

JUN 2016

# In the Boxing Ring

## Network Box Technical News

from Mark Webb-Johnson, CTO Network Box

### Welcome to the June 2016 edition of In the Boxing Ring

This month, we are focusing on the **Network Box Notification System**. The system offers a sophisticated facility to notify users of changes and events they need to know about; and also gives the user very fine control over the notifications that they receive. On pages 2–5 we discuss the system in greater detail, and go through the *Notifications Configuration* steps.

We are also pleased to announce the release of the Network Box App. The new App is an enhancement of the previous version, and is fully integrated with the Network Box Notification System. This, and other features are highlighted on page 6.

On pages 4–5, we highlight the features and fixes to be released in this month's patch Tuesday for Network Box 5 and Network Box 3.

Finally, Network Box Managing Director, Michael Gazeley, was a keynote speaker and guest panelist at the **2016 Cyber Security Summit**. Following that, he also give a talk on the *Cyber Risk Landscape* at **Cloud Expo Asia 2016**. In addition, Network Box HQ welcomed members of the **HKACE** to attend a cyber security seminar to discuss the *Vulnerability of Everything*, and the latest cyber threats.



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June 2016

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<http://www.facebook.com/networkboxresponse>

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**Google+** <https://plus.google.com/u/0/107446804085109324633/posts>

### In this month's issue:

#### 2–5 Network Box Notification System

We discuss two key aspects of the Network Box Notification System: **Notification Method** and **Time Based Control**; and detail how to manage your notifications.

#### 6 Network Box App

The new Network Box App is now available, as a free download, on the *Apple iTunes App* store, and the *Google Play* store.

#### 7–8 Network Box 5 and Network Box 3 Features

The features and fixes to be released in this month's patch Tuesday for Network Box 5 and Network Box 3.

#### 8 Network Box Highlights:

- **Cyber Security Summit 2016**
- **Cloud Expo Asia 2016**
- **HKACE Cyber Security Seminar**



# Network Box NOTIFICATION SYSTEM

The Network Box Notification System gives users very fine control over the notifications they receive. Notifications types (eg; service ticket updates, GMS tickets creation, etc), can be customized to be delivered to different contact points (such as 'office email', 'out-of-office email', 'mobile phone', etc); and the time frames they want those contact points to be active (eg; monday-to-friday 9am to 6pm - send 'service ticket update' to 'office email').

The system supports multiple contact types for Mail, SMS, Mail-To-SMS gateways, iOS/Android PUSH, as well as several IM services. An 'audit' contact type is also used to record a history of notifications.

## Notification Methods

Notification methods are mechanisms used to deliver notifications to end users. By default, the Network Box Notification System, is set to email-type notification, however, users can (and should) extend this default behavior. Consider the following typical scenario:

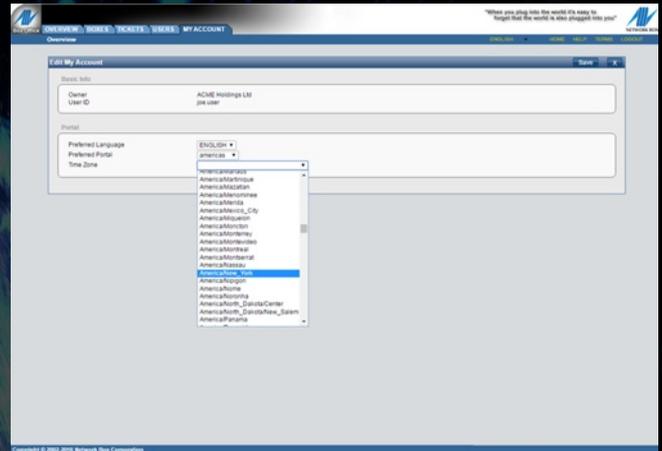
### **What is the arrangement if your Network Box or mail server becomes unreachable and there is a problem outside office hours?**

- ▶ By creating an *out-of-office notification* email address (for example, with a gmail or other such external email addresses), you can continue to receive notifications even if your internal mail system is not reachable/functioning.
- ▶ If you have a mobile iOS/Android device, installing and logging-in to the Network Box App will create a *Notification* helper that will use Apple and Google's notification/messaging service to deliver alerts to you.
- ▶ Network Box also offers the SMS notification method, for delivering SMS alerts directly to your phone.

