CHAPTER 18

Case Management

This chapter contains the following sections:

Case Management Overview

The Case Management feature can capture, combine, and preserve user-selected MARS data within a specialized report called a case. The following data can be added to a case:

- Text annotations
- Incident ID page
- Incident device information (source IP address, destination IP address, reporting device)
- Session Information page
- Query Results page
- Build Report page
- Report Results page
- View Case page (the current case can reference another case)

Any user can create or alter any case. You can assign a case to a MARS user on the same machine, and can change the status of a case to assigned, resolved, or closed. The contents of a case are displayed by category on a single GUI page (View Case), and can be automatically assembled into a single HTML case document. You can email the Case Document to any MARS user account or user group.

Note When a case is closed, you can still email it, annotate it, add device information, and include a reference to another case.

Case information collected on incidents, sessions, queries, reports and mitigation logs are forensic evidence pertinent to the following:

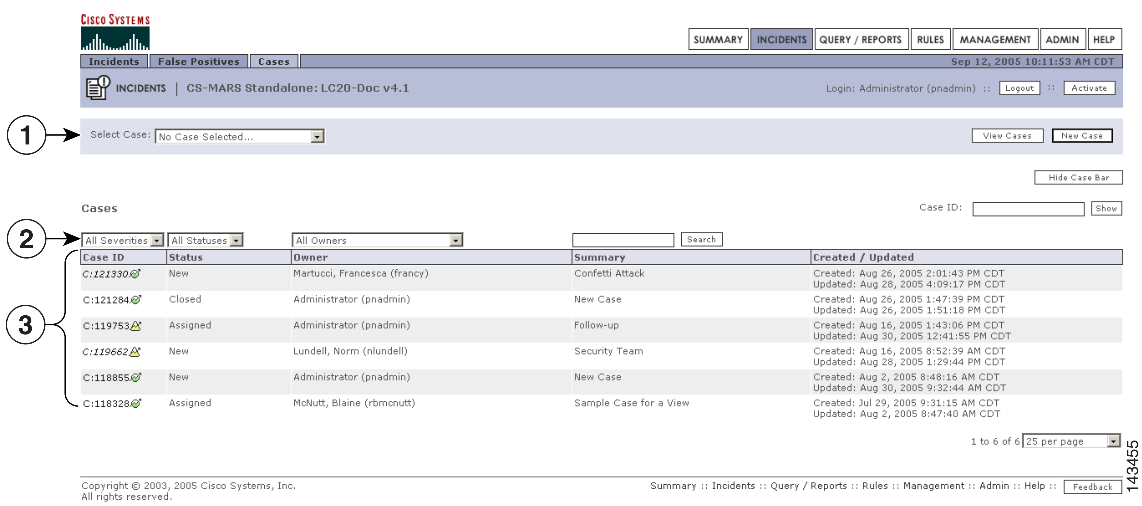
- Audits (for example, regulatory compliance audits)
- Justifications for modifying ACLs or policy changes
- Notes for MARS false positive tuning
- Examples of allowed and prohibited behavior.

The case preserves and displays the selected data as it appeared when the data was added to the case, regardless of subsequent changes to the MARS state. For example, MARS data can be purged, topology can change from automatic discoveries or vulnerability scanning, and overall configuration can change when you edit rules or reports, but the data reported in the case remains the same as the time it was captured.

Note As of MARS software version 4.1.1 the Case Management feature replaces the incident escalation feature.

The Case Management homepage is the Cases subtab of the Incidents tab as shown in Figure 18-1.

