# ConnectWise SIEM™ What's New?

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# IT NATION SECURE

# Agenda

- Announcements review
- Key capabilities and benefits
- Call to action
  - Keynote
  - Sessions
  - Main booth—multiple stations



# Top SIEM Deliverables

- Themes and continuous innovations
- Specific announcements (SaaS, Retention, ECS Rules)
- Detailed list
  - New dashboards (EDR & IDS)
  - Azure rulesets
  - SaaS v2 (separate training)
  - SOC value report
  - SIEM 3.0 themes
    - True retention
    - ECS
  - Sharp MFP offer
- Next steps





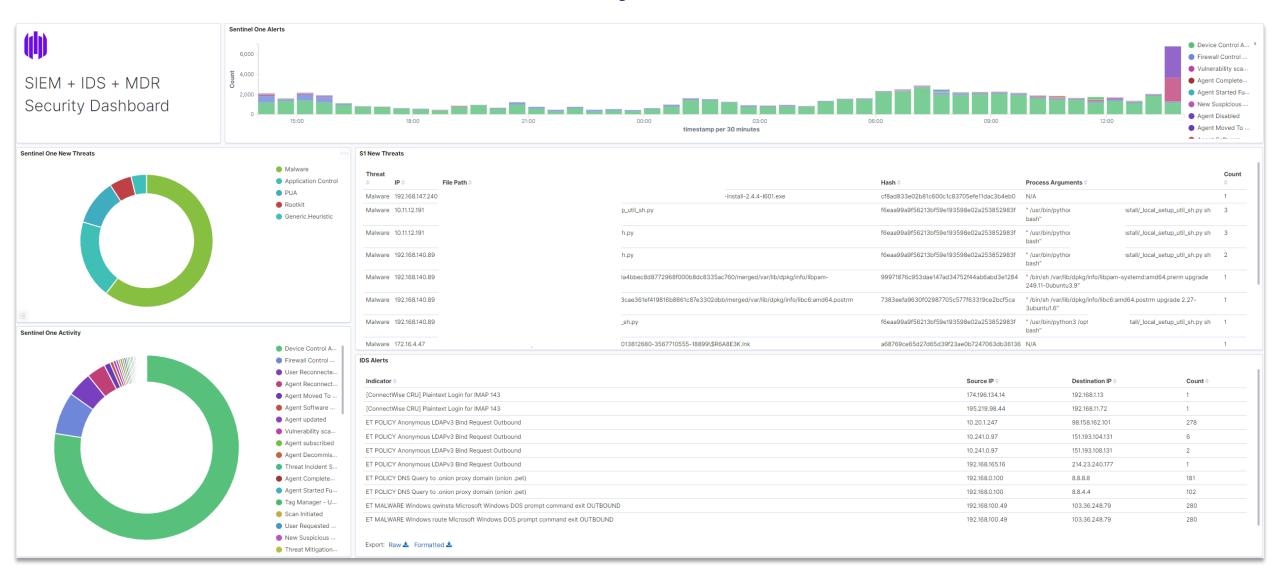
### New EDR + IDS Dashboards

- Shows value of combining high fidelity alert information
- Targeted to assist with investigations as initial use case
- Stepping-stone for our broader XDR framework

