

In the Boxing Ring

FEB 2020



Network Box Technical News

from **Mark Webb-Johnson**

Chief Technology Officer, Network Box

Welcome to the February 2020 edition of In the **Boxing Ring**

This month, we will be talking about **Cloud Notifications**. On Monday 10th February 2020, we will be migrating all users to a new ticket reporting format that is responsive for mobile devices, information-rich, and supports the most up-to-date design methodologies. In preparation for this, on pages 2 to 3, we will be discussing this greater detail and highlighting the key enhancements of the new update.

In other news, Network Box Germany held a cybersecurity seminar for *Bösen & Heinke GmbH & Co. KG (B&H)*. Furthermore, as a special end-of-year review, all the key *In the Boxing Ring* articles of the past year have been compiled in the **2019 Network Box Technology Review**. And finally, in this month's Media Coverage, Network Box was featured in the **Harbour Times, IT Finanzmagazin, and it-daily.net**.



Mark Webb-Johnson

CTO, Network Box Corporation Ltd.
February 2020

Stay Connected

You can contact us here at Network Box HQ by email: **nbhq@network-box.com**, or drop by our office next time you are in town. You can also keep in touch with us by several social networks:



<https://twitter.com/networkbox>



<https://www.facebook.com/networkbox>
<https://www.facebook.com/networkboxresponse>



<https://www.linkedin.com/company/network-box-corporation-limited/>



<https://www.youtube.com/user/NetworkBox>

In this month's issue:

Page 2 to 3

Cloud Notifications

An upgrade to Network Box Notifications will be released later this month. On pages 2 to 3 we discuss the new updates and highlight the key features.

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Network Box Highlights:

- Network Box Germany Cybersecurity Seminar - Bösen & Heinke GmbH & Co. KG
- Network Box Media Coverage:
 - Harbour Times
 - IT Finanzmagazin
 - it-daily.net
- Network Box Tech Review 2019

NOTE: With effect from January 2020 we have switched to a quarterly Patch Tuesday cycle for Network Box 5. However, essential security fixes will continue to be released out-of-cycle, if necessary.



CLOUD NOTIFICATIONS

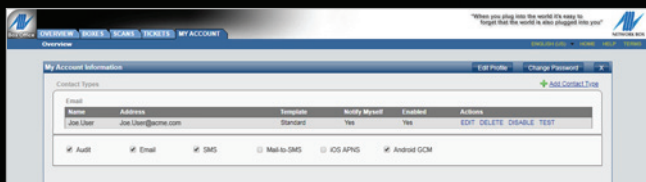
This month, on Monday 10th February 2020, Network Box will be migrating all users to a new ticket reporting format that is responsive for mobile devices, information-rich, and supports the most up-to-date design methodologies.

The Box Office (and NBSIEM+) cloud systems contain a powerful notification mechanism to keep you informed of changes to your devices and support tickets. This is fully customisable and configurable - with each notification contact point having its own schedule and options.

Configuration

In Box Office, you can configure your own notifications by choosing the My Account module. There, you can see the Contact Types configured for you. The following contact methods are supported:

- Audit (just show in the audit trail)
- Email
- SMS (premium service options, paid per SMS message)
- Mail-to-SMS (using mail-to-SMS gateways, if your cellular provider offers)
- iOS APNS push notifications (from registered Apple mobile phone Apps)
- Android GCM push notifications (from registered Android mobile phone Apps)



▲ Box Office: My Account module - Contact Types
Please note: the screen-shots provided is to illustrate the feature, the final screen may vary

You can optionally restrict the times at which a given notification contact point will be active, and use box groups (saved in the BOXES facility) to further restrict the notifications you receive. These can, for example, be used to suppress notifications outside work hours, except for a defined list of high priority boxes.

Once you've defined the notification contact types, you can also use the Notification Config section to configure what sort of notification (for example, ticket creation, ticket update, GMS health issue, SIEM incident, etc) each contact point should receive.

The user guide for this is available here:

<http://download.network-box.com/guides/NetworkBoxOfficeCustomerPortalUserGuide.pdf>

Email Notifications

The updated email notifications will have several new features, this will include the following:

- Responsive design (supports narrow screens such as phones, as well as large wide-screens on desktop/laptops).
- Title text to summarise the purpose of the notification.
- An information-rich design; showing you the information you need, at a glance.
- Support for the latest web standards, including dark/light mode displays.
- Modern design methodology - the same modern design as NBSIEM+.
- Linked to box office, so clicking on the ticket number will take you the Box Office ticket.

INCIDENT RAISED

acme784256
Ticket #82043692

Malware detected in Web Client activity

Malware was detected in a web request raised by local IP 10.0.2.258 / User Joe.user when visiting www.abc.com at 203.01.02.652.

Threats: avp.HEUR:Trojan-PSM.Script.Phish.gen
Method: get
URL: https://www.www.abc.com /dev/wp-content/blogs.dir/cache/cdr-read/xrp/user-355815/sxjyk559devfg3woy2aphwrcra.php
Response: HTTP/1.1 403 Text/html
User Agent: Mozilla/5.0 (X11; Linux x86_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/71.0.3578.98 Safari/537.36

Raised by: SIEM rule Web Client Anti-Malware Block
Rule ID: d794158e-ee57-11e9-abbc-063c915c4b0c
Event ID: 0a7af312-42ba-11ea-9d9d-00900b119dcd
Information, as we continue to work on the issue.

Ticket #82043692

Status:	NEW	Opened:	2020-02-03 00:00:02 GMT
Priority:	4 - Request	Updated:	2020-02-03 00:00:02 GMT
Job Category:	GMS SIEM Incident	Closed:	-
Raised By:	Network Box HQ NOC		
NOC Handling:			

Device Information

Box ID:	acme784256
Box Type:	ITP N-2951
SLA:	HQ NOC Standard SLA
Location:	Texas, USA

Host Status: OK
Reachable to/from 24 test point(s)

Service Status: OK
Services are OK

Customer Information

Company:	ACME Ltd
Admin Contact:	Admin.User
	admin.user@acme.com
	+1 258 258 258 258
Tech Contact:	Tech.User
	tech.user@acme.com
	+1 852 852 852 852

On launch day, we will migrate all current Box Office Email contact types to use this new responsive design template by default (named 'Standard 2019'). The old template will remain as 'Standard', should you wish to continue to use that.

Network Box HIGHLIGHTS



Network Box Germany Cybersecurity Seminar - Bösen & Heinke GmbH & Co. KG



Network Box Germany conducted a cybersecurity seminar for partner, *Bösen & Heinke GmbH & Co. KG* (B&H) at their headquarters in Langenfeld, Germany. The seminar workshop highlighted the current security threat landscape, focusing on phishing emails/campaigns and best practices for protection.



Network Box Media Coverage



Harbour Times

HK Experts make top picks on tech policy in 2020

LINK: <https://bit.ly/2UjhcW>



IT Finanzmagazin

Security awareness for banks: if people don't play along, technology remains ineffective

LINK: <https://bit.ly/3b5EVy4>



it-daily.net

System House 4.0.: Managed Services - But How?

LINK: <https://bit.ly/2RSN551>

Network Box Technology Review 2019

As a special end-of-year review, Network Box has compiled the key *In the Boxing Ring* articles and technology news of 2019.

Please use the link below to download the 2019 edition of the **Network Box Technology Review**.

LINK: https://network-box.com/sites/default/files/files/Technology_Review_2019.pdf



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