Figure 18-1 Case Management Tab—Local Controller



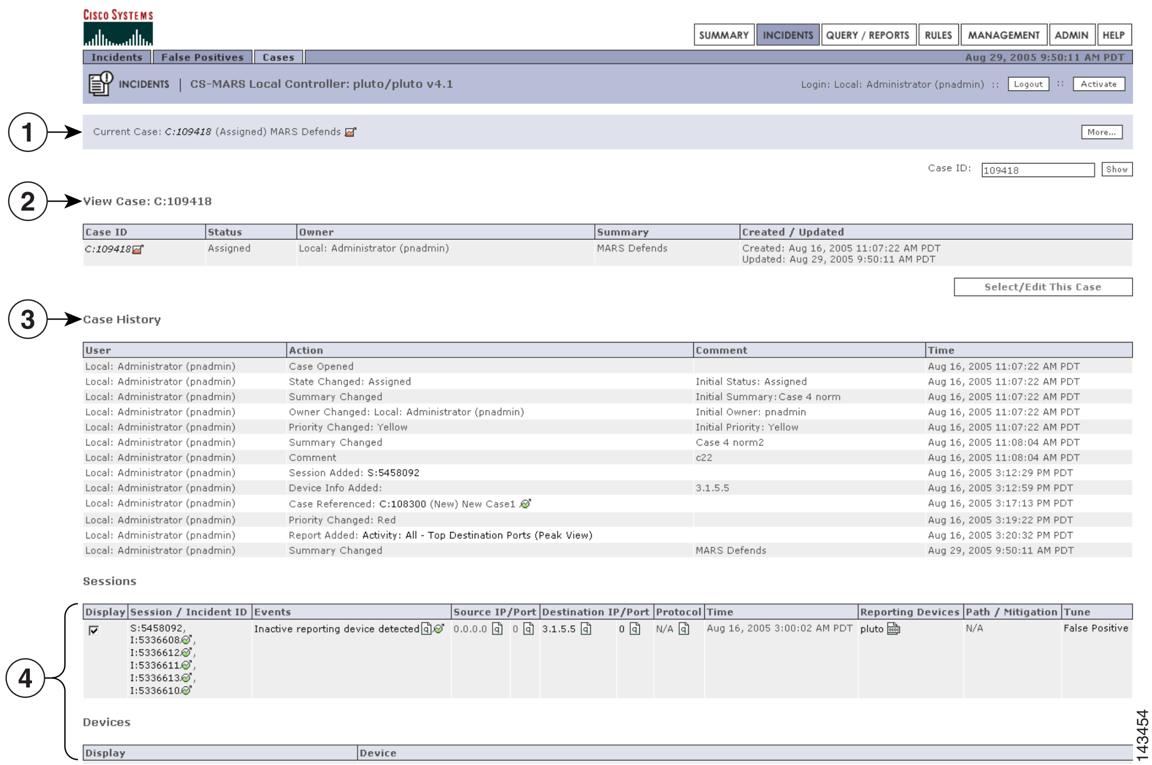
1	Case Bar	**2**	Dropdown Display Filters
3	Individual Cases		

All new, assigned, resolved and closed cases can be accessed from the Cases subtab.

To view the contents of a case, click the Case ID number of a case. The View Case page appears, as shown in Figure 18-2.

To generate an HTML document of the **View Case** page content that can be emailed, click **View Case Document** at the bottom of the **View Case** page. Graphs and charts plotted from reports are also captured in the Case Document.

Figure 18-2 The View Case Page—Local Controller



1	Case Bar—Identifies current case	**2**	View Case identifier—Shows the attributes of the case
3	Case History—Log of all changes made to the case	**4**	Summary of data added to the case

Case Management Considerations for the Global Controller

Case management on the Global Controller differs from the Local Controller implementation as follows:

- Cases are not created on a Global Controller.
  They can be viewed and modified.
- The Global Controller does not have a Case Bar.
  All Cases are selected from the Incident -> Cases page.
- The Cases page has an additional dropdown filter to display cases per Local Controller.

Hide and Display the Case Bar

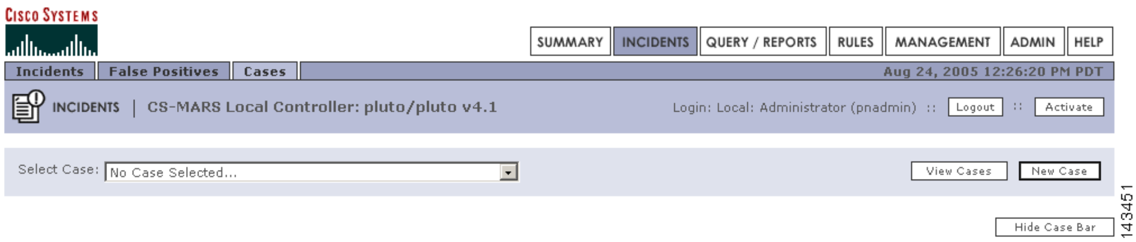
The Case Bar displays by default. When displayed, the Case Bar appears at the top of each page. The Case Bar must be displayed to create or modify a case.

