

Tickets

Quick Start Guide

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About This Guide

1. Executive Summary

This document is meant to provide users a comprehensive overview of the Tickets for Outscan and HIAB. This document has been elaborated under the assumption the reader has access to the Outscan/HIAB Account and Graphical User Interface.

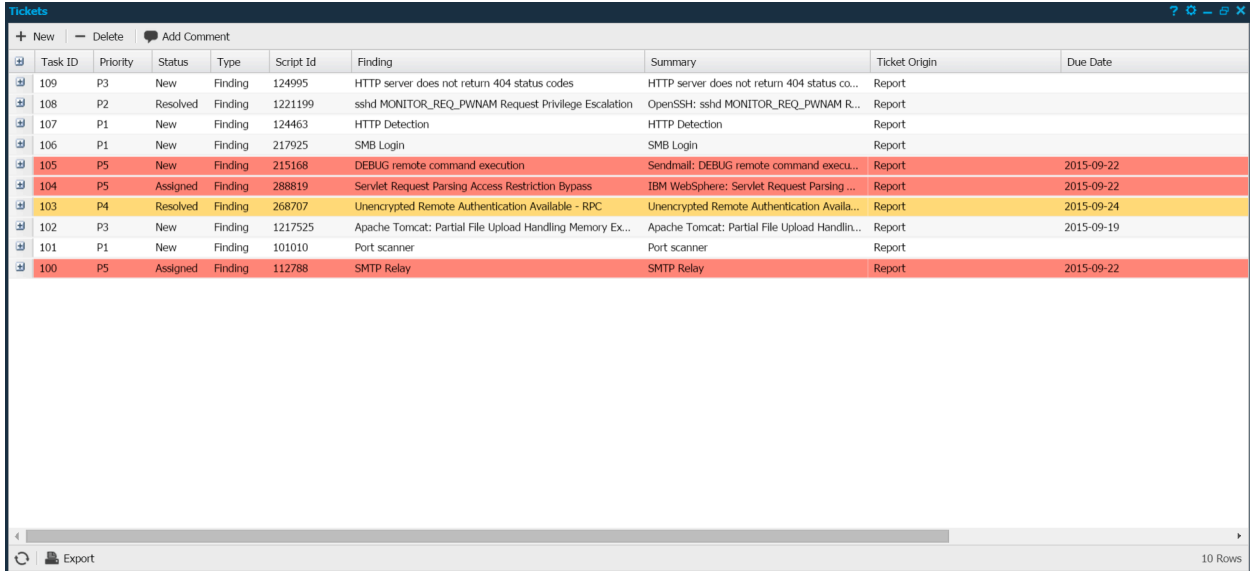
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2. Tickets

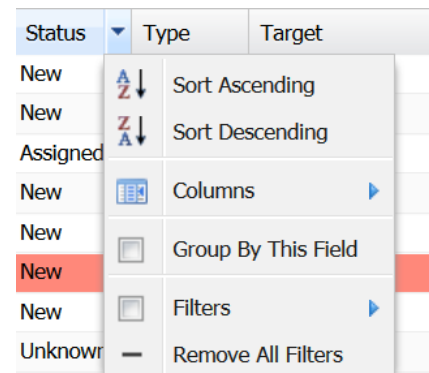
The tickets module is used to manage vulnerability assignments.



Task ID	Priority	Status	Type	Script Id	Finding	Summary	Ticket Origin	Due Date
109	P3	New	Finding	124995	HTTP server does not return 404 status codes	HTTP server does not return 404 status co...	Report	
108	P2	Resolved	Finding	1221199	sshd MONITOR_REQ_PWNAM Request Privilege Escalation	OpenSSH: sshd MONITOR_REQ_PWNAM R...	Report	
107	P1	New	Finding	124463	HTTP Detection	HTTP Detection	Report	
106	P1	New	Finding	217925	SMB Login	SMB Login	Report	
105	P5	New	Finding	215168	DEBUG remote command execution	Sendmail: DEBUG remote command execu...	Report	2015-09-22
104	P5	Assigned	Finding	288819	Servlet Request Parsing Access Restriction Bypass	IBM WebSphere: Servlet Request Parsing ...	Report	2015-09-22
103	P4	Resolved	Finding	268707	Unencrypted Remote Authentication Available - RPC	Unencrypted Remote Authentication Availa...	Report	2015-09-24
102	P3	New	Finding	1217525	Apache Tomcat: Partial File Upload Handling Memory Ex...	Apache Tomcat: Partial File Upload Handlin...	Report	2015-09-19
101	P1	New	Finding	101010	Port scanner	Port scanner	Report	
100	P5	Assigned	Finding	112788	SMTP Relay	SMTP Relay	Report	2015-09-22