## Time Based Control

Each notification contact point you create can have filters attached to restrict notifications to limited time ranges. For example, you probably want your out-of-office notification contact point to only be active out-of-office-hours (which you can do by configuring notifications to only be sent Monday to Friday 09:00->18:00).

**NOTE:** In your **Box Office My Account** page, there is a Time Zone setting. This defaults to UTC (Coordinated Universal Time), but you can set it to the closest time zone to you, and the rest of Box Office will change to show dates/times in your desired time zone (even if the box or SOC is in a different time zone).



## Notification Configuration

The Network Box Notification System offers a sophisticated facility to notify users of changes and events they need to know about. This is configured using **My Account** (and the Users Module) within **Box Office**. Configuration is performed in two stages:

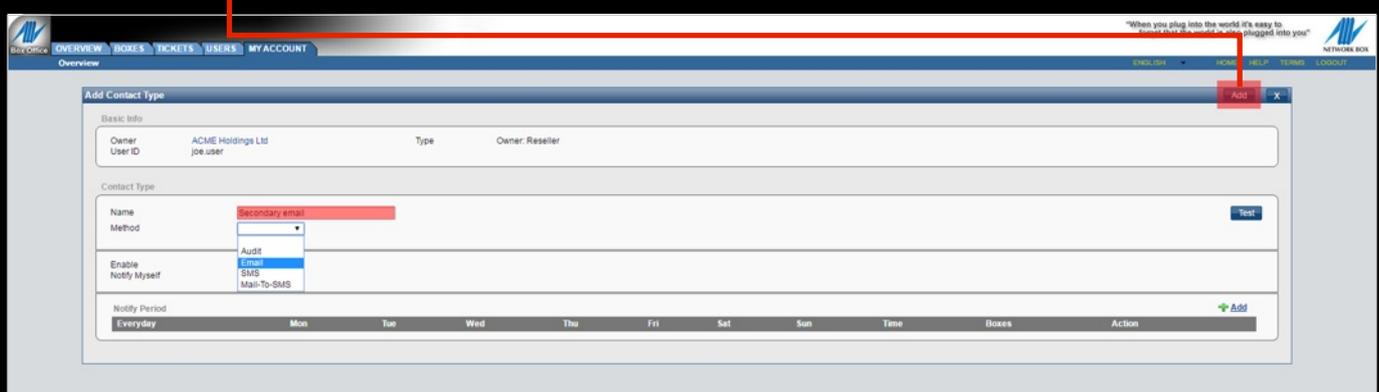
First, you create **Contact Types** (which are methods you can be contacted at, and filters to define when these contact types should be used). Then, you update the **Notification Config** to let the system know which events you want to be notified on, and which contact types to use.

### ❖ Creating a new Contact Type

Let's start by creating a **Contact Type** by clicking **Add Contact Type** in **My Accounts > My Account Information > Contact Types**:



You will be taken to the **Add Contact Type** page. Here, you will need to give the contact type a name (a friendly name that you can choose), and choose the method to be contacted by. You can choose from **Audit**, **Email**, **SMS**, or **Mail-To-SMS**. When you have finished, click the **Add** button.



For the following *Contact Type*, you may be asked to enter additional information, as follows:

**Audit** is used to create an audit trail of notifications. It does not send out any notifications, but merely records a notifiable event in your notification list (shown under Overview / Notifications).

**Email** is used to notify you by SMTP eMail. You can choose an email template to use, and enter your email address that you want to receive the notifications on.

**Mail-To-SMS** is used to notify you by Mail-To-SMS gateways. Your Mobile Phone Provider may provide such a service, whereby Network Box can send an email to your Mobile Phone Provider gateway, and they forward it on to you as an SMS. You can choose from the list of supported gateways provided, and enter your Mobile Phone number in the provided field.

