

# VULNERABILITY MANAGEMENT USER GUIDE

# **Purpose and Objectives**

The main objective of Vulnerability Management is to detect, notify and where necessary remediate vulnerabilities in a timely fashion.



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# **1 Verizon Enterprise Center**

The Security advisories / Vulnerability Tool is accessed via <u>Verizon Enterprise Center</u>. You can find the Verizon Security Advisories info-page <u>here</u>.

# 2 Access to Security advisories / Vulnerability Tool

After successful login to Verizon Enterprise Center (VEC), access to the Security advisories / Vulnerability Tool can be accomplished 3 ways:

- 1) From the main customer splash page under Repairs & Service
- 2) From the Service Management Dashboard Tools Dropdown
- 3) From the Security advisories POD (Available on the Main Splash Page or the Service Management Dashboard if added).

### 2.1 Main customer splash page under Repairs & Service

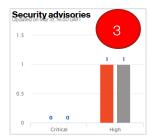


### 2.2 Service Management Dashboard Tools Dropdown

erizor	רע Manag	je Accoun	nt Suppor	t										Search	
ashboard	Inventory	Мар	Tickets/Event	s Alarms	Servio	008	¥ 8	earch by Ad	ldress or Se	rvice ID	٩)			Create Request Tools V Advanced Inventory Search Manage Requests	) *
	dent Tickets id on Feb 17, 14:50 GMT		II	Scheduled Events Updated on Feb 17, 14:50 GMT								 Network Health Updated on Feb 17, 14:50 GMT	Cr	Manage Service Groups	
		0			THU	FRI	SAT	Februar SUN	y, 2022 MON	TUE	WED	Service Group Total P1 P2.P4 None		Secure Messaging NEW <u>Security Advisories</u> 2	
	$\left( 0 \right)$	Pri 3			17	18	19	20	21	22	23	10 0 0 00		Service Inventory Reports Service Management Reporting	



### 2.3 Security advisories POD



### **3 Customer Selection**

Accounts listed under Customer ID are aligned to the Legal Entity Identifier (LE ID) for the customer. Some VEC users may have permissions to multiple LE IDs, thus will have as many customers listed in the Customer ID dropdown as illustrated below.

Service   Tools   Vulnerability Tool		
Security advisories 👩		
Customer ID:		Managed Customer Name:
Test Account 1	~	Select a Managed Customer 🗸 🗸
Test Account 1	*	
Customer A		
Customer B		
Customer C		
	*	

Based on the selected customer in the Customer ID field, associated options will be populated in the Managed Customer Name dropdown. In the example below, three Managed Customers share the same LE ID as part of Customer B.

Security ad		Service   Tools   VulnerabilityTool											
	lvisorie	es 🕕											
Customer ID:				Managed Customer Name:									
Customer B			~	Customer B (AsiaPac)	~								
				Customer B (AsiaPac)									
Confirmed	Potentia	I		Customer B (EMEA)									
				Customer B (North America)									
All Advisories 25	Critical 2	High 23											



# 4 Confirmed advisories

Confirmed advisories have been evaluated by the Managed Services Operations team and are confirmed as impacting to the customer environment. Customer action is required to Remediate.

Confirmed advisories can be viewed by critical and high impact, or you can view both severities in the single "All Advisories" view.

Service   Tools   Vulnerability Tool					(Tools 🗸 )
Security advisories 🌒					
CustomerID: Managed	I Customer Name:				
Confirmed     Potential       All Advisories     Critical     High       8     0     8					Remediate
				Search by Advisory ID	् ү ⊥ ‡
Advisory ID	Advisory description	Customer Name	Number of devices impacted		
O CVE-2020-3405	A vulnerability in the web UI of Cisco SD-WAN vManage Software could <u>View more</u>		1	View	
O CVE-2021-1223	Multiple Cisco products are affected by a vulnerability in the Snort <u>View more</u>		4	<u>View</u>	

### **5** Potential advisories

Potential advisories are under evaluation by the Managed Services Operations team, but an initial triage indicates the customer is potentially impacted based on a combination of the device's hardware model and software version. No customer action is required on a potential advisory.

Similar to confirmed advisories, potential advisories can also be viewed by critical and high impact, or you can view both severities in the single "All Advisories" view.

