Capture Client

Activities, Logs, and Reports

Administration Guide

SONICWALL®

Contents

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Overview

SonicWall® Capture Client provides a framework for managing and enforcing policy across endpoints in your IT infrastructure. It shows you the level of coverage you have and the gaps that need to be plugged. This document describes how to monitor the various kinds of data provided so you can follow up with the appropriate action. These include:

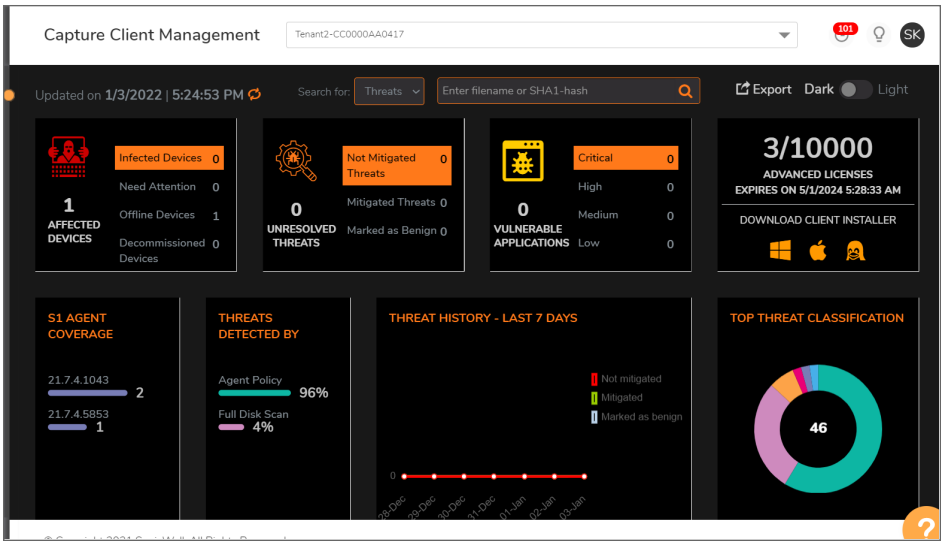
- Web Activity Events
- Activities and Logs
- Reports

This section provides general information about Capture Client and includes the following:

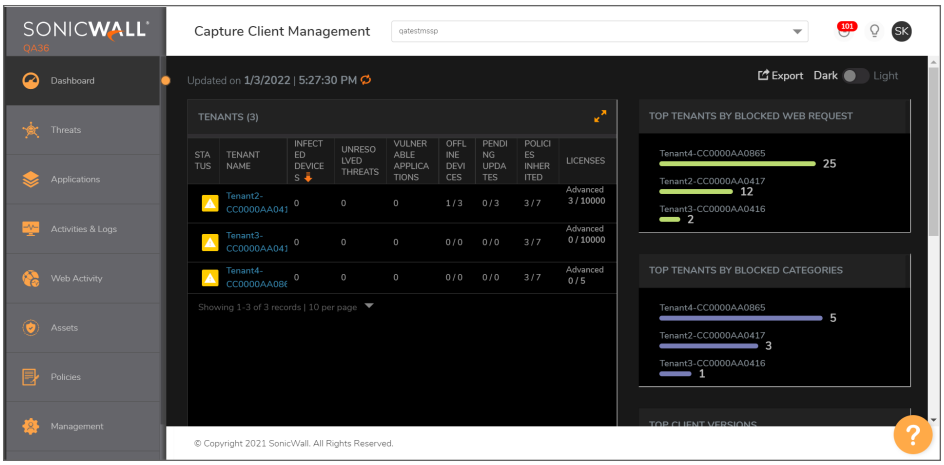
- Description
- Navigation
- Guide Conventions

Navigation

When logging in to Capture Client for the first time, the Dashboard is the default view. If one of your tenants is selected, you get a quick summary of the number of infected devices, actives threats and critical issues. You can also see a series of tiles showing the top items in each category. By scrolling down on the Dashboard, you can see a summary of issues by group.

