **Criticality**, **Solution status** and **CVSS Score Minimum and Maximum** values, and **Assigned User**.
4. Click the **Apply** or **Reset** buttons to apply or reset the filters.
5. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
6. Click a Secunia Advisory ID (SAID) to view detailed information related to the Advisory.
7. To view one ticket, click the appropriate ticket check box in the grid to **View**, **Edit**, or **Delete** the ticket. To view multiple tickets, click the appropriate ticket check boxes in the grid and select an option from the Actions drop-down menu such as **Delete multiple tickets** (see [Delete Tickets in Vulnerability Manager](#)) or **Edit multiple tickets**.
8. Click  to export tickets to a CSV file.
9. Click  to [Create Tickets in Vulnerability Manager](#).

## Create Tickets in Vulnerability Manager

To create tickets in Vulnerability Manager, perform the following steps.

**Task****To create a ticket in Vulnerability Manager:**

1. Open the **Vulnerability Manager > Ticketing** page.
2. Click an Advisory or  to create a ticket for the Advisory.

Create ticket

Advisory

Q

Search by SAID or title

Status

Open

Priority

Low

Queue

Default

Assigned to

Assigned to

Add comment

Add comment

Cancel

Save

- From the **Status** drop-down list, select the appropriate status. The default ticket statuses are **Open**, **Handled**, **Closed**, or **Irrelevant**. See [Default Ticket Statuses in Vulnerability Manager](#) for more information.
- From the **Priority** drop-down list, select the appropriate priority. The default ticket priorities are **Low**, **Medium**, **High** or **Urgent**.
- From the **Queue** drop-down list, select a queue to assign the ticket to.
- From the **Assigned to** drop-down list, select an individual to assign the ticket to.
- In the **Add comment** field, add an appropriate comment to the ticket (mandatory).
- Click **Save**.

## Delete Tickets in Vulnerability Manager

To delete tickets in Vulnerability Manager, perform the following steps.



### Task

#### To delete tickets in Vulnerability Manager:

- Open the **Vulnerability Manager > Ticketing** page.
- Insert a check mark in front of the ticket or tickets to delete.
- To delete one ticket, select **Delete** under the listed ticket in the grid.

Vulnerability Manager > Ticketing

Watch Lists & Advisories **Ticketing** Approve Advisories

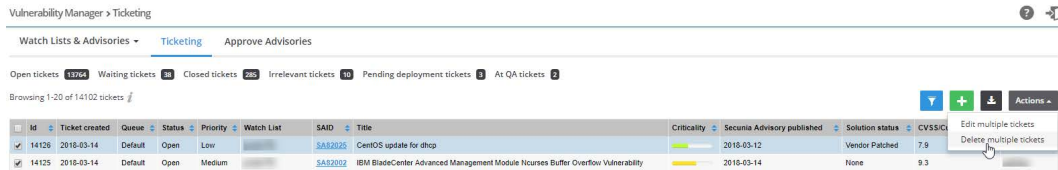
Open tickets 1300 Waiting tickets 25 Closed tickets 200 Irrelevant tickets 10 Pending deployment tickets 0 At QA tickets 0

Browsing 1-20 of 14206 tickets

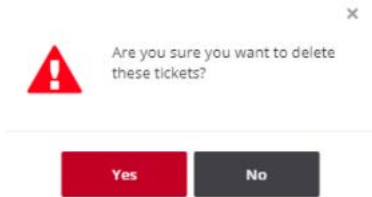
	Id	Ticket created	Queue	Status	Priority	Watch List	SAID	Title	Criticality	Secunia Advisory published	Solution status	CVSS/Custom Score	Assigned to
<input checked="" type="checkbox"/>	14230	2018-03-15	Default	Open	Low	preeth-PD	SA02041	Magpie.php Rejection Notice		2018-03-15	None	-	

View Edit **Delete**

4. To delete multiple tickets, select **Delete multiple tickets** from the **Actions** drop-down menu.



5. When the “Are you sure you want to delete these tickets” pop-up window appears, click **Yes**.



## Default Ticket Statuses in Vulnerability Manager

The default ticket statuses are used by the [Advisories](#) and [Policy Manager](#) to run and display reports. While you are free to configure the ticket statuses, priorities and queues as you see fit, Flexera needs to know your equivalent “open” statuses to be able to correctly report the statistics.

The following are the default ticket statuses:

**Table 6-1 • Default Ticket Statuses**

Status	Description
<b>Open Tickets</b>	An Open Ticket is one for which no action has yet been triggered.
<b>Waiting Tickets</b>	A ticket is marked as Waiting when it has been decided that an action needs to be taken at a later stage.
<b>Handled Tickets</b>	A ticket is considered Handled when the appropriate action has been taken.
<b>Irrelevant Tickets</b>	A ticket is considered Irrelevant when it has been handled and is no longer considered of importance to you.

Click a Secunia Advisory ID (SAID) to view detailed information related to the Advisory or click a ticket to View or Edit the details.

## Approve Advisories

The **Approve Advisories** page displays a list of all Advisories pending your approval.



**Note •** To approve Advisories, you should select the **Advisories need approval** check box when you [Create Watch Lists](#).



## Task

### Approve advisories

1. Open the **Vulnerability Manager > Approve Advisories** page.

Vulnerability Manager > Approve Advisories

Watch Lists & Advisories ▾ Ticketing Approve Advisories

Browsing 1-20 of 45 advisories

Watch List	SAID	Release date	Modified date	Title	Criticality	Solution status	Where	CVSS Score
<input checked="" type="checkbox"/>	SA67053	2018-03-13	2018-03-13	Microsoft Edge Multiple Vulnerabilities	High	Vendor Patched	From remote	10

[View Advisory](#)
[Approve](#)
[Dismiss](#)

2. Click  to filter the Advisories by **In queue**, **Watch List**, **SAID**, **From** and **To** dates, **Title**, **Criticality**, and **Solution status**.
3. Click the **Apply** or **Reset** buttons to apply or reset the filters.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. To approve one advisory, click the appropriate advisory check box in the grid to **Approve** the advisory. The **Approve advisory** pop-up window appears. Continue to step 7.

**Approve advisory**

**Advisory**

SA67053

**Status**

Status ▾

**Priority**

Priority ▾

**Queue**

Queue ▾

**Assigned to**

Assigned to ▾

**Add comment**

Add comment

6. To approve multiple advisories, click the appropriate advisory check boxes in the grid and select **Approve multiple advisories** from the Actions drop-down menu. The **Approve multiple advisories** pop-up window appears.

**Approve multiple advisories** ×

**Advisory**  

3 selected

**Status**  

Status

**Priority**  

Priority

**Queue**  

Queue

**Assigned to**  

Assigned to

**Add comment**  

Add comment

Cancel

Save

7. Select the **Status** (**Open**, **Waiting**, **Handled** or **Irrelevant**) from the drop-down list.
8. Select the **Priority** (**Low**, **Medium**, **High** or **Urgent**) from the drop-down list.
9. Select the **Queue** (**Default** or **Approval**) from the drop-down list.
10. Select who the ticket should be **Assigned to** from the drop-down list.
11. Enter a comment.
12. Click **Save** to approve the Advisory or Advisories.



---

**Note** • Once an Advisory has been approved, the corresponding ticket will be marked as **Open**.

# Research

Vulnerability Intelligence represents our full Vulnerability Database, which has been updated and maintained since the inception of Secunia in 2002.

Use the Research pages to:

- View [Advisories](#)
- [Create Tickets in Vulnerability Manager](#)
- View [Vendors](#), [Product Versions](#), [Products](#), [Suggest Software](#), and [Download Software Suggestion Tool](#)

The Research menu consists of the following tabs:

- [Advisory Database](#)
- [Products Database](#)
- [Vulnerability Database](#)

## Advisory Database

When a potential software vulnerability is publicly disclosed, our Research Team verifies that it is in fact a vulnerability. Once confirmed, we analyze the severity and what software might be affected.

Then, a standardized and 100% vendor independent Secunia Advisory is written for the vulnerability, detailing attack vector, criticality rating, impact and solution.

The Secunia Advisory is uploaded to Software Vulnerability Research, and adapted intelligence feeds are delivered to you, based on customized pre-configured filters, to ensure the right groups of people are alerted whenever a new vulnerability that could affect your IT infrastructure is discovered.

You can customize filters according to, for example, software responsibility, compliance criteria or geography for each of the recipients in your organization.

Personalized security alerts – via email or SMS - are then issued in real-time to the correct individual in your organization.

Select [Advisories](#) or [Rejection Advisories](#) from the drop-down list to display details that are applicable to your [Watch Lists](#).

# Advisories

The **Advisories** page displays details of all the advisories released.

The **Advisories** page can be,

- [Advisories with Threat Score](#)
- [Advisories without Threat Score](#)

To open the **Advisories** page, **Research >> Advisory Database >> Advisories**

Software Vulnerability Research

Research > Advisory Database > Advisories

Advisory Database Products Database

Browsing 1-20 of 82108 advisories

<input type="checkbox"/>	SAID	Release date	Modified date	Title
<input type="checkbox"/>	<a href="#">SA89210</a>	2019-05-25	2019-05-25	SUSE bluez Rejection Notice
<input type="checkbox"/>	<a href="#">SA89205</a>	2019-05-25	2019-05-25	SUSE update for libvirt
<input type="checkbox"/>	<a href="#">SA89196</a>	2019-05-25	2019-05-25	Debian update for wpa
<input type="checkbox"/>	<a href="#">SA89252</a>	2019-05-25	2019-05-25	Nagios XI "Reset Password" SQL Injection Vulnerability
<input type="checkbox"/>	<a href="#">SA89261</a>	2019-05-24	2019-05-24	SUSE update for xen
<input type="checkbox"/>	<a href="#">SA89191</a>	2019-05-24	2019-05-24	IBM Tivoli Network Manager IP Edition OpenSSL Rejection Notice
<input type="checkbox"/>	<a href="#">SA89260</a>	2019-05-24	2019-05-24	SUSE update for curl
<input type="checkbox"/>	<a href="#">SA88938</a>	2019-05-24	2019-05-24	IBM Spectrum Control Multiple Vulnerabilities
<input type="checkbox"/>	<a href="#">SA87643</a>	2019-05-24	2019-05-24	IBM Cognos Analytics Multiple Vulnerabilities
<input type="checkbox"/>	<a href="#">SA89190</a>	2019-05-24	2019-05-24	IBM Security Guardium OpenSSL Rejection Notice
<input type="checkbox"/>	<a href="#">SA89263</a>	2019-05-24	2019-05-24	wolfSSL PSK Identity Buffer Overflow Vulnerability
<input type="checkbox"/>	<a href="#">SA89237</a>	2019-05-24	2019-05-24	F5 BIG-IP Local Traffic Manager (LTM) Binutils Rejection Notice
<input type="checkbox"/>	<a href="#">SA89245</a>	2019-05-24	2019-05-24	F5 BIG-IP Local Traffic Manager (LTM) Binutils Rejection Notice
<input type="checkbox"/>	<a href="#">SA89248</a>	2019-05-24	2019-05-24	SUSE sysstat Rejection Notice
<input type="checkbox"/>	<a href="#">SA89236</a>	2019-05-24	2019-05-24	Oracle Linux update for libvirt
<input type="checkbox"/>	<a href="#">SA89232</a>	2019-05-24	2019-05-24	Oracle Linux update for firefox
<input type="checkbox"/>	<a href="#">SA89239</a>	2019-05-24	2019-05-24	Oracle Linux update for firefox
<input type="checkbox"/>	<a href="#">SA88923</a>	2019-05-24	2019-05-24	Ubuntu update for mariadb-5.5
<input type="checkbox"/>	<a href="#">SA89235</a>	2019-05-24	2019-05-24	Red Hat update for libvirt
<input type="checkbox"/>	<a href="#">SA89184</a>	2019-05-23	2019-05-23	Red Hat update for firefox

## Advisories with Threat Score

The **Advisories** page with the Threat Score module is shown below.



Advisory Database ▾ Products Database ▾

Browsing 1-20 of 80902 advisories

Search by keyword...

Zero Day ▾ Impact ▾ CVE(s) SAID From To Criticality ▾

Solution status ▾ Where ▾ CVSS Score Min CVSS Score Max Threat Score Min Threat Score Max Advisory type ▾

Apply Reset

Filter Save Delete

SAID	Release date	Modified date	Title	Criticality	Zero Day	Solution status	Where	CVSS Score	Threat Score	Type
<a href="#">SA83063</a>	2018-05-09	2018-05-09	Microsoft Windows Server 2012 / Windows RT 8.1 / 8.1 Multiple Vulnerabilities		Yes	Vendor Patched	From remote	10.0	99	Secunia Advisory
<a href="#">SA76976</a>	2017-05-19	2017-05-24	Huawei Multiple OceanStor Products Multiple SMB Vulnerabilities		No	Vendor Patched	From local network	8.3	99	Secunia Advisory
<a href="#">SA68591</a>	2016-01-27	2016-01-27	Gentoo update for adobe-flash		No	Vendor Patched	From remote	10.0	99	Secunia Advisory
<a href="#">SA75768</a>	2017-03-15	2017-03-15	Microsoft Windows SMB Server Vulnerabilities		No	Vendor Patched	From local network	8.3	99	Secunia Advisory



**Note** • Please note the following:

- This add on requires purchase of the Software Vulnerability Research Threat intelligence Module.
- To purchase this module, contact your sales representative or contact us online at: <https://www.flexera.com/about-us/contact-us.html>

In addition to the features explained in the **Advisories Page > Advisories without Threat Score**, the following features are added:

- To filter the Advisories by Threat Score minimum and maximum values, click .
- To see the threat score and threat reason, click a **Secunia Advisory ID (SAID) > CVE References**. Additional information of the selected Secunia Advisory ID is shown below:

Microsoft Windows PDF Library Two Code Execution Vulnerabilities

Secunia Advisory ID SA69399

Creation Date 2016-03-09

Criticality - Highly critical

Zero Day No

Impact System access

Where From remote

Solution Status Vendor Patched

Secunia CVSS Scores [Base: 10, Overall: 8.3](#)  
(AV:N/AC:L/Au:N/C:C/I:C/A:C/E:F/RL:OF/RC:C)

CVE references [CVE-2016-0118](#) [CVE-2016-0117](#)

Threat Score 54 (Last Updated 2019-02-21)

#### Affected operating system and software

##### Operating systems

[Microsoft Windows 10](#)

[CPE Exists. Click for details.](#)

[Microsoft Windows 8.1](#)

[CPE Exists. Click for details.](#)



**Note** • Effective December 15, 2023, NVD will retire the CPE v2.2 legacy feed. Consequently, current products in SVR will be visible in both CPE v2.2 and CPE v2.3 naming formats during this transitional period. However, it's important to note that any new products added to SVR in the future will be displayed in the CPE v2.3 naming format, and the CPE v2.2 format only if available.

- To see the threat Score, threat Reason and their associated exploits, click on the **CVE references**, as shown below:

## Microsoft Windows PDF Library Two Code Execution Vulnerabilities - CVE

CVE	CVSS*	Threat Score	Threat Reason
<a href="#">CVE-2016-0118</a>	<a href="#">CVSS v2: 9.3</a> (AV:N/AC:M/Au:N/C:C/I:C/A:C)	2	Linked to Historical Cyber Exploit
<a href="#">CVE-2016-0117</a>	<a href="#">CVSS v2: 9.3</a> (AV:N/AC:M/Au:N/C:C/I:C/A:C)	53	Linked to Historical Cyber Exploit Historically Linked to Malware Historically Linked to Ransomware Historically Linked to Penetration Testing Tools

### Description\*

The PDF library in Microsoft Windows 8.1, Windows Server 2012 Gold and R2, Windows RT 8.1, and Windows 10 Gold and 1511 allows remote attackers to execute arbitrary crafted PDF document, aka "Windows Remote Code Execution Vulnerability."

### Treat Intel Module

The CVE threat score of 53 was based on the following triggers:

- Linked to Historical Cyber Exploit
- Historically Linked to Malware
- Historically Linked to Ransomware
- Historically Linked to Penetration Testing Tools

The threat score was last updated on 2019-05-07. These threats have been associated with the following exploits:

- Qbot (Botnet)
- Cryptolocker (Ransomware)
- GozNym (Banking Trojan)
- Gootkit (Banking Trojan)
- Locky (Ransomware)

### References\*

ST <http://www.securitytracker.com/id?1035202>  
 BID <http://www.securityfocus.com/bid/84109>  
 Microsoft Security Bulletin <http://technet.microsoft.com/security/bulletin/MS16-028>

### NOTE:

\* The information is written and maintained by [CVE MITRE](#).  
 The data on this page reflects neither the opinions of Secunia or the results of our research.

Back

## Advisories without Threat Score

The **Advisories** page without the Threat Score is shown below:

Research > Advisory Database > Advisories

Advisory Database - Products Database -

Browsing 1-20 of 75441 advisories

Search by keyword...

Zero Day Impact CVE(s) SAID From To Criticality

Solution status Where CVSS Score Min CVSS Score Max Advisory type

Apply Reset

Filter Save Delete

SAID	Release date	Modified date	Title	Criticality	Zero Day	Solution status	Where	CVSS Score	Type
<a href="#">SAID:SB99</a>	2018-04-25	2018-04-25	Hitachi Multiple Products Oracle Java Multiple Vulnerabilities		No	No Fix	From local network	6.8	Secunia Advisory


[View Advisory](#) [Create ticket](#)



### Task

#### To view advisories

1. Open the **Research > Advisory Database > Advisories** page.
2. Use Search by keyword to filter the Advisories by the text you enter.

3. Click  to filter the Advisories by **Zero Day**, Impact, **CVE(s)**, **SAID**, **From** and **To** dates, **Criticality**, **Solution status**, **Where**, **Score Minimum** and **Maximum** values, and **Advisory Type**.




---

**Note** • To search for multiple advisories at the same time to determine which advisories apply to more than a single CVE for which you have interest, enter the CVEs in the **CVE(s)** filter and leave one space between entries (Example: CVE-2014-0224 CVE-2014-0160 CVE-2013-0169 CVE-2009-3555 CVE-2015-7575).

4. Click the **Apply** or **Reset** buttons to apply or reset the filters.
5. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.

If you select **Hide rejected advisories** under **Settings > Account > Account Options**:

- The **Advisory Type** filter will not appear under **Research > Advisory Database > Advisories**.
- The search result “No advisories found” appears under **Research > Advisory Database > Rejection Advisories**.




---

**Note** • The CVSS Score column in the grid contains either a CVSS 2.0 score or a CVSS 3.1 score. A CVSS 3.1 score will be noted with “v3” listed after the score.

6. Click a Secunia Advisory ID (SAID) to view detailed information related to the Advisory.

Google Chrome Adobe Flash Player Multiple Vulnerabilities

Secunia Advisory ID

SA67058

Creation Date

2015-10-23

Criticality

- Highly critical

Impact

System access

Where

From remote

Solution Status

Vendor Patched

Secunia CVSS Scores

[Base: 10, Overall: 7.4](#)  
 (AV:N/AC:L/Au:N/C/I:C/A:C/E:U/RL:OF/RC:C)

CVE references:

CVE-2015-7647 | CVE-2015-7648 | CVE-2015-7645 |

Affected operating system and software

Software

[Google Chrome 46.x](#)

CPE : N/A

Advisory Details:

Description:

Multiple vulnerabilities have been reported in Google Chrome, which can be exploited by malicious people to compromise a user's system.

The vulnerabilities are caused due to the application bundling a vulnerable version of Adobe Flash Player.

For more information:  
SA66915

The vulnerabilities are reported in versions prior to 46.0.2490.80.

**Solution:**

Update to version 46.0.2490.80.

**Original advisory:**

[http://googlechromereleases.blogspot.com/2015/10/stable-channel-update\\_22.html](http://googlechromereleases.blogspot.com/2015/10/stable-channel-update_22.html)

**References:**

SA66915:  
<https://secunia.com/advisories/66915/>

**Changelog:**

2015-10-23: Initial release


Close

- Click an Advisory check box in a row or rows in the grid or click the Advisory and select **View Advisory** or **Create ticket**.



**Note** • If you select multiple advisories, one ticket is created for each of the Advisories selected.



**Note** • Once you have selected an Advisory check box, you can click  to create a ticket. For more information, see [Create Tickets in Vulnerability Manager](#).

# Rejection Advisories

For compliance reasons, for example NERC (North American Electric Reliability Corporation), you may be required to report not only the vulnerabilities covered by the normal Advisories but also vulnerabilities, which our Research Team has rejected as not being a valid threat to security.

The **Rejection Advisories** page displays the advisories affecting your Watch Lists that did not pass our validation and filtering process rules and provides you with information about rejected vulnerabilities to make it possible for you to fulfill your compliance requirements. The Rejection Advisories page can be shown or hidden, depending on the [Account Options](#) set by your Administrator.

An advisory can be rejected for one of many reasons. The most common are:

- **No reachability**—The vulnerability cannot be exploited because the affected systems cannot be reached by an attacker.
- **No gain**—The vulnerability may be reached, but without any gain for the attacker.
- **No exploitability**—The vulnerability cannot be exploited because, for example, policy forbids installation of the affected software.
- **Dependent on other**—The vulnerability cannot be exploited by itself but is depending on another vulnerability being present.



**Note** • The rules outlined below are rules of thumb and not strictly pass/fail rules.



## Task

### To view rejection advisories

1. Open the **Research > Advisory Database > Rejection Advisories** page.

Software Vulnerability Research Research > Advisory Database > Advisories

Advisory Database Products Database

Advisories Rejection Advisories

Search by keyword...

SAID	Release date	Modified date	Title	Criticality	Zero Day	Solution status	Where	CVSS Score	Threat Score	Type
SA116304	2023-05-18	2023-05-18	Ubuntu update for cups-filters	Low	No	Vendor Patched	From local network	6.8 v3	15	Secunia Advisory
SA116333	2023-05-18	2023-05-18	Cisco Identity Services Engine (ISE) Multiple Vulnerabilities	Low	No	Vendor Patched	From local network	3.5 v3	0	Secunia Advisory
SA116341	2023-05-18	2023-05-18	Cisco DNA Center API Multiple Vulnerabilities	Low	No	Vendor Patched	From local network	4.6 v3	0	Secunia Advisory
SA116381	2023-05-18	2023-05-18	Cisco Identity Services Engine (ISE) Multiple Information Disclosure Vulnerabilities	Low	No	Vendor Patched	From local network	3.5 v3	0	Secunia Advisory
SA116377	2023-05-18	2023-05-18	NetApp ONTAP PHP Denial of Service Vulnerability	Low	No	Vendor Patched	From local network	6.5 v3	3	Secunia Advisory
SA116380	2023-05-18	2023-05-18	Veritas InfoScale Log4j Multiple Vulnerabilities	Low	No	Vendor Patched	From remote	9.8 v3	99	Secunia Advisory
SA116308	2023-05-18	2023-05-18	IBM WebSphere Service Registry and Repository Studio IBM Java Multiple Vulnerabilities	Low	No	Vendor Patched	From local network	5.4 v3	7	Secunia Advisory
SA116337	2023-05-18	2023-05-18	Cisco Identity Services Engine (ISE) Rejection Notice	Low	No	None	None	-	0	Rejection Advisory
SA116376	2023-05-18	2023-05-18	SUSE ovmf Rejection Notice	Low	No	None	None	-	0	Rejection Advisory
SA116374	2023-05-18	2023-05-18	SUSE update for java-1_8_0-openjdk	Low	No	Vendor Patched	From remote	7.4 v3	23	Secunia Advisory
SA116368	2023-05-18	2023-05-18	Ubuntu update for linux	Low	No	Vendor Patched	Local system	7.8 v3	19	Secunia Advisory
SA116348	2023-05-18	2023-05-18	Cisco Identity Services Engine (ISE) Rejection Notice	Low	No	None	None	-	0	Rejection Advisory
SA116365	2023-05-18	2023-05-18	Red Hat update for apr-util	Low	No	Vendor Patched	From remote	9.8 v3	17	Secunia Advisory

2. Click to filter the Advisories by **Zero Day**, **Impact**, **CVE(s)**, **SAID**, **From** and **To** dates, **Criticality**, **Solution status**, **Where**, and **Score Minimum** and **Maximum** values.



---

**Note** • Rejection advisories may not have all the details of the normal advisories: CVSS Vector and score, criticality, and so on.

3. Click the **Apply** or **Reset** buttons to apply or reset the filters.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. Click a Secunia Advisory ID (SAID) to view detailed information related to the Advisory.
6. The **Solution Status** of a rejected advisory will show **Possibly Fixed** for the following two conditions:
  - The Link to Original Advisory field is populated (non-empty).
  - The CPE (Common Platform Enumeration) field is populated (non-empty).If either of these fields is empty, the solution status will remain **None**.
7. Click an Advisory check box in a row or rows in the grid or click the Advisory and select **View Advisory** or **Create ticket**.



---

**Note** • If you select multiple advisories, one ticket will be created for each of the advisories selected.

Once you have selected an Advisory check box, you can click  to create a ticket. For more information, see [Create Tickets in Vulnerability Manager](#).

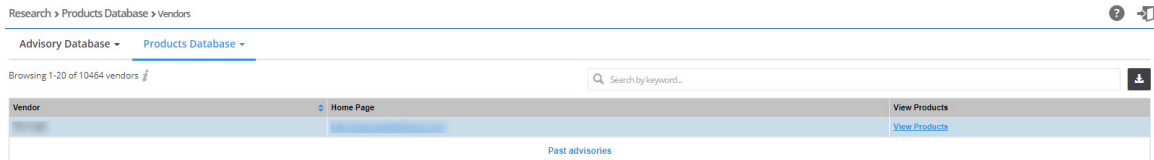
## Products Database


The Products Database represents the full list of products tracked by our database, which has been updated and maintained since the inception of Secunia in 2002. You can browse [Vendors](#), [Products](#), and search for specific [Product Versions](#) applicable to your [Watch Lists](#). You can also [Suggest Software](#) that you would like us to add to our database. You can also [Download Software Suggestion Tool](#) to suggest a software that is not detected by SVR.

- [Vendors](#)
- [Product Versions](#)
- [Products](#)
- [Suggest Software](#)
- [Download Software Suggestion Tool](#)

## Vendors

The **Vendors** page displays a list of all available vendors. Click **View Products** to display the products associated with the vendor or click a vendor in the grid to view past advisories related to the vendor.

**Task****To view vendors**

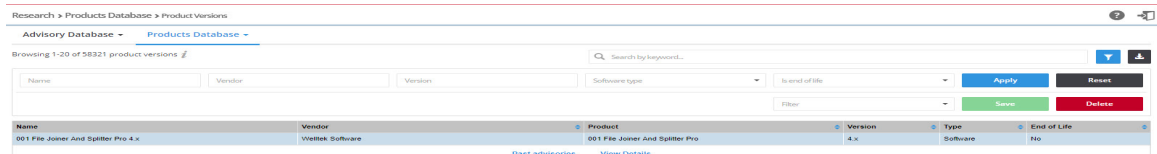
1. Open the **Research > Products Database > Vendors** page.
2. To search for a specific vendor, pick a name from the **Vendor** column, enter it in the **Search by keyword** field and press **Enter**.
3. Click  to download a CSV file containing details of all vendors.



## Product Versions

The **Product Versions** page displays a list of all available products, specified by product version number.

**Task****To view product versions:**

1. Open the **Product Versions** page.



2. Click a product version in the grid to view past advisories related to the product version.
3. To search for a specific product version, pick a number from the **Version** column, enter it in the **Search by keyword** field and press **Enter**.
4. Click  to filter the results by **Name**, **Vendor**, **Version**, **Software type**, (Software/Operating system), and **Is end of life** (No/Yes).
5. Click the **Apply** or **Reset** buttons to apply or reset the filters.
6. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
7. Click  to download a CSV file containing details of all product versions.

## Products

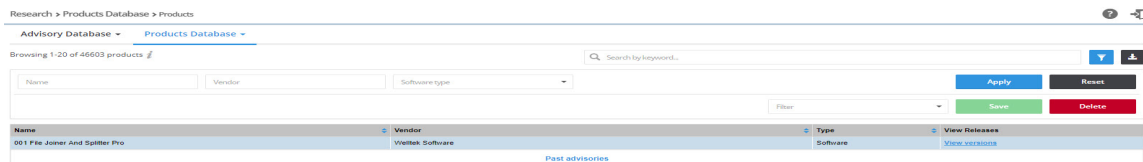
The **Products** page displays a list of all available products.





## Task

### To view products

1. Open the **Products** page.



2. Click a product in the grid to view past advisories related to the product.
3. To search for a specific product, pick a name from the Name column, enter it in the **Search by keyword** field and press **Enter**.
4. Click  to filter the results by **Name**, **Vendor**, and **Software type** (Software/Operating system).
5. Click the **Apply** or **Reset** buttons to apply or reset the filters.
6. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
7. Click **View versions** under the **View Releases** column to display the **Vendor**, **Product**, **Version**, **Type** and **End-of-Life details**.
8. Click  to download a CSV file containing details of all products.

## Suggest Software

Use the **Suggest Software** page to suggest new software to our Research Team. After clicking the **Suggest Software** button, the **Suggest a software** window appears. You must provide a Software name, Software version, a valid URL to the software Internet page, valid email addresses, and an optional comment.



**Note** • Multiple email addresses can be added in the **Email** field. Use a semi-colon or comma to separate multiple e-mail addresses.



You can also upload a CSV file or a TXT file with multiple product suggestions. Each row from the file must contain all details needed for a single product suggestion (Name, Version, and a valid URL).



**Note** • Multiple email addresses can be added in the **Email** field. Use a semi-colon or comma to separate multiple e-mail addresses.

product name	product version	url
Google Mock	1.7.0	https://www.google.com
log4net	2.0.8	https://logging.apache.org

Upon successful import, all entries present in the CSV file will be displayed in the Suggest Software page. Under **Status** column you can view the status as given below:

**Table 7-1** • Suggest Software Status Column Details

Status	Description
Request Sent	Indicates the suggested software request as been sent to SVR.

**Table 7-1 • Suggest Software Status Column Details**

Status	Description
<b>Needs Clarification</b>	Indicates that the suggested software request needs clarification.
<b>In Progress</b>	Indicates the suggested software request is In progress.
<b>Not Applicable</b>	Indicates that the suggested software suggestions can not be tracked.
<b>Pending Review</b>	Indicates that the suggested software review in pending
<b>Completed</b>	Indicates that the suggested software is added to SVR.
<b>Rejected</b>	Indicates that the suggested software request is rejected.

Software Vulnerability Research Suggest Software

Browsing 1-20 of 128 suggestions <#>

Average time to resolution over last 30 days: 2 days

Software Name	Version	URL	Email	Comment	Status	Created by	Created
Google Chrome	140.0	https://google.com			Request Sent		2023-03-23
Flexera Agent	7.6	https://www.flexera.com			Request Sent		2023-03-23

Download Software Suggestion Tool Suggest software

You can view the average resolution time for addressing suggested software.

