

IBM Security QRadar  
Version 7.2.0

*Configuring Custom Email Notifications  
Technical Note*



**Note:** Before using this information and the product that it supports, read the information in [Notices and Trademarks](#) on [page 7](#).

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# 1

## CUSTOM EMAIL NOTIFICATIONS

You can customize content in email notifications to meet the requirements of your organization.

When you create rules using IBM Security QRadar the responses can be configured to generate emails. These notifications can be sent to recipients to provide useful information such as event or flow properties. These properties are specified in the alert-config.xml file, which is the default template.

Unless otherwise noted, all references to QRadar refer to IBM Security QRadar SIEM, IBM Security QRadar Log Manager, and IBM Security QRadar Network Anomaly Detection. References to flows do not apply to QRadar Log Manager.

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### Customizing email notifications

You can edit and customise the QRadar file, alert\_config.xml, which is used to generate email notifications.

#### About this task

Use the following parameters to access QRadar and edit the custom email file:

**Table 1-1** Custom email notification parameters

Parameter	Description
Username	The username used to access the QRadar console using SSH.
Password	The password used to access the QRadar console using SSH.
directory name	The temporary directory used to store the custom email files.

#### Procedure

**Step 1** Using SSH, log into the QRadar Console as the root user.

Username: `root`

Password: `<password>`

**Step 2** To create a new temporary directory, type the following command:

```
mkdir <directory_name>
```

Where `<directory_name>` is the name of the temporary directory you use to edit copies of the default files.

**Step 3** To copy the files stored in the `custom_alerts` directory to the temporary directory, type the following command:

```
cp /store/configservices/staging/globalconfig/templates/  
custom_alerts/*.* <directory_name>
```

Where `<directory_name>` is the name of the directory you created in [Step 2](#).

**Step 4** Confirm the files were copied successfully:

a To list the files in the directory, type the following command:

```
ls -lah
```

b Verify the following file is listed:

```
alert-config.xml
```

**Step 5** Open the `alert-config.xml` file.

**Step 6** Optional. If you want to create multiple templates, copy the `<template></template>` property, including tags and the contents, and then paste it below the existing `<template></template>` property.

**Note:** You can add multiple templates, however, QRadar only supports one event and one flow template type to be set to `True` in the `Active` property.

**Step 7** Edit the contents of the `<template></template>` property:

a Specify the template type using the following XML property:

```
<templatetype></templatetype>
```

Where possible values include `event` or `flow`. This field is mandatory.

b Specify the template name using the following XML property:

```
<templatename></templatename>
```

c Set `Active` property to `true`:

```
<active>true</active>
```

d Edit the `Subject` property, if required.

e Add or remove parameters from the `Body` property. For more information on accepted parameters, see [Using custom parameters](#).

f Repeat these steps for each template you want to add.

**Step 8** Save and close the file.

**Step 9** To validate your changes, type the following command:

```
/opt/qradar/bin/runCustAlertValidator.sh <directory_name>
```

If the script validates the changes successfully, the following message is displayed:

```
File alert-config.xml was deployed successfully to staging!
```

**Step 10** Log in to the QRadar user interface.

**Step 11** Click the **Admin** tab.

**Step 12** Select **Advanced > Deploy Full Configuration**.

Your custom email notifications are now complete. Rules that have an email notification set as the rule response will generate emails using the custom parameters you specified.

## Using custom parameters

You can use several parameters to customise your email notifications.

### About this task

To use the `body.CustomProperty` and `body.CalculatedProperty` parameters, create a custom event or custom property. For more information, see the user guide for your QRadar Product. The available email notification parameters are listed in [Table 1-2](#).

**Table 1-2** Accepted Custom Parameters

Common Parameters	Event Parameters	Flow Parameters
AppName	EventCollectorID	Type
RuleName	DeviceId	CompoundAppID
RuleDescription	DeviceName	FlowSourceIDs
EventName	DeviceTime	SourceASNList
EventDescription	DstPostNATPort	DestinationASNList
EventProcessorId	SrcPostNATPort	InputIFIndexList
Qid	DstMACAddress	OutputIFIndexList
Category	DstPostNATIPAddress	AppId
RemoteDestinationIP	DstPreNATIPAddress	Host
Payload	SrcMACAddress	Port
Credibility	SrcPostNATIPAddress	SourceBytes
Relevance	SrcPreNATIPAddress	SourcePackets
Source	SrcPreNATPort	Direction
SourcePort	DstPreNATPort	SourceTOS
SourceIP		SourceDSCP
Destination		SourcePrecedence
DestinationPort		DestinationTOS
DestinationIP		DestinationDSCP
DestinationUserName		SourceASN
Protocol		DestinationASN
StartTime		InputIFIndex
Duration		OutputIFIndex
StopTime		FirstPacketTime
EventCount		LastPacketTime
SourceV6		TotalSourceBytes
DestinationV6		TotalDestinationBytes

**Table 1-2** Accepted Custom Parameters (continued)

Common Parameters	Event Parameters	Flow Parameters
UserName		TotalSourcePackets
DestinationNetwork		TotalDestinationPackets
SourceNetwork		SourceQOS
Severity		DestinationQOS
CustomPropertiesList		SourcePayload
body.CustomProperty("<Property Name>")		DestinationPayload
body.CalculatedProperty("<Property Name>")		

**Procedure**

- Step 1** Open the alert-config.xml file for editing. For more information, see [Customizing email notifications](#).
- Step 2** Add one or both of the following lines to the alert-config.xml file:

- `body.CustomProperty <Property Name>`
- `body.CalculatedProperty <Property Name>`

Where `<Property Name>` is the name used to create the custom property.

If you configured custom properties and included custom parameters in your template, then QRadar generates emails using the custom parameters you specified.



# A

## NOTICES AND TRADEMARKS

What's in this appendix:

- [Notices](#)
- [Trademarks](#)

This section describes some important notices, trademarks, and compliance information.

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