QRadar Support Forums

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https://ibm.biz/qradarforums

IBM **Security**

31 March 2020

IBM

Agenda

Announcements

- Coming soon, new firmware releases:
  M6 appliance firmware v1.0.0
  M5 appliance firmware v5.0.0

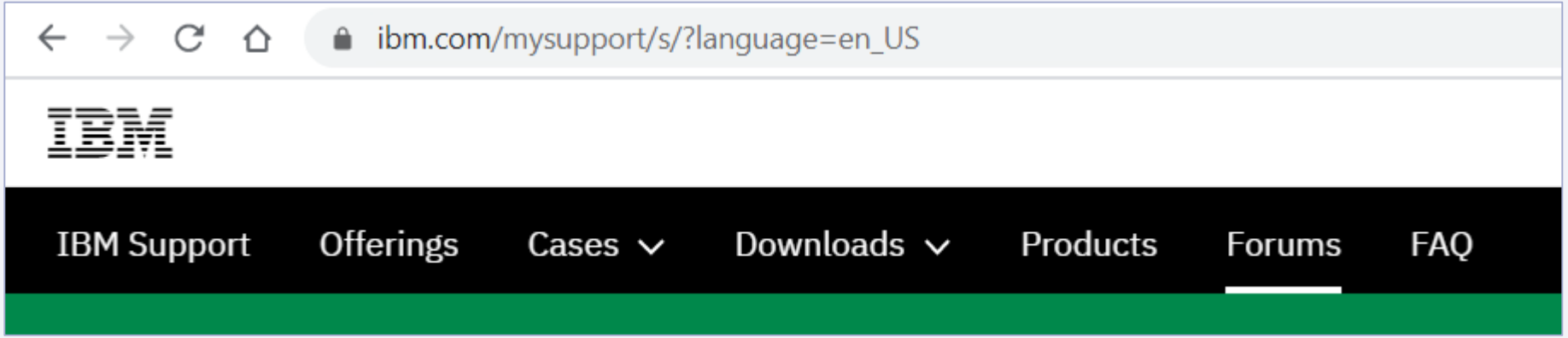
- QRadar 7.4 is released. A list of features is posted on the QRadar 101 main page.

- A QRadar 7.4 compatible SFS file WinCollect 7.2.9 Patch 1 has been posted to IBM Fix Central.

- Google Cloud users might be interested in the new Google Cloud Pub/Sub integration release.