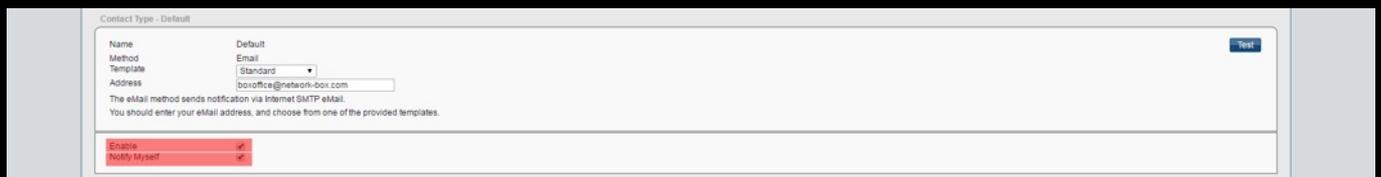
**NOTE:** *this is only offered for a limited number of Mobile Phone Providers, and the provider may charge you for this service. If you are using a provider not listed, and you are certain that the provider offers such a service, please let your regional SOC know the details and we will arrange to add support.*

**SMS** is used to notify you by SMS message to your mobile phone. You should enter the mobile phone number that you wish to be notified using.

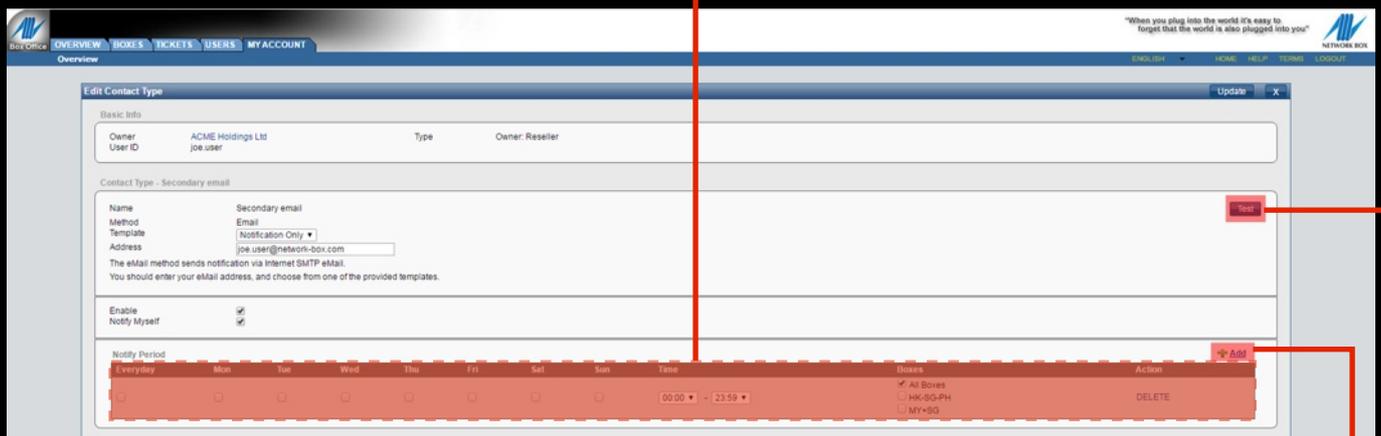
**NOTE:** *your Mobile Phone Provider may charge you for SMS messages received using this facility. To use this facility you must also obtain SMS credits from Network Box. Each SMS credit can be used for one SMS notification. Once your credit balance reaches 5, an extra (free) warning SMS will be sent to you, to let you know you need to top-up your SMS balance. Once your credit balance reaches 0, an extra (free) warning SMS will be sent to you, to let you know that you will not be receiving any further SMS notifications until your balance is topped up.*

A **Mobile App V5** *Contact Type* can be created from any supported iOS/Android device running the Network Box App. Just answer 'OK' when the App asks you if you would like to receive PUSH notifications, and the *Contact Type* will be created for you automatically (and tied to the connected mobile device).

In addition, with each contact type, you can either **enable** or **disable** the contact (using the **Enable** check box) to start / stop notifications, and you can choose whether you want to be notified for all events (including those initiated by yourself), or only those initiated by other people, using the **Notify Myself** check box.



