fn_relations

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Release Notes

Version	Date	Notes
1.0.0	07/2020	Initial Release
1.0.1	05/2021	Add AppHost Support Patch: Verification of Parent Incident before creating relation
1.0.2	04/2023	Support for Python 3.9 Support for CP4S Patch: Verification of Parent and Child Incidents are different Patch: Changed rules to only sync incident notes.

Overview

The Relations function is meant to provide the ability to allow parent/child relations levels within Resilient to link incidents “manually”. This function allows users sync notes from child to parent and vice versa, close all child incidents under a parent, and update the parent when the status of the child changes.

This document outlines the functionality of function as it relates to Resilient.

Builds Relationships of Incidents within IBM Security SOAR

This package consists of 5 Functions, 5 Workflows, and 6 Rules along with 2 new fields and 1 new data table.

1. Assign Parent:

   Used to assign children incidents to a parent by supplying the incident ID of the parent. The function configures both parent incident and child incident appropriately.

2. Remove Child Relation:

   Used to remove child relationship with parent by removing all related content created in the relationship.

3. Sync Notes:

   This is used to sync notes between the parent and child incidents with 2 different rules.

4. Sync Child Table Data:

   Used to update child information within the table if the incident name or status changes.

5. Auto Close Child Incidents:

   Allows the closing of all child incidents listed in the parent data table.

Key Features

- Assign Parent incident to Child
- Remove Child Relation if established incorrectly
- Sync Notes between Parent and Child
  - Child Notes sync automatically
  - Parent Notes sync manually
- Parent incident contains Data Table of Children incidents
- Sync Child incident data automatically to Parent Data Table
- Auto-close Child incidents on Parent incident closure

Requirements

No application specific configuration settings are required.

This app supports the IBM Security QRadar SOAR Platform and the IBM Security QRadar SOAR for IBM Cloud Pak for Security.

SOAR platform

The SOAR platform supports two app deployment mechanisms, App Host and integration server.

If deploying to a SOAR platform with an App Host, the requirements are:

- SOAR platform >= `45.0.7899`.
- The app is in a container-based format (available from the AppExchange as a `zip` file).

If deploying to a SOAR platform with an integration server, the requirements are:

- SOAR platform >= `45.0.7899`.
- The app is in the older integration format (available from the AppExchange as a `zip` file which contains a `tar.gz` file).
- Integration server is running `resilient-circuits>=45.0.0`.
- If using an API key account, make sure the account provides the following minimum permissions:

Name	Permissions
Org Data	Read
Function	Read
All Incidents	Read
All Incidents Status	Edit
All Incidents Fields	Edit
All Incidents Notes	Edit

The following SOAR platform guides provide additional information:

- *App Host Deployment Guide*: provides installation, configuration, and troubleshooting information, including proxy server settings.
- *Integration Server Guide*: provides installation, configuration, and troubleshooting information, including proxy server settings.
- *System Administrator Guide*: provides the procedure to install, configure and deploy apps.

The above guides are available on the IBM Documentation website at ibm.biz/soar-docs. On this web page, select your SOAR platform version. On the follow-on page, you can find the *App Host Deployment Guide* or *Integration Server Guide* by expanding **Apps** in the Table of Contents pane. The System Administrator Guide is available by expanding **System Administrator**.

Cloud Pak for Security

If you are deploying to IBM Cloud Pak for Security, the requirements are:

- IBM Cloud Pak for Security >= 1.4.
- Cloud Pak is configured with an App Host.
- The app is in a container-based format (available from the AppExchange as a `zip` file).

The following Cloud Pak guides provide additional information:

- *App Host Deployment Guide*: provides installation, configuration, and troubleshooting information, including proxy server settings. From the Table of Contents, select Case Management and Orchestration

& Automation > **Orchestration and Automation Apps**.
- *System Administrator Guide*: provides information to install, configure, and deploy apps. From the IBM Cloud Pak for Security IBM Documentation table of contents, select Case Management and Orchestration & Automation > **System administrator**.

These guides are available on the IBM Documentation website at ibm.biz/cp4s-docs. From this web page, select your IBM Cloud Pak for Security version. From the version-specific IBM Documentation page, select Case Management and Orchestration & Automation.