About the forum migration

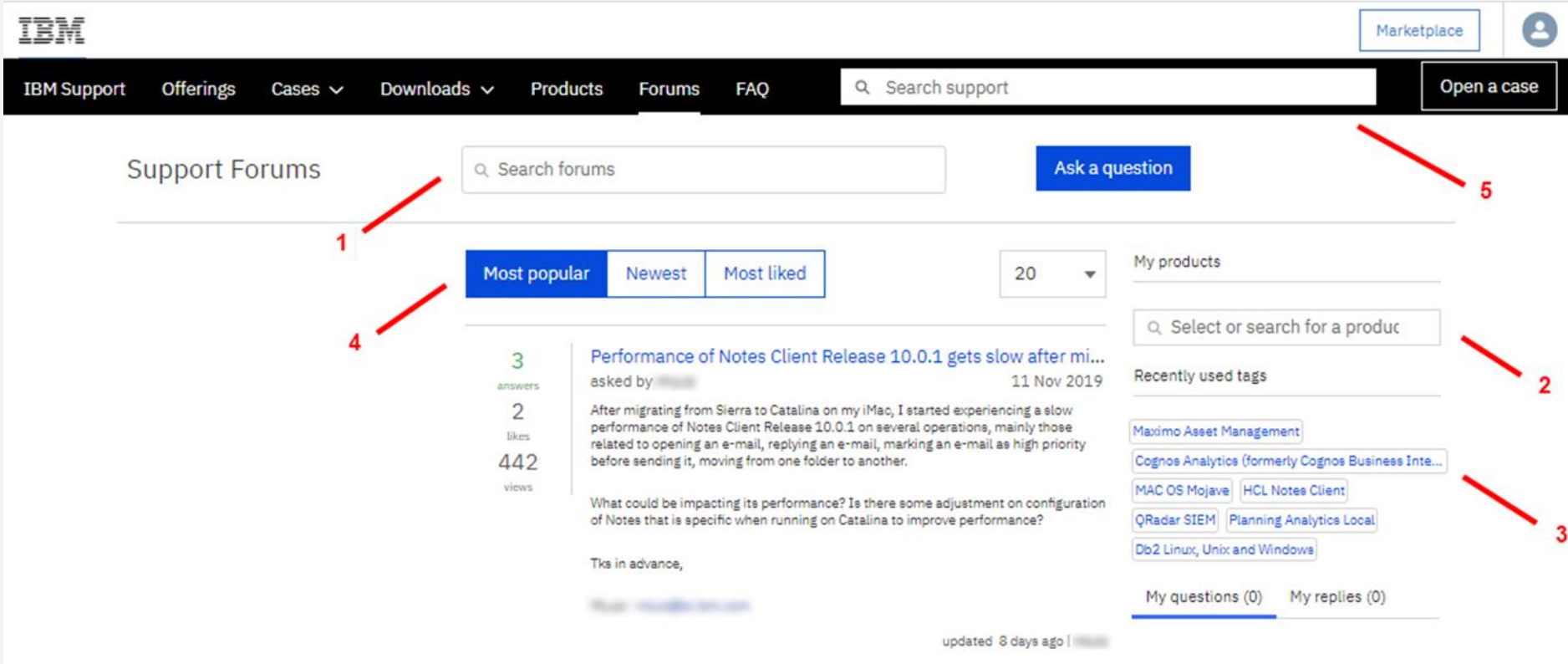
The IBM Developerworks Answers forum is being migrated to IBM.com/mysupport on 1 April 2020.



Why?

- Better integration with support cases.
- All IBM products in one forum together.
- Unify the support experience for users.