## Download Software Suggestion Tool

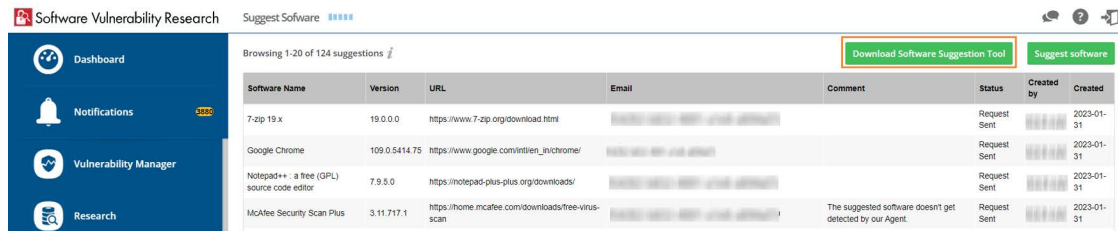
Use this page to suggest a software that is not detected by SVR. After clicking the Suggest Software button.




### Task

#### To specify Suggest Software:

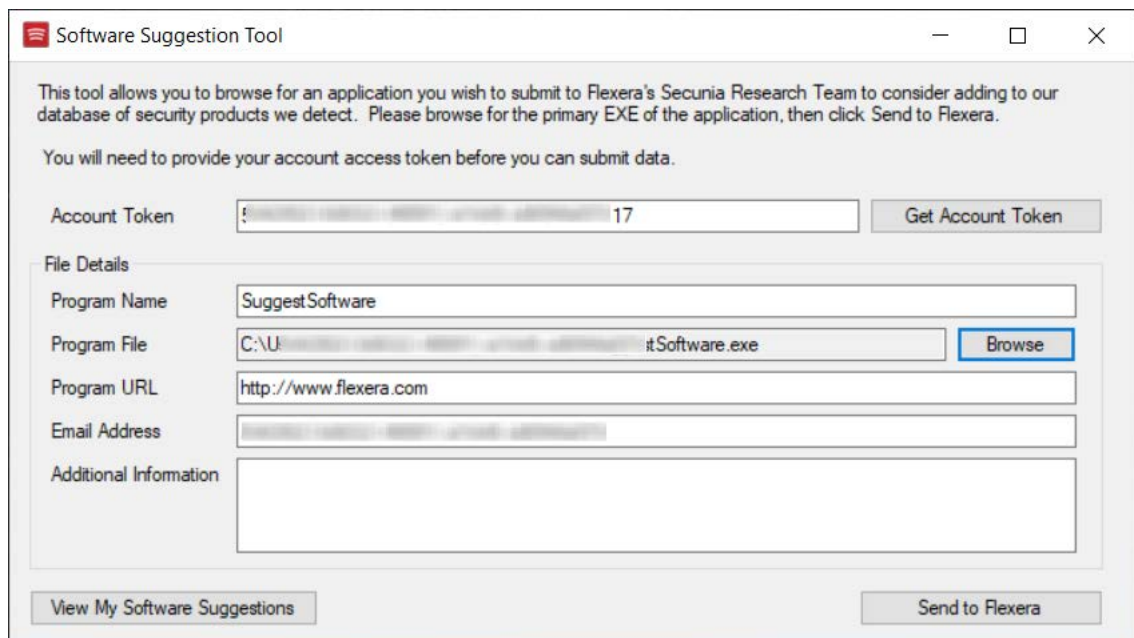
1. Open the **Research > Products Database > Suggest Software** page.
2. Click **Download Software Suggestion Tool** button to download the Software Suggestion Tool.



- Open the Software Suggestion Tool.
- The Software Suggestion Tool window includes the following properties:

Property	Description
<b>Account Token</b>	Click <b>Get Account Token</b> and select the desired token number.
<b>Program Name</b>	Program name auto-populates with respect to the selected program file. Modify the name (If required).
<b>Program File</b>	Click browse and select file from the preferred location.
<b>Program URL</b>	Specify the program URL.
<b>Email Address</b>	Specify valid email addresses.   <b>Note •</b> Multiple email addresses can be added. Use a semi-colon or comma to separate multiple e-mail addresses.
<b>Additional Information</b>	Add additional information (if required).

- After entering the above details, click **Send to Flexera** button.



- Upon successful action, the details of the suggested software will be added in **Suggest Software** page.
- By clicking on the **View My Software Suggestions** button, it navigates to the **Research > Products Database > Suggest Software** page where the details of the software suggestion will be displayed.

## Vulnerability Database

The Vulnerability Database represents the full list of Vulnerabilities tracked by our database.

- Vulnerabilities

## Vulnerabilities

The **Vulnerabilities** page displays a list of all available NVD Vulnerability (CVE) references and associated Secunia Advisories in the database.

Searching on a CVE reference will find all Secunia Advisories in the database that list that particular CVE as a reference.

An Advisory can contain more than one CVE reference, and not every Advisory has an associated CVE reference.



### Task

#### To view:

- Open the **Research > Vulnerability Database > Vulnerabilities** page. The Vulnerabilities page appears.

Vulnerability	Released date	Modified date	Advisory	NVD CVSS Score	Threat Score
CVE-2023-4585	2023-06-29	2023-06-29	SA118763, SA118860, SA118894, SA118869	-	15
CVE-2023-4584	2023-06-29	2023-06-29	SA118763, SA118860, SA118862, SA118894, SA118919, SA118869, SA118932	-	15
CVE-2023-4583	2023-06-29	2023-06-29	SA118894	-	0
CVE-2023-4581	2023-06-29	2023-06-29	SA118894, SA118919	-	0
CVE-2023-4580	2023-06-29	2023-06-29	SA118894	-	0
CVE-2023-4579	2023-06-29	2023-06-29	SA118894	-	0
CVE-2023-4678	2023-06-29	2023-06-29	SA118894	-	0
CVE-2023-4577	2023-06-29	2023-06-29	SA118763, SA118860, SA118894, SA118869	-	0
CVE-2023-4576	2023-06-29	2023-06-29	SA118763, SA118860, SA118862, SA118894, SA118932	-	0
CVE-2023-4575	2023-06-29	2023-06-29	SA118763, SA118860, SA118862, SA118894, SA118919, SA118869, SA118932	-	0
CVE-2023-4674	2023-06-29	2023-06-29	SA118763, SA118860, SA118862, SA118894, SA118919, SA118869, SA118932	-	0
CVE-2023-4673	2023-06-29	2023-06-29	SA118763, SA118860, SA118862, SA118894, SA118919, SA118869, SA118932	-	0
CVE-2022-41362	2023-06-29	2023-09-01	SA118914	7.2 v3	15
CVE-2023-4572	2023-06-29	2023-09-01	SA118894, SA118911, SA118943	8.8 v3	15
CVE-2023-4571	2023-06-29	2023-08-31	SA118938	-	15
CVE-2023-41306	2023-06-28	2023-08-28	SA118940	-	0
CVE-2023-41296	2023-06-28	2023-08-28	SA118940	-	0
CVE-2023-41286	2023-06-26	2023-08-30	SA118812	-	15
CVE-2023-41265	2023-06-26	2023-08-30	SA118812	-	15
CVE-2023-41178	2023-06-24	2023-08-24	SA118946	-	0

- Click CVE reference link and then click **View Vulnerability**. A popup appears with the detailed information related to the CVE and associated Advisories.
- Clicking CVE Reference link navigates to the [cve.mitre.org](https://cve.mitre.org) website for cybersecurity vulnerabilities information.
- Clicking Secunia Advisory ID (SAID) link to view detailed information related to the Advisory.

# Assessment Scenarios



**Edition** • This Assessment module is not available for Software Vulnerability Research.

With Flexera's Software Vulnerability Research, you can scan target hosts using a variety of approaches:

- [Agent-Based Scan – Requirements for Windows](#)
- [Agent-Based Scan – Requirements for macOS](#)
- [Agent-Based Scan – Requirements for Red Hat Enterprise Linux \(RHEL\)](#)
- [Vulnerable Software Discovery Tool Command Line Options](#)
- [Scanning Via Local Agents](#)



**Note** • If the WSUS Self-Signed Certificate will be used to sign the update packages created by Software Vulnerability Research, you can use a different certificate as an alternative.



**Important** • Administrators must ensure that Software Vulnerability Research and its Vulnerable Software Discovery Tool have access to all necessary system and online resources which allow the application to run as intended. The following addresses should be white-listed in the Firewall/Proxy configuration to ensure that the client system is allowed access to these online resources:

- `crl.verisign.net`
- `crl.thawte.com`
- `http://crl3.digicert.com`
- `http://crl4.digicert.com`
- `http://*.ws.symantec.com`
- `https://app.flexerasoftware.com/`



**Note** • If a machine has not checked in with Software Vulnerability Research in 90 days, the machine will be removed from your view. If the machine checks in again, it will reappear.

## Agent-Based Scan – Requirements for Windows

The flexibility offered by Software Vulnerability Research ensures that it can be easily adapted to your environment. To deploy the Windows agent, see [Deploy a Windows Agent](#).

If you choose to scan using the installable Agent (Agent-based scans), the following requirements should be present in the target hosts:

**Table 8-1** • Agent-Based Scan / Windows System Requirements

Requirement	Description
<b>Permissions</b>	Administrative privileges to download and install Software Vulnerability Research's Vulnerable Software Discovery Tool files SVMScanInstall.msi and SVMScan.exe from: <a href="https://app.flexerasoftware.com/">https://app.flexerasoftware.com/</a>
<b>Access</b>	Access to: <a href="https://agent.app.flexerasoftware.com">https://agent.app.flexerasoftware.com</a>
<b>Operating systems</b>	<ul style="list-style-type: none"><li>• Microsoft Windows Server 2012 R2 or Later</li><li>• Microsoft Windows Operating System: Windows 10, Windows 11</li></ul>
<b>Internet Connection</b>	SSL 443/TCP to <a href="https://app.flexerasoftware.com/">https://app.flexerasoftware.com/</a>
<b>Update agent</b>	Windows Update Agent 2.0 or later
<b>Port</b>	Port 443 (standard HTTPS) to access the cloud

# Agent-Based Scan – Requirements for macOS

The following requirements should be met before installing the Software Vulnerability Research’s Vulnerable Software Discovery Tool for Mac (see [Deploy a Mac Agent](#)) on an Intel-based macOS machine:

**Table 8-2 •**

Requirement	Description
<b>Operating System</b>	Supported operating systems: <ul style="list-style-type: none"> <li>• 10.8 Mountain Lion</li> <li>• 10.9 Mavericks</li> <li>• 10.10 Yosemite</li> <li>• 10.11 El Capitan</li> <li>• 10.12 Sierra</li> <li>• 10.13 High Sierra</li> <li>• 10.14 Mojave</li> <li>• 10.15 Catalina</li> <li>• 11 Big Sur</li> <li>• 12 macOS Monterey</li> <li>• 13 macOS Ventura</li> <li>• 14 macOS Sonoma</li> <li>• 15 macOS Sequoia</li> </ul>
<b>Permissions</b>	<ul style="list-style-type: none"> <li>• Administrator at minimum (“root” privileges required for the installation)</li> <li>• The user installing the Agent must have 'execute' permissions on the file (chmod +x)</li> </ul>
<b>Internet Connection</b>	SSL 443/TCP to <a href="https://app.flexerasoftware.com/">https://app.flexerasoftware.com/</a> .

To scan Apple macOS machines, you need to deploy the Vulnerable Software Discovery Tool for Mac locally on the target system. This Vulnerable Software Discovery Tool for Mac pulls information from text and binary coded plist files.

The installation can only be done under the Mac Terminal, as the Vulnerable Software Discovery Tool for Mac will be installed as a daemon (service) under the LocalSystem account.

Installation of Local Services on macOS systems requires root privileges. The “root” account is disabled by default on Mac systems. Therefore you need to enable it to proceed.

To view and edit the assessment configurations for macOS, see:

- [Prepare Your Mac](#)
- [Install the Vulnerable Software Discovery Tool for Mac](#)

## Prepare Your Mac

Installation of daemons (services) on macOS systems requires root account privileges. This means that the root account should always be used when installing the Vulnerable Software Discovery Tool for Mac.

You can switch to your local root account by using the command 'su root' in your Mac Terminal. You will be prompted to provide the password for the root account.

```
bash-3.2$ su root
Password:
```

Provide the password for “root” if you know it. If you are not certain about the password, you may want to try entering “toor”, which is the default password for the root account, or you may also try with the current password of your Administrator account. Both ways may work, but if the account is disabled on the system, none of the passwords would work.



**Important** • The Terminal window will not display the password you typed in. Once you have entered the password correctly, press ENTER and wait for confirmation.

If you do not know the password for the root account, or the latter is currently disabled, you can perform the following actions to enable the account and set a new password:

- Open Terminal
- Type `sudo passwd root`
- Provide a new password

For more details on how to enable root account on macOS systems, refer to:

<http://support.apple.com/kb/ht1528>



**Important** • If you cannot enable the “root” account on the Mac, or you prefer to not use it directly, you can alternatively use the “sudo” switch before each command associated with Vulnerable Software Discovery Tool for Mac activities. For example: `sudo ./svmscan_macos -c -v -v -v` can be used to install the Vulnerable Software Discovery Tool for Mac on the system.

Once you are ready with setting/logging the root account, you are one step away from installing the Vulnerable Software Discovery Tool for Mac.

When you download the Vulnerable Software Discovery Tool for Mac on your system, normally the file is being set with limited file permissions on the system. You must check whether the file is allowed execution on the system by using the `ls -l` command, which will list the file and will show its file permissions.

```
sh-3.2# ls -l
total 3048
-rw-r--r--@ 1 administrator  staff  1558928 Oct 25 12:25 svmscan_macos
```

In case the permissions do not include execute rights (the “x” character) for any user, you should set them for the root account by using the `chmod +x` command.



```
chmod +x svmscan_macos
```

```
sh-3.2# chmod +x svmscan_macos
sh-3.2# ls -l
total 3048
-rwxr-xr-x@ 1 administrator  staff  1558928 Oct 25 12:25 svmscan_macos
```

(If you are not using the root account, add sudo before chmod.)

## Install the Vulnerable Software Discovery Tool for Mac

The traditional way of installing the Vulnerable Software Discovery Tool for Mac is as a daemon (similar to local service in Windows) as it will operate under the Mac OS X LocalSystem account. Install the binary by using the Mac Terminal services as follows:



### Task

#### To install the Vulnerable Software Discovery Tool for Mac:

1. [Prepare Your Mac](#) (if not already done).
2. Browse to the directory where you have placed the svmscan\_macos binary file.
3. Type the following command to install the Vulnerable Software Discovery Tool for Mac: `./svmscan_macos -i`

```
sh-3.2# ./svmscan_macos -i
[10/25 12:37:27.421] Initializing Flexera Software Vulnerable Software Discovery
Tool 8.0.0.344
[10/25 12:37:27.453] GUID : 41713AB6-9437-4B8D-A1E6-5CA8D9883AC1
[10/25 12:37:27.493] 'Flexera SVM Scanner' service started
[10/25 12:37:27.493] 'Vulnerable Software Discovery Tool' successfully installed
[10/25 12:37:27.493] Vulnerable Software Discovery Tool 8.0.0.344 shutting down
```

The Vulnerable Software Discovery Tool for Mac shows in the Software Vulnerability Research console approximately 15 minutes after the installation.

4. To launch a new scan manually under the Mac Terminal, issue the command “`./svmscan_macos -c`”
5. Use the “-h” switch to see a full list of parameters supported by the Vulnerable Software Discovery Tool for Mac.

## Agent-Based Scan – Requirements for Red Hat Enterprise Linux (RHEL)

To deploy the Vulnerable Software Discovery Tool for Red Hat Linux 6 RPM and Vulnerable Software Discovery Tool for Red Hat Linux 7 RPM, see [Deploy a Linux Agent](#).



**Note** • The svmscan\_linux agent for RHEL is architecture independent (that is, it works for 32- and 64-bit).

To install the Single Host Agent on a Red Hat Enterprise Linux (RHEL) machine, the user:

- Must be a member of the sudoer group.
- Must have write access to the /etc/svmscan folder to save configuration data.
- Must have a RHEL machine that supports the following operating systems:

- **RHEL 6:** requires bash, gzip, sed, gawk, procps, coreutils, glibc(x86-32), libcurl(x86-32), libconfig(x86-32), libuuid(x86-32), yum, yum-security
- **RHEL 7:** requires: bash, sed, gawk, procps, coreutils, glibc(x86-32), libcurl(x86-32), libconfig(x86-32), libuuid(x86-32), yum

To install the RHEL agent, see [Install the Vulnerable Software Discovery Tool for Red Hat Linux 6 RPM and 7 RPM](#).



**Note** • It may be possible to install the scan Agent on RHEL operating systems and configurations other than those described above. However, these have not been tested and are not supported by Flexera.

## Install the Vulnerable Software Discovery Tool for Red Hat Linux 6 RPM and 7 RPM



**Note** • This is a sample reference implementation that you can use to help guide your setup.

For information on installing the Vulnerable Software Discovery Tool for Red Hat Linux 6 RPM and 7 RPM, see:

- [Installing the Vulnerable Software Discovery Tool](#)
- [Specifying Proxy Settings for the Scanner \(Recommended Method\)](#)
- [Specifying the LAN Group of the Machine](#)
- [Immediately Update the RHEL Agent Configuration](#)
- [Uninstalling the Scanner RPM Package](#)

### Installing the Vulnerable Software Discovery Tool

To install the Vulnerable Software Discovery Tool for Red Hat Linux 6 RPM and 7 RPM, perform the following steps.



#### Task

#### To Install the Vulnerable Software Discovery Tool for Red Hat Linux 6 RPM and 7 RPM:

1. The 6 RPM tool requires: bash, gzip, sed, gawk, procps, coreutils, glibc(x86-64), libcurl(x86-64), libconfig(x86-64), libuuid(x86-64), yum, yum-security

The 7 RPM tool requires: bash, sed, gawk, procps, coreutils, glibc(x86-64), libcurl(x86-64), libconfig(x86-64), libuuid(x86-64), yum

2. Login as root at the RHEL machine and install/update the package (the same command line option works for both cases):

```
su root
```

```
yum localinstall --nogpgcheck:
```

```
Red Hat 7 RPM: yum install <path>/svmscan_linux-8.x.xxx-x.el7.x86_64.rpm
```

```
Red Hat 6 RPM: yum install <path>/svmscan_linux-8.x.xxx-x.el6.x86_64.rpm
```

## Specifying Proxy Settings for the Scanner (Recommended Method)

You can update the proxy setting to override the environment variables.



### Task

#### **To specify proxy settings for the scanner:**

1. Update the proxy setting in the configuration file `/etc/csia/svmscan_conf`
2. Login as root and restart the scanner service:

```
su root
service com.flexera.svmscan restart (RHEL 6)

OR

systemctl restart com.flexera.svmscan (RHEL 7)
```

## Specifying the LAN Group of the Machine

This setting will be overridden if the DNS domain name of the machine is publicly available (check with the “`dnsdomainname`” command).



### Task

#### **To specify the LAN group of the machine:**

1. Update the LanGroup setting in the configuration file `/etc/csia/svmscan_conf`
2. Login as root and restart the scanner service:

```
su root
service com.flexera.svmscan restart (RHEL 6)

OR

systemctl restart com.flexera.svmscan (RHEL 7)
```

## Immediately Update the RHEL Agent Configuration

If you have set the Agent check-in time to, for example, 1 day, it will be 1 day until the RHEL Agent picks up any configuration changes. If you want the RHEL Agent to immediately adapt to configuration changes, you can use the commands below to accomplish this by simply restarting the Agent service.



### Task

#### **To immediately update the RHEL agent configuration:**

1. Login as root and restart the scanner service:

```
su root
service com.flexera.svmscan restart (RHEL 6)

OR

systemctl restart com.flexera.svmscan (RHEL 7)
```

## Uninstalling the Scanner RPM Package

To uninstall the scanner RPM package, perform the following steps.



### Task

**To uninstall the scanner RPM package;**

1. Login as root and uninstall the scanner RPM package:

```
su root
yum erase svmscan_linux.x86_64
```

# Vulnerable Software Discovery Tool Command Line Options

You can use the following command line options for the Vulnerable Software Discovery Tool.

- [Help](#)
- [Version](#)
- [Install](#)
- [Uninstall](#)
- [Modify Settings](#)
- [Controlling the Service](#)
- [Scanning from the Command Line](#)
- [Agent Configuration Options](#)

## Help

Run the Vulnerable Software Discovery Tool to get instructions and a list of command line options (ignores all other command line options, prints instructions and exits immediately). Also prints version as with -V. Exclusive:

```
SVMScan.exe -h
```

## Version

Print the version number of the Vulnerable Software Discovery Tool on the command line (exclusive):

```
SVMScan.exe -V
```

## Install

The following explain how to install the Vulnerable Software Discovery Tool from the command line:

- [Install as Current User](#)

- Install to Run as LocalSystem
- Install to Run as <user>
- Install to Run as <user> with <password>
- Install But Without Writing Anything to the Registry

### Install as Current User

Install the Vulnerable Software Discovery Tool from the command line, with configuration options. Installs as current user, prompts for password, settings saved to HKCU:

```
SVMScan.exe -i <config options>
```

### Install to Run as LocalSystem

Install the Vulnerable Software Discovery Tool from the command line to run as LocalSystem, with configuration options. Saves settings to HKLM:

```
SVMScan.exe -i -L <config options>
```

### Install to Run as <user>

Install the Vulnerable Software Discovery Tool from the command line to run as <user>, with configuration options. Prompts for password and saves settings to HKEY\_<user>:

```
SVMScan.exe -i -R <user> <config options>
```

### Install to Run as <user> with <password>

Install the Vulnerable Software Discovery Tool from the command line to run as <user>, with <password> with configuration options. Saves settings to HKEY\_<user>:

```
SVMScan.exe -i -R <user>:<password> <config options>
```

### Install But Without Writing Anything to the Registry

Install the Vulnerable Software Discovery Tool from the command line but not write anything to the registry (also works with -R and -L):

```
SVMScan.exe -i -N
```

## Uninstall

Uninstall the Vulnerable Software Discovery Tool service, remove all settings and delete the key from the registry where the service reads them from:

```
SVMScan.exe -r
```



---

**Note** • The -L and -R options are irrelevant when uninstalling.

If the service is installed but cannot be removed, then the registry settings aren't removed.

If the service is not installed, does nothing.

If the registry settings cannot be removed, a warning is given, and the service is removed regardless.

To uninstall the Vulnerable Software Discovery Tool service, while leaving the registry settings intact:

```
SVMScan.exe -r -N
```

To remove the service, if installed, and delete the Vulnerable Software Discovery Tool registry key from everywhere in the registry (exclusive):

```
SVMScan.exe --delete-all-settings
```

## Modify Settings

Save the command line setting to the registry, so the service will use it. The settings are saved to the location based on where installed the Vulnerable Software Discovery Tool reads the settings from. If the Vulnerable Software Discovery Tool is not installed, or the settings cannot be saved to the correct location, nothing is saved, an error is printed and the command aborts:

```
SVMScan.exe -S <config option>
```

## Controlling the Service

Starts the service if it is not running (exclusive):

```
SVMScan.exe --start  
SVMScan.exe --restart
```

Stops the service if it is running (exclusive):

```
SVMScan.exe --stop
```

## Scanning from the Command Line

Run the Vulnerable Software Discovery Tool with immediate command line scan, with options. Ignores registry settings and server settings:

```
SVMScan.exe -c <config options>
```

Run the Vulnerable Software Discovery Tool with immediate command line scan for Proof of Concept environments that will process scans fast, typically less than 1 minute:

```
SVMScan.exe -c --urgent-scan
```

Run the Vulnerable Software Discovery Tool locally in service mode as current user, reading options from command line, registry and server, with command line options taking precedence, then server options, then registry options. To stop the service once it is running, press CTRL+C:

```
SVMScan.exe -fg <config options>
```

If possible, run the Vulnerable Software Discovery Tool locally in service mode as a different user with -L and -R. This will read options in exactly the same way as a service, with the exception of <config options> on the command line override which, unlike a service, has no command line:

```
SVMScan.exe -fg -L <config options>  
SVMScan.exe -fg -R <user> <config options>
```

Order of precedence:

- Settings given on command line take precedence but, when running as a service, there is no command line.
- Settings from server take precedence over settings read from registry.

# Agent Configuration Options

The following table lists the Agent configuration options.

**Table 8-3 • Agent Configuration Options**

Category	Configuration Option	Description
<b>Program Options</b>	-A/--network-appliance	Run in Network Appliance mode.
	-c/--cli	Run software inspection from the command line using command-line settings and server-supplied settings.  Exit codes returned:  0 - SUCCESS 1 - SERVER BUSY 2 - OPERATION FAILED 3 - SERVICE FAILED
	-d <path> --debug <path>	Write diagnostic information to the specified file.
	--getfileinfo <path>	Directory for output file
	-h/--help	Display this message and exit.
	-n/--checkin-interval <interval>	Set the check-in interval for the service. This setting is in the format INTEGER followed by M/H/D representing minutes, hours, or days.  Example: 10M for a 10-minute interval or 2H for a two-hour interval
	-o/--outdir <path>	Directory for output file
	-oc/--output-csv <file>	Output inspection results to a CSV file.
	-ox/--output-xml <file>	Output inspection results to an XML file.
	-si/--scantime_interval <minutes>	Set a random range to delay running software inspection. 0 means no random range, or 1-60 minutes.
	--skip-wait/--skipwait	Skip the initial 10 minute wait before the first check in.
	-v --verbose	Display or log additional diagnostic information.
	-V/--version	Display program version information and exit.  Use this option when you want to check the version of the agent.



**Table 8-3 • Agent Configuration Options (cont.)**

Category	Configuration Option	Description
<b>Customer Area Option</b>	<code>-g/--group &lt;group&gt;</code>	Create host as a member of <group> in your Software Vulnerability Research Account (defaults to domain or langroup if unspecified).
<b>Mac Agent Option</b>	<code>--delete-all-settings</code>	Deletes all information, including Globally Unique Identifiers (GUID), from the system to ensure it is clean to accommodate a new installation.

**Table 8-3 • Agent Configuration Options (cont.)**

Category	Configuration Option	Description
Network Settings	-D --direct-connection	Bypass proxy, use direct connection.
	--forcehttps	Force HTTPS, regardless of port.  When this option is not specified, we default HTTPS on port 443 and HTTP on other ports. This option is for debugging purposes.
	--ignore-ca	Ignore unknown certificate authority.
	--ignore-cn	Ignore invalid Common Name in cert.
	--ignore-crl	Ignore Certificate Revocation list.
	--pac-url <url>	Proxy Autoconfig url
	--request-timeout <minutes>	Sets a timeout on network connections. Set for 1-10 minutes or use 0 for no timeout.  Use this option to increase the timeout period of HTTP requests to prevent the timeout error when the server does not respond in 2 minutes.
	-U <user:pass> --proxy-user <user:pass>	Set proxy credentials (saved in encrypted form).
	--use-network-winhttp	Enable WinHttp network stack.  Use WinHTTP when you want the agent to control the behaviors of the HTTP Internet protocol. We default WinHTTP to force using TLS 1.2. Also, the command line options for proxy such as -x, -U, and -D are designed to work in conjunction with WinHTTP. This option is for debugging purposes.
	--use-network-wininet	Enable WinInet network stack (default).  Use WinInet when you want to control the behaviors of HTTP Internet protocol using the Internet Options. Since WinInet does not have services support, the agent running as a service ignores this option. This option is for debugging purposes.
	-x <proxy:port> --proxy <proxy:port>	Set proxy.

**Table 8-3 • Agent Configuration Options (cont.)**

Category	Configuration Option	Description
<b>Proxy Options</b>	-D/--direct-connection	Force direct connection, overriding default internet proxy settings.
	--pac-url <URL>	Specify the URL of the Proxy Auto Configuration file (.pac/.dat).
	-U/--proxy-user <user[:pass]>	Specify Proxy authentication.
	-x/--proxy <host[:port]>	Use HTTP proxy on given port.
<b>Scan Options</b>	--check-wmi	Use WMI to get Windows updates.  Use this option to query Windows updates on SCCM using WMI in addition to a query using Windows Update Agent.  This option could be used to see if the SCCM client on the device/host can be used for reporting missing KBs.
	-t/--type	Software scan type: <ul style="list-style-type: none"> <li>● <b>Minimal Scan</b>—Scan Type 1: Inspect applications in default locations only.</li> <li>● <b>Optimal Scan</b>—Scan Type 2: Inspect applications in non-default locations.</li> <li>● <b>Full Scan</b>—Scan Type 3: Inspect all .dll, .exe, and .ocx files.</li> </ul> For details, see <a href="#">Scan Types</a> .
	-w/--no-os-update/--no-win-update	Do not connect to Windows Update.
	--wua-proxy <0,1 or host[:port]>	Configure proxy settings for Windows Update. <ul style="list-style-type: none"> <li>● 0: Use the default setting.</li> <li>● 1: Use the proxy configured with -x/--proxy.</li> <li>● &lt;host[:port]&gt; Manually set the proxy host and port.</li> </ul>

**Table 8-3 • Agent Configuration Options (cont.)**

Category	Configuration Option	Description
<b>Scan Settings that Server Can Override</b>	-g <group> --group <group>	Group name for association
	-n <minutes>M --checkin-interval <minutes>M	Set Check-in interval.
	-n <hours>H --checkin-interval <hours>H	
	-w --no-win-update --no-os-update	Disable windows update check.
<b>Security Options</b>	--ignore-ca	Ignore Unknown SSL Certificate Authority (CA).
	--ignore-crl	Ignore SSL Certificate Revocation Check.
	--ignore-cn	Ignore Invalid SSL Certificate Common Name (CN).
<b>Server Options</b>	--userid <userid>	Set the Software Vulnerability Research access user ID.
	--token <token>	Set the Software Vulnerability Research access token.
	--host <hostname>	Set the Server hostname.
	--port <port>	Set the Server port.

**Table 8-3 • Agent Configuration Options (cont.)**

Category	Configuration Option	Description
Service Options	--delete-all-settings	Delete all settings related to this program from the registry.  Deletes these settings from all registry keys.
	--dry-run/--dryrun	Run up to the point of scanning without writing any changes and then exit (useful to log the configuration).  Use this option to examine if the agent is able to run and communicate with the server. It will exit before scanning and won't make any changes to the system. You can use this option along with -c.
	-i/--install	Install service.
	-L/--localsystem	Run the service as the LocalSystem user.
	--manual	When installing, set service to only be started manually, rather than automatically
	-N/--no-registry-write	When installing, do not write any settings to registry.  When removing, do not delete settings from registry.
	-p/--copy <dest>	Before installing, copy executable file to <dest> and install the service to run from <dest>.
	-r/--remove	Remove service.
	-R/--runas <user[:pass]>	Specify the user the service should run as.  For a domain user type "user@domain" or "domain\user"
	-S/--only-save-settings	Only save settings from the command line to registry, as the relevant user.  Does not run, install or remove.  Use this option when you want to modify the agent registry settings after the agent is installed. You need to restart the agent service to make the changes effective.  This option could be used to edit the server options like userid/token/host/port stored in the registry.  This setting is the opposite of "-N" options. If -N is used, no registry setting will be edited.