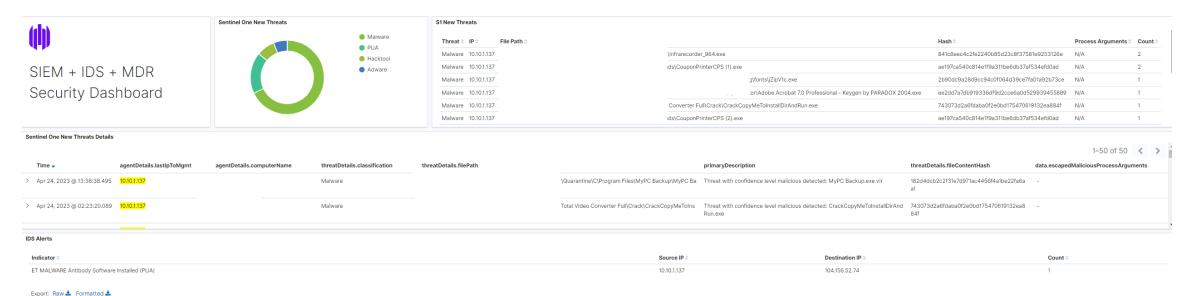




# **EDR & SIEM Summary**

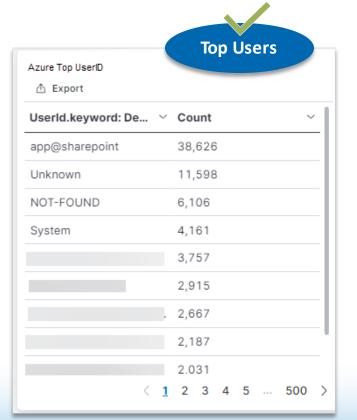


### **EDR & IDS Threat Details**

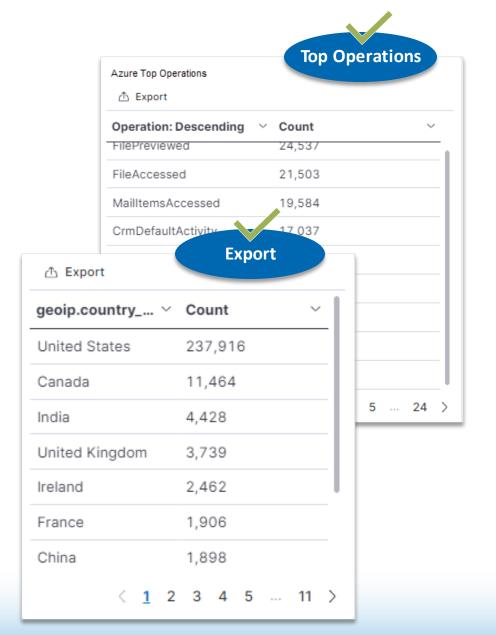


Windows Least Common Process Command Line	
Least Common Process Command Line \$	Count ÷
/N /P UseSystemFonts /Q:15	1
-1 -cDir ASMedia, USB, Controller -o 5KB87, temp.xml	1
-i -cDir ASMedia_USB_Controller -o CRNY0_temp.xml	1
-i -cDir ASMedia_USB_Controller -o DZMOX_temp.xml	1
-I -cDir ASMedia_USB_Controller -o IC3J7_temp.xml	1
-i -cDir ASMedia_USB_Controller -o UC184_temp.xml	1
-I -cDir RLtek_Ethernate -o SKBBZ_temp.xml	1
-i -cDir RLtek_Ethernate -o CRNYQ_temp.xml	1
-I -cDir RLtek_Ethernate -o DZMOX_temp.xml	1
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# Easily View Azure Alert and Activity Sources









# SaaS Security Essentials

#### **Problem**

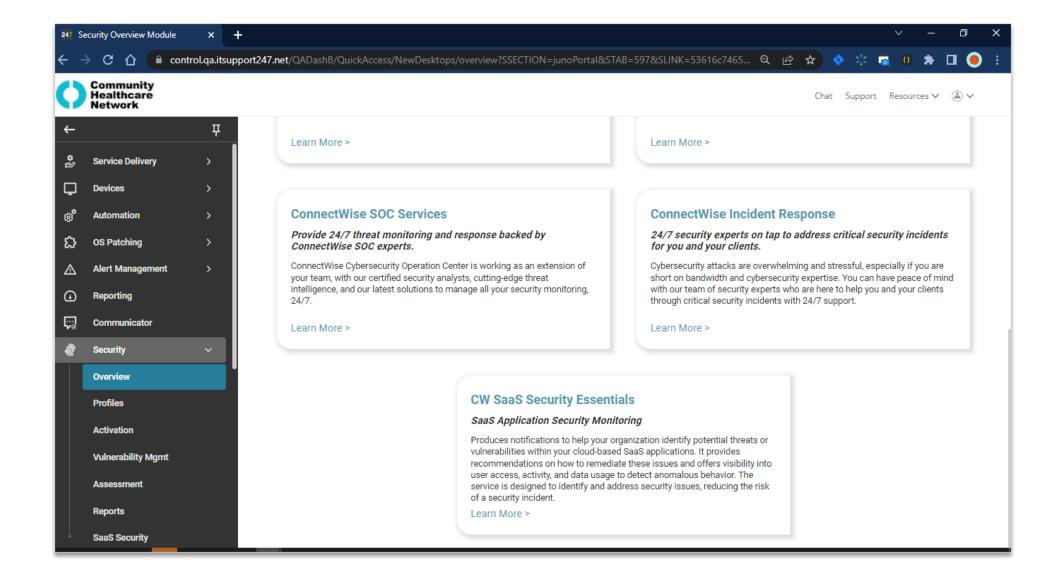
- Few security products provide low cost, "essentials only" monitoring solutions
- Most solutions are "full SIEM"—hard to configure, expensive, and require SOC management
- Need "essential" SaaS monitoring to ensure critical incidents are investigated and mitigated

