Chronicle App for Jira Cloud

Release Documentation and User Guide

Overview

Chronicle is a global security telemetry platform for investigating incidents and hunting for threats in your enterprise network. Purpose-built on core Google infrastructure, Chronicle can ingest massive amounts of telemetry data, normalize it, index it, correlate it to known threats, and make it available for analysis in seconds. The intended application will create Jira issues based on alerts, IoCs, and detections generated by the Chronicle platform.

Chronicle App for Jira Cloud provides functionality to periodically receive alerts, IoCs, and detections from Google Chronicle into Jira Cloud based on specific filters and configured schedules. The app allows users to configure filters related to alerts and detections. The app would create issues in the configured project in Jira based on the Chronicle data. The created issues will have custom issue types, custom fields, and the Chronicle Enrichment feature. App provides a Chronicle Enrichment manual action. Users can enrich Jira issues with any of the following that would be added as part of the Issue comment:

1. IoC Details
2. List Events Discovered
3. List Asset Impacted

Compatibility Matrix

Browser	Google Chrome, Safari
Google Chronicle REST API Version	IOCs: v1, Alerts: v1, Detections: v2
Jira Cloud REST API Version	v3
Forge CLI Version	v6.3.0
Development Platform	Atlassian Forge
App Hosting Type	Cloud
Supported Atlassian Products	Jira, Jira Service Management

Prerequisites

- Jira Cloud instance configured properly with Chronicle App installed.

User Permissions

- Only Jira admin users could configure the App.

Release Notes

v1.0.0

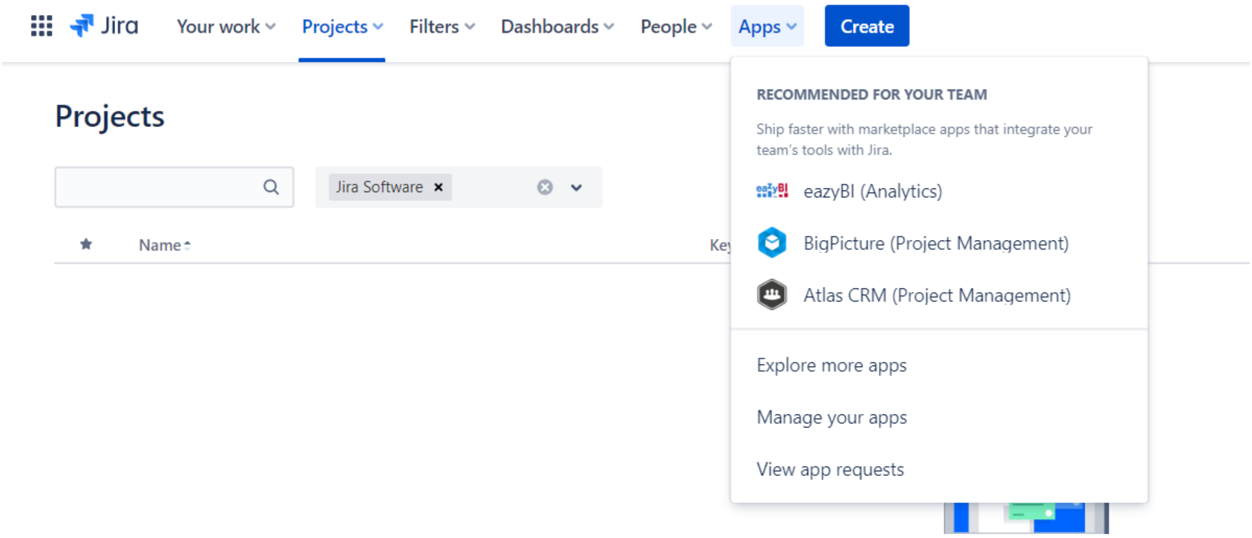
- Automated Chronicle Sync
    - The app will automatically fetch Chronicle Alerts, Detections, or Indicators of compromise and create Jira issues corresponding to them
    - Syncing process occurs at the user-configured interval.
    - The app provides flexibility to the user for doing certain configurations for the scheduler, Jira projects, and filters for detections and alerts
    - The app would create custom issue types for Alerts, Detections, or IoCs in Jira and add custom fields to enrich issues with Chronicle Data

- Manual Chronicle Enrichment
    - The app provides a manual action in the issues created by the app to enrich them with the Chronicle information
    - App provides a manual action to bring data related to which Assets were impacted and which Events were discovered related to a particular Domain or IP address in the user provided time frame and add the information in the Jira comment
    - The app allows user to perform following enrichments:
        - IoC Details
        - List Assets Impacted
        - List Events Discovered

App Usage Instructions

Installation

1. Log in to your Atlassian Jira account. Click on the Apps tab on the top and then select Explore more apps. Only Jira administrators have the privilege to access this.



Ship faster with marketplace apps that integrate your team's tools with Jira.