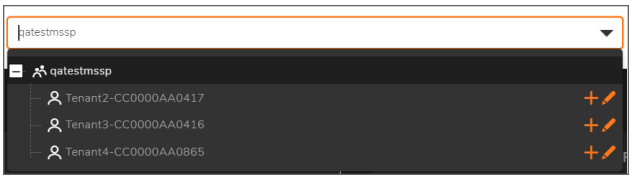


If you select the account, the Dashboard information is summarized by tenants.



To change to the account/tenant option:

1. Click the drop-down list, next to **Capture Client Management**, at the top of the page.



2. Select the account or tenant view that you want.

Description

SonicWall Capture Client is a client offering that delivers multiple client protection capabilities. With a next-generation malware protection engine powered by SentinelOne, the SonicWall Capture Client delivers advanced threat protection with these key features:

- **Continuous behavioral monitoring** of the client that helps create a complete profile of file activity, application & process activity, and network activity. This protects against both file-based and fileless malware and delivers a 360º attack view with actionable intelligence relevant for investigations.
- **Multiple layered signatureless techniques** include techniques for protecting cloud intelligence, advanced static analysis and dynamic behavioral protection. They help protect against and remediate well known, little known, and even unknown malware, without regular scans or periodic updates. This maintains the highest level of protection at all times, without hampering user productivity.
- **Unique roll-back capabilities** support policies that not only remove the threat completely but also restore a targeted client to its original state, before the malware activity started. This removes the effort of manual restoration in the case of ransomware and similar attacks.
- **Cloud-based management console** reduces the footprint and overhead of management. It improves the deployability and enforceability of Endpoint Protection, irrespective of where the endpoint is.

The size of your Capture Client tenancy is only limited by the number of endpoint licenses procured.

Guide Conventions

The following conventions are used in this guide:

Convention	Use
Bold Text	Used in procedures to identify elements in the user interface like dialog boxes, windows, screen names, and buttons. Also used for file names and text or values you are being instructed to select or type into the interface.
Menu divider | Menu item > Menu item	Indicates a multiple step menu choice on the user interface. For example, System Setup | Users, Groups & Organizations > Users means find the menu or section divider System Setup first, select Users, Groups & Organizations, and then select Users.
`Computer code`	Indicates sample code or text to be typed at a command line.

<Computer code italic>	Represents a variable name when used in command line instructions within the angle brackets. The variable name and angle brackets need to be replaced with an actual value. For example in the segment serialnumber=<your serial number>, replace the variable and brackets with the serial number from your device: serialnumber=C0AEA0000011.
Italic	Indicates the name of a technical manual. Also indicates emphasis on certain words in a sentence, such as the first instance of a significant term or concept.

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About Web Activities

You can perform web content filtering with Capture Client's policy management. You can configure policies that allow or block access to various websites. This allows endpoint security and content filtering to be managed from the same management console, simplifying administration. Refer to Capture Client Protecting Assets with Security Policies for more information on how to set up the web content filtering.

ⓘ | **NOTE:** To configure web content filtering, the Capture Client Advanced License is required.

ⓘ | **NOTE:** Ignore the activities and logs by the user **CC S1 Tenant Admin** as this is an account managed by SonicWall to enable the integration with SentinelOne.

The web-activity reporting is a feature provided for easier monitoring. More details are provided in the following sections:

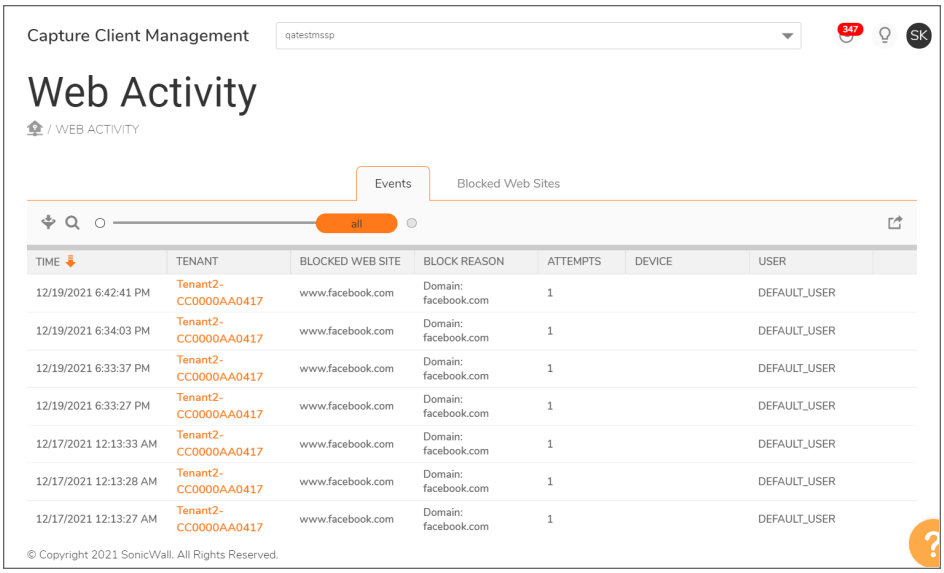
- Web Activity Events
- Web Activity Blocked Web Sites

Web Activity Events

The Web Activity page provides analytics options you can use to evaluate various kinds of web actions. The default view is the **Events** tab which shows a report for web-related events. The report includes the blocked web site, the reason it was blocked, how many attempts were made, which device attempted the access, and the user making the access.

To monitor the Web Activity Events:

1. Navigate to **Web Activity**.
2. Click the **Events** tab to review individual events triggered by Web Protection engine and Web Content Filtering policy.



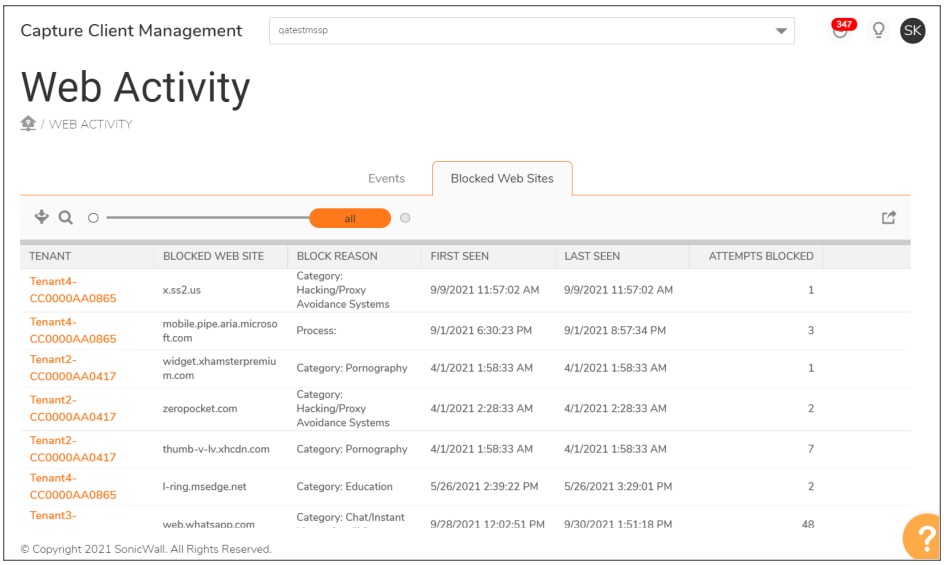
3. To whitelist the websites that are listed in the **Events** tab and **Blocked Web Site** list:
    a. Hover over the blocked website and click **Add** to whitelist icon that appears at the end of the row.
    b. In the confirmation dialog, select **Action Approved**, and then click **Confirm**.
4. To filter the Blocked Web Site report:
    a. Click the **Filter Panel** icon.
    b. Select the **BLOCK SOURCE** options you want to include.
    c. Type the **BLOCK REASON**, **DEVICE**, or **USER** in the text fields provided. The report is filtered based on the parameters you provided.
5. To search for a specific blocked web site, click on the **Search** icon and enter the text in the field provided.
6. Use the slider bar to adjust the period for the report. The options range from **last 5 mins** to **all**.
7. Click the **Download Event List** icon to download and save the **Event** list.