2.1. Tickets Grid Window

The tickets grid includes different columns. To enable or disable a column click the arrow next to the name of the column. In this dropdown menu there is a field called *Columns* which displays the columns available. Most of these columns allow filtering, this gives you the option to display a subsection of all data available. Enable filtering is done by accessing the same drop down menu as for columns and access *Filters*.



The available columns for the Tickets Grids are:

- **Assignee** – Whom the ticket has been assigned to
- **Due Date** – Due date of the ticket
- **Finding** – What kind of finding the ticket will trigger for
- **Host name** – Name of the host affected
- **Priority** – Displays the priority of the ticket (P1, P2, P3, P4, P5)
- **Report Date** – The date of the report which the ticket were created from
- **Script ID** – Script ID of the finding which the ticket will trigger for
- **Status** – Status of the ticket (New, Assigned, Resolved)

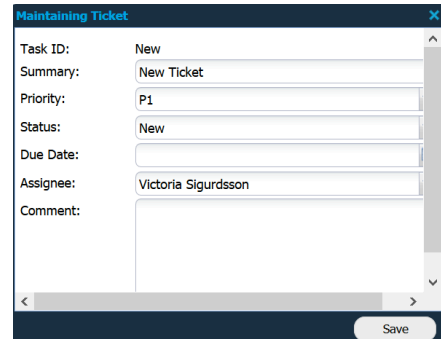
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- **Summary** – Summary of the ticket
- **Target** – The target which the ticket will trigger for
- **Task ID** – ID of the ticket
- **Ticket Origin** – Where the ticket originates from (WAS, PCI, Report, Custom)
- **Type** – The type of the ticket (Finding, Report, Custom)
- **Verified** – Displays if the ticket has been verified or not (Not verified, No longer present, Still present)

2.2. Manage tickets

Assigning new tickets are done from either Reporting Tools, PCI Reports, WAS Scan Results or from Tickets.

To create and assign a new ticket from the Tickets window press *New* in the upper left corner. This will toggle a new window where you can edit the Summary, Priority, Status, Due Date, which Assignee and add comment for the ticket.




Right clicking a ticket in the Tickets grid gives you different actions to choose between:

- **Add Comment** – Add comment for the specific ticket
- **New** – Create a new ticket
- **Delete** – Delete the specific ticket
- **Edit** – Edit the specific ticket

Marking multiple entries by holding CTRL and left click makes it possible to either use *Delete* to delete multiple tickets or *Add Comment* to add comments to multiple tickets. These two options are available in the upper left corner.

Exporting a report for the ticket grid can be done by pressing *Export* in the lower left corner of the window. The available formats are PDF and Excel. This report will include information about all visible tickets in the Tickets Grid.

2.3. Tickets Settings

Pressing the settings icon  in the upper right corner of the window toolbar will give you access to following tickets settings:

- **Priority P1** – Able to mark it as active or not, set a value for default due days and rename it
- **Priority P2** – Able to mark it as active or not, set a value for default due days and rename it



- **Priority P3** – Able to mark it as active or not, set a value for default due days and rename it
- **Priority P4** – Able to mark it as active or not, set a value for default due days and rename it
- **Priority P5** – Able to mark it as active or not, set a value for default due days and rename it
- **Automatically close verified tickets** – Closes a ticket when it has been verified
- **Include vulnerability details in email** – Include the details of the vulnerability found in the email for the ticket
- **Send Ticket Notifications** – Send notifications when a ticket is created, changes status and is closed
- **Send Ticket Overdue Notifications** – Send a notification to the assignee once a ticket is overdue
- **Remove all tickets** – Removes all tickets that are visible in the Tickets grid



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3. Technical Support

Contact our 24/7 support team by email or telephone:

Email support@outpost24.com

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