Navigating the forum user interface

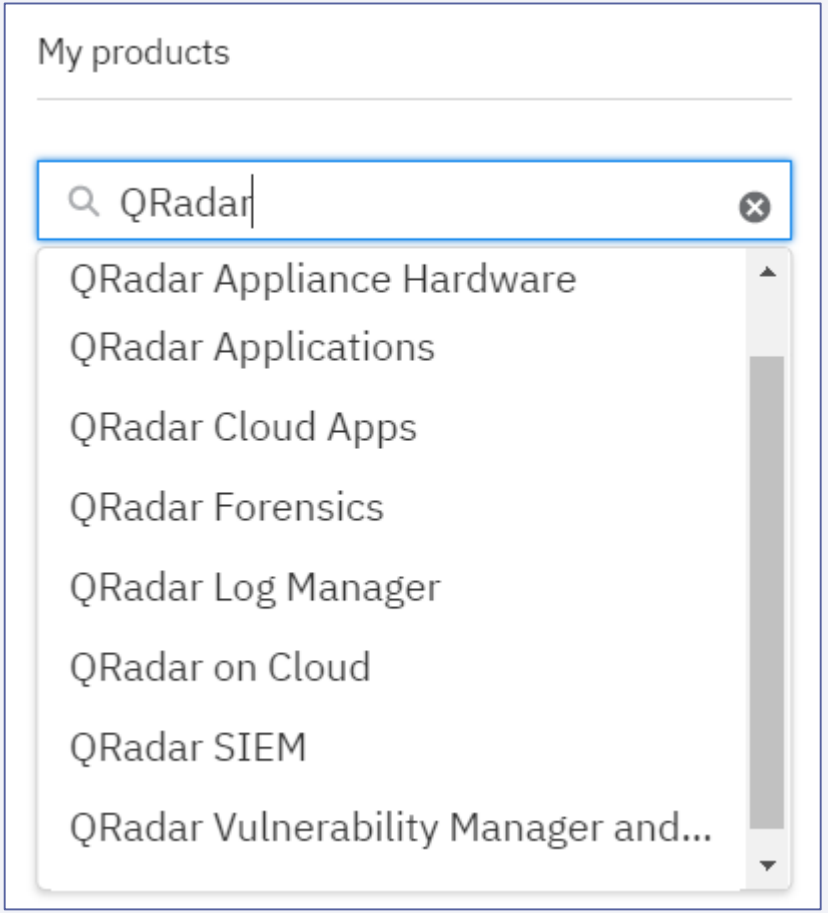


Product forums

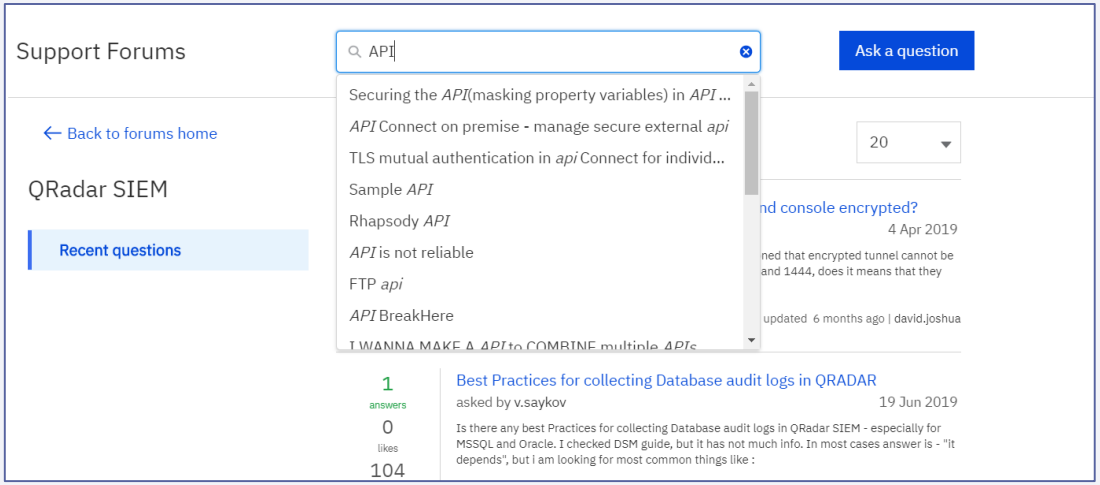
Each product in the IBM forums has a forum area.

What to know

- Each question asked in the forums is sorted under a product.
- Questions must include a product tag, then extra topic tags can be added.
- It is easiest to type SIEM to filter for QRadar from the product list.
- Updates to the product list are still pending, for example, to add QRadar Network Insights.