Web Activity Blocked Web Sites

The **Blocked Web Sites** tab on the Web Activity page provides details you can use to evaluate the blocked sites. It shows a report that includes the blocked web site, the reason it was blocked, when it was first seen, when it was last seen and the attempts blocked.

To monitor the Web Activity Blocked Web Sites:

1. Navigate to **Web Activity**.
2. Click the **Blocked Web Sites** tab, to review statistics for actual malicious websites visited, including the users attempted to visit them and the number of attempts made.



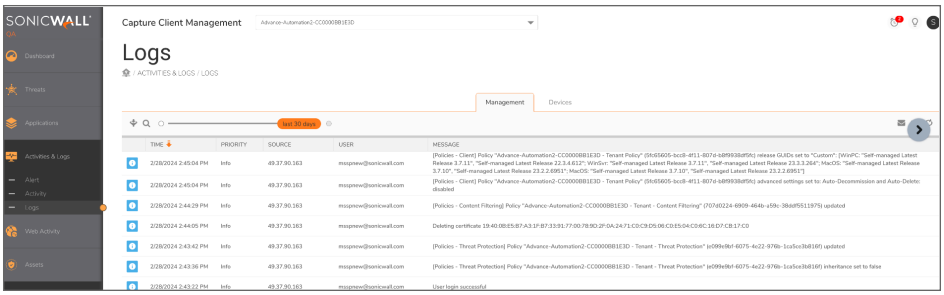
3. To whitelist the websites that are listed in the **Blocked Web Sites** tab:
    a. Hover over the blocked website and click **Add** to whitelist icon that appears at the end of the row.
    b. In the confirmation dialog, select **Action Approved**, and then click **Confirm**.
4. To view the details of the blocked web sites, hover over the blocked site and click the **View** icon at the end of the row.
5. To filter the **Blocked Web Site** report:
    a. Click the **Filter Panel** icon.
    b. Select the **BLOCK SOURCE** options you want to include.
    c. Type the **BLOCK REASON** in the text field provided. The report is filtered based on the parameters you provided.
6. To search for a specific blocked web site, click on the **Search** icon and enter the text in the field provided.
7. Use the slider bar to adjust the period for the report. The options range from **last 5 mins** to **all**.
8. Click the **Download** icon to download and save the list.

3

Logs

Logs are generated from both Capture Client console and endpoints. Both management logs and device logs are recorded. Access each by navigating to **Activities & Logs** > **Logs**. The **Management** tab is displayed by default. Select the **Devices** tab to see the logs from the endpoints. Admins can view the policy changes across all policies, done by the user in **Management Logs** on the CMC console.

ⓘ **NOTE:** Ignore the activities and logs by the user **CC S1 Tenant Admin** as this is an account managed by SonicWall to enable the integration with SentinelOne.



Topics:

Management Logs

The time period for the Management logs can be adjusted by sliding the orange marker along the scale at the top of the list. The predefined options for the scale ranges from **last 5 min** to **all**.