#### **ConnectWise Solution**

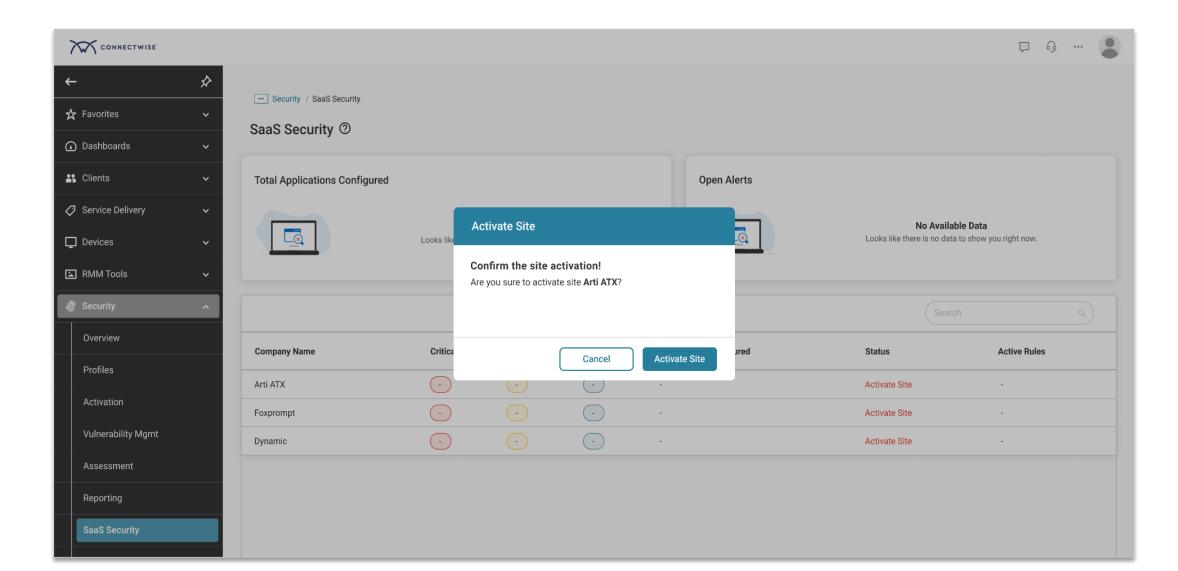
- Features "self-service" SaaS security monitoring
- Leverages expertise of security professionals
- Offers advanced threat detection and pre-curated alerting rules from the CRU
- Reduces staffing or infrastructure investments
- Includes mitigation and investigation recommendations via knowledge base