Hiding the Case Bar

To hide the Case Bar, perform the following steps:

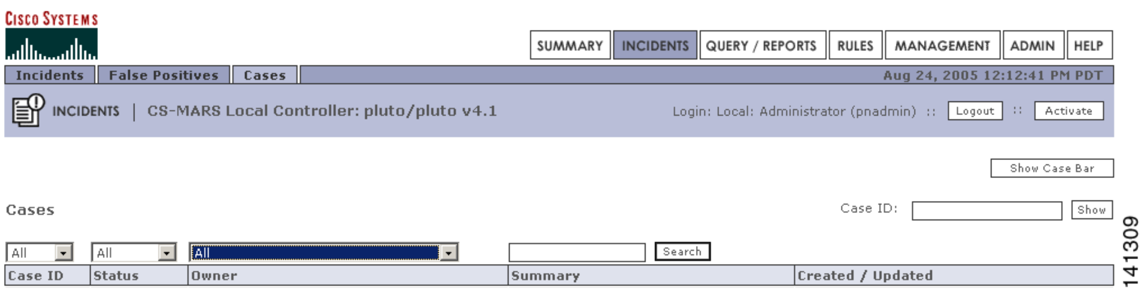
Step 1 Navigate to the **Cases** subtab (**Incidents** > **Cases**), as shown in Figure 18-3.

Figure 18-3 Case Bar Displayed on the Incidents Page



Step 2 Click **Hide Case Bar.**
The Case Bar no longer appears on all tabs, as shown in Figure 18-4**.**

Figure 18-4 Case Bar Hidden on the Incidents Page



Displaying the Case Bar

To Display the Case Bar, follow these steps:

Step 1 Navigate to the **Cases** subtab (**Incidents** > **Cases**) as shown inFigure 18-4 .

Step 2 Click **Show Case Bar**
The Case Bar, as shown in Figure 18-3 now appears on all pages.

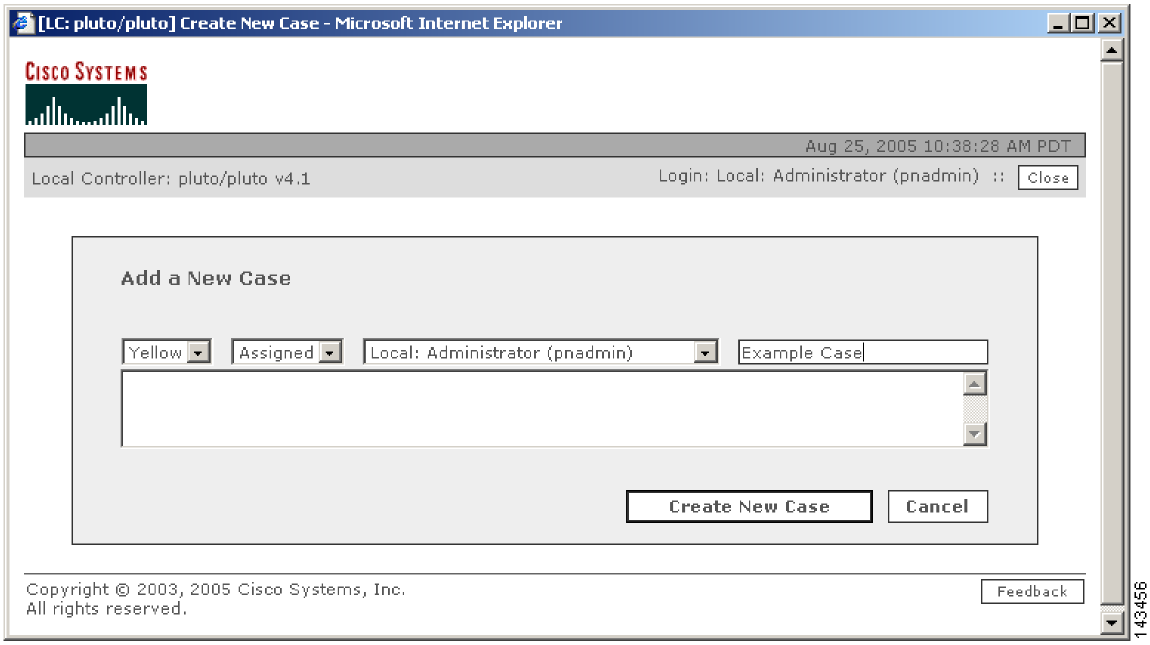
Create a New Case

To create a new case, perform the following procedure:

Step 1 Display the Case Bar as described in the section, Hide and Display the Case Bar.