Using forum tags



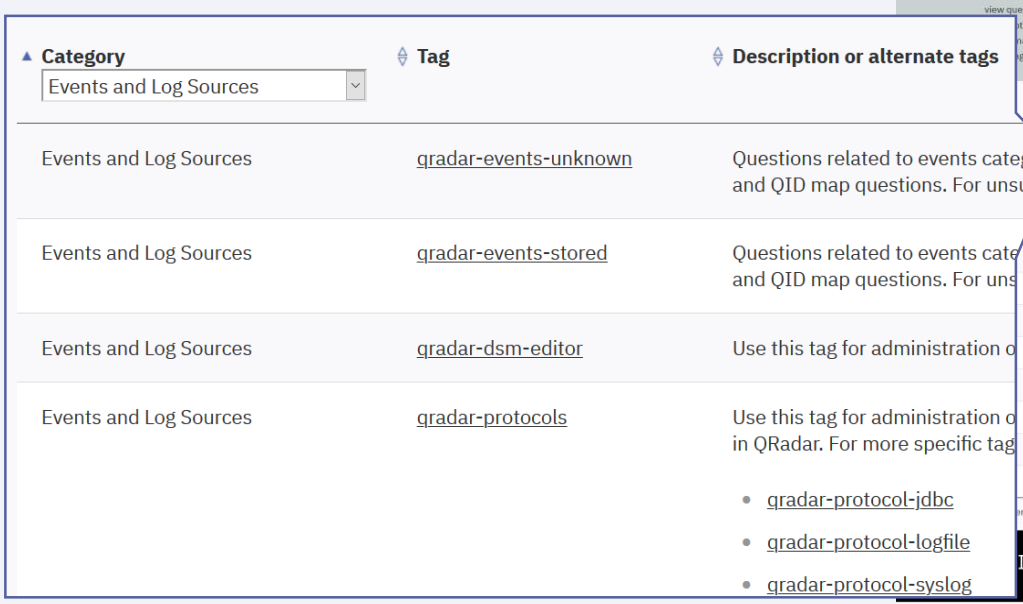
What to know

- Users can create their own tags.
- A maximum of 10 tags per question, including the automatic product tag (i.e. **9** topic tags can be added).
- An individual tags cannot exceed **60** characters.
- Tags are not case-sensitive. The system converts every tag to lowercase to prevents duplicate tags.
- To create multiple-word tags, use hyphens between words (ex. system-fan-noise). The Forums converts underscore characters to hyphens, and ignores leading or trailing underscores and hyphens.
- When three characters are typed in the tag field, the system displays a search list for existing tags containing those characters.

Forum tags (continued)