Python Environment

Both Python 2.7 and Python 3.6 are supported. Additional package dependencies may exist for each of these packages:

- resilient-circuits>=45.0.0
- resilient-lib>=45.0.0

Installation

Install

- To install or uninstall an App or Integration on the *SOAR platform*, see the documentation at ibm.biz/soar-docs.
- To install or uninstall an App on *IBM Cloud Pak for Security*, see the documentation at ibm.biz/cp4s-docs and follow the instructions above to navigate to Orchestration and Automation.

App Configuration

No application specific configuration settings are required.

Custom Layouts

- Import the Data Tables and Custom Fields like the screenshot below:

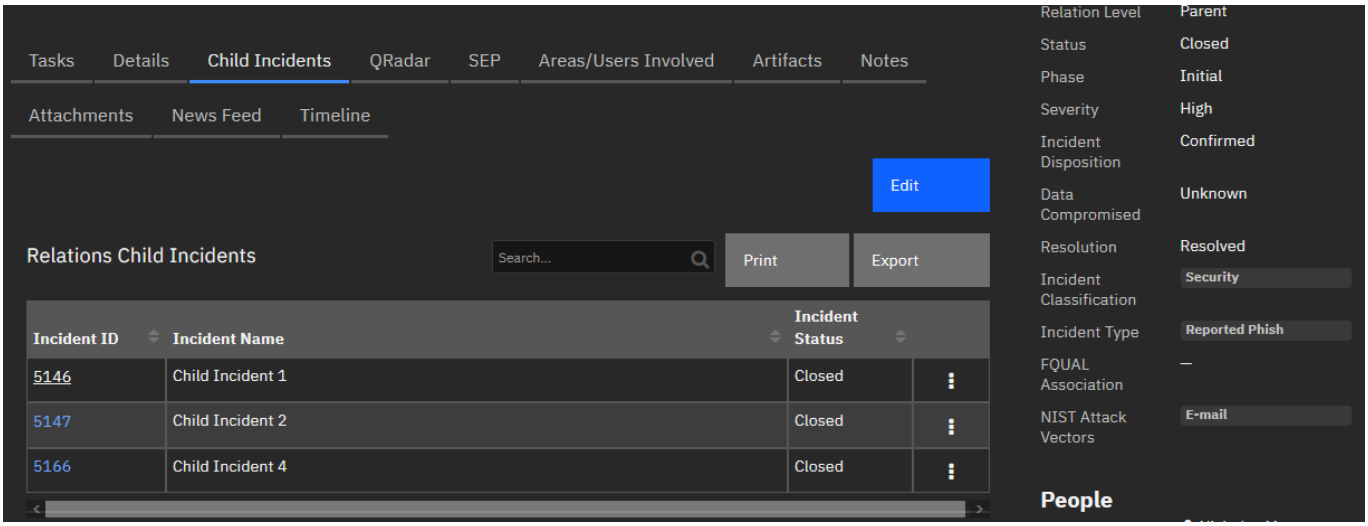
If Relation Level is: Parent

New Tab: Child Incidents

- Add Relations Child Incidents data table

Summary Section:

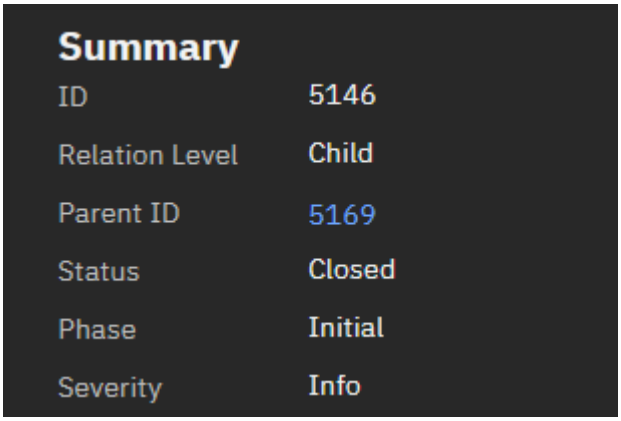
- Add Relation Level



If Relation Level is: Child

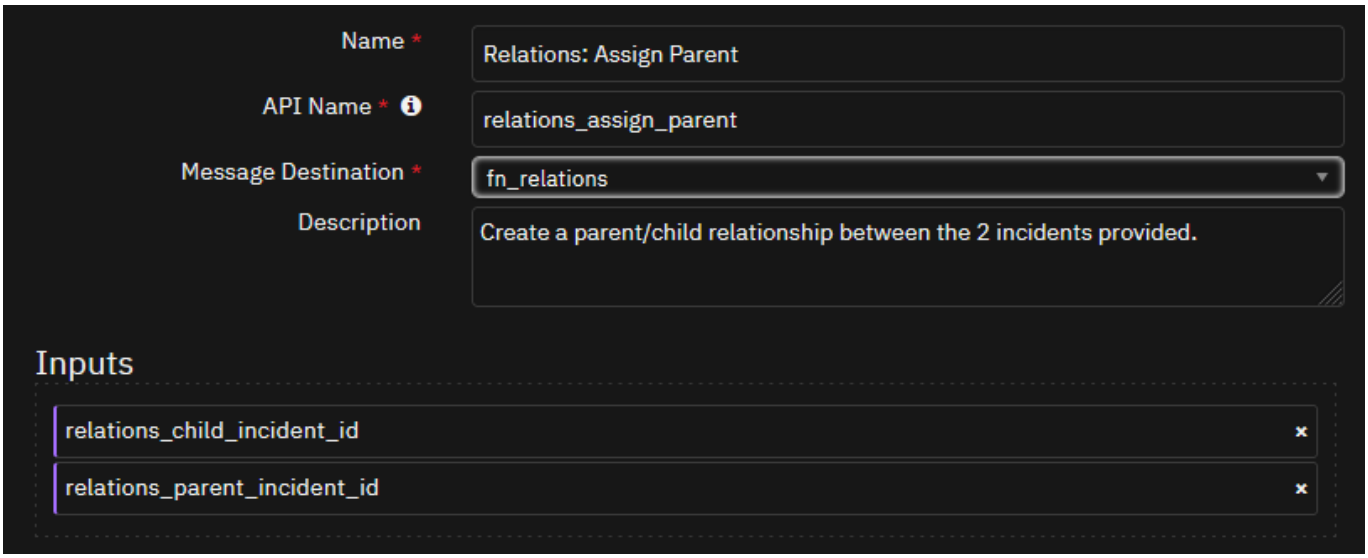
Summary Section:

- Add Relation Level
- Parent ID



Function - Relations: Assign Parent

Create a parent/child relationship between the 2 incidents provided.



▶ Inputs:

Name	Type	Required	Example	Tooltip
relations_child_incident_id	number	Yes	-	-
relations_parent_incident_id	number	Yes	-	-

▶ Outputs:

> **NOTE:** This example might be in JSON format, but `results` is a Python Dictionary on the SOAR platform.

```
results = {
    'child_artifact_results': {"success": True, "content": {'description': 'Parent
Incident ID in Relationship',
                               'type': 'related_parent_incident',
                               'value': 2345}},
    'table_addition_results': {"success": True, "content": {'cells':
{'relations_incident_id': {'value': '<div class="rte"><div><a
href="#incidents/1234" target="_blank">1234</a></div></div>'},
                                    'relations_incident_name': {'value': "Child
Incident Name"},
                                    'relations_incident_status': {'value': 'A'}
                           }}},
    'parent_artifact_results': {"success": True, "content": {'description':
'Parent Incident ID in Relationship',
                               'type': 'related_parent_incident',
                               'value': 2345}},
    'notes_synced': 5
}
```

▶ Example Pre-Process Script:

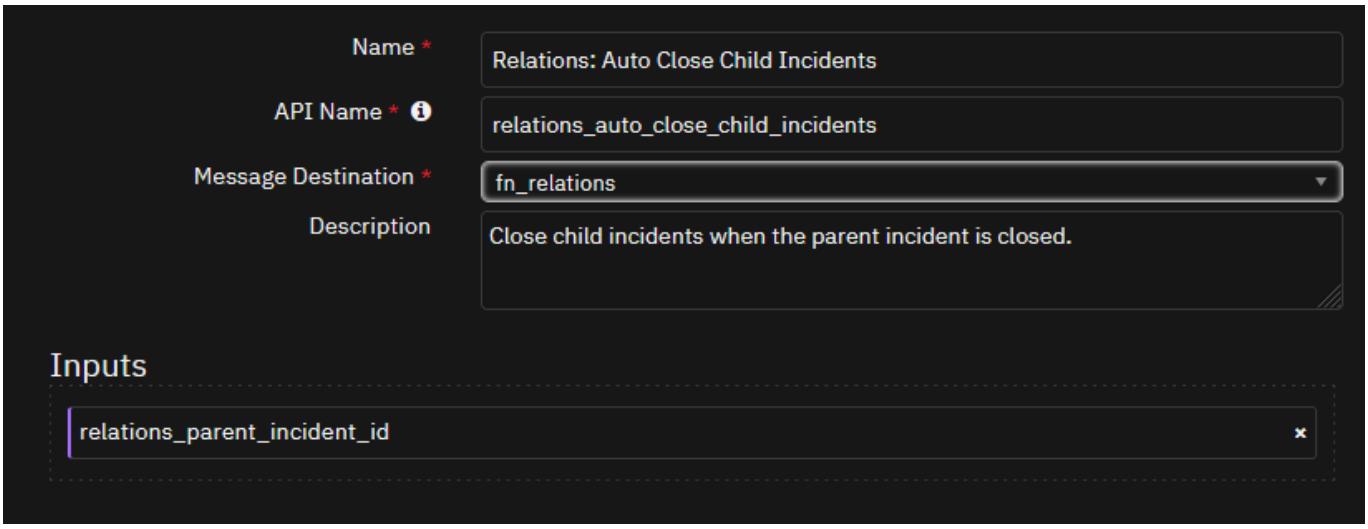
```
inputs.relations_child_incident_id = incident.id
inputs.relations_parent_incident_id = rule.properties.relations_parent_incident
```

▶ Example Post-Process Script:

```
None
```

Function - Relations: Auto Close Child Incidents

Close child incidents when the parent incident is closed.



▶ Inputs:

Name	Type	Required	Example	Tooltip
`relations_parent_incident_id`	`number`	Yes	`-`	-

▶ Outputs:

> **NOTE:** This example might be in JSON format, but `results` is a Python Dictionary on the SOAR platform.

```
results = {
    "success": True
}
```

▶ Example Pre-Process Script:

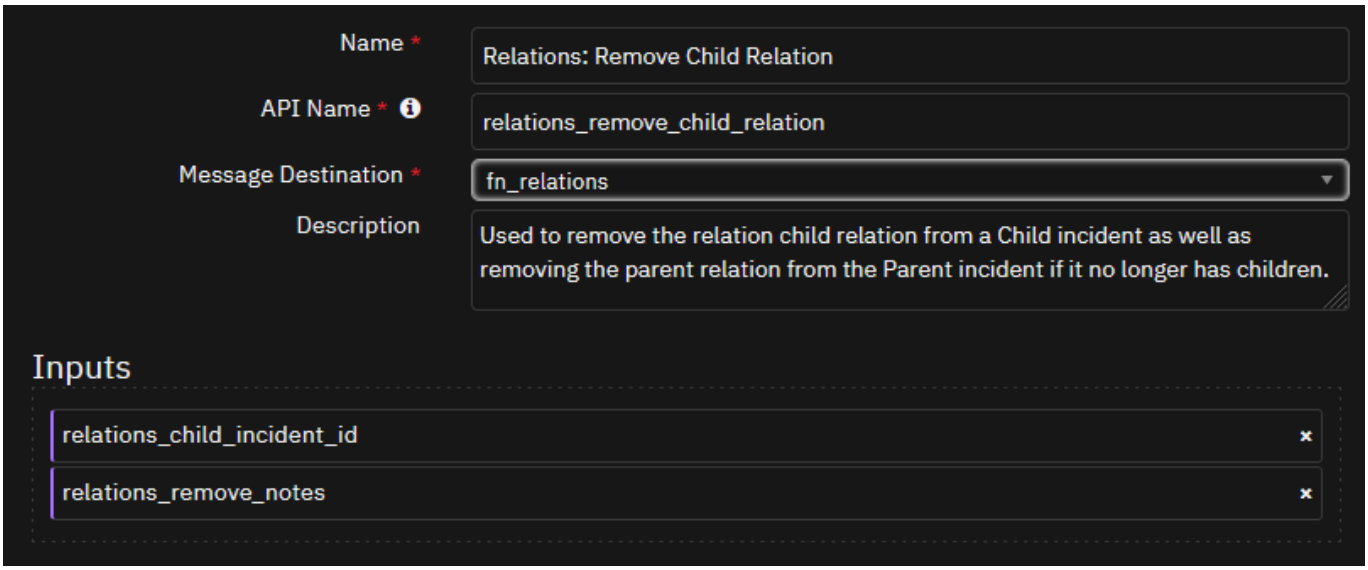
```
inputs.relations_parent_incident_id = incident.id
```