Step 2 Click **New Case**.
The Add a New Case Dialog box appears, as shown in Figure 18-5.

Figure 18-5 Add a New Case Dialog Box

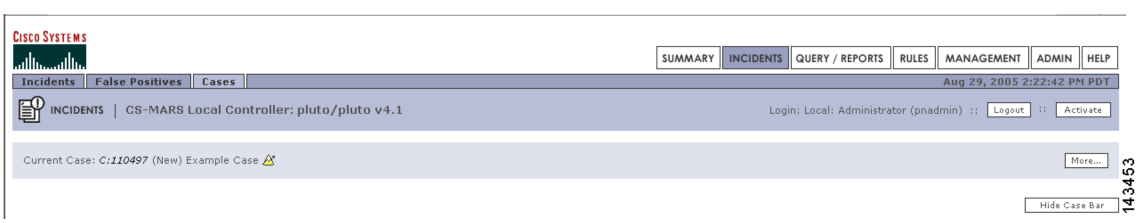


Step 3 Select a severity color, change the state from new to assigned if appropriate, select the owner, replace the default summary name (default is New Case).
Figure 18-5 shows a case with case summary of Example_Case, assigned to the administrator with a yellow priority color (default is Green).

Step 4 Type or paste any annotations into the text space.

Step 5 Click **Create New Case**.
The newly created case is numbered and becomes the current case displayed in the Case Bar as shown in Figure 18-6.

Figure 18-6 Case Bar Shows a Newly-Created Case as the Current Case



Proceed to the section Add Data to a Case for steps on how to combine various data into a single case.

Edit and Change the Current Case

Editing the Current Case

To edit the Current Case complete the following procedure:

Step 1 Display the Case Bar and click **More**.
The Case Bar Expands to expose the editing options, as shown in Figure 18-7.
See the section Hide and Display the Case Bar for procedures to display the case bar.

Figure 18-7 Expanded Case Bar

Step 2 Change the severity, status, owner, or summary of the case as required.

Step 3 Add an annotation in the text box as required.

Step 4 Click **Submit**

Deselecting the Current Case

To replace the Current Case case with another, complete the following procedure:

Step 1 Expand the Case Bar as explained in the previous procedure.

Step 2 Click **Deselect**.
The Case Bar drop-down list displays **No Case Selected. . .** as shown in Figure 18-4.

Step 3 To select a different Current Case, select a case from the Case Bar drop down list.

Add Data to a Case

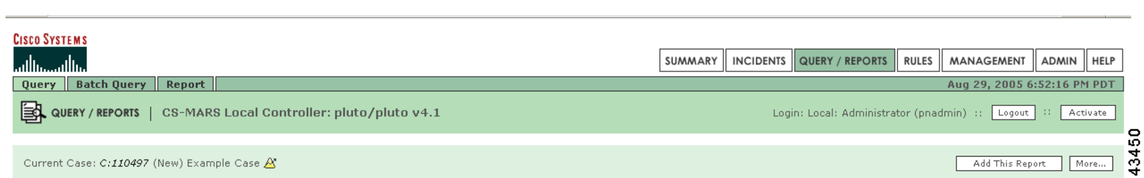
To add data to a case, complete the following steps:

Step 1 Select the Current Case. See the section Edit and Change the Current Case for procedures on selecting the Current Case.

Step 2 Navigate to the page to be captured in the case. In the example, the Query page is selected.

Step 3 Click **Add this. . .** on the Case Bar.

Figure 18-8 Case Bar Add Button



Step 4 To verify that the selected data was added to the case, click the case ID number in the Case Bar to display the View Case page.

In the example shown in Figure 18-8, the selected report should appear in the Reports section of the View Case page. A partial View Case page is shown in Figure 18-2.

Generate and Email a Case Report

You can generate a case report of the case data and email the report to any MARS user group or individual user account. The email event is logged in the case history listings on the View Case page.