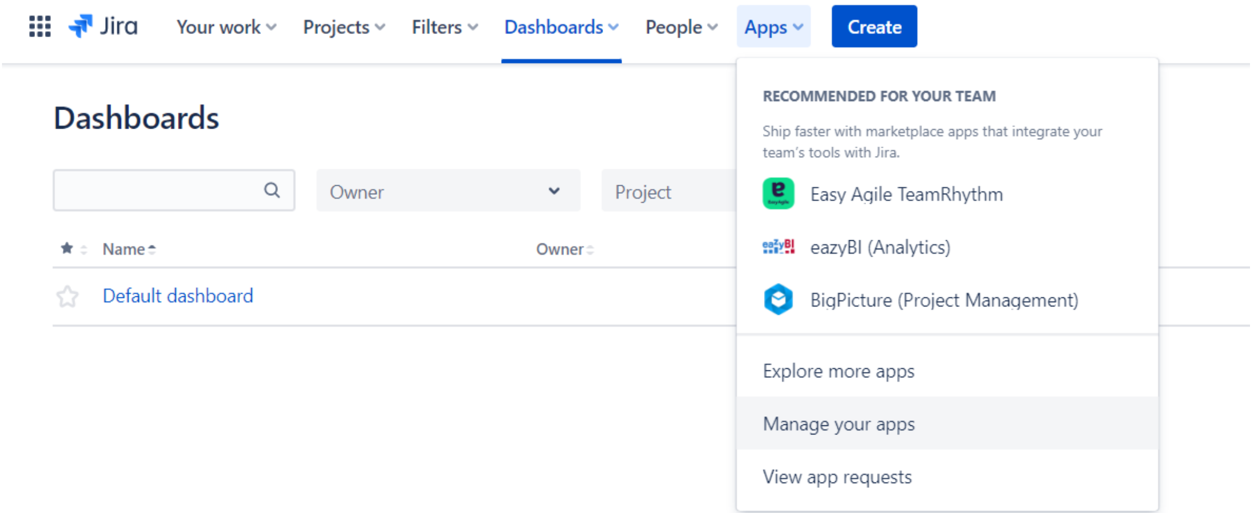
2. In the search bar, search for the Chronicle App for Jira. Click on the app and then press the *Get App* button. A pop-up would appear, then click on the *Get it now* button. Pressing that would begin the installation process. Once installed, a message would appear on the bottom left indicating that installation is successful.
3. Click on the apps tab on the top and navigate to *Manage Apps*. You would be able to see the Chronicle App for Jira in the User-Installed Apps section.

Getting User's Service Account JSON

1. This app requires User's Service Account JSON from Chronicle, which is used to make API calls from Jira to Chronicle.
2. The User's Service Account JSON is required during the configuration of the app post-installation.
3. To generate the User's Service Account JSON, follow these steps.

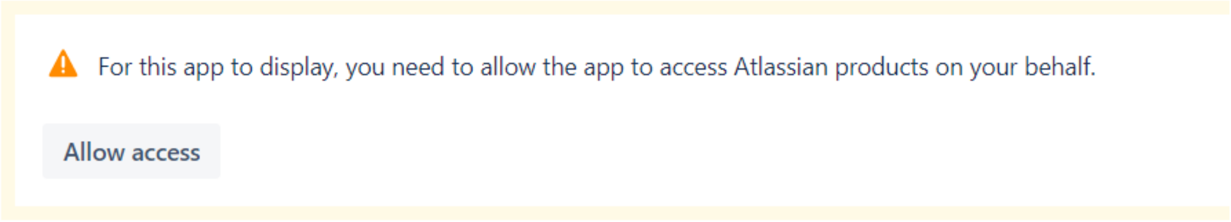
Configuring Chronicle App

1. Post successful installation, under the Apps tab on the top, a Manage your apps option would be visible. Clicking on it would open the Manage Apps section.



Ship faster with marketplace apps that integrate your team's tools with Jira.

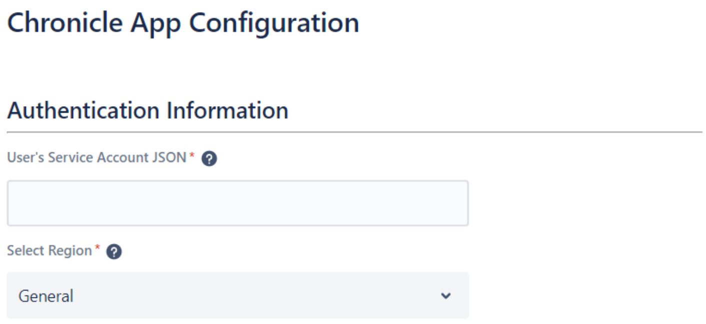
2. On the left panel, the Chronicle App for Jira Cloud under the Apps section would be visible, Clicking on it would open the configuration page for the Chronicle App for Jira Cloud.
3. For the first time, it might ask for allowing the app to access Atlassian products on your behalf. Clicking on the Allow access button would open the authorization window. After validating the permission, Accept button needs to be clicked.