You can also define the periods that you want to be notified:

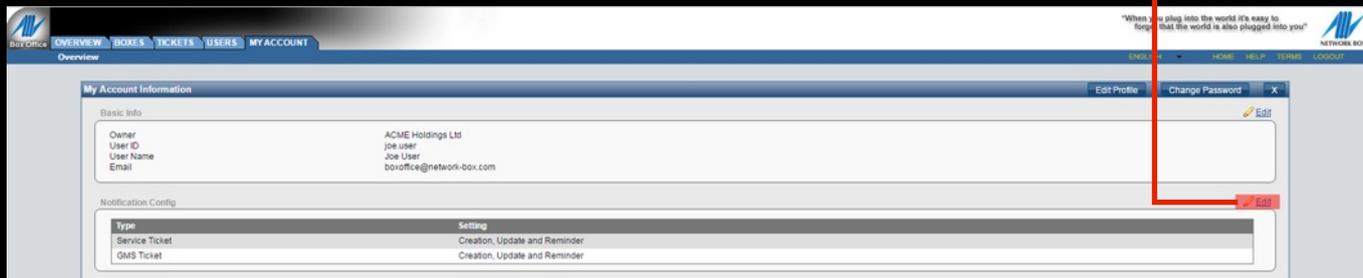


The default (if you don't specify anything) will be to notify you at any time of the day, any day of the week, but you can **Add** notification periods to the *Contact Type*, to choose the *day of the week*, *time of day*, and *boxes* that you want this *Contact Type* to be restricted to. The Boxes lists come from the Boxes module, where you define them as search Queries.

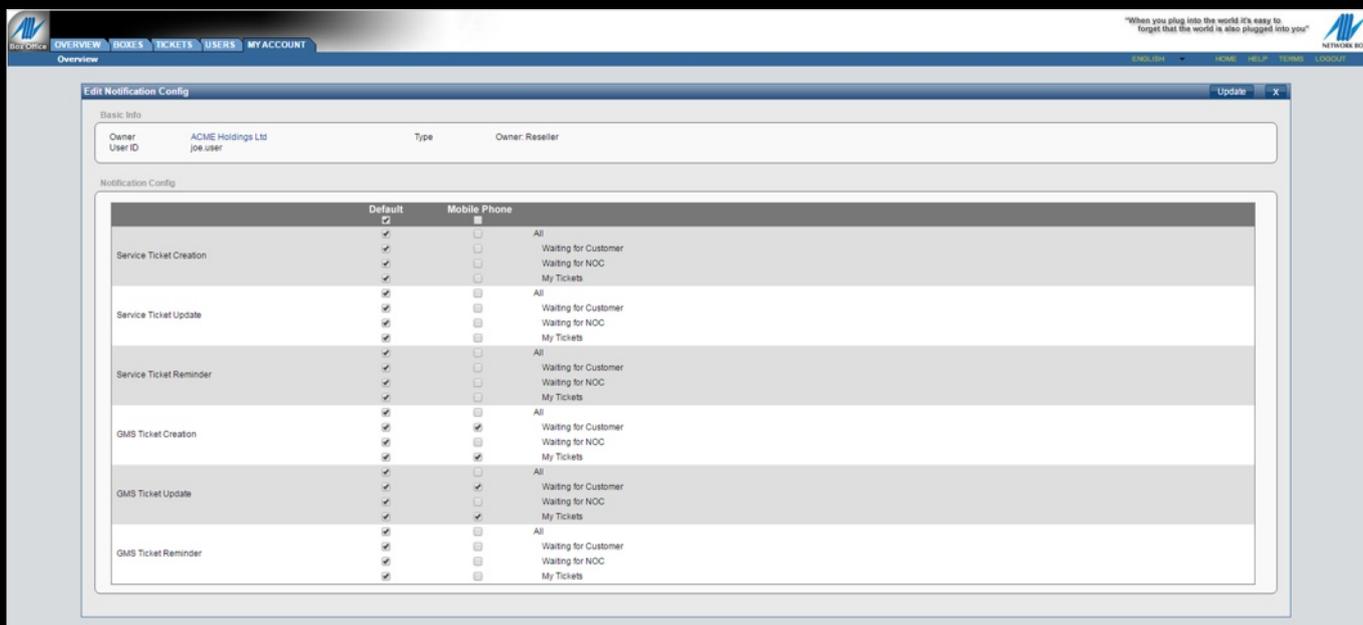
Once you have defined a *Contact Type*, you should click the **Test** button to test it and ensure you receive a notification correctly. **NOTE: the test facility is not filtered by Notify Period, and should always get through to you.**