To add a new user account or user group, see "Create a New User—Role, Identity, Password, and Notification Information" section on page 22-10.

Note Make sure that the MARS email server is configured. See "Configure the E-mail Server Settings" section on page 22-4 for further information.

To generate a case report and to email it, follow these steps:

Step 1 Select a case from the Cases page or from the Case Bar dropdown list.

Step 2 Click the Case ID number to navigate to the **View Case** page.

Step 3 Click the check box in an item's **Include** field to select or deselect that item for inclusion in the Case Document. By default, all items are selected.

Tip Click **Show Include** to show only those items selected for the Case Document. **Show Include** does not function for cases created in Cisco Security MARS version 4.1.1.

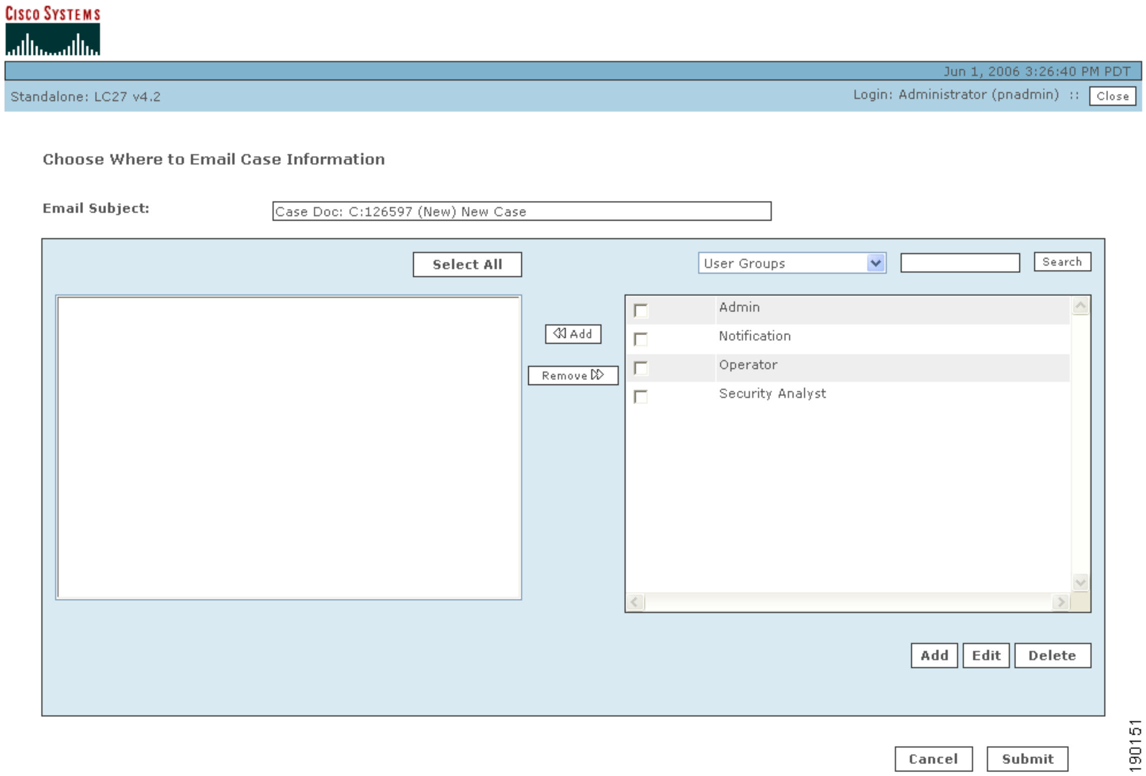
Step 4 Click **View Case Document** at the bottom of the **View Case** page.

MARS generates and displays the case report.

Step 5 Click **Email Case** at the bottom of the report page.

The Case Email dialog box appears, as shown in Figure 18-9.

Figure 18-9 Case Management Email Dialog Box



Step 6 Click the check box of the user groups or individual users you want to receive the Case Document, then click **<< Add**.

Tip Select **All Users** from the dropdown menu to display all individual user accounts.

The selected recipients appear in the left-hand area of the dialog box.

Step 7 Click **Submit** to send the Case Document to the recipients.

The email is sent and the case history is updated to show the email event as the lastest item of the case history.