For this app to display, you need to allow the app to access Atlassian products on your behalf.

4. It would open up the Configuration page for the app.
5. The user needs to provide the *Google Service Account JSON* and *Select the region* based on the location of the chronicle backstory instance under the Authentication

Information panel.



Chronicle App Configuration

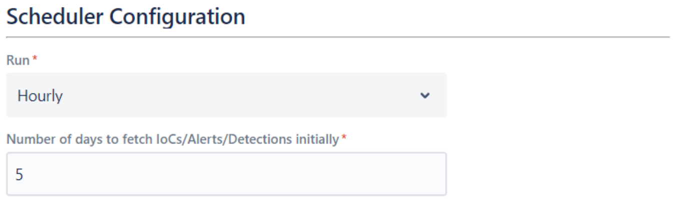
Authentication Information

User's Service Account JSON *

Select Region *

General

6. In Scheduler Configurations, a user needs to select the interval at which the syncing process should occur between Chronicle and Jira. The provided options are Hourly, Daily and Weekly. The app also allows fetching historical data. In the field *Number of days, to fetch IoCs/Alerts/Detections initially* users can add the number of days from which they want to collect data from the Chronicle and create Jira issues.



Scheduler Configuration

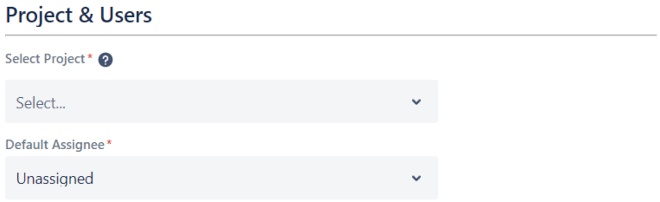
Run *

Hourly

Number of days to fetch IoCs/Alerts/Detections initially *

5

7. The user needs to *select project* in which Jira issues will be created. If the required project is not visible in the dropdown, type the project name in the project selection field and if the project with the entered name is present it will show up for selection. The project selection field restricts team-managed projects. Users also need to select the *default Assignee*, the default will be unassigned.



Project & Users

Select Project *

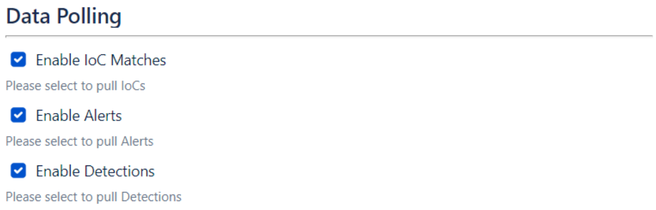
Select...

Default Assignee *

Unassigned

8. The user needs to select the data polling checkbox for which the data needs to be fetched from Chronicle and Jira issues need to be created. At least one checkbox selection is required.
8.1 - There are two types of detections which can be fetched from the Chronicle, one with alert_state as ALERTING and another one with NOT_ALERTING. By default, the app retrieves detections with alert_state as ALERTING. However, this can be changed in

the filters panel, as explained in the tenth point below.



Data Polling

☑ Enable IoC Matches

Please select to pull IoCs

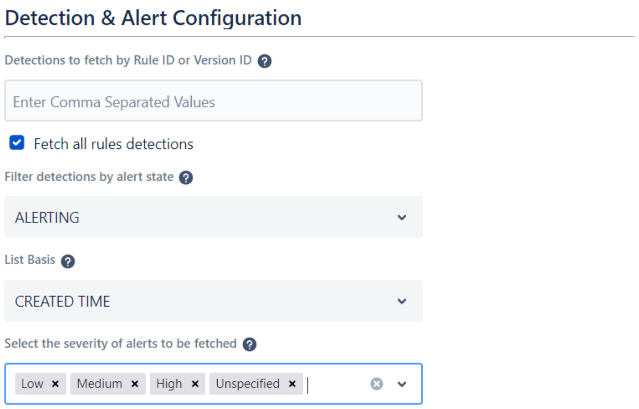
☑ Enable Alerts

Please select to pull Alerts

☑ Enable Detections

Please select to pull Detections

9. In the *Detections to fetch by Rule ID or Version ID* field user can provide comma-separated ruleID and versionID and if it is not provided, by default detection of all ruleIDs and versionIDs will be collected.
10. In the *Filter detections by alert state* field, the user can filter detections based on alert state. By default, it will be filtered by ALERTING state.
11. In the *List Basis*, the user can select which sort type the detections will be fetched. By default, it will be Created Time.
12. In the *Select the severity of alerts to be fetched* field user can select which severity of alerts issue will be created. Multiple severities can be provided. By default, issues will be created for all alert severities.