Service   Tools   Vulnerability Tool					Tools V
Security advisories 🚯					
Customer ID:	Managed Customer Name:				
Confirmed Potential					
All Advisories Critical High 34 4 30					
				Search by Advisory ID	<u> </u>
Advisory ID	Advisory description	Customer Name	Number of devices impacted		
CVE-2020-1975	Missing XML validation vulnerability in the PAN-OS web interface on Palo <u>View more</u>		1	View	
CVE-2020-1979	A format string vulnerability in the PAN-OS log daemon (logd) on <u>View more</u>		2	View	
CVE-2020-1990	A stack-based buffer overflow vulnerability in the management <u>View more</u>		1	View	



Submit

Cancel

### 6 Advisories and Devices View

There are two main views within the tool: Advisories View and Devices View. You can switch between the Advisories and Devices view by selecting the gear icon to the right of the search option. You can customize the columns you want to view as well as adjust the number of records per page.

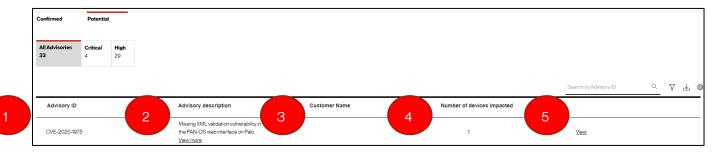
nfirmed Potential				
Il Advisories Critical High 3 4 29				
				Customize columns
			Search by Advisory ID	<u> </u>
Advisory ID Advisory description	Customer Name	Number of devices impacted		
Missing XML validation vulnarability in CVE-2020-1975 the PAN-OS web interface on Palo <u>View more</u>		1	View	
A format string vulnerability in the CVE-2020-1879 PAN-OS log daemon (logd) on <u>View more</u>		2	View	
	-			
×				
Customize table				
ou can choose to view the details by 'Advisories' or 'Devices'				
/iew details by				
Advisories O Devices 2				
Select columns				
Customer Given Entity Name				
Verizon DNS Entity Name				
Serial Number				
Model				
Widder				
✓ OS Version				
_				
✓ Advisories				
Row settings				
items per page: 25 records ✓ 4				



### 7 Basic page navigation – Advisories View

The default Advisories view contains the following columns:

- 1) Advisory ID
- 2) Advisory description
- 3) Customer name
- 4) Number of devices impacted
- 5) View



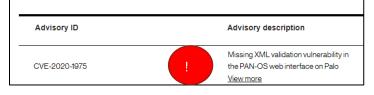
#### The Advisory ID is the Common Vulnerabilities and Exposures (CVE) number assigned to the advisory.

Confirmed	Potential									
All Advisories 33	Critical 4	High 29								
						Search by Advisory ID	۹	$\nabla$	⇒	ø
Advisory ID			Advisory description	Customer Name	Number of devices impacted					-
CVE-2020-197	5		Missing XML validation vulnerability in the PAN-OS web interface on Palo View more		1	View				

The Advisory description is the vendor's summary of the advisory

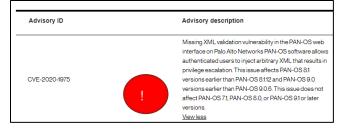
Confirmed	Potentia	I								
All Advisories 33	Critical 4	High 29					Search by Advisory ID	Q	Ŷ	∓ ©
Advisory ID			2	Advisory description	Customer Name	Number of devices impacted				
CVE-2020-197	5		2	Missing XML validation vulnerability in the PAN-OS web interface on Palo <u>View more</u>		1	View			

#### Select View more to see the full summary of the advisory.





#### Select View less to minimize the summary of the advisory.



#### The Customer Name is the customer short name assigned in Verizon's database of record.

Confirmed	Potential									
All Advisories 33	Critical 4	High 29								
						Search by Advisory ID	Q	V	″ ⊥	Ø
Advisory ID			Advisory description	Customer Name	Number of devices impacted					
CVE-2020-197	5		Missing XML validation vulnerability in the PAN-OS web interface on Palo View more		1	View				

The Number of devices impacted is a count of customer devices impacted by a given advisory. In the example below only 1 device is potentially impacted by CVE-2020-1975.