▶ Example Post-Process Script:

```
None
```

Function - Relations: Remove Child Relation

Used to remove the relation child relation from a Child incident as well as removing the parent relation from the Parent incident if it no longer has children.



▶ Inputs:

Name	Type	Required	Example	Tooltip
`relations_child_incident_id`	`number`	Yes	-	-
`relations_remove_notes`	`boolean`	Yes	-	-

▶ Outputs:

> **NOTE:** This example might be in JSON format, but `results` is a Python Dictionary on the SOAR platform.

```
results = {
    "success": True
}
```

▶ Example Pre-Process Script:

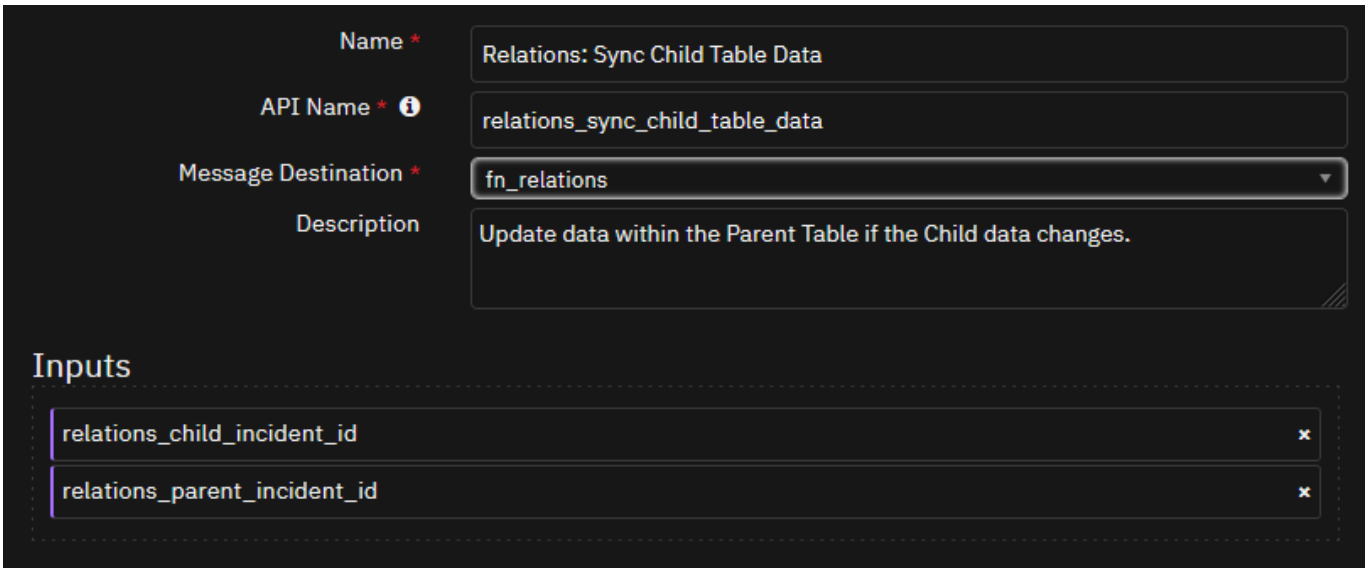
```
inputs.relations_child_incident_id = incident.id
inputs.relations_remove_notes = rule.properties.relations_remove_notes
```

▶ Example Post-Process Script:

```
None
```

Function - Relations: Sync Child Table Data

Update data within the Parent Table if the Child data changes.