Detection & Alert Configuration

Detections to fetch by Rule ID or Version ID

Enter Comma Separated Values

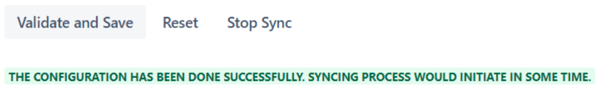
☑ Fetch all rules detections

Filter detections by alert state: ALERTING

List Basis: CREATED TIME

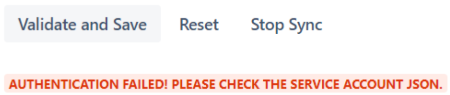
Select the severity of alerts to be fetched: Low, Medium, High, Unspecified

13. After configuring all these fields, the user needs to click *Validate and Save* button to save the configuration. On successful authentication, it would show a message as seen in the below image.



THE CONFIGURATION HAS BEEN DONE SUCCESSFULLY. SYNCING PROCESS WOULD INITIATE IN SOME TIME.

14. In case of a failed authentication, it would show a message as seen in the below image.



AUTHENTICATION FAILED! PLEASE CHECK THE SERVICE ACCOUNT JSON.

15. Reset Button: When the *Reset* button is clicked it would clear all the previously saved configuration parameters and checkpoints.

16. Stop Sync: When the *Stop Sync* button is clicked, further scheduler runs will be stopped.

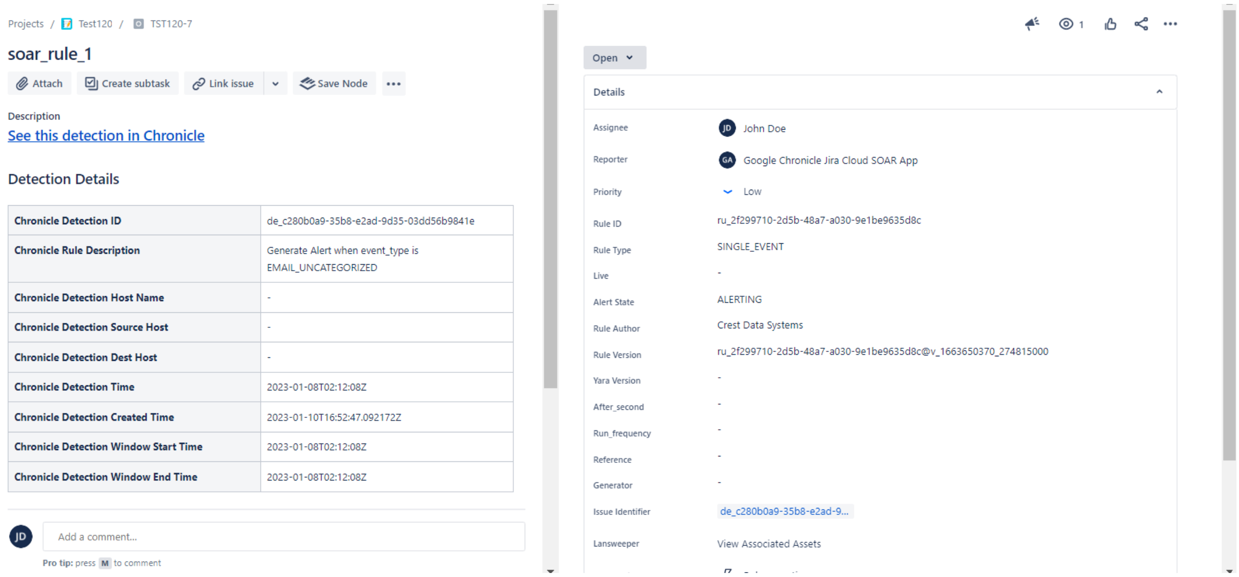
Configuration Page Field Information

Field Name	**Description**
User’s Service Account JSON	Enter service account JSON file contents. Steps to get service account JSON file.
Select Region	Select the region based on the location of the chronicle backstory instance. Options: General, Europe, Europe West, Asia
Run	Select the interval at which the scheduler should run. Options: Hourly, Daily, Weekly
Number of days to fetch IoCs/Alerts/Detections initially	For how many days of historical data to be fetched. Max: 31 days
Select Project	Select the project in which Jira issues will be created. This field restricts Team-managed projects.
Default Assignee	Select to whom the created issues will be assigned by default. Options: unassigned, administrator, automatically
Enable IoC Matches	Whether to poll IoC Matches data or not
Enable Alerts	Whether to poll Alerts data or not
Enable Detections	Whether to poll Detections data or not
Detections to fetch by Rule ID or Version ID	Fetches detection by either Rule ID (format: ru_{UUID}) or Version ID (format: {ruleId}@v_{int64}_{int64}. Enter in comma-separated format to add multiple. Entered rules have precedence over the 'Fetch all rules detections' checkbox.
Fetch all rules detections	The detections of all rules and versions will be fetched.
Filter detections by alert state	Select the alert state to filter the detections to be fetched using fetch incidents. Available options are 'ALERTING' and 'NOT_ALERTING'.