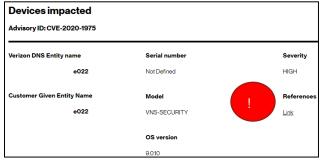
Confirme	ed	Potential									
All Advi 33	sories	Critical 4	High 29								
								Search by Advisory ID	۹	$\nabla$	⊥ ©
Adv	isory ID			Advisory description	Customer Name	4	Number of devices impacted				
CVE	-2020-1975	5		Missing XML validation vulnerability in the PAN-OS web interface on Palo <u>View more</u>		4	1	View			

#### The View link provides a view of the devices impacted and a reference link to additional details on the CVE.

Confirmed	Potential										
All Advisories 33	Critical 4	High 29									
							Search by Advisory ID	Q	7	.↓	ø
Advisory ID			Advisory description	Customer Name	Number of devices impacted						
CVE-2020-1975	5		Missing XML validation vulnerability in the PAN-OS web interface on Palo <u>View more</u>		1	5	View				1



If you select Link under References, you will be linked to the National Institute of Standards and Technology (NIST), National Vulnerability Database (NVD) where you can gather additional information on the advisory.



### 8 Basic page navigation – Devices View

The Devices view contains the following columns:

- 1) Customer Given Entity Name (not in the default view, customize columns to add)
- 2) Verizon DNS Entity Name
- 3) Serial Number
- 4) Model
- 5) OS Version
- 6) Advisories
- 7) View

Confirmed All Devices 5	Potential Critical High 1 4	2	3	4	5	6		
Devices Impacte		Verizon DNS Entity Name	Serial Number	Model	OS Version	Advisories	by Verizon DNS Entity Name Q	\ \ \ @
	e017	e017	9VR6O	VNS-ROUTING	17.3.3	1High	View	
	e017	e017	00705	VNS-SECURITY		1High	View 7	
	e022	e022	Not Defined	VNS-SECURITY	9.010	27 High 4 Critical	View	
	SANJOSE-SCI	e014	007	VNS-SECURITY	8.0.7	1 High	View	
1-4of4 251	Records 🗸						Go to: 1 / 1 《	< (1) >   >



The Customer Given Entity Name is the device name provided by the customer. This field is not in the default view and must be added. Population of this field is dependent on the customer device name being provided by the customer and the device name being added in Verizon's database.

Confirmed Potentia All Devices Critical 5 1	al High 4							
Devices Impacted: 4	Name	Verizon DNS Entity Name	Serial Number	Model	OS Version	Advisories	Search by Verizon DNS Entity Name Q Q c	⊥ ⊚
e01	17	e017	9VR6O	VNS-ROUTING	17.3.3	1High	View	
e01	7	e017	00705	VNS-SECURITY		1 High	View	

#### The Verizon DNS Entity Name is the unique name given by Verizon to the device.

Confirmed Potential All Devices Critical I High 5 1 4 Devices Impacted: 4	2					Search by Verizon DNS Entity Name Q	7 ∳
Customer Given Entity Name	Verizon DNS Entity Name	Serial Number	Model	OS Version	Advisories		
e017	e017	9VR6O	VNS-ROUTING	17.3.3	1 High	View	
e017	e017	00705	VNS-SECURITY		1High	View	

#### Serial Number is the serial number of the device.

Confirmed	Potential							
All Devices ( 5 1 Devices Impacted	Critical High 1 4		3			Se	arch by Verizon DNS Entity Name 🔍 🏾 🏹	7 ± @
Customer Giv	ven Entity Name	Verizon DNS Entity Name	Serial Number	Model	OS Version	Advisories		
	e017	e017	9VR6O	VNS-ROUTING	17.3.3	1 High	View	
	e017	e017	00705	VNS-SECURITY		1 High	View	

#### Model is the vendor model number of the device.

Confirmed All Devices ( 5 1	Potential Critical High 1 4							
Devices Impacted	d: 4 ven Entity Name	Verizon DNS Entity Name	Serial Number	4 Model	OS Version	Se	arch by Verizon DNS Entity Name 🔍	7 ⊉
	e017	e017	9VR6O	VNS-ROUTING	17.3.3	1 High	View	
	e017	e017	00705	VNS-SECURITY		1High	View	



#### OS Version is the Operating System software currently running on the device.

Confirmed	Potentia	I							
All Devices 5		High 4				5			
Devices Impac	ted:4							Search by Verizon DNS Entity Name Q	7 ⊻ ©
Customer	Given Entity I	Name	Verizon DNS Entity Name	Serial Number	Model	OS Version	Advisories		
	e01	7	e017	9VR6O	VNS-ROUTING	17.3.3	1High	View	
	e017		e017	00705	VNS-SECURITY		1 High	View	

The Advisories column lists the number of advisories and severity of advisories for a device. This field could display a value such as 5 High|2 Critical.