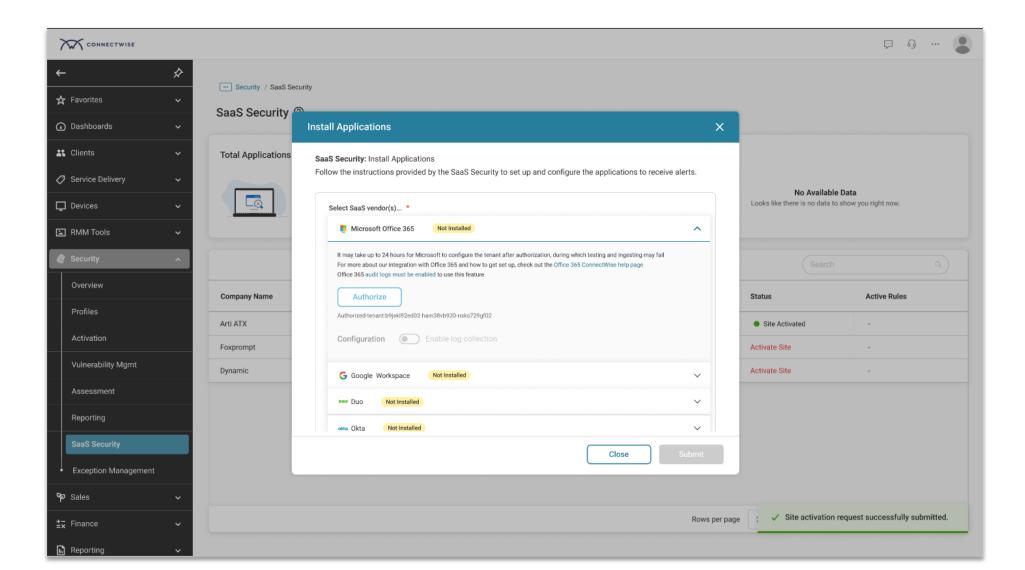
### SaaS v2: Access SaaS Security Essentials in Asio™



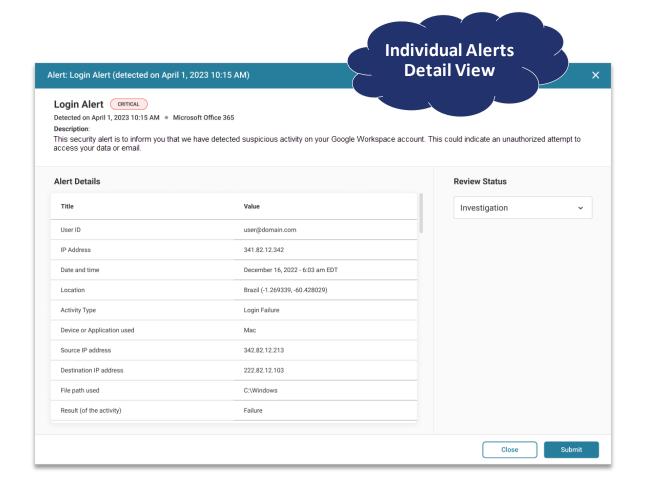
### SaaS v2: Activate SaaS Clients in Asio



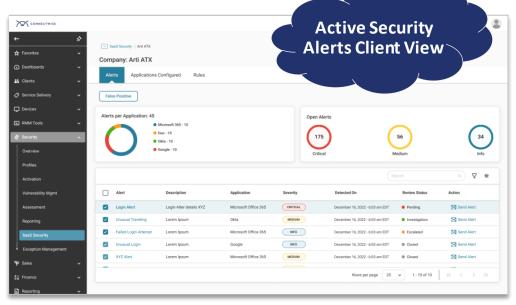
### SaaS v2: Add New Alerting Integrations in Asio