▶ Inputs:

Name	Type	Required	Example	Tooltip
`relations_child_incident_id`	`number`	Yes	-	-
`relations_parent_incident_id`	`number`	Yes	-	-

▶ Outputs:

> **NOTE:** This example might be in JSON format, but `results` is a Python Dictionary on the SOAR platform.

```
results = {
    "Success": True,
    "response": {'cells': {'relations_incident_id': {'value': '<div class="rte">
<div><a href="#incidents/1234" target="_blank">1234</a></div></div>'},
                                    'relations_incident_name': {'value': "Child
Incident Name"},
                                    'relations_incident_status': {'value': 'A'}
}
```

▶ Example Pre-Process Script:

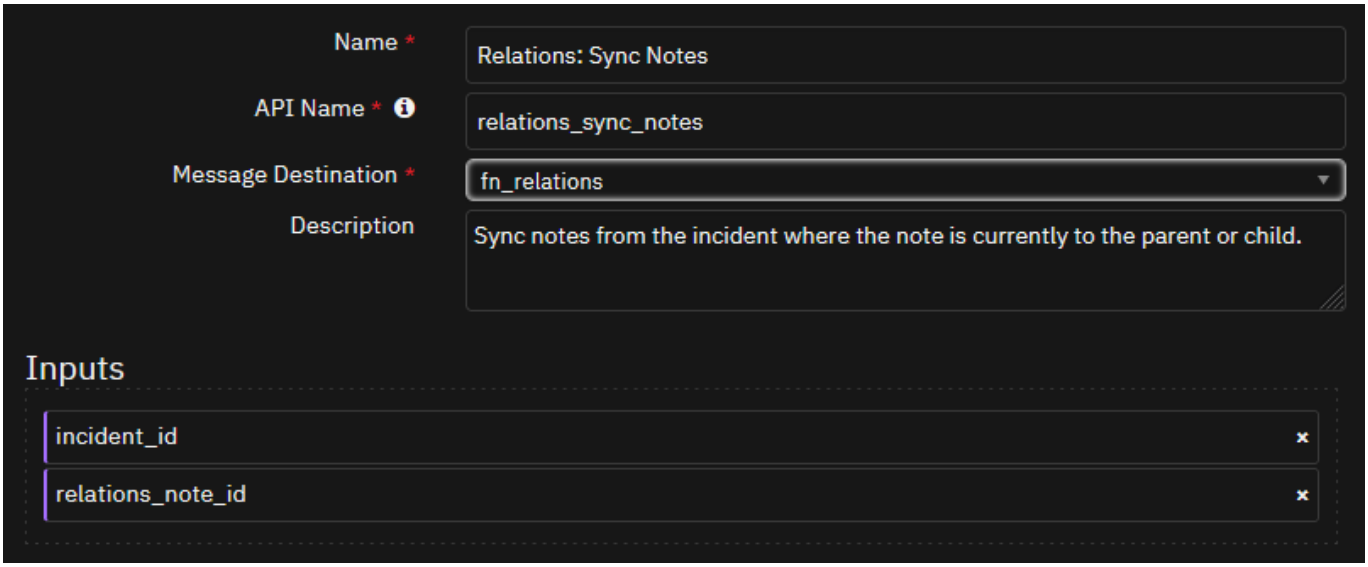
```
import re

regex = re.compile(r'#incidents/(\d+)"')

inputs.relations_parent_incident_id =
int(re.findall(regex,incident.properties.relations_parent_id['content'])[0])
inputs.relations_child_incident_id = incident.id
```

▶ Example Post-Process Script:

```
None
```

Function - Relations: Sync Notes

Sync notes from the incident where the note is currently to the parent or child.