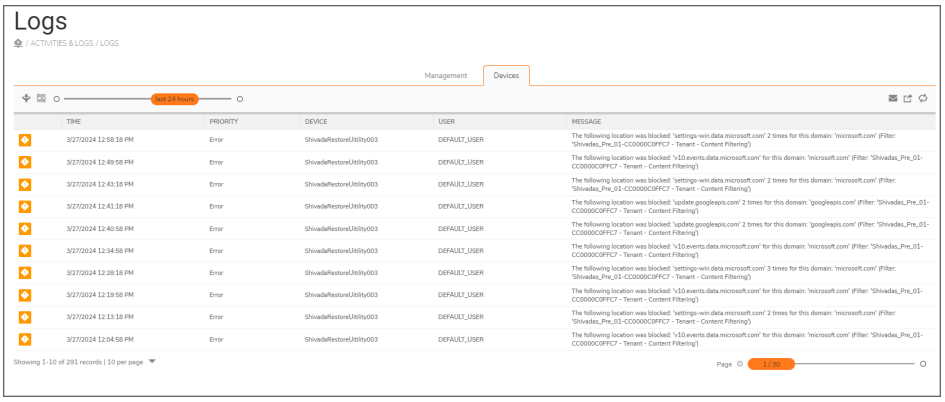
At the top of the page, you can see the icons that allow you to do the following:

- **Filter the list:** Click  and select the boxes for the **Priority** options you want to filter on. The options are **Debug**, **Info**, **Warning**, and **Error**.

- **Search:** Click and enter the search string.
- **Email logs:** Click and confirm that you want to receive the mails for tenant activity logs.
- **Download logs:** Click and confirm that you want to download the tenant logs.
- **Refresh Data:** Click to refresh the page.

Device Logs

The time period for the Devices logs can be adjusted by sliding the orange marker along the scale at the top of the list. The predefined options for the scale ranges from **last 5 min** to **all**.



At the top of the page, you can see the icons that allow you to:

- **Filter the list:** Click and check the boxes for the **Priority** and **Device** options you want to filter on. The Priority options include **Emergency**, **Alert**, **Critical**, **Error**, **Warning**, **Notice**, **Info**, and **Debug**.
- **Detailed view:** click to expand the options and see the detailed view in the table. Click it again to return to the simple view.
- **Email logs:** Click and confirm that you want to receive the mails for tenant logs.
- **Download logs:** Click and confirm that you want to download the tenant logs.
- **Refresh Data:** Click to refresh the page.

4

Reports

Capture Client offers the ability to generate distributable reports on the health and threat trends for the Capture Client deployment on the network. Reporting is an important function that allows administrators to review how their network is being protected, what gaps exist, how threats are being addressed and what actions they may need to take. The various reports can help communicate the value of deploying Capture Client endpoint protection to the business stakeholders.