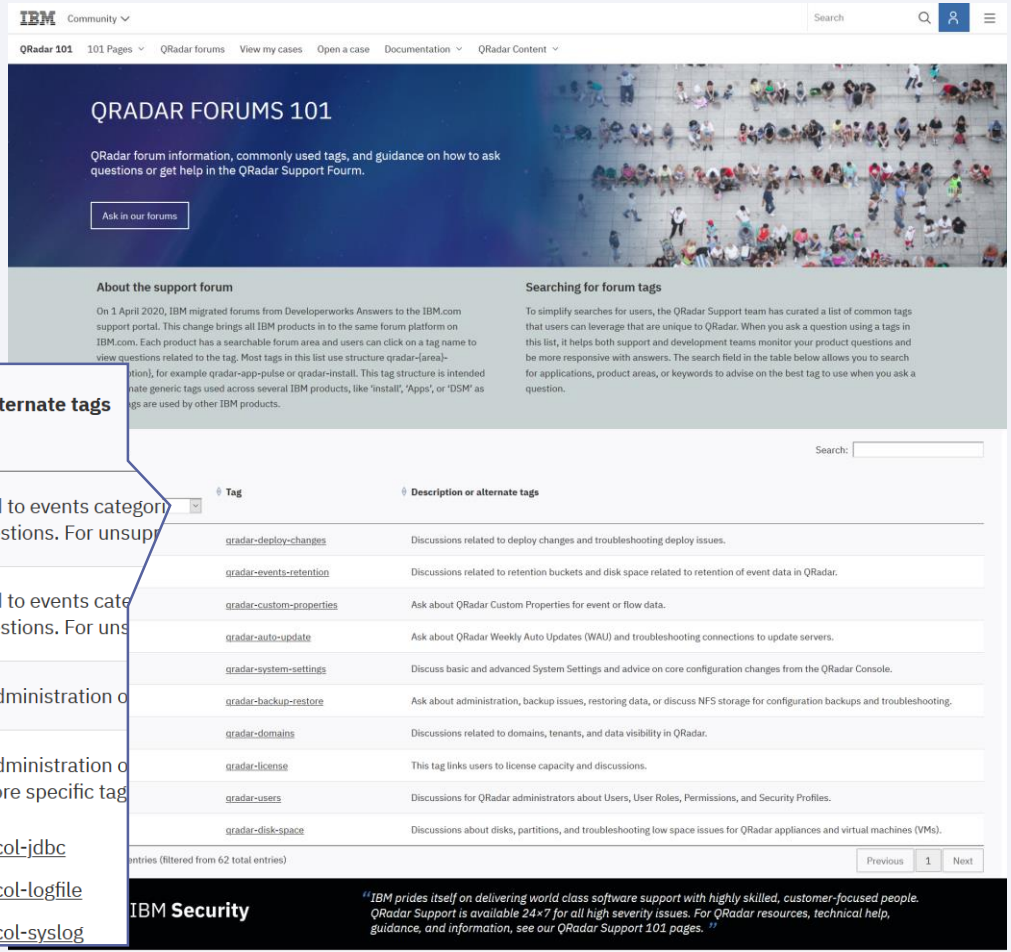
Taking the guess work out of tags…

- Starting April 1, a master tag list is being maintained by the QRadar Support Team.



Category	Tag	Description or alternate tags
Events and Log Sources	qradar-events-unknown	Questions related to events categori and QID map questions. For unsupp
Events and Log Sources	qradar-events-stored	Questions related to events cate and QID map questions. For uns
Events and Log Sources	qradar-dsm-editor	Use this tag for administration o
Events and Log Sources	qradar-protocols	Use this tag for administration o in QRadar. For more specific tag

- qradar-protocol-jdbc
- qradar-protocol-logfile
- qradar-protocol-syslog



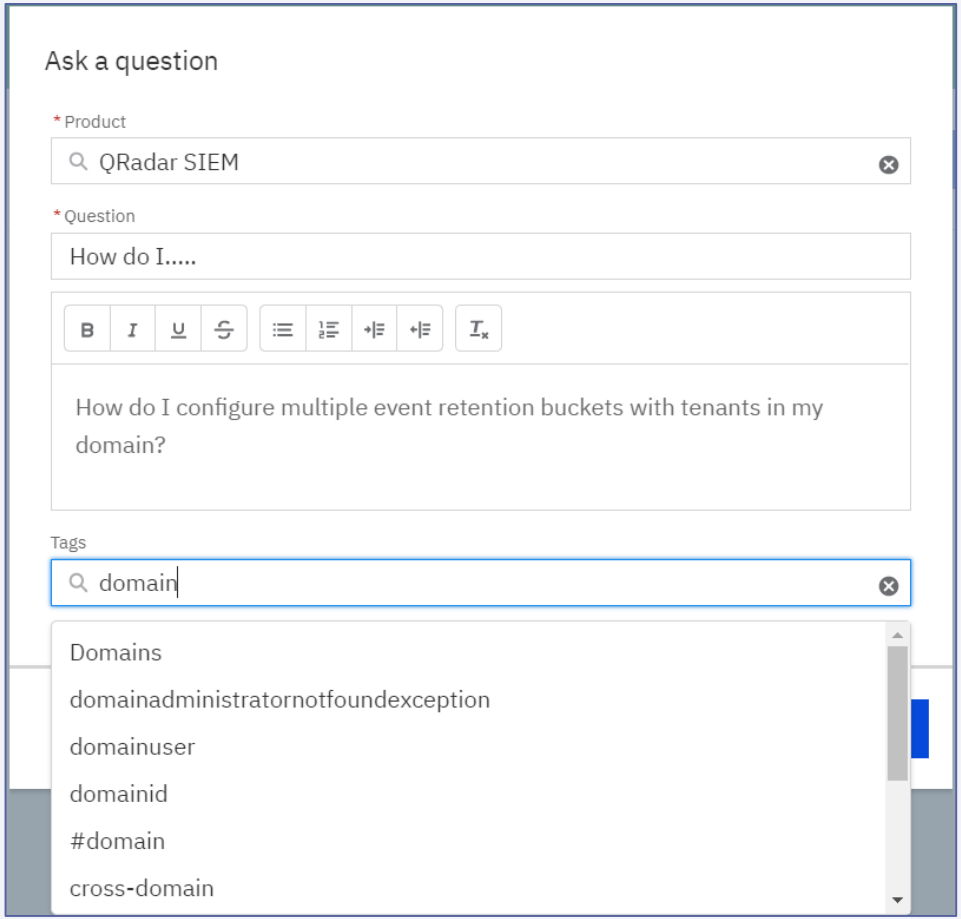
Functionality overview (Demo)

