

Resilient SOAR Platform Outbound Email Functions Guide V1.0.7

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Resilient SOAR Platform Outbound Email Functions Guide

Version	Publication	Notes
1.0.7	April 2020	Initial Release after internal development by Professional, no prior release notes
1.0		Initial publication.

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Overview

Resilient Functions simplify development of integrations by wrapping each activity into an individual workflow component. These components can be easily installed, then used and combined in Resilient workflows. The Resilient platform sends data to the function component that performs an activity then returns the results to the workflow. The results can be acted upon by scripts, rules, and workflow decision points to dynamically orchestrate the security incident response activities.

The Outbound Email workflow function provides a way of sending email from the Resilient platform.

The Outbound Email integration package provides the following functionality:

- Send a plain text or HTML-formatted email by triggering a Resilient action
- Add incident data to the email body as well as incident attachments to the outgoing email

This document describes the function, workflow, and rule included in the package.

Installation

Before installing, verify that your environment meets the following prerequisites:

- Your Resilient platform version is 30 or later. If supporting the Resilient for MSSPs multi-organization feature, Resilient platform V33 or later is required.
- A Resilient integration server running Resilient Circuits V30 or later. To setup an integration server, see <https://ibm.biz/res-int-server-guide>.
- A dedicated Resilient account to use as the API user. This can be any account that has the permission to create incidents, and view and modify administrator and customization settings. You need to know the account username and password.

NOTE: Should you later change the dedicated Resilient account to another user, the new user must also have the permission to edit incidents, in addition to the permission to create incidents and view and modify administrator and customization settings. The edit permission is necessary so that the integration can continue to modify or synchronize the incidents escalated by the original user account.

If supporting the Resilient for MSSP feature, the Resilient account must have permission to access the configuration, global dashboard and all child organizations.

Perform the following procedure to install the Outbound Email package.

1. Download the IBM Resilient Outbound Email .zip file from the [IBM Security App Exchange](#).
2. Copy the zip file to your Integration Server and SSH into it.
3. Unzip the package:

```
unzip fn_outbound_email-x.x.x.zip
```

4. Change directory into the unzipped directory:

```
cd fn_outbound_email-x.x.x
```

5. Install the package:

```
pip install fn_outbound_email-x.x.x.tar.gz
```

6. Import the configurations into your file:

```
resilient-circuits config -u
```

7. Import the fn_outbound_email customizations into your Resilient platform:

```
resilient-circuits customize -y -l fn-outbound-email
```

8. Open the config file, scroll to the bottom and edit your [fn_outbound_email] configurations:

```
[fn_outbound_email]
# SMTP SERVER (IP ADDRESS OR FQDN)
smtp_server=xxx.xxx.xxx.xxx
smtp_user=xxx
smtp_password=xxx
# SMTP PORT NUMBER: 25 or 587/2525
smtp_port=25
# SMTP CONNECTION TIMEOUT IN SECONDS
smtp_conn_timeout=20
# SMTP SSL MODE = (starttls, ssl, None)
smtp_ssl_mode=None
# SSL Cert
# If your email server uses a self-signed SSL/TLS certificate, or some
# other certificate that is not automatically trusted by your machine,
# specify the file below, e.g. 'path/to/certificate.pem' OR
# set to true if using system cert store OR
# set to false if disabling SSL verification
#smtp_ssl_cafile=~/.path/to/email_cert.cer
```

9. Save and close the app.config file.

10. Optionally, run selftest to test the integration you configured:

```
resilient-circuits selftest -l fn-outbound-email
```

11. Run Resilient Circuits or restart the service on Linux or Windows.

```
resilient-circuits run
```

Workflow Description

Once the function package deploys the workflows, you can view them in the Resilient platform Workflow tab, as shown below. The rules are also deployed and may be viewed in the Rules tab.

Customization Settings

Layouts Rules Scripts **Workflows** Functions Message Destinations Phases & Tasks Incident Types Breach Artifacts

Workflows New Workflow

send

Workflow Name	Description	Object Type	Rules
Example: Send Incident Email HTML		Incident	Example: Send Incident Email HTML
Example: Send Incident Email Text		Incident	Example: Send Incident Email Text

The workflows themselves will be as shown below.

Example: Send Incident Email HTML

Workflows / Example: Send Incident Email HTML Cancel Save & Close Save

Name * Example: Send Incident Email HTML

API Name * example_send_incident_email_html

Description Send an HTML-formatted email containing Resilient Incident Details in the email body and incident attachments. A note containing the email details is posted to the incident.

Object Type * Incident

Creator Resilient Sysadmin
Last Modified 28-04-2020 08:25
Last Modified By Resilient Sysadmin
Associated Rules Example: Send Incident Email HTML

Inputs: mail_to: one recipient email address
mail_cc: one recipient email address
mail_incident_id
mail_from: one sender email address
mail_subject: incident id and name

Output: Richtext
Note added with incident details/description with email header details or error note

Start your workflow here

Outbound Email: Send Email

Example: Send Incident Email Text

[Workflows](#) / Example: Send Incident Email Text

Name *

Example: Send Incident Email Text

API Name *

example_send_incident_email_text

Description

Send a plain text email containing Resilient Incident Details in the email body and incident attachments. A note containing the email details is post to the incident.