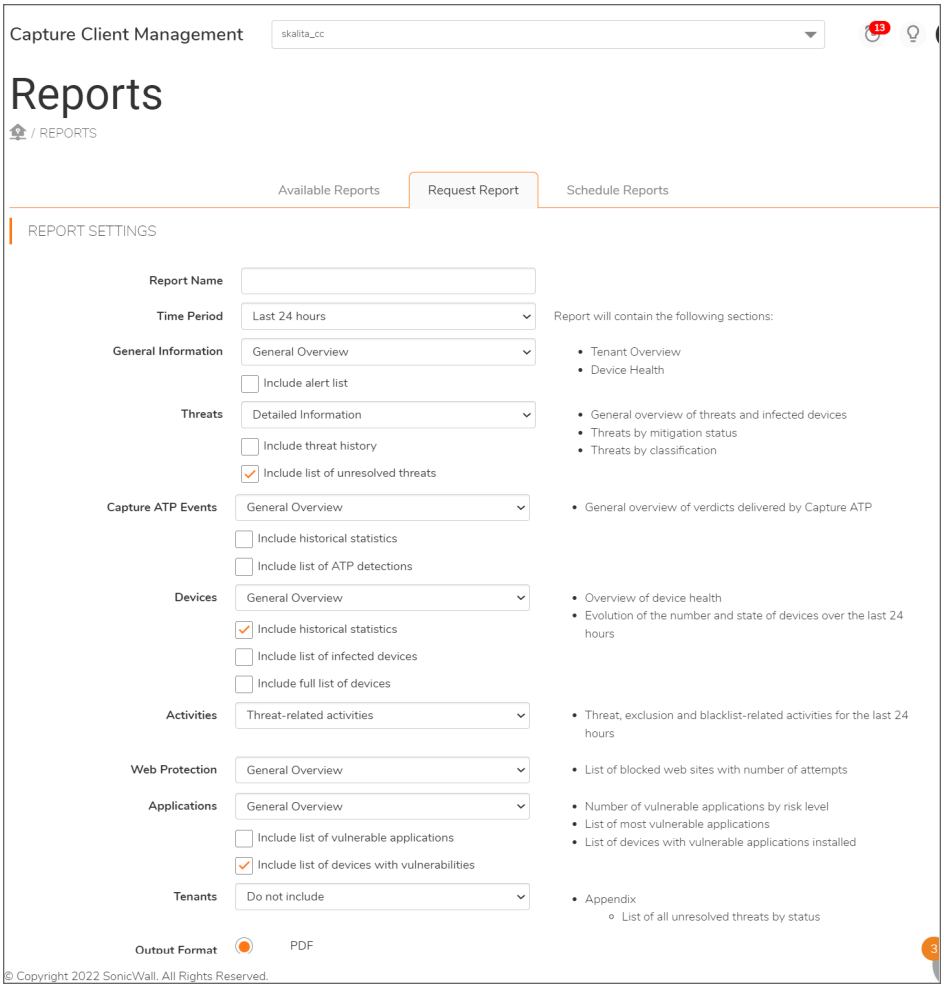
Generating Reports

To generate a distributable statistics report:

1. Click **Reports**. You can view the **Available Reports** tab by default.
2. Click the **Request Report** tab.
3. Enter a name for the report that is being generated in the **Report Name** field and select the **Time Period** for the data to be included in the report .
4. Choose the sections and types of data should be included in the report. As you change options, the contents list changes.
5. To generate the report:
    - To download the report to your system, select **Download**, and click **Request Report**.
    - To send the report to your Email account, select **Email**, click **Request Report**. In the **EMAIL REPORT** window, select the administrators email ID available in the dropdown or enter the email ID, and click **Send**. You will receive the report as an email attachment from the SonicWall team.

ⓘ **NOTE:** You can select multiple email accounts as recipients of the report. Click **Add** or **Remove** to

ⓘ | add and remove the mail IDs respectively.



The reports that are generated are available for download in the **Available Reports** page. To download the report, hover over the report and click  .

The reports that are sent through email are displayed on the page.