**Table 8-3 • Agent Configuration Options (cont.)**

Category	Configuration Option	Description
<b>Service Recovery Settings:</b>	--service-failure-actions <actions>	Failure actions and their delay time (in milliseconds), separated by / (forward slash) – e.g., run/5000/reboot/800. Valid actions are <run restart reboot>. (Must be used in conjunction with the --service-failure-reset option)
	--service-failure-command <command line>	Command line to be run on failure.
	--service-failure-flag	Changes the failure actions flag setting of a service. If this setting is not specified, the Service Control Manager (SCM) enables configured failure actions on the service only if the service process terminates with the service in a state other than SERVICE_STOPPED. If this setting is specified, the SCM enables configured failure actions on the service if the service enters the SERVICE_STOPPED state with a Win32 exit code other than 0 in addition to the service process termination as above. This setting is ignored if the service does not have any failure actions configured.
	--service-failure-reboot <message>	Message broadcast before rebooting on failure.
	--service-failure-reset <period>	Length of period of no failures (in seconds) after which to reset the failure count to 0 (may be INFINITE). (Must be used in conjunction with --service-failure-actions)

## Scanning Via Local Agents

Software Vulnerability Research provides different [Scan Types](#), enabling you to select the one that best suits your environment. The Agent-based deployment is more robust and flexible for segmented networks or networks with mobile clients (for example, laptops). Once installed, the Vulnerable Software Discovery Tool will run silently in the background.

This is the recommended scanning approach due to its flexibility, usage convenience, and performance.

# Scan Types

Under [Scan Configuration](#) settings, you will be asked to select a scan type, which are compared below.

**Table 8-4 • Scan Types**

Scan Type	Folders Searched	File Name Match	Applications Detected
<b>Minimal Scan - Scan Type 1</b>	Default folders only Example: Program Files	File names are matched first; then metadata is matched.  Example: c:\Program Files\Mozilla Firefox\Firefox.exe	Known applications in predefined locations on a device
<b>Optimal Scan - Scan Type 2</b>	All files and folders	File names are matched first; then metadata is matched.  Example: c:\Custom Mozilla Firefox Folder\Firefox.exe	Known applications in any location (“portable applications”) on a device
<b>Full Scan - Scan Type 3</b>	All files and folders	Metadata only  Example: c:\Custom Mozilla Firefox Folder\myFirefox.exe	Renamed applications that match a pattern detected in the first two scan types such as .exe, .dll, and .ocx in any location on a device





# Assessment Reports



**Edition** • This Assessment module is not available for Software Vulnerability Research.

The Assessment pages display where software vulnerabilities are installed across your organization by device and product. A list of advisories is also provided to address software vulnerabilities.

- [Overview](#)
- [Devices](#)
- [Products](#)
- [Advisories](#)

## Overview

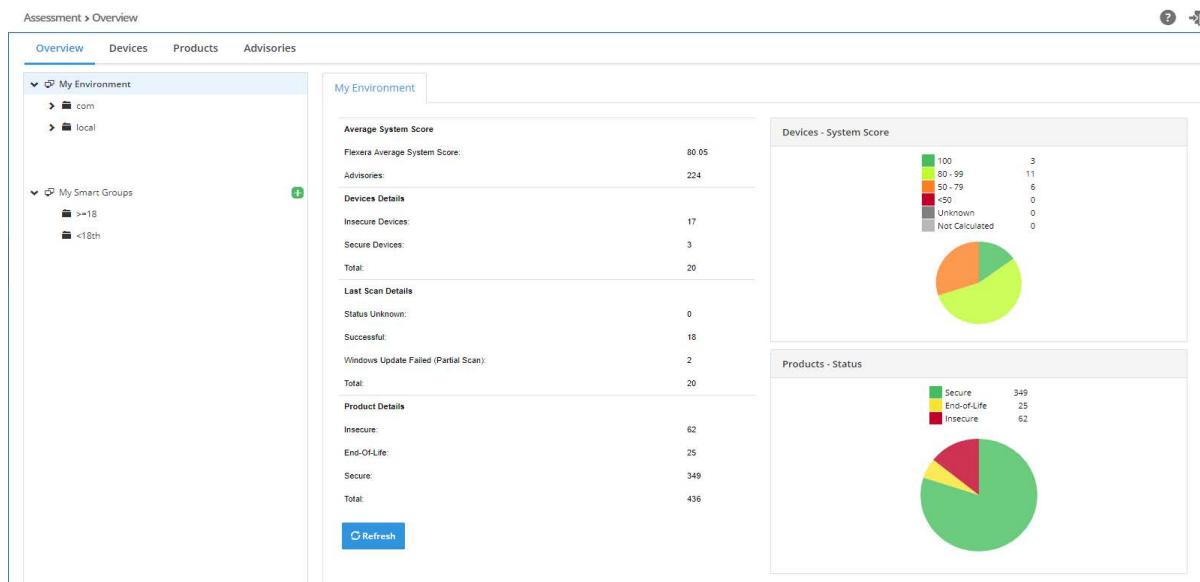
The **Overview** page displays a tree view of the Device Groups within your environment. Click an item under the My Environment listing to view the **Average System Score**, **Device Details**, **Last Scan Details**, and **Product Details** of the security status of the Device Group.

You can customize your Device Groups using [Smart Groups](#).

Click the **Devices**, **Products** and **Advisories** tabs to view detailed information regarding the selected Device Group.



**Important** • You must first download and deploy Software Vulnerability Research's Scan Agent to scan your devices. Refer to [Downloads](#) for further information.



## Smart Groups

Smart Groups organize your environment by defining specific groups of devices, products, or advisories to identify and meet regulatory needs that are situation specific. These Smart Groups filter assessment results and reports to prioritize remediation efforts.

This section includes the following Smart Group topics:

- [Smart Group Selection Order](#)
- [Create a Smart Group](#)
- [Create a Smart Groups Report](#)

## Smart Group Selection Order

To create a Smart Group, you can use any combination of device, products and advisories conditions. However, the order in which conditions are evaluated is this: device conditions filter out the devices on which the following conditions are applied; products conditions filter out devices without those products installed; advisory conditions filter out products and devices without those conditions. Following are some sample Smart Group selections.

- **Only device conditions**—Select those devices and show all products and advisories detected on those devices
- **Only product conditions**—Select the devices that have the products installed and show devices and advisories for those products
- **Only advisory conditions**—Select the devices and the products that have those advisories associated
- **All types of conditions**—Select the devices; then select devices with the product conditions and eliminate devices or products that do not have the advisory conditions. This selection order ensures that a group with the conditions “Windows platform, Python product installed, Highly and extremely critical advisories” show devices that have a Python product with highly critical advisories. This selection order also ensures you do not include devices with critical advisories on products that are not Python.

- **Product secure type**—Is context dependent on the list of devices; a product can be insecure on one device and secure on other devices (Example: Windows may be insecure depending on the KBs installed on the device). For example, if you create a Smart Group “Devices from AD group “NorthAmerica” and insecure products”, you might not get “Windows 8” as insecure in your Smart Group list, although you see it as insecure in the full product list, since Windows 8 is secure on all devices in your Active Directory (AD).

## Create a Smart Group

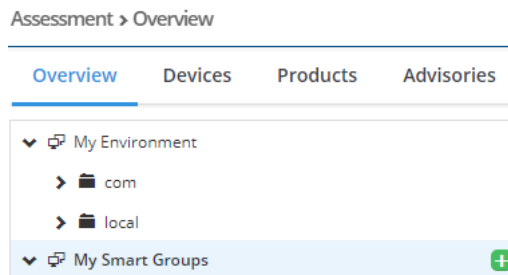
To create a Smart Group, perform the following steps.



### Task

#### To create a Smart Group:

1. Click the green + sign next to **My Smart Groups**.



2. When the Create Smart Group pop-up window appears, enter the Smart Group Name in the Name field.

Create Smart Group

×

Name

Smart Group Name

Priority

Normal

Conditions:

Device Conditions

Select Device Condition

×

+

Product Version Conditions

Select Product Condition

×

+

Advisory Conditions

Select Advisory Condition

×

+

Cancel

Save

3. Select the Priority.



**Note** • The priority determines how often a smart group recalculates to show the latest results. The more critical the priority, the more often the results are calculated to reflect the latest data, with the following mention: if all groups are critical, none are critical. The exact frequency with which results are being recalculated can't be determined or

guaranteed as it depends on the number of groups in your environment (both Active Directory groups and Smart Groups) and the priorities set on all Smart Groups.

4. Select the desired combination of Device, Product Version, and Advisory Conditions. Click the green + sign to add multiple conditions under the corresponding category.



**Note** • Device Platform is limited to Windows, macOS, and RedHat Enterprise Linux. If you want to select a particular operating system (Example: Windows 8), Select Windows as the Device Platform, add Device Condition “Operating System In”, click “Select Operating System(s)”, enter Windows 8 in the search tab, and click Save.

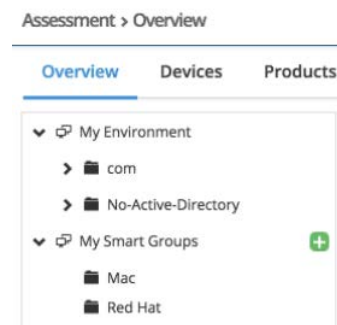


**Note** • To make sure date filters like Last Scan Date or Advisory Released conditions reflect the User Interface selection, ensure that your User Profile includes your time zone preference (Default time zone is set to Europe/Copenhagen). To change your time zone, go to User Profile and click Edit. Under Preferences, select the appropriate Timezone, and click Save.



**Note** • For the Advisory CVSS Score condition, Flexera applies the condition to the CVSS4 value if the advisory has CVSS4 data. Otherwise, the condition is applied to the CVSS3 or CVSS2 score respectively.

5. Click Save. The newly created Smart Group folder will now appear under My Smart Groups.
6. You can now click Refresh to view the associated Overview, Devices, Products, and Advisories information. The data is calculated asynchronously, so you will need to change the group selection (or potentially refresh the page) to see the latest data.



**Note** • In the Smart Groups Overview tab is a field titled “Latest data available” with the options “Yes” or “No”. For Active Directory (AD) groups, a “Yes” response means that no device in the folder tree underneath the AD sent new data. For Smart Groups, a “Yes” response means no device in a customer’s environment has sent new data. When a new device for either an AD group or Smart Group sends data, the “No” option appears until the group is reprocessed by the system. Once the group’s results are recalculated, the “Yes” option will reappear.



**Note** • The products counts on the device tab represent the total number of products installed on the device, regardless of the product conditions. The products and advisories counts on the products and advisories tabs are cross conditions. For example, for conditions “Adobe Flash products, Highly critical advisories”, the counts will represent: **Device product counts**: total number of products installed, not just Adobe Flash products; **Product advisory counts**: number of Highly

critical advisories affecting the product; **Advisory product counts**: number of Adobe Flash products affected by the advisory.

## Ensuring an Accurate Advisory Count

To ensure an accurate advisory count between the Assessment module's User Interface (which considers the user's timezone and the Assessment module's filters for the whole day) and the user-generated Assessment Report, use the following date filters to create a list of advisories released on a specific date (Example: March 31, 2018):

- For the **Advisory Initial Release Date** and **Advisory Current Release Date** conditions, enter 2018-03-01.
- In the **Assessment > Advisories > Advisory List From** (date) **To** (date) filters, enter 2018-03-01 in the **From** (date) filter and 2018-03-02 in the **To** (date) filter.

## Create a Smart Groups Report

To create a Smart Groups Report, perform the following steps.



### Task

**To create a Smart Groups report under Analytics > Reports:**

1. Click the green + button and select **Add Assessment Report**.
2. When the **Configure New Assessment Report** pop-up window appears, under **Device Groups** select the appropriate Smart Group under the **My Smart Groups** listing.
3. Select any other appropriate report conditions and click **Save**. The new report will be listed under **Analytics > Reports**.
4. To save the report as a CSV file or PDF file:
  - a. Select the appropriate Smart Group listing in the grid.
  - b. Click **View Files**.
  - c. Click **Generate PDF**.
  - d. Click **Download** once the file is generated.



**Note** • For recurring reports based on a Smart Group, the Smart Group contents are recalculated, based on the conditions before the report is sent out, to reflect the latest data for your selection.

## Devices

The **Devices** page displays the details of the scan configuration status of all Devices or machines within your environment.

The Last Scanned column refers to the last time the Vulnerable Software Discovery Tool (Daemon) submitted scan data to the user interface. The time stamp in the **Last Scanned** column refers to the local time zone of the scanned server.

The **Last Processed** column refers to the last time [LiveUpdate](#) identified any new advisories that have come in since you last scanned your system.

Assessment > Devices > Device List

Overview **Devices** Products Advisories

Browsing 20 devices

Device Name Platform System Score Is Secure Last Scan Status Days Since Last Scan

Apply Reset

Save Delete



Device Name	Operating System	System Score	Secure Products	Insecure Products	EOL Versions	Last Scanned	Last Processed	Last Scan Status	Inventory Source
CS87_QA_WIN810	Microsoft Windows 8.1	80	21	1	4	May 22, 2018 7:33 AM	Jun 4, 2018 10:00 AM	Successful	8.0.0.309

Device details Installed products Advisories Queue scan Delete



### Task

#### To view devices:

1. Open the **Assessment > Devices > Device List** page.
2. Click  and select from the drop-down lists to filter the Devices by **Device Name**, **Platform** (Windows, macOS, or RedHat Enterprise Linux), **System score** (100, 80-89, 50-79, <50, Unknown, or Not Calculated), **Is secure** (Yes or No), and **Days since last Scan**.
3. Click the **Apply** or **Reset** buttons to apply or reset the filters.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. Click an item in the grid to select **Device details**, **Installed products**, **Advisories**, **Queue scan** or **Delete**.
6. Click  to export the results to a CSV file.

## Device Details

The **Device Details** page displays **Overview**, **Installations** and **Advisories** details for the selected Device.



Task

To view device details:

1. In the **Overview** tab, click an Installed or Missing **KB Details** link to view detailed KB information. The selected KB Details will be highlighted.

Assessment > Devices > Device Details

Overview **Devices** Products Advisories

< Device Overview Installations Advisories

**Device details**

Name: [REDACTED]

Domain: [REDACTED]

Organizational Unit: [REDACTED]

**Scan details**

Last scanned: Aug 27, 2018 8:00 AM

Last scan status: Windows Update failed (partial scan)

Scans until now: 24

**System score**

Flexera system score: 81

Advisories: 7

**Product details**

Insecure: 7

End-Of-Life: 9

Secure: 70

Total: 86

**KB Details**

Installed: [KB4287903](#) | [KB4338825](#) | [KB4338832](#) |

Missing: [KB2538243](#) |

**Products**

Secure 70

End-of-Life 9

Insecure 7

Device KB Details

Installed

KB	Title	Description	Published On
<a href="#">KB4287903</a>	Security update for Adobe Flash Player: June 7, 2018	Fixes vulnerabilities in Adobe Flash Player on certain versions of Windows.	Jun 12, 2018 12:17 PM
<a href="#">KB4338825</a>	July 10, 2018—KB4338825 (OS Build 16299.547)	Learn more about update KB4338825, including improvements and fixes, any known issues, and how to get the update.	Jul 16, 2018 4:27 PM
<a href="#">KB4338832</a>	Security update for Adobe Flash Player: July 10, 2018	Fixes vulnerabilities in Adobe Flash Player on certain versions of Windows.	Jul 10, 2018 12:08 PM

Missing

KB	Title	Description	Published On
<a href="#">KB2538243</a>	MS11-025: Description of the security update for Visual C++ 2008 SP1 Redistributable Package: June 14, 2011	Resolves a vulnerability in certain applications that are built by using the Microsoft Foundation Class (MFC) Library.	Apr 11, 2017 2:48 AM

Close

2. Click in the **Installations** and **Advisories** tabs to export the results to a CSV file.

- In the **Installations** tab, click a Device in the grid to can find further information regarding the device's **Missing KB(s)** for insecure Microsoft products, **Product details**, and **Available Patches**.

Assessment > Devices > Device Details

Overview **Devices** Products Advisories

< Device Overview **Installations** Advisories

All Installations **260** Insecure Installations **4** Secure Installations **248** EOL Installations **10**

Browsing 9 installations

Device	Product	Version	Architecture	Secure type	Last scan	Path
	Microsoft Visual C++ 2008 Redistributable Package	9.0.21022.8	Windows Intel 64-bit	Insecure	Aug 27, 2018 8:00 AM	C:\Program Files\Common Files\Microsoft Shared\VC\msdia90.dll
	Microsoft Visual C++ 2008 Redistributable Package	9.0.21022.8	Windows Intel 32-bit	Insecure	Aug 27, 2018 8:00 AM	C:\Program Files (x86)\Common Files\Microsoft Shared\VC\msdia90.dll

[Missing KB\(s\)](#) [Product details](#) [Available patches](#)

- In the **Advisories** tab, click an SAID in the grid to view detailed information regarding the Advisory.

Assessment > Devices > Device Details

Overview **Devices** Products **Advisories**

< Device Overview Installations **Advisories**

Browsing 7 advisories

SAID Title CVE Criticality From To CVSS Score Min CVSS Score Max Solution status Where Impact Apply Reset

SAID	Release Date	Modified Date	Title	Criticality	Solution Status	Where	CVSS Score	Devices	Products
SA81806	2018-02-13	2018-02-28	Adobe Reader / Acrobat Multiple Vulnerabilities		Vendor Patched	From remote	10	7	3

[Advisory details](#) [Devices](#) [Products](#) [Installations](#)

## Products

The Products page displays the details of all Products within your environment.

Assessment > Products > Product List

Overview **Products** Devices Advisories

Browsing 1-20 of 397 products

Product status Product name Vendor name Apply Reset

Filter Save Delete

Product name	Vendor name	Patch version	Insecure installations	End of life installations	Secure installations	Installations
7-zip 15.x		16.x	0	1	0	1
7-zip 16.x			0	0	4	4

[Product details](#) [Installations](#) [Advisories](#)



### Task

#### To view products:

- Open the **Assessment > Products > Product List** page.
- Click **Y** and select from the drop-down lists to filter the Products by **Product Status** (Secure, Insecure, or EOL), **Product name**, and **Vendor Name**.
- Click the **Apply** or **Reset** buttons to apply or reset the filters.
- Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
- Click an item in the grid to select Product details, Installations or Advisories.
- Click **Download** to export the results to a CSV file.




# Product Details

The **Product Details** page displays **Overview**, **Installations** and **Advisories** details for the selected Product.



## Task

**To view product details:**

1. In the **Advisories** tab, click an SAID in the grid to view detailed information regarding the Advisory.
2. Click  in the **Installations** and **Advisories** tabs to export the results to a CSV file.

Assessment > Products > Product Details



Overview Devices **Products** Advisories

< "7-zip 16.x" Overview Installations Advisories

### Product details

Name: 7-zip 16.x  
Vendor:  
Is end of life: Yes  
Research Created: May 10, 2016

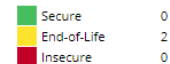
### Devices Details

Insecure Devices: 2  
Secure Devices: 0  
Total: 2

### Product Installations

Insecure: 0  
End-Of-Life: 2  
Secure: 0  
Total: 2

### Installations



Assessment > Products > Product Details



Overview Devices **Products** Advisories

< "7-zip 16.x" Overview **Installations** Advisories

All Installations **Insecure Installations** Secure Installations EOL Installations

Browsing 9 Installations

Device	Product	Version	Architecture	Secure type	Last scan	Path
	7-zip 16.x	16.0.0.0	Windows Intel 32-bit	Secure	Mar 12, 2018 10:38 AM	

Device details

Assessment > Products > Product Details



Overview Devices **Products** Advisories

< "7-zip 15.x" Overview Installations **Advisories**

Browsing 1 advisories

SAID	Title	CVE	Criticality	From	To				
CVSS Score Min	CVSS Score Max	Solution status	Where	Impact					
<div>ApplyReset</div>									
SAID	Release Date	Modified Date	Title	Criticality	Solution Status	Where	CVSS Score	Devices	Products
SA70636	2016-05-18	2016-05-18	7-zip HFS and UDF File Handling Two Vulnerabilities		No Fix	From remote	10	3	2

# Advisories

The **Advisories** page displays the details of all Advisories applicable to your environment.

On this page you can:

- View [Advisory Details](#)
- [Create Advisory Tickets](#)

Assessment > Advisories > Advisory List

Overview Devices Products **Advisories**

Browsing 1-20 of 289 advisories

Zero Day Impact CVE(s) SAID From To Criticality

Solution status Where CVSS Score Min CVSS Score Max

Apply Reset

Filter Save Delete

SAID	Release Date	Modified Date	Title	Criticality	Zero Day	Solution Status	Where	CVSS Score	Devices	Products
SA52209	2018-04-20	2018-04-20	Red Hat update for java-1.8.0-openjdk		No	Vendor Patched	From remote	7.6	1	1

Advisory details Devices Products Installations Create ticket



## Task

### To view advisories:

1. Open the **Assessment > Advisories > Advisory List** page.
2. Click to filter the Advisories by **Zero Day** (yes/no), **Impact** (select from the drop-down list), **CVE(s)**, **SAID**, **From** and **To** dates, **Criticality** (select from the drop-down list), **Solution status** (select from the drop-down list), **Where** (select from the drop-down list), **CVSS Minimum Score**, and **CVSS Maximum Score**.



**Note** • To search for multiple advisories at the same time to determine which advisories apply to more than a single CVE for which you have interest, enter the CVEs in the **CVE(s)** filter and leave one space between entries (Example: CVE-2014-0224 CVE-2014-0160 CVE-2013-0169 CVE-2009-3555 CVE-2015-7575).

3. Click the **Apply** or **Reset** buttons to apply or reset the filters.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. Click a **SAID** in the grid to view the Advisory or click an item in the list and select **Advisory details**, **Devices**, **Products** or **Installations** that the Advisory relates to.
6. Click to export the results to a CSV file.

## Advisory Details

The **Advisory Details** page displays **Overview**, **Devices**, **Products** and **Installations** details for the selected Advisory.

Click in the **Devices**, **Products** and **Installations** tabs to export the results to a CSV file.

Under **Advisory Details > Overview** is a Zero Day field. Zero Day refers to a vulnerability that is actively exploited prior to its disclosure. A zero day is one criteria to increase criticality. For example, a typical “Highly Critical” vulnerability becomes an “Extremely Critical” vulnerability.

Assessment > Advisories > Advisory Details

Overview

Devices

Products

Advisories

<

"SA79042" Overview

Devices

Products

Installations

Google Chrome Multiple Vulnerabilities

Secunia Advisory ID

SA79042

Creation Date

2017-09-22

Criticality

- Highly critical

Zero Day

No

Impact

Unknown, System access

Where

From remote

Solution Status

Vendor Patched

Secunia CVSS Scores

[Base: 10, Overall: 7.4](#)  
(AV:N/AC:L/Au:N/C:C/I:C/A:C/E:U/RL:OF/RC:C)

CVE references

[CVE-2017-5122](#) | [CVE-2017-5121](#) |

Affected operating system and software

Software

[Google Chrome 61.x](#)

CPE : N/A

Advisory Details:

Description:

Assessment > Advisories > Advisory Details

Overview

Devices

Products

Advisories

<

"SA81927" Overview

Devices

Products

Installations

All Devices 14

Insecure Devices 14

Secure Devices 0

Browsing 14 devices

Device Name	Operating System	System Score	Secure Products	Insecure Products	EOL Versions	Last Scanned	Inventory Source
Microsoft Windows 8.1	Microsoft Windows 8.1	82	32	5	2	Mar 12, 2018 10:20 AM	8.0.0.390

Device details

Installed products

Advisories

Queue scan

Delete

Assessment > Advisories > Advisory Details

Overview

Devices

Products

Advisories

<

"SA81995" Overview

Devices

Products

Installations

Browsing 1 products

Product name

Vendor name

Product status

Apply

Reset

Product name	Vendor name	Patch version	Insecure installations	End of life installations	Secure installations	Installations
Microsoft Windows 8.1	Microsoft		6	0	0	6

Product details

Installations

Advisories

Assessment > Advisories > Advisory Details

Overview

Devices

Products

Advisories

<

"SA81927" Overview

Devices

Products

Installations

All Installations 22

Insecure Installations 0

Secure Installations 0

EOL Installations 22

Browsing 1-20 of 22 installations

Device	Product	Version	Architecture	Secure type	Last scan	Path
SCCM-02	Google Chrome 64.x	64.0.3282.167	Windows Intel 64-bit	End of life	Feb 17, 2018 9:52 AM	C:\Program Files (x86)\google\chrome\application\chrome.exe

Device details

Product details

# Create Advisory Tickets

From the **Assessment > Advisories > Advisory List** page, you can create advisory tickets to remediate vulnerabilities affecting your devices.



## Task

### To create Advisory Tickets:

1. Select the appropriate advisory in the grid and click **Create Ticket**. When the **Create Ticket** pop-up window appears, the Secunia Advisory ID will be populated in the **Advisory** field.

Assessment > Advisories > Advisory List

Overview Devices Products **Advisories**

Browsing 1-20 of 224 advisories

SAID	Release Date	Modified Date	Title	Criticality	Zero Day	Solution Status	Where	CVSS Score	Devices	Products
SA83543	2018-06-04	2018-06-04	Apple iTunes Multiple Vulnerabilities		No	Vendor Patched	From remote	8.8	1	1

Advisory details Devices Products Installations **Create ticket**

### Create ticket

#### Advisory

SA83543

#### Status

Status

#### Priority

Priority

#### Queue

Queue

#### Assigned to

Assigned to

#### Add comment

Add comment

Cancel

Save

2. From the **Status** drop-down list, select the appropriate status. The default ticket statuses are **Open**, **Handled**, **Closed**, or **Irrelevant**. See [Default Ticket Statuses in Ticket Manager](#) for more information.
3. From the **Priority** drop-down list, select the appropriate priority. The default ticket priorities are **Low**, **Medium**, **High** or **Urgent**.
4. From the **Queue** drop-down list, select a queue to assign the ticket to.
5. From the **Assigned to** drop-down list, list, select an individual to assign the ticket to.
6. In the **Add comment** field, add an appropriate comment to the ticket (mandatory).
7. Click **Save**.

# 10

## Patching



---

**Edition** • *The Patching module is not available for Software Vulnerability Research.*

The patching feature in Software Vulnerability Research remediates software vulnerabilities in third-party applications. Software Vulnerability Research provides Patch and Grouped Patch Libraries that list all patches available for your environment, provides patch templates and build packages to deploy patches, and tracks deployed patches.

- [Patch Library](#)
- [Templates](#)
- [Packages](#)
- [Deployment](#)
- [Patching Tickets](#)
- [Manual Signatures](#)



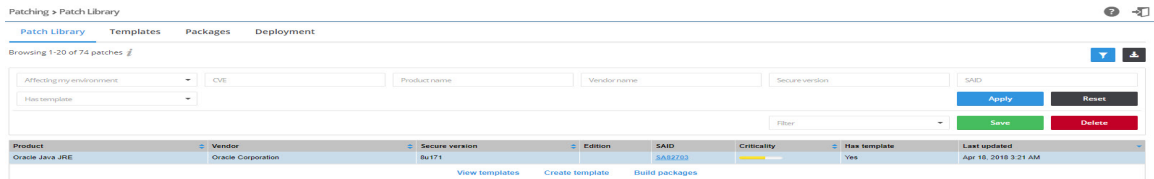
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**Important** • *Before you can patch, the following Daemon for Windows activities must be completed first.*

- [Install the Daemon](#)
- [WSUS Configuration and Certificate Troubleshooting](#)
- [Saving Successful WSUS Self-Signed Certificates](#)
- [Create a Group Policy to Deploy Your Certificate](#)

## Patch Library

The **Patch Library** page displays details of all patches available for your environment.

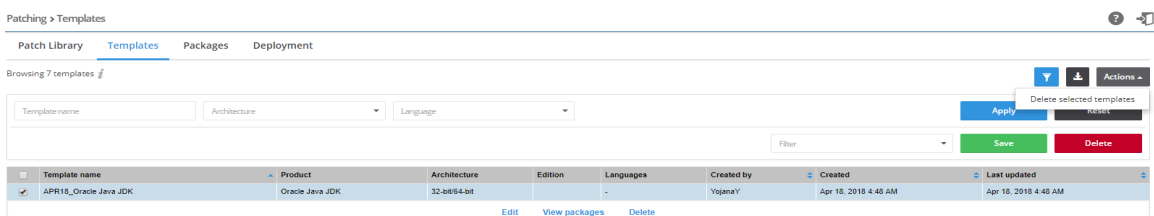
**Task****To view patches:**


1. Open the **Patching > Patch Library** page.
2. Click  to filter the patches by **Affecting my environment** (yes/no), **CVE**, Product name, Vendor name, Secure version, SAID, and Has template (yes/no). In the Patch Library grid, the default sorting view includes sorting first by the Vendor column (A-Z) and then by the Product column (A-Z).
3. Click the **Apply** or **Reset** buttons to apply or reset the page layout.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. Click an item in the grid to select **View templates** (if a template already exists), **Create patch template** or **Build packages**.
6. Click  to export the results to a CSV file.


To select and deploy patches in your environment, see [Patch Template](#) and [Build Package](#).

## Templates

The **Templates** page displays a list of Patch templates that you have created and saved. Each template is linked to the specific product version the template was created for.

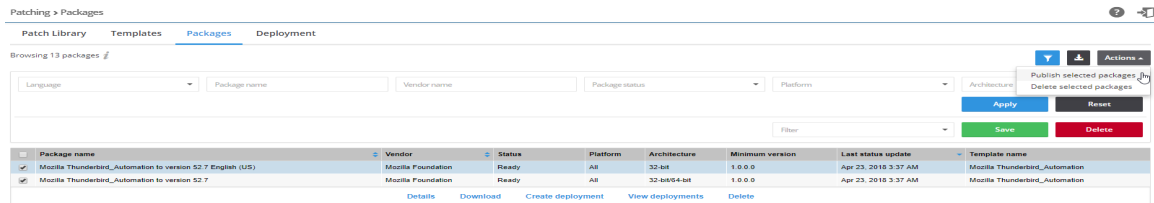
**Task****To view templates:**

1. Open the **Patching > Templates** page.
2. Click  to filter the templates by Template Name, Architecture, or Language.
3. Click the **Apply** or **Reset** buttons to apply or reset the filters.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.

- Click an item in the grid to select **Edit**, **View Packages**, or **Delete**.
- To delete multiple templates, select the appropriate templates in the grid and click the **Actions** button.
- Click  to export the results to a CSV file.


## Packages

The **Packages** page displays details of all packages available for your environment.




### Task

#### To view packages:

- Open the **Patching > Packages** page.
- Click  to filter the packages by Language (select the required installation language or languages from the drop-down list), Package name, Vendor name, Package status (select Not ready, Building, Ready or Error building from the drop-down list), Platform (select All, Windows, Mac, Red Hat, Android or IOS from the drop-down list), and Architecture (select 32-bit, 64-bit or 32-bit/64-bit from the drop-down list).
- Click the **Apply** or **Reset** buttons to apply or reset the filters.
- Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
- Click an item in the grid and select **Details**, **Download**, **Create deployment**, **View deployments**, or **Delete** to view the package deployment details for the selected item. Select the check boxes next to the grid items to select from the **Actions** drop-down menu.
  - Details** provides information regarding the package's unique metadata and origin.
  - Download** allows you to store the physical file for initial testing purposes before deploying it.
  - Create deployment** provides options for where you want to publish the patches.
  - View deployments** takes you to the [Deployment](#) menu. You can filter this view to show similarly deployed packages.
  - Delete** packages.
- To publish or delete multiple packages, select the appropriate packages in the grid and click the appropriate option under the **Actions** button.