### SaaS v2

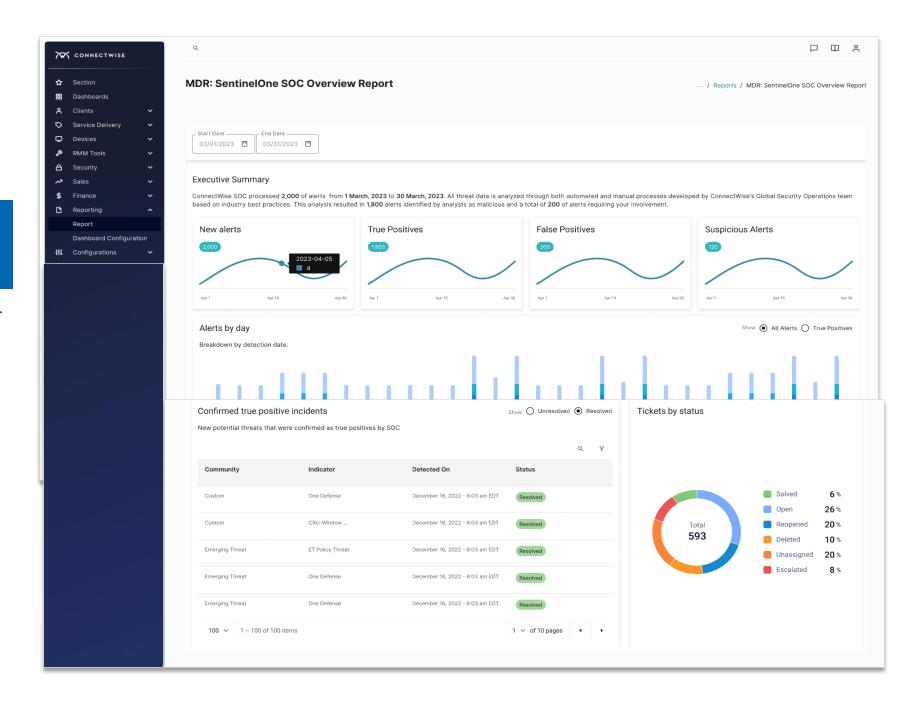






#### ConnectWise SOC Services™ Value

- Displays alerts breakdown for the past month—new, true, and false positives and suspicious alerts
- Details investigated alerts with ticket handling and status at month's end



#### **Sharp MFP Monitoring Offer Details**

#### What is it?

- Network-enabled MFPs monitored using ConnectWise SIEM.
- Tracks activity and reviews device logs to identify security risks.
- Requires installation of a dedicated LogShipper.

### What is the commercial offer?

- Standalone SKU with special price per IP: \$4/device with 30-day retention (default).
- Existing partners: Targeted for orgs that have not purchased ConnectWise SIEM SKUs.
- New partners: Entry point for becoming ConnectWise partner.
- Orgs can upgrade to regular SIEM SKUs for broader monitoring (including Sharp).
- SOC monitoring included for designated Sharp MFPs in stand-alone SKU.

### What are the scenarios?

- Net-new partner: Does not have SIEM—can get Sharp-only SIEM.
- SHARP-SKU assigned to the org. Org not usage-billed but on contracted number of printers at \$4/device.
- Existing partner: Can add Sharp devices and pay under existing usage guidelines (user or IP).
- An org can have either SKU, not both.
- Partners started on SHARP-SKU can upgrade to full SIEM and become a regular SIEM user.
   SKU replaced with upgraded SKU(s).

### How do end users benefit?

- Expanded usage of simple, easy-to-deploy monitoring at scale.
- Immediate value and coverage for unprotected devices.
- Starting point of a broader security conversation for many partners.



### SIEM 3.0 Rollout Plan

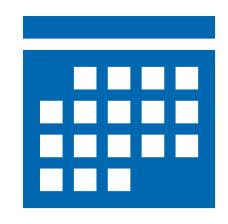
#### The 5 things

- 1 True retention
- 2 ECS rollout practical rollout
- 3 Content set based on ECS
- 4 Download capability for cold storage
- 5 SaaS v2, Phase 2



#### True Retention

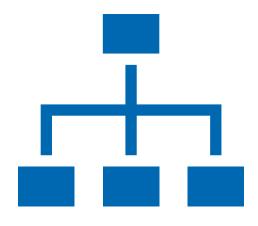
- Partners pay for certain level of retention periods and expect to be able to search across that time frame
- True retention will allow partners to search the retention period that they've paid for (with certain performance constraints)
- Search period to cover—30 days (default) to 12 months (upgrade)





### ECS Common Schema

- Normalized data is easier to leverage
- Advanced correlation, simpler search capability, and vendor agnostic
- Categorization groups set of events by categories for type of behavior being monitored
- Easier and more efficient correlation (used in rules creation) and better understanding of alerts