## ❖ Notification Config

Once you've defined your *Contact Types*, you should define the Notification Config. To configure this, click [Edit](#) in: *My Accounts > My Account Information > Network Config*:



You will be taken to the *Network Config* page. It is recommended that you define the *Notification Config* as below:



For each notification type and Contact Type, you can choose if you want to receive that notification. The notification types are:

- ▶ **Service Ticket creation**, update and reminder (for service tickets)
- ▶ **GMS Ticket creation**, update and reminder (for Global Monitoring System health tickets)

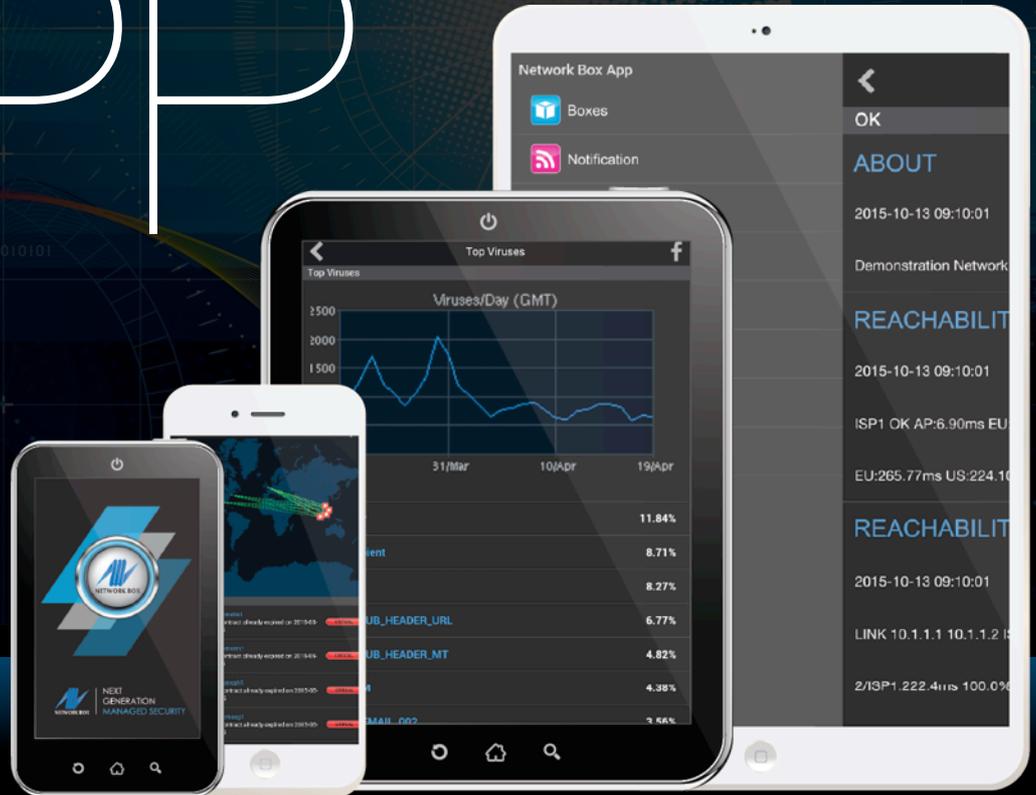
Each notification type is further broken down into:

- ▶ All
- ▶ Waiting for Customer
- ▶ Waiting for NOC
- ▶ My Tickets

These are used to indicate the state of the ticket (matching All tickets, only those waiting for you, only those waiting for the SOC, and only tickets you created, respectively).

**With fully comprehensive and customizable options, the Network Box Notification Systems offers users very granular control over their notifications, and helps to streamline the communication between the SOC and the end user.**

# Network Box APP



## Mobile App for iOS and Android platforms



Network Box is pleased to announce the release of the new mobile App for iOS and, for the first time, Android platforms. The Apps are available, as free download, on the *Apple iTunes App store* and *Google Play store*. You can find them with a search for **Network Box** in the *business* category.

When you run the App for the first time, it will ask you for permission to send you notifications. If you answer **OK**, it will automatically create a **Mobile App V5 Notification Contact Type**, tied to your mobile device, for you to manage the notifications.