Confirmed All Devices 5	Poten	tial High 4							
Devices Imp	acted: 4	4					6	Search by Verizon DNS Entity Name Q	7 ⊥ ©
Custom	er Given Entit	y Name	Verizon DNS Entity Name	Serial Number	Model	OS Version	Advisories		
	e	017	e017	9VR6O	VNS-ROUTING	17.3.3	1 High	View	
	eC	17	e017	00705	VNS-SECURITY		1 High	View	

The View link provides a view of the CVEs which potentially impact the device and a reference link to additional details on the CVE.

Confirmed All Devices 5	Potential Critical High 4								
Devices Impact	ted: 4					Sea	rch by Verizon DNS Entity Name Q	7 ₹	\$
Customer (	Given Entity Name	Verizon DNS Entity Name	Serial Number	Model	OS Version	Advisories			
	e017	e017	9VR6O	VNS-ROUTING	17.3.3	1 High	View		
	e017	e017	00705	VNS-SECURITY		1High	View		



If you select Link under References, you will be linked to the National Institute of Standards and Technology (NIST), National Vulnerability Database (NVD) where you can gather additional information on the advisory.

Advisory details		
Verizon DNS Entity name e022		
Customer Given Entity Name e022		
Advisory ID	Date	Description
CVE-2020-2007	February 17, 2022	An OS command injection vulnerability in the management server component of PAN-OS allows an authenticated user to potentially execute arbitrary commands with root privileges. This issue affects All PAN-OS 71
	Customer name	versions; PAN-OS 81 versions earlier than 8114; PAN-OS 9.0 versions earlier than 9.07.
	References	
	Link	
Advisory ID	Date	Description
CVE-2020-2010	February 17, 2022	An OS command injection vulnerability in PAN-OS management interface allows an authenticated administrator to execute arbitrary OS commands
High	Customer name	with root privileges. This issue affects: All versions of PAN-OS 71 and 8.0; PAN-OS 81 versions earlier than 8114; PAN-OS 9.0 versions earlier than 9.07.
	References	
	Link	

### **9 Search Functionality**

Regardless of your view, Advisories or Devices, the location of the search function remains constant.

Confirmed	Potent								
All Devices 5 Devices Impac	Critical 1	High 4					! Sea	rch by Verizon DNS Entity Name Q	7 ⊥ ©
Customer	Given Entity	Name	Verizon DNS Entity Name	Serial Number	Model	OS Version	Advisories		
	eC	17	e017	9VR6O	VNS-ROUTING	17.3.3	1 High	View	
	e0	17	e017	00705	VNS-SECURITY		1 High	View	

However, the search functionality caters to the view you are in. In the Devices view you can "Search by Verizon DNS Entity Name" whereas in the Advisories view you can "Search by Advisory ID."

Devices view search functionality

Search by Verizon DNS Entity Name Q V &



# **10 Filter Functionality**

Regardless of your view, Advisories or Devices, the location of the filter function remains constant. You can customize according to your needs.

onfirmed	Potential	I						
All Devices (		High 4						
							Sea	rch by Verizon DNS Entity Name
Customer Gi	iven Entity N	lame	Verizon DNS Entity Nam	e Serial Number	Model	OS Version	Advisories	
	e017		e01		UNS-ROUTING	1733	1High	Vew
				Search by Verizon	Fiterreculta	1733	1High	<u>Vew</u>
Choose desired Select a Field		lues(combine u	up to four)	Search by Verzon Add Sort criteria	Fiterreculta	1733	1High	Vew
	d fields and va	lues(combine u	up to four) ther a value	Search by Verson Add Sort criteria First sort by column Select a Field	DNS Entity Name Q V	1733	1 High	Vew
Select a Field	d fields and va	<b>lues</b> (combine t s ∨ En	up to four) fer a value	Search by Verson Add Sort criteria First act by column Then sort by column Select a Field Select a Field	Filter results	1733	1 High	<u>Vew</u>
Select a Field	d fields and val	<b>lues</b> (combine t s ∨ En	up to four) fer a value	Search by Verson Add Sort criteria First act by column Then sort by column Select a Field Select a Field	Filterresults           DNS Ently Name         Q         Q         Q           v         in         Accending         v         order	17.3.3	1High	<u>Vew</u>
Select a Field  And Oor Select a Field	d fields and val	s v En	up to four) fer a value	Search by Verson Add Sort criteria First act by column Then sort by column Select a Field Select a Field	Filterresults           DNS Ently Name         Q         Q         Q           v         in         Accending         v         order	17.33	1High	<u>Vew</u>
Select a Field And Oor Select a Field And Oor	d fields and val	s v En	up to four) der a value	Search by Verson Add Sort criteria First act by column Then sort by column Select a Field Select a Field	Filterresults           DNS Ently Name         Q         Q         Q           v         in         Accending         v         order	17.3.3	1High	<u>Vew</u>

### **11 Export Functionality**

Regardless of your view, Advisories or Devices, the location of the export function remains constant.