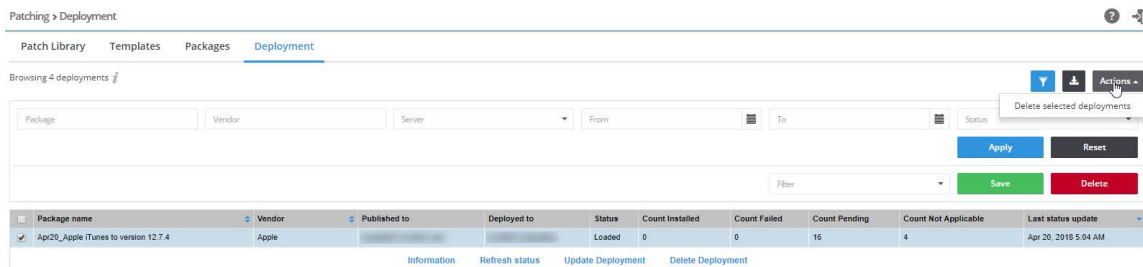


**Note** • If you choose to publish the selected packages, you must select the server(s) to publish the package to in [Package Deployment](#).

- Click  to export the results to a CSV file.



## Deployment

The Deployment page displays details of all patches published in your environment.



### Task

#### To view deployments:

- Open the **Patching > Deployment** page.
- Click  to filter the deployments by Package, Vendor, Server, From and To dates, and the **Status Options**:
  - Pending
  - Loaded
  - Completed
  - Failed
  - Pending Delete
  - Deleted
  - Waiting for signature
- Click the **Apply** or **Reset** buttons to apply or reset the filters.
- Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
- Click an item in the grid, and you should see the options **Information**, Refresh status (of the Daemon), **Update Deployment**, or Delete Deployment.
- To delete multiple deployments, select the appropriate deployments in the grid and click the **Actions** button.
- Click  to export the results to a CSV file.

## Information

After clicking Information, you can view the package deployment details for the selected item.



## Deployment Information - Chrome 70.x 31st Oct to version 70.x

Deployment information	
Server	cm12sql
Groups	
Package name	Chrome 70.x 31st Oct to version 70.x
Product name	Google Chrome 69.x
Vendor name	Google
Status	Pending
Created	Oct 31, 2018 10:11 PM
Group Publish Details	
Deployment tasks	
Task type	Push package to Patch Server
Created	Oct 31, 2018 10:11 PM
Result	New

## Update Deployment

If you need to see where a package has been published or you need to change the publishing options for one or more patches, click Update Deployment and the **Choose where to publish the patch(es)** dialog box will open. Make the needed changes and click OK.

## Patching Tickets

After you [Create a Workflow Rule to Create a Patching Ticket](#), you can view and export patching ticket information and delete patching tickets.

Patching > Tickets > Ticket List

Patch Library   Templates   Packages   Deployment   **Tickets**

Open tickets **17**

Browsing 17 tickets


<input type="checkbox"/>	ID	Ticket created	Queue	Status	Priority	Product	Vendor	Secure Version	Edition	Patch Criticality	SAID	Assigned to
<input type="checkbox"/>	24862	2018-07-11	Default	Open	High	Adobe Reader XI	Adobe Systems	18.x (Continuous)			SA63283	


Affected Devices   View   Edit   Delete



### Task

#### To view and export patching tickets:

1. Open the **Patching > Tickets** page.
2. To filter the results by ticket status, select one of the bold ticket statuses in the upper-left-hand corner followed by a ticket count. The default ticket statuses are **Open**, **Waiting**, **Handled**, and **Irrelevant**. See [Default Ticket Statuses in Ticket Manager](#) for more information.
3. Click  to filter the results by ID, **From** and **To** dates, **Queue**, **Priority**, **product**, **vendor**, **SAID**, and **Assigned User**.
4. Click the **Apply** or **Reset** buttons to apply or reset the filters.

5. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
6. Click a Secunia Advisory ID (SAID) to view detailed information related to the Advisory.
7. To view one ticket, click the appropriate ticket check box in the grid and select the **Affected Devices** (lists all devices affected by the ticket) or **View**, **Edit**, or **Delete** the ticket. To view multiple tickets, click the appropriate ticket check boxes in the grid and select an option from the Actions drop-down menu such as **Delete multiple tickets** (see [Delete Patching Tickets](#)) or **Edit multiple tickets**.
8. Click  to export tickets to a CSV file.

## Delete Patching Tickets

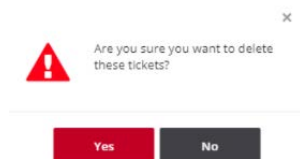
To delete Patching Tickets, perform the following steps.



### Task

#### To delete patching tickets:

1. Open the **Patching > Tickets** page.
2. Insert a check mark in front of the ticket or tickets to delete.
3. To delete one ticket, select **Delete** under the listed ticket in the grid.
4. To delete multiple tickets, select **Delete multiple tickets** from the **Actions** drop-down menu.
5. When the “Are you sure you want to delete these tickets” pop-up window appears, click **Yes**.



## Manual Signatures

Using Manual Signatures (also known as External Signatures) allows separating the privilege of Windows Server Update Services (WSUS) administration from the privilege to mark a package as trusted for deployment. With automatic signatures (typically, but not always, using a self-signed certificate), the WSUS administrator has full access to a digital certificate and private key that is trusted by all the machines within the organization. With Manual signatures, WSUS, and thus the WSUS administrator, does not require access to the private key.

The following sections describe how to process a manual signature:

- [Enable Manual Signatures](#)
- [Deploy the Agent for a Manual Signature](#)
- [Deploy a Patch Package for a Manual Signature](#)
- [Manual Signature Notifications](#)

# Enable Manual Signatures

This section describes how to enable manual signatures and how to [Share Unsigned and Signed .cab Files](#).



## Task

### To enable manual signatures:

1. Connect a daemon to your Software Vulnerability Research account by going to **Settings > Assessment > Update Servers & Daemon**.
2. Select a daemon.
3. Click the **More Info** action. In the pop-up, you will see a summary of the current state: the label **Digital signatures: Automatic** and the button **Sign packages manually**.
4. Toggle the **Sign packages manually** button to create the desired state: the label **Digital signatures: Manual** and the button **Sign packages automatically**.

#### Daemon #73 Info



Version: Daemon/8.0.0.305

Daemon ID: 3b1109ff-22fa-4b4e-ab69-c2252fa7889d

Machine ID:

Digital signatures: Manual

Sign packages automatically

Created: 2018-02-12 06:49:40

Last connected: 2018-02-12 09:29:41



**Note** • The daemon will continue to process requests from the Software Vulnerability Research server while waiting for the signed .cab file, regardless how long it takes. However, if a new agent is released during this window, the process will deploy the older version of the agent.



**Note** • Enabling manual digital signatures changes the behavior of two Software Vulnerability Research patching processes: [Deploy the Agent for a Manual Signature](#) and [Deploy a Patch Package for a Manual Signature](#). Both processes now require a manual step to sign a .cab file before it can be deployed to WSUS. Reverting to automatic digital signatures results in future packages being signed with the certificate that WSUS is configured to use, just like occurred before the introduction of manual signature support. In all cases, the signature that is applied to a .cab file must be trusted by downstream machines, or updates will not be applied.

## Share Unsigned and Signed .cab Files

To access unsigned and signed .cab files from other machines, create and share the following folders:

- Unsigned files (read only is fine): C:\ProgramData\Flexera Software\SVM\SVMPD IO\Unsigned
- Signed files (only useful if writable): C:\ProgramData\Flexera Software\SVM\SVMPD IO\Signed



**Note** • Altering or removing these shared folder names while a file is being signed will result in stale paths being shown in the Software Vulnerability Research user interface. Wait until no files are waiting for signatures before changing shared folder names.

## Deploy the Agent for a Manual Signature

To deploy the Agent for a manual signature, perform the following steps.



### Task To deploy the agent for a manual signature:

1. Click **Deploy Agent**.

Name	Hostname	Status	Created	Last connected
		Available	2018-01-31	2018-02-05
<a href="#">More Info</a> <a href="#">Schedule Refresh</a> <a href="#">View Servers &amp; Groups</a> <a href="#">Deploy Agent</a> <a href="#">Delete Daemon</a> <a href="#">Disable Daemon</a>				

2. Select any target groups.
3. Click **Deploy Agent**.

#### Daemon #73 Servers



☒ details

☒ All Computers

- ☐ computers
- ☐ Unassigned Computers

Cancel

Deploy Agent

4. Once initiated, the daemon will download the current agent binary and build a .cab file containing it. Then a **Sign Agent Package** pop-up displays the location of the unsigned .cab file to deploy the agent and a location to place the signed copy of this .cab file.

Hostname	Status	Created
	Available	2018-01-31

More Info   Schedule Refresh   View Servers & Groups   Sign Agent Package

### Manual Digital Signatures

#### Sign Agent Package

**Unsigned file**  
Get the unsigned file from this location:

Copy Path   Open Folder

**Signed file**  
Place signed file in this location:

Copy Path   Open Folder

Close



**Note** • These two locations have one or two buttons each. **Copy Path** will always be shown. This button copies the content of the box above it and enables you to open File Explorer and paste the path. You may also manually copy the path by selecting it and hitting **Ctrl+C** or equivalent. If, as shown here, the machine running the daemon has been configured with the appropriate file shares, the paths will leverage this and **Open Folder** will be shown. In some browsers (notably Internet Explorer and Edge), **Open Folder** will open File Explorer to the path; in others, **Open Folder** may do nothing.

- Copy the unsigned .cab file from the location mentioned under **Unsigned file** and invoke your organization's process for getting it signed. Once the .cab has been signed, copy the file into the folder mentioned under **Signed file**. The daemon will find the signed file, and, if the signature and chain of trust are verified, deployment to WSUS will continue.

## Deploy a Patch Package for a Manual Signature

To deploy a Patch Package for a manual signature, perform the following steps.



### Task

**To deploy a patch package for a manual signature:**

- Navigate to **Patching > Packages**.
- Select a package.
- Click **Create Deployment**.
- Select any target groups.
- Click **OK**.
- If there are no packages, select a product in **Patching > Patch Library**.

- Create a template if necessary, and click **Build Packages**. Once deployment is initiated, the daemon will download the patch package and build a .cab file containing it.
- When the status **Waiting for signature** appears in the **Status** column under **Patching > Deployment**, click **Sign Package** (first screen shot below). Then a **Manual Digital Signatures** pop-up appears with the location of the unsigned .cab file and a location where a signed copy of this .cab file should be placed (second screen shot below).

Package name	Vendor	Published to	Deployed to	Status	Count Installed	Count Failed	Count Pending	Count Not Applicable	Last status update
Install/Update 7-zip 15.x to 16.x			OfflineSibing	Waiting for signature	0	0	0	0	Feb 2, 2018 12:53 PM

Information **Sign Package** Refresh status Update Deployment Delete Deployment

### Manual Digital Signatures Install/Update 7-zip 15.x to 16.x

#### Unsigned file

Get the unsigned file from this location:

C:\ProgramData\Flexera Software\SVM\SVM\PD IO\Unsigned\6dfb56f3-4963-4e49-b277-49b8834ed73

Copy Path

#### Signed file

Place signed file in this location:

C:\ProgramData\Flexera Software\SVM\SVM\PD IO\Signed\6dfb56f3-4963-4e49-b277-49b8834ed732

Copy Path

Close



**Note** • These two file locations have one or two buttons each. **Copy Path** will always be shown. This button copies the content of the box above it and enables you to open File Explorer and paste the path. You may also manually copy the path by selecting it and hitting Ctrl+C or equivalent. If, as shown here, the machine running the daemon has not been configured with the appropriate file shares, the paths will be local to the machine running the daemon, and **Open Folder** will not be shown.

- Access the daemon machine to copy the unsigned .cab file from the location mentioned under **Unsigned file** and invoke your organization's process for getting it signed. Once the .cab has been signed, copy the file into the folder mentioned under **Signed file**. The daemon will find the signed file, and, if the signature and chain of trust are verified, deployment to WSUS will continue.



**Note** • If multiple patch packages are all waiting for signature, it is safe to place signed .cab files in their respective signed paths in any order. The daemon will deploy the packages as they arrive.

## Manual Signature Notifications

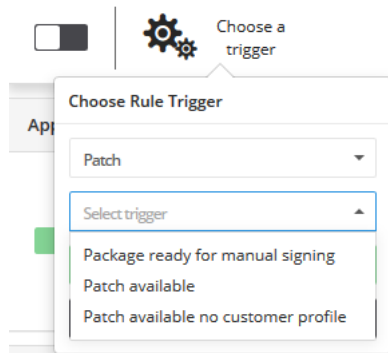
Typically, there is a pause between requesting to deploy an agent and the unsigned .cab file becoming available. To address this issue, you can notify the proper users that a .cab file is ready to be signed, where to get the .cab file and place it. To receive a notification, set up a rule in **Settings > Workflow Management > Rules**.



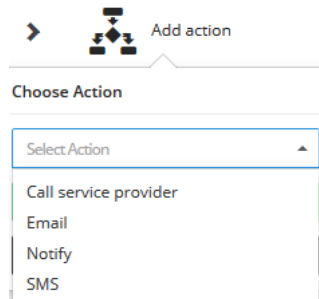
**Task**

**To create a rule to send a notification when a .cab file is ready to be signed:**

1. Add a new rule by clicking the green plus sign in the upper-right hand corner.
2. Specify a rule name, such as Manual Signing, and optionally a description.
3. Select the Rule Trigger channel **Patch** and the trigger **Package ready for manual signing**.



4. Add and configure any desired actions, such as Email.



5. Enable the rule.
6. Save the rule.

Once the package is ready for your signing process, the configured notifications are sent. These notifications include links to the relevant part of the Software Vulnerability Research user interface (either to the Deployment or the Daemon). These notifications also include the unsigned and signed paths, if the medium permits, as there is no further need to visit the Software Vulnerability Research user interface to complete the manual signing process.





# Policy Manager



**Edition** • The Policy Manager module is not available for Software Vulnerability Research - Assessment Only.

You can use the **Policy Manager** pages to configure internal Compliance Policy Rules to associate with your account and view the details of breaches to your policies.

- [Overview](#)
- [Policies](#)
- [Breaches](#)

## Overview

Click a Policy name or Ticket number to view detailed information about the Policy or Ticket.

Click an item in the grid to view policy breaches, view, edit or delete a policy, or click [+](#) to create a new policy and specify:

- **Rule Name**—Define a unique name for the Compliance Policy Rule.
- **Apply Scope**—Define if the rule should apply globally to all users or to a specific user and Watch List.
- **Set Policy Rule Criteria (optional)**—Define your tolerances for handling advisories based on the [Ticket Priorities](#), [Ticket Status](#), [Criticality \(Severity Rating\)](#), [CVSS \(Common Vulnerability Scoring System\)](#) Base Score and [Threat Score](#). The interval starts from the date when the Advisory was added to the ticketing system.



**Note** • Set Policy Rule Criteria based on [Threat Score](#) (optional) requires purchase of Threat Intelligence Module

## Policies

You can use this page to create a new policy and specify the policy rules.

To create a new policy, perform the following steps:




### Task


#### To create a new policy:

1. To create a new policy, click .

Policy Manager > Policies 🗨️ ? 📄

[Policies](#) [Breaches](#)

Browsing 1 policies 

Policy Name	Breached	Is disabled	Apply to all users and watch lists	User to apply to	Watch List to apply to	User Group to apply to	Created by	Last Updated	Created
UBS testing pre-policy breach		No	Yes					2020-08-28	2020-08-28

Breaches View Edit Disable Delete

Page 1 of 1

2. **Add new Policy** dialog box appears. Enter a unique name for the Compliance Policy Rule in the **Rule Name** field.
3. Click on the **Apply scope** drop-down and select the following from the list:

- Apply to all [Watch Lists](#) and users
- Apply only to one user
- Apply only to one Watch List
- Apply only to one User Group

To apply a scope for the specif User, Watch List, or User Group then select **Apply only to one user**, **Apply to one Watch List**, or **Apply only to one User Group** respectively.

4. The **Set Policy Rule Criteria** fields are optional and you can follow the dialog box instructions to create criteria to specifically fit your requirements.
5. Select **Enable / Disable Policy Breach Warning Email** option and then select the number of days in the **Send Policy Breach Warning Email Before** field.

If you select this option, then you will be able to send a policy breach warning emails for applicable open or waiting tickets. This warning can be configured for priority based rule of the policy and will enable the ticket assignees to prioritize their tickets. You will be able to configure the number of days before the policy breach, to send such a warning.

## Add new Policy



Define a unique name for this Compliance Policy Rule.

## Rule Name

## Apply scope

## Set Policy Rule criteria based on 'Priority' (optional)

You can select your tolerance for handling an advisory based on the Priority. The interval starts from the date when the advisory was added to the ticketing system.

Low	Interval <input type="text"/> days
Medium	Interval <input type="text"/> days
High	Interval <input type="text"/> days
Urgent	Interval <input type="text"/> days
Medium	Interval <input type="text"/> days
Low-Medium	Interval <input type="text"/> days
Medium-High	Interval <input type="text"/> days
Medium-High	Interval <input type="text"/> days

☒ Enable / Disable Policy Breach Warning Email

Send Policy Breach Warning Email Before

 days

## Set Policy Rule criteria based on 'Solution Status' (optional)

You can select your tolerance based on each type of Solution Status. The interval starts from the date when the advisory was added to the ticketing system.

Unknown	Interval <input type="text"/> days
No Fix	Interval <input type="text"/> days

- Click the **Save** button to begin receiving alerts regarding breaches to the policies you have created.
- Click on any policy in the grid and select **Breaches, View, Edit, Disable** or **Delete**.




**Note** • The email notifications will include SLA days as defined in policy rule criteria for priority. If more than one policy is associated with a newly released advisory, the lowest defined SLA days, will be shown in the email.



**Note** • The email notifications will include CVSS overall score.

## Breaches

The **Breaches** page displays details of active and inactive breaches to the policies you created. Click an item in the grid to view or edit the breach details. Click  to export the results to a CSV file.

Policy Manager > Breaches ? 

---

Policies Breaches

---

Active breaches 4488 Inactive breaches 13

Browsing 1-20 of 4488 breaches 



Policy	Ticket	Reason for Breach	Breached Date	Last Updated	Created
	1		2017-05-05	2017-08-14	2017-05-05

View Edit



# 12

## Analytics

Use the **Analytics** pages to filter data contained in the widgets and to create dynamic reports on Advisories, Tickets, Devices and Products.

The Analytics widgets are dynamic, and you can segment information by clicking the individual chart legends or segments in any widget to alter the data displayed accordingly.

- [Advisories](#)
- [Tickets](#)
- [Devices](#)
- [Products](#)
- [Reports](#)
- [LiveUpdate](#)

## Advisories

The **Advisories** page displays widgets that contain information regarding:

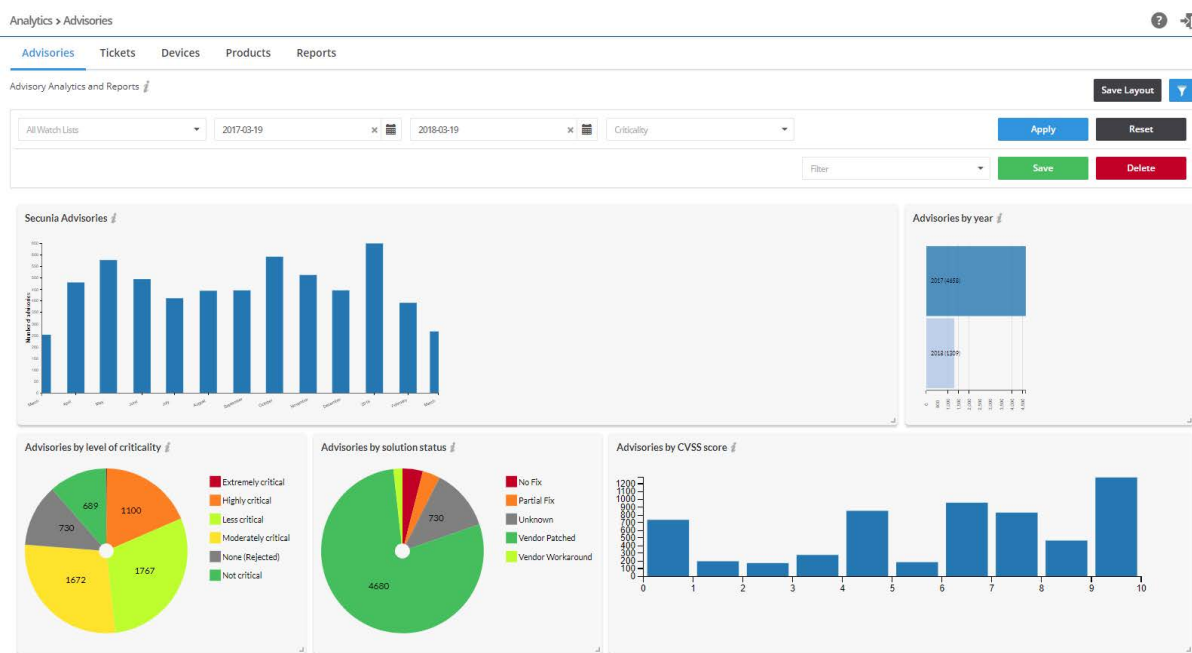
- **Secunia Advisories**—Displays a month-by-month bar chart of the number of advisories based on your configured Watch Lists.
- **Advisories by year**—Displays a bar chart of the number of advisories based on your configured Watch Lists.
- **Advisories by level of criticality**—Displays a color coded pie chart of the criticality levels (Extremely critical, Highly critical, Less critical, Moderately critical, None (Rejected) and Not critical) of advisories based on your configured Watch Lists.
- **Advisories by solution status**—Displays a color coded pie chart of the solution status (None (Rejected), Partial Fix, Unpatched, Vendor Patched and Vendor Workaround) levels of advisories based on your configured Watch Lists.
- **Advisories by attack vector**—Displays a color coded pie chart of the attack vector (From local network, From remote, Local system, and None (Rejected)) of advisories based on your configured Watch Lists.

- **Advisories by CVSS score**—Displays a bar chart of the CVSS score intervals for the Advisories. The intervals follow standard mathematical notation, for example, (3 , 4] means strictly greater than 3 and less than or equal to 4. The interval starts from the date when the advisory was added to the ticketing system.

The Analytics widgets are dynamic, and you can segment information by clicking the individual chart legends or segments in any widget - with the exception of Secunia Advisories and Advisories by year - to alter the data displayed in all widgets and the Advisory details grid accordingly.




**Note** • Click the  icon to see more information about the widget.



### Task

#### To view analytics for advisories:

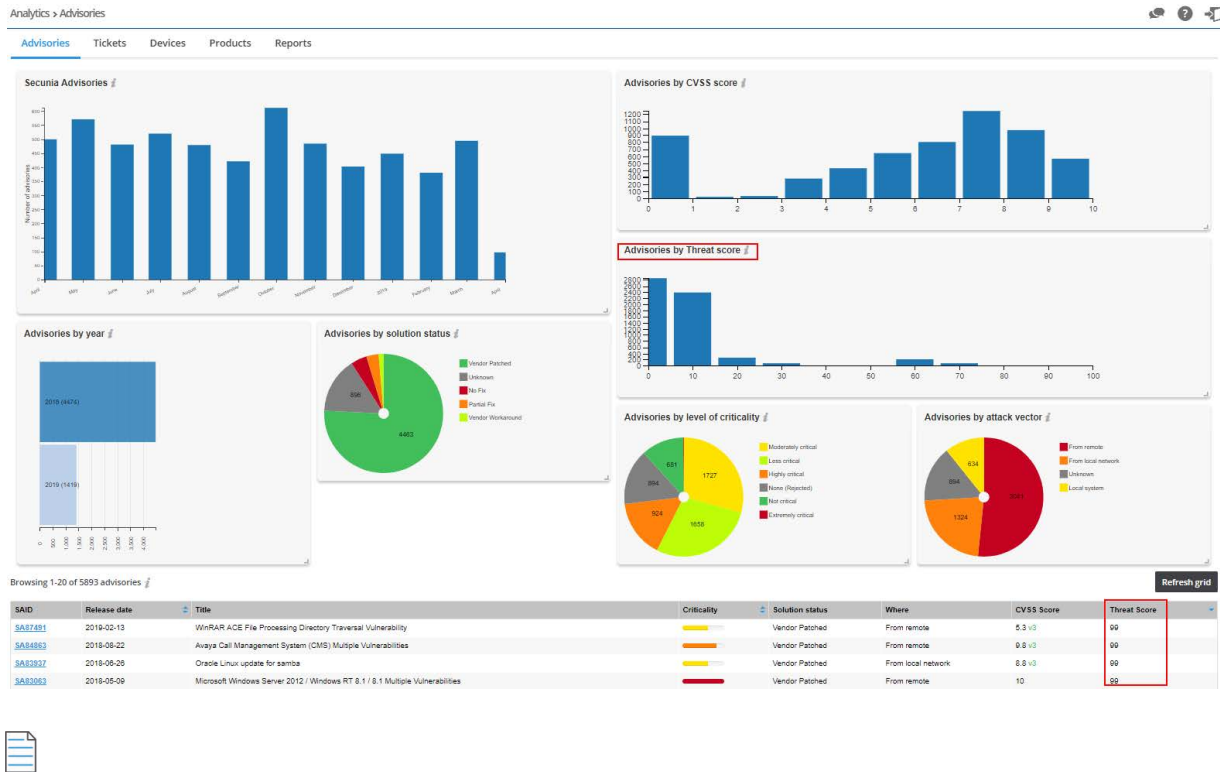
1. Open the **Analytics > Advisories** page.
2. Click  to filter the results by Watch List, **From** and **To** dates, and Criticality (select from drop-down menu).
3. Click the **Apply** or **Reset** buttons to apply or reset the filters.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. Click **Save Layout** to save the page layout. Adjusting the size of the widgets activates this function.



6. In the example above, clicking the **Extremely critical** legend in the Advisories by level of criticality widget, and then clicking Refresh grid, displays the relevant data.
7. Click the legends or segments again to return to the original, unfiltered, information displayed.
8. Click a Secunia Advisory ID (SAID) to view the complete Advisory details, including (where applicable) the Creation Date, Criticality (Severity Rating), Zero Day (yes or no), Impact (Consequence), Where (Attack Vector), Solution Status, Secunia CVSS (Common Vulnerability Scoring System), CVE References, Affected operating system and software, Affected watch lists, Related tickets, Advisory Description, Reason for rating, Original advisory references and Changelog. Click **Download PDF** to save a copy of the advisory.

## Advisories by Threat Score

This page displays a bar chart of the number of advisories by threat scores.



**Note** • Please note the following:

- **Advisory by threat score** chart and **Threat Score** column in the grid requires purchase of the Software Vulnerability Research Threat Intelligence module
- To purchase this module, contact your sales representative or contact us online at: <https://www.flexera.com/about-us/contact-us.html>
- For more details about the Threat Intelligence Modules, see our datasheet: <https://www.flexera.com/media/pdfs/datasheet-svm-threat-intelligence-module.pdf>

## Tickets

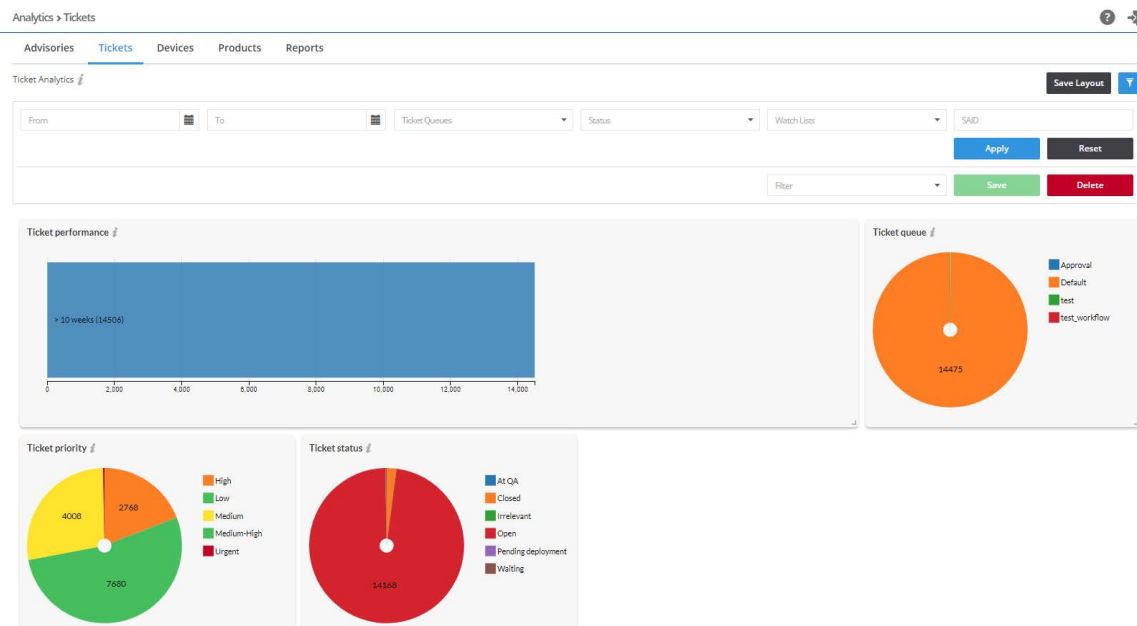
The Tickets page displays widgets that contain information regarding:


- **Ticket performance**—Displays a month-by-month bar chart of the performance of ticket handling based on ticket priority.
- **Ticket priority**—Displays a color coded pie chart of the priority (High, Low, Medium, and Urgent) of all tickets.
- **Ticket status**—Displays a color coded pie chart of the status (Open, Waiting, Handled and Irrelevant) of all tickets.
- **Tickets queue**—Displays a color coded pie chart of the number of tickets assigned to each queue you created.

The Tickets widgets are dynamic and you can segment information by clicking the individual chart legends or segments in any widget - with the exception of Ticket performance - to alter the data displayed in all widgets and the Ticket details grid accordingly.