Ask questions in the Q&A panel

Asking questions and getting support help

What to know

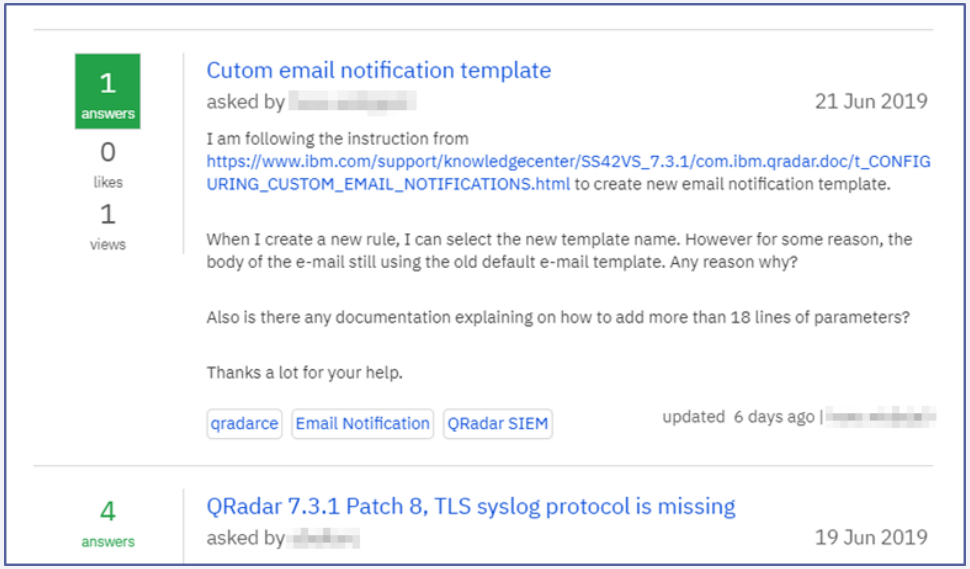
- Use QRadar Forums 101 to identify tags being monitored by QRadar Support and Development teams.
- Using the Space, Enter, or Comma keys will end the tag search.
- You can always identify unique qradar tags as they will use the format **qradar-{area}-{topic}**.
- Tags that do not start with qradar- might apply to any IBM product.
- If you are having issues and not sure where to turn, use the tag **qradar-help.**