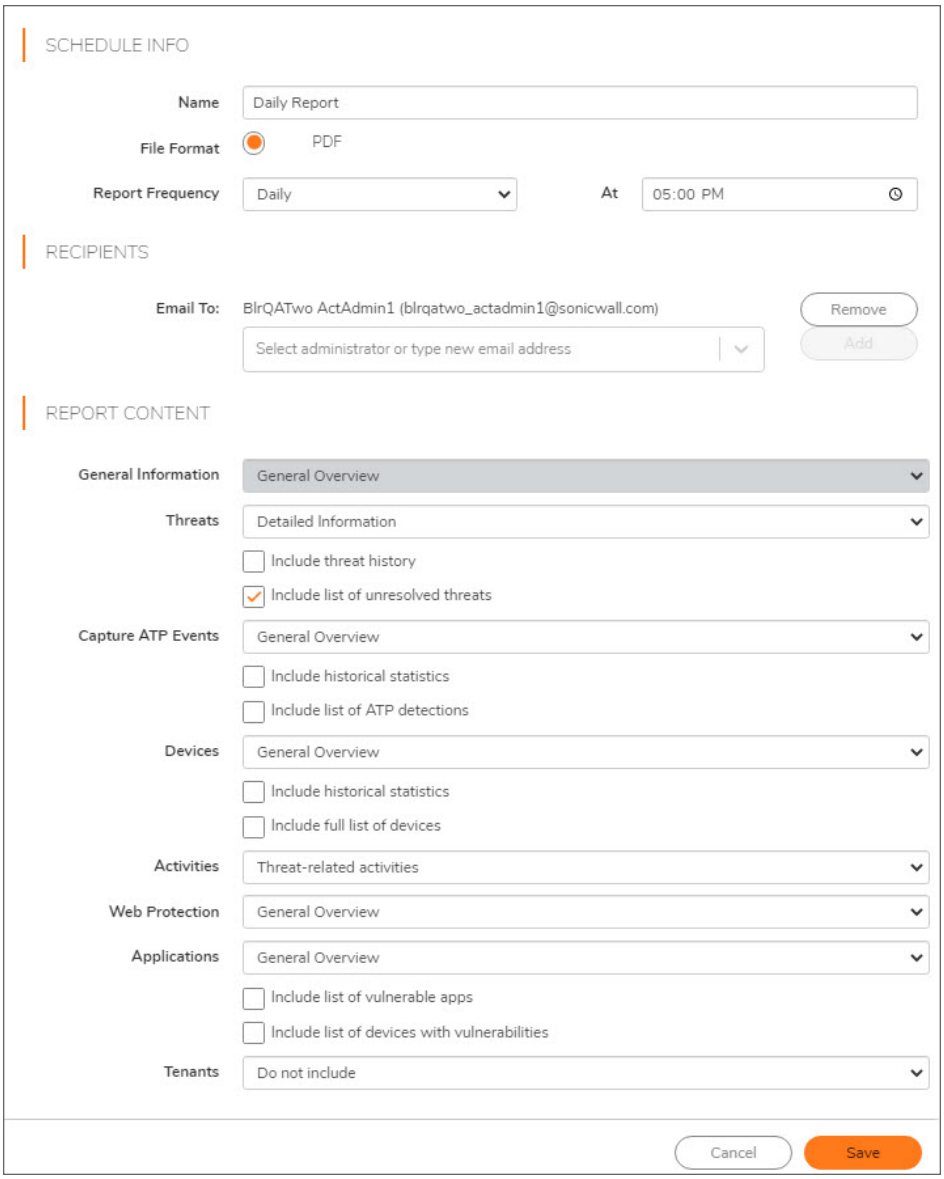
Scheduling Reports

Capture Client enables administrators to configure automated reports that are delivered at regular intervals for the Capture Client deployment on the network. Scheduled reports help administrators to review the health and threat status periodically.

To schedule reports:

1. Click **Reports**.

2. Click the **Schedule Reports** tab.
3. Click **+**.



4. Configure the following in the **SCHEDULE INFO** section:
    - Name - this is the filename of the report.
    - File Format - A PDF report is sent as an email attachment.
    - Report Frequency - Determines how often the report is generated. The options are: **Daily**, **Weekly**, and **Monthly**. If you select **Daily**, specify the time to receive the report. If you select **Weekly** or **Monthly**, specify the day or date to receive the report.
    - At - Specify the time when the report is sent as an email attachment.

5. In the **RECIPENTS** section: enter the email address to receive reports to your Email account, and click **Add**.You can click **Remove** or **Add** to remove or add more recipients respectively.
6. Choose the sections and details to be included in the report. At the bottom of the screen, under **REPORT CONTENT**, the contents of the report are listed. As you change options, the contents list changes:
    - Threats
    - Capture ATP Events
    - Devices
    - Activities
    - Web Protection
    - Applications
    - Tenants
7. Click **Save**.

You receive reports through email from the SonicWall team at the scheduled time, periodically, at the frequency you have set.

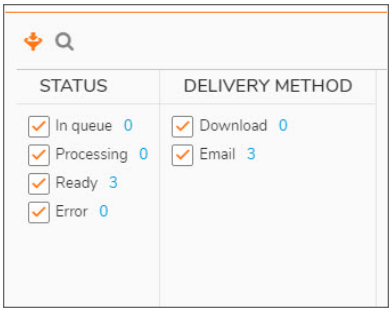
After you schedule reports, you can deactivate (clear the selection next to the report's name), delete, or edit as needed. You can also download a sample report to see how a scheduled report looks when it is delivered.