List Basis	Sort detections by 'DETECTION_TIME' or by 'CREATED_TIME'. If not specified, it defaults to 'CREATED_TIME'. This configuration is applicable to 'Detection alerts' only.
Select the severity of alerts to be fetched	Select the severity of alerts to be filtered for Fetch Incidents. Available options are 'High', 'Medium', 'Low', and 'Unspecified' (If not selected, fetches all alerts).
Validate and Save	This button will authenticate and validate all the configurations entered by the user. On successful authentication and validation, the configuration will be stored in the Forge storage.
Reset	This button will reset all the configurations and remove any old checkpoints stored.
Stop Sync	This button will stop any further scheduler runs.

Issue Creation

1. Once the Configurations are validated and saved successfully, the issue creation process will be initiated.
2. The issues will get created in the configured project and syncing will occur at user-configured intervals.



soar_rule_1

Description

See this detection in Chronicle

Detection Details

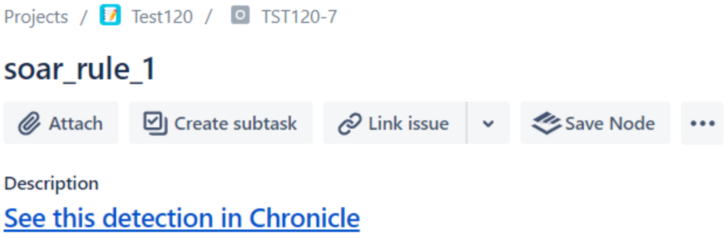
Chronicle Detection ID	de_c280b0a9-35b8-e2ad-9d35-03dd56b9841e
Chronicle Rule Description	Generate Alert when event_type is EMAIL_UNCATEGORIZED
Chronicle Detection Host Name	-
Chronicle Detection Source Host	-
Chronicle Detection Dest Host	-
Chronicle Detection Time	2023-01-08T02:12:08Z
Chronicle Detection Created Time	2023-01-10T16:52:47.092172Z
Chronicle Detection Window Start Time	2023-01-08T02:12:08Z
Chronicle Detection Window End Time	2023-01-08T02:12:08Z

Details

Assignee	JD John Doe
Reporter	GA Google Chronicle Jira Cloud SOAR App
Priority	Low
Rule ID	ru_2f299710-2d5b-48a7-a030-9e1be9635d8c
Rule Type	SINGLE_EVENT
Live	-
Alert State	ALERTING
Rule Author	Crest Data Systems
Rule Version	ru_2f299710-2d5b-48a7-a030-9e1be9635d8c@v_1663650370_274815000
Yara Version	-
After_second	-
Run_frequency	-
Reference	-
Generator	-
Issue Identifier	de_c280b0a9-35b8-e2ad-9...
Lansweeper	View Associated Assets

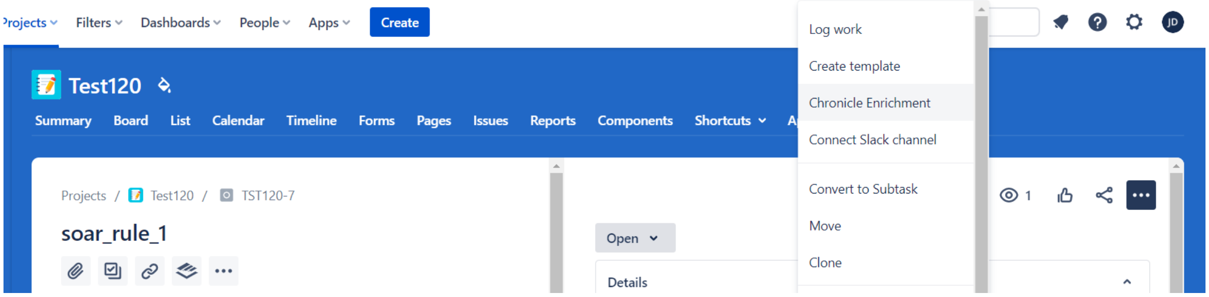
3. All the details related to the corresponding Detection/Alert/Ioc will be added in the description along with the Event Discovered.

4. In the Details panel, the user would be able to see the custom fields which have the Chronicle information.
5. In the Description, a link is provided to see the Detection/Alert/Ioc in Chronicle. When the user clicks on the provided link, it navigates to the Chronicle platform where details of the detection can be seen.