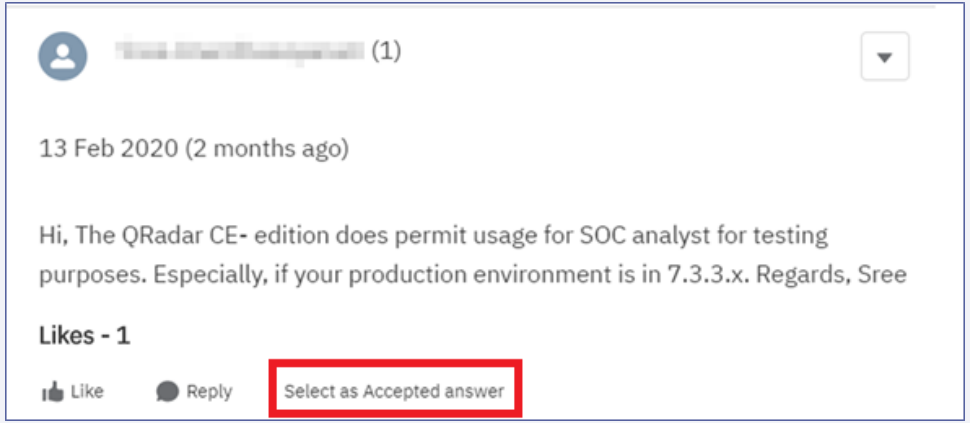


Answering questions

What to know

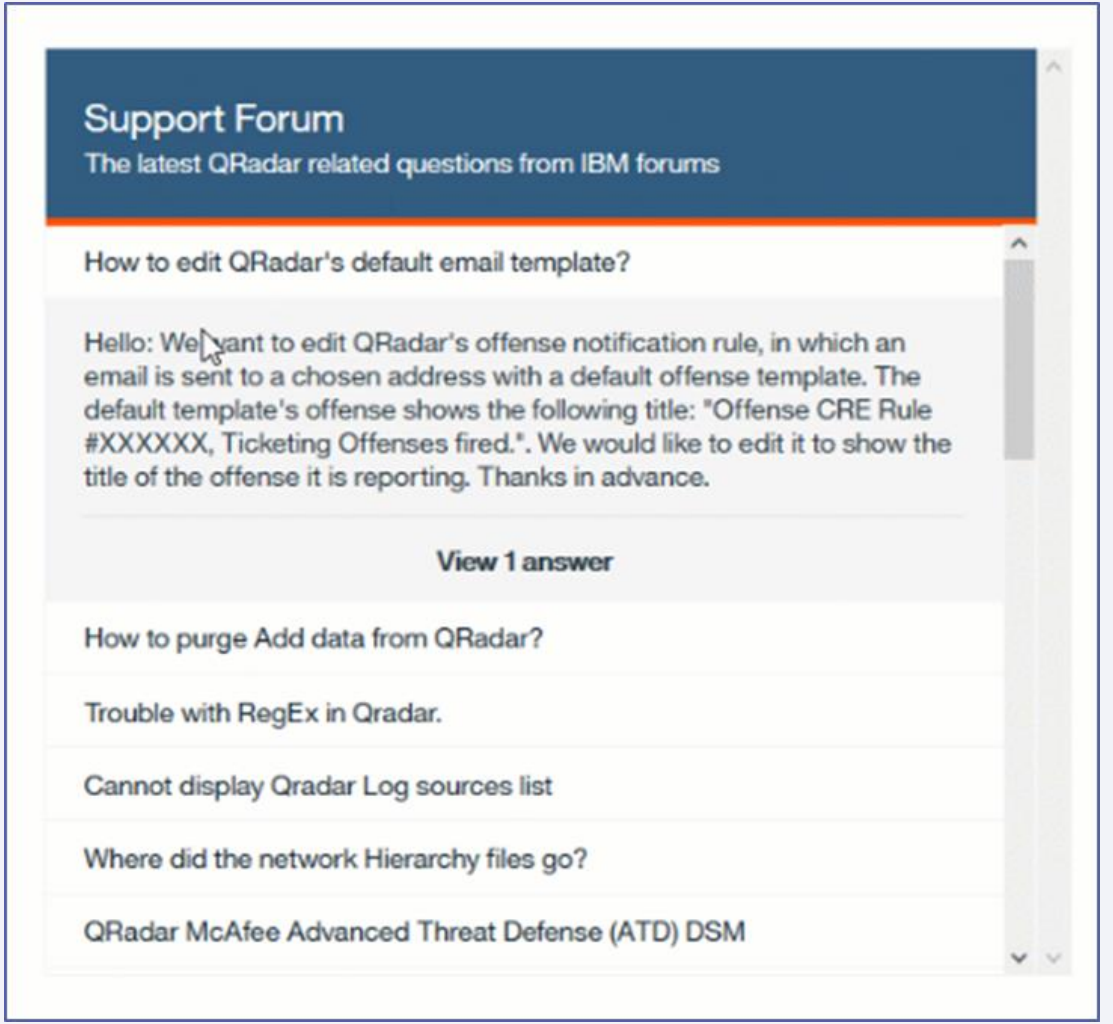
- Accepted ‘best’ answers are marked in Green blocks.
- Questions with answers list the number of responses, but only ‘accepted’ answers
- It is easiest to type SIEM to filter for QRadar from the product list.
- Updates to the product list are still pending, for example, to add QRadar Network Insights.