Available Reports

Click **Reports** and the **Available Reports** tab is displayed by default. At the top of the page, you can see the icons that allow you to filter or search the list. Some of the columns can be sorted in ascending and descending order; just click the arrow where it appears next to select column headings.

To filter the Available Reports:

1. Navigate to **Reports**.
2. Click the **Filter** icon.



3. Select from the following to set your filter. You can select more than one item in each category.
    - Status
    - Delivery Method

    As you select the criteria, the table immediately updates to reflect your choices.

    ⓘ **NOTE:** The number of items available is listed beside each of the filter options.

    ⓘ **NOTE:** You can download the reports by clicking the download icon pertaining to each report in the end of the row.

To search the report:

1. Click the **Search** icon.
2. Type the search criteria in the field provided. As you type the report immediately updates with the new data.

Request Report

You can use the **Request Report** option to define the content for customized reports.

To customize and request a report:

1. Type the **Report Name** in the field provided.
2. Specific the **Time Period** from the drop-down list. If you choose **Custom**, use the fields that appear to set a custom period.
3. For the **Threats** section:
    a. Choose one of the following from the drop down list:
        - **Do not include**
        - **General Overview**
        - **Detailed Information**

    b. If you select General Overview, select **Include threat history**, **Include list of unresolved threats**, or both.
4. For the **Capture ATP Events** section:
    a. Choose one of the following from the drop-down list:
        - **Do not include**
        - **General Overview**

    b. If you select General Overview, select **Include historical statistics**, **Include list of ATP detections**, or both.

5. For the **Devices** section:
    a. Choose one of the following from the drop-down list:
        - **Do not include**
        - **General Overview**
        - **List of Devices**
    b. If you select General Overview, select **Include historical statistics**, **Include list of infected devices, Include full list of devices**, or all.
    c. If you select List of Devices, select **Include detailed information**, **Include brief information**, or **Do not include information (PDF only)**.
6. For the **Activities** section, choose one of the following from drop-down list:
    - **Do not include**
    - **Threat-related activities**
    - **All activities**
7. For the **Web Protection** section, choose one of the following from drop-down list:
    - **Do not include**
    - **General Overview**
    - **Detailed Information**
8. For the **Applications** section:
    a. Choose one of the following from the drop-down list:
        - **Do not include**
        - **General Overview**
    b. If you select General Overview, select **Include list of vulnerable applications**, **Include list of devices with vulnerabilities**, or both.
9. For the **Tenants** section, choose one of the following from drop-down list:
    a. Choose one of the following from the drop-down list:
        - **Do not include**
        - **General Overview**
    b. If you select General Overview, select **Include list of tenants**.
10. Select the **Output Format**. Currently **PDF** is the only option available.
11. Select the **Delivery Method**: **Download** or **Email**.
12. Click **Request Report**.

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SonicWall Support

Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year.

The Support Portal enables you to:

- View Knowledge Base articles and Technical Documentation
- View and participate in the Community Forum discussions
- View Video Tutorials
- Access MySonicWall
- Learn about SonicWall Professional Services
- Review SonicWall Support services and warranty information
- Register at SonicWall University for training and certification

About This Document

NOTE: A NOTE icon indicates supporting information.

IMPORTANT: An IMPORTANT icon indicates supporting information.

TIP: A TIP icon indicates helpful information.

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.

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End User Product Agreement

To view the SonicWall End User Product Agreement, go to: https://www.sonicwall.com/legal/end-user-product-agreements/.

Open Source Code

SonicWall Inc. is able to provide a machine-readable copy of open source code with restrictive licenses such as GPL, LGPL, AGPL when applicable per license requirements. To obtain a complete machine-readable copy, send your written requests, along with certified check or money order in the amount of USD 25.00 payable to "SonicWall Inc.", to:

General Public License Source Code Request
Attn: Jennifer Anderson
1033 McCarthy Blvd
Milpitas, CA 95035