**Note** • Click the  icon to see more information about the widget.



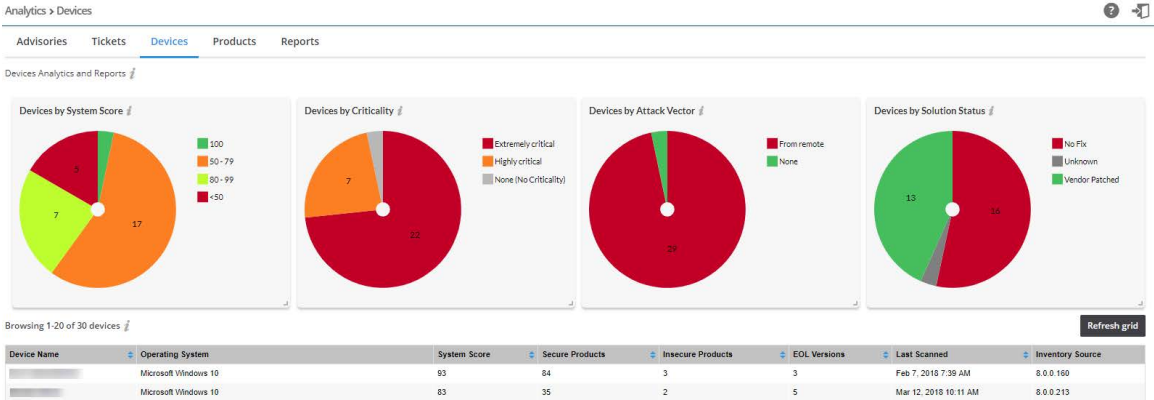
**Task****To view analytics for tickets:**

1. Open the **Analytics > Tickets** page.
2. Click  to filter the results by **From** and **To** dates, **Ticket Queues**, **Status**, **Watch Lists**, and **SAID**.
3. Click the **Apply** or **Reset** buttons to apply or reset the filters.
4. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
5. Click **Save Layout** to save the page layout. Adjusting the size of the widgets activates this function.

## Devices

The Devices page displays widgets that contain information regarding:

- **Devices by System Score**—Displays a color-coded pie chart for devices grouped by system score.
- **Devices by Criticality**—Displays a color-coded pie chart for devices grouped by criticality levels.
- **Devices by Attack Vector**—Displays a color-coded pie chart for devices grouped by attack vector.
- **Devices by Solution Status**—Displays a color-coded pie chart for devices grouped by solution status.



The Devices widgets are dynamic, and you can segment information by clicking the individual chart legends or segments in any widget to alter the data displayed.

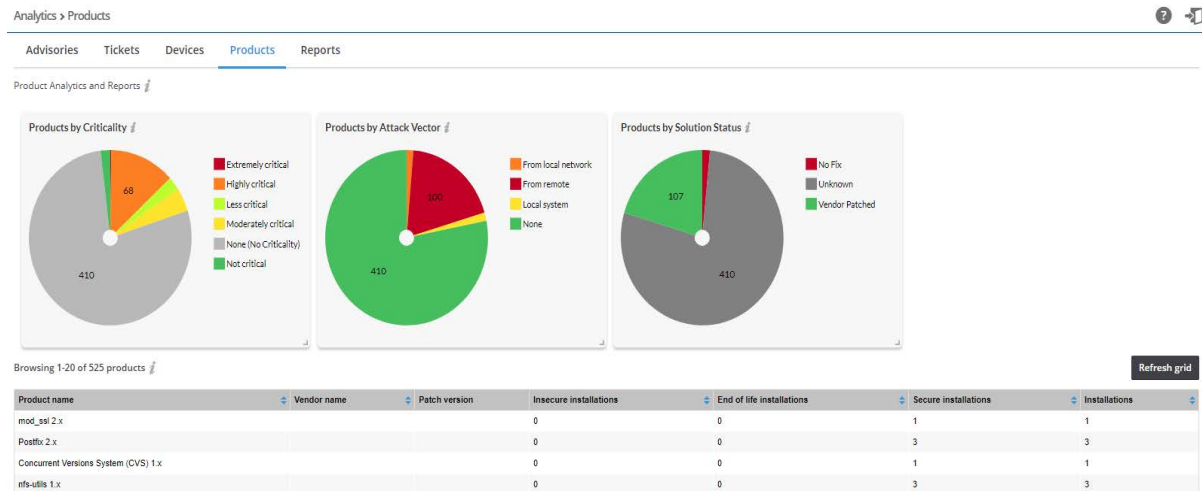


**Note** • Click the  icon to see more information about the widget.

# Products

The Products page displays widgets that contain information regarding:

- **Products by Criticality**—Displays a color-coded pie chart for products grouped by criticality levels.
- **Products by Attack Vector**—Displays a color-coded pie chart for products grouped by attack vector.
- **Products by Solution Status**—Displays a color-coded pie chart for products grouped by solution status.



The Products widgets are dynamic, and you can segment information by clicking the individual chart legends or segments in any widget to alter the data displayed.




**Note** • Click the  icon to see more information about the widget.

# Reports

You can generate reports based on the current state of all Device Groups, Devices, Products, Watch Lists, Advisories and Tickets. This convenient and powerful feature allows you to schedule reports to run at any time of the day, with any recurrence, and with no user interaction necessary.


The Reports page displays a list of reports that have been configured and scheduled for generation.

Click  and select either Add Research Report or Add Assessment Report to create a new report, or click an existing report in the grid to Edit, View Files or Delete the report. The reports are provided in PDF format and are sent to the assigned recipients based on your configuration.



## Task

### To create a new Research report:

1. Click  and select Research Report.
2. Specify the **Time Frame** and **Generation Schedule** for the report. From the drop-down list, select:

- **One-Time Report**—Generate only one report for a specific time frame.



**Note** • When searching for advisories within a specific date period for a One-Time Report, use the year, month, and date format. Example: To view only the July 2018 advisories, use the query **Start Date:** 2018.07.01 and **End Date:** 2018.07.31.

- **Recurring Report**—Generated based on the configured time frame and recurrence schedule.



3. Configure the **Start Date** and **End Date** for the report.

Time Frame and Generation Schedule

Specify the time frame / generation schedule for the report, and configure the details using the button to the right.

One-Time Report - Generate only one report for a specific time frame.

Set the time frame for the data used to generate the report. If the End-Date is in the future the report will be generated on that date, otherwise it will be generated immediately. Also note, the End-Date is taken as 00:00 that day, thus there will be no data occurring on that date. That is, only data prior to the End-Date chosen will be used for the report.

Start Date:   End Date:  

4. Select the **Watch List(s)** or **Watch List Group(s)** from which data will be used for the report from the drop-down list:

Watch Lists

Specify the watch lists or watch list groups from which data will be used for the report.

Watch List(s):  Watch List Group(s):

5. Select the **Relevant Advisories** to be included in the report. The time frame configured above will be used for selecting the relevant advisories. You can optionally select an additional time frame to include for comparative purposes. You can select:

- **Type of Advisory Statistics** (choose from the drop-down list)
- **Select Additional Time Frame for Comparison** (choose from the drop-down list)

You can choose to include a detailed list of advisories in the report. You can further filter this option by a minimum criticality to refine the output:

- **Include Detailed Advisory List**
- **Only Include Advisories:**
  - with a Criticality Rating of: (choose from the drop-down list) or Above
  - with the following Attack Vectors (choose from the drop-down list)
  - with the following Solution Status (choose from the drop-down list)
  - with the following Impact Types (choose from the drop-down list)
- **Sort Advisories List by:** (choose from the drop-down list)

Relevant Advisories

Select the type of advisory statistics to be included in the report. The time frame configured above will be used for selecting the relevant advisories. On the right you can optionally select an additional time frame to include for comparative purposes.

Overall Advisory Statistics

☒ Select Additional Time Frame for Comparison:
 

Year-To-Date

You can also choose to include a detailed list of advisories in the report. You can further filter this by a minimum criticality to refine the output.

☒ Include Detailed Advisory List
 

☒ Only Include Advisories
 

with a Criticality Rating of

Show All

or Above

with the following Attack Vectors

3 selected

with the following Solution Status

4 selected

with the following Impact Types

12 selected

☒ Sort Advisories List by:
 

Criticality

6. Specify the type of Tickets statistics to be included in the report:

- **Type of Tickets Statistics** (choose from the drop-down list)
- Include **Action History**

You can choose to include the Action History view in the report. Select the option here if desired, as well as the additional optional configuration parameters:

- **Include Ticket Comments**
- **Only Include Tickets:**
  - with a Criticality Rating of (choose from the drop-down list) or Above
  - with the following Attack Vectors (choose from the drop-down list)
  - with the following Solution Status (choose from the drop-down list)
  - with the following Impact Types (choose from the drop-down list)

**Tickets**

Specify the type of tickets statistics to be included in the report:

Type of Tickets Statistics ▼

---

You can choose to include the Action History view in the report. Select the option here if desired, as well as the additional optional configuration parameters:

☒ Include Action History

☒ Include Ticket Comments

☒ Only Include Tickets:

- with a Criticality Rating of Show All ▼ or Above
- with the following Attack Vectors 3 selected ▼
- with the following Solution Status 4 selected ▼
- with the following Impact Types 12 selected ▼

7. Select the **User Groups** to receive the generated report form the drop-down list.

**Recipient List**

You must select at least one recipient for the generated report.

Select User Group ▼

8. Specify the **General Configuration Options** (PDF File name, Report Title, and Generate CSV advisory data) for the generated report:

**General Configuration Options**

Here you can specify a custom output file name for the generated report.

☐ Set the file name for the PDF report file generated.

PDF Filename:

---

Here you can specify a custom title for the front page of the report.

☐ Set the report title.

Report Title:

---

☐ Generate CSV advisory data

9. Click **Save**. Once saved, you and the specified recipients will begin to receive notifications and reports based on your configuration.

## Creating a New Assessment Report

To create a new Assessment Report, perform the following steps.



### Task

#### To create a new Assessment Report:

1. Click + and select Assessment Report.
2. Specify the **Time Frame** and **Generation Schedule** for the report. From the drop-down list, select:



- **One-Time Report** - Generate only one report for a specific time frame.
  - **Recurring Report** - Generated based on the configured time frame and recurrence schedule.
3. Configure the **Start Date** and **End Date** for the report.

### Time Frame and Generation Schedule

Specify the time frame / generation schedule for the report, and configure the details using the button to the right.

One-Time Report - Generate only one report for a specific time frame.

Set the time frame for the data used to generate the report. If the End-Date is in the future the report will be generated on that date, otherwise it will be generated immediately. Also note, the End-Date is taken as 00:00 that day, thus there will be no data occurring on that date. That is, only data prior to the End-Date chosen will be used for the report.

Start Date:   End Date:  

4. Select the **Device Groups** from which data will be used for the report from:

### Device Groups

Specify the device groups from which data will be used for the report.

▼

 My Assessment

- ▼ local
  - ▼ secunia
    - Computers
  - ▼ Organization
    - ▼ Business
      - ▼ EMEA
        - ▼ HQR
          - ▼ Client Machines
            - WKS

5. Select the **Device** statistics from the drop-down list to be included in the report. You can select multiple statistics:

### Devices

Select the type of device statistics to be included in the report.

Type of Device Statistics

Devices by Criticality

Devices by Attack Vector

Devices by Solution Status

Devices by System Score

6. Select the **Product** statistics from the drop-down list to be included in the report. You can select multiple statistics:

**Products**

Select the type of product statistics to be included in the report.

Type of Product Statistics

- Vulnerable Products by Criticality
- Vulnerable Products by Attack Vector
- Vulnerable Products by Solution Status
- Products by Security Status

7. Select the **Relevant Advisories** to be included in the report. The time frame configured above will be used for selecting the relevant advisories. You can optionally select an additional time frame to include for comparative purposes. You can select:

- **Type of Advisory Statistics** (choose from the drop-down list)
- **Select Additional Time Frame for Comparison** (choose from the drop-down list)

You can choose to include a detailed list of advisories in the report. You can further filter this by a minimum criticality to refine the output:

- **Include Detailed Advisory List**
- **Only Include Advisories:**
  - with a Criticality Rating of: (choose from the drop-down list) or Above
  - with the following Attack Vectors (choose from the drop-down list)
  - with the following Solution Status (choose from the drop-down list)
  - with the following Impact Types (choose from the drop-down list)
- **Sort Advisories List by:** (choose from the drop-down list)

**Relevant Advisories**

Select the type of advisory statistics to be included in the report. The time frame configured above will be used for selecting the relevant advisories. On the right you can optionally select an additional time frame to include for comparative purposes.

Overall Advisory Statistics

☒ Select Additional Time Frame for Comparison: Year-To-Date

You can also choose to include a detailed list of advisories in the report. You can further filter this by a minimum criticality to refine the output.

☒ Include Detailed Advisory List

☒ Only Include Advisories:

- with a Criticality Rating of: Show All or Above
- with the following Attack Vectors: 3 selected
- with the following Solution Status: 4 selected
- with the following Impact Types: 12 selected

☒ Sort Advisories List by: Criticality

8. Specify the type of Tickets statistics to be included in the report:

- **Type of Tickets Statistics** (choose from the drop-down list)
- **Include Action History**

You can choose to include the Action History view in the report. Select the option here if desired, as well as the additional optional configuration parameters:

- **Include Ticket Comments**
- **Only Include Tickets:**
  - with a Criticality Rating of (choose from the drop-down list) or Above
  - with the following Attack Vectors (choose from the drop-down list)
  - with the following Solution Status (choose from the drop-down list)
  - with the following Impact Types (choose from the drop-down list)

The screenshot shows a configuration panel titled "Tickets". It contains the following elements:

- A header bar with the title "Tickets".
- A section titled "Specify the type of tickets statistics to be included in the report:" containing a dropdown menu labeled "Type of Tickets Statistics".
- A section titled "You can choose to include the Action History view in the report. Select the option here if desired, as well as the additional optional configuration parameters:" containing three checkboxes:
  - ☒ Include Action History
  - ☒ Include Ticket Comments
  - ☒ Only Include Tickets:
    - A sub-section with four items, each consisting of a bullet point and a dropdown menu:
      - with a Criticality Rating of: "ShowAll" dropdown followed by "or Above" text.
      - with the following Attack Vectors: "3 selected" dropdown.
      - with the following Solution Status: "4 selected" dropdown.
      - with the following Impact Types: "12 selected" dropdown.

9. Select the **User Groups** to receive the generated report form the drop-down list.

The screenshot shows a configuration panel titled "Recipient List". It contains the following elements:

- A header bar with the title "Recipient List".
- A message: "You must select at least one recipient for the generated report."
- A dropdown menu labeled "Select User Group".

10. Specify the **General Configuration Options** (PDF File name, Report Title, and Generate CSV device, advisory and product data) for the generated report:



General Configuration Options

Here you can specify a custom output file name for the generated report.

☒ Set the file name for the PDF report file generated.

PDF Filename:

Here you can specify a custom title for the front page of the report.

☒ Set the report title.

Report Title:

☒ Generate CSV device, advisory and product data

☒ Generate CSV insecure and EOL installation data (WARNING! Selecting this option will generate a large amount of data, and cause increased report creation time).

11. Click **Save**. Once saved, you and the specified recipients will begin to receive notifications and reports based on your configuration.

## LiveUpdate

As in our previous LiveUpdate capability, Software Vulnerability Research natively accounts for new vulnerability data based on existing scan data. After you have scanned your system, the scanned data is stored in Software Vulnerability Research's database. LiveUpdate automatically runs in the background to identify any new advisories that have come in since you last scanned your system. As soon as new vulnerabilities are added to the Secunia Vulnerability Research Database, LiveUpdate will reference your latest scan results against it. As a result, you'll find out immediately if you're affected without having to run another scan.



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**Important** • *LiveUpdate is limited to your current scanning filters for devices and products.*



# 13

## Ticket Manager

The Ticket Manager page lists all issued tickets. Use this page to:

- [View and Change Tickets Status and Priority](#)
- [Create Tickets in Ticket Manager](#)
- [Delete Tickets in Ticket Manager](#)
- [Default Ticket Statuses in Ticket Manager](#)

### View and Change Tickets Status and Priority

The following is a view of Change Tickets status and priority.

The screenshot shows the 'Ticket Manager' interface. At the top, there are tabs for 'Open tickets: 246', 'Waiting tickets: 42', 'Handled tickets: 29', 'Irrelevant tickets: 0', and 'Custom tickets: 0'. Below the tabs, it says 'Browsing 1-20 of 347 tickets'. There are filters for 'ID', 'From', 'To', 'Queue', 'Priority', and 'Assigned user'. There are also buttons for 'Apply', 'Reset', 'Save', and 'Delete'. Below the filters is a table with columns: 'Id', 'Ticket created', 'Ticket type', 'Queue', 'Status', 'Priority', and 'Assigned to'. The table contains two rows of data. The first row has 'Id: 350', 'Ticket created: 2018-06-04', 'Ticket type: Advisory', 'Queue: Readers', 'Status: Open', 'Priority: High', and 'Assigned to:'. The second row has 'Id: 349', 'Ticket created: 2018-06-04', 'Ticket type: Advisory', 'Queue: Patches', 'Status: Open', 'Priority: High', and 'Assigned to:'. Below the table are links for 'View', 'Edit', and 'Delete'.


Id	Ticket created	Ticket type	Queue	Status	Priority	Assigned to
350	2018-06-04	Advisory	Readers	Open	High	
349	2018-06-04	Advisory	Patches	Open	High	



To view and change ticket status and ticket priority, perform the following steps.



#### Task

#### To view and change ticket status and ticket priority:

1. Open the **Ticket Manager** page.
2. To filter the results by ticket status, select one of the bold ticket statuses in the upper-left-hand corner followed by a ticket count. The default ticket statuses are **Open**, **Waiting**, **Handled**, and **Irrelevant**.
3. Click  to filter the results by ID, **From** and **To** dates, **Queue**, **Priority**, and **Assigned User**.

4. Click the **Apply** or **Reset** buttons to apply or reset the filters.
5. Click the **Save** or **Delete** buttons to save or delete filters. You can save only one row on both the desktop and mobile UI.
6. To view one ticket, click the appropriate ticket check box in the grid to **View**, **Edit**, or **Delete** the ticket. To view multiple tickets, click the appropriate ticket check boxes in the grid and select an option from the Actions drop-down menu such as **Delete multiple tickets** (see [Delete Tickets in Ticket Manager](#)) or **Edit multiple tickets**.
7. Click  to export tickets to a CSV file.
8. Click  to [Create Tickets in Ticket Manager](#).


## Create Tickets in Ticket Manager

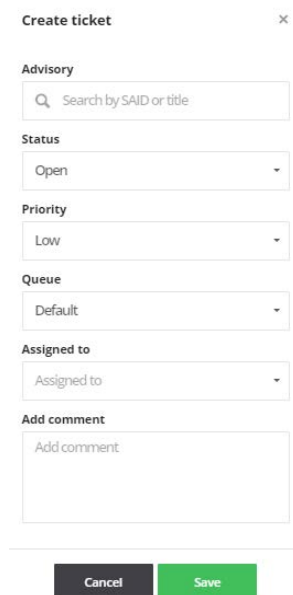
To create Tickets in Ticket Manager, perform the following steps.



### Task

#### To create tickets in Ticket Manager:

1. Open the **Ticket Manager** page.
2. Click  to create a ticket.



Create ticket ×

**Advisory**

**Status**

**Priority**

**Queue**

**Assigned to**

**Add comment**

3. From the **Status** drop-down list, select the appropriate status. The default ticket statuses are **Open**, **Handled**, **Closed**, or **Irrelevant**. See [Default Ticket Statuses in Ticket Manager](#) for more information.
4. From the **Priority** drop-down list, select the appropriate priority. The default ticket priorities are **Low**, **Medium**, **High** or **Urgent**.
5. From the **Queue** drop-down list, select a queue to assign the ticket to.
6. From the **Assigned to** drop-down list, list, select an individual to assign the ticket to.

7. In the **Add comment** field, add an appropriate comment to the ticket (mandatory).
8. Click **Save**.

## Delete Tickets in Ticket Manager

To delete Tickets in Ticket Manager, perform the following steps.



### Task

#### To delete tickets in Ticket Manager:

1. Open the **Ticket Manager** page.
2. Insert a check mark in front of the ticket or tickets to delete.
3. To delete one ticket, select **Delete** under the listed ticket in the grid.

The screenshot shows the Ticket Manager interface. At the top, there are filters for ticket status: Open tickets (21110), Waiting tickets (2), Closed tickets (200), Irrelevant tickets (10), Pending deployment tickets (1), and At QA tickets (2). Below the filters, there is a table with columns: ID, Ticket created, Queue, Status, Priority, and Assigned to. The first row shows a ticket with ID 21715, created on 2018-05-29, in the Default queue, with status Open and priority Medium. The 'Delete' button is highlighted in red under the ticket.

4. To delete multiple tickets, select **Delete multiple tickets** from the **Actions** drop-down menu.

The screenshot shows the Ticket Manager interface with two tickets selected. The 'Actions' drop-down menu is open, showing options: Edit multiple tickets and Delete multiple tickets. The 'Delete multiple tickets' option is highlighted.

5. When the “Are you sure you want to delete these tickets” pop-up window appears, click **Yes**.

The screenshot shows a confirmation pop-up window with a red warning triangle icon. The text reads: "Are you sure you want to delete these tickets?". There are two buttons: "Yes" (red) and "No" (dark grey).

## Default Ticket Statuses in Ticket Manager

The default ticket statuses are used to run and display reports. While you are free to configure the ticket statuses, priorities and queues as you see fit, Flexera needs to know your equivalent “open” statuses to be able to correctly report the statistics.

The following are the default ticket statuses:

**Table 13-1 •** Default Ticket Statuses

Status	Description
<b>Open Tickets</b>	An Open Ticket is one for which no action has yet been triggered.
<b>Waiting Tickets</b>	A ticket is marked as Waiting when it has been decided that an action needs to be taken at a later stage.
<b>Handled Tickets</b>	A ticket is considered Handled when the appropriate action has been taken.
<b>Irrelevant Tickets</b>	A ticket is considered Irrelevant when it has been closed and is no longer considered of importance to you.

# 14

## Settings

The **Settings** pages allow the main Administrator account holder to create and manage other accounts.



**Note** • Administrators can access the **Settings** pages, and any changes made will effect all users. Depending on the rights given to a User Group, some users may also have access to some of the Settings pages.

Use the **Settings** pages to:

- View details of your [Account License Status](#), [Account Options](#) and [Security Policy](#)
- Perform [User Management](#) tasks
- Configure [SSO Settings](#)
- View, create and add [Vulnerability Management](#) for Watch List Groups and subscriptions, Ticket queues, statuses and priorities
- Create and edit [Workflow Management Rules](#), [Ticket Queues](#), [Ticket Status](#) and [Ticket Priorities](#).
- View and edit [Assessment](#) configurations for the [Update Servers & Daemon](#), [Scan Configuration](#), and [Downloads](#).
- View the [API](#) Access token generation page.
- View [Logs](#) for tracking details of all activities taken by users related to your account.

## Account

Use the **Account** pages to view your license information, manage your Account options, and edit your security policies.

- [License Status](#)
- [Account Options](#)
- [Security Policy](#)

## License Status

Use the **License Status** page to view your license information, including the expiration date, the modules that you are entitled to use according to your subscription, detailed license attributes, and the number of licenses available, which is tracked as the number of used users.

## Account Options

Use the **Account Options** page to edit your account settings and manage settings that apply to all users, for example, show or hide rejected advisories.

The screenshot shows the 'Account Options' page. At the top, there is a breadcrumb trail: 'Settings > Account > Account Options'. To the right of the breadcrumb are a help icon (question mark) and a user profile icon. Below the breadcrumb is a horizontal navigation bar with several tabs: 'Account' (selected), 'User Management', 'Vulnerability Management', 'Workflow Management', 'Assessment', 'API', and 'Logs'. Under the 'Account' tab, there is a link 'Edit your account settings' with a pencil icon. Below this link is a section titled 'Rejected advisories visibility (default hidden):' followed by a dropdown menu currently set to 'Show rejected advisories'. At the bottom left of this section is a blue 'Save' button.

## Security Policy

In the **Security Policy** page, you can edit the security policies.

The **Enable Password Expiration** option allows you to activate password expiration for user accounts. If you select this option, passwords will automatically expire after a specified period, requiring users to update their passwords regularly. By default, this option is unselected.

The **Number of days the Password is valid for** option populates only when **Enable Password Expiration** option is selected. You can specify the number of days by entering the desired value directly or by adjusting the value using the up and down arrows. Once the specified number of days has passed, the password will expire, and the user will be prompted to create a new password.

The **Disable Two-Factor Authentication for Sub-Users** option allows you to turn off the two-factor authentication requirement for sub-user accounts. When you select this option, sub-users can log in using only their username and password without needing an additional verification step, such as a code sent to their phone or email. If you unselect this option, Two-Factor Authentication can make the login process. By default, this option is unselected.



The screenshot shows the 'Software Vulnerability Research' application. The left sidebar contains links to Dashboard, Notifications (59785), Vulnerability Manager, and Research. The top navigation bar shows 'Settings > Account > Security Policy'. Below this, there are tabs for 'Account', 'User Management', and 'Vulnerability Management'. The 'Security Policy' section is active, showing options to 'Edit your security policy'. It includes checkboxes for 'Enable password expiration' (checked) and 'Disable two factor authentication for sub-users' (checked). A dropdown menu shows 'Number of days the password is valid for' set to 5. An 'Update' button is at the bottom.

**Note** • Two factor authentication is considered as a best practice for the application.

## User Management

The **User Management** pages display the [Users](#), [User Groups](#), and [Roles](#) associated with your account. You can create active Users up to the license limit of your account.

- [Users](#)
- [User Groups](#)
- [Roles](#)
- [SSO Settings](#)

## Users

The **Users** page displays the users associated with your account and, if applicable, the [User Groups](#) the user belongs to. Click [+](#) and enter the required information to add a new user.

The screenshot shows the 'Users' page. The top navigation bar includes 'Settings > User Management > Users'. Below this, there are tabs for 'Account', 'User Management', 'Vulnerability Management', 'Workflow Management', 'Assessment', 'API', and 'Logs'. The 'User Management' tab is active. A search bar is present with the text 'Search by username or email address...'. Below the search bar, there is a table with columns: Username, First Name, Last Name, Job Title, Email Address, Active, Blocked, and Groups. The table shows one user with the group 'Administrators'. Below the table, there are links for 'Edit', 'Reset two factor login', 'Disable', and 'Delete'.

A valid email address is required for creating a new user. After a user is created, we will send an email to their email address. After clicking the link in the email, the user will be able to set the password for the account. After successfully registering the account, the user can then log on. Only active users are counted with regards to enforcing the user count. If the user has reached their user count limit, they can disable an unused user to recover a license and create another user.

In addition, if an account has for example five licenses and five active users, the user can create the sixth user. The additional user will be disabled by default when created, and the user will not be able to activate their account until the account manager handles the license issue.

Click  to download a CSV file containing details of all Users associated with your account.

Click a Username in the list and select **Edit**, **Reset two factor login**, **Disable**, or **Delete**.



**Note** • Depending on the user profile, the Reset two factor login option may not be available.

## Blocked Users

When user enters a wrong credentials for **seven** times during login to the Software Vulnerability Research application, their credentials will get blocked.

To unblock the blocked users, follow the below steps:




### Task

#### To unblock blocked users:

1. Locate the list of user account details in **Settings > User Management > Users**. In the **Blocked** column, **Yes** will be marked for the respective users.
2. Select the user details and click **Unblock** button.
3. Now in the **Blocked** column, **Yes** will be changed to **No**.

Settings > User Management > Users

Account ▾ User Management ▾ Vulnerability Management ▾ Workflow Management ▾ Assessment ▾ API ▾ Logs ▾							
Browsing 1-20 of 34 users 				Search by username or email address...			
Username	First Name	Last Name	Job Title	Email Address	Active	Blocked	Groups
admin_test	admin	test	dev	admin@fseersoftware.com	No	No	
admin	admin	test	dev	admin@fseersoftware.com	Yes	No	Administrators
admin_test	admin	test	dev	admin@fseersoftware.com	No	No	read only for subscribe
admin	admin	test	dev	admin@fseersoftware.com	Yes	No	Administrators, advisory reader
admin	admin	test	dev	admin@fseersoftware.com	Yes	No	Administrators, Advisory Approve Managers, advisory manager
admin_test	admin	test	dev	admin@fseersoftware.com	No	No	Administrators
admin	admin	test	dev	admin@fseersoftware.com	Yes	No	Administrators
admin	admin	test	dev	admin@fseersoftware.com	Yes	Yes	Administrators
admin	admin	test	dev	admin@fseersoftware.com	Yes	Yes	Administrators

Edit Disable **Unblock** Delete



**Note** • Only an **Admin** user can unblock the blocked users

## User Groups

Users can be grouped into User Groups, and different user profiles can be assigned to the different User Groups. It is also possible to share data between User Groups for easier collaboration within your organization. There is no limit to the number of User Groups that can be created.


Settings > User Management > User Groups

Account ▾

User Management ▾

Vulnerability Management ▾

Workflow Management ▾

Browsing 1-20 of 49 groups 

Name	Description	Roles
Administrators	Have full power over the account and users.	Super Administrator
Advisory Approve Managers	Can approve advisories before being assigned to ticketing system	Advisory Manager
advisory manager	can approve advisory before assigned to ticket	Advisory Manager
advisoryManager_group	advisoryManager group	Advisory Manager
advisory pdf	can read advisory pdf attachments	Advisory PDF attachments
advisory reader	can read advisory	Advisory Reader
Advisory Reader Only	Testing	Advisory Reader
ALL Role_Group	ALL Role Test	Advisory Manager, Analytics Manager, Asset List Manager, Patch Manager, Policy Manager, Scan Manager, Ticket Manager, User Manager

The **User Groups** page displays the User Group Name, Description, Roles and Users associated with the group. Click and enter the required information to add a new Group. You can select the role or roles to apply to the group from the drop-down list.

User groups can be linked to one or several predefined User profiles for access control.

Click a User Group in the grid to **Edit** or **Delete** the User Group or Users to add or delete users to/from the User Group.

## Roles

The **Roles** page displays details of the available User Group Roles. Roles are predefined and cannot be changed.



**Note** • Administrator and API User Management users can access complete data of the API.

Software Vulnerability Research

Settings > User Management > Roles

Account ▾

User Management ▾

Vulnerability Management ▾

Workflow Management ▾

Assessment ▾

API ▾

Logs ▾

Browsing 21-38 of 38 roles

Name	Description
Product Database Reader	Can query products/vendors database
Receive all advisories	Can create watch lists that contain all supported products, resulting in receiving all advisories released
Rejected Advisories	Can view rejected advisories
Scan Manager	Can manage scan profiles and settings
SCIM	Has access to the System Center Import Module feature
Super Administrator	Has superpowers over the entire account, including all users data.
Ticket Manager	Can edit tickets statuses, add/change ticket queues
Ticket Reader	Can read tickets information
Ticket User	Can edit tickets
User Manager	Can add/change/remove users
Watch List Manager	Can create/edit/delete Watch Lists
Watch List Manager Local	Can create/edit/delete Watch Lists for own user group
Watch List Reader	Can view shared Watch Lists, but can't create/edit/delete one.
Watch List Subscription Manager	Can enforce subscription Watch Lists for all user groups
Watch List Subscription Manager Local	Can enforce subscription Watch Lists for own user groups
Workflow Manager	Can create/edit/view all Workflow Rules
XML Emails	Can receive XML emails
XML Feeds	Can see XML feeds

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flexera


# SSO Settings

On the Settings > User Management tab, you can specify SSO Settings.