This version of App is fully integrated with the Network Box Notifications System and adds support for the *iOS APNS* (Apple Push Notification Service), and *Google GCM* (Google Cloud Messaging). By augmenting the Network Box Notification System, finer control of notifications can be applied by the user:

- ▶ Set-up notification schedules
- ▶ Configure the type of notifications
- ▶ Group boxes and notifications

**In the App, there is a Notifications tab, to allow you to see notification history.**

Box Status

Service Tickets

Internet Health

# Network Box 5

## NEXT GENERATION MANAGED SECURITY

On Tuesday, 7th June 2016, Network Box will release our patch Tuesday set of enhancements and fixes. The regional SOC's will be conducting the rollouts of the new functionality in a phased manner over the next 14 days.

### Network Box 5 Features June 2016

This month, for Network Box 5, these include:

- Introduce a new LICENSING GMS sensor, to show license and contract status of the managed device
- Improved control and adjustment for GMS sensors
- Enhancements to DISKSPACE GMS sensor, to show disk utilisation summary
- Improvements to SERVICE-SYSLOG GMS sensor, for syslog pre-processor rate statistics
- Improvements to GMS notification mechanism to reduce bandwidth and disk usage
- Additional support for definition of hardware-level options on ethernet network interfaces
- Expose the NOC IP lists as systems ACLs (for use by network and proxy firewalls)
- Performance improvements in configurations using very large multi-value ACLs
- Improvements to definition of bandwidth for bridged interfaces
- Support for configuration of disk and database housekeeping thresholds
- Improvements to LDAP sync in cases where one or more server is unreachable
- Add support for configuring MTU parameter for PPTPVPN links
- Introduce facility to disable 'release quarantine to admin' on admin web portal
- Provide a configurable option to restrict reporting tab in user web portal
- Introduce 'dashboard titles' to admin web portal, allowing naming of dashboard screens
- Improvements to translations for admin and user web portals
- Enhanced supports for Web Sockets in HTTP and HTTPS protocols
- Improved application identification within HTTP and HTTPS web sockets
- Introduce a facility for renewing and re-signing CA certificates using SHA2
- Show record ID on Web Application Firewall block page
- Enhancements to mail KPI to add support for top threats
- Support new classification BULK for email messages with bulk distribution attributes

In most cases, the above changes should not impact running services or require a device restart. However, in some cases (depending on configuration), a device restart may be required. Your local SOC will contact you to arrange this if necessary.

Should you need any further information on any of the above, please contact your local SOC. They will be arranging deployment and liaison.

Network Box ISO 9001 / ISO 20000 / ISO 27001 certified Security Operations Centre, ensures that customers' networks are protected against cyber threats, 24x7x365.



## Network Box 3 Features

### June 2016

On Tuesday, 7th June 2016, Network Box will release our patch Tuesday set of enhancements and fixes. The regional SOC's will be conducting the rollouts of the new functionality in a phased manner over the next 7 days. This month, for Network Box 3, these include:

- Enhancements to Box Office and Response web sites
- Various (mostly internal) enhancements to several internal support systems

### IMPORTANT ANNOUNCEMENT:

On 1st August 2015, we announced the sunset of the Network Box 3 platform, and this will be the last month that we be releasing regular updates for it.

However, will still continue to support Network Box 3, but updates and patches will be released intermittently, and on an Ad-Hoc basis. The majority of our customers have already upgraded to Network Box 5. **If you have not already done so, we strongly urge you to upgrade to the new platform.**

## Network Box Hong Kong Cyber Security Summit 2016

Network Box Managing Director, Michael Gazeley, gave a talk titled "The Cyber Risk Landscape," at this year's Cyber Security Summit held at the Hong Kong Science & Technology Park. After the talk, Mr. Gazeley participated in the Panel Discussion titled "Matching Your Gear to Effectively Address Cyber Threats" which covered all aspects of cyber protection and security.



## Cloud Expo Asia 2016

Network Box Hong Kong was at this year's Cloud Expo Asia 2016, held at Asia World Expo. During the event, Michael Gazeley, Network Box's Managing Director, gave a talk on cyber security and the current Cyber Risk Landscape.



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## HKACE

### Cyber Security Seminar



Network Box Hong Kong welcomed members of the Hong Kong Association for Computer Education (HKACE), to discuss the 'Vulnerability of Everything,' and the Cyber Threat Landscape in 2016.