▶ Inputs:

Name	Type	Required	Example	Tooltip
`incident_id`	`number`	Yes	`-`	-
`relations_note_id`	`number`	Yes	`-`	-

▶ Outputs:

> **NOTE:** This example might be in JSON format, but `results` is a Python Dictionary on the SOAR platform.

```
results = {
    "success": True
}
```

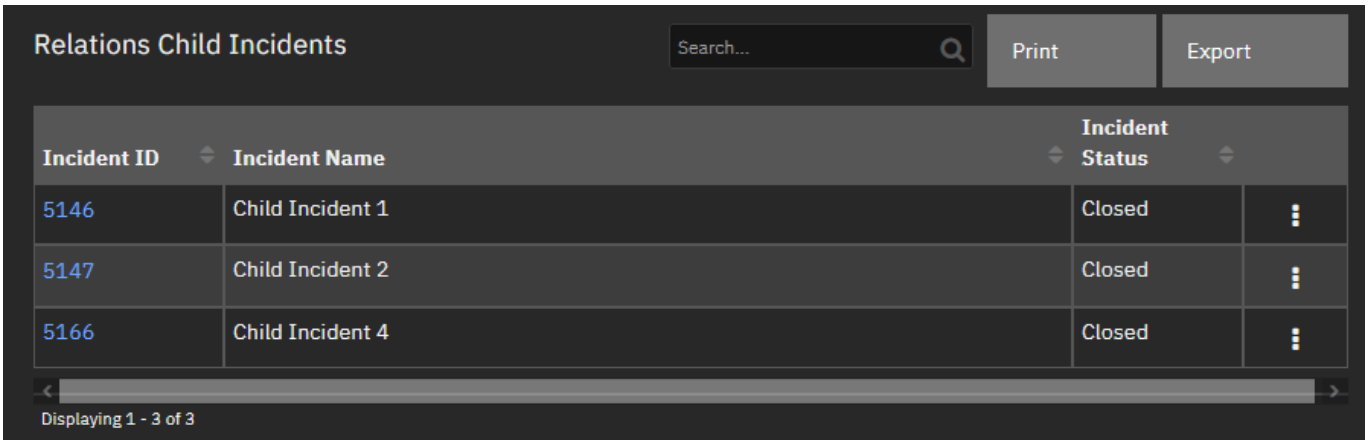
▶ Example Pre-Process Script:

```
inputs.relations_note_id = note.id
inputs.incident_id = incident.id
```

▶ Example Post-Process Script:

None

Data Table - Relations Child Incidents



API Name:

dt_relations_child_incidents

Columns:

Column Name	API Access Name	Type	Tooltip
Incident ID	relations_incident_id	textarea	-
Incident Name	relations_incident_name	text	-
Incident Status	relations_incident_status	select	-

Custom Fields

Label	API Access Name	Type	Prefix	Placeholder	Tooltip
Relation Level	relations_level	select	properties	-	Is this incident considered a Parent or Child incident?
Parent ID	relations_parent_id	textarea	properties	-	Incident Number of the Parent Incident

Custom Artifact Types

Display Name	API Access Name	Description

Display Name	API Access Name	Description
Related Parent Incident	`related_parent_incident`	Incident ID of the parent of all related incidents to create a relation within Resilient incidents manually.

Rules

Rule Name	Object	Workflow Triggered
Example: Relations - Assign Parent Incident	incident	`example_relations_assign_parent`
Example: Relations - Close Child Incidents	incident	`example_relations_auto_close_child_incidents`
Example: Relations - Remove Child Relation	incident	`example_relations_remove_child_relation`
Example: Relations - Sync Notes with Child	note	`example_relations_sync_notes_to_parentchild`
Example: Relations - Sync Notes with Parent	note	`example_relations_sync_notes_to_parentchild`
Example: Relations - Update Child Incident Parent Data Table	incident	`example_relations_update_child_table_data`

Troubleshooting & Support

Refer to the documentation listed in the Requirements section for troubleshooting information.

For Support

This is a IBM Community provided App. Please search the Community ibm.biz/soarcommunity for assistance.