## IDP Configuration Instructions

Under **SSO Settings** on the **Settings > User Management** tab, you can specify the following **IDP Configuration Instructions** settings.


**Table 14-1** • SSO Settings / IDP Configuration Instructions

Setting	Description
<b>Single Sign On URL</b>	This field lists the application's single sign-on URL. You will need to enter this URL into the settings for your chosen Identity Provider.
<b>Account Key</b>	Set this field in your Identity Provider (IdP) as a SAML attribute named accountKey.
<b>Generate and Show Key</b>	Click to generate and display the Account Key.  <b>Note</b> • This key is not stored on the SVR server. Make sure that you keep it in a safe place. If you lose it, you may regenerate the key, but doing so will invalidate the old key.
<b>Service Provider Metadata URL</b>	Lists the Service Provider Metadata URL.

## Service Provider Configuration

Under **SSO Settings** on the **Settings > User Management** tab, you can specify the following **Service Provider Configuration** settings.

**Table 14-2** • SSO Settings / Service Provider Configuration

Setting	Description
<b>SSO Enabled</b>	Select this option to enable Single Sign-On.
<b>Disable standard login</b>	If you are using Single Sign-On at your organization, select this option to disable standard login options for all of your users (except root).  <b>Important</b> • Before selecting this option, make sure that SSO is working correctly, to prevent user logout.
<b>Upload IDP Metadata XML file</b>	Select this option if you want to upload the IDP metadata XML file.
<b>Provide IDP Metadata URL</b>	Select this option if you want to enter the identity provider metadata URL into the <b>IDP Metadata URL</b> field.

**Table 14-2** • SSO Settings / Service Provider Configuration

Setting	Description
<b>Automatically create new users</b>	Select this option to automatically create new users.
<b>Default groups for new users</b>	Specify the default group for new users.




**Note** • For more information on Single Sign-On, see [Configuring Single Sign-On \(SSO\)](#).

## Vulnerability Management

The **Vulnerability Management** pages display the settings for [Watch List Groups](#) and [Watch List Subscriptions](#).

- [Watch List Groups](#)
- [Watch List Subscriptions](#)

### Watch List Groups

Use **Watch List Groups** to group [Watch Lists](#), for example All XYZ Products, together. Click  to create a new Watch List Group or click a Watch List Group in the grid to edit or delete the group.

### Watch List Subscriptions


This page displays the [Watch Lists](#) Subscription details including **Watch List**, **Watch List Owner**, **Subscriber**, **Enforced by admin**, **Email Notification level** and **SMS notification level**.

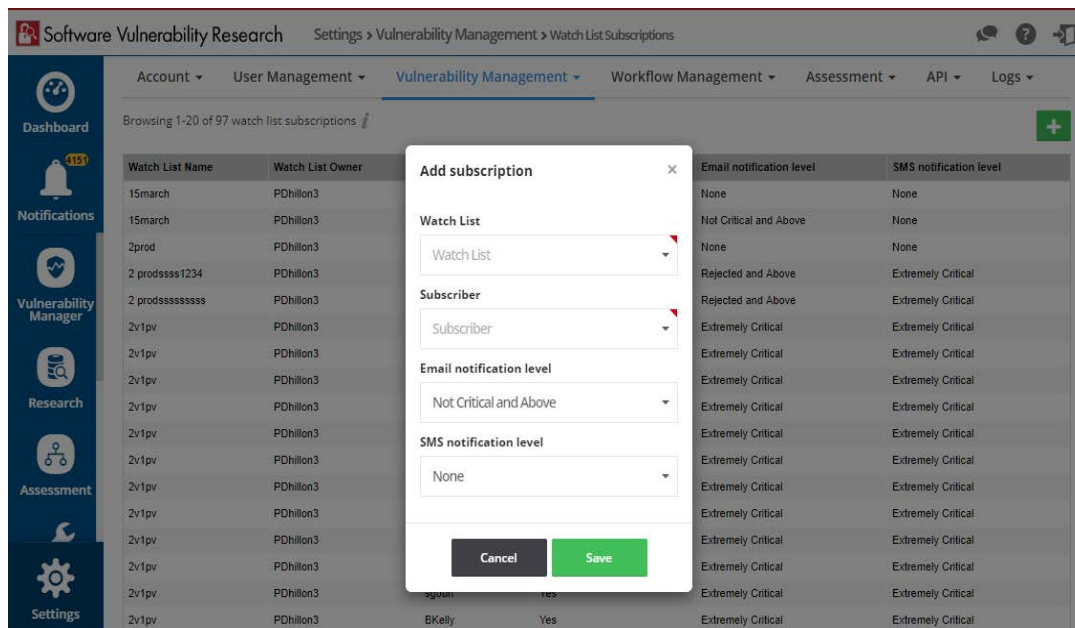
Admin user can add, edit or delete subscriptions to the created watch list.



#### Task

##### **Add Subscription to Watch List**

1. Open the **Settings > Vulnerability Management > Watch List Subscriptions** page.
2. To add a new subscription, Click . The **Add subscription** tab opens.



3. Watch List created as shown in [Create Watch Lists](#) will appear in the **Watch List** drop down, Select the watch list.
4. Add a required user from the **Subscriber** drop down.
5. Select any of the below **Email notification level** from the drop down based on the requirement
  - Extremely Critical
  - Highly Critical and Above
  - Moderately Critical and Above
  - Less Critical and Above
  - Not Critical and Above
  - Rejected and Above
  - None
6. Select any of the below SMS notification level from the drop down based on the requirement:
  - Extremely Critical
  - Highly Critical and Above
  - Moderately Critical and Above
  - Less Critical and Above
  - Not Critical and Above
  - Rejected and Above
  - None
7. Click **Save** to add the subscription to the watch list.

8. List of added subscriptions will appear in the **Settings > Vulnerability Management > Watch List Subscriptions**, Admin user can edit or delete any existing subscription from the list.
9. Select the required subscription from the list, you can see the **Edit** and **Delete** button.

Software Vulnerability Research Settings > Vulnerability Management > Watch List Subscriptions

Account ▾ User Management ▾ **Vulnerability Management ▾** Workflow Management ▾ Assessment ▾ API ▾ Logs ▾

Browsing 1-20 of 97 watch list subscriptions +

Watch List Name	Watch List Owner	Subscriber	Enforced by admin	Email notification level	SMS notification level
15march	PDHilton3	asutar	No	None	None
		<a href="#">Edit</a>	<a href="#">Delete</a>		
15march	PDHilton3	PDHilton3	Yes	Not Critical and Above	None
2prod	PDHilton3	Ashaj	No	None	None
2 prodssss1234	PDHilton3	Ashaj	No	Rejected and Above	Extremely Critical
2 prodssssssssss	PDHilton3	Ashaj	No	Rejected and Above	Extremely Critical
2v1pv	PDHilton3	Ashaj	No	Extremely Critical	Extremely Critical
2v1pv	PDHilton3	SVMTestRand	Yes	Extremely Critical	Extremely Critical
2v1pv	PDHilton3	mmanino	Yes	Extremely Critical	Extremely Critical
2v1pv	PDHilton3	LMalku	Yes	Extremely Critical	Extremely Critical

10. Click **Delete** button to delete the selected subscription from the list.
11. Click **Edit** button to edit the **Subscriber**, **Email notification level** and **SMS notification level** of the selected subscription.

Edit subscription - 15march

×

Subscriber

BKelly

Email notification level

None

SMS notification level

None

Cancel

Save



**Note** • You can subscribe a user only once to the **Watch List**

## Workflow Management

Workflow Management allows you to set up detailed workflows that align with processes already in use within your organization. There is no limit to the number of Workflows that can be created.

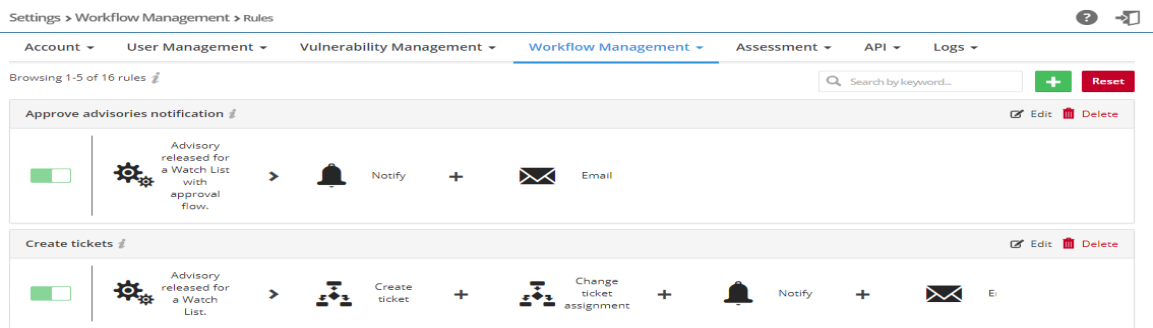
Use the Workflow Management pages to create and edit [Rules](#), [Ticket Queues](#), [Ticket Status](#) and [Ticket Priorities](#).

- [Rules](#)

- [Ticket Queues](#)
- [Ticket Status](#)
- [Ticket Priorities](#)

# Rules

Rules can partially or fully automate workflow. They can only be created by an Administrator and must contain at a minimum one trigger and one action. For a list of rule triggers and actions, see [Rule Channels, Triggers, and Actions](#). If needed, you can configure many different options into one rule.




To create a rule, see [Create a Workflow Rule - Overview](#).

Workflow Rules can be created for many tasks. You can customize your workflow rule or use one of the Software Vulnerability Research [Default Workflow Rule Examples](#).


The Rule channels, their associated triggers, and available actions are shown in the following table.



**Table 14-3 • Rule Channels, Triggers, and Actions**

Channel	Trigger	Action
Advisory	<ul style="list-style-type: none"> <li>Advisory for Watch List approved               <ul style="list-style-type: none"> <li>Any Watch List or select a Watch List from the drop-down list</li> <li>Any Watch List Group or select a Watch List Group from the drop-down list</li> <li>Select Advisory Condition or select a Advisory Condition from the drop down list</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Email</li> <li>SMS</li> <li>Notify</li> <li>Create Advisory for Watch List</li> <li>Create ticket</li> <li>Change ticket assignment</li> <li>Change ticket queue</li> <li>Change ticket status</li> </ul>
	<ul style="list-style-type: none"> <li>Advisory for Watch List changed               <ul style="list-style-type: none"> <li>Any Watch List or select a Watch List from the drop-down list</li> <li>Any Watch List Group or select a Watch List Group from the drop-down list</li> <li>Select Advisory Condition or select a Advisory Condition from the drop down list</li> </ul> </li> </ul>	 <p><b>Note •</b> Threat Score details are added in the Email notification for users with the Threat Intelligence Module</p>
	<ul style="list-style-type: none"> <li>Advisory released for a Watch List with approval flow               <ul style="list-style-type: none"> <li>Any Watch List or select a Watch List from the drop-down list</li> <li>Any Watch List Group or select a Watch List Group from the drop-down list</li> <li>Select Advisory Condition or select a Advisory Condition from the drop down list</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>Advisory released for a Watch List               <ul style="list-style-type: none"> <li>Any Watch List or select a Watch List from the drop-down list</li> <li>Any Watch List Group or select a Watch List Group from the drop-down list</li> <li>Select Advisory Condition or select a Advisory Condition from the drop down list</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>Product version end-of-life               <ul style="list-style-type: none"> <li>Notify for all, default only for my tracked product versions (select Yes or No from the drop-down list)</li> </ul> </li> </ul>	

**Table 14-3 • Rule Channels, Triggers, and Actions (cont.)**

Channel	Trigger	Action
<b>Advisory</b> (continued)	<ul style="list-style-type: none"> <li>Advisory Threat for Watch List changed</li> <li>Any Watch List or select a Watch List from the drop-down list</li> <li>Any Watch List Group or select a Watch List Group from the drop-down list</li> <li>Select Advisory Condition or select a Advisory Condition from the drop down list</li> <li>Skip trigger if score decreases (Select Yes or No from the drop down list)</li> </ul>	
	 <p><b>Note •</b> This add-on requires purchase of the Software Vulnerability Research Threat intelligence Module</p>	
<b>Analytics</b>	<ul style="list-style-type: none"> <li>PDF Report Generated</li> </ul>	<ul style="list-style-type: none"> <li>Email PDF report</li> <li>Email</li> <li>SMS</li> <li>Notify</li> </ul>
<b>Patch</b>	<ul style="list-style-type: none"> <li>Patch available, with template</li> <li>Patch available, without template</li> <li>Patch affecting my environment (select Yes or No from the drop-down list)</li> </ul>	<ul style="list-style-type: none"> <li>Email</li> <li>SMS</li> <li>Notify</li> <li>Patch - Create packages</li> <li>Patch - Publish packages</li> <li>Create ticket</li> </ul>
<b>Policy</b>	<ul style="list-style-type: none"> <li>Policy Breached</li> </ul>	<ul style="list-style-type: none"> <li>Email</li> <li>SMS</li> <li>Notify</li> </ul>
<b>Release Notes</b>	<ul style="list-style-type: none"> <li>New Release arrived</li> </ul>	<ul style="list-style-type: none"> <li>Email</li> </ul>

**Table 14-3** • Rule Channels, Triggers, and Actions (cont.)

Channel	Trigger	Action
<b>Ticketing</b>	● Ticket assigned to me	● Email
	● Ticket changed	● SMS
	● Changed by me (select Yes or No from the drop-down list)	● Notify
	● Ticket created	● Create ticket
	● Ticket priority changed	● Change ticket status
	● Ticket queue changed	● Change ticket queue
	● Ticket status changed	● Change ticket assignment
<b>User</b>	● Password changed	● Email
	● User (select from the drop-down list)	● SMS
	● User Logged in	● Notify
	● User (select from the drop-down list)	



**Note** • The available actions will vary depending on the channel and trigger you select.

## Default Workflow Rule Examples

Software Vulnerability Research includes several Default Workflow Rules:

- [Create a Workflow Rule to Send an Advisory and Ticket Information After Approval](#)
- [Create a Workflow Rule to Create a Patching Ticket](#)
- [Create a Workflow Rule to Send a New Release Notes Notification to Non-Administrators](#)

### Create a Workflow Rule to Send an Advisory and Ticket Information After Approval

Workflow Rules can be created for many tasks. For example, the Workflow Rule below can be used when Flexera issues an advisory for a Watch List that requires management approval and the communication of management's approval and ticket information to all Watch List users using email, PDF attachments, and SMS.

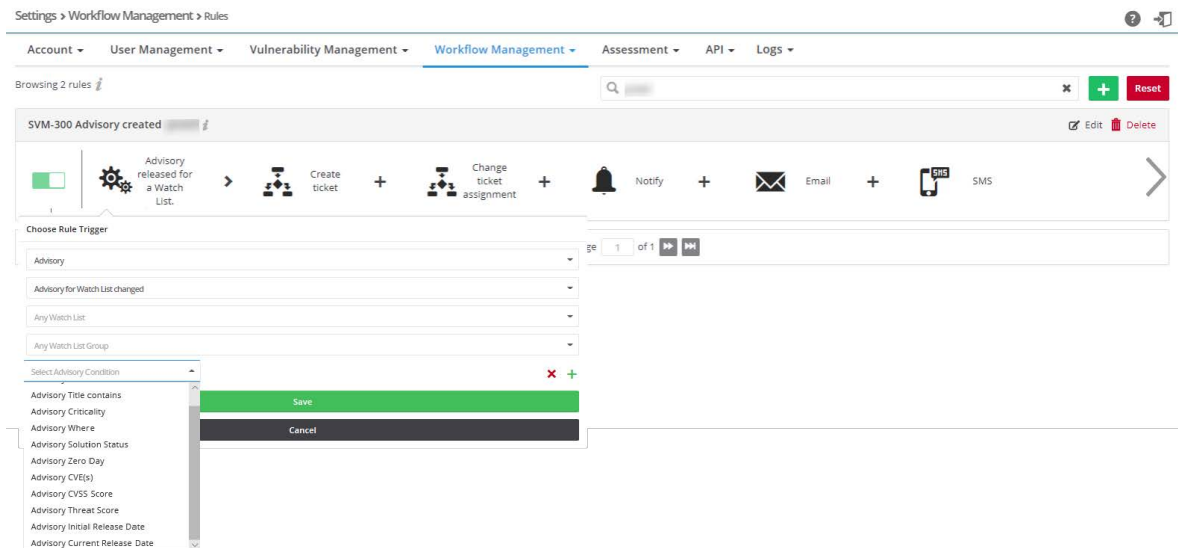


#### Task

#### Create a Workflow Rule to send an advisory and ticket information after approval

1. Follow steps 1-3 from the task [Create a Workflow Rule](#).
2. From the drop-down **Rule Trigger List**:
  - Select **Advisory** from the Channel list

- Select **Advisory released for a Watch List** from the Trigger list
  - Enter the appropriate Watch List and Watch List Group information
  - Select **Advisory Condition**
  - Click Save
3. For actions, select **Create Ticket** and **Send email**. When an advisory is released, a ticket is created and The Watch List Group users will receive an email with the ticket information and the Advisory as a PDF attachment. See the following screen shot for details.



**Note** • Customized workflow rules for Watch Lists take precedence over non-customized workflow rules using the following hierarchy from most important to least important:

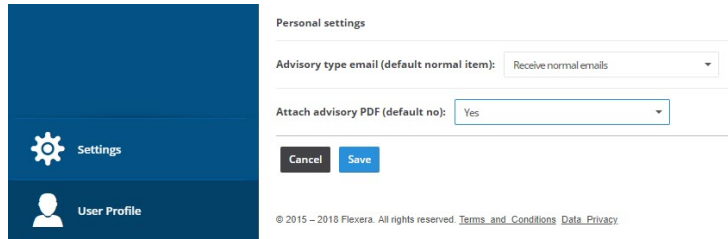
- Rule for a specified watch list
- Rule for a watch list group
- General rule with no watch list or watch group

For example, if a watch list is in a customized workflow rule with a watch list selected and in a rule with a watch group selected, only the rule specified for the watch list will execute.

However, when you have two identical customized workflow rules that affect the same watch list or the same watch list group, the system will not know which rule takes precedence. Therefore, neither customized workflow rule will execute.



**Note** • The PDF attachment option is set at the user level. Any user wishing to receive PDF advisory information needs to select this option from the **User Profile** page. Under **Personal settings** ensure the following options have been enabled: **Receive normal emails** for Advisory type email and **Yes** for Attach advisory PDF. See the screen shot below for details.



## Create a Workflow Rule to Create a Patching Ticket

You can create a Workflow Rule to create a ticket for when a new patch is available.



### Task

#### Create a Workflow Rule to create a patching ticket:

1. Select either rule: **Patch available no profile notification** or **Patch Available with custom profile** and click **Edit**.
2. Click **Add action**.
3. When the **Choose Action** pop-up window appears, click **Create ticket**.
4. Enter the **Ticket Status** and **Ticket Queue** information and click **Save**. Add any additional actions required and save the rule.
5. To view and export patching ticket information, see [Patching Tickets](#) in the **Patching** module or in the [Ticket Manager](#).

## Create a Workflow Rule to Send a New Release Notes Notification to Non-Administrators

You can create a Workflow Rule to notify non-administrators of the latest Software Vulnerability Research release notes.



**Note** • All administrator accounts are configured to receive release note notification emails in the **Notifications** module.



### Task

#### To create a Workflow Rule to send a new release notes notification to non-administrators


1. Select **New release notes** rule.
2. Enter the appropriate users to **Notify**.
3. Click **Email**.

## Ticket Queues

This page displays the **Ticket Queue** details.

Settings > Workflow Management > Ticket Queues


Account ▾ User Management ▾ Vulnerability Management ▾ Workflow Management ▾ Assessment ▾ API ▾ Logs ▾

Browsing 3 queues 

Queue	Visible by all users	User Groups
Default	Yes	
		<a href="#">Edit</a> <a href="#">Delete</a>
Approval	No	Advisory Approve Managers
Test	No	

Page 1 of 1

Ticket Queues can be used for sharing and limiting access to tickets for users. You can create ticket queues that are relevant to a limited subset of your users (for instance only for Linux administrators or for Windows administrators) and use [Rules](#) to create tickets from special [Watch Lists](#) directly on those ticket queues.


Click a queue in the list to edit or delete the queue or click  to add a new ticket queue.

## Ticket Status

This page displays the **Ticket Status** values.

Settings > Workflow Management > Ticket Status

Account ▾ User Management ▾ Vulnerability Management ▾ Workflow Management ▾ Assessment ▾ API ▾ Logs ▾

Browsing 4 statuses 

Status	Default ticket status	Number of tickets
Open	Open	4699
Waiting	Waiting	1
Handled	Handled	0
Irrelevant	Irrelevant	0

Page 1 of 1

Click  to add a ticket status. The default values are:

- Open
- Waiting
- Handled
- Irrelevant


You can click any ticket status that you have added to edit it or delete statuses that do not have tickets assigned.

## Ticket Priorities

This page displays the **Ticket Priority** values.


Settings > Workflow Management > Ticket Priorities

Account ▾ User Management ▾ Vulnerability Management ▾ Workflow Management ▾ Assessment ▾ API ▾ Logs ▾

Browsing 4 priorities 

Priority	Default ticket priority	Number of tickets
Low	Low	2331
Medium	Medium	1344
High	High	1000
Urgent	Urgent	25

Page 1 of 1

Click  to add a ticket priority. The default values are:

- Low

- Medium
- High
- Urgent

You can click any Ticket Priority that you have added to edit or delete priorities that do not have tickets assigned.

## Assessment



**Edition** • These Assessment settings are not available for Software Vulnerability Research.

Under **Assessment**, you can [Update Servers & Daemon](#), perform a [Scan Configuration](#), and perform [Downloads](#) of current and older versions of agent installers, agents, and daemons.

- [Update Servers & Daemon](#)
- [Scan Configuration](#)
- [Downloads](#)

## Update Servers & Daemon

This page displays details of all Windows Server Update Services (WSUS) servers and how to install, configure and troubleshoot the Software Distribution Daemon for Windows in your environment.

- [Daemon Resources](#)
- [Daemon and WSUS Troubleshooting](#)
- [Certificate Configuration](#)
- [Certification Authorities](#)

## Daemon Resources

This section explains:

- [Daemon Software Requirements](#)
- [Certificate Configuration](#)
- [Daemon Command Line Switches](#)

## Daemon Software Requirements

The Software Distribution Daemon for Windows has the following software requirements.

- 64 Bit Operating System. Windows 7 +
- Windows Server Update Services (WSUS) administrative console needs to be installed. You need to install the admin tools version that corresponds to your WSUS server.

- Access Privileges to run the Daemon as a service
- Access Privileges to makes changes to the WSUS server
- .Net 4.52
- Internet Connection – SSL 443/TCP to <https://app.flexerasoftware.com/>

## Daemon Log File Size

As the Daemon runs, it logs important actions, warnings, and errors. When logging to a file, the size and backup strategy of this file are controlled by the registry values named LogFile, LogMaxKB, and LogBackup. LogFile specifies the name of the active log file. LogMaxKB specifies the size at which the log file is backed up and restarted. LogBackup specifies a date string format that is appended to the name of the log file to create each backup file. If LogMaxKB is 0 or negative, the log file grows forever. If LogBackup is empty, the current log is instead discarded when it grows past the specified size.

The screen shot below lists the default settings for the Daemon log.

Name	Type	Data
(Default)	REG_SZ	(value not set)
LogBackup	REG_SZ	-yyyymmdd-HH:mm
LogFile	REG_SZ	<CommonApplicationData>\Flexera Software\SVM\svmpd.log
LogLevel	REG_SZ	Verbose
LogMaxKB	REG_SZ	16384

## Daemon Command Line Switches

Software Vulnerability Research has the following daemon command line switches.

- [Help](#)
- [Help Text](#)
- [Force Daemon to Poll the Server for New Tasks](#)
- [Force Daemon to Poll the Server for New Tasks](#)
- [Daemon Command Line to Create WSUS Certificate](#)
- [Ask Daemon to Display Where an Update Will Be Applied](#)

### Help

To access the help command line switch type:

```
svmpd.exe help
```

### Help Text

To access the help text command line switch type:

SVM Package Daemon Copyright (C) 2012-2017 Flexera Software LLC. All rights reserved.

Usage: svmpd.exe ACTION [OPTIONS]

ACTION is one of:



```

NewCert: Create a WSUS publishing certificate
Scan: Scan a WSUS server for data
ServiceCommand: Send the service a custom command
ShowPackageStats: Get installation statistics for a package, by group
UseCert: Set the WSUS publishing certificate
Version: Show version information
Or help [ACTION]: Get detailed help for ACTION
All actions support the following global flags in any location:
  /cl: One of LogAlways, Critical, Error, Warning, Informational, Verbose
      Set the level for console logging
  /output or /o: <String>
      Save output to specified file
  /format or /f: One or more of Raw, Indent, Compress
      Control JSON output format. Compress only works with /output.
  /wsus: <Uri>
      Override the WSUS server

```

## Force Daemon to Poll the Server for New Tasks

To force the daemon to poll the server for new tasks type:

```
svmpd.exe servicecommand polltasksnow
```

## Daemon Command Line to Create WSUS Certificate

To create a WSUS certificate, type the following Daemon command line:

```
svmpd.exe newcert
```

## Ask Daemon to Display Where an Update Will Be Applied

The following Daemon command line displays where an update will be applied.

```
svmpd.exe showpackagestats bc5f5d64-f2aa-4c6d-bd3f-8cf9915cfb82
```

After typing the above command line, you will see the following output.

```

{
  "server_name": "svm-w16-wsus.svm.flexdev.com",
  "group_id": "af6f2ec0-b1ce-4344-9f61-9e3e0cb6cda3",
  "group_name": "Windows 8.1",
  "approvals": [
    {
      "by": "SVM\\JSmith",
      "at": "2017-05-25T20:58:57.213Z",
      "action": 0,
      "is_optional": false
    }
  ],
  "not_applicable": 0,
  "pending": 4,
  "installed": 0,
  "failed": 0
},
{
  "server_name": "svm-w16-wsus.svm.flexdev.com",
  "group_id": "a0a08746-4dbe-4a37-9adf-9e7652c0b421",
  "group_name": "All Computers",

```

```

    "approvals": [
      {
        "by": "SVM\\JSmith",
        "at": "2017-05-25T20:58:57.193Z",
        "action": 0,
        "is_optional": false
      }
    ],
    "not_applicable": 1,
    "pending": 18,
    "installed": 0,
    "failed": 1
  },
  {
    "server_name": "svm-w16-wsus.svm.flexdev.com",
    "group_id": "b73ca6ed-5727-47f3-84de-015e03f6a88a",
    "group_name": "Unassigned Computers",
    "approvals": [
      {
        "by": "SVM\\JSmith",
        "at": "2017-05-25T20:58:57.22Z",
        "action": 0,
        "is_optional": false
      }
    ],
    "not_applicable": 0,
    "pending": 2,
    "installed": 0,
    "failed": 0
  },
  {
    "server_name": "svm-w16-wsus.svm.flexdev.com",
    "group_id": "8b4b8cf9-4d99-48fc-93ce-bdb16ce624e1",
    "group_name": "Windows 7",
    "approvals": [
      {
        "by": "SVM\\JSmith",
        "at": "2017-05-25T20:58:57.21Z",
        "action": 0,
        "is_optional": false
      }
    ],
    "not_applicable": 0,
    "pending": 8,
    "installed": 0,
    "failed": 1
  },
  {
    "server_name": "svm-w16-wsus.svm.flexdev.com",
    "group_id": "57c2d480-05c5-4a2a-9a18-df11281559ca",
    "group_name": "Windows 10",
    "approvals": [
      {
        "by": "SVM\\JSmith",
        "at": "2017-05-25T20:58:57.203Z",
        "action": 0,

```

```

        "is_optional": false
    }
],
    "not_applicable": 1,
    "pending": 4,
    "installed": 0,
    "failed": 0
}

```

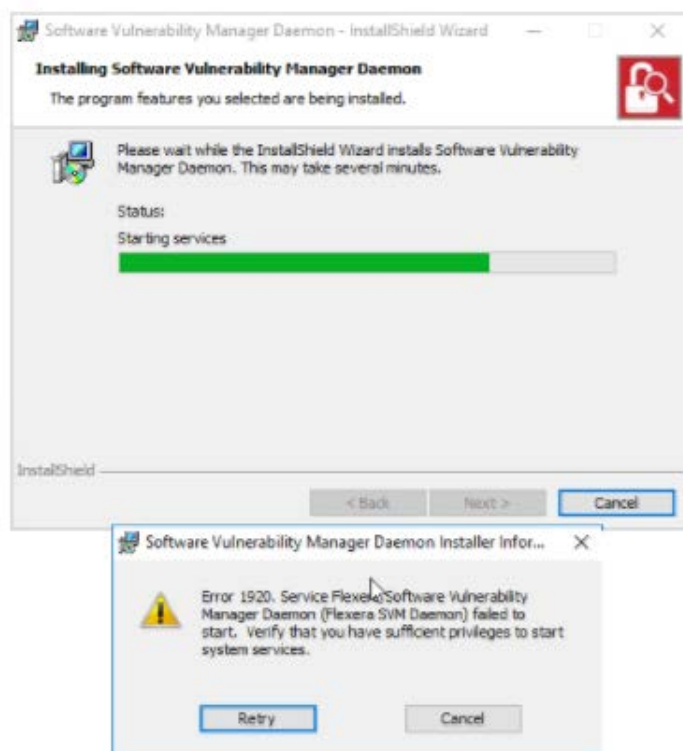
## Daemon and WSUS Troubleshooting

This section provides troubleshooting for the following topics:

- [Daemon Configuration](#)
- [WSUS Configuration and Certificate Troubleshooting](#)
- [Daemon Logging](#)

### Daemon Configuration

If the User Account you have set up does not have the ability to run a service, the following error message will appear:





**Task** *To troubleshoot the configuration of the Daemon:*

1. Leave the error message up.
2. Go to the **Services** applet and find the Flexera Software Vulnerability Research Daemon.
3. Right click **Properties**.
4. Go to the **Log On** tab and set the same user, which will trigger Windows to add that account to the correct group. When the **Services** window appears, click **OK**.
5. Go back to the error message and click **Retry** to complete the installation.

## WSUS Configuration and Certificate Troubleshooting

If you enter the incorrect WSUS server settings in the registry, you will see an error message like the one below.

```
c:\Program Files\Flexera Software\SVM Daemon>svmpd.exe scan Groups
System.NotSupportedException
Error providing service IWSusApi
```

Before you enter the correct registry key and WSUS Server, make sure the service is STOPPED. Otherwise, the registry key value will be erased when you do stop the service, and you will need to reenter the registry key.