Confirmed	Potential							
All Devices 5	Critical High 1 4							
							Search by Verizon DNS Entity Name Q	Export V ± @
Customer	Given Entity Name	Verizon DNS Entity Name	Serial Number	Model	OS Version	Advisories		
	e017	e017	9VR6O	VNS-ROUTING	17.3.3	1High	View	

The file export will contain 3 tabs.

- 1. Advisory View Summary Includes a list of all advisories by State (Confirmed & Potential), Severity (Critical & High) and Number of Devices Impacted per advisory.
- 2. Device View Summary Includes a list of all devices by State (Confirmed & Potential), Severity (Critical & High) and number of Advisories in total that impact the device.
- 3. Details this is the raw data that is summarized in the previous mentioned summary views.



### 12 Record counts per page

You can view increments of 25 records per page up to 100 records. This can be modified at the lower left corner of each page within both the Advisories vs Devices View. You can also adjust the number of records per page using the Customize columns option referenced in Section 4.

Confirmed		Poter	ntial	
All Devi 5	ces	Critical 1		<b>ligh</b>
			l	
Cus	tome	r Given Enti	ty N	ame
		é	e017	
	-ci	10 Records		
	-Ci	25 Records		
	~			
	-	50 Records		
	-19	50 Records 100 Records		DSE-SCI

# 13 Opening a Change Request – Confirmed Advisories View

You can open a Change Request (CR) for confirmed advisories only. One Advisory (CVE) is allowed per Change Request (CR) and all devices impacted by the selected advisory will be added to the change request (CR). **Note**: It is not recommended to select an advisory that has greater than 100 devices at this time. Please leverage the device view if this scenario is applicable to your advisory. See section 14 "Bulk Inventory" as another alternative. All Change Request fields are pre-populated with the exception of the Requested Start Date/Time and Requested Completion Date/Time. You can include additional details in the Title and Objective fields if necessary. Initiate the following steps to open a Change Request (CR):

- 1) Select the CVE you want to remediate.
- 2) Select the "Remediate" button. A new browser tab will open.
- 3) Populate additional information in the Title field (optional)
- 4) Populate additional information in the Objective field (optional)
- 5) Populate the Requested Start Date/Time (GMT) in the Change Request
- 6) Populate the Requested Completion Date/Time (GMT) in the Change Request
- 7) Submit the Change Request



Confirmed All Advisories 8	Potential Critical High 0 8				2 Search by Advisory ID	۹	Remedi	ate ↓ ⊜
Advis	ory ID	Advisory description	Customer Name	Number of devices impacted				
O CVE-2	020-3405	A vulnerability in the web UI of Cisco SD-WAN vManage Software could <u>View more</u>		1	View			
O CVE-2	021-1223	Multiple Cisco products are affected by a vulnerability in the Snort <u>View more</u>		4	View			
O CVE-2	021-1260	Multiple vulnerabilities in Cisco SD- WAN products could allow an <u>View more</u>		1	View			

3 4

#### New browser tab within the Global Change Management tool.

Home > Create Re	equest > LLC.
Customer Name:	LLC.
Requested CTI:	Managed Network > Vulscan > Software Vulnerability Upgrade 🧳
Submitter:	> @verizon.com
<ul> <li>Summary</li> <li>*Title</li> </ul>	
	Remediation Request
*Objective	
Request to remed	iate a device that is affected by a vendor released security advisory. An extended maintenance window and/or project may be required depending on the number of devices/advisories selected.