Staying up-to-date

- QRadar Assistant App v3.0 includes a feed for the ‘QRadar SIEM’ product tag from the IBM.com/mysupport forums.
- The forum feed integration links users to the latest questions asks. Clicking an answer or question takes users to the ibm.com/mysupport forum
- We are investigating how to also add this feed to the Forums 101 page.



Site assistance and feedback

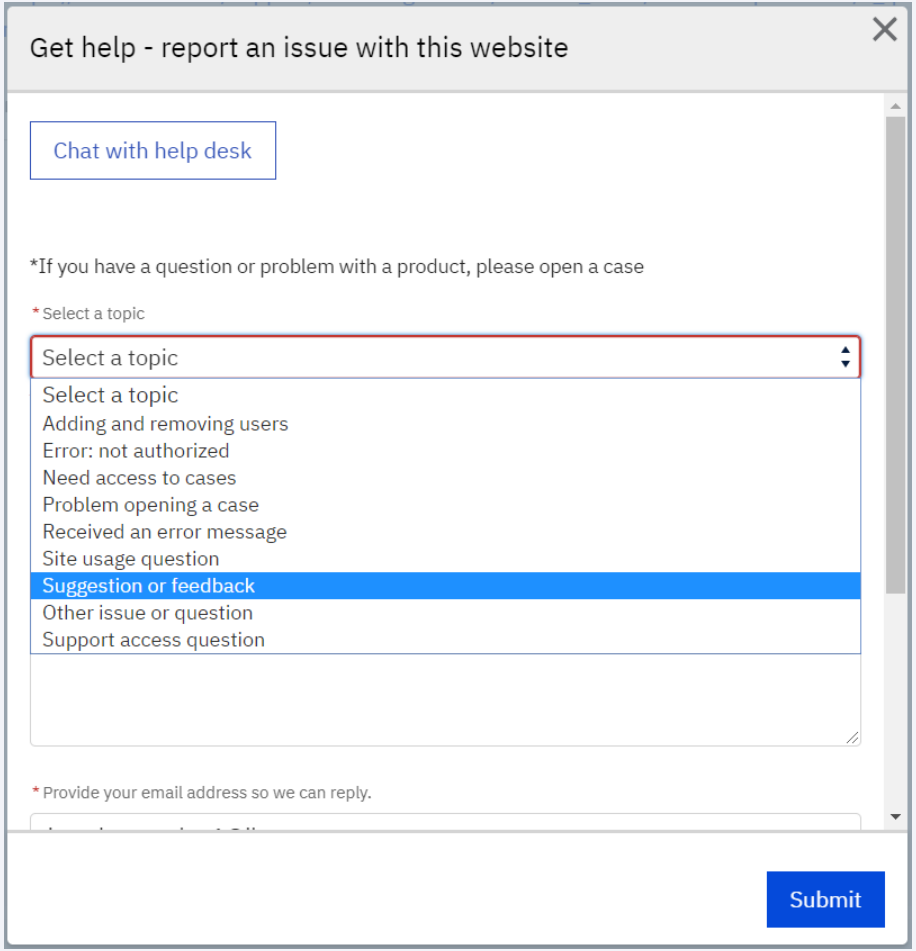
If you have access issues, login problems, or general site trouble you an report an issue to IBM.

Each page has a Report link in the footer that can be used when you cannot access cases, forums, or other site issues.

Report a problem submitting a case or registering for support.

Tip: If you have QRadar specific forum feedback, questions, or have tag suggestions, use the tag:
qradar-forum-feedback

(optional: jonathan.pechta1@ibm.com)



Questions?

Ask questions in the Q&A panel

Thank you

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