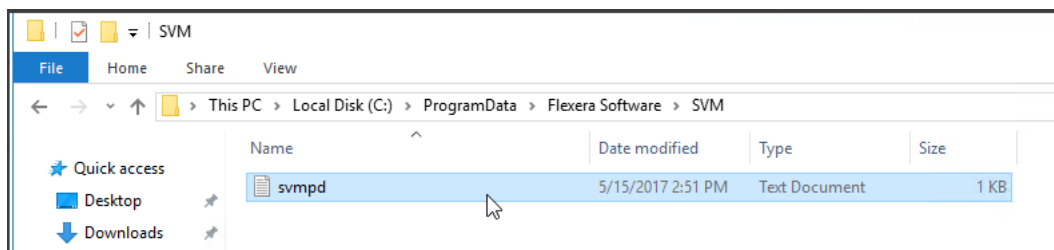
To create WSUS certificates, see:

- [Daemon Command Line to Create WSUS Certificate](#)
- [Saving Successful WSUS Self-Signed Certificates](#)

## Daemon Logging

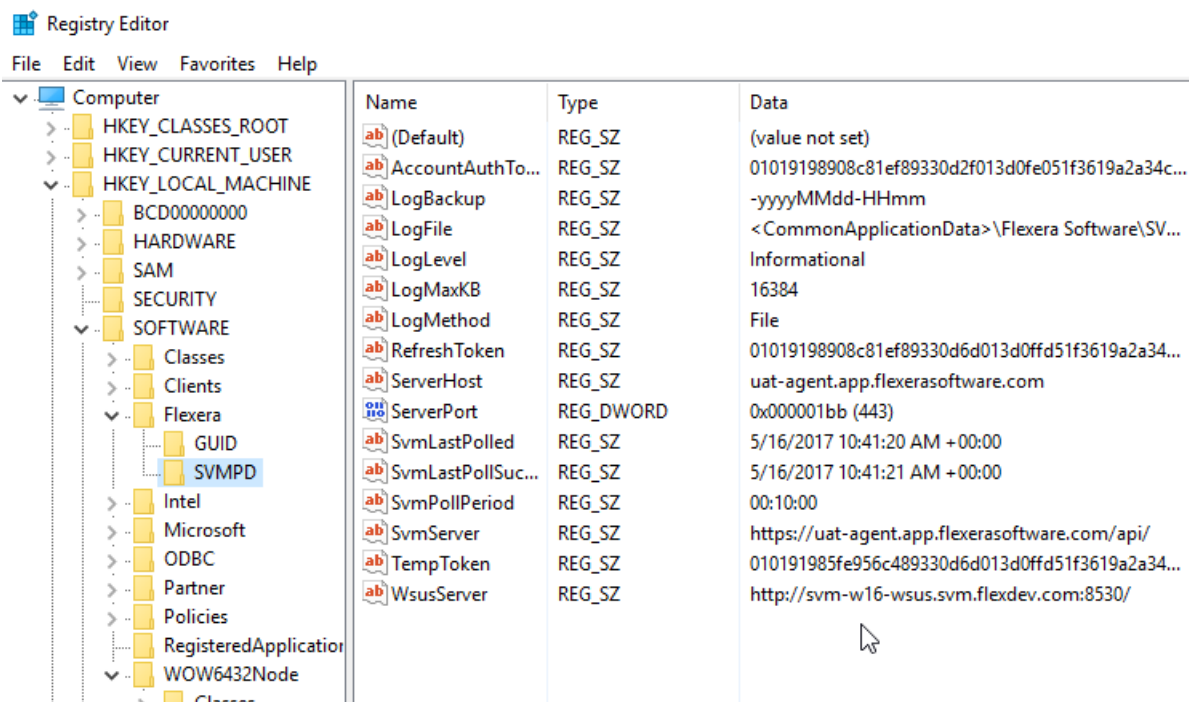
Logs are written here:

C:\ProgramData\Flexera Software\SVM



You can customize the following logging level settings.

- Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Flexera\SVMPD
- LogLevel: Can be Informational, Verbose
- WSUSServer: Scheme, URL and Port for WSUS. Example: `http://svm-w16-wsus.svm.flexdev.com:8530/`



## Successful Publishing Log Example

Below is an example of a successful publishing log.

```
[5/24/2017 6:07:51 PM|I] Flexera Software SVM Package Daemon: Terminating
{
  "SvmServer": "https://uat-agent.app.flexerasoftware.com/api/",
  "WsusServer": "http://svm-w16-wsus.svm.flexdev.com:8530/",
  "AccountAuthToken":
    "01019198908c81ef89330d2f013d0fe051f3619a2a34c53dd23821f3b009cb8872a0381e4daa4a05e3368c4a534aca36e48680
    b22522c73cb0003ea65febcbdd27687dd5d8b8e31fd4bfcab6c7afc2d128b46f501a92fd51423f9f51277f15ad9cdc5a9b20c051
    71d415709cfaba76978d39bc5294439cf70024f47273f787a9797705737c78be366efaa19450d6dbd9783ff2cc7",
  "RefreshToken":
    "01019198908c81ef89330d6d013d0ffd51f3619a2a34c53dd23821f3b009cb8872a0381e0570bd60d58c8c78e9b82c1e2554a3
    4780d032670fd350336f859188fbc1e60a368d6337761dc797d374a696fcdeae1ee1260e4a05b4d02156a025075e1933c80de07
    f382b0d33e4f96f3a92fc4e55b19d9384d441373b6bbd7d75eda8c119b7a47a706b3008468c58c23f6df268516f",
  "TempToken":
    "010191985fddb4f489330d6d013d0ffd51f3619a2a34c53dd23821f3b009cb8872a0381eeaff654ba8173863126de272ea85b4
    ad685fd33b6ee34fc804ebe454fe6c61202a42b832079127b9af1dde7d1aae210f34cd5a79666516aedecb14a0452f7858f223
    920b457408c8dcabbb97da41e6b17ad32140a757dd3fba3742032b988c7d0ec366e83528d84a7c4cdd38aa712",
  "GUID": "dbbad2b3-b298-4f01-ad4b-717df294f6f2",
  "LogMethod": "File",
  "LogLevel": "Verbose",
  "LogFile": "<CommonApplicationData>\\Flexera Software\\SVM\\svmpd.log",
  "LogMaxKB": "16384",
  "LogBackup": "-yyyyMMdd-HH:mm",
  "SvmLastPolled": "5/24/2017 6:01:54 PM +00:00",
  "SvmLastPollSuccess": "5/24/2017 6:01:54 PM +00:00",
  "SvmPollPeriod": "00:10:00"
}
--- Configuration Ends ---
[5/24/2017 6:07:52 PM|I] Flexera Software SVM Package Daemon: Initializing
```

[5/24/2017 6:11:56 PM|I] Cached new 6e16403a-042f-49db-9106-7d0fab21d4b9.sdp at C:\ProgramData\Flexera Software\SVM\SVMCache\6e16403a-042f-49db-9106-7d0fab21d4b9.sdp; file is unsigned; hash 768B93104B08C65C4FD17F4BB621437C569DC5E0

**Deployment Information - Install/Update Google Chrome 49.x to 58.x Default installer** ✕

Deployment information	
Server	svm-w16-wsus.svm.flexdev.com
Groups	Windows 7
Package name	Install/Update Google Chrome 49.x to 58.x Default installer
Product name	Google Chrome 49.x
Vendor name	Google
Status	Building
Created	May 24, 2017 1:10 PM
Deployment tasks	
Task type	Push package to Patch Server
Created	May 24, 2017 1:10 PM
Result	Success
Daemon	708e0a8b-a0c6-4fce-b8eb-4f97be901933

Close

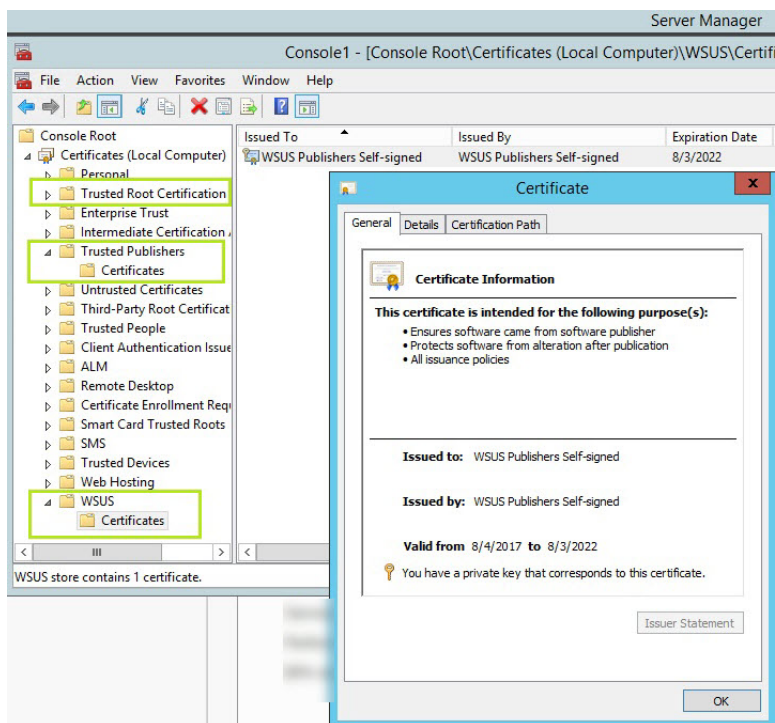
## Certificate Configuration

Certificates are saved based on the certificate process used:

- [Saving Successful WSUS Self-Signed Certificates](#)
- [Saving Manual Self-Signed Certificates](#)

### Saving Successful WSUS Self-Signed Certificates

A successful WSUS self-signed certificate must be saved in the following three locations: Trusted Root Certification, Trusted Publishers, and WSUS. The "Trusted Root Certification Authority" should contain the relevant Root certificate.



Not copying the certificate's public key to any one of the three locations (in particular the Trusted Publishers location), or not having the private key in the WSUS location, may cause publishing to fail with the following error message.

[5/22/2017 7:03:30 PM][C] Task execution faulted (id: adc97f47-5c41-442b-b19d-f266a2d8adec): Verification of file signature failed for file:

```
\\win2008r2scm12.isas.flexdev.com\UpdateServicesPackages\6e16403a-042f-49db-9106-7d0fab21d4b9\bbee425c-fa3d-46dd-a703-065fd184fe86_1.cab
```

InvalidOperationException: Verification of file signature failed for file:

```
\\win2008r2scm12.isas.flexdev.com\UpdateServicesPackages\6e16403a-042f-49db-9106-7d0fab21d4b9\bbee425c-fa3d-46dd-a703-065fd184fe86_1.cab
```

```
at Microsoft.UpdateServices.Internal.BaseApi.Publisher.VerifyAndPublishPackage()
```

```
at Microsoft.UpdateServices.Internal.BaseApi.Publisher.PublishPackage(String sourcePath, String additionalSourcePath, String packageDirectoryName)
```

```
at System.Threading.Tasks.Task.Execute()
```

```
at FlexeraSoftware.SVM.Daemon.WsusApi.PublishPackageAsync()
```

```
at FlexeraSoftware.SVM.Daemon.PublishPackageWorkItem.PublishPackageAsync()
```

```
at FlexeraSoftware.SVM.Daemon.DaemonWorkItem.ExecuteTasks()
```

--- Stack Trace Ends ---

## Troubleshooting Options for WSUS Self-Signed Certificate Error Message

You have two options to create the new certification if this error message appears:

```
c:\Program Files\Flexera Software\SVM Daemon>svmpd.exe newcert
```

System.InvalidOperationException

This WSUS server cannot issue a self-signed certificate. To import a signing certificate into the WSUS server, use one of the following supported methods:

1. SetSigningCertificate(string, string)
2. SetSigningCertificate(string, SecureString)



### Task

#### To create a WSUS self-signed certificate:

1. Enable self-signing on the server. While the WSUS will not generate self-signed certificates by default, it is possible to restore the legacy behavior by setting the following registry key.
  - HKEY\_LOCAL\_MACHINE\Software\Microsoft\Update Services\Server\Setup\
  - Create DWORD value: EnableSelfSignedCertificates = 1

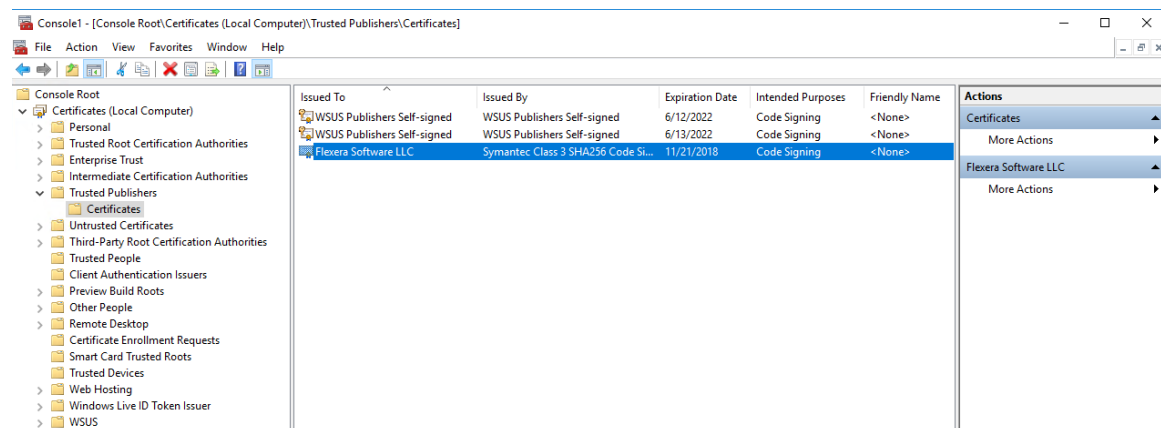


**Note** • The `CreateSelfSignedCertificate` API is still considered deprecated and may be removed in a future version of Windows. For further details, see <https://blogs.technet.microsoft.com/wsus/2013/08/15/wsus-no-longer-issues-self-signed-certificates/>

2. Use a real certificate, and use the `svmpd.exe` option **UseCert**.

## Saving Manual Self-Signed Certificates

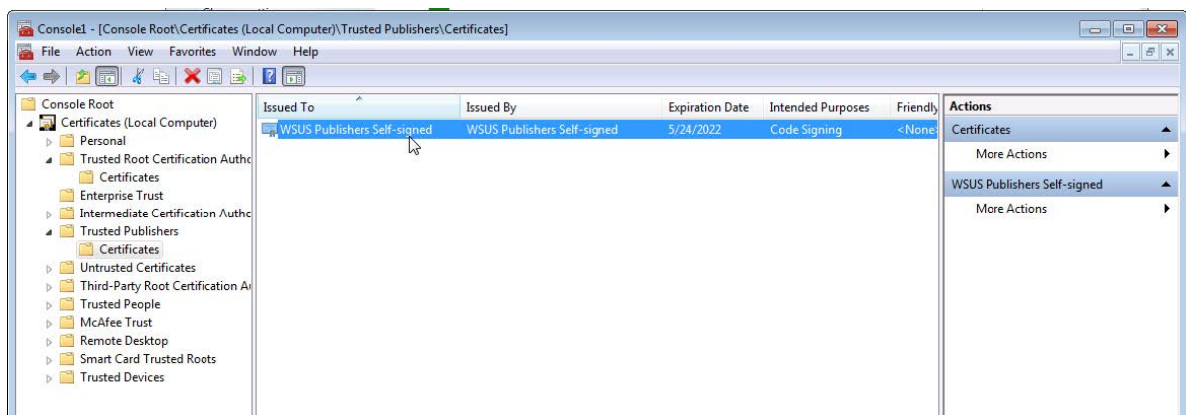
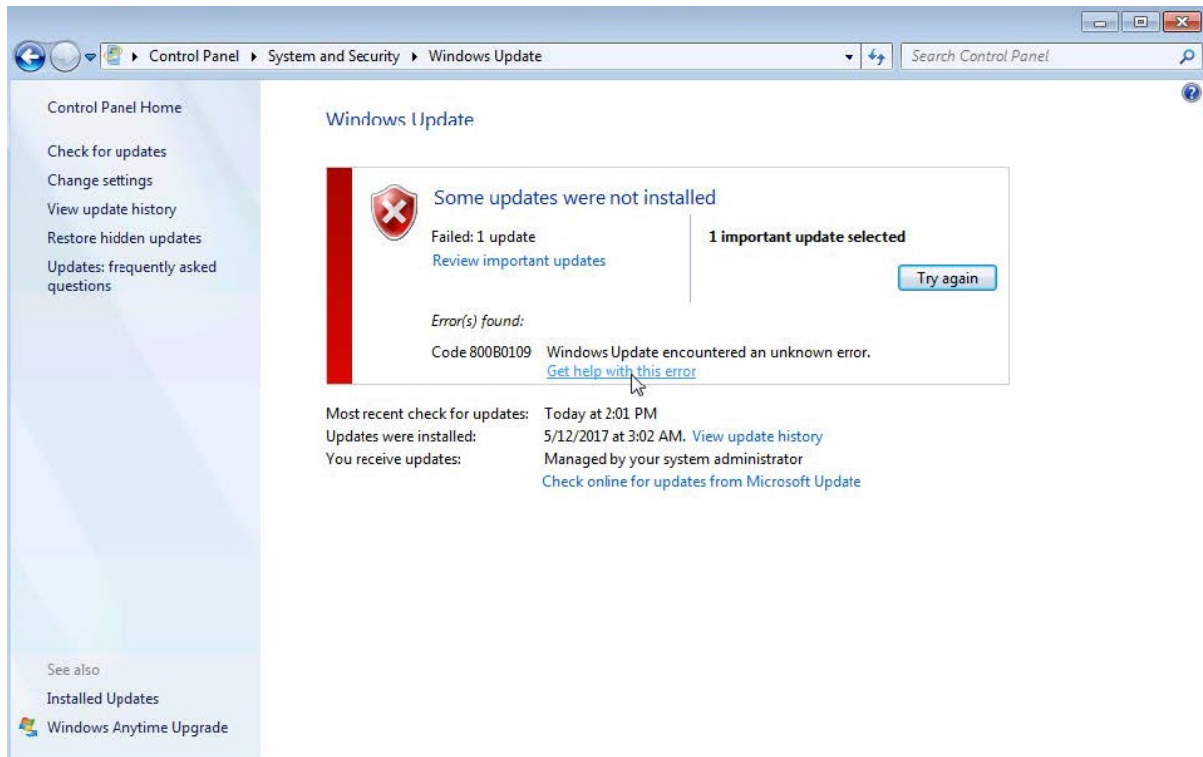
The certificate used to sign packages must be saved on the machine with the Software Distribution Daemon for Windows (SVMdemonInstall.msi).



## Certification Authorities

If you see the following Windows Update 800b0109 error message, this means your WSUS certificate is not installed on the machine trying to install the update.





## Scan Configuration

Use this page to view, configure and edit the:

- [Scan Configuration](#)
- [Microsoft Update Options](#)
- [Add Custom Scan Paths](#)

Account ▾ User Management ▾ Vulnerability Management ▾ Workflow Management ▾ **Assessment ▾** API ▾ Logs ▾

### Scan Configuration

Define the default scan agent behaviour

**Scan Type**

Minimal scan ▾

**Scan day(s)**

Sunday, Monday, Friday, Tuesday, Saturday, Wednesday, Thursday ▾

**Scan time**

12 : 10

**Edit**

### Microsoft Update Options

Configure the behaviour of the Windows Update (WUA)

☒ Check for missing security updates from Microsoft System Center

☒ Check for missing security updates from Windows Update

**Update Server Type**

Official Microsoft Update ▾

**Update Proxy Settings**

Use default WUA proxy settings ▾

**Edit**

### Custom scan paths

**Note:** Mixing Block list and Allow list rules is not supported. Allow list will take precedence.

Type	Path	Filename	Created
Block List	C:\Program Files\...	...	2020-08-07

Page 1 of 1

## Scan Configuration

Click **Edit** and select:

- Scan type (select Disabled (do not scan), Minimal scan, Optimal scan or Full scan from the drop-down list). For details, see [Scan Types](#).
- Scan day(s) (select the day or days to perform scans from the drop-down list)
- Scan time



**Note** • The selected Scan Type does not overwrite custom scan paths you create, which are saved to every Scan Agent you have deployed to your environment.


## Microsoft Update Options

Click **Edit** and select:

- **Configure the behavior of the Windows Update (WUA)** (select **Check for missing security updates from Windows Update**. If your organization blocks updates from Windows Update, select **Check for missing security updates from Microsoft System Center**).
- **Update Server Type** (select OS Default, Managed Windows Update, Official Windows Update, Official Microsoft Update or Use offline method (CAB) from the drop-down list):
  - **OS Default:** allows the Windows Update Agent on a device being scanned to use whatever option is currently registered. This option can be controlled by enterprise policy settings or locally on the machine, depending on the environment the device is running in.
  - **Managed Windows Update:** the SVMScan.exe agent will request a check for updates through an enterprise managed WSUS instance. On machines not configured through WSUS, this check for updates will result in the error: 0x80244011 "WUserver policy value is missing in the registry".

- **Official Windows Update:** the SVMScan.exe agent will request a check for updates through the public Windows Update server. This check will only return updates related to Windows.
- **Official Microsoft Update:** the SVMScan.exe agent will request a check for updates through the public Windows Update server. This check will return a superset of the "Windows Update server" results that include Windows updates and updates for Microsoft products such as Office (non App-V, non App-X installs only) and MSVC redistributables.
- **Use offline method (CAB):** you should implement the .cab file scanning of windows update for clients that are not connected to the Internet and cannot access WSUS or MU/WU. In such situations, Microsoft provides a .cab file that can be used to scan the system. There are limitations to this feature:
  - You are responsible for placing the file in a location accessible by Windows Update Services. The file must be on the local file system; placing the file on a shared drive is not supported by Windows Update Services.
  - The alternate scan data source (.cab file) only includes high priority updates (security bulletins, critical updates, update rollups) and some service packs. It does not include optional updates (such as updates, feature packs, and tools) and some service packs. If a machine uses this source for scanning, then it is likely that fewer patches will be detected.
  - Software Vulnerability Research should be run as administrator.
- **Update Proxy Settings** (select Use default WUA proxy settings, Use the same proxy as http or Use a custom proxy for WUA from the drop-down list).
- If you selected Use a custom proxy for WUA, enter the Proxy Settings domain port.

## Add Custom Scan Paths

Click  to add custom scan paths. Select the Type (Allow list or Block List) from the drop-down list, enter the Filename and Path and click Save.



---

**Note** • Mixing block List and allow list rules is not supported. Allow List will take precedence.



---

**Note** • All paths must be hard coded paths. Example: C:\Users\Public\Libraries

**Add new custom path** ×

**Type**  

Allow List ▼

**Filename**  

Filename

**Path**  

Path

Cancel

Save

## Downloads

This page displays the Software Vulnerability Research download links for:

- Vulnerable Software Discovery Tool Installer for Windows
- Vulnerable Software Discovery Tool for Windows
- Software Distribution Daemon for Windows
- Vulnerable Software Discovery Tool for Mac
- Vulnerable Software Discovery Tool for Red Hat Linux 7 RPM
- Vulnerable Software Discovery Tool for Red Hat Linux 6 RPM

You can select Show older versions, click an item in the list, and select Download.

To download and deploy the appropriate item below, see [Agent Deployment](#) and [Daemon Deployment](#).

Settings > Assessment > Downloads

Account ▾ User Management ▾ Vulnerability Management ▾ Workflow Management ▾ **Assessment ▾** API ▾ Logs ▾

**Vulnerable Software Discovery Tool Installer for Windows:**  
Version: 8.0.358  
Download: [SVMScanInstall.msi](#)  
Checksum (sha256): 8b4203ee0432792613ecb1506bd3031eb1518937ca42e0e0a52f5c08c97563a

**Vulnerable Software Discovery Tool for Windows:**  
Version: 8.0.358  
Download: [SVMScan.exe](#)  
Checksum (sha256): 61cd8857ed3cc08d57e3deba9979c83b58ae9043414ef0591519b63ee7048156

**Software Distribution Daemon for Windows:**  
Version: 8.0.358  
Download: [SVMDaemonInstall.msi](#)  
Checksum (sha256): 980fb5ce14ea8e4819ac76b790b2c8b3d1ac6e7a2abac9131120cd3846c628b4

**Vulnerable Software Discovery Tool for Mac:**  
Version: 8.0.358  
Download: [svmscan\\_macos.dmg](#)  
Checksum (sha256): 9c39631c2a3b2d6a23cdc1bf07798d0fe552c52bdc3ba9a6ad6327b3cf94423

**Vulnerable Software Discovery Tool for Red Hat Linux 7 RPM:**  
Version: 8.0.358  
Download: [svmscan\\_linux-8.0.358-1.el7.x86\\_64.rpm](#)  
Checksum (sha256): a72a042778b9a89d21321a43b20f6358ae52032d2bf73f678359e09c7ddceb3

**Vulnerable Software Discovery Tool for Red Hat Linux 6 RPM:**  
Version: 8.0.358  
Download: [svmscan\\_linux-8.0.358-1.el6.x86\\_64.rpm](#)  
Checksum (sha256): b10f89f240d97ea20e672cadfaa1983bbe389f7daa532370714b783588245759

Show older versions: ☐

Type	Filename	Version	Checksum	Created
Vulnerable Software Discovery Tool for Mac	svmscan_macos.dmg	8.0.358	9c39631c2a3b2d6a23cdc1bf07798d0fe552c52bdc3ba9a6ad6327b3cf94423	2019-09-10
Software Distribution Daemon for Windows	SVMDaemonInstall.msi	8.0.358	980fb5ce14ea8e4819ac76b790b2c8b3d1ac6e7a2abac9131120cd3846c628b4	2019-09-10

# API

Use the **API** page to view your API Access token generation page, XML Feeds, and Service Providers.

XML feed shows advisory information for tickets created. If no tickets are created, no advisory information will appear in the XML feed. XML feed is not connected to **Historic Advisories** in the **Vulnerability Manager** module.

To access the Software Vulnerability Research APIs, see <https://api.app.flexerasoftware.com/api/>. For additional API information, see the Software Vulnerability Research API Help Library:

<https://docs.flexera.com/svr/api/Default.htm>

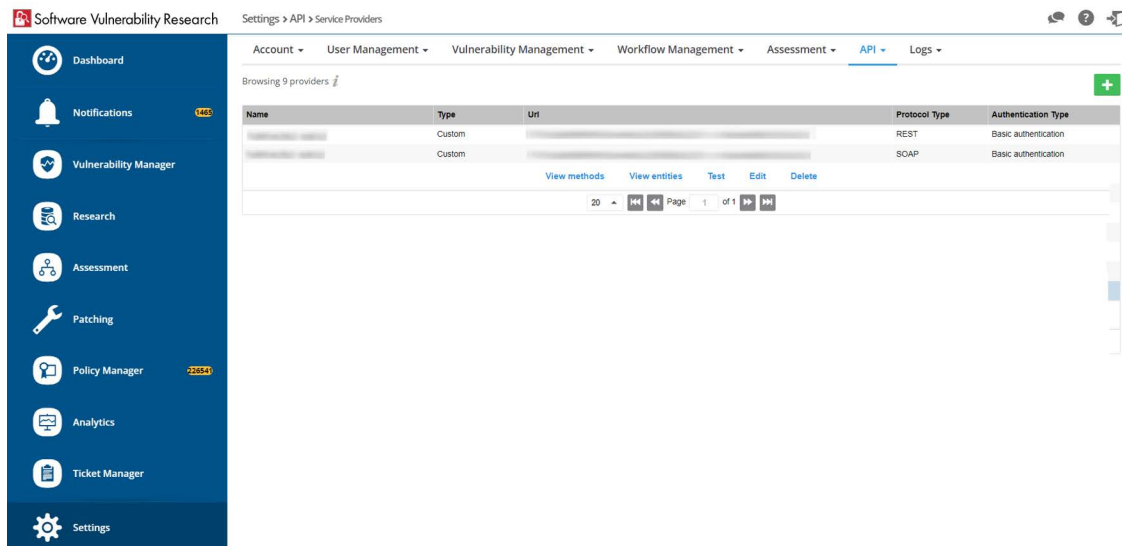


**Note** • Access to the SVR API documentation portal is available through the same Single Sign-On (SSO) credentials and authentication method used by the SVR platform. The only way SSO users can log in to API documentation portal is to log in to the web application and then come back to the API documentation portal.

Service Providers shows the details of the service providers. For more information, see [Service Providers](#).

## Service Providers

Use this page to view, Add, configure and edit the ServiceNow and BMC Remedy for the Service Provider.



This section includes the following topics:

- [Configure ServiceNow Instance for Service Provider](#)
- [Create Service Method for Service Providers](#)

## Configure ServiceNow Instance for Service Provider

Use this page to configure ServiceNow instance for the Service Providers.



### Task

#### To Configure ServiceNow instance:

1. In the **Settings** menu, select the **API** tab, then choose **Service Providers** from the drop-down menu. A list of available service providers will appear on the screen.
2. Click **+** and select **Add recipe for ServiceNow** from the drop down list. A new ServiceNow entry is added to the Service Provider list.
3. Click on the ServiceNow and select **Edit** option. The Edit Provider dialog box will appear.
4. The Edit Provider dialog box includes the following properties:

Property	Description
<b>Type</b>	Choose the required Type from the drop down list. By default ServiceNow will be selected. <ul style="list-style-type: none"> <li>• Custom</li> <li>• ServiceNow</li> <li>• BMC Remedy</li> </ul>
<b>Name</b>	Enter the required name for the selected type. By default, ServiceNow will be selected name.
<b>Url</b>	Enter a valid ServiceNow instance URL.

Property	Description
<b>Protocol Type</b>	Choose the required Protocol type from the drop down list. <ul style="list-style-type: none"> <li>● REST</li> <li>● SOAP</li> </ul>
<b>Authentication type</b>	Choose one of the following Authentication type: <ul style="list-style-type: none"> <li>● <b>None</b>—If no authentication, then leave this property as none.</li> <li>● <b>Basic authentication</b>— Enter the appropriate Username and Password.</li> </ul>

5. After modifying the above details as needed, click the **Save** button.
6. Upon saving, the modified details will be updated.


## Create Service Method for Service Providers

Use this page to create a new Service Method for the Service Providers.



### Task

#### To create a new Service Method:

1. In the **Settings** menu, select the **API** tab, then choose **Service Providers** from the drop-down menu. A list of available service providers will appear on the screen.
2. Click on the desired Service Provider and select **View methods** option.
3. In the **Service Methods** page, click the  icon. The **Add service method** dialog box will appear.
4. The Add service method dialog box includes the following properties:

Property	Description
<b>Service Provider</b>	ServiceNow will be selected by default as the Service Provider. This property is non-editable.
<b>Name</b>	Enter the valid name.
<b>Url</b>	Enter the valid ServiceNow URL.
<b>Method</b>	Choose the one of the following Method: <ul style="list-style-type: none"> <li>● GET</li> <li>● POST</li> <li>● PUT</li> <li>● PATCH</li> <li>● DELETE</li> <li>● HEAD</li> <li>● OPTIONS</li> <li>● TRACE</li> </ul>

Property	Description
<b>Content</b>	Enter the valid content.  Example:  <code>{"u_id": # \$advisory.id# \$, "u_advisory_identifier": # \$advisory.advisory_identifier# \$}</code>

- After entering the above details, click the **Save** button.
- Upon saving, the new Service Method will be added.


## Logs


Use the **Logs** pages to track details of all activities taken by users related to your account, such as:

- [Logins](#)
- [Tickets](#)
- [Watch Lists](#)
- [Email Logs](#)
- [SMS Logs](#)
- [Service Calls](#)

## Logins

The **Logins** page displays the **Date**, **User**, **IP Address** and **User Agent** details for all successful logins.