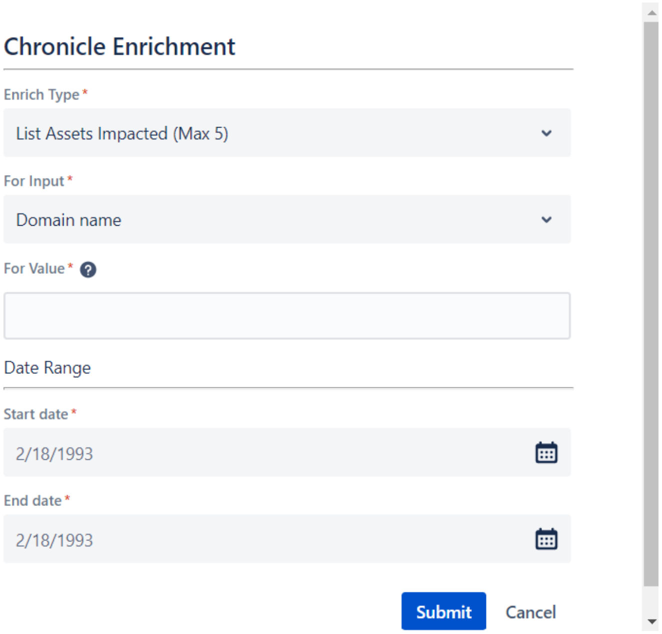


Issue Enrichment

1. If the user opens any of the issues created by the app and navigates to the top right corner, the user will be able to see a Chronicle Enrichment option.



2. On clicking the Chronicle Enrichment option, it would open a panel where the user needs to configure the data with which they want to enrich the Jira issue



Chronicle Enrichment

Enrich Type*

List Assets Impacted (Max 5)

For Input*

Domain name

For Value*

Date Range

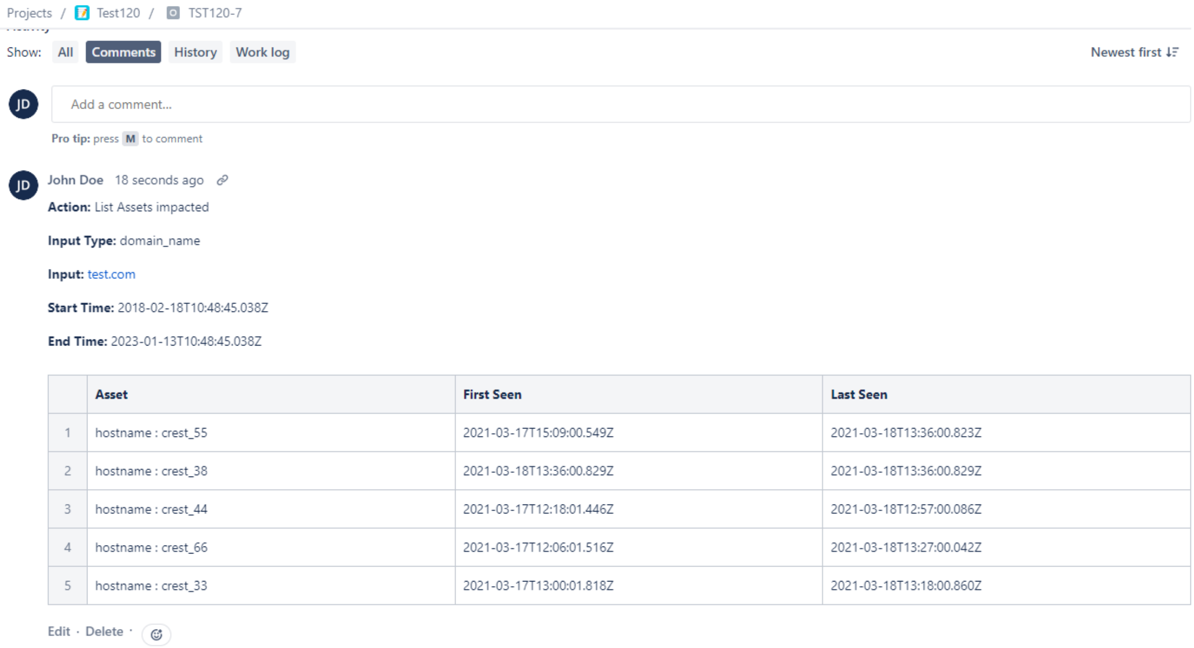
Start date*

2/18/1993

End date*

2/18/1993

3. Once the details are added and clicked on the submit button, it would add the details in the comment section of the issue.



Projects / Test120 / TST120-7
Show: All Comments History Work log
Newest first
JD
Add a comment...
Pro tip: press M to comment
JD

John Doe 18 seconds ago

Action: List Assets impacted

Input Type: domain_name

Input: test.com

Start Time: 2018-02-18T10:48:45.038Z

End Time: 2023-01-13T10:48:45.038Z

	Asset	First Seen	Last Seen
1	hostname : crest_55	2021-03-17T15:09:00.549Z	2021-03-18T13:36:00.823Z
2	hostname : crest_38	2021-03-18T13:36:00.829Z	2021-03-18T13:36:00.829Z
3	hostname : crest_44	2021-03-17T12:18:01.446Z	2021-03-18T12:57:00.086Z
4	hostname : crest_66	2021-03-17T12:06:01.516Z	2021-03-18T13:27:00.042Z
5	hostname : crest_33	2021-03-17T13:00:01.818Z	2021-03-18T13:18:00.860Z

Chronicle Enrichment Field Information

Field Name	**Description**
Enrich Type	Select which type of data to be fetched. Options: List Assets Impacted (Max 5), List Events Discovered (Max 5), IoC Details

For Input	The options of this field are dependent on Enrich type: List Assets Impacted ● Domain Name ● IP Address ● HASH MD5 ● HASH SHA1 ● HASH SHA256 List Events Discovered ● Host Name ● IP Address ● MAC Address ● Product ID IoC Details ● Domain Name ● IP Address
For Value	Enter value based on selected For Input option. Multiple values are not supported.
Date Range	Select the start date and end date. This is only applicable to List Assets Impacted and List Events Impacted. Future dates are not allowed.