**Note**: An extended maintenance window and/or project may be required depending on the number of advisories that are part of the advisory you selected.

	art Date/Time(GMT)			6	* Requested Complet	tion Date/Time(GMT)	
mm/dd/yyyy	31	hh mm			mm/dd/yyyy	31	hh mm
Sub	Save as D	raft Cancel					
lome > C	Create Request >	LLC.					
۱ 📀	Your request has	been submitted.					
					mitted for cliefd	omer	LLC
	A new request ( <b>Mana</b> Request Number is <b>C</b> l	ged Network > Vulsca R2022021722147 .	ın > Software Vulnerability U	Ipgrade ) has been sub	whited for east		
		-	n > Software Vulnerability U	ipgrade ) has been sub	initial for cusic		



### 14 Opening a Change Request – Confirmed Devices View

You can open a Change Request (CR) for confirmed devices only. One or multiple devices can be selected. All associated CVEs for the given device(s) selected will be added to the change request (CR) for remediation.

All fields are pre-populated in the change request with the exception of the Requested Start Date/Time and Requested Completion Date/Time. You can include additional details in the Title and Objective fields if necessary.

Initiate the following steps to open a Change Request (CR):

- 1) Select the device(s) you want to remediate.
- 2) Select the "Remediate" button. A new browser tab will open.
- 3) Populate additional information in the Title field (optional)
- 4) Populate additional information in the Objective field (optional)
- 5) Populate the Requested Start Date/Time (GMT) in the Change Request
- 6) Populate the Requested Completion Date/Time (GMT) in the Change Request
- 7) Submit the Change Request

Confi All D 12	evices	Potent Critical	ial High 12							2 Remediate
Devic	es Impacte	ed: 12							Search by Verizo	on DNS Entity Name 🔍 🛛 🕹 🕸
	Custom	er Given E	ntity Name	Verizon DNS Entity N	lame	Serial Number	Model	OS Version	Advisories	
			e004	E	e004	ESP_NULL	VNS-SDWAN	20.3.4	1High	View
			9e004	1	e004	db187a02-	VNS-SDWAN	20.3.3	1High	View
			7e009	e	e009	823	VNS-SDWAN	18.4.3	2 High	View
			e016	e	e016	B79	VNS-SDWAN	19.2.3	6 High	View

#### New browser tab within the Global Change Management tool.

Home > Create Rec	quest > LLC.	
Customer Name:	LLC.	
Requested CTI:	Managed Network > Vulscan > Software Vuln	nerability Upgrade 🧳
Submitter:	> @verizon.com	
<ul> <li>Summary</li> <li>*Title</li> <li>Security Advisory F</li> </ul>	Remediation Request	
*Objective		
Request to remedia	ate a device that is affected by a vendor release	ed security advisory. An extended maintenance window and/or project may be required depending on the number of devices/advisories selected.

**Note**: An extended maintenance window and/or project may be required depending on the number of advisories that are part of the advisory you selected.



/hen would you like Verizon to implement your request?		Implement Anyti	ne	
Requested Start Date/Time(GMT)	6	* Requested Complet	ion Date/Time(GMT)	
mm/dd/yyyy 🛐 hh mm		mm/dd/yyyyy	31	hh mm
Submit Save as Draft Cancel				
Iome > Create Request > LLC.				
lome > Create Request > LLC.				
Image: one submitted in the second				
• Your request has been submitted.	an > Software Vulnerability Upgrade ) has be	en submitted for custo	omer	LLC
Your request has been submitted.     A new request ( Managed Network > Vulse	an > Software Vulnerability Upgrade ) has be	en submitted for custo	omer	LLC
• Your request has been submitted.	an > Software Vulnerability Upgrade ) has bee	en submitted for custo	omer	цс
Vour request has been submitted. A new request (Managed Network > Vulso Request Number is CR2022021722147.	an > Software Vulnerability Upgrade ) has bee	en submitted for custo	omer	LLC
Your request has been submitted.     A new request ( Managed Network > Vulse	an > Software Vulnerability Upgrade ) has be	en submitted for custo	omer	LLC

### **15 Change Request Inventory**

Irrespective of the view (Advisory or Device) that you open the Change Request (CR) from, the inventory you selected within the Security advisory tool will be attached as an Excel file under Inventory Details.

<ul> <li>Inventory Details</li> </ul>			
Managed Network Customer:			
* Add inventory -OR- * Add E	Bulk Inventory		
Actions \$	Type 🕈	Attachment Name 🗢	Creation Date (GMT) 💠
1	×	Vulscan-DeviceList-2022-02-17 171847.xls	2022-02-17 17:18:48

Per the example below, three devices were selected for remediation. Configuration items "e009" and "e016" have more than 1 advisory that will be remediated as part of the Change Request.