### **ECS Data Normalization**

Events	Cisco	Checkpoint	Palo Alto
RAW	May 16 2023 10:24:53: %ASA-4-106023: Deny tcp src outside:203.0.113.45/54893 dst inside:192.168.0.100/80 by access-group "outside_access_in" [0x0, 0x0]	2023-05-16T10:24:53+00:00 firewall1 CEF:0 CheckPoint VPN-1&FireWall- 1 R80.40 Accept 190 src=203.0.113.45 dst=192.168.0.100 spt=54893 dpt=80 proto=tcp rule=outside_access_in	2023-05-16T10:24:53+00:00 firewall1 CEF:0 CheckPoint VPN-1&FireWall- 1 R80.40 Accept 190 src=203.0.113.45 dst=192.168.0.100 spt=54893 dpt=80 proto=tcp rule=outside_access_in
Normalized	"timestamp": "2023-05-16T10:24:53",     "severity": "Informational",     "source_ip": "203.0.113.45",     "source_port": 54893,     "destination_ip": "192.168.0.100",     "destination_port": 80,     "protocol": "tcp",     "action": "Deny",     "access_group": "outside_access_in",     "event_id": "ASA-4-106023"	"timestamp": "2023-05-16T10:24:53",   "device_vendor": "CheckPoint",   "device_product": "VPN-1 & FireWall-1",   "device_version": "R80.40",   "action": "Accept",   "event_id": "190",   "source_ip": "203.0.113.45",   "destination_ip": "192.168.0.100",   "source_port": 54893,   "destination_port": 80,   "protocol": "tcp",   "rule_name": "outside_access_in"	"timestamp": "2023-05-16T10:24:53",    "device_vendor": "CheckPoint",    "device_product": "VPN-1 & FireWall-1",    "device_version": "R80.40",    "action": "Accept",    "event_id": "190",    "source_ip": "203.0.113.45",    "destination_ip": "192.168.0.100",    "source_port": 54893,    "destination_port": 80,    "protocol": "tcp",    "rule_name": "outside_access_in"



### **ECS Event Categorization**

The natural grouping of events based on the behavior or activity being reported

#### Category:

#### **Authentication Failures**

- Incorrect Password
- Expired User Account
- Account Lockout
- Failed Multi-Factor Authentication (MFA)
- Suspicious Login Pattern
- Account Disabled



#### Category: Brute Force Attack

- Multiple Failed Login Attempts
- Account Lockout
- Rapid Login Attempts
- Password Guessing
- Credential Stuffing
- Brute Force on Service



#### Category:

#### **Malicious Detections**

- Exploit Attempt
- Malware Detection
- Command and Control (C2)
   Communication
- Data Exfiltration
- Insider Threat: Description
- Account Compromise



rule created with minimal effort



**Practical usage** 

Instead of searching for individual events in lists, set up a rule to search for the event category.

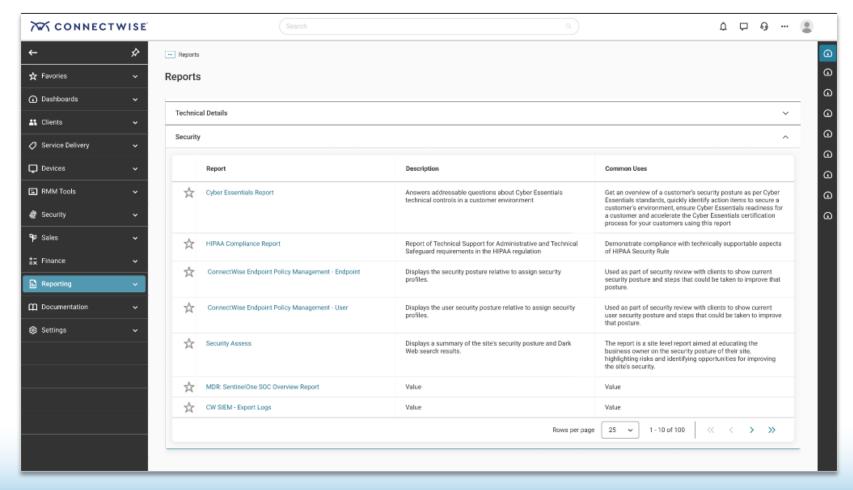


**Benefits** 

Easier rule setup • Granular detection without noise • Category groups enable complex detection