Third-Party Libraries Used

Library	Version	Github/Bitbucket	License
eslint	7.32.0	https://github.com/eslint/eslint	https://github.com/eslint/eslint/blob/v7.32.0/LICENSE
eslint-plugin-react-hooks	4.2.0	https://github.com/facebook/react	https://github.com/facebook/react/blob/main/LICENSE
husky	8.0.3	https://github.com/typicode/husky	https://github.com/typicode/husky/blob/main/LICENSE
atlaskit/button	16.4.0	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
atlaskit/css-reset	6.3.19	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
atlaskit/datetime-picker	12.3.0	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
atlaskit/form	8.7.0	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
atlaskit/icon-object	6.2.7	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE

atlaskit/select	15.7.5	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
atlaskit/textfield	5.3.1	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
atlaskit/tooltip	17.6.1	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
atlaskit/checkbox	12.4.0	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
atlaskit/lozenge	11.3.1	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
atlaskit/modal-dialog	12.4.1	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/	https://bitbucket.org/atlassian/atlassian-frontend-mirror/src/master/LICENSE
react	16.13.1	github.com/facebook/react	https://github.com/facebook/react/blob/main/LICENSE
react-dom	16.13.1	github.com/facebook/react	https://github.com/facebook/react/blob/main/LICENSE

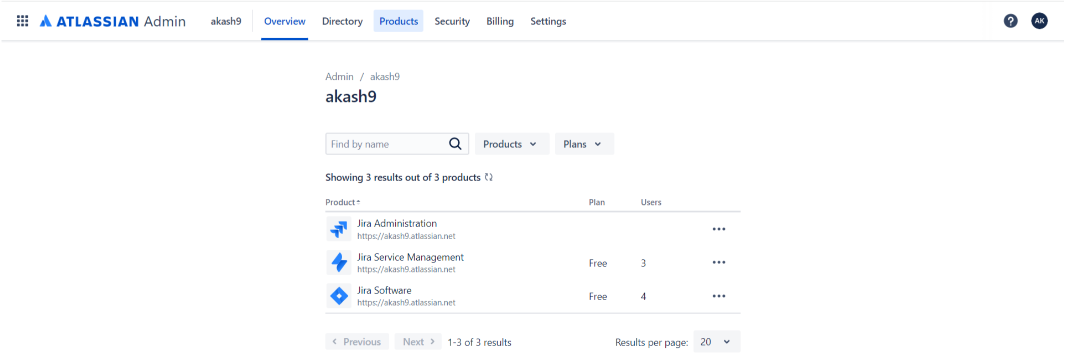
Known Behavior

1. After the successful configuration, the Atlassian Forge platform may take some time to initiate the scheduler.
2. In case the user resets the app configuration then all the data of the configured interval will be fetched again and respective issues will be created. This will result in the duplication of previously created issues.
3. In case during the scheduler run, a platform unexpected error is faced then the scheduler execution will be stopped and will continue from the next scheduler run based on the checkpoint saved before the error occurrence.
4. In case an error occurred during the issue creation process, the app will retry the issue creation process of the failed records a maximum of 4 times. If after 4 times still the failure occurs then proper logs will be added for those failures.

Troubleshooting

1. To see the application logs, follow the below steps. It would require the role of a system administrator.

    a. Go to https://admin.atlassian.com/.
    b. Click on Products.