	A	В	C	D
1	configuration item	configuration item type		advisories
2	e009	ENTITY		CVE-2020-3405,CVE-2021-1262
1	e004	ENTITY		CVE-2021-1262
4	e016	ENTITY		CVE-2021-1260,CVE-2021-1261,CVE-2021-1262,CVE-2021-1263,CVE-2021-1298,CVE-2021-1299
Ę				

Following submission of the Change Request, the inventory is visible in two places.

- 1) The Details Tab of the CR under Configuration Items
- 2) The Attachments tab



	1722147 (Norr	nal)	Sta	te: Open	Status: Sub	omitted	
S	Submit	Assess	• Plan	Approve	• Implement •	Verify	Close
DETAILS	COMMENTS	CONTACTS ATTACHMENTS	RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATIO	ONS		
Request CTI:		Managed Network > Vulscan > Sof	tware Vulnerability Upgrade				
Title:		Security Advisory Remediation Rec	quest				
Submitter:		> @verizon.	.com 🖂				Additional Deta Timelii
Customer Nar	me:	LLC.		Management Dom	nain: d43		Hide Configuration Iter
Customer Ref	ference Number:	NA		Customer Referen	nce System: NA		Implementation Pla
Management	Center (TMG):	MC.CMS		Support Team (TO	G): ST.AS		
Review Durati	tion (hh:mm):			Implementation D	uration (hh:mm):		
Objective:		Request to remediate a device that	t is affected by a vendor released securit	y advisory. An extended maintenance window and/c	or project may be required depending on the r	number of devices/advisories selected.	
Configurati	ion Items						
# DNS	Entity Name 🗍	ſ	DNS Short Name	Entity Host Name	Equipment Type	Model	IP Address
1	e009		27	e009	SD WAN VM	VNS-SDWAN	108
2	e004		259	e004	SD WAN VM	VNS-SDWAN	166.
3	e016		274	e016	SD WAN VM	VNS-SDWAN	108
CR20220	21722147 (Noi	rmal)	St	ate: Open	Status: Sul	omitted	
		,					
S	Submit	Assess	• Plan	Approve	Implement	Verify	Close
S	Submit	Assess	• Plan	Approve	Implement	Verify	Close
	Submit	Assess CONTACTS ATTACHMENT	-	Approve     MILESTONE & ACTIVITIES     NOTIFICATI	•	Verify	Close
			•	•	•	Verify •	Close
DETAILS	COMMENTS	CONTACTS ATTACHMENT	* RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATI	•	Verify •	Close
			* RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATI	•	Verify •	Close
DETAILS	COMMENTS	CONTACTS ATTACHMENT	* RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATI	•	Verify •	Close
DETAILS	<b>COMMENTS</b> General	CONTACTS ATTACHMENT	* RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATI	•	Verify •	Close
DETAILS Category:	<b>COMMENTS</b> General	CONTACTS ATTACHMENT	* RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATI	•	Verify •	Close
DETAILS Category:	<b>COMMENTS</b> General	CONTACTS ATTACHMENT	* RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATI	•	Verify •	Close
DETAILS Category:	<b>COMMENTS</b> General	CONTACTS ATTACHMENT	* RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATI	IONS	worthy •	
DETAILS Category: Description	General	CONTACTS ATTACHMENT	* RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATI	IONS ( A Maximu		
DETAILS Category: Description	<b>COMMENTS</b> General	CONTACTS ATTACHMENT	RELATED REQUEST & ORDERS	MILESTONE & ACTIVITIES NOTIFICATI	IONS	m of 10 files with file size of 10MB per file is a	

### **16 Add Bulk Inventory**

If the advisory you selected to "Remediate" has more than 100 devices, you have the option to remove devices from the Change Request Inventory prior to submission of the request via the "Add Bulk Inventory" option within the Global Change Management Tool. The following steps apply.

- 1) Under the Inventory Details section, open (download) the attachment under Attachment Name
- 2) Open the spreadsheet attachment
- 3) The original file will display all devices impacted by the CVE you selected to remediate. In the example below, eight (8) devices are part of the original list of devices.
- 4) Delete the applicable rows from the spreadsheet. In the example below, rows 8 and 9 were deleted from the original list.

a. Note: Do not make any other alterations to the spreadsheet else the Change Request will fail.