### Retention and Download from Asio





### Call to Action

#### **ConnectWise Keynote**

- June 5, 5:00pm
- Patrick Beggs, Jason Magee, Raffael Marty, Peter Melby

#### **General Sessions**

- SIEM v3.0—Today & Future Roadmap, June 6, 10:30am
- SaaS Security—You Can't Ignore That Your Data Lives in the Cloud, So What Are We Going to Do? June 6, 4:15pm
- The Hidden Powers of Combining Network and Endpoint Detection, June 7, 1:30pm
- Simply SIEM, June 7, 2:35pm

#### **Focus Groups**

#### June 5

SaaS Security and Security Essentials Products, 4:00pm

#### June 6

Understanding XDR and How It Affects You, 2:00pm

#### June 7

 Hero Type Reports (Value driven reports) in ConnectWise SIEM, 10:30am



## **BACKUP**



# ECS In Action: Checkpoint Mapped

`<6> Apr 1 15:47:21 firewall1 authd[3235]: id=12345 login successful for user john.doe`



```
"timestamp": "2023-05-01T15:47:21.000Z",
   "firewall": "firewall1",
   "service": "authd",
   "event_id": 12345,
   "event_type": "login_successful",
   "user": "john.doe"
}
```

Example of normalized data for a log entry in Checkpoint FW showing a user's successful authentication.

```
`<4> Apr 1 15:49:08 firewall1 kernel: [fw4_2];DROP packet received
(in=eth1.1003 out=eth2.1001)`
```



```
"timestamp": "2023-05-01T15:49:08.000Z",
    "firewall": "firewall1",
    "interface_in": "eth1.1003",
    "interface_out": "eth2.1001",
    "event_type": "packet_dropped"
}
```

Example of normalized data for a log entry in Checkpoint FW following a blocked connection attempt.



# ECS In Action: Cisco ASA Mapped

'%ASA-6-113005: AAA user authentication Successful : user = john.doe'



```
"timestamp": "2023-05-01T00:00:00.000Z", // Assuming that the timestamp
"firewall": "ASA",
   "event_id": null, // Event ID is not provided in this log entry
   "event_type": "vpn_auth_successful",
   "user": "john.doe"
}
```

Example of normalized data for a log entry in Cisco ASA showing a successful VPN connection.

```
'%ASA-4-106023: Deny tcp src inside:192.168.1.2/52435 dst outside:8.8.8/80 by access-group "outside_access_in" [0×0, 0×0]
```



```
"timestamp": "2023-05-01T00:00:00.000Z", // Assuming that the timestamp
"firewall": "ASA",
   "event_id": null, // Event ID is not provided in this log entry
   "event_type": "packet_dropped",
   "protocol": "tcp",
   "src_ip": "192.168.1.2",
   "src_port": 52435,
   "dst_ip": "8.8.8.8",
   "dst_port": 80,
   "rule_name": "outside_access_in"
}
```

Example of normalized data for a log entry in Cisco ASA showing a dropped packet due to an ACL.



# ECS In Action: Palo Alto Mapped

'May 1 10:23:45 firewall1 1,2023/05/01 10:23:45,007100001,USER-ID,INFO,AuthdUser(1),User authentication successful, johndoe@acme.com'

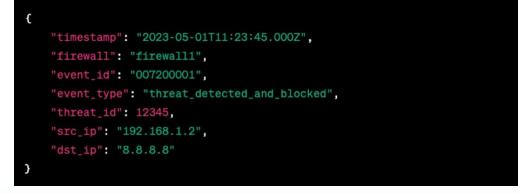


```
"timestamp": "2023-05-01T10:23:45.000Z",
    "firewall": "firewall1",
    "event_id": 1,
    "event_type": "user_auth_successful",
    "user": "johndoe@acme.com"
}
```

Example of normalized data for a log entry in Palo Alto showing a user's successful authentication.

```
'May 1 11:23:45 firewall1 1,2023/05/01 11:23:45,007200001,THREAT,INFO,Threat-ID 12345, Attack detected and blocked, src 192.168.1.2, dst 8.8.8.8'
```





Example of normalized data for a log entry in Palo Alto showing a threat detected and blocked.