Object Type *

Incident

Creator

Resilient Sysadmin

Last Modified

28-04-2020 08:25

Last Modified By

Resilient Sysadmin

Associated Rules

Example: Send Incident Email Text

Start your workflow here

inputs: mail_to:
one recipient
email address
mail_cc: one
recipient email
address,
mail_incident_id
mail_from: one
sender email
address,
mail_subject:
incident id and
name

Outbound Email:
Send Email

Output: Richtext
Note added with
incident
details/descripti
on, with email
header details or
error note

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Function Descriptions

Once the function package deploys the function, you can view it in the Resilient platform Functions tab, as shown below.

Customization Settings

[Layouts](#) [Rules](#) [Scripts](#) [Workflows](#) [Functions](#) [Message Destinations](#) [Phases & Tasks](#) [Incident Types](#) [Breach](#) [Artifacts](#)

Functions

New Function

send

Name Description

Send Email

The function itself will be as shown below.

Send Email

Functions / send_email



Cancel

Save & Close

Save

Name *

Send Email

API Name * ⓘ

send_email

Message Destination *

email_outbound

Description

A description of the Function.

Creator

Romina Jose

Last Modified

02/28/2020 11:53

Last Modified By

Romina Jose

Associated Workflows

Example: Send Incident Email HTML

Example: Send Incident Email Text

Inputs

mail_from	x
mail_incident_id	x
mail_to	x
mail_cc	x
mail_bcc	x
mail_subject	x
mail_body_text	x
mail_body_html	x

Input Fields ⓘ

Add Field

Search...	Q
end_date	✎
incident_id	✎
ip_address	✎
mail_bcc	✎
mail_body_html	✎
mail_body_text	✎
mail_cc	✎
mail_from	✎
mail_incident_id	✎

Rules

Once the function package deploys the rules, you can view them in the Resilient platform Rules tab, as shown below.

Customization Settings

Layouts Rules Scripts Workflows Functions Message Destinations Phases & Tasks Incident Types Breach Artifacts						
Rules						
New Rule						
send						
Order	Rule Name	Process Type	Object Type	Conditions	Enabled	
-	Example: Send Incident Email HTML	Menu Item	Incident		<input checked="" type="checkbox"/>	
-	Example: Send Incident Email Text	Menu Item	Incident		<input checked="" type="checkbox"/>	

The rules themselves will be as shown below.

Example: Send Incident Email HTML

Rules / Example: Send Incident Email HTML

Cancel Save & Close Save

Display Name * Example: Send Incident Email HTML

Object Type Incident

Conditions Add conditions in which to invoke the rule. Add New

Activities

Ordered Ordered Activities will be invoked in the order specified below. They include: Add Tasks, Run Script, and Set Field. Add New

Workflows Workflow Activities are started after all Ordered Activities complete.

Example: Send Incident Email HTML X

Destinations Transaction Data is posted to Message Destinations after all Ordered Activities complete and all Workflows have been started.

Select Destinations

Hide Activity Fields

Layout

mail_to X

mail_cc X

Fields

Search...

Add Field

Example: Send Incident Email Text

Rules / Example: Send Incident Email Text

Cancel

Save & Close

Save

Display Name *

Example: Send Incident Email Text

Object Type

Incident

Conditions

Add conditions in which to invoke the rule. [Add New](#)

Activities

Ordered

Ordered Activities will be invoked in the order specified below. They include: *Add Tasks*, *Run Script*, and *Set Field*. [Add New](#)

Workflows

Workflow Activities are started after all Ordered Activities complete.

Example: Send Incident Email Text X

Destinations

Transaction Data is posted to Message Destinations after all Ordered Activities complete and all Workflows have been started.

Select Destinations

Hide Activity Fields

Layout

mail_toX

mail_ccX

Fields ⓘ

Add Field

Search...Q

Troubleshooting

There are several ways to verify the successful operation of a function.

- Resilient Action Status

When viewing an incident, use the Actions menu to view Action Status. By default, pending and errors are displayed. Modify the filter for actions to also show Completed actions. Clicking on an action displays additional information on the progress made or what error occurred.

- Resilient Scripting Log

A separate log file is available to review scripting errors. This is useful when issues occur in the pre-processing or post-processing scripts. The default location for this log file is: `/var/log/resilient-scripting/resilient-scripting.log`.

- Resilient Logs

By default, Resilient logs are retained at `/usr/share/co3/logs`. The `client.log` may contain additional information regarding the execution of functions.

- Resilient-Circuits

The log is controlled in the `.resilient/app.config` file under the section `[resilient]` and the property `logdir`. The default file name is `app.log`. Each function will create progress information. Failures will show up as errors and may contain python trace statements.

Support

For support, visit <https://ibm.com/mysupport>.

Including relevant information from the log files will help us resolve your issue.