- 5) Save the updated file to your local machine
- 6) Select the trash can option to delete the original inventory file.
- 7) A pop up will ask you if you want to delete the file. Select "Yes"



8) Another pop up will then ask you to upload the new file. Select "Choose File" and select the file that you saved to your local machine. The new file will be uploaded to your Change Request. If all required fields in the Change Request have been populated, you may submit at this time. When opening the newly submitted Change Request, the number of Configuration Items will make the number in the spreadsheet you uploaded.

9)			
<ul> <li>Inventory Details</li> </ul>			
Managed Network Customer:			
* Add Inventory -OR- * Ad	d Bulk Inventory	1	
Actions 🗢	Туре ≑	Attachment Name 🗢	Creation Date (GMT) 🗢
<b>1</b>	×	Vulscan-DeviceList-2022-03-02 123008.xls	2022-03-02 12:30:08

<ul> <li>Inventory Details</li> </ul>									
Managed Network Customer:									
* Add Inventory -OR- * Add Bulk Inventor	* Add Inventory -OR- * Add Bulk Inventory								
Actions \$	Type ¢	Attachment Name 🗢	Creation Date (GMT) ≑						
ā	24	Vulscan-DeviceList-2022-03-02 123413.xls	2022-03-02 12:34:13						
+ Other Details									
				Submit Save as Draft Cancel					
				$\frac{\partial V_{\ell}}{\partial \lambda^{n}}$ Chat with us					
阉 Vulscan-DeviceListxls へ				Show all					

2

3

	А	В	С	D	E
1	configuration item	configuration item type		advisories	
2	099e004	ENTITY		CVE-2021-1262	
3	299e004	ENTITY		CVE-2021-1262	
4	267e009	ENTITY		CVE-2021-1262	
5	303e004	ENTITY		CVE-2021-1262	
6	267e021	ENTITY		CVE-2021-1262	
7	699e001	ENTITY		CVE-2021-1262	
8	699e004	ENTITY		CVE-2021-1262	
9	267e016	ENTITY		CVE-2021-1262	
10					
11					
40					



		-	-	-	1
	Α	В	С	D	E
1	configuration item	configuration item type		advisories	
2	099e004	ENTITY		CVE-2021-1262	
3	299e004	ENTITY		CVE-2021-1262	
4	267e009	ENTITY		CVE-2021-1262	
5	303e004	ENTITY		CVE-2021-1262	
6	267e021	ENTITY		CVE-2021-1262	
7	699e001	ENTITY		CVE-2021-1262	
8					
9					
10					
11					

Inventory Details			
Managed Network Customer:			
* Add Inventory -OR- * Add Bulk Invent	tory		
Actions \$	Type 🗢	Attachment Name 🗢	Creation Date (GMT) 💠
	×	Vulscan-DeviceList-2022-03-02 123008.xls	2022-03-02 12:30:08

Confirm				
Are you sure you want to delete "Vu 124455.xls" ?	/ulscan-DeviceList-2022-03-02			
Yes No				
Add Bulk Inventory		:		
Attachments				
Choose File	(Up to 1 file(s), each with a maximum size of 10MB is allowed. Accepted file formats are .xls,.xlsx.,csv)			
Please Wait				
Please Wait				

# **17 Security advisories POD**

The Security advisories POD provides a quick illustration of the following:

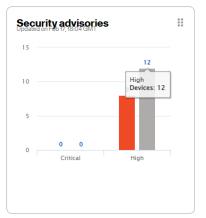
- 1) Number of Devices confirmed to be impacted by a High severity advisory
- 2) Number of Advisories confirmed as High severity
- 3) Number of Devices confirmed to be impacted by a Critical severity advisory
- 4) Number of Advisories confirmed as Critical severity

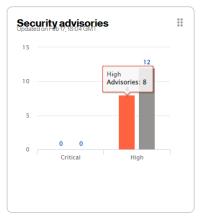
The first example below illustrates that 12 devices are impacted by a High severity advisory.



The second example below illustrates that there are 8 High severity advisories.

Per both examples below, there are no Critical advisories and/or devices impacted by a Critical advisory.









### **Service Assurance User Guides Library**

Documents can be found on the <u>Service Assurance User Guides</u> page. The latest version of this document can be always found <u>here</u>.

### **General Customer Training Information**

Go to our <u>Customer Training Portal\*</u> to enroll in training or to download other user and reference guides. \*Registration is required

#### **Verizon Enterprise Center**

The <u>Verizon Enterprise Center</u> portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

#### **Getting started on Verizon Enterprise Center**

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page <u>here</u>.



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