Click  to filter the results displayed by **User** and **From** and **To** dates

Click  to export Logins to a CSV file.

## Tickets


The **Tickets** page displays the **Date**, **Ticket**, **Change Type**, **Change Description** and **User** details for all ticket changes related to your account.

Click  to filter the results displayed by **User**, **Ticket ID** and **From** and **To** dates.

Click  to export Tickets to a CSV file.

## Watch Lists

The **Watch Lists** page displays the **Date**, **Watch List**, **Change Type**, **Change Description** and **User** for all Watch List changes related to your account.

Click  to filter the results displayed by **User**, Watch List, and **From** and **To** dates.





Click a Watch List name to view the details of the Watch List.

Click  to export Watch Lists to a CSV file.

## Email Logs


The **Email Logs** page displays the history of sent emails including Date, User, Email Category, Email Address, Status, and Subject.

Click  to filter the results displayed by **User** and **From** and **To** dates.

Click  to export Email Logs to a CSV file.

## SMS Logs

The **SMS Logs** page displays the history of sent SMS, including Date, User, SMS Category, Phone Number, Status, and Message.

Click  to filter the results displayed by **User** and **From** and **To** dates.

Click  to export SMS Logs to a CSV file.

## Service Calls

If service calls were made, the **Service Calls** page displays the history of changes, including **Date**, **Provider**, **URL**, **Method**, **Ref\_object\_id**, **Status code**, **Our entity**, and **Call status**.

Click  to resend failed service calls.

Click  to filter the results displayed by **From** and **To** dates.

Click  to export Service Calls to a CSV file.



# 15

## User Profile

Use the **User Profile** page to view and edit your account information, including your password, personal details, preferences, security settings, and personal settings.

After saving your phone number, you need to validate your phone number. Otherwise you will not receive SMS notifications for the advisories.

If you change your email address, you need to validate your email address immediately after. Otherwise you will not receive an email notification.

User Profile

?

---

Username:

[Change Password](#)

---

Personal Details

---

Title:

First Name:

Last Name:

Email:

[Change Email](#)

Phone Number:

Country:

United States

---

Preferences

---

Language:

English

Timezone:

America/Chicago

---

Security Settings

---

Two-factor authentication:

Enabled

Two-factor authentication using SMS:

☐

Two-factor authentication using token:

☐

---

Personal settings

---

Advisory type email (default normal item):

Select...

Attach advisory PDF (default no):

Select...

Edit

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Figure 15-1: User Profile Page

## About Secunia Advisories

This section includes the following articles:

- [CVSS \(Common Vulnerability Scoring System\)](#)
- [CVE References](#)
- [Where \(Attack Vector\)](#)
- [Criticality \(Severity Rating\)](#)
- [Impact \(Consequence\)](#)

### CVSS (Common Vulnerability Scoring System)

The Common Vulnerability Scoring System (CVSS) provides an open framework for communicating the characteristics and impacts of IT vulnerabilities (see <https://nvd.nist.gov/vuln-metrics/cvss>).

CVSS enables IT managers, vulnerability bulletin providers, security vendors, application vendors, and researchers to all benefit by adopting this common language of scoring IT vulnerabilities.

CVSS consists of three groups: Base, Temporal, and Environmental. Each group produces a numeric score ranging from 0 to 10, and a Vector; a compressed textual representation that reflects the values used to derive the score.

- **The Base group** represents the intrinsic qualities of a vulnerability.
- **The Temporal group** reflects the characteristics of a vulnerability that changes over time.
- **The Environmental group** represents the characteristics of a vulnerability that are unique to any user's environment.

For details on interpreting a CVSS vector, refer to <https://www.first.org/cvss/specification-document>.

Secunia Advisories include a Secunia derived CVSS score and vector, as well as a link to an implementation of the NIST CVSS calculator so that a user can adjust temporal and environmental metrics for advisories that match your Watch Lists. For more information, see

- [CVSSv4 Score](#)
- [CVSSv3 Score](#)

The National Vulnerability Database (NVD) CVSS score/vector for each relevant CVE contained in an Advisory is also shown, and is similarly linked to the NIST CVSS calculator.

## CVSSv4 Score

SVR will now support entering all new CVSS scores using the v4 standard. After a CVSS v4 score is entered, the score appears in the User Interface (UI), API, XML, email notifications, and PDF reports.

### In the User Interface

The CVSS v4 score is noted with a blue v4 after the score.

### In the API

API calls returning CVSS data return another set of values for CVSS v4, so that you can programmatically differentiate between CVSSv2, CVSSv3, and CVSSv4 scores.

/api/advisories/

/api/vulnerabilities/

### In the XML

A change to the schema is necessary to add specific values for CVSSv4 scores. As with the json API values above, a second cvss4 labeled value was added to distinguish v4 scores.

### In Email Notifications

Emails contain CVSSv4 labels. The Advisory will show latest CVSS version.



---

**Note** • Email notifications will include CVSS overall score.

### In a PDF Report

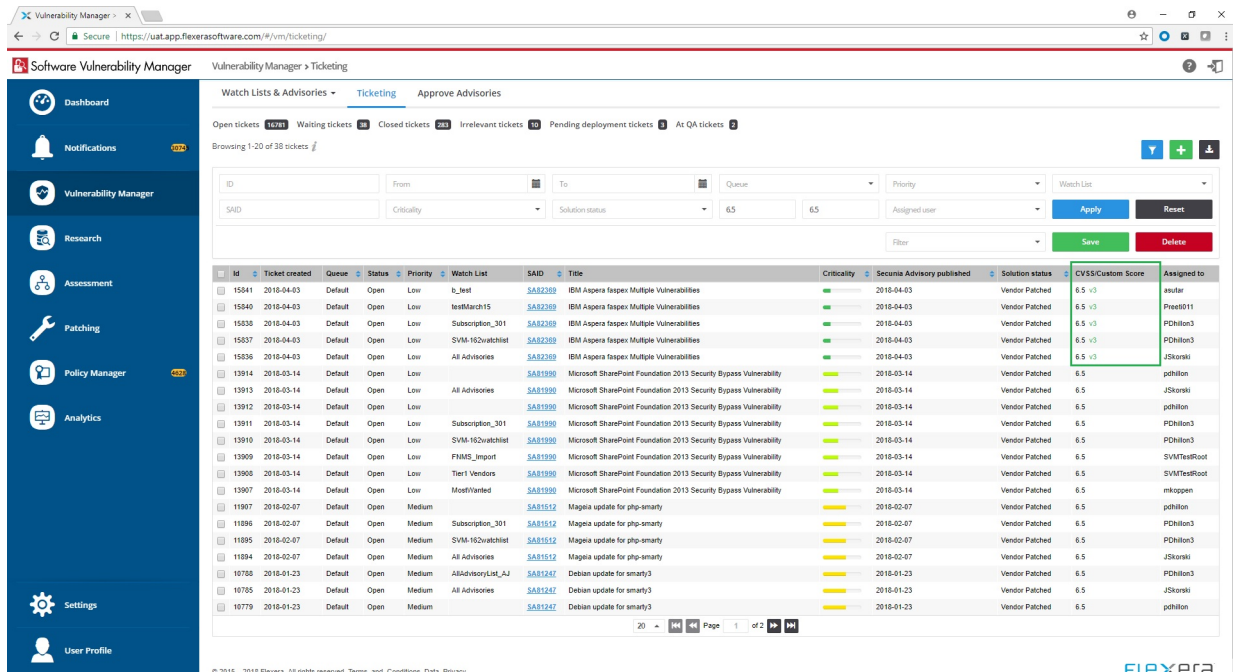
PDF reports containing CVSS values will show CVSS v3 or CVSS v4 as appropriate.

## CVSSv3 Score

On May 18, 2018 Flexera's Secunia Research began entering all new CVSS scores using the v3 standard. After a CVSSv3 score is entered, the score appears in the User Interface (UI), API, XML, email notifications, and PDF reports.

### In the User Interface

The CVSSv3 score is noted with a green "v3" after the score.



## In the API

API calls returning CVSS data return a second set of values for CVSSv3, so that you can programmatically differentiate between CVSSv2 and CVSSv3 scores. When CVSSv3 scores are available, the `cvss_score` value is blank and the value will appear as `cvss3_score`. The label `cvss_score` represents CVSSv2 (it was not renamed to avoid breaking existing scripts).

```
"cvss_info": {
  "cvss_vector": "",
  "cvss_base_score": 0,
  "cvss_overall_score": 0
},
"cvss_score": "0.0",
"cvss_vector": "",
"cvss3_info": {
  "cvss_vector": "CVSS:3.1/AV:L/AC:L/PR:N/UI:R/S:U/C:H/I:H/A:H/E:U/RL:O/RC:C",
  "cvss_base_score": 7.8,
  "cvss_overall_score": 6.8
},
"cvss3_score": "7.8",
"cvss3_vector": "CVSS:3.1/AV:L/AC:L/PR:N/UI:R/S:U/C:H/I:H/A:H/E:U/RL:O/RC:C",
"cvss_score_ui": "7.8",
```

## In the XML

A change to the schema is necessary to add specific values for CVSSv3 scores. As with the json API values above, a second `cvss3` labeled value was added to distinguish v3 scores. Depending on how any scripts or processes consuming this data parse the information, **this has the potential to result in a breaking change.**

```
<cvss_base_score>0</cvss_base_score>
<cvss_overall_score>0</cvss_overall_score>
<cvss_vector></cvss_vector>
<custom_cvss_overall_score>0.0</custom_cvss_overall_score>
<custom_cvss_vector></custom_cvss_vector>
<cvss3_base_score>7.8</cvss3_base_score>
<cvss3_overall_score>6.8</cvss3_overall_score>
<cvss3_vector>CVSS:3.1/AV:L/AC:L/PR:N/UI:R/S:U/C:H/I:H/A:H/E:U/RL:O/RC:C</cvss3_vector>
<custom_cvss3_overall_score>5.9</custom_cvss3_overall_score>
```

## In Email Notifications

Emails contain CVSSv2 (displayed as CVSS) and CVSSv3 (displayed as CVSS3) labels. The CVSSv3 value will be empty until a v3 value is entered, at which time the v2 (CVSS) value will be empty.

Criticality	Not critical
Release Date	03/11/2022
Last Update	03/11/2022
Solution Status	Vendor Patched
SAID	<a href="#">SA112006</a>
CVSS	0.0 (E:U/RL:OF/RC:C)
CVSS3	Base: 4.7, Overall: 4.1 CVSS:3.1/AV:N/AC:L/PR:N/UI:R/S:C/C:N/I:L/A:N/E:U/RL:O/RC:C
Impact	Spoofing
Where	From remote
Threat Score	0



**Note** • Email notifications will include CVSS overall score.

## In a PDF Report

PDF reports containing CVSS values will show CVSSv2 (displayed as CVSS) or CVSSv3 (displayed as CVSS3) as appropriate.

Criticality	<div><div></div></div> - Moderately critical
Impact	System access
Where	From remote
Solution Status	Vendor Patched
Secunia CVSS Scores	CVSS3 Base: 7.8 , Overall: 6.8 CVSS:3.1/AV:L/AC:L/PR:N/UI:R/S:U/C:H/I:H/A:H/E:U/RL:O/RC:C



# CVE References

A CVE (Common Vulnerabilities and Exposures) name represents a unique, standardized name and description for a given vulnerability or exposure.

Searching on a CVE reference (for example CVE-2009-3793 or simply 2009-3793) will find all Secunia Advisories in the database that list that particular CVE as a reference.

Research > Advisory Database > Advisories

Advisory Database ▾ Products Database ▾

Browsing 16 advisories ⓘ

Search by keyword...

Zero Day ▾ Impact ▾ **CVE-2020-949** SAID From To Criticality ▾

Solution s... ▾ Where ▾ CVSS Score M CVSS Score M Threat Score I Threat Score I Advisory type ▾

Apply Reset

Filter ▾ Save Delete

<input type="checkbox"/>	SAID	Release date	Modified date	Title	Criticality	Zero Day	Solution status	Where	CVSS Score	Threat Score	Type
<input type="checkbox"/>	<a href="#">SA97626</a>	2020-09-21	2020-09-21	Amazon Linux update for httpd	<div><div></div></div>	No	Vendor Patched	From remote	9.8 v3	19	Secunia Advisory
View Advisory Create ticket											
<input type="checkbox"/>	<a href="#">SA97690</a>	2020-09-19	2020-09-19	Amazon Linux update for mod_http2	<div><div></div></div>	No	Vendor Patched	From remote	7.5 v3	18	Secunia Advisory
<input type="checkbox"/>	<a href="#">SA97718</a>	2020-09-17	2020-09-17	Oracle Solaris Apache HTTP Server Multiple Vulnerabilities	<div><div></div></div>	No	Vendor Patched	From remote	9.8 v3	18	Secunia Advisory
<input type="checkbox"/>	<a href="#">SA97717</a>	2020-09-17	2020-09-17	Oracle Solaris Multiple Third Party Components Multiple Vulnerabilities	<div><div></div></div>	No	Vendor Patched	From remote	9.8 v3	23	Secunia Advisory
<input type="checkbox"/>	<a href="#">SA97633</a>	2020-09-15	2020-09-15	Red Hat update for httpd24-httpd	<div><div></div></div>	No	Vendor Patched	From remote	7.5 v3	17	Secunia Advisory
<input type="checkbox"/>	<a href="#">SA97677</a>	2020-09-11	2020-09-11	Red Hat update for httpd 2.4	<div><div></div></div>	No	Vendor Patched	From remote	7.5 v3	17	Secunia Advisory
<input type="checkbox"/>	<a href="#">SA97611</a>	2020-09-11	2020-09-11	IBM I Apache HTTP Server Denial of Service Vulnerability	<div><div></div></div>	No	Vendor Patched	From remote	7.5 v3	17	Secunia Advisory
<input type="checkbox"/>	<a href="#">SA97319</a>	2020-09-03	2020-09-03	SUSE update for apache2	<div><div></div></div>	No	Vendor Patched	From remote	7.5 v3	19	Secunia Advisory

An Advisory can contain more than one CVE reference, and not every Advisory has an associated CVE reference.

## Amazon Linux update for httpd - CVE



CVE	CVSS*	Threat Score	Threat Reason
<b>CVE-2020-9490</b>	CVSS v2: 5.0 (AV:N/AC:L/Au:N/C:N/I:N/A:P) CVSS v3: 7.5 CVSS:3.1/AV:N/AC:L/PR:N/UI:N/S:U/C:N/I:N/A:H	17	Linked to Historical Cyber Exploit Historically Linked to Penetration Testing Tools Recently Linked to Penetration Testing Tools
<b>Description*</b> Apache HTTP Server versions 2.4.20 to 2.4.43. A specially crafted value for the 'Cache-Digest' header in a HTTP/2 request would result in a crash when the server actually tries to HTTP/2 PUSH a resource afterwards. Configuring the HTTP/2 feature via "H2Push off" will mitigate this vulnerability for unpatched servers.			
<b>Threat Intel Module</b> The CVE threat score of 17 was based on the following triggers: <ul style="list-style-type: none"> <li>• Linked to Historical Cyber Exploit</li> <li>• Historically Linked to Penetration Testing Tools</li> <li>• Recently Linked to Penetration Testing Tools</li> </ul> The threat score was last updated on 2020-09-20.			
<b>References*</b> SUSE <a href="http://lists.opensuse.org/opensuse-security-announce/2020-08/msg00071.html">http://lists.opensuse.org/opensuse-security-announce/2020-08/msg00071.html</a> Other Reference <a href="https://lists.apache.org/thread.html/r5debe8f82728a00a4a68bc904dd6c35423bdfc8d601cfb4579f38bf1@%3Cdev.httpd.apache.org%3E">https://lists.apache.org/thread.html/r5debe8f82728a00a4a68bc904dd6c35423bdfc8d601cfb4579f38bf1@%3Cdev.httpd.apache.org%3E</a> Other Reference <a href="https://httpd.apache.org/security/vulnerabilities_24.html#CVE-2020-9490">https://httpd.apache.org/security/vulnerabilities_24.html#CVE-2020-9490</a> Other Reference <a href="https://lists.apache.org/thread.html/r9e9f1a7609760f0f80562aaec2aa3c32d525c3e0fca98b475240c71@%3Cdev.httpd.apache.org%3E">https://lists.apache.org/thread.html/r9e9f1a7609760f0f80562aaec2aa3c32d525c3e0fca98b475240c71@%3Cdev.httpd.apache.org%3E</a> Other Reference <a href="https://lists.apache.org/thread.html/r623de9b2b2433a87f3f3a15900419fc9c00c77b26938dfea4060f672@%3Cdev.httpd.apache.org%3E">https://lists.apache.org/thread.html/r623de9b2b2433a87f3f3a15900419fc9c00c77b26938dfea4060f672@%3Cdev.httpd.apache.org%3E</a> SUSE <a href="http://lists.opensuse.org/opensuse-security-announce/2020-08/msg00068.html">http://lists.opensuse.org/opensuse-security-announce/2020-08/msg00068.html</a> Fedora <a href="https://lists.fedoraproject.org/archives/list/package-announce@lists.fedoraproject.org/message/TVFDBVM6E3JF3Q7RYLRPRCH3RDRHJJY/">https://lists.fedoraproject.org/archives/list/package-announce@lists.fedoraproject.org/message/TVFDBVM6E3JF3Q7RYLRPRCH3RDRHJJY/</a> Gentoo <a href="https://security.gentoo.org/glsa/202008-04">https://security.gentoo.org/glsa/202008-04</a> Debian <a href="https://www.debian.org/security/2020/dsa-4757">https://www.debian.org/security/2020/dsa-4757</a> Fedora <a href="https://lists.fedoraproject.org/archives/list/package-announce@lists.fedoraproject.org/message/4NKWG2EXAQ6B6LMLATKZ7KLSRGCSHYAN/">https://lists.fedoraproject.org/archives/list/package-announce@lists.fedoraproject.org/message/4NKWG2EXAQ6B6LMLATKZ7KLSRGCSHYAN/</a> Other Reference <a href="https://security.netapp.com/advisory/ntap-20200814-0005/">https://security.netapp.com/advisory/ntap-20200814-0005/</a> Ubuntu <a href="https://usn.ubuntu.com/4458-1/">https://usn.ubuntu.com/4458-1/</a>			
<b>CVE-2020-11993</b>	CVSS v2: 4.3 (AV:N/AC:M/Au:N/C:N/I:N/A:P)	2	Linked to Historical Cyber Exploit
<b>CVE-2020-11984</b>	CVSS v2: 7.5 (AV:N/AC:L/Au:N/C:P/I:P/A:P)	2	Linked to Historical Cyber Exploit

**NOTE:**\* The information is written and maintained by [CVE MITRE](#).

The data on this page reflects neither the opinions of Secunia or the results of our research.

Back

# Where (Attack Vector)

The following are Where (Attack Vector) values.

## Local System

Local system describes vulnerabilities where the attack vector requires that the attacker is a local user on the system.

## Local Network

From local network describes vulnerabilities where the attack vector requires that an attacker is situated on the same network as a vulnerable system (not necessarily a LAN).

This category covers vulnerabilities in certain services (for example, DHCP, RPC, administrative services, and so on), which should not be accessible from the Internet, but only from a local network and optionally a restricted set of external systems.

## Remote

From remote describes vulnerabilities where the attack vector does not require access to the system nor a local network.

This category covers services, which are acceptable to expose to the Internet (for example, HTTP, HTTPS, SMTP) as well as client applications used on the Internet and certain vulnerabilities, where it is reasonable to assume that a security conscious user can be tricked into performing certain actions.

# Criticality (Severity Rating)

The following are Severity Rating values.

## Extremely Critical

This value is typically used for remotely and easily exploitable vulnerabilities that are otherwise designated “highly critical” but also have been exploited in the wild before their publication (zero-day). These vulnerabilities typically exist in services like FTP, HTTP and SMTP or specific client systems such as email programs or browsers. Operating systems can also be prone to them—e.g., when font handling is performed on operating system level.

## Highly Critical

- This value is generally used for remotely and easily exploitable vulnerabilities that can lead to system compromise.
- Successful exploitation doesn’t usually require any interaction, but there are no known exploits available at the time of disclosure.
- These vulnerabilities typically exist in services like FTP, HTTP and SMTP or specific client systems such as email programs or browsers. Operating systems can also be prone to them—e.g., when font handling is performed on operating system level.

## Moderately Critical

This value is usually used for remotely and easily exploitable denial-of-service vulnerabilities against services like FTP, HTTP and SMTP. Additionally, easily exploitable vulnerabilities that could lead to information disclosure or affect the integrity of a product can result in this criticality level.

This rating is also used for vulnerabilities allowing system compromise on LANs in services like SMB, RPC, NFS, LPD and similar services that are not intended for use over the Internet.

## Less Critical

This value is typically used for cross-site scripting and local privilege escalation vulnerabilities.

This rating is also used for vulnerabilities allowing exposure of sensitive data to local users.

## Not Critical

This value is typically used for very limited privilege escalation vulnerabilities and locally exploitable Denial of Service vulnerabilities.

This rating is also used for non-sensitive system information disclosure vulnerabilities (for example, remote disclosure of installation path of applications).

# Impact (Consequence)

The following are Consequence values.

## Brute Force

Used in cases where an application or an algorithm allows an attacker to guess passwords in an easy manner.

## Cross-Site Scripting

Cross-Site Scripting vulnerabilities allow a third party to manipulate the content or behavior of a web application in a user's browser, without compromising the underlying system.

Different Cross-Site Scripting related vulnerabilities are also classified under this category, including “script insertion” and “cross-site request forgery”.

Cross-Site Scripting vulnerabilities are often used against specific users of a website to steal their credentials or to conduct spoofing attacks.

## DoS (Denial of Service)

This includes vulnerabilities ranging from excessive resource consumption (for example, causing a system to use a lot of memory) to crashing an application or an entire system.

## Exposure of Sensitive Information

Vulnerabilities where documents or credentials are leaked or can be revealed either locally or remotely.

## Exposure of System Information

Vulnerabilities where excessive information about the system (for example, version numbers, running services, installation paths, and similar) are exposed and can be revealed from remote and, in some cases, locally.

## Hijacking

Covers vulnerabilities where a user session or a communication channel can be taken over by other users or remote attackers.

## Manipulation of Data

This includes vulnerabilities where a user or a remote attacker can manipulate local data on a system, but not necessarily be able to gain escalated privileges or system access.

The most frequent type of vulnerabilities with this impact are SQL-injection vulnerabilities, where a malicious user or person can manipulate SQL queries.

## Privilege Escalation

Covers vulnerabilities where a user is able to conduct certain tasks with the privileges of other users or administrative users.

This typically includes cases where a local user on a client or server system can gain access to the administrator or root account, thus taking full control of the system.

## Security Bypass

Covers vulnerabilities or security issues where malicious users or people can bypass certain security mechanisms of the application. The actual impact varies significantly depending on the design and purpose of the affected application.

## Spoofing

Covers various vulnerabilities where it is possible for malicious users or people to impersonate other users or systems.

## System Access

Covers vulnerabilities where malicious people are able to gain system access and execute arbitrary code with the privileges of a local user.

## Unknown

Covers various weaknesses, security issues, and vulnerabilities not covered by the other impact types, or where the impact is not known due to insufficient information from vendors and researchers.





# Appendix A - Threat Intelligence

Software Vulnerability Research Threat Intelligence directs your attention towards the vulnerabilities affecting your watch lists.

In a world where there are more than 40,000 new vulnerabilities every year, being smart about prioritizing remediation efforts is essential. Leveraging our optional Threat Intelligence Module, another valuable layer of insight is provided to help you understand which of the vulnerabilities affecting your environment are actually being exploited in the wild.

Industry reports, including Gartner shows that between 6%-10% of the vulnerabilities disclosed each year actually are exploited in the wild. Turns out that most of these have medium CVSS scores, which are typically overlooked by organizations. With the insights provided by threat intelligence, it is possible better optimize the time spent remediating software vulnerabilities. Avoid spending time and resources in patching vulnerabilities that do not have evidence of exploitation, and favor those that do. Prioritization is crucial for effective risk mitigation and resource utilization.

Leveraging machine learning, artificial intelligence, and human curation from thousands of sources in the open, deep and dark web, our Threat Intelligence Module augments Software Vulnerability Research's vulnerability intelligence with a Threat Score that provides the ultimate prioritization tool for your busy desktop operations teams.

This appendix explains how the Software Vulnerability Research Threat Intelligence module helps the enterprises to manage their resources and Patching Vulnerabilities more effectively, the following topics are discussed in this section:

- [Evidence of Exploitation](#)
- [Criteria for the Threat Score Calculation](#)
- [Threat Score Calculation - Examples](#)
- [Threat Intelligence Data for Operations and Security](#)
- [Threat Intelligence for Research](#)



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**Note** • Please note the following:

- Secunia Advisory Threat Scores and Vulnerability (CVE) Threat Scores are each calculated as described in the [Criteria for the Threat Score Calculation](#) section (an Advisory score is not determined by simply adding related CVE Threat Scores).
- For pricing and availability, please contact your sales representative or contact us online at: <https://www.flexera.com/about-us/contact-us.html>

- For more details about the Threat Intelligence Modules, see our datasheet:  
<https://www.flexera.com/media/pdfs/datasheet-svm-threat-intelligence-module.pdf>

## Evidence of Exploitation

There are 10 primary rules that can impact the assigned Threat score and they are:

- It has been linked to remote access Trojan
- It has been linked to ransomware
- It has been linked to penetration testing tools
- It has been linked to malware
- It has been linked to an exploit kit
- It has been linked to a cyber exploit
- It has been linked to an exploit wild
- It has been linked to POC verified
- It has been linked to vulnerability developed tools
- It has been linked to verified intelligence

## Criteria for the Threat Score Calculation

Triggered rules increase the score by the values identified in the chart below based on the highest severity level triggered.

**Table A-1** • Rules, Severity and Value

Rule	Severity	Value
Recently Linked to Remote Access Trojan	Medium	+2
Historically Linked to Remote Access Trojan	Low	+1
Recently Linked to Ransomware	Medium	+2
Historically Linked to Ransomware	Low	+1
Recently Linked to Penetration Testing Tools	Medium	+2
Historically Linked to Penetration Testing Tools	Low	+1
Recently Linked to Malware	Medium	+2
Historically Linked to Malware	Low	+1
Recently Linked to Exploit Kit	Medium	+2



**Table A-1 • Rules, Severity and Value**

Rule	Severity	Value
Historically Linked to Exploit Kit	Low	+1
Linked to Recent Cyber Exploit	Low	+1
Linked to Historical Cyber Exploit	Low	+1
Recently exploited in the wild	Very Critical	+5
Exploited in the wild in the past year	Critical	+4
Historically exploited in the wild	High	+3
Recent remote code execution POC verified	Critical	+4
Recent POC verified	High	+3
Historical remote code execution POC verified	Medium	+2
Recent possible POC	Medium	+2
Historical POC verified	Low	+1
Tools to exploit the vulnerability developed recently	Medium	+2
Tools to exploit the vulnerability developed historically	Low	+1
Recently verified intelligence	High	+3
Historically Verified intelligence	Low	+1

The rule with the highest criticality determines the point range and the starting value for the Threat Score. The ranges for each are as follows:

**Table A-2 • Criticality - Ranges**

Criticality	From	To
Very Critical	71	99
Critical	45	70
High	24	44
Medium	13	23
Low	1	12

Table A-2 • Criticality - Ranges

Criticality	From	To
None	0	0



**Note** • when assigning a Threat Score to the SAID, we do not simply add up the scores for each associated vulnerability, but rather follow the same rules outlined here to calculate the Security Advisory threat score.

## Threat Score Calculation - Examples

Some examples to explain how we would arrive at a Threat Score.

### Example 1

A SAID has two CVEs; two come back as exploited.

#### Triggered Rules

The following rules are triggered:

- **CVE1 Triggers**
  - Historically Linked to Remote Access Trojan
  - Recent remote code execution POC verified
- **CVE2 Triggers**
  - Historically Linked to Exploit Kit

The Threat Score would be **51**.

#### Calculating the Score

The criticality range is set by the most critical rule triggered, which is critical. This sets the score's maximum and minimum range as between 45 and 70.

Item	Value
Base Score	+45
Recent remote code execution POC verified	+4
Linked to Recent Cyber Exploit	+1
Historically Linked to Remote Access Trojan	+1
<b>Threat Score (Sum of above values)</b>	<b>51</b>

## Example 2

A SAID has seven CVEs; and all come back as exploited.

### Triggered Rules


The following rule is triggered by all CVEs:

- **CVE1, CVE2, CVE3, CVE4, CVE5, CVE6 and CVE7 triggers**
  - Recently Linked to Malware

The Threat Score would be **23**.

### Calculating the Score

The criticality range is set by the most critical rule triggered, which is medium. This sets the score's maximum and minimum range as between 13 and 23.

Item	Value
Base Score	+13
Recently Linked to Malware	+2 * 7 CVE = +14
<b>Threat Score (Sum of above values)</b>	<b>27</b>
	
	<b>Note</b> • At this point, we have exceeded the maximum for a critical threat, which is 23, so the score is 23.

## Example 3

A SAID has one CVE and it comes back as exploited.

### Triggered Rules

The following rule is triggered:

- **CVE1 triggers**
  - Historically exploited in the wild

The Threat Score would be **27**.

### Calculating the Score

The criticality range is set by the most critical rule triggered, which is high. This sets the score's maximum and minimum range as between 24 and 44.

Item	Value
Base Score	+24

Item	Value
Historically exploited in the wild	+3
<b>Threat Score (Sum of above values)</b>	<b>27</b>

#### Example 4

A SAID has many CVEs, none come back as exploited.

The score would be **0** because there are no rules triggered.

#### Advisory with Multiple Vulnerabilities

An advisory Threat Score is based upon each of the CVEs included in an Advisory as specified above. In Software Vulnerability Research, the vulnerabilities that have exploits are indicated with a red circle for easier identification.

## Threat Intelligence Data for Operations and Security

Software Vulnerability Research and Software Vulnerability Research cater to different audiences with different needs. Software Vulnerability Research (for operations) provides what is needed for Operations to better prioritize remediation efforts. Whereas Software Vulnerability Research (for security) provides more detail to meet the needs of security teams.

**Table A-3 •** Software Vulnerability Manager vs. Software Vulnerability Research

Software Vulnerability Manager	Software Vulnerability Research
<ul style="list-style-type: none"><li>• Offers a Threat Score at the Advisory level</li></ul>	<ul style="list-style-type: none"><li>• Offers a Threat Score at the Advisory level</li><li>• Offers a Threat Score at the vulnerability level, within the advisory</li><li>• Offers a list of which rules were triggered to arrive at the Threat Score displayed</li></ul>

## Threat Intelligence for Research

The user who purchased the Software Vulnerability Research Threat Intelligence Module, can see the threat intelligence add on feature in the following places:

- **Dashboard** > [Dashboard with Threat Intelligence Module](#)
- **Research** > **Advisories** > [Advisories with Threat Score](#)
- **Analytics** > **Advisories** > [Advisories by Threat Score](#)