Admin / akash9

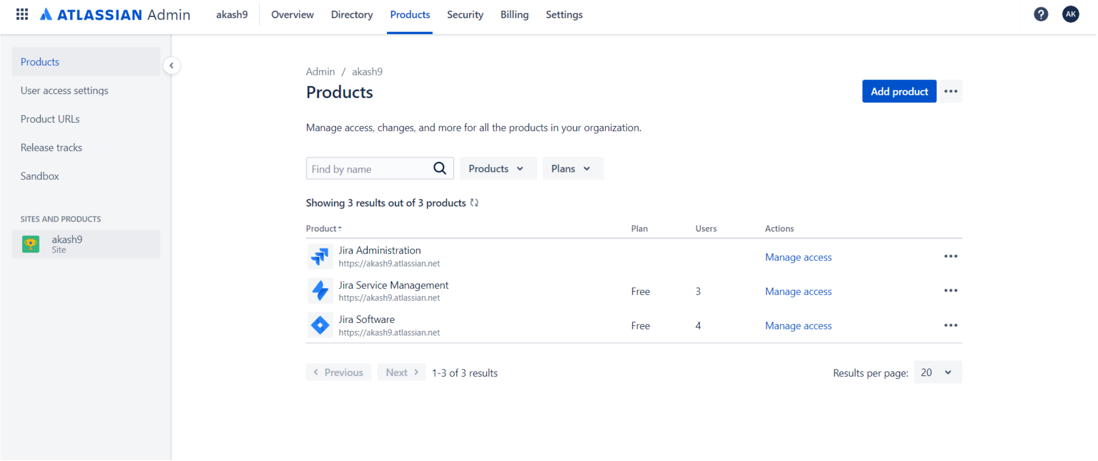
akash9

Showing 3 results out of 3 products

Product	Plan	Users
Jira Administration https://akash9.atlassian.net		
Jira Service Management https://akash9.atlassian.net	Free	3
Jira Software https://akash9.atlassian.net	Free	4

< Previous Next > 1-3 of 3 results Results per page: 20

c. Click on SITES AND PRODUCTS.



Admin / akash9

Products

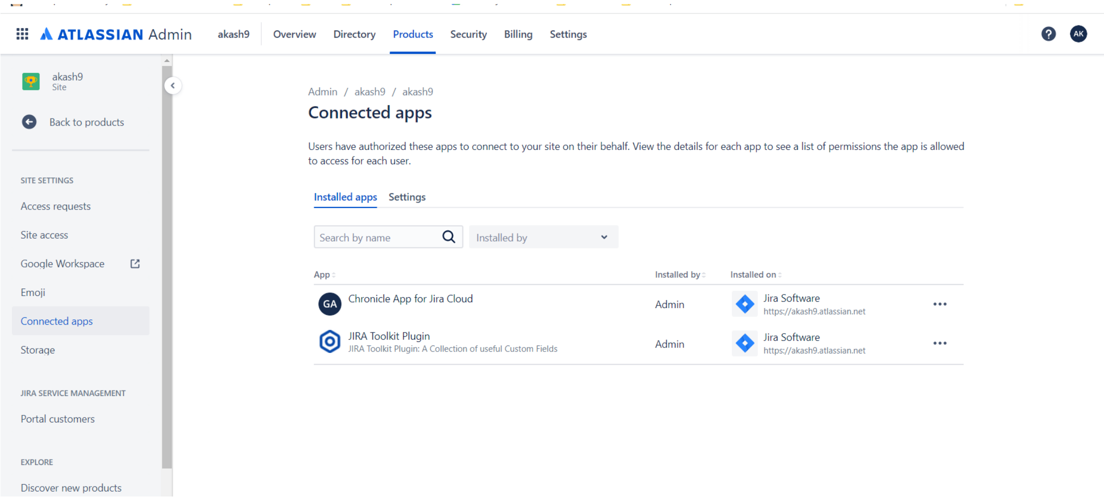
Manage access, changes, and more for all the products in your organization.

Showing 3 results out of 3 products

Product	Plan	Users	Actions
Jira Administration https://akash9.atlassian.net			Manage access
Jira Service Management https://akash9.atlassian.net	Free	3	Manage access
Jira Software https://akash9.atlassian.net	Free	4	Manage access

Previous Next 1-3 of 3 results Results per page: 20

d. Navigate to “Connected Apps”.



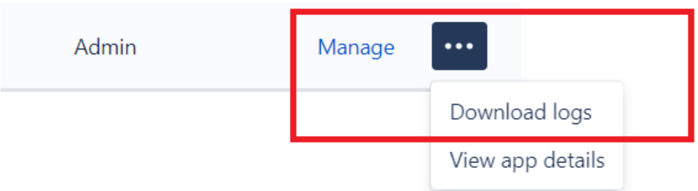
Admin / akash9 / akash9

Connected apps

Users have authorized these apps to connect to your site on their behalf. View the details for each app to see a list of permissions the app is allowed to access for each user.

App	Installed by	Installed on
Chronicle App for Jira Cloud	Admin	Jira Software https://akash9.atlassian.net
JIRA Toolkit Plugin JIRA Toolkit Plugin: A Collection of useful Custom Fields	Admin	Jira Software https://akash9.atlassian.net

e. Click on 3 dots and click on Download logs.



2. Manage users, groups, permissions, and roles in Jira Cloud
   a. To manage users, groups, permissions, and roles in Jira Cloud review the following link and execute the steps

https://support.atlassian.com/jira-cloud-administration/docs/manage-users-groups-permissions-and-roles-in-jira-cloud/

3. Unable to install/activate the app on Jira Cloud
    a. If any issue is faced during installation/activation of the app on the Jira Cloud, review the following link and execute the steps. https://confluence.atlassian.com/upm/installing-marketplace-apps-273875715.html

4. Issue encountered in Jira Issue creation
    a. If an error occurs during authentication, in the creation of issues based on the user's configured details, or in the creation of new issues after resetting/updating the configured fields, the user can check the error message and reset the data on the Configuration page. Make sure to reset cautiously, as it might result in duplication of issues.